

CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE
Board of Commissioners

6:00 p.m. Tuesday
January 17, 2023

ECC Training Room
1144 Texas Avenue

Board Members Present: Mike Irvin, Fred McClanahan, Clarence Babineaux, Jackie Lewis

Board Members Absent: John Robinson, Reverend Roy Thomas, Van Anderson

Others Present: Tommy Mazzone, Jan Horne, Wes Edge, Morris Laichena, Huck Adkins, Arthur Meacham, and Richard Stewart (9-1-1 Staff), Zelda Tucker (Legal Counsel), Martha Bryant (Caddo Sheriff Director)

Mr. Irvin called the meeting to order, and asked Ms. Horne to please make note of those in attendance.

Mr. Irvin asked for a motion to approve the Tuesday, December 6, 2022 meeting minutes. Mr. Babineaux moved to approve the meeting minutes, and the motion was seconded by Mr. McClanahan. The Board unanimously voted to approve the minutes.

Mr. Irvin asked Mr. Mazzone for an update on the financial reports for the months of November and December. Mr. Mazzone responded that for the month of November, the District had monthly revenues of \$404,752.99. Monthly expenditures for November totaled \$1,104,745.40. Expenditures exceeded revenues by \$699,992.41. The reason for this is the payment of \$839,420.00 toward our 2021 Series Certificates of Indebtedness. As of November 30, 2022, the District has \$6,847,891.59 Cash-in-Bank, and Fixed Assets for the month of November remained the same as the previous month, totaling \$32,329,816.09. Mr. Mazzone stated that for the month of December, the District had monthly revenues of \$276,999.75. Monthly expenditures for December totaled \$211,831.91. Revenues exceeded expenditures by \$65,168.84. As of December 31, 2022, the District had \$6,913,370.05 Cash-in-Bank, and Fixed Assets for the month of December remained the same as the previous month, totaling \$32,329,816.09.

Mr. Irvin asked for a report on the Annual 9-1-1 Call Volume Statistics 2022 In Review. Mr. Mazzone stated that the figures on these reports detail the calls that came in for the calendar year of 2022 as well as information regarding the number of Computer Aided Dispatch (CAD) events generated for each agency. Additionally there are statistics that reflect activity from the Shreveport Police (SPD) and Shreveport Fire Departments (SFD), and the Caddo Parish Sheriff's Office (CSO).

Mr. Mazzone gave a quick update with the following data: The 9-1-1 system is designed with a forced call answer feature, which means that the 9-1-1 call is automatically presented to the

console or call taker workstation that has been idle for the longest period of time. As a result of this system configuration, 97.20% of all 9-1-1 calls received are answered immediately or in less than 1 second. 99.87% of the calls are answered within 1-15 seconds. Abandoned calls comprise 2.9% of the total number of 9-1-1 calls. Of the 286,387 calls registered by the system, only 2.6% were over-flow calls, or calls that were automatically routed to SPD for processing due to a busy condition within SFD. From 2021 to 2022, the 9-1-1 system had a decrease in call volume by 35,025 calls or 11.5%. 90.1% of all incoming calls were made via wireless phones. Wireline calls totaled 5.9% and the voice of internet protocol (VoIP) total was 4%. The busiest hour of the day was 6:00 pm (changed from 5:00 pm in 2021). The slowest hour of the day was 6:00 am (changed from 5:00 am in 2021). The busiest day of the week was Saturday (same in 2021) and the slowest day of the week was Thursday (from Tuesday in 2021). The busiest month, May and the slowest month November, remained the same as 2021.

In addition to call volume information, there is also CAD information which includes all activity such as field-generated events, events from the agencies' seven digit telephone numbers and 9-1-1 calls. For 2022 the total number of CAD events was 261,071. This number decreased by 3.4% from 2021. SPD had 63% of the incidents (same as 2021). SFD had 18.2% (decrease from 19% in 2021). CSO had 12.3% (increase from 12% in 2021). The Caddo Fire Districts & North Caddo Ambulance had 5.4% (increase from 5% in 2021). The small municipal Police Departments had 1.1% (no data was reported in 2021).

Our staff continued supporting the agencies through task requests for assistance with changes to the database, trouble reporting, as well as researching data for investigations. All of this was in addition to the specialized reports that are generated for the agencies as well as the various projects that require staff involvement. Working with the District's legal counsel, our staff investigated 13 public records requests or subpoenas.

Mr. Irvin asked if there was any old business. Mr. McClanahan asked if there were any updates on the NG 9-1-1 System. Mr. Mazzone stated that we received the last pieces of equipment and Motorola is supposed to come in February to begin work. We are on track for a June 2023 cutover and we hope to have two people signed up for training soon. Every Wednesday there is a project update call. Mr. McClanahan also asked about the CAD upgrade. Mr. Mazzone responded that the plan is to begin this upgrade at the end of the NG-9-1-1 project, while allowing for agency personnel to get used to the new call-handling system. He expects to full use of the new CAD software and equipment in early 2024.

Mr. Irvin asked if there was any new business. Mr. Mazzone informed the Board he would be coordinating with each member to determine whether or not they would still like to remain active members of the following professional organizations: Association of Public Safety Communications Officials-International and National Emergency Number Association.

With no further business to be brought before the Board, Mr. Irvin adjourned the meeting.