



OFFICE OF THE CORPORATION COUNSEL

May 8, 2008

To: Interested parties

Re: Redaction of attached document

To Whom It May Concern:

Attached is a redacted copy of a report dated May 6, 2008 entitled "9-1-1 Calls Related to Incident 08-85855." Some redactions in the document were performed by the Madison Police Department in consultation with District Attorney Brian Blanchard. These redactions consist of information that must be kept confidential for purposes of protecting the criminal investigation and prosecution. Additional redactions were performed by the Corporation Counsel's office, pursuant to the requirements of sections 19.35(1)(am)1., 19.36(10), 19.85(1)(b), (c) and (f), and 103.13(6)(d) and (e) of the Wisconsin Statutes. The material contained in these redactions is part of a confidential personnel investigation currently being conducted by the County.

I am required by law to inform you that if you disagree with the redaction of any of the content contained herein, you may seek review of that determination by mandamus under §19.37(1), Stats., or upon application to the attorney general or district attorney.

If you have any questions or concerns, please contact me and I will address them.

Very truly yours,

Marcia MacKenzie
Corporation Counsel

Corporation Counsel
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608/283-2914

Date: May 6, 2008
To: Joe Norwick
From: Rich McVicar
Re: 9-1-1 Calls Related to Incident 08-85855

On Wednesday afternoon, April 2, 2008, Communicator [REDACTED] answered a wireless 9-1-1 call reporting that a female had been shot. [REDACTED] and other communicators promptly coordinated a response by the Madison Police and Fire Departments under incident number 08-85855. A homicide was discovered.

Later that afternoon, Communications Supervisor Rick Lange was contacted by MPD because a telephone associated with the homicide victim was believed to have called 9-1-1. Lange asked for my assistance in locating the requested information. I retrieved a call detail report from our telephone system and provided a paper copy to Lange.

Lange later advised me that the recently located 9-1-1 call had occurred approximately [REDACTED] prior to the 9-1-1 call to which police and emergency medical services were dispatched.

Lange determined the earlier call to have been answered by Communicator [REDACTED]. The incoming call [REDACTED]. The incoming call seemed to be immediately followed by an outgoing call by [REDACTED] that appeared to reach two males admitting to a misdial. Lange prepared copies of telephone recordings for MPD. Lange left word for Communications Supervisor Cathy Schultz to advise [REDACTED] of the situation the following morning at which time MPD and/or Lange would discuss the call with [REDACTED].

On Thursday morning April 3rd, Schultz played the recording for [REDACTED]. Schultz told me that [REDACTED] reacted visibly to the recording. An MPD detective next interviewed [REDACTED]. [REDACTED] again met briefly with Schultz, and then [REDACTED].

I prepared electronic copies of both incoming call detail records and provided them to PSC Clerk Wendy Phillips with a request that they be shared with an MPD detective and/or others needing them.

Lange met with [REDACTED] and others on Tuesday, April 8th, Wednesday, April 9th and Tuesday, April 15th.

Information provided by Dane County Information Management detailed [REDACTED] Internet and email use on April 2nd. A history of Internet sites is attached, as well as an email summary. [REDACTED]
[REDACTED]
[REDACTED]

I reviewed Computer-Aided Dispatch (CAD) system logs detailing transactions made by [REDACTED] around the times of the calls. The logs were consistent with the telephone calls handled by [REDACTED] at the time, and I found no evidence of other activities interfering with the handling of the call in question.

Inspection of the CAD logs did reveal an incident documenting a landline 9-1-1 misdial. This call was documented, but law enforcement was not alerted as required. Further review of telephone call records found an incoming, abandoned, landline 9-1-1 call from the Town of Middleton, and an outgoing call back to that number. More review of gathered recordings found them to be consistent with three calls; an incoming wireless 9-1-1 call from the victim's phone, the abandoned landline 9-1-1 call, and the call back to the abandoned landline 9-1-1 call. It was then determined that telephone recordings previously believed to have contained an incoming wireless 9-1-1 call and a callback to the calling wireless number instead contained an incoming wireless 9-1-1 call, a landline 9-1-1 in which the caller hung up prior to answer, and a callback to the landline 9-1-1 call. The incoming wireless 9-1-1 call was not called back by the communicator nor documented, as required.

A normal staffing compliment, twelve communicators and one communications supervisor, was on duty at the time of the calls.

I placed a test wireless 9-1-1 call through the same carrier that handled the victim's phone call, and saw that when I hung up the cell phone the call automatically ended on the call taker's screen. I spoke with staff from AT&T, Verizon and Intrado, and was advised that it would not be possible to determine [REDACTED] So we do not know this, and do not have evidence that [REDACTED] terminated the call.

The events surrounding the calls answered by [REDACTED] have been investigated in order to review the handling of these calls. Attempts have been made to learn why [REDACTED] did not react to [REDACTED] by persons reviewing the recording of the first call.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] but rather an environment where multiple things are happening and a recording system with limited ability to recreate the overall situation experienced by the communicator.

The chain of events surrounding the call in question suggest that [REDACTED] having heard no indication of trouble on the call, chose to move on to another waiting call with the intention of calling back the first when [REDACTED] had the opportunity. [REDACTED] failure to call back the first call appears to be due to an

unintentional oversight likely due to [REDACTED] quickly moving on to handle subsequent calls. I believe this explanation remains consistent with facts and statements gathered, particularly given the early assumption as to the number of calls, and given the time elapsed prior to speaking in detail with [REDACTED] regarding the calls.

Timeline

Sunday, March 30

Communicator [REDACTED] first of two regularly rotating days off.

Monday, March 31

[REDACTED] second of two regularly rotating days off.

