Consolidated Report of Statewide 9-1-1 Communications Activity

To:

The Louisiana House of Representatives
Commerce Committee
Post Office Box 94062
Baton Rouge, Louisiana 70804

The Louisiana State Senate
Commerce, Consumer Protection, and International Affairs Committee
Post Office Box 94183
Baton Rouge, LA 70804

From:

The Louisiana Chapters of NENA and APCO

INTRODUCTION

Pursuant to Act No. 590 of 2016, Louisiana Revised Statute 33:9109.2 (C) the Communications Districts of the state of Louisiana are hereby submitting a consolidated report of statewide 9-1-1 communications activity to the House Committee on Commerce and to the Senate Committee on Commerce, Consumer Protection and International Affairs of the Louisiana Legislature. This report includes information from all of the parishes within the state of Louisiana.

Within the report, all 9-1-1 fees and other revenues received by each Communications District are itemized by Communications District, as well as on a statewide basis. The 9-1-1 fees and revenues are categorized by land-line or wire-line services, billed wireless services and prepaid wireless services. Additionally, expenditures are itemized by each Communications District and on a statewide basis. Information regarding planned projects intended to enhance both the efficiency and the effectiveness of 9-1-1 public safety communications and information regarding the development of next generation 9-1-1 services are also included within the report, as well as if any communication districts have joint projects with other entities relative to the sharing of resources in the planning and development of next generation 9-1-1 services.

As required by LA R.S. 33:9109.2 (C) the information is to be submitted in a report on a calendar year basis and is due on May 1st of each year. This information has been collected from each of the Communications Districts listed. These records may or may not reflect audited results due to the report deadline of May 1st. Every Communications District is required to file a report with the Louisiana Legislative Auditor's Office within six (6) months of the end of each entity's fiscal year pursuant to LA R. S. 24:513. The same statutory authority requires that all such reported be prepared by licensed certified public accountants and that they be performed in accordance with generally accepted governmental auditing standards and the Louisiana Governmental Auditing Guide. Some Communications Districts report on a calendar year basis; others report on a fiscal year, and there are those, who are included as a component part of another governmental entity's financial report. The differences in the reporting requirements may be due to size of the Communications District or due to the organizational or governance structure of the Communications District.

BACKGROUND

9-1-1 service in Louisiana was formed based upon jurisdictional, geographical boundaries of each parish. While the Communications Districts share the same public safety communications mission and function, no two systems are identical. The differences are in small part due to the manner in which they were created and their organizational structure.

The establishment of a single, 3-digit phone number for citizens to dial when they are in need of fire, police or emergency medical services, has precipitated within each parish a

degree of unification and uniformity of operation among public safety entities, which were historically accustomed to functioning autonomously.

Prior to 9-1-1, a citizen needing help from a firefighter, police officer or ambulance would have to dial that agency's 7-digit number or operator and the individual department's internally developed protocols would govern how that call was handled. Now that caller dials 9-1-1. When a citizen dials 9-1-1, the call is automatically routed to a pre-determined location, known as a Public Safety Answering Point ["PSAP"]. The call is answered by a call taker, who determines the nature of the emergency and either handles the requests for emergency services or routes it to the appropriate public safety agency for emergency response.

Who performs the call taker function and what happens from that point varies widely from Communications District to Communications District. Some Communications Districts hire their own call takers; some use Sheriff Office employees; some use Fire Department personnel and others use a combination. 9-1-1 became the catalyst for all public safety agencies to work in concert. Each configuration is a reflection of the particular characteristics of the parish where it operates.

HISTORY

In 1979, Lafayette Parish pioneered the creation of a 9-1-1 system for its area. House Bill 480 of 1979, authored by Representatives LeBlanc, Bares, and Thompson and handled by Senators Mouton and Champagne on the Senate side, established the first Communications District in the State of Louisiana for the purpose of establishing and maintaining an emergency telephone service for Lafayette Parish. This enactment, which became Act No. 788 of 1979, set the precedent for a 9-1-1 system with each Communications District boundaries being based on the geographical boundaries of each of the sixty-four parishes in Louisiana.

In 1982, House Bill 1245 by Representative Landrieu, created the Orleans Parish Communications District [Act 155 of 1982]. Likewise, the Jefferson Parish Communications District was created by House Bill 1208 that same year [Act 156 of 1982].

