

BANKS COUNTY E-911



WE ARE THE HEARTBEAT!

Banks County E-911 Policy and Stand Operating Procedures

Prepared By

Document Owner(s)	Project/Organization Role
Deidra Moore	Director

Employment Manual Version Control

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Deidra Moore, Director

Note The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between Banks County E-911 and any of its employees. Banks County E-911 at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice. Any and all changes will be communicated to personnel employed at Banks County E-911. This policy / procedure will be used in conjunction with the Banks County Personnel Manual.

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1 INTRODUCTION

1.1 Introduction To The Manual

This document has been developed by 911 Administration in coordination with dispatch staff and other emergency services in order to familiarize employees with Banks County E-911 and provide information about working conditions, key policies and procedures affecting employment at Banks County E-911.

This manual is broken down into multiple sections. These sections cover items such as Basic Personnel Matters, Call Taking / Call Entry, Law Dispatch, Fire Dispatch, EMS Dispatch, Utilities / Roads, Mapping / Addressing, EMA, Weather, GCIC, Wreckers, Memorandums and Special Orders among other items. This material was written to introduce new "inductees" in the field of Communications as to their responsibilities to Banks County and its citizens whom we serve and to serve as operating guidelines for 911 operations. This manual in its entirety serves in conjunction to the Banks County Policy Manual.

PURPOSE OF THIS MANUAL:

This manual is to supply you with information necessary to function efficiently as a communications operator. It is important to note that **there is no manual or information available that will compensate for negligence, carelessness, lack of sincere effort, dishonesty, or disregard for established regulations.**

This manual outlines procedures to be followed in a variety of situations. It is obviously impossible to develop procedures for every situation that might arise. Therefore, in situations not covered by specific instructions, decisions made and actions taken must be governed by common sense and judgment on the part of the communications personnel.

The need for standardization cannot be overemphasized. Standard operating procedures save time, reduce confusion, eliminate errors and will assist all concerned in providing a timely and predictable reaction to emergency situations. The reproduction or release of this manual or its material is **prohibited, unless written approval is obtained from 911 Director.**

OUR DUTY / OUR RESPONSIBILITY:

As stated previously, the communications center is the central hub for all the Public Safety Communications. We, as communicators / dispatchers, are responsible for the coordination of all Sheriff, Fire, Rescue, EMS and EMA communications and the monitoring of other service agencies during emergencies and after hours. (IE: Public Works, Board of Education etc.) In addition, it is our duty to answer all emergency and non-emergency telephone calls placed to Banks County E-911 from any member of the general public.

HOW WE ACCOMPLISH OUR DUTY:

We accomplish our vital communications duty by providing radio, telephone, teletype, and related electronic services to all county and city departments. We accomplish our vital communications to the public by providing an emergency telephone (911) and non-emergency telephone answering service and a 'one-stop' dispatching service for all emergency service needs.

WHY OUR DUTY IS AN IMPORTANT BENEFIT:

1. Reduction of duplicated services which reduces lost time and provides quicker response.
2. Providing a 'one-stop' phone call for any emergency and central dispatch for any emergency service.
3. Lessens the likelihood of cross-contamination to vital information that occurs during information relay in locations where 911 and dispatch are not centralized.

This concept used for 911 and dispatch in Banks County is called **Centralized Dispatching**. This concept is extremely efficient and provides the life-saving link between the citizens of the county that we represent and the associated Public Safety Agencies we dispatch.

1.2 Mission Statement

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

IT IS OUR MISSION TO SERVE THE PUBLIC AND ALL COUNTY SERVICES IN AN EFFICIENT AND TIMELY MANNER. WE WILL ALWAYS WORK TO EXHIBIT PROFESSIONALISM, THOROUGHNESS, COMPASSION AND COURTESY WHEN PERFORMING ANY DUTY. WE WILL CONSIDER EVERY EMERGENCY AND NON-EMERGENCY CALL AND EVERY RADIO TRANSMISSION AS CRUCIAL INFORMATION AND DO OUR ALL TO AID AND ENHANCE LIFE SAFETY IN AN ONGOING EFFORT TO ALWAYS PROVIDE THE BEST SERVICE POSSIBLE.

1.3 Liability Statement

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

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SCOPE:

All Banks County E-911 Employees

This manual is written to serve as a Standard Operating Procedure for all Banks County 911 employees. It will describe responsibilities while employed with Banks County. The integrity of our operators and the emergency services delivered must be impeccable. An employee should always remain cognizant of the **liability** at stake concerning decisions made or performed during their tour of duty as well as the possible liability at stake concerning decisions made or performed during time outside of work.

An employee's actions whether it be **media written or recorded, conversations held, information or advice given, or actions taken**, are **all libelous**. Through proper training and understanding of this manual, hopefully our liability will be reduced. This manual will stimulate the **consistent** and **correct** performance of **all** employees.

1.4 Written Directives / Policy / Procedure

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a system of written directives in order to provide a consistent format for written procedures, orders, rules and regulations and to provide for the proper preparation and distribution to all Communications personnel of new or revised policy or procedures.

PROCEDURES AND DEFINITIONS:

A Directive or a Written Directive are tools used to communicate policy and procedural issues and may be known as or delivered through a Written Policy or SOP and / or a Memoranda.

The Policy / Standard Operating Procedures will be reviewed and updated at least one time per year and may be updated as the Director deems needed. No new procedures will be enacted until changes are posted for all employees.

Below are the definitions for Policy/Standard Operating Procedures, Special orders and Memoranda and procedures for how and examples of why each may be enacted.

DEFINITIONS:

Policy / Standard Operating Procedures:

These are written directives from the Director in final form.

Memoranda:

These are a temporary written directive/s by the Director and they provide a self-canceling or temporary override or addition to a current Policy or Standard Operating Procedure. They are normally used to supplement Policy / Standard Operating Procedures / Directives. These will be reviewed and revised annually and folded into the Policy / Standard Operating Procedures. Memoranda may also be utilized internally for matters not related to policy or procedure.

PROCEDURE:

- All personnel employed by the Banks County Communications Center will attend a four (4) hour training session each year after the SOP has been updated. Each procedure will be covered and everyone will sign off on ever SOP.
- All personnel employed by the Banks County Communications Center will read the Policy / Standard Operating Procedure Manual and sign off on each chapter with their Training Coordinator whom also serves as a Shift Leader/Supervisor or may possibly be a Senior Communications Officer.
- A Copy will be kept in the Communications Center and will be readily available for Supervisors and to any employee whenever needed. *NO COPIES WILL BE MADE UNLESS APPROVAL BY THE DIRECTOR VERBALLY OR IN WRITING. NO POLICY/S.O.P'S OR MEMORANDUMS ARE TO LEAVE THE 911 CENTER WITHOUT APPROVAL FROM THE DIRECTOR.*

I. GENERAL INFORMATION

The above SOP addresses only those written directives originating within the Center. The omission from this order of other written directives applicable to Communications personnel will not relieve any employee of the Center of requirements/restrictions of such directives if such directives apply. Examples of external directives applicable to Communications personnel include: the Official Code of Georgia Annotated, the Code of Ordinances of Banks County, County Government Publications (i.e. County Policy Manual), Georgia Peace Officers Standards and Training Council regulations, properly executed orders of federal, state and local courts, other Departmental Orders that directly impact Banks County E911 that is directly from Departments whom which Banks County E911 serves etc. Every effort is made to avoid conflict between Communications directives and external directives. When such conflict does exist, it may be resolved by application of the following principles:

- Law takes precedence over administrative regulations. (Example: Federal statutes and O.C.G.A. would take precedence over Georgia POST Council regulations.)
- Law of the higher jurisdiction takes precedence over law of a lower jurisdiction. (Examples: Federal law including the U.S. Constitution and U.S. Supreme Court constitutional interpretations, take precedence over O.C.G.A. provisions take precedence over County Ordinances. It should be noted that the **application of these principles is necessary only in the case of conflict between directives.** Communications policies and procedures issued to supplement external directives will control in the absence of such conflict.
- Banks County E911 Policy / Standard Operating Procedures take precedence over what Dispatchers may be told to do by another Department. With exception being if the opposite Department Head or Supervisor advises the Dispatch Supervisor that something differently needs to be done immediately to eliminate harm on an ongoing call in which case Banks County E911 will immediately comply with the opposite Department request and following the event the 911 Director and opposite Department Head will rectify the procedure in writing. In any event that a Banks County E911 Policy or Standard Operating Procedure needs to be changed but it is not an emergent situation – all 911 Policy / SOP dealing with dispatch from or for another Department for whom we serve will be addressed between the 911 Director and opposite Department Head or that Department Head Appointee. While most regular 911 Policy / SOPs that supplement other Departments for whom we serve are modified in the 911 Advisory Board Meetings, it may become needed to address certain policy and procedure between meetings and this will be done between the 911 Director and opposite Department Head or that Department Head Appointee.
- This manual works in conjunction with the Banks County Policy / Employee Manual.

II. ISSUING AUTHORITY

1. A manual can be issued to other persons/agencies after the approval of the Director.
2. Memoranda of a temporary nature may be issued by the Director. They will contain approval of any Department affected and are designed to be temporary to enable time to update directives within the SOP manual. Any SOP within the Banks County E-911 Policy / Standard Operating Procedures Manual that deals with a Department for whom we serve will be signed by the 911 Director and the opposite Department Head to ensure that all are in agreement with the Dispatch policy and procedure, signed copies are kept in the Directors office.

III. PROCEDURES FOR REVISING AND UPDATING 911 POLICY OR SOP's

- A request for the revision, deletion or addition to any 911 policies or procedure may be drafted at any level in the Communications Center and submitted to the Director. Except in cases of emergency as stated in bullet number 3 / paragraph number 4 under I. General Information.
- All revisions, deletions or updated materials shall be reviewed to ensure compliance with any Department which we serve. Such modification in procedure must be submitted to the Director for approval before enactment as procedure. Further review by the County Attorney and opposite Department Heads may be required for certain directives prior to implementation (if requested by the Director).
- The Director has the authority to issue, modify, or approve written directives that do not directly affect other Departments at any time. Any issuance or modification of directives that do affect other Departments will not be enacted until such time that the opposite Department Head signs or verbalizes approval of the directive on a recorded line. In some situations, a directive may be altered by Special Order or memoranda temporarily.

VI. 911 POLICY / SOP FORMAT

1. All Policy / Standard Operating Procedures shall be bound into a manual titled "Banks County E-911 Policy and Standard Operating Procedures".
2. The manual shall be divided into sections and shall contain a table of contents to aid the reader in locating procedure.
3. Procedures shall be listed with an appropriate subject heading. All procedures shall describe a purpose and a scope, except in areas where purpose and scope are evident or where it is unnecessary.
4. All procedures shall have any signature copies on file in the Director's Office.

1.5 Changes & Revisions & Review of Directives/Policy/Procedures

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is important that the contents of this publication be up to date.

PROCEDURE:

Any department or individual desiring changes which affect the Emergency Communications or which modify, supplement, or require action not covered by this publication shall forward a request to the Director of Banks County Communications. After review, the Director shall forward the recommendation to any party involved that may need to review it (i.e. Chairman, Emergency Services Director, Sheriff, Advisory Board etc.).

In cases where action on the part of the Communication Center is required, the Communication Center is responsible for implementation procedure revisions considered necessary to internal operations.

Approved changes will be published whenever and as quickly as possible either through an update to the Manual or through Memoranda.

Normally, changes to policies and procedures will be accomplished by publication and distribution of pages to all holders of this publication in advance of the effective date. When more rapid change is required, notification may be made by other means and followed up with new manual pages or by Memoranda

2 Basic Personnel Duties & Training Requirements

2.1 Chain of Authority

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

Jan 6, 2009/Sept 28, 2011/Jan 18, 2012

SCOPE:

All Banks County E-911 Employees

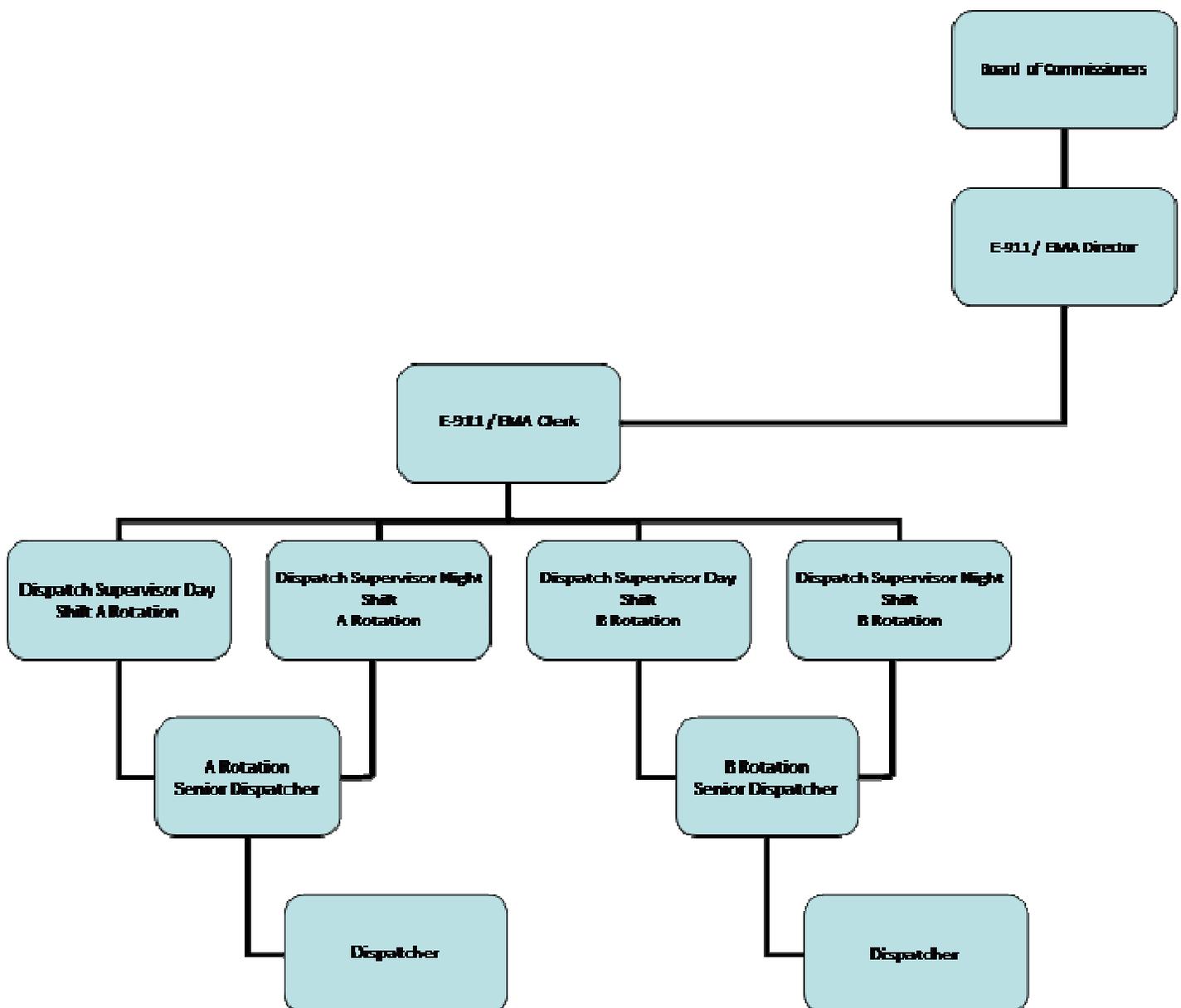
PURPOSE:

To establish a clear Chain of Authority in the Banks County Communications in case of absence of the Director.

PROCEDURE:

In the absence of the Communications Director the responsibilities of Director of Communications will be assumed by the Banks County E-911 / EMA Clerk or in his or her absence by the Director's designee. If you have any need or issue while Deidra is out of town contact E-911/EMA Clerk Toni. Do not contact Deidra while she is out of town. If there is a need the E-911/EMA Clerk will contact her.

In addition, the Organizational Chart below will identify all rolls within the Communications Center and to whom each reports.



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2.2 Job Duty Descriptions

ORIGINAL ISSUE DATE: April 5, 2007
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January 9, 2012
SCOPE: All Banks County E-911 Employees

PURPOSE:

This section is to describe job duties for the Clerk, Lead Supervisor, Supervisors, Senior Dispatchers and Part-Time and Full-Time Dispatchers, Head TAC, CAD / Map Manager, Fire DSP Specialist as well as describe additional job duties that may be required.

The Director duties include all duties listed below in addition to more detailed duties specific to continuity of operation which are described in detail in the Banks County Job Classification Specification on file in Human Resources and in the Directors Office. The Director reports directly to the Banks County Board of Commissioners.

PROCEDURE:

The descriptions contained herein are not all-inclusive but should provide a firm base of what is expected of the position.

POSITION DESCRIPTIONS:

➤ E-911 / EMA CLERK DUTIES

***THIS IS AN EXAMPLE OF SOME ITEMS **BUT MAY NOT BE ALL INCLUSIVE ***

1. ASSIST THE E-911 / EMA DIRECTOR WITH OPERATIONS. THIS POSITION IS DESCRIBED IN DETAIL IN THE BANKS COUNTY JOB CLASSIFICATION SPECIFICATION. THE JOB DESCRIPTION BELOW IS COMPREHENSIVE AND THOROUGH BUT MAY NOT BE ALL INCLUSIVE:

- a. Perform all duties that a Lead Supervisor, Supervisor, Senior Dispatcher and Dispatcher must perform in addition to the following:
- b) This is a full-time, 40 hour per week position but may be required to work overtime as needed and requested by the Director.
- c) Normal working hours are 8a-5p but these may be changed as needed and directed by the Director.
- d) This position will perform everyday administrative duties and will also remain certified as a Communications Officer in the event that they are needed to work in the Dispatch Room. The Director will reassign them as needed to work in the Dispatch capacity.
- e) This position will also serve as the Head TAC for the 911 Center and thus be responsible for all Head TAC duties.
- f) Some of the detailed job duties required are as follows (again, this list is not all inclusive):
 - i. Stands in for Director in his or her absence.
 - ii. Dispatching as needed and directed by Director.
 - iii. 911 Specific Data Entry (CAD and Back-up Database – overseeing CAD and Map Manager and assigning duties.)
 - iv. Daily office duties such as assisting the public, filing, typing, transcription etc.
 - v. Various research and preparation of plans / sops etc as requested by the Director.

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- vi. Addressing – issuing new addresses and address changes as needed and coordinating with all departments for which addressing directly effects (including but not limited to all emergency services, postal services, utility companies, tax/tag offices etc.)
- vii. MSAG Work – Maintaining both the CAD and Phone MSAGs and working closely with phone companies, CAD vendor and CAD Manager and Map Manager to ensure that all is kept accurate for emergency services.
- viii. Mapping Work – Assisting the Director with GIS mapping as needed. This may require field mapping for centerlines or aiding the GIS Department as needed and assigned by the Director. It also includes working and managing the CAD Manager and Map Manager to ensure that all is kept accurate for emergency services.
- ix. 911 Inquiry Work – Ensuring all discrepancies in phone records are reported by 911 accurately and followed up on to ensure they are corrected.
- x. Road Sign Management - aided by 9-1-1 where production is concerned – the clerk will complete all ordering of materials.
- xi. Assist Director with payroll and scheduling as requested.
- xii. Pulling tapes, maintaining recording systems and anything related to open records or discovery requests.
- xiii. Maintaining office inventory and purchasing supplies as needed.
- xiv. Assist with the 911 Advisory Board – keeping minutes.
- xv. Assist with EMA functions – manning the EOC, mobile operations or 911 as directed.
- xvi. Assist with trouble-shooting equipment problems and reporting them as needed.
- xvii. Assist with maintenance problems and reporting them as needed.
- xviii. Assist with public education.
- xix. Head TAC / GCIC duties and ensure all employees are registered and maintaining required training, ensuring proper SOPs are in place and preparing for and attending required GCIC audits.
- xx. Assist with maintaining back-up systems as needed.
- xxi. Other duties as deemed needed.

The Director will perform a yearly evaluation on this position.

This position reports directly to the E-911 / EMA Director.

The E-911 / EMA Clerk is the 2nd in command at the E-911 Center and EMA. In the Director's absence all issues should be forwarded to this person.

Day to day operations should be handled by the Supervisor or Lead Dispatcher on shift.

The Director will perform a yearly evaluation on this position.

➤ **DISPATCH SUPERVISOR DUTIES**

THIS IS AN EXAMPLE OF SOME ITEMS **BUT MAY NOT BE ALL INCLUSIVE OF SUPERVISORY DUTIES

1. **OVERSEE DAY TO DAY OPERATIONS OF A DISPATCH SHIFT. THIS POSITION IS DESCRIBED IN DETAIL IN THE BANKS COUNTY JOB CLASSIFICATION SPECIFICATION. THE JOB DESCRIPTION BELOW IS COMPREHENSIVE AND THOROUGH BUT MAY NOT BE ALL INCLUSIVE:**
 - a. **Perform all duties that a Senior Dispatcher and Dispatch must perform as well as the following:**
 - a. Monitor Dispatchers on shift. This includes but isn't limited to:
 - i. Supervisors are responsible for monitoring all traffic at all times on shift. If dispatch or call taking has been handled incorrectly or not following SOP the Supervisor should address it at the time it occurs. If the Supervisor is found not following SOP at any time, he or she will be subject to disciplinary action.

If it is an error that appears to be a mistake that does not violate any SOP or a problem not identified within policy but still causing trouble, the Supervisor should speak with the employee about the problem and then speak with the Lead Supervisor who will aid in determining the action to take. All actions taken will be handled professionally and at this level unless an adverse action is required such as suspension or termination and the Director will make those determinations after speaking with the Lead Supervisor, Shift Supervisor and employee.

If it is an error that is a direct violation of any SOP the Supervisor should follow SOP for reprimanding someone using an Employee Action Form. Upon completing the form the Supervisor will discuss it with the Dispatcher in question. The Dispatcher will be told why the form is filled out, what the error was, the proper procedure to eliminate further occurrence, where the form will go from there and the Dispatcher will be allowed to attach any comments he or she may have. Again, all actions taken will be handled professionally and not in front of other personnel whenever it is possible and safety is not an immediate issue. The form should then be copied to the Lead Supervisor who will copy it to the Director. Again, any extremely adverse action (i.e. Suspension, Termination etc.) will only be handled by the Director.

Supervisors will also be required to train new hires placed on his or her shift unless otherwise directed by the Director. All training will be done following the format and design developed for Banks County E-911 and will not deviate from the program unless directed to do so by the Lead Supervisor.

Additional duties that are a part of this job title may include but are not limited to: Lead Supervisor, TAC, Instructor and/or Training Officer, CAD Manager, Map Manager Etc.

Supervisors may also be asked questions regarding his or her shift in order to aid in preparing yearly evaluations on each Dispatcher. The Lead Supervisor and Supervisors will prepare the evaluations for everyone and discuss them with the Director who will finalize the evaluation and discuss each with each employee individually. From time to time throughout the year the Director will work with the Lead Supervisor to evaluate progress of shift teams as a whole and identify strengths and weaknesses that need work.

- b. Dispatch units and answer phones as needed:
 - ii. Supervisor's will work a 911 position (Fire/EMS/Maysville or BCSO) and comply with all duties required of Dispatchers and Senior Dispatchers, when there are three or more on shift the Supervisor will work a less busy frequency so that they may monitor all traffic in the room. The Supervisor must monitor either by silent-monitor or paying close attention so that they can break-in if they deem needed or if they are requested to. If it is slow the Supervisor may be asked to assist with other 911 related materials. The Supervisor at no time should expect the Dispatcher on shift to do everything. The duties should be split equally.
- c. Monitor GCIC Transactions:
 - iii. Supervisor's will monitor GCIC at all times and ensure that all transactions on GCIC are correct and appropriate. Monitoring these transactions include making sure that each console is being handled correctly and messages received are taken care of immediately. Any Supervisor must also become a certified TAC. The Supervisor will also be responsible for making sure GCIC documentation is shredded before the shift changes and for making sure that all documents released are done so following SOP. The Supervisor is also responsible for insuring the employee on his or her shift completes his or her workbook and tests as required. This portion will require Supervisors to communicate closely with the Director and the Head TAC to let them know where each employee is at in his or her book.

d. Monitor All 911 Equipment:

iv. Supervisor's will monitor all equipment for any type of malfunction and follow SOP if any is detected. They must also know how to operate all equipment. At no time should a Dispatcher work on any equipment or alter anything. If a problem is noted by a Dispatcher, it should be brought to the Supervisor's attention immediately. Upon noting any problem the Supervisor will notify the Lead Supervisor, Clerk and Director if it is a major problem for which repair personnel must be called in. The Supervisor should contact appropriate repair personnel. Among other things, Supervisor's will know how and when to do the following – this list is not all inclusive:

- Know when and how to contact 911 Director.
- Know when and how to contact the Clerk.
- Know when and how to contact the Lead Supervisor.
- Know when and how to contact AT&T (Formerly Bell South 911) for Repair
 - 911 Trunks
 - CAD (InterAct) (Servers & Any Software Issues) (GCIC within CAD)
 - Paging Software within CAD Server
- Know when and how to contact Windstream (Formerly Alltel) for Repair
 - Administrative Lines
 - DSL
- Know when and how to contact Gunby Communications
 - TCI Phones (Software & Computers)
 - CentraCom Gold Elite Radios (Software & Computers)
 - Sirens
 - Voter Sites
 - Recorder
 - TDD
 - Consoles
 - Back-up Radio/s and Phones
 - Tower Issues
 - General Radio Problems
 - Pagers
- Know when and how to contact County I.T.
 - Computer Hardware inside dispatch room:
 - CAD Console Computers and monitors
 - Back-up laptop
 - GCIC Computers
 - Copiers
 - Printers
 - Administrative Server
 - Pager Issues (Personnel reporting problems with Gunby pagers.)
 - EmNet
 - GCIC Issues that GTA / GCIC requires our 'Vendor' to handle.
- Know when and how to contact Jackson EMC
- Know when and how to contact Best Power / Eaton Powerware
 - UPS (Universal Power Supply) in the back room.
 - Michael Gripp, Technician
- Know when and how to contact GCIC (and Head TAC)
 - To troubleshoot / reset terminal
 - To reroute terminal
- Know when and how to contact the Commissioners
 - Who they are and how / when to contact them for Newsworthy events.
- Know when and how to contact FCC / FAA
 - Tower Light Out
- Know when and how to contact GEMA & TMC
 - State / US Hwy road closures.
 - When directed by E-911 / EMA Director
- Know when and how to contact Kenny Crumley
 - Building problems / repairs
 - Bathroom Issues
 - A/C
 - Lights

- Generator Fuel / Service
 - For electrical needs the Director will call as needed.
 - Know when and how to contact Sign Material Vendor (E-911/EMA Clerk)
 - Road sign material
 - E-911 Clerk Orders
 - Know when and how to contact Gunby / Verizon for back-up cell phone issues
 - Know where paper logs are kept, ensure there are always copies and know when and how to use
 - Know how to shut down and restart position computers if needed and only as directed
 - Know how to transfer admin and 911 phone lines to cellular phones / back-up phones.
 - Know how to change printer, fax & copy paper and ink cartridges
 - Know how to operate ALL Back Up Radios and know who to call if there is a problem with them.
 - Know how to operate EmNet and know what it is for.
 - Know how and when to operate Motobridge and know what it is for.
 - Know how to operate television (for news stations) and operate it following procedure.
 - Know how to operate consoles per protocol.
 - Know how to operate TDD and ensure practice is completed each shift.
 - Know how to Activate/Deactivate Tornado Siren for both live situations and test situations. Ensure tests are completed as scheduled. Know how to handle severe weather incidents: who to call, who to page, transmissions to relay etc.
 - Know how to properly use the air conditioning and monitor temps in Dispatch / Equipment room.
 - Know when and how to properly correct CAD calls and ensure call files are checked.
 - Know how to perform page tests, special announcements and alerts.
 - Know where emergency entrance keys are. Ensure each Dispatcher has his or her key.
 - Know who all Department Heads are and when and how to contact them for notification.
 - Know what ANI / ALI is and what inquiries are and how to do them.
 - Know what Non-disclosure rules are in relation to phone numbers and information and ensure rules are followed.
 - Identify safety issues and know how and when to report them.
 - Know how and when to use a fire extinguisher. Know where they are located.
 - Know where first aid needs are located.
 - Know how to operate console recording equipment.
 - Know what and where the Voter Sites are and who to call if there's a problem / reset the alarms.
 - Know how to utilize the old databases when they are available. Also, know how to access the back-up box.
 - Manage the time-sheets and the on-call schedule for individual shift. Make sure your shift takes equal time on-call and signs up as they should and know how to utilize on-call as needed.
 - Any other function the Director deems needed.
- e. Monitor and insure daily duties are completed:
 - v. Supervisor's are responsible for making sure all daily duties are completed correctly and in an efficient manner. This includes but is not limited to the following duties:
 - ❖ Dispatch duties are being done correctly and following SOP.
 - ❖ Dispatchers fill out the time sheets or clock in as required.
 - ❖ All other County & Departmental policy is followed.
 - ❖ Ensure all Dispatchers on shift read and initial memo's and stay up-to-date on manuals.
 - ❖ Clean-up is done by all at the end of shift.
 - ❖ Month end reports.
 - ❖ Pass-on completed and accurate.

- ❖ Do quality assurance checks on all files prior to end of shift.
- ❖ Make sure employees follow rules on breaks and visitors.
- ❖ Monitor and oversee everything on shift and report what needs to be reported to the Director.
- ❖ Make road signs and complete any other tasks deemed needed by the Director.
- ❖ Supervisors are responsible for following Supervisory SOPs / Duties while also following all Senior Dispatcher and Dispatcher SOPs and duties.
- ❖ On the First of every month make sure the monthly reports for 802 Wrecker Report, BCFD Fire/EMS Report and Homer Fire Reports are completed and the appropriate personnel are notified. This must be done on the First of every month

The Lead Supervisor in conjunction with the Director will prepare Supervisor Evaluations, the Director will make final comments and then the Lead Supervisor will discuss them with each Supervisor individually. From time to time throughout the year the Director will work with the Lead Supervisor to evaluate progress of shift team as a whole and identify strengths and weaknesses that need work.

Supervisors report directly to the Lead Supervisor and to the Director when there is no Lead Supervisor. There will always be an open door to the Director but day to day issues should be directed to the Lead Supervisor when there is one in place. All Dispatchers will be required to follow the chain of command.

➤ **SENIOR DISPATCHER DUTIES**

****THESE ARE EXAMPLES OF SOME OF THE DUTIES AND MAY NOT BE ALL INCLUSIVE OF ALL DISPATCHER DUTIES****

- 1. OVERSEE DAY TO DAY OPERATIONS OF A DISPATCH SHIFT WHEN THERE IS NO SUPERVISOR PRESENT. THIS POSITION IS DESCRIBED IN DETAIL IN THE BANKS COUNTY JOB CLASSIFICATION SPECIFICATION. THE JOB DESCRIPTION BELOW IS COMPREHENSIVE AND THOROUGH BUT MAY NOT BE ALL INCLUSIVE:**
 - a) PERFORM ALL DUTIES LISTED FOR DISPATCHER IN ADDITION TO THOSE LISTED BELOW:**
 - a) ACT AS SUPERVISOR**
 - ❖ A Senior Dispatcher will act as a Supervisor in the Supervisors absence.
 - ❖ In a Supervisors absence the Senior Dispatcher will follow all SOP that is set forth for Supervisors.
 - b) ANSWER/OPERATE ALL TELEPHONES**
 - ❖ Answer all non-emergency phone lines in two rings or less and always remain professional, courteous and follow SOP's.
 - ❖ Answer all emergency phone lines in one ring providing prompt and accurate service to caller and dispatch for caller always following SOP's.
 - ❖ Operate all telephone functions following all SOP's.
 - c) DISPATCH/MONITOR ALL EMERGENCY SERVICES**
 - ❖ Provide prompt and accurate dispatch to all emergency services always following SOP's. (1-2 minuteS)
 - ❖ Dispatch on all calls, any calls that have a delay of more than 1-2 minutes require an explanation in the narrative of the call.)
 - ❖ Closely monitor radio or radios assigned to, regardless of whether traffic is directed to dispatch or not.
 - d) OPERATE/MONITOR GCIC**
 - ❖ Once certified, access GCIC – following all SOP's – to acquire information requested by law enforcement.
 - ❖ Operate/Monitor GCIC – following all SOP's – for any information that may be pertinent to our county.
 - ❖ Rebroadcast when needed. (Remember all HIT's and BOLO's must be done from Supervisor Console)
 - ❖ Troubleshoot problems and handle accordingly.

e) OPERATE/MONITOR DATABASE & CAD

- ❖ Operate CAD, following all SOP's.
- ❖ Enter and monitor all routine traffic.
- ❖ Access and use all approved functions of old Database. This includes ability to query any needed information from Dispatcher screens.

f) OPERATE/MONITOR RADIO / PHONE COMPUTERS

- ❖ Operate and monitor all radio functions following all SOP's.
- ❖ Operate all phone systems following all SOP's.
- ❖ Operate all TDD systems following all SOP's.

g) OPERATE/MONITOR OTHER OFFICE EQUIPMENT

- ❖ Operate/monitor copy/fax machine following all SOP's.
- ❖ Operate/monitor printers following all SOP's.
- ❖ Operate/monitor EmNet following all SOP's.
- ❖ Operate/monitor weather equipment following all SOP's.
- ❖ Operate/monitor filing systems following all SOP's.
- ❖ Operate/monitor recording equipment following all SOP's.
- ❖ Operate/monitor Motobridge equipment following all SOP's.
- ❖ Operate/monitor back-up equipment following all SOP's.
- ❖ Operate consoles following all SOP's.

h) PERFORM END OF DUTY/BEGINNING DUTY TASKS/OTHER DUTIES

- ❖ Perform beginning duty tasks following Sop's. Examples are: reading pass-on, arriving as policy dictates to receive pass-on early, clock in and out times correct
- ❖ Perform end duty tasks following Sop's. Examples are: giving your Supervisor information for pass-on, making sure all of your call files are completed, clean your work and break areas, file all needed paperwork, clock out.
- ❖ On the First of every month make sure the monthly reports for 802 Wrecker Report, BCFD Fire/EMS Report and Homer Fire Reports are completed and the appropriate personnel are notified. This must be done on the First of every month.
- ❖ Make road signs as needed.
- ❖ Perform any other 911 related job that needs to be done when it is deemed needed by the Director and when he or she is not performing on 911 calls or on the radio. For example: when it is slow, breaks can be taken following policy but if there is work to be done (such as road signs) it should be worked on.
- ❖ Ensure that there is nothing left to do before they leave the shift. If there is work to do it is to be done before clocking out.

The Lead Supervisor in conjunction with the Shift Supervisor will prepare the evaluations for everyone and the Director will review them, make final comments and then the Shift Supervisor will discuss them with each employee individually. From time to time throughout the year the Director will work with the Lead Supervisor to evaluate progress of shift team as a whole and identify strengths and weaknesses that need work.

Senior Dispatchers report directly to a 911 Supervisor and the Director when that Supervisor is absent from shift. All Dispatchers will follow chain of command. The Director will have final decision in anything to be addressed with any employee.

➤ **DISPATCHER DUTIES**

THESE ARE EXAMPLES OF SOME OF THE DUTIES AND MAY NOT BE ALL INCLUSIVE OF ALL DISPATCHER DUTIES

1. **DAY TO DAY EMERGENCY 911 DISPATCH OPERATIONS AS FOLLOWS:**

a) ANSWER/OPERATE ALL TELEPHONES

- ❖ Answer all non-emergency phone lines in two rings or less and always remain professional, courteous and follow SOP's.
- ❖ Answer all emergency phone lines in one ring providing prompt and accurate service to caller and dispatch for caller always following SOP's.
- ❖ Operate all telephone functions following all SOP's.

Deidra Moore, Director

b) DISPATCH/MONITOR ALL EMERGENCY SERVICES

- ❖ Provide prompt and accurate dispatch to all emergency services always following SOP's. (1-2 minute)
- ❖ Dispatch on all calls, any calls that have a delay of more than 1-2 minutes require an explanation in the narrative of the call.)
- ❖ Closely monitor radio or radios assigned to, regardless of whether traffic is directed to dispatch or not.

c) OPERATE/MONITOR GCIC

- ❖ Once certified, access GCIC – following all SOP's – to acquire information requested by law enforcement.
- ❖ Operate/Monitor GCIC – following all SOP's – for any information that may be pertinent to our county.
- ❖ Rebroadcast when needed. (Remember all HIT's and BOLO's must be done from Supervisor Console)
- ❖ Troubleshoot problems and handle accordingly.

d) OPERATE/MONITOR DATABASE & CAD

- ❖ Operate CAD, following all SOP's.
- ❖ Enter and monitor all routine traffic.
- ❖ Access and use all approved functions of old Database. This includes ability to query any needed information from Dispatcher screens.

e) OPERATE/MONITOR RADIO / PHONE COMPUTERS

- ❖ Operate and monitor all radio functions following all SOP's.
- ❖ Operate all phone systems following all SOP's.
- ❖ Operate all TDD systems following all SOP's.

f) OPERATE/MONITOR OTHER OFFICE EQUIPMENT

- ❖ Operate/monitor copy/fax machine following all SOP's.
- ❖ Operate/monitor printers following all SOP's.
- ❖ Operate/monitor EmNet following all SOP's.
- ❖ Operate/monitor weather equipment following all SOP's.
- ❖ Operate/monitor filing systems following all SOP's.
- ❖ Operate/monitor recording equipment following all SOP's.
- ❖ Operate/monitor Motobridge equipment following all SOP's.
- ❖ Operate/monitor back-up equipment following all SOP's.
- ❖ Operate consoles following all SOP's.

g) PERFORM END OF DUTY/BEGINNING DUTY TASKS/OTHER DUTIES

- ❖ Perform beginning duty tasks following Sop's. Examples are: reading pass-on, arriving as policy dictates to receive pass-on early, clock in and out times correct
- ❖ Perform end duty tasks following Sop's. Examples are: giving your Supervisor information for pass-on, making sure all of your call files are completed, clean your work and break areas, file all needed paperwork, clock out.
- ❖ Make road signs as needed.
- ❖ Perform any other 911 related job that needs to be done when it is deemed needed by the Director and when he or she is not performing on 911 calls or on the radio. For example: when it is slow, breaks can be taken following policy but if there is work to be done (such as road signs) it should be worked on.
- ❖ Ensure that there is nothing left to do before they leave the shift. If there is work to do it is to be done before clocking out.

The Lead Supervisor in conjunction with the Shift Supervisor will prepare the evaluations for everyone and the Director will review them, make final comments and then the Shift Supervisor will discuss them with each employee individually. From time to time throughout the year the Director will work with the Lead Supervisor to evaluate progress of shift team as a whole and identify strengths and weaknesses that need work.

Dispatchers report directly to a 911 Supervisor or Senior Dispatcher in the absence of a 911 Supervisor. All Dispatchers will follow chain of command. The Lead Supervisor will interact with the Shift Supervisor and/or Senior Dispatcher in a Supervisor's absence. Should any adverse action be required (such as suspension or termination), the Director will handle that action.

➤ **DUTIES THAT MAY BE A PART OF NORMAL DUTIES**

- *THESE DESCRIPTIONS ARE IN ADDITION TO NORMAL DUTIES AND DO NOT REQUIRE WORK OUTSIDE OF NORMAL WORKWEEK OR WORK HOURS.*
- *THESE JOBS ARE POSTED AS THEY COME AVAILABLE AND THE DIRECTOR APPOINTS FOR THESE POSITIONS.*
- *IF EXTRA DUTY BECOMES OVER WHAT NORMAL WORKING HOURS HOLD THE DIRECTOR MAY DEEM O.T. HOURS ARE NEEDED IF REQUESTED AT WHICH TIME THE O.T. RATE WILL BE APPLIED.*
- *THE LEAD SUPERVISOR POSITION IS ONE SUCH POSITION BUT IT IS LISTED ABOVE BECAUSE IT IS A SUPERVISORY TYPE OF POSITION.*
- ❖ Supervisors and/or Senior Dispatchers will perform as Training Officer's (T/O's) in addition to day to day duties will be responsible for training all new-hires on shift. Training Officers are designed to train new personnel on County Policy and Departmental Policy/Procedures. The Lead Supervisor will monitor all training and the Training Officers will give frequent updates to the Lead Supervisor who will update the Director on Trainee's performance. Training Officer's will also assist with any updated training on Departmental Procedures that may be required for any employee, as requested by the Director. They will also assist the Lead Supervisor in evaluating probationary employees for Quality Assurance.
- ❖ A Supervisor or Senior Dispatcher may perform as Banks County E-911 In-Service Instructor or assistant in addition to day to day duties. He or she will handle ongoing EMD updates after everyone is certified in EMD. They will also teach EMD and various courses asked by the Lead Supervisor or Director. They will be responsible for insuring the needed manuals for EMD are updated, easily accessed and efficient. He or She will address any questions in regards to EMD training and will assist the Lead Supervisor and Director in insuring policy for EMD is up to date and always followed. They may also request tapes as approved for Q/A and will aid in checking EMD computer call files for Quality Assurance measures in EMD and related calls. They will teach courses approved by POST that the Director requests and may also teach POST courses for adjacent counties as requested and approved by the Director.

The Instructor / Training Officer or another Supervisor or Senior Dispatcher may perform as TDD Coordinator in addition to day to day duties will handle ongoing TDD updates and training on how to properly handle a TDD call and how to use the equipment. He or she will be responsible for insuring the equipment is properly working and report to the Lead Supervisor immediately when something is not working properly. He or she will also assist the Lead Supervisor in evaluating TDD calls for Quality Assurance and handling anything else that pertains to TDD. All TDD training will be turned in to the Training Officer.

The Training Officer or another appointed person may also act as Banks County E-911 Safety Coordinator in addition to day to day duties will help to provide all personnel with monthly safety meetings as required by County policy. He or she will evaluate safety hazards with the Lead Supervisor to ensure Quality Assurance. He or she will then make recommendations to the Director through the Lead Supervisor to improve safety conditions in and around 911. If recommendations are approved by the Director, a Safety Coordinator appointed will oversee any work it may require after materials or items needed are supplied by the Director.

- ❖ Each Shift Supervisor in addition to day to day duties will be a TAC and will handle ongoing GCIC updates, training and certification verification for his or her shift; the Head TAC who is also the E-911 / EMA Clerk will oversee this. Each TAC is responsible for Quality Assurance on his or her shift; this means each TAC will be responsible for insuring that personnel on his or her shift are following all policy relating to GCIC. The Head TAC, who is also the E-911 / EMA Clerk as appointed by the Director, will supervise all GCIC updates, training and certification, and the GCIC Database while overseen by the Director.
- ❖ The Road Signs will be made by every employee in addition to day to day duties. Supervisors on shift will ensure they are made prior to any extracurricular activity and that all are made in a timely manner. Any employee for Banks County may request Road signs provided that the sign is for a road in Banks County. After the signs are made day-shift will be responsible for insuring that the appropriate Road Crew is notified to pick up the signs and erect them. The Shift Supervisor should e-mail the 911 / EMA Clerk and he or she will be responsible for alerting the Director when new material needs to be ordered.

- ❖ A Supervisor, Senior Dispatcher or Dispatcher may also volunteer to become the CAD / Map Manager or assistant. These people will coordinate and work with the E-911 / EMA Clerk and will complete the following: (not an all inclusive list)
 - This person will also perform duties for 911 address violations in addition to day to day duties. He or she will be responsible for correspondence relating to any address discrepancy or violation and making sure it is copied to the 911/EMA Clerk. He or she may be requested to assist the 911/EMA Clerk with any facet addressing work needed.
 - You will be responsible in assisting to ensure that the information in the CAD system is as accurate, current and updated as possible. Of course what we don't know we can't enter. This will include but not limited to:
 - Updating Premise Information forms as they come in, call ins whenever possible, any information that is obtain by callers, notating and correcting addresses, descriptions, phone and any medical or other relative information in the CAD system.
 - Copying information gathered to the back up database as well, at this time the only access is in the E-911/EMA Clerk office and she will handle until the backup laptop is fixed and can be used out in Dispatch.
 - This will include adding new addresses as they come into the county as well as notating and tracking any address changes.
 - You will need to assist in deleting wireless cell phone numbers, and any numbers that are not valid Banks County residents.
 - You will be required to assist in maintaining generic phone numbers and deleting whenever the resident provides a valid Landline phone number. All cell numbers will be notated in the "MORE" file only.
 - Periodically you will be requested to go through the system to check all of the above / perform periodic audits of the 9-File.
 - Maintain a list of the generic phone numbers used and the ones that are deleted that can be reused.
 - Periodically you will need to assist in going over Windstream's MSAG to ensure that we both have the same information such as correct ESN's, ranges, communities, exchanges, and if the road is even, odd or both.
 - You may from time to time need to fill out a Ledger if you find something that is incorrect.
 - You will be responsible for File Maintenance in the CAD to include but not limited to (The Director will cover the details of which exact fields you will be working in, it will be most with the exception of system tables that will not be changed.)
 - Unit Maintenance
 - Pager Maintenance
 - Red Book Maintenance
 - MSAG Maintenance
 - ESN Maintenance
 - Directions Maintenance
 - And, any and all other duties or responsibilities that the Director may deem necessary.
 - The E-911 / EMA Clerk will work closely with you.
 - **It is important to note – this is a time consuming position but CAN NOT hinder your priority which is dispatching. You must be a good multi-tasker to take this on and must be very detail oriented.**
 - Map workers will be responsible in assisting with all mapping issues and updates to the CAD Map. The Director will work one on one with you and the E-911 / EMA Clerk to teach you how this will be done. (All field work will be done by the E-911 / EMA Clerk and/or Director) Work you may be required to do will include but not be limited to:
 - Working to assist addressing to determine road ranges.
 - Working to make sure road pieces are snapped to reflect all intersections in the proper place.
 - Working with the GIS Department to assist with notating any annexations or de-annexations.
 - Working to add the latest shape file data and aerials to the map.
 - Working to add other map layers that may be needed.
 - Working to add specialty information - for example the Bridge on Sims Bridge Road will be out for an extended period of time.
 - You may be requested to ensure that everyone especially responders are aware in case responder or routes changes.
 - You may be requested to make notations in reference to road conditions for example the road is closed past a certain point and ensure that all who need to know are aware notating length

of time. If it is a short period of time you will need to make sure we have good contact information.

- Assist with keeping the map books and wall maps updated with all current and accurate information as roads are added and deleted.
 - Notating, trouble shooting and working to repair any road issues within the CAD like roads not plotting. This will require your working closely with the E-911 / EMA Clerk and CAD Manager.
 - Working in ARC may be an option if the person in this position stays in the position for some time.
 - Any and all other duties or responsibilities that the Director may deem necessary.
 - **It is important to note – this is a time consuming position but CAN NOT hinder your priority which is dispatching. You must be a good multi-tasker to take this on and must be very detail oriented.**
- ❖ A Supervisor, Senior Dispatcher or Dispatcher may also volunteer to become the Fire Dispatch Specialist / Fire Liaison. These people will coordinate and work with the CAD / MAP Manager, Clerk, In-service Instructor, Lead Supervisor and Director to complete directions, pre-fire plans, 1-3rd dues, aid with fire dispatch training etc. and will take care of other tasks as requested by the Director.
- ❖ Any Dispatcher may perform as Public Education people in addition to day to day duties will be responsible for helping to further public education about 911. The personnel that help with this will be expected to always present themselves in a positive and professional manner because they are directly representing the 911 Center and the County. This means that they will always wear dress attire when presenting programs. Any employee may ask to aid with this. Anyone wishing to help with this must have approval from the Director and no program will be done without the approval of the Director. This program will be closely monitored by the Director. If Public Education requires giving a program during off duty hours, he or she will be paid his or her normal hourly wage per hour for his or her time if it is within 40 hours and overtime for anything over 40 hours.
- ❖ Any other duty (such as EMA work, mapping work etc) may be assigned to any employee of Banks County E-911.
- ❖ Note: Any hours over 40 receive one and one half the rate of pay as described in County Policy and State and Federal guidelines. At no time should any special duty require more than the normal working hours without direct approval from the Director.

2.3 General Responsibilities of Communications Officers

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

September 30, 2009/September 28, 2011

November 1, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

This section deals with the general responsibilities for all Banks County Communications personnel.

PROCEDURE:

The Communications Officer / Dispatcher have a responsibility to the community as a public servant. You, as a communications officer, have specific duties to fulfill with an obligation to be knowledgeable of all proper function and procedures.

Everyone is required to review and familiarize themselves with the wording and intent of the rules. Any questions concerning the rules should be directed to the Communications Director.

I. OPERATIONAL DUTIES

- A. Receiving and interrogation of calls: When a call is taken your first concern is that of the caller. Each situation must be interrogated and evaluated individually always keeping in mind the importance of this information. The series of events which follow rely heavily on how accurately and conclusively the Communicator processes the information.
- B. Dispatching calls: You, as an Operator, are responsible for deciding what action is to be taken, what special requirements are demanded, and whom to contact concerning the callers problem.
- C. Personal responsibilities: As a Communications Officer you have a very important personal responsibility and obligation. This responsibility is yours and should be fully understood and strictly adhered to.
 - ❖ While on duty and a personal crisis arises which renders you unable to perform your appointed duties, you will notify the on duty Supervisor or OIC (Operator in Charge) or Senior Dispatcher if no Supervisor is on duty, of the situation. The Supervisor, Senior Dispatcher or OIC will arrange for an off-duty on-call or part-time employee to come in and relieve you. If the situation warrants, the Supervisor is permitted to relieve you of duty provided the on duty personnel can maintain the workload in the Center until relief personnel arrives.
 - ❖ When conditions prevent you from arriving on time for your scheduled shift, you must make contact with the on duty Supervisor or Senior Dispatcher in the Supervisor's absence and advise them of the reason for the delay. Upon arrival at work a statement containing the reason for the delay may be required to then be written by you and turned into the Director for review.

II. GENERAL WORK ASSIGNMENT RULES:

All employees are required to learn and perform all functions listed under their specific job description in addition to any other duty which management deems needed.

Work schedules and on-call schedules will be posted monthly; each person must make sure they are clear on their schedules.

All shift work personnel will punch their own personal time card or the card will be punched in their presence prior to starting their shift. It will be a violation for any employee to be punched in without them being in the presence of whoever is punching them in. The Director will make all decisions on exceptions to this rule. In the event that the 911 Center is utilizing Time Sheets versus an electric Time Clock, each employee is responsible for filling out and tallying his or her own Time Sheet just as they are responsible for tallying his or her own Time Card. Anyone found allowing another to fill in or tally his or her time card or time sheet bears the sole responsibility if the information entered is incorrect. All Time Cards and/or Time Sheets must be signed by each personnel on the final day before it is turned into management.

Shift work personnel who will be late or absent due to sickness, death in family or other circumstance must call a Supervisor, Senior Dispatcher not less than two hours prior to scheduled work time, the only exception to this will be in events of emergency such as a car accident etc.

Overtime will only be permitted by authorization of the Director. The Supervisor, Sr. Dispatcher may make the decision to have someone stay over if it is busy or if someone is going to be late, in this event the Director should only be notified of the event by pager or phone call.

Shift Supervisor, Senior Dispatcher will assign console position to Communications Officers at the beginning of each shift. Changes must be authorized by the Shift Supervisor, Senior Dispatcher.

Deidra Moore, Director

Leave requests must be turned in no later than two-weeks in advance of the anticipated leave (unless it is an emergency leave – the Director will determine if the need is an emergency). During times when we are short staffed you will be required to give at least 1 month notice on leave & swap requests. (only exception is in a true emergency)

Swaps of 'like-trained' personnel (Supervisor for Supervisor or Senior Dispatcher, Dispatcher for Dispatcher or higher for example.) may be allowed provided that they occur within the same pay-period and do not cause either person to have overtime above the normal overtime. And, swaps will only be approved if they are cleared in advance of the date/time that the swap is to occur.

The above are specific personnel rules related to the Communications Center. Other personnel matters work in conjunction with County personnel policies and are covered in the County Personnel Booklet.

III. COMMUNICATIONS CENTER WORKING RULES:

When being relieved at your console the person leaving is responsible for advising his or her relief of any special orders, activities or incidents that they may be required to deal with. Relieving personnel at shift change will be advised of ongoing calls in CAD and Unit status of console they are being assigned. (BOLO's, Special Announcements, Training Announcements, equipment out of service, etc.) and ask any necessary questions prior to taking over.

Communications Officers are required to get permission from the Supervisor or Senior Dispatcher to leave the console.

No cursing, loud talking, yelling, loud laughing or physical horseplay is permitted in the dispatch center. No tossing or throwing of items will be allowed.

The dispatch area shall be kept neat and orderly at all times.

All calls will be processed in a courteous manner. No improper or disrespectful comments will be used with a caller or units on the radio, nor will your voice display irritations, sarcasm, anger, or other improper emotion with callers or units.

Sleeping on duty is not permitted. Blankets inside the Dispatch Room are not permitted without approval from the Director.

Music and television will be played at a low volume and never be able to be monitored as back-ground noise. The remote is to remain at the Supervisor Console at all times. Whenever inclement weather is nearby, the weather channel will be the only channel monitored.

All matters related to Communications and activities in and by the Communications Center is to be considered confidential and must not be discussed outside of the 9-1-1 Center and approved personnel.

Sitting or putting feet up on desk and consoles is not permitted.

Communications Officers are urged to be respectful of each other and refrain from idle gossip and conversations not suitable for their working environment. Those found not following this will be subject to reprimand.

Employees are not to publicly criticize or ridicule the County, your Chain of Command, or fellow employees in speech, writing, or other expression, where your speech, writing, or other expression: is defamatory, obscene or unlawful, undermines the effectiveness of the County, your Chain of Command or your fellow employees or where it interferes with the maintenance of discipline. No comments will be made with reckless disregard to truth or falsity

Food, snacks, or candy should be consumed only on non-lifting desktops in the Communications Center.

Drinks are allowed at consoles in a "spill-proof" cups ONLY. **Under no circumstances will any other cup or glass be used inside Communications at the consoles.** Personnel are encouraged to adhere to this procedure in order to keep from loss of the privilege. Any cup / glass etc. that are not spill proof (Paper 'to-go' cups, coffee mugs are examples) must be kept on the table at the back wall (nearest the back door), they should not be on any console that holds any computer equipment inside. IT IS THE SUPERVISOR'S RESPONSIBILITY TO ENSURE THAT ALL CUPS ARE APPROVED AND PLACED IN AN APPROVED LOCATION AS OUTLINED IN POLICY BEFORE ALLOWING THEM TO BE USED IN RADIO ROOM. A written explanation will be completed in reference to breach of this procedure and forwarded to the Supervisor or Senior Dispatcher/OIC and then forwarded on to the Director. A thorough cleaning of the area and emptying of trash receptacles will be performed at the end of each shift.

Deidra Moore, Director

2.4 Refrigerator & Kitchen & Housekeeping

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 16, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

A procedure for the use and care of the refrigerator, kitchen and general housekeeping.

PROCEDURE:

The refrigerator is provided for the storage of food to prepare and enjoy while on duty in the communications center.

It is not large enough to be a “long term” storage facility with the number of employees who currently desire use. THEREFORE, the only items that are allowed to be left in the refrigerator after your rotation is over are staple items...i.e.: mayonnaise, butter, ketchup, mustard, crème, etc. (These staples items should be labeled and dated)—no exceptions.

Meats, fruits & vegetables, frozen food, beverages etc, will be brought in and removed on a rotation basis by each employee responsible. For example: if you work Monday & Tuesday, you should only bring enough for your consumption for those days and when you leave on Tuesday you should collect whatever personal belongings are left and take them with you.

Management will not be responsible for items left in refrigerator and discarded due to their being in violation of this procedure. The refrigerator will be cleaned, as will the cabinets, on a rotating basis per shift – this schedule is kept on the refrigerator. When the refrigerator and cabinets are cleaned, items (other than staples) not belonging to employees currently on duty will be discarded.

The kitchen is provided to be enjoyed by all employees. Anyone using this area will assume the responsibility for leaving it clean and orderly. Any shift coming on duty and finding the kitchen not orderly and clean will report this to the off going Supervisor/OIC to resolve before leaving the facility. This will be adhered to at all times.

The 911 Center AND each console is to be kept clean and organized at all times.

The following will be maintained throughout working hours on every shift.

- ❖ **THE 911 CONSOLES WILL BE KEPT ORDERLY AND FREE OF ANY ITEMS THAT WILL HINDER WORKING. AT NO TIME WILL ANY LIQUID CONSUMABLES BE ALLOWED ON THE CONSOLE WITHOUT BEING KEPT IN A SPILLPROOF CONTAINER. ALL FOOD WILL BE KEPT ON HARD NON-LIFTING DESKTOP AREAS.**
- ❖ **THE AREA AROUND THE CONSOLES WILL BE KEPT ORDERLY AND FREE OF ITEMS THAT WILL HINDER SAFETY.**

The following duties are to be done prior to the end of each shift every day or as scheduled on the calendar or in the text herein. There are no exceptions and if these items are not done the entire shift leaving duty will be subject to disciplinary action.

Deidra Moore, Director

- ❖ ALL FOOD SHALL BE STORED IN SEALED CONTAINERS.
- ❖ NO FOOD WILL BE LEFT ON THE COUNTER / THE COUNTERS WILL BE KEPT CLEAN AND ORDERLY.
- ❖ ALL DISHES ARE TO BE WASHED AND PUT UP WHEN DRY.
- ❖ ALL TRASH CANS ARE TO BE EMPTIED. *Make sure there's a bag in the garbage can & if you miss the can, please clean it up. Once a month they will be washed out. AFTER EMPTIED, ALL TRASH BAGS ARE TO BE PLACED IN GARBAGE CANS OUTSIDE.
- ❖ ALL BATHROOMS CLEANED & SANITIZED. *This includes cleaning commode, sink and floor areas as well as shower areas & closet areas.
- ❖ COUNTERTOPS, TABLETOPS, COMPUTERS, MICROPHONES CLEANED & SANITIZED. *All will be kept neat at all times. ONLY COMPUTER CLEANING MATERIAL WILL BE USED TO CLEAN COMPUTER PARTS.
- ❖ ALL FLOORS SWEEPED and MOPPED. (Vacuuming and mopping is only required 1 time per week unless the floor needs it sooner.)
- ❖ ALL ASH TRAYS CLEANED & CIGARETTE BUTTS SWEEPED UP FROM BREAK AREA.
- ❖ ALL GCIC MATERIAL SHREDDED. (Equipment room should be swept and neat at all times)
- ❖ GCIC SHRED BIN EMPTIED INTO LARGE BAG (IF A BAG IS NOT ALREADY IN THE BIN) FOR DISPOSAL. LARGE BAGS OF SHRED PAPER THROWN IN THE OUTDOOR GARBAGE WHEN FULL.
- ❖ CHECK TOILET PAPER & NAPKINS IN RESTROOM AND REQUEST REPLACEMENT IF NEEDED.
- ❖ PLACE SOILED/DIRTY TOWELS IN LAUNDRY BAG.
- ❖ REFRIGERATOR CLEANED OF SPILLAGE. (Refrigerator will be cleaned & emptied of all out of date or unmarked perishables following the schedule for cleaning refrigerator and cabinets that is kept on the refrigerator.)
- ❖ CEILING FANS DUSTED. (every two weeks)
- ❖ DRY ERASE BOARDS CLEANED. (every two weeks)
- ❖ OUTSIDE ASHTRAYS REFILLED WITH LITTER. (every two weeks)
- ❖ OUTSIDE BREAK AREAS SWEEPED. (every shift)
- ❖ EQUIPMENT ROOM CLEANED. (every shift)
- ❖ STOVE & OVEN SHOULD BE WIPED OUT AND THE EYES SHOULD BE RELINED WITH TINFOIL. (wipe out at every shift and replace tinfoil as needed)
- ❖ PERSONNEL MAILBOXES WILL BE CLEANED OUT EVERY WEEK.
- ❖ SPECIFIC CLEANING AND MISC. DUTIES ARE LISTED ON A CALENDAR KEPT ON THE DISPATCHER BOARD.

