



Rock County Communications Center



Annual Report
2021



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Letter to County Administrator

Rock County, Wisconsin

Communications Center

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Janesville, WI 53545

Ph: (608) 757-5100

Fax: (608) 757-5081

January 25, 2022

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



Dear Mr. Smith:

2021 proved to be yet another challenging year for our Center. Despite that, I am happy to report we achieved all of our goals and objectives for the year, which included the continuation of the MASTR III radio equipment updates, updates to a couple of our Cielo radio microwave units, and breaking ground on the building expansion project. However, the goal that had the most positive impact on our staff was the reallocation of the shift supervisor, call taker, and telecommunicator positions. The wage increases for those positions was very helpful to the morale and also helped to attract different applicants, in higher numbers, at the beginning of the year. However, staffing is still unstable at this time. We are slowly filling the positions, but it is not as quickly as we'd like.

As you are aware, the 9-1-1 industry is suffering when it comes to staffing and retention. Rock County is no exception. While we have not quite been at the crisis level like many other centers across the country, we have been close due to the inability to fill current vacancies, COVID-related illnesses, and other medical leaves. We have had some vacancies for almost a year because many of the people that apply fail to show up for testing and/or interviews. We've also had situations where contingent offers were rescinded due to the applicant failing pre-employment screenings and other times applicants ended up declining the offer due to a change of heart, low starting pay, or other job offers. Over the past two years, we have worked to speed up the hiring process by at least a month, but times have changed and it's a race to hire someone before another employer does, so we have to keep pushing. Last year we utilized social media and the county-sponsored radio and billboard job ads, reached out to Blackhawk Technical College and the area high schools to bring attention to our staffing needs and to encourage young people to consider this as an alternative career to the more common law, fire, and emergency medical services industries. We hope that with a little more time and effort the 9-1-1 industry will become a career consideration for those who want to work in public safety, but not necessarily on the road.

Therefore, our big focus for 2022 is hiring and retention. To help us find ways to improve our hiring process we will be working with a consultant to determine new hiring strategies as well as to make sure we have enough staff to cover the increasing workloads and scheduling needs. We also hope that the countywide compensation study this year will allow for more base pay increases as well as other incentives and/or fringe benefits that will make Rock County an even more desirable place to build a career. Furthermore, I have been working with Blackhawk Technical College to create a Public Safety Communications certification program to bring to light this important career to students who may never have thought of starting a career in public safety communications. We are also hoping to make this a pathway certificate so that high school students who take some of the courses, can earn credit to put towards the full certification and will have a career path set once they graduate.

I am very hopeful that with all of these plans we can break through and stabilize our staffing and allow for more training and development for all staff to prepare for the future of the Center. Thank you so much for your continued support and efforts to help us with this issue.

Respectfully,

A handwritten signature in black ink that reads 'Kathren Sukus'.

Kathren Sukus
Communications Center Director

Rock County Background Information

Population: 163,687 (U.S. Census—4/1/2020)
726 Square Miles of Service
9 Municipalities

Rock County Administration

Josh Smith, County Administrator

Public Safety & Justice Committee

Mary Beaver, Chair

Brian Knudson, Vice Chair

Jacob Taylor

Ron Bomkamp

Danette Rynes

Agencies We Serve

Beloit Police

Clinton Police

Edgerton Police

Evansville Police

Janesville Police

Milton Police

Orfordville Police

Rock County Sheriff

Rock River Safety

Town of Beloit Police

Town of Fulton Police

Town of Milton Police

Town of Turtle Police

Beloit Fire & EMS

Clinton Fire & EMS

Edgerton Fire & EMS

Evansville Fire

Evansville EMS

Footville Fire & EMS

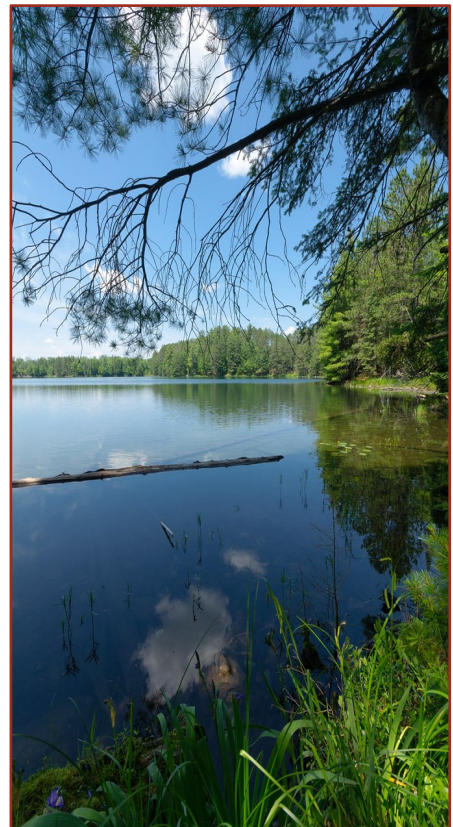
Janesville Fire & EMS

Milton Fire & EMS

Orfordville Fire & EMS

Town of Beloit Fire & EMS

Town of Turtle Fire

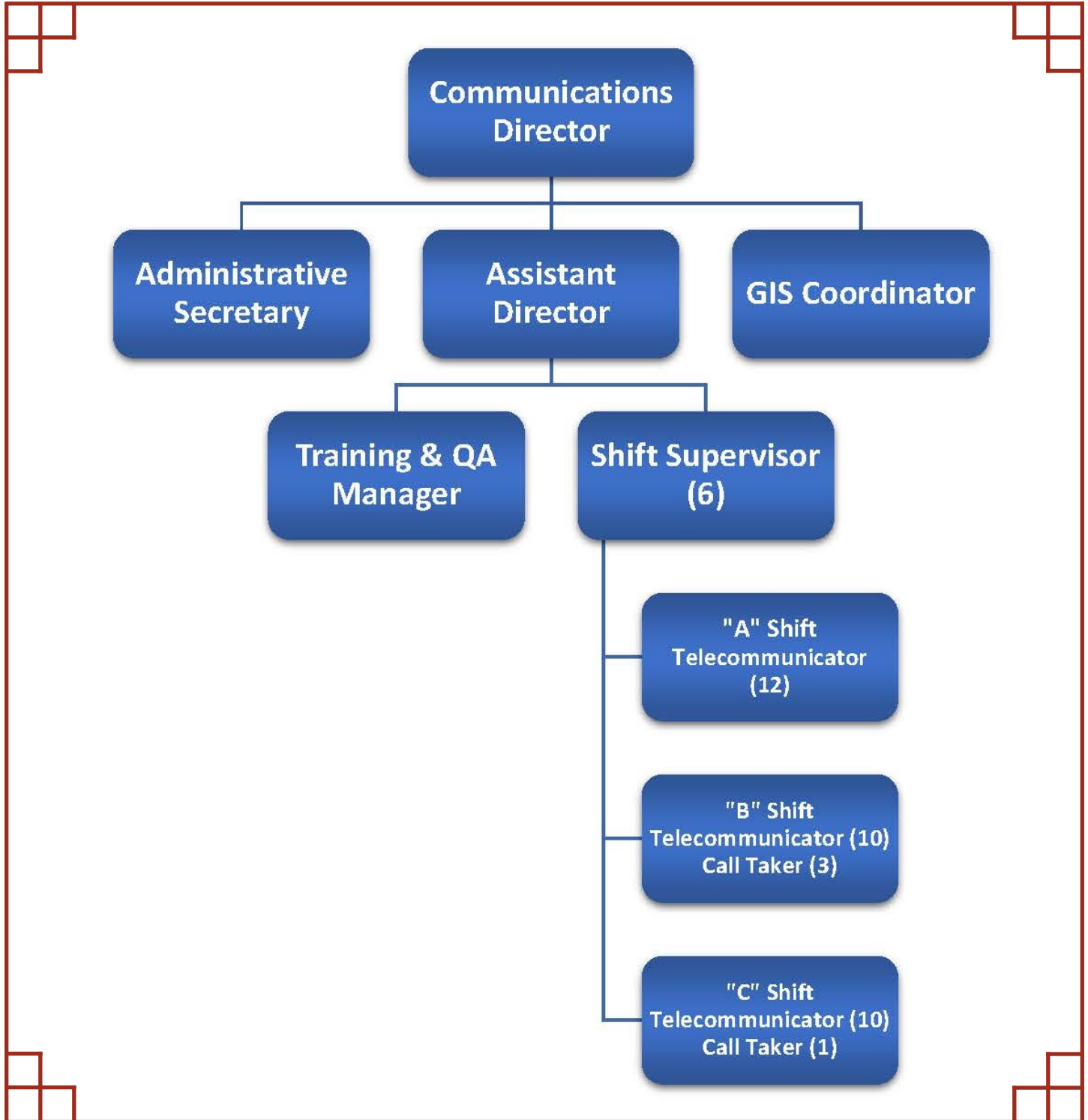


Mission Statement

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



2021 Departmental Goals & Objectives

- ◆ Continue Master III Controller Replacements
- ◆ Continue Space Study for Dispatch Furniture/Flooring Replacement
- ◆ Cielo Microwave Radio System Update
- ◆ Request Personnel Changes

Management Team



Brian Becker
Assistant Director



Kris Pehl
GIS Coordinator



Kathren Sukus
Director



Fredd Carr
Training & QA Manager



Faith Quinlan
Administrative Secretary



Dayshift Supervisors (Pictured
Left to Right):
Kathy Churchill, Lori Taylor



Midshift
Supervisor:
Derek Ninmer



Nightshift Supervisors (Pictured
Left to Right):
Mark Elland & Matt Bender

Promotions, Turnover & Staff

2021 Promotions

Amanda Rusch—Promoted to Telecommunicator: 3/22/2021

Fredd Carr—Promoted to Training & Quality Assurance Manager: 6/28/2021

2021 Turnover

Employee	Seniority Date	End Date	Position
Amber Salazar	8/27/2018	1/29/2021	Telecommunicator
Nicole Northrup	11/30/2020	2/19/2021	Telecommunicator
Justin Kruczek	1/25/2021	2/25/2021	Telecommunicator
Natalie Veale	7/8/2013	4/4/2021	Telecommunicator
Jaimie Pratt	1/25/2021	6/3/2021	Telecommunicator
Fabian Posadas	1/25/2021	7/2/2021	Telecommunicator
Colleen Johns	10/10/1994	7/8/2021	Telecommunicator
Krystle Hanlon	7/26/2021	9/7/2021	Telecommunicator
Michael Palmer	9/8/2020	9/29/2021	Telecommunicator
Erin Klingaman	1/25/2021	11/3/2021	Telecommunicator
Hailey Mico	3/25/2019	11/14/2021	Call Taker
Lori Taylor	2/3/2014	12/8/2021	Shift Supervisor

2021 COMMUNICATIONS CENTER MANAGEMENT STAFF

Administration	Seniority Date	Promoted	Title
Kristine Pehl	12/7/1992	1/14/2002	GIS Coordinator
Kathren Sukus	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	6/28/2021	Training & Quality Assurance Manager
Lori Taylor	9/17/2012	2/3/2014	Shift Supervisor
Brian Becker	4/29/2013	N/A	Assistant Director
Faith Quinlan	8/24/2020	N/A	Administrative Secretary

