Rock County, Wisconsin

Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, November 20, 2019, AT 2PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda

2. May 15, 2019 minutes approval
   a. No quorum for 9/18/19 meeting

3. Comments from the Public

4. 9-1-1 Commission Vice Chair – Nominations/Appointment

5. Information Technology – Updates

6. Policy – Updates
   a. F1 – Fire & EMS (pp. 13, 15 & 16)
   b. S1 - Severe Weather Warning System (pp.1, 2 & 4)

7. Informational Items & Updates
   a. RapidSOS
   b. NG911 - ESInet RFP & grants
   c. 2020 budget items
   d. AVL dispatch for Fire/EMS incidents

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.

The County of Rock will provide reasonable accommodations to people with disabilities. Please contact us at 608-757-5510 or e-mail countyadmin@co.rock.wi.us at least 48 hours prior to a public meeting to discuss any accommodations that may be necessary.

Members present: Chief David Moore, Janesville Police Department; Deputy Chief James Ponkauskas, Janesville Fire Department; Sheriff Troy Knudson, Rock County Sheriff's Office; Chief Brad Liggett, Beloit Fire Department; Chief David Zibolski, Beloit Police Department; Chief Rich LeFeber, Town of Turtle Police Department

Members Not Present: Interim Chief Gene Wright, Clinton Fire Department; Deputy Chief Chris Lukas, Milton Fire Department; Sergeant Chris Jones, Evansville Police Department

Others present: Kathy Sukus, Rock County Communications Center; Dara Mosley, Rock County IT; Tammy Maegli, Town of Beloit Chair

1. Group photo for county website

2. Call to Order and Approval of Agenda
   Brad Liggett called the meeting of the 911 Commission to order at 2:05 p.m. Motion to approve the agenda by LeFeber with change of the group photo to first item. Second by Zibolski. All approved.

3. Minutes – January 16, 2019
   Motion by Zibolski to approve minutes as written. Second by Moore. All approved.

4. Comments from the Public – Tammy Maegli was present to listen and learn as she is the new Town of Beloit Chair for the Town of Beloit Board.

5. Information Technology – Updates
   a. US Cellular issues – appears to be an issue with one type of modem. Trying to get a firmware update from US Cellular. We are trying our own fix on a few vehicles to see if it resolves the issue while waiting on US Cellular. If that does work, we will notify the other agencies with what to do.
   b. NetMotion Diagnostic Software (FirstNet coverage) – The software to start mapping network coverage has been ordered and installed on the server. Once a necessary firewall change has occurred, IT will start putting the software in select vehicles around the county test the current coverage. Once that is done, they will begin testing a FirstNet device to compare coverage.

6. Medical Examiner notifications - Update
   Law Workgroup met on March 26th to discuss possible policy changes. As a result, the prompt for the pop-ups from dispatch will continue, but there will be no change to policies (notifications or records release). Beloit Chief Zibolski had a good meeting with them after the workgroup met. He will share his information with everyone as well as other topics discussed.
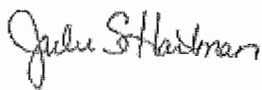
7. Informational Items & Updates

a. Pictometry flyover – Flyover completed last week. Took longer than expected due to the unusual weather issues we had with snow and rain. Still needs to be reviewed to make sure there isn't too much foliage.
b. Starcom – We have been denied so far due to being too far from the Stateline and their FCC license requirements. We suggested putting the radio at the Mill Street tower, but that also created FCC licensing issues. We are now checking to see if they will allow the radio to be placed at the Winnebago tower on N Main Street where we have other radio equipment for Beloit PD and are waiting to hear back. Sheriff Knudson said he could also contact the Winnebago County Sheriff to see if it was possible to put our equipment in their tower since Sukus had not received a reply from the Winnebago County 911 Director yet.
c. MASTR III radio updates & Simulcast systems – Equipment is in and FCC licensing applied for – there were no conflicts with County Tac Repeater, however, there is a frequency conflict between Rock Fire Central and Roscoe Fire Department's dispatch channel. Gen Comm will be meeting with Roscoe FD to discuss options. In the meantime, Gen Comm also applied for FCC licensing for County Main and Rock Fire Main in preparation for next year. There were no conflicts with either frequency so Sukus advised that because of the Rock Fire Central issues and the length of time it will take to resolve that issue and coverage issues on County Main, we will be upgrading those two frequencies in 2019 instead since they use the same exact equipment. Sukus will re-budget for RF Central & County Tac updates/simulcast for 2020 now.