A checklist will be provided for each room. The checklist will require that the person that does the particular duty initials that they completed the duty and then the oncoming Supervisor/Shift Leader will check each duty as soon as possible. If checklist is not completed without an explanation the entire shift will be reprimanded. A copy of the master checklists for each month will be in the Supervisors Console. New hires will be copied on the Explanation Page and asked to initial a copy of it for their file and complete the In-Service questionnaire.

2.5 Recertification Periods

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009/January 9, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a procedure that describes recertification periods and ongoing training hours required.

PROCEDURE:

Communications Officer – State of Georgia does not require recertification, the state does require continuing education in various areas of communications.

CPR – Recertify every two (2) years.

GCIC Terminal Operators – Recertify every two (2) years

SECURITIES/INTEGRITIES – Recertify every two (2) years

TAC – Recertify every five (5) years.

EMD – Recertification every two (2) years.

TDD – Ongoing continuing education required every six (6) months.

The In-Service Coordinator is assigned by the Director. This will be the person responsible for developing in-services; ensuring (with Sr. Dispatchers and Supervisors) that each person completes in-services and keeps a hard copy and digital record of the in-service hours. The following In-Service training is required for all 911 Dispatchers, Senior Dispatchers and Supervisors. These hours must be completed during each calendar year.

a. 52 Hours Per Dispatcher and 62 Hours Per Senior Dispatcher / Supervisor To Include:

- i. 10 hours – Fire (which includes Hazardous Material Incidents and Rescue Incidents) incidents as it pertains to how we handle 911 fire service calls and dispatches.
- ii. 10 hours – EMS (which includes EMD) incidents as how it pertains to how we handle 911 EMS service calls and dispatches.
- iii. 10 hours – Law Enforcement incidents as it pertains to how we handle 911 law service calls and dispatches.
- iv. 10 hours – 911 SOP
- v. 10 hours – General Work Training Which Includes:
 1. Specialty Topics Such As:
 - a. ADA
 - b. TDD
 - c. Language Line
 - d. Sexual Harassment
 - e. Motobridge / GIN
 - f. EMA
 - g. Map Learning
 - h. Other Topics
- vi. 2 hours = Cross Training – this will consist of 2 hours of in-service / in-house cross training to describe other department needs – for example: there may be an in-service to describe why a Fire unit needs additional manpower on a call etc. It will still relate back to dispatch but will be provided to ensure a better understanding of why dispatch must do something.
- vii. 10 hours – Sr. Dispatcher / Supervisor Training

2.6 Meetings

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

This procedure is designed to set a procedure for meetings that will be held and will be mandatory for employees.

PROCEDURE:

There will be a mandatory Staff / Safety meeting as scheduled by the Director. You will be notified in advance of the meeting as a reminder and if it is cancelled you will be given as much advance notice as is possible.

There will be a mandatory Supervisor meeting as scheduled by the Director. You will be notified in advance of the meeting as a reminder and if it is cancelled you will be given as much advance notice as is possible.

If there is anything you wish to speak about, put it in writing and the Director will add it to the agenda of the soonest meeting.

2.7 EMERGENCY MEDICAL DISPATCH (EMD)

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish policy on Emergency Medical Dispatch protocol.

PROCEDURE:

This policy is to be followed at all times. If the policy changes everyone will be given written notice regarding any change. If this policy is not followed you will be subject to reprimand.

- EVERYONE WHO IS EMD CERTIFIED IS TO HAVE EMD CARDSET ACCESSIBLE EVERYTIME THEY ANSWER THE PHONE. THIS MEANS ADMIN AND 911 LINES.
- EVERYONE WHO IS EMD CERTIFIED IS TO USE EMD CARDS VERBATIM ON EVERY MEDICAL CALL FOR ASSISTANCE. DO NOT MEMORIZE CARDS, ALWAYS READ THEM VERBATIM.
- WHEN EMD IS USED ALL PERTINENT INFORMATION GAINED IN QUESTIONS ASKED SHOULD BE RELAYED TO THE MED UNITS.
- WHEN EMD IS USED THE CARDS USED SHOULD BE LISTED IN THE NARRATIVE OF THE CALL.
- TAPES WILL BE RANDOMLY PULLED FOR QUALITY ASSURANCE OF THE EMD PROGRAM. PROBLEMS WILL BE ADDRESSED AS THEY ARE FOUND.
- ANY PROBLEMS WITH ANY CALLS SHOULD BE DIRECTED TO DEIDRA MOORE, DIRECTOR.
- NO EMD PROTOCOL WILL BE CHANGED WITHOUT APPROVAL FROM THE 911 DIRECTOR, FIRE/EMS CHIEF AND MEDICAL DIRECTOR.
- WHEN EMD S.O.P. IS CHANGED OR WHEN EMD PROTOCOL IS CHANGED ALL DISPATCHERS WILL BE GIVEN NOTIFICATION IN WRITING.
- ALL DISPATCHERS WILL RECEIVE UPDATED TRAINING IN EMD. EACH DISPATCHER WILL BE REQUIRED TO MAINTAIN 10 HOURS YEARLY IN CONTINUING EDUCATION FOR EMD. CLASSES WILL BE GIVEN THROUGHOUT THE YEAR TO ENSURE THAT EVERYONE CAN OBTAIN THE HOURS NEEDED. IT WILL BE EACH DISPATCHER'S RESPONSIBILITY TO ENSURE THAT THEY HAVE ALL OF THEIR REQUIRED HOURS. IF THE 10 HOURS IS NOT OBTAINED FOR THE YEAR, THE DISPATCHER WILL BE REQUIRED TO ATTEND THE 24-HOUR STATE EMD CLASS.
- IF YOU ARE NOT CERTIFIED IN EMD, YOU ARE NOT TO PERFORM THIS FUNCTION IN ANY FORM OR FASHION.
- ANYONE FOUND NOT FOLLOWING THIS S.O.P. WILL BE SUBJECT TO REPRIMAND.

Deidra Moore, Director

2.8 OVERVIEW OF REQUIRED TRAINING

ORIGINAL ISSUE DATE: January 6, 2009
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish an overview of the required training for all Banks County E-911 employees.

PROCEDURE:

All Banks County E-911 employees will be required to have the following training or be certified in the following areas:

- ❖ Certified Communications Officer – State of Georgia
- ❖ EMD – State of Georgia
- ❖ CPR / Life Safety
- ❖ GCIC
- ❖ Securities & Integrities
- ❖ TDD
- ❖ In-Service Hours (as described in 2.5)
- ❖ TAC (Supervisor's Only)
- ❖ IS-100, IS-200, IS-700, IS-701, IS-702, IS-703, IS-704, IS-800
- ❖ Other training as required or deemed needed by the Director.

2.9 **NIMS Training**

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that we operate following NIMS protocol and provide and maintain all required NIMS / ICS training.

We follow all policy outlined in the Local Emergency Operations Plan. This document has been condensed to provide an outlined version of training pertinent to 911 personnel. It will provide a standardized and systematic approach to NIMS training for 911 emergency operations personnel.

PROCEDURE:

All Dispatchers will receive Front Line Supervisor Staff Training. This will ensure that all operating a 911 / Radio position fully understand NIMS and ICS basic principals. This training is described as:

FEMA'S INDEPENDENT / ONLINE STUDY COURSES:

IS-100

IS-200

IS-700

IS-701

IS-702

IS-703

IS-704

IS-800

The 911 / EMA Director and 911 / EMA Clerk will receive Initial Command Staff Training. This will ensure each fully understands NIMS and ICS basic principals and how to apply those principals. This training is described as:

FEMA'S INDEPENDENT / ONLINE STUDY COURSES:

IS-100

IS-200

IS-700

IS-701

IS-702

IS-703

IS-704

IS-800

ICS COURSES:

ICS-300

ICS-400

CONTINUING EDUCATION:

All Employees must continue to further and update education as training requirements are changed by the Federal Government.

The Director will keep everyone informed of any new training required.

POSITION ADVANCEMENT EDUCATION: All Employees that will be promoted to a category above that which they are in must complete the required classes for the new class within one year from advancement to new position.

EXERCISING NIMS:

All Employees must participate in any exercises (as required by the Director) that are held within or involving the 911 Department.

ADOPTION: - The Banks County Board of Commissioners and each Department that acts in any emergency situation formally adopts the NIMS Training Standard Operating Procedure / Standard Operating Guide (SOP/SOG); as defined in the LEOP, as the Official SOP / SOG for NIMS / ICS Training and Exercise within Banks County.

Deidra Moore, Director

2.10 HIRING PROCEDURES & ORIENTATION

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that hiring procedures and orientation is understood by all that work within this department.

PROCEDURES:

- ❖ All Full-Time Dispatcher openings will be advertised either through the Department of Labor, through the County Human Resources Office and may be advertised through local media outlets. Applications may be picked up or mailed.
- ❖ All Part-Time Dispatcher openings will be filled with Certified Communications Officers only. These positions may be advertised through the Department of Labor, through the County Human Resources Office and may be advertised through local media outlets. In addition, these positions may be advertised with other surrounding 911 Centers after approval is received from the opposite 911 Director.
- ❖ All Administrative openings will be advertised either through the Department of Labor, through the County Human Resources Office and may be advertised through local media outlets.
- ❖ Interviews and testing and hiring for full-time positions takes place as follows:
 1. Applicants are called for testing.
 2. Testing day includes completion of the 911 application material (if not already filled out, this includes obtaining a copy of the applicant driver license and social security card), a typing test (must type 35wpm with no errors) and a pre-scripted radio test (The applicant must dispatch a mock BOLO. Applicants are graded on voice projection, clarity, speed, correct dissemination and confidence.) Applicants are also given a consent form to have their background checked and this is ran and checked before the first interview. (This background check must not have any pending or unfinished charges and can not have any felonies.) Either before or following the test, Applicants are given the opportunity to observe inside Dispatch and are given a brief tour and history of the 911 Center. Following the test, applicants leave and are advised that the tests will be graded and those that passed the tests will be called for their first interview.
 3. Tests are graded and background checks are reviewed. Applicants that passed the test are called to offer an interview.
 4. During the first interview, a Dispatch Supervisor and the 911 / EMA Clerk and/or Director conduct an informal interview. When the applicant leaves they are advised that after all first interviews are finished the field of applicants will be narrowed and those that are chosen for a second interview will be called.
 5. Applicant field is narrowed after review of all findings and selected applicants are called back for a second interview offer.
 6. During the second interview, a different Dispatch Supervisor (when available) and the 911/EMA Clerk and the Director conduct a formal interview. When the applicant leaves they are advised that a decision will be made soon and they will be contacted with the outcome.
 7. The Director calls the applicant chosen and offers a position contingent upon passing a drug screen.
 8. The applicant attends a new-hire orientation with Human Resources.
 9. The applicant begins work.
 10. During the first week of work the applicant completes a POST application and must be able to provide all information contained within the application. When complete (within 2 weeks) the POST application is mailed to the GBI, the application is reviewed and if approved a P2 is issued for the new-hire to attend school. Within the first six (6) months, the new-hire attends Basic Communications and must past the course to remain employed. In addition, the new-hire completes 10-12 weeks of training within 911.

- ❖ Interviews and hiring for part-time positions are conducted as follows:
 1. The interested Certified Dispatcher fills out an application and speaks with the Director to ensure that the opposite 911 Director has approved the part-time work. An informal interview is conducted.
 2. The applicant must present a copy of driver license, social security card, Basic Communications Certification, EMD Certification, CPR Certification, Fingerprint Cards and GCIC Certification. Applicants are also given a consent form to have their background checked and this is ran and checked before the any work is begun. (This background check must not have any pending or unfinished charges and can not have any felonies.)
 3. The Director calls the applicant chosen and offers a position contingent upon passing a drug screen.
 4. The part-time applicant attends a new-hire orientation with Human Resources.
 5. The part-time applicant begins work.

- ❖ Interviews and hiring for Administrative positions are conducted as follows:
 1. The interested person fills out an application.
 2. Duty specific testing is completed. Applicants are also given a consent form to have their background checked and this is ran and checked before the any work is begun. (This background check must not have any pending or unfinished charges and can not have any felonies.)
 3. The 1st interview is held with the Director.
 4. The 2nd interview is held with the Director and the Human Resources Director.
 5. The Director chooses the most suited Applicant and offers a position contingent upon passing a drug-screen.
 6. Full-Time work begins.

3 Work Schedules

3.1 WORK SCHEDULES

ORIGINAL ISSUE DATE: January 6, 2009
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish an overview of the required working schedule for all Banks County E-911 employees.

PROCEDURE:

All Banks County E-911 employees will be required to work needed hours and schedules will be directed by the Director as needed.

No position is guaranteed any certain shift or any certain frame of hours in which to work. All employees will be positioned when and where they would provide the best for the Center. Again, schedules are directed as the Director deems. The Director will take Seniority and all other factors into consideration before any decision on placement is made.

All Banks County E-911 employees must share in on-call duties. The on-call schedule will be placed in the Dispatch Room prior to the start of each new month and every person must sign up for his or her on-call days prior to the new month beginning. If anyone or any shift fails to sign up, the Director will sign them up.

In the event of any emergency time, severe weather time, high call-volume, high staff outages etc; the Director may call upon any employee to work something other than his or her normal working schedule; even if they are not on-call.

Part-time personnel will work hours as approved by the Director. There is not a set schedule for part-time. They will be utilized when there are staff shortages and will primarily cover in 3rd person positions unless otherwise approved by the Director. They will also be called 1st for any full-time absenteeism or vacation request; however, these hours will be approved by the Director only after review of the shift coverage.

Below is an example of current full-time working hours and days inside Banks County E-911:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Work 6a-6p or 6p-6a as scheduled.	Off	Off	Work 6a-6p or 6p-6a as scheduled.	Work 6a-6p or 6p-6a as scheduled.	Off	Off
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Off	Work 6a-6p or 6p-6a as scheduled.	Work 6a-6p or 6p-6a as scheduled.	Off	Off	Work 6a-6p or 6p-6a as scheduled.	Work 6a-6p or 6p-6a as scheduled.

It is important to note that employees must clock in 15 minutes before the hour every shift and should not clock out until pass on is received/given or as they leave. This time is for critical pass-on from one shift to another and it is mandatory.

Employees are paid bi-weekly. Full-time receives 36.75 hours one week and 49 hours for another week; therefore, they receive 9 hours of overtime automatically every two weeks. Overtime is anything over 40 hours in one week.

Deidra Moore, Director

3.2 On-Call Policy

ORIGINAL ISSUE DATE:

July 5, 2005

LAST REVISED / REVIEW DATE:

September 21, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a standard procedure for calling in personnel in a timely fashion when coverage is needed in the 9-1-1 Center. The Banks County E911 Communications Center is a public safety agency that is in operation twenty-four hours a day three hundred sixty five days a year. Due to the nature of the work accomplished in the Center, it is essential that adequate manpower be maintained to conduct business. It is difficult to cover shifts when employees call out sick, and there is a manpower shortage. It is however, not the intention of Banks County E911 to restrict any movement of off-duty employees and for this reason, when no employee volunteers to work over-time an on-call list that is voluntarily signed up for will be used.

PROCEDURE:

Each month the management staff will draft a schedule for non-administrative on-call by placing a calendar on the board the last week of the month for the employees to sign up for what days they want to have on-call during the following month. This list will avoid placing employees' on-call on all off days.

When someone calls out for a shift leaving the shift short, part-time employees or employees on the on-call list are required to work the over-time unless someone volunteers for overtime in his or her on-call place. (Volunteered overtime must be approved in advance of the on-call day by the Director.)

Likewise, if it becomes very busy, the Shift Supervisor or Senior Dispatcher working with only two on shift may utilize on-call after approval through the Director to help alleviate stress during busy times by calling in a third person. The Shift Supervisor or Senior Dispatcher will attempt to exhaust all other methods (i.e. part-time employees) before delegating someone from the on-call list to work (remember to call in the following order: Call p/t first, call on-call 2nd, call Director 3rd and Director will advise from there). In addition, the Director may allow for the 3rd person on night shift to only cover during the busy hours (such as from 6p-12a) but this must be approved.

Employees will be placed on-call for twelve-hour shifts but the person may be utilized less time if able, any less hours will be approved by the Director. The employees will be asked to voluntarily sign up for the days they wish to be on-call in order to lessen the likelihood of the Director having to assign days.

No employee will be allowed to work anything that requires more than four consecutive days without approval from the Director. And, no employee will be allowed to sign up for on-call on his or her regular rotation; this will help to ensure that no employee works too many hours in one shift. Employee shifts are twelve-hour shifts and anything over must be approved by the Director. And, day shifts will sign up for days and night shifts will sign up for nights. In addition, every employee will be required to pull his or her fair share of on-call shifts, the Shift Supervisor will aid the Director in ensuring that all Dispatchers on his or her shift sign up for the on-call days that they want and do so by the first of each month. If shifts do not sign up for on-call the Director will sign the shift up.

In the event that any shift only has two people (a position is open for hire), the Administrative staff may aid in on-call with approval from the Director.

A copy of the schedules will be displayed and available for all. The Director and Supervisor on each shift will also maintain a mirror copy of these for quick access.

Deidra Moore, Director

Contacting Employees:

The phone numbers provided to the Communications Center will be the primary method used by Shift Supervisors or Senior Operators / Dispatchers to contact employees. When employees sign up for the days that they want, it is expected that they are mentally and physically prepared to come into work during this time.

Also, the Banks County Policy 17.200, page 53, letter (c) states: Reporting to work or working while intoxicated or otherwise impaired by alcohol or controlled substance use is prohibited.

Employees on-call must be able to be reached if needed. A phone number list will be maintained in the CAD PMA for Supervisor or Senior Operator access. Each Shift Supervisor is responsible for making sure that each employee has properly logged the phone numbers that they can be contacted at. And, make sure that if the numbers change or they will be available on another number that it gets passed on to the shift they are on-call for.

If the on-call employee does not answer the phone numbers he or she has provided for 911 to utilize while they are on-call, there must be a way for the 911 Center to leave him or her a message. Anytime the 911 Center calls and a message is left, **the call must be returned within 15 minutes. Night Shift personnel will not be called before 3pm if they are being called in for on-call.**

If the on-call employee is called into work, they must be at work within one to two hours unless it is an 'Emergency Operations' in which case he or she will be expected to report to work immediately or within the hour.

Swaps:

Swapping on-call days is acceptable with approval from the Director, however no person will be allowed to work more than four consecutive days without approval from the Director. And, any swap must be changed on the on-call schedule by a Shift Supervisor or Senior Operator after the Director gives approval for the swap.

Disciplinary Action:

Any employee who refuses to come in when they are on-call is subject to disciplinary action. A copy machine is available at all times, so every employee is responsible for making copies of their shift schedule as well as their on-call schedule. An employee that does not answer or return calls, as described above, will be subject to reprimand.

It will be permissible for the employee on-call to call into the 911 Center no earlier than two-hours before the shift they are on-call for to check the status of the shift. However, this is not a guarantee that they will not have to work if someone working must leave during shift or if it gets busy. This is only a measure that the on-call person may take if they so choose to better plan their on-call day. Again, this should not be done any sooner than two-hours prior to shift because policy states that personnel calling out of work must call his or her Supervisor no later than two-hours in advance of shift unless in an emergency.

The Director may deem it necessary to issue pagers if contacting employees becomes a problem.

All procedures regarding calling out of work still apply and must be followed.

3.3 Calling In Extra Manpower During Emergency

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: September 30, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

The purpose of this procedure is to establish a procedure to be utilized when an incident requires additional manpower in 9-1-1.

PROCEDURE:

When a crisis occurs of such proportion that the Communications Officer's on duty cannot handle the call volume or when there is a loss of personnel due to sickness or other reasons, the Shift Supervisor or the Senior Communications Officer in the Shift Supervisor's absence shall notify the Director. Off duty employees will be contacted to come into the 9-1-1 Center to assist the shift on duty after approval from the Director.

Call in will follow this order:

- ❖ Part-time personnel called and asked 1st if a part-time roster is available; otherwise On-call 1st.
- ❖ This step may be initiated by the shift leader and the Director should be notified of who is responding.
- ❖ On-Call personnel called 2nd. This step may be initiated by the shift leader and the Director should be notified of who is responding.
- ❖ If unable to reach part-time or on-call, the Director should always be aware of the situation. The Director will advise how to proceed from this point. And, the Director will most likely be onsite in 911 or responding.
- ❖ If unable to locate anyone to work, the Director may reassign the E911/EMA Clerk to the Dispatch Center for coverage. Or, the Director may work the position.
- ❖ In worse case scenario, the Director may advise to contact Volunteer Personnel, if this is advised the Director will advise on how to proceed.
- ❖ In worse case scenario, the Director may advise to contact another 911 Center for aid in coverage. The Director will advise on how to proceed in this situation.
- ❖ In worse case scenario, the Director may have calls routed to another neighboring 911 Center or another 7-digit phone line. You will find directions on how to accomplish this in your emergency directions files. The numbers of neighboring 911 Centers may be obtained in the Contact File of CAD. Everyone should know how to reroute phone lines.
- ❖ In worse case scenario, the Director may have other Emergency Service personnel respond to aid in the Dispatch room. The Director will advise on how to proceed in this situation.
- ❖ All personnel must ensure that they have some means of working communication (pager, cell phone or landline phone) so that the 9-1-1 Center may reach them when needed. In addition, if personnel know they will not have service on the primary number given – they must ensure that a secondary means of reaching them is available to 9-1-1.
- ❖ In events entitled 'Emergency Operations' (such as severe weather events, disaster times etc), employees that are contacted are expected to report to work immediately or within the hour or as directed when called.

3.4 Calling in Sick or Late For Work

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

September 30, 2009 / November 2, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

The purpose of this procedure is to establish a procedure to be utilized when an employee of Banks County E-911 must call out of work or late for work for any reason.

PROCEDURE:

When calling out sick or calling in late you must notify the person in charge of the current shift and it is always good to make your direct Supervisor aware that you will not be in, you may do this at your earliest convenience as it will enable to the Supervisor to prepare should you have to be out another day.

What is the time frame you must abide by for calling out?

At least two (2) hours prior to your scheduled shift. The only exception will be when circumstances beyond your control prevent this. Some examples of instances out of your control include but are not limited to: vehicle problems, if you are unconscious, if you have been involved in an accident etc. If you are unable to call in two (2) hours before being late or out sick you should make every attempt to designate someone to call for you. The Director will make the final decision on if improper or untimely notification was made.

If you are sick and know you will be out the next shift, you are to notify the working person in charge of the shift in advance.

If you are working an overtime shift and need to call out sick, notify the person in charge of the working shift using the above procedure.

If you are calling out sick on a swapped shift, notify the employee you swapped with immediately if they are in town and notify the Supervisor on duty. On-call procedures will be followed in the case of a covering person calling out sick. Ensure that you call them at least two hours in advance of the shift.

It is your responsibility to make sure the person in charge of the shift on duty knows you will not be in to work your scheduled shift. This person will let the Director know and the person in charge of the shift you should have worked will be made aware upon arrival at work. (You should still contact your direct Supervisor at your earliest convenience.) You must personally talk to the working person in charge of the shift.

If an employee calls in on another's shift and speaks with that person in charge; the on-duty person in charge will be responsible for locating someone to work and will notify the sick employee's supervisor or person in charge when they arrive for pass-on.

A Doctor's excuse is necessary for anyone who is out for three (3) or more consecutive shifts. The Director may request a Doctor's excuse for shorter periods if absenteeism is an ongoing problem.

Employees for Banks County E-911 are required to clock in and report to work at 15 minutes before his or her scheduled shift to receive pass-on. And, everyone should clock out no sooner and not later than the 7.5 minutes before hour that his or her shift ends.

PART-TIME PERSONNEL:

If you are unable to work the hours you have signed up for; please call the supervisor on duty prior to the shift (at least 2 hours if possible to enable us to find someone to work your shift)

SCHEDULING:

If someone calls out please write next to that person's name and initial with time they called in. Remember, all swaps must be approved in advance and will only be allowed between equally trained persons as approved by the Director. If Part Time calls and requests to work a different date other than what they had signed up for you may refer to the schedule if the slot is available they may work as long as they do not go over 36 hours for the week and as long as they are trained for the open position. For example a person who is trained as 3rd person cannot fill in for a 2nd person on shift.

Deidra Moore, Director

3.5 Breaks

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a guidance of taking breaks while on duty in Banks County E-911.

PROCEDURE:

It is the intention of Banks County 9-1-1 to permit breaks for all employees as call volume and time permits.

If it is busy you should not attempt to leave the room or your position and if you are on break and it gets busy you should be on the premises so that you may return to your position.

A total of one hour and thirty minutes is allowed but the guidelines below will be followed.

If at any time an Employee is found violating any of the following policy on breaks, the employee will be subject to reprimand.

Breaks may be taken in increments of six - 10 minutes in length if you are also taking a lunch break of 30 minutes and nine – 10 minutes in length if you are not taking a 30 minute lunch break. All breaks must be approved by the Shift Supervisor.

Lunch/Dinner breaks away from the console are allowed for Employees working twelve hour shifts provided there are at least three people on duty. Lunch/Dinner breaks are not to exceed thirty minutes and this break does count toward total break time allowed. On occasion the Director will approve for someone to go and get food for the shift, the following rules will apply before consent is given by the Director:

- ❖ There must be three people on shift to allow one to leave for a 30 minute break.
- ❖ Only one person may leave to get the food or to go.
- ❖ It can not be done between the hours of 0600-0700 and 1800-1900
- ❖ Person picking up food **must clock out** and it is understood that it is voluntarily and it is not work required or related.
- ❖ It can not be busy.
- ❖ The person picking up the food must not have any ongoing calls on his or her radio at the time they leave.
- ❖ The Supervisor or Senior Dispatcher will be responsible for making the decision of whether it is appropriate to send someone for food.
- ❖ Leaving to get food should not become a regular habit; you should come prepared to work.

Employees may not leave the premises unless approved by the Director.

Employees may not sit in any law enforcement, fire department, EMS or any other vehicle occupied by other County Personnel while on break.

Employees will conduct themselves in a professional manner at all times.

All smoke breaks must be taken outside – **away from the door** – **making sure that the door is completely closed** so as to not hinder others in the room with the smoke.

At no time should the consoles be left without a person manning them. It is preferred that there always be two at the consoles, during periods of short staffing this may not be possible. If there are only 2 on shift, it is understood that there will need to be restroom and smoke breaks, however no one will be allowed to leave for food unless someone from Administration is on duty and can cover for one of the two.

At no time should the Supervisor allow more than one person on break at a time.

Deidra Moore, Director

3.6 Outside Employment

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a procedure for employees participating in employment outside of Banks County E-911.

PROCEDURE:

No employee may engage in any paid employment or outside business that interferes with the efficient performance of his/her duties and/or presents a conflict of interest while employed by Banks County. If outside employment creates a conflict of interest or interferes with the employee's full-time job with Banks County or with the on-call schedule, the employee will be expected to resign one of the positions. It is the responsibility of the employee to provide evidence from the second employer that he or she is covered under that employer's workers' compensation policy or that such insurance is not required under Georgia law. The employee must also obtain approval of the Department Head before accepting outside employment.

The Director will monitor any part-time employment that he or she has approved. If at any time it is found that it interferes with job duties in this department the employee will be asked to resign from one of the positions.

3.7 Evaluations & Pay Scale

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to identify how and when yearly evaluations will be conducted for Banks County E-911 employees and how the pay scale is handled.

PROCEDURE:

Banks County E-911 will follow the County Policy on the pay scale and evaluations as defined in the County Policy Manual in Pages 32-34 for the Pay Plan and on Page 22 regarding Reports on Performance.

Banks County E-911 Employees will receive a yearly evaluation at the end of each fiscal year. This evaluation will be turned in to the Banks County Board of Commissioner's.

Banks County E-911 Employees will receive an evaluation prior to any promotion or salary increase if he or she has not been evaluated within three (3) months of the date of the recommendation.

No raises will be given throughout the year unless an Employee changes pay grade. Raises will only be given at the beginning of the Fiscal Year and will be based upon evaluation and based upon what the Board of Commissioners agrees to give. All duties that an Employee does will not exceed normal daily duties and thus shouldn't change the pay grade they are in. In the event a duty does change the pay grade the Employee will be notified of his/her new grade and raise after approved from the Board of Commissioners.

3.8 Logging Time Worked

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 that we keep accurate and thorough records of hours worked.

PROCEDURE:

All employees are expected to report to work as scheduled. Full-time positions either work a rotation from 5:45 until 18:00 or 17:45 until 06:00. Employees should clock in by 15 'til and should clock out at the assigned hour, anyone coming in any earlier / later or leaving any earlier / later must have approval. Supervisors on each shift will be responsible for making sure that every Dispatcher clocks in / logs time in as he or she should and if they forget to do so the Supervisor on shift will write the person in and initial the card or time sheet. However, Supervisors will not accept responsibility for any person not turning in a card or time sheet – this is the individual employee's responsibility. If someone wants help doing his or her timecard or timesheet they may receive it but must sign stating that they want a Supervisor to help them with this, again this only allows someone to help you with the timecard or timesheet and does not lie any responsibility for miscalculation on the person helping you. (The Director will utilize a copy of this policy and the signature line below for any person wishing to have someone help to calculate their time card.)

Anyone found falsifying times for working is subject to his or her employment being terminated.

Time cards/sheets must be turned in complete and signed no later than 8:00a.m. Monday morning after the pay period ends. **The card should be signed** after the Dispatcher has checked his or her totals for the pay period. Again, it is the individual's responsibility for checking tallies on his or her card; if there is an error that is not caught when the Director submits the card – it will not be rectified until the following pay period.

Time cards should be neat and orderly and completely legible. All explanations for leave or overtime must be written on the left of the card.

Anyone failing to turn a completed & signed time card in by the time and day listed above faces the possibility of not getting the time card submitted in time to get paid that week and may have to wait until the following pay period.

Any time that hours worked fall outside of the "normal" shifts as described above it must be explained on the time card. In other words, all overtime must be explained (Note: All overtime and swaps must be approved by the Director prior to working the hours.) and anyone that is late for work must also explain. (Note: Each Dispatcher is expected to be at work when scheduled and tardiness is grounds for reprimand.)

All employees at Banks County E-911 will be paid time and one half of his or her hourly wage for any overtime hour worked. (Example: If you make 8.17 per hour your overtime rate is 12.26 per hour.) Sign below if you wish for someone to help you to tally your time card.

I would like for a Supervisor to assist me in completing / tallying my time card. I understand that I am responsible for ensuring that my time is turned in correctly. Signed: _____

Deidra Moore, Director

3.9 Personal Leave

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

September 30, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 that we outline procedures for taking personal leave to enable all employees to take leave. This will work in conjunction with all Banks County policy regarding leave time.

PROCEDURE:

All employees must turn in leave requests a minimum of two-weeks in advance and may be turned in sooner. During times when we are short staffed you will be required to give at least 1 month notice for leave request. A leave form is attached.

No personal leave within five days around any holiday will be permitted unless the person wishing to take leave either a) obtains an agreement from the opposite shift to cover or b) obtains a swap from a like trained employee (following swap rules). Supervisors must review these requests.

Bereavement leave will be given following County Policy.

Swaps will be allowed as approved by the Director. The following rules apply to swaps:

- ❖ Any swap must be between 'like trained' employees and must be within the same week within the same pay period to ensure that there is not any overtime accrued from the swap.
- ❖ Swaps must be approved before taken and should be submitted for approval no later than one full working shift in advance (for example: if you are wishing to swap your Wednesday, you should have your swap approved by no later than Sunday before you end your shift). The only exception will be for unforeseen circumstances and the Director will deem these instances.
- ❖ Swaps should not interfere with on-call; if they do – the parties participating in the swap are responsible for working with their shift to make sure they cover the on-call.
- ❖ Swaps that can not be fulfilled are the participating parties responsibility. In other words, if you swap with someone and they fall through – it is YOUR responsibility to work or call the Supervisor on duty if you are sick. If on-call has to be called because of this, the person/s that fell through on the swap may not be allowed to swap anymore for a period of time deemed by the Director if they can't provide a good excuse. And, they may be subject to reprimand if they can't provide a good excuse.
- ❖ Swaps must be signed by both parties swapping and by the Supervisors involved. The swap form is attached.

The Director may cancel or postpone leave at any time if deemed needed due to unusual circumstances such as inclement weather, disaster time etc.

Personnel accruing leave and not taking time off may be directed to take time off with their personal time to ensure that they do not subject themselves to burn out.

Deidra Moore, Director

BANKS COUNTY E-911 LEAVE REQUEST

Employee Name (print): _____

Employee #: _____

LEAVE TYPE		HOURS	DAYS
Personal Leave			
Family & Medical Leave			
Military Leave			
Civil Leave (Jury Duty)			
Educational Leave			
Funeral Leave			
Leave Without Pay			

Beginning Leave date / time: _____ / _____ / _____ at _____:_____

Ending Leave date / time: _____ / _____ / _____ at _____:_____

Leave must be requested within 2-weeks of the date you wish to take off. Leave must be approved in advance unless it is an emergency. Emergency leave should be requested through the department head as soon as possible.

Employee Signature

_____ / _____ / _____
Date

Approved By: _____
Department Head

_____ / _____ / _____
Date

Approved By: _____
Commission Chairman

_____ / _____ / _____
Date

Received: _____
Payroll

_____ / _____ / _____
Date

BANKS COUNTY E-911

SWAP REQUEST

DATE TURNED IN: ____ / ____ / ____

EMPLOYEE # 1 SIGNATURE: _____

WILL BE OFF: ____ / ____ / ____ TIME: ____:____

AND WILL WORK: ____ / ____ / ____ TIME: ____:____

EMPLOYEE # 2 SIGNATURE: _____

WILL BE OFF: ____ / ____ / ____ TIME: ____:____

AND WILL WORK: ____ / ____ / ____ TIME: ____:____

SUPERVISOR SIGNATURES: _____ / _____

REASON FOR SWAP: _____

TOTAL HOURS OF SWAP TIME REQUESTED: _____

*****SWAPS MUST OCCUR WITHIN THE SAME PAY PERIOD AND NOT CAUSE EITHER PARTY TO INCUR ANY OVERTIME HOURS!*****

FOR ADMINISTRATIVE USE ONLY

SWAP APPROVED / DENIED ADMIN SIGNATURE: _____

IF DENIED, REASON: _____

3.10 Payroll

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a uniform procedure to complete departmental payroll in a timely manner.

PROCEDURE:

A. TIME SHEETS

Each employee will be responsible for his or her own time card (or Timesheets if the Time Clock is not in use.). The following steps will be completed each payroll period:

- ❖ Employee's time card must be stamped at the beginning and of each tour of duty or time wrote in on the Timesheet. If an employee fails to clock in or out at the beginning or end of the shift, that employee must immediately notify the on duty Supervisor or Senior Dispatcher and that Supervisor must initial the time card noting the actual time the employee reported for duty or was relieved by the next shift.
- ❖ Complete your time card, including signature.
- ❖ The Director will submit completed payroll to the Human Resource Director by 12:00pm on the first administrative working day of the new pay period (Monday, when no holiday interrupts this schedule.). Each Supervisor is responsible for ensuring that all employees on his/her shift have completed his or her time card by the last day of the payroll period. They must ensure that if the employee was off, in class, covering another shift etc. that it is notated next to the day/date on the card.
- ❖ Each employee is responsible for his/her own payroll sheets; Supervisors or Senior Dispatchers or Director will not be expected to complete payroll sheets for their employees. If any employee asks or allows another to tally his or her time card; the person whom they are allowing to assist and administration is not responsible for any error in calculation. Employees should always check their time cards for accuracy and sign them at the end of the pay period.
- ❖ Any employee who routinely fails to clock in or out, or submits incomplete payroll sheets will be subject to disciplinary action.

B. PAYROLL CHECKS

All payroll checks will be dispersed through the Director of Banks County Communications. Any time other arrangements are required, they will be coordinated through the Director.

On occasion, payroll is sometimes delayed or disbursements are incorrect. When this occurs employees will contact the Director and may be advised to contact the Banks County Human Resources for direction and explanation.

Employees may enroll in Direct Deposit. Forms may be obtained from the Director and will be submitted to payroll.

Payroll checks are issued to those without Direct Deposit on Friday morning at 9am of payroll week.

4 Standards of Conduct

4.1 Dress Code

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a standard procedure for dress code for 9-1-1 Dispatchers.

PROCEDURE:

County employees represent the County Government to the public. Therefore, employees should report to work well-groomed and appropriately dressed to promote respect by the public. Those employees who deal with the public in an office setting should dress in a businesslike manner. Any personnel found not abiding by this policy will be subject to reprimand and may be sent home to change.

All Dispatcher's must wear neat professional pants or neat blue jeans during the week hours unless it is a holiday and/or the Director advises otherwise.

All Dispatchers may dress down or wear dressy casual wear (dressy casual wear is described as shorts, neat sweat suits, not pajamas) during weekend hours.

When shorts are allowed (as allowed by the Director, this begins when warm weather begins), they must be fingertip length when standing, this includes any kind of slits in the shorts, must be fingertip length from the top of the slit.

Attire should not be revealing in any way.

Attire should not have holes or be frayed or falling apart.

It is imperative that all clothing should look professional and fit properly.

All Dispatcher's may wear solid color shirts, shirts with designs provided they look professional. Any 9-1-1 issued shirts are ok.

No tight, low cut, revealing shirts or shirts with unprofessional advertisements or inappropriate sayings and language.

T-Shirts should be avoided (unless they are 9-1-1 issued) during regular administrative hours. (Solid color dress t-shirts – no vulgar advertisements - will also be allowed during administrative hours.)

Sweaters and Sweatshirts may be worn in the winter months provided they are neat and orderly.

At any time a sweater, jacket or coat will be allowed in the Dispatch Room for the Dispatcher to wear if they are cold.

BLANKETS ARE NOT ACCEPTIBLE AND NOT ALLOWED UNLESS THERE IS AN EMERGENCY SITUATION THAT THE DIRECTOR DEEMS THEY ARE NEEDED. ALL PERSONNEL SHOULD DRESS APPROPRIATELY AND BRING A SWEATER OR COAT IF NEEDED.

Dress Flip-flops, dress sandals will be accepted at the employee's own risk (but they are not recommended for safety reasons), closed toe shoes are always recommended.
All skirts must be fingertip length when standing.

Deidra Moore, Director

If we have a holiday that is observed by the County policy manual (ex.. Christmas, Thanksgiving, New Years, Easter) we will have a 'dress-down' day. This means that shorts, sweat-pants and t-shirts (following above protocol) will be allowed.

Any Instructor or personnel doing public education will be issued a dress uniform to be worn when teaching class environments or speaking to the public.

No personnel will be allowed to order/purchase or direct any company to make a 9-1-1 logo or any logo or piece of clothing with Banks County displayed on it. Any orders for apparel with Banks County displayed must be purchased through the County and will be returned upon leaving employment with Banks County. Personnel may design and order 9-1-1 apparel without the Banks County name displayed.

No personnel will be allowed to wear any Banks County apparel when off-duty. This apparel is only to be worn while in transit to or from and while on-duty at Banks County E-911. Quick stops when traveling to and from work are fine.

Undergarments should remain hidden and not visible at all times.

Any jewelry that obstructs or hinders job performance in any way will not be allowed.

No display of foul or indecent tattoos or body markings will be allowed while on duty.

It is important that every employee understands that he or she should always display professionalism and work to not cause any distraction to 9-1-1.

4.2 Visitors

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish guidelines and responsibilities for the proper handling of visitors to 9-1-1.

PROCEDURE:

Due to the nature of the 911 Center, the general public will not be allowed to visit without prior approval from the 911 Director unless it is included in "Approved Visits" listed below.

Approved Visits:

- ❖ Official law enforcement or emergency services business. This means law enforcement or emergency services personnel here to pick up paperwork, leave paperwork, meet with 911 Director or handle a call that involves 911 personnel. Length of stay should not be longer than 10 minutes unless meeting with Director.
- ❖ Family member or delivery person bringing food. This means someone bringing a meal to a Dispatcher. When someone has food delivered, the person or persons delivering the food will remain outside of the dispatch area **(not behind the consoles unless approved by the Director)** and will stay no longer than length of break approved by Supervisor. Employees may **occasionally** take his or her 30 minute break for lunch or dinner with a friend or family member in an approved break area provided all policy is followed regarding visitation and breaks, this should be approved in advance by the Director. Family and friend approved areas are: kitchen, smoking areas and anywhere except behind the consoles.
- ❖ At no time should any former employee be allowed to enter the building without prior permission from the Director.
- ❖ Technicians and repairmen responding to work on 911 equipment will be allowed to do the work needed. If at any time the Supervisor on shift questions the validity of the repairman or does not recognize the repairman, the Supervisor should call the Director for approval prior to allowing the person to enter.
- ❖ Pre-approved tours for school groups and organizations. These will always be approved by the Director and the shift affected will be notified to expect the visit before anything is scheduled.
- ❖ Classes scheduled in the training room.
- ❖ Off-duty 911 personnel here on official business. At no time should any off-duty personnel be here to "hang out" or visit.

All visitors must meet the following conditions:

- ❖ He or she will remain outside of the communication area unless the visitor is here to work or has prior approval to be in the dispatch area. This means they should not be behind the consoles at any time and should stay in the kitchen or break area if visit is for full length of break.
- ❖ There will be no disruptions of the day to day operations. If at any time a disruption is noted the visitor will be asked to leave. This includes volume remaining low at all times. It also includes people coming in to sale non-essential 911 materials.
- ❖ No visitor will be left unattended in the center for any reason.

Deidra Moore, Director

- ❖ The Dispatcher will never leave the consoles unattended at anytime. If the visitor request to talk to a Dispatcher, the Dispatcher may leave the console for a short period of time (no longer than break length without Supervisor or Director approval) provided he or she is not busy with a call and provided that the other personnel in the room can cover.
- ❖ No controlled substance or weapon will be allowed on premises. If any are found, the visitor will be escorted off of the property.
- ❖ No children are allowed to visit unattended and without prior approval from the Director. At no time should children be in the Dispatch room without prior approval from the Director.
- ❖ Visitors must be human; no animals allowed in the building.
- ❖ No calls will be discussed with anyone outside of the shift working. The only persons that should be given information on any call are the personnel relating to the call or the 911 Director or other department head with personnel involved.

4.3 Rumor Control & Handling Grievances

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

To establish a standard for rumor control within the Banks County Communications Center.

PROCEDURE:

Being able to communicate in a professional fashion is of utmost importance to the management of this department. This department believes that everyone deserves the right to work in an environment free of ridicule and derogatory and damaging remarks and management intends to do everything possible to make that occur.

The following steps will be adhered to when notifying management of a damaging remark or derogatory remark against another employee within this department:

If an employee wishes to file a grievance against another employee, all filing of any grievance will work in conjunction with all standard county policy and procedure listed in the manual on pages 32-36 in Section 9. A copy of the Banks County Policy has been given to each employee by Human Resources.

Employees are encouraged to work out problems among themselves when possible; when not possible the employee may utilize the grievance process.

No complaints will be acknowledged unless in writing.

No complaints will be acknowledged unless the documentation is specific (i.e. date of occurrence, who said the remark, who witnessed the remark, exact remark made, and content of the remark).

If the grievance involves an employee on another shift, the Dispatcher should give the written grievance to whoever is in charge of the shift. The person in charge of the shift will then speak with the opposite person in charge to which the second party reports. The Supervisors involved will try to provide a workable solution. If no solution can be attained by the Supervisors, the 911 Director will speak to all parties and find a solution.

If the grievance involves two Dispatchers on the same shift the employee filing the grievance should give the written grievance to his or her shift Supervisor or person in charge. The person in charge or the Supervisor will try to provide a workable solution. If no solution can be attained by the Supervisor, the 911 Director will speak to all parties and find a solution.

If the grievance involves a Dispatcher and his or her person in charge or Supervisor, the employee filing the grievance should give the written grievance to the 911 Director after they have attempted to settle the dispute with the person in charge/Supervisor. The 911 Director will speak with both parties to determine the problem and find a workable solution.

If the grievance involves another Department employee, the Dispatcher should write the grievance down and give the written grievance to the 911 Director. **At no time** should any Dispatcher, Senior Dispatcher or Supervisor call the opposite department management to handle the issue themselves. The 911 Director will speak with both parties to determine the problem and find a workable solution.

Deidra Moore, Director

An investigation will result with interviews, written statements, and review of tapes if indicated. Depending on the type of remark and the type of damage that could result, it could be forwarded to Personnel for that departments involvement. (A meeting of the offender and victim could occur with moderation.)

Each complaint will be dealt with in a direct and professional manner with the end result being a direct resolve to the matter.

If the above process is not followed, disciplinary action following county policy will be taken.

The Director in communication with the Personnel Manager and Board of Commissioners will have final say in how all grievances occurring within the Department are handled.

The County Personnel Manager can be contacted at 706-677-6800, Extension 106.

4.4 Confidential Information and Nondisclosure

ORIGINAL ISSUE DATE: January 6, 2009
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

To establish a standard for handling confidential information within the Banks County Communications Center and helping to ensure that nondisclosure laws and HIPPA violations are not made.

PROCEDURE:

1. All information inside Banks County E-911 is confidential and will not be discussed, copied or disseminated or released to or with any person or persons not employed or off-duty or persons to whom the Communication Officer should not be divulging information to. The bottom line – any and all information that is to be released will only be released by the Director or a person that the Director appoints. This includes call information (aside from preapproved releases such as approved GCIC releases, releases of incident printouts to Emergency Service Department Heads, advising the media of route/traffic information), 911 SOP/Memos/Business or other Department SOP/Memos/Business, confidential telephone numbers and address information (aside from that which is needed by Emergency Services Departments in connection with a call or case or as approved by the Director).
2. Nondisclosure Laws / Agreements prevent the giving of telephone numbers that are listed as confidential in the 911 systems; you may connect a person to the telephone but can not give out the phone number.
3. Employee personal telephone numbers (employees from any department) are confidential and not to be given to anyone or used for anything other than official business. Any release of these phone numbers is to be approved by the Director prior to release. Department Heads may call periodically for an employee phone number, you may give them the phone number.
4. Caller name should never be released to anyone other than Emergency Services with an official need.
5. No off-duty employee should call in or come by to solicit any information pertaining to any call.
6. Persons names, OLN's, any GCIC information, phone numbers and medical information is to be redacted from any printout prior to release or fax. The only exception is that phone numbers and medical information can go to Fire/EMS for their reports.
7. Only on-duty law enforcement (working inside Banks County and on the clock for Banks County or a city law enforcement agency or GSP) may request information to be run through GCIC. All information ran must be logged to the unit.
8. Idle gossip about any County Department issues or discussions with any other person inside or outside of work will not be tolerated.
9. No hard copy information should leave this 911 Center without approval from the Director.
10. At no time should any business be conducted off of a recorded line. Do not solicit any unit to call you and do not call them on a personal cell phone with the purpose of discussing any 911 business.
11. A residential call history is for business only and is confidential; it is not intended for employees to view simply because they are curious. Likewise, calls that occur when employees are off-duty should not be viewed (used for Monday morning quarterbacking) unless approved by the Director for purposes of quality assurance.

12. We do not advise units to use 'universal precaution' or use any code for advising a unit of a possible caller with a communicable disease. This is a HIPPA violation and we do not do it! Units are trained and know to use precaution when entering any scene.
13. Phone numbers should not be queried from the telephone system unless it is in relation to an ongoing call for help or if it is being done in moderation by the Director or Clerk to update 911 records.
14. **The best rule of thumb – if you feel like you may be about to do something to break a law/rule or if you are about to say or give information that should not be given...DON'T GIVE IT / DON'T DO IT – SEEK DIRECTION FIRST.**

4.5 Communication Q/A SOP

ORIGINAL ISSUE DATE: April 5, 2007

PAST REVISED / REVIEW DATE: January 6, 2009

LAST REVISED / REVIEW DATE: August 3, 2012

SCOPE: All Banks County E-911 Employee

1.1 PURPOSE AND SCOPE

This document will aid with Quality Assurance for communications tasks related to Dispatch and any Emergency Response Agencies that are involved on the call being reviewed that wishes to be involved in the review and will benefit from this Q/A.

- 1.1.1.1** The purpose of this document is to establish appropriate procedures for performance review and quality assurance. The quality assurance standards are designed to:
- 1.1.1.2** Promote department wide adherence to established goals and procedures.
- 1.1.1.3** Facilitate the learning process for all.
- 1.1.1.4** Provide a framework for the continuous improvement of the overall operations.
- 1.1.1.5** Provide operational standards that are needed to ensure that the all operations consistently provide the best possible services to citizens.

1.1.2 Definitions

- 1.1.2.1** Quality Assurance Action – An action taken by a designated Supervisor after the occurrence of a Quality Assurance review of a call to correct or improve performance deficiencies identified by the review. The action may recommend the Personnel affected to take additional training, be subject to additional or more frequent review processes outside the normal time frames given in this procedure, be recognized for a job well done, or be subject to disciplinary or other personnel actions deemed appropriate and authorized by the proper Department Head.
- 1.1.2.2** Quality Assurance Review – A part of the Quality Assurance process that is used to assess the performance of employees related to a call.
- 1.1.2.3** Standard Operating Procedures – A set of policies and/or procedures to aid in directing the daily operations of the staff.

1.2 SCOPE

- 1.2.1** Quality Assurance shall be applied to 911 employees and any other involved department that chooses to participate and is employed in accordance with time frame outlined in section 1.3

1.3 TIME FRAMES AND PROCEDURES

- 1.3.1 A random sampling of calls from the Banks County E 9-1-1 Center will be reviewed on a monthly basis and on large / newsworthy events to ensure compliance with the standards and expectations all departments involved. The Q/A will be based upon written policies and procedures as well as accepted professional practices. All events will be reviewed using the same criteria in the same manner.

Past SOP read as follows: (It is being updated as of 2012 to reflect that which is listed in this document.)

4.5 Quality Assurance

ORIGINAL ISSUE DATE: April 5, 2007

LAST REVISED / REVIEW DATE: January 6, 2009

SCOPE: All Banks County E-911 Employees

PURPOSE:

To establish guidelines for performing quality assurance checks on work performed within 9-1-1.

PROCEDURE:

From time to time the Director will be pulling calls or directing another employee to pull information for our quality assurance program.

This program is designed so that everyone can be recognized when a job is well done and so that everyone can better himself or herself wherever they may need to. The hope is that positive feedback will build morale and that any constructive criticism would aid everyone in not making the same mistakes again.

If there are any errors found, the Director will speak with the Shift Supervisor and the Dispatcher on the shift that the call took place on. Depending upon the severity of the error the Director may decide to involve a Supervisor or other Department Head in the discussion. Also, depending upon the error; the Director may deem it necessary for further training or possible reprimand.

All tapes pulled will not be heard by anyone not listed above unless the tape is requested by the DA, Investigator, proper policy on open records request or for training other Dispatcher's after release from Dispatcher on the tape. Any discussion in the matter of the tape will not be spoke of to anyone outside of the Director, Dispatcher on the call, Shift Supervisor on duty during call, Training Officer or other Department Head (if Director deems necessary to involve them).

- 1.3.2 Each Dispatch Shift will receive at least one random review per month. This will review the Dispatcher call-taking skills as well as the performing the dispatch function and radio traffic. Each Supervisor will choose one; the Director may choose calls at random. Other Departments involved may choose to utilize these reports in order to review their practices on scene as well. The reviewer for shall complete a review form for each of their individual personnel involved with the call under review. Additionally, any call involving catastrophic loss (fire, death, etc.) or the elevated potential for the same shall be reviewed.

These call reviews will be performed by the Supervisors initially and the Director lastly and other Command Staff as requested by the Director.

- 1.3.3 Quality Assurance reviews shall be used to support development of training and refined assessment of goals and expectations.
- 1.3.4 Full time or part time employees shall be subject to these review processes.
- 1.3.5 Quality Assurance actions that occur as a result of the Quality Assurance review shall be documented, forwarded to the Supervisor and Employee.
- 1.3.6 Reviews that warrant disciplinary action (ie. Written Warning, Suspension and/or Termination) shall be copied by the Director to the Human Resources Director for the personnel files.

2.1 STANDARDS TO BE REVIEWED – FOR CALL TAKER

- 2.1.1 Answers the phone quickly and utilizes correct greeting. Was the call answered within two rings?
- 2.1.2 Asks and verifies location of the emergency. Visual verification from ANI/ALI screen shall not be accepted.
- 2.1.3 Determines the nature of the emergency and selects appropriate Nature Code to assign the appropriate public safety response.
- 2.1.4 Accomplishes tasks 2.1.1 through 2.1.3 and routes and/or alerts of call to appropriate Dispatcher for dispatch immediately or within thirty (30) seconds of initial call reception.
- 2.1.5 Asks and verifies the callback number for the reporting party. Visual verification of the ANI/ALI screen shall not be accepted
- 2.1.6 Obtains all required and pertinent information and performs updates to the call screen and keeps caller on the line until all required information is obtained. Logs all required and pertinent information to the call file in CAD.
- 2.1.7 Controls the conversation with the caller, explains all possible emergency actions and uses calming techniques as needed.
- 2.1.8 Exhibits a calm and professional demeanor at all times and acts in courteous and tactful manner with callers.
- 2.1.9 Demonstrates proper documentation of caller information in CAD screen in logical manner following approved standard call handling protocols and practices and notify proper Command Staff.
- 2.1.10 EMD and medical related calls, Communications Officers shall ask proper Key Questions and gives proper pre-arrival instruction and relays all information received to the responding unit as well as document it appropriately in the CAD.
- 2.1.11 Closes call courteously and properly with caller.

2.2 STANDARDS TO BE REVIEWED – FOR DISPATCHING OF CALLS

- 2.2.1 Dispatches appropriate Police, Fire, or EMS unit within 2 minute time frame.
- 2.2.2 Provides all pertinent information to responders as it is updated in a concise and logical manner (does not tie up radio air time by constantly keying and updating).
- 2.2.3 Answers all radio transmissions promptly and correctly and requests repeats of information as required based upon written policies.
- 2.2.4 Speaks clearly and concisely to all units with proper volume.
- 2.2.5 Listens attentively to transmissions from field units and “ECHO’s” important traffic (such as mileages etc.) to ensure understanding.
- 2.2.6 Promptly responds to requests from field units and stays prepared for potential needs.
- 2.2.7 Maintains a calm and professional demeanor at all times with field units.
- 2.2.8 CAD screen is updated and closed correctly with field unit information being place in correct CAD fields.
- 2.2.9 Properly checks on responders following proper guidelines in SOP.
- 2.2.10 Follows guidelines for dispatching via radio; only using the phone as outlined in SOP.
- 2.2.11 Resource requests are handled properly and according to guidelines and they are logged and relayed to Command or 1st on scene.

2.3 STANDARDS TO BE REVIEWED – FOR FIELD UNIT TRAFFIC

- 2.3.1 Is radio traffic displayed to Dispatch professional, timely and understandable?
- 2.3.2 Is traffic and resource requests coordinated through and relayed through Command when it is available?
- 2.3.3 Is phone traffic into dispatch minimal and only as absolutely needed?
- 2.3.4 Is traffic to and from units on scene kept to a side channel in order to allow Dispatch to continue operations as normal?

2.4 Q/A Form - Following are the forms that will be used:

Performance Evaluation Page 1

Date of Call: _____ CAD Incident Number: _____

Directions: Answer yes or no to the following. Each no answer deducts 4 points each. If multiple are reviewing the call and wish to score, that Department Head should fill out the entire form below. If another Department involved wishes only to comment, they may choose to submit only comments on what can be improved on and what was done well and what actions can be taken to help improve. When all have been collected the total score will be averaged for a final rating if more than one has rated the call. Following the averaged score, all comments will be compiled into one document / after-action report for review by all that were involved. The score reflected is for the entire call; however, the evaluation is sub-divided based upon task and the Communication Officer performing the task will be listed at the top of the section for which they are responsible for.

Section 1: Call Taker Communication Officer Name: _____

- 1_____ Did the Officer answer in two rings and with the correct greeting asking where the emergency was?
- 2_____ Did they ask and verify the location of the emergency?
- 3_____ Did they determine the nature of the emergency and select appropriate Code to assign the appropriate public safety response?
- 4_____ Did they immediately or within 30 seconds route and/or alert their coworker / opposite Dispatcher that a call was ready for dispatch?
- 5_____ Did they ask and verify the callback number for the reporting party?
- 6_____ Did they obtain all required and pertinent information and perform updates to the call screen and keep the caller on the line until all required information was obtained and was all info logged to the CAD?
- 7_____ Did they control the conversation with the caller, explain all possible emergency actions and use calming techniques as needed?
- 8_____ Did they exhibit a calm and professional demeanor at all times and act in a courteous and tactful manner with callers?
- 9_____ Did they demonstrate proper documentation of caller information in CAD screen in logical manner following approved standard call handling protocols and practices and notify proper Command Staff?
- 10_____ Did they EMD if appropriate (to include asking Key Questions and giving pre-arrival instruction and relaying all information received to the responding unit as well as document it appropriately in the CAD.)?
- 11_____ Did the Call Taker close the call courteously and properly with caller?

Date of Call: _____ CAD Incident Number: _____

Section 2: Radio Dispatch

Communication Officer Name: _____

- 12 _____ Did they dispatch appropriate Police, Fire, or EMS unit within 2 minute time frame?
- 13 _____ Did they provide all pertinent information to responders as it is updated in a concise and logical manner (did not tie up radio air time by constantly keying and updating)?
- 14 _____ Did they answer all radio transmissions promptly and correctly and handle requests for information as required?
- 15 _____ Did they speak clearly and concisely to all units with proper volume?
- 16 _____ Did they listen attentively to transmissions from field units and "ECHO" important traffic (such as mileages etc.) to ensure understanding?
- 17 _____ Did they promptly respond to requests from field units and stay prepared for potential needs?
- 18 _____ Did they maintain a calm and professional demeanor at all times with field units?
- 19 _____ Was the CAD screen updated and closed correctly with all field unit information being placed in correct CAD fields?
- 20 _____ Did they properly check on responders following proper guidelines in SOP?
- 21 _____ Did they follow guidelines for dispatching via radio; only using the phone as outlined in SOP?
- 22 _____ Were resource requests handled properly and according to guidelines and were they logged and relayed to Command or 1st on scene?

