



# The Scotland Standard

VOLUME 2, ISSUE 9

SEPTEMBER 2020

## Community Outreach and Its Benefits to the ECC

*Interaction with the public fosters understanding and cooperation.*

By Jonathan Jones

Send the **right equipment**,  
With the **right responders**,  
To the **right place**,  
At the **right time**,  
And provide the  
**right instructions** until the  
responders arrive.

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One of the biggest problems for communications center personnel is a growing sense of indifference. After dealing with life and death decisions all day, communications officers can become detached, which may reduce their effectiveness. The officer will no longer be serving the community, which can create a more contentious relationship between

the center and the public.

While participation in community outreach efforts is normally limited to police officers, sheriff's deputies and command staff, all members of an agency should participate, including members of the emergency communications center. Whether serving as an administrator or a communications officer, every employee has

information to share with the public. Regardless of rank or position, having a hotdog or sharing a soda with members of the community will foster a positive relationship. It encourages questions, allows the public to put a face and name with the agency, and showcases transparency and openness.

*(Continued on Page 3)*

## EMPLOYEE SPOTLIGHT



### SHARON MCINTYRE

← Length of Employment: 5.5 years →

Sharon originally came to our center from Laurinburg Police Dept during the 2015 consolidation. She is the single mother of 4 boys—Tae McIntyre and Jaylend, Davon, and Javon Ratliffe—each of whom were star football players at Scotland High School. We are so glad to have Sharon as part of our team!

Total percentage of 911 calls answered within 10 seconds:

# 97%

## BIRTHDAYS & WORK ANNIVERSARIES

- 09/09—Darren Steadman
- 09/10—Kim Leviner
- 09/16—Bill Edge (5 years)
- 09/16—Melody Jones (5 years)
- 09/18—John Hudson
- 09/19—Sharon McIntyre
- 09/24—Lauren Simmons

Be the change you wish to see.

## SOP Review: Certifications and Licensure

This month's SOP Review will be SOP 2.3 - Certifications and Licensure.

In order to fully function as a Telecommunicator with Scotland County Emergency Communications, employees must obtain and maintain the following certifications:

- Emergency Telecommunicator Certification
- Emergency Medical Dispatch Certification
- Emergency Fire Dispatch Certification
- NC Emergency Medical Dispatch License
- CPR (American Heart Association)
- DCIN/NCIC Modules 1, 2, and 3
- NIMS IS-100, IS-200, IS-700, IS-800

Required certifications are maintained through continuing education courses. Our agency completes continuing education

courses through various institutions including Richmond Community College and Priority Dispatch.

Regular continuing education courses through Richmond Community College will be available each month to the Telecommunicator. The Assistant Director will provide a listing at the beginning of each year of the courses for that year. *It is the responsibility of the Telecommunicator to make sure that these courses are completed.*

Continuing education hours should be documented in Vairkko under the Education tab in Instructor Lead Education. *It is the responsibility of the Telecommunicator to document these hours.*

*Failure to maintain required certifications will result in immediate suspension until certification(s) have been renewed.*



Highest Answer Time Percentage

**98.06%**

**B SHIFT**

**Bill, Taylor, Katie, & Michael**

Highest Total Calls Answered

**631**

**Larinda Robb**

**625**

**Taylor Davis**

## Community Outreach (cont'd)

Participation in community outreach programs can also increase mutual respect between the voice of the agency and the community. When an emergency arises, it will be easier for department members to be more empathetic or sympathetic after being reminded of who they are helping. It also fosters a similar mentality to problem solving. After working together on outreach projects, staff and people in the community will be more accustomed to engaging and working through problems. This increased engagement often translates into greater engagement in other projects that affect their neighborhoods. )

This increased engagement more than satisfies the primary purpose of community outreach — developing and maintaining trust between the community and the agency. Trust and cohesion with the community not only helps resolve problems quickly, it can also prevent them. Outreach programs are essential to building positive relationships that encourage open dialogue within the community.

