

# ROCK

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2015  
ANNUAL REPORT







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## Letter to County Administrator



January 27, 2016

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

Dear Mr. Smith:

The year 2015 was one of accomplishments for the Communications Center. We began the year focusing on Organizational Identity. Dr. Kimberly Miller, licensed psychologist and organizational consultant, facilitated the training and helped the entire staff work together to create a list of goals and action items that will help to strengthen our organization. The process involves a lot of hard work and personal growth and is something we continue to work towards on a daily basis. Along with the internal organizational work the Communications Center and Information Technology staff reached several operational and technological goals:

The Center achieved its 6<sup>th</sup> consecutive CALEA Re-Accreditation in 2015, with an almost perfect assessment, thanks to Operations Manager, Brian Becker and staff. This was the first assessment with a new director and new accreditation manager. We are all proud that it went so well.

The national standard of answering 90% of 9-1-1 calls within 10 seconds or less, was exceeded by call takers answering 94.43% in 10 seconds or less for the year. We will challenge ourselves to reach 95% for 2016.

Fire dispatch times were improved by dispatching 89% of all fire/EMS calls within 90 seconds and 97% within 120 seconds. This was the first year this information was analyzed and while it is just short of the NFPA standards, we are pleased that several seconds have been shaved off of our times and will continue to work towards achieving our goals in 2016.

Shortest path routing was implemented for the mobile data mapping system. This feature will assist responders with driving directions to calls for service and has been long awaited by our user agencies.

Text-to-911 service was launched in September of 2015. Three public service announcement videos were developed to educate the citizens on proper use of this new service. Text-to-911 has already proven its worth to one deaf community member and a domestic violence victim who needed law enforcement assistance. Public education and success stories will continue to be our focus in 2016.

Communications Center staff and public safety responders created a lip dub video to the popular "Uptown Funk" song by Bruno Mars. The purpose of the video was to highlight the camaraderie amongst Rock County public safety agencies as well as to show the diversity in Beloit and Rock County. The video quickly went viral and to date has received over 3.1 million views on YouTube alone.

As you can see, we have had a busy and successful year. We are excited to do more public outreach in 2016 with another video and a Facebook page. We hope to use Facebook to educate the public on 9-1-1 topics, job openings, and to highlight the great work our staff does on a day-to-day basis. Thank you for your words of encouragement and support through your blogs and emails to the staff. Everyone at the Communications Center appreciates it!



Respectfully,

Kathren Sukus  
911 Communications Director



## Rock County Background Information

### Agencies Served

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	

### Rock County Administration

Josh Smith, County Administrator

### Public Safety & Justice Committee

Mary Beaver, Chair

Henry Brill, Vice Chair

Terry Fell

Brian Knudson

Larry Wiedenfeld

**Rock County Population:**

**160,059 (2015 Estimate)**

**721 Square Miles of Service**

**9 Municipalities**

Mission Statement

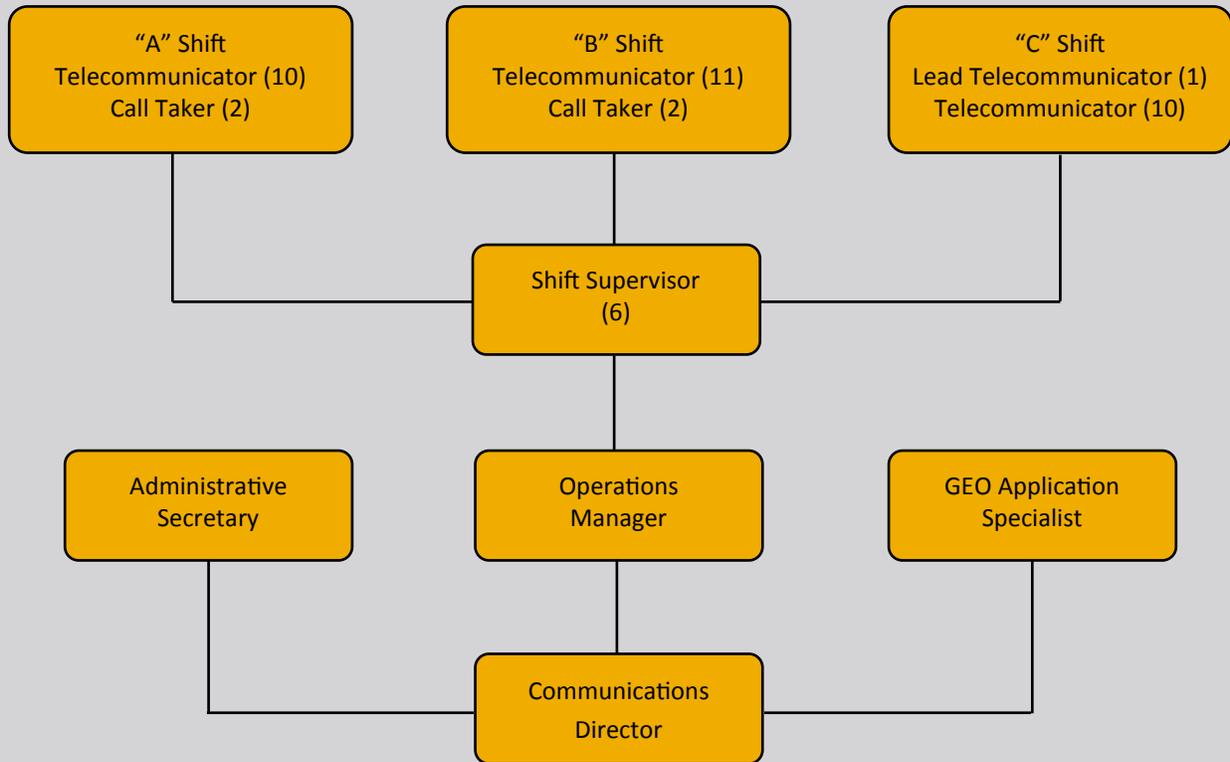


Our Mission.....

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



*The achievements of an organization are the results of the combined effort of each individual.*

*-Vince Lombardi*



ROCK COUNTY COMMUNICATIONS CENTER  
2015

DEPARTMENTAL GOALS & OBJECTIVES

- Obtain Funding to Implement Text-to-911 along with a Public Education Program for Text-to-911
- Obtain 6th Consecutive CALEA Re-Accreditation Award
- Implement Shortest Path Routing for Mobile Data Mapping
- Answer 93% of 911 Calls in 10 Seconds or Less
- Meet National Fire Protection Association National Standard for Fire/EMS Dispatch



## Management Team



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## 2015 MANAGEMENT TEAM

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Top Row (left to right): Geo Application Specialist Kris Pehl, Shift Supervisor Lori Taylor, Director Kathy Sukus, Shift Supervisor Judy Wallander, Operations Manager Brian Becker, Public Safety Systems Manager Dara Mosley (Information Technology Department)

Middle Row (left to right): Shift Supervisor Mark Elland, Shift Supervisor Matt Bender, User Support Specialist Kayne Cushman (Information Technology Department), Administrative Secretary Tara Hanley

Bottom Row (left to right): Shift Supervisor Kathy Churchill, Shift Supervisor Michele McMahon

Not Pictured: User Support Specialist Heather Butler (Information Technology Department)

Promotions & Turnover  
&  
Staff



**2015 Promotions**

Kathleen Helgeson—Promoted to Telecommunicator 12/01/15

**2015 Turnover**

Employee	Seniority Date	End Date	Position
Merri Bailey	10/29/12	01/02/15	Telecommunicator
Kassie Kluge	07/30/07	01/19/15	Telecommunicator
Brandon Bundy	07/30/07	1/21/15	Telecommunicator
Rianne Hunt	03/07/14	02/17/15	Call Taker
Molly Mueller	05/14/12	02/25/15	Telecommunicator
Aaron Dabson	09/15/14	07/30/15	Telecommunicator
Jamie Schrimpf	09/15/14	11/06/15	Telecommunicator
Employee	Seniority Date	Retirement Date	Position
Kimberly Nyhus	05/05/92	10/09/15	Telecommunicator
Laurinda Shelbourn	08/13/79	10/10/15	Telecommunicator
Judith Wallander	08/27/90	12/05/15	Shift Supervisor

**2015**

**Communications Center Staff**

Administration	Seniority Date	Promoted	Title
Judith Wallander	08/27/90	07/09/02	Shift Supervisor
Kristine Pehl	12/07/92	01/14/02	Geo-Application Specialist
Kathren Sukus	10/04/93	01/11/13	Communications Director
Michele McMahon	12/27/93	02/11/08	Shift Supervisor
Kathleen Churchill	02/07/94	07/02/01	Shift Supervisor
Mark Elland	06/26/00	03/04/13	Shift Supervisor
Matthew Bender	08/30/04	11/12/12	Shift Supervisor
Tara Hanley	09/22/08	N/A	Administrative Secretary
Lori Taylor	09/17/12	02/03/14	Shift Supervisor
Brian Becker	04/29/13	N/A	Operations Manager



**2015**  
**Communications Center Staff**



Communications	Seniority Date	Promoted	Title
Laurinda Shelbourn	08/13/79	N/A	Telecommunicator
Kimberly Nyhus	05/05/92	N/A	Telecommunicator
Tricia Bogdonas	02/07/94	N/A	Telecommunicator
Darcy Siefert	09/26/94	07/30/98	Lead Telecommunicator
Colleen Johns	10/10/94	N/A	Telecommunicator
Toni Becker	01/02/97	N/A	Telecommunicator
Dana Geister	04/05/99	04/05/99	Telecommunicator
Kelly Elliott	04/05/99	N/A	Telecommunicator
Derek Ninmer	09/07/99	N/A	Telecommunicator
Denise Elder	11/29/99	N/A	Telecommunicator
Matthew Wogaman	05/13/02	N/A	Telecommunicator
Sarah Hessian	05/13/02	N/A	Telecommunicator
Pamela Crandall	02/17/03	N/A	Telecommunicator
Kathleen Helgeson	09/29/03	12/01/15	Telecommunicator
Tana Adams	09/29/03	N/A	Telecommunicator
Justine Reckard	05/24/04	N/A	Call Taker
Jenna Winiarski	08/30/04	06/27/11	Telecommunicator
Aisha Brunton	04/10/06	N/A	Telecommunicator
Brandon Bundy	07/30/07	N/A	Telecommunicator
Kellie Schumacher	07/30/07	N/A	Telecommunicator
Kassie Kluge	07/30/07	N/A	Telecommunicator
Krystynn Reinart	11/05/07	N/A	Telecommunicator
Amanda Jackson	03/10/08	N/A	Telecommunicator
Matthew Husen	02/09/09	N/A	Telecommunicator
Katelyn Moe	11/29/10	N/A	Telecommunicator
Fredd Carr	05/14/12	N/A	Telecommunicator
Molly Mueller	05/14/12	02/03/13	Telecommunicator
Bryan Niedermeier	10/29/12	N/A	Telecommunicator
Merri Bailey	10/29/12	N/A	Telecommunicator
Megan Alms	03/18/13	N/A	Call Taker
Natalie Macklem	07/08/13	N/A	Telecommunicator
Christie Wright	07/08/13	03/02/14	Telecommunicator
Kimberly Carlson	07/08/13	N/A	Telecommunicator
Rianne Hunt	03/17/14	N/A	Call Taker
Jamie Schrimpf	09/15/14	N/A	Telecommunicator
Aaron Dabson	09/15/14	N/A	Telecommunicator
Therese Fader	04/13/15	N/A	Call Taker
Michael Banwell	04/13/15	N/A	Telecommunicator
Jacob Dean	6/22/15	N/A	Telecommunicator
Donna Gunn	6/22/15	N/A	Call Taker
Matthew Woodrum	9/28/15	N/A	Telecommunicator
Rachel Scalia	9/28/15	N/A	Telecommunicator



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. Shift Supervisor Judy Wallander has been the Training Coordinator since 2003.

