
ROCK COUNTY COMMUNICATIONS CENTER



2020 ANNUAL REPORT

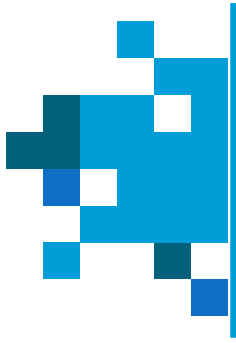


TABLE OF CONTENTS

Table of Contents	1
Letter to County Administrator	2
Rock County Background Information.....	3
Mission Statement	4
Organizational Chart.....	5
Goals & Objectives	6
Management Team	7
Promotions & Turnover/Staff.....	8
2020 Communications Center Dispatch Staff	9
COVID-19 Modifications.....	10
Peer Awards	11
Training Program.....	12-14
Emergency Medical Dispatch Program	15
Communications Commission.....	16
Quality Assurance	17
Expenditures	18
Open Records	19
Accreditation	20
Mapping	21
Pictometry	22
Landline 9-1-1 Database.....	23
Telephone Activity—9-1-1 Answer Times	24
Telephone Activity—Call Volume	25-26
Telephone Activity—by Line Type & CAD Incidents by Shift.....	27
User Agency Activity	28
CAD Incidents by Law Enforcement Agency.....	29-31
CAD Incidents by Fire/EMS Agency.....	32
Mutual Aid Box Alarm System (MABAS)	33-34
Contact Information.....	35



LETTER TO COUNTY ADMINISTRATOR

Rock County, Wisconsin

Communications Center

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

January 28, 2021



Mr. Josh Smith
Rock County Administrator
51 S. Main Street
Janesville, WI 53545

Dear Mr. Smith:

2020 was definitely one of the most challenging years we've had since the center opened in 1993, but even with all of the obstacles, we still managed to complete all of our goals and objectives for the year:

- MASTR III radio equipment was all replaced on County Tac and Rock Fire Main Repeater channels and simulcast was added to County Tac and Rock Fire Central Repeater channels, along with the additional transmitter sites on those channels as well as Rock Fire Main and County Main Repeater channels.
- Viper (911) telephone system servers were all updated on schedule in August and everything has been going well with this.
- Automatic Vehicle Locate (AVL) dispatching was implemented for the City of Beloit, Town of Beloit, Janesville and Milton Fire Departments.
- Space study/building expansion project is well under way with an anticipated move-in date of late 2022.

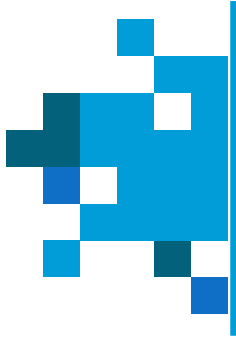
The most noteworthy event for 2020 was obviously COVID-19. With so many unknowns at the beginning of the pandemic we made the decision to move some staff out of the primary site to accommodate more social distancing. Because our backup site is within a fire department, we quickly determined it would be too risky to move staff there. We came up with a solution to move radio and computer-aided dispatch equipment to an empty conference room at the nearby Highway Shop. With cooperation from Rock County IT, our radio vendor and the Highway Shop staff we were able to achieve this in short order. Due to some operational issues from having staff separated for a little over two months, we did eventually decide to move all staff back to the primary site. By that time we had purchased new VPN telephone laptops that allowed us to locate additional call take positions in different parts of the building allowing us to continue proper social distancing. This (along with masks for all employees, moveable partitions, the purchase of an electromagnetic disinfectant sprayer and overall personal responsibility by all staff) we have had very few cases of COVID-19 at the center.

The other noteworthy event occurred in November. The county experienced a total network outage which severely impacted public safety operations. The communications center's backup radio system that had consistently worked well was also affected by the network outage thus causing us to have very intermittent connectivity and radio coverage for our user agencies. We have learned valuable lessons from this system design failure and are currently working with Rock County IT and our radio vendor (with input from our user agency stakeholders) on how to make our radio system and backup systems more robust and independent from the main county network. These suggestions for improvement will be included in the Communications Center's capital improvement plan in order to start addressing some of the deficiencies experienced back in November.

Lastly, I would like to express my sincere appreciation to you and the county board for approving the pay increases for the dispatch and supervisory staff at the Center. While we continue to struggle with turnover, this is definitely a step in the right direction to attract and retain employees and we hope to have a better 2021 with more stabilized staffing levels.

Respectfully,

Kathren Sukus
911 Communications Director



ROCK COUNTY BACKGROUND INFORMATION

Population: 163,354 (estimated 7/1/19)

726 Square Miles of Service

9 Municipalities

Rock County Administration

Josh Smith, County Administrator

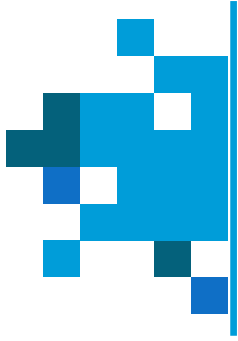
Public Safety & Justice Committee

Mary Beaver, Chair
 Brian Knudson, Vice Chair
 Jacob Taylor
 Ron Bomkamp
 Danette Rynes

Agencies We Serve

- | | |
|--------------------------|---------------------------|
| Beloit Police | Beloit Fire & EMS |
| Clinton Police | Clinton Fire & EMS |
| Edgerton Police | Edgerton Fire & EMS |
| Evansville Police | Evansville Fire |
| Janesville Police | Evansville EMS |
| Milton Police | Footville Fire & EMS |
| Orfordville Police | Janesville Fire & EMS |
| Rock County Sheriff | Milton Fire & EMS |
| Rock River Safety Patrol | Orfordville Fire & EMS |
| Town of Beloit Police | Town of Beloit Fire & EMS |
| Town of Fulton Police | Town of Turtle Fire |
| Town of Milton Police | |
| Town of Turtle Police | |



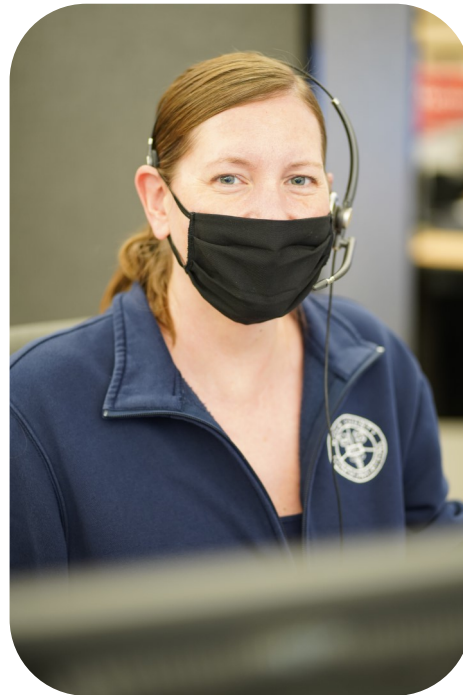


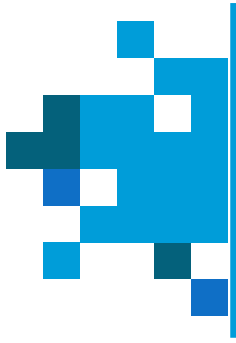
MISSION STATEMENT



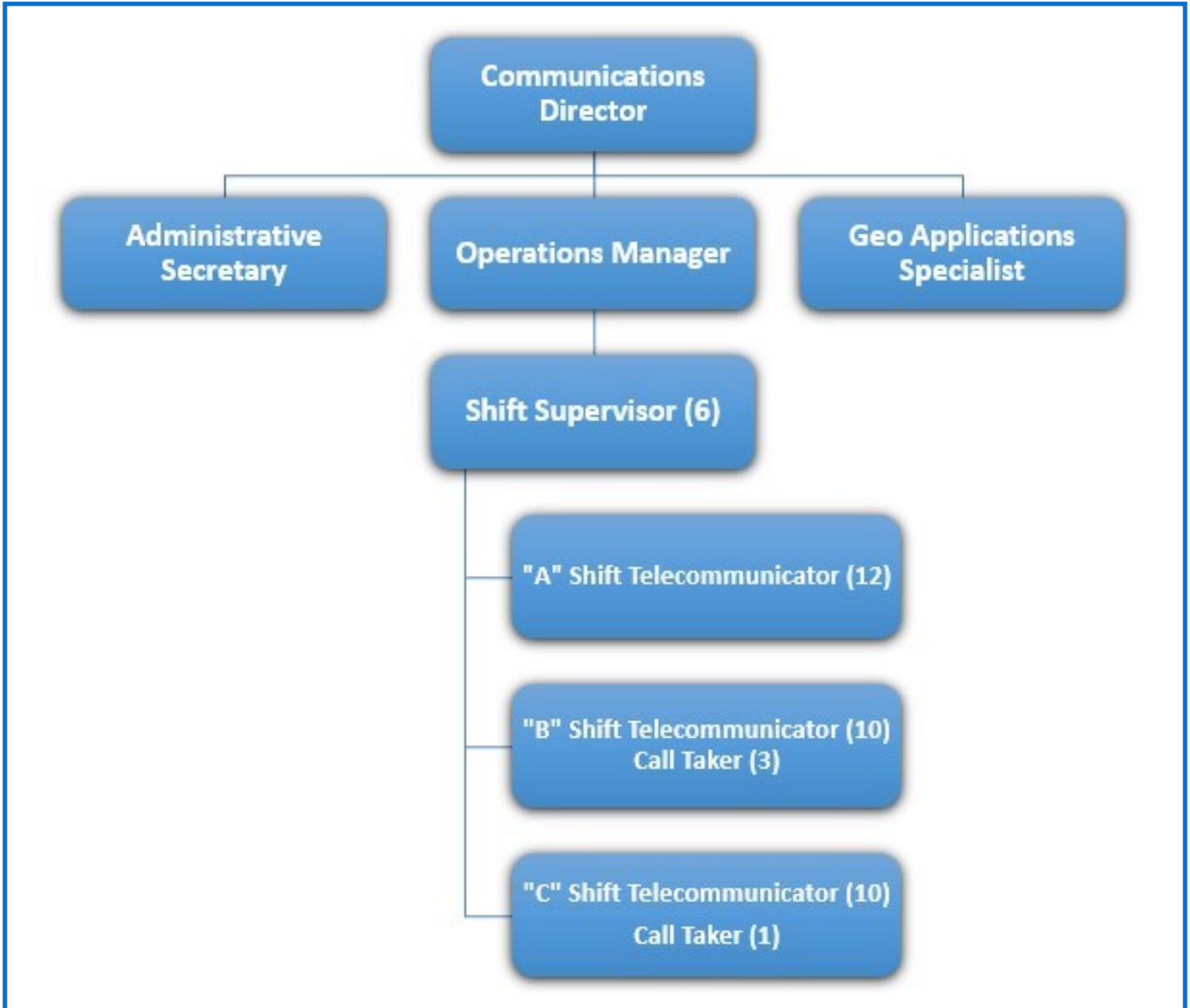
OUR MISSION:

The Rock County Communications Center is designed to provide the most efficient method for citizens to obtain fast, effective public safety services 24 hours a day throughout the year.





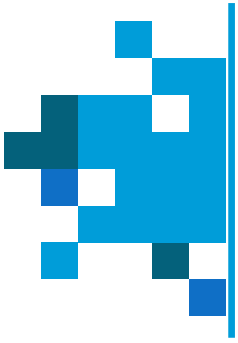
ORGANIZATIONAL CHART





2020 DEPARTMENTAL GOALS & OBJECTIVES

- ◆ Continue Master III Controller Replacements
- ◆ Add Six Site Simulcast to County Tac & RF Central Repeaters
- ◆ Replace Viper Servers
- ◆ Conduct Space Study for Dispatch Furniture/
Flooring
- ◆ Implement Automatic Vehicle Location (AVL) Dispatch for Interested Fire/EMS Agencies



MANAGEMENT TEAM



Geo Applications Specialist
Kris Pehl



Director
Kathren Sukus



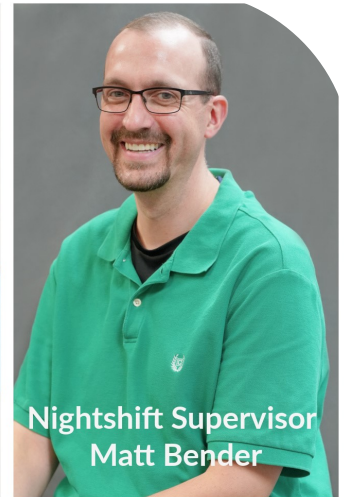
Operations Manager
Brian Becker



Dayshift Supervisor
Kathy Churchill



Midshift Supervisor
Fredd Carr



Nightshift Supervisor
Matt Bender



Admin. Secretary
Faith Quinlan



Dayshift Supervisor
Lori Taylor



Midshift Supervisor
Derek Ninmer



Nightshift Supervisor
Mark Elland



PROMOTIONS, TURNOVER & STAFF

2020 Promotions

Hailey Mico—Promoted to Telecommunicator: 10/1/2020

Peter Ruf—Promoted to Telecommunicator: 10/20/2020

2020 Turnover

Employee	Seniority Date	End Date	Position
Tyler Hubbard	9/26/2016	2/12/2020	Telecommunicator
Breanna Hoppe	9/23/2019	3/3/2020	Telecommunicator
Kelli Dailey	7/29/2019	4/7/2020	Telecommunicator
Amy Baker	10/21/2019	5/13/2020	Call Taker
Julie Hartman	6/4/2018	7/3/2020	Administrative Secretary
Amanda Johnson	3/10/2008	8/16/2020	Telecommunicator
Esther Bruno	3/23/2020	10/1/2020	Telecommunicator
Kayla Guercio	1/16/2017	10/16/2020	Telecommunicator
Hallie Guinzio	10/5/2020	11/10/2020	Telecommunicator
Peter Ruf	3/25/2019	11/13/2020	Telecommunicator
Nikita Thompson	3/23/2020	11/25/2020	Call Taker
Priscilla Engstrom	12/2/2019	12/3/2020	Call Taker
Clayton Coleman	6/3/2019	12/23/2020	Call Taker

