

WINNEBAGO COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER PROCEDURE

SUBJECT: PREMIER ONE PASSWORDS

ISSUING AGENCY: POLICE E911 SUB-COMMITTEE

PROCEDURE NUMBER: FCD #01

AUTHORIZED BY: Advisory Committee (06/23/15)

EFFECTIVE DATE: August 1, 2015

PURPOSE:

To provide standards for law enforcement users of the Premier One system (P1) as it relates to the use of passwords and the required system changes related to the CJIS Security policy.

As part of this policy, it is necessary for all individuals that access the P1 system to have a unique log-in identifier and a robust password that must change every 90-days or less. Another requirement is expired log-ins must be deactivated. The P1 system has been configured to comply with this requirement and each law enforcement user of the system must also comply with this requirement.

PROCEDURES:

The P1 system is configured to provide a password expiration reminder 15 days in advance of the expiration. Each law enforcement user is required to take action on the warning before it expires.

Passwords must be created with the CJIS Compliant rules listed in Appendix A.

Users that do not change their password upon notification or before the 90-day expiration will automatically be locked out of the system after 5 failed log-on attempts. The lockout expires after 30 minutes.

Users that are unable to sign-on due to expiration of their password or because they can not remember the password should contact their shift supervisor.

User password issues will be addressed Monday – Friday, 8:00 a.m. – 4:30 p.m. by the P1 Administrator as the first contact. After hours password support is available in the Winnebago County Communications Center by dialing 920-236-7300 option 0.

Passwords must be kept private. Users will be held accountable for all activity that occurs under their User ID and password.

Appendix A

Creating CJIS Compliant Passwords

Password Creation Rules

☒ CJIS Compliant (Creation rules will change if checked)

Minimum number of characters:

Minimum number of numeric characters:

Minimum number of lowercase characters:

Minimum number of uppercase characters:

Minimum number of different characters:

Minimum number of special characters:

Allow repeat characters?

Allow consecutive series of numbers or letters?

Allow adjacent characters on keyboard?

Allow passwords and User IDs to be the same?

Password example:

W1nneb@go

WINNEBAGO COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER PROCEDURE

SUBJECT: INCIDENT ENTRY & DISPATCH WITH PREMIER ONE

ISSUING AGENCY: Winnebago County Sheriff's Office

PROCEDURE NUMBER: FCD #02

AUTHORIZED BY: Advisory Committee (06/23/15)

EFFECTIVE DATE: June 23, 2015

PURPOSE:

This procedure will be used for all incident types whether law, fire or medical. The purpose of this procedure is to establish a standard for incident entry into the Computer Aided Dispatch (CAD) system assuring that all times and information entered is consistent across all agencies that utilize the FoxComm Premier One CAD system.

PROCEDURES:

1. Phone rings in Comm. Center.
911 calls will be answered in less than 15 seconds from the time the call rings into the Communication Center.
2. Premier One Initiate Incident window is opened upon determination that you will be entering a call.

1 #	Location	<input type="text"/>		<input type="button" value="L/L"/>	<input type="button" value="Query"/>	<input type="button" value="X"/>
II:	Location	<input type="text"/>				
2	City	<input type="text"/>				
3	Building	Floor	<input type="text"/>	Apt/Unit	<input type="text"/>	<input type="button" value="Verify"/>
4	Zip Code	<input type="text"/>		<input type="button" value="Map It"/>		
5	Cross Strs	<input type="text"/>				
6	Loc Name	<input type="text"/>			At Loc	<input type="button" value="v"/>
	Description	<input type="text"/>				
	Incident Type	<input type="text"/>	Agency Type		<input type="text"/>	
	Mod Circum	<input type="text"/>	Priority		<input type="text"/>	
	Comments	<input type="text"/>				
	Caller	<input type="text"/>				

Info Panel

B	Netwrk	Available
M 114	Mode:	Online
C	Const:	U3

3. Caller address, name, and phone number automatically populates (or the dispatcher has the II screen open and does a shift-f11 to populate) into the appropriate fields on 911 calls. **Telecommunicator must verify the address (including municipality) of the incident with the caller.** Telecommunicator

must also verify caller name, address, and phone number with the caller. The Telecommunicator will update any information as needed in the CAD and Automatic Number Information/ Automatic Location Information (ANI/ALI) system. If it's a cellular call, the GPS coordinates populate into the location field and must be removed.

