

Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, March 18, 2015, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. January 21, 2015 minutes approval
3. Comments from the Public
4. Policy Updates
 - a. C6: Channel Diversion/Patching (update)
 - b. E2: Evacuation of Primary Site (update)
5. CALEA Onsite: 3/23-3/26/15
6. Project Updates
 - a. Edgerton Tower
 - b. Text-to-911
 - c. Mobile Data Mapping
 - d. Pictometry Flyover
7. Informational Items & Updates
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 is responsible for the coordination and allocation of available radio channels to ensure user agency safety and effective communications. Multi-jurisdictional and emergency events may require the diversion of user agency units from their primary channel. The use of interoperable radio equipment will be considered whenever incidents arise that require out of County coordination and/or communication.

A. Law Enforcement Core Frequencies:

1. Beloit Tac 1 (UHF only)
2. Beloit Tac 2 (UHF only)
3. Beloit Tac 3 (UHF only)
4. Beloit Tac 4 (UHF only)
5. BPD-RC Link (UHF Only)
6. BPD-CTAC Link (UHF Only)
7. BPD-JPD Link (UHF Only)
8. BPD-WINN Link (UHF Only)
9. County Main
10. County Tac Repeater
11. Interop Link
12. JPD Main
13. JPD Tac Repeater
14. Marc 1 Repeater
15. Marc 2 Car-Car
16. Special Events
17. VCall-10
18. VLaw-31
19. Amateur Radio

B. Rock County Law Enforcement Channel Descriptions:

1. Beloit Police Tac 1 Repeater Channel (UHF)
Zone 3 Primary dispatch channel. This channel has countywide transmitter and limited receive coverage (receiving capabilities may be limited to the Beloit/Janesville area). ~~Not all of the law enforcement user agencies in Rock County have direct access to~~

~~this channel if they do not have UHF communications abilities. Authorized users may All Rock County agencies have access to this channel and other UHF channels through the UHF/VHF Interoperability Link Channel.~~

2. Beloit Police Tac 2-4 Repeater Channels (UHF)
Zone 3 Secondary dispatch/special use channels. These channels have countywide transmitter and limited receive coverage (receiving capabilities may be limited to the Beloit/Janesville area). Frequently used for channel diversion, response coordination, tactical situations, search warrants, etc. Not all of the law enforcement user agencies in Rock County have direct access to this channel. ~~They may have indirect access via the INTEROP channel.~~
3. BPD-RC Link (Beloit TAC 5)
Beloit Police (UHF) interoperability link to County Main Repeater (VHF).
4. BPD-CTAC Link (Beloit TAC 6)
Beloit Police (UHF) interoperability link to County Tactical Repeater (VHF).
5. BPD-JPD Link (Beloit TAC 10)
Beloit Police (UHF) interoperability link to Janesville Police Main Repeater (VHF).
6. BPD-WINN Link (Beloit TAC 7)
Beloit Police UHF interoperability link to Winnebago County, IL Sheriff's Department. VHF (TAC 1 WEST)
7. County Main Repeater
Zone 4 primary dispatch channel. This channel is a three point simulcast channel (Beloit-County A-Edgerton) and has county-wide transmitter and receiver coverage. All of the law enforcement user agencies in Rock County have access to this channel.

8. County Tactical Repeater
Zone 4 **backup** dispatch channel. This channel has countywide transmitter and receiver coverage. All law enforcement user agencies in Rock County have access to this channel. This channel is available to the Zone 2 and 3 agencies under emergency circumstances if their primary dispatch channels have failed. Prolonged use of this channel must be pre-authorized by a Rock County Sheriff's Office supervisor.
9. Interoperability ~~Link~~ Channel- INTEROP
Primary diversion link for all VHF law agencies to Beloit Police **Tac 1** UHF frequency for multi-agency incidents within Rock County. ~~Link default will be set to Beloit Tac 1, but may be switched by the dispatcher to Beloit Tac 2-3 if primary channel cannot be utilized or if the situation requires it to be moved.~~
10. Janesville Police Main Repeater Channel
Zone 2 dispatch channel. This channel has countywide transmitter and limited receive coverage. (Receiving capabilities may be limited to the Janesville area.) All of the law enforcement user agencies in Rock County have access to this channel.
11. Janesville Police Tac Repeater Channel
Zone 2 **backup** dispatch channel. This channel has limited receive coverage (primarily in the Janesville area). Frequently used for channel diversion, response coordination, tactical situations, search warrants, etc. All of the law enforcement user agencies in Rock County have access to this channel.
12. Mutual Aid Radio Channel - MARC 1 (Repeater) & MARC 2 (Car-to-Car)
 - a. Used for coordinated radio communications involving Rock County public safety and/or all local government agencies. The MARC 1 radio frequency is capable of being operated as a

