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McLennan County 9-1-1
Emergency Assistance District
2017 Annual Report

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FROM THE PRESIDENT OF THE BOARD

On behalf of the Board of Managers, it is my privilege to present to you the McLennan County 9-1-1 District's Annual Report for 2017. This is a summarization of key results from fiscal year 2017 and includes operational highlights with accompanying supplemental financial reports. Additionally, this report provides the staff an avenue to share its progress in providing you the best 9-1-1 services available.



I am also pleased to share that for fiscal year 2017, MCEAD once again received an unmodified opinion from its auditors. The audited *Statement of Net Position and Governmental Fund Balance Sheet* accompanied by the *Statement of Revenues, Expenditures, and Changes in Net Position* are included as a part of this report, verifying that the District remains financially strong.

Decisions regarding the District are made at the local level by its board of managers, allowing MCEAD 9-1-1 to best meet the needs of its citizens and partner jurisdictions. Continuing technological advancements make it increasingly essential for the District to maintain an appropriate reserve balance in order to be able to adequately address and respond to these developments and meet the ever-growing demands on the 9-1-1 system. Through careful planning and budget execution, McLennan County 9-1-1 will continue to maintain its "pay-as-you-go" philosophy while still delivering industry-leading services to the citizens it serves.

As the development of Next Generation 9-1-1 continues, the District remains committed to excellence. Staff and Board continue to be proactive and progressive in their approach to the dynamics of the future of telecommunications as they pertain to 9-1-1. One of the exciting highlights of this past year was the implementation and installation of a wireless backup 9-1-1 VPN network. It is operational 24 x 7 and is automatically engaged if any PSAP loses its fiber connectivity within the 9-1-1 WAN. Moving forward, MCEAD will continue to build on its core strengths, serving its member jurisdictions with reliability, responsiveness, and efficiency.

I encourage you to spend some time reviewing this report. I also invite you to visit our website, www.mcead911.org, for additional information. The District welcomes questions and comments from its members regarding 9-1-1 services or the District's future direction. If you would like further information, or would like to discuss any 9-1-1 issues, please do not hesitate to contact Jesse Harrison, Executive Director, with any questions, comments, or requests.

Thank you for your continued support of the McLennan County 9-1-1 Emergency Assistance District.

Sincerely,

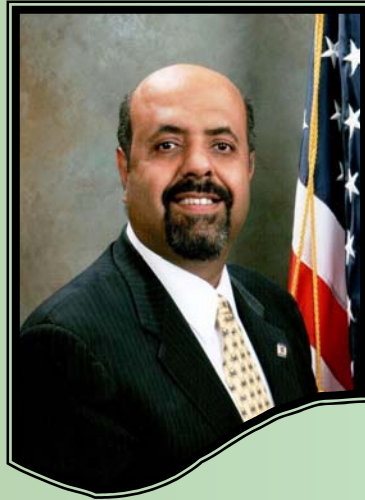
A handwritten signature in blue ink that reads "Younsy Zakhary". The signature is written in a cursive style and is enclosed within a large, hand-drawn blue oval.

Younsy Zakhary

BOARD of MANAGERS



Steve Hendrick
Vice President
Appointed by:
Commissioners Court
1997 - Present



Yost Zakhary
President
Appointed by:
Participating Municipalities
1987- Present



Dr. John Knue
Secretary
Appointed by:
Participating Municipalities
2004 - Present



Frank Patterson
Appointed by:
Commissioners Court
2015 - Present



Dennis Stapleton
Appointed by:
McLennan County Fire
Protection Association
2005 - Present



