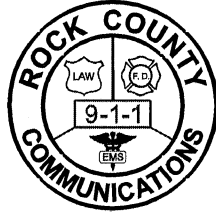


Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, November 19, 2014, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. September 17, 2014 minutes approval
3. Comments from the Public
4. Policy Updates
 - a. F1: Fire and EMS (update)
 - b. G1: General Dispatch (update)
5. 9-1-1 Commission Chair - Nominations/Appointment
6. Information Technology - Updates
7. Informational Items & 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: It is the duty and intent of the Rock County Communications Center to provide expedient and accurate communications services for all Fire/EMS agencies in Rock County.

A. OVERVIEW

1. The structure of the Rock County Fire and EMS services consists of two (2) full-time fire and EMS departments and (9) volunteer fire and/or EMS departments. All Fire and EMS radio transmissions will be completed in "PLAIN ENGLISH", with NO 10-CODES approved (with the exception of 10-4 which is a universally accepted 10-code). Telecommunicators will use the "ECHO" technique when acknowledging Fire and/or EMS units.
2. All Fire and EMS paging will be performed on the Rock County Fire paging frequency (**RF PAGING**). The dispatch messages for **ALL AGENCIES** will be given in the following format: "DEPARTMENT NAME MUNICIPALITY, UNITS, (if applicable) respond to ADDRESS (proper format-see General Dispatch policy) COMMON NAME for a BRIEF DESCRIPTION/NATURE OF CALL. End with cross streets (twice in reverse order) and time."
3. As the Fire/EMS unit(s) go in service, they are to switch from the **RF PAGING** frequency to the repeated "talk" frequency (**RF MAIN RPTR**) to advise the dispatcher that they are enroute or in service. Units should use their assigned radio number/identifier and advise the address that they have been dispatched to when going into service. On single unit responses the Communications Center will repeat the address along with the cross streets and reporting district in their acknowledgment. On multi-unit responses the address, cross street, and reporting district information will be given when the last unit goes into service. The same shall hold true for any updated information or premise flag information. **RF MAIN RPTR** will be used for all voice communications with the fire dispatcher after the initial paging.
4. Fire/EMS response times will vary depending on the type of agency and the time of day. Generally full-time agencies

should have a 1-2 minute response time and volunteer agencies should have a (5) minute response time. The "INCIDENT COMMAND" concept and the use of "Fire Ground" or "TAC" channels is encouraged on major or long-term incidents to reduce overloading of the countywide repeated fire frequency.

5. All status changes (i.e., en-route, on scene, etc.) are to be logged as they occur. Other pertinent information should be logged in the notes of the incident for future reference.
6. When multiple calls for service are received, they shall be toned out in the order in which they are received without waiting for the previously toned out units to come into service. Once all calls have been toned out, assigned responder unit status should be verified to confirm that the assigned units are enroute, etc. Good common sense and judgment must be used during times of multiple calls. Life threatening incidents obviously have a higher priority.
7. Dispatchers are responsible for viewing all premise information entered into the computer aided dispatch system (except keyholder information) and relaying pertinent premise information to responders.
8. Each fire department and/or EMS agency provides different types of service for their community or contacted coverage area. There may also be a difference in the amount or type of equipment assigned to a similar incident.

Telecommunicators will dispatch the units as recommended by the CAD system. Should this be incorrect, the agency involved will be required to provide the Communications Center with updated or corrected information in writing, so that an update can be made in the CAD system. The OIC (Officer in Charge) can upgrade or downgrade the amount of equipment or personnel dispatched to a call, at their OIC's discretion.

