



*St. Charles Parish*

*9-1-1 Communications District*

*Parish Council*

*Presentation*

December 15, 2014



# *TOPICS OF REPORT*

- Center Operations
- Center Staff
- Statistical Data
- Equipment and Technology
- Training
- 911 Center Upgrades

## *ST. CHARLES PARISH 9-1-1 BOARD OF COMMISSIONERS*

- Major (Ret.) Sam M. Zinna, President – Sheriff's Office representative
- Tommy Barreca, Vice President – Council representative
- Fred Martinez, Secretary/Treasurer – St. Charles Hospital representative
- Chief Joseph Cardella – Sheriff's Office representative
- Reggie Gaubert – Firemen's Association representative
- Armond Bourque – Firemen's Association representative
- Major (Ret.) John Cornwell – St. Charles Parish President representative

# *COMMUNICATIONS CENTER DAILY OPERATIONS*

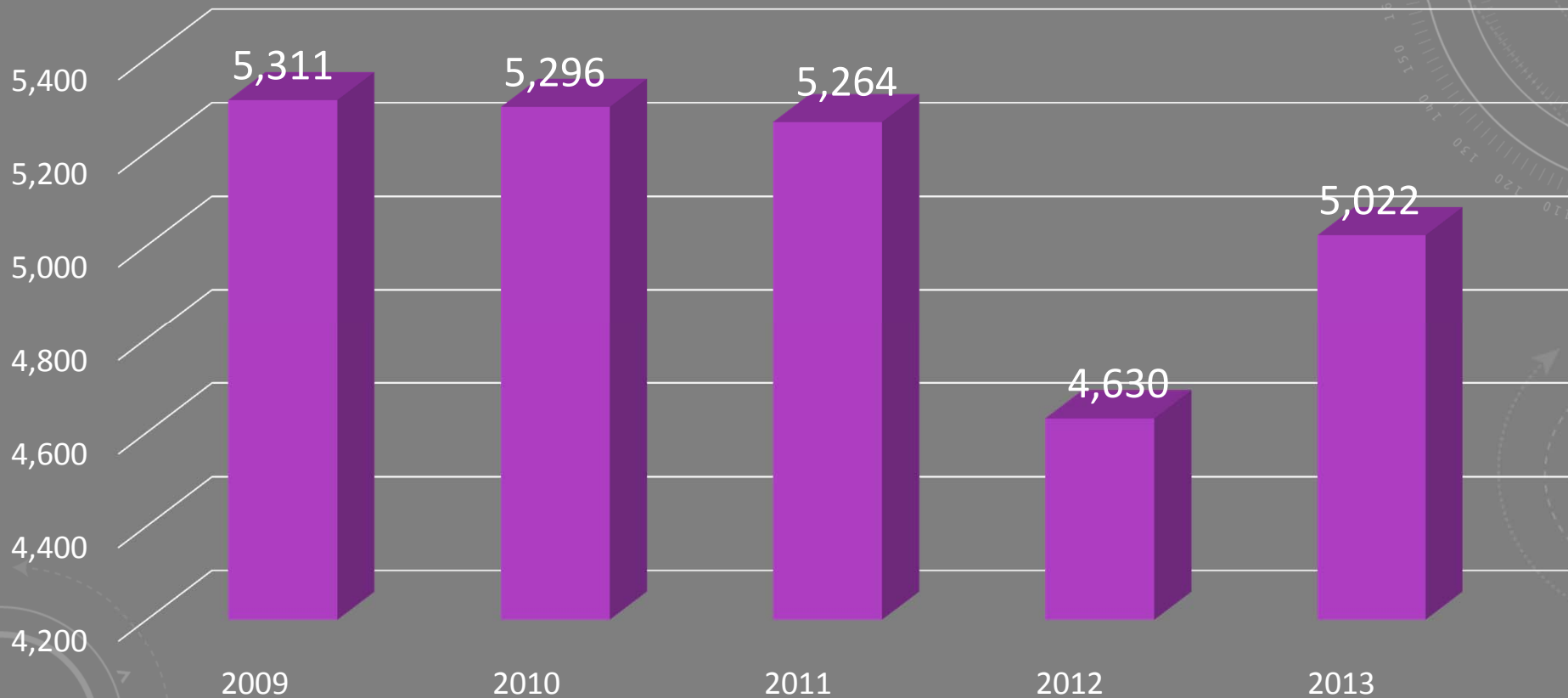
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

