

UW Whitewater Police



Communications

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I. Purpose

The purpose of this policy is to clarify communication procedures for UW-Whitewater Police Staff working with our two Dispatch Centers

II. Definitions

Whitewater Joint Dispatch Center: This is the primary dispatch center and point of contact for all emergencies and calls for service that occur at the Whitewater Campus.

Rock County Communications Center: This is the primary dispatch center and a point of contact for all emergencies and some of the calls for service that occur at the Rock County Campus.

III. Policy

Officers will work with staff at both dispatch centers to ensure proper information is being collected for any incident that occurs in the jurisdiction of the UW-Whitewater Police Department.

IV. Procedure

- A. 24-hour, toll-free voice and TDD telephone access. (81.2.1)
 - 1. On the Whitewater Campus this is handled either by the Whitewater Joint Dispatch Center or as a back-up agency the Walworth County Sheriff's Office Communications Center.
 - 2. On the Rock Campus, this is handled by Rock County Communication, a CALEA Accredited agency, as they handle all calls taken in Rock County, WI. When no UWW PD officer is on duty, the Rock County Sheriff's Office is the primary agency for calls for service on the Rock Campus.
- B. Continuous, two-way capability communications (81.2.2)
 - 1. On the Whitewater Campus all UW-Whitewater Police Department Officers are issued a primary portable radio that has all channels needed to speak with the Whitewater Joint

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Dispatch Center programmed into their radios. Squad radios and cell phones are also available as backup communication.

2. On the Rock County Campus, the same portable radios have the channels needed to communicate with the Rock County Communication Center programmed into them.
- C. Recording Information (81.2.3)
1. On the Whitewater Campus, all information is recorded into the joint records management system ProPhoenix which is used for all agencies in Walworth County including the City of Whitewater and their Communications Center.
 2. On the Rock Campus, Rock County Communications runs a separate system that logs all calls they receive. However, the primary officer assigned to the Rock Campus gets a report of calls when they are not on duty and enters them into the ProPhoenix system to ensure all calls at the Rock County Campus are properly documented.
- D. Radio Communications Procedures (81.2.4)
1. Methods and circumstances requiring communications by field personnel
 - a. All UW-Whitewater Police Department Officers are issued a VHF Radio that has all required radio channels programmed into it. In most circumstances, this is the primary method of communication between the appropriate dispatch center (either the Whitewater Joint Dispatch Center or Rock County Communications Center).
 - b. All officers are also issued a cellular phone that can also be used for communications with the dispatch center if requested by the dispatcher on duty or per an Incident Action Plan requiring calling into a non-listed number for a specific reason, such as a driver's license check.
 - c. Officers are also allowed to conduct all business-related phone calls on their department issued phone to keep them from having to go to the police department to make calls.
 - d. In addition, marked squad cars have a mobile data terminal inside and officers may use this device in lieu of radio communications for non-priority calls, such as checking out at a location for a security walk-through with no known problems.
 - e. Under the following circumstances, the officer on duty will update the communications center.
 - i. Arriving at or clearing an assignment
 - ii. Arriving at or clearing a backup assignment
 - iii. When making a traffic stop, a pedestrian stop, or investigating a suspicious circumstance which should include vehicle and person descriptions
 - iv. When temporarily out of service or coming back into service
 - v. Initiating any citizen contact, enforcement action, or investigative activity.
 2. Recording of the status of field personnel during communications
 - a. Whenever an officer calls out they are out of service above, the appropriate Dispatch Center will log their information using the appropriate dispatch monitor software.

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- b. Officers also leaving a patrol assignment to work a special detail or a special event, will also inform the communication center of this action and include if they are switching to a different radio channel for the event.
 3. Methods used for identifying field personnel during communications
 - a. All officers are issued a badge upon hire and their radio transmission number for the Whitewater Campus is their badge number with a "6" in front. For instance, officer 13 radio number would be 613. Officers will clearly identify themselves with this number when talking to other officers, command during large incidents or events, and the communications center.
 - b. The officer's portable radio has also been programmed with the State Interop ability Radio Number into it. This number starts with "88" as that is the code for all officers for the UW System and ends with their radio number. This is a backup way to determine the officer calling as that number is transmitted when an officer talks over a radio frequency.
 - c. For the Rock County Campus, there is another agency already using a "600" call number, so officers use "8801" as their call number on this campus, as typically only one officer is assigned to this campus.
 4. Communicating with interacting agencies
 - a. When officers are communicating with other agencies, the officer will use their radio identity above. They will also determine if they need to stay on their current radio frequency or move to an interagency channel programmed into their radio.
 5. Criteria for the assignment of the number of field personnel in response to an incident
 - a. Under normal circumstances one officer will be assigned to each call for service. However, the below circumstances would require additional officers to be assigned either by the dispatcher or the supervisor on duty for the UW-Whitewater Police Department.
 - i. Violent calls in progress such as a fight, domestic, etc.
 - ii. Any call for service for the investigation of drugs
 - iii. As a backup officer for any operating while under the influence call
 - iv. When the caller, suspect or person on scene has been known to be violent in the past
 - v. When the dispatcher knows there is a large number of people on scene, that require a backup officer
 - vi. Whenever the initial officer dispatched requests an additional unit be sent.
 - a. When only one UWW PD officer is on duty the second officer should be mutual aided from an available local law enforcement agency.
 6. Criteria that requires the presence of a patrol supervisor at the scene for the purpose of assuming command.
 - a. Since UWW PD does not always have a supervisor on duty, the below is a guideline on circumstances when a supervisor should be sent to a scene if on duty.

