	MILWAUKEE POLICE DEPARTMENT
	STANDARD OPERATING PROCEDURE 250 – COMMUNICATIONS

GENERAL ORDER: 2024-29 **ISSUED:** September 6, 2024	**EFFECTIVE:** September 6, 2024	**REVIEWED/APPROVED BY:** Assistant Chief Craig Sarnow **DATE:** June 28, 2024
ACTION: Rescinds and Recreates SOP		**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.

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 the Milwaukee Police Department 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)

A. INFORMATION TECHNOLOGY DIVISION

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).

B. TECHNICAL COMMUNICATIONS DIVISION (TCD)

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

1. Servicing 9-1-1, (414) 765-2323, (414) 933-4444, or any other telephonic requests for emergency and non-emergency services;

2. Radio dispatching for all MPD field units and personnel;

3. Relaying requests from field units and personnel to the appropriate agency or department;

4. Maintaining direct radio contact with other law enforcement agencies;

5. Notifying districts and/or divisions of calls for service and incidents as requested or required;

6. Monitoring MPD radio primary talk groups on a 24-hour basis;

7. Providing recordings of MPD radio frequencies;

8. Providing recordings of defined TCD telephone lines.

250.15 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)**

   A. The MPD provides 24-hour, toll free coverage to three telephone numbers for the public to call with requests for service:

      1. 911 (designated as an emergency number).

      2. (414) 765-2323 (designated as an emergency number).

      3. (414) 933-4444 (designated as a non-emergency/administrative number).

   B. The TCD is responsible for answering calls received on these lines.

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 TCD 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 TCD will document calls for service and notifications of officer self-initiated activity in the Computer Aided Dispatch (CAD) system as a call record. The TCD may also require CAD documentation for other calls received in the TCD (e.g., medical service calls referred to MFD, 911 hang up calls, calls referred to other jurisdictions)

2. In the event of a CAD system failure, calls for service, self-initiated activity, and other calls required to be documented by TCD will be recorded via a handwritten CAD downtime form (form PR-30).

3. The information (if applicable) captured in the call record includes, but is not limited to:

   a. CAD event number;
      (WILEAG 9.1.5.1)

   b. Date and time of request or self-initiated activity;
      (WILEAG 9.1.5.2)

   c. Complainant information (name, address), when possible;
      (WILEAG 9.1.5.3)

    d. Type of incident;
       (WILEAG 9.1.5.4)

    e. Call priority;

    f. Location of incident;
       (WILEAG 9.1.5.5)

    g. Officer(s) assigned/responding;
       (WILEAG 9.1.5.6)

    h. Dispatch time;
       (WILEAG 9.1.5.7)

    i. Arrival time;
       (WILEAG 9.1.5.8)

    j. Return-to-service time;
       (WILEAG 9.1.5.9)

    k. Disposition.
       (WILEAG 9.1.5.10)

B. CALL TYPES

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

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 TCD supervisor at extension █████

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 TCD. Field personnel shall advise the dispatcher of any reasons that may preclude them from responding directly to an assignment; however, they must still respond to the assignment unless directed otherwise by the dispatcher. This does not preclude the dispatcher from pre-empting a squad or unit from their present assignment to take another assignment.

   b. If a supervisor believes a member who received an assignment should not respond, that supervisor shall notify a TCD supervisor. However, the final decision regarding dispatching field personnel to assignments shall rest with a TCD supervisor.

   c. Only a captain or higher authority may overrule the decision of a TCD 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 shall be made of the on-scene supervisor to release the required resources from their scene. If the on-scene supervisor makes a determination this is not feasible, based upon the nature and requirements of the incident, the dispatcher shall notify a TCD supervisor. The TCD supervisor shall work cooperatively with the on-scene 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 shall 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 TCD and are available via the department's intranet site or the TCD SharePoint 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