- repeated radio frequency while the MARC 2 radio frequency is a non-repeated car-to-car frequency.
- b. To utilize the MARC 1 frequency, authorized agency supervisors will notify the Communications Center of their need. The MARC 1 frequency is monitored at the Communications Center (with recorded audio) to activate the repeater in our County. Agencies utilizing this frequency must coordinate with the 911 Supervisor if they wish for telecommunicator participation.
 - c. MARC is a mutual aid channel for use by all public safety and local government agencies involved in any incident requiring a multi-discipline response where no other common frequency exists between responding agencies. Therefore units utilizing the MARC frequencies are obligated to identify themselves by agency name and unit number when transmitting on the frequency.

Example:

- "Janesville A203"
- "Beloit DPW 30"
- "Rock County C406"

13. Special Events Channel

Countywide non-repeated tactical channel utilized to coordinate special events (parades, festivals, traffic escorts, etc.) Agencies must coordinate with the 911 Supervisor for utilization of frequency prior to the event.

14. VCall-10 Channel

Nationwide public safety inter-agency tactical channel. Utilized in Rock County as the primary hailing channel for adjacent jurisdictions (police and fire) that do not have digital radio capabilities and are otherwise unable to communicate with Rock County public safety.

15. VLaw-31 Channel
Wisconsin police emergency radio network for inter-agency coordination.
16. Amateur Radio Channel
Repeated emergency frequency to be utilized during natural disasters or total radio communication failure within the County.

C. Channel Diversion Definition:

1. The diversion of law enforcement unit(s) from the same or different zones, from one channel to another. Generally, channel diversion should be considered during the following types of situations/events:
 - a. **Multi-Jurisdictional Responses**
 - b. **Multi-Zone Responses**
 - c. **Pursuit Coordination**
 - d. **Critical Incident Responses**
 - e. **Failure of Primary Dispatch Channel**
2. Whenever possible channel diversion/assignments will be made at the time the incident is initially dispatched.

D. Channel Diversion

1. The Rock County Communications Center routinely communicates with Rock County public safety agencies on their assigned frequencies. In the event that it becomes necessary for the Communications Center to assign tactical channels or CALL (nationwide public safety) channels, the Telecommunicator assigned to the primary agency will be responsible for the assignment of channels.
2. The Communications Center supervisor on duty at the time of the situation/event must evaluate the Center's

staffing to make sure there are sufficient personnel to work the extra channel.

3. If there are not sufficient personnel to work the extra channel, the telecommunicator's attention will be directed to the channel that the situation/event is being handled on. The priority marker may be activated on the primary dispatch channel to alert units that radio traffic is restricted to **"Emergencies only."** A user agency supervisor/officer or a Communications Center Telecommunicator may request that radio traffic be diverted or patched to an appropriate channel when applicable.

E. Examples of Channel Diversion:

Example 1:

A Rock County Sheriff's unit is dispatched to assist the Janesville Police Department with an intrusion alarm at a city location. (2) city units are also responding. The call is a Zone 2 call and therefore monitored by the Zone 2 telecommunicator. The Sheriff's unit is diverted to the channel that the call is being handled on, most likely the Janesville Police Main Repeater.

Example 2:

A Beloit Police unit is dispatched to assist the Beloit Township Police Department with a disturbance at a Township location. (1) Beloit Township unit is responding. The Beloit unit is diverted to the VHF channel that the call is being handled on; this could be the Rock County Main Repeater or another available channel. Beloit Units may utilize a UHF link channel to accomplish this task.

Example 3:

Zone 4 units (RCSO & BTPD) are dispatched to assist the Beloit Police Department with a disturbance at a city of Beloit location. ~~Due to an inability for Zone 4 units to communicate on the Beloit channels, the responding units are patched in to the Beloit channel in which the incident is occurring on~~

~~one of the available county channels (TAC repeater, RCSO main, municipal. Please consider this: Rock County Law Enforcement Agencies (VHF) are dispatched to assist the Beloit Police (UHF) in the City of Beloit. Law Enforcement VHF users should be diverted to the INTEROP link channel for direct communications with the Beloit dispatcher and units handling the call.~~

Example 4:

A Janesville Police unit is dispatched to assist the Rock County Sheriff's Office with an armed subject at the Rock County Courthouse in Janesville. Several Sheriff units are responding, but are a distance away. The call is occurring in the city, but being handled by a Zone 4 telecommunicator. The Janesville unit is diverted to the Rock County channel that the call is being handled on.

