



# The Scotland Standard

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MARCH 2021

*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
NPSTW	3
Calendar of Events	4
Public Safety Stats	5

## CALL CLIP

This month's call clip spans across two shifts. On the evening of Monday, February 22, 2021, Lauren Simmons answered a 9-1-1 call regarding a robbery and carjacking that had just occurred. The victim was the caller and victim's friend had been shot. Lauren stayed on the phone with the caller and was able to keep him pretty calm while gathering vital suspect information.

While Lauren was on the phone with the caller Katie Blackmon, who was just coming on shift, was quick to notify law enforcement of the situation. Simultane-

ously, John Hudson paged out EMS and rescue. John was not scheduled to begin shift for another 30 minutes, but just so happened to arrive early and be in the room when the call came in.

Along with multiple incoming phone calls and an abundance of radio traffic, Amanda David was able to take the time to contact UNC Air Care to get a medical helicopter headed towards Scotland County to handle to the shooting victim.

These Telecommunicators were

flawless in their work. From caller interrogation and asked questions in a prioritized manner, to getting the call paged out to EMS and rescue—they didn't skip a beat. Each of them remained calm but were swift in their moves.

Not that I would have expected any less, but I am so proud of each of you and the way this situation was handled. You each played a vital role in this call and did so with grace and efficiency.

Thank you for all you do!

## EMPLOYEE SPOTLIGHT

MJ CAMPBELL



← Length of Employment: 6 years →

MJ has been with the department since day 1 of its opening. He was promoted to Shift Supervisor in 2017. He brings a vast amount of knowledge to our agency from various facets of public safety. When he is not working in Communications, he serves the community by working with the Laurinburg Fire Department, Wagram Fire Department and is a Lieutenant with the Scotland County Rescue Squad. MJ is absolutely an asset to our team!

**Total percentage of 911 calls answered within 10 seconds:**

**99%**

**Happy workversary  
Amanda David!  
March 16th makes  
4 years!**

**Don't be busy. Be productive.**

## SOP Review: Data Changes

This month's SOP Review will be SOP 2.6—Data Changes.

It is the responsibility of each employee to immediately notify their Shift Supervisor, Assistant Director, and Director of Communications of any changes in personnel data.

Employees will enter their information into Vairkko. This will include but is not limited to: personal mailing addresses, telephone numbers, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

Employees are required to furnish a workable phone number to the agency and keep a workable phone number supplied to the agency continually. These will fulfill obligations as it pertains to overtime shift assignments and order in procedures.

## Farewell from Shane

As you know, I have decided to move on to a new position. This decision has been a difficult one, but an opportunity for me to grow professionally. You all will truly be missed, and I have enjoyed working with each of you. Scotland County has one of the best communication's centers that I have seen and that is because of each of you doing your part to make it that way. If you ever need anything I am only a phone call away and will be glad to accept your call.

Thank you for an enjoyable 2 years at Scotland County, and thank you for the service that you provide to this community.

Shane Sligh

Highest Answer Time Percentage

**99.21%**

**B Shift**

Bill Edge, John Hudson, and Katie Blackmon

Highest Total Calls Answered

**609**

**Jeremiah McLeod**

**552**

**Katie Blackmon**

**DON'T FORGET...**

**National Public-Safety  
Telecommunicator Week**

April 11-17, 2021

*Telecommunicator of the Year*  
*Supervisor of the Year*



**All votes are due by Friday, March 5,  
2021. Your vote matters!**



**Active Shooter Training**

Tuesday, March 2, 2021

&

Thursday, March 4, 2021

*Opportunity is missed by a lot of people because it is dressed in overalls and looks like hard work. -Thomas Edison*

# MARCH 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
		Active Shooter Training		Active Shooter Training		
7	8	9	10	11	12	13
				Public Safety Meeting		
14	15	16	17	18	19	20
Daylight Savings	Supervisor's Meeting				APCO/NENA Meeting	
21	22	23	24	25	26	27
28	29	30	31			

## TRAINING:

March 7—20, 2021  
 Continuing Education (Online)  
 Richmond Community College  
 Protocol F (EMD)  
 Protocol 74: Suspicious Package/Explosives (EFD)  
 Crisis Negotiations

March 2, 2021                      Active Shooter Training (B & D Shifts)

March 4, 2021                      Active Shooter Training (A & C Shifts)

## MEETINGS:

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

March 15, 2021 11am              Supervisor's Meeting

March 19, 2021 10am              NC APCO/NENA Chapter Meeting (Virtual)

## UPCOMING EVENTS & HOLIDAYS:

March 14, 2021                      Daylight Savings Time

March 17, 2021                      St Patrick's Day

# 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	
<b>3,211</b>	
Response by Agency Type	
Law Enforcement*	2,390
EMS*	677
Fire	101
Other*	117
Phone Calls	
9-1-1 Calls	2,508
Administrative Calls	5,583
<b>Total</b>	<b>8,091</b>
Answer to Dispatch Time (seconds)	
Law Enforcement	106
EMS	79
Fire	99
Other	72
Dispatch Radio Transmissions	
Law Enforcement	44,999
EMS	15,643
Fire/Rescue	4,435
DSS*	618
<b>Total</b>	<b>65,695</b>
Averages by Telecommunicator	
Incidents	229
Phone Calls	578
Radio Transmissions	4,693