

Rock County, Wisconsin



Communications Center  
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911 COMMUNICATIONS COMMISSION

**Wednesday, September 15, 2010, AT 1:30 PM**

ROCK COUNTY COMMUNICATIONS CENTER

### Agenda

1. Call to Order and Approval of Agenda
2. June 7, 2010 minutes approval  
July 26, 2010 minutes approval
3. Recognizing Chief Larry Grorud
4. Countywide Communications System - Update
5. Policy Changes
  - a. E2: Evacuation of Primary Site
  - b. F1: Fire and EMS
  - c. G1: General Dispatch Procedures
  - d. G2: Goals and Objectives
6. Informational Items and Updates
7. Adjournment

*Commission members:*

*Please contact the Communications Center  
if you are unable to attend.*

*In order to conduct official business,  
A quorum must be present*

## **SUMMARY**

Policy: The Rock County Communications Center will maintain a secondary communications center in the event of an evacuation from the primary communications center. Diversion of 9-1-1 telephone calls and radio communications from the primary site to the secondary site will occur at the time of an evacuation.

**NOTE:** For the purposes of this policy/procedure, the primary Communications Center is the Rock County Communications Center located at 3636 N. County Highway F, Janesville, Wisconsin. **The secondary site is located at the Town of Beloit Fire Department, located at 2445 South Afton Road, Beloit, Wisconsin.**

### A. Evacuation

1. Evacuation of the primary Communications Center will commence when the following occurs:
  - a. A total telephone equipment failure (redundant operating system also fails.)
  - b. Continued operation of the primary site would be life threatening for the on-duty telecommunicator staff.

The Director and Operations Manager will be notified as soon as possible of total equipment failures and life-threatening conditions within the communications center. The Director or Operations Manager will make the decision on evacuation if time/conditions permit. If both the Director and Operations Manager are unavailable for contact, a Supervisor/Lead Telecommunicator/Acting Lead Telecommunicator will make the decision on evacuation.

2. Movement to the secondary communications site:

Personal vehicles will be utilized by on duty telecommunicator staff as directed by the Supervisor and/or Lead telecommunicator on duty. The route of travel to the secondary site will be directed by the existing conditions causing the evacuation. The most expeditious route of travel will be utilized.

3. Return to the primary Communications Center:

When the total equipment failure and/or life-threatening conditions cease at the primary communications site, the primary site will be reactivated as soon as possible. The Director or Operations Manager will direct the movement back to the primary site.

B. Secondary Site Equipment

The Operations Manager and Public Safety Applications Manager will be responsible for maintaining all stored equipment used for evacuation site operations. The equipment must be functional at all times, with documented functionality tests.

**NOTE: See Evacuation Checklist for specific information.**

## Rock County Communications Center Evacuation Checklist Worksheet

<p>1. Make decision on evacuation. (Evacuation will take place in the event of total telephone equipment failure, where back-up telephone systems fail, or a life-threatening condition exists for on-duty telecommunicator personnel.)</p>	<p>YES or NO Time:</p>
<p>2. The on-duty Shift Supervisor/Lead Telecommunicator/Acting Lead Telecommunicator will notify the Director (home phone 879-2487; cell phone: 295-5992) and/or Operations Manager (home phone: 563-0911; cell phone: 295-5994).</p>	<p>COMPLETED Time:</p>
<p>3. If not sure of evacuation decision (and time allows), call the Director (home phone; 879-2487; cell phone; 295-5992) and/or Operations Manager (home phone 563-0911; cell phone: 295-5994). If unavailable, leave a message about situation and make a decision.</p>	<p>YES or NO Time:</p>
<p>4. Notify the on-duty staff of evacuation decision.</p>	<p>COMPLETED Time:</p>
<p>5. Notify all user agencies of evacuation decision. Make notifications in the most efficient manner (radio, mobile data, phone, etc). Advise user agencies that their agencies will be responsible for their respective agency's communication for approximately 30-60 minutes. (See notification list)</p> <p>If time is available, call out off-duty personnel (see personnel roster at back of this checklist) to report to the Town of Beloit Fire Department (secondary site), considering physical locations of off-duty personnel and any possible physical obstructions to the responding staff.</p>	<p>COMPLETED Time:</p> <p>YES or NO Time:</p>

