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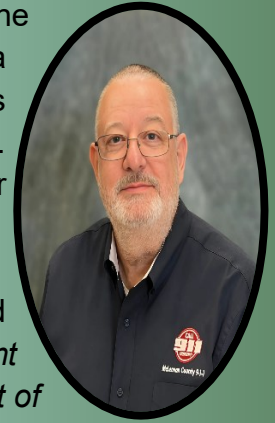
McLennan County 9-1-1 Emergency Assistance District 2024 Annual Report

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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 2024. 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.

MCEAD saw the departure of one of its long-time employees in 2024 as Program Operations Manager **Robert Leathers** embarked on a well-deserved retirement following 26 years of distinguished service to the McLennan County 9-1-1 District and the citizens of McLennan County.

In last year's report I noted that the traditional methods of technology 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. As these advancements change the landscape of communications, MCEAD continues to successfully meet the challenges presented. In FY 2024, the District migrated to a new, more robust and more reliable network. And in FY 2026, MCEAD will replace all call handling equipment at the Public Safety Answering Points (PSAPs).

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



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



Jesse A. Harrison, ENP
Executive Director
2015 - Present



Ray Guest, ENP
**Finance & Administration
Manager**
1997 - Present



Sherri Johnson
Receptionist
2014 - Present



Sonia Davis
GIS Analyst
2013 - Present

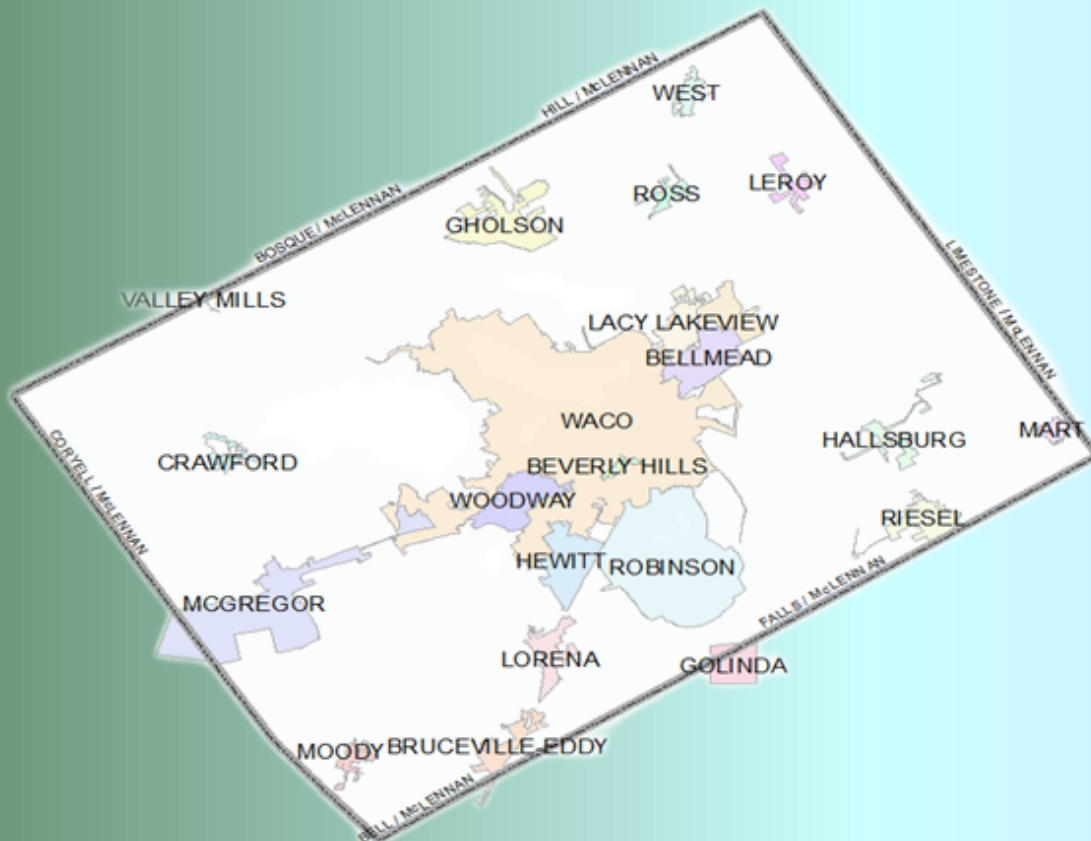


Jonathan Dowdy
**Technical Operations
Specialist**
2021 - Present

GIS and 9-1-1

Sonia Davis
GIS Analyst

McLennan County 9-1-1 is dedicated to using accurate and precise Geographic Information System (GIS) data across its coverage area. The District is responsible for providing high-quality spatial data that is essential for public safety applications, particularly for routing live 9-1-1 calls and accurately plotting those calls at the Public Safety Answering Points (PSAPs). As GIS transitions to Next Generation 9-1-1 (NG 9-1-1), maintaining data accuracy becomes even more critical. McLennan County 9-1-1 collaborates with all cities and McLennan County to ensure that the GIS data accurately reflects jurisdictional boundaries and emergency service zones. The District also works closely with wireless service providers to ensure that 9-1-1 calls are routed correctly.



TECHNICAL ACCOMPLISHMENTS

Jonathan Dowdy Technical Operations Specialist

In 2024, the McLennan County Emergency Assistance District (MCEAD) experienced a highly productive and transformative year, marked by significant advancements in technology and infrastructure. A key milestone for the District was the successful progression of its project with Motorola's Next-Generation 911 (NextGen 911) service, which has been a major focus. By the close of the year, nearly all phone service providers within the region had transitioned to the new NextGen platform.