B. DEFINITIONS

1. AIRPORT RESPONSE (AI): Airport or airplane emergencies or crashes. This will be a full response.

2. ALARM: COMMERCIAL/RESIDENTIAL (AC/AR): Any report of an automatic fire alarm called in by an alarm company.
3. BRUSH FIRE (BT): Any report of brush or grass fire with brush truck response.
4. CARBON MONOXIDE ALARM W/ILLNESS (CO): Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
5. CARDIAC/BREATHING DIFFICULTY (CA): Medical emergency where patient is reported to be conscious, but is experiencing difficulty breathing and/or chest pains, has a history of cardiac problems, or has stroke-like symptoms.
6. COMMERCIAL FIRE (CF): Any report of fire, smoke or gas odor in a commercial, industrial, mercantile building or multi-family apartment complex with (8) or more units. This would include hospitals, schools and public facilities.
7. CPR INITIATED (CPR): Pulseless non-breather calls where CPR is initiated or indicated. Recommends closest paramedic unit if agency is non-paramedic.
8. EXTRICATION (EX): Any report of person(s) trapped or unable to get out of a vehicle, equipment, machinery or other circumstances requiring the use of rescue equipment (jaws).
9. HAZARDOUS MATERIAL INCIDENT (HZ): Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
10. MEDICAL ADVANCED (MA): Medical emergency where the patient is reported to be unconscious or not breathing.
11. MEDICAL BASIC (MB): Routine medical call that is of a single person nature where the patient is reported to be alert, conscious and breathing is uncompromised.
12. PULSELESS NON-BREATHER (PB): Medical Emergency where caller indicates patient is not breathing and does not have a pulse. CPR has not been initiated or is not recommended due to condition of body.
13. RESIDENTIAL FIRE (RF): Any report of fire, smoke or gas odor in a single family home, duplex, apartment complex (with less than (8) units), garage, shed or other small structure.
14. SINGLE ENGINE (SE): Trash fire, arcing wires, odor investigations (excluding gas odors) or special duty type

calls (ie; residential unlocks, alarm silencing, citizen assists) will fall under a single engine response.

15. TRAFFIC ACCIDENT (TA): Any reported injury traffic accident regardless of patient condition where extrication is not needed.
16. VEHICLE FIRE (VF): Vehicle fire response with single engine response.
17. WATER RESCUE (WR): Rescue attempt for person(s) in danger in any river, stream, lake or other body of water.

C. BELOIT FIRE DEPARTMENT

Between the hours of 0630 and 2130 hours all calls for service will be toned out on an "ALL CALL" basis. After 2130 hours, and prior to 0630 hours, if the incident requires only unit(s) from (1) station, only the needed station's tones will be transmitted. If an incident requires units from more than (1) station, then the **BFD ALL CALL** icon should be used regardless of the time.

BFD Full RESPONSE icon should be used regardless of time when there is a full agency response. The main reason for this tone is the off duty Chief and Deputy Chief's are paged. This includes fires, fire alarms, gas leaks...etc.

Dispatch Procedures:

1. ~~Bring up the "FIRE PAGE" screen and select the **BELOIT MEDICAL** icon for all medical calls, or the **BELOIT FIRE** icon for all fire calls. Only (1) button should be selected for any one call. There are many times that both an ambulance and an engine are recommended for a single incident, with the determination of which tones to choose made according to the nature of the call (whether it is primarily medical or fire). After the tones have cycled, deliver the voice message on **RF PAGING** in the proper format.~~
2. Bring up the "FIRE PAGE" screen, select the correct icon (**BFD ALL CALL, BFD Full Response, BFD STN 1, 2, 3**) depending on the nature of the call and/or the time of day. After the tones have cycled, deliver the voice message on **RF PAGING** in the proper format.

3. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).
4. There may be occasions where an "ON-CALL" team from the Fire Department is required. When requested to page those units use the telephone paging system to notify the on-call team.

D. JANESVILLE FIRE DEPARTMENT

Between the hours of 0630 and 2130 hours all calls for service will be toned out on an "ALL CALL" basis. After 2130 hours, and prior to 0630 hours, if the incident requires only unit(s) from (1) station, only the needed station's tones will be transmitted. If an incident requires units from more than (1) station or if there is a water rescue*, then the **JSVL-FD JFD ALL CALL** icon should be used regardless of the time.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen, select the correct icon (**JSVL-FD JFD ALL CALL**, **JSVL-FD STA # JFD STN 1, 2, 3, 4, 5**) depending on the nature of the call and/or the time of day. After the tones have cycled, deliver the voice message on RF PAGING in the proper format.
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

**Special note:* Water rescue calls will only recommend JC5. JC5 will make the determination as to which stations will respond.