Elio Smythe
Appointed by:
AT&T
2011 - Present

DISTRICT STAFF



Robert Leathers, ENP
Program Operations Manager
1998 - Present



Jesse A. Harrison, ENP
Executive Director
2015 - Present



Ray Guest, ENP
Finance & Admin Manager
1997 - Present



Joanne Gilliam, ENP
Training Coordinator
2008 - Present



Gary Jones
Technical Operations
Specialist
2010 - Present



Sonia Davis
GIS Analyst
2013 - Present



Sherri Johnson
Receptionist
2014 - Present

FY 2016-17 PROGRAM OPERATIONS

**Robert Leathers, ENP
Program Operations Manager**

NG 9-1-1 Map Project

This project was started in late 2014 and the work began in earnest in early 2015. This project verifies the map street centerline lines up correctly with the center of the street based on the aerials, that driveways reflect the driveway on the ground, that address points are located where the structure is on the ground, that the address range for each centerline segment is correct and that the GIS range matches the MSAG range for the street in the Master Street Addressing Guide. The 2016-2017 year started with about 11% of the street segments completed (the Mart, Hallsburg, Axtell and their surrounding areas). At the close of the year, the completion rate had increased to 33% and the areas completed include Riesel, Downsville, Robinson and Lorena and their surrounding rural McLennan County areas.

Annual Cell Tower Audit

The annual cell tower audit was completed during the 2016-2017 year. The audit consists of reviewing each face of every cell tower in McLennan County to ensure the calls are routing to the most appropriate PSAP. This is accomplished by comparing which PSAP the District has the cell tower face routing to against the actual number of calls transferred to other PSAPs. This routing can change annually due to construction of new subdivisions, traffic flow and changes to the tower by the carrier.

The annual cell tower audit is supplemented throughout the year through annual drive testing. When a tower is tested during the year, the same routing comparison is made as well as determining the cause of any errors encountered during testing. Appropriate steps are then taken to correct the error and any routing changes found.

NENA Standards Committees

The District continued having a voice in the NENA Technical and Operational Standards through participation with Agency Systems Committee and the PSAP Operations Committee. The committees develop the standards, information documents and best practices documents used by the 9-1-1 system nationwide. The standards and best practices documents completed during 2016-2017 include *NENA PSAP Survivability Information Document*, *NENA Virtual PSAP Management Information Document*, *NENA/APCO Next Generation 9-1-1 Public Safety Answering Point Requirements*, *NG9-1-1 Emergency Incident Data Document (EIDD)* and *NENA Hazard and Vulnerability Analysis Information Document*.

4G/LTE WIRELES 9-1-1 BACKUP NETWORK

**Gary Jones
Technical Operations Specialist**

In today's 9-1-1 environment, caller accuracy obviously plays a very important role when answering and dispatching an emergency call, but of equal importance is the 9-1-1 call taker equipment and associated network. All PSAPs within the McLennan County 9-1-1 jurisdiction are connected via an AT&T fiber metro Ethernet platform with all connections at a single multipoint. Although the fiber network is very solid and robust, it is susceptible to outages from cable cuts and central office failures at any given time frame. With this being said, the McLennan County 9-1-1 Board of Managers made the decision to install and implement a wireless backup 9-1-1 VPN network that is operational 24 x 7 and automatically connects if any PSAP loses its fiber connectivity within the 9-1-1 WAN. This automatic out-of-service roll from the fiber to the wireless backup is transparent to the 9-1-1 dispatcher, the reconnection time frame is about 250 milliseconds, and the 9-1-1 caller or dispatcher is not interrupted or aware of the backup network taking control.

A great amount of time and effort was put forth in building and establishing a complete network backup for the McLennan County 9-1-1 PSAPs and its citizens. Hardware had to be installed at each PSAP, which included outside and inside transceiver antennas accompanied with correctly sized coaxial cables. All of the existing routers at each site required engineered routing table changes in conjunction with new wireless EHWIC cards and associated configurations for all existing Cisco routers. In order to ensure that the new wireless backup network is properly tuned and working, monthly testing is performed at each 9-1-1 call center.

PUBLIC EDUCATION / AWARENESS

Joanne Gilliam, ENP
Public Education & Training Coordinator
Texas NENA Central Regional Coordinator

The McLennan County 9-1-1 District maintained its commitment to providing 9-1-1 public education to citizens countywide. The District implemented a media campaign that ran in movie theaters during the December and summer sweeps months that promoted calling 9-1-1 only in emergencies as well as a radio campaign during the month of April. The agency's relationships with individual communications centers throughout the county ensured that our combined efforts heightened awareness about the 9-1-1 system here in McLennan County. The district also continued its partnerships with area fire departments, police departments, and EMS providers in order to disseminate the 9-1-1 message.

