

# **2 0 2 1: T H E Y E A R I N R E V I E W**



**McLennan County 9-1-1  
Emergency Assistance District  
2021 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 2021. This report is a brief synopsis of key results from the most recent fiscal year and includes operational highlights with accompanying 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 with you that for fiscal year 2021, 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.



For the first time since 2010 MCEAD has a new face in its role of Technical Operations Specialist as long-time Technical Operations Specialist Gary Jones embarked on a well-deserved retirement after more than eleven years of distinguished service to the McLennan County 9-1-1 District and the citizens of McLennan County. Jonathan Dowdy now takes over that role, coming to MCEAD after 9 years of like experience in the private sector.

The past two years have proven to be even more demanding than most, with extraordinary challenges seeming to be the norm rather than the exception. Supply chain disruptions, the continuing Covid-19 impact, and Winter Storm Uri with its accompanying power outages all combined to make 2021 a difficult year for everyone. Yet, as it pertains to the McLennan County area, through the most trying of these times the 9-1-1 call delivery network remained operational and without disruption or loss of function, highlighting the reliability of the network itself. Additionally, the District's back-up center has been successfully tested with the majority of the area's PSAPs, reinforcing the 9-1-1 network's competencies.

While MCEAD did not escape entirely unscathed from the Covid-19 virus, staff maintained appropriate safety measures in an effort to diminish that impact. The implementation of guidelines and protocols such as a schedule that included work-from-home modifications which minimized person-to-person contact resulted in uninterrupted operations. The MCEAD Staff and Board will strive to continue to serve its member jurisdictions with dependability, 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](http://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**



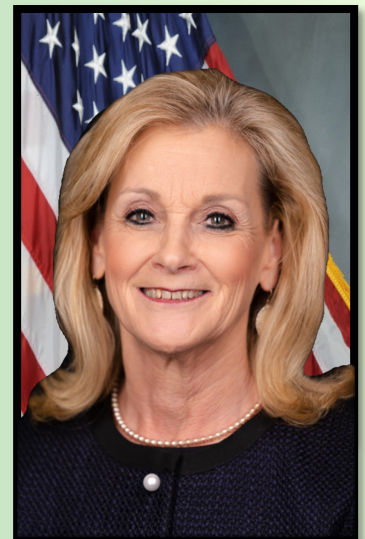
**Bret Crook**  
**Secretary**  
**Representing:**  
**Municipalities**  
**2018 - Present**



**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 2020 – 21 PROGRAM OPERATIONS**

**Robert Leathers, ENP**  
**Program Operations Manager**

After a year of lockdowns, the District was able to invite McLennan County PSAPs to test the functionality of the back-up facility and witness firsthand how it could be utilized by their agency during an incident that forces their personnel to evacuate their department's facility.

The first step was an introduction to the PSAP that lasted a couple of hours and allowed call-takers to answer 9-1-1 calls at the back-up facility. It provided an opportunity for PSAP and District personnel to take notes to develop guidelines for use during the evacuation and return process. Step two allowed the PSAP to utilize the facility for a day. While new outbreaks did not allow all McLennan PSAPs to receive 9-1-1 calls at the facility during 2020-21, the remaining PSAPs should have an opportunity to get to know the back-up facility during the upcoming year.

The cell tower monitoring program has continued to allow Operations to recognize and resolve cell tower issues, making routing changes on-the-fly as traffic/construction patterns change, resulting in a decline in the number of wireless 9-1-1 calls that route to less appropriate PSAPs.

The mapping project has continued to review each address point and street range for accuracy and is updated, as required. This project has taken years of work to get to this point, but completion is finally in sight. Once complete, the transition to an ongoing maintenance program should be an easy one. The District will be able to ensure McLennan County PSAPs will have high quality and accurate maps at their disposal.

Finally, Operations has continued serve on NENA's Agency Systems and PSAP Operations Committees. NENA committees develop the standards and best practices utilized by 9-1-1 entities nationwide. The District's participation on these committees allows MCEAD to have a say in the way that NG9-1-1 is developed and implemented.

