

# TARRANT COUNTY 9-1-1 DISTRICT



**#911FIRSTRESPONDER**



**SEPTEMBER 1ST, 2019**



# 2019 ANNUAL REPORT

# From the Executive Director

All I can say is WOW!! The 2019 annual report of the Tarrant County 9-1-1 District is full of great successes and organizational changes. The year started after a change in leadership as Mr. Petrey passed the baton off to me, Shinar Haynes. As a leader, I strongly believe, "The task of leadership is to create an alignment of strengths in ways that make weaknesses irrelevant." Peter Drucker. For those who have taken our course "Optimizing Your Talent to Understand Your Strengths," you participated in activities that recognize teamwork as a complementary understanding and use of our team's members' talents. This is the perspective I bring as a leader in our industry.

After decades of faithful and meaningful service, four District employees rode off into the sunset of retirement. Each employee was instrumental in the success of the District for the last 30 years, and their contributions will be missed. Melinda Oliver, Gracie Martinez, Wanda McCarley, and Bill Horne thank-you for your service!!

As the budget year started, the needs for the administrative and 9-1-1 networks required a minor reorganization and the creation of several new positions. The new organization chart included highlights the District's continued focus on maintaining the current standard for service and preparing for the future. High on the list of goals included completion of the 9-1-1 call handling equipment replacement and embracing more proficient and administrative operations.

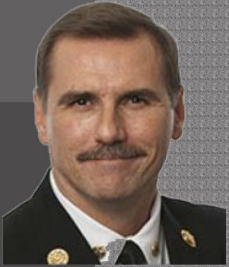
The new roles highlight the District's recognition that it must provide levels of service worthy of the trust given by our stakeholders as well as creating further opportunities for consistent, meaningful, and creative training programs. The District's redundancy, resiliency, and continuity of operations were all tested this year, and your team stood up to these challenges and continue to upgrade both administrative and 9-1-1 networks to face whatever lies ahead. More changes are headed our way, and we appreciate the continued confidence bestowed upon us and look forward to serving you going forward!



Shinar Haynes MBA,RPL,CPE

Executive Director

# Board Members



Don Crowson  
Chair  
Fire Chief  
City of Arlington



Rick Brunson  
Vice Chair  
Tarrant County  
Commissioners



Richard Frego  
Secretary  
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Jim Griffin  
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Mayor  
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Jeff Spivey  
Police Chief  
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Jim Davis  
City of Fort Worth  
Fire Chief



Rudy Jackson  
Fire Chief  
City of  
Fort Worth



Doug Hooten  
CEO, Medstar  
Mobile Healthcare



Robert Brooks  
Secretary  
AT&T

# Technical Operations

With new leadership at the helm of the District, new ideas and initiatives are brought in to better support our mission. New staff members and resources have been added to fill out the technical departments and to provide better services for the agencies we support. The majority of the technical staff has been involved in 9-1-1 public safety for many years and represents a specific focus on the operational services unique to 9-1-1. The technical teams pride themselves on watching for technological changes that might cause operational issues with telecommunications.

One of the most notable and most significant accomplishments of the past year was the completion of the 9-1-1 equipment upgrade to Vesta. This has been a long project with many twists and turns, but our Systems Support group has been working towards this for some time to bring forth a call handling solution to replace the legacy 9-1-1 equipment. Countless hours of testing and design have been poured into this project, along with several design changes to meet the needs of our PSAPs. The result has been an up-to-date, fault-tolerant, and diverse solution that is effective and stable today and ready to handle future communications on the horizon. The support group has enjoyed getting back out into the PSAPs in a design mode to offer new ideas and options to the PSAPs. New services to support advanced contingency options, reporting, new mapping solutions, and ways to manage 9-1-1 traffic are just some of the exciting design opportunities the Systems Support team will be developing with PSAPs for the next year.

Our Network Operations team has also been very active with the new equipment roll-out since they handle and monitor the network services that support call delivery. We've been very fortunate in the ability to add staff to this department, allowing us to manage better and monitor 9-1-1 services and systems throughout the District. Over the past year, they have implemented advanced security projects, re-designed backup contingency network pathways, and greatly expanded the role of monitoring 9-1-1 systems, power infrastructure, and all traffic that traverses the public safety network. We've also spent a considerable amount of effort enhancing our security plans and activities to be ready for threats against the 9-1-1 system.

