

ST. CHARLES PARISH

9 1 1



COMMUNICATIONS DISTRICT

St. Charles Parish

9-1-1 Communications District

Parish Council

Presentation

December 7, 2020



Topics of report

- ◆ Center Operations
- ◆ Center Staff
- ◆ Statistical Data
- ◆ Equipment and Technology
- ◆ Training
- ◆ Rave Mobile Safety
- ◆ 9-1-1 Building Expansion

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
- ◆ Mr. Armond Bourque – St. Charles Parish President representative
- ◆ EMS Director Michael Guillot – St. Charles Hospital representative
- ◆ Chief Oliver Dufrene – Firemen's Association representative

Communications Center Daily Operations

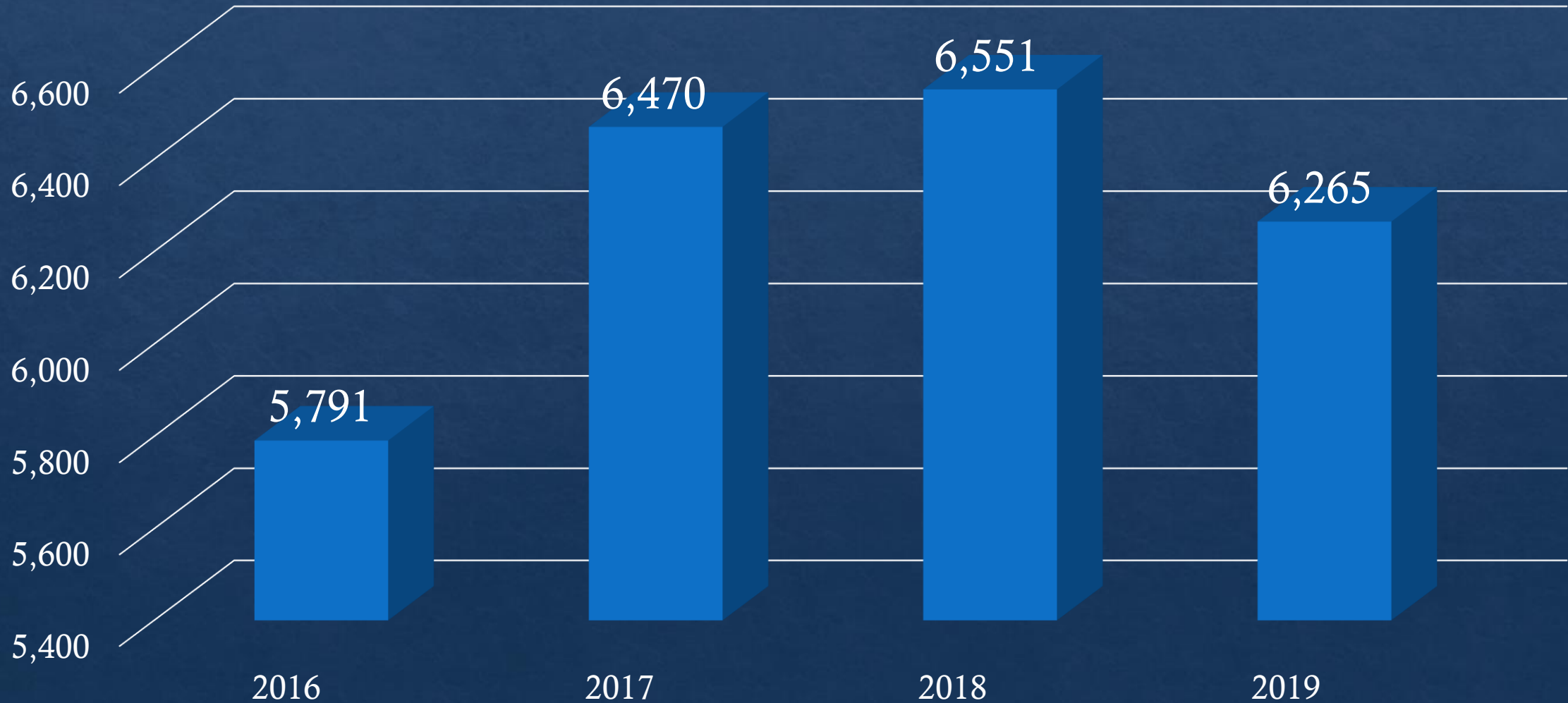
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

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
- ◇ 10 Communication Specialists

