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**McLennan County 9-1-1
Emergency Assistance District
2023 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 the McLennan County 9-1-1 District's Annual Report for 2023. This report is a summary 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 share their efforts in providing you with the highest quality 9-1-1 services available.



I am also pleased to report that MCEAD once again received an unmodified opinion from its auditors. Included in this report are the audited *Statement of Net Position and Governmental Fund Balance Sheet* and the *Statement of Revenues, Expenditures, and Changes in Net Position*. These statements confirm that the District continues to remain financially sound.

It is often said that the only constant in life is change. For several years, the big change looming on the horizon has been the ongoing development of Next Generation 9-1-1 and the impact it would have on the landscape of emergency communications. I have previously referenced the importance of being able to respond to the development of the continuing progression of technological advancements. To that end, the traditional methods of technology that have been relied on for so long are being replaced by more advanced cutting-edge technology designed to accommodate not only the current forms of communication, but new and developing forms of communication, as well. Certainly this next year, like any other year, will present its own set of challenges, but MCEAD will remain steadfast in its commitment to serve with dependability, responsiveness, and dedication, allowing us to best meet the needs of its citizens and member jurisdictions.

I encourage you to review this report and 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



Frank Patterson
Secretary
Representing:
Commissioners Court
2015 - Present



Jim Devlin
Representing:
Municipalities
2020 - Present



Ryan Holt
Representing:
Municipalities
2023 - Present



Miles Henderson
Representing:
A T & T
2022 - Present

DISTRICT STAFF

Sherri Johnson
Receptionist
2014 - Present

Jesse A. Harrison, ENP
Executive Director
2015 - Present

Jonathan Dowdy
Technical Operations
Specialist
2021 - Present

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



Ray Guest, ENP
Finance & Administration Manager
1997 - Present

Sonia Davis
GIS Analyst
2013 - Present

Robert Leathers, ENP
Program Operations Manager
1998 - Present

FY 2022 - 2023 PROGRAM OPERATIONS

Robert Leathers, ENP
Program Operations Manager

Annual Cell Tower Audit 2022-2023

The annual cell tower audit in future years will be radically different with the implementation of Location Based Routing (LBR). All wireless carriers now use the technology available to route the call based on the location of the caller's cell phone instead of the location of the tower, which has improved accuracy significantly. Tower misroutes will still have an accuracy rate of less than 100%, so the default route for each sector will continue to be verified regularly.

NENA Standards Committees 2022-2023

The District has continued to be represented on NENA's Agency Systems and PSAP Operations Committees which continuously evaluates and updates the standards, information guides and best practices documents utilized by 9-1-1 districts and vendor nationwide.

PSAP Emergency Exercises 2022-2023

The District's backup facility continues to host our PSAPs throughout the year. This type of exercise ensures that during an emergency, the transition from a PSAP's home facility to our backup facility will happen as seamlessly as possible. We continue to strive to ensure that all the user has to do is log out of their workstation and, upon arrival, sign-in on one of our workstations to immediately start receiving 9-1-1 calls at our facility.

Next Generation Core Services (NGCS) 2022-2023

After two decades of planning, standards writing, and equipment testing which took place during times of continual change in the 9-1-1 industry, the District has started the work that will wean us off of the current 9-1-1 routing technology that was developed during the 1980's while, at the same time, move the District onto the latest technology designed for routing 9-1-1 calls. Barring unforeseen delays, Next Generation Core Services (NGCS) should be completely installed and operational by the end of the 2023-2024 year.

TECHNICAL ACCOMPLISHMENTS

Jonathan Dowdy
Technical Operations Specialist

2023 was a very eventful year for the McLennan County Emergency Assistance District. After the 2022 Evaluation Committee reviewed proposals for Next-Gen Core services and selected Motorola Next-Gen services as our path forward, MCEAD staff began work with Motorola staff on moving forward with the implementation of Next-Gen Core services in the District. Several significant pieces of equipment have been installed at McLennan County 9-1-1 District's host sites, with the migration to begin later in 2024.

Another key project was the installation of radios at the McLennan County 9-1-1 Backup Center through collaboration with *Dailey & Wells Communications, Inc.* The addition of the radio system reinforces the level of dependability of the backup center. Also, MCEAD staff worked with *AT&T Mobility* to install a cellular booster for services to make it an even more robust backup center.

Toward the end of the year, another new project was started: evaluating a mapping system known as RapidSOS. MCEAD staff worked with RapidSOS staff to install on-site equipment that would allow RapidSOS to plot incoming calls. This newer technology allows calls to be plotted more precisely, potentially resulting in a quicker response time by emergency services. MCEAD also approved replacing UPS units throughout the District, to take place in FY 2023 - 2024. These new units will replace the ones nearing the end of life.

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. In December and in the summer sweeps months, the District implemented a movie theater campaign promoting 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 to disseminate the 9-1-1 message.

The 9-1-1 Public Education program proved very effective, reaching thousands of children and adults. MCEAD participated in, and distributed materials for, health and safety fairs throughout the year and even made appearances in holiday parades. Additionally, MCEAD worked in many of the area schools and youth organizations with the Cell Phone Sally program, speaking and providing educational materials to over 5,800 students.



