



## Success Story:

## Terrebonne Parish Comm District

**Problem**

From 1989 to 1997 Terrebonne Parish operated two (2) PSAPs to answer emergency 911 calls. One (1) PSAP was located at the Police Dispatch also handling City Fire Department dispatching and the other located at the Sheriff's Office dispatch which also handled dispatching for eleven (11) volunteer fire departments. At that time all log work was being accomplished by hand relying on wall clocks to provide less than accurate time. From 1997 to 2001 several changes occurred. CAD integration, PSAP consolidation and Parishwide fire department dispatching were a few of the milestones achieved by the Communications District. It was at that time that the District saw the dire need to purchase a time synchronization device. CAD reports were depicting fire apparatus arriving prior to the call being received. Police and Deputy's times were equally as skewed. Upon evaluation of items needing to be synchronized were: 10 radio dispatch consoles; 17 LAN/WAN computers of which 12 operated CAD records software; 3 voice/radio logging recorders; 3 dispatch wall display clocks; and, building security electronic door locks. Since these items were located in three separate facilities approximately three miles apart, a viable solution seemed hopeless.

**Solution**

After attending both NENA and APCO Y2000 national conferences and visiting all vendors supporting time sync products, completing an internet search for the same, and speaking with other 911 dispatch facility directors, managers and coordinators the decision was made to purchase Spectracom's® NetClock®/GPS system. Spectracom's NetClock hardware provides out-port time sync within our facility to our 911 server, LAN/WAN CAD and GIS servers, 5 local dispatch consoles, one wall TimeView Display and our voice/radio logging recorder. Through the use of Spectracom's remote radio TimeBurst interface our MasterClock also time syncs our Sheriff's Office logging recorder, one wall TimeView display, three dispatch consoles and four CAD computers and our Police Department's logging recorder, TimeView display, two additional dispatch consoles and three CAD computers.

**Benefit**

There are two main benefits to the Spectracom system and components that we purchased. The first benefit is the ability for our agency and remote agencies to add numerous items to be synchronized ensuring that all of our reports are accurate. Recently, our Office of Homeland Security & Emergency Preparedness was added with little effort. The second benefit is the product's reliability. During the past eight years as Director for the District, this is probably the only product that I can state that we have not encountered any problems with – zero.

**Contact**

Mark J. Boudreaux  
Executive Director  
Terrebonne Parish Communications District/E-911 System  
Houma, LA

