CADDO PARISH COMMUNICATIONS
DISTRICT NUMBER ONE

ANNUAL STATISTICS – 2024

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CALL VOLUME, EMERGENCY DISPATCH, RADIO & ADMINISTRATIVE SUPPORT

JANUARY 2025 – The **Caddo Parish Communications District Number One** presents the annual 9-1-1 Call Volume Statistics for the period of ***January 1, 2024 to December 31, 2024***, 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 ***234,429 9-1-1 calls*** registered by the system, only 8,337 or 3.6% 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 ***decrease*** of 0.8% from 2023 (13,197 / 4.4%).

From 2023 to 2024, the 9-1-1 system had a ***decrease in call volume by 65,510 calls or 21.8%***. 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 this year (and again next 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 410,012 emergency and non-emergency calls in 2024.***

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 2024, ***99.35%*** of all 9-1-1 calls were answered immediately or less 15 seconds, which is a ***decrease*** of .48% from 2023 (99.83%).

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 ***2.6%*** of the total number 9-1-1 calls in 2024, a ***decrease*** of 1.8% from 2023 (4.4%). 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.

2024: Wireless – 204,964	Wireline – 10,298	Voice over Internet Protocol (VoIP) – 11,889
2023: Wireless – 260,526	Wireline – 12,649	VOIP – 12,608

SYSTEM USAGE METRICS:

Busiest Hour of the Day – ***4:00 p.m.*** (2023 – 6:00 p.m.)
Slowest Hour of the Day – ***4:00 a.m.*** (2023 – 6:00 a.m.)
Busiest Day of the Week – ***Monday*** (2023 – Friday)
Slowest Day of the Week – ***Wednesday*** (2023 – Thursday)
Busiest Month – ***August*** (2023 – June)
Slowest Month – ***November*** (2023 – February)

EMERGENCY DISPATCH:

Includes all activity, such as field-generated events, incidents created from agencies' seven-digit phone numbers and 9-1-1 calls. In 2024, the total number of dispatches/events registered for all agencies in the parish was ***254,326***. This number ***decreased*** by 3% from 2023, which totaled 262,321.

SPD – 61.7% of incidents (increase from 61%)
SFD – 19.3% (decrease from 20%)
CPSO – 12.4% (increase from 12%)
Caddo Parish Fire Districts (CFD) & North Caddo Ambulance – 5.5% (decrease from 6%)
Small Municipal PDs – 1.2% (increase from 1%)

P-25 COMPLIANT DIGITAL RADIO SYSTEM:

The District's parish-wide radio system experienced a total of ***7,028,175 push to talk sequences*** (there is no data to compare against in 2023). For SFD (including CFDs and area hospitals) 8:00 a.m. was the busiest hour, and Thursday 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 11:00 a.m. as the busiest hour, and Tuesday as their busiest day.

STAFF SUPPORT:

In 2024, our staff successfully planned and accomplished the migration from a legacy 9-1-1 call handling system, to a state-of-the-art, next generation 9-1-1 call handling system, using fiber connectivity, and designed to integrate with advanced technology to enhance the link between citizens and first responders. The staff also upgraded the District's CAD system, incorporating over 1000 changes between versions. In late 2024, the CAD and GIS/Mapping Departments created a new map layer highlighting a joint law enforcement operation between CSO and SPD, and were instrumental to the success of this operation, resulting in the response to 1,377 requests for service. The staff continued supporting the agencies through task requests for assistance with changes to the database, trouble reporting for IT, phone and radio systems, and researching data for investigations. 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, and allow the District to begin 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: 749
CAD Systems: 262
Mapping Department: 208
IT & Phone Support Department: 212
Radio Department: 57
Facilities & Office Management: 5
Director's Office: 5

Finally, while working with the District's General Counsel, our staff gathered information for 44 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.