



# MILWAUKEE POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE

### 250 – COMMUNICATIONS

GENERAL ORDER: 2026-06 ISSUED: January 21, 2026	EFFECTIVE: January 21, 2026	REVIEWED/APPROVED BY: Assistant Chief Craig Sarnow DATE: December 15, 2025
ACTION: Amends General Order 2024-29 (September 6, 2024)		WILEAG STANDARD(S): 9.1.1, 9.1.2, 9.1.3, 9.1.4, 9.1.5, 9.1.6, 9.1.7, 9.1.8, 9.1.9, 9.1.10, 9.1.11, 9.1.12, 9.1.13, 9.1.14, 9.1.15

#### ROLL CALL VERSION

Contains only changes to current policy.  
For complete version of SOP, see SharePoint.

### 250.00 PURPOSE / POLICY

The purpose of this standard operating procedure is to ensure the proper and efficient use of communications processes, systems, computers, radios, telephones, and cameras. The designated point of contact between the Milwaukee Police Department (MPD) and the Department of Emergency Communications (DEC) to resolve any issues between MPD and DEC is the inspector of the Administration Bureau.

### 250.05 DEFINITIONS

#### B. CALLS FOR SERVICE

Any calls which request service (criminal or non-criminal) received by the Milwaukee Police Department MPD through any means that requires a police response.

### 250.10 ACCOUNTABILITY AND RESPONSIBILITY (WILEAG 9.1.1)

#### A. INFORMATION TECHNOLOGY DIVISION

#### B. TECHNICAL COMMUNICATIONS DIVISION (TCD)

The TCD is charged with providing emergency communications and is responsible for the following:

1. Servicing 9-1-1, (414) 765-2323, (414) 933-4444, or any other telephonic requests for emergency and non-emergency services;
2. Radio dispatching for all MPD field units and personnel;
3. Relaying requests from field units and personnel to the appropriate agency or department;
4. Maintaining direct radio contact with other law enforcement agencies;

5. ~~Notifying districts and/or divisions of calls for service and incidents as requested or required;~~
6. ~~Monitoring MPD radio primary talk groups on a 24-hour basis;~~
7. ~~Providing recordings of MPD radio frequencies;~~
8. ~~Providing recordings of defined TCD telephone lines.~~

#### **250.20 EMERGENCY CALLS FOR SERVICE BY TELEPHONE (WILEAG 9.1.3)**

- A. ~~The MPD provides 24 hour, toll free coverage to three telephone numbers for the public to call with requests for service:~~
  1. ~~911 (designated as an emergency number).~~
  2. ~~(414) 765-2323 (designated as an emergency number).~~
  3. ~~(414) 933-4444 (designated as a non-emergency/administrative number).~~
- B. ~~The TCD is responsible for answering calls received on these lines.~~

~~The DEC provides 24-hour toll free access as follows:~~

1. ~~For emergency calls for service via the 9-1-1 system;~~
2. ~~For TTY/TDD service for people with hearing and/or speech impairment.~~
3. ~~For other 10-digit emergency lines as established to facilitate call transfer or priority call handling from partner public safety agencies or centers.~~
4. ~~For non-emergency calls for police response transferred from MPD administrative personnel or phone tree.~~

#### **250.25 CONTINUOUS COMMUNICATIONS WITH ON-DUTY OFFICERS (WILEAG 9.1.4)**

##### **B. PRIMARY TALK GROUPS**

1. Primary talk groups are assigned to and regularly monitored by a dispatcher. Monitoring provides continuous communication between the ~~TCD DEC~~ and field units and on or off duty personnel who are equipped with a radio. Messages concerning squad status such as reporting "in-service", "on scene", changing of location, requests to respond to assignments, requests for medical assistance, or any other emergency should be communicated by using a primary talk group.

#### **250.30 INFORMATION CAPTURE (WILEAG 9.1.5)**

##### **A. DOCUMENTATION**

1. The TCD DEC will document calls for service and notifications of officer self-initiated activity in the Computer Aided Dispatch (CAD) system as a call record. The TCD may also require CAD documentation for other calls received in the TCD (e.g., medical service calls referred to MFD, 911 hang up calls, calls referred to other jurisdictions). The Fusion Division shall enter calls for service that require a police response in the CAD system if they have information and data known to them that requires a police response.
2. ~~In the event of a CAD system failure, calls for service, self-initiated activity, and other calls required to be documented by TCD will be recorded via a handwritten CAD downtime form (form PR-30).~~
23. The information (if applicable) captured in the call record includes, but is not limited to:
  - a. CAD event number;  
(WILEAG 9.1.5.1)
  - b. Date and time of request or self-initiated activity;  
(WILEAG 9.1.5.2)
  - c. Complainant information (name, address), when possible;  
(WILEAG 9.1.5.3)
  - d. Type of incident;  
(WILEAG 9.1.5.4)
  - e. Call priority;
  - f. Location of incident;  
(WILEAG 9.1.5.5)
  - g. Officer(s) assigned/responding;  
(WILEAG 9.1.5.6)
  - h. Dispatch time;  
(WILEAG 9.1.5.7)
  - i. Arrival time;  
(WILEAG 9.1.5.8)
  - j. Return-to-service time;  
(WILEAG 9.1.5.9)
  - k. Disposition.  
(WILEAG 9.1.5.10)

**B. CALL EVENT TYPES**

CAD event types are defined and published by the DEC in the Technical Communications Division (Call Handling SOI). This manual is available via the TCD SharePoint site. These event types are utilized to categorize and differentiate calls for service by which the calls can be serviced by the MPD. As such, these event types may not necessarily reflect Wisconsin state statutes or Milwaukee city ordinances.

