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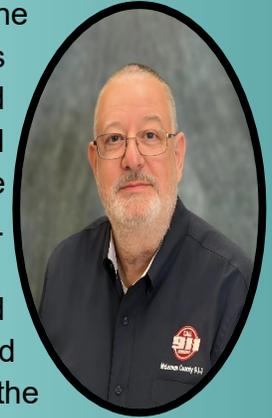
**McLennan County 9-1-1
Emergency Assistance District
2025 Annual Report**

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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 Fiscal Year 2025. 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 independent 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 financial statements confirm that the District continues to remain fiscally responsible and financially sound.

From the beginning, MCEAD's mission has always been to build, enhance, and maintain robust, reliable 9-1-1 systems. A major focus of MCEAD's ongoing efforts is the continued transition toward Next Generation 9-1-1 (NG9-1-1). This advancement enhances system resiliency, improves interoperability among agencies, and strengthens our ability to route calls efficiently and accurately during emergencies. As NG9-1-1 capabilities expand across Texas and the nation, MCEAD remains committed to ensuring our local systems are prepared to meet both current and future demands. To that end, in FY 2026, MCEAD will replace all call handling equipment at the Public Safety Answering Points (PSAPs), further enhancing functionality, resiliency, and compatibility with NG9-1-1 standards.

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".

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



Jim Devlin
Secretary
Representing:
Municipalities
2020 - Present



Ryan Holt
Representing:
Municipalities
2023 - Present



D. L. Wilson
Representing:
Commissioners Court
2025 - 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 - 2025



Sonia Davis
GIS Analyst
2013 - Present



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

GIS and 9-1-1

Sonia Davis
GIS Analyst

During the 2025 fiscal year, MCEAD remained focused on advancing public safety communications infrastructure while continuing to deliver high-quality geospatial services across the county. A major emphasis this past year has been the transition to Next Generation 9-1-1 (NG9-1-1), alongside daily operational support, rural addressing initiatives, and assistance to local municipalities and first responders.

Next Generation 9-1-1 (NG9-1-1) Transition

A primary initiative for fiscal year 2025 has been active engagement in the transition to NG9-1-1. This modernization effort is designed to improve emergency response capabilities by integrating GIS data seamlessly with current and future communication technologies. This transition represents a significant step forward in ensuring that first responders have the most precise and reliable location data available during emergencies.

Rural Addressing Initiative

Addressing rural properties remains a critical component of improving emergency response times. In fiscal year 2025, **735 new addresses** were assigned in the rural areas of McLennan County, resulting in enhanced response accuracy for law enforcement, fire, and EMS services, service delivery for utilities and public works, and overall community safety and accessibility.

Municipal & Interagency Support

MCEAD continued to provide GIS assistance to local cities throughout the county. Services included data verification and correction, jurisdictional boundary updates, technical support for mapping and geospatial projects, and ongoing collaboration to maintain regional consistency. These partnerships strengthen county-wide coordination and improve service delivery across jurisdictions.

Looking Ahead

As the NG9-1-1 transition progresses, priorities for the upcoming year include continued boundary alignment and data validation, ongoing rural addressing efforts, expansion of GIS tools to further support first responders, and maintaining responsiveness to daily operational needs and partner requests.

Conclusion

Fiscal year 2025 year has been marked by significant progress toward modernizing emergency communications while maintaining strong day-to-day operational performance. Through regional collaboration, infrastructure enhancement, and continued commitment to accuracy and service, MCEAD remains dedicated to supporting public safety and community needs across McLennan County.

TECHNICAL ACCOMPLISHMENTS

Jonathan Dowdy Technical Operations Specialist

In 2025, the McLennan County Emergency Assistance District (MCEAD) had yet another highly productive and successful year. 2025 was marked by significant technological advancements and other system improvements. One of the District's primary accomplishments was the completion of moving all the telephony service providers to the Motorola Next-Generation platform. This upgraded and enhanced system redundancy, increased call processing speed, and improved caller location data accuracy. The transition was aimed at delivering a more robust and reliable call handling system for the residents of McLennan County.

The District also worked closely with its call handling system provider, Intrado. This was in efforts to eliminate any of the legacy programming remaining from transitioning to the Motorola Next-Generation platform. This data cleanup optimized overall system performance and reliability. Following that, Intrado technicians conducted thorough testing and verification to ensure seamless operation after the cleanup was completed.

