

GENERAL ORDER

PORT WASHINGTON POLICE DEPARTMENT

SUBJECT:	CRITICAL INCIDENTS - ALL HAZARD PLAN	NUMBER:	13.1.1
		ISSUED:	1/29/10
SCOPE:	All Police Personnel	EFFECTIVE:	1/29/10
DISTRIBUTION:	General Orders Manual, and All Police Personnel	<input type="checkbox"/> RESCINDS	
		<input type="checkbox"/> AMENDS	
REFERENCE:		WILEAG STANDARDS 5 th EDITION: 13.1.1, 13.1.2, 13.1.6	

- INDEX AS:
- Acts of Terrorism
 - Bomb Threats
 - Civil Disturbances
 - Critical Incidents
 - Equipment Inspections
 - Hostage/Barricaded person's situations
 - Mass Arrests
 - Unusual incidents or disasters

PURPOSE: The purpose of this order is to serve as a guide for responding to and managing a natural or man-made disaster, emergency, or other critical incident that affects the community. The intent is to provide the on-scene supervisor with procedures for coordinating efforts with other agencies and resources necessary to effectively manage a large-scale event. The amount of resources required to manage an incident will depend upon the type, scope, and duration of the event. Port Washington is a member of the Ozaukee County-Washington County Suburban Mutual Assistance response team (SMART), which can be called upon for assistance, in the event of a critical incident.

This Order facilitates organizational preparedness by establishing command responsibility and the tactical, operational, and reporting procedures to maintain control.

This Order consists of the following numbered sections:

- I. POLICY
- II. DEFINITIONS
- III. COMMAND AND CONTROL
- IV. UNUSUAL INCIDENTS OR DISASTERS

- V. ACTS OF TERRORISM
- VI. CIVIL DISTURBANCES
- VII. MASS ARRESTS
- VIII. BOMB THREATS AND EMERGENCIES
- IX. HOSTAGE/BARRICADED PERSON SITUATIONS
- X. SEARCH AND RESCUE TEAMS
- XI. EQUIPMENT INSPECTION AND ANNUAL POLICY REVIEW

I. POLICY

A. In general, it is the intent during any emergency operation undertaken by the department to preserve life first, and then property. Tactics will focus on the continued use of containment and resolution techniques that place the highest priority on minimizing the risk for the loss of life.

B. The objective of this policy is to prepare the department:

1. To manage and control an event and bring it to a safe conclusion.
2. To facilitate the collection and evaluation of sufficient intelligence data to accurately determine the magnitude of any given incident.
3. To provide for the orderly and efficient assembly of resources, including personnel, supplies, and equipment to ensure the appropriate and expeditious handling of incidents. To determine the need for training and education of department personnel to include techniques and procedures necessary for the successful handling of each incident.
4. To provide for the orderly and efficient coordination of all other agencies, departments, or organizations considered necessary and appropriate to the successful handling of incidents.

C. The primary police responsibilities when responding to critical incidents are:

- Protection of life, safety, and property.
- Scene security and perimeter control.
- Traffic and crowd control.

- Public warnings and evacuation.
- Protection of critical facilities and resources.
- Investigation of criminal activity.

II. DEFINITIONS

- A. **BOMB:** Any destructive explosive device capable of causing bodily harm, great bodily harm, death or property damage. It includes military ordnance, commercial explosives, improvised explosive devices, and certain incendiary devices. It does not include ammunition for any rifle, shotgun, pistol, or most fireworks.
- B. **CIVIL DISTURBANCE:** An unlawful assembly that constitutes a breach of the peace or any assembly of persons where there is imminent danger of collective violence, destruction of property, or other unlawful acts.
- C. **UNUSUAL INCIDENT OR DISASTER:** Any natural or man-made event, or any other hazardous occurrence of unusual or severe effect, threatening or causing extensive damage to life and/or property and requiring extraordinary measures to protect lives, meet human needs, and achieve recovery.
- D. **ACTIVE SHOOTER:** An active shooter incident is different than a hostage or barricaded subject situation. In an active shooter incident, the suspect(s)'s activity is immediately causing death or serious bodily harm. The situation is dynamic in that the suspect's activity is not contained, and there is immediate risk of death or serious injury to potential victims. A hostage or barricaded subject incident is a static situation; whereas, an active shooter incident is a dynamic situation requiring immediate tactical intervention from on-scene police personnel.
- E. **BARRICADED PERSON:** Incident in which one or more persons take refuge at a location and either use or threaten to use force to resist apprehension attempts. Generally, this situation differs from a hostage situation, only in that a hostage has not been taken.
- F. **FIELD COMMAND POST:** A temporary base of operation for the field supervisor strategically located relative to the scene of the incident, in a safe position. It is used for establishing communications, deployment of personnel, and generally managing the situation. Changing conditions or discovery of other available facilities may result in a change of location. A protracted situation may require establishment of a more permanent command post with more complete facilities and amenities.