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

C1	Cleared by Arrest 18 and over	C12	Municipal Citation(s) Issued
C2	Cleared by Arrest 17 and younger	C13	Follow-up – Day Book Entry
C3	Not Cleared - Pending	C14	Ordered to Appear
C4	CIB Disposition (For CIB Use Only)	C15	Unable To Locate Complainant
C5	Follow-Up (For CIB Use Only)	C18	Assignment Completed
C6	No Prosecution Desired	C18P	Assignment Completed – Pro-Active
C7	Filed Emergency Detention (ED)	C19	False Alarm
C8	Filed (Other)	C19W	False Alarm (Weather Related)
C8X	Filed Driver Exchange Form	C20	Domestic Violence (DV) Related
C9	Unfounded - Baseless	C21	No-Action Encounter
C10	Advised	C22	Unregistered/Reckless Tow
C11	State Citation(s) Issued	C23	Combat Auto Theft

b. Additional CAD disposition codes for dispatchers.

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

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

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

Community Policing Codes	
CP-300	BID Meeting
CP-302	Bus Check
CP-304	Business Check
CP-306	Code Violation
CP-308	Code Violation Follow-Up
CP-310	Community Contact
CP-312	Community Event
CP-314	CPTED
CP-316	Crime & Safety Meeting
CP-318	Neighborhood Meeting
CP-320	Neighborhood Watch Meeting
CP-322	Nuisance Abatement
CP-324	Park & Walk
CP-326	Probation / Parole Check
CP-328	Registered Sex Offender Check
CP-330	Residence Check
CP-332	Special Event Patrol
CP-334	Special Event Permit
CP-336	Tavern Check
CP-338	Vacant House Check
CP-340	Victim Assistance Follow-Up
CP-399	N/A

K-9 Codes	
K9-500	Area Search

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

Criminal Codes	
CC-100	After Hours Party
CC-102	Aggravated Assault
CC-104	Aggravated Battery
CC-107	All Other
CC-109	Altered Currency
CC-111	Animal Abuse
CC-113	Arson
CC-116	Assault
CC-125	Auto Theft
CC-129	Battery
CC-131	Battery - Cutting
CC-133	Battery To Officer
CC-136	Beverage/Alcohol Violation
CC-138	Bomb Or Other Explosive
CC-140	Bomb Threat
CC-142	Burglar Alarm - Business

CC-144	Burglar Alarm - Government
CC-146	Burglar Alarm - Residential
CC-148	Burglary - Commercial
CC-150	Burglary - Garage
CC-152	Burglary - Residential
CC-157	Child Abuse / Neglect
CC-159	City Ordinance Violation
CC-161	Disorderly Conduct
CC-163	Drug Violation
CC-165	Elder Abuse / Neglect
CC-167	Entry to Auto
CC-169	Extortion
CC-171	Family Trouble
CC-173	Financial Crime
CC-175	Fire
CC-177	Forgery
CC-180	Gambling
CC-182	Harassment
CC-184	Hazmat
CC-186	Homicide
CC-188	House Party
CC-190	House Party - 2nd Visit
CC-192	Human Trafficking
CC-194	Indecent Exposure
CC-196	Internet Crimes
CC-200	Kidnapping / False Imprisonment
CC-202	Landlord / Tenant Trouble
CC-204	Lewd & Lascivious
CC-208	Loitering / Prowling
CC-210	Loud Noise / Music / Breach Of Peace
CC-212	Marine Violation
CC-218	Officer Shot
CC-220	Open Hydrant
CC-222	Over Capacity
CC-224	Phone Call Complaint
CC-226	Prostitution
CC-229	Recklessly Endangering Safety
CC-232	Resisting / Obstructing Officer
CC-234	Robbery – Armed
CC-236	Robbery - Bank

