



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

280 – ALARMS

GENERAL ORDER: 2025-50
ISSUED: October 22, 2025

EFFECTIVE: October 22, 2025

REVIEWED/APPROVED BY:
Assistant Chief Steven Johnson
DATE: September 21, 2025

ACTION: Amends General Order 2024-30 (August 2, 2024)

WILEAG STANDARD(S): 9.1.12

ROLL CALL VERSION

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

280.10 GENERAL PROCEDURES

B. The Milwaukee Police Department does respond to the following non-verified alarms:

1. Alarms received via phone call at the ~~Technical Communications Division (TCD)~~ Department of Emergency Communications (DEC) for Toepfer Alarms.
2. Alarms received on government buildings/installations.
 - b. If a district captain has a special request to respond to an MPS facility within their district, he/she shall make that request ~~in writing~~ via email to the ~~TCD~~ DEC to request a special situations flag in CAD. The special situations flag will automatically expire after a specific amount of time depending on the request and at expiration will require the district captain to renew the request with the ~~TCD~~ DEC.

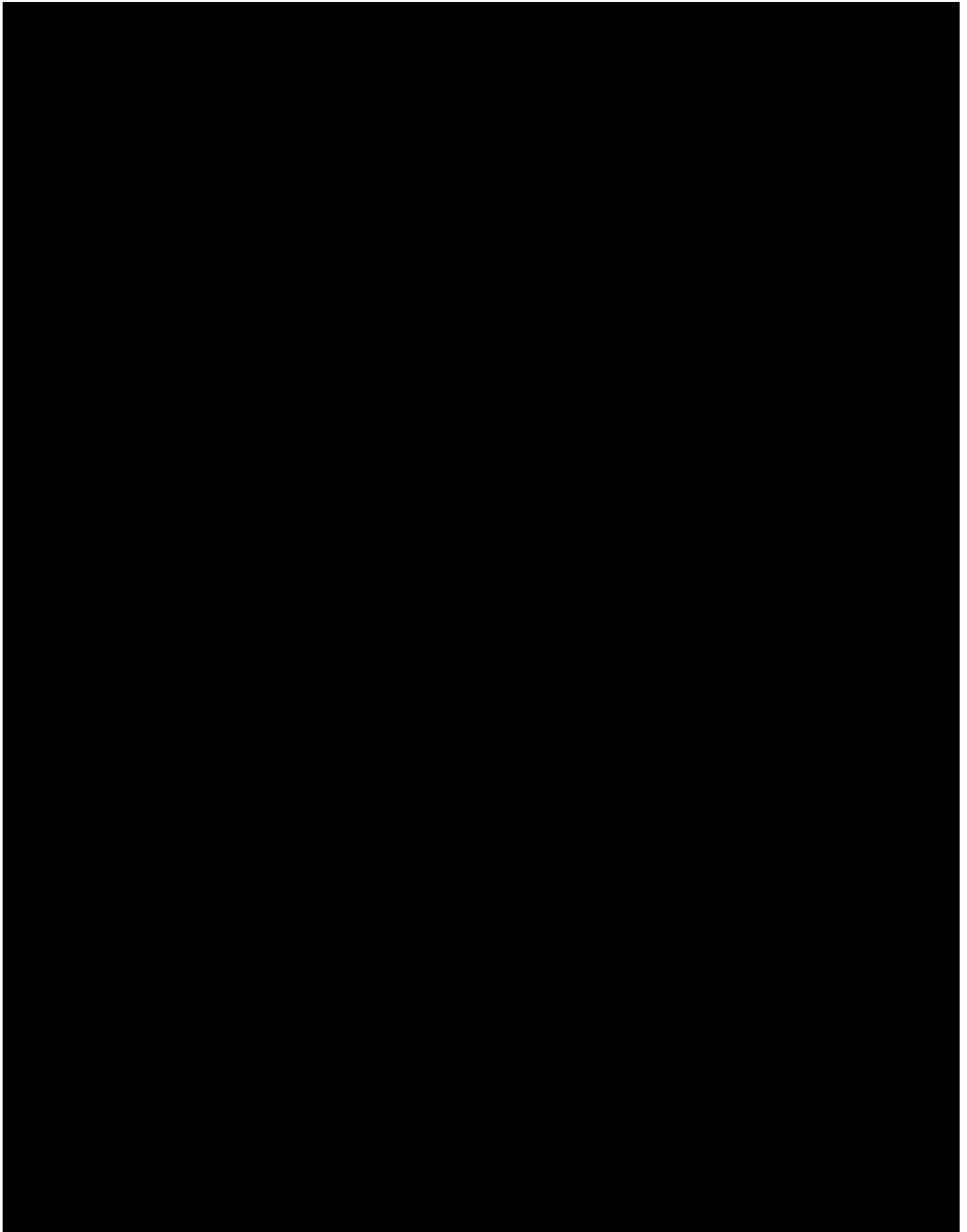
280.20 UNLAWFUL ALARMS

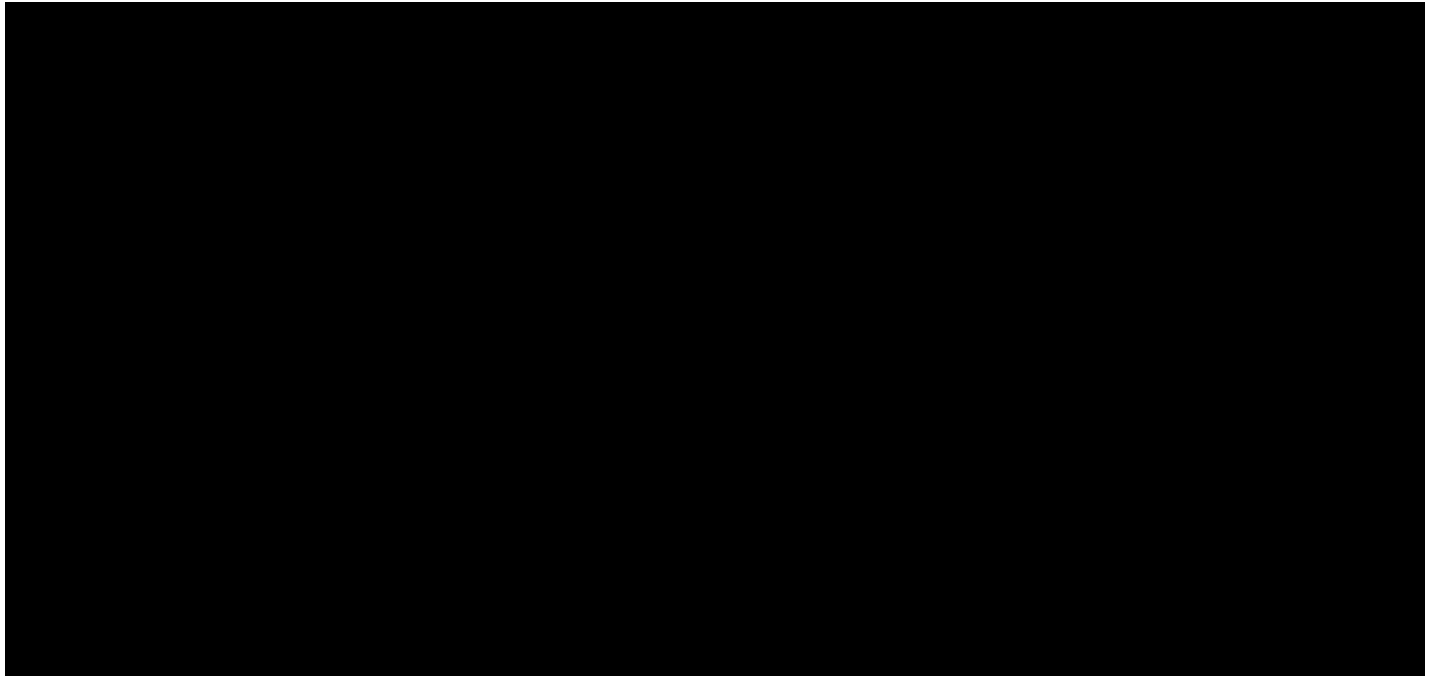
The department shall not respond to unlawful private alarms as specified in [MCO 105-75-11](#):

Sub (d) - Exception. d-1.

Reproducible video or two-way voice intercom type of alarm systems are not considered the reporting of a verified burglar alarm, but the reporting of a particular "incident" that is verbally reported to the call taker by the alarm company operator. The incident will be prioritized accordingly for police response.

- b. ~~TCD~~ DEC will transfer the call from the alarm service provider to the respective district's shift commander where the alarm occurred. The district shift commander shall assign a member to send a request through Axon Citizen in Evidence.com to the alarm service provider to provide the alarm verifying video and/or two-way voice intercom recording(s).





A handwritten signature in black ink, appearing to read 'J.B. Norman' with a stylized flourish at the end.

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:mfk