



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

June 6, 2022



Topics of report

- ◆ Center Operations
- ◆ Center Staff
- ◆ Statistical Data
- ◆ Equipment and Technology
- ◆ Training
- ◆ 9-1-1 Building Expansion

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

- ◇ Major (Ret.) Sam M. Zinna, President – Sheriff’s Office representative
- ◇ Chief (Ret.) Tommy Barreca, Vice President – Council representative
- ◇ Captain Johnny Bourgeois, Secretary/Treasurer – Firemen’s Association representative
- ◇ Major Donnie Smith– Sheriff’s Office representative
- ◇ Mr. Armond Bourque– St. Charles Parish President representative
- ◇ EMS Director Michael Guillot – St. Charles Hospital representative
- ◇ Chief Oliver Dufrene – Firemen’s Association representative

Communications Center Daily Operations

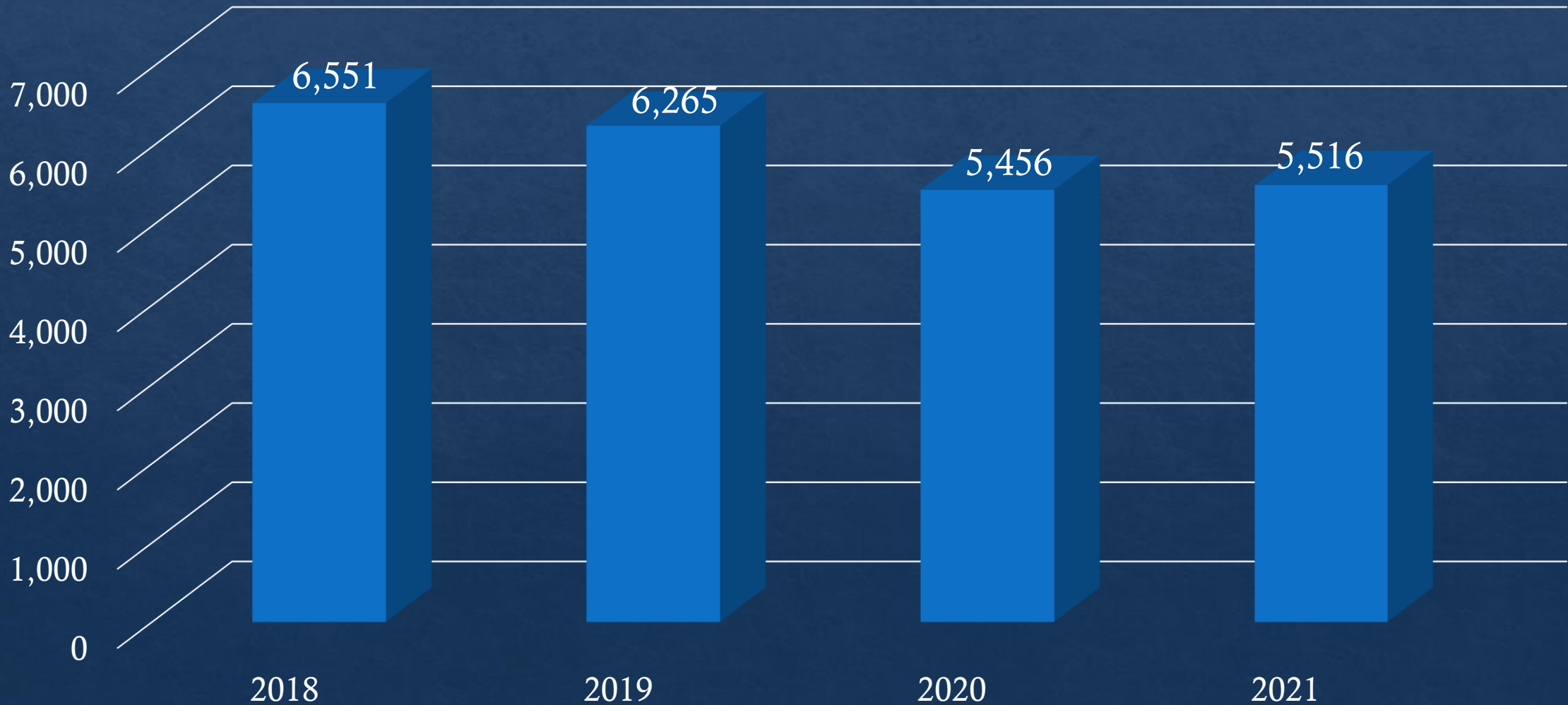
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

