

# **COMMUNITY SERVICE OFFICER**

## **CHALLENGES**

**Strong union**

**Safety issues for CSO/ citizen in escalating circumstances (i.e. priority 4 to a priority 2 or 1)**

**Benefits vs Cost**

**Vehicles, uniforms, training, salary, benefits**

**Reporting to ?**

**Level of enforcement**

**Legal issues**

**Contractual issues?**

**Citizen response**

**Satisfaction, acceptance/non**

# **COMMUNITY SERVICE OFFICER**

## **BENEFITS**

**Improved response time**

**Improved community relations**

**Release officers for higher priority calls**

**Visibility**

**Deterrent**

**Citizen Satisfaction**

**Possible police recruits**

## MEMORANDUM

To: Alderman Terry Witkowski  
From: Mark A. Ramion, Legislative Fiscal Analyst  
Re: City of Milwaukee Citation Powers

February 2, 2006

This information is related to your inquiry regarding citation authority in various City of Milwaukee departments. The following City departments, Milwaukee police excluded, may write a municipal citation with a forfeiture included:

- DPW-Parking Checkers for non-moving traffic violations
- DNS-Code Enforcement Inspectors for violations of the city building code
- DNS- Nuisance Control Officers and Environmental Hygienists for violations of the city code related to asbestos violations and problem properties creating various nuisances involving garbage, solid waste and associated litter
- MHD-Food Inspectors for violations related to the City health code and restaurants and other food establishment and vendors
- MHD-Lead Inspectors for violations of the City code related to lead poisoning hazards

You also inquired as to any information related to City of Milwaukee employees who have been assaulted in the performance of their duties, especially in the act of serving of a citation.

MHD reported that, at least in the past 10 years, there has been no instance of an inspector being harmed in any way while issuing a citation or, for that matter, an order to correct a problem. Oral objections to the serving of a citation, however, are more commonplace but do not rise to physical violence.

DNS has prepared some specific information related to its inspectors being assaulted and is forwarding this to you directly. From my conversation with the supervisor, although some of the DNS inspectors have had some incidents in various neighborhoods, none seemed to be directly related to the serving of a citation.

As you know, the parking checkers are radio-equipped with the MPD communication system. Additionally, in the event that a checker is threatened while issuing a parking citation, the DPW procedure is to leave the scene and then issue the citation in a return visit or through the mail.

Copy: Barry J. Zalben, Manager, Legislative Reference Bureau  
Marianne C. Walsh, Research and Analysis Manager

February 3, 2006

To: Jeff Mantes, Commissioner of Public Works  
From: Dan Thomas, DPW Personnel Administrator  
Subject: Assaults upon City Employees while on duty

The following are the assaults reported by the various divisions within the Department of Public Works during the last three years:

| Division:                                | Total No.: | Type:                   | Inter. vs Exter. |
|--|------------|-------------------------|------------------|
| Buildings and Fleet (facilities section) | 8          | 8 Verbal                | 8 Inter.         |
| Parking Enforcement                      | 10         | 10 Physical             | 10 Exter.        |
| Infrastructure (traffic/streetlighting)  | 3          | 2 Physical,<br>1 Verbal | 3 Exter.         |
| Buildings and Fleet (Operations)         | 3          | 3 Physical              | 3 Inter.         |
| Sanitation                               | 1          | 1 Verbal                | 1 Exter.         |
| Total                                    | 25         |                         |                  |

**Exter= outsider to City employee**  
**Inter= between City employees**

**JOB DESCRIPTION**

City Service  
Commission

Finance  
Committee

Instructions: Complete all sections except No. 11 and submit 3 copies.  
After Action, copies to: Employee Relations, Department, and Incumbent.

