



The Scotland Standard

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APRIL 2021

National Public Safety Telecommunicator Week

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.

Every year during the second week of April, the telecommunication personnel in the public safety community, are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.

We encourage all of you to celebrate and honor yourselves, your co-workers, your bosses and your employees.

Thank you, again, for all the sacrifices you make to create a better and safer world for the public. Your commitment to your profession is appreciated by all of APCO International, the public safety communications community, and the citizens you serve.

-APCO International



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EMPLOYEE SPOTLIGHT

TRICIA MCKNIGHT



Length of Employment: 4 years

Tricia has been with our department since October 2017 when we first hired part time employees. She has many years in the 9-1-1 industry and is the Assistant Director for Hoke County Emergency Communications. Tricia is quick to make herself available when called upon and is always willing to lend a helping hand. We are so glad to have her as part of our team!

Total percentage of 911 calls answered within 10 seconds:

98%

April 14
Bill's Birthday

April 16
Sam's Work Anniversary (6 years)
Taylor's Work Anniversary (2 years)

You can't have a million dollar dream on a minimum wage work ethic.

SOP Review: Fire Dispatch

This month's SOP Review will be SOP 9.2 (E) - Fire Dispatch General Information.

Around this time of the year we start to see quite an increase in the number of fire calls we receive. This is what we call "fire season." Because the weather is starting to warm up a bit and people are outside working in their yards more coupled with windy days and brush piles, the potential for uncontrollable fires greatly rises. It is wise to review your fire policies and protocols on a regular basis, but especially during this time. The following is directly from our SOPs.

The EMS supervisor shall automatically be notified by phone and Station 31 shall be paged to all working structure fires when any of the following conditions apply:

1. The heat index outside is 90 degrees or higher;
2. The calltaker has knowledge while on the phone that the fire is, in fact, a working structure fire;
3. Units get on scene and advise Communications that the fire is a working structure fire.

A working fire is defined as a fire that is not contained and is continuing to spread. Exceptions to this would be when units on scene request rehab outside of the specified conditions.



Highest Answer Time Percentage

99.44%

C Shift

MJ Campbell, Nikala Locklear,
Jeremiah McLeod, & AJ Politsch

Highest Total Calls Answered

885

Jeremiah McLeod

642

Megan Bristow

April 11-17, 2021

SUNDAY, APRIL 11

Sports Day

Wear your favorite sports team colors, shirts or jerseys.

MONDAY, APRIL 12

Manic Monday

Combine your crazy socks and crazy hair with mismatched clothes.

TUESDAY, APRIL 13

Dispatch Day

Wear your favorite dispatch apparel.

WEDNESDAY, APRIL 14

Crazy Socks Day

This one explains itself.

THURSDAY, APRIL 15

Public Safety Day

Wear T-shirts associated with fire, law enforcement, or EMS.

FRIDAY, APRIL 16

Free Day Friday

Wear whatever your heart desires (as long as its within the dress code).

SATURDAY, APRIL 17

Pajama Day

Leave your pillows and blankets at home!

CONTESTS OF THE WEEK

All Communications employees are invited to participate in decorating a face mask and/or their headset! Voting will take place on Wednesday, prior to the dinner, so they will need to be completed by then. The only stipulations are:

1. Face masks must still be able to be worn
2. Headsets must still be able to function properly
3. No offensive or derogatory language or decoration
4. The decoration must have a public safety theme

**THE WINNER OF EACH CONTEST WILL RECEIVE
A \$25 AMAZON GIFT CARD!**

The fruit of your own hard work is the sweetest.
 -Deepika Padukone

APRIL 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
					Good Friday (Offices Closed)	
4	5	6	7	8	9	10
Easter			Supervisor's Meeting	Public Safety Meeting		
11	12	13	14	15	16	17
	Crisis Negotiations Training	Peer Review Meeting	TC Week Dinner			
18	19	20	21	22	23	24
25	26	27	28	29	30	

TRAINING:

April 4-17, 2021
 Continuing Education (Online)
 Richmond Community College
 Protocol 29: Traffic/Transportation Incident
 Handling the Active Assailant

April 12, 2021 Crisis Negotiations (Virtual)
 Katie Blackmon, John Hudson, Jonathan Lemmond

MEETINGS:

April 7, 2021	11am	Supervisor's Meeting
April 8, 2021	10am	Public Safety Meeting (Admin Only)
April 14, 2021	6pm	Telecommunicator Week Awards Dinner

UPCOMING EVENTS & HOLIDAYS:

April 2, 2021	Good Friday (County offices closed)
April 4, 2021	Easter Sunday
April 11-17, 2021	National Public Safety Telecommunicator Week

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	
4,153	
Response by Agency Type	
Law Enforcement*	3,236
EMS*	717
Fire	158
Other*	115
Phone Calls	
9-1-1 Calls	2,934
Administrative Calls	7,024
Total	9,958
Answer to Dispatch Time (seconds)	
Law Enforcement	102
EMS	80
Fire	109
Other	71
Dispatch Radio Transmissions	
Law Enforcement	64,546
EMS	4,782
Fire/Rescue	1,964
DSS*	706
Total	71,998
Averages by Telecommunicator	
Incidents	297
Phone Calls	711
Radio Transmissions	5,143