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Tina N. Turner
Division Chief



Shreveport Fire Department

Communications Division

Caddo Parish Emergency Communications Center

1144 Texas Avenue, Shreveport, LA 71101

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

January 23, 2024

It is with great pride that I submit the Shreveport Fire Department Communications Division annual report. The men and women of this division are to be commended for their commitment to providing the highest level of service to the citizens of Shreveport. The 2023 Annual Report provides an overall review of the performance and accomplishments of the Communications Division throughout the year.

The Communications Division is structured much like an agency of its own. We have our own administration, data collection and analysis, information and technology, operations, training, public education, risk management, and public information.

The Communications Division's service area covers the entire parish and is an integral part of every public safety agency in Caddo Parish. We are the primary answering point for all 9-1-1 calls originating in Caddo Parish and we dispatch to all fire and EMS emergencies parish wide. Our division is also responsible for ensuring that law enforcement emergencies are sent to the appropriate agency.

To our Fire Communications Officers and Shift Supervisors, we thank you for your hard work, and best in league performance. Most importantly, we thank you for your dedication in keeping the center staffed even with numerous vacancies. Each of you continues to meet or exceed our expectations and each of you should know that we recognize and understand the exceedingly hard work that you do.

There are many challenges facing us in 2024. Staffing of the Center remains the highest concern. Last fiscal year the Center was authorized for six new Fire Communications Officer position to support the operational needs of the Communications Center and we have one new officer as a result of this.

Our information technology needs increase daily. Due to technological requirements and advancements, our operating systems must change as well as the hardware and software. Many of these changes are driven by either the City of Shreveport, Caddo 9-1-1 or the manufacturer but all of these changes require time and hard work from the Communications IT staff.

I am excited about 2024, and we remain committed to providing the best dispatch services possible to the departments and communities we serve. We strive to continue the improvement of our infrastructure, systems, and equipment while also being fiscally responsible. We continue to monitor industry standards and best practices regarding staffing, technology, and policy-making. I know that our department will continue to do what we do best – take care of our citizens.

As our environment continues to change, our department and our service will continue to adapt to effectively meet the challenges and demands of our community. Our aim is to exceed your expectations. We will strive to build on our accomplishments and exemplify the honor, pride, and long-standing history of providing quality and caring service.

Respectfully submitted,

Tina N. Turner, M.S.

Tina N. Turner, M.S.
Chief of Communications

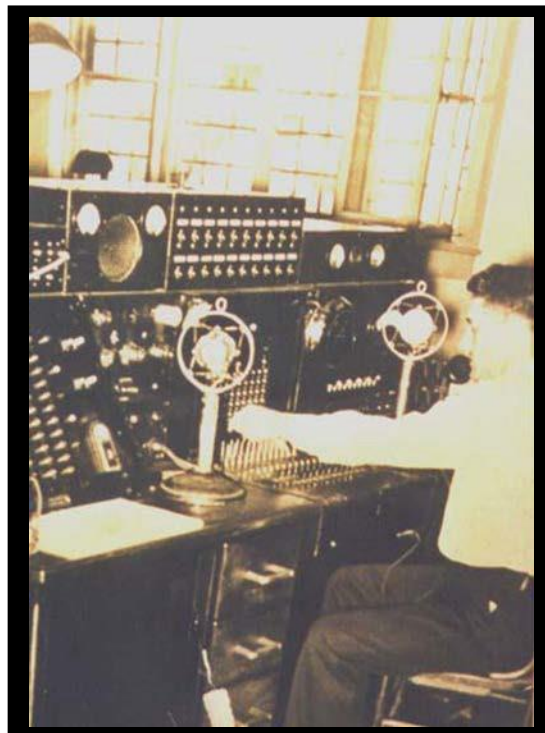


Shreveport Fire Department Mission Statement

The Shreveport Fire Department will be faithful to our community ... ready to respond...willing to educate...and dedicated to serve.

Communications Division 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 Communications Division

.....Caddo's Gateway to Public Safety



The Shreveport Fire Department Emergency Communications Center serves the citizens and visitors of Caddo Parish. Caddo Parish has a population of over 239,775 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 24,000 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.

In return, the City of Shreveport's Fire Communications Center is the primary public safety answering point (PSAP) for 9-1-1 in Caddo Parish. Fire Communications Officers answer over 286,387 calls to 9-1-1 each year and dispatch to nearly 50,000 fire and medical emergencies in Caddo Parish. In addition to providing direct support to the Shreveport Fire Department, this division also provides direct support to all seven Caddo Fire Districts. As the primary PSAP for Caddo Parish, this division also processes many law enforcement calls for service throughout the parish.

The Shreveport Fire Communications Division is comprised of thirty-seven (37) staff members, forty of which are Fire Communications Officers who operate four shifts, supporting eight (8) emergency call-taking and dispatch console positions. Fire Communications Officers are certified in APCO Public Safety Telecommunicator 1 (PST1), APCO Fire Service Communications, and APCO Emergency Medical Dispatch. In addition, many of our members are certified as Fire Fighter 1, a large number of our members are certified Emergency Medical Technicians (EMT), and one Fire Communications Officer is certified at the level of EMT- Paramedic.

In addition to providing emergency communications services to all public safety agencies in Caddo Parish, this division is also responsible for all voice and data services for the Shreveport Fire Department. From inventory control and purchasing to software and hardware maintenance and installation, this division ensures communications takes place.

