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**McLennan County 9-1-1
Emergency Assistance District
2016 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 2016 Annual Report. This report, which includes both operational highlights and financial reports, is a summarization of key results from fiscal year 2016. It serves as a brief overview of the District's operations and provides the staff an opportunity to share its progress in providing you the best 9-1-1 services available.



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 that the District is in sound financial condition. MCEAD 9-1-1's continued efforts to establish and maintain a healthy financial position in order to fund specific capital projects and avoid financing costs while pursuing and leveraging the best technology will prepare MCEAD 9-1-1 to meet the ever growing demands on the 9-1-1 system. With continued technological advancements it is increasingly important for the District to maintain an appropriate reserve balance in order to be able to adequately address and respond to these developments. You may rely on the strategic planning and efficiency in budgeting to keep the District's financial health strong while still moving forward with technology.

Under the heading of professional staff development, two additional staff members obtained their **Emergency Number Professional** (ENP) certifications in 2016. Additionally, our own Joanne Gilliam was elected as the Central Regional Coordinator for TX NENA. She will serve a two-year term on the TX NENA Board as a representative of MCEAD.

As we continue to take strides towards Next Generation 9-1-1, 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. Moving forward, MCEAD will continue to build on its core strengths, serving its member jurisdictions with reliability, responsiveness, efficiency, and a service-oriented culture.

Please spend some time to review the information included in this report. The District welcomes questions and comments from its members regarding either 9-1-1 services or the District's future direction. I also invite you to visit our website, www.mcead911.org, for more information. If you would like additional 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 green ink that reads "Yousry Zakhary". The signature is written over a horizontal line.

Yousry Zakhary
President, Board of Managers

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



MISSION, VISION, and GOALS

MISSION

The mission of the McLennan County 9-1-1 Emergency Assistance District (MCEAD) is to provide reliable access to emergency services through an efficient, effective 9-1-1 emergency telecommunications system.

VISION

To establish a communication system that allows any citizen or visitor to McLennan County to contact the appropriate emergency services by dialing 9-1-1 from any communication device.

GOALS

Goal 1: Operate the 9-1-1 District in an effective and fiscally responsible manner.

Goal 2: Provide and maintain the 9-1-1 infrastructure including the equipment, network, and databases required to operate a reliable 9-1-1 system.

Goal 3: Increase public awareness of 9-1-1 and promote the proper use of the 9-1-1 system.

Goal 4: Provide training programs which enable public safety answering point (PSAP) personnel to effectively process 9-1-1 calls.

Goal 5: Ensure that 9-1-1 calls, from all sources, are routed to the proper PSAPs and the PSAPs have accurate and reliable data.

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		

FY 2015-16 PROGRAM OPERATIONS

Robert Leathers, ENP
Program Operations Manager

LVF Tool

Budget Line item (Operations: NG9-1-1 Charges: *GIS Based Call Routing Tool*)

This tool is often referred to as the Data Nexus tool.

The Postal match rate is currently 86.02%.

The GIS match rate is 0.00%.

The postal match rate goes up and down every time data from the USPS or McLennan County MSAG is uploaded to the LVF tool. The 86.02% match rate is in the upper 20% of participating 9-1-1 entities.

The GIS match data has not been uploaded.

NG 9-1-1 Map Project

This project was started in late 2014 and the work began in earnest in early 2015. This project will work hand-in-hand with the LVF Tool and consists of cleaning up street centerlines for McLennan County (with the exception of City of Waco). The project consists of verifying that the street centerline is sitting in center of the road, that addressed structures are aligned on top of the actual structure, that rural driveway reflect what is actually on the ground, that the address ranges for each section is correct and that the ranges match what is reflected in MSAG. The goal is to complete as much of the rural street centerlines as possible before uploading to the LVF tool.

About 65% of the centerlines have had some action performed on them while about 15% have been completed.