Section 3: Field Traffic

Responders: _____

- 23 _____ Is radio traffic displayed to Dispatch professional, timely and understandable with units not walking on one another and traffic pertaining to operations taken to a side channel if applicable?
- 24 _____ Is traffic and resource requests coordinated through and relayed through Command when it is available?
- 25 _____ Is phone traffic into dispatch minimal and only as absolutely needed?

Date of Call: _____ CAD Incident Number: _____

Reviewer Name: _____

Observations/Comments/Recommendations

What can be done better on the next call such as this?

What was satisfactory about the handling of this call?

Specific actions that may be taken to help improve:

Date: ____/____/____ _____

Q/A Reviewer (for this form)

=====

The EMA / E-911 Director will fill in this section after all that are reviewing have turned in their forms.

Score 1: _____

Q/A Reviewer: _____

Score 2: _____

Q/A Reviewer: _____

Score 3: _____

Q/A Reviewer: _____

Score 4: _____

Q/A Reviewer: _____

Score 5: _____

Q/A Reviewer: _____

Averaged Final Score: _____

All comments will be compiled into one document and submitted to the shift personnel that handled the call with any final specific actions.

Deidra Moore, Director

5 Safety & Security

5.1 Building Security

ORIGINAL ISSUE DATE:	January 6, 2009
LAST REVISED / REVIEW DATE:	January 6, 2009 / January 30, 2012
SCOPE:	All Banks County E-911 Employees

PURPOSE:

To establish guidelines for helping to ensure that the 9-1-1 / EMA building remains secure at all times.

PROCEDURE:

The front entrance will remain locked at all times.

Keys distributed to employees should remain with the employee at all times; no keys should be released to anyone not working at Banks County E-911.

All former employees must turn in all keys; if keys are not turned in they will be deleted from the system to ensure they no longer have access to the building.

The gated perimeter in the back should remain locked at all times. If there are maintenance workers outside working, the gate may remain opened as long as they are present.

The back entrance door to 911 will remain locked and closed at all times.

Employees are encouraged to lock their vehicles while parked in front of the building. The County assumes no liability for personal property lost, stolen or damage that results from some force outside of the County responsibility.

Perimeter cameras should remain on at all times and be monitored throughout the day and night.

The Dispatch door between the kitchen and working area is to remain closed whenever we have visitors.

No access to any unknown person will be granted. No exceptions. If you do not know the person or persons ringing the door bell, do not open the door or expose yourself or others to potential hazards. Use the speaker to communicate with unknown visitors, any sales person/s should be directed to call the Directors phone number if she is not available to attend to the visitor. If you are unsure about someone and they won't leave; ask a Deputy to respond.

5.2 Personal Property

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

April 18, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish guidelines for the employee's personal property. Personal property is the employee's responsibility.

PROCEDURE:

Employees are encouraged to lock their vehicles while parked in front of the building. The County assumes no liability for personal property that is lost or stolen or damaged by some force outside of the County responsibility.

Employees are encouraged to lock their personal belongings (food etc) inside the lockers provided to them. The County assumes no liability for personal property that is lost or stolen.

Employees should free their work area of any personal belongings at the end of each shift.

Employees will abide by all kitchen rules regarding personal items. If you borrow any item such as staples like mustard, ketchup etc... please let the person whom you borrowed the item from know.

Employees should not leave personal items in the restrooms. Any item left in the restroom is considered public property and will not be replaced or reimbursed.

Employees should keep their mailboxes clean and free of personal effects. This box is for business material only.

5.3 Employee Requiring Medical Attention

ORIGINAL ISSUE DATE: January 6, 2009
LAST REVISED / REVIEW DATE: January 6, 2009 / April 18, 2011
SCOPE: All Banks County E-911 Employees

PURPOSE:

To establish guidelines for how to handle any employee that may require medical attention while on duty.

PROCEDURE:

Employees that require medical attention while on duty will be attended to quickly.

There will be gloves, band-aids, anti-septic, Tylenol (or some other generic pain reliever) that are always available for employee use. They will be stocked in the restroom.

Employees that know they are sick prior to arriving at work should take careful consideration of whether they will be able to or should work. Working with a fever or while contagious is not allowed as it may spread the illness.

The following steps should be taken should an ambulance be needed:

1. The non-sick team members should render aid as they are comfortable.
2. One person should attend to the radios and phones; while the other cares for the employee and dispatches an ambulance. Do not worry if times are incorrect, these can be corrected after the emergency.
3. If there are only two on duty, the employee that is not sick should immediately call for law enforcement to respond for aid and call the Director as soon as possible after dispatching an ambulance. The ambulance may be dispatched by the easiest means possible (In other words, call the ambulance if you can not drop tones to dispatch.)
4. If possible unlock door to allow personnel entry.

5.4 Smoking Areas

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish uniform rules for smoking areas on 9-1-1 and County property.

PROCEDURE:

Banks County 9-1-1 will not allow tobacco use of any kind inside the 9-1-1 Center. It is further the policy of Banks County Government and this policy will follow the County policy and State laws regarding this matter.

Smoking and other uses of tobacco are not permitted inside the building that houses the 9-1-1 Center. Therefore, use of such items is not permitted in the 9-1-1 Center and the adjoining offices.

Smoking will be restricted to outside the building. The person smoking must stand completely outside of the room with the door closed in order to smoke. The door must be closed.

Only one Dispatcher on duty at a time should take a smoke break. One person should not be left behind the console by him or herself unless it is an absolute emergency.

5.5 Proper Use of Equipment and Safety

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / July 11, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County 9-1-1 to ensure that all employees are performing job duties in the safest possible way. This policy will help to better ensure that employees remain responsible while on duty and are not injured while performing normal daily duties and at any time during his or her normal shift. These procedures are to be followed at all times. If the policy changes everyone will be given written notice regarding any change. If this policy is not followed you will be subject to reprimand.

PROCEDURE:

Communications Officers/Dispatchers **will not recline** in chairs provided. By reclining you put yourself at risk of falling and injuring yourself or others. All Communications Officers/Dispatchers should be alert at all times.

Chairs are to be kept at a level where the employee's feet are flat on the floor. For this reason, you may adjust the height if need be.

Feet will not be propped on the consoles.

No one will be allowed to climb on or sit on consoles with the exception of the Technicians whom may need to in order to work.

Playing on any equipment provided for your use will not be tolerated. Employees should remain professional at all times.

No computer equipment or programs will be tampered with. This also means that no software will be added without approval from Director. Nor will any settings be changed without approval from the Director.

Special care and safety will be followed whenever using exercise equipment. Exercise equipment will only be utilized during a break period. Exercise is an independent choice and is not mandatory. If equipment is abused, it will be removed.

Speeding vehicles will not be tolerated coming into the 911 Center whether it is personnel or visitors. There will be zero tolerance from either, if the issue is with visitors then it may become necessary to no longer allow visitors unless by the Director's approval. There are children playing in the area and it is a safety hazard.

Headsets will be removed whenever there is lightening or the threat of electrical storms.

No blankets, sheets, throws or anything that would inhibit movement is allowed in Dispatch. You are expected to dress warm or cool enough depending upon what you feel your comfort zone is.

Each console has an independent fan you may adjust to what you like. The temperature in Dispatch should never be above 72 degrees and should not be below 68 degrees – this allows the room to stay cool enough for the computer equipment.

Food items will not be allowed on the console lift area, if it is not a liquid – it may be kept (while being consumed) on the desktop areas next to the console lift areas.

Deidra Moore, Director

All employees are required to wash hands with soap and water after using restroom facilities. Sanitizer alone is not adequate and should only be used to compliment hand washing. This is an effort to minimize the spread of germs because so many use the same keyboards, phones and microphones.

Consoles will be cleaned and sanitized with approved cleaning materials provided. No liquid wipes other than computer approved wipes should be used on the computers or computer parts. This will help to minimize the spread of germs and help to maintain the life of the computer equipment by preventing damage from liquid or non-computer-safe material.

Nothing that can cause injury or harm equipment may be kept on the console lift areas. Every effort should be made to only keep what is needed to do immediate work on the lifts.

Liquids will not be allowed on consoles, if they are brought into the dispatch room the following applies:

If the liquid (drink, soup etc) is in a spill-proof cup it may be kept on a desktop next to the console lift area (not on the console lift area).

If the liquid (drink, soup etc) is in a cup that is not 100% spill proof, it may only be kept on the Rolling Resource Guide Desk behind the consoles and it will not be allowed anywhere else.

Anyone found not adhering to this policy will be reprimanded. Safety is a serious issue and blatant disregard will not be tolerated.

5.6 Evacuating the 9-1-1 Building

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to ensure that employees are ensured of their personal safety while at work and outlines methods and procedures to follow to determine if evacuation is needed and what to do.

PROCEDURE:

The personnel on duty will make the decision to evacuate or not based on whether employees are truly safe or not. There are certain guidelines for evacuating or not evacuating in bomb threats, tornado etc. Aside from these instances, the responsibility of determining safety lies with each Employee on shift.

Whenever safely possible, the building will not be evacuated without contacting the 911 Director first. If unable to contact the Director prior to evacuation, he or she will be contacted as soon as possible after the Dispatchers are safe.

The Supervisor will make sure all needed materials are all together in order to operate using back-up portables when evacuated. If the Supervisor is unable to gather these items he or she will utilize these items that have been duplicated and located at the Fire Admin building dispatching by portables.

Do not evacuate for a bomb threat. Notify 802 & 803, Fire Chief, the Shift Sergeant and 911 Director via pager followed up by a phone call. There is no need to cancel radio or phone traffic. Remember you are in a secured building and if there is a bomb inside...you had to let them in. The likelihood of a bomb outside is very little as it would likely explode when being placed due to constant static from radio traffic. Again, remember you are in a secured building and want to stay there – it is the safest place. Most bomb threats are meant to cause disruption, do not allow it. Most true terrorist bomb threats are meant for disruption and to get you out of the building where other dangers may lie. **STAY INSIDE AND GET HELP!**

Do not evacuate for a Tornado coming toward the 911 Center. You have no where to run. Go to the most interior room (the bathroom in the dispatch area). If at all possible grab the jump and run kit on your way to the safe room and advise units you will be on portables.

Do evacuate if needed - When the Tornado has hit the 911 Center and the Building is not habitable the Supervisor will gather all needed items and have everyone exit the safest way and once outside will make sure everyone is accounted for. After this the Supervisor and all Employees will report to Fire Admin to operate back-up portables.

6 Discipline

6.1 Complaint Procedure

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a filing for complaints within the Banks County Communications Center.

PROCEDURE:

Employees are encouraged to work out problems among themselves when possible; when not possible the employee may utilize the grievance process.

No complaints will be acknowledged unless in writing.

No complaints will be acknowledged unless the documentation is specific (i.e. date of occurrence, who said the remark, who witnessed the remark, exact remark made, and content of the remark).

If the grievance involves an employee on another shift, the Dispatcher should give the written grievance to whoever is in charge of the shift. The person in charge of the shift will then speak with the opposite person in charge to which the second party reports. The Supervisors involved will try to provide a workable solution. If no solution can be attained by the Supervisors, the 911 Director will speak to all parties and find a solution.

If the grievance involves two Dispatchers on the same shift the employee filing the grievance should give the written grievance to his or her shift Supervisor or person in charge. The person in charge or the Supervisor will try to provide a workable solution. If no solution can be attained by the Supervisor, the 911 Director will speak to all parties and find a solution.

If the grievance involves a Dispatcher and his or her person in charge or Supervisor, the employee filing the grievance should give the written grievance to the 911 Director after they have attempted to settle the dispute with the person in charge/Supervisor. The 911 Director will speak with both parties to determine the problem and find a workable solution.

If the grievance involves another Department employee, the Dispatcher should write the grievance down and give the written grievance to the 911 Director. **At no time** should any Dispatcher, Senior Dispatcher or Supervisor call the opposite department management to handle the issue themselves. The 911 Director will speak with both parties to determine the problem and find a workable solution.

An investigation will result with interviews, written statements, and review of tapes if indicated. Depending on the type of remark and the type of damage that could result, it could be forwarded to Personnel for that departments involvement. (A meeting of the offender and victim could occur with moderation.)

Each complaint will be dealt with in a direct and professional manner with the end result being a direct resolve to the matter.

If the above process is not followed, disciplinary action following county policy will be taken.

The Director in communication with the Personnel Manager and Board of Commissioners will have final say in how all grievances occurring within the Department are handled.

Deidra Moore, Director

6.2 Disciplinary Action

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

The purpose of this procedure is to establish a procedure to follow for applying disciplinary action within Banks County E-911.

PROCEDURE:

Discipline will be progressive and is intended to solicit a change that will eliminate further occurrence of the offence. (Ex: 1st = Consultation or Verbal Warning, 2nd = Written Warning, 3rd = Other Action such as Remedial Training, 4th = Suspension or Termination)

Banks County E-911 will follow all policy in place by the County on disciplinary action. (See Section 8; Paragraph 8.200 on page 29 of the county policy manual) Reasons for disciplinary action includes all listed in the county policy under Section 8; Paragraph 8.400.

Banks County E-911 also adopts the following reasons for disciplinary action:

Failure to follow Banks County E-911 Policy / Standard Operating Procedures and all Memoranda.

If disciplinary action for an employee is needed the Supervisor, Senior Dispatcher and Director will follow county policy by using an Employee Action Form. Upon completing the form the person filling it out will discuss it with the Dispatcher in question. The Dispatcher will be told why the form is filled out, what the error was, the proper procedure to eliminate further occurrence, where the form will go from there and the Dispatcher will be allowed to attach any comments he or she may have. Again, all actions taken will be handled professionally and in private whenever possible.

Any person in charge of the shift may fill out an Employee Action Form and the form should be copied to the employee and the Director.

The 911 Director will have the final decision in disciplinary actions.

All disciplinary actions will be kept on file as per County Policy and we will follow County Policy on any and all disciplinary actions.

All employees that receive any disciplinary action will receive a report. This report will also be copied to the personnel file at the Courthouse.

Separation Notice:

Employment termination will occur after progressive discipline has been applied and unsubstantial changes have been observed or in extreme situations termination may occur sooner (extreme is a situation that would hinder 911 operations, hinder other personnel performance or potentially put other employees or county property in danger).

At the time of your departure from employment with Banks County 911, the following conditions must be met before your final paycheck can be issued:

- ❖ Any and all money owed to Banks County Board of Commissioners, Banks County 911 or other entity of the Banks County Government must be paid in full.
- ❖ All uniforms or County Issued attire must be returned.
- ❖ All keys issued must be returned.
- ❖ All equipment (i.e. headsets, pagers etc.) issued must be returned.
- ❖ All manuals issued must be returned.

Deidra Moore, Director

6.3 Employment Termination/Resignation

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

The purpose of this procedure is to establish a procedure to follow for ending employment with Banks County E-911.

PROCEDURE:

While we hate to lose any employee, we understand that events sometimes dictate the need for employment to end. The following will describe how resignations and terminations are handled.

Resignation:

Banks County E-911 will follow all County policy regarding employment matters.

Resignations will be accepted in writing and by recorded line when it is unable to obtain a written resignation. Banks County E-911 encourages a two-week minimum notice but notice need and length will be given final approval / decision by the Director.

In some cases, the Director may allow a full-time employee to drop to part-time hours.

Termination:

Banks County E-911 will follow all County policy regarding employment matters.

Termination will occur after progressive discipline has been applied and unsubstantial changes have been observed. In extreme situations, termination may occur sooner or immediate; these types of situations would be described as any situation that would hinder operations, hinder other personnel performance or potentially put other employees or county property in danger.

Persons terminated from employment will receive thorough explanation both verbally and in writing and are given the opportunity to file an appeal as described in the County policy manual.

Separation Notice:

At the time of your departure from employment with Banks County 911, the following conditions must be met before your final paycheck can be issued:

- ❖ Any and all money owed to Banks County Board of Commissioners, Banks County 911 or other entity of the Banks County Government must be paid in full.
- ❖ All uniforms or County Issued attire must be returned.
- ❖ All keys issued must be returned.
- ❖ All equipment (i.e. headsets, pagers etc.) issued must be returned.
- ❖ All manuals issued must be returned.

Deidra Moore, Director

7 Phone Procedures

7.1 Telephones, Cell Phones and County Pagers

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish uniform rules for telephone and pager use on 9-1-1 property.

PROCEDURE:

All telephones at the 911 Center are in place for Banks County 911 calls and related to county business.

All telephone lines at the 911 center are recorded.

No personal calls shall be charged to the county phones except in an emergency, in an emergency the Dispatcher may use the work phones and will be allowed to pay for his or her charges if they are long distance.

All long distance calls shall be logged to a case file or to a unit number – no personal long distance calls (other than emergencies) are allowed without approval from the Director.

No collect calls will be accepted unless they are from county personnel for business reasons only.

Personal calls may be made or received only on your break with your personal cell phone. You may make them from landline in the 911 room while on your break and in a break area, but you will only be allowed two per shift. Personal calls will not last longer than five (5) minutes if on landline and no more than the duration of your break if you use your personal cell phone. Remember to clear your break with your Supervisor.

No personal calls allowed during emergency calls or traffic.

No personal calls will be placed on hold.

No personal cellular phones will be allowed in the dispatch area at any time. You may keep them in your locker and use them during your breaks either by going outside or in the kitchen area they will not be permitted in the dispatch room. This will help to alleviate your personal cell phone being subpoenaed.

ALL PERSONAL CELL PHONES ARE TO BE KEPT OFF OR ON VIBRATE WHILE IN THE BUILDING.

Phone line 677-1816 is a non-play back line that you may use to make a local personal call. No long distance call is allowed unless it is an emergency.

The phone in the equipment room is for the Director to speak with vendors and vendors to speak with other vendors. No business or call related information is to leave via this phone. This phone number is not intended for incoming telephone calls and therefore it should not be given to anyone. At no time should any Dispatcher leave his or her console to answer this phone.

Phone calls with other departments should only last long enough to gather or give business-related information and will always remain professional.

Profanity, arguing and goofing off are unacceptable.

No personal pages are to be sent via the county pager system unless it is an emergency, the pagers the county issues are for business only.

No personal text messages are to be sent while behind the console, texting is considered using your cell phone. Picture phones should not be used to take pictures inside dispatch. Games on the phones are not allowed to be played behind the consoles.

Deidra Moore, Director

7.2 Language Line

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish uniform rules for use of Language Line.

PROCEDURE:

It is the Policy of Banks County 9-1-1 to provide quick and efficient services for all citizens regardless of what language they speak. In order to accomplish this Banks County E-9-1-1 has an account for Language Line Services. The account information and contact numbers are as follows:

- ❖ Account Number: 913024
- ❖ Emergency Phone: 800-523-1786
- ❖ Routine Phone: 800-774-4344
- ❖ User ID: Banks County E911

The 9-1-1 Center will communicate; with callers that speak a language other than English by using this relay service. In addition the 9-1-1 Center will provide this service to units in the field by conferencing the field unit with the relay service.

1. When a call is received via 9-1-1 or on an administrative/non-emergency line and the Dispatcher is unable to communicate with the caller due a language barrier, the Dispatcher will utilize the Language Line Service to assist in communications.
2. Field units or other Emergency Services personnel on duty may ask 9-1-1 for assistance in conferencing with an interpreter through the Language Line Service or through a local interpreter such as the District Attorney.
3. All calls made to the Language Line Services through the 9-1-1 Center will be logged in a case file or to a unit number if not attached to a case file. The beginning and ending time should be included in the entry on the logs; this is necessary to insure we are billed correctly.

7.3 Taking Calls For Service & Giving Calls To Units

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 19, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to explain duties required when taking calls and giving calls.

PROCEDURE:

It is the Policy of Banks County 9-1-1 to provide the best possible service both when receiving calls for help and when dispatching help to those in need. It is the Policy of Banks County 9-1-1 to provide superior dispatch services. To accomplish this goal, the following procedures will be used.

1. TAKING THE CALL USING ALL RESOURCES AVAILABLE WHILE DOING SO

The Communications Officer must be prepared for anything anytime the phone rings. On receipt of an emergency call, the Communications Officer will utilize all resources available to provide information to responders. Critical information may be maintained in the computers database, EMD cards, maps and manuals and it is imperative that this information be utilized. This should be done while still on the phone with the caller, because all calls are to be dispatched between 1-2 minutes. Whenever dispatch is longer than 2 minutes the Dispatcher will state why in the narrative of the call. All calls taken will have a thorough narrative attached and times must be logged.

The Dispatcher should always be professional and compassionate and must be able to gather a lot of information in a few critical moments. This information must be compiled neatly and passed to appropriate units quickly. There are many questions to ask but the first should always be "Where is your emergency?" followed by "What is your phone number?" and "What is your name". These three must always be asked! There are some example questions to ask following this page. As the information is gathered the Communications Officer must decide if the call is one that would jeopardize the caller's or others safety or if the situation is likely to worsen. The Communications Officer should advise the caller to stay on the line only when it will not jeopardize the caller and only when there is a need to have them stay on. The Communications Officer should advise the caller to lay the phone down but leave it open until units arrive when the Dispatcher feels the need to stay on but it will jeopardize the caller. Never place a caller on 911 on hold! As the Dispatcher is getting ready to disconnect he or she should be preparing to dispatch the call if they have not already dispatched it, because the dispatch time is 1-2 minutes mandatory and anything over requires explanation in the narrative.

Never promise service! A Communications Officers role in emergency services is to relay information from one person to another. Normally this involves a citizen needing assistance and an emergency service agency. Most problems occur when Communications Officers embellish information with their opinions or promise something they cannot deliver. 9-1-1 personnel will not promise services to callers that 9-1-1 cannot provide. Seemingly innocent comments can constitute a promise of service. If a caller is told that Fire Station X is on the way and their truck is out of service and the second due station has to respond, you have just promised something you cannot deliver. The same problem could occur if you mention a response time. If the dispatched unit(s) has stated on the radio they are in route, this information can be relayed to the caller. Do not state when or that they will get there, only advise what you know at that moment. **NEVER TELL A CALLER A UNIT IS ENROUTE UNLESS YOU PERSONALLY KNOW THE UNIT HAS GONE ENROUTE!**

Deidra Moore, Director

2. DISPATCHING/RELAYING INFORMATION/DETERMINING CODES OR CANCELLATION

A good Communications Officer relays information exactly as it is given and makes clear who the source of the information is. When relaying information, 9-1-1 personnel must be careful not to embellish facts with their assumptions or interpretations of the situation. If you have reason to suspect that the situation may be other than it appears from the information you are receiving, this should be relayed, but it must be made clear that it is your opinion, not fact.

A good Communications Officer relays information clear and concise. This means the Dispatcher must use the headsets issued on all dispatch traffic unless there is a storm or other reason we can not. For this reason, the headsets issued are not to leave the building and should always be put away in his or her locker at the end of duty. The Dispatcher should always speak up and never say more than it takes one breath to say. The Dispatcher will not laugh or show emotion on the radio. They should remain professional and say what needs to be said in as few words as possible, using 10-codes, using the phonetic alphabet and refraining from unneeded conjunctions and excess words. They should listen closely and respond back in a timely manner.

Banks County 9-1-1 will not decide what a units code should be, you may advise the unit responding that the caller requested to code down or you may advise to use 10-0 due to weather conditions or advise that the caller request early shut-down. Banks County 9-1-1 will not cancel units response unless directed by the Sergeant, Captain, Chief, main apparatus etc. The Dispatcher should only advise of any updates and information that will change code and the Dispatcher may ask the main unit responding after giving them the update how they wish to proceed. (for example: E-511 – ADT advises false alarm on 10-70 alarm at High school, what do you advise? Or 814 – Alarm company advises false alarm, how do you advise?)

It is a State Law that you may not transfer a 911 call more than 2 times. If we receive a 911 call and it is picked up by another in the room say to EMD that is consider the second call and you may not transfer to another person or county. First is the coming 911 call second when another dispatcher picks up a third person may not pick the line up that would be consider a third transfer. The same is applied whenever we receive 911 calls outside of our surrounding counties say that someone needs White County for example and we receive the 1st 911 call that is 1 and when we transfer to Habersham that is 2 lawfully they are not allowed to then transfer to White County. That is one of the reasons we let them know that it is a transfer call so they will know they cannot pass off to anyone else. Same applies for us when an outside agency transfers a 911 call to us it is the second call and we cannot transfer to anyone else.

7.4 Some Questions That Are Asked On Call Types During Call Taking

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to explain some of the potential call-types and some examples of questions that should be asked if the answers are not obvious.

PROCEDURE:

Following is a list of potential call-types and questions that should be asked if the answer is not obvious. As with any emergency call there is nothing that can be written in stone; meaning, if it is a third party caller you will sometimes not get all of this information and sometimes an experienced call taker will get more. This will be the base protocol questions you should attempt to get answered on each of these call types.

FIGHT/10-10

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME
- ❖ NUMBER OF SUBJECTS INVOLVED? DESCRIPTIONS?
- ❖ ANY WEAPONS INVOLVED? TYPE?
- ❖ IS ANYONE INTOXICATED OR ON DRUGS?
- ❖ IS IT FAMILY OR DOMESTIC RELATED?
- ❖ ARE THE SUBJECTS FIGHTING INSIDE OR OUTSIDE THE RESIDENCE?
- ❖ DOES ANYONE NEED AN AMBULANCE? TYPE OF INJURIES? EMD

DOG CASE/10-11

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ DOES THE CALL REQUIRE A LAW ENFORCEMENT OFFICER? BANKS COUNTY DOESN'T HAVE ANIMAL CONTROL OR ANY ORDINANCE, IF IT IS AN ANIMAL ONLY ROAMING THE ROAD THERE IS NOTHING A DEPUTY CAN DO (YOU MAY ATTEMPT TO LOCATE AN OWNER BY CALLING SURROUNDING NEIGHBORS). BUT IF CALLER WANTS A DEPUTY – SEND THEM!
- ❖ HAS ANYONE BEEN BITTEN OR INJURED BY THE ANIMAL?
- ❖ DO THEY NEED AN AMBULANCE?
- ❖ DOES THE CALL INVOLVE AN INJURED ANIMAL? (IF INJURED HOW?)
- ❖ DOES THE CALLER NEED TO MEET WITH THE RESPONDING UNIT?
- ❖ IF ANIMAL IS NOT DEAD OR SUBDUED ASCERTAIN THE ANIMALS LOCATION AND STATUS.

PROWLER/10-14

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ HAS THE CALLER ACTUALLY SEEN A SUBJECT OR JUST HEARD SOMETHING?
- ❖ IS THE PROWLER ATTEMPTING ENTRY INTO THE HOME; IF SO WHERE AT?
- ❖ DOES THE CALLER HAVE A WEAPON ON HIM OR HER? (IF SO ADVISE THEM THAT THEY WILL NEED TO PUT THE WEAPON UP PRIOR TO ANSWERING THE DOOR WHEN LAW ENFORCEMENT ANNOUNCES THEMSELVES)
- ❖ WHERE IS THE CALLER AT IN THE HOUSE? (EX. "IF I AM FACING YOUR HOUSE WHICH SIDE ARE YOU ON AND IN WHICH ROOM?)
- ❖ IF CALLER FEELS SAFE KEEP HIM/HER ON THE LINE, IF NOT HAVE THEM LIE THE PHONE DOWN AND HIDE.
- ❖ ADVISE THE CALLER TO STAY AWAY FROM WINDOWS AND DOORS, AND NOT TO TURN OFF OR ON ANY LIGHTS NOT CURRENTLY ON.

BURGLARY/10-15

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ ASCERTAIN IF IN PROGRESS OR PREVIOUSLY OCCURRED.
- ❖ IF IN PROGRESS; DID CALLER SEE 10-37 VEH (DESCRIPTION?) OR SUBJECTS (DESCRIPTION?) ETC.
- ❖ IF THE CALLER IS NOT THE OWNER; DOES HE KNOW THE OWNER AND ARE THEY AT HOME?
- ❖ IF SUBJECTS OR VEHICLE ARE SEEN LEAVING – WHAT DIRECTION?
- ❖ IF ALREADY OCCURRED; HAS HOUSE BEEN CLEARED?
- ❖ IF NOT CLEARED HAVE CALLER WAIT OUTSIDE.
- ❖ ADVISE CALLER DO NOT TOUCH ANYTHING.

DOMESTIC DISPUTE/10-16

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ VERBAL OR PHYSICAL?
- ❖ ARE INVOLVED PARTIES STILL ON SCENE?
- ❖ NUMBER INVOLVED? DESCRIPTIONS?
- ❖ ANYONE NEED AMBULANCE? TYPE OF INJURIES? EMD
- ❖ ANY WEAPONS INVOLVED? WHAT TYPE OF WEAPONS?
- ❖ INSIDE OR OUTSIDE?
- ❖ ANYONE INTOXICATED OR ON DRUGS?
- ❖ RELATIONSHIP OF SUBJECTS.
- ❖ IF ANYONE LEAVES, GET DESCRIPTION & DIRECTION OF TRAVEL.

ARMED ROBBERY/10-17

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ A/O OR 10-31? IF 10-31 THE CALLER WILL MOST LIKELY LIE THE PHONE DOWN OR HANG UP UPON ADVISING. DO NOT ATTEMPT TO CALL BACK IF THEY HANG UP-THEY HANG UP FOR A REASON AND USUALLY IT IS DANGER.
- ❖ NEED AMBULANCE? TYPE OF INJURIES? EMD!!!
- ❖ DESCRIPTION OF SUBJECT/SUBJECTS.
- ❖ DESCRIPTION OF VEHICLE.
- ❖ WEAPON TYPE? DID CALLER SEE THE WEAPON?
- ❖ DIRECTION OF TRAVEL UPON PERP LEAVING?
- ❖ IF A/O ADVISE CALLER TO LOCK THE DOORS, DO NOT ALLOW ANYONE TO LEAVE OR ENTER UNTIL A UNIT ARRIVES. KEEP THE CALLER ON THE LINE AND IF THEY GET SCARED AGAIN ALLOW THEM TO LAY THE PHONE DOWN KEEPING THE LINE OPEN.

PERSON WITH A GUN/10-32

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ DESCRIPTION OF SUBJECT
- ❖ TYPE OF WEAPON
- ❖ WHAT IS SUBJECT DOING?
- ❖ HAVE SHOTS BEEN FIRED? ARE THEY FIRING AT SOMEONE OR RANDOMLY?
- ❖ NEED AN AMBULANCE? TYPE OF INJURIES? EMD!!
- ❖ ADVISE CALLER TO STAY OUT OF HARMS WAY-DO NOT APPROACH SUBJECT.
- ❖ IS PERP ON FOOT OR IN VEHICLE? VEHICLE DESCRIPTION.
- ❖ PERP NAME?

RIOT/10-34

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ NUMBER OF SUBJECTS INVOLVED?
- ❖ ANY WEAPONS? TYPE OF WEAPONS?
- ❖ IS AREA BLOCKED?
- ❖ NEED AN AMBULANCE? TYPE OF INJURIES? EMD!!
- ❖ ADVISE CALLER TO REMAIN IN SAFE PLACE.

TRANSPORTING LIQUOR/10-35

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ VEHICLE DESCRIPTION
- ❖ DOES CALLER KNOW DRIVER?
- ❖ DIRECTION OF TRAVEL.
- ❖ NUMBER OF OCCUPANTS.

SUSPICIOUS PERSON/VEHICLE/ACTIVITY/10-37

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ INDICATE PERSON, VEHICLE, ACTIVITY, AND OBTAIN DESCRIPTIONS.
- ❖ DESCRIPTION OF PERSON OR VEHICLE.
- ❖ DIRECTION OF TRAVEL AND LAST KNOWN LOCATION.

MURDER/10-43

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ PERPETRATOR STILL 10-23?
- ❖ PERP DESCRIPTION.
- ❖ IF PERP LEFT; DID THEY LEAVE ON FOOT OR VEHICLE?
- ❖ VEHICLE DESCRIPTION.
- ❖ DIRECTION OF TRAVEL.
- ❖ DOES CALLER KNOW PERP?
- ❖ WHAT TYPE OF WEAPON; HOW 10-43 OCCURRED?
- ❖ OBTAIN AS MUCH INFORMATION AS CALLER CAN GIVE EVEN IF IT SEEMS UNIMPORTANT. (EX. WHAT CAUSED THIS)
- ❖ IF PERP STILL 10-60 DO NOT INSIST CALLER REMAIN ON LINE, ALLOW THEM TO LIE OPEN PHONE LINE DOWN AND GO WHERE THEY FEEL SAFE.

SUICIDE OR ATTEMPT OR THREAT/10-44

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ IS VICTIM STILL ALIVE OR IS IT AN ATTEMPT OR THREAT? USE EMD CARDS!
- ❖ HOW WAS SUICIDE ATTEMPTED?
- ❖ IS CALLER AT SAME LOCATION OR CAN ENTRY BE MADE TO PATIENT IF CALLER NOT THERE.
- ❖ WEAPONS? TYPE OF WEAPONS?
- ❖ IF PERSON THREATENING LEAVES MAKE SURE THERE IS DESCRIPTION ON HIM/HER AND ANY VEHICLE INFO AND DIRECTION OF TRAVEL.

ASSIST MOTORIST/10-46

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ VEHICLE DESCRIPTION
- ❖ 10-28
- ❖ IN ROADWAY? OR IS IT A HAZARD?

SPEEDING VEHICLE/10-49

- ❖ DESCRIPTION
- ❖ DIRECTION OF TRAVEL
- ❖ NUMBER OF OCCUPANTS
- ❖ 10-28
- ❖ LAST KNOWN LOCATION AND DIRECTION OF TRAVEL

MOTOR VEHICLE ACCIDENT/10-50

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ HOW MANY VEHICLES INVOLVED.
- ❖ VEHICLE DESCRIPTIONS
- ❖ INJURIES? HOW MANY PATIENTS? TYPE OF INJURIES? EMD!!
- ❖ ENTRAPMENT?
- ❖ OVERTURNED OR ROLLOVER?
- ❖ FUEL LEAKAGE OR FIRE?
- ❖ PLACARDS? IF YES, PLACARD NUMBER?
- ❖ ROAD BLOCKAGE? IF STATE – NOTIFY TMC/DOT/EMA

LIVESTOCK/CARCASS ON ROAD/10-54

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ NUMBER OUT
- ❖ DESCRIPTIONS
- ❖ DOES CALLER KNOW OWNER?

INTOXICATED DRIVER/10-55

- ❖ DESCRIPTION OF VEHICLE
- ❖ 10-28
- ❖ LAST KNOWN LOCATION AND DIRECTION OF TRAVEL

INTOXICATED PEDESTRIAN/10-56

- ❖ DESCRIPTION OF SUBJECT
- ❖ LAST KNOWN LOCATION AND DIRECTION OF TRAVEL
- ❖ IS SUBJECT CAUSING A TRAFFIC HAZARD
- ❖ IF SUBJECT NEEDS 10-52 USE EMD

HIT & RUN ACCIDENT/10-57

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ ANYONE INJURED? TYPE OF INJURIES? EMD!!
- ❖ VEHICLE DESCRIPTIONS
- ❖ DIRECTION OF TRAVEL ON VEHICLE THAT LEFT THE SCENE
- ❖ WHERE WILL DAMAGE BE ON PERP VEHICLE?
- ❖ ENTRAPMENT?
- ❖ OVERTURNED OR ROLLOVER?
- ❖ FUEL LEAKAGE OR FIRE
- ❖ PLACARDS?
- ❖ ROAD BLOCKAGE?

MECHANICAL BREAKDOWN/10-65

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ DESCRIPTION OF VEHICLE
- ❖ TRAFFIC HAZARD?
- ❖ ROAD BLOCKAGE?
- ❖ NEED WRECKER?

FIRE/10-70

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TYPE?
- ❖ IF HOUSE – WHERE IS FIRE NOW, FLAMES SHOWING?
- ❖ IF HOUSE – ARE CALLERS INSIDE? IF SO, HAVE THEM EXIT AND CALL BACK WHEN OUT! NEVER ADVISE SOMEONE TO JUMP FROM A WINDOW! ADVISE THEM IF THEY CAN'T GET OUT TO TELL YOU EXACTLY WHERE THEY ARE IN THE HOUSE – IF YOU ARE FACING THE HOUSE... THEN TELL THEM TO LIE AS CLOSE TO THE FLOOR AS POSSIBLE AND KEEP THEM ON THE LINE AS LONG AS POSSIBLE-THEY DO NOT NEED TO TALK MUCH AS THEY WILL NEED TO SAVE OXYGEN.
- ❖ IF HOUSE – IF 3RD PARTY, DO THEY KNOW IF OWNERS ARE HOME? ATTEMPT TO LOCATE NUMBER TO HOUSE CALLER IS SPEAKING OF AND MAKE SURE EVERYONE OUT.
- ❖ TOTAL ELECTRIC HOME OR GAS? (IF FULLY INVOLVED GO AHEAD AND CALL ELECTRIC COMPANY ASAP TO RESPOND!)
- ❖ ANYTHING CLOSE THAT CAN BE A HAZARD? (GAS TANKS, CARS, ANOTHER HOUSE ETC.)
- ❖ IF CAR – EXACT LOCATION, ANYONE TRAPPED? GET AWAY FROM CAR AND WAIT ON HELP.
- ❖ IF BRUSH, WOODS, GRASS – SIZE OF FIRE, CLOSE TO STRUCTURES OR HAZARDS, BURN PERMIT?

DRUG SUSPECT/10-67

- ❖ DESCRIPTION OF SUBJECTS/HOW MANY?
- ❖ LAST KNOWN LOCATION AND DIRECTION OF TRAVEL.
- ❖ ON FOOT OR IN VEHICLE/VEHICLE DESCRIPTION
- ❖ ACTIVITY GOING ON NOW? IF NOT, GIVE THEM RECORDED MESSAGE CENTER FOR DTF.
- ❖ ANY OTHER INFO.

DEAD BODY/10-71 OR 10-109D

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ HOW LONG DOES BODY APPEAR TO HAVE BEEN THERE? DECOMPOSITION?
- ❖ WHAT ELSE DID CALLER SEE AROUND AREA? (IF PERSONS GET DESCRIPTIONS ETC)
- ❖ THE CALLER MUST NOT DISTURB SCENE AND MUST WAIT TO MEET DEPUTY AND CORONER!

ABANDONED VEHICLE/10-72

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ DESCRIPTION
- ❖ TRAFFIC HAZARD OR ROAD BLOCKED?
- ❖ 10-28

RAPE/10-87

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ WHEN AND WHERE DID IT OCCUR?
- ❖ IS PERP 10-23? IF NOT GET DESCRIPTION, MODE OF TRAVEL, DIRECTION OF TRAVEL.
- ❖ PERP ARMED?
- ❖ NEED AMBULANCE? FOLLOW EMD.
- ❖ DOES VICTIM KNOW PERP?
- ❖ 10-87C IS TO BE USED FOR CHILD/MOLESTATION TYPE CALLS, SAME QUESTIONS APPLY.

BOMB THREAT/10-89

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ IF PERP CALLS IT IN TO 911 – WHERE IS IT AND WHEN WILL IT GO OFF?
- ❖ IF PERP CALLS IT IN TO 911 – FOLLOW ALL BOMB THREAT CHECKLISTS ON EACH CONSOLE. GET ALL INFORMATION POSSIBLE. LISTEN CLOSELY. TRACE THE CALL IMMEDIATELY!
- ❖ IF 10-89 CALLED IN BY STORE THAT RECEIVED THREAT – IS BLDG BEING EVACUATED? STOREOWNER MUST MAKE THIS DECISION.
- ❖ HAVE THE CALLER GIVE THE NUMBER THE CALL CAME IN ON.
- ❖ HAVE THE CALLER REPEAT THE EXACT WORDING OF THE THREAT.
- ❖ DID CALLER RECOGNIZE THE VOICE?
- ❖ WAS CALLER MALE OR FEMALE, YOUNG OR OLD (FOLLOW FBI/GBI BOMB PROTOCOL SHEET)

IMPROPERLY PARKED VEHICLE/10-92

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ DESCRIPTION OF VEHICLE
- ❖ TRAFFIC HAZARD/ROAD BLOCKAGE
- ❖ 10-28

DRAG RACING/10-94

- ❖ DESCRIPTION OF VEHICLES
- ❖ 10-28
- ❖ LAST KNOWN LOCATION AND DIRECTION OF TRAVEL.

MENTAL SUBJECT/10-96

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ DESCRIPTION
- ❖ IS SUBJECT VIOLENT?
- ❖ IS SUBJECT ARMED OR WEAPONS IN RESIDENCE?
- ❖ IF SUBJECT IS ON THE MOVE, LAST KNOWN LOCATION AND DIRECTION OF TRAVEL.
- ❖ THREATENING HARM?

WANTED/STOLEN/10-99

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ A/O OR 10-31
- ❖ DID CALLER SEE PERP?
- ❖ DESCRIPTION OF PERP OR PERP VEHICLE AND DIRECTION OF TRAVEL.

PRISON/JAIL BREAK/10-98

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ NAMES, DESCRIPTIONS
- ❖ HOW LONG HAVE THEY BEEN GONE?
- ❖ ON FOOT OR VEHICLE? DESCRIPTION OF VEHICLE.
- ❖ POSSIBLE DIRECTION OF TRAVEL?
- ❖ IS SUBJECT ARMED? WITH WHAT?
- ❖ LAST KNOWN ADDRESS OF FAMILY OR FRIENDS.
- ❖ WHAT WERE THEY SERVING TIME FOR? CONSIDERED DANGEROUS?

REPORTS

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TYPE OF REPORT NEEDED. (THEFT, CRIMINAL DAMAGE TRESPASSING, HARRASSING PHONE CALLS ETC.)
- ❖ IF SUBJECTS WERE WITNESSED WHILE IT OCCURRED, OR STILL THERE – GET DESCRIPTIONS AND DIRECTION OF TRAVEL.
- ❖ WEAPONS?

MISSING PERSON OR CHILD

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ AGE
- ❖ DESCRIPTION
- ❖ NAME
- ❖ CHECKED AREA?
- ❖ HAZARDS IN AREA/LAKE, POOL ETC AND HAVE THEY BEEN CHECKED?
- ❖ IS SUBJECT ILL OR ON MEDICATION?
- ❖ HOW LONG HAS THE SUBJECT BEEN GONE?
- ❖ FAMILY DISPUTE INVOLVED?
- ❖ ANY POSSIBLE DESTINATION?

CHILD ABUSE

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TIME INCIDENT OCCURRED
- ❖ NEED 10-52? FOLLOW EMD.
- ❖ VICTIM NAME & AGE (DO NOT GIVE OVER RADIO!)
- ❖ SUSPECT DESCRIPTION
- ❖ RELATIONSHIP TO VICTIM
- ❖ SUSPECT 10-23?
- ❖ WHO SHOULD UNIT MEET WITH?

EMERGENCY CONTACT/WELFARE CHECK

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ NAME OF PERSON WE NEED CONTACT WITH
- ❖ NUMBER THEY SHOULD CALL TO ADVISE ALL 10-4
- ❖ REASON FOR CONTACT?

KIDNAPPING

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TIME OCCURRED
- ❖ VICTIM INFO
- ❖ SUSPECT DESCRIPTIONS
- ❖ WEAPONS
- ❖ MODE OF TRAVEL, DESCRIPTIONS, DIRECTION OF TRAVEL
- ❖ RELATIONSHIPS TO VICTIM

ASSAULT

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ INJURIES? TYPE OF INJURIES? EMD!!
- ❖ TIME OF ASSAULT / TYPE OF ASSAULT / WEAPONS IF YES WHAT TYPE OF WEAPONS?
- ❖ SUSPECT DESCRIPTION, MODE OF TRAVEL, DIRECTION OF TRAVEL

Deidra Moore, Director

JUVENILE PROBLEMS

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TYPE OF PROBLEM
- ❖ HOW MANY INVOLVED?
- ❖ WEAPONS
- ❖ DESCRIPTIONS

INDECENT EXPOSURE

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TIME OF INCIDENT
- ❖ 10-31?
- ❖ DESCRIPTION OF PERP
- ❖ MODE AND DIRECTION OF TRAVEL AND DESCRIPTION OF VEHICLE

AIRPLANE CRASH

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ APPROXIMATE NUMBER OF PASSENGERS AND INJURIES/FOLLOW EMD IF POSSIBLE (USUALLY 3RD PARTY CALLER)
- ❖ TYPE OF AIRCRAFT
- ❖ IS CRASH SITE ACCESSIBLE BY VEHICLE OR FOOT?
- ❖ TAIL NUMBERS IF ABLE TO GET THEM SAFELY.
- ❖ HOW CLOSE TO RESIDENTIAL AREAS AND IS ANYTHING ELSE DAMAGED FROM THE CRASH?
- ❖ FIRE?
- ❖ EXPLOSIONS?
- ❖ GET ALL YOU CAN AND MAKE SURE TO NOTIFY FAA, EMA, 911 DIRECTOR AND ALL DEPARTMENT HEADS.

SNIPER/BARRICADED GUNMAN/HOSTAGE SITUATION

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ INJURIES
- ❖ AREA COMING FROM
- ❖ POSSIBLE SUSPECTS
- ❖ HOW MANY IN DANGER OR TRAPPED? WHERE ARE THEY IN THE BUILDING?
- ❖ DESCRIPTIONS OF PERPS
- ❖ IF POSSIBLE LEAVE LINE OPEN AND LIE PHONE DOWN AFTER ALL INFORMATION IS GATHERED.
- ❖ GET ALL YOU CAN AND MAKE SURE TO NOTIFY ALL DEPARTMENT HEADS.

SHOPLIFTER

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ 10-26?
- ❖ SUSPECT CAUSING PROBLEM?
- ❖ IF CAUSING PROBLEM IS IT VERBAL OR PHYSICAL.
- ❖ TIME INCIDENT OCCURRED
- ❖ IS SUSPECT IS GONE, DESCRIPTION, MODE OF TRAVEL AND DIRECTION OF TRAVEL.
- ❖ IF ANYONE IS CHASING SUSPECT, THEIR DESCRIPTIONS
- ❖ WHAT WAS TAKEN?

GAS DRIVE OFF

- ❖ LOCATION WHERE HELP IS NEEDED, CALL BACK NUMBER, COMPLAINANT NAME.
- ❖ TIME INCIDENT OCCURRED
- ❖ DESCRIPTION OF VEHICLE, DIRECTION OF TRAVEL
- ❖ 10-28
- ❖ HOW MUCH GASOLINE TAKEN
- ❖ IS COMPANY GOING TO PRESS CHARGES?

Always maintain a professional and calm demeanor when dealing with someone on the phone.

7.5 Querying the Windstream / Bell South Database

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 that we will comply will all nondisclosure laws/rules/regulations set in place to protect the privacy of telephone records.

PROCEDURE:

- Non-published phone numbers will not be given over the radio.
- Non-published numbers will not be given over the phone to anyone except law enforcement and only if it is directly pertaining to an ongoing 911 call for help.
- Telephone numbers will not be inquired upon to obtain address information or residence information via telephone or radio unless it is regarding an ongoing call for help that has come into the 911 Center or for 911 record upkeep only. Any requests that do not fall in these categories must be directed to the phone company.
- As per the nondisclosure agreement with the phone company:
- With respect to information provided under this Agreement, the party to whom the information is disclosed and its employees shall:
 - Hold the information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information, which it does not wish to disclose;
 - Restrict disclosure of the information solely to those employees with a need to know and not disclose it to other parties;
 - Advise those employees of their obligations with respect to the information; and;
 - Use the information only in connection with providing 911 and E911 services to the public.
- During normal working hours (8:00 am – 5:00pm, Mon. – Fri.) all requests from Law Enforcement for information regarding our subscribers should be directed to the applicable LOSS PREVENTION/FRAUD GROUP contact listed below.
 - Angela Evans / Phone: 919-235-4802 or Fax: 909-235-4992
 - Patti Nichols / Phone: 813-630-3803 or Fax: 800-219-9674
 - Suzie Mason / Phone: 602-252-8828 ext. 6645 or Fax: 602-452-8359
- *Note: This is for things such as Investigations, an Officer attempting to serve a warrant etc.
- As per the Special Service Agreement signed with AT&T: Note 3, Letter E:
- The Subscriber recognizes and agrees that the Database Snapshot contains the name, address and telephone number of subscribers who have instructed the Company to restrict access to the information through the designation of the information for unpublished and non-published treatment. The Subscriber further recognizes and agrees that such information is confidential and such information will be protected from disclosure, distribution or dissemination except for Subscriber's employees involved in the provision of E9-1-1 service with a need to know such information.
- Remember all information contained in the E9-1-1 database is confidential and there only so we can better serve the citizens of Banks County. Anyone found using it inappropriately will be reprimanded and anyone found using it for personal gain or for malicious intent will be terminated immediately.

7.6 Dialing 4-1-1

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure County money is used wisely at all times and unnecessary phone calls are not made.

PROCEDURE:

- Dialing 4-1-1 for information is prohibited except in cases of no other alternative. Only the Supervisor on shift will be allowed to approve this and must notify the Director after it is done. If it is done for an Officer on a call, it should be logged to the narrative of the call.
- No personal long-distance calls will be allowed from the 911 Center without approval from your Shift Supervisor and only in emergency. You will be asked to log the number (via e-mail to Supervisor) you called and the amount of time on the line, this will be given to the Director and you may be asked to reimburse the County the expense of the call.
- No personal long-distance faxes will be allowed without approval from the Director. You will be asked to log the number you faxed to (via e-mail to Supervisor) and you may be asked to reimburse the County the expense.
- Any personnel found misusing County property or using it for personal gain will be subject to reprimand. All equipment is put in place to aid in performing our duties to the public for 9-1-1; it should not be taken advantage of.

7.7 Wireless Call Handling Procedures

ORIGINAL ISSUE DATE:	January 6, 2009
LAST REVISED / REVIEW DATE:	January 6, 2009
SCOPE:	All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure all calls are handled with the best service and in the most efficient way possible regardless of whether they come in on landline, wireless or through a VOIP phone. This policy will ensure that all wireless calls are handled appropriately.

PROCEDURE:

- ❖ **Any 9-1-1 hang-up call will receive a phone call back from 9-1-1 to ascertain if there is a problem.** In the case of a landline, a unit is sent automatically to the address while contact is regained (if the resident does not have a history of violence). However, in the case of a wireless call (cell phone or VOIP phone), it is not possible to automatically dispatch a unit but the Dispatcher should attempt to regain contact with the phone number as displayed on the ANI / ALI to ascertain if there is a problem.
- ❖ If a wireless caller (calling from a cellular telephone) does not know his or her location, the Dispatcher will attempt a rebid of the ANI / ALI in order to attempt to plot the location. Units will be advised of the closest cross streets to the location (if it is plotting to the tower site, units will most likely be unable to locate the caller because the caller may be a long way from the tower) and the units will attempt to locate the caller. Be sure to ask what the caller is driving or what the house looks like to help the units to locate the person.
- ❖ Cell phone tracing can be done, it can provide the owner name and address but if the call is not ongoing it must be done through an Exigent Circumstances Form / Inquiry Form located at the Supervisor Console. The Director should be notified when this is desired or in process.
- ❖ If a rebid does not plot the caller; use landmarks or ask where the caller was traveling from or traveling to and what they last saw. Ask if they have a family member we can call that may know where they were going.
- ❖ If a VOIP call is received it is important to remember that the caller may be anywhere if they have moved their computer from their home location and did not advise their subscription service. We once received a phone call from Japan for example. You may have to transfer the caller or find a phone number for them if they are not in Banks County. If it is a hang-up, attempt to call it back – it most likely will not provide a location.
- ❖ If you are having problems with prank wireless calls, you may call the service for which the phone is registered and ask if they can track the phone. Normally these come from phones that are not traceable and phones that can only dial 9-1-1. If you have repeated problems from the same phone number, let the 911 Director know immediately and she will begin to work on initiating an investigation to attempt to locate the phone. Listen for background noises – many times the children will play on the phones on the way home from school and in this situation you may call the bus shop if you hear the bus number for example.
- ❖ All wireless calls should come in on the 911 trunks (VOIP included), let the Director know if you receive any of these calls on a 7-digit administrative line. You will need to provide the Director with the cellular service company, cellular phone number and the date / time of the call.
- ❖ If you receive a wireless misroute (the call comes to Banks County but should have gone to another agency); transfer the call as appropriate and let the 911 Director know so that she can initiate an investigation on the misroute. Sometimes misroutes occur when a resident lives on or is near the county line, this is most often normal.
- ❖ Remember to always log the wireless phone numbers in the narrative of the call body.

7.8 Telecommunications Device for the Deaf (TDD)

ORIGINAL ISSUE DATE:	January 6, 2009
LAST REVISED / REVIEW DATE:	March 15, 2011
SCOPE:	All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure all calls are handled with the best service and in the most efficient way possible. This policy will ensure that all silent calls and all TDD calls are handled appropriately and that all Dispatchers are training regularly on the TDD equipment provided.

PROCEDURE:

- ❖ Any silent call received will be checked to ascertain if it may be a TDD call. The Dispatcher will do this by initiating a TDD call to check. It is important to note that many times the Dispatcher may hear tones or may hear nothing at all when they first answer.
- ❖ Every Dispatcher will check / exercise their TDD each shift. The time you need it is not the time to find out it is not working. Tests may be done from console to console or to another 911 Center if they are not busy and agree to practice.
- ❖ Every Dispatcher will attend TDD certification courses as provided.
- ❖ Some calls may be received from a relay service. It is important to make certain you receive all of the information you need and relay instructions clearly to the relay service.
- ❖ Sign Language Services and Relay Services phone numbers are located in the Red Book in CAD in the event that 911 or field units need to utilize them.
- ❖ Voice Carry Over (VCO) – You may receive a request from a caller for VCO. This means the caller has a voice and can speak. They prefer to speak to you through the telephone handset and then have the communications officer type to them.
- ❖ Hearing Carry Over (HCO) – You may receive a request from a caller for HCO. This means the caller can hear but cannot speak. They prefer to type their side of the conversation and listen to you speak through the telephone handset.

8 GENERAL DISPATCH PROCEDURES

8.1 Plain Talk Radio Transmissions

ORIGINAL ISSUE DATE
LAST REVISED / REVIEW DATE
SCOPE:

January 1, 2013

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure all dispatchers are clear and understandable to all responders in order to further assure a more efficient response to our citizens in need.

PROCEDURE:

1. All radio transmissions will be 'Plain Talk' on all frequencies starting on January 1, 2013
2. APCO or International phonetics are acceptable phonetics.
3. The CAD will still use abbreviated call types / codes in order to fit into the fields within CAD. For example: a Burglary in Progress will still be entered using 1015IP and a Burglary Already Occurred will still be entered using 1015AO. We may look into changing these to a more plain text look after January.
4. The attached 10-Code list will no longer be utilized for the codes; it will be utilized to aid you in 'Plain Talk' by using the abbreviated traffic next to code. Some examples of proper plain talk traffic are as follows: (The key is to keep it short and understandable.)
 - Dispatch – 801; Domestic Dispute In-Progress; 123 ABC Street; Husband / Wife involved; Verbal Only; 801 – Dispatch; Enroute.....
 - 801 – Dispatch; Vehicle Registration; 123 ABC; Dispatch – 801; Vehicle Registration returns on a Red Dodge Ram to John Doe @ 123 ABC Street; No Wants
 - Dispatch 803; Drug Activity Suspected In-Progress; 123 ABC Street; Caller advised 2 w/m in blue mini-van suspected of dealing drugs in driveway, unknown further; 803 – Dispatch; Enroute.
 - 803 – Dispatch; Drivers License; John Doe; Date of Birth 11/11/01
5. The unit status codes will no longer be used as well. For example: if your unit would have said 1076; they will now simply say Enroute; if your unit would have said 10-23; they will now simply say On-scene; if your unit would have said 10-8; they will now simply say In-service.
6. The Fire / EMS Service will also use 'Plain Talk' in call events and statuses as well.
7. We understand that it will take time to get use to operating in this manner and we understand that there may be mistakes while learning to use 'Plain Talk', it will get easier the longer we use it.

10-0	Condition	10-42	Ending / our of Day	10-84	Special Detail
10-1	Unable to Copy	10-43	Murder Report	10-85	Designated Due to
10-2	Signal Guard	10-44	Suicide or Attempt	10-86	Officer / Operator on Duty
10-3	Stop Transmittal	10-45	Hold Evidence - GBI Enroute	10-87	Rape
10-4	Acknowledgment (OK)	10-46	Assist Motorist	10-87 C	Child Molestation
10-5	Road Message	10-47	Emergency Road Repair or	10-88	Telephone Number
10-6	Busy/Class Urgent	10-48	Traffic Light out at	10-89	Bomb Threat
10-7	Out of Service	10-49	Spending At to	10-90	Bomb Alarm at
10-8	In Service	10-50	Accident	10-91	Pickup / Transport Prisoner
10-9	Repeat	10-51	Whether Member	10-92	In properly Parked Car
10-10	Fight / Disorder	10-52	Arruance Needed	10-93	Blockade
10-11	Drug Court	10-53	Road Blocked at	10-94	Drug Racism
10-12	Scene By	10-54	Liveslock / Carcass on Road	10-95	Prisoner / Subject in Custody
10-13	Weather	10-55	Incarcerated Driver	10-96	Mental Subject
10-14	Proble	10-56	Incarcerated Postman	10-97	Check Signal (Radio Check)
10-15	Burglary	10-57	Hit & Run	10-98	Prison / Jail Books
10-16	Domestic Problem	10-58	Direct Traffic	10-99	Wanted / Status Indicated
10-17	Armed Robbery	10-59	Convoy or Escort	10-100	Officer / Unit Needs Assistance
10-18	Quickly	10-60	In the Area	10-101	Medical Acknowledgment
10-19	Return to	10-61	FDL Signal in Following Cars	10-102	Send Rescue Unit
10-20	Location	10-62	Reply to Message	10-103	Send Police Unit
10-21	Call By Phone	10-63	Prepare to make a Written Copy	10-104	Unable to Locate
10-22	Disregard / Cancel	10-64	Mechanical Breakdown	10-105	Patient Refuses Services
10-23	Arrived at Scene	10-65	Drugs	10-106	Patient Refuses Treatment
10-24	Completed Assignment	10-66	Dispatch Information	10-107	Patient Transport by Other Means
10-25	Report in Person / Meet With	10-67	Message Received	10-108	Transfer - Patient from to
10-26	Detaining Subject - Expedite	10-68	Fire	10-109	Patient Condition
10-27	Driver's License Information	10-69	Abandoned Vehicle	10-109 A	Walking Injured
10-28	Vehicle Registration Information	10-70	In Contact with	10-109 B	Moderately Injured
10-29	Check Status / Wanted	10-71	Erroute	10-109 C	Suspect Injured
10-30	Unnecessary Use of Radio	10-72	EIA	10-110	Dead
10-31	Crime in Progress	10-73	Recd Assistance		Multi-Casualty Incident
10-32	Subject with Firearms	10-74	Notiv Center		
10-33	Emergency	10-75	Chase in Progress		
10-34	Risk	10-76	Give Location & Status		
10-35	Transporting Liquor	10-77	Reverse Logging		
10-36	Contact Time	10-78	work school Crossing		
10-37	Suspicious Person / Vehicle	10-79			
10-38	Stopping Suspicious Person / Vehicle	10-80			
10-39	Resume Normal Operation	10-81			
10-40	If not Stolen, Check with Owner	10-82			
10-41	Beginning Tour of Duty	10-83			

9 Law Enforcement Procedures

9.1 Law Enforcement Dispatch Procedures

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

September 23, 2009 / March 18, 2011

June 9, 2011 / July 5, 2011 / July 11, 2011 / October 18, 2011 / November 2, 2011 / November 27, 2011

December 29, 2011 / January 9, 2012 / July 11, 2012 / November 2, 2012 / November 19, 2012 / January 23, 2013

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide direction for radio dispatch services for the following Law Enforcement agencies: Banks County Sheriff's Office, and Alto Police Department when Alto is operating within Banks County.

