

# SUBURBAN MUTUAL ASSISTANCE RESPONSE TEAMS

## *DEFINITIONS AND OPERATING PROCEDURES*

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### **PURPOSE**

The Suburban Mutual Assistance Response Teams (S.M.A.R.T.) is a law enforcement mutual aid system operating in Southeastern Wisconsin (Jefferson, Milwaukee, Racine, Walworth and Waukesha Counties).

The purpose of S.M.A.R.T. is:

1. To provide immediate extra law enforcement officers and equipment at the scene of law enforcement emergencies.
2. To provide for automatic and systematic response of law enforcement officers.
3. To provide for contractual responsibilities and liabilities.
4. To provide broad area coverage.
5. To foster a cooperative spirit for law enforcement emergency planning.
6. As a general rule, mutual aid personnel will supplement the requesting agency's forces, and as such, should not be assigned to hazardous duties when adequate personnel from the requesting agency exists.

S.M.A.R.T. does not relieve a community of its responsibility to provide adequate personnel and equipment for day- to-day law enforcement operations. Each community has its first line of defense and its reserves. A community may only resort to S.M.A.R.T. when a law enforcement emergency has caused its law enforcement agency to exceed its own routine capabilities.

### **DEFINITIONS**

*Aiding Agency* - An agency furnishing law enforcement officers and equipment to a requesting agency.

*Incident* - A situation that potentially threatens or causes loss of life and/or property or exceeds the physical and organizational capabilities of a law enforcement agency. Generally, the word "Incident" within this document refers to situations (emergencies) connected to a law enforcement response to severe storms, floods, hazardous material incidents, transportation accidents, large fires, public disorders, major crimes, barricaded subjects, hostage situations, searches, traffic control, terrorist activities, dignitary protection, and other similar occurrences.

Mutual Aid - A prearranged written agreement and plan whereby regular response and assistance is provided in the event of incidents from a requesting agency by the aiding agency in accordance with the law enforcement incident assignments as developed by the Police Chiefs/Sheriffs of the participating law enforcement agencies.

S.M.A.R.T. Dispatcher - Pre-determined law enforcement communications centers responsible for the coordination and assignment of law enforcement mutual aid personnel under this plan. The Primary Dispatch Center (West Allis P.D.) will handle most requests for mutual aid. The Alternate Dispatch Center (Menomonee Falls P.D.) will handle the activities should the primary dispatcher become involved in an incident or be unavailable.

Police Incident Area - A geographic area in which a Police Incident Location exists.

Police Incident Assignment Sheet - A form used by S.M.A.R.T. dispatchers to record the response to a mutual aid request.

Police Incident Card - A printed form containing details of personnel to respond to a specific law enforcement plan level request. It includes a series of law enforcement response levels (Plans) designed to meet the needs of varying degrees of incidents (emergencies).

Law Enforcement Officer - Any person as defined in Section 165.85(2)(c), Wis. Stats., and who is on full and unrestricted duty status.

Squad Car - A law enforcement vehicle that is equipped with mounted or portable warning lights and has communications equipment.

Staging Area - A predetermined location outside the immediate incident area where law enforcement personnel and equipment will assemble.

Staging Area Coordinator - An officer assigned to coordinate activities at the staging area.

### **THE POLICE INCIDENT CARD**

The Police Incident Card consists of a series of personnel response levels designed to meet the needs of varying degrees of emergencies. At the same time, the plan insures that aiding agencies maintain adequate personnel levels in their own communities.

A S.M.A.R.T. Level 1 Incident requires five (5) law enforcement officers to respond to a staging area. If an incident continues to escalate and more personnel are needed, the aiding agency can initiate additional levels. Each level brings five (5) additional officers and squad cars to the staging area.

The Police Incident Card contains the following information:

1. Agency Name and Phone Number - The name and phone number of the agency for which the Police Incident Card was developed.
2. Police Incident Assignments – A chart which lists thirteen (13) Police Incident Plan levels.
3. Police Incident Staging Areas - A listing of locations (staging areas) within the jurisdiction. Each area is identified by a unique designator. A staging area name, address and location description is provided for each staging area.

