

City of Madison  
**INTRA-DEPARTMENTAL**  
Correspondence

DATE: March 7, 2014

TO: Dane County Public Safety Communications Center

FROM: Randall J. Gaber, Interim Chief of Police

SUBJECT: **Madison Police Department CFS Dispatch Guidelines**

This memo outlines guidelines and expectations for Madison Police Department response to calls for service. Any questions about response to a particular call/incident should be directed to the O.I.C. If the O.I.C. is unavailable, the 911 Center should attempt to contact a field supervisor (sergeant) for guidance. If the 911 Center has any question about whether a call should be dispatched and is unable to contact the O.I.C. or a field sergeant for guidance, the call should be dispatched. Shift O.I.C.s (shift lieutenants or sergeants filling in as O.I.C.) and field commanders (Lieutenants, Captains, Chiefs) have the authority to deviate from these guidelines on a case-by-case basis.

### **Categories of Call Types**

Calls/incidents should be categorized as follows for purposes of dispatching MPD officers:

**Priority** – Priority – Priority calls are urgent, requiring rapid police response. They generally include Echo, Delta and certain Charlie level incidents. However, other incident types should be considered priority calls if one or more of the following criteria are present:

- Injuries requiring immediate medical attention (excluding emergency medical calls)
- Crimes in progress (excluding crimes that are referred to self-reporting)
- Incidents involving physical danger or risk to the public
- Most incidents involving firearms or other weapons
- Incidents where the potential for violence exists without police intervention
- Death investigations

Note that under certain circumstances, some Delta and many Charlie level calls may not require an immediate police response, and should be considered routine calls. These circumstances would include incidents involving no risk to the public, a significant time delay between occurrence and reporting, and no risk that evidence will be lost if response is delayed.

**Routine** – Routine calls do not typically require an immediate police response, and generally include most Bravo and some Charlie level calls. They typically include minor crimes with no suspects present, incidents not involving violence or a risk to the public, incidents with no apparent potential for escalation, etc. Any call should be considered a priority call if the criteria listed above (under the definition of priority calls) are present.

**Low** – Low priority calls are minor incidents, where the timeliness of police response is not an issue. These typically include some Bravo and all Alpha level calls.

### **Dispatching Officers**

Calls for service should be dispatched to an officer having responsibility for the sector where the incident is being reported from, if possible. If multiple officers share responsibility for the sector, an officer the dispatcher reasonably believes is closest should be dispatched whenever possible. However, calls for service and workload should be balanced between officers sharing responsibility for a sector or sectors as much as possible (officers in the

first two hours of their shift should be given initial consideration). If no officer having responsibility for the sector is available:

- Priority calls should be dispatched to the nearest available officer, regardless of district assignment.
- Routine and low call types should be dispatched to another district officer, and should only be held for an officer responsible for that sector if he/she asks that the call be held and will be available to respond in a reasonable time (**no more than ten minutes**, except between the hours of 6 a.m. and 7 a.m.).

Supervisors are expected to routinely monitor calls for service to ensure these guidelines and protocols are being followed. It is realized, however, that it may occasionally be necessary, when circumstances dictate, for a supervisor to direct a course of action outside of these guidelines.

Officers with questions about being dispatched to a call should contact the O.I.C. or a field supervisor, and should not question the dispatcher.

### **Call Reporting Locations**

MPD response to incidents is related to the location of the complainant, not the location of the incident being reported. If a citizen is reporting an incident that happened at another location in the City, an officer responsible for the sector where the complainant is reporting the incident from should be dispatched and shall investigate the incident. This includes incidents reported at the CCB or MPD District Stations.

The only exception is for calls to hospital emergency rooms. When calls for service are received from a hospital emergency room an officer responsible for the hospital should initially be dispatched (a district officer should be dispatched if an officer responsible for the hospital is unavailable). The officer should respond and obtain preliminary information from the complainant. If the incident being reported took place in another district and appears as if it will require significant follow-up, or if a supervisor believes based on the type of incident reported that it will likely require significant follow-up, a supervisor may elect to have resources from the district where the incident occurred respond in addition to, or instead of, the officer responsible for the hospital.

If citizens located outside the City of Madison call to report an incident that occurred in the City of Madison, an officer the dispatcher reasonably believes is closest to the citizen's reporting location should generally be dispatched, unless the citizen's reporting location is more than a reasonable driving distance from the City limits (generally, more than 5 minutes driving time). In those instances, an officer responsible for the location where the incident occurred should be assigned to contact the complainant by phone.