PROCEDURE:

All calls received in the Banks County 9-1-1 Center will be dispatched in a professional and timely manner using the following formats:

Calls for either agency:

Example One:

- ❖ Dispatch (unit #).
- ❖ After unit answers! (Go Ahead or unit #)
- ❖ Theft Report,
- ❖ 5102 Gainesville Street.
- ❖ Cross street Homer St.
- ❖ After unit answers! (10-4, 10-76)
- ❖ Allow unit one to two minutes to start toward call.
- ❖ Give short report if needed. Keep it short! **See Note Below**
- ❖ Dispatch (unit #).
- ❖ After unit answers! (Go Ahead)
- ❖ Short report.

*Certain calls do not need anything other than what is given on initial call dispatch, for example: Unless this theft report is something that just occurred and he can be looking for it while 10-76 all he should need is Theft Report, 5102 Gainesville Street, cross street Homer St. If it is a common business you do not have to give cross street. And, if you are able to give that information and add house is not visible from road and keep transmission less than 30 seconds then that is the way it should be done. The only time a transmission should be broke is if it will take longer than 30 seconds. And, at no time should an initial dispatch take longer, if you are having problems with a caller and gathering all of the information and need to dispatch then do so as above and at end of the transmission advise "further available when 10-76".

The following example (#2) is an example of when further information is imperative for the officer to ascertain what he is entering into and what code he needs to respond.

Example Two:

- ❖ Dispatch (unit #).
- ❖ After unit answers! (Go Ahead)
- ❖ 10-16, 10-31, 10-32. 4292 Greenway Road, cross st. Blue Rd, further when 10-76.
- ❖ After unit answers! (10-4, 10-76)
- ❖ Dispatch (Sgt #), clear on 810's call?
- ❖ After unit answers! (10-4, 10-76)
- ❖ Give short report! Keep it short! Use protocol cards.
- ❖ Dispatch (unit #'s).
- ❖ 10-16, 10-31 physical, 4 family members 10-23, 10-32 gun shown, person carrying 10-32 is w/m wearing blue jeans and black coat, subjects 10-56.

Deidra Moore, Director

Example Three:

- ❖ Dispatch (unit #).
- ❖ After unit answers! (Go Ahead)
- ❖ 10-15 Alarm, 5102 Gainesville Street.
- ❖ Cross street, Homer St.
- ❖ After unit answers! (10-4, 10-76)
- ❖ Allow unit one to two minutes to start toward call.
- ❖ Give short report if needed. Keep it short!
- ❖ Dispatch (unit #).
- ❖ After unit answers! (Go Ahead)
- ❖ Activation from front door, Alarm company will call back with keyholder information.

Note: The Banks County Sheriff's Office and Maysville Police Department and Alto PD will be given a copy of the protocol cards so that they are aware of information that is always asked by the dispatcher. Each department must understand that there are times that the caller is unable to answer the questions (3rd party callers) or times that the dispatcher may ask more than what is shown based on training they receive

Example Four (Bolo's):

Bolos may be given to either the unit (if the Bolo doesn't have the probability of going into another zone) or all units (if the Bolo could be watched for by all zones). Bolos should not be given if a unit is on a call unless the Sgt. or zone Officer advises to hold it.

- ❖ Dispatch (unit #) or (all units).
- ❖ 10-12, 10-63 Bolo. (Allow 1-2 minutes before proceeding!)
- ❖ Bolo in reference to possible 10-55.
- ❖ Pause/Un-key
- ❖ Bolo for a Blue Camaro, last seen Hwy 441S headed NB passing Burger King
- ❖ Pause/Un-key
- ❖ 10-28 of 123ABC, occupied by one w/m and two children, no further.
- ❖ Dispatch clear and time.
- ❖ All units included should advise clear.

Call Pending Example Five:

If zone officer is 10-6 on a call advise him the following:

- ❖ Dispatch (Sgt. #).
- ❖ After unit answers! (Go Ahead)
- ❖ Call pending, north/south zone
- ❖ 10-15 Alarm, 5102 Gainesville Street.
- ❖ Unit will answer deciding the following:
 - They are going 10-8 to answer the second call,
 - The call is to be held until zone is 10-8
 - They want to request aid from another unit to handle the call.
- ❖ If the call is to a business, give the name of the business along with the address (ex: Wal-Mart, 30983 Hwy 441 S).

Stacked Calls/Calls Pending:

We have had challenges in the past with pending calls during busy times (such as storms etc.) and sometimes the 'pending calls' are hard to locate in the mix of all the calls that are displayed on the screen.

The reason that this is a problem is because it is dispatched to the primary department in order to maintain proper dispatch times while simultaneously given to the Sergeant as a pending call. These actions automatically remove the visual cue (a red highlight) that CAD gives the Dispatcher to remind them that the call still needs to be dispatched. In order to overcome the problem this is what the new procedure will be:

1. We will continue to 'Hold' one extra call to the proper zone unit as this is what CAD allows and

this will keep the call 'red' to remind of the dispatch needed when the unit is free.

2. We will not use the 'Stack' function any longer because it doesn't allow for ease of use and doesn't keep the call on the screen.

3. For any calls holding over the one call that the system allows to be held; we will do the following:

a. We have set up a bogus and generic Sheriff's Office unit number to use for pending calls, it is 800.

b. When you have busy times such as those we see with severe weather. The BCSO Dispatcher will dispatch calls to all units available and then hold the following call for that unit to that unit, as always. This will keep your immediately pending call 'red' so that you have the visual reminder of the need to dispatch.

c. Once you have the units with all the calls the system will allow you to hold; you will begin using the 800 number to hold the call. This will be accomplished by dispatching (DSP) the call to 800 followed by immediately holding (HOLD) the call to 800 which will remove 800 from the call and make it available to dispatch and hold the next call to; yet the system will still show the call as acknowledged and the line will remain red for your visual cue to handle the call as soon as you have a free unit.

d. You will continue to notify the Sergeant of all calls pending and this will continue to be logged to the narrative of the call.

e. Units will see this change when they view their reports. In these high call volume events they will notice their case number beside the 800 number in the times portion of the report rather than seeing it next to their unit number.

Unit Checks While on a Call:

Units will be checked on in a timely manner. When a unit first arrives on a call, after 3 minutes, the Communications Officer should do a check for all 10-4. Depending on the type call and sometimes its location, the Communications Officer should be able to determine if the unit needs to be checked on more often than every 3 minutes.

- ❖ Units may request to delay check by x amount of time new status codes have been put in place for these requests if longer then the 5 or 10 minute mark you will have to manually put in for extended amount of time for each unit.

- New Status Codes

- D5 = Delay by 5 minutes when used as a "status code" will adjust timer to 5 minutes.
- D10 = Delay by 10 minutes when used as a "status code" will adjust timer to 10 minutes.

"No need to check"

"No need to check" will be accepted. If the officer advises "no need to check" the dispatcher should log this at the time he advises and put in the status code NNTC this will delay the timer by 30 minutes. Per the Sheriff after the 30 minute mark check on the officer and every 30 minutes after until the call is cleared.

- ❖ The Banks County Sheriff's Office and Alto PD understands and agrees that this is leaving it up to the officer to make this decision and when he makes it the 911 Center will not be responsible for anything that happens in that increment of time. Signatures reflect this understanding.

Officer Clearing a Building

If an Officer advises that he is clearing a residence or business, hold all non-emergency calls and do not attempt to check on the unit. In any unknown situation that an officer's safety may be at risk go ahead and 10-3, 10-33 the channel. Once you know that the scene is secured and all officers are okay ask the Sgt. if okay to clear the channel.

You should always have a back-up unit 10-76 or 10-23 in this event

Additional Information

- ❖ If a unit requests or needs additional information on a call after he or she has allowed the dispatcher ample time to give short report, the Communications Officer will make every effort to obtain the requested information in as quickly a manner as possible.

Calling Premise on Armed Robberies or Panic Alarms

The Dispatcher's will not call a business or residence on any 10-17 or silent panic alarms until the unit advises 10-60 and has a visual on the business or residence.

- ❖ This places too much liability on the Dispatcher who does not know what the on-scene situation may be.

Hourly 10-81

10-81 will be done in rotation/splits if you have more than 3 units on;

- ❖ For ex: 809, 823, 817 10-81 at 09:00; 810, 822, 804 10-81 at 10:00; 809, 823, 817 10-81 again at 11:00 and so on if you have not heard from them in the last 15 minutes.

If you have only 3 units on you will 10-81 every hour on the hour unless unit has been heard from in the last 15 minutes.

- ❖ (Example: unit advises 10-8 at 23:49 does not need 10-81 at 00:00) 10-81 will require only for the unit to advise 10-8 or otherwise, *location will not be given.*

Alto will utilize Habersham 911 for their 10-81's.

Delays in Dispatch

On all calls, any delays in the dispatching of a call of more than one (1) or two (2) minutes will be explained by logging the explanation to the call.

Any changes in the units assigned to a call will be explained and logged to the call.

Clearing Channel For Emergency Traffic Only

The Sgt. or unit on shift will advise if he needs the channel 10-3, 10-33.

- ❖ If the dispatcher feels that a call they are going into warrants it, the dispatcher may ask the Sgt. if he wishes the channel to be cleared upon unit's arrival.
- ❖ If the Sgt. advises that the channel be cleared, the operator will advise all units and all units not going to the call should go to MRD.
- ❖ All units on both channels will be advised when the channel is clear.
- ❖ If a City must 10-3/10-33, their units not involved will be permitted to go to the Banks County Sheriff's Office frequency only while their primary channel is 10-3'ed.

All calls *except only those listed below* are to be dispatched over the radio. *The only exceptions are calls that will cause a great measure of panic or hazards.

The only calls not given over the radio at this time are Bomb threats per 801.

The Supervisor in 911 will clear these calls through Sheriff's Command Staff landline and the Shift Sergeant. They may advise to put it over the radio and may advise not to.

If the Supervisor in 911 has a caller attempting to refuse service due to a call going over the radio; he or she may contact Sheriff's Command Staff for advice.*

In these call types the appropriate department heads will be paged with all information. In the Cities, you will follow the same protocol but you will notify Alto PD 901 or 902 or Jackson County for MPD.

Protocol Changes

Dispatchers will follow the protocol handed down in memo form from the law enforcement offices, 911 Director and EMA Director and other department heads on paging department head personnel with specific call types after the memo is cleared with the Director.

SO-MRD Radio

BCSO MRD is not to be used for radio traffic with any of the departments we serve unless the BCSO Sgt. has advised 10-3 10-33, at which time announcement should be made for all BCSO units not with Sgt. to use MRD. The only exception will be units that are working 10-84 and the jail when the main repeater is not 10-3 10-33'ed.

Units Working 10-84

Units working on a 10-84 and not on regular rotation must notify Dispatch via phone or MRD that they are 10-8 and where they are if they wish to be notified of any call going on at that location. Otherwise,

they can ascertain whatever information they need from the zone unit that will respond to the call.
(Example: 810, 10-8, 10-84 Wal-Mart)

Units Calling Dispatch

Dispatchers will not be allowed to ask a unit to call in.

- The only exception is for bomb threats as stated in paragraph 11.
- Information such as key location, alarm code, gate code, residential status etc. should never be given over the air, this information should be put in the pager of the responding unit when he or she is 10-60 or the Sgt. should be contacted with this information.
- No Officer will be called for a “special request” to handle a call, regardless of on or off duty, zone handles his/her zone and if 10-42 they are 10-42.

Officers Initiating Traffic

Officers will be required to give the same courtesy to the Dispatchers that they expect when the officer initiates traffic. For example, the officer should announce: 810 Dispatch and when Dispatch advises to go ahead the Officer should proceed.

Officers Calling in a Traffic Stops, Abandoned or Broken down Vehicles

10-38's, 10-65's, 10-72's or any calls an officer initiates will be required to be called in the following format.

Location 1st.

Tag 2nd.

Vehicle Description 3rd.

- It should also be used because the Dispatcher must know where a unit is first in order to send help if help is needed.
 - The CAD requires the Dispatcher to talk and type information into a pre-formatted screen.
 - This makes it mandatory that routine officer initiated stops be called in the format listed.
 - If it is noted that an officer constantly does not respond in this format the Dispatch Supervisor will pass this information onto the Director and the Director will speak with the opposite department head. When the Director speaks with the opposite department head they will be advised of the problem and given time to speak with the officer about this to correct the problem.
 - If it continues to be a problem the dispatcher will advise the unit, “10-9 proper format.”
 - There is an exception to this, if it is a situation that the officer feels he does not have time or can not call in information in the format, he or she may call it in as best as possible and the Dispatcher will have to write it down and transcribe it later.
 - An example of this is a 10-80. Not following format for this is justifiable.
 - One further note: 10-28's may be called in preceding 10-38 as we recognize sometimes an officer will ask for a 10-28 prior to initiating a 10-38 on the vehicle.
 - These are considered two different call types in CAD and when 10-28 is called in first it will be logged as 10-28 and if 10-38 **follows it will need to be called in standard format** unless it is what the officer deems a dangerous situation.
 - **As of July 11, 2011** Units **will not be required** to provide a stop disposition such as Verbal Warning (VW) Per Chief Deputy Whitlock. If the unit provides the information, log it as you are required to log all information given.

Codes and Jargon

10-codes and the APCO phonetic alphabet will be used whenever possible. Clear text will be used only as needed and where 10-codes can not be used.

Non-published phone numbers

Non-published phone numbers will not be given over the radio. Non-published numbers will not be given over the phone to anyone except law enforcement and only if it is directly pertaining to an ongoing 911 call for help. Telephone numbers will not be inquired upon to obtain address information or residence information via telephone or radio unless it is regarding an ongoing 911 call for help. Any requests that do not fall in these categories must be directed to Alltel.

- Remember all law enforcement officers cell numbers are confidential and are not to be given out to anyone without their permission
- If any officer needs a pager # changed, direct him or her to his commanding officer so the commanding officer can pass on to Deidra and we all have the same pager # for that unit.
- **Do Not give out 801's cell number to anyone, his number is restricted;** If someone is trying to reach him and say it's an emergency, you can see if Command Staff can handle for him or notify Melissa and she will get a message to him during regular work week. If it is on the weekend page 801 and give name number and type of emergency.

Civil/Legal Question Calls

- Dispatchers will not be responsible for ascertaining if a call for an Officer is a civil matter.
- If a citizen wants an Officer they get one.
- Dispatch does not give legal advice or any advice on law; we only refer the caller to an Officer.
 - Make sure caller understands we must always know why a Deputy or Officer is responding for officer safety.
 - If a caller wishes to meet with a Deputy/Officer they will be allowed to do so. Regardless of if it is civil, legal etc.
 - If caller does not wish to meet with an officer and only wants to ask legal questions; CAD the call as LEGAL; DSP it to Sgt.; call Sgt. cell and give him the information with the callers name and number. Advise the caller the on duty Sgt. will call them back when able; Log all information from both the caller and Sgt. to the call.
 - (DNR only handles wild game – no domesticated animals, there are numbers in the contact book you may give out for people that trap skunks, possum's etc.)

Traffic Pursuits

On all 10-80's the Dispatcher will obtain the following in the order listed:

- Location
- Direction of travel
- Tag number
- Vehicle description

Then the Dispatcher will make sure the Sgt. on shift is clear and that units are 10-76 for 10-78.

Do not contact the next county unless the Officer advises you to.

Do not 10-3/10-33 unless the Sgt. advises to do so.

- ❖ **Units attempting to initiate a 10-38 will never be advised to 10-12!**
- ❖ **Never advise "10-4" if you do not know what the officer has said! Never assume! It is better to 10-9 and you must 10-9 rather than assuming or guessing.**
 - Assuming and guessing can get someone killed and it is the Dispatcher's job to make sure the units are always accounted for.

Transferring Law Enforcement to Phone Numbers

- Banks County E-911 will transfer any local Law Enforcement and any law enforcement personnel to any number provided the request is made from an administrative line.
- No calls will be transferred on 911 trunks unless it is an emergency.
 - If it is long distance this number will be logged to the unit or in the case file and a copy of the log will be kept in the event the Sheriff or Chiefs needs to review it.
 - Banks County E-911 contends that they need to dial it themselves if it is a personal call and they are off duty.

Bomb Threats

- Bomb Threats will be dispatched using pagers.
- Units will be reminded to not use their radios when near or on the scene.
- The management of the building will make the decision to evacuate or not.
- If it is a BCSO call, no outside aid and no one other than the County agencies will be called for until instructed to do so by Sheriff's Command Staff.

- Alto PD uses this as well.

Suspicious package calls

- Suspicious package calls will be handled by: 1st determine if it is a low risk or high risk.
 - Low risk would include local mail with unfamiliar writing, unfamiliar local return address or postmarks, no return address and routine mail that may have an unusual substance on it or unusual smell.
 - High risk mail would include unfamiliar, out of state or out of country post marked mail with hand written address or return address or no return address. One could expect some type of threatening, political or religious statement to be included in the item, but not always, and of course some type of bacteria or virus substance inside.

The following should be practiced with every call of this nature:

- Obtaining as much information as possible from the caller about exposed persons and the package
- advising the caller and anyone exposed to remain calm
- advising the caller not to open the package if not already open
- advising the caller to triple bag the item in plastic bags
- advising the caller to secure the item in a safe place and not move it around or show it to non-essential persons
- advising the caller to immediately de- contaminate exposed persons by showering/washing clothes (*or*) at a minimum washing hands and exposed areas with soap and water
- advising the caller if they do not have any symptoms from being exposed to the mail to contact the Health Dept. and do not go to the hospital,
- advising the Sgt. On shift of the call in order for a report to be completed via phone (per 802 Sgt. Is Not to be Dispatched to Scene),
- advising Sheriff's Command Staff of the call
- requesting the caller give a phone number or address where law enforcement can contact any exposed person if the caller is not remaining or returning to the same address
- advising the caller the Sheriff's Office or other appropriate law enforcement agency will take the item into custody.

Case numbers

- ❖ Everything any Officer does gets a case number.

Extra Patrol Requests

Case numbers are pulled as requested for extra patrols / alarm codes.

- Any time a resident requests an extra-patrol, the residence will be given an alarm code.
- Each house only has one code.
- Any time a new code is added:
 - It is written on the log at the Supervisor Console
 - The Director is notified of the new alarm for entry in the system
 - It is faxed to BCSO front office.
- Every business in the County has a unique alarm code.
 - The Officer will refer to the alarm code only and advise he has checked it and at this time he will be issued a case number for the extra patrol / alarm code.
 - Extra Patrols may be requested by any citizen
 - May *only* be approved by the Sgt. or higher
 - You can't enter one without Sgt. approval unless Sheriff's Command Staff or a City Chief if it is in the City advises otherwise.

9-1-1 Hang Ups

- Officers will be immediately dispatched to 911 hang-ups
- If there is not history of violent calls the Dispatcher will attempt to regain contact with the caller and ascertain problem.
- If the caller states that they do not want an Officer the Dispatcher should tell the caller that the Officer can not be cancelled by Dispatch.

- It is the policy of Banks County Sheriff's Office and City Police Departments to make personal contact at the residence to assure everything is alright.

Child Callers:

- If you have a valid location, an officer will be dispatched. Regardless of what we are told by the calling party or anyone that may intercept the phone call. (there may be a problem and a child could easily be led into saying something they don't mean if they are in fear.)
- If the caller states that they do not want an Officer the Dispatcher will advise the responding unit of what the caller is telling them. We will not cancel response.
- The only exception will be in the instance of an adult advising on initial call (prior to the child getting the telephone) that they are test calling or teaching a child to dial 9-1-1.
 - If your dispatch training drives a suspicion of foul play whether with a child or adult caller, send law enforcement to check it out.

Mutual Aid Requests for Law Enforcement

- If another county requests mutual aid, *non-emergency or emergency*
- alpha page Sheriff's Command Staff (801 or 802 and 803 as these positions are active)
- or the cities Commanding Officer on duty prior to sending anyone.

Deaths Reported

- Respond the BCSO zone Officer to all deaths, except Hospice patients
- No matter if it is suspicious or not.
- Ask the Sgt. If he is clear on the call
- Alpha page Sheriff's Command Staff as FYI.
- If there is a transport via our ambulance that we are later notified has become a 10-109D, page Sheriff's Command Staff.
- The Officer will advise when the scene is ready for the Coroner.
- Maysville and Alto will respond to all deaths except Hospice within their jurisdiction as well.
- When there is an unattended death, homicide, suicide, or fatality resulting from an accident, on any of these things, dispatch will not notify the coroner until directed to do so by law enforcement only.

Running Tags/License Information on GCIC

- We will run any information we are allowed to on GCIC for our local Law Enforcement.
- All information ran is logged in the case file under the unit number requesting
- All calls were a tag is provided; the tag must be ran, disseminated and logged to the call.
- Whenever a law enforcement unit or call information provides a tag, VIN, or serial number;
 - It will automatically be ran to ensure it is not wanted or stolen.
 - If the unit calls in a vehicle and advises Dispatch to log the vehicle 10-72. Dispatch will run the vehicle and the unit will be advised if the tag / VIN or serial number returns valid or if it has any wants.
 - When you receive a request for vin verification please ascertain if the caller has the proper paperwork to be filled out. Our officers do not carry them they must be obtained through the Banks County Tag Office.

Requests for a Wrecker

- All 10-51's requested by someone other than the Sheriff's Office or Police Officer needs to be cleared through the Officer on duty.
- The only time this is not needed is if the non-law unit asking for a 10-51 is requesting one for himself or family (this is with the understanding that the vehicle is not in any way posing a traffic hazard).
- We do not recommend any 10-51, if someone calls and wants a phone number we will give the number but no recommendation.

Investigations

- If someone wants to speak with a County Detective during regular weekly working hours, they will be advised to call 677-2248.
- If a City Investigator is needed, the City's Commanding Officer will be notified.
- **Investigations will be paged out to calls after hours after 802 advises to do so.**

Notifications

801 and 802 Will be auto-paged on the following:

- 1015IP
- 1017IP
- 1017AO
- 1037 DEATH
- 1043
- 1044C
- 1050 COMM VEH
- 1050 CO VEH
- 1050I
- 1050U
- 10-109D
- ACCIDENTAL SHOOTING
- AIRCRAFT ACC.
- ANY DEATH
- BARRICADED SUBJ
- BOMB
- BUSINESS DMG FROM WEATHER
- CARDIAC ARREST
- CAR JACKING
- CHASE
- CHILD MOLEST
- DOA
- DROWNING
- EXPLOSION
- FIGHT IP
- FLOODED AREA
- FLOODED AREA FROM WEATHER
- GOVT PROP DMG FROM WEATHER
- HOME INVASION
- HOSTAGE
- INT SHOOTING
- INT STABBING
- KIDNAPPING
- MISSING
- PRISON/JAIL BREAK
- RAPE
- RES DMG FROM WEATHER
- RIOT
- SERT
- SNIPER
- THEFT IN PROGRESS
- TORNADO
- TRAIN
- UNCON/UNK
- VEH VS PED
- WEATHER REL FATALITY

- **If a call changes and if it is newsworthy the supervisor should go ahead and page 801 / 802. They used to be paged on 1044A & Assaults but are not now; if there is a 1044A at the jail or an assault inv. a deputy – make sure they are paged, this is an ex of a call type that they don't get auto paged on but should be notified on.*
- **Each City Chief and Deputy Chief requests notifications on events of this nature that occur in their City.*

***Each City Chief and Deputy Chief requests notifications on events of this nature that occur in their City.**

MVA Response inside Banks County

As of July 30, 2009 GSP will respond to **all** Motor Vehicle Accidents

(ALL MVA's /10-50I / 10-50NI / 10-50U / 10-50F) within Banks County. The only MVA's that they do not respond to are those which occur on private property (unless the responding officer requests for them to be notified or unless the private property accident involves a county vehicle – they respond to all county vehicle accidents regardless of location)

The procedure you should take are not unlike those you have always followed:

8. One should Dispatch BCSO. The BCSO unit (**not** BCS)
9. Another should dispatch BCFD / EMS if needed.
10. Simultaneous to dispatching our county units, you should automatically begin calling GSP Gainesville to have Trooper en-route. **DO NOT wait for the deputy to advise you to do so.** Make sure you ask for a unit number and eta when you call GSP; if the GSP Dispatcher can't provide it at the time you call, ask them to call you back with the information. Immediately give responding BCSO unit the GSP unit and eta information. Make sure you DSP your GSP in the CAD call. Check your call to make sure that GSP case number has been assigned.

Calling in Outside Personnel for Investigations

- No outside law enforcement (state or local) other than GSP working accidents will be called into Banks County for any investigation without the knowledge and approval of 801.
- Each City Officer will let Dispatch know if and when to notify anyone other than that City Officer for an investigation of any kind.
- The 911 Center will have a list (when provided by the Sheriff's office) of the on call Banks County Duty Officer, and the on call Banks County Investigator as scheduled.

Special Details

- Whenever the Sheriff's Office or any law enforcement is planning a special detail (ex. License check),
- Law enforcement will make every effort to notify the Dispatch Supervisor or Director
 - At least one hour in advance and/or at the departments first knowledge of the event in order to ensure that Dispatch has enough personnel on duty to handle the normal call volume in addition to the special event call volume.
 - Law enforcement will let the Dispatch Supervisor or Director know what the location of the event will be to ensure that Dispatch can quickly send help if help is needed.
- Special detail- Banks County Sheriff's Office Units will utilize S.O. MRD whenever location of the event allows it.
 - This will ensure that regular traffic is not impeded by the special event.
 - If location does not allow for adequate coverage to ensure officer safety, the regular channel will be used.
 - City units will utilize their regular frequency.

Alto Units Operating in Banks County

- When Alto Police Department operates within Banks County, they will utilize the Banks County Sheriff's Office frequency.
- Per 801, if Alto responds to a high priority call within Banks County – the north zone Deputy will be responded as back-up for Alto.
- When Alto PD is 10-41 and 10-42, they will advise both Banks County E-911 and Habersham E-911. Their primary frequency will be Habersham unless they are operating in Banks County.

Maysville Units Operating in Banks County as of January 2012 Per 661

- When Maysville Police Department operates within Banks County, they will utilize the Maysville frequency. All have access to Maysville frequency with the exception of 662 Shane Adams who will advise either by portable or landline.
- Per 801, if Maysville responds to a high priority call within Banks County – the zone Deputy will be responded as back-up for Maysville
- When Maysville PD is 10-41 and 10-42, they will advise both Banks County E-911 and Jackson E-911. Their primary frequency will be Jackson unless they are operating in Banks County.
- Whenever we receive a call for MPD the call should be transferred to Jackson Co. and DSP to MPD. If you have taken all the information before realizing its inside the city limits of Maysville you will still need to DSP to MPD and log who you passed the information to at Jackson Co.

Banned Subjects (person/s banned from the County (or) banned from a business)

- Dispatch will maintain a list of all subjects banned from any location.

Sign Language Interpreter

- ❖ **Contacts are listed in the Red Book in the CAD and the Sheriff's Office can gain access to Interpreters as needed.**

Signatures on file in the Director's office from each Law Enforcement entity reflect that each Law Enforcement entity has aided in development of this SOP for Dispatch, read the SOP, understands the SOP and each agrees to the above policies that Banks County E-911 follows. Any changes to be made to this policy or any policy that will directly affect this policy will be evaluated with each Law Enforcement entity

that has signed this SOP prior to anything herein being changed or being activated. This will enable the E-911 Director, Sheriff and Police Departments to make needed changes in his or her policy to reflect said changes and update personnel prior to activation.

Collyer's Mansion

- ❖ As of 10/27/11 it will be notated whether a residence will be logged as a "Collyers Mansion" whenever a unit advises us to log "Collyers Mansion" we will add to the 9-file and pass this information on to Toni to update the old database. Once a residence has been logged as a "Collyers Mansion" whenever you have responding units advise them this is logged as "Collyers Mansion" note no other wording will be accepted.

Sovereign Citizen Movement: (See Red Book in CAD for past threat names used.)

- ❖ The **sovereign citizen movement** is a loose grouping of American litigants, commentators, and financial scheme promoters. The U.S. classifies "sovereign citizens" among domestic terror threats as anti-government extremists.
- ❖ Self-described sovereign citizens take the position that they are answerable only to common law and are not subject to any statues or proceedings at the federal, states or municipal levels, or that they do not recognize U.S. currency and that they are "free of any legal constraints."
- ❖ They especially reject most forms of taxation as illegitimate. Participants in the movement argue this concept in opposition to "federal citizens" who, they say, have unknowingly forfeited their rights by accepting some aspect of federal law.
- ❖ In 2010 the Southern Poverty Law Center (SPLC) estimated that approximately 100,000 Americans were "hard-core sovereign believers" with another 200,000 "just starting out by testing sovereign techniques for resisting everything from speeding tickets to drug charges."
- ❖ **If you receive any calls from anyone advising that they are from or that they are a "Sovereign Citizen" and you have to send Responders to their location, please advise Responders to Use Caution / 10-0.** Simultaneously, you should page 801 and 802 to make them aware of the call.

New Status Codes:

- IMPR = Implied consent read and refused
- IMPA = Implied consent read and agreed
- CONS = Consent to search

BCSO, Maysville PD and Alto PD signatures are on file.

9.2 Bomb Threats

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

September 30, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to outline how bomb threat calls should be dealt with.

PROCEDURE:

- It is the policy of Banks County E-911 to handle bomb threat calls seriously and as safely as possible.
- When a threat is received:
 - If it is received to 911 about a business you need to obtain as much information as possible.
 - Always use the protocol in the red book or the Bomb Data Sheet (following this page & located at your console) when speaking with the caller.
 - The Dispatcher will call the 1st due station and dispatch them over the phone.
 - While this is in progress another Dispatcher should be paging the on-duty Sergeant, zone unit, Sheriff's Command Staff and Fire Chief
- When a threat is received at a different location:
 - Always use the protocol information card attached to the Bomb Threat SOP when speaking with the caller.
 - Tell he/she not to allow anyone to call anyone or use the phone number the call came in on and to *69 the number if able.
 - Advise the caller to use his/her company policy in deciding to evacuate or not
 - We will not advise what to do regarding bomb threats.
 - Advise the caller that help is being Dispatched and to keep the threat as quiet as possible to keep things calm.
- When a threat is Dispatched:
 - It is not dispatched initially over the radio – do this by pager and phone.
- When units arrive:
 - You will still have some talk with you on the radio. *Answer them.*
 - *The Sheriff's Office has assured that no one in or near the building will have radios on therefore if you get traffic it is from units a safe distance away.*
- When units arrive: we do not stage units away.
 - The Fire/EMS Department has their own protocol and knows how to respond.
 - They will advise you where they are at over the radio.

Bomb Data Sheet

Questions to ask:

1. When is the bomb going to explode?

2. Where is it right now?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause it to explode?

6. Did you place the bomb?

7. Why?

8. What is your address?

9. What is your name?

Exact Wording Of The Threat:

Sex of Caller: _____ Race: _____

Age of Caller: _____ Length of Call: _____

on which the call is received: _____

Time: _____ : _____ am/pm Date: / /



Callers Voice:

- | | |
|-----------------|-----------------------|
| _____ calm | _____ nasal |
| _____ angry | _____ stutter |
| _____ excited | _____ lisp |
| _____ slow | _____ raspy |
| _____ rapid | _____ deep |
| _____ soft | _____ ragged |
| _____ loud | _____ clearing throat |
| _____ laughter | _____ deep breathing |
| _____ crying | _____ cracking voice |
| _____ normal | _____ disguised |
| _____ distinct | _____ accent |
| _____ slurred | _____ familiar |
| _____ whispered | |

If the voice is familiar, who did it sound like?

Background sounds:

- | | |
|------------------------|------------------------|
| _____ street noises | _____ factory machiner |
| _____ crockery | _____ animal noises |
| _____ voices | _____ clear |
| _____ P A system | _____ static |
| _____ music | _____ local |
| _____ house noises | _____ long distance |
| _____ motor | _____ booth |
| _____ office machinery | _____ other |

If Other describe:

Threat Language:

- | | |
|-------------------|-----------------------|
| _____ well spoken | _____ incoherent |
| _____ educated | _____ taped message |
| _____ foul | _____ message read |
| _____ irrational | _____ by threat maker |

Remarks:

Call Taker:

9.3 Banks County Night Shift Operations/ Banks Crossing Operations

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

Purpose:

It is the policy of Banks County E-911 to dispatch as requested by the Banks County Sheriff's Office, this procedure will describe how Banks Crossing calls will be dispatched when there is a Banks Crossing unit working.

Procedure:

The Unit Assigned to Banks Crossing Zone will answer all calls in the Banks Crossing area including:

- **ALL CALLS ON INTERSTATE 85**
- **ANY CALLS ON GA HWY 15 FROM THE BANKS / JACKSON COUNTY LINES TO THE LOWER END OF MCDONALD CIRCLE**
- **ALL CALLS ON EAST RIDGEWAY RD**
- **ALL CALLS ON FAULKNER RD**
- **ALL CALLS ON STEVEN B. TANGER BLVD.**
- **ALL CALLS ON GROVE LEVEL ROAD TO GROVE LEVEL DRIVE**
- **ALL CALLS IN THE I-85 AREA**

ALL BUSINESSES, RESTAURANTS, RESIDENCES AND ALL OTHER CALLS IN THE BANKS CROSSING AREA SHOULD BE DISPATCHED TO THE UNIT ASSIGNED TO BANKS CROSSING ZONE FIRST, IF THAT UNIT IS 10-6 OR NOT ON DUTY, ROLL CALLS TO PRIMARY SOUTH ZONE DEPUTY.

9.4 ***Special BOLO’S regarding 10-99 Vehicle***

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

Purpose:

It is the policy of Banks County E-911 to ensure that accurate and timely information regarding stolen vehicles is relayed via a look-out to our units and surrounding agencies in order to better equip those responding units and or agencies with the information that may aid in quickly locating the stolen vehicle.

Procedure:

It is important to understand the difference in how and who reports a stolen vehicle as this will dictate when and how the look-out should be given. Below is a description of the various methods that a stolen vehicle report may be generated.

Stolen Vehicle Reported by an Automobile Dealer or any Citizen:

Anytime a vehicle is reported stolen by any automobile dealership, dispatch will immediately follow the steps as follows:

- Obtain the following information from the caller:
 - Vehicle Description (Color, Make, Model, Tag, VIN if available, Distinguishing Marks etc)
 - Vehicle Last Scene (Time & Date)
 - Possibly Repossessed? (If appropriate)
 - Do you know who may have taken it? (Name, Description, Possible Direction of Travel or Destination)
 - Did you see it leave or being taken? (Perp Description and Direction of Travel)
- Within 1-2 minutes dispatch a law enforcement unit as outlined in previous law enforcement protocol.
- Immediately following law enforcement going enroute 9-1-1 will issue a lookout to all remaining units on-duty.
- Once the unit advises, a look-out will be given to surrounding agencies or the agencies as directed by law enforcement. Common sense must be used regarding who and when to issue a BOLO; for example, if the vehicle is taken in the Banks Crossing area and is heading 441 south – go ahead and notify Jackson.
- Any BOLO should contain all information that we may have.

Stolen Vehicle Reported by a GCIC Report or by another 911 Agency:

Anytime a vehicle is reported stolen by any automobile dealership, dispatch will immediately follow the steps as follows:

- Obtain the following information (as available):
 - Vehicle Description (Color, Make, Model, Tag, VIN if available, Distinguishing Marks etc)
 - Vehicle Last Scene (Time & Date)
 - Who may have taken it? (Occupants / Perps Name, Description, Possible Direction of Travel or Destination)
 - What County or jurisdiction the vehicle was taken from and directions on how to proceed if the vehicle is located.
- Within 1-2 minutes issue a lookout to all units on-duty.
- At the end of your shift, make sure you pass on the BOLO and it will be given again to oncoming units.

10 Fire / EMS Procedures

10.1 Fire and EMS Dispatch Procedures

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

March 15, 2011 / June 8, 2011 / May 6, 2011

May 23, 2011 / August 17, 2011 / November 2, 2011 / November 27, 2011 / December 20, 2011 / January 11, 2012 / Jan. 18, 2012 / February 21, 2012 / February 24, 2012 / March 8, 2012 / March 15, 2012 / July 20, 2012 / November 19, 2012 / January 31, 2013 /

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide radio dispatch services for the Fire and EMS Services. In order to effectively accomplish this, this SOP is designed to set forth procedures for Dispatch to follow on Fire and EMS calls.

PROCEDURE:

These procedures are to be followed at all times. If the policy changes, everyone will be given written notice regarding any change. If this policy is not followed you will be subject to reprimand. Calls must be dispatched within 1-2 minutes, if they are dispatched any later than this an explanation is required in the narrative.

- Select tones in the following order:
 - Fire Admin – (or Homer, if it is a Homer call)
 - Dist 5 = Station 510
 - Correct District Tones –
 - Dist 2 = Stations 210-220-230-240
 - Dist 3= Stations 310-320-330 (as well as 340 when station goes on line)
 - Dist 4= Stations 410-420
 - Correct EMS Tones –
 - Med 1
 - Med 2
 - Med 3
 - Med 4 (When needed – use Med 1 Tones)
 - If it is a Baldwin, Tates Creek or Maysville call, one dispatcher should call for the appropriate 911 center to dispatch while the other drops EMS tones, (if EMS is needed.) EMS is only needed for Medical calls if it's our 1st due Med unit or if Requested by Contracted area. If it's a Tates Creek first due call, automatically send Station 410 and set Tates Creek timer for five minutes.
- Select proper Pre-Alert tone
 - 1 = Medical Calls
 - 2 = Fire Calls
 - 3 = MVA's
 - Press the alert number and hold it for a count of 1, 2, 3.
 - Then drop selected tones.
- Announce the appropriate EMS unit and Station give call type, location, cross streets (if the call is on a highway or long road) and 'off – of' if it is on a shorter road on initial dispatch. (In this order.)
 - Remember that if a unit asks you for cross streets – they are asking for cross streets and not what the road is "Off-of".

- Likewise if a unit asks what the road is 'off of' – give them what it is “off-of” and not the cross streets.
 - IT IS MANDATORY TO ALWAYS GIVE CROSS STREETS AND/OR OFF-OF'S IN INITIAL DISPATCH AND SHORT REPORT.
 - Repeat where units are responding to, cross streets or 'off-of' and give pertinent short report on why units are responding. (i.e., patient info, 10-31?, 10-32?, road blockage?, entrapment?, overturned? Etc.) Short report should immediately follow the first Chief or apparatus 10-76.
- Fire Group Auto Paging:
- BCFD-Admin (will receive all newsworthy pages and pages that are more sensitive in nature)
 - BCFD-Officers (will receive high priority calls and crew / apparatus status pages such as “OUT” Cad Event types that happen when med units are out of the County.)
 - BCFD-Vol (will receive calls that require extra manpower such as MVA's and Fires.)
 - These groups will auto-page without the Dispatchers having to manually page.
 - The Dispatchers will only manually page these groups as instructed by the 911 Director or Fire Chief.
 - The only exception to this is:
 - A. If it is a call type that increases in severity and would have auto-paged as outlined above if it had been this severe at onset of the event; page the BCFD-Admin and BCFD-Officers only.
 - B. If you think that they are not paging; page the 911 Director, 501 and the appropriate Lt. that is on duty.
 - If you need to know who your Lt. is, you can call 310 to find out who that Lt. is if need be.
- If any unit fails to respond (FTR) in 3 minutes drop tones for a second time and announce to the unit or units who did not respond this has been your second page. If still no response after another 3 minutes send BCSO to the station you are toning out to check on the FF/EMS and page “BCFD” group and call station 310.
- If it is a call that may require multiple station response or a call with several or severe injuries the “BCFD” group should be paged as soon as possible.
- Remember that there are several call types as described in the Notification SOP that page automatically but if a call type changes from something less critical to something that would normally automatically page – you will have to manually page. This will let the Chief and appropriate personnel know what type of call you have so they may prepare if they need more manpower.
 - Examples are: Any Unknown Problem call, 10-50I's, 10-50U's, Cardiac Arrest, Missing Persons, Fire calls (all types except Alarms), any calls that also require law enforcement – ANY SERIOUS CALL. To help ensure that this is done the person working the Fire Radio should designate someone to page the Fire Admin group as he or she is dropping tones! It is vital this page is sent.
- On all calls requesting EMS
- All Dispatchers will follow EMD cards verbatim!
 - The information gathered through EMD Protocol, will be given to units responding in short report.
 - You must log all of this information (including which cards you used) in the narrative of your report.
 - ❖ If you are still taking information when the call goes out and it appears that there will be more than a 1 minute delay in giving short report to the responding units – you will advise the units that you are still gathering short report and will relay shortly.

- ❖ It is imperative you make every attempt to release short report within 1- 2 minutes maximum after the units are en-route and if you are unable to it is imperative that you advise so. This will help to eliminate being questioned about the call.
 - If it's a request for EMS/Station only for example Lift Assistance, General Sickness, Back Pain professionally ask the caller if lift assistance is needed and send both EMS & Station if needed.
- On all Fire and EMS calls the Fire/EMS dispatcher will implement a 20 minute timer bench mark.
 - When the first unit arrives on scene begin your bench mark by setting the timer for that unit. You will manually have to set the timer for 20 minutes
 - When they are 20 minutes in adv command 20 minutes in to follow when the next 20 minutes pass adv command you are 40 minutes in etc.
 - Log whatever command tells you – such as extrication started and completed or whatever any unit advises log to call appropriately.
 - When you advise them 20 minutes in and you do not get an answer – set timer for 3 minutes and then check again – if still no response send BCSO to check and page “BCFD” group and call station 310.
 - On all 10-50 calls that are phoned in by a third party not on scene and can't give specifics or if the caller is advising not sure or does not sound sure of injuries or entrapment call will be entered as a 1050U.
 - On all smoke investigation calls that the caller advises smoke is in or coming from the house will be dispatched as a Residential Structure Fire Cad Event-(FIRER).
 - EMS will respond to these type calls as well (Provided that it is not in a contract or mutual-aid area; remember that they only respond as requested in these areas. The only exception is that EMS does respond with Homer on these types of calls.)
 - In short report if you show hydrant information automatically provide responders with location.
 - Ex. House Fire on Hwy 63 in the 3300 block; adv units the closest Hydrant is just north of Kay Dr.
 - The County Water Department should be notified on all large fires.
 - The notification will be made by calling 706-778-3095 and if no answer there the Dispatcher will attempt contact via pager – on call water (shift f9) cad or cell phone 706-658-5132.
 - If all Med units are busy and no one is manning Med- 4 the Dispatcher's will utilize the following Mutual Aid List; this list is also in the red book on CAD.

St 1	- Homer	-	Jackson Co
St 210	- Hollingsworth St	-	Habersham Co
St 220	- Rock Springs St	-	Hall Co
St 230	- West Banks St	-	Hall Co
St 240	- MT Carmel St	-	Hall Co
St 310	- Banks Crossing St	-	Jackson Co
St 320	- Sims Bridge St	-	Franklin Co
St 330	- Grove Level St	-	Jackson Co
St 410	- Grady St	-	Franklin Co
St 420	- Nails Creek St	-	Franklin Co
St 510	- Fire Admin St	-	Jackson Co
St 4	- Baldwin (Habersham)		Habersham Co
St 7	- Tates Creek (Stephens Co)		Franklin Co

- At the same time one is calling the Mutual Aid agency the other Dispatcher should be notifying “BCFD” group by pager.
- When two Med Units are transporting and are out of county, if the available Med Unit is not Med-1 then the remaining available Med-Unit should rotate, if the unit does not initiate this rotation then tones for that Med-Unit should be dropped and have them rotate.
 - Per 501 when you have 3 Med Units out of the county CAD a separate call using Cad Event “OUT” use address of Banks CO / 999 ESN / Dispatch to 911 / and clear it and close call. This will auto page 501, 502, 507 and the Commissioners to make them aware of possible need for 4th unit to be brought up.
- Page tests procedures are as follows:
 - Morning Page Test
 - To be done every morning at 08:00 to all paid County Fire/EMS Stations, **Do not page out Fire Admin.**
 - Select tones in the following order:
 - Med 1, Med 2, Med 3
 - District 2, District 3, District 4
 - Announce on Fire Repeater – Dispatch Med1, Med2, Med3, District 2, District 3, District 4 stand by for your morning Page Test
 - Drop Tones by clicking on the tower.
 - When Tones drop announce: Dispatch Med1, Med2, Med3, District 2, District 3, District 4 this has been your morning page test for (day-month-date-year) dispatch clear and time.
 - Thursday Evening Page Test
 - Select tones in the following order:
 - Fire Administration – Station 510
 - Homer Fire Dept - Station 1
 - District 2 – Station 210, 220, 230, 240
 - District 3 - Station 310, 320, 330 (340-not on line)
 - District 4 - Station 410, 420
 - Med 1, Med 2, Med 3
 - Key up after you have highlighted the following and advise all districts all stations stand-by for your Thursday evening page test:
 - Say “This has been the Thursday Evening page test for the following Fire Admin, Homer, Station 1, District 2, District 3, District 4, District 5, Medic-1, Medic-2, Medic-3 for this day (date-month, day, and year). Dispatch clear at 19:00 hrs.
- Routine logs (Unit Logs) will be kept for anything that the Fire/EMS does that does not get a case number. Use (F9) unit status to log information. These will be filed in the event that Fire Chief needs to look at them.
- If a helicopter is needed:
 - The Dispatcher may put one on stand-by upon obtaining call information warranting a helicopter.
 - Only have them respond when requested.
 - The ones we use are
 - Life Net (888-763-1010)
 - GA Baptist (800-282-1492)
 - Med Serve (800-890-3613)
 - MTC (877-682-7828).
 - They are listed in order of shortest fly time to longest. Therefore, the order they are written in is the order they should be called in.

- If an Ambulance Crew calls for a patch to a hospital for a patient report:
 - The Ambulance Crew will call Dispatch and Dispatch will conference the Crew to the Hospital so that the call is recorded.
- Any time another County requests an ambulance from our County the Dispatch Supervisor will go ahead and either dispatch the ambulance or put one on stand-by provided that there are 2 or more trucks 10-8 in Banks County. Following any deployment or anytime one is placed on stand-by, FYI page "BCFD" group.
- And, always let the County requesting an ambulance either on stand-by or to be en-route know when you have one for them.
- We no longer advise responding EMS/First Responders to stage away from any scene. The decision to stage is made by the EMS Supervisor who determines this from thorough and very accurate information the Dispatcher relays.
- On all fire alarms we will immediately dispatch the appropriate Med Unit and Station and follow it with a call to the business or structure (provided we have a valid phone number) to ascertain if it is a false alarm. Once units are 10-76 and short report is given the information obtained in this call will be given as well. Remember to dispatch first and then call, this is per request of Fire Chief.
- 510 - Fire Admin - responds with all Homer Smoke Investigations, Fire Alarms and FIRER (Structure fire calls) and Homer responds with all 510 Fire Alarms and FIRER (Structure fire calls).
- Per Fire Chief's request, Banks County E-911 will monitor the TAC Channel when it is in use. All units on scene will be using the TAC Channel, Command will need to utilize the primary Fire/EMS Repeater to communicate with Dispatch. We will monitor it as a safety measure the on-scene units will use it to alleviate heavy radio traffic hindering the normal operating channel.
- Any and all complaints must be filed with the Department Heads and they will resolve any issues that may arise. Dispatchers should report problems to the Director and Fire/EMS units should report problems to the Fire/EMS Chief and they will discuss and resolve any issues that may arise. At no time should employees from 911 and Fire/EMS argue, speak in a manner other than professional and courteous or debate or lodge any complaint on the phone or radio.
- Homer Fire Services agree with the above procedures that relates to Fire and will therefore expect the same procedures relating to fire calls.
 - It is not necessary to drop Fire Admin for Homer announcements but do on EMS, FIRER, FIREC, FIRE and FIREAL.
 - Homer Fire Dept. calls drop tones as follows:
 - Homer Fire Dept.
 - Fire Admin
 - EMS if needed
- Per the Fire Chief's request any Fire/EMS related document requested (past or present) such as verbal questions from any units not working on an ongoing call, CAD Reports/Inquiries or CAD/Call printouts (with exception of times faxed directly to Banks County Fire/EMS Departments), tape requests or any request Fire/EMS Department information should be released only as approved by the Fire Chief. This will remain the policy and procedures for release of Fire/EMS information.

- Per the Fire Chief we will dispatch Lee Arrendale Corrections Institution on all structure fires in the county, not in contracted areas unless requested. Supervisors will use their discretion on when to dispatch LASP.
- Per the Fire Chief our ambulance does not respond to any house fires or fire alarms in any city or contract area other than the city of Homer. For example, if you have a fire or fire alarm and it says Bates Creek Fire, Hall County Fire, Baldwin Fire Department, Maysville Fire Department in 1st due fire you do not send our ambulance unless the 1st due fire request it. If it is a Banks County Fire Station or Homer you do send our ambulance. We do not send Lee Arrendale Corrections Institution to the above Bates Creek Fire, Hall County Fire, Baldwin Fire Department, Maysville Fire Department unless requested.
- Hall County Fire Response Areas inside City Limits:
 - City of Lula ESN 295
 - 7th Street range 6305 - 6308
 - 8th Street range 6304 – 6308
 - 9th Street range 6201 – 6205 (odd only)
 - Brookside Court range 100 – 115
 - Brookside Drive range 100 – 213
 - Brookside Place range 100 – 149
 - Caudell Drive range 100 – 263
 - W County Line Road range 6205 – 6539 (odd only)
 - Griffin Drive range 100 - 199
 - Grove Street range 6210 – 6220 (even only)
 - Hampton Street range 1 – 162
 - Highway 51 S. range 5458 – 5741
 - Iron Horse Trail range 100 – 203
 - Main Street range (blocked 6217; 6229; & 6241)
 - Old Cornelia Hwy range (blocked 6713)
 - Railroad Ave range 100 – 349
 - Spring Street range (blocked 6216; 6228 & 6240)
 - Tallant Drive range 6704 6705
 - Waterford Ridge range 100 – 127
 - Waterford Glen Court range 100 – 123
 - Waterford Glen Drive range 100 – 209
 - City of Gillsville ESN 146
 - Bennett Circle range 100 – 212
 - Bennett Circle range 213 – 245 (odd only)
 - Bennett Circle range 397 – 481
 - Church Street range 100 – 320
 - Henderson Road range 1164 – 1351
 - Herbert Segars Road range 537 – 573 (odd only)
 - Herbert Segars Road range 574 – 730
 - Highway 323 range 2215 – 2628
 - Old Gillsville Road range 100 – 471
 - School Street range 100 – 209
- As of 10/27/11 it will be notated whether a residence will be logged as a “Collyers Mansion” whenever a unit advises us to log “Collyers Mansion” we will add to the 9-file and pass this information on to Toni to update the old database. Once a residence has been logged as a “Collyers Mansion” whenever you have responding units advise them this is logged as “Collyers Mansion” note no other wording will be accepted.

- Per the Fire Chief the following roads in District 2, District 4 and Station 210 on all 10-50's receive the following dispatch:

- Select the tones in the following order:

- Fire Admin = 510
- District 2 = 210
- District 4 = 410
- 1st due Med-unit

- List of the roads:

- | | |
|---------------------|-----------------------|
| ▪ Brown Cir | Highway 441 |
| ▪ Angel Farm Dr | Moss Mill Rd |
| ▪ Angel Farm Ln | Moss Mill Dr |
| ▪ Cotton Tail Dr | Otis Brown Dr |
| ▪ Cotton Tail Ln | Otis Brown Ln |
| ▪ Daily Rd | Robin Nest Rd |
| ▪ Deer Crest Dr | Short Pump Rd |
| ▪ Deercrest Rd | Soapstone Rd |
| ▪ Ferguson Rd | Soapstone Mountain Ln |
| ▪ Flat Rock Rd | Trotters Gln |
| ▪ Harmony Church Rd | Hawkins Rd |

- Brian Smith is the State Fire Marshall Investigator for Area 3. His contact information is as follow:

- Main Office: 1-800-656-2298
- Cell Phone: 404-783-7042
- Email: bsmith@sfm.ga.gov

- New Codes to use for Fire Department:

- Below are some new codes you will need to begin using immediately. You will find explanations for each new code type.
 - DSP2 = DISPATCH 2nd UNIT – This is to dispatch a 2nd unit to the same case with out pulling a 2nd case number.
 - DSP3 = DISPATCH 3rd UNIT – This is to dispatch a 3rd unit to the same case with out pulling a 3rd case number.
 - DSP4 = DISPATCH 4th UNIT – This is to dispatch a 4th unit to the same case with out pulling a 4th case number.
 - DIV = DIVERT – This is to use when a med-unit is 10-76H and then they advise you that they have been diverted to another hospital. This will allow you to view from your assigned unit screen on your cad.
 - REF = REFUSAL – This code is used for refusals, when Med-Unit advises they are obtaining a refusal from patients. It is imperative that you use this in place of 10-8 or 10-19 in status line on unit status box (F9). You can log how many refusals and 10-8 10-19 in the remarks line.
 - CE = CANCEL ENROUTE – This code is for when someone is cancelled while en-route to a call. You must log unit CE at some point before completely clearing units off of a call. If your Med-Unit is CE enroute to call you must log there ending miles in remark line.
 - CLR = CLEAR ON CALL – This code is for when the Med-Units tells you that they a clear on call – It does not mean that they are en-route. Log this when they say it and then they will advise you when they are en-route.
 - 1076H = ENROUTE TO HOSPITAL – This is for when your Med-Units advise that they are enroute to hospital. You can log what hospital and what code on the remark line. EX: Code 1 w/ 1 to BJC
 - 1023H = ON SCENE AT HOSPITAL – This is for when your Med-Unit advise that they are on scene at the hospital. You can log on scene miles at hospital in remark line.

- Per the Fire Chief automatically send 1st due Fire/First responders & EMS on all calls.

- Per the Fire Chief beginning at midnight on 8/1/2011 we will no longer send MFD as 1ST due. The MSAG / ESN numbers have been corrected to reflect 330 as 1st due on all calls within the city limits of Maysville on the Banks County side.

- Non Emergency Transports:
 - If North Ridge Medical Center (NRC) calls for Non-Emergency Transport first find out if they have contacted TRI-MED; PRO-MED; or MED-X and then if they have contacted Jackson County. If they are unable to do the transport, page the Fire Chief and he will let you know if we are able to do the transport.
- Tips for First Responders quick guide for a handy reference for First Responders who are dealing with various special needs populations. You may go to web site <http://disabilitytips.tamu.edu> for a quick guide or you may access from the internet computer and has been added to Red Book.
- Fire SAR K9 if they need to be dispatched you will be directed on how to activate them from 501, 502 or 505. If they are requested to be dispatched you will pull the case number from 510. If we receive a call from an outside agency requesting SAR K9; call 501, 505 then 502 in that order.
- Signatures on file in the Director's office from the Banks County Fire and EMS and Homer Fire Services reflect that each department has aided in development of this SOP for Dispatch, read the SOP, understands the SOP and each agrees to the above policies that Banks County E-911 follows.
- Any changes to be made to this policy or any policy that will directly affect this policy will be evaluated with each department prior to anything herein being changed or being activated. This will enable the E-911 Director and the Banks County Fire Services and Homer Fire Services to make needed changes in his or her policy to reflect said changes and update personnel prior to activation. Signatures from Banks County Fire Chief, 101 and 911 Director on file

10.2 Georgia Forestry

ORIGINAL ISSUE DATE:	April 5, 2007
LAST REVISED / REVIEW DATE:	March 15, 2011 / December 19, 2011
SCOPE:	All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that we report fires as requested and required to Georgia Forestry Commission. In addition, Banks County E-911 assists with logging Burn Permits as issued by Forestry and as called in by residents of the County. We also provide burn permit information as requested by the citizens of Banks County. In order to accomplish this, the following procedures will outline methods for contact, logging burn permits as they are called in and providing the citizens information on burn permits.

PROCEDURE:

If Dispatch needs Georgia Forestry to be en-route you will need to call them by calling either the Gainesville Office or the Lula Office, main dispatch number (800-634-8521) or if line is continually busy you may call (770-538-2664) this is Shawn Alexander's direct line and not a public number. Georgia Forestry will be automatically paged on certain call types as an FYI. This enables the Dispatcher to not have to remember to page them. However, if the Dispatch Supervisor questions whether the automatic page was sent, the Supervisor may delegate someone to manually page the Forestry group. This auto-page is only an FYI page. To page out a wildfire call, use the main dispatch number (800-634-8521).

Georgia Forestry, Lula Office, does monitor our fire radio and may call to ask if they are needed if they think it may be imminent.

Georgia Forestry does not go on stand-by; they are always on stand-by.

The Georgia Forestry Lula Office phone number is 770-869-3641. The after hours contact number is 1-800-634-8521. These numbers are both available 24 hours each day and ring into the office in Lula. They transfer to District and State Dispatch after office hours.

GFC Permit lookup www.gfc.ga.us/911/ (password: e911fires) this is not for public; all permits issued by GFC can be confirmed at this website on a daily basis.

■ Logging Burn Permits

Georgia Forestry issues burn permits. They advise citizens to please call their 9-1-1 Center and let them know of their permit number but they can not make the citizens call with the permit number.

- When a citizen does call with a burn permit number it will be logged into the CAD. The date, permit number, address of the burn, phone number and name of the person burning will be logged. (The date is imperative as seasonal permits are no longer issued). This file will be used to check for authorized burns versus unauthorized / uncontrolled burns whenever Banks County E-911 receives any report of woods, grass or field fires. If any woods, grass or field fire is called into Banks County E-911, it must always be dispatched. If a burn permit is located for the fire, responding units will be advised. If units arrive and find that it is a fire that Forestry needs to respond to or be made aware of, on-scene units will let Dispatch know and direct them on when and what to advise Forestry.

■ Burn Permits / Fire Calls

If someone calls in a woods, brush or grass fire; you should always check the burn permit file to ascertain if the location may or may not have a permit.

- If you find out that they do have a permit, you must go ahead and dispatch on it as usual. There is no need to call the permit holder, unless advised by responding units to do so, because you still have no way to know if the permit holder is actually with the fire or if it may be an ember from the fire that has ignited a different location.
- The primary need here is to advise responding units whether you show a permit, the responding units will follow their own protocol from that point forward.