<p>6. Transferring 9-1-1 Lines</p> <ul style="list-style-type: none"> <li>a. Notify Town of Beloit Fire Department (364-2997) personnel that you are evacuating and 9-1-1 calls are being transferred to their site.</li> <li>b. Activate the (3) 9-1-1 re-route boxes and the (1) black 7-digit emergency re-route box located at Console (12). All 7-digit emergency, landline &amp; cellular 9-1-1 trunks will be transferred to the Town of Beloit Fire Department.</li> <li>c. If unable to transfer phone lines from primary site, advise Town of Beloit Fire personnel to turn all switches from the <u>off</u> position to the <u>on</u> position on the gray box located above the light switches in the 9-1-1 Center backup room. All 7-digit emergency, landline &amp; cellular 9-1-1 trunks will be transferred to the Town of Beloit Fire Department.</li> <li>d. If there is a technical problem with switching the 9-1-1 lines to the backup site contact the AT&amp;T Resolution Center (1-888-424-3911) to manually transfer all 7-digit emergency, landline &amp; cellular 9-1-1 trunks to the backup site.</li> </ul>	<p>YES or NO</p> <p>YES or NO (If NO see C)</p> <p>YES or NO (If NO see D)</p> <p>YES or NO</p> <p>Time:</p>
<p>7. Notify the T.I.M.E. system (266-7633) (have T.I.M.E. system send out a state-wide message concerning our evacuation) and notify NAWAS (1-800-943-0003) of the evacuation that will take place.</p>	<p>YES or NO</p> <p>Time:</p>
<p>8. Physically leave the primary site with other 9-1-1 Center on-duty personnel, advising staff of the most efficient route of travel. Take cellular phone(s), portable radios and this checklist with you. (See Evacuation Route Maps, Section 3)</p>	<p>YES or NO</p> <p>Time:</p>
<p>9. Secure the primary Communications Center upon your departure (if time allows).</p>	<p>YES or NO</p> <p>Time:</p>
<p>10. Verify that contact is made with the Director and Operations Manager.</p>	<p>YES or NO</p> <p>Time:</p>

<p>11. Upon arrival at the Town of Beloit Fire Department, employees will access the building through the main front door or west side employee entrance. (Supervisors and Leads have key fobs). Employees arriving before Supervisors or Leads should use the main front door entrance to notify Beloit Township personnel to open the secured door and the door to the 9-1-1 Center backup room.</p>	<p>YES or NO Time:</p>
<p>12. The Supervisor will coordinate the call-taking and dispatcher assignments. Log into Computer Aided Dispatch system and make radio contacts with user agencies. Advise user agency personnel that radio traffic will be restricted to "<u>priority traffic only</u>" until further notice. Once everything is somewhat stable, continue with normal radio traffic.</p>	<p>COMPLETED Time:</p>
<p>13. Relieve Town of Beloit personnel. Handling incoming calls, process pending calls for service. Back enter any calls Town of Beloit personnel handled as appropriate. (Paper cards are available at each position in cases where the Computer Aided Dispatch system is not operational.)</p>	<p>COMPLETED Time:</p>
<p>14. Contact Beloit Police Department and request their mobile command post be brought to the Town of Beloit Fire Department. This will enhance your communication abilities.</p>	<p>YES or NO Time:</p>
<p>15. Notifications</p> <ul style="list-style-type: none"> <li>a. Notify the user agency supervisors of your non-emergency telephone number for contact (cellular phones) and fax number (364-2999 for Town of Beloit Fire Department).</li> <li>b. (3) Additional cellular phones are located in the cabinet at the backup Supervisor console. (295-5982, 295-5983 &amp; 295-5984).</li> <li>c. There is a non-mitel line available for emergency calls-keep this number confidential. It is for use of T1 failures and emergency call out only (365-1705).</li> </ul>	<p>COMPLETED  YES or NO  Time:</p>

<p>16. If a long-term evacuation, Director and Operations Manager will determine when non-emergency lines will be forwarded to backup site.</p> <p>The non-emergency line reroute can be completed by invoking the CLAR (Customer Location Alternate Routing) plan through AT&amp;T's 1-800 line or via web access. (See instructions in Ready Reference or printed at backup site console 01.)</p>	<p>COMPLETED</p> <p>YES or NO</p> <p>Time:</p>
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### Return to Primary Site

