

# Report It, Record It – Frequently Asked Questions

- (1) Q. I have been awoken by a *loud group of people walking by* – what good will it do to call the police if the people will be gone by the time the police arrive?
- A. It is important for you to call as it provides valuable data to the police and helps them determine where to station squads. The shift commander knows the locations of all 1st District squads at all times and can determine how quickly someone can respond.
- (2) Q. *Aren't noise complaints a low priority for the police? Why bother calling?*
- A. In the past, residents were instructed to call the centralized MPD non-emergency line. This often resulted in calls getting “lost in the system” and callers getting frustrated. **Report It, Record It is different.** 935-7211 is a direct connection to the District 1 shift commander who can let callers know when a squad can get to an incident. MHNA representatives have met repeatedly with police to explain our concerns and District 1 is taking note.
- (3) Q. *Can I call in a complaint anonymously?*
- A. Yes, this can be done – just let the shift commander know that you wish to remain anonymous. However, your call will make a bigger impact if you ask that a citation be issued and state that you are willing to testify if necessary. (See next question.)
- (4) Q. *Will I have to go to court if a citation is issued as a result of a call I make?*
- A. It is possible, but unlikely. In the majority of cases, the citation will be paid and will not advance to court. If it does advance to court, the police officer will typically testify if the offending behavior was still taking place at the time the squad arrived at the scene. It is only in the case that a citation gets challenged in court and the citation was issued based only on your testimony that you would be invited to testify in court.
- (5) Q. *What was the outcome of a call I made?*
- A. Contact Gregg Duran, the District 1 Community Liaison Officer to inquire about the outcome of a particular call (935-7729, [gduran@milwaukee.gov](mailto:gduran@milwaukee.gov)). All call data is also compiled and posted on MHNA's webpage at: <http://www.murrayhillna.org/index.php/quality-of-life/nuisance-noise-data>. You can click on the links each month to get to a map with the individual call data.
- (6) Q. *Is **Report It, Record It** really making a difference?*
- A. We are encouraged with the results so far. District 1 is taking this issue seriously. Collaboration between MPD and DNS has already resulted in several evictions of problem tenants. We are still working on the best way to analyze the service call data, but anecdotal reports indicate that District 1 officers are taking the issue seriously, targeting “party” houses, and beginning to make the impression that nuisance behaviors will not be tolerated.
- (7) Q. *What can I do about problem properties in my neighborhood such as trash, over-parking, occupancy issues, and properties in disrepair?*
- A. Call the Milwaukee Department of Neighborhood Services at 286-2268 and select Option #2; or file a complaint online ([www.city.milwaukee.gov](http://www.city.milwaukee.gov); choose “Request Services Online”).