The future of 9-1-1 has our compasses pointed towards the continued development and maintenance of our Geographic Information Systems (GIS) data. For many years, our geographers in the GIS department have been working with local cities and departments to coordinate efforts of location and maintaining highly accurate map data. This has been critical for locating wireless callers but will become even more significant in the future once 9-1-1 calls are routed using map data. They have worked closely with the team to upgrade the new 9-1-1 mapping in all PSAPs and been instrumental in teamwork to develop best practices for making sure the geographic data is accurate and up-to-date in the centers we support.

As we've grown in staff, the long term need for IT support has developed into a department entirely dedicated to District infrastructure support. The new department was created only a year ago and has completed over 80 projects, to include: higher availability of services, advanced security solutions, enhanced wireless services, and innovative contingency solutions. The Network and IT departments have been working together to keep security in scope and a focal point for all initiatives. These two departments have allowed the District to expand services to areas in need and to set the stage for future advanced services for both our public safety activities as well and administrative functions.

The entire division of technical services has been excited and full of energy about the positive changes over the past year. We've actively been training staff and participating in standards development organizations like NENA, APCO, and ESIF. Ideas and new initiatives for services supporting PSAPs have been growing and appearing in District communication centers. As we close the door on many projects of the past year, we see a multitude of new opportunities opening up soon: we're thrilled to be part of it.

# Support Services

The Support Services team has seen significant changes this year. Not only are there new faces, there are also new initiatives that our team is excited to provide to the agencies we support. Each individual in each department is focused on achieving the District's mission and goals. One way of achieving the District's mission is through learning opportunities. Several members attended conferences throughout the year that gave them an opportunity to expand their knowledge, stay abreast on current issues and trends, and network with industry peers. Three members of the team were presenters at the 2019 APCO Conference in Baltimore, MD.

Our team is excited to continue to serve our agencies by keeping up with the latest technology, offering exceptional training, and providing 9-1-1 education in our community. We are super excited for the things to come and we can't wait to share these initiatives with each of you.

# Public Education

The 2018-2019 fiscal year was an exciting and busy year for Tarrant County 9-1-1 District Public Education. Many significant community events have been re-visited and several new functions this year. The wide variety of public education ranges from not only different age groups but also different platforms on marketing 9-1-1 education. For the past three years, we have attended the Empowering Seniors presented by Commissioner Gary Fickes, Precinct 3. Surrounding senior centers, businesses, and organizations participated in this great event. This event keeps our senior community involved in what's going on in the surrounding area.

The 2018-2019 school year was the first year of the new program, the Safety Smart Rally. For this program, we teamed up with 92.1 Hank Fm and created a fun and educational game show style assembly for elementary kids from second to fourth grade. This year our Tarrant County 9-1-1 District Facebook page took off and has become a great platform to share information regarding first responders and 9-1-1 education marketing. The Tarrant County 9-1-1 District Facebook page reached over 4,000 likes and followers. Our page has a wide variety of posts, even some funny ones too. This year was our 2nd year to be a part of the legendary Fort Worth Stock Show & Rodeo. We had our booth located right in front of the entrance of the midway, where several kids and families would be heading for rides, games, and food. Tarrant County 9-1-1 District has a great relationship with the LKCM Radio group (Hank/Ranch FM) that we were given great opportunities. Such as great radio packages to play 9-1-1 education PSA's. The ads were written, and some of them recorded by our Public Education & Information Coordinator Abigail Dudek. The District has had four different radio ads play on both 92.1 Hank FM and 95.9 Ranch. The ads promoted 9-1-1 as a career, knowing your location when calling 9-1-1, answering all questions, and staying on the line with 9-1-1. This year's 2019 Telecommunicator Appreciation event was a milestone for our District. We teamed up with Texas Live, Texas Rangers, and Ranch Fm to throw a fantastic event for our 9-1-1 Telecommunicators in our District. Sadly the game was postponed due to rain; however, the 9-1-1 Telecommunicators were able to enjoy Texas live before the baseball game with some great music and socializing with fellow headset heroes. The Texas Rangers agreed to have the very first 9-1-1 Appreciation night. The Rangers had a thin gold line Texas Rangers ball cap made for this occasion, and the Ranch radio station made a commemorative t-shirt with their logo sporting the thin gold line flag. We also coordinated with a local motorcycle riding group who rode around the circumference of Tarrant County sporting two thin gold line flags and riding to show their support for 9-1-1 Telecommunicators. Elizabeth Wheeler from Grapevine 9-1-1 was selected at the 2018 Telecommunicator of the year. Elizabeth was invited by the Texas Rangers to throw out the first pitch. Even though the game was canceled due to rain, she was able to throw out the first pitch at the makeup game.