2020 COMMUNICATIONS CENTER MANAGEMENT STAFF

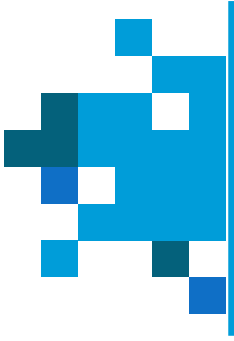
Administration	Seniority Date	Promoted	Title
Kristine Pehl	12/7/1992	1/14/2002	Geo Applications Specialist
Kathren Sukus	10/4/1993	1/11/2013	Communications Director
Kathleen Churchill	2/7/1994	7/2/2001	Shift Supervisor
Derek Ninmer	9/7/1999	3/6/2016	Shift Supervisor
Mark Elland	6/26/2000	3/4/2013	Shift Supervisor
Matthew Bender	8/30/2004	11/12/2012	Shift Supervisor
Fredd Carr	5/14/2012	12/19/2016	Shift Supervisor
Lori Taylor	9/17/2012	2/3/2014	Shift Supervisor
Brian Becker	4/29/2013	N/A	Operations Manager
Faith Quinlan	8/24/2020	N/A	Administrative Secretary



2020 COMMUNICATIONS CENTER DISPATCH STAFF

Employee	911 Hire Date	Promoted	Title
Tricia Bogdonas	02/07/1994	N/A	Telecommunicator
Colleen Johns	10/10/1994	N/A	Telecommunicator
Toni Becker	01/02/1997	N/A	Telecommunicator
Dana Geister	04/05/1999	N/A	Telecommunicator
Kelly Elliott	04/05/1999	N/A	Telecommunicator
Denise Elder	11/29/1999	N/A	Telecommunicator
Matthew Wogaman	05/13/2002	N/A	Telecommunicator
Kathleen Helgeson	09/29/2003	12/01/2015	Telecommunicator
Jenna Winiarski	08/30/2004	06/27/2011	Telecommunicator
Aisha Brunton	04/10/2006	N/A	Telecommunicator
Krystynn Reinart	11/05/2007	N/A	Telecommunicator
Amanda Johnson	03/10/2008	N/A	Telecommunicator
Matthew Husen	02/09/2009	N/A	Telecommunicator
Katelyn Koel	11/29/2010	N/A	Telecommunicator
Bryan Niedermeier	10/29/2012	N/A	Telecommunicator
Natalie Veale	07/08/2013	N/A	Telecommunicator
Kimberly Carlson	07/08/2013	N/A	Telecommunicator
Tyler Hubbard	09/26/2016	07/30/2017	Telecommunicator
Kayla Guercio	01/16/2017	N/A	Telecommunicator
Emma Townsend	01/16/2017	N/A	Telecommunicator
Donna Gunn	06/22/2015	01/01/2016	Telecommunicator
Matthew Woodrum	09/28/2015	N/A	Telecommunicator
Barbara York	09/26/2016	N/A	Telecommunicator
Christina Hennell	06/19/2017	03/11/2018	Telecommunicator
Sydney Mullen	03/26/2018	N/A	Telecommunicator
Clayton Coleman	06/03/2019	N/A	Call Taker
Amber Salazar	08/27/2018	N/A	Telecommunicator
Kennedy Martalock	12/03/2018	09/01/2019	Telecommunicator
Chase Ziegelbauer	03/25/2019	N/A	Call Taker
Hailey Mico	03/25/2019	10/1/2020	Telecommunicator
Peter Ruf	03/25/2019	10/20/2020	Telecommunicator
Kelli Dailey	07/29/2019	N/A	Telecommunicator
Breanna Hoppe	09/23/2019	N/A	Telecommunicator
Amy Baker	10/21/2019	N/A	Call Taker
Priscilla Engstrom	12/02/2019	N/A	Call Taker
Esther Bruno	03/23/2020	N/A	Telecommunicator
Nikita Thompson	03/23/2020	N/A	Call Taker
Haylie Rogers	06/15/2020	N/A	Telecommunicator
Michael Palmer	09/08/2020	N/A	Telecommunicator
Hallie Guinzio	10/05/2020	N/A	Telecommunicator
Nichole Northrup	11/30/2020	N/A	Telecommunicator





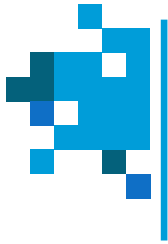
ROCK COUNTY COMMUNICATIONS CENTER COVID-19 MODIFICATIONS

2020 was certainly difficult for many people, industries, and businesses. Regardless of a pandemic though, the work of our department had to continue seamlessly. Below are some photos of our adapted backup site at the Rock County Highway Shop, which we used for approximately two months to ensure safe social distancing measures were in place for the protection of our staff. During those two months, we adjusted our primary work site to better adapt to new federal, state, and local COVID safety protocols. Along with required mask wearing by all employees, partitioned dividers between stations, and enhanced sanitizing efforts, we successfully kept our operation running with little to no disruption for county residents and area agencies. Thank you, Highway Shop!



TC Matt Husen missed his coworkers so much while in separate buildings, he kept printouts of them close by.





PEER AWARDS

The unprecedented challenges of last year didn't only affect our agency's ability to interact and coordinate with the local communities we serve, but also with each other. Staff celebrations and milestones were curbed, and employee engagement activities were eliminated due to safety restrictions. To keep employee morale high even during a year of limitations, we held our first ever Peer Recognition Awards, where Communications Center staff voted to acknowledge coworkers they felt were extraordinary in the below categories:

Calm in The Storm—Bryan Niedermeier

Exceeding Expectations—Kelly Elliott

Outstanding Supervisor—Fredd Carr

First Class Service—Krystynn Reinart

Ultimate Team Player—Kathy Helgeson

Helping Hand— Matt Husen

Makes My Day—Jenna Winiarski

Rookie Rock Star—Michael Palmer

Generosity Award—Aisha Brunton

Kindness Award—Colleen Johns

The Workhorse—Matt Wogaman

One award, titled ***League of Superheroes***, was presented to the ultimate team of five who staff felt would excel together. This "Superhero" designation was granted to the following:

Chase Ziegelbauer *Bryan Niedermeier* *Kelly Elliott* *Matthew Husen* *Fredd Carr*





TRAINING

Training Coordinator

The Training Coordinator is responsible for the management of the Communications Training and Evaluation program under the direction of the Operations Manager.

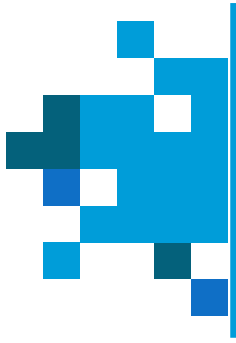
This program provides each new Telecommunicator with 14 days of academic training with the Training Coordinator. The academic training includes orientation, policies and procedures, operational training, APCO Basic Telecommunicator training, APCO EMD (Emergency Medical Dispatch) training, TIME system, CPR certifications and RapidSOS training. It also provides new Telecommunicators with a minimum of 30 weeks of on-the-job training in the Communications Center with various Communications Training Officers (CTOs) under the direction of the Training Coordinator.

Daily Observation Reports (DORs) are completed by the CTOs while training a new Telecommunicator. The Training Coordinator is responsible for receiving and reviewing all DORs and then reporting to the Operations Manager through a weekly summary report. The Training Coordinator also schedules bi-monthly meetings with the CTOs to provide continued professional training, discuss current training information, and evaluate the training program.

In 2021, we will fill a newly created position of Training and Quality Assurance Manager to further improve our overall training program.

Supervisor Lori Taylor continued her leadership of the Communications Center's Training Program in 2020. Our training is evolving to attract, develop and retain quality employees; provide them opportunities for their growth and achievements while ensuring the needs of our center are met. In order to keep progressing forward, innovative thinking is encouraged by both trainers and trainees to adapt our program to meet demands, learning styles, and changes in day-to-day procedures. We conduct ongoing evaluations of the program and its participants as it is necessary to increase understanding by looking at systems and processes and facilitate solutions for growth and change. Ultimately the evaluations are used to provide effectiveness to inform, educate and inspire employees to reach their professional goals.





TRAINING, CONTINUED

COMMUNICATIONS TRAINING PROGRAM

Newly hired Telecommunicators and Call Takers complete a 10-day orientation with the Training Coordinator prior to shift assignment with a Communications Training Officer (CTO)

Orientation consists of:

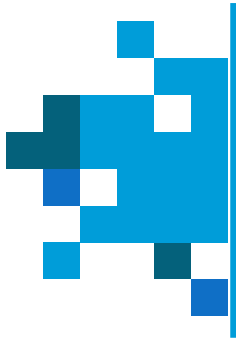
- Equipment assignment
- APCO Public Safety Telecommunicator certification
- Computer-Aided Dispatch system training
- Telephone training
- Policy/procedure awareness
- Sexual Harassment & Cultural Diversity training
- Telecommunications Device for the Deaf (TDD) training
- Building security awareness
- CALEA overview
- Geography orientation
- Rapid SOS

Once orientation has been completed, trainees are assigned to a Communications Training Officer for call take training. This training consists mostly of on-the-job training with actual callers. Trainees are given step-by-step instructions on how to interact with callers and process calls for service for police, fire and EMS. Trainees are closely monitored for 6-8 weeks until they are able to process calls for service with little to no assistance from their trainer. Telecommunicators continue training for approximately 24 more weeks on the various radio positions:

- Beloit Police Dispatch
- Fire/EMS Dispatch
- Janesville Police Dispatch
- Rock County Law Dispatch

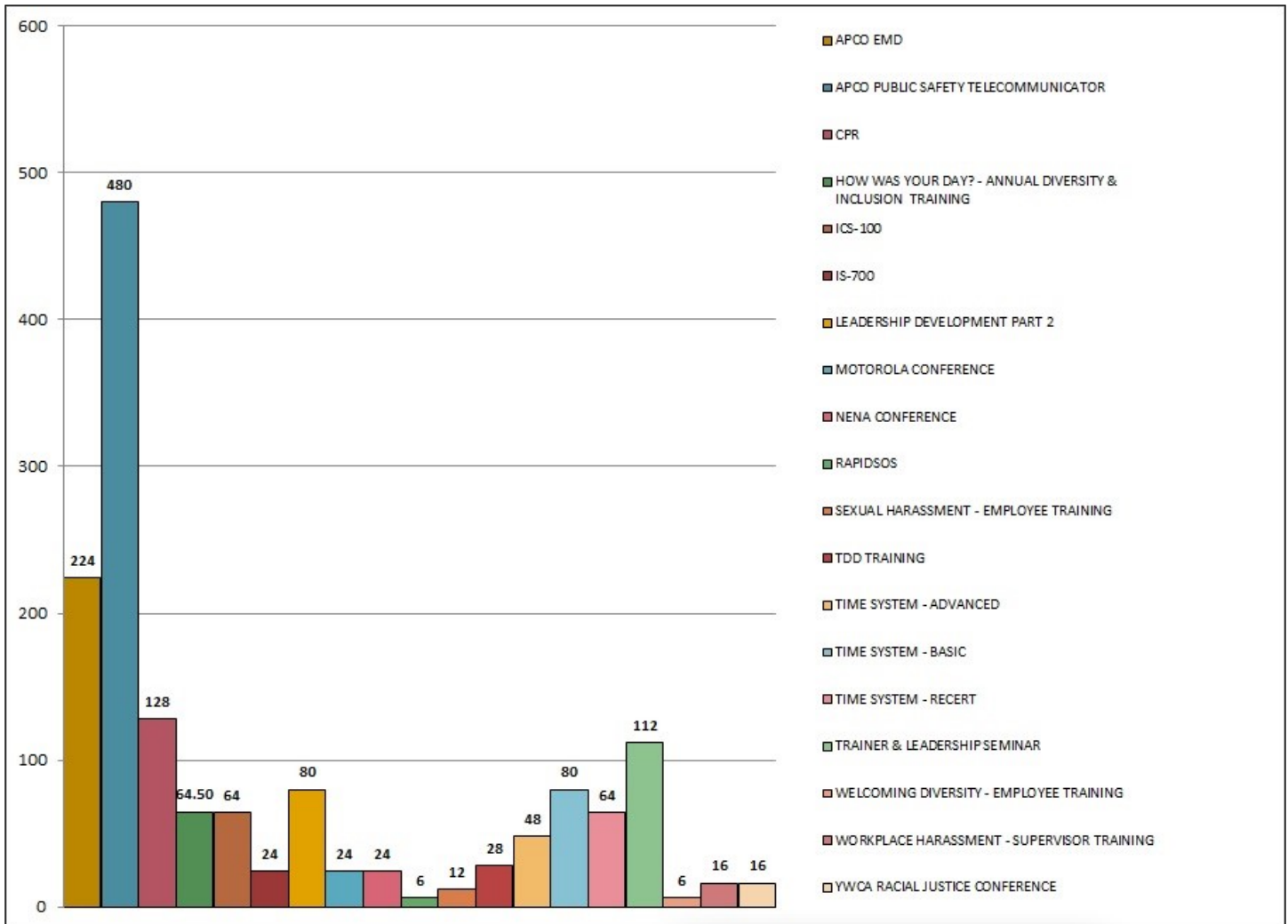
Additional training/certification required for all staff prior to end of probation:

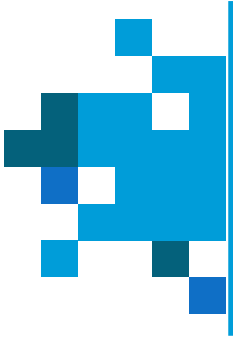
- CPR
- APCO Emergency Medical
- Dispatch (EMD) certification
- TIME System certification
- Incident Command & NIMS



TRAINING, CONTINUED

2020 Communications Training 1,500.50 Total Hours





EMERGENCY MEDICAL DISPATCH PROGRAM

Emergency Medical Dispatch (EMD) is a systematic program of handling medical calls for assistance. Using locally approved EMD Guidecards, trained call-takers quickly and properly determine the nature and priority of the call, dispatch the appropriate response, and then give the caller instructions to help treat the patient until the responding EMS unit arrives.

