

**2 0 2 0:
T H E
Y E A R
I N
R E V I E W**



**McLennan County 9-1-1
Emergency Assistance District
2020 Annual Report**

Table of Contents

	Pg. #
Welcome from the Board President	3
Board of Managers	4
District Staff	5
FY 2019 – 2020 Program Operations	6
9-1-1 Equipment and Technology Replacements	7
Public Education / Awareness	8
Telecommunicator Appreciation	9
Telecommunicator Honors	10
Training	11
Statement of Revenues, Expenses & Changes in Net Position	12
Statement of Net Position & Governmental Fund Balance Sheet	13
What Is A 9-1-1 District? / Making a Difference	14
Affidavit	15

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 2020. This report, created each year by District staff, is a brief synopsis of key results from the most recent fiscal year and includes operational highlights accompanied by supplemental financial reports. Additionally, this document 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 2020, 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.

While we all are weary from the seemingly endless barrage of information regarding Covid-19, I would be remiss if I did not mention its impact on the District. Like most, MCEAD was not exempt from this horrific virus; however, staff took appropriate safety measures and implemented a modified work schedule which minimized person-to-person contact with each other, resulting in continued operations and minimal downtime. The MCEAD Staff and Board will continue to serve its member jurisdictions with reliability, responsiveness, dedication, and service-oriented principles.

I encourage you to spend some time reviewing the information included in 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
President, Board of Managers

BOARD of MANAGERS



Ben Perry
Vice President
Representing:
Commissioners Court
2019 - Present



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



Bret Crook
Secretary
Representing:
Municipalities
2018 - Present



Jim Devlin
Representing:
Municipalities
2020 - Present



Frank Patterson
Representing:
Commissioners Court
2015 - Present



Debbie Keel
Representing:
A T & T
2019 - Present

DISTRICT STAFF



Robert Leathers, ENP
Program Operations Manager
1998 - Present



Jesse A. Harrison, ENP
Executive Director
2015 - Present



Ray Guest, ENP
Finance & Administration
Manager
1997 - Present



Joanne Gilliam, ENP
Public Education &
Training Coordinator
2008 - Present



Gary Jones
Technical Operations
Specialist
2010 - Present



Sonia Davis
GIS Analyst
2013 - Present



Sherri Johnson
Receptionist
2014 - Present

FY 2019 – 20 PROGRAM OPERATIONS

Robert Leathers, ENP
Program Operations Manager

McLennan County 9-1-1 would have traditionally been following up the replacement of the 9-1-1 call-taking CPE with monitoring activities and getting use to the differences between the old and new CPE. These activities would have meant spending more time than normal at each of the McLennan County PSAPs. But, in the world of covid as experienced in 2020, PSAP visits were kept to an absolute minimum. District personnel had to learn new methods of performing the equipment monitoring and testing.

Fortunately, the new emergency backup and training facility had already instigated research into this very area of expertise by the District. District personnel are now able to view all activity for a PSAP by being logged into that PSAP remotely. This past year has been a year of experimentation. We have been learning which procedures produce the best testing results in the most efficient manner.

Operations has also continued adjusting its cell tower monitoring program. This program is a major reason the number of wireless 9-1-1 calls that have had to be transferred to a different PSAP continues to drop. The wireless providers have announced that starting next year, their process for updating these towers will become easier to accomplish while being more accurate.

The mapping project is continuing to progress as each address range for every road centerline is reviewed for accuracy and updated, as required. Every road centerline is reviewed to verify it is located in the center of the road. Every structure is aligned to the location of the address. Finally, the low-high address ranges are compared to the Master Street Address Guide to verify that each represent the centerline data correctly. This project finished the year about 85% complete. Once complete, this project will be transformed into a maintenance program to ensure that a high quality and accurate map is presented to our PSAPs.

9-1-1 EQUIPMENT AND TECHNOLOGY REPLACEMENTS

Gary Jones
Technical Operations Specialist

The McLennan County 9-1-1 District completed the cycle of new equipment and network replacements in December 2019. This is planned, budgeted, and implemented approximately every 5 to 6 years, providing the citizens of McLennan County with the most dependable and current 9-1-1 infrastructure. The District completed a hardened backup facility which not only has the capability of withstanding a direct tornadic hit but gives all PSAPs a backup location to answer and transfer their respective 9-1-1 calls. This new facility also provided the 9-1-1 District the option of moving our host B location from the 2nd floor Sheriff's office IT room to a more hardened location across the parking lot from our District administration facility in Woodway.

Within the new upgraded infrastructure an AT&T-ASE fiber network was implemented to include all PSAPs within McLennan county. Not only does this network provide scalable state of the art bandwidth, but it also gives the District the ability to transition to phase 1 of Next-Gen 9-1-1 with minimum modifications. All new servers, workstations, routers, firewalls, monitors, and other associated equipment were included in this upgrade and total replacement project.

Although we must get creative on keeping all 9-1-1 calls flowing and uninterrupted during this equipment and network replacement phase, the result of a secure, dependable, and redundant 9-1-1 system is always the end goal and our number one priority at MCEAD.

PUBLIC EDUCATION / AWARENESS

Joanne Gilliam, ENP
Public Education & Training Coordinator
President, Public Educators of Texas

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 on local television stations during the Spring and Summer sweeps months that promoted *Calling 9-1-1 Only in Emergencies* and *Text to 9-1-1*. District Staff also created Facebook messages and videos to promote 9-1-1 awareness. 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. Additionally, the District continued its partnerships with area fire departments, police departments, and EMS providers in order to disseminate the 9-1-1 message.