Fire & Pol  
Commission

Common  
Council

|  |   |   |  |
|--|---|---|--|
| 1. Present Incumbent   |   | 2. Date Prepared 6/11/02  |  |
| 3. Date Filled   | 4. Previous Incumbent                   |   |  |
| 5. Department MILWAUKEE POLICE DEPARTMENT  |   | Bureau Division Administration Bureau   | Unit Maintenance Services Section - Vehicle Services |
| 6. Work Location 749 W. State Street, Room B009  |   | Telephone 414-935-7515  | Schedule 7:00AM-3:00PM                               |
| 7. Title, Pay Range, and Class Code  | Present Title POLICE SERVICE SPECIALIST |   | Pay Range 939  |
|  | Requested Title                         |   | Class Code 2340                                      |
| 8. Represented?<br>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>   |   | <b>DO NOT COMPLETE THIS BLOCK</b><br><br><b>11. RECOMMENDED TITLE AND PAY RANGE:</b><br>Same as Present <input type="checkbox"/> Change (Explain Below) <input type="checkbox"/> Date: _____<br><br><br>Compensation Services Manager |  |
| 9. Bargaining Unit ALEASP  |   |   |  |
| 10. FLSA Status<br><input checked="" type="checkbox"/> Exempt<br><input type="checkbox"/> Non exempt   |   |   |  |
| 12. BASIC FUNCTION OF POSITION:<br>Carry out the daily duties of the Maintenance Service Section Garage.   |   |   |  |
| 13. DESCRIPTION OF JOB: (Describe the specific duties and responsibilities of the job as accurately and completely as possible. Use additional sheet if necessary.)  |   |   |  |
| A. DUTIES AND RESPONSIBILITIES: (Break job into component parts as you would describe it to the incumbent. Indicate the approximate percentage of time devoted to each major task or group of related tasks. List the most important duties and responsibilities first. Include responsibilities related to employee safety and affirmative action goals for management positions.)  |   |   |  |
| <ol style="list-style-type: none"> <li>1. Responsible for chauffeuring Police Officials.</li> <li>2. Servicing and making minor repairs to vehicles (gas, oil, headlights, taillights, windshield wipers, etc.) Taking vehicles in for repairs and returning them when work is completed.</li> <li>3. Make repairs to light bar and siren when needed.</li> <li>4. Taking vehicles for emissions and lubes.</li> <li>5. Clean vehicles inside and out. Conditioning new vehicles for service.</li> <li>6. Answering telephone and operate the computer on the Fuel System. Typing and filing necessary paperwork, maintaining proper and accurate records.</li> <li>7. Changing tires, installing and removing tire chains, unloading supplies, changing equipment from one vehicle to another.</li> <li>8. Assisting citizens with license plate checks, citation releases and vin checks.</li> <li>9. Cleaning the garage area.</li> <li>10. Assigning vehicles and keys.</li> <li>11. Assisting with stalled vehicles. Jump starting vehicles and performing other related duties as assigned.</li> </ol> |   |   |  |

13. Description of Job (Continued)

B. Name and title of Immediate Supervisor FLEET MAINTENANCE SUPERVISOR

C. **SUPERVISION RECEIVED:** (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

Fleet Maintenance Supervisor, Vehicle Service Assistant and the Police Officer that is lining vehicle up for service.

D. **SUPERVISION EXERCISED:**

\_\_\_\_\_ Total number of employees for whom responsible, either directly or indirectly.

**Direct Supervision.** List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) check or inspect completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisals; (h) take disciplinary action or effectively recommend such.

None.

E. **QUALIFICATIONS REQUIRED:** (Indicate the more important qualifications required for filling a vacancy—such as education, experience, knowledge, skills, and abilities, including specific physical abilities.)

Knowledge of Police Department policies and procedures.  
Valid State of Wisconsin Motor Vehicle Operator's License.  
Mechanical experience and/or aptitude.  
Retired Police Officer.

F. **SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or responsibility of the position, such as amount of budget or number and variety of items in warehouse or files, or special personality characteristics.)

Work alternate weekends and holidays so as to provide coverage seven days a week.

G. I believe that the statements made above in describing this job are complete and accurate:

Signature of Department Head or Designated Representative

Signature of Incumbent

# POLICE SERVICES SPECIALIST

## Informational Announcement Bulletin

Civilian positions of a full or half-time nature are available in the Milwaukee Police Department for police officers who retired from the Department. The specific duties of the Police Services Specialist positions vary depending on the actual assignment and may include but are not limited to performing tasks related to conducting background investigations of police officer and other Departmental job candidates, investigative duties of the License Investigation Unit, and administrative and/or support duties in such locations as the Prisoner Processing Section, District Stations, and Vehicle Services Division.

**Salary and Benefits:** \$11.99 per hour. The benefits include: Medicare, Vacations, Dental Insurance, continuation of retiree Medical Insurance, Sick Leave, continuation of City Pension with no new benefits earned. Police Services Specialists will serve a one (1) year probationary period. Work schedules, terms of employment, and assignments will be in accordance with the needs of the Milwaukee Police Department and the policies of the Fire and Police Commission. Police Services Specialists are ineligible for Social Security coverage and Life Insurance benefits through employment with the City of Milwaukee as a Police Services Specialist. Although ineligible for life insurance benefits through employment as a Police Services Specialist, the retiree life insurance benefits elected at time of retirement from law enforcement will continue, on the same basis as if the retiree had not served as a Police Services Specialist.

