# Rock County Communications Center

2022 Annual Report

**Rock County
Communications Center**

3636 N County Highway F
Janesville, WI 53545

Admin Phone: 608-757-5100
Non-Emergency: 608-757-2244
Emergency: CALL OR TEXT 911

www.rockcounty911.com

TABLE OF CONTENTS

Letter to County Administrator

Rock County, Wisconsin

Communications Center
3636 N County Highway F
Janesville, WI 53545
Ph: (608) 757-5100
Fax: (608) 757-5081

March 28, 2023

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

Dear Mr. Smith,

2022 brought challenges and obstacles but also showed the determination and teamwork all of our staff perform daily. While many of our Goals and Objectives for 2022 were based on technology and infrastructure, the employees at the Communications Center were and will continue to be the backbone of our successes.

In the second half of 2022, we were able to finish our Master III controller replacement and finish upgrades to our Cielo Microwave radio system. Both of these upgrades brought our radio technology up to date and increased the coverage and quality of radio communications for all users. We also received our 8th CALEA Accreditation award in July and look forward to continuing to be held to the high standards that process stands for.

During the year, we were able to get back to pre-pandemic engagement with the public at National Night Out, Evansville Night Out, dispatch tours and job exploration days in High Schools in the community. Our Community Outreach Supervisor has begun a partnership with Blackhawk Technical College and is teaching a certificate course related to basic dispatching. The future hope is that completion of the course may speed up our recruitment process for those who wish to pursue a career here.

2022 brought with it many changes to our staffing levels as well. We were able to fill our two vacant Shift Supervisor positions in the middle of the year, created a job share position between two senior dispatchers, and continued to retain several project employees who limited the burden of overtime on full-time employees. We continue to struggle with employee recruitment of applicants and will be looking for ways to improve this year as well as hopefully implementing the County level wage study to financially attract more applicants.

The end of 2022 saw the most change with our Director and Assistant Director leaving in the same week. As well as the sudden transition, our entire staff had to be recertified in Emergency Medical Dispatch. To say that everyone stood together and completed everything that was asked of them is an understatement. Every person who works here put in extra hours, spent time at home completing courses and showed up every day ready to tackle the next hurdle. None of the successes we saw in 2022 would have been possible without the hard work and determination everyone here showed. I am proud to say that I work with everyone here and know they will do whatever it takes to be leaders in this industry.

Respectfully,

Fredd Carr
Interim 911 Communications Director

Rock County Background Information

Rock County Administration
Josh Smith, County Administrator

Public Safety & Justice Committee
Mary Beaver, Chair
Brian Knudson, Vice Chair
April Whitledge
Ron Bomkamp
Mike Zoril

Population
164,381 (U.S. Census—7/1/2021)
726 Square Miles of Service
9 Municipalities

Agencies We Serve

Police
Beloit PD
Clinton PD
Edgerton PD
Evansville PD
Footville PD
Janesville PD
Milton PD
Orfordville PD
Rock County Sheriff
Rock River Safety
Town of Beloit Police
Town of Fulton Police
Town of Milton Police
Town of Turtle Police

Fire/EMS
Beloit Fire & EMS
Clinton Fire & EMS
Lakeside Fire—Rescue
Evansville Fire
Evansville EMS
Footville Fire & EMS
Janesville Fire & EMS
Orfordville Fire & EMS
Town of Beloit Fire & EMS
Town of Turtle Fire

Rock County Courthouse

Mission Statement

MISSION STATEMENT

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

Communications Director

- Administrative Secretary
- Assistant Director
- GIS Coordinator

Assistant Director:
- Training & QA Manager
- Shift Supervisor (6)

Shift Supervisor (6):
- "A" Shift Telecommunicator (12)
- "B" Shift Telecommunicator (10) / Call Taker (3)
- "C" Shift Telecommunicator (10) / Call Taker (1)
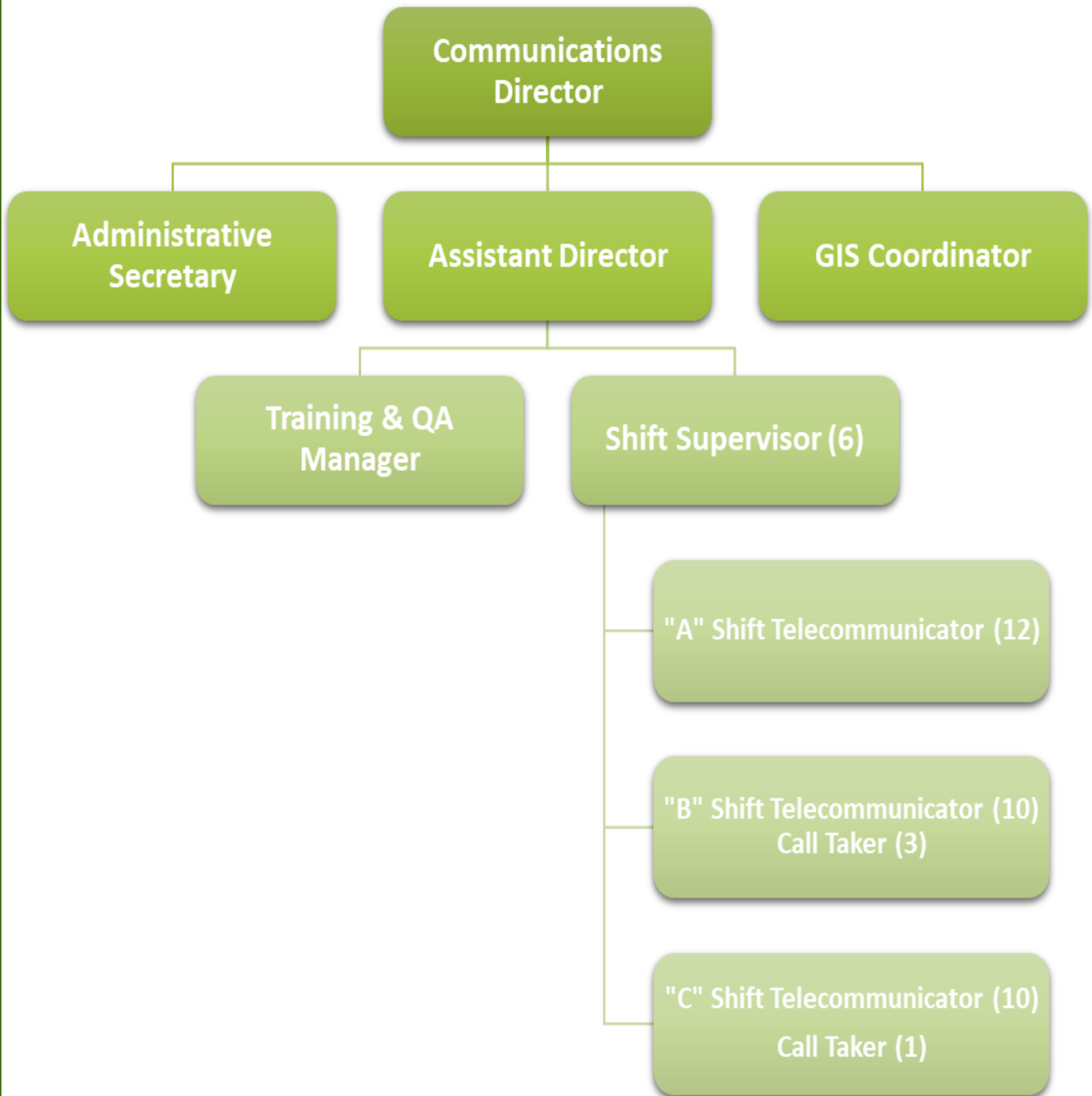
Goals & Objectives

- ◆ Continue Master III Controller Replacements

- ◆ Complete Building Expansion/ Dispatch Furniture Replacement

- ◆ Complete Cielo Microwave Radio System Updates

- ◆ Hire Consultant for Staffing Study

- ◆ Host "Dogs with Dispatchers" Open House Event

Management Team

Kathren Sukus
Director (1/1/22—10/4/22)

Brian Becker
Assistant Director (1/1/22—9/29/22)

Kathy Churchill
Dayshift Supervisor (1/1/22—10/5/22)
Interim Asst Director (10/5/22—Present

Fredd Carr
Training & QA Manager (1/1/22—10/4/22)
Interim Director (10/5/22—Present)

Dayshift Supervisors
Kelly Elliott (left)
Kimberly Carlson (right)

Midshift Supervisor
Derek Ninmer

Kris Pehl
GIS Coordinator

Faith Quinlan
Admin Secretary

Nightshift Supervisors
Mark Elland (left)
Matthew Bender (right)

Promotions & Turnover/Staff

2022 Promotions

♦ Kimberly Carlson—Promoted to Shift Supervisor: 4/18/2022
♦ Kelly Elliott—Promoted to Shift Supervisor: 7/25/2022
♦ Fredd Carr—Promoted to Interim Communications Director: 10/5/2022
♦ Kathleen Churchill—Promoted to Interim Assistant Director: 10/5/2022

2022 Turnover

Employee	Seniority Date	End Date	Position
Janelle Ryan	10/19/2021	1/11/2022	Telecommunicator
Aisha Brunton	4/10/2006	4/15/2022	Telecommunicator
Nicole Olmstead	10/19/2021	7/12/2022	Telecommunicator
Michael Palmer	10/3/2021	8/14/2022	Telecommunicator
Stefany Wissinger	10/19/2021	9/22/2022	Call-Taker
Brian Becker	4/29/2013	9/29/2022	Assistant Director
Oscar Flores	4/18/2022	10/11/2022	Telecommunicator
Renee Hamilton	3/21/2022	10/26/2022	Call-Taker
Jude Maurer	10/3/2022	11/3/2022	Telecommunicator
Kathren Sukus	10/4/1993	11/8/2022	Communications Center Director

2022 COMMUNICATIONS CENTER MANAGEMENT STAFF

Administration	Seniority Date	Promoted	Title
Kristine Pehl	12/7/1992	1/14/2002	GIS Coordinator
Kathren Sukus	10/4/1993	1/11/2013	Communications Director
Kathleen Churchill	2/7/1994	7/2/2001	Shift Supervisor/Interim Asst. Communications Director
Kelly Elliott	4/5/1999	7/25/2022	Shift Supervisor
Derek Ninmer	9/7/1999	3/6/2016	Shift Supervisor
Mark Elland	6/26/2000	3/4/2013	Shift Supervisor
Matthew Bender	8/30/2004	11/12/2012	Shift Supervisor
Fredd Carr	5/14/2012	6/28/2021	Training & Quality Assurance Manager/Interim Communications Director
Brian Becker	4/29/2013	N/A	Assistant Director
Kimberly Carlson	7/8/2013	4/18/2022	Shift Supervisor
Faith Quinlan	8/24/2020	N/A	Administrative Secretary

