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**McLennan County 9-1-1
Emergency Assistance District
2019 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 2019. This is an overview of key results from fiscal year 2019 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 2019, 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 McLennan County and its 21 municipalities. Over the years, we have made it our mission to build and maintain robust, reliable 9-1-1 systems — and as technologies, populations, and public communication practices continue to evolve, so do our 9-1-1 communication systems. In that vein, one of the highlights of the past year has been the completion of the District's back-up 9-1-1 facility, enhancing the 9-1-1 system in McLennan County. Because of this new structure, if a 9-1-1 call center has need to evacuate its facility, its personnel can relocate to this building and continue to receive 9-1-1 calls and carry out its radio and dispatch operations.

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,



Dennis Stapleton
President, Board of Managers

BOARD of MANAGERS



Frank Patterson
Vice President
Representing:
Commissioners Court
2015 - Present



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



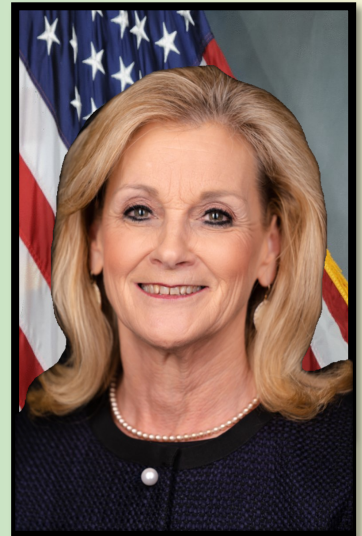
Dr. John Knue
Secretary
Representing:
Municipalities
2004 - Present



Ben Perry
Representing:
Commissioners Court
2019 - Present



Bret Crook
Representing:
Municipalities
2018 - 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 & 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 2018 – 19 PROGRAM OPERATIONS

Robert Leathers, ENP
Program Operations Manager

After holding off on CPE replacement until construction of the backup facility was completed, District staff spend much of FY20108-2019 researching CPE, network and ancillary 9-1-1 options; selecting vendors; and installation of the new equipment.

With the opening of our new backup facility came the need for new operation procedures. Once the CPE was installed at the backup facility, District staff prepared it for occupation and use by McLennan County PSAPs and document the features and procedures that have changed due to the new equipmnet.

Annual Cell Tower Audit

The annual cell tower audit, which underwent major procedure changes during the FY 2017-2018 year, had its new procedures tweaked during FY 2018-2019 to further ensure calls are being routed to the most appropriate PSAP.

The District sought to ensure that tower faces that a 100% accuracy rate of calls delivered to the most appropriate PSAP continued to operate at that rate and the tower faces that would benefit by changing its PSAP routing had those changes made.

Since this process has changed from an annual to an on-going, the changes are most in a timelier manner. The addition of a new MIS package will allow this process to be streamlined even more. We can now respond faster to needed call routing changes created by the addition of new subdivisions or even routing changes due to construction.

TECHNICAL ACCOMPLISHMENTS 2019

Gary Jones
Technical Operations Specialist

MCEAD District historically replaces all 9-1-1 CPE equipment and associated networks approximately every five to six years. 2019 fell within that window of time, although the time frame was extended approximately a year for equipment change-out, due to weather and unavoidable circumstances for the completion of the new back-up facility, located at 109 Burnett Ct.

The upgrade of new CPE equipment required a scalable fiber network that replaced the outdated and unsupported Opteman fiber network. AT&T's lan/wan replacement was its ASE (AT&T switched Ethernet) platform that not only added sizeable speed choices, it also provided the District with NextGen configuration options necessary to point our host sites to aggregation gateways required by NextGen service providers.

Along with the upgraded ASE network, all new Cisco routers were installed, configured, and tested at both host sites including all remote PSAPs. The District had the option to re-use the existing wireless backup coaxial cable and 4G/LTE transceivers, only requiring new 4G/LTE wic cards for new supported Cisco routers. All wireless backup networks were reinstalled, turned up and tested, getting us prepared for the installation and deployment of new 9-1-1 CPE equipment slated for the end of calendar year 2019.

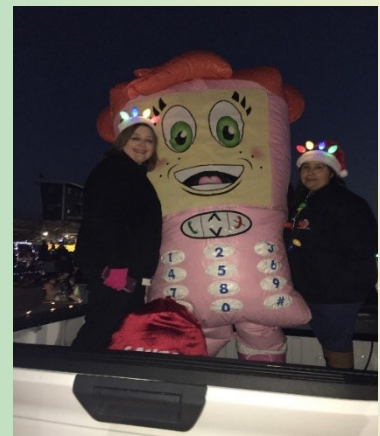
PUBLIC EDUCATION / AWARENESS

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

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 Text to 9-1-1. 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 19 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 5,500 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 hosting a family day at the Cameron Park Zoo. 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 insulated lunch bags.



