

**ORLEANS PARISH COMMUNICATION DISTRICT  
BOARD OF COMMISIONERS  
REGULAR BOARD MEETING  
January 14, 2025 10:00 a.m.  
Chief Warren McDaniels Board Room**

**MEETING MINUTES**

**I. CALL TO ORDER**

Chair Dr. Jennifer Avegno called the meeting to order Tuesday, January 14, 2025.

**II. ROLL CALL**

Executive Director Karl Fasold called the roll.

**PRESENT:** Dr. Jennifer Avegno, Ross Bourgeois (proxy for Colin Arnold), Sen Joseph Bouie, Rep. Stephanie Hilferty, Rep. Jason Hughes, Sup. Roman Nelson, Dr. Megan Marino, Michelle Woodfork, Dr. Joseph Dyson, Dr. James Aiken (proxy for John Nickens), Dr. Brobson Lutz

**ABSENT:** Col. Robert Hodges, Col. Kenneth Donnelley, Sup. Anne Kirkpatrick

ED Fasold announced that there was a quorum of Board members present.

**III. APPROVAL OF MINUTES OF PRIOR MEETING**

Chair Avegno announced that there were two sets of meeting minutes which needed Board approval. She proposed to adopt the minutes from both the December 2, 2024 Special Board meeting and the December 12 Regular Board meeting in one motion. After no discussion, Dr. Bouie moved to adopt the minutes from the past meetings, and Dr. Dyson second the motion. The motion was approved.

**IV. FINANCIAL REPORT**

ED Fasold reported that the financial report was disseminated electronically yesterday afternoon for the December year to date and asked if the Board members had any questions. There were no questions.

**V. NEW BUSINESS**

## **Election of Board Secretary**

Chair Avegno reported that the OPCD Board is establishing an Executive Board Secretary position. Chair Avegno asked for nominations from the Board members for the Secretary position. Mr. Bourgeois moved to nominate Chief Woodfork, and Dr. Lutz seconded the motion. The motion was unanimously approved.

## **Executive Director's Report**

### **January 1, 2025 Terrorist Attack Report.**

ED Fasold reported that all call volumes increased considerably following the terrorist attack. OPCD did not meet the standard of answering 90% of 911 calls within 15 seconds due to the surge in calls. Calls were received via 9-1-1, text message to 9-1-1, non-emergency and 311 lines. OPCD had Level 2 staffing in place for the scheduled Sugar Bowl. With the postponement of the Sugar Bowl, call volume dropped to more normal levels by early evening.

The family reunification calls were directed to 311 by the media prior to any official announcement. Consequently, ECS's logged into that line and entered caller information into QuickBase for the NOHD Unification Call Center to follow up. Despite it being a holiday, ED Fasold noted that things ramped up very well at NOHD and working together inquiries were handled as quickly and efficiently as possible. The Sugar Bowl upstaffing was carried over to the next day when the Sugar Bowl was rescheduled.

Handling the terrorist attack was difficult for several reasons, the primary being the call initially came over NOPD radio as an auto fatality (vehicle vs. pedestrian). Some 40 seconds later, it turned into a 108 (the police signal code for officer needs help, life in danger.). Consequently, the first notifications were made by the police dispatch pod to NOPD command and hierarchy for that MCI (mass casualty incident). But notifications were not made to NOEMS or NOFD.

Due to this evolution, proper notifications were not made to NOFD and NOEMS in a timely manner. This soon became a moot point, EMS was already on the scene (due to the NYE/Sugar Bowl coverage) and managed it as an MCI from the start. NOFD dispatched Sprint 14 to assist with the call of somebody hit by a car on Bourbon Street. OPCD performed an after-action review of the incident and has taken mitigating steps to ensure the issue does not recur.

The second issue was surrounding mutual aid responses from the region. Proper notification protocols for mutual aid were not followed, resulting in outside responders just 'showing up', with no clear mission or command and control. The root cause of this issue have been identified and we've been assured it will not occur again.

Discussion amongst the Board members continued on this topic. Questions about activation of an Incident Command Center and following the NIMS model for command and control of the incident were addressed by ED Fasold.

ED Fasold replied that NOHSEP, through the EOC, was the de facto Incident Command Center. OPCD didn't know about the mutual aid response because the request hadn't come through OPCD nor NOPD to activate them. This led to some confusion for a brief time.

Chief Nelson and Dr. Marino discussed their agencies' response. Chief Nelson remarked that the issue that came up was with the LSP requesting resources through their network and not coming through OPCD to request the mutual aid resources already in place for our region. He thinks the lesson learned is that responders on the ground need to go through OPCD for local incidents, and not go through an external network. ED Fasold confirmed that the correct radio channels were patched together and LSP were on Dispatch 8, and that LSP going outside the New Orleans radio network was unnecessary.