1.	Obtain approval from Director and/or Operations Manager to begin procedures to return to the primary site.	COMPLETED Time:
2.	Arrange for additional telecommunicator staff to return to primary site, while continuing to function at the secondary site.	COMPLETED Time:
3.	<p>When adequate management and telecommunicator staff is available at the primary site, the Director and/or the Operations Manager will authorize the reactivation of the primary site. With this authorization, the 9-1-1 telephone transfer switches will be activated to direct all 9-1-1 calls back to the primary site.</p> <p><b>Note: Both sets of switches (primary &amp; backup site) have to be switched back to the normal (off) position before the phone lines will be re-routed back to the primary communications center.</b></p>	COMPLETED Time:
4.	Transfer all telephone and radio communications back to the primary site. Collect any paper logs, documents, etc. to bring back to the primary site. Sign off of CAD and Open Query programs.	COMPLETED Time:
5.	Notify user agencies, outside agencies, media, TSCC and any other entity that was previously notified of evacuation that we are back at the primary site and back to normal business.	COMPLETED Time



### **Administrative Notifications**

In the event of an evacuation from the primary Rock County Communications Center, administrative notification will be given to the necessary auxiliary sources. The Director or the Operations Manager will complete the notifications below.

Rock County Information Technology		See on-call list for Comm. Center
T.I.M.E. System (State of Wisconsin)		608 266-7633
NAWAS Weather		800 943-0003
Emergency Management		758-8440 or 290-6135
Media (local radio stations)	WJVL	752-5500
	WGEZ	365-8865
	WCLO	752-4000
Rock County Law Enforcement Agencies		See Ready Reference List
Rock County Fire Agencies		See Ready Reference List
Rock County EMS Agencies		See Ready Reference List
Wisconsin State Patrol		See Ready Reference List
Rock County Highway Department		See Ready Reference List
Wisconsin National Guard (call only at request of Sheriff command staff)		608 242-3530 608 242-3531
Adjacent Law Enforcement Agencies		
Dane, Green, Walworth, Jefferson counties		See Ready Reference List
Brodhead, Whitewater Police Departments		See Ready Reference List
Rock County Administrator, Craig Knutson		757-5510 or 676-4949
Staff members		See Ready Reference List
Rock County Jail		757-7957
Policy & Procedures		

**EVACUATION SITE STATUS**

Date:  Time:	
Telephone Equipment Test: <i>If faulty, please document faulty equipment</i>  <input type="checkbox"/> Telephone (make one long distance call) <input type="checkbox"/> Re-route of all phone lines (switches at primary center) <input type="checkbox"/> Re-route of all phone lines (switches at backup center) <input type="checkbox"/> Activate CLAR Non-Emergency Lines (check with admin before testing) <input type="checkbox"/> Check IT room for any alarms on phone system	OK  or  FAULTY
Radio Equipment Test: <i>If faulty, please document faulty equipment</i> <input type="checkbox"/> BPD radio <input type="checkbox"/> JPD radio <input type="checkbox"/> ROCK SO radio <input type="checkbox"/> Fire radio <input type="checkbox"/> _____ Department was paged.	OK  or  FAULTY
CAD & other programs: <input type="checkbox"/> Log on to CAD <input type="checkbox"/> Run test query through Open Query <input type="checkbox"/> Query IIQ <input type="checkbox"/> Turn off all monitors, except Fire radio at console 1	OK  or  FAULTY
Cleaning: <input type="checkbox"/> Dust all consoles <input type="checkbox"/> Wipe monitors and phones <input type="checkbox"/> Vacuum room  Other: <input type="checkbox"/> Check TV <input type="checkbox"/> Supplies <input type="checkbox"/> Check printer	
Recommendations for improvement: <i>Document needs</i>   Signed:	

Reports of hazmat patients, major burn victims, severe head injuries, or any other unusual medical emergency that could potentially exhaust the local Emergency Department's resources should be relayed to hospital staff so they can make proper preparations before EMS arrives with the critical patient(s). These notifications are advisory in nature only. The Emergency Department may need to question the EMS agency further before they activate any internal emergency plans.

2. Dispatchers should consider prompting responders for paramedic intercepts or medical helicopters when information obtained from callers or other public safety responders is such that specialized medical treatment may be necessary. Dispatchers will not automatically send any outside resources without the permission of the primary agency.

#### M. HOSPITAL DIVERSIONS

In the event that a Rock County hospital notifies the Communications Center that they are under diversion, the Fire dispatcher will notify fire/EMS agencies via the RF & MABAS paging systems.