Therefore all water rescue calls will be paged via radio, no matter what time it is, so that all stations are aware of the incident.

E. TOWN OF BELOIT FIRE DEPARTMENT

Town of Beloit Fire Department is a combination full-time paid and volunteer department with a response area north and west of the City of Beloit. They are alerted by using the **BTFD ALL CALL** icon.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen. For all incidents use the **BTFD TBFD ALL CALL** tones. After the tones have cycled deliver the voice message on **RF PAGING** in the proper format.
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

F. CLINTON – EDGERTON – EVANSVILLE – FOOTVILLE – MILTON ORFORDVILLE – TOWN OF TURTLE FIRE DEPARTMENTS

All of these volunteer departments have specific coverage areas throughout Rock County. Clinton, Edgerton, Evansville and Milton also have contract coverage area outside Rock County.

Dispatch Procedures:

1. To page each agency, bring up the "FIRE PAGE" screen and select the appropriate icon for each agency. After tones have cycled, deliver the voice message in the proper format on **RF PAGING**.
2. 2nd page: Completed **60-90 seconds** after initial page.
3. 3rd page:

EMS calls: If no acknowledgment is received **8 minutes** after the initial page, the primary agency will be re-paged along with a mutual aid unit. The dispatcher will indicate that it is the "3rd page and mutual aid is also being dispatched".

Fire calls: If no acknowledgment is received **8 minutes** after the initial page, the emergency contact person for the agency will be contacted.

4. If the primary agency does not have secondary units programmed into CAD, the MABAS cards will be used as a reference as to which mutual aid agency to send.
5. If the primary agency indicates they are "in service", the unit's status will be updated to "IS" in CAD. If the unit does not go enroute after **2 minutes** of going "in service", the unit will be contacted via the radio to determine if they would like to send mutual aid. If the unit cannot be reached, the unit will be re-paged along with the mutual aid agency.
6. If the primary agency does not respond to the incident, the Communications Center Supervisor will make contact with the agency's emergency contact via telephone to advise of the non-response, as soon as practicable. The Supervisor will also send documentation to the Communications Center Operations Manager.
7. The amount and type of equipment dispatched will be from the CAD recommended screen. In the absence of any specific piece(s) of equipment, the alert voice message will be GENERAL in nature and each department will determine what equipment shall be dispatched to the scene.
8. In the event that the nature of the call recommends "AUTOMATIC MUTUAL AID", the mutual aid agency will also be paged and included in the dispatch message. Each department will make their own decision as to what type of equipment they will send.
9. It will not be uncommon to have more than (1) unit out at one time. For this reason, the "ECHO" technique mentioned previously must be used. Units will be communicating on one repeated frequency throughout Rock County and at times may cover each other with the multi-agency radio traffic. It is important that when

answering units the telecommunicator repeat the unit number back so that the unit knows they were copied. It is also extremely important that the telecommunicator monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. EMERGENCY MEDICAL SERVICES

1. The cities of Beloit and Janesville and Town of Beloit provide ALS service as a direct function of their fire departments.
2. The Cities of Edgerton, Evansville and Milton, the Town of Beloit and the Villages of Clinton, Footville and Orfordville provide BLS service either as a separate entity or private contractor.
3. Alerting and dispatching of EMS agencies follows the same guidelines as the corresponding fire departments even though the EMS agency may be a separate entity from the fire agency.
4. Each Fire/EMS provider is responsible for providing the Communications Center with their current contract coverage area and supplying the updated information that would change same. All calls for service will be dispatched based on the CAD recommendations as they occur.
5. Any changes to contract coverage areas shall be submitted to the Communications Center in writing so that the changes can be made in CAD and to the maps within the dispatch area. Likewise, if the amount of, or type of ancillary equipment dispatched with ambulances change, those changes shall be submitted in writing to the Communications Center.

