



St. Charles Parish

9-1-1 Communications District

Parish Council

Presentation



November 27, 2017

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– Firemen’s Association representative
- Chief Armond Bourque, Secretary/Treasurer – Firemen’s Association representative
- Chief Rodney Madere– Sheriff’s Office representative
- Chief Craig Petit– St. Charles Parish President representative
- Captain Deana Tarullo– St. Charles Hospital representative

COMMUNICATIONS CENTER DAILY OPERATIONS

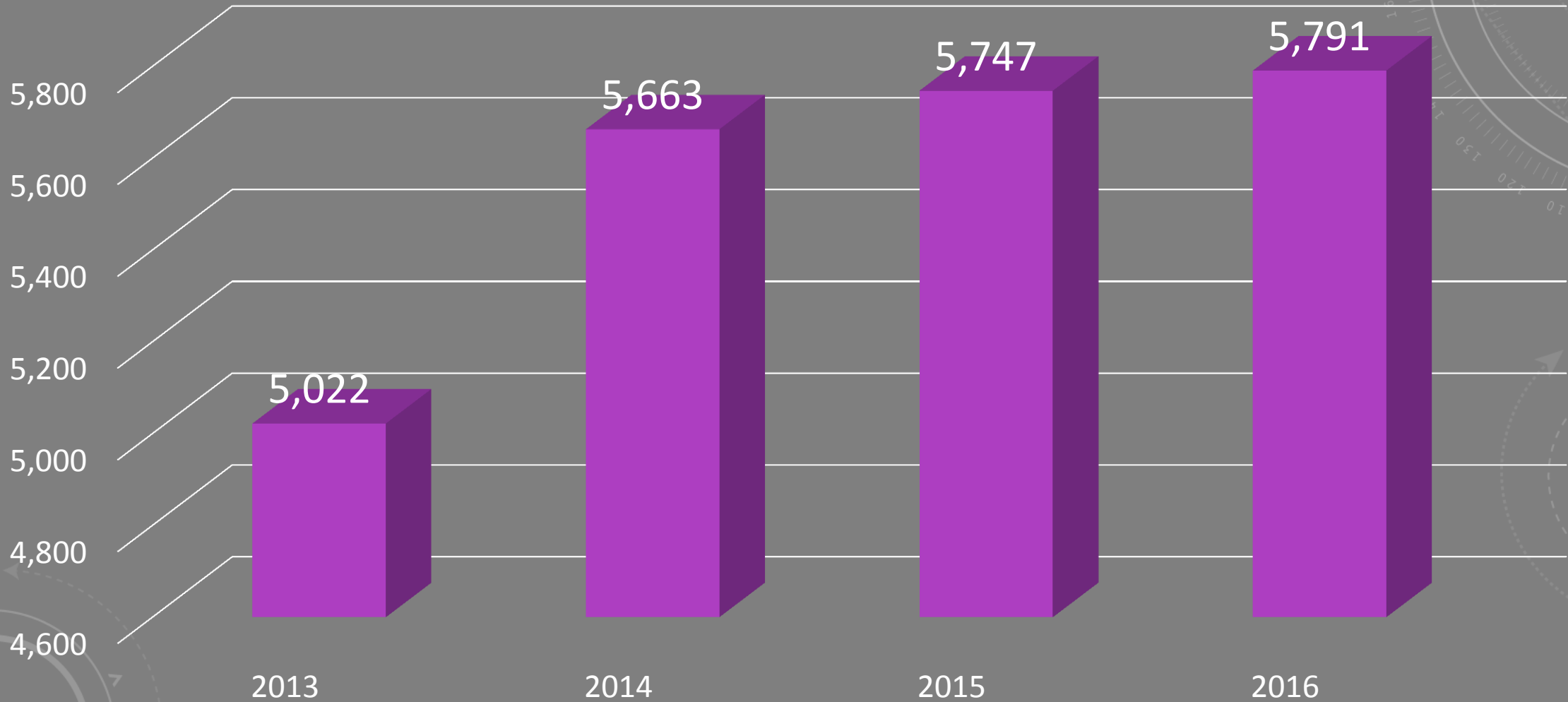
- Daily operations of the 9-1-1 system is the responsibility of the Sheriff.
- 9-1-1 Board of Commissioners oversees the administrative aspect of the system.