In 1983, House Bill 1326 created separate Communications Districts for the parishes of St. Bernard, Plaquemines, Lafourche and Terrebonne [Act 490 of 1983].

Representative Downer's House Bill 1065 of 1983 enacted the generic state legislation, R.S. 33:9101 et seq., which established the overall mechanism for the creation of Communications Districts in each of the remaining parishes [Act 550 of 1983]. Act 550 of 1983 also provided that a Parish Police Jury or a board named by the Police Jury could operate a Communications District to establish and operate a 9-1-1 system for their parish. This law permitted a wide-range of methods by which Communications Districts could operate the system.

Within Louisiana Revised Statutes 33:9101 through 33:9129, parish governing bodies were granted the authority to create Communications Districts by ordinance. Once created, Communications Districts became political subdivisions of the state. By statute, these districts were created for the express purpose of implementing and maintaining the 9-1-1 emergency reporting systems. It also gave districts the authority to provide for other communication enhancements, which will enable law enforcement and public safety agencies to decrease response time and improve effectiveness, when citizens call for help in an emergency. Furthermore, provisions of the statutes allow for the funding of Next Generation 9-1-1, Enhanced 9-1-1, 9-1-1 call taking, dispatch, and telecommunication systems for first responders and for other lawful purposes of communications districts.

As outlined within the existing statutes, LA R. S. 33:9105 the 9-1-1 emergency telephone systems in the state shall be designed to have the capability of utilizing at least one of the following four methods in response to emergency calls:

(1) "Direct dispatch method", that is a telephone service to a centralized dispatch center providing for the dispatch of an appropriate emergency service unit upon receipt of a telephone request for such services and a decision as to the proper action to be taken.

(2) "Relay method", that is a telephone service whereby pertinent information is noted by the recipient of a telephone request for emergency services, and is relayed to appropriate public safety agencies or other providers of emergency services for dispatch of an emergency service unit.

(3) "Transfer method", that is a telephone service that receives telephone requests for emergency services and directly transfers such requests to an appropriate public safety agency or other provider of emergency services.

(4) "Referral method", that is a telephone service that, upon the receipt of a telephone request for emergency services, provides the requesting party with the telephone number of the appropriate public safety agency or other provider of emergency services.

The governing authority of the district shall select the method that it determines to be the most feasible for the parish.

The enactment of Act 550 of 1983 confirmed that Louisiana had elected to implement its 9-1-1 systems on a parish-by-parish basis. Further the incorporation of four general methods of operation was a recognition that the needs and abilities of the parishes varied.

Funding of 9-1-1 systems in Louisiana is primarily through the imposition of an emergency telephone service fee on each telephone subscriber. The fee is reflected on the subscriber's phone bill and is collected by the service provider, who remits the fee to the Communications District. As a political subdivision of the state of Louisiana,

Communications Districts have the authority to also levy property tax or sales tax when so authorized by a vote of a majority of the persons voting within the district in accordance with law. In order to provide additional funding for the district, the governing authority may receive federal, state, parish, or municipal funds as well as funds from private sources and may expend such funds for the purposes as outlined within the statute. Other revenue sources other than surcharge fees have also been highlighted within the report.

ORGANIZATIONAL STRUCTURES

In Louisiana, the 9-1-1 call processing function is integrated into the larger Public Safety Dispatch function, providing a cost effective approach to Public Safety Communications in each Parish. Sixty-one of Louisiana's Communications Districts also provide some level of Public Safety Dispatching services with, 40 dispatching at least one Fire Department, and 33 dispatching as least one Law Enforcement agency. Communication Districts in Louisiana work hand in hand with other Public Safety agencies to ensure the quickest response possible to their requests while providing the most cost effective approach for the processing of 9-1-1 calls for assistance.

Communications Districts are organized to provide 9-1-1 services to their communities in a variety of ways. The predominant method is for a Communications District to use its own personnel to process 9-1-1 calls, and often provide dispatch services to Fire, Police and EMS services within their parish. In this method, Public Safety Communications and 9-1-1 services are centralized for multiple Emergency Services, thus providing significant savings both for 9-1-1 operations and for other Public Safety Agencies.