2021 Communications Center Dispatch Staff

Employee	911 Hire Date	Promoted	Title
Tricia Bogdonas	02/07/1994	N/A	Telecommunicator
Colleen Johns	10/10/1994	N/A	Telecommunicator
Toni Becker	01/02/1997	N/A	Telecommunicator
Dana Geister	04/05/1999	N/A	Telecommunicator
Kelly Elliott	04/05/1999	N/A	Telecommunicator
Denise Elder	11/29/1999	N/A	Telecommunicator
Matthew Wogaman	05/13/2002	N/A	Telecommunicator
Kathleen Helgeson	09/29/2003	12/01/2015	Telecommunicator
Jenna Winiarski	08/30/2004	06/27/2011	Telecommunicator
Aisha Brunton	04/10/2006	N/A	Telecommunicator
Krystynn Reinart	11/05/2007	N/A	Telecommunicator
Matthew Husen	02/09/2009	N/A	Telecommunicator
Katelyn Koel	11/29/2010	N/A	Telecommunicator
Bryan Niedermeier	10/29/2012	N/A	Telecommunicator
Natalie Veale	07/08/2013	N/A	Telecommunicator
Kimberly Carlson	07/08/2013	N/A	Telecommunicator
Emma Townsend	01/16/2017	N/A	Telecommunicator
Donna Gunn	06/22/2015	01/01/2016	Telecommunicator
Matthew Woodrum	09/28/2015	N/A	Telecommunicator
Barbara York	09/26/2016	N/A	Telecommunicator
Christina Hennell	06/19/2017	03/11/2018	Telecommunicator
Sydney Mullen	03/26/2018	N/A	Telecommunicator
Amber Salazar	08/27/2018	N/A	Telecommunicator
Kennedy Van Horn	12/03/2018	09/01/2019	Telecommunicator
Chase Ziegelbauer	03/25/2019	N/A	Call Taker
Hailey Mico	03/25/2019	N/A	Call Taker
Haylie Rogers	06/15/2020	N/A	Telecommunicator
Michael Palmer	09/08/2020	N/A	Telecommunicator
Nichole Northrup	11/30/2020	N/A	Telecommunicator
Justin Kruczek	1/25/2021	N/A	Telecommunicator
Jaimie Pratt	1/25/2021	N/A	Telecommunicator
Fabian Posadas	1/25/2021	N/A	Telecommunicator
Amanda Rusch	1/25/2021	3/22/2021	Telecommunicator
Erin Klingaman	1/25/2021	N/A	Telecommunicator
Christopher McNett	5/3/2021	N/A	Telecommunicator
Krystle Hanlon	7/26/2021	N/A	Telecommunicator
Janelle Ryan	10/19/2021	N/A	Telecommunicator
Corinne Reith	10/19/2021	N/A	Telecommunicator
Kayla Glass	10/19/2021	N/A	Telecommunicator
Nicole Olmstead	10/19/2021	N/A	Call Taker
Maranda Wittwer	10/19/2021	N/A	Call Taker
Stefany Wissinger	10/19/2021	N/A	Telecommunicator



Peer Awards

After the enthusiasm surrounding last year's first ever Peer Recognition Awards, staff at the Communications Center once again voted to acknowledge coworkers they felt were extraordinary in various categories. This year, awards went to the following individuals:

- Calm in the Storm—Dana Geister
- Exceeding Expectations—Kelly Elliott
- Outstanding Supervisor—Kathy Churhill
- First Class Service—Kathy Helgeson
- Ultimate Team Player—Emma Townsend
- Helping Hand—Matt Husen
- Makes My Day—Sydney Mullen
- Rookie Rockstar—Christopher McNett
- Generosity Award—Aisha Brunton
- Kindness Award—Sydney Mullen
- The Workhorse—Matt Wogaman

One award, titled *League of Superheroes*, was presented to the ultimate team of five who staff felt would excel together. This "Superhero" designation was granted to the following:

- *Kelly Elliott* *Matthew Husen* *Sydney Mullen*
- *Chase Ziegelbauer* *Kathy Churchill*



In addition to the Peer Recognition Awards, Director Sukus chose Matt Husen for this year's Director's Award.

Training



Training Coordinator

The Training Coordinator is responsible for the management of the Communications Training and Evaluation program under the direction of the Assistant Director.

This program provides each new Telecommunicator with 21 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, CPR certifications, ICS and RapidSOS training. 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 Assistant Director 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.

Supervisor Lori Taylor and Training & QA Manager Fredd Carr managed the Communications Center's Training Program in 2021. Our training is evolving to attract, develop and retain quality employees, provide them opportunities for their growth and achievements while ensuring the needs of our center are met. In order to keep progressing forward, innovative thinking is encouraged by both trainers and trainees to adapt our program to meet demands, learning styles, and changes in day-to-day procedures. 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, Continued

COMMUNICATIONS TRAINING PROGRAM

Newly hired Telecommunicators and Call Takers complete a 15-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
- ☀ Rapid SOS

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:

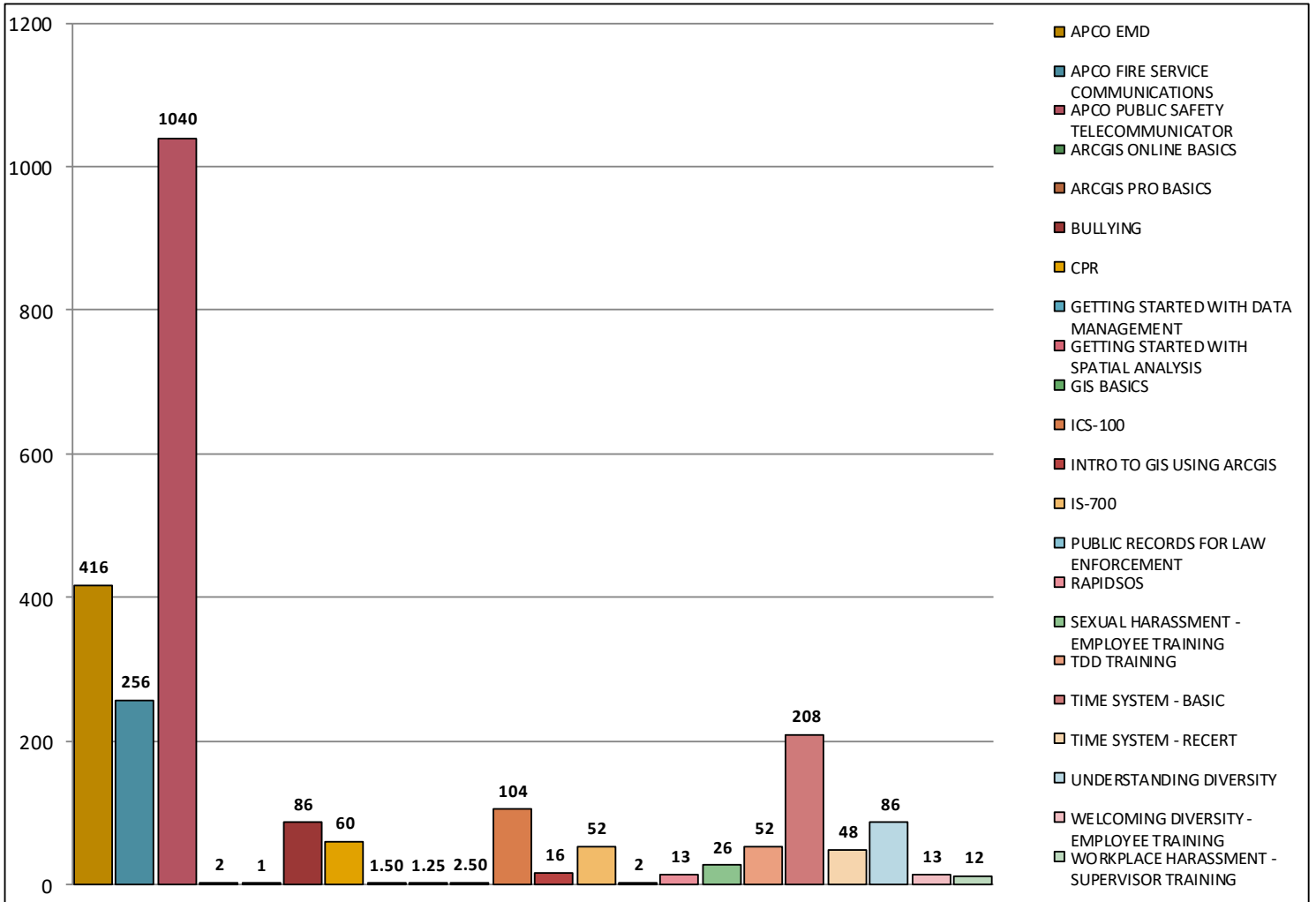
- ☀ Beloit Police Dispatch
- ☀ Fire/EMS Dispatch
- ☀ Janesville Police Dispatch
- ☀ Rock County Law Dispatch

Additional training/certification required for all staff prior to end of probation:

- ☀ APCO Public Safety Telecommunicator 1 (PST1) certification
- ☀ APCO Emergency Medical Dispatch (EMD) certification
- ☀ CPR certification
- ☀ TIME System certification
- ☀ Incident Command & NIMS training

Training, Continued

2021 Communications Training 2,498.25 Total Hours





Emergency Medical Dispatch Program

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

The 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 Assistant Director, 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.

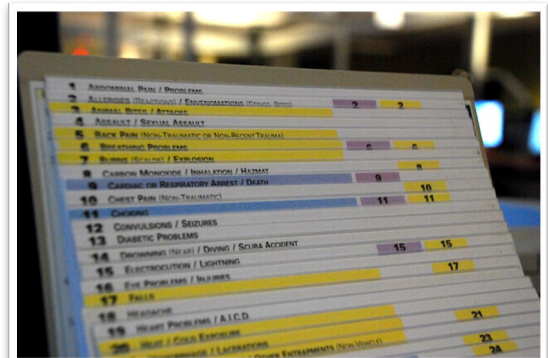
Quality assurance reviews of random EMD calls are completed monthly by Supervisor Derek Nimmer. These quality assurance reviews are then provided to the employee. The quality assurance program assures that documented standards, training, and job performance are being achieved. Quality assurance also assists in identifying areas that need improvement for future training needs.

The Communications Center staff provided EMD services for over 16,900 emergency medical calls from citizens within Rock County in 2021.

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
- ◆ Jack Morse, City of Janesville
Firefighter/Paramedic



Communications Commission

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 quarterly 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.



