

MINUTES OF THE REGULAR MEETING

NATCHITOCHE PARISH COMMUNICATIONS DISTRICT

2:00 p.m. TUESDAY, JANUARY 20, 2026

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 20, 2026 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 offered the Prayer. Commissioner Kerry led the Pledge of Allegiance.

INTRODUCTION OF GUEST/PUBLIC COMMENTS

Laquita Collins, Susan Johnson and Mark Roberts. Chairman Wynn thanked everyone for coming. No comments.

ROLL CALL

Roll call was conducted by Bernice Wallace. Commissioners present: Nikeo Collins, Mary Jones, *Eric Keel, Mark Kerry, Michael Sesevold, Stuart Wright and John Wynn. Absent: John Salter and Calvin Braxton.*

APPROVAL OF AGENDA

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

APPROVAL OF MINUTES

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

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

CALL VOLUME REPORTS

NPSO for the month of December, 2025 1448/911 calls, of which 38 were abandoned, giving them actual total of 1486/911 calls taken. Abandoned rate of 2.56%. They took 2296 inbound calls on their

Administrative lines, of which 9 of those were abandoned. They made 2263 outbound calls for a total of 4568 calls, giving a total 911 calls of 6054.

NPD for the month of December, 2025 381/911 calls, of which 4 were abandoned, giving them a actual total of 385/911 calls taken. Abandoned rate of 1.04%. They took 2774 inbound calls on their Administrative lines, which 39 were abandoned. They made 1048 outbound calls, giving them a total 911 calls of 3862.

9-1-1 ADDRESS COORDINATOR REPORT- During the months of December, 2025 the addressing office processed (7) new addresses for residence and (1) updates in the Parish in Natchitoches Parish. The activity resulted in (36) miles being traveled throughout the Parish consuming some (6) hours of personnel time while conducting site surveys and collections of GPS data. Ordered () road signs. Chairman Wynn asked for a motion to accept the Director's report as presented. Motion by Commissioner Sesvold, seconded by Commissioner Kerry. Roll vote recorded as follows: Calvin Braxton, YES; Nikeo Collins, YES; Mary Jones, YES; *Eric keel, YES; Mark Kerry, YES; Michael Sesvold, YES; Stuart Wright, YES; John Wynn, YES; Absent: John Salter. Motion Passed*

OLD BUSINESS- No Report

NEW BUSINESS

CREDIT CARD ACTIVITY REPORT

Chairman Wynn asked for a motion to accept the Charge Card Activity Report for 12/29/2025 with a charge of \$308.52, presented. Motion by Commissioner Sesvold, seconded by Commissioner Kerry. Roll call vote recorded as follows: *Nikeo Collins, YES; Mary Jones, YES; Eric Keel, YES; Mark Kerry, YES; Michael Sesvold, YES; Stuart Wright, YES; John Wynn, YES; Absent: John Salter and Calvin Braxton. Motion Passed*

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

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

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

2026 GOALS AND OBJECTIVES- The Natchitoches Parish Communications District enters 2026 with several core initiatives either completed, actively underway, or strategically stage for execution. Progress during 2025 focused on system planning, leadership continuity, operational stability, and inter-agency coordination.

2026 Objectives emphasize:

- . Advancing NG911 implementation planning*
- . Finalizing succession and operational documentation*
- . Maintaining performance benchmarks*
- . Expanding public outreach and community education*
- . preparing for future system growth*

Overall, the District remains aligned with long-term modernization goals while maintaining uninterrupted public safety operations.

NATCHITOCHE PARISH COMMUNICATIONS DISTRICT 2026 GOALS AND OBJECTIVES

GOAL 1- Implement and upgrade Communications Systems to Enhance Operational Efficiency

GOAL 2- Develop and implement a Comprehensive Succession Planning program

GOAL3- Promote and manage Partial Consolidation to Optimize Service Delivery

GOAL4- Ensure Financial Sustainability During System upgrades, Succession Planning, and Consolidation

GOAL5-Maintain High Standards of Public Safety and Service Delivery Through System and Staff Optimization

GOAL6- Improve Collaboration and Communication Among Stakeholders During Consolidation

GOAL7- Promote Employee Retention and Well-Being During Organizational Transitions

GOAL8- Enhance Community Awareness and Public Education

GOAL9-Ensure High Standards of Training and Professional Development

OBJECTIVES 9.2

Provide ongoing annual training and certification for existing personnel to maintain high levels of competency and compliance with state and federal standards.

OBJECTIVES 9.3

Establish a peer mentoring program to support the growth and development of newer dispatchers.

These goals and objectives are designed to ensure the 911 Communications District remains effective, adaptable, and ready for future challenges, including technological advancements, leadership transitions, and the potential benefits of part consolidation. Each goal focuses on maximizing service quality, employee readiness, and financial sustainability while maximizing disruptions.

2025 YEAR IN REVIEW

EXECUTIVE SUMMARY-2025 was a year of operational stability, workforce development, and continued commitment to public safety for the citizens of Natchitoches Parish. NATCOM processed thousands of emergency calls, strengthened dispatcher training, maintained strong-calls follow-up, and effective board governance all while preparing for future Next Generation 9-1-1 transitions.

CHART 1-Total 9-1-1 Call Volume (2023-2025)

What it shows

.2023: 21,721

.2024:22,996

.2025: 22,282

2025 AT-a-Glance

. Total 9-1-1 Processed: 22,282

- . Abandoned call call-back rate: 4.56%
- . Personnel Trained/Certified: 0
- . Board Governance: Strong/Full Compliance

CORE MISSION & SERVICE IMPACT

OUR MISSION: To provide, accurate, and professional emergency communications services that protect life, and public safety throughout Natchitoches Parish.

