

Rock County, Wisconsin



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

911 COMMUNICATIONS COMMISSION

Wednesday, January 18, 2012, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. December 14, 2011 minutes approval
3. Comments from the Public
4. 911 Commission Member Terms Ending
5. Confidential Medical Information Procedure
6. Informational Items & Updates
7. 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*



EMD SERIES

Emergency Medical Dispatcher
Edition 5, Version 2 Instructor's Guide

EMERGENCY MEDICAL DISPATCHER
EDITION 5 VERSION 2 INSTRUCTOR'S GUIDE

9 A successful EMD maintains confidentiality. Under no circumstance are you allowed to give out information about a patient or caller including knowledge of HIV infection. Check with your local legal counsel and agency policies and procedures concerning confidentiality. If you are provided with the information, ask the caller to inform the responding personnel upon their arrival at the scene. If someone calls and requests information about a patient's status or name, follow your agency policies and procedures on the dissemination of such information.

An EMD is responsible for maintaining contact with the caller. It is up to you to keep the caller on the line until you get the information you need to make a dispatch decision. The EMD must also keep the caller calm and maintain control of the conversation. If you can't calm the caller and keep control, you won't be able to get the information you need to make good dispatch decisions.

1 "EMD Guidecards" refers to the paper "Rack-Style" guidecards and the electronic guidecard system.

Characteristics of the Successful EMD

10 Knowing the responsibilities of an EMD is not enough to be successful. Certain attributes and/or behaviors of EMDs can separate the successful EMD from the rest.

A successful EMD is helpful, compassionate and polite. Dispatchers who train to be EMDs do so for various reasons. Compassion for others and the desire to help them are two of the most important characteristics of a good EMD. EMDs show compassion for their callers and treat them with respect and courtesy.

A successful EMD effectively handles the emotional stress involved in caller/patient crisis situations and clearly guides callers in these situations.

Callers, patients and even call takers are likely to experience heightened anxiety. It is up to you to calm them and yourself, gather the information necessary for proper dispatch and provide callers with instructions that help in giving aid and comfort to the patient. You need to maintain control of the call. The best way to deal with difficult callers is to be firm. Just be careful not to become impolite or yell in the process.

Large grid area for notes, with a pen icon in the top-left corner.

1. Discuss the basic layout differences between the rack style guidecards and the MEDS software.

Grid area for notes at the bottom of the page.

3. After preparing the officers, it is best to wait until they have time to pull out of traffic so they can copy the information.
4. When broadcasting important information, read only the most important items, slowly, distinctly, repeating and phonetically spelling names to be sure the officers are able to copy the information correctly.
5. When the Attempt to Locate has been completed, the station call sign will be given and the time to comply with FCC regulations. A brief descriptive entry should be made in the notes of the incident.

J. Confidentiality

1. In order to maintain confidentiality to patients, telecommunicators **will not**:
 - a. Divulge information about patient names.
 - b. Transmit information about unusual behaviors that are not related to the medical condition unless danger exists (to responders).
 - c. Transmit information about aspects of a patient's lifestyle.
 - d. Transmit or document information about HIV status or other communicable disease of any individual.

K. BOLO (Be on the Lookout) File

1. In order to maintain an up-to-date list of pertinent information to distribute to patrol officers, assuring all shifts and departments are kept advised of "HOT" information, (A.T.L.'s, A.P.B.'s, BOLO's, etc.), the "BOLO" file in CAD will be used. All BOLO file information will be broadcast at time of entry, unless it is documented as involving sensitive information.
2. Officer safety, wanted persons, stolen vehicles, missing persons(not including runaways) and VARDA alarm information will be the only information stored in the BOLO file. The agency supervisor will approve all entries unless there is a crime in progress. At that time the telecommunicator has the discretion to enter the information



ROCK COUNTY COMMUNICATIONS CENTER

ACTIVITY UPDATE

January 11, 2012

ADMINISTRATIVE

The analog to digital voice radio communications project is moving forward as projected in the project's timelines. The migration of the Janesville and Beloit law enforcement infrastructure into the County public safety infrastructure is being completed at this time. The modification of radio console equipment at the 911 Communications Center is also nearing completion at this time. The next step (beginning in late January) will be the modification of the existing radio infrastructure (analog to digital modification of all tower site radio equipment). All Rock County public safety agencies will then need to have P25 analog/digital field radio equipment (mobiles and portables) purchased, programmed and ready for activation by March 30, 2012. The Edgerton Fire Department will be coordinating the re-programming of all Rock County fire/EMS pagers. This re-programming process will start in February. The transition to digital operations (does not include state mutual aid channels, on-scene tactical frequencies, and the County Fire paging frequency) is planned for the second quarter of 2012, with extensive testing processes involved before final operation. The 911 Center's Law Enforcement and Fire/EMS Workgroups have met jointly for some time to plan and develop the analog to digital upgrade project.

