



The Scotland Standard

VOLUME 3, ISSUE 1

JANUARY 2021

DECEMBER 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.*

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December's call clip was sent in by Supervisor Bill Edge referencing an incident that occurred on December 6, 2020. Bill says, "Katie Blackmon received a 911 call from a female initially reporting a cardiac arrest, after dispatch it was determined that the subject was unconscious and breathing and the call shunted to a 23 upon questioning and determin-

ing that the patient had taken an unknown substance. During interrogation, we found out a dose of Narcan was administered prior to calling 911. There was no reported improvement afterwards. Following protocol Blackmon directed the caller to administer a second dose of Narcan, which they did. EMS and LPD had been dispatched and

upon arrival of first officers, McPhatter and Rodriguez radioed that the patient was responding and becoming more alert.

EMS units arrived, and checked the patient, who refused transport.

Great Job!"

CONGRATS KATIE! LOOK AT YOU HELPING TO SAVE LIVES!

EMPLOYEE SPOTLIGHT



Kim Leviner

← Length of Employment: 1 year, 4 months →

Meet Kim! After previously working with our agency as a full time employee, Kim rejoined us part time in August 2019. She works full time with Southern Pines Police Department. Kim fills her time taking care of her beautiful family, crafting, and playing in a women's softball league. We are so glad to have you as part of our team!

Total percentage of 911 calls answered within 10 seconds:

98%

Happy Birthday!

January 26
January 29

Taylor Davis
Larinda Robb



The golden link that holds it all together.

SOP Review: Multi-Agency Response

This month's SOP Review will be SOP 9.29— Multi-Agency Response

A. DISPATCHING THE CALL

When a call comes in requiring a multi-agency response, the call should be dispatched in such a way to cut down on radio traffic and all responding agencies shall be given the same information regarding the call.

B. INFORMATIONAL UPDATES

Telecommunicator A is working EMS/Fire channels. Telecommunicator B is working LPD channel. Telecommunicator C is working SCSO channel. Telecommunicator C takes the call while Telecommunicator A dispatches the call to EMS/fire and Telecommunicator B

gives the call out to LPD.

Any informational updates should be given to all responding agencies. For example, if there is a domestic at the scene, Telecommunicator B will go across LPD, EMS, and fire channels and let all responding units know that there is a domestic on scene involving weapons.

In the event that a Telecommunicator is actively taking a call and updating CAD notes with information, the Telecommunicator dispatching the call is responsible for checking for updated notes and updating the responding units with information.

THE POLLS ARE OPEN

APCO International presents awards to public safety communications personnel who have demonstrated the highest levels of personal and professional conduct and performance in the line of duty.

PSAP award categories currently include:

- Telecommunicator of the Year
- Director of the Year
- Line Supervisor of the Year
- Trainer of the Year
- Team of the Year
- Radio Frequency Technologist of the Year

- Information Technologist of the Year

Don't forget about the Technology Leadership Awards designed to recognize centers for their use of technological advancements and the demonstrated benefit received to their employees and the citizens they serve. Awards in two categories: small/medium agencies and large agencies.

To learn more, [click here](#).

Highest Answer Time Percentage

99.13%

D Shift

Jonathan, Amanda, and Megan

Highest Total Calls Answered

691

Larinda Robb

641

Taylor Davis

Be humble in your confidence, yet courageous in your character. –Melanie Koulouris

JANUARY 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14 Public Safety Meeting	15	16
17	18 Martin Luther King, Jr's Birthday	19	20	21 Supervisor's Meeting & Interviews	22	23
24	25	26	27	28	29	30

TRAINING:

January 10-23, 2021
 Continuing Education (Online)
 Richmond Community College
 Protocol 11: Choking
 Protocol 78: Back Country Rescue
 Fellowship: Being An Influential Employee

