



*St. Charles Parish*

*9-1-1 Communications District*

*Parish Council*

*Presentation*

June 2, 2025





# *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
- ◆ Sgt. Mikel Melton - Sheriff's Office 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.



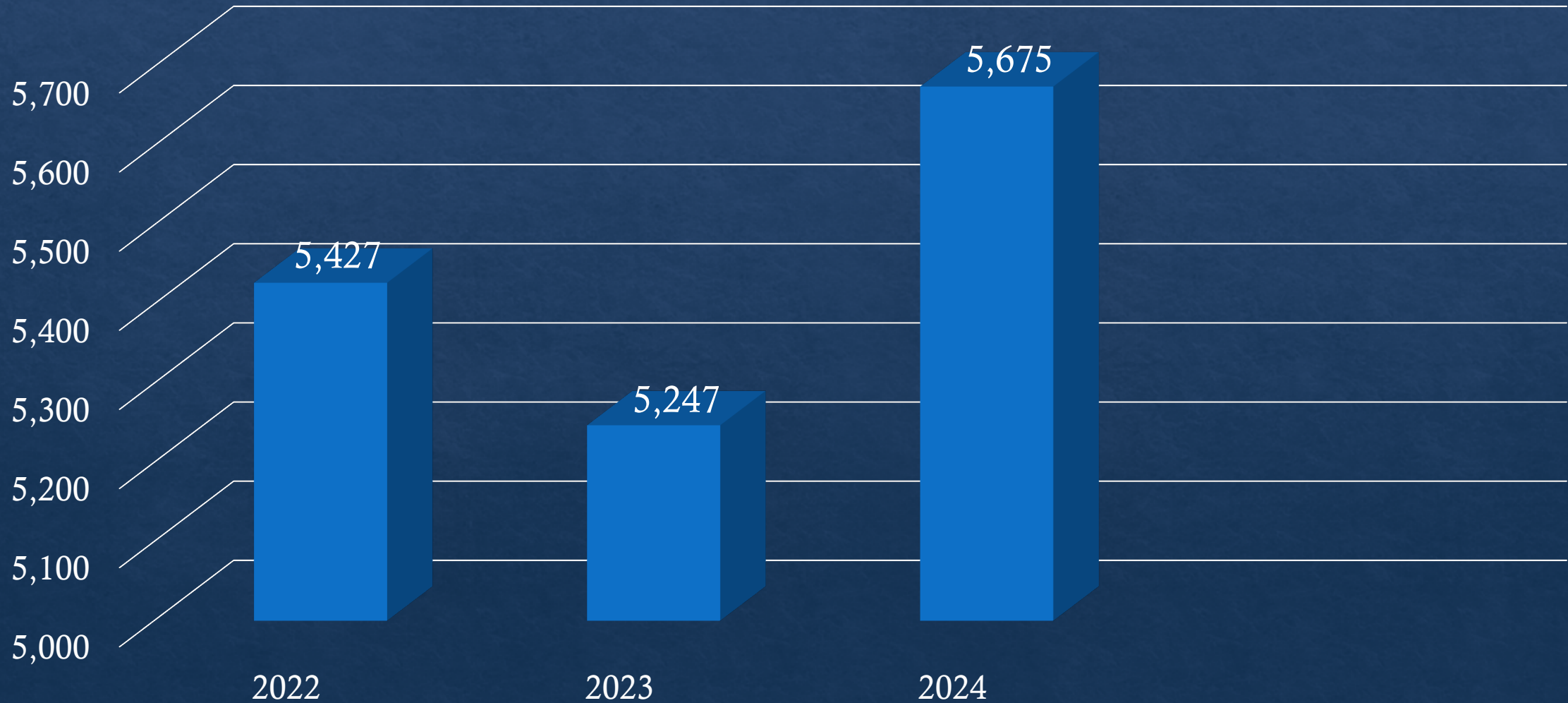
# ***Communications Center Staff***

- ◆ 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
- ◆ 12 Communication Specialists



