

Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, December 1, 2010, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. September 15, 2010 minutes approval
3. Election of 911 Commission Chairman and Vice-Chairman
4. SCIP Update
5. Policy Changes
 - a. Telephone Skills
6. Quality Assurance Report
7. Informational Items and Updates
8. 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: Rock County Communications Center staff will promptly and professionally respond to all telephone communications directed to the Center. All required information will be obtained and recorded where response is either requested by a citizen or dictated by user agency policy. Call taker refers to any position working within the Communications Center in a call take function.

A. Telephone Techniques

The telephone is an important means by which citizens can access Rock County public safety. As such, a call taker is the primary link between the public and public safety assistance.

1. **Answer Promptly:** Treat each call as an emergency; attempting to answer all emergency lines within (2) rings all other lines within (3) rings.
2. **Identify the Dispatch Center:** This insures the caller he/she has placed his/her call properly. The call taker will give the caller the dispatch verification. EXAMPLE: "Rock County Communications Center."
3. **Speak Directly into the Mouthpiece:** Speak up, speak clearly, and avoid hesitations.
4. **Observe Telephone Courtesy:** Remain calm and polite, never losing your temper. A firm confident voice will always generate the best results.
5. **Take Charge:** After determining the needs of the caller, lead the caller into meaningful context by asking sequentially logical questions pertinent to the incident.
6. **Take All Information:** Document all information. Never leave anything to memory.
7. **Be Specific:** **NEVER** assume and always take full command of the conversation.
8. **Explain Waits:** Callers placed on hold will be told why they had to wait.
9. **Explain Pauses in Conversation:** Callers cannot see that you are typing, you must let them know you are still on the line and that you are typing information in the complaint for

the dispatcher. Callers should not have to ask if you are still there.

10. **Avoid Jargon or Slang**: Always use proper English.
11. **Show Interest in Caller Needs**.
12. **Terminate Calls Quickly**: Keep lines open after information is received; always remain courteous.
13. **Answer According to Priority**: Answer known emergency lines first (i.e., 911 lines.)

B. Listening Techniques

1. **Be Cognizant**: Listen carefully to all the caller's information. Be sure to accurately record all responses. This will eliminate the necessity to repeat questions.
2. **Background Noises**: Be observant - note any special noises that may be pertinent to the incident.
3. **About the Caller**: Was the caller young/old, male/female, accent?
4. **Activities in the Communications Center**: You should always be aware of other incoming calls as well as calls being dispatched.

C. Interrogation Skills

Interrogation means to question formally and systematically. Interrogation makes up approximately 60 percent of our workload and plays an extremely important role in the efficient processing and dispatch of an incident. As a communication specialist, you have a responsibility to exert every effort to satisfy the needs of citizens requesting service, assistance, or information. As a call taker, your first concern is the safety and well being of the public safety units you serve.

1. **Pertinent Questions**: Ask questions relative to the situation.
2. **Accuracy**: Obtain specific information. **NEVER ASSUME!** Be careful of relative terms such as: time, distance, medical terminology & slang. Have the complainant repeat the information.

3. **Speed:** Process calls as quickly as possible being certain to obtain complete and accurate information.
4. **Where, What, How, When, Who:** (note - not necessarily in this order.)
 - a. **WHERE:**
 - i. Where is it occurring?
 - ii. Where are you right now?
 - b. **WHAT:**
 - i. What happened?
 - ii. What is wrong?
 - iii. What is occurring now?
 - iv. What did she/he look like?
 - c. **HOW:**
 - i. How are you involved?
 - ii. How many involved?
 - iii. How often does this occur?
 - d. **WHEN:**
 - i. When did this happen?
 - e. **WHO:**
 - i. Who is calling?
 - ii. Who is the victim/suspect?
5. Do not discuss the activities of any department with outsiders or unauthorized persons or agencies. Any request for information in which there is doubt as to the advisability of disclosing information will be referred to the supervisor on duty.
6. Don't try to solve a complaint yourself over the phone or attempt to advise callers what the agency will/will not do in certain situations. Advise callers you will have an officer contact them.
7. Do not give legal advice. That is a police responsibility and has nothing to do with your job. Avoid making any statements or comments that might have negative

repercussions on you, the department, this Center or the County.

