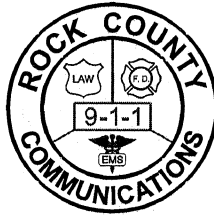


Rock County, Wisconsin



Communications Center  
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911 COMMUNICATIONS COMMISSION

**Wednesday, May 17, 2017, AT 2:00 PM**  
ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. March 15, 2017 minutes approval
3. Comments from the Public
4. IT Updates
  - a. Compstat
  - b. 2018 Budget
  - c. EOC (Jakubowski) – suggestions for improvement
5. Policy Updates
  - a. G2 – Goals & Objectives
  - b. R2 – Rules of Conduct
6. 2018 Budget - suggestions
7. Informational Items & Updates
  - a. Staffing - update
  - b. Backup Frequency Project – update
  - c. Fire/EMS Paging Project – update
  - d. NG911 legislation – update
8. Adjournment

Commission members:

*Please contact the Communications Center  
if you are unable to attend.*

*In order to conduct official business,  
A quorum must be present.*

## SUMMARY

Policy: The Rock County Communications Center will establish annual goals and objectives in order to fulfill our agency's mission. The Center will utilize a Performance Measurement System to assist in identifying and/or measuring progress in obtaining goals and objectives as well as limiting liability exposure. Policy/procedures will be regularly reviewed and revised as needed to comply with legislative updates and public safety needs. The Center will retain close ties with accessing agencies, Center employees, and Rock County citizens in order to promote expedient communications and quality services.

### A. Departmental Goals, Objectives and Planning

1. The Communications Center's management team will establish short and long-term goals and objectives based on:
  - a. Anticipated workload and population trends
  - b. Anticipated personnel levels
  - c. Anticipated capital improvements and equipment needs
2. The Communications Director will annually format the written goals/objectives for presentation to the 9-1-1 Commission and County Administrator.
3. The management team will review the planning process on an annual basis. This review will be fully documented, with any/all required revisions implemented as needed.
4. In order to measure our goal attainment in a systematic manner, we will use the following tools for evaluation:
  - a. Meet directly with law enforcement and fire/EMS work groups to secure input from user agency field personnel to determine if our communication services are meeting the user agencies' needs. Any required modifications will be facilitated if the necessary resources are available.
  - b. 9-1-1 Commission meetings will be held bi-monthly throughout the year. The meetings with user agency

executives will be used in evaluating the progress of the Communication Center.

- c. Communication Center Supervisor meetings will be completed to receive input from supervisory staff as well as to reinforce goals and objectives.
- d. Training meetings will be completed with the involvement of all training personnel to assist in the assessment of our training process and its effect on agency goals/objectives.
- e. Staff advisory meetings will be completed with the involvement of employee-selected shift representatives to receive input on center-wide issues.
- f. Citizen survey forms will be randomly selected and forwarded to Rock County citizens contacting our Center for services.
- g. In an effort to facilitate the resource management of the Communications Center, the management team will prepare and forward activity reports for major communications functions to the Communications Director for review and approval. The approved reports will be distributed as described:

- i. Annual Report: Annually

The report's information will be reviewed and analyzed to facilitate planning for the Communications Center's future goals/objectives. A two-year base line will be established for future assessments.

Annual reports will be forwarded to the following:

- All Communication Center user agency agencies
- County Administrator and all County Board members
- Communications Center website

- ii. Out of State Training: Semi-annually

Out of State training will be forwarded to the following entity:

- Public Safety & Justice Committee

The following reports will be made available to the 9-1-1 Commission representatives and Communications Center staff:

iii. Telephone Call Activity: Annually

- Total calls processed by day of week
- Total calls processed per hour
- 9-1-1 calls received to include: call taker answer time, talk time, hold time and process time

iv. Computer Aided Dispatch Activity: Annually

- Activities dispatched by shift
- Total activities per month
- Total activities per year
- Total calls by incident type per year

## B. Performance Measurement System

1. Performance measurement systems can improve the quality and efficiency of services and assist in achieving the agency mission.
2. The Communications Center Operations Manager will be responsible for overseeing the performance measurement process, including data collection, processing, data cleaning, and reporting functions. The Operations Manager may delegate some performance measurement activities to the Shift Supervisors. If such delegation is undertaken, the assigned Shift Supervisors will be fully trained in general performance measurement concepts and implementation of specific performance measurement techniques.