### **REQUESTING A S.M.A.R.T. RESPONSE**

1. Agency designated personnel are authorized to request a S.M.A.R.T. response of any level which, in their opinion, is required to bring a situation under control.
2. After determining the scope of the incident and Plan level needed to bring the situation under control, the requesting community, through its law enforcement dispatcher, will immediately contact the S.M.A.R.T. Primary Dispatch Center (West Allis P.D.) by telephone (414-302-8000) and provide the following information:
  - A. THE NAME OF THE REQUESTING AGENCY AND SUPERVISOR.
  - B. THE POLICE INCIDENT STAGING AREA NUMBER REQUESTED.
  - C. THE POLICE INCIDENT PLAN LEVEL REQUESTED.
  - D. THE NATURE OF THE INCIDENT.
  - E. ANY OTHER SPECIAL DETAILS OR INSTRUCTIONS FOR RESPONDING PERSONNEL.
3. Extraordinary Events

Pre-approval by the President of SMART or his/her designee is required for activation of SMART for any preplanned extraordinary events (i.e. dignitary protection). The President will take into account the requesting agencies resources and that County's Sheriff Office has also been depleted by the same event and they are not able to fill the need of the requesting agency.

### **S.M.A.R.T. DISPATCHER RESPONSIBILITIES**

1. If the Primary S.M.A.R.T. Dispatch Center (West Allis) community is involved in the incident or is unavailable, the Alternate S.M.A.R.T. Dispatch Center (Menomonee Falls) will assume responsibility for coordinating the notifications.
2. The S.M.A.R.T. Dispatcher will check the corresponding Police Incident Card and notify those departments due to respond to the requesting agency's incident by means of the preformatted TTY message. Be sure to type "URGENT" as the first word on the reference tab for each administrative message.

### **CANCELLATION OF S.M.A.R.T. CALL-OUT**

Prior to the arrival of any or all of the SMART officers requested, the requesting agency Incident Commander or their designee will notify the SMART dispatch center by phone the need to cancel the response.

Once notification has taken place, The Center will immediately send a group administrative message to the responding agencies. The content of the preformatted message is:

"If your Department was requested to respond to a SMART call-out today at the \_\_\_\_\_ P.D. at approximately \_\_\_\_\_ you can cancel your responding squad.

If you have any questions regarding this cancellation contact \_\_\_\_\_ P.D. Direct any and all questions or comments to the requesting agency and only that agency."

### **AIDING AGENCY DISPATCHER RESPONSIBILITY**

1. **SMART Incident Assignment TTY Request (NOT A TEST)**  
Primary SMART dispatch center - West Allis has established a preformatted message as the official means of notification of an actual SMART Incident Assignment Request (NOT A TEST).
2. Aiding agencies that receive the Incident Assignment Request message will be required to acknowledge or respond by TTY that they have received the notification and actually can or cannot deploy one of their squads to the staging area to satisfy the actual callout requirement. It is consistent with the goals and the spirit of the SMART organization agreement that the TTY response will occur within **5 minutes of receipt**.

**If no response is received, the SMART dispatch center will follow up with a phone call at that point to clarify that the original TTY was received by the aiding agency.**

### **PROCEDURES FOR RESPONDING TO A REQUEST BY OFFICERS**

1. Unless otherwise directed, each law enforcement officer assigned to respond to a Police Incident will respond in uniform in a squad car. No law enforcement officer will respond to a mutual aid request unless directed by his/her agency.
2. **ALL RESPONSES BY AIDING AGENCIES SHALL BE NON-EMERGENCY ONLY! NO EXCEPTIONS.**
3. Responding law enforcement officers shall be properly equipped for extended duty and changing weather conditions.

### **RADIO COMMUNICATIONS**

Interoperability is a critical issue at any major event and shall be the responsibility of the requesting agency. Agencies should be cognizant of the disparate radio systems as identified on their Police Incident Cards. It is incumbent that each agency pre-plan for these instances. The communication plan should be initiated after the officer's arrival at the staging area and upon the command of the Staging Area Coordinator.

### **OPERATIONS AT THE STAGING AREA**

1. The requesting agency will assign an officer to act as the Staging Area Coordinator. The Staging Area Coordinator will report to the Staging Area and deploy the S.M.A.R.T. personnel as requested by the Incident Commander.
2. The staging area coordinator will create and maintain an assignment record for officer safety and accountability purposes.
3. The responding personnel shall remain at the staging area until deployed or released by the staging coordinator.
4. The staging area coordinator is in command of the staging area, and all responding officers are under the command of the staging area coordinator. Once deployed to a specific task, that officer shall then be under the command of the Incident Commander or designee.

### **OPERATIONS AT THE EMERGENCY SITE**

1. The initial responsibility of the requesting agency at the incident site is to evaluate the extent of the emergency situation and take immediate steps to insure that adequate law enforcement personnel and equipment are made available.