COMMUNICATIONS CENTER STAFF

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

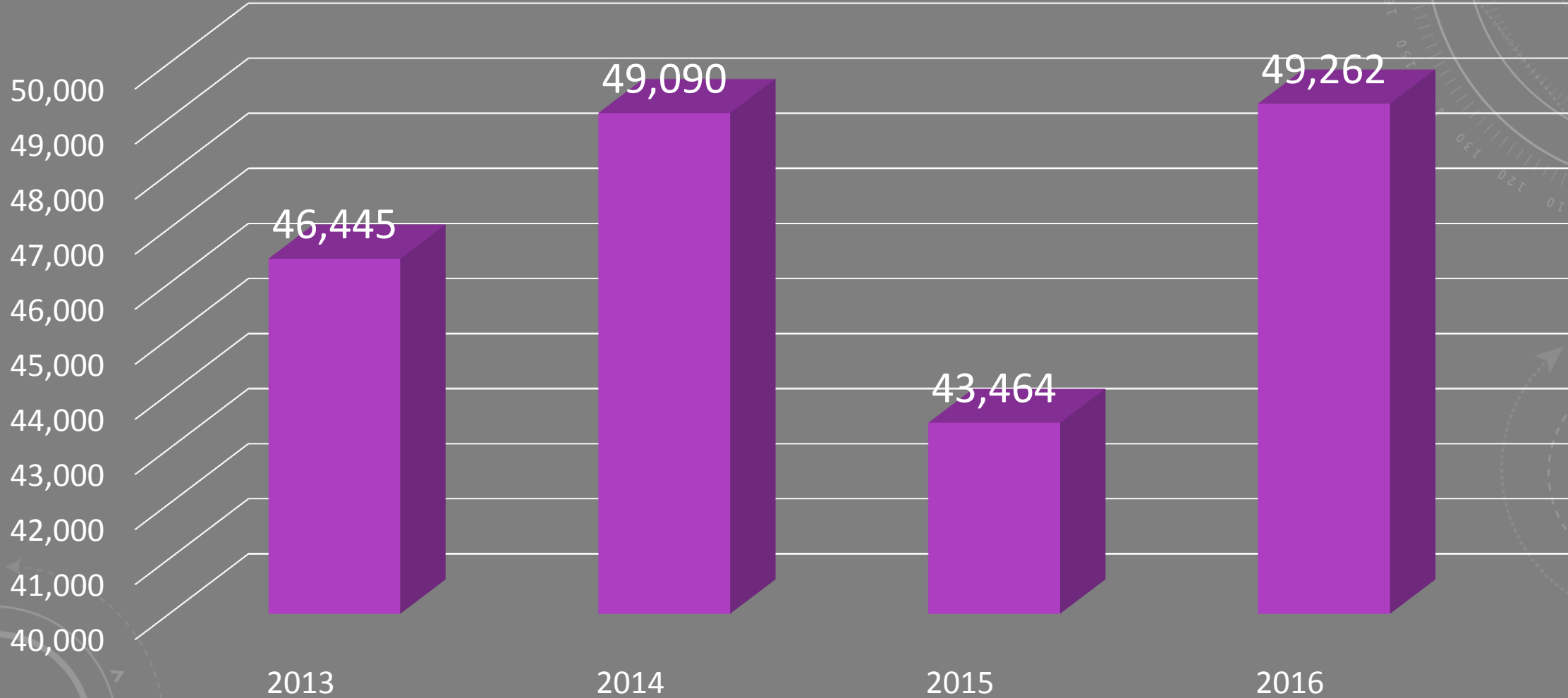
EMERGENCY MEDICAL SERVICES

CALLS FOR SERVICE TOTAL BY YEAR



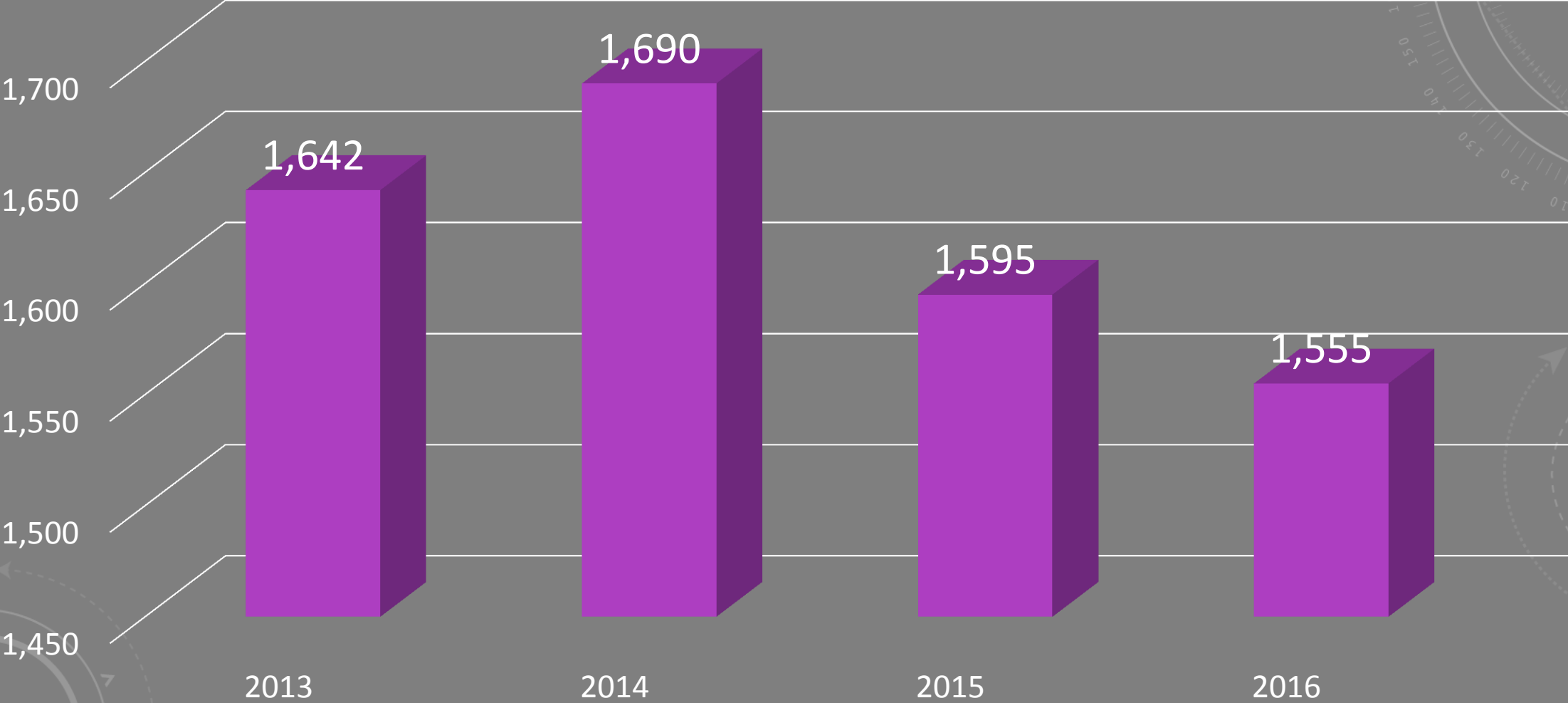
ST. CHARLES SHERIFF'S OFFICE

CALLS FOR SERVICE TOTAL BY YEAR

