CADDO PARISH COMMUNICATIONS
DISTRICT NUMBER ONE

ANNUAL STATISTICS – 2025

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CALL VOLUME, EMERGENCY DISPATCH, RADIO & ADMINISTRATIVE SUPPORT

JANUARY 2026 – The **Caddo Parish Communications District Number One** presents the annual 9-1-1 Call Volume Statistics for the period of ***January 1, 2025 to December 31, 2025***, as well as information regarding the number of Computer Aided Dispatch (CAD) events generated for each agency. Additionally, you will find call volume statistics that reflect activity from the automated attendant systems for the Shreveport Police Department (SPD) and Shreveport Fire Department (SFD) seven-digit telephone numbers, as well as information for calls taken by the communications deputies of the Caddo Parish Sheriff's Office (CPSO).

Also included, are the P-25 Compliant Digital Radio System "push to talk" statistics, and a short administrative summary to provide a glimpse into the various projects/tasks that our staff performs on a daily basis to assist the public safety agencies or in support of the District's communications systems.

CALL VOLUME:

Of the ***185,771 9-1-1 calls*** registered by the system, only 7,854 or 4.2% were **over-flow calls,** or calls that were automatically routed to the SPD for processing due to a busy condition within the SFD. This was an ***increase*** of 0.6% from 2024 (8,337 / 3.6%).

From 2024 to 2025, the 9-1-1 system had a ***decrease in call volume by 48,658 calls or 26.1%***. This dramatic decrease is NOT normal, and due specifically to an upgrade of our emergency call handling system. The "legacy" Positron system (using the AT&T central office routing method) received a call, and then if transferred to another agency, "left the building", rerouted in the central office and then returned to the building as a "new" call; essentially creating two calls for many of the incidents. ***For decades, this was unknown to the District***, until we migrated to the VESTA call handling system (Next Generation 911 capable) in June 2024. This system maintains the entire call routing process internally, and on premise. We expected to see a lower call volume again this year, which is truly in line with our established call flow process. This should be the last year of such a drastic decrease. ***This in no way diminishes the workload of the public safety agency call takers who ultimately answered 431,424 emergency and non-emergency calls in 2025.***

ANSWER TIME:

Our 9-1-1 system is designed with a "forced call" answer feature, which means that 9-1-1 calls are automatically presented to the console that has been idle for the longest period of time. As a result of this system configuration, in 2025, ***99.64%*** of all 9-1-1 calls were answered immediately or less 15 seconds, which is an ***increase*** of .29% from 2024 (99.35%).

ABANDONED CALLS:

These are 9-1-1 calls that are registered by the system, however the caller disconnects prior to the communications officer's ability to answer. Abandoned calls comprised ***1.9%*** of the total number 9-1-1 calls in 2025, a ***decrease*** of 0.7% from 2024 (2.6%). Communications Officers make every attempt to reconnect with abandoned callers using information from the system.

CALL TYPES:

Based on generalized categories, and may not match total calls as certain classifications are not captured by system.

2025: Wireless – 167,346	Wireline – 6,839	Voice over Internet Protocol (VoIP) – 10,535
2024: Wireless – 204,964	Wireline – 10,298	VOIP – 11,889

SYSTEM USAGE METRICS:

Busiest Hour of the Day – ***4:00 p.m.*** (2024 – 4:00 p.m.)
Slowest Hour of the Day – ***4:00 a.m.*** (2024 – 4:00 a.m.)
Busiest Day of the Week – ***Friday*** (2024 – Monday)
Slowest Day of the Week – ***Monday*** (2024 – Wednesday)
Busiest Month – ***May*** (2024 – August)
Slowest Month – ***February*** (2024 – November)

EMERGENCY DISPATCH:

Includes all activity, such as field-generated events, incidents created from agencies' seven-digit phone numbers and 9-1-1 calls. In 2025, the total number of dispatches/events registered for all agencies in the parish was ***254,241***. This number ***decreased*** by 0.3% from 2024, which totaled 254,326.

SPD – 62.8% of incidents (increase from 61.7%)
SFD – 19.4% (increase from 19.3%)
CPSO – 11.6% (decrease from 12.4%)
Caddo Parish Fire Districts (CFD) & North Caddo Ambulance – 4.5% (decrease from 5.5%)
Small Municipal PDs – .96% (decrease from 1.2%)

P-25 COMPLIANT DIGITAL RADIO SYSTEM:

The District's parish-wide radio system experienced a total of ***7,056,118 push to talk sequences*** (increased .39% from 2024). For SFD (including CFDs and area hospitals) 4:00 p.m. was the busiest hour, and Wednesday the busiest day. For SPD, 3:00 p.m. was the busiest hour, and Friday the busiest day. And, CPSO (including the municipal PDs), showed 5:00 p.m. as the busiest hour, and Friday as their busiest day.

STAFF SUPPORT:

In 2025, our staff successfully completed the planned upgrade of the District's mobile public safety software system, enabling over 500 first responder vehicles to communicate more effectively. The IT/Phone Support Department led a thorough review of our telecommunications billing resulting in a reduction in AT&T's monthly invoicing. We worked with Wieland Contracting to initiate a 1.6 million dollar facility remodel project that strengthens the physical security infrastructure, refreshes the interior, adds utility resiliency and created a new training lab for telecommunications officers. The staff continued supporting the agencies through task requests for assistance with changes to the database, trouble reporting, and researching data. All of this was in addition to the specialized reports that are generated for the agencies as well as the various projects that require staff involvement.

Using the online Task Request Portal, agencies were able to make direct contact with each department, allowing the District to collecting data for trend analysis. *Note: The information below does not completely represent all of the tasks completed by District staff. There are countless tasks given "line of sight", via e-mail, pager, etc.

Total Portal Task Requests: 710
CAD Systems: 223
Mapping Department: 232
IT & Phone Support Department: 168
Radio Department: 72
Facilities & Office Management: 5
Director's Office: 10

Finally, while working with the District's General Counsel, our staff gathered information for 34 public records requests or legal subpoenas.

The District was created in *1985*, as a political subdivision to establish a uniform emergency telephone notification system, using the primary emergency telephone number "*9-1-1*", to shorten the time required for a citizen to request and receive emergency aid. The District is responsible for the physical and technological infrastructure supporting this (and other) critical communications systems. The facility is home to the parish's Combined 9-1-1 Emergency Communications Center, and the parish's Emergency Operations Center.