Discussion continued about what happens, and when, a terrorist attack is declared. Several Board members described how their agencies responded. Chief Nelson observed that the potential for secondary terror devices in the January 1 attack reinforces the need to remain vigilant and to refresh first responder training and review of policies on terrorist scenarios. Dr Aiken commended the actions of all responders and asked if there were ways to know sooner if an attack was an act of terrorism. Chief Woodfork replied that, in this instance, it wasn't until a few hours after the incident that NOPD was able to compare notes and arrive at the terrorist attack determination.

### **Super Bowl Preparation Report.**

ED Fasold reported on the agencies that would be hosted by OPCD during the days leading up to the game. FEMA MERS, GOHSEP, and LWIN resources would be based at OPCD. OPCD will stage a dispatcher with a CAD system at the EOC for the duration to provide interpretation or feedback into CAD. In the call center, OPCD personnel are on standby status starting February 1<sup>st</sup>, and from Friday, February 7 to Monday, February 10, and heightened mandatory staffing will be activated if necessary, however as of now voluntary overtime is providing appropriate resources. Staff overtime is authorized based on the talk group assignments in the ICS 205.

### **PRISEC Private Security Trial Application.**

ED Fasold reported on a new initiative driven by The Louisiana State Board of Private Security Examiners (Maj. Carl Saizan, Jr, ret.) and New Orleans and Company. The initiative involves distributing a custom RAVE application to Private Security Officers employed by several companies in the French Quarter, DDD, and CBD. Officers can use the app to make immediate calls to OPCD, as well as the state fusion center. We're referring to as a 'super neighborhood watch'. Appropriate metrics are being provided to

all stakeholders, and a decision regarding continuation will be made based upon those metrics.

OPCD is not incurring any financial liability as a result of the PRISEC initiative, as New Orleans and Company is reimbursing for all costs. Following the trial period, continuation of the initiative will require identification of a sustainable funding source.

Chair Avegno asked for clarification of how the application will work and how will it be deemed successful. ED Fasold explained that the pilot area covers the French Quarter and the CBD area. Specifically, participating security officers will have a RAVE app on their phone that they can click, which will automatically dial the dedicated number for their dedicated call taker, as well as sending information through the RAVE app to OPCD. Carbyne will drop a location pin on the map and give the application the ability to feed information into the call-taking software.

For application success metrics, OPCD will track any call incident which is touched by information through the application. Tracked metrics include the number of calls, where they come from, and what types of information are provided. ED Fasold said New Orleans and Company are reimbursing OPCD for an ECS to handle the incoming information.

#### **CEA with the City of New Orleans.**

ED Fasold reported OPCD and the City of New Orleans have agreed on a new, five-year cooperative endeavor agreement. It is currently working its way through the CAO'S Office for presentation to the City Council. It will require a vote by the City Council to authorize it, as it exceeds one year. While the CEA does not establish any specific dollar amounts, it provides for the funding to be allocated to OPCD.

#### **VI. OLD BUSINESS**

Chair Avegno recalled that at the last Board meeting, Board members approved a resolution that would establish various Board committees. Chair Avegno expressed her thanks and appreciation to all Board members who had agreed to serve as Chairpersons of the new committees. As a review, she announced that the Governance Committee would be chaired by Chair Avegno and the Finance Committee would be chaired by Mr. Bourgeois (with some subject matter expert assistance from Inspector Donovan Archote, LSP. The Infrastructure Committee will be chaired by Chief Nelson, the Personnel Committee will be chaired by Mr. Arnold, and Rep Hughes will chair the Legislative Committee.

Chair Avegno reported she has sent each committee Chairperson their proposed list of committee members, and she encouraged each committee chairperson to reach out to their members. She encouraged Committee Chairs to speak with her if there were any

questions about what their committee should working on. Chair Avegno noted that the OIG reports may contain recommendations that can be considered as a starting point. Committee meetings should take place in the months when there is no Board meeting, and each committee chair can then report to the board at regularly scheduled meetings.

Chair Avegno suggested that if any SMEs are required for a committee to better do its job, SMEs may be added to the committee. In general, she believes this year will be spent evaluating and strengthening OPCD policies and procedures in each of those specific committee areas. She also said that if committee members feel like their expertise is more suited to a particular committee, please let her know.

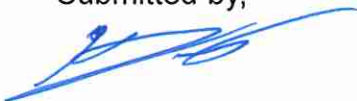
Dr. Aiken expressed how proud he was of the medical responders during the terrorist attack, noting that their rapid response and snap decisions saved many of those injured in the attack. He wished to offer his congratulations and express his pride for everything the medical responders did. Chief Woodfork also expressed her pride and gratitude to the medical responders in the field and to those in the emergency room who treated the wounded. She commended the entire response by all the agencies involved, including OPCD. Chief Nelson noted that the terrorist attack focused attention on New Orleans as an international city and a high-profile target that is worthy of support from the Dept. of Homeland Security.

## **VII. ADJOURN**

Motion to adjourned meeting was made by Mr. Bourgeois and seconded by Dr. Marino. The motion passed unanimously.

Meeting was adjourned at 10:36 am.

Submitted by,



Karl Fasold

OPCD Executive Director