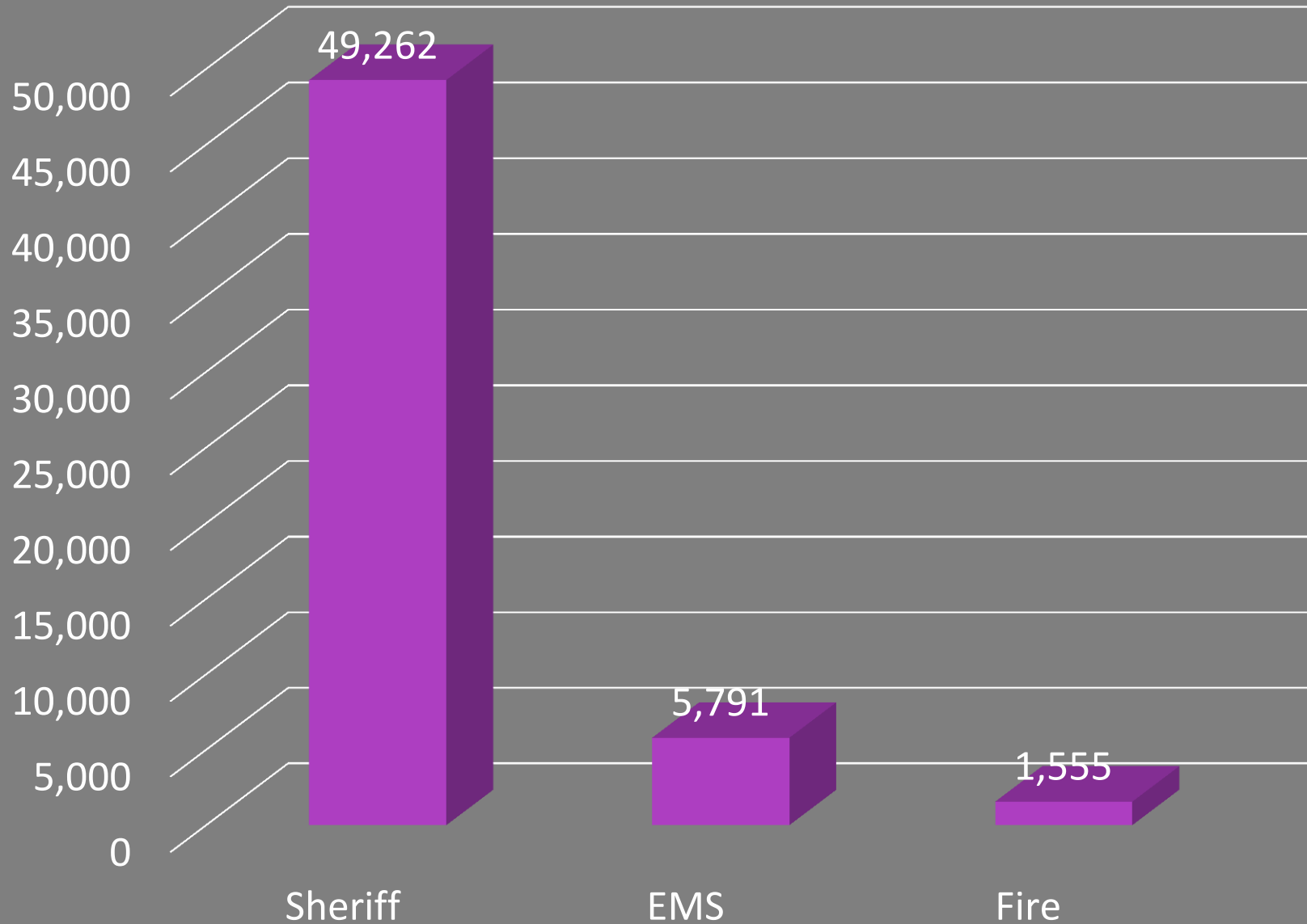


ST. CHARLES PARISH FIRE SERVICES

CALLS FOR SERVICE TOTAL BY YEAR



EMERGENCY CALLS FOR SERVICE 2016



2017 CALLS FOR SERVICE

JANUARY 1 – OCTOBER 31

- Emergency Medical Services 5,342
- St. Charles Sheriff's Office 40,555
- St. Charles Parish Fire Services 1,326

EQUIPMENT AND TECHNOLOGY

- ProQA Software upgraded to version 5.1.1.19
- Aqua Quality Improvement Software upgraded to version 6.1.0.24
- The International Academies of Emergency Dispatch protocols version 13.
- Solacom Next Generation Phone System went live on June 13, 2017.

