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**McLennan County 9-1-1  
Emergency Assistance District  
2022 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 2022. This report is an overview of key results from the most recent fiscal year and includes operational highlights with accompanying supplemental financial reports. Additionally, this document affords 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 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 sound.

Decisions regarding the District are made at the local level by its board of managers, allowing MCEAD 9-1-1 to best meet the needs of its citizens and partner jurisdictions. Through the years it has been 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. These continuing technological advancements make it increasingly essential for the District to maintain an appropriate reserve balance in order to be able to adequately address and respond to these developments and meet the ever-growing demands on the 9-1-1 system. Through careful planning and budget implementation, McLennan County 9-1-1 will continue to maintain its “pay-as-you-go” philosophy while still delivering industry-leading services to the citizens it serves.

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**



**Miles Henderson**  
**Representing:**  
**A T & T**  
**2022 - Present**

# DISTRICT STAFF

<b>Sherri Johnson</b> Receptionist 2014 - Present	<b>Jesse A. Harrison, ENP</b> Executive Director 2015 - Present	<b>Jonathan Dowdy</b> Technical Operations Specialist 2021 - Present	<b>Joanne Gilliam, ENP</b> Public Education & Training Coordinator 2008 - Present
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<b>Ray Guest, ENP</b> Finance & Administration Manager 1997 - Present	<b>Sonia Davis</b> GIS Analyst 2013 - Present	<b>Robert Leathers, ENP</b> Program Operations Manager 1998 - Present
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# **FY 2021 - 2022 PROGRAM OPERATIONS**

**Robert Leathers, ENP  
Program Operations Manager**

## **NG 9-1-1 Map Project 2021-2022**

Operations completed the NG9-1-1 map project during the year. The scope of this project was to verify that the rural map street centerlines lined up correctly with the center of the street based on aerials, driveways reflect their actual location on the ground, address points are located on the actual structure, the address range for each centerline segment is correct based on actual addresses in the area and that GIS ranges match the MSAG range in the Master Street Addressing Guide. The map is now ready for verification that the data is ready for use in a NG9-1-1 environment.

## **Annual Cell Tower Audit 2021-2022**

Since a major update of the annual cell tower audit in 2017, the number of wireless calls that route to a PSAP other than the most appropriate PSAP has reached its lowest count ever. Tower misroutes will probably never reach a 100% accuracy rate, but the numbers have continued to be reduced each year since its implementation.

## **NENA Standards Committees 2021-2022**

The District was again represented on NENA's Agency Systems and PSAP Operations Committees. These committees continuously evaluate the standards, information guides and best practices documents utilized by those working with 9-1-1 routing nationwide.

## **PSAP Emergency Exercises 2021-2022**

The District's backup facility hosted one of our PSAPs for several days during renovations at their agency. While there were no major issues encountered during this stay, it provided an opportunity to tweak a few things at the PSAP to make it even more user friendly.

Operations has continued to perform monthly PSAP testing of the backup facility to verify it is ready for use during call-taker training, PSAP exercises or PSAP evacuations.

Finally, Operations updated the emergency evacuation policy for the District Office to take advantage of the backup facility located next door.

# **9-1-1 EQUIPMENT AND TECHNOLOGY**

**Jonathan Dowdy**  
**Technical Operations Specialist**

The McLennan County 9-1-1 District historically replaces 9-1-1 equipment every five to six years. In 2022 a vital piece of Call-Handling Equipment needed to be replaced earlier than planned due to unavoidable conditions. District staff worked with Intrado and AT&T's technical staff and were able to navigate the purchasing and replacement of a Mediant Gateway. The District was able to manage this unforeseen minor setback with no downtime to the 9-1-1 system.

McLennan County 9-1-1 Backup Center's infrastructure was designed as a fail-safe facility to keep PSAPs operational in case of a natural disaster, or for other reasons. In 2020, the Board of Managers made the decision to incorporate backup object servers which would maintain a copy of the databases of each PSAP. In the last week of April 2022 Robinson Police Department utilized the backup center while their facility was remodeled. The remodel required disconnection of on-site 9-1-1 equipment and the object server. Robinson PD saw a seamless transition to the backup center and was able to continue to receive 9-1-1 and their administrative calls for seven consecutive days with zero downtime.

The District created an Evaluation Committee for Next-Gen 9-1-1 Core Services that was designed to oversee the District's transition into next Gen 9-1-1. The committee consisted of MCEAD Staff and Board Members. The Committee reviewed propositions from AT&T, Motorola, and NGA. Motorola Next-Gen Core Services was chosen to lead the path for McLennan County 9-1-1 Emergency Assistance District's future.

# 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 and radio stations during the spring and summer 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.

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 conduct 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 5,000 students.





