



St. Charles Parish

9-1-1 Communications District

Parish Council

Presentation

December 2, 2019



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
- ◆ Chief (Ret.) Tommy Barreca, Vice President – Council representative
- ◆ Captain Johnny Bourgeois, Secretary/Treasurer – Firemen's Association representative
- ◆ Chief Rodney Madere– Sheriff's Office representative
- ◆ Chief Craig Petit– St. Charles Parish President representative
- ◆ EMS Director Michael Guillot – St. Charles Hospital representative
- ◆ Chief Oliver Dufrene – Firemen's Association representative

Communications Center Daily Operations

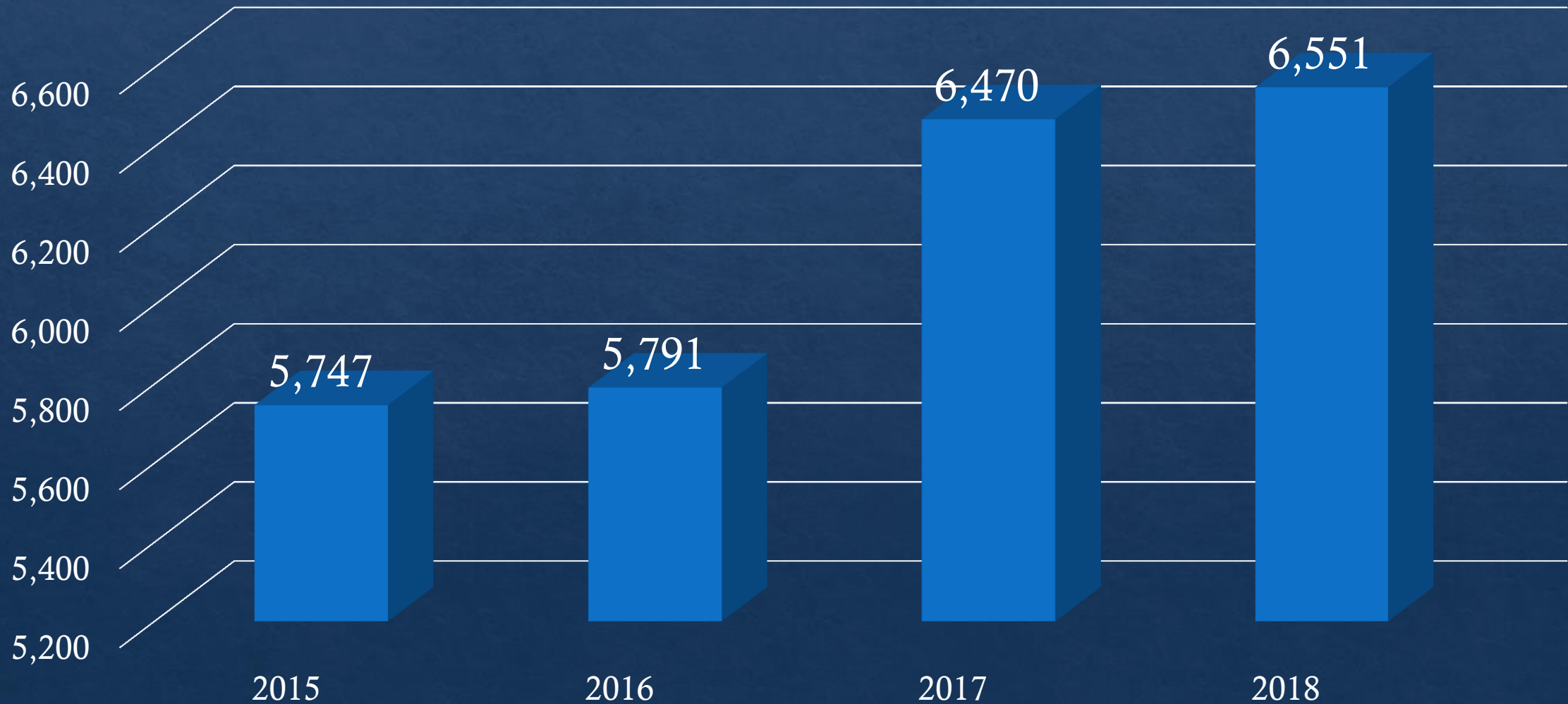
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

