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**McLennan County 9-1-1
Emergency Assistance District
2018 Annual Report**

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FROM THE PRESIDENT OF THE BOARD

On behalf of the Board of Managers, I am pleased to present to you the McLennan County 9-1-1 District's Annual Report for 2018. This is an overview of key results from fiscal year 2018 and includes operational highlights accompanied by supplemental financial reports. In addition, this report provides the staff an opportunity to communicate its efforts in providing you the best 9-1-1 services available.



I am also pleased to share that for fiscal year 2018, 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, confirming the District continues to remain financially strong.

MCEAD 9-1-1 serves over 250,000 people in 21 jurisdictions throughout Central Texas, including suburban and rural populations in and around McLennan County. On any given day, telecommunicators within the MCEAD 9-1-1 service area field more than 450 calls for help. When a caller dials 9-1-1, the call is routed to one of 8 communication centers. These public safety answering points, or PSAPs, act as the first point of contact for people reporting fires, crimes, injuries, and other emergencies. We are honored to provide the advanced technologies and effective training programs that help keep our neighbors, visitors, and families safe.

I urge 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.

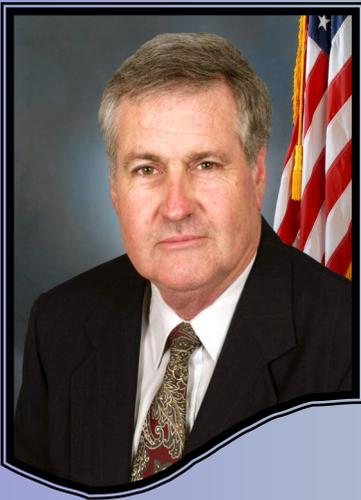
Thank you for your continued support of the McLennan County 9-1-1 Emergency Assistance District.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dennis Stapleton', written over a horizontal line.

Dennis Stapleton

BOARD of MANAGERS



Steve Hendrick
Vice President
Representing:
Commissioners Court
1997 - 2019



Dennis Stapleton
President
Representing:
McLennan County Fire
Protection Association
2005 - Present



Dr. John Knue
Secretary
Representing:
Municipalities
2004 - Present



Frank Patterson
Representing:
Commissioners Court
2015 - Present



Bret Crook
Representing:
Municipalities
2018 - Present



Elio Smythe
Representing:
AT&T
2011 - 2018

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 2017 – 18 PROGRAM OPERATIONS

Robert Leathers, ENP
Program Operations Manager

McLennan County 9-1-1 would normally have been replacing 9-1-1 call-taking CPE on a five-year rotational basis which would have fallen during the 2017-2018 budget year. But with approval for a new emergency backup/training facility to be built during the 2018-2019 budget year, it was decided to back up the replacement until the new facility is completed.

Some of the back-room equipment has been in use since the current vendor's equipment was initially installed. All District personnel would devote a lot of their time researching information for not only the new building but all back-room equipment as well as a new network in preparation for the 2018-2019 budget year. When the first call is answered on the new state of the art 9-1-1 call-taking CPE, all associated processing equipment will also be state of the art.

Annual Cell Tower Audit

The annual cell tower audit saw major procedure changes during the 2017-2018 year. In the past, the audit relied heavily on inference based on a manual review of the number of transferred 9-1-1 calls, estimated population, number of structures and major roads that fell within the projected coverage area of each cell tower sector in McLennan County.

The new audit procedures are based on actual latitude/longitude of the wireless 9-1-1 caller for each call originating within McLennan County and comparing these coordinates to which PSAP actually received that call. We quickly learned that there were cell towers in McLennan County that had a 100% accuracy rate while other remote towers had a close to a 0% accuracy rate on the few calls that were routed through them.

We have started the process of making the changes needed to ensure all wireless 9-1-1 calls are routed to most appropriate PSAP. This new procedure eliminates the need for an annual cell tower audit and shifts the focus to allowing monthly comparisons that allow routing change requests to be completed on an on-going basis.

TECHNICAL ACCOMPLISHMENTS 2018

Gary Jones
Technical Operations Specialist

MCEAD District partnered with Intrado, our current CPE provider, and installed, implemented and trained all 9-1-1 call takers to accept and respond to text to 9-1-1 calls within McLennan County jurisdiction. This project required equipment upgrades, hardware additions, new software, and new router configurations.

By utilizing our current remote database network, this gave us the ability to provide texts to the correct responding dispatch entity without installing an additional network, saving this expense and interface workarounds.

Although texting is a small portion of the overall annual 9-1-1 volume, it has proven to be a valuable asset at all PSAP's. After the installation was achieved and in-house testing was completed and satisfactory, MCEAD pushed out an informational campaign utilizing billboards in conjunction with movie theaters and radio advertisements to make the public aware of the availability of text to 9-1-1.

The public awareness presented slogan from the 9-1-1 District states to all of our citizens when contacting 9-1-1 emergency services: "Call if you can and text if you can't".

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 and administered 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 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 FY 18 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 participated in and/or distributed materials for health and safety fairs throughout the year and participated in holiday parades. Additionally, MCEAD has worked in many of the schools and youth organizations with the Cell Phone Sally program, speaking and providing educational materials to over 5,000 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 year. In recognition of Telecommunicator Week in April, the District presented t-shirts along with 4 movie tickets to each of the 9-1-1 telecommunicators. The District also recognized telecommunicators on 9-1-1 Day by giving gourmet popcorn to each one and during the holiday they were given customized jars of candy.