4. Telecommunicator determines the type of agency for the call i.e. Law, Fire or Medical
5. If Medical skip to step 7.
6. If Police or Fire:
 - a. Tab to the Incident Type field, or perform an Alt-I keyboard shortcut. As the Telecommunicator types, the down arrow can be depressed to display the entire incident type codes starting with the typed letters or keep typing until the entire code is displayed. Incident type codes are six-(6) digits and primarily are the first six-(6) characters of the full incident type description or the first three-(3) letters of two-(2) word description. There are some exceptions to this rule.
 - b. The Telecommunicator will enter information into the following fields as agency policy directs:
 - i. Mod. Circum- are not being used currently within the agencies of Winnebago County.
 - ii. Loc Name – This field indicates the name of business or building. Loc. Name is populated by the Common place Geodata.
 - iii. Description-Other descriptive identifiers of the location of the incident, i.e.: southeast corner, in the backyard, etc.
 - iv. Priority- This field will auto populate with the pre-determined priority for this incident type. If the telecommunicator determines that the priority should be higher than designated, this priority must be overridden. The scale of priority is one (high) to five (lowest).
 - Priority 1- Officer Down
 - Priority- In Progress/Emergency Response
 - Priority 3- As soon as possible i.e. accident, property damage
 - Priority 4- Rapid response won't effect the outcome, after

- the fact
 - Priority 5- Can wait till next shift if no one is available
- v. Comments- Comments can be typed into this field per agency request/policy
- vi. Building, Floor, Apt/Unit- These fields will be completed if there is an entry provided for the address. Best practice is to populate the Apt/Unit field for address verification when applicable.
- vii. Caller- These fields will be completed by the telecommunicator unless auto populated. Caller phone number will be entered in the caller phone field as appropriate. If the caller information from the phone system is incorrect, type the correct information and submit correction sheet per agency procedure.
- viii. Source- The telecommunicator will verify the appropriate source code in the incident record.
 - 911
 - 911 Cell
 - 911 Landline
 - 911 Transfer
 - Alarm
 - Field Initiated
 - MDC
 - MISC
 - Phone
 - Scheduled
 - Special Assignment
 - TTY
 - Walk In
- ix. Disposition- Leave blank unless closing the incident upon entry.
- x. Transmit the Incident Initiate form by pressing F12
- xi. Proceed to Incident Dispatch Section if responsible for Incident dispatch.

7. Medical Incident

- a. Press Ctrl + Alt + M to access ProQA. The ProQA for Windows application appears and contains a new case record. The address and phone number will be entered from CAD. Verify address with caller and begin the Key questions.
 - b. Answer the appropriate questions for the medical incident using ProQA. When all of the applicable questions have been answered, click the send button with the correct ProQA Incident Type Code. All of the current ProQA information is exported to CAD. The ProQA Incident Type Code is converted to the CAD Incident Type Code. ProQA will be minimized and CAD will become the active application.
 - c. Verify that the case information has been imported into CAD(address, Phone, incident type)
 - d. The comments field will contain 2 lines of incident information in the following format:
 - ProQA case number
 - Responder Script
 - Problem Description

Note: If you type any information in the first 2 lines of comments before importing the ProQA case information, ProQA will overwrite this content. Always import ProQA case information before adding any comment.
 - e. Complete any remaining fields of the Incident Initiate form
8. Transmit the Incident Initiate form by pressing F12
9. If the telecommunicator entering the call is also dispatching the incident, proceed to INCIDENT DISPATCH section below.
10. Navigate back to the ProQA application by selecting it in the taskbar.
11. Continue with Post-Dispatch (PDI/CEI tab) and/or Life Support Instructions (DSL Tab) as applicable.

Note: All law, fire and medical calls should be initiated within 50-80 seconds of answering the call

INCIDENT DISPATCH

1. When an incident for dispatch displays in Pending Queue you may:
 - a. Open the incident by pressing the F9 Key until the correct incident displays for dispatch
 - b. Type the incident number on the command lines and depress the F9 Key
 - c. Typing ID.<Incident Number>
 - d. Right mouse click in status monitor pending Window to open incident for dispatch
 - e. Double click with mouse on the incident you want to dispatch.
2. Review incident information.
3. CAD dispatches the appropriate units to the incident by pressing the F12 Key.

NOTE: If telecommunicator opens audit trail to review information, return focus to dispatch window by clicking with mouse in the dispatch window before this step.

4. Press F4 to open incident audit trail if not already done or click on the history tab.
5. Begin Voice Dispatch process per agency protocols.

Steps 3 and 5 must be completed concurrently if possible or within a minimal amount of time of each other.

6. Record all dispatched unit status changes in the incident via unit update commands or status monitor window prompts.

DO NOT record the same status change more than once per unit, i.e.: Do not give a unit an enroute status more than one-(1) time. If a unit is already in the requested status change or one-(1) status higher, do not change the status a subsequent time.

NOTE: All dispatches must occur within 30-seconds of the Incident Initiation.

