Rock County, Wisconsin

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

NOTE: This is a Teleconference

911 COMMUNICATIONS COMMISSION
Wednesday, January 20, 2021 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, January 20th, 2021. To submit a public comment use the following email: rcccmedia@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.

Instructions for the hearing impaired:
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911 COMMUNICATIONS COMMISSION

Wednesday, January 20, 2021 AT 2PM

Agenda

1. Call to Order and Approval of Agenda

2. July 15, 2020 minutes approval
   a. (October 2020 meeting cancelled)

3. Comments from the Public

4. Communications Commission Chair - Nominations/Appointment

5. Information Technology – Updates
   a. Network outage 11/2/2020

6. Policy – Updates
   a. F1 – Fire & EMS (pp. 3, 8-10 & 13)
   b. G1 – General Law Dispatch (pp. 2 & 7)
   c. U2 – User Agency Communications/Status

7. Informational Items & Updates
   a. New commission members
   b. 2021 budget items
   c. Staffing update
   d. Next Generation 911 grant application

8. Adjournment

2021 MEETING DATES:
~~January 20th~~
April 21st
July 21st
October 20th

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.

<u>Members present</u>: 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; Chief Dan Pease, Beloit Fire Department; Chief Patrick Reese, Evansville Police Department; Chief Randall Pickering, Edgerton Fire Department.

<u>Members Not Present</u>: Chief Gene Wright, Town of Beloit Fire Department.

<u>Others present</u>: Kathy Sukus, Rock County Communications Center; Sara Herzig and Dara Mosley, Rock County IT

1. <u>Call to Order and Approval of Agenda</u>
   Chief Rhodes called the meeting of the 911 Communications Commission to order at 2:00 pm. Motion to approve the agenda by Zibolski. Second by LeFeber. All approved.

2. <u>Minutes – January 15, 2020</u>
   Motion by Rhodes to approve minutes as written. Second by Zibolski. All approved. January 15, 2020 minutes approved as written.

3. <u>Comments from the Public</u>
   None

4. <u>Information Technology – Update</u>
   Herzig said that IT recently sent out 2021 budget information to agencies. She also advised that there will be a CAD update in August that will not affect Spillman/mobile data.

5. <u>Policy – Updates</u>
   a. <u>F1 – Fire & EMS (pp. 6, 7, 13, 15 & 16)</u> Sukus reviewed the changes that were included in the agenda packet. Pease asked if the 911 Center followed the NFPA 10.61 standard. Sukus said Brian Becker has been gathering data for call answering/response times for a couple of years now, but it is not specifically in a policy at this point. Pease would like that worked into a policy. It was agreed that this issue would be discussed by the work group at their September meeting. Moore asked if a specific report on average response times could be created for law enforcement. Mosley believes there is an existing report. Moore will have someone from his department contact County IT to get the report Janesville PD's needs.
   b. <u>G1 – General Dispatch (pp 2, 8-10)</u> Sukus reviewed the changes that were included in the agenda packet. LeFeber said Page 7 refers to dispatch making the decision on when to move to other frequencies. He suggested that the decision to move frequencies should be made by the agencies. Sukus said the communications center makes that decision, but that an agency supervisor can also request to go to another channel, but a lot has to do with staffing and if we are able to monitor the other channel. LeFeber referenced emergency traffic markers, and Sukus said that is included in a different policy/SOP. Discussion ensued on channel usage and authority. It was agreed that this issue should be discussed at September work group meeting. Rhodes also suggested adding a sectional for MAYDAY channel assignments. Rhodes also brought up a suggestion to have a residential appliance fire as a modifying circumstance to decrease the amount of equipment that responds to those types of calls as well

as adding an emergency operations plan for altering responses to preserve resources during storms or call volume increases. Zibolski said L2 on the last page references A301 and that can be removed. Sukus advised she would remove that nomenclature.

   c. <u>T1 – Telephone Skills & Techniques (pp. 13 & 14)</u> Sukus reviewed the changes that were included in the agenda packet reference the addition of the Rapid SOS portal.

   Zibolski moved to approve the policy changes. Second by Pease. All approved.