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 and CPR certifications. It also provides the new Telecommunicator with a minimum of 30 weeks of on-the-job training in the Communications Center with various Communications Training Officers (CTO's) under the direction of the Training Coordinator.

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

Training Coordinator  
Shift Supervisor Judy Wallander



Supervisor Judy Wallander has done an exemplary job of guiding trainers and trainees as well as making sure training documentation and learning materials are kept up-to-date and in order. Because of this dedication the training program is in an excellent place. The Rock County Communications Center thanks Judy for her years of service to the Training Program.

With Judy's retirement on December 5, 2015 Supervisor Kathy Churchill was appointed Training Coordinator. Kathy has been with the Communications Center for 21 years and will bring a wealth of experience to this position.



# Training

## 2015 Spring In-Service

The Communications Center held spring training that focused on Organizational Identity provided by Dr. Kimberly Miller .



## 2015 Fall In-Service

The Communications Center held fall training at the backup site location at the Town of Beloit Fire Department. Staff received backup site training, MABAS training, and stress training.





## 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
- User agency tours

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

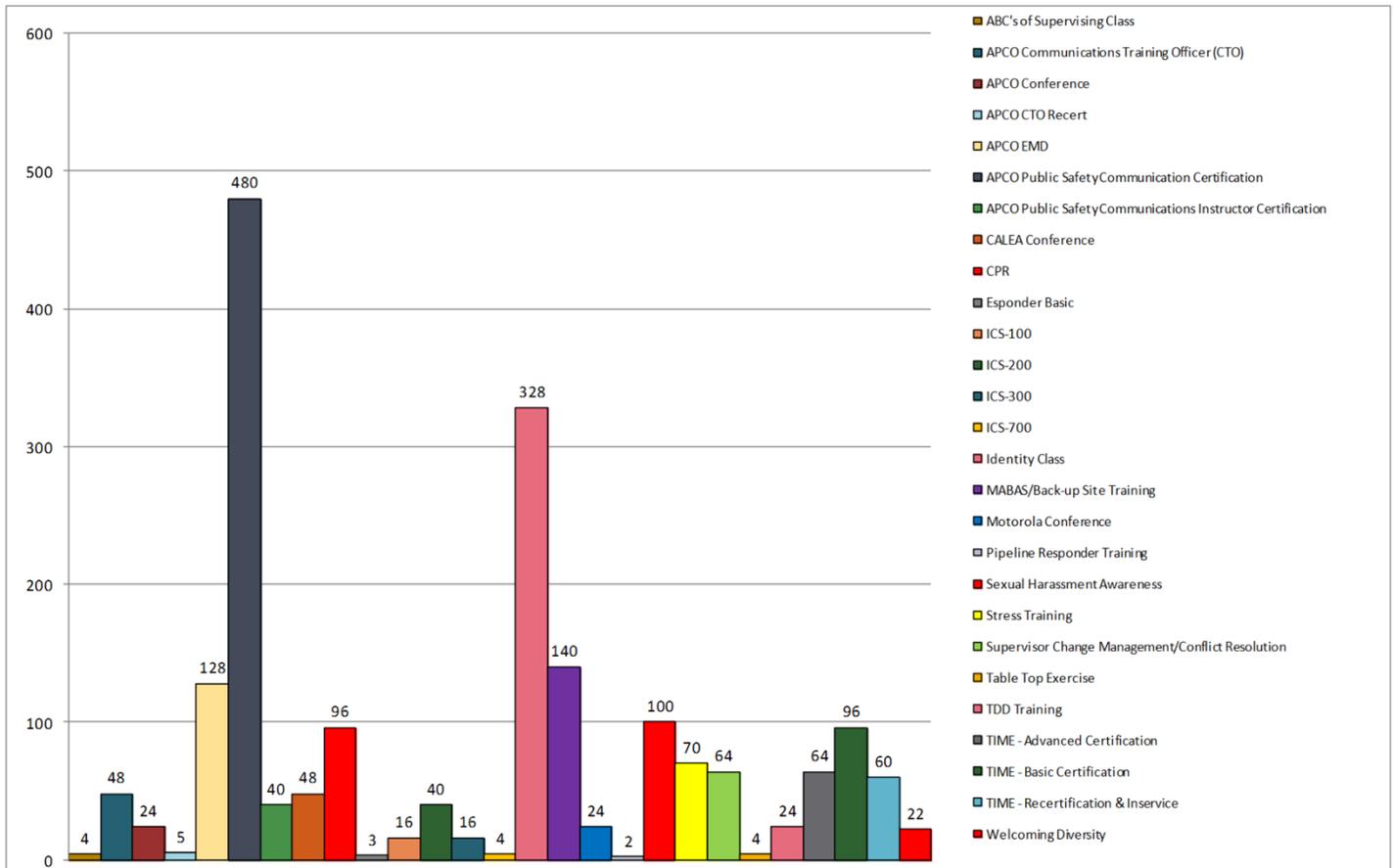


*CPR Instruction*





## 2015 Communications Training 1,950 Total Hours





## Emergency Medical Dispatch Program

Emergency Medical Dispatch (EMD) is a systematic program of handling medical calls for assistance. Trained call takers, using locally-approved EMD Guidecards, 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.

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, Telecommunicator
- Michael Vickers, City of Janesville Paramedic

In 2015, Communications Center staff provided EMD services for over 12,500 emergency medical calls from citizens within Rock County.



*New Hire EMD Class*





## 9-1-1 Commission

The Rock County 911 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 911 Commission meets bi-monthly and is empowered to approve all 911 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).



### Commission Members

Top Row (left to right): Evansville Fire Chief Terry Wendt, Orfordville Police Chief Dave Wickstrum, Clinton Police Chief Dave Hooker, Evansville EMS Chief Mary Beaver

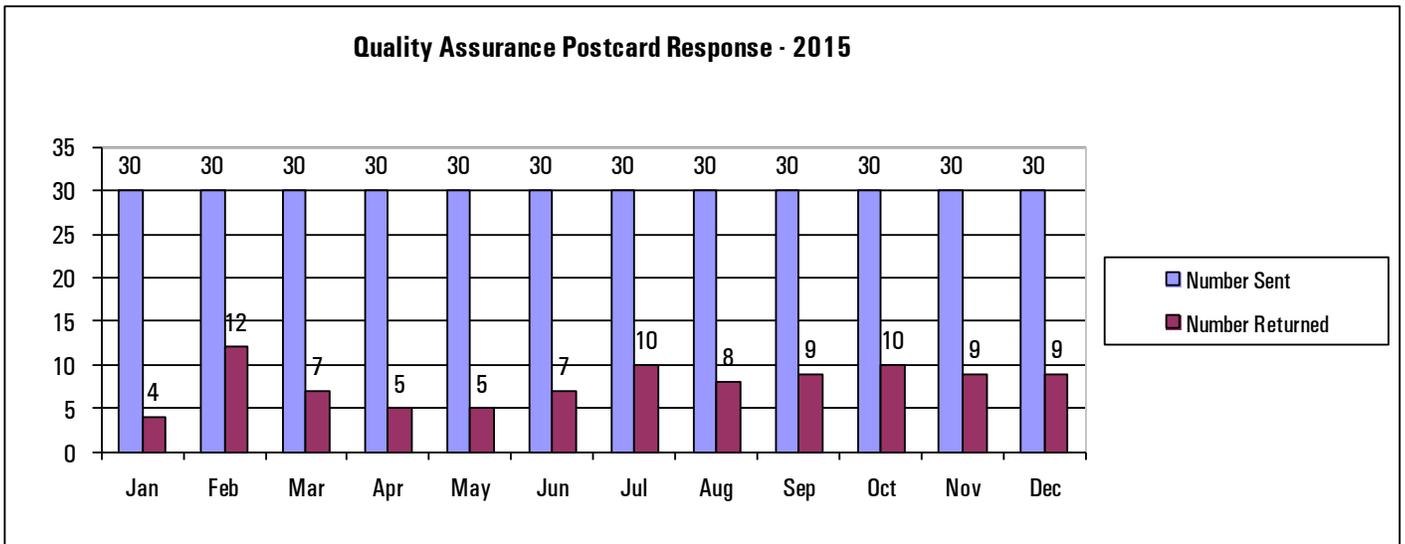
Bottom Row (left to right): Janesville Fire Chief Jim Jensen, Beloit Police Chief Norm Jacobs, Beloit Fire Chief Brad Liggett, Janesville Police Chief David Moore, Sheriff Robert Spoden (not pictured), Interim Beloit Police Chief David Zibolski beginning July 2015 (not pictured)

# Quality Assurance



A minimum of 30 letters/postcards each month 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 a part of the 911 Center's Quality Assurance Program. Shift Supervisors Michele McMahon and Lori Taylor oversaw the process of mailing and receiving the cards for 2015. 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
<b>Number Sent</b>	30	30	30	30	30	30	30	30	30	30	30	30	<b>360</b>
<b>Number Returned</b>	4	12	7	5	5	7	10	8	9	10	9	9	<b>95</b>
<b>Return Percentage</b>	13%	40%	23%	17%	17%	23%	33%	27%	30%	33%	30%	30%	<b>26%</b>



	A	B	C	D	F
<b>Answer Time</b>	74	18	3		
<b>Knowledge</b>	70	22	2		
<b>Courtesy</b>	81	12	1	1	
<b>Attitude</b>	83	9	2	1	
<b>Quality of Service</b>	77	15		1	1

A = Excellent  
 B = Good  
 C = Satisfactory  
 D = Unsatisfactory  
 F = Failure

2/22/15 - Caller rated us a "D" in categories of Courtesy, Attitude and Quality of Service. Caller did not appreciate that she was placed on hold a couple of times. Placing the call on hold was needed due to volume of 911 calls coming in at this time. I spoke with caller on 3/20/2015 and explained that higher priority calls were coming in at the same time that she called. She was understanding of our situation and thanked us for the follow up. The calltaker was counseled to provide more explanation before placing a caller on hold.

7/26/15 - Caller rated us as "F" in category of Quality of Service. He rated us as "B" or "C" in all other categories. The caller also wrote "Never said anything about eggs" on the card. In listening to the call, the caller did not say this but the deputy who made contact advised the caller that there had been other reports of eggs being thrown at people's houses. Caller was called twice and left message, never returned call.