8. Never advise complainants, particularly in a neighborhood dispute, to **"settle it among yourselves"**.
9. Familiarize yourself with the your dispatch areas. Though the patrol officers are the experts in their municipalities, you can provide valuable assistance by having at least a working knowledge of the area. Study maps, street lists, etc., when you are not busy.
10. In the event of complaints/problems with public safety personnel contact your immediate supervisor.
11. The call taker may discontinue a call from a caller using obscene and abusive language only after the call taker first establishes enough information to ensure that there is in fact not an emergency or priority service call involved in the situation. It may be necessary to handle the call in its entirety in order to obtain the necessary information. The Lead Telecommunicator/Shift Supervisor on duty will be notified as to abusive callers in emergency/non-emergency situations. The on-duty Lead/Shift Supervisor will document abusive calls that require follow-up action and forward such documentation to the Operations Manager. The Operations Manager will coordinate outside agency intervention concerning abusive caller activities.

D. Specialized Emergency Telephone Skills and Techniques

1. Police Emergencies

If the emergency is in progress, the caller shall be kept on the line (if possible) while police units are dispatched. After police units have been dispatched, additional information shall be obtained which will assist personnel in controlling the problem.

2. Fire Emergencies

- a. Determine the type of fire.
- b. Determine if anyone is in the building or is injured.

- c. The caller **MAY** be kept on the line, **only if the caller's safety is not endangered.**

3. Medical Emergencies

- a. **See Emergency Medical Dispatch Policy*
- b. The caller may be kept on the line while the appropriate medical units are dispatched; in order to get additional information and/or give instructions to assist in stabilizing the victim. Responders shall be advised of all available pertinent information.

4. Outside Jurisdiction Emergencies

When a call taker receives an emergency call from a geographical location **NOT** covered by the Communications Center (non-jurisdictional), the call will be transferred to the appropriate agency, if possible. If this is not possible then all necessary information shall be gathered and promptly relayed to the appropriate responding agencies.

E. ~~Reporting Person Classifications Anonymous Phone Calls~~

1. Call takers will ask for the caller's name, address and call back telephone number. The Display 911 feature will be utilized on all 911 calls to automatically transfer the data from the ANI/ALI screen. If the caller is not the name listed on the ANI/ALI screen, that information will be updated in the caller name field.
 - a. If the caller declines or refuses to provide their name, the call taker will type, "refused" in the designated name area of the call-taking screen.
 - b. If the caller requests anonymity, "anonymous" will be typed into the designated name area of the call-taking screen.
 - i. Call takers will **not** ask or prompt the caller to remain anonymous.

- ii. If the ANI/ALI information has already been transferred to CAD and the caller requests anonymity, the call taker will add comments to the incident notes stating that the caller wishes to remain anonymous and does not want contact. The caller will also be advised that anonymity cannot be guaranteed.
 - iii. Incidents with anonymous callers must have approval from Communications Center management and/or Rock County Corporation Counsel before information is released to anyone.
2. If the caller hangs up on the call taker before the name, address and callback number are verified; this will be noted in the call notes of the complaint.

F. Callers Expecting Services

1. Call takers will document the request for service for law enforcement/public safety services to contact citizens (complainants) at designated locations. Calls for service will normally not be scheduled, the caller should be asked to call the Communications Center back when they are available for contact or at the contact location. The arrangements vary due to manpower or prioritization considerations.
2. Citizens requesting response or contact from law enforcement officers for matters not normally handled by law enforcement will be referred to the user agency supervisor on duty at the time of the request for further direction.

G. Collect Phone Calls

Non-emergency collect phone calls initiated by persons not employed with any Rock County emergency service will **not** be accepted by the Communications Center. Call takers will use discretion if public safety is involved.