- G. **HOSTAGE NEGOTIATION TEAM:** Selected members of the Ozaukee County Special Response Team (SRT) who have been specially trained to negotiate in hostage type situations.
- H. **HOSTAGE SITUATION:** Incident in which one or more persons take and unlawfully hold other persons against their will by the use or threat of use of force. The perpetrator may subsequently make demands to secure freedom or other items, using the hostages as a bargaining tool.
- I. **SNIPER SITUATION:** Incident in which a person or persons, with firearms, take some vantage point or position for the purpose of intentionally endangering the lives of others for a variety of reasons.
- J. **INCIDENT COMMANDER (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.
- K. **UNIFIED COMMAND:** An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command, often the senior person from agencies and/or disciplines participating in the Unified Command, to establish a common set of objectives and strategies and a single incident Action Plan.

III. COMMAND AND CONTROL

A. Incident Command

1. The ranking supervisor or Officer-in-Charge (OIC) at the scene shall assume command of the incident unless relieved by a higher-ranking officer in the Chain of Command. The Incident Commander is responsible for command and coordination of all resources at the scene, including personnel and resources from other agencies. For events involving multiple disciplines, a Unified Command should be established.
2. The supervisor or Officer-in-Charge shall establish a command post and institute the Incident Command System. The Supervisor or Officer-In-Charge shall act as the incident commander until relieved by a ranking authority.
3. The Incident Commander shall exercise command and control over all resources committed to the incident and is therefore responsible for the coordination of personnel and equipment. The Incident Commander is also responsible for coordinating recovery efforts with Emergency Management personnel and preparing for demobilization.

4. The Department will provide annual training on the Incident Command System for all personnel.

B. Supervisor Protocol

1. When confronted with a disaster, emergency, or other critical incident the on-scene supervisor should follow this basic outline to help establish control of the situation.
 - a) Determine scope of incident (casualties/damage) and whether the incident has the potential to expand or escalate.
 - b) Establish a command post near the scene. Institute the Incident Command System (ICS) and establish additional assignments as necessary.
 - c) Establish a perimeter, identify safe entry/exit routes, and provide for necessary traffic control. Commence primary police services. Protect critical facilities and resources where appropriate.
 - d) Determine communications needs, which may include the use of restricted frequencies or talk groups and require interoperability with responding agencies.
 - e) Determine manpower needs: immediate needs, long-term needs, and maintenance of police coverage of unaffected areas. Mutual aid, S.M.A.R.T., and mobilization of off-duty personnel should be considered when necessary. Make appropriate emergency notifications.
 - f) Determine equipment needs and availability. If necessary equipment is not available, it may be requested from other agencies or rented/purchased upon approval of the Chief of Police or his designee. Determine transportation needs and arrange for transportation of officers from staging area to assignments, when necessary.
 - g) Assign a Public Information Officer (PIO) to provide media briefings, fulfill basic public information duties, and help maintain positive community relations.

- h) Assign a liaison to coordinate with involved agencies. As needed, assign the Court Officer or other liaison to coordinate with the District Attorney's Office on matters of prosecution and legal authority.
- i) Establish procedures for returning to normal police operations once the incident has ended. Includes site clean-up or security, accounting for and release of personnel and equipment, and assignment of any post-occurrence duties. Ensure that all necessary reports are completed and prepare an after-action report, if requested.