**250.35 TELEPHONE COMMUNICATIONS TO AND FROM FIELD PERSONNEL**

- B. When the dispatcher requests a member to call by telephone or when a member needs to communicate with a dispatcher by telephone, the member shall call a TCD DEC supervisor at extension [REDACTED]
- C. Field personnel shall not send non work-related or inappropriate instant messages to a dispatcher via an MDC.

**250.40 RADIO COMMUNICATIONS TO AND FROM FIELD PERSONNEL (WILEAG 9.1.6)****A. REQUIRED CONTACT BY FIELD PERSONNEL**

- 4. Field Personnel Dispatched to Assignments
  - a. Field personnel shall respond directly to assignments they receive from the TCD DEC. Field personnel shall advise the dispatcher of any reasons that may preclude them from responding directly to an assignment; however, they must still respond to the assignment unless directed otherwise by the dispatcher. This does not preclude the dispatcher from pre-empting a squad or unit from their present assignment to take another assignment.
  - b. If a supervisor believes a member who received an assignment should not respond, that supervisor shall notify a TCD DEC supervisor. However, the final decision regarding dispatching field personnel to assignments shall rest with a TCD DEC supervisor.
  - c. Only a captain or higher authority may overrule the decision of a TCD DEC supervisor regarding dispatching field personnel to assignments.  
(WILEAG 9.1.6.1)

**Note: In an emergency situation (as determined by the dispatcher), a squad may be dispatched without prior authorization.**

**5. Field Personnel On Scene**

- c. When a situation arises that requires a dispatcher to seek resources from a scene that has a supervisor present, a request shall will be made of the on-scene supervisor to release the required resources from their scene. If the on-scene supervisor makes a determination this is not feasible, based upon the nature and requirements of the incident, the dispatcher shall notify a TCD supervisor. The

~~TCD supervisor shall work cooperatively with~~ If the on-scene supervisor makes a determination this is not feasible, the on-scene supervisor shall work cooperatively with the DEC supervisor to come to a resolution.

## 6. Completion of Activity or Assignment

- b. Police members assigned to squad patrol who are unable to place themselves in-service prior to the end of their assigned shift shall, before securing from extended duty, communicate by radio to their respective dispatcher the applicable squad callback "C" code disposition code. The dispatcher shall will enter the squad callback disposition code into the official record of the assignment.

(WILEAG 9.1.6.1)

**Note:** When multiple disposition codes are given over the radio (due to the member not being equipped with a MDC), members are to give the relevant "C" code(s) only. The remaining disposition codes will be added to the member's assignment by the member logging into the CAD system and adding them to the respective assignment.

## C. PROPER CALL SIGNS

### 1. Identification (e.g., squad numbers)

- a. On-Duty Field Personnel Identification

- 3. These squad numbers are published by the TCD DEC and are available via the department's intranet site or the TCD SharePoint site.

(WILEAG 9.1.6.3)

### 2. Disposition Codes

- a. Police members assigned to squad patrol shall accurately provide a squad callback disposition code(s) (below) for each assignment. Police members equipped with a MDC shall enter all applicable callback disposition codes upon clearing from an assignment from the MDC. Police members not equipped with a MDC shall refer to SOP 250.40(A)(6) for direction regarding callback disposition codes. The CAD dispatch record shall serve as the permanent record for assignment dispositions.

C1	Cleared by Arrest 18 and over	C12	Municipal Citation(s) Issued
C2	Cleared by Arrest 17 and younger	C13	Follow-up – Day Book Entry
C3	Not Cleared - Pending	C14	Ordered to Appear
C4	CIB Disposition (For CIB Use Only)	C15	Unable To Locate Complainant
C5	Follow-Up (For CIB Use Only)	C18	Assignment Completed
C6	No Prosecution Desired	C18P	Assignment Completed – Pro-Active
C7	Filed Emergency Detention (ED)	C19	False Alarm
C8	Filed (Other)	C19W	False Alarm (Weather Related)
C8X	Filed Driver Exchange Form	C20	Domestic Violence (DV) Related
C9	Unfounded - Baseless	C21	No Action Encounter
C10	Advised	C22	Unregistered/Reckless Tow

C11	State Citation(s) Issued	C23	Combat Auto Theft
		C24	Street Takeover Related

b. ~~Additional CAD disposition codes for dispatchers.~~

1. 0.00 Close Event
2. 0.01 Cancel Event
3. 0.02 Cancelled Enroute
4. 0.03 Duplicate Incident Cancel Second Event
5. 0.04 American Family Field
6. 0.05 Summerfest
7. 0.06 Other Event CP
8. 0.10 Advised Closed Event

c. ~~Additional CAD codes to assist in the interpretation of CAD entries.~~

Factor Codes	
FC-400	Attempted
FC-402	Drug Related
FC-404	Felony
FC-406	Firearm Related
FC-408	Gang Related
FC-410	Hate Crime
FC-412	Misdemeanor
FC-416	Protest
FC-418	Terrorist / Anti-terrorist
FC-499	N/A

Community Policing Codes	
CP-300	BID Meeting
CP-302	Bus Check
CP-304	Business Check
CP-306	Code Violation
CP-308	Code Violation Follow-Up
CP-310	Community Contact
CP-312	Community Event
CP-314	CPTED
CP-316	Crime & Safety Meeting
CP-318	Neighborhood Meeting
CP-320	Neighborhood Watch Meeting
CP-322	Nuisance Abatement
CP-324	Park & Walk
CP-326	Probation / Parole Check

CP-328	Registered Sex Offender Check
CP-330	Residence Check
CP-332	Special Event Patrol
CP-334	Special Event Permit
CP-336	Tavern Check
CP-338	Vacant House Check
CP-340	Victim Assistance Follow-Up
CP-399	N/A

