

Rock County Communications Center



2023 Annual Report



Rock County Communications Center

3636 N County Highway F
Janesville, WI 53545

Admin Phone: 608-757-5100
Non-Emergency: 608-757-2244
Emergency: CALL OR TEXT 911

www.rockcounty911.com

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LETTER TO COUNTY ADMINISTRATOR

Rock County, Wisconsin**Communications Center**

3636 N County Highway F

Janesville, WI 53545

Ph: (608) 757-5100

Web: rockcounty911.com

Dear Mr. Smith,

We began 2023 working in our temporary dispatch space until our building remodel finished in late June. While the temporary dispatch room had substantially less space and comforts than we had been used to, it was a testament to our staff's ability to adjust and overcome any obstacle. Working with our IT and Facilities partners, we created a space where our employees successfully and seamlessly provided the quality service the residents and visitors of our County expect and deserve. Once finished, we moved back into our permanent space and have already seen the benefits of the new layout and equipment.

In the second half of 2023, we implemented a new citizen Quality Assurance program. The new program, PowerEngage, automatically sends text messages to people who call us, asking them to provide input on their experience. Immediately, we saw a higher percentage of reviews completed and substantially less time spent by staff to seek feedback from callers. Power Engage has allowed us to work with staff to correct issues when they arise and help focus on the positive reviews and comments, showing staff that their work positively impacts people's lives every day.

We were also able to complete our public-safety radio microwave loop project. This extensive upgrade to our radio system enables all police, fire, and EMS units in the field to communicate with the dispatch center reliably. Redundancy and reliability are much greater with multiple paths; radio communication can now flow back to our center instead of relying on a single path to carry every radio transmission.

Our focus internally was hiring employees. 9-1-1 and all public safety have suffered a staffing and retention problem for years. We evaluated our hiring process and found areas to improve to attract and hire more applicants. In doing so, we saw a drastic increase in applicants, a higher percentage of initial testing, and a more significant number of interviews conducted. We continue to evaluate and adapt our processes to accommodate applicants, striving to hire and train the best candidates. Continued support from the County Board with increasing starting wages and benefits has also been a significant factor in those seeking to be employed by Rock County. We will be working with a consultant in 2024 to determine any new hiring strategies and scheduling solutions, as well as an in-depth look at the workload balance of our employees.

We look forward to continued growth in hiring and retention in 2024, and thank you for your continued support.

Respectfully,

Fredd Carr, Communications Center Director

ROCK COUNTY BACKGROUND INFORMATION

Rock County Administration

Josh Smith, County
Administrator

Public Safety & Justice Committee

Mary Beaver, Chair
Brian Knudson, Vice Chair
April Whitledge
Ron Bomkamp
Mike Zoril

Population

164,381 (U.S. Census—7/1/2021)
726 Square Miles of Service
9 Municipalities

Agencies We Serve

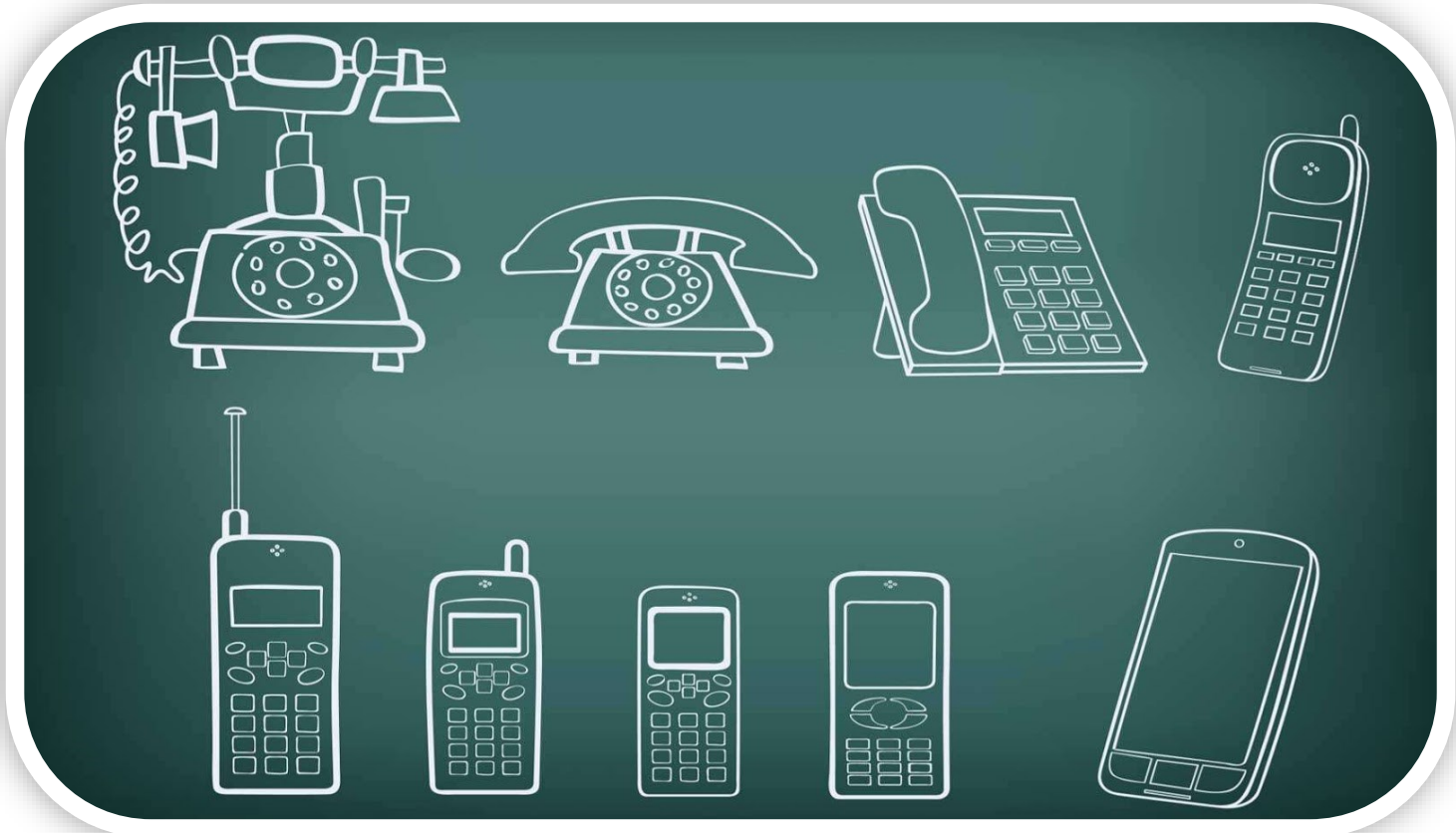
POLICE

FIRE/EMS

- | | |
|---------------------|-------------------------|
| Beloit PD | Beloit Fire/EMS |
| Clinton PD | Clinton Fire/ EMS |
| Edgerton PD | Lakeside Fire-Rescue |
| Evansville PD | Evansville Fire |
| Footville PD | Evansville EMS |
| Janesville PD | Footville Fire/EMS |
| Milton PD | Janesville Fire/EMS |
| Orfordville PD | Orfordville Fire/EMS |
| Rock County Sheriff | Town of Beloit Fire/EMS |
| Rock River Safety | Town of Turtle Fire |
| Town of Beloit PD | |
| Town of Fulton PD | |
| Town of Milton PD | |
| Town of Turtle PD | |

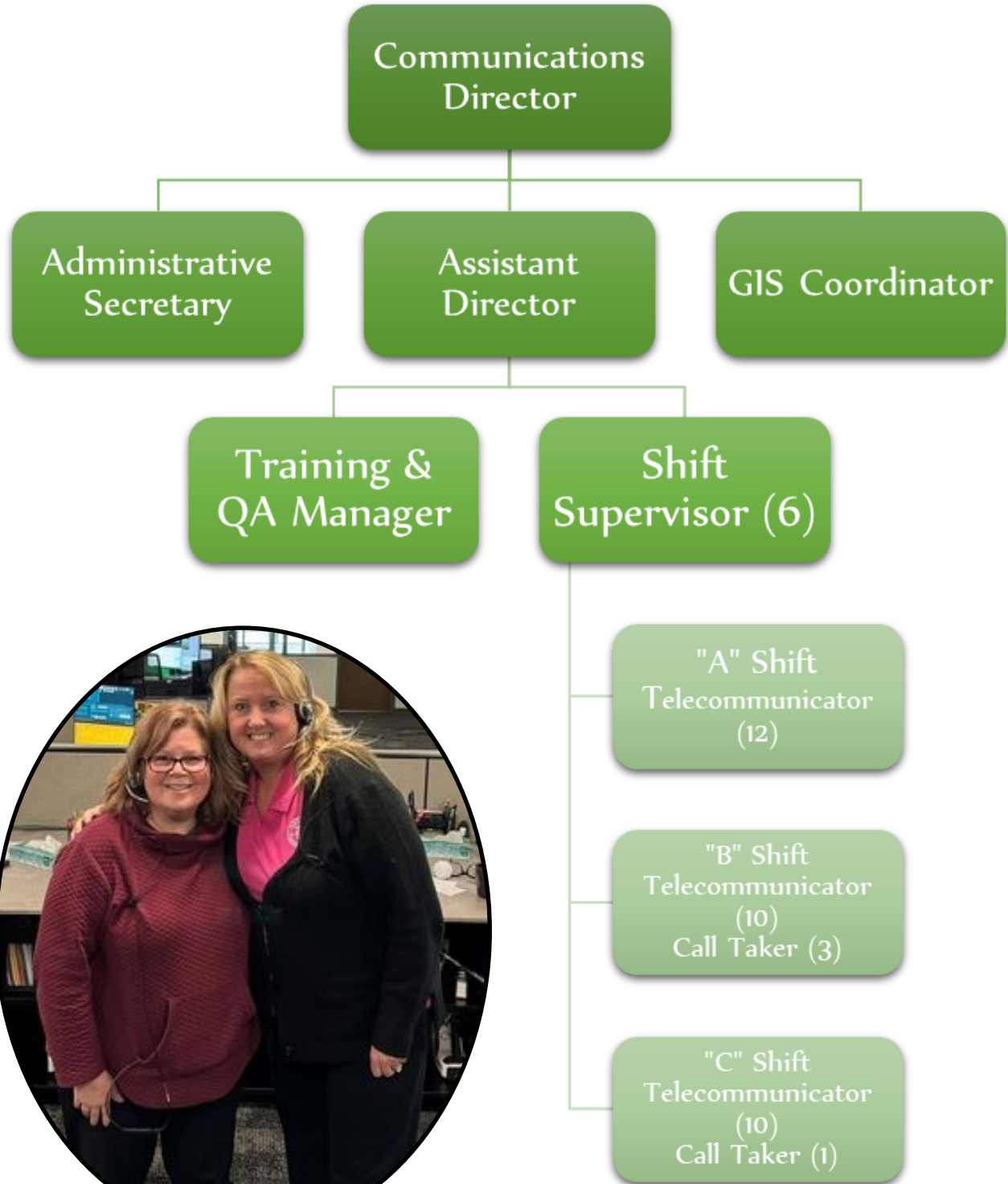


MISSION STATEMENT



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



2023 GOALS & OBJECTIVES

- Implement PowerEngage & FTO Modules in PowerDMS
- Complete Automatic Station Alerting Project
- Host “Dogs with Dispatchers” Open House Event
- Complete Cielo Microwave Loop Project



MANAGEMENT TEAM



Director, Fredd Carr



Interim Asst. Dir.,
Kathleen Churchill
(1/23—10/2023)



Assistant Director,
Justin Anderson
(10/2023—Present)



GIS Coordinator
Kris Pehl



Dayshift Supervisors
Kelly Elliott (left)
Kimberly Carlson (right)



