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Teleconference**

911 COMMUNICATIONS COMMISSION
Wednesday, July 15, 2020 AT 2PM

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###

PUBLIC COMMENT - If you are interested in providing public comments on the items on this agenda, you must submit your comments by 10am on Wednesday, July 15th, 2020. To submit a public comment use the following email: rccmedia@co.rock.wi.us

Join from a telephone:

- On your phone, dial the phone number provided above.
- Enter the meeting ID number when prompted, using your touch tone pad.
- Please note that long-distance charges may apply. This is not a toll-free number.
- Commission Members: Please identify yourself by name.
- **Please mute your phone when you are not speaking to minimize background noises.**
- We are new at holding meetings this way, so please be patient.

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Rock County, Wisconsin



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911 COMMUNICATIONS COMMISSION

Wednesday, July 15, 2020 AT 2PM

Agenda

1. Call to Order and Approval of Agenda
2. January 15, 2020 minutes approval
 - a. (April meeting cancelled due to COVID)
3. Comments from the Public
4. Information Technology – Updates
5. Policy – Updates
 - a. F1 – Fire & EMS (pp. 6, 7, 13, 15 & 16)
 - b. G1 – General Dispatch (pp. 2, 8-10)
 - c. T1 – Telephone Skills & Techniques (pp. 13 & 14)
6. Informational Items & Updates
7. Adjournment

2020 MEETING DATES:

~~January 15th~~

~~April 15th~~

July 15th

October 21st

Commission members:

Please contact the Communications Center if you are unable to attend. In order to conduct official business, a quorum must be present.

The County of Rock will provide reasonable accommodations to people with disabilities. Please contact us at 608-757-5510 or e-mail countyadmin@co.rock.wi.us at least 48 hours prior to a public meeting to discuss any accommodations that may be necessary.

911 COMMUNICATIONS COMMISSION
January 15, 2020

Members present: Interim Chief Gene Wright, Clinton Fire Department; Sheriff Troy Knudson, Rock County Sheriff's Office; Chief David Moore, Janesville Police Department; Chief David Zibolski, Beloit Police Department; Chief Rich LeFeber, Turtle Police Department; Chief Ernie Rhodes, Janesville Fire Department

Members Not Present: Interim Chief Dan Pease, Beloit Fire Department; Deputy Chief Chris Lukas, Milton Fire Department; Interim Chief Patrick Reese, Evansville Police Department

Others present: Chief Deputy Craig Strouse, Rock County Sheriff's Office; Kathy Sukus & Brian Becker, Rock County Communications Center; Heather Butler & Dara Mosley, Rock County IT

1. Call to Order and Approval of Agenda

Chief Rhodes called the meeting of the 911 Communications Commission to order at 2:04pm. Motion to approve the agenda by Knudson. Second by Zibolski. All approved.

2. Minutes – May 15, 2019

Motion by Zibolski to approve minutes as written. Second by Wright. All approved. May 15, 2019 minutes approved as written. *Minutes for the 9/18/19 and 11/20/19 meetings were provided as informational only as there was no quorum at those meetings.*

3. Comments from the Public

None

4. 9-1-1 Commission Vice Chair – Nominations/Appointment

A new term for Vice-Chair begins January 2020. Chief Rhodes is the current Vice-Chair. Rhodes was nominated by Zibolski to continue as Vice-Chair. Second by Moore. Rhodes accepted. There were no other nominations. Motion by Zibolski to appoint Rhodes as Vice-Chair for another term. Second by LeFeber. All approved.

5. Commission meeting date change

Sukus discussed the problem with not having a quorum at the meetings due to all of the other meetings that members have to attend. She suggested that the commission may want to consider switching from bimonthly meetings to quarterly meetings. Moore questioned if a special meeting could be called if there was an urgent matter. Sukus advised that as long as there was enough notice to post it on the County website, that would not be a problem. Knudson made a motion to change the 911 Communications Meetings from bimonthly to quarterly (the next meeting would be on April 15, 2020). Wright second. All approved.

6. Information Technology – Updates

- a. Web access on laptops – Discussion on whether to continue to limit laptops to certain websites or to open up to Internet Basic web filter

package. Motion to allow laptop access to county's Internet Basic package by Zibolski. Second by Knudson. All approved.