Tuesday, April 1

[REDACTED] worked a regular eight-hour shift from 0645 to 1445.

Wednesday, April 2

- [REDACTED] worked a regular eight-hour shift.
- 0645-1045 - [REDACTED] worked a city law radio dispatch position DP05.
- 1045-1445 - [REDACTED] worked a call taking console DP01, handling calls including the following. Times are shown in HHmmss format, and were logged on the center's telephone records system. These times lag approximately one minute behind the network synchronized times logged on our CAD and voice recording systems:
 - [REDACTED] - A non-emergency line rang, and [REDACTED] answered it at [REDACTED]. [REDACTED] collected details regarding a [REDACTED].
 - [REDACTED] - A 9-1-1 line rang, and [REDACTED] answered it at [REDACTED] asking "Nine one one, what's the address of the emergency?" and then twice asking, "Hello, nine one one." Phase one enhanced information would have shown the call as originating from [REDACTED] south sector. The call was re-bid approximately [REDACTED] seconds after answer, returning a longitude of 43.073326 and a latitude of 89.389958. The telephone call was released at [REDACTED].
 - [REDACTED] - A 9-1-1 line rang, and [REDACTED] answered it at [REDACTED]. The sound of an interrupted dial tone was recorded. Displayed Automatic Location Information (ALI) would have included: [REDACTED] in the Town of Middleton; [REDACTED]. The telephone call was released at [REDACTED].
 - [REDACTED] - An outgoing call was originated to [REDACTED]. The call was answered at [REDACTED]. The call was logged in CAD as a "misdial" and closed out. The call was released at [REDACTED].

- o [REDACTED] a 9-1-1 line rang, and [REDACTED] answered it at [REDACTED]. [REDACTED] collected details regarding [REDACTED] [REDACTED] Madison, transmitted a police incident to the dispatcher, and released the telephone call at [REDACTED].

Thursday, April 3

[REDACTED] reported for a regular eight-hour shift at 0645. [REDACTED]
[REDACTED]
[REDACTED]

Friday, April 4

Saturday, April 5

[REDACTED] first of two regularly rotating days off.

Sunday, April 6

[REDACTED] second of two regularly rotating days off.

Monday, April 7

[REDACTED] took vacation leave.

Tuesday, April 8

[REDACTED] worked a regular eight-hour shift from 0645 to 1445.

Wednesday, April 9

[REDACTED] worked overtime from 0245-0645, and then a regular eight-hour shift from 0645-1445.

Thursday, April 10

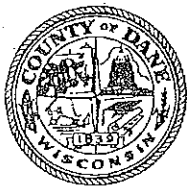
[REDACTED] worked overtime from 0245-0645. [REDACTED] worked a regular eight-hour shift from 0645-1445, minus the period of 0900-1100 during which [REDACTED]

Friday, April 11

[REDACTED] first of two regularly rotating days off.

Saturday, April 12

[REDACTED] second of two regularly rotating days off.



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TOM HANRAHAN
Support Services Manager
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To: Operations Manager Rich McVicar
From: Communications Supervisor Rick Lange
Date: April 15, 2008
Re: MPD 08-85855

The contents of this page have been redacted pursuant to Sections 19.35(1)(am)1., 19.36(10); 19.85(1)(b), (c) & (f); and 103.13(6)(d)&(e). This page contains information pertaining to personnel matters currently under investigation and if released, may violate the employee's rights under the open records law and the employee's statutory right to privacy.

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Activity Detail by User Report

User / Date / Time	Url	Category	Verdict	Total Bytes	Requests
02/Apr/2008	http://www.google.com/	Search Engines/Portals	Allowed	1.48 M	285
	http://www.google.com/sea...	Search Engines/Portals	Allowed	23.08 k	3
	http://www.google.com/mb/...	Search Engines/Portals	Allowed	35.20 k	3
	http://www.culvers.com/Me...	Restaurants/Dining/Food	Allowed	1.41 k	1
	http://www.culvers.com/Me...	Restaurants/Dining/Food	Allowed	181.95 k	71
	http://www.culvers.com/Me...	Restaurants/Dining/Food	Allowed	82.99 k	6
	http://www.culvers.com/Me...	Restaurants/Dining/Food	Allowed	233.39 k	34
	http://www.culvers.com/Me...	Restaurants/Dining/Food	Allowed	1.21 k	1
	http://www.channel3000.com...	News/Media	Allowed	609.02 k	98
	http://www.miniplayer.cdktogo...	News/Media	Allowed	1.33 k	1
	http://www.sitmanyshadison...	News/Media Streaming Media...	Allowed	7.45 k	1
	http://www.channel3000.com...	Business/Economy Health	Allowed	27.50 k	6
	http://bannerfarm.ace.adve...	News/Media	Allowed	257.83 k	47
	http://anad.tacoda.net/og...	Web Advertisements	Allowed	13.57 k	1
	http://images.ibsys.com/s...	Business/Economy	Allowed	1.54 k	1
	http://www.atdmt.com/CNT...	Business/Economy	Allowed	19.79 k	7
	http://www.atdmt.com/CNT...	Web Advertisements	Allowed	2.08 k	2
	http://www.atdmt.com/CNT...	Web Advertisements	Allowed	19.35 k	1
	http://www.channel3000.com...	News/Media	Allowed	1.23 k	1
	Subtotal			1.48 M	285