The following Communications Center activities and programs will be measured in the described manner:

- a. Generalized Employee Activities - Employee Performance Evaluations will be completed, as directed by the Human Resource Department and/or

Communications Center policy, for all Communications Center employees.

- b. Emergency Medical Dispatch (E.M.D.) Program – Quality Assurance reviews will be completed as directed by Communications Center policy. The approved quality assurance form will be utilized. The Operations Manager or their designee will complete at least one EMD review per employee, per month and will log scores and trends for each employee. The Operations Manager will recommend retraining or counseling for employees who do not meet the minimum criteria of 80%. Employees are encouraged to ask questions if they do not understand or agree with the quality assurance evaluation.
- c. Call take, Fire and Law Enforcement Dispatch Quality Assurance – Quality assurance reviews will be completed by the Shift Supervisors each month for specific job duties pertaining to call take, fire and law enforcement dispatch duties as directed by management. Supervisors will be assigned employees and will review at least one call take, one fire and one law enforcement dispatch incident, per employee, per month. In addition, Shift Supervisors will also monitor at least (15) minutes of random telephone calls for each employee in their group each week. The approved call take and fire quality assurance forms and call take log forms will be utilized.

Completed forms will be uploaded into the tracking system and the Operations Manager will review scores and trends for each employee. The Operations Manager will recommend retraining or counseling for employees who do not meet the minimum criteria of 80%. Employees are encouraged to ask questions if they do not understand or agree with the quality assurance evaluation.

- i. In an effort to promote and ensure employee rating consistency and fairness, the Operations Manager shall closely review each submitted Shift Supervisor's rating documentation.

- ii. The quality of these monthly employee ratings shall be strongly considered when the Operations Manager completes the Shift Supervisor performance evaluation section concerning documentation/quality assurance reviews.
  - iii. Any deduction for poor customer service or communication skills noted on the report will result in specific monitoring of random calls taken by the employee for a minimum of ~~(90)~~ 60 days.
- d. Daily Observation Reports (D.O.R.) – The Communications Training Officer (C.T.O) will utilize the approved D.O.R. form according to APCO Communications Training Officer Program guidelines. D.O.R. forms will be completed by the C.T.O. on a daily basis, with ultimate review by the Training Supervisor. The Training Supervisor will log ratings on the D.O.R. tracking sheet and will be mindful of the employee's training progress by making sure each training stage is completed satisfactorily. Any training concerns will be discussed with the Operations Manager in order to determine the proper course of action for the employee's training.
- e. Telephone Activities - The Operations Manager will compile all telephone activity records for the Center and analyze the data for performance measurement purposes. The data will be obtained from the Management Information System for the telephone equipment being utilized by the Center. Quarterly summary reports of agency telephone activities will be submitted to the Communications Director. Included in these reports will be documentation of any policy, training and/or remedial action that needs to be, or was, taken to address any emergency calls processing performance deficiencies.
- f. External Quality Assurance Program - Returned postcard results will be retained and made available to Communications Center staff for review. All results will be forwarded to the Operations Manager, including any follow up that was completed by Communications

Center supervision. Any positive or negative comments pertaining to a specific user agency will be forwarded to the liaison for that agency. The Operations Manager will report results to the 9-1-1 Commission on a quarterly basis.