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
Chad Rivas (pictured in middle) – Woodway Public Safety

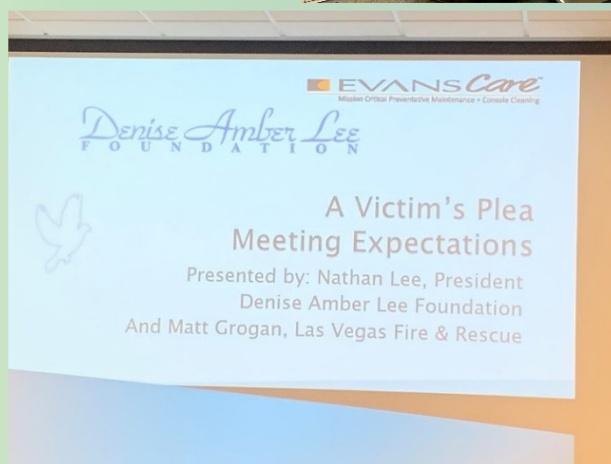
Chad Rivas of the Woodway Public Safety was awarded the **Silent Hero Certificate of Recognition** in 2019. The awards were presented on April 3, 2019 at the TX Public Safety Conference in Galveston, TX.

Congratulations to Chad!

TRAINING

McLennan County 9-1-1 hosted the Denise Amber Lee Foundation's ***"A Victim's Plea"*** training course on August 26, 2019 and repeated on August 27, 2019. In this full-day course, students were exposed to a riveting, emotional roller coaster of critical 911 failures that occurred the night Denise was kidnapped, raped, and murdered. Nathan Lee, founder and President of the Denise Amber Lee Foundation, and a 911 professional tied together the elements of the Denise Amber Lee tragedy. This was a positive and uplifting presentation, students learned of the obvious failures that day to the more in-depth concepts such as leadership, hiring, training and encouraging employees in a communications center. This course was held at the MCEAD 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, 2019*

Statement of Revenues, Expenses, and Changes in Net Position					
					Actual
REVENUES:					
	Service Charges				\$ 1,818,740
		Total Revenues			1,818,740
OPERATING EXPENDITURES:					
	Salaries and Employee Benefits				669,991
	Contracted Services				250,356
	Depreciation				109,182
	Administrative Services				434,171
		Total Operating Expenses			\$ 1,463,700
OPERATING INCOME					\$ 355,040
NON-OPERATING REVENUES					
	Investment Earnings				\$ 80,104
		Total Non-Operating Revenues			\$ 80,104
CHANGE IN NET POSITION					\$ 435,144
NET POSITION, BEGINNING OF YEAR, RE-STATED					\$ 7,144,025
NET POSITION, END OF YEAR					\$ 7,579,169

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 2018 – 2019 audit as conducted by outside independent auditor.

STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2019*

Statement of Net Position and Governmental Fund Balance Sheet				
ASSETS				
Current Assets:				
	Cash & Cash Equivalents			2,804,481
	Accounts Receivable			43,587
	Prepaid Expenses			21,082
	Capital assets, net of accumulated depreciation			\$ 4,667,332
	Net Pension Asset			31,892
			TOTAL ASSETS	\$ 7,568,374
DEFERRED OUTFLOWS OF RESOURCES				
	Deferred outflows of resources - pension-related amounts			\$ 143,537
	Deferred outflows of resources - OPEB-related amounts			\$ 285
			TOTAL DEFERRED OUTFLOWS OF RESOURCES	\$ 143,822
LIABILITIES:				
	Current liabilities:			
	Accounts Payable			17,215
	Accrued Expenses			73,892
	Non-Current liabilities:			
	Due within one year:			
	Compensated Absences			5,554
	Due in more than one year:			
	Compensated Absences			22,214
	Total OPEB Liability			7,900
			TOTAL LIABILITIES	\$ 126,775
DEFERRED INFLOWS OF RESOURCES				
	Deferred inflows related to pension			\$ 4,967
	Deferred inflows related to OPEB			\$ 1,285
				\$ 6,252
NET POSITION				
	Investment in capital assets			4,667,332
	Unrestricted			2,911,837
			TOTAL NET POSITION	\$ 7,579,169

* Figures from 2018 - 2019 audit as conducted by outside independent auditor.

POINT OF TRUST

Emergencies happen every day – from car accidents and acute health conditions to violent crimes and natural disasters. Yet, each time a caller picks up the phone to dial 9-1-1, these events suddenly take on a personal significance that can add anxiety and emotion to an already difficult situation. That is what makes the 9-1-1 system, training programs, and public education initiatives of the McLennan County 9-1-1 Emergency Assistance District a critical source of reassurance in moments of uncertainty.

As the coordinating body for 9-1-1 service in McLennan County and its 21 municipalities, McLennan County 9-1-1 delivers the technologies, training and related resources that contribute to positive outcomes. When emergencies strike, more than a quarter century of experience is there to support the 9-1-1 professionals who answer the call.

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

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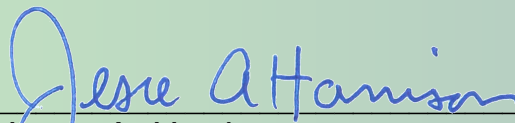
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COUNTY OF McLENNAN

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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, 2018 and ending September 30, 2019.

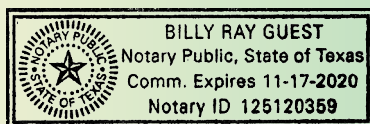


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 15th day of June, 2020.



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