From	To	Subject	Received	Size
[REDACTED]	[REDACTED]	Dale Veto	Wed 4/2/2008 12:02	1 KB
[REDACTED]	[REDACTED]	FW: Some accidents are too h...	[REDACTED]	564 KB
Dane County Warning Sy...	Dane County Warning System: #FMS15-DC-Warning-System	FW: New Dane County Maps	Wed 4/2/2008 12:02	1 KB
[REDACTED]	[REDACTED]	the reg I hope	[REDACTED]	4 KB
[REDACTED]	[REDACTED]	RE: the reg. I hope	[REDACTED]	68 KB
[REDACTED]	[REDACTED]	Your are strong	[REDACTED]	2 KB
[REDACTED]	[REDACTED]	Newest addition to the family	[REDACTED]	6 KB
[REDACTED]	[REDACTED]		[REDACTED]	1 MB



Call Detail

Report Period : 4/2/2008 [REDACTED] To 4/2/2008 [REDACTED]
Last Data Transfer : 4/8/2008 14:45:15
Call Takers [=] : [REDACTED]
Call Types : Incoming, Outgoing, Abandoned
Number of Calls : 1

Call Number : INC-2:1:130
Created : 4/ 2/2008 [REDACTED]
PSAP : DANE COUNTY WI

Type :	Incoming	Duration	(hh:mm:ss.ss)
Trunk :	No Value	Answer :	00:00:13.42
Line :	P+F Green	Talk :	00:00:37.45
Phone :	[REDACTED]	Hold :	00:00:00.00
DNIS :		Process :	00:00:50.88

Incident Type : No Value
Call Taker : [REDACTED]
Position : [REDACTED]
ALI Status :

Caller Information

Caller Identification

Call Information

Customer Name
Location :
Community :
State :
County :
Zip Code :
Common Place :
Cross Street :
Class of Service :
ESN : No Value
ESN Detail:
Phone : Ext :
Atom :
Cell :
Sector :
X Coordinate :
Y Coordinate :

Call Events

Date/Time	(1/100 sec.)	Event	Value	Call Taker / Position
4/ 2/2008 [REDACTED]	(87)	Call State	RING	No Value / [REDACTED]
4/ 2/2008 [REDACTED]	(29)	Call State	TALK	[REDACTED]
4/ 2/2008 [REDACTED]	(74)	Call State	RLSD	No Value / [REDACTED]



Call Detail

Report Period : 4/2/2008 [REDACTED] To 4/2/2008 [REDACTED]
Last Data Transfer : 4/8/2008 14:45:15
Call Takers [-] : [REDACTED]
Call Types : Incoming, Outgoing, Abandoned
Number of Calls : 1

Call Number : INC-2:1:134
Created : 4/ 2/2008 [REDACTED]
PSAP : DANE COUNTY WI

Type :	Incoming	Duration	(hh:mm:ss.ss)
Trunk :	T911011	Answer :	[REDACTED]
Line :	ACD POS1	Talk :	[REDACTED]
Phone :	[REDACTED]	Hold :	[REDACTED]
DNIS :		Process :	[REDACTED]

Incident Type : No Value
Call Taker : [REDACTED]
Position : [REDACTED]
ALI Status : 0 : NotUsed

Caller Information

Caller Identification [REDACTED] DANE COUNTY WI [REDACTED]

Call Information

Customer Name : Verizon Wireless
Location : [REDACTED] DANE COUNTY WI CALLBK=[REDACTED]
Community : DANE COUNTY
State : WI
County :
Zip Code :
Common Place :
Cross Street :
Class of Service : WPH2
ESN : 1001
ESN Detail : DANE COUNTY WIRELESS
VERIFY
VERIFY
Phone : [REDACTED] Ext :
Atom :
Cell :
Sector :
X Coordinate : +43.068112
Y Coordinate : -089.388950

Call Events

Date/Time	(1/100 sec.)	Event	Value	Call Taker / Position
4/ 2/2008 [REDACTED]	(43)	Call State	RING	No Value / [REDACTED]
4/ 2/2008 [REDACTED]	(68)	Call Presentation Time		No Value / [REDACTED]
4/ 2/2008 [REDACTED]	(58)	Call State	TALK	[REDACTED]
4/ 2/2008 [REDACTED]	(04)	Call State	RLSD	No Value / [REDACTED]



Call Detail

Report Period : 4/2/2008 [REDACTED] To 4/2/2008 [REDACTED]
Last Data Transfer : 4/8/2008 14:45:15
Call Takers [=] : [REDACTED]
Call Types : Incoming, Outgoing, Abandoned
Number of Calls : 1

Call Number : INC-2:1:136
Created : 4/2/2008 [REDACTED]
PSAP : DANE COUNTY WI

Type :	Abandoned	Duration	(hh:mm:ss.ss)
Trunk :	T911002	Answer :	[REDACTED]
Line :	ACD POS1	Talk :	[REDACTED]
Phone :	[REDACTED]	Hold :	[REDACTED]
DNIS :		Process :	[REDACTED]

Incident Type : No Value
Call Taker : [REDACTED]
Position : [REDACTED]
ALI Status : 0 : NotUsed

Caller Information

Caller Identification [REDACTED]

Call Information

Customer Name [REDACTED]
Location : [REDACTED]
Community : T OF MIDDLETON
State : WI
County :
Zip Code :
Common Place :
Cross Street :
Class of Service : RESD
ESN : 0046
ESN Detail: DCSO
MIDDLETON FD
MIDDLETON EMS
Phone : [REDACTED] Ext :
Atom :
Cell :
Sector :
X Coordinate :
Y Coordinate :

Call Events

Date/Time	(1/100 sec.)	Event	Value	Call Taker / Position
4/2/2008 [REDACTED]	(04)	Call State	RING	No Value / [REDACTED]
4/2/2008 [REDACTED]	(84)	Call State	TALK	[REDACTED]
4/2/2008 [REDACTED]	(15)	Call State	RLSD	No Value / [REDACTED]
4/2/2008 [REDACTED]	(45)	Call Presentation Time		No Value / [REDACTED]