Rock County Communications Center implemented the APCO (Association of Public Safety Communications Officials) EMD Program on May 1, 1997.

Dr. James MacNeal serves as the local medical authority for the Center's EMD Program. Along with the Operations Manager, the EMD Guidecards are reviewed annually to ensure that protocols remain up to date and effective. Quality assurance is also completed on a monthly basis for all employees who process medical calls for service.

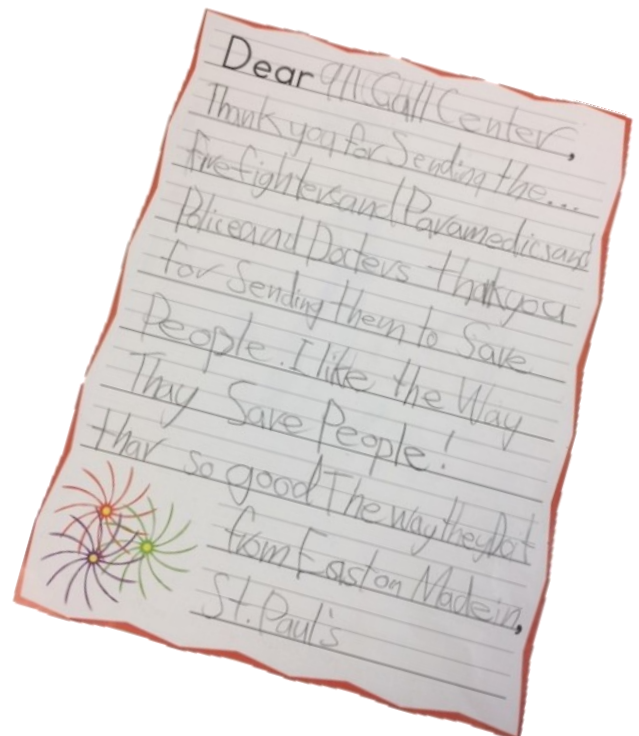
Quality assurance reviews of random EMD calls are completed monthly by Supervisor Derek Ninmer. These quality assurance reviews are then provided to the employee. The quality assurance program assures that documented standards, training and job performance are being achieved. Quality assurance also assists in identifying areas that need improvement and future training needs.

The Communications Center staff provided EMD services for over 15,700 emergency medical calls from citizens within Rock County in 2020.

The Center provides in-house training for all new employees within three months of employment. Recertification is required every two years.

The Center's EMD Instructors are:

- ☀ Matt Bender, Shift Supervisor
- ☀ Derek Ninmer, Shift Supervisor
- ☀ Michael Vickers, City of Janesville Firefighter/EMT



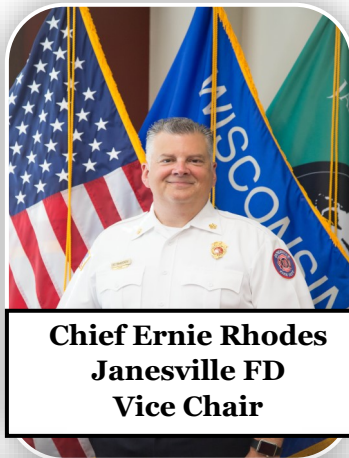
COMMUNICATIONS COMMISSION

The Rock County Communications Commission was established by the Rock County Board of Supervisors to provide Rock County public safety agencies with oversight of the Communications Center operations. The Commission meets quarterly and is empowered to approve all Communications Center policy/procedures that directly affect the dispatching of public safety agencies. The nine-member Commission is comprised of five permanent members (Beloit Fire Chief, Beloit Police Chief, Janesville Fire Chief, Janesville Police Chief, and the Rock County Sheriff) and four rotating members, representing the remainder of Rock County public safety agencies.

2020 COMMISSION MEMBERS



Chief Daniel Pease
Beloit FD
Chair



Chief Ernie Rhodes
Janesville FD
Vice Chair



Chief David Zibolski
Beloit PD



Chief David Moore
Janesville PD



Troy Knudson
Rock County Sheriff



Chief Randy Pickering
Edgerton FD



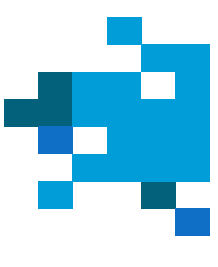
Chief Rich LeFeber
Town of Turtle PD



Chief Patrick Reese
Evansville PD



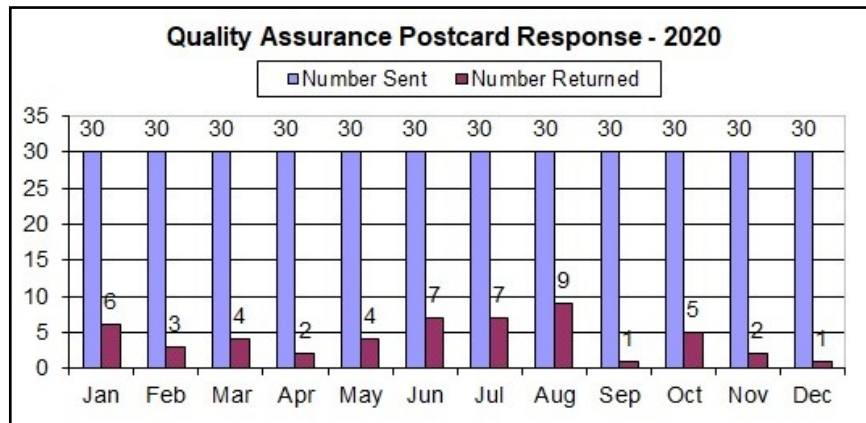
Chief Gene Wright
Town of Beloit FD



QUALITY ASSURANCE

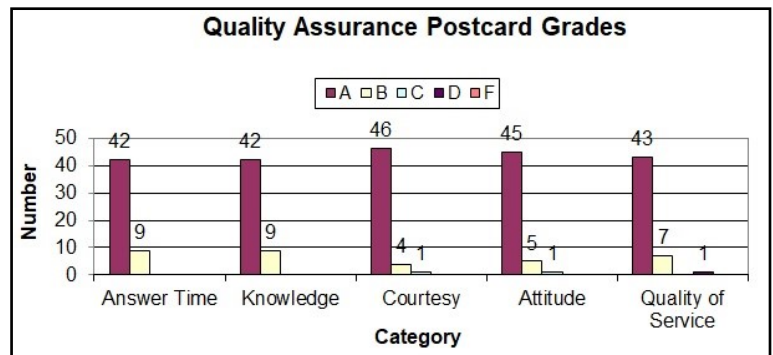
Each month, thirty letters/postcards are randomly sent to citizens who telephone the Rock County 911 Communications Center. The quality assurance card responses are recorded and presented at 911 Commission meetings each year. The process is completed as part of the 911 Center’s Quality Assurance Program. Shift Supervisor Fredd Carr managed the process of mailing and receiving the cards for 2020. Other quality assurance processes include monthly reviews of all telecommunicator and call taker activities, user agency input, workgroup meetings, and other forms of citizen input.

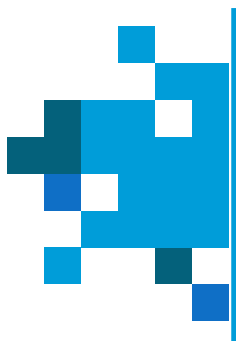
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Number Sent	30	30	30	30	30	30	30	30	30	30	30	30	360
Number Returned	6	3	4	2	4	7	7	9	1	5	2	1	51
Return Percentage	20%	10%	13%	7%	13%	23%	23%	2%	3%	17%	7%	3%	14%



	A	B	C	D	F	
Answer Time	42	9				A=Excellent
Knowledge	42	9				B=Good
Courtesy	46	4	1			C=Satisfactory
Attitude	45	5	1			D=Unsatisfactory
Quality of Service	43	7		1		F=Failure

2/2020 - The rating of "D" was a concern towards a user agency response to the incident. That concern was forwarded to the user agency.





EXPENDITURES

Personal Services

Regular Wages	\$2,310,310.49
Overtime Wages	353,191.37
Uniforms	3,585.80
FICA	203,223.61
Retirement	178,051.15
Health Insurance	762,518.98
Dental Insurance	20,734.09
Life Insurance	667.34
Workers Compensation	1,547.00
	\$3,833,829.83

Contractual Services

Professional Services	\$31,591.99
Data Communications	2,837.58
Repair & Maintenance Services	372,435.55
Machinery Equipment Repair & Maint.	25,885.65
Building/Office Lease	147,400.41
Software Maintenance	36,063.89
Electric/Utilities	13,345.24
	\$629,560.31

Telephone & Teletype Services

Telephone	\$82,506.33
Teletype Services	30,168.00
	\$112,674.33

Training Expenses

Travel	\$29.90
Educational Expense	12,646.60
	\$12,676.50

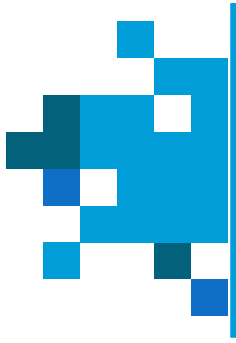
Supplies Expense

Postage	\$465.06
Office Supplies & Expense	12,450.59
Public Information	0.00
Publications/Subscriptions/Due	755.00
	\$13,670.65

Capital Outlay

Cap Assets \$2,000 TO \$25,000	20,434.56
Capital Assets Over \$25,000	921,408.91
Software Purchase Over \$25,000	112,825.12
	\$1,054,668.59