Midshift Supervisor
Derek Ninmer



Administrative Secretary
Faith Quinlan



Nightshift Supervisors
Mark Elland (left)
Matthew Bender (right)

PROMOTIONS & TURNOVER/STAFF

2023 Promotions

- ◆ Fredd Carr—Promoted from Interim Director to Director: 6/12/2023
- ◆ Maranda Garetson—Promoted to Telecommunicator: 6/25/2023

2023 Turnover

Employee	Seniority Date	End Date	Position
Rich LeFeber	1/1/2022	1/2/2023	Project Employee
Christina Trulley	3/11/2018	1/7/2023	Telecommunicator
Kayla Guercio	8/8/2022	1/16/2023	Project Employee
Christopher McNett	5/3/2021	5/19/2023	Telecommunicator
Krystynn Reinart	11/5/2007	7/1/2023	Telecommunicator
Amanda Rusch	3/22/2021	7/6/2023	Telecommunicator
Haylie Rogers	1/24/2022	7/28/2023	Telecommunicator
Alexandria Kakuske	7/10/2023	9/4/2023	Call Taker
Beth Singer	9/5/2023	10/16/2023	Telecommunicator
Amber Jacobs	12/12/2022	10/25/2023	Telecommunicator
Matthew Woodrum	9/28/2015	11/8/2023	Telecommunicator
Joshua Peck	9/18/2023	11/16/2023	Telecommunicator
Jenna Winiarski	6/27/2011	12/11/2023	Telecommunicator

2023 COMMUNICATIONS CENTER MANAGEMENT STAFF

Administration	Seniority Date	Promoted	Title
Kristine Pehl	12/7/1992	1/14/2002	GIS Coordinator
Kathleen Churchill	2/7/1994	7/2/2001	Interim Assistant Director/Shift Supervisor
Kelly Elliott	4/5/1999	7/25/2022	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	6/12/2023	Director
Kimberly Carlson	7/8/2013	4/18/2022	Shift Supervisor
Faith Quinlan	8/24/2020	N/A	Administrative Secretary
Justin Anderson	10/16/2023	N/A	Assistant Director

2023 COMMUNICATIONS CENTER
DISPATCH STAFF

Employee	911 Hire Date	Promoted	Title
Tricia Bogdonas	02/07/1994	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 Block	09/29/2003	12/01/2015	Telecommunicator
Jenna Winiarski	08/30/2004	06/27/2011	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
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
Sydney Baumann	03/26/2018	N/A	Telecommunicator
Kennedy Van Horn	12/03/2018	09/01/2019	Telecommunicator
Chase Ziegelbauer	03/25/2019	N/A	Call-Taker
Amanda Rusch	01/25/2021	03/22/2021	Telecommunicator
Christopher McNett	05/03/2021	N/A	Telecommunicator
Corinne Link	10/19/2021	N/A	Telecommunicator
Kayla Glass	10/19/2021	N/A	Telecommunicator
Maranda Garetson	10/19/2021	06/25/2023	Telecommunicator
Haylie Rogers	01/24/2022	N/A	Telecommunicator
Grace Bolden	01/24/2022	N/A	Telecommunicator
David Klusmeyer	03/21/2022	N/A	Telecommunicator
Melissa Hasty	06/13/2022	N/A	Telecommunicator
Courtney Seibold	10/03/2022	N/A	Telecommunicator
Taylor Woodman	12/12/2022	N/A	Telecommunicator
Amber Jacobs	12/12/2022	N/A	Telecommunicator
Kellie Lunenberg	05/15/2023	N/A	Project
Megan McNamara	05/30/2023	N/A	Telecommunicator
Christina Trulley	07/10/2023	N/A	Project
Alexandria Kakuske	07/10/2023	N/A	Call-Taker
Cierra Nelson	07/24/2023	N/A	Telecommunicator
Beth Singer	09/05/2023	N/A	Telecommunicator
Alicia Radtke	09/18/2023	N/A	Telecommunicator
Joshua Peck	09/18/2023	N/A	Telecommunicator
Angela Coad	10/16/2023	N/A	Telecommunicator
Samantha Stottlemyer	10/16/2023	N/A	Telecommunicator
Kaitlin Collins	10/30/2023	N/A	Telecommunicator

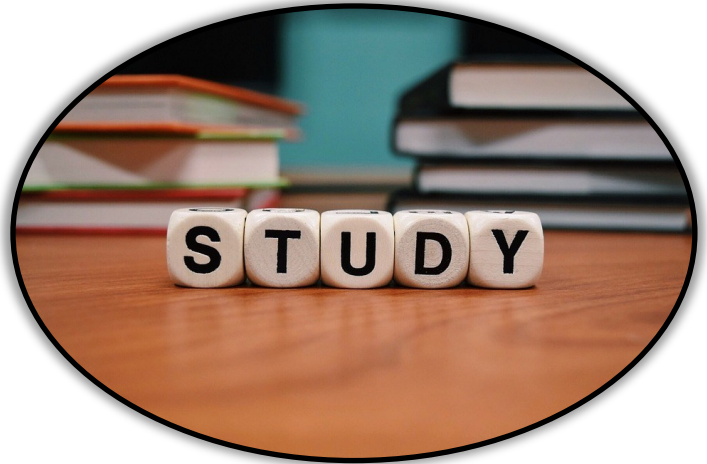
TRAINING PROGRAM

Training & Quality Assurance Manager

The Training & QA Manager is responsible for managing the Communications Training and Evaluation program under the direction of the Assistant Director.

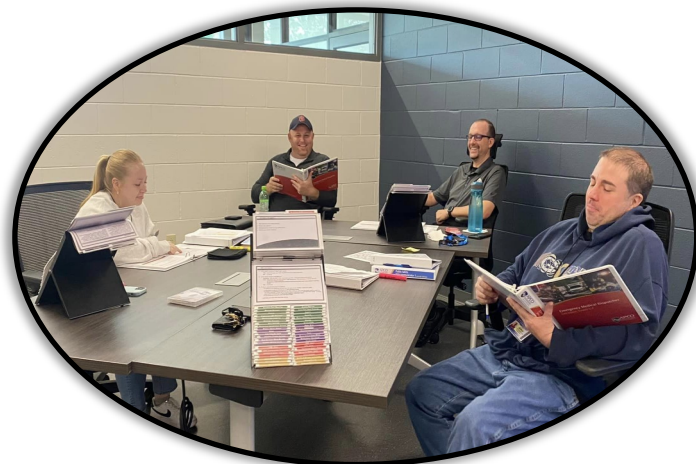
This program provides each new Telecommunicator with 21 days of academic training with the Training & QA Manager. The educational training includes orientation, policies and procedures, operational training, APCO Basic Telecommunicator training, APCO EMD (Emergency Medical Dispatch) training, TIME system, 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 & QA Manager.

The Training & QA Manager plays a crucial role in the training process. They oversee the completion of daily Observation Reports (DORs) by the CTOs during the training of a new Telecommunicator. The manager then reviews these reports and compiles a weekly summary report for the Assistant Director. Additionally, the Training Coordinator arranges bi-monthly meetings with the CTOs to provide ongoing professional training, discuss current training information, and evaluate the training program.



Interim Assistant Director Kathleen Churchill, with the help of Shift Supervisor Matthew Bender and Director Fredd Carr, managed the Communications Center's Training Program in 2023. Training new staff members was incredibly challenging this year due to the construction in our facility, which displaced our staff for most of the year. Kathy and the new hires adapted to all the changing circumstances we experienced nearly daily while maintaining our strict standards of quality and excellence.

Our training program is a dynamic entity, constantly evolving to attract, develop, and retain high-quality employees. It provides ample opportunities for personal and professional growth, while also ensuring the needs of our center are met. To continue our forward momentum, we actively encourage innovative thinking from both trainers and trainees. This adaptability allows us to meet the demands of our industry, cater to various learning styles, and respond to changes in day-to-day procedures. Regular evaluations of the program and its participants are conducted to increase understanding, identify areas for improvement, and facilitate solutions for growth and change. Ultimately, these evaluations serve to inform, educate, and inspire our employees to reach their professional goals.



TRAINING PROGRAM, CONTINUED

COMMUNICATIONS TRAINING PROGRAM

The 15-day orientation period, led by the Training Coordinator, is a crucial step for our newly hired Telecommunicators and Call Takers. It serves as a foundation, preparing them for their shift assignments 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

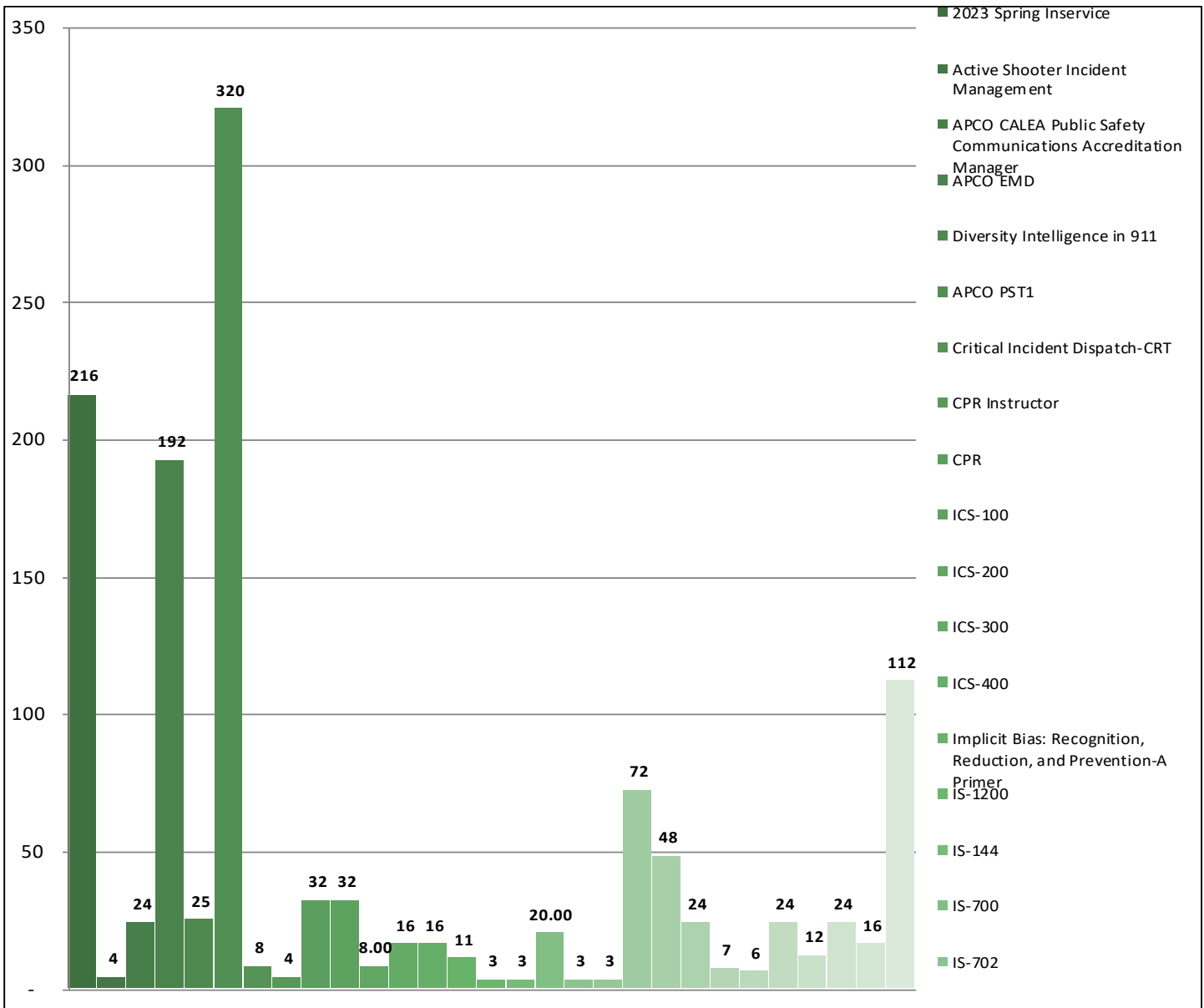
Following the orientation, trainees embark on a hands-on journey with a Communications Training Officer for call-take training. This phase is predominantly on-the-job training, where trainees interact with actual callers. They receive detailed guidance on how to handle calls for service for police, fire, and EMS. Trainees are closely supervised for 6-8 weeks, gradually gaining the ability to process calls for service with minimal assistance from their trainer. The training continues for approximately 30 more weeks, focusing 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 the 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 PROGRAM, CONTINUED



2023 COMMUNICATIONS TRAINING

1,301 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. Christopher Wistrom 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 monthly for all employees who process medical calls for service.

