



Department of Public Safety Communications

Publication Scheme

Produced in accordance with the Deputy Governor's Code of Practice on Publishing

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1. About the Publication Scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** to make information available to the public as part of its normal business activities.

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will:

- specify the information held by the authority, which falls within the seven (7) categories below;

- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will generally not publish:

- information in draft form;
- information that is not held by the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS**,
- information which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example information that:
 - prejudices the security or defence
 - endangers any person's life or safety
 - affects the conduct of an investigation or prosecution
 - reveals a confidential source of information
 - reveals lawful methods or procedures for preventing, detecting, investigation or dealing with criminal activity
 - facilitates the escape of a person from lawful detention
 - jeopardizes the security of prison
 - discloses personal information
 - violates patient confidentiality
 - jeopardizes commercially sensitive information

Records containing exempt matter may be published in a redacted form, whenever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" feature at www.911.gov.ky. If you are still having trouble locating information listed under our scheme, please contact an FOI Manager at either foi.911@gov.ky or foi.emc@gov.ky or (345) 949-9008.

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at either foi.911@gov.ky or foi.emc@gov.ky to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call the FOI Manager at (345) 949-9008 to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

FOI Manager
Department of Public Safety Communications
PO Box 2391
Grand Cayman KY1-1105
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

Due to the security requirements of our facility, we typically do not allow the public to attend the Department to view information listed in the publication scheme. Exceptions must be approved by the Director of Public Safety Communications.

Advice and assistance

Check the Document Library on our website www.911.gov.ky to ensure that the information has not already been published. If you experience any difficulty identifying the information you want to access, please contact an FOI Manager at foi.911@gov.ky or foi.emc@gov.ky or (345) 949-9008.

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** is legally required to translate any information, it will do so.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disk. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size). Computer disks will be charged at a rate of \$2.00 per disk.

Postage costs

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** has received your payment.

5. Requests for information outside the Publication Scheme

Information held by the **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** that is not published under this scheme can be requested through an FOI Manager at foi.911@gov.ky or foi.emc@gov.ky or (345) 949-9008. Your request will be considered in accordance with the provisions of the FOI Law.

6. Complaints

The **CAYMAN ISLANDS DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS** aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Director of Public Safety Communications at brent.finster@gov.ky or (345) 949-9008, and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our website www.911.gov.ky.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner, if you are dissatisfied with our response.

Physical Address:
3rd Floor, Anderson Square
64 Shedden Road
George Town
Grand Cayman, Cayman Islands

Mailing Address:
PO Box 1375
Grand Cayman KY1-1108
CAYMAN ISLANDS

Telephone:
(345) 747-5402

Email:
FOI matters - foi.ico@gov.ky

7. Categories of Information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

ABOUT US

Name of public authority

DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS

Ministry

Ministry of Home Affairs

Key staff

Brent Finster, Director of Public Safety Communications

Brent.Finster@gov.ky

(345) 949-9008

(345) 244-5221 Direct

Leslie Vernon, Assistant Director for Operations and Training

Leslie.Vernon@gov.ky

(345) 949 -9008

(345) 244-5222 Direct

Julian Lewis, Assistant Director for Electronic Monitoring

Julian.Lewis@gov.ky

(345) 949-9008

(345) 244-5223 Direct

Information Managers

Leslie Vernon (Public Safety Communications Centre – 9-1-1)

foi.911@gov.ky

(345) 949 -9008

(345) 244-5222 Direct

Julian Lewis (Electronic Monitoring Centre including National CCTV Programme)

foi.emc@gov.ky

(345) 949-9008

(345) 244-5223 Direct

You may also utilise the Freedom of Information website www.foi.gov.ky to request information.

Organization and functions

The Department of Public Safety Communications (DPSC) has two primary functions. First the Public Safety Communications Centre (CIPSCC) processes emergency (9-1-1) and non-emergency telephone calls and dispatches the appropriate resource to requests for service. These resources include the Royal Cayman Islands Police Service, Cayman Islands Health Services Authority's EMS Department, Cayman Islands Fire Service and others. The Electronic Monitoring Centre (CIEMC) is responsible for the monitoring of selected offenders referred by Her Majesty's Prison Service, RCIPS, and the Courts. In addition, CIEMC is responsible for the monitoring of cameras associated with the National CCTV Programme.

CIPSCC:

The Cayman Islands Public Safety Communications Centre is the Public Safety Answering Point (PSAP) for law enforcement, fire, and Emergency Medical Services. Serving all three islands from a facility located in downtown George Town, the Centre's telecommunicators answer all 9-1-1 emergency and non-emergency telephone calls, prioritise and dispatch Calls For Service (CFS) for the Royal Cayman Islands Police Service and Cayman Islands Health Services Authority EMS Department. Calls For Service requiring fire assistance are relayed to the Fire Service's dispatch centre ("Fire Control") which then dispatches the appropriate units.