### **Requirements:**

1. Candidates must be currently on service retirement from the Milwaukee Police Department as a sworn police officer or higher-level sworn officer and must have been so for at least six months.
2. Candidates must be able to perform all the duties of the position for which they are selected and must be willing to work an assigned shift and holidays and weekends as assigned.
3. Candidates must reside in the City of Milwaukee within six months of appointment.

### **Selection Process:**

These positions are exempt from competitive examination. However, candidates will be screened on the basis of an evaluation of experience, special skills and availability factors, an oral interview, a medical examination, drug screen and a background investigation.

The Fire and Police Commission and the Milwaukee Police Department reserve the right to call, for the oral interview only, the most qualified candidates based on the evaluation of experience and the needs of the service.

### **Application Process:**

Applications will be accepted on a continuous basis and are available at the Personnel Division of the Milwaukee Police Department, located in Room 706 of the Police Administration Building, 749 W. State Street, during regular office hours from 8:00 am to 4:00 pm.

**POLICE SERVICES SPECIALIST  
RETIRED OFFICER RE-EMPLOYMENT PROGRAM  
TRAINING AND EXPERIENCE QUESTIONNAIRE**

December 29, 2004

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE \_\_\_\_\_

Please complete the questionnaire below. The purpose of the questionnaire is to gather information with respect to your previous work experience with the Milwaukee Police Department, your background and skills that would relate to the anticipated assignments of the Police Services Specialist and your availability for work. Please answer all of the questions contained on this form completely, using black or dark ink or type the answers.

**I. WORK EXPERIENCE**

- A. On what date did you retire? \_\_\_\_\_
- B. To the best of your recollection, please list all locations you were assigned to while you worked for the Milwaukee Police Department:

| Location | Rank  | From (Year) | To (Year) |
|----------|-------|-------------|-----------|
| _____    | _____ | _____       | _____     |
| _____    | _____ | _____       | _____     |
| _____    | _____ | _____       | _____     |

- C. Do you have any prior experience with the Milwaukee Police Department in the following areas (check all those that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> Background Investigations                                      | <input type="checkbox"/> Vehicle Services                        |
| <input type="checkbox"/> Property Control & Inventory                                   | <input type="checkbox"/> License Investigation                   |
| <input type="checkbox"/> Identification - photos,<br>arrest records, & fingerprints     | <input type="checkbox"/> Computer Operations                     |
| <input type="checkbox"/> Crime Prevention   | <input type="checkbox"/> Records Management<br>(Central Records) |
| <input type="checkbox"/> Communications (dispatching)<br>Police alarm operations, etc.) | <input type="checkbox"/> Radio/Electronic<br>Technology          |
| <input type="checkbox"/> Lock-Up & Court Administration                                 | <input type="checkbox"/> Other _____                             |

\*You will NOT be automatically excluded from further consideration for this position if you do not have experience in the specific areas listed above. The Department is continuing to identify areas where Police Services Specialists may be assigned.



Please describe your experience as it relates to each area in which you indicated you had prior experience.

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D. Post-Retirement Employment History: Please lists all employment history following your retirement with the Milwaukee Police Department.

Begin with present or most recent employment and work back. Account for all time during the past ten years, including periods of unemployment. IN ADDITION, LIST ANY OTHER PAID OR UNPAID WORK EXPERIENCE THAT MAY QUALIFY YOU FOR A POSITION. Attach additional pages if necessary.

|                                     |   |            |                    |
|-------------------------------------|---|------------|--------------------|
| Present or last employer            | From (MO./YR)   | To (MO/YR) | Duties             |
| Address                             | Salary/Wage<br>\$            Per  |            |                    |
| Your Title                          | Part-time <input type="radio"/> Hours per week<br>Fulltime <input type="radio"/>  |            |                    |
| Supervisor's Name, Title, Phone No. |   |            | Reason for Leaving |
| Employer                            | From (MO/YR)  | To (MO/YR) | Duties             |
| Address                             | Salary/Wage<br>\$            Per  |            |                    |
| Your Title                          | Part-time <input type="radio"/> Hours per week<br>Full-time <input type="radio"/> |            |                    |
| Supervisor's Name, Title, Phone No. |   |            | Reason for Leaving |
| Employer                            | From (MO/YR)  | To (MO/YR) | Duties             |
| Address                             | Salary/Wage<br>\$            Per  |            |                    |
| Your Title                          | Part-time <input type="radio"/> Hours per week<br>Full-time <input type="radio"/> |            |                    |
| Supervisor's Name, Title, Phone No. |   |            | Reason for Leaving |

