



The Scotland Standard

VOLUME 3, ISSUE 5

MAY 2021

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 highlights Shift Supervisor Jonathan Lemmond in actions he took on April 23, 2021. The following was submitted by one of Jonathan's co-workers.

Around 5:30pm, while his coworkers were all very busy, Jonathan received a call regarding a reckless driver on Highway 74. At the time the call was given out all officers were out of position and unable to get to the vehicle in a timely manner. The Communications Center quickly became overrun as many calls started to come in from other

motorists because the vehicle ran off the road and got stuck in the median.

The caller Jonathan was speaking to quickly got out of their vehicle and ran to the car. The caller then told Jonathan that the driver was blue and was not breathing. Another motorist was already beginning to perform CPR. After a couple of minutes, the driver began to have a pulse.

I wanted to recognize Jonathan because he handled that call extremely well. He provided CPR instructions while the caller had

the patient out of the vehicle on the side of the road. He kept the caller calm, and the driver also gained a pulse back! I think he did very well, all while having a trainee beside him to learn from and it should not go unnoticed.

Congratulations Jonathan! You did a great job!



EMPLOYEE SPOTLIGHT

AJ POLITSCH



Length of Employment: 3 months

AJ started with our department in February 2021. AJ was previously employed with Chick-Fil-A where he quickly excelled. He has shown tremendous effort and enthusiasm in being a Telecommunicator and we feel fortunate to have him as part of our team. AJ is also a volunteer with Laurel Hill Fire Department.

Total percentage of 911 calls answered within 10 seconds:

98%

May 5
Amanda David's Birthday

May 23
Nikala Locklear's Birthday

Don't be busy. Be productive.

SOP Review: Amber Alerts

This month's SOP Review will be SOP 8.21—Amber Alerts.

All of the following statutory criteria (GS §143B-499.7) must be met before the NC Center for Missing Persons will activate an AMBER Alert.

The child is:

- 17 years old or younger
- believed to have been abducted
- not taken by a parent (unless the child is in danger)
- not believed to be a runaway or voluntarily missing
- the abduction has been reported to and investigated by a law enforcement agency.

The NC Center for Missing Persons is the only agency that can activate an AMBER Alert and will do so ONLY at the request of an investigating law enforcement agency. It is the responsibility of the Center to determine whether there is sufficient identifying data on the child, abductor, and/or abductor's vehicle for the public to be on the lookout for something.

Once the missing person has been entered into NCIC, the Telecommunicator shall

complete the following steps in order to activate the AMBER Alert:

- Make sure that the North Carolina Amber Alert and the Release of Information Forms have been completely filled out and faxed to the number indicated on the form.
- Contact the NC Center for Missing Persons to obtain an authorization code for the alert notification in NCIC.
- Place all paperwork in a folder to be placed in the Records filing cabinet.
- Activate AMBER Alert through the NCIC AMBER Alert Notification System.

To cancel the AMBER Alert, the Telecommunicator shall:

- Contact the NC Center for Missing Persons to obtain an authorization code for the NCIC AMBER Alert Notification System.
- Cancel AMBER Alert through the NCIC AMBER Alert Notification System.



Highest Answer Time Percentage

99.67%

C Shift

MJ Campbell, Jeremiah McLeod, & Nikala Locklear

Highest Total Calls Answered

651

Michael McQueen

596

Jeremiah McLeod

Telecommunicator of the Year



The Telecommunicator of the Year award is an award to any member of Scotland County Emergency Communications nominated and selected by their peers for outstanding performance, demonstrating leadership, and teamwork.

The Telecommunicator of the Year award went to Amanda David. Amanda has been employed with the department since 2016. During this time she has excelled in her duties and continuously shows great enthusiasm. Amanda recently attended APCO's Communications Training Officer course to become a certified CTO. When her shift supervisor is absent, Amanda willingly steps into that role as well.

One of Amanda's nominations stated:
Amanda is a great employee who is always trying to teach and help others. Amanda brings a wealth of knowledge and is constantly trying to grow that. She has evolved into a great telecommunicator who also steps into the role of supervisor when there is not one available.

Supervisor of the Year

The Supervisor of the Year awards is an award to a Supervisor of Scotland County Emergency Communications nominated and selected by their peers for outstanding performance, demonstrating leadership, and teamwork.

This year's Supervisor of the Year award went to Bill Edge. Bill has been employed with the department since 2015. With him, Bill brought a wealth of public safety knowledge as he has served in the fire, EMS, and law enforcement facets as well. Bill has graciously adopted the nickname "Paw Paw" as he is often seen as a mentor by all in the department.

One of Bill's nominations stated:
Bill takes time to explain the things we do not always understand. He listens. He follows up, and is very interactive with each one on the shift. He sets aside a time, or tries to, each month to ask about us, how we are doing and makes feel we have a say. He is very supportive and looks out for his people, making sure things are going well, physically and mentally. He gives us praise, publicly when we do well, and will sit us down privately when we don't. He holds his people to a higher standard and holds himself to the same.



SCOTLAND COUNTY
EMERGENCY SERVICES
STANDARDS

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

MAY 2021

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

TRAINING:

May 9—22, 2021
 Continuing Education (Online)
 Richmond Community College
 Protocol 9: Cardiac/Respiratory Arrest
 Protocol 82: Vegetation/Wildland/Brush/Grass Fires
 Shift Management Skills in the Communication Center

NC APCO/NENA Virtual Conference (FREE)
 May 3-5, 2021

MEETINGS:

May 3, 2021	2pm	Supervisor's Meeting
May 13, 2021	10am	Public Safety Meeting (Admin Only)

UPCOMING EVENTS & HOLIDAYS:

May 9, 2021	Mother's Day
May 31, 2021	Memorial 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	
3,891	
Response by Agency Type	
Law Enforcement*	2,937
EMS*	761
Fire	145
Other*	105
Phone Calls	
9-1-1 Calls	2,895
Administrative Calls	6,577
Total	9,472
Answer to Dispatch Time (seconds)	
Law Enforcement	102
EMS	101
Fire	106
Other	100
Dispatch Radio Transmissions	
Law Enforcement	57,586
EMS	17,913
Fire/Rescue	6,965
DSS*	637
Total	83,101
Averages by Telecommunicator	
Incidents	278
Phone Calls	677
Radio Transmissions	5,936