2022 Communications Center Dispatch Staff

Employee	911 Hire Date	Promoted	Title
Tricia Bogdonas	02/07/1994	N/A	Telecommunicator
Toni Becker	01/02/1997	N/A	Telecommunicator
Dana Geister	04/05/1999	N/A	Telecommunicator
Kelly Elliott	04/05/1999	N/A	Telecommunicator
Denise Elder	11/29/1999	N/A	Telecommunicator
Matthew Wogaman	05/13/2002	N/A	Telecommunicator
Kathleen Helgeson	09/29/2003	12/01/2015	Telecommunicator
Jenna Winiarski	08/30/2004	06/27/2011	Telecommunicator
Aisha Brunton	04/10/2006	N/A	Telecommunicator
Krystynn Reinart	11/05/2007	N/A	Telecommunicator
Matthew Husen	02/09/2009	N/A	Telecommunicator
Katelyn Koel	11/29/2010	N/A	Telecommunicator
Bryan Niedermeier	10/29/2012	N/A	Telecommunicator
Kimberly Carlson	07/08/2013	N/A	Telecommunicator
Emma Townsend	01/16/2017	N/A	Telecommunicator
Donna Gunn	06/22/2015	01/01/2016	Telecommunicator
Matthew Woodrum	09/28/2015	N/A	Telecommunicator
Barbara York	09/26/2016	N/A	Telecommunicator
Christina Hennell	06/19/2017	03/11/2018	Telecommunicator
Sydney Baumann	03/26/2018	N/A	Telecommunicator
Kennedy Van Horn	12/03/2018	09/01/2019	Telecommunicator
Chase Ziegelbauer	03/25/2019	N/A	Call-Taker
Michael Palmer	10/03/2021	N/A	Telecommunicator
Amanda Rusch	01/25/2021	03/22/2021	Telecommunicator
Christopher McNett	05/03/2021	N/A	Telecommunicator
Janelle Ryan	10/19/2021	N/A	Telecommunicator
Corinne Reith	10/19/2021	N/A	Telecommunicator
Kayla Glass	10/19/2021	N/A	Telecommunicator
Nicole Olmstead	10/19/2021	N/A	Call-Taker
Maranda Wittwer	10/19/2021	N/A	Call-Taker
Stefany Wissinger	10/19/2021	N/A	Telecommunicator
Haylie Rogers	01/24/2022	N/A	Telecommunicator
Grace Bolden	01/24/2022	N/A	Telecommunicator
David Klusmeyer	03/21/2022	N/A	Telecommunicator
Renee Hamilton	03/21/2022	N/A	Call-Taker
Oscar Flores	04/18/2022	N/A	Telecommunicator
Melissa Hasty	06/13/2022	N/A	Telecommunicator
Kellie Lunenberg	10/03/2022	N/A	Telecommunicator
Jude Maurer	10/03/2022	N/A	Telecommunicator
Courtney Seibold	10/03/2022	N/A	Telecommunicator
Taylor Woodman	12/12/2022	N/A	Telecommunicator
Amber Jacobs	12/12/2022	N/A	Telecommunicator

Peer Awards

Our third annual Peer Recognition Awards were a hit! Staff at the Communications Center once again voted to acknowledge coworkers they felt were extraordinary in various categories. This year, awards went to the following individuals:

- Calm in the Storm—Bryan Niedermeier
- Exceeding Expectations—Krystynn Reinart
- Outstanding Supervisor—Kelly Elliott
- First Class Service—Chase Ziegelbauer
- Ultimate Team Player—Christopher McNett (Not Pictured)
- Helping Hand—Christina Hennell
- Makes My Day—Katelyn Koel
- Rookie Rockstar—Kayla Glass
- Generosity Award—Jenna Winiarski
- Kindness Award—Sydney Baumann
- The Workhorse—Matt Wogaman

One award, titled *League of Superheroes*, was presented to the ultimate team of five who staff felt would excel together. This "Superhero" designation was granted to the following:

Kelly Elliott *Bryan Niedermeier * *Christina Hennell*
Chase Ziegelbauer *Donna Gunn*

Calm in the Storm, League of Superheroes-Bryan Niedermeier

Exceeds Expectations-Krystynn Reinart

Outstanding Supervisor, League of Superheroes-Kelly Elliott
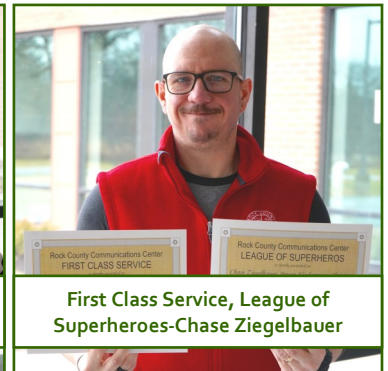
First Class Service, League of Superheroes-Chase Ziegelbauer

Kindness Award-Sydney Baumann (Left), The Workhorse-Matt Wogaman (Right)

Helping Hand, League of Superheroes -Christina Hennell

Makes My Day-Katelyn Koel

League of Superheroes-Donna Gunn

Rookie Rockstar-Kayla Glass

Generosity Award-Jenna Winiarski

Training Program

Training & Quality Assurance Manager

The Training & QA Manager is responsible for the management of the Communications Training and Evaluation program under the direction of the Assistant Director.

This program provides each new Telecommunicator with 21 days of academic training with the Training & QA Manager. The academic training includes orientation, policies and procedures, operational training, APCO Basic Telecommunicator training, APCO EMD (Emergency Medical Dispatch) training, TIME system, CPR certifications, ICS and RapidSOS training. 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 & QA Manager.

Daily Observation Reports (DORs) are completed by the CTOs while training a new Telecommunicator. The Training & QA Manager is responsible for receiving and reviewing all DORs and then reporting to the Assistant Director 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.

Training & QA Manager and current Interim Director Fredd Carr managed the Communications Center's Training Program in 2022. Our training is evolving to attract, develop and retain quality employees, and providing them opportunities for their growth and achievements while ensuring the needs of our center are met. In order to keep progressing forward, innovative thinking is encouraged by both trainers and trainees to adapt our program to meet demands, learning styles, and changes in day-to-day procedures. We conduct on-going evaluations of the program and its participants as it is necessary to increase understanding by looking at systems and processes and facilitate solutions for growth and change. Ultimately the evaluations are used to provide effectiveness to inform, educate and inspire employees to reach their professional goals.

C.I.T ORIENTATION

- Officer Nathan Sharp (C.I.T)
- Officer Mike Rear
- Lt Mike Blaser
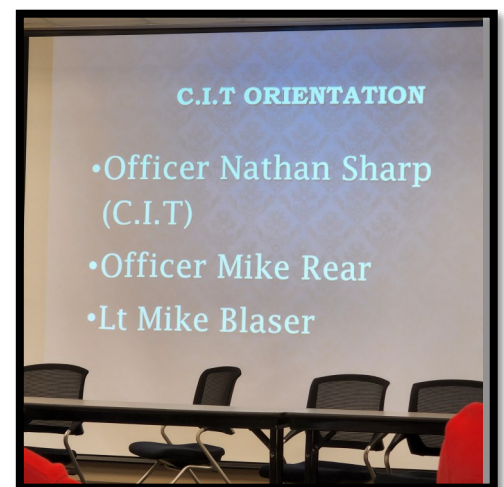
Training Program, Continued

> ### COMMUNICATIONS TRAINING PROGRAM

Newly hired Telecommunicators and Call Takers complete a 15-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
- ☼ Rapid SOS

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 30 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:

- ☼ APCO Public Safety Telecommunicator 1 (PST1) certification
- ☼ APCO Emergency Medical Dispatch (EMD) certification
- ☼ CPR certification
- ☼ TIME System certification
- ☼ Incident Command & NIMS training

Training Program, Continued

2022 Communications Training
2,737 Total Hours

Legend:
- 2022 Diversity & Inclusion
- 2022 Fall Inservice
- 2022 Harassment & Discrimination
- APCO CTO - Recert
- APCO EMD
- APCO EMD - Instructor Certification
- APCO PST1
- APCO Supervisor
- CALEA Conference
- CPR
- ICS-100
- INFOSEC IQ-Core Concepts: Business Email Compromise
- IS-700
- IS-800
- Law Enforcement Administrative Professionals Conference
- MABAS Conference
- PowerDMS University
- PowerDMS University-Why Accreditation?
- RapidSOS
- Spring Inservice - 2022
- Talk 2 End Stigma
- TDD Training
- TIME - Advanced
- TIME - Basic
- TIME - Recert
- Workplace Harassment - Supervisor

Bar values: 10, 288, 36, 2, 1,184, 40, 320, 24, 48, 116, 40, 1.50, 20, 3, 16, 72, 1, 0.50, 6, 217, 4, 44, 112, 64, 56, 12

Emergency Medical Dispatch Program

Emergency Medical Dispatch (EMD) is a systematic program of handling medical calls for assistance. Using locally approved EMD Guidecards, trained call-takers 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.

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

Dr. Christopher Wistrom serves as the local medical authority for the Center's EMD Program. Along with the Assistant Director, 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.

Quality assurance reviews of random EMD calls are completed monthly by Supervisor Matt Bender. These quality assurance reviews are then provided to the employee. The quality assurance program assures that documented standards, training, and job performance are being achieved. Quality assurance also assists in identifying areas that need improvement for future training needs.

The Communications Center staff provided EMD services for over 16,300 emergency medical calls from citizens within Rock County in 2022.

EMD Instruction

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
♦ Jack Morse, City of Janesville Firefighter/Paramedic
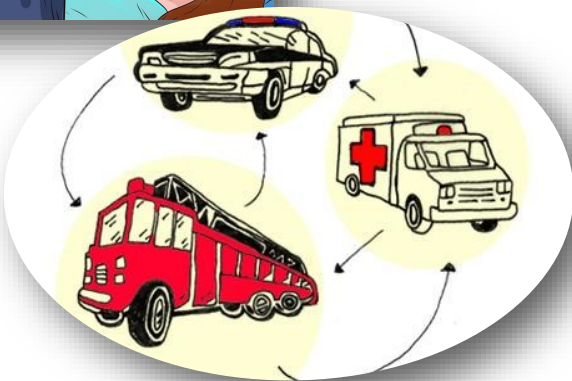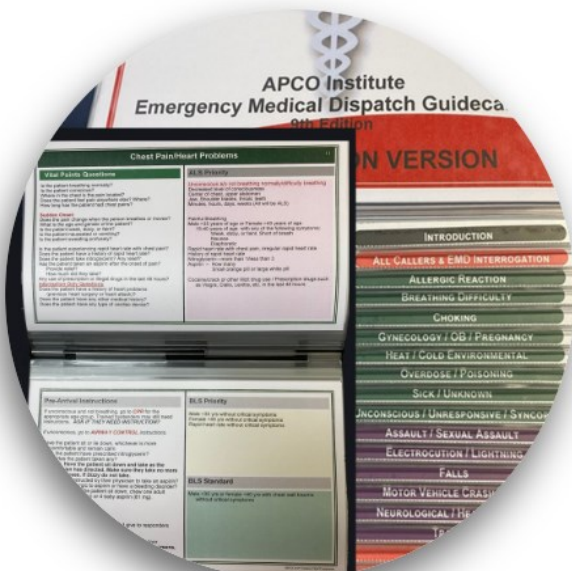
Communications Commission

The Rock County Communications 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 Commission meets quarterly and is empowered to approve all Communications Center policy/procedures that directly affect the dispatching of public safety agencies. The nine-member Commission is compromised 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.

