CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE
Board of Commissioners

6:00 p.m. Tuesday
July 15, 2025

ECC Training Room
1144 Texas Avenue

Board Members Present:	Mike Irvin (Chairman), Clarence Babineaux (Secretary), Jackie Lewis, Fred McClanahan and Tonya Reeves
Board Members Absent:	John Robinson (Vice-Chairman)
Others Present:	Tommy Mazzone & Jan Horne (9-1-1 Staff) Zelda Tucker (Legal Counsel

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, June 17, 2025, meeting minutes. Mr. Lewis 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 month of June. Mr. Mazzone stated that the District had revenues of $324,300.90. Expenditures totaled $347,337.76. Expenditures exceed revenue by $23,036.86. Due to an invoicing error by Blue Cross/Blue Shield, the District made two (2) benefits payments in the month of June, one (1) of those payments was for the month of May. As of June 30, 2025, the District had $4,817,317.54 Cash-in-Bank and Fixed Assets totaled $32,370,068.84. Mr. McClanahan moved to accept the financial reports. The motion was seconded by Mr. Lewis. The Board unanimously voted to accept the financial reports.

Mr. Irvin asked for the update on the June 2025 Phone and Radio Statistics. Mr. Mazzone stated that for month of June 99.1% of all 9-1-1 calls received were answered immediately or in less than 15 seconds. Of the 15,980 9-1-1 calls in June the 255 abandoned calls comprised 1.6%. The average call answer time was 0:00.01 second. Automated attendant call activity for the month of June, including the Sheriff's main line follows: SPD (11,508); SFD (27); CPSO (6,462). During June, the total number of Computer Aided Dispatch events registered for all agencies in the parish was 21,254 The District's parish-wide radio system experienced a total of 590,394 push to talk sequences.

Mr. Irvin asked for an update on the Facility Refresh. Mr. Mazzone responded that the indoor work is progressing as planned. The flooring and painting is complete in the SFD/SPD administrative hallway and the locker room. The 911 Administrative offices are being emptied and prepped for flooring/paint, as are the OHS and SFD IT offices. The SPD comm center has had the ceiling tiles replaced, and we are waiting on the painters to complete painting the grid work in the CSO and SFD so those tiles can be replaced. Once that task is complete, the lighting will be changed to

LED bulbs and the HVAC duct work will be cleaned. The OHS donated the EOC furniture to SPD, and once the room has been remodeled, we will have new tables and chairs purchased in accordance with the District's programmed budget for 2025. Demolition is scheduled to begin in the multi-stall restrooms soon, as well as the flooring and painting in the Conference Room and CSO Director's Office. We expect to have the indoor work completed within 45-60 days and the outdoor work to begin. Coordination with Wieland is going well, and our architect is very engaged with the progress.

Mr. Irvin asked for an update on the P25 Radio System Upgrade. Mr. Mazzone stated that when the District signed our multi-year service agreement with Motorola, for the P25-compliant Digital Radio System, along with an annual payment for maintenance, Motorola agreed to supply three (3) system technology refreshes at a cost of $500,000 each. These technology refreshes were scheduled for every fourth year upon expiration of the warranty year which was September 1, 2021. This would put the refreshes in 2025, 2029 and 2033. In July 2024, the administrative coordination began for our first refresh, and was led by our Radio Systems Manager. This work consisted of remote systems reviews and upgrades many months prior to the on-site work, which was scheduled for June 2025. Between June 2nd and June 27th, Motorola completed a multi-layered software and hardware upgrade bringing our radio system up to date. As we move forward, the District has worked with its accountant to continue budgeting $125,000.00 a year for four (4) years so we can make the $500,000.00 payment for the remaining two (2) updates in 2029 and 2033 as planned. These funds will mainly come from the monthly maintenance fee we assess to customers using our radio system.

Mr. Irvin asked for an update on the CAD Upgrade. Mr. Mazzone responded that the CAD system upgrade to version 9.4 is nearing completion. We began the prep work for this massive upgrade in February 2022, compiling the statement of work and coordinating with our partners at Hexagon to develop a schedule and allocation of engineering resources. In July 2023, we agreed on the use of time and material hours at established rates, which would allow our CAD Systems Administrator to work with Hexagon engineers when needed as the upgrade rolled out. After purchasing/installing new workstations, monitors, servers and licenses, and developing the new comm center interface, the District began the comm center cutover on the morning of August 19, 2024. We immediately ran into issues which were not planned for and developed a prioritization plan to ensure problems were resolved, while still being able to continue rolling out the upgrade. In November 2024, work was started on duplicating the mobile public safety user interference for fire, law enforcement and medical units. This was a long process which would have been more efficient had we opted to utilize Hexagon's resources from the beginning. As we near the end of this project, we have some minor tweaks to interface processes which have become cumbersome for the field users as the upgrade changed or removed them. We will continue working with Hexagon to find solutions and/or educate the users on the proper was to use the new software. We have approximately 180 T&M hours remaining on the contract. Ms. Reeves asked for an explanation of the issues we had during cutover, and Mr. Mazzone provided a summary.

