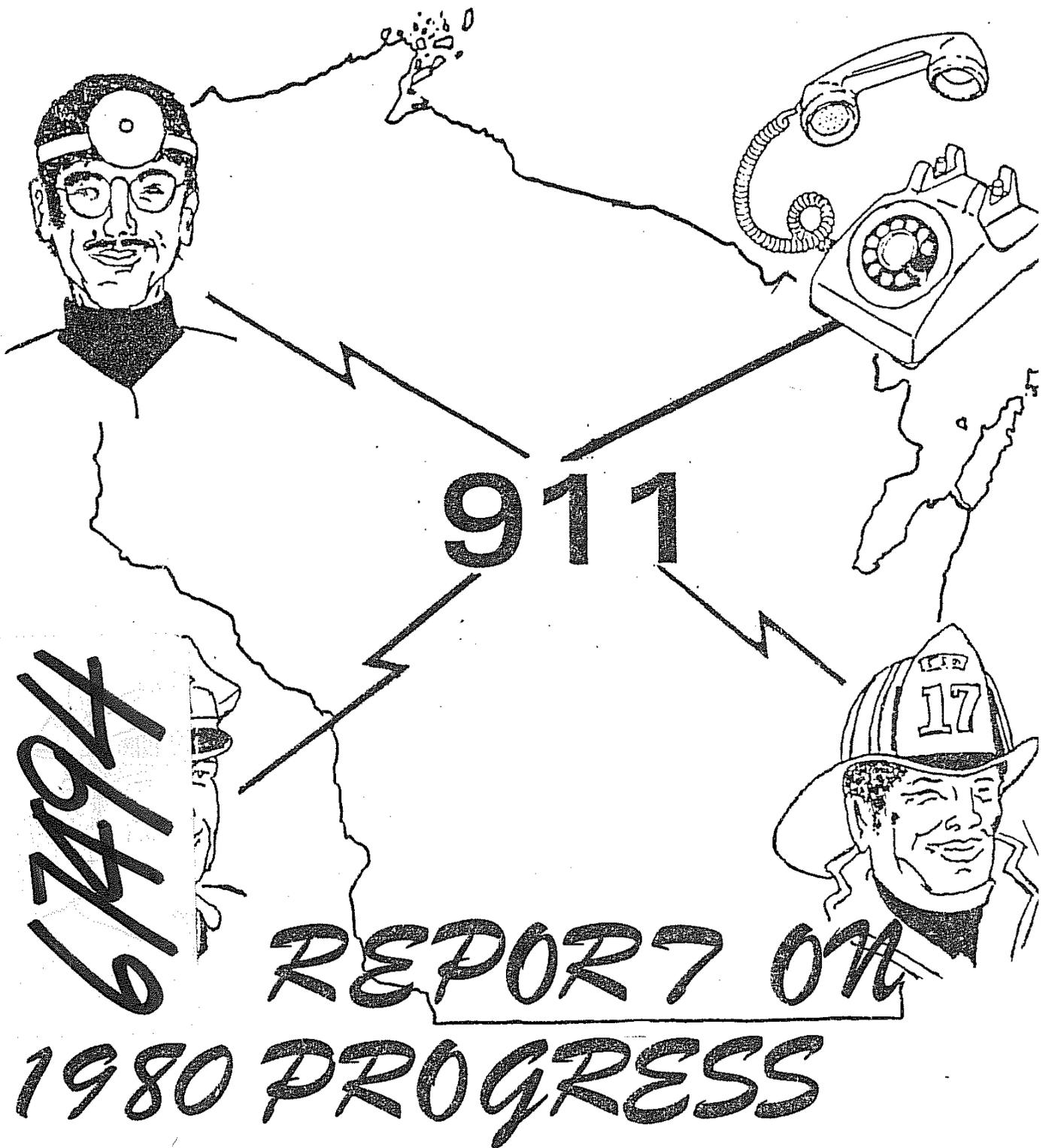


# 911 EMERGENCY NUMBER SYSTEM



FEBRUARY 16, 1980



# NCJRS

MAY 2 1980

## ACQUISITIONS

February 16, 1980

Honorable Members of the General Assembly:

Emergency number systems legislation (Chapter 392, Laws of 1977, Wis. Stats. 15.101(9), 15.105(9) and 146.70) was signed on May 23, 1978. These statutes established an eleven-member Emergency Number Systems (ENS) Board in the Department of Administration and set critical dates for statewide implementation of 911, the statewide emergency phone number. I have attached a copy of the ENS implementation schedule and copies of various background information pieces on 911.

The first monthly ENS board meeting was held on October 17, 1978. James L. Greene, Assistant State Telecommunications Manager in the Bureau of Program Management, was assigned as ENS Coordinator. At the first meeting, James Crooks, Communications Coordinator for Dane County, was elected Board Chairperson, and four standing committees were established:

Public Agencies Committee  
Rules and Procedures Committee  
Telephone Utilities Committee  
Technical and Finance Committee

### Progress to Date

- Two 911 planning manuals, one for public agencies and one for telephone utilities in Wisconsin, have been produced and distributed selectively. This task was completed nine months ahead of the date specified in Wis. Stats. 146.70(11)(a).
- Assistance with specific implementation plans has been provided to nine counties -- Calumet, Chippewa, Milwaukee, Oneida, Outagamie, Ozaukee,



Sauk, Walworth and Winnebago -- and to the City of Port Washington.

Preliminary contact has also been made with numerous other public agencies. At present, there are 25 EN systems successfully operating in Wisconsin; these have been established without financial aid from the state.

- Extensive research of potential funding sources for local implementation and operation of the 911 system is being done. The Board hopes to be able to provide a report on this research prior to the December 31, 1980 deadline specified in the law.
- State agency representatives have been identified in the Departments of Justice, Natural Resources, Transportation, Local Affairs and Development, Health and Social Services and the Public Service Commission. Attorney George Schwahn, Department of Justice, is serving as legal counsel at ENS Board meetings, and has provided valuable informal written opinions.

The Department of Administration, on behalf of the Emergency Number Systems Board, is recommending two legislative changes. The first is for 911 funding statewide for assuring that the legislative deadlines can be met. The second is for more effective placement of the ENS Board in the governmental body.



911 EMERGENCY NUMBER SYSTEMS  
PROGRESS IMPLEMENTATION REPORT  
TO THE 84th GENERAL ASSEMBLY

Submitted by:

Department of Administration  
on behalf of the  
Emergency Number Systems Board

February 16, 1980



911 EMERGENCY NUMBER SYSTEMS  
 PROGRESS IMPLEMENTATION REPORT  
 TO THE 84th GENERAL ASSEMBLY  
 FEBRUARY 16, 1980

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## 911 PROGRESS IMPLEMENTATION

I. INTRODUCTION1. Basis for Report

The basis for this report is contained in "An Act in relation to the designation of an emergency telephone number for use throughout the state" (Chapter 392, Laws of 1977, Wis. Stats. 15.101(9), 15.105(9) and 146.70). Section 4(1) of the Act, first paragraph, states that "On or before February 16, 1980 and 1982, the department of administration on behalf of the emergency number systems board, created under section 15.101(9) of the statutes, shall report to the legislature the progress made by public agencies, as defined in section 146.70(1) (f) of the statutes, as created by this act, in implementing the emergency phone systems required by this act. In such report the department shall recommend any legislative changes it deems necessary."

2. Purpose of the 911 Act and the Duties

As stated in Section 1 of the Act, "it is the purpose of this Act to establish the number '911' as the primary emergency telephone number for use in this State and to encourage units of local government and combinations of such units to develop and improve emergency communication procedures and facilities in such a manner as to be able to quickly respond to any person calling the telephone number '911' seeking police, fire, medical, rescue, and other emergency services."

To help accomplish these purposes, the Act designates the Department, with the advice and assistance of the ENS board, to coordinate the planning and implementation, to provide technical and operational standards, to assist the agencies in obtaining financial help in order to establish emergency telephone service.

In addition, the Department, with the advice and assistance of the Department of Justice, shall submit recommendations to the Governor specifying amounts necessary to further implement the organization of telephone systems specified in the Act. This report, due December 31, 1980 and again December 31, 1981, shall contain an estimate of the fiscal impact on local public agencies to implement the Act.

### 3. 911 Timetable

The original timetable as stated in the 911 Act is still in effect. Two important dates in 911 implementation are January 31, 1981 and January 31, 1983. On these dates public agencies must submit tentative and final plans, respectively, for their local 911 systems. Each final 911 system plan must be approved by the Department prior to the start of the system. The complete statutory timetable is presented below.

8/28/78  
Rev. (6/28/79)EMERGENCY NUMBER SYSTEMS (ENS)  
IMPLEMENTATION SCHEDULE

Completion Date	Activity
146.70(11)(a)WSS 12/31/79	•The department in consultation with the emergency number systems board shall establish operational standards for public agencies operating basic/sophisticated systems. Standards established with Justice, Local Affairs and Development, Transportation, Natural Resources, Health & Social Services and Public Service Commission consultation.
Sec 4(1)Laws of 1977 Chapt. 392 2/16/80 and 2/16/82	•The department, on behalf of ENS board, shall make public agencies progress reports to the legislature along with any legislative changes the department deems necessary.
146.70(6)(a)WSS 3/1/80	•The Telephone utilities must report their ENS progress to the PSC and the DOA as part of their annual report until ENS is fully implemented in every public agency within their jurisdiction.
146.70(8)WSS 3/31/80	•All public agencies must submit an annual report to DOA by this date, until their ENS is fully implemented.
Sec 4(2)Laws of 1977 Chapt. 392 12/31/80 and 12/31/81	•The department in consultation with DOJ shall submit to the Governor and the Legislature recommendations specifying the cost necessary to further implement ENS for the coming year including the fiscal impact on the public agencies.
146.70(11)(b)WSS 1/1/81	•Every public agency must submit tentative ENS plans to its servicing telephone utilities and DOA.
146.70(11)(b)WSS 1/1/83	•Every public agency must submit final ENS plans to its servicing telephone utilities and DOA. Such plans must provide for ENS implementation by 12/31/87.
146.70(6)(b)WSS 12/31/85	•The telephone utilities providing ENS services to public agencies must also provide Automatic Number Identification (ANI) and Automatic Location Identification (ALI) in a sophisticated ENS when "911" is called from such number. The utility shall retain direct control over the information.
146.70(2)(a)WSS 12/31/87	<ul style="list-style-type: none"> <li>•Every public agency must have an ENS with a central location operational by this date.</li> <li>•Public agencies with more than 250,000 population must have a sophisticated ENS by this date.</li> <li>•Every telephone utility must provide coin-operated telephones to access "911" without a coin.</li> <li>•All final ENS plans on file at DOA must be implemented by this date.</li> </ul>

## II. PROGRESS TOWARD IMPLEMENTATION

### 1. Statewide Participation and 911 Cost Summary

Since October 17, 1978 the ENS Board and DOA have been requesting the participation of various groups interested in the planning, implementation and operation of 911 systems in Wisconsin. Some of the participating groups are as follows:

- Wisconsin County Boards Association
- Wisconsin County Clerks Association
- County Civil Defense/Emergency Government Directors
- Great Lakes Inter Tribal Council
- Wisconsin State Telephone Association
- Regional Planning Commissions
- Community Affairs Agencies
- Developmental Disabilities Boards Program Directors
- County Social Services Directors
- County Planning Agencies
- City Mayors
- Village Presidents
- City Clerks

On June 27, 1979 the ENS Board and DOA issued a statewide cost summary of Wisconsin's Public Agencies 911 systems that are installed and operating. The study includes countywide systems such as Brown County and local simple exchange systems such as Clear Lake. The study revealed per capita cost of two cents per month for 911 systems for the seventeen 911 systems studied. The complete Cost Summary is presented at this point in the report.

