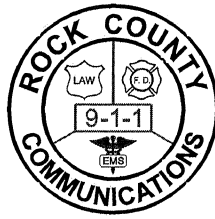


Rock County, Wisconsin



Communications Center
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Janesville, WI 53545
Phone (608) 757-5100
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911 COMMUNICATIONS COMMISSION

Wednesday, November 16, 2016, AT 2:00 PM

TOWN OF BELOIT FIRE DEPT. (BACKUP SITE) - 2445 S AFTON RD

****NOTE LOCATION CHANGE****

Agenda

1. Call to Order and Approval of Agenda
2. September 20, 2016 minutes approval
3. Comments from the Public
4. 9-1-1 Commission Chair – Nominations/Appointment
5. IT Updates
6. Policy Updates
 - a. C4 – Critical Incident/Unusual Occurrence (update)
 - b. T4 – Tow Application Process (update)
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: The Rock County Communications Center will provide communication services for Rock County Public Safety agencies responding to critical incidents. In the event of unusual occurrences, the Communications Center has established written plans for coordination of the unusual occurrence.

Unusual Occurrences: Incidents that are generally of an emergency nature that result from disasters and civil disturbances.

A. Communications Center Coordination:

1. **Personnel Requirements:** The on-duty Supervisor/~~Lead Telecommunicator~~ will direct additional staff to immediately respond to the Communications Center to assist with the coordination involved with the unusual occurrence. All radio console positions will be manned as necessary.
2. **Special Radio Communication Needs:** Radio channel diversion will be coordinated with the User Agencies to allow for normal communications on the main frequencies. This will allow for the unusual occurrence to be communicated on an established tactical channel.

Backup radio equipment is available at the primary site, and plans are available for evacuation to the secondary site, if necessary. In the event that all approved primary and redundant Rock County public safety radio frequencies are unavailable for any reason, Communications Center personnel will communicate as needed on the ARES (amateur radio emergency service)/RACES (radio amateur civil emergency service) frequency (147.570 simplex frequency, PL tone 131.8) to notify any local/state/federal personnel of a communications failure. In the event of civil unrest, the same ARES/RACES frequency is authorized for use by all emergency services within Rock County for public safety communications. In the event that an amateur radio technician is required at the Communications Center, Rock County Emergency Management will be contacted to arrange for ARES/RACES volunteers to respond. The Rock

~~County Clinton Amateur Radio Telecom Services (CATS) representatives will respond to the Communications Center to assist with communications as needed. CATS technicians can also be contacted for emergency communications equipment fabrication/modification during emergency situations.~~

3. **Special Telephonic Needs:** Cellular telephones will also be made available to the Communications Center employees as an alternate means of communications with user agencies and support services.

Communications Center personnel will utilize the Government Emergency Telecommunications Services (GETS) program and Wireless Priority Service (WPS) designated cellular telephones during high priority situations where normal telephone systems are delayed or unavailable.

These special telephonic devices and the backup telephone system are not recorded so they may only be used in the event of a critical incident/unusual occurrence as directed by Communications Center management staff.

4. **Situation Maps and Plans:** User agencies supply most situation maps for specific incidents, with some situation maps for hazardous materials suppliers located within the Communications Center. User agency unusual occurrence plans are incorporated with agency policy/procedures, located within the Communications Center.
5. **Chain of Command:** The Communications Center will operate under established departmental chain of command protocols internally and externally (user agencies) for the coordination of unusual occurrences.
6. **Notifications:** Notifications will be completed as directed in the Rock County Emergency Operations Plan. The Operations Manager and/or the Communications Director will be notified of the unusual occurrence as soon as

possible. This notification will not delay the Communications Center's response to the incident as described in the policy/procedure.

