CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE
Board of Commissioners

6:00 p.m. Tuesday
September 16, 2025

ECC Training Room
1144 Texas Avenue

Board Members Present: Mike Irvin (Chairman), Clarence Babineaux (Secretary), Tonya Reeves, Fred McClanahan, Jackie Lewis

Board Members Absent: John Robinson (Vice-Chairman), Jackie Lewis, and Tonya Reeves

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, July 15, 2025 and the Tuesday, August 19, 2025 meeting minutes. Mr. McClanahan moved to approve the meeting minutes and 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 and August. Mr. Mazzone stated that in July the District had revenues of $419,094.68. Expenditures totaled $524,906.76. Expenditures exceeded revenue by $105,812.08. $125,100.29 was moved from our Construction Account to our Operating Account to pay for a draw to the Facility Refresh Project. These funds nearly offset the deficit, and had they been included would have shown an approximate $5,000.00 revenue surplus for the month. As of July 31, 2025, the District had $4,605,940.41 Cash-in-Bank, and Fixed Assets remained the same as the previous month at $32,370,068.84. For the month of August, the District had revenues of $412,832.66. Expenditures totaled $436,174.11. Expenditures exceeded revenue by $23,341.45. $181,515.52 was moved from our Construction Account to our Operating Account to pay for a draw to the Facility Refresh Project. As of August 31, 2025, the District had $4,589,289.96 Cash-in-Bank, and Fixed Assets remained the same as the previous month at $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 an update on the July and August 2025 Phone and Radio Statistics. Mr. Mazzone stated that for the month of July 99.2% of all 9-1-1 calls received were answered immediately or in less than 15 seconds. Of the 16,893 9-1-1 calls in July, the 281 abandoned calls comprised 1.7%. The average call answer time was 0:00.01 second. Automated Attendant activity for SPD and SFD and the Sheriff's office main line were SPD: (11,508); SFD: (27); CPSO: (6,462). During July, the total number of Computer Aided Dispatch events registered for all agencies in the parish was 22,560. The District's parish-wide radio system experienced a total of 634,621 push to talk sequences. Mr. Mazzone stated for that for the month of August 99.5% of all 9-1-1 calls received were answered immediately or in less than 15 seconds. Of the 16,361 calls in

August, the 310 abandoned calls comprised of 1.9%. The average call answer times as 0:00.01 second. Activity for the month of August from the Automated Attendant system for SPD and SFD, and the main line for CPSO follow: SPD: (11,363); SFD: (45); CPSO: (7,005). In August, the total number of Computer Aided Dispatch events registered for all agencies in the parish was 22,111. The District's Radio Systems Manager is on extended leave; the data for August will be supplied along with the September report.

Mr. Irvin asked for an update on the issues with AT&T Circuits. Mr. Mazzone responded that on August 25, 2025, the District's IT & Phone Support team discovered that all 9-1-1 calls meant for Caddo Parish were being routed to neighboring parishes (as far south as Natchitoches) and even west into Texas. When answered by these other agencies, the calls were being routed back to Caddo 9-1-1 on administrative lines. These lines are recorded, but the calls did not come through with automatic number/location information (ANI/ALI). That meant the call takers had to manually type the information into the CAD system. This issue happened before the calls reached our system. Our team verified the Vesta Call Handling system was working properly, and that the main switch delivering our calls was not making the delivery. The District went from 32 CAMA trunks (Centralized Automatic Message Accounting trunks) to five (5). This diminished our capacity to take multiple 9-1-1 calls, especially in the event of a major incident. We immediately reached out to AT&T and opened a ticket. AT&T stated they would send a technician on the next business day, and that the limited number of CAMA trunks would be sufficient. On Tuesday, August 26,2025, I asked AT&T that an initial Report of Explanation be sent within five (5) business days, and any expanded report within thirty (30) calendar days. On September 3, 2025, Mr. Topper Hightower (Associate Director of 9-1-1 Service Management) called to provide a verbal report, stating AT&T had no idea how or why this incident occurred. He stated that hopefully the expanded written report will have the details. The staff made contact with Ms. Odalis Banuelos (AT&T Customer Advocacy) and she immediately coordinated a repair. We currently have 13 CAMA trunks active at the B-site, and AT&T is working to bring the remainder of the A-site trunks online. To complete matters further, on Saturday, August 30,2025, the District suffered a "dual ANI/ALI failure", as both circuits to our A and B sites dropped offline. This meant that call takers again needed to manually type information in to the CAD system. When a ticket was opened with AT&T, our staff was informed that a technician would not be responded until the following business day, after the long holiday weekend. Our staff worked eight (8) hours of overtime attempting to solve the issue internally. When a technician showed up on Tuesday, he informed us that AT&T would no longer repair the copper wiring which is the backbone of line communication with AT&T, and that we would need to find a different solution. We immediately reached out to AT&T and were informed that this was a miscommunication, and the technicians would be enroute to fix the issue. As of September 11, 2025, the District has all four (4) ANI/ALI circuits working. These are both at the B-site, located at Southland Park Drive.