Andre Sayles
Chief-Beloit Police Department



David Moore
Chief-Janesville Police Department



Troy Knudson
Rock County Sheriff



Daniel Pease
Chief-Beloit Fire Department



Jim Ponkauskas
Chief-Janesville Fire Department

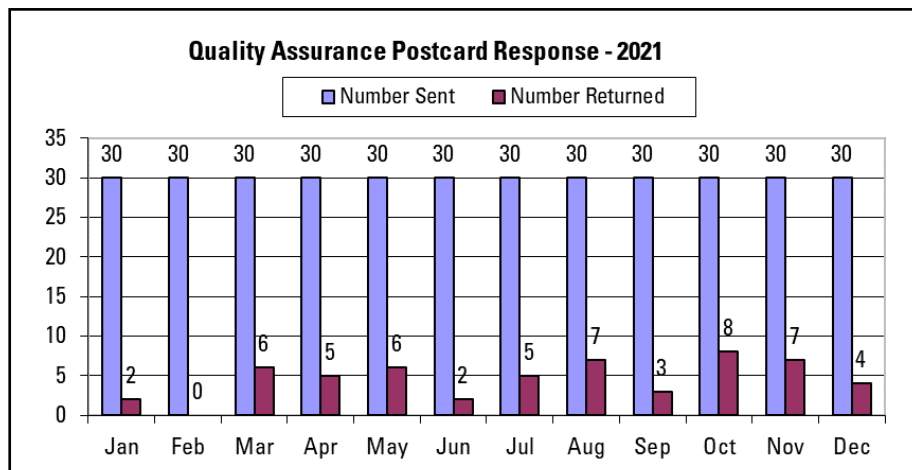


Pictured Left to Right: Randy Pickering, Chief-Edgerton FD; Brian Raupp, Chief-Orfordville PD; Tom Kunkel, Chief-Town of Fulton PD; Brian Snyder, Deputy Chief-Town of Beloit FD

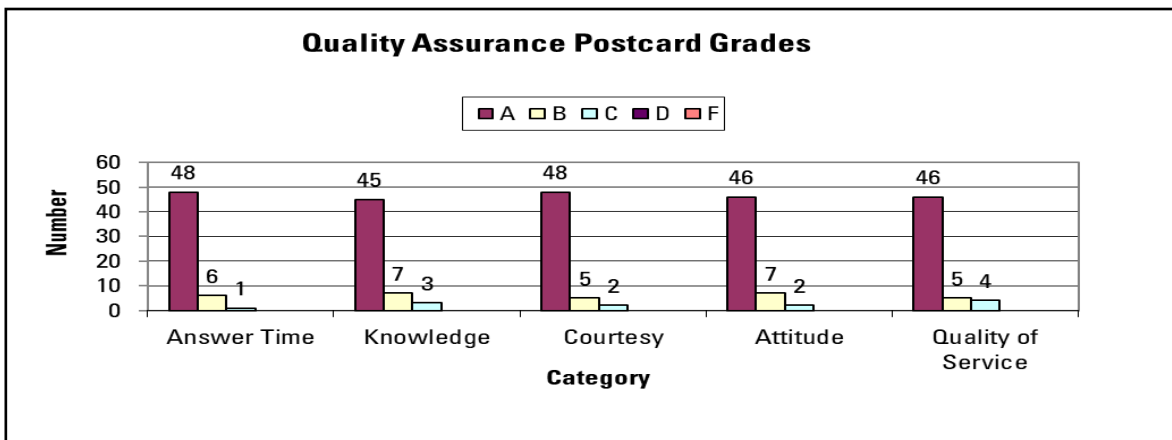
Quality Assurance

Each month, 30 letters and postcards 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 part of the 911 Center’s Quality Assurance Program. Training & Quality Assurance Manager Fredd Carr and Administrative Secretary Faith Quinlan managed the process of mailing and receiving the cards for 2021. 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	2	0	6	5	6	2	5	7	3	8	7	4	55
Return Percentage	7%	0%	20%	17%	20%	7%	17%	2%	10%	27%	23%	13%	15%



	A	B	C	D	F	
Answer Time	48	6	1			A=Excellent
Knowledge	45	7	3			B=Good
Courtesy	48	5	2			C=Satisfactory
Attitude	46	7	2			D=Unsatisfactory
Quality of Service	46	5	4			F=Failure



Expenditures

Personal Services

Regular Wages	\$2,359,540.79
Overtime Wages	464,770.19
Uniforms	3,525.65
FICA	215,776.77
Retirement	187,568.65
Health Insurance	763,201.00
Dental Insurance	17,719.49
Life Insurance	668.54
Workers Compensation	1,285.00
	\$4,014,056.08

Contractual Services

Professional Services	\$52,848.15
Data Communications	2,906.43
Repair & Maintenance Services	370,940.07
Machinery Equipment Repair & Maint.	10,982.50
Building/Office Lease	137,434.86
Software Maintenance	27,436.00
Electric	13,364.06
	\$615,912.07

Telephone & Teletype Services

Telephone	\$92,645.67
Teletype Services	31,962.00
	\$124,607.67

Training Expenses

Travel	\$992.69
Educational Expense	6,820.06
	\$7,812.75

Supplies Expense

Postage	\$498.51
Office Supplies & Expense	6,012.53
Public Information	2,882.99
Publications/Subscriptions/Due	1,092.50
	\$10,486.53

Capital Outlay

Cap Assets \$2,000 TO \$25,000	\$73,014.55
Capital Assets Over \$25,000	308,157.50
Software Purchase Over \$25,000	0.00
	\$381,172.05

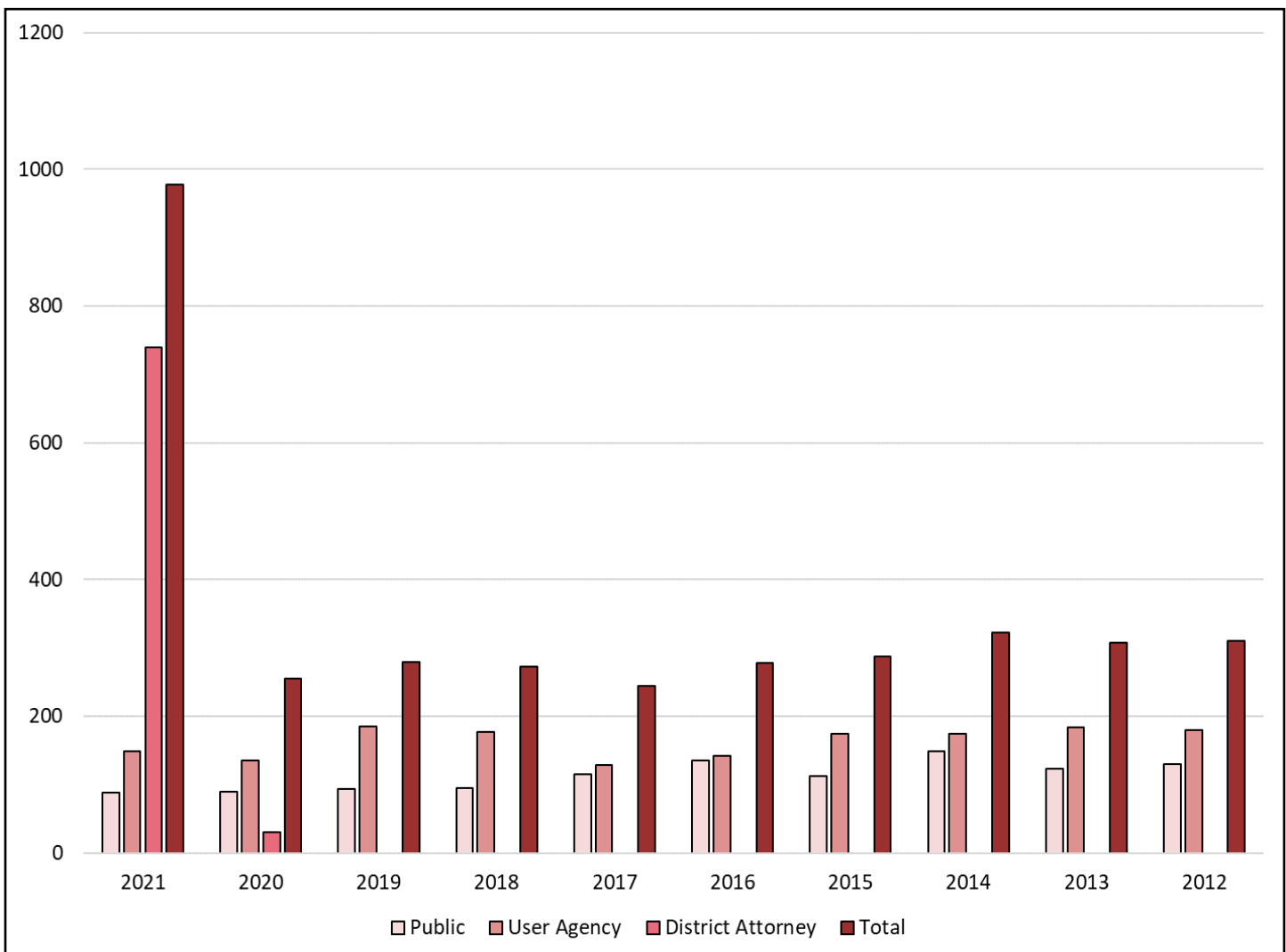
Total Expenditures for 2021	\$5,154,047.15
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*Open Records

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.

*In June 2021, the Rock County District Attorney’s Office changed their procedures for requesting open records, dramatically increasing their fulfillment numbers.

OPEN RECORDS REQUESTS BY YEAR: 2012-2021



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 208 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 led 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, typically, 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.