7. Policy – Updates

a. S1 – Severe Weather Warning System

Changes made to policy in reference to using WISCOM talk group RCALL11 to monitor for weather warnings and to reflect that Rock County dispatch no longer is required to notify Green County of weather alerts. Motion to approve policy changes as written by Knudson. Second by Wright. All approved.

8. Informational Items & Updates

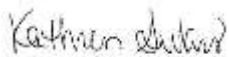
- a. AVL Dispatch – Becker explained that Beloit Fire, Town of Beloit Fire, Janesville Fire and Milton Fire have all been configured in CAD for AVL dispatching within the past week. Becker also mentioned that other county fire departments may be interested in joining in the future.
- b. Sukes asked that when agencies purchase new radios that they remember to contact her to get the guidelines for some of the programming that is required to be on the system. There are certain timers and features that need to be programmed correctly so the system works for everyone.
- c. Zibolski brought up the need for law agencies that come into another jurisdiction to switch to that jurisdiction's frequency. There has been some miscommunication recently when a unit needs assistance and the primary jurisdiction is not immediately aware of their location. This issue will be on the next workgroup agenda on 1/23/2020 for discussion.
- d. Windows 7 – Windows 7 is no longer supported by Microsoft. Heather Butler has been in communications with all departments to work with them on getting their laptops that are still running Windows 7 upgraded or replaced. County-wide this is a big project that is taking up considerable time.

9. Adjournment

Zibolski moved to adjourn the 911 Communications Commission meeting at 2:27 pm. Knudson second. All in favor.

Next Meeting – April 15, 2020 @ 2pm

Respectfully Submitted,



Kathy Sukes
Communications Director
Rock County Communications Center

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. Dispatch is not to call the incident location unless directed to do so by responding law enforcement.
 - d. If law enforcement is sent, supervisors at full-time agencies will also be notified.
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: Any report of an automatic fire alarm called in by an alarm company or citizen.
2. AIRPORT RESPONSE: Airport or airplane emergencies or crashes. This will be a full response.
3. BRUSH FIRE: Any report of brush or grass fire with brush truck response.
4. CARDIAC/BREATHING DIFFICULTY: 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: 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: Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
7. CPR INITIATED: Pulseless non-breather calls where CPR is initiated or indicated. Recommends closest paramedic unit if agency is non-paramedic.
8. EXTRICATION: 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. HAZARDOUS MATERIAL INCIDENT: Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
10. MEDICAL ADVANCED: Medical emergency where the patient is reported to be unconscious or not breathing.
11. MEDICAL BASIC: Routine medical call that is of a single person nature where the patient is reported to be alert, conscious and breathing is uncompromised.
12. PULSELESS NON-BREATHER: 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. RESIDENTIAL FIRE: 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. SINGLE ENGINE: 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. TRAFFIC ACCIDENT: Any reported injury traffic accident regardless of patient condition where extrication is not needed.
16. VEHICLE FIRE: Vehicle fire response with single engine response.
17. WATER RESCUE : 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~~ 1900 hours all calls for service will be toned out on an “ALL CALL” basis. After ~~2130~~ 1900 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~~ 1900 hours all calls for service will be toned out on an “ALL CALL” basis. After ~~2130~~ 1900 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 BAT8. **JC5 BAT8** 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. MILTON AND TOWN OF BELOIT FIRE DEPARTMENTS

Milton and Town of Beloit Fire Departments are a combination full-time paid and volunteer department. They are alerted by using the **MLFD ALL CALL** or **TBFD ALL CALL** icon.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen. For all incidents use the **MLFD ALL CALL** or **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". If mutual aid cannot respond, send closest full-time EMS agency.

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 does not 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 extremely 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 & law agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

- 0630-1900 hours: Diversion notifications will be completed via simulcast on RF paging (all call tones) and all primary law channels.
- 1901-0629 hours: Diversion notifications will be broadcast on each law channel. Full-time fire departments will be notified via telephone and volunteers will be notified if a call is received during that time period.
- All EMS agencies will receive a reminder of the diversion 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 (except Edgerton) & CITY OF BELOIT
 - a. Fireground Red
 - b. Fireground ~~North~~ Janesville or White (depending on location)
 - c. Fireground Blue
2. EDGERTON
 - a. RF North Repeater
 - b. Fireground Red
 - c. Fireground Janesville
 - d. Fireground Blue
3. CITY OF JANESVILLE
 - a. Fireground ~~North~~ Janesville
 - b. Fireground Red
 - c. Fireground White
 - d. Fireground Blue

The Incident Commander (IC) for the department responding to an incident will select an available fireground channel based upon the above preferences. The fire dispatcher will record the

selected fireground channel in the “description field” of the CAD incident. If fireground channels are already in use at other incidents, the fire dispatcher will advise the IC which channels are already in use when they go enroute and 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 – Fireground Red, water supply – Fireground Blue, 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.