# ***Emergency Medical Services***

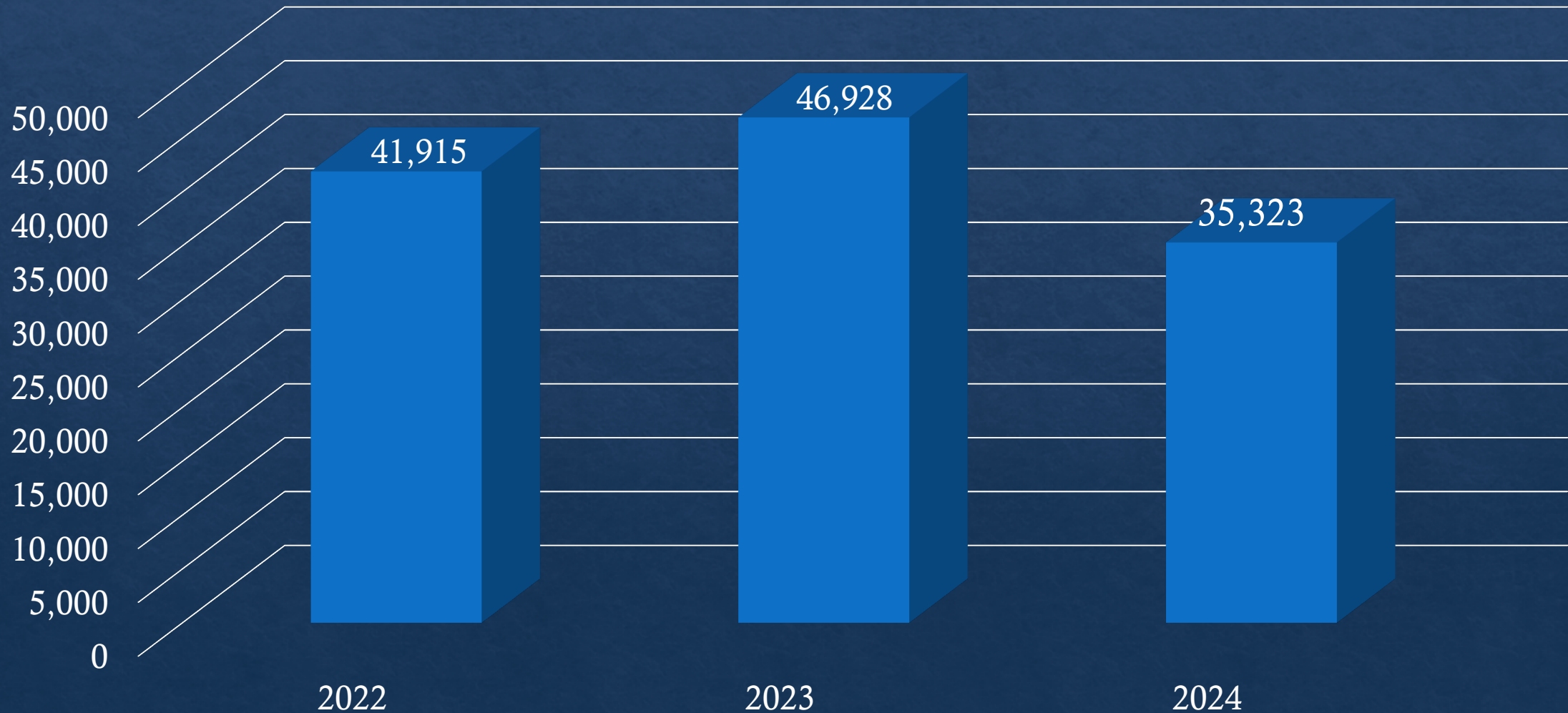
## ***CALLS FOR SERVICE TOTAL BY YEAR***