8. Adjournment
Knudson moved to adjourn the Commission meeting at 2:35 p.m. and Zibolski seconded it. All in favor.

Next Meeting – July 17, 2019 @ 2pm

Respectfully Submitted,

Julie S Hartman

Julie Hartman
Administrative Secretary
Rock County Communications Center

911 COMMUNICATIONS COMMISSION
September 18, 2019

Daniel Pease called the meeting of the 911 Commission to order at 2:02 pm on September 18, 2019. **NOTE: No Quorum present so no official business was conducted.**

Members present: Chief David Moore, Janesville Police Department; Sheriff Troy Knudson, Rock County Sheriff's Office; Chief Ernie Rhodes, Janesville Fire Department; Interim Chief Daniel Pease, Beloit Fire Department

Members Not Present: Interim Chief Gene Wright, Clinton Fire Department; Deputy Chief Chris Lukas, Milton Fire Department; Interim Chief Patrick Reese, Evansville Police Department; Chief David Zibolski, Beloit Police Department; Chief Rich LeFeber, Town of Turtle Police Department

Others present: Kathy Sukus & Brian Becker, Rock County Communications Center; Dara Mosley & Kayne Cushman, Rock County IT; Chief Bob Kowalski, Edgerton Police Department; Michael Moore, Avon Town Chair

1. Call to Order and Approval of Agenda
   No Quorum Present

2. Minutes – May 15, 2019
   No Quorum Present (approve at the November meeting).

3. Comments from the Public – Michael Moore, Avon Town Chair- advised that he has been working for four years on legislation to ban target shooting on DNR grounds and on May 22nd it passed. It is currently awaiting the Governor's signature.

4. Information Technology – Updates
   a. Web access on laptops – Discussion on whether IT gives more access to sites on agencies laptops keeping in mind there is no real way to show who or what vehicle is looking at what. This discussion will be carried over for next meeting.
   b. NetMotion Diagnostic Software (FirstNet coverage) – Kayne showed examples of vehicles that have the software and the coverage it had as well as where coverage is a little spotty yet. Working on getting more cars set up to further test coverage and gather more data to see what software will work best for us. FirstNet is way ahead of schedule with putting in towers and expect to be complete next year.

5. Policy – Updates
   No Quorum Present

6. RapidSOS - Sukus advised that the Communications Center will soon have new technology to fill the gaps with locating wireless callers until Next Generation 911 is a reality in Wisconsin. The service is funded by Google & Apple and provided to 911 Centers across the country for free. The service uses the location