# *COMMUNICATIONS CENTER STAFF*

- 9-1-1 Director
- 9-1-1 Deputy Director
- Training Manager
- E9-1-1 Manager
- Quality Assurance Manager
- Information Technology Technician
- Terminal Agency Coordinator
- 4 Communications Shift Managers
- 4 Communications Shift Supervisors
- 9 Communication Specialists

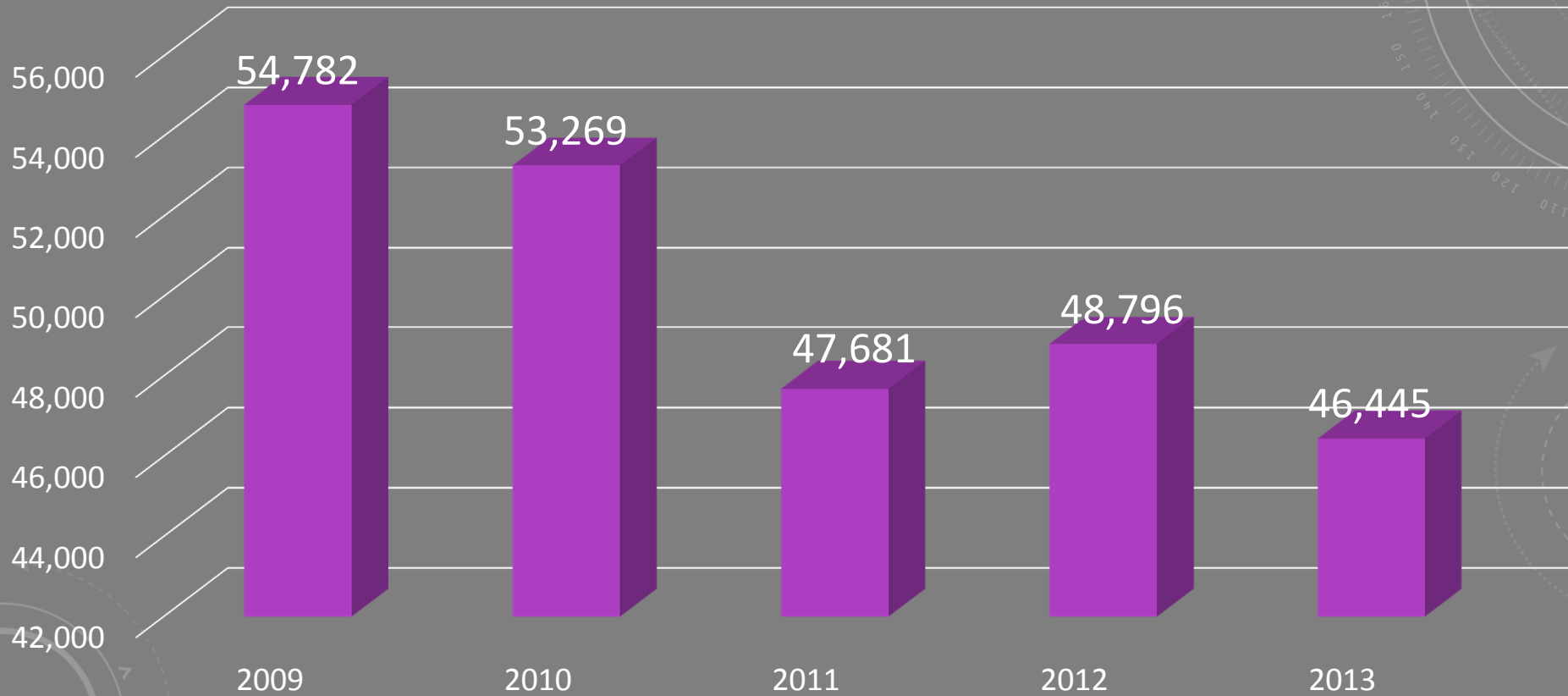
# *EMERGENCY MEDICAL SERVICES*

## *CALLS FOR SERVICE TOTAL BY YEAR*



# *ST. CHARLES SHERIFF'S OFFICE*

## *CALLS FOR SERVICE TOTAL BY YEAR*



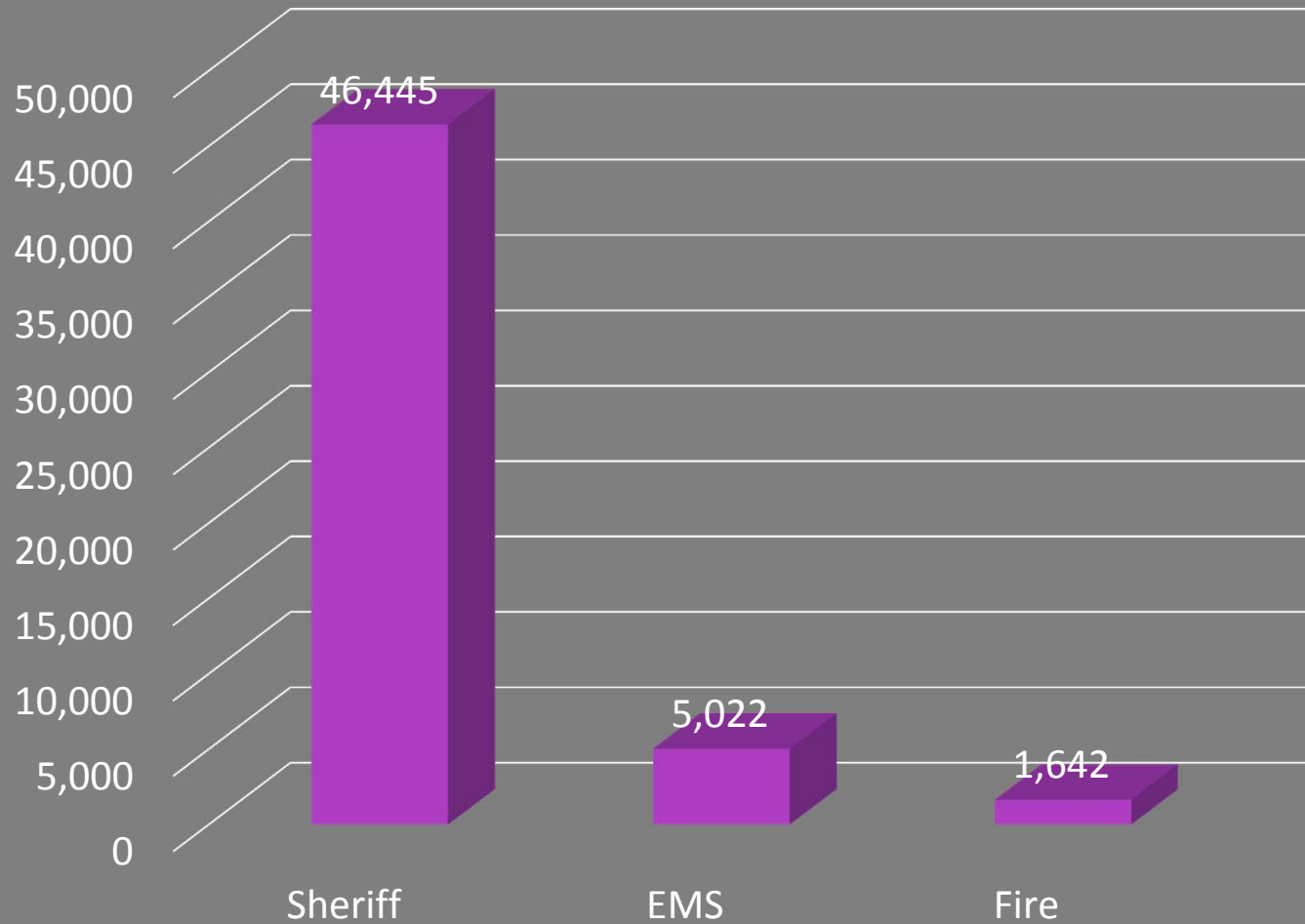