## Expenditures

### 2015 Expenditures

#### Personnel Services

Wages	\$2,093,532
Overtime	305,368
Uniforms	7,003
FICA	181,967
Retirement	160,470
Health Insurance	789,697
Dental Insurance	21,755
Life Insurance	642
<b>Total Personnel Services</b>	<b>\$3,560,434</b>

#### Contractual Services

Professional Services	27,963
Data Communications	2,622
Repair & Maintenance Services	378,670
Machinery Equipment R&M	22,538
Building/Office Lease	127,282
Software Maintenance	12,610
Utilities	15,590
<b>Total Contractual Services</b>	<b>\$587,275</b>

#### Telephone & Teletype Services

Telephone	75,232
Teletype	26,698
<b>Total Telephone/Teletype Services</b>	<b>\$101,930</b>

#### Training Expenses

Travel	1,341
Educational Expense	27,386
<b>Total Training Expenses</b>	<b>\$28,727</b>

#### Supplies Expense

Postage	539
Office Supplies & Expense	8,589
Public Information	6,186
Publications/Dues/Subscriptions	1,029
R&M Supplies	102
Software Purchase	64,147
Computer Hardware	0
<b>Total Supplies Expense</b>	<b>\$80,592</b>

#### Capital Outlay

Equipment/Furniture	440,580
Terminals/PC's	3,301
<b>Total Capital Outlay Expense</b>	<b>\$443,881</b>

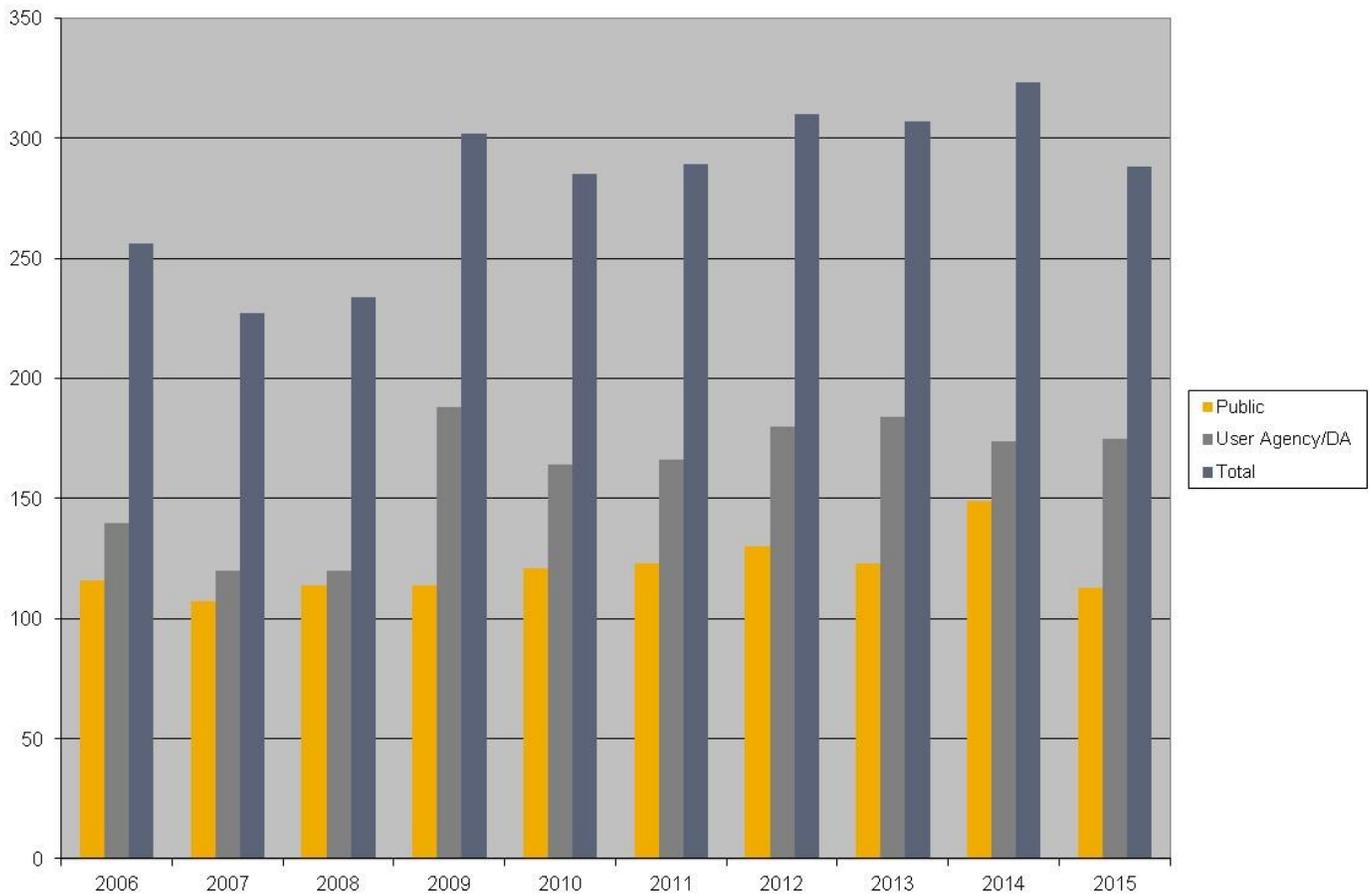
**Total Expenditures: \$4,802,839**

# 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 2006-2015





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 911 Communications Center to provide superior public safety communications to the agencies served as well as the citizens of Rock County.

The Rock County 911 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 2015 Accreditation Manager was Operations Manager Brian Becker. The most recent on-site evaluation took place March 2015, and the Communications Center was awarded its 6th consecutive re-accreditation. The near perfect assessment was the Center's first with both a new director and new accreditation manager.



CALEA On-Site Assessment Information Display



Director Kathy Sukus and Operations Manager Brian Becker with the CALEA on-site assessors



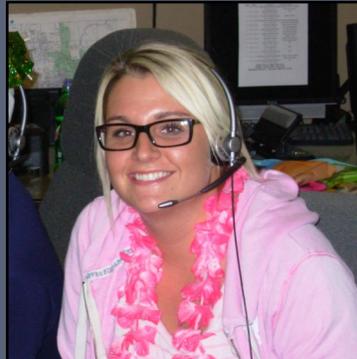
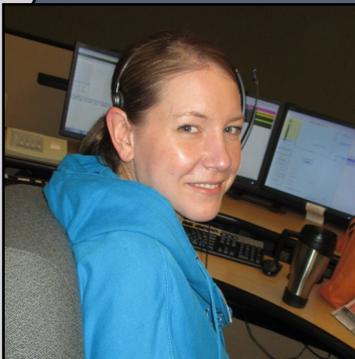
Director Kathy Sukus and Operations Manager Brian Becker at the 2015 CALEA Conference

## Life Saver Awards



In 2004, the Center added Cardiocerebral Resuscitation (CCR) protocols to the EMD guidecards. Since that time, there have been 30 documented incidents where victims of sudden cardiac arrest survived with the direct assistance of our call takers, who provided step-by-step instructions to callers, 3 of which occurred in 2015.

When the Communications Center receives notification from the Medical Director that a person survives and goes back to leading a normal life & 911 initiated the compression-only CPR, it is considered a save. The 911 call taker is then acknowledged with a "Life Saver Award".



### Life Saver Award Recipients

(from left to right)

Kathleen Helgeson 2/23/15

Megan Alms 7/19/15

Pam Crandall 9/9/15



## Community Involvement

The community involvement function plays an essential role in high quality communications service to Rock County citizens. Shift Supervisor Kathy Churchill has been appointed the Center's Community Involvement Coordinator to oversee this objective. Kathleen visited Lincoln Elementary school in March along with St. Mary's to provide students 911 education. In 2015, Center staff also participated in facility tours for other county departments, Cub Scout & Girl Scout group tours, and various government and user agency representatives seeking to learn more about 911 communications. Community outreach was made through appearances at National Night Out in Evansville and Clinton, the Rock County Fair Public Safety tent, and 911/CPR education at the Janesville Farmer's Market.



Shift Supervisor Matt Bender at National Night Out in Evansville.



### HOUSING 4 OUR VETS

During the holiday season of 2015, the Communications Center staff donated t-shirts and other necessities to Housing 4 Our Vets, an organization that provides veterans transitional housing in Rock County.



### Text-to-911 Campaign

The Rock County 911 Center became “Text Ready” on June 12, 2015. AT&T/Cricket was the first wireless provider to go live on July 15, 2015 followed by the rest of the “Big 4” wireless providers (Sprint, Verizon & T-Mobile). US Cellular was the last provider to go live on September 2, 2015. The new text service was announced to the public on September 14, 2015 along with the national motto “Call if you Can, Text if you Can’t”. This announcement was followed by three public service announcement videos in October of 2015.

Rock County, Wisconsin



Communications Center  
3636 N. County Highway J  
Janesville, WI 53445  
www.rockcounty911.com  
Phone (608) 537-5100  
Fax (608) 537-5081

**NEWS RELEASE**

**UPDATE: Text-to-911 Public Service Announcement Available**

**For Immediate Release**  
October 22, 2015

**Contact Person**  
Director Kathy Sukus  
608-757-5014

On September 14, 2015 the Rock County Communications Center launched text-to-911 service in Rock County. A series of (3) public service announcements have been created and will be made available in the coming days via the Communications Center's website [www.rockcounty911.com](http://www.rockcounty911.com) and YouTube channel.

The first video being released today is an overview of the new service and has been completed in American Sign Language by local resident, Justin Dean Vollmar of Janesville. Mr. Vollmar volunteered his time to this project in an effort to educate Rock County's deaf community about the availability of text-to-911 and its proper use. Mr. Vollmar is also Chairman for Wisconsin's Council for the Deaf and Hard of Hearing. Here is a link to the video: <https://youtu.be/0WVWApXKJUE>

There will also be a voice version of the overview video as well as a video highlighting different scenarios where text-to-911 could be useful. Those videos will be released in the coming days. The videos were produced by Drywater Productions, Janesville.

For notifications on the release of the other two public service announcement videos, subscribe to the Rock County Communications Center's YouTube channel: [www.youtube.com/RockCountyCommunicationsCenter](http://www.youtube.com/RockCountyCommunicationsCenter) or follow us on Twitter @RockCounty911.




Sending the first test text to 911.

Making of the Text-to-911 public service announcement video.