During FY17 the District supported the crime prevention efforts of National Night Out events offered by several cities, in addition to the endeavors of area fire departments during Fire Safety Education Month in October.

The 9-1-1 Public Education program proved to be very effective, reaching out to thousands of children and adults. MCEAD either participated and/or distributed materials for health and safety fairs throughout the year. Additionally, MCEAD has worked in many of the schools and youth organizations with the *Cell Phone Sally* program, speaking and providing educational material to over 5,800 students.



TELECOMMUNICATOR APPRECIATION

McLennan County 9-1-1 strives to express its appreciation to 9-1-1 telecommunicators through a variety of different avenues during the course of the year. During Telecommunicator Week in April, telecommunicators were given a t-shirt and they and their families were invited to attend a bowling party at Westview Lanes. While in attendance, they were treated to lunch, unlimited bowling, and were entered into drawings for door prizes. The District recognized telecommunicators on **9-1-1 Day** by providing each one with gourmet popcorn; during the holidays they were presented with customized candy jars commemorating the 30-year anniversary of 9-1-1 in McLennan County.



TELECOMMUNICATOR HONORS

The **Silent Hero Certificate of Recognition** is presented to an individual telecommunicator in recognition of his/her exceptional professionalism in the field of public safety. It also acknowledges the special contributions of telecommunicators whose daily performance is an inspiration and example to others.



McLennan County 9-1-1 Silent Hero Award Winner
Dylan Eckert (pictured on right) - Woodway Public Safety

Dylan Eckert from Woodway Public Safety was awarded the **Silent Hero Certificate of Recognition** in 2017. The awards were presented on April 12, 2017 at the TX Public Safety Conference in Galveston, TX.

Congratulations to Dylan!

TRAINING

McLennan County 9-1-1 was host to two APCO training classes in 2017. The first, “*Crisis Negotiations*”, was held on July 19, 2017. This was an informative class that covered the difference between a crisis situation and an emergency. Students were equipped with the tools and skills needed to assist callers in the different states of emergencies. The District also hosted the “*Active Shooter*” training course, presented on August 23, 2017. The “*Active Shooter*” course presented high-risk, high stakes events that, without warning, can cause devastating consequences in just a few brief moments. Telecommunicators were taught about the intricate issues and challenges posed by active shooter incidents including: preparedness for the incident, response to the incidents and the Telecommunicator’s role in the incident. Both courses were held at the McLennan County 9-1-1 training facility.

Additionally, the District now has a TCOLE certified Instructor on staff that continues to partner with the Waco Police Department to present the TDD/TTY Training Classes. This joint effort has proven to be beneficial to each PSAP served by MCEAD because the TDD/TTY classes are now available on an as-needed basis. Other areas of training include new-hire and Power 9-1-1 Training.



STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2017*

Statement of Revenues, Expenses, and Changes in Net Position				
				Actual
REVENUES:				
		Service Charges		\$ 1,654,623
		Total Revenues		1,654,623
OPERATING EXPENDITURES:				
		Salaries and Employee Benefits		616,229
		Contracted Services		261,226
		Depreciation		276,216
		Administrative Services		367,072
		Total Operating Expenses		\$ 1,520,742
OPERATING INCOME				\$ 133,881
NON-OPERATING REVENUES				
		Investment Earnings		\$ 26,782
		Other Non-Operating Revenues		\$ (31,877)
		Total Non-Operating Revenues		\$ (5,095)
CHANGE IN NET POSITION				\$ 128,786
NET POSITION, BEGINNING OF YEAR, RE-STATED				\$ 6,673,679
NET POSITION, END OF YEAR				\$ 6,802,465

Financial Management

The McLennan County 9-1-1 Emergency Assistance District (MCEAD) was formed and confirmed by the voters of McLennan County on August 8, 1987, to administer and provide communication procedures and facilities to make possible the quick response for emergency services. The District operates under the provisions of the State of Texas. It operates under a Board of Managers - Administrator form of government which carries out its responsibilities.