In conjunction with the NextGen 911 upgrade, MCEAD completed the implementation of the latest version of Intrado's Viper Call Handling System. This modernization has positioned McLennan County 911 as one of the nation's first agencies to utilize a fully integrated Viper call handling system in tandem with Motorola's NextGen 911 service, significantly enhancing operational efficiency and reliability.

Another major accomplishment for the District in 2024 was the successful upgrade of all end-of-life uninterruptible power supply (UPS) units across the MCEAD network. With these critical systems now replaced with the latest models. The District has ensured the continued resilience of its emergency response infrastructure, safeguarding against potential service interruptions and ensuring optimal performance during power disruptions. The District also embarked on a multi-phase project to replace aging By-Pass Switches at all of its Public Safety Answering Points (PSAPs). The upgrade initiative began with the Robinson PD. Which became the first site to receive the new equipment. Additionally, three more PSAPs are scheduled for upgrades in early 2025, further strengthening the communication capabilities within the District and contributing to the overall modernization of its emergency services.

Overall, 2024 was a year of considerable progress for the McLennan County Emergency Assistance District. With numerous technological upgrades and the initiation of new projects, the District has continued to provide reliable services for the residents of McLennan County. These advancements not only improve the District's ability to respond to emergencies swiftly and accurately but also lay a strong foundation for continued reliability in the years to come.

PUBLIC EDUCATION / AWARENESS

Joanne Gilliam, ENP
Public Education & Training Coordinator

The McLennan County 9-1-1 District has remained dedicated to providing public education about 9-1-1 service to the citizens throughout McLennan County. In anticipation of the April 8, 2024 total eclipse, the District launched a media campaign including billboards, a press release, and Facebook ads emphasizing that 9-1-1 should only be called for emergencies requiring immediate assistance from police, fire, or medical services. It specifically informed the public that the solar eclipse did not constitute an emergency that warranted contacting 9-1-1 dispatchers.

The District's strong relationships with communications centers across the county helped enhance awareness of the 9-1-1 system in McLennan County. The District also maintained partnerships with local fire departments, police departments, and EMS providers to effectively disseminate the 9-1-1 message.

The 9-1-1 Public Education program proved highly effective, reaching thousands of children and adults. MCEAD participated in health and safety fairs throughout the year and made appearances in holiday parades, distributing educational materials. Furthermore, MCEAD collaborated with numerous area schools and youth organizations through the Cell Phone Sally program, providing educational materials and presentations to over 5,400 students.