Supervisor Matt Bender completes monthly quality assurance reviews of random EMD calls, which are then provided to the employee. The quality assurance program assures that documented standards, training, and job performance are being achieved. It also assists in identifying areas that need improvement for future training needs.

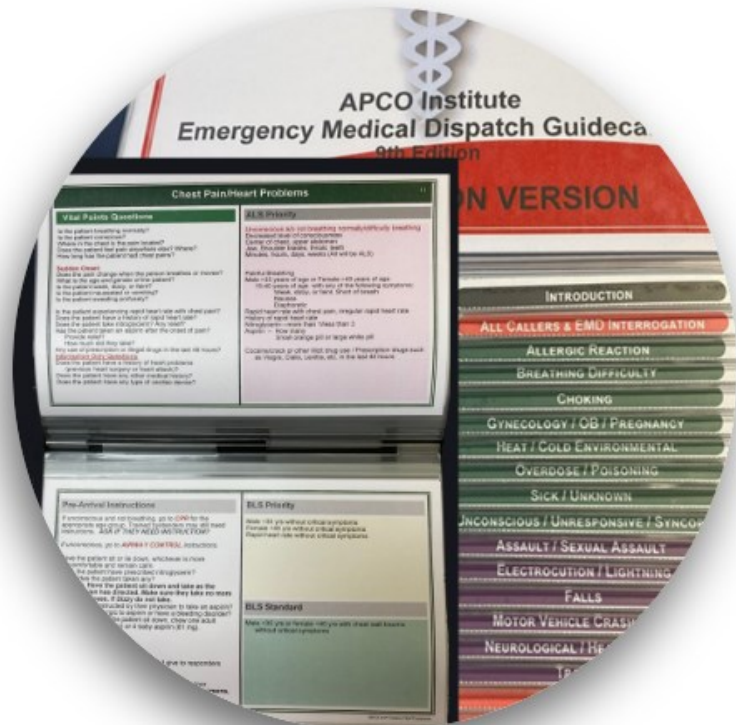
The Communications Center staff provided EMD services for over 17,300 emergency medical calls from citizens within Rock County in 2023.

[EMD Instruction]

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
- ◆ Jack Morse, City of Janesville FD Lieutenant/Paramedic



COMMUNICATIONS COMMISSION

The Rock County Board of Supervisors established the Rock County Communications Commission 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 policies/procedures directly affecting public safety agencies' dispatching. The nine-member Commission comprises 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



Chad Pearson
Chief-Janesville Police Department



Curt Fell
Rock County Sheriff



Daniel Pease
Chief-Beloit Fire Department



Jim Ponkauskas
Chief-Janesville Fire Department



Pictured Left to Right: Bob Fahey, Chief-Evansville FD; Ryan Perkins, Chief-Orfordville FD; Tom Kunkel, Chief-Town of Milton PD; Tom Alisankus, Chief-Footville PD

QUALITY ASSURANCE

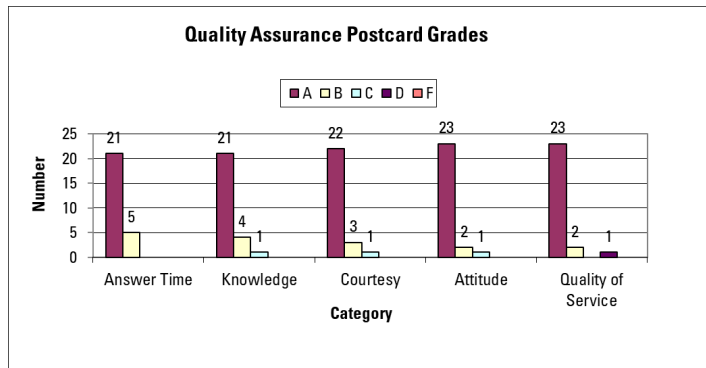
Each month, 30 letters and postcards are randomly sent to citizens who telephone the Rock County 911 Communications Center. The quality assurance card responses are recorded and presented at 911 Commission meetings each year. The process is completed as part of the 911 Center's Quality Assurance Program. Administrative Secretary Faith Quinlan managed the mailing and receiving of the cards for 2023. 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.

In September of 2023, the Rock County Communications Center's survey program transitioned to a service called 'PowerEngage.' This innovative web-based software has revolutionized our survey process, making it easier to quickly send out surveys after a citizen calls for service. The result? A substantial increase in the response rate, empowering the Center to better address the needs of our community.

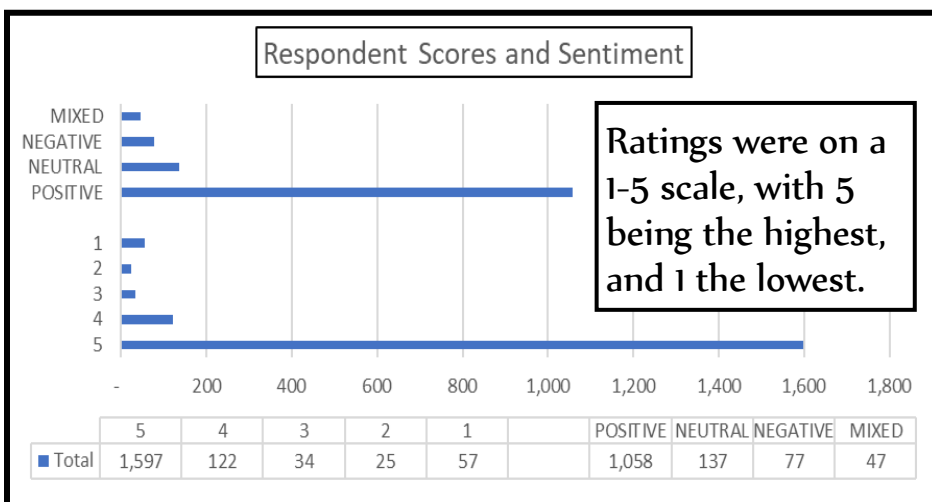
QUALITY ASSURANCE CARD RESPONSE January – August: 2023

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Number Sent	30	30	30	30	30	30	30	30	240
Number Returned	2	5	5	3	0	2	9	0	26
Return Percentage	7%	17%	17%	10%	0%	7%	30%	2%	11%

	A	B	C	D	F	
Answer Time	21	5				A=Excellent
Knowledge	21	4	1			B=Good
Courtesy	22	3	1			C=Satisfactory
Attitude	23	2	1			D=Unsatisfactory
Quality of Service	23	2		1		F=Failure



SEPT. 2023-DEC. 2023 RESULTS



Survey Totals

Sent: 5,880

Responded: 1,867

Response Rate: 32%

The updated survey format resulted in a nearly 191% increase in survey response percentage! As noted on the table to the left, the overwhelming majority of citizens reacted positively to our dispatch team and their call-handling skills.

EXPENDITURES



Personal Services

Regular Wages	\$	2,330,733.84
Overtime Wages		557,590.21
Uniforms		4,339.37
FICA		218,381.34
Retirement		192,123.77
Health Insurance		766,700.04
Dental Insurance		17,874.63
Life Insurance		1,001.13
Workers Compensation		1,071.00
	\$	4,089,815.33

Contractual Services

Professional Services	\$	80,549.47
Data Communications		5,182.95
Repair & Maintenance Services		296,827.45
Machinery Equipment Repair & Maint.		4,865.09
Building/Office Lease		164,544.98
Software Maintenance		54,997.97
Electric		12,966.86
	\$	619,934.77

Telephone & Teletype Services

Telephone	\$	80,294.30
Teletype Services		32,319.00
	\$	112,613.30

Training Expenses

Travel	\$	794.72
Educational Expense		13,804.93
	\$	14,599.65

Supplies Expense

Office Supplies & Expense		24,434.26
Public Information		10,489.60
Publications/Subscriptions/Due		718.42
	\$	35,642.28

Capital Outlay

Terminals & PCs	\$	5,207.38
Cap Assets \$2,000 TO \$25,000		0.00
Capital Assets Over \$25,000		738,277.62
Software Purchase Over \$25,000		58,268.04
	\$	801,753.04

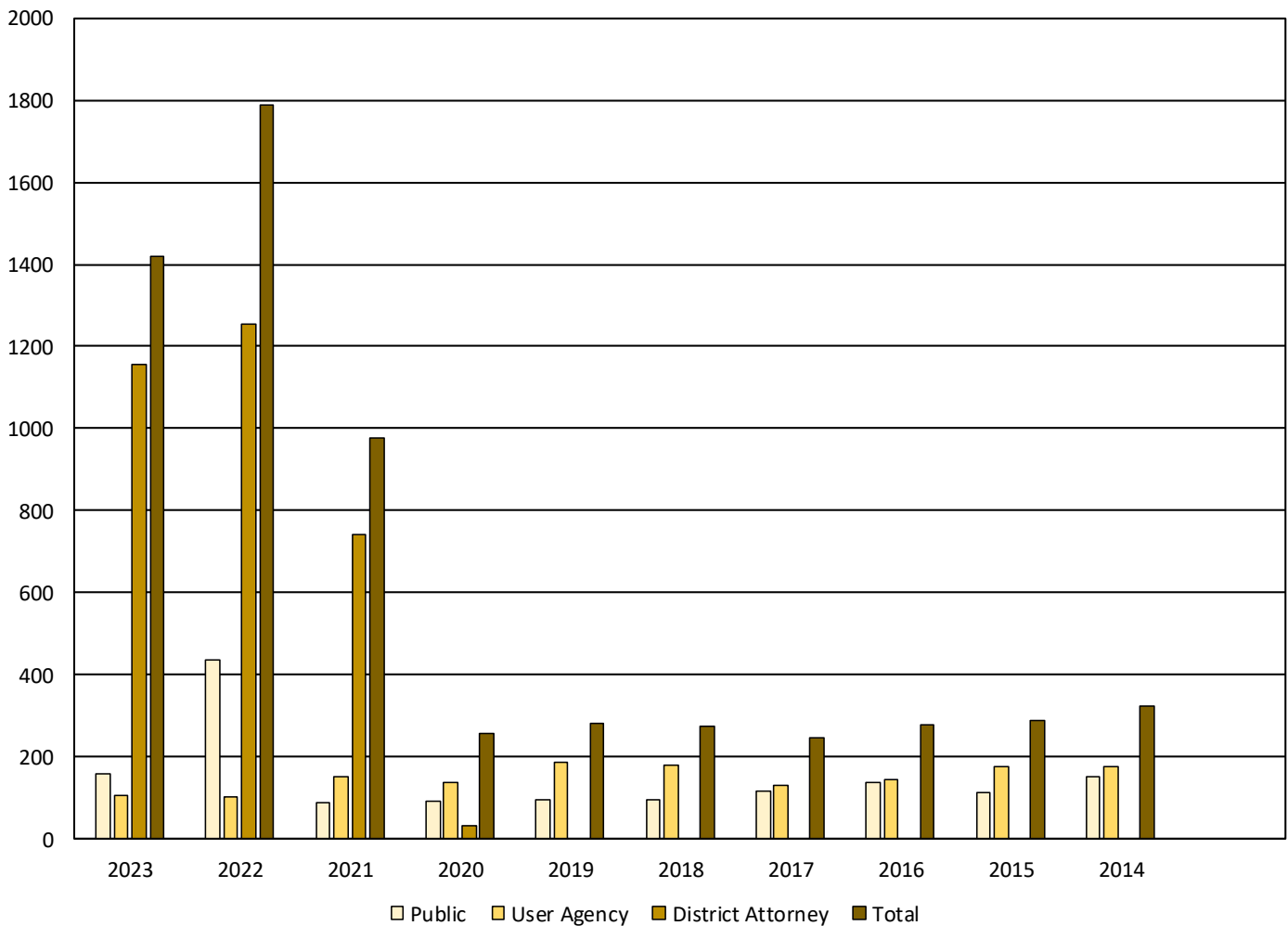
Total Expenditures for 2023	\$	5,674,358.37
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OPEN RECORDS

The Communications Center receives requests for records throughout the year from user agencies, the public, and attorneys. These records include call notes from the CAD system, audio from 911 calls, and agency radio traffic. Requests are processed according to the Freedom of Information Act and Wisconsin Public Records Law, Wisconsin Stat. §§19.31-19.39.