# *ST. CHARLES PARISH FIRE SERVICES*

## *CALLS FOR SERVICE TOTAL BY YEAR*





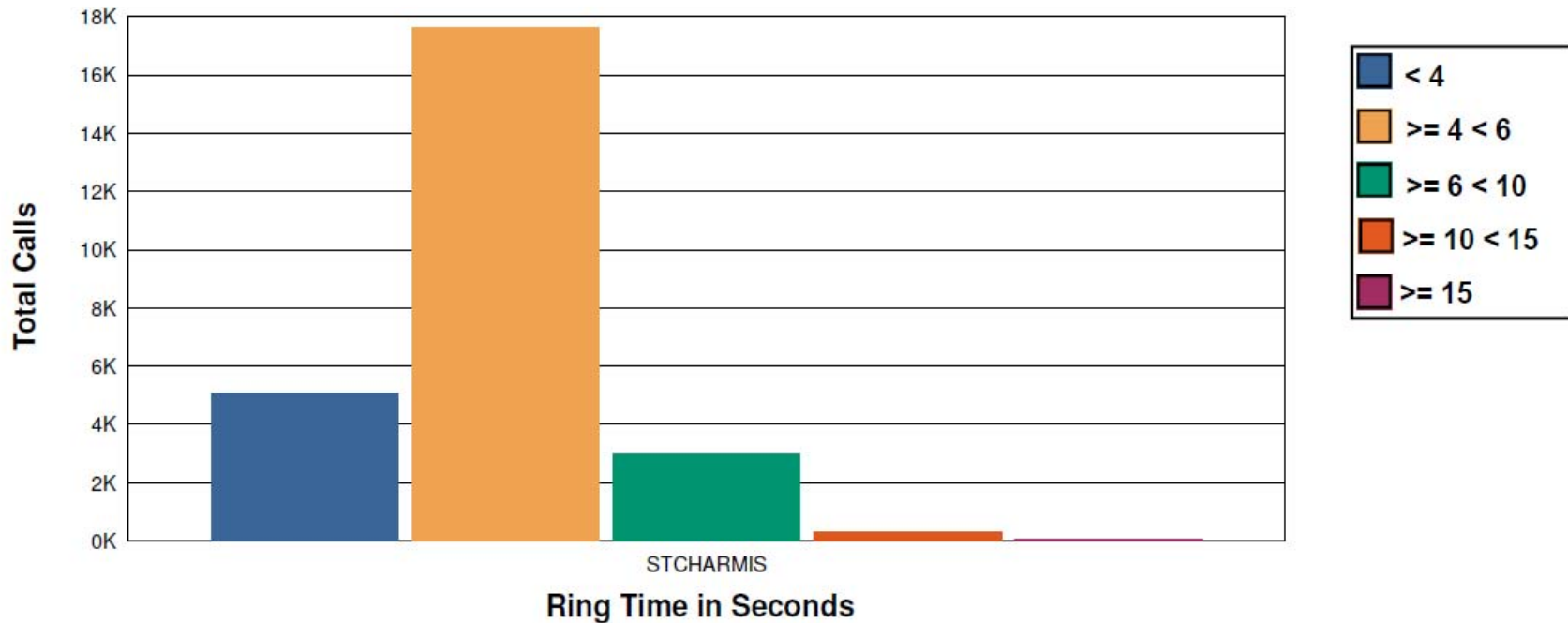
# *EMERGENCY CALLS FOR SERVICE 2013*



# CALL CENTER PERFORMANCE REPORT

## 2013 9-1-1 LINES

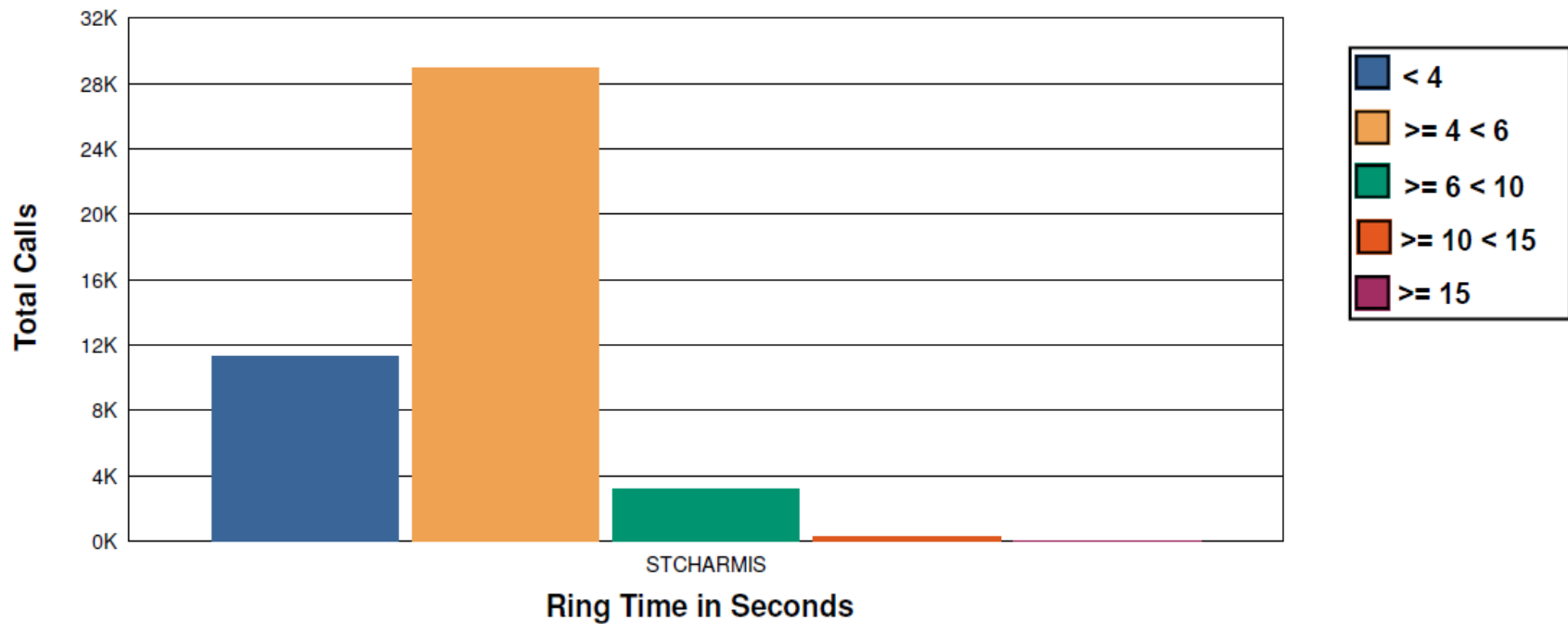
Ring Times: 1/1/2013 12:00:00 AM - 12/31/2013 11:59:59 PM



