

**MINUTES OF THE REGULAR MEETING
NATCHITOCHE PARISH COMMUNICATIONS DISTRICT
2:00 p.m. TUESDAY JANUARY 23,2024
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, January 23,2024 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 Sesevold offered the Prayer. Commissioner Keel led the Pledge of Allegiance.

INTRODUCTION OF GUEST/PUBLIC COMMENTS. Laquita Collins, Mark Roberts, Rebecca Jones, Lamar McGaskey. Susan Johnson, Billy Meziere, DiQuan Johnson and 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 Salter, Michael Sesevold, John Wynn. Absent: Stuart Wright and Mark Kerry. Motion Passed

Chairman Wynn asked for a motion to amend the Agenda. Motion by Commissioner Collins, seconded by Commissioner Sesevold. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Salter, YES; Michael Sesevold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed**

SWEARING-IN CEREMONY BY DAVID STAMPY- New Commissioner member Parish President John Salter was sworn to the Natchitoches Parish Communication District Board. Mark Kerry also is a new member. He did not get sworn in as he was not in attendance for this meeting. Chairman Wynn welcome Mr. Salter to the board.

APPROVAL OF MINUTES- Chairman Wynn asked for a motion to approve the of minutes of our previous meeting. Motion by Commissioner Sesevold, seconded by Commissioner Jones. **Roll call vote recorded as follows: Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric keel, YES; John Salter, YES; Michael Sesevold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed**

FINANCIAL REPORT- Chairman Wynn asked for a motion to accept the Financial report as presented where budget to actual comparisons were sited. Motion by Commissioner Braxton, seconded by Commissioner Eric Keel. **Roll call vote recorded as follows: Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Salter YES; Michael Sesevold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Keerry. Motion Passed**

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

CALL VOLUME REPORTS – NPSO for the month of January, had 1631/ 911 calls, of which 56 were abandoned, giving them an actual total of 1575 911 calls taken. Abounded rate of 3.43%. They took 2125 inbound calls on their Administrative lines, of which 11 of those were abounded. They made 2574 outbound calls for a total of 4710 calls, giving a total 911 calls of 6341.

NPD for the month of January had 388/911 calls, of which 4 were abandoned at 1.03% rate. Giving them a total of 304 911 calls actually taken. On the Administrative lines they had a total of 2862 inbound calls/ 1049 outbound calls with 40 calls abandoned. for a total of 3951 calls on the Administrative lines, giving them an overall total of 4339 calls taken for the month.

Sheriff's office took 3 call from the call box. Police took 106 calls form the call box.

NPSO-Transferred 7 calls to Desoto Parish, 324 calls to NPD. Desoto Parish transferred 8 calls to NPSO and NPD transferred 11 to NPSO.

2023-NPSO took a total of 17.896 911 calls. In comparison to 2022, we took 19048 down 1152 calls.

2023-NPD took a total of 3825 calls. In comparison to 2022, they took a total of 4453 down by 628 calls.

2023 BOARD ATTENDANCE- Director Tolliver congratulated Commissioner Keel for perfect attendance, also thanked each Commissioner for their efforts to attend the Natchitoches Communication District meetings.

SEXUAL HARASSMENT/ETHICS-Just a reminder to all Commissioners to take these training.

911 WIRELESS SURCHARGE FEES- Uses of collected funds.

- 1.PSAP operating cost, technological innovation that support 911/lease purchase, maintenance replacement and upgrade of customer premises, equipment (CPE) hardware and software.
- 2.PSAP personnel costs
- 3.PSAP Administrative costs
- 4.Cost for integration and interoperability of 9-1-1 system and public safety/first responders radio systems.
- 5.Grant Programs

NATCOM'S YEAR IN REVIEW 2023- Addresses Processed-162. Road sign processed-97.

NPSO 911 calls processed-17896. NPD 911 calls processed-3825 total from both Agencies-21721. NPSO abandoned calls873. NPD abandoned calls 56. Total abandoned calls from NPSO-581 out of 597 called back. Total abandoned calls NPD-43 out of 43 called back.

APCO Communications Training Officer Course- 7 NPSO 7 NPD newly certified CTO's (14).

9-1-1 ADDRESS COORDINATOR REPORT- During the month of December, 2023, the addressing office processed (5) new addresses for residence and (0) updates in the Parish in Natchitoches Parish. The activity resulted in (219.0) miles being traveled throughout the Parish consuming some (12.5) hours of personnel time while conducting site surveys and collections of GPS data. We made (0) adjustments or updates to AT&T 9-1-1 database during this period. Ordered () road signs. Chairman Wynn asked for a motion to accept the Director's report as presented. Motion by Commissioner Braxton, seconded by Commissioner Sesvold. **Roll vote recorded as follows: Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Salter, YES; Michael Sesvold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed**

NEW BUSINESS

CREDIT CARD ACTIVITY REPORT- Chairman Wynn asked for a motion to accept the Charge Card Activity Report as presented. Motion by Commissioner Braxton, seconded by Commissioner Jones. **Roll call vote recorded as follows: Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Salter, YES; Michael Sesevold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed**