Communications Center Staff

- ◆ 9-1-1 Director
- ◆ 9-1-1 Assistant Director
- ◆ Training Manager
- ◆ Quality Assurance Manager
- ◆ Information Technology Technician
- ◆ Terminal Agency Coordinator
- ◆ 4 Communications Shift Managers
- ◆ 4 Communications Assistant Shift Managers
- ◆ 11 Communication Specialists

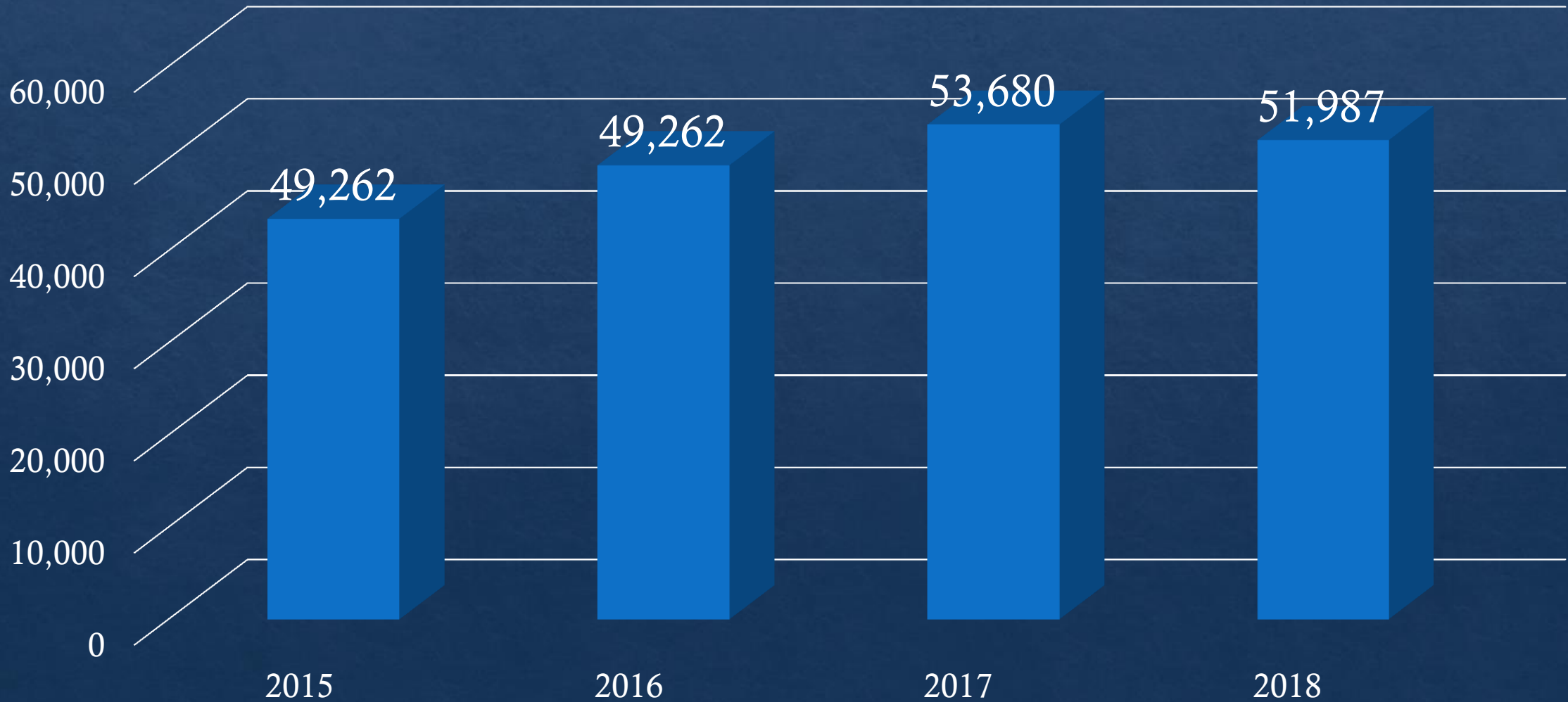
EMERGENCY MEDICAL SERVICES

CALLS FOR SERVICE TOTAL BY YEAR



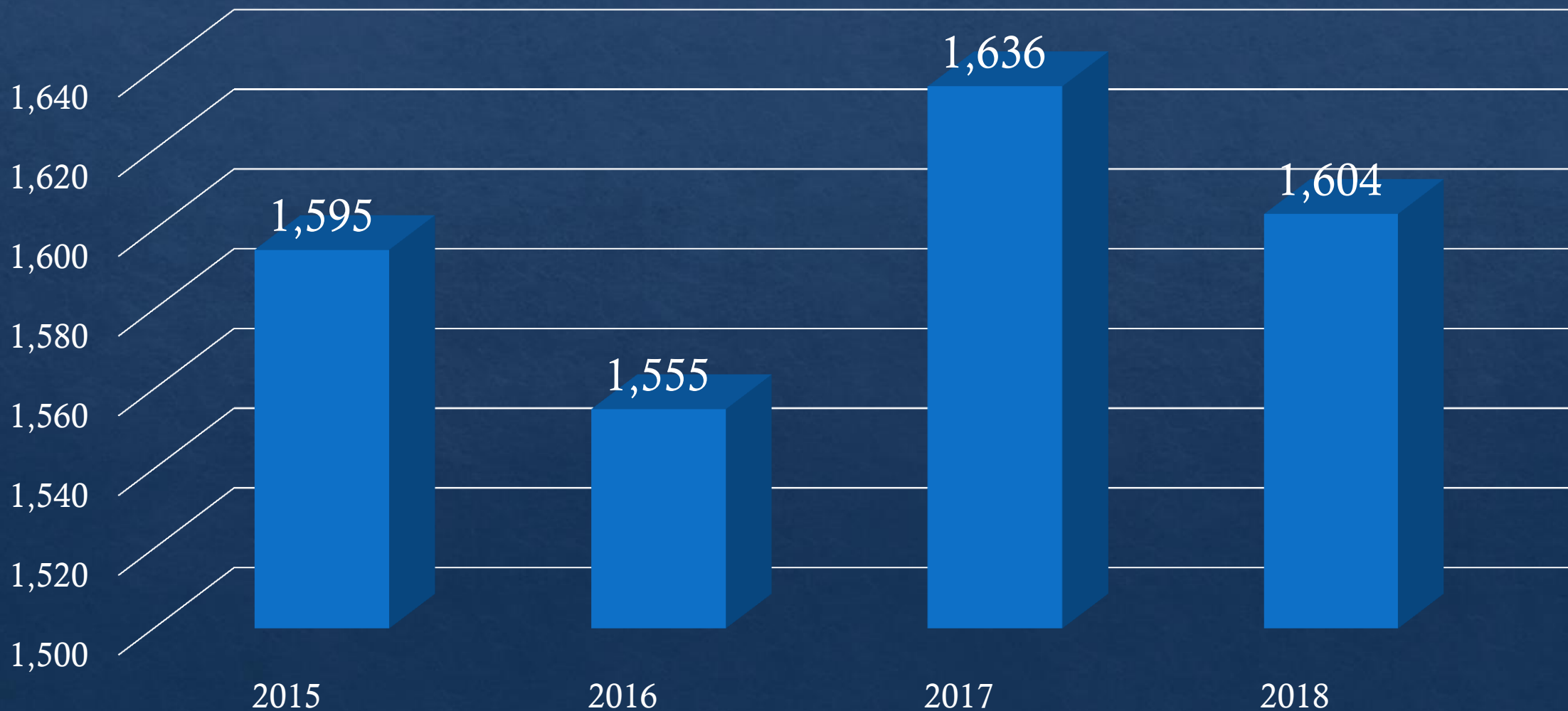
St. Charles Sheriff's Office