K-9 Codes	
K9-500	Area Search
K9-502	Backup, K9
K9-504	Backup, Patrol
K9-506	Building Search
K9-508	Criminal Apprehension
K9-510	Directed Patrol
K9-512	Evidence Search
K9-514	Evidence Search - Casings
K9-516	Evidence Search - Firearms
K9-518	Explosives Call
K9-520	Exterior Building Check
K9-522	Felony Traffic Stop
K9-524	Foot Patrol
K9-526	Narcotics Examination
K9-528	K-9 Other
K9-530	Other Agency Assist
K9-532	Robbery Alarm, K-9 Response
K9-534	Search Warrant
K9-536	Special Event
K9-538	Track
K9-540	Training
K9-542	Warrant, Arrest or Search
K9-599	N/A

Criminal Codes	
CC-100	After Hours Party
CC-102	Aggravated Assault
CC-104	Aggravated Battery
CC-107	All Other
CC-109	Altered Currency

CC-111	Animal Abuse
CC-113	Arson
CC-116	Assault
CC-125	Auto Theft
CC-129	Battery
CC-134	Battery - Cutting
CC-133	Battery To Officer
CC-136	Beverage/Alcohol Violation
CC-138	Bomb Or Other Explosive
CC-140	Bomb Threat
CC-142	Burglar Alarm - Business
CC-144	Burglar Alarm - Government
CC-146	Burglar Alarm - Residential
CC-148	Burglary - Commercial
CC-150	Burglary - Garage
CC-152	Burglary - Residential
CC-157	Child Abuse / Neglect
CC-159	City Ordinance Violation
CC-164	Disorderly Conduct
CC-163	Drug Violation
CC-165	Elder Abuse / Neglect
CC-167	Entry to Auto
CC-169	Extortion
CC-174	Family Trouble
CC-173	Financial Crime
CC-175	Fire
CC-177	Forgery
CC-180	Gambling
CC-182	Harassment
CC-184	Hazmat
CC-186	Homicide
CC-188	House Party
CC-190	House Party - 2nd Visit
CC-192	Human Trafficking
CC-194	Indecent Exposure
CC-196	Internet Crimes
CC-200	Kidnapping / False Imprisonment
CC-202	Landlord / Tenant Trouble
CC-204	Lewd & Lascivious
CC-208	Loitering / Prowling

CC-210	Loud Noise / Music / Breach Of Peace
CC-212	Marine Violation
CC-218	Officer Shot
CC-220	Open Hydrant
CC-222	Over Capacity
CC-224	Phone Call Complaint
CC-226	Prostitution
CC-229	Recklessly Endangering Safety
CC-232	Resisting / Obstructing Officer
CC-234	Robbery - Armed
CC-236	Robbery - Bank
CC-238	Robbery - Business
CC-240	Robbery - Carjacking
CC-242	Robbery - Strong Armed
CC-246	Sexual Assault
CC-249	Shoplifter
CC-251	Stalking
CC-255	Suspicious Package
CC-257	Suspicious Person / Incident / Vehicle
CC-259	Tavern Violation
CC-261	Theft
CC-266	Theft From Person
CC-268	Threat To Officer
CC-270	Threat To Person
CC-272	Threat To School
CC-275	Tobacco Violation
CC-277	Trespass Warning Issued
CC-279	Trespassing
CC-283	Under Age Possession of Alcoholic Beverage
CC-289	Weapons Violation - Firearm
CC-291	Weapons Violation - Non-Firearm
CC-299	N/A

**Traffic Enforcement Codes**

TE-600	ATV Related
TE-602	Bicycle / Helmet Violation
TE-604	Child Safety Belt / Seat Violation
TE-606	Crash - Hit & Run
TE-608	Crash With Injuries
TE-610	Crash Without Injuries

TE-612	Disregard Other Traffic Control Device
TE-614	Disregarded Red Light
TE-616	Disregarded Stop Sign
TE-618	Driver License Violation
TE-620	Equipment Violation
TE-622	Failure To Yield
TE-624	Fleeing / Attempting To Elude
TE-626	Following Too Closely
TE-628	Improper Backing
TE-630	Lost/Stolen Tag
TE-632	Loud Music
TE-634	Motorcycle Violation
TE-636	No Proof Of Insurance
TE-638	Other Moving Violation
TE-640	Other Non-Moving Violation
TE-642	OWI
TE-644	Parking Ticket(s)
TE-646	Reckless Driving
TE-648	Safety Belt Violation
TE-650	Speeding
TE-652	Tag / Registration Violation
TE-699	N/A

**Administrative Codes**

XA-700	All Other LEO
XA-702	Animal Call
XA-704	Assist Officer
XA-706	Assist Fire
XA-707	Auto Theft Recovery
XA-708	Back Up Officer
XA-710	Canvass
XA-712	Civil Matter
XA-714	Court
XA-716	CPS Referral
XA-718	Death Investigation
XA-720	Directed Patrol Mission
XA-722	Disabled/Abandoned Vehicle
XA-724	Escort
XA-726	False Alarm
XA-728	Field Interview

XA-730	Fellow Up
XA-734	Hospital Guard
XA-736	Intoxicated Person
XA-737	Investigation
XA-738	Lockout
XA-740	Lost / Found Property
XA-742	Lunch
XA-744	MFD Security
XA-746	Miscellaneous Administrative
XA-748	Missing Critical - Adult
XA-750	Missing Critical - Juvenile
XA-752	Missing Person Or Runaway Found
XA-754	Missing Person: Adult
XA-756	Missing Person: Juvenile
XA-758	Persons With Mental Illness
XA-760	Photo Assignment
XA-762	Prisoner Transport
XA-764	Prisoner Transport - Medical Clearance
XA-766	Prisoner Transport - Medical Medication Only
XA-768	Recovered Property
XA-770	Reports
XA-772	Scene Security
XA-773	School Assignment
XA-774	School Monitoring
XA-776	Search Warrant
XA-778	Sheriff's Office
XA-780	Sick / Injured Person
XA-782	Special Detail
XA-784	State Police
XA-785	Stranded / Disabled Vessel
XA-786	Strategic Enforcement Operation
XA-787	Stop Stick Deployment
XA-788	Street Car
XA-789	Suicide
XA-790	Tornado Touchdown
XA-792	Traffic Control
XA-793	Truancy
XA-794	Vehicle Tow
XA-795	Wanted Person
XA-796	Water Main Break

XA-799

N/A

#### D. INTERAGENCY COMMUNICATION

The Milwaukee Police Department (MPD) has the ability to broadcast on and monitor other city agencies (e.g., DPW) radio channels and talk groups. Additionally, the MPD DEC has the ability to cross patch the police department's radio system with the radio frequencies of other agencies. The MPD DEC does not regularly monitor other city agency radio talk groups and frequencies.