H. AMBULANCE INTERCEPTS

1. In the event that a request for an "AMBULANCE INTERCEPT" is received, it is important that the fire dispatcher obtain the hospital destination. Hospital destination will determine which ALS service will be dispatched.
2. Ambulance intercepts are based on the availability of an ALS unit. Once a request for a paramedic intercept is received

the telecommunicator will advise both EMS agencies to switch to **MARC 1** repeater for their intercept communications. (If **MARC 1** is being utilized by law enforcement for another purpose, then intercept communications will remain on the **RF MAIN RPTR** frequency.) The telecommunicator must then activate the **MARC 1** repeater. While the telecommunicator is not responsible for transmissions that occur on **MARC 1**, they may monitor as time/activity level permits. All priority radio traffic should be communicated on the **RF MAIN RPTR** frequency. Once the responders have arrived on scene at the intercept the telecommunicator will de-activate the repeater.

I. CORONER REQUESTS

1. Deceased at the scene
 - a. Dispatch law enforcement, notify of request for coroner.
 - b. Contact coroner with decedent's location.
 - c. Document contact information into call notes.
2. Deceased in ambulance
 - a. Obtain callback number to have coroner make contact with EMS crew for further instructions.
 - b. Document contact information into call notes.
3. Nursing Homes/Hospice
 - a. Coroner requests reporting a non-suspicious death will be called in on the non-emergency line.
 - b. If it is not clear that the caller is requesting a non-emergency page for the coroner, the caller will be asked if emergency responders are also required.

J. ADJACENT AGENCY NOTIFICATION

When an adjacent Fire/EMS agency is required, contact will be made via telephone or point-to-point, whichever method is most efficient depending on situation and confidentiality considerations.

K. MUTUAL AID REQUESTS

1. The Rock County Communications Center will facilitate communication of mutual aid requests from agencies.
2. When a request for mutual aid is received by the Communications Center, the Center staff will page/contact the requested agency and relay any pertinent information about the locations, incident, and type of equipment needed.
3. Automatic mutual aid is available to fire/EMS agencies that wish to have the CAD pre-programmed to recommend neighboring Fire/EMS agencies for automatic dispatch when the primary agency/unit is unavailable or additional resources are required on certain call types. Agencies will utilize the Automatic Mutual Aid Response Authorization form to authorize the Communications Center to pre-program this information into CAD.
4. For events where the primary agency is unavailable and automatic mutual aid is recommended, the dispatcher will tone out the pre-programmed mutual aid agency and will also contact the primary agency on the **RF MAIN RPTR** as soon as possible so they are aware of another call in their area.
5. See the MABAS policy for further mutual aid considerations and procedures.

L. OTHER HOSPITAL CONSIDERATIONS

1. In an effort to prepare hospitals for unusual or critical medical incidents within Rock County, the Communications Center will make every effort to notify the supervisor of the local hospital's Emergency Department of the information. 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, medical helicopters or the physician response team 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 Supervisor that they are on diversion, the Fire dispatcher will notify all EMS agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

Diversion notifications will be made during the initial page of EMS calls that are received within the diversion timeframe.

Once the affected hospital has notified the Communications Center Supervisor that the diversion has been canceled, any agency that had previously been advised of the diversion will be notified (either by telephone or radio) of the cancellation. The Communications Center Supervisor may choose to have the dayshift fire dispatcher notify volunteer agencies when the cancellation is during third shift hours and there are no EMS calls before that time.

N. INTERSTATE ALTERNATE ROUTE NOTIFICATIONS

In the event of an interstate alternate route implementation, the Fire Dispatcher will notify any fire/EMS agency that receives a call for service during the period that the alternate route is active. This notification will be made during the initial page out of the call via RF Paging.

The information that will be relayed, along with the initial dispatch message, will include:

- a. Incident type
- b. Incident location
- c. Route color & direction

d. Highways/Roads included in re-route

Any changes/updates to the alternate route will be communicated via RF Main to fire/EMS agencies that are on active calls at the time.

Rock County Emergency Management will also be notified of the alternate route activation as time permits.