ALI History (Original Address Only)

<u>Date/Time</u>	<u>Field Name</u>	<u>New Field Value</u>	<u>Old Field Value</u>
4/2/2008			

S08-85819.txt
S H E R I F F - C L O S E D I N C I D E N T D I S P L A Y

Ic#- 000309 DIST-SW - Utl= - Map= -32 04-02-08

Incident Type : 98 Priority: 3, Emergency Agcys : S
Name, Address : Phone Number ...:
License Numbr : Entered By :
Reqst (PA,RC,RS,AR,RO,IR,CA,U,R,Q) : Dsptchd By :
Dispo: N : Closed by IC no dispatch Report No: 080402-000381 : 08-00085819
----- Units Dispatched -----

----- (Full Equipment Window) -----
MISDIAL

>IC< S. 9-1-1 DISCONNECT (HANG-UP)

----- End Remarks --- (Full Remark Window) -----

----- (Full Comment Window) -----



Call Detail

Report Period : 12:00:00 To 4/2/2008
Last Data Transfer : 4/8/2008 14:45:15
Call Takers [=] :
Call Types : Incoming, Outgoing, Abandoned
Number of Calls : 1

Call Number : OUT-2:1:138
Created : 4/2/2008
PSAP : DANE COUNTY WI

Type :	Outgoing	Duration	(hh:mm:ss.ss)
Trunk :	No Value	Answer :	00:00:00.00
Line :	5001	Talk :	00:00:29.39
Phone :		Hold :	00:00:00.00
DNIS :		Process :	00:00:29.39

Incident Type : No Value
Call Taker :
Position :
ALI Status : 0 : NotUsed

Caller Information

Caller Identification : T OF MIDDLETON WI

Call Information

Customer Name :
Location : OF MIDDLETON WI
Community : T OF MIDDLETON
State : WI
County :
Zip Code :
Common Place :
Cross Street :
Class of Service : RESD
ESN : 0046
ESN Detail: DCSO
MIDDLETON FD
MIDDLETON EMS
Phone : Ext :
Atom :
Cell :
Sector :
X Coordinate :
Y Coordinate :

Call Events

Date/Time	(1/100 sec.)	Event	Value	Call Taker / Position
4/2/2008	(56)	Call State	PROD	
4/2/2008	(48)	Call State	TALK	
4/2/2008	(87)	Call State	RLSD	No Value
4/2/2008	(87)	Digits Dialed		No Value

ALI History (Original Address Only)

Date/Time

Field Name

New Field Value

Old Field Value

4/2/2008

[REDACTED]

1

S08-85819.txt

S H E R I F F - C L O S E D I N C I D E N T D I S P L A Y

Ic# 000309 DIST=SW - [REDACTED] Utl= - Map= -32 04-02-08 [REDACTED]

Incident Type : 98 [REDACTED] Priority 3, Emergency Agcys : S
Name, Address : [REDACTED] Phone Number [REDACTED]
License Numbr : [REDACTED] Entered By : DP001, [REDACTED]
Reqst (PA,RC,RS,AR,RO,IR,CA,U,R,Q) : [REDACTED] Dsptchd By : [REDACTED]
Dispo: N : Closed by IC no dispatch Report No: 080402-000381 : 08-00085819
----- Units Dispatched -----

MISDIAL

>IC< S. 9-1-1 DISCONNECT (HANG-UP)

----- (Full Equipment Window) ---
1222,001

----- End Remarks --- (Full Remark Window) ----

----- (Full Comment Window) ----



Call Detail

Report Period : 4/2/2008 0 To 4/2/2008
Last Data Transfer : 4/8/2008 14:45:15
Call Takers [=] :
Call Types : Incoming, Outgoing, Abandoned
Number of Calls : 1

Call Number : INC-2:1:140
Created : 4/2/2008
PSAP : DANE COUNTY WI

Type :	Incoming	Duration	(hh:mm:ss.ss)
Trunk :	T911008	Answer :	00:00:06.26
Line :	ACD POS1	Talk :	00:01:16.56
Phone :		Hold :	00:00:00.00
DNIS :		Process :	00:01:22.82

Incident Type : No Value
Call Taker :
Position :
ALI Status : 0 : NotUsed

Caller Information

Caller Identification : MADISON WI -

Call Information

Customer Name :
Location : F MADISON WI
Community : C OF MADISON
State : WI
County :
Zip Code :
Common Place :
Cross Street :
Class of Service : RESD
ESN : 0035
ESN Detail : MADISON PD
MADISON FD
MADISON EMS
Phone : Ext :
Atom :
Cell :
Sector :
X Coordinate :
Y Coordinate :

Call Events

Date/Time	(1/100's sec)	Event	Value	Call Taker / Position
4/2/2008	(49)	Call State	RING	No Value /
4/2/2008	(52)	Call Presentation Time		No Value /
4/2/2008	(73)	Call State	TALK	
4/2/2008	(29)	Call State	RLSD	

ALI History (Original Address Only)

<u>Date/Time</u>	<u>Field Name</u>	<u>New Field Value</u>	<u>Old Field Value</u>
4/2/2008			

Dane County Public Safety Communications

Date: Wednesday April 2, 2008 Shift: A

	COMMUNICATOR	COMMUNICATOR
DP 1		Rita
DP 2	Stephanie	Kevin Fisher +
DP 3		Lynda breaks +
DP 4	Janan	Deb W +
DP 5	Rita	Mike C +
DP 6	Kevin Fisher	Laurie
DP 7	Mike C	Paul
DP 8	Laurie	Jennifer
DP 9	Lynne	Janan
DP10	Paul	Todd
DP13	Deb W	Lynne
DP14	Dawn	Robin
SS11	Cathy	Rick L

REMARKS:

Dane County Public Safety Communications

Policy & Procedure 5.2 Emergency Call Handling June 4, 2007

5.2.0 General Information

Certain pieces of information, and their timely movement, are critical to the success of our mission. The location of an incident, a method of re-contacting a caller, and a focused description of what's happening must be collected early, accurately and efficiently. Emergency calls must be properly handled with the tools and techniques necessary to equally and efficiently serve all customers.