The second most popular approach is to embed the 9-1-1 call taking function with another Public Safety Agency. This approach is widely used in rural parishes that cannot support a stand-alone 9-1-1 system. In this method, the Communications District contracts with the Sheriff Department, another Public Safety entity, or even a neighboring Communications District to provide 9-1-1 services. This method leverages funding from multiple sources to provide a cost effective way to provide 9-1-1 call processing to the public. With this method, a parish will have a single PSAP that will answer 9-1-1 calls and dispatch most of the Public Safety Agencies in that parish.

In reviewing the costs of 9-1-1 services in Louisiana, it is important to note how Louisiana compares with other states. According to the FCC's Ninth Annual Report to Congress on State Collection and Distribution of 9-1-1 and Enhanced 9-1-1 Fees and Charges, the average State Per Capita Expenditure is $18.23. It is important to note that often this number does not reflect the total cost of 9-1-1 services, because some states only submitted partial information regarding the total cost to provide 9-1-1 services. (FCC, 2017) Based upon an estimated population of 4,681,666, Louisiana's average per capita expenditure to provide 9-1-1 services was $17.81 in 2017.

NG-911 Wireless Projects

In order to transition to NG9-1-1, it is important to understand the definition of NG9-1-1. The National Emergency Number Association (NENA) defines it as a system comprised of hardware, software, data and operational policies and procedures to: process emergency voice and non-voice (multi-media) messages; acquire and integrate additional data useful to call routing and handling; deliver the calls/messages and data to the appropriate emergency entity; support data and communications' needs for coordinated incident response and management; and to provide a secure environment for emergency communications. (NENA 2013) In plain english, NG9-1-1 will allow 9-1-1 centers to move past receiving calls from only landline and cellular phones, and will allow the capability of receiving text messages, images, video and data, all in a format that will allow for increased security. In addition, NG-9-1-1 will allow for faster and more accurate information about a caller's location and will allow for the transmission of this data from the call to other emergency agencies.

How does a Communications District get to NG9-1-1? There are several key components to NG9-1-1, which are built upon each other to make the system effective. The first key component is the Emergency Services IP network or ESInet. The ESInet is managed IP network used for emergency services communications, and shared by all public safety agencies. It provides the physical framework to transport information from the caller to the 9-1-1 center and then from the 9-1-1 center/dispatch center to the responders in the field. Implementation of an ESINet will be a costly enterprise, because it not only connects legacy landline and cellular networks with current technologies like texting, but it will feature an open architecture to allow for future communications like real time texting and video calls. Additionally, this information gathered by the 9-1-1 center can then be shared with local emergency response agencies.

The second key component is a technical standard that not only addresses present day scenarios, but also will address future technologies as they are developed. In this case NENA, in conjunction with other national organizations, has developed a common framework to follow. Louisiana currently has five parishes that are serviced by ESINet-compatible networks.

Thirdly, NG9-1-1 will feature the software services and applications to manage and control the IP-based services. NG9-1-1 is software and database-driven to enable an exponential increase in available data and information sharing. The software services and applications can be further divided into two broad categories: the equipment used at a PSAP to process calls for service, and the applications needed to provide the new data and connectivity to the PSAP.

There are two main systems needed by a PSAP to operate in the NG9-1-1 environment: a NG9-1-1 compliant phone system to process the calls for service and a Computer-Aided-Dispatch (CAD) system to process the information from the phone system and to recommend and track responders in the field. Currently in Louisiana, 40 parishes have NG9-1-1 capable phone systems in operation, with 17 parishes offering Text-to-9-1-1

services to 45% of Louisiana's population; and 26 parishes have NG9-1-1 capable CAD systems.

The second part of the software services and applications are the applications used to provide information to the PSAP. NG9-1-1 uses a set of databases to route 9-1-1 calls, validate caller addresses, and to manage the data traffic on the network. In addition, it will provide the mechanisms to access external sources of data (i.e. Automatic Crash Notifications, Hazard material info, building plans, medical info, etc.) to support more knowledgeable and efficient handling of emergency calls.