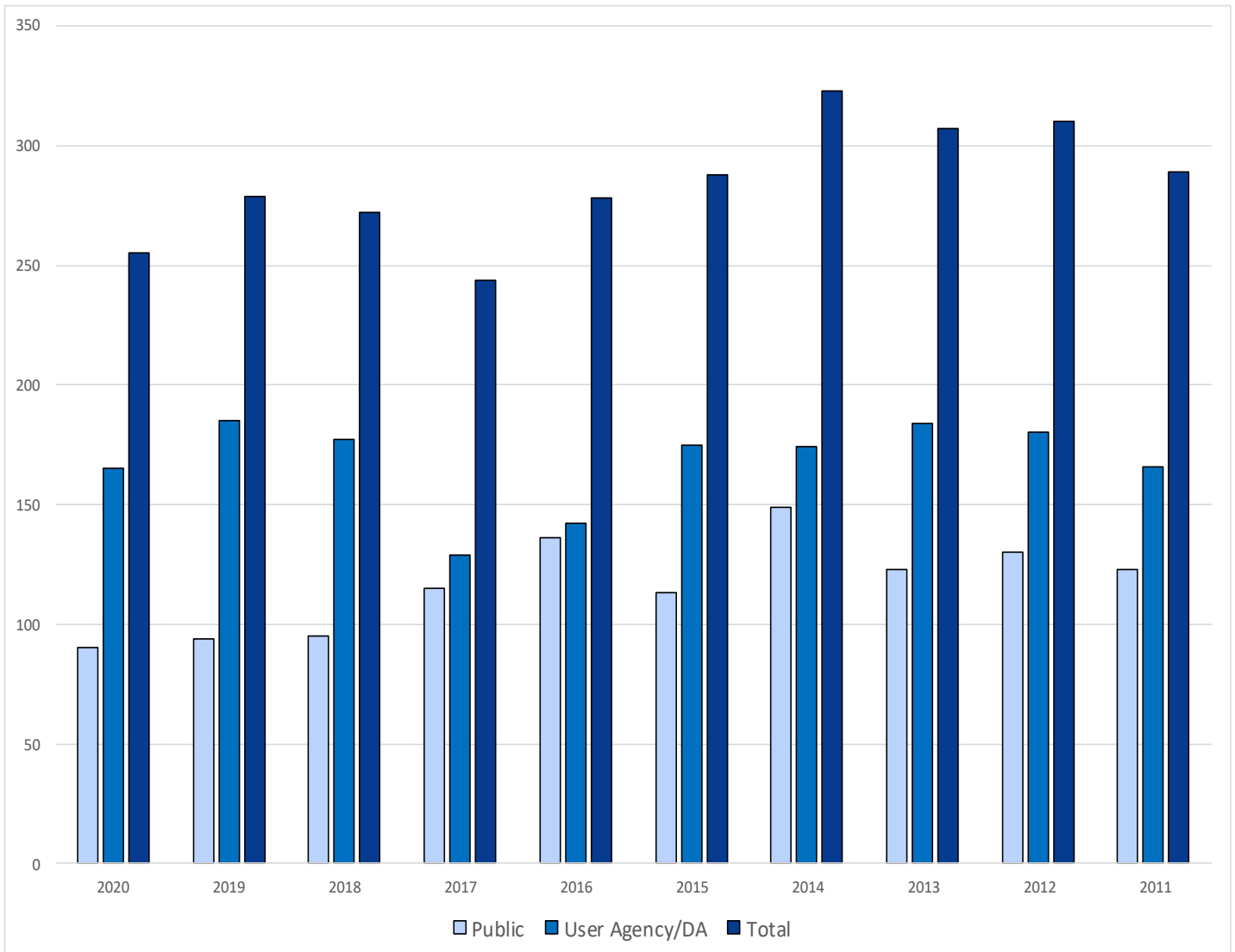
Total Expenditures for 2020	\$5,657,080.21
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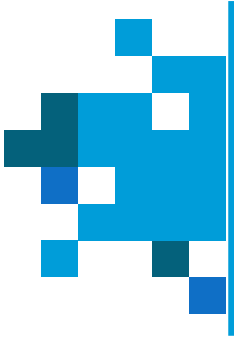


OPEN RECORDS

The Communications Center receives requests for public records throughout the year from user agencies, the public, and attorneys. These records include call notes from the CAD system or audio from 911 calls and radio traffic. Requests are processed according to the Freedom of Information Act and Wisconsin Public Records Law, Wisconsin Stat. §§19.31-19.39.

OPEN RECORDS REQUESTS BY YEAR: 2011-2020





ACCREDITATION

CALEA

COMMISSION ON ACCREDITATION FOR LAW ENFORCEMENT AGENCIES, INC. PUBLIC SAFETY COMMUNICATIONS ACCREDITATION

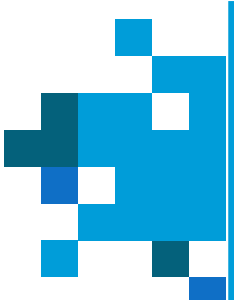
The CALEA Public Safety Communications Accreditation Program is a voluntary program that provides communications centers with a process to systematically review and internally assess its operations and procedures. The program contains 212 standards incorporating the elements of:

- Organization
- Direction and Supervision
- Human Resources
- Recruitment, Selection, and Promotion
- Training
- Operations
- Critical Incidents, Special Operations, and Homeland Security

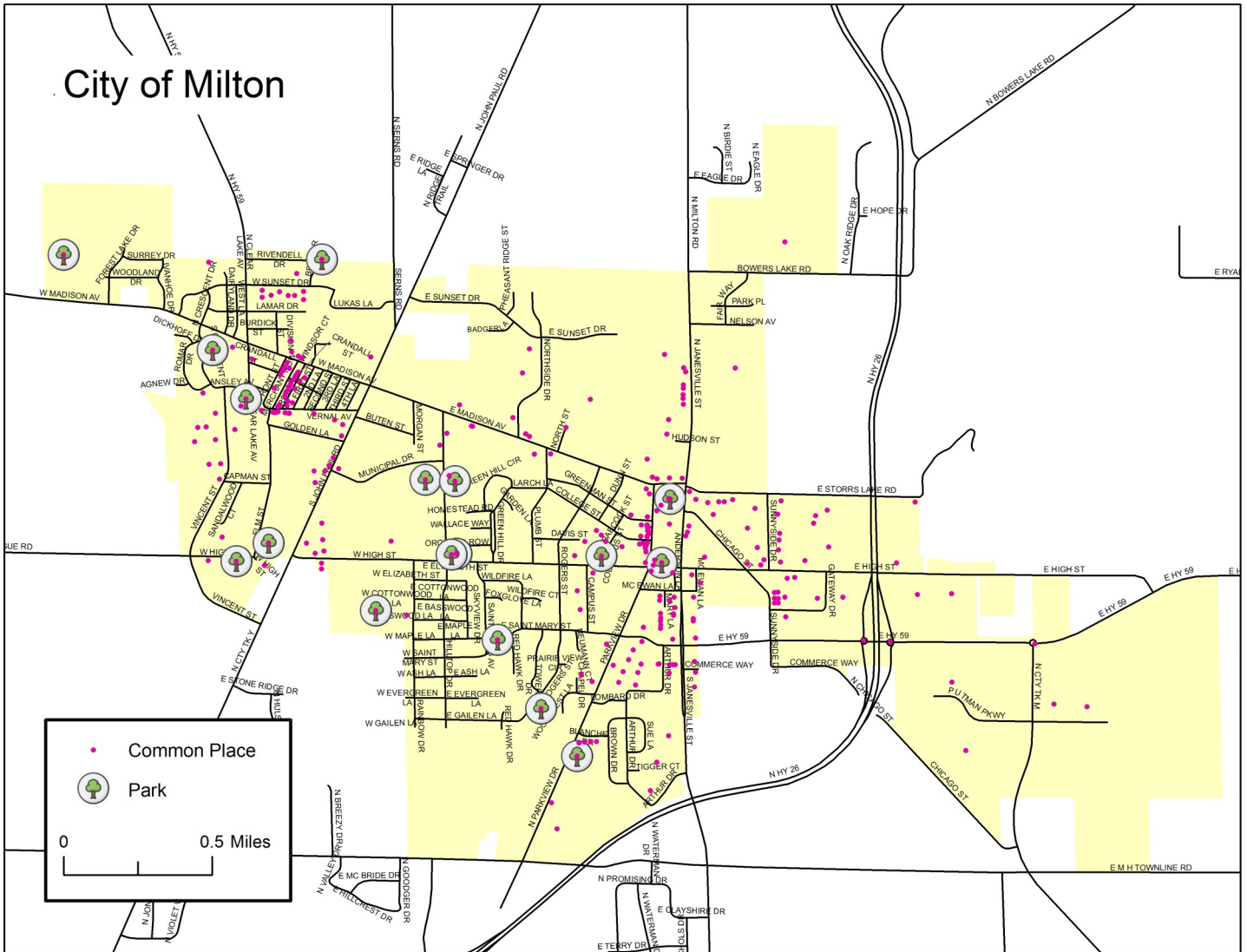
The standards are viewed as reflecting the best professional requirements and practices for a public safety communications agency both by CALEA and APCO (Association of Public Safety Communications Officials). Meeting these standards enables the Rock County Communications Center to provide superior public safety communications to the agencies served as well as the citizens of Rock County.

The Rock County Communications Center has been fully accredited by CALEA since July 2000, with on-site assessments by CALEA Assessors who objectively report back to the CALEA Commission. The Center's most recent on-site assessment took place in April 2018 lead by Accreditation Manager, Brian Becker. In July 2018, the Communications Center received its 7th consecutive CALEA Award in Grand Rapids, MI. The Center was further recognized by being nominated for and presented with the Excellence Award for the effective use of accreditation for public safety services and management professionalism. CALEA has moved from a three year accreditation cycle to a four year accreditation cycle. During this updated accreditation cycle, CALEA analyzes standards remotely each year and then comes on site during the fourth year. Previously, CALEA analyzed the agency's accreditation standards every three years. The next on-site assessment will be in 2022.



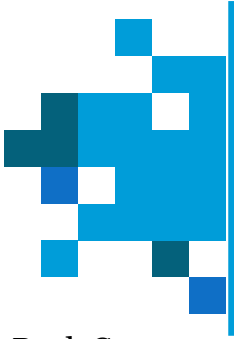


MAPPING



Kris Pehl has been the Geo Applications Specialist for the Communications Center since 2002. Kris maintains day-to-day operations of the geographic systems network, including the addition and changes of street segments, fire and police areas, and municipal boundaries in the base map system.



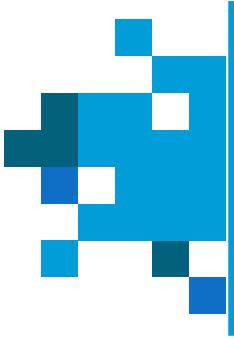


PICTOMETRY

Rock County contracted with Pictometry International to fly aerial imagery and oblique (45-degree angle imagery) in 2019. Pictometry's oblique imagery offers several images of the same location from different directions. This imagery assists telecommunicators and public safety agencies with specific details of a location. Pictometry is useful to public safety agencies. Law enforcement can view the images to obtain a visual reference of a target location or prepare for large-scale events at parks or festival areas. Fire departments can view the images to identify potentially hazardous objects near fires.

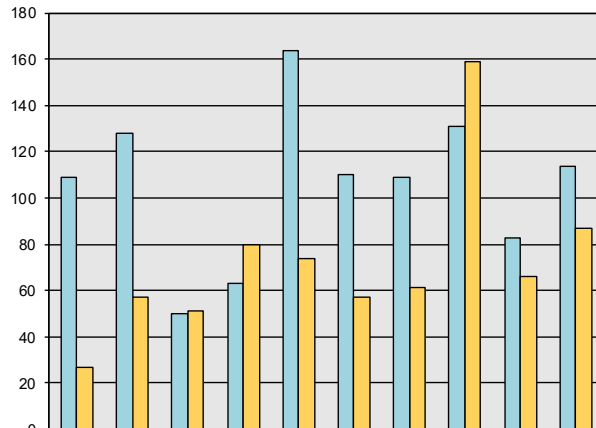
MILTON HOUSE MUSEUM MILTON, WISCONSIN





9-1-1 DATABASE

Landline 9-1-1 Database Maintenance



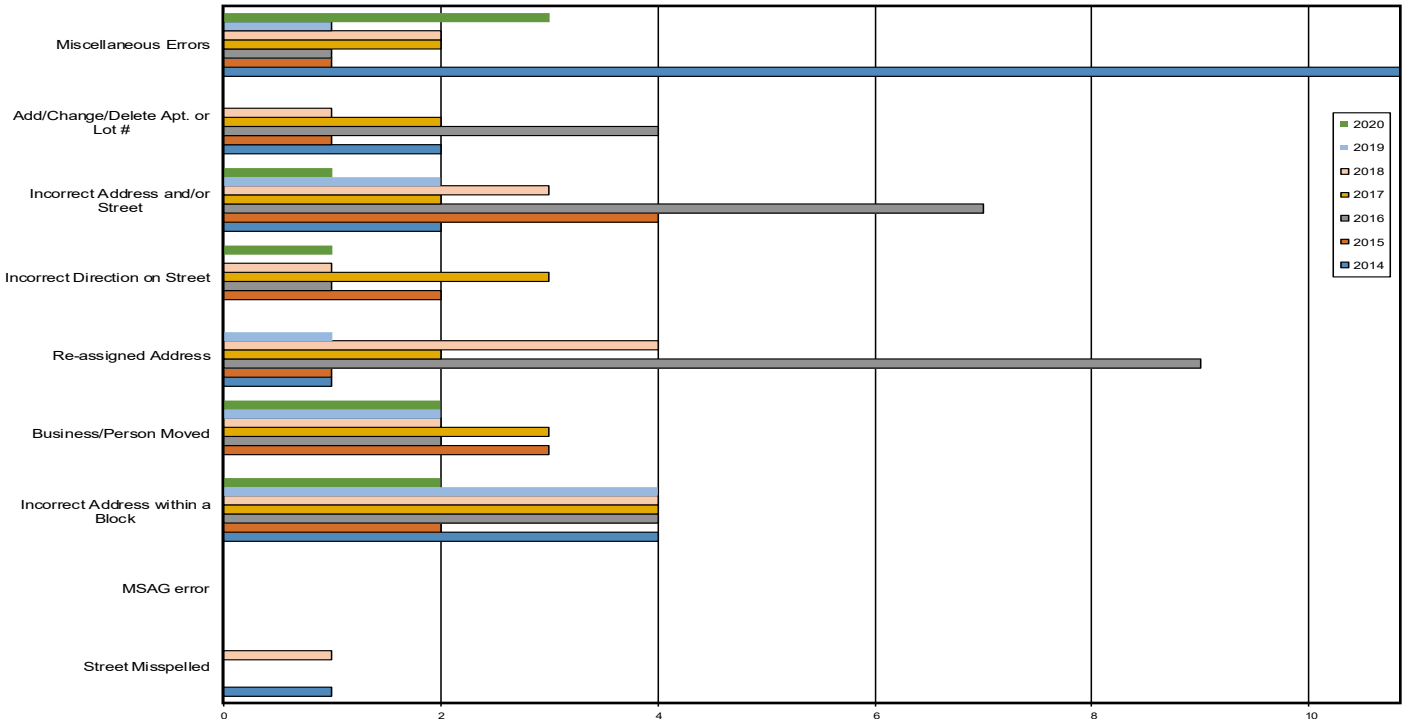
	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
ANI/ALI No Record Found (phone number only)	109	128	50	63	164	110	109	131	83	114
MSAG Changes	27	57	51	80	74	57	61	159	66	87

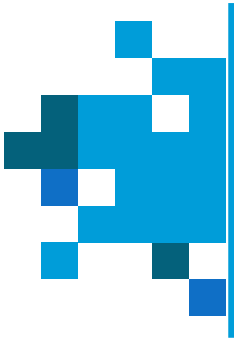
ANI - Automatic Number Identification
 ALI - Address Location Identification
 MSAG - Master Street Address Guide

Note: No Record Found errors are identified by telecommunicators receiving 9-1-1 calls.

