

Rock County, Wisconsin



**Communications Center**  
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911 COMMUNICATIONS COMMISSION

**Wednesday, July 15, 2015, AT 1:30 PM**

ROCK COUNTY COMMUNICATIONS CENTER

## Agenda

1. Call to Order and Approval of Agenda
2. May 20, 2015 minutes approval
3. Comments from the Public
4. Policy Updates:
  - a. C2 – Computer & Communications System Access, Security & Privacy
  - b. P6 – Property/Equipment Accountability
  - c. S1 – Severe Weather Warning System
  - d. T1 – Telephone Skills & Techniques
5. 2016 Goals & Objectives
6. IT Updates
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 recognizes the value of, and the need for, various manual and electronic communications systems such as regular written mail and memos, bulletin board postings, e-mail, voice mail, pager, Internet, Intranet and other inter and intra-agency computer networks. Access to all of these systems is designed to enhance productivity. The agency also recognizes that certain standards for the use of these tools must be established.

### A. General Provisions

1. It is a recognized principle of law that manual and electronic communication systems that are owned by or provided by an employer, whether they include contemporaneous or pre-recorded communications, are subject to the exclusive control and management of the employer.
2. All data and other electronic messages generated or stored in such system(s) are the property of Rock County. This includes all of the material and information created on, transmitted by, or stored on the agency's electronic equipment. Users must realize that material or information that has been deleted can be retrieved and viewed by others. This also includes e-mail that has been deleted.
3. Further, employees who use such systems have no protected right of privacy.
4. Such communications and information systems may include but are not limited to:
  - a. Telephones that are used for the receipt and transmission of emergency calls
  - b. Voice mail
  - c. E-mail: both in-house and Internet systems
  - d. Facsimile (fax) devices: whether stand-alone or PC generated
  - e. Internet and Intranet systems
  - f. Video recorders and players

Date: 11/20/13

Authority: 911 Commission

- g. Messages generated by CAD, the mobile data system or by the TIME/NCIC data systems
      - h. Two-way voice radio systems
      - i. Paging systems
      - j. Electronic bulletin boards
      - k. Places where paper mail, bulletins, announcements and messages are posted or displayed.
5. Rock County reserves the right to monitor, record, inspect, listen to, or otherwise transcribe messages and data generated on or by any agency owned or provided electronic communication system.
6. Rock County may routinely monitor and may post some records and data for compliance to this directive, and may, if necessary, focus on specific systems or the activities of specific individuals, which may include random monitoring.
7. No encryption program(s) will be used without Rock County Information Technology Computer Services management approval. Rock County reserves the right to decipher and/or delete any encrypted messages or data encountered on its systems.
8. Rock County reserves the right to:
  - a. Access, bypass, override or delete any employee-created password or personal identification number (PIN) so as to gain access to data held under the employee's account.
  - b. Access, without notice, data or text caches, pager memory banks, e-mail and voice mail boxes or accounts, conversations on designated recorded emergency telephones, and any other employer-provided electronic storage systems.
9. Communications systems, as broadly defined, must never be used to:
  - a. Threaten, intimidate or intentionally embarrass another person.

- b. Send, receive, or post images that contain nudity, images or words of a profane, prurient, or sexually suggestive nature, even if the employee or recipient has consented to or requested such material.
  - c. Engage in any illegal, illicit, improper, unprofessional or unethical activity, or any activity that could reasonably be construed to be detrimental to the interests of the agency.
  - d. Send or post jokes or comments that tend to disparage a person or group because of race, ethnic background, national origin, religion, gender, sexual orientation, age, verbal accent, source of income, physical appearance or agility, mental or physical disability or occupation; or to use electronic resources or manual communications in any manner which might reasonably be considered harassment or embarrassment of an individual or a group as outlined above. (Material of this nature which is received inadvertently should not be saved or printed unless for the sole reason of bringing it to the immediate attention of system management.)
  - e. Send messages that could be harmful to workplace morale.
  - f. Send or post messages for personal commercial ventures for profit.
  - g. Solicit or address others regarding religious or political causes or for any other solicitations that are not work related.
10. All employees are expected to maintain the integrity of sensitive, confidential and proprietary information that is stored on or is passed through the Communications Center's communications and information systems. Such information or data may not be disseminated to unauthorized persons or organizations.

This includes but is not limited to:

- a. Personnel information including salaries, performance reviews, complaints, grievances, disciplinary records and medical records.
  - b. Criminal history information, mug shot images, police and fire investigation and intelligence records, complainant information, 9-1-1 call information, EMS run information, tactical information and alarm subscriber information.
11. No employee may intentionally intercept, eavesdrop, record, read, alter or receive another person's e-mail messages without authorization of the Communications Director.
  12. No employee shall make copies of information or data stored on agency communications and information systems without authorization of the Communications Director unless it shall be within the normal scope of the individual's assigned duties.
  13. No e-mail or other electronic communication may be sent which hides the identity of the sender or represents the sender to be someone else or to be someone from another agency.
  14. All messages communicated via e-mail services provided by Rock County must contain the sender's name, or the employee number in situations where it can be used only under password control.
  15. No employee may represent or give the impression of representing an official position of the Rock County Communications Center in any e-mail or Internet-type communication without the express permission of the Communications Director.
  16. All e-mail messages must be businesslike, courteous, civil and written with the expectation that they could be made public at some time in the future.
  17. Confidential information (such as personnel or legal materials) should be communicated via a more secure and private method.