Andre Sayles
Chief-Beloit Police Department

David Moore
Chief-Janesville Police Department

Troy Knudson
Rock County Sheriff

Daniel Pease
Chief-Beloit Fire Department

Jim Ponkauskas
Chief-Janesville Fire Department

Pictured Left to Right: Bob Fahey, Chief-Evansville FD; Ryan Perkins, Interim Chief-Orfordville FD; Tom Kunkel, Chief-Town of Milton PD; Brian Raupp, Chief-Footville PD

Quality Assurance

Each month, 30 letters and postcards 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 part of the 911 Center's Quality Assurance Program. Administrative Secretary Faith Quinlan managed the process of mailing and receiving the cards for 2022. 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. In 2023, the Rock County Communications Center's survey program will transition to a service called "PowerEngage." This software will make it easier to quickly send out surveys after a citizen calls for service, hopefully increasing the return rate to better address the needs of our community.

	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	5	5	1	3	5	5	5	3	6	2	3	5	48
Return Percentage	17%	17%	3%	10%	17%	17%	17%	2%	20%	7%	10%	17%	13%

Quality Assurance Postcard Response - 2022
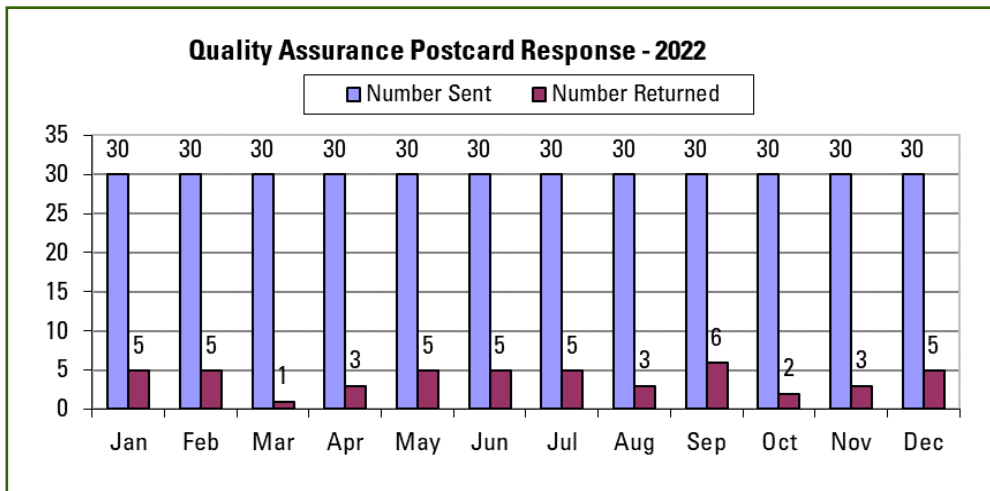
	A	B	C	D	F	
Answer Time	40	8				A=Excellent
Knowledge	38	10				B=Good
Courtesy	43	5				C=Satisfactory
Attitude	44	4				D=Unsatisfactory
Quality of Service	42	6				F=Failure

Quality Assurance Postcard Grades
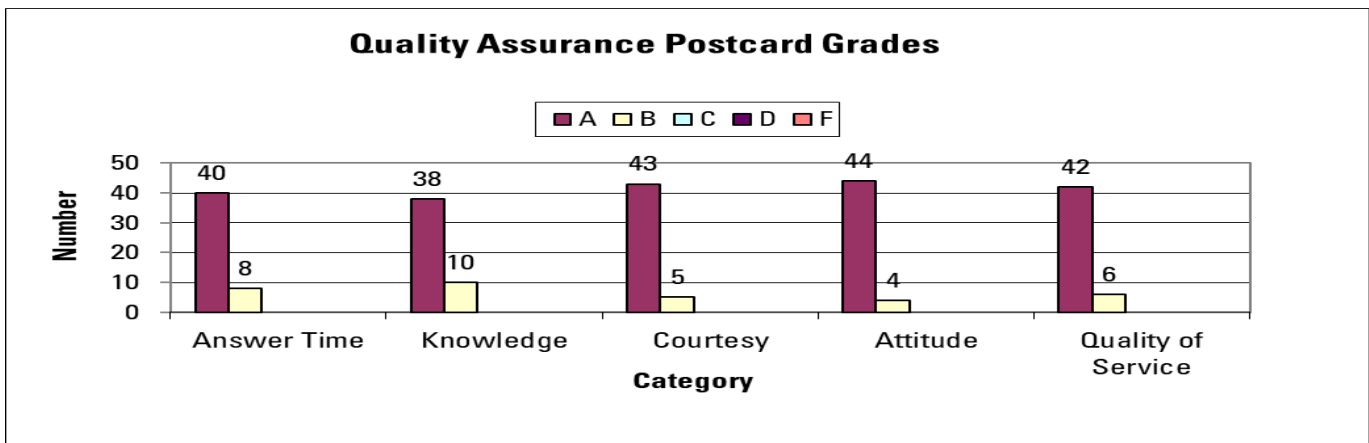
Expenditures

Personnel Services

Regular Wages	$	2,462,109.71
Overtime Wages		461,512.94
Uniforms		3,212.75
FICA		223,553.58
Retirement		186,243.94
Health Insurance		766,700.00
Dental Insurance		17,487.53
Life Insurance		735.84
Workers Compensation		1,285.00
	$	**4,122,841.29**

Contractual Services

Professional Services	$	32,665.36
Data Communications		5,601.70
Repair & Maintenance Services		380,472.78
Machinery Equipment Repair & Maint.		5,453.36
Building/Office Lease		157,237.50
Software Maintenance		4,437.20
Electric		13,571.10
	$	**599,439.00**

Telephone & Teletype Services

Telephone	$	79,302.08
Teletype Services		31,605.00
	$	**110,907.08**

Training Expenses

Travel	$	1,575.95
Educational Expense		59,794.12
	$	**61,370.07**

Supplies Expense

Postage	$	406.03
Office Supplies & Expense		10,018.12
Public Information		3,446.65
Publications/Subscriptions/Due		968.50
	$	**14,839.30**

Capital Outlay

Cap Assets $2,000 TO $25,000	$	350,817.40
Capital Assets Over $25,000		489,925.35
Software Purchase Over $25,000		0.00
	$	**840,742.75**

Total Expenditures for 2022	**$**	**5,750,139.49**

Open Records

The Communications Center receives requests for 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 agency radio traffic. Requests are processed according to the Freedom of Information Act and Wisconsin Public Records Law, Wisconsin Stat. §§19.31-19.39.

In 2022, the 911 Center processed nearly 400% more open records from members of the public compared to 2021. Moreover, we continued to fulfill a large volume of requests from the Rock County District Attorney's Office.

OPEN RECORDS REQUESTS BY YEAR: 2013-2022

Legend: Public, User Agency, District Attorney, Total
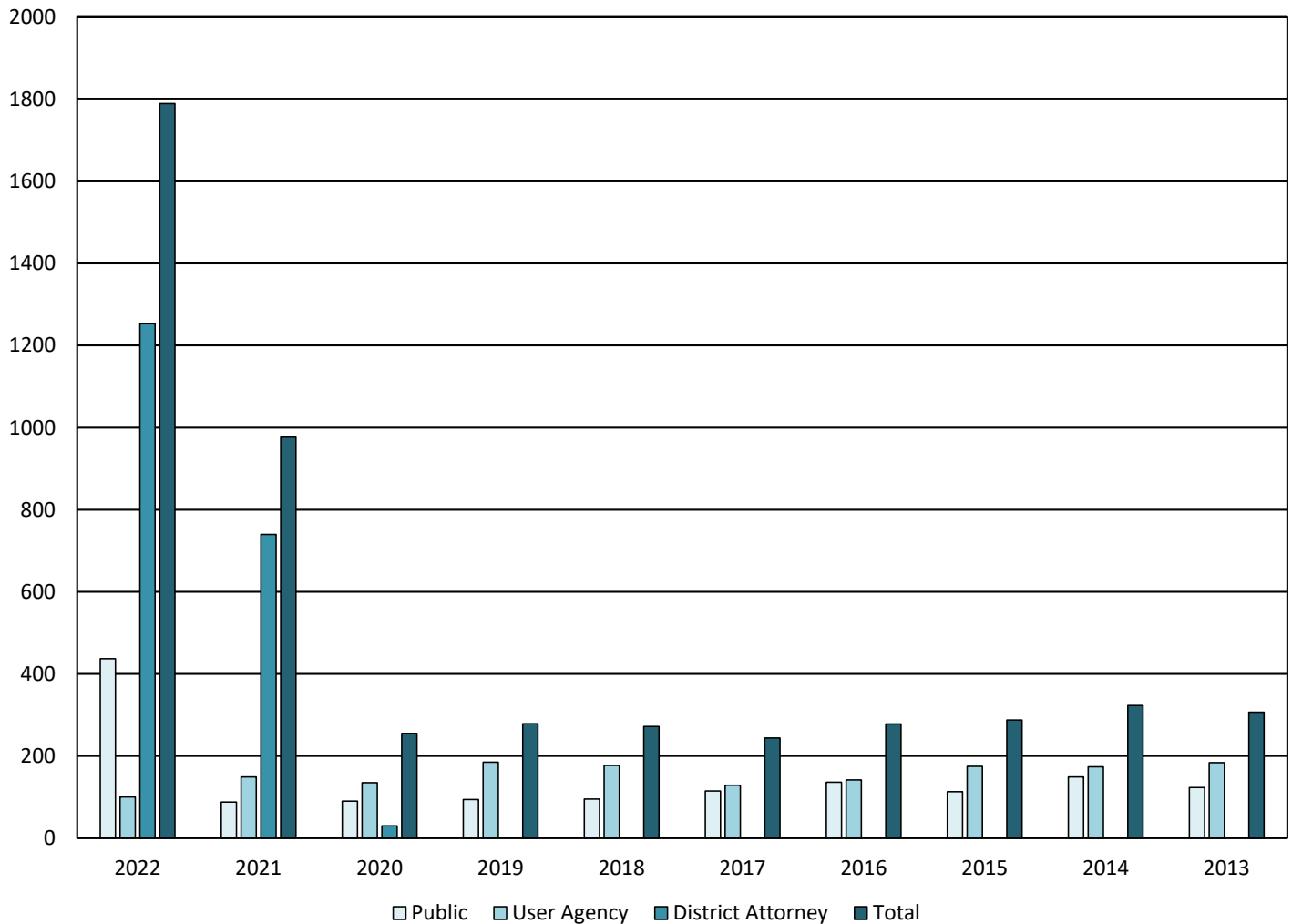
Accreditation

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 208 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 Communications Center to provide superior public safety communications to the agencies served as well as the citizens of Rock County.