Telecommunicators use guide cards to help ensure that appropriate questions are asked of, and important information obtained from, telephone callers requesting assistance. Guide cards also allow telecommunicators to give basic emergency instructions, helping the caller to assist both themselves and others.

CIEMC:

The Alternative Sentencing Law provides for the electronic monitoring aspect of the House Arrest programme. CIEMC personnel tag "clients", who have been specified by the Courts, with electronic ankle bracelets and then monitor their location and status based on the Court's instructions. By using state-of-the-art equipment including GPS satellite technology and fibre optics, clients are given the opportunity to serve their sentences outside of the confines of a traditional prison. This option will save the Government money as well as it will free up space in the prisons for those clients who require incarceration in the traditional sense. Other uses of CIEMC include the monitoring and tracking of clients who are on an executive release license from Her Majesty's Prisons, or are on bail by the Courts, RCIPS, or Immigration.

The implementation of National CCTV Programme cameras will allow for video surveillance in public places with a primary mission of gathering evidence and deterring criminal activity. Monitoring of video images is accomplished by trained CIEMC personnel using approximately 400 CCTV cameras.

Department Contact Information:

Department of Public Safety Communications
PO Box 2391
Grand Cayman KY1-1105
CAYMAN ISLANDS
(345) 949-9008
Email: DPSCMgmt@gov.ky
Website: www.911.gov.ky

FREQUENTLY ASKED QUESTIONS

- **Why does the 9-1-1 telecommunicator ask "so many questions"?**
We gather information to determine the proper response; prepare the unit/s responding for what they may encounter upon arriving at a scene; and provide aid through instructions over the telephone before emergency personnel arrive on scene. We use standardized guidecards from the Association of Public-safety Communications Officials International, Inc. www.apcointl.org to ensure that we are asking relevant and

appropriate questions when you call 9-1-1. Our 9-1-1 system also meets the standards of the National Emergency Number Association www.nena.org

▪ **What are the local non-emergency numbers for Fire, Police and Ambulance?**

Non-Emergency Numbers	Police	Fire	Ambulance/EMS
George Town	949-4222	949-2276	949-8600 George Town Hospital
West Bay	949-3999	949-1188	949-3439 West Bay Clinic
Bodden Town	947-2220		947-2299 Bodden Town Clinic
North Side	947-9411	947-3248 Frank Sound	947-9525 North Side Clinic
East End	947-7411		947-7440 East End Clinic
Cayman Brac	948-0440	948-1245	948-2243 Faith Hospital
Little Cayman	948-0100	948-0011	948-0072 Little Cayman Clinic

▪ **What is the number of the local Power Company?**

Grand Cayman - Caribbean Utilities Company 945-1CUC (1282)
Cayman Brac – Cayman Brac Power and Light 948-1638

▪ **Can you connect my 9-1-1 emergency call to another country's emergency services?**

No, however we will assist you in determining the proper emergency telephone number for a public safety agency overseas.

▪ **Can I request an audio recording of my 9-1-1 call?**

Yes, written requests may be submitted to our Information Manager in accordance with the Freedom of Information Law, 2007. If the request is related to an open investigation by RCIPS, your request will need to be approved by RCIPS. See our Freedom of Information page on the www.911.gov.ky website for details.

- **How do I get a copy of my police report?**
 Contact the RCIPS using their non-emergency phone number (see table above) or visit your local police station.
- **How do I file a complaint about the way my 9-1-1 telephone call was handled?**
 We strive to provide a professional level of service all the time. Unfortunately, we are human and we make mistakes. You may contact the Director of Public Safety Communications or one of the two Assistant Directors who will investigate your complaint. See our Complaints page on our website www.911.gov.ky for details.
- **How do I compliment the telecommunicator who handled my 911 call?**
 We love hearing about the good things we do for the Cayman community. Please email or call the Director of Public Safety Communications or one of the Assistant Directors. See our Contact Us page on our website www.911.gov.ky.
- **Do you provide tours of the 911 Centre?**
 We accommodate requests for tours on a limited basis. Pre-approval by the Director of Public Safety Communications is necessary. Please call the department's administration line (949-9008) during business hours and speak with our Administrative Assistant, who will handle your request.
- **How many cruise ships will be coming into port today?**
 Check the Cayman Islands Port Authority website www.caymanport.com
- **Do I have to pay if I call for an ambulance?**
 Please contact the Health Services Authority at 949-8600; rates may vary depending on circumstances.
- **How many police, fire, and EMS Calls For Service does the Public Safety Communications Centre process each day?**
 We dispatch approximately 95 Calls For Service per day resulting from a total of about 400 incoming telephone calls (both emergencies and non-emergency calls).
- **How do I become a 9-1-1 Telecommunicator or Electronic Monitoring Officer?**
 Vacancies are advertised on the Government's website www.recruitment.gov.ky . If you are a Caymanian, we would especially like to discuss our recruitment process and professional growth opportunities with you. Please contact the Director of Public Safety Communications or one of the Assistant Directors.
- **Why do you put a hyphen or dash between 911 such as 9-1-1?**
 Because it is a standard in the public safety communications industry and there isn't an eleven on your phone's keypad. We don't want to be called "nine-eleven" and get confused with the awfulness that occurred on that fateful day in September 2001.