TELECOMMUNICATOR APPRECIATION

Celebrating the Unsung Heroes of 9-1-1.....

McLennan County 9-1-1 honors the dedicated professionals who are the first voice people hear in their darkest hour. These 9-1-1 telecommunicators are the calm in every storm, providing critical help and hope when emergencies strike.

Throughout the year, the District finds creative ways to show its appreciation for their selfless service. In April for National Public Safety Telecommunicators Week, fleece jackets kept dispatchers cozy on long shifts. For 9-1-1 Day in September, gourmet popcorn fueled the team. And during the holidays, gift baskets with candles, socks, and other goodies brought cheer.

Small tokens of gratitude for those who provide an invaluable service. McLennan County thanks its 9-1-1 telecommunicators for being there when needed most!



TRAINING

McLennan County 9-1-1 hosted the Denise Amber Lee Foundation's "Domestic Violence, Why they Stay" training class on September 13th and repeated it on September 14th. This class discussed the mindset of domestic violence victims and why they continue to stay in their unhealthy environment despite repeated abuse. The telecommunicators heard firsthand from a domestic violence victim so that they understand the answer to the question, of why they stay.

The District also contracted with **The Virtual Training Academy** for a second year to provide Virtual Training. This program allowed PSAPs in McLennan County unlimited access to virtual training and they were collectively awarded over 1,200 TCOLE credit hours upon successful completion. 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...

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.



GIS and 9-1-1

Sonia Davis
GIS Analyst

Geographic Information System (GIS)

McLennan County 9-1-1 ensures accurate and precise GIS data is used throughout the district coverage area. The district is tasked with provisioning high-quality spatial data into the Public Safety applications used for geospatial routing live 9-1-1 calls and call plotting at the PSAPs. Data accuracy is their greatest strength, and they look forward to planning and developing for Next Generation 9-1-1 (NG9-1-1) requirements.

McLennan County 9-1-1 collaborates with all cities and McLennan County to verify that its GIS data accurately reflects all jurisdictional boundaries and emergency services zones. In addition, the District works closely with wireless service providers to ensure that 9-1-1 calls are routed to the appropriate emergency communications center based on the coverage area of each tower.

2023 Accomplishments

The GIS team handles address verification letters, assigning new 9-1-1 addresses to the rural areas, assisting the small entities with addressing daily, completing data requests, and providing updated data uploads to the PSAPs, EMS, the County, and the Appraisal District.

McLennan County 9-1-1 District has acquired an Online GIS editor license for all the cities within McLennan County. This allows the smaller entities the capability to maintain new subdivisions in a GIS environment which may not otherwise be possible.



STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2023*

Statement of Revenues, Expenses, and Changes in Net Position					
					Actual
REVENUES:					
	Service Charges				\$ 1,998,225
	Miscellaneous				\$ 12,357
			Total Operating Revenues		2,010,582
OPERATING EXPENDITURES:					
	Salaries and Employee Benefits				803,988
	Contracted Services				325,390
	Depreciation				491,897
	Administrative Services				433,689
			Total Operating Expenses		\$ 2,054,964
OPERATING INCOME / LOSS					\$ (44,382)
NON-OPERATING REVENUES					
	Investment Earnings				\$ 137,391
	Federal Grants				\$ 378,110
			Total Non-Operating Revenues		\$ 515,501
CHANGE IN NET POSITION					\$ 471,119
NET POSITION, BEGINNING OF YEAR					\$ 7,977,198
NET POSITION, END OF YEAR					\$ 8,448,317

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).