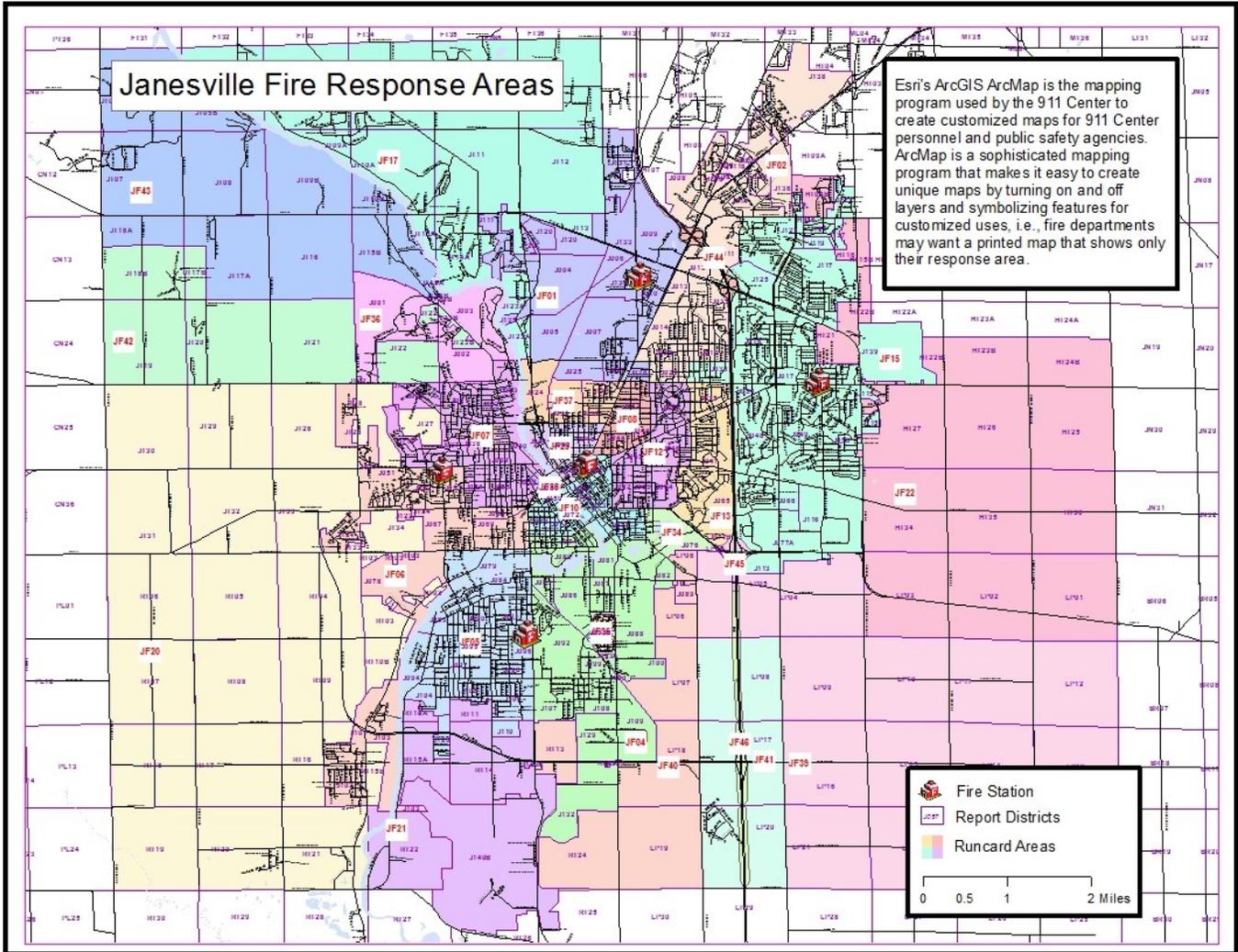
## Public Safety Video

Spring of 2015 the Communications Center invited Rock County public safety agencies to participate in a public relations video. It was filmed in downtown Beloit to the Bruno Mars hit “Uptown Funk”. The video was a fun representation of multi-agency camaraderie and diversity within the county. It was shared over social media and has been viewed over 3 million times.





### Geo Application Customized 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 2015. Pictometry's oblique imagery offers several images from different directions of the same location thereby assisting telecommunicators and public safety agencies when needing specific detail 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.

### RIVERSIDE PARK JANESVILLE, WISCONSIN



View from the South



View from the North



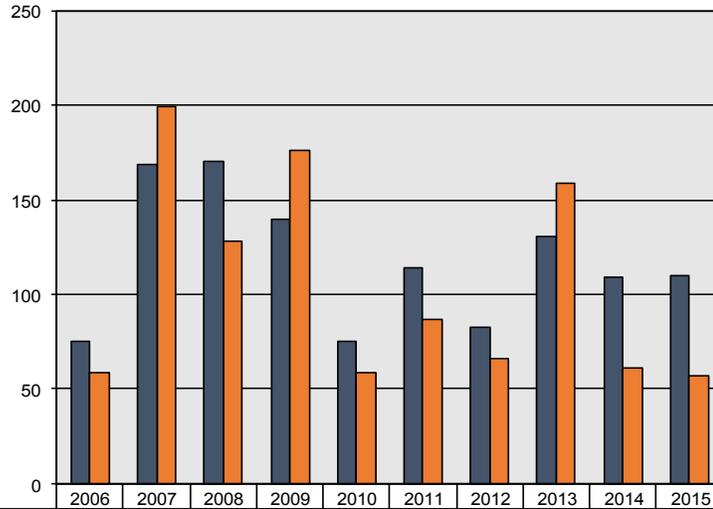
View from the West



View from the East



### Landline 9-1-1 Database Maintenance



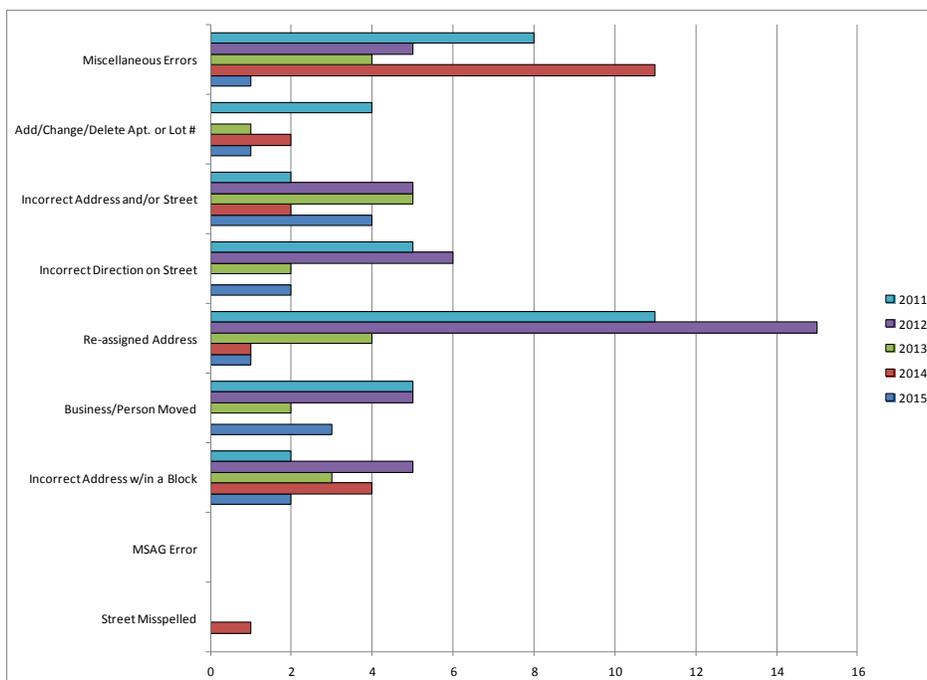
■ ANI/ALI No Record Found (phone number only)	75	169	170	140	75	114	83	131	109	110
■ MSAG Changes	59	199	128	176	59	87	66	159	61	57

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.

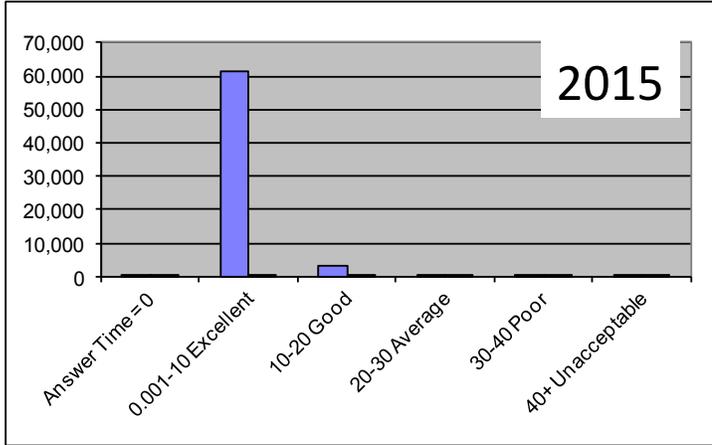
MSAG maintenance is the result of street additions/modifications, telephone company discrepancies, annexations and errors. This maintenance originates from the telephone company and/or the Communications Center.

### Landline 9-1-1 Database Discrepancies

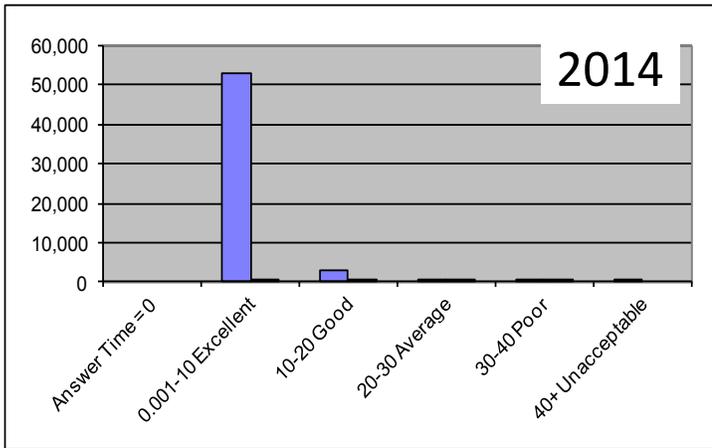




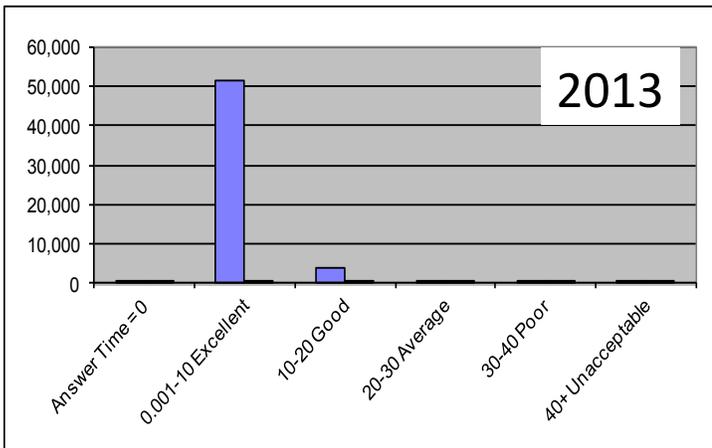
# 911 Answer Times



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	0	0.00
0.001-10 Excellent	53,538	94.57
10-20 Good	2,920	5.16
20-30 Average	122	0.22
30-40 Poor	22	0.04
40+ Unacceptable	10	0.02
<b>56,612</b>		<b>100.00</b>