# *St. Charles Sheriff's Office*

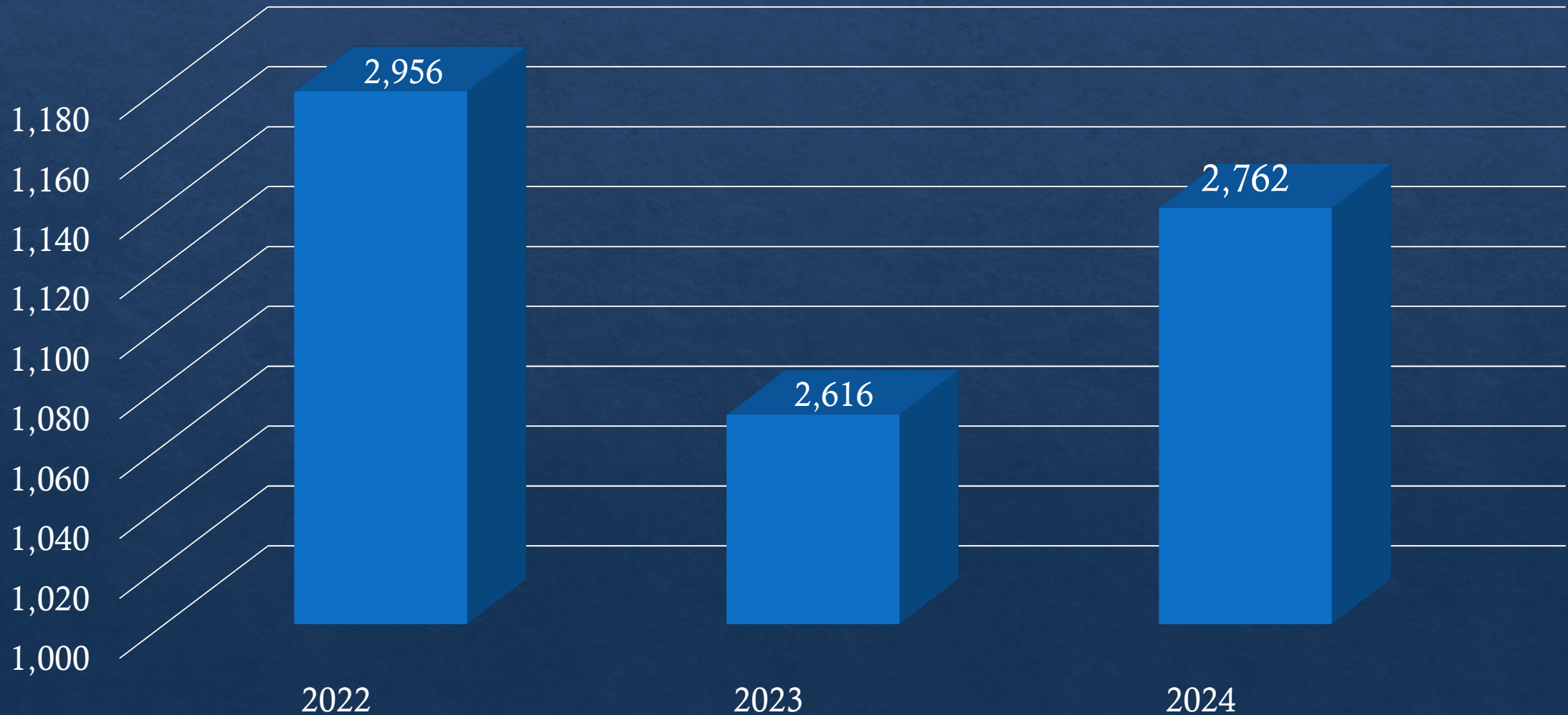
## *CALLS FOR SERVICE TOTAL BY YEAR*





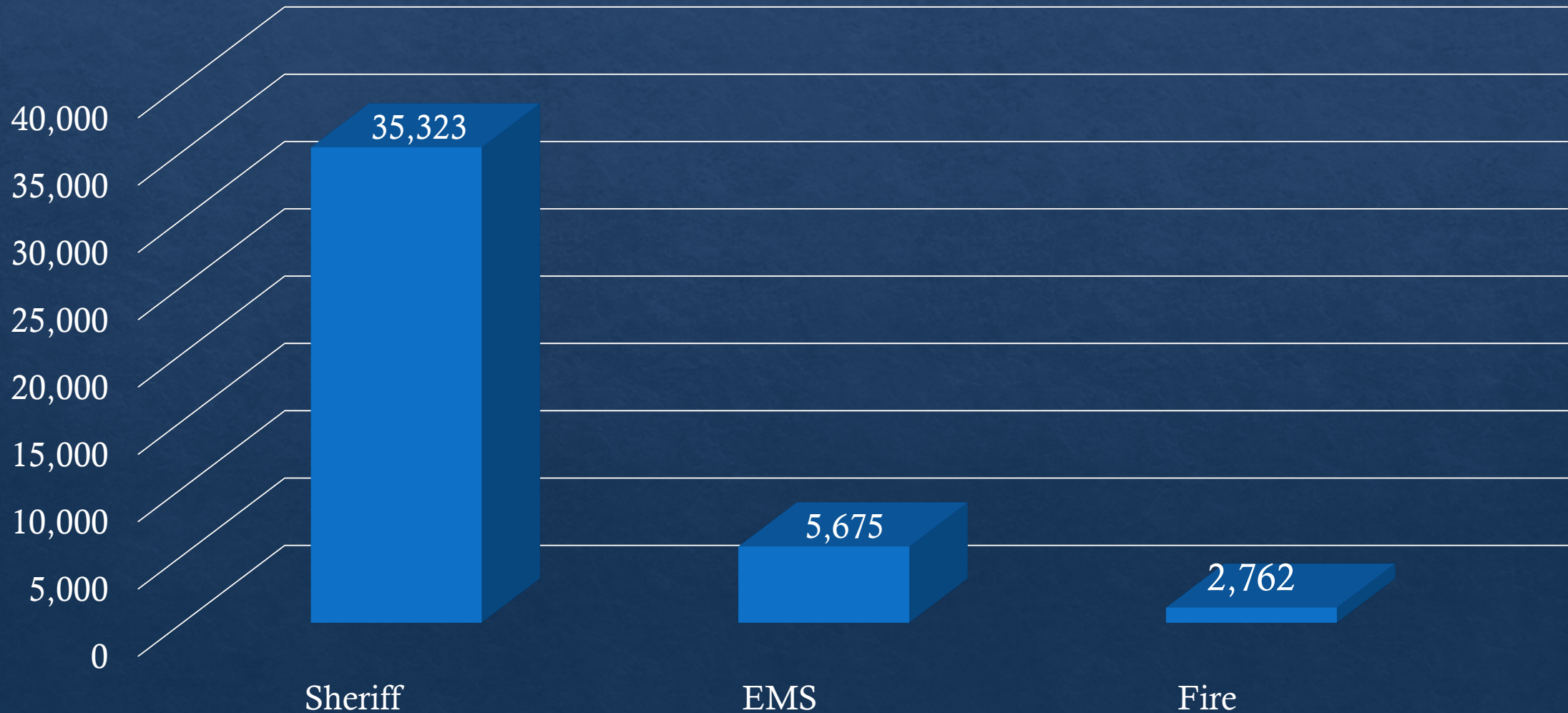
# ***St. Charles Parish Fire Services***

## ***CALLS FOR SERVICE TOTAL BY YEAR***





# *Emergency Calls for Service 2024*





# ***2024 EMERGENCY CALLS RECEIVED***

54,489



# ***Equipment and technology***

- ◆ ProQA Emergency Medical Dispatch, Emergency Fire Dispatch, and Emergency Police Dispatch Software upgraded to the latest versions
- ◆ The International Academies of Emergency Dispatch protocols for Medical, Fire, and Police upgraded to the latest versions
- ◆ Aqua Quality Improvement Software upgraded to the latest version
- ◆ Text to 9-1-1 from Rapid SOS in progress
- ◆ Installation of the 700 Redundant Radio System is in progress
- ◆ Upgrades to 700 Radio Consoles are in progress



# ***9-1-1 Communications Center Training 2024***

- ◆ APCO Public Safety Telecommunicator I
- ◆ APCO Public Safety Telecommunicator Instructor
- ◆ APCO Communications Training Officer
- ◆ APCO Communication Center Supervisor Course
- ◆ 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 2024 Continued***

- ◆ Institute for Credible Leadership Development
- ◆ Telecommunicator Emergency Response Taskforce
- ◆ Call Taker Training
- ◆ Solacom Phone Training
- ◆ CJIS Security & Awareness
- ◆ NCIC System Security Training
- ◆ NIMS 700 & 100
- ◆ NIMS 800 & 200



# ***9-1-1 Communications Center Training 2024 Continued***

- ◆ CPR/First Aid Training
- ◆ Hazmat/ERG Overview
- ◆ OnStar Public Safety Training
- ◆ CIT for Dispatchers
- ◆ Legal Aspects
- ◆ Ethics Training for Public Servants
- ◆ Sexual Harassment in the Workplace
- ◆ Active Shooter Training
- ◆ Live burn Scenarios, Fire Radio Etiquette & Mayday procedures



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.