One of the most critical parts of the NG9-1-1 system is security; a NG9-1-1 system must be designed to ensure the privacy and reliability inherent in E9-1-1 services. Currently most 9-1-1 systems operate in an isolated environment, which is great for security, but problematic for data sharing. NG9-1-1 systems will operate in an open environment allowing them to receive and transmit information from multiple sources and user devices. Finally, any NG9-1-1 system must address the human processes involved in the operational procedures needed to control and monitor the functionality and effectiveness of the systems and services provided by NG9-1-1 systems.

Given the extensive nature of implementing NG9-1-1 services, and the budget limitations of many of Louisiana's communications districts, most districts are taking a gradual or segmented approach to implementation working on critical data base features like mapping data bases and equipment replacement.

In 2017, there were eight parishes that utilized GeoSpatial routing, which is a critical component of the NG9-1-1 system. NG9-1-1 call routing will depend on accurate mapping data that must be maintained on a regular basis. Six (6) parishes are preparing to implement text to 9-1-1 services. Twenty-five (25) parishes are either in the procurement process, or dedicating excess revenues for the future purchase of NG9-1-1 compatible equipment. Twenty-eight (28) parishes are either planning for or have agreements with neighboring 9-1-1 centers for joint project development or for providing back-up operations.

REVENUES AND EXPENDITURES BY PARISH

	2017 Landline Revenue	2017 Billed Wireless Revenue	2017 Prepaid Wireless Revenue	2017 Miscellaneous Revenue	2017 Total Revenue	2017 Total Expenditures
Acadia	$199,989.00	$538,446.00	$154,078.00	$1,997.00	$894,510.00	$209,527.00
Allen	$68,055.31	$133,423.26	$55,591.08	$0.00	$257,069.65	$214,559.83
Ascension	$353,627.46	$1,096,251.18	$267,417.41	$87,417.42	$1,804,713.47	$2,001,729.26
Assumption	$44,971.14	$137,138.40	$58,418.24	$7,117.48	$247,645.26	$264,706.70
Avoyelles	$0.00	$0.00	$104,941.08	$2,077,068.66	$2,182,009.74	$2,005,336.82
Beauregard	$152,273.04	$319,306.57	$64,518.78	$18,000.00	$554,098.39	$386,816.21
Bienville	$38,973.61	$99,900.54	$30,969.87	$0.00	$169,844.02	$129,056.46
Bossier	$660,999.00	$1,188,918.00	$252,402.00	$11,398.00	$2,113,717.00	$1,614,562.00
Caddo	$1,494,993.00	$2,947,895.00	$648,735.00	$302,700.00	$5,394,323.00	$3,402,582.00
Calcasieu	$1,303,989.00	$2,063,731.00	$415,934.00	$571,080.00	$4,354,734.00	$4,402,710.00
Caldwell	$68,119.84	$75,176.97	$21,862.06	$59,506.00	$224,664.87	$132,039.10
Cameron	$30,411.74	$77,293.77	$17,058.85	$0.00	$124,764.36	$141,147.00
Catahoula	$23,259.00	$48,288.00	$48,617.00	$0.00	$120,164.00	$103,100.00
Claiborne	$37,473.82	$72,143.44	$37,102.38	$0.00	$146,719.64	$163,850.97
Concordia	$49,275.45	$134,154.77	$44,927.65	$1,330.46	$229,688.33	$150,151.40
De Soto	$64,435.19	$288,647.90	$57,509.56	$865,162.11	$1,275,754.76	$928,567.97
East Baton Rouge	$1,946,138.01	$3,070,014.19	$632,336.89	$1,031,507.10	$6,679,996.19	$7,445,851.76
East Carroll	$29,600.00	$32,012.00	$10,733.68	$0.00	$72,345.68	$69,965.24
East Feliciana	$48,570.01	$196,696.81	$43,730.46	$366,663.84	$655,661.12	$602,993.39
Evangeline	$231,665.10	$271,467.58	$61,497.36	$175,475.70	$740,105.74	$775,190.88
Franklin	$67,050.00	$139,297.00	$36,693.00	$6,218.00	$249,258.00	$223,437.00
Grant	$78,862.83	$132,524.27	$132,524.27	$67,668.92	$411,580.29	$496,306.12
Iberia	$107,245.59	$460,894.16	$182,680.00	$96,985.00	$847,804.75	$924,004.72