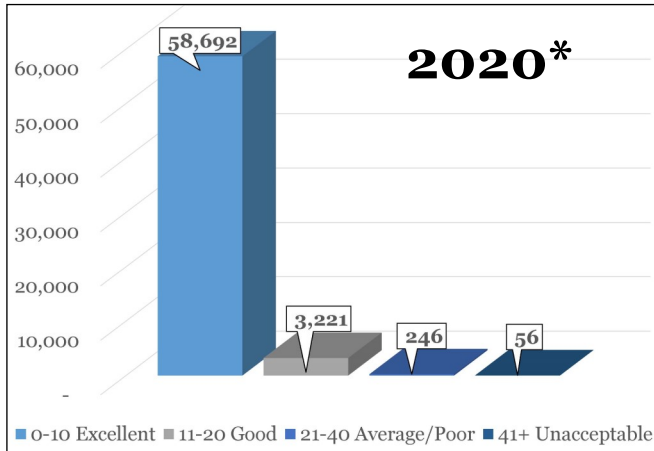
MSAG maintenance is the result of street additions/modifications, telephone company discrepancies, annexations and errors. This maintenance originates from the telephone company and/or the Communications Center.

Landline 9-1-1 Database Discrepancies

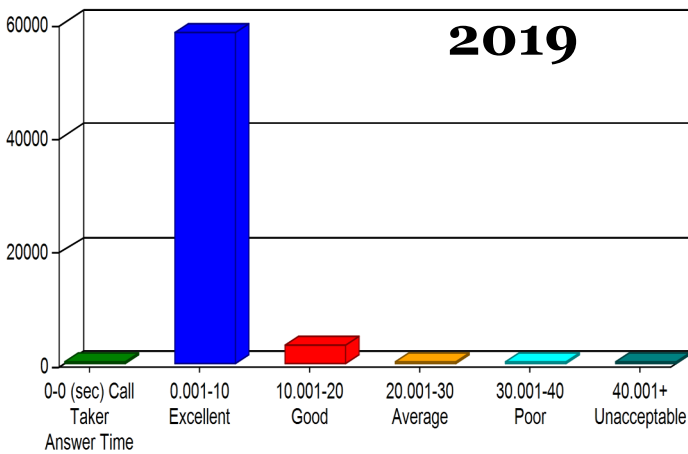




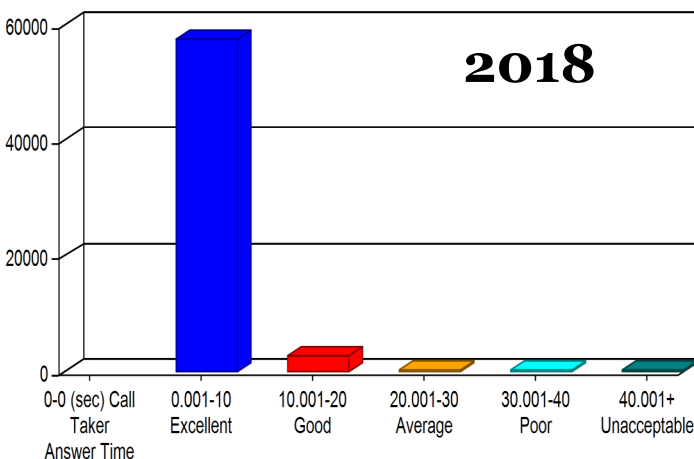
9-1-1 ANSWER TIMES



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
0-10 Excellent	58,692	94.34
11-20 Good	3,221	5.18
21-40 Average/Poor	246	0.39
41+ Unacceptable	56	0.09
	62,215	100.00

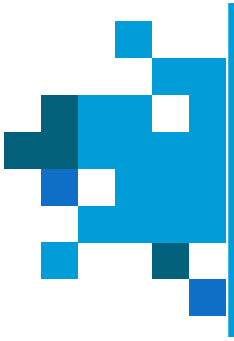


<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	5	0.01
0.001-10 Excellent	58,252	94.45
10-20 Good	3,242	5.26
20-30 Average	126	.20
30-40 Poor	33	0.05
40+ Unacceptable	18	0.03
	61,676	100.00



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	0	0.00
0.001-10 Excellent	57,555	95.20
10-20 Good	2,757	4.56
20-30 Average	112	0.19
30-40 Poor	21	0.03
40+ Unacceptable	10	0.02
	60,455	100.00

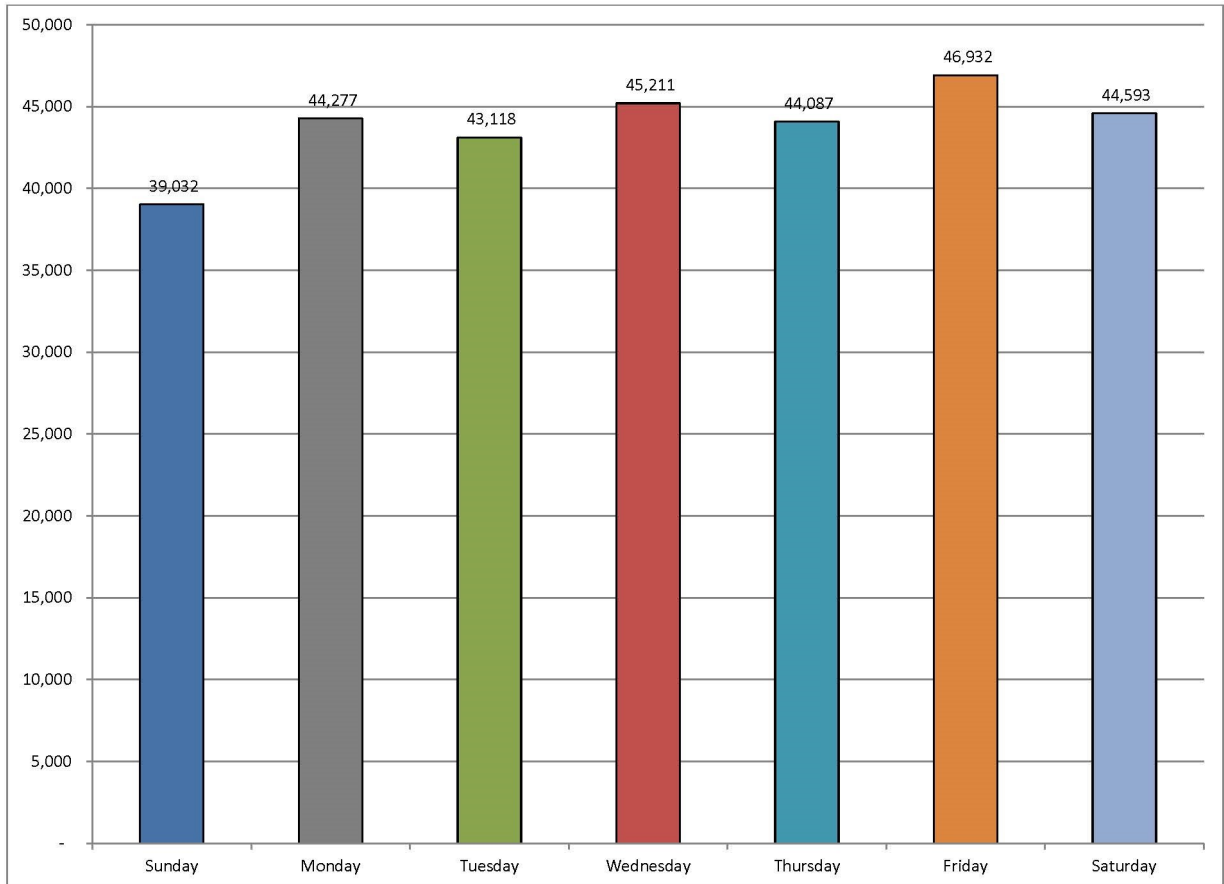
*NOTE: In August 2020, The Rock County Communications Center installed a new 9-1-1 telephone system. Data from old and new systems are combined. The new reporting software does not breakdown the "Range of Answer Time" categories in the same manner as the previous software.



