

Rock County Communications Center



ANNUAL REPORT 2018



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Rock County Communications Center
2018 Annual Report

Letter to County Administrator



February 19, 2019

Mr. Josh Smith
Rock County Administrator
51 S. Main Street
Janesville, WI 53545

Dear Mr. Smith:

2018 was a busy, but exciting year at the Communications Center. Not only was it our 25th Anniversary as a Center, but it was also the 50th Anniversary of the first 9-1-1 call, made in Haleyville, Alabama on February 16, 1968. We also achieved several goals, made another video, and received some accolades along the way.

One of the first goals achieved was to certify all employees in APCO's Fire Service Communications course. We wanted to make certain all call takers, telecommunicators, and supervisors had a solid foundation of knowledge to build upon to serve our user agencies better.

Another goal achieved was receiving our 7th CALEA accreditation award in Grand Rapids, Michigan in July. We also received the Excellence Award from CALEA for our affective use of accreditation as a model for the delivery of enhanced public safety service and management professionalism. Our next assessment cycle will be four years so we will be looking forward to our next assessment in 2022.

Along with the two aforementioned goals we also had a couple of IT related goals. The first was to update all dispatch computers to Windows 10. This was achieved in late 2018. Our other goal of segregating the radio network is still in progress and expected to be completed in 2019.

In 2018 we created a public education/recruitment video called "I Am 911". The video featured four of our staff along with a few of our user agency members reflecting on the crucial role 911 has in the public safety. It shared the rewarding aspects of working in the 911 industry as well as the human side of the people who take the calls. The video was well received and viewed on YouTube and Facebook over ten thousand times.

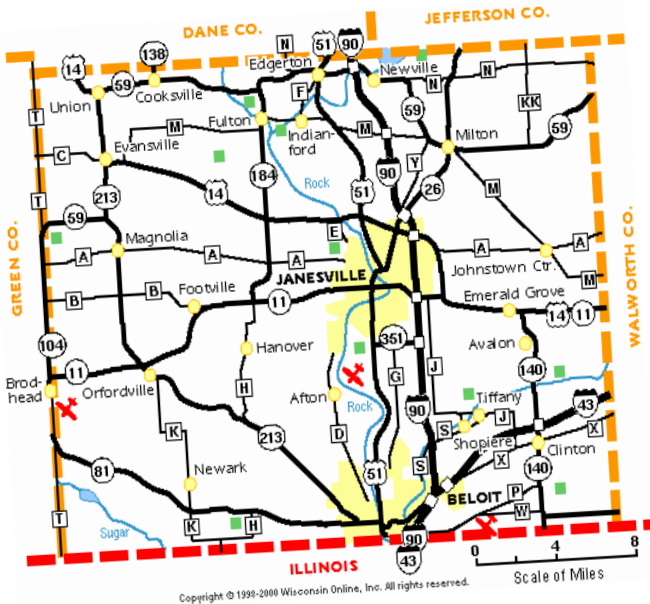
The biggest surprise of the year was being nominated and receiving APCO's Director of the Year Award for 2018. I was humbled and excited to be honored in such an extraordinary way and will be forever grateful for the opportunities this career has brought me over the past thirty years. I received my award in Las Vegas in August in front of my family, friends, and several hundred of my peers.

In 2019 we will continue to monitor and prepare for Next Generation 911. As the state moves closer to building the infrastructure, we will be evaluating our equipment and readiness so that we can take advantage of the improved technology as soon as practicable.

Respectfully,

Kathren Sukus
911 Communications Director

Rock County Background Information



Agencies Served

- Beloit Police
- Clinton Police
- Edgerton Police
- Evansville Police
- Janesville Police
- Milton Police
- Orfordville Police
- Rock County Sheriff
- Rock River Safety Patrol
- Town of Beloit Police
- Town of Fulton Police
- Town of Milton Police
- Town of Turtle Police
- Beloit Fire & EMS
- Clinton Fire & EMS
- Edgerton Fire & EMS
- Evansville Fire
- Evansville EMS
- Footville Fire & EMS
- Janesville Fire & EMS
- Milton Fire & EMS
- Orfordville Fire & EMS
- Town of Beloit Fire & EMS
- Town of Turtle Fire

Rock County Population:
163,129 (Estimate 7/1/18)

720 Square Miles of Service

9 Municipalities

Rock County Administration

Josh Smith, County Administrator

Public Safety & Justice Committee

Mary Beaver, Chair

Phillip Owens, Vice Chair

Terry Fell

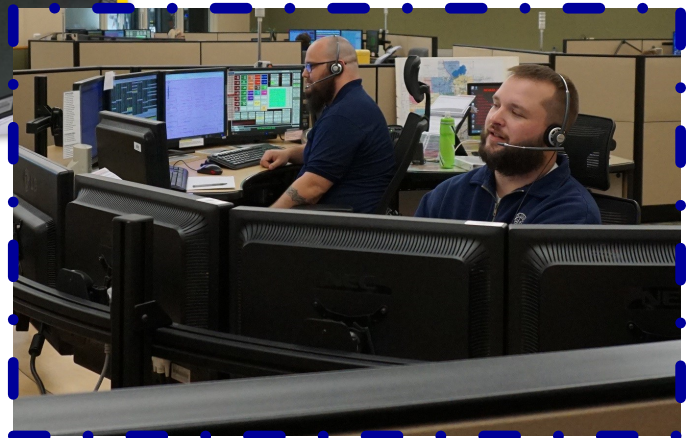
Kara Hawes

Brian Knudson

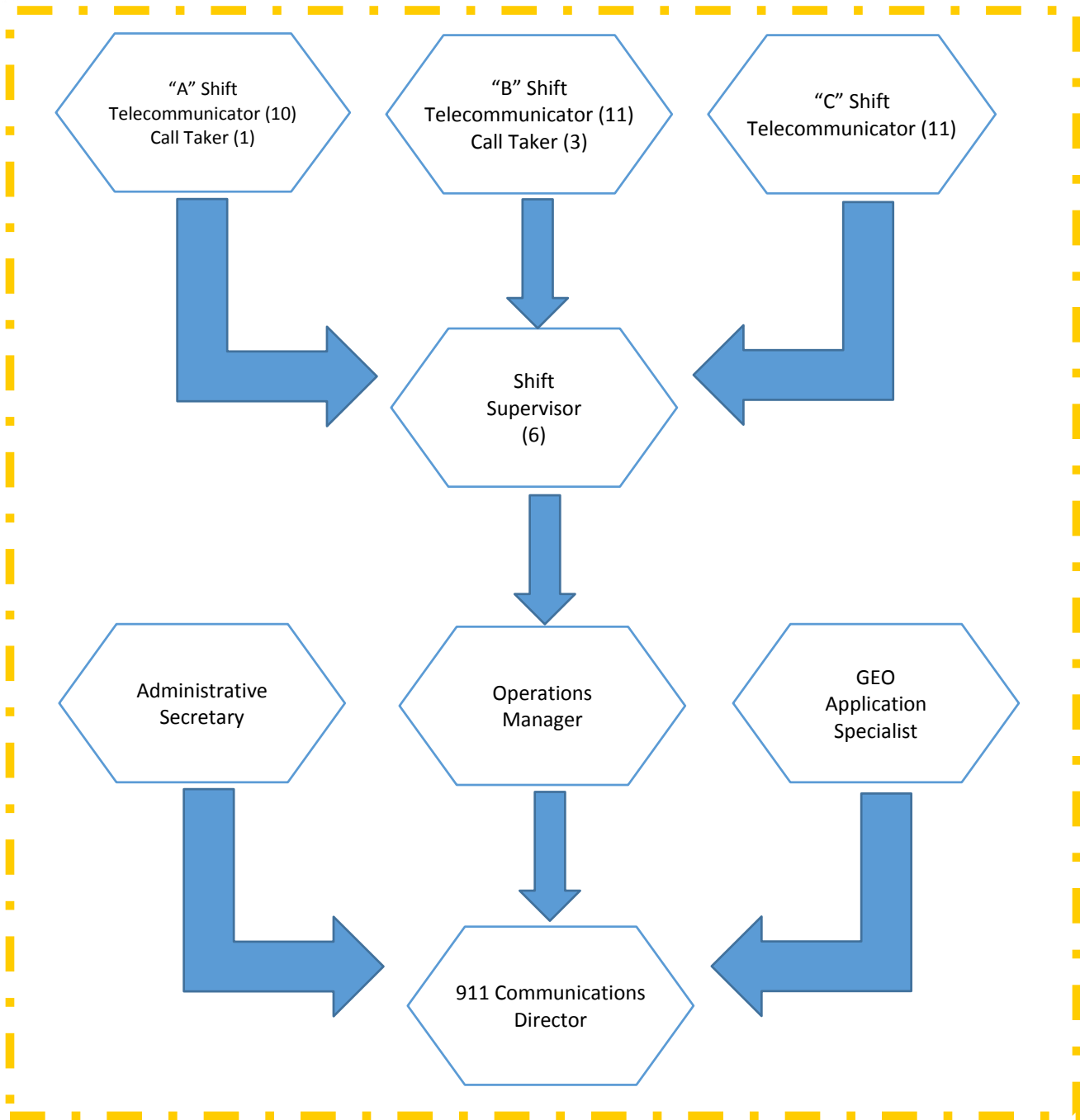
Mission Statement

Our Mission

The Rock County Communications Center is designed to provide the most efficient method for citizens to obtain fast, effective public safety services 24 hours a day throughout the year.



Organizational Chart



"Teamwork is how everyday people achieve remarkable goals."

Rock County Communications Center 2018 Departmental Goals & Objectives

Complete Network Separation for Public Safety Radio System

Migrate Dispatch Computers to Windows 10

Obtain 7th Consecutive CALEA Accreditation

Complete Certification of all Dispatch Employees
in APCO Fire Communications

Management Team

Management Team 2018



Left to right, front row: User Support Specialist Heather Butler (Information Technology Department), Network Technician Kayne Cushman (Information Technology Department) Public Safety Systems Manager Dara Mosley (Information Technology Department), back row: Shift Supervisor Kathy Churchill, Operations Manager Brian Becker, Shift Supervisor Derek Ninmer, Geo Application Specialist Kris Pehl, Shift Supervisor Matt Bender, Director Kathy Sukus, Shift Supervisor Fredd Carr, Shift Supervisor Mark Elland, Shift Supervisor

Promotions, Turnover & Staff

2018 Promotions

Christina Hennell—Promoted to Telecommunicator 3/11/18

2018 Turnover

Employee	Seniority Date	End Date	Position
Robert Witt	3/14/16	2/9/18	Telecommunicator
Tara Hanley	9/22/08	2/23/18	Administrative Secretary
Courtney Stenzel	3/27/17	5/25/18	Telecommunicator
Arsinia Stamper	3/26/18	6/9/18	Telecommunicator
Pamela Crandall	2/17/03	7/17/18	Telecommunicator
Chandra Godenius	1/16/17	10/5/18	Call Taker
Darcy Siefert	9/26/94	10/19/18	Telecommunicator
Shelby Davis	6/18/18	12/24/18	Telecommunicator

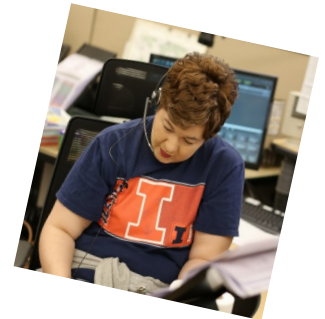
2018 Communications Center Management Staff