18. Staff members are expected to use good judgment in providing their e-mail addresses and to specifically refrain from providing it to vendors or others who could use the address as a method of sending junk mail. Junk mail received via the Internet could slow down the system in a significant way.
19. Only hardware that has been approved by **Information Technology** ~~the Programmer Analyst and/or Computer Services~~ may be installed for agency use. This includes all microcomputers, peripherals, **network devices** and accessories.
20. Hardware is not to be relocated, connected or disconnected without prior approval of the **Information Technology staff** ~~Programmer Analyst and/or Computer Services~~, except in emergency situations. In such cases, immediate advice must be sought or notification must be made to the on-call ~~staff Programmer Analyst or~~ **Operations Manager**.
21. Classified, confidential, sensitive, proprietary or private information or data must not be disseminated to unauthorized persons or organizations. Rock County may impose reasonable limitations on the use of any electronic communication system due to financial reasons, or hardware and/or software problems.

## B. INTERNET AND INTRANET SYSTEMS

1. For purposes of this directive, Internet and Intranet will be used interchangeably unless specifically noted.
2. Depending on their work assignments, employees will have varying levels of access to the Internet. Access to the Internet is a revocable privilege. Only the agency approved Internet provider may be used to access the Internet. ~~The Programmer Analyst~~ **Information Technology** may make exceptions.
3. No employee may commit any Communications Center financial resources via Internet access or commerce

without specific written approval of the Communications Director.

4. No resources of any kind, including subscription services, for which there is a fee may be accessed or downloaded without prior written approval of management.
5. It is expected that good judgment will be used in accessing free subscription services and that they will be work related.
6. Employees must use good judgment and discretion in generating purely personal e-mail correspondence on the Internet. Use of personal e-mail must be limited and generally done on non-work time.
7. Employees with Internet access are cautioned that they are responsible for what they send, view or download.
8. Downloading of application programs without the consent of Rock County ~~Information Technology Computer Services~~ is prohibited. Such software may not only contain imbedded viruses but is also untested and may interfere with the functioning of standard agency applications.
9. If a virus is detected, the ~~Information Technology staff Programmer Analyst~~ and/or Operations Manager must be notified immediately.
10. Any and all material downloaded from the Internet must relate to legitimate agency use.
11. When using the Internet, the user implicitly involves Rock County in his or her expression. Therefore, users must not participate in Web or e-mail surveys or interviews without authorization from the Communications Director.
12. Employees are expected to refrain from using the Internet for purely personal, non-business related purposes to access sites related to sports, stocks, financial information, vacation and travel planning, automobiles, electronic shopping, movies and entertainment, and non-business related newsgroups and list serves, among others. Limited access to such sites is permitted during non-work hours.
13. This access privilege may be limited or revoked for excessive use or for disciplinary reasons (see Enforcement).

14. Rock County has implemented monitoring and/or filtering software to insure compliance with its business related restrictions on use of the Internet.
15. Alterations or enhancements shall not be made to any Rock County Web page without approval from management.

### C. PERSONAL COMPUTER SYSTEMS

1. Rock County utilizes various personal computer systems, including desktop units and laptops, some of which may be connected together in a Local Area Network (LAN) or Wide Area Network (WAN), that reside on one or more servers.
2. All hardware and software and all data generated by and stored in such systems remains the property of Rock County and is subject to the ownership and inspection guidelines outlined elsewhere in this directive.
3. In an effort to insure standardization of software, to assist in providing support and to facilitate data exchange across individual computers and the LAN(s) or WAN(s), employees are prohibited from installing their own software on any agency owned personal computer or on any agency LAN or WAN.
4. In an effort to protect the integrity of the agency network systems and the data, which may be stored on personal computers, all agency computers will be equipped with anti-virus software.
5. This virus protection software must be kept operational, no matter what affect it has on the computer system's performance. At no time shall the anti-virus software for desktop computers, or for the Internet, be disabled, except in situations deemed appropriate by the Information Technology staff Programmer Analyst.
6. If a virus has been introduced on any agency computer or network due to a staff member disabling the anti-virus software, appropriate disciplinary action may be taken.



D. BACKUP OF DATA

1. ~~The Programmer Analyst~~ Information Technology staff and Operations Manager are responsible for establishing backup procedures, as necessary, to reduce the risk of data loss from CAD, RMS, RF, and other network reporting system and other desktop data resources.
2. Network server(s) and other critical systems such as CAD and RMS shall be backed up to tape or other appropriate high speed mass storage media on a frequent basis according to a schedule to be determined by the ~~Programmer Analyst~~ Information Technology staff.
3. Periodic checks of backup reliability shall be performed to assure that files can be easily restored from backups.
4. Backup media shall be stored in secure locations away from the servers or individual processors so as to reduce the risk of impairment and/or destruction of the server, the processor or the backup at the same time.
5. No backup routines are established for individual PCs. In the event of a workstation failure, the PC operating system and standard software can be rebuilt from the installation software. However, individual data files kept on PC hard drives cannot be restored. For this reason, agency employees are encouraged to keep most if not all data on network drives alone and to conduct frequent backups of local data files.
6. The loss of individual data files carries serious implications and employees assume responsibility for such losses.