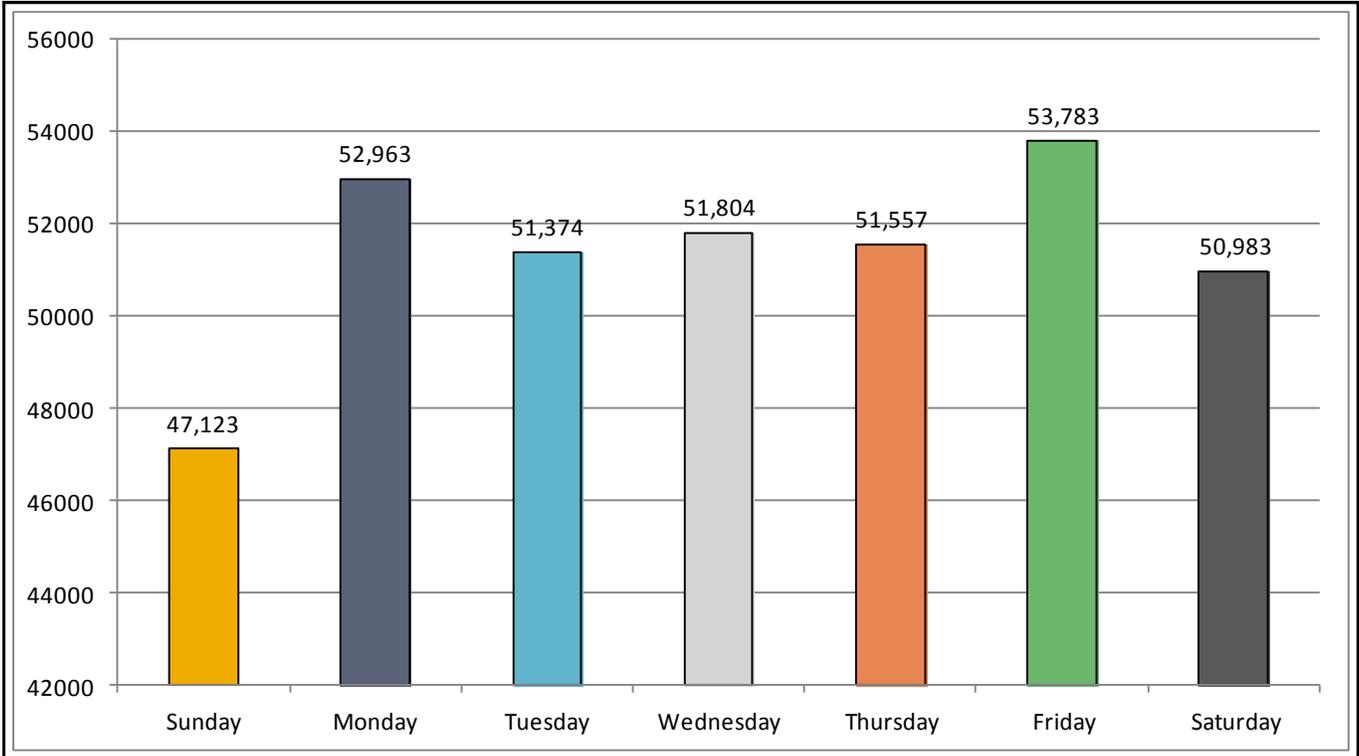
<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	0	0.00
0.001-10 Excellent	52,920	94.30
10-20 Good	3,055	5.44
20-30 Average	119	0.21
30-40 Poor	16	0.03
40+ Unacceptable	6	0.01
<b>56,116</b>		<b>100.00</b>



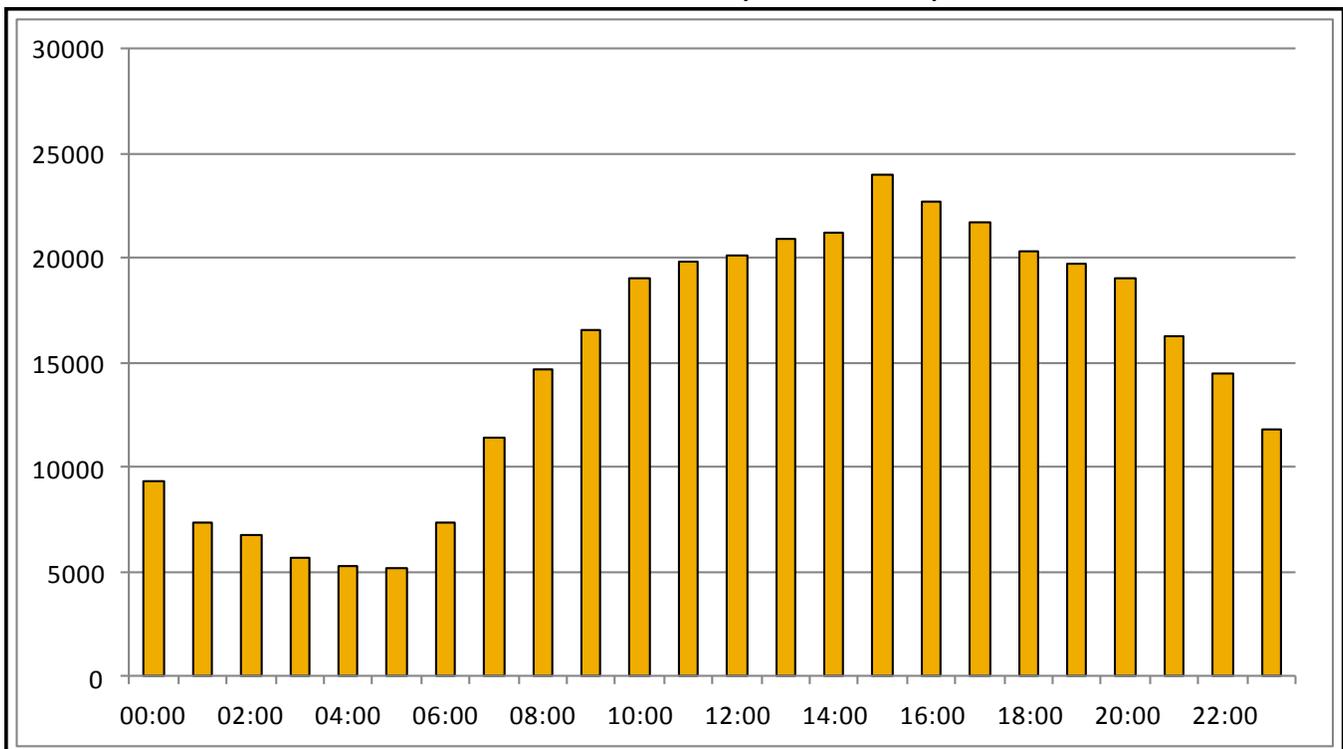
<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	39	0.07
0.001-10 Excellent	51,535	92.05
10-20 Good	4,104	7.33
20-30 Average	250	0.44
30-40 Poor	42	0.08
40+ Unacceptable	17	0.03
<b>55,987</b>		<b>100.00</b>



