

Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, November 20, 2013, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. September 18, 2013 minutes approval
3. Comments from the Public
4. Policy Updates:
 - a. C1-CAD Incident Recording (pp.1-2)
 - b. C2-Computer Security (p.9)
 - c. F1-Fire and EMS (pp. 2, 6 & 7)
 - d. R2-Rules of Conduct (p.9)
 - e. T2-Time System (p.5)
5. Mobile Data Demo - Update
6. Fireground Channel Usage policy - Discussion (F1 policy p.13)
7. Informational Items & Updates
8. Adjournment

Commission members:

*Please contact the Communications Center
if you are unable to attend.*

*In order to conduct official business,
A quorum must be present*

SUMMARY

Policy: A comprehensive reporting system is essential for maintaining accurate information for all calls for service from citizens and public safety agencies. All Communications Center staff will work together to make certain that all calls for service are properly documented and that they receive the appropriate public safety attention.

A. Recording of incidents within Computer Aided Dispatch (CAD) System

1. All citizen reports to the Communications Center, which require a public safety response or public safety review, will be recorded. To include, but not limited to:
 - a. Automatically generated CAD event number
 - b. Automatically generated date and time of request
 - c. Location of incident reported
 - d. Type of incident reported
 - e. Pertinent information concerning incident (to include officer contact requests)
 - f. Responder and citizen safety information
 - g. Name and address of complainant, if possible
2. All unit status and disposition information will be recorded. To include, but not limited to:
 - a. Identification of unit(s) assigned
 - b. Time of dispatch
 - c. Time of arrival
 - d. Time of last unit to return to service
 - e. Any other status changes required by agency
 - f. Disposition or status of reported incident
 - g. Report number

3. Tow company postings will be processed as follows:

- a. Specific tow company requests by either law enforcement or the citizen will be documented in the CAD notes of the call.

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- b. All "no preference" tow company requests, whether it be for tow, to pull a vehicle out of a ditch, to unlock a vehicle, etc., will be posted in CAD utilizing the pre-programmed CAD tow rotation.
- c. All "no preference" tow requests will go to the next tow (wrecker) on the preprogrammed CAD tow rotation based on the capability requested.
- d. All "no preference" tow company requests will be one tow (wrecker) per vehicle requiring a tow.

4. If different callers report duplicate incidents, the primary incident will be updated with any additional information and the secondary incident will be cleared with the proper disposition code.
5. Self-initiated (criminal and non-criminal) activities reported by public safety personnel will be recorded.
6. All incidents involving arrests, not already related to another incident, will be recorded.
7. If a caller wishes to have an incident reported by telephone versus personal contact, the call taker will ascertain enough information to determine whether the incident can be teleserved (according to that user agency's policy).
 - a. If the incident does fit the teleserve criteria the caller will be transferred to that user agency and the agency will contact the Communications Center to create the incident.
 - b. If the incident does not fit the teleserve criteria or the user agency does not offer that service, the caller will be advised of such and the incident will be recorded for officer response.
 - c. Extenuating circumstances (ie; caller locale, anonymity, etc.) where the caller is unable to make personal contact with an officer will be recorded in CAD and the user agency's supervisor will be notified to determine the best way to handle the call.

1. The privilege to access any form of electronic communications utilized by the Rock County Communications Center may be restricted or denied due to disciplinary reasons. It must be kept in mind that any such restriction could seriously jeopardize an employee's ability to perform their job and thus their continued employment may also be in jeopardy.
2. A violation of any terms of this directive may result in disciplinary action up to and including termination.

G. PASSWORDS

1. The following Rock County Communications Center information systems access sensitive state or national information:
 - a. Computer-Aided Dispatch system
 - b. State T.I.M.E. System
2. The computer/records/information systems operating at the Rock County Communications Center (internal and external) that access sensitive state or national information shall require password access that changes at a minimum every 90 days.

