

ROCK COUNTY COMMUNICATIONS CENTER



ANNUAL REPORT 2019



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2019 Annual Report

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ROCK COUNTY COMMUNICATIONS CENTER

Letter to County Administrator

2019 Annual Report

February 25, 2020

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



Dear Mr. Smith:

We again had a busy year with various projects in 2019 as we began testing FirstNet coverage, started replacement of the MASTR III radio equipment and updated the digital mapping images. The FirstNet coverage testing is taking a bit longer than anticipated due to issues with modems. We will continue working on this project into 2020 to obtain more coverage data for user agencies to determine if they should move to FirstNet. The radio equipment upgrade project also took longer than expected due to several FCC conflicts that caused a delay in licensing of the frequencies. The conflicts were all resolved and we were able to update the equipment for County Main and Rock Fire Main repeaters. We are currently awaiting the antenna combiner system so the three additional simulcast sites can be added, which should be in early 2020. We will begin the second phase of the equipment upgrades and simulcast addition to Rock Tac and Rock Fire Central repeaters in the first half of 2020. The Pictometry flyovers were completed in May 2019, but due to late season snow the images did not meet the quality requirements because of excessive foliage in some communities. Pictometry has agreed to re-fly the entire county in the spring of 2020 to capture better quality images.

Other highlights from 2019 were that our public education supervisor met with several high schools through their career liaison programs to make students more aware of careers in public safety communications. We plan to continue our relationships with the schools and hopefully expand our relationships into some sort of intern program in the future. In other public outreach efforts, we hosted our first ever open house called "Dogs with Dispatchers". Citizens were invited to visit the center and enjoy lunch (hotdogs) with staff as a way to show what goes on behind the scenes when people call 9-1-1. We also used the opportunity to discuss public safety communication careers with several of the attendees. It was a great event with almost 150 people attending!

Internally, we created a Peer Support Program for employees. Along with the personal issues employees may face they also deal with very traumatic calls and the constant addition of duties and emerging technologies. These things can often lead to excessive stress, anxiety and even post-traumatic stress disorder. We recognize that this is an important issue facing the 911 industry and we are hopeful that this new program will be utilized and make a difference for employees who may be struggling.

Lastly, I wanted to note that we continue to struggle with attracting and retaining employees. Over the past year we have made several changes to expedite our hiring process and fill vacancies as quickly as possible. These changes have helped somewhat, but we continue to lose employees and are not attracting as many qualified applicants as we have in the past so it has become very difficult to maintain staffing. I will be making this my top priority in 2020 and will be bringing forward more ideas with the hope that we will be able to find something that will encourage people to apply and make public safety communications their career.

Respectfully,

Kathren Sukus
911 Communications Director

ROCK COUNTY COMMUNICATIONS CENTER

Rock County Background Information

2019 Annual Report

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

720 Square Miles of Service

9 Municipalities



| | |
|--------------------------|---------------------------|
| 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

Phillip Owens, Vice Chair

Terry Fell

Kara Hawes/Ronald Bomkamp

Brian Knudson

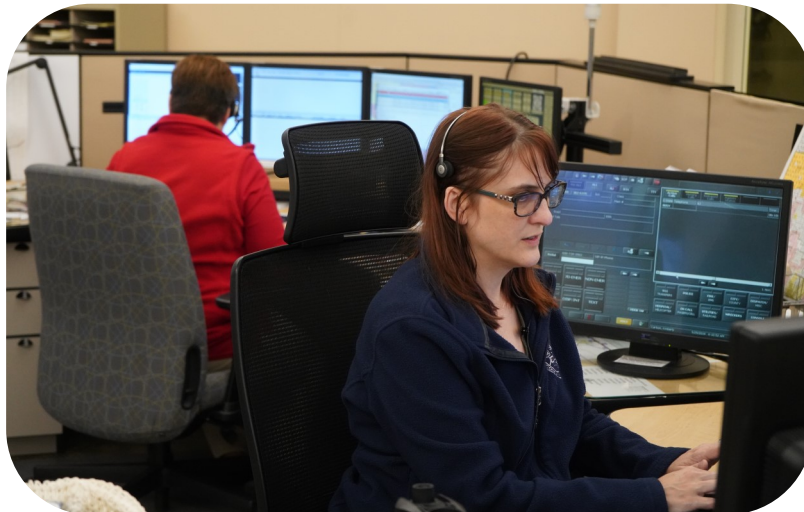
Mission Statement

2019 Annual Report



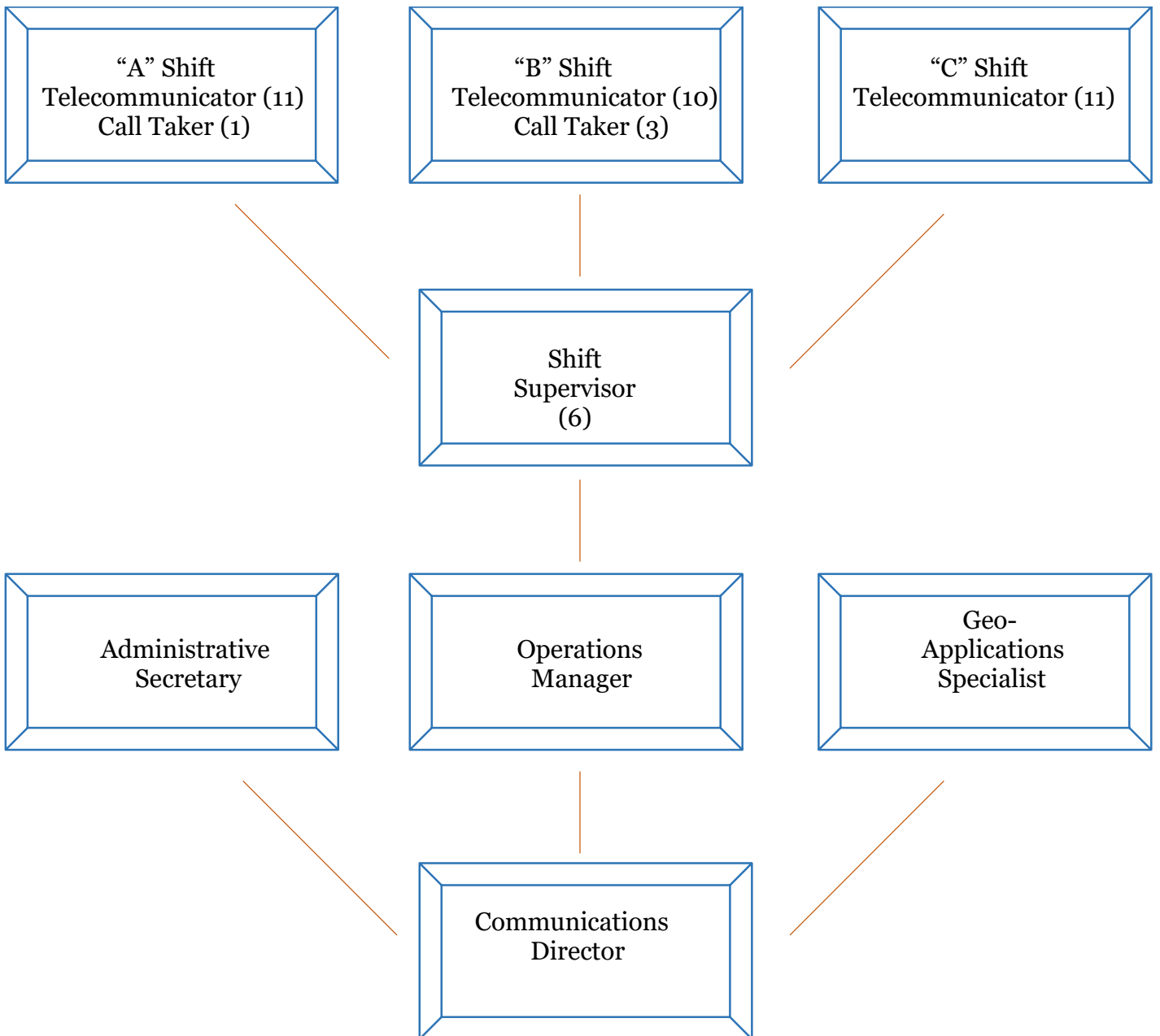
Our Mission

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

2019 Annual Report



Goals & Objectives

2019 Annual Report

2019

Departmental Goals & Objectives

- ☀ - Begin Master III Controller Replacements
- ☀ - Begin FirstNet Coverage Testing
- ☀ - Complete Pictometry Flyover
- ☀ - Develop High School Career Liaison Program
- ☀ - Create Peer Support Team

Management Team

2019 Annual Report



2019 Management Team

Left to right, front row: Shift Supervisor-Fredd Carr, Shift Supervisor-Matthew Bender, Operations Manager-Brian Becker, Shift Supervisor-Derek Ninner, back row: Shift Supervisor-Mark Elland, Geo-Applications Specialist-Kris Pehl, Shift Supervisor-Lori Taylor, Director-Kathy Sukus, Shift Supervisor-Kathy Churchill, Administrative Secretary-Julie Hartman

ROCK COUNTY COMMUNICATIONS CENTER

Promotions, Turnover & Staff

2019 Annual Report

2019 Promotions

Kennedy Martalock—Promoted to Telecommunicator 9/1/19

2019 Turnover

| Employee | Seniority Date | End Date | Position |
|------------------|----------------|-----------|------------------|
| Naimah El-Amin | 5/23/2016 | 1/9/2019 | Telecommunicator |
| Adam Voss | 10/23/2017 | 1/10/2019 | Call Taker |
| Kellie Lunenburg | 7/30/2007 | 2/22/2019 | Telecommunicator |
| Jacob Dean | 6/22/2015 | 4/12/2019 | Telecommunicator |
| Chad Miller | 3/25/2019 | 6/4/2019 | Telecommunicator |
| Nicole Newton | 5/23/2016 | 6/15/2019 | Telecommunicator |
| Nicholle Welch | 6/3/2019 | 8/5/2019 | Telecommunicator |
| Shakya Lindsey | 3/26/2018 | 8/8/2019 | Call Taker |
| Justine Reckard | 5/24/2004 | 8/23/2019 | Call Taker |
| Emily Severson | 10/21/2019 | 12/2/2019 | Telecommunicator |

2019 Communications Center Management Staff

| Administration | Seniority Date | Promoted | Title |
|--------------------|----------------|------------|----------------------------|
| Kristine Pehl | 12/7/1992 | 1/14/2002 | Geo Application Specialist |
| Kathren Sucus | 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 |
| Julie Hartman | 6/4/2018 | N/A | Administrative Secretary |

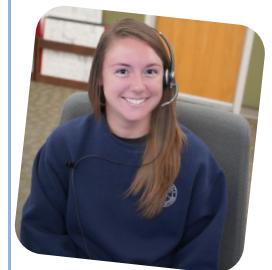
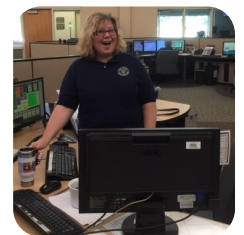
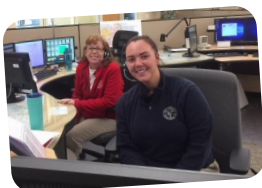
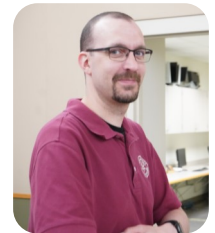
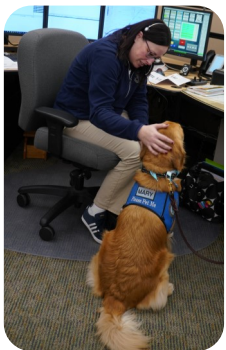
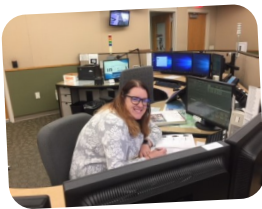
ROCK COUNTY COMMUNICATIONS CENTER

