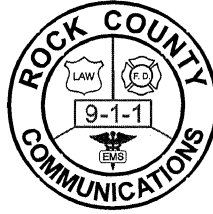


Rock County, Wisconsin



Communications Center
3636 N. County Highway F
Janesville, WI 53545
Phone (608) 757-5100
Fax (608) 757-5081

911 COMMUNICATIONS COMMISSION

Tuesday, September 20, 2016, AT 2:00 PM

ROCK COUNTY COMMUNICATIONS CENTER

PICTURE DAY

Agenda

1. Call to Order and Approval of Agenda
2. May 18, 2016 minutes approval
3. Comments from the Public
4. IT Updates
 - a. FirstNet
5. Policy Updates
 - a. T1-Telephone Skills & Procedures (pg.6)
 - i. Obtaining caller's name (discussion)
6. Commission terms ending November 15, 2016
 - a. Small Law Agency Representatives
7. Informational Items & Updates
 - a. Budget update
 - b. Active Shooter training
 - c. Authorization for channel usage (Dane County Law/Fire)
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.*

- 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.