Administration	Seniority Date	Promoted	Title
Kristine Pehl	12/7/92	1/14/02	Geo Application Specialist
Kathren Sucus	10/4/93	1/11/13	Communications Director
Kathleen Churchill	2/7/94	7/2/01	Shift Supervisor
Derek Ninmer	9/7/99	3/6/16	Shift Supervisor
Mark Elland	6/26/00	3/4/13	Shift Supervisor
Matthew Bender	8/30/04	11/12/12	Shift Supervisor
Fredd Carr	5/14/12	12/19/16	Shift Supervisor
Lori Taylor	9/17/12	2/3/14	Shift Supervisor
Brian Becker	4/29/13	N/A	Operations Manager
Julie Hartman	6/4/18	N/A	Administrative Secretary

Staff

2018 Communications Center Dispatch Staff

Communications	911 Hire Date	Promoted	Title
Tricia Bogdonas	02/07/94	N/A	Telecommunicator
Darcy Siefert	09/26/94	07/30/98	Telecommunicator
Colleen Johns	10/10/94	N/A	Telecommunicator
Toni Becker	01/02/97	N/A	Telecommunicator
Dana Geister	04/05/99	04/05/99	Telecommunicator
Kelly Elliott	04/05/99	N/A	Telecommunicator
Denise Elder	11/29/99	N/A	Telecommunicator
Matthew Wogaman	05/13/02	N/A	Telecommunicator
Pamela Crandall	02/17/03	N/A	Telecommunicator
Kathleen Helgeson	09/29/03	12/01/15	Telecommunicator
Justine Reckard	05/24/04	N/A	Call Taker
Jenna Winiarski	08/30/04	06/27/11	Telecommunicator
Aisha Brunton	04/10/06	N/A	Telecommunicator
Kellie Lunenburg	07/30/07	N/A	Telecommunicator
Krystynn Reinart	11/05/07	N/A	Telecommunicator
Amanda Johnson	03/10/08	N/A	Telecommunicator
Matthew Husen	02/09/09	N/A	Telecommunicator
Katelyn Koel	11/29/10	N/A	Telecommunicator
Bryan Niedermeier	10/29/12	N/A	Telecommunicator
Natalie Veale	07/08/13	N/A	Telecommunicator
Kimberly Carlson	07/08/13	N/A	Telecommunicator
Jacob Dean	06/22/15	N/A	Telecommunicator
Donna Gunn	06/22/15	01/01/16	Telecommunicator
Matthew Woodrum	09/28/15	N/A	Telecommunicator
Robert Witt	03/14/16	N/A	Telecommunicator
Nicole Newton	05/23/16	N/A	Call Taker
Naimah El-Amin	05/23/16	06/04/17	Telecommunicator
Barbara York	09/26/16	N/A	Telecommunicator
Tyler Hubbard	09/26/16	07/30/17	Telecommunicator
Emma Townsend	01/16/17	N/A	Telecommunicator
Kayla Guercio	01/16/17	N/A	Telecommunicator
Chandra Godenius	01/16/17	N/A	Call Taker
Courtney Stenzel	03/27/17	11/05/17	Telecommunicator
Christina Hennell	06/19/17	3/11/18	Telecommunicator
Adam Voss	10/23/17	N/A	Call Taker
Arsinia Stamper	3/26/18	N/A	Telecommunicator
Shakya Lindsey	3/26/18	N/A	Call Taker
Sydney Mullen	3/26/18	N/A	Telecommunicator
Shelby Davies	3/26/18	N/A	Telecommunicator
Amber Salazar	8/27/18	N/A	Telecommunicator
Kennedy Martalock	12/3/18	N/A	Call Taker



Training

Training Coordinator

The Training Coordinator is responsible for the management of the Communications Training and Evaluation program under the direction of the Operations Manager.

This program provides each new Telecommunicator with 14 days of academic training with the Training Coordinator. The academic training includes orientation, policies and procedures, operational training, APCO Basic Telecommunicator training, APCO EMD (Emergency Medical Dispatch) training, TIME system and CPR certifications. It also provides new Telecommunicators with a minimum of 30 weeks of on-the-job training in the Communications Center with various Communications Training Officers (CTOs) under the direction of the Training Coordinator.

Daily Observation Reports (DORs) are completed by the CTOs while training a new telecommunicator. The Training Coordinator is responsible for receiving and reviewing all DORs and then reporting to the Operations Manager through a weekly summary report. The Training Coordinator also schedules bi-monthly meetings with the CTOs to provide continued professional training, discuss current training information, and evaluate the training program.

- In 2018, Supervisor Lori Taylor continued to ensure the Communications Center's Training Program provides top level training. Part of Lori's training coordinator duties includes communicating with the Operations Manager to identify training needs and mapping out development plans. A constant assessment of the training manuals, educational materials and equipment are necessary to ensure the program is up to date. Our goal is to provide an effective program and assess the instructional accuracy to determine the impact of training to employee skills.



“Our Training program is focused on creating and fostering an organized environment that values development, diversity and growth opportunities for all employees while providing them with the tools to respond effectively to caller’s needs for service. Our center continuously develops and offers an array of innovative and diverse training aids and resources in support of our commitment to employee development and enrichment.”

Communications Training Program

Newly hired Telecommunicators and Call Takers complete a 10-day orientation with the Training Coordinator prior to shift assignment with a Communications Training Officer (CTO).

Orientation consists of:

- Equipment assignment
- APCO Public Safety Telecommunicator certification
- Computer-Aided Dispatch system training
- Telephone training
- Policy/procedure awareness
- Sexual Harassment & Cultural Diversity training
- Telecommunications Device for the Deaf (TDD) training
- Building security awareness
- CALEA overview
- Geography orientation

Once orientation has been completed, trainees are assigned to a Communications Training Officer for call take training. This training consists mostly of on-the-job training with actual callers. Trainees are given step-by-step instructions on how to interact with callers and process calls for service for police, fire and EMS. Trainees are closely monitored for 6-8 weeks until they are able to process calls for service with little to no assistance from their trainer. Telecommunicators continue training for approximately 24 more weeks on the various radio positions:

- Beloit Police Dispatch
- Fire/EMS Dispatch
- Janesville Police Dispatch
- Rock County Law Dispatch

Additional training/certification required for all staff prior to end of probation:

- CPR
- APCO Emergency Medical Dispatch (EMD) certification
- TIME System certification
- Incident Command & NIMS

Training

Spring In-Service

Supervisor Kathy Churchill is instructing groups on Fire Service Communications. Kathy is our resident expert on all things fire. Thanks to Kathy for all of her extra efforts in keeping us up on our skills!



MARS Training

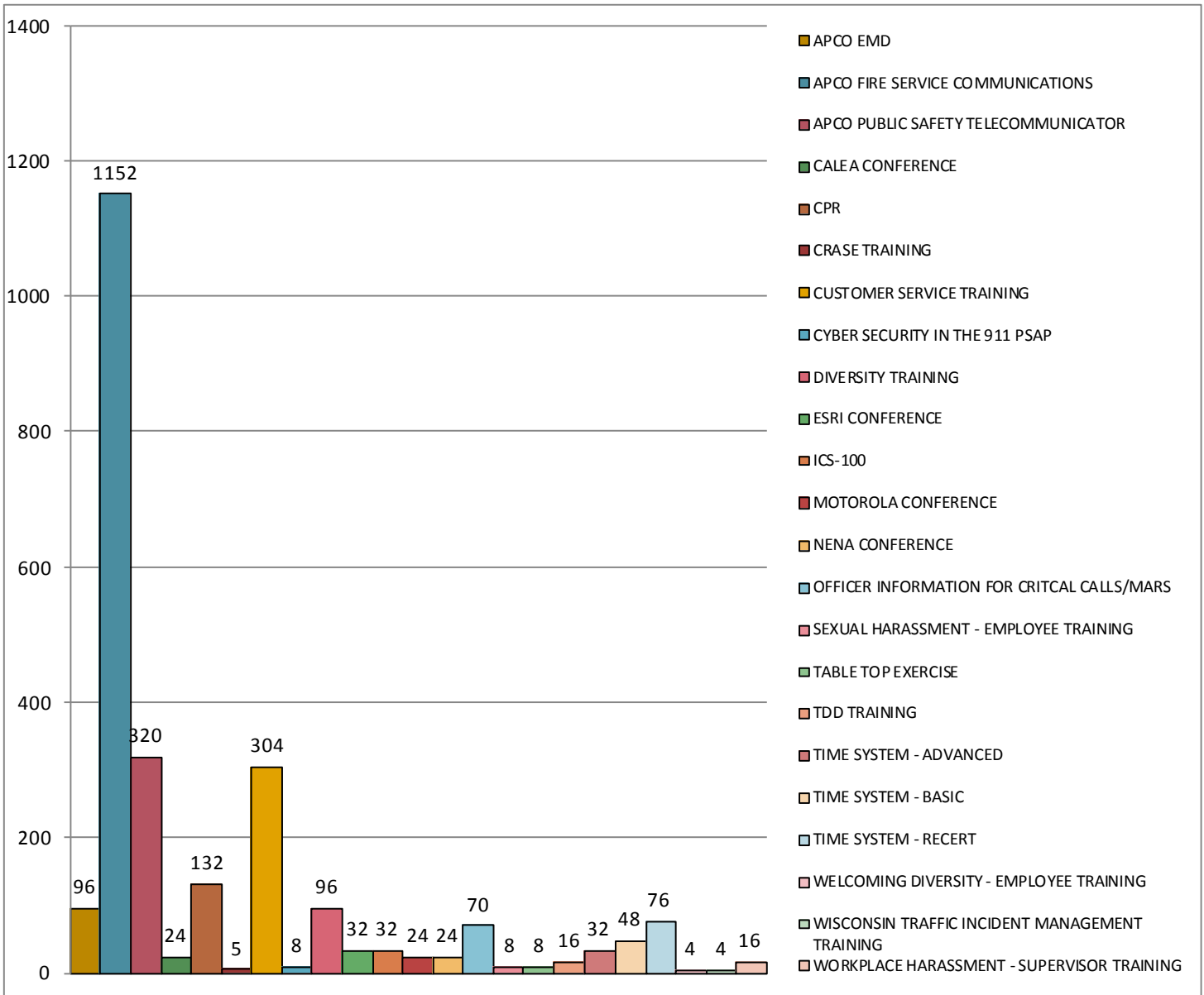


Chief Scott Marquardt, Milton PD; Lt. Andre Sayles, Beloit PD; and Operations Manager, Brian Becker provided training sessions for our staff on MARS (Mutual Aid Response System) and priority incidents review. MARS will streamline mutual aid response for law agencies during critical incidents such as active shooters. Much like MABAS (Mutual Aid Box Alarm System) that works so well for Fire & EMS incidents. We truly value the excellent working relationship we have with our user agencies & appreciate them taking the time out of their busy schedules to meet with us!

Training

2018 Communications Training

2,619 Total Hours



Emergency Medical Dispatch Program

Emergency Medical Dispatch (EMD) is a systematic program of handling medical calls for assistance. Trained call takers, using locally-approved EMD Guidecards, quickly and properly determine the nature and priority of the call, dispatch the appropriate response and then give the caller instructions to help treat the patient until the responding EMS unit arrives.