IV. UNUSUAL INCIDENTS OR DISASTERS

A. In the event of a natural or man-made disaster, all radio communications shall be restricted to a designated frequency/talk group for use by all personnel involved in the coordination of disaster control and recovery procedures.

B. Duties of the first officer on the scene:

1. Primary Tasks:

- a) Observe and evaluate the nature and scope of the disaster.
- b) Provide an assessment of the disaster to the Ozaukee County Dispatch Center, on-duty officers, and supervisor(s).

2. Only when the above primary tasks are completed and thoroughly executed, should officers become involved in actual control measures.

C. Duties of the supervisor or Officer-In-Charge after primary tasks have been completed.

- 1. Assume command of the incident unless directly relieved by higher authority.
- 2. Immediately identify the area of greatest danger and communicate to other responders.
- 3. Establish an inner perimeter to control and contain the incident.
 - a) Perimeter control shall be maintained and a situation map detailing key locations shall be developed for use by all involved personnel.
 - b) Bystanders and non-involved groups shall be directed to leave the area.

- c) Only authorized emergency personnel/vehicles shall be permitted to enter the disaster zone.
 - 4. Establish an outer perimeter for crowd control, and to control movement of resources to and from the scene. The outer perimeter shall:
 - a) Encircle the inner perimeter at a safe distance.
 - b) Provide for re-routing of traffic and emergency access routes.
 - c) Provide space for staging area, triage center, media briefing center, etc.
 - 5. Establish a Command Post.
 - a) Cooperatively, the ranking on-scene police, fire, EMS, and Emergency Management supervisors should establish a joint Command Post.
 - b) The Command Post should be located within the outer perimeter.
 - c) The use of situation maps in the Command Post can be helpful to clearly show the deployment of personnel and other resources.
 - 6. Establish a staging area for the management of responding resources.
 - a) Located close to, but a safe distance from the Command Post and incident site for responding personnel and equipment to assemble, be briefed, and stand-by while awaiting orders to respond.
 - b) Designate someone to control all staging area activity, and to document such activity.
 - c) Identify and request additional resources, as necessary.
- D. Assessment of the incident shall be communicated to all involved personnel, including:
- 1. Location of the emergency
 - 2. Type of emergency
 - 3. Size of involved area
 - 4. Number of casualties
 - 5. Type of structure(s) involved

6. Additional assistance required
- E. Casualty Information: Casualty figures including known dead or injured may be released to the media by the Public Information Officer. Names and/or addresses or other identifying data pertaining to casualties shall **not** be released until confirmed notification of next of kin, and then only with the approval of the Coroner and/or the Chief of Police or his designee.
- F. Community Relations/Public Information: Media briefings shall be conducted by the Public Information Officer. Briefings shall be conducted at a predetermined location and time. Briefings shall include:
 1. Imminent or present hazards to the public
 2. Casualty figures
 3. Property damage
 4. Warnings against looting or other criminal acts
- G. Other agency support: Mutual aid support from other law enforcement agencies shall be requested by the Incident Commander as needs arise.
- H. Military Support: Military support may be requested through the Office of Emergency Government under the following conditions:
 1. Supplement local police resources for traffic control, evacuation, and stabilization.
 2. Provide emergency communication.
 3. Provide special equipment.
 4. Provide additional security.
- I. Public facility security: Fixed security posts shall be established at designated locations when required.
- J. Traffic Control
 1. During a disaster, traffic control will become a serious problem. Emergency lanes must be kept open for police, fire, and rescue. Crowds must be kept away. The problem of traffic control may be compounded by the need for officers to provide more necessary services. While traffic control is a police function and responsibility, it may be delegated to other personnel.