### **Dispatch Protocols at Shift Change**

During the period of 6am to 7am, it is expected that 911 Center and patrol personnel will adhere to the following protocols:

- **Priority calls:** Shall be dispatched to an officer the dispatcher reasonably believes is closest regardless of district or shift assignment.
- **Routine calls:** Shall be dispatched for service when an early, first detail officer responsible for the sector or district assigned officer is available. Fifth detail officers may be required to assist as backup in the last hour of the shift.
- **Low priority calls:** Shall be held until late first detail cars are in service.

Officers shall check in by radio with dispatch immediately after citywide briefing.

## **Officers in the Last Hour of Shift**

During the last hour of their shift, officers will be expected to be available in their assigned area. Officers should not be dispatched to low priority calls during the last hour of their shift (except to back up an officer if no other district-officers are available), and should not be dispatched to routine calls in the last 30 minutes of their shift (except to back up an officer if no other district-officers are available). When appropriate, an officer may go into the station prior to the end of their shift to complete necessary tasks when approved by the O.I.C. Approval should be requested via MDC or telephone, rather than through dispatch. Officers are reminded that MPPOA contract provides for eight minutes prior to the end of the tour to file reports, and clean and store equipment.

## **CFS Response Levels**

Generally, MPD commissioned personnel will respond to calls for police service received by the Dane County 911 Center based on officer availability and prioritization of calls. However, on occasion it is necessary for a restricted response protocol. Guidelines to be used by O.I.C.s or field commanders when determining whether to modify MPD response include: call volume, significant incidents/crimes, staffing levels, tactical situations, special events, extreme weather conditions, or other unusual situations requiring significant MPD resources.

MPD will have three levels of response:

**Normal:** The assignment of police units to calls for service will continue under current guidelines and practices as outlined in this document. Officers will respond to calls for police service (depending on officer availability), and can continue to engage in pro-active activity (traffic stops, foot patrol, etc.).

**Priority Call Response:** MPD will only respond to priority calls for service as defined on page one of this document. The O.I.C. or a field commander can set this response level city-wide, or limit it to a specific district. Patrol officers should refrain from pro-active activity to be available for calls. The O.I.C. should assess the need for MPD personnel and the available staffing to determine whether additional resources are needed (mutual aid; shift holdover; use of non-patrol personnel; personnel call-in; SET or SWAT activation; etc.). Priority Call Response includes Limited Crash Response.

**Limited Crash Response:** MPD response to non-accident related calls for service will continue as normal. Officers will not respond to motor vehicle accidents on private property (unless an injury is involved), or to other motor vehicle accidents that do not involve injury or public road blockage (except for accidents involving City owned vehicles or off-duty MPD commissioned personnel). The O.I.C. should be consulted for accidents involving other government owned (non-City) vehicles. If the 911 Center cannot determine whether the accident involves injury or public road blockage, an officer should be dispatched. Limited Crash Response may be activated without Priority Call Response.

## **911 Center Expectations**

### *Limited Crash Response*

During periods when MPD is in limited crash response mode, if the crash is of a nature that MPD will not respond to, the caller should be advised that no MPD response will occur. The caller should be provided information on how to report the crash themselves.

If, at the time MPD transitions to limited crash response mode, there are non-injury/blockage crashes in queue, officers should not be dispatched to those crashes. The 911 Center should – if possible – call the complainants back, advise them that no MPD response will occur and the citizens should be referred to complete a State of Wisconsin Accident Report Form (MV4002), available at any Department of Transportation office, MPD district station, or on the Department of Transportation website.

The call should be canceled from the pending queue and cleared with a disposition code of D. Calls may be dropped even if a particular complainant cannot be re-contacted.