Staff

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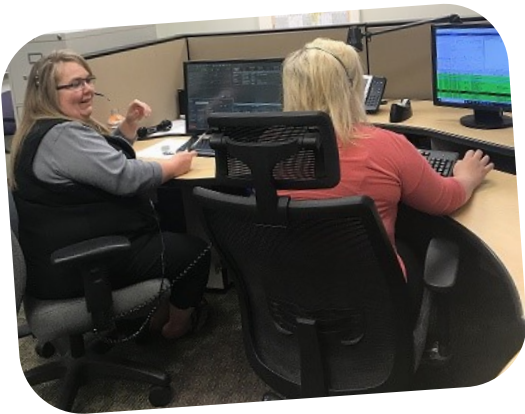
2019 Communications Center Dispatch Staff

| Communications | 911 Hire Date | Promoted | Title |
|--------------------|---------------|-----------|------------------|
| Tricia Bogdonas | 2/7/1994 | N/A | Telecommunicator |
| Colleen Johns | 10/10/1994 | N/A | Telecommunicator |
| Toni Becker | 1/2/1997 | N/A | Telecommunicator |
| Dana Geister | 4/5/1999 | N/A | Telecommunicator |
| Kelly Elliott | 4/5/1999 | N/A | Telecommunicator |
| Denise Elder | 11/29/1999 | N/A | Telecommunicator |
| Matthew Wogaman | 5/13/2002 | N/A | Telecommunicator |
| Kathleen Helgeson | 9/29/2003 | 12/1/2015 | Telecommunicator |
| Justine Reckard | 5/24/2004 | N/A | Call Taker |
| Jenna Winiarski | 8/30/2004 | 6/27/2011 | Telecommunicator |
| Aisha Brunton | 4/10/2006 | N/A | Telecommunicator |
| Kellie Lunenburg | 7/30/2007 | N/A | Telecommunicator |
| Krystynn Reinart | 11/5/2007 | N/A | Telecommunicator |
| Amanda Johnson | 3/10/2008 | N/A | Telecommunicator |
| Matthew Husen | 2/9/2009 | N/A | Telecommunicator |
| Katelyn Koel | 11/29/2010 | N/A | Telecommunicator |
| Bryan Niedermeier | 10/29/2012 | N/A | Telecommunicator |
| Natalie Veale | 7/8/2013 | N/A | Telecommunicator |
| Kimberly Carlson | 7/8/2013 | N/A | Telecommunicator |
| Jacob Dean | 6/22/2015 | N/A | Telecommunicator |
| Donna Gunn | 6/22/2015 | 1/1/2016 | Telecommunicator |
| Matthew Woodrum | 9/28/2015 | N/A | Telecommunicator |
| Nicole Newton | 5/23/2016 | N/A | Call Taker |
| Naimah El-Amin | 5/23/2016 | 6/4/2017 | Telecommunicator |
| Barbara York | 9/26/2016 | N/A | Telecommunicator |
| Tyler Hubbard | 9/26/2016 | 7/30/2017 | Telecommunicator |
| Emma Townsend | 1/16/2017 | N/A | Telecommunicator |
| Kayla Guercio | 1/16/2017 | N/A | Telecommunicator |
| Christina Hennell | 6/19/2017 | 3/11/2018 | Telecommunicator |
| Adam Voss | 10/23/2017 | N/A | Call Taker |
| Shakya Lindsey | 3/26/2018 | N/A | Call Taker |
| Sydney Mullen | 3/26/2018 | N/A | Telecommunicator |
| Amber Salazar | 8/27/2018 | N/A | Telecommunicator |
| Kennedy Martalock | 12/3/2018 | 9/1/2019 | Telecommunicator |
| Chase Ziegelbauer | 3/25/2019 | N/A | Call Taker |
| Peter Ruf | 3/25/2019 | N/A | Call Taker |
| Hailey Mico | 3/25/2019 | N/A | Call Taker |
| Chad Miller | 3/25/2019 | N/A | Call Taker |
| Clayton Coleman | 6/3/2019 | N/A | Call Taker |
| Nicholle Welch | 6/3/2019 | N/A | Telecommunicator |
| Kelli Dailey | 7/29/2019 | N/A | Telecommunicator |
| Breanna Hoppe | 9/23/2019 | N/A | Telecommunicator |
| Emily Severson | 10/21/2019 | N/A | Telecommunicator |
| Amy Baker | 10/21/2019 | N/A | Call Taker |
| Priscilla Engstrom | 12/2/2019 | N/A | Call Taker |



Training

2019 Annual Report



In 2019, Supervisor Lori Taylor continued her leadership of the Communications Center's Training Program. The training program is designed to define and develop a core curriculum based on training needs and styles, then to determine delivery methods and resources. We conduct on-going 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 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 and CPR certifications. 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.

Training

2019 Annual Report

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

Once orientation has been completed, trainees are assigned to a Communications Training Officer for call take training. This training consist 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

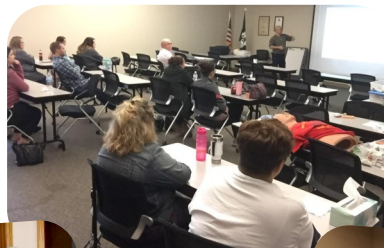
Training

2019 Annual Report

Fall In-Service training was Active Shooter and Rescue Task Force training by Mercy Tactical Training Center and instruction of dealing with mental health patients by Janesville Police Department



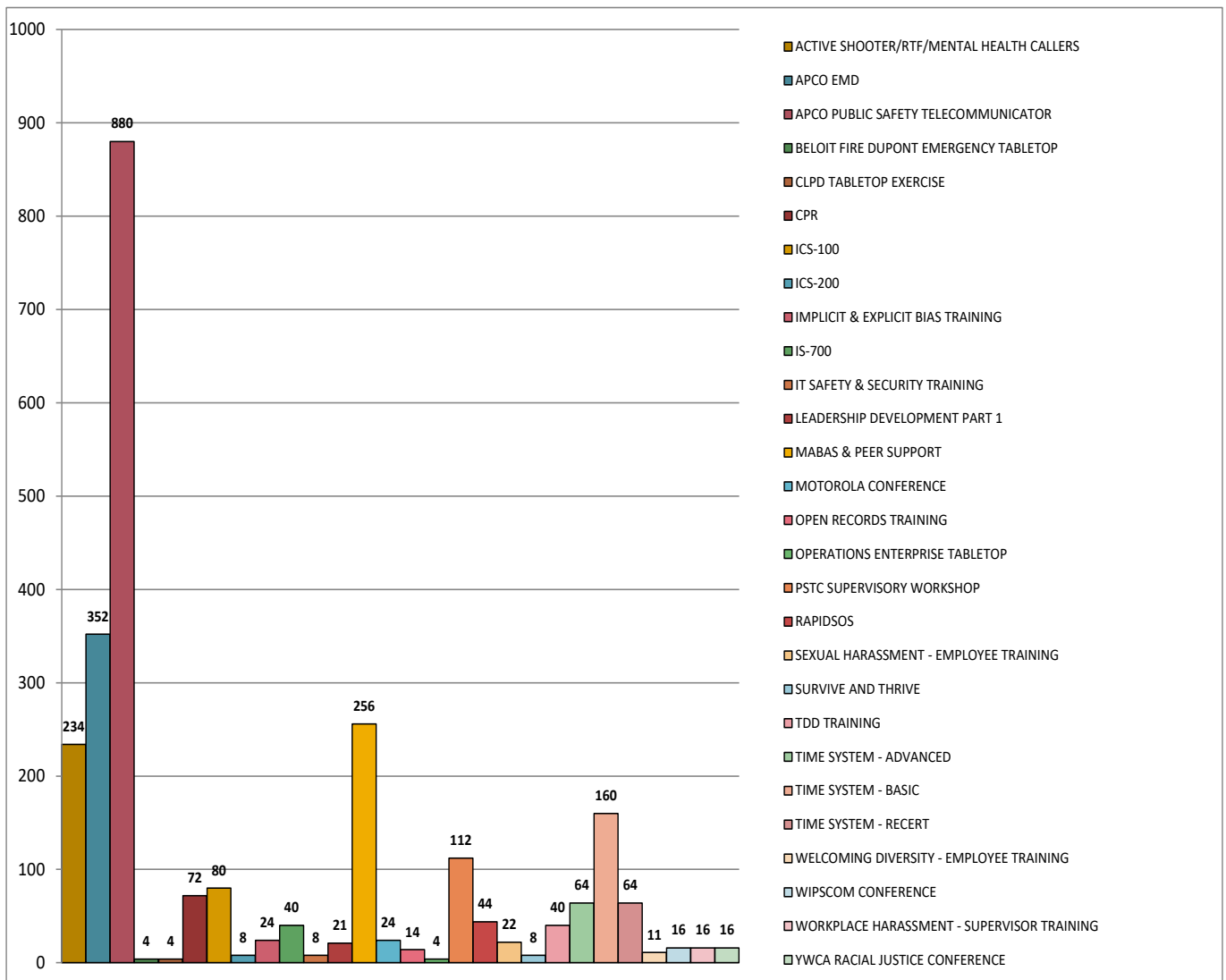
Spring In-Service training was Backup Site Training by Mark Elland, MABAS training by Kathy Churchill and Peer Support training by Dr. Barney.



Training

2019 Annual Report

2019 Communications Training 2,598 Total Hours



Training

2019 Annual Report

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 Communications Center staff provided EMD services for over 15,900 emergency medical calls from citizens within Rock County in 2019.

In late 2019, we changed the way we acknowledge employees for CPR "saves". Instead of placing a "heart" on the wall, we have created a "Tree of Life" where a new leaf is placed on the branches to acknowledge the life that was saved by telephone CPR instructions. We also now place "acorns" on the tree when a baby is born after childbirth instructions are given to a caller.



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 Nimmer, Shift Supervisor
- ☀ Michael Vickers, City of Janesville Firefighter/EMT

ROCK COUNTY COMMUNICATIONS CENTER

Communications Commission

2019 Annual Report

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 bi-monthly 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).