E. SOFTWARE LICENSING AND COPYRIGHTS

1. Rock County purchases or licenses the use of copies of computer software from a variety of outside companies. The agency does not own the copyright to this software or its related documentation and, unless authorized by the software developer, does not have the right to reproduce it for use on more than one computer.

2. Rock County employees who make, acquire, or use unauthorized copies of computer software will be disciplined, as appropriate, under the circumstances.
3. Rock County does not permit or condone the illegal duplication of software.

**F. ENFORCEMENT**

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 TIME 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.

## **SUMMARY**

Policy: The Rock County Communications Center will ensure accountability for Communications Center property by requiring signatures on certain assigned equipment, enforcing proper usage of equipment, and by performing regular inventory on items. All stored equipment will be properly maintained and tested for operational readiness.

### **A. Department Issued Property**

1. All issued/reissued property will require a signed property receipt from the receiving employee.
2. Items that require receipts include: headsets, locker keys, security access cards/~~fobs~~, and Communications Response Team gear.
3. The ~~Support Specialist~~ **Administrative Secretary** will secure documentation of all property receipts. These items must be returned to the Communications Center at termination of employment.

### **B. Property/Equipment Utilization**

Employees shall utilize department property only for its intended purpose in accordance with established departmental procedures. Employees shall not abuse, negligently damage or negligently lose departmental property. Damage to department property/equipment should be reported to a Supervisor as soon as practical.

1. Lockers: Lockers assigned to Communications Center employees will be kept clean and free of hazards.
  - a. Rock County reserves the right to inspect all County property from time to time with or without prior notice. The purpose of the inspection is to ensure compliance with County guidelines and procedures (including the possession of drugs, alcohol and weapons) and to maintain safety and sanitary standards.

- b. Employees are required to cooperate in such inspections and a failure to cooperate will subject the employee to discipline or discharge.
    - c. Rock County is not responsible for personal articles in lockers, desks, or workstations.
  2. Building Keys: Building keys and/or keycards that are lost or missing must be reported immediately to the employee's direct supervisor in order to maintain security for all employees.
    - a. The supervisor will coordinate key replacement. ~~with the support specialist.~~
    - b. Repeated losses will result in progressive discipline.
  3. Mailboxes: Employees are required to check their departmental mailboxes daily and will keep the box clean so administrative staff can deposit departmental and other correspondence.

C. Property/Equipment Approval

In order to maintain operational consistency within our organization, all equipment utilized by departmental personnel in the performance of their job duties shall be approved and supplied by the Communications Center administrative staff. This would include, but not be limited to: headsets, microphones, keyboards, mice, ~~and earpieces.~~

D. Inventory/Control

The inventory and control of Communications Center property is delegated to the Rock County General Services and Information Technology Departments. Information Technology maintains records of computer related equipment, while General Services controls most other capital property.

Each year the Communications Center receives inventory lists from Information Technology and General Services. With assistance from Communications Center staff, every item on the

list must be physically accounted for, to include any additions or deletions. The inventory lists are updated as new property is purchased or as property is removed from the site.

Any Communications Center property found to be missing shall be reported immediately to the Communications Director.

**E. Stored Equipment Readiness**

The Operations Manager and Public Safety Systems Manager will be responsible for maintaining all stored equipment used for evacuation site operations. The equipment must be functional at all times, with documented functionality tests when required by policy.

## SUMMARY

Policy: The Rock County Communications Center has been designated by Wisconsin Emergency Management as the warning point for the citizens in Rock and Green Counties. All severe weather information received from the designated sources will be immediately broadcast over the local warning network in the prescribed manner.

### A. Outdoor Siren Test

1. The outdoor warning sirens are tested at 12:05 p.m. the first Wednesday of each month April through October. The Emergency Management ~~Coordinator~~ Director for Rock County may change the schedule or cancel a test due to weather conditions or any other unforeseen circumstances. ~~The Coordinator will also determine the type of test to be run, i.e., steady tone, up-down tone, length of tone cycle.~~
2. Follow the standard operating procedure on activating outdoor warning system (sirens).

### B. Severe Weather Watch/Warning

1. From early spring through late fall, our area is subject to severe weather and the threat of tornados. The Communications Center has a direct link to the National Weather Service in Sullivan via the NAWAS phone and a secondary link via the TIME system network.
2. The National Severe Storm Forecast Center and the National Weather Service work hand-in-hand to provide information in a timely manner to give as much lead-time as possible for this type of weather. When severe weather is possible for our area, we will receive the information via the NAWAS phone followed by a hard copy on the TIME system.
3. There are two (2) key words in the severe storm forecasts; **"WATCH"** means conditions are favorable and **"WARNING"** means it has or will take place. These two (2) words will determine how quickly you must react and the order in which you should react.

4. The Communications Center activates all warning sirens in Rock County simultaneously. It will be necessary to notify all public safety agencies as well as the County Emergency Management ~~Coordinator~~ **Director** when the warning sirens have been or will be activated.
5. There are two (2) types of tornado warnings:
  - a. **CONFIRMED** - reported by the National Weather Service, law enforcement, fire service, EMS or any public utility personnel.
  - b. **UNCONFIRMED** - reported by private citizens that cannot be immediately verified by law enforcement, fire, EMS personnel.
    - i. Under normal circumstances a single source **UNCONFIRMED** tornado will not trigger a tornado warning. It may, however, trigger a tornado warning under adverse conditions or multiple reports of a funnel cloud in the same general area.
    - ii. Based on the information available at the time, the Communications Center Supervisor will make a decision on whether the sirens should be activated on **UNCONFIRMED** reports.