The Rock County 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 February 2022 led by Accreditation Manager, Brian Becker. In July 2022, the Communications Center received its 8th consecutive CALEA Award in Chicago, IL. 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. CALEA has moved from a three-year accreditation cycle to a four-year accreditation cycle. During this updated accreditation cycle, CALEA analyzes standards remotely each year and, typically, then comes on site during the fourth year. Previously, CALEA analyzed the agency's accreditation standards every three years. The next on-site assessment will be in 2026.

Mapping

Kris Pehl has been the GIS Coordinator 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.

Village of Orfordville

The 911 Center uses Esri's ArcMap to create maps for 911 Center personnel and public safety agenies. This program makes it easy to create maps by turning on and off layers and symbolizing features for customized uses.

Railroad
Fire Hydrants
0   0.1   0.2 Miles

Landline 9-1-1 Database
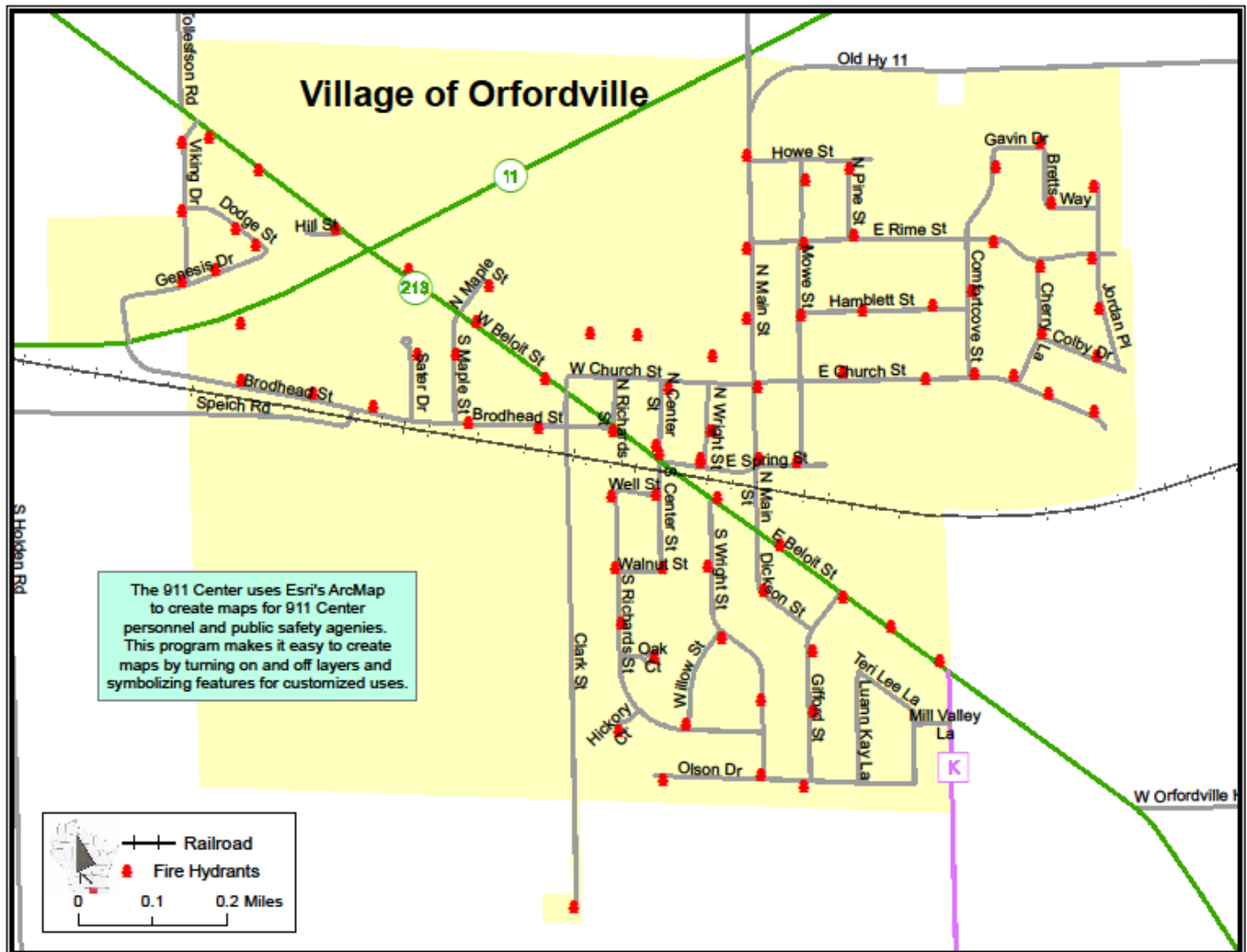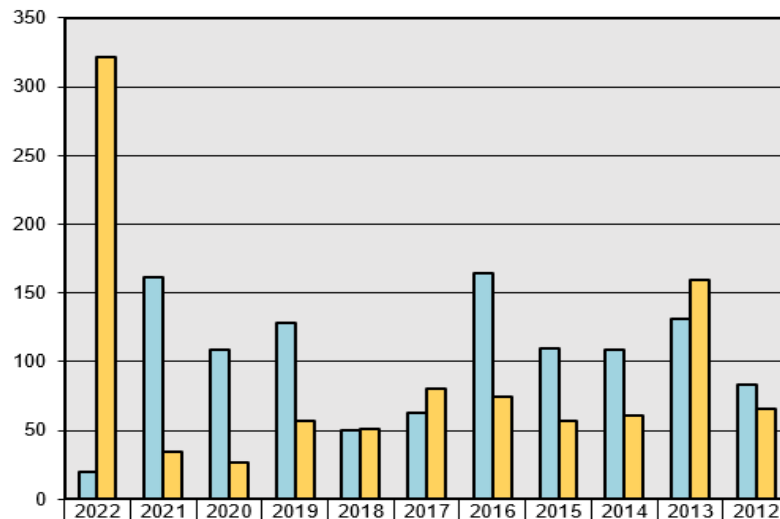
	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
ANI/ALI No Record Found (phone number only)	20	161	109	128	50	63	164	110	109	131	83
MSAG Changes	321	34	27	57	51	80	74	57	61	159	66

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

Note: No Record Found errors are identified by telecommunicators 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.

21
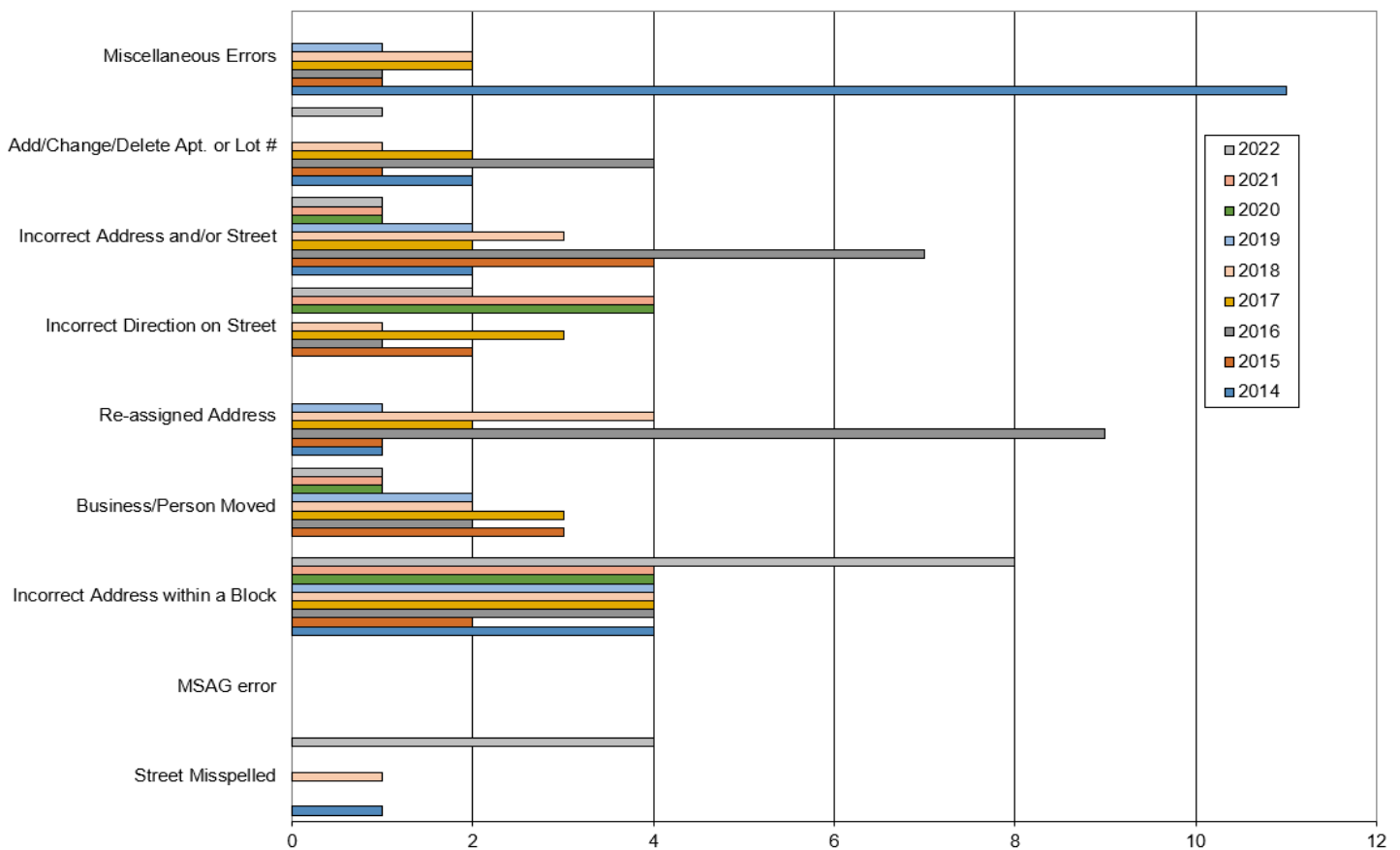
Telephone Activity: 9-1-1 Answer Times

2022
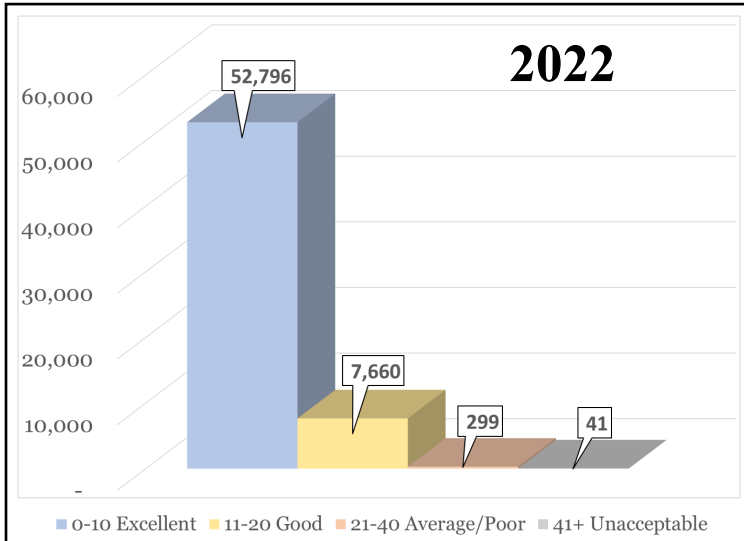
Range of Answer Time	Number of Calls	Percentage (%)
0-10 Excellent	52,796	86.84
11-20 Good	7,660	12.60
21-40 Average/Poor	299	0.49
41+ Unacceptable	41	0.07
	60,796	**100.00**