Section: F1
Date: 05/16/18

Title: Fire and EMS
Authority: 911 Commission

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 C, for further notifications and procedures.

SUMMARY

Policy: Emergency Dispatch Center operations require specialized techniques. These techniques include word choice, prioritization, coding, microphone techniques and control of communications.

A. Dispatching Skills

1. Telecommunicators should speak at a normal level into the microphone, never shouting or mumbling.
2. The telecommunicator should not begin talking until the transmitter's relays are opened. Failure to wait will generally cause the first 2 or 3 syllables of the conversation to be lost due to the circuit's failure to open at the receiving end.
3. Voice transmissions should be made with maximum articulation to eliminate the need for undue repetition. Communication may be distorted by speaking too closely or too far away from the microphone.
4. The telecommunicator's speech should be divided into short distinctive phrases that may be written down, though not given out too slowly. Mobile officers do not usually write down short dispatches at the time of reception, therefore, need to be broken into phrases. Broadcasts to be copied by cars or other stations must be phrased in the manner most easily copied.
5. Always dispatch priority calls first (**See Call Prioritization Policy**), attempting to minimize stack time. The highest priority shall be given to calls involving danger to someone's life. Next priority shall be given to calls involving danger to property, particularly fire and alarm calls.
 - a. Whenever calls involving danger to someone's life and/or property are received, all non-emergency radio and telephone traffic shall be interrupted, and the call(s) given out to the most appropriate unit(s) as quickly as possible.
6. Assign units according to type of unit required and unit coverage areas.

7. Provide back-up units whenever the situation requires or whenever the assigned officer requests a back-up unit.
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. When a call for service is received, the telecommunicator will call the area or closest area unit and announce the complaint, i.e., "Unit 3, a suspicious person..." The officer will answer with their unit number, the telecommunicator will then proceed to relay all pertinent information to the responding unit, **including contact request information**.
10. When a call for service is received which will require more than one officer, the telecommunicator will call the primary unit first, along with the back-up unit(s), i.e., "Unit 7, Unit 5, a disturbance." The officers in turn will answer with the primary area assignment answering first, i.e., "Unit 7 go ahead, Unit 5 go ahead." The telecommunicator will then relay all pertinent information to the responding units.
 - a. This will enable all radio traffic to be copied by the telecommunicator and other officers.
 - b. Always keep accurate status of all Rock County public safety units, logging times and locations. Echo units whenever a verification of radio traffic is necessary.
11. Provide complete, accurate and specific information to units requesting the same:
 - a. Think before you transmit – know what you want to say.
 - b. Activate microphone, pause, then speak distinctly
 - c. Be brief.
 - d. Be concise.
 - e. Do not talk too fast or get excited.
 - f. Do not transmit while any other unit is transmitting.
 - g. Do not be afraid to clarify on the air any transmissions that are not complete or specific in nature.
12. Courtesy can be more aptly expressed by the tone of voice

and manner of presentation than by words. Eliminate all unnecessary talking.

13. Telecommunicator communication should be impersonal, decisive, clear and instant. This technique will impart confidence in radio communication.

B. Word Choice

1. The choice of words used in making up radio messages to a large extent determines whether the receiving operator can copy the radio message the first time or finds it necessary for repeats. Often words may be mistaken for others that sound similar. The word "**want**" for example should be replaced with the word "**request**". The following are examples of poor word choices and their preferred alternatives.

Poor

want
can't
get
do you want

Preferred

request
unable
obtain/ascertain
advise if

2. The use of the words "I", "WE" and other personal pronouns will be avoided. A telecommunicator **will never** acknowledge a message until he/she is positive the message received is, in fact, the message sent. Rather than taking a chance on a vague assumption or guess, the telecommunicator should request that all or part of the message repeated. If only a portion of a message needs to be clarified, indicate this by the phrase "**Repeat all after**" or "**Repeat all before**". Numbers should be given as individual and then repeated. **Example:** 186,057 - one-eight-six-zero-five-seven. The possibility for error receiving a number given in this manner is negligible.

