

# **TIPS ON CALLING DISPATCH**

**Call 911 when there is an emergency. An emergency would be defined as witnessing a crime in progress, to report a fire, or to save a life.**

*NOTE: All cell phone calls are answered by the Milwaukee County Sheriff's Department. If you need a Milwaukee Police response, immediately ask to be transferred to the Milwaukee Police Department.*

**To request a squad to address all other issues call Non-Emergency at #933-4444. Then press #9 to be connected to the next operator.**

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

*Dispatchers 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 Dispatcher will always announce their Operator Number. It is recommended that you take note of that number and jot it down.
- Dispatchers are not Police Officers and if you are not receiving the response you are looking for ask to speak to a Supervisor, who is a Police Officer. If you are uncomfortable with that you can hang up and call the Supervisor directly at #935-7471.
- You may call Dispatch and remain anonymous. You can ask to have your NAME and PHONE NUMBER remain anonymous. However, the Operator is trained to ask for your name or a number where you can be reached if they need additional information.
- Please note that your phone number will come up during the call. The Police Officer may call you from the squad; just remind them that you choose to remain anonymous. This is an excellent way to foster relationships with the Squad in your area.

***Prepared By: The City Wide Block Watch Council – February 2009***