



The Scotland Standard

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JANUARY 2020

OH, BABY!

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.

Congratulations to Jeremiah McLeod to be the second recipient of the Child Delivery award! On December 28, 2019, Jeremiah took a call from anxious mother whose daughter was in active labor with her 5th child. While the caller was quite anxious, as expected, Jeremiah was able to help her remain calm. As the contractions started coming more frequently, Jeremiah began giving birthing instructions as it was obvious that the birth of this beautiful new life wouldn't be much longer! Paramedics arrived on scene and started towards Scotland Memorial. Approximately 30 seconds prior to reaching the hospital, this baby girl was welcomed into the world! By providing necessary instructions to the caller for the mother in labor, Jeremiah was able to assist in prepping the mother for delivery. Jeremiah will be receiving a Child Delivery certificate and a flower on the 911 Center's Tree of Life.

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EMPLOYEE SPOTLIGHT



DARREN STEADMAN

← Length of Employment: 2 years →

About Me: Darren began working part time with our department in October 2017. He has a vast knowledge of public safety from various populations across the state. Darren is quick, a fast thinker, and is always ready to jump in and get the job done!

Total percentage of 911 calls answered within 10 seconds:

98%



- 1/3 Holly Williford
- 1/26 Taylor Davis
- 1/29 Larinda Robb

He who has not Christmas in his heart will never find it under a tree.

SOP Review: Illegal Burning & Burning Permits

This month's SOP Reviews will be SOP 8.2 (C) Burning Permits & (G) Illegal Burning.

8.2 (C) Burning Permits

In the City of Laurinburg, a citizen is permitted to burn anything that is not man-made. The fire must be contained in a covered barrel and used for heating or camping purposes only.

A burning permit is needed under the following conditions: permissible residential burning & permissible land clearing. For more detailed information, refer to your SOP manual.

All burn permits can be cancelled

at any time by the NC Forestry Service should atmospheric or health conditions warrant cancellation. We will be notified by the N.C. Forest Service should permits be cancelled.

The NC Forestry Service and the manager at Z.V. Pates are the only establishments that are authorized to issue burning permits in Scotland County.

Either location can issue permits for any part of the county but it is usually better to refer them to a location in or near the district the burning is going to take place in.

Forestry will notify us on large acreage burns. These will be noted on the status board in the controlled burns section.

8.2 (G) Illegal Burning

Illegal burns, whether in the city or the county, should be handled under the proper EFD protocol. Generally, this will be Protocol 67 (Outside Fire) but depending on the circumstance may warrant another protocol use.

Law enforcement and the fire department are to be dispatched to all illegal burns.

TECH TALK

Happy New Year! Last year we had some major technology updates and improvements in our mapping. This year will be no different. There are some plans in place for technological improvements and more mapping changes. I would like to thank all of you for continuing to give me feedback on problems that are found and landmark updates that need to be addressed. I am endlessly working to keep updating the GIS and CAD with the changes that you find.

As a reminder, it is best practice to change your passwords often to deter unauthorized use of our systems. Also, be aware of phishing scams looking to probe you for passwords and access onto our network.

Thank you for all the hard work that you do to protect the citizens and visitors of Scotland County.

Highest Answer Time Percentage

99.47%

**A SHIFT
Melody, Meredith, Katie,
& Michael**

Highest Total Calls Answered

665

Larinda Robb

638

Jeremiah McLeod

2019 Dispatch Statistics

	Law Enforcement	EMS/BH/CFV	Fire	Other	TOTALS
Total All Calls in the Year					97,413
Average Calls Per Day					267.28
Total CAD Calls in the Year	40,128	8,068	1,295	1,190	50,681
Average CAD Calls Per Day	55.32	22.25	3.57	3.29	138.85
% of Call Volume	41.19%	8.28%	1.33%	1.22%	52.03%
Average Phone Answer to Dispatch	1:38	1:17	1:54	8:10	3:15

Over 592,253 Radio Transmissions

These statistics show just how important our 911 Telecommunicators are to the citizens and visitors of Scotland County. In just 365 days, there were a total of 97,413 answered. This does not include the number of times a Telecommunicator has had to call back a 911 hang up or abandoned call, the number of times UNC Air Care has been contact to assist EMS with a helicopter, etc.

The percentage of our call volume shows that only about 52% of the calls that are answered by our Telecommunicators are actually 911 emergencies to be dispatched. The rest of the calls taken are administrative calls for water, electricity, citizens asking for the times of parades and events, citizens requesting to speak with DSS or animal control, etc.

The average phone answer to dispatch times show that our Telecommunicators are quickly gathering information and getting those calls dispatched. The only answer to dispatch time that is over 2 minutes is the "Other" category. This category includes calls for utilities, DSS, animal control, etc. and are not always priority. With the number of tasks that are required of Telecommunicators, having an answer to dispatch time of 8 minutes, 10 seconds is great! This means that the Telecommunicator is gathering the information, checking the on call roster, contacting the person on call for the respective department, and getting them the information quickly, as well as completing various other tasks simultaneously.

JANUARY 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9 911 Meeting Staff Meeting	10	11
12	13 Supervisor's Meeting	14	15	16	17	18
19	20 MLK Day	21	22	23	24	25
26	27	28	29	30	31	

TRAINING:

January 2-15, 2020
 Continuing Education (Online)
 Richmond Community College
 EMD Protocol 16: Eye Problems (All)
 EFD Protocol 63: Lightning Strike (All)
 Suicidal Callers (All)

MEETINGS:

January 9, 2020
 911 Public Safety Meeting—10am
January 9, 2020
 Staff Meeting Meeting—6pm
January 13, 2020
 Supervisor's Meeting—11am

UPCOMING EVENTS:

January 9, 2020	Chili Cook Off (before Staff Meeting)
January 20, 2020	MLK Day (county offices closed)

CONGRATULATIONS TAYLOR!



We would like to congratulate Taylor Davis on her recent graduation from the University of North Carolina at Pembroke. Taylor graduated Magna Cum Laude on December 7th, 2019 with a Bachelor of Science in Sociology and a Bachelor of Arts in Criminal Justice. Taylor is also a graduate of the Basic Law Enforcement Training program at Richmond Community College. Taylor has been with Scotland County Emergency Communications since April 2019 after having worked with the Scotland County Sheriff's Office. Our department is thrilled to have Taylor as part of our team and looks forward to all the great things she will do in life! At only 21 years old, Taylor has already proven herself to be a force that can't be stopped!

WAY TO GO TAYLOR! WE ARE SO PROUD OF YOU!