WISCONSIN'S PUBLIC AGENCIES

911 Cost Summary

6/27/79

Agency	One time Capital Expenditure	Monthly Personnel recurring cost	Monthly Equipment recurring cost	Monthly Savings tangible & (intang.)	Monthly cost per capita	Remarks
Appleton 63,000	\$1400.05	-	\$307.65	(\$8100.00)	0.0048	6 fire dept. dispatchers were returned to line duty. Reduced dispatchers from 12 to 6. One time installation cost for phones & lines + 8A system.
Bloomer 6,193	-	-	\$4.10	(\$1100.00)	0.00066	5.5 to 3 civil dispatchers with 911 operation. No installation charge for 911 equipment because the Telco installed new central office equipment simultaneously. The system has a manual ANI feature for 911 usage.
Brown Co. 173,668	\$22,740.80	\$7000.00	\$1762.90	\$455.34	0.050	Reduced lines from 50 to 34 for tangible savings. This is a countywide system with 3 - 8A call directors, 3 dictaphone call check devices and 37 phones on at least 34 lines. This 911 system could operate with 12 public safety dispatchers instead of the present 43 dispatchers at a savings of \$29,700 a month. The system currently operates with dedicated civil dispatchers costing \$7000.00 a month. Brown Co. decided to purchase call check devices instead of expensive reel tape recorders for \$20,000 each. These 3 call check devices saved \$15,500 in capital expenditures.
Clear Lake 2,366	\$10.00	-	\$80.10	-	0.033	All Clear Lake 911 dispatching is voluntary for fire and medical emergency services. The police dispatching is accomplished through the Sheriff's Dept. at Balsm Lake. The Sheriff's Dept. maintain that the dispatching cost for Clear Lake is so small that they are unwilling to apportion any of

WISCONSIN'S PUBLIC AGENCIES

911 Cost Summary

Agency	One time Capital Expenditure	Monthly Personnel recurring cost	Monthly Equipment recurring cost	Monthly Savings tangible & (intang.)	Monthly cost per capita	Remarks
Clear Lake (cont.)	-	-	-	-	-	the \$5,050 public safety dispatching charges to Clear Lake. Thus, Clear Lake's monthly recurring 911 charges of \$80.10 for serving 2,366 citizens yields a per capita cost of 0.033.
Eau Claire 74,404	\$40.00	-	\$155.77	(\$8750.00)	0.0020	Reduced public safety (P.S.) dispatchers from 16 to 9 because of 911 operations thus saving \$8750 in P.S. dispatching costs. The Eau Claire Sheriff dept. updated its radio & recording equipment for \$55,000 but this is not chargeable to the 911 system. This public agency claims intangible savings of \$32,000 a year on police dispatching and \$36,000 a year on fire dispatching. A small part of the county uses a seven digit number at the present time.
Ladysmith 7,432	\$130.86	-	\$38.20	-	0.0051	This public safety agency installed 2 lines and 2 phones for a 911 system which is dispatched by the Sheriff's Dept. This P.S. agency attributes only one of their six (6) P.S. dispatchers at \$833.33 a month to the 911 system, but there was no increase in the number of dispatchers due to 911 so the \$833.33 was not used for per capita calculations.
Lake Geneva 9,765	\$201.22	-	\$52.30	-	0.0053	There was no change in the number (4) of P.S. dispatchers in this agency due to 911 operations. The agency did install phones and two 911 lines as required. Lake Geneva has one Fx line (6-5329) and has responsibility for the lake watch and rescue services.

WISCONSIN'S PUBLIC AGENCIES

911 Cost Summary

Agency	One time Capital Expenditure	Monthly Personnel recurring cost	Monthly Equipment recurring cost	Monthly Savings tangible & (intang.)	Monthly cost per capita	Remarks
Manitowoc 32,957	\$175.00	-	\$70.75	\$1500.00 (\$4050.00)	0.0021	Reduced the number of dispatchers from 7 to 4. \$1500 a month in recurring cost was saved by re-moving 130 police call boxes. Four (P.S.) dispatchers were returned to the fire fighting line saving \$4050 in intangible cost. The agency spent \$30,000 on equipment but only a small portion of the amount was attributable to the 911 system. Their 6 button phones were installed for the 911 system for \$25 with signal lights costing \$60.
Menomonie 20,000	\$7145.64	-	\$59.04	-	0.0029	Of the \$7145.64 spent for capital expenditures \$6115 was spent in site preparation and the remainder in telephone equipment installation costs. Of the 13 phones & 5 lines installed only 2 phones & lines were installed for 911.
New London 7,287	\$157.55	-	\$41.20	\$12,150.00	0.0056	The P.S. dispatchers were reduced from 12 to 3 because of 911 operation. No telephones were installed for 911; the lines were merely terminated on existing 6 button phone sets. All fire & medical dispatching was eliminated resulting in a tangible savings of \$12,150 a year to the city of New London's annual budget.
Platteville 10,900	-	-	\$24.70	-	0.0022	No capital expenditure for 911 operation was required for this agency but 3 telephones and 2 lines were allocated to the system. The 911 system required no change in the number of dispatchers but dispatchers were increased from 3 to 4½ because of the UW-Platteville security and Fire Dept. paging responsibilities.

WISCONSIN'S PUBLIC AGENCIES

911 Cost Summary

Agency	One time Capital Expenditure	Monthly Personnel recurring cost	Monthly Equipment recurring cost	Monthly Savings tangible & (intang.)	Monthly cost per capita	Remarks
Portage County 16,041	\$183.08	-	\$55.63	-	0.0034	No increase was required for dispatching because of this 911 system. Five (5) lines were installed for the 911 service at a cost of \$183.08
Sheboygan City 48,371	\$114.00	-	\$166.50	(\$4370.50)	0.0034	The number of dispatchers was reduced from 16 to 6 because of 911 operation which resulted in intangible savings.
Sheboygan County 47,752	\$60,631.18	\$1714.48	\$1348.04	\$755.25	0.0641	Lines were reduced from 35 to 22 saving \$755.25 in tangible cost for 911 operations. The system required 3 civil dispatchers paid for initially as part of a Robert Johnson Grant of approximately \$60,000.
Stevens Point 23,631	\$182.77	-	\$55.62	-	0.0023	No change in dispatchers, just added lines to existing telephone equipment for \$182.77 for 911 operation.
Two Rivers 13,148	\$221.80	-	\$89.56	\$3994.00	0.0068	No change in dispatchers, phones or lines for 911 operations. This agency acquired government surplus call check equipment saving \$4,000 tangible. The phone recorder coupler cost \$6 monthly, tangible.

WISCONSIN'S PUBLIC AGENCIES

911 Cost Summary

Agency	One time Capital Expenditure	Monthly Personnel recurring cost	Monthly Equipment recurring cost	Monthly Savings tangible & (intang.)	Monthly cost per capita	Remarks
Whitewater 10,700	\$120.00	-	\$54.00	-	0.0050	No change in dispatching cost for this agency because of 911 operation. This agency was the first one installed in Wisconsin (10/69). The agency uses a very inexpensive \$20 cassette tape recorder and a \$4.70 a month coupler charge.
Totals	\$93,453.95	\$8,714.48	\$4,366.06	-	0.0230	<p>\$13,080.54 Total monthly recurring</p> <p>567,615 Total population served</p> <p>0.0230 Per capita per month</p>

## 2. Operational and Technical Standards

Section 11 of the Act requires the Department in consultation with the ENS Board to establish operational and technical standards for the provision of 911 service. In March, 1979 the ENS Board and the Department completed the standards and included them in Wisconsin's Public Agency and Telephone Utility Planning Manuals. The manuals were immediately distributed throughout the State for public agency use. The ENS Board and the Department also developed Administrative Rules of these standards which are currently being promulgated by the Department. A copy of these Administrative Rules are included at this point in the report.

OCTOBER, 1979

(PRE-HEARING DRAFT)

## Chapter Adm 4

## ADMINISTRATIVE RULES FOR EMERGENCY NUMBER SYSTEMS

Adm 4.01 Purpose. (1) Chapter Adm 4 of the Department of Administration's departmental rules is part of the Wisconsin Administrative Code and constitutes a rule of the Department of Administration, the issuance of which is authorized by s. 146.70(4)(a) and ch. 227, Wis. Stats.

(2) The rules making up chapter Adm 4 are designed to effectuate and implement s. 146.70(4)(a) Wis. Stats.

(3) The requirements of Chapter Adm 4 shall be observed by all telephone public utilities and public safety answering points.

(4) The manner of enforcing the rules in chapter Adm 4 is prescribed in s. 146.70, Wis. Stats.

Adm 4.02 Definitions. In the interpretation of these rules, the following definitions shall be used:

(1) ACD - See Automatic Call Distributor.

(2) ALL TRUNKS BUSY TONE - The audible tone transmitted over telephone lines to indicate that all of the trunks or lines in a group are busy; it is usually an intermittent tone that is interrupted approximately 120 times per minute (120 IPM).

(3) ANSWERING POSITION - That location where 911 lines/trunks terminate for access by call answerers.

(4) AUDIBLE RINGING OR SIGNAL - Buzzer or bell to indicate an incoming call.

(5) AUTOMATIC CALL DISTRIBUTOR - Equipment to distribute large volumes of incoming calls in approximate order of arrival to attendants not already working on calls or to "store" calls until attendants become available.

- (6) BUSY HOUR - The clock hour of the average day of the busy season during which the greatest volume of calling traffic is handled on the lines/trunks.
- (7) BUSY TONE - The audible tone transmitted over telephone lines to indicate that telephone numbers are in use; it is usually an intermittent tone that is interrupted approximately 60 times per minute (60 IPM).
- (8) CALL ANSWERER - The initial answerer of a 911 call.
- (9) CALL REGISTERS - Electromechanical or electronic devices that count the number of calls offered to a group of lines or trunks.
- (10) CALL TRANSFER METHOD - A telephone system which receives telephone requests for emergency services and transfers such requests directly to an appropriate public safety agency or other provider of emergency services.
- (11) CENTRAL OFFICE - Sometimes called a wire center; the smallest subdivision within the telephone system which has relatively permanent geographic boundaries.
- (12) DDD - Direct Distance Dialing; telephone service which permits subscribers to dial their own long distance calls.
- (13) DEDICATED TRUNKS - See Direct Trunking.
- (14) DIRECT TRUNKING - An arrangement where a telephone line connection has no intermediate points before reaching the final destination (called) party.
- (15) DOA - Department of Administration.
- (16) EMERGENCY CALL - A call that requires immediate action.
- (17) GRADE OF SERVICE - A measurement of the busy hour traffic capacity of a trunk/line group stated in terms of the ratio of the number of calls encountering an all-trunks-busy condition to the total number of calls presented to the group during the busy hour (e.g., a grade of service of  $P=.01$  means that 1% of the busy hour calls presented to the group encountered an all-trunks-busy condition).
- (18) NETWORK - (a) A series of points interconnected by communications channels; (b) The switched telephone network is the network of telephone lines normally used for dialed telephone calls; (c) A private line network is a network of communications

channels confined to the use of one customer.

(19) 911 CENTER - See Public Safety Answering Point.

(20) PBX or PABX - Private Branch Exchange; a telephone switchboard with many stations not individually identifiable to the telephone utilities switching network.

(21) PSAP - See Public Safety Answering Point.

(22) PUBLIC AGENCY - Means any municipality as defined in s. 345.05(1)(a), Wis. Stats., which provides or is authorized to provide firefighting, law enforcement, ambulance, medical or other emergency services.

(23) PUBLIC SAFETY AGENCY - Means a functional division of a public agency which provides firefighting, law enforcement, ambulance, medical or other emergency services.

(24) PUBLIC SAFETY ANSWERING POINT (PSAP) - The initial answering location of a 911 call, sometimes called a 911 center.

(25) TANDEM TRUNKING - An arrangement where a telephone line connection has one or more intermediate points that are required or permitted (usually on a controlled dial pulse basis) before reaching the final destination (called) party.

(26) TELEPHONE LINE - A telephone line from a telephone utility's central office that is connected to key or non-key telephone equipment.

(27) TELEPHONE PUBLIC UTILITY - Means any public utility as defined in s. 196.01(1), Wis. Stats., which is engaged in the business of supplying the public with telephone or telephonic service or operating a telephone exchange.

(28) TRUNK - A circuit used for connecting a subscriber in a central office to all other services in/out of the switching equipment (e.g., long distance trunk, operator trunk, recorded announcement trunk, etc.).

Adm 4.03 Operational Standards. The following operational standards must be met by all 911 public safety answering points (PSAPs) and their serving telephone

utilities:

- (1) The primary published emergency number will be "911". Individual public agencies must have a separate 7-digit administrative number.
- (2) Telephone utilities shall provide maintenance to PSAPs on a priority basis and shall provide each PSAP with a call-out number(s) list to contact qualified personnel on a 24-hour, 7-day-a-week basis.
- (3) All agencies providing law enforcement, fire protection, emergency medical and rescue services within the boundaries of the 911 system must be included in the 911 system. Agencies must determine the type of 911 call handling method desired and provide written procedures so that PSAPs can initiate dispatch operations of each of these public safety services.
- (4) The PSAP must operate 24 hours a day, 7 days a week.
- (5) A sufficient number of incoming 911 lines will be provided between the telephone utility central office(s) and the PSAP to supply at least a grade of service of  $P=.01$  (no more than one busy in 100 attempts during the average busy hour). On request from any served agency or PSAP, traffic studies will be made on 911 lines by the telephone utilities to determine if the required grade of service is being maintained or if too many lines are in service. As necessary, the telephone utility will provide the involved agency with an appropriate report on the grade of service for the terminating lines/trunks. The cost of these measurements will be borne by the requesting agency if such requests are excessively or unreasonably frequent.
- (6) Access to 911 will not be permitted with automatic dialing type alarms. The use of these types of alarms could easily saturate the 911 lines in the event of a major disaster such as a storm, flood, or tornado.
- (7) Each 911 call answering position will have access to all incoming 911 lines and all outgoing private dedicated lines. In those systems employing an Automatic Call Distributor (ACD), it will not be possible or necessary for all

lines to appear at each answering position.