Commission Members

Front Row: Beloit Police Chief David Zibolski, Beloit Fire Chief Brad Liggett, Janesville Police Chief David Moore

Back Row: Town of Turtle Police Chief Rich LeFeber, Janesville Fire Deputy Chief, Jim Ponkauskas (for Chief Rhodes), Rock County Sheriff Troy Knudson

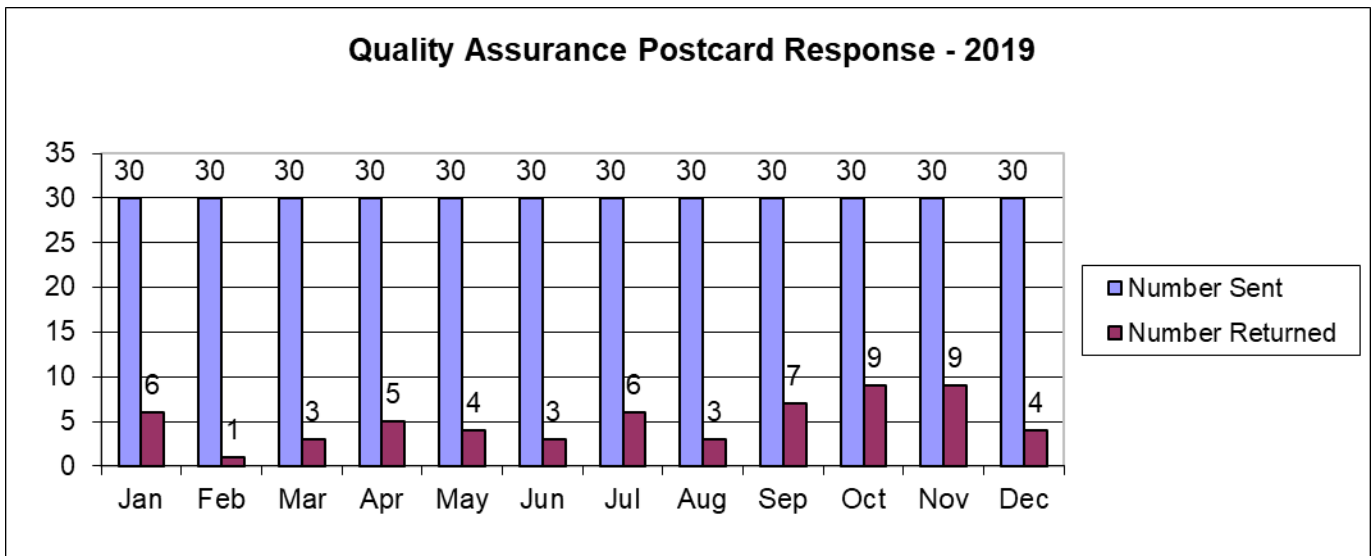
Not Pictured: Milton Fire Deputy Chief Lukas, Clinton Interim Fire Chief Gene Wright, Evansville Police Sergeant, Christopher Jones

Quality Assurance

2019 Annual Report

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 Supervisor Fredd Carr managed the process of mailing and receiving the cards for 2019. 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 | 1 | 3 | 5 | 4 | 3 | 6 | 3 | 7 | 9 | 9 | 4 | 60 |
| Return Percentage | 20% | 3% | 10% | 17% | 13% | 10% | 20% | 10% | 23% | 30% | 30% | 13% | 17% |



| | A | B | C | D | F | |
|---------------------------|----|---|---|---|---|------------------|
| Answer Time | 56 | 3 | 1 | | | A=Excellent |
| Knowledge | 57 | 3 | | | | B=Good |
| Courtesy | 57 | 3 | | | | C=Satisfactory |
| Attitude | 57 | 3 | | | | D=Unsatisfactory |
| Quality of Service | 55 | 3 | 2 | | | F=Failure |

ROCK COUNTY COMMUNICATIONS CENTER

Expenditures

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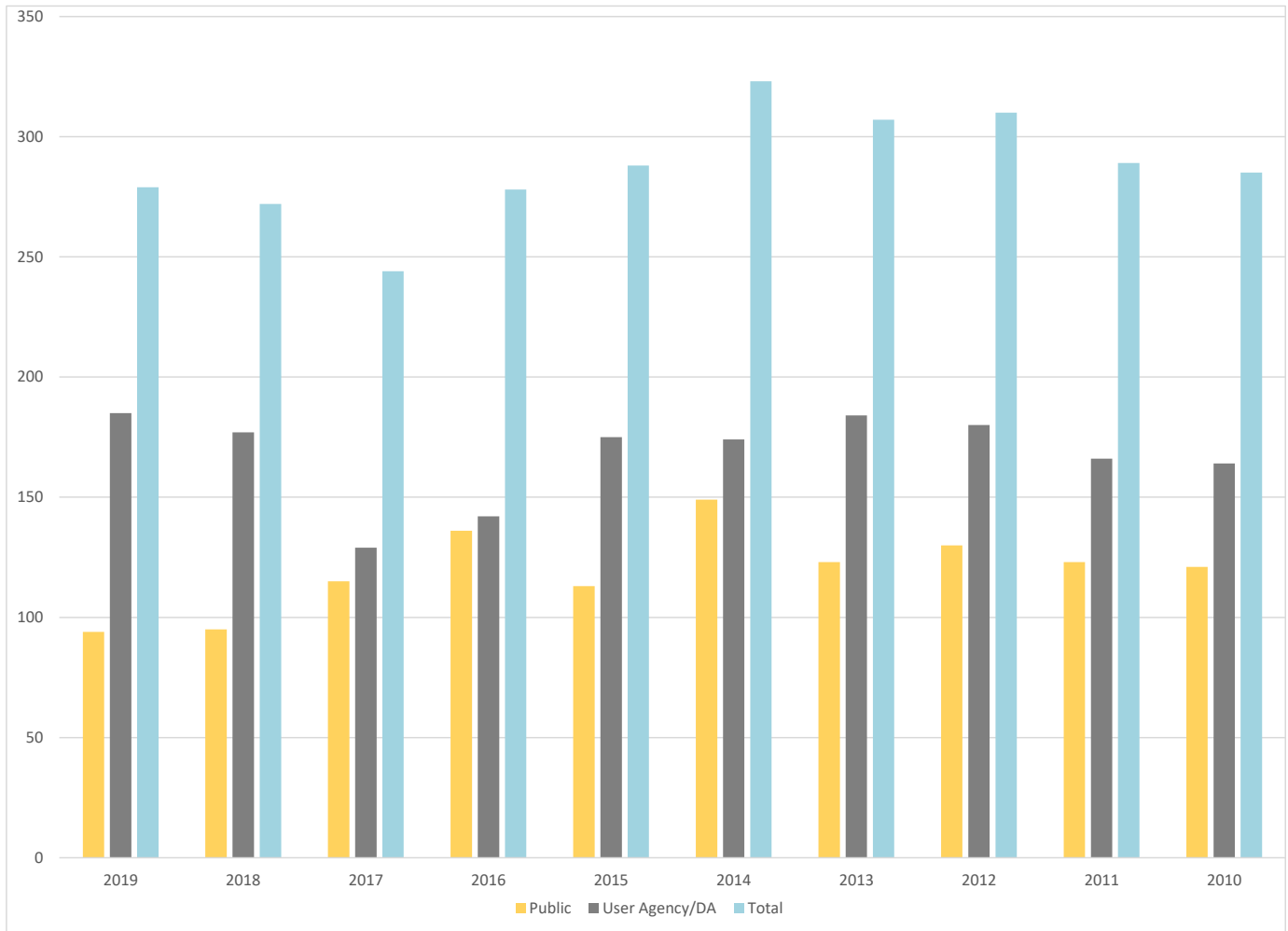
| | |
|------------------------------------|-----------------------|
| Personal Services | |
| Regular Wages | \$2,226,393.53 |
| Overtime Wages | 346,471.10 |
| Uniforms | 4,853.05 |
| FICA | 196,688.31 |
| Retirement | 167,965.08 |
| Health Insurance | 736,778.49 |
| Dental Insurance | 21,579.53 |
| Life Insurance | 624.28 |
| Workers Compensation | <u>1,725.00</u> |
| | \$3,703,078.37 |
| Contractual Services | |
| Professional Services | \$33,037.08 |
| Data Communication | 2,619.31 |
| Repair & Maintenance Services | 382,813.64 |
| Machinery Equip. Repair Maint. | 22,589.10 |
| Building/Office Lease | 113,176.42 |
| Software Maintenance | 27,420.00 |
| Utilities | <u>14,319.74</u> |
| | \$595,975.29 |
| Telephone & Teletype Services | |
| Telephone | \$91,512.77 |
| Teletype Services | <u>28,968.00</u> |
| | \$120,480.77 |
| Training Expense | |
| Travel | \$807.62 |
| Educational Expense | <u>16,689.45</u> |
| | \$17,497.07 |
| Supplies Expense | |
| Postage | \$495.16 |
| Office Supplies | 10,788.22 |
| Public Information | 2,876.33 |
| Publication/Subscriptions/Dues | 1,305.00 |
| Software Purchase | <u>1,851.00</u> |
| | \$17,315.71 |
| Capital Outlay | |
| Terminals & PCs | \$27,384.97 |
| Capital Assets \$2,000 to \$25,000 | 13,400.00 |
| Capital Assets over \$25,000 | 592,131.90 |
| Software Purchase over \$25,000 | <u>16,117.88</u> |
| | \$649,034.75 |
| Total Expenditures for 2019 | \$5,103,381.96 |

Open Records

2019 Annual Report

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 Request by Year



Accreditation

2019 Annual Report

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.



Community Involvement

2019 Annual Report

For 2019, the Center set a goal to begin development of a high school career liaison program. This involved gathering information about the High School Career Pathways program and developing program itinerary to expose high school aged students to the public-safety communications career path. Through the Wisconsin Department of Public Instruction; Career Pathways is a part of Academic and Career Planning services that public schools in Wisconsin have been required to implement since the 2017-2018 school year. These pathways allow students to explore potential careers both academically and through hands-on interactions.

We also were able to engage with students at several school events throughout the county including but not limited to Beloit, Edgerton, Evansville, Janesville, and Milton. We welcomed visitors from various Explorer and Scout groups who were looking to supplement their knowledge of public safety.

We interacted with over (1,000) citizens at the Janesville PD/Rock County Sheriff's Office National Night out and the Evansville PD National Night Out. These events allowed for one-on-one and small-group discussion of the Center and answering various questions. The events also allowed opportunity to meet with other community partners to share information on how we support the citizens of Rock County.

In summary, we had the privilege to engage over (2,100) citizens in support of educating the public of the crucial role that the Rock County Communications Center has in providing "the most efficient method for citizens to obtain fast, effective public safety services 24 hours a day throughout the year." We look forward to maintaining these relationships with the citizenry and user agencies to continue our community outreach objectives in Rock County.

