

CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE
Board of Commissioners

6:00 p.m. Tuesday
January 22, 2020

ECC Conference Room
1144 Texas Avenue

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

Board Members Absent: None

Others Present: Martha Carter, Tommy Mazzone, Howard Adkins, Judy Rachal, Arthur Meacham,
Mike Culbertson, Beth Ann Carter, and Richard Stewart (9-1-1 Staff); Charles
Grubb (Legal Counsel); Guest: Director Martha Bryant (Caddo Parish Sheriff's
Office)

Mr. McClanahan called the meeting to order and welcomed guest, Director Martha Bryant, with the Caddo Parish Sheriff's Office.

Mr. McClanahan asked for a motion to approve the Tuesday, December 3, 2019 meeting minutes. Mr. Robinson moved to approve the minutes as submitted, and Mr. Babineaux seconded the motion. The motion was unanimously approved.

Mr. McClanahan asked Ms. Carter for the report on the 2019 Annual Call Volume Statistics. Ms. Carter stated that within the Board's agenda packages, they would find not only the 9-1-1 Call Volume Statistics for the year, but information regarding the number of CAD events. She stated that these reports were also provided to each of the public safety agencies. She reported that from 2018 to 2019, the 9-1-1 system experienced a decrease in call volume by 22,754 calls or a decrease of 6.7%. She stated that of the 313,532 9-1-1 calls that were registered by the system, only 1.8% of the calls were over-flow calls, or calls that were automatically routed to the Police Department for processing due to a busy condition within the Fire Department. Ms. Carter explained that the Caddo Parish 9-1-1 system was designed with a forced call answer feature, which meant that the 9-1-1 call was automatically presented to the console or call taker workstation that had been idle for the longest period of time. She stated that the system also registers abandoned calls, which were calls where the caller disconnects prior to the communications officers' ability to answer. Abandon calls comprised 2.5% of the total number of 9-1-1 calls. Ms. Carter further stated that 83% of the 9-1-1 calls were from wireless phones; 7.6% of 9-1-1 calls were from wireline phones; 3.3 % of 9-1-1 calls were from Voice over Internet Protocol (VoIP) phones. The busiest hour of the day for the 9-1-1 system was 3:00 p.m.; the slowest hour of the day for the 9-1-1 system was 5:00 a.m.; the busiest day of the week was Saturday and the slowest day of the week was Wednesday. The busiest month was May and the slowest month was February. Ms. Carter stated that typically, February was always the slowest month due to the shortened number of days in the month.

Ms. Carter explained in addition to call volume information, the Board would find CAD dispatch information, which included all activity, such as field-generated events, events from the agencies' seven-digit telephone numbers and 9-1-1 calls.

Ms. Carter stated for 2019, the total number of CAD dispatches/events registered for all agencies in the parish was 307,350. The total number of CAD events created in 2019 decreased by less than 0.25% from the 2018 CAD events, which totaled 308,122.

Of the 307,350 events created, 69% of incidents were for the Shreveport Police; 14% - Shreveport Fire; 12% - Caddo Parrish Sheriff; 4% - All Caddo Parish Fire Districts/North Caddo Ambulance 1% - small municipal police departments.

Mr. Robinson asked why the Greenwood Police Department had the highest number of CAD events of the parish's municipal police departments. Ms. Carter could not give a specific reason other than possibly it is attributed to the fact that Greenwood has a patrolling area that includes parts of Interstate 20, but without speaking with the Police Chief of Greenwood, that would be speculation.

Mr. McClanahan asked for a report on the November 30, 2019 compiled financial statements. Ms. Carter stated for the month of November, the District had monthly revenues of \$218,159.27. Monthly expenditures for November totaled \$1,164,505.37. Ms. Carter asked the Board to note that the District issued debt service payments for the 2011 Series Certificates of Indebtedness associated with the facility expansion project totaling \$233,270.50 and the 2017 Series Certificate of Indebtedness associated with the new parish-wide P25 radio system in the amount of \$710,260. She stated that this was the reason that expenditures exceeded revenues by \$946,346.10. Ms. Carter explained 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 stated as of November 30, 2019, the District had \$8,310,412.24 in cash-in-bank and Fixed Assets totaled \$37,280,347.24.

Ms. Carter reminded the Board that the financials were reported on a cash basis until the end-of-the-year financials were audited. She explained that by state statute, the 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, the end of the year financials would not be completed until March, 2020.

Mr. McClanahan asked for an update on the P25 radio system implementation. Ms. Carter explained that since the December 3rd board meeting, the installation of the mobile radio units within Shreveport Police Department's vehicles had been completed, with the exception of 6 units, which were for vehicles that were wrecked or in the maintenance garage for repairs. She stated that appointments would be made for these installations on a per unit basis.

Ms. Carter stated that on December 16th, District staff and representatives from Shreveport Communications, Motorola subcontractor for radio installations, had met with representatives of the Caddo Parish Sheriff's Office to discuss the processes and logistics of the mobile radio installations. She stated that the Sheriff's Office had decided to simplify installations by using only one radio template for all vehicles, and all installs would be performed at the Sheriff's maintenance garage.

Ms. Carter stated that mobile data installations into the Caddo Parish Sheriff's Office vehicles began on January 6, 2020 and should be completed during the week of February 19th. She stated that this schedule was based upon installing 6-8 radios per day. M. Carter also reported that Motorola had finalized a schedule for the installation of new fire station alerting equipment at each of the parish fire districts' stations, and installation would begin on January 14th and should be completed on January 24, 2020.