CC-238	Robbery - Business
CC-240	Robbery - Carjacking
CC-242	Robbery – Strong Armed
CC-246	Sexual Assault
CC-249	Shoplifter
CC-251	Stalking
CC-255	Suspicious Package
CC-257	Suspicious Person / Incident / Vehicle
CC-259	Tavern Violation
CC-261	Theft
CC-266	Theft From Person
CC-268	Threat To Officer
CC-270	Threat To Person
CC-272	Threat To School
CC-275	Tobacco Violation
CC-277	Trespass Warning Issued
CC-279	Trespassing
CC-283	Under Age Possession of Alcoholic Beverage
CC-289	Weapons Violation - Firearm
CC-291	Weapons Violation - Non-Firearm
CC-299	N/A

Traffic Enforcement Codes	
TE-600	ATV Related
TE-602	Bicycle / Helmet Violation
TE-604	Child Safety Belt / Seat Violation
TE-606	Crash - Hit & Run
TE-608	Crash With Injuries
TE-610	Crash Without Injuries
TE-612	Disregard Other Traffic Control Device
TE-614	Disregarded Red Light
TE-616	Disregarded Stop Sign
TE-618	Driver License Violation
TE-620	Equipment Violation
TE-622	Failure To Yield
TE-624	Fleeing / Attempting To Elude
TE-626	Following Too Closely
TE-628	Improper Backing
TE-630	Lost/Stolen Tag
TE-632	Loud Music

TE-634	Motorcycle Violation
TE-636	No Proof Of Insurance
TE-638	Other Moving Violation
TE-640	Other Non-Moving Violation
TE-642	OWI
TE-644	Parking Ticket(s)
TE-646	Reckless Driving
TE-648	Safety Belt Violation
TE-650	Speeding
TE-652	Tag / Registration Violation
TE-699	N/A

Administrative Codes	
XA-700	All Other LEO
XA-702	Animal Call
XA-704	Assist Officer
XA-706	Assist Fire
XA-707	Auto Theft Recovery
XA-708	Back Up Officer
XA-710	Canvass
XA-712	Civil Matter
XA-714	Court
XA-716	CPS Referral
XA-718	Death Investigation
XA-720	Directed Patrol Mission
XA-722	Disabled/Abandoned Vehicle
XA-724	Escort
XA-726	False Alarm
XA-728	Field Interview
XA-730	Follow Up
XA-734	Hospital Guard
XA-736	Intoxicated Person
XA-737	Investigation
XA-738	Lockout
XA-740	Lost / Found Property
XA-742	Lunch
XA-744	MFD Security
XA-746	Miscellaneous Administrative
XA-748	Missing Critical - Adult
XA-750	Missing Critical - Juvenile

XA-752	Missing Person Or Runaway Found
XA-754	Missing Person: Adult
XA-756	Missing Person: Juvenile
XA-758	Persons With Mental Illness
XA-760	Photo Assignment
XA-762	Prisoner Transport
XA-764	Prisoner Transport - Medical Clearance
XA-766	Prisoner Transport - Medical Medication Only
XA-768	Recovered Property
XA-770	Reports
XA-772	Scene Security
XA-773	School Assignment
XA-774	School Monitoring
XA-776	Search Warrant
XA-778	Sheriff's Office
XA-780	Sick / Injured Person
XA-782	Special Detail
XA-784	State Police
XA-785	Stranded / Disabled Vessel
XA-786	Strategic Enforcement Operation
XA-787	Stop Stick Deployment
XA-788	Street Car
XA-789	Suicide
XA-790	Tornado Touchdown
XA-792	Traffic Control
XA-793	Truancy
XA-794	Vehicle Tow
XA-795	Wanted Person
XA-796	Water Main Break
XA-799	N/A

D. INTERAGENCY COMMUNICATION

The Milwaukee Police Department (MPD) has the ability to broadcast on and monitor other city agencies (e.g., DPW) radio channels and talk groups. Additionally, the MPD has the ability to cross patch the police department's radio system with the radio frequencies of other agencies. The MPD does not regularly monitor other city agency radio talk groups and frequencies.
(WILEAG 9.1.6.4)

250.45 CRITERIA FOR DISPATCHING PERSONNEL (WILEAG 9.1.6)

A. The following steps outline the criteria in reaching a decision to dispatch personnel in

order to service a call. Each of the steps are listed in sequence and each should be considered as a service option before advancing to the next service step in the process.