Offering a wide range of choice in community outreach programs can help encourage agency staff to participate. The following are some of the most common programs:

- Road/litter cleanups
- Neighborhood watch meetings
- Shop with a cop
- Touch a truck
- Trunk or treat
- National Night Out
- Food bank drives
- Adopt a senior
- Career fairs/career expos

- School presentations
- Tours of the communications center
- Grand openings

Finally, getting out of the office can provide a nice change of pace, boost motivation and break the monotony of taking calls. However, it can also be an opportunity to educate the public. Having a member of the department available can make people feel more comfortable asking questions about our national emergency number — why do you need my address? What is an emergency? Why can't I hang up? Don't you know where I live?

The next time your agency has a community outreach effort, consider the positive benefits of participating, spreading the good news about your department as well as communications centers. The relationships you build will benefit not only yourself but the agency as well.

***When an emergency arises, it will be easier for department members to be more empathetic or sympathetic after being reminded of who they are helping.***

This published article can be found at:

[https://www.pscmagazine-digital.com/pscs/0220\\_march\\_april\\_2020/MobilePagedArticle.action?articleId=1561534#articleId1561534](https://www.pscmagazine-digital.com/pscs/0220_march_april_2020/MobilePagedArticle.action?articleId=1561534#articleId1561534)

COMMUNITY OUTREACH

Don't forget that as an employee of Scotland County Emergency Communications, your APCO membership dues are paid for. This means that you are a member of an international, well-recognized, professional 9-1-1 organization at no cost to you. I encourage you to take advantage of this membership by volunteering to serve on committees, attend free online training, receive discounted training, etc.



**North  
Carolina  
APCO**  
Leaders in Public Safety Communications

**YOU'RE MORE THAN A DISPATCHER  
YOU'RE A TELECOMMUNICATOR**

# SEPTEMBER 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8 TAC/ATAC Meeting	9	10 Public Safety Meeting	11	12
13	14 Supervisor's Meeting	15	16 Virtual NC APCO/NENA Meeting	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## TRAINING:

### September 6-19, 2020

Continuing Education (Online)  
 Richmond Community College  
 Protocol 4: Animal Bites/Attacks  
 Protocol 79: Lost Person  
 Career Survival: Training and Standards Issues

## MEETINGS:

**September 8, 2020 2pm**  
 TAC/ATAC Meeting (Virtual)

**September 10, 2020 10am**  
 Public Safety Meeting

**September 14, 2020 11am**  
 Supervisor's Meeting

**September 16, 2020 10am**  
 NC APCO/NENA Meeting (Virtual)

# PUBLIC SAFETY STATS

The Public Safety Stats section is new to this month's issue of The Scotland Standard. This idea was derived from our friends at Iredell County.

- **LAW ENFORCEMENT**— includes calls for the Laurinburg Police Department, Wagram Police Department, and Scotland County Sheriff's Office.
- **EMS**— includes calls for Scotland County EMS and Braveheart.
- **OTHER**— includes calls for DSS, DOT, Utilities, County Animal Control, etc.
- **ADMINISTRATIVE CALLS**— includes non-emergency calls such as after-hour calls rolled over from various public safety agencies, alarms, responder calls for roster updates, to request times, copies of calls, etc.
- **DSS**— our Telecommunicators monitor the DSS radio channel for DSS employees that are in the field.

*Note: The dispatch radio transmissions do not include the state 800 VIPER radio channels that are monitored by our Telecommunicators, or any of the 800 VIPER Events channels that may have been used for special operations during the month.*

## Total CFS for the Month

**3,718**

## Response by Agency Type

Law Enforcement*	2,829
EMS*	618
Fire	110
Other*	159

## Phone Calls

9-1-1 Calls	2,838
Administrative Calls	6,547
<b>Total</b>	<b>9,385</b>

## Answer to Dispatch Time

(seconds)

Law Enforcement	103
EMS	83
Fire	90
Other	255

## Dispatch Radio Transmissions

Law Enforcement	32,196
EMS	12,519
Fire/Rescue	3,720
DSS*	649
<b>Total</b>	<b>49,084</b>

## Averages by Telecommunicator

Incidents	286
Phone Calls	722
Radio Transmissions	3,776