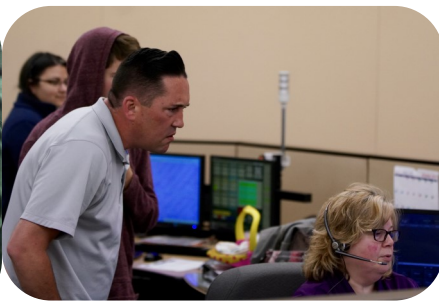


Public Education

2019 Annual Report

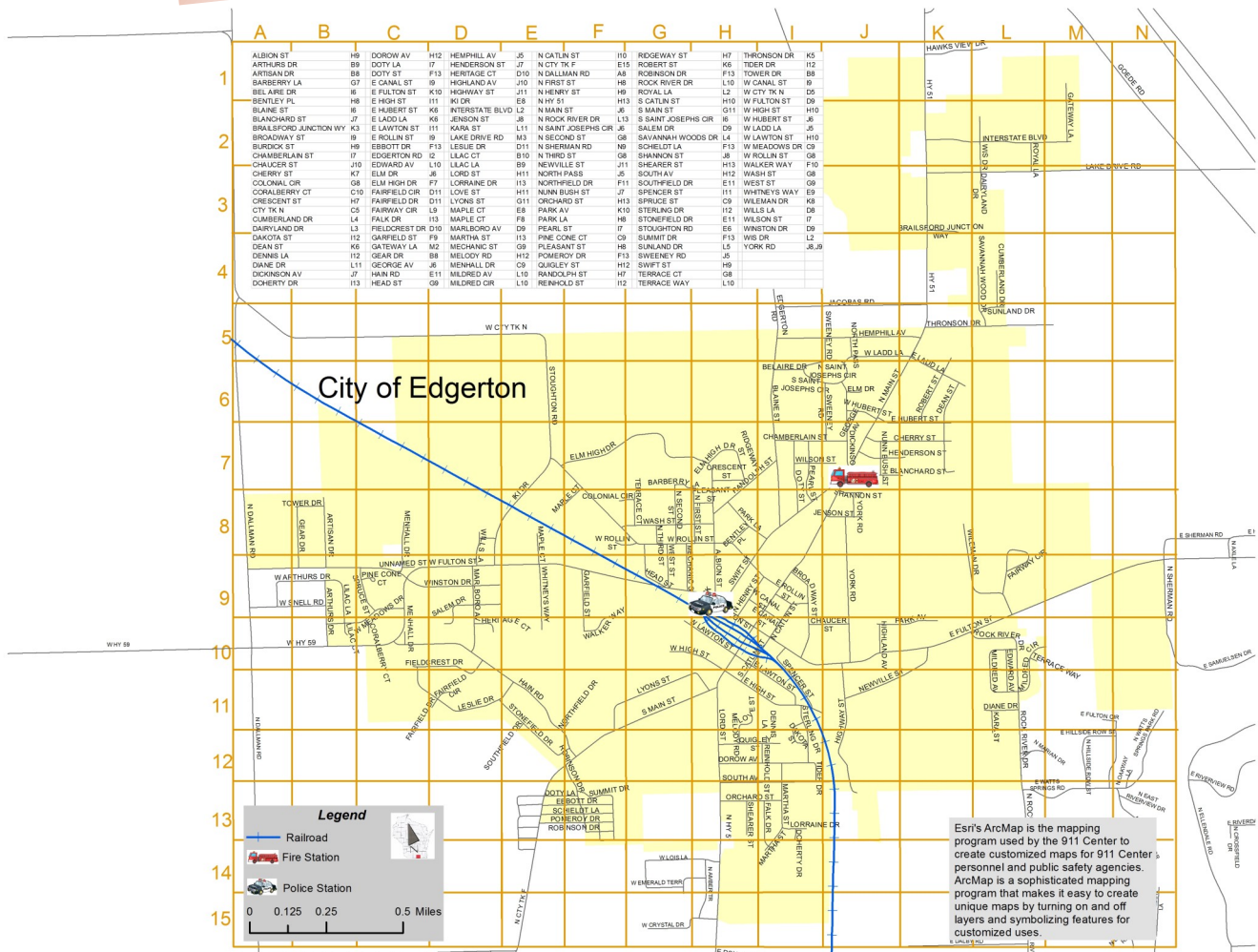


In an effort to meet with the public and show them what goes on behind the scenes at the Communications Center, we hosted our first ever open house in October of 2019. The event was called “Dogs with Dispatchers”. Citizens were invited to tour the center, have lunch (hotdogs) with our staff and meet our local K-9 units. It was a great success bringing in almost (150) citizens! Plans are being made to host another event in 2020.



Mapping

2019 Annual Report



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

2019 Annual Report

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.

Racetrack Park

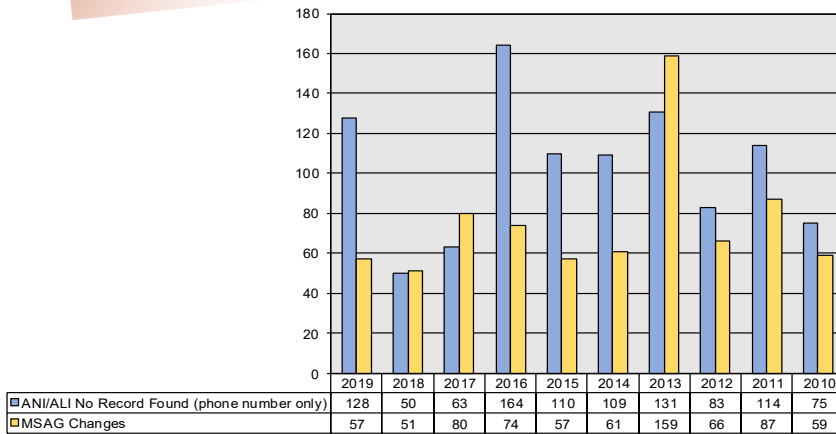
Edgerton,
Wisconsin



9-1-1 Database

2019 Annual Report

Landline 9-1-1 Database Maintenance

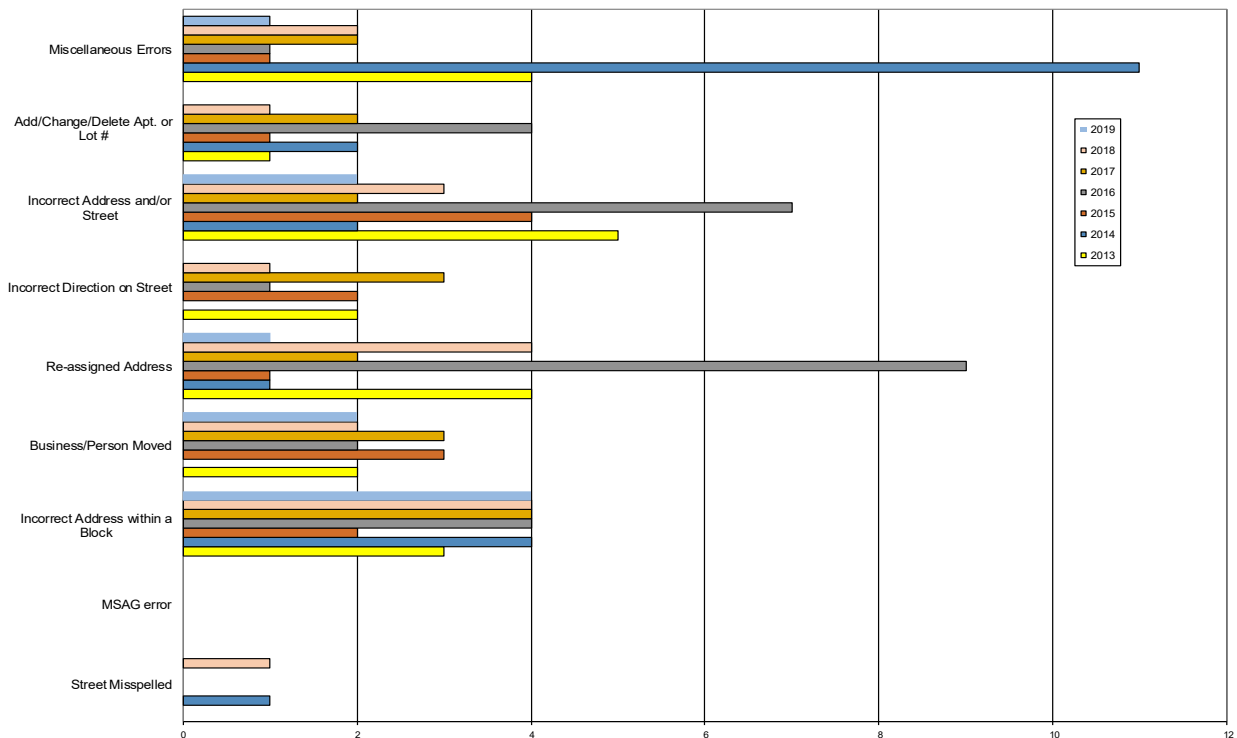


ANI - Automatic Number Identification
 ALI - Address Location Identification
 MSAG - Master Street Address Guide

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.

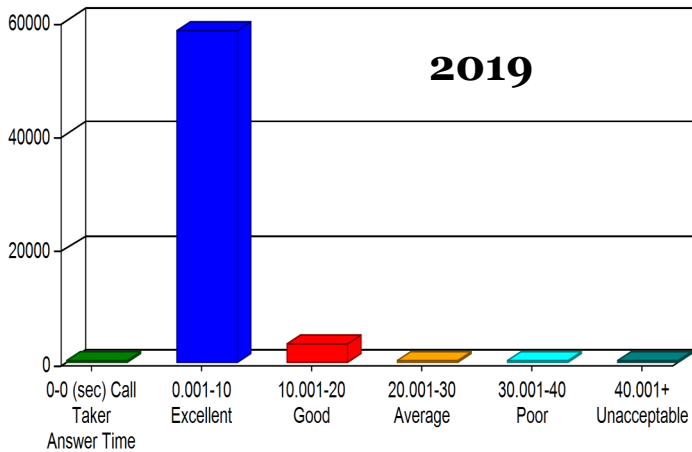
Landline 9-1-1 Database Discrepancies



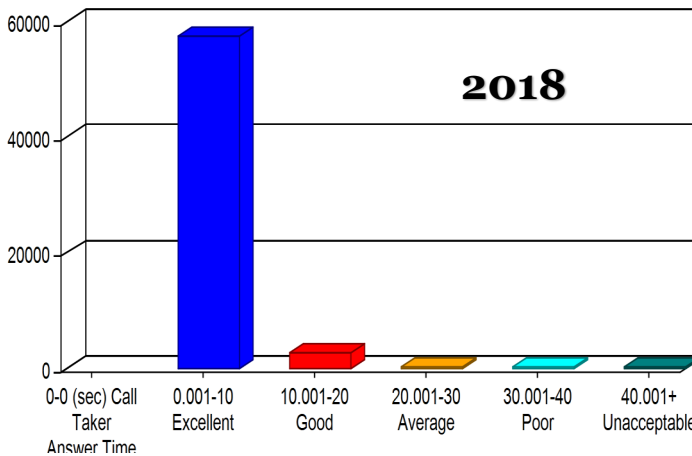
ROCK COUNTY COMMUNICATIONS CENTER

911 Answer Times

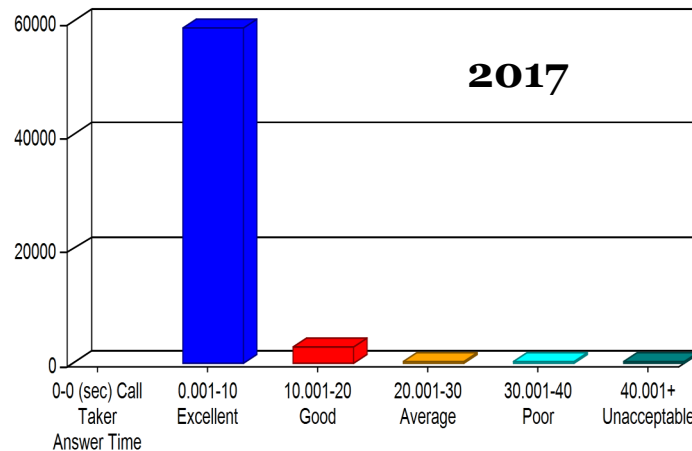
2019 Annual Report



| <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 | 4.45 |
| 20-30 Average | 112 | 0.19 |
| 30-40 Poor | 21 | 0.03 |
| 40+ Unacceptable | 10 | 0.02 |
| | 60,455 | 100.00 |



