	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**

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

A. ASSIGNMENT

A verbal or written directive emanating from a dispatcher or a supervisory officer to a department member to respond to or perform a specific task.

B. CALLS FOR SERVICE

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

C. EVENT NUMBER

The unique number assigned in the CAD system to an assignment which has been entered.

D. COMPUTER AIDED DISPATCH

The computer system utilized for the dispatching of squads and tracking of assignments and calls for service.

E. INTER-DISTRICT DISPATCHING

Dispatching or utilizing squads from districts or divisions outside their assigned locations to respond to calls for service.

250.10 ACCOUNTABILITY AND RESPONSIBILITY (WILEAG 9.1.1)

The Information Technology Division is responsible for the infrastructure, maintenance, and

support of computer systems and radio systems utilized in communications.

1. Radio Communications Department (RCD)

    The RCD is specifically responsible for the infrastructure, maintenance, and support of the MPD's radio system and technology. The RCD is also responsible for the installation of electronic equipment (e.g., computers, radios) in departmental vehicles.

2. Field Technology Unit (FTU)

    The FTU is responsible for the support of technology utilized within departmental vehicles (e.g., mobile data computers).

250.15 RADIO PROCEDURES (WILEAG 9.1.2)

A. All radio operations will be in compliance with Federal Communications Commission (FCC) rules and regulations.

B. PROPER RADIO USE

    1. Police radio frequencies shall be used only for official communications.

    2. Department personnel shall refrain from unnecessary conversation on radio frequencies.

    3. Department personnel shall not broadcast any "wise cracks," attempts at humor, unprofessional comments, or unnecessary remarks.

    4. Department personnel shall not use profanity or slang terms when using the radio.

    5. Department personnel shall not use any words or phrases that are demeaning to persons based on their race, religion, national origin, or sexual orientation.

    6. Department personnel equipped with a police radio shall constantly monitor their primary talk group for all descriptions, information, calls for service, and respond when their unit is called.

    7. Department personnel shall not attempt to interrupt any transmission except in the case of emergency.

    8. Department personnel assigned a squad number shall begin all radio transmissions with the word "squad" and the member's squad designation. This includes when a member responds to a dispatcher (e.g., Squad 5322, 10-4).

C. EMERGENCY BUTTON USE ON POLICE RADIOS

    1. The emergency button should only be used whenever an assist or backup is needed.

2. Declaring an Emergency

██
██
██
██
██
██
██

3. Clearing an emergency

   a. The emergency mode can only be cleared by:

      1. The initiating radio unit and officer;

      2. A dispatch console operator;

      3. A radio programmed with emergency clearing privileges (supervisor).

   b. To clear the emergency mode from the initiating police radio, do the following:

   ██

   ██

   ████████████████████

   Note: The emergency clear tone is one (1) long low-pitched tone.

250.20 EMERGENCY CALLS FOR SERVICE BY TELEPHONE (WILEAG 9.1.3)

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)

A. PORTABLE POLICE RADIOS

1. All on-duty officers will be supplied a portable radio.

2. Members with a Permanently Assigned Portable Radio

   Members assigned a permanent portable radio shall not lend their assigned radio to another member. Doing so could create confusion in the event of an emergency since the assigned member's people soft number will display rather than the member who is using the radio. Work locations have portable radios which can be loaned out as a spare when needed.

3. Members Using a "Loaned" Portable Radio

   a. Assignment of all loaned portable radios shall be maintained by a supervisor or designee at each work location. Supervisory officers shall complete form PR-55 *Radio Assignment Log* in accordance with the instructions.

   b. Police members assigned a loaned portable radio shall return the radio promptly upon completing their tour of duty.

B. PRIMARY TALK GROUPS

1. Primary talk groups are assigned to and regularly monitored by a dispatcher. Monitoring provides continuous communication between the 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.

2. The primary talk groups with a dispatcher are:

District	Radio displays as
District 1	DIST_1
District 2	DIST_2
District 3	DIST_3
District 4	DIST_4
District 5	DIST_5
District 6	DIST_6
District 7	DIST_7
City	CTYWIDE

C. SIDE TALK GROUPS

1. Side talk groups are designated for communicating messages between dispatchers and/or police members, when their primary dispatch talk group is unavailable to communicate and/or the primary dispatch talk group is impractical or inappropriate for the broadcast. Side talk groups may also be utilized as incident command or district console alternates.