Another key achievement of 2025 was the installation of RapidSOS technology at the Waco Police Department Public Safety Answering Point (PSAP). RapidSOS platform offers real-time location data, as well as a secondary option for dispatchers to access another mapping system as a backup. It also includes a range of enhanced features designed to improve situational awareness and support dispatchers during emergency call processing. These features can be turned off depending on the needs of the PSAP.

As part of the District's ongoing infrastructure modernization efforts, continued upgrades were made to the UPS back-up systems. In 2025, the UPS bypass switches at McGregor, Hewitt, and Woodway Police Department PSAPs were replaced with updated models. These updates ensure smoother transitions between UPS and direct utility power and allow technicians to perform maintenance more efficiently in the event of system issues.

Overall, the District made a lot of significant progress in 2025. The technological upgrades have helped strengthen the District's ability to provide the citizens of McLennan County with even more reliable 9-1-1 call handling services. Improvements such as these not only support more accurate and efficient call-handling today but also establish a strong foundation and help in aiding the implementation of the District's new 9-1-1 call-handling system scheduled for installation in 2026. With these new technological upgrades in place, the district is well-positioned to achieve an even higher level of system reliability in the coming year.

PUBLIC EDUCATION / AWARENESS

Joanne Gilliam, ENP
Public Education & Training Coordinator

The McLennan County 9-1-1 Emergency Assistance District (MCEAD) remains steadfast in its commitment to educating and empowering the citizens of McLennan County about the proper use and importance of 9-1-1 services. Through strategic partnerships, community engagement, and innovative educational programs, the District continues to strengthen public awareness and emergency preparedness throughout the county.

Community Partnerships & Collaboration

Throughout the year, the District maintained strong working relationships with communications centers across McLennan County. These partnerships enhanced public understanding of how the 9-1-1 system operates and reinforced the vital role telecommunicators play in emergency response.

In addition, the District collaborated closely with local police departments, fire departments and Emergency Medical Services (EMS) providers. By working together, these agencies ensured consistent and accurate messaging about when and how to use 9-1-1, helping promote public safety countywide.

Public Education Impact

The District's 9-1-1 Public Education Program continued to demonstrate significant impact, reaching thousands of residents across all age groups.

Community Outreach Efforts Included:

Participation in health and safety fairs throughout the year, appearances in local holiday parades and distribution of educational materials and safety resources. These events provided valuable opportunities to engage directly with families and community members while reinforcing the life-saving importance of 9-1-1 services.

School & Youth Engagement – Cell Phone Sally Program

A cornerstone of the District's outreach efforts is its collaboration with area schools and youth organizations through the **Cell Phone Sally Program**.

Through this initiative, MCEAD delivered engaging educational presentations, provided age-appropriate safety materials, reinforced responsible cell phone usage and emergency calling procedures.

During the reporting year, the program reached **over 5,700 students**, equipping them with the knowledge and confidence to access emergency services when needed.

Commitment to the Future

The McLennan County 9-1-1 Emergency Assistance District remains dedicated to strengthening public education efforts and expanding outreach opportunities in the coming year. By continuing to foster partnerships, support communications centers, and invest in youth education, the District ensures that the citizens of McLennan County remain informed, prepared, and confident in accessing 9-1-1 services.

TELECOMMUNICATOR APPRECIATION

Joanne Gilliam, ENP
Public Education & Training Coordinator

The McLennan County 9-1-1 Emergency Assistance District proudly honors the dedicated professionals who serve as the first voice heard during life's most critical and often darkest moments. The 9-1-1 telecommunicators demonstrate unwavering professionalism, compassion, and resilience every day.

The District remains committed to showing appreciation for the selfless service provided by telecommunicators. Throughout the year, creative efforts are made to recognize their dedication and sacrifice. In celebration of National Public Safety Telecommunicators Week, the District expressed its gratitude by providing commemorative t-shirts and themed "I Am Kind of a Big Dill" gift baskets. We would like to say "Thank You" to the Pre-K and Kindergarten students at Mountainview Elementary for decorating the gift bags for TC Week 2025. These lighthearted tokens served as a meaningful reminder that their work truly makes a significant impact in the lives of others. To recognize 9-1-1 Day in September, gourmet popcorn was given. During the Christmas season, festive holiday t-shirts were distributed as a small gesture of thanks.

