



St. Charles Parish
9-1-1 Communications District
Parish Council
Presentation

May 20, 2024



Topics of report

- ◆ Center Operations
- ◆ Center Staff
- ◆ Statistical Data
- ◆ Equipment and Technology
- ◆ Training

St. Charles Parish 9-1-1 Board of Commissioners

- ◆ Major Sam M. Zinna (Ret.), President – Sheriff’s Office representative
- ◆ Mr. Armond Bourque, Vice President – St. Charles Parish President representative
- ◆ Captain Johnny Bourgeois, Secretary/Treasurer – Firemen’s Association representative
- ◆ Chief Oliver Dufrene – Firemen’s Association representative
- ◆ Chief Michael Heath – Parish Council representative
- ◆ EMS Director Huey Marcel III – St. Charles Hospital representative
- ◆ Sheriff’s Office representative

IN MEMORY
THOMAS BARRECA, JR.

St. Charles Parish 9-1-1
Board of Commissioners

June 21, 1993 - August 19, 2022



Norco Volunteer Fire Department

1968 - 2014

MAY 19, 1951 - JANUARY 5, 2024

Communications Center Daily Operations

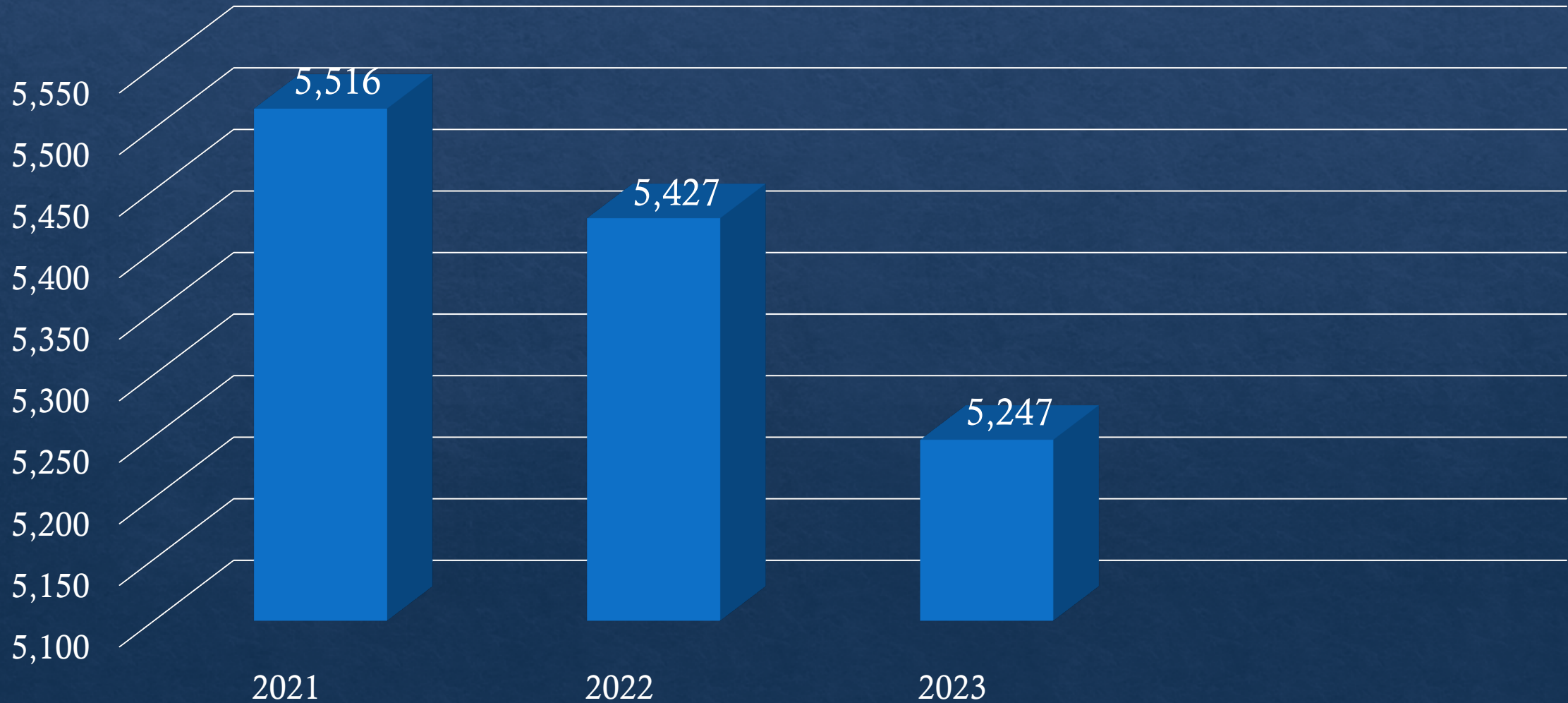
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