- g. Agency Liability Reports - The Operations Manager will analyze all Liability Reports completed by staff members and reviewed by Shift Supervisors. The Operations Manager will log the results on the Liability Incident tracking form. The Operations Manager will recommend retraining, counseling, or progressive discipline for employees in order to reduce future liability exposures. Year-end results will be forwarded to the Communications Director for further review. Policy, training, and disciplinary issues will be taken into consideration during compilation of the Annual Agency Liability Analysis report.
  - h. User Agency Personnel and Citizen Complaints - Management and supervisory staff will utilize the Citizen Complaint form or Internal Quality Assurance form for any complaints involving Communications Center staff or Communications Center policy. All completed complaints will be forwarded to the Operations Manager for review or further action. The Operations Manager will recommend employee retraining, counseling, progressive discipline or policy revisions for substantiated complaints in order to reduce future liability exposures. Complainants will be contacted within 24 hours of their complaint with the Communication Center findings, or the status of the investigation, if not completed within that time period. The results of all complaints will be logged on the Liability Incident tracking form. Year-end results will be forwarded to the Communications Director for further review in the Annual Agency Liability Analysis report.
3. ~~In 2014 the Communications Center implemented Guardian Tracking (an Employee Tracking Software). Guardian is a centralized and standard method of documentation to track employee performance. The software assists with performance evaluations, promotions,~~

employee recognition/awards, early intervention, identifying training needs, and discipline. The Operations Manager and/or Director must review approve all entries made into the Guardian system relating to employee performance, except quality assurance reviews. Once approved, the employee will be electronically notified of the entry. Employees will have access to their confidential Guardian entries via their login account.

- a. The Communications Center utilizes Guardian's Early Intervention Warning System feature. The Operations Manager has pre-programmed the system to alert the Shift Supervisors, Operations Manager and Director anytime an employee has had three occurrences, within 180 days, for specific categories relating to liability reports, user agency concerns, citizen concerns and counseling completed by a supervisor.
  - b. When an Early Intervention alert appears, the Operations Manager will review the individual entries to determine if there is a need for additional counseling, extra monitoring, remedial training or discipline.
4. Performance measurement and service delivery data feedback is very important to a well-balanced Performance Measurement Program. Communications Center employees will provide feedback through the Employee Performance Evaluation and/or Quality Assurance processes, while user agency personnel provide their input through our User Agency Complaint process. Finally, citizens have a direct conduit for feedback through our Citizen Complaint and external Quality Assurance processes.

C. Internal Revision of Policy/Procedure  
(For policy/procedure modifications)

1. The telecommunicator will complete a "**Request for Revision**" form any time the telecommunicator determines that a current policy/procedure needs updating/modifying for any reason. The forms will be forwarded to the Operations



Manager for review. (See attached Request for Revision form)

2. The Operations Manager will review the request for revision information and make the necessary changes to the policy/procedure manual if the modification is justified and approved by the 911 Commission. Revised policy drafts will be retained highlighting any modifications or additions.

#### D. Internal Quality Assurance Report (For general information modifications)

- ~~1. The telecommunicator will complete an "**Internal Quality Assurance Report**" whenever the telecommunicator determines that general information within the Communications Center requires modification.~~
- ~~2. The Operations Manager will review the information and an assigned telecommunicator will complete the modification, if deemed necessary. (See attached Internal Quality Assurance Report form)~~
3. When a user agency of the Rock County Communications Center requests a review of a specific incident the "**Internal Quality Assurance**" form will be completed by the **Shift Supervisor** requesting agency and forwarded to the Operations Manager as soon as the Operations Manager is available. (See attached Internal Quality Assurance Report form.)
4. The Operations Manager will review the specific incident completely and contact the user agency (if contact is requested) with the findings.

#### E. Liability Reports

- ~~5. Telecommunicators will prepare a detailed written report anytime it is determined that an event has created a liability for the Communications Center. The documentation will be forwarded to the on duty Shift Supervisor or Lead Telecommunicator Acting Supervisor (in the absence of a~~

Supervisor). The documentation will provide all of the details surrounding the potential liability to include any immediate action taken by the Supervisor or ~~Lead Telecommunicator~~ Acting Supervisor. All such documentation will be forwarded to the Operations Manager as soon as possible. (See attached Liability Report form.)