(8) The 911 call answerers will receive both an audible and a visual indication of the incoming 911 calls.

(9) All incoming 911 calls will be recorded on a recorder suitable for the purpose of immediate follow-up of an emergency call that may require clarification.

(10) The date and time of receipt for each 911 emergency call shall be documented (written or tape recorded).

(11) If all 911 answering positions are busy, the calls waiting shall receive a busy signal or preferably a recorded message informing the caller that:

(a) The PSAP has been reached, and a call answerer will respond as soon as possible.

(b) Major (or highly visible) emergency incidents, once reported, will be placed on the recorder to advise callers that action has been taken. The caller will be advised to remain on the line if the call is not related to this incident (this may be optional).

(12) In the call transfer method, 99% reliability of transferred calls from a PSAP to the responding agency will be maintained. The 99% reliability factor is based on the equipment capabilities. Additionally, when employing the call transfer method, the system should be designed so as to provide for transfer without placing the calling party on hold.

(13) All transferred calls will be monitored by the 911 call answerers to insure the call has been properly transferred and answered. These standards on call transfer assure virtually 100% reliability on the call transfer operation.

(14) Written procedures for PSAP operations will be provided.

(15) Training of PSAP personnel shall be provided by the telephone utility or vendor to ensure proper operation of telephone equipment provided.

(16) Each PSAP shall maintain records to ensure reasonable management of its operations.

(17) If direct trunking (as opposed to tandem trunking) is used, there will be at least two 911 lines between the PSAP and each of the central offices in its service area.

(18) If tandem trunking is used, the grade of service provided over the inter-office trunks will be at least the same level as exists for the Direct Distance Dialing (DDD) network.

(19) Standard tone signals (audible ringing, busy tone, and all trunks busy) will be provided to the 911 calling party in the normal manner used in the serving central office.

(20) All exposed 911 circuit facilities will be protected and marked to prevent accidental contact.

(21) No special or routine maintenance will be performed by telephone utility or public safety agency personnel on the telephone circuits of any 911 system until permission is obtained from the PSAP director or his/her designate.

(22) Telephone utility supervision shall assure that all telephone utility employees whose normal activities may involve contact with facilities associated with 911 service are familiar with safeguarding of facilities and procedures.

(23) The PSAP will be equipped with a sufficient number and type of call registers to accurately monitor the quantity of calls on the incoming 911 lines.

(24) The PSAP and related equipment will have close physical security, limiting access to authorized personnel only, so as to minimize the possibility of intentional disruption of operations.

Adm 4.04 Technical Standards. The following technical standards must be met by all 911 public safety answering points (PSAPs) and their serving telephone utilities:

(1) There will be a minimum of two incoming 911 lines to each PSAP regardless of the grade of service; this excludes the 7-digit administrative number.

(2) When an Automatic Call Distributor (ACD) is used to terminate 911 calls, the recorded announcement option will be used. This feature provides an automatic recording to the caller informing when all operators are busy or that a major incident has already been reported.

(3) Whenever the call transfer method is employed, special equipment considerations must be made. This method calls for the 911 call answerer to directly connect the incoming 911 line or trunk to another communication line, to signal out on the second line, and complete the call through to third party who will initiate action.

(4) Whenever the call transfer method is employed, the secondary circuit in the transfer shall be a properly designed, dedicated facility, such as a switchboard (PBX or PABX) extension, or direct tie line/trunk, or microwave facility.

(5) All 911 telephone systems must be approved by the Department of Administration before implementation.

(6) The PSAP will have either customer supplied or telephone utility installed and tariffed standby emergency electrical power capability to ensure continuous operation and communication (radio, telephone, etc.) in the event of a commercial power failure.

### 3. Telephone Company Tariffs

An important aspect in planning for a 911 system is the cost to the public agency for telephone equipment, lines, and other items. Current 911 rates and charges are not specifically tailored to E911 services. Nevertheless, many public agencies have proceeded with their planning and implementation despite uncertain costs in the near future. In order to remove the uncertainty of the 911 telephone costs, revised tariffs are being established to deal specifically with E911 systems. The Wisconsin Telephone Company expects these tariffs to become effective during 1980. Bell Telephone Company submitted its tariff in June, 1975 and General Telephone Company anticipates submitting its tariff during 1980. Other telephone companies should follow soon thereafter. The Public Service Commission will review the telephone companies' proposed tariffs for reasonableness.

### 4. System Planning

There is an extensive personnel requirement involved in the planning for each 911 system on the part of local public agencies, telephone companies, and the department staff. The Public Agency Planning Manuals highlight four major planning elements in Section IV. Some of the more important steps included in these elements are listed at this point in the report.

1. Form local 911 committees from local government, public safety, and telephone company personnel, state public safety personnel (WSP, forestry, etc.).
2. Evaluate the local jurisdictional, public safety, and telephone situations to establish a basis for further 911 planning steps.
3. Study 911 call handling techniques and operating and technical standards to determine how they match local needs for 911 systems.
4. Determine several potential 911 systems and answering points that meet the needs of the local area.

5. Determine the best form for managing the 911 systems.
6. Select from the potential 911 systems, developed in step 4, the system that best matches the local requirements.
7. Prepare a preliminary 911 plan and submit it to the DOA and the telephone companies.
8. Continue 911 activity including preparation of the final 911 plans, until 911 systems have been implemented.

Of the eight steps, each may be the topic of at least one meeting involving one or more of the parties mentioned above. If requested, an ENS Board member or Coordinator will attend these meetings to provide assistance and direction to the local planning committee. Experience has indicated that there are many questions on the part of local officials that can be answered by the ENS Coordinator or Board members. The Coordinator or Board members serve multiple functions, such as the following:

- Advise local agencies about the implications of various alternatives.
- Mediate boundary disputes between adjoining jurisdictions or agencies.
- Initiate the planning process in areas where it does not occur as a result of local initiative.
- Interpret the Wisconsin's Public Agency and telephone planning manuals when necessary.
- Interpret operations and standards.

Experience has again indicated that because of the complexity of this planning function each system requires about ten meetings, spread over about 18 months. Additional lead time is necessary for the telephone company's installation of equipment. These lead times range from a minimum of three months to in excess of 18 months after a firm order is placed. During these two or three years, the Department's 911 Staff expends about 100 hours of effort per system, and,

although no figures are available, it is reasonable to assume that each public agency spends much more time planning for its system. Through fiscal years 1978 and 1979, the Department has spent about \$3,000 assisting the local public agencies. The total fiscal year 1979-80 appropriation for this effort is \$50,000. A copy of the Procedures and Form for Applying for Program Development Monies is included at this point of the report.

Statewide Emergency Services Number  
Procedure for Applying for Program Development Monies

I. Who is eligible to apply?

It is the adopted policy of the Emergency Number Systems (ENS) Board to encourage the development of the statewide 911 system on a county-wide basis. In accordance with this policy the Board is limiting eligible applicants for 911 program development monies to county governments or consortia of county governments. Although a county is the smallest geographical jurisdiction eligible to apply, the Board reserves the right to waive this requirement in exceptional cases.

II. What activities are eligible for funding?

The statutory language authorizes expenditure of the appropriated monies for 911 "development costs." For the purpose of allocating these monies "development costs" include, but are not necessarily limited to, the following:

- a) planning activities enumerated in Wisconsin's Public Agency 911 Planning Manual;
- b) personnel costs, or a percentage thereof, of a designated county 911 planning coordinator who is assigned to develop the county's 911 system either on a full time or part time basis;
- c) support (e.g. travel, meeting, postage costs, consultant services) for a county-wide 911 planning committee;

No hardware or capital expenditure costs can be reimbursed.

III. What are the funding limitations?

Because of the limited amount of money available during the 1979-80 fiscal year a maximum limit of \$10,000 is placed on each grant. In addition, the applicant must provide, as a minimum, a match equivalent to the amount of the grant. In other words, the state and the county will share equally in the cost of the project. The required match can be either an in-kind or a hard dollar match.

IV. What are the application requirements?

There are five (5) basic requirements which each applicant must meet before the application will be considered for funding.

- (a) Each application must include a copy of a resolution passed by the County Board (or by all member County Boards, if it is a multi-county application) supporting the development of a 911 system within the affected jurisdiction. A sample of such a resolution is contained in Wisconsin's Public Agency 911 Planning Manual.
- (b) Each applicant must designate a single 911 Planning Coordinator for the jurisdiction. The 911 planning responsibilities of this individual may be assigned either on a full or part time basis. Personnel costs associated with this position may be charged to the grant or may be counted toward fulfilling the required match.

- (c) Each application must include a list of members of the 911 planning committee for the jurisdiction. This committee may be an already established committee, e.g. an Emergency Medical Services Committee, or may be a newly established committee. The Planning Manual offers suggestions on possible membership of the committee (pg. 5).
- (d) The project proposed in the application must comply with the operational standards contained in Wisconsin's Public 911 Planning Manual and with section 146.70 of the Wisconsin State Statutes.
- (e) The project proposed in the application must be completed within a 12 month period of time and must commence prior to June 1, 1980.

Any application which does not meet these five requirements will receive no further consideration for funding.

V. What is the timetable for submitting applications?

All applications must be received at the following address by  
January 31, 1980.

ENS. Program Development Grant Program  
Room B158  
1 West Wilson Street  
Madison, Wisconsin 53702

All applications will be reviewed by an ad hoc committee composed of representatives of the following groups:

- (a) Public agency subcommittee of the ENS Board
- (b) Technical and finance subcommittee of the ENS Board
- (c) Chairperson of the ENS Board
- (d) Staff to the Wisconsin County Boards Association
- (e) Wisconsin State Telephone Association

The recommendations of this committee will be presented to the full ENS Board for their consideration. The Board's recommendations will be forwarded to the Secretary of the State Department of Administration for final approval as required by law. Following the Secretary's final approval all applicants will be notified of the results. In addition, any interested party may appear before the ENS Board to speak for or against any application at the time when the full Board is considering the applications.

VI. What selection criteria will be used?

The following criteria will be used by the ad hoc committee and by the ENS Board in evaluating the applications:

- (a) Preference will be given to those jurisdictions who have not begun or are just beginning to plan a 911 system;
- (b) Preference will be given to those jurisdictions with the largest number of public safety service agencies involved in the proposed project;
- (c) The degree of compliance with the operational standards described in the 911 Planning Manual;

- (d) The size of the population potentially served by the applicants' proposed project; and
- (e) Demonstrated commitment to the project by public safety officials in the jurisdiction, i.e. letters of support for the project.

VII. Where can I get more information?

If you need more information or have questions, you can contact:

ENS Coordinator

Room B158

1 West Wilson Street

Madison, Wisconsin 53702

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County Summary  
for  
Emergency Number Systems  
Program Development Monies

State of Wisconsin  
Department of Administration  
Emergency Number Systems  
Coordinator  
101 South Webster Street  
Madison, WI 53702

Date \_\_\_\_\_

INSTRUCTIONS: Submit one completed copy of this  
summary to the Emergency Number Systems Coordinator.  
Please type or print.