■ Dispatch / Citizen / Responder / Educational Information:

Following are factual information that may be released to citizens requesting information:

- Only Georgia Forestry issues burn permits. These may be obtained by calling 1-877-OK2-Burn (1-877-652-2876), 770-869-3641 or 800-634-8521 or by visiting www.gatrees.org
 - Hand Piled Vegetation Burn Permit
 - This permit will be required for burning all Natural Vegetation that is hand piled, including leaf piles on the premises that they fall, and vegetative debris disposal from storm damage, weed abatement, disease and/or pest prevention. Landowners can only obtain a Hand Piled Permit by using the Automated Systems (www.gatrees.org or 1-877-OK2BURN)
 - Acreage Burn Permit
 - This permit will only be used for burning all Agricultural, Silvicultural and Land Clearing operations. All "Other" permits will be issued using the automated system.

(Note for Dispatch: Agricultural Burns do not have to have permits but do have to contact the local office, they can not be used to change the initial intended use of the land).

- Banks County currently participates in an EPD yearly burn ban. This ban is in effect from May 1 through September 30th of each year. This program is an effort to help the ozone.
- There is no law that says the person burning must call their 9-1-1 Center, it is only asked out of courtesy to aid 9-1-1 and Fire units in identifying burning that is or should be controlled.
- Fires should not be initiated before 08:00 and should be completely extinguished before dark. Additionally, Forestry recommends that in highly populated areas burning should be conducted from 10:00 A.M. until 30 minutes before dark.
- It is unlawful to burn man made materials such as tires, shingles, plastics, etc. Permits are only issued for natural vegetative materials.
- You may apply for a daily permit only. Daily permits are only good for the day they were issued. Forestry no longer issues seasonal permits.
- Precaution should always be taken and citizens should always take direction from the Current Fire Danger Rating and Fire Weather Forecast from Georgia Forestry. If the fire hazard is a four (4) or five (5) it is considered a dangerous day to burn. Debris burning such as that which most obtain permits for is Georgia's number one cause of wildfire.
- Who enforces this? Georgia Forestry can file suppression charges to recoup expenses of responding to un-permitted burns. Remember that Georgia Forestry may respond on their own if they hear something that they feel needs to be checked but generally they wait for our local Fire Services to request them through us. DNR may cite citizens who are burning illegally (Per Adam Loudermilk they are not concerned with permits. DNR only cites for burning illegal items such as tires, etc.). The County Marshall does not currently cite for anything concerning illegal burns. You should notify DNR on any illegal burn that is reported as someone burning something other than natural vegetative materials. And, dispatch Forestry as requested by our Fire Services.
- Any fire (burn permit or no permit) that is reported must be dispatched on unless a Fire Chief advises you that there is no need. You can not assume that just because you show a permit that it is under control.
- Local Fire Services are initial dispatch on any fire call within the County, Georgia Forestry responds as requested or as they feel may be needed (as they are monitoring). If it is an illegal burn, DNR should be paged so that they may respond if they choose.

This SOP has been reviewed and approved by all involved.

10.3 Control Burn Procedures

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009 / February 8, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that Control Burn Procedures are covered thoroughly with all Dispatchers. This will reinforce the procedures for handling Control Burn calls.

PROCEDURE:

When someone calls in any fire, you MUST dispatch on it.

- If someone calls in a woods, brush or grass fire; you should always check the burn permit file to ascertain if the location may or may not have a permit. Following this, advise the responding units whether you do or do not show a permit.
- REMEMBER, WE DO NOT CANCEL DISPATCH.
- There is no need to call the permit holder, unless advised by responding units to do so, because you still have no way to know if the permit holder is actually with the fire or it if may be an ember from the fire that has ignited a different location.
- The primary need here is to advise responding units whether you show a permit, the responding units will follow their own protocol from that point forward.

11 EMA

11.1 EMA Dispatch Procedures

ORIGINAL ISSUE DATE:

June 6, 2011

LAST REVISED / REVIEW DATE:

June 6, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to ensure that the EMA Director is notified on all Hazards.

PROCEDURE:

- EMA is a Dept. in the system
- 6D1 is Deidra's State assigned number & should be utilized whenever she is made aware of any given Hazard. (note: you will use "911director" to page her)
- All the Commissioners are listed as part of EMA for purposes of the LEOP.
- CERT, MS01 & ARES are volunteer divisions of EMA & are also listed as a unit in EMA to DSP if needed. (note: they also show up in the paging Bank but don't have pager numbers yet so Do Not page them until further.)

11.2 Red Cross Dispatch Procedures

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to ensure that Red Cross is notified in a timely manner per the Emergency Service Departments requests.

PROCEDURE:

- Red Cross will be dispatched following the policies below.
 - When you have a confirmed residential structure fire that will require Red Cross to provide the family assistance Red Cross will be automatically called; confirmed need is described as follows:
 - When the dispatcher that answers the 911 call for help is certain that the house is fully engulfed and is currently or possibly being lived in. (Regardless if the resident is at home or not) Red Cross will be notified automatically.
 - When the dispatcher that answers the 911 call for help is certain that there is someone entrapped. Red Cross will be notified automatically.
 - When the dispatcher that answers the 911 call is getting conflicting information and the Supervisor on shift confirms that the possibility for Red Cross being needed is warranted. (The Supervisor on shift must confirm the possibility of one or both of the above prior to making the call.) When confirmation is received, Red Cross will be notified automatically.
 - A Fire Chief, Assist Chief, Captain or Command advises to call Red Cross.
 - When not to call Red Cross or when to await orders to call:
 - If you have none of the information above.
 - If it is anything other than that is listed wait for the Fire Department running the call to request Red Cross.
 - This is the type of situation that you are trained to decide if you haven't received orders from the Fire Department. Make sure that you are certain that it is time to call Red Cross before you do. Do not be hasty and do not get excited.
 - The numbers for Red Cross:
 - ❖ (706)353-1645 Red Cross DAT Rep Regina Sockman
 - ❖ (706)540-5438 Cell Regina Sockman

11.3 Mobile Support / CERT Dispatch Procedures

ORIGINAL ISSUE DATE: July 9, 2008

LAST REVISED / REVIEW DATE: September 23, 2009 / March 10, 2011

SCOPE: All Banks County E-911 Employees

Purpose:

It is the policy of Banks County E-911 to ensure that resources through volunteers are available as needed to assist with a variety of aid such as sustenance and safety for vital responders.

Explanation of Mobile Support and CERT

- CERT is the Community Emergency Response Team and they are a part of EMA. This team is made up of citizens that have attended a course for nine weeks that taught them basic emergency response. Some may have attended additional training to be of more specific aid. Those that you will be interacting with have expressed an interest to volunteer and aid the county emergency responders with different incidents and pre-planned events in order to better the community.
- The Mobile Support Unit and all volunteers for Mobile Support are a division of CERT. This is one of the specialty teams. They work to serve vital First Responders with life sustaining and safety materials when on extended operations, in extended training / exercise situations and during extended special events.
- Things that both CERT and Mobile Support may do includes but is not limited to: delivering items such as water, ice, towels, flashlights, batteries, food items; aiding with triage stations; aiding with SAR; aiding with parking; aiding with public education; aiding with sheltering with Red Cross; aiding in the EOC; aiding with Amateur Radio etc.
- Most supplies for these units come through donations and fund raisers. There is very little monetary funding that comes through the County General Funds.

Procedure:

- The CERT Team or Mobile Support Unit will be paged with guidance given at the time of the request and will only be paged when requested to respond through Command via the EMA Director, Clerk or Volunteer Coordinator.
- These Volunteers always responds Code 1 to any scene. This does not differ from other Dispatch Procedures in which we do not advise code. Policy and procedures for how to dispatch the unit are outlined below.
 - Requests for the CERT Team or Mobile Support Unit may come through the Dispatch Center or directly through EMA. These requests may be received via radio or phone and may come from any Department Head or staff upon direction from the Department Head. All requests will be cleared with the EMA Director, Clerk or Volunteer Coordinator whom will confirm the request.
 - The Dispatch Center will Cad the Mobile Support Unit as Follows:
 - Upon initial notification, the 911 center will dispatch (DSP) CERT within the call file in the CAD (Computer Aided Dispatch System). This will automatically page the CERT Team Leader.
 - The Team Leader will call you on a non-emergency phone line inside 911 for further direction. Provide whatever direction you have been given from Command or EMA and log CERT en-route.
 - The Team Leader will maintain a roster of Volunteers and phone numbers and will call upon the number of volunteers needed for the response as per the direction of EMA and Command.
 - The Team Leader will call you on a non-emergency phone line inside 911 to let you know that they are on-scene. Log them as such. You won't hear any further until they return to service.
 - Accountability will take place on scene and the Volunteers will keep proper logs of response and actions and turn those in to Command and copy them to EMA at the end of the event. They may drop off or fax their documentation to the 911 Center and this should be placed in the EMA Director's door.
 - Upon completion of any and all activations; the Team Leader for the activation will ensure all members return to normal status and will call a non-emergency number inside 911 to let you know all has returned to normal. If there is no further direction from EMA or Command; the CERT group will be removed from the call and placed back in-service and available for the next call. (If and when our CERT team is large enough to respond to multiple calls; they will follow the fire districts and we will use CERT1, CERT2, CERT3 etc for the different teams.)
 - Cert Volunteer Rosters are kept inside the EOC and maintained by EMA. It is not necessary for 911 to have to worry with those Volunteer names / numbers. You will only use the CERT team as a unit and will only hear from the CERT Team Leader whom will identify themselves as such.

12 Department of Natural Resources (DNR), County Marshall, Animal Procedures

12.1 County Marshall

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: January 6, 2009 /February 21, 2012
February 24, 2012/ March 1, 2012
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County E-911 to properly notify the County Marshal in a timely manner on items that are relevant to that Department.

PROCEDURE:

To insure the policy is followed correctly, there is information that will assist the Dispatchers in proper notification.

- Marshal Keith Covington works Monday through Friday from 8:00am to 5:00pm.
- First, Marshal Covington will be called at 706-677-4272 Ext. 116 for notification of stray dogs and dog bites in unincorporated areas (nothing inside any city limit), use these both at day and night. After 5p you will receive an answering machine that you will need to leave a message on. Nightshift will need to let Dayshift know they left him a message on their pass-on; Dayshift should call 677-4272 Ext. 116 to make sure he received it.
- The last resort if you do not get his voice mail is cell phone 706-983-1106. **Again, this option should only be used when you can't use another option.**
- Marshal Covington will return calls to the public and respond to calls from the public during his normal working hours unless he deems it is of an emergency nature.
- Some calls that he handles are illegal dumping, illegal burning of household garbage etc., business license challenges etc. *He does pick up strays – he will evaluate the situation and let the caller know or you know what he can and can't do – but you need to question the caller because if it has been there and they have been feeding it : it really doesn't qualify as a stray any longer. We do not have a formal animal control in Banks County. He does not handle animal abuse calls. He does handle dog bites along with the Sheriff's Office and the Environmental Health Agent. (FYI page only needed on a dog bite.)*
- If you receive a dog bite call within a city jurisdiction, fax a copy of the call to the appropriate city along with notifying Environmental Health and the Sheriff's Office. (Do not forget to redact any GCIC or HIPPA information.)

12.2 Rabies Reports

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 1, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County E-911 to properly notify the County Environmental Agency in a timely manner on items that are relevant to that Department.

PROCEDURE:

To insure the policy is followed correctly, there is information that will assist the Dispatchers in proper notification.

- If the caller has been bitten by their own animal, have the caller to confine the animal to itself out of contact with humans and other animals and where it can be monitored. An inspector from the Health Department will respond to your call on the next business day.
- If the caller has been bitten by someone else's animal, obtain animal owner's name, address and phone number, have them confine the animal away from humans and other animals, where it can be easily monitored. An inspector from the Health Department will respond to your call on the next business day.
- If the caller's animal has bitten someone else, have the caller to confine the animal away from humans and other animals where it can be easily monitored. An inspector from the Health Department will respond to your call on the next business day.
- If a wild animal or a stray domestic animal has bitten the caller and no animal is available for observation or testing, then advise the caller / victim to contact their physician immediately for advice.
- If a wild animal has bitten the caller or the caller's domestic animal, have the caller to confine their animal out of contact with humans and other animals and where it can be monitored. If the animal has been destroyed by the caller, please place animal on ice (do not freeze). If animal has not been destroyed, advise caller not to shoot or damage the head area of the animal.
- **Always obtain name, address and phone number of victim and animal owner*
- **If caller states that domestic or wild animal has been destroyed, but no human or other domestic animals have had contact with wild animal, then advise caller to bury or dispose of, destroyed animal and sanitize their hands and arms when completed.*

NOTE TO 911 OPERATOR:

- Obtain all pertinent information including name, address and phone numbers of owner and victim. Fax all information to the Banks County Health Department, Attention: Environmental Health at (706) 677-4042.
- Advise caller that a representative from the Health Department will contact them on the next business day.
- Also, fax dog bite calls to the County Marshall for unincorporated areas or appropriate City as FYI (Do not forget to redact any GCIC or HIPPA information.)

12.3 Animal Calls

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009 / January 30, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County E-911 to properly handle animal related calls that are received within 911; this procedure will explain various animal calls and will explain how they are dealt with.

PROCEDURE:

- ❖ Livestock calls are frequently received in 911. We will work to maintain a list of livestock owners; this list will be located in the Red Book within CAD but it is important to note that this list is only as good as the information provided by the Citizens (if we don't know that they own livestock, we can't list it.). When these calls are received, we will CAD the call, dispatch a law unit and make every possible attempt to locate an owner. If owner information is obtained and it's different from the Red Book please send message with updated information or CAD number of call to Sam for her to update the Red Book.
- ❖ Nuisance / Problem domesticated animal calls (dogs, cats, pets) are often received in 911. Banks County does not have Animal Control (as of January, 2009). We will send anyone a law enforcement unit if they request one. We can notify the Marshal of strays (someone feeding a cat or dog negates calling the animal a stray) but there is no guarantee that he will be able to provide any assistance. The SOP on County Marshal will be followed (11.1).
- ❖ Rabid animal calls will be reported to the County Environmental Health Office as described in 11.2.
- ❖ Wild animal calls will be reported to DNR. DNR can be paged or called through the CAD.

12.4 Department of Natural Resources

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 15, 2011

January 30, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County E-911 to quickly contact DNR as needed. This will describe how we contact DNR.

PROCEDURE:

Call the main office line at 1-800-241-4113 or 770-535-5499 and they will have which ever officer on duty call us back.

Adam Loudermilk (DNR 176) is our primary DNR Officer Brandon Walls is our second contact for Wildlife Calls. Some types of calls that DNR handles are as follows:

- ❖ Wild animal calls (such as bear nuisance, you do not need to let him know about a carcass on the roadway for example).
- ❖ Illegal dumping calls.
- ❖ Poaching calls.
- ❖ Hunting / Fishing trespassing calls.
- ❖ Problems at the Watershed lakes.
- ❖ Night hunting.
- ❖ Out of season hunting.
- ❖ Illegal burns (burning trash for example).

DNR Officer Contacts

Name	County	Units Radio #	Cell	Home
Adam Loudermilk	Banks	176	(706) 499-9260	
Brandon Walls	Habersham	7211	(706) 934-4679	(706) 781-5930
Eric Isom	Jackson	154	(706) 870-0593	
Mark Stephens	Hall	157	(404) 274-1195	
Mitchell Crump	Lumpkin	171	(706) 718-8684	
Tim Vickery	Franklin	153	(706) 248-6080	
Bill Bunch	Stephens	152	(706) 491-5896	
Shane Shater	Madison	175		
Stan Elrod	Madison	161		

DNR Don Wolford is our primary DNR representative for the Wilson Shoals Management Area. He handles the following:

- ❖ DNR type calls located on the WMA.
- ❖ Gun range on the WMA.
- ❖ You may contact the DNR Office at 800-241-4113 they will contact the Gainesville Office to have him contact us or dispatched to the call.

Deidra Moore, Director

13 Coroner

13.1 Death / Coroner Dispatch Procedures

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

March 15, 2011/July 29, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide radio dispatch services for the Coroner's Office. In order to effectively accomplish this, this SOP is designed to set forth procedures for Dispatch to follow on death calls.

PROCEDURE:

- Get as much information as possible from the caller following all EMD protocol.
- Never accept caller's assessment of death without it being so obvious (i.e. decapitated, etc.).
- Dispatch following units:
 - Sheriff Deputies or Police ~ Respond the zone deputy or police unit to all deaths, no matter if the call is suspicious or not. They go on ALL deaths except hospice patient calls (this means that if it appears to be natural causes you will need to ask if they are a hospice patient and if they are law enforcement should not go. Ask the sergeant on shift if he was clear of the call. If it is a County call, alpha page 801, 802 and 803 of the death call – if a County resident and regardless of how the call is reported (for ex. Just FYI page on death notification by hospital after an ambulance transported earlier.) When there is an unattended death, homicide, suicide, or fatality resulting from an accident, on any of these things, dispatch will not notify the coroner until directed to do so by law enforcement only.
 - EMS ~ Always to confirm death. Do not forget to follow EMD. Do not forget to follow all policy and procedures for EMS and page out the appropriate group (Fire Admin) on the alpha pager if the call dictates that they should be paged.
 - **First Responders** ~ Send first responders on ALL calls. This follows policy and procedure for EMS.
 - **Coroner** ~ Alpha page as a courtesy to let him know of a possible death at initial call. After deputy or police arrive and access the scene and the scene is not suspicious they will advise to respond the coroner. You may use BCC to alpha-page the Coroner's Office.
- If a death is suspicious the deputy or police unit on scene will have 801 or 802 or their Chief respond to the scene. At this point either 801 or 802 or the Police Chief will advise when to dispatch the coroner, and other crime scene personnel as required.
- Page them with Hospice calls only as an FYI, be sure to tell them it is a Hospice. Do not advise them to respond, it is illegal for them to respond.
- **Department of Family and Children Services** – In ALL cases where a minor is involved, (ie: anyone under adult care and under the age of 18) DFACS will be notified on the initial page of the Coroner. They must investigate family history and ensure there is no history on the current call. They may or may not be required on the scene, 801 or 802 or the Police Chief will make that determination. *(The Sheriffs child protocol covers this for BCSO.)*
- **After Coroner is requested** ~ He will advise Dispatch by phone of whom to notify for transport. When the call is made to the funeral home or transport service you need to give detailed directions and the number of bodies for transport, this information will be provided by the Officer on scene. The Coroner's Office no longer uses RTS for transport. Some more frequent transport funeral homes and the only transport service being used (as of 3/2007) are listed below:
McGahee, Griffin and Stewart: 706-778-8668 Whitfield:706-778-7123 Ivie's:706-335-3178
Specialty Transport Services 706-224-0290 or 706-215-5101
- Remember our policy is to not give any information to anyone not directly involved in a call or anyone not in investigations. The liability of divulging information to anyone is especially high in death calls and anyone found releasing information to anyone other than approved personnel will be reprimanded by Director and subject to being terminated immediately. If you ever have any questions about whether you should release information to a caller you may call the Director for instructions; in this instance you need to tell the caller you are approving what you may release due to the nature of the call.
- As of 9/4/09 Coroner Badge Numbers will no longer use 800 numbers the following have been assigned
600 = Coroner Bobby Eubanks HM: 706-335-6305 Cell# 706-983-1799
601 = Deputy Coroner John Abernathy HM: 706-677-1102 Co. Cell# 706-974-9565 Personal Cell# 770-815-7462
Both will operate on the Fire / EMS Repeater as primary for radio contact.
- Once call is completed fax the information to the Coroners office either by CAD or manual 706-677-6831.
- The Coroner's Office will call in and placing a name with the case# on all death calls. Make sure you log this info to the call along with all information provided by the Coroner's office. This should make correcting a problem with case# being out of sequence a lot quicker to diagnose and repair.
- Signatures on file in the Director's office from each agency involved.

Deidra Moore, Director

14 Utility Service Procedures

14.1 Utilities Radio

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 16, 2011

January 19, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County 9-1-1 to insure the Utilities radio is monitored at all times and dispatch is exercised appropriately for the Utilities departments.

PROCEDURE:

These procedures are to be followed at all times. If the policy changes; everyone will be given written notice regarding any change. If this policy is not followed you will be subject to reprimand.

- Banks County E-911 will monitor all traffic on the Utilities radio and answer units as quickly as possible when they call.
- If a call is received after the hours of 8:00am and 5:00pm on Monday through Friday or on the weekends and it does not pose a direct traffic or other imminent hazard, the call will be passed on to the appropriate department on the following business day via pager. (ex. 10-109D animal not causing a traffic hazard)
- If a call after hours is received and it does pose an imminent hazard it will be paged to the worker on call immediately.
- All pages that are sent should advise the on-call personnel for that department to acknowledge the page by calling 677-1234.

14.2 10-81 Water Department

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

March 10, 2009 / March 16, 2011/Jan 19, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County 9-1-1 to ensure communications with all departments operates as needed at all times. In order to accomplish this, the Dispatch Center will perform 10-81 checks for the Water Department every day. This is necessary, as there is not regular traffic from the utilities group.

PROCEDURE:

These procedures are to be followed at all times. If the policy changes everyone will be given written notice regarding any change. If this policy is not followed you will be subject to reprimand.

- Dispatch will perform a 10-81 check to the Water Department. These checks will be done at 0900 hours, 1400 hours, 2100 hours and 00:30 hour every day. It is set up on the scheduler and will remind you to call the water plant if they have not called in.
- The Water Department employees understand that as 911 we may get busy and not be able to call; they will call us to check in. Their procedure is as follows:
 - Day Shift: Water Dept employee will call 911 and notify Dispatch that Operator on duty is ok, 10-4
 - Night Shift: Water Dept employee will call 911 and notify Dispatch that Operator on duty is ok, 10-4
- If Dispatch does not receive a call from the personnel on duty the Dispatcher will do the following:
 - The Dispatcher will first call the plant telephone number, (706) 778-3095. This is on speed dial on your phone.
 - If no answer the Dispatcher will call Steve Reece at 706-983-0799 on speed dial. The dispatchers will always make sure to advise personnel if leaving a message on cell phones or home phones to please call Banks County E911 at 706-677-1234.
- Water On-Call will be assigned week by week each has individual cell phones. They will contact Dispatch to advise who will be on call for the week.
 - Fleix Findley 706-983-0733
 - Keith Robinson 706-983-1475
 - Robin Thomas 706-658-5134

14.3 Emergency Locate Requests

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 16, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the Policy of Banks County 9-1-1 to ensure that any emergency locate form that is received Inside 911 is passed on to the appropriate utility service.

PROCEDURE:

These procedures are to be followed at all times. If the policy changes; everyone will be given written notice regarding any change. If this policy is not followed you will be subject to reprimand.

- Utilities Protection Center will be faxing emergency locate requests, only, to our location after hours or on weekends and holidays. They fax them for emergencies breaks in lines etc. Emergency is defined as an immediate threat to life, health or property.
- When a locate is received at Banks County E-911 and it is an emergency (no matter the hour); Ricky Vaughn will be called at 706- 870-4164. Or, William McClure will be called at 706-870-0786. Or, Carol Ayers will be at 706-201-7033. They should be contacted in the order that this is written. If it is not an emergency or not on a weekend, the report will be faxed to the City Hall and a pass-on will be given to day shift to follow up to ensure that they received the fax.
- Or, the appropriate City will be notified. (We have received some for Lula in the past. In this situation, we call the contact for City Hall if one is not listed in the Red Book for the Utility.)

15 Wrecker Procedure

15.1 Wrecker Policy / Procedure

ORIGINAL ISSUE DATE:

December, 2008

LAST REVISED / REVIEW DATE:

January 6, 2009/March 15, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

To establish a system of written directives in order to provide a consistent procedure for handling requests for wreckers (whether List, Request, AAA or GSP). In addition, this procedure will identify how to handle rotation, how to complete wrecker requests for information and how wrecker grievances should be handled.

PROCEDURES:

Procedures for handling different types of wrecker requests: Supervisors/Shift Leaders or their designee will call for the wrecker/log it on the clipboard and immediately pull the wrecker file.

1. County List Wrecker - County List wreckers are assigned on January 1 of each year and they will rotate call by call for light and heavy duty this will be reflected in the wrecker file with an asterisk next to the next due wrecker. Whenever a unit calls for 'County List', the List Wrecker will be contacted. There should be one primary phone number listed for each service, this will be the primary number that Dispatch uses. If there are multiple telephone numbers (a maximum of 2 is allowed per the Banks County Sheriff's Office Wrecker Policy) listed for the service, every attempt will be made to make contact at the secondary number provided should the service not answer the primary line. (Phone numbers for the wreckers are located in the Red Book in the CAD or speed dial on phone.) If the first due County List is unable to respond or unable to respond within a timely manner (described as within 30 minutes in the Banks County Sheriff's Office Wrecker Policy), the second due County List will be utilized. If the second due List Wrecker is unable to respond or unable to respond within a timely manner; the third due will be utilized and so on. Following is the information that should be logged to the call file:

- ✓ Wrecker Name
- ✓ Date
- ✓ Time
- ✓ Vehicle Tag Number
- ✓ Vehicle Description
- ✓ Driver's Name (if provided)
- ✓ Location of pickup
- ✓ Officer Name or Identification
- ✓ If it is an owners request
- ✓ Dispatcher Name or Identification
- ✓ If there are any 'holds' on the vehicle.
- ✓ Number / Contact called should be logged into narrative

Other important notes regarding County List:

- If a tow vehicle is out of service or inoperable, Dispatch will be notified by the company and the company will be skipped until the Dispatch Center is notified that the vehicle is back in service. In this event, both the wrecker service skipped and why; along with the wrecker used, will be logged to the call file.
- Wreckers may not self transfer a call to another wrecker service. Dispatch is the only ones that should notify another wrecker service as outlined above.
- If a service does not respond, declines or is unreasonably long in responding; the Sheriff may advise for the wrecker to be removed from the list for the remainder of their rotation.
- All wrecker service complaints must be submitted in writing within five (5) days of the offense to the Sheriff or his designee. The 911 Center does not handle any wrecker complaints but may advise them of the procedure to log the complaint.

Deidra Moore, Director

2. City List Wrecker - City List wreckers are assigned on January 1 of each year and they rotate on their own schedules (schedules are provided to dispatch). The cities rotate their wreckers as follows:

- Homer City Wreckers rotate every two weeks they change rotation every other Saturday at midnight.
- Baldwin City Wreckers rotate weekly but they will primarily use Habersham 911 to call for their wreckers as most of them respond from Habersham. They will provide us with a list should they ever need us to call for them.
- Alto City Wreckers rotate once per month.
- Maysville City Wreckers rotate call by call.

Whenever a unit calls for 'City List' or whenever the location for pick-up is within a city, the appropriate City List will be used by Dispatch. Cities that have a City List are Homer, Maysville, Alto and Baldwin. Gillsville and Lula do not have a list wrecker.

There should be one primary phone number listed for each service, this will be the primary number that Dispatch uses. If there are multiple telephone numbers (a maximum of 2 is allowed) listed for the service, every attempt will be made to make contact at the secondary number provided should the service not answer the primary line. (Phone numbers for the wreckers are located in the Red Book in the CAD.) If the first due City List is unable to respond or unable to respond within a timely manner (described as within 30 minutes), the second due City List will be utilized. If the second due List Wrecker is unable to respond or unable to respond within a timely manner; the third due will be utilized and so on. Following is the information that should be logged to the call file:

- ✓ Wrecker Name
- ✓ Date
- ✓ Time
- ✓ Vehicle Tag Number
- ✓ Vehicle Description
- ✓ Driver's Name (if provided)
- ✓ Location of pickup
- ✓ Officer Name or Identification
- ✓ If it is an owners request
- ✓ Dispatcher Name or Identification
- ✓ If there are any 'holds' on the vehicle.
- ✓ Number / Contact called should be logged into narrative

Other important notes regarding City List:

- If a tow vehicle is out of service or inoperable, Dispatch will be notified by the company and the company will be skipped until the Dispatch Center is notified that the vehicle is back in service. In this event, both the wrecker service skipped and why; along with the wrecker used, will be logged to the call file.
- Wreckers may not self transfer a call to another wrecker service. Dispatch is the only ones that should notify another wrecker service as outlined above.
- In some instances a Heavy Duty Wrecker may be needed and the wrecker service that is 'next list' may not have a Heavy Duty Wrecker. In this instance, the next wrecker on the rotation that has a Heavy Duty Wrecker will be used.
- If a service does not respond, declines or is unreasonably long in responding; the Chief may advise for the wrecker to be removed from the list for the remainder of their rotation.
- All wrecker service complaints must be submitted in writing within five (5) days of the offense to the appropriate Chief or his designee. The 911 Center does not handle any wrecker complaints but may advise them of the procedure to log the complaint.
- It is the duty of the Dispatch Supervisor working when rotation is scheduled to change to notate those changes on the white board (except for Maysville – they rotate call by call and this will be reflected in the wrecker file with an asterisk next to the next due wrecker for the city), the scheduler will be set for the year as a reminder to the shift that the wrecker rotation should be changed.

3. Request or Motorclub / AAA Wreckers- Request Wreckers (Motorclub / AAA Wreckers are treated as Request Wreckers) will be honored whenever possible. The Dispatcher will make a reasonable attempt to contact the wrecker of the owner's choice. If the owners requested wrecker is unable to respond, a List Wrecker will be used.

There are multiple wrecker phone numbers housed in the Red Book within CAD and if a phone number needed is not located there; the Dispatcher may utilize the phone book or 411 to obtain the number but this information should be logged to the call file.

If the wrecker requested is unable to respond or unable to respond within a timely manner (described as within 30 minutes), the appropriate wrecker List will be utilized.

Following is the information that should be logged to the call file:

- ✓ Wrecker Name
- ✓ Date
- ✓ Time
- ✓ Vehicle Tag Number
- ✓ Vehicle Description
- ✓ Driver's Name (if provided)
- ✓ Location of pickup
- ✓ Officer Name or Identification
- ✓ If it is an owners request
- ✓ Dispatcher Name or Identification
- ✓ If there are any 'holds' on the vehicle.
- ✓ Number / Contact called should be logged into narrative

Other important notes regarding Request Wreckers:

- Wreckers may not self transfer a call to another wrecker service. Dispatch is the only ones that should notify another wrecker service as outlined above.
- All wrecker service complaints must be submitted in writing within five (5) days of the offense to the appropriate Sheriff, Chief or his designee. The 911 Center does not handle any wrecker complaints but may advise them of the procedure to log the complaint.

4. GSP List Wrecker - GSP List wreckers are assigned on January 1 of each year and they rotate call by call. GSP maintains their list. A County or City Officer may call for 'GSP List' and the Trooper may or may not be on scene yet. The procedures for contacting GSP List are as follows:

- a) If a Trooper has been Dispatched but are not on scene; Dispatch may receive word from the Officer advising List is needed and the Dispatcher may then call the GSP Gainesville POST and advise them that the Officer is requesting the GSP next list. GSP will contact the wrecker and call you back with an ETA.
- b) If the Trooper is already on scene, they will usually call the POST themselves but they may call through our Dispatch Center and if they do the above step will apply.

Following is the information that should be logged to the call file:

- ✓ Wrecker Name
- ✓ Date
- ✓ Time
- ✓ Vehicle Tag Number
- ✓ Vehicle Description
- ✓ Driver's Name (if provided)
- ✓ Location of pickup
- ✓ Officer Name or Identification
- ✓ If it is an owners request

Deidra Moore, Director

- ✓ Dispatcher Name or Identification
- ✓ If there are any 'holds' on the vehicle.
- ✓ Number / Contact called should be logged into narrative

Other important notes regarding GSP List:

- Wreckers may not self transfer a call to another wrecker service. GSP Dispatch is the only one that should notify another wrecker service as outlined above.
- All wrecker service complaints must be submitted in writing within five (5) days of the offense to the POST Commander or his designee. The 911 Center does not handle any wrecker complaints but may advise them of the procedure to log the complaint.

RELEASE OF INFORMATION TO WRECKER SERVICES:

- Dispatch will release registration information on abandoned / unclaimed vehicles in the wrecker service possession in an attempt to identify and locate the owner of the vehicle. This service will be provided as long as the following criteria is met:
 - We will run tag/vin information for the Wrecker Services approved to operate within Banks County, provided the vehicle is on the yard at the time they call.
 - Requests from wreckers must be made by an approved wrecker employee; it must be filed in person at the 911 Center.
 - Information ran must be picked up by an approved wrecker employee, it must be picked up in person at the 911 Center.
 - Each Wrecker Service has designated employees that may pick up queries for owner information. At the beginning of each year, the wrecker service will provide a list of approved personnel that are currently employed. These personnel may be asked to provide identification at the time the request is made and/or released.
- All personnel employed by the Banks County Communications Center will attend a four (4) hour training session each year after the SOP has been updated. Each procedure will be covered and everyone will sign off on every SOP.
- All personnel employed by the Banks County Communications Center will read the Policy / Standard Operating Procedure Manual and sign off on each chapter with their Training Coordinator whom also serves as a Shift Leader/Supervisor or may possibly be a Senior Communications Officer.
- A Copy will be kept in the Communications Center and will be readily available for Supervisors and to any employee whenever needed. *NO COPIES WILL BE MADE UNLESS APPROVAL BY THE DIRECTOR VERBALLY OR IN WRITING. NO POLICY/S.O.P'S OR MEMORANDUMS ARE TO LEAVE THE 911 CENTER WITHOUT APPROVAL FROM THE DIRECTOR.*

16 Mandatory Notifications

16.1 Making Mandatory Notifications to Department Heads

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

September 30, 2009 / July 15, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to describe what events will initiate an automatic notification to appropriate Department Heads.

PROCEDURE:

- A paging system has been set up in the 9-1-1 Center with several incident types listed. It is the responsibility of the Shift Supervisor to ensure a page is sent or a notification is made by phone on any call received or a situation arises that warrants notification.
- If a department or agency Banks County 9-1-1 serves has requested notification be done on certain incident types, those are in the paging system. Those needing to be notified have been entered under that incident type.
- Unless requested by a Supervisor, Department Head or Director of another department or agency Banks County 9-1-1 serves, Banks County 9-1-1 will not notify anyone "just because". Employees that need to be notified on a particular incident type will be on the notification page.
- Anyone wanting to be notified on any incident the 9-1-1 Center does notifications on must present a letter or fax a memo stating what incidents they are to be notified on. The letter must come from and be signed by the Department Head that wishes to be notified of any incident. They should do likewise if they wish to be removed from automatic notification.
- Banks County Commissioner's, the appropriate department head or heads and the 911 Director are to be notified in the event an incident occurs involving:
 - A County Department
 - A County Building
 - Property owned by the County
 - A County Employee
 - 10-50's involving Department Heads and Directors
 - Any serious incident(s) that will be news worthy or controversial.
- Supervisors must use their common sense when it comes to notifying about a call. However, if in doubt it is better to notify.
- The CAD will automatically notify on most serious call types; however, if a call type changes (for example: a 10-50NI changes to a 10-50 with multiple injuries) it will be required that the Dispatcher notify the appropriate personnel by manually paging them because the automatic notification will not work if the type changes. A list of some call types that typically auto page is below:

■ **CALL TYPES THAT ARE TYPICALLY AUTO-PAGED:**

<u>CAD EVENT</u>
10-109D
10-10 In Progress
10-15 In Progress
10-17
10-17 Already Occurred
10-34
10-43
10-44 Attempt
10-44 Completed
10-44 Threats
10-50
10-50 with Injuries
10-50 Unknown
FIRE
FIREAL
FIREC
FIREG
FIRER
FIREV
FIREW
10-80
10-87
10-87C (Child Molestation)
10-89
10-98
AIRCR (Aircraft Accident)
ASSAUL (Assault)
BARRIC (Barricaded Subject)
CARBON (Carbon Monoxide Problem)
CARJAC (Carjacking)
CHOKI (Choking)
CHOKEA (Adult Choking)
CHOKEC (Child Choking)
CHOKEI (Infant Choking)
CPRA (Adult CPR)
CPRC (Child CPR)
CPRI (Infant CPR)
DROWN (Drowning)
EXPLOS (Explosion)
FLOOD (Flood)
FUEL (Fuel Leak or Spill)
GUN (Gun Problem and/or Someone Shooting)
HAZMAT
HOME (Home Invasion)
HOSTAG (Hostage Incident)
KIDNAP (Kidnapping)
MISSIN (Missing Person)
MUTUAL (Mutual Aid)
OUT (2 med units out of county)
Sig12 (DOA)
(Assault / Abuse)
(Shooting / Accidental)
(Shooting / Send Back-up / Intentional)
(Stabbing / Accidental)
(Stabbing / Send Back-up / Intentional)

(Cardiac Arrest)
SNIPER (Sniper Incident)
STAB (Stabbing Incident)
TEST
THEFIP (Theft In Progress)
TORNAD (Tornado Watch or Warning)
TRAIN (Train Incidents)
TSTORM (Thunderstorm watch / warning)
UNCON (Unconscious/Unknown)
WEATH (Weather Call)

Deidra Moore, Director

- There are some specific requests for notification under each departmental S.O.P.
- The EMA Director should be notified on weather related material, any state route fatality along with GEMA/TMC, any state route closing, anything that may require the EOC to be activated and any newsworthy call.
- WEATHER NOTIFICATIONS BY PAGER & RADIO
- Weather notification (10-13) page is to be sent on those weather items that specifically address Banks County's geographic area and would affect our ability to provide service or hamper personnel in doing their job or arriving at their place of employment.
- Sometimes the same warning/watch comes in several times – it only needs to be given out one time unless there is something in it that has changed significantly. **All warnings or watches are to be given over radio and pagers.**
- Mandatory notifications are: ANY WARNING or WATCH ON THE FOLLOWING:
 - SNOW AND ICE FOR THIS AREA
 - THUNDERSTORM
 - TORNADO
 - FLOODING
- Other weather related watches or warnings should be given as the Supervisor sees fit. The Supervisor should weigh all of the factors in making this determination. For example: if it is 02:00 hrs and a fog warning is out – YOU DON'T give it over the Fire Radio waking everyone up and there is not a need to page personnel at home in bed; instead you may want to let your personnel know when you page out a call to use caution due to this.
- In addition, you should CAD a call type of TORNAD for a tornado watch or warning and you will need to page the announcement and give it over the radio as per the Weather SOP. If it is a thunderstorm watch or warning you should CAD TSTORM and you will need to page the announcement and give it over the radio as per the Weather SOP. All other weather events should be cadded using WEATH and you will have to manually page the weather group if it is needed.

Notifications

- Beginning each school year in August; we will resume obtaining the heat index every day at 3pm for the Coaches. Mr. King the Athletic Director will call us on the days that he needs the heat index. If possible please have that ready for him. This greatly aided the Coach to ensure the children's safety during practice. Again he understands that if it is busy and that we will have to call him back. In those events, please notify him as soon as you are able.

17 Tape / Incident Printouts / Open Records Requests

17.1 Archived Tapes

ORIGINAL ISSUE DATE: April 5, 2007
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish uniform rules for archived documents.

PROCEDURE:

It is the Policy of Banks County 9-1-1 to hold archive tapes and incident print out(s) when requested to do so and produce tapes and print outs when requested as listed below. Any agency that foresees needing a call flagged and held for possible future use must notify the Director in writing within one week from when the call takes place. The agency may call in this request but must follow up in written request. The call case number will then be flagged and held for at least six (6) months.

- Any agency or individual needing a 9-1-1 tape and or an incident print out of an archived call, must submit a OPEN RECORDS REQUEST if they don't work for the County, A 9-1-1 Tape/Document Release Request Form will be provided at pick-up to County Employees who the Director approved to receive documents, or a court subpoena to the Administrative Coordinator within six (6) months of the date the incident occurred.
- The Director will insure the original tape is secured upon receipt of the request form, subpoena or OPEN RECORDS REQUEST.
 - Documentation of the securing of the tape will include but not be limited to:
 - A colored label will be placed on the tape casing.
 - The tape will be placed in a locked cabinet.
 - The following information will be added to the 9-1-1 Held Tape Inventory Log:
 - Date
 - Address of incident,
 - Incident number,
 - Incident type,
 - Name of requestor,
 - Department requestor works for or a notation the hold is for a person other than Public Safety.
- If the request is by subpoena, the subpoena must be received by the Director a minimum of 3 working days prior to the court date. A subpoena must include but is not limited to the following information:
 - Date the call(s) occurred.
 - Time call(s) occurred or approximate time frame.
 - Location(s) of call(s).
 - Name of subject(s) involved.
 - Type of call(s).
 - Court Date (Date case is scheduled to go to court).
- If the request is by subpoena and requires an administrative person from 9-1-1 to do so, the Director will take the tape and or Incident Print-out to court and present to the court on the date shown on the subpoena.
- A copy of the tape and or printout will be released as per Banks County 9-1-1's OPEN RECORDS REQUEST PROCEDURE.
 - *Remember, only a Department Head or higher than a Sgt. is allowed to request a tape – if a Deputy, Fireman, EMT for example wish to obtain a tape they need to contact 801, 802, 803, 501, 502, 101, 661, 662, 901, 902 etc. No tape will be pulled or released until authorized by the 911 Director.*

17.2 Tape / Incident Print-Out Release

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish uniform rules for release of 9-1-1 documents and tapes.

PROCEDURE:

It is the Policy of Banks County 9-1-1 to release tapes and incident print out(s) as allowed by law when requested to do so and produce tapes and print outs when requested as listed below:

- Banks County 9-1-1 will release copies of tape recordings and incident print-outs to authorized personnel only.
- The request for a copy of a tape or an incident printout must come from a Detective, Captain, Major or higher if with the Sheriff's Office or Police Department and must come from the Fire Chief or Captain if for Fire/EMS.
- Other Departments must utilize their Department Head to request information to be pulled. All requests must be forwarded to the 911 Director.
- One of the above may ask anyone in the Dispatch room to notify the Director; however, no tapes or information will be pulled or released until the Director has reviewed and approved it. There are NO EXCEPTIONS!
- The approved personnel will be notified when the tape is ready to be picked up.
- Tapes will be copied and/or released for business purposes only.
- Tape Release Form can be obtained from the Director and are routinely kept behind the consoles in the Dispatch area.
- Tapes are kept for three (3) months unless a Department Head requested one to be flagged.
- *Remember, only a Department Head or higher than a Sgt. is allowed to request a tape – if a Deputy, Fireman, EMT for example wish to obtain a tape they need to contact 801, 802, 803, 501, 502, 101, 901, 902, 661, 662 etc.
- No tape will be pulled or released until authorized by the 911 Director.*

17.3 Open Records Requests

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009 / September 6, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to establish how open records requests will be handled.

PROCEDURE:

1. All Open Record Requests must be made in writing by the requesting party. A request form will be provided.
2. The law states that all records must be made available for inspection or copying within three (3) business days. The three (3) days required by law will start the first business day after the receipt of an open records request.
 - a. All requests must be stamped with the date, time and initials of receiver.
 - b. An up front estimated charge is released at the time of an open records request and approved by the requestor prior to any work being performed. The estimated cost is just an approximation of total cost. If the preparation costs exceeds the estimated cost there may be additional charges before the requested information will be released.
 - c. This fee is the salary of the lowest paid full-time employee who has the skill and training to perform the req. (O.C.G.A. § 50-18-71 (d)).
 - d. All requests must be picked up within 10 business days after the three-day waiting period in person by the requestor or requestor's designee must present a letter giving them permission to pick up the documents.
 - e. ID will be required before any information is released.
3. The purpose of the Open Records Act is to maintain confidence in government and provide access to records. Therefore:
 - a. The general rule is: every document must be provided unless it is especially excepted. If we believe the records are protected contact the County Attorney's Office for advice and confirmation before refusing to produce the documents. Refusing to produce the documents can have serious consequences.
4. The requesting party must set up an appointment and come into the office and fill out a request form.
 - a. The 911 employee (the Director or appointed person) should examine the files to make sure no protected information is included within the document.
 - b. The 911 employee (the Director or appointed person) will advise the requesting party of the projected costs as discussed in D. and E. below, so that the requesting party is aware of the costs involved.
 - c. The most economical means must be utilized to provide copies of public records. O.C.G.A. § 50-18-71 (e).
 - i. There will be a charge of \$00.10 per page for copying (minimum 3 pages).
 - ii. There will be a charge of \$13.05 (or the current hourly salary of the lowest paid employee that is capable and authorized to prepare the documentation) to review records or to listen to any audio records.
 - iii. If there is a request to notarize any documents or tapes there will be a charge of \$2.00 per item notarized.
 - iv. The information is stored on a computer disk or tape there will be a charge of \$ 5.00/ per cassette tape / disk and the administrative time (if the administrative time is in excess of the first 20 minutes, anything less than 20 minutes will not receive an administrative review charge) involved in copying from the computer or tape. (O.C.G.A. § 50-18-71 (f)).

- v. The releasing party or personnel pulling the documentation (the Director or appointed person) must remember to check for confidential information no subject to disclosure before copying or releasing files.
5. Although not specifically set forth by statute, in light of the provisions in O.C.G.A. § 50-18-71 (f) (computer disk or tape) and in keeping with the spirit of the O.C.G.A. § 50-18-71 (e) (most economical means), it would appear that if:
 - a. The information is stored on microfiche or microfilm, and duplicating the film or fiche is the most economical means of producing the records then the film or fiche will be copied and the actual cost of the film or fiche plus the administrative time after the first twenty minutes will be billed. (Again, before copying the person performing the work should check for confidential information not subject to disclosure.)
6. We will not prepare reports, summaries or compilations not in existence at the time of the request. O.C.G.A. § 50-18-70 (d2).
7. If we receive a REQUEST FOR PRODUCTION OF DOCUMENTS either to a party or a non-party, contact the County Attorney's Office for assistance. A Request for Production of Documents is different from an Open Records Act request and requires the assistance of counsel. The deadlines for responding differ and certain documents which are protected under the Open Records Act may be discoverable under a Request for Production of Documents. Refer these requests to County Attorney's Office.
8. If a requesting party is forced to file suit to obtain records pursuant to the Open Records Act, the County may be required by the court to pay the requesting party's attorney's fees. O.C.G.A. § 50-18-73 (b).
9. Some information is protected and need not be produced. Some of the most common exclusions are listed below. Remember before refusing to produce documents based on one of these exclusions contact the County Attorney's Office within the three-day period.
 - a. Information or files which are protected from disclosure by Federal or State Law.
 - b. Where there is a concern that releasing information may be an invasion of privacy contact the County Attorney's Office for guidance.
 - c. Matters under investigation which are not yet completed, including investigations of employee' or public officers for disciplinary purposes and investigations by law enforcement, prosecution and regulatory agencies.
 - d. Matters protected by the Attorney-Client privilege. In other words; communications between your dept and your attorney. Information prepared in anticipation of litigation may be protected as well. On either of these issues contact the County Attorney's Office.
10. Just because one piece of information in a file is protected does not mean that the entire file is protected. The protected information must be removed or redacted (marked out or otherwise obscured from view), and the remainder of the file must be produced. You must sort out the confidential information.

**BANKS COUNTY E-911
REQUEST FOR DOCUMENTS/TAPES**

Director: Deidra Moore
150 Hudson Ridge Suite One
Homer Ga. 30547

Name: _____ Phone #: (____) _____

Address: _____
Street # City State Zip Code

Documents requested: _____ Number of Copies: _____

Tape Request: () review on site () tape copy () hold original for evidence

NOTE: The 3 days allowed by law starts the first
business day after the request is received.
This includes all requests for 9-1-1 records.

Reason for request: _____

Records requested: **(BE SPECIFIC)** address, date, time, agencies/individuals, nature of incident,
phone number, caller's name, case number (if available) any other information related to incident.

The undersigned is hereby responsible for all charges which includes an hourly charge of \$13.05
(any work that takes twenty minutes or less will not incur an hourly charge but all other charges still
apply), a cost of \$.25 per page and a cost of \$5.00 each for any cassette tapes or computer disk.
No material will be released until fees are paid in full either by cash, check, cashiers check or
money order.

Signature of requestor: _____ Date: _____

FOR PUBLIC SAFETY AGENCY USE ONLY

I certify that the information from these documents/tapes will be used in the conduct of official business of my agency
and for the sole and express purpose outlined above. I fully understand that any other use or disclosure may expose
my agency and me to legal and criminal liability

Signature: _____ Date: _____

Dept Representative: _____ Date: _____

Deidra Moore, Director

**BANKS COUNTY E-911
(FOR OFFICE USE ONLY)**

COST WORKSHEET

The total cost listed below must be paid prior to receiving the requested records, tapes, or reports. It must be paid by cash, check, cashiers check or money order. Make checks payable to the Banks County Board of Commissioners.

The following are the costs incurred in complying with your request for copies of Banks County E-911 records, tapes or reports under § O. C. G. A. 50-18-70.

The undersigned understands that if the preparation, copies, etc. exceeds the estimated cost there may be additional charges before the requested information will be released.

All materials must be picked up at the Banks County E-911 Center within 10 business days after material is prepared. The 911 Center will prepare the material within the allowed three day period after the official request is made, if there is any problem that prevents the material from being ready within three days, the Director or designee will communicate this to the requesting party. The requestor must pick up the material or the requestor's designee must present a letter from the original requestor giving the permission to pick up the documents. ID will be required before any information is released.

	<u>Charge</u>	<u>Estimated Time</u>	<u>Estimated Cost</u>	<u>Actual Time</u>	<u>Actual Cost</u>
Actual preparation time/ Review records/or audio	\$13.05 / hr.	_____	/	/	/
Cost per copy	\$.10 each	_____	/	/	/
Cassette Tape/CD	\$ 5.00 each	_____	/	/	/
Notarize Documents	\$ 2.00 each	_____	/	/	/
GRAND TOTALS	=	_____	/	/	/

Date of Official Request: _____
(This is the date that the Request For Documents /Tapes Form was Completed.)

Date of Anticipated Completion: _____
(This is a date that should be within 3 days as allowed by law. If we are unable to complete it within this time frame, we will explain it below and let the requestor know.)

Reason for Delay (if over 3 days): _____

Date of Actual Completion: _____

Signature of Requestor: _____ Date: _____
 Department Representative: _____ Date: _____

For Office Use Only

Incident / CAD Number: _____

Incident Location: _____

Incident Date & Time: _____

Deidra Moore, Director

18 Georgia Crime Information Center (GCIC)

18.1 LOGGING ONTO GCIC & WHAT MAY BE REQUESTED FROM GCIC

ORIGINAL ISSUE DATE: April 21, 2010
LAST REVISED / REVIEW DATE: April 21, 2010
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure Dispatchers know how to log on to GCIC and provides a brief overview of what our agency may request from GCIC and how this works.

PROCEDURE:

IDENTIFICATION OF AUTHORIZED PERSONNEL:

Only on-duty certified Terminal Operators, TAC Operators or Trainees working on the GCIC CBT (**while a certified Terminal Operator or TAC Operator is present**) may use the terminal.

- **Log into CAD.**
- When you log into CAD, the Javelin NCIC logon box should come up automatically.
 - If it does not come up automatically or if you have to shut down GCIC and log back on while your cad terminal is still up:
 - Go to the start button on the lower left of the screen.
 - Select Javelin.
 - The log on box will come up and prompt you to log in.
- You will use the same user name that you use within your CAD logon.
- The CAD Javelin will prompt you to change your password when needed. If your password expires a box will pop up to tell you and you will enter your old password and then your new password.
- **MATERIALS THAT MAY BE REQUESTED (INQUIRIES MADE) FROM GCIC:**
 - Drivers license / Persons information (DQ)
 - Vehicle Registration information (RQ)
 - Boat Registration information (BQ)
 - Inquiry Stolen Boat (QB)
 - Articles (QA)
 - Securities (QS)
 - Guns (QG)
 - Aircraft Registration (GQ)
 - Inquiry Missing Person (QM)
 - Administrative Messages (AM)
- **HOW TO MAKE INQUIRIES USING THE JAVELIN:**
 - The Javelin will appear as a Command Line at the top of your screen.
 - Type the two (2) letter code into the command line for the type of inquiry that you want to make. There is a help box if you don't know the two letter code.
 - It IS NOT necessary to change the ORI on Inquiries or functions we perform at our 911 Center. ORIs only need to be changed when performing a Criminal History Inquiry.
 - After you enter the two letter code, the Inquiry box will pop up. Fill out the information and F1 to submit the information.
 - It will return on your main Javelin screen.
 - This is covered in more detail in the training manual.
- Send Administration Messages (AM) following directions given by GCIC / NCIC and follow your on-screen directions within Javelin.

18.2 HANDLING HIT CONFIRMATIONS

ORIGINAL ISSUE DATE:

April 5, 2007 / 1st Rev 1-6-09

LAST REVISED / REVIEW DATE:

June 15, 2010

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure Dispatchers know how to properly handle HIT Confirmations following GCIC / NCIC / CJIS policy, procedures and rules.

PROCEDURE:

HANDLING "HITS" FOR BANKS COUNTY SHERIFF'S OFFICE

1. Banks County E-911 will perform HIT Confirmation Requests whenever a HIT is received on anything that has been inquired upon if the following are true statements;
 - a. The person/s, item etc. is verified to be the same as that identified in the record inquired upon.
 - b. Banks County is within the stated extradition limits that the entering agency has identified as reasonable.
2. When Banks County E-911 sends any HIT Confirmation Request; Banks County E-911 will advise and complete the following:
 - a. Banks County E-911 will clarify what we are asking an agency to confirm. All YQ (HIT Confirmation Request) fields will be completed.
 - b. It will advise if we do or do not have charges.
 - i. If we have charges, it will be sent 'R' for Routine.
 - ii. If we do not have charges and the unit is out with the subject; the YQ will be sent 'U' for Urgent.
 - c. It will direct the entering agency to reflect, within their YR, if they wish to pick-up the subject upon the release from our facility. It will further direct the entering agency to define the time frame for pick-up if Banks County Sheriff's Office does not have charges.
 - d. A hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.
3. Banks County E-911 will receive HIT Confirmation Responses (YR's) and the following will be completed upon receipt of a YR:
 - a. If the record is confirmed; Banks County E-911 will immediately advise the field unit. Officer Safety is paramount and care will always be taken to ensure that the field unit is ready to copy the information that Dispatch is going to disseminate.
 - b. If the record is confirmed; Banks County E-911 will forward a copy of the YR to the Banks County Sheriff's Office Booking.
4. Banks County E-911 will perform Locates within one (1) hour of the YR when a positive HIT Confirmation Response is received provided that the following are true:
 - a. The Banks County Sheriff's Deputy has the confirmed person or item in his or her custody and secured in his or her vehicle and they are en-route to the Banks County Sheriff's Office.
 - b. If this is not true and Banks County Sheriff's Deputy is taking subject / item to transfer over to another agency and thereby dispatch not knowing when subject/item arrives at the incarcerating facility we will not perform a locate. Instead we will contact the incarcerating agency and log to the call file whom we spoke with and advice we will not be performing the locate due to not knowing the arrival of subject/item.

5. Banks County E-911 will ensure that the following is always completed on all Locates performed:
 - a. DETN is placed in the Extradition Field on the Locate. This will help to remind the entering agency to place a Detainer on the person / item which will help the entering agency ensure that a Detainer is displayed when the perpetrator is ran before being released from the Banks County Sheriff's Office. It is important to note that this is just a reminder to the entering agency and we hold no responsibility if the entering agency fails to place a Detainer and the warrant is cleared.
 - b. All Locate material will be copied to the Banks County Sheriff's Office Booking so that they know that there are charges in another agency.
 - c. A hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.

6. Banks County E-911 will answer HIT Confirmation Requests within the proper time frames and following all GCIC / NCIC policy, procedure and rules. This will be accomplished by the following:
 - a. If Banks County E-911 receives a HIT Confirmation Request (most of the time the HIT Confirmation Requests are received at the Sheriff's Office directly because their ORI entered the information and they have access to verify or deny the HIT); Banks County E-911 will forward the HIT Confirmation Request to the Sheriff's Office Booking and follow up with a telephone call to them to ensure that they received the request.
 - b. At times, Banks County E-911 may assist the Banks County Sheriff's Office with answering the HIT (if they are short personnel authorized to run GCIC for example); in this instance Banks County E-911 will obtain confirmation from Banks County Sheriff's Office Booking and send the YR for them. If this occurs, the Banks County E-911 Center will ensure the following:
 - i. When the Banks County E-911 Center is sending a YR (HIT Confirmation Response) to the requesting agency on behalf of the Banks County Sheriff's Office, the Banks County E-911 Center will advise that it is confirmed or denied per the Deputy or Jailer's name who advised that it was confirmed or denied and any further information that they asked to be relayed (such as holds etc).
 - ii. The entering agency will be advised to direct the Locate to the Banks County Sheriff's Office directly so that we do not have to forward it along.
 - iii. All material will be copied to the Banks County Sheriff's Office Booking and a hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.

HANDLING "HITS" FOR MAYSVILLE POLICE DEPARTMENT

7. Banks County E-911 will perform HIT Confirmation Requests whenever a HIT is received on anything that has been inquired upon if the following are true statements;
 - a. The person/s, item etc. is verified to be the same as that identified in the record inquired upon.
 - b. Maysville, Banks County and/or Jackson County are within the stated extradition limits that the entering agency has identified as reasonable.

8. When Banks County E-911 sends any HIT Confirmation Request; Banks County E-911 will advise and complete the following:
 - a. Banks County E-911 will clarify what we are asking an agency to confirm. All YQ (HIT Confirmation Request) fields will be completed.
 - b. It will advise if we do or do not have charges.
 - i. If we have charges, it will be sent 'R' for Routine.
 - ii. If we do not have charges and the unit is out with the subject; the YQ will be sent 'U' for Urgent.
 - c. It will direct the entering agency to reflect, within their YR, if they wish to pick-up the subject upon the release from our facility. It will further direct the entering agency to define the time frame for pick-up if Maysville Police Department does not have charges.
 - d. A hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.