(WILEAG 9.1.6.4)

### 250.45 CRITERIA FOR DISPATCHING PERSONNEL (WILEAG 9.1.6) SUPERVISORS REQUIRED AT SPECIFIC INCIDENTS (WILEAG 9.1.6)

A. The following steps outline the criteria in reaching a decision to dispatch personnel in order to service a call. Each of the steps are listed in sequence and each should be considered as a service option before advancing to the next service step in the process.

#### B. ADVISING CALLS / REFERRING CALLS

Advising calls for service or referring to callers other types of service (e.g., Electrical Services, DPW) may be the fastest and most appropriate level of service for callers to receive a resolution to their request.

#### C. POLICE RESPONSES

##### 1. Number of Personnel Suggested

- a. In determining the number of officers to dispatch to a given assignment, the dispatcher should consider such factors as whether or not the crime is in progress or has just occurred, if the actor(s) is still on the scene, if violence is involved or if there is a proclivity to violence, the number of subjects involved, the age of the subjects involved, and the availability of police personnel. If subjects are violent, are still on scene, or if an act has just occurred, two officers should be dispatched when available.
- b. Dispatchers will be provided recommendations on determining the number of officers and supervisors to be dispatched to a given assignment by the CAD system.

**Note: This section is for suggested responses and does not supersede other procedures and instructions related to specific situations.**  
(WILEAG 9.1.6.5)

##### 2. Supervisors Required at Specific Incidents

### 250.50 EMERGENCY OPERATION PROCEDURES

#### A. EMERGENCY CALL RESPONSE MODES

1. TCD personnel assigning police members to respond to calls for assistance may, in addition to providing all other pertinent information, designate the response mode to notify the assigned police member of the seriousness of the situation. Police members shall use emergency warning equipment in accordance with applicable statutes and SOP 660 Vehicle Pursuits and Emergency Vehicle Operations when responding to calls for service.
2. The district commanding officer or night watch commander may override the direction of TCD DEC personnel and order a police member to use a different response mode if deemed to be necessary under the circumstances.
2. The police member making the request shall remain near the radio long enough to determine if the call has been received by the TCD DEC. Additionally, the police member shall establish a radio command post as soon as possible to provide status reports, coordinate the efforts of arriving units, and confirm that adequate assistance actually arrives.
4. Primary response units shall proceed to the designated location/command post in accordance with the response mode specified. They shall give the TCD DEC an estimated time of arrival based on distance, traffic, and weather conditions if the response to the location/command post is prolonged.
5. Primary response units shall immediately notify the TCD DEC upon arrival at the scene and provide a status report as soon as possible.

#### C. TCD RESPONSIBILITIES

1. Receive and record all incoming information on the call for assistance.
2. Dispatch appropriate field personnel and notify the field supervisor of action taken.
3. Control all radio communications during the emergency.
4. Coordinate assistance under the direction of the field supervisor.
5. Continue to monitor the situation until it has stabilized or terminated.

#### CD. SUPERVISORY RESPONSIBILITIES

1. The field supervisor, upon notification of a request for emergency assistance, shall note the classification/designation assigned by the TCD, and shall change the directed response mode if a different response mode is called for.
12. The field supervisor shall monitor the response until it has stabilized or terminated and assert control by directing specific units into or out of the response if necessary.
23. Upon being notified that an emergency response has been initiated, the field supervisor shall verify the following:

- a. Proper response classification has been made.
- b. No more than the required number of units is involved in the response.
- c. The shift commander and affected allied agencies are being notified.

## **250.60 PENDING ASSIGNMENTS AND INTER-DISTRICT DISPATCHING SHIFT COMMANDER RESPONSIBILITIES**

A. It is primarily the responsibility of the district shift commanders to manage their own resources and calls for service.

1. When utilizing closest unit (AVL), DEC will dispatch the CAD provided recommendation which may require an inter-district response. Should a shift commander request the initial dispatch be reassigned to another squad, DEC will make no further attempts to dispatch and the shift commander will be responsible for assigning a squad to the assignment.
2. Lower priority calls or those not requiring an AVL response shall use the recommendation feature in CAD to assign an available district unit to handle the call assignment. Should the initial dispatch require reassignment and/or there are no available resources, the district shift commander will be advised and will then make an assignment.
3. Following the initial dispatch, changes to the manner of response, response complement, or mode shall be communicated by the unit or shift commander over the radio for the benefit and information of the members and/or shift commander. These changes will be logged by the dispatcher in CAD.

### **B. PRIORITY 0-2 CALLS FOR SERVICE – TCD RESPONSIBILITIES**

1. The dispatcher will use the recommendation feature in the CAD software to find a unit to handle the call for service (with the exception of squads assigned to a DPM in accordance with SOP 300).
2. In the event a priority 0-2 assignment(s) cannot be immediately dispatched or if the unit for dispatch will be from another district, the dispatcher will broadcast the preliminary information on the primary talk group of the event's district. This will provide officer awareness of the event and allow for a district unit to become available for a possible closer response.
3. If circumstances prevent the pending assignment(s) from being dispatched, the TCD supervisor will contact the night watch commander for further guidance and instruction.