**IF MORE SPACE IS NEEDED, FILL OUT A BLANK SHEET AS ABOVE & ATTACH**

E. Do you have any special skills or expertise that you have acquired either through your employment with the Milwaukee Police Department or through other means that you believe would be beneficial in the Police Services Specialist position? If so, please describe this experience below:

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F. Education and Training:

Did you graduate from High School?  
YES  NO

If yes, Name and Location of High School:  
\_\_\_\_\_  
\_\_\_\_\_

Circle the highest grade or year completed in school:

1 2 3 4 5 6 7 8 9 10 11 12

Have you passed a High School Equivalency or G.E.D. Test? YES  NO  NOT APPLICABLE

Training beyond high school (college or university, nursing, business college, military or other training you have received). Under credits earned, indicate Q for quarter hours or S for semester hours.

| NAME AND LOCATION OF SCHOOL | FULL OR PART-TIME | DATES ATTENDED |          | CREDITS EARNED | MAJOR OR FIELDS OF STUDY | TYPE OF DEGREE/DATE COMPLETED |
|-----------------------------|-------------------|----------------|----------|----------------|--------------------------|-------------------------------|
|                             |                   | FROM MO YR     | TO MO YR |                |                          |                               |

\_\_\_\_\_  
\_\_\_\_\_

II. AVAILABILITY

A. Would you be interested in working:  
Full-time \_\_\_\_\_ Half-time (20hrs./wk.) \_\_\_\_\_  
Either Full-time or Half-time \_\_\_\_\_

B. Please provide information regarding the hours you would be available to work. The nature of the duties of the Police Services Specialist position will necessitate a variety of different work schedules.

What hours/shift(s) would you be available to work?

\_\_\_\_\_

What hours would you be unable to work?

\_\_\_\_\_

Are you willing to work these hours year-round?

Yes \_\_\_\_\_ No \_\_\_\_\_ (Please Explain) \_\_\_\_\_

\_\_\_\_\_

C. Would you be willing to work weekends?

Yes \_\_\_\_\_ No \_\_\_\_\_

D. Would you be willing to work holidays?

Yes \_\_\_\_\_ No \_\_\_\_\_

E. When would you be available to start work?

\_\_\_\_\_

**III. OTHER EXPERIENCE**

Please provide any additional information that you believe would be beneficial to the Milwaukee Police Department with respect to your qualifications as they relate to the position of Police Services Specialist:

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READ CAREFULLY BEFORE SIGNING ---I certify that all answers to the above questions are true and complete. I understand that falsification of this application may result in disqualification or removal from a Milwaukee Police Department position. I understand that a City Charter Ordinance requires city employees to live in the city. I authorize the Milwaukee Police Department to make any inquires about and receive any information about my suitability for employment. I give permission to persons contacted to provide such information. I understand that such information is sought with confidentiality, and I will not request copies of such information. A copy of this authorization shall be effective as the original.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



**JOB DESCRIPTION**

City Service  
Commission

Finance  
Committee

Instructions: Complete all sections except No. 11 and submit 3 copies.  
After Action, copies to: Employee Relations, Department, and Incumbent.

Fire & Pol  
Commission

Common  
Council

|  |  |                          |                        |
|--|--|--------------------------|------------------------|
| 1. Present Incumbent   |  | 2. Date Prepared 5/10/04 |                        |
| 3. Date Filled   | 4. Previous Incumbent  |                          |                        |
| 5. Department POLICE DEPARTMENT  |  | Bureau Division VARIOUS  | Unit                   |
| 6. Work Location VARIOUS   |  | Telephone                | Schedule 8 Hour Shifts |
| 7. Title, Pay Range, and Class Code  | Present Title POLICE AIDE  | Pay Range 480            | Class Code 2343        |
|  | Requested Title  | 480                      | 2343                   |
| 8. Represented?<br>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>               | <b>DO NOT COMPLETE THIS BLOCK</b><br><br>11. <u>RECOMMENDED TITLE AND PAY RANGE:</u><br>Same as Present <input checked="" type="checkbox"/> Change (Explain Below) <input type="checkbox"/> Date: _____<br><br>Compensation Services Manager |                          |                        |
| 9. Bargaining Unit A.L.E.A.S.P.  |  |                          |                        |
| 10. FLSA Status<br><input type="checkbox"/> Exempt<br><input checked="" type="checkbox"/> Non exempt |  |                          |                        |

**12. BASIC FUNCTION OF POSITION:**

Police Aides serve within the Department similar to a trainee or an apprentice. Their functions are clerical in nature and will be performed in a district station or in a specialized division or bureau. They perform a wide variety of assignments, which allow them to experience the various operational and administrative functions of the Department, thereby preparing them for a successful law enforcement career. Upon successful completion of the Police Aide Program requirements, a Police Aide is appointed to Police Officer.