Iberville	$129,215.15	$346,030.44	$58,971.71	$310,556.22	$844,773.52	$737,890.37
Jackson	$46,265.00	$98,506.00	$35,114.00	$3,085.00	$182,970.00	$103,025.00
Jefferson	$1,216,419.70	$3,446,838.67	$782,745.14	$306,538.92	$5,752,542.43	$6,731,422.60
Jefferson Davis	$104,774.20	$221,079.64	$68,170.29	$25,000.00	$419,024.13	$224,544.45
La Salle	$52,965.64	$96,607.25	$32,128.18	$3,403.85	$185,104.92	$169,954.06
Lafayette	$1,319,207.26	$2,547,772.20	$472,786.43	$105,083.85	$4,444,849.74	$3,396,738.92
Lafourche	$559,400.79	$925,632.32	$207,824.25	$19,145.32	$1,712,002.68	$2,027,973.80
Lincoln	$102,638.13	$274,000.00	$84,570.00	$0.00	$461,208.13	$425,212.43
Livingston	$372,106.82	$868,249.26	$231,669.95	$1,011.10	$1,473,037.13	$1,787,750.21
Madison	$71,480.80	$74,113.40	$23,455.81	$319,589.44	$488,639.45	$411,368.31
Morehouse			$60,370.83	$150,795.69	$211,166.52	$60,970.00
Natchitoches	$185,341.00	$312,747.00	$71,598.00	$2,526.00	$572,212.00	$364,570.00
Orleans	$1,634,793.20	$3,217,654.71	$857,621.50	$9,768,260.20	$15,478,329.61	$15,434,477.86
Ouachita	$364,423.00	$861,895.00	$383,417.00	$36,196.00	$1,645,931.00	$1,690,833.00
Plaquemines	$71,607.20	$229,856.09	$65,494.65	$0.00	$366,957.94	$662,219.20
Pointe Coupee	$102,525.00	$152,773.00	$49,200.00	$395,573.00	$700,071.00	$706,094.00
Rapides	$855,091.59	$1,070,067.42	$283,980.32	$7,755.11	$2,216,894.44	$1,965,005.62
Red River	$55,332.25	$66,234.41	$19,615.84	$0.00	$141,182.50	$130,598.58
Richland	$57,380.18	$122,934.58	$44,718.46	$2,594.60	$227,627.82	$214,250.00
Sabine	$57,946.00	$167,724.00	$42,995.00	$24,773.00	$293,438.00	$277,606.00
St. Bernard	$84,716.03	$165,717.56	$89,541.43	$103.00	$340,078.02	$285,268.00
St. Charles	$218,022.00	$572,703.00	$131,646.00	$1,167,000.00	$2,089,371.00	$2,209,653.00
St. Helena	$17,162.44	$68,040.00	$24,172.64	$7,369.34	$116,744.42	$98,705.65
St. James	$52,800.00	$154,300.00	$45,100.00	$0.00	$252,200.00	$868,500.00
St. John The Baptist	$200,507.15	$540,824.11	$114,546.09	$0.00	$855,877.35	$425,783.23
St. Landry	$286,182.81	$750,258.33	$179,918.08	$4,658.79	$1,221,018.01	$972,535.94

St. Martin	$253,440.37	$508,880.63	$130,100.23	$237,566.46	$1,129,987.69	$960,326.12
St. Mary	$359,521.73	$485,946.96	$117,918.20	$55,426.30	$1,018,813.19	$879,882.03
St. Tammany	$1,133,774.12	$2,831,211.06	$504,334.26	$150,360.58	$4,619,680.02	$3,446,081.42
Tangipahoa	$470,457.81	$1,002,380.82	$261,287.71	$161,413.25	$1,895,539.59	$1,784,282.38
Tensas	$13,094.24	$22,886.62	$11,332.54	$164,598.00	$211,911.40	$134,556.86
Terrebonne	$632,221.39	$939,420.94	$203,931.87	$19,980.62	$1,795,554.82	$2,002,589.53
Union	$49,050.65	$49,050.65	$56,672.37	$45,442.82	$200,216.49	$283,902.74
Vermilion	$184,647.94	$517,099.68	$144,664.07	$693.15	$847,104.84	$737,061.15
Vernon	$137,028.81	$483,977.53	$72,221.77	$32,681.25	$725,909.36	$686,494.54
Washington	$250,000.00	$377,000.00	$96,600.00	$4,300.00	$727,900.00	$582,500.00
Webster	$104,093.61	$216,381.00	$88,912.49	$13,357.44	$422,744.54	$438,586.04
West Baton Rouge	$123,241.00	$147,581.00	$57,274.00	$1,301,545.00	$1,629,641.00	$1,330,149.35
West Carroll	$46,996.00	$60,322.00	$25,038.00	$3,800.00	$136,156.00	$83,099.00
West Feliciana	$56,484.00	$104,038.94	$45,496.96	$567,840.00	$773,859.90	$777,735.55
Winn	$19,128.00	$83,861.00	$33,042.00	$2,601.00	$138,632.00	$89,319.00
Total State Wide	**$19,151,460.15**	**$38,706,218.03**	**$9,690,476.69**	**$21,169,919.99**	**$88,718,074.86**	**$83,387,707.77**

