

9-1-1 COMMUNICATOR

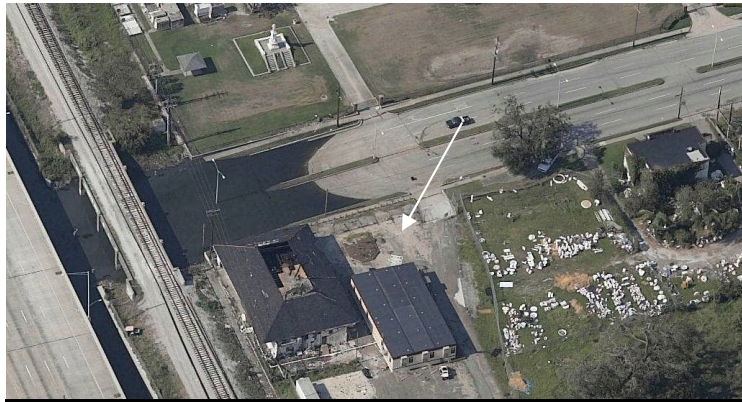
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Katrina's Effect on 9-1-1 Operations

Hurricane Katrina disrupted land line phone service and destroyed most of Bellsouth's Central Offices. Cell phone service was also disrupted by universal power outages and physical damages to the towers. This led to near total communication shutdown as even hand held radio operations eventually failed. As power sources failed, the ability to establish contact with first responders diminished. The Primary PSAP (Public Safety Answering Point) at Police Headquarters and the Secondary PSAP at Fire/EMS Communications were flooded by the evening of August 29 and the morning of August 30. The water level of Police Headquarters was approximately five feet. The basement of this building was entirely flooded and the first floor received about one foot of water. The building at Fire Communication ground level received approximately one foot of water which was enough to significantly compromise the power supply equipment. Eventually Communication personnel from all agencies needed to be transported to safety.



100 City Park Avenue which is 3ft above sea level, is the location of 9-1-1 Operations and OPCD Administrative Offices, did not flood for Katrina

EMS personnel evacuated Sunday night, August 28, and relocated to LSU Dental Clinic on Florida Avenue. They remained at LSU Dental Clinic until Wednesday afternoon when they were rescued by the Wildlife and Fishery in boats and dropped off on the interstate near the I610/St Bernard exit for three hours. Eventually military personnel came and transported EMS to the Convention Center where they left immediately and relocated to the Hampton Inn on Convention Center Boulevard. From the Hampton Inn, they walked to the Crescent City Connection where they were ultimately rescued by the Fire Department and transported to the Woodland Street Fire

Operations. They remained with Fire until they relocated to City Hall and then ultimately to the Emergency 9-1-1 Center at the Hyatt Hotel.

Fire Alarm personnel evacuated on Monday August 29 around 7:00pm to Delgado College on City Park Avenue. They remained there until Wednesday until they were evacuated by fireman and relocated to I-10/Causeway. From that location they were evacuated from the City. Two Fire dispatchers remained throughout the event with a Fire Supervisor and they relocated from the interstate to Holy Cross College on Thursday. They pulled together communication equipment from Engine houses in

Algiers including house sets and hand held radios and began to try to rebuild communications in the Fire department. They remained at Holy Cross for two weeks and then relocated to City Hall and then relocated back to Holy Cross before joining EMS at City Hall. Police Communication personnel were evacuated Tuesday morning by Police Dive Team boats to the Broad Street Overpass. Military trucks and a school bus rescued them from the overpass and relocated them to the Hilton Hotel ballroom where they stayed for three days. They then moved to the Sheraton Hotel ballroom for two weeks and then onto the cruise ships. While personnel were living at the Sheraton Hotel Police Communications resumed at City Hall. Since both PSAPS were flooded, OPCD personnel in coordination with New Orleans Homeland Security established an emergency consolidate 9-1-1 call center. The location for this Emergency 9-1-1 Call Center was a ballroom on the 3rd floor of the Hyatt Regency Hotel, located at 500 Poydras Street.

Update on 9-1-1 Communication Complex

Despite the obvious setbacks Katrina caused to the City of New Orleans the Orleans Parish Communication District has made considerable progress toward the construction of the new Emergency Communication Complex. This Complex will be built to withstand a CAT 5 hurricane and to DOD standards.



Final Design of the 9-1-1 Communication Complex

Final designs have been completed and the development of the preliminary construction documents have begun. Completion of these documents are expected to be completed within the next three months.

The bidding process for the contractor will take place in the summer of 2006. Following that selec-

tion, a formal ground breaking will occur at the site.

The building will be two stories of approximately 47,000 square feet and includes all call taking and dispatching positions for NOPD, NOFD and EMS. A new Emer-

gency Operation Center is included for use by up to 75 agencies in the event of a natural or man-made disaster.

Support staff for mapping, addressing, hardware and software maintenance and administrative staff for OPCD, OEP, Homeland Security, and all 9-1-1 communications will be included in this complex as well.

It is important to note that while much of the City of New Orleans was flooded, the 5.5 acre site for the new Communication Complex was high and dry.

9-1-1 Funding in New Orleans

Sampling of 9-1-1 Fees Collected Statewide

The Orleans Parish Communication District, like the other Communication Districts across the state of Louisiana, was created by the Legislature. OPCD was one of the first to be created in 1982 and its mission is to provide 9-1-1 call-taking equipment for the City of New Orleans. These services are made possible by fees collected which vary from parish to parish:

Parish	Business	Residential	Wireless
Ascension	\$1.13	.62	.85
Caddo	\$2.00	\$1.00	\$1.00
East Baton Rouge	\$.85	.50	.85
Jefferson Parish	\$1.96	.62	\$1.19
Lafourche	\$1.54	.64	.85
Lafayette	\$1.75	.85	.85
Orleans	\$1.14	.41	.85
St. Charles	\$1.74	.64	.85
St. Tammany	\$2.00	\$1.00	.85

OPCD Provides Consolidated PSAP

For the first time since 9-1-1 was established in New Orleans in 1982, all of the emergency call-taking and dispatch functions in the City of New Orleans are consolidated in one room. This has been a goal of both the City of New Orleans and the Orleans Parish Communication District set forth in a Co-operative Endeavor Agreement signed in 2004.

completed, occupied, and fully operational only 26 days after the first modular building was delivered and installed.

The temporary PSAP is over 4200 square feet and has administrative space for each agency, including a break room and a

This temporary PSAP, housed in modular buildings, will be utilized until a more permanent concrete and steel interim PSAP is completed. Likewise, the interim PSAP will serve the needs of the City until the new Communication Complex and Emergency Operations Center is constructed. The temporary PSAP was



Fire Dispatch



Police Dispatch

Ponchartrain Expressway. This location is where the administrative offices of OPCD are located and is the future home of the Communication Complex.

9-1-1 personnel are equipped with state-of-the-art Positron telephone equipment and the Motorola/Printrak CAD (Computer Aided Dispatch) System.

The Orleans Parish Communication District, New Orleans Police Department, New Orleans Fire Department and New Orleans EMS remains committed to providing the highest level of professionalism and service to the citizens of New Orleans and the many tourists who visit our city. Together these agencies insure that when anyone in New Orleans dials 9-1-1 for assistance, their call will be answered promptly and efficiently.



EMS Dispatch

reception area. The temporary PSAP currently in use and the interim PSAP, which will be completed before the next hurricane season, are located at City Park Avenue between Canal Street and the

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