C. Severe Weather WATCHES

**Thunderstorm and Tornado Watch:** Upon receiving a thunderstorm or tornado **WATCH** in Rock County via the NAWAS system:

- a. ~~Supervisor or Lead Telecommunicator~~ **The Communications Center** will send a message to all mobile data units with watch location and expiration time.
- b. Make certain that all other staff members are fully aware of the watch.
- c. Notify the Emergency Management ~~Coordinator~~ **Director** via phone ~~or pager~~.



- d. As time permits, fill out the log and attach any corresponding TTYs. Forward paperwork to the Operations Manager when the warning has expired.

D. Severe Weather WARNINGS

**Thunderstorm Warning:** Warnings must be completed within two (2) minutes of being received.

- a. Check for emergency traffic on all radio channels.
- b. Follow the standard operating procedure for law enforcement and fire/EMS notification on fan-outs. If any jurisdiction has an emergency incident, they should not be included in the simul-select setup.
- c. Make certain that all other staff are fully aware of the watch.
- d. ~~Notify the Emergency Management Coordinator Director via phone or pager.~~
- e. As time permits, fill out the log and attach any corresponding TTYs. Forward paperwork to the Operations Manager when the warning has expired.

**Tornado Warning:** Requires the cooperation of **all** staff in the Center.

- a. Follow the standard operating procedure on activating outdoor warning system (sirens).
- b. Follow the standard operating procedure for law enforcement notification and fire/EMS notification for tornado warnings.
- c. Notify the Emergency Management ~~Coordinator~~ **Director** via phone ~~or pager~~.
- d. As time permits, fill out the log and attach any corresponding TTY. Forward paperwork to the Operations Manager when the warning has expired.

Upon receiving a thunderstorm/tornado warning, time is very critical. In order to complete the warning in **two (2) minutes or less**, it will require the cooperative effort of at least two (2)

people. The people must split the duties during the alert process and each must have a clear understanding of what they are responsible for. During the times of severe storms, the National Weather Service will request information in regards to:

Wind speed, hail diameter, intensity of rain, flooding if any, along with any damage reports and location of same. Officers in the field will also be reporting this information to you so you may not have to request it. During tornado warning conditions, we will need to know:

- a. Intensity of rain.
- b. Presence of hail and hail diameter.
- c. Presence of wall cloud.
- d. Funnel cloud presence currently in the air or on the ground and direction of travel.

#### **E. Green County Weather Alerts**

Because the Rock County Communications Center is the warning point for Green County, when the Communications Center receives severe weather information for Green County, the information will be passed on to the Green County Dispatch Center via Point-to-Point radio or via telephone, whichever is the most efficient manner. TTYs for Green County weather information will not be forwarded to the Operations Manager.

## SUMMARY

Policy: Rock County Communications Center staff will promptly and professionally respond to all telephone communications directed to the Center. All required information will be obtained and recorded where response is either requested by a citizen or dictated by user agency policy. Call taker refers to any position working within the Communications Center in a call take function.

### A. Telephone Techniques

The telephone is an important means by which citizens can access Rock County public safety. As such, a call taker is the primary link between the public and public safety assistance.

1. **Answer Promptly:** Treat each call as an emergency; attempting to answer all emergency lines within (2) rings all other lines within (3) rings.
2. **Identify the Dispatch Center:** This insures the caller he/she has placed his/her call properly. The call taker will give the caller the dispatch verification. EXAMPLE: "Rock County Communications Center."
3. **Speak Directly into the Mouthpiece:** Speak up, speak clearly, and avoid hesitations.
4. **Observe Telephone Courtesy:** Remain calm and polite, never losing your temper. A firm confident voice will always generate the best results.
5. **Take Charge:** After determining the needs of the caller, lead the caller into meaningful context by asking sequentially logical questions pertinent to the incident.
6. **Take All Information:** Document all information. Never leave anything to memory.
7. **Be Specific:** **NEVER** assume and always take full command of the conversation.
8. **Explain Waits:** Callers placed on hold will be told why they had to wait.
9. **Explain Pauses in Conversation:** Callers cannot see that you are typing, you must let them know you are still on the line and that you are typing information in the complaint for

the dispatcher. Callers should not have to ask if you are still there.

10. **Avoid Jargon or Slang**: Always use proper English.
11. **Show Interest in Caller Needs**.
12. **Terminate Calls Quickly**: Keep lines open after information is received; always remain courteous.
13. **Answer According to Priority**: Answer known emergency lines first (i.e., 911 lines.)

#### B. Listening Techniques

1. **Be Cognizant**: Listen carefully to all the caller's information. Be sure to accurately record all responses. This will eliminate the necessity to repeat questions.
2. **Background Noises**: Be observant - note any special noises that may be pertinent to the incident.
3. **About the Caller**: Was the caller young/old, male/female, accent?
4. **Activities in the Communications Center**: You should always be aware of other incoming calls as well as calls being dispatched.