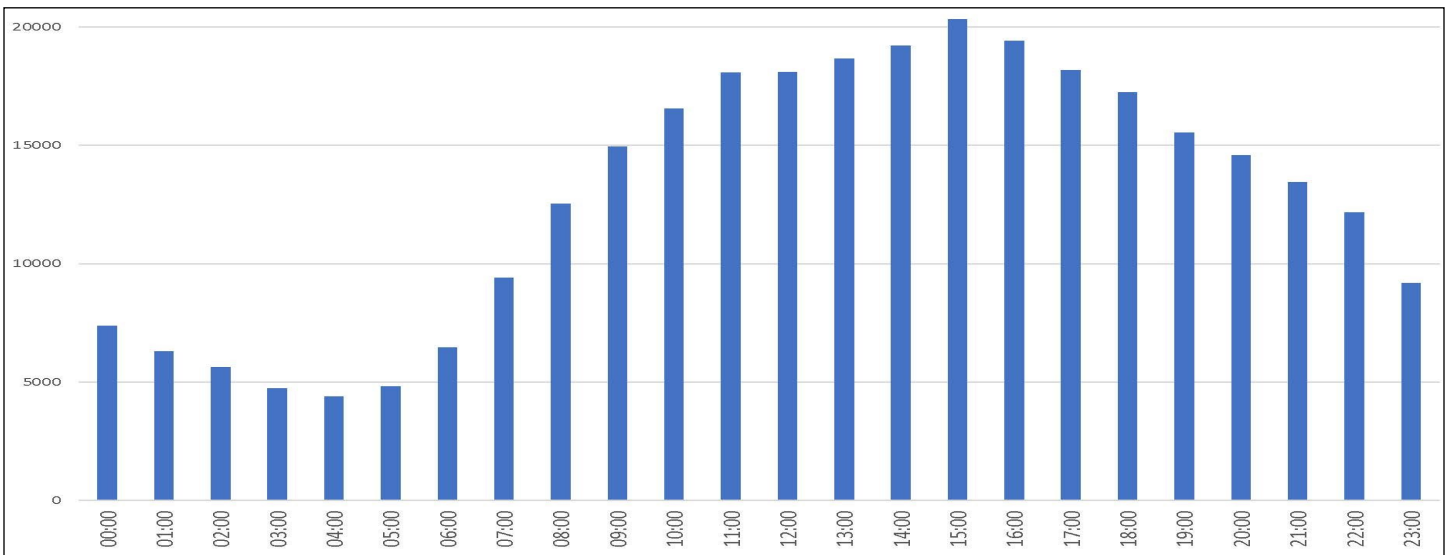
CALL VOLUME

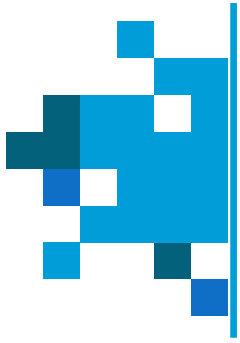
2020 Total Calls — 307,250

2020 CALL VOLUME BY DAY OF WEEK



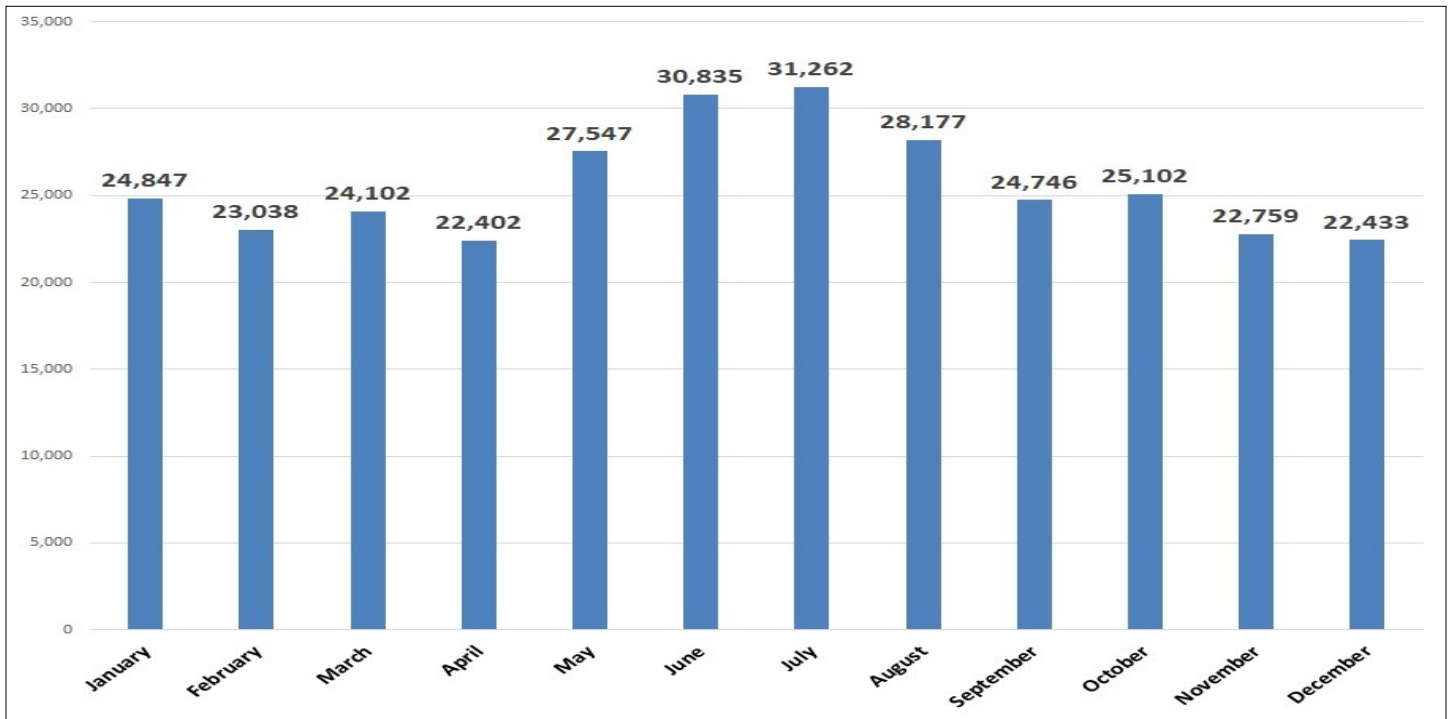
2020 CALL VOLUME BY HOUR OF DAY



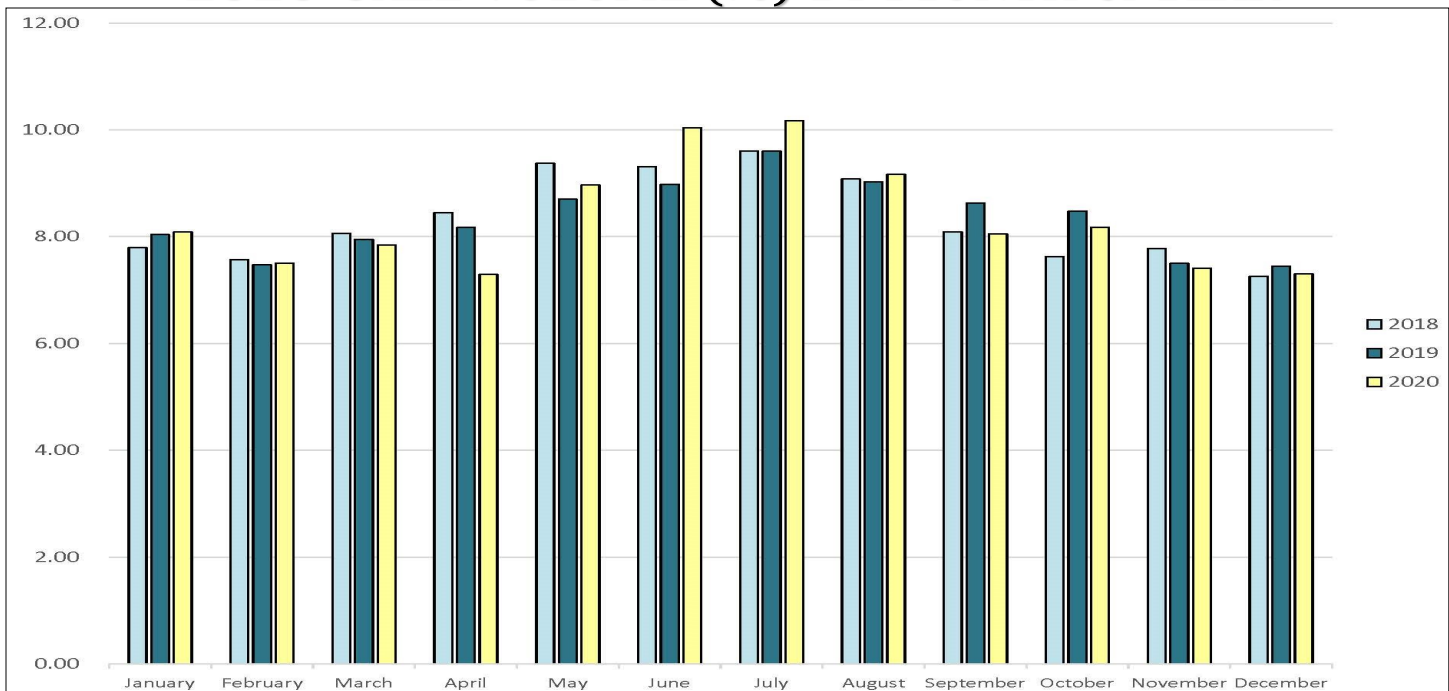


CALL VOLUME, CONTINUED

2020 CALL VOLUME BY MONTH



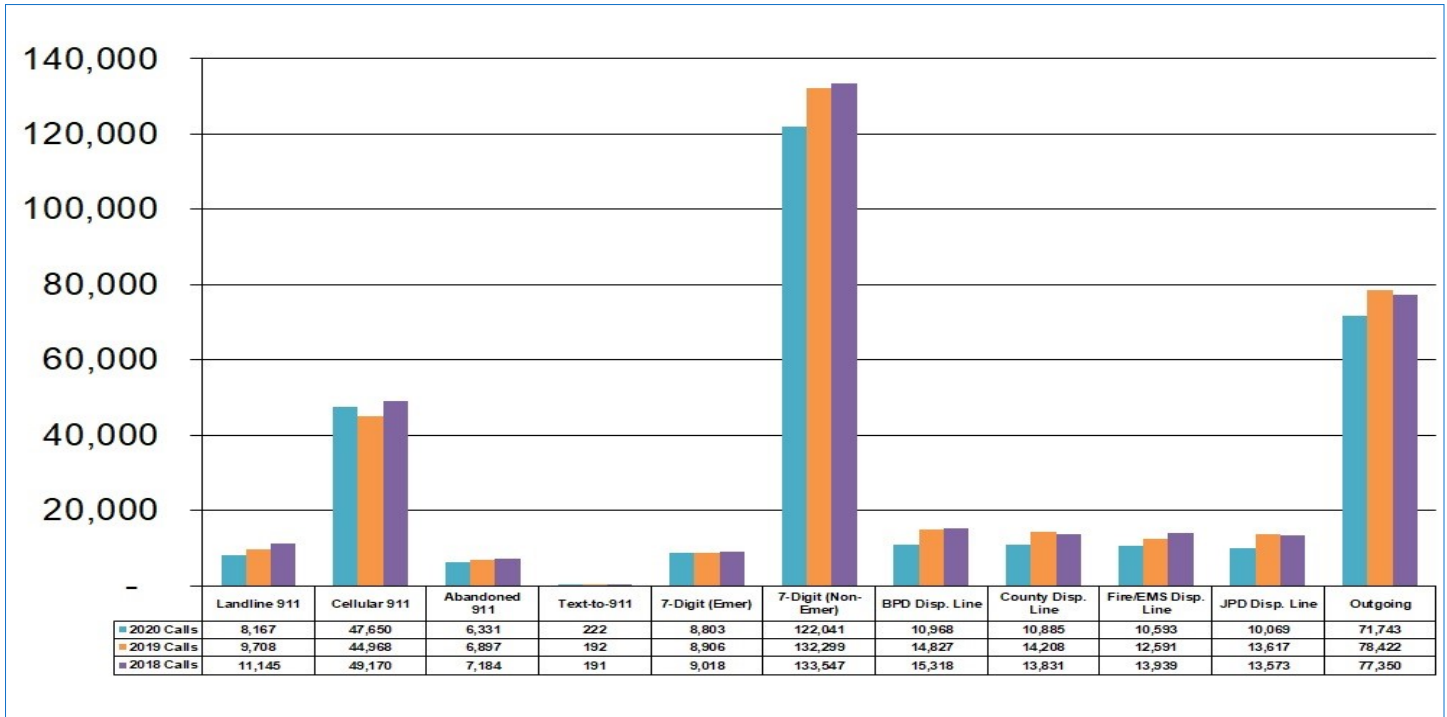
2020 CALL VOLUME (%) BY MONTH & YEAR



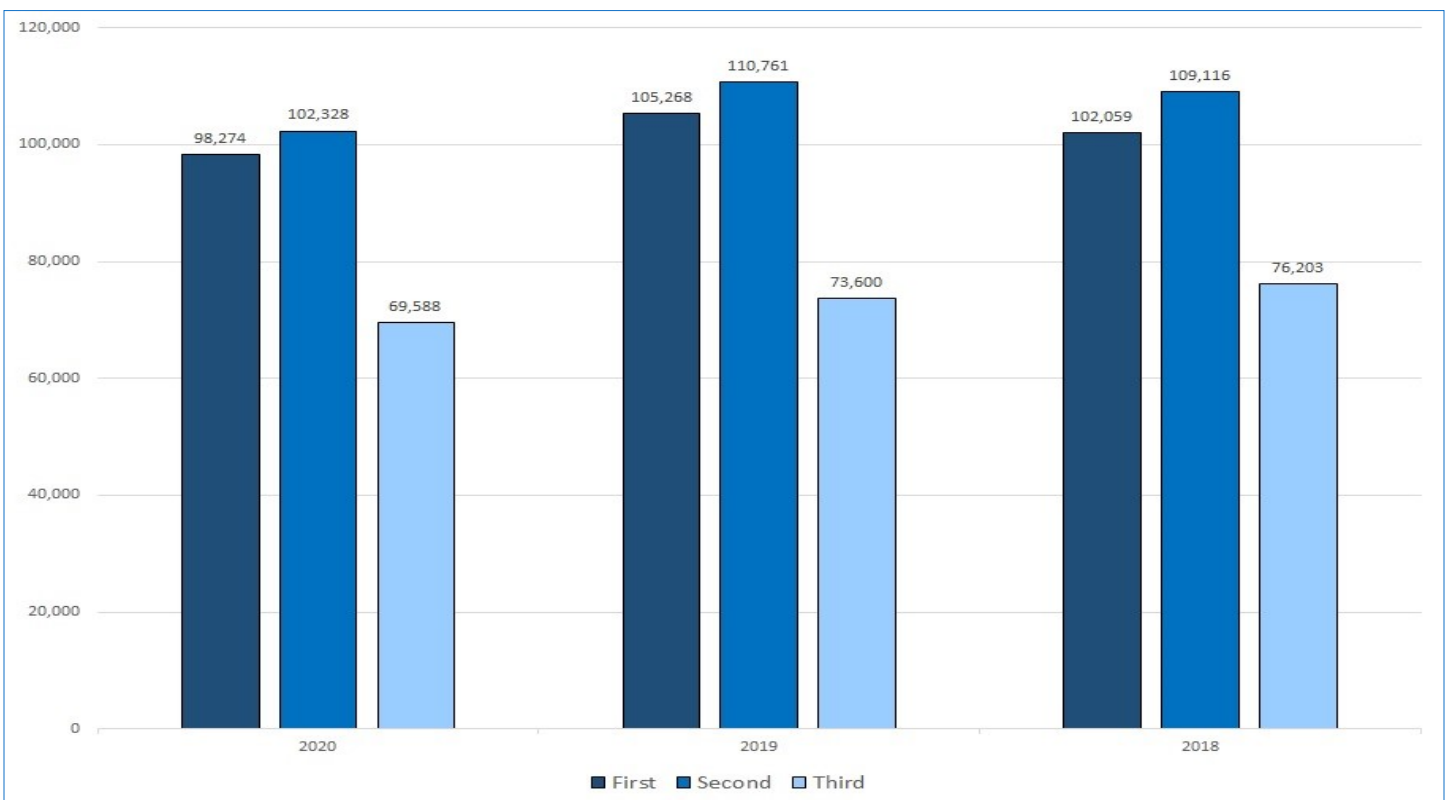


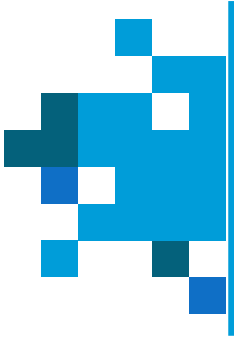
TELEPHONE ACTIVITY & CAD INCIDENTS

Telephone Activity by Line Type: 2018-2020



CAD Incidents by Shift & Year: 2018-2020





USER AGENCY ACTIVITY

The Communications Center provides 24-hour dispatching services for 13 Law Enforcement and 11 Fire and/or EMS agencies throughout Rock County. In 2020, the Communications Center saw a combined total of 260,940 Law Enforcement and Fire/EMS activities. This is a decrease of 21,473 activities from the previous year and amounts to an average of approximately 715 CAD incidents processed by the Communications Center each day in 2020. This does not include the 3,838 controlled burns entered in 2020.

