



**Caddo Parish Communications District Number One Board of Commissioners
Tuesday, January 15, 2019 Meeting Minutes**

Board Members Present: Fred McClanahan, Van Anderson, Mike Irvin, Reverend Roy Thomas, Clarence Babineaux, and John Robinson

Board Members Absent: None

Others Present: Martha Carter, Howard Adkins, Judy Rachal, Arthur Meacham, Wes Edge, Mike Culbertson, Beth Ann Carter and Richard Stewart (9-1-1 Staff); Charles Grubb (Legal Counsel)

Mr. McClanahan called the meeting to order and welcomed guests the Honorable Mayor Adrian Perkins, District G Councilman Jerry Bowman and District D Councilman Grayson Boucher – City of Shreveport; and Alderwoman Josephine Robinson, Town of Greenwood; Captain Don Gibbs and Director Martha Bryant - Caddo Parish Sheriff's Office; Lieutenant B. K. Wheeler – Shreveport Police Department; and Chief Kim Tolliver – Shreveport Fire Department.

Mr. McClanahan then introduced and welcomed the newest member of the Board of Commissioners, Mr. John Robinson.

Mr. McClanahan asked that each person in attendance at the meeting, to please introduce themselves and share what agency they are with and what position they have within the organization.

Mr. McClanahan asked for consideration to approve the Tuesday, December 4, 2018 meeting minutes. Reverend Thomas moved and Mr. Irvin seconded the motion. The motion was unanimously approved.

Mr. McClanahan asked Ms. Carter for a report on the annual 9-1-1 call volume statistics for 2018. Ms. Carter responded that the public safety agencies were provided the same information that she was giving to the Board and that the information included were 9-1-1 Call Volume Statistics for the period January 1, 2018 through December 31, 2018, as well as information regarding the number of CAD events generated for each agency. Ms. Carter reminded the Board that the Caddo Parish 9-1-1 system was designed with a forced call answer feature, which meant that the 9-1-1 calls were automatically presented to the call takers. She explained that the system had been designed with the Shreveport Fire Department acting as the initial 9-1-1 call takers; however, she stated that if all SFD positions were busy processing calls, the next call was automatically re-routed to the Shreveport Police Department, which served as back up call takers. As a result of the system configuration, 96.96% of all 9-1-1 calls received were answered immediately or less than 1 second. 2.90% of the calls were answered within 1-15 seconds for a

total of 99.88% of all calls being answered within 15 seconds. She stated that abandoned calls were also registered by the system, whereby the caller disconnects prior to the communications officers' ability to answer. These abandoned calls comprised 1.9% of the total number of 9-1-1 calls.

Ms. Carter stated of the 336,286 9-1-1 calls registered by the system in 2018, only 1% of the calls were over-flow calls, or calls that were automatically routed to the Police Dept. for processing due to a busy condition within the Fire Department.

Ms. Carter reported that 83% of the 9-1-1 calls received in 2018 were from wireless phones; 8.2% were from wireline phones, and 3.3% were from Voice over Internet Protocol (VoIP) phones. She stated that the busiest hour of the day for the 9-1-1 system was 4:00 p.m., and the slowest hour of the day was 5:00 a.m. The busiest day of the week for the 9-1-1 system was Saturday and the slowest day of the week was Thursday. The busiest month was May, and the slowest month was February.

Ms. Carter reported of the 308,122 events created or incidents dispatched, 68% of the incidents were responded to by the Shreveport Police; 14% were for the Shreveport Fire; 13% - Caddo Parish Sheriff; 4% - All Caddo Parish Fire Districts/North Caddo Hospital Ambulance District/Balentine Ambulance; and 1% - small municipal police departments within the parish.

Mr. McClanahan asked for a report on the November 2018 Compiled Financial Statements. Mr. Carter reported that for the month of November, the District had monthly revenues of \$271,294.15. Monthly expenditures for November totaled \$1,204,549.37. Ms. Carter stated that the District issued a debt service payment for the 2011 Series Certificates of Indebtedness associated with the facility expansion project totaling \$223,387.50 and the 2017 Series Certificates of Indebtedness associated with the new parish-wide P25 radio system in the amount of \$718,450. Expenditures exceeded revenues by \$933,255.22. Mr. Carter reminded the Board that debt service payments were due on June 1st and December 1st of each year for the certificates of indebtedness that were issued to fund the District's various communications projects.

Ms. Carter reported as of November 30, 2018, the District had \$10,769,893.40 in cash-in-bank, and Fixed Assets totaled \$29,606,620.74.