7. **Other Agency Support:** As the only Public Safety Answering Point within Rock County, the Communications Center will rely on backup radio/telephone/facility systems for support. User Agency supervision will be utilized to assist with the dispatch activities within their respective jurisdictions (assignment of calls, prioritization of calls, general coordination of the event).
8. **Release of Information:** The Communications Center will follow the established Communications Center policy/procedure for the release of information concerning the unusual occurrence.
9. **Equipment and Logistical Requirements:** Telecommunicators directly involved with the unusual occurrence incident will be required to continue on the assigned jurisdiction until the unusual occurrence is complete; or when they are released by the on-duty Supervisor/~~Lead Telecommunicator~~. All radio console positions will be manned and the Supervisor/~~Lead Telecommunicator~~ will give personnel specific assignments.
10. **Facility Security:** Facility security will be closely monitored by the on-duty Supervisor/~~Lead Telecommunicator~~, with only authorized Communications Center/User Agency personnel allowed into the Communications Center facility. Law enforcement officials will be contacted for additional facility security if external security is compromised.

B. Planning and Coordination:

1. The Operations Manager is responsible for the overall coordination of the planning function for response to unusual occurrences, to include review and update as needed.

2. The Operations Manager is also responsible for the Communications Center equipment in the event of an unusual occurrence. This includes the maintenance and testing of primary/secondary facility systems equipment. Monthly testing of equipment will include the following equipment: (see Monthly Check sheet)
3. Post-review of unusual occurrences will be coordinated within (72) hours of the incident by the Operations Manager as it relates to the communications function.

D. User Agency Coordination

1. In the event of critical incidents within Rock County, the Communications Center will obtain as much information as possible to provide for user agency response.
2. The user agency providing services to the critical incident location will be dispatched immediately to the scene. The responding user agency will advise the Communications Center of additional needs upon their arrival on scene.
3. The Communications Center will assist the responding units with communications related to the critical incident as designated by the user agency and the Rock County emergency operations plans.

The location of the unusual occurrence plans is the Center Resource Station. Some plans included are: Rock County Communications Center Policy/Procedure manual, Rock County Crisis Communications Plan, Rock County Communications Center Evacuation Plan, SOPs (hardcopy), Rock County Emergency Operations Plan, School Safety Plans, specific hazardous material facility plans.

| Description | Item Location | Note | Date | Initials | Remarks: |
|--|------------------------|---|------|----------|--|
| (3) Cellular Telephones – US Cellular and AT&T (all WPS) | Recording Room | 8 th of every month (CAD reminder) | | | 295-5981 (US Cellular) 322-2477 & 322-2478 (AT&T) 1-703-818-3924 (for WPS tests) |
| G.E.T.S 1-703-818-3924 | Any phone | Call once a month | | | |
| Radio Standby/ Test Console 14 RF Radio & Paging | At each Console | 1 st of every month (CAD reminder) | | | |
| Tornado Siren Test | N/A | 1 st Wed. of each month (Apr-Oct) | | | |
| MABAS Paging | Fire Console | 3 rd Wed. of each month | | | |
| Amateur Radio | Recording Room | Tuesday night test (when possible) | | | |
| Beloit School Radio Test (Citywide) | Beloit Console | 3 rd Wed. of each month | | | Email radio logs to DonovanM@beloitwi.gov |
| Mitel (Panther) Phones | At each console | Test once a month | | | |
| NAWAS Test | Between Consoles 3 – 4 | Monthly | | | |
| Fire Pager Test | N/A | Weekly (CAD reminder) | | | |
| Text 2 911 Test | N/A | Weekly (CAD reminder) | | | |
| Interoperable Radio Test | N/A | Test once a month | | | See list of frequencies that haven't been tested. |
| Backup Site Equipment | Beloit Twsp Fire Dept | Test once a month | | | See evacuation book for completed checklist. |
| Portable radio | Console 1 | Weekly (CAD reminder) | | | Let battery drain. |
| Portable radio | Console 3 | Weekly (CAD reminder) | | | Let battery drain. |
| Portable radio | Console 6 | Weekly (CAD reminder) | | | Let battery drain. |
| Portable radio | Console 9 | Weekly (CAD reminder) | | | Let battery drain. |
| Portable radio | Console 11 | Weekly (CAD reminder) | | | Let battery drain. |

*Check sheet must be completed, uploaded to Guardian Tracking and turned into the Operations Manager within the first week of each month.

