

Fire Communications Division

Annual Report 2008

"Caddo's Gateway to Public Safety"



"A Nationally Accredited Public Safety Communications Agency"

What is a Citizen?

Citizens are customers.

Citizens are the most important people to our Communications Center.
They are not dependent on us. We are dependent on them.

Citizens are not an interruption of our work;
they are the purpose of it.

We are not doing Citizens a favor by serving them;
we are fulfilling our obligation by doing so.

Citizens are not outsiders to our business;
they are part of it.

Citizens are not cold statistics or names on data files
and computer printouts. They are flesh and blood
human beings with biases, prejudices,
feelings and emotions like our own.

Citizens are not someone to argue with.
It is not our job to win an argument with a Citizen.



Shreveport Fire Department

Communications Division

Caddo Parish Emergency Communications Center

1144 Texas Avenue, Shreveport, LA 71101

Voice: 318-675-2200 Fax: 675-2206

Administration

Kathy Rushworth, RPL 318-675-2204
Chief of Communications
krushworth@caddo911.com

Violet Anderson 318-675-2203
Asst. Chief of Communications
violetanderson@caddo911.com

Valerie deVries 318-675-2202
Management Assistant
valerie@caddo911.com

Ashley Wiggins 318-675-2237
Administrative Assistant
awiggins@caddo911.com

Operations 318-675-2137

FCOII Veronica Rambo, Shift 1
FCOII Kim Tolliver, Shift 1
FCOII Pat Bradford, Shift 2
FCOII Sharon O'neal-Clark, Shift 2
FCOII Toni Johns, Shift 3
FCOII Ray Mathews, Shift 3
FCOII Roxanna Taylor, Shift 4
FCOII Marlo Francis, Shift 4

Information / Technology

Danny Alexander 318-675-2272
I/T Specialist
danny.alexander@caddo911.com

Harrietta Parker 318-675-2275
I/T Specialist
hparker@caddo911.com

Brian Crawford

Fire Chief

Shreveport Fire Department



Dear Chief Crawford,

It is with great pride that I submit the Shreveport Fire Department Communications Division annual report. The men and women of the communications division are some of the brightest stars on our department.

The year 2008 was bittersweet in some ways. Our division, actually our department, experienced loss when Chief Willis Carter retired. His vision and his leadership was an inspiration to all those who knew him and he challenged each one of us to be our best. I am confident in my ability to lead the communications division primarily because I was trained by one of the best.

As you are aware, we ended the year 2008 with two open positions. Our most critical opening is that of our Assistant Chief of Communications/ Training. As a result of this daunting challenge, I have no intention of lowering my expectations. It is through times like these when the men and women of this division make the best impression.

I am extremely proud of the I/T section and their efforts to keep the Shreveport Fire Department operating even without dedicated funding. I am always amazed at their level of expertise and dedicated service.

In 2008, our division operated smoothly through every transition and that is a direct result of our administrative staff. Their ability to take on additional roles and responsibilities in a moments notice still surprises me.

I appreciate your faith in my ability to lead this division. I am thankful for your support and look forward to the opportunities in 2009.

Sincerely,

Kathy O. Rushworth, RPL
Chief of Communications





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Brian Crawford

Fire Chief

Shreveport Fire Department



To Each Fire Communications Officer, Fire Communications I/T Staff, and Fire Communications Administration,

In the fall of 2008, our division underwent a significant change. Willis T. Carter, the former Chief of Communications retired and as a result, I was named as his successor. It is with great pride that I address you as the new Chief of Communications for the Shreveport Fire Department.

There is no doubt that our strength has always been our people. No one is more dedicated than the men and women of the Fire Communications Division. Although we experienced change in 2008, it was through hard work and a focus on serving others, rather than self, that made us successful.

I am very proud of the accomplishments of our division in 2008. You proved that you are innovative, flexible, and creative. The ability to overcome challenge and embrace change is what makes this division prosper.

In difficult times, some leaders expect less but I expect more. I believe that personal and professional growth comes when we are challenged. Lowering expectations would be a disservice to you because you deserve the opportunity to grow.

As we face the challenges of 2009, the best thing that I can do as your leader is to allow you to challenge status quo. Change starts when someone sees the next step. I challenge each of you to look for that next step and find the opportunity waiting for you and for our division.

I appreciate each one of you and the unique talent you bring to our division. I am honored and privileged to serve as your chief.

Kathy Rushworth

Kathy Rushworth, RPL
Chief of Communications



Shreveport Fire Department Emergency Communications Center

Shreveport Fire Department Mission Statement

The Shreveport Fire Department will deliver the highest level of emergency and non-emergency services to our community by protecting and preserving life, property, and the environment while providing support, encouragement, and motivation through professional development of the individuals within our organization...



1960's Fire Alarm

Communications Mission Statement

The Shreveport Fire Communications Division is committed to providing efficient, effective, and dependable professional emergency services to the citizens and visitors of Caddo Parish, by quickly and professionally processing all calls for fire and medical emergencies, reducing the threat of danger to these individuals by ensuring fast, effective, and efficient call receipt, caller interviews, rapid resource deployment, and effective field support....

Shreveport Fire Department Vision Statement

The Shreveport Fire Department shall be committed to seeking opportunities to enhance the quality of life and create an atmosphere of respect for the values and diversity of those we serve and those within our organization...

Shreveport Fire Department Emergency Communications Center

The Shreveport Fire Department Emergency Communications Center serves the citizens and visitors of Caddo Parish. Caddo Parish has a population of 252,161 and covers a 937 square mile area located in the northwest corner of Louisiana. The Shreveport Fire Department Emergency Communications Center is part of a joint venture between the City of Shreveport and Caddo Parish Emergency Communications District Number One (Caddo 9-1-1). Through this agreement, Caddo 9-1-1 provides a state-of-the-art 20,000 square foot facility which houses the Communications Divisions of the Shreveport Fire Department, Shreveport Police Department and the Caddo Parish Sheriff's Office. Caddo 9-1-1 provides all of the various technical equipment and systems that are used to receive emergency reports from citizens, and deploy emergency response personnel.

The Shreveport Fire Department Communications Division is one of five divisions providing direct support to the Shreveport Fire Department. The department employs 600 firefighters and paramedics operating out of 21 stations located throughout the city. The Communications Division provides the operational personnel that answer all 9-1-1 calls originating within Caddo Parish. In addition, division personnel deploy apparatus, equipment and personnel from the City of Shreveport Fire Department, and those belonging to nine independent Fire Districts in the parish, to all fire and EMS emergencies which occur in Caddo Parish. The Shreveport Fire Communications Division is comprised of forty-seven (47) staff members, forty of which are Fire Communications Officers who operate four shifts, supporting eight (8) emergency call-taking and dispatch console positions. Members of the Fire Communications Division are certified in APCO Basic Telecommunicator, and APCO Emergency Medical Dispatch. In addition, almost 50% of the members are certified as Firefighter I, a large number of our members are also certified Emergency Medical Technicians, and one Fire Communications Officer is certified at the level of paramedic. Our Fire Communications Officers work a 12-hour rotating shift.