Mr. Irvin asked for an update on the Wireline Fee Remittance. Mr. Mazzone stated that on January 21, 2025, the Board voted to approve Caddo Parish Communications District Number One

Ordinance Number 25-001, authorizing increases in 9-1-1 service charge collection for any Residential and Business (Commercial) users of fixed location wire line service and those providers offering a connection to the “exchange access facilities” (i.e., landline telephone exchange service, Voice Over Internet Protocol, and the like), whose address is within the boundaries of Caddo Parish, Louisiana. This adjustment was made as a result of AT&T’s Louisiana fixed location wire line tariff effective January 1, 2025. In April of 2025, the District sent letters to each of the 114 wireline/VOIP telephone carriers and remittance preparation companies using USPS certified mail, to inform them of this change, and the effective date of July 1, 2025. We have received acknowledgements from 103 of them and have sent a follow up letter to the remaining eleven (11). We asked that their organizations make any necessary changes to their finance software, and remittance forms in time for the effective date, we included an example of our updated remittance form, and provided them with the link of where we placed it on our website. We expect to begin receiving the increased remittance in limited amounts, in August and then more so in September and afterwards.

Mr. Irvin asked if there was any old business. Mr. Mazzone responded that the District’s Remote Tower Site located off Ellerbe Road, in South Shreveport, is primarily used to ensure our P25-compliant digital radio system, and the RF paging services have strong signals in that area of the parish. Because of the location, and the proximity to several communities, we have also had mobile phone carriers lease space on that tower for many years. Recently, AT&T asked to update their antenna equipment package, and increase the altitude to the highest location we can provide another organization. We are in the process of negotiating an increase to their annual payment based on industry standards, their new position and the importance of the tower’s location. T-Mobile has contacted the District to obtain a structural analysis for an antenna package and equipment structure. We are waiting for an updated analysis, and will make recommendations to their proposed lease agreement, once we know they have accepted the results. Verizon updated their equipment package, and we will begin reviewing their agreement to determine if an increase in their rent is reasonable. The City of Shreveport Department of Water and Sewerage is still working on their proposed equipment package, and requested altitude which will be necessary for the District to determine a sensible lease agreement.

Mr. Mazzone continued with old business by giving and update on the changes on this year’s APCO International Conference and Technology Symposium will be held in Baltimore, Maryland from July 27th through July 30th. He reminded the Board that the District also budgets monies toward supervisory funds and training/schools for SFD, SPD and CSO to use as required. Some of these funds can be allocated for personnel from each of those agencies to attend this premier professional development conference. In total, Caddo 911, will be sending seven (7) people. After much consideration (and several travel issues in the past), we chose to work with a travel agent to book fully refundable airfare for each of the travelers, at a minimal cost. This allows any traveler who has to cancel or make changes to only impact their itinerary and not that of the whole group. Also, there will no longer be the possibility of a “flight credit” issued to the traveler. Instead a refund to our District AMEX will be applied. If this method works as we believe it will, we plan to leverage this resource for future travel.

Mr. Irvin asked if there was any new business. Mr. Mazzone recommended that after the Facility Refresh is complete, the District explore quotes to have each of the 36 console positions cleaned and maintenance performed by a certified company. Mr. Mazzone also informed the Board that the District is looking at quotes to have the door handles on the exit doors changed to push bars. The handles are getting worn due to age and heavy use and the push bars are more durable, enhance safety, and are cost effective. Mr. Mazzone mentioned that due to all of the recent systems updates, the System Enhanement Sub-Committee will need to meet. Mr. Irvin asked Ms. Reeves if she would like to join that committee in place of Mr. Anderson, as he is now retired.

With no further business to be brought before the Board, Mr. Irvin asked for a motion to adjourn the meeting. Mr. Babineaux made the motion and it was seconded by Mr. Lewis. The motion was accepted unanimously.