HISTORY

After a close encounter with Hurricane Gilbert in 1988, the Cayman Islands Government recognized the need to establish a new communications system. A new trunked radio system was acquired which interconnected all emergency services. Once completed, the need for an upgraded emergency telephone system was also recognized. According to an article appearing in *911 Magazine*, at the time the Cayman Islands utilized four separate emergency numbers – 5-0-0 for fire, 5-0-5 for paramedics and both 9-9-9 and 9-1-1 for police. At the urging of the chief fire officer and in accordance with the new North American Numbering Plan, 9-1-1 was chosen as the single emergency number.

The establishment of a new 9-1-1 system fell upon the Ministry of Agriculture, Environment, Communications and Works. Minister John McLean contacted APCO – the Association of Public-safety Communications Officials, International -- to ask for a recommendation of someone to bring 9-1-1 to a reality. APCO instructor David Mackenzie, a former Deputy Fire Chief with the U.S. Air Force had experience installing 9-1-1 systems on military bases in Korea. Mackenzie was hired in April 1995 as 9-1-1 Project Manager to install a state-of-the art 9-1-1 emergency telecommunications system.

In June 1996, 15 telecommunicators were hired and trained using the APCO curriculum that is still fundamentally in use today. The new 9-1-1 staff assisted the Lands and Survey department with street naming and addressing in order that 9-1-1 would be a functional system. 9-1-1 telecommunicators went door-to-door instructing the public on the new addressing scheme. Juliet Gooding, who was a student in that first class of telecommunicators, was promoted as the first Emergency Communications Manager. The new 9-1-1 system and communications centre was inaugurated on 16 September, 1996.

Although original plans called for another Public Safety Answering Point (PSAP also known as an emergency communications centre) in Cayman Brac, those plans were cancelled. The Cayman Islands Public Safety Communications Centre (CIPSCC) handles emergencies for all three islands – Grand Cayman, Cayman Brac, and Little Cayman. The Fire Service maintains a secondary PSAP at the Airport which dispatches both domestic and airport fire equipment. 9-1-1 calls for fire-related incidents are processed by CIPSCC but the information is relayed to the secondary PSAP by radio or phone.

CIPSCC was located in the George Town Police Station. As Hurricane Ivan approached, the decision was made to evacuate the emergency communications centre from the police station and move it temporarily into the new Cable and Wireless (now LIME[®]) administrative building. The Communications Centre was then re-located to its present home in a multi-story building constructed to withstand Category 5 storms.

In 2008, the new Electronic Monitoring function was created by Government in preparation for the implementation of the Alternative Sentencing Law. Since Electronic Monitoring also required a robust 24/7/365 call centre, it was decided to co-locate the Cayman Islands Electronic Monitoring Centre (CIEMC) with the Public Safety Communications Centre. In 2011, the National CCTV Programme started coming on line with the first of approximately 400 CCTV cameras to be located throughout all three islands. The Electronic Monitoring Centre will monitor both selected offenders and public surveillance CCTV.

Upon Juliette Gooding's leaving in 2008, Brent Finster became the second Emergency Communications Manager. Finster has 33 years of experience in public safety and managed two communications centres in the United States before coming to the Cayman Islands.

In 2011, the Department's name was changed from Emergency Communications & Electronic Monitoring to the Department of Public Safety Communications (DPSC).

Today, the staff consists of 11 Telecommunicators, 4 Communications Supervisors, 1 Electronic Monitoring Supervisor, 4 Electronic Monitoring Officers, 1 Public Safety Systems Administrator, 2 Assistant Directors, and a Director.