9-1-1 COMMUNICATIONS CENTER TRAINING 2016

- IAED EMD-Q
- Dispatchers vs. Responders: Why the Divide?
- Navigator Conference
- Lessons Learned from Hurricane Katrina - a 10-Year Retrospective
- Yankee Doodle Dandy Leadership
- Seven Ways to Stop Workplace Drama in Public Safety
- APCO PST Instructor Update 7th Edition
- Crisis Negotiations for Telecommunicators

9-1-1 COMMUNICATIONS CENTER TRAINING 2016 CONTINUED

- Emergency Medical Dispatch
- NIMS/ICS 300
- NIMS/ICS 400
- First Aid/CPR
- The Importance of Training
- Flight Care Landing Zone Training
- URISA NG9-1-1 and the GIS Workflow
- Leave Your EGO at the Door
- Grand Theater Shooting
- Crisis Intervention Training for Dispatchers

9-1-1 COMMUNICATIONS CENTER TRAINING 2016 CONTINUED

- Ethics Training for Public Servants
- 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

9-1-1 COMMUNICATIONS CENTER TRAINING 2016 CONTINUED

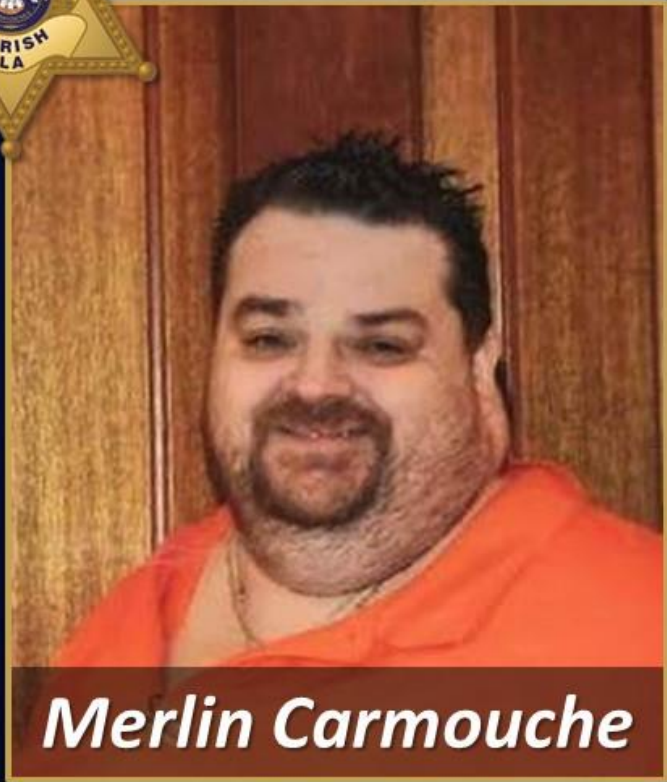
- NIMS 700 & 100
- NCIC System Security Training
- Hazmat
- Sirius XM - We've Made Safety Our Business
- OnStar Public Safety Training
- APCO Fire Service Communications
- APCO Public Safety Telecommunicator I
- Hazmat

911 CENTER UPGRADES

- We are implementing Emergency Fire Dispatch (EFD) protocols with a go-live date scheduled for December 12, 2017.
- We are starting to prepare for upgrading our CAD System.