2021
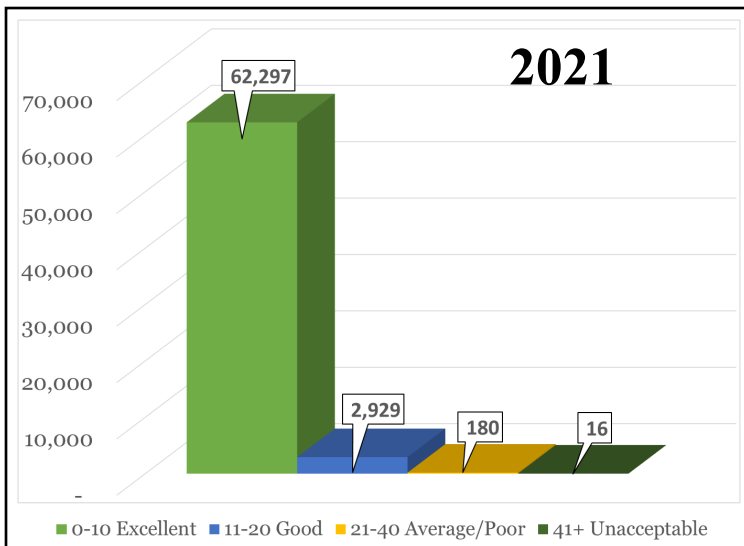
Range of Answer Time	Number of Calls	Percentage (%)
0-10 Excellent	62,297	95.22
11-20 Good	2,929	4.48
21-40 Average/Poor	180	0.28
41+ Unacceptable	16	0.02
	65,422	**100.00**

2020
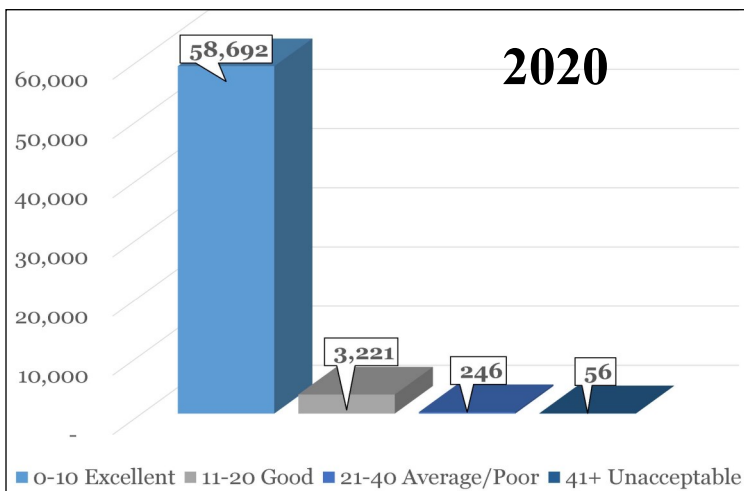
Range of Answer Time	Number of Calls	Percentage (%)
0-10 Excellent	58,692	94.34
11-20 Good	3,221	5.18
21-40 Average/Poor	246	0.39
41+ Unacceptable	56	0.09
	62,215	**100.00**

Telephone Activity: Call Volume   *2022 Total Calls—289,914*

2022 Call Volume by Day of Week

Day	Calls
Sunday	36,853
Monday	42,962
Tuesday	42,082
Wednesday	41,765
Thursday	41,692
Friday	44,046
Saturday	40,514
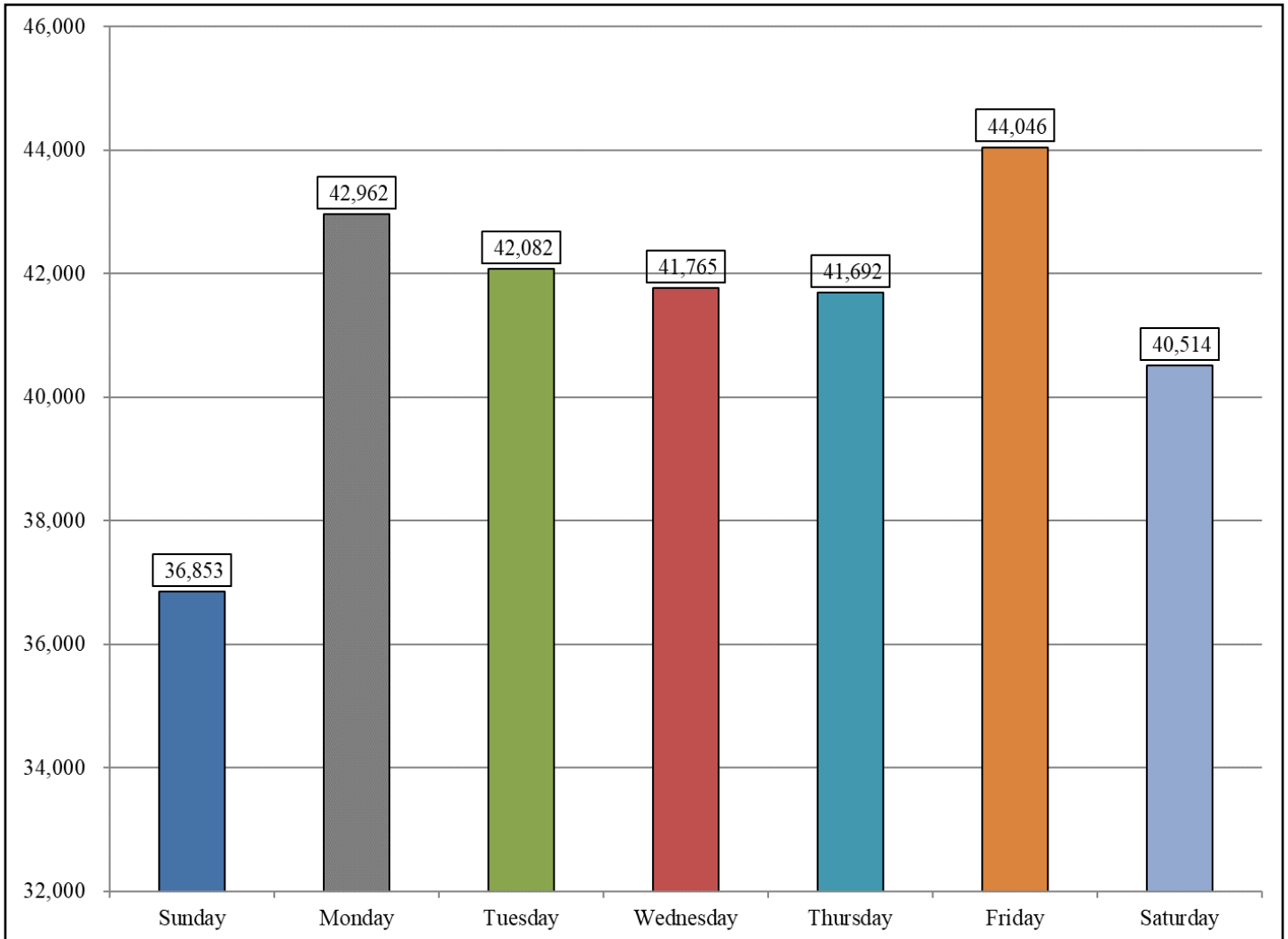
2022 Call Volume by Hour of Day
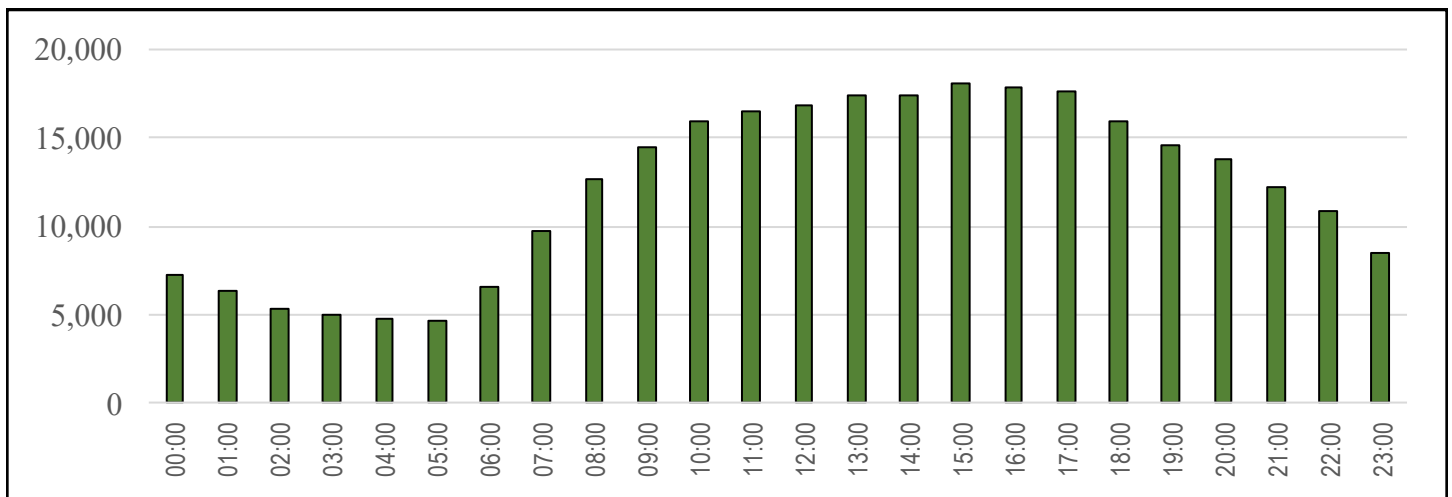
Telephone Activity: Call Volume, Continued

2022 Call Volume by Month

2022 Call Volume by Month bar chart:
- January: 21,098
- February: 19,640
- March: 22,613
- April: 22,932
- May: 26,172
- June: 25,968
- July: 27,574
- August: 26,457
- September: 23,934
- October: 24,103
- November: 24,640
- December: 24,783