EMPLOYMENT OPPORTUNITIES

For information on existing vacancies, see www.recruitment.gov.ky

Public safety communications positions within the Department:

- Public Safety Telecommunicator (Trainee)
- Public Safety Telecommunicator (Experienced)
- Communications Supervisor

Electronic Monitoring positions within the Department:

- Electronic Monitoring Officer
- Electronic Monitoring Supervisor

Department administrative/management positions:

- Public Safety CAD/RMS Systems Administrator
- Assistant Director for Operations and Training
- Assistant Director for Electronic Monitoring
- Director of Public Safety Communications

The career path of a 9-1-1 dispatcher (also known as a public safety communications telecommunicator) starts out as a Telecommunicator-Trainee. After six months of successful classroom training (including certification as a Public Safety Telecommunicator and Emergency Medical Dispatcher) and On-The-Job Training in CIPSCC, the trainee is promoted to a post as a qualified Telecommunicator. Those persons who desire to move to a supervisory level after 4 years of being a Telecommunicator may apply for a vacant Communications Supervisor post. The Communications Supervisor not only does the day-to-day job of processing Calls For Service but they are also responsible for their shift of Telecommunicators and Telecommunicator-Trainees. There are also opportunities for further professional development thru advanced training, becoming a certified instructor, or obtaining a degree in public safety communications/emergency management.

Trainee positions within the Department are typically advertised once or twice each year and directed primarily towards suitable Caymanians based on the results of a computer test and interview. There are no educational or experience requirements to become a Trainee as all training is done in-house.

The Electronic Monitoring function is new. Electronic Monitoring Officers are selected because of their background and interest in the criminal justice system. The Electronic Monitoring Supervisor carries out the job of Electronic Monitoring as do the Officers, but in addition he also

supervises the unit's activities including staffing and the coordination of procurement and troubleshooting of electronic monitoring devices and CCTV.

As emergencies can occur at any time, department personnel must work shifts which include nights, weekends and public holidays.

Individuals who desire positions as administrators and management must possess the educational and experience necessary to perform their function. Managers within the department typically have at least 10 years or longer within the public safety communications field.

STRATEGIC MANAGEMENT

This category applies to the governance and management of the department.

- Governance
 - Organisational Chart see www.911.gov.ky
- Management
 - Statistics - Annual see www.911.gov.ky
 - Statistics – Monthly see www.911.gov.ky

FINANCE & ADMINISTRATION

This category applies to internal support functions within the Department, relating to finance, personnel and business administration.

- Financial management
 - Approved Budget FY13/14 see www.911.gov.ky
 - Quarterly Financial Reports see www.911.gov.ky
- Administration
 - Press Releases see www.911.gov.ky
 - Job Vacancies see www.recruitment.gov.ky
 - Staff Pay see www.911.gov.ky
 - Records Management see www.911.gov.ky

POLICIES & PROCEDURES

This category applies to written protocols for carrying out functions, activities and delivering services.

Due to the public safety operational nature of the Department, most of the Standard Operating Guidelines (SOGs) are exempt from disclosure per the FOI Law. In addition, some SOGs are probably not of the public interest thus not published, but may be made available upon request.

- The following Department SOGs are not exempt from FOI and may be of the public interest:
 - 101 Mission, Vision, Values Statements see www.911.gov.ky
 - 251 Internal Complaints Process see www.911.gov.ky
 - 252 Freedom of Information Process see www.911.gov.ky
 - 304 Anonymity of Callers see www.911.gov.ky
 - 701 News Media see www.911.gov.ky
 - 801 Calls For Service Priorities see www.911.gov.ky
 - 806 Alarms see www.911.gov.ky
 - 810 Lock-Ins & Elevator Rescues see www.911.gov.ky
 - 1271 Wireless 9-1-1 Calls see www.911.gov.ky

- SOGs that are not exempt from FOI and not published because they have limited or no public interest may be available
 - SOGs not published submit FOI request

DECISIONS & RECOMMENDATIONS

This category applies to information about proposals, resolutions, assessments and results, including decision-making processes.

- None at this time.

LISTS & REGISTERS

This category applies to information held in registers required by law and other lists or registers relating to the functions of the authority

- The following lists and registers are maintained:
 - 9-1-1 Master Street Address Guide (MSAG) see www.911.gov.ky
 - FOI Disclosure Log see www.911.gov.ky

OUR SERVICES

This category provides detailed information about the services offered and activities carried out by the authority, to fulfil its high-level functions and responsibilities.

- The following information is available:
 - Form – “Cayman 9-1-1 Cellular Update Form” see www.911.gov.ky
 - Form – “Non-Disclosure Agreement – Tour” see www.911.gov.ky
 - Form – “Non-Disclosure Agreement – Visitor” see www.911.gov.ky
 - Leaflet – “Making 9-1-1 Work For You” see www.911.gov.ky
 - PowerPoint – “CIPSCC Presentation – Adult” see www.911.gov.ky
 - PowerPoint – “CIPSCC Presentation – Children” see www.911.gov.ky