#### *Priority Call Response*

During periods where MPD is in priority call response mode, the 911 Center should adhere to the following process when receiving incoming requests for MPD service:

- The call taker should obtain full information from the caller (location of incident, identity of complainant, nature of complaint, etc.) and enter into the CAD as an incident. If the call is of a nature that MPD will not respond to at that time (based on the criteria explained above), the complainant should be advised that MPD response will be delayed. The caller should be advised to call back if the incident escalates or circumstances change in a way that would make police response necessary.
- The dispatcher will, as resources permit, dispatch officers to priority calls in accordance with the criteria explained above. Calls that do not meet the criteria will remain in queue.
- When MPD's response level returns to normal, calls in queue should be dispatched as resources permit.
- If a caller re-contacts the 911 Center and indicates an unwillingness or inability to continue waiting for MPD response, they should be advised to call back at another time and the call should be cleared with a CAD disposition code of D.
- If the 911 Center has **any** questions about whether a particular call should be dispatched, they should consult with the O.I.C. (or a field supervisor if the O.I.C. is unavailable).

If, at the time MPD transitions to priority call response mode, there are calls in queue of a nature that MPD will not respond to under priority call response mode, officers should not be dispatched to those incidents. The 911 Center should – if possible – call the complainants back, and advise them that MPD response will be delayed. Citizens with concerns about MPD's response should be referred to the O.I.C.

When an O.I.C. or field commander determines that MPD response will be temporarily modified to priority call response or limited crash response (or removing the temporary modifications), the O.I.C. should immediately notify the 911 Supervisor by telephone (608) 267-3913 (supervisor phone), or via the direct OIC/911 line if the supervisor line is unavailable. The 911 Supervisor will immediately inform the primary MPD dispatchers who will notify their respective MPD personnel via radio. The O.I.C. should inform the Assistant Chief of Operations by email, advising the times the modified status was in effect and the reason for the change. The 911 Supervisor and O.I.C are encouraged to work together to evaluate the need for priority call or limited crash response status as conditions warrant.

#### **CFS at the Public Safety Building**

MPD should not handle any calls for service occurring within the Public Safety Building. This does not prohibit MPD from assisting with crimes/disturbances in progress where a request for assistance has been made to stabilize and control the situation. Once stabilized, the incident should be turned over to the Dane County Sheriff's Office. This restriction does not apply to incidents reported by callers in the Public Safety Building that occurred elsewhere in the City of Madison.

## **Dane County Courthouse and City County Building**

MPD has responsibility for responding to incidents occurring within the City County Building (excluding the jail).

MPD and DCSO share responsibility for the Dane County Courthouse. DCSO has responsibility for courtrooms, courtroom holding cells and other non-public areas. MPD has responsibility for public areas (hallways, offices, entryway, weapons screening, etc.). MPD officers will respond to assist with emergencies occurring in areas of DCSO responsibility.

## **Detox Conveyances from Hospital Emergency Rooms**

**Subject Conveyed to Emergency Room by Another Law Enforcement Agency** – If a law enforcement agency conveys an individual from their jurisdiction to a Madison emergency room for medical treatment, and that person needs transportation to Detox after being medically treated, it is the responsibility of the agency that conveyed the individual to the hospital in the first place to convey the incapacitated subject to Detox. This applies even if the officer/deputy has returned to their jurisdiction, and applies to jurisdictions outside of Dane County. MPD officers will not make conveyances to Detox under these circumstances.

**Subject Conveyed to Emergency Room from Detox** – If a person who has been admitted to Detox is conveyed to a Madison emergency room for medical treatment, it is the responsibility of Detox to arrange for that subject to be conveyed back to Detox after they have been medically treated. MPD officers will not make conveyances to Detox under these circumstances. This applies even if the person was originally conveyed to Detox by an MPD officer.

**Subject Conveyed to Emergency Room by Other Means** – If a subject was conveyed to a Madison emergency room from another jurisdiction by a non-law enforcement agency, MPD officers should respond (if requested) to evaluate the subject and determine whether he/she is incapacitated by alcohol. If the subject is deemed to be incapacitated by alcohol he/she will be placed under protective custody and conveyed to Detox. This includes subjects conveyed to Madison emergency rooms by ambulance from other jurisdictions.

Deviations from these procedures must be approved by a supervisor.

## **Detox**

- MPD officers should not convey individuals from Detox to a hospital or other treatment facility.
- MPD officers should not convey individuals from Detox to jail if the person was originally placed in protective custody by another jurisdiction. MPD officers will convey our arrests to jail from Detox.

## **JRC**

- MPD will respond to JRC to investigate all calls for service occurring within JRC.
- Officers shall conduct assessment of persons taken to JRC and if necessary should have person medically evaluated prior to JRC intake.
- If MPD officers are presenting a person to JRC and at the time of intake or shortly thereafter it is determined that a medical release/clearance is necessary MPD officers should convey to a medical facility for that evaluation.
- MPD officers should not make scheduled conveyances from JRC.