In 2023, the 911 Center processed 1,420 open records from the Rock County District Attorney, Public, and User Agencies combined.

OPEN RECORDS REQUESTS BY YEAR: 2014-2023



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 their 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 set by the CALEA Public Safety Communications Accreditation Program are not just guidelines but a reflection of the best professional requirements and practices for a public safety communications agency. These standards, endorsed by both CALEA and APCO (Association of Public Safety Communications Officials), serve as a benchmark for our operations. By meeting these standards, the Rock County Communications Center is able to provide superior public safety communications to the agencies we serve and the citizens of Rock County, ensuring their safety and security.

The Rock County Communications Center has been fully accredited by CALEA since July 2000, with web-based and on-site assessments by CALEA Assessors who objectively report to the CALEA Commission. In May 2023, the RCCC took part in its first of four remote-based evaluations for the next assessment cycle, which spans from 2022 to 2026, under the leadership of newly appointed accreditation manager Administrative Secretary Faith Quinlan. The next on-site assessment will be in 2026.

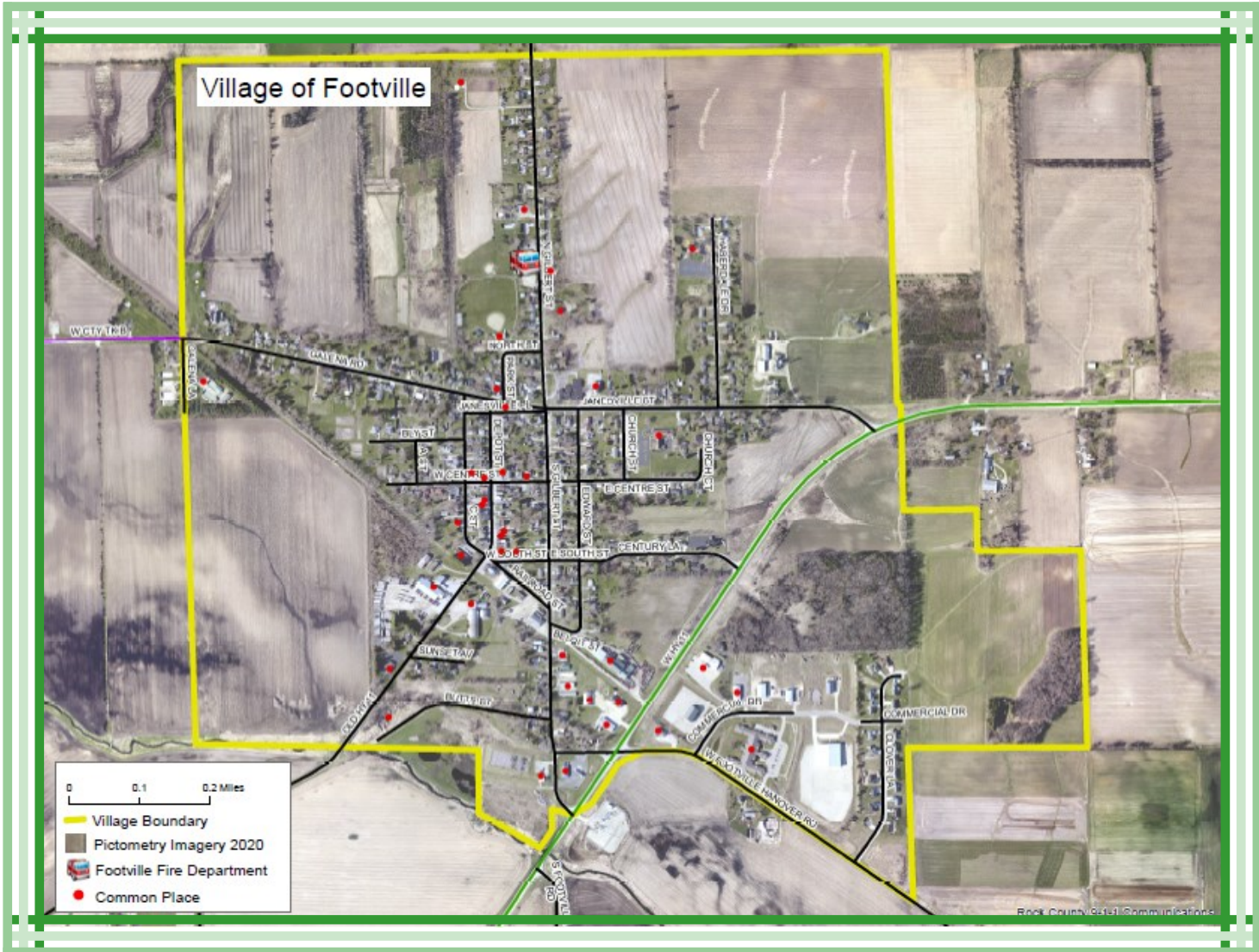
Before that, our most recent on-site assessment took place in February 2022, and in July 2022, the Communications Center received its 8th consecutive CALEA Award in Chicago, IL. CALEA further recognized our Center by nominating and presenting the Excellence Award for effectively using accreditation for public safety services and management professionalism.



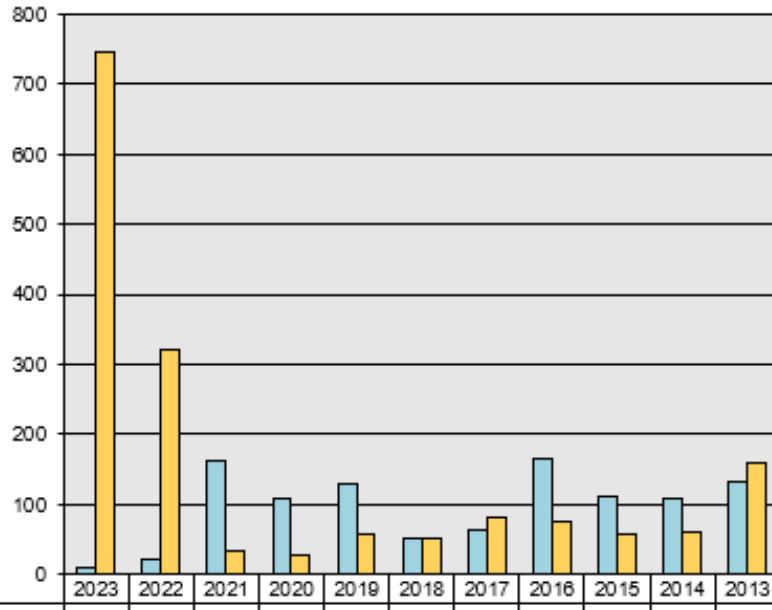
MAPPING



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 adding and changing street segments, fire and police areas, and municipal boundaries in the base map system.



LANDLINE 9-1-1 DATABASE

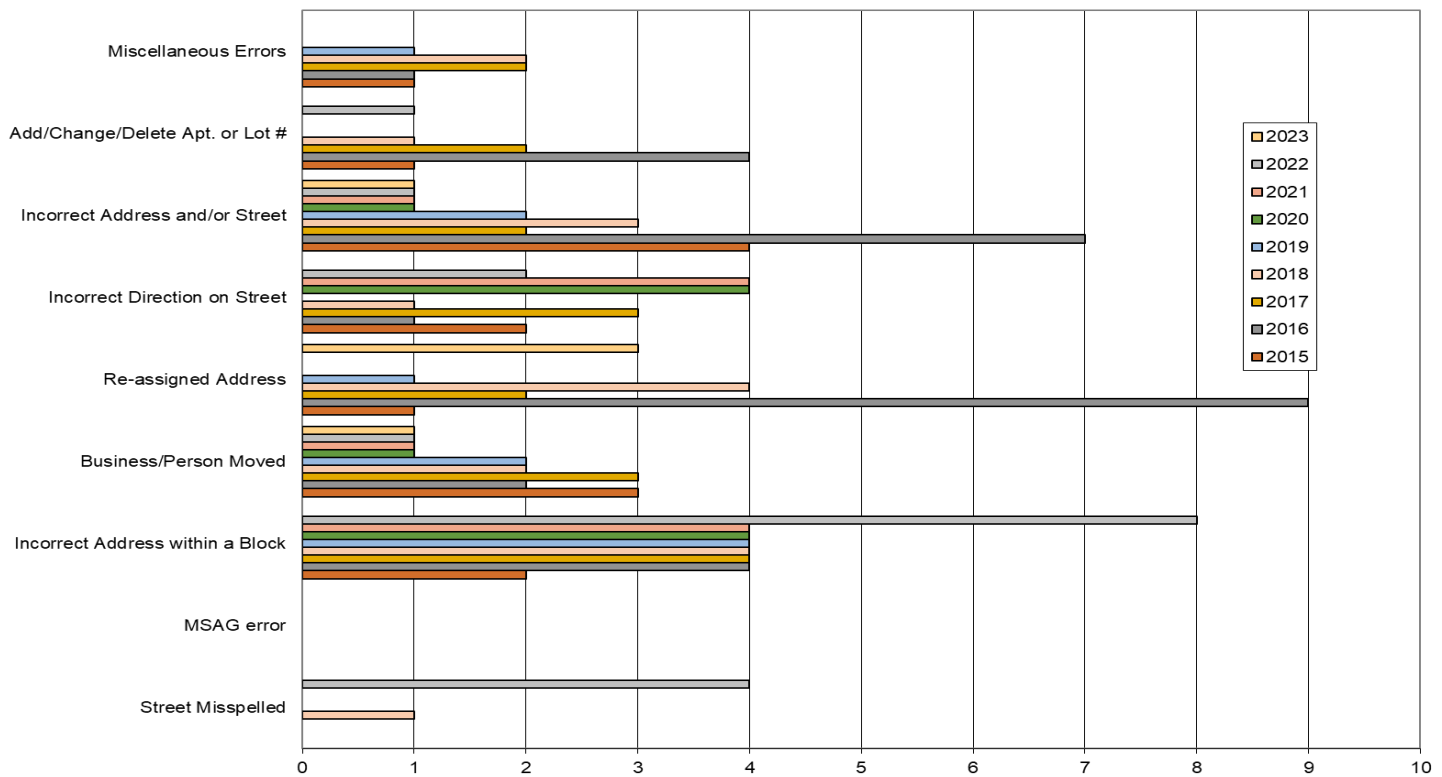


ANI/ALI No Record Found (phone number only)	9	20	161	109	128	50	63	164	110	109	131
MSAG Changes	746	321	34	27	57	51	80	74	57	81	159