H. 911 (Telephone Call) Verifications

1. It is the responsibility of each on-duty Communications Center employee who receives a 911 telephone call to attempt to verify all of the information received. The following will be verified at all times, if possible:
 - a. Name of the caller
 - b. Address/location of the caller
 - c. Phone number of the caller (as they appear on the ANI/ALI screen.)
2. If the 911 information is incorrect, the following procedure will be followed:
 - a. Obtain the correct information from the caller.
 - b. Enter the correct information into the CAD incident form.
 - c. After completion of step 2, print the ANI/ALI screen, make the necessary corrections on the printout, and turn the printout into Geo-Applications Specialist for update.
 - d. If a 911 call is misrouted and/or any other anomalies (VoIP issues, cell tower issues, etc.) are discovered, the Geo-Applications Specialist will be notified of this information as well.
3. If the 911 telephone call information is accurate and complete, transfer all obtained information into the CAD incident form.

I. Landline 911 Hang-up/Abandoned Calls

1. Definitions:
 - a. **Hang-up** - call received and voice communications initiated by the calling party.
 - b. **Abandoned** - call received, no voice conversation.
2. When a hang-up or abandoned call occurs on the landline 911 trunks a call for service will be entered. The call taker will attempt to re-contact the caller to verify a need for service. If the call taker is unable to re-establish contact with the caller, a patrol unit will be dispatched to the location of the call. If contact is established with the caller and they

advise there is no need for assistance, the call taker will contact the supervisor for that jurisdiction who will determine course of action. The call taker will place in the notes of the call the response of the caller omitting any personal opinion.

3. Where a caller indicates a need for a particular service before a hang-up occurs, the appropriate level of service is to be dispatched.

J. Wireless 911 Hang-up/Abandoned Calls:

1. Definitions:

- a. **Phase 0:** Only callback number received (most of the time).
- b. **Phase I:** Wireless provider name, subscriber call back number and cellular tower site and/or sector received.
- c. **Phase II:** In addition to Phase I information, latitude and longitude of wireless caller received (most of the time). Re-bid capabilities possible. Phase II abandoned/hang-up calls will be handled in the same manner as landline. (See section I)
- d. **Indicated Emergency:** An audible sign or signal, which alerts a trained call taker that there is an immediate risk to the health, life or safety of a person.

2. Call Processing Procedures (No indicated emergency):

a. Call back

- i. The call taker will attempt to call back a wireless telephone when a 9-1-1 call is received and the call disconnects before it can be determined that assistance is needed.
- ii. The call taker will call the number back once to make this determination. If the wireless phone is busy or there is no answer, additional

attempts to contact the caller will not be made by the call taker.

- iii. If the call back attempt goes to voice mail the call taker will leave a message for the caller advising that the Rock County Communications Center received a 911 hang-up call from their number and that if the caller still needs assistance they should call 911 for emergencies or 608-757-0400 for other assistance.

b. Contact

- i. If contact is established with the caller and the caller advises there is no need for assistance, the call taker will verify the caller's information, to include current location (make note if caller is traveling), and enter a call for service. The agency supervisor will determine course of action.
- ii. For phase I calls, if contact is established with the caller and the caller advises there is no need for assistance, but declines to verify their personal information, the call taker will continue to enter a call for service (using tower location), noting what caller advised. The call taker will then close out the call with the disposition INFO.

c. Call taker discretion

If there is any doubt as to whether an emergency exists, the call taker will request that the Communications Center Supervisor listen to the audio recording of the call for a second opinion.

3. Call Processing Procedures (Indicated emergency):

- a. Any evidence of an emergency situation will require communications personnel to initiate efforts to re-contact the caller to determine the nature of the

incident and an accurate location for appropriate public safety response. If attempts to contact the caller are unsuccessful, patrol units will be dispatcher based on the caller location provided by the 911 wireless system (if provided) along with the utilization of the Pictometry software. Extraordinary attempts to locate wireless callers will only be made in the instance where an emergency is clearly indicated.

- b. In the event that the call taker is unable to determine the location of the wireless caller for an emergency situation the call taker will:
 - i. Immediately advise their Lead or Supervisor of the emergency incident.
 - ii. If the wireless provider name is not available, the 9-1-1 Resolution Center will be contacted to determine the wireless provider's identity.