Mr. Irvin asked for an update on the Facility Refresh. Mr. Mazzone stated that the indoor work is still progressing as planned. Painting and flooring continues in small portions of the building. The 911 Administrative space is about 80% complete, as we await casework and some electrical. The multi-stall restrooms have been demoed and will begin remodeling this week. We expect them to be operational in about three weeks. The HVAC ducts were cleaned out it was reported that no

areas of the facility were substantially blocked. The EOC is waiting for new laminate for the dais and the kitchenette, and the new audio/visual system is being coordinated. The District is ordering new nesting desks and chairs, allowing the room to be reconfigured as needed. Exterior work is continuing as the pressure washers completed the rooftop, the walls and the front parking lot. Material was delivered for the concrete work at the new Hope Street entrance, and for the pad supporting the reserve water tank. Designs have been changed for the walkthrough/delivery date on Texas Avenue removing the need for a raised and sloped ramp. The ironwork for the fencing and gates should be arriving locally soon, and will be delivered as needed. The water tank is still planned for an October delivery. If all goes as planned, we should have it placed, installed and tested before the winter freezes impact our main lines.

Mr. Irvin asked for an update on the P-25 Digital Radio System. Mr. Mazzone responded that our P-25 Digital Radio System has been updated with the newest equipment and firmware and our Radio Systems Manager is coordinating with Motorola to install security updates on each of the consoles, which is a normal periodic process. When adopting the 2025 Capital Outlay and Operating Budget, the Board approved the purchase of twelve (12) N70 portable radios for the Caddo Parish Sheriff's Office School Resource Officers, to augment the three (3) we purchased using a grant issued through the Office of Homeland Security and Emergency Preparedness. These radios are equipped with LTE and Wi-Fi technology which integrates with the Motorola Smart Connect System to ensure redundant connectivity. These radios are the next evolution of advanced communications technology. In purchasing and issuing these radios to the SROs, we ensure there is always a method of communication on these campuses, no matter the location. This greatly enhances the ability to coordinate a response in the event of an emergency. As we develop our Strategic Roadmap, we will look at ways to invest in more of these types of systems. As a point of reference, each of these radios costs approximately $7000.00, double the amount of the current portable radios. In July 2023, the District's Radio Systems Manager coordinated with our Motorola account representative for an online meeting to identify a possible issue noted at Caddo Fire District One. During that meeting, Caddo Fire District One Administrative Chief Lyles stated that since the new system was brought online in September 2020, his agency had experienced multiple issues with the portable radios not receiving transmissions. Motorola suggested that Mr. Edge use the District's test/tune equipment to verify the radios had the correct settings. Immediately following the meeting, he completed a test using Chief Lyles' radios and found them to be out of tune. Mr. Edge made necessary adjustments and asked Chief Lyles to provide feedback after monitoring his radios over the weekend. It was reported that both radios operated normally, receiving all transmissions. Mr. Edge scheduled times with Fire District One to retune their portable radios. Until recently, there will no further complaints. Mr. Edge is coordinating with Caddo Fire District One to ensure there is properly tuned. The District still has not received any reports of similar concern from other departments.

