

NATCHITOCHE PARISH COMMUNICATIONS DISTRICT  
2:00 p.m. TUESDAY, APRIL 19, 2022  
ROOM 116 A  
NATCHITOCHE PARISH COMMUNICATIONS DISTRICT 9-1-1 CENTER

**CALL TO ORDER-** Chairman Wynn called the regular meeting of the Natchitoches Parish Communications District to order on Tuesday, APRIL 19, 2022 at 2:00 p m in the Natchitoches Parish Communications District 9-1-1 Center, Room 116 A, Natchitoches Parish Louisiana.

**PLEDGE AND PRAYER-** Commissioner Jones offer the Prayer. Commissioner Collins lead the Pledge of Allegiance.

**INTRODUCTION OF GUEST/PUBLIC COMMENTS-** Lamar McGaskey, Mark Begnaud, Laquita Collins, Juanice Gray. Chairman Wynn thanked everyone for coming. No comments.

**ROLL CALL-** Roll call was conducted by Bernice Wallace. Commissioners present: Calvin Braxton, Nikeo Collins, Mary Jones, Eric Keel, John Richmond, Stuart Wright, John Wynn Absent: Chris Paige and Michael Sesvold.

**APPROVAL OF THE AGENDA-** Chairman Wynn asked for a motion to approve the Agenda for April 19, 2022, board meeting. Motion by Commissioner Collins, seconded by Commissioner Jones. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige and Michael Sesvold. Motion Passed**

**APPROVAL OF MINUTES-** Chairman Wynn asked for a motion to approve the minutes of the February 15, 2022 meeting. Motion by Commissioner Richmond, seconded by Commissioner Jones. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige and Michael Sesvold. Motion Passed**

**FINANCIAL REPORT- Not Action taken:** Rebecca Jones was absent.

**911 EXECUTIVE DIRECTOR REPORT-** Executive Director Kim Tolliver reported on the following:

**CALL VOLUME REPORT-** Natchitoches Parish Sheriff answered 1592-911 calls for the month of March. They took a total 1684-- 911 calls, of which 92 were abandoned. That's a very high rate @ 5.46%. They took 2777 inbound calls and made 2667 outbound calls totaling 5484, for a total of 7168 calls for the month. Avg call duration 72.3 seconds. Natchitoches City Police took 445- 911 calls, of which 9 were abandoned, 2.02%. They took 4035 inbound, 1219 outbound, totaling 5806. Sheriff's office had (2) box call reports, City Police had (107) box call reports. Director Tolliver stated that she had a question on why she was reporting both the 911 calls as well as the administrative lines. For those that don't understand, when these calls come in, they bespeak to staffing and speak to anything dealing with Sheriff or Police Department. Either way, someone is tied up on those lines and that means they can't answer another call. It means that dispatcher is unable to answer any other line, so while it is good to report strictly on the 911 to let you know how many actual 911 calls come in, the

total call summary is very much important as the 911 calls. Non-emergency phone lines can have a medical alarm as well as a fire or burglary alarm. Anything like that comes in are emergent in nature but all of those are worth nothing. We probably can talk about it later but I am concerned about the abandon calls right now. Having 92 abandon calls can mean 92 people hung up the call and we can't ascertain whether or not the same person hung up 92 times. Laquita Collins of the Sheriff's office asked if she could speak on the abandon calls. Laquita Collins stated that a lot of times what it is the phone will ring and it may only ring once before we can answer in that case it shows up as an abandon call. She also stated that they call all of the numbers back whenever we have an abandon call just to check to see if they have an emergency. Commissioner Braxton asked Laquita Collins if there was a record of the abandon calls so they can be verified in case somebody say that they did not get a call back. Laquita Collins' answer to Commissioner Braxton was that if you pull the call log you can see where they called the numbers back. Someone asked Laquita Collins how often do she run those reports. Her answer was usually it's very few because a lot of the times it's a non- working phone. Director Tolliver said again this is one of those things you just have to watch as far as these calls are concerned, they do have a call back summary that speaks on abandon calls. There was a total of 92 abandoned calls at a rate of 5.46%. Sixty-five (65) of those calls were available for call back and out of the 65 calls, NPSO called 63 back. Two (2) were not called back. Commissioner Richmond asked the question how can a non- working cell phone call 911. Laquita Collins answered that you can still call 911 even if you don't have phone services in your house if you plug up a phone you will able to call 911, however, with a cell phone that has a 911 as a prefix we can't call that number back. It will say that this is not a working number.