**13. DESCRIPTION OF JOB:** (Describe the specific duties and responsibilities of the job as accurately and completely as possible. Use additional sheet if necessary.)

**A. DUTIES AND RESPONSIBILITIES:** (Break job into component parts as you would describe it to the incumbent. Indicate the approximate percentage of time devoted to each major task or group of related tasks. List the most important duties and responsibilities first. Include responsibilities related to employee safety and affirmative action goals for management positions.)

%\* Police Aides shall perform clerical and other support functions prescribed by their supervisors. At no time shall they be permitted to act independently in law enforcement activities.

Police Aides answers incoming phone calls or handles the radio console as directed and supervised by his/her immediate supervisor.

Police Aides type and file reports and any other documents as directed by his/her supervisor.

Police Aides may assist with special projects (e.g., crime prevention, data entry, etc.) as determined and directed by his/her supervisor.

Police Aides will perform such other duties as directed by his/her supervisor.

The Police Aide Program requires that Police Aides attain a prescribed number of Police Science or degree college credits. They will attend the classes necessary for this purpose that are scheduled by the Police Academy and maintain the required grade point average.

\* Percentage allocation of duties varies by assignments.

13. Description of Job (Continued)

B. Name and title of Immediate Supervisor Various

C. **SUPERVISION RECEIVED:** (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

Direct supervision varies by location assignment

D. **SUPERVISION EXERCISED:**

\_\_\_\_\_ Total number of employees for whom responsible, either directly or indirectly.  
**Direct Supervision.** List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) check or inspect completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisals; (h) take disciplinary action or effectively recommend such.

None

E. **QUALIFICATIONS REQUIRED:** (Indicate the more important qualifications required for filling a vacancy--such as education, experience, knowledge, skills, and abilities, including specific physical abilities.)

1. High School graduation or possession of certified high school equivalency.
2. Have the ability and motivation to complete required college coursework.
3. Possesses and maintains the requisite physical skills and abilities to meet the standards for entry into the Police Officer position.
4. Must have an unrestricted Wisconsin motor vehicle operator's license prior to the date of Police Officer appointment.

F. **SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or responsibility of the position, such as amount of budget or number and variety of items in warehouse or files, or special personality characteristics.)

Must be capable of maintaining the strictest level of confidentiality relative to Departmental matters.

G. I believe that the statements made above in describing this job are complete and accurate:

Signature of Department Head or Designated Representative

Signature of Incumbent

**Salary Ordinance Amendments  
Section 6, Police Aides, Milwaukee Police Association**

**Effective Pay Period 1, 2003 (December 22, 2002)**

Under Pay Range 480 delete the rates of pay and substitute therefor the following:

Pay Range 480

Biweekly Rate:

\$747.24   \$868.88   \$914.84   \$936.31   \$959.51   \$982.65   \$1,005.85   \$1,032.41

**Effective Pay Period 1, 2004 (December 21, 2003)**

Under Pay Range 480 delete the rates of pay and substitute therefor the following:

Pay Range 480

Biweekly Rate:

\$769.66   \$894.95   \$942.29   \$964.40   \$988.30   \$1,012.13   \$1,036.03   \$1,063.38

**Effective Pay Period 1, 2005 (December 19, 2004)**

Under Pay Range 480 delete the rates of pay and substitute therefor the following:

Pay Range 480

Biweekly Rate:

\$792.75   \$921.80   \$970.56   \$993.33   \$1,017.95   \$1,042.49   \$1,067.11   \$1,095.28

**Effective Pay Period 1, 2006 (January 1, 2006)**

Under Pay Range 480 delete the rates of pay and substitute therefor the following:

Pay Range 480

Biweekly Rate:

\$816.53   \$949.45   \$999.68   \$1,023.13   \$1,048.49   \$1,073.76   \$1,099.12   \$1,128.14