This document replaces all previous guidance on this topic, including:

- Emergency Call Handling, 3/12/07
- 9-1-1 Call Answering, 6/22/05
- Call Taking Guide sections 5.2 9-1-1 Disconnect
- 5.1.2.a Basic Call Taking
- .ID file entry 911

These procedures are intended to meet or exceed the following industry standards and recommendations:

- NENA 56-005, Call taking Operational Standard/Model Recommendation (06/10/06)
- NENA 56-001, Guidelines for Minimum response to Wireless 9-1-1 Calls (11/18/04)
- NFPA 1221, Standard for the installation, Maintenance and Use of Emergency Services Communications Systems (2007 Edition)
- NAED Medical Priority Dispatch System, version 11.3
- NAED Fire Priority Dispatch System, version 4

Dane County Public Safety Communications

Policy & Procedure 5.2 Emergency Call Handling June 4, 2007

5.2.1 Answering Timeliness

5.2.1.1 Emergency calls shall be promptly answered.

- Staff assigned to call taking and data positions shall answer 9-1-1 calls prior to answering other lines, placing outgoing calls, continuing non-emergency calls, leaving the workstation, or performing other non-emergency tasks.

5.2.1.2 9-1-1 calls are handled through an Automatic Call Distribution (ACD) System, which sends each call to the ready position that has been available the longest, and based on the following priorities:

- Priority 1: DP01, DP02, DP03, DP04, DP07, DP08
- Priority 2: DP13, DP14
- Priority 3: DP05, DP06, DP09, DP10, SS11

5.2.1.3 Staff shall make their positions NOT READY only while:

- assigned as a dispatcher at DP05, DP06, DP09 or DP10.
- assigned as a police or Parking/ACO dispatcher at DP04.
- assigned as the duty supervisor at SS11.
- performing a task more important than answering a 9-1-1 call. Such tasks may include monitoring a tactical situation or completing a previous call entry.
- on the operations floor, but away from the console for necessary business.

5.2.1.4 The ACD system will automatically make a position NOT READY if a 9-1-1 call is presented but unanswered after two rings.

- This is a failsafe feature intended to prevent a 9-1-1 call from being left ringing at an unattended console. This feature should rarely be required.
- Staff presented with a 9-1-1 call shall promptly react by answering the call, or if suddenly unable due to reasons above, making the position NOT READY and immediately returning the call to queue.

5.2.1.5 If all positions are logged off, NOT READY, or already on a phone call, the following will occur:

- The display board above SS11 will show the number of calls waiting, and three beeps will be heard whenever the number changes to something other than zero. A timer will show the length of time the oldest call has been waiting to be answered.

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- A green Calls Waiting indicator will blink on all phones whenever one or more 9-1-1 calls are waiting. This allows everyone to be aware of this condition before answering other lines, making outgoing calls, logging out, etc.

5.2.1.6 Staff shall become READY and answer waiting 9-1-1 calls when one or more 9-1-1 calls are waiting if they are:

- engaged in a non-urgent telephone call at a call taking or data position.
- assigned as a Parking/ACO dispatcher at DP04.
- working a position (such as fire/EMS) if currently able to take a call.
- directed by the duty supervisor.

5.2.1.7 Duty supervisors shall be aware, or be made aware, of instances where one or more 9-1-1 calls are waiting, and act as necessary to minimize the wait time for the callers.

- Actions by the duty supervisor should include:
 - checking positions and correcting any case where the performance of lesser priority tasks is causing a 9-1-1 call to wait.
 - adjusting breaks or other activities limiting full staffing of consoles.
 - ensuring Emergency Dispatchers (EDs) are appropriately applying the "emergency rule" and suspending the provision of PAIs.
- Proper procedures will not be bypassed for the purpose of reducing call wait time.

5.2.1.8 Staff shall be logged off the telephone when off the operations floor for breaks or at the end of a shift. Unless specifically directed by a supervisor, no one shall log off from a Priority 1 or Priority 2 position while any 9-1-1 call is ringing or waiting.

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5.2.2 Case Entry Procedures

5.2.2.1 Emergency calls shall be answered in a uniform manner in order to accurately collect important information first and assure the caller's safety.

5.2.2.2 All 9-1-1 calls shall be answered with, "Nine one one, What's the **address** of the emergency?"

- Unacceptable variations include:
 - "Nine one one"
 - "Nine eleven"
 - "Nine one one, What's the **location** of the emergency?"
 - "Nine one one, What's the address of **your** emergency?"
- Exact location details such as commonplace name, apartment number, direction of travel, etc., shall be collected at this stage, and entered in the CAD before sending the incident to the dispatcher(s).
 - Transmitting only a basic address, then later upgrading details such as those described above, should not normally occur.
 - ANI/ALI information automatically passed from the phone to the CAD should be allowed to remain in the incident whenever possible.

5.2.2.3 All 9-1-1 callers shall then be asked, "What's the **phone number** you're calling from?"

- Unacceptable variations include:
 - What's the phone number there?
 - What's your phone number?