## **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. The District and its Board of Managers made the decision in 2020 to incorporate duplicate object servers at the emergency back-up center, where a copy of the respective database is retained. This action provided each PSAP with the “user roaming” feature, giving each dispatcher agent the capability to log out of a workstation at their home PSAP, log in with user-specific credentials at the emergency back-up center, and continue processing 9-1-1 calls for their home PSAP. For example, if Hewitt PD had a need to evacuate its PSAP, they could do so, re-locate to the emergency back-up center, log in to the workstation, and then seamlessly continue processing 9-1-1 calls for Hewitt PD, even though the dispatcher would physically be in Woodway.

Given this new tool, the emergency back-up center is a hardened building with redundant features that is available for 24x7 use. The hardware and software structure automatically re-routes calls and is transparent to the 9-1-1 caller.

With this new upgraded infrastructure driven by the AT&T-ASE fiber network and backup 4G-LTE wireless failover, McLennan County 9-1-1 District has redundancy equaled to the larger districts and COG's located in the state of Texas.

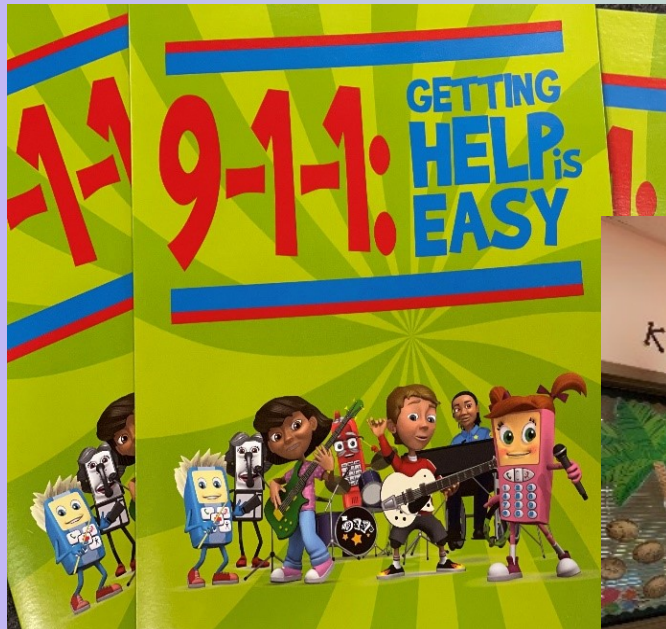


## PUBLIC EDUCATION / AWARENESS

Joanne Gilliam, ENP  
Public Education & Training 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 on local television stations during the spring and summer sweeps and also the 2021 Summer Olympics 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 to disseminate the 9-1-1 message.

The 9-1-1 Public Education program proved to be very effective, reaching out to thousands of children and adults. Due to Covid 19, MCEAD was not able to do in person presentations, but District staff created a YouTube Video that was available to all McLennan County school districts. District staff also created and distributed classroom packets to over 6000 students.

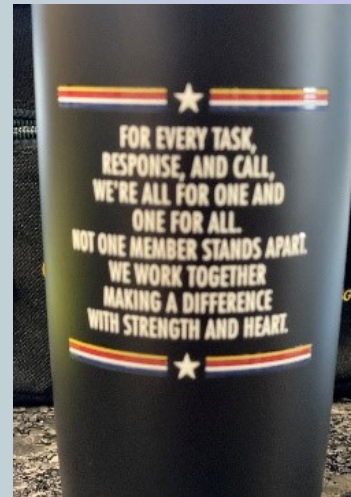




## TELECOMMUNICATOR APPRECIATION

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 February, the District purchased customized water bottles to show appreciation for the Telecommunicators hard work and dedication during “SNOVID 2021”.

In recognition of Telecommunicator Week in April, the District presented t-shirts along with lunch 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 Ghirardelli Hot Chocolate Mugs.