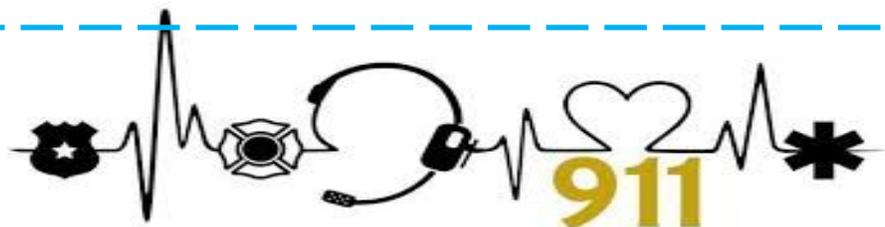
MEETINGS:

January 14, 2021 10am
 Public Safety Meeting (Admin Only)

January 21, 2021 11am
 Supervisor's Meeting

UPCOMING EVENTS:

January 18, 2021 Martin Luther King, Jr. Birthday
 (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	
3,792	

Response by Agency Type	
Law Enforcement*	2,889
EMS*	709
Fire	122
Other*	120

Phone Calls	
9-1-1 Calls	2,731
Administrative Calls	6,559
Total	9,290

Answer to Dispatch Time	
(seconds)	
Law Enforcement	99
EMS	88
Fire	102
Other	75

Dispatch Radio Transmissions	
Law Enforcement	55,546
EMS	16,606
Fire/Rescue	5,522
DSS*	783
Total	78,457

Averages by Telecommunicator	
Incidents	271
Phone Calls	664
Radio Transmissions	5,604

2020 PUBLIC SAFETY STATS

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Total CFS for the Month	
46,929	

Response by Agency Type	
Law Enforcement*	35,654
EMS*	7,623
Fire	1,147
Other*	2,169

Phone Calls	
9-1-1 Calls	34,220
Administrative Calls	72,288
Total	106,508

Answer to Dispatch Time	
(seconds)	
Law Enforcement	101
EMS	81
Fire	108
Other	139

Dispatch Radio Transmissions	
Law Enforcement	476,219
EMS	159,985
Fire/Rescue	51,538
DSS*	9,240
Total	696,982

Averages by Telecommunicator	
Incidents	3,352
Phone Calls	7,608
Radio Transmissions	49,784

2020 AT

Although in the midst of a pandemic, 2020 has been a pretty good year for Scotland County Emergency Communications overall. Our turnover rate has decreased dramatically and we couldn't be happier. Let's take a look at just a portion of things that have gone on in 2020.

5 YEAR ANNIVERSARY:

February 10, 2020 our 9-1-1 center celebrated its 5 year anniversary. We made sure to have a cake just as any fabulous celebration should.



PHONE SYSTEM UPDATE:

In February, we completed an update to our phone system. This update included Automatic Call Distribution capabilities.

COVID-19 PANDEMIC:

A memo went out to our staff on January 31st about the usage of the Emerging Infectious Disease Tool when receiving 9-1-1 calls for persons needing medical assistance. Scotland County Emergency Communications went live with this protocol on February 3rd.

On March 3rd the Coronavirus was confirmed to have hit the state of North Carolina. Two

weeks later, our department began keeping a temperature log for employees and anyone else who entered our building. This is still in effect. By March 30th, Scotland County had its first two confirmed cases. Our department was already starting to work on plans for how to handle employee exposures to the coronavirus and what that would look like if we had 25% or more of our staff in quarantine.

By March 26, our Pandemic Outbreak policy had been revised to include screening instructions on all calls that came into the 9-1-1 center. This is also when our department sent out our Employee Exposure & Response plan as well as our updated Continuity of Operations Plan to include pandemic situations. What we know as Protocol 36 was implemented on March 31st. This is the Pandemic Outbreak protocol used to screen callers for symptoms in the midst of a pandemic or outbreak situation.

Currently, we are requiring our employees to wear masks any time they away from their immediate desk, conducting temperature checks, screening for symptoms, etc.