6. <u>Information Items and Updates</u>.
   a. Sukus said the Communications Center administrative secretary Julie Hartman has resigned, and the hiring process for her replacement is underway.
   b. Rock County has implemented a mask requirement for all county buildings starting Thursday, July 16, 2020.
   c. The next budget year includes a building study to expand the 911 Center as well as planning for new console furniture. It has been discussed that Rock County IT may be moved into or near the 911 Center because the Health Care Center will be torn down after Human Services moves to their new location on the south side of Janesville.
   d. New transmitter sites on County Main/Tac Rptr & Rock Fire Main/Central Rptr are operational as of June 22, 2020, and there have been no problems. The updating for the Master III radio equipment continues into next year for Beloit Tac 1 & 10, Janesville Main & Interop.
   e. The 911 Center is also asking for a new manager type position for 2020 as well as raises for dispatch/supervisory staff due to the problems with turnover & attracting potential candidates.
   f. Pickering mentioned that Jefferson County will be switching to a P25 radio system, so re-programming will need to be done for those that have them in their radios. Sukus mentioned that with the frequency change for RF Central that needs to be done by the end of the year, maybe it could be worked out to do it at the same time. Sukus also reminded everyone that Green County will be changing their radio system as well in the next several months.

7. <u>Adjournment</u>
   Pease moved to adjourn the 911 Communications Commission meeting at 2:37 pm. Second by LeFeber. All in favor.

<u>Next Meeting – October 21, 2020 @ 2pm</u>

Respectfully Submitted,

Kris Pehl
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. <u>ALARM: COMMERCIAL/RESIDENTIAL:</u> Any report of an automatic fire alarm called in by an alarm company or citizen.

2. <u>APPLIANCE FIRE:</u> Any report of fire or smoke coming from an appliance within or attached to a structure. An appliance is a device or piece of equipment designed to perform a specific task, typically a domestic one.

3. <u>AIRPORT RESPONSE:</u> Airport or airplane emergencies or crashes. This will be a full response.

4. <u>BRUSH FIRE:</u> Any report of brush or grass fire with brush truck response.

5. <u>CARDIAC/BREATHING DIFFICULTY:</u> 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.

6. 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.
7. CARBON MONOXIDE ALARM W/ILLNESS: Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
8. CPR INITIATED: Pulseless non-breather calls where CPR is initiated or indicated. Recommends closest paramedic unit if agency is non-paramedic.
9. 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).
10. HAZARDOUS MATERIAL INCIDENT: Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
11. MEDICAL ADVANCED: Medical emergency where the patient is reported to be unconscious or not breathing.
12. 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.
13. 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.
14. 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.
15. 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.
16. TRAFFIC ACCIDENT: Any reported injury traffic accident regardless of patient condition where extrication is not needed.
17. VEHICLE FIRE: Vehicle fire response with single engine response.
18. 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 1900 hours all calls for service will be toned out on an "ALL CALL" basis. After 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 1900 hours all calls for service will be toned out on an "ALL CALL" basis. After 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 BAT8. 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 combination full-time paid and volunteer departments. 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 –
    ORFORDVILLE – TOWN OF TURTLE FIRE/EMS DEPARTMENTS

All of these volunteer departments have specific coverage areas
throughout Rock County. Clinton, Edgerton, Evansville and 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 <u>does not</u> 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 <u>extremely</u> important that the telecommunicator monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. AVL DISPATCH
1. Beloit, Town of Beloit, Janesville and Milton Fire Departments have all signed an AVL Dispatch Agreement. This agreement allows for the closest appropriate piece of equipment to be dispatched regardless of jurisdictional

==boundary. The primary agency determines the amount and type of resources recommended for dispatch on specific response ID's.==
2. ==Regardless of who responds to an incident, the primary agency will be notified of a call in their area by including the primary agency's pager tone in the dispatch and by assigning a report number.==

H. 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.

I. EMERGENCY MEDICAL SERVICES

1. ~~The cities of Beloit and Janesville and Town of Beloit~~ ==Beloit, Janesville and Town of Beloit Fire== Departments 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~~== ==Edgerton, Milton, Clinton, Footville and Orfordville Fire==

==Departments along with Evansville EMS== provide BLS service. ==These agencies may also provide ALS service at times when they are staffed with paramedics, but are not recommended as an auto-ALS unit for auto-ALS criteria calls in the computer-aided dispatch system currently.==

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.