Ms. Carter reminded the Board that each year at this time, Cook and Morehart presented the monthly financial records on a cash basis until the end of the year financials were received and audited. She stated that the financials would continue to be reported on a cash basis until all account receivables and account payables for 2018 had been received and posted. By state statute, she explained that service providers could remit revenue payments to the District on a quarterly basis and were required to submit the revenues within 60 days of the close of the quarter. She stated that most of the service providers remitted payments on a monthly basis, one month in arrears; however, some remit revenue on a quarterly basis. As a result, she explained that the November financial statement did not reflect 11 complete months of revenue.

Ms. Carter reported to the Board that the audit field work had been scheduled for the first week in April.

Mr. McClanahan stated that the next item on the agenda was a status report on the implementation of the new parish-wide P25 radio system. He stated that two years ago the District began contemplating changing out the existing analog radio system for a state-of-the-art digital radio system. Mr. McClanahan then asked Ms. Carter for a status report on the installation and implementation of the parish-wide P25 radio communications system. Ms. Carter stated that since the December 4th board meeting all of the new radio antennas, as well as new transmission lines had been installed at each of the District's seven

tower sites. As a result the District's existing radio system was now working on the new radio system's antenna system. She stated that the only exception was at the Wade/CDC tower site, which had one bad new antenna, and it was being manufactured, and would be installed in the summer. She explained that as of December 21st, all of the new microwave dishes and transmission lines had been installed at each of the tower sites, as well as the new microwave site located at the Caddo-Bossier Port. She stated that the District was operating dual microwave systems; however, the District's existing radio system would not be migrated onto the new microwave system until after the Acceptance Test Plan had been performed on the new microwave system, which was scheduled to begin the week of January 28th .

Ms. Carter further stated that beginning on January 7th through January 25th, Motorola would be installing new cables for the new radio consoles in the dispatch areas for each of the communications divisions within the 9-1-1 Center, as well as installing cabling in the Training Lab. She explained that the radio consoles in the Training Lab would be used to conduct dispatch console user training for all of the communications officers for the three communications divisions prior to system conversion this summer. She stated that beginning the week of January 28th – February 15th, new cabling and six new radio dispatch consoles would be installed at the Caddo-Bossier Port's Regional Commerce Center, which serves as the 9-1-1 District's back-up emergency communications center. She stated that Motorola estimates that it would require three weeks to complete the installation at the Port. Ms. Carter stated that beginning the week of February 18th, work would commence at the Caddo Correctional Center for the installation of a new radio dispatch console, which was estimated to take approximately two weeks.

Ms. Carter stated that Train-the-Trainer classes for the new mobile radios had been scheduled for all of the parish's fire and EMS departments for Thursday, January 24th. She explained that there would be three classes, with each class being two hours in length and limited to 12 students per class.

Ms. Carter stated that a tentative start date for the installation of mobile radio units had been set for mid-February with fire and medic units only, since these installations would vary depending upon the type of vehicle or fire apparatus involved. She stated that Motorola estimated that their installation team could only complete installation on seven units per day.

Ms. Carter explained the new mobile radios would be programmed with the existing 800 MHz SmartNet system with the Fire Departments' existing radio templates, as well as a second profile associated with the new digital P25 Phase 2 radio system. The second profile, which would not be operational yet, would enable Motorola to access the radios remotely via the new radio system's infrastructure and perform over-the-air-programming of the departments' new radio system going on-line. She stated that the target date for conversion to the new radio system was July, 2019.

She stated that the radio programming for all the other user radios would commence in March and should be completed in June with final system acceptance at the end of August. She further stated that the Motorola team was scheduled to meet the week of January 15th to develop a detailed implementation schedule. She explained that once that schedule had been finalized, an update would be presented to the Board prior to meeting with the District's radio user agencies.

Mr. McClanahan asked Ms. Carter to go over the requirements of the Louisiana Systems Survey and Compliance Questionnaire. Ms. Carter stated in preparation of the District's annual 2018 external financial audit, the State of Louisiana required that the Systems Survey and Compliance Questionnaire be completed, presented and adopted by the Board of

Commissioners, by formal resolution, during an open meeting. Upon approval, the completed questionnaire and signed resolution would be submitted to Heard, McElroy & Vestal, who would then test the accuracy of the answers on the questionnaire for compliance during the course of the financial audit of the District. Ms. Carter stated that once the audit had been completed, a formal written report would be presented to the Board and then submitted to the Legislative Auditor. Ms. Carter reminded the Board that the field work for the District's external audit had been scheduled to commence on Monday, April 1, 2019.

Mr. McClanahan asked for a motion to consider the adoption of a resolution to approve the Louisiana Systems Survey and Compliance Questionnaire as required by the State of Louisiana Legislative Auditor. Mr. Babineaux moved and Reverend Thomas seconded the motion, which was then unanimously approved.