B. ADVISING CALLS / REFERRING CALLS

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

C. POLICE RESPONSES

1. Number of Personnel Suggested

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

   b. Dispatchers will be provided recommendations on determining the number of officers and supervisors to be dispatched to a given assignment by the CAD system.

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

2. Supervisors Required at Specific Incidents

   A supervisor shall respond to the following assignments:

   a. 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).

   b. 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).

   c. When requested by a police member.

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

   e. 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.

f. 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.

   1. 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.

   2. 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.

   3. 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.

250.50 EMERGENCY OPERATION PROCEDURES

A. EMERGENCY CALL RESPONSE MODES
Police members shall use emergency warning equipment in accordance with applicable statutes.

   1. TCD personnel assigning police members to respond to calls for assistance may, in addition to providing all other pertinent information, designate the response mode to notify the assigned police member of the seriousness of the situation.

   2. The district commanding officer or night watch commander may override the direction of TCD 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 TCD. 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 TCD an estimated time of arrival based on distance, traffic, and weather conditions if the response to the location/command post is prolonged.

5. Primary response units shall immediately notify the TCD 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. TCD RESPONSIBILITIES

1. Receive and record all incoming information on the call for assistance.

2. Dispatch appropriate field personnel and notify the field supervisor of action taken.

3. Control all radio communications during the emergency.

4. Coordinate assistance under the direction of the field supervisor.

5. Continue to monitor the situation until it has stabilized or terminated.

D. SUPERVISORY RESPONSIBILITIES

1. The field supervisor, upon notification of a request for emergency assistance, shall note the classification/designation assigned by the TCD, and shall change the directed response mode if a different response mode is called for.

2. 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.

3. 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 PENDING ASSIGNMENTS AND INTER-DISTRICT DISPATCHING

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

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

    1. The dispatcher will use the recommendation feature in the CAD software to find a unit to handle the call for service (with the exception of squads assigned to a DPM in accordance with SOP 300).

    2. In the event a priority 0-2 assignment(s) cannot be immediately dispatched or if the unit for dispatch will be from another district, the dispatcher will broadcast the preliminary information on the primary talk group of the event's district. This will provide officer awareness of the event and allow for a district unit to become available for a possible closer response.

    3. If circumstances prevent the pending assignment(s) from being dispatched, the TCD supervisor will contact the night watch commander for further guidance and instruction.

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

    Dispatchers shall use the recommendation feature in the CAD software to find an available unit within the district to handle the call for service for priority 3-7 assignments (with the exception of squads assigned to a DPM in accordance with SOP 300).

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

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.

250.70 RESOURCE AVAILABILITY FOR COMMUNICATIONS PERSONNEL (WILEAG 9.1.7)

A. CURRENT OFFICER IN CHARGE

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

2. TCD supervisor office will also have contact information available for command staff members.
(WILEAG 9.1.7.1)

B. SQUAD LINE-UPS

1. All shift commanders or their designee at work locations conducting roll call shall ensure a preliminary line-up is placed in the Department of Emergency Communications (DEC) SharePoint folder at least 16 hours prior to the start of the shift. A 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. 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. In addition to step 1 above, all shift commanders, or their designee, shall also ensure that a CAD system lineup is entered into the CAD system.

   a. A preliminary CAD system lineup shall be entered into the system no less than 7 days before the lineup is scheduled to be deployed. The final CAD system lineup shall be adjusted and saved 15 minutes prior to the start of the shift the CAD system lineup is entered for.

   b. The dispatcher responsible for the district, division, or bureau from which the CAD

system lineup has been created for shall enter it at 12 minutes prior to the start of the shift.

