



The Operations Center plans, implements and coordinates the GCIC program, provides emergency management situational awareness, disseminates critical information to the executive staff, and supports the Georgia Department of Corrections (GDC) daily operations and exercises.

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

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
 - Motor bridge Operations
 - GCIC Entry-level Terminal Operator Training
 - Terminal Agency Coordinator Training