### **C. PRIORITY 3-7 CALLS FOR SERVICE – TCD RESPONSIBILITIES**

Dispatchers shall use the recommendation feature in the CAD software to find an available unit within the district to handle the call for service for priority 3-7 assignments

(with the exception of squads assigned to a DPM in accordance with SOP 300).

## **250.65 SQUAD MANAGEMENT (NON-ARREST ACTIVITIES AT WORK LOCATIONS)**

### **250.7065 RESOURCE AVAILABILITY FOR COMMUNICATIONS PERSONNEL (WILEAG 9.1.7)**

#### A. CURRENT OFFICER IN CHARGE

1. The TCD supervisor office will have a command staff roster on hand which indicates the officer(s) in charge for given dates and times.
2. TCD supervisor office will also have contact information available for command staff members.

MPD will provide DEC a command staff roster which indicates the officer(s) in charge for given dates and times and contact information for command staff members.  
(WILEAG 9.1.7.1)

#### B. SQUAD LINE-UPS

1. All shift commanders, or their designee, at work locations conducting roll call shall ensure a preliminary line-up is placed in the Department of Emergency Communications (DEC) SharePoint folder at least 16 hours prior to the start of the shift.
  - a. A final line-up shall be placed in the DEC SharePoint folder as soon as practicable, but no later than 15 minutes after the start of the shift.
  - b. Line-ups placed in the DEC SharePoint folder shall include all personnel assigned to the shift, duty hours, squad/unit numbers, employee ID numbers, and any special traits or capabilities of a member assigned to the squad (e.g., female, Spanish translator, intoximeter operator). All special assignments, directed patrol missions (DPM's), and out-of-service statuses must be included.  
(WILEAG 9.1.7.2)
2. If any changes are made after the dispatcher has entered the lineup into the CAD system, the supervisor making those changes shall notify the dispatcher of the squad(s) that were affected by the changes.
2. In addition to step 1 above, all shift commanders, or their designee, shall also ensure that a CAD system lineup is entered into the CAD system.
  - a. A preliminary CAD system lineup shall be entered into the system no less than 7 days before the lineup is scheduled to be deployed. The final CAD system lineup shall be adjusted and saved 15 minutes prior to the start of the shift the CAD system lineup is entered for.
  - b. The dispatcher responsible for the district, division, or bureau from which the CAD system lineup has been created for shall enter it at 12 minutes prior to the start of

the shift.

c. If any changes are made after the dispatcher has entered the lineup into the CAD system, the supervisor making those changes shall notify the dispatcher of the squad(s) that were affected by the changes and the dispatcher shall make said changes in the CAD system.

## C. CONTACT INFORMATION OF AGENCY PERSONNEL

TCD supervisors have access to the contact information of all department personnel through the PC roster on the department's intranet home page.

(WILEAG 9.1.7.3)

## D. MAPS

### 1. CAD System Map

Each CAD workstation has a computerized map display. This map receives information from the CAD system and visually displays units and calls for service on the map.

### 2. Event Board

The Event Board within the CAD System displays all active events and the status of those events. The event board will also display a color for each of the following attributes when the "Color Text Based on Status" is checked in the options menu.

#### a. Call Flags

Call flags contain the location of the call, call type, and call number. The call flags are also color coded to the priority of the call. The priorities and colors are as follows:

- Priority 0 - Dark Red
- Priority 1 - Red
- Priority 2 - Orange
- Priority 3 - Gold
- Priority 4 - Yellow
- Priority 5 - Light Green
- Priority 6 - Green
- Priority 7 - Blue/Green
- Priority 8 - Blue
- Priority 9 - Black

#### b. Event Status Flags:

- Pending - Red
- Assigned - Blue

- Queued - Pale Blue

### 3. Unit Board

- a. The Unit Board within the CAD system displays all active units / squads and the status of those squads. The Unit Board will also display a color for each of the following attributes when the "Show Status By Color" is checked in the options menu. The status of a unit / squad can be colored in the Event Board by checking the "Color Unit ID Based on Status" box in the options menu.

- b. Unit Flags:

Unit flags contain the squad number and are color coded to the status of the unit. The status and colors for unit flags are as follow:

- Available - Lighter Green
- Roll Call - Dark Green
- Dispatched - Purple
- Acknowledged - Purple
- Enroute - Green
- Arrived - Blue
- Transporting - Light Pink
- TransportArrived - Dark Pink
- DP Staging - Light Blue #1
- Ack Staging - Light Blue #2
- ER Staging - Light Blue #3
- Arr Staging - Darker Blue
- Staging - Darker Blue
- RETURNSTATIONOE (Enroute - Teal, On Scene - Blue)
- TRAINING - Blue Green
- RETURNSTATION (Enroute - Teal, On Scene - Blue)

### 4. Hard Copy Maps

The TCD will have hard copy maps available for call takers and in the event of a computer malfunction which affects the display of the CAD system map. (WILEAG 9.1.7.4)

## C5. DISTRICT SPECIAL SERVICE REQUESTS

1. Each district captain may request unique special situation requirements (e.g., occupants of a particular address, dignitary's residences, or whether or not to send a squad to a particular address) or special address requirements (e.g., remarks or directions for dispatchers or officers about a specific address) for a specific address in CAD by contacting DEC and requesting it be entered into CAD. Once approved by the TCD commanding officer or designee, The requests will be designated as a special situation or special address requirement after being entered into CAD by TCD DEC personnel.

2. District special situational requirements or special address requirements will automatically expire after a specific period of time depending on the type of request after approval by the TCD commanding officer. Requests may be resubmitted by district captains to DEC to extend the requested service.