Person(s) Authorized to Receive and Distribute Development Monies \_\_\_\_\_

Agency Name & Address (Include Zip Code)	Name of 911 Planning Coordinator
	Telephone Number

1. System Coverage:  Single County  Multi-county  <sup>two</sup> counties  <sup>three</sup> or more  Municipality counties
2. Population served by 911 system plan \_\_\_\_\_
3. Resolution Status:  Passed  <sup>Not</sup> Passed  Drafted  <sup>Not</sup> Drafted  Attached  <sup>Not</sup> Attached
4. 911 Planning Committee:  <sup>New 911</sup> Committee  <sup>Old 911</sup> Committee  <sup>Other Existing</sup> Committee  None
5. Type of 911 System Planned:  Basic  Sophisticated  Computer Assisted
6. Number of Dispatchers Required by 911 System. \_\_\_\_\_ Existing \_\_\_\_\_ Increase \_\_\_\_\_ Decrease
7. Type and Number of Dispatch Personnel. \_\_\_\_\_ <sup>Public</sup> Safety Officer \_\_\_\_\_ <sup>Civilian</sup> \_\_\_\_\_ <sup>Part-time</sup> or \_\_\_\_\_ <sup>Handi-</sup> capped <sup>Retired</sup>
8. Number of Public Agencies Included:  1 to 5  6 to 10  11 to 15  16 to 20  <sup>over</sup> 21
9. Eligibility Compliance Status:  (a)  (b)  (c)  (d)  (e)  
(See Section IV of Procedures for Applying for Program Development Monies)

10. 911 System Schedule  Start by 6/1/80  Complete by 6/1/81  Complete by 1/1/82  Complete by 6/1/82  Complete by 1/1/83

11. Total Cost of this planned 911 System \_\_\_\_\_.  
(Include all start-up costs such as: installation, personnel, remodeling, consulting)

12. Details	Category	Reimbursable	In-Kind	ENS Funds
	1. Personnel	_____	_____	_____
	2. Fringes	_____	_____	_____
	3. Consultant/ Contractual	_____	_____	_____
	4. Equipment	_____	_____	_____
	5. Supplies	_____	_____	_____
	6. Travel	_____	_____	_____
	7. Printing	_____	_____	_____
	8. Other	_____	_____	_____
	9. Indirect	_____	_____	_____
	TOTALS	_____	_____	_____

13. Total Monthly Recurring Cost of this planned 911 System \_\_\_\_\_.  
(Include telephone equipment, personnel and pertinent items in number 13 above)

REVIEW COMMITTEE ACTIONS - - - For Committee Use Only - - -

Selection Criteria:

Has 911 system planning begun in this jurisdiction?  Yes  No

Number of public safety agencies involved in 911 system \_\_\_\_\_.

In compliance with 911 Planning Manual standards?  Yes  No

Demonstrated commitment to planned 911 system?  Yes  No

PA 911-2  
page 3 of 3

Approved?       Yes       No

Explain any Condition(s).

Approval Signatures Required:

ENS Review Board, Chair

ENS Board, Chair

ENS Board, Coordinator .

## 5. Current Status

As of February 1, 1980 approximately % of the State's population and % of the land area have access to the 911 emergency telephone number through operating systems. See Appendix I for a list of towns and surrounding areas with access to 911. Tentative or final plans have been received for systems, representing approximately % of the population and % of the State's land area. See Appendix II. Plans are near completion or active planning is in progress for additional systems. Systems in the planning stages represent % of the population and % of the land area. See Appendix III.

## 6. Example of Procedures and Equipment for a Operating 911 System (Brown County).

Nine-one-one is a three digit telephone number providing Brown County residents with direct access to an emergency answering center. It is the telephone number that has been designated nationwide, and within Brown County, for reporting any life threatening situation and requesting emergency assistance.

Due to an inability of telephone switching equipment, approximately 1400 subscribers to the Northeast Telephone Company's, central office, Pulaski exchange 822, serving primarily the Village of Pulaski, will not initially be provided with the 911 telephone dialing capability.

Due to the remoteness from the urbanized, central area and a concentration of subscribers within Outagamie County, approximately 87 subscribers to Wisconsin Telephone Company's central office, Kaukauna exchange 766, serving primarily the Southwest extremity of Holland Township, will not initially be provided with the 911 telephone dialing capability.

Due to the remoteness from the urbanized, central area and a concentration of subscribers within Kewaunee County, approximately 21 subscribers to General

Telephone Company's central office, Luxemburg exchange 845, serving an area described as the Eastern fringe, in the vicinity of the Brown-Kewaunee County Line, will not initially be provided the 911 telephone dialing capability.

Citizens within the preceeding areas will be provided a temporary, seven digit telephone number for access to the central emergency answering center, until such time, that either the central office exchange equipment can be modified to accommodate the numbers nine-one-one, as is the case in the Pulaski Area, or, in adjacent counties, namely Outagamie and Kewaunee Counties, provide an emergency telephone number system, and Brown County enters into a mutual aid agreement with those counties, for service to its citizens.

Ideally, eventually, every citizen of Brown County and visitors to Brown County, who have access to a telephone, could summon aid by dialing an easy to remember, simple three digit number regardless of political boundary, location, familiarity with the area, time of day or type of emergency.

BACKGROUND:

Locally, official impetus for development of a county wide 911 Emergency Telephone Number System was provided by the Brown County Board of Supervisors' passage of a resolution, dated September 21, 1977, "approving the establishment of the 911 Emergency Telephone Number System for Brown County," sponsored by the sub-committee of the Brown County Emergency Government Committee. Inauguration of an operative 911 Emergency Telephone Number System is scheduled for mid 1978.

## GENERAL INFORMATION

The 911 emergency telephone number, central answering center is a part of, and intergrated with the Communications Center of the Brown County Sheriff-Traffic Department. The decision to locate this center within this facility is based upon the availability of sophisticated communications equipment, availability of the expertise of sworn police officers, experienced and knowledgeable of Brown County's geography and activities, and the fact that most emergency situations require police assistance and/or involvement.

There are three (3) answering positions with indentical, telephone, terminal answering gear. There are two (2) primary answering positions, manned by two (2) civilian operators, 24 hours per day, 7 days per week. The third position, lacking telephone relay gear, will be available for answering emergency calls, by the communications center personnel, in the event both primary positions are engaged.

Since the "911 Center" is staffed by "civilian personnel", and the "communications center" is staffed by "sworn personnel", both sharing and possessing varying ideologies, but nevertheless intergrated to provide optimum service to the citizens of Brown County, it behooves us all to ensure that an atmosphere of congeniality and cooperativeness prevails at all times. It is essential that your activities be coordinated with those of the Sheriff-Traffic dispatcher with a sincere regard for each other's activity paramount at all times. Your job description provides for "other duties as may be assigned". Accordingly, you may be requested, and should therefore willingly accept the invitation to assist the sworn officers in the performance of their duties whenever and wherever the need may arise, as dicatated by circumstance and the officer in charge of the Communications Center.

If you must leave your answering position, let your co-workers know of your whereabouts and when they can anticipate your return.

It is imperative to the overall efficiency of the 911 system that only authorized personnel have access to the center. You are a 911 operator, fulfilling a responsible, tension filled position. It is most imprudent to have life threatening situation information, not heard, due to distraction, or ignored by an operator, whose sole purpose is, to alleviate needless loss of life. Your concentration and undivided attention is paramount.

Uniformity and consistency is a foremost consideration. All 911 operators will use the formats set forth in this manual, regardless of shift time or personal preference.

Operation and activities of the 911 center and operators will be directed by the designated 911 coordinator, in accordance with rules and policy as determined by the Brown County Board of Supervisor's Protection Committee. The officer in charge of the communications center will oversee 911 center activities. Overall responsibility for the 911 center will be that of the Chief of the Brown County Traffic Department.



## JOB DESCRIPTION

## 9-1-1 ANSWERING CENTER OPERATOR

## General Description

Under direct supervision of the officer in charge of the Sheriff-Traffic Communications Center, operates telephone answering and routing devices; operates alphabetic and/or numeric keyboard entry terminals and complex electronic dispatch equipment; does related work as required.

## Examples of Duties

Answers and routes telephone calls and messages to the proper responding public service agency using established telephone and dispatch equipment operating instructions; implements data input procedure for input of data on keyboard terminal in order to assure data is properly transmitted to the computer; utilizes procedures and format of forms completion to obtain accurate and precise incident information; ascertains proper routing of incident information through geographic knowledge of the area or upon submission of incident location information into a computer assisted geo-index; verifies accuracy of data submitted into the computer by comparing information on visual screen readout with data form (call card) in order to assure data was correctly transmitted; upon determination of the responding public service agency, relays, transfers, refers, or dispatches the emergency call; trains new employees in the operation of terminal equipment; performs a variety of clerical work as requested.

## Knowledges, Skills and Abilities

Knowledge of or ability to learn area geography and awareness of community events; knowledge of office procedures, principles, and techniques; ability to type at a moderate rate of speed of 40-60 wpm; ability to develop a working knowledge of instructions, procedures and equipment used in the operation of the answering center; ability to extract pertinent detail information from distraught callers; ability to understand correct methods of data input, forms handling and proper order of forms; ability to read and record computer output data rapidly and accurately; ability to locate errors made in data entry on keyboard terminal; ability to maintain center security and confidentiality.

## Education and Experience

Any combination equivalent to graduation from high school plus one year responsible clerical experience.

Approved By:

June 5, 1978  
Date

Don H. Smith, chief  
Department Head

## BASIC SEQUENCE-CALL HANDLING

Listed here is a logical sequence of call handling events, however, it is well to note that all calls and/or incidents being reported will not necessarily follow a logical sequence, in which case, common sense and good judgement must prevail. It serves expediency to perform, whenever possible, the basic functions concurrently, rather than sequentially.

1. ANSWER CALL
  - (A) Telephone techniques - general
  - (B) Operating telephone terminal gear
  - (C) Telephone terminal gear features
  - (D) Telephone conversation - voice recording
  - (E) Call card - description
2. DETERMINE EMERGENCY
  - (A) Bonafied emergency criterion
3. TIME STAMP RECEIVED
  - (A) Time clock registration
4. EXTRACT INCIDENT INFORMATION
  - (A) Telephone techniques - specific
5. DETERMINE JURISDICTION
  - (A) Judgement determination
  - (B) Geo-index determination
  - (C) Operation of terminal access gear
  - (D) Joint powers agreement
6. DETERMINE PROCEDURE/METHOD FOR BROADCAST
  - (A) Dispatch techniques - specific
  - (B) Radio console configuration
  - (C) Operation of Motorola encoder
  - (D) Operation of Plectron encoder
7. BROADCAST TO RESPONDING JURISDICTION
  - (A) Dispatch techniques - general
  - (B) Phonetic alphabet
  - (C) Ten code
8. TIME STAMP DISPATCH/DISPOSITION  
Operator involvement at this junction may or may not terminate, dependent upon appropriate procedure.
9. TIME STAMP ARRIVAL OF RESPONDING JURISDICTION'S UNIT  
As dictated by "Procedure Information Card".
10. TIME STAMP CLEARING SCENE OR FOLLOW FURTHER EVENTS OF INCIDENT  
As dictated by "Procedure Information Card".

The foregoing designated, numbered and alphabetized captions correspond to paragraphs following, which elaborate and discuss the handling of basic events.

## 1. (A) TELEPHONE TECHNIQUES-GENERAL

1. Answer promptly. Each call is an emergency. Put yourself in the place of one who may be ill or suffering from fear or panic. Every ring for that person lasts an eternity. Answer the ring immediately.
2. Identify yourself. "EMERGENCY CENTER" This ensures the caller that he has placed his call properly and thus has a calming influence on him.
3. Speak directly into the mouthpiece. This ensures that you will be properly understood and will not have to waste time repeating information. Speak up! Don't swallow your words.
4. Observe telephone courtesy. A calm, competent, decisive voice that is courteous will reduce chances that the caller will be antagonistic. Explain to the caller what action you intend to take and assure them assistance may be expected to be on the scene very soon.
5. Take charge of the conversation. After the initial exchange and when you sense the needs of the calling party, cut off superfluous wordage by leading the caller into questions to which you need answers; questions as to who, what, where and when. Be courteous but firm.
6. Take down all information. Write it down! Never leave anything to memory.
7. Avoid jargon or slang. Use good English. Some terms you may use frequently, such as 10-4, St. V's, rig, or bust, will not be meaningful to most callers, or worst yet might be misconstrued to mean something entirely different. Never use abusive language.
8. Show interest in the person's call. The person calling has information and needs help, and to him it is important. Get the callers name when possible, use it, it makes him feel you have a personal interest in his call. Do not, however, call strangers by their first name.
9. Try to visualize the caller. The telephone is an impersonal thing and we may tend to be curt and less courteous. Be patient. Remember, the caller may be under tremendous emotional or physical strain. Try to reassure and calm him.
10. Remember the four "C's" of effective communications. The basic Characteristics necessary to an effective, efficient 911 operator are:

- CALM

COURTEOUS

CORRECT

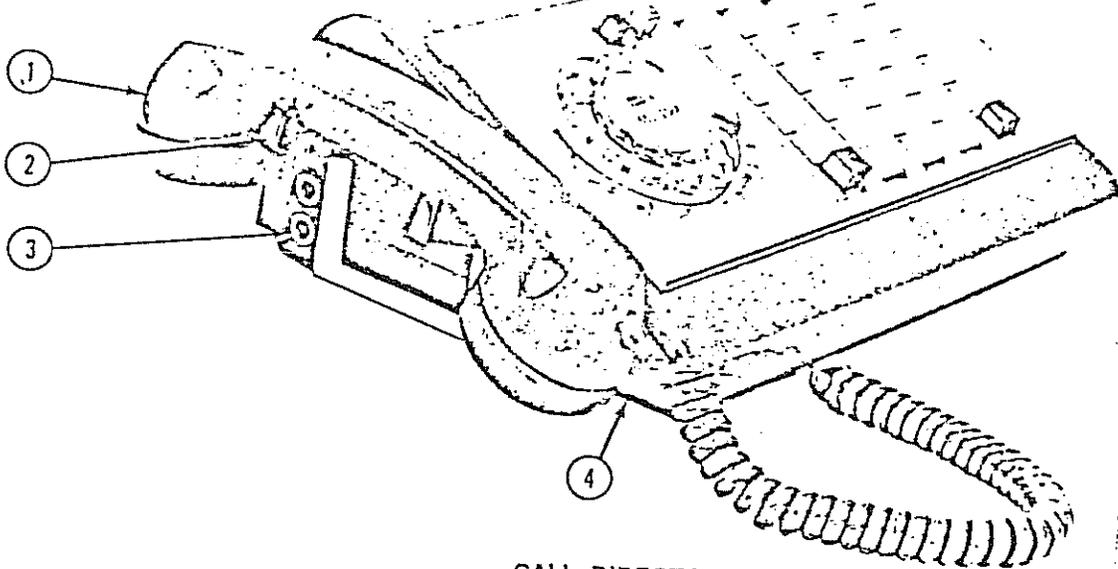
CONCISE

CALM: One of the first things you need to do is compose the caller. The person calling a 911 answering center will sometimes be greatly agitated. Sometimes they will be in pain, sometimes they will have witnessed a violent accident or have seen a gruesome sight. You can detect the excitement in their voices. They will speak quickly or loudly. They may be out of breath. Their voices may be higher pitched than normal. They may make irrational demands. They may not listen to reason. You should not, however, tell them to "calm down"; this will only make them think you don't appreciate the seriousness of the situation. Keep emotion out of your voice. No matter what the emergency, a calm, professional attitude will help get the message through quickly and accurately. Losing your cool, calm attitude may only tend to complicate the emergency; it may add to the anxiety of an individual who is already highly excited. The greater the reason for getting excited, the more important it is for you to remain calm. It is essential to remain calm and to relieve the anxiety of the calling party. The most effective way to calm a caller is to let him know, by your actions and your tone of voice, that he has reached a calm and competent person who will do the right thing to help.

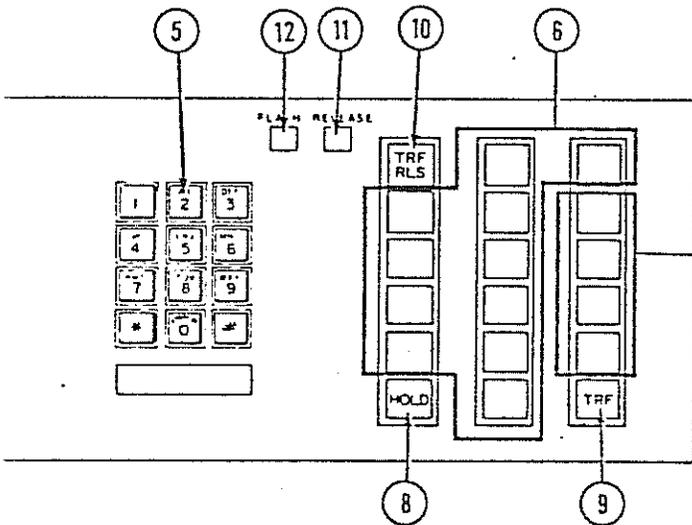
COURTEOUS: You must think of yourself as a public servant. Regardless of provocation or circumstances, remain courteous at all times. When people speak to us in an agitated manner, we tend to reply in the same manner; to speak quickly, to speak loudly, to speak in a higher pitched voice. Listen to yourself, don't sound apathetic or uncaring; instill confidence by setting an example with your tone of voice. Never display temper or lose your composure. If a caller becomes hostile or abusive, do not express hostility yourself. Make allowances for what the caller has been through. The two most important people in the victim's life at the moment are you, the 911 operator, and the caller you have on the line. Being angry with one another accomplishes nothing; it can only make matters worse. If the caller starts to argue, don't argue back. It takes time to argue---time you do not have. Be firm, but be courteous.

CORRECT: You must keep errors out of your communications. Let the caller state the problem in his own words, but don't let him ramble. Use standard phrases; read back the message when deemed necessary to ensure that names, locations and vital information are correct. Use a 911 Call Card, utilizing pre-printed information when eliciting details from callers.

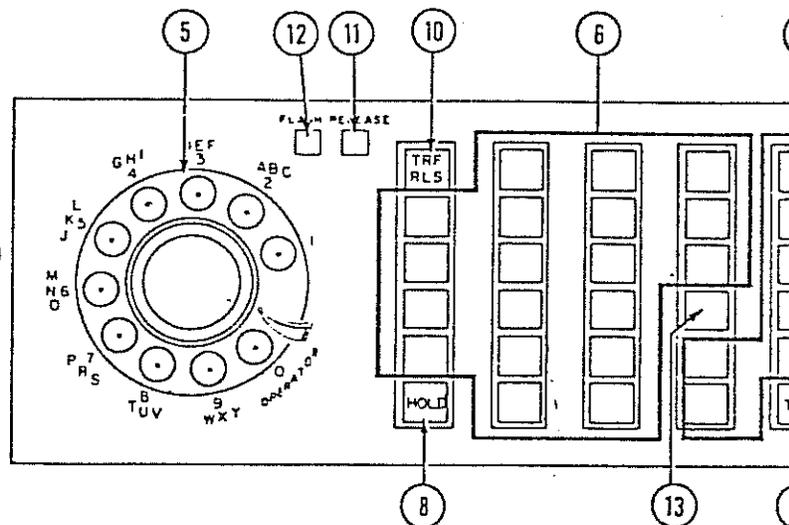
CONCISE: Your job is to get the emergency message and dispatch, relay, transfer or refer the information to the person or persons who will direct assistance. Control the conversation to get all the detail you will need in order to decide what sort of assistance is required and where help is needed. A "strictly business" attitude is your best assurance of efficient, effective communications.



CALL DIRECTOR



18-BUTTON MODEL



30-BUTTON MODEL

**ATTENDANT TELEPHONES:** Each attendant position is equipped with a Call director Telephone, either 18-button or 30-button. Line buttons are assigned to incoming 911 emergency lines, 2-way direct tie lines for the most frequently called emergency agencies, and 2-way dial lines for less frequently called agencies. Ordinary calls can also be placed and received at the Call Director telephones.

**Lamp signals.** The lamps associated with the line buttons and the TRF (transfer) button provide visible indications at the following rates:

Slow Flash	30/min	(on period longer than off period)
Flash	60/min	(on and off periods equal)
Fast Flash	120/min	(on and off periods equal)
Wink	120/min	(on period longer than off period)

**Button Operation.** The line pickup buttons on the Call Director telephone sets are of the locking type and remain down after being depressed. They are released by operation of another line button or the release button.

Handset/Headset operation. All of the Call Director operating procedures require the use of the handset (1) or a headset plugged into the headset jack (3). When a headset is plugged in, the handset is disabled. When the handset is used, it must be lifted off the switch hook to place or answer a call. When the headset is connected, it automatically disconnects the handset. The headset is connected through a jack built into the side of the telephone (3), and leaves the telephone cradle inoperative.

To transfer headset operation from local (18-button) to area (30-button) call director, or viceversa:

Depress TRF (transfer button) on appropriate call director; answering capability will be transferred to other call director.

Daily continuity check. Each morning the 911 operator, assigned to shift "A", will check the 911 lines for continuity as follows:

1. Depress the first 911 line button (6); reorder tone (fast busy tone) is heard from the handset or headset, indicating that the line between the 911 system and the telephone central office is operating properly.
2. Depress the next 911 line button (6). The first 911 button (6) pops up and the reorder tone is heard on the second line.
3. Repeat this check for all 911 lines. Depress the RELEASE button (11) to release the last 911 line.
4. Record the date, time, etc., of the continuity test, as provided in the "Continuity Test Log".
5. Report any malfunctions to Telephone Company Repair Service as hereinafter stipulated.

#### NORMAL OPERATION:

Answering a 911 call. An incoming, emergency 911 call is announced by a ringing and a fast flashing of a 911 line lamp, simultaneously at each Call Director station. The call can be answered by any station.

1. Depress the fast flashing button. The ringing stops, the lamp changes to steady, and you are connected to the caller.
2. Talk to the caller and find out what emergency service is needed. If the caller hangs up before you answer, you will hear a reorder tone (fast busy tone).
- 3a. Get all the necessary incident information from the caller. You can either keep the line open, put it on hold, transfer the caller or release the line.
- 3b. If you are not responsible for dispatching the emergency service directly, either transfer the call to the appropriate agency or relay the information as per pre-established procedure.

Transferring a 911 call. NOTE: If the TRF button (9) at your station is already lighted steady, you must wait until it goes off before transferring the call.

1. Depress the TRF button (9). You now have approximately 3 seconds to select a 2-way line. The lamp in the TRF button (9) at your telephone slow flashes. The TRF buttons at the other stations light steady.

2. Depress the button of the 2-way line (7) where you want to transfer the 911 call. (If the TRF lamp goes off before you select a line, depress the TRF button (9) again. The button of the calling 911 line pops up and the TRF lamp goes off. The 911 line lamp and the 2-way line lamp slow-flash for the duration of the call. The called agency, either the Green Bay Police or the Green Bay Fire Department, are both on a direct tie line, their station or telephone will be signaled upon depression of the 2-way line (7).
3. When the called station answers, a 3-way connection is established, with your station, the 911 caller, and the called agency.
4. Relay the incident, complete location and nature to the answering police or fire dispatcher.
5. Remain connected to the call as long as necessary to assure that the emergency request is properly answered.
6. To drop out of the call, depress the non-locking RELEASE button (11). The 2-way line button pops up, but its lamp continues to slow-flash. You are now free to handle other calls while the 911 caller and the emergency agency talk.
7. To re-enter a call in progress, depress the 911 button. A 3-way connection is established again.
8. If you have left the call and the lamps are still slow flashing, re-enter the call by depressing the 911 button. If the call is over, no conversation will be heard. If over, drop the lines by first depressing the TRF RLS button (10) and then the RELEASE button (11). The 2-way line and the 911 line are released and their lamps go off. NOTE: If you have left the call and the line lamps are now off, the caller had control of the call and has disconnected. No further action is necessary.

Disconnecting unwanted 911 calls. If you receive a 911 call which is obviously a prank or a false alarm, simply depress the RELEASE button (11) to drop the line. The caller does not retain control of the connection.

Emergency ringback and switchhook status. If a caller hangs up after the call is answered, but before transmitting all the necessary information, you can ring the caller's telephone and monitor its on/off-hook status. NOTE: The emergency ringback and switchhook status features are not available on all 911 lines. These features are not available from central office exchanges, numbers 532,822, 863, 866 and 869.

1. Depress the FLASH button (12). The 911 caller's telephone rings each time the button is operated.
2. Repeat the operation of the FLASH button (12) to alert the 911 caller.
3. If the on-hook 911 caller fails to respond to emergency ringback, place the line on hold by depressing the HOLD button (8). The 911 button pops up and the line lamp changes to wink. In this condition you can have the call traced or determine if the caller goes off-hook again.
4. If the 911 caller goes off-hook again, you will be alerted by the switchhook status feature. The 911 line lamp changes to flash and the switchhook status buzzer sounds.

5. Depress the flashing line lamp. The line lamp changes to steady, the buzzer stops, and you are connected to the 911 caller again.

Releasing the called agency only. After a transfer call has been established, the attendant can release the called agency on the 2-way line without releasing the 911 caller.

1. Depress the 911 line button. The 911 line button locks down and the 2-way line button pops up.
2. Depress the TRF RLS button (10). The 2-way line is released and its lamp goes off. You are now connected to the 911 line only.

Standard telephone operation. Non-emergency calls can be placed and received at the Call Director stations on the 2-way dial lines.

