

# Tips for Calling Milwaukee Police

**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 Police Department. If you need to report something happening on the freeway you will need to be connected to the Milwaukee County Sheriff. Try to provide a location to the Telecommunicator who will announce that location to the Sheriff's Dispatcher.*

**To request a squad for all other issues call Non-Emergency at 414-933-4444. Then press #9 to be connected to the next available 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
  - WHAT: Describe the behavior or incident occurring
  - WHO: Give a description of the people involved

*Telecommunicators are trained to ask specific questions. The answers paint a picture for the Dispatcher who is relaying information to responding officers. Talking to the Telecommunicator DOES NOT delay the officers coming to the scene. Give as much information as possible when calling.*
- When your call is answered, the Telecommunicator will always announce their Operator Number. It is recommended that you take note of that number and jot it down.
- Telecommunicators are not Police Officers. If you are not getting the response you are looking for ask to speak to a Lead Telecommunicator or a supervisor. If you are uncomfortable with that you can call the Technical Communications Division Supervisors directly at 414-935-7472.
- You do have the right to make an anonymous complaint, however Telecommunicators are trained to ask for contact information. Your information can be marked as anonymous but giving your name and telephone number helps officers do their job investigating whatever you have called about.
- **REMEMBER:** If you remain anonymous when calling you CANNOT make inquiries about the outcome of the call or cancel a police response if the activity has ceased or if you no longer require a police response.
- Your name, address and phone number will appear on our equipment when you dial 911 from a home phone. If you do not want officers to respond to your home address you should state that to the Telecommunicator and ask that it be noted for responding officers.
- If you dial from a cellular device the location of the tower your signal is coming from appears on our equipment, NOT your home address or exact location. Make sure you tell the Telecommunicator your location as soon as possible to initiate a police response.
- Please note that your phone number will usually come up during the call. The responding officer/s 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 officers in your area.
- Most of the time, if an officer calls you back, their number will show as RESTRICTED on your phone. If you have called police, it is important for you to answer incoming calls that show up this way so you don't miss a call from the responding officers.

***Updated by: Technical Communications/Milwaukee Police Department  
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