ELECTION OF OFFICERS-Chairman/ Motion from the floor by Commissioner Braxton, seconded by Commissioner Salter that John Wynn remain Chairman of the Natchitoches Communication District Board. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Salter, YES; Michael Sesevold, YES; Absent: Stuart Wright and Mark Kerry. Motion Carried.**

Vice-Chairman/ Motion from the floor by Chairman Wynn, seconded by Commissioner Keel that Commissioner Braxton be elected as Vice-Chairman for the Natchitoches Communication District Board. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; John Salter, YES; Michael Sesevold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed.**

SECERTARY/ Motion from the floor by Commissioner Braxton, seconded by Commissioner Keel that Commissioner Mary Jones remains Secretary for the Natchitoches Communication District Board. Roll call vote recorded as follows: **Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; John Salter, YES; Michael Sesevold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed**

DISTRICT 2024 GOALS AND OBJECTIVES- The following Goals and Objectives support the Natchitoches Parish Communications District's and Partner Agency's future needs for protecting residents, visitors and travelers in the Parish of Natchitoches.

TECHNOLOGY

Next Generation 9-1-1 Technology

In collaboration with NPD and NPSO Communications and other appropriate parties, continue the development of a workplan to create a path forward for implementation of text to 9-1-1 for Natchitoches Parish (2023-2024).

Upgrade any console equipment provided by the District that is end of life.

Continue to work with the APCO Legislative Committee in reaching statewide consensus on a path forward for implementation of the Louisiana state wide 9-1-1 plan.

Bring up third workstations with NPD

Bring up two extra workstations in the Comm Ctr

Prepare/Complete over haul of GIS system in preparation for next Gen (thereby reducing field time of driving)

AI

OPERATIONS

In collaboration with NPD and NPSO Communications, EMS, and other appropriate parties, develop fire/EMS/law enforcement caller integration and asset deployment training for both agencies.

In collaboration with NPD and NPSO Communications and other appropriate parties, continue to develop a concept of operations (COO) plan to support the implementation of single point 9-1-1 call taking (option 2 as defined in the 2009 Communications consolidation and PSAP study, and approved by the Commission). Vital components of the COO will include:

- a. Detailed work load evaluation and analysis (base upon current task analysis)
- b. Detailed staffing evaluation and analysis (to determine the appropriate number of staffs to perform identified tasks)

Develop policy and procedures for dispatch operations.
Continuity operations for the District (as outlined in Legislative Audit/Backup Facility
Continue to focus on common professional development opportunities for each communications center agency
Conduct a Communications center Supervisor Course for NPSO and NPD
Generator transfer switch to run second stand-alone generator
Possibly having new NATCOM partners in the Comm Center
NGA/AT&T come out and assess center for prep in next Gen
New Chairs for Comm Center
Create a Strategic planning Committee to begin a new five-year outlook plan (NATCOM's 2025-2030 outlook)

Thanks to Commissioner Braxton for suggesting the CDARS CD's. It has created an avenue for us to have the ability to have those extra funds to further the 2024 Goals and Objectives in being able to purchase new equipment.

COMPLETED 2023 GOALS

Communications Training Officer's Course

Face-Lift/update the District's webpage (to include new design and the ability to self-initiate updates). Sign CE with the surrounding Parishes to begin the process for NextGen 9-1-1 in collaboration with NPD and NPSO Communications. Develop a path forward the implementation of minimum staffing requirements. (The people who operate our Emergency Communications Center provide the critical link between those who need help and those who can provide that help in emergency situations. It is critical that in times of emergency there are adequate numbers of these trained personnel in place in our ECC to adequately provide this service.)

NSU- Received a call on last Friday from Blayne Henson @ NSU to conduct a test for 911 purposes. Stated they were moving away from their old equipment and was now converting over to Microsoft teams app. SIP lines. Currently the city does not dispatch for NSU. Once in a blue moon they may get an occasional call. The questions posed were: Do we call the officer back and give him the information? Are we dispatching now? How is this going to work? All great questions that couldn't be answered. So, I have a meeting set up with them. I told him I would rather they wait until I can speak candidly to them. That I'm going to need more information and insight. He had already been working with Intrado. ALI only showed 200 Central Ave. NS of Louisiana, which is the main name for it hence problems already, now the other tricky part is because it is a SIP line which is similar to VOIP bring it be an internet base platform, when test it comes in as wireless meaning NPSO office captured the call. SIP means Session Initiation Protocol. It delivers calls via the internet IT support VOIP because it is internet base to internet outages. Not sure if they considered that. But calls can be rerouted to mobile phones or regular lines as BLU, but again, right now informational. They cancelled my meeting for tomorrow morning and I'll be meeting with them on the 31st.

GOOD OF THE ORDER-

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 Sesvold. **Roll call vote as follows: Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; John Salter, YES; Michael Sesvold, YES; John Wynn, YES; Absent: Stuart Wright and Mark Kerry. Motion Passed.**

Meeting adjourned @ 2:45 pm