- c. Once the wireless provider's identity is known the Supervisor will:

Contact the wireless provider and advise the wireless provider of the nature of the emergency as well as a request for the subscriber's name and address.

- d. If the wireless provider requires law enforcement intervention (subpoena/court order) the call taker will:
 - i. Enter a complaint under the Communications Center's address. *

****Because the Communications Center's address resides within Rock County a Rock County Sheriff's Department supervisor will be notified of the nature of the incident as well as the wireless provider's request for a subpoena for the subscriber information.***

If the jurisdiction is known, a complaint will be entered under that jurisdiction's departmental address and that agency's supervisor will be notified.

- ii. The Sheriff's Department supervisor shall be offered the opportunity to listen to the audio recording of the incident to determine whether there is a need for further law enforcement action. All further instructions will come from the law enforcement agency assigned to the incident.
- 4. Computer Aided Dispatch entry guidelines for Phase II incidents:
 - a. Call taker will auto-populate the latitude and longitude coordinate information obtained from the telephone system into the Computer Aided Dispatch system.
 - b. Call taker will then update the latitude and longitude coordinate location with the closest intersection, hundred blocks, or landmark by using the mapping and/or Pictometry software to interpret the coordinates.
- K. Wireless 9-1-1 Calls (Phase 0 & I) with known emergency, but unknown location:
 - 1. Keep the caller on the line and obtain as much information as possible (ie; where the caller was coming from, where they were going to, landmarks, signage in area, name/number of family we can call to get more information, etc.)
 - 2. See if another person is with the caller and if the other person has a cell phone have them try calling 9-1-1 on their phone as well.
 - 3. If the exact location still cannot be determined, contact the user agency supervisor for the jurisdiction for which we believe (either by tower information or caller's verbal information) the incident is occurring to determine if we should have the caller hang up and re-dial 911 in hopes of getting Phase II information.
 - 4. If the general location cannot be verbalized by the caller or found by tower information then the Rock County Sheriff's Department's supervisor with the information to help make a decision how to proceed in locating the caller.

L. Silent Calls

When a call taker receives a call with no voice contact that has not been disconnected, the call taker will check the telephone equipment to determine if the call has transferred to the TDD (Telephone Device for the Deaf) interface, if it has not transferred the call taker should self-initiate TDD. If call is on a 911 line the procedure for abandoned/hangup calls will also be followed.

M. Handling Different Caller Types – by APCO (Association of Public Safety Communications Officials)

1. Child Callers

- a. There will be times when a call taker gets a call from a child. There are a few special things to consider when dealing with child callers:
 - i. Children, when faced with a crisis, often appear to be very calm; this is because they generally do not understand the gravity of the situation. Remember, you should not judge the severity of the call by the level of emotion expressed by the caller.
 - ii. Children often will report “something is wrong with my dad” or “my sister is sick and needs help.”
 - iii. Children will commonly refer to someone who is unconscious as “looking like the person is asleep” or “is sleeping and won’t wake up.”
 - iv. Children are very capable of answering questions and following instructions. You may have to ask the questions one at a time, so you don’t confuse them. It may be necessary to repeat and rephrase your questions to simplify them for the child and to be sure the child is not answering “yes” out of respect to an authority figure.
 - v. Child callers often get anxious or nervous when it seems to be taking too long for help to

- arrive. You have to continually reassure them help is coming.
- vi. If distressed, children may worry about who will take care of them or fear they are responsible for the crisis. Reassure them they will be taken care of and praise them for their help in making the right call.
 - vii. In non-English speaking families, the school-aged child may be the most fluent in English and may have been chosen to be the translator. Always ask if any other adults are present.

2. Chronic Callers

Many chronic callers are just lonely individuals seeking attention. Often call takers report success in dealing with these types of calls by listening to the caller and providing reassurance that someone will respond, if needed. Always remember, this time there may be a legitimate emergency so never discount a call just because it's from a "chronic" caller. Handle each call on its own merits.

3. Demanding "Social Status" Callers

- a. The call taker may receive calls from individuals demanding special attention due to their real or perceived "social status". Maintain a professional demeanor and handle the call with tact and diplomacy.
- b. Never allow a caller's social status to override a decision as to the proper response for the call type.