## Milwaukee Health Department Summary of Incidents

1. 3/12/03-Employee at Keenan Health Center was verbally assaulted by client who yelled in her face and made accusatory statements.
2. 9/15/03-Client verbally assaulted two employees at Keenan by using profanity. Client has to be escorted out of the building by security.
3. 2/11/05-JCHC client threatened staff and cursed at them because he was discharged for being non-compliant.
4. 3/30/05-Employee's car window was broken as she was coming out of a home.
5. 3/29/05-Inebriated client at Coggs verbally abused and threatened to kill staff.
6. 3/7/05-Client caught smoking in the JCHC building threatened staff.
7. 4/21/05-A client at Coggs became verbally abusive to several staff members and knocked over supplies. MPD was called.
8. 5/4/05-Employee was making a home visit and the father of the client came out of a back room waving a gun.
9. 5/12/05-Client at Coggs stated that she had a gun and would use it on the Social service manager.
10. 10/3/05-Employee was threatened with a knife and her cell phone was stolen.
11. 10/6/05-Client verbally abused Coggs pharmacist.
12. 12/6/05-Father of a client threatened to get a gun and 'light this place up' at Keenan because his child had an allergic reaction to vaccination.
13. 1/25/06-Client at SSHC cursed and yelled at staff because he could not be seen.
14. 4/16/04-2:30 p.m. Client upset at clinic staff for authorizing a refill on medication. Client threatened to come back w/gun.
15. In April 2005, the window of employee car was shot out by some kids with a B.B. gun. This happened outside of a liquor store at 2438 W. Hopkins.
16. In 2003, food inspector was threatened by operator and chased by a pit bull that the operator did not have contained. On different occasions operators have made sexual and harassing comments to her; a street person went up to her and kissed her in front of an operator in a store.



17. Around April of 2004, employee had an operator take hold of her hand while she was explaining orders and kept motioning to the back room that they should continue the conversation back there - she took it to mean have sex.
  
18. In July of 2005, employee was verbally assaulted while investigating a church around 10 & Locust, which was not licensed to sell food. The vendor called her a few choice names which the only one she cared to repeat was "Jezebel".



**TERRY L. WITKOWSKI**  
ALDERMAN, 13TH DISTRICT

Dear Community Based Organization:

A Milwaukee Common Council Task Force is exploring the possible use of a new job position to improve police service, in some municipalities called a Community Service Officer. The task force needs your input on this matter.

The primary purpose of creating a civilian position of Community Service Officer in the Milwaukee Police Department is to respond to many types of non-violent, "after the crime," and service type calls. This position could free sworn police officers to attend to more serious criminal types of activity. Although a position description has not been developed for a Milwaukee Community Service Officer, it is envisioned that this civilian officer could answer calls to service for crimes not in progress, direct traffic, and respond to traffic accidents among other duties. Report taking would be a major function.

In other communities, these civilian officers wear uniforms but do not have arrest powers nor are they armed. Utilizing a Community Service Officer position has the potential to create faster response times to calls for both non-emergency calls for service and for police response to emergency calls.

Attached to this letter is a brief questionnaire related to the proposed development and initiation of a civilian Community Service Officer for the city of Milwaukee. Please take the time to review and complete this survey and return it to my office in the enclosed envelope by February 22, 2006. You may also fax your responses to my attention at 414.286.3456.

You also are invited to the Community Services Staffing Task Force meeting on February 24, 2006 at 1:30 P.M. in Room 301-A of City Hall. At this time, we would like to receive public comment and questions, as well as to engage in discussion, specifically related to civilian Community Service Officers for Milwaukee. Every indication from other communities and law enforcement agencies with civilian public safety officers concludes that the reception by the citizens and their perceptions of these officers are key to the program success. Thank you in advance for your responses.

If you have any questions on this matter, please do not hesitate to contact me at 731-0472.

Sincerely,

A handwritten signature in cursive script, reading "Terry L. Witkowski".

Alderman Terry L. Witkowski, Chair  
Community Services Staffing Task Force





CBO Contact List – Community Services Staffing Task Force

Silver Spring Neighborhood Center  
5460 North 64<sup>th</sup> Street  
Milwaukee, WI 53218

Lincoln Park Community Center, Inc.  
1301 West Hampton Avenue  
P.O. Box 090225  
Milwaukee, WI 53209

Hope House of Milwaukee, Inc.  
209 West Orchard Street  
Milwaukee, WI 53204

Metcalf Park Resident's Association  
3624 West North Avenue  
Milwaukee, WI 53208

Merrill Park Neighborhood Association  
3326 West Michigan Avenue  
Milwaukee, WI 53208

