

# NEWS RELEASE

FOR IMMEDIATE RELEASE



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## **Natchitoches 9-1-1 District Releases 2017 Statistics...**

**FOR IMMEDIATE RELEASE** - Natchitoches, La., March 23, 2018 – At their March 20<sup>th</sup> regular meeting, the 9-1-1 Commission received an overview of the Communications District’s 2017 activity. The Natchitoches Parish Communications District (Natchitoches 9-1-1) works hand-in-hand with law enforcement, fire, and Emergency Medical Service providers in all parts of the parish in a unified effort to provide a well-coordinated emergency response system.

During 2017 residents, visitors, and travelers in Natchitoches Parish called 9-1-1 a total of 22,504 times. 89% of these 9-1-1 calls originated from cell phones, and 96% of all 9-1-1 calls received were answered in 10-seconds or less. In addition to 9-1-1 emergency calls, our two call centers answered over 89,497 non-emergency calls.

In addition to providing the technology utilized by both the Natchitoches Parish Sheriff’s Office emergency call center, and the Natchitoches Police Department emergency call center, the 9-1-1 district also provides a parish-wide Emergency Warning System, which logged 58 activations in 2017. District staff processed 191 Address Applications, 250 address site inspections, and performed over 300 updates to the geographic information system used by first responders to locate emergencies within the parish. The Natchitoches Parish 9-1-1 system serves as the “Gateway to Public Safety Services in Natchitoches Parish.

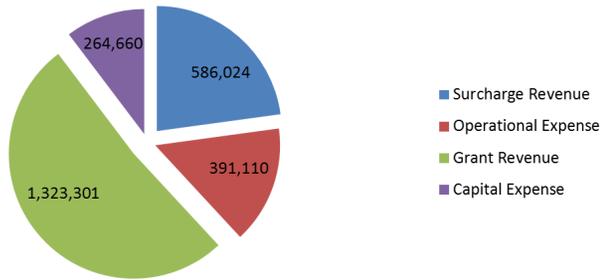
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### **About the Natchitoches Parish Communications District (Natchitoches 9-1-1)**

*Natchitoches Parish 9-1-1 is committed to providing fast, efficient and effective access to emergency public safety services for all the citizens and visitors to Natchitoches Parish. Since 1988 the “District” has served in a pivotal role ensuring the safety of residents and visitors to Natchitoches Parish by providing the support services, which connects the citizens experiencing emergencies with emergency services via the use of one, easy to remember and simple to use 3-digit number, 9-1-1. The Natchitoches Parish 9-1-1 District provides the equipment and systems necessary to receive 9-1-1 calls from the nearly 40,000 residents of the parish, as well as the ever-increasing numbers of visitors to the area. We are proud to serve as “Natchitoches Parish’s Gateway to Public Safety Services”. Find out more at: [www.natchitoches911.org](http://www.natchitoches911.org).*

## SERVICES AND PROGRAMS

### Budgeting



**Funding for 9-1-1 in Natchitoches Parish:** Natchitoches parish 9-1-1 does not receive any operational funding from either the State of Louisiana, the parish of Natchitoches, or the City of Natchitoches. All of the funding which supports the Natchitoches parish 9-1-1 system is derived from surcharges on the various types of telecommunications systems and equipment used by citizens and visitors to our parish.

**Professional Development:** Since 2010, the Natchitoches Communications District has been committed to supporting the professional development of call takers and dispatchers who answer 9-1-1 calls for help in Natchitoches Parish. One such support effort is sponsorship to the annual Louisiana APCO/ NENA training symposium for four communications personnel. This is an annual event which is attended by public safety communications officials from across the state.

**9-1-1 Addressing Activity:** Residential and commercial addressing for areas outside the City limits of Natchitoches is performed by the Natchitoches Parish 9-1-1 Communications District staff. Staff averages an estimated 10-hours per week providing addressing services. There is no charge for addressing services; however, an application and subsequent site evaluation is required. During 2017, 191 new addresses were established.

**Fire District Support :** The Communications District provides maintenance and support of a parish wide voice radio system which is used as “back up” by the Natchitoches Parish Fire Districts.