Cell Tower Audit

The annual cell tower audit was started in the final quarter of 2015 and completed in early January. This audit took longer than most past audits due to the implementation of LTE and the construction of McLane Stadium by the wireless providers. The audit consists of verification that each cell tower and associated faces accurately reflect what each carriers has in the field. Secondly, the audit looks at each towers directional face to ensure that the calls are routed to the appropriate PSAP.

TSP Codes

Verified Telecommunications Service Priority (TSP) codes for the 9-1-1 equipment in McLennan County. The TSP codes ensures that the 9-1-1 District equipment will receive priority service handling during major emergencies (as well as any other request for service). With all of the construction that has occurred at MCEAD PSAPs recently, discovered that some equipment was no longer covered with a TSP code. The action corrected that.

EQUIPMENT, TECHNOLOGY AND PSAP UPGRADES

Gary Jones
Technical Operations Specialist

McLennan County 9-1-1 (all) PSAPs

With the eventual implementation of text to 9-1-1 slated for the near future, along with a proven GIS based geographical location and mapping application necessary for Phase 1 of next gen 9-1-1, the decision to move forward with an IP format database provider was necessary. The District's existing PSAP CPE vendor, **West Safety Services**, was selected to become the new database provider for the McLennan County 9-1-1 District. Utilizing **AT&T** for the network infrastructure and **West Safety Services** for the actual database services, the transition to the new MPLS (multi-protocol labeling switching) was completed. Not only did this transition give the district a solid database product, this solution meets the criteria set forth by NENA for Phase 1 of NG 9-1-1. The database conversion is also a "win - win" for the District, as it provides a twofold network path for text to 9-1-1 conversion and the newly installed database service. We are now prepared for the initial installation of text to 9-1-1 for all McLennan County PSAPs; we await the request from the respective police departments giving us the "go-ahead" so the District can move forward with the text services execution.

Woodway PD Dispatch Workstation Replacements

Woodway PD chose **Watson** as its custom dispatch furniture vendor to replace its existing workstations during the first quarter of 2016. A plan involving Woodway IT along with 9-1-1 tech support and radio services was put in place with timelines for temporarily moving dispatch while a "tear-down" of existing furniture, cabling, and power was performed. Watson technicians installed custom built dispatch workstations and associated power and pc cable port access points. Woodway IT and MCEAD 9-1-1 technicians relocated all hardware and necessary wiring and cabling associated with the dispatch center. Woodway PD, Hewitt PD, Bellmead PD, Waco FD and Waco PD each have installed custom built workstation positions that provide a dust-preventive organized environment that not only preserves the electronic equipment but also gives the dispatch areas added room and comfort amenities via the specifically designed workstations.

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 summer sweeps months that promoted calling 9-1-1 only in emergencies. 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 FY16 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 6,000 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 course of the year. In April, for Telecommunicator week, students from Crestview Elementary made "Thank you" cards for each Telecommunicator and the District gave t-shirts along with movie baskets to all of the 9-1-1 telecommunicators. Each basket included two movie tickets, popcorn, candy, and many other items so they could enjoy a movie night. The District also recognized telecommunicators on 9-1-1 Day by giving gourmet popcorn to each telecommunicator and during the holidays they were given Christmas mugs with hot chocolate.



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 Winners

Elly Goldsmith (Left) – Waco Police Department
Misty Gammel (Middle) - Hewitt Police Department
Danna Garcia (Right) - Bellmead Police Department

Three 9-1-1 telecommunicators from the MCEAD 9-1-1 territory were awarded **Silent Hero Certificates of Recognition** in 2016: **Elly Goldsmith** from the Waco Police Department, **Misty Gammel** from the Hewitt Police Department, and **Danna Garcia** from the Bellmead Police Department. The awards were presented on April 6, 2016 at the TX Public Safety Conference in Galveston, TX.