Rock County Communications Center implemented the APCO (Association of Public Safety Communications Officials) EMD Program on May 1, 1997.

Dr. James MacNeal serves as the local medical authority for the Center's EMD Program. Along with the Operations Manager, the EMD Guidecards are reviewed annually to ensure that protocols remain up to date and effective. Quality assurance is also completed on a monthly basis for all employees who process medical calls for service.

The Center provides in-house training for all new employees within three months of employment. Recertification is required every two years. The Center's EMD Instructors are:

- Matt Bender, Shift Supervisor
- Derek Nimmer, Shift Supervisor
- Michael Vickers, City of Janesville Firefighter/EMT

In 2018, Communications Center staff provided EMD services for over 15,700 emergency medical calls from citizens within Rock County.



Awards



Lifesaver Award
Matt Bender
7/7/18



Lifesaver Award
Shakya Lindsey
6/29/18

In 2004, the Center added Cardiocerebral Resuscitation (CCR) protocols to the EMD guidecards. Since that time, there have been 40 documented incidents where victims of sudden cardiac arrest survived with the direct assistance of our call takers, who provided step-by-step instructions to callers, three of which occurred in 2018.

When the Communications Center receives notification from the Medical Director that a person survives and goes back to leading a normal life and 911 initiated the compression-only CPR, it is considered a save. The 911 call taker is then acknowledged with a "Life Saver Award."



Lifesaver Award
Dana Geister
7/18/18

9-1-1 Commission

The Rock County 911 Commission was established by the Rock County Board of Supervisors to provide Rock County public safety agencies with oversight of the Communications Center operations. The 911 Commission meets bi-monthly and is empowered to approve all 911 Communications Center policy/procedures that directly affect the dispatching of public safety agencies. The nine-member Commission is comprised of five permanent members (Beloit Fire Chief, Beloit Police Chief, Janesville Fire Chief, Janesville Police Chief, and the Rock County Sheriff) and four rotating members (representing the remainder of Rock County public safety agencies).



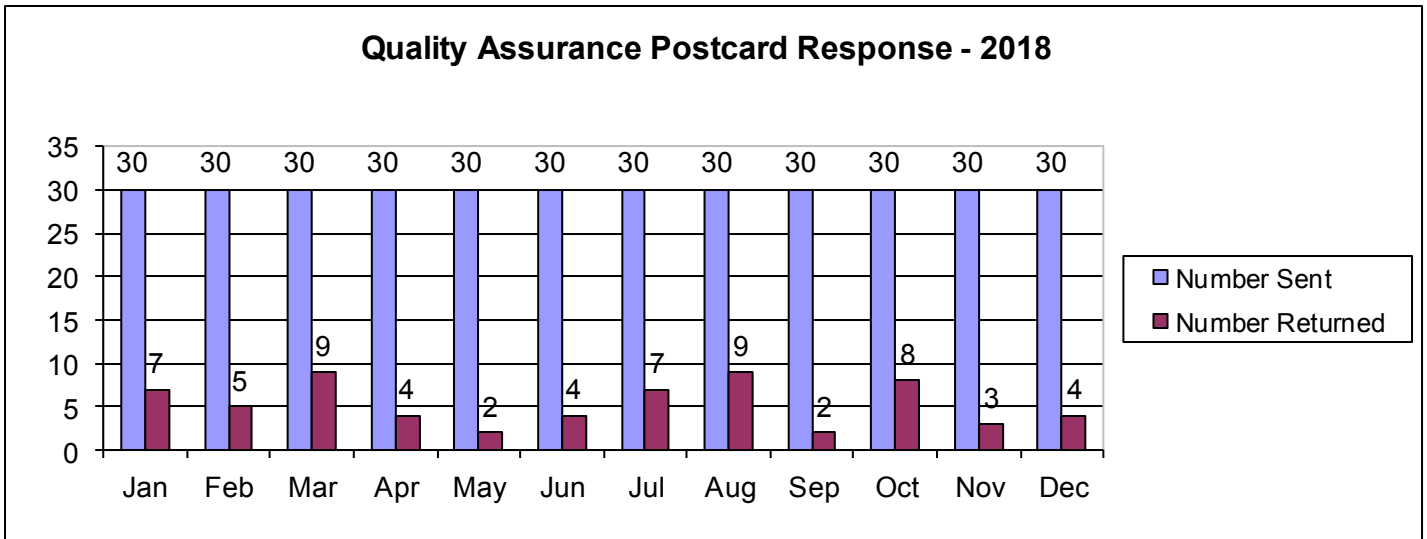
Commission Members

Front Row: Beloit Fire Chief Brad Liggett, Town of Beloit Police Chief Ron Northrop, Janesville Fire Chief Randy Banker
Back Row: Beloit Police Chief David Zibolski, Rock County Sheriff Robert Spoden, Janesville Police Chief David Moore
Not Pictured: Milton Fire Deputy Chief Lukas, Clinton Fire Interim Fire Chief Gene Wright, Police Chief Scott Marquardt

Quality Assurance

A minimum of 30 letters/postcards each month are randomly sent to citizens who telephone the Rock County 911 Communications Center. The Quality Assurance Card responses are recorded and presented at 911 Commission meetings each year. The process is completed as a part of the 911 Center’s Quality Assurance Program. Shift Supervisor Fredd Carr managed the process of mailing and receiving the cards for 2018. Other Quality Assurance processes include monthly reviews of all telecommunicator and call taker activities, user agency input, workgroup meetings, and other forms of citizen input.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Number Sent	30	30	30	30	30	30	30	30	30	30	30	30	360
Number Returned	7	5	9	4	2	4	7	9	2	8	3	4	64
Return Percentage	23%	17%	30%	13%	7%	13%	23%	2%	7%	27%	10%	13%	18%



	A	B	C	D	F	
Answer Time	57	5	2			A=Excellent
Knowledge	55	6	2			B=Good
Courtesy	57	4	3			C=Satisfactory
Attitude	57	4	3			D=Unsatisfactory
Quality of Service	56	4	3			F=Failure

Rock County Communications Center
2018 Annual Report

Expenditures

Personnel Services

Wages	\$2,248,217.64
Overtime	264,921.93
Uniforms	5,360.85
FICA	192,224.59
Retirement	167,389.94
Health Insurance	742,683.22
Dental Insurance	21,937.49
Life Insurance	650.30
Total Personnel Services	\$3,643,385.96

Contractual Services

Professional Services	\$30,233.02
Data Communications	2,636.86
Repair & Maintenance Services	351,291.26
Machinery Equipment Repair & Maint.	32,360.30
Building/Office Lease	120,037.66
Software Maintenance	27,290.32
Utilities	14,950.79
Total Contractual Services	\$578,800.21

Telephone & Teletype Services

Telephone	\$72,299.18
Teletype	29,448.00
Total Telephone/Teletype Services	\$101,747.18

Training Expenses

Travel	\$1,461.49
Educational Expense	21,078.56
Total Training Expenses	\$22,540.05

Supplies Expense

Postage	\$477.67
Office Supplies & Expense	7,955.31
Public Information	4,116.00
Publications/Dues/Subscriptions	1,184.50
Software Purchase	262,631.40
R & M Supplies	0.00
Total Supplies Expense	\$276,364.88

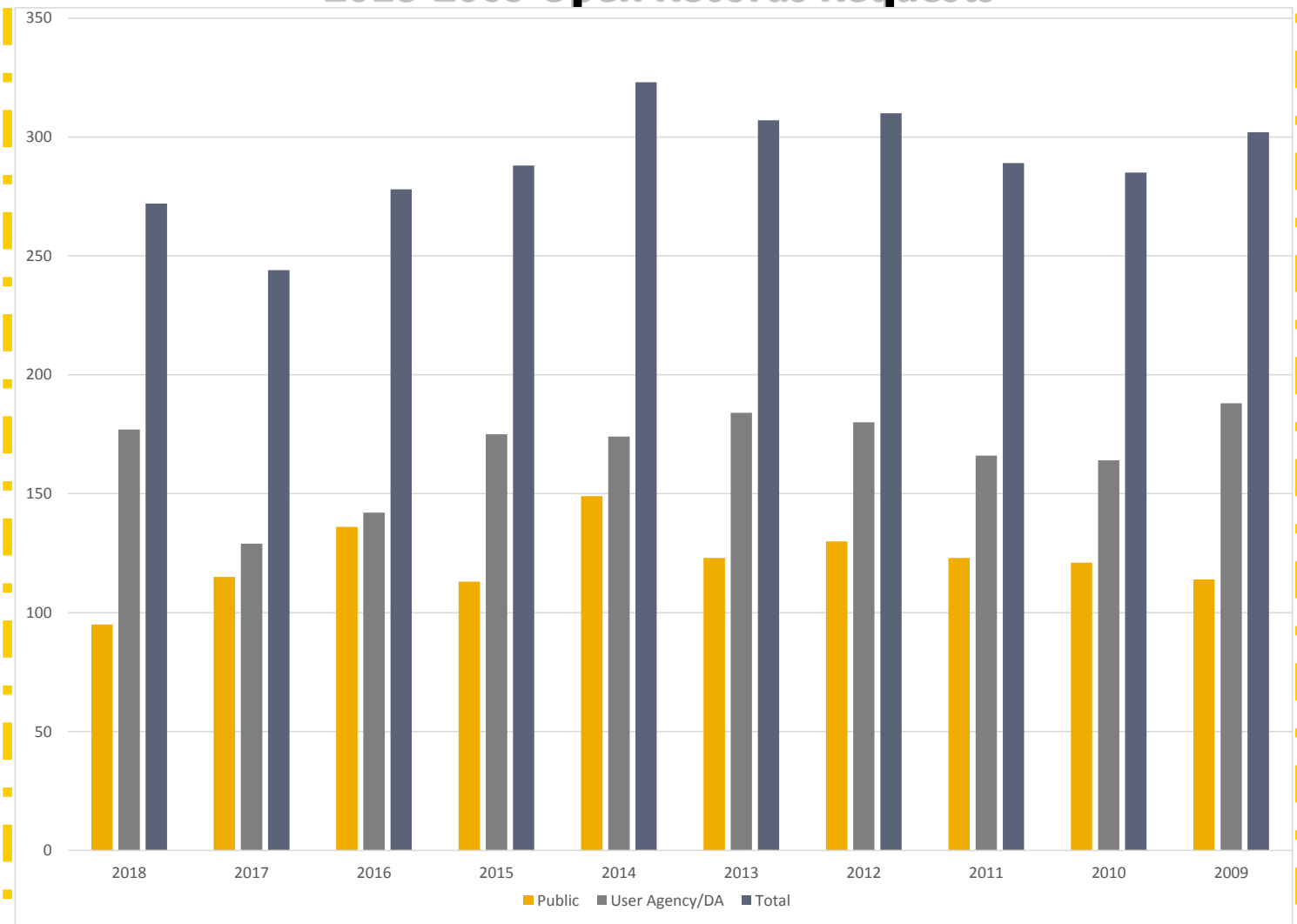
Capital Outlay

Terminals & PCs	\$10,463.99
Equipment/Furniture	203,050.26
Total Capital Outlay Expense	\$213,514.25

Total Expenditures	\$4,836,352.53
---------------------------	-----------------------

Open Records

2018-2009 Open Records Requests



The Communications Center receives requests for public records throughout the year from user agencies, the public, and attorneys. These records include call notes from the CAD system or audio from 911 calls and radio traffic. Requests are processed according to the Freedom of Information Act and Wisconsin Public Records Law, Wisconsin Stat. §§19.31-19.39.