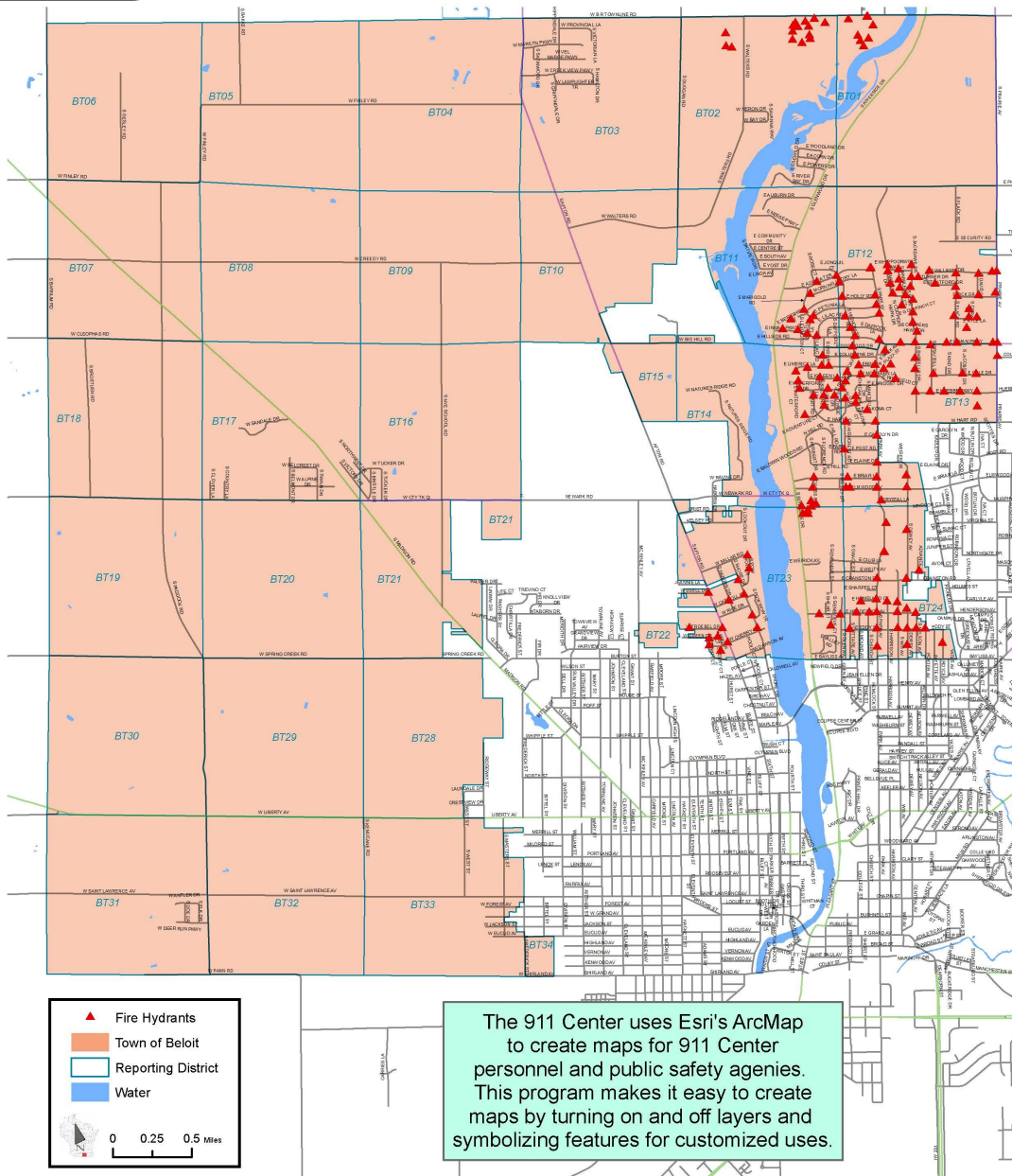


Mapping



Kris Pehl has been the GIS Coordinator 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.

Town of Beloit Rock County, Wisconsin



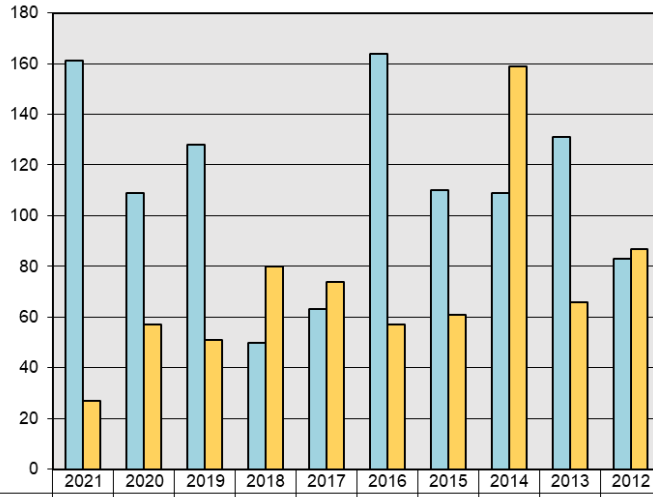
Pictometry

Rock County contracted with Pictometry International to fly aerial imagery and oblique (45-degree angle imagery) in 2020. 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.

Town of Beloit Fire Department Town of Beloit, Wisconsin



9-1-1 Database

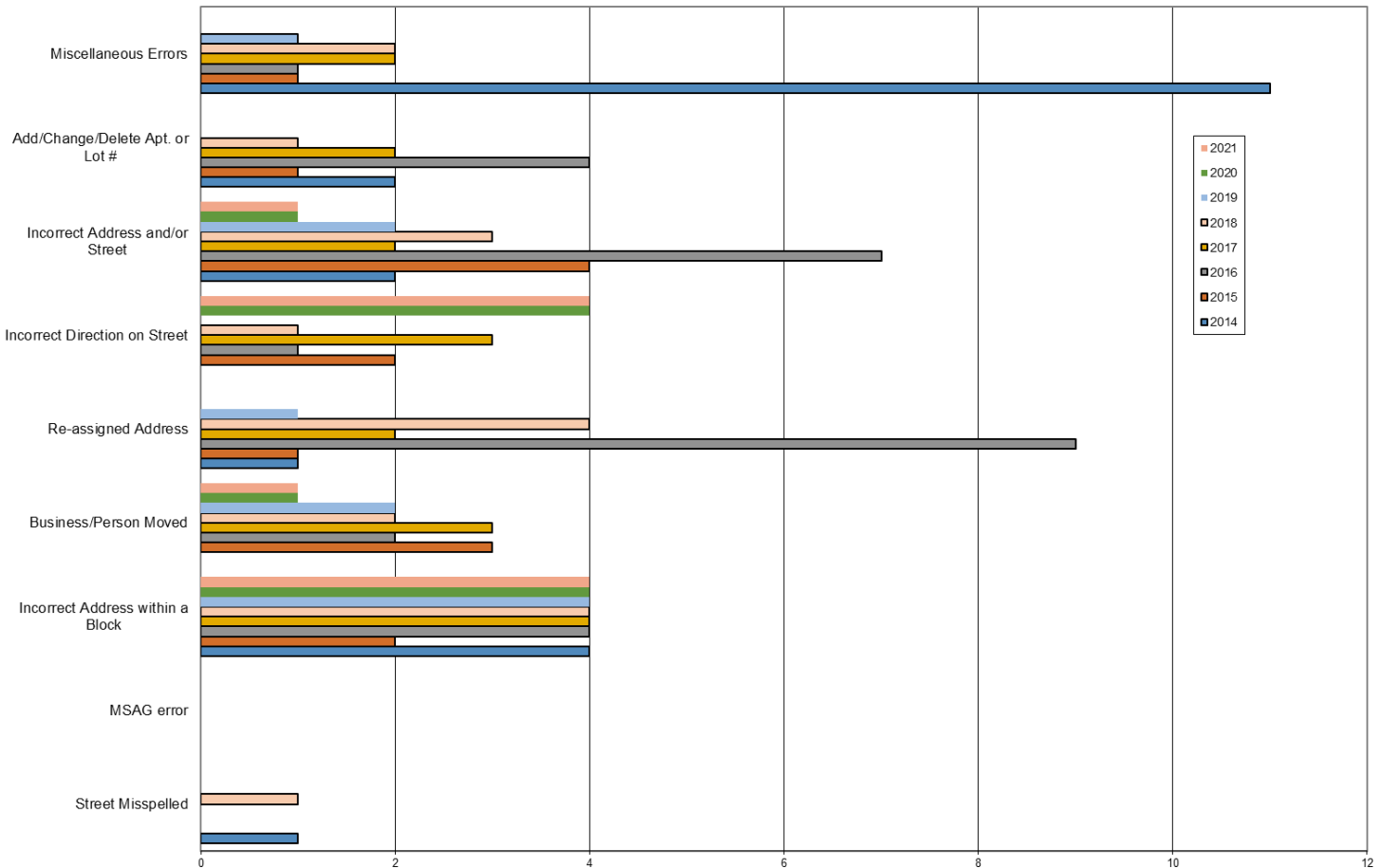


	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
ANI/ALI No Record Found (phone number only)	161	109	128	50	63	164	110	109	131	83
MSAG Changes	27	57	51	80	74	57	61	159	66	87

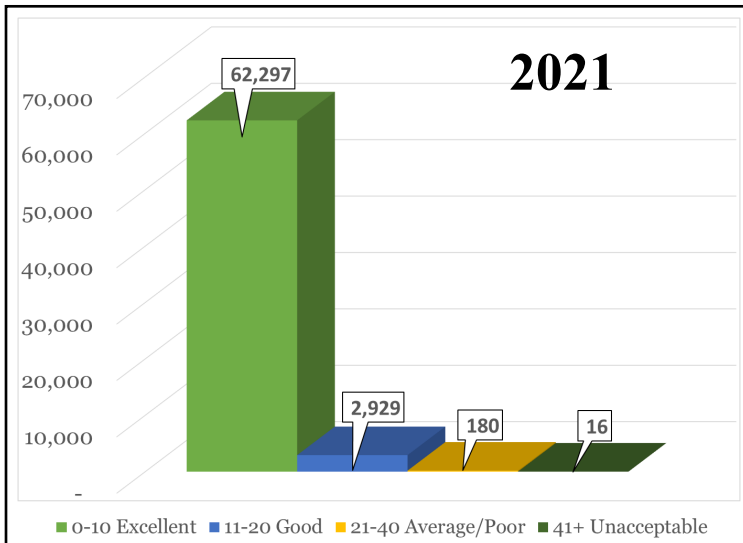
ANI - Automatic Number Identification
 ALI - Address Location Identification
 MSAG - Master Street Address Guide

Note: No Record Found errors are identified by telecommunicators receiving 9-1-1 calls.

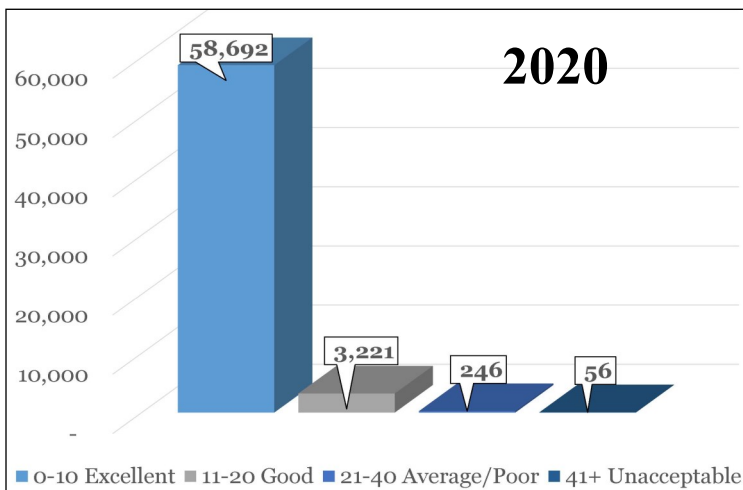
MSAG maintenance is the result of street additions/modifications, telephone company discrepancies, annexations and errors. This maintenance originates from the telephone company and/or the Communications Center.