2015 Call Volume by Day of Week



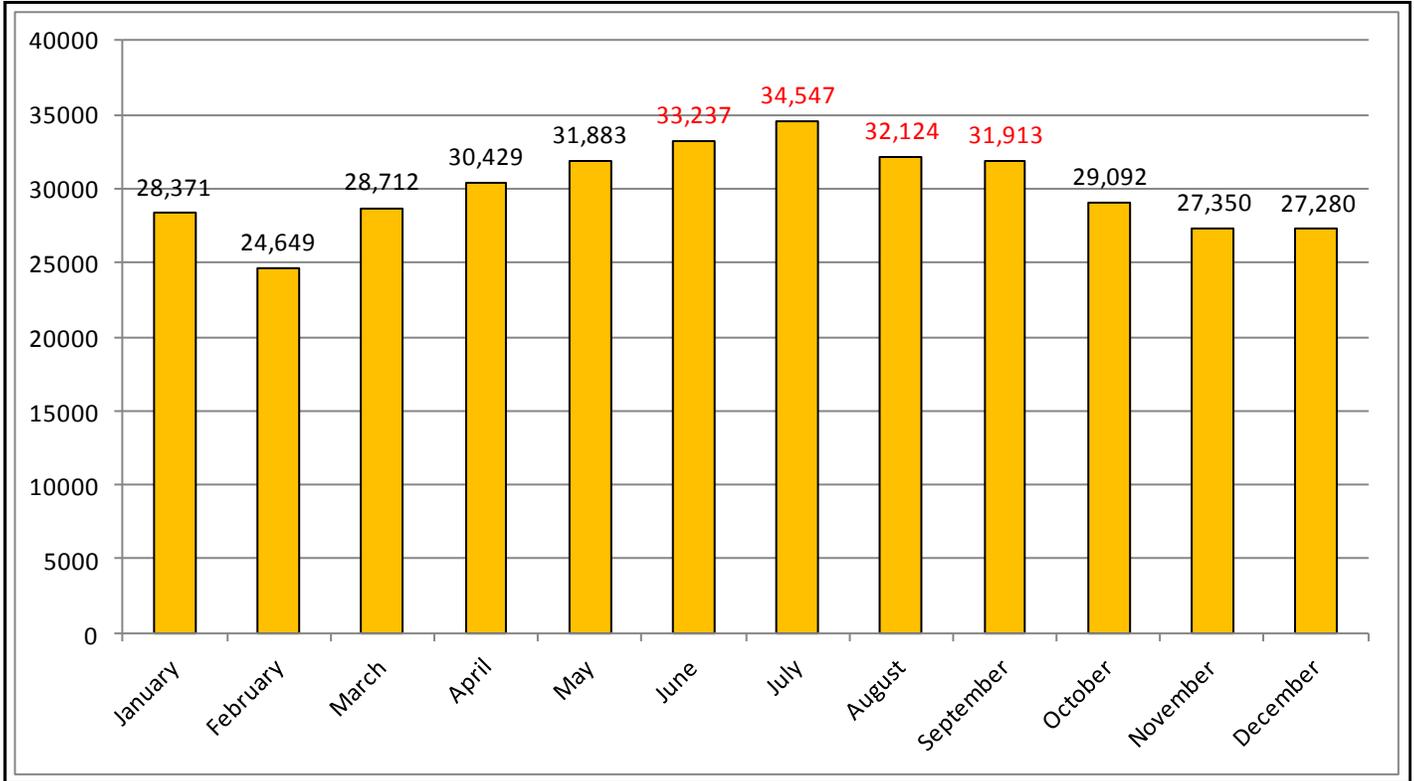
2015 Call Volume by Hour of Day



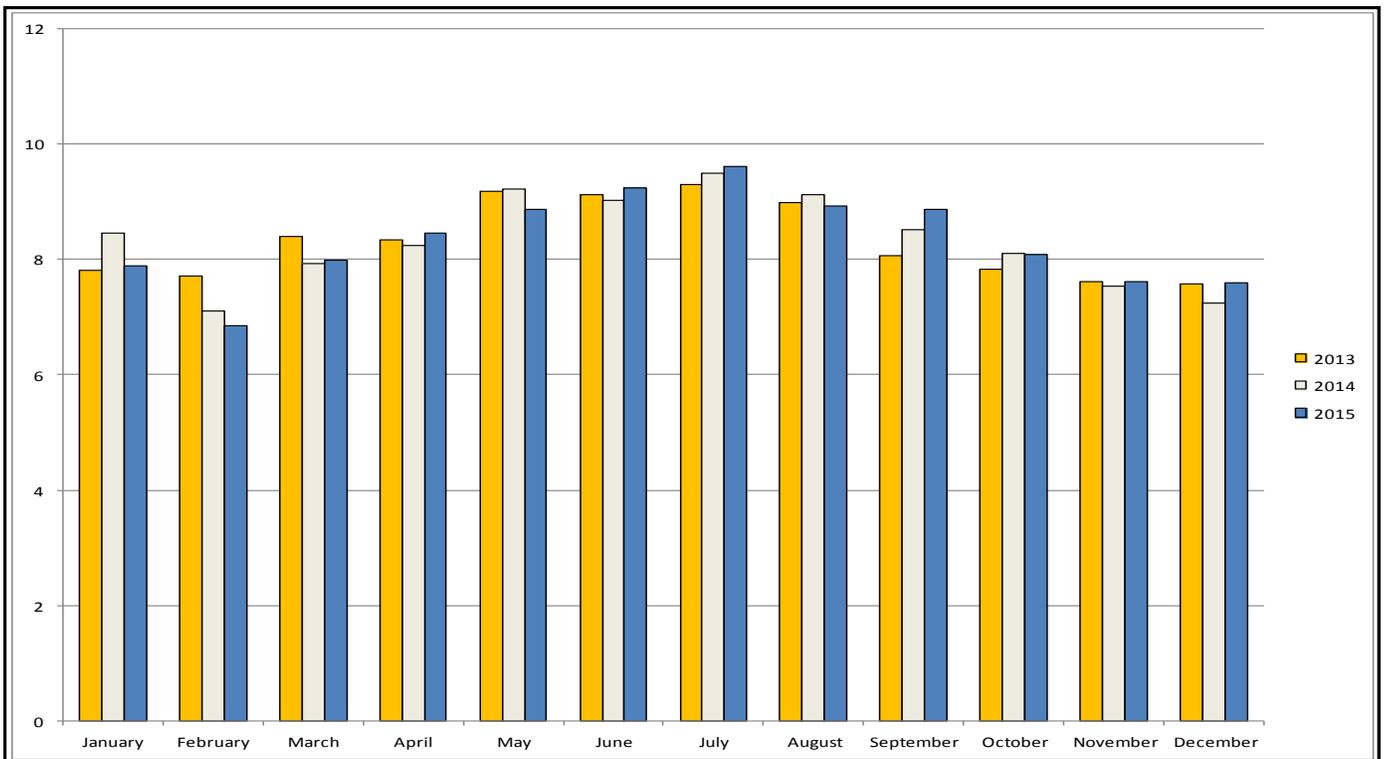


# Call Volume

## 2015 Call Volume by Month



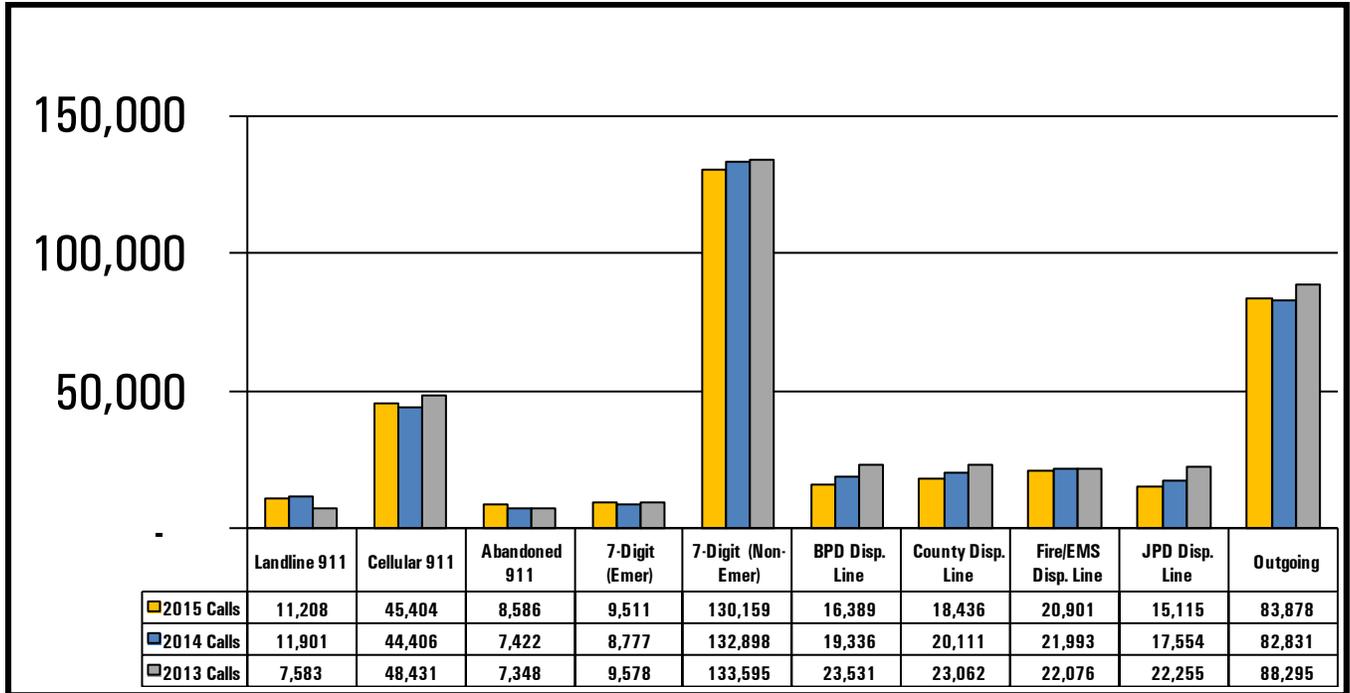
## Call Volume (%) by Month & Year



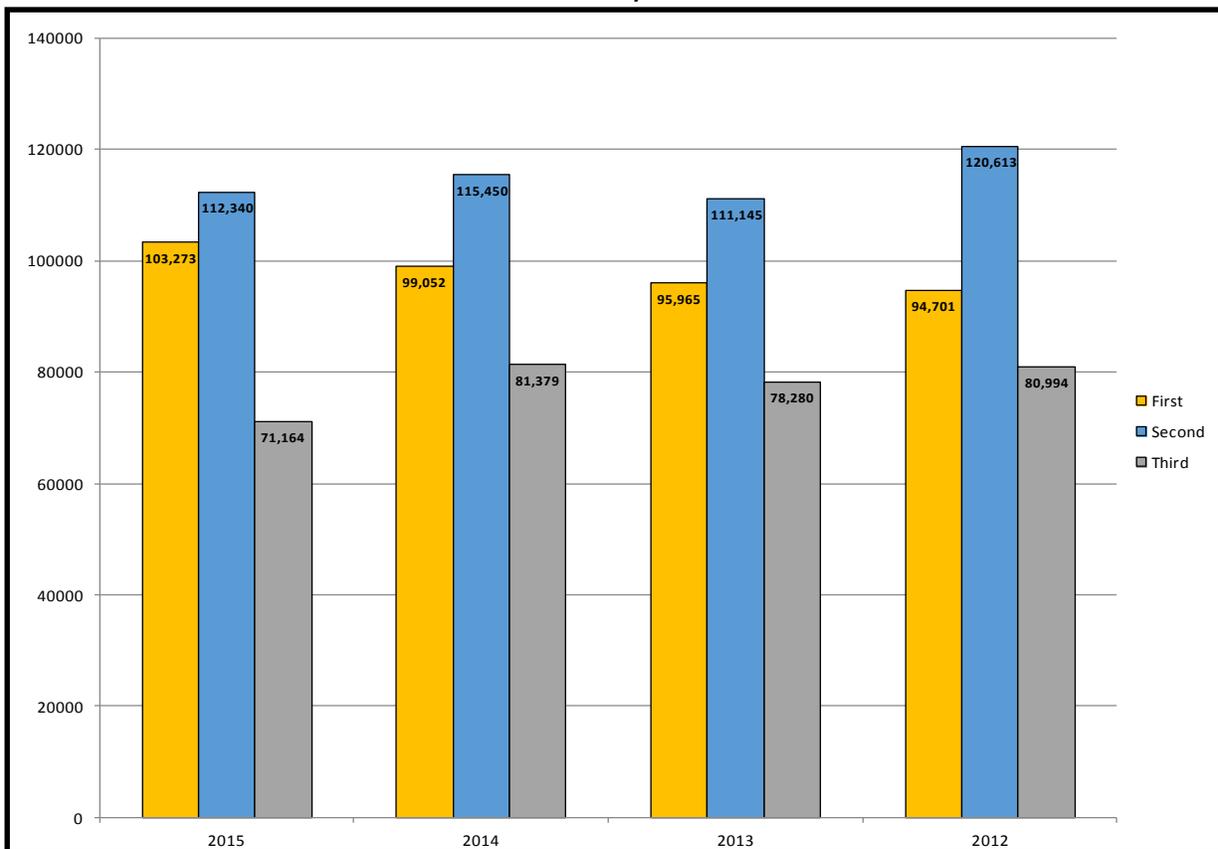
# Telephone Activity & CAD Incidents



## Telephone Activity by Line Type



## CAD Incidents by Shift & Year





# 9-1-1 Abandoned Calls

## A Closer Look



- 65,198 calls were made to 9-1-1 in Rock County in 2015.
- 8,586 or 13% were abandoned (prior to CT answer).
  - 92% were disconnected within 10 seconds.
  - Increase of 1,202 abandoned calls from 2014.
- 84% of the abandoned 9-1-1 calls were made from wireless phones.
  - 32% (2,738) were “9-1-1 only” phones that could not be called back.
    - 2,113 – AT&T
    - 239 – US Cellular
    - 121 – Verizon
    - 133 – Sprint
    - 110 – T-Mobile
    - 20 – Cricket
    - 2 – other
- 9-1-1 call takers spend an average of 1 minute and 14 seconds to call back and leave a voicemail on 9-1-1 abandoned calls.\*
- Rock County law enforcement spent 141,322 minutes responding to 9-1-1 abandoned calls. That equals:
  - 2,355 hours
  - 98 days
  - 13.8 minutes (average)

\*<http://www.cnn.com/2015/10/05/living/butt-dialing-911-emergency-feat/>

## 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 2015, the Communications Center saw a combined total of approximately 282,642 Law Enforcement and Fire/EMS activities. This is a decrease of 6,987 from the previous year and amounts to an average of approximately 774 CAD incidents entered by the Communications Center each day in 2015. This does not include the 3,624 controlled burns entered in 2015 as well.

2013*			
	<u>Total Amount</u>	<u>Amount Increase</u>	<u>Percent Increase</u>
Law Enforcement	258,106	(11,655)	(4.32)
Fire/EMS	17,084	1,455	9.30
<b>Combined Activity</b>	<b>275,190</b>	<b>(10,200)</b>	<b>(3.57)</b>

2014			
	<u>Total Amount</u>	<u>Amount Increase</u>	<u>Percent Increase</u>
Law Enforcement	272,343	14,237	5.52
Fire/EMS	17,286	202	1.18
<b>Combined Activity</b>	<b>289,629</b>	<b>14,439</b>	<b>5.25</b>

2015			
	<u>Total Amount</u>	<u>Amount Increase</u>	<u>Percent Increase</u>
Law Enforcement	263,554	(8,789)	(3.23)
Fire/EMS	19,088	1,802	10.42
<b>Combined Activity</b>	<b>282,642</b>	<b>(6,987)</b>	<b>(2.41)</b>

\*Note: New CAD System installed 2/7/13. Data from old and new systems combined.

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.