# TELECOMMUNICATOR APPRECIATION

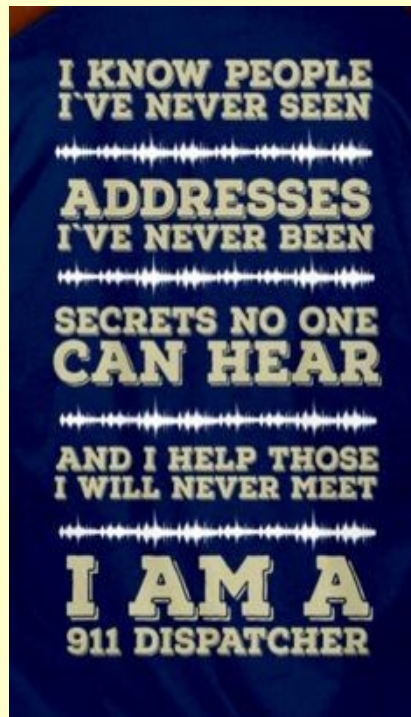
McLennan County 9-1-1 strives to express its appreciation to 9-1-1 telecommunicators in an assortment of different approaches throughout the year. I

In recognition of Telecommunicator Week in April, the District presented t-shirts along with movie tickets. 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 customized duffle 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. Due to the impact of Covid 19, there were no telecommunicators from McLennan County nominated for the Silent Hero award. MCEAD would like to recognize all of the McLennan County Telecommunicators for all of their hard work and dedication. In 2021-2022, they answered over 160,000 calls for service.



## TRAINING

McLennan County 9-1-1 contracted **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 District also hosted two in-person training classes. The first class was “*Expect the Unexpected*”, that offered critical and essential information along with specific guidance and direction on emergency calls ranging from sinking vehicles, hybrid vehicle hazards, kidnappings, home invasions, active & school shooting situations, and officer involved shootings. The second class was “9-1-1 Customer Service, Takes Seconds, Saves Minutes”. In this presentation, the instructor demonstrated customer service methods that may take call-takers a few extra seconds, but in the end will save minutes by creating a more comfortable environment of efficiency between the caller and the call-taker.

Additionally, the District continues to partner with 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.

“THE MORE THAT YOU READ, THE  
MORE THINGS YOU WILL KNOW. THE  
MORE THAT YOU LEARN, THE MORE  
PLACES YOU’LL GO.”  
DR. SEUSS



# STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2022\*

Statement of Revenues, Expenses, and Changes in Net Position					
					Actual
<b>REVENUES:</b>					
		Service Charges			\$ 1,787,269
		Miscellaneous			\$ 9,918
			<b>Total Operating Revenues</b>		<b>1,797,187</b>
<b>OPERATING EXPENDITURES:</b>					
		Salaries and Employee Benefits			723,452
		Contracted Services			227,854
		Depreciation			456,287
		Administrative Services			434,652
			<b>Total Operating Expenses</b>		<b>\$ 1,842,245</b>
<b>OPERATING INCOME / LOSS</b>					<b>\$ (45,058)</b>
<b>NON-OPERATING REVENUES</b>					
		Investment Earnings			\$ 18,934
			<b>Total Non-Operating Revenues</b>		<b>\$ 18,934</b>
<b>CHANGE IN NET POSITION</b>					<b>\$ (26,124)</b>
<b>NET POSITION, BEGINNING OF YEAR</b>					<b>\$ 8,003,322</b>
<b>NET POSITION, END OF YEAR</b>					<b>\$ 7,977,198</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 2021 – 2022 audit as conducted by outside independent auditor.

# STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2022\*

Statement of Net Position and Governmental Fund Balance Sheet				
<b>ASSETS</b>				
<b>Current Assets:</b>				
	Cash & Cash Equivalents			3,277,446
	Accounts Receivable			146,424
	Prepaid Expenses			42,344
	Capital assets, net of accumulated depreciation			\$ 4,842,527
			<b>TOTAL ASSETS</b>	<b>\$ 8,308,741</b>
<b>DEFERRED OUTFLOWS OF RESOURCES</b>				
	Deferred outflows related to pension			\$ 139,740
	Deferred outflows related to OPEB			\$ 3,015
			<b>TOTAL DEFERRED OUTFLOWS OF RESOURCES</b>	<b>\$ 142,755</b>
<b>LIABILITIES:</b>				
	Accounts Payable			17,045
	Accrued Expenses			84,735
	<b>Non-Current liabilities:</b>			
	<b>Due within one year:</b>			
	Compensated Absences			7,249
	<b>Due in more than one year:</b>			
	Compensated Absences			28,998
	Net Pension Liability			45,588
	Total OPEB Liability			14,009
			<b>TOTAL LIABILITIES</b>	<b>\$ 197,624</b>
<b>DEFERRED INFLOWS OF RESOURCES</b>				
	Deferred inflows related to pension			\$ 274,828
	Deferred inflows related to OPEB			\$ 1,846
				<b>\$ 276,674</b>
<b>NET POSITION</b>				
	Net Investment in capital assets			4,842,527
	Unrestricted			3,134,671
			<b>TOTAL NET POSITION</b>	<b>\$ 7,977,198</b>

