

# OUR CITY OF MADISON



## Madison Police Department Alder and Resident Frequently Asked Questions (FAQ) & Answers

Shon F. Barnes, Chief of Police

# FAQ Overview

Inclusive – Innovative – Thriving



# Frequently Asked Questions

Alders and residents commonly ask our agency the following questions:

Questions
Traffic Concerns, (Neighborhood, School Zones, Highway)
What is the Department Structure? How Many Officers do you have?
What are the boundaries of the XXXX District?
What are the goals of the District?
What is Stratified Policing?
What are the plans for Mifflin/Halloween?
I'm looking for crime data or a police report. How do I get this information?
How can I file a complaint against an Officer?

# FAQ Answers



# I have a concern about traffic in my neighborhood.

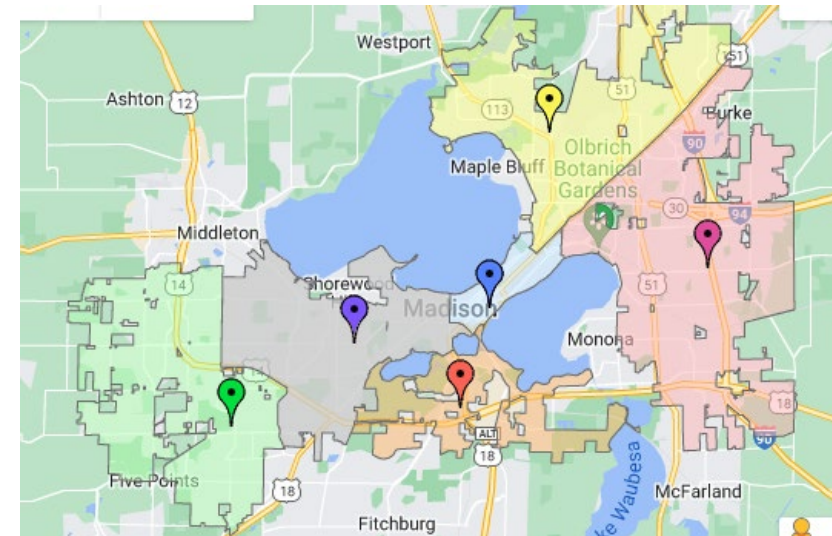
- Please contact your District command staff:  
<https://www.cityofmadison.com/police/districts/>
- They can assign Officers to monitor traffic flow and speed, or enact a pro-enforcement stance on certain roads or for certain offenses. This can involve Patrol Officers, Neighborhood Officers, the District's Community Policing Team, and/or the Traffic Enforcement Safety Team (T.E.S.T.)
- For physical changes to the roadway (lights, roundabouts, speed limits), consult Traffic Engineering

# What is the Department Structure? How Many Officers do you have?

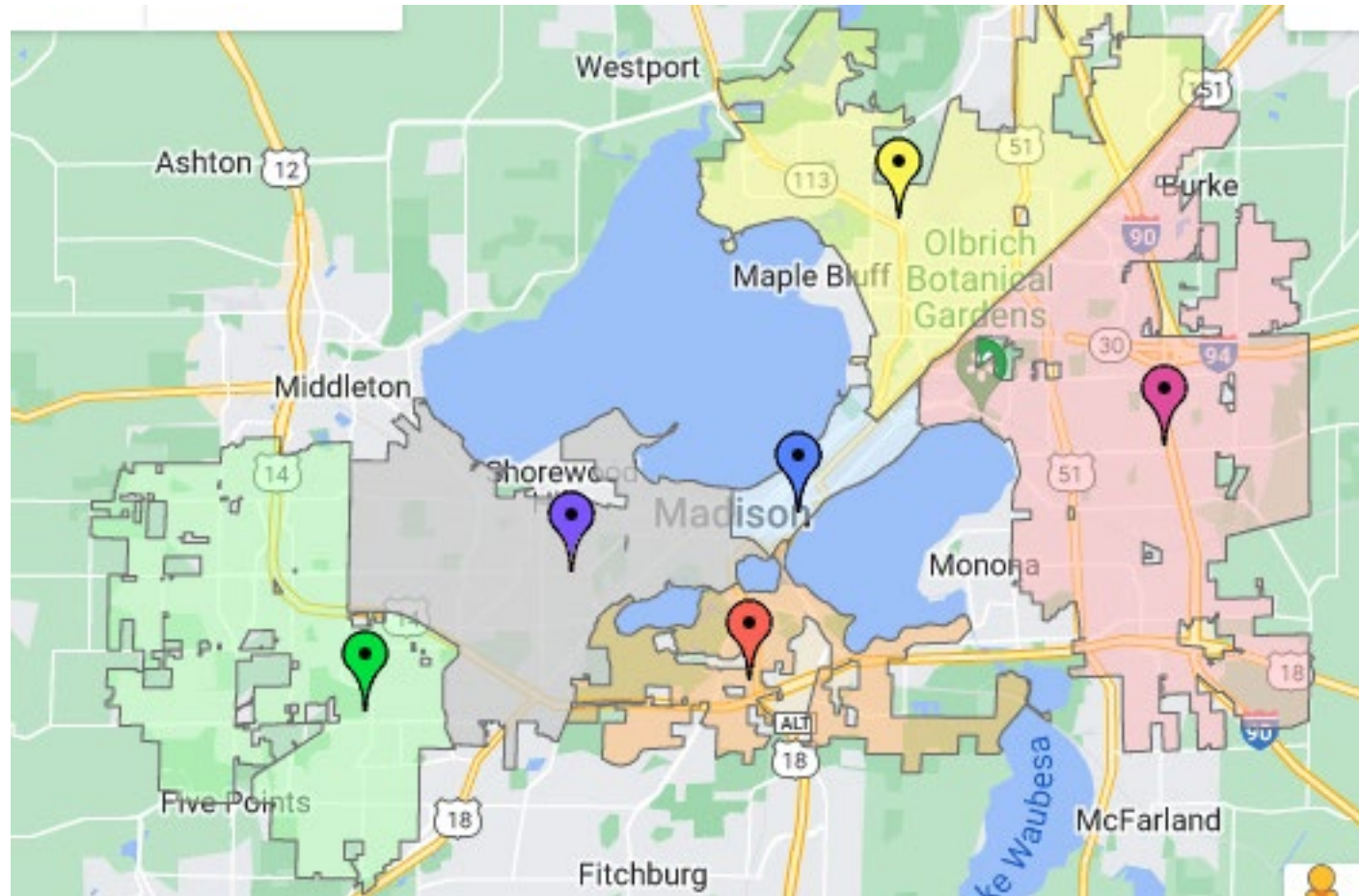
- 492 Sworn Officers at all ranks, including those in the academy
- 92 non-sworn/professional staff.
- Major organizational units in the Department are:
  - 6 Patrol Districts
  - Investigative Support Bureau
  - Community Outreach
  - Traffic and Specialized Services
  - Records and Court Services
  - Finance
  - Training/Academy
  - Executive Section