Communications Center Staff

- ◇ 9-1-1 Director
- ◇ 9-1-1 Assistant Director
- ◇ Communications Administrative Secretary
- ◇ Training Manager
- ◇ Quality Assurance Manager
- ◇ Information Technology Technician
- ◇ Terminal Agency Coordinator
- ◇ 4 Communications Shift Managers
- ◇ 4 Communications Assistant Shift Managers
- ◇ 11 Communication Specialists

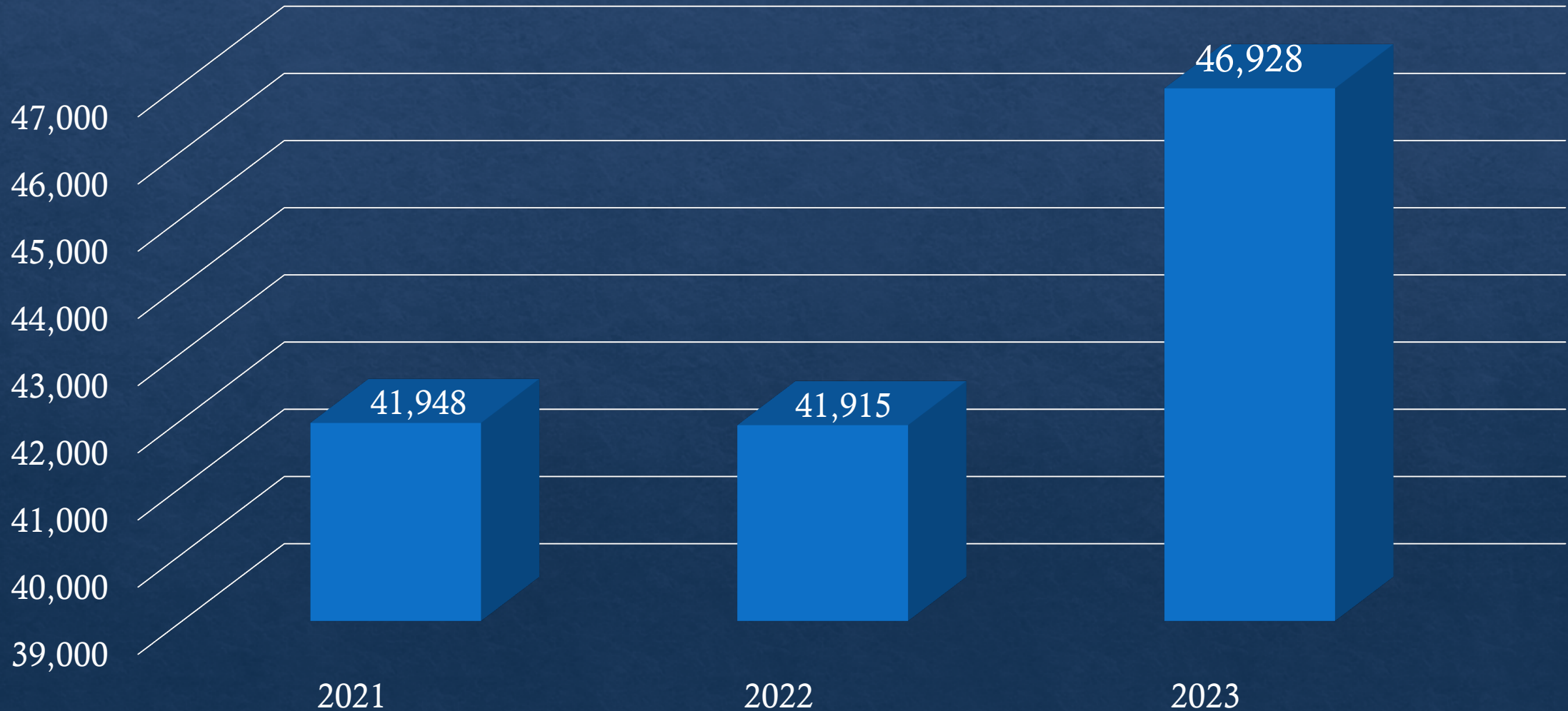
Emergency Medical Services

CALLS FOR SERVICE TOTAL BY YEAR



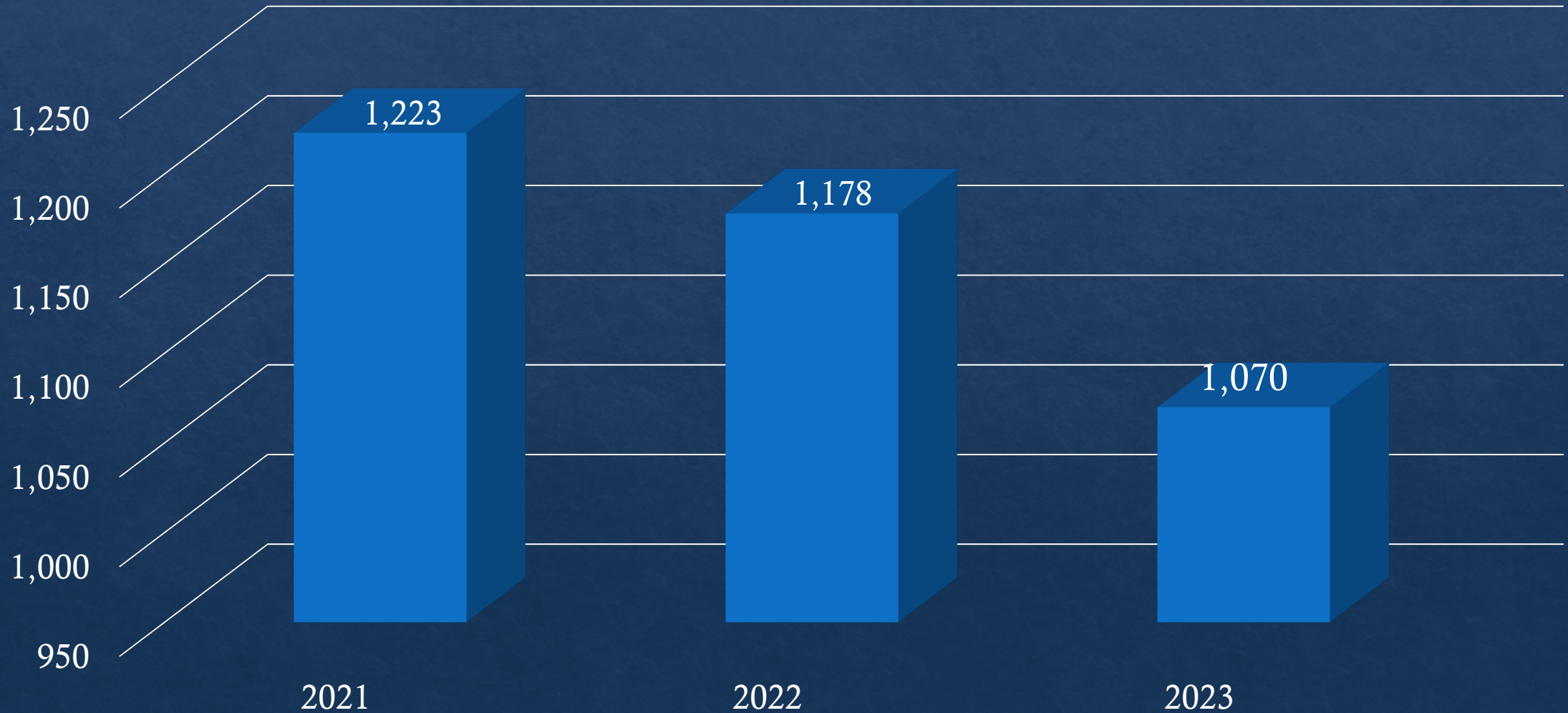
St. Charles Sheriff's Office

CALLS FOR SERVICE TOTAL BY YEAR

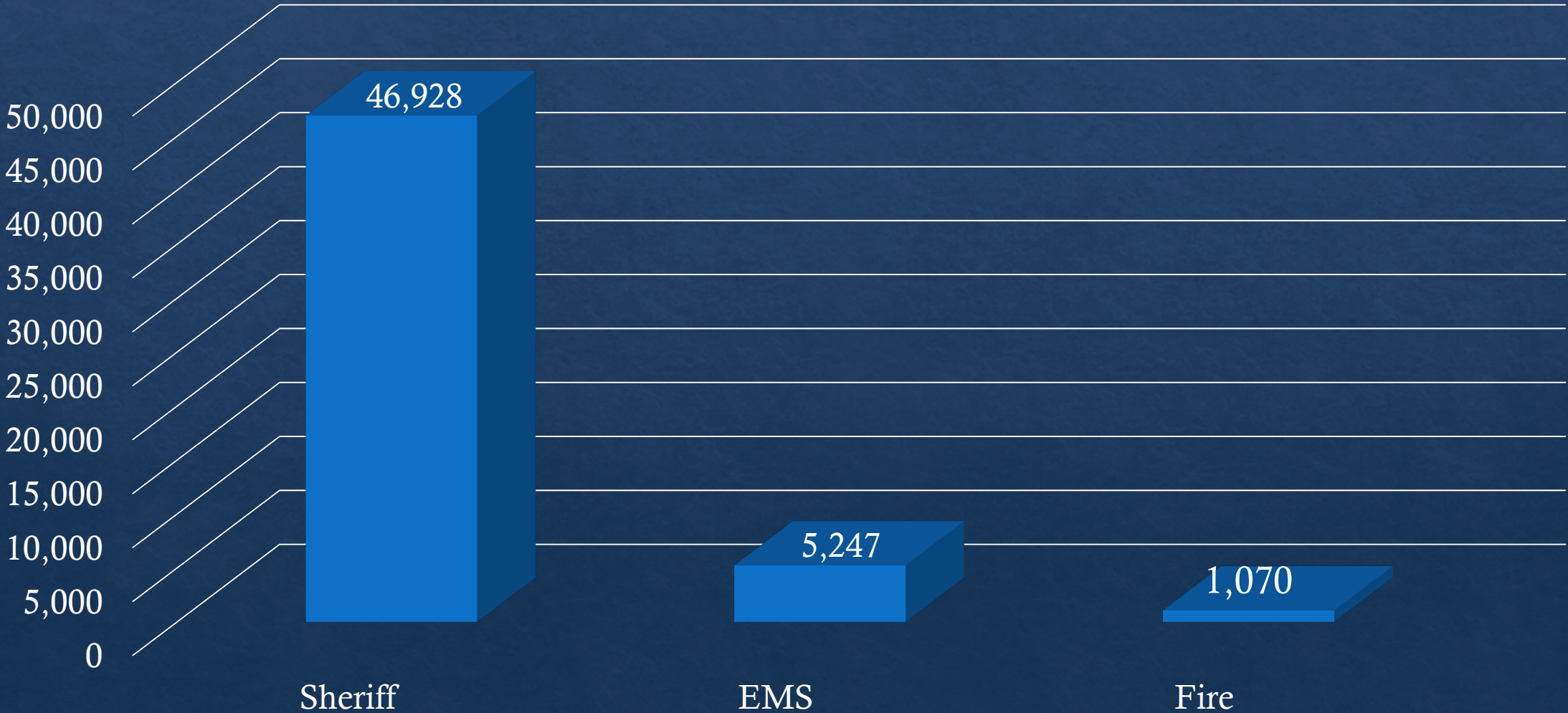


St. Charles Parish Fire Services

CALLS FOR SERVICE TOTAL BY YEAR



Emergency Calls for Service 2023



2023 EMERGENCY CALLS RECEIVED

34,244

Equipment and technology

- ◆ ProQA Emergency Medical Dispatch, Emergency Fire Dispatch, and Emergency Police Dispatch Software upgraded to latest versions