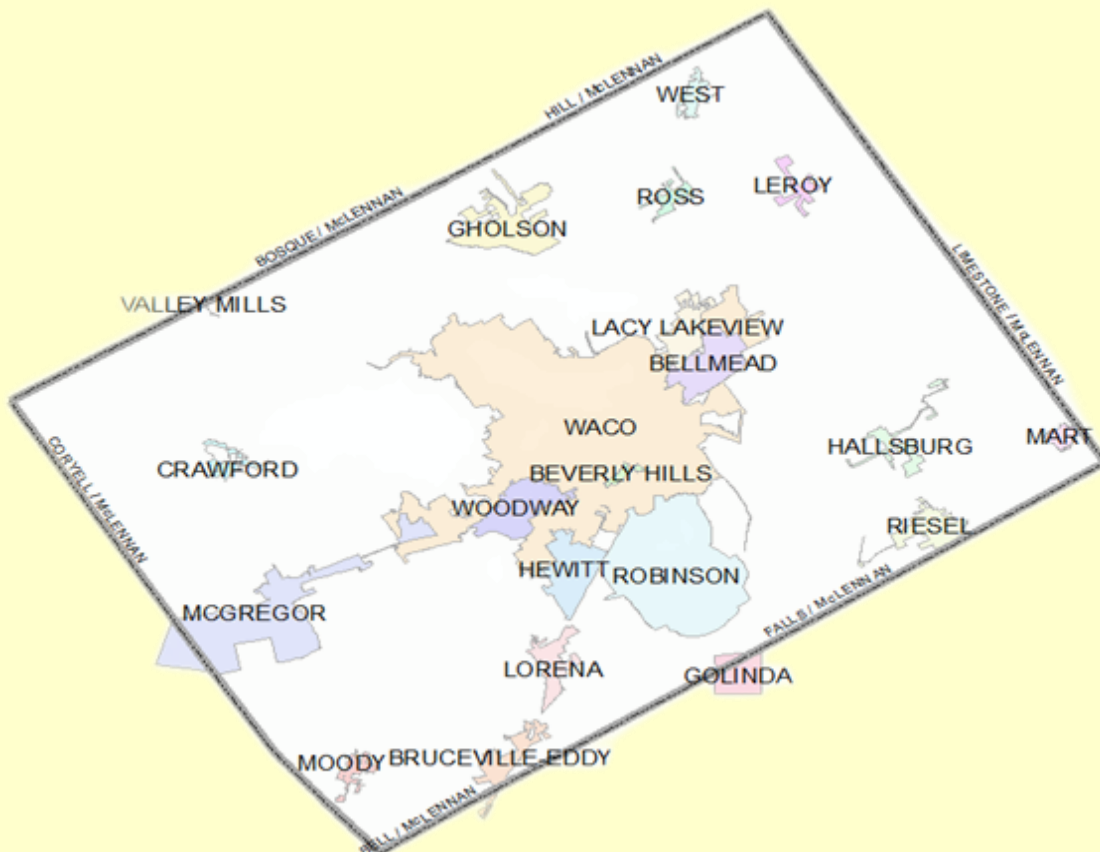
\* Figures from 2021 - 2022 audit as conducted by outside independent auditor.

# 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 FY 2022, MCEAD assigned 775 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.



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STATE OF TEXAS

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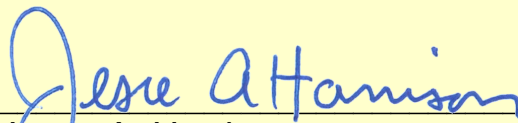
COUNTY OF McLENNAN

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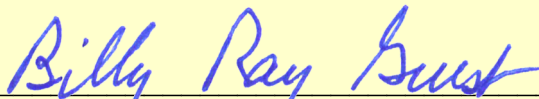
Before me, the undersigned personally appeared and stated:

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, 2021 and ending September 30, 2022.

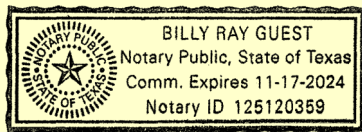


\_\_\_\_\_  
Jesse A. Harrison  
Executive Director

Sworn to and subscribed this 19<sup>th</sup> day of April, 2023.



\_\_\_\_\_  
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)