Accreditation

CALEA

Commission on Accreditation for Law Enforcement Agencies, Inc. Public Safety Communications Accreditation

The CALEA Public Safety Communications Accreditation Program is a voluntary program that provides communications centers with a process to systematically review and internally assess its operations and procedures. The program contains 212 standards incorporating the elements of:

- Organization
- Direction and Supervision
- Human Resources
- Recruitment, Selection, and Promotion
- Training
- Operations
- Critical Incidents, Special Operations, and Homeland Security



The standards are viewed as reflecting the best professional requirements and practices for a public safety communications agency both by CALEA and APCO (Association of Public Safety Communications Officials). Meeting these standards enables the Rock County 911 Communications Center to provide superior public safety communications to the agencies served as well as the citizens of Rock County.

The Rock County 911 Communications Center has been fully accredited by CALEA since July 2000, with on-site assessments by CALEA Assessors who objectively report back to the CALEA Commission. The Center's most recent on-site assessment took place in April 2018 lead by Accreditation Manager, Brian Becker. In July 2018, the Communications Center received its 7th consecutive CALEA Award in Grand Rapids, MI. The Center was further recognized by being nominated for and presented with the Excellence Award for the effective use of accreditation for public safety services and management professionalism. The next assessment will be in 2022.



Community Involvement

In 2018, the Center did not have a specific goal in terms of community outreach. However, efforts were made to maintain and build relationships with schools and to continue educating children in Rock County about 911. We were able to engage over 400 students through these activities. Themes discussed included appropriate use off 911, EMD (emergency medical dispatch), fire safety, and geography.

Students were advised about what occurs when 911 is dialed, from the time of the incident to the arrival of public safety responders. Some students were given information on medical emergencies including how to perform CCR (compression only CPR).

With the Center's implementation of Text-to-911, students were advised of instances that it may be appropriate to utilize this technology, following the tagline of "Call if you can, Text if you can't" included in much of the promotional materials distributed to students. Aside from 911, students were also able to learn about the roles that responsible adults; including parents, teachers, and public safety responders play in helping them in their time of need. We are hopeful that students have a better understanding of what to do when a situation arises.

We were also able to engage approximately 1,300 citizens at the City of Janesville National Night out, Evansville PD National Night Out, and Rock County Senior Fair. These events allowed for one-on-one and small-group discussion of the Center and answer questions. It also allowed opportunity to meet with other organizations in the county to share information on how we support the citizens of Rock County.

In addition to going out in to the public, our Center hosted numerous sit-ins with potential candidates, paramedic students, user agencies, and general public. These sit-ins allowed the person to see how calls are processed and dispatched. It also gave applicants an opportunity to ask detailed questions about the job. We also were able to provide tours and meetings with several groups. These included 608 Janesville Scanner, various county departments, user agencies and their citizen academies, city and county administrators, as well as other dispatch agencies.

In 2018 we had the privilege to engage over 1,800 citizens in support of educating the public of the crucial role that the Rock County Communications Center has in providing "the most efficient method for citizens to obtain fast, effective public safety services 24 hours a day throughout the year." We look forward to maintaining these relationships with the citizenry and user agencies to continue our community outreach objectives in Rock County.



Public Education

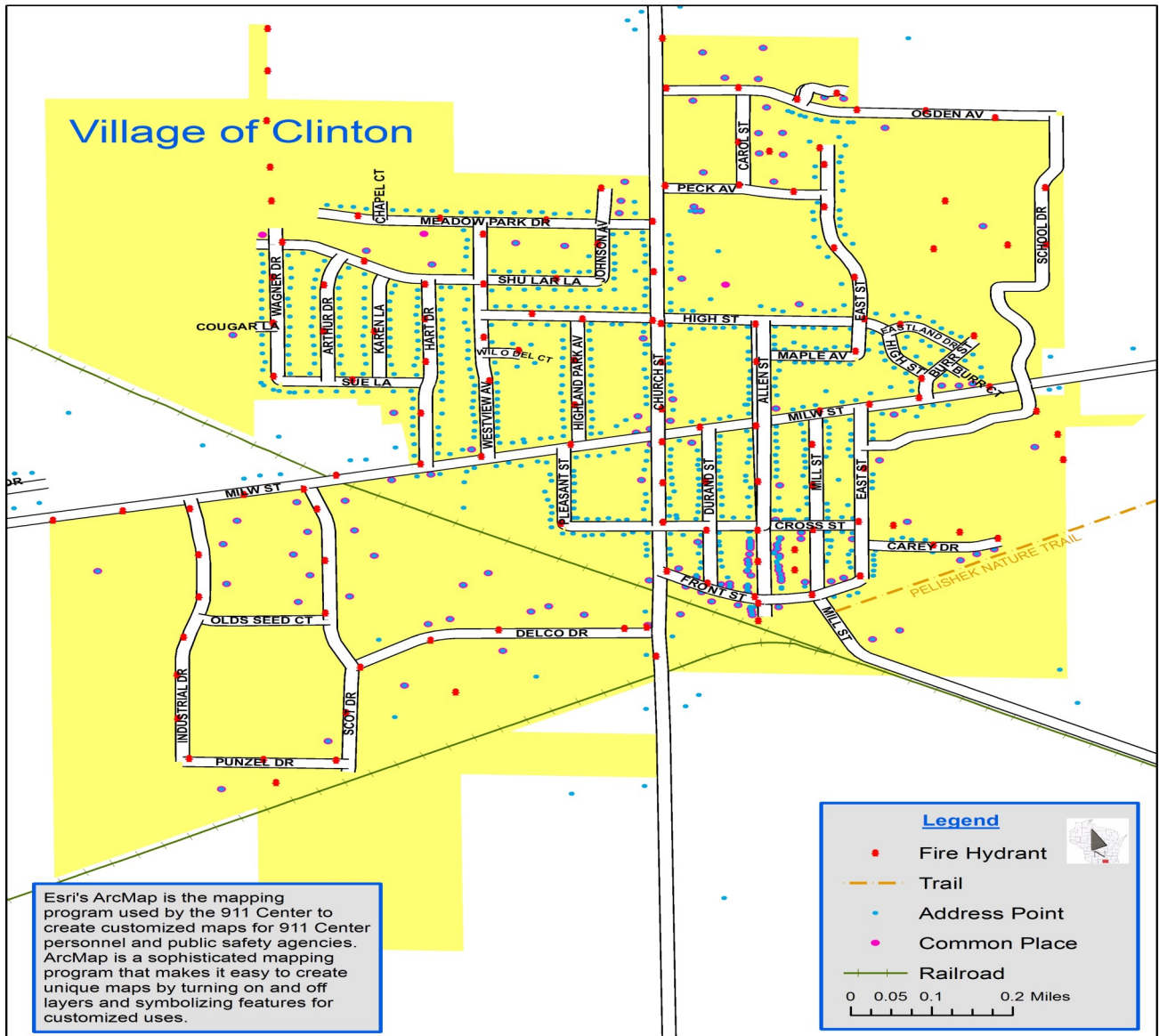
The Communications Center created an Educational/Recruitment video to highlight some of the 9-1-1 professionals that work for Rock County. These employees (along with user agency representatives from law, fire, and emergency medical services) described the impact public safety communications has on them personally and also explained the type of person who should consider a career in 9-1-1. All employees did an excellent job in the video and the video has been viewed several thousand times on Facebook and YouTube.



Pictured from left-right; Stephen Pickering, Drywater Productions; Telecommunicator, Katelyn Koel; Telecommunicator, Dana Geister)

I AM 9-1-1

Mapping



Esri's ArcMap is the mapping program used by the 911 Center to create customized maps for 911 Center personnel and public safety agencies. ArcMap is a sophisticated mapping program that makes it easy to create unique maps by turning on and off layers and symbolizing features for customized uses.



Kris Pehl has been the Geo Application Specialist for the Communications Center since 2002. Kris maintains day-to-day operations of the geographic systems network, including the addition and changes of street segments, fire and police areas, and municipal boundaries in the base map system.

Pictometry

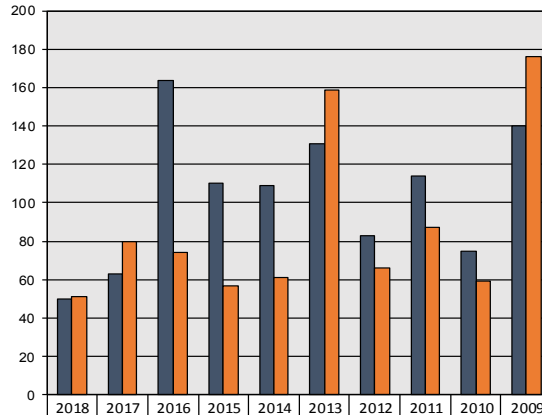
Rock County contracted with Pictometry International to fly aerial imagery and oblique (45-degree angle imagery) in 2015. Pictometry's oblique imagery offers several images from different directions of the same location. This imagery assists telecommunicators and public safety agencies with specific details of a location. Pictometry is useful to public safety agencies. Law enforcement can view the images to obtain a visual reference of a target location or prepare for large-scale events at parks or festival areas. Fire departments can view the images to identify potentially hazardous objects near fires.

Clinton Middle School Clinton, Wisconsin



9-1-1 Database

Landline 9-1-1 Database Maintenance



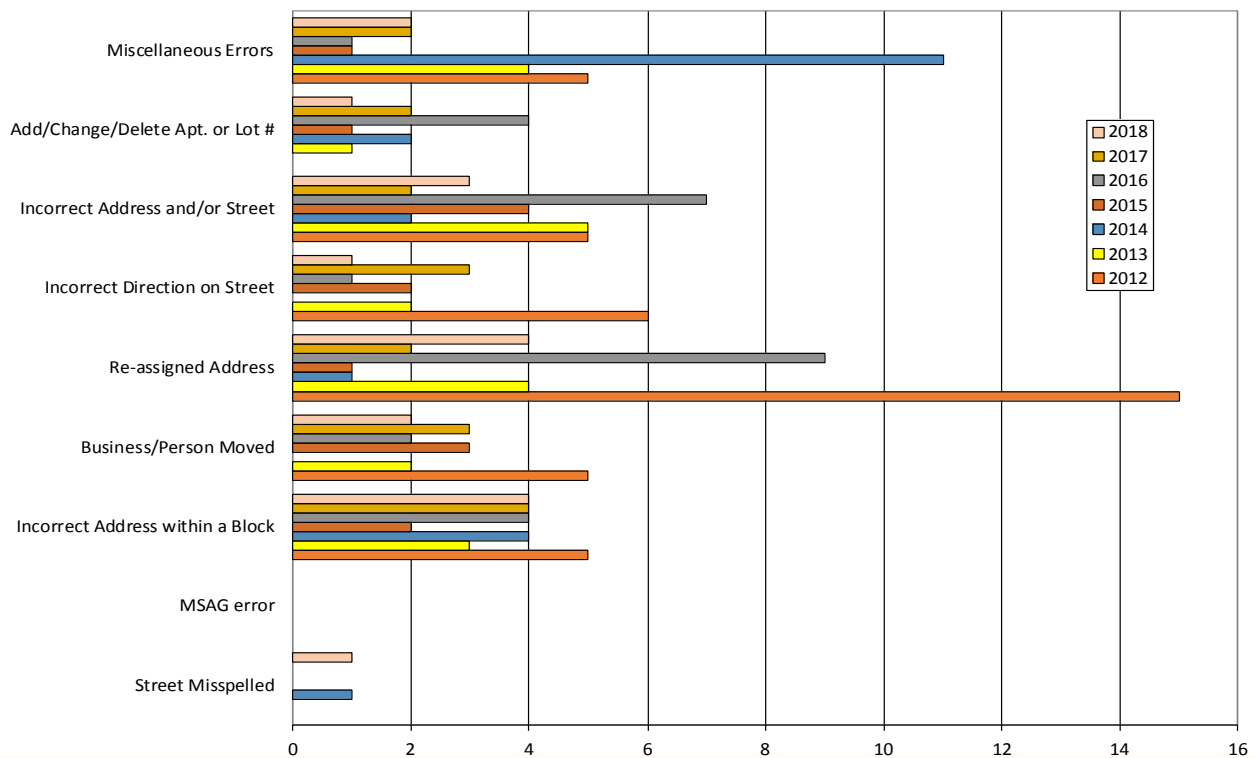
ANI/ALI No Record Found (phone number only)	50	63	164	110	109	131	83	114	75	140
MSAG Changes	51	80	74	57	61	159	66	87	59	176

