

CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE
Board of Commissioners

6:00 p.m. Tuesday
April 21, 2020

ECC Conference Room
1144 Texas Avenue

Board Members Present & Via Teleconference: Fred McClanahan, Mike Irvin, Jackie Lewis, Clarence Babineaux, Van Anderson, John Robinson, and Reverend Roy Thomas

Board Members Absent: None

Others Present & Via Teleconference: Martha Carter, Tommy Mazzone, Judy Rachal, Richard Stewart (9-1-1 Staff); Charles Grubb (Legal Counsel)

Mr. McClanahan called the meeting to order and asked Ms. Rachal to take the official roll call.

Ms. Rachal began the official roll call with Mr. Fred McClanahan – replied present; Mr. Mike Irvin – replied present; Mr. Clarence Babineaux – replied present; Mr. Van Anderson – replied present; Reverend Roy Thomas – replied present; Mr. John Robinson – replied present; Mr. Jackie Lewis – replied present.

Mr. McClanahan asked if there were any staff members present. Ms. Martha Carter – replied present, Mr. Tommy Mazzone – replied present; Ms. Judy Rachal – replied present; and Mr. Richard Stewart – replied present.

Mr. McClanahan asked if there were any guests in attendance. Mr. Charles Grubb – replied present.

Mr. McClanahan opened the meeting for any comments from the public, who may have chosen to join the meeting via teleconference. There being none, Mr. McClanahan closed the public comment portion of the meeting.

Mr. McClanahan asked for a motion to approve the Tuesday, January 21, 2020 meeting minutes. Reverend Thomas moved to approve the minutes as submitted, and Mr. Anderson seconded the motion. The motion was unanimously approved.

Mr. McClanahan asked Ms. Carter for a report of the compiled financial statements for the months of January, February, and March 2020. Ms. Carter stated within the agenda package there were three months of compiled financial statements, which were prepared by Cook & Morehart, CPA.

Ms. Carter stated for the month of January, the District had monthly revenues of \$989,731.07. Monthly expenditures for January totaled \$299,110.26. Revenues exceeded expenditures by \$690,620.81. Ms. Carter noted that \$161,325.00 of the revenue was reimbursement of funds from the City of Shreveport for the purchase of new radios for the Public Works Department. She stated that as of January 31, 2020, the District had \$8,489,678.83 in cash-in-bank, and Fixed Assets totaled \$37,280,347.24.

Ms. Carter reported for the month of February, the District had monthly revenues of \$281,507.32. Monthly expenditures for the month totaled \$187,986.86. Revenues exceeded expenditures by \$93,520.46. As of February 29, 2020, the District had \$8,583,258.87 in cash-in-bank, and Fixed Assets totaled \$37,280,347.24.

For the month of March 31, 2020, the District had monthly revenues of \$281,562.09. Monthly expenditures for March totaled \$310,431.87. Expenditures exceeded revenue by \$28,869.78. As of March 31, 2020, the District had \$8,541,387.70 in cash-in-bank and fixed assets totaling \$39,942,498.11. She reported that the fixed asset total included the end of year adjustment based upon the capital outlay purchases regarding the radio system, and was the new total submitted for the end-of-the-year audit.

Ms. Carter also reminded the Board that monthly financial statements were being presented as a **draft** and on a cash basis until the end of the year financials had been audited and presented to the Board. She explained that presenting the monthly financials on a cash basis could be highlighted by the fact that the District received \$963,144.75 in accounts receivable in the first quarter of 2020 that would be recorded as 2019 revenue.