While these tokens of appreciation may be small, they represent the District's deep respect and gratitude for the invaluable service provided by 9-1-1 telecommunicators. Their professionalism, dedication, and compassion strengthen the safety net that protects McLennan County every day.

McLennan County 9-1-1 extends its sincere thanks to our 9-1-1 telecommunicators for being present, prepared, and steadfast—whenever they are needed most.



TRAINING

Joanne Gilliam, ENP
Public Education & Training Coordinator

On September 9th and again on September 10th, MCEAD hosted a full-day APCO training course titled “Active Shooter” – a course built upon the real-world experiences of frontline telecommunicators who have managed active shooter incidents. The course was strategically structured around the arc of events that occur before an active shooter incident, during the incident, and after the incident. The primary objective was to educate telecommunicators about the intricate challenges posed by active shooter events, including preparedness and planning, real-time response coordination Information management, officer safety, and the critical role of the telecommunicator following the incident. This training reinforced the essential position telecommunicators hold in ensuring accurate information flow, responder safety, and coordinated emergency response during high-risk incidents.

For the fourth consecutive year, the District contracted with The Virtual Training Academy to provide comprehensive virtual training opportunities. This program allowed PSAPs throughout McLennan County unlimited access to online training resources. As a result of this initiative, over 600 TCOLE credit hours were collectively awarded, and Telecommunicators completed courses across a broad spectrum of critical topics. The availability of on-demand training ensures flexibility for shift personnel while maintaining compliance with certification requirements and strengthening operational readiness.

The District continues its collaborative partnership with the Waco Police Department and McLennan Community College to present TDD/TTY training classes. This joint effort has proven highly beneficial to each PSAP served by MCEAD, as TDD/TTY classes are now offered on an as-needed basis. These sessions ensure telecommunicators remain proficient in serving individuals who are deaf, hard of hearing, or speech disabled—supporting accessibility and inclusivity in emergency communications.

Beyond specialized and virtual offerings, the District also supports Power 9-1-1 system training. This program ensures that both new and experienced staff maintain technical competency and operational efficiency within the continually evolving 9-1-1 environment.

Through proactive training initiatives and strong interagency partnerships, the McLennan County 9-1-1 Emergency Assistance District continues to invest in the professional development of its telecommunicators. By strengthening preparedness, response capability, and ongoing education, the District reinforces its commitment to providing the highest level of emergency communication services to the citizens of McLennan County.

TELECOMMUNICATOR HONORS

Joanne Gilliam, ENP
Public Education & Training Coordinator

The McLennan County 9-1-1 Emergency Assistance District proudly recognizes the extraordinary professionalism and dedication demonstrated by telecommunicators serving throughout McLennan County.

The Texas NENA Silent Hero award is presented to an individual telecommunicator who exemplifies exceptional performance in the field of public safety communications. This distinction honors those who consistently demonstrate:

- Outstanding professionalism
- Sound judgment under pressure
- Compassionate service to callers in crisis
- Commitment to teamwork and operational excellence

Recipients are individuals whose daily work ethic, positive attitude, and unwavering dedication serve as an inspiration and model for their peers.

Their professionalism strengthens the safety network that protects the citizens of McLennan County each and every day.

McLennan County 9-1-1 remains honored to recognize and celebrate these outstanding professionals who set the benchmark for excellence in emergency communications.

STATEMENT OF REVENUES, EXPENSES, and CHANGES IN NET POSITION for FISCAL YEAR ENDING SEPTEMBER 30, 2025*

Statement of Revenues, Expenses, and Changes in Net Position					
					Actual
REVENUES:					
		Service Charges			\$ 1,868,023
		Miscellaneous			\$ 7,209
		Total Operating Revenues			1,875,232
OPERATING EXPENDITURES:					
		Salaries and Employee Benefits			83,399
		Contracted Services			513,590
		Depreciation			299,300
		Administrative Services			444,051
		Total Operating Expenses			\$ 1,340,340
		OPERATING INCOME / LOSS			\$ 534,892
NON-OPERATING REVENUES					
		Investment Earnings			\$ 263,328
		Intergovernmental Grants			\$ 360,680
		Total Non-Operating Revenues			\$ 624,008
		CHANGE IN NET POSITION			\$ 1,158,900
		NET POSITION, BEGINNING, AS PREVIOUSLY REPORT			\$ 10,124,590
		Restatement - change in accounting principle			\$ (53,199)
		NET POSITION, BEGINNING, AS RESTATED			\$ 10,071,391
		NET POSITION, END OF YEAR			\$ 11,230,291

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 2024 – 2025 audit as conducted by outside independent auditor.

