Tips on Calling Milwaukee Police Dispatch

Call 911 when there is an emergency.

An emergency is witnessing a crime in progress, reporting an incident where someone's life is being threatened, or reporting a fire.

To request a squad to address all other issues call Non-Emergency at 933-4444.

Then press 9 to be connected to the next Police Telecommunicator.

▶ The following are suggestions to assist you in this process:
 Be prepared to provide the following information:
 WHERE: Give a specific address, if possible, of the event occurring
 WHO: Give a description of the people involved
 WHAT: Describe the behavior occurring

- ▶ Police Telecommunicators are trained to ask specific questions, which are passed on to the Responding Officers to assist them when they arrive at the scene.
- ► When your call is answered, the Police Telecommunicator will always announce their Operator Number. It is recommended that you take note of that number and jot it down.
- ▶ Police Telecommunicators are not Police Officers and if you are not receiving the response you are looking for ask to speak to a Lead Telecommunicator or a Police Sergeant.
- ► You may call 911 and remain <u>anonymous</u>. However, the Police Telecommunicator is trained to ask for your name or a number where you can be reached if they need additional information. You can refuse to provide your personal contact info.
- ▶ Please note that your phone number may come up when you call 911. The Police Officer may call you from the squad; if you wish to you can remind them that you choose to remain **anonymous**.



www.safesound.org 414.221.6700 info@safesound.org









We recommend keeping a list of calls you make to the Milwaukee Police Department. This will help document activity in your neighborhood and provide leverage for advocating with service providers.

Be sure to write down the Operator's ID # - which is the first thing the telecommunicators say when they answer the phone.

If you are unhappy with the service you receive from a telecommunicator you can ask to be transferred to a supervisor who can listen to the recorded call.

Operator ID	Date	Time	Number Called	Address Given & Activity Reported	Details: Who, What & Where
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