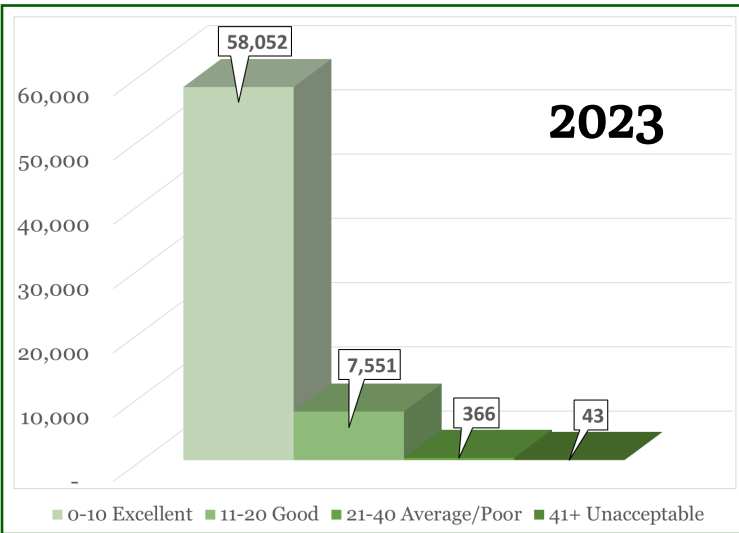
ANI - Automatic Number Identification
 ALI - Automatic Location Identification
 MSAG - Master Street Address Guide

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

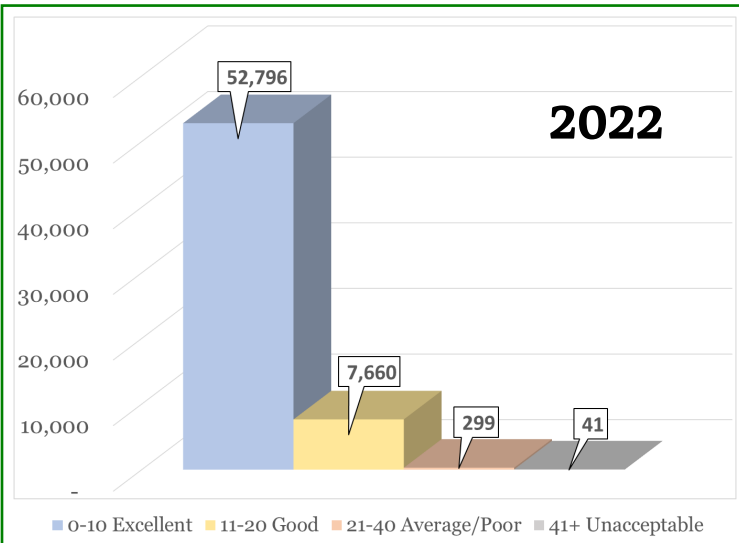
MSAG maintenance is the result of street additions/modifications, telephone company discrepancies, annexations and errors. This maintenance originates from the telephone company and/or the Communications Center.



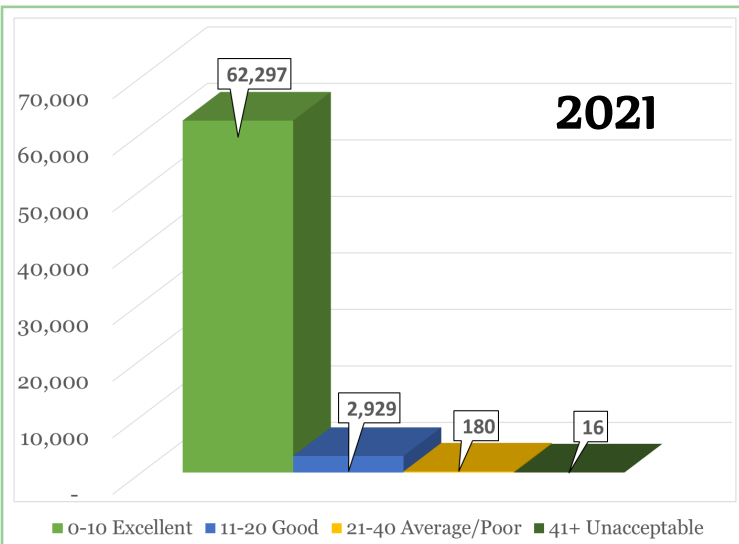
TELEPHONE ACTIVITY



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
0-10 Excellent	58,052	87.94
11-20 Good	7,551	11.44
21-40 Average/Poor	366	0.55
41+ Unacceptable	43	0.07
	66,012	100.00



<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
0-10 Excellent	52,796	86.84
11-20 Good	7,660	12.60
21-40 Average/Poor	299	0.49
41+ Unacceptable	41	0.07
	60,796	100.00



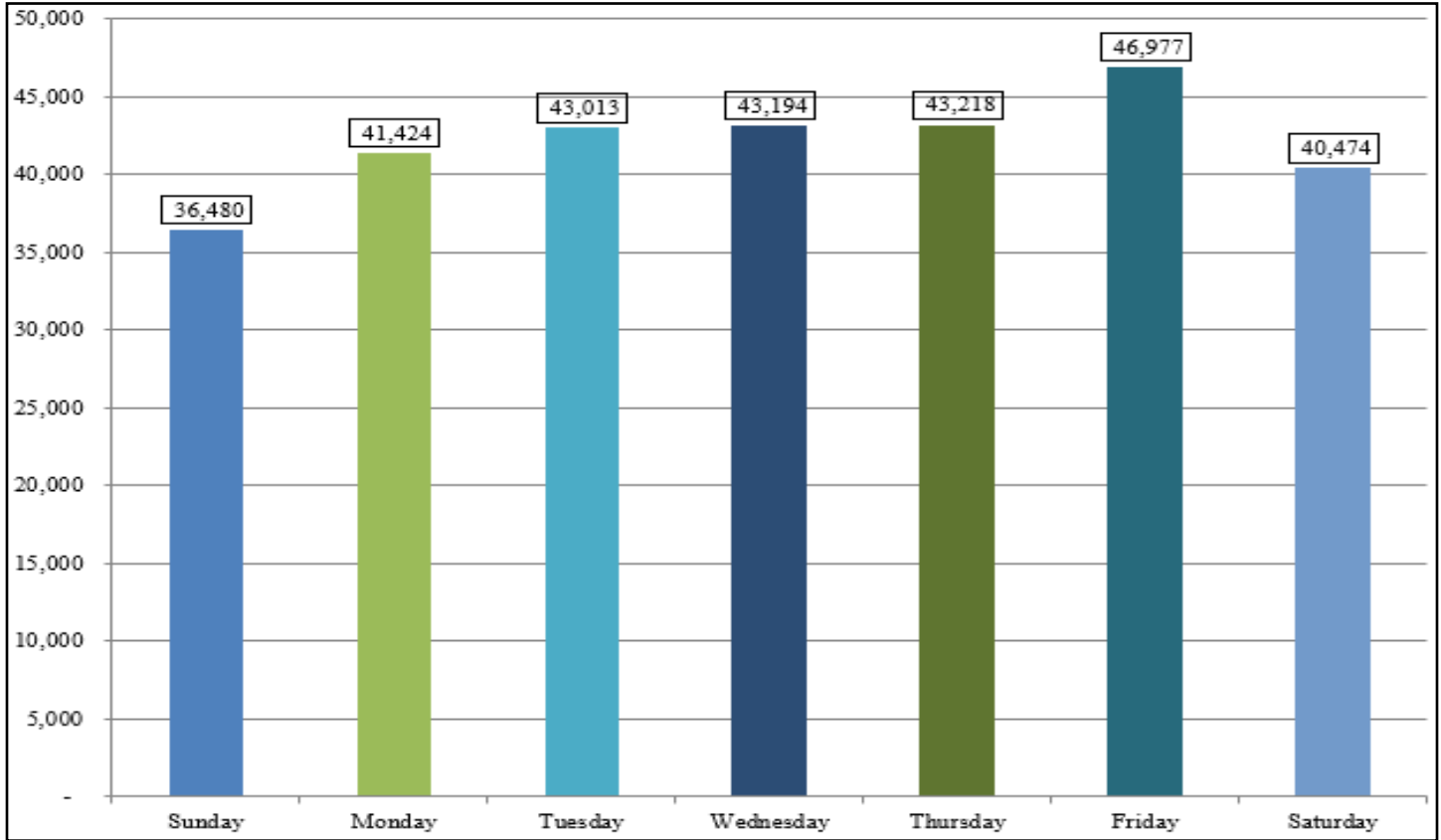
<u>Range of Answer Time</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>
0-10 Excellent	62,297	95.22
11-20 Good	2,929	4.48
21-40 Average/Poor	180	0.28
41+ Unacceptable	16	0.02
	65,422	100.00