2. Side Talk Group Usage

   When police members use a side talk group for administrative or emergency

messages, which the dispatcher or other squad need to take cognizance of, they shall switch to a primary dispatch talk group, and rebroadcast the information to a dispatcher.

250.30 INFORMATION CAPTURE (WILEAG 9.1.5)

A. DOCUMENTATION

1. The 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 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. 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. EVENT TYPES

CAD event types are defined and published by the DEC. 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.

C. CALL PRIORITIES

In an effort to improve the efficiency, speed and ease of classifying calls for police service, the following priorities will be assigned to calls for service.

1. Priority 0

   Incidents that are in-progress, just occurred, or recent in time that involve life threatening situations and substantial / aggravated harm to a person or persons, and mass casualty events (immediate dispatch).

   a. Active Attack

   b. Demonstration (aggressive)

   c. Explosion

2. Priority 1

   Incidents that are in-progress or just occurred that have the high probability to involve harm, substantial / aggravated harm, or active threat to life of a person or persons with the use of some type of weapon or instrument (immediate dispatch).

   a. Robbery (in-progress or just occurred)

   b. Shooting

   c. Stabbing / Cutting (in-progress or just occurred)

3. Priority 2

   Incidents that are in-progress or just occurred that have the high probability to involve harm, substantial / aggravated harm, or active threat to life of a person or persons. The use of a weapon or instrument is either not known or there is no weapon present (immediate dispatch).

   a. Battery/Fight/Assault (in-progress)

   b. Entry-Building or Structure (in-progress)

4. Priority 3

   Incidents that are in-progress or just occurred where the level of potential harm to a person or person is unknown, as well as critically missing persons, or a person who presents a danger to themselves or others due to an emotional disturbance (dispatch within 15 minutes).

   a. Emotionally Disturbed Person (EDP) (non-violent)

   b. Missing Report (critical)

5. Priority 4

   Incidents that are in-progress or just occurred that threatens the loss or damage of property of any value; but presents no significant threat of harm, substantial / aggravated harm, or active threat of life to a person or persons (dispatch within 15 minutes).

   a. Property Damage (in-progress)

   b. Theft (in-progress)

6. Priority 5

   Incidents that may or may not be in-progress but have no immediate threat of harm, substantial / aggravated harm, or active threat of life to a person or persons, or loss/damage of property; however, the incident involves a person or persons in need of assistance and a response (dispatch within 45 minutes).

   a. Battery / Fight / Assault (report)

   b. Suicide Attempt (at hospital)

7. Priority 6

   Incidents that may or not be in-progress, have no immediate threat of harm, substantial / aggravated harm, or active threat of life to a person or persons, or loss/damage of property; however, the incident involves a person or persons causing a disturbance, nuisance violations, apparent minor violations/offenses, or non-criminal police services (dispatch within 45 minutes).

   a. Trouble (Subject / Juvenile / Family)

   b. Animal Loose (non-vicious)

8. Priority 7

   Incidents that are not in-progress and have no immediate threat of harm, substantial / aggravated harm, or active threat of life to a person or persons, or loss/damage of

property and do not require immediate police response. Incidents include the need for police to investigate and report or provide some type of police service (dispatch within 60 minutes).

    a. Found Property / Recovered (no weapon involved)

    b. Noise

9. Priority 8

Officer self-initiated activity that does not require immediate emergency assistance.

    a. Traffic Stop

    b. Subject Stop

10. Priority 9

Documented 911 calls and fire transfer calls which do not require police response.

250.35 TELEPHONE COMMUNICATIONS TO AND FROM FIELD PERSONNEL

A. Field personnel should not call the dispatcher by telephone, or request permission to call the dispatcher by telephone via radio or an MDC.

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 DEC supervisor at extension ▇▇▇.

