



---

# UW-Madison Police Department

**Policy: 81.1**

**SUBJECT: COMMUNICATIONS**

**EFFECTIVE DATE: 06/01/10**

**REVISED DATE: 04/21/17; 04/19/18; 05/15/19; 04/09/20; 03/05/21; 03/16/22**

**STANDARD: CALEA 81.2.1 – 81.3.4, 91.1.9 IACLEA 11.2.2 WILEAG 9.1.10**

---

## **INDEX:**

- 81.1.1 TOLL-FREE, 24-HOUR TELEPHONE AND TDD ACCESS
- 81.1.2 CONTINUOUS COMMUNICATION
- 81.1.3 INFORMATION TO BE RECORDED ON RECEIPT OF CALLS FOR SERVICE
- 81.1.4 RADIO COMMUNICATIONS PROCEDURES
- 81.1.5 COMMUNICATIONS ACCESS TO DEPARTMENT RESOURCES
- 81.1.6 RESPONSE TO VICTIM / WITNESS CALLS FOR INFORMATION OR SERVICES
- 81.1.7 RESPONSE TO VICTIM / WITNESS REQUESTS
- 81.1.8 RECORDING AND REVIEWING OF RADIO TRANSMISSION AND EMERGENCY TELEPHONE CONVERSATIONS
- 81.1.9 ACCESS TO INFORMATION SYSTEMS
- 81.1.10 ALTERNATIVE METHODS OF COMMUNICATION
- 81.1.11 EMERGENCY NOTIFICATIONS
- 81.1.12 MISDIRECTED EMERGENCY CALLS
- 81.1.13 EMERGENCY FIRST-AID INSTRUCTION
- 81.1.14 COMMUNICATIONS CENTER SECURITY
- 81.1.15 ALTERNATE SOURCE OF POWER
- 81.1.16 MULTI-CHANNEL COMMUNICATION
- 81.1.17 E-PHONES

## **POLICY:**

The UW–Madison Police Department shall design and maintain a communications system which fulfills identified needs of both the agency and the service community.

## **DEFINITIONS:**

“Alias Name” refers to the name programmed into a portable radio to identify the person it is assigned to when it is powered on and when it transmits.

“Alternate source of power” includes battery back-up, generator, and other sources of electricity.

“CAD” refers to computer aided dispatch. CAD is a computerized system designed to aid communications personnel in routine operations by providing a system for recording incident information and rapid access to operational and historical data. This system supports both dispatching and operational analysis.

“CIB” refers to the Crime Information Bureau and is operated by the Wisconsin Department of Justice.

“NCIC” refers to National Crime Information Center and is operated by the Federal Bureau of Investigation. NCIC is connected to law enforcement computers or terminals in all states.

“TIME” refers to the Transaction Information for Management of Enforcement and is a data communications system that serves state and local law enforcement in Wisconsin.

## **PROCEDURE:**

### **81.1.1 TOLL-FREE, 24-HOUR TELEPHONE AND TDD ACCESS**

- A. The Department shall provide 24-hour, toll-free, telephone and TDD access for emergency calls for service via the 911 system. This system allows the public to contact the Department at all times for information or assistance. In the event the department is not able to take 911 calls, due to an equipment issue, critical incident, or other reasons, 911 calls shall be re-routed to the Dane County 911 Center. Collect calls may be accepted at the discretion of Communications Center personnel.

- B. Period load studies may be conducted to ensure that an adequate number of telephone lines are available for incoming calls. The number of blocked or unanswered calls during a defined period may be utilized as a foundation for such studies.

### **81.1.2 CONTINUOUS COMMUNICATIONS**

- A. The Department shall have 24-hour two-way radio capability which provides continuous communications between the Communications Center and on-duty officers. Such immediate communication capabilities provide a measure of safety and security for law enforcement officers and to the public. All uniformed officers shall have continuous access to radio communications. Such access shall enable officers to maintain contact with the Communications Center personnel and other employees for purposes of exchanging information, requesting assistance, transmitting and receiving orders or instructions, and responding to calls for service.
- B. Each vehicle used in patrol service shall be equipped with a mobile radio. In addition, each officer shall be assigned a portable radio for use during their tour of duty.
- C. Patrol supervisors should monitor radio traffic of the personnel under their direct command and other frequencies as deemed necessary.