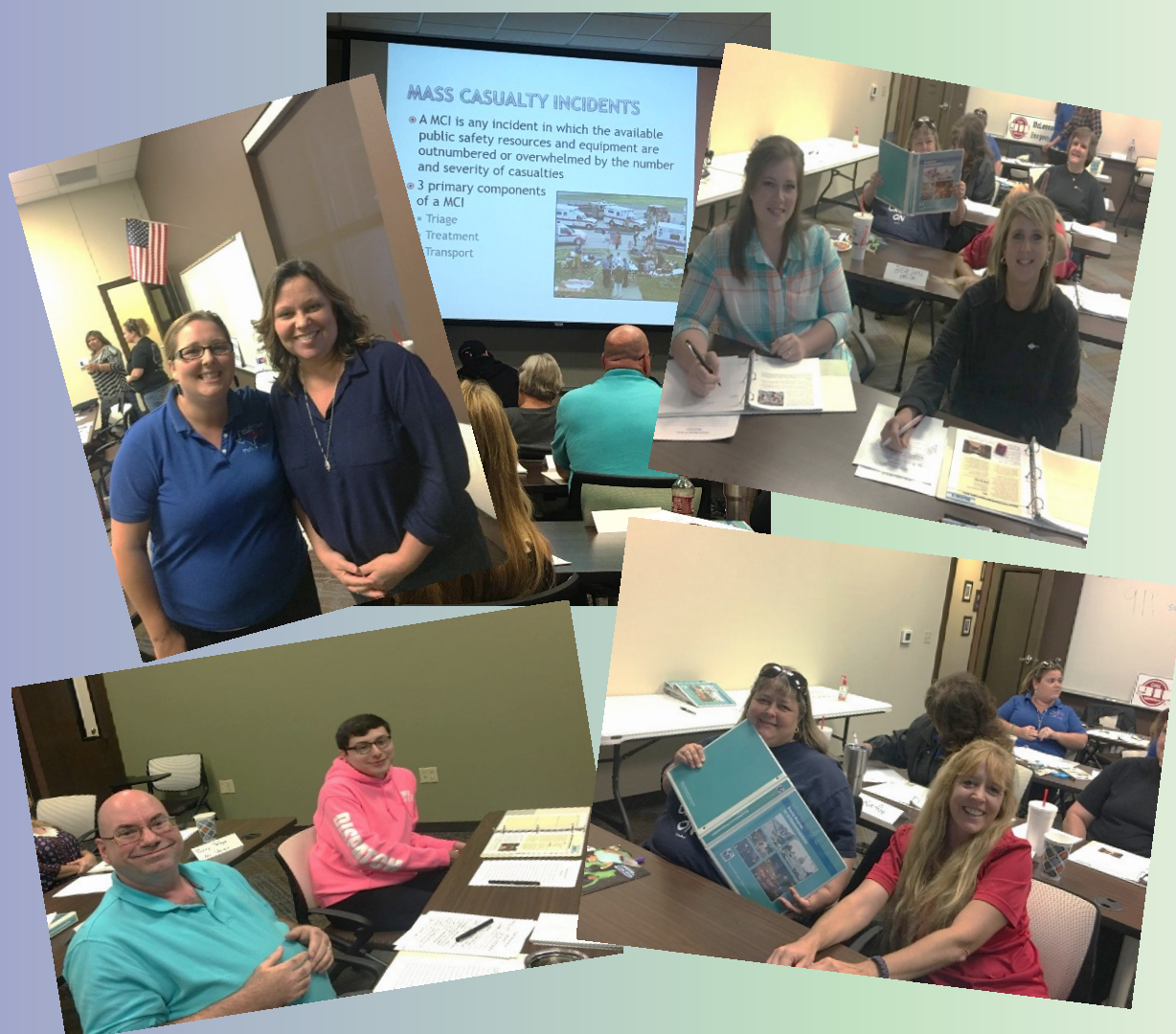
Each of their supervisors could not say enough about them! Whether it is their desire to be part of a system that helps others, the ability to share their experiences and skills with other telecommunicators, the trust and respect they have garnered over the course of their careers, or any number of other attributes.....they stand out as examples of professionalism and dependability to those around them!