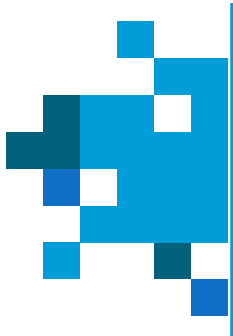
2020*			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	240,614	(21,567)	-8.23%
Fire/EMS	20,326	94	0.46%
Combined Activity	260,940	(21,473)	-7.60%

2019			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	262,181	1,048	0.40%
Fire/EMS	20,232	448	2.26%
Combined Activity	282,413	1,496	0.53%

2018			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	261,133	3,454	1.34%
Fire/EMS	19,784	(273)	-1.36%
Combined Activity	280,917	3,181	1.15%

An activity is described as any officer-initiated or dispatch-initiated activity through the computer-aided dispatch (CAD); i.e., medical call, fire call, police call, follow-ups, etc.

*During the COVID-19 pandemic period (affecting the majority of 2020), law enforcement agencies greatly reduced self-initiated calls. Center-initiated calls remained relatively flat compared to 2019.



USER AGENCY ACTIVITY, CONTINUED

CAD Incidents by Law Enforcement Agency



Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	Turtle Twsp	Total
911 ABANDONED OR HANGUP OR OPEN LINE	36	3	2	4	1	1	45	2	0	1	23	0	118
911 ABANDONED OR HANGUP OR OPEN LINE - CELL TRACE (911)	0	0	0	0	0	0	0	0	0	0	1	0	1
911 ABANDONED OR HANGUP OR OPEN LINE - EMERGENCY	105	10	1	3	1	0	66	1	0	0	21	0	208
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - NO LOCATION (911)	535	110	1	22	24	0	538	25	0	0	370	0	1625
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - WITH LOCATION (911)	3564	470	109	241	263	20	4777	272	11	62	2048	13	11850
911 ABANDONED OR HANGUP OR OPEN LINE - TEXT TRACE (911)	3	0	0	0	0	0	5	0	0	0	2	0	10
ABANDONED VEHICLE REPORT	634	25	7	25	26	4	967	14	1	4	71	1	1779
AIRCRAFT EMERGENCY	1	0	0	0	0	0	3	0	0	0	0	0	4
ALARM	9	0	6	0	1	0	6	0	0	1	6	0	29
ALARM - HOLDUP	27	3	0	4	2	0	25	3	0	0	4	0	68
ALARM - INTRUSION	546	68	77	37	75	2	553	36	4	10	249	4	1661
ALARM - PANIC	33	2	2	3	10	0	52	1	0	1	5	1	110
ALCOHOL VIOLATION	12	1	0	0	2	0	37	2	0	1	17	0	72
ANIMAL COMPLAINT	1434	232	39	140	141	13	1558	158	10	22	1018	11	4776
ANIMAL COMPLAINT - BITE	73	15	2	17	14	1	150	8	1	1	79	0	361
ARMED SUBJECT	23	2	0	0	0	0	21	1	0	0	3	0	50
ARMED SUBJECT - GUN	34	1	1	1	1	0	31	0	0	0	7	0	76
ARMED SUBJECT - KNIFE	15	0	1	0	0	0	24	0	0	2	3	0	45
ARSON INVESTIGATION	12	1	0	0	0	0	3	0	0	0	1	0	17
ASSIST CITIZEN	2909	290	193	409	428	18	3139	577	13	63	1095	11	9145
ASSIST OTHER JURISDICTION	1205	638	175	213	243	30	1160	201	36	60	2066	37	6064
BATTERY	138	15	5	10	5	1	118	9	0	0	56	0	357
BLOOD RUN - EMERGENCY	1	0	0	0	0	0	0	0	0	0	1	0	2
BOMB THREAT	1	0	0	0	0	0	0	0	0	0	0	0	1
BURGLARY	115	20	2	4	8	0	132	5	0	6	41	0	333
BURGLARY - IN PROGRESS	6	3	1	2	1	0	5	1	0	1	3	0	23
BURGLARY - NOT CHECKED	8	1	0	0	0	0	11	0	0	1	3	0	24
BUSINESS CHECK	3389	291	270	383	148	174	726	935	81	70	2036	1	8504
CAINVASSING	1	0	0	0	0	0	0	0	0	0	3	0	4
CCOWI	0	0	0	0	0	0	0	0	0	0	1	0	1
CHASE	30	6	2	0	0	0	10	0	0	1	31	0	80
CHILD	166	16	1	12	2	1	75	6	2	0	18	0	299
CHILD OFFENSE - ASSIST	26	1	0	0	1	0	16	1	0	1	5	0	51
CHILD OFFENSE - FOUND	18	5	0	1	1	0	22	3	0	0	2	0	52
CHILD OFFENSE - LOST	6	0	1	0	0	0	10	2	0	1	0	0	20
CHILD OFFENSE - MISSING	6	2	0	1	0	0	12	0	0	1	2	0	24
CIVIL DISPUTE	1356	151	31	100	114	4	1532	83	2	11	349	2	3735
CIVIL PAPER SERVICE	23	12	4	3	10	5	268	12	0	4	2041	0	2382
CODE ENFORCEMENT	3	1	5	0	21	0	14	1255	0	12	1	0	1312
DEATH INVESTIGATION	74	10	10	12	5	1	103	8	0	2	45	1	271

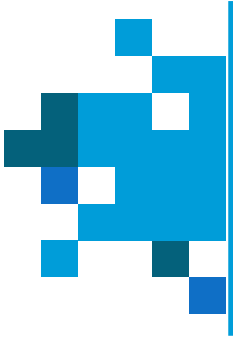


USER AGENCY ACTIVITY, CONTINUED

CAD Incidents by Law Enforcement Agency



Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	Turtle Twsp	Total
DISORDERLY CONDUCT	433	34	19	35	30	2	706	47	0	8	90	1	1405
DISTURBANCE	436	48	14	27	14	0	519	17	0	9	86	0	1170
DISTURBANCE - DOMESTIC	489	51	7	30	35	1	821	27	1	16	124	0	1602
DNR VIOLATION	1	5	1	0	1	0	2	0	0	0	29	0	39
DRUG COMPLAINT	503	26	8	15	26	2	475	22	0	3	163	2	1245
ESCAPE/WALKAWAY	0	0	0	0	0	0	3	0	0	0	31	0	34
ESCORT/TRANSPORT	54	2	0	31	27	0	57	2	0	0	181	0	354
EVICION	0	0	0	0	0	0	1	0	0	0	130	0	131
FAMILY DISPUTE	1066	81	21	33	46	2	547	61	1	12	203	2	2075
FIRE ASSIST	871	185	299	420	406	13	1251	455	12	129	1456	20	5517
FIREWORKS COMPLAINT	326	37	15	49	30	0	371	17	0	7	76	2	930
FOLLOW UP	7990	1104	335	757	770	31	8946	817	21	142	3428	10	24351
FOOT PATROL	140	23	58	147	160	0	53	145	0	1	9	0	736
FOOTVILLE PATROL	0	0	0	0	0	0	0	0	0	0	937	0	937
FRAUD	288	46	10	26	25	1	465	32	1	6	160	0	1060
FRAUD/FORGERY - IN PROGRESS	1	0	0	0	0	0	1	0	0	0	1	0	3
GUNSHOT WOUND	21	1	0	0	0	0	9	0	0	0	3	0	34
HANOVER PATROL	0	0	0	0	0	0	0	0	0	0	2	0	2
HARASSMENT	339	39	9	32	26	4	492	44	2	9	102	0	1098
HARASSMENT - IN PROGRESS	1	0	0	0	0	0	1	0	0	0	0	0	2
HAZARDOUS CONDITION	344	106	16	63	59	13	667	80	16	11	742	11	2128
HCC TRANSPORT	1	0	0	0	0	0	1	0	0	0	5	0	7
HIT & RUN	277	29	6	20	13	2	351	14	1	3	139	2	857
HIT & RUN - INJURY	9	0	0	0	0	1	7	0	0	0	2	0	19
HIT & RUN - JUST OCCURED	156	20	0	4	4	0	143	7	0	0	16	0	350
HUBER CHECK	7	2	0	0	0	0	19	0	0	0	388	0	416
HUD CHECK	506	0	2	0	0	0	0	0	0	0	0	0	508
INTERSTATE REROUTE	0	0	0	1	0	0	5	0	1	0	1	0	8
INTOXICATED SUBJECT	2	0	1	0	1	0	18	1	0	0	2	0	25
K9 ASSIST	0	1	0	0	0	0	11	0	0	0	11	0	23
KID COMPLAINT	221	10	4	45	39	0	208	42	0	7	34	0	610
LOITERING	32	1	0	0	0	0	73	1	0	0	1	0	108
LOUD NOISE	615	40	7	38	36	1	608	51	1	3	258	1	1659
LOUD NOISE - PARTY	111	12	0	6	1	0	67	1	0	0	8	0	206
MENTAL HEALTH SUBJECT	2	0	0	0	0	0	0	0	0	0	0	0	2
MESSAGE DELIVERY	17	3	2	5	2	1	24	2	0	0	164	0	220
OPEN DOOR	47	8	17	17	30	0	114	71	1	3	43	0	351
OPERATING WHILE INTOXICATED	167	33	5	9	17	0	225	15	1	1	137	0	610
ORDINANCE VIOLATION	257	87	43	54	47	26	428	73	14	11	200	9	1249
OUT WITH SUBJECT	529	62	56	260	95	5	807	145	7	4	163	4	2137
OVERDOSE	91	10	2	10	8	0	146	9	1	2	28	0	307
PARKING COMPLAINT	1401	43	131	175	442	10	835	334	6	54	72	0	3503
PHONE MESSAGE	765	160	39	106	117	2	620	107	4	9	559	7	2495
PROBATION AND PAROLE VIOLATION	4	3	1	1	1	0	12	1	0	0	4	0	27
PROPERTY - FOUND	398	40	16	46	40	2	564	39	3	9	87	2	1246
PROPERTY - LOST	6	2	1	5	5	0	78	6	0	0	12	1	116
PROWLER COMPLAINT	4	0	0	0	0	0	7	2	0	0	4	0	17
PUBLIC WORKS/UTILITY	58	1	0	17	15	0	105	21	0	6	22	0	245
RECORDS REQUEST	2	0	0	0	4	1	1	0	1	27	0	0	36