### **81.1.3 INFORMATION TO BE RECORDED ON RECEIPT OF CALLS FOR SERVICE**

- A. The Department shall maintain a control system for obtaining and recording relevant information of each request for service or self-initiated activity.
- B. Calls for service can be generated a number of different ways, including but not limited to: telephone calls from citizens, walk-ins to the Department, written requests for service, alarms, and calls initiated or received by officers. Law Enforcement Dispatchers (LED) shall elicit as much information as possible to enhance officer safety and assist in anticipating conditions which might be encountered at the scene.
- C. As the information is obtained, it shall be entered into the Computer Aided Dispatch (CAD) system. CAD automatically assigns an event ID (control number) to all entries and captures the date and time the call for service is entered. When the call is received, the LED shall enter the following required CAD information (which automatically records the time these transactions occur):
  - 1. Name and address of the complainant, if available;
  - 2. Type of incident reported;
  - 3. Location of incident reported;
  - 4. Call Notes ;
  - 5. Identification of officers assigned as primary or back-up units, if applicable.
- D. The assigned officer(s) shall update the CAD through Mobile Computing Terminal (MCT) transmissions or request the LED update the CAD through radio transmissions when the following status changes occur:
  - 1. En-route
  - 2. Arrival
  - 3. Return to duty
- E. The assigned officer(s) shall update the disposition/status of the incident through MCT transmission or a CAD workstation.

### **81.1.4 RADIO COMMUNICATIONS PROCEDURE**

- A. All personnel shall update the Communications Center through radio or mobile data transmissions when responding to, arriving, or clearing from a scene. All personnel shall also update the Communications Center on any pertinent call information updates or location changes. Personnel receiving information from the Communications Center shall acknowledge receipt of the call information.
- B. When making a traffic or pedestrian stop, the initiating officer shall inform the LED of the vehicle registration and/or other identifying information and the location of the stop. When clearing from a stop, the officer shall provide the LED of the status of the call via radio or MCT.

- C. When emergencies such as crimes in progress, pursuit situations, or unknown disturbances arise depending on the circumstances, units handling the emergency incident [REDACTED]
- D. Personnel shall avoid displaying emotion or voice inflection to display or indicate irritation, disgust, or sarcasm while using radio communications. Radio communications should be clear and concise.
- E. Field personnel shall record status changes from in and out of service via radio communications with Communications Center or the MCT.
- F. Officers shall log onto the CAD [REDACTED]. Officers shall use their radio number or last name to contact the Communications Center.
- G. The LED shall use the radio's "alias name" to determine the identification of a "keyed" radio. The "alias names" shall be updated as soon as possible when changes are made.
- H. The Department communications function shall have, at minimum, the necessary equipment to access inter-jurisdictional, regional, and area law enforcement systems. [REDACTED]
- I. Response to certain calls and alarms, to include those transmitted by E-phones, may require more than one officer to ensure safe and effective handling of the incident / situation. Officer and citizen safety shall be considered when determining officer response needs. Situations requiring response from at least two officers should be based upon the actual or potential presence of one or more of the following critical factors: [REDACTED]
- J. Field supervisors shall monitor officer response to calls for service to ensure compliance with directives, officer safety, public safety and efficient response. Circumstances generally requiring the presence of a police supervisor or OIC at the scene for purpose of assuming command shall include, but need not be limited to the following: [REDACTED]  
or any other incident when a supervisor is requested. Supervisors shall be responsible for evaluating the circumstances that justify an emergency call assignment, assisting Law Enforcement Dispatchers in evaluating such circumstances, and intervening when assignments given by the Law Enforcement Dispatcher do not correspond to the circumstance.
- K. Officers requesting a back-up officer should provide the reason for the request, if possible. If the requesting officer does not provide a reason for the back-up officer, it may be assumed the officer is in a conflict situation. In the event field personnel request emergency assistance or [REDACTED], an officer(s) shall be dispatched to assist. The response to an emergency request or activated emergency alarm criteria shall relate to critical factors such as but not limited to: [REDACTED]

**81.1.5 COMMUNICATIONS ACCESS TO DEPARTMENT RESOURCES**

- A. The shift OIC (Officer in Charge) shall be accessible to Communications Center personnel at all times.
- B. Field services supervisors shall be responsible for preparing, maintaining, and disseminating projected schedules for their respective shifts. The OIC or shift supervisor shall prepare a duty roster prior to or at the beginning of each shift.

A copy of the roster, which includes area and personnel assignments, shall be provided to Communications Center personnel.