Shreveport Fire Department Emergency Communications Center Command Staff



Fire Chief
Brian Crawford



Chief of Communications
Kathy Rushworth
24– Years of Service



Assistant Chief of Communications
Violet Anderson
24 – Years of Service

Caddo Parish Communications District Number One

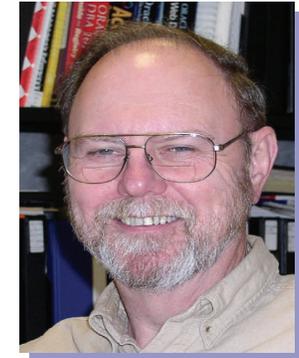


Martha Carter
9-1-1 Administrator

On April 5, 1986, the voters of Caddo Parish approved the assessment of a telephone surcharge to fund the development, implementation and operation of an enhanced emergency telephone reporting system, 9-1-1. The Caddo Parish Communications District was created by Parish Ordinance, and this ordinance allowed for the creation of an appointed seven-member citizen board to establish policies and to provide oversight to the 9-1-1 system and to the 9-1-1 staff. The proceeds from the telephone surcharge fees are used to fund: the emergency telephone system/network; emergency communications equipment and equipment maintenance;



Judy Rachal
Office Manager



Arthur Meacham
CAD Systems Manager

nance; employee training; eight 9-1-1 administrative staff positions; a communications facility to house all of the agencies' communications officers, who answer 9-1-1 calls and dispatch emergency services personnel; and building/grounds maintenance. The District has held firm to its commitment to providing state-of-the-art equipment, systems, and facility in support of emergency response services.



Howard Adkins
CAD Technician



Wes Edge
Radio Systems Manager

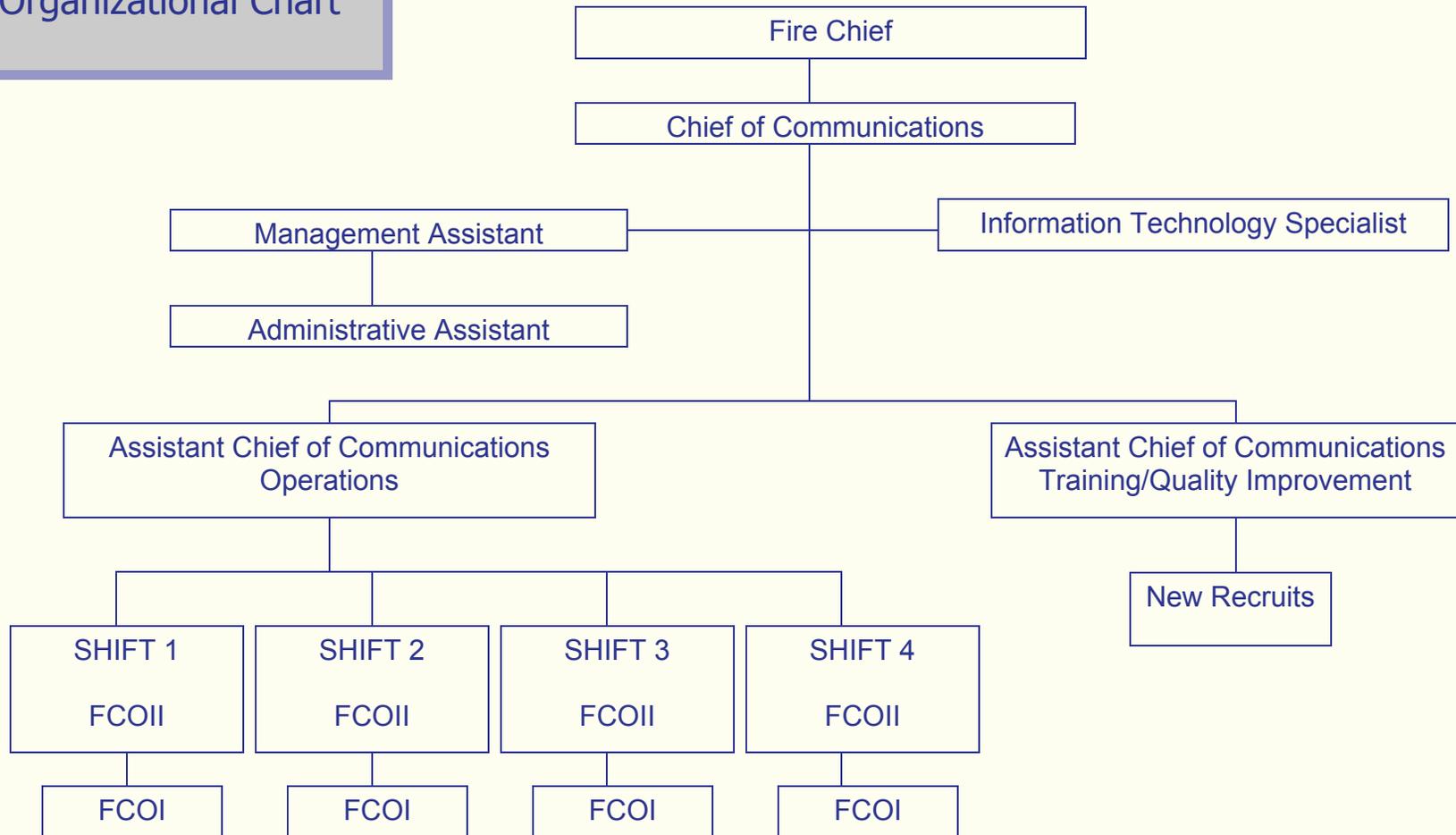


Richard Stewart
9-1-1 Data Base Manager



Beth Ann Carter
GIS Analyst

Communications
Division
Organizational Chart



Shreveport Fire Department Emergency Communications Center Administrative Support Staff



Management Assistant
Valerie deVries

Ms. deVries has served in an administrative capacity for the Fire Communications Division for fourteen years. She is the Accreditation Manager and is responsible for the office management for the division.



Administrative Assistant
Ashley Wiggins

Ms. Wiggins joined the division as an Administrative Assistant in 2006. She is responsible for administrative duties within the division.



Information Technology Specialist
Danny Alexander

Mr. Alexander provides support for the hardware and software equipment used by the Shreveport Fire Department.



Information Technology Specialist
Harrietta Parker

Ms. Parker provides support for the hardware and software equipment used by the Shreveport Fire Department.