## **Alarm Response**

- MPD officers will continue to be dispatched to residential burglary alarms and burglary alarms from government buildings.
- MPD officers will continue to be dispatched to citizen-reported audible alarms.
- MPD officers will continue to be dispatched to any human-activated alarm, whether it originates from an individual, residence, or a business.
- MPD officers will continue to be dispatched to mechanically activated commercial burglar alarms received between the hours of 10pm and 6am.
- MPD will utilize a “broadcast and file” protocol for mechanically activated commercial burglar alarms received between the hours of 6am and 10pm. When calls of this type are received, the 911 Center should broadcast the information to officers working in the vicinity of the address where the alarm occurred. This is information for district officers, with no expectation that a police response will occur. Officers may elect to respond if they choose.
- MPD should only be dispatched to mechanically activated commercial alarms if verification that a problem may exist has been received. There is no expectation that a citizen will be asked to enter a potential crime scene – any observation that leads a reasonable person to believe that a crime may be in progress or may have already taken place will suffice.

Note that an MPD Commander must contact the on-duty 911 Center Supervisor with temporary deviations from this policy. These deviations can specify that officers should be dispatched to alarms from a particular address, in a particular district, during a particular time frame, etc. If the modified response will remain in place for more than a single shift, the request to the 911 Center must be in writing.

## **Noise Complaints**

If it has not been possible for MPD officers to respond to a noise complaint (call type 113C1) for one hour, and the 911 Center has not received any additional calls on the incident, the call should be canceled from the pending queue and cleared with a disposition code of D. Noise complaints should not be dropped if multiple calls are received reporting the same problem, or if a complainant requests contact with an officer.

## **Serving Warrants for Other Jurisdictions**

These guidelines should be adhered to when outside agencies request that MPD officers serve warrants:

Under the following conditions, MPD officers will respond and attempt service as requested, whenever possible:

- Felony warrants, where violence was involved.
- To locate subjects named in a probable cause affidavit if the probable cause affidavit is related to domestic violence.
- To serve a misdemeanor warrant related to domestic violence if exigent circumstances exist related to domestic violence.
- To serve apprehension requests from the Wisconsin Department of Corrections for probation and parole violations.

Under the following conditions, service requests will be forwarded to the OIC via inter-departmental envelope for attempted service, as time/resources are available (officers should not be dispatched in these cases):

- Nonviolent felony warrants.
- Misdemeanor warrants unrelated to domestic cases.
- Traffic warrants from outside jurisdictions.
- Municipal Ordinance violations.

These guidelines may be deviated from with a supervisor's approval.

### **Outside Agency Translation Requests**

Requests from outside agencies for MPD officers to assist with language translation should be cleared through the O.I.C. unless the need for assistance is urgent or requires immediate response. The O.I.C. will determine whether MPD officers will assist and what the scope of their assistance will be.

### **Crashes Involving City Employees**

An MPD supervisor should be dispatched to any motor vehicle accident (in the City) involving an MPD officer (on or off duty) or any on-duty City employee.

### **Traffic Crashes (including hit and runs)**

Officers should be dispatched to **all** crashes (on either private or public property) except as follows:

- All of the vehicles/pedestrians involved in the accident have left the scene prior to contacting police, unless special circumstances prompted their leaving (following a hit and run suspect vehicle, seeking medical treatment, moving out of traffic, etc.)
- During all weather-related emergencies when Limited Crash Response rules are in effect (unless crash involves injuries, blockage, MPD officer on or off duty, or any on-duty City employee)

Note: **traffic crashes are not handled through the MPD self-reporting system.** Under the above circumstances, citizens should be referred to complete a State of Wisconsin Accident Report Form (MV4002), available at any Department of Transportation office, MPD district or other police station, or on the Department of Transportation website.

### **Dispatch Protocol for Community Policing Teams**

The Community Policing Teams (CPTs) are primarily intended to do proactive work in the area of Drugs, Traffic, Community Policing initiatives and other District-related issues. They are available to assist Patrol with Calls for Service in a limited capacity.