ANI - Automatic Number Identification
ALI - Address Location Identification
MSAG - Master Street Address Guide

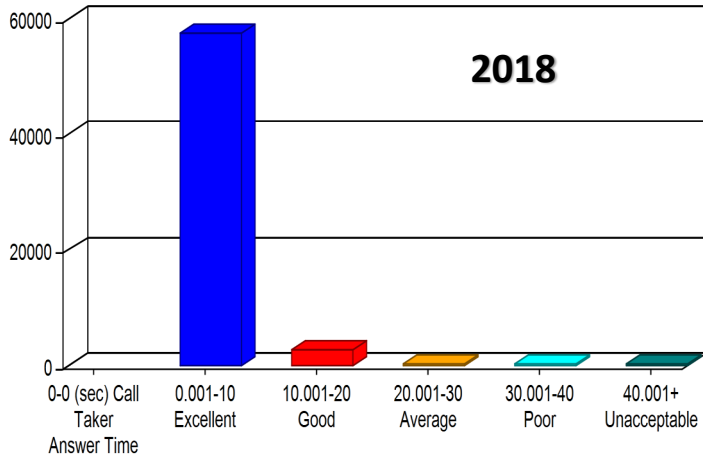
Note: No Record Found errors are identified by telecommunications receiving 9-1-1 calls.

MSAG maintenance is the result of street additions/modifications, telephone company discrepancies, annexations and errors. This maintenance originates from the telephone company and/or the Communications Center.

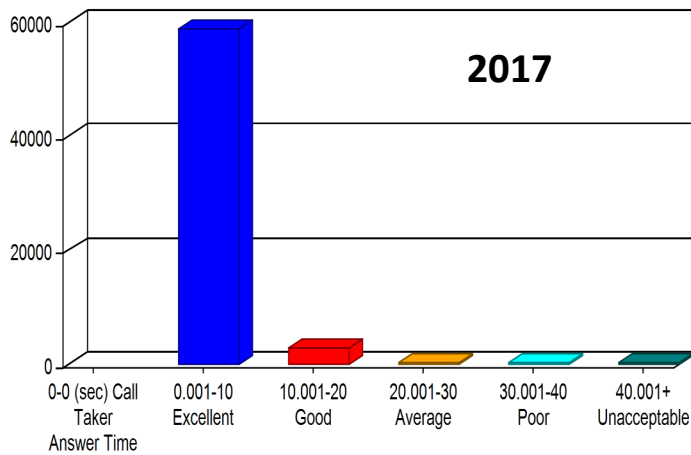
Landline 9-1-1 Database Discrepancies



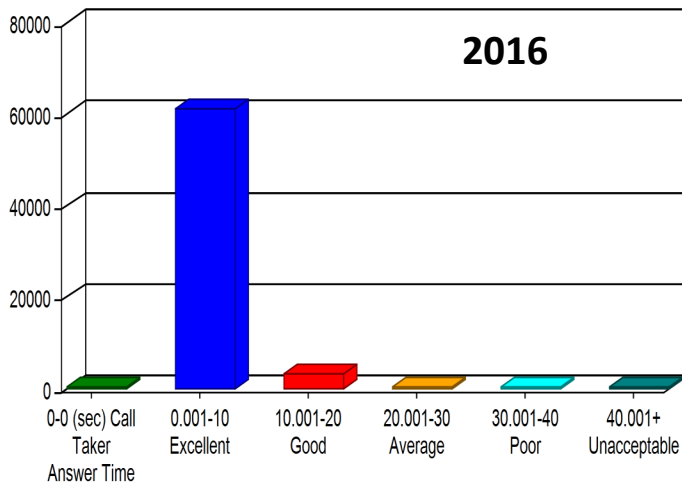
911 Answer Times



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	0	0.00
0.001-10 Excellent	57,555	95.20
10-20 Good	2,757	4.45
20-30 Average	112	0.19
30-40 Poor	21	0.03
40+ Unacceptable	10	0.02
	60,455	100.00



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	0	0.00
0.001-10 Excellent	58,896	95.10
10-20 Good	2,875	4.64
20-30 Average	123	0.20
30-40 Poor	24	0.04
40+ Unacceptable	14	0.02
	61,932	100.00

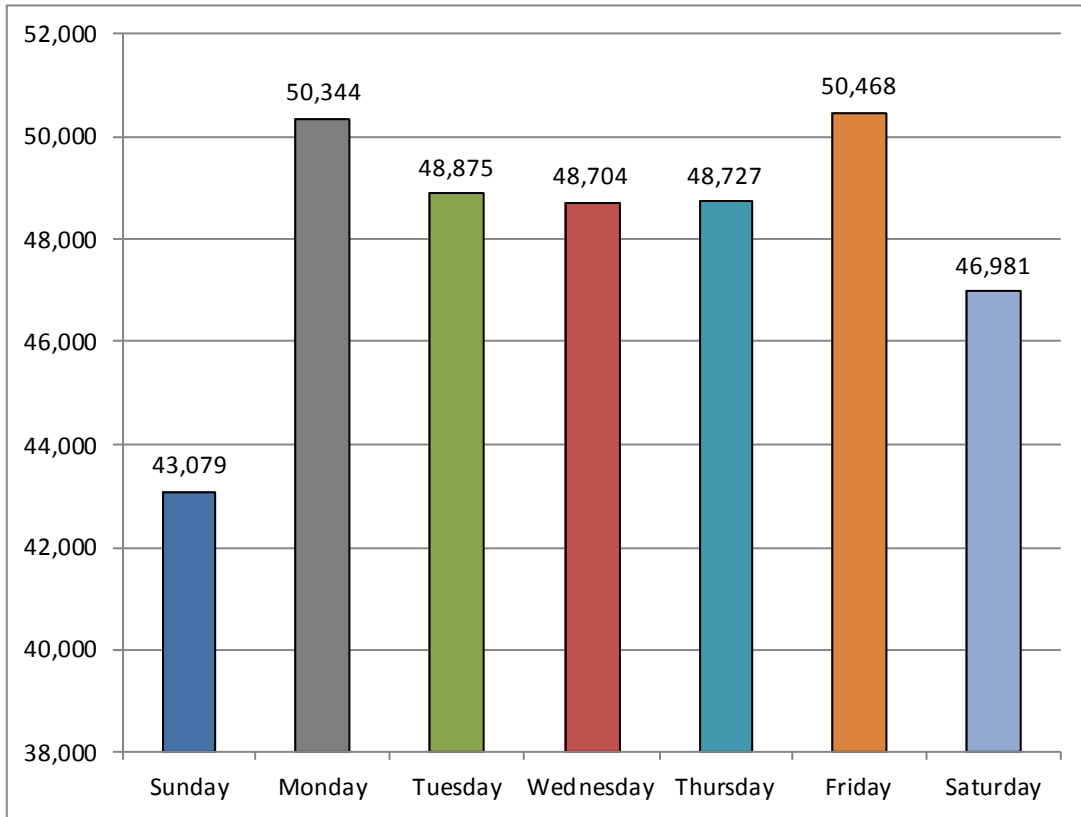


<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	233	0.36
0.001-10 Excellent	61,213	94.26
10-20 Good	3,277	5.05
20-30 Average	151	0.23
30-40 Poor	38	0.06
40+ Unacceptable	28	0.04
	64,940	100.00