4. Elderly Callers

- a. Callers from this segment of the population sometimes require special handling. To the call taker who is anxious to process the call, it may seem like the caller is taking forever to state the problem. You must understand how the thought process works in the mind of an elderly person.

- b. An elderly person often organizes thoughts differently than a younger person. Quite often an elderly person needs to start “at the beginning” and begin with the events that led to the phone call, rather than coming right to the point and telling you the problem up front. Do not allow yourself to become impatient or attempt to rush an elderly caller, as this may confuse the caller. Some elderly callers also process information slower. For this reason, do not throw a series of questions at the caller. Ask one question at a time, and wait for an answer. Elderly callers may be hesitant to call, and they may apologize for bothering you, even though they may have a serious emergency. Many seniors are also unsure of how the 9-1-1 system or public safety works. You will be most effective if you take the time to reassure them that they did the right thing by calling, and that you are there to help them.
- c. Loss of hearing is also common at an advanced age. If there are indications that the caller is having difficulty hearing, change your style of communication. Slow down your rate of speech, and speak slowly and clearly. You can also ask to speak to another person if someone else is available. You may also have to speak louder, but be careful not to yell or sound frustrated by the caller.

5. Emotional/Hysterical Callers

People who are out of control need people in control to lead them. An emotional caller may gain and lose control several times throughout the call. Remember these guidelines when processing these types of calls:

- a. Use a calm, confident, decisive tone of voice.
- b. Be firm and in charge. Take control and do not let the caller control the call. Use persistent repetition (repeating the request several times in the same way), if necessary.
- c. Get the caller’s first name and use it to get their attention and re-focus on the matter at hand.

- d. Reassure caller.
- e. Focus on the big picture. Highly emotional people tend to focus on the details rather than the big picture. Stay away from insignificant details.
- f. Never argue with the caller.
- g. In extreme cases, call takers may need to raise their voice to match the emotions of hysterical callers. In such instances, the call taker should return to normal, authoritative voice tones when the caller calms down. Never use profanity or obscenity under any circumstances.

6. Foreign-Speaking Callers

- a. People who speak English as a second language may be able to converse casually in English, but under the stress of a critical incident may be unable to do so.
- b. In situations where the call taker is unable to get the necessary information, in a timely manner, the call will be immediately transferred to the language line.
- c. The language line is for use by Communications Center personnel only. User agencies will utilize their own interpreter services for interrogations or investigations.

7. Intoxicated Callers

Intoxicated callers may be very difficult to deal with. Remain professional, control the call, gather the pertinent information, and dispatch assistance, if required. And always remember to keep an open mind to avoid categorizing individuals as intoxicated or drugged when they may actually be sick or injured.

8. Mentally Disturbed Persons

- a. A caller who reports an incident involving a mentally disturbed person may know the subject and have some knowledge of prior incidents involving the person. In the event the person is involved in some type of disturbance, it should be ascertained whether the person is armed or if there are weapons nearby. When

obtaining information about mentally disturbed people who are involved in serious incidents, obtain as much specific information as possible.

- b. Do not discount information provided by mentally ill callers. Pass information on to public safety responders and they will determine the validity of the information.

N. TDD (Telephone Device for the Deaf) Calls

1. The Communications Center may receive calls for service from deaf, hard of hearing, or speech impaired callers via a TDD. To facilitate the conversation during TDD calls the call taker will:

- a. Keep sentence structure simple and to the point.
- b. Ask clarifying questions one at a time.
- c. Use the standard abbreviations (GA, Q, SK, SKSK, etc.)
- d. Provide the caller with choices. For instance rather than ask *"Is the door unlocked?"* Ask, *"Is the door locked or open Q GA?"*
- e. Use easy to understand vocabulary; avoid slang, acronyms and law enforcement, fire services or EMS jargon.
- f. Extend the same patience and courtesy to TDD callers as you would to all other callers.