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
Janice Garrett (pictured in middle) – Waco Police Department

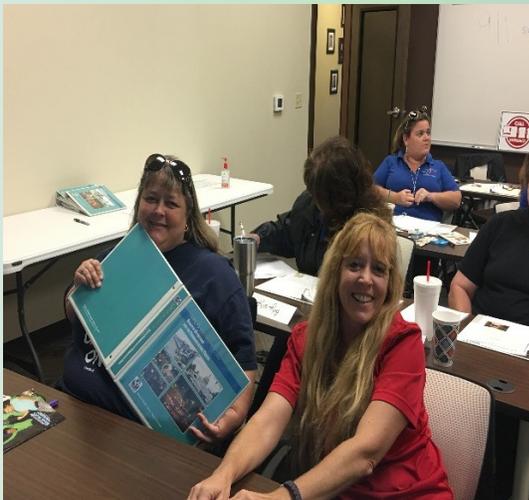
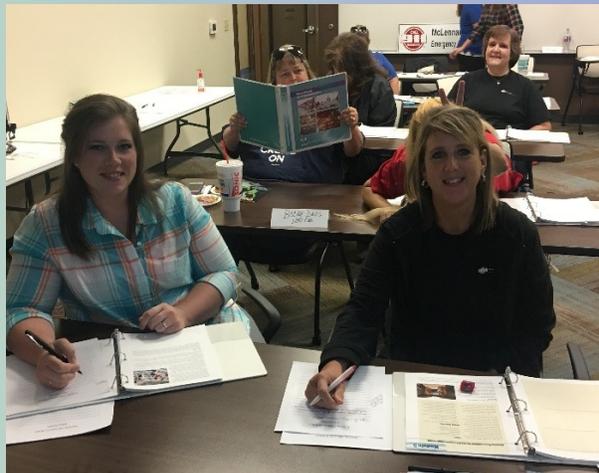
Janice Garrett of the Waco Police Department was awarded the **Silent Hero Certificate of Recognition** in 2018. The awards were presented on April 12, 2018 at the TX Public Safety Conference in Galveston, TX.

Congratulations to Janice!

TRAINING

McLennan County 9-1-1 hosted the APCO training class “Bullying and Negativity in the Communications Center” on May 21, 2018 and repeated on July 17, 2018. This was an informative class that defined bullying and how it affects everyone in the workplace. The number of U.S workers affected by bullying is a staggering 65.6 million. The course also gave students a better understanding on how to combat negativity in the communications center. Both courses were held at the McLennan County 9-1-1 training facility.

Additionally, the District continues to partner with the Waco Police Department and McLennan Community College 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 and Text to 9-1-1 Training.



STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2018*

Statement of Revenues, Expenses, and Changes in Net Position				
				Actual
REVENUES:				
		Service Charges		\$ 1,778,594
		Total Revenues		1,778,594
OPERATING EXPENDITURES:				
		Salaries and Employee Benefits		599,633
		Contracted Services		277,138
		Depreciation		201,729
		Administrative Services		423,173
		Total Operating Expenses		\$ 1,501,673
OPERATING INCOME				\$ 276,921
NON-OPERATING REVENUES				
		Investment Earnings		\$ 71,799
		Total Non-Operating Revenues		\$ 71,799
CHANGE IN NET POSITION				\$ 348,720
NET POSITION, BEGINNING OF YEAR, RE-STATED				\$ 6,802,465
Prior period adjustment				\$ (7,160)
NET POSITION, END OF YEAR				\$ 7,144,025

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.

STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2018*

Statement of Net Position and Governmental Fund Balance Sheet			
ASSETS			
Current Assets:			
	Cash & Cash Equivalents		4,846,580
	Accounts Receivable		107,951
	Prepaid Expenses		25,005
		TOTAL CURRENT ASSETS	\$ 4,979,536
Non-Current Assets			
	Capital assets, net of accumulated depreciation		\$ 2,200,575
	Net Pension Asset		142,485
		TOTAL NON-CURRENT ASSETS	2,343,060
		TOTAL ASSETS	\$ 7,322,596
DEFERRED OUTFLOWS OF RESOURCES			
	Deferred outflows of resources - pension-related amounts		\$ 57,168
	Deferred outflows of resources - OPEB-related amounts		\$ 314
		TOTAL DEFERRED OUTFLOWS OF RESOURCES	\$ 57,482
LIABILITIES:			
Current liabilities:			
	Accounts Payable		122,225
	Accrued Expenses		57,612
Non-Current liabilities:			
Due within one year:			
	Compensated Absences		7,469
Due in more than one year:			
	Compensated Absences		29,874
	Total OPEB Liability		8,306
		TOTAL LIABILITIES	\$ 225,486
DEFERRED INFLOWS OF RESOURCES			
	Deferred inflows of resources - pension-related amounts		\$ 10,474
	Deferred inflows of resources - OPEB-related amounts		\$ 93
			\$ 10,567
NET POSITION			
	Investment in capital assets		2,200,575
	Unrestricted		4,943,450
		TOTAL NET POSITION	\$ 7,144,025

* Figures from 2017 - 2018 audit as conducted by outside independent auditor.

A TRADITION OF RELIABILITY IN CENTRAL TEXAS

In any given year, our partner jurisdictions may answer approximately 170,000 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, 2017 and ending September 30, 2018.

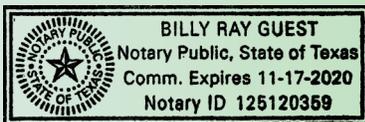


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 18th day of June, 2019.



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





McLennan County 9-1-1 Emergency Assistance District

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Woodway, TX 76712
(254) 776-8911
www.mcead911.org