Rock County, Wisconsin

Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, January 18, 2017, AT 2:00 PM
ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda

2. November 16, 2016 minutes approval

3. Comments from the Public

4. IT Updates

5. 2016 Statistics
   a. 9-1-1 Answer Times
   b. NFPA Times

6. Policy Updates
   a. F1 – Fire and EMS (update)

7. 2017 Projects
   a. Backup frequencies (status)
       i. Radio re-programming
   b. Fire/EMS paging upgrade

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: 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 structure of the Rock County Fire and EMS services consists of two (2) full-time fire and EMS departments and (9) volunteer fire and/or EMS departments. 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: *"MUNICIPALITY, 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. 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.

5.   All status changes (i.e., enroute, 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.

6.   Verbal unit status checks will be performed by the Fire Dispatcher on all Fire/EMS incidents (20) minutes after the first unit arrives on scene.

a.   Status check will be made with primary unit or incident commander, if there is one assigned to incident.
b.   The dispatch message will be: "(Unit ID), you are 20 minutes on scene, all OK?"
c.   If the primary unit or another unit on scene cannot be reached, law enforcement will be sent to check the welfare of the crew.

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. RESPONSE ID DEFINITIONS

1. ALARM: COMMERCIAL/RESIDENTIAL (AC/AR): Any report of an automatic fire alarm called in by an alarm company
2. AIRPORT RESPONSE (AI): Airport or airplane emergencies or crashes. This will be a full response.
3. BRUSH FIRE (BT): Any report of brush or grass fire with brush truck response.
4. 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.
5. 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.
6. CARBON MONOXIDE ALARM W/ILLNESS (CO): Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.

7. <u>CPR INITIATED (CPR)</u>: Pulseless non-breather calls where CPR is initiated or indicated. Recommends closest paramedic unit if agency is non-paramedic.
8. <u>EXTRICATION (EX)</u>: 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).
9. <u>HAZARDOUS MATERIAL INCIDENT (HZ)</u>: Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
10. <u>MEDICAL ADVANCED (MA)</u>: Medical emergency where the patient is reported to be unconscious or not breathing.
11. <u>MEDICAL BASIC (MB)</u>: Routine medical call that is of a single person nature where the patient is reported to be alert, conscious and breathing is uncompromised.
12. <u>PULSELESS NON-BREATHER (PB)</u>: Medical Emergency where caller indicates patient is not breathing and does not have a pulse. CPR has not been initiated or is not recommended due to condition of body.
13. <u>RESIDENTIAL FIRE (RF)</u>: 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.
14. <u>SINGLE ENGINE (SE)</u>: Trash fire, arcing wires, odor investigations (excluding gas odors) or special duty type calls (ie; residential unlocks, alarm silencing, citizen assists) will fall under a single engine response.
15. <u>TRAFFIC ACCIDENT (TA)</u>: Any reported injury traffic accident regardless of patient condition where extrication is not needed.
16. <u>VEHICLE FIRE (VF)</u>: Vehicle fire response with single engine response.
17. <u>WATER RESCUE (WR)</u>: Rescue attempt for person(s) in danger in any river, stream, lake or other body of water.

C. BELOIT 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, then the **BFD ALL CALL** icon should be used regardless of the time.

BFD Full Response icon should be used regardless of time when there is a full agency response. This includes fires, fire alarms, gas leaks, etc.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen, select the correct icon **(BFD ALL CALL, BFD Full Response, BFD STN 1, 2, 3)** 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 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 unit(s) from up to (2) stations, only the needed station(s) tones will be transmitted. If an incident requires units from more than (2) stations, then the **JFD ALL CALL** icon should be used regardless of the time.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen, select the correct icon **(JFD ALL CALL, JFD STN 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 **TBFD ALL CALL** tones. 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).

F. CLINTON – EDGERTON – EVANSVILLE – FOOTVILLE – MILTON ORFORDVILLE – TOWN OF TURTLE FIRE/EMS 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:**

> **EMS calls**: If no acknowledgment is received **8 minutes** after the initial page, the primary agency will be re-paged along with a mutual aid unit. The dispatcher will indicate that it is the "3rd page and mutual aid is also being dispatched".

> **Fire calls:** If no acknowledgment is received **8 minutes** after the initial page, the emergency contact person for the agency will be contacted. If the emergency contact person(s) cannot be reached mutual aid will be dispatched.

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 <u>does not</u> 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 <u>extremely</u> important that the telecommunicator monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. INTERSTATE CALLS

To limit the amount of radio traffic on Rock Fire Main, all interstate calls (I90 & I43) will be directed to respond on the Rock Fire Central Repeater as their primary communications channel.

Dispatch Procedure:

1. The Fire/EMS dispatcher will activate appropriate tones, provide dispatch message and advise responding units to acknowledge and respond on Rock Fire Central Repeater.
2. All communications with dispatch will be conducted on Rock Fire Central Repeater for the duration of the incident.
3. If a completely separate incident occurs on the interstate, responding units may be advised to respond on Rock Fire Main. Secondary incidents which are a result of the first incident will remain on Rock Fire Central and the initial incident commander will be notified for response coordination.
4. If an incident escalates into a MABAS alarm, the units will be directed to the IFERN channel and the M2-MABAS policy and procedures will be followed.

H. EMERGENCY MEDICAL SERVICES

1. The cities of Beloit and Janesville and Town of Beloit 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.
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.

I. 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.

J. MEDICAL EXAMINER REQUESTS

The Communications Center will make immediate notification to the on-duty Medical Examiner at the request of Fire, EMS or Law Enforcement.

1. Deceased at the scene
    a. Dispatch will make immediate notification to the on-duty Medical Examiner at the request of Fire, EMS or Law Enforcement.
    b. Contact the Medical Examiner with decedent's location and circumstances of death.
    c. Document contact information into call notes and advise requesting unit of any response delays.

2. Deceased in ambulance

a. Obtain callback number to have the Medical Examiner make contact with EMS crew for further instructions.
b. Document contact information into call notes.

3. Nursing Homes/Hospice
    a. Medical Examiner 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 Medical Examiner, the caller will be asked if emergency responders are also required.

K. 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.

L. 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.

M. 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.

N. 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.

O. 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.

P. 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.

Q. 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 & CITY OF BELOIT
   a. Fireground Red
   b. Fireground North or White depending on location
   c. Fireground Blue

        d. MARC 1 – Repeater (if available)

2.   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.)

R. 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.

3. In the event of a multiple victim incident involving (5) or more patients, the Communications Center will refer to the Rock County Mass Fatality Response Plan, Appendix G, for further notifications and procedures.