2. The call taker is the vital link in the communications cycle as response units may have difficulty communicating with the communications impaired caller once they arrive at the scene. It is important for the telecommunicator to maintain contact with the caller and provide updates to response units if the situation changes, and provide assistance to the caller and response units once they arrive at the scene.

O. Operator Assisted Calls

When a call taker determines that it is necessary to have a telephone company operator perform a special service trace or emergency line interruption) the call taker will have a

Supervisor or Lead approve service unless a user agency Supervisor has directed the call taker to do so.

P. Answering Priorities

The goal of the Rock County Communications Center will be to answer all emergency lines within (2) rings. The calls will be answered in the following priority:

1. 911 cellular and landlines
2. 7-digit Emergency lines
3. Non-emergency lines
4. User agency dispatch lines

Q. Communications Center Salutations

1. The following salutations will be used uniformly by Communications Center staff when answering telephone calls to the Center:
 - a. **Cellular and Landline 911 lines:** "Rock County 911, where is the emergency?"
 - b. **7-Digit Emergency Lines:** "Rock County Communications, where is the emergency?"
 - c. **Non-emergency Lines:** "Rock County Communications".
 - d. **Police Department/Fire Department Dispatch lines:** "Dispatch Agency name, employee's name."
Example: "Beloit Dispatch, Mary."

R. Transferring Callers

1. Citizens wishing to report an incident to a local public safety agency via phone should be transferred to that agency only if the citizen is calling the Communications Center on a 7-digit line. Before transferring the call the citizen should be advised of the agency's phone number for future reference.
2. 911 calls can be transferred to other adjacent 911 Centers by using the "911 XFER" button located on the Positron

telephone system. This enables adjacent Centers within Wisconsin and Illinois to receive the ANI/ALI information if they utilize enhanced 911 systems.

3. Normally, non-emergency calls should not be transferred to a long distance number unless approved by a Supervisor or Lead.
4. Calls transferred to another agency will be announced prior to transferring the call.

S. Monitor/Break-in Feature

No call taker has the authority to monitor or break-in on another call taker's phone calls. The only instances where this is allowed to occur is:

1. During training performed by a CTO, Lead or Supervisor.
2. During quality assurance performed by a Lead or Supervisor.
3. During critical incident situations where assistance is sought by the call taker.
4. Situations deemed necessary by a Lead or Supervisor.

T. Professionalism

1. All Communications Center staff are expected to utilize the telephone in a professional and business-like manner. The use of slang and profanity is prohibited.
2. A telephone is located in the break room of the Communications Center for employees to use for personal local calls during breaks or before and after duty shifts. This telephone line is not recorded.



ROCK COUNTY COMMUNICATIONS CENTER

ACTIVITY UPDATE

November 15, 2010

ADMINISTRATIVE

The Rock County Board recently approved \$2.275 million in funding to convert the Rock County public safety radio system from analog to digital operations in time to meet the 2013 Federal Communications Commission narrow banding mandate. All existing public safety voice radio infrastructure and field radio equipment will be converted to digital operations before 2013, with the exception of the fire/EMS paging radio frequency (which will remain analog). Rock County will cover the infrastructure conversion costs and individual public safety agencies will be responsible for their respective field radio equipment costs. A Request for Qualifications will go out yet this year for the purpose of radio engineering consultation for the analog to digital conversion project. User agencies will be heavily involved in the project equipment specifications and implementation process. An Assistance to Firefighters grant application in the amount of approximately \$750,000 is pending that could possibly cover fire/EMS digital radio equipment for the conversion project.

Also recently approved by the Rock County Board was \$1.184 million in funding to upgrade the existing Computer-aided Dispatch (CAD) and Mobile Data systems. The current Motorola CAD system will be replaced with the latest Motorola version of CAD and the current InterAct mobile data system will be upgraded or replaced.

A countywide 911 education program, to include public service announcements and billboard advertising, was undertaken this year. The main purpose of this program is to reduce the number of wireless 9-1-1 mis-dials and to make sure the public understands the

limitations of wireless 9-1-1 calls (exact location, incomplete data received at the Communications Center, etc.). Funding was also recently approved to extend the billboard advertising campaign into 2011. The billboard advertising seems to be reaching a larger target audience.