3. Passwords will meet CJIS requirements by containing:

- a. Minimum of 8 characters
- b. Minimum of 1 numeric character
- c. Minimum of 1 lowercase character
- d. Minimum of 1 uppercase character
- e. Minimum of 1 special character

4. Password access to these systems must be terminated when any accessing employee's employment status ends or position changes that does not require use of these systems.

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SUMMARY

Policy: It is the duty and intent of the Rock County Communications Center to provide expedient and accurate communications services for all Fire/EMS agencies in Rock County.

A. OVERVIEW

1. The make up of the Rock County Fire and EMS services consists of two (2) full-time fire departments (that provide paramedic emergency medical services), (8) volunteer fire departments, and (6) EMT emergency medical services. All Fire and EMS radio transmissions will be completed in "PLAIN ENGLISH", with NO 10-CODES approved (with the exception of 10-4 which is a universally accepted 10-code). Telecommunicators will use the "ECHO" technique when acknowledging Fire and/or EMS units.
2. All Fire and EMS paging will be performed on the Rock County Fire paging frequency (**RF PAGING**). The dispatch messages for **ALL AGENCIES** will be given in the following format: *"DEPARTMENT NAME, 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. If no Fire/EMS response is received within (5) minutes (after the second page) for a volunteer agency, a 3rd page will be completed on RF Paging Standby. The first (2) people on the agency's emergency contact list will also be contacted via phone after the 3rd page is completed. If contact cannot be made via telephone and there is still no response after the 3rd page is completed, automatic mutual aid will be sent. If there is no mutual aid programmed in CAD, an adjacent Fire and/or EMS agency that is available will be paged for mutual aid, along with the primary agency again. (Dispatchers should refer to the primary agency's MABAS card for equipment recommendations.)~~
5. 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.
6. All status changes (i.e., en-route, on scene, etc.) are to be logged as they occur. Other pertinent information should be logged in the notes of the incident for future reference.
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. DEFINITIONS

1. MEDICAL BASIC (MB): Routine medical call that is of a single person nature where the patient is reported to be alert, conscious and breathing is uncompromised.
2. CARDIAC/BREATHING DIFFICULTY (CA): Medical emergency where patient is reported to be conscious, but is experiencing difficulty breathing and/or chest pains, has a history of cardiac problems, or has stroke-like symptoms.
3. CARBON MONOXIDE ALARM W/ILLNESS (CO): Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
4. MEDICAL ADVANCED (MA): Medical emergency where the patient is reported to be unconscious or not breathing.
5. TRAFFIC ACCIDENT (TA): Any reported injury traffic accident regardless of patient condition where extrication is not needed.
6. EXTRICATION (EX): Any report of person(s) trapped or unable to get out of a vehicle, equipment, machinery or other circumstances requiring the use of rescue equipment (jaws).
7. COMMERCIAL FIRE (CF): Any report of fire, smoke or gas odor in a commercial, industrial, mercantile building or multi-family apartment complex with (8) or more units. This would include hospitals, schools and public facilities.
8. RESIDENTIAL FIRE (RF): Any report of fire, smoke or gas odor in a single family home, duplex, apartment complex (with less than (8) units), garage, shed or other small structure.

9. SINGLE ENGINE (SE): Brush, grass or trash fire, vehicle fires, arcing wires, odor investigations (excluding gas odors), downed wires and special duty calls will fall under a single engine response.
10. TRANSFERS (TR): Medical transfers of patients to medical facilities that are usually outside of Rock County. Primarily used by City of Beloit and can only be initiated by the EMS agency.
11. HAZARDOUS MATERIAL INCIDENT (HZ): Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
12. WATER RESCUE (WR): Rescue attempt for person(s) in danger in any river, stream, lake or other body of water.
13. AMBULANCE INTERCEPTS: Beloit and Janesville Fire Departments provide Advanced Life Support (ALS) service to all Basic Life Support (BLS) ambulance services in and adjacent to Rock County. The ambulance intercept program is subject to the availability of an ALS unit.
14. SPECIAL DUTY: A non-emergency call for service. Some examples of a "SPECIAL DUTY" include: residential unlocks or silencing a fire alarm. Agencies shall be advised of the nature of the non-emergency call during the initial page.