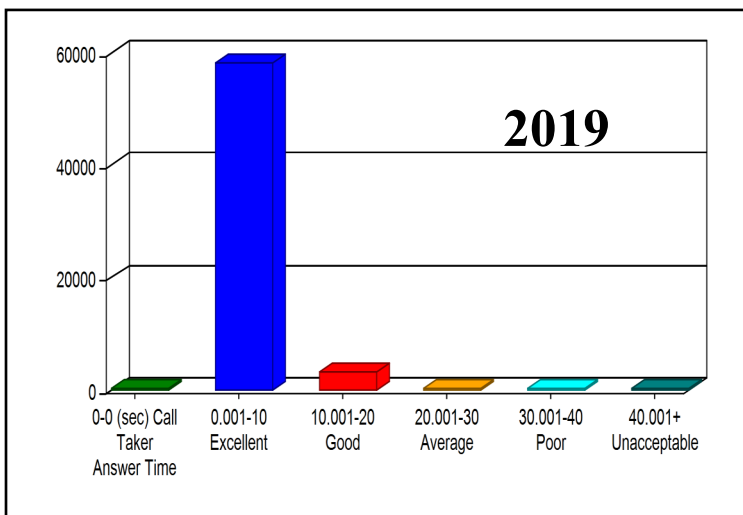
9-1-1 Answer Times



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
0-10 Excellent	62,297	95.22
11-20 Good	2,929	4.48
21-40 Average/Poor	180	0.28
41+ Unacceptable	16	0.02
	65,422	100.00



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
0-10 Excellent	58,692	94.34
11-20 Good	3,221	5.18
21-40 Average/Poor	246	0.39
41+ Unacceptable	56	0.09
	62,215	100.00

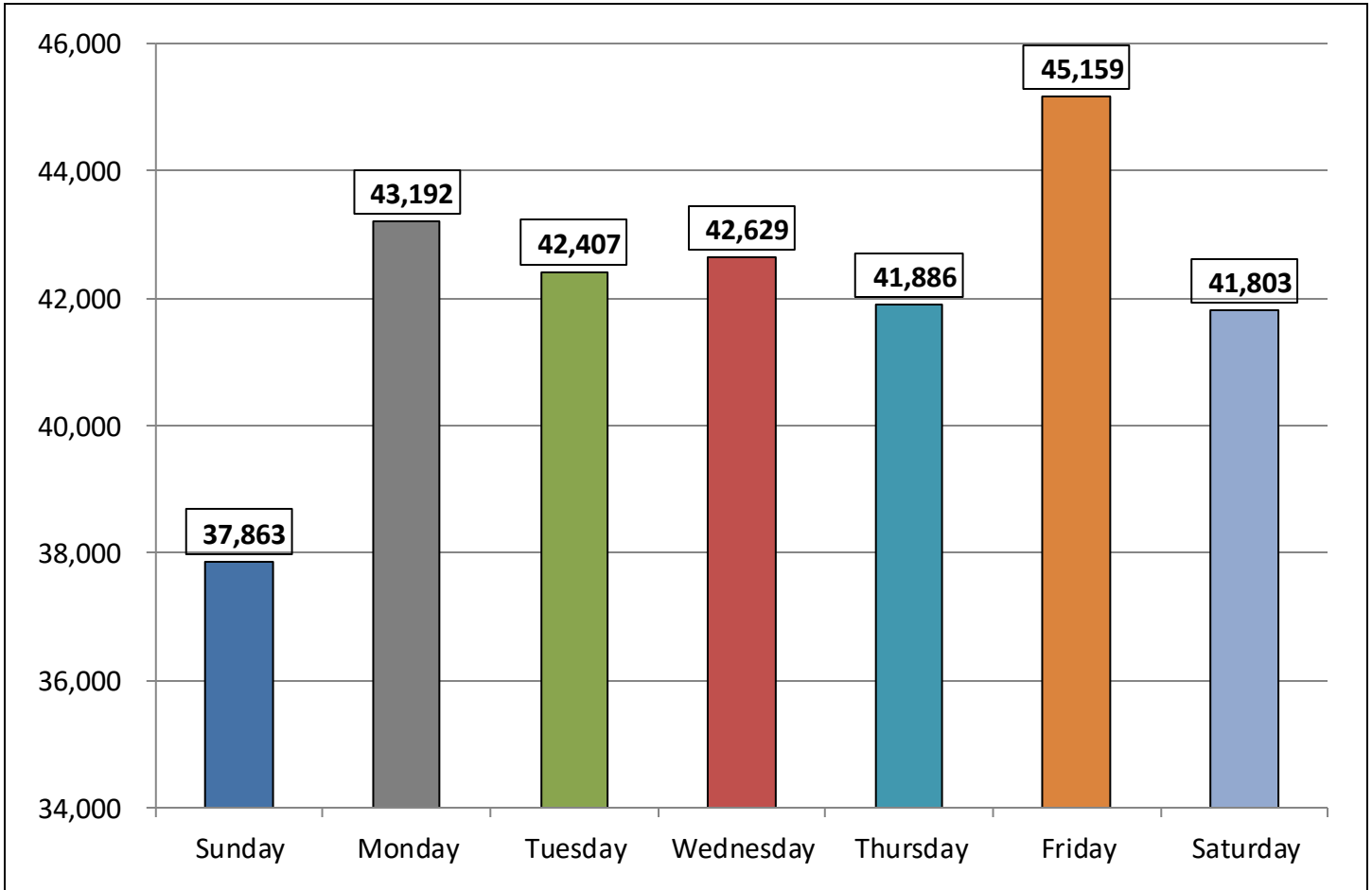


<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
Answer Time = 0	5	0.01
0.001-10 Excellent	58,252	94.45
10-20 Good	3,242	5.26
20-30 Average	126	.20
30-40 Poor	33	0.05
40+ Unacceptable	18	0.03
	61,676	100.00