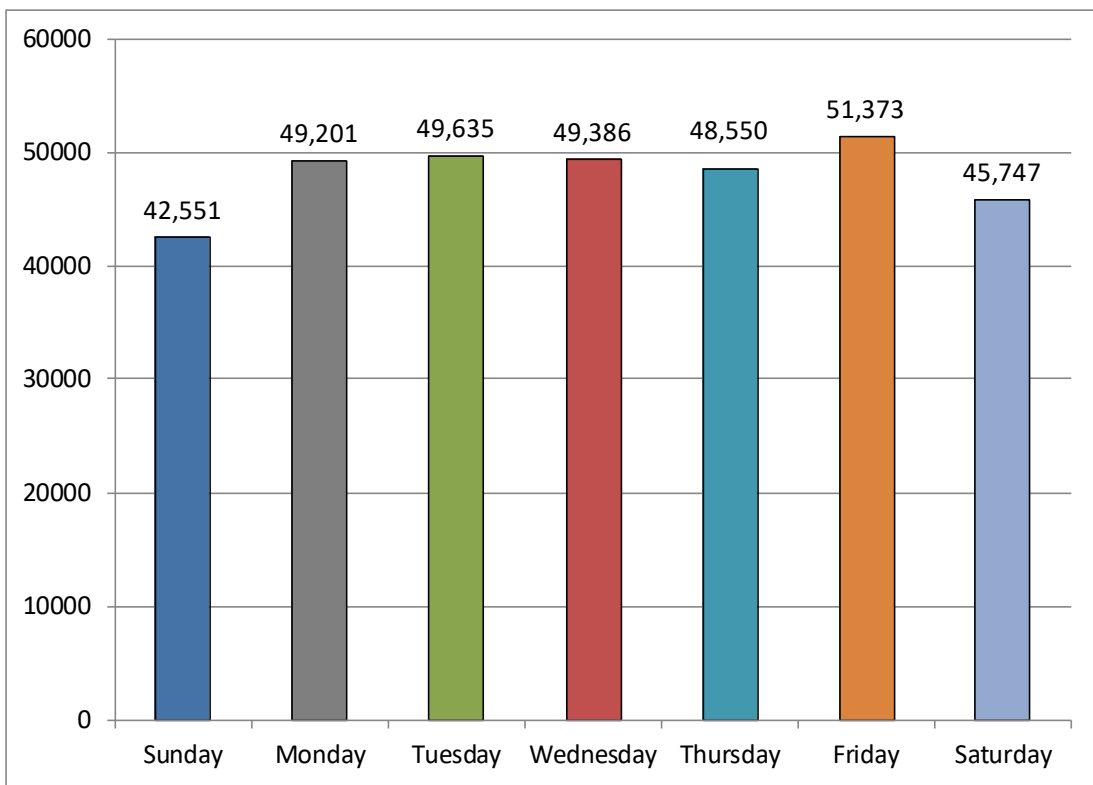
| <u>Range of Answer Time</u> | <u>Number of Calls</u> | <u>Percentage (%)</u> |
|-----------------------------|------------------------|-----------------------|
| Answer Time = 0 | 0 | 0.00 |
| 0.001-10 Excellent | 58,896 | 95.10 |
| 10-20 Good | 2,875 | 4.64 |
| 20-30 Average | 123 | 0.20 |
| 30-40 Poor | 24 | 0.04 |
| 40+ Unacceptable | 14 | 0.02 |
| | 61,932 | 100.00 |