5.2.2.3.5 All 9-1-1 callers shall then be asked, "What's your **name**?"

- First and last names and exact spelling may best be verified later.

5.2.2.4 All 9-1-1 callers shall then be directed, "Tell me **exactly** what happened."

- Unless the answers are obvious, all 9-1-1 callers shall then be asked:
 - "Are you **safe** and **out of danger**?"
 - (if not safe and out of danger) "Can **you** get to **safety**?"
 - (if not able to get to safety) "Exactly **where** are you **located**?"
 - "Is everyone else **safe** and out of **danger**?"
 - (if not safe and out of danger) "Can **they** get to **safety**?"
 - (if not able to get to safety)

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- "How **many** people are **trapped/in danger**?"
 - "Exactly **where** are they **located**?"
 - Unless the answer is obvious, or unless a fire Chief Complaint has already been identified, all 9-1-1 callers shall be asked:
 - "Are you **with** the patient **now**?"
 - "How **many** (other) people are hurt (sick)?"
 - Questions such as the following may be asked in order to help determine the need for medical assistance, but only after the above questions have been asked without producing useful answers:
 - "Is he/she / anyone/anybody hurt/injured/sick?"
 - "Are you/they hurt/injured/sick?"
 - Staff may use discretion in deciding to initiate medical procedures if all questions have been properly asked and answered, and this point is reached without discovering a need for medical assistance - particularly with third-party callers.
 - The following questions, or variations of them, will not be asked:
 - "Do you/they/anyone/anybody need/want an ambulance/EMS?"
 - "Does he/she / anyone/anybody need/want an ambulance/EMS?"
- 5.2.2.5 The call taker may suspend questioning when it is necessary to give instructions pertaining to patient/victim safety or care. Upon completion of necessary instructions, the call taker must return to the question sequence.
- 5.2.2.6 The call taker must weigh the conflicting priorities of obtaining (and verifying) a useful location and helping the caller get to safety. A caller may be unable to identify the exact location for a number of reasons. If the initial effort fails, attempt briefly to obtain a street or highway of travel, direction of travel, and last cross street or identifiable object seen. Further attempts to locate can be made as time permits.

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5.2.3 9-1-1 Call Display Formats

5.2.3.1 9-1-1 calls will display in one of the following three ways:

- with Automatic Number Identification (ANI) and Automatic Location Identification (ALI)
 - ANI
 - Is captured at the originating telephone company Central Office (CO).
 - If the originating CO is unable to capture the ANI, a code identifying the CO is transmitted in the format 414-911-XXXX.
 - A listing of these codes is in the PSAP handbook.
 - The serving telephone company can be contacted for trace or other information useful in locating a caller.
 - Is different from caller ID.
 - Cannot be 'blocked' like caller ID.
 - May often, but does not always, lead directly back to the telephone calling 9-1-1.
 - Is displayed on the Positron screen as Tel #.
 - ALI
 - Is returned from a primary (Pewaukee) or backup (Milwaukee) database by automatically searching for the displayed ANI.
 - Contains (Positron field name underlined)
 - Class of Service (COS) - Class
 - Name - Caller
 - Pilot number - Main #
 - Street address and first line of ELT (English Language Translation) city, village or town name - Address
 - Location / comment information - Exact
 - Emergency Services Number (ESN) - Esn
 - Second, third and fourth lines of ELT - law agency name, fire agency name and EMS agency name
 - Positron Tell Tale
- With a caller ID telephone number only
 - calls dialed or routed directly into unpublished telephone numbers for special purposes.

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- phase zero wireless 9-1-1 calls
- direct access to PSC 9-1-1 queue by area dispatch needing to bypass local 9-1-1 routing
- With ANI, no ALI, and no caller ID
 - Calls mistakenly dialed into unpublished backup telephone lines

5.2.3.2

Enhanced wireless calls display ANI and ALI information in a special format.

- ANI will display an Emergency Services Routing Key (ESRK). This number:
 - Is also known as a pseudo-ANI, or pANI
 - Will be displayed in the 608-511-ZZZZ format
 - Cannot be called back
 - Will retrieve an ALI record with more detailed information
 - Range is unique to a particular wireless carrier.
 - Ranges currently in use are documented on the ANI spreadsheet in the 911AL – Telephone directory.
- ALI will display:
 - A class of service
 - WRLS for phase one
 - WPH2 for phase two
 - The name of the wireless company carrying the call
 - This may be different than the name of the company selling service to the caller
 - The street address of the radio tower site
 - An antenna direction will be provided, if available. A direction will normally be consistent with a caller's location, but this is not always the case.
 - A callback number located in the location field
 - In standard XXX-YYY-ZZZZ format
 - US Cellular may display a standard phone number for phones without live service.
 - In extremely rare cases, this number will be the last ten digits of an international phone number.
 - In 911-YYY-ZZZZ format
 - This identifies a phone without live service, which cannot be called back.
 - YYY-ZZZZ are the last seven digits of the phone's Electronic Serial Number (ESN).
- Longitude and latitude (Positron X Coordinate and Y Coordinate fields)
 - The tower site's location for WRLS calls

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- Sprint may display coordinates near the actual location of the phone in some cases.
- The estimated location of the calling telephone for WPH2 calls
 - This information is automatically passed to our mapping software, and a telephone icon displayed at the approximate location. Checking the map display can provide valuable clues to a caller's location.
 - Cingular may display the tower site coordinates if the phone is believed to be near the tower site, and the system's confidence in the phone's location is not high.

5.2.3.3

Enhanced Voice Over Internet Protocol (VOIP) calls display ANI and ALI information in a special format.

