

THE 9-1-1 COMMUNICATOR



January 1998

Volume 1, Issue 1 OPCD

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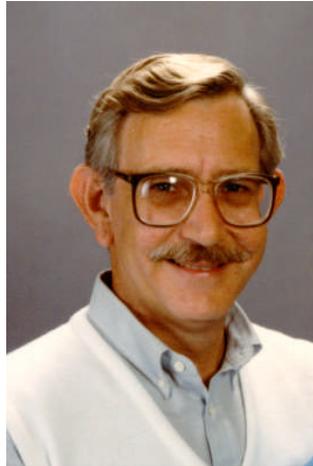
STUART P. CARROLL, DIRECTOR OF OPCD PASSES

Stuart P. Carroll, the driving force behind the creation of the New Orleans 9-1-1 emergency phone system in the 1980s died Tuesday at Memorial Medical Center, December 30, 1997. He was 54 years of age.

Mr. Carroll had battled severe ulcers for more than a year and died of complications from surgery.

A native of Charlotte, North Carolina, Mr. Carroll was an Air Force veteran of the Vietnam War and moved to New Orleans after graduating from the University of North Carolina in 1970. He earned a masters degree in political science from the University of New Orleans in 1972.

Mr. Carroll was named director of the city's Criminal Justice Coordinating Council and in that capacity he began



Stuart P. Carroll,
1943-1997

death. He was also a special lecturer on criminal justice at Tulane and Loyola universities. In 1986, Gov. Edwin Edwards appointed him to a task force exploring prison overcrowding in Louisiana.

He was past president of the state chapter of the

seven-digit non emergency number to retrieve the information that is needed without tying up a calltaker and the 9-1-1 system. This feature has decreased the call volume by 30%, which relieves overloading on the 9-1-1 system.

He was recently certified as an Emergency Number Professional from the NENA organization. Mr. Carroll was instrumental in modernizing the entire emergency communication system which elevated to a state of the art system internationally recognized.

Accomplishments included:
Installation of CAD system for police, fire and ems

- *Computerized mapping
- *Automated attendant
- *Community Alert Program
- *Local area networking
- *Fire Records Management System
- *Enhanced training for Telecommunicators
- *Recognition of call takers and dispatchers during National Telecommunicator Week

Louisiana State Police

Ms. June Sanchez

Mayoral Appointment

Ms. Sheila Webb

Director, N.O. Dept. of
Health

Executive Director

Stuart P. Carroll

General Counsel

William A. Hawkins

Coordinating Council and in that capacity he began to research emergency phone services. Through his efforts, New Orleans' 9-1-1 system began operating in January 1984, well before most major metropolitan areas in the United States had similar programs. Mr. Carroll was named executive director of the Orleans Parish Communication District, the formal name for the emergency system in 1987 and held the post until his

He was past president of the state chapter of the National Emergency Number Association (NENA) and a member of the Association of Public Safety Communication Officials (APCO)..Under his chairmanship, the 9-1-1 switch was installed at NOPD the primary psap (public safety answering point).

The switch allows citizens wh dial the

- during National
Telecommunicator Week
-*Sponsored Telecommunicators, managers and supervisors to APCO and NENA conferences
 - *Provided educational suport materials to public safety agencies
 - *Initiated public education presentations citywide

Outside the workplace, Mr. Carroll was an avid golfer and a charter member of the Phunny Phorthy Phellows, a group that ushers in Carnival each year with a ride on St. Charles Avenue streetcar on Twelfth Night.

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APCO INTERNATIONAL CERTIFICATIONS

The role of the public safety telecommunicator is to adequately process calls for service to police, fire and emergency medical services field units. Their role plays a vital link in communication between the public and public safety field units. Currently many states require a standardized level of training be provided to all public safety telecommunicators.

