



Tony Bueno
Director
Annemarie Domurat
Deputy Director

July 9, 2026

To the Honorable
Board of Fire and Police Commissioners
200 East Wells Street, Room 705
Milwaukee, WI 53202

Dear Commissioners,

I respectfully submit this correspondence regarding the attached Department of Emergency Communications (DEC) operational policies for your information and consideration.

The attached policies primarily document and formalize long-standing operational procedures that have been followed by the Department of Emergency Communications—and previously by Milwaukee Fire Department Dispatch—for many years. Their purpose is to establish consistent, official documentation of existing practices, enhance organizational consistency, support applicable accreditation requirements, and provide clear operational guidance to DEC personnel.

These written directives are not intended to implement new operational processes or materially alter existing dispatch operations. Rather, they memorialize procedures that have been routinely and successfully utilized in daily operations over an extended period. Where appropriate, minor administrative clarifications and limited procedural refinements have been incorporated to improve readability, consistency, and administrative effectiveness; however, these changes do not constitute substantive operational modifications.

The policies being formally documented include:

- Private Ambulance Holds
- Alternate Response Vehicle
- Special Event EMS Response
- Compressed Air
- CAD-to-CAD & Out-of-City Requests
- Car 300 Broadcasts
- Milwaukee Fire Department & Private Ambulance Complaints
- Fire Alarm Processing
- Fire Investigative Unit
- Flight for Life
- Hazardous Materials (HAZMAT) Response
- Greater Alarm Response
- Henry Maier Festival Park Response

- High-Rise Incidents
- HIVOL Unit
- Hot and Cold Weather Protocol
- Incident Command Post
- General Documentation Requirements
- Injured and Ill Field Personnel
- Milwaukee Fire Department Involved Motor Vehicle Accidents
- Law Enforcement Fire Investigation Requests
- Paramedic First Responder Utilization
- Scene Safety Coordination
- Private Ambulance Requests
- Private Ambulance Turn Backs
- Shared Services
- Dispatch Special Team Regional Response
- Streetcar Response
- TEN54
- West Milwaukee Response
- Milwaukee Fire Department Emergency Alarm and Mayday

Formalizing these established procedures promotes operational consistency, preserves institutional knowledge, improves training and supervisory oversight, and supports accountability by ensuring personnel have access to current, written guidance that accurately reflects existing operational practice.

Thank you for your consideration of these policies. Should the Commission require any additional information or wish to discuss any of the documented procedures, I would be pleased to provide further explanation.

Respectfully,



Tony Bueno
Department of Emergency Communications

Approved by the BOARD OF FIRE AND POLICE COMMISSIONERS

Executive Director

Date: _____