TELECOMMUNICATOR APPRECIATION

#IAm911

McLennan County 9-1-1 honors the dedicated professionals who are the first voice people hear during their darkest moments. A typical day for a 9-1-1 dispatcher involves handling a high volume of calls, quickly assessing situations, and dispatching emergency services—all while maintaining composure under pressure and managing emotionally charged situations. Throughout the year, the District finds creative ways to show appreciation for their selfless service. In April, for National Public Safety Telecommunicators Week, t-shirts and thermal cups were distributed. For 9-1-1 Day in September, gourmet popcorn was provided to fuel the team. During the holidays, Christmas stockings and other treats spread cheer. These small tokens of gratitude highlight the invaluable service provided by 9-1-1 telecommunicators. McLennan County thanks its 9-1-1 telecommunicators for being there when they are needed most!



TRAINING

McLennan County 9-1-1 hosted the Denise Amber Lee Foundation's training class on "Human Trafficking Preparedness for 9-1-1 Professionals" on July 30th, and repeated on July 31st. This full-day course addressed the fact that human trafficking is one of the fastest-growing crimes in our nation. During the class, 9-1-1 professionals learned critical information about human trafficking, its connection to other serious crimes, and resources available to assist them in handling related calls.

The District also contracted with **The Virtual Training Academy** for a third year to provide Virtual Training. This program allowed PSAPs in McLennan County unlimited access to virtual training and they were collectively awarded over 1,100 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..



TELECOMMUNICATOR HONORS

The Silent Hero Certificate of Recognition is awarded to an individual telecommunicator for their exceptional professionalism in the field of public safety. This certificate also acknowledges the special contributions of telecommunicators whose daily work serves as an inspiration and example to others.



McLennan County 9-1-1 Silent Hero Award Winner
Lauren Alumbaugh (pictured in middle) – Hewitt Police Department

Lauren Alumbaugh of the Hewitt Police Department was awarded the **Silent Hero Certificate of Recognition** in 2023. The awards were presented on April 24, 2024 at the TX Public Safety Conference in Denton, TX.

STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2024*

Statement of Revenues, Expenses, and Changes in Net Position					
					Actual
REVENUES:					
	Service Charges				\$ 1,735,184
	Miscellaneous				\$ 12,357
			Total Operating Revenues		1,747,541
OPERATING EXPENDITURES:					
	Salaries and Employee Benefits				728,237
	Contracted Services				236,298
		Depreciation			568,161
	Administrative Services				409,052
			Total Operating Expenses		\$ 1,941,748
OPERATING INCOME / LOSS					\$ (194,207)
NON-OPERATING REVENUES					
	Investment Earnings				\$ 233,621
	Intergovernmental Grants				\$ 1,636,859
			Total Non-Operating Revenues		\$ 1,870,480
CHANGE IN NET POSITION					\$ 1,676,273
NET POSITION, BEGINNING OF YEAR					\$ 8,448,317
NET POSITION, END OF YEAR					\$ 10,124,590

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).