Mr. McClanahan asked if there was any old business. Ms. Carter stated she has two items to discuss. She reported that the advertising had begun on January 8th for the Deputy Director position in the District's official journal, The Times, as well as Career Builders, USA Today Network, on the Caddo 911 website, and with Association of Public Safety Communications Officials (APCO), with emails going out to all 31,000 members. Ms. Carter explained that Ms. Rachal would be receiving all resumes' and letters of interest for the position. Ms. Carter stated that the closing date for that position was March 1st and interviews would be scheduled after the closing date. Ms. Carter asked if the Board had received her email regarding Sheriff Prator's nominee for the replacement of Councilman Boucher on the board and that the nomination had been sent to the Parish Commission and was now on their agenda for acceptance. All board members acknowledged receipt of the email.

Mr. McClanahan wanted everyone to know that former 9-1-1 Board Member of 17 years, Mr. Joe Lawler, had died. Mr. McClanahan stated that Mr. Lawler was one of those people, who bridged the gap between the City and Parish, and to bring the Board together for the good of all of the citizens within the parish. Reverend Thomas stated that Mr. Lawler had fully embraced him when he was newly appointed and that he would be missed greatly.

Councilman Boucher asked if he speak. He stated he wanted to make sure the Mayor knew that the new P25 radio system for the Police and Fire Departments would not cost the City of Shreveport any out of pocket money. Ms. Carter explained that the 9-1-1 District does not receive any funding from the state, parish or local government. She stated that in 1986 the voters of Caddo Parish approved the assessment of a telephone surcharge on telecommunications services to fund the development, implementation and operation of an enhanced 9-1-1 emergency telephone reporting system. She explained that the proceeds from the telephone surcharge fees was used to fund: the emergency telephone system/network; the emergency communications equipment and equipment maintenance; nine 9-1-1 administrative staff positions; employee training; a communications facility to house all of the agencies' communications officers, who answer 9-1-1 calls and dispatch emergency services personnel; training of communications personnel. She reported that the District had intergovernmental agreements with the City of Shreveport, the Caddo Parish Sheriff's office and the parish independent fire districts, which outlined centralized 9-1-1 call receipt and dispatching functions. The agreement specified whereby the District committed to providing parish-wide communications enhancements, as funding was available. In exchange, the City of Shreveport agreed to provide the personnel, who answer 9-1-1. The District does not have any employees who answer 9-1-1 calls and dispatch emergency services. In exchange, the District had funded and maintained the following communications projects for the public safety agencies: a parish-wide Computer-Aided-Dispatch (CAD) system and Records Management System (RMS), a parish-wide alpha-numeric paging system for the parish's fire departments, a parish-wide Ethernet data network for

connectivity to the 9-1-1 center for records database access; parish-wide mobile data system and a parish-wide public safety radio system with microwave. Ms. Carter explained that the District currently owns and operates the 800 MHz SmartNet II simulcast system that provides direct communications among the various public safety and local governmental agencies within Caddo Parish. She stated that the existing radio system had been in operation for 17 years and the new P25 system would take the Parish to the next level in digital technology. She stated that the current radio system was considered at end-of-life or no longer supported or manufactured. She explained that the District would be funding replacement radios for the public safety agencies. She further explained that within the next few weeks, the District would be submitting an amendment to the existing agreement between the District and the City relative to the purchasing of the new radios for the City's other departments for the Mayor's consideration and execution. She explained that a contract had been executed with Motorola so that the District could purchase the radios and various other non-public safety agencies could reimburse the District with no interest. She stated that the system would be under warranty for three years, and no air time will be billed for the radios during this period.

Mr. McClanahan praised Ms. Carter for managing the District's budget and her business-like workmanship. He stated that each year, the District has had an independent audit, and there had never been one management letter written or issued. Ms. Carter thanked Mr. McClanahan for his gracious words. Ms. Carter stated the biggest challenge to the District was that the District did not receive any monies from the city, parish or state governments and had to rely upon only telephone surcharge fees to fund the important communications projects, so it was important that the District be frugal and conscientious in its spending. She explained that the District looked at all projects as to what was in the best interests of all agencies, not just one. She stated that the 9-1-1 District's next major project would be researching next generation 9-1-1 systems to position the District's system to receive all types of data, video, text, which would require a total overhaul of the District's 9-1-1 communications systems.

Councilman Boucher remarked that the length of time that the Board members had served as well as the staff, which was a testimony to Ms. Carter. Ms. Carter thanked Councilman Boucher for his kind words as well as thanking the Board for allowing the District to work as a business and to continue looking ahead to the future.

With no additional business to be brought before the Board, the meeting was adjourned.

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