**9-1-1 Street Signs :** In our efforts to assist emergency responders in locating scenes of emergencies, Natchitoches Parish 9-1-1 purchased over 48 new or replacement street signs for installation throughout the parish during 2017. Installation of these signs is performed via a cooperative agreement with the Parish Highway Department.



## Year In Review

*Natchitoches Parish 9-1-1 is committed to providing quality access to emergency public safety services for all the citizens and visitors of Natchitoches Parish. Since 1988 the “District” has served in a pivotal role ensuring the safety of residents and visitors to Natchitoches Parish by providing life saving emergency services that connect the citizens who are experiencing emergencies with emergency service personnel via the use of one, easy to remember and simple to use 3-digit number, 9-1-1.*

*The Natchitoches Parish 9-1-1 District provides the equipment and systems necessary to receive 9-1-1 calls and provide other emergency services for the nearly 40,000 residents of the parish, as well as the ever-increasing numbers of visitors to the area.*

*We are proud to serve as “Natchitoches Parish’s Gateway to Public Safety Services.”*

### Natchitoches Parish Communications District Board of Commissioners

Micky Dove - Chair  
 Larry Atteridge - Vice Chair  
 John Nicholas - Commissioner  
 Mary Jones- Commissioner  
 Victor Jones-Commissioner  
 Jack McCain, Jr.-Commissioner  
 Rick Nowlin-Commissioner  
 Chris Paige-Commissioner  
 John Wynn-Commissioner

Willis Carter      Bernice Wallace  
 9-1-1 Director      Address Coordinator

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## 2017 HIGHLIGHTS

**NATCOM facility:** 2017 marked the fifth consecutive year that the Communications District has applied to the State of Louisiana Capital Outlay program for funding for its planned NATCOM Emergency Communications facility. On September 13, 2016, the District was notified that its funding was approved. In late October of 2016, the district entered into the 2nd amended Cooperative Endeavor Amendment and work began on construction of the facility in February of 2017.

NATCOM is designed to house the Natchitoches Parish 9-1-1 administrative, addressing, and GIS Mapping functions, Natchitoches Sheriff's Office communications, Natchitoches Police Department communications, the Natchitoches Parish Ambulance Service communications, the Natchitoches Fire Department communications, and the Natchitoches Parish Office of Homeland Security.



## THE 9-1-1 MISSION—AS DEFINED IN LOUISIANA STATUTE

*“... establish the number 911 as the primary emergency telephone number for use in communications districts created in parishes as herein provided and to provide for the identification of all streets, roads, highways, and dwelling places in such districts which are not otherwise designated by name and number, and to provide for other communications enhancements which will enable law enforcement and public safety agencies to decrease response time and improve effectiveness.”*

### During 2017 ...

- **Residents, visitors, and travelers generated 22,504 9-1-1 calls**
  - **96% of these calls were answered in 10-seconds or less**
    - **89% + of 9-1-1 calls were made from cell phones**
- **Natchitoches Call centers answered 89,497 Non-Emergency calls**
- **Outdoor Emergency Warning System was activated 58 times.**
  - **9-1-1 Staff processed 191 Address Applications**
    - **Purchased 68 parish road name signs**
- **250 address site inspections were conducted by 9-1-1 staff**

**Emergency Outdoor Warning System:** The Natchitoches Parish Communications District has invested over \$250,000 in a state-of-the-art early warning system designed to alert citizens and visitors of Natchitoches parish of life threatening situations. With nineteen (19) sites located throughout the parish, the system was activated 58 times during the year 2016.

**GIS Mapping:** Establishing street centerline information and using global positioning satellite coordinates to affix discreet address points on a digital map are essential for speedy response to emergencies. The Natchitoches Parish 9-1-1 Communications District is responsible for updating computer based maps, which it shares with other public agencies. District personnel made over 300 updates to this digital mapping system during the year. In addition, the District contracted with the mapping developer to confirm the accuracy of Fire District boundary maps in order to help ensure the proper deployment of Fire District resources.