2. Traffic should be rerouted to bypass the emergency area. Only persons with a vital interest shall be permitted access. The media shall be notified and requested to warn drivers and spectators to avoid the area.
- K. Equipment Requirements: Resources are available from various sources to assist during and after a disaster. Besides the City's existing resources, personnel and equipment may be acquired from other government agencies and private contractors. Careful records must be maintained as to persons, equipment, and supplies used, time needed or present, and agreed upon terms and authorizations.
- L. Transportation: The scale and type of the emergency may necessitate movement of persons in varying numbers.
- M. De-escalation Procedures
1. The duration of an emergency will determine the length of time that restrictions are imposed. Once the immediate emergency has been managed, limited access to an affected area may be necessary. The media may assist by making announcements of changing conditions or for special requests. Entry into the involved area will depend upon conditions as viewed by the Incident Commander. Entry criteria for limited access shall be:
 - a) Residents with valid identification
 - b) Public utility employees
 - c) News media with proper identification
 - d) Owners and managers of businesses
 - e) Others, as designated.
 2. When the incident has been de-escalated, efforts shall be made to relieve support personnel of their duties. In addition, scheduling shall be arranged in a manner aimed at returning to normal operations.
- N. Rumor Control: Factual and necessary information must be provided to the public through the media to help minimize harmful rumors in a time of emergency. The Public Information Officer shall attempt to control rumors through the timely release of accurate and factual information to the media.
- O. Availability for Command: The Chief of Police shall be in command and have control over all civil law enforcement resources committed during an unusual incident. When absent, the chain of command will be followed.

P. Post-occurrence Duties: Numerous duties need to be managed in the aftermath of a disaster, including the following:

1. Re-supply of expended materials
2. Repair of damaged equipment
3. Replacement of lost or missing items
4. Resumption of normal activities
5. Post incident de-briefing

Q. After Action Reports: As much as possible, reports are to be completed throughout the incident. As soon as practical after the emergency, the staff shall meet for a critique of the incident. Problems encountered during the incident will be discussed. A final report shall include the specific functions that were performed by the police department and an analysis of both the efficiency and effectiveness of the police response.

V. ACTS OF TERRORISM

A. The same procedures as outlined in IV. UNUSUAL INCIDENTS OR DISASTERS will be followed.

B. Contact Southeastern Wisconsin Terrorism Alert Center (STAC) at (414)935-7767 and FBI Milwaukee Joint Terrorism Task Force at (414)276-4684.

VI. CIVIL DISTURBANCES

A. Officers may encounter various situations in which there is public disorder or acts of violence. Officers shall attempt to preserve order and protect persons and property by using those resources that are available.

B. Officers will try to preserve the peace and decrease the likelihood of disorder when dealing with potentially disruptive situations. The protection of property and apprehension of persons violating laws will be attempted when it is reasonable to do so.

C. Upon arriving at the scene of a disorderly group, officers should immediately try to assess the situation and inform the Ozaukee County Dispatch Center. If the group does not appear to present a serious threat to the officers, an attempt should be made to resolve the call in a peaceful manner, without escalating the situation.

D. The on-scene supervisor or Officer-In-Charge must weigh the effects of taking enforcement action by considering the following:

1. The potential of further disorder
 2. The safety of personnel
 3. The severity of the law violations
 4. The resources available
- E. The on-scene supervisor or Officer-In-Charge must then consider the following response:
1. Communicating with participants in an attempt to end the situation non-violently. This may need to be done in a non-threatening manner.
 2. Selectively arresting law violators.
 3. Withdrawal from the immediate scene when resources are not readily available to safely and effectively control the situation.
 4. Request Mutual Aid from neighboring agencies and/or activate a S.M.A.R.T. callout as may be necessary.
- F. When the group is involved in violence or destructive behavior beyond the immediate capability of the responding officers, additional assistance shall be requested. Crowd behavior at this point may be considered riotous, which is characterized by:
1. Breakdown in normal social order.
 2. Mass acts of disorderly conduct.
 3. Mass resistance to authority.
- G. In the event of a large scale riot, the procedures outlined in the Unusual Incidents or Disasters section of this order shall be followed.
- H. After-Action Reports: Necessary reports are to be completed and reviewed once the crisis has ended. A report of the causes and results of the disturbance must be prepared for administrative review. As soon as possible following resolution of the crisis, the staff shall meet for a critique of the incident. A final report shall include the causes and results of the disturbance, and what corrective actions must be undertaken to minimize the potential for future occurrences.