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

C. CONTACT INFORMATION OF AGENCY PERSONNEL

   TCD supervisors have access to the contact information of all department personnel through the PC roster on the department's intranet home page.
   (WILEAG 9.1.7.3)

D. MAPS

   1. CAD System Map

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

   2. Event Board

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

   a. Call Flags

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

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

   b. Event Status Flags:

   - Pending - Red

- Assigned - Blue
- Queued - Pale Blue

3. Unit Board

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

   b. Unit Flags:

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

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

4. Hard Copy Maps

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

5. District Special Service Requests

   a. 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. Once approved by the TCD commanding officer or designee, the requests will be designated as a special situation or special address requirement after being entered into CAD by TCD personnel.

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

E. 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

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

250.75   IMMEDIATE PLAYBACK CAPABILITY (WILEAG 9.1.8)

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

B. SECURITY OF RECORDINGS

1. Limitations for access

a. The commander of the TCD will determine which TCD members will be given access and log on IDs and passwords to the NICE Inform system.

b. Members who are given access to NICE shall have individual, unique login IDs for NICE.

c. Members shall sign in as themselves and not share their IDs and passwords to other users.
(WILEAG 9.1.8.1)

2. Documentation of Recordings Made

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

C. RETENTION OF RECORDINGS

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

D. PROCEDURES FOR REVIEWING RECORDINGS

   1. Internal Audio File Requests

      a. In order to request an audio file of either phone calls or radio transmissions, an *Audio File Request* (form PA-2) must be filled out, signed by a supervisor, and faxed to the TCD for processing. Requests are usually processed within 3 days, members requiring faster service must note this on the request.

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

      c. Formatting

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

         i. 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.

         ii. 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.

   2. External Audio and Video Requests

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

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

3. Critical Incidents

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

250.80 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 TCD.

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

C. AUTHORIZATION

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

D. IDENTIFICATION OF MILWAUKEE POLICE SQUADS

   1. The dispatcher shall 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.
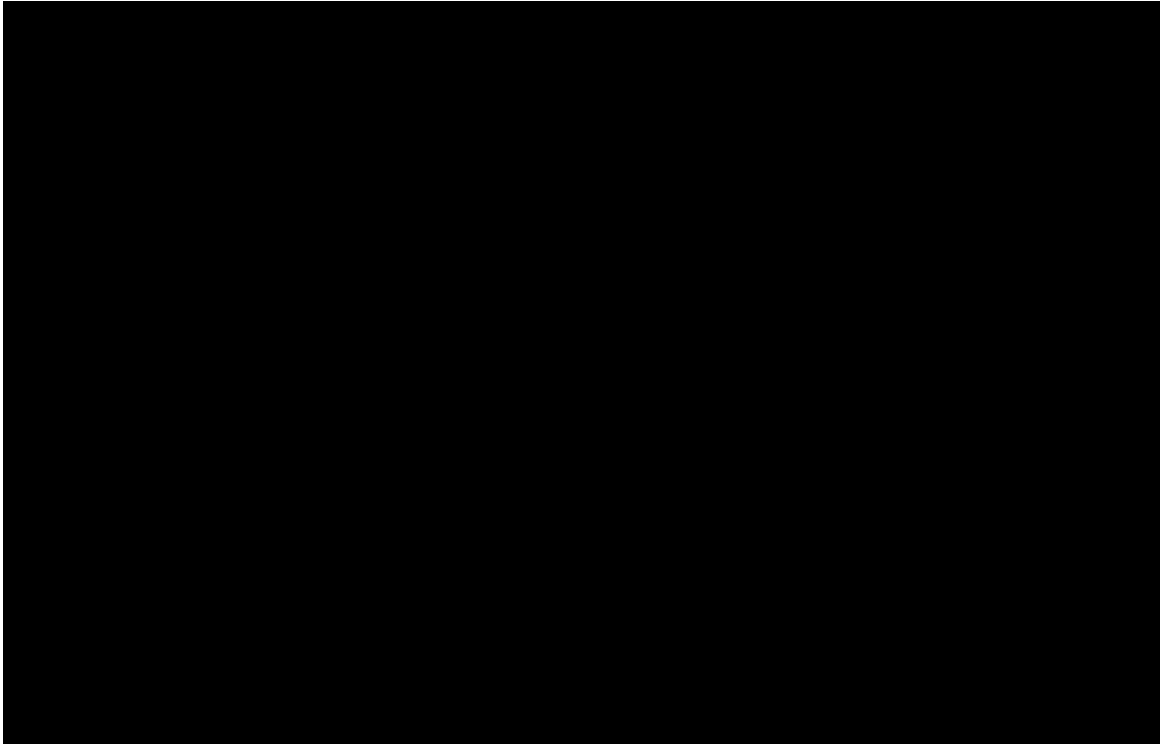
F. COUNTY RADIO SYSTEM