Shreveport Fire Department Emergency Communications Center Supervisory Staff

Shift 1



FCOII
Veronica Rambo

Shift 2



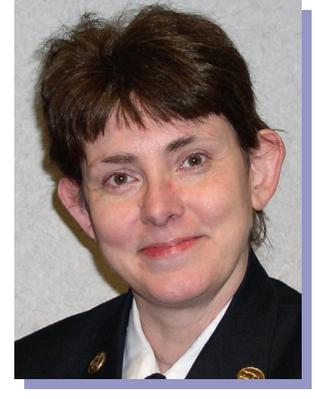
FCOII
Patricia Bradford

Shift 3



FCOII
Toni Johns

Shift 4



FCOII
Roxanna Taylor



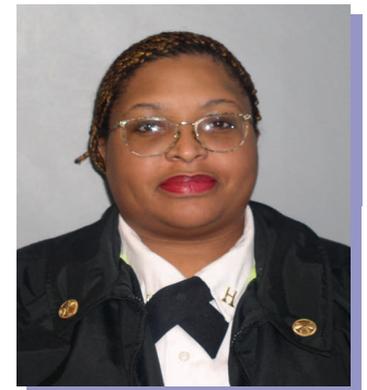
FCOII
Kim Tolliver



FCOII
Sharon Clark



FCOII
Ray Mathews



FCOII
Marlo Francis

Shreveport Fire Department

Emergency Communications Center Operations Staff

Fire Communications Officer - Connie Alamond

Fire Communications Officer - LeKeisha Berry

Fire Communications Officer - Angela Boyter

Fire Communications Officer - Michelle Bradley

Fire Communications Officer - Terry Carter

Fire Communications Officer - Vicki Carter

Fire Communications Officer - Tina Chambers

Fire Communications Officer - Connie Coleman

Fire Communications Officer - Alisalyn Davis

Fire Communications Officer - John Elliott

Fire Communications Officer - LaTonya Falcon

Fire Communications Officer - Monica Graham

Fire Communications Officer - John Green, Jr.

Fire Communications Officer - Kathy Hudson

Fire Communications Officer - Unique LaCoure

Fire Communications Officer - Aqueelah McCray

Fire Communications Officer - Cissy McKinzy

Fire Communications Officer - Dusty Moore

Fire Communications Officer - Lane Owens

Fire Communications Officer - Sabrina Parker

Fire Communications Officer - Tammy Pierce

Fire Communications Officer - Karen Pilcher

Fire Communications Officer - Ebony Price

Fire Communications Officer - Dawn Ramsey

Fire Communications Officer - Derrick Schafer

Fire Communications Officer - Emily Simmons

Fire Communications Officer - Dan Smith

Fire Communications Officer - Stephen St. John

Fire Communications Officer - Denise Wheeler

Fire Communications Officer - Brian Williams

Fire Communications Officer - Bruce Willis

“Caddo
Parish’s
Gateway
to
Public
Safety”

Shreveport Fire Department Emergency Communications Center

Personnel Awards/ Special Recognition/Accomplishments

Assistant Chief of Communications Kathy Rushworth was promoted to Chief of Communications.

Chief of Communications Willis T. Carter retired after 36 years of dedicated service.

Assistant Chief Anderson, FCOII Tolliver & FCOI Schafer continued with the APCO Registered Public Safety Leader Certification Program.

FCOI Brian Williams was recognized as the Fire Communications Officer of the Year.

FCOI Stephen St. John created a DVD to assist in recruiting new Fire Communications Officers.

FCOI Connie Almond, Assistant Chief Violet Anderson, FCOI Terry Carter, FCOI Ebony Price, FCOII Veronica Rambo, and FCOI Stephen St. John were recognized by their supervisors and/or peers for outstanding performance.

FCOI Unique LaCoure has achieved perfect attendance for 7 straight years; IT Specialist Danny Alexander and FCOII Patricia Bradford achieved perfect attendance for 4 straight years; and FCOII Sharon O'Neal Clark achieved perfect attendance for 2 straight years.

In celebration of National Telecommunicator's Week, the division had theme dress days, contests, and each shift received gift certificates.

Shreveport Fire Department Emergency Communications Center

2008 Fire Communications Officer of the Year



Fire Communications Officer I Brian Williams was selected as 2008 Fire Communications Officer of the Year.

FCOI Williams, employed since 2006, was nominated by his supervisor for “hitting the ground running” since he was released to work independently. He is always up-to-date with the current policies and procedures and has become their “go to” guy since joining the shift. His supervisor states “he hasn’t worked here long but has the knowledge and ability of someone who has been here 20 years.”

FCOI Williams received formal recognition for his accomplishments at the annual Shreveport Fire Department awards banquet.

Congratulations, Brian!

Shreveport Fire Department Emergency Communications Center

Retirement



Willis T. Carter
Chief of Communications

Chief of Communications, Willis T. Carter, retired in 2008 after 36 years of service.

Chief Carter began his career in the Operations Division of the Shreveport Fire Department in 1972. He transferred to the Communications Division in 1978 as a Fire Communications Officer (then known as a Fire Alarm Operator). In 1986, he was promoted to Chief of Communications.

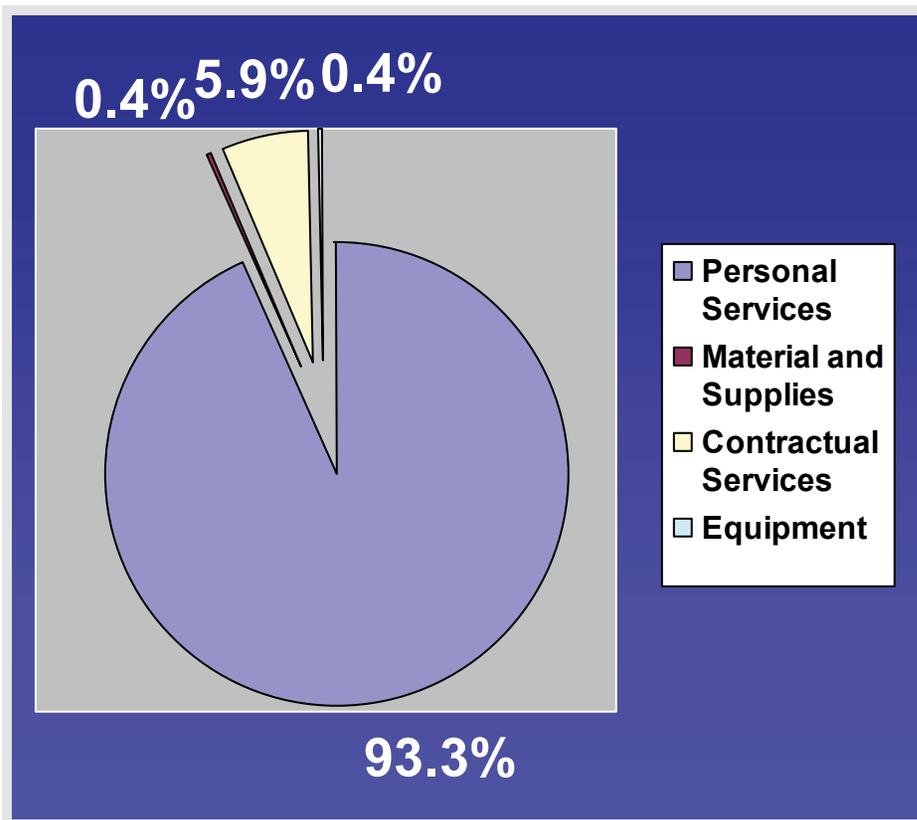
The major accomplishments during his leadership include: implementing a Computer Aided Dispatch system; installation of a Mobile Data Computer system; APCO Emergency Medical Dispatch certification for communications officers; relocation of the division; and CALEA Accreditation.