The CPTs may be used to assist with Calls for Service under the following circumstances:

1. When so directed by the Officer in Charge (O.I.C.) or District Commander.
2. At the discretion of the CPT Sergeant.

Other personnel may request the use of the CPTs for assistance with issues. These requests should be routed through the District Commanders for planned events and through the OIC for issues arising during the working shift.

Calls most suitable for the CPTs to be utilized are:

1. Calls involving drugs.
2. Calls involving significant threat to officer safety, where the coordinated response by a Team of officers, under the direction of a Sergeant, would facilitate safe handling of the incident.
3. Priority calls at times when Patrol does not have sufficient staffing to adequately handle the situation.

### **Dispatch Protocols for K9 Teams**

MPD K9 teams are assigned to patrol or to a Community Policing Team (CPT).

*Patrol K9 teams:* should be dispatched to calls where a K9 may be needed. These include burglaries and robberies (in-progress or recent), barricaded subjects, vehicle/foot pursuits, weapons offenses, drug investigations, etc. When not on a K9 incident, patrol K9 officers may be dispatched to back up patrol officers or to respond to minor incidents as needed.

*CPT K9 teams:* are generally available for response to citywide K9 requests. They should not be dispatched to other calls except as indicated above (under dispatch protocols for CPT's).

Outside agency requests for an MPD K9 team should be approved by the O.I.C. This does not prevent a K9 officer from responding to assist with an emergency request outside the City.

### **Special Duty Radio Numbers**

MPD officers working special duty assignments are required to have a portable radio and to check in with dispatch at the start and end of their assignments. Each special duty assignment will have an accompanying special duty radio number assigned. Officers who are unaware of their assigned radio number, or were not assigned one, should contact the data operator for their special duty radio number.

If a call is received from a location where a special duty officer is working, the appropriate patrol officer(s) should be dispatched. The special duty officer should be notified of the call, and he/she will assist if appropriate (based on expectations for that particular special duty assignment).

### **Officer Self-Initiated Activity**

The 911 Center should generate incident numbers for all "traffic stops" called out by MPD officers. Incident type L60T shall be used to code this type of patrol activity. 911 dispatchers will also create a single incident number (using incident type L60T) for pre-planned traffic initiatives and attach all involved officers to the incident on the CAD. Incident type 132B3 should continue to be utilized for all other traffic incidents.



The 911 Center should generate incident numbers for the below listed “patrol related activities” called out by MPD officers using the corresponding incident type:

<u>Activity Type</u>	<u>Incident Type</u>
Traffic stop/enforcement	L60T
Directed foot patrol	L66F Check Area/Foot Patrol
Property Checks	L66P Check Property (or 129B3)
Community Policing (meetings, etc.)	L87C Assist/Comm Policing
Language Translation	L87T Assist/Translate
Follow up investigations	L88F Assist/Follow Up
On-Duty Court	L89C Assist/Court
On Duty Training (MATC shoots, etc)	L88T On Duty Training
Any other self initiated activity	*** Most applicable call type

Officers who advise they do not want a case number should be cleared with a ‘No Report’ disposition.

### **Criteria for Routing to the Self-Reporting System**

The following criteria outline the circumstances under which incidents should be routed to the Self-Reporting System. The 911 Center, using these guidelines, should determine whether a particular incident should be routed to the Self-Reporting System or dispatched to a patrol officer. The O.I.C. should be consulted with questions about how to handle a particular incident (what constitutes unusual circumstances, etc.).

Note: any complainants requiring special language assistance (translation, TDD, etc.) should not be referred to the Self-Reporting System; an officer should be dispatched to assist.

### **Video Evidence**

Any incident that involves video evidence which can be used to identify a suspect should be dispatched to an officer except in the case of a theft/retail theft in which the value of the loss is less than \$50.00.

### **Damage to Property and Theft (Including Stolen Bicycles\*):**

\*Bicycles taken from a garage/building may constitute a burglary; should not be referred to Self-Report

Callers should be routed to the Self-Reporting System only if:

1. Not in progress (suspect is no longer on the premises, is not in custody, is not being pursued);
2. Loss/Damage is less than \$2,500 in value;
3. No suspect information readily identifies the suspect (name, license plate, video evidence, etc.);
4. The occurrence does not involve multiple offenses by the same suspect or at the same location;
5. Does not involve theft of a firearm.

Thefts from underground parking garages, or entries into locked vehicles parked inside of underground parking garages may constitute a burglary. As a result, an officer should be dispatched to investigate.