2. The Incident Commander of the requesting agency shall assume full responsibility and command for operations at the scene. The Incident Commander will assign personnel and equipment of the aiding agency to positions when and where he/she deems necessary. Some suggested uses of mutual aid personnel are:
  - a. Provide care and aid to injured
  - b. Search and rescue operations
  - c. Evacuation
  - d. Traffic and crowd control
  - e. Perimeter security
  - f. Maintain regular law enforcement service
3. As a reminder, mutual aid personnel will supplement the requesting agency's forces, and as such, should not be assigned to hazardous duties when adequate personnel from the requesting agency exists.
4. Due to differences in ten-signals, plain text will be used in contrast to codes and ten-signals.
5. When possible, the Incident Commander or his/her designee should call the responding agency and advise how long they will be keeping their personnel.

#### **TERMINATING A S.M.A.R.T. RESPONSE**

1. The Incident Commander of the requesting agency shall insure that mutual aid personnel are released and returned to duty in their own communities as soon as the situation is restored to the point which permits the requesting municipality to satisfactorily handle it with its own resources.
2. Whenever the Incident Commander determines S.M.A.R.T. officers are no longer needed, the Incident Commander shall terminate the S.M.A.R.T. response. Notice of said termination shall be made to the S.M.A.R.T. dispatcher.
3. The order in which personnel are returned to duty in their own communities is at the discretion of the Incident Commander.

## **TESTING PROCEDURES**

It is very important to test the system and ensure that the many different agencies and their employees have a keen understanding on how to request and respond to a request. Therefore, it is important to practice the process and at times the actual response.

The organization has established a monthly test of the request portion of the process. This will be conducted once a month within the system. Bi-annual tests of the actual physical response shall also been established. Those testing procedures are outlined below.

### **1 Monthly TTY Test**

The primary and secondary dispatch centers for the organization will be responsible for conducting the monthly TTY test. The centers will advise the President of problems or issues encountered with each test.

Primary S.M.A.R.T. dispatch center (West Allis) has established a preformatted message as the official means of notification for the monthly test. The text message will be sent to all of the Level 1 and 2 aiding agencies identified on the requesting agency's "Police Incident Card".

Aiding agencies that receive the monthly TTY test message will be required to acknowledge or respond by TTY that they have received the notification and would or would not have been able to send a squad if this would have been a real activation. No other action is needed by the aiding agency. It is consistent with the goals and the spirit of the S.M.A.R.T. organization agreement that the TTY response will occur within **5 minutes of receipt**.

If no response is received, the S.M.A.R.T. dispatch center will follow up with a phone call at that point to clarify that the original TTY was received by the aiding agency.

### **2. Physical Response SMART Test (mandatory squad response to staging area)**

Each agency will take a turn as the host agency for this Physical Response Test. A summary of the test will be completed by the testing agency and results presented at the next meeting of the members. It is important to actually deploy the responding agencies and test the radio communications with each of the units before their release.

Primary S.M.A.R.T. dispatch center (West Allis) has established a preformatted message as the official means of notification of the semi-annual Physical Response S.M.A.R.T. test. This preformatted message is uniquely marked at the top from other S.M.A.R.T. messages to avoid undo confusion.

Aiding agencies that receive the Physical Response S.M.A.R.T. Test message will be required to acknowledge or respond by TTY that they have received the notification and actually deploy one of their squads to the staging area to satisfy the Physical Response S.M.A.R.T. test requirements. It is consistent with the goals and the spirit of the S.M.A.R.T. organization agreement that the TTY response will occur within **5 minutes of receipt.**

If no response is received, the S.M.A.R.T. dispatch center will follow up with a phone call at that point to clarify that the original TTY was received by the aiding agency.



**MONTHLY TTY TEST TEMPLATE**

**--COMMUNICATIONS CENTER—TTY Response required within 5 minutes**

Reference:     Monthly S.M.A.R.T. Test (TTY only)

Requesting Agency: \_\_\_\_\_

Supervisor Requesting Response: \_\_\_\_\_

Staging Area: \_\_\_\_\_ (check S.M.A.R.T. Manual for detailed location)

Response Level: \_\_\_\_\_

Incident Description: TTY TEST ONLY \_\_\_\_\_

Special Instructions:

\*Traffic problems: \_\_\_\_\_

\*Equipment needed: \_\_\_\_\_

**\*\*Dispatch, please respond immediately by TTY to acknowledge receipt and whether or not your agency would have been able to send a marked squad as required.**