The Initial configuration and hardware purchase for the Premier 1 Computer-aided Dispatch (CAD) system is underway, with implementation of the new CAD expected by the end of the year.

Many Rock County public safety agencies are waiting for decisions on their Assistance to Firefighters and/or Office of Justice Assistance

grant applications. The grant funding would assist agencies in their purchase of P25 radio equipment needed for the analog to digital voice radio communications project.

The 911 Communications Center will have accreditation assessors on site April 14th - 18th, 2012, for the purpose of determining if the Center will retain accreditation status. The Rock County 911 Communications Center has been CALEA accredited since 2000 and is the longest standing CALEA accredited communications center in the country.

The 2012 capital projects for the Communications Center include:

- installation of an upgraded microwave link for the Center's back-up site (Town of Beloit FD)
- implementation of an airport wireless access point
- implementation of a wireless access point at Blackhawk Technical College
- implementation of the analog to digital voice radio communications system
- implementation of the upgraded CAD system

The Rock County 911 Commission will be establishing long-term goals/objectives for the 911 Communications Center in the first quarter of 2012.

INFORMATION TECHNOLOGY

Eleven companies responded to the Records Management System RFP. Agencies have until February 2nd to score the responses and return them to Dara. The top two or three responders will be asked to give demonstrations in February.

Air cards that have been deployed appear to be working well. Please contact Rock County IT at 757-5013 if you are interested in deploying air cards in your vehicles.

2012 and 2013 bring numerous changes to the CiJIS requirements. Please obtain a copy of the latest FBI CiJIS Security Policy to verify that your agency is in compliance. It is each agencies responsibility to meet the requirements in order to query NCIC and CIB information.

FIRE/EMS & LAW ENFORCEMENT JOINT WORKGROUPS

On October 25, 2011 the Fire/EMS & Law Enforcement Workgroups met and discussed the following:

Transition Plan – Analog to Digital Cut-Over Interoperability

Sleeter stated the infrastructure is on schedule. Agencies will need to have their equipment purchased and available for programming 11/18/12-3/1/12. Agencies were reminded to inquire about trade-ins with their vendors.

Sleeter stated paging will be the last thing to cut-over. Edgerton Fire Department has agreed to program the pagers, as they have experience doing this and the necessary software.

Core Radios Frequency List – Update for Analog to Digital System

Sukus noted that everything was on one master list now instead of Law and Fire being separate. She said the frequencies can be in any order depending on each agency's needs, just be sure to use the correct channel label.

Sleeter stated the SCIP has suggested standardizing frequency names and has come out with a proposed list of standards to follow. They are requesting input from agencies as to whether this is something they would be interested in implementing or not. Sleeter asked the workgroup if they wanted to send a reply back as a group or by individual agency.

The consensus was that each agency will reply themselves. It was noted how important it would be to reply, because if they don't hear any negative feedback, they'll most likely go ahead with the proposed standards.

Encryption Discussion

Sleeter questioned if any agencies have determined they would prefer AES or DES encryption. The workgroup decided to wait to see which one the State goes with before making a decision.

Communications Upgrade Notice to Surrounding Public Safety Agencies

Sleeter is working on a draft notice to all adjacent Rock County public safety agencies of the Rock County analog to digital voice radio conversion process. The draft will be brought back to the joint workgroups for review/approval.

Licensing of User Agency Radio Equipment

A joint licensing agreement will be drafted for those agencies operating base stations and/or control stations on any Rock County public safety radio frequency. The agreement would eliminate the need for each Rock County public safety agency to individually license their respective base stations and/or control stations.

Unit Identification Requirements

A reminder was provided for all agencies as to the unit identification requirements for their purchased P-25 radio mobiles/portables. Rock County Unit identification is required to be embedded in all user radios. The workgroup had earlier approved the Rock County Unit Identification system.

Emergency Button Function

Sleeter questioned agencies if they had decided on using the Emergency Button option on radios, as there would be infrastructure set-up needed to prepare for this. The workgroup suggested installing it at the infrastructure level and individual agencies can use it if they wish.

Open Discussion

It was questioned if there was a WEM Repeater licensed in the Rock County area. Rich from General Communications will call the State Emergency Management and find out.

Update: A WEM (Wisconsin Emergency Management) Repeater is not licensed in Rock County at this time, but the State Homeland Security offices has mobile WEM Repeater equipment available that can be brought in for any local disaster.