**D. OFFICER STATUS INDICATORS**

**E. Members shall refer to SOP 230 Mutual Aid for mutual aid requests.**

**250.7570 IMMEDIATE PLAYBACK CAPABILITY AND PROCEDURES FOR REVIEWING RECORDINGS (WILEAG 9.1.8)**

A. The TCD is responsible for creating audio recordings of calls received through the telephone numbers 911, 414-765-2323, or 414-933-4444, and radio communications. The NICE Inform is the system which stores and is utilized in the creation of these audio recordings.

**B. SECURITY OF RECORDINGS**

**1. Limitations for access**

- a. The commander of the TCD will determine which TCD members will be given access and log on IDs and passwords to the NICE Inform system.
- b. Members who are given access to NICE shall have individual, unique login IDs for NICE.
- c. Members shall sign in as themselves and not share their IDs and passwords to other users.  
(WILEAG 9.1.8.1)

**2. Documentation of Recordings Made**

The TCD will document the recordings made, and will retain this documentation in accordance with the department's record retention schedule.

**C. RETENTION OF RECORDINGS**

The TCD, in compliance with state open record laws, keeps certain audio and video files for the standard retention period of at least 120 days.  
(WILEAG 9.1.8.2)

**D. PROCEDURES FOR REVIEWING RECORDINGS**

**A1. INTERNAL AUDIO FILE REQUESTS**

1. In order to request an audio file of either phone calls received through the telephone numbers 911, 414-765-2323, or 414-933-4444 or radio transmissions, an *Audio File Request* (form PA-2) must be filled out, signed by a supervisor,

and faxed emailed to the TCD DEC for processing. Requests are usually processed within 3 days, members requiring faster service must note this on the request.

**Note: If an immediate retrieval of audio or video files is necessary as part of an investigation, the shift commander in the district of occurrence or the member of the respective Criminal Investigation Bureau division responsible for the investigation will notify a TCD DEC supervisor to process the request. The audio or video file will be imported into Evidence.com.**

#### C. CRITICAL INCIDENTS

The TCD DEC will produce audio recordings communications relating to critical incidents. (WILEAG 9.1.8.3)

### **250.8075 CRIMINAL JUSTICE INFORMATION SYSTEMS (WILEAG 9.1.9)**

B. "Wanted checks" for field personnel will be performed via the member's MDC or through a designated console operator. "Wanted checks" for field personnel will not be performed through the TCD DEC.

### **250.8580 INTER-JURISDICTIONAL COMMUNICATIONS (WILEAG 9.1.10)**

#### B. PURPOSE

The Milwaukee Police Department (MPD) DEC has the ability to cross patch the police department's radio system with the radio frequencies from other agencies. The cross patch enables MPD radio users to monitor and/or talk with other agencies via our radio system.

#### C. AUTHORIZATION

The IC of a declared incident, with police radio communications operating on a restricted talk group, who desires to initiate a cross patch shall contact a TCD DEC supervisor to request the link.

#### D. IDENTIFICATION OF MILWAUKEE POLICE SQUADS

1. The dispatcher shall will announce when a cross patch has been established and MPD squads must identify themselves in a manner that is clear to all departments and communications centers.

#### F. COUNTY RADIO SYSTEM

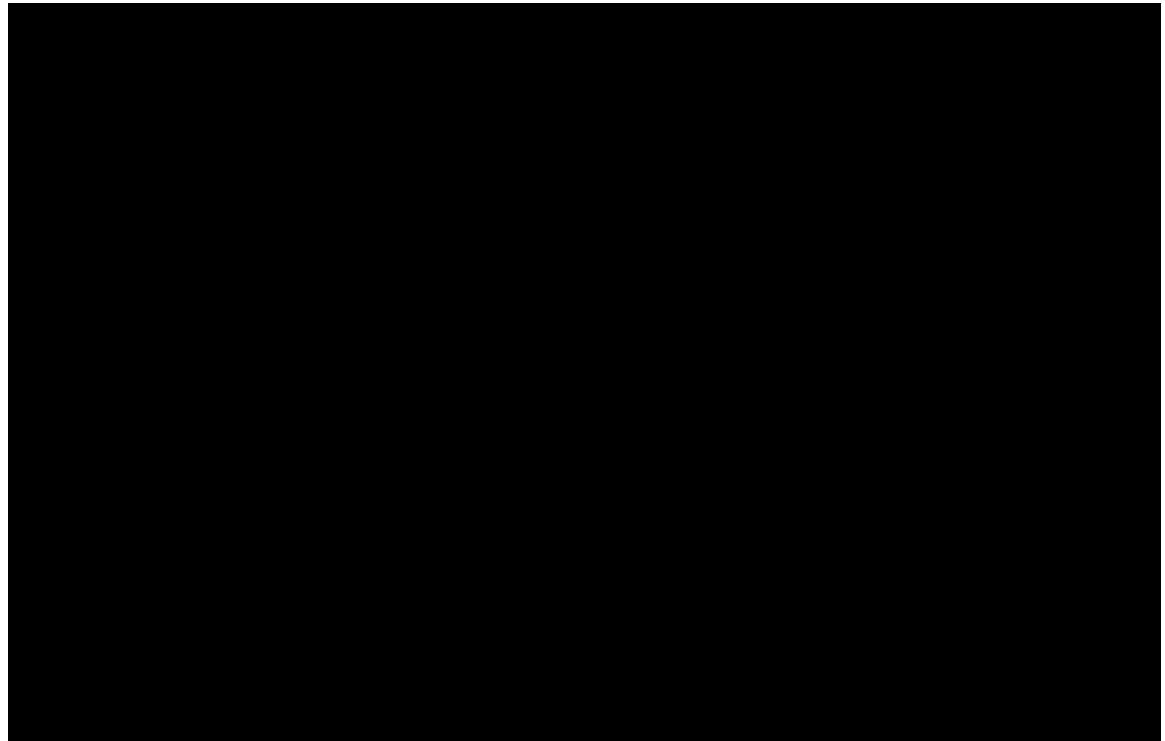
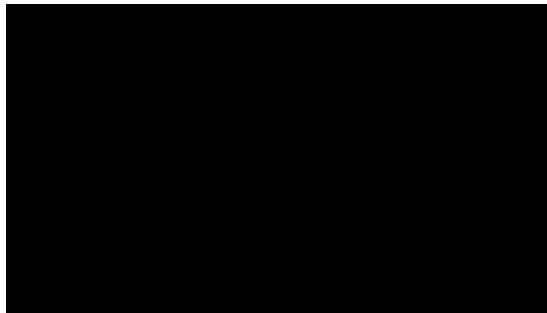
##### 1. Composition