# What are the boundaries of my District?

- This will depend on the District in question.
- Please consult the Department's website, at: <https://www.cityofmadison.com/police/districts/>
- While Districts often use a major roadway or geographic feature as a boundary, this is not always the case.



# What are the boundaries of my District?





# What Are the Goals of the District

- Goals will vary from unit to unit, or District to District.
- Your district commanders will know what the District's specific annual goals are.
- In addition, any Officers you encounter should be able to tell you the crime prevention, crime reduction, and traffic enforcement priorities for their district.

# What is Stratified Policing?

- Stratified Policing is a combination of crime analysis, problem-oriented policing, and accountability, with the goal of shifting Departments from a reactive policing model to a proactive one.
- A major focus is on leveraging best/most appropriate resources to identified problems, with the most appropriate leadership for the scope of the problem.
- Department leadership has received training on the topic; Department-wide and unit-specific training to commence in 2023

# What are the plans for Mifflin St? Halloween?

- Planning for these events begins months in advance. In the case of Halloween, early meetings help determine the scope of the event (e.g. is it sponsored or not). MPD, MFD, Traffic Engineering, and the Mayor's Office are the key participants at this stage.
- The Special Events Planning section creates operations plans, identifies resources needed, and staffs the various assignments. Typical assignments include Special Events Team, SWAT, Command Post, Traffic Control, Strike Teams, Arrest Transport and Processing.
- Central District Command connects with community partners regarding expectations, plans, etc. For Mifflin, the focus is on the residents and landlords in the neighborhood. For Halloween, the focus is on the taverns. City Attorney, Licensing and Vending, Traffic Engineering, and UW Dean's Office may also be involved.

# I'm looking for crime data or a police report. How do I get this information?

- Please contact our Records Section:
  - By phone: (608) 266-4075
  - In-Person at 210 Martin Luther King Blvd
  - Online request at:  
<https://www.cityofmadison.com/police/forms/feedback.cfm?subject=6>
  - Requests are subject to a review process and possibly a delay.
  - Some records requests may incur a fee. Please see the website for more information:
  - <https://www.cityofmadison.com/police/support/records/>

# How Can I file a complaint against an Officer?

- We accept complaints in a variety of ways:
  - Online, at:  
<https://www.cityofmadison.com/police/chief/complaintresolution.cfm>
  - In writing. Mail to: Madison Police Department, Chief's Office, 211 S. Carroll St. Madison WI. 53703. You may submit your own document or use a form from our website (available in English and Spanish). These forms are also available at our district stations and Madison Public Libraries.
  - By phone, at 608-266-6502 or 608-266-4590. If calling after hours, contact our Officer In Charge at 608-266-4418.
  - In person. You can make an in-person complaint at any of our district stations, at the Chief's Office (address above), or by calling Dispatch (608) 255-2345 and asking to speak with an MPD supervisor regarding a complaint.

# How Our Agency Provides Customer Service



# We Provide Customer Service By...

- Website
  - [www.madisonpolice.com](http://www.madisonpolice.com) or [www.cityofmadison.com/police](http://www.cityofmadison.com/police)
- Telephone
  - Non-emergency Dispatch: (608) 255-2345
  - Emergency: 911
  - District Stations
  - Chief's Office: (608) 266-4022
- In-person
  - District station windows
  - On-the-street
- Email
  - District Commanders
- Neighborhood Meetings and Community Events

# OUR CITY OF MADISON



## Stay Connected!

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608-266-4022

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