Shreveport Fire Department Communications Division Command

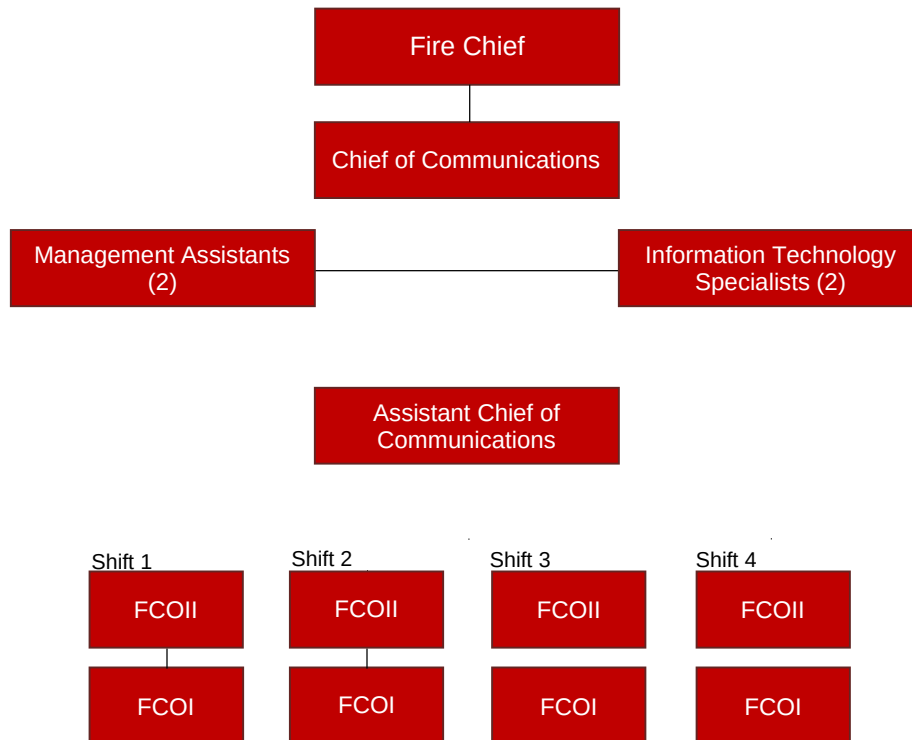


Clarence Reese
Fire Chief



Tina N. Turner
Chief of Communications

Shreveport Fire Department Communications Division Organizational Chart



Shreveport Fire Department Communications Division Operations Command



Dusty Moore
Assistant Chief of Communications

Fire Communications Officers II (Supervisors)



Connie Alamond



LeKeisha Berry



Monica Cooper



Luciana Davis



Heather Dye



April Gramm



Jalina Meziere



Randell Owens

Shreveport Fire Department
Communications Division Fire Communications Officers

FCOI Carteya Cooper

FCOI Alexis McKinney

FCOI Alisalyn Davis

FCOI LaTonya McKinney

FCOI Luciana Davis

FCOI Jalina Meziere

FCOI Danielle Dupont

FCOI Emma Ryan

FCOI Heather Dye

FCOI Emily Simmons

FCOI Lavasia Edwards

FCOI Brittney Stewart

FCOI John Elliott

FCOI Cameron Smith

FCOI Marlo Francis

FCOI Daniel Smith

FCOI Megan Green

FCOI Tiffany Traylor

FCOI Kalundria Hamilton

FCOI Crystal Turner

FCOI Dejah Holden

FCOI Stacy Wagnon

FCOI Tyler Holder

FCOI Saida Walker

FCOI Rebecca Jordan

FCOI Stephanie Walsh

FCOI Unique LaCoure

FCOI Denise Wheeler

FCOI Bruce Willis

Shreveport Fire Department Communications Division Information and Technology

Although this division is most often recognized as the Emergency Communications Center, a large part of what we do is associated with our Information and Technology Unit. In 2023, this unit processed almost 10,000 requests for service. On a day-to-day basis, the members of this unit manage the data issues as well as the hardware and software installations and maintenance within the Shreveport Fire Department.



Danny Alexander



Harrietta Parker

Shreveport Fire Department Communications Division Administration

The Administration section of our division provides support to the thirty-one members of the division and maintains the radio and telephone support for the Shreveport Fire Department. In addition to managing the CALEA accreditation.