Mr. Irvin asked for an update on the CAD Upgrade. Mr. Mazzone stated that during the week of August 4-8, the District and Hexagon hosted a software assessment to ensure the upgrade to mobile public safety version 9.4 meets the needs of the public safety agencies. This assessment was broken into two (2) sessions for two (2) days each. The first session concentrated on the law enforcement, with communications officers and patrol officers/deputies from the Shreveport

Police Department and the Caddo Parish Sheriff's Office. The second session concentrated on the fire and medical, using a communications officer, fire captain and medic from the Shreveport Fire Department. During these sessions, the communications officers would create simulated events, allowing the "field" personnel to see them as they would in their response vehicles. From there, immediate input was provided to Hexagon with suggestions to add, change or delete certain features/functions for operational efficiency and effectiveness. These sessions were very successful, with the law enforcement personnel providing twelve (12) issues for resolution and the fire/EMS personnel submitting eleven (11 issues). All suggestions have been worked by Hexagon and uploaded to the system by our CAD Database Administrator. Our CAD System upgrade is considered complete, and we have requested the project be closed out. At last check, we had 430 hours remaining in our T&M hour bank with Hexagon, which equates to approximately 140,000.00 dollars-these are funds which will not be expended toward this project.

Mr. Irvin asked if there is any Old Business. Mr. Mazzone stated that after our Wireline Surcharge Increase in July, the District has only had eight (8) remit incorrectly.

Mr. Irvin asked if there is any New Business. Mr. Mazzone responded that in September of 2020, the Caddo Parish Communications District Number One (District) activated a state-of-the-art, P25 Phase 2 digital radio system, replacing the legacy "SmartNet" system. The District funded this new technology, and several thousand mobile and portable radio unit (and ancillary equipment) for public safety agencies. The contract between the District and Motorola Solutions included an initial three-year warranty period covering the system and radio units. Historically, the District has charged local government and public safety agencies a radio system maintenance fee to help offset the costs associated with keeping the system updated and operating at the required capability and capacity. With the previous "SmartNet" system that fee was $3.00 per radio, per month. When the District invested in the P-25 system, it stopped charging the fee during the initial warranty period and upon expiration, resuming collecting at a rate of $5.00 per month, per radio to offset the District's expenses for on-going maintenance of this Parish-wide radio system. Due to the costs associated with depot-level maintenance, the fact that Motorola no longer sells the APX-4000 portable radios, and they established expenses of our annual service agreement, Mr. Mazzone recommends increasing the monthly rate to $8.00 per radio. The District would like to have this change made for year 2026. Just like our wireline surcharge fees, these additional funds will allow the Board more flexibility when making decisions about the future of our radio system.

Mr. Mazzone also updated the Board of the funeral arrangements of Mr. John Robinson, who we suddenly lost due to complications from pneumonia. With the passing of Mr. Robinson, the Board currently has two vacancies to seek replacement.

Mr. Irvin asked for a motion to remove an item from Executive Session. Mr. McClanahan made the motion and it was seconded by Mr. Lewis. The Board voted unanimously to remove the item from Executive Session.

Mr. Irvin asked for a motion to add an item to the Meeting Agenda. Mr. Babineaux made the motion and it was seconded by Ms. Reeves. The Board voted unanimously to add the item to the Meeting Agenda.

Mr. Irvin asked for a motion to enter into Executive Session. Mr. Babineaux made the motion and it was seconded by Mr. McClanahan. The Board voted unanimously to enter into Executive Session.

Mr. Irving asked for a motion to end Executive Session. Mr. McClanahan made the motion and it was seconded by Mr. Babineaux. The Board voted unanimously to end the Executive Session.

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