Call Volume

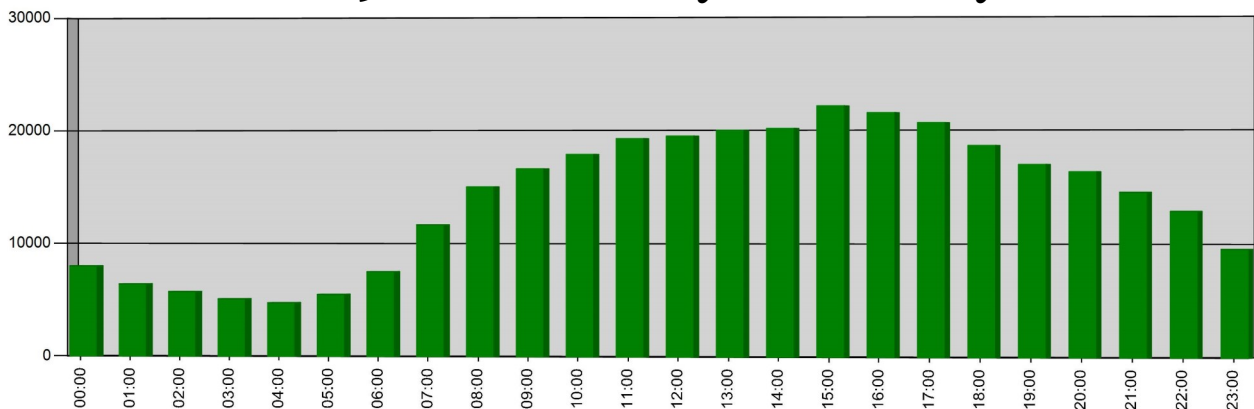
2019 Total Calls
336,443

2019 Annual Report

2019 Call Volume by Day of Week



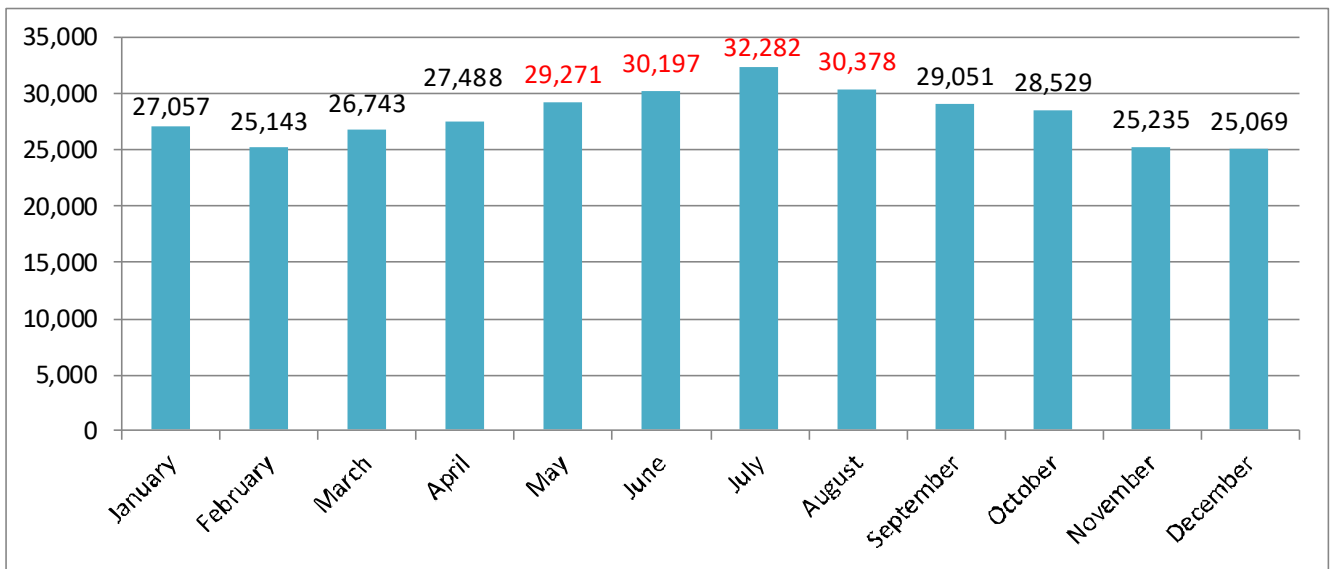
2019 Call Volume by Hour of Day



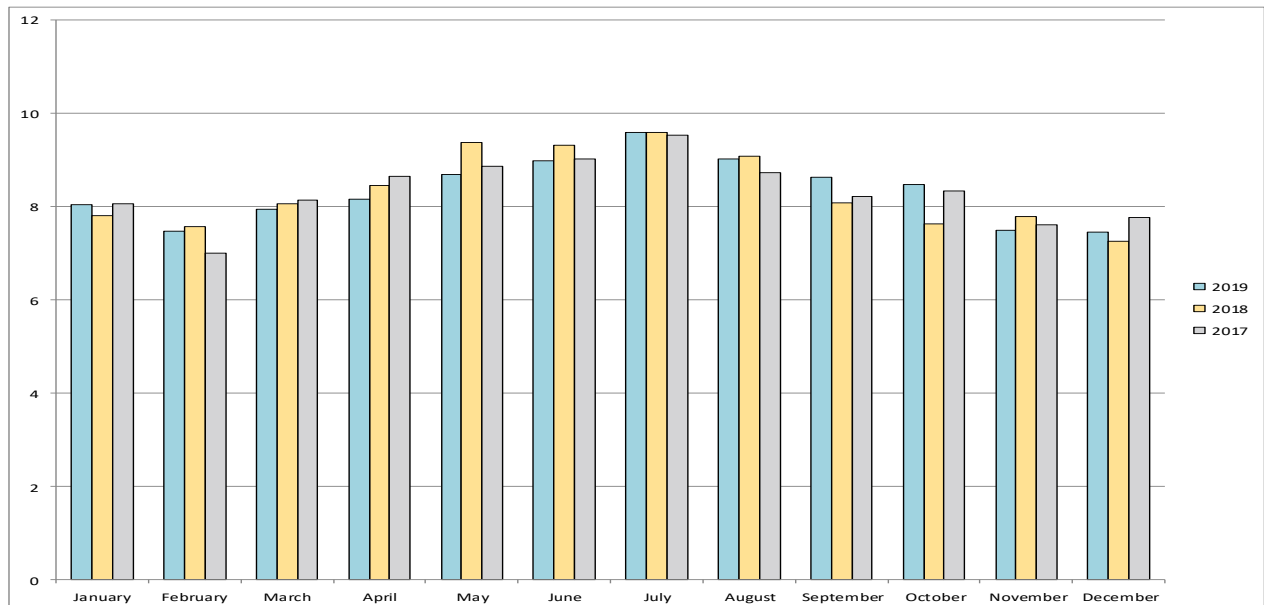
Call Volume

2019 Annual Report

2019 Call Volume by Month



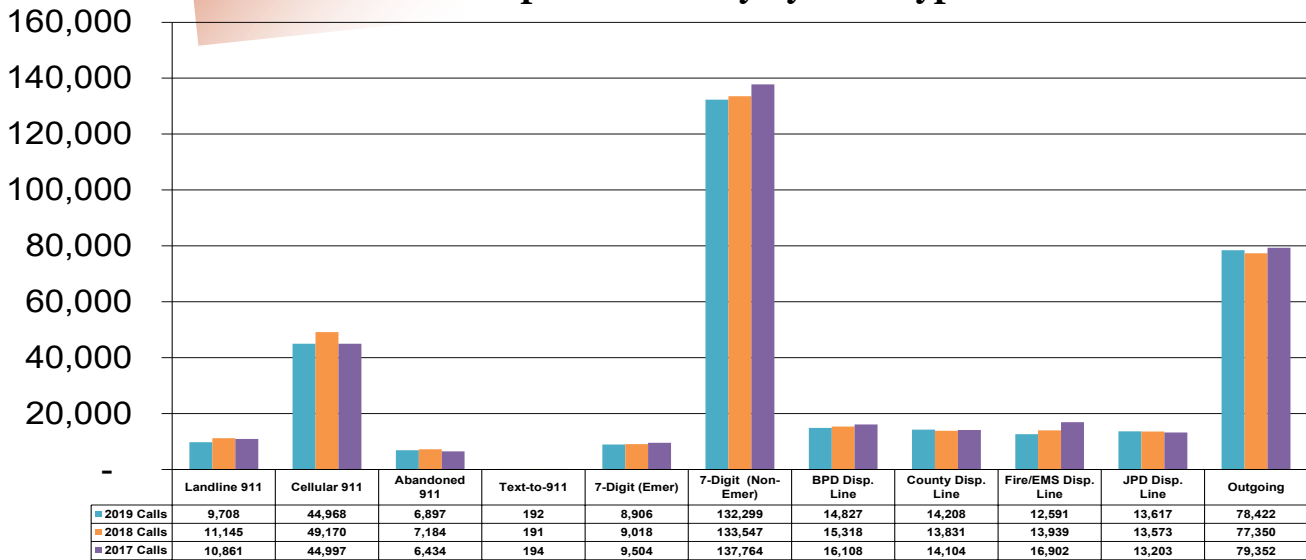
Call Volume (%) by Month & Year



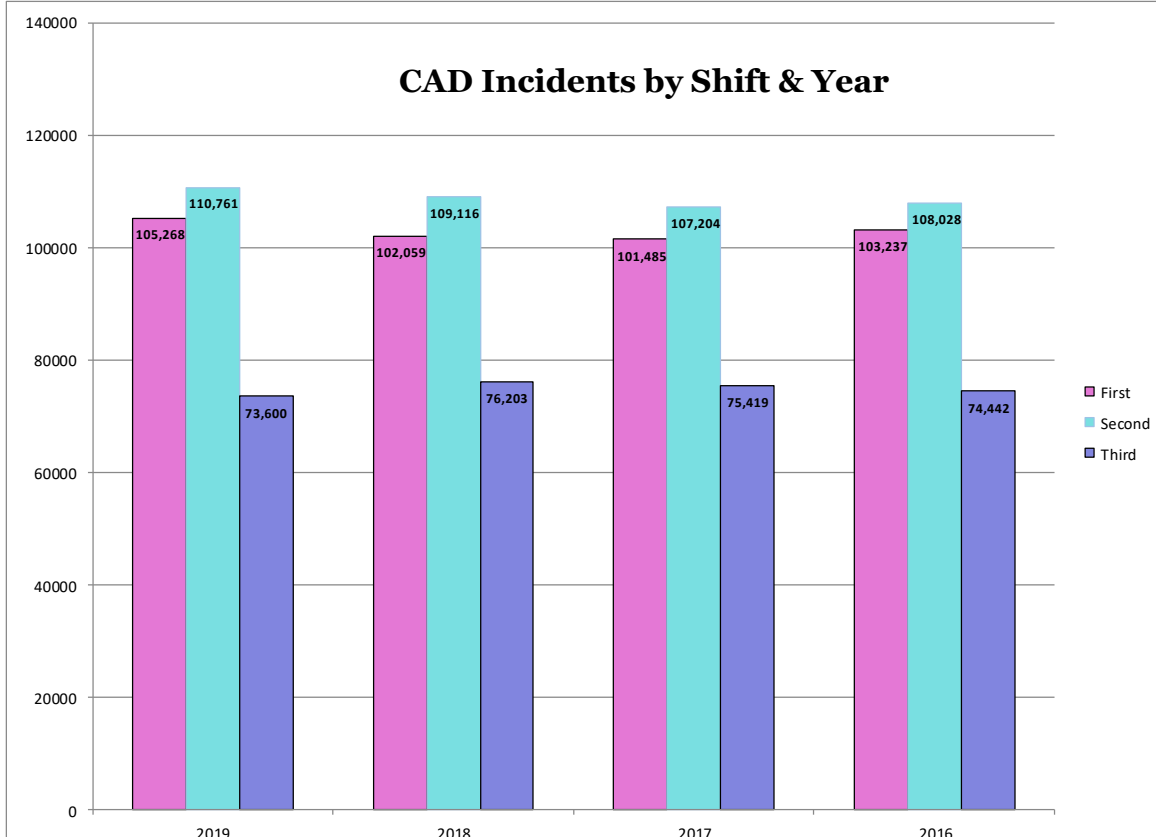
Telephone Activity & CAD Incidents

2019 Annual Report

Telephone Activity by Line Type



CAD Incidents by Shift & Year



User Agency Activity

2019 Annual Report

The Communications Center provides 24-hour dispatching services for 13 Law Enforcement and 11 Fire and/or EMS agencies throughout Rock County. In 2019, the Communications Center saw a combined total of approximately 282,413 Law Enforcement and Fire/EMS activities. This is an increase of 1,523 activities from the previous year and amounts to an average of approximately 774 CAD incidents processed by the Communications Center each day in 2019. This does not include the 3,882 controlled burns entered in 2019 as well.

| 2019 | | | |
|--------------------------|---------------------|------------------------|-------------------------|
| | <u>Total Amount</u> | <u>Amount Increase</u> | <u>Percent Increase</u> |
| Law Enforcement | 262,181 | 1,048 | 0.40 |
| Fire/EMS | 20,232 | 475 | 2.26 |
| Combined Activity | 282,413 | 1,523 | 2.66 |

| 2018 | | | |
|--------------------------|---------------------|------------------------|-------------------------|
| | <u>Total Amount</u> | <u>Amount Increase</u> | <u>Percent Increase</u> |
| Law Enforcement | 261,133 | 3,454 | 1.34 |
| Fire/EMS | 19,784 | (273) | (1.46) |
| Combined Activity | 280,917 | 3,181 | 1.15 |

| 2017 | | | |
|--------------------------|---------------------|------------------------|-------------------------|
| | <u>Total Amount</u> | <u>Amount Increase</u> | <u>Percent Increase</u> |
| Law Enforcement | 257,679 | (2,182) | (0.84) |
| Fire/EMS | 20,057 | 773 | 4.00 |
| Combined Activity | 277,736 | (1,409) | (0.50) |

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

2019 Annual Report

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 | 51 | 2 | 2 | 3 | 3 | 0 | 44 | 1 | 0 | 1 | 19 | 0 | 126 |
| 911 ABANDONED OR HANGUP OR OPEN LINE - CELL TRACE | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| 911 ABANDONED OR HANGUP OR OPEN LINE - EMERGENCY | 103 | 6 | 0 | 2 | 6 | 0 | 58 | 5 | 1 | 0 | 21 | 0 | 202 |
| 911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM-NO LOCATION | 801 | 140 | 0 | 24 | 28 | 1 | 705 | 35 | 0 | 0 | 587 | 0 | 2321 |
| 911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - WITH LOCATION | 3395 | 374 | 117 | 233 | 207 | 23 | 4274 | 255 | 8 | 57 | 1756 | 10 | 10709 |
| 911 ABANDONED OR HANGUP OR OPEN LINE - TEXT TRACE | 9 | 2 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 5 | 0 | 19 |
| ABANDONED VEHICLE REPORT | 550 | 36 | 5 | 34 | 40 | 4 | 1153 | 12 | 4 | 6 | 65 | 0 | 1909 |
| AIRCRAFT EMERGENCY | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 |
| ALARM | 15 | 2 | 0 | 2 | 2 | 0 | 12 | 4 | 0 | 0 | 7 | 0 | 44 |
| ALARM - HOLDUP | 24 | 4 | 1 | 3 | 3 | 0 | 41 | 7 | 0 | 0 | 8 | 0 | 91 |
| ALARM - INTRUSION | 599 | 118 | 45 | 29 | 81 | 4 | 714 | 45 | 5 | 9 | 235 | 5 | 1889 |
| ALARM - PANIC | 33 | 13 | 0 | 6 | 1 | 0 | 57 | 3 | 0 | 0 | 9 | 0 | 122 |
| ALCOHOL VIOLATION | 23 | 2 | 0 | 6 | 5 | 0 | 42 | 7 | 0 | 1 | 16 | 0 | 102 |
| ANIMAL COMPLAINT | 1723 | 251 | 72 | 171 | 169 | 14 | 1808 | 113 | 10 | 32 | 1243 | 1 | 5607 |
| ANIMAL COMPLAINT - BITE | 106 | 18 | 4 | 15 | 12 | 1 | 167 | 16 | 1 | 4 | 111 | 0 | 455 |
| ARMED SUBJECT | 11 | 2 | 0 | 0 | 1 | 0 | 20 | 0 | 0 | 0 | 3 | 0 | 37 |
| ARMED SUBJECT-GUN | 21 | 6 | 0 | 3 | 0 | 0 | 33 | 1 | 0 | 0 | 13 | 0 | 77 |
| ARMED SUBJECT-KNIFE | 11 | 2 | 0 | 1 | 1 | 0 | 21 | 0 | 0 | 0 | 3 | 0 | 39 |
| ARSON | 10 | 1 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 18 |
| ASSIST CITIZEN | 3073 | 309 | 175 | 623 | 748 | 18 | 3383 | 683 | 20 | 66 | 1202 | 6 | 10306 |
| ASSIST OTHER | 1568 | 638 | 215 | 236 | 256 | 30 | 1805 | 300 | 51 | 74 | 2241 | 60 | 7474 |
| BATTERY | 156 | 10 | 2 | 11 | 7 | 0 | 136 | 12 | 2 | 1 | 78 | 1 | 416 |
| BOMB THREAT | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 |
| BURGLARY | 144 | 24 | 2 | 7 | 8 | 0 | 142 | 15 | 0 | 0 | 52 | 0 | 394 |
| BURGLARY - IN PROGRESS | 12 | 5 | 0 | 1 | 0 | 0 | 19 | 0 | 0 | 0 | 3 | 0 | 40 |
| BURGLARY - NOTCHECKED | 14 | 2 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 1 | 6 | 0 | 32 |
| BUSINESS CHECK | 2988 | 263 | 341 | 483 | 52 | 193 | 1030 | 1002 | 56 | 21 | 1763 | 9 | 8201 |
| CANVASSING | 0 | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 5 |
| CHASE | 27 | 13 | 1 | 1 | 0 | 0 | 17 | 1 | 0 | 1 | 20 | 2 | 83 |
| CHILD OFFENSE | 209 | 9 | 1 | 7 | 11 | 0 | 93 | 16 | 0 | 1 | 36 | 0 | 383 |
| CHILD OFFENSE-CHILD OFFENSE-LOST | 45 | 11 | 1 | 4 | 1 | 0 | 29 | 4 | 0 | 2 | 7 | 0 | 104 |
| CHILD OFFENSE-LOST | 19 | 4 | 1 | 4 | 1 | 0 | 28 | 6 | 0 | 0 | 1 | 0 | 64 |
| CHILD OFFENSE-MISSING | 11 | 0 | 0 | 1 | 2 | 0 | 9 | 1 | 0 | 0 | 3 | 0 | 27 |
| CIVIL DISPUTE | 1344 | 113 | 34 | 119 | 69 | 10 | 1816 | 59 | 4 | 25 | 401 | 3 | 3997 |
| CIVIL PAPER SERVICE | 21 | 9 | 3 | 5 | 69 | 2 | 666 | 11 | 1 | 12 | 4164 | 0 | 4963 |
| CODE ENFORCEMENT | 8 | 0 | 1 | 0 | 0 | 2 | 10 | 1133 | 1 | 21 | 0 | 0 | 1176 |
| CRIMINAL COMPLAINT | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |

User Agency Activity

2019 Annual Report

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 | Turtle Twp | Total |
|--------------------------------|--------|------------|---------|----------|------------|------------|------------|--------|------------|-------------|------------------|------------|-------|
| DEATH INVESTIGATION | 66 | 16 | 6 | 10 | 7 | 0 | 103 | 9 | 0 | 3 | 45 | 1 | 266 |
| DISORDERLY CONDUCT | 626 | 39 | 18 | 73 | 66 | 0 | 871 | 50 | 0 | 19 | 104 | 3 | 1869 |
| DISTURBANCE | 481 | 42 | 9 | 27 | 17 | 0 | 563 | 24 | 0 | 9 | 88 | 0 | 1260 |
| DISTURBANCE-DOMESTIC | 532 | 57 | 11 | 25 | 28 | 1 | 847 | 25 | 1 | 8 | 123 | 0 | 1658 |
| DNR VIOLATION | 3 | 4 | 0 | 0 | 0 | 1 | 3 | 1 | 0 | 0 | 29 | 0 | 41 |
| DRUG COMPLAINT | 547 | 44 | 8 | 30 | 31 | 4 | 539 | 29 | 0 | 5 | 190 | 2 | 1429 |
| ESCAPE/WALKAWAY | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 9 | 0 | 12 |
| ESCORT/TRANSPORT | 137 | 13 | 4 | 32 | 18 | 0 | 83 | 3 | 0 | 0 | 310 | 0 | 600 |
| EVICTON | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 278 | 0 | 283 |
| FAMILY DISPUTE | 1061 | 66 | 30 | 42 | 49 | 1 | 687 | 52 | 0 | 10 | 222 | 1 | 2221 |
| FIRE ASSIST | 892 | 188 | 264 | 418 | 487 | 13 | 1216 | 512 | 18 | 138 | 1387 | 13 | 5546 |
| FIREWORKS COMPLAINT | 255 | 18 | 9 | 26 | 16 | 0 | 222 | 12 | 0 | 4 | 63 | 0 | 625 |
| FOLLOW UP | 7288 | 1183 | 355 | 1229 | 915 | 22 | 10428 | 876 | 30 | 222 | 3587 | 8 | 26143 |
| FOOT PATROL | 110 | 28 | 73 | 418 | 275 | 0 | 41 | 183 | 0 | 5 | 3 | 0 | 1136 |
| FOOTVILLE PATROL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1049 | 0 | 1049 |
| FRAUD | 307 | 61 | 16 | 19 | 23 | 4 | 507 | 39 | 1 | 9 | 121 | 4 | 1111 |
| FRAUD/FORGERY - IN PROGRESS | 2 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 6 |
| GUNSHOT WOUND | 9 | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 3 | 0 | 17 |
| HANOVER PATROL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 4 |
| HARASSMENT | 351 | 43 | 13 | 34 | 31 | 3 | 538 | 26 | 0 | 10 | 113 | 0 | 1162 |
| HARASSMENT - IN PROGRESS | 4 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 3 | 0 | 12 |
| HAZARDOUS CONDITION | 371 | 130 | 20 | 73 | 56 | 10 | 702 | 101 | 17 | 16 | 1032 | 12 | 2540 |
| HCC TRANSPORT | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 2 | 0 | 6 |
| HIT & RUN - INJURY | 10 | 0 | 0 | 0 | 0 | 0 | 7 | 1 | 0 | 1 | 3 | 0 | 22 |
| HIT & RUN-JUST OCCURED | 141 | 13 | 0 | 5 | 3 | 0 | 142 | 5 | 2 | 1 | 27 | 1 | 340 |
| HIT AND RUN | 316 | 47 | 7 | 12 | 17 | 3 | 436 | 24 | 3 | 5 | 128 | 1 | 999 |
| HOMICIDE | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| HUBER CHECK | 3 | 3 | 0 | 0 | 0 | 0 | 10 | 1 | 0 | 0 | 1092 | 0 | 1109 |
| HUD CHECK | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| INTERSTATE REROUTE | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| INTOXICATED SUBJECT | 4 | 1 | 3 | 0 | 1 | 0 | 28 | 0 | 0 | 0 | 37 | 0 | 44 |
| K9 ASSIST | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 5 | 0 | 14 |
| KID COMPLAINT | 260 | 16 | 6 | 69 | 41 | 0 | 232 | 62 | 0 | 13 | 33 | 0 | 732 |
| LOITERING | 35 | 1 | 1 | 2 | 1 | 0 | 60 | 0 | 0 | 0 | 0 | 0 | 100 |
| LOUD NOISE | 514 | 45 | 8 | 39 | 26 | 0 | 592 | 26 | 0 | 8 | 238 | 0 | 1496 |
| LOUD NOISE - PARTY | 71 | 11 | 0 | 1 | 0 | 0 | 43 | 5 | 0 | 0 | 14 | 0 | 145 |
| MENTAL HEALTH SUBJECT | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 1 | 0 | 7 |
| MESSAGE DELIVERY | 6 | 2 | 1 | 3 | 3 | 1 | 22 | 1 | 0 | 0 | 12 | 0 | 51 |
| OPEN DOOR | 78 | 10 | 17 | 18 | 37 | 2 | 94 | 76 | 0 | 3 | 52 | 0 | 387 |
| OPERATING WHILE INTOXICATED | 140 | 52 | 1 | 13 | 16 | 2 | 330 | 7 | 0 | 2 | 215 | 1 | 779 |
| ORDINANCE | 334 | 109 | 35 | 61 | 61 | 30 | 528 | 91 | 19 | 8 | 149 | 3 | 1428 |
| OUT WITH SUBJECTS | 389 | 75 | 30 | 267 | 80 | 2 | 750 | 273 | 4 | 5 | 186 | 2 | 2063 |
| OVERDOSE | 95 | 9 | 2 | 14 | 6 | 0 | 147 | 10 | 0 | 2 | 34 | 0 | 319 |
| PARKING COMPLAINT | 1588 | 75 | 63 | 189 | 602 | 29 | 1599 | 315 | 2 | 39 | 124 | 0 | 4625 |
| PHONE MESSAGE | 823 | 236 | 51 | 190 | 152 | 5 | 772 | 163 | 2 | 12 | 749 | 6 | 3161 |
| POLICE MUTUAL AID | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| PROBATION AND PAROLE VIOLATION | 17 | 10 | 0 | 1 | 0 | 0 | 37 | 0 | 0 | 0 | 15 | 0 | 80 |
| PROPERTY - FOUND | 397 | 31 | 7 | 82 | 54 | 4 | 506 | 43 | 3 | 12 | 115 | 1 | 1255 |
| PROPERTY - LOST | 15 | 2 | 2 | 4 | 4 | 0 | 144 | 3 | 2 | 0 | 10 | 0 | 186 |
| PROWLER COMPLAINT | 0 | 0 | 0 | 1 | 0 | 0 | 9 | 2 | 0 | 0 | 0 | 0 | 17 |
| PUBLIC WORKS/UTILITY | 56 | 10 | 7 | 23 | 12 | 2 | 175 | 27 | 0 | 9 | 45 | 0 | 366 |

User Agency Activity

2019 Annual Report

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 |
|------------------------------|--------|-------------|---------|----------|------------|-------------|------------|--------|-------------|-------------|------------------|-------------|--------|
| RECORDS REQUEST | 0 | 0 | 0 | 0 | 22 | 0 | 1 | 0 | 2 | 30 | 2 | 0 | 57 |
| RESTRAINING ORDER VIOLATION | 71 | 9 | 1 | 4 | 1 | 0 | 116 | 6 | 0 | 4 | 23 | 0 | 235 |
| ROBBERY | 35 | 2 | 0 | 1 | 0 | 0 | 26 | 3 | 0 | 0 | 3 | 0 | 70 |
| RUNAWAY | 106 | 7 | 8 | 5 | 11 | 0 | 125 | 14 | 1 | 0 | 26 | 1 | 304 |
| RUNOFF | 67 | 34 | 2 | 4 | 5 | 4 | 71 | 9 | 19 | 1 | 472 | 5 | 693 |
| SCHOOL CHECK | 52 | 128 | 115 | 363 | 324 | 0 | 29 | 298 | 1 | 117 | 532 | 0 | 1959 |
| SECURITY CHECK | 3150 | 1378 | 1771 | 3190 | 6403 | 583 | 3719 | 15064 | 374 | 87 | 24232 | 41 | 59932 |
| SEVERE WEATHER EMERGENCY | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 10 |
| SEX OFFENDER PLACEMENT CHECK | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 9 |
| SEX OFFENSE | 130 | 27 | 3 | 7 | 10 | 0 | 172 | 14 | 0 | 5 | 72 | 1 | 441 |
| SHOTS FIRED | 71 | 13 | 0 | 0 | 1 | 0 | 34 | 1 | 0 | 0 | 24 | 0 | 144 |
| SPECIAL ASSIGNMENT | 1032 | 244 | 94 | 65 | 558 | 28 | 787 | 272 | 18 | 64 | 625 | 6 | 3793 |
| SPECIAL EVENT | 3 | 5 | 15 | 0 | 0 | 0 | 4 | 2 | 0 | 3 | 5 | 0 | 37 |
| SPEED BOARD | 0 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 7 |
| STABBING | 8 | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 14 |
| STALLED VEHICLE | 547 | 164 | 25 | 46 | 43 | 20 | 840 | 97 | 31 | 8 | 1491 | 16 | 3328 |
| STATE OFFENSE | 8 | 1 | 0 | 0 | 1 | 0 | 78 | 1 | 0 | 0 | 5 | 0 | 94 |
| STREET INVESTIGATION UNIT | 0 | 0 | 0 | 0 | 0 | 0 | 54 | 0 | 0 | 0 | 22 | 0 | 76 |
| SUBJECT DOWN | 56 | 6 | 2 | 8 | 3 | 0 | 103 | 1 | 0 | 1 | 22 | 0 | 202 |
| SUICIDE | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 9 |
| SUICIDE - ATTEMPTED | 6 | 1 | 1 | 1 | 1 | 1 | 11 | 2 | 0 | 1 | 12 | 0 | 36 |
| SUSPICIOUS-ACTIVITY | 2017 | 226 | 44 | 94 | 122 | 4 | 1175 | 132 | 7 | 12 | 540 | 7 | 4380 |
| SUSPICIOUS - PERSON | 39 | 6 | 18 | 14 | 14 | 0 | 279 | 27 | 1 | 5 | 96 | 1 | 741 |
| SUSPICIOUS - VEHICLE | 453 | 150 | 27 | 43 | 49 | 3 | 438 | 36 | 6 | 5 | 340 | 5 | 1555 |
| THEFT | 932 | 109 | 36 | 67 | 63 | 6 | 1134 | 72 | 3 | 20 | 213 | 4 | 2659 |
| THEFT - AUTO | 99 | 12 | 0 | 2 | 1 | 1 | 67 | 4 | 0 | 0 | 28 | 0 | 214 |
| THEFT - RETAIL | 440 | 13 | 15 | 8 | 16 | 1 | 592 | 9 | 0 | 4 | 19 | 0 | 1117 |
| THREAT | 267 | 29 | 6 | 39 | 19 | 29 | 297 | 12 | 1 | 7 | 82 | 0 | 759 |
| TRAFFIC ACCIDENT | 632 | 122 | 22 | 53 | 55 | 3 | 1200 | 65 | 14 | 13 | 634 | 7 | 2820 |
| TRAFFIC ACCIDENT - BLOCKAGE | 157 | 15 | 3 | 4 | 2 | 0 | 277 | 9 | 1 | 0 | 69 | 1 | 538 |
| TRAFFIC ACCIDENT - INJURY | 173 | 33 | 0 | 12 | 3 | 0 | 266 | 13 | 4 | 2 | 249 | 1 | 756 |
| TRAFFIC ACCIDENT - PINNED | 3 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 8 | 0 | 15 |
| TRAFFIC COMPLAINT | 1114 | 421 | 27 | 143 | 167 | 13 | 1975 | 188 | 10 | 55 | 1763 | 9 | 5885 |
| TRAFFIC STOP | 3816 | 1151 | 865 | 731 | 814 | 542 | 10317 | 976 | 626 | 479 | 6091 | 1019 | 27427 |
| TRESSPASSING | 136 | 14 | 2 | 5 | 14 | 0 | 156 | 3 | 0 | 1 | 67 | 1 | 399 |
| TRUANCY | 34 | 16 | 21 | 51 | 38 | 0 | 55 | 37 | 0 | 14 | 0 | 0 | 266 |
| UNION TOWNSHIP PATROL | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| UNKNOWN PROBLEM | 21 | 2 | 0 | 3 | 3 | 0 | 0 | 1 | 1 | 0 | 5 | 0 | 73 |
| UNWANTED SUBJECT | 560 | 35 | 10 | 22 | 13 | 0 | 433 | 4 | 1 | 10 | 63 | 0 | 1151 |
| VANDALISM | 398 | 37 | 10 | 38 | 38 | 1 | 400 | 34 | 0 | 9 | 98 | 1 | 1064 |
| VEHICLE INSPECTION | 2 | 2 | 2 | 0 | 120 | 0 | 16 | 69 | 0 | 0 | 2 | 0 | 213 |
| VEHICLE UNLOCK | 29 | 14 | 40 | 6 | 93 | 2 | 54 | 10 | 0 | 16 | 14 | 0 | 278 |
| WARRANT SERVICE | 962 | 19 | 20 | 5 | 1 | 1 | 716 | 3 | 0 | 5 | 710 | 1 | 2447 |
| WATER RESCUE | 2 | 2 | 0 | 1 | 0 | 1 | 6 | 0 | 0 | 0 | 2 | 0 | 14 |
| WATER RESCUE (SO) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 12 |
| WEAPONS OFFENSE | 32 | 17 | 1 | 3 | 3 | 0 | 38 | 2 | 0 | 0 | 39 | 0 | 135 |
| WELFARE CHECK | 1024 | 220 | 72 | 208 | 147 | 4 | 2955 | 157 | 9 | 38 | 704 | 8 | 5546 |
| TOTAL | 54393 | 9805 | 5369 | 10745 | 14104 | 1659 | 71483 | 24476 | 1398 | 1929 | 65529 | 1291 | 262181 |