1. To place a call; depress the line button, listen for the dial tone, dial the desired number. The line lamp lights steady and the dialed station is signaled.
2. To answer a call; depress the fast-flashing line button and announce yourself, "911 Center". The line lamp lights steady and the ringing stops.
3. To terminate a call; depress the RELEASE button (11).

Placing a call on hold. You can put any off-hook dial line or 911 line on hold by the standard procedure used with most key telephone equipment, provided a 3-way connection has not been set up.

1. Depress the HOLD button (8). The line button pops up and its lamp changes from steady to wink.
2. To pick up a call on hold, simply depress the winking line button. The line lamp goes steady and the 2-way connection is established again.

TOUCH-A-MATIC: The touch-a-matic dialer electronically stores up to 31 telephone numbers, the numbers of those service agencies that participate in either a primary or alternate, relay format of emergency information. The touch-a-matic also remembers the last number you dialed manually. If that number was busy, or you want to dial it again for any reason, press the "LAST NUMBER DIALED" button. The three banks of buttons on the touch-a-matic console will be arranged with the first row containing the telephone numbers of fire departments, the second row, medical rescue squads, and the third row, police departments. Additionally, any other numbers pertinent to the operation of the 911 system will be included in the third row.

Operation: The touch-a-matic console is connected to, and must be used in conjunction with the 30 button "area" call director. To place a call:

1. Depress the line button of an outside line, listen for a dial tone.
2. Depress the button on the touch-a-matic assigned to the agency you desire to contact. Depression of the button on the touch-a-matic automatically dials the pre-programmed, seven digit number of the called agency.

To record or program a number:

1. Depress the RECORD button, simultaneously with the MEMORY button

on the line you are assigning the number and then dial the desired number, up to 15 digits. The fifteen digits can include area code and direct long distance dial code "1".

2. When the number is dialed, touch the RECORD OFF button and the new number automatically replaces the old.

TRACER ACTION: You control the line connection. The caller cannot terminate the call. The line can be terminated only by your depression of the RELEASE button (11). If a caller should hang up before giving complete incident information, and the caller does not respond to the ring back feature, it will be necessary for you to initiate tracer action. Tracer action must be started by you, through the telephone company having control of the central office switching equipment

To trace a call:

1. Depress the HOLD button (8). The 911 button pops up and the line lamp changes to wink.
2. Dependent upon which central office the call originated from, as indicated by the call director, call one of the following numbers to initiate tracer action, with priority to the order shown:

- A. Wisconsin Telephone Company, exchanges 336, 337, 432, 433, 434, 435, 437, 465, 468, 469, 494, 497, 499 and 532.

During business hours call:

1-414-731-1353 - This is a toll call to Appleton

or

468-3306 - Green Bay Commercial Manager

After normal business hours call:

1-414-734-9202 - This is a toll call to Appleton

- B. Northeast Telephone Company, exchanges 822, 865 and 869.

During business hours call:

822-3201 - Company business office

After normal business hours call:

822-5035 - Mr. Robert H. Riordan

822-3702 --Mr. Patrick D. Riordan

- C. General Telephone Company, exchanges 863 and 866.

Any hour of the day call:

1-414-893-5971 - This is a toll call to Plymouth

- D. Wayside Telephone Company, exchange 864.

During business hours call:

864-2101 - Company business office

After normal business hours call:

- 864-2345 - Mr. Ronald K. Kiekhaefer
- 864-2482 - Mr. Darrell Schmel
- 864-2365 - Mr. Hubert F. Kiekhaefer

**IMPORTANT:** Upon reaching a party to initiate tracer action, be sure to identify yourself as the Brown County 911 Emergency Center at Green Bay, and that you have a line on hold, and locked on exchange - - - (number). They will subsequently call you back with information concerning the physical location of the calling main station and advice that you may release the line from hold. Do not release the line until advised to do so.

Location Determined. Proceed to dispatch a police agency to address given to ascertain the emergency.

MAINTENANCE: When trouble is encountered on telephone company provided equipment, it should be reported promptly to the Wisconsin Telephone Company. Do not attempt repairs yourself, call telephone repair service at 437-0411. When calling Repair Service, reveal your identity as the 911 Emergency Center and the fact that this is an EMERGENCY telephone.

#### 1. (C) TELEPHONE TERMINAL GEAR FEATURES

In addition to basic telephone features, the SA Telephone Answering gear includes the following features:

1. Calling party hold. Enables the answering center operators to control the connection for confirmation and tracing of a call.
2. Forced disconnect. Enables the answering center operators to disconnect callers, preventing a jam of all incoming lines.
3. Ring back. Permits the answering center to ring the hung up telephone, on a hold circuit; useful when a calling party has failed to provide necessary information to the answering center before hanging up.
4. Dial tone first. Allows a 911 call to be completed at a public telephone booth without deposit of a coin.

## 1. (D) TELEPHONE CONVERSATION-VOICE RECORDING

Simultaneous to answering the telephone, your conversation is being recorded on a Dictaphone, Call Check, device. The entire conversation, your voice and that of the caller are recorded and will be available for instant playback. In the event of a sudden hang up, before you have elicited pertinent incident information; and in addition to the ring back feature of the telephone terminal gear, you can play back the recorded conversation for review and appropriate action.

The "Call Check" is an endless, magnetic, loop tape which will accommodate 60 minutes of conversation. There are two main components to the call check device, first, a remotely located tank which contains the tape recorder/player, and secondly, the desk top control panel, which contains the power and record indicator lights, the volume control and the recall, restore and forward buttons which allow you to review your conversations.

Basically, depression of the recall button allows you to review the last call received. Review of calls received prior to the last call, require a constant depression of the recall button.

The control panel also provides a "jack" receptacle which allows you to transfer and re-record the conversation to a cassette tape which can be retained indefinitely for future review.

Any call/conversation which you anticipate might be questioned by anyone, for any reason, should be transferred to a cassette for retention. A portable tape recorder and cassettes are available for this purpose. All such recorded conversations should be properly labeled, showing a title of the incident or subject matter, time and date, and name of person recording the incident. The cassette will then be brought to the attention of the 911 coordinator.

Possible reasons for re-recording a call could be as follows:

1. A caller questioning or objecting to our method of extracting incident information or detail.
2. A call of a particularly severe incident, or a call of spectacular proportions, such as a major fire or catastrophic event.
3. An abusive or extremely impatient caller.
4. Any event or call that you anticipate, might subsequently be questioned, for any reason.

MAINTENANCE: Brown County subscribes to a maintenance contract agreement with the local, Dictaphone Branch Office. Do not attempt repairs yourself, for repairs and service, call the Dictaphone repair personnel at telephone number 414-435-8222.

1. (1) CALL CARD DESCRIPTION

The 911 Call Card is a color coded, serially numbered card that is to be initiated for each incident and/or call received by the 911 Center, deemed a bonafide emergency, and requiring a public service agency response .

The card is pre-printed, in a semblance to a uniform interview and response technique, and is to be utilized by all operators. Use of the card ensures procurement of appropriate and complete incident information, enabling the operator to merely check off applicable blocks, in a manner compatible with concurrent determination of response jurisdiction. Pre-printed information establishes anticipated emergencies. "Other", pre-printed blocks have been incorporated to cover non-anticipated emergencies.

Serial numbering ensures that all incidents and/or calls, worthy of record, are accountable, affording incident times, locations, types and disposition attainment, if needed for future referral.

When all phases of an incident have been properly recorded and/or noted on the call card, it will be placed in numerical order, facilitating a chronicle of center activity.

EXHIBIT "A"

This space reserved for the display of a printed "911 CALL CARD".

CALL CARD - 911 EMERGENCY CENTER				No. 000					
<input type="checkbox"/> FIRE <input type="checkbox"/> Hazard <input type="checkbox"/> House <input type="checkbox"/> Explosion <input type="checkbox"/> Smoke <input type="checkbox"/> Spillage <input type="checkbox"/> Vehicle <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input type="checkbox"/> MEDICAL <input type="checkbox"/> Bleeding <input type="checkbox"/> Breathing <input type="checkbox"/> Broken Bone <input type="checkbox"/> Cardiac <input type="checkbox"/> Mental <input type="checkbox"/> Severe Pain <input type="checkbox"/> Unconscious <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input type="checkbox"/> POLICE <input type="checkbox"/> Assault <input type="checkbox"/> Auto Acc. <input type="checkbox"/> Burglary <input type="checkbox"/> Disturbance <input type="checkbox"/> Officer Down <input type="checkbox"/> Robbery <input type="checkbox"/> Suicide <input type="checkbox"/> Weapons <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input type="checkbox"/> OTHER SERVICES <input type="checkbox"/> Coroner <input type="checkbox"/> Paramedic <input type="checkbox"/> Utility <input type="checkbox"/> Wrecker <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	<input type="checkbox"/> ACTION <input type="checkbox"/> TRANSFER <input type="checkbox"/> DISPATCH <input type="checkbox"/> RELAY <input type="checkbox"/> REFERRAL <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	Received by: _____ Action by: _____ Unit: _____ Assistance Yes <input type="checkbox"/> No <input type="checkbox"/> Transport: Yes <input type="checkbox"/> No <input type="checkbox"/> Hospital: _____ Other: _____ STATUS Founded <input type="checkbox"/> Unfounded <input type="checkbox"/>				
Location		Municipality							
Subject									
Caller		Tel. No.							
Detail									
				REC	ACT	ENR	APP		

## 2. (A) BONAFIED EMERGENCY CRITERION

It is extremely difficult to make a determination of exactly what is, and what is not an emergency, life threatening situation. Dependent upon personality and circumstance, one person's perception of an incident may vary vastly from that of another person, further dependent upon caller's involvement and objectivity. Different persons often will submit different versions of the same incident. Do not accept any statement or report as necessarily accurate. If you cannot determine a true assessment of the incident or situation, assume the most severe, and govern your conservative course of action accordingly, covering all possibilities. It is better to be safe than sorry. Your common sense, acquisition of experience and good judgement will determine "other" emergencies.

The following is a list of anticipated emergencies that may occur, and would be considered life threatening:

1. FIRE
  - a. Observed flames
  - b. Smoke accumulation or odor
  - c. Explosion
  - d. Fire hazard
  
2. MEDICAL
  - a. Breathing
  - b. Bleeding
  - c. Broken bones
  - d. Unconsciousness
  - e. Extreme pain
  - f. Cardiac condition
  - g. Mental condition
  - h. Serious injury or illness
  
3. AUTOMOBILE ACCIDENT WITH INJURIES
  - a. Known or suspected because of indicated severity
  - b. Traffic control needed because of location or type of vehicles
  
4. CRIMINAL INCIDENT
  - a. Child abuse in progress
  - b. Robbery in progress
  - c. Burglary in progress
  - d. Assault in progress
  - e. Officer down
  - f. Domestic disturbance

IS A WEAPON INVOLVED? - VERY IMPORTANT
  
5. OTHER INCIDENT
  - a. Burglar alarm
  - b. Bomb scare/threat
  - c. Suicide in progress
  - d. Utilities disruption

### 3. (A) TIME CLOCK REGISTRATION

The 911 answering center is equipped with a Simplex, model S4QO, time clock, placed to make its usage common to both primary answering positions. All calls received by the center which require action, must be time stamped, minimally, with the time the call is received and at the time a response is dispatched, relayed, transferred or referred.

To a caller, on site at the scene of an incident, time has almost stopped. What is a normal lapse of time to a non-involved, objective person, may seem eternal to a person under emotional and/or physical stress, provoking impatience and complaint. Therefore, in order to instill and maintain confidence and credibility, it behooves us to ensure that all requests for service, through our center are time registered.

The time recorder at the answering positions is identical to the clock in the communications center so that they are interchangeable, in that a card may be time stamped at either clock, dependent upon the stage of incident involvement.

To take a registration:

1. Insert a 911 call card into the card receiver of the Simplex time clock, with the printed side facing the clock dial, and push the card into the recorder until a registration is made.
2. The first registration is positioned by a pre-punched hole in the left margin.
3. Second and succeeding registrations will be positioned by the hole punched into the card by the recorder, at the occurrence of previous registration.
4. A registration lock out device prevents registrations from being made less than 5/8ths of an inch from the bottom of the card.

To set or re-set time - day/month/year:

1. Do not attempt to set the time by moving the clock hands.
2. Refer to simplex "Customer Operating Instructions" for specific setting instructions. This publication is available at the answering position desk.

#### MAINTENANCE:

1. A plastic box receptical is located inside the recorder cover to collect the card chips or particals of cards punched out, and should be emptied periodically to prevent excessive chip accumulation.
2. Brown County subscribes to a maintenance contract/agreement with the local, Simplex Branch Office. Other than the foregoing settings and attention, call the Simplex repair personnel at telephone number 414-494-8741. Do not attempt repairs yourself.

