

Rock County, Wisconsin



Communications Center  
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911 COMMUNICATIONS COMMISSION

**Wednesday, September 17, 2014, AT 1:30 PM**

ROCK COUNTY COMMUNICATIONS CENTER

## Agenda

1. Call to Order and Approval of Agenda
2. May 14, 2014 minutes approval
3. Comments from the Public
4. Policy Updates
  - a. O1: Organizational Structure (update)
  - b. T4: Tow Application Process (NEW)
5. 2015 Goals & Objectives
6. Information Technology - Updates
7. 9-1-1 Commission Appointments
  - a. (2) Small Law Agencies (Term: 11/2014-11/2016)
8. Informational Items & Updates
9. Adjournment

*Commission members:*

*Please contact the Communications Center  
if you are unable to attend.*

*In order to conduct official business,  
A quorum must be present.*

## SUMMARY

Policy: The Rock County Communications Center is under the control of the Communications Director. The Director will direct all Communications Center staff or indirectly supervise the staff through support staff and supervisors.

1. Support Staff: The ~~Administrative Secretary~~ Support and Geo Applications Specialists will report directly to the Director.
2. Operations: The Operations Manager will report directly to the Director.
3. Supervision: The Shift Supervisors will report directly to the Operations Manager.
4. Lead Telecommunicators: Lead Telecommunicators will report directly to the Shift Supervisor or Operations Manager. (The primary supervisor for the Lead Telecommunicator is the Shift Supervisor. In the absence of a Shift Supervisor, the lead worker will report directly to the Operations Manager.)
5. Operations Personnel: Telecommunicator staff will report directly to the Lead Telecommunicator/Shift Supervisor on duty. All direction required will be received from the Lead Telecommunicator/Shift Supervisor on duty. If no Lead Telecommunicator/Shift Supervisor is on duty, an Acting Lead Telecommunicator (as determined by management) will act as the Lead Telecommunicator. When a Shift Supervisor and Lead Telecommunicator are on duty at the same time, all on-duty staff will report to the Shift Supervisor.

When two Supervisors or Lead Telecommunicators are on duty at the same time, on their regularly assigned shifts, the senior position will be determined by time in position.

6. Command Protocol: The command protocol for the **Operations Section** of the Rock County Communications Center will exist as listed in the organizational structure

(Director, Operations Manager, Shift Supervisors, Lead Telecommunicators, Acting Lead Telecommunicators.) The delegation of authority will follow this organizational structure; with the command personnel authorized and required to make the decisions necessary for the effective execution of their responsibilities.

Supervisory personnel are accountable at all times for the work activities of employees under their immediate control.

Employees of the Communications Center will obey any lawful order of a superior, including any order relayed from a superior by an employee of the same or lesser rank. If an employee received conflicting orders, the employee will follow the order of their direct supervisor and notify the Communications Center Operations Manager of conflicting orders. This protocol will exist for all operational activities of the Communications Center to include unusual occurrences and conflicting or unlawful orders.

7. Administrative Protocol: The command protocol for the **Administrative Section** of the Rock County Communications Center will exist as follows:

In the absence of the Communications Director (off duty, out of county, incapacitated), the Operations Manager will be the acting authority for the Administrative Section of the Communications Center. In the absence of the Operations Manager, the on duty Shift Supervisor will be the acting authority for the Communications Center. In the absence of the on duty Shift Supervisor, the ~~Support Specialist~~ **Administrative Secretary** will be the acting authority for the Administrative Sections of the Communications Center.

8. Organizational Chart: The agency's organizational structure is depicted graphically on an organizational chart that is reviewed annually and updated as needed. The chart will be posted and accessible to all personnel.

## SUMMARY

Policy: The Rock County Communications Center will coordinate all "no preference" tow applications for law enforcement agencies in Rock County. Appendix G of the State of Wisconsin's Emergency Traffic Control and Scene Management Guidelines: "Recommended Minimum Standards for Towing and Recovery Call-Out Lists" will be the adopted guideline used by user agencies when determining a tow company's eligibility. The Communications Center has no authority over the tow rotation and will forward all applications to the appropriate user agency for processing.

### A. Application Processing Procedure:

- 1) When a tow company requests to be placed on the no preference tow rotation for Rock County, the following information will be provided by the Communications Center:
  - a. A copy of the Application for Rock County Area Law Enforcement Towing List.
  - b. A copy of Appendix G of the Emergency Traffic Control and Scene Management Guidelines.
- 2) Once the completed application has been received, the Communications Center will forward the application and supporting paperwork (proof of insurance, list of driver's/certifications, and list of tow vehicles) to the primary agency.
  - a. The primary agency is the agency who has jurisdiction over the address of the business listed by the tow company.
- 3) The primary agency will be responsible to verify the submitted application information; to include operator information, insurance coverage, vehicle information, and business/storage location.
- 4) If the application is **approved**, the primary agency will sign the application and send it back to the Communications Center contact person.
  - a. The Communications Center will then add the tow company to that agency's CAD rotation for the areas requested by the tow company.

- b. If another agency's area is requested on the application, the Communications Center will forward the application to the next agency for their approval, and so on.
  - c. Once all agencies listed have approved the application, the Communications Center will notify the tow company that they have been added to the CAD rotation(s) for those areas.
- 5) If the application is **denied**, the primary agency must notify the Communications Center, in writing, the reason for denial. That information will be forwarded to the requesting tow agency. The application will not be forwarded to any other agency until the initial reason for denial has been rectified and the application has been approved by the primary agency.
- 6) Complaints by tow companies (other than dispatcher error) will be referred to the law agency for which the tow company has a grievance. The Communications Center will not speak for the law agency or its personnel.
- 7) The Communications Center will notify all agencies if/when a tow company is removed from another agency's tow rotation for violation of the guidelines.

**B. Modifications to Appendix G Guidelines:**

- 1) Equipment: Requirement for light duty operators: A variance or exemption was granted to tow companies that do not have both a flatbed and tow truck. Either is acceptable and capabilities will be added to the CAD system so a tow truck is not called for situations where a flatbed is required due to the damage of the vehicle.
- 2) Operator Qualifications:
  - a. Effective 4/1/14 there will be no 2-year grace period for Operator Qualifications. Companies that did not originally apply when the new tow process was implemented (4/1/12) must meet certification requirements for their drivers to be considered for the no preference rotation.
  - b. Towing and Recovery Association of America (TRAA) and Wreckmaster are authorized certification programs.

Other professional association/certifications must be approved by the work group.

- c. All operators that respond to "no preference" call outs, must be certified.
  - d. Updated operator/certification and vehicle lists will be required every (3) years, or as the need arises (investigation/complaint against a tow company).
- 3) Insurance: If notification of insurance cancellation is received, the tow company will be notified and suspended from the rotation until proof of insurance is received. The agencies for which that tow company is listed, will be notified of the suspension by the Communications Center.

**C. Tow Rotation Approval Agencies\*:**

- 1) City of Beloit Police
- 2) Janesville Police
- 3) Rock County Sheriff's Office
- 4) Town of Beloit Police

\*Agencies not specifically listed have opted to follow the Sheriff's Office tow approvals for their jurisdictions.