



The Scotland Standard

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FEBRUARY 2021

JANUARY 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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This month's call clip was submitted by Shift Supervisor Bill Edge in regards to Lauren Simmons. Lauren is our newest employee and had only been out of training for about 2 weeks when this was submitted. Great job Lauren!

On Tuesday, January 26, at approximately 11pm a call was received by Lauren from an 88 year old male who stated that he was stuck in his car and couldn't get out. He was confused and disoriented and could not give his exact location. Lauren employed several tactics trying to get him

to describe his surroundings which he was unable to do.

After several attempts we were able to plot his location. Officers were able to locate and secure him. The Laurinburg Fire Department was contacted at the Sergeant's request to assist with retrieving the vehicle.

We located the victims address through DMV and at the request of the Sergeant, personnel from a local care facility were contacted, picked up by officers, and transported to the scene to drive the victims car back to the facility.

Lauren did an excellent job reassuring and calming him that help was on the way. EMS was also dispatched to assess victim before being released to the facility.



EMPLOYEE SPOTLIGHT

Katie Blackmon



← Length of Employment: 2 years →

Meet Katie (and her husband, Deputy David Blackmon). Katie has been employed with us since February 2019. Her passion for emergency communications has become evident through her performance and dedication. She has recently completed the Communications Training Officer course, along with 3 of her coworkers. Katie is a lover of all things Corgie! In her spare time, she likes to craft and spend time with her family and friends.

Total percentage of 911 calls answered within 10 seconds:

97%

Happy Birthday

Melody Jones—4th
Megan Bristow—19th
Mike Edge—20th

-Happy- Anniversary

Jonathan Lemmond—10th (6 yrs)
Michael McQueen—10th (6 yrs)
MJ Campbell—10th (6 yrs)
John Hudson—16th (3 yrs)
Katie Blackmon—16th (2 yrs)
Shane Sligh—26th (2 yrs)

You're not Superman, but you're close enough.

SOP Review: Acknowledging Units

This month's SOP Review will be SOP 9.5 - Acknowledging Units.

A. MAXIMUM ANSWER TIME

All radio transmissions shall be acknowledged within a maximum of 10 seconds.

B. ECHO RESPONSE

Communications shall acknowledge units by their unit number and repeating their transmission. For example, if EMS199 tells us that they are 10-8 from a call, Communications shall respond, "Scotland to EMS199, 10-4, you're 10-8." This is also called positive acknowledgement.

C. MULTIPLE UNITS AT ONCE

Dispatch shall acknowledge two units calling at once by acknowledging the unit recognized and asking them to stand by while answering the other, or if both units are recognized, by answering the one believed to have priority

information.

If neither unit is recognized, the units shall be advised that they are "walking over one another."

D. HOLDING RADIO TRAFFIC

There will be times when the Communications Center becomes overwhelmed with phone calls. During these times, it is acceptable for the Telecommunicator to set off an alert tone over all frequencies necessary and advise the field units to hold all traffic unless urgent. During this time, the field units should relay any pertinent information to their superior in the field.

Once the phone lines calm down, the Telecommunicator will again set off the alert tone and advise all channels to resume radio traffic.

Tech Talk with Shane

Reporting of problems with GIS and Equipment using Vairkko has greatly helped me find some of our problem areas. I have been able to resolve many of the issues that you have sent in, and I am still working on some others. This being said, please continue to report problems as soon as you discover them. Sometimes it may seem to take a while to make corrections to GIS, or get equipment working, but there are many moving parts to the process. You are the first step in repairing a problem, as reporting it begins the process.

In some of the items that have been reported in Vairkko, I have found some complex issues. Some of which, I don't have a solution for as of now. Thank you for doing your part in reporting to make your workplace run more efficiently.

Thanks for your continued dedication to the Citizens of Scotland County.

Highest Answer Time Percentage

98.71%

C Shift

MJ, Nikala, and Jeremiah

Highest Total Calls Answered

580

Katie Blackmon

563

Jeremiah McLeod

**9-1-1
ALWAYS THERE. ALWAYS READY.**

FEBRUARY 2021

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

TRAINING:

February 7-20, 2021
Continuing Education (Online)
Richmond Community College
Protocol 24: Pregnancy/Childbirth
Critical Thinking for Telecommunicators

MEETINGS:

February 11, 2021 10am
Public Safety Meeting (Admin Only)

February 15, 2021 11am
Supervisor's Meeting

UPCOMING EVENTS:

PUBLIC SAFETY STATS JANUARY 2021

- **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	
3,602	
Response by Agency Type	
Law Enforcement*	2,718
EMS*	735
Fire	104
Other*	115
Phone Calls	
9-1-1 Calls	2,677
Administrative Calls	5,843
Total	8,520
Answer to Dispatch Time	
(seconds)	
Law Enforcement	96
EMS	82
Fire	108
Other	84
Dispatch Radio Transmissions	
Law Enforcement	51,943
EMS	18,089
Fire/Rescue	4,390
DSS*	747
Total	75,169
Averages by Telecommunicator	
Incidents	257
Phone Calls	609
Radio Transmissions	5,369