SUMMARY

Policy: The Rock County Communications Center will coordinate all "no preference" tow applications for law enforcement agencies in Rock County. Appendix G of the State of Wisconsin's Emergency Traffic Control and Scene Management Guidelines: "Recommended Minimum Standards for Towing and Recovery Call-Out Lists" will be the adopted guideline used by user agencies when determining a tow company's eligibility. The Communications Center has no authority over the tow rotation and will forward all applications to the appropriate user agency for processing.

A. Application Processing Procedure:

- 1) When a tow company requests to be placed on the no preference tow rotation for Rock County, the following information will be provided by the Communications Center:
 - a. A copy of the Application for Rock County Area Law Enforcement Towing List.
 - b. A copy of Appendix G of the Emergency Traffic Control and Scene Management Guidelines.
- 2) Once the completed application has been received, the Communications Center will forward the application and supporting paperwork (proof of insurance, list of driver's/certifications, and list of tow vehicles) to the primary agency.
 - a. The primary agency is the agency who has jurisdiction over the address of the business listed by the tow company.
- 3) The primary agency will be responsible to verify the submitted application information; to include operator information, insurance coverage, vehicle information, and business/storage location.
- 4) If the application is **approved**, the primary agency will sign the application and send it back to the Communications Center contact person.
 - a. The Communications Center will then add the tow company to that agency's CAD rotation for the areas requested by the tow company.

- b. If another agency's area is requested on the application, the Communications Center will forward the application to the next agency for their approval, and so on.
 - c. Once all agencies listed have approved the application, the Communications Center will notify the tow company that they have been added to the CAD rotation(s) for those areas.
- 5) If the application is **denied**, the primary agency must notify the Communications Center, in writing, the reason for denial. That information will be forwarded to the requesting tow agency. The application will not be forwarded to any other agency until the initial reason for denial has been rectified and the application has been approved by the primary agency.

B. Modifications to Appendix G Guidelines:

- 1) Equipment: Requirement for light duty operators: A variance or exemption was granted to tow companies that do not have both a flatbed and tow truck. Either is acceptable and capabilities will be added to the CAD system so a tow truck is not called for situations where a flatbed is required due to the damage of the vehicle.
- 2) Operator Qualifications:
 - a. Effective 4/1/14 there will be no 2-year grace period for Operator Qualifications. Companies that did not originally apply when the new tow process was implemented (4/1/12) must meet certification requirements for their drivers to be considered for the no preference rotation.
 - b. Towing and Recovery Association of America (TRAA) and Wreckmaster are authorized certification programs. Other professional association/certifications must be approved by the work group.
 - c. All operators that respond to "no preference" call outs, must be certified.
 - d. Updated operator/certification and vehicle lists will be required every (3) years, or as the need arises (investigation/complaint against a tow company).

- 3) Insurance: If notification of insurance cancellation is received, the tow company will be notified and suspended from the rotation until proof of insurance is received. The agencies for which that tow company is listed, will be notified of the suspension by the Communications Center.

C. Tow Rotation Approval Agencies

- 1) City of Beloit Police
- 2) ~~Janesville Police~~
- 3) Rock County Sheriff's Office
- 4) Town of Beloit Police

The Janesville and Milton Police Departments will approve their own no preference tow files. Tow companies wishing to be added to those jurisdiction's lists will be referred directly to the agency.

Agencies not specifically listed have opted to follow the Sheriff's Office tow approvals for their jurisdictions. ~~except Milton Police Department, who will approve their own no preference tow file.~~

D. Complaints/Violations

- 1) Complaints by tow companies (other than dispatcher error) will be referred to the law agency for which the tow company has a grievance. The Communications Center will not speak for the law agency or its personnel.
- 2) Complaints against tow companies will be referred to the law agency for which the no preference tow was requested.
- 3) If an agency removes a tow company from their no preference rotation, they will send the Communications Center the request for removal in writing, along with the reason for removal. The law agency is responsible for notifying the tow company when they have been removed.
- 4) The Communications Center will notify all agencies if/when a tow company is removed from another agency's tow rotation for violation of the guidelines.