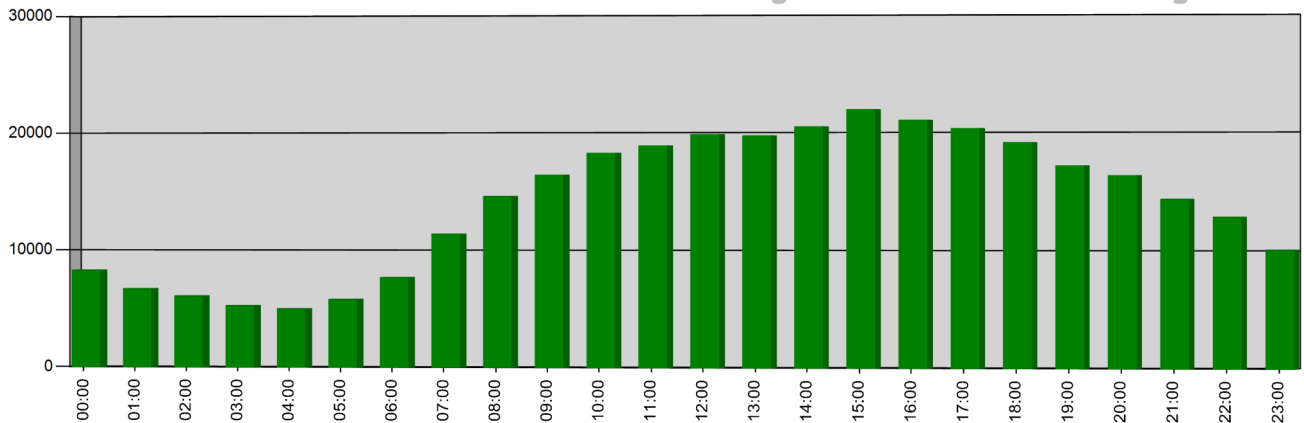
Call Volume

2018 Total Calls
337,178

2018 Call Volume by Day of Week

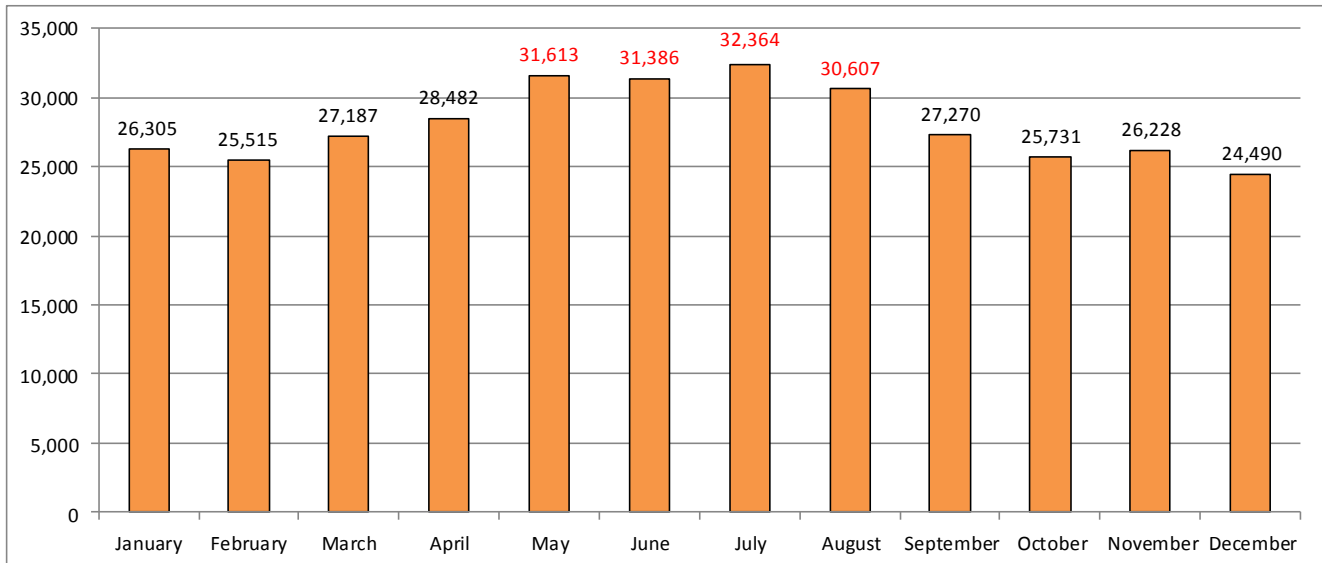


2018 Call Volume by Hour of Day

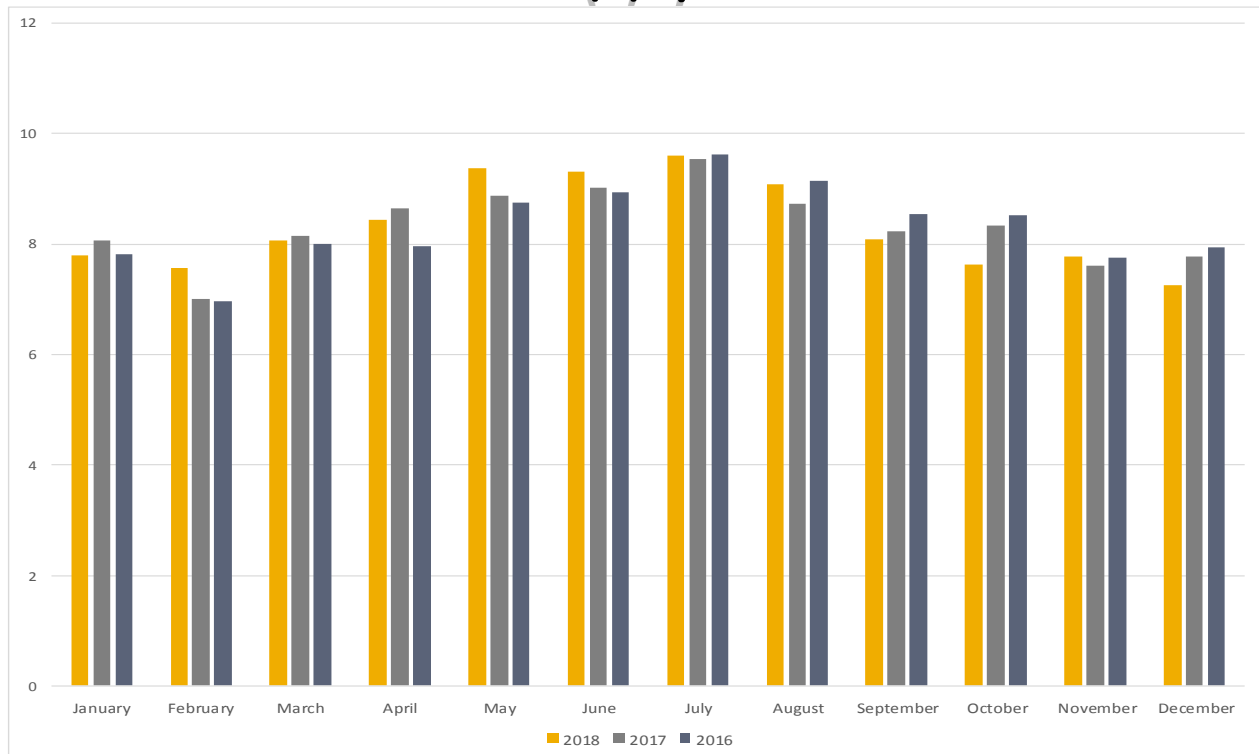


Call Volume

2018 Call Volume by Month

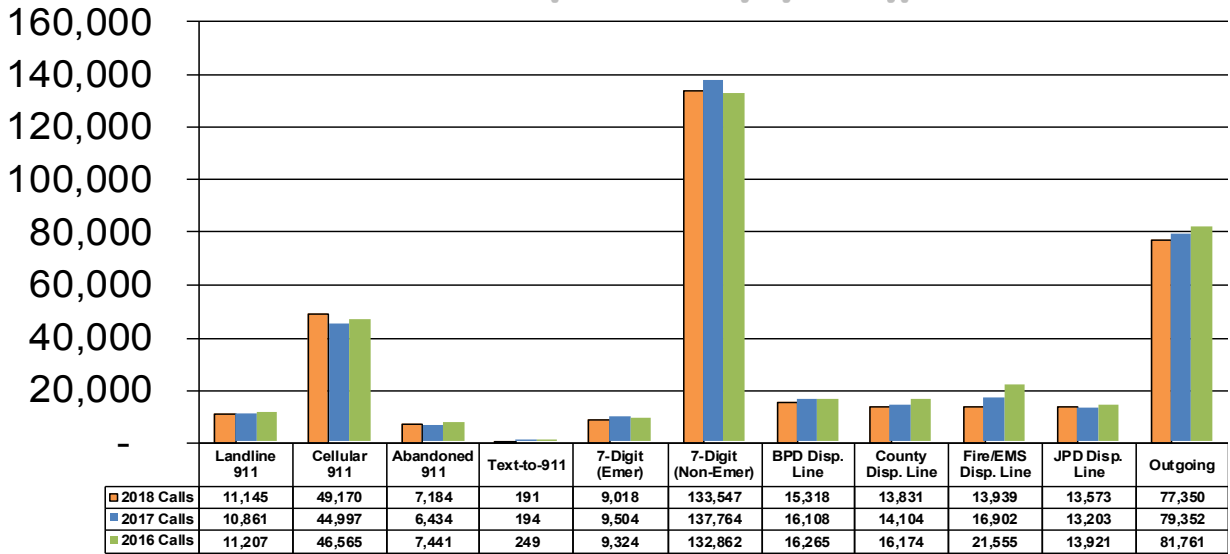


Call Volume (%) by Month & Year



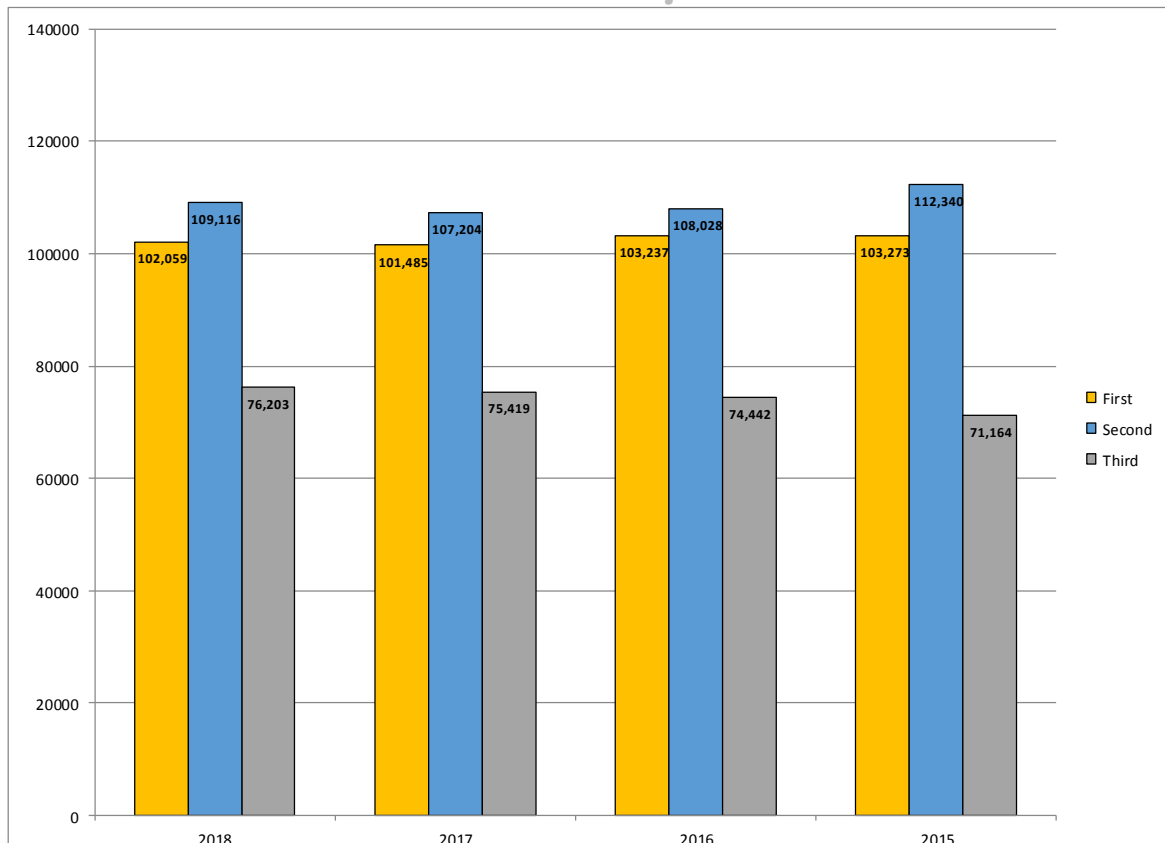
Telephone Activity & CAD Incidents

Telephone Activity by Line Type



*2018 abandoned 911 calls were estimated due to reporting system errors. Total will differ from other data.

CAD Incidents by Shift & Year



User Agency Activity

The Communications Center provides 24-hour dispatching services for 13 Law Enforcement and 11 Fire and/or EMS agencies throughout Rock County. In 2018, the Communications Center saw a combined total of approximately 280,890 Law Enforcement and Fire/EMS activities. This is an increase of 1,628 activities from the previous year and amounts to an average of approximately 770 CAD incidents entered by the Communications Center each day in 2018. This does not include the 3,582 controlled burns entered in 2018 as well.

2018			
	Total Amount	Amount Increase	Percent Increase
Law Enforcement	261,133	3,454	1.34
Fire/EMS	19,784	(273)	(1.46)
Combined Activity	280,890	3,181	1.15

2017			
	Total Amount	Amount Increase	Percent Increase
Law Enforcement	257,679	(2,182)	(0.84)
Fire/EMS*	20,057	773	4.00
Combined Activity	277,736	(1,409)	(0.50)

2016			
	Total Amount	Amount Increase	Percent Increase
Law Enforcement	259,861	(3,693)	(1.40)
Fire/EMS*	19,284	204	1.07
Combined Activity	279,145	(3,489)	(1.13)

* Fire/EMS totals were updated due to reporting system error.