O. CONTROLLED BURNS

1. Controlled burn requests will not be approved by the Communications Center. Citizens who directly contact the Communications Center to report a controlled burn will be asked if their local fire department or town board has been notified of the burn. If the citizen advises that they have made the proper notification this information will be documented within a controlled burn incident in the Computer Aided Dispatch (CAD) system (along with the caller's name, address, callback number, location of burn, and burn time). If the citizen has not made the proper notification the call taker will advise the citizen that the Communications Center will log the controlled burn, but that we cannot approve the burn. The citizen will be referred to their local fire department or town board to determine the proper procedure for approving controlled burns in their area.
2. Controlled burns reported by personnel from other Dispatch Centers, the Department of Natural Resources, City Parks Departments or the Rock County Highway Department will be logged into the CAD system without question.

P. TAC CHANNEL USAGE

In order to limit congestion on the main repeated fire channel, fireground (tac) channels will be used by all departments for on-scene communications at significant incidents. It will be up to the Incident Commander (IC) and that department's SOP's to determine if an incident warrants the use of fireground channels. It is strongly recommended that the IC utilize fireground channels whenever feasible. The failure to divert operations to these fireground channels could result in interference and loss of

communications at an incident, disruption of dispatch activities, and interference with other departments. The fire dispatcher has the authority to divert an incident to a tactical channel whenever necessary to alleviate congestion on the main fire repeater channel. Tactical channel usage will be used in the following sequence:

1. RURAL DEPARTMENTS & CITY OF БЕЛОIT
 - a. Fireground Red
 - b. Fireground North or White depending on location
 - c. Fireground Blue
 - d. MARC 1 – Repeater (if available)

2. CITY OF JANESVILLE
 - a. Fireground North
 - b. Fireground Red
 - c. Fireground White
 - d. Fireground Blue
 - e. MARC 1 – Repeater (if available)

The Incident Commander (IC) for the department responding to an incident will select an available fireground channel based upon the above preferences. If fireground channels are already in use at other incidents, the fire dispatcher may assist the IC in this selection by advising of open channels.

Units will switch to the selected fireground channel at the direction of the IC, either enroute or upon arrival at an incident per the responding department's SOP's. The IC will maintain communications with the fire dispatcher on **RF MAIN RPTR** and inform dispatch of what fireground channel will be utilized for a specific incident. The Communications Center will advise all responding units as to what fireground channel is being used for the incident. The fire dispatcher will try to monitor the fireground channels on full response incidents, if possible.

At larger incidents it is acceptable for a department to utilize more than (1) fireground channel to facilitate sectoring (interior – Rock Fireground North, water supply – Fireground White, etc.)

Q. MULTIPLE VICTIM CONSIDERATIONS

1. In the event of a medical emergency involving (2) or more seriously injured patients, the Communications Center will dispatch additional ambulance(s) from the primary jurisdiction. If the primary jurisdiction has no other ambulances available, the Communications Center will ascertain if automatic mutual aid is programmed into CAD and send those resources. If automatic mutual aid is not programmed into CAD, the dispatcher will contact the primary agency for direction.
2. In the event of a multiple victim incident involving (3) or more patients, the Communications Center will notify the supervisor of the local hospital's Emergency Department. If the hospital advises they cannot accommodate all patients, the dispatcher will immediately relay this information to the Incident Commander.
3. In the event of a multiple victim incident involving (5) or more patients, the Communications Center will refer to the Rock County Mass Fatality Response Plan, Appendix G, for further notifications and procedures.

SUMMARY

Policy: Emergency Dispatch Center operations require specialized techniques. These techniques include word choice, prioritization, coding, microphone techniques and control of communications.