#### F. External Quality Assurance

The Communications Center will randomly mail a minimum of 30 citizen quality assurance surveys each month to callers who have recently requested service through the Communications Center.

Section: G2  
Date: 09/16/15

Title: Goals and Objectives  
Authority: 911 Commission

**ROCK COUNTY COMMUNICATIONS CENTER  
REQUEST FOR REVISION**

Refer To: \_\_\_\_\_

Section: \_\_\_\_\_ Paragraph: \_\_\_\_\_

Category: \_\_\_\_\_ Addition: \_\_\_ Revision: \_\_\_ Deletion: \_\_\_

Narrative:

Date: \_\_\_\_\_

Submitted By: \_\_\_\_\_

Section: G2  
Date: 09/16/15

Title: Goals and Objectives  
Authority: 911 Commission

**ROCK COUNTY COMMUNICATIONS CENTER  
INTERNAL QUALITY ASSURANCE REPORT**

Please complete this form each time we are asked to review a specific event.

Reporting Agency: \_\_\_\_\_ Date: \_\_\_\_\_

Reporting Person: \_\_\_\_\_ Reply (Y/N)

Subject: \_\_\_\_\_

Event Date: \_\_\_\_\_ Time: \_\_\_\_\_

-----  
Narrative (Be specific in relating who, what, when and where.):

-----  
Report taken by: \_\_\_\_\_ Date:

Notes:

Section: G2  
Date: 09/16/15

Title: Goals and Objectives  
Authority: 911 Commission

## ROCK COUNTY COMMUNICATIONS CENTER LIABILITY REPORT

Name: \_\_\_\_\_ Emp. # \_\_\_\_\_ Date: \_\_\_\_\_

**Check all that apply:**

- |  |  |
|--|--|
| <input type="checkbox"/> Cad Programming error | <input type="checkbox"/> Human error       |
| <input type="checkbox"/> ANI/ALI error         | <input type="checkbox"/> User Agency error |
| <input type="checkbox"/> Radio problems        | <input type="checkbox"/> Citizen error     |
| <input type="checkbox"/> Training problem      | <input type="checkbox"/> Other _____       |

---

**Please describe (in total detail) your role in the incident:**

---

**What actions should be taken to avoid this type of error in the future?**

---

**(Do not write below this line)**

**Supervisor Comments:**

*\*Reminder: Attach all pertinent documentation and forward to Operations Manager for review ASAP*

## 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 ~~policies of 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. 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.

F. 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.

G. 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.

H. 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.

I. 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.

J. 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.

K. 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 Telecommunicator~~ shall immediately contact the Rock County Sheriff's Office. The Operations Manager and/or Communications Director will also be notified as soon as possible. Responding Sheriff's Office personnel will follow their normal procedures for the coordination of the bomb threat incident.
3. Sheriff's Office 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 Office 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 Evacuation of Primary Site policy)

L. 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, telecommunicators will verbally announce the proper station identification after lengthy transmissions (i.e.; weather fan-outs, ATLS, etc.)

M. 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.

N. 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.
3. Employees will not use or bring wireless devices, such as cellphones or ipods, into the dispatch room.

O. Smoking

Per Rock County Ordinance 3.701, smoking is prohibited inside the Communications Center building, inside County-owned vehicles, and within 30 feet of any entrance to the Communications Center.

**P. 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.

**Q. 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.

**R. 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.

**S. Citizen Complaints**

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

**T. 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.

#### U. Personal Appearance

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

#### V. 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.

#### W. 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.

X. 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 mail 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.

Y. 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.

Z. 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.

AA. 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.

## BB. 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: There are (3) bulletin boards in the building for employee communications:

- Break room - 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.
- Locker area - 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.
- Hallway area (across from employee mailboxes) - Provided for job postings within Rock County.