An activity is described as any officer-initiated or dispatch-initiated activity through the computer-aided dispatch (CAD); i.e., medical call, fire call, police call, follow-ups, etc.

User Agency Activity

CAD Incidents by Law Enforcement Agency

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	Turtle Twsp	Total
911 ABANDONED OR HANGUP OR OPEN LINE	65	7	0	3	4	0	75	4	0	0	29	1	188
911 ABANDONED OR HANGUP OR OPEN LINE - CELL TRACE	0	0	0	0	0	0	0	0	0	0	1	0	1
911 ABANDONED OR HANGUP OR OPEN LINE - EMERGENCY	83	9	0	5	2	0	56	3	0	1	9	0	168
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - NO LOCATION	971	116	0	19	23	0	626	35	0	0	410	0	2200
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - WITH LOCATION	3351	334	119	171	188	14	3789	213	6	32	1439	16	9672
911 ABANDONED OR HANGUP OR OPEN LINE - TEXT TRACE	0	0	0	0	0	0	2	0	0	0	0	0	2
ABANDONED VEHICLE REPORT	588	41	16	34	42	1	1248	22	0	2	66	1	2061
ACCIDENT PINNED	1	2	0	2	0	0	3	0	1	0	8	0	17
ALARM - BURGLAR	12	1	1	1	4	1	15	0	0	0	6	0	40
ALARM - HOLDUP	45	2	0	5	5	0	44	6	0	1	11	0	119
ALARM - INTRUSION	627	152	61	38	80	0	724	38	3	8	234	5	1970
ALARM - PANIC	37	4	0	1	4	1	38	3	0	1	16	1	106
ALCOHOL VIOLATION	26	2	1	1	5	0	47	0	0	0	24	0	108
ANIMAL COMPLAINT	1668	286	51	141	167	15	1921	149	18	32	1253	6	5707
ANIMAL COMPLAINT - BITE	110	20	2	15	14	2	182	18	1	5	74	0	443
ARMED SUBJECT	16	0	0	0	1	0	10	1	0	0	3	0	31
ARMED SUBJECT - GUN	25	4	1	0	0	0	26	2	0	0	8	0	66
ARMED SUBJECT - KNIFE	21	0	0	4	1	0	25	0	0	0	2	0	53
ARSON INVESTIGATION	5	0	0	0	1	0	3	0	0	0	1	0	10
ASSIST CITIZEN	3126	365	157	622	801	29	3178	552	29	69	1170	8	10106
ASSIST OTHER JURISDICTION	1430	605	172	245	263	49	1866	280	55	57	2281	41	7344
BATTERY	182	15	1	5	16	0	166	15	0	7	92	0	499
BOMB THREAT	0	0	0	0	0	0	1	0	0	0	0	0	1
BURGLARY	143	23	3	8	6	0	262	4	1	4	95	1	550
BURGLARY - IN PROGRESS	15	3	0	0	0	0	14	2	0	0	4	0	38
BURGLARY - NOTCHECKED	12	4	0	2	0	0	29	0	0	0	7	0	54
BUSINESS CHECK	2341	329	77	819	77	166	1145	1025	56	12	2137	0	8184
CANVASSING	0	0	0	0	1	0	1	0	0	0	2	0	4
CHASE	6	8	1	1	0	1	9	0	0	1	19	0	46
CHILD OFFENSE	207	12	1	12	10	0	135	10	0	5	29	0	421
CHILD OFFENSE - ASSIST	54	4	1	1	1	0	62	1	0	2	18	0	144
CHILD OFFENSE - FOUND	12	2	0	2	2	0	22	2	0	0	1	0	43
CHILD OFFENSE - LOST	17	0	2	0	0	0	7	1	0	0	5	0	32
CHILD OFFENSE - MISSING	14	2	1	2	1	0	19	5	0	1	5	0	50
CIVIL DISPUTE	1418	157	53	108	99	3	1757	71	8	20	434	0	4128
CIVIL PAPER SERVICE	106	2	5	18	48	0	588	6	1	5	3906	0	4685
CODE ENFORCEMENT	11	4	0	1	1	0	18	1530	0	10	1	0	1576
CRIMINAL COMPLAINT	0	0	0	0	1	0	1	0	0	0	0	0	2
DEATH INVESTIGATION	75	14	3	9	8	0	97	6	0	0	47	0	259
DISORDERLY CONDUCT	609	36	23	58	44	6	975	53	1	17	127	3	1952
DISTURBANCE	463	37	11	29	16	1	531	27	0	8	84	0	1207
DISTURBANCE - DOMESTIC	528	56	12	29	19	1	838	20	0	9	116	0	1628
DNR VIOLATION	1	1	0	0	0	0	4	0	0	0	16	0	22
DRUG COMPLAINT	517	56	16	32	27	5	582	27	1	6	246	2	1517

User Agency Activity

CAD Incidents by Law Enforcement Agency
Continued

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriffs Office	Turtle Twsp	Total
ESCAPE/WALKAWAY	0	0	0	0	0	0	3	0	0	0	33	0	36
ESCORT/TRANSPORT	292	12	3	54	23	0	133	9	0	0	325	0	851
EVICTON	0	0	0	0	2	0	1	0	0	0	285	0	288
FAMILY DISPUTE	1025	64	49	52	80	2	742	63	3	11	272	0	2363
FIRE ASSIST	788	179	221	384	449	12	1192	435	21	112	1295	11	5099
FIREWORKS COMPLAINT	209	17	4	34	9	1	199	8	0	2	37	0	520
FOLLOW UP	7193	1034	229	1247	827	50	10506	896	38	185	3325	10	25540
FOOT PATROL	257	30	18	977	310	0	41	224	0	13	3	0	1873
FOOTVILLE PATROL	0	0	0	0	0	0	0	0	0	0	1075	0	1075
FRAUD/FORGERY	306	49	7	29	24	5	575	31	1	6	153	5	1191
FRAUD/FORGERY - IN PROGRESS	8	0	1	0	0	0	7	0	0	0	0	0	16
GUNSHOT WOUND	7	1	0	1	0	0	6	3	0	0	3	0	21
HANOVER PATROL	0	0	0	0	0	0	0	0	0	0	3	0	3
HARASSMENT	417	54	19	30	33	6	641	41	2	10	158	1	1412
HARASSMENT - IN PROGRESS	7	0	0	0	0	0	4	0	0	0	1	0	12
HAZARDOUS CONDITION	375	134	19	91	51	23	760	99	20	8	1055	11	2646
HCC TRANSPORT	2	0	0	0	0	0	0	0	0	0	3	0	5
HIT & RUN - INJURY	14	2	0	0	1	0	16	0	0	0	3	0	36
HIT & RUN - JUST OCCURED	167	8	0	4	2	1	125	2	0	1	23	0	333
HIT AND RUN	321	35	5	30	12	3	446	25	3	7	159	1	1047
HOMICIDE	0	0	0	0	0	0	1	0	0	0	0	0	1
HUBER CHECK	3	1	0	0	2	0	8	0	0	1	1388	0	1403
HUD CHECK	15	0	0	0	0	0	0	0	0	0	0	0	15
INTOXICATED SUBJECT	6	0	0	0	1	0	43	3	0	0	4	0	57
K9 ASSIST	0	0	0	1	0	0	18	0	0	0	1	0	20
KID COMPLAINT	237	15	8	63	35	1	285	50	0	18	24	0	736
LOITERING	40	0	0	0	1	0	57	0	0	0	1	0	99
LOUD NOISE	410	44	4	34	27	0	719	34	1	2	146	0	1421
LOUD NOISE - PARTY	84	8	1	1	2	0	48	0	0	1	9	0	154
MENTAL HEALTH SUBJECT	1	0	0	0	0	0	1	0	0	0	1	0	3
MESSAGE DELIVERY	14	6	0	4	2	1	24	6	0	0	14	0	71
OPEN DOOR	52	10	25	30	15	0	74	100	0	4	71	1	382
OPERATING WHILE INTOXICATED	114	45	4	17	14	4	290	6	0	2	172	2	670
ORDINANCE VIOLATION	328	93	13	37	73	27	607	96	13	12	159	3	1461
OUT WITH SUBJECTS	362	88	22	583	28	7	764	144	9	3	171	1	2182
OVERDOSE	107	16	5	18	5	0	152	7	1	3	47	0	361
OWI CHECKS	0	0	0	0	0	0	1	0	0	0	0	0	1
PARKING COMPLAINT	1650	48	31	348	313	30	1152	263	8	18	113	1	3975
PHONE MESSAGE	1059	228	54	150	157	3	860	160	3	17	670	2	3363
POLICE MUTUAL AID REQUEST	0	0	0	0	0	0	0	1	0	0	0	0	1
PROBATION AND PAROLE VIOLATION	11	14	0	0	2	0	25	1	0	0	19	0	72
PROPERTY - FOUND	387	37	7	57	52	2	546	49	2	10	106	1	1256
PROPERTY - LOST	22	5	0	4	5	0	93	3	0	0	9	0	141
PROWLER COMPLAINT	2	0	0	0	0	0	5	0	0	0	0	0	7
PUBLIC WORKS/UTILITY	59	7	9	17	12	3	189	29	1	0	34	0	360
RECORDS REQUEST	0	0	0	0	22	0	1	1	1	28	2	0	55
RESTRAINING ORDER VIOLATION	90	10	4	6	5	0	109	5	0	0	33	0	262
ROBBERY	34	2	0	0	0	0	23	0	0	0	1	0	60
RUNAWAY	114	17	6	6	9	0	135	7	0	0	27	2	323
RUNOFF	38	18	1	5	3	2	29	9	6	3	256	2	372