Denise Palms-Wilson



Melissa Smith

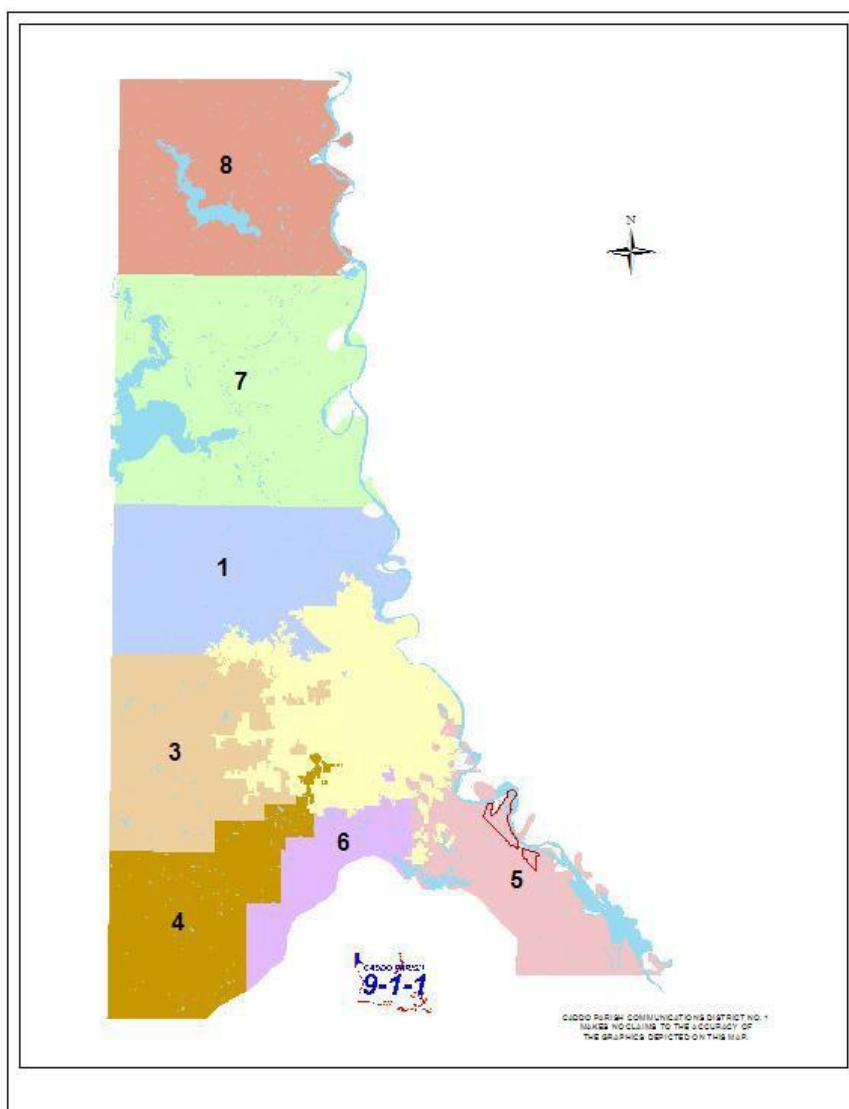
Caddo Parish Communications District Number One Staff

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 allowed for the creation of an appointed seven-member citizen board to establish policies and to provide oversight 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; 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.

Tommy Mazzone	9-1-1 Executive Director
Jan Horne	Office Manager
Richard Stewart	Database Manager
Arthur Mecham	CAD Systems Manager
Huck Adkins	Info Technology Technician
Wes Edge	Radio System Manager
Beth Ann Carter	GIS Analyst
Morris Laichena	I.T. Specialist

Caddo Parish Fire Districts

Since the mid-1990's, the Shreveport Fire Department Communications Division has provided dispatch services for all of the Caddo Parish fire districts. Although each fire district has its own specific challenges, the chief officers have worked with the Communications Division on developing common standards and dispatch protocols to aid in providing the best possible service to our citizens and providing needed services to the fire districts. With the addition of automatic aid agreements and mobile data implementation, there have been many changes to the services Communications provides. Although not necessarily seen by the users, Fire Communications now provides all of the CAD database management for these districts.



Communications Division Committees

The Communications Division is dedicated to providing the best possible service to our customers and providing the best possible environment for our employees. Our members are asked, on a regular basis, to actively participate on committees, work groups, and tasks forces designed to meet long term and short-term goals as well as the day-to-day tasks that need to be done. The primary functions: call taking, dispatching, and training, will never be compromised but during slow periods or times when staffing allows, our members are encouraged and expected to perform tasks other than the primary functions mentioned above.

Each year, members are asked to serve on one or more of these teams and each are given specific goals and objectives for the year. The types and make-up of these teams are evaluated on a regular basis as well as the established goals.

The 2023 Committees were:

Training Task Force

This task force is necessary because of the vacancy in our assistant division chief position. Communications officers have local, federal, and APCO requirements for training and in addition, there are so many low frequency/high risk situations that communications officers may face, it is vital to our citizens that our communications officers are trained and routinely demonstrate their skills.

Task Force Leaders: Connie Alamond (Chair)

Members: All Shifts

Quality Assurance

This team was established as a peer-driven program to evaluate the performance of our call takers and dispatchers. Their goal was to ensure that all members performed to nationally recognized call center standards. This program continues to prove to be very effective.

QA Managers: Luciana Davis (Manager) and LaTonya McKinney (Assistant Manager)

Members: John Elliott, Unique LaCoure, Jalina Meziere, Brittney Stewart

Policy Review

This committee is responsible for ensuring all division policies are reviewed annually. The committee discusses recommendations for changes and if the majority approves, they are forwarded to the Chief of Communications for approval and implementation. This committee is also charged with developing new policies.

Committee Chair: Monica Cooper (Chair) and Jalina Meziere (Co-Chair)

Members: Heather Dye, April Gramm, LaTonya McKinney, Randell Owens, Daniel Smith, and Brittney Stewart

Public Education

This committee is responsible for developing a public education program that includes facility tours, *The Communicator* newsletter, a citizen survey and any other program that will enhance the knowledge of the public and other divisions.

Committee Chair: Stephanie Walsh (Chair) and Emily Simmons (Co-chair)

Members: Lavasia Edward, John Elliott, Marlo Francis, Aqueelah McCray, Crystal Turner, and Bruce Willis

Employee Recognition

This committee is responsible for developing criteria and rewards for employee performance.