Chief Carter's service to the public safety field was not just through the Shreveport Fire Department. He also served on the Board of Officers for the Association of Public Safety Communications Officials at both the state and international level.

Thank you for everything Chief Carter and we wish you a well deserved and happy retirement!

Shreveport Fire Department Emergency Communications Center

Fiscal Overview



The Fire Communications Operating Budget encompasses four main areas of operation. Personal Services comprises the majority of expenditures, although this expense is offset somewhat as the result of a cooperative agreement with Caddo 9-1-1 that calls for that agency to reimburse the personnel expenses for six Fire Communications Officers. This reimbursement represents an offset of approximately \$276,000.

The division completed its work on the parish-wide MDC project. Communications equipment was purchased and installed at Fire Station 22. The division switched cellular phone service in an effort to reduce costs and improve service.

Shreveport Fire Department

Emergency Communications Center Major Accomplishments

Staffing—The division lost 2 employees in 2008, which we were unable to fill due to budget constraints. Chief Willis Carter retired after 36 years of service in October, 2008. Assistant Chief Kathy Rushworth was promoted to Chief of Communications.

Recruiting/Hiring—During 2008, the Fire Communications Division was unable to conduct a selection process. The recruiting and hiring committee attended various job fairs. FCOI St. John developed a recruiting DVD.

Computer Upgrades—One laptop for the Assistant Chief of Communications was purchased. Laptops for Fire Prevention to use in Safety Town were purchased from a grant.

Mobile Data Terminal Upgrade— Initially, the Mobile Data System upgrade was intended to be a Shreveport Fire Department project using funding that had been allocated specifically to use for this project. However, as the result of some federal funding that has been made available, we have been provided an opportunity to complete the upgrade to our system at a greatly reduced cost by entering into a cooperative endeavor agreement with Caddo 911 and the Shreveport Police. We will still meet the needs of our original project (at a much lower cost), and at the same time, the project has been expanded to include all public safety agencies in Caddo Parish. The upgrade was completed in late 2008.

Training— Chief Rushworth, Assistant Chief Anderson and FCOI Tina Chambers attended the APCO conference. Valerie deVries attended CALEA Accreditation Manager Training. Assistant Chief Anderson and FCOI Terry Carter attended the LA APCO Symposium. Harrietta Parker and Danny Alexander attended the Records Management Conference. Assistant Chief Anderson attended the National Fire Academy.

Miscellaneous:

Updated Map books were purchased for all first responders.

Switched cellular service to improve service and lower costs.

Began the upgrade process for a new voice recorder.

Caddo Fire Districts began using Mobile Data Computers.

Assistant Chief Anderson conducted a SWOT analysis.

All Communications Personnel completed physical fitness evaluations.

A workload analysis was performed on administrative positions.

An Awards Committee was established to develop guidelines for rewarding good performance.

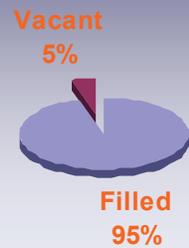
In cooperation with Caddo 911, the Department has begun the process of rebanding radios.



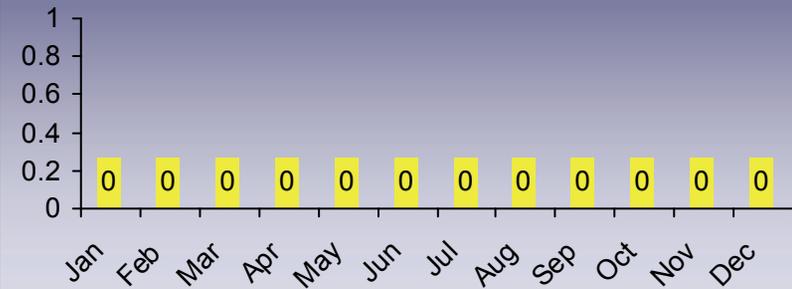
Shreveport Fire Department Emergency Communications Center

Human Resources

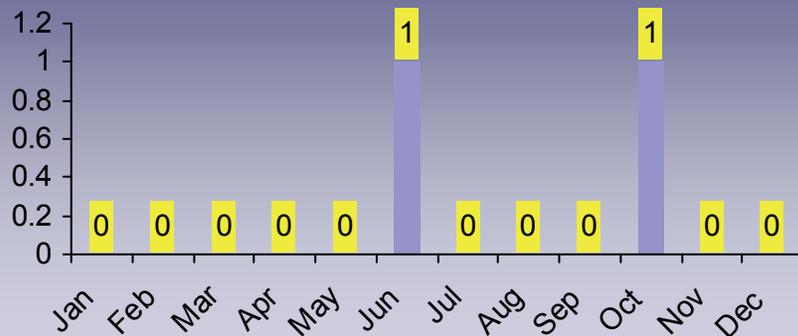
Filled vs. Vacant Positions



New Recruits



Employee Separations



The Fire Communications Division currently has two vacant positions. During the year 2008, no new communications officers were hired.

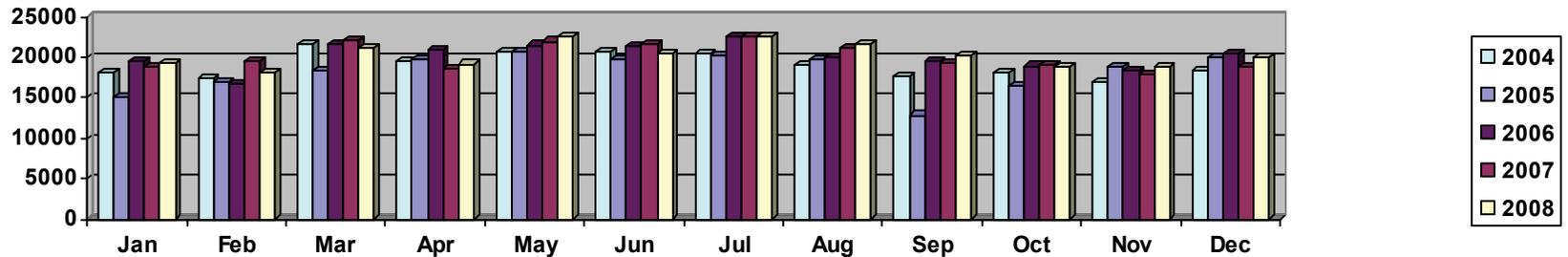
During 2008, the division experienced 2 employee separations. One recruit voluntarily separated during Phase II of training and the other was a retirement.