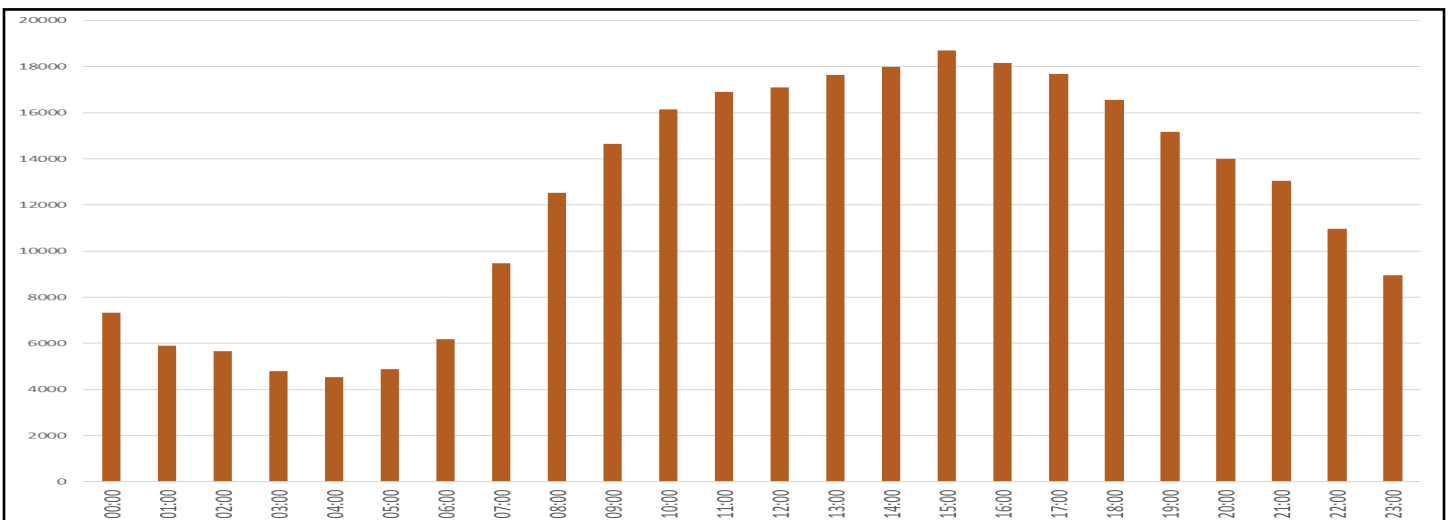
2021 Total Calls—294,939

Call Volume

2021 CALL VOLUME BY DAY OF WEEK

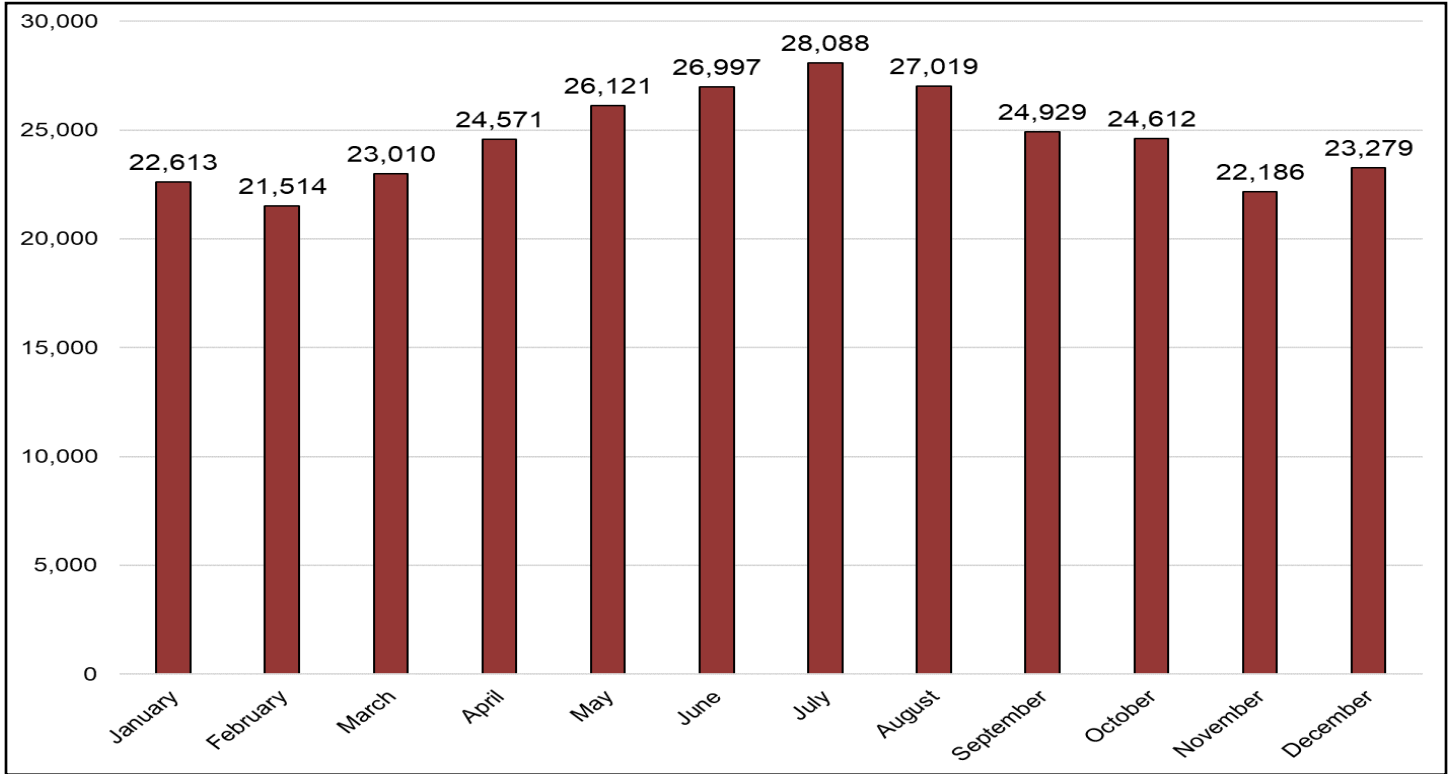


2021 CALL VOLUME BY HOUR OF DAY

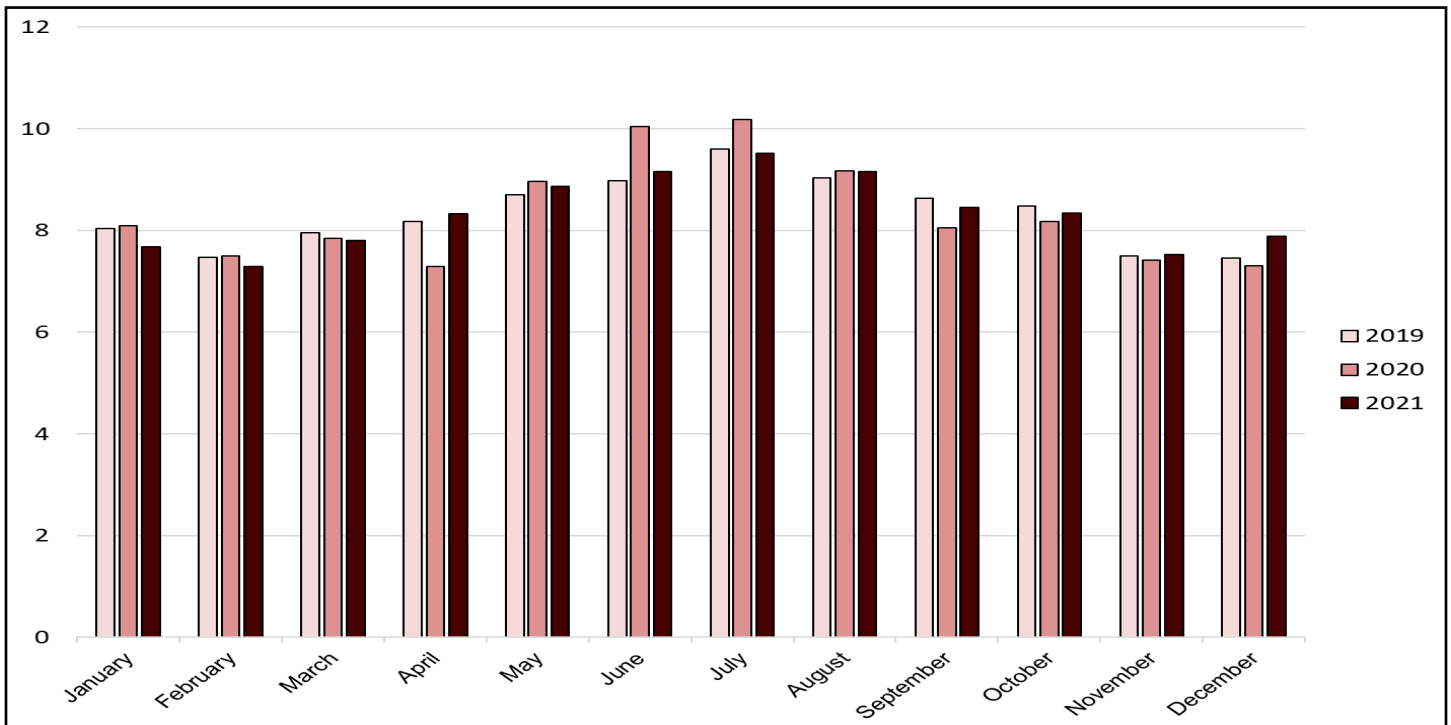


Call Volume, Continued

2021 CALL VOLUME BY MONTH

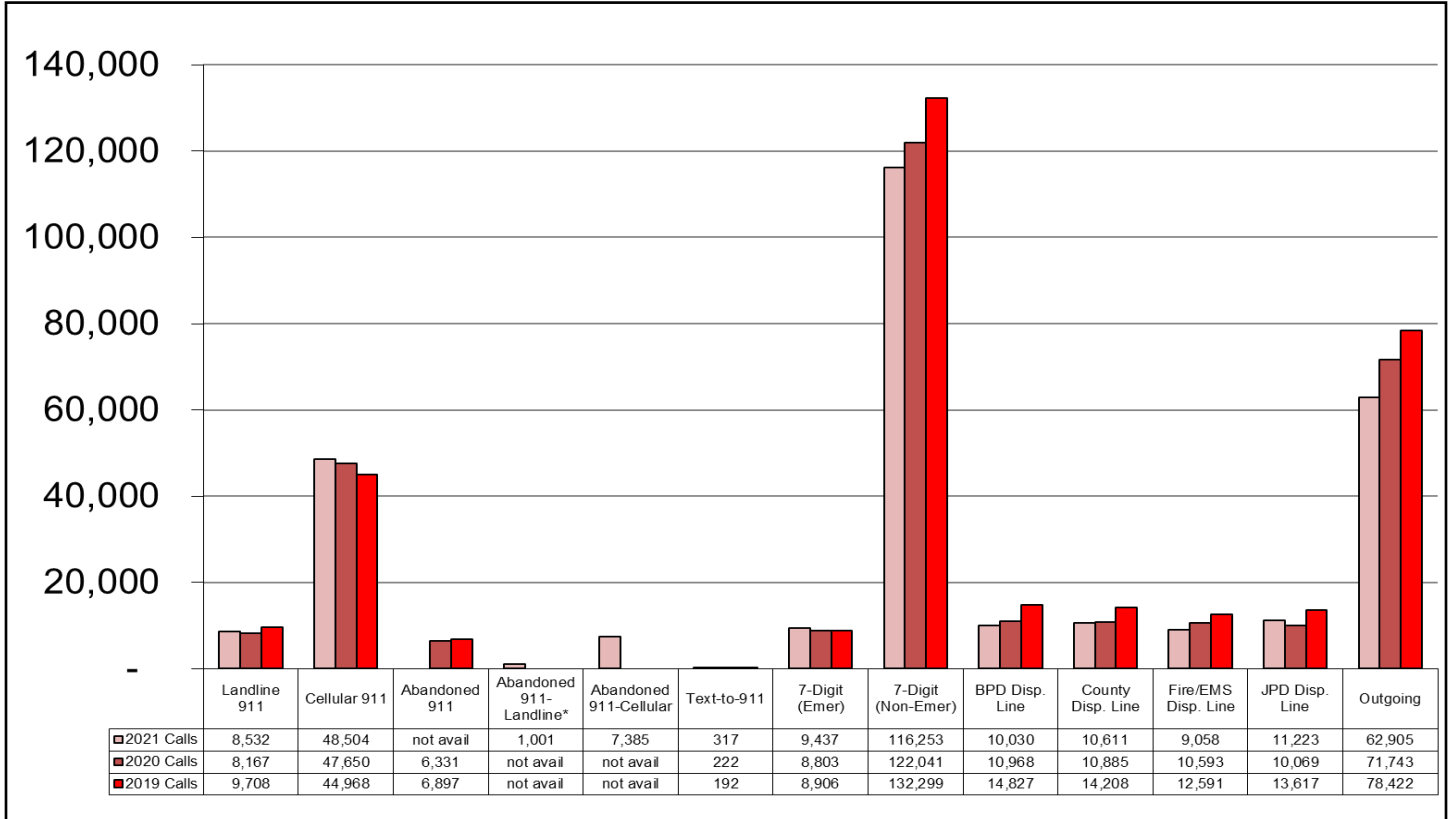


2021 CALL VOLUME (%) BY MONTH & YEAR



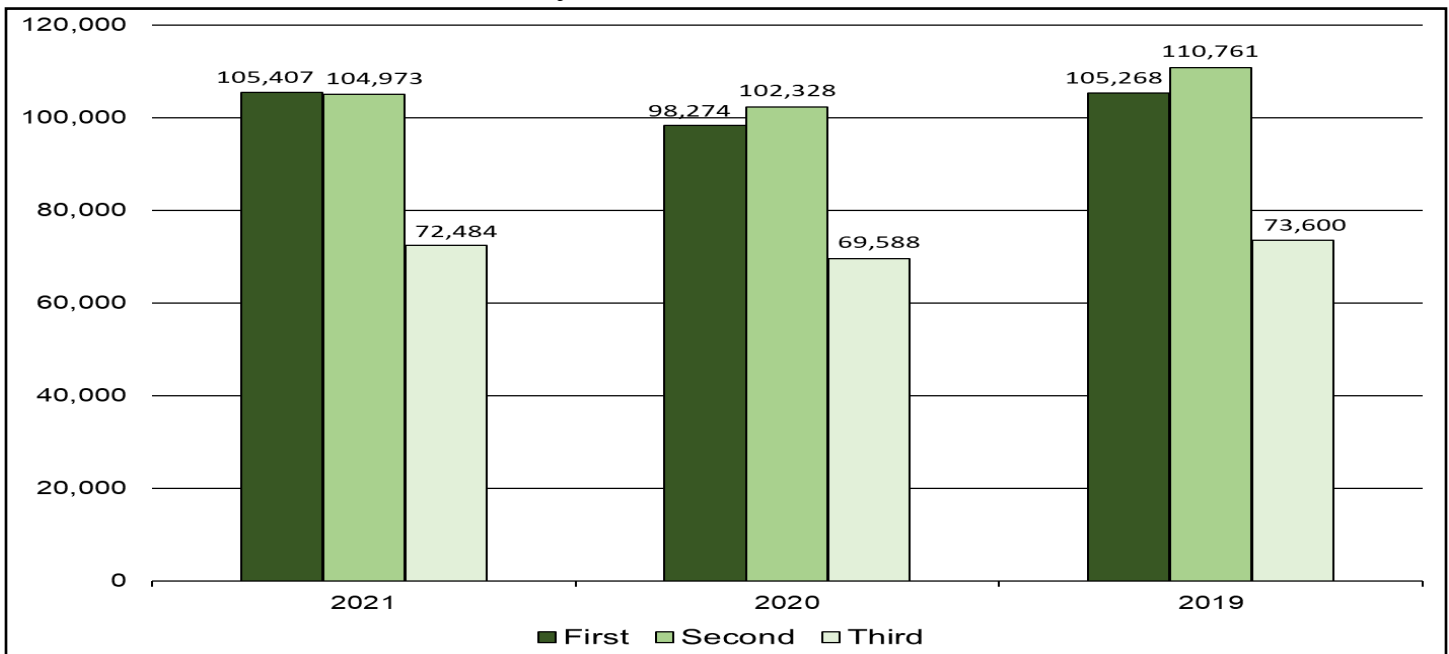
Telephone Activity & CAD Incidents

*Telephone Activity by Line Type: 2019-2021



*NOTE: In August 2020, The Rock County Communications Center installed a new 9-1-1 telephone system. The included software has the capability of separating abandoned 911 landline and cellular calls, for which information is not available in prior years.

CAD Incidents by Shift & Year: 2019-2021



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 2021, the Communications Center saw a combined total of 273,556 Law Enforcement and Fire/EMS activities. This is an increase of 12,616 activities from the previous year and amounts to an average of approximately 749 CAD incidents processed by the Communications Center each day in 2021. This does not include the 2,916 controlled burns entered in 2021.