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- i. When there is a use of force incident, a suspect or officer is injured
 - ii. When the event is growing out of control and additional resources are needed to be coordinated to take control of the event. Such as a large fight during an event.
 - iii. A pursuit is initiated by an officer(s) of UWW PD.
 - iv. Any violent crime in which a suspect has fled that Clery Act or campus safety must be taken into consideration.
 - v. Any large fire in a building
 - vi. A mental health crisis in which the person may be armed with a weapon or flee from officers
 - vii. Missing juvenile under suspicious circumstances
7. Responding to a field personnel emergency request for assistance
 - a. An officer may request assistance by using plain language, saying “Code-1” the Whitewater Joint Communication Center code of officer needing assistance, or “10-78” which is the old state radio code for officers needing assistance.
 - b. When this call goes out, it takes precedence over all other non-life safety situations.
 - c. Dispatch will send all available officers needed to take control of the scene, a supervisor will also be sent if available. Any officer not on a priority call will also respond. The radio channel will immediately be restricted to the officers at the incident.
 8. Communications personnel have immediate access to the following departmental resources (81.2.5)
 - a. UWW PD will provide the Whitewater Joint Communications Center with resources to get a hold of the supervisor on-call when a supervisor is not on duty, duty roster of personnel, telephone number of every agency member, visual maps detailing UW-Whitewater and any other requested or needed information such as Incident Action Plans for large events. Whitewater Joint Communications Center will keep officer status indicators updated on the joint communication system and maintain written procedures for procuring external services and tactical dispatching plans.
 - b. On the Rock County Campus, only one officer is assigned for 40 hours per week and is expected to provide the above resources to the Rock County Communications Center. Per normal state laws, if UWW PD does not have an officer on duty the Rock County Sheriff’s Department becomes the primary responding agency.
 9. Procedures to be followed by communications center personnel in responding to calls for information or services. (81.2.6)
 - a. The Rock County Communications Center is an accredited CALEA Agency so follows CALEA Procedures. For the Whitewater campus, the Whitewater Joint Dispatch Center has been requested to follow the below procedures.

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- i. Dispatch Center staff will judge the characters of the call to provide appropriate UWW PD personnel with the information to determine whether an emergency or nonemergency response is required. When in doubt, UWW PD will treat the call as an emergency response.
- ii. The Dispatch Center should also strive to send staff from UWW PD to the scene and inform the caller of the agency's response or if there might be a delay because of other calls for service. Dispatch will provide direct law enforcement service and assist with referral to other agencies as requested, such as Human Services, Parking Service, etc.
- iii. The Dispatch Center will respond to victim and witness requests by referring them to either the officer they have been dealing with or to the UWW PD administrative services line that can assist them with requests and subsequent requests. UWW PD has trained staff that can assist victims and witnesses with issues that arise during the criminal justice system and can assist in connecting them to services either on campus or in the county court system depending on the circumstances.

10. Recording and Playback of radio and telephone communications (81.2.7)

- a. The Whitewater Joint Dispatch Center and Rock County Communications Center will both store UW-Whitewater recordings for a minimum of 30 days.
- b. All recordings will be stored by the appropriate dispatch center per their policy
- c. UW-Whitewater staff will follow the dispatch center policies for reviewing recorded conversations
 - i. UW-Whitewater Police Supervisor should contact a supervisor for the Whitewater Joint Dispatch Center to review recorded conversations
 - ii. Officers may also request a recording needed as part of an investigation directly with the Whitewater Joint Dispatch Center Supervisor.

11. Emergency Medical Instructions over the Telephone (81.2.13)

- a. Per 2017 Wisconsin Act 296 every public safety answering point must have trained staff that are able to provide emergency medical instructions over the phone.

12. Procedures for Communication Center Security (81.3.1)

- a. The Whitewater Joint Dispatch Center and the Rock County Communication Center are responsible for their own security. Some UW-Whitewater Police Staff have been provided access to the Whitewater Joint Dispatch Center through electronic access. If access fob is lost staff must immediately report to a supervisor. No access is granted to the Rock County Communication Center.
- b. UW-Whitewater Police Department does have structures on the Whitewater Campus that it maintains with the City of Whitewater including the below.
 - i. Wells Residential Hall has communication antennas on the roof for both VHF Police Channels and PD Event UHF Channel. There is also equipment on the roof for the Jefferson County Sheriff's Office.

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Roof access is only granted through locked padlocks and doors, that only authorized staff have access to. In addition, equipment is secured in a locked cabinet in a locked room.

ii. Winther Academic Hall has a VHF communication antenna on the roof with cellular communication equipment. There is also equipment for the UHF Channels for UW-Whitewater on the roof. All equipment is locked in a secure cage that only UW-Whitewater Police Department staff have access to and the roof access is controlled by either key access or electronic access.

iii. Hyer Academic Hall has a VHF communication antenna on the roof with FM Radio broadcast equipment. Equipment is secured in a locked room with other communication equipment, in a secure cabinet that is plugged into a backup generator. Roof access is controlled by being in a secure room with a separate padlock securing the roof access.

iv. Goodhue Residential Hall has a small UHF tower used for communication between EOC and field units for special events. Roof access is located in a locked closet with a separate lock securing the roof.

13. Alternate Power Source (81.3.2)

a. The Whitewater Joint Dispatch Center has a backup generator that is secured and able to provide power to their Dispatch Center.

B. The Rock County Communication Center has a backup generator that is secured and able to provide power to their Dispatch Center.

C. The antennas and radio equipment at Hyer Hall are connected to a backup generator system that is secured in the basement.

D. The antennas and radio equipment at Winther Hall are connected to a backup generator system that is secured in the basement.

E. The UWW PD primary Emergency Operation Center is on a backup generator and watched over with video surveillance system.