**AT & T DATABASE TRAINING-** Bernice and I finished that in March. What that is AT & T migrated over from the Intrado Database to the AT & T PSP which is a public safety platform which we kind of talked about in January. We finished that training and so now Bernice has to access her report a little different.

**ECATS TRAINING-** Myself, Laquita Collins, Christine Stackhouse and Chief Collins has access where we are able to pull the all call reports.

**NATIONAL TELECOMMUNICATOR'S WEEK-** Director Tolliver Stated that she wanted to thank Parish President John Richmond and Mayor Ronnie Williams for coming out. Thanks to Christine and Laquita for taking the reins on the Proclamation. They have been doing this for over 20 years in Shreveport and Director Tolliver thinks it is so important because it takes it a whole other step up for the dispatchers to let them know how important they are and how much you value them. So, I just thank everybody. Director Tolliver stated that she was sorry that she missed it. Director Tolliver also stated that she heard that everything went well and the food was great.

**NSU COMPLAINT/EMS PROCEDURES/DISPATCH PROTOCOL-** Director Tolliver stated that she received a call from Director Bill Collins at NSU. He asked if I could look into a run that came in on April 6, 2022. He advised the call for service was an 18 to 25-minute response time for service. Thank God it was only a shoulder injury. Director Collins only concern was that if this had been something cardiac in nature, how would that have turned out? The good part of this is we did not take any of the incoming calls so it did not originate here. NSU radioed the call in from the campus itself to the hospital. The call was supposedly radioed in to ask for them to roll an ambulance. He advised dispatch

was placed on hold for what may have been 5 to 10 minutes. So, the Police Captain had to drive to the police station on campus to assist the dispatcher and finally they said they made contact with the hospital and the ambulance was assigned. In the researching of it all I have Communications Officers of NPD and one of the Sheriff's stated what happened. A former employee called and asked if they could get the hospital rolling and that was the first-time dispatch had heard of the incident. I asked Director Collins for a meeting with NSU. I asked if we could meet regarding this matter and simply dispatch protocol all together. I think it is imperative that all agencies meet. He wanted his head of security present. I am still waiting on a response back from him at this time. Commissioner Keel spoke briefly on the incident. He stated that when he received the email from me he started looking into the matter. He stated that he was actually out and about that day when he heard the call come in on the radio and he and his crew were right there on Front Street. They went straight to the campus and advised for them total call time was about 5 minutes from the time we got the call to time on the scene if that. In researching the EMS side, I talked to them (the hospital) and they had no idea that this call had come out until it came over the radio. If it would not have been for the Sheriff office dispatch and NPD, we would not of know anything about it. Commissioner Keel stated that he did not know where the break down was but it was not on the EMS end because as soon as they got the call they went to the campus. Director Tolliver stated that as far as PD they got the call from a Clayton Lewis from NSU PD requesting assistance and to contact the ambulance service due to them not being able to contact them by phone so Nakita at that time contacted Sheriff's office and had Trey to dispatch the call out. Director Tolliver stated for her it was a good thing to be looked into. Director Tolliver stated that she would like all to be at the table for a meeting to be able to talk about it. No one knows where the break down was but if it is something we can all fix and come together. Don't know when we will be meeting hopefully soon.

**TRAINING/STAFFING SHORTAGES/INTERGOVERNMENTAL AGREEMENTS/STATUES-** Director Tolliver stated that just wanted to remind both agencies about training. To make sure each respective agency was up to date on their training and that we complying with all the best practices though our statues and intergovernmental agreements. We had to pay late fees so when I am paying late fees I want to make sure everybody is complying.