In Memory of

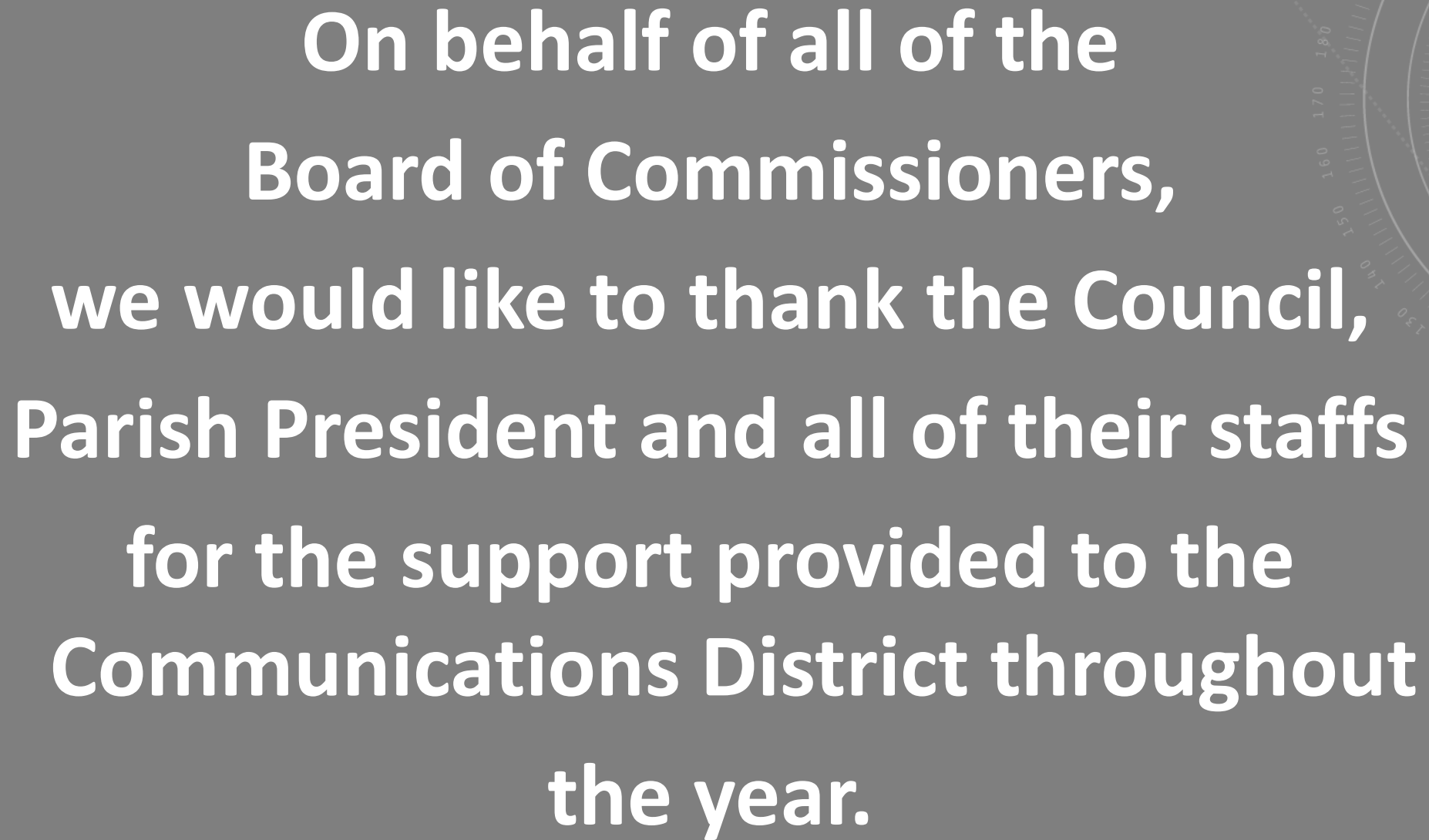


Merlin Carmouche

*“On Monday, September 25, 2017, one of our communications specialists - Merlin Carmouche of Norco, passed away unexpectedly after working his shift. Merlin did an excellent job and was a wonderful public servant. He will be missed by all of us and especially his co-workers at the 911 Center. Our thoughts and prayers go out to his family.” - **Sheriff Greg Champagne***



Questions?

The background is a dark gray color with several faint, light gray circular patterns. On the right side, there is a large circular scale with numbers from 0 to 200 in increments of 10. There are also several smaller circles and arcs scattered across the background, some with arrows indicating 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.**