USER AGENCY ACTIVITY, CONTINUED

CAD Incidents by Law Enforcement Agency



Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	Turtle Twsp	Total
RESTRAINING ORDER VIOLATION	55	5	0	6	3	0	91	1	1	0	22	0	184
ROBBERY	37	0	0	1	0	0	31	1	0	0	2	0	72
RUNAWAY	101	17	1	6	3	0	135	4	0	2	21	0	290
RUNOFF	28	20	2	6	3	2	32	8	2	2	347	0	452
SCHOOL CHECK	196	71	97	174	228	0	26	210	3	84	227	0	1316
SECURITY CHECK	5774	2308	2027	4237	6924	671	4078	17040	389	101	19153	22	62724
SEX OFFENDER PLACEMENT CHECK	0	7	0	0	1	0	0	0	0	0	30	0	38
SEX OFFENSE	130	17	3	8	13	0	148	18	0	3	64	0	404
SHOTS FIRED	152	21	0	1	2	0	48	2	2	1	44	0	273
SPECIAL ASSIGNMENT	1008	126	207	121	275	20	667	180	11	45	625	11	3296
SPECIAL EVENTS	0	3	20	10	1	1	2	0	2	1	6	0	46
SPECIAL INVESTIGATIONS UNIT	0	0	0	0	0	0	21	0	0	0	32	0	53
SPEED BOARD	0	0	0	0	0	1	0	0	0	0	6	0	7
STABBING	10	0	0	0	0	0	6	0	0	0	2	0	18
STALLED VEHICLE	437	134	13	35	51	21	594	73	24	5	1070	20	2477
STATE OFFENSE	122	19	3	10	8	2	285	15	1	1	50	1	517
SUBJECT DOWN	63	5	1	1	3	0	95	2	0	2	19	0	191
SUICIDE	2	3	0	0	0	0	4	0	0	0	1	0	10
SUICIDE - ATTEMPTED	2	1	1	1	0	0	7	1	0	1	2	0	16
SUSPICIOUS - ACTIVITY	2119	200	48	121	168	7	1281	137	9	15	537	7	4649
SUSPICIOUS - PERSON	245	31	7	14	13	2	241	16	1	2	65	0	637
SUSPICIOUS - VEHICLE	483	135	23	49	58	3	488	57	1	10	314	4	1625
THEFT	780	99	25	48	43	4	1022	40	2	10	197	4	2274
THEFT - AUTO	114	5	3	1	1	0	80	8	0	2	13	0	227
THEFT - RETAIL	451	13	15	7	9	0	460	8	0	1	23	1	988
THREAT	257	23	12	26	13	0	310	18	0	6	64	0	729
TRAFFIC ACCIDENT	557	72	15	40	22	15	974	47	6	8	531	2	2289
TRAFFIC ACCIDENT - BLOCKAGE	122	19	0	1	2	3	204	3	0	2	66	1	423
TRAFFIC ACCIDENT - INJURY	187	30	3	6	3	3	226	6	3	2	234	2	705
TRAFFIC ACCIDENT - PINNED	4	0	1	0	0	0	1	0	0	0	6	0	12
TRAFFIC COMPLAINT	1254	345	33	104	112	15	2076	136	10	44	1488	10	5627
TRAFFIC STOP	3576	757	782	466	765	474	6189	666	599	326	4743	1053	20396
TRESSPASSING	120	4	0	7	7	2	240	2	0	2	62	0	446
TRUANCY	15	12	2	14	10	0	21	16	0	8	0	0	98
UNION TOWNSHIP PATROL	0	0	0	0	0	0	0	0	0	0	1	0	1
UNKNOWN PROBLEM	19	0	2	2	0	0	40	0	0	2	9	0	74
UNWANTED SUBJECT	521	16	5	25	7	0	505	10	0	2	45	2	1138
VANDALISM	434	32	8	29	25	3	441	46	3	9	129	2	1161
VEHICLE INSPECTION	2	0	0	0	8	0	2	32	0	0	2	0	46
VEHICLE UNLOCK	25	17	29	5	54	1	34	9	0	1	13	1	189
WARRANT SERVICE	397	7	4	8	3	1	550	3	0	0	255	0	1228
WATER RESCUE	1	0	0	0	0	0	5	0	0	0	6	0	12
WATER RESCUE (SO)	0	0	0	0	0	0	0	0	0	0	10	0	10
WEAPONS OFFENSE	24	14	2	6	4	3	23	5	0	0	58	0	139
WEATHER	4	0	0	0	0	0	1	0	0	1	3	0	9
WELFARE CHECK	1051	205	86	149	136	11	2844	139	7	37	671	8	5344
TOTAL	56444	9553	5573	9876	13098	1660	61606	25288	1332	1569	53308	1307	240614



USER AGENCY ACTIVITY, CONTINUED

CAD Incidents by Fire/EMS Agency

Incident Type	Beloit	Beloit Twp	Brodhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twp	Whitewater	Total
ABDOMINAL PAIN	160	10	0	0	10	25	15	6	148	22	5	4	1	406
ACCIDENT - HIT & RUN	14	0	0	0	0	1	1	0	8	1	0	1	0	26
ACCIDENT - INJURY	231	42	5	0	19	61	25	6	339	51	23	25	7	834
ACCIDENT - INJURY - AUTO ALS RESPONSE CRITERIA	1	0	0	0	4	0	3	1	2	0	2	0	0	13
ACCIDENT - PINNED	7	2	1	0	1	3	2	0	8	4	1	1	0	30
ACCIDENT PINNED - AUTO ALS RESPONSE CRITERIA	0	1	0	0	4	0	0	0	0	1	2	0	0	8
AIRCRAFT EMERGENCY	1	0	0	0	0	0	0	0	0	1	0	0	0	2
ALARM - CARBON MONOXIDE WITH ILLNESS	10	2	0	0	1	1	1	1	26	2	1	1	1	47
ALARM - COMMERCIAL FIRE	251	15	0	0	11	14	14	8	288	13	2	0	0	616
ALARM - RESIDENTIAL FIRE	36	8	1	0	2	10	4	0	58	6	5	7	2	139
ALLERGIC REACTION	26	3	0	0	0	1	2	3	28	5	1	0	0	69
AMBULANCE STANDBY	20	1	0	0	3	1	4	1	70	4	2	1	1	108
ARCING WIRES	18	4	0	0	1	11	1	0	35	6	6	3	0	85
ASSIST PATIENT	348	74	0	0	24	45	26	4	617	64	19	8	1	1230
BACK PAIN	45	12	0	0	3	10	6	1	101	10	6	5	0	199
BLEEDING	75	11	0	0	14	11	14	4	99	13	2	4	0	247
BREATING DIFFICULTY	566	66	4	1	40	71	52	16	626	58	28	21	5	1554
BURN VICTIM	5	0	0	0	0	0	0	0	6	0	1	0	0	12
BURN VICTIM - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	1	0	0	0	0	0	0	1
CARDIAC - CHEST PAIN	323	35	0	1	30	41	45	12	439	34	11	7	5	983
CARDIAC - HEART PROBLEMS	63	10	0	0	3	10	10	2	93	6	6	4	3	210
CHOKING	24	1	0	0	1	3	0	0	26	2	4	1	0	62
DIABETIC REACTION	83	33	0	0	5	10	12	3	129	10	6	3	1	295
FALL VICTIM	461	86	2	1	55	94	73	60	901	117	49	14	3	1916
FALL VICTIM - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	0	2	0	0	0	0	2
FALL VICTIM - OVER 10 FEET	8	1	1	0	1	2	1	0	12	2	0	2	0	30
FIRE - APPLIANCE	3	0	0	0	0	0	1	0	7	0	0	0	0	11
FIRE - BRUSH	20	11	1	0	2	19	3	3	46	13	9	7	1	135
FIRE - COMMERCIAL	28	3	0	0	4	8	0	0	52	7	2	0	1	105
FIRE - RESIDENCE	72	15	0	1	5	9	10	4	87	11	7	2	3	226
FIRE - SINGLE ENGINE RESPONSE	13	6	0	0	1	4	1	0	18	2	3	0	0	48
FIRE - VEHICLE	29	8	0	0	6	8	3	1	47	7	5	6	1	121
FIRE CREW CALLBACK	11	0	0	0	0	0	0	0	2	1	0	0	0	14
GAS ODOR - COMMERCIAL	19	1	0	0	2	2	3	0	27	3	1	0	0	58
GAS ODOR - OUTSIDE	23	1	0	0	2	5	3	0	39	9	0	1	0	83
GAS ODOR - RESIDENCE	31	3	0	0	3	4	4	1	47	10	1	1	0	105
GAS SPILL	4	1	0	0	0	4	1	0	8	3	0	0	0	21
HAZMAT	1	0	0	0	0	0	0	0	0	0	0	0	0	1
HEAD INJURY	22	4	0	0	2	3	4	1	21	3	1	1	1	63
HOSPITAL TRANSFER	49	0	0	0	0	273	0	0	611	0	0	0	0	933
ILL SUBJECT	888	144	2	1	71	144	87	29	1587	119	37	14	9	3132
ILL SUBJECT - FLU-LIKE SYMPTOMS	13	9	0	0	3	5	4	1	40	6	1	0	0	82
INDUSTRIAL ACCIDENT	0	1	0	0	0	0	0	0	1	1	0	1	0	4
INDUSTRIAL ACCIDENT - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	2	0	0	0	0	0	0	2
INDUSTRIAL ACCIDENT - PINNED	0	0	0	0	0	0	1	0	2	0	0	2	0	5
INFECTIOUS DISEASE	154	22	2	0	6	24	18	2	194	17	8	1	0	448
INTERCEPT	4	1	0	0	0	2	1	0	15	1	0	0	0	24
LIFELINE ALARM	121	25	1	0	11	19	17	3	259	18	5	8	0	487
MABAS	12	7	0	0	7	3	3	0	6	1	1	1	0	40
MATERNITY	16	1	0	0	0	0	0	0	19	0	0	0	0	36
MATERNITY - CHILDBIRTH IMMINENT	4	2	0	0	0	0	1	0	7	0	0	0	0	14
MATERNITY - MISCARRIAGE	7	0	0	0	0	0	0	0	2	0	0	0	0	9
ODOR INVESTIGATION	6	2	0	0	1	1	0	0	11	1	0	1	0	23
OVERDOSE	135	17	0	0	9	22	11	3	209	16	4	3	2	431
PULSELESS NON-BREATHING	65	14	1	0	6	14	6	2	109	10	7	3	1	238
PULSELESS NON-BREATHING - CPR INITIATED	54	9	0	1	10	15	7	2	84	13	9	0	2	206
SEIZURE	142	20	0	2	6	20	9	4	202	11	3	3	1	423
SPECIAL DUTY	318	67	2	0	13	47	18	4	473	52	11	15	0	1020
STROKE	112	21	0	0	12	22	16	6	168	14	12	3	0	386
SUBJECT DOWN	144	19	0	0	6	10	7	2	227	12	5	4	0	436
SUBJECT DOWN - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	0	1	0	0	0	0	1
TRAUMA	189	34	0	3	12	17	16	5	225	30	12	4	0	547
TRAUMA WITH INJURY - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	1	0	0	1	0	0	0	2
TRAUMA WITH INJURY - GUNSHOT WOUND	13	1	0	0	0	0	0	0	11	1	0	0	0	26
UNCONSCIOUS	330	75	4	1	33	39	33	12	460	65	25	13	5	1095
UNCONSCIOUS - AUTO ALS RESPONSE CRITERIA	1	0	0	0	1	1	1	0	0	0	0	0	0	4
UNKNOWN PROBLEM	43	4	0	0	3	10	2	0	70	1	3	0	1	137
WATER RESCUE	3	0	0	0	0	3	0	0	10	3	1	0	0	20
TOTAL	5875	965	27	12	469	1182	606	213	9459	899	355	206	58	20326



MABAS DIVISION 104

The Mutual Aid Box alarm System (MABAS) Senate Bill SB 642 was approved by the Wisconsin State Legislature and signed by Governor Jim Doyle on April 5th, 2006. MABAS is a mutual aid measure that may be used for deploying fire, rescue, and emergency medical services personnel in a multi-jurisdictional and/or multi-agency response.

In 2001 Rock County began the process of becoming a MABAS Division in Wisconsin. To become a MABAS Division/agency, all that is required is a resolution or ordinance being enacted by the governing body and signing the MABAS contract. Rock County was approved and operational on January 1st, 2002.

2020 DIVISION BOX ALARMS

Division 104 had 7 MABAS calls within Rock County. The MABAS calls consisted of 4 residential fires, 2 commercial fires and 1 brush fires. The 7 MABAS calls are broken up into the following fire areas.

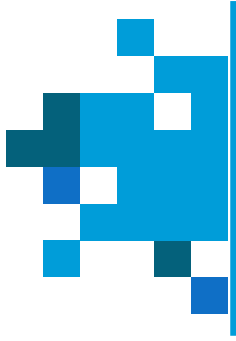
- BEFD (4) 2 Residential Fires, 2 Commercial Fires
- EDFD (1) 1 Residential Fire
- MLFD (1) 1 Residential Fire
- TBFD (1) 1 Brush Fire

Agencies within Division 104 responded to 38 mutual aid requests from other divisions in 2020 for MABAS incidents outside Rock County.

Badger Red Center

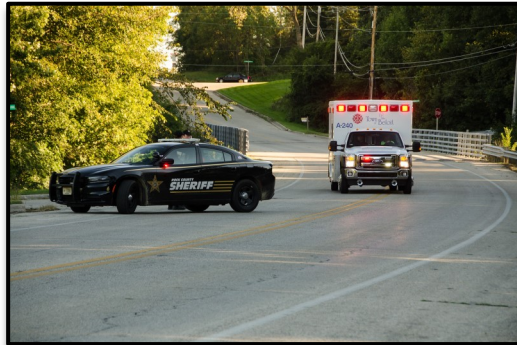
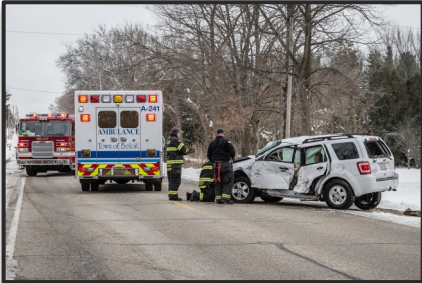
In May of 2012, MABAS Wisconsin and the Rock County Communications Center formed a mutual agreement to act as an initial point of contact for any MABAS notification, inter-divisional request or other MABAS related requests that notifications or requests for resources beyond those normally coordinated by individual MABAS Division Dispatch Centers. The purpose of the Badger Red Center is to have a single initial point of contact for any MABAS division to contact.

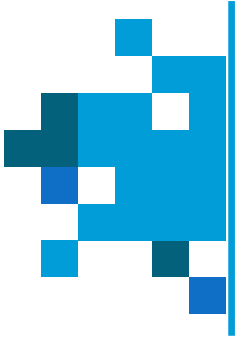
In 2020 Badger Red Center assisted with 19 incidents. We were able to assist in organizing mutual aid and making additional phone calls for those Divisions requesting assistance.



MABAS, CONTINUED

DIVISION 104





CONTACT INFORMATION

Rock County Communications Center
3636 N County Highway F
Janesville, WI 53545

Admin: (608) 757-5100
Non-Emergency: (608) 757-2244
EMERGENCY: CALL OR TEXT 911



www.rockcounty911.com