CERTIFIED EMERGENCY MANAGER:

During the month of March, Shane Sligh attended the South Carolina Emergency Manager's Conference in Myrtle Beach where he was presented with his South Carolina Emergency Manager Certification.

This is something Shane had been working towards since before joining our organization in February 2019.

EMPLOYEES OF THE YEAR:

The second full week in April is when we celebrate our Telecommunicators and the job they do. During National Public-Safety Telecommunicator Week, our agency presents a Telecommunicator of the Year and Supervisor of the Year award. The recipients are chosen by their peers through an anonymous voting process. Taylor Davis was voted Telecommunicator of the Year and Melody Jones was voted Supervisor of the Year. CONGRATS!



REGISTERED PUBLIC-SAFETY LEADER PROGRAM:

In late May, Samantha Dutch was announced to have been selected as an APCO Commercial Advisory Council/Silent Key Scholarship award winner. This scholarship was awarded for Samantha to be able to participate in the Registered Public-Safety Leader (RPL) Program. APCO International's RPL Program is designed for individuals interested in developing a solid foundation of management and supervisory skills necessary for successful PSAP operations. In the field of Emergency Commu-

A GLANCE

nications, this is a prestigious certification that shows the individuals hard work and dedication to not only emergency communications but public safety as a whole.



A.S. EMERGENCY MANAGEMENT:

On May 28th Shift Supervisor Melody Jones graduated from Guilford Technical College with an Associates in Science in Emergency Management. How she managed to keep quiet for so long about being in the program at all is beyond me! Congrats Melody!

COMPLETED RADIO TOWER:

FINALLY! After having worked on this project for about the last 3 years, our new radio tower was completed in July. This tower was much needed as there have often been issues in communicating with field units in the outskirts of Scotland County. Since the tower has been erected, there has been a drastic improvement in the ability to communicate with those in the field.



CROWDSTRIKE:

CrowdStrike is a cybersecurity tool which detects unauthorized movement across our network. It also helps us to monitor for viruses, Malware, and unauthorized use of USB devices. With this software if a computer becomes infected we can immediately remove it from the system using the CrowdStrike software. This system is to ensure the integrity of our 9-1-1 system.

UPGRADED RADIO SYSTEM:

Once our radio tower was completed, we were able to move forward with our radio system upgrade. Although the system we were using did work, it was very outdated. The new radio system gives us more modern capabilities to communicate not only with our local field units, but units from surrounding counties and even across the state.

SHIFT SUPERVISOR RETREAT:

Each year, usually during August, we set aside 3-4 days to spend with our Shift Supervisors. During this time we update policies and procedures and our training program. We also go over leadership skills and any other things that we find our Supervisors could benefit from. In 2020, the retreat was held August 25-28 in the Emergency Operations Center.

CYBERSECURITY ASSESSMENT:

The North Carolina 9-1-1 Board requested that all PSAP's participate in this security assessment. This assessment looked at our

centers cyber and physical security, as well as the policies that we have in place to protect our center's data.

REPLACED CHILLER UNIT:

This was quite a long process. We began having problems with our chiller unit sometime around April and it completely died about a month later. This resulted in purchasing a new chiller. This took a few months due to it having to be built and the manufacturers limited resources due to COVID. The new unit arrived sometime around late September. Also installed were 2 air-handler units as a backup system in the event that the chiller were to go out again.

These are just a few of key things have that 2020 held. Taking a moment to look back and see the significant strides that our agency was able to make in the midst of a global pandemic, civil unrest, and monumental presidential election gives us a smile.

It is easy to look back on the past year and see nothing but the bad. This is a time in history that I'm sure none of us will forget. We are so thankful to have a wonderful staff, an administration with eyes on the future, a supportive County Manager, and Commissioners that see the importance of the job we do. You will never know the impact that these things have on the success of Scotland County Emergency Communications. Thank you.