Orleans Parish Communication District (OPCD) supports and facilitates standardized training through the Association Of Public-Safety Communications Officials International, Inc. (APCO). APCO is the world's oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO International exists to serve the people who manage, operate, maintain and supply the communications systems used to safeguard the lives and property of citizens. APCO-La. Chapter recognizes the need for a

standardized level of training in Louisiana. This year OPCD facilitated three APCO Basic Telecommunicator Training Courses. Telecommunicators from police, fire and emergency medical services participated in 40 hours of intense study in public safety communications, including TDD training and stress management.. Students also spend a full day at the Municipal Training Academy to understand what field units experience when communicating with calltakers and dispatchers. Students participate in all training exercises from firing weapons to operating fire equipment. In addition, a geographical tour of the city is provided to assist personnel with identifying correct locations when processing calls for service All classes have been facilitated through cooperation with the police and fire departments ,emergency medical services, Deaf Action Center and professionals from the private sector. Seventy personnel have received international certification

-
-
- **Class #97-12**

Marc Archary
Terry Bailey
Georgia Caston
Gregory Choina
Linda Ducros
Marilyn Flowers
Adrian Ford
Calandra Isidore
John Klumpp
Pamela Lambert
Dean Marullo
Jennifer McDonald
Deborah Metz
Diana Monley
Gaile Montgomery
Louise Penns
Stephen Pepin
Iris Phipps
Helena Robinson
Ronald Schwankhart
Tanzie Smith
Maxine Vappie
Debra Stolf Walters
Georgia Wiebelt
Corey Williams
Geraldine Williams

Class #97-13

Sharon Addison
Zolite Caliste
Phyllis Dean
Leonard Ferdinand
Gregory Freeman
Kathy Giovengo
Sharon Hynes
Cheryl Jacobs
Tina Kerwin
Linda Martin
Yolanda Pierre
Marc Plummer
Robin Said
Sean Scott
Celia Seymour
Elmaree Thomas
Lori Thompson
James Vance
Shona Woods

CLASS #97-15

Arthur Bancroft
Yolanda Beraud
Joycelyn Carter
Rhonda Cannon
Artie Davis
Karen Davis
Marilyn Edwards
Julie Everage
Jackie Goodman
Irma Green
Sandra Jackson

DIRECTOR OF OPCD PASSEScont..

Mr. Carroll is survived by his wife Jean Bernard Carroll, two daughters, Elizabeth and Eleanor Carroll, a stepdaughter, Victoria Olson of Covington, a stepson, David Vinturella of Atlanta and three grandchildren. He also leaves behind a dedicated staff and members of the public safety agencies who will miss his presence and dedication. He was truly the visionary who believed

that by providing the public with the highly trained individuals and supplying them with the very best equipment possible that the citizens could receive the highest quality of service when calling for assistance from the police, fire or emergency medical services. He dedicated his life to that belief and it is to that legacy that the staff and board

members will continue his vision. It is through these actions that the spirit of Stuart Carroll will live on in the lives of those dedicated men and women who aid the citizens of New Orleans when dialing for emergency help.

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Sandra Jackson
Roselyn Johnson
Rose Jones
Sylvia Lightell
Elaine Mushatt
Robyn Paisant
Larry Page
Jocelyn Payne
Mary Polk
Tricia Smith
George Sutton
Carolee Warren

TELECOMMUNICATOR OF THE YEAR awards

The City of New Orleans currently has 146 public safety telecommunicators: 103 assigned to police, 22 assigned to fire, and 13 full time and 8 part time with emergency medical services. These dedicated men and woman work around the clock to provide quality service to the citizens of New Orleans when they need assistance from the police, fire or ems. These civil servants are the link between citizens and field units, and often perform their jobs with little recognition of the vital service that they perform. On April 17, 1997, six telecommunicators from the New Orleans Police Department, New Orleans Fire Department and Emergency Medical Services were selected to receive the first Annual Telecommunicator of the Year Award, sponsored by OPCD. This award was created to coincide with National Telecommunicator Week. The six were chosen because of their commitment to professionalism while serving the public and their agency under many challenging situations. Receiving the awards were Senior Police Dispatcher Mary Knight and Complaint Operator Charles Workman of the New Orleans Police Department, Call taker/Dispatcher Anne Doyle and Call taker/Dispatcher Angela Revels of the New Orleans Fire Department and Center Supervisor Tamia Guenard and Senior System Debra Stolf of



Tamia Guenard, Angela Revels, Charles Workman, Mary Knight, Anne Doyle and Debra Stolf

POLICE COMMUNICATIONS HOLD XMAS DOOR DECORATION CONTEST

The Communications Department held its first annual Christmas door decoration contest on December 16, 1997. There were several themes featured on the doors of the Communication Center, including "Naturally N'Awlins and "Fallen Officers". The winning door was awarded to the 2nd Platoon, whose theme was "A Family Affair" featuring the pictures of all members from that platoon. Superintendent Pennington was the primary judge for the contest, accompanied by Deputy Chief Duane Johnson and Lt. Marlon Defillo.