#### C. Interrogation Skills

Interrogation means to question formally and systematically. Interrogation makes up approximately 60 percent of our workload and plays an extremely important role in the efficient processing and dispatch of an incident. As a communication specialist, you have a responsibility to exert every effort to satisfy the needs of citizens requesting service, assistance, or information. As a call taker, your first concern is the safety and well being of the public safety units you serve.

1. **Pertinent Questions**: Ask questions relative to the situation.
2. **Accuracy**: Obtain specific information. **NEVER ASSUME!** Be careful of relative terms such as: time, distance, medical terminology & slang. Have the complainant repeat the information.

3. **Speed:** Process calls as quickly as possible being certain to obtain complete and accurate information.
4. **Where, What, How, When, Who:** (note - not necessarily in this order.)
  - a. **WHERE:**
    - i. Where is it occurring?
    - ii. Where are you right now?
  - b. **WHAT:**
    - i. What happened?
    - ii. What is wrong?
    - iii. What is occurring now?
    - iv. What did she/he look like?
  - c. **HOW:**
    - i. How are you involved?
    - ii. How many involved?
    - iii. How often does this occur?
  - d. **WHEN:**
    - i. When did this happen?
  - e. **WHO:**
    - i. Who is calling?
    - ii. Who is the victim/suspect?
5. Do not discuss the activities of any department with outsiders or unauthorized persons or agencies. Any request for information in which there is doubt as to the advisability of disclosing information will be referred to the supervisor on duty.
6. Don't try to solve a complaint yourself over the phone or attempt to advise callers what the agency will/will not do in certain situations. Advise callers you will have an officer contact them.
7. Do not give legal advice. That is a police responsibility and has nothing to do with your job. Avoid making any statements or comments that might have negative

repercussions on you, the department, this Center or the County.

8. Never advise complainants, particularly in a neighborhood dispute, to **"settle it amongst yourselves"**.
9. Familiarize yourself with the dispatch areas. Though the patrol officers are the experts in their municipalities, you can provide valuable assistance by having at least a working knowledge of the area. Study maps, street lists, etc., when you are not busy.
10. In the event of complaints/problems with public safety personnel contact your immediate supervisor.
11. The call taker may discontinue a call from a caller using obscene and abusive language only after the call taker first establishes enough information to ensure that there is in fact not an emergency or priority service call involved in the situation. It may be necessary to handle the call in its entirety in order to obtain the necessary information. The Shift Supervisor on duty will be notified as to abusive callers in emergency/non-emergency situations. The on-duty Shift Supervisor will document abusive calls that require follow-up action and forward such documentation to the Operations Manager. The Operations Manager will coordinate outside agency intervention concerning abusive caller activities.

#### D. Specialized Emergency Telephone Skills and Techniques

##### 1. Police Emergencies

If the emergency is in progress, the caller shall be kept on the line (if possible) while police units are dispatched. After police units have been dispatched, additional information shall be obtained which will assist personnel in controlling the problem.

##### 2. Fire Emergencies

- a. Determine the type of fire.
- b. Determine if anyone is in the building or is injured.

- c. The caller **MAY** be kept on the line, **only if the caller's safety is not endangered.**

3. Medical Emergencies

- a. \*See E1: Emergency Medical Dispatch Policy
- b. The caller may be kept on the line while the appropriate medical units are dispatched; in order to get additional information and/or give instructions to assist in stabilizing the victim. Responders shall be advised of all available pertinent information.

4. Outside Jurisdiction Emergencies

When a call taker receives an emergency call from a geographical location **NOT** covered by the Communications Center (non-jurisdictional), the call will be transferred and announced to the appropriate agency, if possible. If this is not possible then all necessary information shall be gathered and promptly relayed to the appropriate responding agencies. (See E1-EMD policy, section G.2: for emergency medical dispatch calls for service.)

E. Reporting Person Classifications

1. Call takers will ask for the caller's name, address and call back telephone number. The Display 911 feature will be utilized on all 911 calls to automatically transfer the data from the ANI/ALI screen to CAD. ~~If the caller is not the name listed on the ANI/ALI screen, that information~~ The caller's name will be updated in the caller name field in CAD.
  - a. Ask the caller for their name (for example; "what is your name" versus "do you want to leave your name?")
  - b. If the caller declines or refuses to provide their name, the call taker will type, "refused" in the designated name area of the call-taking screen.
  - c. If the caller requests anonymity, "anonymous" will be typed into the designated name area of the call-taking screen.

- i. Call takers will **not** ask or prompt the caller to remain anonymous.
  - ii. If the ANI/ALI information has already been transferred to CAD and the caller requests anonymity, the call taker will add comments to the incident notes stating that the caller wishes to remain anonymous and does not want contact. The caller will also be advised that anonymity cannot be guaranteed.
  - iii. Incidents with anonymous callers must have approval from Communications Center management and/or Rock County Corporation Counsel before information is released to anyone.
2. If the caller hangs up on the call taker before the name, address and callback number are verified; this will be noted in the call notes of the complaint. If further information is required to determine an emergency response, the call taker will attempt to call back and obtain the pertinent safety information.

