



The Scotland Standard

VOLUME 2, ISSUE 10

OCTOBER 2020

Don't Become Complacent: A COVID Response

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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How tired are you of hearing about COVID-19? If you're like me, you were over it after the first week or two. But the reality is that it is very much still prevalent.

Yes, there are many theories behind the Coronavirus and its existence but as local government employees it is our duty and responsibility to follow guidelines set in place by the medical professionals. It is so easy to become complacent once something is no longer

“new” and “fresh,” but has become part of our normal, every day routine.

We need to make sure we are staying vigilant in wearing our masks in required areas, washing our hands regularly, and sanitizing our work areas.

We are incredibly blessed to have only had a very small number of cases and hope we don't have any more—but are prepared if we do.

At the beginning and end of

each shift at a minimum, you should make sure you are wiping down your consoles, keyboards, mice, “clicker”, chairs, etc. Personally, I also wipe down my headset.

When using the restroom, vending machines, and kitchen equipment make sure you are washing your hands.

And remember—masks should be worn any time you are anywhere in the building other than sitting at your desk.

EMPLOYEE SPOTLIGHT

BILL EDGE



← Length of Employment: 5.5 years →

Meet Bill and his wife, Brenda. Bill is the B Shift Supervisor, our resident cook, vegetable grower, gardening expert, and PawPaw. When he's not working you can bet that Bill is working in his yard, woodworking, or spending time with his family. Having spent time working in all facets of public safety, Bill will be the first to tell you that being a Telecommunicator is definitely the hardest and most stressful job of them all.

Total percentage of 911 calls answered within 10 seconds:

97%



10/9—Tricia McKnight (2 years)
10/19—Katie Blackmon
10/24—Darren Steadman (2 years)

Always be a work in progress.

SOP Review: Creating and Cancelling Events

This month's SOP Review will be SOP 5.7 - Creating and Cancelling Events.

Any call for service requiring a response, whether in person or by phone, shall be created as an event. For example, a citizen calling to request an after-hours DSS worker. Only under the established procedures will calls for service be cancelled.

A. CREATING EVENTS

Calls for service for auxiliary operations must be created as an event. This includes water, sewer, utilities, DSS, etc.

Any agency contacted for a response must be logged into the CAD.

B. CANCELLING EVENTS

An event may be cancelled only if it is a definite duplicate call.

If the caller cancels a call, responding units are to be notified. If they agree not to respond, the information shall be documented with a normal disposition and explanation.

1. BURGLAR/PANIC ALARMS

At no time shall a Telecommunicator cancel a burglar or panic alarm unless the alarm company advises that the homeowner has given proper passcode. The information shall be relayed to the responding officer(s) and documented in the call.

If the homeowner calls Communications, the Telecommunicator shall direct them to contact their alarm company to give their

passcode.

2. FIRE ALARMS

At no time shall a Telecommunicator cancel a fire alarm. If the alarm company advises that the alarm was set off by accident and they have been given proper pass code, the Telecommunicator will document the information and relay it to the responding department. The Telecommunicator shall also advise the responding department to proceed at their own discretion.

EXCEPTION: Under the circumstance that a Telecommunicator is in the process of taking the initial call for a fire alarm and the alarm company advises to cancel, the Telecommunicator is permitted to disregard the call as long as no fire tones have been set off yet.

3. DOMESTIC/DISTURBANCE CALLS

Should a Telecommunicator receive a call from the original caller of a domestic or a disturbance who advises them to cancel the call, the Telecommunicator may do so. However, if the Telecommunicator feels as though the caller may still be in danger, is being forced to call and cancel, etc., the Telecommunicator shall relay this information to the responding officers and advise them to proceed to the call for safety purposes.

Highest Answer Time Percentage

98.33%

**A SHIFT
Melody, Taylor, & Megan**

Highest Total Calls Answered

631

Larinda Robb

625

Taylor Davis

TECH TALK WITH SHANE

First I would like to say THANK YOU for the job that you do. The citizens of Scotland County have an amazing team of 911 professionals working to ensure their safety.

With that being said, in the past month you have had a little learning curve with the new radio system that was installed in late August. As with any change, there are some growing pains. This is a list of what we have learned over the last month:

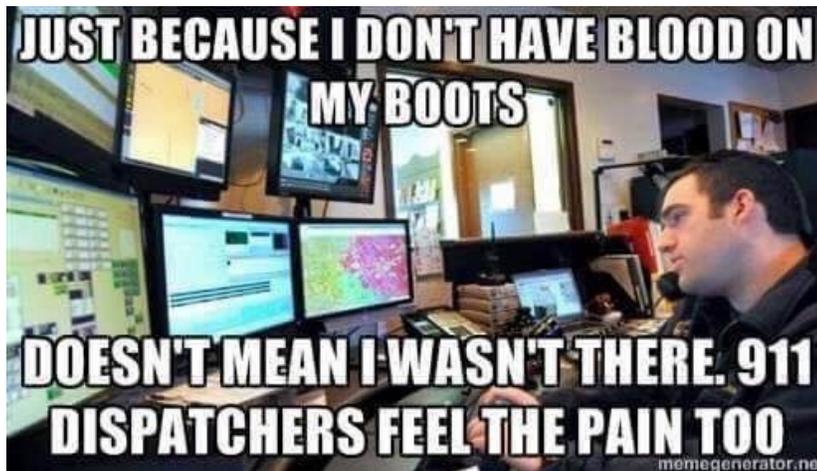
- When training, the wireless base has to be turned up to 4. This is so that the trainee who is tethered into the position can be heard. Remember when you are training and have the jack turned to 4, the trainer must keep their mic close to their mouth to prevent room noises from going across the radio. The purpose of turning the volume up to 4 is so that it turns on both microphones, especially for the telephone use.
- We not have a true duplex repeater function. If an officer keys his radio while you are transmitting, you will hear his trans-

mission but others in the field will only hear 911. This is a safety feature so that a unit in the field can call for help while you are putting information out. This functionality works on all UHF and VHF frequencies. This DOES NOT work on viper 800.

- Another thing that we found was that monitoring "Scotland FD TA" channel on VHF and talking on "Scotland Fire" channel will cause echo in the transmission. This is due to the Scotland FD TA channel being on the same frequency as the normal fire channel.
- EMS pager tones do not go across Viper/800 and were never intended to do so. To get the attention of the EMS crew when dispatching calls, we have to use alert tones.
- The most important lesson learned was to ensure that primary channels are always selected on our new multichannel radios.

Keep doing the great job you are doing and keeping Scotland County safe.

Work smarter, not harder.



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

Stay positive. Work hard. Make it happen.

OCTOBER 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8 Public Safety Meeting Staff Meeting	9	10
11	12	13 PEER Review Meeting	14	15	16	17
18	19 Supervisor's Meeting	20	21	22	23	24
25	26	27	28	29	30	31

TRAINING:

October 4-17, 2020

Continuing Education (Online)
 Richmond Community College
 Protocol 2: Allergies/Envenomations
 Effectively Managing Stress

MEETINGS:

October 8, 2020 10:30am
 Public Safety Meeting

October 8, 2020 6pm
 Staff Meeting

October 13, 2020 11am
 PEER Review Meeting

October 19, 2020 11am
 Supervisor's Meeting

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
Total	9,385

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
Total	49,084

Averages by Telecommunicator

Incidents	286
Phone Calls	722
Radio Transmissions	3,776