Ms. Carter reported that since the November board meeting, that Motorola had been concentrating its efforts on identifying and insulating transmission problems at the Vivian tower site. She stated that raw data had been collected from the monitoring equipment and sent to Motorola engineers for analysis. As a result Motorola's team re-tested the Vivian tower site's coverage on December 6th. She stated that Motorola believed that the problem was created by a phenomenon known as a "tower effect" due to the positioning of the antenna bracket or antenna arm on the tower. The proposed solution was to have two teams: a tower crew to climb the tower to re-position the antennas and a radio team on the ground to conduct radio transmission testing. Ms. Carter reported that the week of January 27th had been tentatively scheduled to conduct radio transmission testing.

Ms. Carter reminded the Board that the new radio system could not be converted without a new voice logging system. She stated that the City of Shreveport and the Caddo Parish Sheriff's Office had not signed the

agreement for the purchase of the new voice logging equipment. She stated that Motorola had been notified in December that the City and Sheriff wanted separate contract agreements, and these contracts had been delivered to the respective parties on December 26th. At a minimum, Ms. Carter had been told that the timeline for contract execution to implementation would require 12 – 16 weeks, which would put the radio conversion date at the end of April if the contract was signed within the next week.

Mr. McClanahan asked Ms. Carter for a report on the proposed resolution to approve the Louisiana Systems Survey and Compliance Questionnaire as required by the State of Louisiana Legislative Auditor and an overview of the questionnaire itself.

Ms. Carter stated in preparation of the District's annual 2019 external financial audit, the State of Louisiana requires that the 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 the District's auditors, Heard, McElroy & Vestal, who would then test the accuracy of the answers on the questionnaire. Ms. Carter reported that the field work for the District's external audit had been scheduled to begin on Monday, March 30, 2020.

Mr. McClanahan asked for a motion to approve the resolution approving the systems survey and compliance questionnaire as required of standards for audit of governmental organizations, programs, activities, and functions promulgated by the United States Comptroller General. Reverend Thomas moved to adopt the resolution, and Mr. Anderson seconded the motion. The resolution was then unanimously approved.

Mr. McClanahan asked Ms. Carter to explain to the Board the need for consulting services with respect to Project Management and Implementation services associated with the replacement of the District's existing 9-1-1 System. Ms. Carter stated that on November 28, 2017, the Board adopted Resolution No. 9 of 2017 authorizing the execution of an amendment to the existing agreement with OCG to assist the District during the implementation of the new P25 radio system. She reported that since that time OCG, had satisfactorily performed all duties associated with the scope of work as outlined with the existing and amended contract. Ms. Carter explained the proposed scope of work, included in the Board's agenda package, outlined the various tasks associated with the development of technical specifications and project management services for the design and purchase of a new Next Generation capable 9-1-1 system and network. Ms. Carter stated that the District's existing Positron's (West Public Safety) Power 9-1-1 system was over 12 years old. Ms. Carter explained that in 2017, six vendor demonstrations were held with the agencies' communications divisions and District staff in an effort to identify features and functionalities of the newest 9-1-1 systems. The District received three proposals. She stated that due to the complexity of the proposed migration to Next Generation technologies, she was proposing that formal Requests for Proposals be developed and advertised so that the District could receive the most accurate and up-to-date information on the solutions available. She stated that within the 2020 Operating and Capital Outlay budget, \$1,500,000 had been budgeted for the project.

Ms. Carter respectfully requested the Board's consideration, to adopt Resolution No. 2 of 2020 authorizing her to execute an agreement with OCG to assist the District in the development of technical specifications for a proposed Next Generation capable 9-1-1 system. She reported that the existing contract that the District had with OCG for the implementation of the new radio system was \$159,625. Ms. Carter further stated she had reviewed the proposed tasks, and had no issues with the outlined scope of work. Ms. Carter explained that the tasks by OCG for the development of the technical specifications would be performed concurrently while OCG was on-site for the radio project.

Mr. McClanahan asked for a motion authorizing the Executive Director to execute an agreement with OCG to assist the District in the development of technical specifications for a proposed Next Generation capable 9-1-1 system. Mr. Irvin made a motion to adopt Resolution No. 2, and Mr. Anderson seconded the motion. The motion was then unanimously approved.

Mr. McClanahan asked Ms. Carter if she had any old business. Ms. Carter shared that the District had kicked off the Sierra Wireless and FirstNet project in mid-December. She reported that six units had been installed in

the Shreveport Fire Department vehicles. She stated that two days into the project, the units in the Fire Department vehicles began to have problems. She stated that because of the holidays, the units were taken out, and the old units put back into the vehicles. She stated that the engineering team for Sierra Wireless and AT&T returned the week of January 13th to work with the units. The four test units running in the Fire Department were all running correctly. She reported that over the following weekend two Sierra Wireless routers reset themselves back to default mode. She stated that both Sierra Wireless and AT&T were notified and that the District was awaiting a response from AT&T. Fortunately only four units were impacted rather than the 108 units that were scheduled to be migrated. Ms. Carter stated she would keep the Board updated.

Mr. McClanahan asked Ms. Carter if she had any new business. Ms. Carter stated she did not. With no further business to be brought before the board, Mr. McClanahan adjourned the meeting.