

DIFFERENTIAL POLICE RESPONSE 08/14-08/15/2008

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Differential Police Response Course Objectives

- Upon completion, students will be able to:
 - Demonstrate an understanding of the Departments SOP 3/255: Differential Police Response (DPR)
 - Demonstrate an understanding of the benefits of DPR
 - Demonstrate the ability to use the appropriate technological resources to intervene & problem solve
 - Demonstrate intervention & problem-solving capabilities
 - Function as a DPR Officer

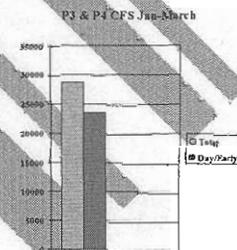
DPR-why is this important?

- Efficient use of resources
 - Personnel & technology
- Alleviates unnecessary squad response
- Creates unobligated patrol time
- Citizen's issues fully resolved
 - Intervention
 - Problem-solving



Communications Stats January through March 2008

- P3 & P4 calls account for 50% of all districts total calls for service (CFS)
- 82.2% of all P3 & P4 assignments occur on the day & early shifts
- P-3's & P-4's year to date (8/12/08) - 177,698



Initial Program Structure

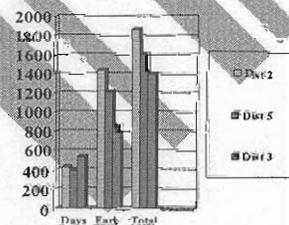
- Pilot program - Conducted for 62 days
- Districts Two and Five
- Early Shift, 4:00pm - 11:00pm
- Duration of program: 04/02/08 - 5/31/08
- Evaluation of program's effectiveness -
 - Initial evaluation - 05/01/08
 - Final evaluation - 05/19/08
- Recommendations to: modify, expand or eliminate the program

DPR Stats

04/02/08-08/10/08

- Every call handled by DPR Officers is a call your fellow officers did not have to go to.
- Three districts on two shifts

DPR Calls Completed



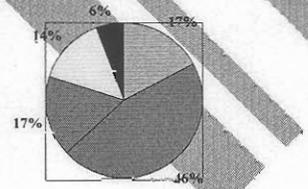
DPR Stats 04/02/08-08/10/08

- **4,878 fewer** squad responses!!
 - 97,560 minutes @ 20 minutes per call
 - **1,626 patrol hours** restored for other functions
 - **203 days** or nearly equivalent to **an officer for one year**



DPR Citizen Satisfaction 04/02/08-08/10/08

912 responses



Satisfaction Level	Percentage
Very Satisfied	14%
Satisfied	46%
Not Satisfied	17%
Very Dissatisfied	6%
No Opinion	17%

DPR- success stories



- Boy-girl trouble out of state
- Horn honking dad
- Southside masher
- Southside bike theft
- P.O. Jones/Brown, etc.

Future Structure

- DPR Officer's will be coming to a district near you as follows:
- June 1st
 - (D3 day & early; D2 & D5 add day shifts)
- August 24th
 - (D7 & D4 days & early)
- September 7th or sooner
 - (D6 & D1 days & early)



S.O.P. 3/255.00 (7/08) Policy Statement

- Respond to citizens' requests for police service in a timely manner
- Improve departmental efficiency as it relates to calls for service.
- The ultimate goal is to *reduce crime, fear and disorder* in the City of Milwaukee.



DPR Purpose (3/255.05)

- Eliminate unnecessary squad responses for service
- Increase proactive patrol activities
- Utilize limited-duty personnel
 - Does not preclude full-duty personnel from assignment

DPR Purpose (3/255.05)

- Provide an additional method of *providing police service and intervention* to citizens
- Supplement already existing Department policies and procedures.
- Not intended to, in any way, lessen the law enforcement services provided by the Milwaukee Police Department.