C. Address Format: When broadcasting an address over the radio the dispatcher will use the following format:

1. **1 & 2-digit addresses:** When an address has only one or two numbers preceding the street name, it is helpful to use the word “number” prior to saying the actual number. Most people are used to hearing three, four and five numbers in an address.
 - a. *Example: 12 Main St = “Number twelve Main Street. That’s one, two Main Street.”*

2. **3-digit addresses:**
 - a. *Examples: 123 Main St = “One twenty-three Main Street. That’s one-two-three Main Street.”*
300 Main St = “Three hundred Main Street. That’s three-zero-zero Main Street.”

3. **4-digit addresses:**
 - a. *Examples: 2234 Main St = “Twenty two, thirty-four Main Street. That’s two-two-three-four Main Street.”*
1000 Main St = “One thousand Main Street. That’s one-zero-zero-zero Main Street.”

4. **5-digit addresses:**
 - a. *Example: 12245 Main St = “Twelve, two, forty-five Main Street. That’s one-two-two-four-five Main Street.”*
 - b. Street names that are numerical (ie: Fifth St) should be given out as:
Example: 1225 Fifth St = “Twelve, twenty-five Fifth St. That’s one, two, two, five number five street.”

D. Phonetic Alphabet

1. Telecommunicators of the Rock County Communications Center will use the standard phonetic alphabet used in the State of Wisconsin. When it is necessary to spell out words

or otherwise use letters in radio transmissions, the following phonetic code words are to be used to clarify the letters:

| | |
|-----------|-----------|
| A-Adam | N-Nora |
| B-Boy | O-Ocean |
| C-Charles | P-Paul |
| D-David | Q-Queen |
| E-Edward | R-Robert |
| F-Frank | S-Sam |
| G-George | T-Tom |
| H-Henry | U-Union |
| I-Ida | V-Victor |
| J-John | W-William |
| K-King | X-X-ray |
| L-Lincoln | Y-Young |
| M-Mary | Z-Zebra |

2. When using this phonetic code, the letter is given first, followed by the code word. (i.e.: (Adam) "A-Adam, D-David, A-Adam, M-Mary").

E. Standard Radio Codes & Signals

1. Telecommunicators and user agency personnel will use the authorized radio signals/codes as listed below.
 - a. 10-4 Acknowledge
 - b. 10-8 Back in Service
 - c. 10-9 Repeat Message
 - d. 10-23 On Scene
 - e. 10-24 Finished Last Assignment
 - f. 10-27 Driver License Information
 - g. 10-28 Vehicle Registration Information
 - h. 10-29 Check for Wants
 - i. 10-33 Emergency
 - j. 10-41 Begin Tour of Duty
 - k. 10-42 End Tour of Duty
 - l. 10-78 Officer Needs Emergency Assistance
 - m. 10-96 Mental Subject
 - n. 10-99 Records Indicate Wanted or Stolen

2. Plain English communication will be used by all parties **as much as possible**. When communicating with emergency services that are unfamiliar with the Ten Codes, Plain English will be used. The telecommunicator will use discretion to utilize the most effective type/level of communication as is required. Agency specific codes **will not** be recognized by the Communications Center.

F. Prioritization of Calls

1. When the telecommunicator receives a call, he/she is to determine the priority that is involved. Good sound judgment will be used in dispatching calls. If a high-priority call is received and another call is lower in priority, the telecommunicator will notify the calling parties of the estimated delay.
 - a. (**Example:** Citizens expecting a law enforcement officer, but the officer is reassigned for a higher priority call.) All calls regardless of priority should be dispatched promptly. The telecommunicator has the responsibility for determining whether the officer will handle the new call or complete the current assignment. (See Call Prioritization policy)
2. The telecommunicator will assign the necessary emergency services/law enforcement personnel, as the situation requires for the best service of public safety request for assistance. The telecommunicator transmissions have departmental authority and should not be questioned on the air. However, supervisory control procedures will remain in effect.

G. Control of Communications Operations

1. The Communications Center will be responsible for maintaining frequency control and discipline. This includes directing and controlling the use of all frequencies.