## 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 2021, 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 FY21. McLennan County 9-1-1 contracted with **The Virtual Training Academy** to provide Virtual Training. This program allowed PSAPs in McLennan County unlimited access to virtual training and they were awarded TCOLE credit at the successful completion of each class. The training included a variety of topics including:

- Amber and Silver Alerts for Telecommunicators
- Autism Awareness for 9-1-1 Telecommunicators
- De-Escalation for Telecommunicators
- Responding to an Active Violence Event
- Understanding Stress for the Telecommunicator and many more...

The District also provided 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.

INTELLECUTAL GROWTH SHOULD  
COMMENCE AT BIRTH AND CEASE  
ONLY AT DEATH.  
  
ALBERT EINSTEIN



# STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2021\*

Statement of Revenues, Expenses, and Changes in Net Position				
				Actual
<b>REVENUES:</b>				
	Service Charges			\$ 1,764,368
	Miscellaneous			\$ 9,348
		Total Operating Revenues		1,773,716
<b>OPERATING EXPENDITURES:</b>				
	Salaries and Employee Benefits			748,845
	Contracted Services			234,806
	Depreciation			469,820
	Administrative Services			342,131
		Total Operating Expenses		\$ 1,795,602
<b>OPERATING INCOME / LOSS</b>				<b>\$ (21,886)</b>
<b>NON-OPERATING REVENUES</b>				
	Investment Earnings			\$ 5,835
	Intergovernmental - capital contributions			\$ 111,092
		Total Non-Operating Revenues		\$ 116,927
<b>CHANGE IN NET POSITION</b>				<b>\$ 95,041</b>
<b>NET POSITION, BEGINNING OF YEAR</b>				<b>\$ 7,908,281</b>
<b>NET POSITION, END OF YEAR</b>				<b>\$ 8,003,322</b>

## 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 2020 – 2021 audit as conducted by outside independent auditor.



# STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2021\*

Statement of Net Position and Governmental Fund Balance Sheet				
<b>ASSETS</b>				
<b>Current Assets:</b>				
	Cash & Cash Equivalents			2,886,257
	Accounts Receivable			135,642
	Prepaid Expenses			38,454
	Capital assets, net of accumulated depreciation			\$ 5,293,414
			<b>TOTAL ASSETS</b>	<b>\$ 8,353,767</b>
<b>DEFERRED OUTFLOWS OF RESOURCES</b>				
	Deferred outflows related to pension			\$ 155,408
	Deferred outflows related to OPEB			\$ 3,058
			<b>TOTAL DEFERRED OUTFLOWS OF RESOURCES</b>	<b>\$ 158,466</b>
<b>LIABILITIES:</b>				
	Accounts Payable			24,271
	Accrued Expenses			85,248
	Non-Current liabilities:			
	Due within one year:			
	Compensated Absences			8,690
	Due in more than one year:			
	Compensated Absences			34,759
	Net Pension Liability			285,111
	Total OPEB Liability			12,703
			<b>TOTAL LIABILITIES</b>	<b>\$ 450,782</b>
<b>DEFERRED INFLOWS OF RESOURCES</b>				
	Deferred inflows related to pension			\$ 56,494
	Deferred inflows related to OPEB			\$ 1,635
				<b>\$ 58,129</b>
<b>NET POSITION</b>				
	Net Investment in capital assets			5,293,414
	Unrestricted			2,709,908
			<b>TOTAL NET POSITION</b>	<b>\$ 8,003,322</b>