# User Agency Activity

## CAD Incidents by Law Enforcement Agency

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	TurtleTwsp	Total
911 ABANDONED OR HANGUP	364	42	3	40	769	32	3	35	0	6	306	0	1600
911 ABANDONED OR HANGUP - CELL TRACE	2	0	0	0	0	0	0	0	0	0	0	5	9
911 ABANDONED OR HANGUP - PROBLEM	61	6	1	1	77	1	0	1	0	0	10	0	157
911 ABANDONED OR HANGUP - TEXT TRACE	0	0	0	0	0	0	0	0	0	0	0	0	2
911 ABANDONED OR HANGUP - WIRELESS 911	4641	445	90	136	4530	80	6	165	5	45	1176	13	11332
ABANDONED VEHICLE	257	13	4	25	865	20	1	12	2	1	41	3	1244
ACCIDENT HIT & RUN	268	32	12	20	401	20	0	48	0	4	115	2	922
ACCIDENT HIT & RUN - INJURY	15	3	0	0	11	0	0	0	0	0	2	0	31
ACCIDENT HIT & RUN - JUST OCCURED	65	11	1	2	90	1	1	6	0	4	20	0	201
ACCIDENT PINNED	0	2	0	0	0	0	0	0	0	0	22	1	31
ACCIDENT WITH INJURY	161	42	0	4	292	7	1	7	2	4	271	4	795
AIRPLANE/AIRPORT EMERGENCY	1	0	0	0	0	0	0	0	0	0	1	0	2
ALARM - BURGLAR	9	5	0	0	20	1	0	2	1	0	5	1	44
ALARM - HOLDUP	41	11	0	3	63	4	0	3	0	1	12	2	140
ALARM - INTRUSION	636	108	53	27	722	82	1	38	1	6	249	8	1931
ALARM - PANIC	47	7	0	1	61	0	0	3	0	0	16	0	135
ALCOHOL VIOLATION	42	1	2	5	58	8	1	8	0	1	30	0	156
ANIMAL COMPLAINT	1763	254	49	158	2091	144	5	144	7	28	1092	17	5752
ANIMAL COMPLAINT - BITE	87	16	5	14	178	10	0	1	0	1	93	0	416
ARMED SUBJECT	34	2	2	1	33	0	0	1	0	1	13	1	88
ARMED SUBJECT - GUN	40	1	1	1	15	1	0	1	0	1	13	0	73
ARMED SUBJECT - KNIFE	14	0	0	1	31	0	0	0	0	0	6	0	52
ARSON INVESTIGATION	12	0	0	0	3	0	0	1	0	0	3	0	19
ASSIST CITIZEN	2755	303	101	697	2624	709	8	535	14	36	1074	12	8868
ASSIST FIRE OR EMS	583	125	192	349	784	390	6	687	7	131	1094	7	4355
ASSIST OTHER JURISDICTION	1893	649	152	326	1874	262	20	248	19	69	3501	32	9045
BATTERY	212	10	2	8	199	8	0	10	0	0	73	0	522
BLOOD RIN - EMERGENCY	0	0	0	0	1	0	0	0	0	0	0	0	1
BOMB THREAT	2	0	0	0	6	0	0	0	0	0	0	0	8
BURGLARY	153	29	3	8	252	12	1	14	2	4	110	2	590
BURGLARY - IN PROGRESS	22	2	0	1	21	4	0	1	0	0	9	0	60
BURGLARY - NOTCHECKED	25	2	0	0	22	0	0	2	0	0	9	0	60
BUSINESS CHECK	3627	867	213	245	100	128	8	104	2	59	2224	1	7578
CHASE	1	5	0	0	11	1	0	0	0	0	17	1	36
CHILD OFFENSE	108	6	0	3	130	3	0	13	0	1	27	0	291
CHILD OFFENSE - ASSIST	66	6	0	5	66	2	0	4	0	3	11	0	163
CHILD OFFENSE - FOUND	9	0	3	2	12	0	0	0	0	0	3	0	29
CHILD OFFENSE - LOST	17	2	2	2	27	2	0	1	0	0	4	0	57
CHILD OFFENSE - MISSING	8	0	0	0	12	1	0	1	0	0	1	0	24
CIVIL DISPUTE	1267	141	26	106	1956	77	1	123	1	15	432	3	4148
CIVIL PAPER SERVICE	69	19	0	7	956	32	8	20	0	1	3915	2	5029
CODE ENFORCEMENT	10	0	0	4	11	0	0	22	0	0	1	0	248
CRIMES ALL OTHER	8	0	0	0	4	0	0	4	0	0	1	0	13
DEATH INVESTIGATION	54	6	2	2	76	2	0	4	1	2	45	1	195
DNR VIOLATION	5	5	0	0	7	1	0	1	0	0	22	1	42
DISORDERLY CONDUCT	697	49	11	70	1074	30	1	69	0	10	139	0	2150
DISTURBANCE	553	22	3	28	526	17	1	24	0	7	90	0	1271
DISTURBANCE - DOMESTIC	631	55	6	27	875	23	0	34	0	12	159	2	1824
DRUG OFFENSE	423	29	5	20	551	12	1	22	1	4	208	1	1277



**CAD Incidents by Law Enforcement Agency  
Continued**

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff's Office	Turtle Twsp	Total	
ESCAPE/WALKAWAY	0	0	0	0	0	0	0	2	0	0	0	31	0	33
ESCORT/TRANSPORT	655	17	2	53	39	0	119	5	0	0	0	322	0	1212
EVICTON	0	0	0	0	1	0	0	0	0	0	0	207	0	208
FAMILY PROBLEM	887	58	13	52	36	0	774	58	0	9	0	212	1	2100
FIREWORKS COMPLAINT	162	27	0	16	13	1	191	8	0	4	4	41	0	463
FOLLOWUP	7054	783	125	1198	686	25	8313	1299	12	45	0	2952	24	22516
FOOT PATROL	456	26	74	500	743	3	73	156	0	0	0	11	0	2042
FOOTVILLE PATROL (SO)	0	0	0	0	0	0	0	0	0	0	0	1157	0	1158
FRAUD/FORGERY	303	55	9	28	21	1	533	33	2	5	0	190	3	1183
FRAUD/FORGERY - IN PROGRESS	0	0	0	0	0	0	1	0	0	0	0	0	0	1
GUNSHOT WOUND	17	4	1	0	0	0	2	0	0	0	0	1	0	25
HARASSMENT	448	60	13	28	32	2	849	54	0	9	0	171	1	1667
HARASSMENT - IN PROGRESS	2	1	0	0	0	0	1	0	0	0	0	0	0	4
HAZARDOUS CONDITION	277	144	12	108	40	1	732	57	5	9	0	815	6	2206
HCC TRANSPORT	9	0	0	0	0	0	1	0	0	0	0	158	0	168
HOMICIDE	1	1	0	0	0	0	0	0	0	0	0	1	0	3
HUBER CHECK	19	5	0	1	1	0	20	1	0	0	0	2902	0	2949
HUD HOUSE CHECK (BE)	4643	0	0	0	1	0	0	0	0	0	0	0	0	4644
INTOXICATED SUBJECT	5	1	0	2	2	1	39	2	0	0	0	4	0	56
K9 ASSIST	2	0	0	0	0	0	6	2	0	0	0	13	0	23
KID COMPLAINT	348	14	6	66	31	1	460	57	0	2	0	75	0	1060
LOITERING	67	0	0	0	2	0	45	0	0	0	0	0	0	114
LOUD NOISE	493	67	5	45	23	0	755	26	0	4	0	157	0	1575
LOUD NOISE - PARTY	98	9	1	4	3	0	92	6	0	1	0	23	0	237
MENTAL SUBJECT	1	0	0	0	0	0	0	0	0	0	0	1	0	2
MESSAGE DELIVERY	25	2	1	8	3	0	23	1	0	0	0	16	1	80
OPEN DOOR/WINDOW	103	10	29	115	45	0	78	10	0	6	0	44	0	440
OPERATING WHILE INTOXICATED	67	54	1	21	11	0	246	20	0	1	0	229	0	650
ORDINANCE VIOLATION	379	91	14	101	51	9	505	58	8	7	0	149	12	1384
OUT WITH SUBJECT	358	144	7	203	48	1	657	77	0	3	0	244	4	1746
OVERDOSE	68	12	5	10	4	0	146	8	0	5	0	39	0	297
OWI CHECKS (SO)	0	0	0	0	0	0	0	0	0	0	0	29	0	29
PARKING COMPLAINT	2207	36	14	324	575	0	960	253	0	2	0	122	2	4495
PHONE MESSAGE FOR OFFICER	1512	347	89	229	332	4	1213	227	1	14	0	1238	5	5211
PROBATION AND PAROLE VIOLATION	117	1	2	1	1	0	50	2	0	0	0	11	0	184
PROPERTY - FOUND	335	33	4	49	39	0	550	42	0	1	0	91	1	1145
PROPERTY - LOST	12	3	1	8	9	0	124	3	0	0	0	17	0	177
PROWLER	13	3	0	2	0	0	18	0	0	1	0	3	0	40
PUBLIC WORKS/UTILITY	71	7	4	35	11	0	135	13	1	2	0	29	0	308
RESTRAINING ORDER/TRO VIOLATION	58	3	0	8	3	0	104	8	0	3	0	31	0	218
ROBBERY	45	0	1	1	1	0	24	0	0	0	0	2	0	73
ROSO SPECIAL INVESTIGATIONS UNIT	1	0	0	0	0	0	86	0	0	0	0	7	0	94
RUNAWAY	163	13	6	4	2	0	290	5	0	0	0	105	0	588
SECURITY CHECK	5199	3693	2150	6210	4012	98	1193	8320	89	7	0	23076	3	54050
SEX OFFENSE	213	17	2	12	10	0	153	22	0	3	0	67	0	499
SHOTS FIRED	235	19	2	0	6	0	37	2	1	1	0	58	1	362
SPECIAL ASSIGNMENT	3430	740	6	149	183	6	715	103	11	9	0	451	2	5805
SPECIAL EVENT	5	4	0	2	1	0	15	4	0	0	0	1	0	36
SPEED BOARD	25	0	0	1	0	0	0	0	0	0	0	0	0	27