Boys and Girls Clubs of Greater Milwaukee-  
Hillside  
6511 West Cherry Street  
Milwaukee, WI 53205

Milwaukee Christian Center  
2137 West Greenfield Avenue  
Milwaukee, WI 53204

Lisbon Avenue Neighborhood Development  
4145 West Lisbon Avenue  
Milwaukee, WI 53208

Jackson Park Business Association  
4724 West Forest Home Ave  
Milwaukee, WI 53219

Bay View Neighborhood Association  
P.O. Box 070184  
Milwaukee, WI 53207

St. Amelian's Neighborhood Association  
3744A North 88<sup>th</sup> Street  
Milwaukee, WI 53222

Wedgewood Park Neighborhood Association  
7303 West Crawford Avenue  
Milwaukee, WI 53220

Granville Heritage Neighborhood Association  
11033 West Green Tree Road  
Milwaukee, WI 53224

13<sup>th</sup> District Neighborhood Association  
P.O. Box 370215  
Milwaukee, WI 53237

Tippecanoe Neighborhood Association  
121 West Plainfield Ave  
Milwaukee, WI 53207

Harambee Ombudsman Project, Inc.  
335 West Wright Street  
Milwaukee, WI 53212

Northwest Side Community Development  
Corp.  
3718 West Lancaster Avenue  
Milwaukee, WI 53209

Layton Boulevard West Neighbors  
1545 South Layton Blvd – Suite 513  
Milwaukee, WI 53215

Lincoln Neighborhood Redevelopment Corp  
2266 South 13<sup>th</sup> Street  
Milwaukee, WI 53215

Southside Organizing Committee  
1300 South Layton Blvd  
Milwaukee, WI 53215

Sherman Park Community Association  
3526 West Fond du Lac Avenue  
Milwaukee, WI 53216