- C. Department human resources personnel shall be responsible for preparing, maintaining and disseminating a listing of all employees. This list contains the employee name, current address, telephone number, office phone number, if applicable. Employees are required to provide updated information when changes occur.
- D. A visual map delineating the specific boundaries of the Department's jurisdiction shall be available to Communications Center personnel. State, city and University maps shall be readily accessible to Communications Center personnel.
- E. The CAD system shall indicate the status of each on-duty patrol officer. This system records and displays the unit number, calls for service, call type, status/location, time on-call, and officer name. Communications personnel shall be responsible for frequently monitoring computerized indicators and performing status checks as necessary.
- F. Communications personnel shall have telephone numbers for emergency and external service agencies immediately available. Detailed written procedures for procuring services external to the Department shall be available via computerized prompts and/or through updated notices contained in reference manuals.

[REDACTED] These references offer procedures to be followed in directing resources and obtaining information regarding incidents in progress, personal notifications, and tactical operations

#### **81.1.6 RESPONSE TO VICTIM/WITNESS CALLS FOR INFORMATION OR SERVICE**

- A. Communications center personnel shall monitor victim/witness calls carefully to ensure that the response is appropriate to the circumstances.
- B. Law Enforcement Dispatchers shall determine if an officer response is needed and shall advise officers if an emergency response is needed. Procedures for determining the appropriate response may include listening to voice tone, observing non-verbal cues, assessing the overall seriousness of the situation, ascertaining whether an immediate response is required, and considering the availability of on-duty personnel.
- C. Victims/witnesses shall be informed of the Department's response, including direct law enforcement service and/or referral to other agencies. Informational literature regarding available services shall be provided whenever possible.
- D. Communications personnel shall provide referral services regarding the appropriate community or Department resources available to victims via telephone twenty-four hours a day.

#### **81.1.7 RESPONSE TO VICTIM/WITNESS REQUESTS**

- A. Whenever communications personnel receive initial and subsequent informational request(s) from any victim or witness of any crime, communications personnel shall attempt to discover from the caller the name of the employee that provided them assistance during their prior call. The communications personnel shall attempt to provide the caller with the requested information. If they are unable to provide the information, the communications personnel shall transfer the call to the officer or detective who spoke with the caller during their initial request or a supervisor. If the initial officer(s) or detective(s) are not available, another officer may be assigned for follow-up.
- B. Communications personnel shall ensure victim/witness callers receive timely and appropriate attention to their immediate needs, both during business and non-business hours.

#### **81.1.8 RECORDING AND REVIEWING OF RADIO TRANSMISSIONS AND EMERGENCY TELEPHONE CONVERSATIONS**

- A. The Department shall have immediate play-back capability of recorded telephone and radio conversations while it maintains a continuous recording of radio transmissions and emergency telephone conversations within the Communications Center. Recorders located within the Communications Center shall provide immediate play-back capability. Recordings of telephone and radio conversations shall be retained for 180 days and pursuant to the

department's records retention schedule. Recordings placed into evidence shall be retained until all legal requirements have been satisfied.

- B. Recordings of telephone and radio conversations shall be handled and stored in a secure manner. Access to recorders and disks shall be limited to supervisory, IT, Records and Communications Center personnel.
- C. Criteria for reviewing recorded conversations may include retrieving vital information during emergencies, assisting in criminal and internal investigations, training, and auditing the service delivery system of the Department. Persons wishing to review such recordings for purposes other than criminal prosecution shall submit a request to the Support Services Captain or designee. Open records requests should begin with Records Staff. Copies of recorded telephone and radio conversations may be made for official purposes only.

#### **81.1.9 ACCESS TO INFORMATION SYSTEMS**

- A. The Communications Center has access to local, state, and federal criminal justice information systems via CAD.
- B. The Department is able to access information from nearby agencies that has been entered into the TIME system, Crime Information Bureau (CIB), and the National Crime Information Center (NCIC). Employees completing criminal history inquiries shall ensure all appropriate CIB / NCIC procedures are adhered to including the correct reason code, indication of the requestor's last name and/or employee number, and proper dissemination of information, including tracking secondary dissemination.
- C. Access to TIME/NCIC records are restricted to UWPD personnel who have been trained in the use of the TIME system only, and are to be used for law enforcement purposes only. Accessing data from publicly accessible computers is prohibited.