2. All Federal Communications Commission regulations will be followed.
3. At times of high-volume radio and telephone traffic where the communications system is overloaded for available staff, the telecommunicator is to maintain strict control. All communication with the Communications Center will be completed on the main channel unless specifically directed elsewhere by the telecommunicator. During "hold traffic" incidents, units can use MDT equipment for routine data transfer.
4. **Emergency Radio Traffic:** When emergency conditions exist (threat to lives, officer safety, 911 calls, etc./telecommunicator discretion), the telecommunicator will clear the necessary frequencies with the message "Emergency traffic only." Only emergency related radio traffic will be transmitted. Non-emergency related radio traffic will hold until the "Emergency traffic only" condition is released.
 - a. If non-emergency radio communication occurs during restricted radio traffic condition, the telecommunicator will respond: "Emergency traffic only, go ahead."

H. Adoption of (24) Hour Clock

1. All departmental radio communication and written reports will employ the (24) hour clock. The (24) hour clock is adopted as the official time keeping system for all communications.

I. Broadcasting Information

1. When information is received concerning such things as stolen or wanted vehicles, wanted persons, runaways, crimes which have just occurred, dangerous situations, especially "Officer Safety," such information should be broadcast at the first reasonable opportunity.
2. While it is seldom possible to wait until all officers on duty are clear, it may be good to wait until a majority of them are clear. Before broadcasting such information, prepare the

officers by saying, "Attention all units and listening stations, prepare to copy ATL/Officer Safety . . ."

3. After preparing the officers, it is best to wait until they have time to pull out of traffic so they can copy the information.
4. When broadcasting important information, read only the most important items, slowly, distinctly, repeating and phonetically spelling names to be sure the officers are able to copy the information correctly.
5. When the Attempt to Locate has been completed, the station call sign will be given and the time to comply with FCC regulations. A brief descriptive entry should be made in the notes of the incident.

J. Confidentiality

1. In order to maintain confidentiality to patients, telecommunicators **will not**:
 - a. Divulge information about patient names.
 - b. Transmit information about unusual behaviors that are not related to the medical condition unless danger exists (to responders).
 - c. Transmit information about aspects of a patient's lifestyle.
 - d. Transmit or document information about HIV status or other communicable disease of any individual.

~~K. BOLO (Be on the Lookout) File~~

- ~~1. In order to maintain an up-to-date list of pertinent information to distribute to patrol officers, assuring all shifts and departments are kept advised of "HOT" information, (A.T.L.'s, A.P.B.'s, BOLO's, etc.), the "BOLO" file will be used. All BOLO file information will be broadcast at time of entry, unless it is documented as involving sensitive information.~~
- ~~2. Officer safety, wanted persons, stolen vehicles, missing persons (not including runaways) and VARDA alarm information will be the only information stored in the BOLO file. The user agency supervisor will approve all entries~~

~~unless there is a crime in progress. At that time the telecommunicator has the discretion to enter the information immediately and notify the agency supervisor as soon as possible after the fact.~~

- ~~3. The "BOLO" file will be updated by the Supervisor. It will be the responsibility of each telecommunicator to review the BOLO file at the beginning of his/her shift and periodically during his/her shift. When a telecommunicator becomes aware of a cancellation of any item, they will be responsible to notify the Supervisor to cancel the entry out of the BOLO file.~~
- ~~4. Entries will be purged after a 7-day period. Supervisors will review and may extend the purge date. Lengthy entries may be condensed after 2-3 days by a Supervisor as well. Each user agency is responsible for notifying the Communications Center when a BOLO should be canceled.~~
- ~~5. Communications Center Supervisors will be ultimately responsible for the accuracy of the information in the BOLO file.~~
- ~~6. All BOLO entries will contain the following minimum documentation of:
 - ~~a. Initiating officer/agency name along with the report or event number relating to the BOLO information. In the cases of VARDA alarms the officer/agency name is sufficient.~~
 - ~~b. For entries in BOLO resulting from broadcasts from outside jurisdictions the authority name and/or agency name will be documented.~~
 - ~~c. Suspect/suspect vehicle name/description.~~
 - ~~d. Charges & requested action to be taken (stop & hold, etc.)~~
 - ~~e. Date & time updated along with name of Supervisor updating file.~~~~
- ~~7. A disclaimer note that reads ***"Do not initiate enforcement action based solely upon this entry"*** may be added to the BOLO entry at the request of the originating agency.~~
- ~~8. Hard copy of the BOLO file will be kept in a manila folder at the Supervisor's desk. The entire BOLO file shall be printed~~

~~& placed in this folder after every update. Past BOLO entries will be stored for (1) year.~~