Mr. Carter reported that the District's external financial audit began on Monday, March 30, 2020 and concluded on Monday, April 6, 2020. She explained that due to the Governor's Stay-at-Home Order in an effort to minimize the spread of the COVID-19 virus, the year's audit had been performed exclusively via email, conference calls and by review of scanned documents. She stated that usually, the audit, if performed on site with the auditors, allowed them to have immediate access to all records. This electronic review made the audit process a little more cumbersome with regard to discussing and providing documents remotely. The only task that could not be completed by the auditors was the physical review of certain District documents, such as the District's contract/agreements binders or documents that were too lengthy to scan and email. Ms. Carter stated that the District and auditors agreed that any necessary document review would be conducted at the end of the audit process prior to the drafting of the final audit document. Depending upon the Stay-at-Home Order, the results of the audit may be presented via a teleconference as opposed to Heard, McElroy and Vestal physically attending the May board meeting.

Ms. Carter asked the Board to respond if they had any questions concerning the presented financials or report on the audit. The Board responded they had no questions.

Mr. McClanahan asked for a status update on the P25 Radio System Implementation. Ms. Carter reported that since the January board meeting, Motorola has been concentrating its efforts on identifying and isolating radio coverage problems at the Vivian tower site. She stated that the Vivian Tower site had been creating radio coverage problems, and although one of the antennas had been replaced in September, 2019, the site continued to have different coverage results. Ms. Carter reported that after extensive testing, Motorola believed that the coverage problem was being created by a phenomenon known as a "tower effect" due to the positioning of the antenna brackets or antenna arm relation to the tower. As part of the installation of the new P25 radio system infrastructure, all of the existing antennas were replaced at all of the District's tower sites. The same exact antenna type was used at each of the tower sites, placed at the same exact heights on each tower as the old antennas, and all of the transmission cables were replaced during this infrastructure installation. Prior to making any antenna modifications, Motorola made antenna measurement and tested signal levels. At that time, a new tower crew climbed the Vivian tower and rotated the arm or bracket holding the antenna 30 degrees. It was determined after swinging the arm or bracket that the antennas were not properly aligned facing east as originally reported. Once the proper antenna orientation was achieved, coverage improved, and the coverage hole that was anticipated did not appear in the vicinity or a coverage hole was not created elsewhere. Ms. Carter explained that a detailed technical report from OCG, the District's radio engineering firm, which summarized the steps that were taken to test the antennas at the Vivian tower site had been included with the agenda package.

Ms. Carter stated that since March 17, 2020, all mobile radio installations in public safety and local governmental agencies had been suspended in an effort to minimize exposure to the COVID-19 virus. Motorola and NICE recording systems, who were awarded the contract for the replacement of the public safety voice logging recording systems held their first project management kickoff meeting on April 20, 2019. She stated that a webinar based meeting would be scheduled the week of April 27th with the Shreveport Police, Fire and Caddo Parish Sheriff's Office. Ms. Carter stated that the installation of the new recording system may take three or four months. She stated that this schedule has the potential to delay the finalization of the radio implementation schedule.

Ms. Carter reported that after weeks of testing, Motorola discovered that a problem with a firmware update was causing the P25 system's primary core experiencing problems with syncing or mirroring the redundant core at the District's backup radio site located at Fire Station #17. The problem was corrected Thursday, April 9th, however, the District has requested that both cores be tested in a failover scenario again, and once that testing

occurs, the system must run for 30 days without a problem prior to the District accepting that the system is operating correctly.

Ms. Carter stated that the District had requested an additional 2,000 radio ID numbers from the State of Louisiana's Wireless Information Network (LWIN) on March 16th. She explained that these were needed so that the District's new radios would be recognized to work on the LWIN system. She stated that the LWIN mutual aid talk groups would be programmed into the public safety agencies radios that would be working on the District's radio system so that when multiple agencies have to respond to a major emergency or natural disaster, they would be able to communicate across disparate radio systems, thus achieving interoperability. She stated that Motorola needed these IDs in order to begin programming the new radios with the appropriate talk groups.