Committee Chair: Tiffany Traylor (Chair) and Lavasia Edwards (Co-chair)

Members: Connie Alamond, Alisalyn Davis, John Elliott, April Gramm, Aqueelah McCray, Crystal Turner, and Denise Wheeler

Recruiting/Hiring

This committee is responsible for attending job fairs, distributing flyers, and creating media to recruit professional employees. When a selection process begins, this committee is responsible for processing applicants.

Committee Chair: Monica Cooper (Chair) and LeKeisha Berry (Co-Chair)

Members: Alisalyn Davis, Lavasia Edwards, John Elliott, Marlo Francis, April Gramm, Aqueelah McCray, LaTonya McKinney, Jalina Meziere, Randell Owens, Emily Simmons, Crystal Turner, and Stephanie Walsh

CAD/Technology

Members receive training in CAD database management and are involved in updates. This committee also researches new equipment or upgrades.

Committee Chair: Heather Dye (Chair)

Members: LeKeisha Berry, John Elliott, LaTonya McKinney, Randell Owens, Dawn Ramsey, Emma Ryan, Emily Simmons, Daniel Smith, Brittney Stewart, and Crystal Turner

Accreditation

Members receive training on the CALEA process and how to obtain proofs. They are responsible for ensuring compliance of various CALEA standards. The members of this committee serve through the four-year accreditation cycle.

Committee Chair: April Gramm (Chair) and Emily Simmons (Co-chair)

Members: Emma Ryan, Stephanie Walsh, and Bruce Willis

Work Groups / Division Representation

Strategic Planning: Heather Dye (Chair)

John Elliott, Marlo Francis, Randell Owens, Emma Ryan, Daniel Smith, Crystal Turner, and Bruce Willis

EMD Workgroup: Connie Alamond (Chair),

LeKeisha Berry, Marlo Francis, Randell Owens, and Emma Ryan

Personnel Awards/Special Recognition**Perfect Attendance (Individual):**

Willis T. Carter Officer of the Year: John Elliott

Seminar / Conference Attendees/ Classes –

2023 Louisiana NENA/APCO Symposium: Chief Tina Turner and FCOII Monica Cooper

2023 Annual APCO Conference: Chief Tina Turner

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2023 Accomplishments

Major accomplishments for the division in 2023 include the following:

- Set up and installed 16 new Dell Optiplex computers in various Divisions (\$18,253.87)
- Set up and installed 9 tablets (4 with docking stations) (\$16,060.24)
- Set up 7 laptops (\$11,439.96)
- Promoted three new Fire Communications Officer II's
- 2nd Quarter began a FCOI Basic class with 8 students.
- With funds from Caddo 9-1-1, one employee attended the APCO International Annual Conference in Nashville, TN.
- Completed project to install telephone system at new Fire Station #8

**Willis T. Carter Fire Communications
Officer of the Year**



**John Elliott
Fire Communications Officer I**

Fire Communications Officer I John Elliott was awarded the Willis T. Carter Fire Communications Officer of the Year for 2023. FCOI Elliott was selected for his high level of training, dependability, and commitment to the Shreveport Fire Department. is willing to assist without complaining and does not mind sharing his knowledge with others. He is an outstanding CTO and leader amongst all shifts. FCOI Elliott serves on the Public Education, Employee Recognition, Quality Assurance, Recruiting and Hiring, and Strategic Planning Committees. He is respected by her fellow colleagues, the Fire Communications leadership and is a great asset to the division. Congratulations John on a job well done!