- ANI will display an Emergency Services Query Key (ESQK). This number:
 - Is also known as a pseudo-ANI, or pANI
 - Will be displayed in the 608-211-ZZZZ format
 - Cannot be called back
 - Will retrieve an ALI record with more detailed information
 - Range is unique to a particular VOIP carrier or other company involved in the handling of VOIP 9-1-1 calls.
- ALI will display:
 - A Class of Service of VOIP
 - The name of the company carrying the call
 - This may be different than the name of the company selling service to the caller
 - A callback number located in pilot number field, and in standard XXX-YYY-ZZZZ format
 - A street address
 - The address information is provided by the customer
 - Longitude and latitude
 - This information is automatically derived from the information provided by the customer. It is not automatically determined, like a WPH2 fix is.

5.2.3.4

Enhanced wireline 9-1-1 calls will display ANI and ALI information.

- Although such traditional telephones cannot usually change locations with the ease of wireless or VOIP phones, numerous possible exceptions require a high level of attention to detail in gathering location and callback information.

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5.2.4 Verification Procedures

- 5.2.4.1 Key information received from emergency callers shall be verified for accuracy.
- 5.2.4.2 All street address numbers, room numbers and mile markers shall be verified by one of the following methods:
- the caller stating numbers that match displayed E9-1-1 ALI information, or,
 - the caller stating the same numbers twice. A commonplace name may not be used to verify a stated address.
- 5.2.4.4 A city, village or town name must be stated by the caller or the call taker during address validation.
- 5.2.4.5 All common names not associated with addresses, or locations without addresses, must be determined in enough detail to send responders to at least the nearest street intersection in the correct community.
- Calls displaying a WPH2 class of service and a map display showing a wireless caller's location at the above level of detail may be used for verification.
 - Wireless calls shall be re-bid by the use of the RTX key in cases where more detailed location information may be useful.
 - WRLS calls can often be re-bid into WPH2 calls due to slight system delays in determining and sending the phone's location.
 - Some (old phones, or not enough system resources) WRLS calls cannot be turned into WPH2 calls. Attempting to re-bid WRLS calls into WPH2 calls is strongly encouraged, but not required if the caller's responses are sufficient to verify the location.
 - WPH2 calls can often be re-bid to provide a more accurate location than was initially presented, and/or a new location such as in the case of a moving caller.
 - Re-bidding calls may briefly interrupt voice communications as bandwidth is used to deliver location data.
- 5.2.4.6 All telephone numbers shall be verified by:
- the caller stating a number that matches displayed ANI/ALI or caller ID information, or,
 - the caller stating the same number twice.
 - Area code 608 need not be verified

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5.2.5

Procedures For Handling Non-Standard Calls

- Open Line
- No Voice
- Misdials
- Unintentional
- Pranks
- Children Playing With a Phone
- False Reports
- Abandoned
- Hang-ups
- Disconnects
- Unknown Problems
- From Unidentified Phones
- With Incomplete Phone Number and/or Location Information

5.2.5.1 Reasonable steps shall be taken to properly respond to all emergency calls of an unknown nature.

5.2.5.2 All open line calls with no voice heard shall be immediately responded to by transmitting the TT/TTY greeting, "9-1-1, What's the address of the emergency?"

5.2.5.3 Staff shall pay close attention to background noise, tone and word choice of callers as additional evidence to assist in determining the status of a 9-1-1 call. The time of day and location of the caller may be additional clues to indicate whether a problem is occurring. Types of calls may include:

- Misdials – where a caller stays on the line and admits to a misdial.
- Open Line or Unintentional calls – when conversation, radio, etc., can be heard in the background but there is no response to a TT/TTY greeting.

5.2.5.4 Wireline or VOIP 9-1-1 calls received without the indication of a particular problem, and:

- displaying a location:
 - within PSC's law enforcement service area or within the City of Fitchburg:
 - Shall be immediately transmitted via CAD to the appropriate dispatcher with remarks describing the situation and that a call back will be made, then called back as described below.
 - Shall include in the CAD incident all available ANI/ALI information that may assist in the response.

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- Outside PSC's law enforcement service area but within PSC's fire and/or EMS service area:
 - shall be geo-validated in CAD
 - shall be called back as described below.
- not displaying a location
 - shall be promptly brought to the attention of the duty supervisor, who will:
 - search for the location and name associated with the number by:
 - finding out which telephone company owns the phone number by:
 - Determining the number's original owner through an area code, prefix and number block search or from personal knowledge.
 - The NANPA Area Code & Prefix Search website located at 911AL - Telephone should be used for searches.
 - Checking whether the number was since ported.
 - The Number Portability Center will be consulted in accordance with the PHONE CO - WHOSE NUMBER entry in the CAD .ID file.
 - Requesting information by contacting the appropriate telephone company, accurately describing the situation and priority of the request
 - CAD .ID files beginning with PHONE CO will be primarily used to contact companies.
 - The NENA Company ID List located at 911AL - Telephone may be used as a secondary source of company contact information.
 - Avoiding use of non-telephone company references, except when such information will provide a necessary, clear and immediate benefit.
 - return the location and other information to a communicator for handling as described in this section.
 - The source(s) of telephone information used shall be noted in the CAD incident.

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- shall be called back by the call taker as time permits, and updates added to incidents.
 - waiting 9-1-1 calls shall be answered prior to calling back previous hang-ups or abandoned calls.
 - Busy signals will be followed up by requesting a telephone company operator to interrupt the line in order to determine whether conversation is present and whether the line can be cleared for a call back.
 - Example: "Operator, please interrupt 608-555-1212, Dane County 9-1-1 calling."
 - Callbacks to pay telephones shall be made to the calling telephone number. Unless directed by the PSC duty supervisor or a responding unit, calls shall not be made to business or other nearby telephones in an attempt to have a third party provide information regarding the original call.
 - Staff shall identify as the "Dane County 9-1-1 Center", and not with the name of any other department of public safety discipline. The communicator shall initially focus the conversation on the location of any possible emergency.
 - Example: "This is the Dane County 9-1-1 Center. We received a call from [telephone number, and/or, location as available]. What's the address of the emergency?"

