



**CITY OF MADISON POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE**



Life Threat Emergency at Facility Public Windows

Eff. Date 11/24/2025

Purpose

The purpose of this SOP is to provide an emergency procedure for civilian staff at public access windows when they are presented with an emergency that would put them in danger of a life threat emergency during the course of their duties.

Procedure

CIVILIAN PUBLIC WINDOW EMPLOYEE

Each workstation at a public access window will have an assigned radio on the police radio system, if no panic button is available. The radio will be immediately accessible to the employee staffing the public window.

A life safety emergency occurs when an employee's life would be placed in jeopardy of death or great bodily harm if the suspect who is equipped to cause this level of harm is attempting or threatening to gain entry past protective measures at public windows.

The employee at the public window should take the police radio or activate the panic button and evacuate the window area to the predetermined safe shelter area for the workstation. Other civilian employees in the immediate area should be verbally notified to evacuate to the safe area.

Once the employee is sheltered in the safe zone, if applicable, they should activate the radio alarm on the radio and wait for the dispatcher to acknowledge the alarm. The radio will then be used to respond to dispatch questions to inform officers of the nature of the threat as directed by officers or dispatch. Radio traffic during emergency situations can be very chaotic, and strict radio discipline must be adhered to.

The employee will monitor the radio for directions and stay sheltered in place until advised by a responding officer or dispatcher that it is safe to leave. The employee without a radio should stay sheltered in place until advised by a responding officer that it is safe to leave.

RESPONDING OFFICERS

A response to a facility radio alarm or panic button shall be considered an emergency life safety response. Officers shall respond per their training to address the threat.

Once a contact team has addressed the threat, the security and rescue teams should make provisions to check civilian staff in the predetermined shelter location.

Original SOP: 04/22/2025
(Reviewed Only: 02/02/2016, 12/20/2016, 12/26/2017, 01/31/2020, 01/31/2023)
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