## 4. (A) TELEPHONE TECHNIQUES-SPECIFIC

A color coded, serially numbered "911 Call Card" will be initiated for each incident reported to the 911 Center, deemed a bonafide emergency, and requiring a public service agency response. This card enables the operator to merely check appropriate, pre-printed incident information, ensuring the procurement of complete incident detail:

1. Answer telephone: "EMERGENCY CENTER - WHAT IS YOUR EMERGENCY?"  
Pre-printed information establishes type of emergency as FIRE-MEDICAL POLICE-OTHER, followed immediately beneath, by information elaborating the nature of the emergency. Check off pre-printed blocks as they pertain. Pre-printed information establishes anticipated emergencies, "Other" blocks will cover non-anticipated emergencies, and your common sense and good judgement must determine other emergencies.
2. NON-EMERGENCY: Inform the caller, "I'm sorry, this telephone is for emergency calls only. Please consult your telephone directory for the administrative number of your (fire, medical or police) agency." Be courteous but firm. Then hang up!
3. EMERGENCY ESTABLISHED: Time stamp call card "REC" following pre-printed call procedure.
  - a. Location/address - street number and name.  
If no number, name of road. Designations such as street, road, avenue, etc. are pertinent, and if known, should be obtained.
  - b. Municipality - name of city, village or township.  
Political jurisdiction is pertinent, and if known, should be obtained.
  - c. Name/subject - name of establishment, building or individuals involved in incident if relevant.
  - d. Floor/apartment - number of floor or apartment, on or in which the incident is taking place.
  - e. Caller - name of person placing call for service.
  - f. Telephone Number - telephone number of telephone from which the person is calling.
  - g. Detail - any information that can be extracted from the caller that may be helpful. ALSO - when no street number is available, such as prevails in rural areas, specific directions should be provided in this portion. "IMPORTANT-IS A WEAPON INVOLVED!"
  - h. Action - check appropriate box, dependent upon action taken. The call was either TRANSFERRED-DISPATCHED-RELAYED-REFERRED
  - i. Received by - your name - distinctive three (3) initials.
  - j. Action by - your name - distinctive three (3) initials.
  - k. Unit - if you are involved in dispatch, this information will be furnished to you when the service agency acknowledges the call.
  - l. Assistance - if you are involved in dispatch, this information or block will be utilized if the responding unit should ask for further assistance, after arrival at the incident scene;; under "OTHER SERVICES" check block covering appropriate service - elaborate under "DETAIL".
  - m. Transport - if you are involved in dispatch, this information or block will be utilized if the responding medical service agency transports a victim to a hospital.
  - n. Hospital - write in name of hospital th which agency is transporting.
  - o. Other - further utilization or a further elaboration.
  - p. Status - if known, whether the call is founded or unfounded.

#### 4. (A) TELEPHONE INCIDENT UNS-SPECIFIC (continued)

- g. Time recording - all cards initiated must be minimally time recorded "RDC" and "ACT". If you are involved in dispatch, you will have to further time record "ENT" indicating the time the responding unit is enroute or underway to the incident scene; "ARR" indicated the time the responding unit arrives at the scene. Further time recording slots are left blank which will accommodate further activities, such as transports to hospitals and arrivals at hospitals. The last time recorded in the card will always be the time the responding unit clears the scene.

#### 5. (A) JUDGEMENT DETERMINATION

If the caller is knowledgeable of what municipality or political jurisdiction in which he resides or where the incident is occurring, and you, combined with your knowledge of local geography are confident his informational expression is accurate, proceed with appropriate response action. This will save time. Time is of essence.

For example, if a caller states a party is having a cardiac problem at the Green Bay City Hall, it would be a safe assumption to transfer the caller to the Green Bay Fire Department for proper response action.

However, regardless of the foregoing, at some interval, you must subject the address to the geo-index for verification and confirmation. Assumptions are never genuinely safe.

#### 5. (B) GEO-INDEX DETERMINATION

We have available to us a computer assisted geographic index. If you have any doubt as to what public service agency has response jurisdiction to a particular incident location, submit the address or location to the index. This function should be performed concurrently with receipt of incident detail.

The geo-index is a computer assisted index of all roads, street numbers and names, county trunk designations and state highway designations, freeways, major highway junctions, and/or inter-sections, along with geographical landmarks such as public buildings, parks, recreational areas, settlements and monuments within Brown County.

Access to the computer/index will be by an on line, alphabetic, numeric keyboard terminal.

## 5. (c) OPERATION OF TERMINAL ACCESS GEAR

This page is reserved for inclusion of "Terminal Access Gear Operating Instructions" to be drafted by the Brown County Data Processing Department.

#### 5. (D) JOINT POWERS AGREEMENT

Wisconsin Statutes require that Brown County annually enter into a joint powers agreement with all fire, rescue/medical and police agencies operating within Brown County. This agreement shall be applicable on a daily basis and shall provide that if a public service agency is dispatched, in response to a request through our 911 Center, such public service agency shall render its services and vehicles to the persons needing the services regardless of whether the agency is operating outside its normal jurisdictional boundaries.

This means that if you should error in determining proper jurisdiction, the public service agency contacted will respond at our direction, per agreement. However, it is anticipated that this agreement will not be invoked if the preceding, precautionary measures are taken to ensure proper jurisdiction determination.

Improper direction/dispatch will detract from our credibility and destroy confidence in the system, by both public service agencies and ultimately the citizens of Brown County, to whom, we have pledged our dedication.

## 6. (A) DISPATCH TECHNIQUES-SPECIFIC

Upon receipt of a bonafide, emergency call there are four (4) methods of disseminating incident detail to the responding public service agency, they are as follows:

1. DIRECT DISPATCH: The public service agency is advised of all pertinent incident information via radio, through the communications capability of the Brown County Sheriff-Traffic department
2. CALL TRANSFER: The public service agency is advised of all pertinent incident information while the caller is on the line, and advised to stay on the line. If necessary, the service entity can obtain any additional information they are desirous of obtaining, or they may retain the caller on the line at their discretion.
3. CALL RELAY: The public service agency is advised of all pertinent incident information, either via touch-a-matic, automatic telephone dialer, or radio, through the communication capability of the Brown County Sheriff-Traffic Department.
4. CALL REFERRAL: The public service agency is advised of all pertinent incident information by the caller. The caller is referred to an agency that can be of assistance to alleviate their problem/situation.

An index, procedural information card is maintained for each public service agency operating within Brown County. This card is maintained current, containing all dispatch-relay-transfer-referral procedure, primary and alternate methods, additionally containing pertinent agency information such as agency principals, addresses, telephone numbers and contractual auxiliaries.  
See exhibit "B" for Specimen Card.

All dispatch messages will be preceeded by a distinctive, alerting tone signal. See procedural information card for engagement of particular code, signal arrangement.  
See Exhibit "B" for Procedural Information Card.

Always identify yourself as the nine-one-one (911) center in any verbal message conveyed to a public service agency. Never use the terminology "nine eleven"; always use terminology nine-one-one.

In the event an incident requires the response of multiple service agencies, the dispatch will be affected with consideration of the following priority:

1. FIRE
2. MEDICAL
3. POLICE

DISPATCH AND/OR RELAY WILL BE IN THIS ORDER!

THE FOLLOWING AGENCIES WILL EMPLOY THESE METHODS OF OPERATION:

55

1. DIRECT DISPATCH:

Brown County Sheriff-Traffic Department  
Contract Police Services  
(Allouez Police; Ashwaubenon Police; Howard Police;)  
Denmark Police Department  
Pulaski Police Department  
Wrightstown Police Department  
Ashwaubenon Fire Department  
Bellevue Fire Department  
Denmark Fire Department  
Greenleaf Fire Department  
Hobart Fire Department  
Hollandtown Fire Department  
Howard Fire Department  
Lawrence Fire Department  
New Franken Fire Department  
Suamico Fire Department  
Advanced Life Support Unit (PARAMEDICS)  
Ashwaubenon Rescue Squad  
Emergency Rescue Services, Inc.

2. CALL TRANSFER:

Green Bay Fire Department - Green Bay Rescue Squad  
Green Bay Police Department

3. CALL RELAY:

Allouez Fire Department - Allouez Rescue Squad  
De Pere Fire Department - De Pere Rescue Squad  
De Pere Police Department  
Green Bay Rescue and Ambulance, Inc.  
Metro Rescue and Ambulance, Inc.  
Morrison Fire Department  
Pulaski Fire Department  
Tri-County Rescue Squad  
Viking Rescue Squad  
Wayside Fire Department  
Wrightstown Fire Department

4. CALL REFERRAL:

Allouez Water Department  
Ashwaubenon Water Department  
Bellevue Water Department  
Denmark Water Department  
De Pere Water Department  
Federal Bureau of Investigation (FBI)  
General Telephone Company  
Green Bay Water Utility  
Hotline  
Howard Water Department  
Metropolitan Sewerage Disposal Plant  
North Central Public Service Co.  
Northeast Telephone Company  
Pulaski Water Department  
Wayside Telephone Company  
Wisconsin Telephone Company  
Wisconsin Michigan Power Company  
Wisconsin Public Service Corp.  
Wisconsin Gas Company  
Wisconsin State Patrol, District 3  
Wrightstown Water Department

## EXHIBIT "B"

## PROCEDURAL INFORMATION CARD

## ANYTOWN FIRE DEPARTMENT - DIRECT DISPATCH

Proceed to secondary radio console with call card in hand

a. Either deliver card to radio operator OR if unoccupied Proceed to dispatch  
Modem encoder - Code No. 66

a. Insert code number

b. Console selection switch - Right or Left

c. Select county fire frequency - KZZ 222

d. Depress "P" key on encoder unit

e. When tone clears - Transmit verbal message

Typical message would broadcast as follows: "nine-one-one to Anytown Fire  
Department - house fire - at 4234 South Main Street"

## REPEAT - TONE SIGNAL AND MESSAGE

Standby the secondary console until the fire department acknowledges call.  
This may be a span of several minutes. If dispatch is not acknowledged within  
a reasonable period, it should be re-instituted.

Hold card in abeyance, available at console for subsequent time stamp, as  
dictated by unit activity.

Activity and/or call volume allowing, stay abreast of call/incident, time  
stamp activity when necessary, ENR-ARR-CLR, etc.

IMPORTANT: Your efforts must be coordinated with that of the sworn personnel  
with a sincere regard to each other's activity prevailing at the

FIRE CHIEF: Frank Firefighter 432-1234

ASST CHIEF: Seymour Smokeless 435-4321

Back up unit: Yourtown Fire Department OR as directed by officer in  
charge of fire scene.

ALTERNATE: Relay via telephone, touch-a-matic equipment, giving typical  
foregoing message.

The configuration of the radio console in the communications center is made up in five (5) segments and looking from left to right, contains the following instrumentation and/or equipment:

1. Alert Panel.
  - a. Emergency government siren controls
2. Main Radio Console.
  - a. Marine radio
  - b. Main frequency module
  - c. Point to point frequency module
  - d. County fire frequency module
  - e. Car to car frequency module
  - f. Standby frequency module
  - g. Emergency government frequency module
  - h. Brown Conty Highway Department frequency module
  - i. Desk set module
  - j. Phone patch
  - k. Green Bay Police Department intercom
3. Monitor Panel.
  - a. Monitor receivers for the following agencies:
    - State of Wisconsin - State Patrol
    - Weather forecasts
    - Green Bay Fire Department
    - Wisconsin State Reformatory
    - WISPERN (Wisconsin Police Emergency Radio Network)
    - NAWAS (National Warning System)
    - Green Bay Police Department
    - Allouez Fire Department
  - b. Switch Control Panel for control of following devices:
    - Safety building elevator
    - Jail building elevator
    - Front door control
    - Gasoline pump
    - Jail alarm reset
    - Gas pump light
    - East sally port door
    - West sally port door
    - Basement garage door
    - Communication door control
  - c. Status Slot Panel - On Duty Units
4. Alert Panel.
  - a. Citizens Band Radio
  - b. Civil Defense Alert Receivers, activation button
  - c. Modem, Ten key encoder
  - d. Select Switch, encoder console selection
5. Secondary Radio Console.
  - a. Plectron Encoder
  - b. Main frequency module
  - c. Point to point frequency module
  - d. County fire frequency module
  - e. Standby frequency module
  - f. Emergency Government frequency module
  - g. De Pere Police Department frequency module
  - h. Blank module
  - i. Blank module
  - j. Green Bay Police Department intercom

## 6. (B) RADIO CONSOLE CONFIGURATION (continued)

Basically to operate the radio, it is necessary to depress, on the desired frequency module, the frequency "select" button on which you intend to broadcast, depress the "transmit" button on the console you are operating, and proceed to transmit your verbal message.