Social Development Commission  
4041 North Richards Street  
Milwaukee, WI 53212

YMCA Community Development Corp  
604 East Center Street  
Milwaukee, WI 53212

## COMPLAINT TYPES BY PRIORITY

| PRIORITY 1 |                     | PRIORITY 2 |                        | PRIORITY 3 |                       |     |
|------------|---------------------|------------|------------------------|------------|-----------------------|-----|
| 1520       | ABAND STOLEN PROP   | 1 4        | 1301 ACC PI            | 2          | 1304 ACC PDO          | 3   |
| 1822       | ABDUCTION           | 1          | 1204 ACC PDO HWY       | 2          | 1804 CHILD CUSTODY    | 3   |
| 1201       | ACC PI HWY          | 1          | 1305 ACC UNKN INJ      | 2          | 1610 FAMILY TROUBLE   | 3   |
| 1205       | ACC UNKN INJ HWY    | 1          | 1510 ALARM ON BUS      | 2          | 1816 GAMBLING         | 3   |
| 1313       | AIRCRAFT DWN        | 1          | 1926 ALTERED CURRENC   | 2 4        | 1734 JUV CONVEY       | 3   |
| 1700       | ANIMAL BITE         | 1 4        | 1603 CALL FOR POLICE   | 2          |                       |     |
|            |                     |            | 1725 CALL BY (10-21)   | 2          | 1621 LAN TEN TRBL     | 3   |
| 1342       | BATTERY             | 1 3        | 1702 CRUELTY ANIMAL    | 2 4        | 1351 RECK USE WEAP    | 3   |
| 1344       | BATTERY CUTTING     | 1 3        | 1605 DEMONSTRATION     | 2 4        | 1639 SCHOOL ASSIGN    | 3   |
| 1345       | BATTERY DV          | 1 3        | 1809 D.O.E.            | 2          | 1841 SOLICITING       | 3   |
| 1950       | BOMB THREAT         | 1          | 1810 DRUG DEALING      | 2          | 1536 STOLEN VEH       | 3   |
| 1500       | BURG AUD SIL        | 1          | 1528 ENTRY AUTOS       | 2 3        | 1844 SUBJ WANTED      | 3   |
| 1802       | CHILD ABUSE         | 1 2        | 1953 FLOODING          | 2 4        | 1849 THREAT           | 3   |
| 1805       | CHILD NEGLECT       | 1 2        | 1927 FORGERY           | 2          | 1635 TRBL W JUV       | 3   |
| 1526       | ENTRY               | 1 3        | 1929 FRAUD CREDIT CARD | 2          | 1636 TRBL W SUBJ      | 3 4 |
| 1951       | EXPLOSION           | 1          | 1928 FRAUD INNKEEPER   | 2 4        | 1850 TRESPASSER       | 3   |
| 1952       | EXPLOSIVES          | 1          | 1614 GANG              | 2          |                       |     |
| 1613       | FIGHT               | 1          | 1347 IND EXPO          | 2 3        |                       |     |
| 1902       | FIRE                | 1 3        | 1821 INJ PERSON SICK   | 2          | <b>PRIORITY 4</b>     |     |
| 1615       | FIREWORKS           | 1 4        | 1823 LOCKOUT           | 2          | 1800 9-1-1 ABUSE      | 4   |
| 1954       | GAS LEAK            | 1          | 1704 LOOSE ANIMAL      | 2 4        | 1811 ADDL INFO        | 4   |
| 1955       | HAZ WASTE MAT       | 1          | 1803 LOST CHILD        | 2 3        | 1801 ASSIGNMENT       | 4   |
| 1501       | HOLDUP ALARM        | 1          | 1905 MFD SECURITY      | 2          | 1523 BB GUN CMLNT     | 4   |
| 1820       | HOSTAGE SIT         | 1          | 1826 MISSING CHECK     | 2 4        | 1726 CAR CHANGE       | 4   |
| 1735       | MED-RUN             | 1 4        | 1828 MIS REPT CRITICAL | 2          | 1727 CAR CHECK        | 4   |
| 2003       | MOST WANTED (MKE)   | 1          | 1626 MO                | 2          | 1731 CITIZEN CONVEY   | 4   |
| 1505       | MUNI HOLDUP BUR     | 1          | 1831 NOTIFICATION      | 2 4        | 1808 CONT DEL MINOR   | 4   |
| 1349       | OFFICER SHOT        | 1          | 1832 OAI INTOX DRIVER  | 2          | 1729 CONVEY PROP      | 4   |
| 1835       | OVERTURNED BOAT     | 1          | PH PHOTO ASSIGN        | 2          | 1812 ESCORT           | 4   |
| 1531       | RECOVERED PROP      | 1 4        | 1530 PROP DAMAGE       | 2 3        | 1901 FALSE FIRE ALARM | 4   |
| 1352       | ROBB ARMED          | 1 3        | 1607 RECKLESS VEH      | 2          | 1930 ISS WORTH CHECK  | 4   |
| 1353       | ROBB ST ARM         | 1 3        | 1732 REPORT TO (10-22) | 2          | 1813 MAIL-RUN         | 4   |
| 1840       | SCHOOL CROSSING     | 1          | 1533 SHOPLIFTER        | 2 3        | 1825 MARINE VIOL      | 4   |
| 1354       | SEX ASST            | 1 3        | 1842 SUBJ DOWN         | 2          | 1827 MISSING REPORT   | 4   |
| 1356       | SHOOTING            | 1          | 1359 SUSP PERS AUTO    | 2          | 1829 MISSING RETURN   | 4   |
| 1357       | SHOTS FIRED         | 1          | 1537 THEFT             | 2 3        | 1625 NOISE NUISANCE   | 4   |
| 1632       | SUBJ WITH GUN       | 1          | 1540 THEFT VEHICLE     | 2 3        | 1834 OPEN HYDRANT     | 4   |
| 1634       | SUBJ WITH WEAP      | 1          | 1959 TRAFFIC HAZARD    | 2          | 1836 PARKING TROUBLE  | 4   |
| 1843       | SUBJ IN WATER       | 1          | 1851 WELFARE CITIZEN   | 2          | 1838 PHONE CALL CMLNT | 4   |
| 1847       | SUICIDE ATTEMPT     | 1 3        |                        |            | 1730 PICKUP PARTNER   | 4   |
| 1360       | SUSP PACKAGE DEVICE | 1          |                        |            | 1733 PRISONER TRANS   | 4   |
| 1956       | TORNADO TCHDWN      | 1          |                        |            | 1611 PROP PICK-UP     | 4   |
| 1299       | UNDEFINED           | 1 2 3 4    |                        |            | 1532 RECOVERED VEH    | 4   |
| 1502       | VARDA BURG          | 1          |                        |            | 1848 TAVERN VIOLATION | 4   |
| 1503       | VARDA HOLDUP        | 1          |                        |            | 1638 TRUANT           | 4   |
| 1504       | VARDA PANIC         | 1          |                        |            | 1724 VEH MAINTAIN     | 4   |
| 1637       | VIOL REST ORD       | 1 3        |                        |            | 1961 WATER MAIN BRK   | 4   |
| 1962       | WIRES DOWN          | 1          |                        |            |                       |     |