A. Dispatching Skills

1. Telecommunicators should speak at a normal level into the microphone, never shouting or mumbling.
2. The telecommunicator should not begin talking until the transmitter's relays are opened. Failure to wait will generally cause the first 2 or 3 syllables of the conversation to be lost due to the circuit's failure to open at the receiving end.
3. Voice transmissions should be made with maximum articulation to eliminate the need for undue repetition. Communication may be distorted by speaking too closely or too far away from the microphone.
4. The telecommunicator's speech should be divided into short distinctive phrases that may be written down, though not given out too slowly. Mobile officers do not usually write down short dispatches at the time of reception, therefore, need to be broken into phrases. Broadcasts to be copied by cars or other stations must be phrased in the manner most easily copied.
5. Always dispatch priority calls first (**See Call Prioritization Policy**), attempting to minimize stack time. The highest priority shall be given to calls involving danger to someone's life. Next priority shall be given to calls involving danger to property, particularly fire and alarm calls.
 - a. Whenever calls involving danger to someone's life and/or property are received, all non-emergency radio and telephone traffic shall be interrupted, and the call(s) given out to the most appropriate unit(s) as quickly as possible.
6. Assign units according to type of unit required and unit coverage areas.

7. Provide back-up units whenever the situation requires or whenever the assigned officer requests a back-up unit.
8. Dispatchers are responsible for viewing all premise information entered into the computer-aided dispatch system (except keyholder information) and relaying pertinent premise information to responders.
9. When a call for service is received, the telecommunicator will call the area or closest area unit and announce the complaint, i.e., "Unit 3, a suspicious person..." The officer will answer with their unit number, the telecommunicator will then proceed to relay all pertinent information to the responding unit.
10. When a call for service is received which will require more than one officer, the telecommunicator will call the primary unit first, along with the back-up unit(s), i.e., "Unit 7, Unit 5, a disturbance." The officers in turn will answer with the primary area assignment answering first, i.e., "Unit 7 go ahead, Unit 5 go ahead." The telecommunicator will then relay all pertinent information to the responding units.
 - a. This will enable all radio traffic to be copied by the telecommunicator and other officers.
 - b. Always keep accurate status of all Rock County public safety units, logging times and locations. Echo units whenever a verification of radio traffic is necessary.
11. Provide complete, accurate and specific information to units requesting the same:
 - a. Think before you transmit – know what you want to say.
 - b. Activate microphone, pause, then speak distinctly
 - c. Be brief.
 - d. Be concise.
 - e. Do not talk too fast or get excited.
 - f. Do not transmit while any other unit is transmitting.
 - g. Do not be afraid to clarify on the air any transmissions that are not complete or specific in nature.
12. Courtesy can be more aptly expressed by the tone of voice

and manner of presentation than by words. Eliminate all unnecessary talking.

13. Telecommunicator communication should be impersonal, decisive, clear and instant. This technique will impart confidence in radio communication.

B. Word Choice

1. The choice of words used in making up radio messages to a large extent determines whether the receiving operator can copy the radio message the first time or finds it necessary for repeats. Often words may be mistaken for others that sound similar. The word "**want**" for example should be replaced with the word "**request**". The following are examples of poor word choices and their preferred alternatives.

Poor

want
can't
get
do you want

Preferred

request
unable
obtain/ascertain
advise if

2. The use of the words "I", "WE" and other personal pronouns will be avoided. A telecommunicator **will never** acknowledge a message until he/she is positive the message received is, in fact, the message sent. Rather than taking a chance on a vague assumption or guess, the telecommunicator should request that all or part of the message repeated. If only a portion of a message needs to be clarified, indicate this by the phrase "**Repeat all after**" or "**Repeat all before**". Numbers should be given as individual and then repeated. **Example:** 186,057 - one-eight-six-zero-five-seven. The possibility for error receiving a number given in this manner is negligible.