9-1-1 ANSWER TIMES

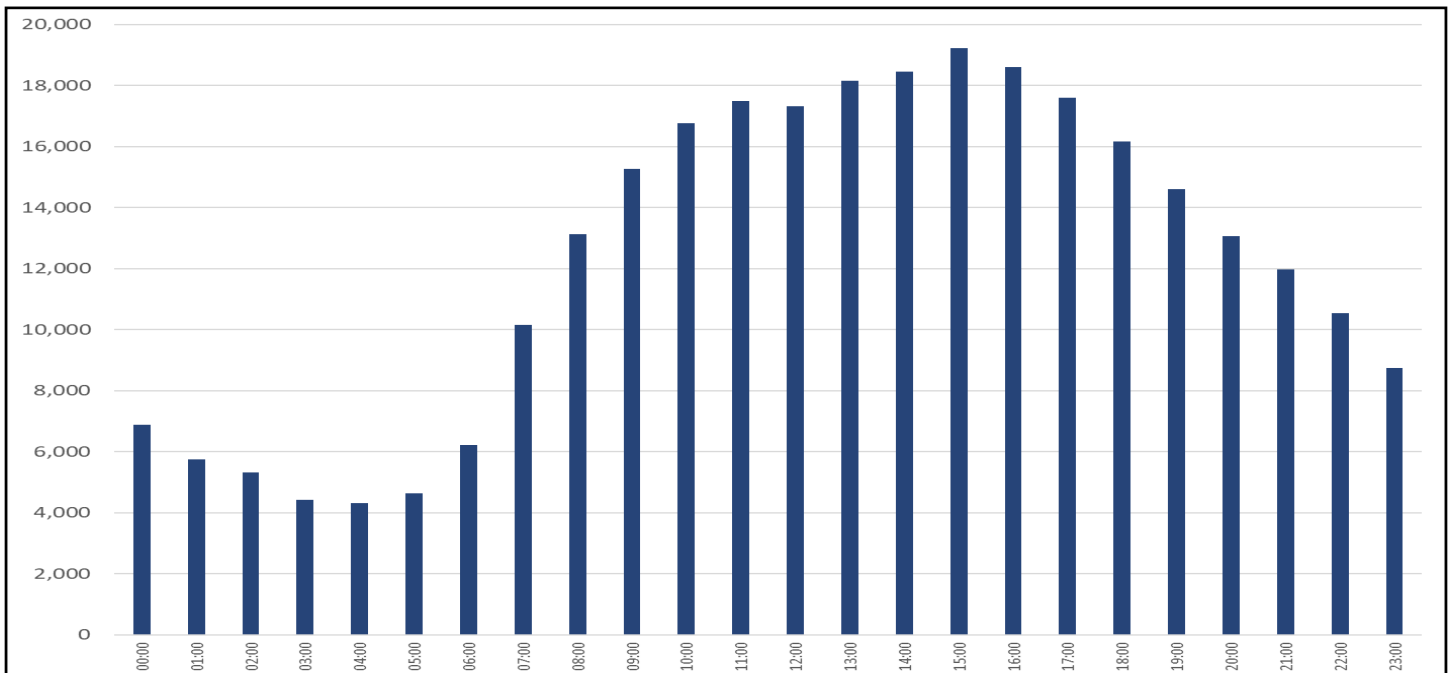
TELEPHONE ACTIVITY-CALL VOLUME

2023 CALL VOLUME BY DAY OF WEEK

2023 Total Calls—294,780

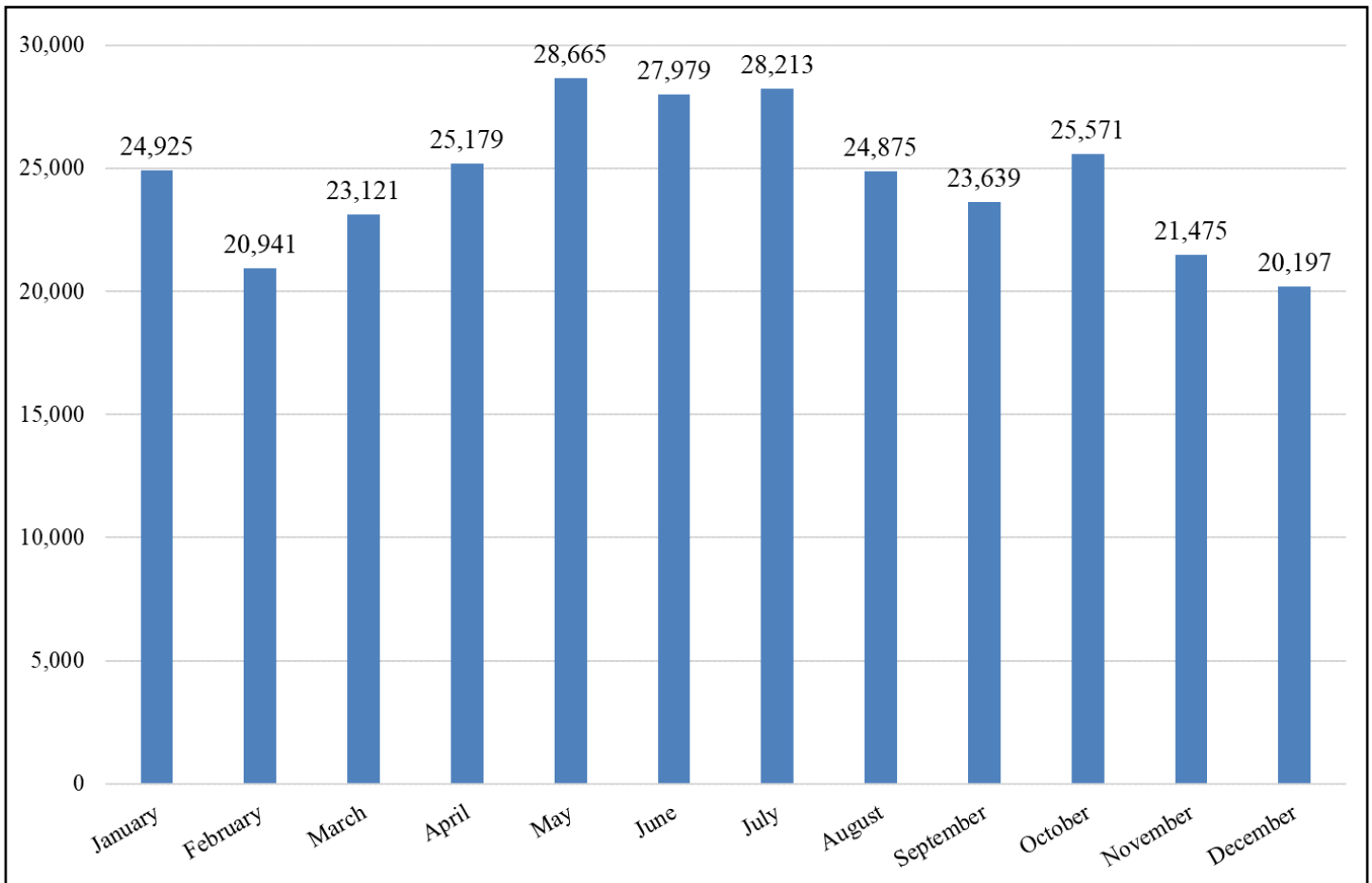


2023 CALL VOLUME BY HOUR OF DAY

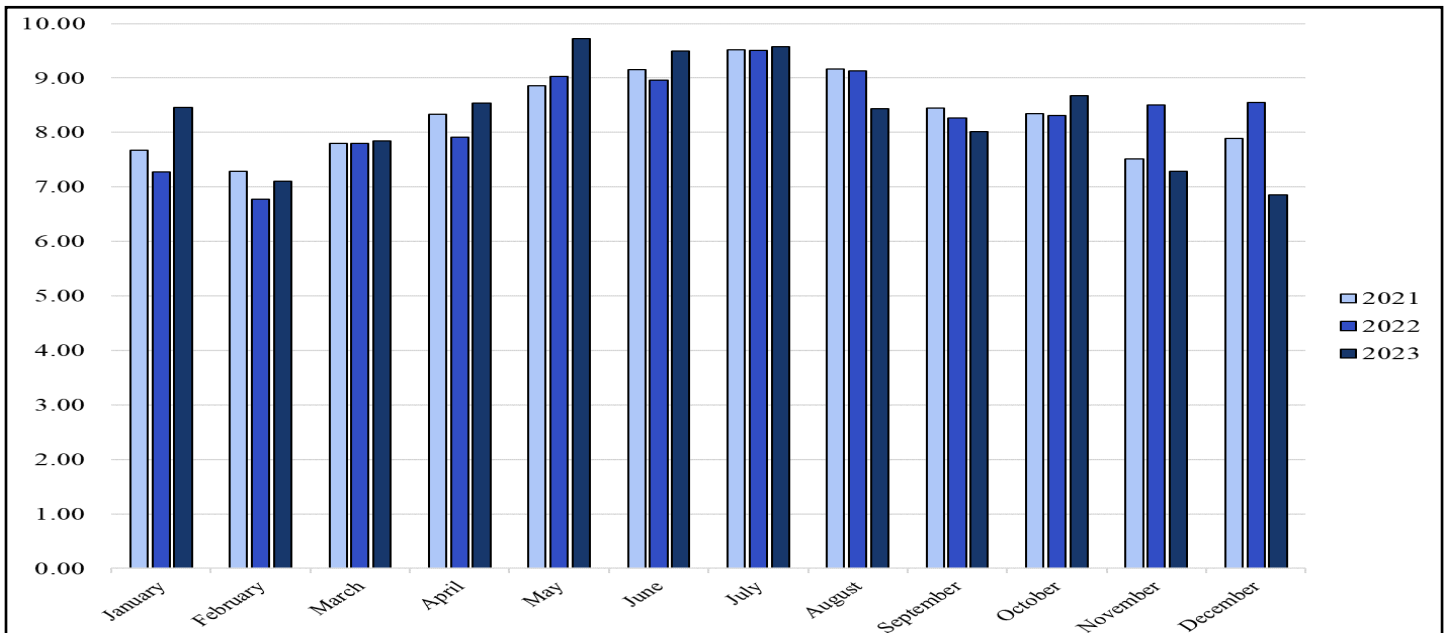


TELEPHONE ACTIVITY-CALL VOLUME, CT'D

2023 CALL VOLUME BY MONTH

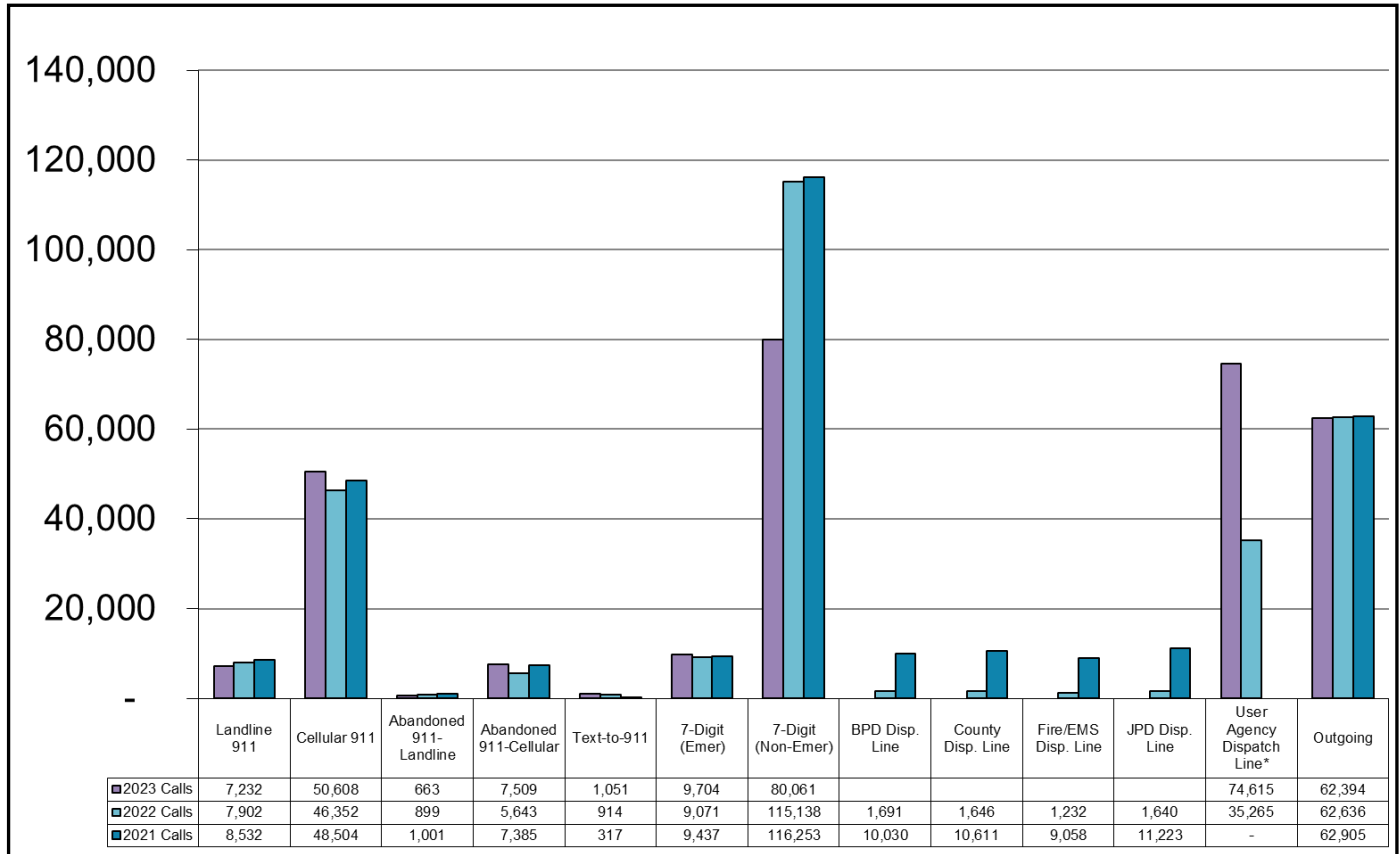


2023 CALL VOLUME (%) BY MONTH & YEAR: 2021-2023



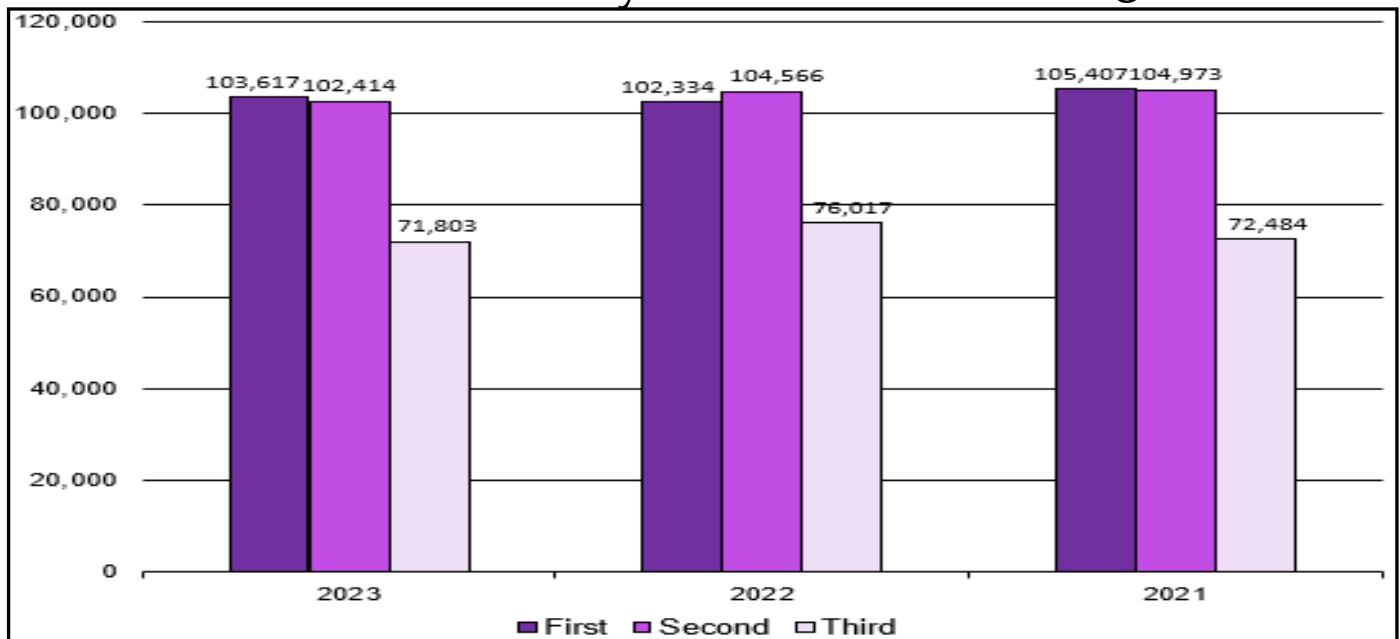
TELEPHONE ACTIVITY-BY LINE TYPE & CAD INCIDENTS BY SHIFT

TELEPHONE ACTIVITY BY LINE TYPE: 2021-2023



*NOTE: In October 2022, the RCCC switched to IPFlex, which combined user agency activity into one category - a switch from prior years that broke them out separately.

CAD Incidents by Shift & Year: 2021-2023



USER AGENCY ACTIVITY

The Communications Center provides 24-hour dispatching services for 14 Law Enforcement and 10 Fire and EMS agencies throughout Rock County. In 2023, the Communications Center saw 270,974 Law Enforcement and Fire/EMS activities. This decrease of 3,133 activities from the previous year amounts to an average of approximately 742 CAD incidents processed by the Communications Center each day in 2023. The total activities do not include the 2,732 controlled burns entered in 2023.

2023			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	247,369	(3,190)	-1.27%
Fire/EMS	23,605	57	0.24%
Combined Activity	270,974	(3,133)	-1.14%

2022			
	Total Amount	Amount +/-	Percent +/-
Law Enforcement	250,559	(305)	-0.12%
Fire/EMS	23,548	856	3.77%
Combined Activity	274,107	551	0.20%

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%



Activity

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.



CAD INCIDENTS: LAW ENFORCEMENT

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Footville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff	TurtleTwsp	Total
1056	3	-	-	2	5	-	-	8	-	-	-	2	-	20
1096	3	-	-	-	23	-	-	2	-	-	-	-	-	28
911	41	7	-	2	2	-	-	44	-	-	-	19	-	115
911 ABANDONED OR HANGUP OR OPEN LINE - EMERGENCY	102	8	8	2	4	2	2	86	4	-	1	21	-	240
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - NO LOCATION (911)	352	80	-	10	15	-	-	324	21	-	5	294	-	1,101
911 ABANDONED OR HANGUP OR OPEN LINE - NO PROBLEM - WITH LOCATION (911)	3,953	568	162	329	389	53	29	5,765	331	7	113	2,926	1	14,626
911 ABANDONED OR HANGUP OR OPEN LINE - TEXT TRACE (911)	2	-	-	-	-	-	-	1	-	-	-	3	-	6