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

1. Field Personnel Coming On-Duty

Field personnel coming on-duty shall verbally advise the dispatcher of the squad's in-service status and the number of personnel assigned to the squad (e.g., Squad 3227 - 2 person). Field personnel are expected to go in-service immediately following roll call or at the start of the assigned shift, if no roll call is held.
(WILEAG 9.1.6.1)

2. Status Changes and Location Changes

    a. Field personnel shall promptly apprise the dispatcher of all changes in their status primarily through the use of their MDC when equipped, or radio when not equipped with an MDC (e.g., on scene, in service/available).

b. Field personnel shall notify the dispatcher of all changes in their location while on an assignment primarily through the use of their MDC when equipped, or radio when not equipped with an MDC.
(WILEAG 9.1.6.1)

3. Self-Initiated Activity

a. Field personnel shall promptly apprise the dispatcher of any self-initiated activity. All self-initiated activity shall be broadcasted over the radio except when the squad is equipped with an MDC and the self-initiated activity is listed as on option in the MDC software.

b. Field personnel not receiving a dispatcher's verbal acknowledgment of items listed in 3(a) above via the MDC should contact the dispatcher via radio to verify the self-initiated activity was received by the dispatcher.

c. Field personnel requesting to respond to any incident shall not respond until the dispatcher has advised them that their request has been approved. Field personnel, with the exception of a supervisor, shall not "self-attach" to any incidents.

d. Field personnel will request for authorization of a "lunch" through their respective dispatcher. Field personnel shall not place themselves on "lunch" through the use of creating an event via the MDC.
(WILEAG 9.1.6.1)

4. Field Personnel Dispatched to Assignments

a. Field personnel shall respond directly to assignments they receive from the 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 DEC supervisor. However, the final decision regarding dispatching field personnel to assignments shall rest with a DEC supervisor.

c. Only a captain or higher authority may overrule the decision of a 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

   a. Field personnel on scene of an assignment shall keep their respective dispatcher informed of any status changes, notifications required by other departmental policies, and requests for additional resources.

   b. Field personnel while on scene with a supervisor shall be under the authority and control of that supervisor. The supervisor in charge of the scene has responsibility for all resources at the scene.

   c. When a situation arises that requires a dispatcher to seek resources from a scene that has a supervisor present, a request 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, the on-scene supervisor shall work cooperatively with the DEC supervisor to come to a resolution.

   d. On-scene supervisors must continually evaluate the need for the resources they have under their control and are responsible for placing unneeded resources back in service as soon as practicable.
   (WILEAG 9.1.6.1)

6. Completion of Activity or Assignment

   a. Upon completion of an activity or assignment, and the member is not equipped with an MDC, the member shall immediately report themselves in-service to their dispatcher by a verbal radio transmission through the use of a "C" code. However, if the member is equipped with an MDC, the member shall utilize the MDC to inform the dispatcher of their status.

   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 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.**

B. REPORTING AND RECORDING OF OUT-OF-SERVICE STATUS OF OFFICERS

   1. Absence

   Officers who are absent from work will be listed as such on the squad line-ups provided by the district.

2. Field Personnel Reporting an Out-of-Service Status/Assignment

   a. Field personnel shall promptly apprise the dispatcher at any time they are to be placed in an out-of-service status (e.g., court). If supervisory authorization is required for the out-of-service status/assignment, the field personnel will advise the dispatcher of the authorizing supervisor (e.g., District 3 lieutenant).

   b. The dispatcher will record the out-of-service status as a call record or status in CAD.

   c. Field personnel shall promptly apprise the dispatcher when they return to an in-service status and a disposition code for the out-of-service status/assignment. (WILEAG 9.1.6.2)

C. PROPER CALL SIGNS

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

      a. On-Duty Field Personnel Identification

         1. On-duty field personnel will be provided squad numbers for use. These squad numbers are assigned to their respective work locations and are generally based upon work location codes.

         2. The assignment of a squad number for use by an individual member during a tour of duty is the responsibility of the work location to which the set of squad numbers was issued. The squad numbers are designated attributes such as work location, shift, rank, specialty, etc., and should be assigned to members in accordance with the desired designations.

         3. These squad numbers are published by the DEC and are available via the department's intranet site. (WILEAG 9.1.6.3)

      b. Off-Duty Personnel

         Off-duty members equipped with a radio and needing to take police action off-duty shall identify themselves via employee identification number, until such time that the dispatcher can assign them a squad number for use during the duration of the incident. This off-duty squad identification number will likely be OD xx.