1. Composition

   a. There are 14 talk groups which comprise the county radio system: ██████████ ██ ██ ████████████████ These talk groups are under the control of the sheriff's dispatcher.

   b. In addition to our department, law enforcement agencies on the ████████████ include:

   Bayside Communications (services the following agencies):

   - ████████████████████████
   - ████████████████████████████
   - ██████████████████████
   - █████████████████████
   - ███████████████████████
   - █████████████████████████
   - ███████████████████████████
   - ████████████████████████████

   ██ ██ ██ ██ ██ ██ ██ ██ ██

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

2. Regulations for the use of the County Radio System

    a. ██████████

        1. In the event a serious incident occurs on a border between the City of Milwaukee and another jurisdiction, dispatchers are authorized to use ██████████ to establish emergency radio communications with such other jurisdictions.

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

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

    b. ██████████ (Vehicle Pursuits)

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

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

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

    c. ██████████ (Used for Crisis Situations or Planned Events)

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

with ███████ and work their way up if there are multiple planned events.

d. Monitoring of the County Radio System

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

G. INTERAGENCY COMMUNICATIONS OTHER THAN THE COUNTY RADIO SYSTEM

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

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

2. ██████ Radio Channel

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

3. ████████████████

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

4. ████████

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

   ████████████████████████

   ██████████████████

   ██████████████████████████

5. ████████

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

250.90 MISDIRECTED EMERGENCY CALLS (WILEAG 9.1.11)

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

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

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

B. MISDIRECTED CALLS FROM OUTSIDE JURISDICTIONAL AREAS

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

2. If the call is an abandoned 911 call, the appropriate jurisdiction, if determined, will be notified of the call.

250.95 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.

250.100 FIRST-AID INSTRUCTION (WILEAG 9.1.13)

    A. Under normal circumstances, TCD members are not authorized to provide first-aid instruction via telephone or radio.

    B. Calls for service and activity requiring first aid and/or medical services will be connected with the Milwaukee Fire Department for service and instruction.

250.105 COMMUNICATIONS CENTER SECURITY (WILEAG 9.1.14)

    A. LIMITATIONS ON ACCESS TO THE COMMUNICATIONS CENTER

        1. Access to the TCD and alternate site shall be limited to authorized department personnel and approved visitors.
           (WILEAG 9.1.14.1)

