CADDO PARISH COMMUNICATIONS
DISTRICT NUMBER ONE

ANNUAL STATISTICS – 2023

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CALL VOLUME, EMERGENCY DISPATCH, RADIO & ADMINISTRATIVE SUPPORT

JANUARY 2024 – The **Caddo Parish Communications District Number One** presents the annual 9-1-1 Call Volume Statistics for the period of ***January 1, 2023 to December 31, 2023***, 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 ***299,939 9-1-1 calls*** registered by the system, only 13,197 or 4.4% were **over-flow calls,** or calls that were automatically routed to the SPD for processing due to a busy condition within the SFD. In 2023, the ***public safety agency call takers ultimately answered 495,587 emergency and non-emergency calls***.

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 2023, ***99.83%*** of all 9-1-1 calls were answered immediately or less 15 seconds.

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 ***4.4%*** of the total number 9-1-1 calls in 2023, an ***increase*** of 1.5% from 2022 (2.9%). 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 – 260,526 Wireline – 12,649 Voice over Internet Protocol (VoIP) – 12,608

SYSTEM USAGE METRICS:

Busiest Hour of the Day – ***6:00 p.m.*** (2022 – 5:00 p.m.)
Slowest Hour of the Day – ***6:00 a.m.*** (2022 – 5:00 a.m.)
Busiest Day of the Week – ***Friday*** (2022 – Saturday)
Slowest Day of the Week – ***Thursday*** (2022 – Tuesday)
Busiest Month – ***June*** (2022 – May)
Slowest Month – ***February*** (2022 – 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 2023, the total number of dispatches/events registered for all agencies in the parish was ***262,321***. This number ***increased*** by .4% from 2022, which totaled 261,071.

SPD – 61% of incidents (decrease from 63%)
SFD – 20% (increase from 18.2%)
CPSO – 12% (decrease from 12.3%)
Caddo Parish Fire Districts (CFD) & North Caddo Ambulance – 6% (increase from 5.4%)
Small Municipal PDs – 1% (decrease from 1.1%)

P-25 COMPLIANT DIGITAL RADIO SYSTEM:

The District does not have any radio system data for 2023.

STAFF SUPPORT:

In 2023, our 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 newly developed 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: 723
CAD Systems: 236
Mapping Department: 217
IT & Phone Support Department: 213
Radio Department: 30
Facilities & Office Management: 20
Director's Office: 7

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.