

Rock County, Wisconsin



**Communications Center**  
3636 N. County Highway F  
Janesville, WI 53545  
Phone (608) 757-5100  
Fax (608) 757-5081

911 COMMUNICATIONS COMMISSION

**Wednesday, March 15, 2017, AT 2:00 PM**  
ROCK COUNTY COMMUNICATIONS CENTER

## Agenda

1. Call to Order and Approval of Agenda
2. January 18, 2017 minutes approval
3. Comments from the Public
4. IT Updates
5. Policy Updates
  - a. O2 – Organizational Integrity
6. 9-1-1 Goes to Washington conference & Next Generation 911 – update
7. Informational Items & Updates
  - a. Backup Frequency Project – update
  - b. 911 Address Ordinance Amendment
  - c. Badger Sheriff Association Statewide Notification Workgroup
  - d. Telecommunicator Week 4/9 – 4/15/17
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: The Rock County Communications Center will continually strive to provide professional communication services for all Rock County citizens and user agencies. The Communications Center will respond appropriately to any questions/complaints surrounding Communications Center activities in order to promote user agency and citizen confidence.

### A. Terminology

1. Complaint: Questions concerning any Communications Center related activities.
2. Informal Complaint: A complaint that could involve allegations of minor employee misconduct, which can be investigated and handled to conclusion by a ~~LTC~~ or Shift Supervisor. Informal complaints do not involve formal discipline (see Criteria for Personnel Action (C3)).
3. Formal Complaint: A complaint that could result in formal discipline on the part of a Communications Center employee (see Criteria for Personnel Action (C3)) or may involve criminal activity of Communications Center staff. Formal complaints will be initially documented by the ~~on-duty LTC~~ or Shift Supervisor and forwarded to the Operations Manager for investigation as soon as possible.
4. Internal Affairs Investigation: All formal complaint investigations which are investigated and reviewed by the Operations Manager and Communications Director. Criminal internal affairs investigations will be referred to the law enforcement agency holding jurisdiction over the alleged offense.

These investigations will be completed within fourteen days of the date management has knowledge of the event or activity which may give rise to discipline. The only exceptions would be those investigations that require

outside jurisdiction investigations and investigations that legitimately require more time for completion. Whenever a Communications Center employee becomes the subject of an internal affairs investigation, he/she will be provided with a written notification of his/her involvement (to include allegations), and the employee will be provided with information concerning their rights and responsibilities relative to the investigation. In situations where notification of an internal affairs investigation could jeopardize the investigation, the Communications Director will determine when notification will be made to the involved employee.

## B. Citizen Complaints

1. All citizen and user complaints involving Communications Center activities or its employees shall be thoroughly researched and reviewed.
2. All complaints related to Communications Center activities, which are received from user agencies, and citizens will be initially responded to by the on-duty ~~Lead Telecommunicator (LTC)~~ or Supervisor as soon as the incident can be researched and analyzed. The ~~LTC~~ or Supervisor will verbally explain the applicable Communications Center policy/procedure to the user agency personnel or citizen in a first-level resolution attempt. Citizen complaints with user agency activities will be directly referred to the involved user agency supervisor as soon as possible. In most cases, user agency complaints will be forwarded through the user agency on-duty supervisor.
3. In the event that the citizen/user agency personnel are not satisfied with the initial explanation by the ~~LTC~~ or Supervisor, they will be referred directly to the Operations Manager. A Citizen Complaint Resolution form will be initiated by the on-duty ~~LTC~~ or Supervisor or forwarded to the requesting citizen (see Citizen Complaint Resolution

Form) at the citizen's request. The Operations Manager will re-examine the complaint and further investigate any alleged policy/procedure violations. Within five (5) working days, the Operations Manager will respond to the citizen with the final result of the complaint review unless the complaint involves a situation where a more immediate contact is required. The citizen response contact may be extended beyond the five (5) working days only for good cause and with the approval of the Communications Director. The Operations Manager will notify the Communications Director of all Citizen Complaint Resolution Forms received.