        2. The approval of visitors and non-departmental personal to the TCD will be in accordance with SOP 780 Police Facilities Security.
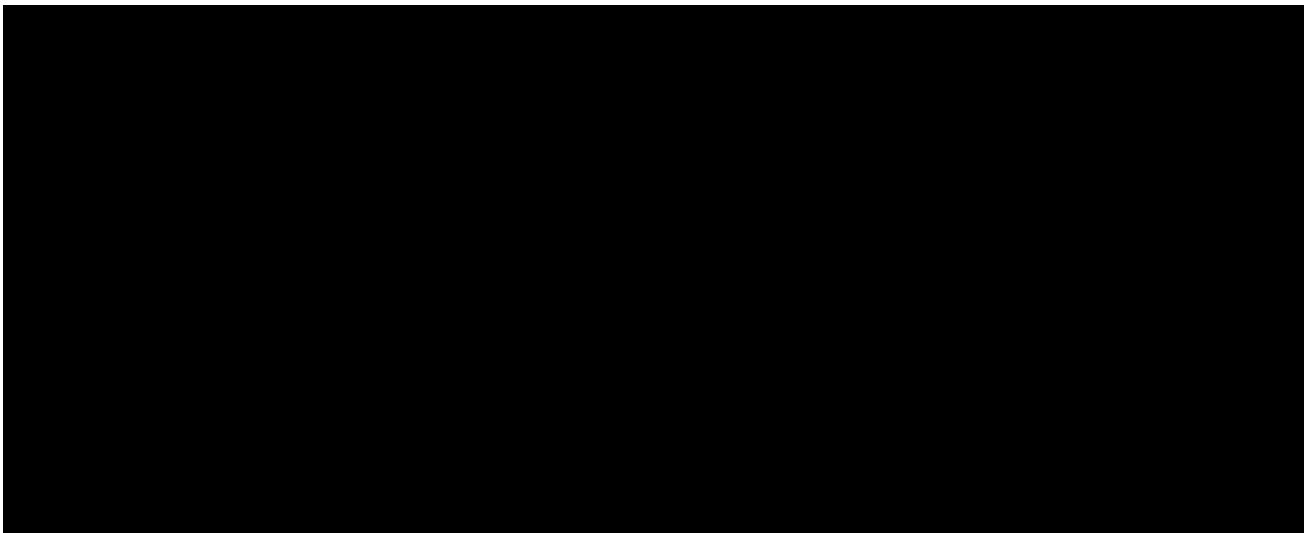
C. PROVISION OF BACK-UP RESOURCES

1. Alternate Dispatch Site

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

2. Telephones

    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 ███████████████████

    c. All telephone related issues are to be documented in the TCD daybook.

    d. By order of the highest ranking supervisor in TCD, telephone 911 calls may be routed to the Milwaukee County Sheriff (landline calls).
    (WILEAG 9.1.14.3)

3. Radio

    a. Whenever the radio system becomes inoperable for any reason, the Information Technology Division Help Desk shall be contacted at extension ██████ The help desk shall contact Radio Communications and all affected work locations by phone advising them of the problem.

    b. All radio related issues are to be documented in the TCD daybook.

    c. 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.

    d. Notification to Members of Radio System Failure

        1. If the MDCs are still operable and able to receive messages, squads should be notified of the radio failure via MDC message. This can be done by sending a CAD message to the message group MOB. Squads should be advised as to which mutual aid channels will be utilized for continued operations (see below).

2. Additionally, a One Call notification should be sent to all work locations advising of the problem and which mutual aid channels will be utilized for continued operations (see below).

3. Personnel using the radio system should receive an indication on their handheld/squad radio that there is a system failure. It is anticipated that personnel will either switch their radios to the mutual aid radio network and/or contact TCD 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.

e. Continued Operations

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

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

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

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

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5. 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."

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

     f. Returning to OpenSky operations

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

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

        3. The time radio operations resumed will be documented in the TCD daybook. (WILEAG 9.1.14.3)

    4. CAD System

        a. Whenever the Computer Aided Dispatch System (CAD) becomes inoperable for any reason, the Information Technology Division Help Desk shall be contacted at extension ███. The Help Desk shall 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.

        c. In the event that the CAD system failure affects TCD operations, a manual reporting process will be instituted. (WILEAG 9.1.14.3)

250.110 ALTERNATE POWER SOURCE (WILEAG 9.1.15)

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

250.115 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.

250.120 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 ███████████████.

250.125 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 TCD supervisor at extension ▮▮▮▮ The TCD 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.**

250.130 NONCOMPLIANCE REPORT ISSUANCE

A. TCD supervisors may issue a PC-39 *Noncompliance Report* to police members for minor violation 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 at an assignment.

   5. Failure to give a c-code or promptly return to service.

   6. Inappropriate use of radio / telephone.

B. DISTRIBUTION

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

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

   3. The TCD will retain one copy at TCD.

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:mfk