   2. Disposition Codes

      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	C22	Unregistered/Reckless Tow
C10	Advised	C23	Combat Auto Theft
C11	State Citation(s) Issued	C24	Street Takeover Related

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 DEC has the ability to cross patch the police department's radio system with the radio frequencies of other agencies. The DEC does not regularly monitor other city agency radio talk groups and frequencies.
(WILEAG 9.1.6.4)

250.45 SUPERVISORS REQUIRED AT SPECIFIC INCIDENTS (WILEAG 9.1.6)

A supervisor shall respond to the following assignments:

1. Any incident where there is a likelihood of life-threatening injury or death; or where death has occurred (e.g., assignments categorized as dead on entry (DOE), fire, shooting, suicide, traffic fatality).

2. Any incident required by department policy (e.g., squad accidents, pursuits, use of force, licensed premise violation, implementation of ICS, certain alarms pursuant to SOP 280 Alarms, an injured police member).

3. When requested by a police member.

4. When requested by a dispatcher to perform a supervisor-specific function (e.g., to check on a squad's status at an assignment).

5. Any incident involving a department member while off-duty that requires a police response. Such incidents shall be investigated by a member of higher rank except for members assigned to the Internal Affairs Division.

6. The responding supervisor shall ensure the police response is handled appropriately and determine whether any procedural violations may have occurred that would require additional investigation.

   a. Incidents involving off-duty police members shall be brought to the attention of the on-duty shift commander of the district in which the incident occurred as soon as practicable.

b. The responding supervisor shall file a *Department Memorandum* (form PM-9E) regarding the incident. The report shall include the day, date, time and location of the response, the reason for the police response, the disposition of the response, and the determination of the member's fitness for duty. The report shall be forwarded through the chain of command to the Internal Affairs Division.

c. If a police member's fitness or role in an incident comes into question during an investigation, the supervisor shall report this fact to the next highest-ranking on-duty supervisor at the district in which the incident occurred. The night watch commander should be notified in instances where the next highest rank is unavailable. (WILEAG 9.1.6.5)

250.50 EMERGENCY OPERATION PROCEDURES

A. EMERGENCY CALL RESPONSE MODES

1. 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 DEC personnel and order a police member to use a different response mode if deemed to be necessary under the circumstances.

B. REQUESTS FOR ADDITIONAL PATROL UNITS

1. When a police member in the field is involved in any situation where help is needed, they must be aware that a nonspecific request will result in an uncoordinated response. This may result in a greater hazard to life and property than the originating incident. This hazard may be minimized when possible by giving the following information:

   a. Unit number;

   b. Exact location;

   c. Reason for the request;

   d. Specify "emergency" if required (10--17);

   e. Specify "backup" if required;

   f. Number of units required to handle situation;

   g. Safe entry route;

   h. Description of suspects and direction of travel.

2. The police member making the request shall remain near the radio long enough to

determine if the call has been received by the 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.

3. All responding units shall identify themselves to the dispatcher.

4. Primary response units shall proceed to the designated location/command post in accordance with the response mode specified. They shall give the 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 DEC upon arrival at the scene and provide a status report as soon as possible.

6. Upon receipt of a termination notice, responding units shall discontinue emergency operation and return to their assigned area unless specifically requested to continue to the location under normal driving conditions.

C. SUPERVISORY RESPONSIBILITIES

1. 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.

2. 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.

250.55 FORMAL DECLARATION OF INCIDENT COMMAND

A. USE OF THE INCIDENT COMMAND SYSTEM (ICS)

The conceptual organizational principles, responsibilities and expectations of ICS lay the foundation for all MPD patrol operations.

1. Certain complex situations require a formal declaration of ICS. This declaration alerts the department-at-large that a special plan has been put into place to ensure the department's response is coordinated, effective, efficient, and safe.

2. Formal declaration of ICS can be made by an officer, detective or supervisory officer. The police member making the declaration will be known as the incident commander (IC). Dispatchers are responsible to declare incident command and assign an IC in the absence of other supervisory direction.

3. Situations Requiring Formal Declaration

   a. Any assignment with 4 or more units responding.

   b. Assists to police, fire or ambulance.

   c. Certain critical incidents (as listed below).

   d. Any situation deemed appropriate.