Any pertinent questions regarding this TTY, please call \_\_\_\_\_

Dispatcher: \_\_\_\_\_

**PHYSICAL RESPONSE TEST TEMPLATE**

**--COMMUNICATIONS CENTER--TTY Response required within 5 minutes**

Reference:  Physical Response S.M.A.R.T. Test (Mandatory response to staging area)

Requesting Agency: \_\_\_\_\_

Supervisor Requesting Response: \_\_\_\_\_

Staging Area: \_\_\_\_\_ (check S.M.A.R.T. Manual for detailed location)

Response Level: \_\_\_\_\_

Incident Description: PHYSICAL RESPONSE TEST, Squad to be sent to staging area.

\_\_\_\_\_

\_\_\_\_\_

Special Instructions:

\*Traffic problems: \_\_\_\_\_

\*Equipment needed: \_\_\_\_\_

**\*\*Dispatch, please respond immediately by TTY to acknowledge receipt of this message as well as if your agency will or will not be able to send a marked squad as required.**

Any pertinent questions regarding this TTY, please call \_\_\_\_\_

Dispatcher: \_\_\_\_\_

**INCIDENT ASSIGNMENT REQUEST TEMPLATE**

**--COMMUNICATIONS CENTER—TTY Response required within 5 minutes**

Reference:     S.M.A.R.T. Incident Assignment Request (NOT A TEST)

Requesting Agency: \_\_\_\_\_

Supervisor Requesting Response: \_\_\_\_\_

Staging Area: \_\_\_\_\_ (check S.M.A.R.T. Manual for detailed location)

Response Level: \_\_\_\_\_

Incident Description: \_\_\_\_\_

Special Instructions:

\*Traffic problems: \_\_\_\_\_

\*Equipment needed: \_\_\_\_\_

**\*\*Dispatch, please respond immediately by TTY to acknowledge receipt of this message as well as if your agency will or will not be able to respond with a marked squad and ETA.**

**Any pertinent questions regarding this TTY, please call \_\_\_\_\_**

*History:*

Adopted: 5/94

Revised: 9/94

Revised: 6/00

Revised: 4/06

Revised: 10/07

Revised: 10/08

Revised: 02/14

**UW-WHITEWATER  
WPD  
262-473-0555**

**SUBURBAN MUTUAL ASSISTANCE RESPONSE TEAMS  
POLICE INCIDENT CARD**

<b>LEVEL 1</b>	Whitewater <b>WPD</b> 262-473-0555	<u>Walworth Co</u> <b>WWSO</b> 262-741-4401	Jefferson Co. <b>JESO</b> 920-674-7310	Fort Atkinson <b>FAPD</b> 920-563-7777	Jefferson City <b>JESO</b> 920-674-7310
<b>LEVEL 2</b>	<u>Delavan Town</u> <b>TDPD&amp;WWSO</b> 262-741-4401	<u>Delavan City</u> <b>DVPD</b> 262-728-6311	<u>Elkhorn</u> <b>ELPD&amp;WWSO</b> 262-741-4401	<u>East Troy</u> <b>ETPD&amp;WWSO</b> 262-741-4401	<u>Geneva Town</u> <b>TGPD&amp;WWSO</b> 262-741-4401
<b>LEVEL 3</b>	Lake Mills <b>JESO</b> 920-674-7310	Mukwonago <b>MKPD</b> 262-363-6435	<u>Lake Geneva</u> <b>LGPD</b> 262-248-4455	State Patrol <b>SPWK</b> 262-785-4711	Burlington <b>BUPD</b> 262-342-1100
<b>LEVEL 4</b>	<u>Watertown</u> <b>WTPD</b> 920-261-6660	Waterloo <b>JESO</b> 920-674-7310	<u>Genoa City</u> <b>WWSO</b> 262-741-4401	<u>Sharon</u> <b>WWSO</b> 262-741-4401	<u>Pontana</u> <b>WWSO</b> 262-741-4401
<b>LEVEL 5</b>	Oconomowoc (C) <b>OWPD</b> 262-567-4401	Oconomowoc (T) <b>OWPD</b> 262-567-4401	Oconomowoc Lake <b>WKCC</b> 262-446-5070	Delafield <b>DFPD&amp;WKCC</b> 262-446-5070	Hartland <b>HLPD&amp;WKCC</b> 262-446-5070
<b>LEVEL 6</b>	Waukesha Co. <b>WKSO&amp;WKCC</b> 262-446-5070	Pewaukee Village <b>PVPD&amp;WKCC</b> 262-446-5070	Chenequa <b>CQPD&amp;WKCC</b> 262-446-5070	Waukesha City <b>WKPD</b> 262-524-3831	Brookfield City <b>BFPD&amp;WKCC</b> 262-446-5070
<b>LEVEL 7</b>	Brookfield Town <b>WKCC</b> 262-446-5070	Muskego <b>MGPD</b> 262-679-4130	Menomonee Falls <b>MFPD</b> 262-532-1700	Elm Grove <b>EGPD</b> 262-786-4141	Big Bend <b>BBPD&amp;WKCC</b> 262-446-5070
<b>LEVEL 8</b>	Butler <b>WKCC</b> 262-446-5070	New Berlin <b>NBPD&amp;WKCC</b> 262-446-5070	Summit <b>WKCC</b> 262-446-5070	Racine Co. <b>RASO&amp;RCCC</b> 262-886-2300	Caledonia <b>CAPD&amp;RCCC</b> 262-886-2300
<b>LEVEL 9</b>	Racine City <b>RAPD&amp;RCCC</b> 262-886-2300	Mount Pleasant <b>MPPD&amp;RCCC</b> 262-886-2300	Waterford (T) <b>RCCC</b> 262-886-2300	Sturtevant <b>SVPD&amp;RCCC</b> 262-886-2300	State Fair <b>WAPD</b> 414-302-8000
<b>LEVEL 10</b>	Hales Corners <b>HCPD</b> 414-529-6140	West Allis <b>WAPD</b> 414-302-8000	West Milwaukee <b>WMPD</b> 414-645-2151	Greenfield <b>GFPD</b> 414-761-5310	Greendale <b>GDPD</b> 414-423-2121