Example 5:

For the purpose of pursuit coordination, multi-jurisdictional pursuits will be coordinated on the Rock County tactical repeater channel, if available.

F. Channel Patching Definition:

The connecting of (2) or more radio channels by the Communications Center to facilitate the direct communications of user agencies. This will be utilized **only** when channel diversion is not possible or is impractical.

G. Interoperability:

1. The Communications Center has installed interoperable radio equipment capable of communicating with all public safety agencies operating in our surrounding counties and/or states. This equipment provides (27) unique radio frequencies for public safety communications (see Rock County Interoperability Radio Information list).

2. In conjunction with our radio console equipment, access to several interoperable radio frequencies provides the ability to monitor surrounding county public safety agencies along with the ability to "patch" those interoperable frequencies with our county public safety radio frequencies.
 - a. For internal county interoperable communications, the radio console equipment allows dispatchers to "patch" any of the Rock County public safety radio frequencies together.
 - b. The "patch" capability should only be utilized when channel diversion is not possible.
 - c. There are inherent limitations such as the quality of the audio when frequencies are patched, as well as the use of two channels for one incident.
3. Because this equipment is not used regularly, the interoperable radio equipment used sporadically will be tested annually to verify that this equipment stays in operational readiness monthly with various surrounding public safety agencies. Testing will be documented on the monthly check sheet (see policy C4-Critical Incidents). This monthly testing will satisfy the required annual documented interoperable equipment testing.
4. The interoperable radio equipment used routinely during the year (MARC, County Tac Repeater, Interop Channel Link) does not require testing beyond normal utilization.
5. The Amateur Radio equipment will be tested monthly. Our Center currently does not utilize any other means of audible communications for interoperability other than those listed above.
6. ~~The Operations Manager will complete an annual review of communications interoperability personnel assignments while the 911 Communications Director~~

Section: C6
Date: 11/28/12

Title: Channel Diversion/Patching
Authority: 911 Commission

~~will annually review the Communications Plan to
maintain the integrity of the document.~~

SUMMARY

Policy: The Rock County Communications Center will maintain a secondary communications center in the event of an evacuation from the primary communications center. Diversion of 9-1-1 telephone calls and radio communications from the primary site to the secondary site will occur at the time of an evacuation.

NOTE: For the purposes of this policy/procedure, the primary Communications Center is the Rock County Communications Center located at 3636 N. County Highway F, Janesville, Wisconsin. **The secondary site is located at the Town of Beloit Fire Department, located at 2445 South Afton Road, Beloit, Wisconsin.**

A. Evacuation

1. Evacuation of the primary Communications Center will commence when the following occurs:
 - a. A total telephone equipment failure (redundant operating system also fails.)
 - b. Continued operation of the primary site would be life threatening for the on-duty telecommunicator staff.
 - c. The Director and Operations Manager will be notified as soon as possible of total equipment failures and life-threatening conditions within the communications center. The Director or Operations Manager will make the decision on evacuation if time/conditions permit. If both the Director and Operations Manager are unavailable for contact, a Supervisor/Lead Telecommunicator/Acting Lead Telecommunicator will make the decision on evacuation.
2. Movement to the secondary communications site:
Personal vehicles will be utilized by on duty telecommunicator staff as directed by the Supervisor and/or Lead telecommunicator on duty. The route of travel to the secondary site will be directed by the existing conditions

causing the evacuation. The most expeditious route of travel will be utilized.

3. Return to the primary Communications Center:
When the total equipment failure and/or life-threatening conditions cease at the primary communications site, the primary site will be reactivated as soon as possible. The Director or Operations Manager will direct the movement back to the primary site.

B. Secondary Site Equipment

The Operations Manager and Public Safety Applications Manager will be responsible for maintaining all stored equipment used for evacuation site operations. The equipment must be functional at all times, with documented functionality tests.

C. Annual Training

Documented annual training will be conducted at the secondary communications site to familiarize personnel with the facility and equipment.

NOTE: See Evacuation Checklist for specific information.