Notes: Avoyelles Parish does not fund their operations from Wireless or Landline Fees.

NG-911 ACTIVITIES AND OPPORTUNITIES FOR JOINT PROJECTS

Parish	NG-911 Wireless Projects (Any ongoing project or planned project aimed to better prepare or equip your parish for the transition to NG-911)	Opportunities for Joint Projects for NG-911 (Include Backbone equipment sharing, Fail over or backup agreements, disaster recovery plans)
Acadia	Budgeted upgrade in 911 equipment such as telephone consoles, radio consoles and recording equipment which will be NG-911 Ready	None
Allen	Working on Text-2-911; mapping system; upgrading computers	None
Ascension	Equipment in place with possible roll-out to NG911 in 2019	Work with surrounding agencies/Parishes for back up plans.
Assumption	None	None
Avoyelles	CAD and 911 Phone equipment upgrade	N/A
Bossier	Upgrading The West VIPER Telephone System with MapFlex and adding additional workstations allowing for inclusion of the Bossier Sheriff's Dept. Communications Division.	Negotiating cooperative endeavor with City officials for utilization as a multi-jurisdictional CAD (Computer Aided Dispatch) system participant.
Caddo	In process of evaluating 3 proposals for purchase of NG911 system and equipment. Funds have been budgeted in 2018 for purchase	Through competitive procurement process executed an agreement in Dec. 2017 for the purchase and installation of new parish-wide P25 Phase 2 Digital radio system for all parish public safety agencies
Calcasieu	Upgrading Phone System to latest NG911 standards in 2018. NG-911 Compliant Computer Aided Dispatch System purchased in 2017	Providing Backbone NG-911 Phone Equipment to Cameron parish
Cameron	Upgrading Phone System to latest NG911 standards in 2018	Sharing Backbone equipment with Calcasieu Parish
Catahoula	Planned	No
Concordia	Installing new phone equip. Vesta 911	none at this time
East Baton Rouge	Ongoing project to upgrade public safety radio backup system	Joint Computer Aided Dispatch Suite Replacement
East Feliciana		Working with West Feliciana to assist each other during outages.

Evangeline	Texting and MMS lines into the 911 system; Training that is specific to NG-911 for dispatchers. Secondary PSAP for 911 system.	Looking at Smart 911. Looking at an intergovernmental solution for all agencies and other parishes.
Franklin	Upgrade to Viper 911 Equipment thru AT&T	None
Iberia	Procurement of NG-911 capable telephone system in 2018 at a cost of approx. $450,000	We have a verbal agreement with St. Martin Parish 911 to provide back-up PSAP services to each other
Iberville	None	
Jackson	accumulating funds to replace 911 equipment	None
Jefferson	Implemented A911 I.P. Network NICE recorders	Yes, Jefferson Parish, Kenner & Gretna share
Jefferson Davis	Purchase of new phone system Airbus Vesta 9-1-1	
La Salle	Currently looking at NG911 equipment demos and taking equipment quotes	Considering the option of sharing equipment with another parish
Lafayette	Installing a new NG911 West VIPER Telephone system with MapFlex, which provides better location accuracy and allows Text to 911, and a new NG911 CAD system and Mobile Data system for Public Safety Agencies in throughout the Parish. Transitioning to a broadband Automatic Vehicle Location system for Public Safety agencies. Conversion to the new ESRI Mapping which will allow all first responders and governmental agencies to use on mapping data base.	New NG-911 Computer Aided Dispatch System and Mobile Data System for Public Safety Agencies throughout the parish with equipment in two separate locations, new servers to house parish ESRI (GIS) mapping data for redundancy.
Lafourche	A 911 is an Emergency Services IP network that allows for the delivery of NG-911 functions.	
Livingston	Currently implementing Texting to 911	Working with Ascension, East Baton Rouge and Tangipahoa to back each other up during outages and call overloads
Madison	Install new software and mapping upgrades	Corporate endeavor with Tax Assessor on map upgrades
Natchitoches	Currently in the final stages of construction of a co-located/consolidated emergency communications center. Hardened facility, COPS, sufficient to support multiple agencies.	Natchitoches serves as a failover facility for neighboring parishes.