- ~~1. Perform an ALL CALL fan-out message on RF Paging for Rock County fire/EMS agencies notifying them of the diversion information.~~
2. Perform a MABAS page on the IFERN frequency notifying all adjacent divisions of the diversion information.
3. If a Rock County EMS agency is dispatched to a medical incident during the diversion, and the affected hospital is the agency's primary hospital, the dispatcher will repeat the diversion information when the units go enroute to their incident.
4. Once the affected hospital has notified the Communications Center that the diversion has been canceled, the Fire dispatcher will follow the aforementioned paging procedures to notify all ~~Rock County~~ and MABAS Division agencies that the hospital is now accepting ambulances.

1. A disclaimer note that reads ***“Do not initiate enforcement action based solely upon this entry”*** may be added to the BOLO entry at the request of the originating agency.
2. Hard copy of the BOLO file will be kept in a manila folder at the supervisor’s desk. The entire BOLO file shall be printed & placed in this folder after every update. Past BOLO entries will be stored for (1) year.

### B. Law Agency Zone Definitions

1. **Zone 2:** Janesville Police Department. Their unit/radio numbers will begin with the number 2. (ie; 2201, A201, etc.)
2. **Zone 3:** Beloit Police Department. Their unit/radio numbers will begin with the number 3. (ie; 3201, A301, etc.)
3. **Zone 4:** Rock County Sheriff’s Department & remainder of rural police agencies. The County unit/radio numbers will begin with number 4. (ie; 4201, A401, etc.)
4. \*The rural police agencies have assigned numbers as well. Their unit/radio numbers will begin with the following:

Clinton: 62  
Edgerton: 52  
Evansville: 53  
Town of Beloit: 72  
Town of Fulton: 74

Town of Milton: 73  
Town of Turtle: 69  
Orfordville: 63  
Milton: 54

### C. Shot Spotter System

#### Responsibilities

1. A Communications Center Call taker or Telecommunicator will always be assigned to the Shot Spotter computer position on each shift.
2. When a Shot Spotter gun shot detection is received on the designated computer, the Call taker will:
  - a. Immediately locate the location of the incident.

- b. Immediately enter a call for service into the computer-aided dispatch (CAD) system using the incident type "SS".
  - c. Immediately update Beloit dispatcher with any additional information from the Shot Spotter system and/or citizen callers by entering information into the CAD incident notes.
  - d. Enter BPD event number into tag field of Shot Spotter system alarm.
3. When a Shot Spotter gunshot incident is received on the designated computer, the Beloit dispatcher will:
- a. Immediately dispatch officers to the location indicated along with the Shot Spotter event information.
  - b. View incident details & listen to .wav file audio file clip and relay findings to responding units.
  - c. If the activation is associated with call(s) of a gunshot wound in the same area, the call will be simulcast per radio broadcast policy.
  - d. The Shot Spotter event will be treated as an "in progress" incident and will take priority over other lower priority incidents.
  - e. Units will be updated immediately of any additional information received by the Shot Spotter system and/or citizen callers.
  - f. If call has been classified incorrectly, reclassify incident as appropriate.
4. All other noise detections (fireworks, vehicle backfire, etc.) will not require a CAD incident unless there are numerous activations and/or citizen complaints. If that is the case the incident type "SSO" will be utilized.
5. Location information of Shot Spotter acoustic devices is considered confidential and **will not** be released to the public, media, or any other agency that contacts the Communications Center for that information. All requests for information will be referred to the Beloit Police Department supervisor.

Training

1. All Communications Center employees will have initial training on the Shot Spotter system before assignment to that call taking position.
2. All Communications Center employees will have, at minimum, annual refresher training on the Shot Spotter system.

- a. executives will be used in evaluating the progress of the Communication Center.
- b. Communication Center Supervisor meetings will be completed to receive input from supervisory staff as well as to re-enforce goals and objectives.
- c. Training meetings will be completed with the involvement of all training personnel to assist in the assessment of our training process and its effect on agency goals/objectives.
- d. Staff advisory meetings will be completed with the involvement of employee-selected shift representatives to receive input on non-bargaining issues.
- e. Citizen survey forms will be randomly selected and forwarded to Rock County citizens contacting our Center for services.
- f. In an effort to facilitate the resource management of the Communications Center, the management team will prepare and forward activity reports for major communications functions ~~will be completed and forwarded~~ to the Communications Director for review and approval. The approved reports will be distributed as described:

- i. Annual Report: Annually

The report's information will be reviewed and analyzed to facilitate planning for the Communications Center's future goals/objectives. A two-year base line will be established for future assessments.

