



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING INSTRUCTION

DIFFERENTIAL POLICE RESPONSE

ISSUED: September 20, 2021

EFFECTIVE: September 20, 2021

REVIEWED/APPROVED BY:
Inspector Shunta Boston-Smith
DATE: August 12, 2021

ACTION: Amends SOI (May 16, 2014)

WILEAG STANDARD(S): NONE

I. PURPOSE

The purpose of the Differential Police Response (DPR) program is to eliminate squad responses to situations, which do not require the immediate presence of an officer. This allows officers to remain in the areas to which they are assigned and to engage in pro-active policing activities. Selected non-emergency calls will be serviced by telephone intervention generally by DPR assigned police officers.

In summary, this program provides an additional method of providing police service and intervention into problems reported by callers by supplementing already existing department policies and practices. It is not the intention of the DPR program to in any way lessen the law enforcement services provided by the Milwaukee Police Department. The DPR officer is an intervener, much the same as a field officer is, but with different tools (internet access, telephone, etc.)

II. POLICY

It is the policy of the Milwaukee Police Department to respond to citizen's calls for service in a manner that reflects the best intervention strategy for the situation about which the citizen is calling. Response by field officers, particularly during periods of peak policing activity, will be limited to those situations in which there is an immediate threat to public safety or an on-scene officer's presence is required to address the situation.

III. DEFINITIONS

A. DIFFERENTIAL POLICE RESPONSE (DPR)

The department response to a call for service received through the Technical Communications Division (TCD) that is generally not "*in-progress*" or "*just-occurred*"; and is not currently endangering life or property. Any call meeting such requirements will generally be transferred to a DPR officer.

B. JUST-OCCURRED

The period of time within ten minutes of the incident that prompted the call.

IV. GENERAL GUIDELINES

A. Calls that may be serviced by DPR:

1. Generally, any call not prioritized as a P-1 or P-2 with the following exceptions:
 - a. Domestic Violence (DV) related calls (e.g., Battery DV).
 - b. Entries.
2. Trouble with subject calls without escalation.
3. Calls that DPR can retrieve video or phone evidence remotely through Evidence.com.
4. Any call not requiring squad response to the scene.

B. Calls that shall not be serviced by DPR:

1. Life or property is currently in danger.
2. Injury is being or has just been sustained.
3. A need to preserve items at the scene for evidentiary or investigatory use.
4. Subject on scene.

Note: When in doubt, a telecommunicator should consult with the on-duty supervisor for clarification as to whether using the DPR is an appropriate response.

V. STAFFING

A. DPR officers are assigned to workstations.

B. DPR shall be staffed from 7:30 a.m. – 12:00 a.m. However, officers assigned to DPR may stop taking calls for service 30 minutes prior to the end of their shift to file reports and complete any remaining duties.

VI. WORKSTATIONS

Each of the DPR workstations shall contain the following equipment:

1. CAD

Each of the DPR workstations shall be equipped with a CAD workstation which can perform telecommunicator duties.

2. Record Management System

Each of the DPR workstations shall be equipped with a desktop computer which will have access to the Records Management System (RMS), TraCS, and Evidence.com.

3. Internet / Intranet

Each of the DPR workstations shall be equipped with a desktop computer which will have access to the internet and intranet.

4. Telephone

Each of the DPR workstations shall be equipped with a telephone which allows them the ability to make and receive calls regarding DPR calls for service.

VII. **REFERRING CALLS TO DPR OFFICERS**

A. Calls are referred to DPR services by dispatchers.

B. TCD TELECOMMUNICATOR RESPONSIBILITIES

1. A TCD telecommunicator receiving calls for service between 7:30 a.m. and 11:30 p.m., which fall within DPR general guidelines, shall enter a call for service and transfer the call to the District One DAREA controlling dispatcher in accordance with normal procedures. The dispatcher will then send the call for service to the appropriate DPR officer. When appropriate, a telecommunicator will advise the caller that an officer will be contacting them by phone regarding their call.
2. TCD telecommunicators are encouraged to process the majority of calls which would otherwise be a priority 3 or 4 through the DPR service. Generally, most priority 3 and 4 calls (other than domestic violence related assignments, entries, and felonies), may be processed through the DPR service.

