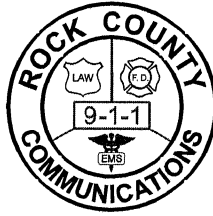


Rock County, Wisconsin



**Communications Center**  
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911 COMMUNICATIONS COMMISSION

**Wednesday, November 18, 2015, AT 1:30 PM**

ROCK COUNTY COMMUNICATIONS CENTER

## Agenda

1. Call to Order and Approval of Agenda
2. September 16, 2015 minutes approval
3. Comments from the Public
4. 9-1-1 Commission Vice Chair – Nominations/Appointment
5. Policy Updates
  - a. R1 – Records of the Rock County Communications Center - Update
6. Uniformity of Dispatch Procedures
7. IT Updates
8. Informational Items & Updates
9. 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 is the custodian of communications related records for Rock County User Agencies. The Communications Center will abide by state law and user agency departmental policies when releasing records.

### A. Legal Authority/Reference

1. Wisconsin Statutes 19.34 thru 19.39 provides procedural information, authority, rights and protection regulating records release, inspection and copying. This policy and procedure is adopted under authority of and in conformity with statute provisions.
2. "Department" as used herein refers to the Rock County Communications Center.

### B. General Rule Presumption

1. Requests for public inspection and/or copying of departmental records shall be decided by the Rock County Communications Center designated records custodian.
2. There is a legal presumption that all communications records will be released and/or are open to public inspection. The records custodian should either comply with that presumption or provide specific reasons for denial upon request in writing.
3. Requests will be evaluated in present time tense only, future circumstances or the ability to release a record at future time will not be determined except upon a separate or subsequent demand for inspection.

### C. Records Custodian

The Director of the Communications Center shall be designated custodian of records of the Center. The ~~Support Specialist~~ Administrative Secretary and the Operations Manager shall be designated deputy custodians of department records for purposes of this policy, and shall act as custodian(s) in the absence of, or assigned by, the Director.

D. Public Inspection and Copying

1. The Rock County Communications Center will prominently display and make available for inspection and copying at its office, for the guidance of the public, a notice containing a description of its organization and the established times and places at which the legal custodian from whom, and the methods whereby, the public may obtain information and access to records in its custody, make requests for records, or obtain copies of records and the costs thereof. (See attached Open Records Policy for display)
2. Public requests to inspect or copy a department record shall be specific to identify the record requested and shall be provided in writing. The department will provide a standard request form that will be used whenever possible. The records custodian shall review and respond to the request in a prompt manner.

E. Records Protection

1. Provisions of State Statutes shall apply to decisions to approve or deny release of a record inspection and/or copying. In addition, the Communications Center shall determine from the prosecutor or agency involved with the record of any circumstances currently existing which would require the denial of the request.
2. The department records custodian may also consult with the Rock County Corporation Counsel for legal advice of the inspection or release of any departmental record(s).

F. Department General Rules

1. No record shall be created that does not already exist.
2. Transcripts of ~~tape~~ recordings shall not normally be provided. The requester has the responsibility to make or obtain transcripts of recordings.
3. Location fees in information requests involving a search of records or the production of multiple records shall be at the actual costs to the department if the costs exceed \$50. Such costs will be billed to the requester and prepayment may be required.

4. Records will be provided to a court in response to legal service of a subpoena.
5. Inspection of records shall be provided by appointment during normal business hours.
6. Copies of tape recordings shall be made upon approval, with the requester providing a blank tape suitable for such recording. The department will provide a recorder for copying purposes or the requester may provide their own recording device and tape CD for copying.
7. Copies of printed records or photocopied pages shall be provided at a cost of \$.20 per page side. If this cost exceeds \$5.00, prepayment may be required.
8. The department shall not release any record of which it is not the legal custodian, where another agency is the legal custodian, i.e., TIME/CIB records, Motor Vehicle Department, etc.
9. Public records information provided for inspection or copying shall comply with guidelines and policies of participating agencies and state law requirements concerning the release of the names of juveniles, the identity of certain crime victims and other information protected from public release as a matter of agency policy or law.

**G. Communications Center Forms**

1. To ensure the accountability for all Communications Center agency specific forms, all development and modifications of our agency's forms will be the responsibility of the Operations Manager. Form modifications will be reviewed and approved by the Communications Director if they are for use by the general public (ie; record requests).
2. This procedure will ensure that any changes to forms that are used exclusively by our agency is not a duplication of an existing form and the modification is consistent with the records maintenance of the Communications Center.

**H. Communications Center Agencies**

Agencies served by the department shall be provided records involving their incidents and activities as a routine matter

necessary to their operations and/or administration of their service responsibilities.

1. User agencies may inspect or review a record of the department, which shall be provided by appointment and completed in a prompt manner.
2. Copies of recordings shall be made upon request. The requesting agency should direct what information is needed on the copy.
3. Copies of records or recordings needed quickly for critical matters or investigations will be provided as requested, if possible, if the agency is specific in the record needed and provides the time requirements within which the request is to be completed.
4. Agencies are requested to provide a blank tape CD for copying of ~~tape~~ recordings to avoid direct cost to this department.
5. Copies of ~~tape~~ recordings or other department records should be requested only as necessary for official use by agencies for purposes of agency operations and administration. The Communications Center may deny requests that do not meet this criterion.

I. Department Records Retention Policy

Records of the department are retained a minimum of time as listed below for the time periods listed:

1. Tape recordings of daily operational department traffic are maintained for 120 days from the date recorded.
2. Mobile Data car-to-car messages are maintained for (120) days from the date recorded.
3. Communications Center console-to-console and console-to-car mobile messages are maintained for (30) days from the date recorded.
4. Incident records of the Computer-Aided-Dispatch (CAD) system will be retained on the CAD system for a minimum of (13) months from the date the record was created. These same CAD records will be retained in an off-CAD reportable

form for a minimum of (18) months and a maximum of (36) months from the date the record was created.

5. Telephone logging records (to include Text-to-911 logs) will be retained for a maximum of (36) months from the date it was created or received.
6. Any requests for incident records, must receive prior approval in writing from the jurisdiction where the incident occurred. The Rock County Communications Center will forward all requests received to the proper department head or representative for approval. Each agency will have (72) hours to respond to the request. If the request is for an internal or criminal investigation of the agency or agency head, Rock County Corporation Counsel will be consulted prior to the release of the record.
7. Hard copy correspondence received or sent by the Rock County Communications Center will be maintained for a minimum of (7) years from the date it was created or received.
8. User agencies may release computer-aided dispatch records to the public only if their agency is the sole responding agency to the incident. If more than one user agency has been assigned to an incident, record release requests involving that incident must be forwarded to the Communications Center.
9. User agencies releasing computer-aided dispatch records are responsible for redacting confidential information contained in the record before it is released, i.e., DOT, juvenile, NCIC, CIB information.