The District prepares its basic financial statements in conformity with generally accepted accounting principles promulgated by the Government Accounting Standards Board (GASB) and other authoritative sources identified in the Statement on Auditing Standards No. 69 of the American Institute of Certified Public Accountants.

*Figures from FY 2016-17 audit as conducted by outside independent auditor.

**STATEMENT OF NET POSITION and GOVERNMENTAL FUND
BALANCE SHEET for FY ENDING SEPTEMBER 30, 2017***

Statement of Net Position and Governmental Fund Balance Sheet				
ASSETS				
Current Assets:				
	Cash & Cash Equivalents			4,573,067
	Accounts Receivable			96,799
	Prepaid Expenses			49,226
		TOTAL CURRENT ASSETS	\$	4,719,092
Non-Current Assets				
	Capital assets, net of accumulated depreciation		\$	2,027,018
	Net Pension Asset			75,292
		TOTAL NON-CURRENT ASSETS		2,102,310
		TOTAL ASSETS	\$	6,821,402
DEFERRED OUTFLOWS OF RESOURCES				
	Deferred outflows of resources - pension-related amounts		\$	127,013
LIABILITIES:				
Current liabilities:				
	Accounts Payable			17,986
	Accrued Expenses			82,443
	Compensated Absences			7,028
Due in more than one year:				
	Compensated Absences			28,112
		TOTAL CURRENT LIABILITIES	\$	135,569
DEFERRED INFLOWS OF RESOURCES				
	Deferred inflows of resources - pension-related amounts		\$	10,381
NET POSITION				
	Investment in capital assets			2,027,018
	Unrestricted			4,775,447
		TOTAL NET POSITION	\$	6,802,465

* Figures from 2016 - 2017 audit as conducted by outside independent auditor.

A TRADITION OF RELIABILITY IN CENTRAL TEXAS

In any given year, our partner jurisdictions may answer approximately 200,000 emergency calls. It's a tremendous responsibility, as well as a powerful opportunity to serve and support neighbors in crisis. And since 1987, we've consistently enhanced our technologies and processes to stay in step with emerging innovations and proven practices. Our advanced capabilities include:

- A fully redundant emergency communications network
- 24/7 support for these systems and personnel who operate them
- Reliable call routing to the correct communications center
- Regular maintenance of call processing equipment
- Building and maintaining of multiple 9-1-1 databases
- Digital mapping plus addressing for rural areas
- Public education programs that promote the proper use of 9-1-1

MAKING A DIFFERENCE AT THE LOCAL LEVEL

Established in 1987 through a voter referendum placing 9-1-1 operations under local control and management, McLennan County 9-1-1 is governed by a board of managers that is elected or appointed by the jurisdictions we serve. The local approach to delivering 9-1-1 services provides us the ability to quickly adapt to changing technologies and trends, and to constantly refine our services in order to better serve the needs of the local communities.

22 PARTICIPATING JURISDICTIONS

• Bellmead	• Hewitt	• Riesel
• Beverly Hills	• Lacy-Lakeview	• Robinson
• Bruceville-Eddy	• Leroy	• Ross
• Crawford	• Lorena	• Valley Mills
• Gholson	• Mart	• Waco
• Golinda	• McGregor	• West
• Hallsburg	• Moody	• Woodway
• Unincorporated McLennan County		

AFFIDAVIT

STATE OF TEXAS §
 §
COUNTY OF McLENNAN §


Before me, the undersigned personally appeared and stated:

I, Jesse A. Harrison, Executive Director of McLennan County 9-1-1 Emergency Assistance District, do solemnly swear that to the best of my knowledge the attached report of the operations and finances of the McLennan County 9-1-1 Emergency Assistance District is a true and correct report of the activities of the District for the fiscal year beginning October 1, 2016 and ending September 30, 2017.

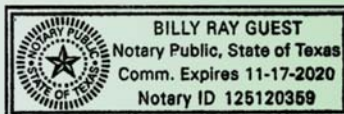


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 30th day of April, 2018.



Billy Ray Guest
Notary Public in and for the State of Texas





McLennan County 9-1-1 Emergency Assistance District

107 Burnett Ct.

Woodway, TX 76712

(254) 776-8911

www.mcead911.org