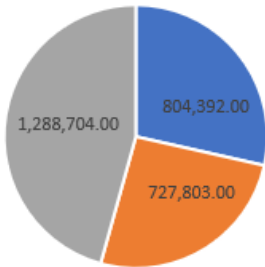


## SERVICES AND PROGRAMS

Budget Snap Shot



■ SURCHARGE REVENUE ■ OPERATIONAL EXPENSE ■ FUND BALANCE

**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, and the sales of pre-paid phone cards.

**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 com-

**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 2019, 132 new addresses were established and/or updates were performed.

**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. The District also owns and operates the parish wide Emergency Warning System that warns of approaching serious weather or other threats to residents and visitors of Natchitoches parish.

**9-1-1 Road Signs :** In our efforts to assist emergency responders in locating scenes of emergencies, Natchitoches Parish 9-1-1 purchases a number of road name signs each year for dedicated parish roads. 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

John Wynn – Chair  
 Larry Atteridge – Vice Chair  
 Micky Dove – Commissioner  
 John Nicholas – Commissioner  
 Mary Jones – Commissioner  
 Stuart Wright – Commissioner  
 Jack McCain, Jr. – Commissioner  
 John Richmond – Commissioner  
 Chris Paige – Commissioner

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

911 Public Safety Blvd.  
 Natchitoches, La. 71457  
 Phone: 318-357-8300  
 E-mail: [wcarter@natchitoches911.org](mailto:wcarter@natchitoches911.org)

## 2019 HIGHLIGHTS

**NATCOM facility:** The highlight for 2019 occurred on July 1, 2019 when the first 9-1-1 call was received at the newly completed NATCOM facility.

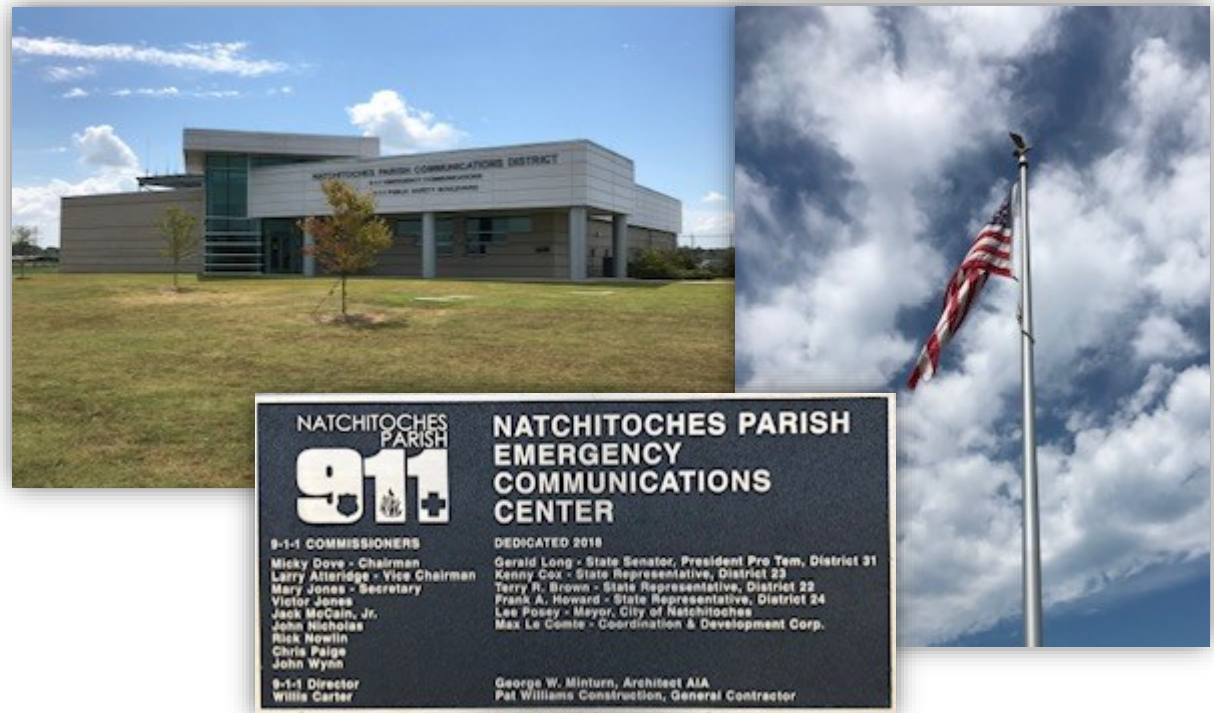
NATCOM (Natchitoches Parish Emergency Communications Center) is a state-of-the-art emergency communications center meeting the latest's standards in public safety communications center design and construction.

The state of the art facility was constructed with funding through telephone surcharges, and State of Louisiana Capital Outlay funding. The NATCOM facility is situated on a secure three acre fenced and gated site in the Natchitoches Industrial Park. The facility meets COPS (critical operations power system) standards and the emergency call taking and dispatch operations is housed in an area of the facility that meets FEMA Safe Room Standards including being able to withstand 250 mile per hour winds, and further protected by doors that are wind and blast resistant. The cost for construction of the 9,000 sq. ft. facility was approximately 3.3 million dollars. The facility is designed to house the Natchitoches Parish 9-1-1 administrative offices for addressing and GIS Mapping operations, Natchitoches Sheriff's Office communications, Natchitoches Police Department communications, Natchitoches Parish Ambulance Service communications, City of Natchitoches Fire Department communications, and the Natchitoches Parish Office of Homeland Security which is a part of the Sheriff's Office.

The Communications Districts future plans include streamlining the Natchitoches Parish 9-1-1 system through the combining 9-1-1 call answering responsibility under a single agency, further standardizing 9-1-1 call processing. The district will also continue to support training, reduce potential failure points, and provide expanded services through the development of a well coordinated public safety emergency response system capable of providing a wider range of services for all public safety agencies, residents and visitors to Natchitoches Parish.

## 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."*



**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 is activated numerous times each year.

**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 and necessary to the development of Next Generation 9-1-1 systems. The Natchitoches Parish 9-1-1 Communications District is responsible for updating computer based maps, which it shares with other public agencies. District personnel makes over 300 updates to this digital mapping system each the year.