C. BELOIT FIRE DEPARTMENT

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen and select the **BELOIT MEDICAL** icon for all medical calls, or the **BELOIT FIRE** icon for all fire calls. Only (1) button should be selected for any one call. There are many times that both an ambulance and an engine are recommended for a single incident, with the determination of which tones to choose made according to the nature of the call (whether it is primarily medical or fire). After the tones have cycled, deliver the voice message on **RF PAGING** in the proper format.
2. 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 only unit(s) from (1) station, only the needed station's tones will be transmitted. If an incident requires units from more than (1) station or if there is a water rescue*, then the **JSVL FD ALL CALL** icon should be used regardless of the time.

Dispatch Procedures:

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

Special note:* Water rescue calls will only recommend JC5. JC5 will make the determination as to which stations will respond. Therefore all water rescue calls will be paged via radio, no matter what time it is, so that **all stations are aware of the incident.

E. TOWN OF BELOIT FIRE DEPARTMENT

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

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen. For all incidents use the **BTFD ALL CALL** tones. After the tones have cycled deliver the voice message on **RF PAGING** in the proper format. ~~For calls requiring more than (1) unit, repeat the above process no sooner than 60 seconds and no longer than 90 seconds. Await acknowledgments of the responding units.~~
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

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

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

Dispatch Procedures:

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

3. **3rd page:** If no acknowledgment is received within **5 minutes** after the initial page, the primary agency will be re-paged along with mutual aid. The dispatcher will indicate that it is the 3rd page and that mutual aid is also being dispatched. (The mutual aid unit will be re-paged under the aforementioned procedure.)
4. If the primary agency does not have secondary units programmed into CAD, the MABAS cards will be used as a reference as to which mutual aid agency to send.
5. If the primary agency indicates they are "in service", the unit's status will be updated to "IS" in CAD. If the unit does not go enroute after **2 minutes** of going "in service", the unit will be contacted via the radio to determine if they would like to send mutual aid. If the unit cannot be reached, the unit will be re-paged along with the mutual aid agency.
6. If the primary agency does not respond to the incident, the Communications Center Supervisor will make contact with the agency's emergency contact via telephone to advise of the non-response, as soon as practicable. The Supervisor will also send documentation to the Communications Center Operations Manager.
7. The amount and type of equipment dispatched will be from the CAD recommended screen. In the absence of any specific piece(s) of equipment, the alert voice message will be GENERAL in nature and each department will determine what equipment shall be dispatched to the scene.
8. In the event that the nature of the call recommends "AUTOMATIC MUTUAL AID", the mutual aid agency will also be paged and included in the dispatch message. Each department will make their own decision as to what type of equipment they will send.
9. It will not be uncommon to have more than (1) unit out at one time. For this reason, the "ECHO" technique mentioned previously must be used. Units will be communicating on one repeated frequency throughout Rock County and at times may cover each other with the multi-agency radio traffic. It is important that when answering units the telecommunicator repeat the unit number back so that the unit knows they were copied. It is also extremely important that the telecommunicator

monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. EMERGENCY MEDICAL SERVICES

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

H. AMBULANCE INTERCEPTS

1. In the event that a request for an "AMBULANCE INTERCEPT" is received, it is important that the fire dispatcher obtain the hospital destination. Hospital destination will determine which ALS service will be dispatched.
2. Ambulance intercepts are based on the availability of an ALS unit. Once a request for a paramedic intercept is received the telecommunicator will advise both EMS agencies to switch to **MARC 1** repeater for their intercept communications. (If **MARC 1** is being utilized by law

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

I. CORONER REQUESTS

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

J. ADJACENT AGENCY NOTIFICATION

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

K. MUTUAL AID REQUESTS

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

L. OTHER HOSPITAL CONSIDERATIONS

1. In an effort to prepare hospitals for unusual or critical medical incidents within Rock County, the Communications Center will make every effort to notify the supervisor of the local hospital's Emergency Department of the information. Reports of hazmat patients, major burn victims, severe head injuries, or any other unusual medical emergency that could potentially exhaust the local Emergency Department's resources should be relayed to hospital staff so they can make proper preparations before EMS arrives with the critical patient(s). These notifications are advisory in nature only. The Emergency Department may need to question the EMS agency further before they activate any internal emergency plans.

