

	MIDDLETON POLICE DEPARTMENT	DATE Sept 4, 2013	POLICY 9.1.01
SUBJECT: Communication – Organization & Purpose		REVIEWED July 13, 2018	

Refer to:

History: 1995, Updated 3/2004, 6/2010, 8/2012, 9/2013, 9/2014

[WILEAG \(5th Ed.\) Standards: 9.1.13](#)

PURPOSE

The purpose of the Police Communication Center is to provide for the prompt and efficient receipt, dissemination, retrieval and utilization of information required for the operation and administration of the police department and other emergency services with an emphasis on effective delivery both emergency and non-emergency public safety services to the public.

POLICY

It is the policy of the Middleton Police Department that the Communication Center is staffed with capable, competent, and professional dispatchers at all times.

Organization and Administration

The Middleton Police Communication Center is the primary public-safety answering point (PSAP) for the City of Middleton and is responsible for answering non-emergency and emergency 911 landline and wireless calls for police, fire and EMS services, directly dispatching Middleton Police Officers and supporting the Middleton Fire District, Middleton EMS, Middleton Public Works, and other Middleton Police functions 24-hours a day, seven days a week. By agreement, the Dane County Public Safety Communication Center dispatches all EMS and fire units in Dane County.

The Middleton Police Communication Center is a component of the Middleton Police Department and as such is subject to all department policies and procedures. The Communications Center Supervisor is in command of Communication Center operations and subordinate to the Administrative Services Captain (or designee). In the absence of the Communication Center Supervisor, the Shift Commander is in operational command of the Communication Center.

Operations

Functions of the Communications Component

A primary function within a law enforcement organization is communications. This unit exists to augment and provide support for all other police department functions. The dispatcher is the primary agency representative in the Communication Center

The following are functions of the communication center component and include the following:

- A. Dispatchers shall be attentive and courteous to all citizens making contact with the police department regardless of the nature of their business.
- B. Seek and disseminate information to Police, Fire and EMS personnel.
- C. Obtain information from the public relevant to requests for public safety service.
- D. Initiate a record of all requests for public safety service.
- E. Provide the information link to other law enforcement agencies telephonically, by radio, electronically and personally.
- F. Monitor and maintain continuously incoming information provided through a wide variety of electronic equipment (radio, recording alarm monitors, telephone conversations).
- G. Provide the initial response and liaison between the general public and public safety resources available.
- H. Report appropriate information to other components of the organization. A current record of all department personnel is available and updated as necessary. This information can be found within the Global CAD and via the List of Lists directory. This resource includes the names and phone numbers of all agency members.

Uniform and Personal Appearance

Dispatchers shall dress in the duty uniform established by the department's uniform policy (2.4.04 Uniforms and Equipment). Uniforms shall be maintained in a clean, pressed manner. Personal appearance shall be such as to maintain a professional, positive image when dealing with the public.

Preparation and Reporting for Duty

Dispatchers shall report on the hour for their assigned shift. They shall immediately report to shift briefing and then return to the Communication Center to be briefed by the outgoing dispatcher.

Work Breaks, Absences from Work Station

Dispatchers on work breaks or meal breaks away from their work station must be relieved by another dispatcher or by a certified relief dispatcher. The dispatcher(s) on duty shall be responsible for all Communication Center activities during his/her assigned shift and shall remain on duty until they are properly relieved.

Certified Relief Dispatchers

Those non-dispatchers (patrol sergeants, acting shift commanders and patrol officers) who give dispatchers a break will be trained as a Certified Relief Dispatcher. This training will be conducted by a full time dispatcher and will follow the Certified Relief Dispatcher checklist. All Certified Relief Dispatchers shall annually review the checklist with a full time dispatcher.