CAD Incidents by Law Enforcement Agency  
Continued

Incident Type	Beloit	Beloit Twp	Clinton	Edgerton	Evansville	Fulton Twp	Janesville	Milton	Milton Twp	Orfordville	Sheriff's Office	TurtleTwp	Total
STABBING	10	0	0	0	0	0	7	1	0	0	0	0	18
STALLED VEHICLE	432	204	9	66	42	4	745	106	16	9	1300	20	2953
STATE OFFENSE	13	3	0	0	0	0	30	1	0	0	3	0	50
SUBJECT DOWN	64	11	1	4	5	0	108	4	0	0	21	0	218
SUICIDE	3	0	0	0	0	0	9	1	0	0	3	0	16
SUICIDE - ATTEMPTED	12	1	1	1	1	0	26	1	0	0	3	0	46
SUSPICIOUS - ACTIVITY	1444	146	21	107	114	3	1170	108	6	21	532	9	3681
SUSPICIOUS - PERSON	446	41	8	34	29	1	465	27	2	5	124	1	1183
SUSPICIOUS - VEHICLE	494	118	8	66	43	2	570	33	0	11	333	6	1684
THEFT	891	106	38	84	93	4	1328	102	6	8	317	4	2981
THEFT - AUTO	70	6	1	2	4	0	71	4	0	1	11	0	170
THEFT - RETAIL	370	1	3	9	3	0	495	0	0	0	9	0	890
THREAT	250	29	2	16	8	2	337	15	0	6	86	0	751
TRAFFIC ACCIDENT	598	105	24	52	44	10	1242	81	4	12	583	5	2760
TRAFFIC ACCIDENT - BLOCKAGE	114	18	2	2	8	0	223	9	0	0	58	0	434
TRAFFIC COMPLAINT	922	281	25	121	125	11	2132	109	7	37	1644	8	5422
TRAFFIC STOP	3035	1963	167	1105	1039	77	10548	794	552	67	9921	1133	30401
TRESPASSING	110	16	6	8	12	0	124	12	1	1	55	1	346
TRUANCY	147	7	7	61	28	0	177	77	0	0	2	0	506
UNKNOWN PROBLEM	30	6	2	3	1	0	37	3	0	0	10	0	92
UNWANTED PERSON	453	20	2	24	11	0	476	12	0	5	49	2	1054
VANDALISM	522	36	27	48	39	3	773	71	3	6	207	4	1739
VEHICLE INSPECTION	35	1	0	2	259	0	11	13	0	0	35	0	356
VEHICLE RUNOFF	48	33	2	4	9	0	65	11	2	1	351	4	530
VEHICLE UNLOCK	23	17	39	3	102	0	51	4	0	4	6	0	249
WARRANT SERVICE	1605	20	3	12	72	2	311	7	2	0	1004	2	3038
WATER RESCUE	1	0	0	0	0	0	0	0	0	0	3	0	4
WEAPONS OFFENSE	60	14	3	2	2	0	45	7	0	1	40	0	174
WEATHER RELATED EMERGENCY	1	0	0	1	0	0	8	0	0	0	9	0	19
WELFARE CHECK	1017	183	69	127	124	2	2791	127	4	25	713	4	5186
TOTAL	65567	13223	4011	13907	11367	347	67201	15306	800	834	69605	1386	263554

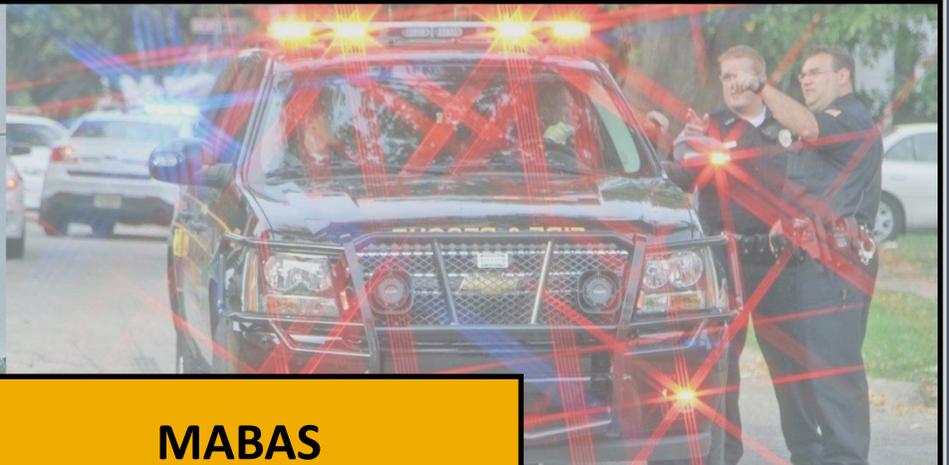


CAD Incidents by Fire/EMS Agency

Incident Type	Beloit	Beloit Twp	Broadhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twp	Whitewater	Total
ABDOMINAL PAIN	147	19	4	0	10	13	22	4	228	17	11	2	2	479
ACCIDENT - INJURY	197	63	1	1	38	105	57	12	386	56	40	62	5	1023
ACCIDENT - PINNED	6	6	0	0	3	8	10	0	16	15	5	9	0	78
AIRPLANE/AIRPORT EMERGENCY	1	0	0	0	0	0	0	0	1	0	0	2	0	4
ALARM - CARBON MONOXIDE WITH ILLNESS	10	1	0	0	1	2	2	2	20	3	0	0	0	41
ALARM - COMMERCIAL FIRE	150	24	1	0	12	30	18	5	254	10	0	3	0	507
ALARM - LIFELINE	71	17	0	0	5	17	7	1	135	32	5	8	0	298
ALARM - RESIDENTIAL FIRE	38	11	0	0	0	3	3	5	56	2	3	4	0	125
ALLERGIC REACTION	27	3	0	0	4	4	5	0	33	5	0	2	0	83
AMBULANCE STANDBY	23	4	1	0	0	0	4	0	26	3	0	2	0	65
ARCING WIRES	16	3	1	0	1	6	4	2	23	3	3	2	1	65
ASSIST CITIZEN	255	51	0	0	19	27	58	5	402	233	20	16	3	1089
BACK PAIN	61	16	2	0	3	7	9	0	98	8	5	2	2	213
BLEEDING	65	9	0	0	7	6	10	3	73	14	6	2	1	196
BOMB THREAT	3	0	0	0	0	0	0	0	5	1	0	0	0	9
BREATHING DIFFICULTY	461	89	0	1	36	56	65	16	633	74	21	14	5	1471
BURN VICTIM	3	4	0	0	0	0	0	0	8	2	0	0	0	17
CARDIAC - CHEST PAIN	395	55	1	0	21	40	51	9	473	62	16	10	2	1135
CARDIAC - HEART PROBLEMS	45	5	1	0	5	4	7	0	65	8	4	4	1	149
CHOKING	7	1	2	0	1	2	0	0	20	2	2	0	0	37
DIABETIC REACTION	88	21	0	0	10	11	15	3	116	8	6	12	2	292
FALL	405	78	5	0	44	103	46	25	805	135	33	12	9	1700
FALL VICTIM - OVER 10 FEET	1	2	0	0	0	0	0	0	5	0	1	2	0	11
FHRI	14	5	0	0	0	0	0	0	8	1	0	0	0	28
FIRE - BRUSH	61	16	5	0	8	31	12	5	51	16	18	6	5	234
FIRE - COMMERCIAL	58	6	0	0	17	20	7	0	75	11	4	2	0	200
FIRE - RESIDENCE	98	38	0	0	14	29	22	5	86	56	13	10	1	372
FIRE - SINGLE ENGINE RESPONSE	10	6	0	0	2	2	0	0	6	2	1	0	0	29
FIRE - VEHICLE	30	13	0	0	6	21	2	2	48	14	3	10	0	149
GAS ODOR - COMMERCIAL	18	0	0	0	0	4	5	0	17	4	0	0	0	48
GAS ODOR - OUTSIDE	14	5	0	0	2	4	5	1	36	5	0	0	0	72
GAS ODOR - RESIDENCE	33	13	0	0	4	4	3	0	31	6	6	0	0	100
GAS SPILL	9	1	0	0	0	11	3	0	12	1	1	1	1	40
HAZARDOUS MATERIALS SPILL	0	0	0	0	1	0	0	0	1	0	0	0	0	5
HEAD INJURY	36	5	0	0	1	1	6	3	41	8	4	0	1	106
HOSPITAL TRANSFER	82	0	0	0	2	0	0	0	618	0	0	0	0	702
ILL SUBJECT - FLU-LIKE SYMPTOMS	16	4	0	0	0	1	2	0	38	4	1	0	0	66
ILLSUB	663	131	2	0	41	91	78	22	1133	132	45	28	4	2370
INDUSTRIAL ACCIDENT - NOT PINNED	2	0	0	0	0	0	0	0	1	0	0	0	0	3
INDUSTRIAL ACCIDENT - PINNED	0	0	0	0	0	0	2	0	0	1	0	0	0	3
INTERCEPT	4	0	0	0	0	1	0	0	43	1	2	0	0	51
MABAS/ASSIST	75	21	0	0	37	12	24	3	19	28	12	0	11	242
MATERNITY	25	0	0	0	1	1	2	0	22	1	0	0	0	52
MATERNITY - CHILD BIRTH IMMINENT	2	0	0	0	0	0	2	0	0	1	0	0	0	5
MATERNITY - MISCARRIAGE	0	0	0	0	0	0	0	0	1	0	0	0	0	1
ODOR INVESTIGATION	10	2	0	0	1	0	1	0	23	0	1	0	0	38
OVERDOSE	94	30	0	1	5	15	9	3	253	15	7	4	2	438
PULSELESS NON-BREATHING - CPR INITIATED	48	11	1	0	11	12	6	2	95	17	9	2	0	214
SEIZURE	140	20	0	0	7	22	15	3	304	36	10	5	2	564
SPECIAL DUTY	287	74	1	0	7	35	9	5	411	42	9	8	1	889
STROKE	93	22	1	0	14	23	9	7	136	23	16	4	0	348
SUBJECT DOWN	123	19	2	1	2	10	9	1	199	11	8	9	0	394
TRAUMA	189	39	3	1	12	33	25	4	346	43	20	10	2	727
TRAUMA - GUNSHOT WOUND	12	1	0	0	0	0	0	0	1	0	0	0	0	14
UNCONSCIOUS	280	69	4	1	33	51	44	5	549	68	28	8	5	1145
UNKNOWN PROBLEM	57	9	0	0	6	6	2	0	82	6	1	0	0	169
WATER RESCUE	3	0	0	0	0	2	1	0	6	4	0	0	0	16
TOTAL	5100	1046	40	6	456	912	711	169	8625	1273	404	277	69	19088



MABAS



**MABAS  
DIVISION 104**



# MABAS



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 5<sup>th</sup>, 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.

## 2015 DIVISION BOX ALARMS

Division 104 had 23 MABAS calls within Rock County. The MABAS calls consisted of 14 residential fires, 4 commercial fires, 2 brush fires, 2 EMS incidents and 1 Tech Rescue incident. The 23 MABAS calls are broken up into the following fire areas.

- BEFD (10) 4 Residential Fire, 3 Commercial Fire, 2 EMS, 1 Technical Rescue
- CLFD (4) 4 Residential Fire
- EVFD (3) 3 Residential Fire
- EDFD (1) 1 Brush Fire
- FOFD (1) 1 Brush Fire
- JVFD (1) 1 Commercial Fire
- MLFD (1) 1 Residential Fire
- ORFD (1) 1 Residential Fire
- TBFD (1) 1 Residential Fire

Agencies within Division 104 responded to 43 mutual aid requests from other divisions in 2015 for MABAS incidents outside Rock County. This was an increase from the 39 in 2014 and 26 in 2013. One incident included a Task Force sent by Division 104 to Amboy, IL for a Tornado incident.



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 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. Rock County Communications was selected for this task.

Since being appointed the Badger Red Center and encouraging Divisions to add our contact information to their Box Cards, we have had a total of 9 notifications in 2015 where we were able to assist in organizing mutual aid and making additional phone calls for their Divisions after they became overwhelmed. We were able to provide assistance to seven different counties.



## 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](http://www.rockcounty911.com)