#### F. Callers Expecting Services

1. Call takers will document the request for service for law enforcement/public safety services to contact citizens (complainants) at designated locations. Calls for service will normally not be scheduled, the caller should be asked to call the Communications Center back when they are available for contact or at the contact location. The arrangements vary due to manpower or prioritization considerations.
2. Citizens requesting response or contact from law enforcement officers for matters not normally handled by law enforcement will be referred to the user agency supervisor on duty at the time of the request for further direction.



G. Collect Phone Calls

Non-emergency collect phone calls initiated by persons not employed with any Rock County emergency service will **not** be accepted by the Communications Center. Call takers will use discretion if public safety is involved.

H. 911 (Telephone Call) Verifications

1. It is the responsibility of each on-duty Communications Center employee who receives a 911 telephone call to attempt to verify all of the information received. The following will be verified at all times, if possible:
  - a. Name of the caller
  - b. Address/location of the caller
  - c. Phone number of the caller (as they appear on the ANI/ALI screen.)
2. If the 911 information is incorrect, the following procedure will be followed:
  - a. Obtain the correct information from the caller.
  - b. Enter the correct information into the CAD incident form.
  - c. After completion of step 2, print the ANI/ALI screen, make the necessary corrections on the printout, and turn the printout into Geo-Applications Specialist for update.
  - d. If a 911 call is misrouted and/or any other anomalies (VoIP issues, cell tower issues, etc.) are discovered, the Geo-Applications Specialist will be notified of this information as well.
3. If the 911 telephone call information is accurate and complete, transfer all obtained information into the CAD incident form.

I. Landline 911 Hang-up/Abandoned Calls

1. Definitions:

- a. **Hang-up** - call received and voice communications initiated by the calling party.
  - b. **Abandoned** - call received, no voice conversation.
2. When a hang-up or abandoned call occurs on the landline 911 trunks a call for service will be entered. The call taker will attempt to re-contact the caller to verify a need for service. If the call taker is unable to re-establish contact with the caller, a patrol unit will be dispatched to the location of the call. If contact is established with the caller and they advise there is no need for assistance, the call taker will contact the supervisor for that jurisdiction who will determine course of action. The call taker will place in the notes of the call the response of the caller omitting any personal opinion.
  3. Where a caller indicates a need for a particular service before a hang-up occurs, the appropriate level of service is to be dispatched.
- J. Wireless 911 Hang-up/Abandoned Calls:
1. Definitions:
    - a. **Phase 0**: Only callback number received (most of the time).
    - b. **Phase I**: Wireless provider name, subscriber call back number and cellular tower site and/or sector received.
    - c. **Phase II**: In addition to Phase I information, latitude and longitude of wireless caller received (most of the time). Re-bid capabilities possible. Phase II abandoned/hang-up calls will be handled in the same manner as landline. (See section I)
    - d. **Indicated Emergency**: An audible sign or signal, which alerts a trained call taker that there is an immediate risk to the health, life or safety of a person.

2. Call Processing Procedures (No indicated emergency):

a. Call back

- i. The call taker will attempt to call back a wireless telephone when a 9-1-1 call is received and the call disconnects before it can be determined that assistance is needed.
- ii. The call taker will call the number back once to make this determination. If the wireless phone is busy or there is no answer, additional attempts to contact the caller will not be made by the call taker.
- iii. If the call back attempt goes to voice mail the call taker will leave a message for the caller advising that the Rock County Communications Center received a 911 hang-up call from their number and that if the caller still needs assistance they should call 911 for emergencies or 608-757-0400 for other assistance.

b. Contact

- i. If contact is established with the caller and the caller advises there is no need for assistance, the call taker will verify the caller's information, to include current location (make note if caller is traveling), and enter a call for service. The agency supervisor will determine course of action.
- ii. For phase I calls, if contact is established with the caller and the caller advises there is no need for assistance, but declines to verify their personal information, the call taker will continue to enter a call for service (using tower location), noting what caller advised. The call taker will then close out the call with the disposition INFO.

c. Call taker discretion

If there is any doubt as to whether an emergency exists, the call taker will request that the Communications Center Supervisor listen to the audio recording of the call for a second opinion.

3. Call Processing Procedures (Indicated emergency):

a. Any evidence of an emergency situation will require communications personnel to initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for appropriate public safety response. If attempts to contact the caller are unsuccessful, patrol units will be dispatched based on the caller location provided by the 911 wireless system (if provided) along with the utilization of the Pictometry software. Extraordinary attempts to locate wireless callers will only be made in the instance where an emergency is clearly indicated.

b. In the event that the call taker is unable to determine the location of the wireless caller for an emergency situation the call taker will:

c.

i. Immediately advise their Supervisor of the emergency incident.

ii. If the wireless provider name is not available, the 9-1-1 Resolution Center will be contacted to determine the wireless provider's identity.

d. Once the wireless provider's identity is known the Supervisor will:

Contact the wireless provider and advise the wireless provider of the nature of the emergency as well as a request for the subscriber's name and address.

e. If the wireless provider requires law enforcement intervention (subpoena/court order) the call taker will:

- i. Enter a complaint under the Communications Center's address. \*

*\*Because the Communications Center's address resides within Rock County a Rock County Sheriff's Department supervisor will be notified of the nature of the incident as well as the wireless provider's request for a subpoena for the subscriber information.*

*If the jurisdiction is known, a complaint will be entered under that jurisdiction's departmental address and that agency's supervisor will be notified.*

- ii. The Sheriff's Department supervisor shall be offered the opportunity to listen to the audio recording of the incident to determine whether there is a need for further law enforcement action. All further instructions will come from the law enforcement agency assigned to the incident.