Statistical Information-Human Resources

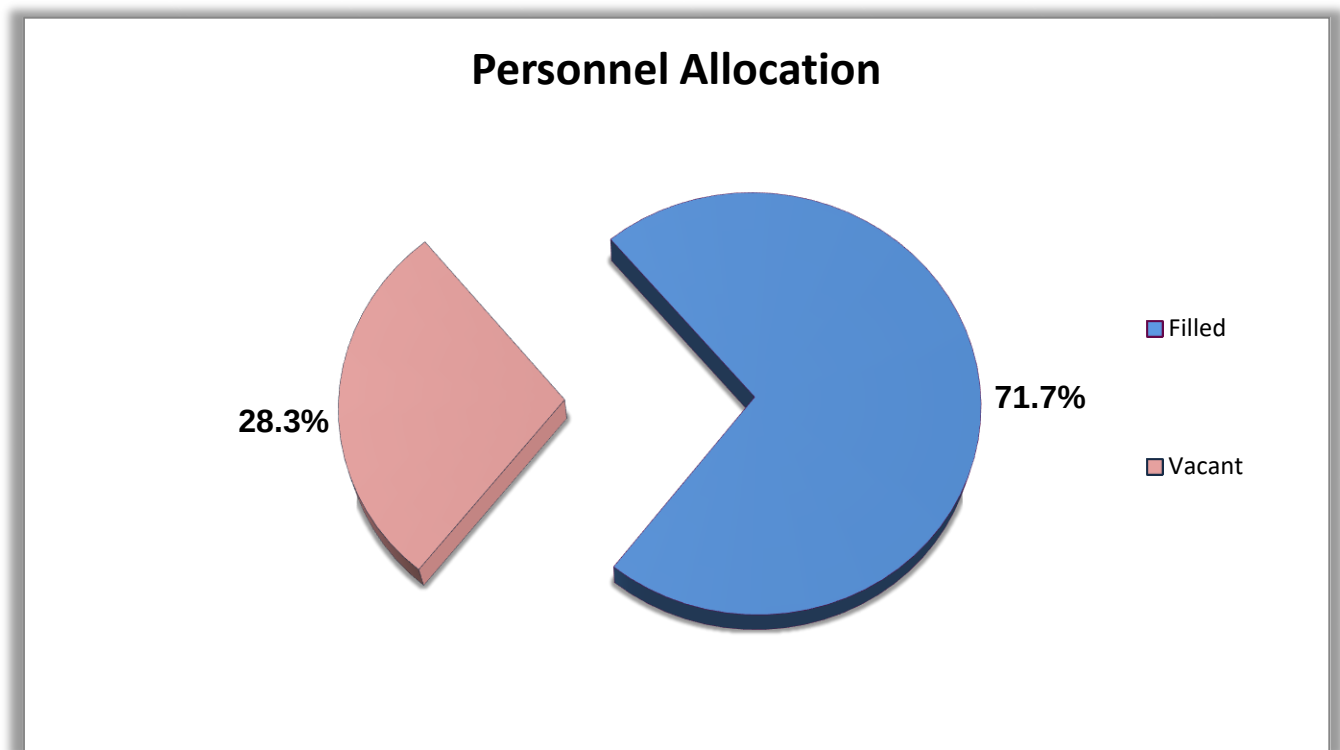
Staffing/Vacancies: 13

New Employees: Danielle Dupont, Megan Green, Kalundria Hamilton, Dejah Holden, Tyler Holder, Alexis McKinney, and Denise Palms-Wilson

Separations: Jashawnna Barfield, Sharon Clark, Carteya Cooper, Rebecca Jordan, Aqueelah McCray, Emily Ramsey, Emma Ryan, Cameron Smith, Stacy Wagnon, Saida Walker, and Denise Wheeler

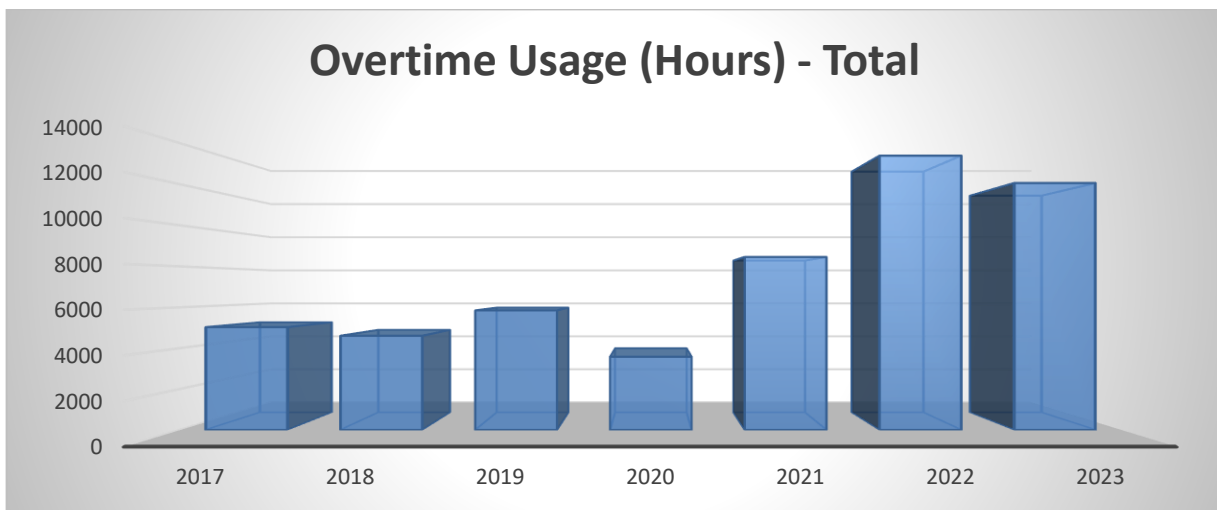
Vacancies: The division ended the year with 13 vacant Fire Communications Officer I positions.