In the case of multiple offenses that appear related (multiple autos entered/damaged, etc.), an officer should be dispatched to investigate. The officer should complete a report documenting the pattern and any specific offenses for which a complainant can reasonably be contacted. Self-reporting forms can be left for victims who are not able to be contacted (under a windshield, in a door, etc.).

Officers should be dispatched to all graffiti complaints.

## **Theft of Electronic Devices**

An officer should be dispatched to the theft of an electronic device (phone, tablet, computer, etc.) when the victim/owner of the device has device tracking information which may lead to a suspect.

## **Retail Theft**

Should be routed to the Self-Reporting System only if:

1. Not in progress (suspect is no longer on the premises, is not in custody, is not being pursued)
2. Loss is less than \$50, even with video evidence
3. No suspect information that readily identifies the suspect (name, license plate, video evidence)
4. Not multiple offenses
5. Does not involve theft of a firearm
6. Does not involve the use of force or the threat of force

## **Obscene/Annoying Phone Calls**

Should be routed to the Self-Report System only if:

1. No threats were made.
2. The victim has no suspect information.
3. The victim does not wish to see an officer and only wants to document the incident.

## **Lost Property**

All Lost Property calls are routed to the Self-Report System unless unusual circumstances require a police response.

## **Fraud on Hotel or Restaurant Keeper, Recreational Attraction, Taxicab Operator or Gas Station**

Should be routed to the Self-Report System unless other criminal behavior or unusual circumstances require a police response.

## **Worthless Checks**

MPD officers should not be dispatched to Worthless Check complaints unless some unusual, special circumstances exist; all worthless check complaints should be routed to the Self-Report System.

## **Forgery and Frauds**

If the forgery or fraud is related to prescription drugs, the call type should be reclassified as a "Drug Incident" and an officer response is required.

For all other forgery, fraud, phone scams, financial and credit card crimes, the incident should be routed to the Self- Report System only if:

1. The crime is not in progress (suspect is no longer on the premises, is not in custody, is not being pursued)
2. There is no suspect information that readily identifies the suspect (name, license plate, video evidence, etc.)
3. The financial offense is not related to another crime (checks stolen in a burglary, for example);
4. The amount of loss is less than \$2,500;
5. There are no special circumstances involving the victim (elderly, disabled, etc.).

If the above criteria are not met, officer response/investigation is required.

## **Assignment of Officer ID#'s to Self-Report Calls for Service**

MPD staff may be generating case numbers for “self-report” calls (e.g., walk-in customers to the district stations). Therefore, should MPD support staff call the 911 Center and request a case number for a self-report, we are requesting the 911 Center staff to use the employee’s assigned radio number to generate the case number and upon clearing the call, use a disposition code of S for “self report.”

\*\*For PSC staff: place the unit on duty, assign them, clear them, return the unit to off-duty status

**If an officer is dispatched to an incident and – after contacting a victim/witness/etc – determines that the incident would have qualified for diversion to the self-reporting system, he/she should continue to investigate the incident and complete a report. Officers should not provide self-report forms to citizens in lieu of performing an investigation and completing a report.**

## **Disposition Codes**

The following CAD/LERMS disposition codes should be used as indicated:

- A** – Accident report (the officer completes an accident report, including MV4000 and MPD4000).
- C** – Citation issued (the officer completes and issues at least one citation without completing a report)
- D** – Dropped incident number (used for traffic crashes that officers do not respond to during limited crash response periods, noise complaints that officers are unable to respond to within one hour, or any other incident that officers are unable to respond to due to limited resources, workload, etc. This includes calls cancelled by complainants, if the cancellation is due to lack of a timely MPD response).
- F** – Field Report (the officer completes a field report)
- N** – No report (the incident does not require a report)
- R** – Report (the officer completes a report, excluding accident reports and field reports)
- S** – Self report (the incident is referred to the self reporting system)
- U** – Unfounded report (the incident is unfounded; no report is completed)

Officers should enter the disposition code via MDC when clearing from an incident, or – if unable to do so – notify dispatch of the proper disposition code.