4. Critical Incidents:

Aircraft down	Hostage situation
Officer shot or serious injury	Fire
Shooting	Bomb threat
Sniper / Active Shooter	Explosion
Crowd control	Hazardous material emergency
Aggressive Demonstrations	Tornado / Natural disaster

B. RESPONSE PROCEDURE FOR PATROL UNITS

All squads and units shall have their response authorized by the dispatcher. Unless directed otherwise, once a command post has been established, all personnel responding to the scene shall first report to the command post for assignment.

C. RESPONSE PROCEDURE FOR SUPERVISION

1. When the first on-scene officer is declared IC, incident command will transfer to the first on-scene supervisor. Senior officers and detectives may become IC if supervisors are delayed in arriving.

2. A coordinated transfer of IC to a district patrol sergeant will follow as soon as possible.

3. The district patrol sergeant will remain IC unless specifically assumed by a supervisor of higher rank or a coordinated transfer of command is made.

4. Once the scene of an "assist" to police, fire, or ambulance has been stabilized, the responding supervisor shall cancel all unnecessary resources from responding and expedite undedicated resources back in-service.

D. PROCEDURES FOR COMMUNICATIONS

1. The IC must communicate to the dispatcher for CAD entry (dispatcher will prompt, if necessary):

   a. Squad number of the current IC.

   b. Any change in the identity of IC.

      c. Command post location.

      d. Staging area location.

      e. Safe entry route.

      f. Perimeter(s).

2. Dispatcher will broadcast:

      a. Command post/staging area location.

      b. Safe entry route.

      c. Perimeter(s).

      d. Confirmation of incident.

      e. Communications channel restrictions (as determined by IC).

3. Formal ICS can be assumed to be declared when radio transmissions (in effect) state:

      a. Squads 'be advised' incident command is declared at the (incident). Squad (number) is the IC. Other units require acknowledgement before responding.

      b. 10-4 squad (number), check in with (the IC, CP or staging) at (location), angle park if possible.

4. Radio Communications

      a. Once ICS has been implemented at a particular scene, all communications (e.g., radio, telephone) regarding that incident shall go through the IC or the command post. Members shall refrain from the practice of calling individual members and shall instead route all requests and information through the IC or the command post.

      b. All personnel deployed to the scene shall monitor the designated ICS talk group unless otherwise directed by the IC or command post.

      c. When necessary, communications on other channels for brief periods are authorized with the expectation that the affected unit shall return to the designated ICS talk group as soon as practicable.

250.60 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. Members are expected to remain in their assigned area of responsibility during their tour of duty notwithstanding being dispatched to other areas to handle calls for service, the need to use the restroom, or conduct other official business at his/her work location.

1. Generally, supervisors shall ensure that only one police member or one squad is inside the work location at any time for non-arrest related matters.

2. With justification, supervisors may authorize more than one member or one squad to be inside the work location.

3. Nothing in this procedure restricts supervisory authority to request members report to a work location for legitimate supervisory reasons.

250.65 RESOURCE AVAILABILITY (WILEAG 9.1.7)

A. CURRENT OFFICER IN CHARGE

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 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.

C. 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. The requests will be designated as a special situation or special address requirement after being entered into CAD by 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. Requests may be resubmitted by district captains to DEC to extend the requested service.

D. OFFICER STATUS INDICATORS

1. The CAD system utilizes abbreviated codes in various CAD windows to indicate the status of squads.
(WILEAG 9.1.7.5)

2. The status for the abbreviated codes are as follows:

Code	Status
PA	Pending Available
AV	Available
DP	Dispatched
ER	Enroute
AR	Arrive
CL	Change Location
TR	Transport
TA	Transport Arrive

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

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

A. 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 emailed to the 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 DEC supervisor to process the request. The audio or video file will be imported into Evidence.com.**

2. Digital Uploaded File of audio files will be imported to Evidence.com. All digital audio files will then be accessible through Evidence.com.

3. Formatting

   When audio recordings are required, each of the following formats will be created and provided to the requestor:

   a. Audio files (e.g., 911 calls, squad radio communications) which relate to the particular issue/call and can play in succession with "dead" air time removed. A time sheet will be provided with these files, which lists a date and time stamp for the start time of each audio file provided.

   b. An audio recording (e.g., 911 call, squad radio communication) which has not been filtered, edited, or altered and plays in real time (with all "dead air" time, etc.). An original date and start time will be provided for the file.

