

Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, May 26, 2010, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. March 17, 2010 minutes approval
3. New 911 Commission Members
4. Mutual Aid Frequency Coordinating Group (MFCG) Response
5. Countywide Communications System – Update
6. Policy Changes – Rules of Conduct
7. 1st Quarter Quality Assurance
8. Informational Items and 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 responsible for communications with all emergency services within Rock County. As such, the Communications Center personnel will be governed by specialized rules/regulations to enhance public safety for Rock County citizens. The rules/regulations will assist in maintaining the highest level of customer service.

A. Working Agreements

1. The rules of conduct, which follow, give notice to members of the department as to what conduct is specifically prohibited or required by virtue of their employment with this department. The purpose of these rules is to ensure and protect the efficient and proper operation of the department and the ability of all members both individually and collectively, to perform their duties. This purpose shall be the basis for interpreting and applying these rules.
2. Unlike policy statements where some discretion and latitude is allowed, these rules are explicit and will be enforced as such.
3. All Communications Center personnel shall be governed by and adhere to the working agreement between Rock County and their respective bargaining units.
4. All Communications Center personnel shall be familiar with and follow the policies and procedures of the Communications Center.
5. All Communications Center personnel will conform to and abide by the laws of the State of Wisconsin and the ordinances of Rock County.

B. General Responsibilities

1. All Communications Center personnel shall furnish such information or render such aid to all persons when requested, as is consistent with their duties and is authorized by the policies, procedures and general rules of the department.

2. All Communications Center personnel shall provide professional communications for the protection of life and property, including police, fire and emergency medical needs. This includes the enforcement of the laws of the State of Wisconsin, the ordinances of Rock County and the various cities, towns and villages in the County.

C. Confidentiality of Information

1. All matters related to communications and activities in and by the Communications Center is to be considered confidential and will not be released or discussed with any unauthorized personnel. Confidential information is restricted to Rock County user agency personnel who would access any information during routine Communications Center business. Employees shall not disclose any special confidential orders or assignments directed to them by higher authority even to other employees of the department.
2. Employees will use due care in the disposing of confidential/sensitive documents. This would include: computer print outs, public safety personnel working notes, departmental rosters, fax transmissions, CAD printouts, and any other documentation that could identify citizens, involve investigations, or divulge confidential information. Documents fitting the aforementioned description will be placed into the designated "confidential papers" bin at each dispatch console for proper shredding.

D. Unbecoming Conduct

1. Communications Center personnel shall adhere to all rules and policies of Rock County, including the departmental code of ethics as it applies. Communications Center personnel shall conduct themselves at all times, both on and off duty, in such a manner as to reflect favorably on the department. Conduct unbecoming an employee, which shall constitute grounds for discipline and/or termination of employment, shall include conduct which brings disrepute to the department or reflects discredit upon the employee as a member of the department, or any other conduct which

impairs the operation or efficiency of the department or employee. This rule is intended to prohibit misconduct, which is not proscribed in other rules applicable to Communications Center personnel and is broad in scope. The enforcement of this rule shall be directed at any misconduct, which is specifically shown to have done damage to the effectiveness or reputation of the department or to the employee in the employee's official capacity.

2. The following example illustrates, without limitation by reason of omission, the type of misconduct, which may bring charges under this rule. Employees shall refrain from knowingly distributing untruthful information concerning another Communications Center employee, which may result in damage to the effectiveness or reputation of the other employee, and/or of the Communications Center. Employees shall also be mindful of the chains of command maintained by the agencies served by the Communications Center and shall not disregard such chains of command, nor that of the Communications Center, when communicating sensitive or non-routine matters in the absence of an official need to communicate information regarding such matters.

E. Ethical Use of Technology – Social Networking Sites

A social networking site can be defined as any website designed to allow multiple users to publish content themselves. The information may be on any subject and may be for consumption by (potential) friends, mates, employers, employees, etc. The sites typically allow users to create a "profile" describing themselves and to exchange public or private messages and list other users or groups they are connected to in some way. There may be editorial content or the site may be entirely user-driven. Content may include text, images, video or any other media.

1. These social networking sites include, but are not limited to, Facebook, Twitter, MySpace, LinkedIn, Youtube, etc.
2. All employees of the Rock County Communications Center are prohibited from posting, placing or having posted or placed, any information relating to their duties or any

information they have learned as a result of their employment at the Rock County Communications Center.

- a. Pictures, video, audio, comments, discussion or other digital technology media of any incident, inquiry, investigation or other information relating to the Rock County Communications Center or the agencies we serve is prohibited.
 - b. Images of the Communications Center, its logo or uniforms with the Communications Center's logo are prohibited. Exceptions must be submitted in writing to the Communications Director or his/her designee.
 - i. Written approval must be obtained prior to the posting.
3. Communications Center employees are expected to conduct themselves in a favorable manner, both on and off duty, therefore employees will not use social networking sites to embarrass, harass, defame, discredit or otherwise bring doubt to the impartial service of the Rock County Communications Center, its employees or the user agencies that we serve.
 4. An employee using social media has no expectation of privacy. Everything written on the Web can easily be traced back to its author. Never write anything that you, as an employee, would not say out loud to all parties involved and/or to the press. Unless authorized to do so, employees must not state or imply, explicitly or implicitly, that they speak for or represent Rock County.
 5. Employees are advised that social media posts may be subject to discovery under the Freedom of Information Act and/or the Wisconsin Open Records Act, §19.35 WI Stats, and all other litigation-related and non-litigation-related discovery devices.