TELECOMMUNICATORS ATTEND NENA GULF COAST CONFERENCE

Four telecommunicators from police, fire and emergency medical service were sponsored by OPCD to attend the Gulf Coast Conference sponsored by the Alabama Chapter, of National Emergency Number Association (NENA) in Orange Beach, Alabama October 12 - 15, 1997.

Dispatcher Geraldine Watkins and Call taker Adrian Ford from NOPD, Supervisor Debra Stolf from EMS and Supervisor Yolanda White from NOFD, along with Director Stuart Carroll from OPCD, attended several education sessions and panel discussion of issues relative to public safety communications.

The conference provided an opportunity for call takers, dispatchers and administrators to meet with more than 500 of the 9-1-1 and emergency communications from around the nation. There was an emphasis on educational and networking activities, along with an exhibit hall that featured the latest in equipment and services for communication centers.



Supervisor Tania Guenard and Senior System Debra Stolf of Emergency Medical Services. They were honored at a New Orleans City Council session and The Telecommunicator Awards Luncheon. The Honorable Mayor Marc Morial issued a proclamation acknowledging National Telecommunicator Week. These six telecommunicators represent all the dedicated and highly skilled personnel employed with the public safety agencies of New Orleans. National Telecommunicator Week is the 2nd full week in April, proclaimed by the Congress of the United States.



Superintendent Pennington , Senior Police Dispatcher Andrea Skipper with 2nd Platoon Award and Dispatcher Bernadine Fields who decorated the door



Standing:Stuart Carroll, Geraldine Watkins and an, unidentified friend, Seated, Debra Stolf, Adrian Ford and Yolanda White at the NENA Gulf Coast Conference

TELECOMMUNICATOR NEWS.....



TELECOMMUNICATORS OF THE YEAR RECIPIENTS.....

Debra Walters is no longer working for EMS. but is the supervisor of the communications section of American Ambulance Response!!! **Charles Workman** former NOPD call taker is now employed with the Post Office!

OPERATOR OF THE MONTH.....The New Orleans Police Department Communications Division each month salutes a call taker for each month. He or she is selected based on their proficiency in properly processing calls for service and their consistency in handling large volumes of calls for that month. These telecommunicators worked under a high level of stress handling all types of emergency calls for service. The telecommunicator as recipients for

Operator of the Month Award are as follows:

SEPTEMBER Operator of the Month

- 1st Platoon **Complaint Operator Marilyn Flowers**, processed **2,021** calls for service
- 2nd Platoon: **Complaint Operator Adrian Ford** processed **2,163** calls for service
- 3rd Platoon **Complaint Operator Louise Penns**, processed **1,250** calls for service

OCTOBER OPERATOR OF THE MONTH

- 1ST PLATOON:**Complaint Operator Giselle Bertrand** processed **2,131** calls for service,
- 2ND PLATOON: **Complaint Operator Phyllis Dean** processed **2,203** calls for service,
- 3rd Platoon: **Complaint Operator Shona Woods** processed **1,444** calls for service

NOVEMBER OPERATOR OF THE MONTH

- 1ST PLATOON, **Complaint Operator Jocelyn Carter** processed **1,746** calls for service,
- 2ND PLATOON: **Dispatcher Carolee Warren** who did an outstanding job handling a signal 108,
- 3RD PLATOON: **Complaint Operator Sandra Jackson** processed **1,267** calls for service .

Each recipient receives certificates, their position decorated with balloons and candy, pictures featured on lineup and are saluted with the day being cited as their day. This is a wonderful way for public safety agencies to show their appreciation for a job that is performed daily many times without thanks from the general public.

NOPD CALLS PROCESSED
The New Orleans Police Department Communications Division has

IN MEMORY
The following telecommunicators

QUASAUNDRANDERSON WINS NEWSLETTER CONTEST
Quasaundra Anderson, a call taker

The New Orleans Police Department Communications Division has processed over 327,000 calls for service from September through December 1997.