VII. MASS ARRESTS

- A. During the course of civil disturbances, it may be necessary to make arrests of numerous individuals over a relatively short period of time. In order for this process to be managed efficiently, safely and legally, the OIC should ensure that:
1. An arrest team is designated to process all prisoners for purposes of transportation.
 2. An adequate number of vehicles are made available to remove the prisoners to the Ozaukee County Jail.
 3. An adequate secure area is designated in the field for holding prisoners after initial booking and while awaiting transportation.
 4. All arrested individuals are searched, photographed, and properly identified prior to transportation to the Ozaukee County Jail for formal booking.
 5. All injured prisoners are provided medical attention prior to being booked.
 6. All arrested juveniles are handled in accordance with this department's procedures for the arrest, transportation, and detention of juveniles.
 7. All evidentiary items and weapons taken from arrestees are processed in accordance with this department's policy on the preservation and custody of evidence.

VIII. BOMB THREATS AND EMERGENCIES

- A. Whether receiving a bomb threat directly, or through a third party, department personnel must attempt to obtain the following information:
1. The address and specific location of the bomb,
 2. The time of the threat,
 3. The time of planned detonation,
 4. The type of bomb,
 5. The type of threat, or motive (ransom, forced building closure, revenge, etc.),

6. How the threat was received (phone, mail, note, computer, etc.),
7. Any caller description: voice characteristics, accent, sex, age, race, excitement level, rate of speech, background noises, etc.).

B. Police Response

1. The supervisor or Officer-In-Charge shall be immediately notified of the incident. The property owner shall be notified if the threat was not received by them directly.
2. Initially, a field supervisor and a minimum of two patrol units shall be sent to the scene.
3. The on-scene supervisor or Officer-In-Charge shall determine the need for a fire department and EMS response.
4. The use of mobile, portable radios, and cell phones should be avoided in the immediate threat area.
5. Evacuation of privately owned property is the sole responsibility of the person in charge of the property. School building administrators will make evacuation decisions regarding school facilities.
6. Other public buildings and any building where a bomb, or suspected bomb is found, shall be evacuated.
7. When an evacuation occurs, all civilian personnel must remain behind an outer perimeter established a minimum of 1000 feet in radius from the suspected bomb. Officers should always be aware of the possibility of the existence secondary devices.
8. When a bomb threat specifies a detonation time and a building is evacuated, evacuees shall remain behind the outer perimeter for a minimum of 30 minutes beyond the declared detonation time.
9. NOTE: Whenever a bomb emergency exists, or a bomb threat evolves into an emergency, the on-scene supervisor shall institute the procedures outlined in the unusual incidents or disasters section of this Order.
10. If a search of the building is conducted, officers shall enlist the aid of someone familiar with the building that can identify out of place or unfamiliar items. Searches shall be slow and methodical. Start at the building's perimeter, and work upward from the lower floors. Avoid the use of radio transmissions or any devices that could trigger a bomb electronically.

11. Whenever a suspected bomb is found, no one, including officers, shall touch or in any way interact with the device. Personnel shall retreat to an area of safety.
- C. The Port Washington Police Department has no bomb squad. Handling of suspect objects shall only be conducted by qualified bomb/explosives technicians. The Milwaukee County Sheriff's Office Explosive Ordnance Disposal (EOD) Unit shall be called to process and handle suspect objects or bombs.
- D. After any bomb related emergency, members of the Department's Evidence Technician Team shall work in concert with any other involved agencies to collect related evidence and thoroughly investigate the incident.