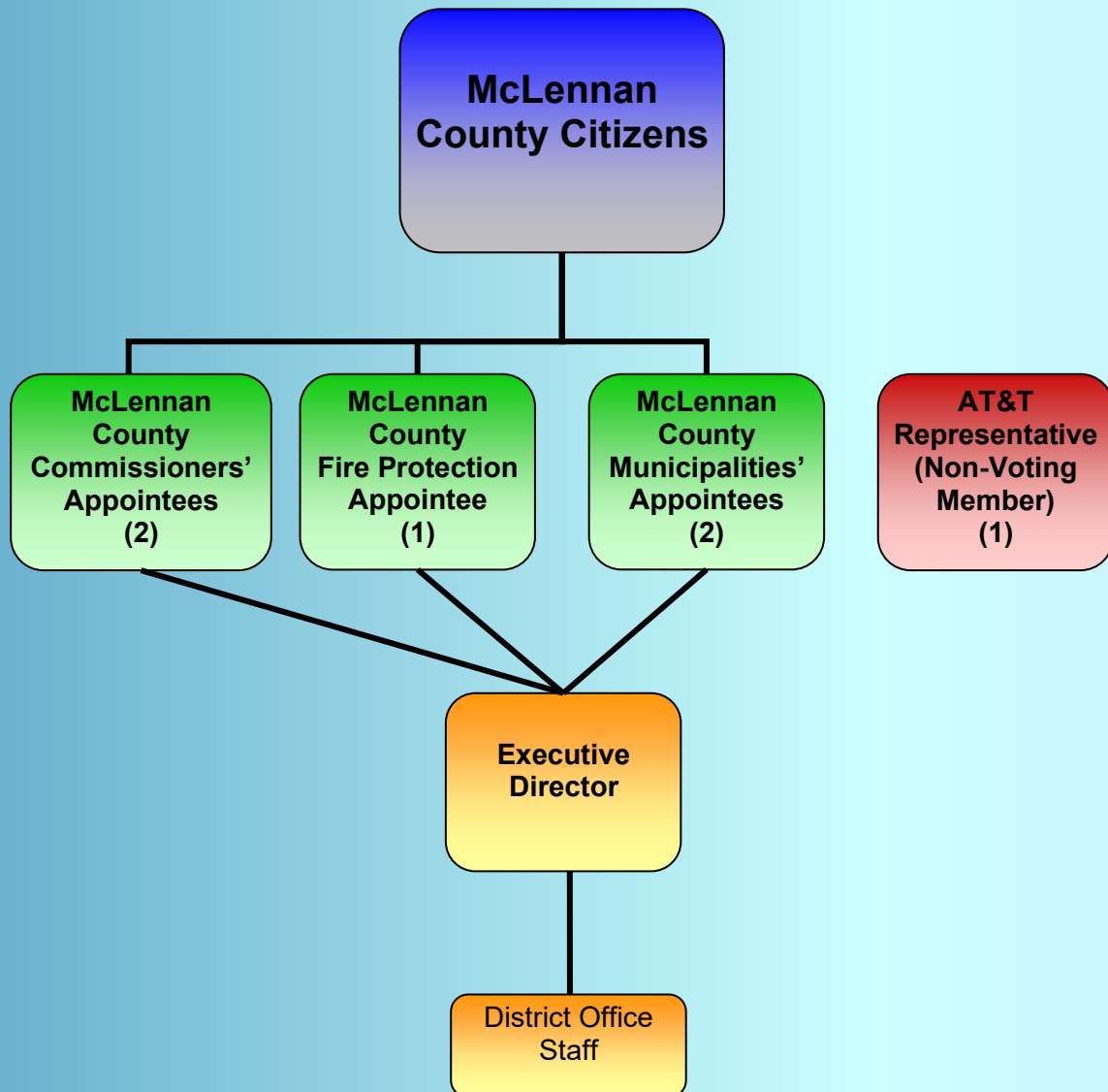
* Figures from FY 2022 – 2023 audit as conducted by outside independent auditor.

STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2023*

Statement of Net Position and Governmental Fund Balance Sheet					
ASSETS					
Current Assets:					
	Cash & Cash Equivalents				4,078,691
	Accounts Receivable				263,694
	Prepaid Expenses				19,673
	Capital assets, net of accumulated depreciation				\$ 4,577,513
				TOTAL ASSETS	\$ 8,939,571
DEFERRED OUTFLOWS OF RESOURCES					
	Deferred outflows related to pension				\$ 209,220
	Deferred outflows related to OPEB				\$ 3,343
				TAL DEFERRED OUTFLOWS OF RESOURCES	\$ 212,563
LIABILITIES:					
	Accounts Payable				101,188
	Accrued Expenses				94,365
	Non-Current liabilities:				
	Due within one year:				
	Compensated Absences				8,292
	Due in more than one year:				
	Compensated Absences				33,166
	Net Pension Liability				432,445
	Total OPEB Liability				12,430
				TOTAL LIABILITIES	\$ 681,886
DEFERRED INFLOWS OF RESOURCES					
	Deferred inflows related to pension				\$ 16,930
	Deferred inflows related to OPEB				\$ 5,001
					\$ 21,931
NET POSITION					
	Net Investment in capital assets				4,577,513
	Unrestricted				3,870,804
				TOTAL NET POSITION	\$ 8,448,317

* Figures from 2022 - 2023 audit as conducted by outside independent auditor.

McLENNAN COUNTY 9-1-1 EMERGENCY ASSISTANCE DISTRICT ORGANIZATIONAL CHART



The McLennan County 9-1-1 Board of Managers reflects a comprehensive representation of the citizens of McLennan County. Pursuant to the Texas Health and Safety Code, Sec. 772.306 (c), two representatives are appointed by the commissioners' court, two are jointly appointed by the municipalities located wholly or partly in the district, one is appointed by the membership of the volunteer fire departments operating in the district, and one non-voting member is appointed by the largest telephone provider operating in the district.

Members are appointed to staggered terms of two years, and three officers (President, Vice President, and Secretary) of the Board of Managers are elected annually from within the board membership.

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, 2022 and ending September 30, 2023.

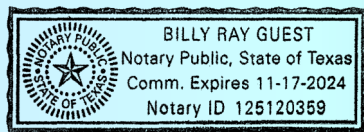


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 26th day of April, 2024.



Billy Ray Guest
Notary Public in and for the State of Texas





McLennan County 9-1-1 Emergency Assistance District

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Woodway, TX 76712
(254) 776-8911
www.mcead911.org