



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

May 22, 2023



Topics of report

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

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

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

Communications Center Daily Operations

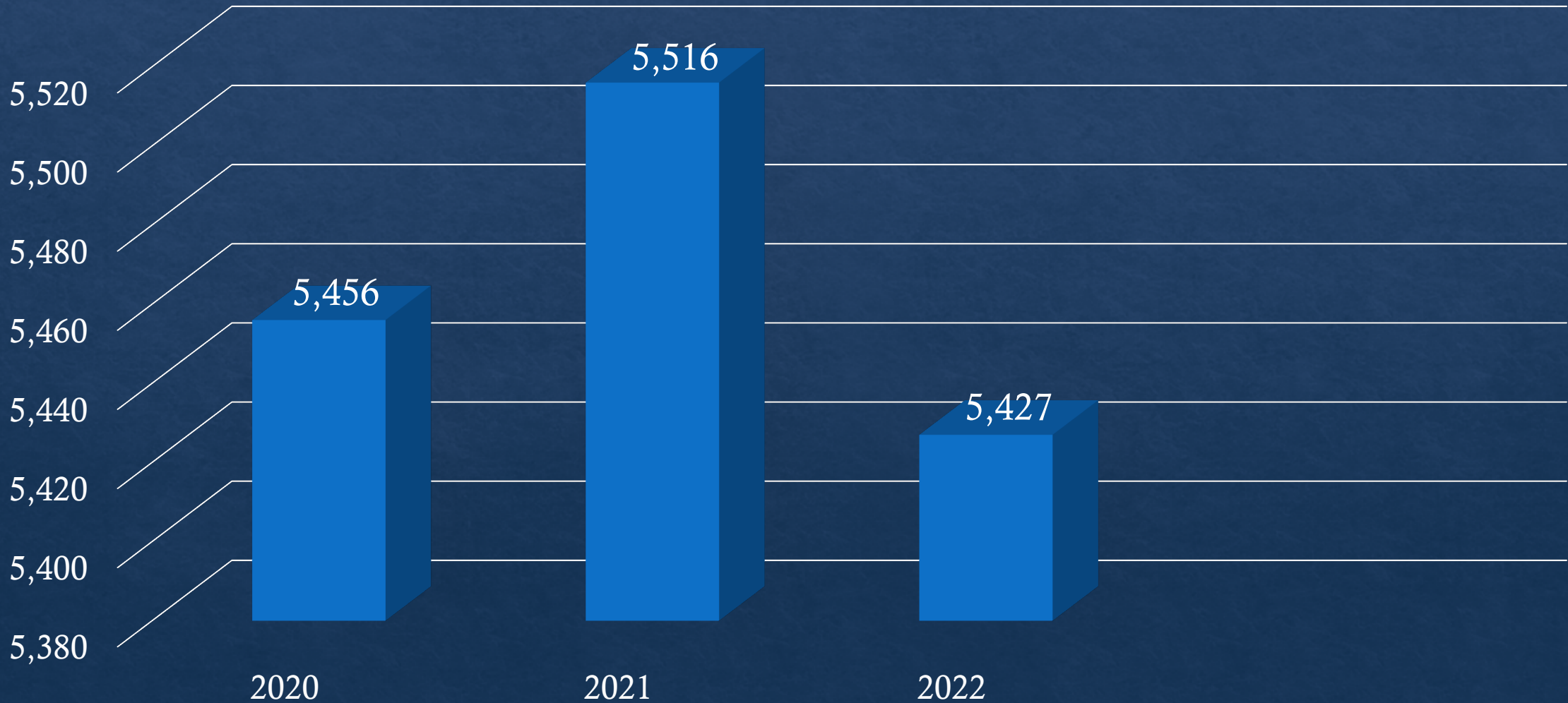
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

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
- ◇ 9 Communication Specialists