C. Address Format: When broadcasting an address over the radio the dispatcher will use the following format:

1. **1 & 2-digit addresses:** When an address has only one or two number preceding the street name, it is helpful to use the word "number" prior to saying the actual number. Most people are used to hearing three, four and five numbers in an address.
 - a. *Example: 12 Main St = "Number twelve Main Street. That's one, two Main Street."*

2. **3-digit addresses:**
 - a. *Examples: 123 Main St = "One twenty-three Main Street. That's one-two-three Main Street."
300 Main St = "Three hundred Main Street. That's three-zero-zero Main Street."*

3. **4-digit addresses:**
 - a. *Examples: 2234 Main St = "Twenty two, thirty-four Main Street. That's two-two-three-four Main Street."
1000 Main St = "One thousand Main Street. That's one-zero-zero-zero Main Street."*

4. **5-digit addresses:**
 - a. *Example: 12245 Main St = "Twelve, two, forty-five Main Street. That's one-two-two-four-five Main Street."*
 - b. Street names that are numerical (ie: Fifth St) should be given out as:
Example: 1225 Fifth St = "Twelve, twenty-five Fifth St. That's one, two, two, five number five street."

D. Phonetic Alphabet

1. Telecommunicators of the Rock County Communications Center will use the standard phonetic alphabet used in the State of Wisconsin. When it is necessary to spell out words

or otherwise use letters in radio transmissions, the following phonetic code words are to be used to clarify the letters:

A-Adam	N-Nora
B-Boy	O-Ocean
C-Charles	P-Paul
D-David	Q-Queen
E-Edward	R-Robert
F-Frank	S-Sam
G-George	T-Tom
H-Henry	U-Union
I-Ida	V-Victor
J-John	W-William
K-King	X-X-ray
L-Lincoln	Y-Young
M-Mary	Z-Zebra

2. When using this phonetic code, the letter is given first, followed by the code word. (i.e.: (Adam) "A-Adam, D-David, A-Adam, M-Mary").

E. Standard Radio Codes & Signals

1. Telecommunicators and user agency personnel will use the authorized radio signals/codes as listed below.
 - a. 10-4 Acknowledge
 - b. 10-8 Back in Service
 - c. 10-9 Repeat Message
 - d. 10-23 On Scene
 - e. 10-24 Finished Last Assignment
 - f. 10-27 Driver License Information
 - g. 10-28 Vehicle Registration Information
 - h. 10-29 Check for Wants
 - i. 10-33 Emergency
 - j. 10-41 Begin Tour of Duty
 - k. 10-42 End Tour of Duty
 - l. 10-78 Officer Needs Emergency Assistance
 - m. 10-96 Mental Subject
 - n. 10-99 Records Indicate Wanted or Stolen

2. Plain English communication will be used by all parties **as much as possible**. When communicating with emergency services that are unfamiliar with the Ten Codes, Plain English will be used. The telecommunicator will use discretion to utilize the most effective type/level of communication as is required. Agency specific codes will not be recognized by the Communications Center.

F. Prioritization of Calls

1. When the telecommunicator receives a call, he/she is to determine the priority that is involved. Good sound judgment will be used in dispatching calls. If a high-priority call is received and another call is lower in priority, the telecommunicator will notify the calling parties of the estimated delay.
 - a. (**Example:** Citizens expecting a law enforcement officer, but the officer is reassigned for a higher priority call.) All calls regardless of priority should be dispatched promptly. The telecommunicator has the responsibility for determining whether the officer will handle the new call or complete the current assignment. (See Call Prioritization policy)
2. The telecommunicator will assign the necessary emergency services/law enforcement personnel, as the situation requires for the best service of public safety request for assistance. The telecommunicator transmissions have departmental authority and should not be questioned on the air. However, supervisory control procedures will remain in effect.

G. Control of Communications Operations

1. The Communications Center will be responsible for maintaining frequency control and discipline. This includes directing and controlling the use of all frequencies.

2. All Federal Communications Commission regulations will be followed.
3. At times of high-volume radio and telephone traffic where the communications system is overloaded for available staff, the telecommunicator is to maintain strict control. All communication with the Communications Center will be completed on the main channel unless specifically directed elsewhere by the telecommunicator. During "hold traffic" incidents, units can use MDT equipment for routine data transfer.
4. **Emergency Radio Traffic:** When emergency conditions exist (threat to lives, officer safety, 911 calls, etc./telecommunicator discretion), the telecommunicator will clear the necessary frequencies with the message "Emergency traffic only." Only emergency related radio traffic will be transmitted. Non-emergency related radio traffic will hold until the "Emergency traffic only" condition is released.
 - a. If non-emergency radio communication occurs during restricted radio traffic condition, the telecommunicator will respond: "Emergency traffic only, go ahead."