ACIT	3,332	352	197	429	531	35	14	3,157	518	9	54	1,200	1	9,829
AIR	-	-	-	-	-	1	-	-	-	-	-	1	-	2
ALARM	2	2	-	1	-	-	-	8	-	-	-	-	-	13
ALARM - HOLDUP	24	1	-	2	5	-	1	42	3	-	-	6	-	84
ALARM - INTRUSION	402	79	36	18	44	6	1	587	29	1	16	187	-	1,406
ALARM - PANIC	31	2	-	5	3	1	-	73	3	-	3	15	-	136
ALC	8	-	2	1	6	-	-	31	3	-	-	9	-	60
ANIMAL COMPLAINT - BITE	96	12	-	13	10	2	-	188	12	-	8	98	-	439
ANM	1,753	249	45	139	133	16	12	1,798	160	6	28	1,156	2	5,497
ARMD	4	2	-	-	-	-	-	11	-	-	-	-	-	17
ARMED SUBJECT - GUN	23	2	-	-	-	1	-	19	-	-	-	2	-	47
ARMED SUBJECT - KNIFE	14	2	-	1	2	-	-	28	1	-	-	6	-	54
ARSN	7	1	-	-	-	-	-	3	-	-	-	1	-	12
AVR	546	14	28	19	11	-	4	718	9	-	1	44	-	1,394
BAT	141	11	1	15	10	-	-	152	5	-	1	67	-	403
BCK	3,907	1,040	234	409	525	14	28	239	879	4	48	1,939	2	9,268
BOMB	1	-	-	-	-	-	-	-	-	-	-	-	-	1
BOOM	349	17	1	23	9	-	-	246	15	-	1	42	-	703
BUR	73	23	4	5	3	3	-	73	3	-	-	34	-	221
BURGLARY - IN PROGRESS	7	1	1	-	1	-	-	11	2	-	-	-	-	23
BURGLARY - NOTCHECKED	5	1	-	-	-	-	-	12	-	-	-	4	-	22
CANV	1	1	-	-	-	-	-	1	-	-	-	2	-	5
CD	1,028	136	38	49	73	13	3	1,367	75	4	19	328	2	3,135
CHASE	121	2	-	-	2	-	-	33	-	-	-	38	-	196
CHILD	106	16	2	10	4	-	-	158	12	1	3	15	-	327
CHILD OFFENSE - ASSIST	5	1	-	-	-	-	-	3	-	-	-	-	-	9
CHILD OFFENSE - FOUND	33	4	-	3	1	-	-	24	1	-	1	1	-	68
CHILD OFFENSE - LOST	12	-	-	-	1	-	-	11	3	-	-	3	-	30
CHILD OFFENSE - MISSING	15	-	1	1	1	-	-	21	1	-	1	2	-	43
CODE	10	1	4	-	7	5	-	15	1,438	-	-	3	-	1,483
CPS	22	-	-	1	31	1	-	324	7	-	3	3,303	-	3,692
CRM	-	-	-	-	1	-	-	-	-	-	-	-	-	1
DC	559	34	27	45	63	3	2	830	59	-	9	116	-	1,747
DIST	425	38	16	14	24	6	2	585	21	1	13	87	-	1,232
DISTURBANCE - DOMESTIC	335	38	11	14	19	6	2	749	22	-	14	93	-	1,303
DNR	1	-	-	-	-	-	-	3	1	-	-	22	-	27
DOA	70	18	13	9	9	2	2	111	11	2	-	61	-	308
DOWN	49	3	4	6	5	1	-	90	9	-	1	18	-	186
DRUG	270	30	18	22	18	1	2	382	24	-	3	202	-	972
ESCAPE	-	-	-	-	-	-	-	1	-	-	-	21	-	22
ESCORT	44	10	4	22	22	-	-	23	8	-	-	170	-	303
EVICT	-	-	-	-	-	-	-	1	-	-	-	234	-	235
FAM	943	77	24	55	46	5	2	607	43	-	7	211	1	2,021
FAST	1,058	161	394	574	711	181	13	1,395	508	3	123	1,386	-	6,507
FOL	6,745	931	272	814	819	57	17	9,022	586	10	70	3,211	7	22,561
FOOT	153	15	109	69	462	-	-	120	259	-	-	3	-	1,190
FRAUD/FORGERY - IN PROGRESS	2	-	-	-	-	-	-	1	-	-	-	-	-	3
FRD	281	35	16	34	23	8	2	437	30	1	10	176	-	1,053
FTVL	-	-	-	-	-	4	-	-	-	-	-	4	-	8
GSW	8	-	-	1	1	-	-	4	-	-	-	3	-	17
HAR	294	35	16	27	28	10	1	614	53	-	4	91	-	1,173