provided by the device vs. triangulation through cell towers, which will make it much more accurate. It is currently only available on IOS12 & Android devices. Consumers will not have to sign up for anything or put any applications on their phones, it will only be tracked when 911 is called from the device. Other data information can also be provided to 911 for citizens with MedicAlert bracelets and Uber customers with more services to come. This will be an additional tool for call takers and utilized in conjunction with our current call taking protocols, especially in situations where the callers cannot tell the call taker their location. Once the Communications Center receives access to the portal they will put out a press release.
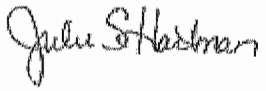
7. Informational Items & Updates
    a. Pictometry digital imagery flyover – The Flyover was completed in the Spring of 2019, however due to unfortunate weather conditions the images were not the quality that was promised by the vendor and there is too much foliage coverage. We will be able to keep those images for our use, but Pictometry will be doing a new flyover in the Spring of 2020 to obtain better imagery.
    b. Starcom project - update– Was installed at each dispatch console this week. Additional testing will need to be completed before it's ready. Thank you to Sheriff Knudson for coordinating with the Winnebago County Illinois Sheriff to allow us to place some radio equipment at one of their towers.
    c. MASTR III radio updates & Simulcast systems – IT was approved too install equipment on County Main and Rock Fire Main still in 2019. We had to send out 27 LOCs and are waiting on 3 of them, but should be approved soon. Sukus has re-budget for RF Central & County Tac updates/simulcast for 2020 now.
    d. Next Generation (NG911) – update – There is currently an RFP out for the design/implementation of a statewide ESInet (emergency services internet service) that will be the backbone to the 911 services in the state in the coming years. There is also a grant available to 911 Centers in the state who have not purchased NG911 capable equipment yet. About 50% of the over 600 centers in the state have not updated any equipment for NG911 purposes.
    e. 911 Open House – 10/19/19 – We will be having an open house to invite the public to meet our dispatchers/call takers, listen to live incidents, take a mini test to see if they think it's a job they may be interested in, etc. We will be having hotdogs and snacks and having a K9 dogs and officers here as well. Thank you for sharing our flyer.
    f. Joint Powers Agreements – have been sent out if your board should ask you about them. They are sent out every year. After we receive them back from your agency we sign them and send them to the County Board for approval and their signature and then main a final copy back to you.

8. Adjournment
    Meeting adjourned at 2:48 pm

Next Meeting – November 20, 2019 @ 2pm

Respectfully Submitted,

Julie Hartman
Administrative Secretary
Rock County Communications Center

SUMMARY

<u>Policy:</u> 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: *"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., enroute, 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. Verbal unit status checks will be performed by the Fire Dispatcher on all Fire/EMS incidents (20) minutes after the first unit arrives on scene.

    a. Status check will be made with primary unit or incident commander, if there is one assigned to incident.
    b. The dispatch message will be: "(Unit ID), you are 20 minutes on scene, all OK?"
    c. If the primary unit or another unit on scene cannot be reached, law enforcement will be sent to check the welfare of the crew. Dispatch is not to call the incident location unless directed to do so by responding law enforcement.
    d. If law enforcement is sent, supervisors at full-time agencies will also be notified.

7. 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.

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. 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. RESPONSE ID DEFINITIONS

1. ALARM: COMMERCIAL/RESIDENTIAL: Any report of an automatic fire alarm called in by an alarm company or citizen.
2. AIRPORT RESPONSE: Airport or airplane emergencies or crashes. This will be a full response.
3. BRUSH FIRE: Any report of brush or grass fire with brush truck response.
4. CARDIAC/BREATHING DIFFICULTY: 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.
5. COMMERCIAL FIRE: 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.

6. CARBON MONOXIDE ALARM W/ILLNESS: Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
7. CPR INITIATED: Pulseless non-breather calls where CPR is initiated or indicated. Recommends closest paramedic unit if agency is non-paramedic.
8. EXTRICATION: 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: Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
10. MEDICAL ADVANCED: Medical emergency where the patient is reported to be unconscious or not breathing.
11. MEDICAL BASIC: 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: 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: 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: 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: Any reported injury traffic accident regardless of patient condition where extrication is not needed.
16. VEHICLE FIRE: Vehicle fire response with single engine response.
17. WATER RESCUE : 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. This includes fires, fire alarms, gas leaks, etc.

Dispatch Procedures:

1. 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.
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 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).
3. 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 unit(s) from up to (2)

stations, only the needed station(s) tones will be transmitted. If an incident requires units from more than (2) stations, then the **JFD ALL CALL** icon should be used regardless of the time.

Dispatch Procedures:

1.   Bring up the "FIRE PAGE" screen, select the correct icon **(JFD ALL CALL, 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 **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/EMS 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". If mutual aid cannot respond, send closest full-time EMS agency.