2021			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	250,864	10,250	4.26%
Fire/EMS	22,692	2,366	11.64%
Combined Activity	273,556	12,616	4.83%

2020			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	240,614	(21,567)	-8.23%
Fire/EMS	20,326	94	0.46%
Combined Activity	260,940	(21,473)	-7.60%

2019			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	262,181	1,048	0.40%
Fire/EMS	20,232	448	2.26%
Combined Activity	282,413	1,496	0.53%



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, Continued—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	43	5	1	2	1	-	49	1	-	-	21	-	123
911 ABANDONED OR HANGUP OR OPEN LINE - EMERGENCY	95	13	-	4	2	1	78	2	-	1	16	-	212
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - NO LOCATION (911)	568	76	-	33	36	-	458	30	-	-	389	-	1,590
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - WITH LOCATION (911)	3,830	459	145	277	256	28	4,653	321	13	71	2,251	19	12,323
911 ABANDONED OR HANGUP OR OPEN LINE - TEXT TRACE (911)	1	1	-	-	-	-	-	-	-	-	2	-	4
ABANDONED VEHICLE	595	13	7	24	24	3	1,035	8	1	1	56	1	1,768
ACCIDENT - PIN	3	2	-	-	-	-	-	3	-	-	4	-	12
AIRCRAFT	-	-	-	-	-	-	-	-	-	-	1	-	1
ALARM	13	1	1	-	1	-	13	1	-	-	4	-	34
ALARM - HOLDUP	31	8	2	1	3	-	45	2	-	-	10	-	102
ALARM - INTRUSION	533	99	66	22	56	6	615	33	2	9	223	2	1,666
ALARM - PANIC	26	11	1	2	3	-	56	1	-	-	17	-	117
ALCOHOL VIOLATION	12	3	1	4	2	-	41	3	-	-	9	-	75
ANIMAL COMPLAINT	1,436	212	48	152	116	15	1,659	178	7	34	984	12	4,853
ANIMAL COMPLAINT - BITE	82	11	1	26	15	1	150	9	-	5	90	-	390
ARMED SUBJECT	13	3	-	1	-	-	18	1	-	-	2	-	38
ARMED SUBJECT - GUN	27	2	1	-	1	-	30	2	-	-	4	-	67
ARMED SUBJECT - KNIFE	14	4	-	3	1	-	19	1	-	-	2	-	44
ARSON	12	-	-	-	-	-	8	-	-	-	2	-	22
ASSIST CITIZEN	2,764	277	188	319	378	12	2,786	551	4	120	993	9	8,401
ASSIST OTHER JURISDICTION	1,427	548	160	250	292	22	1,334	248	34	107	2,327	45	6,794
BATTERY	148	16	7	5	9	-	146	15	-	1	49	-	396
BOMB THREAT	1	-	-	-	-	-	-	-	-	-	-	-	1
BURGLARY	89	12	-	1	6	-	124	6	-	6	35	1	280
BURGLARY - IN PROGRESS	8	1	-	2	-	-	11	-	-	-	1	-	23
BURGLARY - NOT CHECKED	7	-	1	-	-	-	4	2	-	-	-	-	14



User Agency Activity, Continued—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
BUSINESS CHECK	3,232	229	214	427	288	106	493	907	15	28	2,484	-	8,423
CANVASSING	1	-	-	-	-	-	1	-	-	-	2	-	4
CHASE	70	8	-	1	-	-	14	1	-	-	35	2	131
CHILD	127	6	1	8	4	-	84	11	-	2	17	-	260
CHILD OFFENSE - ASSIST	16	5	1	1	1	-	18	2	-	-	1	-	45
CHILD OFFENSE - FOUND	17	2	2	3	3	-	27	5	-	-	-	-	59
CHILD OFFENSE - LOST	3	-	1	-	-	-	5	1	-	-	1	-	11
CHILD OFFENSE - MISSING	5	2	1	2	-	-	6	1	-	-	-	-	17
CIVIL DISPUTE	1,240	121	24	88	104	1	1,495	75	2	42	350	2	3,544
CIVIL PAPER SERVICE	18	6	1	2	37	-	343	1	1	14	2,575	-	2,998
CODE ENFORCEMENT	7	3	4	-	21	-	8	1,257	2	6	2	1	1,311
CRIME - OTHER	1	-	-	-	-	-	3	-	-	-	-	-	4
DEATH INVESTIGATION	67	14	11	13	6	-	120	12	-	3	52	4	302
DISORDERLY CONDUCT	524	32	21	41	26	-	754	58	-	12	116	1	1,585
DISTURBANCE	401	40	6	29	11	1	599	16	-	1	79	-	1,183
DISTURBANCE - DOMESTIC	435	48	10	24	23	1	863	24	-	5	97	2	1,532
DISTURBANCE - RIOT	-	-	-	-	-	-	-	-	-	1	-	-	1
DNR VIOLATION	1	3	-	-	1	-	1	-	-	-	20	-	26
DRUG COMPLAINT	430	42	11	22	26	-	456	34	1	2	148	-	1,172
EMERGENCY CALLOUT	-	-	-	-	-	-	1	1	-	-	-	-	2
ESCAPE-WALKAWAY	-	-	-	-	-	1	2	-	-	-	6	-	9
ESCORT-TRANSPORT	55	11	2	25	30	1	77	5	-	-	179	-	385
EVICTON	-	-	-	-	-	-	-	-	-	-	136	-	136
FAMILY DISPUTE	1,026	103	31	57	54	1	684	84	2	15	225	7	2,289
FIRE ASSIST	1,009	189	473	483	437	16	1,372	581	12	272	1,450	9	6,303
FIREWORKS COMPLAINT	272	22	3	37	16	-	340	7	-	1	63	1	762
FOLLOW UP	7,151	829	222	763	852	25	9,741	885	13	221	3,074	12	23,788
FOOT PATROL	218	4	112	132	223	-	93	228	-	7	11	-	1,028
FOOTVILLE PATROL	-	-	-	-	-	-	1	-	-	785	87	-	873
FRAUD	300	37	12	27	33	4	500	43	5	12	140	1	1,114
FRAUD/FORGERY - IN PROGRESS	2	-	-	-	-	-	1	-	-	-	-	-	3
GUNSHOT WOUND	28	1	-	-	-	-	6	-	-	-	2	-	37
HANOVER PATROL	2	-	-	-	-	-	-	-	-	-	7	-	9
HARASSMENT	313	29	7	32	35	-	521	28	1	12	83	1	1,062
HARASSMENT - IN PROGRESS	2	-	-	1	-	-	1	-	-	-	-	-	4



User Agency Activity, Continued—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
HAZARDOUS CONDITION	331	105	19	63	58	12	646	80	8	14	725	4	2,065
HCC TRANSPORT	3	-	-	-	-	-	-	-	-	-	6	-	9
HIT & RUN	318	39	4	20	17	2	400	33	2	6	159	-	1,000
HIT & RUN - INJURY	11	1	-	-	-	-	7	1	-	-	-	-	20
HIT & RUN - JUST OCCURED	137	15	1	-	4	-	157	8	-	1	23	-	346
HOMICIDE INVESTIGATION	4	1	-	-	-	-	-	-	-	-	-	-	5
HUBER CHECK	6	2	-	-	-	-	7	-	-	-	565	-	580
HUD CHECK	1,487	-	-	-	-	-	-	-	-	-	-	-	1,487
INTERSTATE REROUTE	1	-	-	-	-	-	1	-	-	-	-	-	2
INTOXICATED SUBJECT	1	-	-	-	-	-	24	2	-	-	2	-	29
K9 ASSIST	2	-	-	-	-	-	37	-	-	-	40	-	79
KID COMPLAINT	183	10	9	55	18	-	217	69	2	6	22	-	591
LOITERING	32	1	-	-	-	-	86	1	-	-	2	1	123
LOUD NOISE	495	36	3	41	15	-	701	21	-	9	332	-	1,653
LOUD NOISE - PARTY	98	6	1	3	-	-	49	2	-	-	16	-	175
MENTAL HEALTH SUBJECT	1	-	-	-	-	-	1	-	-	-	-	-	2
MESSAGE DELIVERY	28	7	1	5	3	-	15	2	1	-	67	-	129
OPEN DOOR	45	8	14	12	34	-	72	52	-	7	34	-	278
OPERATING WHILE INTOXICATED	172	50	3	16	18	-	249	13	-	3	201	-	725
ORDINANCE VIOLATION	246	55	30	34	47	12	430	65	5	18	120	3	1,065
OUT WITH SUBJECT	477	80	30	180	55	3	883	154	1	9	179	2	2,053
OVERDOSE	114	20	2	7	5	-	146	5	-	2	44	-	345
PARKING COMPLAINT	1,819	70	79	166	313	10	935	258	3	60	88	1	3,802
PHONE MESSAGE	681	160	52	97	79	2	683	88	1	15	502	4	2,364
PROBATION AND PAROLE VIOLATION	7	3	-	1	1	-	20	-	-	-	6	-	38
PROPERTY - FOUND	382	40	16	61	35	4	439	47	-	10	88	1	1,123
PROPERTY - LOST	12	2	4	9	8	-	105	5	-	-	7	-	152
PROWLER COMPLAINT	7	5	-	1	1	-	4	-	-	-	-	-	18
PUBLIC WORKS	49	9	4	25	16	1	171	21	-	4	27	-	327
RECORDS REQUEST	-	-	-	-	-	-	1	-	1	36	-	-	38
RESTRAINING ORDER VIOLATION	59	7	2	3	1	-	115	9	-	5	20	-	221
ROBBERY	32	1	-	-	-	-	23	2	-	-	2	-	60
RUNAWAY	94	11	7	2	9	-	121	6	-	1	39	-	290
RUNOFF	89	29	4	9	2	4	98	12	4	3	444	4	702
SCHOOL CHECK	594	131	108	248	423	-	133	202	-	162	207	-	2,208