#### **81.1.10 ALTERNATIVE METHODS OF COMMUNICATIONS**

- A. Electronic wireless communication devices, not including Department radio or MCT, may be useful for field operations; however, they have inherent risks. These modes of communications are not monitored or recorded by the Communications Center. They also may be monitored by unintended audiences. Critical information or operations which should be monitored and recorded shall be conducted via Department radio, telephone to a recorded line, or MCT.
- B. Generally, calls shall be dispatched via the radio or MCT. Exceptions may occur during emergencies or in the event of catastrophic equipment failure.

#### **81.1.11 EMERGENCY MESSAGES**

- A. Accepting and delivering emergency messages are legitimate law enforcement functions. Messages and requests of an emergency nature may include: notifying relatives of a death, serious injury or illness, conducting welfare checks when circumstances warrant, and notifying key personnel of urgent matters.
- B. Law enforcement dispatchers receiving a request to deliver an emergency message shall notify the officer in charge (OIC). Detailed identifying, contact and other information shall be obtained from the requesting party and entered into the CAD system.
- C. The OIC shall use discretion when accepting or relaying emergency messages, taking into the consideration the type of message, and the urgency of pending calls. The OIC may then assign the appropriate unit to relay the message.

#### **81.1.12 MISDIRECTED EMERGENCY CALLS**

- A. Emergency calls intended for another law enforcement or public service agency are occasionally received. Communications personnel shall accept any misdirected emergency call and promptly relay all pertinent information to the agency having jurisdiction.
- B. Before transferring an emergency call to another agency, the Law Enforcement Dispatcher shall record the following: address where service is needed, the type of service required, the name of the caller, and the originating telephone

number. If the transfer fails, the Law Enforcement Dispatcher shall immediately telephone or radio all pertinent information to the affected agency.

**81.1.13 EMERGENCY FIRST-AID INSTRUCTION**

- A. Telephone calls requiring emergency first aid instruction shall be transferred to the Dane County Communications Center.
- B. When emergency first aid instruction over the radio is required, the Communications Center shall facilitate contact with the Dane County Communications Center.

**81.1.14 COMMUNICATIONS CENTER SECURITY**

- A. The capability to maintain communications in all emergency situations dictates that security measures be implemented to protect personnel, facilities, and equipment. Access to the Communications Center shall be limited to authorized personnel engaged in Departmental duties. Authorized personnel include: [REDACTED]
- B. Doors leading to the communications center shall remain access controlled for authorized personnel at all times.
- C. Communications equipment shall be protected through the use of the following: [REDACTED]
- D. Back-up communications resources shall be provided through one or more of the following: [REDACTED]
- E. Providing security for transmission lines, antennas and power sources shall be accomplished through one or more of the following: [REDACTED]

**81.1.15 ALTERNATE SOURCE OF POWER**

- A. The Department shall have an alternate source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of primary power source failure.
- B. A documented inspection and test of the alternate power source shall be completed at least monthly or in conformance with manufacturer recommendations. A full load test must be performed at least annually. [REDACTED]

**81.1.16 MULTI-CHANNEL COMMUNICATION**

- A. The Department maintains multi-channel mobile and portable radio equipment capable of two-way operation on joint public safety frequencies. This communications capability is necessary to provide proper coordination and deployment of forces in times of emergencies.
- B. The Department communication capability ranges from local talkgroups to interagency and statewide networks.

**81.1.17 E-PHONES**

- A. The University of Wisconsin-Madison campus has Emergency Phones (E-Phones) that transmit directly into the Communications Center on an emergency line. Emergency Phone locations and the general service provided are posted on the Department website. These calls shall be answered immediately as any other 911 call. The E-Phones are placed in areas of campus that may not be well lit, are isolated, or are prone to criminal activity. The location of new E-Phones shall be determined by the Infrastructure Security Unit through a needs assessment.
- B. To ensure constant emergency access to the campus community, the LEDM or designee is responsible for ensuring all E-phones are tested on a monthly basis. UWPD shall test all E-phones located on campus, excluding those in parking structures. The designated campus division shall test all E-phones located in parking structures on a monthly basis.
- C. E-Phones with continuous line monitoring shall be physically tested on a quarterly basis. All E-phones that are tested on a monthly basis by UWPD shall be logged by a LED and saved electronically. The LED shall also notify the University Physical Plant of any problems or failures with the E-phones tested by UWPD by sending an electronic copy of the log.
- D. At least once every four (4) years, the Infrastructure Security Lieutenant or designee shall conduct a security survey evaluating the situation that prompted installation of E-Phones to ensure the security need is still relevant and being met.