September

911 CALLS: 41,143
NON-EMERGENCY CALLS: 43,440

October

911 CALLS: 41,969
NON-EMERGENCY CALLS: 43,440

November

911 CALLS: 38, 731
NON-EMERGENCY CALLS: 38,913

December

911 CALLS: 41,366
NON-EMERGENCY CALLS: 40,706

The following telecommunicators have passed on, but certainly are not forgotten. The energy and dedication in which they served their agencies have left an everlasting memory in the minds and hearts of their coworkers, family and friends.

Alfreda Reese, NOPD
Barbara Sanders, NOPD
Linda Harris, NOPD
Harold Cathalougne, EMS



Quasaundra Anderson, a call taker from the Communications Division of the New Orleans Police Department submitted the winning entry to name the OPCD newsletter publication. She was selected out of 30 entries from the three public safety agencies. Ms. Anderson, a mother of three, has been employed with the police for 7 years and states that her dedication to helping people and her patience allows her to do her job effectively. She says the the name came in her mind because it related to 911 and communication.

NEW SWITCH DECREASES 9-1-1 OVERLOAD

by Mike Newell , Chief Engineer OPCD

Sept. 8 -12, 1997

OPCD

facilitated a course in preparation for the Project Management Professional Examination.

The course was taught by Chief Engineer Michael Newell Participants in this course receive 3.5 Continuing Education Units:

PMP

PARTICIPANTS

Ausetua Amor
Amenkum
Peter Caruso
Ronald DeRouche
Walter Dupeire
Stephen Gordon
Sigmond Joshua
Tuan Le
Miriam Lemann

The Telephone Switch and Call Distribution System

This system is going to be discussed since it is the newest major system that has been implemented. It consists of the telephone switch, the telephones themselves that are at each call taker work position, the telephone lines, the Automated Attendant, and the Call Distribution System. All of these items work together to make it possible to answer incoming 9-1-1, 821-2222 and 821-NOPD calls to the Police Communications Center. So, how does all this stuff work?

The Telephone Lines

The first thing we should talk about are the incoming telephone lines. Prior to the installation of the Lucent Technologies

telephone switch, we had ten incoming lines for all of the non-emergency calls and we had fifteen incoming lines for the 9-1-1 calls. With the installation of the new telephone equipment we increased the number of incoming non-emergency lines from ten to twenty-four and we changed them from regular audio telephone lines to digital telephone lines. This was done so that it would be possible to have caller ID displayed for the call takers. Caller ID makes it possible for our call takers to know where the call is coming from and identifies the phone number from which the call is made.

This feature certainly helps locate a caller who is using the non-emergency line. The number of lines was increased from ten to twenty-four so that the Automated Attendant could be used.

The Automated Attendant

The Automated Attendant allows us to have automation for the non-emergency telephone calls

received at the communications center. It has always been a tradition to have the 9-1-1 call takers answer any incoming Police Department non-emergency calls but sometimes these calls prevent the speedy answering to the emergency calls. The problem occurs when all of the call takers are busy working on calls, some of which are non-emergency, and additional 9-1-1 calls come to the center.

To help solve this problem, today, all cont. page 8 of the non-emergency calls coming to the center are routed to the Automated Attendant.

The Automated Attendant answers all of the non-emergency calls and asks the caller a series of prerecorded questions. Each of the questions asks the call to respond by pushing one of the buttons on the dial of their telephone. By pushing buttons on their telephone, the caller can choose different options, which automatically direct them to call

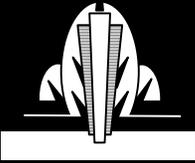
MAJOR GENERAL SHROUD RETIRES

Major General Ansel Stroud chaired his last meeting on August 26, 1997 as Chairman of the Board, preceding his retirement from the Louisiana

citizens received when dialing 9-1-1 for emergency service. Under his chairmanship, the 9-1-1 switch was installed at

of the Louisiana Army National Guard (Jackson Barracks Unit), the New Orleans Police and Fire Superintendents, the Directors of