J. 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.

K. 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.

L. 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.

M. 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.

N. 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.

O. ETA FOR OUTSIDE RESOURCES

Estimated time of arrival (ETA) will be asked of outside resources requested by agencies to respond to the scene of an incident (ie., power companies, wreckers, medical examiner, etc.)

P. 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 and 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.

Q. 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.

R. 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 <u>not</u> 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.

S. 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 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 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.)

T. 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.

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

<u>Policy:</u> 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. Estimated time of arrival (ETA) will be asked of outside resources requested by agencies to respond to the scene of an incident (ie., Power companies, wrecker, medical examiner, etc.)

10. 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.

11. 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.

12. 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.

13. Courtesy can be more aptly expressed by the tone of voice and manner of presentation than by words. Eliminate all unnecessary talking.

14. 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.

<u>Poor</u>	<u>Preferred</u>
want	request
can't	unable
get	obtain/ascertain
do you want	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 number 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. <u>Agency specific codes **will not** be recognized by the Communications Center.</u>

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. The user agency supervisor may also direct usage of certain frequencies for tactical or other operational needs with the understanding that the Communications Center staffing may prohibit monitoring of these channels.

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."
   b. The priority marker will be activated at the request of the agency.

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. Law Agency Zone Definitions

1. **Zone 2:** Janesville Police Department. Their unit/radio numbers will begin with the number 2.
2. **Zone 3:** Beloit Police Department. Their unit/radio numbers will begin with the number 3.
3. **Zone 4:** Rock County Sheriff's Department & remainder of rural police agencies. The County unit/radio numbers will begin with number 4.
4. *The rural police agencies have assigned numbers as well. Their unit/radio numbers will begin with the following:

Clinton: 62	Town of Milton: 73
Edgerton: 52	Town of Turtle: 69
Evansville: 53	Orfordville: 63
Town of Beloit: 72	Milton: 54
Town of Fulton: 75	

SUMMARY

Policy: It is essential that units interfacing the Rock County Communications Center be uniform in communications and maintain status updates. This is important for responder safety, CAD (computer-aided dispatch) recommendations and reporting purposes.

A.   STATUS INFORMATION

1.   Units will inform the Center of their status at all times. (E.g. in service, out of service, enroute, etc.)
2.   Normally, the agency assigned main voice channel will be utilized to communicate status updates.
3.   In extenuating circumstances units may use the most effective means available (E.g. voice radio, mobile data computer and telephone) to communicate status updates.
4.   Telecommunicators will review the status of units on the CAD status screen (for the jurisdictions they are assigned to) at the beginning of each shift to make certain the unit is still on duty and/or the status is accurate.

B.   UNIT STATUS LOGGING

1.   Communications Center employees will accurately track unit status changes in CAD such as going on duty, off duty/out of service, delayed response, and any other status/location change that is communicated by the responder.
    a. Unit status changes will be completed by the Communications Center employee within 1 minute of communication unless this status change has already been completed by the user agency via the laptop computer.
    b. Units shall not remain in dispatched status for longer than 1 minute unless assigned to an incident where the user agency is handling the call by phone from their vehicle.

2.   Telecommunicators will provide accurate status/unit location information to the relieving telecommunicator whether during a shift change or when taking a break.

a. The telecommunicator will verbally notify the relieving employee of any unit location that is in a different location than the incident location (which should also be noted in the location field in CAD).

b. The relieving telecommunicator will verify units who are on duty, off duty and out of service. Any discrepancies will be addressed to the agency supervisor.

C.   RADIO COMMUNICATION

1.   Communication will be conducted in a professional and effective manner, following FCC regulations. The Communications Center will maintain control of radio frequencies to promote order. (See Channel Diversion/Patching policy)

2.   Units will utilize plain language or the Commission approved ten codes in voice radio communications. (See General Dispatch Policy)

3.   Units will monitor their respective primary dispatch frequencies at all times unless the Communications Center has been advised of a frequency change. All incidents will be communicated on the main voice radio frequencies, thus ensuring that all area units and the Communications Center are aware of the incident.