User Agency Activity

CAD Incidents by Law Enforcement Agency
Continued

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	Turtle Twsp	Total
SCHOOL CHECK	42	146	19	206	256	0	5	181	1	76	10	0	942
SECURITY CHECK	2417	1250	115	2974	6961	517	3890	13513	374	143	27672	7	59833
SEVERE WEATHER EMERGENCY	4	0	0	0	0	0	9	0	0	1	4	0	18
SEX OFFENSE	135	25	11	15	6	0	144	21	1	5	98	0	461
SHOTS FIRED	70	21	3	1	3	0	43	4	1	1	31	0	178
SPECIAL ASSIGNMENT	1566	314	42	137	347	27	971	175	19	31	528	3	4160
SPECIAL EVENT	6	1	3	2	0	1	6	3	0	2	7	3	34
STABBING	8	1	0	0	1	0	7	0	0	0	0	0	17
STALLED VEHICLE	453	178	19	63	43	24	746	66	41	11	1379	19	3042
STATE OFFENSE	6	1	0	1	0	0	76	4	0	0	8	0	96
STREET INVESTIGATION	2	0	0	0	0	0	64	1	0	0	44	0	111
UNIT													
SUBJECT DOWN	75	6	0	7	6	0	136	5	0	0	23	1	259
SUICIDE	4	0	0	0	0	0	4	1	0	0	3	0	12
SUICIDE - ATTEMPTED	11	1	0	0	1	0	16	2	0	0	3	0	34
SUSPICIOUS - ACTIVITY	1479	187	45	121	123	11	1340	127	7	18	573	8	4039
SUSPICIOUS - PERSON	286	33	7	20	18	0	369	21	0	4	79	1	838
SUSPICIOUS - VEHICLE	558	183	22	46	44	3	714	57	1	8	399	2	2037
THEFT	835	105	31	51	69	6	1262	75	5	19	292	6	2756
THEFT - AUTO	73	6	3	1	2	0	94	2	0	4	15	0	200
THEFT - RETAIL	286	0	2	11	3	0	480	9	0	1	6	0	798
THREAT	262	31	6	16	15	0	303	19	0	7	85	0	744
TRAFFIC ACCIDENT - BLOCKAGE	714	116	17	44	49	13	1221	77	7	18	629	11	2916
TRAFFIC ACCIDENT - BLOCKAGE	155	22	2	8	5	0	309	8	0	1	77	0	587
TRAFFIC ACCIDENT - INJURY	192	36	4	9	3	5	261	8	3	4	243	2	770
TRAFFIC COMPLAINT	1030	267	26	141	133	20	1979	197	12	49	1714	2	5570
TRAFFIC STOP	2968	1283	596	957	915	645	8878	935	684	887	7218	979	26945
TRESSPASSING	110	9	1	5	7	2	171	11	3	0	62	2	383
TRUANCY	24	15	19	41	20	0	91	42	0	6	1	0	259
UNION TOWNSHIP PATROL	0	0	0	0	1	0	1	0	0	0	0	0	2
UNKNOWN PROBLEM	20	2	2	3	1	0	29	1	0	0	4	0	62
UNWANTED SUBJECT	513	32	6	20	7	0	485	7	2	3	56	1	1132
VANDALISM	425	42	13	33	39	1	540	42	3	4	148	3	1293
VEHICLE INSPECTION	9	0	4	0	111	0	15	33	0	0	3	0	175
VEHICLE UNLOCK	35	12	49	8	96	0	54	6	0	7	20	0	287
WARRANT SERVICE	1395	39	5	9	8	0	523	6	0	3	627	0	2615
WATER RESCUE	1	0	0	0	0	0	7	1	1	0	4	0	14
WATER RESCUE (SO)	1	0	0	0	0	0	0	0	0	0	15	0	16
WEAPONS OFFENSE	35	5	0	1	3	0	44	5	0	0	36	2	131
WELFARE CHECK	1106	178	64	232	133	9	3567	143	7	37	783	3	6262
Total	52876	9593	2696	11939	14019	1762	71651	22751	1486	2142	69024	1194	261133

Rock County Communications Center 2018 Annual Report

User Agency Activity

CAD Incident by Fire/EMS Agency

Incident Type	Beloit	Beloit Twsp	Broadhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twsp	Whitewater	Total
ABDOMINAL PAIN	135	41	0	0	9	8	13	194	14	4	4	3	2	426
ACCIDENT - HIT & RUN INJURY	10	0	0	0	0	0	0	14	1	1	0	0	0	29
ACCIDENT - INJURY	229	43	4	2	23	78	22	368	45	21	43	885	5	885
ACCIDENT - PINNED	3	3	0	0	2	4	0	8	5	2	0	0	0	28
ACCIDENT PINNED - AUTO ALS	0	0	0	0	0	0	0	0	0	1	0	0	0	2
RESPONSE CRITERIA	1	0	0	0	2	1	4	2	1	3	0	0	0	18
ACCIDENT WITH INJURY - AUTO	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AIRRAFT EMERGENCY	15	2	0	0	1	0	4	14	1	1	0	0	0	38
ALARM - CARBON MONOXIDE WITH ILLNESS	204	14	0	0	5	25	12	267	18	2	2	1	0	553
ALARM - COMMERCIAL FIRE	38	8	0	0	1	9	3	36	4	2	2	0	0	103
ALARM - RESIDENTIAL FIRE	32	1	0	0	0	8	7	22	3	1	3	0	0	77
ALLERGIC REACTION	11	5	0	0	3	2	1	55	1	0	1	0	0	84
AMBULANCE STANDBY	21	7	0	0	1	7	4	27	8	4	2	0	0	82
ARCING WIRES	256	72	0	0	29	42	31	565	56	13	9	0	0	1073
ASSIST PATIENT	57	19	0	0	3	8	11	92	11	1	1	0	0	207
BACK PAIN	60	21	0	0	2	19	12	87	12	4	1	1	0	220
BLEEDING	460	82	2	0	29	78	64	672	75	38	11	0	0	1520
BREATHING DIFFICULTY	2	0	0	0	0	1	0	3	0	0	0	0	0	8
BURN VICTIM	311	69	4	1	28	39	47	526	55	27	17	6	0	1130
CARDIAC - CHEST PAIN	32	8	0	0	1	3	8	89	3	2	0	0	0	143
CARDIAC - HEART PROBLEMS	17	1	0	0	0	2	3	24	3	1	0	0	0	52
CHOKING	75	26	0	0	2	9	17	129	14	4	11	2	0	296
DIABETIC REACTION	423	95	5	0	40	99	72	982	107	27	11	4	0	1879
FALL VICTIM - AUTO ALS	1	1	0	0	0	0	0	3	0	0	0	0	0	5
FALL VICTIM - OVER 10 FEET	3	0	0	0	1	1	1	18	2	2	1	0	0	29
FIRE - BRUSH	25	14	0	0	4	19	4	30	10	19	11	0	0	142
FIRE - COMMERCIAL	29	6	0	0	6	3	2	79	2	2	0	0	0	127
FIRE - RESIDENCE	65	11	1	1	6	14	11	91	11	10	1	1	0	224
FIRE - SINGLE ENGINE RESPONSE	5	1	0	0	1	2	0	8	1	0	0	0	0	18
FIRE - VEHICLE	26	3	0	0	7	12	8	38	11	4	3	0	0	118
FIRE - COMMERCIAL	15	0	0	0	2	1	2	25	1	0	0	0	0	46
GAS ODOR - COMMERCIAL	21	7	0	0	7	7	6	50	4	2	2	3	0	103
GAS ODOR - OUTSIDE	18	3	0	0	2	9	1	32	4	1	1	0	0	76
GAS ODOR - RESIDENCE	10	1	0	0	0	7	0	12	0	0	0	0	0	30
GAS SPILL	0	0	0	0	0	0	0	4	0	0	0	0	0	5
HAZMAT	28	2	0	0	1	1	1	38	4	3	0	0	0	78
HEAD INJURY	156	0	0	0	0	11	0	1060	0	0	0	0	0	1227
HOSPITAL TO HOSPITAL	788	109	1	0	57	107	96	17	1435	107	47	28	7	2798
TRANSFER	24	7	0	0	3	3	7	50	1	2	0	0	0	97
ILL SUBJECT - FLU-LIKE SYMPTOMS	1	0	0	0	0	0	0	1	0	0	0	0	0	2
INDUSTRIAL ACCIDENT	1	0	0	0	0	0	0	2	0	0	0	0	0	3
INDUSTRIAL ACCIDENT - PINNED	2	0	0	0	0	0	0	36	0	0	0	0	0	38
INTERCEPT	99	41	0	0	11	19	13	223	27	3	3	3	0	444
LIFELINE ALARM	29	13	1	0	4	6	3	4	5	2	0	0	0	66
MABAS	8	0	0	0	0	0	0	23	0	0	0	0	0	31
MATERNITY	4	0	0	0	0	0	0	9	0	0	0	0	0	13
MATERNITY - CHILD BIRTH IMMINENT	3	0	0	0	0	0	0	5	0	0	0	0	0	9
MATERNITY - MISCARRIAGE	9	4	0	0	2	0	0	14	0	0	2	0	0	31
ODOR INVESTIGATION	179	16	1	0	8	33	13	268	19	7	7	1	0	556
OVERDOSE	67	9	0	0	3	9	9	106	8	1	2	2	0	217
PULSELESS NON-BREATHING	47	10	0	0	7	13	12	86	13	4	0	2	0	197
PULSELESS NON-BREATHING - CPR INITIATED	156	22	0	0	12	17	6	238	13	6	4	2	0	477
SEIZURE	279	95	0	0	19	39	22	431	27	17	9	0	0	939
SPECIAL DUTY	72	22	0	1	6	16	4	151	16	7	6	1	0	315
STROKE	178	7	0	0	1	15	5	290	11	2	1	0	0	512
SUBJECT DOWN	209	27	0	0	10	26	21	265	23	10	3	5	0	605
TRAUMA	0	1	0	0	0	2	1	0	0	2	0	0	0	6
TRAUMA WITH INJURY - AUTO	7	0	0	0	0	0	0	5	1	1	0	0	0	14
ALS RESPONSE CRITERIA	322	58	2	0	26	55	30	557	53	17	15	7	0	1148
GUNSHOT WOUND	0	0	0	0	0	0	1	1	0	0	0	0	0	2
UNCONSCIOUS	55	4	0	0	3	7	4	58	3	0	0	0	0	135
UNCONSCIOUS - AUTO ALS	3	0	0	0	0	0	0	0	0	0	0	0	0	0
RESPONSE CRITERIA	3	0	0	0	0	0	0	0	0	0	0	0	0	0
UNKNOWN PROBLEM	1007	22	5	379	903	640	130	9933	825	213	61	19757	61	19757
WATER RESCUE	5336	1007	22	5	379	903	640	130	9933	825	213	61	19757	19757
Total	5336	1007	22	5	379	903	640	130	9933	825	213	61	19757	19757

MABAS

MABAS DIVISION 104



MABAS

MABAS DIVISION 104

The Mutual Aid Box alarm System (MABAS) Senate Bill SB 642 was approved by the Wisconsin State Legislature and signed by Governor Jim Doyle on April 5th, 2006. MABAS is a mutual aid measure that may be used for deploying fire, rescue, and emergency medical services personnel in a multi-jurisdictional and/or multi-agency response.

In 2001 Rock County began the process of becoming a MABAS Division in Wisconsin. To become a MABAS Division/agency, all that is required is a resolution or ordinance being enacted by the governing body and signing the MABAS contract. Rock County was approved and operational on January 1st, 2002.

2018 DIVISION BOX ALARMS

Division 104 had 11 MABAS calls within Rock County. The MABAS calls consisted of 5 residential fires, 4 commercial fires, 1 brush fires, 1 EMS incidents. The 11 MABAS calls are broken up into the following fire areas.

- BEFD (5) 3 Residential Fires, 2 Commercial Fires
- EVFD (1) 1 Brush Fire
- EDFD (1) 1 EMS
- JVFD (1) 1 Commercial Fire
- ORFD (1) 1 Residential Fire
- TBFD (1) 1 Residential Fire, 1 Commercial Fire

Agencies within Division 104 responded to 61 mutual aid requests from other divisions in 2018 for MABAS incidents outside Rock County.



BADGER RED CENTER



In May of 2012, MABAS Wisconsin and the Rock County Communications Center formed a mutual agreement to act as an initial point of contact for any MABAS notification, inter-divisional request or other MABAS related requests that notifications or requests for resources beyond those normally coordinated by individual MABAS Division Dispatch Centers. The purpose of the Badger Red Center is to have a single initial point of contact for any MABAS division to contact.

In 2018 Badger Red Center assisted with 31 incidents. We were able to assist in organizing mutual aid and making additional phone calls for those Divisions requesting assistance.

Contact Information

Rock County Communications Center
3636 N. County Highway F
Janesville, WI 53545

Admin 608-757-5100

Non-Emergency 608-757-2244

EMERGENCY CALL OR TEXT 911

www.rockcounty911.com