- a. There are 14 talk groups which comprise the county radio system: [REDACTED]

[REDACTED] These talk groups are under the control of the sheriff's dispatcher.

b. In addition to our department, law enforcement agencies on the [REDACTED] include:

Bayside Communications (services the following agencies):



**Note: There may be other agencies that have access to the Milwaukee County OALAWCALL frequency including Milwaukee DOC, County Highway Department, Traffic Control, etc.**

2. ~~Regulations for the use of the County Radio System~~

a. [REDACTED]

1. In the event a serious incident occurs on a border between the City of Milwaukee and another jurisdiction, dispatchers are authorized to use

[REDACTED] to establish emergency radio communications with such other jurisdictions.

2. For all other interoperable communications, dispatchers in other jurisdictions can be hailed on this talk group using this specific language: "Milwaukee Police dispatch to (agency name) on [REDACTED]." Once contact has been made with that agency, both dispatchers must switch to the [REDACTED] talkgroup as defined below.

3. Should [REDACTED] or [REDACTED] ever become restricted or unavailable for general use, [REDACTED] talk groups will become the primary talk groups for hailing other jurisdictions. Only the sheriff's dispatcher can restrict [REDACTED] or [REDACTED]

b. [REDACTED] (Vehicle Pursuits)

1. Emergencies / hailing the sheriff's dispatcher / hailing another police dispatcher within Milwaukee County.

2. In the event any Milwaukee Police squad is in a vehicle pursuit leaving the City of Milwaukee and entering a surrounding jurisdiction, dispatchers shall patch the talk group with the pursuit to [REDACTED] to establish emergency radio communications with such other jurisdictions. The dispatcher shall keep the broadcast patched with [REDACTED] until the termination of the pursuit exists or cancelled by a field supervisor.

3. If there is a vehicle pursuit heard on [REDACTED] entering the City of Milwaukee from an outside jurisdiction, the pursuit information shall be broadcast on the radio channel the pursuit is entering. [REDACTED] shall be patched to the respective talk group in this situation. Every dispatcher is responsible for monitoring [REDACTED] at their position. [REDACTED] shall continue to be used for non-vehicle pursuit related radio traffic.

c. [REDACTED] (Used for Crisis Situations or Planned Events)

If there is an emergency situation and mutual aid is responding, members can use talk group [REDACTED]. Emergency situations will start with [REDACTED] and work their way down to [REDACTED] if there are multiple situations. If there is a planned event and members need outside agencies on the same talk group, then members can start with [REDACTED] and work their way up if there are multiple planned events.

d. Monitoring of the County Radio System

The TCD is responsible for monitoring [REDACTED] and [REDACTED] communications. Random, weekly roll calls will be conducted by the sheriff's dispatcher on the above talk groups. It is imperative the TCD responds promptly when the Milwaukee Police Department is called. The proper response to these roll calls is, "Milwaukee Police Dispatch, 10-4."

**G. INTERAGENCY COMMUNICATIONS OTHER THAN THE COUNTY RADIO SYSTEM**

1. Operations on interagency frequencies other than the Milwaukee County radio system require:

- Only emergency information be broadcast (no D.L. checks or routine matters);
- Use of plain English (No "10" signals to be used);
- No simulcast of pursuits; only voice relay of pertinent elements relating to them;
- Conclusion of transmissions with Milwaukee Police.

2. [REDACTED] Radio Channel

The [REDACTED] frequency is for immediate exchange of urgent/emergency information between Milwaukee area law enforcement agencies. This channel has generally been replaced with the [REDACTED] frequency for communication with Milwaukee County law enforcement agencies. Contact should always be attempted via [REDACTED] prior to attempting communication via [REDACTED]. It is unclear which Milwaukee County agencies, if any, still monitor, utilize, or have access to the [REDACTED] Channel.

3. [REDACTED]

[REDACTED] is a frequency capable of reaching the monitoring agencies to a distance of about [REDACTED] miles. The Milwaukee Police Department has this radio capacity but does not currently monitor it. The Milwaukee County Sheriff does monitor this frequency and forwards any relevant information to the Milwaukee Police Department TCD. Dispatchers shall use this channel to contact outlying sheriff's departments and/or state agencies whenever an urgent matter (e.g., pursuits) would favor this method instead of a phone call.

4. [REDACTED]

The City of Waukesha Communications Center conducts roll call on this frequency. The following agencies are called during roll call and are known to monitor this frequency:

[REDACTED]

5. [REDACTED]

[REDACTED] provides radio communications between two or more law enforcement agencies whose regular radio systems operate on different frequencies. [REDACTED] is also utilized for flash messages (radio message announcements). The TCD is responsible for monitoring [REDACTED] communications and responding if necessary.

#### **250.9085 MISDIRECTED EMERGENCY CALLS (WILEAG 9.1.11)**

##### **A. EMERGENCY CALLS (INSIDE OUR JURISDICTION SERVICE AREA) RECEIVED ON NON-EMERGENCY (ADMINISTRATIVE) LINES**

If a call requiring emergency services is received on a non-emergency line other than (414-933-4444), the call will be handled as an emergency call and transferred to call taker for service and processing (transfer to "9911" on the department phone).