B. EXTERNAL AUDIO AND VIDEO REQUESTS

   Any external or public requests for audio or video files will be referred to the Open Records for processing.

C. CRITICAL INCIDENTS

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

250.75 **CRIMINAL JUSTICE INFORMATION SYSTEMS (WILEAG 9.1.9)**

A. Department members will utilize local, state, and federal criminal justice information systems in accordance with MPD SOP 680 – Computer Equipment, Applications and Systems.

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 DEC.

250.80 INTER-JURISDICTIONAL COMMUNICATIONS (WILEAG 9.1.10)

A. The Radio Communications Department (RCD) will ensure the department has the necessary equipment to access inter-jurisdictional, regional, or area law enforcement radio systems. The RCD will ensure this equipment is properly maintained and in proper working order.

B. PURPOSE

The 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 DEC supervisor to request the link.

D. IDENTIFICATION OF MILWAUKEE POLICE SQUADS

1. The dispatcher 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.

2. In these instances, MPD members shall state "Milwaukee Police" before stating their squad number (e.g., "Squad 3322" becomes "Milwaukee Police Squad 3322"). Police members must use "plain talk" during radio transmissions when a cross patch is active. Absolutely, no 10-codes or C-codes are to be used.

3. Other agencies shall identify (or be advised to identify) themselves by agency and unit number.

E. MEMBER'S RESPONSIBILITIES

In no way does the cross patch between MPD and other agencies relieve police members from adhering to MPD procedures or to the instructions of MPD supervisors/commanders.

250.85 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 "911" on the department phone).

Note: Non-emergency calls received at MPD work locations other than 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

Emergency and non-emergency calls which are misdirected to work locations (e.g., the district stations) from outside jurisdictions will be transferred to the appropriate jurisdiction if able to be determined.

250.90 ALARMS (WILEAG 9.1.12)

A. PRIVATE SECURITY BURGLARY ALARMS AND MPD MONITORED ALARMS

See SOP 280 Alarms.

B. HOLD UP ALARMS

The Milwaukee Police Department will respond to all hold up alarms in the City of Milwaukee.

250.95 COMMUNICATIONS CENTER SECURITY (WILEAG 9.1.14)

A. LIMITATIONS ON ACCESS TO THE DEC

Access to the DEC and alternate site shall be limited to authorized department personnel.
(WILEAG 9.1.14.1)
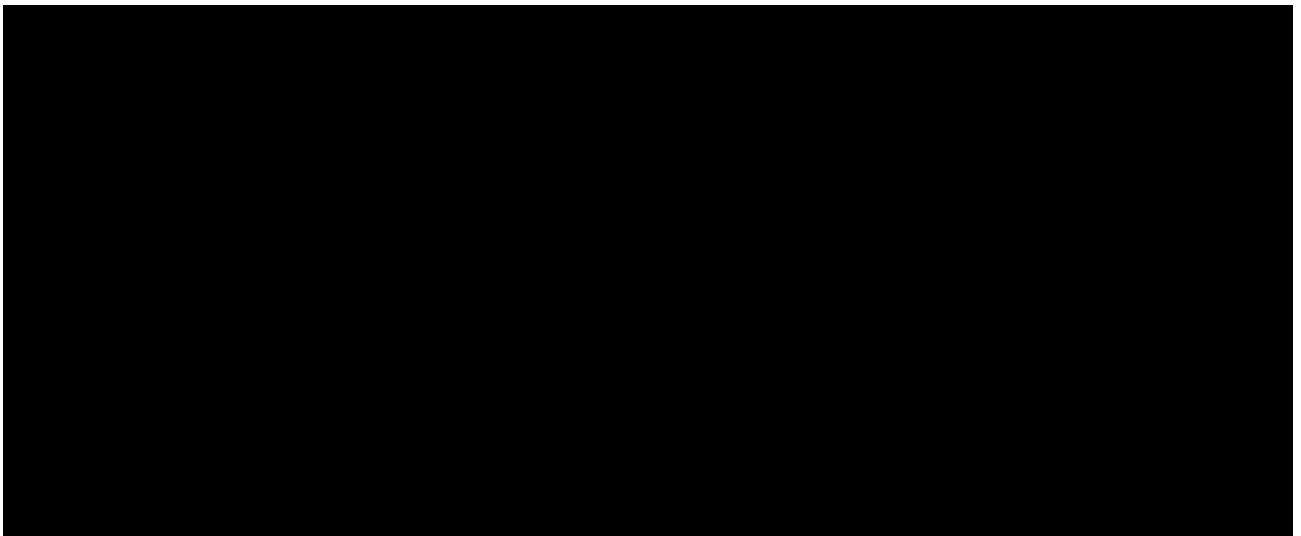
C. PROVISION OF BACK-UP RESOURCES