Juan Le
Miriam Lemann
Thomas Levy
Orlando
McDowelle
Henry Mortillaro
Melissa Sweetman
Michael Theodore
Norman Woodridge



of the Board, preceding his retirement from the Louisiana National Guard. Major General Stroud was the longest serving state adjutant general, in the country. He rendered 53 years of service. General Stroud served on the Board since its inception in 1982, and was the last of the original board members. He served as Chairman of the Board from 1995-1997. During his service to OPCD, General Stroud has assisted in the implementation of several projects that have enhanced the quality of service that

under his chairmanship, the 9-1-1 switch was installed at NOPD the primary psap (public safety answering point). The Legislation provides for a seven member Board of Commissioners, to govern the District. The Mayor of the City of New Orleans may appoint two additional members to insure minority representation and the Commission may expand its membership to include other agencies. Currently the Board consists of ten members: the Troop B Commander of the Louisiana State Police, the Commandant

the New Orleans Police and Fire Superintendents, the Directors of the Civil Defense and Health Departments, and the Assistant Secretary of the Office of Charity Hospital in New Orleans. In 1996, the Commission expanded to include the Director of the Orleans Parish Medical Society and two at-large members. Superintendent Warren McDaniels, of the New Orleans Fire Department, is succeeding General Ansel Stroud as Chairman of the Board of the Orleans Parish Communication District (OPCD).

SUPT. WARREN MCDANIELS NEW OPCD CHAIRMAN

OPCD facilitated three APCO Basic Telecommunicator Courses from May - October 1997. Students attend a 40 hour course at which they receive international certification on completion.

Students must pass a 100 multiple choice and true and false items examination. The following telecommunicators are the Honor Graduates who scored the highest grade for each class

HONOR GRADUATES

CLASS #97-12
Dean Marullo (NOFD)
Maxine Vappie
(NOFD)
Score 95

CLASS 97-13
Kathy Giovengo
(NOPD)
Score 98

CLASS 97-15



Supt. Warren McDaniels
New Board President OPCD

In 1992 he was awarded a fellowship to the John F. Kennedy School of Government at Harvard University.

The Chief is certified as a fire instructor, fire inspector and fire investigator by Louisiana State University (LSU) Fire Training. He also serves as Vice-President on the Boards of Directors of the New Orleans Jazz and Heritage Foundation and the Volunteers of America, New Orleans Region.

Recently he was appointed to serve as a member of the Board of Visitors of the National Fire Academy in Emmitsburg, Maryland and the National Fire Protection Association "Urban Fire Forum" in Boston, Massachusetts

On March 31, 1993 Chief McDaniels became the first African-American Superintendent in the history of the 102 year old New Orleans Fire Department.

Superintendent Warren McDaniels will make an outstanding Board President as he continues the legacy to which the Orleans Parish Communication District was created. The District was created by State Legislature in 1982 to establish an Enhanced 911 System in New Orleans

OPCD procures and maintains computer svstems and

Superintendent Warren McDaniels is very excited to continue his services to the Orleans Parish Communication District as well as his continued dedication and commitment for the safety of the citizens of New Orleans.

Superintendent McDaniels previously served as Vice Chairman under General Stroud for the past two years and is very familiar with the District's policies

CLASS 97-15
Irma Green (NOPD)
Score 99

for the past two years and is very familiar with the District's policies and procedures.

Chief McDaniels was appointed to the New Orleans Fire Department in 1969. He has advanced through the ranks of the New Orleans Fire Department, serving as apparatus operator, company officer, training captain, fire science instructor at Delgado Community College, Chief of Administration and Assistant Superintendent.

OPCD procures and maintains computer systems and intercommunication technology that provides optimum communication between citizen and emergency personnel and emergency departments.. The District also provides additional training for all telecommunicators from all public safety agencies.

9-1-1 Operator? Quick I need the 4-1-1 on 3-1-1!!!



INTERNATIONAL CAD CONSORTIUM

by
*Melissa Sweetman, Engineer Asst.
OPCD*

OPCD was honored to host the International CAD Consortium at the Fairmont Hotel June 25-27, 1997. The International CAD (Computer Aided Dispatch) Consortium is a yearly gathering of public safety communications officials to discuss issues relevant to 9-1-1 systems that have CAD. Activities focused on a round-table discussion group involving PSAP directors, telecommunicators and planners from different cities and nations, allowing everyone present the opportunity to share problems

POLICE EVACUATE 911 CENTER

by
Lt. Stephen Gordon

The 9-1-1 Center for the New Orleans Police Department was evacuated on Saturday morning, December 13, 1997. The evacuation was a planned drill to prepare in the event of an actual emergency evacuation.