9. Banks County E-911 will receive HIT Confirmation Responses (YR's) and the following will be completed upon receipt of a YR:

Deidra Moore, Director

- a. If the record is confirmed; Banks County E-911 will immediately advise the field unit. Officer Safety is paramount and care will always be taken to ensure that the field unit is ready to copy the information that Dispatch is going to disseminate.
 - b. If the record is confirmed; Banks County E-911 will forward a copy of the YR to the Jackson or Banks County Sheriff's Office Booking; depending upon which agency the Maysville Police transport the prisoner to.
10. Banks County E-911 will perform Locates within one (1) hour of the YR when a positive HIT Confirmation Response is received provided that the following are true:
- a. The Maysville Police Officer has the confirmed person or item in his or her custody and secured in his or her vehicle and they are en-route to the Banks County Sheriff's Office. If they are transporting the prisoner outside of Banks County; to the Jackson County Sheriff's Office for example, Banks County E-911 will advise Jackson County Sheriff's Office and Banks County E-911 will complete the Locate for them once the prisoner arrives at the jail.
11. Banks County E-911 will ensure that the following is always completed on all Locates performed:
- a. DETN is placed in the Extradition Field on the Locate. This will help to remind the entering agency to place a Detainer on the person / item which will help the entering agency ensure that a Detainer is displayed when the perpetrator is ran before being released from the jail that is housing the inmate. It is important to note that this is just a reminder to the entering agency and we hold no responsibility if the entering agency fails to place a Detainer and the warrant is cleared.
 - b. All Locate material will be copied to the appropriate Sheriff's Office Booking and Maysville Police Department so that they know that there are charges in another agency.
 - c. A hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.
12. Banks County E-911 will answer HIT Confirmation Requests within the proper time frames and following all GCIC / NCIC policy, procedure and rules. This will be accomplished by the following:
- a. If Banks County E-911 receives a HIT Confirmation Request (most of the time the HIT Confirmation Requests are received at the Sheriff's Office directly because their ORI entered the information and they have access to verify or deny the HIT); Banks County E-911 will forward the HIT Confirmation Request to the appropriate Sheriff's Office Booking and Maysville Police Department and follow up with a telephone call to them to ensure that they received the request.
 - b. At times, Banks County E-911 may assist the Maysville Police Department with answering the HIT (if they or the appropriate Sheriff's Office that entered the warrant are short personnel authorized to run GCIC for example); in this instance Banks County E-911 will obtain confirmation from Maysville Police and the appropriate Sheriff's Office Booking (if a Sheriff's Office entered it for them) and send the YR for them. If this occurs, the Banks County E-911 Center will ensure the following:
 - i. When the Banks County E-911 Center is sending a YR (HIT Confirmation Response) to the requesting agency on behalf of the Maysville Police Department, the Banks County E-911 Center will advise that it is confirmed or denied per the Officer or Jailer's name who advised that it was confirmed or denied and any further information that they asked to be relayed (such as holds etc).
 - ii. The entering agency will be advised to direct the Locate to the appropriate County Sheriff's Office or the Maysville Police Department directly so that we do not have to forward it along.
 - iii. All material will be copied to the Maysville Police Department and appropriate Sheriff's Office Booking and a hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.

HANDLING "HITS" FOR ALTO POLICE DEPARTMENT

13. Banks County E-911 will perform HIT Confirmation Requests whenever a HIT is received on anything that has been inquired upon if the following are true statements;
- a. The person/s, item etc. is verified to be the same as that identified in the record inquired upon.
 - b. Alto, Banks County and/or Habersham County are within the stated extradition limits that the entering agency has identified as reasonable.
14. When Banks County E-911 sends any HIT Confirmation Request; Banks County E-911 will advise and complete the following:

- a. Banks County E-911 will clarify what we are asking an agency to confirm. All YQ (HIT Confirmation Request) fields will be completed.
 - b. It will advise if we do or do not have charges.
 - i. If we have charges, it will be sent 'R' for Routine.
 - ii. If we do not have charges and the unit is out with the subject; the YQ will be sent 'U' for Urgent.
 - c. It will direct the entering agency to reflect, within their YR, if they wish to pick-up the subject upon the release from our facility. It will further direct the entering agency to define the time frame for pick-up if Alto Police Department does not have charges.
 - d. A hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.
15. Banks County E-911 will receive HIT Confirmation Responses (YR's) and the following will be completed upon receipt of a YR:
- a. If the record is confirmed; Banks County E-911 will immediately advise the field unit. Officer Safety is paramount and care will always be taken to ensure that the field unit is ready to copy the information that Dispatch is going to disseminate.
 - b. If the record is confirmed; Banks County E-911 will forward a copy of the YR to the appropriate Sheriff's Office Booking; depending upon which agency the Alto Police transport the prisoner to.
16. Banks County E-911 will perform Locates within one (1) hour of the YR when a positive HIT Confirmation Response is received provided that the following are true:
- a. The Alto Police Officer has the confirmed person or item in his or her custody and secured in his or her vehicle and they are en-route to the Banks County Sheriff's Office. If they are transporting the prisoner outside of Banks County; to the Habersham County Sheriff's Office for example, Banks County E-911 will advise Habersham County Sheriff's Office and Banks County E-911 will complete the Locate for them once the prisoner arrives at the jail.
17. Banks County E-911 will ensure that the following is always completed on all Locates performed:
- a. DETN is placed in the Extradition Field on the Locate. This will help to remind the entering agency to place a Detainer on the person / item which will help the entering agency ensure that a Detainer is displayed when the perpetrator is ran before being released from the jail that is housing the inmate. It is important to note that this is just a reminder to the entering agency and we hold no responsibility if the entering agency fails to place a Detainer and the warrant is cleared.
 - b. All Locate material will be copied to the appropriate Sheriff's Office Booking and Alto Police Department so that they know that there are charges in another agency.
 - c. A hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.
18. Banks County E-911 will answer HIT Confirmation Requests within the proper time frames and following all GCIC / NCIC policy, procedure and rules. This will be accomplished by the following:
- a. If Banks County E-911 receives a HIT Confirmation Request (most of the time the HIT Confirmation Requests are received at the Sheriff's Office or Police Department directly because their ORI entered the information and they have access to verify or deny the HIT); Banks County E-911 will forward the HIT Confirmation Request to the appropriate Sheriff's Office Booking and Alto Police Department and follow up with a telephone call to them to ensure that they received the request.
 - b. At times, Banks County E-911 may assist the Alto Police Department with answering the HIT (if they or the appropriate Sheriff's Office that entered the warrant are short personnel authorized to run GCIC for example); in this instance Banks County E-911 will obtain confirmation from Alto Police and the appropriate Sheriff's Office Booking (if a Sheriff's Office entered it for them) and send the YR for them. If this occurs, the Banks County E-911 Center will ensure the following:
 - i. When the Banks County E-911 Center is sending a YR (HIT Confirmation Response) to the requesting agency on behalf of the Alto Police Department, the Banks County E-911 Center will advise that it is confirmed or denied per the Officer or Jailer's name who advised that it was confirmed or denied and any further information that they asked to be relayed (such as holds etc).
 - ii. The entering agency will be advised to direct the Locate to the appropriate County Sheriff's Office or the Alto Police Department directly so that we do not have to forward it along.
 - iii. All material will be copied to the Alto Police Department and appropriate Sheriff's Office Booking and a hard copy of this paperwork will be retained within Banks County E-911 files for record keeping and audit purposes.

- Remember that if the HIT contains a Caution indicator, immediately notify the officer(s) and the Sergeant of the reason for the caution.
- A GCIC/NCIC “HIT” is not in itself probable cause to make an arrest, detain a person reported missing or seizes property. The HIT must first be confirmed by the entering agency by message key (YQ). (Before sending the (YQ) to the Entering Agency, Confirm SS # or Description of the person or items.)
- Per the Sheriff - **DO NOT SEND A (YQ) TO BANKS CO SHERIFF’S OFFICE for HITS from BCSO.**
- Remember to be sure to read the extradition limits. If we are outside the extradition limits there is no need to send a hit. (You may call or send an Administrative Message (AM) to that Agency to confirm that they do not want the person or item.)
- When the HIT is on record entered by another agency, the Certified Terminal Operator or TAC shall send a “Request for HIT Confirmation” message immediately. The (YQ) messages for HITS are to only be done from the Supervisor Terminal - Terminal GA006013P.
- Always follow all GCIC / NCIC / CJIS policy, procedures and rules relating to all functions.

18.3 Dissemination of GCIC Information

ORIGINAL ISSUE DATE:

April 5, 2007 Last Rev: 1/6/09

LAST REVISED / REVIEW DATE:

April 21, 2010

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide some guidelines for using GCIC and proper dissemination of GCIC information.

PROCEDURE:

It is the Policy of Banks Co. 9-1-1 that employees of Banks Co. 9-1-1 only run and release GCIC/NCIC information to approved persons. This is to insure confidentiality and to lessen our liability. The following guidelines will be used in answering inquiries to run information:

■ INQUIRIES FROM THE PUBLIC:

- We do not run items for the general public; they must have a Deputy or Officer run it for them.

■ INQUIRIES FROM THE WRECKER SERVICES:

- We will run tag/VIN information for the Wrecker Services approved to operate within Banks County, provided the vehicle is on the yard at the time they call. Each Wrecker Service has designated employees that may pick up queries for owner information.

■ INQUIRIES FROM THE PAWN SHOPS:

- We will run article information for pawnshops when approved by a Banks County Deputy, Maysville Officer or Alto Officer on duty for that department at the time of the request.

■ INQUIRIES FROM THE CAR DEALERS & SALVAGE YARDS:

- We will run tag/vin information for car dealers and pawn shops when approved by a Banks County Deputy, Maysville Officer or Alto Officer on duty for that department at the time of the request.

■ INQUIRIES FROM THE SHERIFF'S OFFICE, MAYSVILLE PD & ALTO PD:

- We will run any information we are allowed to for the Banks County Sheriff's Office, Maysville Police Department & Alto Police Department personnel at the time of the request. All information ran will be logged in a case file to the unit that requests it and these logs will be kept on file if a Department Head needs to review them.

■ INQUIRIES FROM OTHER 911 AGENCIES:

- We will run any information we are allowed to for other 911 Agencies who are having difficulty with their terminals; the request must be made by a Supervisor on duty for that Agency.

■ INQUIRIES FROM THE OTHER LOCAL LAW ENFORCEMENT DEPARTMENTS OUTSIDE OF OUR COUNTY:

- If any other local jurisdiction Law Enforcement unit asks to have something ran, they need to run their information through their 9-1-1 Center. If their 9-1-1 Center is unable, they may have their Dispatch Supervisor call our Center for the request.

Deidra Moore, Director

■ INQUIRIES FROM STATE OR FEDERAL LAW ENFORCEMENT:

- Per 801 currently DTF does not operate in Banks County.
- We will run GCIC inquiry information for GSP that operate within Banks County provided that they radio their information into our 911 Center. Our primary POST for GSP is the Gainesville Office and we have those Officers logged into our 911 CAD based upon a roster provided to us from the Gainesville GSP Post. Periodically, another GSP POST unit may request information over the radio; if they do, the Dispatcher should log it to GSP and in the remarks place the unit number that ran the information. Outside of GSP, we will run any information by radio that we are allowed to for any State or Federal Law Enforcement personnel if they are operating within our county. In person requests are acceptable only if the unit can provide identification and a phone call to the base is made by Dispatch to confirm the unit identity. No phone requests will be run for any person not working directly for the Banks County Sheriff, Maysville Police Chief or Alto Police Chief and they must be on-duty inside the County at the time of their phone request (and, phone requests are to be logged just as all other information is logged).

■ This policy is to ensure that individuals requesting information from GCIC/NCIC are accountable for the request. This reduces the Dispatcher having to ascertain if the person requesting over the telephone is who they say they are and it insures that citizens are protected against someone falsely obtaining information about them.

■ **All information ran on the GCIC terminal will be logged either to a current call file or the unit number.** When the information is logged in case files from running information for Wreckers, Car Dealers, Salvage Yards, Pawn Shops or other 911 Centers; there will be an explanation of why it was ran. (For example: if ran for a Wrecker Service – log – 123ABC ran for Willy Wrecker – if ran for another 911 Center – log – 123ABC ran for Jackson 911) If it is for one of the approved units on duty but not in relation to a current call, the unit number and item ran will be sufficient information logged in a case file.

■ Faxing is not encouraged because there is too great a possibility that you may fax to the wrong number by mistake, great care must be taken when faxing secured information. The only time it is permitted to fax information is if there is no other alternative and you are certain it is going to a secured fax line and the person you are faxing it to is at the fax machine at the time you fax it. They should send you a request on company letterhead with the approved person's signature via fax so that you can verify the fax number. After they receive the fax you need to receive verification that they have received it – this may be in the form of a phone call to or from the person you sent the fax to. If something needs to go to the Sheriff's Office it may be faxed. If Maysville PD needs something faxed to them – you may do it without letterhead provided the Officer is at the machine as you fax and provided he or she verifies receipt. In addition, when faxing to Maysville PD, remember to have them sign the 27/28 and fax it back to you so that you may file it showing they received it.

■ **IF YOU ARE EVER UNSURE OR QUESTION WHETHER YOU SHOULD RELEASE SOMETHING BECAUSE YOU BELIEVE THEY DO NOT HAVE AUTHORITY TO REQUEST IT – DO NOT RELEASE IT! IT IS ALWAYS BETTER TO BE SAFE RATHER THAN SORRY.**

18.4 GCIC Violations / Disciplinary Policy

ORIGINAL ISSUE DATE: April 21, 2010
LAST REVISED / REVIEW DATE: April 21, 2010
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure Dispatchers follow all GCIC / NCIC / CJIS policies, procedures, guidelines and regulations in addition to internal policy and procedure. This policy will identify how violations will be handled where GCIC are concerned.

PROCEDURE:

All Dispatch discipline will be progressive whenever possible and is intended to solicit a change that will eliminate further occurrence of the offence. (Ex: 1st = Consultation or Verbal Warning, 2nd = Written Warning, 3rd = Other Action such as Remedial Training, 4th = Suspension or Termination).

There are some cases in which progressive discipline is not suited and immediate adverse discipline such as suspension or termination will be issued immediately; some examples (not all inclusive) of this type of action may be for misuse of a GCIC terminal, not following GCIC / NCIC / CJIS rules, policies, procedures, laws and gross negligence regarding GCIC. Immediate suspension or termination will be taken if the employee action or behavior is deemed to be detrimental to public safety, GCIC, citizens, the department or personnel if employment is allowed to continue.

Banks County E-911 will follow all policy in place by the County on disciplinary action. (See Section 8; Paragraph 8.200 on page 29 of the county policy manual) Reasons for disciplinary action includes all listed in the county policy under Section 8; Paragraph 8.400.

The 911 Director will have the final decision in disciplinary actions.

All disciplinary actions will be kept on file as per County Policy and we will follow County Policy on any and all disciplinary actions.

All employees that receive any disciplinary action will receive a report. This report will also be copied to the personnel file at the Courthouse.

If any employee resigns and/or is released from duty; the following conditions must be met before your final paycheck can be issued:

- ❖ Any and all money owed to Banks County Board of Commissioners, Banks County 911 or other entity of the Banks County Government must be paid in full.
- ❖ All uniforms or County Issued attire must be returned.
- ❖ All keys issued must be returned.
- ❖ All equipment (i.e. headsets, pagers etc.) issued must be returned.
- ❖ All manuals issued must be returned.

Former employee GCIC workbooks will be kept for a period of two (2) years and then they will be shredded.

18.5 GCIC DISASTER PLAN

ORIGINAL ISSUE DATE:

April 5, 2007 / 1st Rev 1-6-09

LAST REVISED / REVIEW DATE:

April 21, 2010

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure all GCIC materials are maintained in a secure location and preparations are made for how to handle GCIC during any disaster which may render the normal operating conditions unsecure and / or unusable.

PROCEDURE:

The Head TAC with aid from the Dispatch Supervisors will be responsible for ensuring that all GCIC records maintained by the department are secured and not in danger of being unintentionally destroyed on a daily basis.

Only approved GCIC information (as outlined in the GCIC Dissemination Policy) may be released from the 911 Center.

No GCIC workbook will be released to a current or former employee to take home or to another place of employment. GCIC workbooks are only released to another employer after a letter of request is received and then the book is hand delivered or sent certified mail so that a signature can be acquired.

As of February 2011 it is mandated that all GCIC workbooks will be completed On-line

If the facility we use on a daily basis becomes unsecured and/or unusable on a daily basis due to a disaster of some type; all GCIC material will be relocated to the Banks County Sheriff's Office vault to ensure that security remains in tact.

Because we are only an Inquiry agency, the GCIC material which we will ensure security for is as follows: GCIC Workbooks, HIT Materials, Terminals.

18.6 GCIC – BANKS COUNTY E-911 LASO

ORIGINAL ISSUE DATE: April 21, 2010
LAST REVISED / REVIEW DATE: April 21, 2010
SCOPE: All Banks County E-911 Employees

PURPOSE:

Following the Rules of the Georgia Crime Information Center Council and guidelines set forth in Chapter 2 of the Georgia CJIS Network Policy Manual; it is the policy of Banks County E-911 to ensure that there is an appointed Local Agency Security Officer (LASO) that has the technical expertise for ensuring that the GCIC network within the Banks County E-911 Center is as secure as possible and checked periodically to ensure security.

PROCEDURE:

The Banks County E-911 Local Agency Security Officer (LASO) is appointed to serve as the agency's Point of Contact (POC) for computer security responsibilities.

Banks County Information Technology will serve as the Banks County E-911 LASP and will sign a GCIC Awareness Statement, attend Securities and Integrities, follow all GCIC / NCIC / CJIS rules, policies, procedures and abide by all laws concerning GCIC / NCIC.

The LASO will monitor the GCIC network within Banks County E-911 and will work with GTA on connectivity issues, the CAD Vendor that supplies our GCIC Interface and any other secondary vendor that aids with connectivity.

The LASO will work to ensure Firewall Security.

The LASO will monitor the GCIC website (<http://gcicweb.gbi.state.ga.us>) for changes and / or updates in the following areas:

1. Technical and Operational Updates
2. GTA Policies, Standards and Guidelines for Information Technology
3. IT Security and You

Any security issues will immediately be brought to the attention of the Head TAC and 911 Director for any personnel action that may be needed or approval of any technical action that may be required.

GCIC work related use is the only use allowed through the GCIC portal. Anyone found using or attempting to use the portal for any other purpose will be disciplined accordingly.

No software other than CAD related or GCIC related software will be installed either temporarily or permanently onto any system that is meant only for CAD, CAD Map and GCIC purposes.

18.7 FURTHER ON GCIC

ORIGINAL ISSUE DATE: April 5, 2007 / 1st Rev 1-6-09
LAST REVISED / REVIEW DATE: April 21, 2010 / March 18, 2011
September 29, 2011 / September 6, 2012 / September 24, 2012 / October 24, 2012
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure Dispatchers know how to perform functions and rules for those functions as it applies to GCIC. This section will cover certain items that may be missed within other policies herein.

PROCEDURE:

GCIC WORKBOOKS & TRAINING:

- As of February 2011 you will access GCIC online training by going to <http://gcicweb.gbi.state.ga.us/cjis/ori/>:
 - Log-in with our ORI# GA006013P
 - Go to the Computer Based Training (CBT) information link on the right hand side under “CJIS Publications”
 - Click on the CBT Log-in link.
 - Your user name should be 006(for county) your 3 initials with last 2 digits of date of birth ex: 006TLH59 – click “I am a new user” if your 1st time logging in
 - select “B” in the 1st drop down box our organization (Banks County E-911/EMA) for the 2nd drop down box **(first time log-in only)** Follow the instructions to set up user information.
 - Remember GCIC & GTA still monitors who is running what, when and where (even though you are now using Javelin – they still have your user id and passwords). The way that they will monitor this is by your logon and passwords. GCIC & GTA have been given Names, DOB and Social Security Numbers. This means that you are responsible for what you do with your passwords and if you allow other personnel access to them this becomes YOUR RESPONSIBILITY!
- You will also be completing Security & Integrity online as well as your end of chapter and workbook tests.

GCIC PASSWORDS:

- GCIC required each agency to adhere to the following guidelines in the FBI CJIS Security Policy. We will continue to follow this policy in our Javelin access:
 - Password shall be a minimum of eight characters on systems procured after September 30, 2005, and on all systems by September 30, 2010.
 - Password shall not be a dictionary word or proper name.
 - Password and the user ID shall not be the same.
 - All systems procured after September 30, 2005 shall prevent password reuse of the last ten passwords.
 - Passwords shall not be transmitted in the clear outside the secure domain. (CJIS Security Policy, June 2007, Version 4.4, 7.0 Technical Security, 7.4 System Logon 7.4.2 authentication / Password, 7.4.2.3 Password.

Note: Passwords must be between 8-9 characters and contain one lower case letter, one upper case letter and at least one number and one symbol.

GCIC SECURITY POLICY:

- We will maintain a visitor access record of dispatch for a period of one year in compliance with FBI CJIS Security Policy 5.9.1.8 which states;
 - Shall maintain visitor access records to the physically secure location (except those areas officially designated as publicly accessible) for one year.
 - Must Include:
 - Name and Agency of the visitor
 - Form of Identification
 - Date of Access
 - Time of Entry and Departure
 - Purpose of Visit
 - Name and Agency of person visited.
 - Only visitors on “official business” will be allowed in Dispatch
 - Anyone who may have access to CJIS as defined in GCIC Council Rule 140-1-02 must sign a GCIC Awareness Statement
 - For ex: anyone here to work around the systems that may view any CJIS material related to GCIC must sign a form
 - Visitors here on tour (such as schools) do not sign an Awareness Statement.
 - 1) We will ensure all sensitive material cannot be viewed and they will be guided by Administrative Staff or Supervisor
 - All visitors to Dispatch will be recorded/logged according to FBI CJIS Security Policy 5.9
 - The Dispatch Supervisor or Lead Dispatcher will be required to:
 - 1) Upon Visitor Entry:
 - a. CAD a call to 557 Thompson St. using “VISIT” as the call type
 - b. DSP 911 to call
 - c. Log person’s name, agency, purpose of visit to narrative
 - d. CLR 911 and close call when visitor leaves.
 - Remember: Personal visitors must stay out of the Dispatch Room.

ADMINISTRATIVE MESSAGES:

- All Administrative Messages (AM) shall be signed as follows:
 - AUTH: (D Moore) Using the Director’s First Initial and Last Name
 - OPER: (your First Initial and Last Name, using no punctuation)

TERMINAL OUT OF SERVICE DUE TO EQUIPMENT FAILURE:

- If Banks County E-911’s terminal is out of service due to Equipment failure and the Banks County Sheriff’s Office terminal is up and functioning, GCIC should be advised. Then we will re-route our terminals. This is done through and by GCIC. (Due to the fact we are on 2 different systems).
- Conversely, if the Banks County Sheriff’s Office terminal is out of service due to Equipment failure then they may request re-route messages from Sheriff’s Office to BKCE (Banks Co E-911.) Banks County Sheriff’s Office is responsible for notifying GCIC when they have to re-route to Banks County E-911.

LOGGING AND DISSEMINATION OF GCIC / NCIC INFORMATION:

- Employees will only run and release GCIC / NCIC information to approved persons. All information ran on the GCIC Terminal will be logged either to a current CAD call and/or Shift F2. If no current Cad call; F9 the information - you will log unit # and in remark line enter tags, vins, serial numbers and etc. Anything that a Law Enforcement Officer requests or calls in over the radio will be ran through GCIC to check for wants. This includes information provided to dispatch by caller (ex. tags or persons on BOLO’S.)
- If something is ran for Wreckers, Car Dealers, Salvage Yards, Pawn Shops or other 911 Centers an explanation will be placed in the file folder (in the Dispatch room at the Supervisor console). And, Shift F2 and F9 will be completed as well as print out all information ran.

- Any time information is ran for one of the approved units ON DUTY but not in relation to a current Cad call, the unit number and item ran will be sufficient information logged in Shift F2 and F9. All logs will be kept on file if a Department head needs to review them. F9 the unit number (ex. 801,802,803) status (ex.1028 or 1027) and log the tag number or OLN / Name and DOB in remark line. This way you will not need a print out it is also logged to the unit number when there is not a current cad call.

- **HOLD REQUEST OF GCIC PRINTOUTS BY AGENCY PERSONNEL:**

- If an officer requests a printout be held for them, the printout shall be picked up by the officer during their tour of duty or the printout will be shredded. Officer's picking up GCIC/NCIC printouts must sign a release form. The release form must be complete and include all information pertinent to the printout. You may (SEND) GCIC/NCIC printouts to other agencies per their request without a signed release form. Please confirm that they received the information.

- **WE WILL NO LONGER ADD BOLO FILES TO CAD SYSTEM SEE REFERENCE BELOW**

GCIC Operating Manual: Data Communications

3.4 Messages with BOLO warnings do not remain on the system and do not generate Hits.

GCIC Policy Manual

CHAPTER 2 TERMINAL AGENCY RESPONSIBILITIES

2.7.1 ENTRY AND REMOVAL OF RECORDS IN GCIC/NCIC FILES

Record entries *must* be made within 12 hours (O.C.G.A. § 35-3-36, GCIC Council Rule 140-2-.13) after determination by law enforcement agencies that a wanted person should be arrested, that identifiable property is reported as stolen, or an adult is reported missing by a parent, guardian, or next of kin. **Note: Per Federal Law and NCIC Policy, when agencies receive reports of missing juveniles, including runaways or any person less than 21 years of age, the records must be entered within two hours after enough information is obtained to complete an entry (42 USCS § 5780).*

- *This will provide the HIT response that is needed to detain person/item if ran after the BOLO is given out.*
- *We will continue to pass on any BOLO to the next shift.*
- *There is no need to update a BOLO File monthly since it should be entered into GCIC/NCIC within 12 hours as wanted/stolen/missing and subj/item cannot be detained from a BOLO warning alone.*

- **ADDING TPO'S**

- 9 file
- F2 Pull up address
- Edit
- Change
- Under Other or Medical (Type in **TPO ON FILE**)
- F1 to save
- Comment section add the bolo to that section
- F1 to save
- Make sure when TPO'S are received they are entered at that time, is imperative, you do not need to wait till it is another shift to enter. This is for the person's protection that took the TPO out, in case there is any type of contact with subjects. Fill out TPO check list and sign off on it when it is entered.

- **DELETING TPO'S**

- 9 File
- F2 Pull up address
- Edit
- Change
- Delete information
- F1 to save
- Comment sections delete information except name and DOB in case it is needed at later date.
- F1 to save

■ **DISPATCHING BOLO'S / LEVI'S / MATTIE'S / KIMBERLY'S / AMBER ALERT CALLS**

- BOLO'S will be given if they are traveling to or come from surrounding counties Franklin, Hall, Jackson, Stephens, Habersham and Madison CO or if bolo is showing possible heading toward Banks Co or near Banks Co.
- All others that are listed we give out.
- LEVI'S Call is for a missing child in the state of Georgia
- Mattie's Call missing disabled person in state of Georgia
- Kimberly's Call dangerous fugitive alert for the state of Georgia
- Amber Alert Call national alert for missing or abducted person or person's

■ **UPDATING TPO FILES:**

- When updating TPO files every 30 days, they need to be done at the 1st of every month.
- You will need to run by Name and DOB on GCIC to verify.

■ **SCHEDULE TO UPDATE TPO'S**

- A SHIFT: January / May / September / January
- B SHIFT: December / April / August / December
- C SHIFT: November / March / July / November
- D SHIFT: October / February / June / October

■ **OTHER PROCEDURES FOR GCIC:**

When there is a problem with GCIC do the following:

- Cad a call
- Address: 557 Thompson St
- Cad event: GTA
- List the problems in narrative so that other shifts coming in can see what the problems have been with GCIC or if some one from GCIC or GTA calls the information can be given to them.
- Call InterAct to let them know of the problem.
- Call the Banks County LASO for GCIC only if InterAct requests or GTA requests: Banks County LASO/Banks County Technology 706-677-6841 Monday through Friday from 8a-5p or check white board for after hour contact number.
- IP address for Banks County:
 - Terminal BKCE – 167.198.71.166
 - Terminal BKC1 – 167.198.71.168
 - Terminal BKC2 – 167.198.71.169
- If there is a DSL problem with GCIC you will need to call 1-404-463-3600. This is after Banks County Technology advises to contact GTA, advise them that our DSL is down. GTA will then open a ticket, they should advise you of ticket number. Log that ticket number in the narrative of the caded call.
- If GCIC goes down you can attempt to have it reset by call GCIC at 1-404-244-2770 option 1.

■ **NEW GCIC SOURCE CODE:**

- Anything coming across GCIC, such as a BOLO etc.... use source code "GCIC" and log all information to call.

19 National Incident Management System

19.1 NIMS

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that we operate following NIMS protocol. We will abide by the full SOP regarding NIMS and NIMS Training as listed in the LEOP; this SOP is condensed to enable Dispatch to gain a further understanding of NIMS and the ICS procedures. There is a separate training SOP listed in the LEOP, we will also abide by this SOP for training as it pertains to our department (the training SOP condensed to show only our department is listed in 2.9 of this manual.).

PROCEDURE:

In order to address the phases of an ICS event, we must first understand the definition of an emergency and what the emergency response team is. Below are descriptions of these two items.

- **DEFINITION OF EMERGENCY:** ANY ACTION(S) THAT REQUIRES THE ESTABLISHMENT OF AN INCIDENT COMMAND SYSTEM (ICS). While a call for emergency service (i.e. structure fire, hazardous material spill, mass casualty call, major traffic accident, active shooter, barricaded suspect, multiple severe weather reports of damage, or flash flooding) would require ICS. It could also be an incident that starts out much smaller and then erupts into a more serious situation (dynamic). Or any time when there is more than one agency involved in the incident it is always recommended that ICS and Unified Command be used.
- **EMERGENCY RESPONSE TEAM:** The Emergency Response Team (ERT) shall consist of all First Responders, persons trained and appointed to fulfill posts and duties in the Emergency Operations Center (EOC), persons trained and appointed to fulfill posts and duties of the Unified Command (UC), persons trained and appointed to fulfill posts and duties within the Incident Command System (ICS), members of the community trained and working with Emergency Response Teams, members of local disaster response organizations (Red Cross and faith based groups), members of the Board of Education assigned response duties by that governing body, employees of the 911 Center(E911) to include FCC licensed radio operators, and personnel responding from surrounding counties or cities.

There are multiple phases of an ICS event, below is an example of these phases:

- **PHASE ONE: Initial Actions**
 - First Responders will manage every emergency scene using an Incident Command System. The ICS will be implemented by the first arriving personnel on the scene and will continue through termination. First arriving personnel will accomplish the following:
 - **NOTIFICATION:** - The first arriving person will transmit to the 911 Center a brief initial report indicating a description of the incident, which is in command, where the command will be located, and the primary assignments for on scene personnel and arriving personnel. This first person on scene will be the initial Incident Commander, he or she will establish an identifiable command post. Initial Command may be transferred upon arrival of a higher authority. Incident Command should also notify the 911 Center to make the appropriate level of emergency notification to the County's assigned authority.
 - **IDENTIFICATION:** - The Incident Commander shall identify any hazards and assess the situation for the purpose of determining first responder safety and requesting any internal or external resources. Victims, patients, and witnesses shall be included in his or her observation. This information shall be relayed to the 911 Center as soon as possible.
 - **ISOLATION: (SCENE CONTROL)** – The Incident Commander will establish clearly defined hot, warm and cold zones using barriers, caution tape, or static posting of personnel. Cars, trucks, and other moving vehicles will be kept clear of the scene. All personnel will report to a staging area until assigned a task by the Incident Commander or his or her designee.
 - **PROTECTION:** - The Incident Commander will consider actions that will protect response personnel, and the public. (Remember, an Incident Commander for a chemical spill has to have 24 hours of hazardous materials training to be able to perform in that function). All non-essential personnel to include bystanders,

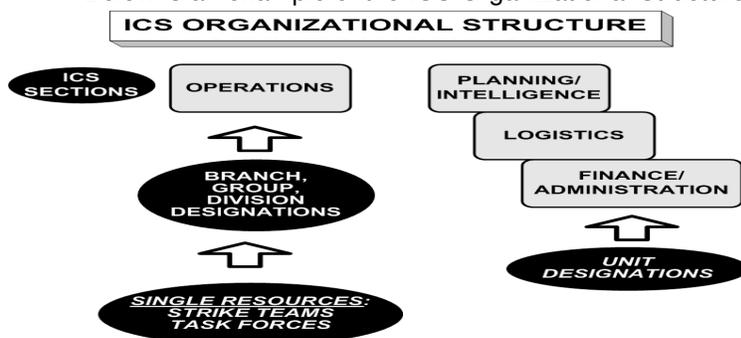
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unassigned first responders, will be removed from hazardous areas. The Incident Commander will assign personnel to control hazards, depending on the emergency. This may include preventing personnel from entry into the hot zone. The Incident Commander will ensure that responder personnel who are at risk will wear appropriate personal protective equipment (PPE). Only individual responders with key information or skills will be assigned to work with the Emergency Response Team, or they will be staged in designated areas. Easily accessible patients who are outside the hot zone will be triaged, treated if possible, tracked via patient tracking forms and transported if required.

■ PHASE TWO: Plan Development

- If the initial actions do not eliminate hazards and control of the emergency, then the Incident Commander will establish goals and objectives by developing an Incident Action Plan.
- **SIZE-UP:** - Prior to committing resources to a course of action, the Incident Commander will evaluate influencing factors. First, the Incident Commander will weigh the risks that will be taken against the benefits that will be gained from taking those risks. During size-up, the Incident Commander will also determine the operational mode based on the available resources. An offensive mode will require ERT members to enter the hot zone. A defensive mode includes operations that do not require entry into the hot zone. A transitional mode allows the Incident Commander to change the mode based on predictable events that occur during the incident. A transitional mode may begin as offensive and become defensive or visa versa.
- **STRATEGIC GOALS:** - The strategic goals include those elements the Incident Commander and the ERT will attempt to accomplish during the incident. The goals for any emergency may include one or more of the following: notification, identification, protection, isolation, hazard control, fire control, conflict negotiation, active shooter elimination, evacuation, rescue/recovery, and termination. The incident Commander will select achievable goals based on the information collected during Phase One and the size-up. The goals selected will be indicated in the Incident Action Plan
- **TACTICAL OBJECTIVES:** - The tactical objective is used to accomplish the goals identified in the Incident Action Plan. The Incident Commander must determine which tactical objectives will result in achieving the strategic goals and in which order they must be implemented. The tactical objectives will also be written into the Incident Action Plan. The Tactical Operations Worksheet provides various objectives for each type of emergency.
- **RESOURCE EVALUATION:** - The Incident Commander will continually evaluate personnel and equipment resource levels during the incident. The Incident Commander must decide which internal and external resources will be necessary to implement the Incident Control Plan. Level 1 resources include those that are on the scene. Level 2 resources include personnel and equipment that are within the county or city and are prepared for emergency response. Level 3 resources include those requested through mutual aid and other pre-arranged agreements. Level 4 resources include those available through state and/or federal government agencies.
- **ASSIGNMENTS:** - During Phase II, the Incident Commander will assign tactical operations to individuals or teams. The Incident Commander will ensure these personnel have the appropriate level of training and protective equipment to perform their assigned tasks. Depending on the size and complexity of the incident, the Incident Commander may expand the Incident Management System by assigning command staff (safety, liaisons, public information) and sections (operations, planning, logistics, finance/administration) with section Chiefs.

Below is an example of the ICS Organizational Structure:



- As seen above, the command structure could be small or large depending on the incident. The two smallest and most important elements are the first person (First Responder) and the single resources. As resources come together to form teams and task forces, these in turn may become divisions, groups, or branches,

assigned to sections that report to the Incident Commander or Unified Command. The important thing to consider is that each responder must work for only one leader and that each leader should have a manageable span of control of two to seven responders.

■ PHASE III: Sustained Actions

- During this phase, the response moves from the initial emergency stage to the sustained actions where resources are fully committed to achieving the strategic goals.
- **BRIEFING:** - Prior to committing to tactical operations, the Incident Commander will brief response team members on the following: hazards and site details identified, goals and objectives listed in the Incident Control Plan, level of personal protective equipment required, and emergency signals.
- **INITIATE ASSIGNED TASKS:** -Once the Incident Commander has provided a briefing, response personnel will begin performing their assigned tasks. The specific tasks will depend on the type of incident.
- **EVALUATE INCIDENT CONTROL PLAN:** - The Incident Commander will continuously evaluate the Incident Action Plan if the tactics accomplish the strategic goal(s), the Incident Commander will proceed to the termination phase. If the tactics do not accomplish the goal(s), the Incident Commander will re-evaluate all aspects of the Incident Control Plan, including goals, tactics, resources, and assignments.

■ PHASE IV: Termination

- Incident termination includes on-site termination operations and follow-up procedures that occur after personnel are reassigned and equipment has been returned to its previous location.
- **PERSONNEL:** - Personnel accountability must be ongoing throughout the incident and will be conducted and documented prior to leaving the site. Personnel will be properly rehabilitated throughout the incident and prior to collecting all equipment. The Incident Commander will conduct a post-incident analysis with all personnel involved in the incident within 24 hours of the conclusion of the event. Emergency Response Team members will be trained in recognizing the need for Critical Incident Stress Debriefing (CISD). Individuals that provide such services shall be made available. The Incident Commander will complete an incident report that documents actions taken, personnel involved, equipment used, and patient status. Documentation will also include a copy of the Incident Command Worksheet, all state and federal reports that must be filed, and any reports mandated by the facility.
- **EQUIPMENT:** - Once the incident is completed, the Incident Commander will ensure the control of the site is returned to the authority having jurisdiction. This will include the name of the person to whom control is transferred and the time of the transfer. Any response equipment that is used during the incident will be recovered and inventoried. All expended equipment will be re-supplied or reconditioned before placing the unit(s) back in service. At the conclusion of the incident, the Incident Commander will document whether equipment was recovered, damaged, or expended. Finally, the Incident Commander will record his/her name and the time the incident was terminated.

20 Emergency Operations and Weather

20.1 Operating During Severe Weather Events

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 18, 20110

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide some guidelines for 9-1-1 operations during severe weather events.

PROCEDURE:

During severe weather the 9-1-1 Center can become extremely busy. In order to establish a structured method of taking calls relating to severe weather the following protocol will be used when entering calls.

- Tornado watches and warnings will be cadded as TORNAD, Thunderstorm watches and warnings will be cadded as TSTORM and any other weather watch or warning (i.e. Ice, Snow, Wind, Heat etc) will be cadded as WEATH and the details will be entered in the narrative of the call. This will not auto-page and should be manually paged if it needs to be. Follow the criteria for notifications on these types of weather events.
- Any trees down during a storm should be cadded as TREE and the location should be specific and details should be logged to the narrative. This should be done for each different tree down because you will dispatch it either to the road department, fire department, law enforcement etc and this way they will have a case number for each individual one.
- Any power or phone lines down should be cadded as LINE and the locations should be specific and details should be logged to the narrative. This should be done for each different line down because you will dispatch it either to the power company (using HART, JEMC or GAPOWER), phone company (using PHONE), fire department, law enforcement etc and this way we will have a record of each individual one and can log it when it is cleared.
- Floods and dam breaks should be cadded as FLOOD, EMA or DAM as directed by Director.
- If there is advance warning about bad weather coming and the Supervisor or Senior Dispatcher on shift feels extra man-power is needed, the SOP on calling in extra man-power should be followed.
- The tornado sirens should be activated upon a tornado warning or upon a physical sighting that is confirmed. They should remain active until the warning expires.
- This policy will work in conjunction with the GEMA Guidelines for Outdoor Warning Sirens.
- The weather radio should remain on at all times so that you will receive warnings and watches.
- The GEMA frequency should always be monitored and should very closely be monitored during severe weather to receive warnings and watches and alerts.
- The EmNet and GCIC should also be monitored closely for alerts, watches and warnings.
- HAM (amateur radio operators) may be called upon in severe weather events to assist in the EOC and communications operations, if this is needed the EMA Director will advise you on how to proceed.
- Radio logs, phone logs and all back-ups should be checked and placed close by to the Dispatchers so that they will have needed material should normal systems fail. The Senior Dispatcher and/or Supervisor on shift will ensure that this is done.
- The white boards may be utilized to further track resources should it be needed.

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- It may become necessary to place a Dispatcher on the Utilities radio during severe weather events. This is the primary operating channel for severe weather events when you are dealing with trees down and having to dispatch utilities. The Senior Dispatcher and/or Supervisor on shift will ensure that if this is needed it is done.
- Any time that written logs must be used, they should not be shredded, they will be filed after the information is entered into the CAD. The entire shift will aid with data-entry should the systems crash and this needs to be done.
- The Weather Channel should also be monitored for alerts, watches and warnings during severe weather.
- If the Supervisor and/or Senior Dispatcher note that there is a watch, warning or alert nearby or if we are experiencing severe weather but have not received anything placing Banks County in a watch or warning, the Supervisor and/or Senior Dispatcher may call the National Weather Service to check or confirm watches and warnings for our area..
- Thunderstorm and tornado watches will also be given over the radio. IF IT IS A WATCH ADVISE: ALL UNITS, BANKS COUNTY IS CURRENTLY UNDER A ----- WATCH (EMPHASIZE THE WORD WATCH) UNTIL ----- HOURS. WEATHER SPOTTERS SHOULD CONTACT DISPATCH ONLY IF THEY OBSERVE SEVERE WEATHER CONDITIONS IN THEIR LOCAL AREA.
- Thunderstorm and tornado warnings will also be given over the radio. IF IT IS A WARNING ADVISE ALL UNITS, BANKS COUNTY IS CURRENTLY UNDER A ----- WARNING (EMPHASIZE THE WORD WARNING) UNTIL ----- HOURS. WEATHER SPOTTERS SHOULD CONTACT DISPATCH ONLY IF THEY OBSERVE SEVERE WEATHER CONDITIONS IN THEIR LOCAL AREA. AND, GO ON TO EXPLAIN WHAT THE WARNING MEANS.
- IF IT IS A SEVERE THUNDERSTORM WARNING ADVISE: SEVERE THUNDERSTORMS PRODUCE DAMAGING WINDS, DESTRUCTIVE HAIL, DEADLY LIGHTNING AND VERY HEAVY RAIN. FOR YOUR PROTECTION MOVE TO AN INTERIOR ROOM ON THE LOWEST FLOOR OF YOUR HOME OR BUSINESS. HEAVY RAINS FLOOD ROADS QUICKLY SO DO NOT DRIVE INTO AREAS WHERE WATER COVERS THE ROAD. DO NOT USE THE TELEPHONE OR ELECTRICAL APPLIANCES UNLESS IN AN EMERGENCY. IF IN THE OPEN FIND A LOW SPOT AWAY FROM TREES, FENCES OR POLES. IF YOU EXPERIENCE STORM DAMAGE TO STRUCTURES OR TREES OR HAIL THE SIZE OF DIMES OR LARGER, PLEASE REPORT IT TO THE NATIONAL WEATHER SERVICE BY CALLING 770-486-8535.
- IF IT IS A TORNADO WARNING ADVISE: A TORNADO WARNING MEANS A TORNADO HAS ACTUALLY BEEN SIGHTED OR INDICATED BY WEATHER RADAR. IMMEDIATELY SEEK SHELTER INSIDE A STORM CELLAR OR THE CENTER INTERIOR OF A REINFORCED BUILDING. THE SAFEST PLACE IS A BASEMENT. GET UNDER A HEAVY TABLE OR CURL UP SO THAT YOUR HEAD AND EYES ARE PROTECTED. IF NO BASEMENT IS AVAILABLE GO TO AN INTERIOR ROOM SUCH AS A CLOSET OR BATHROOM ON THE LOWEST FLOOR. AVOID WINDOWS. USE BLANKETS, PILLOWS OR CUSHIONS TO COVER YOUR BODY.
- ALWAYS FOLLOW UP WITH THE DIRECTOR WHEN ANY OF THE MANDATORY NOTIFICATION WEATHER EVENTS COME IN.
- JACKSON EMC & HART EMC HAVE A WEBSITE THAT YOU CAN ACCESS FROM YOUR WEATHER COMPUTER TO VIEW OUTAGES DURING ANY EVENT.
- **EMNET volume will NOT be turned down and the Director should be notified whenever a conference call, watch or warning comes in. Watches or warnings we give are from Peachtree City National Weather Service (NWS), you will see Greenville Spartanburg come in because we monitor them because they are so close but we are not covered in their warning area – all of our warnings come from Peachtree City. IF IT DOES NOT SAY ‘BANKS COUNTY’ OR IS FOR ONE OF OUR CITIES DON’T GIVE IT JUST MONITOR IT.**

20.2 Weather Sirens and Back-up Equipment

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 1, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide some guidelines for testing sirens and ensuring back-up equipment is working properly.

PROCEDURE:

- The weather sirens and all back-up equipment will be tested every Wednesday at noon. If the Dispatch area is busy the weather siren test may be put off until 12:30p at the latest. If the weather siren can not be tested by this time do not test it. Also, if there is inclement weather the weather siren does not need to be tested as it would likely cause panic. It is imperative that every employee knows how to use this equipment.
- The settings should never be changed on the weather radio or computer. It is there to be used to access valuable information regarding to weather in order to assure public safety and provide emergency units with needed information. It is imperative that all employees know how to operate the weather radio in order to properly use it.
- The weather radio is to remain on at all times. It should also be used to gain needed information and everyone should know how to use it.
- Below is a copy of the GEMA Guidelines for Outdoor Warning Sirens



GEMA Guidelines -
Outdoor Warning Sire

20.3 Using Back-up Radios and Computer

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide some guidelines for using back-up radios and computers.

PROCEDURE:

It is the Policy of Banks County 9-1-1 to insure communications with all departments operates as needed at all times. In order to accomplish this, the Dispatch Center has access to three back-up radios. Two of these are directly tied in with the regular operating system and one is not.

- The Dispatch Supervisor is responsible for insuring the personnel on his or her shift are adequately trained and able to operate all of the back-up systems.
- No Dispatcher will operate any of the back-up equipment without direct approval from his or her Supervisor or Senior Dispatcher.
- The handheld radio and the back-up base station are to be utilized to transmit traffic only when the standard operating system fails. They both may be utilized to monitor traffic on approved side channels to insure units are accounted for at all times.
- None of the back-up radio systems are allowed off of 9-1-1 property without direct approval from the Director.
- The back-up laptop that contains the old database will not be used for any reason other than complete system failure. It will contain a password that everyone has access to and it should not be used without approval from a Supervisor. When it is used, no programs will be added or deleted and nothing will be changed within the existing programs without the Director's approval. The 911 Clerk will be responsible for maintaining the system and making sure it is up to date. Periodically we will have training on how to use the system. The back-up laptop is in the EOC on the desk under the Incident Commander Poster.

20.4 Emergency Response Dispatch Team

ORIGINAL ISSUE DATE: January 6, 2009
LAST REVISED / REVIEW DATE: January 6, 2009
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide some guidelines for development of an Emergency Response Dispatch Team.

PROCEDURE:

Banks County E-911 will work to cross-train Dispatchers with neighboring 911 Centers as funds are available. When funds are not available, we will encourage part-time work for neighboring agencies in order to learn their systems (as long as this work does not interfere with primary full-time duty at Banks County). We will also utilize any neighboring personnel in part-time positions as they apply and are able to work when we have hours. The personnel that choose to participate in this concept will become the primary make-up of the Emergency Response Dispatch Team for our area.

As funds come available; either through grants or general funds, we will work to further host and train this team and those that are interested. It is our hope that this team will grow to be a team that is capable of aiding with communications in the field during disaster times and aid in neighboring 911 Centers when there is a need.

20.5 Motobridge

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

January 6, 2009 / March 18, 2011

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide some guidelines for training and use of the Motobridge equipment.

PROCEDURE:

In emergencies, there's no time for Public Safety to worry about communication barriers. Motobridge eliminates these barriers by connecting incompatible voice communications systems instantly.

Primary rules of this valuable system are as follows:

1. **DO NOT** initiate a radio patch without consent from the Directors involved, the Sheriff's / Chiefs involved etc. If an agency calls and wishes to patch radios together, it **MUST** be approved. Remember, you are patching multiple radio systems together and in doing so you will tie up both agency radios which could be a safety issue; this is why it is only done during emergencies or disasters.
2. You may test conferencing with other 911 Centers and GSP. This is a test from Motobridge Workstation to Motobridge Workstation.
3. **DO NOT** use the Motobridge to talk on another agencies radio without that agency leader giving approval. Likewise, no other agency (another 911 Center) should come across our radio without approval (it is ok for another agency unit to be on our radio if they are responding in our County – this is per 801). BOLOs and other communications from one 911 Center to another can be done through State Band or by telephone or by communicating from one Motobridge Workstation to the other Motobridge Workstation.

Other guidelines are as follows:

1. DO NOT be afraid of the Motobridge. It is a piece of communications equipment with the capability of providing communications across the State of Georgia. (A.K.A. Interoperability across Georgia)
2. Motobridge should **never** be turned off!
3. Volume should always be turned up in case someone is attempting contact.
4. You **MUST** talk directly into the microphone. You cannot turn your head away from the microphone. If you do you cannot be heard and a problem may be reported that is not a problem with the Motobridge.
5. Motobridge should be monitored at all times!
6. Every shift should check the Motobridge often during the shift to ensure the volume is turned up and to load updates/changes.(the two green arrows in a circle)
7. Practice makes perfect! Contact agencies around you and build bridges by conferencing all of them and talking (Remember WorkStation to Work Station). To remain proficient, you have to get proficient. Be our agency's Motobridge expert.
8. Problems with the Motobridge should be reported immediately.

Basic protocol and directions for use are as follows: ***Permission required areas are highlighted.***

LOG IN

1. In the “Authorization Dialog Box” enter user name and password.
 - Windows Login: Username: Administrator / Password: Motorola
 - Dispatch Application: Username: tech / Password: tech
2. Click “OK”.
 - a. **NOTE** / If the user name or password is not valid, you can reenter the information. After three times, an invalid authorization appears and the Dispatch Application will be locked for three minutes).
3. After a valid login, the Dispatch Application should open.

CREATE RADIO TALKPATH ***Only done with permission***

Radio talkpath is a communications connection made between your Motobridge and a remote radio to use as if you were the dispatch for that radio.

1. Using the “Tool Bar” select the first button (button has one antenna) to “CREATE A RADIO TALKPATH”.
2. The “Select Radio” box should now be on the screen.
 - a. Search Name
 - b. Agency (this selection lists the agencies by type, (county 9-1-1, county fire dept., ga state patrol, gbi, gema, Motorola).
 - c. Region (this selection lists all the GEMA regions).
 - d. County (this selection lists the Counties in Georgia and the radios in the counties that can be contacted.

(Ex: select on the arrow to the right of “County” and scroll down to Spalding County. Click on Spalding and in the “Resource Name” box there is a listing for “gspd high-band north, gspd high-band south, gspd-sheriff’s band, and spalding county 9-1-1).
 - e. PSAP (this selection lists the 9-1-1 Centers, by County, in Georgia).
3. Using the Select Radio box locate and select the resource you will be contacting by radio.
 - a. If you leave all of the categories on “ALL” all agencies are listed and easy to find.
4. Select “OK”.
5. The “Radio Module” window should open on your screen.
 - a. The Resource window will be RED.
 - b. When ready to speak you can use the desktop microphone (a.k.a. gooseneck) or use the mouse and select on the lightning bolt on the Resource window as the PTT (Push To Talk) button.

- c. The SPEAKER above the microphone will be on unless you select the SPEAKER icon placing a circle across the microphone.
 - 1. If the Resource has their Motobridge turned "ON" the SPEAKER in the on position (does not have a circle across it) allows you to possibly hear what is going on in the area of the radio at the selected resource.
 - 2. If you select on the SPEAKER icon
 - A. The window turns "GRAY",
 - B. A circle will be placed across the speaker icon and the microphone, and
 - C. You cannot talk to the selected resource or hear what is going on in the radio room.
 - D. To hear the selected resource(s) radio room and speak to someone;
 - 1. De-select the speaker/microphone by selecting on the speaker or microphone icon. Either one will de-select both.
- d. If you are prepared to speak when you select "OK" in #4, do not select on any buttons. Do not place the circle over the microphone or speaker icon. Contact the resource by simply speaking using the following format:
 - 1. Your resource name
 - 2. The name of the resource you are attempting to contact
 - Ex: GSP Athens, GSP Gainesville
 - 3. Do not press or select any buttons.
 - 4. Be professional!
 - 5. Use CLEAR TEXT to be NIMS Compliant.
 - 6. Though it may seem like you are at home talking on a telephone remember you are conversing on a radio circuit.
- e. If the radio resource is not available, the "Radio Module" window will disappear. A window may appear stating that the resource is not available.

C. **"VOLUME CONTROL"**

- 1. To increase or de-crease the volume, use the volume control button(s) on the radio/headset/console.
- 2. On the Motobridge use the control on the speaker(s) on the desk, or Use the AUDIO SETTINGS button on the Tool Bar (12th button with picture of a speaker and a volume control slide box).

D. **DISCONNECT RADIO TALKPATH**

Right-click the mouse on the Radio Module and choose DELETE from the popup menu. Or you can click on the RED X in the upper right hand corner.

E. **ADDING A RADIO-TO-RADIO PATCH ***Only done with permission*****

If you receive a request from a resource asking you to set up communications between their radio and another resource's radio you can do so after receiving approval by using the following directions. This ties two base station transmitters together. Use caution!

1. Using the "Tool Bar" select "Create Radio Patch". (button has two antennas and is located next to the clock button)
2. The "Select up to 5 radios for talkpath" box should now be on the screen.
 - a. This box lists the radio resources that are in the system.
 1. Search Name
 2. Agency (this selection lists the agencies by type, (county 9-1-1, county fire dept., ga state patrol, gbi, gema, Motorola).
 3. Region (this selection lists all the GEMA regions).
 4. County (this selection lists the Counties in Georgia and the radios in the counties that can be contacted. Ex: select on the arrow to the right of "County" and scroll down to Spalding County. Click on Spalding and in the "Resource Name" box there is a listing for "gspd high-band north, gspd high-band south, gspd-sheriff's band, and spalding county 9-1-1).
 5. PSAP (this selection lists the 9-1-1 Centers, by County, in Georgia).
3. Using the "Select up to 5 radios for talkpath" box, locate and select the resources you will be patching together.
 - a. If you leave all of the categories on "ALL" all agencies are listed and easy to find.
 - b. You can select up to 5 Resources to patch together by:
 1. Select on the first resource. It should now be white lettering surrounded by dark blue.
 2. On the keyboard connected to the Motobridge PRESS the "CTRL" key and hold it down.
 3. Return to the "Select up to 5 radios for talkpath" box and using the "MOUSE" connected to the Motobridge select the remainder of resources to be added to the patch.
 4. When finished selecting resources release the "CTRL" key.
 5. Select "OK".
 6. All the Resources will show in the "Radio Patch List" if it is on the screen on the "Dispatch Application Window".
 - A. To add a "Radio Patch List" window select on the "View Radio Patch List" button (the button has 4 antennas). Screen should pop up on the "Dispatch Application Window".

F. RADIO CONNECTIONS (VIEWING)

1. Select on the PATCH LIST button. (button has four antennas)
2. The Patch List window should appear on the screen.
 - a. When adding a new connection between two radios or deleting an existing connection between two radios, the information appears in the Patch List window.
 - b. When adding or deleting radio connections, the Patch list window automatically updates.
 - c. To update all Patch Lists, from the Menu Bar select:

1. View
2. Refresh
3. Radio Talkpath List

G. DISCONNECT RADIO-TO-RADIO PATCH

1. Using the mouse, in the Radio Patch List double-click on either radio name that was selected and choose “Disconnect Radio Connection” in the popup menu.
2. Other members of the Patch will remain patched.
3. If disconnecting the entire Patch, “G-1” above will need to be repeated for each resource that was patched.
4. Be sure to disconnect a Patch when there is no longer a need for it.

H. CREATE DISPATCH TALKPATH *This is acceptable without permission. But you still need to call the opposite agency to make certain they are allowed to practice.*****

Using the following directions you create communications between your Motobridge and another Motobridge. (console to console – no radio involved)

1. Using the “Tool Bar” select the second button (button has computer with person setting in front of it) to “CREATE DISPATCH TALKPATH”.
2. The “Select Dispatch” box should now be on the screen.
 - a. Search Name
 - b. Agency (this selection lists the agencies by type, (county 9-1-1, county fire dept., ga state patrol, gbi, gema, Motorola).
 - c. Region (this selection lists all the GEMA regions).
 - d. County (this selection lists the Counties in Georgia and the radios in the counties that can be contacted. Ex: select on the arrow to the right of “County” and scroll down to Spalding County. Click on Spalding and in the “Resource Name” box there is a listing for “gspd high-band north, gspd high-band south, gspd-sheriff’s band, and Spalding County 9-1-1).
 - e. PSAP (this selection lists the 9-1-1 Centers, by County, in Georgia).
3. Using the Select Dispatch box locate and select the resource you will be contacting by Motobridge.
 - a. If you leave all of the categories on “ALL”, all agencies are listed in alphabetical order and easy to find.
4. Select “OK”.
5. The “Dispatch Module” window should open on your screen.
 - a. THE MICROPHONE WILL BE **LIVE!**
 - b. The window will be RED and ALL conversation in the room can be heard by the resource selected.
6. MICROPHONE AND SPEAKER:
 - a. If you are not ready to speak the moment you select “OK” in #4 above,

1. **QUICKLY SELECT ON THE “MICROPHONE”!** to place a “CIRCLE” across the microphone. This turns the microphone off.
2. The window turns GREEN.
- b. The SPEAKER above the microphone will be on.
 1. To turn the speaker off select that icon. This places a circle across the microphone.
 2. The speaker in the on position (does not have a circle across it), and provided the selected region has their speaker on, allows you to possibly hear what is going on in the area of the radio.
 3. If you select on the SPEAKER and MICROPHONE:
 - a. The window turns “GRAY”,
 - b. Places a circle across the SPEAKER and MICROPHONE, and
 - c. You cannot talk to the selected resource or hear what is going on in the resources radio room.
 4. If you select on the SPEAKER only:
 - a. The window turns “GRAY”,
 - b. Places a circle across the SPEAKER and MICROPHONE, and
 - c. You cannot talk to the selected resource or hear what is going on in the resources radio room.
 5. To hear the selected resources radio room and speak to someone;
 - a. De-select the speaker and the microphone by selecting on the speaker and / or microphone. (removing the circle with the line through it)
 - b. Remember the microphone will be LIVE. Be ready to talk).
 6. IF YOU ARE READY TO SPEAK WHEN YOU SELECT “OK”
 - a. Do not select on any buttons,
 - b. The Microphone will be LIVE. You can immediately begin speaking to the Resource following “6-c” below.
 - c. Contact the resource by simply speaking using the following format:
 1. Your resource name,
 2. The name of the resource you are contacting,
 3. Do not press or select any buttons,
 4. Remember the microphone is LIVE and the speaker is on,
 5. Be professional!
 6. Use Clear Text.
 7. Though it may seem like you are at home talking on a telephone remember you are conversing on a circuit.

8. If the resource is not available, the “Dispatch Module” window will disappear. A window may appear stating that the resource is not available.
- d. If during a conversation you need to mute the microphone or speaker, use the mouse and select on the microphone or the speaker icon.

I. **“VOLUME CONTROL”**

1. To increase or de-crease the volume, use the volume control button(s) on the radio/headset/console.
2. On the Motobridge use the control on the speaker(s) on the desk, or Use the AUDIO SETTINGS button on the Tool Bar (12th button with picture of a speaker and a volume control slide box).

J. **DISCONNECT DISPATCH TALKPATH**

1. Right-click the mouse on the Dispatch Module and choose DELETE from the popup menu.

K. **CONFERENCE CALLS (CREATING):** ****This is acceptable without permission. But you still need to call the opposite agency to make certain they are allowed to practice.****

Using the following directions you are creating communications between your Motobridge and up to 5 other Motobridges.