2022 Call Volume (%) by Month & Year

2022 Call Volume (%) by Month & Year grouped bar chart (2020, 2021, 2022)
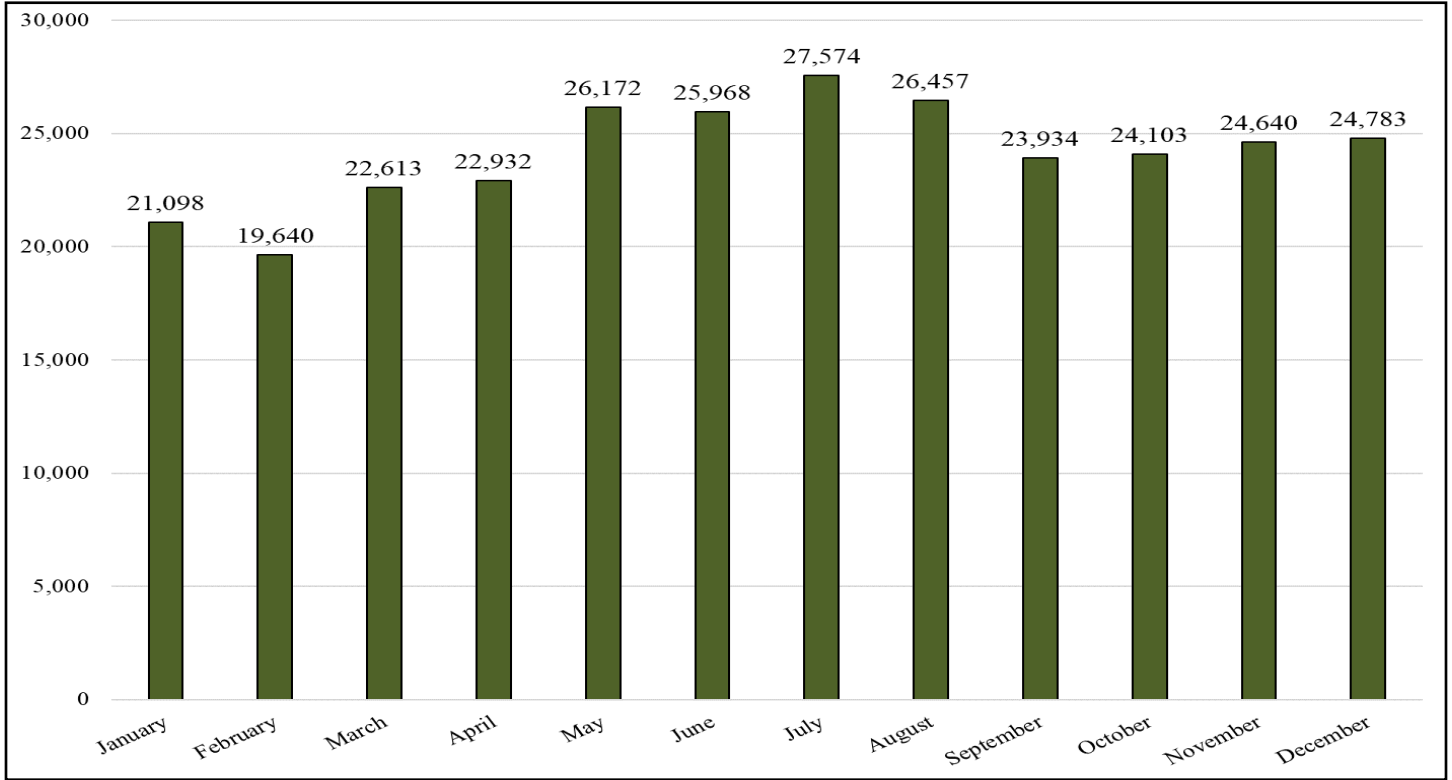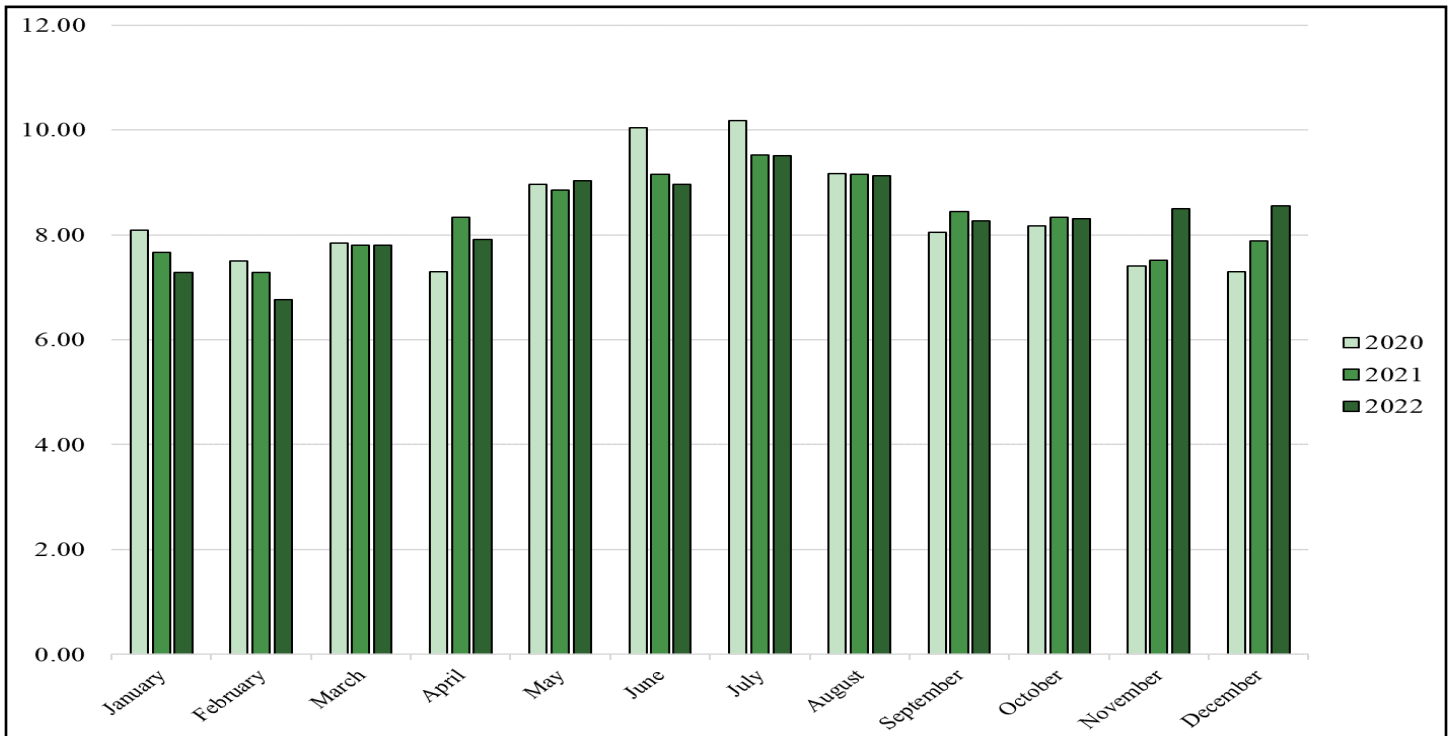
Telephone Activity—by Line Type & CAD Incidents by Shift

*Telephone Activity by Line Type: 2020-2022

	Landline 911	Cellular 911	Abandoned 911	Abandoned 911-Landline*	Abandoned 911-Cellular	Text-to-911	7-Digit (Emer)	7-Digit (Non-Emer)	BPD Disp. Line	County Disp. Line	Fire/EMS Disp. Line	JPD Disp. Line	User Agency Dispatch Line*	Outgoing
2022 Calls	7,902	46,352	not avail	899	5,643	914	9,071	115,138	1,691	1,646	1,232	1,640	35,265	62,636
2021 Calls	8,532	48,504	not avail	1,001	7,385	317	9,437	116,253	10,030	10,611	9,058	11,223	-	62,905
2020 Calls	8,167	47,650	6,331	not avail	not avail	222	8,803	122,041	10,968	10,885	10,593	10,069	-	71,743

*NOTE: In August 2020, The Rock County Communications Center installed a new 9-1-1 telephone system. The included software separates abandoned 911 landline and cellular calls, for which information is not available in prior years. In October 2022, the RCCC switched to IPFlex, which combined user agency activity into one category - a switch from prior years that broke them out separately.

CAD Incidents by Shift & Year: 2020-2022
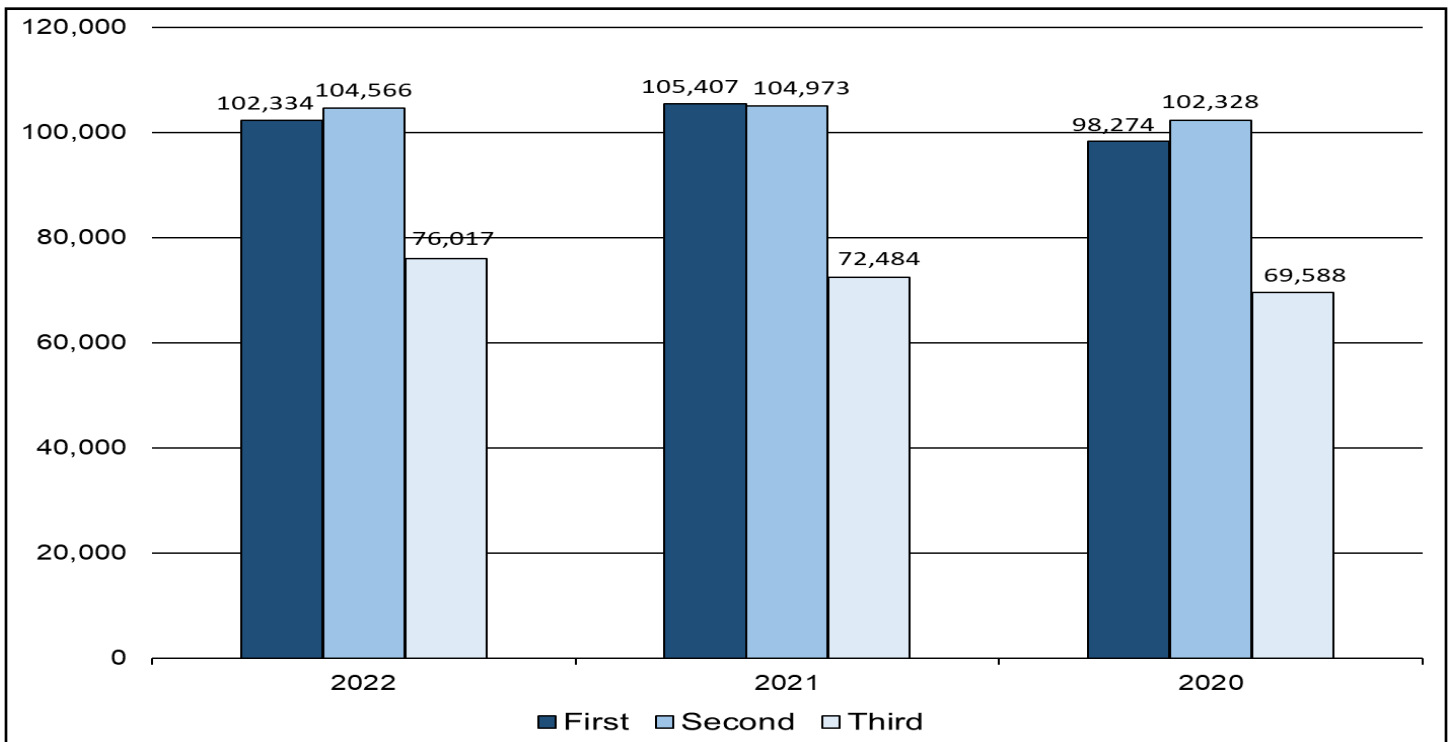
User Agency Activity

The Communications Center provides 24-hour dispatching services for 14 Law Enforcement and 10 Fire and/or EMS agencies throughout Rock County. In 2022, the Communications Center saw a combined total of 274,107 Law Enforcement and Fire/EMS activities. This is an increase of 551 activities from the previous year and amounts to an average of approximately 751 CAD incidents processed by the Communications Center each day in 2022. This does not include the 2,943 controlled burns entered in 2022.