**FIRST RESPONDERS HB 392-** This Bill came by way of Jason Hughes of New Orleans along with Tyrell Morris trying to get the Bill passed for the State of Louisiana that the Communication Officers be declared as Frist Responders. Director Tolliver states that she and Lamar McGaskey looked at the House of Representatives and the Bill passed that portion. The only issue they had was an amendment to be made to the language in the Bill. It was changed was from "shall" to "may" and passed by the committee. This will affect all telecommunicators. They spoke highly of the importance of dispatchers. That whether you are on the scene or taking a call, it is just as traumatic being on the emotional or mental side. Sometimes we get kind of push back as if we are forgotten but we are first responders so when those people are in there for 12 hours I can attest they mean something because if they were not for them taking the call you would not get the call to respond.

**988-NATIONAL SUICIDE PREVENTION LINE-** July 1, 2022, 988 will go in effect. 988 is an easy number created to remember in a moment of crisis. Where a person would normally dial 1-800 whatever the suicide line is, they will be dialing 988. So next week at the symposium, we will be

attending the class on procedures for calling in. They are going to explain the basic outline of the call procedures when someone reaches the suicide hotline (988). At the symposium they will be giving different scenarios as to different types of calls that come in whether that call is voluntarily or involuntarily. My question to the Chief and Sheriff is that I don't know what your protocol is as far as suicide goes but you may have to amend a little bit to assist them because their protocol is going to be if they feel the need for you to respond, they are going to call us. I don't know if you respond out to suicide or if you don't respond. I know that it is imperative that they sit in on this class next week because they are going to speak to how those calls and the lady that is speaking is the Outreach and Traumatic Loss Coordinator.

**EWS-** We had a couple of concerns about the Emergency Warning System. We did some investigation into it and everything is working fine. We want everyone to know that the EWS is an outdoor system that is designed for people who are outside to immediately be able to get to cover inside. You will probably not hear it inside. Director Tolliver stated she and Troy were up until midnight testing the EWS to make sure that the systems work and they do work.

**9-1-1 ADDRESS COORDINATOR REPORT-** During the month of March, 2022, the addressing office processed (7) new addresses for residence and (0) updates in the Parish in Natchitoches Parish. The activity resulted in (243.6) miles being traveled throughout the Parish consuming some (10.5) hours of personnel time while conducting site surveys and collections of GPS data. We made (0) adjustments or updates to Intrado 9-1-1 data base during this period. Ordered (9) road signs. Chairman Wynn asked for a motion to accept the Director's report as presented. Motion by Commissioner Nikeo Collins, seconded by Commissioner Eric Keel. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige and Michael Sesevold. Motion Passed**

**OLD BUSINESS- NONE**

**NEW BUSINESS**

**CREDIT CARD ACTIVITY REPORT-**Chairman Wynn asked for a motion to approval the credit card activity as presented. Motion by Commissioner Richmond, seconded by Commissioner Jones. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins: YES; Mary Jones, YES; Eric keel, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige and Michael Sesevold. Motion Passed**

**NATCOM-** Commissioner Braxton stated that he had asked Director Tolliver a couple of months ago she and I had been talking back and forth about trying to figure out what direction we were trying to go in the next 4 to 5 years and what it would cost to get there. Once we were talking about coming together. We don't have anyone here from the hospital or fire department. I am just trying to see where are we headed if we don't start planning something now a year from now we will be in the same spot. Commissioner Braxton stated that he just trying to figure out what the cost would be for these changes. Director Tolliver stated that to Commissioner Braxton in the next 4 to 5 years for the District that direction to even coming together would have to be something between those agencies. Just in general for me and what I see and, in the meetings, and everything and the meetings that I

been going though the most important thing and the most critical piece for any Communications District is Next Gen. The District cannot or in theory should not only consider law enforcement. They are not the end be all. You have fire here and you have EMS here. You don't do pre-arrivals, but when you do something, it has to be something for everybody. Even though I know that's all you have as an agency here, you have two other agencies that are not represented. You have 10 fire districts that are not represented so everybody has to come to the table for that and that's a whole larger picture in where you trying to go.