CAD INCIDENTS: LAW ENFORCEMENT

Incident Type	Beloit	Beloit Twsp	Clinton	Edgerton	Evansville	Footville	Fulton Twsp	Janesville	Milton	Milton Twsp	Orfordville	Sheriff	TurtleTwsp	Total
HARASSMENT - IN PROGRESS	-	-	-	-	-	-	-	1	-	-	-	-	-	1
HAZC	328	150	18	36	60	2	8	462	83	6	8	680	-	1,841
HCC	-	-	-	-	-	-	-	-	-	-	-	2	-	2
HIT & RUN - INJURY	14	-	-	-	-	-	-	5	-	-	-	-	-	19
HIT & RUN - JUST OCCURED	92	10	2	2	5	1	-	89	3	-	-	17	-	221
HNVR	-	-	-	-	-	-	-	-	1	-	-	-	-	1
HR	258	31	9	13	16	1	1	363	25	1	5	100	-	823
HUBER	8	-	-	-	1	1	-	11	-	-	-	1,469	-	1,490
HUD	1,054	-	-	-	-	-	-	-	-	-	-	-	-	1,054
INSPEC	2	1	3	-	-	-	8	2	4	-	-	-	-	20
K9	2	-	-	-	-	-	-	41	-	-	-	104	-	147
KID	213	13	9	68	35	-	1	251	43	-	2	19	-	654
LOIT	26	-	2	1	2	-	-	57	-	-	-	4	-	92
LOUD	445	34	12	31	50	1	-	751	20	1	1	421	-	1,767
LOUD NOISE - PARTY	49	5	2	1	-	-	-	33	2	-	1	10	-	103
MESD	9	4	-	2	3	1	-	12	1	-	-	3	-	35
NOWN	508	13	6	12	8	3	2	444	3	-	3	44	-	1,046
OJUR	1,383	723	186	274	297	13	26	1,486	225	29	28	2,189	5	6,864
OPEN	30	5	60	14	39	2	-	56	51	-	1	24	-	282
ORD	212	58	6	30	39	21	21	484	52	12	20	113	-	1,068
OWI	108	54	6	9	10	-	-	321	13	-	-	186	-	707
OWS	601	72	50	108	51	-	5	979	229	1	6	177	-	2,279
PARK	2,028	26	47	165	223	17	10	981	207	14	15	61	-	3,794
PHONE	394	43	24	82	35	3	1	419	33	2	7	300	1	1,344
PIN	-	1	-	-	-	-	-	2	-	-	-	-	-	3
POD	66	10	7	4	7	3	-	101	7	-	2	27	-	234
PP	7	4	-	-	1	-	-	17	-	-	-	9	-	38
PROPERTY - FOUND	324	27	15	30	59	2	1	486	50	1	6	83	-	1,084
PROPERTY - LOST	24	2	5	7	9	-	1	99	11	-	-	10	-	168
PROW	6	-	-	-	-	-	-	8	-	-	-	2	-	16
PTEST	-	1	-	-	1	-	-	3	-	-	-	14	-	19
PWU	66	21	6	13	11	1	2	152	28	-	1	34	-	335
REROUTE	2	-	-	-	-	-	-	1	-	-	-	-	-	3
ROB	32	-	-	-	-	-	-	14	1	-	-	1	2	50
RR	-	-	-	-	2	5	-	1	-	-	2	-	-	10
RUN	124	9	1	8	8	-	2	104	2	2	5	44	-	309
RUNOFF	21	23	2	4	1	1	1	17	7	2	1	203	1	284
SB	-	-	-	-	-	-	6	-	-	-	-	4	-	10
SCHOOL	675	266	136	345	407	34	-	23	79	-	101	47	-	2,113
SECK	2,043	4,403	2,236	4,561	5,464	18	130	3,268	12,534	136	174	18,751	46	53,764
SEX	129	16	2	2	11	1	-	150	16	-	2	66	-	395
SHOT	73	16	-	1	-	1	-	41	2	-	2	34	-	170
SIU	-	-	-	-	-	-	-	91	-	-	-	22	-	113
SO	29	2	-	-	-	-	-	82	6	-	-	3	-	122
SPAS	867	214	99	136	256	33	31	697	202	7	42	584	3	3,171
SPEV	2	-	10	1	1	-	1	2	3	-	5	2	-	27
STAB	6	2	-	-	-	-	-	3	-	-	-	-	-	11
STALD	432	133	13	42	39	2	20	540	68	17	9	980	2	2,297
SUICIDE	3	-	-	-	1	-	-	2	-	-	-	1	-	7
SUICIDE - ATTEMPTED	9	1	2	-	1	-	-	10	3	-	2	3	-	31
SUSPICIOUS - ACTIVITY	1,746	173	53	81	130	14	3	954	72	3	14	429	1	3,673
SUSPICIOUS - PERSON	261	27	3	14	17	-	1	288	26	-	-	68	-	705
SUSPICIOUS - VEHICLE	402	118	19	37	32	8	2	342	44	-	5	196	2	1,207
T	7,046	2,511	1,134	1,112	655	100	607	7,751	2,168	494	414	8,627	107	32,726
TA	572	81	16	58	35	2	5	1,064	63	8	16	507	1	2,428
TAPI	159	37	2	6	3	-	3	244	12	4	-	219	2	691
TC	1,179	344	42	161	129	10	14	1,820	340	23	29	1,682	-	5,773
THEFT - AUTO	110	11	1	1	5	-	-	83	-	-	1	20	-	232
THEFT - RETAIL	288	4	6	4	15	2	-	471	7	-	3	9	-	809
THFT	595	50	36	51	46	15	3	851	30	3	6	143	-	1,829
THREAT	257	24	6	20	18	10	1	296	24	-	4	65	-	725
TRAFFIC ACCIDENT - BLOCKAGE	125	14	2	7	9	-	-	215	8	-	1	67	-	448
TRES	139	7	4	4	3	-	-	246	5	-	1	63	-	472
TRO	74	9	2	4	8	1	-	124	6	-	1	27	-	256
TRU	30	15	24	31	47	-	-	53	50	-	14	2	-	266
UNION	-	1	-	-	3	-	-	-	-	-	-	-	-	4
UNK	15	4	-	-	1	-	-	23	-	-	-	1	-	44
UNLK	36	19	22	10	55	-	-	53	8	-	2	15	-	220
VAND	309	28	33	32	19	3	2	438	35	1	13	134	-	1,047
WAR	614	17	1	5	4	-	1	823	3	-	5	583	-	2,056
WATR	2	2	-	-	-	-	-	5	-	-	-	3	-	12
WATRSO	-	-	-	-	-	-	-	-	-	-	-	8	-	8
WEAP	42	3	5	3	1	-	-	29	4	-	-	42	1	130
WELF	959	171	61	178	180	20	9	3,049	170	3	32	680	2	5,514



CAD INCIDENTS: FIRE/EMS

Incident Type	Beloit	Beloit Twsp	Brodhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twsp	Whitewater	Total
ABPAIN	212	24	-	2	12	49	29	6	254	3	9	2	1	601
ACCIDENT PINNED - AUTO ALS RESPONSE CRITERIA	-	-	-	-	-	-	1	-	-	-	-	-	1	2
ACCIDENT WITH INJURY - AUTO ALS RESPONSE CRITERIA	-	-	-	1	4	1	2	-	-	-	2	-	-	9
AIR	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ALARM	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ALARM - CARBON MONOXIDE WITH ILLNESS	8	1	-	-	1	2	1	-	16	1	1	-	-	31
ALARM - COMMERCIAL FIRE	341	25	-	-	12	37	13	6	350	1	1	-	-	786
ALARM - RESIDENTIAL FIRE	48	16	-	-	4	15	7	-	86	-	4	6	-	186
ALLERG	29	4	-	-	-	10	6	5	34	-	5	-	1	94
AMBSTB	36	6	-	-	3	8	6	-	77	-	3	-	-	139
ARCING	29	10	1	-	5	11	4	-	19	-	1	1	2	82
ASSIST	373	93	-	-	23	115	64	8	812	5	34	25	-	1,552
BACK	70	13	-	-	2	25	9	2	153	1	2	-	-	277
BLEED	97	8	-	-	10	41	20	8	142	2	7	1	-	336
BOMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BREDIF	667	87	-	1	47	172	95	21	843	6	28	14	9	1,989
BURN	2	1	-	-	1	2	-	-	8	-	1	-	-	15
CARDIAC - CHEST PAIN	352	57	1	-	46	87	39	13	495	3	10	9	4	1,115
CARDIAC - HEART PROBLEMS	93	16	-	-	15	28	18	6	169	1	6	5	1	358
CBURN	-	-	-	-	-	1	-	-	-	-	-	-	1	2
CHOKE	21	4	-	-	1	3	2	-	20	-	-	1	-	52
DIABET	127	18	-	-	4	22	15	7	140	1	5	18	-	357
DOWN	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FAIR	-	-	-	-	-	-	-	-	-	-	-	-	1	1
FALL	624	109	3	-	68	253	131	49	1,232	5	48	13	3	2,535
FALL VICTIM - AUTO ALS RESPONSE CRITERIA	-	-	-	-	-	-	2	1	2	-	-	-	-	5
FALL VICTIM - OVER 10 FEET	19	3	-	-	1	6	2	1	21	1	1	-	-	55
FBOMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FDOWN	125	9	2	-	7	31	9	2	174	-	3	-	-	360
FHRI	11	-	-	-	-	-	-	-	6	-	-	-	-	17
FIRE - APPLIANCE	21	4	-	-	-	2	1	-	20	-	1	-	-	49
FIRE - BRUSH	35	11	1	-	5	30	6	1	44	-	13	4	1	150
FIRE - COMMERCIAL	31	-	-	-	3	5	4	1	38	-	1	-	-	83
FIRE - RESIDENCE	48	11	3	-	-	21	10	-	73	-	6	2	6	177
FIRE - SINGLE ENGINE RESPONSE	13	3	-	-	-	3	2	-	25	1	2	-	-	49
FIRE - VEHICLE	18	5	-	-	-	34	4	1	52	-	3	8	1	126
FPIN	4	2	-	-	1	2	1	-	9	-	-	-	1	20
FTAPI	203	42	6	1	23	113	28	7	332	3	28	40	3	822
FUNK	58	7	-	-	-	10	1	-	70	1	-	-	-	147
FWAT	4	2	1	-	1	1	-	-	5	-	-	-	-	13
GASODOR - COMMERCIAL	13	-	-	-	-	6	3	-	17	-	1	-	-	40
GASODOR - OUTSIDE	10	-	1	-	2	7	5	-	39	1	1	1	-	66
GASODOR - RESIDENCE	31	3	-	-	-	9	4	1	25	2	1	-	1	77
GASSPL	2	1	-	-	-	4	-	1	9	-	1	-	-	18
HAZMAT	-	-	-	-	1	-	-	-	-	-	-	-	-	1
HEAD	24	3	-	-	6	10	4	-	25	-	-	-	-	72
HOSP	8	-	-	-	-	443	-	1	681	-	-	-	-	1,133
ILL SUBJECT - FLU-LIKE SYMPTOMS	20	3	-	-	2	5	3	1	49	-	1	-	-	84
ILLSUB	1,221	187	3	1	134	347	173	64	1,996	7	53	25	8	4,215
INDACC	-	-	-	-	-	-	-	-	3	-	-	-	-	3
INDUSTRIAL ACCIDENT - NOT PINNED	-	-	-	-	-	-	-	-	1	-	-	-	-	1
INDUSTRIAL ACCIDENT - PINNED	1	-	-	-	-	-	-	-	2	-	-	-	-	3

CAD INCIDENTS: FIRE/EMS

Incident Type	Beloit	Beloit Twsp	Brodhead	Brooklyn	Clinton	Edgerton	Evansville	Footville	Janesville	Milton	Orfordville	Turtle Twsp	Whitewater	Total
INTER	1	-	-	-	-	-	-	-	7	-	-	-	-	8
LL	139	34	-	-	9	52	31	2	321	1	24	6	1	620
MABAS	6	7	-	-	9	16	5	-	3	1	2	2	-	51
MATERN	17	1	-	-	1	-	-	-	17	-	1	-	-	37
MATERNITY - CHILDBIRTH IMMINENT	4	-	-	-	1	-	-	-	7	-	-	-	-	12
MATERNITY - MISCARRIAGE	1	-	-	-	2	-	-	-	5	-	-	-	-	8
OD	118	14	-	-	10	24	9	3	158	1	6	4	-	347
ODOR	17	1	-	-	-	5	3	-	21	-	1	-	-	48
PIN	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PNB	89	18	1	2	8	29	10	4	121	-	4	4	-	287
POD	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PULSELESS NON-BREATHING - CPR INITIATED	38	10	-	-	8	20	8	3	76	3	5	2	3	176
SEIZ	187	26	-	-	13	40	13	3	278	1	8	4	2	575
SPDUTY	283	47	-	-	18	79	31	3	451	2	8	2	-	924
STROKE	101	15	1	1	10	52	31	11	195	1	6	3	1	426
TAPI	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TRAUMA	217	21	-	-	19	44	21	7	217	1	11	7	1	566
TRAUMA WITH INJURY - AUTO ALS RESPONSE CRITERIA	-	-	1	-	-	-	1	-	1	-	-	-	-	2
TRAUMA WITH INJURY - GUNSHOT WOUND	11	-	-	-	-	3	-	-	4	-	-	-	-	18
UNCON	339	63	1	1	38	114	47	10	534	5	20	15	1	1,186
UNCONSCIOUS - AUTO ALS RESPONSE CRITERIA	1	-	-	-	-	-	1	1	-	-	1	-	-	4
UNK	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WATR	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ZCALLBACK	3	-	-	-	-	-	-	-	2	-	-	-	-	5
Total														23,605



MUTUAL AID BOX ALARM SYSTEM

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 enacted by the governing body, and signing the MABAS contract. Rock County was approved and operational on January 1st, 2002.

2023 DIVISION BOX ALARMS

Division 104 had 6 MABAS calls within Rock County. The MABAS calls consisted of 3 residential fires, 2 barn fires, and 1 traffic accident with injury. The 6 MABAS calls are broken up into the following fire areas.

- Clinton FD (2) 1 Residential fire and 1 barn fire
- Lakeside FD (2) 1 Residential fire and 1 barn fire
- Turtle FD (2) 1 Residential Fire and 1 traffic accident with injury

In 2023, agencies within Division 104 responded to 55 mutual aid requests from other divisions 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 generally 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 contact.

In 2023 Badger Red Center assisted with 18 incidents. We assisted in organizing mutual aid and making additional phone calls for those divisions requesting assistance.

MABAS

MUTUAL AID BOX ALARM SYSTEM



MABAS-DIVISION 104