2. Dispatchers should consider prompting responders for paramedic intercepts, medical helicopters or the physician response team when information obtained from callers or other public safety responders is such that specialized medical treatment may be necessary. Dispatchers will not automatically send any outside resources without the permission of the primary agency.

M. HOSPITAL DIVERSIONS

In the event that a Rock County hospital notifies the Communications Center Supervisor that they are on diversion, the Fire dispatcher will notify all EMS agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

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

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

N. INTERSTATE ALTERNATE ROUTE NOTIFICATIONS

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

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

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

d. Highways/Roads included in re-route

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

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

O. CONTROLLED BURNS

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

P. TAC CHANNEL USAGE

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

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

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

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

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

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

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

the incident. The fire dispatcher will try to monitor the fireground channels on full response incidents, if possible.

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

Q. MULTIPLE VICTIM CONSIDERATIONS

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

Section: R2
Date: 11/28/12

Title: Rules of Conduct
Authority: 911 Commission

2. At no time will the Employee fall asleep while on duty. The Employee will remain visually attentive to all activities within the Center.
3. Employees will not use or bring wireless devices, such as cellphones or ipods, into the dispatch room.

P. ~~Smoking in the Communications Center~~

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~~The Communications Center is designated a "No Smoking" complex; as such, no personnel will smoke at any time inside the Communications Center complex. Per Rock County Ordinance 3 701, smoking is prohibited inside the Communications Center building, inside County-owned vehicles, and within 30 feet of any entrance to the Communications Center.~~

Q. Emergency Call-In

All employees are subject to call-in when necessary. The Communications Center management will determine when the call-ins are required. In the event of a critical incident, employee works hours will be changed to accommodate manpower needs of the Communications Center.

R. Insubordination

Employees shall promptly obey any lawful orders of a Supervisor. This will include orders relayed from the ranking Supervisor by an employee of the same or lesser rank.

S. Abuse of Position

Communications Center personnel shall not use their official position for:

1. Personal or financial gain.
2. Obtaining privileges not otherwise available to them except in the performance of duty.
3. Avoiding consequences of illegal acts.

- f. Access Control for Display Medium: This agency will control physical access to devices that display criminal justice information and will position information system devices in such a way as to prevent unauthorized individuals from accessing and viewing criminal justice information.
- g. Monitoring Physical Access: This agency will monitor physical access to the information system to detect and respond to physical security incidents.
- h. Visitor Control: This agency will control physical access by authenticating visitors before authorizing escorted access to the physically secure location (except for those areas designated as publicly accessible). This agency will escort visitors at all times and monitor visitor activity.
- ~~i. Access Records: This agency will maintain visitor access records to the physically secure location (except for those areas designated as publicly accessible) that include:~~

- ~~o Name and agency of the visitor.~~
- ~~o Signature of the visitor.~~
- ~~o Form of identification.~~
- ~~o Date of access.~~
- ~~o Time of entry and departure.~~
- ~~o Purpose of visit.~~
- ~~o Name and agency of person visited.~~

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~~Designated officials within this agency will frequently review the visitor access records for accuracy and completeness. The visitor access records will be maintained for a minimum of one year.~~

- ~~j. Delivery and Removal: This agency will authorize and control information system-related devices entering and exiting the physically secure location.~~
- 3. Identification and Authentication (see TIME System IT Security Policy)
 - 4. Personnel Security: