

May 1, 2025

Consolidated Report of Statewide 9-1-1 Communications Activity – Calendar Year 2024

Prepared for:

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Commerce, Consumer Protection, and International Affairs Committee

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Executive Summary

Thank you for making the time to review this material. If there are any questions, they may be directed to Mr. Richard McGuire – Executive Director, Calcasieu Parish Communications District *and* President, Louisiana 9-1-1 Directors Consortium. He may be reached at (337) 439-0811, or rmcguire@Calcasieu-911.com.

Pursuant to Louisiana Revised Statute (LA R.S.) 33:9109.2 (C), and on behalf of the state's Communications Districts, the *Legislative Committees of the Louisiana 9-1-1 Directors Consortium*, and the *Louisiana Chapters of the Association of Public Safety Communications Officials (APCO) and the National Emergency Number Association (NENA)* hereby submit this consolidated report on statewide 9-1-1 communications activity, to the Louisiana Legislature – *Senate Committee on Commerce, Consumer Protection and International Affairs* and the *House Committee on Commerce*. This report includes information from all of the parishes within the state of Louisiana.

As required by the aforementioned statute, this report is due by May 1st of each year and the information contained is for the previous calendar year – in this case for 2024. This data has been collected from each of the Communications Districts listed. These records may or may not reflect audited results due conflicts between the submission deadlines for this report and completed results of annual external financial audits. Every Communications District is required to file a report with the Louisiana Legislative Auditor within six (6) months of the end of each agency's fiscal year pursuant to LA R.S. 24:513. The accounting periods for some Communications Districts are on a calendar year basis, others report mid-year, and there are those who are included as a component part of another governmental agency's financial report. These differences may be due to the size of the Communications District or its organizational or governance structure.

All 9-1-1 fees and other revenues received are itemized by Communications District, and combined for statewide totals. The 9-1-1 fees and revenues are categorized by wire-line services, billed wireless services and prepaid wireless services. Additionally, expenditures are itemized in the same fashion as revenues, by each Communications District and on a statewide basis. These figures are for CY2024.

Total Statewide *Revenues: $111,142,497.01* **Total Statewide *Expenses: $105,064,196.61***

Information regarding planned projects intended to enhance the efficiency and the effectiveness of 9-1-1 public safety communications, and information regarding the development of Next Generation 9-1-1 (NG911) services are also included in this report, as well as joint projects between Communications Districts and those with other entities relative to the sharing of resources in the planning and development of NG911 services.

Major Point of Consideration: Due to misinterpretation of long standing statutes, by major telecommunications providers, ***prepaid wireless revenue is down 27.82% from 2023 to 2024****. This dramatic decrease in funds is directly impacting the Communications Districts' ability to provide NG911 services and technology to the citizens and visitors of Louisiana.

*This will be covered in more detail in the Additional Information section of the report

Background

9-1-1 service in Louisiana was formed based upon jurisdictional and geographical boundaries of each parish. While the Communications Districts share the same public safety communications mission and function, no systems are identical. The differences can be attributed to the manner in which they were created and their organizational structure.

The establishment of a 3-digit phone number for citizens to dial when they are in need of fire, law enforcement or emergency medical services, triggered within each parish a degree of unification and uniformity of operation among public safety entities, which were historically accustomed to functioning autonomously.

Prior to "9-1-1", a citizen needing help from a firefighter, law enforcement officer or emergency medical technician would have to dial that agency's 7-digit phone number or operator, and the individual department's internally developed protocols would govern how that call was handled. ***Now, our citizens dial 9-1-1***. When dialed, the request for service is automatically routed to a pre-determined location, known as a Public Safety Answering Point (PSAP) or Emergency Communications Center (ECC). The request for service is answered by a call taker, who determines the nature of the emergency and either processes the request for emergency services or routes it to the appropriate public safety agency for emergency response.

Who performs the call taker function and what happens from that point, varies widely between the Communications Districts. Some hire their own call takers; some use Sheriff's Office employees; some use Fire Department personnel and others use a combination. The advent of 9-1-1 became the catalyst for all public safety agencies to work in concert to ensure the safety of our citizens and visitors. Each Communications District's configuration is a reflection of the particular characteristics of the parish where it operates. All of these structures provide reliable, effective and secure emergency communications during dynamic moments of intense physical and emotional chaos.

History

In 1979, *Lafayette Parish pioneered the creation of a 9-1-1 system* for its area. House Bill 480 of 1979, authored by Representatives LeBlanc, Bares, and Thompson and handled by Senators Mouton and Champagne on the Senate side, created the first Communications District in the State of Louisiana for the purpose of establishing and maintaining an emergency telephone service for Lafayette Parish. This enactment, which became Act No. 788 of 1979, set the precedent for a 9-1-1 system with each Communications District's boundaries being based on the geographical boundaries of each of the sixty-four (64) parishes in Louisiana.

In 1982, House Bill 1245 [Act 155 of 1982] by Representative Landrieu, created the Orleans Parish Communications District. Likewise, that same year, the Jefferson Parish Communications District was created by House Bill 1208 [Act 156 of 1982].

In 1983, House Bill 1326 [Act 490 of 1983] created new and separate Communications Districts for the parishes of St. Bernard, Plaquemines, Lafourche and Terrebonne.

Representative Downer's House Bill 1065 of 1983 enacted the generic state legislation, LA R.S. 33:9101 et seq., establishing the overall mechanism for the creation of Communications Districts in each of the remaining parishes [Act 550 of 1983]. This Act also provided that a Parish Police Jury or a board named by the Police Jury could govern a Communications District to establish and operate a 9-1-1 system for their respective parish. This law permitted a wide range of methods by which Communications Districts could operate these systems.

Within LA R.S 33:9101 through 33:9129, parish governing bodies were granted the authority to create Communications Districts by ordinance. Once created, Communications Districts became ***political subdivisions of the state***. By statute, these districts were created for the express purpose of implementing and maintaining the 9-1-1 emergency reporting systems. Districts were also given the authority to provide for other communication enhancements, enabling law enforcement and public safety agencies to decrease response time and improve effectiveness, when citizens call for help during an emergency. Furthermore, provisions of the statutes allow for the funding of 9-1-1 call taking, dispatch, and telecommunication systems for first responders and for other lawful purposes of communications districts. These systems have evolved to "Enhanced 9-1-1 (E911)" and now "NG911" services.

Organizational Structures

In Louisiana, the 9-1-1 call processing function is integrated into the larger public safety dispatch function, providing a cost-effective approach to public safety communications in each parish. Sixty-one (61) of the states' Communications Districts also provide some level of public safety dispatching services with fifty (50) dispatching at least one (1) fire department, and forty-five (45) dispatching at least one (1) law enforcement agency. Communications Districts work hand-in-hand with other public safety agencies to ensure the quickest and safest response possible to citizens' requests for service, while providing the most cost-effective approach for the processing these requests.

Communications Districts are organized to provide 9-1-1 services to their communities in a variety of ways. The predominant method is for a Communications District to use its own personnel to process 9-1-1 requests for service, and often provide dispatch services to fire, law enforcement and emergency medical services within their parish. In this method, public safety communications and 9-1-1 services are typically centralized for multiple emergency services, thus providing *significant savings for 9-1-1 operations and for other public safety agencies*.

The second most popular approach is to embed the 9-1-1 call taking function with another public safety agency. This approach is widely used in rural parishes which cannot support a stand-alone 9-1-1 system. In this method, the Communications District contracts with the Sheriff's Office, another public safety entity, or even a neighboring Communications District to provide 9-1-1 services. This method leverages funding from multiple sources to provide a cost-effective way to provide 9-1-1 call processing and emergency response to the public. With this method, a parish will have a single PSAP to simultaneously answer 9-1-1 requests for service and dispatch most of the public safety agencies in that parish.

The governing authority of the district shall select the method that it determines to be the most feasible for the parish. As outlined in LA R.S. 33:9105, the 9-1-1 emergency telephone systems in the state shall be designed to have the capability of utilizing at least one of the following four (4) methods in response to emergency calls.

> (1) "*Direct dispatch method*" – a telephone service to ***a centralized dispatch center*** providing for the dispatch of an appropriate emergency service unit upon receipt of a telephone request for such services and a decision as to the proper action to be taken.
>
> (2) "*Relay method*" – a telephone service whereby pertinent information is noted by the recipient of a telephone request for emergency services, and then ***relayed to appropriate public safety agencies or other providers of emergency services*** for dispatch of an emergency service unit.

(3) "*Transfer method*" – a telephone service that ***receives telephone requests for emergency services and directly transfers such requests*** to an appropriate public safety agency or other provider of emergency services.

(4) "*Referral method*" – a telephone service that, upon the receipt of a telephone request for emergency services, ***provides the requesting party with the telephone number of the appropriate public safety agency or other provider of emergency services***.

Each method has its strengths and limitations based upon the respective parish's organizational structure, established public safety partnerships, availability of advanced technology, and sustained revenue streams.

Emergency Communications Funding

Funding of 9-1-1 systems in Louisiana is primarily through the remittance of an emergency telephone service fee charged to each telephone subscriber. This fee is reflected on the subscriber's phone bill and is collected by the service provider, who remits the surcharge to the Communications District based on the citizen's parish of residence. As political subdivisions of the State of Louisiana, Communications Districts have the authority to also levy property tax or sales tax when so authorized by a vote of a majority of the persons voting within the district, in accordance with law. In order to provide additional funding for the district, the governing authority may receive federal, state, parish, or municipal funds, as well as funds from private sources. They may expend such funds for the purposes as outlined within established statutes. Revenue sources other than surcharge fees have also been highlighted within the report.

In 2016, the Louisiana Legislature passed a bill [Act 665 of 2016 – Regular Session] authorizing an increase in the maximum amount of service charges on wireless communication devices from eighty-five cents ($0.85) to one dollar and twenty-five cents ($1.25) per month or the rate the Communication District is authorized to levy as of August 1, 2016. The bill provided that that revenues collected are to be used for the sole purpose of providing 9-1-1 emergency response services and operations, and prohibits use for other purposes.

In the nearly ten (10) years since this legislation, advancements in call handling equipment, computer-aided dispatch (CAD) systems, radio communications, and third-party emergency service applications have increased dramatically. Local, state and federal leaders – ***and our citizens*** – have very realistic expectations that emergency communications systems can not only locate individuals in need (with pinpoint accuracy) but also facilitate the dispatching of emergency services personnel and apparatus within seconds. This technology and the associated maintenance is very expensive, and our Communications Districts cannot afford it at $1.25 per subscriber.

In reviewing the costs of 9-1-1 services in our state, it is important to note how Louisiana compares with other states. According to the FCC's Sixteenth Annual Report to Congress on State Collection and Distribution of 9-1-1 and Enhanced 9-1-1 Fees and Charges, the average state per capita expenditure in 2023 was $30.14. It is important to note that often this number does not reflect the total cost of 9-1-1 services, because some states only submit partial information regarding the total cost to provide these services. Based upon an estimated population of 4,597,740 residents, Louisiana's average per capita expenditure to provide 9-1-1 services in 2023 was $21.82, or ***$8.32 below the national average***. This amount is not expected to decrease in the 2024 data, as technology costs and associated service agreement contract costs continue to increase steadily.

NG911 Wireless Projects

In order for Communications Districts to transition to NG911, it is important to understand the comprehensive definition of NG911. This ensures that all stakeholders work in unison to effectively implement NG911 across the United States.

Federal legislation has been introduced that defines Next Generation 9-1-1 as "a nationwide, interoperable, secure, IP-based, open-standards ecosystem that – (A) provides standardized interfaces to support emergency communications; (B) enables emergency communications centers to receive, process, and analyze all types of emergency calls, including voice, text, data, and multimedia information; (C) acquires and integrates additional emergency call data useful to handling emergency calls; (D) delivers the emergency calls, messages, and data to the appropriate emergency communications center and other appropriate emergency responders; and (E) is interoperable among jurisdictions and with communications services and networks used by emergency responders."

Some states and localities are making progress towards NG911 systems by replacing legacy networks with IP-based connectivity, referred to as Emergency Services IP Networks (ESInet). To be fully deployed, ***NG911 has to mean an end-to-end, all IP-network***. This includes the connectivity afforded by ESInets, and ***the equipment and services needed to enable every PSAP to process new forms of data***. Interoperability is an appealing advantage of NG911; this goes well beyond IP connectivity (*which is still a challenge*). This means a citizen can send a multimedia message (e.g., photo or video) to a PSAP, which in turn is capable of receiving, analyzing, and sharing this data with a field responder or another PSAP to render an emergency response.

PSAPs should also be able to dynamically share resources and reroute calls, which is particularly valuable during periods of high call volume affecting PSAP operations. These capabilities should be possible regardless of what call handling equipment, CAD, or dedicated connecting networks (such as ESInets) the PSAPs have deployed. In fact, ***it is critical that PSAPs have the freedom to choose the best solution for their unique operations***, while knowing that doing so will not limit their ability to interoperate with other PSAPs that choose different equipment and service providers.

The path to NG911 differs for each PSAP; there are several key components which are built upon each other to develop an effective integrated system. The first component is the ESInet. The ESInet is a managed IP network used for emergency services communications, and ***shared by all public safety agencies***. This network provides the physical framework to transport information from the caller (***including internet/cellular connected devices***) to the 9-1-1 center, and from there to the responders in the field. Implementation of an ESInet *will be a costly enterprise*, because it not only connects legacy landline and cellular networks with current technologies, but it features an open architecture which allows for future communications such as real-time texting and video calls. Additionally, this information can then be shared with local emergency response agencies.

The second component is a commonly accepted technical standard that addresses present day scenarios, and will accommodate future technologies as they are developed. Louisiana currently has five (5) parishes that are serviced by ESInet-capable networks. This standard must be developed with the understanding that our parishes are not on equal footing regarding the capabilities and capacities to fund, install, train and maintain these specialized systems.

The third (and final) component is the software service/application package to manage and control the IP-based services. NG911 is software and database-driven to enable an exponential increase of information sharing. The software services and applications can be further divided into two (2) broad categories: the physical equipment used at a PSAP to process requests for service, and the applications needed to provide the new data and connectivity to that equipment.

> Physical Equipment – NG911-capable phone system to process the requests for service and CAD system to process the information, and recommend/track responders in the field. Currently in Louisiana, 50 parishes have NG911-capable phone systems in operation, with 31 parishes offering Text-to-911 capability, and 23 parishes in the process of implementing this service. Forty-five (45) parishes have NG911-capable CAD systems.
>
> Software Services/Applications – Provides a caller's identification and location information to the PSAP. NG911 uses a set of connected databases to route emergency calls, validate caller addresses, and to manage the data traffic on the network. It also provides the mechanisms to access external sources of data (i.e., automatic crash notifications, road closures, hazardous material info, building plans, medical info, etc.) to support more knowledgeable and efficient handling of emergency calls.

All of these components require one critical element to provide functional stability and trust in the system, **security**. NG911 systems must be designed to ensure the privacy and reliability inherent in existing E911 services. Currently most E911 systems operate in an isolated environment, which is ideal for internal cyber security, but problematic for data sharing. NG911 systems operate in an "open" environment allowing them to receive and transmit information from multiple sources and user devices; this poses the obvious challenge of maintaining reliable and secure systems. Finally, any NG911 system must address the human element involved in the operational procedures needed to control and monitor the functionality and effectiveness of the systems and services provided. In short, *the most securely built cyber system is only as strong as the person using it*.

Given the extensive process of implementing NG911 services, and the fiscal constraints/operational requirements of many of Louisiana's Communications Districts, there is a gradual or segmented approach to system deployment.

As of the drafting of this report there are two (2) parishes (Orleans and Livingston) using fully implemented NG911/ESInet systems. There are two (2) additional parishes (East Baton Rouge and Terrebonne) which have awarded contracts for the implementation of NG911/ESInet systems. Between these four (4) parishes, there are three (3) separate NG911/ESInet systems operating in the state: AT&T (Orleans); NGA911 (Livingston and Terrebonne); and Indigital (East Baton Rouge). This vendor disparity is exactly the reason for system standardization.

There is an additional project being coordinated by the Louisiana 911 Directors Consortium, comprised of thirty (30) parishes moving forward as a group under a Cooperative Endeavor Agreement sponsored by Calcasieu Parish. The group's goal is to procure a system which will provide inherent interoperability and significant cost savings as compared to parishes procuring the same service individually. In 2024, this group obtained the consulting services of Mission Critical Partners to develop the technical specifications for a Request for Proposal (RFP) document to bid for the deployment of a "state-wide" NG911/ESInet & Core Services System.

This project is in the "due diligence" phase, where prospective vendors are interviewed to ensure they understand the organizational differences, challenges and limitations in which this system will be used. Conducting these interviews will allow the group to gain insight on the functions and features offered by each vendor; these will be used when generating the technical specifications of the RFP. The foremost concern is interoperability, especially since there will be at least three (3) other NG911/ESInet systems to interface with. We expect this RFP to be released in mid-summer 2025, with an award at the end of October. Once contract negotiations are complete, deployment should begin in the first quarter of 2026.

Additional Information

2024 was an active year for the Communications Districts. Our Directors Consortium and state chapters of APCO and NENA continued to find ways to partner together, share information, and advocate for the health of our people, our systems and our infrastructure. Below are some items of note:

1. Developing processes and open lines of connection, the Communications Districts and the Department of Health's Office of Behavioral Health built upon an established relationship to formalize the state's concept of 911/988 interoperability. Our agencies have held several workshops and coordination meetings across the state to better integrate the operations of these two life-saving systems. We have been integral to the feedback and growth cycle of our "three digit" teammate. Together, we have addressed 988's need for a recognized roadmap of staff skills, training and core competencies – helping to get this necessary resource from the "crawl" to "walk" phase.

2. To increase cybersecurity, several Communications Districts have worked with the Governor's Office of Homeland Security and Emergency Preparedness to develop a Cyber Readiness Assessment Program and corresponding Cyber-attack Response Plans. These resources will help combat intrusive assaults and allow for a quick reaction if a system is taken offline. Some parishes have also coordinated with the Cybersecurity & Infrastructure Security Agency to conduct penetration and vulnerability exercises. These regularly scheduled system tests ensure Communications Districts are proactively defending their vital networks.

3. Through a special election, the Director of the Livingston Parish Communications Division (Captain Jack Varnado), was designated as the First Vice President of APCO International, the world's oldest and largest organization of public safety communications professionals. In July 2025, Captain Varnado will assume the role as the organizations President. ***He is the latest in a line of Louisiana emergency communications professionals, to lead this general membership of over 40,000 people*** who manage, operate, build and support public safety communications systems for law enforcement, fire, emergency medical and other public safety agencies.

4. In mid-April 2024, the Communications Districts noted significant decreases in their quarterly prepaid wireless revenue distribution (1Q24). The 9-1-1 Directors Consortium formed an investigative subcommittee to research these decreases, as they extended into the following quarter (and have since continued). In the aforementioned 1Q24 distribution, Communications Districts observed a nearly thirty percent (30%) drop in revenue from the previous quarter. While there has been a steady decline in revenue

over the past few years, this level of reduction was never expected, nor therefore planned for during budget cycles.

As a result, the Caddo Parish Communications District requested an audit of the tax remittance from the Louisiana Department of Revenue (LDR), to determine if this was an internal error, or a deliberate decision. The LDR audit team reviewed the tax collections from those telecommunications providers offering prepaid wireless service and found that at least one (1) major provider was purposely withholding the required fees as stipulated in LA R.S. 33:9109.1. After the initial review, it was determined that several major providers are failing to adhere to the aforementioned statute. The providers have disputed this claim, and this issue is currently being handled internally by the LDR.

Of note, ***statewide prepaid wireless revenue for CY2024 decreased by over $2,500,000.00 compared to CY2023***. This dramatic reduction in budgeted funds has created hardships for several parishes. This revenue is programmed against technology advancements and infrastructure upkeep to ensure the state's emergency communications centers are prepared to answer our citizens' requests for service. Having an administrative responsibility and a fiscal motivation to get the telecommunications providers back in line with state statutes, LDR is continuing to work through its audit and mediation processes. If this fails, the agency will open a case with the Louisiana Board of Tax Appeals. This issue has been raised through the Secretary, and we are provided regular updates.

5. In June 2024, the 9-1-1 Directors Consortium received a copy of SR 178 through the US Postal Service. The resolution, sponsored by Senator Beth Mizell (Dist. 12), requested an update of statewide deployment of "Text to 911" capability to the Senate Committee on Commerce, Consumer Protection and International Affairs, and the David R. Poynter Legislative Research Library of the Louisiana Legislature. The Consortium provided the report, documenting the status of all parishes on their ability to accept text messaging as a viable method of requesting emergency services. As of the requested target date of December 31, 2024 there were 31 parishes using this technology. There were 23 parishes in the process of implementing text messaging in their respective jurisdictions. The remaining 10 parishes have not begun the implementation process.

As we move into spring of 2025, the 9-1-1 Directors Consortium is planning to host several education and awareness sessions for our local and state leaders. These sessions will be designed to deliver information about the people, processes and systems responsible for providing our citizens and visitors, and public safety agencies with reliable, effective and secure emergency communications. We also hope to build strong advocates for our agencies and our mission, as we move Louisiana to the forefront of NG911 and the eventual advancements beyond

Revenue and Expenditure Data (by Parish)

Parish	2024 Landline Revenue	2024 Billed Wireless Revenue	2024 Prepaid Wireless Revenue	2024 Misc. Revenue	2024 Total Revenue	2024 Total Expenditures
Acadia	$153,563.00	$662,191.00	$81,528.00	$64,908.00	$962,190.00	$680,003.00
Allen	$25,732.05	$236,126.42	$35,295.07	$0.00	$297,153.54	$333,649.05
Ascension	$323,596.87	$1,687,016.31	$187,703.88	$85,405.84	$2,283,722.90	$1,956,327.19
Assumption	$28,838.18	$161,108.18	$29,494.80	$14,256.87	$233,698.03	$264,009.74
[1]Avoyelles	0.00	0.00	$41,880.07	$3,346,678.93	$3,388,559.00	$3,320,865.00
Beauregard	$88,564.14	$372,149.92	$40,772.00	$45,175.00	$546,661.06	$606,950.31
Bienville	$68,060.00	$92,920.00	$26,897.00	$3,361.00	$191,238.00	$227,768.00
Bossier	$445,601.45	$1,530,761.83	$204,117.43	$136,201.76	$2,316,682.47	$2,171,887.42
Caddo	$954,958.12	$2,636,700.98	$366,707.00	$438,654.23	$4,397,020.33	$5,718,077.77
Calcasieu	$395,073.00	$2,465,922.00	$319,693.00	$1,161,967.00	$4,342,655.00	$4,287,701.00
Caldwell	$67,503.57	$103,482.23	$15,097.42	$187,494.97	$373,578.19	$332,672.51
Cameron	$4,883.59	$86,228.63	$7,023.40	$82,294.20	$180,429.82	$112,437.24
Catahoula	$20,821.20	$72,689.46	$16,259.21	$2,050.00	$111,819.87	$95,639.29
Claiborne	$19,675.36	$70,382.28	$21,743.22	$0.00	$111,800.86	$102,857.20
Concordia	$28,000.00	$160,000.00	$28,640.00	$0.00	$216,640.00	$204,133.00
De Soto	$116,652.30	$319,096.55	$33,950.45	$1,004,116.22	$1,473,815.52	$938,703.24
E. Baton Rouge	$1,924,938.39	$5,426,420.09	$646,772.96	$514,980.29	$8,513,111.73	$8,048,972.00
East Carroll	$47,120.00	$67,923.49	$12,009.00	$111,336.00	$238,388.49	$186,927.00
East Feliciana	$14,589.00	$231,739.00	$30,235.00	$543,435.00	$819,998.00	$758,439.00
Evangeline	$96,428.67	$324,112.20	$50,546.29	$346,188.77	$817,275.93	$892,654.28
Franklin	$68,781.89	$223,607.71	$26,832.40	$4,801.47	$324,023.47	$193,802.36
[2]Grant	0.00	$270,157.91	$34,756.00	$870.00	$305,783.91	$272,000.00
Iberia	$462,310.12	$801,414.81	$98,029.68	$112,233.55	$1,473,988.16	$957,764.68
Iberville	$84,351.30	$342,760.11	$42,481.61	$699,822.74	$1,169,415.76	$855,622.93
Jackson	$41,353.00	$121,713.00	$33,343.00	$6,188.00	$202,597.00	$131,790.00
Jefferson	$1,252,133.58	$5,451,169.17	$197,896.60	$0.00	$6,901,203.34	$6,897,421.70
Jefferson Davis	$84,337.17	$248,158.44	$50,585.18	$68,371.68	$451,452.47	$517,163.62
La Salle	$22,060.00	$144,413.00	$18,623.00	$61,440.00	$246,536.00	$249,547.00
Lafayette	$1,165,565.23	$3,234,019.03	$356,657.99	$436,072.28	$5,192,314.53	$5,335,765.95
Lafourche	$425,000.00	$1,100,000.00	$160,000.00	$0.00	$1,685,000.00	$1,682,850.00
Lincoln	$68,671.07	$325,718.66	$99,661.26	$843.03	$494,894.02	$480,109.12
Livingston	$573,433.00	$1,550,393.00	$213,709.00	$8,208.00	$2,345,743.00	$2,391,754.00
Madison	$98,433.00	$112,716.00	$37,423.00	$310,680.00	$559,252.00	$537,390.00
Morehouse	$24,022.39	$36,495.93	$179,489.70	$11,691.69	$251,699.71	$158,464.15
Natchitoches	$132,480.00	$357,725.00	$59,413.62	$35,136.38	$584,755.00	$495,460.00
Orleans	$566,470.00	$4,437,498.52	$412,210.08	$18,578,541.77	$23,994,720.37	$20,466,746.83

Parish	2024 Landline Revenue	2024 Billed Wireless Revenue	2024 Prepaid Wireless Revenue	2024 Misc. Revenue	2024 Total Revenue	2024 Total Expenditures
Ouachita	$1,593,863.11	$1,567,047.62	$225,575.14	$523,414.90	$3,909,900.77	$3,215,174.00
Plaquemines	$186,104.51	$265,489.07	$32,327.26	$0.00	$483,920.84	$1,006,834.96
Pointe Coupee	$86,080.55	$225,718.35	$35,074.12	$510,077.00	$856,950.02	$822,589.00
Rapides	$491,825.00	$1,425,361.01	$200,957.99	$19,833.06	$2,137,977.06	$2,200,029.34
Red River	$70,106.00	$80,676.00	$10,659.00	$0.00	$161,442.00	$56,509.00
Richland	$34,046.00	$170,764.00	$31,325.00	$13,194.00	$249,329.00	$208,538.00
Sabine	$36,307.00	$243,480.00	$38,228.00	$41,329.00	$359,344.00	$253,008.00
St. Bernard	$21,433.90	$544,381.88	$70,213.18	$93,134.30	$729,163.26	$734,258.06
St. Charles	$122,000.00	$635,705.00	$80,000.00	$2,032,000.00	$2,869,705.00	$2,412,620.00
[2]St. Helena	0.00	$93,145.00	$9,785.00	$0.00	$102,930.00	$0.00
St. James	$29,668.45	$205,991.25	$21,681.20	$186,000.00	$443,340.90	$623,851.93
St. John	$82,027.13	$478,969.61	$57,262.91	$45,422.67	$663,682.32	$392,713.63
St. Landry	$585,417.41	$1,019,711.32	$117,442.71	$117,681.42	$1,840,252.86	$2,077,249.86
St. Martin	$198,641.94	$587,366.20	$73,596.78	$466,385.23	$1,325,990.15	$1,386,672.12
St. Mary	$87,280.50	$569,710.68	$68,500.65	$232,141.42	$957,633.25	$740,804.78
St. Tammany	$125,644.00	$4,303,501.00	$431,324.00	$352,555.00	$5,213,024.00	$4,774,576.00
Tangipahoa	$427,112.00	$1,580,265.00	$216,364.00	$364,913.00	$2,588,654.00	$2,829,884.00
Tensas	$2,143.74	$26,157.49	$6,087.48	$183,517.00	$217,905.71	$314,885.70
Terrebonne	$798,969.00	$1,331,641.00	$146,912.00	$30,342.00	$2,307,864.00	$2,670,393.00
Union	$65,375.00	$195,780.00	$29,777.00	$52,615.00	$343,547.00	$372,143.00
Vermilion	$107,613.95	$701,573.37	$108,348.99	$26,252.53	$943,788.84	$956,045.53
Vernon	$109,345.80	$645,589.52	$74,675.09	$54,121.95	$883,732.36	$1,266,093.25
Washington	$201,000.00	$451,000.00	$71,000.00	$25,000.00	$748,000.00	$593,000.00
Webster	$335,169.95	$365,381.27	$56,354.12	$32,900.00	$789,805.34	$734,208.52
W. Baton Rouge	$77,049.48	$236,907.99	$44,248.16	$63,593.84	$421,799.47	$189,750.63
West Carroll	$54,760.09	$130,999.56	$14,987.66	$0.00	$200,747.31	$308,449.65
[2]W. Feliciana	0.00	$106,233.14	$24,298.70	$1,130,655.23	$1,261,187.07	$962,282.07
Winn	$4,485.00	$104,800.00	$20,878.00	$0.00	$130,163.00	$97,307.00
CY24 Statewide	**$15,827,470.15**	**$53,758,277.19**	**$6,535,361.46**	**$35,020,487.21**	**$110,342,497.01**	**$105,064,196.61**
CY23 Statewide	**$16,436,174.95**	**$51,445,895.67**	**$9,054,244.18**	**$25,801,781.57**	**$102,507,468.04**	**$99,818,888.57**
Changes	**-$608,704.80**	**$2,312,381.52**	**-$2,518,882.72**	**$9,218,705.64**	**$8,634,128.97**	**$5,245,308.04**

Notes:

1 Avoyelles Parish does not fund their operations from Wireless or Landline Fees.

2 Parishes reported a combination of Wireline and Wireless Revenue in the Wireless Revenue column.

NG911 Activities & Opportunities for Joint Projects

The information in the following table is presented by each parish, and may not include all projects as there are several smaller initiatives throughout the state.

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911) Any ESInet planning?	Opportunities for Joint Projects - NG911 (Include backbone equipment sharing, failover or backup agreements, disaster recovery plans, etc.)
Acadia	Working with the Louisiana 911 Director's Consortium on ESInet Project	Working with the Louisiana 911 Director's Consortium on ESInet. Speaking with St. Landry Parish 911 on backup agreement.
Allen	Working with the Louisiana 911 Director's Consortium on ESInet Project	None
Ascension	We have an ongoing project to implement text to 911 and are upgrading our call handling system this year (2025) to include the text feature. Working with APCO/NENA on ESInet project.	We have options in place to standup at least two other agencies phone systems and radios through fiber and microwave. We have a GEO redundant phone system.
Assumption		None
Avoyelles	Yes	None
Beauregard	Working with the Louisiana 911 Director's Consortium on ESInet Project	None
Bienville	Working with the Louisiana 911 Director's Consortium on ESInet Project, and to implement Text to 911	None
Bossier	Actively working with 9-1-1 directors across the state to develop a plan/RFP moving forward to NG911. This includes research of funding for acquisition of ESInet service in preparation of NG911 systems.	Maintaining cooperative endeavor with local police/fire mutually sharing in computer-aided dispatch along with maintaining redundant interconnections of all public safety agencies within the Parish. Serve as the fail-over site for 911 calls within Red River Parish.
Caddo	Nearing final acceptance of Motorola Vesta NG911 Call Handling System. Remaining items include validation of analytics and reporting of numbers by AT&T. Working with the Louisiana 911 Director's Consortium on ESInet Project	None

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911) Any ESInet planning?	Opportunities for Joint Projects - NG911 (Include backbone equipment sharing, failover or backup agreements, disaster recovery plans, etc.)
Calcasieu	Working with the Louisiana 911 Director's Consortium on ESInet Project	Acting as network hub for Cameron Parish
Caldwell	Caldwell Parish has entered into a Cooperative Endeavor Agreement with multiple parishes to secure professional services for the development and purchase of ESInet.	Caldwell Parish has an agreement with LaSalle Parish for 911 backup should we need to reroute calls.
Cameron	Working with the Louisiana 911 Director's Consortium on ESInet Project	Sharing backbone equipment with Calcasieu Parish
Catahoula	Working with the Louisiana 911 Director's Consortium on ESInet Project	yes
Claiborne	NONE AT THIS TIME	OPEN TO ANY PLANS
Concordia	Working with the Louisiana 911 Director's Consortium on ESInet Project	None
De Soto	Working with statewide Director's Consortium on statewide ESInet Project	Open to opportunities
East Baton Rouge	Current ongoing project, 911 call-taking system being upgraded to ESInet and NG-911. Signed contracts for new ESInet and CHS in December 2024. The installation has begun and go-live completion is projected for 2025.	2024 planning included updating all parish PSAPs, including backbone equipment sharing across the parish, failover and backup agreements, and disaster recovery plans for all parish PSAPs.
East Carroll	Working with statewide Director's Consortium on statewide ESInet Project	None
East Feliciana	Installing new Motorola Radio Consoles	AGREEMENT WITH WEST FELICIANA PARISH TO TAKE OUR CALLS DURING AN OUTAGE
Evangeline	Currently getting pricing and working with other parishes to get a cost effective ESInet Plan. Training that is specific to NG911 for dispatchers.	Same
Franklin	None	None
Grant	None	None

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911) Any ESInet planning?	Opportunities for Joint Projects - NG911 (Include backbone equipment sharing, failover or backup agreements, disaster recovery plans, etc.)
Iberia	The Iberia Parish Communication District is one of several agencies in the state participating in a Directors Consortium for the procurement of a Louisiana ESInet.	Through its ongoing collaboration with the Directors Consortium for a Louisiana ESInet, the District may have opportunities to partner with its neighboring agencies regarding future operations.
Iberville	None	none
Jackson	None	None
Jefferson	State ESInet discussions ongoing	Backup/failover with Kenner and Gretna
Jefferson Davis	None	None
La Salle	Actively working with the Louisiana 911 Consortium. RFP has been awarded. Waiting for the plan proposal to determine cost and affordability.	LaSalle has an Intergovernmental Agreement with Caldwell Parish for 911 backup, should we need to reroute calls. Also, we supply information to and receive information from the LaSalle Sheriff Department CAD.
Lafayette	Ordered new upgraded Viper Telephone System for primary and backup PSAP and adding eight additional 911 trunks to expand call taking capabilities. We are working with 911 directors across the State and Mission Critical Partners to develop a RFP for an ESInet service provider.	We are having discussions on Fail Over and Backup agreements.
Lafourche	None	None
Lincoln	Working with the Louisiana 911 Director's Consortium on ESI Net Project	none
Livingston	Transition to NG911 is complete. We are constantly working to implement new features of NG911.	
Madison	None	None
Morehouse	None	None
Natchitoches	Actively working with the Louisiana 911 Consortium. RFQ has been awarded. Waiting for the plan proposal to determine cost and affordability.	Agreement with Desoto Parish for 911 backup, should we need to reroute calls. The District is also working on a full-fledged Disaster Recovery Plan with City of Natchitoches

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911) Any ESInet planning?	Opportunities for Joint Projects - NG911 (Include backbone equipment sharing, failover or backup agreements, disaster recovery plans, etc.)
Orleans	OPCD completed transition to ATT ESInet in 2022.	OPCD has verbal agreements with a neighboring parish for failover plans.
Ouachita	YES; We continue to work closely with APCO/NENA and other Districts on a State-Wide ESInet project.	YES; We continue to offer our CAD & E911 Services to all PSAPS within Region 8 who are public safety partners.
Plaquemines	NONE	NO
Pointe Coupee	Grant Awarded for CAD Upgrade; Upgrade Trunklines	Backup Internet via Starlink established
Rapides	(State of La- Cooperative Endeavor Agreement)	None
Red River	Working with State Director's Consortium on Statewide ESInet Project.	None
Richland	LA Directors Consortium	Fail over to Franklin Parish
Sabine	None	None
St. Bernard	None	None
St. Charles	None	None
St. Helena	None	None
St. James	None	Preliminary Talks
St. John	None	None
St. Landry	St. Landry Parish 911 is currently using a SolaCom ANI/ALI system that is NG-911 Ready however, we are actively researching ANI/ALI systems in preparation for future upgrades that will better position the Parish 911 agency for an appropriate NG-911 solution. At the end of 2019, the 911 District installed a new voice recorder that is capable of recording voice and data (text) received through the recently installed SolaCom system. In 2020 the installation of two new 700MHz LWIN radio network Consoles began in the 911 Communications Center and was completed in 2021. This has provided more efficient radio communications between the 911 center and Public Safety response agencies in the parish and region, in addition to enhancing interoperable communications between area response agencies.	SLP 911 is actively participating with the Louisiana 911 Director's Consortium to establish an ESI Net for the Louisiana 911 agencies. SLP 911 is also considering options to coordinate with surrounding parishes to provide mutual backup for each other's NG 911 systems

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911) Any ESInet planning?	Opportunities for Joint Projects - NG911 (Include backbone equipment sharing, failover or backup agreements, disaster recovery plans, etc.)
St. Landry (cont.)	Regarding mapping, currently a GIS map of the parish is being updated and addressing data is being added for the Parish's transition to Next Gen 911. In November 2024, a new NG911 capable, cloud based, Tailor Built CAD system was implemented. This new CAD system will enhance the interoperable capabilities of the numerous dispatch systems used in the parish. Finally, St. Landry Parish 911 is actively participating with the Louisiana 911 Directors in researching and evaluating current options for establishment of or buy into an ESInet.	
St. Martin	Currently working with the 911 Director's Consortium and NG Committee with planning	Currently have an agreement with Iberia Parish 911 for backup should there be any equipment failures
St. Mary	None	Preliminary Talks
St. Tammany	Continuing to monitor the State's Director's Consortium's process on securing an NG911 system through bid process.	None
Tangipahoa	Yes, future plans waiting on new director	None
Tensas	Motorola CAD Flex project	None
Terrebonne	During FY2024 over $100K paid to NGA911 for NG-911 ESInet/CHS milestones. Additional moneys spent for redundant Fiber connections with REV and Altaworx (ATT).	NGA911 Contract includes connectivity and backbone for fail-over with both LEO's in our jurisdiction. Full NG-911/NGA911 Cutover pushed to 1st Quarter 2025.
Union	Working on GIS	None
Vermilion	Started working with AT & T in October of 2024 to begin receiving text to 911	ESInet project through the Director's consortium
Vernon	VERNON PARISH E-911 IS NG-911 READY AND IS WORKING WITH PROVIDERS IN TESTING TEXT TO 911 IN OUR CENTER. WE HAVE ALREADY COMPLETED TESTING WITH AT&T.	VERNON PARISH E-911 HOUSES 2 BACKUP WORKSTATIONS FOR FORT JOHNSON E-911 IN THE NEWLY CONSTRUCTED VERNON PARISH E-911 COMMUNCICATIONS CENTER.
Washington	NG 911 CPE Installed	Fall over and backup agreements
Webster	Ongoing project with Directors Consortium for planned migration to ESInet	None

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911) Any ESInet planning?	Opportunities for Joint Projects - NG911 (Include backbone equipment sharing, failover or backup agreements, disaster recovery plans, etc.)
W. Baton Rouge	We are actively participating in the Director's Consortium ESInet project.	None
W. Carroll	DataScout Mapping System, Text to 911 in process of obtaining final date for testing.	None
W. Feliciana	ESInet planning	None
Winn	None	None

Additional Resources:

FCC Sixteenth Annual Report to Congress on State Collection and Distribution of 911 and Enhanced 911 and Charges (December 30, 2024)
https://www.fcc.gov/sites/default/files/16th-Annual-911FeeReport-2024.pdf

FCC Sixteenth Annual Fee Report – State Filings
https://www.fcc.gov/public-safety/sixteenth-annual-fee-report-state-filings

NENA-INF-008.2-2013, NG9-1-1 Transition Plan Considérations Information Document
https://cdn.ymaws.com/www.nena.org/resource/resmgr/Standards/NENA-INF-008.2.1-2013_NG9-1-.pdf