IX. Hostage/barricaded person situations

- A. The primary objective of the department in hostage and barricaded person incidents is the preservation of lives.
- B. The secondary objectives shall be:
 1. Apprehension of suspects
 2. Recovery of property
- C. First Officer: The first officer on the scene who determines that a hostage/barricade situation is developing and that it is not an active shooter incident, shall take the following actions:
 1. Notify the Ozaukee County Consolidated Dispatch Center of the situation and request the Officer in Charge to respond to the scene,
 2. With the assistance of other officers, first establish an inner perimeter; then an outer perimeter. The inner perimeter is used to contain the subject; the outer perimeter is used to restrict access to the scene.
 3. Effect the removal of innocent bystanders or persons from the danger area with due respect for the safety of all concerned. Injured persons shall receive first priority.

D. Officer in Charge: The Officer in Charge upon arrival shall be the Incident Commander and remain so until relieved by higher authority. The Incident Commander shall assess the situation and request additional personnel and resources as needed, to take the following actions:

1. Establish a field Command Post. All personnel responding shall report to that location. The Command Post should be located as close to the scene as possible, without being in danger. Considerations for the Command Post site should include availability of telephone communications, convenience, and shelter. A tactical briefing shall be held to ensure that all parties involved are organized and current on available information.
2. Verify the outer perimeter. Exclude all non-essential traffic while ensuring that all vehicles are parked in a manner so as not to obstruct the passage of emergency vehicles.
3. Notify the Chief of Police and/or his designee and report the existence of a potential SRT situation. Approval for activation of the Ozaukee County SRT shall be the decision of the Chief of Police or designee, if time permits.

E. In the event of a critical emergency, and providing neither the Chief of Police nor designee is able to be contacted, the Officer in Charge shall make the decision whether or not to request the Ozaukee County SRT, based on the following criteria:

1. The suspect/s is probably armed.
2. The suspect/s is believed to have been involved in a criminal act or is a significant threat to the lives and safety of citizens and/or police.
3. The suspect/s is in a position of advantage, affording cover and concealment; or is contained in an open area and the presence or approach of police officers could precipitate an adverse reaction by the suspect.
4. The suspect/s has refused to submit to an arrest, or has not responded to attempts at communication by the police.

F. Upon a decision to activate the Ozaukee County SRT, the Officer in Charge shall request activation/call-out of the Ozaukee County Sheriff's Department SRT through the Ozaukee County Consolidated Dispatch Center for our department.

- G. The Incident Commander shall remain responsible for command and coordination of all resources at the scene, including personnel and resources from other agencies. For events involving multiple disciplines, a Unified Command shall be established.
- H. The department Incident Commander retains responsibility for decisions related to the following:
 - 1. All decisions relating to department policy.
 - 2. The use/deployment of department manpower.
 - 3. Approval of a tactical resolution of the incident by the tactical (SRT) unit.
 - 4. When/if to break off negotiations.
 - 5. When/if to allow a situation to become mobile, including provisions for chase/surveillance vehicles and control of travel routes.
- I. Request Support Units: Medical, fire and Emergency Management personnel, and equipment shall be requested. All responding resources shall be directed to stand by in a secure staging area in the event they are needed.
- J. Tactical Plan: When the tactical plan has been developed and approved, and all specific personnel are in place, the Ozaukee County SRT team's Hostage Negotiators will attempt to make contact with the subject. Negotiation Team members will attempt to make direct contact with the subject. Once contact is established, negotiators will attempt to resolve the situation and bring it to a peaceful conclusion. Permissible topics of negotiation include items such as food, drink and similar comfort items. Permitting additional persons, weapons, and ammunition into the subject's area shall not be permitted.
- K. Tactical Command: If negotiations are unsuccessful, and the Incident Commander determines that the use of force is necessary, the Incident Commander shall turn execution of the decision over to the SRT leader who will direct the operation.
- L. Public Information Officer: Refer to Public Information Policy.
- M. After-Action Reporting: Following resolution of the situation, the Incident Commander shall submit to the Chief of Police, a written critique of the operation including a summary of the incident, resources used, and facts supporting operational decisions made.