<b>LEVEL 11</b>	Glendale <b>GLPD&amp;BACC</b> 414-351-9900	Franklin <b>FRPD</b> 414-425-2522	Cudahy <b>CUPD</b> 414-769-2221	Wauwatosa <b>WUPD</b> 414-471-8445	Oak Creek <b>OCPD</b> 414-762-8200
<b>LEVEL 12</b>	South Milwaukee <b>SMPD</b> 414-768-8060	Milwaukee Co. <b>MCSD</b> 414-278-4788	UW Milwaukee <b>UWMW</b> 414-229-4627	St. Francis <b>SFPD</b> 414-481-2232	Shorewood <b>SHPD&amp;BACC</b> 414-351-9900
<b>LEVEL 13</b>	Whitefish Bay <b>WFPD&amp;BACC</b> 414-351-9900	Brown Deer <b>BRPD&amp;BACC</b> 414-351-9900	Bayside <b>BACC</b> 414-351-9900	Fox Point <b>FPPR&amp;BACC</b> 414-351-9900	River Hills <b>RVPR&amp;BACC</b> 414-351-9900

<b>AREA #</b>	<b>STAGING AREA</b>
<b>UWW-1</b>	<b>VISITOR CENTER – 826 West Starin Road, Whitewater, WI 53190.</b>
<b>UWW-2</b>	<b>PERKINS STADIUM – 910 West Schwager Drive, Whitewater, WI 53190.</b>
<b>UWW-3</b>	<b>UWW PARKING LOT 2 – 165 North Prince Street, Whitewater, WI 53190.</b>
<b>UWW-4</b>	<b>WALMART – 1362 West Main Street, Whitewater, WI 53190.</b>

REMINDER

- Assign an officer to the staging area to meet responding units on all incidents.
- **ADVISE UNITS TO RESPOND AS NON-EMERGENCY VEHICLES ONLY!**

COMMUNICATION SYSTEM

800 Trunked System=Milwaukee and Waukesha Counties

800 Conventional System=Walworth County

800 Labels System=Watertown PD/Ohl

VHF System=Jefferson and Racine Counties/State Patrol/Whitewater/UW/Whitewater/Milwaukee

Colored sections on the card indicate a potential communications issue because of different radio systems. Requesting agency must be prepared to follow the communication plan as described in 1-4 below.

COMMUNICATION PLAN

1. Provide portable radios to responding officers not on the requesting agency radio system.
2. Assign responding officer(s) to partner with a requesting agency officer.
3. Responding officer stays on home radio system and all communications go through PSAPS.
4. Cellphone Communications.

Revised Date: 01/2014