**APCO SYMPOSIUM-** Motion to approve Sponsorship of (4) four Communications Officer's to attend the 2022 APCO Symposium. (Two from each respective Agency). Chairman Wynn asked for a motion to approve 2 from the Sheriff's office and 2 from the Police department to attend the 2022 APCO/NENO Symposium. Motion by Commissioner Braxton, seconded by Commissioner keel. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Eric Keel, YES; Mary Jones, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige and Michael Sesevold. Motion Passed.**

**911 STATEWIDE REPORT-** Director Tolliver stated that pursuant to Act of 590, we are required as a Communication District to submit a consolidated report annually to the House Committee and Commerce on all of the 911 activity. It is due by May 1, 2022 every year so it has been submitted. They will in turn submit a consolidated report for the whole state.

**FINANCIAL DISCLOSURES/TIER REPORT-** This just a reminder to the Commissioners that your Tier report is due May 15, 2022. This report is required so please file accordingly. We greatly appreciate you taking time out of your busy schedule to attend to this matter.

**2022 EXTERNAL AUDIT UPDATE-** Director Tolliver stated that she received an email that our physical year had ended 2021 and from the actual Legislative Office. I immediately emailed Rebecca Jones and Deborah Dees and turns out we have to submit a new Audit Report. The paper work That Bernice is passing out is the new Engagement Letter with an agreed upon procedures. Deborah Dees said that the procedures were suspended doing COVID. I need you Commissioners to fill that out and turn it back in. Bernice and I have already submitted ours. If you want me to mail them please give them back to me if not there is an email, mail or fax that you can return them to Deborah Dees. As soon as you finish them we will be able to get them to her for the Audit.

**REPORT FROM COMMISSIONER COLLINS-** Commissioner Collins stated that there was a question asked about the number of suicides or attempted suicides. For the NPD last year had 7 attempts and 1 suicide. NPSO had 6 attempted and 4 suicides.

**RESOLUTION NUMBER 4 OF 2022- A RESOLUTION TO SPONSOR FOUR COMMUNICATIONS OFFICERS TO ATTEND THE 2022 APCO/NENA ANNUAL TRAINING SYMPOSIUM AND OTHERWISE PROVIDING WITH RESPECT THERETO:** Chairman Wynn asked for a Motion to approve Resolution Number 4 of 2022. Motion by Commissioner Braxton, seconded by Commissioner Keel. Roll call vote as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Eric Keel, YES; Mary Jones, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige, and Michael Sesevold. Motion Passed**

**RESOLUTION NUMBER 5 OF 2022- A RESOLUTION AUTHORIZING DIRECTOR TO SIGN AN ENGAGEMENT LETTER WIT DEES GARNER, CERTIFIED PUBLIC ACCOUNTANTS, LLC., TO PERFORM FINANCIAL AUDIT FOR PERIOD ENDING DECEMBER 31, 2021; AND OTHERWISE PROVIDING WITH RESPECT THERETO:** Chairman asked for a motion to approve Resolution Number 5 of 2022. Motion by Commissioner Braxton, seconded by Commissioner Keel. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Eric Keel, YES; Mary Jones, YES; John Richmond, YES; Stuart Wright, YES; john Wynn, YES; Absent: Chris Paige and Michael Sesevold. Motion Passed**

**ADJOURN-**Having no other Business to come before the Communications District Board of Commissioners, Chairman Wynn asked for a motion to adjourn until it's next scheduled meeting date. Motion by Commissioner Braxton, seconded by Commissioner keel. Roll call vote as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Eric Keel, YES; Mary Jones, YES; John Richmond, YES; Stuart Wright, YES; John Wynn, YES; Absent: Chris Paige and Michael Sesevold. Motion Passed.**

**Meeting adjourned**