CALLS FOR SERVICE TOTAL BY YEAR

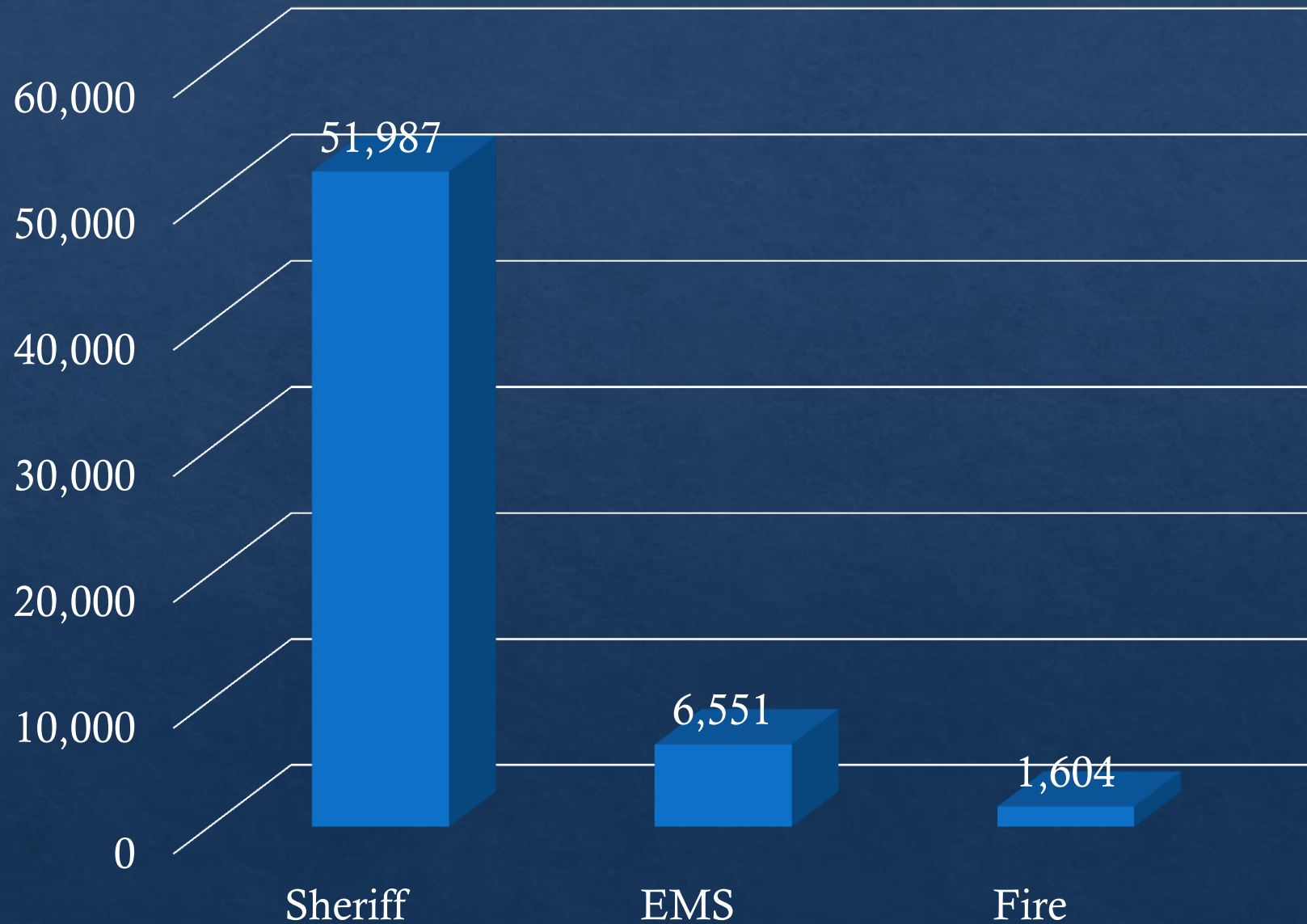


St. Charles Parish Fire Services

CALLS FOR SERVICE TOTAL BY YEAR



Emergency Calls for service 2018



2018 CALLS RECEIVED

◆ NON-EMERGENCY LINES 88,223