# CALL CENTER PERFORMANCE REPORT

## 2013 ADMIN LINES

Ring Times: 1/1/2013 12:00:00 AM - 12/31/2013 11:59:59 PM



# *EQUIPMENT AND TECHNOLOGY*

- Fire 700 MHz Radio installed and is operational
- InterACT CAD (Computer Aided Dispatch) System upgraded to version 6.2.3.77G
- ProQA Software upgraded to version 5.0.0.679
- Aqua Quality Improvement Software upgraded to version 6.0.0.27

# *9-1-1 COMMUNICATIONS CENTER TRAINING 2013*

- CJIS Security & Awareness
- APCO CTO (Certified Training Officer)
- Handling Stress
- Ethics Training for Public Servants
- Excited Delirium
- Crimes in Progress
- Dealing with Individuals with Mental Disorders
- Active Shooter Training
- First Aid/CPR
- Pro-QA (Emergency Medical Dispatch Software)
- AQUA (Emergency Medical Dispatch Quality Assurance Software)

# *9-1-1 COMMUNICATIONS CENTER TRAINING 2013 CONTINUED*

- SCSO Leadership Conference
- EMD-Q (Emergency Medical Dispatch Quality Assurance)
- Navigator 2013
- It's Your Ship, Navigate It
- Crisis Negotiations
- EMD (Emergency Medical Dispatch)
- Officer Down Rescue
- St. Charles Borromeo Active Shooter Scenario
- NIMS 200 & 800

# *9-1-1 COMMUNICATIONS CENTER TRAINING 2013 CONTINUED*

- New Employee InterACT Phone Training
- New Employee InterACT CAD Training
- Gordon Graham 9-1-1 on DVD (4 Disk Set)
- 9-1-1 on DVD Volume 1
- SYNC 911 Assist
- Video Relay/IP Relay & 9-1-1
- 9-1-1 Nightmares
- NIMS 700 & 100
- NCIC System Security Training
- Hazmat


# *911 CENTER UPGRADES*

- The Directors Office and Reception area remodel is complete
- The new back-up generator installed
- Currently working on replacing the transfer switch for the back-up generator due to a lightening strike



The background is a dark gray gradient. On the right side, there is a large, faint technical diagram of a circular scale or dial. The scale has numerical markings from 0 to 210 in increments of 10. There are several concentric circles and arrows indicating rotation. In the bottom right corner, there is a smaller circular diagram with dashed lines and arrows. In the bottom left corner, there are some faint, overlapping circular shapes.

Questions?

The background is a dark grey gradient. On the right side, there is a large, faint circular graphic that resembles a scale or a gauge, with numbers ranging from 0 to 210. There are also several smaller, faint circular patterns scattered across the background, some with arrows indicating a clockwise direction.

**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.**