



The Scotland Standard

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Call Clip

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.

This month's Call Clip was submitted by Shift Supervisor Bill Edge.

On Tuesday, February 25, Larinda received a call from a female who said that a male had collapsed. She was able to determine that he was a diabetic. The female caller was overly excited and agitated throughout question-

ing, but Larinda was able to get the needed information and get the female to respond to her. She continued reassuring the caller, trying to keep her calm and focus on the patient while making sure she was notified of any changes in the patient's condition until EMS arrived on scene.

Larinda remained calm, poised, and composed throughout the call.

Good Job!



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EMPLOYEE SPOTLIGHT

JONATHAN LEMMOND



Length of Employment: 5 years

Jonathan is a Shift Supervisor as well as a member of both the Laurinburg and Johns Station Fire Departments and the Scotland County Rescue Squad. On March 27th, he will be recognized at the PSAP Manager Training Ceremony for his completion in the year-long course!

Total percentage of 911 calls answered within 10 seconds:

96%

Happy Workiversary!

Happy Birthday

03/16 Amanda David

03/11 Shane Sligh



Highest Answer Time Percentage

98.33%

**D SHIFT
Jonathan, Amanda, Larinda, &
Michael**

Highest Total Calls Answered

**700
Jeremiah McLeod
617
Larinda Robb**

Tech Talk with Shane

Over the last few months, there have been questions that have come up about problems with the radio. The radio vendor has told us that the problems are weather related. Some of you have disbelief in that what seems to be a typical day that invisible weather forces can have an effect on our radio systems. There are several weather related issues that affect our radio transmissions: tropospheric propagation, tropospheric ducting and atmospheric refraction.

Tropospheric propagation and ducting are atmospheric conditions that play a big role in how radio frequency energy propagates from one place to another. On days or nights when you can hear stations from several miles away, including hundreds of miles away, or when you hear several different stations talking on top of each other, in the VHF/UHF bands this is what's called Tropospheric Ducting, or just

ducting. This occurs when hot air mass and cold air mass collides just above the ground wave level and causes radio frequency energy at those frequencies (VHF/UHF) to sort of "surf" or flow in between like air or fluid moving through a duct from one place to another. This can take a signal with very little power and send it several hundred miles across land and sea.

This usually happens in the evening time when the heat of the day is met with cold air from a low front, or very early in the morning before the air starts to heat up. You also have solar radiation playing a big part in this, too. Solar flares, storms, and sun spots can bombard the earth with radiation causing the different levels of the ionosphere to change and usually the layers that would reflect signals back to earth will absorb RF energy and it becomes lost. High levels of solar activity will have negative effects on VHF/UHF signals.

Atmospheric refraction is the change of radio frequencies as it passes through the atmosphere from variations in air density.

This can cause the RF to move in a direction other than its normal or intended path. Things that can affect refraction are temperature, air pressure and humidity. When you think of atmospheric refraction think of skipping a rock across water. Normally you would think that the rock would have a downward motion, but because of the density of the water it bounces across it. The same happens with radio frequencies in the atmosphere.

Therefore, just because we are not having a thunderstorm, does not mean that weather is not affecting your radio. I write this not to deter you from calling, but to give you insight on what is causing the problem. If you feel that you have a problem with the radio, please call.

THE FIRST, FIRST RESPONDERS

MARCH 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 Supervisor's Meeting	17 St. Patrick's Day	18	19	20	21
22	23	24	25	26	27 911 Board Meeting	28
29	30	31				

TRAINING:

February 9-22, 2020

Continuing Education (Online)
 Richmond Community College
 EMD Protocol 7: Burns/Explosions
 Conflict Management Skills in a High Stress Atmosphere

MEETINGS:

March 12, 2020

911 Public Safety Meeting—10am

March 16, 2020

Supervisor's Meeting—11am



UPCOMING EVENTS:

March 27, 2020

911 Board Meeting & PSAP Manager's Class Ceremony —10am
 Richmond Community College
 Rockingham, NC