Mr. McClanahan asked Ms. Carter for a report on 9-1-1 location accuracy for wireless phones. Ms. Carter replied that in most areas of North America, citizens had Enhanced 9-1-1 service from their landline or wireline phones in their homes or workplaces which allows the communications officer to see the caller's phone number and location from where they are calling. However, when 9-1-1 calls were made from wireless phones, the call may not be routed to the closest 9-1-1 center, and the communications officer may not receive the callback phone number or location. In 1996 the U.S. Federal Communications Commission (FCC) issued an order requiring wireless carriers to determine and transmit the location of callers who dial 9-1-1. The FCC set up a phased program with Phase I involved sending the location of the receiving antenna for 9-1-1 calls, while Phase II sends the location of the calling telephone. In 1999, the FCC imposed stringent accuracy requirements for handset-based solutions: 50 meters or 160 feet for 67 percent of calls and 150 meters for 95 percent of calls. In Phase II, the wireless carrier must deliver the callback number and the location (latitude and longitude or "XY" coordinates) of the caller. LAT/Long (latitude/longitude), also known as the XY coordinates, relates to the angular distance to earth's surface and is used to determine location during a Phase II call. This data can be interfaced into the Computer-Aided-Dispatch (CAD), which can then provide a graphical display of where the call originated and convert it to a physical location. This allows the communications officer to know to a certain degree of accuracy the location of a wireless caller; however, the geographical location was complicated when the physical location is a multi-story building or high rise.

Ms. Carter further explained that because of the rapid pace that technologies were evolving and coupled with the fact that our citizens were migrating from using wireline to wireless technologies, in multi-story building or high rise, vertical or estimated height or having the **Z-axis** metric delivering a floor level estimate was just as important as knowing the street address of a caller. She reported that in 2014, the wireless industry made a commitment to various public safety communications associations to develop, fund and implement the National Emergency Address Database (NEAD). She stated that the NEAD was intended to serve as a key source of dispatchable location for 9-1-1 calls from indoors by providing a secure database to associate WiFi access points and Bluetooth Beacon reference points with validated civic addresses. NEAD underwent early-stage testing that demonstrated the ability to deliver dispatchable locations. However, the performance of NEAD depended on the cooperation of businesses possessing information on WiFi access points, the industry failed to secure the agreements needed. On February 14, 2020, the wireless industry notified the FCC that it was abandoning the development of the NEAD. NEAD said it "has ceased operation and is no longer available to support wireless providers' provision of dispatchable location information as the commission described in the fourth report and order on wireless 9-1-1 location accuracy." Finally, the abandoning of the NEAD without any advanced notice or alternative solution was a setback to location accuracy.

Ms. Carter stated that public safety communications associations such as APCO were continuing to press the wireless industry and FCC for improvements in 9-1-1 location accuracy. APCO filed a formal petition asking the FCC to clarify the location accuracy rules so that wireless carriers provide the most accurate 9-1-1 location information possible. Ms. Carter explained that when you look at the data for calculating the 50 meters requirement used in a high-rise building that could equate to approximately 11 floors having to be searched.

Mr. McClanahan asked Ms. Carter for a report on enactment of "Kari's Law" and Section 506 of RAY BAUM'S Act. Ms. Carter said that this piece of legislation dovetails with the requirement for 9-1-1 location accuracy for

wireless phones. She stated that most everyone was familiar with multi-line telephone systems (MLTS), which were typically found in office building, campuses, and hotels. A MLTS, often referred to as a private branch exchange (PBX). These systems were set up so when a 9-1-1 call is made, the address that appears at the Emergency Communication Center was typically the main address of the business or office, not necessarily the true location from which the 9-1-1 call was made. On February 16, 2020, the FCC began implementing the requirements of legislation signed into law by President Trump on February 16, 2018. Known as "Kari's Law", this landmark set of regulations required direct 9-1-1 dialing and notification capabilities in multi-line telephone systems. Ms. Carter explained that "Kari's Law" was named in honor of Kari Hunt, who was killed by her estranged husband in a motel room in Marshall, TX in 2013. She explained that Ms. Hunt's 9-year old daughter tried to call 9-1-1 for help four times from the motel room phone, but the call never went through because she did not know that the motel's phone system required dialing "9" for an outbound line, even before dialing 9-1-1.