Annual reports will be forwarded to the following entities:

- All Communication Center user agency administrators
- County Administrator and all County Board members
- All Rock County libraries
- News media (as requested)

ii. Out of State Training: Semi-annually

Out of State training will be forwarded to the following entity:

- Public Safety & Justice Committee

The following reports will be distributed to User Agency work groups, the 9-1-1 Commission and Communications Center staff:

iii. Telephone Call Activity: Quarterly

- Total calls processed by day of week
- Total calls processed per hour
- 9-1-1 calls received to include: answer time, talk time, hold time and process time

iv. Computer Aided Dispatch Activity: Annually

- Activities dispatched by shift
- Total activities per month
- Total activities per year
- Total calls by incident type per year

**B. Performance Measurement System**

1. Performance measurement systems can improve the quality and efficiency of services and assist in achieving the agency mission.
2. The Communications Center Operations Manager will be responsible for overseeing the performance measurement process, including data collection, processing, data cleaning, and reporting functions. The Operations Manager may delegate some performance measurement activities to the Shift Supervisors. If such delegation is undertaken, the assigned Shift Supervisors will be fully trained in general performance measurement concepts and implementation of specific performance measurement techniques.

The following Communications Center activities and programs will be measured in the described manner:



- a. Generalized Employee Activities - Employee Performance Evaluations will be completed, as directed by the Human Resource Department and/or Communications Center policy, for all Communications Center employees.
- b. Emergency Medical Dispatch (E.M.D.) Program – Quality Assurance reviews will be completed as directed by Communications Center policy. The approved EMD quality assurance form will be utilized. The Operations Manager or their designee will complete at least one EMD review per employee, per month and will log scores and trends for each employee. The Operations Manager will recommend retraining or counseling for employees who do not meet the minimum criteria of 80%. Employees are encouraged to ask questions if they do not understand or agree with the quality assurance evaluation.
- c. Call take and Fire Dispatch Quality Assurance – Quality assurance reviews will be completed by the Shift Supervisors each month for specific job duties pertaining to call take and fire dispatch duties as directed by management. Supervisor will be assigned employees and will review at least one call take and one fire dispatch incident, per employee, per month. In addition, Shift Supervisors will also monitor at least (15) minutes of random telephone calls for each employee in their group each week. The approved call take and fire quality assurance forms and call take log forms will be utilized.

Completed forms will be turned into the Operations Manager who will log scores and trends for each employee. The Operations Manager will recommend retraining or counseling for employees who do not meet the minimum criteria of 80%. Employees are encouraged to ask questions if they do not understand or agree with the quality assurance evaluation.

- i. In an effort to promote and ensure employee rating consistency and fairness, the Operations

- Manager shall closely review each submitted Shift Supervisor's rating documentation.
- ii. The quality of these monthly employee ratings shall be strongly considered when the Operations Manager completes the Shift Supervisor performance evaluation section: "Recommends hiring, discipline and firing of subordinate personnel. Assists in performance evaluations for subordinate personnel, and provides quality performance evaluation ratings."
  - iii. Any deduction for poor customer service or communication skills noted on the report will result in specific monitoring of random calls taken by the employee for a minimum of (90) days.
- d. Daily Observation Reports (D.O.R.) – The Communications Training Officer (C.T.O) will utilize the approved D.O.R. form according to APCO Communications Training Officer Program guidelines. D.O.R. forms will be completed by the C.T.O. on a daily basis, with ultimate review by the Training Supervisor. The Training Supervisor will log ratings on the D.O.R. tracking sheet and will be mindful of the employee's training progress by making sure each training stage is completed satisfactorily. Any training concerns will be discussed with the Operations Manager in order to determine the proper course of action for the employee's training.
- e. Telephone Activities - The Operations Manager will compile all telephone activity records for the Center and analyze the data for performance measurement purposes. The data will be obtained from the Management Information System for the telephone equipment being utilized by the Center. Quarterly summary reports of agency telephone activities will be submitted to the Communications Director. Included in these reports will be documentation of any policy, training and/or remedial action that needs to be, or was, taken to address any emergency calls processing performance deficiencies.