Shreveport Fire Department Emergency Communications Center

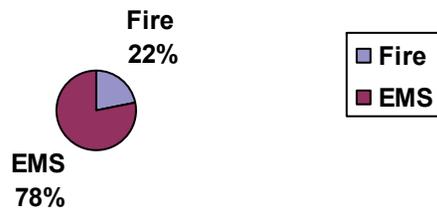
Workload Indicators

Total 9-1-1 Calls Processed

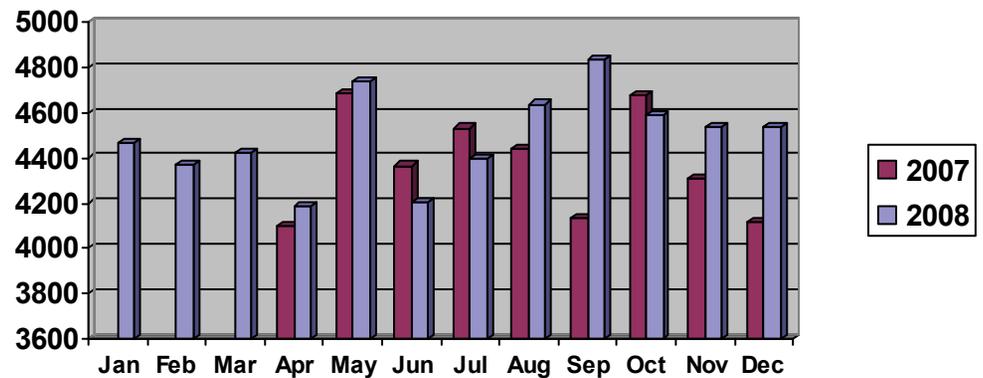
Shreveport Fire Communications answered a total of 242,610, 9-1-1 calls for service during the year 2008.



EMS vs. FireType Events



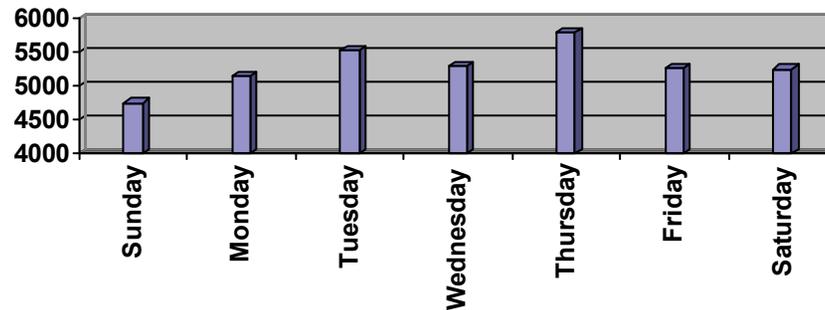
Total Calls Received via Ringdown and other Admin.



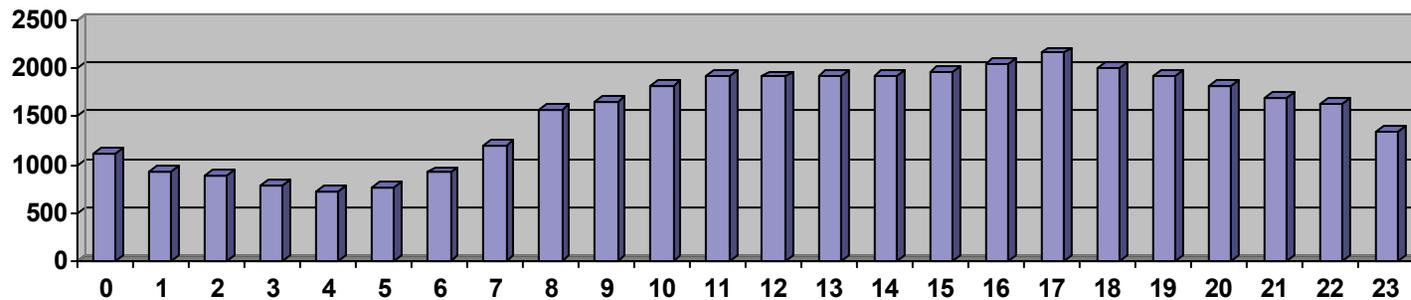
Shreveport Fire Department Emergency Communications Center

Workload Indicators

Calls For Service by Day of Week



Calls For Service by Hour of Day

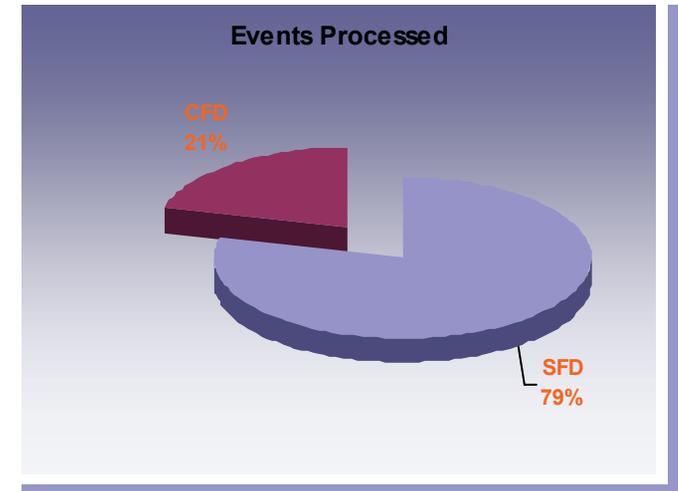
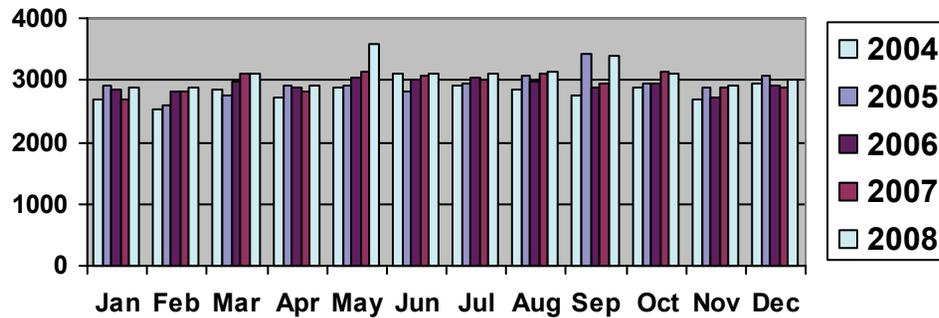


