

NEWS RELEASE

FOR IMMEDIATE RELEASE

Natchitoches Parish Communications District
Willis Carter, Director
(318) 238-8301
wcarter@natchitoches911.org



Natchitoches Parish 9-1-1 Upgrades Emergency Telephone System...

Natchitoches, LA., September 8, 2015 — Natchitoches Parish 9-1-1 moved one step closer last week in its quest to provide the latest in technological enhancements to support its mission to provide quality 9-1-1 emergency services to its citizens and visitors. On September 2, 2015 officials from the Natchitoches Parish 9-1-1 Communications District, AT&T, and Airbus Communications were on hand for the “cutover” to the new **Airbus Vesta** 9-1-1 telephone system. This new system replaces the 9-1-1 telephone system that had been in service for over 13-years. The Vesta 9-1-1 telephone system offers many features and functions not available with the previous system, making it possible to prepare for NG9-1-1. NG9-1-1 refers to “Next Generation”, which uses advanced technology capable of supporting a wide array of 9-1-1 services.

Willis Carter, 9-1-1 Director for Natchitoches Parish, views this upgrade as significant and necessary if Natchitoches Parish is to keep pace with national trends in 9-1-1 services. *“Much like our efforts to improve training opportunities for telecommunicators, install and coordinate a GIS mapping system to support our 9-1-1 system, and the planned construction of a new emergency communications facility, this represents the latest step in our efforts to bring state-of-the art 9-1-1 services to Natchitoches Parish.”* 9-1-1 Commissioner Jack McCain, who is chair of the Communications District’s Budget and Finance committee, said, “that the upgrade was also attractive, because it was near “cost neutral” and is an extension of a current service agreement with AT&T”.

The system’s live “cutover” activity culminated on September 2, 2015 after four months of network upgrades and equipment installation at the parish’ two call answering facilities. Training staff from Airbus Communications was in Natchitoches for one week conducting training for emergency call takers and dispatchers, as well as local managers of the system. They also were on hand at “cut over” to provide support and coaching to the telecommunicators of both the Natchitoches Parish Sheriff’s Office and Natchitoches City Police Department, who will operate the new system.

Natchitoches parish Sheriff Victor Jones is pleased that his office will have benefit of this new technology saying, *“Our telecommunicators do a great job for us, and this is just one more tool that will help the entire Sheriff’s Office to better serve our citizens.”* Natchitoches Police Chief Micky Dove echoed Jones’ comments and added, *“Both the Sheriff’s and our call takers and dispatchers have an almost impossible job sometimes, and I am extremely pleased with the positive attitude with which they are once again embracing these types of advances.”*

###

About the Natchitoches Parish Communications District (Natchitoches 9-1-1) Natchitoches Parish 9-1-1 is committed to providing fast, efficient and effective access to emergency public safety services for all the citizens and visitors to Natchitoches Parish. Since 1988 the “District” has served in a pivotal role ensuring the safety of residents and visitors to Natchitoches Parish by providing the support services, which connects the citizens experiencing emergencies with emergency services 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 from 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”.

Find out more at www.natchitoches911.org