EMERGENCY MEDICAL SERVICES

CALLS FOR SERVICE TOTAL BY YEAR



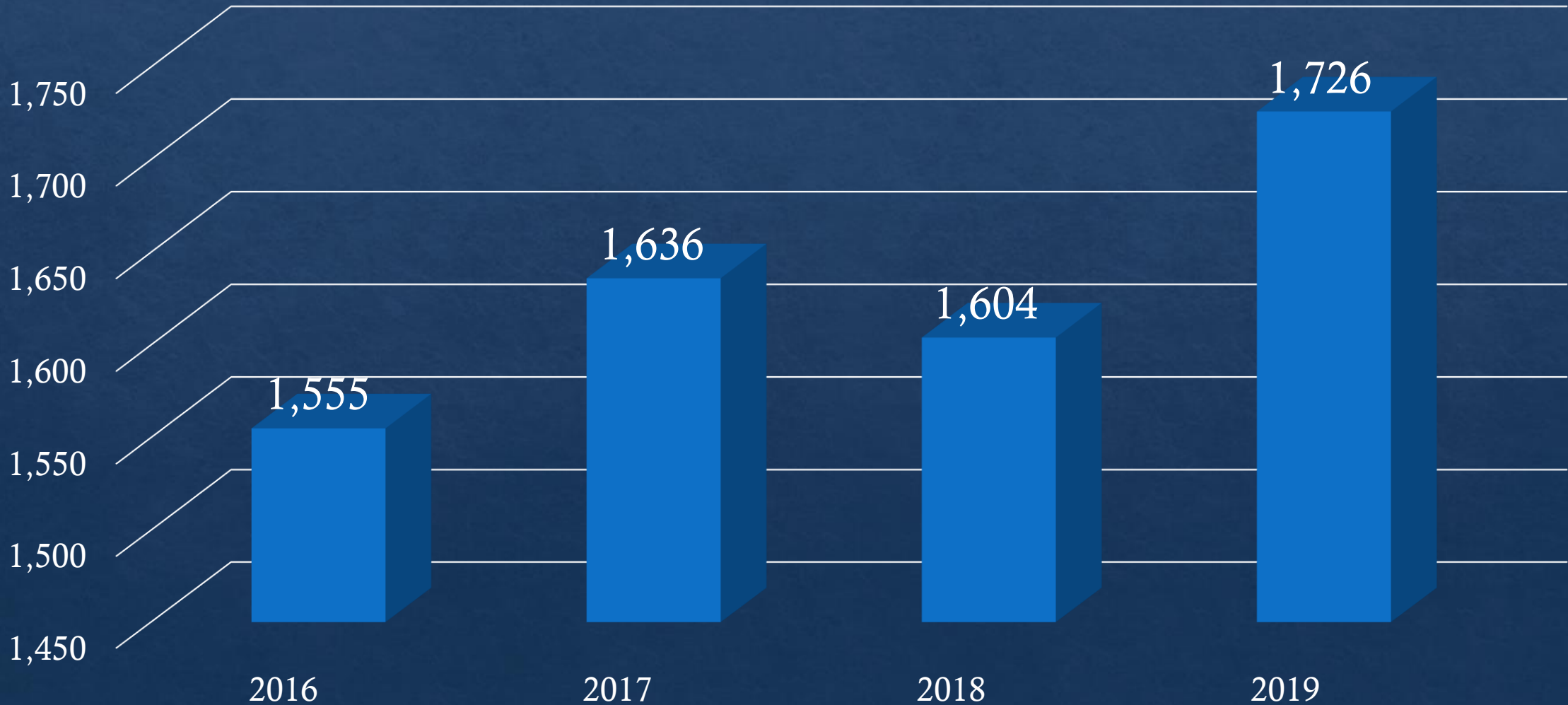
St. Charles Sheriff's Office

CALLS FOR SERVICE TOTAL BY YEAR

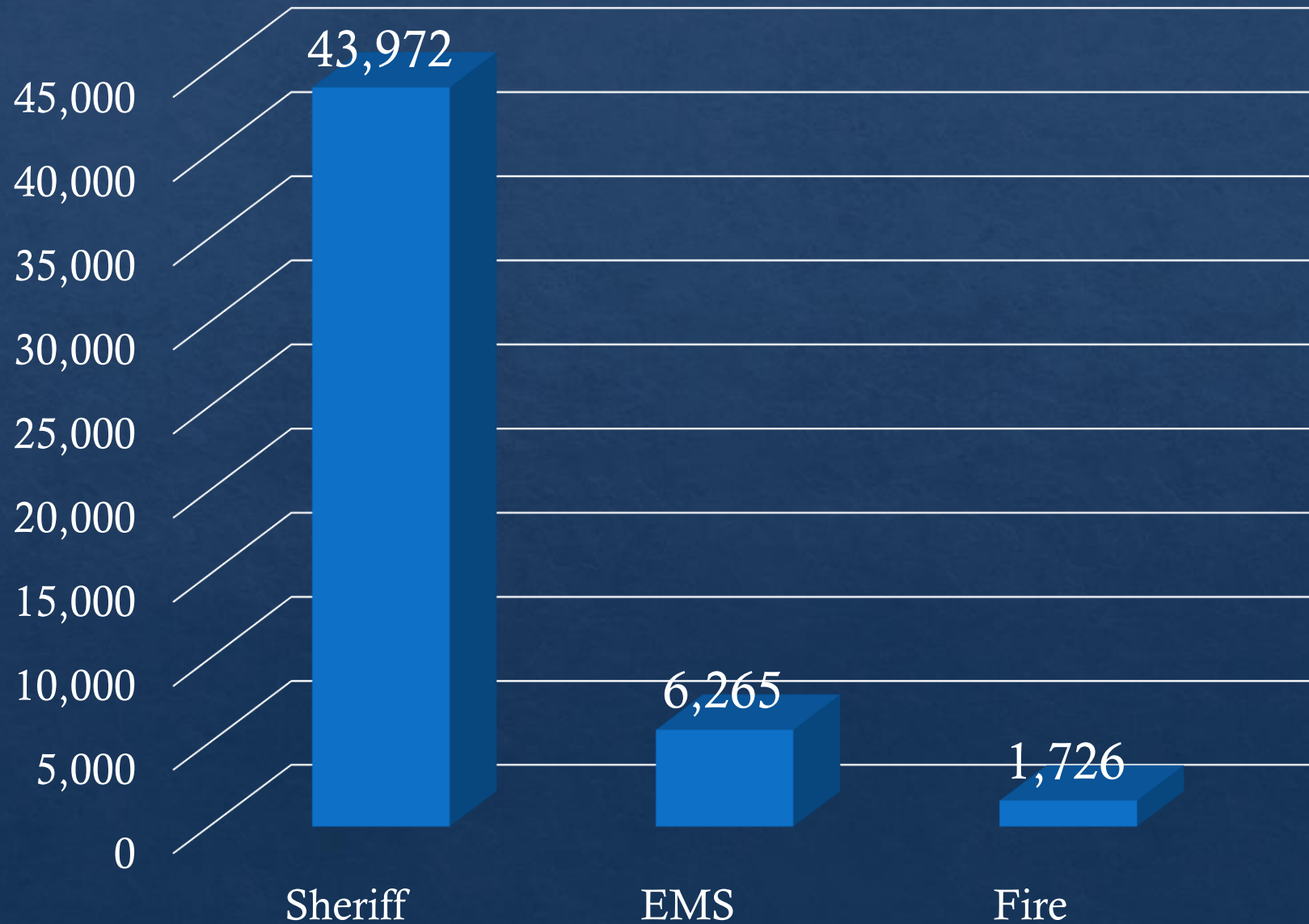


St. Charles Parish Fire Services

CALLS FOR SERVICE TOTAL BY YEAR



Emergency Calls for service 2019



2019 CALLS RECEIVED

◆ NON-EMERGENCY LINES 40,531

◆ EMERGENCY LINES 30,127

2020 Calls for service

JANUARY 1 - NOVEMBER 30

- ◇ Emergency Medical Services 6,050
- ◇ St. Charles Sheriff's Office 35,199
- ◇ St. Charles Parish Fire Services 1,748

Equipment and technology

- ◆ ProQA Emergency Medical Dispatch, Emergency Fire Dispatch, and Emergency Police 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
- ◆ RapidSOS Emergency Response Data Platform
- ◆ Zuercher Suite CAD and Records Management System, which includes CLQ (Caller Location Query)

9-1-1 Communications Center Training 2019

- ◇ 9-1-1 Nightmares
- ◇ 9-1-1 on DVD Volume 1
- ◇ APCO Public Safety Telecommunicator I
- ◇ APCO Public Safety Telecommunicator Instructor
- ◇ Call Taker Training
- ◇ CIT for Dispatchers
- ◇ CJIS Security & Awareness
- ◇ CPR/First Aid Training

9-1-1 Communications Center Training 2019 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 EPD-Q
- ◆ International Academies of Emergency Dispatch ProQA

9-1-1 Communications Center Training 2019 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
- ◇ SYNC 911 Assist
- ◇ Telecommunicator Emergency Response Taskforce
- ◇ Video Relay/IP Relay & 9-1-1

Rave Mobile Safety

We have started implementation of RAVE Mobile Safety with the school system for school 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

911 Building Expansion

We are in the construction stage of our expansion project.

Upgrades include:

- New administrative offices
- Conference/Training Room
- Sleeping Quarters
- Showers
- Additional parking spaces
- Fence surrounding the property







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.**