



- Home
- Local News
- News Archive
- WISN 12 News Links
- Investigations
- Contact 12 News
- WISN 12 News Team
- E-mail Alerts
- National News
- Weather
- Traffic
- Sports
- u local
- Entertainment
- Politics
- Project Economy
- Consumer
- Health
- Food
- Irresistible

Get Headlines Sent To Your Email Or Phone

Enter e-mail

GO

- MARKETPLACE**
- Sports Picks - NFL
  - Advertise With Us
  - Style in the City
  - Arts Avenue
  - Milwaukee Jobs
  - A-List
  - 1/2 Off Milwaukee Trips on a Tank
  - Family
  - Careers
  - Dating
  - Automotive
  - Get Coupons
  - Real Estate
  - House and Home
  - Education
  - Travel
  - Grow Your Business

SEARCH

Site Web Yellow Pages GO

Hot Topics: [Fatal Crash](#) | [Education Rally](#) | [Packers Injuries](#)

As Seen On WISN

Homepage > MILWAUKEE NEWS

# MPD's Digital Radio System Down Thursday Morning

## Police: Outage Due To Human Error

POSTED: 3:54 pm CDT October 7, 2010  
UPDATED: 10:46 pm CDT October 7, 2010

Email Print

Comments (1)

Recommend

SHARE

**MILWAUKEE** -- Milwaukee police officers were unable to communicate with one another for about 30 minutes Thursday morning because of problems with their new radio system.

The digital radio system, called Open Sky, went down at 11:20 a.m., police said.

Police said the outage was because of human error, not a technical failure. The company that runs the system performed an upgrade without first notifying the Police Department's Communications Center.

The upgrade inadvertently corrupted the system server, which activated a security feature. Shortly after the security feature was activated, a backup server was brought online that began to reregister the 1,800 system-wide radios, police said.

The Police Department said it received about 20 calls for service during the outage. All of the calls for service were successfully relayed to officers.

Officers were able to communicate using their mobile data computers and cell phones during the transition to the backup system.

At a Fire and Police Commission meeting Thursday night, a Milwaukee alderman and the police union expressed concern over the issue.

"I'm beginning to think it's a system that's never going to work adequately," said Alderman Bob Donovan.

The \$17 million system has reported dead spots and sometimes does not allow more than one officer to communicate at a time during an emergency.

"The bottom line is, as far as i'm concerned, this system has far too many problems with it to work effectively for the officers' safety," said Donovan.

Police Association President Mike Crivello asked for assurance this wouldn't happen again.

"Anytime the officers are in the field and unable to effectively communicate is an opportunity for some type of catastrophe to happen," said Crivello.

12 News repeatedly asked to speak with Milwaukee Police Chief Ed Flynn about the issue. Our request was not granted.

### Previous Story:

- July 1, 2010: [Citizen Watchdog Group Goes After MPD's Open Sky System](#)

### Shared on Facebook

Party Fines May Cost UW Students \$86,000  
158 people shared this.

Kenosha Officers Become YouTube Video Stars  
85 people shared this.

### More Stories:

- [Assistant Milwaukee Police Chief Cited For OWI \(WISN.com\)](#)
  - [Restraining Order Taken Out Against MPD Officer \(WISN.com\)](#)
  - [Crash Near Madison Kills 3; 2 Victims From Milwaukee \(WISN.com\)](#)
  - [Missing Burlington Man Found In Cornfield \(WISN.com\)](#)
- Selected for you by our sponsor:
- [Mom Who Starved Baby to Death Served Only 7 Months \(The Stir By CafeMom\)](#)
  - [Teenager jailed for refusing to hand over computer password \(IT World\)](#)

Most Read Most Watched Most Commented

- 3 Students Killed In Crash Near Madison
- Assistant Milwaukee Police Chief Cited For OWI
- Students Rally For Free Tuition At UW-Milwaukee
- Deputies, Corrections Officer Train For Inmate Boot Camp
- [» More Most Popular](#)

### Local Slideshows

Images: 1-94 Detoured For Fatal Accident	Images: Randy Moss Through The Years	Slideshow: Southeastern Wisconsin Mug Shot Hall Of Shame

[» More Slideshows](#)