Shreveport Fire Department Emergency Communications Center

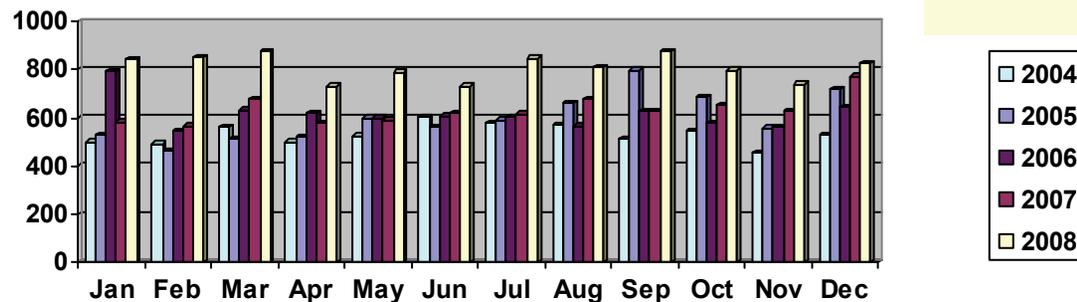
Workload Indicators

Total City Events
dispatched:
37,099

Events Dispatched (City)



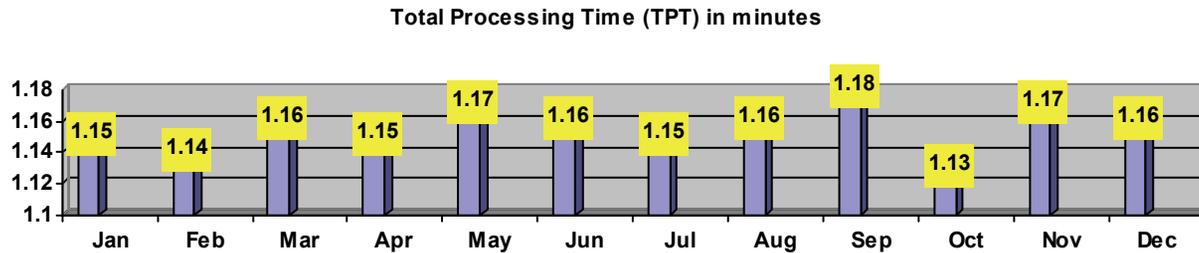
Events Dispatched (Parish)



Total Parish Events
dispatched:
9,738

Shreveport Fire Department Emergency Communications Center

Workload Efficiency Measures



City Event Processing Benchmarks

	Fire Calls	EMS Calls
Call-taker Processing <i>(Elapsed time from transfer of 9-1-1 data to the CAD system to the creation of the event)</i>	73% processed in 60 seconds or less	67% processed in 60 seconds or less
Dispatcher Processing <i>(Elapsed time from CAD event creation by Call-taker to field unit dispatch by dispatcher)</i>	93% processed in 60 seconds or less	95% processed in 60 seconds or less
Total Processing Time by Dispatch <i>(Elapsed time from transfer of 9-1-1 data to field unit dispatch)</i>	88% processed in 120 seconds or less	88% processed in 120 seconds or less
Total Response Time <i>(Elapsed time from call answer to arrival of first unit)</i>	85% processed in 7 minutes or less	87% processed in 7 minutes or less

Shreveport Fire Department Emergency Communications Center

Risk Management Initiatives



The Fire Communications Division was successful in 2006 in achieving re-accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA). CALEA along with APCO, the Association of Public-Safety Communications Officials – International, Inc., recognized the need, and combined 83 years of expertise in accreditation and communication to design, and established an accreditation program to promote superior public-safety communications services. The accreditation concept, which has been in existence for over 200 years, emphasizes a voluntary, self-motivated approach by which organizations seek to achieve, objectively verify, and maintain high quality in their operations through periodic evaluations conducted by an independent, non-governmental body that established standards for its 'clientele'.

The goals of Public Safety Accreditation are: 1) Promote superior public safety communications services; 2) Recognize professional excellence; and, 3) Not to conflict with technical standards established by competent authorities. Public Safety Communications Accreditation, once achieved, is reviewed every three years to ensure continued compliance with standards as set forth by CALEA, the independent, non-governmental body that established the standards.

The process provides order, guidance, and stability to those going through the program and ensures that the Commission can recognize professional achievement in a consistent, uniform manner. There are five phases in the accreditation process: 1) Application, 2) Self-assessment, 3) On-site Assessment, and 4) Commission Review, and Maintaining Compliance and Re-accreditation.

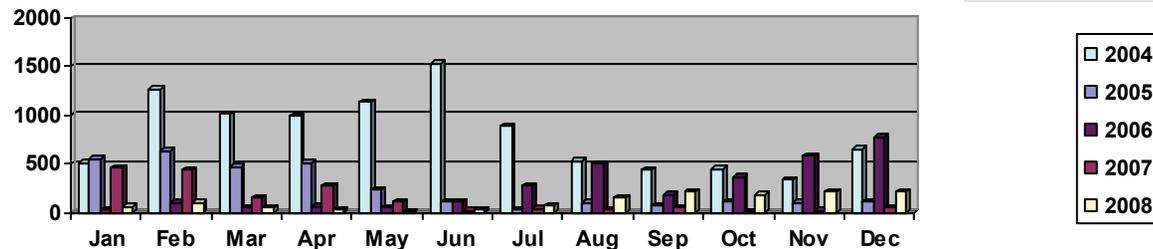
The Fire Communications Division will be subjected to an on-site review by a CALEA assessment team in July, 2009. The result of the assessment affirmed that the division was in compliance with the appropriate number of standards to achieve re-accreditation.

The Communications Division entered the process in September of 2000 and achieved initial accreditation in 2003. The division received its first reaccreditation in July, 2006.

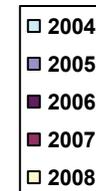
Shreveport Fire Department Emergency Communications Center

Risk Management Initiatives

Overtime Usage (hours)- Minimum Staffing



Total Overtime
Hours: 1,405



Communications Division supervisors are supported by clearly defined minimum staffing guides. The staffing plan is not intended to cover every circumstance that may arise, and supervisors are still required to use a certain amount of objective reasoning to ensure that adequate staff will be available to handle call volume activity. The staffing plan also serves to identify specific job functions and prescribe specific console assignments in order to ensure that adequate staff is available at all times.

The Fire Communications Division puts significant emphasis on training activity. New hires are required to successfully complete the Dispatch Academy receiving over 840 hours of training. Once the academic phase of training is complete, the employee must successfully demonstrate that they can develop the necessary skills and abilities to perform the duties of Fire Communications Officer.

2008 Training Highlights

- ▶ Records Mngmt Conference ▶ CPR Refresher ▶ TDD Refresher
- ▶ National Fire Academy ▶ APCO Webinars ▶ APCO Conference
- ▶ Supervisor Training ▶ APCO CDE for all Members
- ▶ LA APCO Symposium ▶ CALEA Conference

Shreveport Fire Department Emergency Communications Center

Risk Management Initiatives

Policy/Procedure Issued/Reviewed

During 2008, over 96 directives were reviewed and 48 were revised. Due to the large amount of Communications Directives and the ever-changing environment, it's an ongoing process to maintain complete and accurate policies and procedures.

The Fire Communications Division has a clearly defined Directives/ Policies and Procedures System. The purpose of this system is to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties.