L. Law Agency Zone Definitions

1. **Zone 2:** Janesville Police Department. Their unit/radio numbers will begin with the number 2. (ie; 2201, A201, etc.)
2. **Zone 3:** Beloit Police Department. Their unit/radio numbers will begin with the number 3. (ie; 3201, A301, etc.)
3. **Zone 4:** Rock County Sheriff's Department & remainder of rural police agencies. The County unit/radio numbers will begin with number 4. (ie; 4201, A401, etc.)
4. *The rural police agencies have assigned numbers as well. Their unit/radio numbers will begin with the following:

Clinton: 62
Edgerton: 52
Evansville: 53
Town of Beloit: 72
Town of Fulton: 75

Town of Milton: 73
Town of Turtle: 69
Orfordville: 63
Milton: 54

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 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. 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.
 3. Caller's name and contact information will be asked on all calls for service. The only exception to this rule is when call volume or workload does not allow (ie: active shooter, natural disaster, etc.).

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 Information Verification

1. It is the responsibility of each on-duty Communications Center employee who receives a 911 telephone call to attempt to immediately verify all of the information received. The following will be verified at all times, if possible:
 - a. Address/location of the caller
 - b. Phone number of the caller (as they appear on the ANI/ALI screen.)
 - c. Name of the caller
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 the call, print the ANI/ALI screen, make the necessary corrections on the printout, and turn the printout into the 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. 911 Abandoned/Hang-up/Open Line Calls

1. Definitions:

- a. **Abandoned** - call disconnected before being answered by 911.
 - b. **Hang-up** - call received and voice communications initiated by the calling party before disconnect.
 - c. **Open line** – call received, no voice conversation, line not disconnected.
 - d. **Phase 0**: Only callback number received (most of the time).
 - e. **Phase I**: Wireless provider name, subscriber call back number and cellular tower site and/or sector received.
 - f. **Phase II**: In addition to Phase I information, latitude and longitude of wireless device.
 - g. **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. When a 911 abandoned, hang-up, or open line call occurs, a call for service will be entered into the Computer Aided a Dispatch (CAD) system. (If there is no location on the 911 telephone system, the call will be entered at the Communications Center's address until further information can be obtained).
 3. Call Processing Procedures (**No indicated emergency**):
 - a. Call back
 - i. The call taker will attempt to call back the telephone number 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 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 call from their number and if the caller still needs assistance they should call or text 911 for emergencies or call 757-2244 for other assistance.
- iv. The call taker will document any noises, sounds or voices heard into the call notes.
- v. For calls with no specific location (Phase 0 & I), the call taker will close out the call with the disposition NA (No Action) and no further action will be taken.
- vi. For Landline calls, the dispatcher will dispatch a unit to check the location.
- vii. For Wireless Phase II calls (coordinate location) the dispatcher will dispatch a unit to check the location in all jurisdictions except the City of Beloit.
 - For the City of Beloit the dispatcher will contact the agency supervisor and relay the information from the call notes, omitting any personal opinion. **The agency supervisor will determine the course of action.** If the supervisor declines to send a patrol unit, notes will be entered indicating such and the call will be closed with disposition NA.

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 (making note if caller is traveling).
- ii. The call taker will document the caller's response in the call notes, omitting any personal opinion.

- iii. The dispatcher will dispatch a unit to the location provided by the caller in all jurisdictions except the City of Beloit.
 - For the City of Beloit, the dispatcher will contact the agency supervisor and relay the information from the call notes, omitting any personal opinion. **The agency supervisor will determine the course of action.** If the supervisor declines to send a patrol unit, notes will be entered indicating such and the call will be closed with disposition NA.
- iv. For Phase 0 & I calls, if contact is established with the caller and the caller advises there is no need for assistance, but declines to verify their information, the call taker will enter notes to the call indicating such. The call taker will then close out the call with the disposition NA and no further action will be taken.

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.

4. 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 system (if available) along with the utilization of the Pictometry software. Extraordinary attempts to locate 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 specific location of the caller for an emergency situation the call taker will:
 - i. Immediately advise their Supervisor of the emergency incident.
 - ii. The Supervisor will review the call audio and search the phone number for prior contacts in the CAD and Law Records systems.
 - iii. If necessary, the 9-1-1 Resolution Center will be contacted to determine the telephone provider's identity (for wireless).
 - iv. Once the telephone provider's identity is known, and it is still necessary, the Supervisor will contact the provider and advise them of the nature of the emergency as well as a request for the subscriber's name and address.
 - v. If the telephone provider requires law enforcement intervention (subpoena/court order) the Supervisor will contact the agency supervisor for authorization.
 - vi. The agency supervisor will be offered the opportunity to listen to the audio of the call to determine if any more information can be obtained to assist in locating the caller.