STATEMENT OF NET POSITION for FY ENDING SEPTEMBER 30, 2025*

Statement of Net Position				
ASSETS				
Current Assets:				
	Cash & Cash Equivalents			6,538,622
	Accounts Receivable			176,779
	Prepaid Expenses			11,187
			TOTAL CURRENT ASSETS	\$ 6,726,588
Noncurrent Assets:				
	Net Pension Asset			\$ 228,955
	Capital Assets, net of accumulated depreciation			\$ 4,335,794
			TOTAL NONCURRENT ASSETS	\$ 4,564,749
			TOTAL ASSETS	\$ 11,291,337
DEFERRED OUTFLOWS OF RESOURCES				
	Related to pensions			\$ 170,696
	Related to OPEB			\$ 3,144
			TOTAL DEFERRED OUTFLOWS OF RESOURCES	\$ 173,840
LIABILITIES:				
Current Liabilities:				
	Accounts Payable			43,332
	Accrued Expenses			48,360
	Compensated Absences			19,297
			TOTAL CURRENT LIABILITIES	110,989
Non-Current liabilities:				
Due in more than one year:				
	Compensated Absences			77,186
	Total OPEB Liability			13,745
			TOTAL NONCURRENT LIABILITIES	\$ 90,931
			TOTAL LIABILITIES	\$ 201,920
DEFERRED INFLOWS OF RESOURCES				
	Related to pensions			\$ 27,843
	Related to OPEB			\$ 5,123
			TOTAL DEFERRED INFLOWS OF RESOURCES	\$ 32,966
NET POSITION				
	Net Investment in capital assets			4,335,794
	Restricted for net pension asset			228,955
	Unrestricted			6,665,542
			TOTAL NET POSITION	\$ 11,230,291

* Figures from 2024 - 2025 audit as conducted by outside independent auditor.

MISSION, VISION, and GOALS

MISSION

The mission of the McLennan County 9-1-1 Emergency Assistance District (MCEAD) is to provide reliable access to emergency services through an efficient, effective 9-1-1 emergency telecommunications system.

VISION

To establish a communication system that allows any citizen or visitor to McLennan County to contact the appropriate emergency services by dialing 9-1-1 from any communication device.

GOALS

Goal 1: Operate the 9-1-1 District in an effective and fiscally responsible manner.

Goal 2: Provide and maintain the 9-1-1 infrastructure including the equipment, network, and databases required to operate a reliable 9-1-1 system.

Goal 3: Increase public awareness of 9-1-1 and promote the proper use of the 9-1-1 system.

Goal 4: Provide training programs which enable public safety answering point (PSAP) personnel to effectively process 9-1-1 calls.

Goal 5: Ensure accurate routing of 9-1-1 calls and reliable location data is displayed at the PSAPs.

Goal 6: Coordinate with member PSAPs for the efficient delivery of emergency services.

MAKING A DIFFERENCE AT THE LOCAL LEVEL

Established in 1987 through a voter referendum that placed 9-1-1 operations under local control and management, McLennan County 9-1-1 is governed by a board of managers elected or appointed by the jurisdictions it serves. The local approach to delivering 9-1-1 services provides the District with the ability to quickly adapt to evolving technologies and emerging trends while continually refining its 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 §
 §
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, 2024 and ending September 30, 2025.

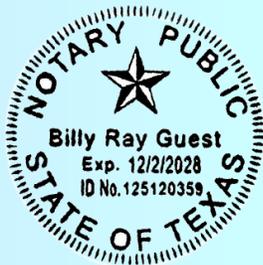


Jesse A. Harrison
Executive Director

Sworn to and subscribed this 12th day of March, 2026.



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