During fiscal year 2020 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. In the Fall of fiscal year 2020 (prior to COVID-19), MCEAD worked in many of the schools and youth organizations with the Cell Phone Sally program, speaking and providing educational materials to over 5,500 students.



TELECOMMUNICATOR APPRECIATION

McLennan County 9-1-1 strives to express its appreciation to 9-1-1 telecommunicators in an assortment of different approaches throughout the year. In recognition of Telecommunicator Week in April, the District presented t-shirts along with tool kits to each telecommunicator. In September on 9-1-1 Day, the District recognized each telecommunicator with a gift of gourmet popcorn, and during the holidays each was given a customized insulated tumbler.



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. Like so many other functions in 2020, the state conference where these telecommunicators are customarily recognized was cancelled due to Covid-19. The unfortunate result of this was that no awards were presented to those behind-the-scene heroes so deserving of such recognition for their contributions and dedication that cannot adequately be measured.



TRAINING

Due to the Covid-19 Virus, in-person training was not available in FY20. McLennan County 9-1-1 contracted with **The Public Safety Group** to provide *Training on Demand*. This program allowed PSAPs in McLennan County unlimited access to the Training-on-Demand library. The training included a variety of topics including:

- Calming techniques
- the 5 W's
- Officer Involved Shootings
- Front Line Leaders
- PTSD and many others.

The District also created two-minute training videos that were accessible on the MCEAD website as well as the MCEAD Training Facebook page.

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.

THERE ARE TWO PEOPLE SITTING
WHERE YOU ARE RIGHT
NOW.....THE PERSON YOU ARE
AND THE PERSON YOU COULD BE!

"IN THEORY THERE IS NO DIFFERENCE
BETWEEN THEORY AND PRACTICE.
IN PRACTICE THERE IS."

— YOGI BERRA

YOU NEVER RISE TO THE
OCCASION. YOU SINK TO THE
LEVEL OF YOUR TRAINING.

CHASE GREATNESS!

WHETHER YOU THINK YOU CAN OR
THINK YOU CAN'T – YOU'RE RIGHT!

- HENRY FORD

STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2020*

Statement of Revenues, Expenses, and Changes in Net Position				
				Actual
REVENUES:				
		Service Charges		\$ 1,856,175
		Total Revenues		1,856,175
OPERATING EXPENDITURES:				
		Salaries and Employee Benefits		1,019,832
		Contracted Services		295,541
		Depreciation		467,277
		Administrative Services		269,230
		Total Operating Expenses		\$ 2,051,880
OPERATING INCOME				\$ (195,705)
NON-OPERATING REVENUES				
		Investment Earnings		\$ 24,124
		Intergovernmental		\$ 500,693
		Total Non-Operating Revenues		\$ 524,817
CHANGE IN NET POSITION				\$ 329,112
NET POSITION, BEGINNING OF YEAR				\$ 7,579,169
NET POSITION, END OF YEAR				\$ 7,908,281

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).

* Figures from FY 2019 – 2020 audit as conducted by outside independent auditor.

STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2020*

Statement of Net Position and Governmental Fund Balance Sheet				
ASSETS				
Current Assets:				
	Cash & Cash Equivalents			2,386,594
	Accounts Receivable			132,734
	Prepaid Expenses			11,304
	Capital assets, net of accumulated depreciation			\$ 5,663,970
			TOTAL ASSETS	\$ 8,194,602
DEFERRED OUTFLOWS OF RESOURCES				
	Deferred outflows related to pension			\$ 68,228
	Deferred outflows related to OPEB			\$ 2,198
			TOTAL DEFERRED OUTFLOWS OF RESOURCES	\$ 70,426
LIABILITIES:				
	Accounts Payable			9,727
	Accrued Expenses			92,690
	Non-Current liabilities:			
	Due within one year:			
	Compensated Absences			7,051
	Due in more than one year:			
	Compensated Absences			28,206
	Net Pension Liability			172,843
	Total OPEB Liability			10,639
			TOTAL LIABILITIES	\$ 321,156
DEFERRED INFLOWS OF RESOURCES				
	Deferred inflows related to pension			\$ 34,136
	Deferred inflows related to OPEB			\$ 1,455
				\$ 35,591
NET POSITION				
	Net Investment in capital assets			5,663,970
	Unrestricted			2,244,311
			TOTAL NET POSITION	\$ 7,908,281

* Figures from 2019 - 2020 audit as conducted by outside independent auditor.

WHAT IS A 9-1-1 DISTRICT?

The McLennan County 9-1-1 District is not part of any city, county, phone company, police or fire department, or other entity. It does not operate call centers, nor does it own a single emergency vehicle. Rather, it is a stand-alone governmental body that exists solely to bring efficiency and excellence to our 9-1-1 service through:

- | | |
|--------------------------------|---------------------------------------|
| Strategic Planning | Systems and Processes Management |
| Leading Edge Technology | Legislation and Regulatory Activities |
| Training | Equipment and Monitoring |
| Public Education | Database Management |
| Geographic Information Systems | |

There are more than two dozen emergency communications districts throughout the state of Texas. Emergency communications districts, commonly referred to as 9-1-1 Districts, are charged with provisioning, maintaining, enhancing, and improving 9-1-1 services for wireline, wireless, and emerging technologies.

Because of the district, McLennan County citizens can rest assured they have state-of-the-art 9-1-1 emergency infrastructure at their fingertips. Progressive public communication in mass media, community events, and targeted school programs keep families aware of ever-changing technology and how it affects their calls for help in an emergency.

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 who are 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, 2019 and ending September 30, 2020.

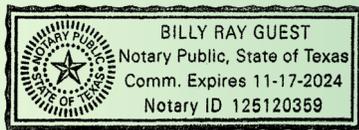


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 15th day of April, 2021.



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