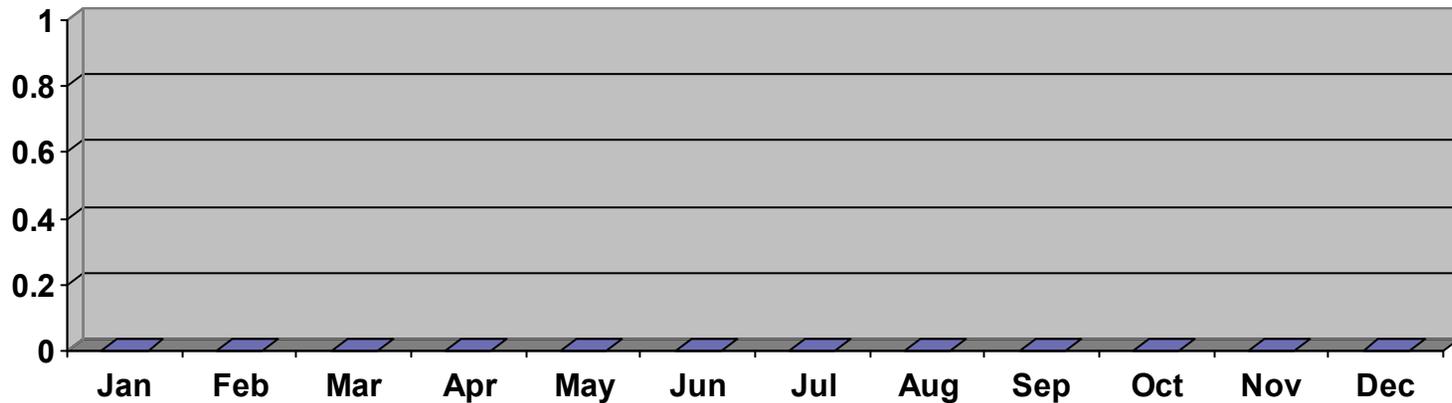
The Communications Division's written directives system includes the following:

1. City Administrative Procedures:
Directives issued by the Mayor;
2. Fire Department Administrative Procedures:
Directives issued by the Fire Chief;
3. Fire Department Standard Operating Procedures:
Directives issued by the Fire Chief;
4. Communications Division Directives:
Directives issued by the Chief of Communications;
5. Memoranda:
Orders or information issued by an authorized administrative or supervisory staff member;
6. Instructional material:
Directives issued by the Assistant Chief of Communications/Training;
7. Informational material:
Information issued by any agency or organization to inform Communications personnel.

Shreveport Fire Department Emergency Communications Center

Risk Management Initiatives

Internal Affairs Investigations

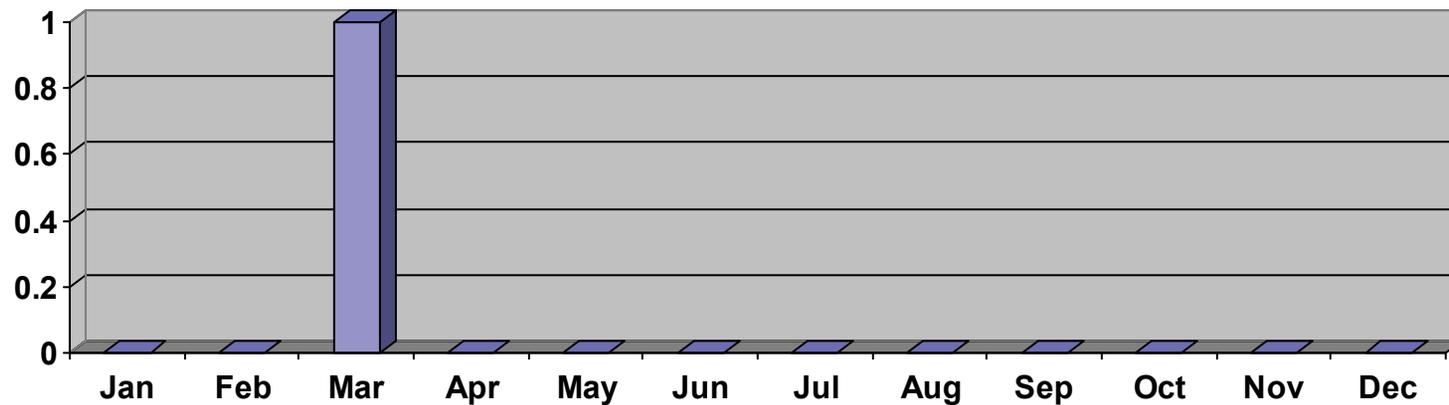


Fire Communications Officers are held to a high standard of accountability. They are expected to perform their duties in a manner which is consistent with the training they have received, and in accordance with all policy and procedures pertaining to the operations of the Emergency Communications Center. When our employee's fail in either of these respects, they are counseled and/or disciplined in accordance with progressive discipline practices. During the year 2008, no Internal Affairs Investigations were conducted, involving members of the Fire Communications Division.

Shreveport Fire Department Emergency Communications Center

Risk Management Initiatives

Employee Grievances



Fire Communications Officers are encouraged through policy to make management aware of any instance when they feel that they have been aggrieved. The Shreveport Fire Department Grievance procedure assures that the employee receives resolution to any condition for which they feel they have been treated unfairly. For the year 2008, one grievance was filed by a member of the division.

Shreveport Fire Department Emergency Communications Center

Risk Management Through Professional Development

Risk management is a broad and multi-faceted process, reaching far beyond the confines of the Fire Communications Division. An important part of managing the inherent risk, which can impact the operations, is that of remaining up-to-date on industry standards, and working to have a positive impact on the development of these standards.

The Association of Public Safety Communications Officials, Int. (APCO), and the Commission on Accreditation for Law Enforcement Agencies (CALEA), are two primary organizations which work diligently to both identify trends, and set best practice standards for the operation of Emergency Communications Centers.

APCO is the world's oldest and largest communications organization in existence today. Because of the valuable work that APCO does to improve and support emergency communications, our Fire Communications staff actively participates in the organization. The Shreveport Fire Department Communications Division is well recognized at the international level, and our members serve on a variety of committees and task forces. Several of our staff members are also certified as instructors by the APCO Institute.