User Agency Activity

2019 Annual Report

CAD Incidents by Fire/EMS Agency

| Incident Type | Beloit | Beloit Twp | Brodhead | Brooklyn | Clinton | Edgerton | Evansville | Footville | Janesville | Milton | Orfordville | Turtle Twp | Whiteswater | Total |
|--|--------|------------|----------|----------|---------|----------|------------|-----------|------------|--------|-------------|------------|-------------|-------|
| ABDOMINAL PAIN | 137 | 28 | 0 | 0 | 6 | 26 | 17 | 1 | 184 | 19 | 4 | 2 | 3 | 437 |
| ACCIDENT - HIT & RUN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| INJURY - AUTO ALS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 1 | 0 | 0 | 0 | 22 |
| RESPONSE CRITERIA | 11 | 42 | 9 | 3 | 31 | 58 | 22 | 9 | 369 | 57 | 27 | 29 | 2 | 847 |
| ACCIDENT-HIT & RUN INJURY | 201 | 4 | 0 | 0 | 1 | 1 | 2 | 1 | 1 | 1 | 3 | 0 | 1 | 29 |
| ACCIDENT - INJURY | 4 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 4 |
| ACCIDENT - PINNED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ACCIDENT PINNED - AUTO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ALS RESPONSE CRITERIA | 1 | 1 | 0 | 0 | 3 | 7 | 5 | 1 | 2 | 2 | 4 | 0 | 1 | 27 |
| ACCIDENT WITH INJURY - AUTO ALS RESPONSE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CRITERIA | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 |
| AGENCY CALLBACK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| AGENCY EMERGENCY | 19 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 33 | 1 | 0 | 0 | 0 | 63 |
| AIRGRAB - CARBON MONOXIDE WITH ILLNESS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ALARM - COMMERCIAL FIRE | 247 | 17 | 1 | 0 | 9 | 18 | 19 | 6 | 322 | 20 | 2 | 1 | 0 | 661 |
| ALARM - RESIDENTIAL FIRE | 43 | 10 | 0 | 0 | 4 | 8 | 4 | 1 | 64 | 6 | 3 | 4 | 1 | 147 |
| ALLERGIC REACTION | 26 | 6 | 0 | 0 | 1 | 4 | 4 | 1 | 43 | 7 | 2 | 1 | 0 | 92 |
| AMBULANCE STANDBY | 5 | 5 | 0 | 0 | 2 | 6 | 1 | 1 | 53 | 2 | 0 | 0 | 1 | 78 |
| ARCING WIRES | 13 | 2 | 1 | 0 | 0 | 11 | 6 | 0 | 33 | 6 | 6 | 1 | 1 | 79 |
| ASSIST PATIENT | 288 | 60 | 2 | 0 | 11 | 40 | 24 | 4 | 607 | 68 | 11 | 12 | 0 | 1125 |
| BACK PAIN | 64 | 12 | 0 | 0 | 3 | 5 | 10 | 1 | 124 | 11 | 5 | 1 | 2 | 236 |
| BLEEDING | 69 | 6 | 0 | 0 | 7 | 16 | 15 | 0 | 101 | 10 | 1 | 2 | 2 | 235 |
| BOMB THREAT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| BREATHING DIFFICULTY | 546 | 49 | 5 | 0 | 51 | 83 | 48 | 19 | 697 | 56 | 39 | 9 | 2 | 1599 |
| BURN VICTIM | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 | 2 | 1 | 0 | 0 | 12 |
| BURN VICTIM - AUTO ALS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RESPONSE CRITERIA | 322 | 47 | 3 | 0 | 29 | 35 | 50 | 11 | 485 | 48 | 22 | 11 | 4 | 1064 |
| CARDIAC - CHEST PAIN | 6 | 0 | 0 | 0 | 3 | 15 | 4 | 1 | 23 | 4 | 0 | 3 | 1 | 73 |
| CHOKING - HEART PROBLEMS | 28 | 1 | 0 | 0 | 1 | 6 | 6 | 1 | 23 | 3 | 2 | 0 | 0 | 69 |
| DIABETIC REACTION | 117 | 22 | 0 | 0 | 4 | 9 | 16 | 6 | 137 | 15 | 6 | 7 | 0 | 340 |
| FALL VICTIM | 449 | 83 | 1 | 1 | 50 | 94 | 77 | 43 | 1000 | 122 | 34 | 10 | 13 | 1975 |
| FALL VICTIM - AUTO ALS | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| RESPONSE CRITERIA | 5 | 0 | 1 | 0 | 5 | 5 | 1 | 0 | 22 | 1 | 1 | 1 | 1 | 37 |
| FALL VICTIM - OVER 10 FEET | 15 | 11 | 1 | 1 | 5 | 15 | 4 | 4 | 25 | 6 | 9 | 2 | 0 | 96 |
| FIRE - BRUSH | 25 | 1 | 0 | 0 | 0 | 5 | 2 | 0 | 52 | 6 | 0 | 0 | 1 | 92 |
| FIRE - COMMERCIAL | 87 | 12 | 1 | 0 | 5 | 13 | 8 | 3 | 91 | 9 | 8 | 4 | 1 | 241 |
| FIRE - RESIDENCE | 10 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 | 1 | 0 | 22 |
| FIRE-SINGLE ENGINE | 16 | 4 | 1 | 0 | 4 | 11 | 5 | 1 | 47 | 9 | 5 | 6 | 1 | 109 |
| RESPONSE | 21 | 5 | 0 | 0 | 4 | 4 | 6 | 0 | 19 | 3 | 0 | 1 | 0 | 59 |
| FIRE - VEHICLE | 21 | 5 | 0 | 0 | 2 | 3 | 3 | 0 | 50 | 2 | 1 | 2 | 0 | 90 |
| GAS ODOR - COMMERCIAL | 36 | 4 | 0 | 0 | 1 | 8 | 5 | 1 | 50 | 3 | 0 | 1 | 0 | 109 |
| GAS ODOR - OUTSIDE | 9 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | 43 |
| GAS ODOR - RESIDENCE | 9 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | 43 |
| GAS SPILL | 24 | 4 | 0 | 0 | 1 | 2 | 4 | 0 | 38 | 0 | 0 | 0 | 0 | 74 |
| HEAD INJURY | 146 | 0 | 0 | 0 | 0 | 87 | 0 | 0 | 901 | 0 | 0 | 0 | 0 | 1134 |
| HOSPITAL TRANSFER | 741 | 105 | 5 | 0 | 73 | 133 | 121 | 29 | 1488 | 141 | 52 | 28 | 9 | 2920 |
| TILL SUBJECT - FLU-LIKE | 11 | 4 | 0 | 0 | 0 | 2 | 3 | 0 | 33 | 4 | 0 | 0 | 0 | 57 |
| SYMPTOMS | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 6 |
| INDUSTRIAL ACCIDENT | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 |
| INDUSTRIAL ACCIDENT - AUTO ALS RESPONSE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 3 |
| CRITERIA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INDUSTRIAL ACCIDENT - NOT PINNED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| INDUSTRIAL ACCIDENT - PINNED | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| INTERCEPT | 102 | 31 | 1 | 0 | 14 | 19 | 17 | 3 | 239 | 27 | 7 | 2 | 3 | 444 |
| LIFELINE ALARM | 1 | 1 | 0 | 0 | 5 | 9 | 3 | 0 | 15 | 0 | 1 | 2 | 0 | 29 |
| MATERNITY | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 15 | 0 | 0 | 0 | 0 | 24 |
| MATERNITY - CHILD BIRTH | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 12 |
| TWINNITY | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 12 |
| MATERNITY - MISCARRIAGE | 7 | 1 | 0 | 0 | 0 | 2 | 4 | 0 | 23 | 1 | 3 | 0 | 0 | 38 |
| ODOR INVESTIGATION | 152 | 17 | 2 | 0 | 5 | 22 | 12 | 3 | 254 | 18 | 6 | 5 | 4 | 498 |
| OVERDOSE | 68 | 18 | 0 | 0 | 4 | 15 | 5 | 1 | 102 | 8 | 1 | 6 | 3 | 231 |
| PULSELESS NON-BREATHING | 43 | 6 | 0 | 0 | 5 | 12 | 10 | 0 | 71 | 11 | 9 | 1 | 2 | 170 |
| PULSELESS NON-BREATHING - CPR INITIATED | 138 | 16 | 1 | 0 | 7 | 31 | 13 | 5 | 234 | 22 | 14 | 2 | 1 | 483 |
| SEIZURE | 298 | 85 | 0 | 0 | 23 | 36 | 20 | 3 | 428 | 37 | 7 | 6 | 1 | 944 |
| SPECIAL DUTY | 90 | 24 | 1 | 0 | 6 | 27 | 11 | 3 | 179 | 23 | 12 | 3 | 0 | 378 |
| STROKE | 136 | 9 | 0 | 0 | 8 | 17 | 4 | 2 | 206 | 10 | 4 | 3 | 0 | 399 |
| SUBJECT DOWN | 223 | 14 | 0 | 0 | 8 | 19 | 15 | 3 | 271 | 40 | 9 | 8 | 3 | 613 |
| TRAUMA WITH INJURY | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 5 |
| TRAUMA WITH INJURY - AUTO ALS RESPONSE | 11 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 16 |
| TRAUMA WITH INJURY - GUNSHOT WOUND | 359 | 68 | 1 | 0 | 23 | 73 | 48 | 10 | 521 | 64 | 27 | 13 | 6 | 1212 |
| UNCONSCIOUS | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 4 |
| UNCONSCIOUS - AUTO ALS | 61 | 2 | 0 | 0 | 1 | 9 | 4 | 0 | 81 | 9 | 1 | 1 | 1 | 170 |
| RESPONSE CRITERIA | 3 | 3 | 0 | 0 | 2 | 1 | 1 | 0 | 7 | 0 | 0 | 0 | 0 | 16 |
| UNKNOWN PROBLEM | 5565 | 863 | 35 | 5 | 430 | 1028 | 680 | 188 | 9918 | 927 | 363 | 195 | 75 | 20232 |
| WATER RESCUE | 3 | 3 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 16 |
| Total | 5565 | 863 | 35 | 5 | 430 | 1028 | 680 | 188 | 9918 | 927 | 363 | 195 | 75 | 20232 |



MABAS

2019 Annual Report

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.

2019 DIVISION BOX ALARMS

Division 104 had 13 MABAS calls within Rock County. The MABAS calls consisted of 9 residential fires, 3 commercial fires and 1 brush fires. The 13 MABAS calls are broken up into the following fire areas.

BEFD (1) 1 Residential Fire
CLFD (1) 1 Residential Fire
EDFD (4) 3 Residential Fires, 1 Commercial Fire
JVFD (3) 2 Commercial Fires, 1 Residential Fire
MLFD (1) 1 Residential Fire
TBFD (1) 1 Residential Fire
TTFD (2) 1 Residential Fire, 1 Brush Fire

Agencies within Division 104 responded to 47 mutual aid requests from other divisions in 2019 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 2019 Badger Red Center assisted with 22 incidents. We were able to assist in organizing mutual aid and making additional phone calls for those Divisions requesting assistance.

MABAS

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MABAS Division 104



Contact Information

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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