◆ EMERGENCY LINES 28,310

2019 Calls for service

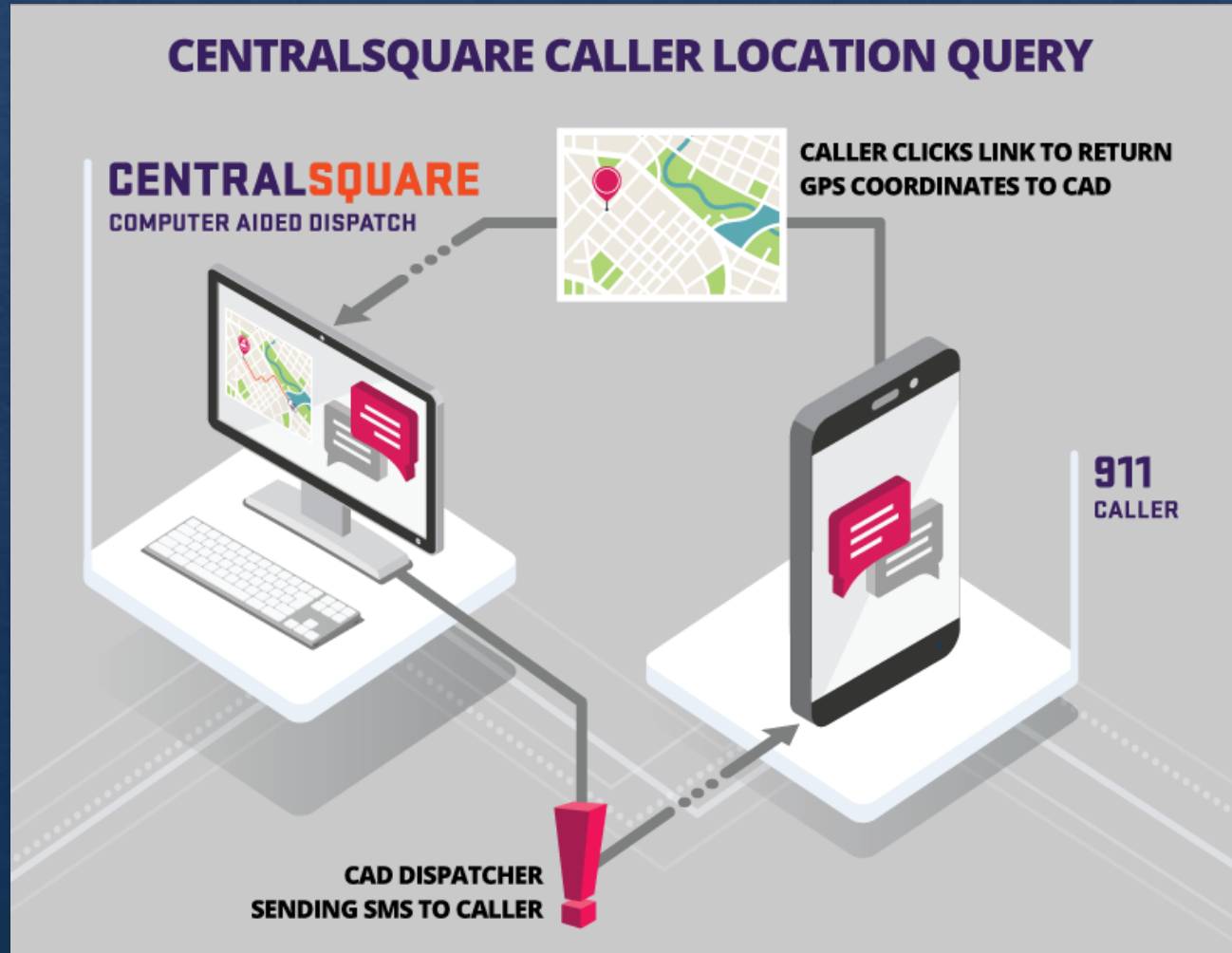
JANUARY 1 – NOVEMBER 25

- ◆ Emergency Medical Services 5,709
- ◆ St. Charles Sheriff's Office 40,318
- ◆ St. Charles Parish Fire Services 855

