

Allen Parish

9-1-1 Communications Center

(Com Center)

The 9-1-1 Center is a multi-agency communications center located within the Allen Parish Sheriff's Office working under his direction. It is staffed by a Communications Supervisor, eight full-time and part-time employees. All 9-1-1 calls for Allen Parish are received and dispatched from this center.



Regular meeting of emergency services personnel discuss and suggest procedural guidance for the 9-1-1 Center. These agencies meet monthly to discuss any dispatching issues and recommend future needs of the 9-1-1 services with the Allen Parish Sheriff.

Purpose of 9-1-1

The concept of 9-1-1 was developed in England during World War II, and was introduced in the United States in the late 1950s and early 1960s. 9-1-1 was designed to provide citizens with quick access to public safety responders by using a three digit number which could be dialed to reach police, fire, or medical responders.

In Allen Parish, communications operators dispatch for Elizabeth, Reeves and Oberlin Police Departments including all departments under the Sheriff's Office as well as all the Fire Departments for the Parish.

Medical calls are transferred to Acadian Ambulance on the Northern end of the Parish and Allen Parish Ambulance on the Southern end are also directly dispatched.

Your call to Allen Parish 9-1-1 is answered by highly-trained public safety Communications Operators who work at one of the two operator consoles located in a radio communications center located within the Allen Parish Sheriff's office. After the 9-1-1 operator determines what public safety agency is needed, the appropriate type and number of emergency units are dispatched. The Allen Parish Sheriff's Office Communications Center is currently installing an advanced Enhanced 911 (E911) system which will be used with state of the art communications interfaces to establish the very best of services to you when needed.

Today's 9-1-1 vs. Next Generation 9-1-1

In today's 9-1-1 environment, the public can primarily make only emergency voice calls and Teletype calls (by deaf or hearing impaired persons). Only minimal data is delivered with these calls, such as Automatic Number Identification, subscriber name and Automatic Location Identification, when available.



State of the Art Equipment

Allen Parish 9-1-1 is installing equipment and making changes to ensure state of the art Next Generation 9-1-1 environment, the public will be able to make voice, text, or video emergency "calls" from any communications device via Internet Protocol-based networks.

Our system of the future will also be able to receive data from personal safety devices such as Advanced Automatic Collision Notification systems, medical alert systems, and sensors of various types. The new infrastructure envisioned by the next generation 9-1-1 project will support "long distance" 9-1-1 services, as well as transfer of emergency calls to other agencies including any accompanying data. In addition, the systems will be able to issue emergency alerts to wireless devices in an area via voice or text message, and to highway alert systems.

As our communications systems change with modern technology so must we change to meet the needs of the future, Allen Parish 9-1-1 is up to the challenge and making changes to meet the future environment which will bring the very best of emergency service to you.

COMMUNICATIONS/PARISH EMERGENCY OPERATIONS

The Allen Parish Emergency Communications Center is located in the E-911 facility. The consoles are manned 24 hours per day by emergency dispatchers these people make the initial notifications during any emergency. Any situations that escalate to the extent that the Emergency Operations Center in the Parish Government Building is activated then communications are shared between these two agencies depending on manpower and equipment capabilities.

Parish operational communications are maintained/shared by each individual parish agency having response duties (i.e. Police, Fire, Medical etc.).

During a Major disaster some communications system will survive and/or withstand the effects of the disaster, some will fail, in Allen Parish we have anticipated this by the development of multiple layers and different systems of how we communicate which is essential when dealing with other parish and state agencies who co ordinate out of Baton Rouge.

This equipment is housed in different facilities around the parish and within the Emergency Operations Center.

Communications play a critical role in all emergency operations.. Properly coordinated, these facilities provide for effective and efficient response activities.

When the on duty E-911 operator or dispatch agency for that department is alerted to an emergency that initial agency will notify their respective emergency personnel.

If the Incident is escalating beyond the capacity of the local agency the Parish Homeland Security Directors is notified and the Emergency Operations Center may be activated where the Sheriff's Department provides communications operators, who in turn will be responsible for: relaying and co-ordination of all messages between you and the Emergency Operations Center.

In a declared emergency the Homeland Security Director, under direction of the Allen Parish Police Jury President is the overall authority for the Emergency Operations Center and its Emergency Communications.

The actual Incident is being handled by the Local Emergency Personnel and through good communications, resources and equipment are coordinated by a Unified Command within the Emergency Operations Center.

The Larger the emergency the more the activity and Jammed Circuits within phone lines increases dramatically. In order to prevent vital telephone circuits from jamming, a line-load protection feature is utilized which cuts non-vital users off the circuit.

Allen Parish has many plans of operation covering various scenarios; the Principle Plan of Operation covering all of Allen Parish is the Area Management Plan.

The purpose of this plan is to provide a rapid response to emergencies and disasters, by assigning responsibilities, tasks and actions for the safety and welfare of our citizens. It also works for preparedness, mitigation, response and the recovery phase of any emergency.

Communication play a vital part in saving lives, preventing injury and protecting property, as well as supporting the parish protective responses phases during any emergencies or disasters,

Briefly how this is set up is by existing Fire Protection Districts.

During any emergency or disaster, the District Fire Chief, Local Police Chief and or Sherriff are the people responsible for the management of that incident within the areas of their jurisdiction.

These agencies will take immediate and appropriate action to mobilize and coordinate all their resources as needed, to save lives, relieve human suffering, sustain survivors and protect property.

The Plan is based on the concept that the initial response for any emergency will be to the maximum extent possible, by the organized forces of Allen Parish

To standardize the Allen Parish Emergency Response Command and Control Procedures we have divided the duties into 2 sections,

Both sections overlap and must work closely together.

Non-Criminal:

Primary concerns are with response and recovery activities, such as lifesaving, search and rescue, mass fatality recovery operations and restoration of damaged facilities.

Criminal:

Primary concerns are law enforcement activities, including but not limited to prevention of and apprehension, while serving and protecting the people of Allen parish.

What you do

In an emergency you call 9-1-1 or your local emergency number, Keep that number handy at all times.

That agency then responds and or notifies any other dispatch center of the incident or threatened potential emergency to the department who will be the responsible for the initial response to assist you.

Any situation if it extends beyond that local agencies control, then coordination of the activities of all support activities as required by the "Louisiana Disaster act" will be conducted by the Parish Office of Homeland Security.

Notification to other services for assistance is made through the Parish Communications Center.

The Parish Office of Homeland Security ensures that a situation report is forwarded to the Police Jury, Parish Mayors and State Homeland Security Office, detailing information on the condition of the Parish on the Emergency or Disaster situation, with the facts.

This information must start from within the fire protection district the incident occurs in.

The details are collected within the State Office of Homeland Security who are gathering data from all parishes were it is forwarded on to the Federal Emergency Management Agency (FEMA).

That agency then makes it daily report to the President.

Any disaster or emergency relating to a crime that has been or is being committed, or is under criminal investigation, falls under Law Enforcement and information as you must understand will not be released that may compromise the investigation or pending legal action.

Allen Parish Homeland Security has adopted and supports the National Emergency Medical Response System, all emergency incidents or disaster situations in which medical response is needed or may be needed, then this system will be activated by immediate notification to the responding Ambulance Service and area First Responders.