2022			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	250,559	(305)	-0.12%
Fire/EMS	23,548	856	3.77%
Combined Activity	**274,107**	**551**	**0.20%**

2021			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	250,864	10,250	4.26%
Fire/EMS	22,692	2,366	11.64%
Combined Activity	**273,556**	**12,616**	**4.83%**

2020			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	240,614	(21,567)	-8.23%
Fire/EMS	20,326	94	0.46%
Combined Activity	**260,940**	**(21,473)**	**-7.60%**
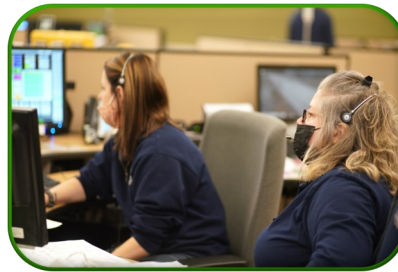
An activity is described as any officer-initiated or dispatch-initiated activity through the computer-aided dispatch (CAD); i.e., medical call, fire call, police call, follow-ups, etc.

CAD Incidents by Law Enforcement Agency

Incident Type	Beloit	Beloit Twsp	Clinton	Fulton Twsp	Edgerton	Evansville	Milton Twsp	Janesville	Milton	Sheriff's Office	Orfordville	Turtle Twsp	Total
1056	4	-	-	-	1	-	-	13	-	3	-	-	21
1096	3	1	-	-	-	-	-	2	-	-	-	-	6
911	39	6	2	-	-	2	-	45	-	12	2	-	108
911 ABANDONED OR HANGUP OR OPEN LINE - CELL TRACE (911)	-	-	-	-	-	-	-	-	-	2	-	-	2
911 ABANDONED OR HANGUP OR OPEN LINE - EMERGENCY	99	7	3	1	1	1	-	73	3	16	1	-	205
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - NO LOCATION (911)	324	75	-	-	8	6	-	231	20	182	-	-	846
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - WITH LOCATION (911)	3,147	363	147	16	212	209	8	3,830	265	1,742	49	9	9,997
911 ABANDONED OR HANGUP OR OPEN LINE - TEXT TRACE (911)	1	-	-	-	-	-	-	1	-	-	-	-	2
ACIT	2,956	358	169	7	421	393	16	3,096	470	1,060	82	3	9,031
ALARM	10	1	-	-	1	1	-	11	-	4	1	-	28
ALARM - HOLDUP	25	3	2	-	3	4	-	36	-	6	2	-	81
ALARM - INTRUSION	534	96	21	-	22	42	1	580	38	209	23	1	1,567
ALARM - PANIC	38	7	-	-	2	6	-	48	2	13	-	-	116
ALC	18	2	-	-	2	2	-	23	3	8	-	-	58
ANIMAL COMPLAINT - BITE	72	19	3	-	11	7	2	144	15	87	7	-	367
ANM	1,612	255	57	11	154	141	6	1,712	136	1,083	32	4	5,203
ARMD	9	-	1	-	-	-	-	12	1	1	-	-	24
ARMED SUBJECT - GUN	25	1	-	-	-	1	-	30	-	7	1	-	65
ARMED SUBJECT - KNIFE	11	2	-	-	1	3	-	17	3	3	-	-	40
ARSN	11	-	-	-	-	-	-	7	-	-	-	-	18
AVR	423	28	6	-	13	10	1	806	6	49	1	-	1,343
BAT	172	12	2	-	6	9	-	142	12	68	2	-	425
BCK	2,566	628	151	28	437	310	4	460	997	2,171	36	3	7,791
BOOM	370	16	3	1	27	29	-	305	15	41	2	1	810
BUR	96	17	3	-	3	3	1	114	2	33	6	1	279
BURGLARY - IN PROGRESS	4	1	-	-	-	-	-	4	-	-	-	-	9
BURGLARY - NOTCHECKED	7	3	-	-	-	-	-	17	-	6	-	-	33
CANV	3	-	-	-	-	-	-	-	-	1	-	-	4

CAD Incidents by Law Enforcement Agency

Call Type	1	2	3	4	5	6	7	8	9	10	11	12	Total
CCOWI	1	-	-	-	-	-	-	-	-	3	-	-	4
CD	1,081	141	51	4	67	82	3	1,346	69	358	25	-	3,227
CHASE	128	10	3	-	-	2	-	18	-	46	-	-	207
CHILD	131	10	-	-	6	2	1	88	5	9	-	-	252
CHILD OFFENSE - ABDUCTION	1	-	-	-	-	-	-	-	-	-	-	-	1
CHILD OFFENSE - ASSIST	7	5	-	-	2	1	-	14	2	3	-	-	34
CHILD OFFENSE - FOUND	21	3	1	-	2	5	-	23	2	5	-	1	63
CHILD OFFENSE - LOST	6	-	-	-	1	2	-	9	1	1	-	-	20
CHILD OFFENSE - MISSING	10	-	1	-	2	1	-	24	1	6	1	1	47
CODE	3	6	1	3	1	11	3	10	1,638	1	1	-	1,678
CPS	20	-	-	1	1	13	-	488	5	2,794	4	-	3,326
CRM	-	-	-	-	1	-	-	-	-	-	-	-	1
DC	574	27	23	1	46	56	-	776	38	92	13	-	1,646
DIST	430	33	10	-	35	9	1	609	40	77	4	-	1,248
DISTURBANCE - DOMESTIC	353	42	8	-	28	27	1	772	20	103	10	-	1,364
DNR	3	-	-	-	-	-	-	3	-	20	-	-	26
DOA	82	22	8	1	12	4	-	107	14	56	5	-	311
DOWN	60	3	2	-	3	2	-	84	5	25	1	-	185
DRUG	438	39	15	2	29	16	-	440	31	199	4	1	1,214
ESCAPE	-	-	-	-	-	-	-	2	-	-	-	-	2
ESCORT	52	7	1	-	35	38	-	50	4	170	-	-	357
EVICT	-	-	-	-	1	-	-	-	-	132	-	-	133
FAM	953	100	30	-	60	27	1	546	66	207	10	2	2,002
FAST	1,041	172	473	17	582	588	10	1,327	528	1,535	237	4	6,514
FOI	7,272	1,158	296	13	800	873	24	10,316	721	3,417	116	5	25,011
FOOT	92	7	68	-	76	317	-	120	160	5	1	-	846
FRAUD/FORGERY - IN PROGRESS	3	-	-	-	-	-	-	3	-	1	-	-	7
FRD	233	52	11	1	19	11	2	461	36	140	14	1	981
FTVL	-	-	-	-	-	-	-	-	-	3	319	-	322
GSW	9	1	1	-	-	-	-	4	-	3	-	-	18
HAR	325	28	12	-	30	50	-	510	49	107	15	1	1,127
HARASSMENT - IN PROGRESS	1	-	-	-	-	-	-	-	-	1	1	-	3
HAZC	296	129	18	8	47	63	9	544	64	707	9	-	1,894
HCC	3	-	-	-	-	-	-	1	-	10	-	-	14
HIT & RUN - INJURY	11	1	1	-	-	-	-	8	-	1	-	-	22
HIT & RUN - JUST OCCURED	136	10	4	-	1	4	-	159	4	28	-	-	346
HOMICIDE	2	-	-	-	-	-	-	1	-	-	-	-	3
HR	264	31	8	1	26	13	1	397	24	122	3	1	891
HUBER	10	-	-	-	-	-	-	14	-	330	-	-	354

CAD Incidents by Law Enforcement Agency

													Total
HUD	1,006	-	-	-	-	-	-	-	-	1	-	-	1,007
INSPEC	2	1	-	-	-	-	-	1	6	1	1	-	12
K9	4	-	-	-	-	-	-	20	-	138	-	-	162
KID	199	12	8	-	35	25	-	264	70	31	5	-	649
LOIT	41	-	-	-	2	-	-	70	1	-	-	-	114
LOUD	404	41	3	2	21	21	-	751	28	555	3	-	1,829
LOUD NOISE - PARTY	41	3	-	-	1	3	-	38	-	5	-	-	91
MESD	10	3	1	1	1	6	-	18	3	5	-	-	48
NOWN	596	21	6	2	10	11	-	538	9	37	4	-	1,234
OJUR	1,533	712	180	32	271	285	40	1,450	207	2,312	57	17	7,096
OPEN	36	22	6	-	24	26	-	88	87	60	3	-	352
ORD	221	58	64	16	25	47	17	494	50	125	18	4	1,139
OWI	147	33	6	-	22	14	-	253	10	171	2	3	661
OWS	476	67	32	4	184	52	1	1,063	162	194	2	-	2,237
PARK	1,996	35	38	3	187	290	10	917	226	55	39	2	3,798
PHONE	478	86	38	-	70	40	-	441	60	315	6	-	1,534
PIN	-	1	-	-	-	-	-	1	-	5	-	-	7
POD	77	15	3	-	10	5	-	119	7	33	7	-	276
PP	9	9	-	-	1	-	-	19	1	15	-	-	54
PROPERTY - FOUND	328	31	17	-	57	54	4	451	59	91	5	1	1,098
PROPERTY - LOST	22	1	1	-	5	5	1	119	11	12	-	-	177
PROW	7	-	-	-	-	-	-	2	-	1	-	-	10
PTEST	-	2	-	-	-	-	-	2	-	17	-	-	21
PWU	51	11	3	1	17	8	-	200	19	24	2	-	336
REROUTE	-	-	-	-	-	-	-	2	-	-	-	-	2
ROB	25	1	-	-	-	-	-	20	-	1	-	-	47
RR	1	-	-	-	-	1	-	-	-	1	6	-	9
RUN	84	14	4	1	5	8	-	119	6	28	-	-	269
RUNOFF	25	18	-	1	2	5	3	21	12	251	-	1	339
SB	-	-	-	6	-	-	-	-	-	6	-	-	12
SCHOOL	908	142	139	-	371	447	-	85	9	59	152	-	2,312
SECK	2,101	2,536	2,576	172	4,708	6,779	332	4,216	13,005	25,537	120	22	62,104
SEX	133	16	3	-	5	22	-	142	16	68	4	-	409
SHOT	129	18	-	-	1	3	-	55	-	32	1	-	239
SIU	-	-	-	-	-	-	-	77	-	36	-	-	113
SO	15	4	-	-	1	2	-	81	8	5	-	-	116
SPAS	930	178	117	27	146	280	22	717	212	424	78	4	3,135
SPEV	2	-	5	6	6	4	-	3	1	5	2	-	34
STAB	13	1	-	-	3	-	-	13	-	-	-	-	30
STALLD	442	140	12	22	33	38	31	636	57	1,179	11	2	2,603
SUICIDE	8	-	-	-	1	-	-	1	1	2	-	-	13
SUICIDE - ATTEMPTED	3	-	-	-	-	2	-	6	-	4	-	-	15
SUSPICIOUS - ACTIVITY	1,776	209	39	4	104	129	4	1,135	103	485	13	-	4,001
SUSPICIOUS - PERSON	240	27	7	-	17	17	-	270	18	57	3	-	656