With the retirement of Janesville Fire Chief Larry Grorud, the Rock County 911 Commission will be electing a new Chairman and Vice Chairman at its December 1, 2010 meeting. Chief Rich Lefeber (Town of Turtle Police Department) and Lt. Jay Koehler (Evansville Police Department) will also begin their 911 Commission terms at the December Commission meeting.

Telecommunicator Jillian Peterson was recently promoted to Shift Supervisor and plans are to fill (2) open Telecommunicator positions in late November.

INFORMATION TECHNOLOGY

TraCS Pack 2011 is available for download off of the States website. This Pack includes the Traffic Stop form that will be required for all traffic stops beginning January 1st.

Infotrak/LRMS has been upgraded to version 5.6.6. It is not compatible with Office 2007 and Windows 7.

Shelly Zartman from the County IT Department has been promoted and will be assisting Dara and Steve with IT duties for Public Safety systems. Additionally, the County Board has approved an additional position to be filled in 2011.

FIRE/EMS WORKGROUP

On August 18, 2010, the Fire/EMS Workgroup met and discussed the following:

Countywide Communications System - Update

Sleeter stated the Southwest Regional SCIP has been formed to discuss interoperability on a regional level. He's unable to make the first meeting, but is interested to see what it's all about. Demrow stated he would be willing to go and check it out.

The County Administrator's Office is looking at dates to meet with municipalities to discuss the Countywide Communications System. Sleeter said the Rock County Administrator is recommending a non-trunked digital system.

Sleeter noted that he sent an email a couple days ago outlining the FCC narrowbanding mandate and what steps Rock County is doing to meet this requirement.

Open Discussion

Mosley stated he sent an email listing approximate 2011 budget numbers for public safety software systems costs.

A question was brought up whether or not there needs to be Fire/EMS policy and procedures in place for Mobile Data. Sleeter stated he didn't think it was quite time yet. Sukus agreed that users have not had enough experience with it yet.

It was noted to discuss the Central Repeater at the next Fire/EMS work group meeting.

On October 20, 2010, the Fire/EMS Workgroup met and discussed the following:

Paging Tone(s) Determination

Sleeter stated the paging tones went through the Rock County Fire Officer's Association and the weather tone can be done now. The next step is to determine how many other paging tones are wanted. The Communications Center will pay for the reprogramming. Sukus asked if there needed to be any retraining

because of these tones. This will be revisited later.

Paging Coverage Issues/Paging Equipment Requirements

Sleeter distributed illustrations of wide-band versus narrow-band paging coverage in Rock County to the workgroup.

Discussion occurred surrounding which model Motorola Minitor meets our criteria for narrowband reprogramming (Minitor V and possibly IV).

Digital Mobile/Portable Radio Specifications

Sleeter stated the Communications Center has included money in the budget to contract someone to help with product management by providing advise on radio specifications and assisting with demos. Sleeter prefers this person to be unaffiliated with any vendors. An RFQ can be put out after the Rock County Board approves funding.

Narrowband Fire/EMS

No additional discussion.

Open Discussion

It was brought up that sound quality was less than desirable during the portable radio tests. Sukus had dispatch do a test during the workgroup and that information was confirmed. Sleeter stated that wasn't good and would have it checked into.

Kramer said Interact bills can be paid now. If you didn't get a new bill, pay the amount on the original invoice.

LAW ENFORCEMENT WORKGROUP

On July 28, 2010, the Law Enforcement Workgroup met and discussed the following:

CAD/Mobile Data Demo – User Input

Dara invited user input regarding the Motorola mobile data demonstration at the Health Care Center. It was suggested that we talk to other customers to see what their experiences have been. Groelle stated he would be asked about

ProPhoenix. Dara stated ProPhoenix can't do CAD to the level we need it.

Discussion ensued regarding other potential vendors and current customers of the demo version.

Tow Truck Notification Process

Kathy handed out the current form used for tow truck companies. Does there need to be a list of requirements? Tyler will see what Brad Altman has to say and get back to the workgroup.