X. SEARCH, RESCUE, AND RECOVERY TEAMS

- A. Search and Rescue teams are specially trained units and/or volunteers who are available to assist 1st responders at incidents that often require special, technical rescue capabilities when there is a chance to save life. These units are primarily used in the case of missing children, adult wanderers, or those afflicted with dementia or Alzheimer’s disease.
- B. Search and Recovery teams are trained teams called upon when life-saving is no longer the goal, to assist in the recovery of victims. Such teams may also be used to assist law enforcement in the gathering, documenting, and preservation of evidence at the scene of such occurrences. An example of a Search and Recovery team function is locating and recovering the body of a drowning victim and related evidence.
- C. The Port Washington Fire Department shall be requested whenever the assistance of either a Search and Rescue or Search and Recovery team is required.

XI. EQUIPMENT INSPECTION AND ANNUAL POLICY REVIEW

- A. Any special department equipment with the potential for use in unusual circumstances, including the Emergency Operations Center, shall be inspected and tested quarterly for operational readiness. Inspection reports will be turned in to the Chief of Police. Some of this equipment is carried in marked squad cars, and inspections will be conducted by Shift patrol supervisors.
- B. The Chief of Police or the Chief’s designee will conduct an annual review of the City of Port Washington’s Emergency Management Plan and shall update the plan as necessary to ensure all procedures are in accordance with the needs of the department.

APPROVED:

DATE:



4/1/20

Chief Kevin Hingiss

Revised 4/1/20
 Revised 5/22/19
 Revised 7/12/16
 Revised 12/2/14

Revised 5/13/10

Ozaukee County Sheriff's Office

MEMORANDUM

TO: ALL PERSONNEL

FROM: CAPT. HERMANN

DATE: 10-30-19

SUBJECT: OZSO Unmanned Aerial Vehicle (UAV) Call-Out Procedure

The Ozaukee County Sheriff's Office has two Unmanned Aerial Vehicles (UAVs) available for use. The UAVs may be utilized to enhance the department's mission of protecting lives and property when other means and resources are not available or are less effective. Any use of a UAV will be in strict accordance with constitutional and privacy rights and Federal Aviation Administration (FAA) regulations.

MINIMUM FLIGHT CREW REQUIREMENTS

Due to the nature of the law enforcement mission and the clear distinction between air crew responsibilities, the minimum crew on ALL law enforcement missions will require one remote Pilot-in-Command (PIC), and one Visual Observer (VO).

In general terms, calls are prioritized as follows (listed in order of importance):

1. In-progress calls involving a threat to the safety of any person
2. Search and rescue of innocent victims
3. Searches for fleeing criminal suspects
4. Surveillance of criminal suspects
5. Requests to support other agencies
6. Accident reconstruction
7. Photo flights

CALL OUT PROCEDURE

1. All flights will be approved by the on-duty Supervisor, UAV Program Coordinator, EM Director or EM Deputy Director and will follow OZSO policies/procedures, and FAA guidelines.
2. OZSO, and other agencies' personnel, requesting UAV Unit support for planned events should submit the request to the UAV Supervisor at least 5 working days in advance of the event to plan for flights.
3. Requests for immediate support of unplanned events shall be made to the Ozaukee County Sheriff's Office Dispatch via telephone, radio, or in-person. The decision to respond on-call UAV personnel will be made by the on-duty OZSO supervisor after consultation with any UAV Unit Pilot.
4. Once a request for UAV response has been approved, the supervisor or designee will notify the pilots and observers. If there is no pilot or observer available on-duty, Dispatch will notify Drone Team Members via IamResponding or AlertSense in order to locate an available pilot and visual observer. Details of the mission and staging location should be listed in the call-out page. Upon notification, members should select the appropriate response code in IamResponding. The UAV

Program Coordinator, EM Director or EM Deputy Director will be responsible to choose the pilot and observer who will respond.

5. Upon being directed to respond to an incident, the UAV pilot will retrieve the aircraft and respond to the identified staging area. The remote Pilot-In-Command (PIC) must meet with the on-duty Supervisor or Incident Command to determine the mission parameters.
6. Whenever possible, only the Pilot-In-Command (PIC) and the Visual Observer (VO) will occupy the flight operations area. All other personnel will observe from a distance that discourages conversational communication with the remote PIC and VO.

THE UAV DOES NOT FLY IN THE RAIN OR SNOW