



Overview

- Manage a 24-hour Georgia Crime Information Center (GCIC)/National Crime Information Center (NCIC) Terminal including Georgia State of Pardons and Paroles (PAP) after-hours; and fully support internal entities regarding GCIC
- Receive and process incoming calls regarding emergency or unusual incidents
- Disseminate incident information to the procedurally identified personnel
- Serve as a point of contact (POC) to Georgia Emergency Management Agency (GEMA), GCIC and other state agencies

MISSION

To plan, implement and coordinate the GCIC program; provide emergency management situational awareness; disseminate critical information to the executive staff; and support the Georgia Department of Corrections (GDC) daily operations and exercises.

Daily Operations

GCIC/NCIC ENTRIES

- Enter and properly validate the following types of records into GCIC/NCIC ensuring all federal, state, and local laws are followed regarding entry and validation status of records
 - Wanted persons
 - Stolen guns
 - Stolen vehicles

ESCAPES/ABSCONDS

- Enter warrants into GCIC/NCIC and broadcast statewide lookouts to all law enforcement agencies
- Coordinate with U.S. Marshals Fugitive Agents to ensure safe and secure recapture
- Receive and respond to an average of 120 reports per year

EMERGENCY REPORTS

- Receive, analyze, document and disseminate information obtained from all facilities and departments within the agency
- Process approximately 650 emergency reports per month

EMERGENCY PREPAREDNESS

- Provide statewide situational awareness related to all hazards both emerging and/or occurring
- Account for all GDC resources during critical events

STATE BOARD OF PARDONS AND PAROLES

- Serve as the after-hour POC
- Process approximately 250 requests per month regarding arrests of parolees

SPECIAL OPERATIONS

- Activate Tactical Teams upon request
- Provide investigative and administrative support

FACILITY OPERATIONS

- Serve as the reporting focal point for GDC providing round-the-clock assistance to all functional areas

GEORGIA EMERGENCY MANAGEMENT AGENCY (GEMA)

- Coordinate resource requests through the State Operations Center (SOC) to deploy various GDC resources to aid in recovery
- Serve as the liaison to other agencies by providing logistical and administrative support
- Monitor SOC Activation levels

GEORGIA BUREAU OF INVESTIGATIONS (GBI/GCIC)

- Operate a 24-hour criminal justice information systems network
- Facilitate GCIC's computer-based training program for GDC
- Serve as POC for Security and Integrity Training
 - Approves an average of 6,900 training requests a year
- Coordinate and provide formal training for all GDC GCIC Terminal Operators
 - Trains an average of 340 Terminal Operators per year
- Monitor and maintain certification status for over 1,000 Inquiry-level Terminal Operators, 12 Entry-level Terminal Operators and four Terminal Agency Coordinators

EXTERNAL LAW ENFORCEMENT AGENCIES

- Coordinate resource assistance when requested
- Serve as a POC for inmate/probationer information

INTERNAL STAFF TRAINING GOALS

- To enhance professional development, improve emergency response capabilities and provide opportunities for advancement for each Operations Center Officer
- Includes many departmental options and external training such as:
 - National Incident Management System ICS 100, 200, 700 and 800
 - Motorbridge Operations
 - GCIC Entry-level Terminal Operator Training
 - Terminal Agency Coordinator Training