## **Parking Enforcement Dispatch Protocols**

The following guidelines are to help assist Dane County 911 Dispatch when dispatching Parking Enforcement Officers (PEO) to parking related calls. It is important to understand that PEOs are not armed law enforcement officers and should not be dispatched to a call requiring a sworn officer. These three guidelines should be followed at all times:

1. **Contesting Citations** – A PEO should never be dispatched to respond to a citizen contesting a citation. All questions should be forwarded to the Traffic Bureau at 266-4622.
2. **Serious Police Incident** – Do not dispatch a PEO into an area of a serious police incident where the PEO’s safety might be at risk (weapons offenses, barricaded subjects, etc.).
3. **Police Officer Back up** – There are several addresses tagged in the CAD system that

require a police officer back up when dispatching for a parking call; an officer should be sent to accompany a PEO who is dispatched to these locations. Officers should only be dispatched to private parking complaints if a PEO is not available or not on duty.

4. **Severe Weather** – In the event there is severe weather (i.e. tornado, severe thunderstorm, blizzard, etc.) that would put the officer's safety at risk, dispatch should notify the PEOs of this warning. All parking calls should be held until the warning or severe weather has passed.

## **Calls For Service**

The Madison Police Department utilizes PEO's to respond to parking complaints. Please use the following guidelines when dispatching PEO's to parking complaints. Please include the location and type of call over the air when dispatching a PEO for all complaint types.

- **PRIVATE PROPERTY COMPLAINTS** - In order for the PEOs to be efficient in their jobs and responding to calls please include the location and type of call over the radio. This allows for other PEOs that may be closer to the call to respond.

When dispatching a private property call make sure the following questions are being asked:

- Is the person calling authorized to make the complaint (an authorized person is a property manager, owner, maintenance person, or designee)?

If YES, include in call:

- First and last name of complainant
- Include contact number with area code
- Exact address that complainant will be waiting

If NO:

- Inform the caller they will need to contact their management company.

### **All guidelines for the AM-shift apply with the following exceptions:**

- From the hours of 3pm-6pm (peak hour tow routes) inform complainant that they may have a longer wait for a PEO to respond.
- PM-Shift PEOs will carry cell phones if callbacks are needed. However, the complainant should be informed to be waiting for PEO at the stated address.

- **FIRE LANE VIOLATIONS**

These violations can be ticketed on sight and do not require a complainant.

- **DISABLED PARKING VIOLATIONS**

If the violation is on private property (apartment complex, private lot, etc.) the complainant must be either a manager or resident from the property. Make sure to include the complainant's name and phone number in the call.

If the violation is on a property open to the public (mall, gas station, restaurant, etc.) no complainant information is needed.

▪ **BLOCKED DRIVEWAY**

Ascertain if the complainant wants the vehicle towed.

If YES:

- Inform complainant to standby to sign report.

If NO:

- PEO will issue citation only without complainant contact.

▪ **LESS THAN FOUR FEET OF MAILBOX**

This type of complaint can only be addressed if it is the property owner/manager/resident calling. US Postal Service does not have the authorization to have vehicles cited.

▪ **STREET STORAGE COMPLAINTS**

All complaints regarding abandoned vehicles are to be forwarded to the Abandoned Vehicle line at 266-4624.

▪ **TEMPORARY POSTING**

All temporary postings must be checked 48 hrs in advance by a PEO before any action can be taken. If the caller is requesting for the signs to be checked, transfer the call to the Traffic Office at 266-4622.

If the signs have already been checked and confirmed by contacting the Traffic Office, dispatch the PEO to the call. The complainant must meet the PEO onsite and will be required to sign the report and identify the offending vehicles.

▪ **SCHOOL ZONE ENFORCEMENT**

Currently there are two PEOs assigned to enforce school zones violations in the morning and afternoon. When enforcing at the schools they will change over to TEST channel B10.

▪ **ALTERNATE SIDE PARKING**

The Alternate Side PEO's are hired as hourly employees during the winter months (November 15 – March 15). These PEO's are scheduled to work between the hours of 1a-7a. There are eleven officers that are comprised of three (3) Lead Workers and eight (8) officers. They are only authorized to issue Alternate Side Parking and Snow Emergency citations, and should not be utilized for other parking complaints.

All alternate side parking complaints should be forwarded to the Traffic Office at 266-4622. If the citizen wishes to pursue the matter further, feel free to transfer them to the Parking Supervisor at 266-4623.

Questions regarding Alternate Side Parking or Snow Emergency can be directed to the Winter Parking Hotline – 261-9111 or at [www.cityofmadison.com/winter](http://www.cityofmadison.com/winter)