4. Computer Aided Dispatch entry guidelines for Phase II incidents:

- a. Call taker will auto-populate the latitude and longitude coordinate information obtained from the telephone system into the Computer Aided Dispatch system.
- b. Call taker will then update the latitude and longitude coordinate location with the closest intersection, hundred blocks, or landmark by using the mapping and/or Pictometry software to interpret the coordinates.

K. Wireless 9-1-1 Calls (Phase 0 & I) with known emergency, but unknown location:

1. Keep the caller on the line and obtain as much information as possible (ie; where the caller was coming from, where they were going to, landmarks, signage in area,

- name/number of family we can call to get more information, etc.)
2. See if another person is with the caller and if the other person has a cell phone have them try calling 9-1-1 on their phone as well.
  3. If the exact location still cannot be determined, contact the user agency supervisor for the jurisdiction for which we believe (either by tower information or caller's verbal information) the incident is occurring to determine if we should have the caller hang up and re-dial 911 in hopes of getting Phase II information.
  4. If the general location cannot be verbalized by the caller or found by tower information then the Rock County Sheriff's Department's supervisor with the information to help make a decision how to proceed in locating the caller.

**L. Silent Calls**

When a call taker receives a call with no voice contact that has not been disconnected, the call taker will check the telephone equipment to determine if the call has transferred to the TDD (Telephone Device for the Deaf) interface, if it has not transferred the call taker should self-initiate TDD. If call is on a 911 line the procedure for abandoned/hang-up calls will also be followed.

**M. Handling Different Caller Types – by APCO (Association of Public Safety Communications Officials)**

**1. Child Callers**

- a. There will be times when a call taker gets a call from a child. There are a few special things to consider when dealing with child callers:
  - i. Children, when faced with a crisis, often appear to be very calm; this is because they generally do not understand the gravity of the situation. Remember, you should not judge the severity

- of the call by the level of emotion expressed by the caller.
- ii. Children often will report “something is wrong with my dad” or “my sister is sick and needs help.”
  - iii. Children will commonly refer to someone who is unconscious as “looking like the person is asleep” or “is sleeping and won’t wake up.”
  - iv. Children are very capable of answering questions and following instructions. You may have to ask the questions one at a time, so you don’t confuse them. It may be necessary to repeat and rephrase your questions to simplify them for the child and to be sure the child is not answering “yes” out of respect to an authority figure.
  - v. Child callers often get anxious or nervous when it seems to be taking too long for help to arrive. You have to continually reassure them help is coming.
  - vi. If distressed, children may worry about who will take care of them or fear they are responsible for the crisis. Reassure them they will be taken care of and praise them for their help in making the right call.
  - vii. In non-English speaking families, the school-aged child may be the most fluent in English and may have been chosen to be the translator. Always ask if any other adults are present.

## 2. Chronic Callers

Many chronic callers are just lonely individuals seeking attention. Often call takers report success in dealing with these types of calls by listening to the caller and providing reassurance that someone will respond, if needed. Always remember, this time there may be a legitimate emergency

so never discount a call just because it's from a "chronic" caller. Handle each call on its own merits.

3. Demanding "Social Status" Callers

- a. The call taker may receive calls from individuals demanding special attention due to their real or perceived "social status". Maintain a professional demeanor and handle the call with tact and diplomacy.
- b. Never allow a caller's social status to override a decision as to the proper response for the call type.

4. Elderly Callers

- a. Callers from this segment of the population sometimes require special handling. To the call taker who is anxious to process the call, it may seem like the caller is taking forever to state the problem. You must understand how the thought process works in the mind of an elderly person.
- b. An elderly person often organizes thoughts differently than a younger person. Quite often an elderly person needs to start "at the beginning" and begin with the events that led to the phone call, rather than coming right to the point and telling you the problem up front. Do not allow yourself to become impatient or attempt to rush an elderly caller, as this may confuse the caller. Some elderly callers also process information slower. For this reason, do not throw a series of questions at the caller. Ask one question at a time, and wait for an answer. Elderly callers may be hesitant to call, and they may apologize for bothering you, even though they may have a serious emergency. Many seniors are also unsure of how the 9-1-1 system or public safety works. You will be most effective if you take the time to reassure them that they did the right thing by calling, and that you are there to help them.
- c. Loss of hearing is also common at an advanced age. If there are indications that the caller is having difficulty



hearing, change your style of communication. Slow down your rate of speech, and speak slowly and clearly. You can also ask to speak to another person if someone else is available. You may also have to speak louder, but be careful not to yell or sound frustrated by the caller.

5. Emotional/Hysterical Callers

People who are out of control need people in control to lead them. An emotional caller may gain and lose control several times throughout the call. Remember these guidelines when processing these types of calls:

- a. Use a calm, confident, decisive tone of voice.
- b. Be firm and in charge. Take control and do not let the caller control the call. Use persistent repetition (repeating the request several times in the same way), if necessary.
- c. Get the caller's first name and use it to get their attention and re-focus on the matter at hand.
- d. Reassure caller.
- e. Focus on the big picture. Highly emotional people tend to focus on the details rather than the big picture. Stay away from insignificant details.
- f. Never argue with the caller.
- g. In extreme cases, call takers may need to raise their voice to match the emotions of hysterical callers. In such instances, the call taker should return to normal, authoritative voice tones when the caller calms down. Never use profanity or obscenity under any circumstances.

