



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.

**INSIDE THIS
ISSUE:**

- SOP Review 2
- Calendar of Events 3
- Public Safety Stats 4

The Scotland Standard

VOLUME 2, ISSUE 12

DECEMBER 2020



DRIVING IT HOME

911

On Friday, November 20 at around 5pm a 9-1-1 call came in that seem so routine. It was a 9-1-1 hang up.

The call was Phase 2 and plotted at a specific address. For those who may be reading this and don't know what that means—phase 2 basically means that we are able to get an approximate location based on the triangulation of the cell towers. Plotting means that the approximate location shows on our map.

Per protocol, Shift Supervisor Bill Edge dispatched an officer to the location once he did not get an answer when he called the phone number back. Detective Jeffrey Cooke and Sergeant Vernon Jackson re-

sponded to the call.

When officers arrived they found a person who was suffering a medical emergency and requested that EMS be dispatched to the residence. EMS responded to the scene where they began treating the patient and took them to Scotland Memorial Hospital.

In the field of emergency services 9-1-1 hang up calls are every day occurrences that are usually "butt dials" or children playing on the phone. Had Edge not followed protocol by dispatching officers when he didn't get an answer, it could have cost someone their life.

I received the following email about

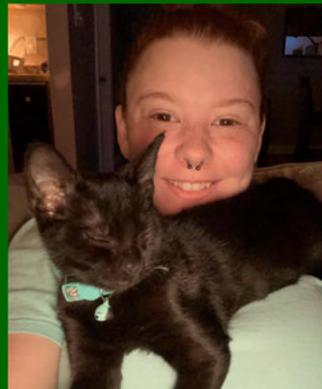
this call.

"Just wanted to throw this out there. I had a 911 hangup that plotted to an address. On callback there was no answer so I dispatched a unit. 352 Cooke arrived on scene and found a subject suffering from a diabetic problem. EMS was requested and transported the subject to SMH.

That just drove home the point of dispatching on hang ups, for me."

We want to send a BIG KUDOS to Telecommunicator Edge for following protocol and Detective Cooke, and Sergeant Jackson for responding to the call. **YOU DO MAKE A DIFFERENCE!**

EMPLOYEE SPOTLIGHT



Amanda David

← Length of Employment: 3 years, 9 months →

Meet Amanda (and Lux)! Amanda applied with our department after her customer service skills were noticed by our Director at Taco Bell. Amanda works with D Shift and will be soon be one our newly certified Training Officers. Her nickname around the Center is "Little Bit" due to her petite stature and she is also a sucker for stray animals and piercings. We look forward to her continued growth!

Total percentage of 911 calls answered within 10 seconds:

98%

Highest Answer Time Percentage

98.80%

This month was a tie between A and B Shifts. C and D Shifts were both only 2/10 of a point behind!
GREAT JOB GUYS!

Highest Total Calls Answered

781

Larinda Robb

653

Katie Blackmon

The calm voice in the dark night.

SOP Review: 911 Hang Ups

This month's SOP Review will be SOP 3.1 - 911 Hangups.

A. CANCELLING CALLS

In the event a 9-1-1 call is received and the caller hangs up without communicating, Telecommunicators are responsible for immediately calling back the number on the ANI display. [REDACTED]

[REDACTED]

B. DISPATCHING LAW ENFORCEMENT

In the event the line is busy, the Telecommunicator will notify the responding units of the status on contacting the caller, including the inability to get a line to the caller. The Telecommunicator will continue to attempt a line in to the caller until units arrive, updating units on the status of the call.

C. EMERGENCY SITUATIONS

In the event the line is answered, the Telecommunicator will remain on the line with the caller until units arrive and update the units regarding the phone contact, to include any activity, conversation, and other pertinent information available.

D. ABUSE HANG UPS

In the event a caller appears to be abusing 9-1-1 with continuous hang-ups or inappropriate language or false calls, this activity shall be reported to the Assistant Director and/or Director of Communications for action. Until any action is taken regarding the abuse, each call will be treated as any other call. No call will be ignored or handled differently due to suspected abuse.

E. 911 HANG UPS – NO ANI/ALI

[REDACTED]

F. 911 HANG UP – PAY PHONES

[REDACTED]

G. 911 MISDIALS

In the event a caller has called 9-1-1 inappropriately (i.e. a non-emergency question or needing another public safety agency) the Telecommunicator will either transfer the caller to the appropriate agency or provide the number for the caller to redial. Under no circumstances will the Telecommunicator scold the citizen for inappropriate use of 9-1-1. The correct attitude would be to educate or re-direct the caller.



TELECOMMUNICATORS:
Nameless. Faceless. Fearless. Priceless.

DECEMBER 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
				Public Safety Meeting		
13	14	15	16	17	18	19
	Supervisor's Meeting				Annual Christmas Dinner	
20	21	22	23	24	25	26
				Christmas Eve (Offices closed)	Christmas Day (Offices closed)	
27	28	29	30	31		
	Christmas Holidays (Offices closed)					

TRAINING:

December 6-19, 2020
 Continuing Education (Online)
 Richmond Community College
 Protocol 27: Stab/Gunshot/Penetrating Trauma (EMD)
 Version 6.1: Active Assailant/Shooter Protocol (ALL)
 Cultural Diversity: Service for All (ALL)

MEETINGS:

December 10, 2020 10am
 Public Safety Meeting (Admin Only)

December 14, 2020 11am
 Supervisor's Meeting

UPCOMING EVENTS:

December 18	EOC Christmas Dinner at 6pm
December 24, 25, & 28	Christmas Holiday (County offices closed)
January 1, 2021	New Year's Day (County offices closed)

PUBLIC SAFETY STATS

- **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	
3821	
Response by Agency Type	
Law Enforcement*	2,946
EMS*	588
Fire	86
Other*	183
Phone Calls	
9-1-1 Calls	2,853
Administrative Calls	6,554
Total	9,407
Answer to Dispatch Time (seconds)	
Law Enforcement	98
EMS	89
Fire	109
Other	120
Dispatch Radio Transmissions	
Law Enforcement	58,392
EMS	14,724
Fire/Rescue	5,756
DSS*	1,121
Total	79,993
Averages by Telecommunicator	
Incidents	273
Phone Calls	672
Radio Transmissions	5,714