### MAINTENANCE:

Brown County subscribes to a maintenance contract/agreement with the local Motorola, franchised dealer, Bay Communications Inc. Do not attempt any repairs yourself. For repairs and service for any radio equipment or related components, call Bay Communications at telephone number 414-468-5426 daytime, during regular working hours; or telephone number 414-468-4754 for emergency service at any hour.

## 6. (C) OPERATION OF MOTOROLA ENCODER

The Motorola, ten (10) key, Moden Encoder can accommodate 99 different codes. The code is described as a two digit number assigned to a particular public service agency, which when entered and transmitted, through the encoder, via a radio signal, alerts and/or activates receivers, programed to receive that particular code signal.

To operate the Moden encoder, you must follow these steps of operation:

1. Select radio console from which transmission will be broadcast.
  - a. Be certain the encoder selection switch is in the proper position, LEFT (main console) or RIGHT (secondary console).
2. Select the radio frequency on which the transmission will be broadcast.
  - a. Depress frequency select button.
3. Program the proper, pre-determined, two digit code into the Moden encoder by depression of the corresponding number keys. auditing your selection on the digital readout screen.
4. Activate the Moden encoder, transmitting the tone signal by depression of the "P" key.
5. When the tone signal clears, proceed with your verbal transmission of message.
  - a. Tone transmission can be followed by monitoring the modulation instrument needle on the radio console.
6. Repeat items 4 and 5.
  - a. All encoded transmissions are broadcast twice.

## 6. (D) OPERATION OF PLECTRON ENCODER

The Plectron encoder has a bank of 20 buttons, with each button indexed, advising which public service agency that particular button activates. Button depression transmits, through the encoder, via a radio signal, alerting and/or activating receivers, programed to receive that particular code signal.

To operate the Plectron encoder, you must follow these steps of operation:

1. Select radio console from which transmission will be broadcast.
  - a. Be certain the encoder selection switch is in the proper position, LEFT (main console) or RIGHT (secondary console).
2. Select the radio frequency on which the transmission will be broadcast.
  - a. Depress frequency select button.
3. Depress the button indexed to the determined public service agency. This depression activates the encoder, transmitting the tone signal.
4. When the tone signal clears, proceed with your verbal transmission of message.
  - a. Tone transmission can be followed by monitoring the modulation instrument needle on the radio console.
5. Repeat items 3 and 4.
  - a. All encoded transmission are broadcast twice.

## 7. (A) DISPATCH TECHNIQUES-GENERAL

1. Clarity and brevity. As a 911 operator/dispatcher, when you use telecommunications equipment, you must be both clear and concise. Sometimes, however, clarity and brevity can interfere with each other. You can use many words to get your message across or you can be so brief that people misunderstand or fail to catch your message. Repeating things or elaborating upon them makes your message easier to understand. On the other hand, being "wordy" may cut into emergency response time. Professional, public safety dispatchers have arrived at an optimal blend of clarity and brevity in the transmission techniques they have developed through experience. They speak in a very structured way. After people learn to expect their messages to have a certain structure they find it easier to understand messages that have that structure.
  - a. The following format will be used for all 911 dispatches:  
 "Nine-one-one to---(name of service entity)---you are needed at---(give location/address)---(give nature of incident and detail)---."
  
2. The proper rate of speaking. People will understand you better if you pronounce your words clearly and somewhat slowly; a rate of about 60 words per minute is proper. The normal rate of speaking is about 125 words per minute. When you speak at a rate of 60 words per minute, you have a better chance of being understood when radio conditions are poor or you have a poor telephone connection.
  
3. Formulate your message before you talk. Think before you talk! Know what you want to say! Speak distinctly! Be brief! Be concise! Be impersonal! Do not mumble! Do not shout! Do not talk too fast! Do not become excited!
  - a. When employing radio dispatch---press the transmit button ---hesitate an instant---then speak. Monitor the frequency, do not interrupt other transmissions.
  
4. Clear presentation of numbers. Numbers are an important part of your message. They must not be misunderstood. Their confusion and miscopying can lead to much trouble, both for you and the others to whom your message is directed. Numbers should be repeated, first individually as integers, and then as the whole number:
  - a. House numbers should be transmitted as follows:  
 (1234 S. Main Street)  
 One-two-three-four South Main Street;  
 (then repeated as)  
 Twelve-thirty four South Main Street.

7. (A) DISPATCH TECHNIQUES-GENERAL  
(continued)

5. Clear presentation of names. It is important to transmit names clearly; names of people and names of locations. The phonetic alphabet, set forth in this manual will be used for unusual or different spellings or when communication connections are poor. You should not, however, overuse the phonetic alphabet. When the name has a common spelling, such as Smith or Jones, and communication connections are good, or you have no reason to suspect that a name will be misunderstood, pronounce it distinctively.
6. Dates and times. Definite time and date should be specified. Avoid terms such as "today, this date, yesterday or tomorrow". Definite hour and minute time should be used, not, "a few minutes ago". Twenty-four-hour time is preferred over the usual 12 hour time. The letters A.M. or P.M. are often misunderstood; the use of 24 hour time will eliminate the necessity of using A.M. or P.M. Avoid the term "o'clock", use instead "hours", for example, "seven hundred hours".
7. Use easy to understand phrases and words. Avoid phrases and words that are difficult to pronounce clearly or have dual meanings. Use good English. Do not use local jargon or abbreviations. Never use abusive language!
8. Aural brevity codes-ten codes. The professional society of public safety communicators has developed a standard set of 10-codes. The most frequently used of the 10-codes is 10-4, which means affirmative of O.K. The ten code set forth in this manual is standard throughout Brown County and is to be used when ten-codes are employed in message content. Whether you use ten-codes in your messages depends on the party with whom you are talking. If there is any doubt in your mind that the party may not understand ten-codes, do not use them! Whether or not you use ten-codes yourself, you should, nevertheless be able to understand them. You should memorize the most commonly used codes and be able to quickly look up the rest. This will help you understand fire, medical and police personnel who may use ten-codes in communicating with you.

## 7. (B) PHONETIC ALPHABET

A = Adam

B = Boy

C = Charles

D = David

E = Edward

F = Frank

G = George

H = Henry

I = Ida

J = John

K = King

L = Lincoln

M = Mary

N = Nora

O = Ocean

P = Paul

Q = Queen

R = Robert

S = Sam

T = Tom

U = Union

V = Victor

W = William

X = Xray

Y = Young

Z = Zebra

## 7. (C) TEN CODES

*10-1	Unable to copy	*10-50	Accident, F - PI - PD
*10-2	Signal good	10-51	Wrecker needed
*10-3	Stop transmitting	*10-52	Ambulance needed
*10-4	Acknowledgement	10-53	Road blocked
*10-5	Relay	10-54	livestock on highway
*10-6	Busy	10-55	Intoxicated driver
*10-7	Out of service (give location)	10-56	Intoxicated pedestrian
*10-8	In service	10-57	Hit and Run
*10-9	Repeat	*10-58	Direct traffic
10-10	Fight in progress	*10-59	Convoy or escort
10-11	Dog case	10-60	Squad in vicinity
*10-12	Stand by	10-61	Personnel in area
*10-13	Weather and road report	10-62	Reply to message
10-14	Report of prowler	10-63	Prepare to make written copy
10-15	Civil disturbance	10-64	Message for local delivery
10-16	Domestic trouble	10-65	Net message assignment
10-17	Meet complainant	10-66	Message cancellation
10-18	Complete assignment	10-67	Clear to read net message
10-19	Return to	10-68	Dispatch information
*10-20	Location	10-69	Message alarm
10-21	Call by telephone	*10-70	Fire alarm
*10-22	Disregard	*10-71	Advise nature of fire---siz- type & contents of building
*10-23	Arrived at scene	*10-72	Report progress on fire
10-24	Assignment completed	*10-73	Smoke report
10-25	Report in person to (meet)	10-74	Negative
10-26	Detaining subject, expedite	10-75	In contact with
10-27	Drivers license information	*10-76	Enroute
10-28	Vehicle registration information	10-77	Estimated time of arrival
10-29	Check records for wanted	*10-78	Need assistance
*10-30	Illegal use of radio	*10-79	Notify coroner
10-31	Crime in progress	10-80	Prisoner in custody
10-32	Man with gun	10-81	Rescue call
10-33	Emergency	10-82	Reserve lodging
10-34	Riot	10-83	Permission to talk to car
10-35	Major crime alert	10-84	Will be late
10-36	Correct time	10-85	If meeting___advise ETA
10-37	Investigate suspicious vehicle	10-86	Private line
10-38	Stopping suspicious vehicle--- give station complete descrip- tion before stopping	10-87	Pick up checks
10-39	Urgent - use lights & siren	10-88	Advise present phone number
10-40	Silent run-no lights or siren	10-89	Officer at home
10-41	Beginning tour of duty	10-90	Bank alarm
10-42	Ending tour of duty	*10-91	Unnecessary use of radio
10-43	Information	10-92	Using F-2
10-44	Request permission to leave patrol	10-93	Blockade
10-45	Animal carcass in__lane at__	10-94	Drag racing
10-46	Assist motorist	10-95	Activate breathalizer unit
10-47	Emergency road repairs needed	10-96	Mental subject
10-48	Traffic standard needs repair	10-97	Radar
10-49	Traffic light out	10-98	Prison or jail break
		10-99	Wanted person or stolen iter

\*Indicates ten signals most commonly used.

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## SEVEN DIGIT EMERGENCY TELEPHONE NUMBER

There are areas within Brown County which cannot dial the three digit telephone number nine-one-one and obtain emergency assistance. For those areas so affected, access to the emergency center can only be gained by dialing the telephone number 435-9111. This number will terminate on our call director, telephone answering equipment, and be answered and handled in the same manner as a nine-one-one placed call. However, we cannot ascertain the origin exchange from which the call is being placed. Areas unable to place nine-one-one calls are as follows:

1. Hollandtown Area, central office exchange 760.
  - a. This requires a toll call to the 435 central office exchange.
2. Luxemburg Area, central office exchange 845

## CONTIGUOUS COUNTIES-AGREEMENT/PROCEDURE

Due to the non-coincidence of telephone central office exchanges and county geographic boundaries, it has been necessary to enter into agreements with adjoining counties, acknowledging this fact and conceding receipt of 911 emergency calls to Brown County's answering center. Counties contiguous to Brown County are as follows:

Calumet County	Oconto County
Door County	Outagamie County
Kewaunee County	Shawano County
Manitowoc County	

Relay of pertinent incident information to any of the foregoing counties will be via and in priority as follows:

1. Point to Point radio transmission.
2. Administrative message via State teletype network.
3. Telephone, Wisconsin Bell system
  - a. Message content and format will be in accordance with previously established criterion set forth herein.

Completed call cards will indicate thereon, disposition in accordance with the foregoing.

### III. Recommendations

As mentioned at the outset of this report, Section 4(2) of the Act requires that this progress report contain Department recommendations for additional legislation. One problem most mentioned by public agencies was the lack of funds to plan, implement and operate the 911 systems required by the act. This issue is now being addressed by the ENS Board and corrective legislation is included here.

The ENS Board and the Department recognize the financial concerns of the local public agencies in their 911 planning and implementation processes. The financial assistance issue has been the subject of much concern, and has been addressed in a report on State mandated programs and by legislation introduced in the 83rd General Assembly. And, already, a number of bills concerning 911 financial assistance and exemptions have been introduced for consideration by the 84th General Assembly. The Department's 911 Staff, as much as anyone else, is directly aware of the funding issue. Of those public agencies that have submitted tentative plans, or are in the planning stage, 53 have indicated to Department Staff that they are unable or unwilling to proceed to the final planning stage without funding assistance. As mentioned earlier, Section 4(2) of the Act requires the Department, with the advice and assistance of the ENS Board, to submit in December, 1980 and in December, 1981 recommendations to the Governor's Office estimating amounts necessary to further implement the Act in the next fiscal year and to estimate the fiscal impact on local public agencies to implement the Act.

Report of 911 Implementation Progress  
Revised 2-1-80  
911 SYSTEMS ON LINE

911 System Answering Center	Implementation Date	Area Served	Population Served (THOUSANDS)	Square Mile Area Served

TENTATIVE PLANS FILED

AS OF 2/1/ 80

Appendix II

System

Population  
(Thousands)

Area Square  
Miles

System	Population (Thousands)	Area Square Miles