



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

June 2, 2026



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 Paramedic Kevin Gauthier– St. Charles Hospital representative
- ◆ Lt. Devin Lavergne – 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

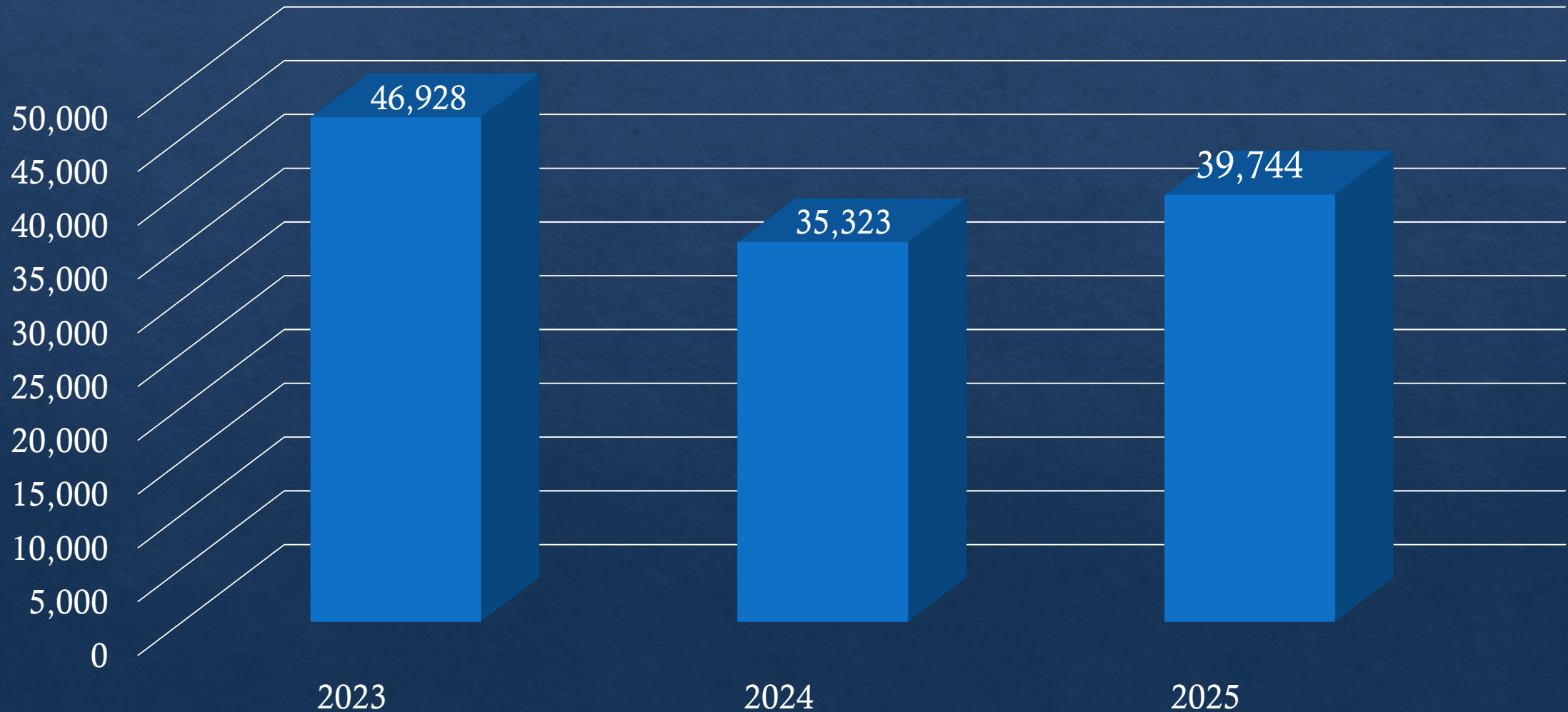
Emergency Medical Services

CALLS FOR SERVICE TOTAL BY YEAR



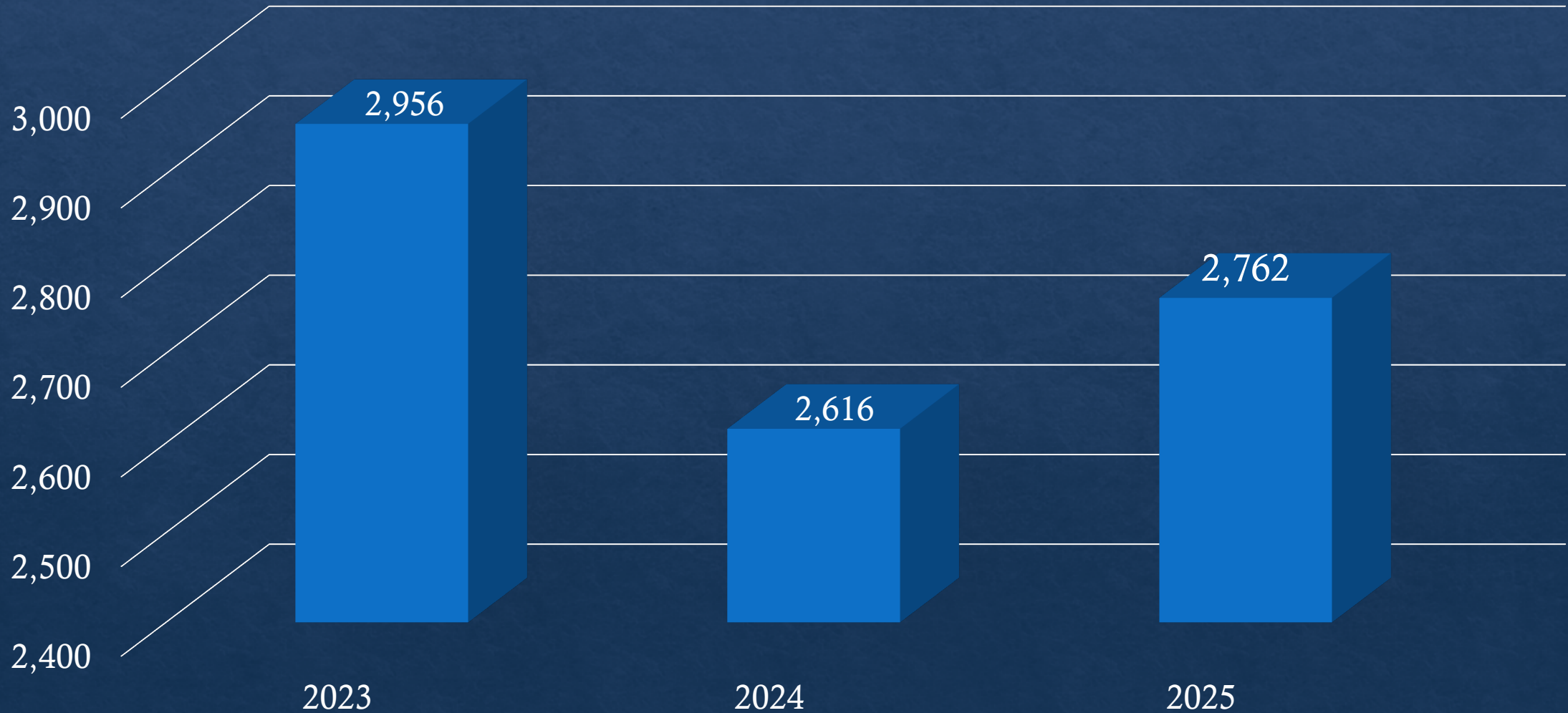
St. Charles Sheriff's Office

CALLS FOR SERVICE TOTAL BY YEAR

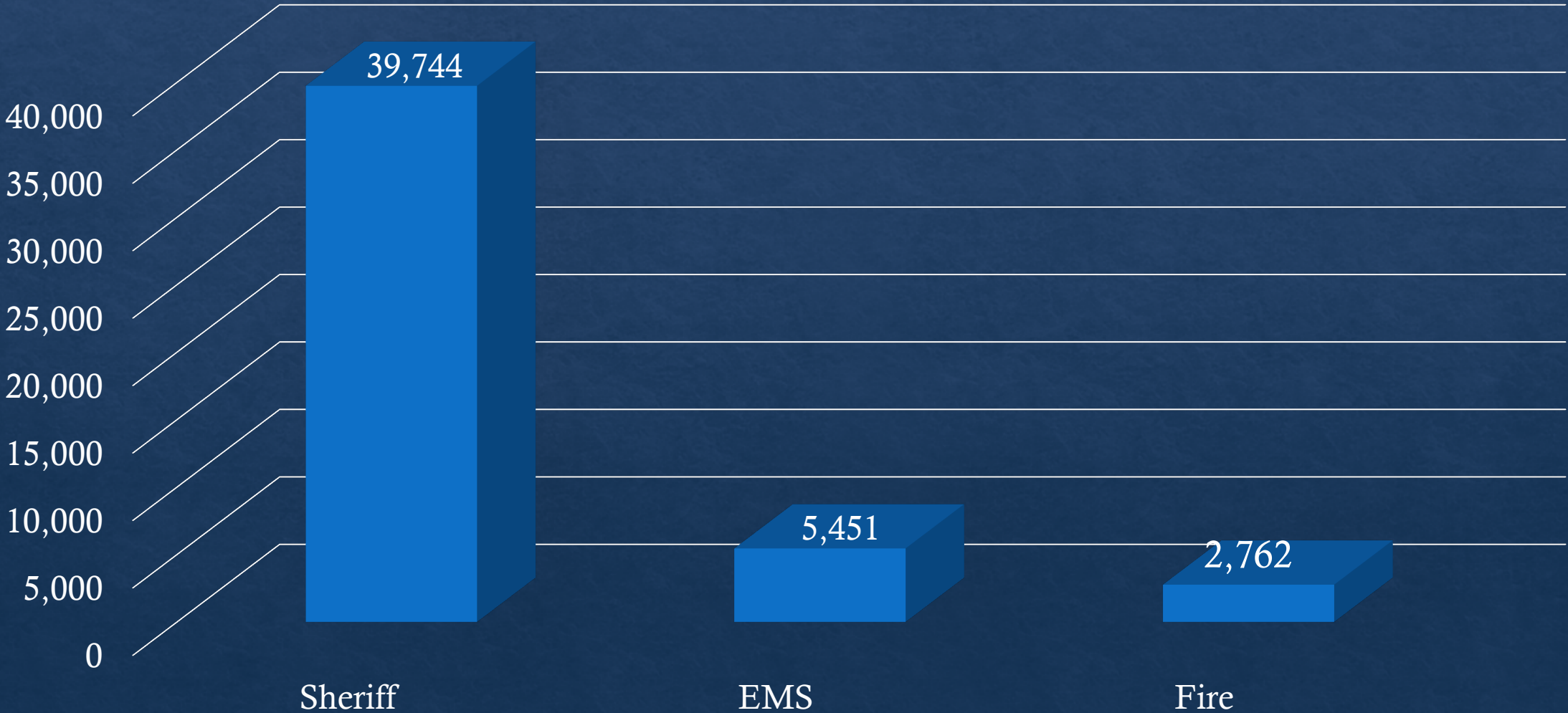


St. Charles Parish Fire Services

CALLS FOR SERVICE TOTAL BY YEAR



Emergency Calls for Service 2025



2025 EMERGENCY CALLS RECEIVED

47,957

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 testing phase
- ◆ Installation of the 700 Redundant Radio System complete
- ◆ Upgrades to 700 Radio Consoles complete

9-1-1 Communications Center Training 2025

- ◆ 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 2025 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 2025 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

APCO/NENA 2025 Director of the Year!

Commander Ravenel Mixon

- ◆ This award recognizes exceptional leadership, dedication, and contributions to the emergency communications profession throughout Louisiana. It is one of the highest honors presented by the Louisiana Chapters of APCO and NENA and reflects the significant impact Ravenel has had within our communications center and the broader 9-1-1 community.



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.**