F. Reporting for Duty/Duty Responsibility

1. Call taker and telecommunicator staff will report for duty at the Communications Center each assigned day; arrive (30) thirty minutes prior to the start of the employee's assigned shift. This (30) thirty minutes early arrival time will be used

for the purpose of passing on of information (from the prior shift.)

2. Employees shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped so that they may immediately assume their duties.
3. The off-going employee will not leave the Communications Center until his/her assigned shift is completed (and his/her relief person is on site). Thus ensuring an efficient transition of service. If a critical incident exists, the off-going employee will not leave the Communications Center until the critical incident has been resolved or the on-coming employee releases the holdover employee.

G. Attentiveness to Duty

Employees shall be attentive to their duties. They shall not engage in any activities or personal business that would cause them to neglect or be inattentive to duty. Inattentive behavior shall include that which adversely affects the operation and efficiency of the Department or the efficiency of other employees. If for any reason an employee is unable to perform the essential functions of their assigned position with or without reasonable accommodation, the employee may be temporarily released from duty by the Shift Supervisor, Operations Manager or Communications Director.

H. Fictitious Illness or Injury Reports

Employees shall not feign illness or injury; falsely report himself or herself or immediate family, (as allowed by contract) ill or injured, to any official of the department.

I. Unsatisfactory Performance

1. Employees shall maintain sufficient competency to properly perform duties and assume the responsibilities of their positions. Members shall perform their duties in a manner that will maintain standards of efficiency in carrying out the

functions of the Department. Unsatisfactory performance may be demonstrated by:

- a. Lack of knowledge of the application of laws required to be enforced.
- b. An unwillingness or inability to perform assigned tasks.
- c. The failure to conform to work standards established for the members' classifications or position.
- d. Being absent without leave.
- e. Repeated poor evaluations or written record of repeated infractions of rules, regulations, directives or orders of the department.

J. Leaving The Work Area

The on-duty call taker or telecommunicator will remain in the Communications Center until properly relieved or permitted to leave by a supervisor.

K. Outside Employment

Any employment outside of the Rock County Communications Center by a Center employee must be approved before the employment can be initiated. A written assurance of non-conflict/performance will be forwarded to the Department Head.

L. Communications Center Security

1. The Communications Center exterior doors **will** be secured at all times. Only Communications Center personnel and on-duty emergency services personnel who are conducting Communications Center related business may access the Center. All other personnel requesting entry into the Center will need prior approval of the Supervisor on duty or Operations Manager. Prior arrangements will be required.
2. **Bomb Threats:** In the event that the Communications Center receives a bomb threat to the Center facility, the on-duty Supervisor or Lead Employee shall immediately contact the Rock County Sheriff's Department. The

Operations Manager or Communications Director will also be notified as soon as possible. Responding Sheriff's Department personnel will follow their normal procedures for the coordination of the bomb threat incident.

3. Sheriff's Department personnel will conduct an investigation or become involved in the search of the Communications Center only in cases where an actual device or suspected device has been located on premises. In the event that the Sheriff's Department personnel deem a search of the Communications Center necessary, Center personnel are responsible for the actual searching of the communications facility. Employees will search their immediate work area and the on-duty Shift Supervisor or Lead Telecommunicator will search all other areas of the building. Only the on-duty Shift Supervisor, Operations Manager or Communications Director will make the decision to evacuate.
4. Each bomb threat incident will be weighed on its own merits, with evacuation of the primary Communications Center facility to be completed only after the threat can be verified. In the event of evacuation see policy E2: Evacuation of Primary Site.

M. Federal Communications Commission (F.C.C.)
Rules and Regulations

1. In accordance with F.C.C. rules/regulations Employees will **NOT**:
 - a. Transmit superfluous signals, messages or communications of any kind on a Rock County radio transmitter.
 - b. Transmit profane, indecent or obscene language.
 - c. Willfully damage or permit radio apparatus to be damaged
 - d. Cause unlawful or malicious interference with any other radio communication.
 - e. Intercept and use or publish the contents of any radio message without the expressed permission of the proper authority within the communication system.

- f. Make unnecessary, unidentified or improperly identified transmissions.
 - g. Adjust, repair or alter your radio transmitter. Only a properly trained radio technician may make the adjustments/repairs.
 - h. Deny properly identified F.C.C. personnel access to the Rock County Communications Center at any time.
 - i. Transmit a call signal, letters or numbers that are not assigned to Rock County emergency services.
2. The Rock County Communications Center employees will comply with F.C.C. regulations regarding proper station identification. Automatic station identification is programmed to activate every (30) minutes on each of the main public safety frequencies. However, Employees will verbally announce the proper station identification after lengthy transmissions (i.e.; weather fan-outs, ATL's, etc.)