      Fire calls: If no acknowledgment is received **8 minutes** after the initial page, the emergency contact person for the agency will be contacted. If the emergency contact person(s) cannot be reached mutual aid will be dispatched.

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 <u>does not</u> 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 <u>extremely</u> important that the telecommunicator monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. INTERSTATE CALLS

To limit the amount of radio traffic on Rock Fire Main, all interstate calls (I90 & I43) will be directed to respond on the Rock Fire Central Repeater as their primary communications channel.

Dispatch Procedure:

1.   The Fire/EMS dispatcher will activate appropriate tones, provide dispatch message and advise responding units to acknowledge and respond on Rock Fire Central Repeater.
2.   All communications with dispatch will be conducted on Rock Fire Central Repeater for the duration of the incident.
3.   If a completely separate incident occurs on the interstate, responding units may be advised to respond on Rock Fire Main. Secondary incidents which are a result of the first incident will remain on Rock Fire Central and the initial incident commander will be notified for response coordination.
4.   If an incident escalates into a MABAS alarm, the units will be directed to the IFERN channel and the M2-MABAS policy and procedures will be followed.

H. 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.
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.

I. 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.

J. MEDICAL EXAMINER REQUESTS

The Communications Center will make immediate notification to the on-duty Medical Examiner at the request of Fire, EMS or Law Enforcement.

1. Deceased at the scene
   a. Dispatch will make immediate notification to the on-duty Medical Examiner at the request of Fire, EMS or Law Enforcement.
   b. Contact the Medical Examiner with decedent's location and circumstances of death.
   c. Document contact information into call notes and advise requesting unit of any response delays.

2. Deceased in ambulance
   a. Obtain callback number to have the Medical Examiner make contact with EMS crew for further instructions.
   b. Document contact information into call notes.

3. Nursing Homes/Hospice
   a. Medical Examiner 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 Medical Examiner, the caller will be asked if emergency responders are also required.

K. 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.

L. 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.

M. 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.

N. 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 & law agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

- 0700-1900 hours: Diversion notifications will be completed via simulcast on RF paging (all call tones) and all primary law channels.
- 1901-0659 hours: Diversion notifications will be broadcast on each law channel. Full-time fire departments will be notified via telephone and volunteers will be notified if a call is received during that time period.
- All EMS agencies will receive a reminder of the diversion 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.

O. 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.

P. 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.

Q. 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 (except Edgerton) & CITY OF BELOIT
   a. Fireground Red
   b. Fireground North Janesville or White (depending on location)
   c. Fireground Blue

2. EDGERTON
   a. RF North Repeater
   b. Fireground Red
   c. Fireground Janesville
   d. Fireground Blue

3. CITY OF JANESVILLE
   a. Fireground North Janesville
   b. Fireground Red
   c. Fireground White
   d. Fireground Blue

The Incident Commander (IC) for the department responding to an incident will select an available fireground channel based upon the above preferences. The fire dispatcher will record the

selected fireground channel in the "description field" of the CAD incident. If fireground channels are already in use at other incidents, the fire dispatcher will advise the IC which channels are already in use when they go enroute and 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 – Fireground Red, water supply – Fireground Blue, etc.)

R. 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 C, for further notifications and procedures.

SUMMARY

Policy: The Rock County Communications Center has been designated by Wisconsin Emergency Management as the warning point for the citizens in Rock County and Green Counties. All severe weather information received from the designated sources will be immediately broadcast over the local warning network in the prescribed manner.

A. Outdoor Siren Test

1. The outdoor warning sirens are tested at 12:05 p.m. the first Wednesday of each month April through October. The Emergency Management Director for Rock County may change the schedule or cancel a test due to weather conditions or any other unforeseen circumstances.

2. Follow the standard operating procedure on activating outdoor warning system (sirens).

B. Severe Weather Watch/Warning

1. From early spring through late fall, our area is subject to severe weather and the threat of tornados. The Communications Center has a direct link to the National Weather Service in Sullivan via WISCOM on RCALL 11, the NAWAS phone and a secondary link via the TIME system network.