#### C. Communications Center Employee Complaints

1. Complaints that could involve allegations of minor employee misconduct (less than formal discipline) will be investigated and concluded by the on-duty LTC or Shift Supervisor, with documentation to the Operations Manager.
2. Complaints, which could result in formal discipline (suspension, demotion or termination) of a Communications Center employee or may involve the criminal activity of a Center employee will be documented by the on-duty LTC or Shift Supervisor and forwarded to the Operations Manager for investigation as soon as possible.

#### D. User Agency Complaints

User agency personnel are asked to complete a Quality Assurance Program form and forward it to the Operations Manager. In any case the complaint will be thoroughly documented and referred to the Operations Manager as soon as possible by the LTC or Supervisor. The Operations Manager will re-examine the complaint and further investigate any policy/procedure violations. Within five (5) working days the Operations Manager will respond to the user agency complaint unless the complaint involves a situation where immediate action is required. The Communications Director will be notified by the Operations Manager of any user agency

complaint that requires immediate action or involves communications personnel criminal activity or policy/procedure violations.

#### E. Allegations of Criminal Activity

Complaints involving the criminal activity of any Communications Center employee will be researched and reviewed by the Communications Director. The Communications Director will immediately report all suspected criminal activity involving the Communications Center to the law enforcement agency holding jurisdiction. The appropriate law enforcement agency will investigate and report all pertinent criminal activity information to the Communications Director. The investigating law enforcement agency will be responsible for completing the investigation in a manner that is consistent with legal requirements, case law and precedent.

#### F. Formal/Internal Investigations

1. Formal complaint investigations (also referred to as internal investigations) may result in a Communications Center employee being requested to voluntarily submit to certain investigative procedures, i.e., medical or laboratory examinations, photographs or fingerprints, submission of financial disclosure statements, polygraph.
2. Failure to submit to the requested test/s may result in disciplinary action within the Communications Center and/or court action in a criminal matter.
3. A Communications Center formal complaint investigation may result in the temporary suspension of the employee/s involved.
4. The Communications Center's Operations Manager will forward allegations of misconduct and/or criminal activity on the part of the Communications Director to the Rock County Administrator.

5. Allegations of misconduct on the part of Communications Center personnel will require a conclusion of fact. The following findings of fact will be used:
  - a. Sustained: The investigation has disclosed sufficient evidence to determine the complaint is substantiated.
  - b. Exonerated: The investigation has determined the incident did occur, but the employee involved acted properly and lawfully.
  - c. Not sustained: The investigation has been unable to substantiate the complaint. There is insufficient evidence to prove or disprove the allegation.
  - d. Unfounded: The complaint is false or not factual; the incident did not occur as reported and there was no misconduct.
  - e. Misconduct Not Based on Complaint: Substantiated employee misconduct, not previously alleged in the complaint, but determined through the investigation.
  - f. Violation of Policy or Procedure: Minor violations generally unintentional or due to lack of experience or training.
  - g. Policy or Procedure Failure: The employee acted within policy or procedural guidelines, or the issue at question does not fall within the scope of existing policy or procedure. This situation indicates the need for a review and change of appropriate procedures or the drafting by Communications Center's Administration of new policy.
6. All participants will be provided written information as to the alleged misconduct and what/which factors may be modified to prevent further allegations of misconduct and/or what training concepts may be modified or expanded.
7. All complaints surrounding Communications Center activities/personnel that have been documented, reviewed and investigated as listed in the above policy are treated as confidential and secured as such by Communications Center administration.

8. The Rock County Communications Center has posted information at the Communications Center facility to advise the public as to the procedure for registering complaints about Communications Center activities and personnel. In addition, all agency personnel are instructed as to the procedures in place to facilitate complaint resolution and gain public confidence.