DPR Definition (3.255.10)

- Department's response to a call for service received through the Communications Division that:
 - Is generally **NOT** in-progress or
 - **JUST OCCURRED**
 - » The period of time within ten minutes of the incident that prompted the call
- Is not currently endangering life or property
- Is not serviceable by the Telephone Reporting Unit
 - But take it if you get it
- Assigned as a (P-5) and processed via telephone by an officer from the district where the incident occurred.

General Guidelines (3/255.15)

CALLS SERVICEABLE

- ✓ Any call generally **not** prioritized as a P-1 or P-2
- ✓ Any other call **not** requiring a squad response to the scene

Use your law enforcement moxy!



EXAMPLES OF AUTHORIZED DPR CALLS FOR SERVICE

Nuisance complaints i.e. Noise	Fireworks	Animal Bite reports	Recovered Property
Landlord/Tenant Trouble	Civil Matters i.e. business/customer disputes, contract disputes, etc.	Auto Theft involving known subjects with keys	Drug Dealing/House complaints with no current activity
Parenting problems	Child Custody Disputes not exceeding the 12 hour waiting period	Theft of US Mail	Harassing Phone Call complaints
Reckless Autos no longer visible	<i>NOTE: This list is offered as examples and cannot be considered all-inclusive</i>		

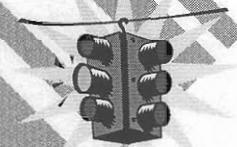
Auto Thefts

- **DPR can handle if:**
- There is no evidence to collect, or extraneous factors that would require a squad (a/robbery, etc.)
- Owner reports to District w/I.D. & signs tow card
- No report or TTY can be sent until this happens
- SOP update pending



CALLS NOT SERVICEABLE

- ✓ Life or property currently in danger
 - ✓ Injury is being or has just been sustained
 - ✓ A need to preserve items at the scene for evidentiary or investigatory use
 - ✓ TRU is able to process the call
- Whenever in doubt, a call taker should consult the on-duty Lead Police Telecommunicator (LPT)*



Call Taker Responsibilities (3/255.20)

- DPR program will operate at Districts & shifts as determined by the Chief
- Call taker will set priority level at P-5 (as determined by listed criteria)
- Call taker will **specifically** inform caller:
 - "An officer will service your call either by phone or in person as soon as possible."

Dispatcher Responsibilities

- Consistent with existing procedures, will review every P-5 call for the appropriateness of the classification and priority setting
- Will use the CAD system to assign P-5 calls for service to the DPR units and to provide assignment updates to DPR units



Dispatcher Responsibilities [cont'd]

- Whenever recommended by a DPRO to reassign a P-5 assignment to a patrol squad, dispatchers will:
 - Upgrade the priority (and classification, if warranted) to properly reflect the nature of the available information
 - Enter a text line identifying why the change was made and any additional information provided
 - Dispatch the upgraded assignment in accordance with established procedures
- Dispatchers will call DPR Officer's by phone when requested

Dispatcher Responsibilities [cont'd]

- Whenever a participating district does not have a DPR squad on its lineup
 - Notify x7472
 - COD supervisor will either:
 - » Add DPR personnel to the district lineup **OR**
 - » Upgrade all P-5's for street response



Dispatcher Responsibilities [cont'd]

- Follow-up by a patrol unit on a closed P-5 assignment
 - Provide the dispatcher with the closed CAD number
 - The dispatcher will then update the closed assignment without opening it and:
 - » Create a CAD assignment for f/u
 - » Update the original closed assignment with the f/u details using the "M" or "XREF" command
 - » Assign any newly created incident report numbers to the original closed assignment

DPR Officer Responsibilities

- Will follow all current patrol unit procedures unless stated otherwise in the DPR SOP



DPR Officers- Assigned work hours

- Days (8a-4p) or Early (4p-12am)

■ 8am- 12:00am:

Handle the DPR assignments in a timely manner.

11:00pm – 12:00am:

- Will not accept any new P-5 assignments
- Will handle all pending P-5 assignments before checking out
- Shift commander has the discretion to authorize the taking of calls during the last hour

DPR Officer Responsibilities

- Sign out & have available a KSA radio for emergencies
- Log on to the MDC as a DPR unit & review CAD records of CFS assigned by dispatcher
- Select a pending CFS
 - Check for prior police contact
 - Use different or more aggressive tactics with prior contact CFS
- Contact every caller w/i 30 minutes
 - Even if it is just to make a later appointment

DPR Officer Responsibilities

- DPRO's will make the following statement when contacting citizens on callbacks:

"Hello. This is Rank or Title/Name of District __. You called for police assistance. Can you speak now; has anything changed concerning the issue you called about? How may I help you?"

DPR Officer Responsibilities

- Request an IR number by MDC/radio as needed
- Update the district DPR database (DPR Logger) with information from the assigned call for service
- Via radio or MDC, provide a C-Code disposition to the dispatcher
- Repeat steps for each DPR assignment

DPR Officer Responsibilities

- Call back attempt has received no response within 10 minutes of calling
 - final call back will be made
 - If there is still no answer, the assignment may be cleared using code C-15.
- **However**, if possible, leave a message for the caller to call the DPRO back at a designated number
- Call backs that remain unanswered & have a propensity for physical violence based on circumstances will be returned for squad response

DPR Officer Responsibilities

- If you receive a call back while on another call
 - Place current caller on hold and make necessary arrangements with the other caller
 - Confirm contact information & advise they will be called back shortly
- Use the MDC or radio to notify dispatchers of status changes
- Mail a Form PV-17 (Crime Victim Resource form) to the victim when filing a report
- As soon as practicable after the call, submit a DPR follow-up form & CAD printout to the shift commander for any assignment that requires follow-up

DPR Officer Responsibilities

- Complete a "hitch sheet" in the DPR database (DPR Logger)
- Submit a printed copy to shift commander prior to securing from duty



DPR Officer Responsibilities

- DPRO's will inform their dispatchers regarding any assignment for which the dispatch of a patrol squad is a more appropriate response. Such as when:
 - It has become clear that telephone contact will be insufficient to conduct an initial investigation
 - Information provided by the caller indicates an actual emergency exists and a prompt response to the scene is necessary

DPR Officer Responsibilities

- Disagreements between a DPRO and a dispatcher
 - Advise district shift commander
 - With Communications supervisor will work cooperatively for resolution



NOTE: A DPRO may use the dispatch radio system to call for an emergency response at any time

DPR Officer Responsibilities

- Walk-in Assignments
 - Discretion of shift commander
 - Within capabilities of DPRO
 - Consider call volume, type of assignment, & number of DPRO's working
 - DPR workstation shall not be unattended & has priority
 - Notify dispatcher for CAD



COMMUNITY LIAISON OFFICER- Responsibilities

- Responsible for calling back citizens who have participated in the DPR program
 - Trained DPR members may substitute
 - DPR members should not survey their own calls
- Administer a short survey in the DPR database (DPR Logger) - "Caller Feedback"
 - Surveys should be completed w/ 3 days of intervention
 - Document all attempts & results in notes section
 - After 3 attempts on 3 separate days, survey can be dismissed

COMMUNITY LIAISON OFFICER- Responsibilities

- How to report feedback as "did not participate"
 - Caller must state so or exhibit related conduct
 - Inability to make contact does not constitute a refusal to participate
 - Query boxes should be left blank except notes section
 - » In notes list date, time & message left, if any

DPR DATABASE OPERATION

- Open the DPR database program that can be found in the R:\DPR
- Click the "Caller Feedback" button on the main menu screen of the DPR database to open the survey window. (Note: Only citizens that need to be surveyed will appear)

DPR DATABASE OPERATION

- Call the citizen from the database as indicated below the red line located in the Caller Feedback form (refer to DPR Logger Handout) and state the following:

"Hello. I am Rank or Title/Name _____ from the Milwaukee Police Department. You recently had a call for service handled by an officer at your police district. Would you be willing to participate in a brief four question survey to help us improve our response to caller's problems, such as yours?"

DPR DATABASE OPERATION Survey questions

- Q1: "Were you called back within the time indicated by the communications operator that took your original call? (Y/N) (ELIMINATE)"
- Q2: "About how many minutes after your call did the officer call you back? 1-10; 10-20; 21-30; longer than 30 minutes"
- Q3: "Was your problem or situation handled to your satisfaction? Y/N; if no, note why."
- Q4: "Did your experience with the Differential Police Response Unit leave you? "Very Satisfied", "Satisfied," "Not Satisfied", "Very Dissatisfied" or "No Opinion"

DPR DATABASE OPERATION

- If the caller does not wish to participate in the survey, select the appropriate field for the respective question
- If necessary, add any notes in the appropriate field
- Type your name in the "Called back by" field
- Proceed to the next survey by clicking the "next" button
- Repeat until all surveys have been completed

COMMUNITY LIAISON OFFICER- Responsibilities

- CLO will generate weekly DPR program activity and surveys for their respective districts
- Forward via chain-of-command and e-mail a copy to Public Relations Manager Anne Schwartz



COMMUNICATIONS SUPERVISOR- Responsibilities

- Whenever a district does not have a DPR squad on the line-up
 - Contact the district shift commander to determine if there is an oversight or if there is a staffing problem
 - Remind district supervisor of requirement to staff
- The Field Deputy Inspector will resolve any conflict between COB & the district



DISTRICT SUPERVISOR Staffing Responsibilities

- Without exception, DPR squads will be staffed daily
- DPR squads will be indicated on the daily lineup
- If a district cannot staff a DPR squad, notify a Communications supervisor at x7472
 - An alternate may be arranged from another work location
 - *This places a burden on your constituents*
- If no alternate, district must fill from shift compliment

DISTRICT SUPERVISOR Monitoring Responsibilities

- Monitor activity by utilizing their passive CAD workstation
 - Conduct status checks on "flashing" CADS event timers for active and pending P-5 assignments
 - Notify dispatcher, via MDC or radio, so that the CADS record can be updated
 - Responsible for assigning necessary follow-up on active and closed DPR assignments to district squads



DISTRICT SUPERVISOR Case Management Responsibilities

- Ensure DPRO's submit a daily "hitch sheet" printed from the DPR Logger database
- Ensure there is a follow-up form and printed CAD for all assignments cleared with a C-3 or C15
- Ensure reports have been filed as required

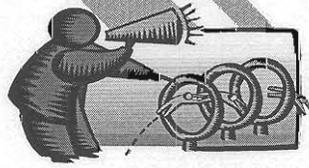


DISTRICT SUPERVISOR Case Management Responsibilities

- Will assign necessary follow-up investigations to district squads and may not return follow-up investigations to Communications for dispatch
- Will instruct squads assigned such follow-up to notify dispatchers when conducting assigned follow-up and to provide the original CAD number to the dispatcher.
- Assigned squads will provide new C-Code dispositions when the follow-up is completed

DISTRICT SUPERVISOR-Responsibilities

- Returning DPR assignments to Communications
 - DPRO's may contact their dispatchers for the return of calls inappropriate to the DPR mission
 - Disagreements between a DPRO and a dispatcher will be brought to the attention of the District shall commander and the Communications supervisor (at Ext. 7472) who will work cooperatively for resolution



DISTRICT SUPERVISOR-Responsibilities

- Whenever District and Communications supervisors cannot cooperatively resolve a conflict, the supervisor at Ext. 7472 will contact the Field Deputy Inspector for command resolution



Proper return of assignment to Communications

- **Do Not** enter a C-Code when returning

- **DO:**

- Enter a comment which supports patrol response
- Advise dispatcher via MDC or radio w/last 4 digits of assignment
- Absent above info, a COD supervisor will be contacted



QUESTIONS??