H. Adoption of (24) Hour Clock

1. All departmental radio communication and written reports will employ the (24) hour clock. The (24) hour clock is adopted as the official time keeping system for all communications.

I. Broadcasting Information

1. When information is received concerning such things as stolen or wanted vehicles, wanted persons, runaways, crimes which have just occurred, dangerous situations, especially "Officer Safety," such information should be broadcast at the first reasonable opportunity.
2. While it is seldom possible to wait until all officers on duty are clear, it may be good to wait until a majority of them are clear. Before broadcasting such information, prepare the

officers by saying, "Attention all units and listening stations, prepare to copy ATL/Officer Safety . . ."

3. After preparing the officers, it is best to wait until they have time to pull out of traffic so they can copy the information.
4. When broadcasting important information, read only the most important items, slowly, distinctly, repeating and phonetically spelling names to be sure the officers are able to copy the information correctly.
5. When the Attempt to Locate has been completed, the station call sign will be given and the time to comply with FCC regulations. A brief descriptive entry should be made in the notes of the incident.

J. Confidentiality

1. In order to maintain confidentiality to patients, telecommunicators **will not**:
 - a. Divulge information about patient names.
 - b. Transmit information about unusual behaviors that are not related to the medical condition unless danger exists (to responders).
 - c. Transmit information about aspects of a patient's lifestyle.
 - d. Transmit or document information about HIV status or other communicable disease of any individual.

K. BOLO (Be on the Lookout) File

1. In order to maintain an up-to-date list of pertinent information to distribute to patrol officers, assuring all shifts and departments are kept advised of "**HOT**" information, (A.T.L.'s, A.P.B.'s, BOLO's, etc.), the "BOLO" file in CAD will be used. All BOLO file information will be broadcast at time of entry, unless it is documented as involving sensitive information.
2. Officer safety, wanted persons, stolen vehicles, missing persons (not including runaways) and VARDA alarm information will be the only information stored in the BOLO file. The user agency supervisor will approve all entries

unless there is a crime in progress. At that time the telecommunicator has the discretion to enter the information immediately and notify the agency supervisor as soon as possible after the fact.

3. The "BOLO" file will be updated by the Supervisor. It will be the responsibility of each telecommunicator to review the BOLO file at the beginning of his/her shift and periodically during his/her shift. When a telecommunicator becomes aware of a cancellation of any item, they will be responsible to notify the Supervisor to cancel the entry out of the BOLO file.
4. Entries will be purged after a 7-day period. Supervisors will review and may extend the purge date. Lengthy entries may be condensed after 2-3 days by a Supervisor as well. Each user agency is responsible for notifying the Communications Center when a BOLO should be canceled.
5. Communications Center Supervisors will be ultimately responsible for the accuracy of the information in the BOLO file.
 - a. ~~Click "START" & select **EDIT BOLO FILE**.~~
 - b. ~~Update BOLO file as necessary.~~
 - c. ~~Click "file" & select "save as" & highlight **BOLO**.~~
 - d. ~~Select **SAVE** & Click on **YES** when asked if you want to replace existing file.~~
6. All BOLO entries will contain the following minimum documentation of:
 - a. Initiating officer/agency name along with the report or event number relating to the BOLO information. In the cases of VARDA alarms the officer/agency name is sufficient.
 - b. For entries in BOLO resulting from broadcasts from outside jurisdictions the authority name and/or agency name will be documented.
 - c. Suspect/suspect vehicle name/description.
 - d. Charges & requested action to be taken (stop & hold, etc.)
 - e. Date & time updated along with name of Supervisor updating file.

7. 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.
8. 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.

L. 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	Town of Milton: 73
Edgerton: 52	Town of Turtle: 69
Evansville: 53	Orfordville: 63
Town of Beloit: 72	Milton: 54
Town of Fulton: 74	

M. 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 gunshot 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 detection 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.~~