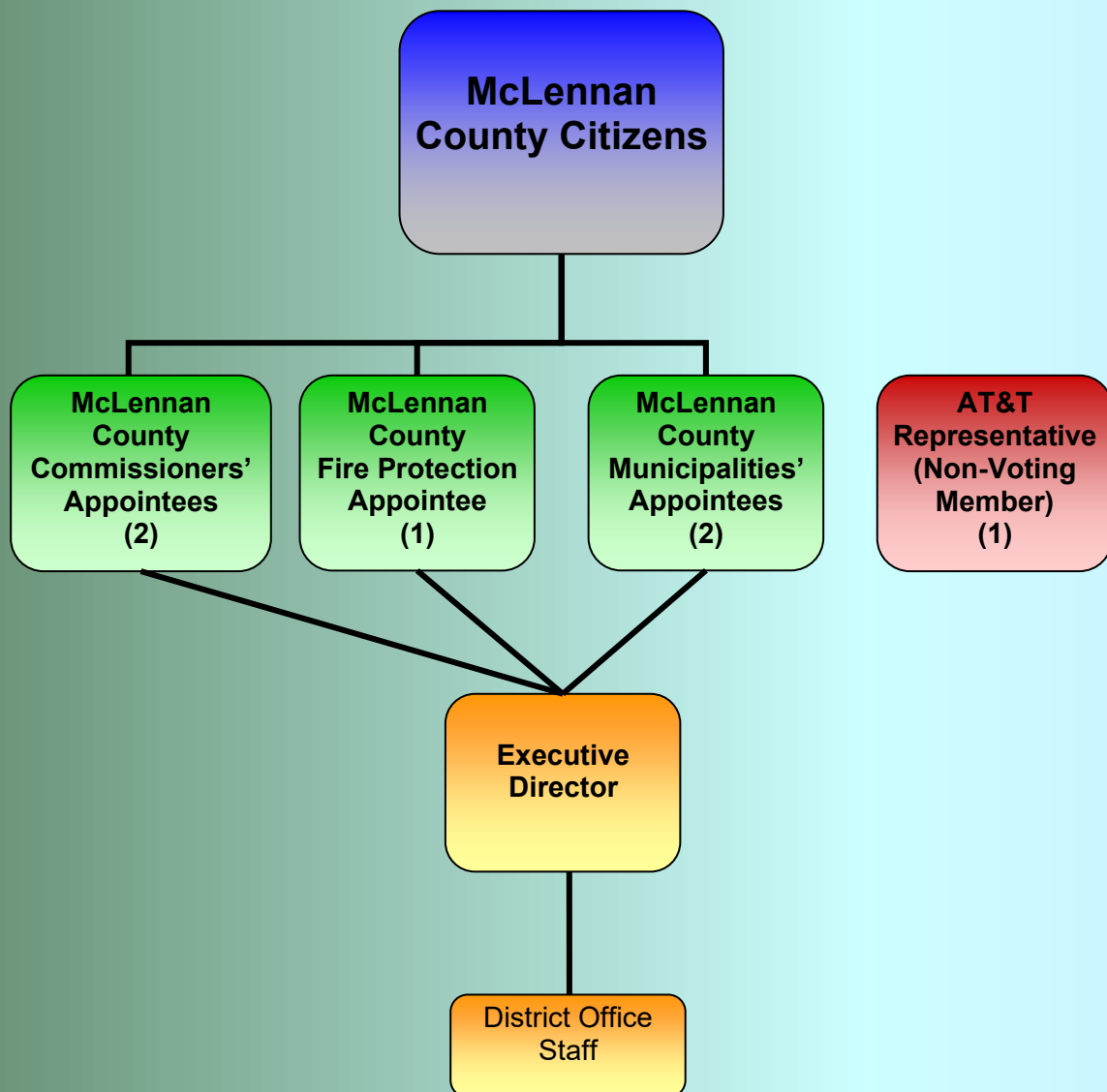
* Figures from FY 2023 – 2024 audit as conducted by outside independent auditor.

STATEMENT OF NET POSITION and GOVERNMENTAL FUND BALANCE SHEET for FY ENDING SEPTEMBER 30, 2024*

Statement of Net Position and Governmental Fund Balance Sheet					
ASSETS					
Current Assets:					
	Cash & Cash Equivalents				5,871,639
	Accounts Receivable				151,702
	Prepaid Expenses				10,850
	Capital assets, net of accumulated depreciation				\$ 4,523,475
				TOTAL ASSETS	\$ 10,557,666
DEFERRED OUTFLOWS OF RESOURCES					
	Deferred outflows related to pension				\$ 136,128
	Deferred outflows related to OPEB				\$ 3,586
	TOTAL DEFERRED OUTFLOWS OF RESOURCES				\$ 139,714
LIABILITIES:					
	Accounts Payable				76,977
	Accrued Expenses				55,580
	Non-Current liabilities:				
	Due within one year:				
	Compensated Absences				7,197
	Due in more than one year:				
	Compensated Absences				28,786
	Net Pension Liability				374,919
	Total OPEB Liability				14,217
				TOTAL LIABILITIES	\$ 557,676
DEFERRED INFLOWS OF RESOURCES					
	Deferred inflows related to pension				\$ 10,801
	Deferred inflows related to OPEB				\$ 4,313
					\$ 15,114
NET POSITION					
	Net Investment in capital assets				4,523,475
	Unrestricted				5,601,115
	TOTAL NET POSITION				\$ 10,124,590

* Figures from 2023 - 2024 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, 2023 and ending September 30, 2024.

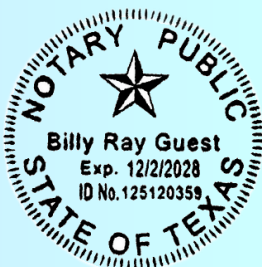


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 25th day of April, 2025.



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