

CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE
Board of Commissioners

6:00 p.m. Tuesday
September 17, 2024

ECC Training Room
1144 Texas Avenue

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

Board Members Absent: Rev. Roy Thomas and Van Anderson

Others Present: Tommy Mazzone, Jan Horne, Beth Ann Carter, Arthur Meacham,
Huck Adkins, Richard Stewart, Wes Edge and Morris Laichena (9-
1-1 Staff), Zelda Tucker (Legal Counsel), and 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, July 16, 2024 and the August 20, 2024 meeting minutes. Mr. Lewis moved to approve the meeting minutes, and the motion was seconded by Mr. Babineaux. The Board unanimously voted to approve the minutes.

Mr. Irvin asked Mr. Mazzone for an update on the financial reports for the month of July. Mr. Mazzone stated that the District had revenues of \$482,805.79. Expenditures totaled \$329,382.69. Revenue exceed expenditures by \$153,423.10. As of July 31, 2024, the District had \$6,235,529.64 Cash-in-Bank, and Fixed Assets remained the same as the previous month at \$33,565,259.65. For the month of August, the District had revenues of \$296,523.52. Expenditures totaled \$283,926.80. Revenue exceeded expenditures by \$12,596.72. In August, the District made its annual payment to Caddo Fire District One for the software maintenance subscription fee to support the parish-wide ESO Records Management System. This payment was delayed due to the ongoing billing disputes between Caddo Fire District One and ESO. As of August 31, 2024, the District had \$ 6,224,146.50 Cash-in-Bank, and Fixed Assets remained the same as the previous month. Mr. McClanahan moved to accept the financial reports, and the motion was seconded by Mr. Lewis. The Board unanimously voted to accept the financial reports.

Mr. Irvin asked for the update on the July and August 2024 Call and Radio Statistics. Mr. Mazzone relayed that in July 2024, 97.5% of all 9-1-1 calls received were answered immediately or in less than 15 seconds. In August 2024, that number was 97.4%. Abandoned call are 9-1-1 calls that are registered by the system, however the caller disconnects prior to the communications officers' ability to answer. Of the 17,097 9-1-1 calls in July, abandoned calls comprised 1.6%, and of the 17,911 9-1-1 calls in August, only 1.7% were considered abandoned. Activity for the month of July from the automated attendant system for the Shreveport Police Department (SPD) and Shreveport Fire Department (SFD) seven-digit non-emergency telephone numbers, as well as the

main line for the Caddo Parish Sheriff's Office (CSO) follow: SPD: 11,406; SFD: 0; CPSO: 6,599. For August, the data shows the following: SPD: 11,999; SFD: 2; CPSO: 7,125.

In addition to call volume information, the computer aided dispatch includes all activity, such as field-generated events, events from the agencies' seven-digit telephone numbers and 9-1-1 calls. During July, the total number of CAD dispatches/events registered for all agencies in the parish was 21,591 and in August that number was 21,442.

Mr. Mazzone provided the P-25 radio system statistics for July and August. This report highlighted the overall "push to talk" (PTT) numbers (by agency), the amount of "conversations" of the "top ten" agencies, and the PTTs per hour, day and month. These numbers, along with the call data, help agency leaders determine days/times with the most volume and can help make decisions on staffing.

Mr. Irvin asked for an update on the Next Generation 9-1-1 Call Handling System. Mr. Mazzone informed the Board that the staff is still working on refining the reporting through the new Vesta system. There are still concerns with how the agency groupings are established, which is having the unintended consequence of hindering the analytics portion of the system. A lead engineer visited with our IT/Phone Support team on Friday, August 9th to see the issues first hand and gather data. Motorola sent a very experienced analytics engineer to us for three and a half days. She worked with our IT/Phone Support team to reconfigure portions of the system and help build the reporting queries which provide the data necessary for our monthly reports. There is still more work to be done to rebuild the groupings, to make the system flow/report more efficiently. Motorola is scheduling resources to work on this issue, and has escalated our concerns to higher levels. Currently, our call handling system is operating well to meet the need of our citizens. AT&T is still trying to reverse a multi-number port, which they mistakenly completed during our main cutover. We have had several AT&T representatives (account managers, engineers, field technicians) explain that the issue is not related to our cutover, that it is something within the central office, that it is an on premise equipment issue, or that they have been unable to duplicate the problem. We cutover on June 5, 2024. AT&T is still the limiting factor on our successful migration to a Next Generation Call Handling System. AT&T still has not dedicated a specific engineer, team or department to this issue.

Mr. Irvin asked for an update on the Facility Refresh Project. Mr. Mazzone informed the Board that he had a recent meeting with the architect and the firm expects to have updated plans ready for review by the end of October, to initiate the bid process by the end of the year. Mr. Mazzone stated that items had to be removed from the scope of work to keep the project on budget.

Mr. Irvin asked if there was any old business. Mr. Mazzone stated that during the District's initial discussion regarding the upgrade of our administrative phone system, our IT/Phone Support team and our partners at Avaya noted the annual cost of our long distance service, and stated that switching to the VOIP system would not only bring a modern suite of features, but also alleviate the need for the separate long distance service. Because of the cost offset, cancelling our long distance would essentially pay for the annual costs associated with the upgraded administrative

phone system. In January, the District completed its cutover to the upgraded administrative phone system. Once the 911 call handling system was upgraded from the analog Positron system, to the Vesta NG911 VOIP system, our teams validated ten-digit dialing was enabled throughout the facility. All personnel can dial long distance using existing systems, and without additional costs. Therefore, a disconnect was placed from Verizon.

Mr. Irvin asked if there was any new business. Mr. Mazzone provided an update on the Communications Workers of America strike, impacting operations with AT&T Southeast. Despite several attempts from numerous Communications Districts, Sheriff's Offices and other agencies, AT&T failed to release an official, consistent message to its public safety partners indicating the importance of our relationship or its plan to prioritize public safety communications issues. Because of this strike and because of the original error on behalf AT&T concerning our ring down circuits to each Fire Station, the Shreveport Fire Department still has no dedicated phone lines to their stations. This has been brought to the attention of several personnel within AT&T, and there is still no resolution. Mr. Mazzone told the Board that in previous correspondence on this matter, he reminded our representatives that we can't keep speaking of the importance of partnerships and relationships, and fail at the most basic task of communicating.

Mr. Irvin asked for a motion to enter into Executive Session at 6:18 p.m. to discuss security concerns relating to software upgrades. Mr. McClanahan made the motion and it was seconded by Mr. Lewis. At 7:20 p.m., as the Executive Session came to a close, and with no further business to be brought before the Board, Mr. Irvin asked for a motion to adjourn the meeting. Mr. McClanahan made the motion and it was seconded by Mr. Lewis. The motion was accepted unanimously.