

**LOUISIANA NENA CHAPTER MEETING MINUTES**  
**JULY 25, 2019**  
**NATCHITOCHEs, LA**

President Sean Spansel called the meeting to order. The prayer and pledge was led by Cody Melancon.

**Secretary/Treasurer's Report**

*Financial*

Linda Lavergne reported that the current membership is 188 and prior membership was approximately 173. NENA's checking account balance is \$15,807.67.

*Minutes*

On a motion made by Don Smith, seconded by Liz Hill the minutes from the previous meeting were unanimously approved.

**New Business**

*Committee Reports: Louisiana Next Generation 9-1-1 Sub-Committee*

Joe Thompson reported that the Next Generation 9-1-1 Sub-Committee is continuing to work on developing a NG 911 transition plan for the State. Mr. Thompson advised that a survey to get a baseline on the current technology in Louisiana was sent out to all 911 Directors and the committee has received responses from most parishes.

Mr. Thompson then advised that he recently met with representatives from DOTD and the U.S. Census Bureau about a project they are currently working on with several other states that includes obtaining address points in order to find out how many people are being served in each community. The address points that are collected are being sent to DOTD so that it can be compared to what the U.S. Census Bureau has. Mr. Thompson also advised that Louisiana is working on a similar project with DOTD on the development of a street center line database for the state.

Mr. Thompson also stated that he met with members of NENA National, the FCC and ESRI in reference to the NENA PSAP registry that is being converted into GIS format. Mr. Thompson advised that they are asking for each state to get PSAP boundaries set up for each parish due to current information in the PSAP registry being outdated. Discussion followed.

*Committee Reports: Symposium Committee*

Linda Lavergne reported that the 2019 Symposium was a great success and included 38 vendors and 252 attendees. Ms. Lavergne advised the revenue earned from the Symposium was split equally between the Louisiana Chapter of APCO and the Louisiana Chapter of NENA.

Ms. Lavergne then advised that members of the Symposium Committee recently met to discuss dates, location and new ideas for the 2020 Symposium and asked that new members of the Committee stand and be recognized. Ms. Lavergne stated that the Symposium Committee decided that the 2020 Symposium will be held Marksville at the Paragon Casino Resort.

Ms. Lavergne asked that if anyone has ideas for training or speaker topics for the 2020 Symposium to contact Tyrell Morris. Ms. Lavergne then informed members that online registration will be available next year for both attendees and vendors. Discussion followed.

## *PIAL*

Randy Loe with Property Insurance Association of Louisiana (PIAL) which is a non-profit statewide organization that was formed by Louisiana State Legislature spoke to members about what PIAL does, why they do it and the standards use for guidance. Mr. Loe informed members of the three things that make up a communities fire protection score which are communications, fire department's time from when they receive the alarm to arrival on scene and water supplies. Mr. Loe then advised members of what is being looked for in regards to the score for communications which includes, how fire alarms are received and the type of equipment in use, the telecommunicators efficiency of processing calls and what type of dispatch circuits are used.

A discussion was then held amongst members and Mr. Loe about the call volume matrix, which is an addendum to the fire suppression schedule and can be found at [www.pial.org](http://www.pial.org). Mr. Loe advised that the current standard states that 95% of calls must be answered within 15 seconds and 99% of calls must be answered within 40 seconds. The new standard for 2019, which is not yet in use, states that 90% of calls must be answered within 15 seconds and 99% of calls must be answered in 30 seconds. Discussion followed.

## **Other Business**

Tyrell Morris with Orleans Parish Communications District advised that an Executive Development Course will be held in New Orleans in October. Mr. Morris advised that the course is designed for those who are new PSAP Director's or those who are aspiring to become a PSAP Director. More information about the course will be available in the near future.

Mr. Morris also informed members that the Orleans Parish Communication District has issued AT&T a notice of non-compliance as a result of their audit. Mr. Morris advised that billing records from the last 4 years are being looked at and compared to the revenue that was received. Mr. Morris stated that a public report will be issued in September on their findings. Discussion followed.

There being no further business, a motion was made by Chad Breaux to adjourn, seconded by Tyrell Morris and unanimously approved. Meeting adjourned.