1. Alternate Dispatch Site

   An alternate dispatch site is located on the second floor of the ██████████████ ████████████. 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 DEC personnel.
   (WILEAG 9.1.14.3)

2. Telephones

   a. Whenever the ████████ telephone system becomes inoperable for any reason, the communications facilities coordinator and/or telecommunications supervisor shall be contacted immediately.

   b. If the communications facilities coordinator or telecommunications supervisor cannot be reached and the failure includes 9-1-1 phones, the 911 Resolution Center will also be contacted at ██████████████████.
   (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 ████. 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. Handheld radios are the immediate backup for dispatch console failure; however, if the radio system/network failed in its entirety, alternate mutual aid radio channels must be utilized.

   c. Notification to Members of Radio System Failure

      1. If the MDCs are still operable and able to receive messages, squads will be notified of the radio failure via MDC message. Squads 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 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 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

1. To continue law enforcement operations, communications will be continued via mutual aid channels.

2. All OpenSky users shall switch to ███████████████████████████████ ███████████████████████████████

3. All radio users shall switch to the following mutual aid channel for their respective work location:

██
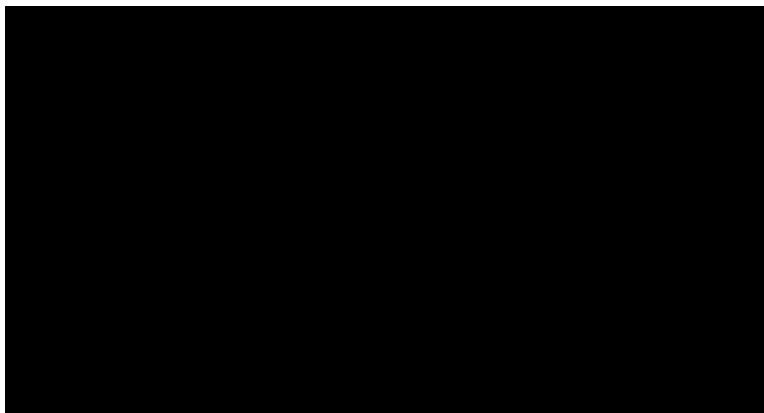
4. As there are a limited number of available channels for continued operations, multiple MPD districts are assigned to monitor the same radio channel. Additionally, other jurisdictions have the ability to monitor and utilize these channels. As such, our radio transmission must indicate that it is a Milwaukee transmission. For example, "Milwaukee Police Department Squad 7221 to District 7 dispatch," and "Milwaukee Police Department District 7 dispatch to squad 7221."

5. During this period of operations, radio transmissions will be kept to a minimum, with necessary transmissions only.

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.

2. Additionally, a One Call notification should be sent to all work locations advising that normal radio (OpenSky) operations will resume.
    (WILEAG 9.1.14.3)

4. CAD System

    a. Whenever the Computer Aided Dispatch System (CAD) becomes inoperable for any reason, the DEC will contact all affected work locations by phone advising them of the problem.

    b. CAD system failures affecting operations of a work location will be documented in the daybook of the work location. This documentation will include the CAD system down time return to operations time.
(WILEAG 9.1.14.3)

250.100 MOBILE DATA COMPUTERS

A. Mobile Data Computers (MDC) access the Computer Aided Dispatch (CAD) system and various other computerized record files for information and wanted checks. Their primary function is to minimize air traffic on department radio frequencies and to aid in the rapid extraction of useable data. Police members, who have been properly trained in the use of the computer and have obtained a personal password to enter the system, shall use the MDC when their squad is so equipped.

