



## Baton Rouge Fire Department - Communications Division

Fire Communications plays a vital part of Baton Rouge Fire Department operations. When the fire department is graded, this division has consistently obtained the points necessary to assist in maintaining the Class I rating held by the Baton Rouge Fire Department. Effective communication during an emergency becomes a critical component of the successful management of an incident. Occupancy of this new facility provides us with state of the art equipment to better assist the firefighters when they are called upon, plus provides an environment that has been designed specifically for emergency communication needs.

A total of 22 personnel work in the Fire Communications section of the ATM/EOC building. Twenty of these personnel are assigned to four rotating shifts that keep the communications center operational 24 hours a day. The Chief and Assistant Chief Communication Officers supervise the division, and work straight days. Baton Rouge Fire Department employs 18 of these personnel, and St. George Fire Department employs the other four employees. The dispatchers provided by St. George Fire Department has benefited the division greatly by providing additional manpower. Fire communications is responsible for receiving and dispatching emergency calls to 19 fire stations in the city limits and 9 parish departments. The new facility has enhanced our capabilities with the additional consoles and technology.



Fire Communications tracks unit movements and the location of emergency equipment at all times. This section works closely with fire suppression to provide any additional equipment or assistance that may be required at an incident. Additional responsibilities that have been initiated by Fire Communications personnel since relocating to the new facility is Risk Communication to the public during an emergency incident. The fire communication personnel will activate the Community Alert (CAL) lines of communication to ensure public safety measures are taken during an incident.

Fire Communications personnel also help to maintain records and reports for the fire department. All fire reports generated from an incident are faxed into fire communications, and then information is entered into a computer reporting system.

This past year Fire Communication Officers dispatched over 39,000 emergency calls parish wide. Emergency incidents require a great deal of cooperation between responders and communication personnel. Police, Fire, and EMS Communications personnel have worked side by side for quite a few years. The area that is now occupied by these three agencies is truly an upgrade.

For more information, please contact:

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