



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



Use of the SUPERHAILER Long Range Communication System

Eff. Date 04/16/2026

Purpose

The purpose of this standard operating procedure (SOP) is to establish guidelines for the deployment and use of the SUPERHAILER. The Madison Police Department (MPD) will utilize the SUPERHAILER to maximize the safety of all individuals involved in, or in close proximity, to an incident.

Definition

The SUPERHAILER is a high assurance, long range, audible communication system which allows the operator to gain the attention of a person, or persons, and to project extremely clear verbal messages to them (even at significant distances from the operator). The system can be used to de-escalate situations and to safely modify dangerous and criminal behavior through clear communication. Use of the SUPERHAILER may allow for communication at distance with persons in open-air environments, inside vehicles, and inside closed structures.

The SUPERHAILER is an audio communication device with built-in safety features to ensure subjects, operators, and bystanders will not exceed safe sound exposure levels as defined by Occupational Safety and Health Standards (OSHA) Standard Number 1910.95. To maximize safety, the SUPERHAILER should not be used at ranges less than six (6) feet between the device and the intended target of its audio output.

Procedure

AUTHORIZED USAGE

The SUPERHAILER shall only be used by MPD personnel who are trained in its deployment and it shall be used in a manner consistent with MPD standard operating procedures. The SUPERHAILER shall only be used when authorized by a Lieutenant or higher authority. The SUPERHAILER shall always be deployed with the acoustic foam collar attached to the device and should not be picked up or carried by the acoustic foam collar.

DEPLOYMENT CONSIDERATIONS

The SUPERHAILER may be used to communicate messages in the following circumstances when other forms of communication would be ineffective or not practical:

- To communicate lifesaving information to residents during natural disasters or civil emergencies
- To communicate information to large crowds during special events (such as concerts, festivals, demonstrations, etc.)
- To broadcast dispersal orders during crowd control and civil unrest situations
- To conduct Special Weapons And Tactics (SWAT) operations (such as serving warrants and responding to barricaded person incidents, hostage situations, and active shooter incidents)
- To communicate with persons threatening suicide who are in an inaccessible location, or who cannot be approached due to safety concerns
- To conduct search and rescue operations

Deviation from these approved circumstances shall be approved by a Captain or higher authority, unless exigent circumstances are present.

Attention Grabber Tone

The SUPERHAILER “Attention Grabber” tone is a safe and effective means of alerting and gaining the attention of a person, or persons, prior to the broadcast of a verbal message.

When authorized for use in the field, the “Attention Grabber” shall only be used in three (3) second bursts:

- To gain the immediate attention of a person or persons
- As needed during SWAT operations
- For other reasons determined by the incident commander

Unless extenuating circumstances are present under which the SUPERHAILER could be used to alert people to possible dangerous situations and/or to provide emergency instructions, the Attention Grabber tone should not be directed at distances less than 100 feet/33 yards and verbal messages at distances less than 50 feet/17 yards at vulnerable persons including, but not limited to, the following:

- Infants
- Young children
- Elderly persons
- Persons who are visibly pregnant or known to be pregnant
- Persons with visible physical limitations that would prevent them from leaving the immediate area
- Persons with an apparent altered state of mind due to alcohol, drugs, or some other influence

DOCUMENTATION OF USE

Officers shall document any use of the SUPERHAILER in an original or supplemental report on the involved incident.

PRESERVATION OF SYSTEM DATA

Following each pre-recorded verbal message broadcast or use of the Attention Grabber tone, the SUPERHAILER system will create video and telemetry data files. Following each broadcast of a verbal message recorded via the use of the SUPERHAILER’S SmartMIC, the SUPERHAILER system will create video, audio, and telemetry data files. The SUPERHAILER saves all files associated with broadcasted messages to an onboard Universal Serial Bus (USB) device.

After the conclusion of any deployment of the SUPERHAILER during which any audible sound was broadcast from the SUPERHAILER, a commanding officer overseeing the deployment (or designee) shall take the following steps to ensure the preservation of all evidentiary SUPERHAILER files under the appropriate MPD case number:

- Remove the USB device from the SUPERHAILER and insert the USB into a computer connected to the City of Madison network
- Move all SUPERHAILER files from the USB to an incident-specific folder on the network
- Return the blank USB drive or insert a new USB device into the SUPERHAILER
- Send an email message to the Forensic Video Analyst to request the transfer of video and audio files from the network folder to the secure audio/visual evidence server; telemetry files will remain in the incident-specific network folder
- Document the data transfer process in an original or supplemental police report on the involved incident

STORAGE OF SUPERHAILER

Prior to storing the SUPERHAILER after any field use, officers should ensure the device is ready for a subsequent deployment by doing the following:

- Place a fully charged battery in the device
- Place the other battery on the charging unit
- Insert a blank USB device into the USB port
- Inspect the device for any damage

Any damage or issues that would prevent the SUPERHAILER from deploying to the field should be reported as soon as practicable to a supervisor from the team overseeing the deployment. Small tears in the acoustic foam collar may happen over the life of the device and the device can still be used despite such tears; however, if the collar suffers the loss of sizeable chunks of foam, a new acoustic foam collar should be installed on the device before deployment.

If the SUPERHAILER or its case was exposed to precipitation or other sources of moisture during a deployment, the SUPERHAILER and its case shall be placed in a dry, climate controlled storage location separate from each other until both are completely dry. Once both are completely dry, the SUPERHAILER shall be placed in its case and stored in its designated storage location.

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