Congratulations to Elly, Misty, & Danna!

TRAINING

McLennan County 9-1-1 hosted the PSTC training class “Complacency, Cannibalism & Critical Thinking - Avoiding Toxicity” on June 27 & 28, 2016 at the McLennan Community College Emergency Services Education Center. Each student was provided with 10 proficiency tools to improve their ability to gain or remain positive under pressure and resolve conflict within the Communications Center. The District also hosted the APCO training class “Disaster in the Communications Center” on September 12, 2016 at the MCEAD training facility that served to educate the public safety telecommunicators on a wide range of man-made and natural disasters, their effects on the community and its infrastructure and the response and recovery needs of each. In addition, this course provided telecommunicators with information on overall emergency management and homeland security and provided guidance on continuity of operations for the Communications Center in the face of a multitude of disaster situations

Additionally, the District 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, 2016*

Statement of Revenues, Expenses, and Changes in Net Position					
					Actual
REVENUES:					
	Service Charges				\$ 1,660,513
		Total Revenues			1,660,513
OPERATING EXPENDITURES:					
	Salaries and Employee Benefits				569,570
	Contracted Services				236,765
	Depreciation				299,576
	Administrative Services				382,094
		Total Operating Expenses			\$ 1,488,005
OPERATING INCOME					\$ 172,508
NON-OPERATING REVENUES					
	Investment Earnings				\$ 11,242
	Other Non-Operating Revenues				\$ 17,108
		Total Non-Operating Revenues			\$ 28,350
CHANGE IN NET POSITION					\$ 200,858
NET POSITION, BEGINNING OF YEAR, RE-STATED					\$ 6,472,821
NET POSITION, END OF YEAR					\$ 6,673,679

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 2015-16 audit as conducted by outside independent auditor.

STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2016*

Statement of Net Position and Governmental Fund Balance Sheet				
ASSETS				
Current Assets:				
	Cash & Cash Equivalents			4,219,261
	Accounts Receivable			97,199
	Prepaid Expenses			46,604
		TOTAL CURRENT ASSETS	\$	4,363,064
Non-Current Assets				
	Capital assets, net of accumulated depreciation		\$	2,215,322
	Net Pension Asset			70,167
		TOTAL NON-CURRENT ASSETS		2,285,489
		TOTAL ASSETS	\$	6,648,553
DEFERRED OUTFLOWS OF RESOURCES				
	Deferred outflows of resources - pension-related amounts		\$	140,049
LIABILITIES:				
Current liabilities:				
	Accounts Payable			11,494
	Accrued Expenses			90,339
		TOTAL CURRENT LIABILITIES	\$	101,833
DEFERRED INFLOWS OF RESOURCES				
	Deferred inflows of resources - pension-related amounts		\$	13,090
NET POSITION				
	Investment in capital assets			2,215,322
	Unrestricted			4,458,357
		TOTAL NET POSITION	\$	6,673,679

* Figures from 2015 - 2016 audit as conducted by outside independent auditor.

AFFIDAVIT

STATE OF TEXAS

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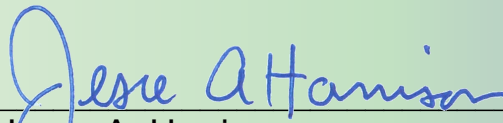
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COUNTY OF McLENNAN

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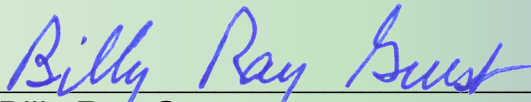
Before me, the undersigned personally appeared and stated:

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, 2015 and ending September 30, 2016.

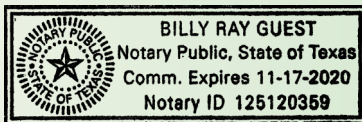


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 7th day of April, 2017.



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