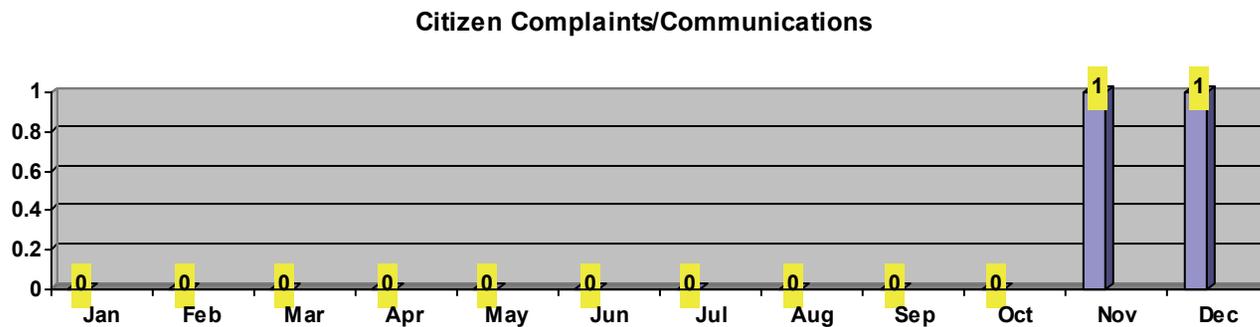
In addition, our staff is also actively involved in the work of CALEA by providing training at annual conferences, and serving as assessors, and assessment team leaders for the organization. In this role, assessors evaluate other communications centers from across the nation in order to verify their compliance with CALEA standards leading to the award of Public Safety Communications Center Accreditation.

Other professional organization activity includes:

- International Fire Chief's Association
- International Computer Aided Dispatch Consortium
- Motorola Mobile Data User's Group
- Motorola 800 MHz Radio User's Group
- TALON CALEA Pact
- Caddo Fire Chief's Association
- Caddo Bossier Emergency Management Association
- Louisiana Emergency Preparedness Association
- SunPro User's Group

Shreveport Fire Department Emergency Communications Center—Citizen Complaints

Quality Assurance Initiatives

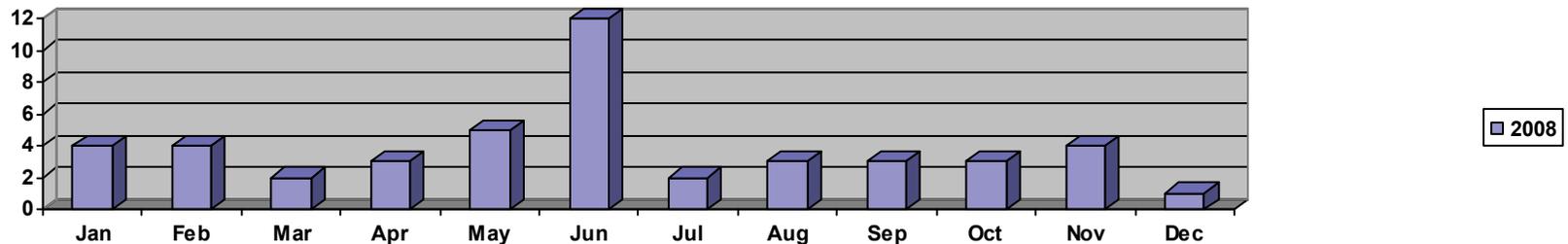


Complaints or concerns from the citizens or visitors to Caddo Parish are taken very seriously by Communications Center Management staff. Each complaint which is received is documented. The citizen is provided with updates throughout the process of investigation and a written response to the citizen defines the findings of the investigation. Fire Communications processed a total of two complaints for the year 2008, neither of which was sustained.

Shreveport Fire Department Emergency Communications Center—A/E Review

Quality Assurance Initiatives

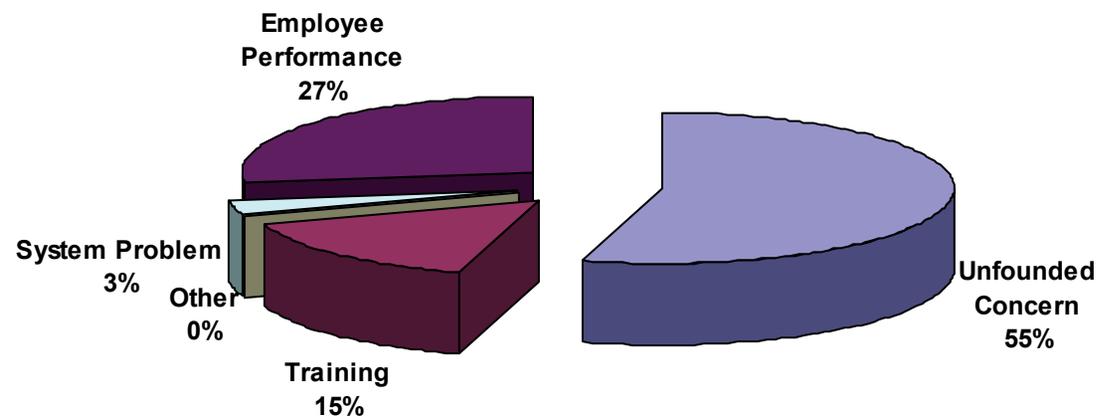
Action/Event Reviews



The Shreveport Fire Department Action/Event Review system is utilized as a means for the Fire Communications Division to solicit questions and comments on its activity. Any officer may initiate this review which will trigger a full review by the Fire Communications management staff. Following the review, a written report is provided to the individual requesting the review, with copies provided to each level of the chain of command. A total of 46 AER's were processed during the year 2008.

The pie chart to the right reflects a breakdown of the results of these reviews by causal factor.

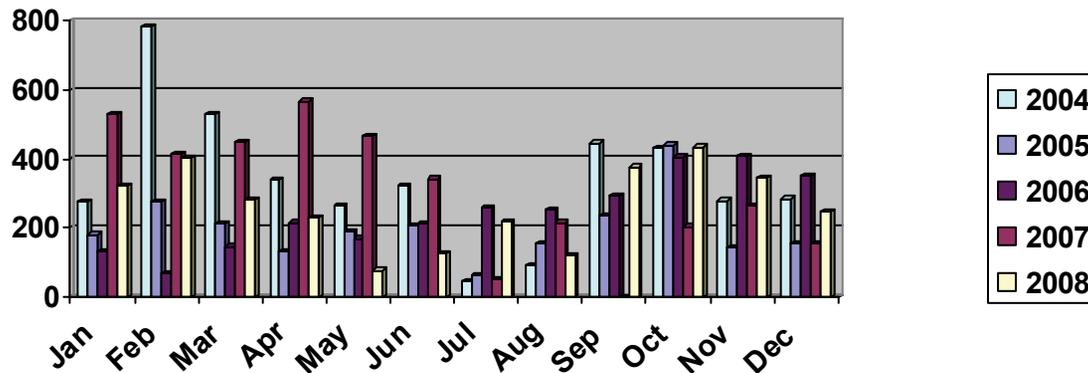
Distribution of AER's by Finding



Shreveport Fire Department Emergency Communications Center

Quality Assurance Initiatives

Sick Leave Usage (hours)



Fire Communications personnel utilized a total of 3,176.25 hours of sick leave for the year 2008.

Eight members of the Division had no personal illness in 2008:

- FCOI Connie Almond*
- IT Specialist Danny Alexander*
- FCOII Patricia Bradford*
- FCOII Sharon Clark-O'Neal*
- Management Asst Valerie deVries*
- FCOI LaTonya Falcon*
- FCOI Unique LaCoure*
- FCOI Lane Owens*