Equipment and technology

- ◆ ProQA Emergency Medical Dispatch and Emergency Fire Dispatch Software upgraded to latest versions
- ◆ Aqua Quality Improvement Software upgraded to latest version
- ◆ The International Academies of Emergency Dispatch protocols Medical, Fire, Police upgraded to latest versions
- ◆ Zuercher Suite CAD and Records Management System, which includes CLQ (Caller Location Query)

Caller Location Query



- ❖ Location transmission does not require an active phone call and continues until dispatcher ends the call.
- ❖ Location transmission initiated by the 911 dispatcher or other 911 caller requesting help on someone's behalf.
- ❖ Does not require a mobile phone app or third-party clearinghouse.

9-1-1 Communications Center Training 2018

- ◆ 9-1-1 Nightmares
- ◆ 9-1-1 on DVD Volume 1
- ◆ Active Assailant Incidents
- ◆ APCO Public Safety Telecommunicator I
- ◆ Call Taker Training
- ◆ CIT for Dispatchers
- ◆ CJIS Security & Awareness
- ◆ CPR Procedure & Breathing Detection Review
- ◆ CPR/First Aid Training
- ◆ The Dangers of Sovereign Citizens

9-1-1 Communications Center Training 2018 Continued

- ◆ Dispatcher Stress Combating the Physiological Effects
- ◆ Ethics Training for Public Servants
- ◆ Gordon Graham 9-1-1 on DVD (4 Disk Set)
- ◆ Hazmat/ERG Overview
- ◆ Human Trafficking
- ◆ International Academies of Emergency Dispatch Aqua
- ◆ International Academies of Emergency Dispatch EFD
- ◆ International Academies of Emergency Dispatch EMD
- ◆ International Academies of Emergency Dispatch EMD-Q

9-1-1 Communications Center Training 2018 Continued

- ◆ International Academies of Emergency Dispatch ProQA
- ◆ International Academies of Emergency Dispatch Navigator
- ◆ Institute for Credible Leadership Development
- ◆ LA APCO/Nena Symposium
- ◆ New Employee InterACT CAD Training
- ◆ New Employee InterACT Phone Training
- ◆ NCIC System Security Training
- ◆ NIMS 700 & 100
- ◆ OnStar Public Safety Training
- ◆ The Opioid Overdose Epidemic

9-1-1 Communications Center Training 2018 Continued

- ◆ PSA Call Center Efficiencies, Financial Analysis Findings and Recommendations
- ◆ SCP Fire Technical Rescue Team
- ◆ Sirius XM - We've Made Safety Our Business
- ◆ Solacom Phone Training
- ◆ Stress Identification & Management Skills for Dispatchers
- ◆ Suicidal Callers
- ◆ SYNC 911 Assist
- ◆ Telecommunicator Emergency Response Taskforce
- ◆ Video Relay/IP Relay & 9-1-1

911 Center upgrades

- ◆ We are in the planning stage to expand the Communications Center
- ◆ We plan to implement RAVE Mobile Safety with the school system in January 2020 for school safety

RAVE Mobile Safety

Rave K-12 Solutions

One Platform for School Safety Communications and Response

Schools face widening budget shortfalls while having to prepare against more threats and emergencies than ever before. With Rave, our lifesaving technology has proven to be a cost effective way to improve the safety of everyone in your school community through mobile panic buttons and early intervention technology. Our platform ensures your staff is able to efficiently communicate to prevent dangerous incidents and respond faster to emergencies.

- Increase school safety
- Early intervention and response
- Implement high tech solutions at a low cost
- Expedite emergency response
- Direct integration with 9-1-1

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.