Orleans	Synchronization of GIS/MSAG/ANI databases begun in May, 2017 and on-going	In the near future, will need to reach out to regional neighboring parishes to synchronize shared data boundaries to ensure no gaps in ESN coverage.
Ouachita	none	Preliminary discussion with neighboring Parishes to share telephone and CAD resources
Plaquemines	Text to 911 capable	No
Pointe Coupee	Possible new CAD system within the next 24 Months	Will continue to work with surrounding Parishes to build a comprehensive NG 911 system
Rapides	Continue to upgrade new CAD & Vest equip.	Serve as failover for neighboring Parishes
Red River	Text-to-911 - Obtaining Quotes on hardware/software upgrades from West regarding the implementation of text-2-911	Researching options for portable PSAP equipment as part of our Disaster Recovery Plan. The new Central Fire Station will serve as our primary alternate location in the event of PSAP failure.
Richland	RPSS Implementation by Mid-year	NA
Sabine	Saving to purchase NG-911 and CAD equipment	Not at this time
St. Charles	Implemented in 2017	No
St. Helena	Negotiated interagency agreement with Tangipahoa to provide dispatch	Tangipahoa providing dispatch for fire and rescue
St. Landry	St. Landry Parish 911 has partnered with St Landry Parish Sheriff's Office and is currently configuring a new CAD system in order to transmission to NG-911. Also, SLP 911 has recently signed a purchase agreement on an ANI/ALI system that is NG-911 Ready	SLP 911 is currently partnering with SLPSO in the implementation of a NG 911 CAD system , and 911 is also considering options to coordinate with surrounding parishes to provide mutual backup for each other's NG 911 systems.
St. Martin	Upgrade 911 Telephone System	Currently have an agreement with Iberia Parish 911 for backup should there be any equipment failures
St. Mary	none	Disaster evacuation plan with City of Morgan City and St. Mary Parish Sheriff's Office; backup phone disaster phone lines
St. Tammany	Yes, Constructing a new co-located 911 center with upgraded 911 equipment	None
Tangipahoa	Continuation of 9-1-1 System Up Grade	Working with surrounding Parishes on plans to back each other up
Tensas	Planning for upgrade in 2019	
Terrebonne	Upgrade of entire Parish-wide CAD System	Connectivity to Lafourche FD03, SO & 911

Union	Discussion w/U.P.S.O. to piggy - back their CAD System.	Potential to piggy back U.P.S.O. CAD System.
Vermilion	Upgrade of Phone, CAD and Mapping within 2 years	Exploring options with other agencies and parishes
Vernon		
Washington	CPE Replacement in 2019	Fall over and backup agreements
West Baton Rouge	We are currently replacing our 9-1-1 system, work is continuing on a high availability/failover site and our cad is due to be upgraded this year	Exploring Action
Winn	Developing plan to replace current equipment.	None.

Federal Communications Commission (FCC) 2016. Ninth Annual Report to Congress On State Collections and Distribution of 911 and Enhanced 911 Fees and Charges Retrieved 2-9-2017 https://www.fcc.gov/files/9thannual911feereportpdf December 29, 2017

National Emergency Number Association (NENA) 2013. NENA NG9-1-1 Transition Plan Considerations Information Document Retrieved 2-9-2017 http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-INF-008.2.1-2013_NG9-1-1.pdf?hhSearchTerms=%22transition+and+plan+and+considerations+and+information+and+documen%22