- ◆ The International Academies of Emergency Dispatch protocols Medical, Fire, Police upgraded to latest versions
- ◆ Aqua Quality Improvement Software upgraded to latest version
- ◆ Installation of a permanent 100kW redundant generator for the 9-1-1 center is now completed
- ◆ 700 redundant system is in progress
- ◆ Upgrade to 700 radio equipment in 9-1-1 center is also in progress

9-1-1 Communications Center Training 2023

- ◇ APCO Public Safety Telecommunicator I
- ◇ APCO Public Safety Telecommunicator Instructor
- ◇ APCO Communications Training Officer
- ◇ APCO Communication Center Supervisor Course
- ◇ Call Taker Training
- ◇ CIT for Dispatchers
- ◇ CJIS Security & Awareness
- ◇ CPR/First Aid Training

9-1-1 Communications Center Training 2023 Continued

- ◆ Ethics Training for Public Servants
- ◆ Sexual Harassment in the Workplace
- ◆ Hazmat/ERG Overview
- ◆ Institute for Credible Leadership Development
- ◆ International Academies of Emergency Dispatch EFD
- ◆ International Academies of Emergency Dispatch EMD
- ◆ International Academies of Emergency Dispatch EPD
- ◆ International Academies of Emergency Dispatch ProQA

9-1-1 Communications Center Training 2023 Continued

- ◇ NCIC System Security Training
- ◇ NIMS 700 & 100
- ◇ NIMS 800 & 200
- ◇ OnStar Public Safety Training
- ◇ Sending the Right People, to the Right Place, at the Right Time
- ◇ Solacom Phone Training
- ◇ Telecommunicator Emergency Response Taskforce

Questions?

**On behalf of all of the
Board of Commissioners,
we would like to thank the Council,
Parish President and all of their staff
for the support provided to the
Communications District throughout
the year.**