All incident related times listed above:

15-seconds or less to answer a 9-1-1 call
50-80 seconds from answer to incident initiation
30-seconds from incident initiation to dispatch

Above times should be considered under normal circumstances. Extenuating circumstances may prevent a telecommunicator from meeting the listed benchmark times. These incidents should be evaluated on a case-by-case basis by the telecommunications supervisor.

ADDENDUM:

Dispatch for Gold Cross Ambulance (GCA) Service

1. Dispatch GCA per the automatic unit recommendations.
2. If GCA Units dispatched have a call sign of GCA1 or GCA2, Gold Cross Ambulance is responsible for clearing the incident through use of their MDC. If the incident is not closed within 10-minutes of the time of dispatch, telecommunicator will contact Gold Cross and verify it is OK to clear the call.
3. If GCA Units dispatched have a call sign of GCAV1 or GCAV2, the telecommunicator is responsible for closing the call after dispatch is complete.

WINNEBAGO COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER PROCEDURES

SUBJECT: PREMISE INFORMATION FILES

ISSUING AGENCY: POLICE E911 SUB-COMMITTEE
PROCEDURE NUMBER: PSD#10
AUTHORIZED BY: Advisory Committee (06/23/15)
EFFECTIVE DATE: June 23, 2015

PURPOSE:

To maintain consistency in data entry for all agencies entering Premise Information into the FoxComm Computer Aided Dispatch (CAD) system. It is the responsibility of each department to assure data entry into CAD Premise Information is complete, current, accurate and uniform.

BASIC DIRECTIVE:

Each agency that enters premise records will identify a primary contact responsible for coordination of data entry. Agency contacts may be supplemented with data entry personnel.

The Winnebago County Sheriff's Office (WCSO) will maintain the current list of those contacts. Each agency will ensure the WCSO is advised, in a timely manner, of any changes to the contact list. Where more than one agency exists that enters premise records for a given jurisdiction (such as police and fire in a city) the contacts will coordinate data entry when it applies to both (such as keyholder information) and enter the record with the proper data.

Each agency is responsible for the data entered by or for their department and for updating those records (See retention rules and updating records). The WCSO will send a printed copy of all records that have reached their purge date to the agency contact.

Oshkosh, Neenah, Menasha and Town of Menasha will enter their respective police and fire premise records. Omro and Winneconne will enter their respective police premise records. WCSO Communications Division enters all other jurisdictions' premise records, as well as all bank keyholder records.

When agency contacts/data entry personnel are not available, a department may request the Communications Center to enter a premise record temporarily. These should normally be entered with an expiration date of ten days. A copy of the record will be forwarded to the requesting agency's contact who will then edit and take responsibility for upkeep of that record.

The WCSO will provide training, and documentation to the agency contacts to facilitate the premise hazard entry process.

PROCEDURES:

1. The following are the record types used for premise information.

Type	Description
FIRE FIGHTER HAZARD	FIRE FIGHTER HAZARD
HAZMAT	HAZMAT
KEYHOLDER	KEYHOLDER
KNOX BOX	KNOX BOX
MEDICAL	MEDICAL
POLICE HAZARD	POLICE HAZARD
PREPLAN	PREPLAN
SCHOOL	SCHOOL
VIOLENCE	VIOLENCE/DOMESTIC
WEAPONS	WEAPONS

3. Purge Dates:

All records must have a purge date. Due to the transient nature of people, a record involving person with whom caution should be used should have a purge date no more than six months from the date of entry. A record involving person with general or medical information should have a purge date no more than 1 year from the date of entry. The records should contain language such as "As of 04/01/05, James A. Brown, M/W, 06/06/69" etc.

Permanent fixtures, such as fire hydrant locations may be entered with a purge date far into the future. Recommended purge dates for each record type are:

Premise Type	Purge Date length
FIRE FIGHTER HAZARD	1 year
HAZMAT	1 year
KEYHOLDER	6 months
KNOX BOX	10 years
MEDICAL	6 months
POLICE HAZARD	6 months
PREPLAN	1 year
SCHOOL	1 year
VIOLENCE/DOMESTIC	6 months
WEAPONS	6 months

4. Updating Records

During the first week of each month, the WCSO will run a Location Purge Report for each agency. A copy of each agency's report will be emailed to their contact person. The contact person will be responsible for having their agency review each record. Any records that are no longer valid should be deleted from the system. Any records that are still valid should be updated with a new purge date (following the guidelines above) and any new and/or changed information as needed. Keyholder records for all banks

will be given to the Winnebago County Dispatcher in charge of bank alarm information for review and update. Any records with a purge date older than 60 days will be deleted from the system. The owning agency will receive copies of all records that have been deleted.