Ms. Carter explained in the early 2000's model legislation had been developed by the National Emergency Number Association (NENA) and supported by the Association of Public Safety Communications Officials (APCO). The purpose of this model legislation was to require organizations to program their respective MLTS to provide precise information of the 9-1-1 caller's location in order to allow speedy emergency response. Then in 2004, Louisiana enacted Revised Statute 33:9110 – which defined common terms of Enhanced 9-1-1 and each PBX installed after January 1, 2005 must be capable of providing automatic location identification (ALI) to the station level. Ms. Carter stated that the District had educated local businesses and organizations using MLTS technology about the importance of informing their employees and patrons with respect to dialing "8" or "9" when contacting emergency services.

Ms. Carter stated that in accordance with the compliance date February 17, 2020, MLTS manufacturers and vendors must pre-configure these systems to support direct dialing of 9-1-1. Equipment purchased before that time was grandfathered and were not required to support 9-1-1 direct dialing.

Ms. Carter reported that upon enactment of Kari's law and Section 506 of RAY BAUM's Act, the District reached out to AT&T, who was one of the largest telecommunications companies to ask if there was any awareness campaign sponsored by AT&T to let its customers know about the changes, timeliness and limitations, and how the 9-1-1 community might be able to assist if necessary. AT&T's response was that ***"There was no company-wide plan for implementation. AT&T certainly would comply with the requirements of the law. At this time there is no announced awareness plan."***

Mr. McClanahan asked for an update from Ms. Carter on the FirstNet/Sierra Wireless Project – Migration of the Mobile Data Infrastructure to FirstNet Public Safety Broadband Network. Ms. Carter reported that the problems the District had encountered with the installation of a few test units migrating from the existing mobile data infrastructure had been resolved with the installation of new firmware within the routers. She reported that there were 30 units that were working well with the new firmware. These agencies have agreed to pay the airtime fee of \$17.24 if the District purchases the routers and antennas for each vehicle.

Ms. Carter explained that a coverage problem had been discovered after the first Sierra Wireless routers were placed into service due to the lack of Band 14 towers in downtown Shreveport. She stated that the 9-1-1 Center sat in a coverage hole in the downtown area. She reported that AT&T was committed to building out 16 additional Band 14 (pure FirstNet) towers in the parish; however, these towers were not scheduled to be completed until the end-of-year, with five towers to be upgraded in the downtown area. After expressing the District's deep concern over the incompatibility of the routers and "non-Band 14" towers, AT&T agreed to accelerate the upgrade of those five towers by March 31st. The lack of Band 14 towers exacerbates another problem since the Sierra Wireless routers were designed to try and lock onto Band 14 only, and after so many unsuccessful attempts to lock onto the Band 14 channel, the router will lock up if it can't find a signal. The new firmware scheduled to be released in May 2020, allows the router to lock onto the strongest band or bands, regardless if it is Band 14, 2 or 11. Ms. Carter explained that this type of technology was called channel or carrier aggregation. In the interim, Ms. Carter reported that Sierra Wireless had developed a workaround until May or until all AT&T towers were upgraded.

Ms. Carter stated she had suspended installation of the new FirstNet/Sierra Wireless routers for the new mobile data system in the public safety first responders' vehicles, in an effort to minimize District's staff exposure to the COVID-19 virus.

Ms. Carter report that she had asked AT&T FirstNet to provide an update on whether five towers in downtown Shreveport had been upgraded, as of April 15th, AT&T reported that two out of the five towers in the downtown area had been upgraded.

Mr. McClanahan asked if there was any old business. Ms. Carter replied she had no old business.