C. TCD DISPATCHER RESPONSIBILITIES

1. TCD dispatchers receiving pending CAD calls for service, which are designated by the telecommunicator for DPR service or the dispatcher believes may be serviced by a DPR officer, can send the calls to DPR for service.
2. The dispatcher will transfer the CAD call to the DPR DAREA to send a CAD call to DPR for service. The dispatcher controlling the DPR DAREA will "stack" the CAD call to the appropriate DPR squad. While stacked for DPR, the controlling dispatcher will monitor the CAD call for any updates or changes which may necessitate the need for a squad response. If a squad response is required for any CAD call, the CAD call will be transferred back to the district DAREA and dispatched by the controlling dispatcher in accordance with normal procedures.

VIII. DPR OFFICERS PROCESSING CALLS**A. DPR SERVICED CALLS**

If the DPR officer is able to service the call themselves (e.g., advise the caller, take a report), they will enter an appropriate disposition code for the action taken (e.g., C8, C10) and add any comments necessary for documentation in the CAD. If the serviced call requires a RMS report, the DPR officer shall issue a case number to the CAD call.

B. DPR UNABLE TO SERVICE CALLS

1. If upon call back to the caller, the DPR officer is unable to properly service the call due to changes in circumstance and there is an immediate need for medical attention, fire service, or squad response, the DPR officer will transfer the caller to MFD for an emergency medical services response or fire response (if needed) and/or have the dispatcher send a police response to the call. The DPR officer shall provide comments in the CAD call as to what is occurring and why an alternate response is required.
2. If the DPR officer is unable to service the call themselves, and the call is not of an urgent nature (e.g., medical response, immediate squad response) they shall provide comments as to what is occurring and why a squad response is required.

C. DPR OFFICERS REQUESTING FOLLOW UP

If a DPR officer requires follow up by a squad on the street, he/she shall indicate in the COMMENT field of the CAD, the updates which necessitate the need for a squad response. The CAD call will be unstacked and transferred back to the district DAREA controlling dispatcher in accordance with normal procedures. The DPR officer shall include a telephone extension for the squad to contact him/her regarding the request.

D. DPR OFFICERS REQUESTING TELETYPES

DPR officers requesting teletypes shall request this service through the MPD Teletype Desk at extension 7354 (Police Administration Building Room 330). The MPD Teletype Desk will not issue a teletype without the DPR officer already having entered a RMS report. Once the teletype has been issued, the DPR officer may update the a RMS report with the teletype number.

E. DPR OFFICERS UNABLE TO REACH CALLERS ON CALL BACK

DPR officers shall attempt at least two call backs to attempt to reach the caller. If the DPR officer is unable to reach the caller, the DPR officer shall enter a disposition of C15 which documents the voicemail that had been left and call backs performed.

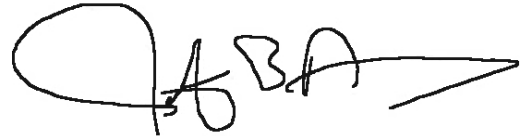
F. DPR OFFICERS RECEIVING DPR REQUESTS FROM A DISPATCHER ON PENDING CALLS

All DPR workstations have the capabilities to receive messages from the dispatcher

requesting DPR services on pending calls.

IX. SUPERVISOR APPROVAL OF DPR REPORTS

TCD supervisors from each shift shall be responsible for monitoring and approving the reports submitted in RMS by DPR officers on that shift.

A handwritten signature in black ink, appearing to read 'J.B. Norman', with a long horizontal stroke extending to the right.

JEFFREY B. NORMAN
ACTING CHIEF OF POLICE

JBN:mfk