Filled Positions vs. Vacant Positions



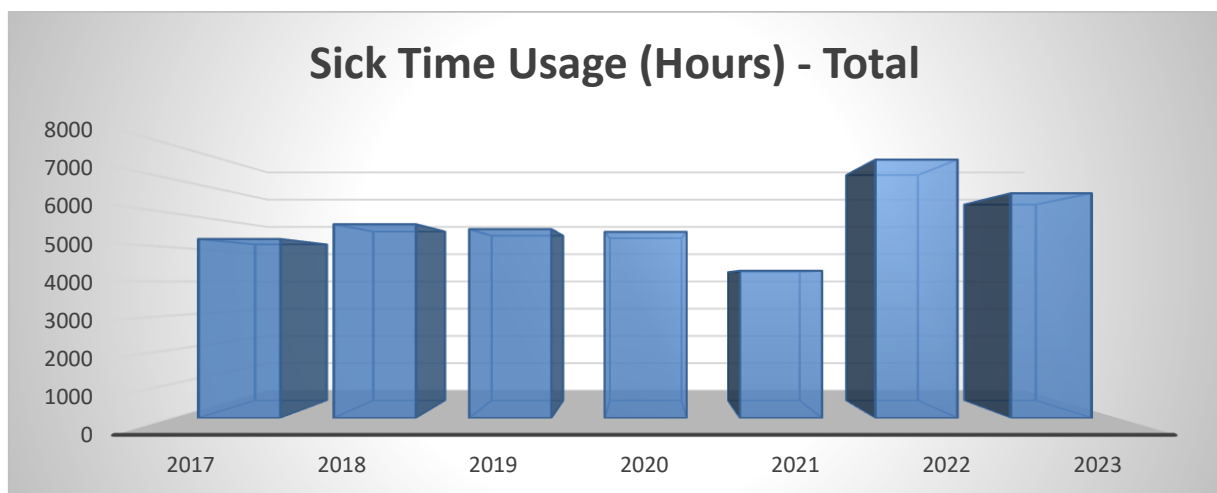
Staffing/Overtime

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 prescribes specific console assignments in order to ensure that adequate staff is available at all times. Total overtime worked was **12,049.63** hours of which **11,696.63** overtime hours were used to cover minimum staffing. Minimum staffing plans were altered in **2008** and due to budgetary constraints have remained one below optimal staffing.



Staffing/Sick Leave

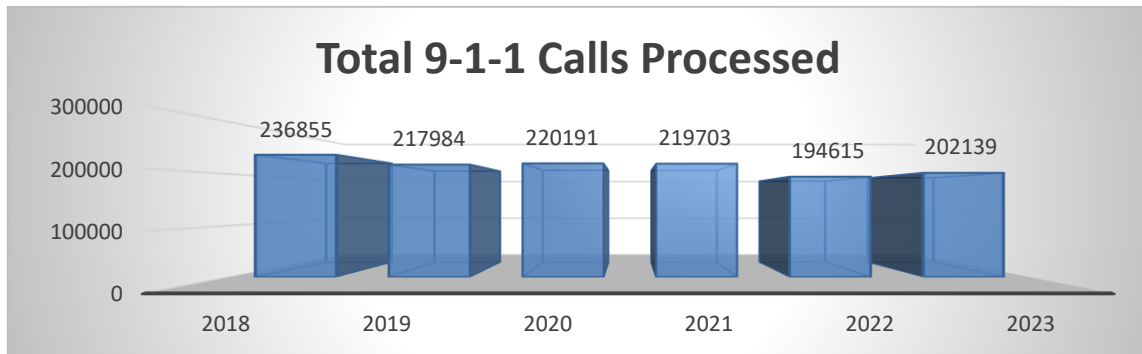
The division had a total of **6,578.95** hours of sick leave usage during 2023. There were no requests for leave under the Family Medical Leave Act.



Statistical Information-Workload Indicators

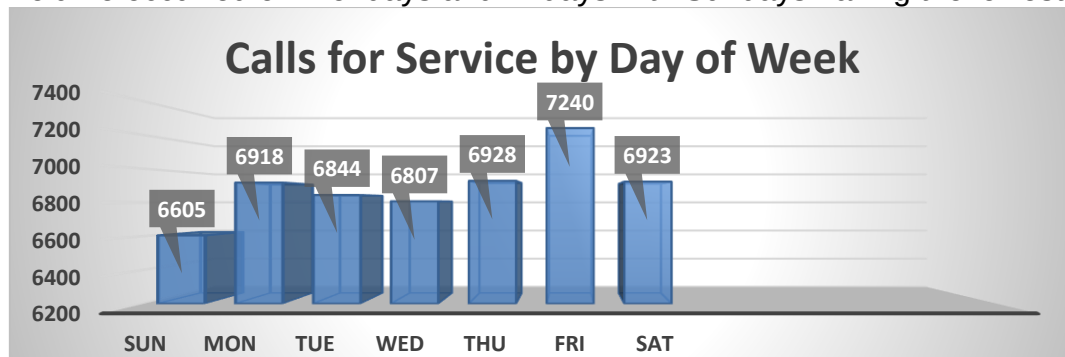
9-1-1 Call Volume

Fire Communications Officers answered **202,139** 9-1-1 calls during 2023.