1. On the TOOL BAR select “CREATE CONFERENCE” button. (button shows 5 computers and is next to the “Telephone” button)
2. If you are performing the following steps, you are the Conference Initiator.
 - a. Enter the agency name used on the Motobridge in the Conference Name box. (Ex: GSP Atlanta is ga-gspc-hq)
 1. A conference name cannot be over 19 characters.
3. The Create Conference dialog box opens on the screen.
 - a. Conference calls are used for connecting three or more dispatchers.
 - b. Up to eight can be placed on a conference call.
 - c. The window should be white background with green blocks on the left and resource names in black print.
4. From the “Dispatch Name” window choose the resources to be on the conference by:
 - a. Select on the first resource. It should now be white lettering surrounded by dark blue.
 - b. On the keyboard connected to the Motobridge PRESS the “CTRL” key and hold it down.
 - c. Return to the “Dispatch Name” window and using the “MOUSE” connected to the Motobridge select the remainder of resources to be added to the conference.
 - d. When finished selecting resources release the “CTRL” key.
 - e. Select “OK”.
 - f. There should be a RED X across the 5 Computer’s Button on the Tool Bar on the Motobridge Dispatch Application window.

5. A Conference Module window opens.
6. THE MICROPHONE WILL BE **LIVE!** ALL conversation in the room can be heard by the resource selected.
7. To see all the resources on a conference call look in the “Conference List” window located on the “Dispatch Application Window.”
 - a. The Conference List window displays a list of all conferences and their members.
8. The Conference Initiator is highlighted in yellow.
 - a. If the Create Conference failed or a member was not added to the conference, an error entry is added to the Notification Window.

L. CONFERENCE CALLS (ADDING A RESOURCE)

1. Right-click on the Conference Module.
2. From the Pop-Up Window select “ADD RESOURCE TO CONFERENCE”.
3. The Add to Conference dialog box opens.
4. Select on the dispatcher resource to add.
5. Click “OK”.
6. The added dispatcher resource appears in the Conference Module.

M. CONFERENCE CALLS (DELETE A RESOURCE)

1. Highlight the resource in the Conference Module.
2. From the Pop-Up Menu select Delete Resource from Conference.

N. CONFERENCE CALLS (VIEWING CONNECTIONS)

1. Select on the Conference List button. (Tool Bar: 6th button has 5 computers with a magnifying glass across them)
2. The Conference List Window opens and all the connections are displayed.
 - a. When adding or deleting a dispatcher to an existing conference, the information appears in the Conference List Window.
 - b. Any change in your conference (if you are the initiator or a member) will automatically update in the Conference List Window.
 - c. To update all conferences in the system, using the Menu Bar select:
 1. View
 2. Refresh
 3. Conference List

O. **END CONFERENCE CALL**

1. **ONLY THE INITIATOR OF THE CONFERENCES CAN END A CONFERENCE CALL.**

- a. On the Conference Module window located on the Motobridge Dispatch Application of the Initiator's Motobridge, (the window described in 6-h), in the upper left corner of the window is the 5 computer symbol button. It is GREEN and is exactly like the button in the Tool Bar across the top of the Dispatch Application window that currently has a RED X across it.
- b. Right click the mouse on the 5 computers on the Conference Module.
- c. Select on END CONFERENCE CALL from the popup menu
 1. The RED X across the 5 computers across the Tool Bar on the Motobridge Dispatch Application window should now be gone.

P. **UPDATES / CHANGES ON THE MOTOBRIDGE**

1. When there are updates/ changes made to the Motobridge, in the Tool Bar on the right-hand side there will be two GREEN arrows in a circle. They should appear between the button that looks like a recorder and the yellow computer monitor. Select on that button to make the updates / changes to your Motobridge.
2. The Motobridge is updated several times throughout a 24-hour period. Therefore the Motobridge is to be checked throughout each shift to ensure any changes to the system are made immediately.

Q. **TRAINING**

1. People become complacent when they don't repeat tasks on a daily basis. The Motobridge is a piece of communications equipment that will not be used daily.
2. Dispatchers should ensure that everyone practices using the Motobridge every week.
 - a. Motobridge training should be noted by sending an email to Selena.
3. When a new employee is hired he/she should be trained on the Motobridge as soon as is practical. The Trainee will then practice weekly reducing to monthly after 6-months.
4. Training is not limited to Monday through Friday 8 to 5. Employees can train on the Motobridge during any shift. After 6-months of weekly training the training could be reduced to monthly.
5. You must complete the on-line training. Go to the GA. Tech website on your weather computer, follow instructions.

21 Equipment or Data Noted Problems Procedures

21.1 Notating Problems With Database Records

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 / January 9, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that we report problems with phone records as soon as they are found. This will help to ensure that the residents of the County are able to obtain the quickest and best possible service we can provide.

PROCEDURE:

Any time you note that a caller has dialed 9-1-1 and the address that appeared on the ANI/ALI is different than that of what the caller is giving, you should do the following:

- Advise the caller that you are getting help to his or her location. But, advise them that you need to confirm what they are giving because the location that shows up when they dial in is different. This will push the caller into giving information as to why they are giving a different location. They may not know why it's different and if they do not – **YOU ALWAYS SEND HELP WHERE THEY ADVISE THEY NEED IT.** It may be that they need help at a different location from where they are calling from or it may be that they have moved or it may be a simple error in data entry from the phone company side.
- After your call is completed and units are on scene, immediately fill out a 9-1-1 Inquiry Sheet Error Form and fax it to the phone company. If you do not know where they are or how to fill one out – there is an example at the back of the book or you can use the Error Form on the phone computer. **REMEMBER – ALL OF THEM WILL GO TO WINDSTREAM EXCEPT FOR ANY 869 PREFIXES.** Both of the fax numbers you will need are on the fax machine.
- File the form that you faxed in the box on the outside of Toni's door.
- The Supervisor should make a note in the ANI/ALI supplemental file stating that an inquiry has been sent regarding that record and what the problem was – this way if the call rings in again and no one can talk the Dispatcher will know where to send help. It is vitally important to date this field when you enter the information here.
- The phone company will send the Director a reply advising that the record has been corrected.
- After the phone company advises the record has been corrected, Toni will delete the old information in the supplemental file and add the new date and the word 'CORRECT'.
- Any time you note a discrepancy in information a caller on an admin or 9-1-1 line is giving you from what you see within the 9-1-1 CAD Database:
- Advise the caller that you are getting help to his or her location. But, advise them that you need to confirm what they are giving because the location that shows up when they dial in is different. This will push the caller into giving information as to why they are giving a different location. They may not know why it's different and if they do not – **YOU ALWAYS SEND HELP WHERE THEY ADVISE THEY NEED IT.** It may be that they need help at a different location from where they are calling from. Or, it may be that they have moved, or it may be a simple error in data entry CAD side, or it may be that the home has changed description or the owner has moved.

- After your call is completed and units are on scene, immediately fill out a 9-1-1 In-House Inquiry Sheet and put it in Toni's box on her door. If you do not know where they are or how to fill one out – there is an example at the back of the book. Attach a Premise Information form for Toni to mail as well.
- File the forms in the box on the outside of Toni's door.
- The Supervisor should also make a note in the CAD file stating that an information has been sent regarding that record and what the problem was (if able to do so). This way if the call rings in again and no one can talk the Dispatcher will know where to send help. It is vitally important to date this field when you enter the information here. Also, e-mail the Director with the problem.
- Toni will correct the file and notate the date it was corrected.
- It is important to note that most times when you find an error in the ANI/ALI you will also find the same in the CAD files and vice versa.
- Any time you note a problem in any of the other help files within CAD or the old database:
 - Fill out the form provided for reporting problems.
 - File the form in the box on the outside of Toni's door.
 - E-mail the Director with the problem also.
 - The Director and Toni will correct the problem.
- Any time you receive word about a 9-1-1 Violation or something the unit says needs to be addressed:
 - Fill out the form provided for these reports.
 - File the form in the box on the outside of Toni's door.
 - E-mail the Director with the problem also.
 - The Director and Toni will correct the problem.

21.2 Notating Problems With Equipment

ORIGINAL ISSUE DATE:

April 5, 2007

LAST REVISED / REVIEW DATE:

January 6, 2009 /January 9, 2012

November 19, 2012

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the policy of Banks County E-911 to ensure that we report and repair problems with equipment as soon as possible and as required. This will help to ensure that the residents of the County are able to obtain the quickest and best possible service we can provide.

PROCEDURE:

Any time you note a problem in the way that needed 9-1-1 equipment is operating:

- The Supervisor should contact the appropriate vendor immediately if it is a problem that needs immediate attention and let the Director know of the problem immediately as well so that back-up procedures can begin if needed.
- If it is not a problem that needs immediate attention, the Supervisor should notify the Director and together they will trouble-shoot the problem and make a determination of when the vendor should be contacted.
- Create a Call for "EQUIP" for any equipment problem and notate as to whether the issue has been resolved through troubleshooting or a ticket was created listing the ticket / tracking # and what is wrong in the narrative, DSP to 911 & clear them off the call leaving the call open to log any further information that is received, close the call when the problem is resolved and let the Director know the resolution.
 - Anytime you call a technician to repair something; log it to the equipment call you created. Log any ticket numbers or associated information. And, if the problem corrects itself or if you correct it prior to the Technician arrival; please log such in the call file and call the Technician back to let them know it is fixed.
- Remember that some systems that are vital are not used on a daily basis therefore they must be tested according to schedules made (ex. Tornado Sirens and back-up radios) to ensure they are working properly. During a disaster is not the time to know the systems needed don't work. This is also why you need to e-mail me to let me know when the generator runs the self test every week.

21.3 Who to Call

ORIGINAL ISSUE DATE:

January 6, 2009

LAST REVISED / REVIEW DATE:

October 5, 2009

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide a quick response in finding phone numbers for emergency repairs within 911.

PROCEDURE:

Below which vendors work on which items to help when repairs are needed:

CAD	=	InterAct via AT&T 911
Phone	=	TCI via Gunby Communications
Radio	=	Gunby Communications
Generator	=	GenTech via Kenny Crumley
UPS	=	Best Power
Recorder	=	Eventide via Gunby Communications
Voters	=	Gunby Communications
Consoles	=	Zybix via Gunby Communications
Motobridge	=	GTA
Computer Hardware	=	Banks County I.T.
Admin Server	=	Banks County I.T.
EMnet	=	EMnet via Banks County I.T.
Building Issues	=	Kenny Crumley
School Radio	=	BOE
HAM Equipment	=	Banks County ARES
Copier / Fax	=	Banks County I.T.
GCIC	=	GTA, GCIC and Banks County I.T.
911 Trunks	=	AT&T 911
Admin Lines	=	Windstream

As always, anything requiring repair should be communicated to the Director.

Deidra Moore, Director

22 Radio Information

22.1 Radio Information

ORIGINAL ISSUE DATE: January 18, 2012
LAST REVISED / REVIEW DATE: January 3, 2013
SCOPE: All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide a quick reference for radio resources.

PROCEDURE:

Below are your radio resources:

RADIO RESOURCES (*Keep all radios on Volume Level 4.*)

County INOP: This marker houses all of the following channels:

- ❖ Utilities – Road Department, Water Department, Emergency Ops. (should be primary)
- ❖ BC MRD – Jail, Emergency Ops for BCSO
- ❖ Northridge Hospital (old BJC frequency same hospital under new name)
- ❖ BC Transit (Not yet operational but will be; will be the Senior Center)
- ❖ Hab Law 1 (Habersham Law – not to be transmitted on from Dispatch without Command approval)
- ❖ Hab Fire 1 (Habersham Fire – not to be transmitted on from Dispatch without Command approval)
- ❖ SCSO (Stephens Law – not to be transmitted on from Dispatch without Command approval)
- ❖ SCFD (Stephens Fire - not to be transmitted on from Dispatch without Command approval)
- ❖ FCSO (Franklin Law - not to be transmitted on from Dispatch without Command approval)
- ❖ FCFD (Franklin Fire - not to be transmitted on from Dispatch without Command approval)
- ❖ MCSO (Madison Law - not to be transmitted on from Dispatch without Command approval)
- ❖ MCFD (Madison Fire - not to be transmitted on from Dispatch without Command approval)
- ❖ JCPD (Jackson Co Law – not to be transmitted on from Dispatch without Command approval)
- ❖ JCFD (Jackson Co Fire - not to be transmitted on from Dispatch without Command approval)

State TAC: This marker houses all of the following channels:

- ❖ TAC3 – Primary tactical fire ops.
- ❖ Fire M/Aid – Emergency fire ops.
- ❖ Base-Base – Stateband law to POST (should be primary)
- ❖ Base-Car – Stateband law to CAR
- ❖ HEAR – Old EMS / Hospital
- ❖ VTAC1 – Emergency Interop
- ❖ VTAC2 – Emergency Interop
- ❖ VTAC3 – Emergency Interop
- ❖ VTAC4 – Emergency Interop
- ❖ VCALL – Emergency Interop

SO Repeater: Primary Banks County Sheriff Operations // Baldwin PD and Alto Ops inside Banks County when they need it. // GSP when in Banks County

MAYSVILLE: This will become Maysville PD's back-up radio; their primary will become Jackson County UHF. We will take the call for service when someone dials 911 and we will have to call Jackson County 911 to have Maysville dispatched – much like we do with Baldwin through Habersham

FIRE: Primary Banks County Fire Operations // Homer Fire Operations // Baldwin Fire/Rescue and Tates Creek Fire Operations inside Banks County when they need it.

GEMA: State radio for EMA.

Public Safety: This will be the primary tactical / back-up repeater *eventually*. You can't use it yet. It will not be operational until Narrowbanding is complete.

Leave county interop on utilities – not turned on another county radio unless there is a multi-discipline incident that has approval to be on that radio or if you need MRD for emergencies. If you change to another county on that radio it will not scan. Utilities need to remain priority day in & out. State Tac does not scan, leave it on Base to Base and leave the back console selected on that radio when no-one is manning it.

23 Road Signs

23.1 Road Signs

ORIGINAL ISSUE DATE:

January 7, 2013

LAST REVISED / REVIEW DATE:

SCOPE:

All Banks County E-911 Employees

PURPOSE:

It is the purpose of this procedure to provide Banks County and each Municipality proper signage as it is vital to emergency services to ensure we do everything possible to make sure that proper signage is in place to help foster a quicker response in times of emergency.

PROCEDURE:

To cover administrative costs, we will begin charging the cities. We are rounding the cost to:

- i. **\$20.00 for the plate / decals**
- ii. **\$40.00 for the entire set**

Directions:

When emergency services or a citizen advises us of a missing sign; the 9-1-1 Center day shift Supervisor or person in Lead will call the Town / City Hall and make the person that answers aware of the need. It is our goal to have the sign made within 24 hours and erected within 48 hours maximum to lessen any likelihood of problems in locating the road or street in any emergency. If it is going to take longer to make the sign, the Supervisor or Lead will notify the City of the expected time the sign will be ready.

1. Request is made for a city sign or a private road with the city limits.
2. It is added to the list to make inside the sign cabinet door and marked as a city sign or a city private sign and added to list on clipboard at Supervisor Console.
3. We will then make the sign on a blue plate
4. Once made, the remainder of the 'completed' signs list that is located on the clip board on the Supervisor console should be filled out.
5. After making it and adding it to the list, the Supervisor or Lead will make the invoice using an invoice from the copies in the Supervisor cabinet.
6. The Invoice # at the upper right will be the Request # on the list that is kept on the clip board at the console.
7. Fill in the City Name in the Customer Field.
8. Fill in the Date.
9. Fill in the Quantity.
10. Fill in the Road Name under Description
11. Fill in the Amount – (no shipping or tax)
 - a. If it is Plate & Decal \$ 20.00 for each sign
 - b. If it is Plate / Decal and Post needed, it is \$ 40.00 each
12. Make a copy of this invoice and put it with the sign.
13. Fax the invoice to the proper city.
14. Call the city and tell them to pick up the sign.
15. Have the person picking up the sign to initial or sign one invoice anywhere at the bottom and give the other to him / her to take to city hall.
16. Place the initialed / signed invoice in Toni's box and she will copy it to Randy Failyer for file.
17. If payment is given at the 9-1-1 Center, it will be delivered with a copy of the invoice to Erlene at the Commissioner's Office and Randy will be copied. Note – only checks or money orders are accepted and they will be encouraged to submit payment to 150 Hudson Ridge Drive as indicated on the invoice.

All other road signs will still be made as usual; the only difference is that all signs will be added to the 'completed sign clipboard' when they are called in and finished. But, this billing process only applies to the cities.

An example of the list on the clip board is attached along with a sample invoice.

Deidra Moore, Director

EMERGENCY PROCEDURE

Appendix



BANKS COUNTY E-911

Emergency Operations

“Providing a better service for the citizens of banks county”

A Dispatcher ‘HOW TO’ Guide

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Standard Operating Procedures & Policies

Banks County E-9-1-1 follows all Banks County Policy and Procedure. In addition, Banks County E-9-1-1 has several SOP's within the Department that work in conjunction with regular County Policy. This manual deals with the SOP's that are in direct relation to any emergency operation within the 9-1-1 Center. This is a manual for 9-1-1 Employee's ONLY and is not to be released at any time to anyone not employed by Banks County E-911.

Emergencies happen every day. It is the nature of our chosen profession. But, what do we do when we ourselves are in an emergency? Who dispatches help to the Dispatcher's? How does anyone know we need help? What guidelines are in place to protect us while we are so busy protecting everyone we serve? What are the 'CONFIDENTIAL' passwords we need to access emergency equipment? How do we operate emergency equipment? Do we have all of the emergency phone numbers we need? These are the things – among many others - that we will cover in the manual. But, first things first, let's take a look at what SOP's we have in place dealing with emergency.

WEATHER EQUIPMENT

Policy & Procedure:

The weather sirens and all back-up equipment will be tested every Wednesday at noon. If the Dispatch area is busy the weather siren test may be put off until 12:30p at the latest. If the weather siren can not be tested by this time do not test it. Also, if there is inclement weather the weather siren does not need to be tested as it would likely cause panic. It is imperative that every employee knows how to use this equipment.

The administrative computer server may be utilized to monitor the National Weather Service Peachtree City site for weather radar. No other internet traffic is allowed on this server. The cache is checked regularly and anyone found to be visiting any site other than the NWS Peachtree site will be reprimanded.

The settings should never be changed on the weather radios or computers. It is there to be used to access valuable information regarding to weather in order to assure public safety and provide emergency units with needed information. It is imperative that all employees know how to operate the weather radio in order to properly use it.

Note: The back up radios (all) should be tested on Wednesday's as well.

When these tests are completed, a call should be cadded that uses Test as the call type and what was tested should be logged in the narrative.

The weather radio is to remain on at all times. It should also be used to gain needed information and everyone should know how to use it.

Policy for accessing the internet on the internet/weather computer:

First Time Logging on to the Internet Computer: Data Survival will issue you your first log in user name and password. You will be prompted to change your password the first time.

Password Requirements: your new password will need to have at least THREE of these four things: Upper case letter; Lower case letter; Number; Symbol. It also has to be at least 8 characters. You will be prompted to change your password every 90 days.

You must log on at beginning of your shift and log off at end of your shift. Remember to only visit 911 work related/approved websites. Check your county email regularly. Anyone in violation is subject to reprimand it is not for personal use.

2. **You may only access web-sites that are related to work.** Such as County Email, APCO, NENA, Firehouse, 911 Magazine, FEMA, GPSTC, GEMA, NWS, Ready GA, ADA, Georgia Relay Service, Language Line, Power Companies for contact information or reporting of outages, Phone companies for contact information or reporting outages, Paging for Southern Link. The key here that IT MUST BE WORK RELATED FOR A WORK REASON.
 3. **Social Networking sites ARE NOT allowed.** This means Facebook, Twitter etc. are not allowed.
 4. **EmNet is on the Supervisor Console; it must remain running at all times**
 5. **If there is inclement weather coming in, the internet / weather computer MUST be on the NWS Peachtree City website.**
 5. **As always, no material (software, external hard drives etc.) may be added to ANY computer without Director giving direct permission.**
 6. **As always, no other computer is allowed to access the internet.**
 7. Data Survival will perform periodic audits of these computers to ensure that the computers are protected. He will issue your user name and password for County Email to help further ensure accountability.
-

BACK-UP RADIO & COMPUTER EQUIPMENT

Policy:

It is the Policy of Banks County 9-1-1 to ensure communications with all departments operates as needed at all times. In order to accomplish this, the Dispatch Center has access to three back-up radios. Three of these are directly tied in with the regular operating system and one is not.

Procedure:

1. The Dispatch Supervisor is responsible for ensuring the personnel on his or her shift is adequately trained and able to operate all of the back-up systems.
 2. No Dispatcher will operate any of the back-up equipment without direct approval from his or her Supervisor or Senior Dispatcher.
 3. The handheld radios and the back-up base station are to be utilized to transmit traffic only when the standard operating system fails. They may be utilized to monitor traffic on approved side channels (TAC should be monitored whenever units advise they are operating on a TAC channel) to ensure units are accounted for at all times.
 4. None of the back-up radio systems are allowed off of 9-1-1 property without direct approval from the Director.
 5. The back-up laptop that contains the old database will not be used for cadding any call unless we have complete system failure. When it is used, no programs will be added or deleted and nothing will be changed within the existing programs without the Director's approval. The 911 Clerk will be responsible for maintaining the system and making sure it is up to date. Periodically we will have training on how to use the system.
 6. Instructions for operating the back-up radios are later in this book.
-

EXTRA MAN POWER

PURPOSE:

The purpose of this procedure is to establish a procedure to be utilized when an incident requires additional manpower in 9-1-1.

PROCEDURE:

When a crisis occurs of such proportion that the Communications Officer's on duty cannot handle the call volume or when there is a loss of personnel due to sickness or other reasons, the Shift Supervisor or the Senior Communications Officer in the Shift Supervisor's absence shall notify the Director

Off duty employees will be contacted to come into the 9-1-1 Center to assist the shift on duty after approval from the Director.

Call in will follow this order:

- ❖ Part-time personnel called and asked 1st if a part-time roster is available; otherwise On-call 1st.
 - ❖ This step may be initiated by the shift leader and the Director should be notified of who is responding.
 - ❖ On-Call personnel called 2nd. This step may be initiated by the shift leader and the Director should be notified of who is responding.
 - ❖ If unable to reach part-time or on-call, the Director should always be aware of the situation. The Director will advise how to proceed from this point. And, the Director will most likely be onsite in 911 or responding.
 - ❖ If unable to locate anyone to work, the Director may reassign the E911/EMA Clerk to the Dispatch Center for coverage. Or, the Director may work the position.
 - ❖ In worse case scenario, the Director may advise to contact Volunteer Personnel, if this is advised the Director will advise on how to proceed.
 - ❖ In worse case scenario, the Director may advise to contact another 911 Center for aid in coverage. The Director will advise on how to proceed in this situation.
 - ❖ In worse case scenario, the Director may have calls routed to another neighboring 911 Center or another 7-digit phone line. You will find directions on how to accomplish this in your emergency directions files. The numbers of neighboring 911 Centers may be obtained in the Contact File of CAD. Everyone should know how to reroute phone lines.
 - ❖ In worse case scenario, the Director may have other Emergency Service personnel respond to aid in the Dispatch room. The Director will advise on how to proceed in this situation.
 - ❖ All personnel must ensure that they have some means of working communication (pager, cell phone or landline phone) so that the 9-1-1 Center may reach them when needed. In addition, if personnel know they will not have service on the primary number given – they must ensure that a secondary means of reaching them is available to 9-1-1.
 - ❖ In events entitled 'Emergency Operations' (such as severe weather events, disaster times etc), employees that are contacted are expected to report to work immediately or within the hour or as directed when called.
-

NOTIFICATIONS

Policy: It is the Policy of Banks County 9-1-1 to ensure notifications are done as follows:

Procedure: A paging system has been set up in the 9-1-1 Center with several incident types listed. It is the responsibility of the Shift Supervisor to ensure a page is sent or a notification is made by phone on any call received or a situation arises that warrants notification.

If a department or agency Banks County 9-1-1 serves has requested notification be done on certain incident types, those are in the paging system. Those needing to be notified have been entered under that incident type.

Unless requested by a Supervisor, Department Head or Director of another department or agency Banks County 9-1-1 serves, Banks County 9-1-1 will not notify anyone "just because". Employees that need to be notified on a particular incident type will be on the notification page.

Anyone wanting to be notified on any incident the 9-1-1 Center does notifications on must present a letter stating what incidents they are to be notified on. The letter must come from and be signed by the:

Sheriff's Office:	Sheriff, Major or Captain.
Maysville P.D.:	(by phone) Police Chief
Banks County Fire Services:	Banks County Fire Chief.
Homer Fire Dept.:	Homer Fire Chief.

Other departments Banks County 9-1-1 serves must have a letter signed by the Department Head/Director.

Banks County Commissioner's, the appropriate department head or heads **and the 911 Director** are to be notified in the event an incident occurs involving:

- A County Department
- A County Building
- Property owned by the County
- A County Employee
- 10-50's involving Department Heads and Directors

Any serious incident(s) that will be news worthy or controversial.

Supervisors must use their common sense when it comes to notifying about a call. However, if in doubt it is better to notify.

There are some specific requests for notification under each departmental S.O.P.

The EMA Director should be notified on weather related material, any state route fatality along with GEMA/TMC, any state route closing, anything that may require the EOC to be activated and any call another Department Head requests you to notify them on.

WEATHER NOTIFICATIONS BY PAGER & RADIO

Weather notification (10-13) page is to be sent on those weather items that **specifically address Banks County's geographic area and would affect our ability to provide service or hamper personnel in doing their job** or arriving at their place of employment. Sometimes the same warning/watch comes in several times – it only needs to be given out one time unless there is something in it that has changed significantly. All warnings and watches are to be given over radio and pagers.

Mandatory notifications are: **ANY WARNING or WATCH ON THE FOLLOWING:**

SNOW AND ICE FOR THIS AREA
THUNDERSTORM
TORNADO
FLOODING

Other weather related watches or warnings should be given as the Supervisor sees fit. The Supervisor should weigh all of the factors in making this determination. For example: if it is 02:00 hrs and a fog warning is out – YOU DON'T give it over the Fire Radio waking everyone up and there is not a need to page personnel at home in bed; instead you may want to let your personnel know when you page out a call to use caution due to this.

EVACUATING 9-1-1

Policy: It is the Policy of Banks County E-911 to ensure the safety of the personnel at Banks County E-911 while on duty and while insuring the 911 is operating.

Procedure: To insure the policy is followed correctly, there is information that will assist the Dispatchers in proper procedures to determine if evacuation is needed and the proper procedure to follow through with the evacuation.

1. The personnel on duty will make the decision to evacuate or not based on whether employees are truly safe or not. There are certain guidelines for evacuating or not evacuating in bomb threats, tornado etc. Aside from these instances, the responsibility of determining safety lies with each Employee on shift. Whenever safely possible, the building will not be evacuated without contacting the 911 Director first. If unable to contact the Director prior to evacuation, she will be contacted as soon as possible after the Dispatcher's are safe. The Supervisor will make sure all needed materials are all together in order to operate using back-up systems when evacuated. If the Supervisor is unable to gather these items he or she will utilize these items that have been duplicated and located at the Fire Admin building.
2. Do not evacuate for a bomb threat. Notify Sheriffs Command Staff, BCFD Group, the Shift Sergeant and 911 Director via pager followed up by a phone call. There is no need to cancel radio or phone traffic. Remember you are in a secured building and if there is a bomb inside...you had to let them in. The likelihood of a bomb outside is very little as it would likely explode when being placed due to constant static from radio traffic. Again, remember you are in a secured building and want to stay there – it is the safest place. Most bomb threats are meant to cause disruption, do not allow it. Most true terrorist bomb threats are meant for disruption and to get you out of the building where other dangers may lie. **STAY INSIDE AND GET HELP!**
3. Do not evacuate for a Tornado coming toward the 911 Center. You have no where to run. Go to the most interior room (the bathroom in the dispatch area). If at all possible grab the jump and run kit, back-up radio and back-up cell phone located in the EOC on your way to the safe room.
4. Do evacuate if needed - When the Tornado has hit the 911 Center and the Building is not habitable the Supervisor will gather all needed items and have everyone exit the safest way and once outside will make sure everyone is accounted for. After this the Supervisor and all Employees will report to Fire Admin to operate back-up systems.

NOTE: IT IS NOT THE POLICY OF BANKS COUNTY E-911 TO FORCE ANY PERSON TO REMAIN AT 911 IF HE OR SHE FEELS IN DANGER. WE ONLY ASK THAT GOOD JUDGEMENT IS EXERCISED AT ALL TIMES.

EMERGENCY MANUAL

Policy & Procedure: THIS MANUAL IS TO BE KEPT AT 9-1-1 AT ALL TIMES, A BACK-UP WILL BE KEPT OFF-SITE AND SECURED AT THE COURTHOUSE.

THIS MANUAL IS NOT TO BE GIVEN TO ANYONE OUTSIDE OF 9-1-1 UNLESS APPROVED BY THE DIRECTOR.

EACH DISPATCHER SHOULD PLACE HIS OR HER MANUALS IN THEIR LOCKER WHEN NOT AT WORK AND HAVE IT ON THE CONSOLE WITHIN REACH WHILE WORKING ON SHIFT.

JUMP & RUN

Policy & Procedure: THIS KIT IS LABELED AND KEPT IN THE DISPATCH ROOM. IT IS NOT TO BE REMOVED FOR ANY REASON. THE LABEL SHOULD ALWAYS BE ON THE BOX, IF IT BECOMES WORN IT SHOULD BE REPLACED.

THE BOX SHOULD BE CHECKED BY THE SUPERVISOR AT THE BEGINNING OF SHIFT TO ENSURE ALL APPROPRIATE DOCUMENTS ARE IN THE BOX. IF THE BOX IS MISSING ITEMS NEEDED, THE TACTICAL TEAM SHOULD BE NOTIFIED (IN 2009, THIS TEAM IS SONNY BELLINGER AND SELENA MANLEY). THE MISSING ITEMS SHOULD BE REPLACED (COPIES ETC.) IF THE SUPERVISOR IS CAPABLE OF REPLACING THEM, IF NOT THE TACTICAL TEAM WILL MAKE A REQUEST FROM THE DIRECTOR.

FOLLOWING IS A LIST OF DOCUMENTS TO BE KEPT IN THE BOX:

1. **CASE CARDS / PAPER PHONE LOGS**
 2. **PAPER LOGS FOR LAW, EMS & FIRE**
 3. **COUNTY MAP BOOK**
 4. **COUNTY WALL MAP**
 5. **ADDRESS PRINTOUT**
 6. **PENS, PENCILS**
 7. **EMERGENCY MANUAL**
 8. **FLASH LIGHTS**
 9. **BATTERIES**
-

HOW TO'S & WHAT TO DO'S

After reviewing the Banks County E-911 Policies and Procedures dealing with emergencies, we need to know how to do the things required of us. This chapter will cover how we do different things related to emergency operations when the emergency is with us.

So, we know now what we are supposed to do, how are we going to accomplish what we have to do to help ourselves. Every employee at Banks County E-911 is trained to the same level, whether you are a Supervisor, Senior Dispatcher, Dispatcher or Director – EVERYONE will know how to do all of the things contained herein or at the very minimum, each person will know where to look to find out how to do what is required. After all, if the Director or Supervisor are the only ones who know how – what happens if something happens to them?

WHAT TO DO IF THE FIRE DEPARTMENT IS NEEDED...

SMOKE:

If you smell or see smoke from an unknown source (for ex: you haven't burnt popcorn or something else)...

1. Respond the Homer Fire Department.
2. It may or may not be necessary to evacuate.
3. If the smoke overwhelms the building follow the evacuation policy. Always evacuate through the SAFEST entrance.
4. After the Fire Department has been dispatched, make contact with the 9-1-1 Director to advise of the situation.

FIRE:

1. If you see fire and it is small enough to extinguish with the Fire Extinguishers located in the Dispatch Room and Kitchen, extinguish the fire and have one partner dispatch the Fire Department.
2. The Fire Extinguisher is an ABC Extinguisher and may be used on any type of fire.
3. If the fire is extinguished safely and the Dispatch room has not been overcome with smoke it may not be necessary to evacuate
 - a. You may simply need to ventilate by opening the doors.
4. If you see fire and it is too big to extinguish with the Fire Extinguishers
 - a. Have one partner dispatch the Fire Department
 - b. If there is time, gather the Jump & Run Kit and Emergency Equipment (back-up radio on counter, laptop on counter.)
 - c. Evacuate the building. Always evacuate through the SAFEST entrance.
5. If the fire is on the outside of the building, dispatch the Fire Department.
6. After you have dispatched the Fire Department, make contact with the 9-1-1 Director to advise of the situation.

Never put yourself in harms way, remember safety first!

WHAT TO DO IF THE AMBULANCE IS NEEDED...

EMS:

If you or your partner is in need of an ambulance.....

1. **Have the opposite person on shift immediately dispatch one.**
2. **After you have dispatched the EMS, make contact with the 9-1-1 Director to advise of the situation**
3. **Have someone call the on-call person in while the ambulance is responding.**

Policy:

It is the Policy of Banks County 9-1-1 to ensure the 9-1-1 Center is sufficiently staffed during an emergency.

Procedure:

When a crisis occurs of such proportion that the Communications Officer's on duty cannot handle the call volume, the Shift Supervisor or the Senior Communications Officer in the Shift Supervisor's absence shall notify the Director

Off duty employees will be contacted to come into the 9-1-1 Center to assist the shift on duty after approval from the Director.

Call in to work in 911 will follow this order:

- Part-time personnel called and asked 1st.
- On-Call personnel called 2nd.
- Director called as last resort as she will most likely be here in this event.

All personnel must ensure that they have some means of working communication (pager, cell phone or landline phone) so that the 9-1-1 Center may reach them when needed.

Employees that are contacted are expected to report to work as directed when called for emergency call-ins.

HOW TO REROUTE 911 TRUNKS & ADMIN

1st you must know the following:

- ❖ **You have four (4) 911 Trunks that come out of Watkinsville.**
- ❖ **All four (4) trunks can only be routed to one (1) phone number.**
- ❖ **AT&T 911 can and will reroute before calling you if they suspect a problem.**
- ❖ **The first line that AT&T 911 will attempt to reroute to is 706-677-1234. The reason this line is first is because if you are busy on it, it will roll to another admin line.**
- ❖ **The second line that AT&T 911 will reroute to (should the 677-1234 not work) is the cell phone number 706-654-7680.**
- ❖ **The third option for reroute is for AT&T 911 to reroute to a neighboring 911 Center. This will not happen until the Director gives approval.**

SCENARIO ONE: AT&T has noted a problem and automatically reroutes.

1. You may or may not receive an advance warning from AT&T. Usually they will call you but it will be simultaneous to the reroute. They may be rerouting to either the 1234 number or to the cell phone 706-654-7680. This is why it is imperative to always answer these lines (as all lines) as Banks County 911.
2. Call the Director at one of the following numbers: 706-658-5120, 678-677-6624, 770-519-6563, 706-356-4767, 770-983-7833. If unable to reach Director, call Toni EMA Clerk at 706-677-8046 or page
3. FYI BCFD Group, Sheriffs Command Staff, Sgt., 661 or MPD, 901 or APD.

SCENARIO TWO: You have noted a problem and aren't receiving 911 calls, you test it and verify that your 911 lines are not working. You check your admin lines and they are working fine.

1. Call AT&T E-911 at 1-800-553-2811, your PSAP ID is 40BANK.
2. Tell them your 911 lines are not working and to please reroute the 911 trunks to 706-677-1234. AT&T will make some test calls to make sure it is rerouted.
3. Call Gunby Communications as an FYI to let them know the problem and that you have called AT&T.
 - a. If it is during normal business hours (M-F, 8-5); CALL 800-595-4406.
 - b. If it is after normal hours or on the weekend, call 888-650-8153 and advise that the people that answer what County you are and that you need 911 System Support paged and tell them what number to have Gunby call.
 - c. FYI BCFD Group, Sheriffs Command Staff, Sgt, 661 or MPD, 901 or APD.
 - d. Call the Director at one of the following numbers: 706-658-5120, 678-677-6624, 770-519-6563, 706-356-4767, 770-983-7833. If unable to reach Director, call Toni EMA Clerk at 706-677-8046 or page
4. Be prepared to begin taking 911 calls on the administrative lines. Remember that you will not get ANI/ALI so it is imperative to verify what your caller is telling you.
5. When the problem is corrected, you will need to call AT&T back and have them reverse the process. They will again test it to make sure it is back to normal operating procedures.

SCENARIO THREE: You have noted a problem and aren't receiving 911 calls, you test it and verify that your 911 lines are not working. You check your admin lines and they are not working either.

1. Call Bell South E-911 at 1-800-553-2811, your PSAP ID is 40BANK.
2. Tell them your 911 lines are not working and to please reroute the 911 trunks to cell phone number 706-654-7680. Bell South will make some test calls to make sure it is rerouted.
3. Call Windstream at 1-800-782-6206 and advise them of each number that is not working. Tell them that we are a 9-1-1 Center and this needs to be marked of highest priority. Get an ETA of repair if possible and name and number and tracking number if they will provide it.
4. Call Gunby Communications as an FYI to let them know the problem and that you have called AT&T.
 - a. If it is during normal business hours (M-F, 8-5); CALL 800-595-4406.
 - b. If it is after normal hours or on the weekend, call 888-650-8153 and advise the people that answer what County you are and that you need 911 System Support paged and tell them what number to have Gunby call.
5. FYI BCFD Group, Sheriffs Command Staff, Sgt, 661 or MPD, 901 or APD.
 - a. Call the Director at one of the following numbers: 706-658-5120, 678-677-6624, 770-519-6563, 706-356-4767, 770-983-7833. If unable to reach Director, call Toni EMA Clerk at 706-677-8046 or page

6. Be prepared to begin taking 911 calls on the cell phone number 7680 that is located in the NORTEL (desktop) telephones. Remember that you will not get ANI/ALI so it is imperative to verify what your caller is telling you.
7. You won't have to worry with the admin lines because there is no way to reroute them after they are down. Just pay attention for them to come back on line, check them periodically.
8. When the problem is corrected, you will need to call AT&T back and have them reverse the process. They will again test it to make sure it is back to normal operating procedures.

SCENARIO FOUR: You have noted a problem with the phone computer (TCI). Your screen may be black or show system down. You are receiving 911 calls and admin lines on your NORTEL but your TCI screen isn't working.

1. Call Gunby Communications and let them know the problem.
 - a. If it is during normal business hours (M-F, 8-5); CALL 800-595-4406.
 - b. If it is after normal hours or on the weekend, call 888-650-8153 and advise the people that answer what County you are and that you need 911 System Support paged and tell them what number to have Gunby call.
 - a. Call the Director at one of the following numbers: 706-658-5120, 678-677-6624, 770-519-6563, 706-356-4767, 770-983-7833. If unable to reach Director, call Toni EMA Clerk at 706-677-8046 or page
 - a. FYI BCFD Group, Sheriffs Command Staff, Sgt., 661 or MPD, 901 or APD.
2. Continue taking 911 calls and admin calls, but remember that you will not get ANI/ALI so it is imperative to verify what your caller is telling you.

SCENARIO FIVE: You have noted a problem with the phone computer (TCI). Your screen may be black or show system down. You are also noting a problem receiving 911 calls and admin calls on your NORTEL. In other words, nothing seems to be working on the desktop phone or on the computer phone.

1. Look on the right hand side of each white telephone on the consoles, there are two (2) volume control switches on each. They are for the ringer volume.
 - a. Turn the ringer volume on.
 - b. Pick up line one and make sure you have a dial tone.
 - c. Line 1 on each phone is a 911 Trunk.
 - d. Line 2 on each phone is an administrative line.
 - e. Make some test calls from one white phone (dial 911 and make sure it rings in, dial 706-677-1234 and make sure it rings in etc.).
 - f. If the 911 lines don't ring in, you will need to follow the steps to have Bell South reroute the 911 trunks to 706-677-1234. (There are not any cell phones in the white phones but the likelihood of the admin lines crashing simultaneous to the rest of the system is extremely rare and will be covered in the next section.)
2. Call Gunby Communications and let them know the problem.
 - a. If it is during normal business hours (M-F, 8-5); CALL 800-595-4406.
 - b. If it is after normal hours or on the weekend, call 888-650-8153 and advise the people that answer what County you are and that you need 911 System Support paged and tell them what number to have Gunby call.
3. FYI BCFD Group, Sheriffs Command Staff, Sgt., 661 or MPD, 901 or APD.
 - a. Call the Director at one of the following numbers: 706-658-5120, 678-677-6624, 770-519-6563, 706-356-4767, 770-983-7833. If unable to reach Director, call Toni EMA Clerk at 706-677-8046 or page
4. Continue taking 911 calls and admin calls on the white phones, but remember that you will not get ANI/ALI so it is imperative to verify what your caller is telling you.

SCENARIO SIX: You have noted a problem with the phone computer (TCI). Your screen may be black or show system down. You are also noting a problem receiving 911 calls and admin calls on your NORTEL. In other words, nothing seems to be working on the desktop phone or on the computer phone. To compound issues, your white phones don't seem to be working.

1. Use the cell lines on your phone 706-654-7679; or 706-654-7680
2. Using one line, call AT&T E-911 at 1-800-553-2811, your PSAP ID is 40BANK.
3. Tell them your 911 lines are not working and to please reroute the 911 trunks to cell phone number you are calling from. AT&T will make some test calls to make sure it is rerouted.
4. Call Windstream at 1-800-782-6206 and advise them of each number that is not working. Tell them that we are a 9-1-1 Center and this needs to be marked of highest priority. Get an ETA of repair if possible and name and number and tracking number if they will provide it.
5. Call Gunby Communications and let them know the problem and that you have called Bell South.
 - a. If it is during normal business hours (M-F, 8-5); CALL 800-595-4406.

- b. If it is after normal hours or on the weekend, call 888-650-8153 and advise the people that answer what County you are and that you need 911 System Support paged and tell them what number to have Gunby call.
6. FYI BCFD Group, Sheriffs Command Staff, Sgt., 661 or MPD, 901 or APD.
 - a. Call the Director at one of the following numbers: 706-658-5120, 678-677-6624, 770-519-6563, 706-356-4767, 770-983-7833. If unable to reach Director, call Toni EMA Clerk at 706-677-8046 or page
7. Be prepared to begin taking 911 calls from the cell line. Remember that you will not get ANI/ALI so it is imperative to verify what your caller is telling you.
8. You won't have to worry with the admin lines because there is no way to reroute them after they are down. Just pay attention for them to come back on line, check them periodically. The Director will be in shortly and will provide the Director's cell phone for other usage and may deem the need to reroute to another County. If the Director deems the need to reroute to another County; follow these directions:
 - a. The Director will gain permission for the reroute from the opposite 911 Director. (We will most likely reroute to Habersham 911 or Jackson 911.)
 - b. The two Directors will plan for how the two Centers will communicate the incoming calls. (For ex: they may give you the incoming calls via State Band or Motobridge or the cell phone you are using.) This will be communicated back to you on the cell phone you are using.
 - c. Call AT&T E-911 at 1-800-553-2811, your PSAP ID is 40BANK.
 - d. Tell them that the Director has asked the 911 lines to be rerouted to -----County 911.
 - e. AT&T will make some test calls to make sure the opposite 911 Center is receiving the calls.
 - f. Be prepared to document incoming calls to that 911 Center via State Band, Motobridge or whatever means are arranged.
9. When the problem is corrected, you will need to call AT&T back and have them reverse the process. They will again test it to make sure it is back to normal operating procedures.
10. When the problem is corrected, you will need to let the opposite 911 Center know that we are back on-line.
11. This will be the same protocol used for evacuation procedures.

Other Important Phone Numbers:

- JACKSON 911 – 706-367-1911
- HALL 911 – 770-536-8812
- GSP GAINESVILLE – 770-535-6922
- HABERSHAM 911 – 706-778-3911
- MADISON 911 – 706-795-2101
- FRANKLIN 911 – 706-384-3473
- STEPHENS 911 – 706-779-3911

WHAT TO DO IF PHONES GO DOWN WITH ADVANCE WARNING...

USUALLY THIS OCCURS WHEN THE TECHNICIANS ARE ON SITE

1. NOTIFY DEIDRA AT 706-658-5120 OR 678-677-6624.
2. CALL AT&T (DIAL 1-800-553-2811),
 - a. YOUR PSAP #C682
 - b. YOUR PSAP ID IS '40BANK'
 - i. AND ADVISE THEM TO HAVE ALL 911 LINES ROUTED TO THE CELL PHONES. THEY WILL ROUTE IT TO THE PHONES MARKED 911 ON THE BACK
 - ii. TELL THEM TO MAKE SURE THEY GO TO (706) 654-7679 AND (706) 654-7680.
 - iii. KEEP THE 3RD BACK-UP CELL PHONE FREE TO MAKE CALLS WITH.
 - iv. BELL SOUTH WILL GIVE YOU A TICKET NUMBER – KEEP UP WITH IT.
3. CALL WINDSTREAM
4. (DIAL 800-800-6609)
 - a. ASK TO HAVE ALL ADMINISTRATIVE LINES FORWARDED TO THE CELL PHONE 706-658-5380.
 - i. IF THEY CAN NOT DO THIS YOU WILL HAVE TO DO IT MANUALLY. TO DO IT MANUALLY, FOLLOW THESE DIRECTIONS:
 1. USE PAGE 23 IN THE LOCAL PHONE BOOK FOR DIRECTIONS.
 2. PICK A LINE AND OPEN IT UP, LISTEN FOR DIAL TONE AND PRESS 72#
 3. DIAL THE NUMBER 706-658-5380
 4. LISTEN FOR THE CONFIRMATION TONE OR LET SOMEONE ANSWER IT AND THE FORWARD IS COMPLETED.
 5. YOU HAVE TO DO THIS FOR EVERY PHONE LINE.
 6. TO DISCONTINUE, PICK UP THE LINE ON THE CONSOLE AND PRESS 73# AND LISTEN FOR THE BEEP. MAKE SURE YOU DIAL THE NUMBER FROM ANOTHER PHONE TO MAKE SURE IT IS NO LONGER FORWARDED.
5. CALL SURROUNDING COUNTIES AND ADVISE THEM OF THE PHONE LINE STATUS AND THAT THEY WILL NEED TO CONTACT YOU VIA STATE BAND OR VIA CELL PHONE NUMBER 706-658-5380.
 - JACKSON 911 – 706-367-1911
 - HALL 911 – 770-536-8812
 - GSP GAINESVILLE – 770-535-6922
 - HABERSHAM 911 – 706-778-3911
 - MADISON 911 – 706-795-2101
 - FRANKLIN 911 – 706-384-3473
 - STEPHENS 911 – 706-779-3911
6. NOTIFY 801, FIRE CHIEF AND ON-DUTY UNITS OF PHONE STATUS. SHERIFF'S OFFICE IS 706-677-2248.
7. MAKE SURE THAT HI-BAND IS TURNED UP IN CASE OF OTHER COUNTIES ATTEMPTING TO CONTACT YOU.

NOTE: YOU WILL NOT HAVE FAX OR PAGER CAPABILITY EITHER.

WHAT TO DO IF RADIOS GO DOWN WITHOUT ANY ADVANCE WARNING...

Scenario 1: You notice the radio at 1 of the positions will not transmit or receive any radio traffic.

1. NORMALLY YOU WILL HAVE ONLY 1 RADIO REPEATER FAILURE AT A TIME
 - IN CASE OF CATASTROPHIC FAILURE YOU WILL UTILIZE
 - i. UTILITIES AND/OR HEAR OR TACH FOR FIRE
 - ii. MRD FOR BCSO
 - iii. BASE TO CAR FOR MAYSVILLE AND ALTO.
2. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED.
 - I.e.... 801, FIRE CHIEF, 661 or MPD, 901 or APD, BFD AND THE 9-1-1 DIRECTOR.
 - i. SEND PAGE TO ALL DEPARTMENT HEADS AFFECTED
 - ii. AFTER DISPATCHING FOLLOW UP WITH DEPARTMENT HEADS WITH A PHONE CALL
3. IF THE FAILURE INVOLVES LAW UNITS
 - PERFORM A STATUS CHECK ON LAW UNITS TO ENSURE THAT THEY ARE CLEAR ON THE RADIO SWITCH.
 - i. IF YOU HAVE UNITS ON A CALL, THEY MAY NOT HAVE HEARD.
4. IF THE FAILURE INVOLVES FIRE/EMS
 - CHECK OTA RECORDING TO SEE IF CALL WENT OUT
 - DISPATCH BY BACKUP PROCEDURES (The handheld radios and the back-up base station are to be utilized to transmit traffic only when the standard operating system fails)
 - WHILE SIMULTANEOUSLY PAGING APPROPRIATE DEPARTMENT HEAD.
 - AFTER 2ND PAGE FOLLOW UP WITH A PHONE CALL WITH THE DEPARTMENT HEAD AND TO THE STATIONS DISPATCHED:
 - i. Stat 510/Fire Admin Day Room: 706-677-6802
 - ii. Stat 210/Hollingsworth: 706-776-3504
 - iii. Stat 220/Rock Springs: 706-677-4352
 - iv. Stat 310/Banks Crossing: 706-335-2791
 - v. Stat 410/Grady: 706-677-2239
 - vi. Stat 1/Homer: 706-677-2881 or City Hall: 706-677-3510
 - CHECK THE YELLOW BLINKING LIGHT'S IN THE VOTER CABINET THEY SHOULD BE UNDER THE DAVIS SITE IF THEY ARE BLINKING UNDER ANY OTHER SITE FOLLOW THE PROCEDURES BELOW AND ADVISE TECH WHEN THEY CALL IN
5. CALL GUNBY
 - IF IT IS DURING NORMAL (MON-FRI, 8A-5P) HOURS, CALL 800-595-4406.
 - 888-650-8153 IF IT IS AFTER HOURS AND ADVISE THE PEOPLE THAT ANSWER THAT YOU NEED 911 SYSTEM SUPPORT AND TELL THEM WHAT NUMBER TO HAVE GUNBY CALL.
6. NOTIFY THE SHERIFF'S OFFICE AT 706-677-2248
 - i. BECAUSE THEY WILL HAVE TO HOLD THEIR TRAFFIC WHILE WE ARE USING MRD.
 - ii. NOTIFY 801, 802 AND 804 AS WELL.
7. MAKE SURE THAT YOU CALL SURROUNDING COUNTIES AND ADVISE THEM THEY MAY HAVE TO GET US BY PHONE.
8. YOU MOST LIKELY WILL HAVE TO OPEN THE DOOR ON THE VOTER CABINET TO DISABLE THE ALARM WHEN A REPEATER FAILS.

Scenario 2: You have noted that the radio's at all 3 positions are not transmitting or receiving.

1. NORMALLY YOU WILL HAVE ONLY 1 RADIO REPEATER FAILURE AT A TIME, IN CASE OF CATASTROPHIC FAILURE YOU WILL UTILIZE UTILITIES AND/OR HEAR OR TACH FOR FIRE, MRD FOR BCSO, BASE TO CAR FOR MAYSVILLE AND ALTO.
2. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED.
 - I.e... 801, FIRE CHIEF, 661 or MPD, 901 or APD, AND THE 9-1-1 DIRECTOR.
 - i. SEND PAGE TO ALL DEPARTMENT HEADS AFFECTED
 - ii. AFTER DISPATCHING FOLLOW UP WITH DEPARTMENT HEADS WITH A PHONE CALL

3. IF THE FAILURE INVOLVES LAW UNITS
 - PERFORM A STATUS CHECK ON LAW UNITS TO ENSURE THAT THEY ARE CLEAR ON THE RADIO SWITCH.
 - i. IF YOU HAVE UNITS ON A CALL, THEY MAY NOT HAVE HEARD.
4. CALL GUNBY
 - IF IT IS DURING NORMAL (MON-FRI, 8A-5P) HOURS, CALL 800-595-4406.
 - 888-650-8153 IF IT IS AFTER HOURS AND ADVISE THE PEOPLE THAT ANSWER THAT YOU NEED 911 SYSTEM SUPPORT AND TELL THEM WHAT NUMBER TO HAVE GUNBY CALL.
5. NOTIFY THE SHERIFF'S OFFICE AT 706-677-2248
 - i. BECAUSE THEY WILL HAVE TO HOLD THEIR TRAFFIC WHILE WE ARE USING MRD.
 - ii. NOTIFY 801, 802, 803 AND 804 AS WELL.
6. MAKE SURE THAT YOU CALL SURROUNDING COUNTIES AND ADVISE THEM THEY MAY HAVE TO GET US BY PHONE.
7. YOU MOST LIKELY WILL HAVE TO OPEN THE DOOR ON THE VOTER CABINET TO DISABLE THE ALARM WHEN A REPEATER FAILS.

WHAT TO DO IF RADIOS GO DOWN WITH ADVANCE WARNING...

USUALLY THIS OCCURS WHEN THE TECHNICIANS ARE ON SITE.

1. NORMALLY YOU WILL HAVE ONLY 1 RADIO REPEATER FAILURE AT A TIME
 - a. IN CASE OF CATASTROPHIC FAILURE YOU WILL UTILIZE
 - i. UTILITIES AND/OR HEAR OR TACH FOR FIRE
 - ii. MRD FOR BCSO
 - iii. BASE TO CAR FOR MAYSVILLE AND ALTO.
2. IMMEDIATELY NOTIFY 801, FIRE CHIEF, 661 or MPD, 901 or APD AND THE 9-1-1 DIRECTOR.
3. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED. THE RADIOS ARE NOT TO BE TAKEN DOWN UNTIL EVERYONE IS NOTIFIED.
4. ADVISE UNITS OF WHAT RADIO TO GO TO.
5. IF THE FAILURE INVOLVES LAW UNITS
 - a. PERFORM A STATUS CHECK ON LAW UNITS TO ENSURE THAT THEY ARE CLEAR ON THE RADIO SWITCH. IF YOU HAVE UNITS ON A CALL, THEY MAY NOT HAVE HEARD.
6. NOTIFY THE SHERIFF'S OFFICE AT 706-677-2248
 - a. THEY WILL HAVE TO HOLD THEIR TRAFFIC WHILE WE ARE USING MRD.
 - b. NOTIFY 801, 802, 803 AND 804 AS WELL.
7. MAKE SURE THAT YOU CALL SURROUNDING COUNTIES AND ADVISE THEM THEY MAY HAVE TO GET US BY PHONE.
8. YOU MOST LIKELY WILL HAVE TO OPEN THE DOOR ON THE VOTER CABINET TO DISABLE THE ALARM WHEN A REPEATER FAILS.

WHAT TO DO IF CAD GOES DOWN WITHOUT ANY ADVANCE WARNING...

Scenario 1: All of the cad screens go blank and a pop up window advises lost server connection, or unable to reconnect to server.

1. PULL PAPER RADIO LOGS AND PHONE LOGS/CALL CARDS OUT.
2. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED THAT THE CAD IS DOWN TEMPORARILY
 - a. THIS WILL DISABLE YOU FROM PROVIDING CASE NUMBERS FOR A SHORT PERIOD OF TIME.
3. CALL AT&T (DIAL 1-800-553-2811)
 - a. YOUR PSAP #C682
 - b. YOUR PSAP ID IS '40BANK'
 - i. ADVISE THEM THAT THE CAD IS DOWN AND THAT THEY NEED TO ADVISE INTERACT ASAP.
 - ii. THEY WILL GIVE YOU A TICKET NUMBER, WRITE IT DOWN AND DO NOT LOSE IT – YOU WILL GIVE IT TO DEIDRA.
4. IMMEDIATELY NOTIFY THE 911 DIRECTOR.
5. THE SUPERVISOR MAY ELECT TO SIT A DISPATCHER AT THE BACK-UP DATABASE OR TO DISCONNECT THE LAPTOP AND BRING IT TO THE CONSOLE. YOU WILL UTILIZE IT FOR ADDRESS INFORMATION. THE BACK-UP LAPTOP IS LOCATED IN THE EOC ON THE DESK UNDER THE INCIDENT COMMAND POSTER.
6. YOU WILL ALSO NEED TO PULL THE HARD PAPER COPY OF THE MAP AND HAVE IT READILY AVAILABLE FOR DIRECTIONS.
7. WHEN THE CAD IS REPAIRED, THE SUPERVISOR ON SHIFT WILL NEED TO DATA-ENTER ALL THE CALLS THAT CAME IN WHILE THE CAD WAS DOWN AND WILL NEED TO FINISH THE CALLS THAT WERE OPEN WHEN IT WENT DOWN.
8. ONCE ALL CALLS ARE DATA-ENTERED AND CASE NUMBERS ARE STRAIGHTENED OUT, ADVISE YOUR UNITS OF THEIR CASE NUMBERS.

Scenario 2: During bad weather the power goes out and the generator does not start. After a couple minutes the battery back up for the cad system goes dead and the cad system shuts down.

1. CHECK EVERYONE IN THE ROOM AND MAKE SURE THEY ARE OKAY.
2. PULL PAPER RADIO LOGS AND PHONE LOGS/CALL CARDS OUT.
3. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED THAT THE CAD IS DOWN TEMPORARILY AND IT WILL DISABLE YOU FROM PROVIDING CASE NUMBERS FOR A SHORT PERIOD OF TIME.
4. CALL BELLSOUTH (DIAL 1-800-553-2811)
 - a. YOUR PSAP #C682
 - b. YOUR PSAP ID IS '40BANK'
 - i. ADVISE THEM THAT THE CAD IS DOWN AND THAT THEY NEED TO ADVISE INTERACT ASAP.
 - ii. THEY WILL GIVE YOU A TICKET NUMBER, WRITE IT DOWN AND DO NOT LOSE IT – YOU WILL GIVE IT TO DEIDRA.
5. IMMEDIATELY NOTIFY THE 911 DIRECTOR.
6. THE SUPERVISOR MAY ELECT TO SIT A DISPATCHER AT THE BACK-UP DATABASE OR TO DISCONNECT THE LAPTOP AND BRING IT TO THE CONSOLE. YOU WILL UTILIZE IT FOR ADDRESS INFORMATION. THE BACK-UP LAPTOP IS LOCATED IN THE EOC ON THE DESK UNDER THE INCIDENT COMMAND POSTER. YOU WILL ALSO NEED TO PULL THE HARD PAPER COPY OF THE MAP AND HAVE IT READILY AVAILABLE FOR DIRECTIONS.
7. WHEN THE CAD IS REPAIRED, THE SUPERVISOR ON SHIFT WILL NEED TO DATA-ENTER ALL THE CALLS THAT CAME IN WHILE THE CAD WAS DOWN AND WILL NEED TO FINISH THE CALLS THAT WERE OPEN WHEN IT WENT DOWN.
8. ONCE ALL CALLS ARE DATA-ENTERED AND CASE NUMBERS ARE STRAIGHTENED OUT, ADVISE YOUR UNITS OF THEIR CASE NUMBERS.

WHAT TO DO IF CAD GOES DOWN WITH ADVANCE WARNING...

USUALLY THIS OCCURS WHEN THE TECHNICIANS ARE ON-SITE.

1. NORMALLY YOU WILL HAVE ONLY 1 POSITION DOWN AT A TIME; IF THIS IS THE CASE IT SHOULD NOT AFFECT THE UNITS.
2. IF ALL HAVE TO BE TAKEN DOWN AT ONCE
 - a. YOU WILL NEED TO WRITE DOWN THE LAST CASE NUMBER USED ON EACH RADIO AND WHERE THE UNITS ARE PRIOR TO IT GOING DOWN. YOU WILL THEN BE ABLE TO CONTINUE ISSUING CASE NUMBERS BECAUSE YOU KNOW WHAT THE LAST ONE WAS.
3. IN CASE OF CATASTROPHIC FAILURE YOU WILL UTILIZE THE DIRECTIONS ABOVE FOR NO ADVANCE WARNING.
4. NOTIFY THE 9-1-1 DIRECTOR IF SHE IS NOT ALREADY FAMILIAR.