**Note: Non-emergency calls received at MPD work locations other than TCD DEC which require non-emergency service via a call taker can be transferred to "0" on the department phone.**

##### **B. MISDIRECTED CALLS FROM OUTSIDE JURISDICTIONAL AREAS**

1. Emergency and non-emergency calls which are misdirected to the TCD or other work locations (e.g., the district stations) from outside jurisdictions will be transferred to the appropriate jurisdiction if able to be determined.
2. If the call is an abandoned 911 call, the appropriate jurisdiction, if determined, will be notified of the call.

#### **250.9590 ALARMS (WILEAG 9.1.12)**

#### **250.100 FIRST-AID INSTRUCTION (WILEAG 9.1.13)**

- A. Under normal circumstances, TCD members are not authorized to provide first-aid instruction via telephone or radio.
- B. Calls for service and activity requiring first-aid and/or medical services will be connected with the Milwaukee Fire Department for service and instruction.

**250.10595 COMMUNICATIONS CENTER SECURITY (WILEAG 9.1.14)****A. LIMITATIONS ON ACCESS TO THE COMMUNICATIONS CENTER DEC**

4. Access to the TCD DEC and alternate site shall be limited to authorized department personnel and approved visitors.  
(WILEAG 9.1.14.1)
2. The approval of visitors and non-departmental personal to the TCD will be in accordance with SOP 780 Police Facilities Security.

**C. PROVISION OF BACK-UP RESOURCES****1. Alternate Dispatch Site**

An alternate dispatch site is located on the second floor of the [REDACTED] [REDACTED]. This site serves as a secondary location for large call volumes or incidents, an alternate site in the event of a failure or evacuation of the primary site, and as a location for training TCD DEC personnel. This site must be tested on a monthly basis to ensure functionality and readiness. The testing of the site will be documented and any insufficiencies or problems will be forwarded to the appropriate supervisor or personnel for resolution.  
(WILEAG 9.1.14.3)

**2. Telephones**

- c. All telephone related issues are to be documented in the TCD daybook.
- d. By order of the highest ranking supervisor in TCD, telephone 911 calls may be routed to the Milwaukee County Sheriff (landline calls).  
(WILEAG 9.1.14.3)

**3. Radio**

- a. Whenever the radio system becomes inoperable for any reason, the Information Technology Division Help Desk shall be contacted at extension [REDACTED]. The help desk shall contact Radio Communications and all affected work locations by phone advising them of the problem. Radio Communications shall work with DEC to resolve any issues with the radio system and will provide maintenance for the radio systems housed within the DEC.
- b. All radio related issues are to be documented in the TCD daybook.
- c. Notification to Members of Radio System Failure
  1. If the MDCs are still operable and able to receive messages, squads should will be notified of the radio failure via MDC message. This can be done by sending a CAD message to the message group MOB. Squads should will be advised by DEC as to which mutual aid channels will be utilized for continued

operations (see below).

2. Additionally, a One Call notification should will be sent to all work locations by DEC advising of the problem and which mutual aid channels will be utilized for continued operations (see below).
3. Personnel using the radio system should receive an indication on their handheld/squad radio that there is a system failure. It is anticipated that personnel will either switch their radios to the mutual aid radio network and/or contact TCD DEC or their respective work location via phone or in person, once it is discovered that radio communications are not functioning. Field personnel can then be notified of the radio failure.

d. Continued Operations

2. TCD will immediately activate all mutual aid repeaters via the [REDACTED] in the TCD supervisor's office.

e. Returning to OpenSky operations

1. Dispatchers will announce via radio when normal radio (OpenSky) operations will resume. Additionally, if the MDCs are operable and able to receive messages, squads should be notified via MDC message. This can be done by sending a CAD message to the message group PMDC.
3. The time radio operations resumed will be documented in the TCD daybook. (WILEAG 9.1.14.3)

4. CAD System

- a. Whenever the Computer Aided Dispatch System (CAD) becomes inoperable for any reason, the Information Technology Division Help Desk shall be contacted at extension [REDACTED]. The Help Desk shall the DEC will contact all affected work locations by phone advising them of the problem.
- c. In the event that the CAD system failure affects TCD operations, a manual reporting process will be instituted. (WILEAG 9.1.14.3)

**250.110 ALTERNATE POWER SOURCE (WILEAG 9.1.15)**

The Data/Comm Center is backed up by battery and generator systems for power. There is a documented inspection and testing of these systems by building maintenance on a monthly basis.

**250.115100 MOBILE DATA COMPUTERS**

**250.120105 TELEPHONE PING INFORMATION**

**250.125110    ONLINE EMERGENCY TELEPHONE NOTIFICATION SYSTEM****D. INITIATION OF THE NOTIFICATION SYSTEM**

If a work location does not have a member trained in the use of the online notification system, the shift commander should contact a TCD DEC supervisor at extension [REDACTED]. The TCD DEC will require an email containing the message to be disseminated, the geographic location to be called and the approving authority. Once the email has been received, the message will be entered into the system for transmission.

**250.130115    NONCOMPLIANCE REPORT ISSUANCE**

A. TCD supervisors may issue a PC-39 *Noncompliance Report* to police members for minor violation of communications standard operating procedures. DEC supervisors may request district or division commanding officers to investigate and follow up on minor violations of communications standard operating procedures. These violations include, but are not limited to the following violations:

4. Failure to go "on scene" or "arrived" at an assignment.
5. Failure to give a c-code or promptly return to service to go back into service in a timely manner.

**B. DISTRIBUTION**

B. The TCD DEC will forward the original report *Noncompliance Report* to the member's commanding officer for investigation and action. The member's commanding officer will take appropriate action with the member and forward the original report to the Internal Affairs Division.

2. The TCD will forward one copy of the report to the member's bureau commander.
3. The TCD will retain one copy at TCD.



JEFFREY B. NORMAN  
CHIEF OF POLICE