Mr. McClanahan called for the election of officers for the board of commissioners. Mr. McClanahan referenced the current list of officers: Chairman - Mr. Fred McClanahan, Vice Chairman – Mr. Mike Irvin, and Secretary – Mr. Clarence Babineaux. Mr. McClanahan opened the floor for nominations for the office of Chairman. Mr. Irvin made a motion nominating Mr. McClanahan and Mr. Robinson seconded the nomination.

Mr. McClanahan asked for nominations for Vice Chairman. Reverend Thomas made a motion to keep the current slate of officers. Mr. Babineaux seconded the motion. Mr. McClanahan asked for any other discussion. Mr. McClanahan asked for a vote in favor of maintaining the current board of officers. All members replied, yes, in favor. Mr. McClanahan asked if there were nays. There were none. The vote carried to keep the current slate of officers.

Mr. McClanahan stated there was a need to fill a position on the Facility Needs Subcommittee chaired by Mr. Clarence Babineaux. With no nominations forthcoming, Mr. McClanahan asked Mr. Lewis if he would like to serve. Mr. Lewis agreed to serve.

Mr. McClanahan stated there was a need to fill one position on the Communication Systems Enhancement Committee. Mr. McClanahan asked Mr. Robinson if he would be willing to serve. Mr. Robinson agreed.

Mr. McClanahan asked Ms. Carter for remarks concerning convening the Facility Needs Subcommittee. Ms. Carter reminded the Board that within the 2020 Operating Budget, funds were allocated for a facility refresh, which includes the cleaning of all HVAC air handlers, ductwork, and vents throughout the facility. Additionally, all of the acoustical ceiling ties in the communications center needed to be replaced, which would require electrical work and water sprinkler modifications to the tiles. Ms. Carter reported that during the October 2019 Board of Commissioners' meeting, the District received four proposals to complete the facility refresh and all were rejected due to the fact that all proposals exceeded the budget allowed for the project. Since that time, the District had received a report from Mr. Jeff McKee with the Cybersecurity and Infrastructure Security Agency relative to the facility's security. This report identified the District's strengths and vulnerabilities of the facility, its systems and networks and provided options to improve or mitigate the vulnerabilities.

Ms. Carter stated that due to the fact that the Facility Refresh Project may need to be expanded to include additional items as outlined with the CISA report. Ms. Carter respectfully requested the Facility Needs Subcommittee be reconvened now that Mr. Lewis had agreed to fill the vacancy on that subcommittee. She asked that the committee look at the original facility refresh items, as well as the proposed new security measures. She stated that the Facility Needs Subcommittee would meet and then report back to the Board to make final recommendations on the Facility Refresh Project.

Mr. McClanahan asked Ms. Carter for an update on the professional development public safety communications conferences. Ms. Carter reminded the Board that each year there were two primary public safety communications conferences that the District staff and Board members could attend. Board members were allowed to attend one of the two conferences, and all travel and conferences registration would be paid by the District. She stated that NENA's annual conference was scheduled to be held in Long Beach, California, June 13 – June 18, 2020, but due to multiple states' stay-at-home orders and travel suspensions, she stated that this conference may be rescheduled. Ms. Carter reported that the annual APCO International conference was scheduled for August 2 – 5, 2020 in Orlando, Florida. Ms. Carter encouraged the Board to attend these conferences to experience what products and services were available due to rapidly changing

technologies. She stated that registration for the APCO conference would be 100% refunded if the conference had to be cancelled.

Ms. Carter stated she would keep the Board informed about any of the governor's proclamations to end the stay-at-home orders. She stated that the stay-at-home orders would determine if the May's meeting needed to be held by teleconference.

Mr. McClanahan asked if there were comments from guests that may have joined the meeting after the initial public comment time. There were no additional comments from the public.

Mr. McClanahan asked Ms. Carter if she had any additional business to be brought before the Board. With no additional business, Mr. McClanahan adjourned the meeting.