2. The National Severe Storm Forecast Center and the National Weather Service work hand-in-hand to provide information in a timely manner to give as much lead-time as possible for this type of weather. When severe weather is possible for our area, we will receive the information via the NAWAS phone RCALL 11 followed by a hard copy on the TIME system.

3. There are two (2) key words in the severe storm forecasts; **"WATCH"** means conditions are favorable and **"WARNING"** means it has or will take place. These two (2) words will determine how quickly you must react and the order in which you should react.

4. The Communications Center activates all warning sirens in Rock County simultaneously. It will be necessary to notify all public safety agencies as well as the County Emergency Management Director when the warning sirens have been or will be activated.

5. There are two (2) types of tornado warnings:

   a. **CONFIRMED** - reported by the National Weather Service, law enforcement, fire service, EMS or any public utility personnel.
   b. **UNCONFIRMED** - reported by private citizens that cannot be immediately verified by law enforcement, fire, EMS personnel.

      i. Under normal circumstances a single source **UNCONFIRMED** tornado will not trigger a tornado warning. It may, however, trigger a tornado warning under adverse conditions or multiple reports of a funnel cloud in the same general area.
      ii. Based on the information available at the time, the Communications Center Supervisor will make a decision on whether the sirens should be activated on **UNCONFIRMED** reports.

C. Severe Weather WATCHES

Thunderstorm and Tornado Watch: Upon receiving a thunderstorm or tornado **WATCH** in Rock County via RCALL 11 the NAWAS system:

   a. The Communications Center will send a message to all mobile data units with watch location and expiration time.
   b. Make certain that all other staff members are fully aware of the watch.
   c. As time permits, fill out the log and attach any corresponding TTYs. Forward paperwork to the Operations Manager when the warning has expired.

D.   Severe Weather WARNINGS

Thunderstorm Warning: Warnings must be completed
within <u>two (2) minutes</u> of being received.

a. Check for emergency traffic on all radio channels.
b. Follow the standard operating procedure for law
   enforcement and fire/EMS notification on fan-outs. If
   any jurisdiction has an emergency incident, they
   <u>should not</u> be included in the simul-select setup.
c. Make certain that all other staff are fully aware of the
   watch.
d. As time permits, fill out the log and attach any
   corresponding TTYs. Forward paperwork to the
   Operations Manager when the warning has expired.

Tornado Warning: Requires the cooperation of **all** staff in
the Center.

a. Follow the standard operating procedure on activating
   outdoor warning system (sirens).
b. Follow the standard operating procedure for law
   enforcement notification and fire/EMS notification for
   tornado warnings.
c. Notify the Emergency Management Director via phone.
d. As time permits, fill out the log and attach any
   corresponding TTY. Forward paperwork to the
   Operations Manager when the warning has expired.

Upon receiving a thunderstorm/tornado warning, time is very
critical. In order to complete the warning in **two (2) minutes or
less**, it will require the cooperative effort of at least two (2)
people. The people must split the duties during the alert process
and each must have a clear understanding of what they are
responsible for. During the times of severe storms, the National
Weather Service will request information in regards to:

Wind speed, hail diameter, intensity of rain, flooding if any, along
with any damage reports and location of same. Officers in the
field will also be reporting this information to you so you may not

have to request it. During tornado warning conditions, we will need to know:

  a. Intensity of rain.
  b. Presence of hail and hail diameter.
  c. Presence of wall cloud.
  d. Funnel cloud presence currently in the air or on the ground and direction of travel.

E.   ~~Green County Weather Alerts~~

~~Because the Rock County Communications Center is the warning point for Green County, when the Communications Center receives severe weather information for Green County, the information will be passed on to the Green County Dispatch Center via Point-to-Point radio or via telephone, whichever is the most efficient manner. TTYs for Green County weather information will not be forwarded to the Operations Manager.~~