- 5. Call Processing Procedures (Caller unable to give location):
 - a. 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.)

 - b. Ask 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.

- c. 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 the phone should be pinged or if the caller should be advised to hang up and re-dial 911 in hopes of getting Phase II information. This should be a last resort as it risks losing contact with the caller, but in cases where the wireless provider is unable to immediately ping, it could be considered depending on the type of call.
6. Abandoned/hang-up/open line 911 calls that do not require officer response:
 - a. If contact is established and the call was to report an incident that has already been reported by another caller (i.e.; traffic accident), further information will be obtained and added to the primary call for service. The 911 incident will be linked to the primary incident and closed with disposition TOTO (turned over to other).
 - b. If contact is established and the caller requests fire or emergency medical services, and the call does not require law enforcement assistance, a new call for service will be created for the appropriate agency and the abandoned call will be linked to the new call and closed as TOTO (turned over to other).
 7. CAD entry guidelines for wireless 911 calls:
 - a. Call taker will auto-populate the latitude and longitude coordinate information obtained from the telephone system into the CAD system.
 - b. Call taker will then update the latitude and longitude coordinate location with the closest intersection or landmark using the mapping and/or Pictometry software to interpret the coordinates. Notes will be added to the incident describing the closest address point or hundred block so responders have as much detail as possible for the potential location.

J. RapidSOS

RapidSOS uses the NG911 (Next Generation 911) Clearinghouse to access device-based hybrid location information from enabled smartphones, without the need for the caller to use an app, resulting in faster and more accurate location information than Phase II information currently available.

RapidSOS location information is considered supplemental and may not be available on every 911 call and may not always be correct, therefore normal call handling procedures will be followed unless the caller is unable to give the call taker their location, in which case all available tools will be utilized in an effort to locate the individual.

1. RapidSOS usage guidelines:

- a. All dispatch employees will be trained on RapidSOS prior to usage of the system.
- b. All dispatch employees must be signed into JURISDICTIONAL VIEW in the RapidSOS portal while on duty.
- c. If the caller does not know their location or is giving conflicting location information, the call taker MUST use RapidSOS to help determine caller's location.
- d. If any caller is in transit and is in danger or is threatening harm to another party, the call taker MUST use RapidSOS, regardless of whether the caller is able to give their location or not.
- e. If the caller knows their location and it is consistent with Phase II, the call taker is not required to use RapidSOS.
- f. Call takers are not required to check RapidSOS for no voice/no problem abandoned 911 calls.
- g. When considering RapidSOS locations, it is important to keep in mind that the most precise interpretation of location comes from the latitude/longitude (x/y coordinate). Often the caller's device itself may offer a suggested civic address. PSAPs are cautioned that the civic address may reflect an inaccurate or fictitious

location. The suggested address may not be in the format as designed by the CAD geofile and may not be parsable by the CAD or call handling equipment. Therefore, call takers should always focus on the x/y coordinate when determining the viability of caller and device location.

2. Call taking procedure:

- a. If JURISDICTIONAL VIEW is not available, the call taker must switch to QUERY VIEW and manually enter the ten-digit telephone number from the 911 caller into the search box on the RapidSOS portal.
- b. If a call taker uses RapidSOS to obtain the caller's location, this will be entered into the call comments by indicating: "RAPIDSOS LOC" along with the specific location information.
- c. If the call taker checks for the telephone number in RapidSOS and the number does not come up, this will be entered in the call notes indicating: "NUMBER NOT IN RAPIDSOS".
- d. If the caller's location changes during an incident, the call taker must update the location in CAD and update this in the call notes as well using "RAPIDSOS LOC" in the comments field.
- e. If MedicAlert information is indicated on the call record (and pertinent to the emergency) this information will be documented in the call notes. Note: The medical information will not be shared with a caller (even family member) who is calling for the patient.
- f. If Uber or other additional data is indicated on the call record, this will also be documented in the call notes (if pertinent to the incident).

K. 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 the call is on a 911 line the procedure for abandoned/hang-up/open line calls will also be followed.

L. 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.

M. 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.

N. 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.

O. 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

P. 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."

Q. 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 911 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.

R. 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.

S. 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.