



Emergency Medical Services - Communications Division

The Department of Emergency Medical Services Communications Division consists of two subdivisions: The East Baton Rouge Parish Communications District and Telecommunications. The Communications District has 39 employees housed at the ATM-EOC.

The Communications District is charged with administering all aspects of 9-1-1 which includes financial matters, answering of all incoming 9-1-1 calls, and purchasing and maintaining all 9-1-1 equipment for three primary public safety answering points or, (PSAP's). The District upgraded its 9-1-1 equipment installing the latest in 9-1-1 technology and computerized telephony from Positron Industries and BellSouth Telecommunications. Division employees answer over 900 calls to 9-1-1 at the new center everyday and also provide radio dispatch services for 100 EMS calls per day. This service includes taking vital information and providing first aid instructions to callers even before public safety units arrive on the scene.

The Communications Division believes that training is a very important part of keeping up with rapidly changing trends in technology and procedures. All 9-1-1 operators are Association of Public Safety Communications Officials International (APCO) certified basic telecommunicators, and Emergency Medical Dispatchers (EMD's). Operators are also National Registry of Emergency Medical Technicians (NREMT) certified Basic EMT's. All 9-1-1 supervisors and training officers are APCO certified through the successful completion of specialized courses. In recent years we have concentrated on training our employee as instructors. The Communications District has established itself as a leader in training. Division personnel hold many certifications including, four certified EMD instructors, one Communications Training Officer instructor, three Basic Telecommunicator instructors, and six American Heart Association instructors. The ATM-EOC classroom facilities will tremendously enhance our ability to provide this crucial service.



Telecommunications is responsible for the City/Parish full service radio shop providing repair services for pagers, radios, global positioning units, emergency flashers on vehicles, disaster warning sirens, radio and pager system programming, four radio towers and tower site equipment, and FCC licensing for all agencies. The radio system has over 4,841 users in 43 agencies. Fourteen of those user agencies are outside East Baton Rouge Parish and include several state and federal agencies. The pager system has over 1,300 users allowing all Parish agencies to maintain better contact with their critical employees. Telecommunications also administers the City/Parish ESSX telephone system, which has over 4000 telephone numbers.

The Communications Division strives to maintain the latest equipment and technology for all City/Parish agencies. The 800 MHz trunked radio system which allows all City/Parish public safety as well as most other city, state, and federal agencies to communicate via radio has been upgraded in the ATM-EOC with the latest in console technology. The Division has helped bring mapping, global positioning (tracking), and laptop computer technology to public safety vehicles. The Division has worked closely with local industry to replace the computerized notification system to warn the public of necessary protective actions. Our new state of the art recording system allows for the storage of recorded audio and digital data information from all public safety agencies on hard disk, and provides multiple agencies in multiple locations the ability to retrieve the recordings and data via an established computer network.

For more information, please contact:

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