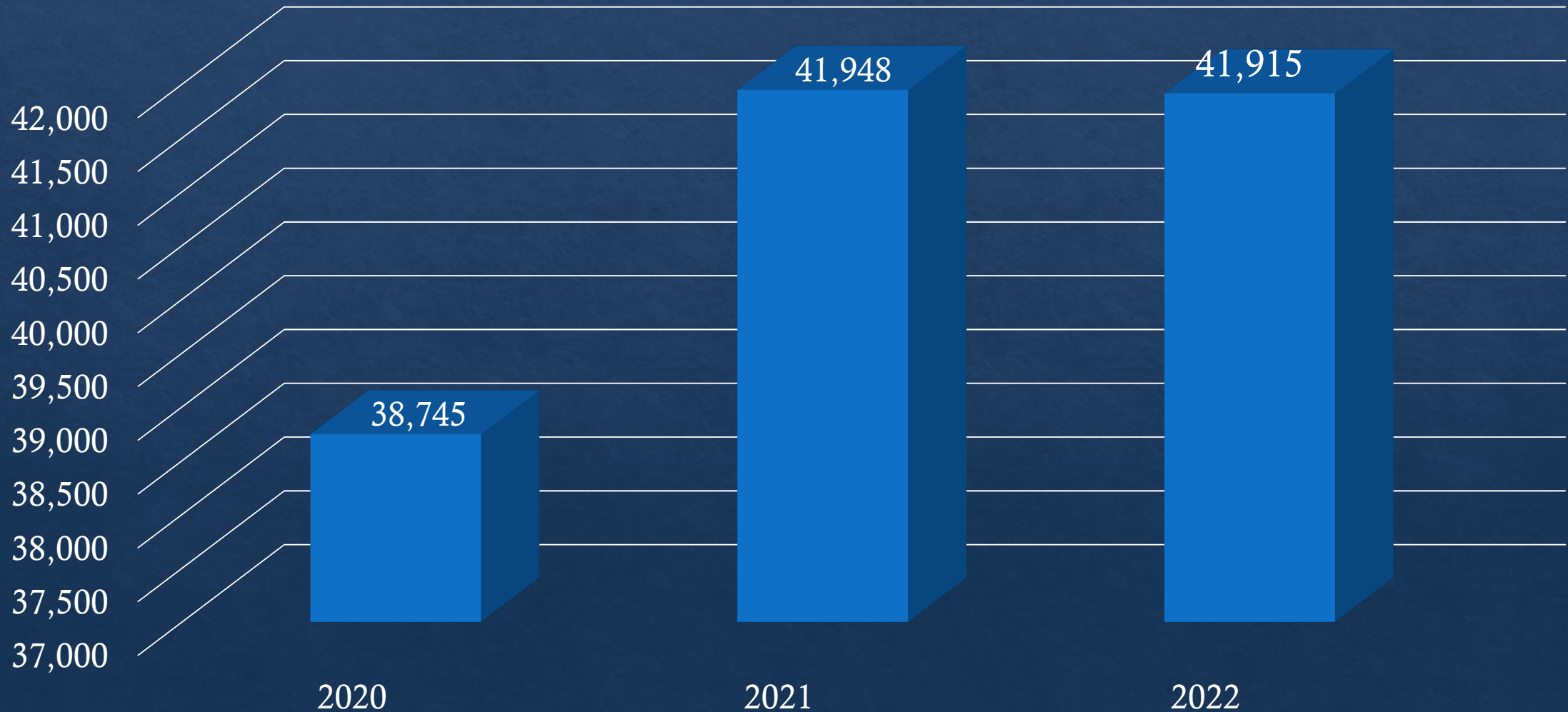
Emergency Medical Services

CALLS FOR SERVICE TOTAL BY YEAR



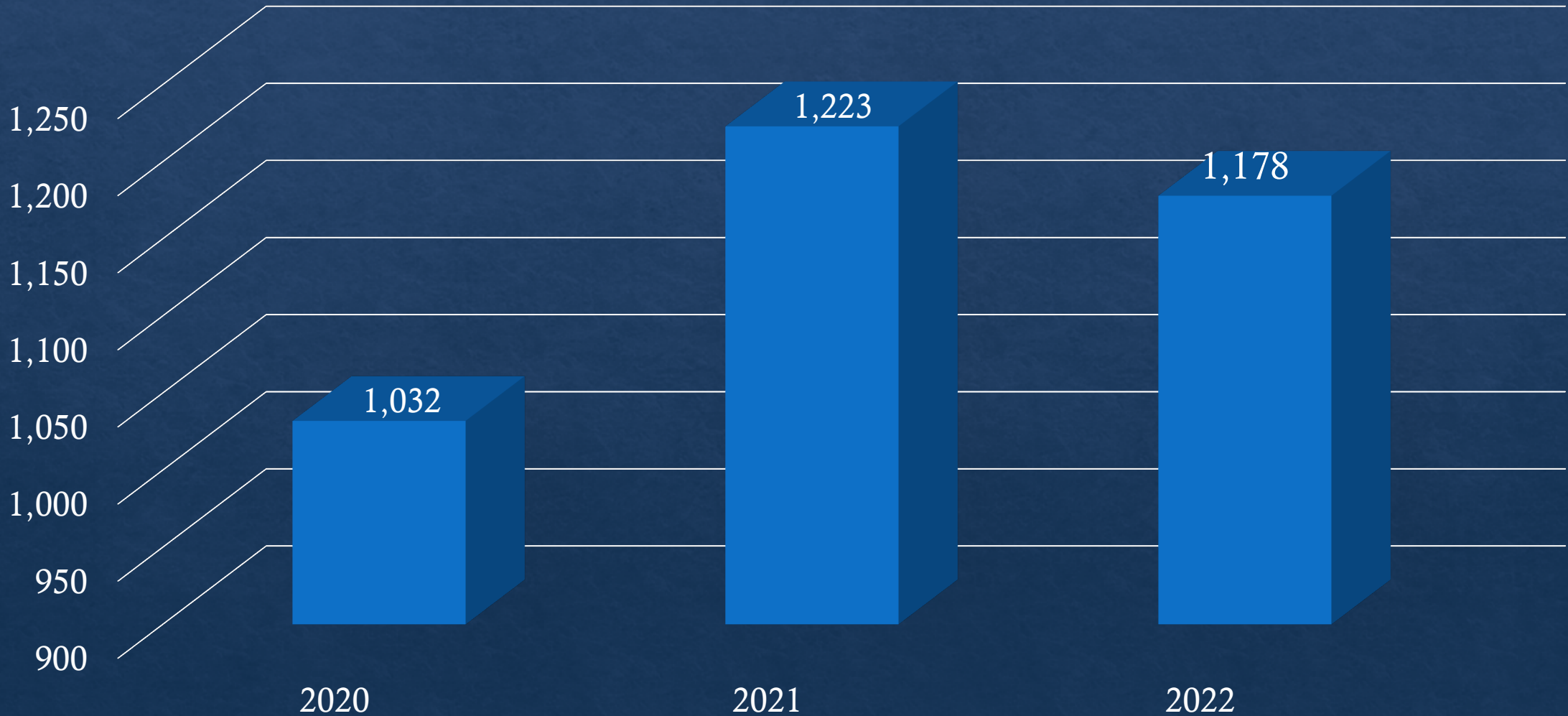
St. Charles Sheriff's Office

CALLS FOR SERVICE TOTAL BY YEAR

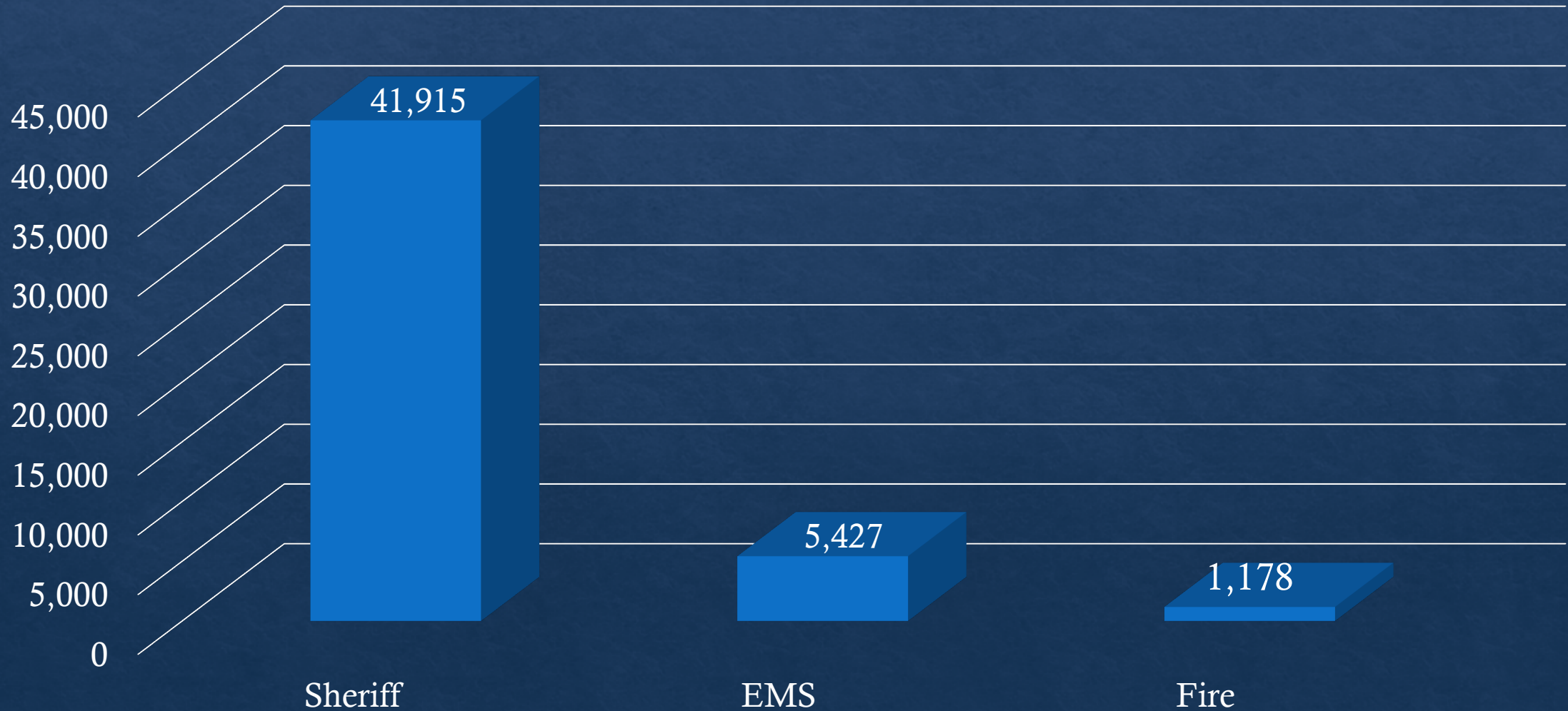


St. Charles Parish Fire Services

CALLS FOR SERVICE TOTAL BY YEAR



Emergency Calls for service 2022



2022 CALLS RECEIVED

◆ EMERGENCY LINES 32,560

Equipment and technology

- ◆ ProQA Software upgraded to version 5.1.1.45
- ◆ Aqua Quality Improvement Software upgraded to version 7.1.1.3
- ◆ The International Academies of Emergency Dispatch protocols Medical version 13.3, Fire version 7.1, Police version 7.0
- ◆ Leasing a 100Kw standby generator for the 9-1-1 center for the 2023 Hurricane Season
- ◆ Permanent 100Kw redundant generator for the 9-1-1 center has been ordered and is scheduled to be shipped in January 2024

9-1-1 Communications Center Training 2022

- ◇ 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 2022 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 ProQA

9-1-1 Communications Center Training 2022 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
- ◇ 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 staffs
for the support provided to the
Communications District throughout
the year.**