N. Communication Center Cleanliness

1. Each employee will be responsible for the cleanliness of the Communications Center when the employee is on duty. Before the end of each shift employees are required to wipe down their work area (counter, keyboard, mouse, etc.) with anti-bacterial cleaner provided by the County. If time does not permit due to a high priority incident near the end of the shift, the employee will advise the supervisor/lead telecommunicator of the situation so other cleaning arrangements can be made.
2. Each employee will assist in keeping the Communications Center well organized. All equipment will be kept in the designated positions within the consoles, desktops and work services clear and ready for emergency use. Authorized reading material will be kept unobtrusive and in neat order, not scattered about the room.

O. Telecommunicator Alertness

1. Employees will maintain absolute sobriety during work hours.

2. At no time will the Employee fall asleep while on duty. The Employee will remain visually attentive to all activities within the Center.

P. Smoking in the Communications Center

The Communications Center is designated a "No Smoking" complex; as such, no personnel will smoke at any time in the Communications Center complex.

Q. Emergency Call-In

All employees are subject to call-in when necessary. The Communications Center management will determine when the call-ins are required. In the event of a critical incident, employee works hours will be changed to accommodate manpower needs of the Communications Center.

R. Insubordination

Employees shall promptly obey any lawful orders of a Supervisor. This will include orders relayed from the ranking Supervisor by an employee of the same or lesser rank.

S. Abuse of Position

Communications Center personnel shall not use their official position for:

1. Personal or financial gain.
2. Obtaining privileges not otherwise available to them except in the performance of duty.
3. Avoiding consequences of illegal acts.

T. Citizen Complaints

Employees shall follow established Departmental procedures for processing citizen complaints. (See policy O2: Organizational Integrity)

U. Associations

1. Employees shall avoid associations or contacts with persons whom they know (or should know) are under criminal investigation, indictment or have criminal histories that would compromise the credibility and security of the Communications Center. The only exceptions are those associations that would be necessary for the performance of official duties or where unavoidable because of personal relationships. Employees in doubt as to the application of this rule will report the circumstances in question to the Communications Director for review.
2. Employees will also immediately notify the Communications Director or Operations Manager if they are arrested or cited for any local, state or federal law violations while employed by the Communications Center.

V. Personal Appearance

Employees on duty shall wear uniforms or other clothing in accordance with established Department procedures. (See policy U1: Uniform)

W. Telephone

1. Employees must have access to a functioning telephone outside of normal working hours.
2. Employees shall immediately notify their immediate supervisor of telephone number changes. A Change of Information form must also be filled out and turned back into the supervisor, who will forward the form to the Operations Manager to update internal information and notify Rock County Human Resources.

X. Dissemination of Information

1. Employees shall treat the business of the Department as confidential. Information regarding official business shall be disseminated only to those for whom it is intended, in

accordance with established Departmental procedures. Employees may remove or copy official records or reports only in accordance with established Department procedures. Employees shall not divulge the identity of persons giving confidential information except as authorized by proper authority.

2. Employees will not use any county-networked computer systems to view or obtain information for personal use.

Y. Departmental Mail and Correspondence

1. All correspondence sent to and by the Communications Center is subject to the Wisconsin Public Records law. There is no expectation of privacy
2. Employees shall not use the department's official mailing address or letterhead for non-business purposes.
3. All mailed received by the Communications Center shall be delivered in a timely manner to the appropriate person having the authority and responsibility for processing it. If that authority or responsibility is not readily apparent, it shall be forwarded to the employee's immediate supervisor.

Z. Employee Identification

1. Employees responding to work related assignments outside of the Communications Center facility shall provide their photo identification payroll card whenever required to do so.
2. Rock County identification shall not be used for personal identification outside of work related activities.
3. Employees may also be required to provide verbal identification over the telephone to verify employment status. If so, employees will provide their Rock County personnel numbers as a form of identification.

AA. Required Reports

Employees shall submit all required reports on time and in accordance with established Departmental procedures. Reports submitted by employees shall be truthful and complete and no

member shall knowingly enter or cause to be entered any inaccurate, false or misleading information.

BB. Truthfulness

Upon the order of a ranking officer, employees shall truthfully answer all questions that are specifically related to the scope of employment and operations of the Department.

CC. Internal Communication

Electronic: Any communications sent from the computer aided dispatch system or county email system will not contain obscene, profane, sexually suggestive, or unprofessional comments. Personal attacks (verbal or written) on any group or individuals will not be tolerated.

Bulletin Board: The break room bulletin board is provided for the union and administration to communicate with employees. Only the union representative for the department, management and supervision can post information there. If an employee has an item they would like posted they should contact their immediate supervisor for approval.

There is a second bulletin board by the employee locker area that is intended for employee use. If an employee would like to post something on this board, administration asks that it be professional and respectful to other employees. If an item is posted that does not meet this standard, it will be removed and discarded.