5.2.5.5

Wireless 9-1-1 calls:

- Without signs of trouble shall:
 - Be called back once.
 - Additional attempts will not be made if the line is busy or unanswered.
 - Have no message left if voice mail is reached.
 - Be documented and closed out in CAD with the PSC address and incident type 98.
 - Be handled accordingly if contact is made.
- With signs of a serious situation, but lacking sufficient detail to dispatch shall:
 - be promptly discussed with the duty supervisor, who will:
 - Coordinate any extraordinary efforts s/he determines to match the seriousness of the situation. Extraordinary attempts to locate a WRLS or WPH2 disconnect caller will be made only in cases where an emergency is clearly indicated.

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- Steps taken by the duty supervisor may include determining (using sources as described above for wireline calls without a location) which phone company:
 - handled the call, and/or past/current locations of the phone
 - owns the phone number, and/or the identity of the phone's owner
- Such incidents shall be:
 - turned over to a responding agency as soon as possible
 - documented with a CAD incident
 - The source(s) of telephone information used shall be noted in the CAD incident.
 - further documented through the retention of any written communications with phone companies
- received from a single caller and/or telephone phone frequently enough to impact center business shall be brought to the attention of the duty supervisor, who shall evaluate and handle the situation as above.

5.2.5.6

Duty supervisors will cooperate with user agencies in response to suspected prank calls or false reports, but only the Director may request offenses to be charged on behalf of PSC.

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5.2.6 General Procedures

5.2.6.1 All emergency calls shall be handled safely, courteously and efficiently, while providing equal access to all callers.

5.2.6.2 Any call requiring a response by a public safety unit may be accepted on a 9-1-1 line.

- Calls quickly determined not to require a response by a public safety unit should be appropriately referred elsewhere.

5.2.6.3 Staff shall perform at least one of the following actions in response to each emergency call:

- Respond – facilitate a response by a public safety agency.
- Refer – direct the caller to a more appropriate type of assistance. Emergency calls shall be transferred to the proper response agency, and not referred.
- Resolve – determine when no response or referral is needed, for example.

5.2.6.4 Calls involving medical or fire situations shall be continued in accordance with Emergency Dispatch (ED) protocols.

- Callers reporting medical or fire situations requiring dispatch by another center shall be conferenced with the other center at the point in the protocols where a dispatch is to be made. The caller shall not be completely handed off to the other center until reaching a point in the protocol where the call would normally be disconnected. Such calls shall be documented in CAD.
- Calls requiring a response by more than one public safety discipline will normally be initiated for all involved disciplines together.
 - an incident will not normally be entered for law enforcement and with remarks such as "STARTING PRO QA"
 - Volatile or criminal situations requiring an absolutely immediate law enforcement response to address scene safety and discovered during medical:
 - Case entry - may be transmitted for dispatch, then immediately resumed using ProQA and CAD upgrades
 - Key questions - may be aborted during ProQA, transmitted for law dispatch, then immediately resumed using card protocols and CAD upgrades

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- 5.2.6.5 (removed)
- 5.2.6.6 Callers communicating via TT/TTY/TDD and/or Language Line shall be asked all questions, and otherwise served equally as voice and/or English-speaking callers.
- Incident remarks will not normally cite a "LANGUAGE BARRIER" as the reason that needed information may be lacking.
 - Language interpreting services shall be secured for callers able to communicate more effectively in languages other than English.
- 5.2.6.7 Calls shall be transferred to other agencies only after all address, callback number and problem questions have been asked and answered.
- Questions similar to the following shall not be used in place of proper questioning:
 - "Are you in the City of Middleton?"
 - "Are you on the Interstate?"
 - "Are you in Jefferson County?"
 - "Do you need fire or medical assistance?"
 - The caller shall be advised, "Please do not hang up; I am connecting you with (name of agency)."
 - The transfer shall be announced to the receiving agency, and the answers to previous questions stated.
 - All calls requiring a response by only the Wisconsin State Patrol shall be transferred to the appropriate WSP post.
- 5.2.6.8 Calls requiring a response by only a law enforcement agency not dispatched via our CAD may be transferred or relayed.
- 5.2.6.9 Callers reporting moving incidents will not normally be handed off to other dispatch centers. Information shall be relayed via three-way call with the other dispatch center, or by some other means that allows us to remain in contact if needed.
- Calls reporting incidents that appear to be quickly moving outside Dane County and our service areas may be handed off to other dispatch centers.
- 5.2.6.10 CAD address alerts, or other information not reported by the caller, shall be considered and included as needed for dispatch, but shall not be used to alter a response appropriate for the situation being reported.

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- 5.2.6.11 Information gathered and verified shall be entered to the CAD incident. Creation and closure of a CAD incident for 9-1-1 calls transferred to other agencies is strongly encouraged, but optional.
- 5.2.6.12 Possible errors in data displayed during enhanced 9-1-1 calls shall be promptly reported in detail to the PSC duty supervisor for review.

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5.2.7 Quality Assurance & Improvement

- 5.2.7.1 Both random and special reviews of emergency calls will be conducted in order to verify good work and to identify areas requiring improvement. Data will be reviewed monthly, and efforts will be focused on both answering timeliness and compliance with procedures and protocols.