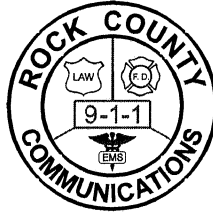


Rock County, Wisconsin



Communications Center
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911 COMMUNICATIONS COMMISSION

Wednesday, January 20, 2016, AT 2:00 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. November 18, 2015 minutes approval
3. Comments from the Public
4. Policy Updates
 - a. O1 – Organizational Structure
5. 2015 Goals/Objectives Review
6. IT Updates
7. Informational Items & Updates
8. 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 and Geo Applications Specialist 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~~ Supervisor (as determined by management) will act as the ~~Lead Telecommunicator~~ Supervisor. ~~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 Supervisors.~~) 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 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.