The NOPD created a plan for the evacuation of the Public Safety Answering Point, PSAP, for Orleans Parish. A primary PSAP is a location, usually within a public safety agency, where 9-1-1 calls are initially answered. The Primary PSAP for Orleans Parish is the NOPD Communications Division. Secondary PSAPs in New Orleans are located at the Fire Department and the Emergency Medical Section.

In the event of an emergency in which Police Headquarters Building needed to be evacuated, the entire 9-1-1 and radio dispatch functions would need to be moved to the Fire Communications Center.

Approximately 25 Police Communications personnel participated in the evacuation drill, while maintaining the 9-1-1 telephones and radio dispatch abilities. Five Fire Communications personnel assisted in the drill, especially during the travel time between the two locations.

The 9-1-1 calls were transferred to the Secondary PSAP and Police Dispatchers gathered their information on active and waiting calls for service and switched to portable hand held radios. The Complaint Operator and Dispatchers were transported to Fire Communications in police vehicles with the assistance of the First and Sixth Police Districts.

Full operations were established at Fire Communications using Fire's installed radio equipment. After an hour of operating at the alternate site, the 9-1-1 calls were returned to Police Headquarters along with the Radio Dispatchers.

The drill was a success with the police operation being re-established at an alternate site. Actually performing the drill revealed minor adjustments and refinements that could be made to the Evacuation Plan.

Many thanks to the Fire Communications Center personnel and Supervisor Tom Levy for their cooperation and assistance,

A working evacuation plan is an obligation to have in place for a primary PSAP. The citizens of New Orleans will continue to have 9-1-1 service,

...nations, allowing everyone present the opportunity to share problems and solutions on technical and managerial levels. There were also vendor presentations and a panel discussion to allow users to discuss standardization amongst the various platforms. Hosting this event in New Orleans allowed representatives from local Fire, Police and EMS to attend. OPCD would like to thank those that were able to come and also anyone that helped conduct the PSAP tours.

A working evacuation plan is an obligation to have in place for a primary PSAP. The citizens of New Orleans will continue to have 9-1-1 service, even in the event of the emergency evacuation of the entire 9-1-1 Center.

*Lt. Stephen Gordon is the Assistant Commander
of the Communications Division of the
New Orleans Police Department
He has been in Communications for 8 years
and currently supervises
145 civilian and commissioned personnel.*

NEW SWITCH , cont.

OPCD TO PRODUCE NEW PUBLIC EDUCATION VIDEO

The Orleans Parish Communication District will go into production in January 1998 to produce a new public education video. This video will focus on educating the public on how to effectively use the 9-1-1 emergency telephone system. The video will feature police, fire and ems communication centers and demonstrate to the general public exactly what happens when a call is generated into the system. This video will not be a first for the District. In 1992 a video was produced that was effective in educating the public. Since that time, all public safety agencies have obtained new equipment, and are now capable of processing calls from hearing impaired callers

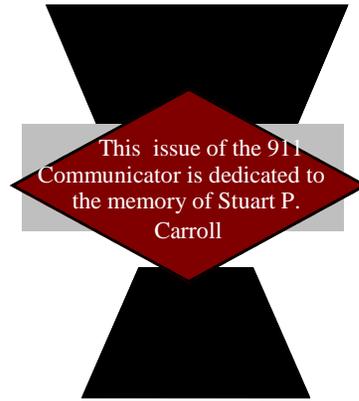
Polite Communications of New Orleans will produce the video.

the number of the person they are trying to reach. In this way many of the incoming calls are dealt with automatically and require no action by the call takers.

The Call Distribution System

This part of the system does a number of things to help the call takers do their job in the most efficient way possible. The purpose of the call distribution system is to route the calls coming to the communications center to the correct person. When calls are coming to the center the call distribution system looks at all of

the call takers that are available for taking calls and determines which of them has been without calls for the longest. That person is given the next call. If all of the call takers are busy but some of them are working on non-emergency calls, a special tone is heard to alert them that there is a 9-1-1 call that has not yet been answered. In this way all emergency calls to the communications center are answered as quickly as possible and the calls are automatically distributed as evenly as possible to all of the call takers.



This issue of the 911
Communicator is dedicated to
the memory of Stuart P.
Carroll