6. Foreign-Speaking Callers

- a. People who speak English as a second language may be able to converse casually in English, but under the stress of a critical incident may be unable to do so.

- b. In situations where the call taker is unable to get the necessary information, in a timely manner, the call will be immediately transferred to the language line.
- c. The language line is for use by Communications Center personnel only. User agencies will utilize their own interpreter services for interrogations or investigations.

7. Intoxicated Callers

Intoxicated callers may be very difficult to deal with. Remain professional, control the call, gather the pertinent information, and dispatch assistance, if required. And always remember to keep an open mind to avoid categorizing individuals as intoxicated or drugged when they may actually be sick or injured.

8. Mentally Disturbed Persons

- a. A caller who reports an incident involving a mentally disturbed person may know the subject and have some knowledge of prior incidents involving the person. In the event the person is involved in some type of disturbance, it should be ascertained whether the person is armed or if there are weapons nearby. When obtaining information about mentally disturbed people who are involved in serious incidents, obtain as much specific information as possible.
- b. Do not discount information provided by mentally ill callers. Pass information on to public safety responders and they will determine the validity of the information.

N. TDD (Telephone Device for the Deaf) Calls

- 1. The Communications Center may receive calls for service from deaf, hard of hearing, or speech impaired callers via a TDD. To facilitate the conversation during TDD calls the call taker will:
  - a. Keep sentence structure simple and to the point.
  - b. Ask clarifying questions one at a time.

- c. Use the standard abbreviations (GA, Q, SK, SKSK, etc.)
  - d. Provide the caller with choices. For instance rather than ask *"Is the door unlocked?"* Ask, *"Is the door locked or open Q GA?"*
  - e. Use easy to understand vocabulary; avoid slang, acronyms and law enforcement, fire services or EMS jargon.
  - f. Extend the same patience and courtesy to TDD callers as you would to all other callers.
2. The call taker is the vital link in the communications cycle as response units may have difficulty communicating with the communications impaired caller once they arrive at the scene. It is important for the telecommunicator to maintain contact with the caller and provide updates to response units if the situation changes, and provide assistance to the caller and response units once they arrive at the scene.

**O. Operator Assisted Calls**

When a call taker determines that it is necessary to have a telephone company operator perform a special service trace or emergency line interruption) the call taker will have a Supervisor approve service unless a user agency Supervisor has directed the call taker to do so.

**P. Answering Priorities**

The goal of the Rock County Communications Center will be to answer all emergency lines within (2) rings. The calls will be answered in the following priority:

1. 911 cellular and landlines
2. 7-digit Emergency lines
3. Non-emergency lines
4. User agency dispatch lines

Q. Communications Center Salutations

1. The following salutations will be used uniformly by Communications Center staff when answering telephone calls to the Center:
  - a. **Cellular and Landline 911 lines:** "Rock County 911, where is the emergency?"
  - b. **7-Digit Emergency Lines:** "Rock County Communications, where is the emergency?"
  - c. **Non-emergency Lines:** "Rock County Communications".
  - d. **Police/Fire Department Dispatch lines:** "Dispatch agency name, employee's name." Example: "Beloit Dispatch, Mary."

R. Transferring Callers

1. Citizens wishing to report an incident to a local public safety agency via phone should be transferred to that agency only if the citizen is calling the Communications Center on a 7-digit line. Before transferring the call the citizen should be advised of the agency's phone number for future reference.
2. 911 calls can be transferred to other adjacent 911 Centers by using the proper 911 transfer (W911, LL911 or 911 XFR) button located on the Positron telephone system. This enables adjacent Centers within Wisconsin and Illinois to receive the ANI/ALI information if they utilize enhanced 911 systems.
3. Normally, non-emergency calls should not be transferred to a long distance number unless approved by a Supervisor.
4. Calls transferred to another agency will be announced prior to transferring the call.

S. Monitor/Break-in Feature

No call taker has the authority to monitor or break-in on another call taker's phone calls. The only instances where this is allowed to occur is:

1. During training performed by a CTO or Supervisor.
2. During quality assurance performed by Supervisor.
3. During critical incident situations where assistance is sought by the call taker.
4. Situations deemed necessary by a Supervisor.

T. Professionalism

1. All Communications Center staff are expected to utilize the telephone in a professional and business-like manner. The use of slang and profanity is prohibited.
2. A telephone is located in the break room of the Communications Center for employees to use for personal local calls during breaks or before and after duty shifts. This telephone line is not recorded.

# ROCK COUNTY COMMUNICATIONS CENTER

## DEPARTMENTAL GOALS/OBJECTIVES

2016

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- Obtain funding for (3) repeated analog frequencies for designated emergency backup channels.
- Obtain funding for new Training & Public Education Supervisor position.
- Research and implement CJIS approved remote vendor access method.
- Create a new public service/public relations video.
- Answer 95% of 911 Calls in 10 Seconds or Less.
- Meet National Fire Protection Association National Standard for Fire/EMS Dispatch.