B. Police members shall operate the MDC in accordance with the following guidelines:

1. Police members shall verbally inform the dispatcher of their "10-8" status and then "log on" to the MDC and CAD system by entering their assigned password. This assigned password shall be held in confidence and shall be used only by the individual officer to whom it was assigned. Once logged into the CAD system, members shall ensure to enter their correct squad number and 5 digit squad vehicle number. Members shall also ensure that the correct names are assigned to that squad.

2. Upon receiving an assignment from the dispatcher, police members are required to verbally acknowledge the dispatcher over the air. After verbally acknowledging the dispatcher, police members are to then "acknowledge/enroute/arrive" the assignment via the MDC (where applicable).

3. Police members needing to send administrative messages and/or information should do so via MDC, rather than by radio, if an MDC is available to the member.

4. Police members shall not request to respond to any assignment by use of an administrative message sent via an MDC.

5. Police members shall "log off" at the completion of their tour of duty. "Log Off's" shall not be done until the final 10 minutes of the shift unless authorized by a supervisor.

250.105 TELEPHONE PING INFORMATION

A. PURPOSE

The purpose of this section is to establish a standard operating procedure for obtaining emergency or non-emergency (investigatory) telephone ping information.

B. TRACE INFORMATION

1. All requests for telephone ping information shall be directed to a CIB supervisor at extension █████.

2. For non-emergency trace information requests, the CIB shift commander shall evaluate the request, and when deemed appropriate, shall assign an investigator to conduct follow up and obtain the necessary information from the telephone company. The assigned investigating member shall then complete the reports necessary for obtaining a subpoena, which will be forwarded to the appropriate telephone company.

3. The commanding officer of the CIB shall ensure an *Exigent Circumstances Request Form* is filed and send a copy to the appropriate provider. Each service provider has its own separate form.

4. The commanding officer of the CIB shall ensure that a copy of the *Exigent Circumstances Request Form* is retained according to the retention schedule.

   Note: With the exception of calls which contain Automatic Number Identification (ANI) / Automatic Location Identification (ALI) information, traces can only be performed ███████████████████

250.110 ONLINE EMERGENCY TELEPHONE NOTIFICATION SYSTEM

A. The online emergency telephone notification system can be utilized in emergencies or when mass notifications need to be made in a rapid, efficient manner. The online emergency telephone notification system can make 32 thirty second calls per minute or up to 1,920 calls per hour. The system makes calls by using pre-programmed call lists.

B. EXAMPLES OF NOTIFICATIONS (NOT AN ALL INCLUSIVE LIST)

1. Abduction and critical missing incidents.

2. Amber Alert supplements.

3. Escaped prisoner or loose suspect in a specific area.

4. Major incident information or evacuation instruction/orders.

5. Media announcements in major incidents.

6. Command staff notifications.

7. Activation of the EOC.

8. Level 3 and 4 emergency mobilizations.

9. CLO notifications to block watch groups, community organizations, etc.

10. Sexual predator (registered/known) community notifications.

C. TYPES OF NOTIFICATIONS - INTERNAL

With the approval of a work location shift commander, the system can be utilized to notify work location members of an event, incident or circumstance.

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 DEC supervisor at extension ███ The 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.

E. PRE-PROGRAMMED CALL LISTS

1. Work locations may create their own Excel based call lists based upon the individual needs of the work location. The lists must be created in Excel using the following headers for each column:
   | Name | Voice1 | Voice2 | Voice3 | Email |

2. The communications facilities coordinator is the designated contact person for the notification system. Please call the communications facilities coordinator at extension ███ for all questions and issues concerning the system.

   Note: Work locations submitting call lists are responsible for keeping their lists current and forwarding those lists to the communications facilities coordinator.

250.115 NONCOMPLIANCE

A. 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:

1. Failure to respond to dispatcher.

2. Failure to respond to assignment.

3. Failure to notify dispatcher of location change.

4. Failure to go "on scene" or "arrived" at an assignment.

5. Failure to go back into service in a timely manner.

6. Inappropriate use of radio / telephone.

B. The DEC will forward the *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.

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:mfk