CAD Incidents by Law Enforcement Agency

													Total
SUSPICIOUS - VEHICLE	448	131	30	2	49	61	3	423	42	212	5	-	1,406
SXPL	-	-	2	-	1	-	-	-	-	145	-	-	148
T	6,299	2,193	718	511	893	651	666	8,174	1,301	9,706	287	217	31,616
TA	599	89	23	4	58	54	4	1,071	68	495	19	4	2,488
TAPI	182	23	3	1	11	5	2	241	14	220	3	1	706
TC	1,203	351	37	16	102	113	10	1,668	130	1,456	48	5	5,139
THEFT - AUTO	132	12	2	-	5	1	-	144	3	14	3	-	316
THEFT - RETAIL	304	9	5	-	6	10	-	393	4	18	5	-	754
THFT	551	69	30	5	45	35	1	933	30	169	15	-	1,883
THREAT	252	30	14	-	17	14	-	319	20	42	6	-	714
TRAFFIC ACCIDENT - BLOCKAGE	103	12	1	-	3	-	-	213	6	52	-	-	390
TRES	141	14	2	-	15	7	1	226	10	69	2	-	487
TRO	84	16	2	-	4	1	-	145	5	32	3	-	292
TRU	10	21	16	-	24	40	-	28	20	-	19	-	178
UNION	-	-	-	-	-	2	-	-	-	-	-	-	2
UNK	32	1	-	-	5	1	-	30	8	4	1	1	83
UNLK	34	22	46	2	11	43	-	47	15	13	7	-	240
VAND	353	39	5	1	31	23	2	384	34	91	7	-	970
WAR	527	22	2	-	6	11	-	946	3	581	1	-	2,099
WATR	-	-	-	-	-	-	1	3	1	5	-	-	10
WATRSO	-	-	-	-	-	-	-	-	-	6	-	-	6
WEAP	82	7	5	-	-	-	2	65	4	30	1	-	196
WELF	1,113	157	80	2	192	134	7	3,189	178	716	49	2	5,819
WTHR	7	2	-	1	1	-	-	7	1	18	-	-	37
Total	53,606	11,626	5,947	961	11,063	13,230	1,259	64,600	21,876	64,001	2,065	325	250,559

CAD Incidents by Fire/EMS Agency

Incident Type	Beloit	Beloit Twsp	Brodhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twsp	Whitewater	Total
ABPAIN	162	17	-	-	12	24	21	5	254	24	7	2	1	529
ACCIDENT PINNED - AUTO ALS RESPONSE CRITERIA	-	-	-	-	1	-	1	1	-	-	-	-	-	3
ACCIDENT WITH INJURY - AUTO ALS RESPONSE CRITERIA	1	-	1	-	2	-	5	4	1	-	2	-	-	15
ALARM	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ALARM - CARBON MONOXIDE WITH ILLNESS	8	2	-	-	-	1	-	-	13	1	1	-	-	26
ALARM - COMMERCIAL FIRE	309	17	2	-	25	30	12	3	320	11	1	-	-	728
ALARM - RESIDENTIAL FIRE	44	16	-	-	2	5	7	-	73	10	2	3	-	162
ALLERG	24	6	-	-	2	5	4	1	42	-	4	1	-	89
AMBSTB	35	5	1	-	2	5	4	-	62	4	1	-	-	118
ARCING	19	6	-	-	2	10	1	1	15	2	2	-	-	58
ASSIST	506	96	-	-	36	58	51	17	863	71	22	12	3	1,735
BACK	64	13	-	-	4	12	12	3	143	10	6	2	2	271
BLEED	94	14	1	-	12	18	11	6	127	15	4	5	1	307
BREDIF	684	128	2	2	47	99	72	27	820	82	27	20	6	2,012
BURN	1	2	-	-	-	-	-	-	7	1	-	1	-	12
CARDIAC - CHEST PAIN	332	55	-	-	32	54	37	10	450	52	9	11	-	1,042
CARDIAC - HEART PROBLEMS	79	16	3	-	5	13	16	3	108	10	6	2	-	258
CBURN	-	-	-	-	-	-	-	-	-	-	1	-	-	1
CHOKE	19	4	1	-	2	1	2	-	38	6	2	1	-	75
DIABET	104	14	-	-	5	11	7	10	126	21	4	4	-	306
DOWN	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FALL	614	132	4	5	80	126	108	67	1,172	123	36	18	3	2,479
FALL VICTIM - AUTO ALS RESPONSE CRITERIA	1	-	-	-	-	-	-	-	4	1	-	-	-	6
FALL VICTIM - OVER 10 FEET	7	1	1	-	-	2	2	-	21	4	3	-	-	40
FBOMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FDOWN	131	12	-	-	5	13	5	-	171	14	3	3	-	357
FDRILL	-	-	-	-	-	-	-	-	1	-	-	-	-	1
FHRI	13	1	-	-	1	1	1	-	8	-	-	1	-	26
FIRE - APPLIANCE	14	1	-	-	2	5	2	-	13	6	-	-	-	40
FIRE - BRUSH	27	7	1	-	6	5	9	3	27	16	8	-	1	115
FIRE - COMMERCIAL	28	4	-	-	2	5	1	-	52	2	1	-	-	96
FIRE - RESIDENCE	67	16	1	1	2	16	4	2	63	11	6	1	2	190
FIRE - SINGLE ENGINE RESPONSE	12	2	-	-	3	3	1	-	22	3	2	-	-	48
FIRE - VEHICLE	30	7	2	-	2	19	5	1	32	11	3	6	1	117
FPIN	3	3	-	-	-	3	-	1	9	2	2	-	-	23
FTAPI	219	36	7	3	35	69	28	5	328	49	19	25	5	818
FUNK	75	11	-	-	2	5	2	-	70	18	2	3	-	188
FWAT	1	1	-	-	-	3	-	-	4	2	1	1	-	12
GASODOR - COMMERCIAL	22	1	-	-	2	2	2	-	16	2	3	1	-	47
GASODOR - OUTSIDE	11	3	-	-	1	6	2	-	18	4	3	1	-	49
GASODOR - RESIDENCE	19	6	-	-	1	1	2	-	25	5	1	2	1	63
GASSPL	7	-	-	-	-	2	-	-	10	3	-	1	-	23
HAZMAT	1	-	-	-	-	-	-	-	1	1	-	-	-	3
HEAD	14	3	-	-	-	4	2	2	35	2	1	-	-	61
HOSP	15	-	-	-	-	482	-	-	588	-	-	-	-	1,085
ILL SUBJECT - FLU-LIKE SYMPTOMS	18	1	-	-	1	1	-	2	35	3	1	-	-	62
ILLSUB	1,284	184	3	-	181	220	181	71	2,063	163	66	31	16	4,460
INDACC	4	-	-	-	-	-	2	-	9	-	-	1	-	16
INDUSTRIAL ACCIDENT - NOT PINNED	-	-	-	-	-	-	1	-	2	-	-	-	-	3

													Total
INDUSTRIAL ACCIDENT - PINNED	-	-	-	-	-	-	-	2	-	-	-	-	2
INTER	-	2	-	-	-	-	-	-	23	-	-	-	-	25
LL	123	32	1	1	5	16	17	7	304	23	21	4	1	553
MABAS	8	10	-	-	4	7	6	-	1	6	2	1	1	46
MATERN	21	2	-	-	-	1	1	1	15	-	-	-	-	41
MATERNITY - CHILDBIRTH IMMINENT	4	1	-	-	1	1	-	-	6	2	-	-	-	15
MATERNITY - MISCARRIAGE	5	1	-	-	-	1	-	-	6	-	-	-	-	13
OD	141	29	-	-	5	25	9	2	179	9	6	3	-	408
ODOR	12	1	-	-	-	2	2	-	6	2	2	-	-	27
PIN	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PNB	95	16	2	-	11	18	3	5	108	21	5	5	1	288
POD	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PULSELESS NON-BREATHER - CPR INITIATED	46	19	-	-	5	7	8	1	72	11	4	2	-	175
SEIZ	174	32	-	-	16	28	20	2	263	23	17	2	1	578
SPDUTY	292	67	-	-	23	47	27	4	433	38	11	6	-	948
STROKE	122	30	1	-	14	22	19	9	167	25	3	5	-	416
TAPI	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TRAUMA	184	24	1	1	8	22	16	2	227	21	13	4	1	522
TRAUMA WITH INJURY - AUTO ALS RESPONSE CRITERIA	-	1	-	-	2	-	1	-	-	-	-	-	-	4
TRAUMA WITH INJURY - GUNSHOT WOUND	10	1	-	-	2	1	-	-	7	-	-	-	-	21
UNCON	407	60	1	-	34	61	51	16	543	59	28	12	1	1,272
UNCONSCIOUS - AUTO ALS RESPONSE CRITERIA	1	-	-	-	1	-	-	-	-	-	-	-	-	2
UNK	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UNKNOWN PROBLEM - AUTO ALS RESPONSE CRITERIA	-	1	-	-	-	-	-	-	-	-	-	-	-	1
WATR	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ZCALLBACK	10	5	-	-	-	-	-	-	1	-	-	-	-	16
Total	6,777	1,177	36	13	648	1,598	802	292	10,624	1,002	371	208	49	23,548

© Janesville Fire Department - Dave Sheen Photo

© Janesville Fire Department - Dave Sheen Photo

Mutual Aid Box Alarm System (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 enacted by the governing body, and signing the MABAS contract. Rock County was approved and operational on January 1st, 2002.

2022 DIVISION BOX ALARMS

Division 104 had 9 MABAS calls within Rock County. The MABAS calls consisted of 6 residential fires, 1 Corn-Dryer Fire, and 2 commercial fires. The 9 MABAS calls are broken up into the following fire areas.

- EDFD   (3)   3 Residential Fires
- EVFD   (2)   1 Commercial Fire, 1 Corn-Dryer Fire
- BEFD   (2)   1 Residential Fire, 1 Commercial Fire
- CLFD   (1)   1 Residential Fire
- ORFD   (1)   1 Residential Fire

Agencies within Division 104 responded to 54 mutual aid requests from other divisions in 2022 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 2022 Badger Red Center assisted with 18 incidents. We were able to assist in organizing mutual aid and making additional phone calls for those divisions requesting assistance.

Mutual Aid Box Alarm System (MABAS)-Division 104