

HOKE COUNTY EMERGENCY COMMUNICATIONS
Text Message Dispatch Terms and Conditions

1. This system is not intended to replace paging. It is a supplemental paging system only.
2. The Communications Center cannot and will not be responsible for the non-receipt of text messages. After it leaves the Communications Center and goes to your cellular telephone carrier, we cannot control the delivery of the message.
3. The Communications Center cannot and will not be responsible for the speed of which the message is received to your telephone. Again, this is a carrier issue. The call is sent you your carrier within 10 seconds of your Station being assigned to the call.
4. There will be things that occur that we cannot help simply due to the nature of the system. Such things that can happen are if a unit calls in a call, i.e. FD32 is en route to a grass fire called into the Station, only that unit and NOT THE STATION IDENTIFIER (i.e. FD3, FD1, etc.) will be put on the call. You will not get a message as phone numbers as only associated with Stations UNLESS that unit requests a page for additional units. You will also receive all calls for your Station. We cannot control it by time of day or anything else. It is all or nothing.
5. The information that is transmitted is all that can be given due to the 170-250 character limitation of text messaging. Neither the amount nor the order of the information can be changed. If there is no landmark (i.e. business name), you will see the cross streets. If there is a landmark you will get that and possibly the first cross street. Again, this is the limitation of text messaging.
6. Please do not call the Communications Center or the County IT Department about any problems with this system. Problems should be directed to the Director of Emergency Communications. You can call me at 904-2973 or e-mail me at jstewart@hokecounty.org. I am the only contact point for this service.
7. You are responsible for any charges incurred by you from your carrier for receiving text messages.
8. If you are a member of more than 1 Department, please sign up on each Department's sheet and write a note beside your name on each sheet stating you will be with 2 stations, e.g. "also Sta. 6".
9. Your Chief or I have the right to remove you from the system at anytime.
10. If you leave your Station or no longer desire to receive dispatches, send me an e-mail at jstewart@hokecounty.org or have your Chief contact me.

This is how the text message appears:

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Hoke Co 911:1801 O`BANNON DR* * * * * **FIRESMOKE* * * * * * * * * 11/08/2010 16:27:34  
: pos4 : CROWLAND4749 Cross streets: 1403 DARBY DR//D
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Most fire calls begin with "FIRE" i.e. FIREHOUSE, FIREMH (Mobile Home), etc. Wrecks start with "AC" i.e. AC/PI, AC/PI/OT (Accident, Personal Injury, Overturned), AC/PI/PIN (Accident, Personal Injury, Pinned-In). EMD is EMD in progress. Most CAD call types are self-explanatory. POS4 and CROWLAND4749 are the CAD position and Telecommunicator who took the call.