WHAT TO DO IF THERE IS A TOWER PROBLEM

Most likely we will not know if there is a problem with the tower until the technicians are on site.

1. IF THE TOWER IS HAVING A CATASTROPHIC FAILURE YOU WILL LOSE RADIOS AND WILL HAVE TO REVERT TO YOUR EMERGENCY DIRECTIONS FOR RADIO FAILURE.
2. UNITS WILL HAVE TO USE SIMPLEX IF THE REPEATERS ARE DOWN
 - a. WHICH MEANS YOU WILL UTILIZE UTILITIES (WHICH IS A REPEATER SYSTEM BUT IT'S MAIN COMPONENTS ARE LOCATED OFF SITE FROM 911) AND/OR HEAR OR TACH FOR FIRE
 - b. MRD FOR BCSO
 - c. BASE TO CAR FOR MAYSVILLE AND ALTO.
3. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED.
4. IMMEDIATELY NOTIFY 801, FIRE CHIEF, 661or MPD, 901 or APD AND THE 9-1-1 DIRECTOR.
5. IF THE FAILURE INVOLVES LAW UNITS
 - a. PERFORM A STATUS CHECK ON LAW UNITS TO ENSURE THAT THEY ARE CLEAR ON THE RADIO SWITCH. IF YOU HAVE UNITS ON A CALL, THEY MAY NOT HAVE HEARD.
6. IF IT IS DURING NORMAL (MON-FRI, 8A-5P) HOURS, CALL 800-595-4406.
7. CALL GUNBY AT 888-650-8153 IF IT IS AFTER HOURS
 - a. ADVISE YOU NEED 911 SYSTEM SUPPORT AND TELL THEM WHAT NUMBER TO HAVE GUNBY CALL.
8. NOTIFY THE SHERIFF'S OFFICE AT 706-677-2248
 - a. BECAUSE THEY WILL HAVE TO HOLD THEIR TRAFFIC WHILE WE ARE USING MRD.
 - b. NOTIFY 801, 802 AND 803 AS WELL.
9. MAKE SURE THAT YOU CALL SURROUNDING COUNTIES AND ADVISE THEM THEY MAY HAVE TO GET US BY PHONE.
10. YOU MOST LIKELY WILL HAVE TO OPEN THE DOOR ON THE VOTER CABINET TO DISABLE THE ALARM WHEN A REPEATER FAILS.

Scenario 1: the alarm on the voter box cabinet keeps going off.

1. THE VOTER SITE HELPS UNITS TO TALK BACK TO YOU; THERE ARE SITES AT:
 - DAVIS ACADEMY FIRE STATION
 - MT CARMEL FIRE STATION
 - 911 (LABELED LOCAL)
 - BALDWIN MOUNTAIN (LABELED WATER).
2. YOUR FIRST INDICATION IS PROBABLY GOING TO BE AN ALARM FROM THE CABINET IN THE BACK ROOM.
3. TO DISABLE THE ALARM
 - USE THE KEY TO OPEN THE DOOR THE KEY IS LOCATED ON THE WALL TO THE LEFT JUST AS YOU WALK INTO THE EQUIPMENT ROOM (IN FRONT OF THE CABINET). THERE IS ALSO A KEY ON THIS FOR THE TECHS TO THE MT CARMEL FIRE STATION. (THE VOTER CABINET IS THE BLACK CABINET IMMEDIATELY TO YOUR LEFT WHEN YOU WALK INTO THE EQUIPMENT ROOM). **THE KEYS ARE TO REMAIN ON THE WALL! NEVER REMOVE THEM FROM THE EQUIPMENT ROOM AND DO NOT LEAVE THEM IN THE CABINET DOOR.**
4. WHEN YOU OPEN THE DOOR LOOK TO SEE WHICH SITE IS FAULTED.

- TO DO THIS LOOK AT THE BOTTOM TWO (2) BOXES IN THE CABINET.
 - i. ONE BOX IS THE FIRE/EMS VOTERS
 - ii. ONE IS BCSO VOTERS.
- IF ONE IS FAULTED YOU WILL SEE A RED FAULT LIGHT UNDER THE WORD FAULT.*
5. CALL GUNBY
 - IF IT IS DURING NORMAL (MON-FRI, 8A-5P) HOURS, CALL 800-595-4406.
 - AFTER HOURS 888-650-8153
 - i. ADVISE YOU NEED 911 SYSTEM SUPPORT
 - ii. TELL THEM WHAT NUMBER TO HAVE GUNBY CALL
 6. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED
 - THERE IS A VOTER SITE PROBLEM AND WHICH SITE IT IS.
 - EXPLAIN TO THEM THAT PORTABLE TALK BACK FROM THIS AREA MAY NOT BE GOOD UNTIL THE PROBLEM IS FIXED.
 7. IMMEDIATELY NOTIFY 801, FIRE CHIEF AND THE 9-1-1 DIRECTOR.
 8. YOU WILL GET THIS ALARM WHEN THERE IS A POWER FAILURE AT THE SITE AS WELL, IF THE POWER COMES BACK ON THE ALARM WILL QUIT AND THERE WON'T BE ANY NEED TO OPEN THE DOOR.
 9. SOMETIMES, A UNIT WILL COMPLAIN ABOUT NOT GETTING OUT IN AN AREA, YOU MAY NOT HAVE AN ALARM.
 - BUT OPEN THE CABINET AND SEE IF ANYTHING IS FAULTED. IF IT IS FAULTED, FOLLOW THE PROCEDURES ABOVE.
 - IF IT IS NOT FAULTED, NOTIFY THE 911 DIRECTOR AND SHE WILL WORK WITH GUNBY TO CORRECT THE PROBLEM.
 10. LIGHTS THAT ARE **NORMAL AND OK** ARE AS FOLLOWS:
 - YOU WILL ALWAYS SEE THE GREEN LIGHTS AT POWER
 - THE YELLOW LIGHT AT DC
 - THE YELLOW FLASHING LIGHT BETWEEN SELECT AND DISABLE UNDER THE DAVIS SITE.
 11. NEVER CHANGE ANY SETTINGS ON ANY OF THE EQUIPMENT WITHOUT DIRECTION FROM GUNBY OR THE 911 DIRECTOR!

Scenario 2: All the radio traffic on Fire / Ems and law channels in one area of the county is covered in static and unreadable but all radio traffic in the rest of the county sounds fine.

1. CALL GUNBY
 - IF IT IS DURING NORMAL (MON-FRI, 8A-5P) HOURS, CALL 800-595-4406.
 - AFTER HOURS 888-650-8153
 - i. ADVISE YOU NEED 911 SYSTEM SUPPORT
 - ii. TELL THEM WHAT NUMBER TO HAVE GUNBY CALLMAKE
2. MAKE SURE THAT YOU NOTIFY ALL DEPARTMENTS AFFECTED & LET THEM KNOW:
 - THERE IS A VOTER SITE PROBLEM AND WHICH SITE IT IS. EXPLAIN TO THEM THAT PORTABLE TALK BACK FROM THIS AREA MAY NOT BE GOOD UNTIL THE PROBLEM IS FIXED.
3. IMMEDIATELY NOTIFY THE 9-1-1 DIRECTOR.
4. YOU MAY OR MAY NOT HAVE AN ALARM WITH THIS TYPE OF PROBLEM. BUT OPEN THE CABINET AND SEE IF ANYTHING IS FAULTED. IF IT IS FAULTED, FOLLOW THE PROCEDURES ABOVE. IF IT IS NOT FAULTED, NOTIFY THE 911 DIRECTOR AND SHE WILL WORK WITH GUNBY TO CORRECT THE PROBLEM.

WHAT TO DO IF THERE IS A GENERATOR / UPS PROBLEM...

Scenario 1: During severe weather the power goes out in the center, the generator attempts to start however is unsuccessful. The battery back up goes dead after only a few minutes and the generator still has not started.

1. THE 9-1-1 BUILDING ALWAYS RUNS ON BATTERY POWER THAT LINE POWER KEEPS CHARGED. IF THE POWER GOES OUT THE BATTERIES KEEP US RUNNING UNTIL THE GENERATOR CAN KICK ON.
2. IF THERE IS A PROBLEM WITH THE GENERATOR NOT CRANKING AUTOMATICALLY IN A POWER OUTAGE, YOU NEED TO CALL KENNY 1ST AND HE WILL COME IN CRANK IT WITHIN 15 MINUTES BUT IF HE CAN'T COME - YOU MAY NEED TO CRANK IT MANUALLY – TO DO THIS:
 - a. GET THE GENERATOR KEY OUT OF THE LOCK BOX (CODE 223)
 - b. GO OUTSIDE TO THE FAR SIDE OF THE GENERATOR AND LOOK AT THE BUILDING, THERE IS A BOX THAT HAS A COMPUTER SCREEN ON IT.
 - c. UNLOCK THE BOX ON THE WALL AND PUSH THE BUTTON IN TO RELEASE THE DOOR HANDLE AND OPEN THE BOX
 - d. USE THE RED MANUAL PULL TRIGGER TO MANUALLY START THE GENERATOR
 - e. SHUT THE DOOR WHEN IT HAS CRANKED AND TAKE THE KEY BACK TO THE BOX
3. IF THERE IS A PROBLEM WITH THE GENERATOR YOU WILL MOST LIKELY RECEIVE AN ALARM ON THE REMOTE ALARM PANEL LOCATED BEHIND THE CONSOLES. (YOU WILL ALSO RECEIVE AN ALARM ON YOUR RADIO CONSOLE – TO TURN IT OFF CLICK ON THE RED FLASHING MICROPHONE) THERE ARE A SERIES OF LIGHTS AS FOLLOWS:

This light should be on at all times , if off & generator not on - call help.	>	●	System in Auto
This light should be off at all times, if on & generator not on or cranking - call help.	>	●	System Normal
This light should be off until generator is cranking, if on any other time - call help.	>	●	Generator
This light should be off until generator is running, if on any other time - call help.	>	●	Generator On
This light should be off until generator is cranking, if on any other time - call help.	>	●	Mains Available
This light should be off until generator is running, if on any other time - call help.	>	●	Mains On Load
This light should be off at all times, if on & staying on - call help.	>	●	Warning Alarm
This light should be off at all times, if on & staying on - call help.	>	●	Shutdown Alarm
This light should be off at all times, if on & staying on - call help.	>	●	Link Lost
This light should be on at all times , if off & generator not on - call help.	>	●	Power On

IF THERE IS A GENERATOR PROBLEM CALL:

GENERATOR CONTACTS: Order of call / notification of problem:

1. **Kenny Crumley, #'s are 706-983-0589 and 677-3657**
2. **Deidra Moore, 706-658-5120**
3. **Gen-Tech – The reason for this is because we may not need Gen-Tech to respond at all. Kenny #'s are - 1ST call 706-677-5100 (office & paging), 2ND call 678-316-2863 (Darren Queen), 3RD call 770-654-2448 (Phil Ferguson) Also, always notify me if there is any problem and/or question.**
4. IF THERE IS A PROBLEM WITH THE BATTERIES, YOU MAY HEAR A BEEPING COMING FROM THE UPS IN THE EQUIPMENT ROOM. THERE ARE 2 BOXES BEIGE IN COLOR ON THE FAR LEFT WALL NEXT TO THE CAD CABINET. THE BEEPING WILL BE COMING FROM THE ONE ON THE RIGHT; THIS IS THE BRAINS OF THE UPS.
 - a. NOTATE WHAT THE COMPUTER SCREEN ON THE BOX SAYS
 - b. CALL THE 911 DIRECTOR
 - c. CALL MICHAEL GRIPP AT 901-867-2700
 - d. BEST POWER / EATON CORP. AT 800-356-5794 AND ADVISE THEM OF THE ALARM.
 - i. THEY WILL WANT THE SERIAL NUMBERS,
 1. THEY ARE FD18KVA AND FD18K062777. THERE IS NOTHING MORE YOU CAN DO ABOUT THE UPS.
5. IT IS IMPORTANT TO NOTE THAT IF THE GENERATOR FAILS, YOU WILL LOSE COMPLETE POWER. IF YOU LOSE COMPLETE POWER YOU WILL HAVE TO UTILIZE YOUR BACK-UP INSTRUCTIONS IN FULL AS LISTED ABOVE.
6. IF THE POWER GOES OUT AND YOU GO ON GENERATOR YOU SHOULD IMMEDIATELY CALL THE POWER COMPANY AND ADVISE THEM WE ARE DOWN AND WE NEED PRIORITY ON REPAIR BECAUSE WE ARE 9-1-1. ADVISE THEM WE ARE ON GENERATOR.

WHAT TO DO IF THERE IS A POWER PROBLEM

1. CALL JACKSON EMC AND TELL THEM WE ARE DOWN AND TO PUT US ON THE PRIORITY LIST AS WE ARE A 911 CENTER.
2. IF THE POWER GOES OUT THE UPS SHOULD HOLD THE 911 CENTER UNTIL THE GENERATOR KICKS ON. IF THE GENERATOR DOES NOT KICK ON, FOLLOW THE INSTRUCTIONS FOR EMERGENCY OPS FOR THE GENERATOR.
3. IF THE POWER IS OUT AND THE GENERATOR IS ON, NOTIFY THE POWER COMPANY THAT WE ARE DOWN AND ON GENERATOR.
4. NOTIFY THE 911 DIRECTOR THAT THE POWER IS OUT.
5. WHEN THE POWER IS OUT AND THE GENERATOR IS ON YOU WILL HAVE MOST LIGHTS AND ALL COMPUTERS AND VITAL SYSTEMS. YOU WILL NOT HAVE A/C AND YOU WILL NOT HAVE THE WATER PUMP.

WHAT TO DO IF THERE IS A WATER PROBLEM

Scenario: You turn on the water in the kitchen to make a pot of coffee and there is no water pressure and the water just trickles out.

1. THE 911 CENTER IS ON WELL WATER. IF THERE IS A WATER PROBLEM OF ANY KIND, CALL KENNY CRUMLEY.
2. NOTIFY DEIDRA.

WHAT TO DO IF THERE IS AN AIR CONDITIONING PROBLEM

Scenario 1: You go in the equipment room to shred paper and notice that it is extremely warm and there is hot air blowing out the air vents. When you check the thermostat it say's it is 88 degrees.

1. THERE ARE 2 A/C UNITS TO KEEP CHECK ON.
 - a. ONE FOR THE EQUIPMENT ROOM
 - b. ONE FOR THE 9-1-1 ROOM.

THE TEMPERATURE FOR BOTH SHOULD NOT BE ABOVE 72 DEGREES AT ANY TIME. THIS IS BECAUSE THE COMPUTERS MUST STAY COOL TO WORK PROPERLY.

2. IF YOU NOTE A PROBLEM WITH THE A/C IN EITHER ROOM, NOTIFY KENNY CRUMLEY.
3. NOTIFY DEIDRA.
4. IF THE EQUIPMENT ROOM IS GETTING HOT, YOU WILL NEED TO LEAVE THE DOOR OPEN

Scenario 2: The temperature in the dispatch room is 84 and climbing. The air conditioning unit does not seem to be working due to hot air coming from the vents.

1. THERE ARE 2 A/C UNITS TO KEEP CHECK ON.
 - a. ONE FOR THE EQUIPMENT ROOM
 - b. ONE FOR THE 9-1-1 ROOM.

THE TEMPERATURE FOR BOTH SHOULD NOT BE ABOVE 72 DEGREES AT ANY TIME. THIS IS BECAUSE THE COMPUTERS MUST STAY COOL TO WORK PROPERLY.

2. IF YOU NOTE A PROBLEM WITH THE A/C IN EITHER ROOM, NOTIFY KENNY CRUMLEY.
3. NOTIFY DEIDRA.
4. IF THE EQUIPMENT ROOM IS GETTING HOT, YOU WILL NEED TO LEAVE THE DOOR OPEN

WHAT TO DO IF THERE IS A PROBLEM WITH THE AMATEUR RADIO EQUIPMENT

1. IF THERE IS A PROBLEM WITH THE AMATEUR RADIO EQUIPMENT, YOU WILL MOST LIKELY BE INVOLVED IF THE DIRECTOR IS OUT FOR SOME REASON AND THE EOC IS EITHER ACTIVATED OR THE HAM'S ARE HERE FOR TRAINING / TESTING.
2. IF YOU ARE ADVISED THAT SOMETHING NEEDS TO BE WORKED ON, CALL DEIDRA.
3. DEIDRA MAY ADVISE YOU TO NOTIFY GUNBY IF SO CALL GUNBY AT 888-650-8153 IF IT IS AFTER HOURS AND ADVISE THE PEOPLE THAT ANSWER THAT YOU NEED 911 SYSTEM SUPPORT AND TELL THEM WHAT NUMBER TO HAVE GUNBY CALL. IF IT IS DURING NORMAL (MON-FRI, 8A-5P) HOURS, CALL 800-595-4406.

HOW TO FILL OUR RADIO / PHONE LOGS / CALL CARDS

Scenario 1: The cad system shuts down due to complete cad failure.

1. WHEN A CALL COMES IN, FILL OUT THE CALL CARD / PHONE LOG JUST AS YOU WOULD TYPE IT IN THE CALL SCREEN MAKING SURE TO NOTATE TIME CALL CAME IN.
2. GIVE THE CARD OR PHONE LOG TO THE PERSON DISPATCHING THE CALL.
3. THE PERSON DISPATCHING THE CALL WILL WRITE THE DISPATCH INFORMATION ON THE DISPATCH SHEET / RADIO LOG.
4. TIMES WILL BE ENTERED INTO THE BLOCK THAT THEY BELONG IN ON THE LOGS ALONG WITH ANY NOTES NEEDED.
5. IT IS IMPERATIVE THAT YOU PRACTICE THIS AND USE NEAT WRITING AS THESE LOGS WILL BE USED TO ENTER THE CALLS INTO THE CAD WHEN IT IS BACK UP.
6. THE CABINET SHOULD BE CHECKED EACH SHIFT TO MAKE SURE THAT THERE ARE ENOUGH COPIES OF BLANK PAPER LOGS.

WHAT TO DO WHEN YOU RECEIVE SEVERE WEATHER ADVISORIES

1.5.1.1 WEATHER NOTIFICATIONS BY PAGER & RADIO

Scenario 1: Banks County goes under a severe weather watch and shortly after a warning is issued.

Weather notification (10-13) page is to be sent on those weather items that **specifically address Banks County's geographic area and would affect our ability to provide service or hamper personnel in doing their job** or arriving at their place of employment. Sometimes the same warning/watch comes in several times – it only needs to be given out one time unless there is something in it that has changed significantly. All warnings and watches are to be given over radio and pagers.

Mandatory notifications are: **ANY WARNING or WATCH ON THE FOLLOWING:**

SNOW AND ICE FOR THIS AREA
THUNDERSTORM
TORNADO
FLOODING

Other weather related watches or warnings should be given as the Supervisor sees fit. The Supervisor should weigh all of the factors in making this determination. For example: if it is 02:00 hrs and a fog warning is out – YOU DON'T give it over the Fire Radio waking everyone up and there is not a need to page personnel at home in bed; instead you may want to let your personnel know when you page out a call to use caution due to this.

1. THE WEATHER RADIO, GEMA AND THE WEATHER CHANNEL SHOULD ALWAYS BE MONITORED FOR SEVERE WEATHER.
2. WHEN INFORMATION COMES IN FROM THE NWS OR GEMA ADVISING THAT WE ARE UNDER A WATCH OR WARNING YOU WILL NEED TO PASS THIS INFORMATION ALONG. IF YOU NOTE A WARNING OR WATCH ON TV FOR OUR AREA BUT HAVE NOT RECEIVED ANYTHING FROM THE NWS, CALL THE NWS AND ASK IF WE ARE UNDER A WARNING.
3. IF IT IS A WATCH ADVISE: ALL UNITS, BANKS COUNTY IS CURRENTLY UNDER A ----- WATCH (EMPHASIZE THE WORD WATCH) UNTIL ----- HOURS. WEATHER SPOTTERS SHOULD CONTACT BANKS CENTER ONLY IF THEY OBSERVE SEVERE WEATHER CONDITIONS IN THEIR LOCAL AREA.
4. IF IT IS A WARNING ADVISE ALL UNITS, BANKS COUNTY IS CURRENTLY UNDER A ----- WARNING (EMPHASIZE THE WORD WARNING) UNTIL ----- HOURS. WEATHER SPOTTERS SHOULD CONTACT BANKS CENTER ONLY IF THEY OBSERVE SEVERE WEATHER CONDITIONS IN THEIR LOCAL AREA. AND, GO ON TO EXPLAIN WHAT THE WARNING MEANS.
 - a. IF IT IS A SEVERE THUNDERSTORM WARNING ADVISE: SEVERE THUNDERSTORMS PRODUCE DAMAGING WINDS IN EXCESS OF 60 MPH, DESTRUCTIVE HAIL, DEADLY LIGHTNING AND VERY HEAVY RAIN. FOR YOUR PROTECTION MOVE TO AN INTERIOR ROOM ON THE LOWEST FLOOR OF YOUR HOME OR BUSINESS. HEAVY RAINS FLOOD ROADS QUICKLY SO DO NOT DRIVE INTO AREAS WHERE WATER COVERS THE ROAD. DO NOT USE THE TELEPHONE OR ELECTRICAL APPLIANCES UNLESS IN AN EMERGENCY. IF IN THE OPEN FIND A LOW SPOT AWAY FROM TREES, FENCES OR POLES. IF YOU EXPERIENCE STORM DAMAGE TO STRUCTURES OR TREES OR HAIL THE SIZE OF DIMES OR LARGER, PLEASE REPORT IT TO THE NATIONAL WEATHER SERVICE BY CALLING 770-486-8535.
 - b. IF IT IS A TORNADO WARNING ADVISE: A TORNADO WARNING MEANS A TORNADO HAS ACTUALLY BEEN SIGHTED OR INDICATED BY WEATHER RADAR. IMMEDIATELY SEEK SHELTER INSIDE A STORM CELLAR OR THE CENTER INTERIOR OF A REINFORCED BUILDING. THE SAFEST PLACE IS A BASEMENT. GET UNDER A HEAVY TABLE OR CURL US SO THAT YOUR HEAD AND EYES ARE PROTECTED. IF NO BASEMENT IS AVAILABLE GO TO AN INTERIOR ROOM SUCH AS A CLOSET OR BATHROOM ON THE LOWEST FLOOR. AVOID WINDOWS. USE BLANKETS, PILLOWS OR CUSHIONS TO COVER YOUR BODY.
5. IF IT IS A TORNADO WARNING – SOMEONE SHOULD BE DOING THE ANNOUNCEMENT WHILE ANOTHER IS DOING THE PAGE AND THE LAST SHOULD BE SETTING OF THE SIRENS.
6. ALWAYS FOLLOW UP WITH THE DIRECTOR WHEN ANY OF THE MANDATORY NOTIFICATION WEATHER EVENTS COME IN.

HOW TO OPERATE THE TORNADO SIREN

Scenario 1: the national weather center has issued a tornado warning for Banks County.

1. WHEN THERE IS A TORNADO WARNING, YOU NEED TO SET OFF THE SIRENS IMMEDIATELY.
2. THE SUPERVISOR OR SENIOR DISPATCHER WILL DIRECT SOMEONE TO ACTIVATE THE SIRENS WHILE THE SIMULTANEOUS WEATHER PAGES / WEATHER ANNOUNCEMENTS ARE OCCURRING.
3. ON YOUR CONSOLE UNDER FIRE REPEATER PAGING.
4. SELECT THE **911 WX SIREN** FROM THE PAGING SCREEN TO ACTIVATE THE 911 SIREN
 - a. YOU CAN EITHER SET IF OFF BY THE NORMAL METHOD OF SELECTING THE PAGER BOX AT TOP, HIGHLIGHTING THE RESOURCE AND THEN CLICKING THE TOWER TO DROP TONES OR YOU CAN SIMPLY DEPRESS THE PAGER LOCATED UNDER THE RESOURCE LABEL.
5. SELECT THE **BC SIREN ON** FROM THE PAGING SCREEN TO ACTIVATE THE BANKS CROSSING SIREN.
 - a. YOU CAN EITHER SET IF OFF BY THE NORMAL METHOD OF SELECTING THE PAGER BOX AT TOP, HIGHLIGHTING THE RESOURCE AND THEN CLICKING THE TOWER TO DROP TONES OR YOU CAN SIMPLY DEPRESS THE PAGER LOCATED UNDER THE RESOURCE LABEL.
6. THEY WILL BE ACTIVE FOR 3 MINUTES AND YOU WILL HAVE TO RESET THEM WHEN YOU NO LONGER HEAR THE SIREN OUTSIDE OF OUR BUILDING. THE SIREN WILL NEED TO REMAIN ACTIVE UNTIL THE WARNING EXPIRES.
7. IF YOU NEED TO DEACTIVATE THEM BEFORE THE 3 MINUTES IS EXPIRED, SIMPLY ACTIVATE THE **911 WX SRN OFF** AND THEN THE **BC SIREN OFF**

WHEN THE SIRENS ARE ENABLED AND TRANSMITTED THROUGH THE UTILITIES RADIO FREQUENCY YOU WILL HEAR THE TONES. IT SOUNDS LIKE SOMEONE DIALING A TELEPHONE AND YOU SHOULD ONLY HEAR IT WHEN IT IS INITIALLY ACTIVATED AND DEACTIVATED.

8. THIS SHOULD BE TESTED EVERY WEDNESDAY AT NOON UNLESS THERE IS INCLEMENT WEATHER. SEE THE SOP.
9. SELECT THE **911 WX SRN TEST** FROM THE PAGING SCREEN TO ACTIVATE THE 911 SEREN FOR TESTING
 - a. YOU CAN EITHER SET IF OFF BY THE NORMAL METHOD OF SELECTING THE PAGER BOX AT TOP, HIGHLIGHTING THE RESOURCE AND THEN CLICKING THE TOWER TO DROP TONES OR YOU CAN SIMPLY DEPRESS THE PAGER LOCATED UNDER THE RESOURCE LABEL
10. SELECT THE **BC SIREN TEST** FROM THE PAGING SCREEN TO ACTIVATE THE BANKS CROSSING SIREN FOR TESTING.
 - a. YOU CAN EITHER SET IF OFF BY THE NORMAL METHOD OF SELECTING THE PAGER BOX AT TOP, HIGHLIGHTING THE RESOURCE AND THEN CLICKING THE TOWER TO DROP TONES OR YOU CAN SIMPLY DEPRESS THE PAGER LOCATED UNDER THE RESOURCE LABEL
11. EACH ONE WILL TEST FOR ONE MINUTE AND THEN IT SHOULD STOP BY ITSELF.
12. GUNBY RECOMMENDS SETTING THEM OFF INDIVIDUALLY (NOT THROUGH MULTI-SELECT) BECAUSE THEY SHARE THE UTILITIES FREQUENCY TO SET OFF THE TONES TO TELL THE SIREN TO SOUND AND THEY MAY OVERRIDE ONE ANOTHER IF YOU DO THEM AT THE SAME TIME.

HOW TO OPERATE THE HANDHELD (NON-ENCODING) RADIO

Scenario 1: The law radio is down and there is call's that need to be dispatched pending.

1. THE HANDHELD RADIO IS KEPT ON THE COUNTER IN THE DISPATCH ROOM.
2. IT IS NOT TO BE USED UNLESS REGULAR RADIOS ARE NOT WORKING.
3. TURN IT ON WITH THE KNOB ON THE TOP LEFT; THIS IS ALSO YOUR VOLUME CONTROL.
4. THE CHANNELS THAT ARE PROGRAMMED IN ARE LISTED ON THE FRONT OF IT.
5. TO TURN SCAN ON AND OFF SIMPLY PRESS THE GREEN BUTTON, YOU CAN LEAVE IT ON SCAN BUT REMEMBER THAT WHATEVER IS SELECTED WHEN SCAN IS OFF IS YOUR PRIMARY CHANNEL AND THE ONE THAT YOU WILL TALK ON IF YOU KEY THE RADIO. SO, IN ORDER TO CHANGE YOUR PRIMARY YOU MUST TAKE IT OFF SCAN AND CHANGE THE CHANNEL. TO DO THIS, PRESS THE GREEN SCAN KEY UNTIL THE 'Z' IS GONE AT THE LEFT OF THE DISPLAY AND USE THE ARROWS BELOW THE CHANNEL DISPLAY TO CHANGE THE CHANNEL AND THEN YOU CAN PUT IT BACK ON SCAN.
6. THE BACK-UP RADIO ON THE BACK CONSOLE SHOULD STAY IN THE OFF POSITION AND OUT OF THE CHARGER AND CHARGE AS NEEDED.

HOW TO OPERATE THE HANDHELD (ENCODING) RADIO

Scenario 1: the radio's are down on all positions and there is a fire call to be paged out.

DIRECTIONS FOR PAGING OUT IF THE REPEATER IS UP BUT CONSOLE POSITIONS GO DOWN.

- 1. IF THE REPEATER IS UP AND WORKING, USE THE HANDHELD RADIO TO PAGE OUT.**
2. ROTATE DIAL ON TOP OF RADIO TO THE FIRE CHANNEL.
3. PRESS THE "B" BUTTON BELOW THE DISPLAY SCREEN.
4. SCROLL TO THE DEPARTMENT YOU WANT TO DROP TONES FOR. (KEEP PRESSING THE "B" UNTIL YOU FIND THE DEPARTMENT.)
5. PRESS THE TRANSMIT KEY ON THE SIDE OF THE RADIO TO DROP THE TONES.
 - a. ***NOTE: YOU WILL HAVE TO FOLLOW STEPS 2 – 3 FOR EACH TONE YOU WANT TO DROP. FOR EXAMPLE: YOU WILL HAVE TO PERFORM THESE STEPS FOR FIRE ADMIN, DISTRICT AND MED UNIT.***
6. WHEN TONES ARE FINISHED DROPPING, PRESS THE TRANSMIT KEY AND TALK. **(THE RADIO WILL AUTOMATICALLY GO BACK TO FIRE CHANNEL.)**

****NOTE: IF REPEATER IS DOWN, YOU MUST USE THE BACK-UP BASE STATION DIRECTIONS TO PAGE OUT.***

*****NOTE: THE RADIO SHOULD REMAIN OFF ALL OF THE TIME EXCEPT - EVERY WEDNESDAY AT 6AM THE RADIO SHOULD BE TURNED ON AND LEFT ON UNTIL 18:00. (LEAVE ON 12 HOURS) AFTER THIS THE RADIO SHOULD BE TURNED OFF AND PUT INTO THE CHARGER UNTIL 6AM THE FOLLOWING DAY. (ON CHARGER FOR 12 HOURS) WHEN IT IS TAKEN BACK OUT OF THE CHARGER ON THURSDAY MORNING, THE RADIO SHOULD BE TURNED OFF AND STORED NEXT TO THE CHARGER ON THE 4TH DISPATCH POSITION WITH ALL OTHER BACK-UP EQUIPMENT. THIS WILL HELP TO ENSURE THE BATTERY IS KEPT CHARGED. EACH SHIFT SUPERVISOR OR SENIOR DISPATCHER IS RESPONSIBLE FOR ENSURING THAT THIS IS DONE.***

HOW TO OPERATE THE 911 BASE STATION

Scenario 1: The radio's are down at all positions, you are using the hand held radio to page out a med call and the battery goes dead.

1. THE BACK-UP BASE STATION IS THE KENWOOD RADIO AT THE 4TH CONSOLE.
2. TO TALK ON THE RADIO, USE THE UPRIGHT DESK TOP MICROPHONE. USE THE LIGHTNING BOLT KEY TO KEY AND TALK.
3. TO PAGE (DROP TONES FOR FIRE/EMS CALLS) YOU MUST 1ST TURN SCAN OFF. TURN SCAN OFF BY PRESSING AND RELEASING THE SCAN BUTTON.
4. SELECT CHANNEL 9. (THIS IS FIRE SIMPLEX) TO SELECT CHANNELS USE THE UP AND DOWN ARROWS TO THE LEFT OF THE CHANNEL DISPLAY.
5. PRESS CA FOR CALL ALERT (IT WILL APPEAR ON THE DISPLAY)
6. USE THE CHANNEL SELECT KEY (ARROWS) AGAIN TO MOVE TO THE TONES YOU WANT TO DROP. (THE LIST IS BELOW)
7. PRESS THE TRANSMIT KEY (THE LIGHTNING BOLT) AND THE TONES WILL DROP AND SET OFF THE UNITS PAGERS.
8. PRESS THE SELECT KEY AGAIN AND YOU RETURN TO NORMAL OPERATING MODE. (IF YOU FORGET THIS STEP YOU WILL DROP TONES AGAIN WHEN YOU HIT THE LIGHTNING BOLT)
9. PRESS THE TRANSMIT KEY AGAIN (THE LIGHTNING BOLT) AND TALK ON CHANNEL 14 WITH YOUR MESSAGE. THE REASON WE ARE NOT TALKING ON CHANNEL 9 IS BECAUSE UNTIL UNITS GET INTO THEIR VEHICLE THEY MOST LIKELY WILL NOT HEAR YOU BECAUSE IT IS A SIMPLEX CHANNEL AND DOESN'T TALK OUT AS FAR. (THIS IS WHY IT IS VITALLY IMPORTANT THAT WHEN THE RADIOS GO DOWN FOR ANY REASON THAT YOU NOTIFY DEPARTMENTS AFFECTED SUCH AS M1, M2, M3 AND M4 BECAUSE THEY MAY NOT HEAR YOU SPEAK.)
10. THE VOLUME AND ON/OFF SWITCH ARE THE DIAL TO THE LEFT OF THE CHANNEL CHANGER.
11. THE RADIO IS TO BE KEPT ON AT ALL TIMES.
12. **DO NOT TRANSMIT ON THE FRANKLIN OR JACKSON OR HABERSHAM CHANNELS UNLESS ADVISED TO DO SO BY THE 911 DIRECTOR.**
13. WE WILL BE REPLACING THIS RADIO VERY SOON WITH AN ENCODER MUCH LIKE THE FIRE DEPARTMENT. THESE PAGES WILL BE REPLACED AT THAT TIME.
14. BELOW IS A LIST OF THE CHANNELS AND STATIONS THAT CAN BE TONED.

AVAILABLE CHANNELS / CHANNELS THAT YOU COULD TALK ON	CALL ALERTS / STATIONS THAT CAN BE TONED OUT
1 – FIRE / EMS REPEATER	1 – HOMER FIRE
2 – TACH 2	2 – DISTRICT 2 FIRE
3 – TACH 3	3 – DISTRICT 3 FIRE
4 – EMS TACH	4 – FIRE ADMIN
5 – HEAR (ARMC/BJC)	5 – MEDIC 2
6 – JACKSON EMS ****DO NOT USE****	6 – DISTRICT 4 FIRE
7 – HABERSHAM EMS ****DO NOT USE****	7 – DISTRICT 4 1 ST RESPONDERS
8 – BCSO	8 – MEDIC 3
9 – FIRE SIMPLEX	9 – DISTRICT 2 1 ST RESPONDERS
10 – FRANKLIN EMS ****DO NOT USE****	10 – BLANK
11 – FIRE MUTUAL AID	11 – DISTRICT 3 1 ST RESPONDERS
12 – BANKS MRD	12 – BLANK
13 – JACKSON FIRE ****DO NOT USE****	13 – BLANK
14 – UTILITIES	14 – BLANK
15 – NATIONAL WEATHER SERVICE	15 – BLANK
16 – HEAR – NGMC (GAINESVILLE)	16 – CLIFF HILL, HOMER FIRE CHIEF
17 – BLANK	17 – MEDIC 1

HOW TO OPERATE THE CELL PHONE & PHONE BACK-UPS

1. THERE ARE 3 BACK-UP CELL PHONES IN THE 911 HANDSET LANDLINE PHONES ON THE CONSOLES. THE NUMBERS ARE: 706-654-7679, 706-654-7680 AND 706-658-5380.
2. THESE PHONES ARE TO BE USED ONLY WHEN IT IS AN EMERGENCY.
3. IF THE PHONES ARE USED IN EMERGENCY THEY ARE TO BE USED AS FOLLOWS: 7679 AND 7680 ARE TO BE DEDICATED TO 911 TRUNKS. 5380 IS TO BE DEDICATED TO ADMINISTRATIVE LINES.
4. THE DIRECTOR HAS A CELL PHONE THAT MAY BE UTILIZED IF NEEDED; THE NUMBER IS 706-658-5120.
5. THE 911 CELL PHONES ARE TO BE CHECKED AT THE BEGINNING OF EACH SHIFT TO ENSURE THEY ARE FULLY CHARGED. THEY SHOULD NOT REMAIN PLUGGED IN BUT SHOULD BE PLUGGED IN WHEN THEY SHOW THAT THE BATTERY IS ALMOST DEAD.
6. THE 911 CELL PHONES ARE TO REMAIN ON AT ALL TIMES BECAUSE A LOT OF TIMES THE PHONE COMPANY WILL REROUTE YOUR 911 CALLS AUTOMATICALLY BEFORE CALLING YOU TO ADVISE YOU.
7. THE 911 CELL PHONES ARE NOT EVER TO BE USED FOR PERSONAL PURPOSES!
8. THERE ARE WHITE PHONES ON EACH CONSOLE THAT WILL WORK SHOULD THE REGULAR DESKTOP PHONES OR COMPUTER PHONES STOP WORKING. EACH OF THESE WHITE PHONES HAVE AN ADMIN LINE AND A CELL PHONE NUMBER PROGRAMMED INTO THEM. TO USE THEM:
 - a. TURN THEM ON.
 - b. USE THE HANDSET TO ANSWER THE LINES AS THEY RING.

HOW TO PAGE WHEN OUR PAGING SYSTEM IS DOWN

Scenario 1: Banks county has been issued a thunder storm warning. You alpha page the department heads with the warning and the alpha paging system in cad is down.

****GTA / STATE OF GEORGIA NO LONGER HAS PAGERS.****

GUNBY PAGERS

1. GO TO THE INTERNET ON YOUR WEATHER COMPUTER.
2. CLICK ON FAVORITES.
3. CLICK ON THE PAGING FOLDER.
4. CLICK ON BARCOM SEND-A-PAGE.
5. ENTER THE UNITS PAGER NUMBER (USE THE ROSTER IN THE BACK OF THE SOP BOOK OR USE THE PAGER # PRINT OUT IN THE BACK OF THIS BOOK. THESE NUMBERS ARE NOT FOR RELEASE TO ANYONE OUTSIDE OF 911.) **ONLY GUNBY / TELEMObILE PAGERS CAN BE SENT FROM THIS SYSTEM...**
6. ENTER YOUR MESSAGE
7. REMEMBER TO TELL WHO IT'S FROM.
8. SEND
9. OR YOU CAN PAGE THE PAGER WITH A NUMBER BY DIALING 800-953-6165 AND ENTERING THE PAGER NUMBER AT THE PROMPT AND THEN ENTERING THE PHONE NUMBER YOU WANT THEM TO CALL.

SOUTHERN LINK PAGERS

1. WE ONLY USE THIS ONE TO PAGE DNR.
2. GO TO THE INTERNET ON YOUR WEATHER COMPUTER.
3. CLICK ON FAVORITES.
4. CLICK ON THE PAGING FOLDER.
5. CLICK ON SOUTHERN LINK
6. CLICK ON SEND A MESSAGE NOW (RED ENV AT TOP RIGHT OF SCREEN)
7. ENTER PHONE NUMBER
8. ENTER MESSAGE

VERIZON

1. WE ONLY USE THIS ONE TO PAGE DNR.
2. GO TO THE INTERNET ON YOUR WEATHER COMPUTER.
3. CLICK ON FAVORITES.
4. CLICK ON THE PAGING FOLDER.
5. CLICK ON VERIZON (OR GO TO text.vzw.com)
6. ENTER PHONE NUMBER & SEND THE MESSAGE.

HOW TO OPERATE BACK-UP DATABASE LAPTOP

Scenario 1: You have complete cad failure and need to get responder info for a residence so the right units can be dispatched.

1. THE BACK-UP LAPTOP IS LOCATED IN THE EOC ON THE DESK UNDER THE INCIDENT COMMAND POSTER
2. TURN IT ON WITH THE TOP LEFT BUTTON ON THE KEYBOARD
3. BACKUP IS THE USER NAME
4. BACKUP IS THE PASSWORD
5. IT AUTOMATICALLY BRINGS UP THE OLD DATABASE SYSTEM

PROBLEMS WITH COPIER/PRINTER?

Scenario 1: You are making copies of several pages and the printer stops and printing and advises that there is a paper jam.

1. TROUBLE SHOOT AND FOLLOW PROMPTS TO REMOVE ANY JAMS
2. IF THIS DOESN'T FIX THE PROBLEM CALL BANKS COUNTY I.T. AT 706-677-6841 IF IT IS DURING THE WEEK. IF IT IS ON THE WEEKEND AND THE SYSTEM WON'T LET YOU FAX AND IT CAN'T WAIT CALL DEIDRA.
3. DEIDRA WILL CALL BANKS COUNTY I.T. TO WORK ON THE SYSTEM IF IT IS NEEDED.
4. FOR REPAIRS ADVISE DEIDRA; SHE MAY ASK YOU TO CALL ATHENS DIGITAL SYSTEM AT 706-549-4004, MON-FRI 8A-5P. THEN CALL BANKS COUNTY I.T. AND ADVISE OF REPAIRS.

Scenario 2: The copy machine does not work when you try to make a copy. The display screen has an error code on it.

1. TROUBLE SHOOT AND FOLLOW PROMPTS TO REMOVE ANY JAMS
2. IF THIS DOESN'T FIX THE PROBLEM CALL BANKS COUNTY I.T. AT 706-677-6841 IF IT IS DURING THE WEEK. IF IT IS ON THE WEEKEND AND THE SYSTEM WON'T LET YOU FAX AND IT CAN'T WAIT CALL DEIDRA.
3. DEIDRA WILL CALL BANKS COUNTY I.T. TO WORK ON THE SYSTEM IF IT IS NEEDED.
4. FOR REPAIRS ADVISE DEIDRA; SHE MAY ASK YOU TO CALL ATHENS DIGITAL SYSTEM AT 706-549-4004, MON-FRI 8A-5P. THEN CALL BANKS COUNTY I.T. AND ADVISE OF REPAIRS.

PROBLEMS WITH GCIC COMPUTER / PRINTER

1. TROUBLE SHOOT THE PROBLEM, IF YOU ARE UNABLE TO RESTART, CLEAR A JAM OR GET THE PROBLEM RESOLVED MOVE ON TO THE FOLLOWING STEPS.
2. CALL GCIC IF IT IS A COMPUTER PROBLEM. THE HELP DESK NUMBER IS 404-244-2770.
3. IF GCIC ADVISES YOU THAT THEY CAN'T RESET IT AND WE NEED TO CALL OUR VENDOR, CALL AT&T 1-800-553-2811 PASSWORD 40BANK TO OPEN TICKET FOR INTERACT TO WORK ON JAVELIN PROBLEM.
4. IF IT IS A PROBLEM WITH THE GCIC PRINTER AND YOU CAN'T RESET IT, CALL BANKS COUNTY I.T. AT 706-677-6841 IF IT IS DURING THE WEEK. IF IT IS ON THE WEEKEND AND THE SYSTEM WON'T LET YOU FAX AND IT CAN'T WAIT CALL DEIDRA.
5. ALWAYS MAKE SURE YOU LET DEIDRA AND TONI KNOW WHEN YOU HAVE GCIC OR GCIC PRINTER ISSUES.

EMERGENCY CONTACTS FOR WEATHER RELATED TIMES

1. COUNTY ROAD PROBLEMS OR TREES DOWN:
 - 711 CELL – (706)658-6228 OR ON RADIO
 - IF YOU EVER HAVE ANY QUESTION IF IT IS HIS, 711 USUALLY CAN TELL YOU. PRIVATE ROADS ARE THE OWNER'S RESPONSIBILITY.
2. STATE ROAD PROBLEMS OR TREES DOWN:
 - TMC - (888)424-4921.
 - (NOTE: HWY 326 IS COVERED BY ANOTHER DOT PER KENNY YOU WILL HAVE TO CALL TMC ON THIS RD.)
3. JEMC:
 - (706)367-6440 PRIVATE
 - (706)367-4419 PRIVATE
 - (706)367-5281 PUBLIC
4. GEORGIA POWER
 - (800)432-0392, EXT. 911 PRIVATE
5. HART EMC:
 - (800)241-4109 PRIVATE
 - (706)377-2271 PUBLIC
6. RED CROSS:
 - MAIN NUMBER (706)353-1645
 - REGINA SOCKMAN, DIRECTOR (706)540-5438
7. DFACS – SHELTERS (DIRECTOR WILL CONTACT):
8. BALDWIN ROADS & TREES:
 - JOE ROY, FIRE CHIEF (678)410-6999
9. ALTO ROADS & TREES:
 - WILEY COOK (706)968-1845
10. LULA ROADS & TREES:
 - DENNIS BERGIN, CITY MANAGER (404)310-6359
11. GILLSVILLE ROADS & TREES:
 - MAYOR LARRY POOLE (770)654-1724
12. MAYSVILLE ROADS & TREES:
 - MAYSVILLE PD
 - ARRON PATTON (678) 316-5677
 - MAYOR RICHARD PRESLEY (678) 858-5467
13. HOMER ROADS & TREES:
 - RICKY VAUGHN (706)-870-4164
 - CLIFF HILL (706)658-5744
 - DOUG CHEEK (706)201-9544

OTHER NEEDED CONTACTS & NEED TO KNOW:

- a. Know when and how to contact 911 Director
 - 706-658-5120 cell
 - 770-519-6563 Matt's Cell
 - 678-677-6624 Deidra's Personal Cell
 - 706-356-4767 Lake House & Deidra's Parents
 - 770-983-7833 Matt's Mom
- b. Call AT&T 911 for Repair
 - 800-553-2811
 - PSAP Id = 40Bank
 - Carolynn Orem – 404-745-3845 (only call when directed)
- c. Call Windstream for Repair
 - 800-782-6206
 - Wayne Parker – 706-335-0308 office
 - Wayne Parker – 706-340-0688 cell
- d. Call Gunby Communications
 - 800-595-4406 office Mon-Fri 8a-5p
 - 888-650-8153 and ask for 911 System Support to be paged.
- e. Call for TCI Phones
 - 800-595-4406 office Mon-Fri 8a-5p
 - 888-650-8153 and ask for 911 System Support to be paged.
- f. Call for CentraCom Gold Elite Radio
 - 800-595-4406 office Mon-Fri 8a-5p
 - 888-650-8153 and ask for 911 System Support to be paged.
- g. InterAct CAD Repair (software issues and modems and server issues only)
 - 800-553-2811
 - PSAP ID = 40Bank
 - They will call InterAct and have them call you back.
- h. Call for CAD Dispatch Position Hardware Repair
 - Banks County I.T. have ticket assigned or call Data Survival 706-677-1078, make sure Deidra is aware.
- i. Call Best Power / Eaton Powerware for the UBS/UPS & Michael Gripp, Tech.
 - 800-356-5794 or 5737 office (Serial # FD18KVA/FD18K062777)
 - Michael Gripp 901-867-2700
 - Bobby is the usual Tech that responds.
- j. Call Generator Repair.
 - Kenny Crumley 706-983-0589 cell
 - Kenny Crumley 706-677-3657 home
 - GenTech 706-677-5100 office
 - GenTech, Darren Queen 678-316-2863 cell
 - GenTech, Phil Ferguson 770-654-2448 cell
- k. Call GCIC & know who the Auditor and T/O for our region is.
 - Christina Watts, T/O 404-244-2729 office
 - Christina Watts, T/O 404-382-3598 pager
 - John Picklesimer, Audit Director 404-212-3010
 - Melissa Sammons, Banks Co. Auditor 404-309-2437
 - Help Desk 404-244-2770 (ORI's: GA006013P, GA006023P, GA006033P)
 - Kevin Kelley, CJIS Tech 404-270-8449
- l. Know who the five Commissioners are and how to call them.
 - Jimmy Hooper, Chairman 706-677-6200 ext. 104 cell# 706-983-0500 / Radio # 701
 - Danny Maxwell, Commissioner / Radio # 702
 - David Duckett, Commissioner 706-677-6200 ext. 146 / Radio # 703
 - Sammy Reece, Commissioner / Radio # 704
 - Charles Turk, Commissioner 706-654-1831 / Radio # 705

- m. Call FCC / FAA / Gunby for tower issues
 - FCC, Wray Hall 404-656-2042
 - FAA, 800-443-9285
 - Tower Coordinates: Lat 34-18-49.3N, Long 83-28-19.5W
 - Tower Registration Number 1205721
 - 800-595-4406 office Mon-Fri 8a-5p
 - 888-650-8153 and ask for 911 System Support to be paged.
- n. Call Athens Digital System
 - 706-549-4004
 - Banks County I.T. during work week call 706-677-1078 and for after hours.
- o. Call GEMA & local EMA Director.
 - GEMA 800-TRY-GEMA
 - Dan Yeargin 404-290-9104
 - 706-658-5120 Deidra Work Cell
 - 770-519-6563 Matt's Cell
 - 678-677-6624 Deidra's Personal Cell
 - 706-356-4767 Lake House & Deidra's Parents
 - 770-983-7833 Matt's Mom
- p. Call Kenny Crumley for building repairs or electrical needs
 - Kenny Crumley 706-983-0589 cell
 - Kenny Crumley 706-677-3657 home
- q. Call Brite Communications for road sign material
 - 770-509-1076 (Doug)
 - 404-368-3767 (Doug cell)
- r. Call Gunby for pager issues
 - 800-595-4406 office Mon-Fri 8a-5p
 - 888-650-8153 and ask for 911 System Support to be paged.
- s. Know where paper logs are kept, ensure there are always copies and know when and how to use them.
 - Kept in the Rotating Resource Guide cabinet.
- t. Know where emergency entrance keys are.
 - Kept at the nail at the back door. Other gate keys are in box at the front door. Code 223.
- u. Know who all Department Heads are and when and how to contact them for notification.
 - Deidra Moore, 911/EMA Director (see above)
 - Sheriff Speed, BCSO 706-677-6818 office, 706-340-9844 cell
 - Major Wilson, BCSO 706-677-3133 office, 706-658-5170 cell
 - Jail Captain Bandy , BCSO 706-677-3554 office, 678-343-0806 cell
 - Road Captain Roberts, BCSO 706-983-0194 cell
 - Chief Eubanks, BCFD 706-974-9566 cell
 - Chief Hill, Homer Fire 706-677-3978 home, 706-658-5744 cell
 - Deputy Chief Ausborn, Homer Fire 706-654-7959 cell
 - Chief Tim Vaughn, Alto PD 706-778-8028 office, 706-939-1265 cell
 - Chief Roy, Baldwin Fire 678-410-6999 cell
 - Interim Chief Jessie Varner, Baldwin PD 706-776-5256 office, 706-968-5271 cell
 - Tim Harper, Clerk of Court 706-677-6240 office
 - Becky Carlan, Tax Commissioner 706-677-6204 office
 - Stoney Harness, Building Official 706-677-4272 office
 - Steve Reece, Banks County Water Director 706-983-0799 cell
 - Wayne Andrews, Banks County Roads 706-658-6228 cell
 - Shelia Ledford, Banks County Senior Ctr 706-677-3275 office, 706-870-5133 cell
 - Bobby Eubanks, Banks County Coroner 706-652-2579 office, 706-983-1799 cell
 - JoAnn Dodd, Banks County Health Department 706-677-2296 office
 - Banks County DFACS 706-677-2272 office
 - Dale Carter, Banks County Environmental Health 706-870-0131 cell
 - Bob Waldorf, Banks County Extension Agent 706-677-6230 office

- Joe Gailey, Banks County Recreation 706-677-4407 office, 706-983-1206 cell
 - Leslie George, Banks County Clean and Beautiful 706-677-2344 office
 - Robin Trotter, Banks County Generous Hearts & Family Connections 706-677-1303 office
 - Chris Erwin, Banks County Superintendent of Schools 706-677-2224 office
 - Judge Betty Thomas, Probate 706-677-6250 office
 - Judge Mote, Magistrate 706-677-6270 office
 - Kevin Whitman, Banks County Tax Assessor 706-677-6223 office
 - Wanda Eubanks, Banks County Probation Office 706-677-6228 office
 - Keith Covington, Banks County Planning & County Marshall 706-677-4272 office
 - Carmen Adams, DA's Office 706-677-6205
 - Superior Court 706-677-6282 office
 - Registrar's Office 706-677-6260 office
 - Homer City Hall 706-677-3510 (Mayor Doug Cheek)
 - Maysville City Hall 706-652-2274 (Mayor Richard Presley)
 - Gillsville City Hall 770-869-3838 (Mayor Larry Poole)
 - Lula City Hall 770-869-3801 (Mayor Milton Turner and City Mgr. Dennis Bergin)
 - Alto City Hall 706-778-8035 (Mayor Audrey Turner)
 - Baldwin City Hall 706-778-6341 (Mayor Jerry Neace)
 - Chamber of Commerce 706-677-2108
- v. Know what ANI / ALI is and what inquiries are and how to do them.
- ANI = Automatic Number Identification
 - ALI = Automatic Location Identification
- w. Know what Non-disclosure rules are in relation to phone numbers and information and ensure rules are followed.
- No phone can be queried from the ANI/ALI database unless it is an ongoing call for emergency help.
 - No confidential or unlisted phone can be given to anyone without a subpoena if it is not an ongoing call for emergency help.
- x. Know what and where the Voter Sites are and who to call if there is a problem and how to reset the alarms.
- Mt. Carmel Fire Station, Davis Academy Fire, Baldwin Mountain, 911
 - Reset the alarms by opening the 1st black cabinet in the equipment room.

JUMP & RUN KIT

Being prepared, that's what helps us to help ourselves. Let's take a look at the Jump & Run Kit.

Do we have what we need to have in the emergency kit? Is it kept up to date? Knowing that we do not have time in an emergency to find the answers to these questions, we will address these now and work together as a team to ensure that we have everything we need. In addition, we will identify how we will maintain these things so that the Jump and Run Kit is always ready to go if needed.

WHAT TO KEEP IN THE KIT

1. PAPER/RADIO LOGS.
2. CASE CARDS / PHONE LOGS
3. COUNTY MAP BOOK
4. COUNTY WALL MAP / ON THE BACK WALL IN DISPATCH ROOM
5. PENS, PENCILS
6. EMERGENCY MANUAL
7. FLASH LIGHTS
8. BATTERIES.

WHERE IS THE KIT KEPT & HOW ARE WE GOING TO MAINTAIN IT?

1. THE KIT IS TO BE KEPT IN THE DISPATCH ROOM AT ONE OF THE CONSOLES AT ALL TIMES.
2. IT IS NOT TO BE REMOVED FROM 911 UNLESS IN AN EMERGENCY.
3. THE KIT SHOULD BE CHECKED AS EACH SHIFT COMES ON DUTY FOR THEIR ROTATION TO MAKE SURE ALL SUPPLIES NEEDED ARE IN THE BOX.
4. IF COPIES NEED TO BE MADE, THE SUPERVISOR ON SHIFT SHOULD MAKE COPIES.
5. IF ANYTHING NEEDS TO BE PURCHASED FOR THE KIT, THE 911 DIRECTOR SHOULD BE NOTIFIED.
6. BATTERIES WILL BE CHANGED OUT EVERY SIX MONTHS.
7. IF YOU THINK OF ANYTHING ELSE THAT NEEDS TO BE KEPT IN THE KIT, LET DEIDRA KNOW.

Chapter

4

Design Customization

CONTACTS, PASSWORDS, ETC.

ALL THE VITAL CONTACTS, PASSWORDS ETC.

Need to know information ...

PASSWORDS YOU MAY NEED

1. 223 = PASS CODE FOR KEY BOX AT FRONT DOOR, CONTENTS ARE:
 - a. GATE KEY
 - b. GENERATOR KEY
 - c. DOOR KEY
2. PASSWORD TO BACK-UP LAP TOP: USERNAME: BACKUP, PASSWORD = backup
3. THERE IS A GATE KEY AND BACK DOOR KEY HANGING IN THE SMOKING AREA UNDER THE EAVE ON THE WALL.

CONTACTS

ALL NUMBERS CONFIDENTIAL AND FOR 911 USE ONLY

1. BANKS 911 / EMA DIRECTOR, DEIDRA MOORE: WORK CELL 706-658-5120, PERSONAL CELL 678-677-6624, LAKE HOUSE 706-356-4767, N-LAW'S HOUSE 770-983-7833, MATT'S CELL 770-519-6563
2. BANKS FIRE / EMS CHIEF, BRIAN EUBANKS: cell # 706-974-9566
3. 801 cell# 678-340-9844 (confidential do not give out)
4. 802 WORK CELL: 706-658-5170
5. 804 WORK CELL: 706-658-5167
6. BCSO SGT WORK CELL: 706-654-6090
7. 661 CELL: 678-283-6046
8. 672 CELL: 706-968-0485
9. **911 PHONES & INTERACT CAD:** AT&T 911: 800-553-2811
10. **RADIO, XYBIX CONSOLES, PHONE CONTROLLER/TCI, RECORDER, TOWER, VOTER SITES, HAM RADIO, GROUNDING:** GUNBY – 800-595-4406 DURING M-F, 8-5 / AFTER HOURS 911 SYSTEM SUPPORT IS 888-650-8153.
11. **GENERATOR WORK** (GENERATOR OUTSIDE, IF KENNY OR DEIDRA NEEDS THEM) / GENTECH, DARREN QUEEN: 706-677-5100 OR 678-316-2863
12. **BUILDING MAINTENANCE, A/C, ELECTIRCAL, COMMODE PROBLEMS, and WATER PROBLEMS:** KENNY CRUMLEY, BANKS CO. MAINENANCE (ANY BLDG WORK): WORK CELL 706-983-0589 AND HOME 706-677-3657.
13. **UPS WORK** (UPS TO GENERATOR INSIDE, IF KENNY OR DEIDRA NEEDS THEM) / EATON CORP. AT 800-356-5794 OR MICHAEL GRIPP AT 901-867-2700
14. **POWER:** JACKSON EMC – 706-367-5281
15. **WINDSTREAM/ ADMIN PHONE LINES:** 800-782-6206 OR WAYNE PARKER AT 706-340-6688 OR 335-0308 OR 0333
16. **FUEL FOR GENERATOR / GROUNDS WORK,** 711 AT 706-658-6228
17. **GCIC** 404-244-2770 OR BANKS COUNTY I.T. 706-677-1078 OFFICE
18. **COPIER / PRINTER:** BANKS COUNTY I.T. 706-677-1078 OFFICE
19. **VERIZON BACK-UP PHONES:** GAINESVILLE SHOP / BANKS COUNTY I.T. 706-677-1078 OFFICE
20. **COMMISSIONERS OFFICE: 706-677-6200**
21. **Red Book Contacts**