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
- ◇ 7 Communication Specialists

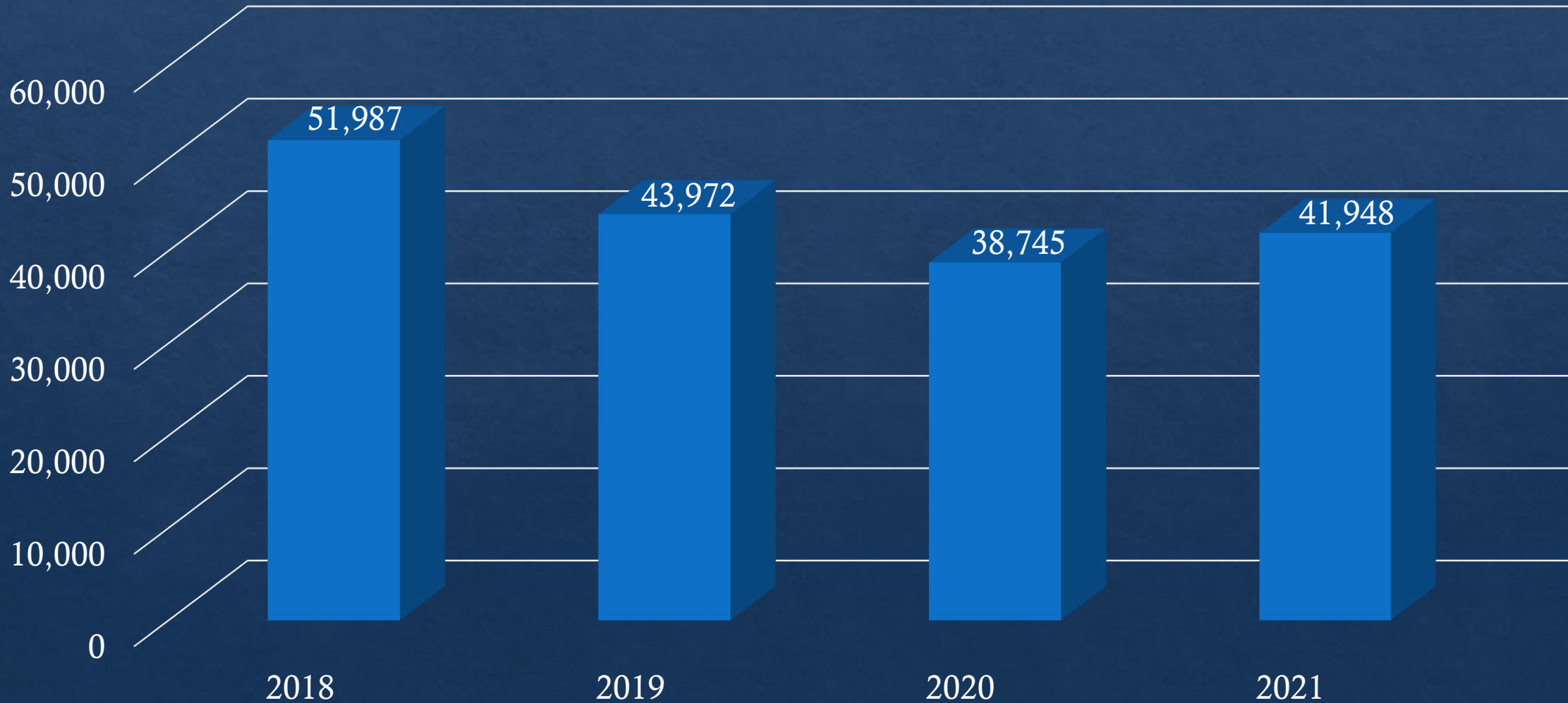
Emergency Medical Services

CALLS FOR SERVICE TOTAL BY YEAR



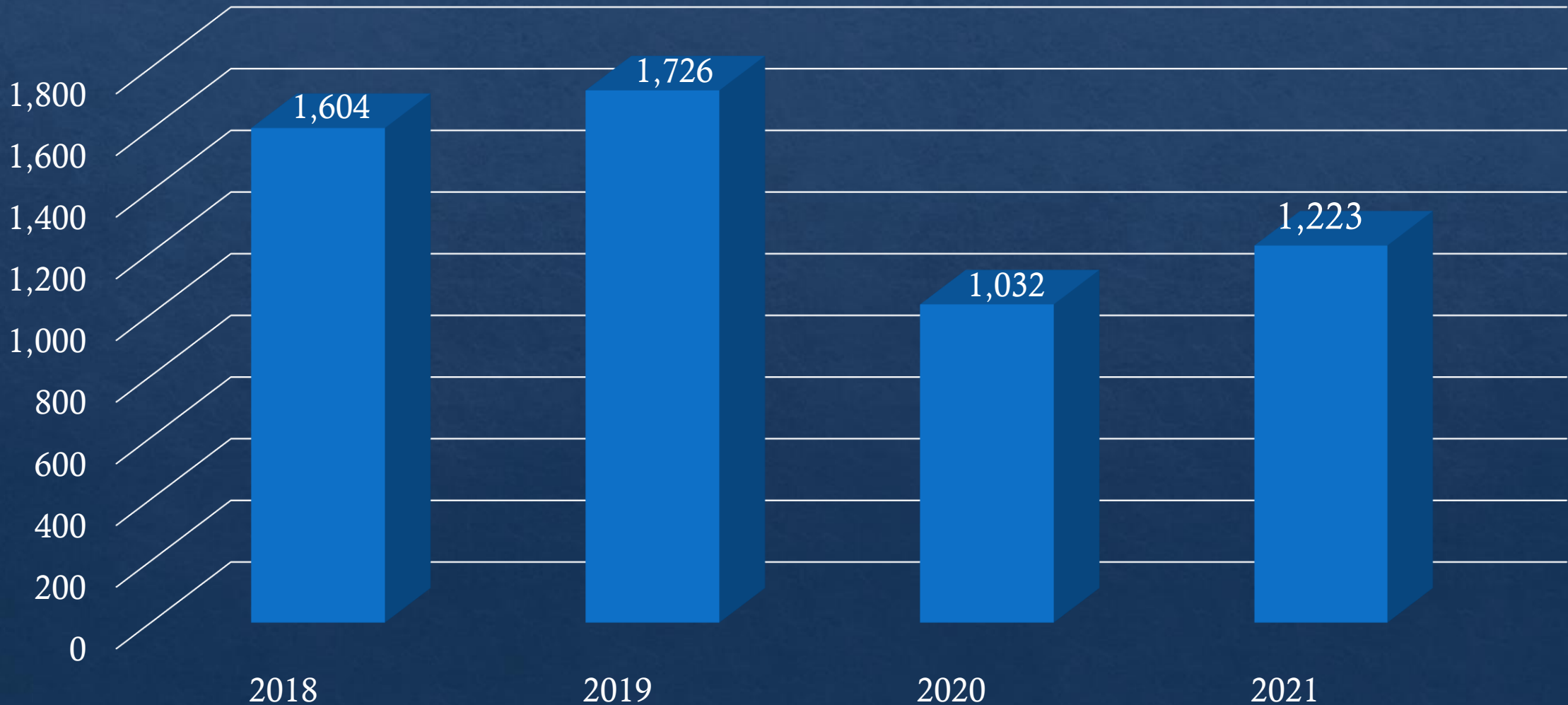
St. Charles Sheriff's Office

CALLS FOR SERVICE TOTAL BY YEAR

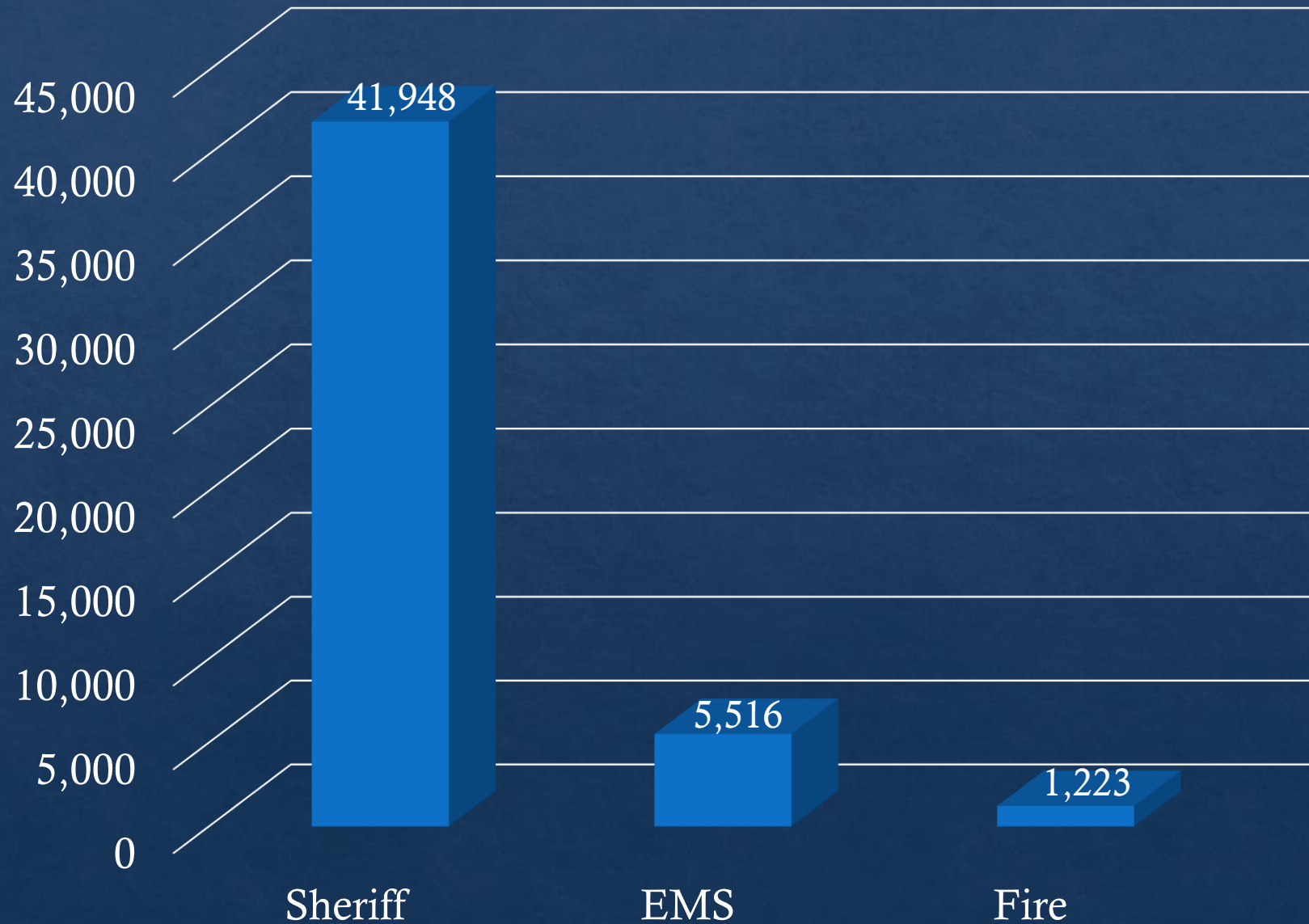


St. Charles Parish Fire Services

CALLS FOR SERVICE TOTAL BY YEAR



Emergency Calls for service 2021



Equipment and technology

- ◆ ProQA Emergency Medical Dispatch, Emergency Fire Dispatch, and Emergency Police Dispatch Software will be upgraded to latest versions
- ◆ Aqua Quality Improvement Software upgraded to latest version
- ◆ NG Capture 9-1-1 software and systems upgrade to the Higher Ground Telephone/Radio Recording System
- ◆ Leasing a 100Kw standby generator for the 9-1-1 center for the 2022 Hurricane Season
- ◆ Planning to install a permanent 100Kw redundant generator for the 9-1-1 center

9-1-1 Communications Center Training 2021

- ◇ 9-1-1 Nightmares
- ◇ 9-1-1 on DVD Volume 1
- ◇ APCO Public Safety Telecommunicator I
- ◇ APCO Public Safety Telecommunicator Instructor
- ◇ Call Taker Training
- ◇ CIT for Dispatchers
- ◇ CJIS Security & Awareness
- ◇ CPR/First Aid Training