Service Area Supported

- . Natchitoches Parish Sheriff’s Office (NPSO)
- . Natchitoches Police Department (NPD)

CALL VOLUME 7 OPERATIONS PERFORMANCE

9-1-1 Call Processing

Year NPSO CALLS NPD CALLS Total 9-1-1 Calls

.2023	17,896	3,825	21,721
.2024	18,573	4,423	22,996
.2025	17,976	4,306	22,282

Operational Notes:

- . Sustained high call-handling accuracy
- . Continued coordination between agencies
- . Reliable service delivery despite staffing and call-volume pressures

ABANDONED CALL MANAGEMENT

CHART 3 – Abandoned Call Trend (2023-2025)

- .2023: 929
- .2024: 675
- .2025: 621

Metric	NPSO	NPD
Abandoned Calls	558	68
Calls Attempted Back	331	50
Successful Call-Backs	330	49
Call-back success Rate	%	%

Key Takeaway:

NATCOM prioritizes abandoned call follow-ups to ensure no emergency goes unaddressed, reinforcing public trust and safety.

ADDRESSING 7 GIS SUPPORT SERVICES

CHART 4-Addressing 7 Road Sign (2003-2025)

- . Addresses processed increase steadily
- . Road sign orders normalized after a high-activity year in 2024

Year Addresses Processed Road Signs Ordered

<i>.2023</i>	<i>109</i>	<i>97</i>
<i>.2024</i>	<i>112</i>	<i>129</i>
<i>.2025</i>	<i>115</i>	<i>114</i>

Board takeaway:

Addressing and signage activity remained consistent, supporting accurate call routing. Responder navigation, and overall public safety effectiveness.

Impact:

Accurate addressing and signage directly improve emergency response times and responder safety.

RISK MANAGEMENT & COMPLIANCE

NATCOM maintain compliance with applicable laws, regulations, and internal policies governing emergency communications operations. Ongoing training and policy adherence support risk mitigation and accountability.

Outcome: *Reduced operational risk and strengthened governance posture.*

WORKFORCE DEVELOPMENT & TRAINING

(Critical for retention, professionalism, and Liability protection)

Training Achievements

. CPR Recertifications

. NPSO: 14

. NPD: 0

. Total CPR Re-certified: 14

PST1 Recertifications:

. NPSO: 7

.NPD: 7

. Total PS1 1 Re-certified: 14

CTO Recertifications

. NPSO: 5

. NPD: 5

. Total CTO Re-certified: 10

FIRE Recertifications:

.NPSO:

.NPD: All have lapsed

. Total CTO RE-Certified:

Focus Areas:

. Call-handling quality

. Dispatcher mentorship

. Standards compliance

. Long-term workforce readiness

STAFFING & WORKFORCE STABILITY

NATCOM continue to emphasize workforce stability through training, certification, and professional development, investments in Communications training officer (CTO) certifications and continuing education supported employee retention, call-handling quality, and institutional knowledge.

Outcome: *A trained, supported workforce prepared to meet sustained call volume demands.*

NPSO- Total authorized position-12- 11 filled

Collins- Division Head

NPD- Total authorized positions 8- 7 filled

Johnson-Division Head

TECHNOLOGY & SYSTEM RELIABILITY

(Forward-looking, even if upgrades are “in progress”)

- . *Infrastructure modernization*
- . *Redundancy improvements*
- . *Future Next Generation 9-1-1 readiness*

GOVERNANCE & BOARD ENGAGEMENT

Board Oversight

- . *Regular board meetings conducted in compliance with policy and law*
- . *Transparent reporting and Financial oversight maintained*

Board Recognition

- . *Perfect Attendance-2025*
- . *Commissioner Eric Keel*

FINANCIAL STEWARDSHIP

- . *Fiscal operations conducted within approved budgets*
- . *Responsible use of public funds*
- . *Continued focus on sustainability and long-term planning*

LOOKING AHEAD: 2026 & BEYOND

Strategic Priorities

- . *Continued workforce development*
- . *Infrastructure and system upgrades*
- . *Policy alignment and governance strengthening*
- . *NEXTGEN 9-1-1 transition planning*

CLOSING STATEMENT

NATCOM remains committed to excellence in emergency communications and to serving citizens of Natchitoches Parish with professionalism, accountability, and forward-thinking leadership.

“over the past three years, NATCON has reduced total abandoned calls while maintaining a strong commitment to call-back accountability. In 2025, the District continued the downward trend, reflecting effective call-handling practices, dispatcher responsiveness, and sustained operational oversight”.

RESOLUTION NUMBER 1 OF 2026- A RESOLUTION ESTABLISHING THE 2026 DISTRICT EMPLOYEE HOLIDAY SCHEDULE FOR THW NATCHITOCHE PARISH COMMUNICATION DISTRICT AND OTHERWISE PROVIDING WITH RESPECT THERETO: Chairman Wynn asked for a motion to approve Resolution number 1 OF 2026. Motion by Commissioner Sesvold, seconded by Commissioner Keel. Roll call vote recorded as follows: Nikeo Collins, Mary Jones, YES; Eric Keel, YES; Mark Kerry, YES; Michael Sesvold, YES; Stuart Wright, YES; John Wynn, YES; Absent: John Salter and Calvin Braxton. Motion Passed

RESOLUTION NUMBER 2 OF 2026- RESOLUTION ESTABLISHING THE 2026 COMMISSION MEETING SCHEDULE FOR THE NATCHITOCHE PARISH COMMUNICATIONS DISTRICT AND OTHERWISE PROVIDING WITH RESPECT THERETO: Chairman Wynn asked for a motion to approve. Resolution number 2 of 2026. Motion by Commission Sesvold, seconded by Commissioner

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

Meeting adjourned @ 2:50 pm