The summer of 2019 was a busy one for Public Education. Burleson 9-1-1 Communications center was able to have a booth at the annual Hot Sounds of Summer event. This event occurs every weekend in June, and the final day being the 4th of July. Hot Sounds of Summer was an excellent opportunity for the Burleson 9-1-1 center to reach several members of their community and beyond. We were delighting in coordinating that effort, including them, in this popular summer event. This year was our 3rd year being out at Light up Arlington. It was a huge success, and so many people stopped by our 9-1-1 tent for some great information and fun items for kids and families. The 2019 Back to School events and Tarrant County Round up were yet again great programs and reached over 20,000 families throughout our back to school outings throughout Tarrant County. This year was the first year the district office supplied 10,000 reusable lunch bags for this year's back to school program. This year was also a monumental year for the 9-1-1 Telecommunicators in Texas. On September 1st, 2019, HB 1090 went into effect, which recognizes 9-1-1 Telecommunicators as first responders. Our office celebrated this incredible change with 9-1-1 first responder shirts for everyone in our District and a month-long "On the Road with TC911". Along with Hank FM, we would go to events and businesses throughout Tarrant County, promote the importance of 9-1-1 education and also celebrate the 9-1-1 first responders.

# Training Department

Tarrant County 9-1-1 District's Training Department saw many advances in bringing standard-based, best practices, and broad-spectrum training to the district this last year. These practices apply to the course delivery to our 700+ Emergency Communication Center (ECC) personnel, professional development for contract instructors, and TC9-1-1 in-house training personnel. Through the use of the newly implemented Talent Learning Management System (TalentLMS) on January 1, 2019, students can successfully create profiles, enroll for courses, take online courses, access course materials, obtain their certifications for courses completed and pull reports of 9-1-1 education history of call courses taken through the district.

TC9-1-1 began "Academy style" training for all Texas Commission on Law Enforcement (TCOLE) mandated training course for 9-1-1 First Responders in April 2019. These courses include Basic Telecommunicator Licensing Course (BTLC), Crisis Communications, and National Crime Information Center (NCIC), which is taught through the delivery of the Texas Crime Information Center (TCIC) and Texas Law Enforcement Telecommunication System (TLETS) Courses. These three courses are now taught in succession, the first six weeks of each quarter, as opposed to less cohesive scheduling that is harder on our ECC managers and directors when planning training. Also, 2019 began the planning for an increase for the BTLC, as TCOLE worked on a revised version that was to include Crisis Communications. At the TCOLE Commission meeting in Sept 2019, it was announced that the newly revised BTLC would increase to ten days and would combine the two courses. TC911 was forward-thinking in their scheduling and prepared for that adjustment early on by increasing our Basic Course from 5 days to 8 days. Along with the Basic Telecommunicator Licensing Course, there were 90 courses offered. Non-mandated but regularly taught courses are now scheduled following the quarterly line of, to include Fire Service Communications, Spanish, CTO, and both Basic and Advanced Instructor Courses. In addition to the new flow of course delivery, our new online courses include TDD CE Courses, Spanish Bi-Lingual Testing, and Stress Management CE Courses.