User Agency Activity, Continued—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
SECURITY CHECK	6,835	1,469	1,726	4,103	6,645	479	4,262	16,012	433	151	23,548	6	65,669
SEX OFFENDER PLACEMENT CHECK	1	-	2	-	-	-	-	-	-	1	40	-	44
SEX OFFENSE	114	17	6	5	17	-	145	21	1	4	82	1	413
SHOTS FIRED	212	26	1	2	4	-	56	3	-	1	15	-	320
SPECIAL ASSIGNMENT	922	127	200	120	273	29	833	219	11	100	386	8	3,228
SPECIAL EVENTS	2	2	9	11	7	-	6	-	-	-	9	2	48
SPECIAL INVESTIGATIONS	-	-	-	-	-	-	70	-	-	-	32	-	102
SPEED BOARD	-	-	-	-	-	9	-	-	3	-	8	-	20
STABBING	16	-	-	-	-	-	7	-	-	-	2	-	25
STALLED VEHICLE	425	123	21	43	37	22	606	67	26	27	1,268	15	2,680
STATE OFFENSE	19	3	-	2	2	-	98	7	-	2	8	-	141
SUBJECT DOWN	88	7	-	8	4	-	120	12	-	5	30	-	274
SUICIDE	3	-	-	-	-	-	1	-	-	-	2	-	6
SUICIDE - ATTEMPTED	4	1	-	-	-	-	8	-	-	-	3	-	16
SUSPICIOUS - ACTIVITY	1,899	226	46	119	153	4	1,085	114	4	19	500	5	4,174
SUSPICIOUS - PERSON	276	37	4	10	20	-	272	17	-	4	51	1	692
SUSPICIOUS - VEHICLE	444	161	31	33	78	-	485	42	1	18	246	2	1,541
THEFT - AUTO	105	9	2	2	5	-	100	3	-	2	17	-	245
THEFT - RETAIL	326	4	8	5	9	1	311	15	-	4	14	-	697
THEFT	636	80	25	49	48	2	910	70	2	10	189	2	2,023
THREAT	288	32	7	17	14	-	323	20	-	10	67	-	778
TRAFFIC ACCIDENT	583	98	17	33	46	7	1,165	59	8	20	475	2	2,513
TRAFFIC ACCIDENT - BLOCKAGE	128	17	1	5	11	-	235	8	1	1	68	-	475
TRAFFIC ACCIDENT - INJURY	166	30	4	6	9	2	227	13	1	5	233	3	699
TRAFFIC COMPLAINT	1,346	397	39	132	137	34	1,815	144	15	68	1,534	6	5,667
TRAFFIC STOP	3,518	736	946	749	804	462	7,648	764	604	508	6,291	879	23,909
TRESPASSING	107	14	3	7	1	-	167	7	3	2	56	2	369
TRUANCY	2	19	10	7	8	-	44	46	-	5	1	-	142
UNION TOWNSHIP PATROL	-	1	-	-	1	-	-	-	-	-	-	-	2
UNKNOWN PROBLEM	20	4	1	1	-	-	39	1	1	2	3	-	72
UNWANTED SUBJECT	527	40	4	15	8	-	533	5	-	5	47	1	1,185
VANDALISM	325	38	10	42	14	6	389	50	-	23	114	2	1,013
VEHICLE UNLOCK	23	11	32	11	64	-	44	5	1	14	12	-	217
VEHICLE INSPECTION	3	1	3	-	-	-	2	21	-	-	1	-	31
WARRANT SERVICE	367	7	6	4	4	1	783	7	-	2	447	1	1,629
WATER RESCUE	1	1	-	-	-	-	3	-	-	-	1	-	6
WATER RESCUE (SO)	-	-	-	-	-	-	-	-	-	-	7	-	7
WEAPONS OFFENSE	29	7	1	2	3	-	27	6	-	-	26	-	101
WEATHER	1	-	-	-	-	-	1	-	-	-	1	-	3
WELFARE CHECK	1,126	200	74	149	131	9	3,094	194	3	72	761	9	5,822
Total	57,655	8,412	5,432	10,096	13,152	1,362	64,852	24,795	1,261	3,252	59,496	1,099	250,864



User Agency Activity, Continued—CAD Incidents by Fire/EMS Agency

Incident Type	Beloit	Beloit Twp	Brodhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twp	Whitewater	Total
ABDOMINAL PAIN	182	24	1	0	20	9	22	8	216	23	7	3	0	515
ACCIDENT - HIT & RUN INJURY	8	1	0	0	0	0	0	0	10	1	1	0	0	21
ACCIDENT - INJURY	209	54	4	1	24	69	33	10	343	45	30	40	7	869
ACCIDENT - PINNED	7	3	0	0	0	2	1	0	9	8	1	2	0	33
ACCIDENT PINNED - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	0	0	0	1	0	0	1
ACCIDENT WITH INJURY - AUTO ALS RESPONSE CRITERIA	0	0	0	0	2	3	5	1	0	0	3	0	0	14
AIRCRAFT EMERGENCY	0	0	0	0	0	0	0	0	2	0	0	0	0	2
ALARM - CARBON MONOXIDE WITH ILLNESS	10	1	0	0	0	0	1	0	15	1	1	0	0	29
ALARM - COMMERCIAL FIRE	268	19	3	0	15	12	13	3	310	26	0	0	0	669
ALARM - RESIDENTIAL FIRE	49	3	0	1	1	10	4	0	73	6	4	2	0	153
ALLERGIC REACTION	33	3	0	0	3	6	4	0	29	6	0	0	0	84
AMBULANCE STANDBY	27	10	0	0	2	4	5	0	74	3	7	0	0	132
ARCING WIRES	23	2	0	0	3	7	2	0	28	3	6	1	3	78
ASSIST PATIENT	430	66	0	0	27	68	34	3	693	82	8	10	0	1421
BACK PAIN	75	24	0	0	11	10	8	1	117	8	2	3	0	259
BLEEDING	63	11	0	0	9	17	13	3	132	16	1	2	3	270
BREATHING	623	59	2	3	65	71	58	18	764	99	44	22	6	1834
BURN VICTIM	5	1	0	0	0	0	0	0	5	2	1	0	0	14
CARDIAC - CHEST PAIN	326	59	3	0	28	42	49	8	375	47	19	11	5	972
CARDIAC - HEART PROBLEMS	71	3	1	0	13	2	10	5	100	11	6	2	0	224
CHOKING	28	3	1	0	3	4	1	0	34	7	3	1	0	85
DIABETIC REACTION	101	34	0	0	6	12	10	7	149	13	7	2	0	341
FALL VICTIM	592	116	2	1	73	132	82	59	1108	129	30	12	7	2343
FALL VICTIM - AUTO ALS RESPONSE CRITERIA	2	0	0	0	1	0	0	1	2	0	1	0	0	7
FALL VICTIM - OVER 10 FEET	5	1	0	0	0	2	2	0	14	2	2	0	0	28
FIRE - APPLIANCE	23	2	0	0	0	0	1	0	22	3	1	2	0	54
FIRE - BRUSH	43	10	3	0	6	12	8	2	54	12	16	9	2	177
FIRE - COMMERCIAL	32	5	0	0	4	6	5	0	57	6	1	0	0	116
FIRE - RESIDENCE	48	17	0	1	4	6	7	3	89	8	15	2	0	200
FIRE - SINGLE ENGINE RESPONSE	10	1	0	0	0	2	2	1	21	0	2	0	0	39
FIRE - VEHICLE	20	11	2	0	6	17	4	1	48	13	4	9	2	137
FIRE CREW CALLBACK	5	0	0	0	0	0	0	0	1	0	0	0	0	6
GAS ODOR - COMMERCIAL	18	5	0	0	1	6	4	0	30	1	2	1	0	68
GAS ODOR - OUTSIDE	11	1	0	0	1	2	3	0	33	4	1	2	0	58
GAS ODOR - RESIDENCE	22	5	0	0	4	8	1	1	26	6	1	0	0	74
GAS SPILL	8	1	0	0	1	2	0	0	8	2	0	0	0	22



User Agency Activity, Continued—CAD Incidents by Fire/EMS Agency

Incident Type	Beloit	Beloit Twsp	Brodhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twsp	Whitewater	Total
HAZMAT	1	0	0	0	0	0	0	0	0	0	0	0	0	1
HEAD INJURY	34	3	0	0	2	3	0	1	41	3	0	0	0	87
ILL SUBJECT	1066	178	1	0	160	176	131	44	1890	152	59	36	10	3893
ILL SUBJECT - FLU-LIKE SYMPTOMS	20	2	0	0	1	1	6	1	16	5	1	0	0	53
INDUSTRIAL ACCIDENT	2	0	0	0	1	0	1	0	4	0	0	0	0	8
INDUSTRIAL ACCIDENT - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	1	0	0	1	0	0	2
INDUSTRIAL ACCIDENT - NOT PINNED	1	0	0	0	0	0	0	0	0	0	0	0	0	1
INDUSTRIAL ACCIDENT - PINNED	1	0	0	0	0	0	0	0	1	0	0	0	0	2
LIFELINE ALARM	150	48	0	1	10	23	18	3	358	33	4	12	0	660
MABAS	7	10	1	0	5	10	4	1	3	8	3	2	0	54
MATERNITY	10	0	0	0	0	0	0	0	19	1	0	0	0	30
MATERNITY - CHILD BIRTH IMMINENT	3	0	0	0	0	0	0	0	2	1	0	0	0	6
MATERNITY - MISCARRIAGE	4	0	0	0	1	0	0	0	1	0	0	0	0	6
ODOR INVESTIGATION	7	3	0	0	1	0	1	1	20	1	1	0	0	35
OVERDOSE	184	32	3	0	6	11	8	1	200	15	5	1	0	466
PARAMEDIC INTERCEPT	1	0	0	0	0	0	0	0	14	0	0	0	0	15
PULSELESS NON-BREATHER	94	22	0	1	8	22	11	2	130	19	1	4	0	314
PULSELESS NON-BREATHER - CPR INITIATED	48	8	0	0	10	10	4	1	81	8	5	4	2	181
SEIZURE	155	22	1	0	6	15	14	3	271	26	9	1	3	526
SPECIAL DUTY	325	58	2	0	14	50	26	4	393	38	10	5	0	925
STROKE	93	20	0	0	14	30	25	7	173	27	10	6	3	408
SUBJECT DOWN	203	18	3	0	1	18	5	2	229	22	7	8	0	516
SUBJECT DOWN - AUTO ALS RESPONSE CRITERIA	2	0	0	0	0	0	1	0	0	0	0	0	0	3
TRANSFER	35	0	0	0	0	582	0	0	527	0	0	0	0	1144
TRAUMA	188	22	0	0	9	23	15	3	234	21	15	3	5	538
TRAUMA WITH INJURY - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	0	1	0	0	0	0	1
TRAUMA WITH INJURY - GUNSHOT WOUND	22	2	0	0	0	1	0	0	3	0	0	0	0	28
UNCONSCIOUS	368	82	0	0	35	64	26	18	554	63	27	15	0	1252
UNCONSCIOUS - AUTO ALS RESPONSE CRITERIA	1	0	0	0	0	0	1	0	0	0	0	0	0	2
UNKNOWN PROBLEM	61	9	0	2	2	5	3	0	85	4	3	0	0	174
UNKNOWN PROBLEM - AUTO ALS RESPONSE CRITERIA	0	0	0	0	0	0	0	0	1	0	0	0	0	1
WATER RESCUE	1	1	0	0	0	3	0	0	6	0	0	0	0	11
Total	6,454	1,095	33	11	619	1,590	692	228	10,248	1,040	389	235	58	22,692

MABAS

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.

2021 DIVISION BOX ALARMS

Division 104 had 10 MABAS calls within Rock County. The MABAS calls consisted of 2 residential fires, 3 commercial fires, 4 barn fires and 1 brush fire. The 10 MABAS calls are broken up into the following fire areas.

- EDFD (6) 1 Residential Fire, 1 Commercial Fire, 3 Barn/Shed Fires, 1 Brush Fire
- EVFD (1) 1 Barn Fire
- JVFD (1) 1 Commercial Fire
- TBFD (1) 1 Residential Fire
- TTFD (1) 1 Residential Fire

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 2021 Badger Red Center assisted with 16 incidents. We were able to assist in organizing mutual aid and making additional phone calls for those Divisions requesting assistance.



MABAS, Continued—*Division 104*

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