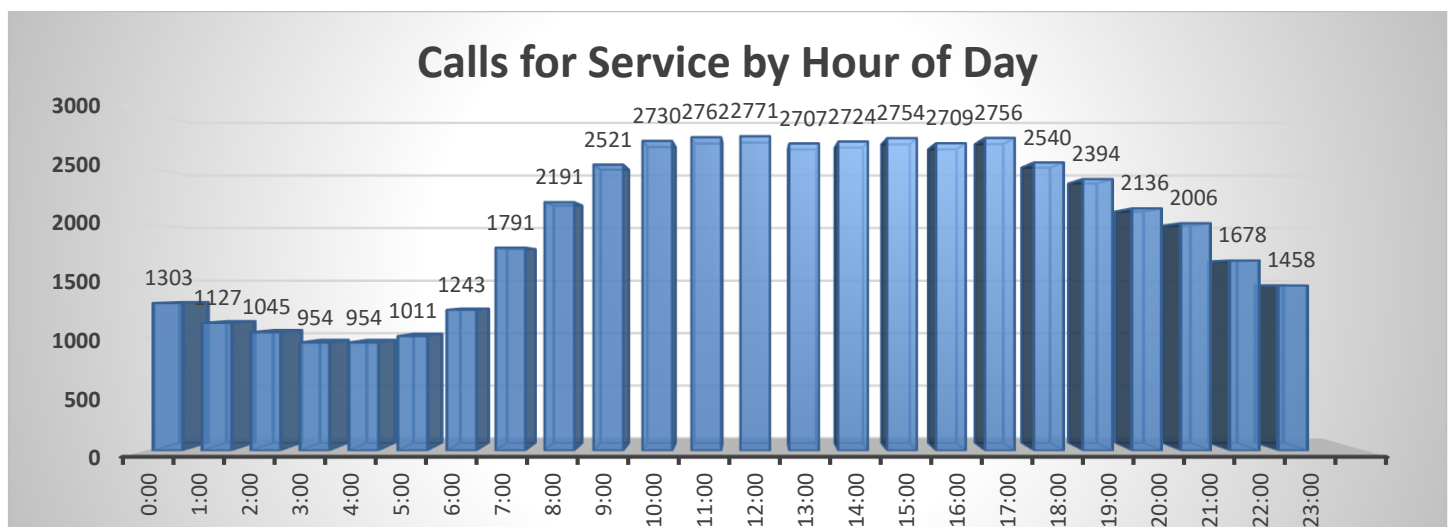


Calls for Service Volume by Day of Week and Time of Day

Our largest call volume occurred on Mondays and Fridays with Sundays having the lowest call volume.

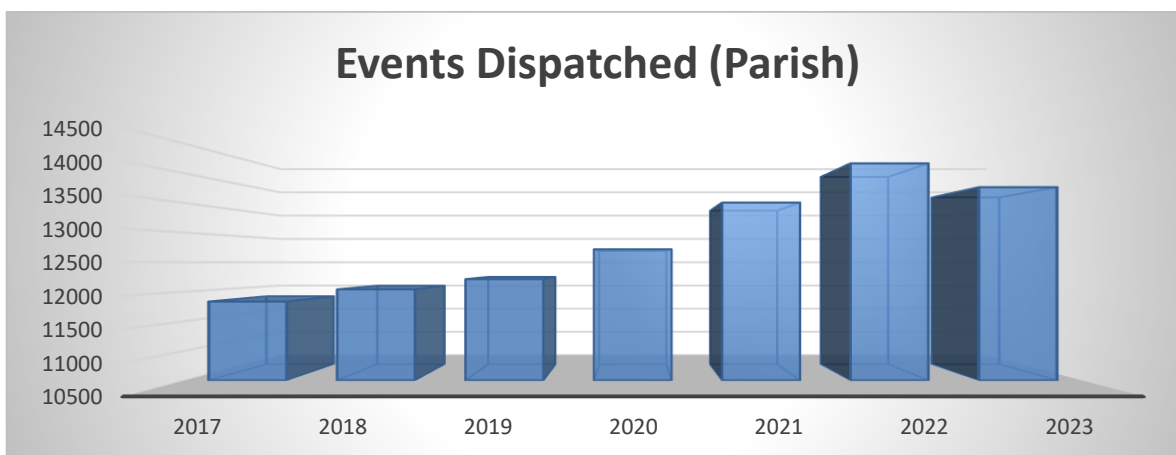
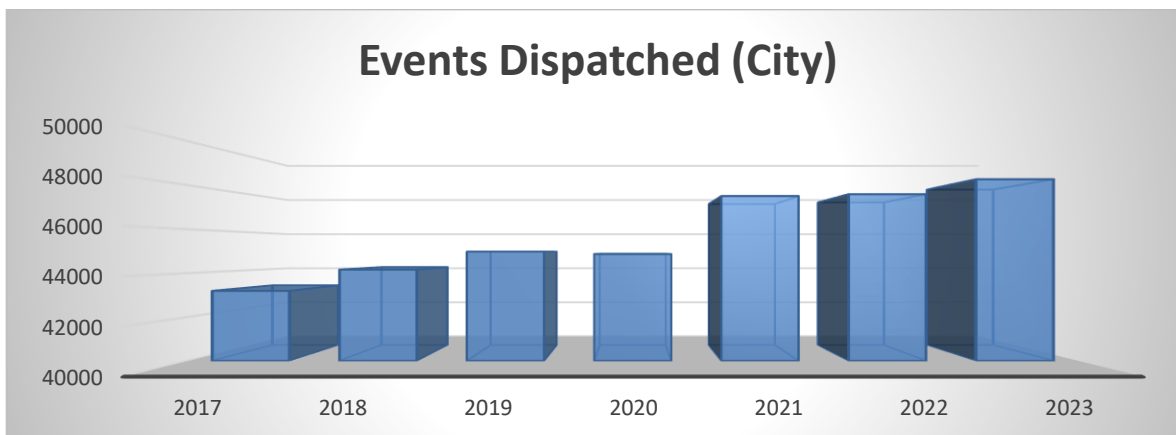


As you can see from the graph below, our call volume decreases in the early morning hours but begins to increase by mid-morning through the early evening hours.