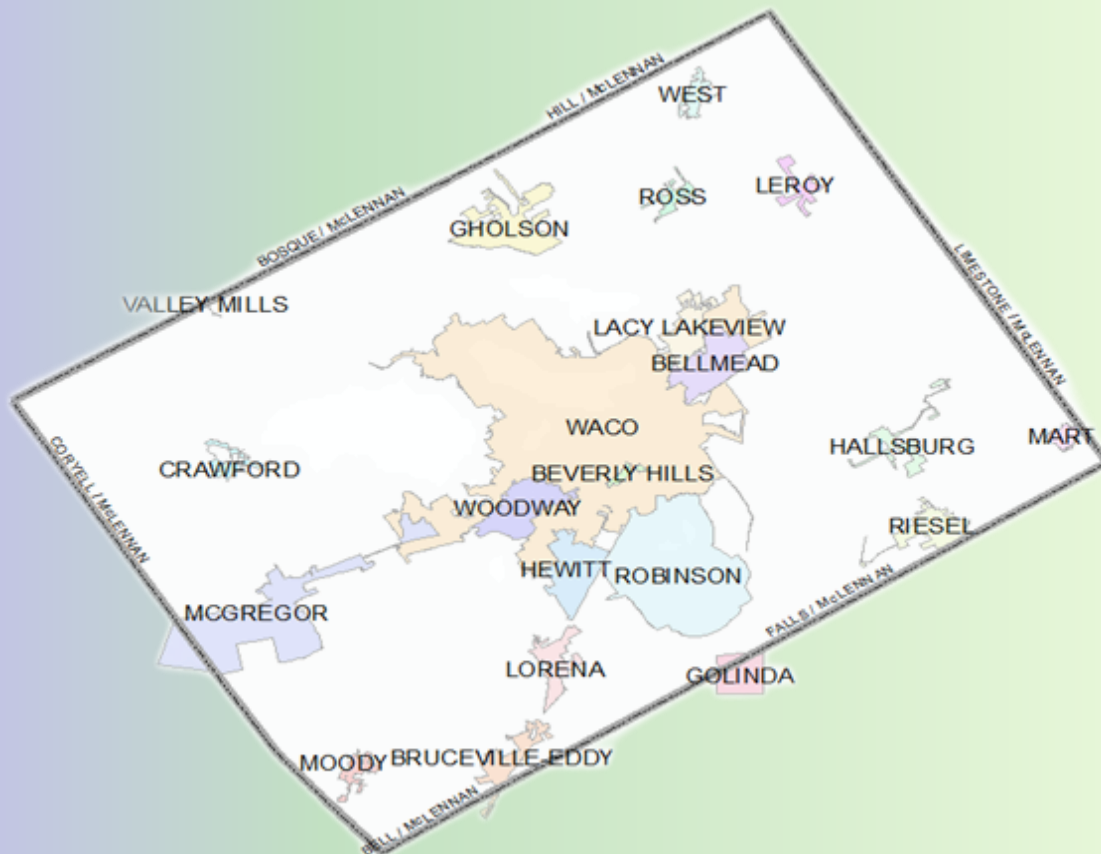
\* Figures from 2020 - 2021 audit as conducted by outside independent auditor.

# GIS and 9-1-1

**Sonia Davis**  
**GIS Analyst**

McLennan County 9-1-1 GIS is responsible for mapping and assigning addresses to new structures within the unincorporated areas of the District's coverage area. For FY2021, MCEAD assigned 974 new addresses to area residents and businesses. These new addresses were imported into the 9-1-1 map to provide 9-1-1 call takers the most current location information.

In addition, MCEAD continued to work with external stakeholders including municipalities, the County, and Appraisal District to ensure that mapping data such as new addresses, streets, and subdivisions is accurate and up-to-date.



# AFFIDAVIT

STATE OF TEXAS

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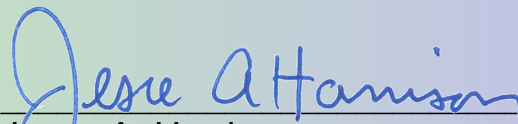
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COUNTY OF McLENNAN

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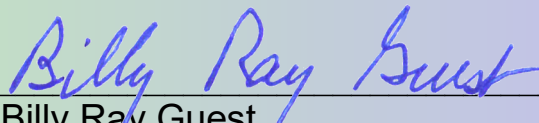
Before me, the undersigned personally appeared and stated:

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, 2020 and ending September 30, 2021.

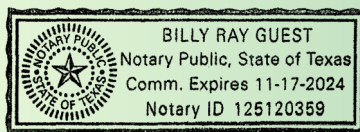


Jesse A. Harrison  
Executive Director

Sworn to and subscribed this 8<sup>th</sup> day of April, 2022.



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](http://www.mcead911.org)