9-1-1 Communications Center Training 2021 Continued

- ◇ Ethics Training for Public Servants
- ◇ Gordon Graham 9-1-1 on DVD (4 Disk Set)
- ◇ 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 EPD-Q
- ◇ International Academies of Emergency Dispatch ProQA

9-1-1 Communications Center Training 2021 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
- ◇ Sexual Harassment in the Workplace
- ◇ Solacom Phone Training
- ◇ SYNC 911 Assist
- ◇ Telecommunicator Emergency Response Taskforce
- ◇ Video Relay/IP Relay & 9-1-1

Example of call processing

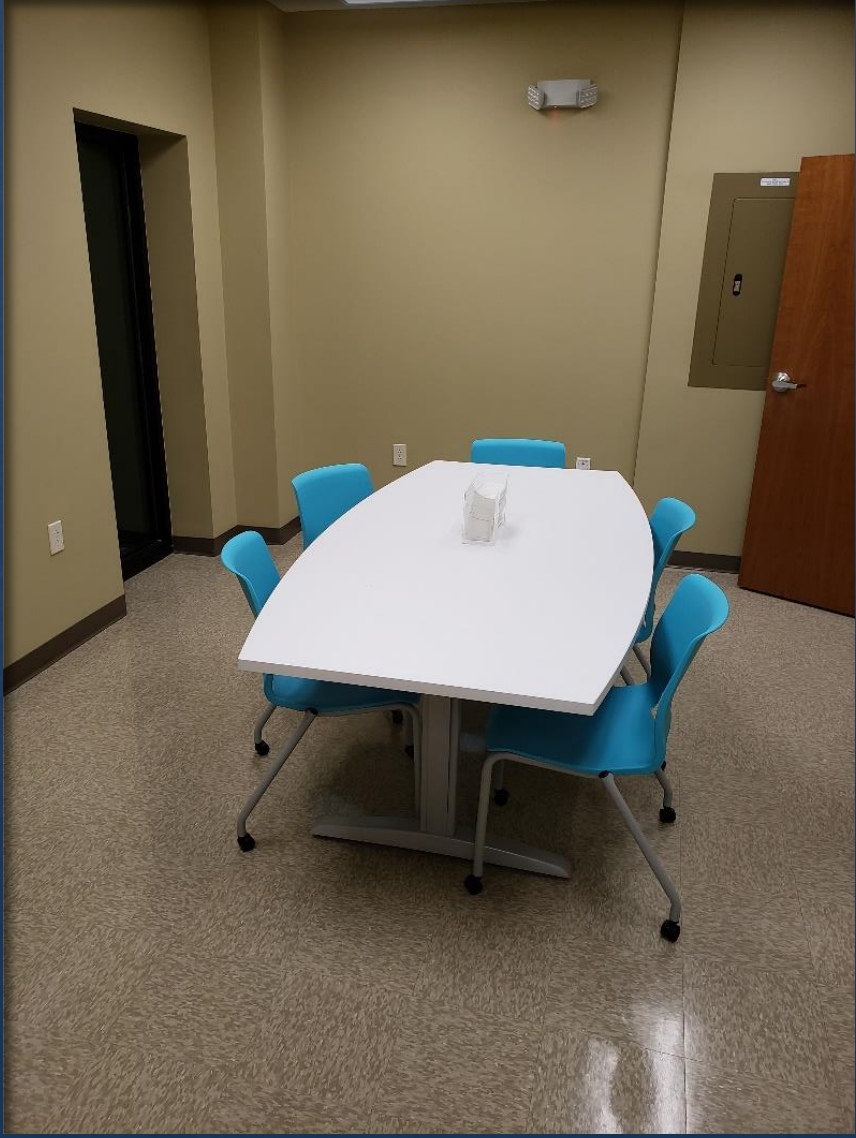


911 Building Expansion

Expansion project completed in June 2021

Upgrades included:

- New administrative offices
- Conference/Training Room
- Sleeping Quarters
- Showers
- Additional parking spaces
- Fence surrounding the property









Questions?

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