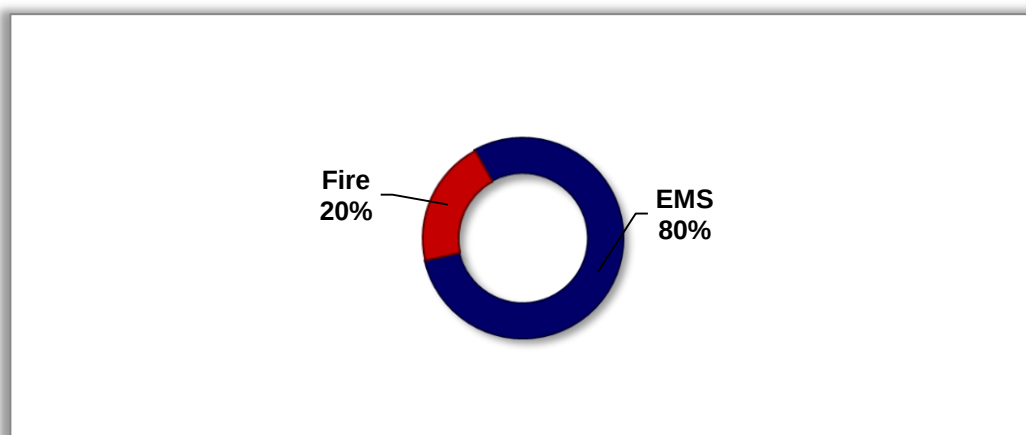


Events Dispatched

Communications officers dispatched **48,265** events for the Shreveport Fire Department, of which 80% were EMS. **13,762** events were dispatched for the Caddo Fire Districts and North Caddo Medical Center. Communications Officers also created **8,224** events for Shreveport Police and **1,148** for Caddo Sheriff's Office.



The chart below shows the percentage of calls processed for the Shreveport Fire Department compared to the seven Caddo Fire Districts and one Caddo Ambulance District.



Statistical Information-Performance Standards

For years, the Communications Division has used the standards set in NFPA 1221 to measure our performance. These standards underwent another major revision in 2021 and we are working on meeting each of these revised standards. The 2023 overall average call processing time from call receipt until dispatch was **36.51** seconds. Our performance is reviewed and analyzed monthly to ensure compliance. The following is a list of the standards and our overall average for the year.

NFPA Standard	Actual Percentages
A. Ninety percent of events received on emergency lines shall be answered within 15 seconds .	99.83% answered in 15 seconds
B. Ninety-five percent of alarms shall be answered within 20 seconds .	100% processed in 20 seconds
C. Emergency alarm processing for the highest prioritization level emergency events listed below shall be completed within 60 seconds, ninety percent of the time. a. Trauma (penetrating chest injury, GSW, etc.) b. Neurologic emergencies (stroke, seizure) c. Cardiac-related events d. Unconscious/unresponsive patients e. Allergic Reactions f. Patient not breathing g. Choking h. Fire involving or potentially extending to a structure(s) i. Explosion j. Other calls as determined by AHJ	90% Processed in 60 seconds

Statistical Information-Risk Management Initiatives

Risk Management is a broad and multi-faceted process, which involves among other things, training, quality assurance, employee grievances, complaint reviews, policy reviews and maintaining accreditation.

Policy Reviews: Shreveport Fire Department Administrative Procedures and Standard Operating Procedures, along with Communications Division Directives are reviewed annually. Members of the division reviewed 35 Communications Directives.

Employee Grievances: Fire Communications Officers are encouraged through policy to make management aware of any instance when they feel 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. There were not any grievances filed in 2023.

Training: There were two at the Dispatch Academy 2023. All communications officers are mandated to have TDD training every 6 months, and CPR and Emergency Medical Dispatch certifications are renewed every 2 years. Training is conducted every single day in the form of 6-minute training topics in addition to monthly professional development training.

Communications Officers also receive virtual annual training on disaster operations. In 2021, communications officers received over **6,545.90** hours of training.

Quality Assurance: A good quality assurance program is necessary to improve efficiency and performance skills. A minimum of 5 calls from each call taker were reviewed each quarter and evaluated by members of the Quality Assurance Team. Calls that did not achieve 100% compliance were sent to the call taker for further review. For the year 2023, the Average QA Score and the Overall Average QA Score for the division were above average.

Action Event Reviews (AER) / Other Agency Complaints

The Shreveport Fire Department's 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 investigation by the Fire Communications management staff. Following a full review, a written report is provided to the individual requesting the review with copies provided to each level of the chain of command.

All requests for reviews are analyzed for potential trends, policy revisions or any corrective actions that may be necessary. Sustained complaints that are determined to be caused by employee performance are handled with the appropriate level of disciplinary action. Any performance that requires further investigation is referred to the Fire Chief who makes the determination if an internal affairs review is necessary. In 2023, two (2) Action/Event Review was conducted; they are categorized below:

				Findings of Sustained Complaints			
Complaint Description	Total	Unfounded	Sustained	Training Issue	Employee Performance	Equip	Other
Unit Deployment/ Response Mode	1		1			1	
Radio Instructions	1	1		1			
Other							
TOTAL	2			1		1	

Citizen Complaints

Complaints or concerns from the citizens or visitors to Caddo Parish are taken very seriously by Communications Center Management Staff. Each complaint received is documented. The citizen is provided with updates throughout the process and a written response to the citizen defines the findings of the investigation. There were eight (8) citizen complaints received in 2023, which was unfounded.

				Findings of Sustained Complaints			
Complaint Description	Total	Unfounded	Sustained	Training Issue	Employee Performance	Equip	Other
Delayed Dispatch	4	2	2				
Failure to Dispatch	3	2	1				
Other	5	4	1				
Total	12	8	4				

The information found in this report is factual and based on a variety of statistical analyses. If you need additional information or detailed reports, please contact:

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Shreveport, LA 71101

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