Open Discussion

Regarding earmarks for the countywide communications system, Representative Baldwin's office has said we should plan like they're not going to happen.

On August 31, 2010, the Law Enforcement Workgroup met and discussed the following:

Southwest Region SCIP Implementation Council Meeting

Sleeter stated that Chief Demrow and Shirley Connors would be attending the Southwest Region SCIP meeting on September 25, 2010 for purposes of discussing interoperability. Tyler suggested it might be helpful to have a position paper for them to take to the meeting.

Tow Truck Notification Process

(Discussion carried over from previous work group meeting) Sukus asked the work group how they wanted to proceed with the tow truck notification process. It was decided to carryover the discussion to the next meeting to give everybody a chance to look at the policy examples that Sukus distributed.

Future Narrowbanding Plans

Sleeter stated there is a meeting with County Administration and municipalities on September 9, 2010 to discuss narrowbanding. The County Administration will be proposing a digital non-trunked system.

Rockford Police Department – Site Visit Verification

Dara had multiple dates available for the Rockford Police Department site visit. The work group decided on September 14, 2010.

Spanish Interpreter – Coroner's Office

The Chief Deputy Coroner wanted to let local law enforcement know that he is available for interpreter services for Spanish speakers. The work group showed appreciation for his offer but stated they already have interpreter lists they work from.

Open Discussion

Sukus stated questions have been asked surrounding wireless 911 hang-ups. She will send out a portion of the policy and what the questions are for the next work group meeting.

On October 12, 2010, the Law Enforcement Workgroup met and discussed the following:

Development of Digital Radio Bid Specifications

Sleeter stated there is money set aside in the Communications Center budget to assist in a development of radio bid specifications. Decisions will need to be made on choices like encryption features, number of channels, size of screen, etc. Sleeter's intentions are to have demos and field trials done by 2012.

Tow Truck Notification Process

Sukus asked for opinions on the Tow Truck Notification Policy that was sent out to all work group members. She stated the new process doesn't have to be implemented right away. The question is do agencies want to wait until the first of the year or until the new CAD system is installed? It was also suggested to have every towing company (even current ones) submit the new application form so our records are up to date. The Communications Center offered to handle sending out the initial forms and then each law enforcement agency would be responsible to approve and notify tow companies once the new system was implemented. Sukus stated she would also be willing to notify agencies when a company was

taken off the list by another agency for misconduct or other reasons.

Rockford Police Department – Site Visit Follow-up

Mosley summarized the visit to the Rockford Police Department to view their mobile data software. The conclusion was that it wasn't any better than what we have today for mobile data software. Mosley stated we'd probably stay the course with Interact.

Wireless Phase 1

Sukus stated she had sent out the wireless hang-up policy for review. The concern was how to handle Phase 1 hang-ups where call backs are made and the citizen refuses to give their location (when there is no emergency indicated). The group decided that calls like that should be left up to the call taker's discretion and if there is no indication of an emergency the call taker should enter a call for service and clear it with that information noted in the call. Because there is no location, it would be a waste of time to check the general area of the tower if there is no emergency. If there is any question as to whether an emergency may exist, the call taker should have the Communications Center Supervisor review the audio and determine if the area should be checked. Phase 2 hang-ups will be handled the way they are now, where a call for service is entered (by using latitude/longitude or what the caller advises on call back) and an officer dispatched. The agency Sgt has the authority to override dispatch on a case-by-case basis.

Open Discussion

It was questioned as to how important 10-28s and 10-27s were in CAD notes. It was stated this is violating federal law when incidents are then cloned to Fire and include this information. Mosley will check to see if the new CAD system will be able to separate this from Fire and it will be revisited in the future.

Sukus had a policy suggestion from a Communications Supervisor concerning emergency indicator activations from officers via their portable radios. Discussion ensued

as to developing a new procedure for dispatch and officers when activation occurs so as to not tip off a potential suspect if a legitimate emergency was occurring. It was determined that a procedure is not necessary at this time, because there are so many scenarios when this could occur and a majority of the time it is accidental and can easily be resolved by using plain English on the radio when it occurs.