TC9-1-1 Training Division currently has four projects for which much work was done in FY19, and we anticipate to be completed the first quarter of 2020: Paperless Course Delivery, Training Room Audio/Visual Upgrade, TCOLE Testing Site, and Peer Support Group. We are going green! Starting in January 2020, we will be utilizing TC911-issued tablets. The training team has been looking at upgrading our audio/video equipment to increase the capabilities and use of our training room. This upgrade will include updated microphones, projectors, and video/recording equipment. The training team has been working on getting a TCOLE approved back-up testing site to use when necessary for the Basic Telecommunicator Licensing Course. Stay tuned for more details. The Tarrant County 9-1-1 District began the development of a district-wide Peer Support Group for our 9-1-1 First Responders in 2019. We understand that someone's worst day is their everyday. Our goal is to help those that have dedicated their lives to helping others. TC911 Training & Development Coordinator and Lead Trainer attended the initial Critical Incident Stress Management (CISM) Course in September 2019. They will host future courses as the program is implemented, and we are joined by volunteers from all ECC's in Tarrant County.

Professional and Instructional Development

TC9-1-1 implemented quarterly meetings of their contract instructors, the first of which was held in June 2019 and helped to garner new instructors and generate a host of new TC9-1-1 developed courses for the coming year. Our contract instructor cadre has increased from ten to eighteen, with five in-house instructors since the IOW implementation. The IOW's consist of two hours of TC9-1-1 specific training on the use of QuickBase as the hub of everything the instructor needs to do or know as a contract instructor, as well as any in-house or TCOLE changes for curriculum and instruction, as well as two hours of professional and instructor development.

# Database & Telephony

Tarrant County 9-1-1 District supports voice calling for all of the Wireline, Wireless, and VoIP (Voice over Internet Protocol) service providers. During the fiscal year of 2019, wireless calls accounted for more than 86% of our total 9-1-1 call volume. As these wireless call volumes increase, gaining first-hand knowledge about each of the four major wireless networks in Tarrant County, and determining if the wireless carriers are continuing to meet the FCC mandate for accuracy, remains one of our primary objectives.

Our District began an extensive wireless 9-1-1 testing program in 2005, which continues to evolve as wireless technologies change and demand increases. During our 2019 fiscal year, the Database and Telephony Team moved the wireless testing program to an application on our Quick Base Platform.

By utilizing the new Wireless Tests application, we not only reduced the human resources required to perform the wireless 9-1-1 call testing, it now consumes less time to complete the necessary tasks for performance and accuracy testing, and it improves efficiency by eliminating human errors.

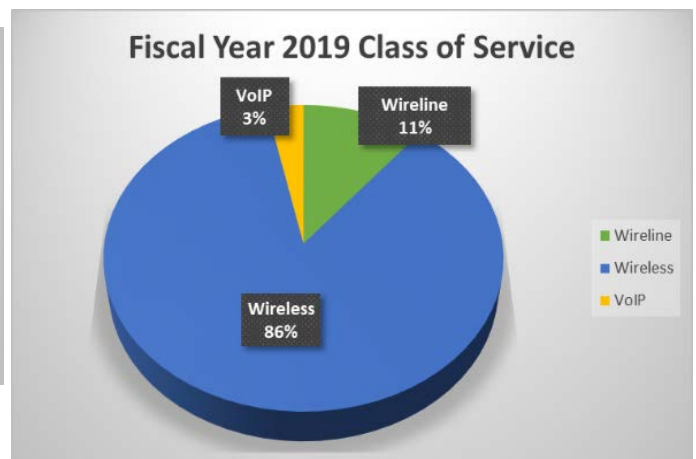
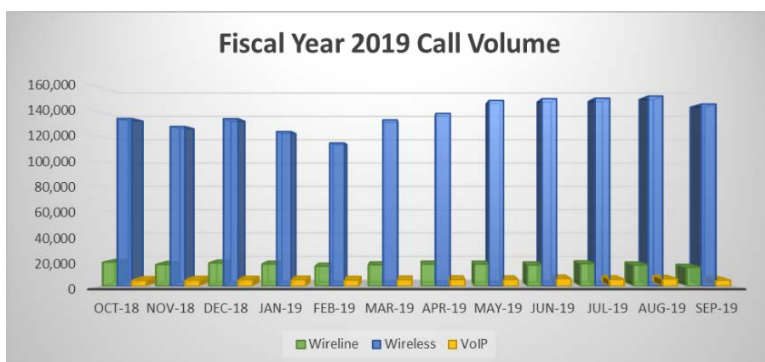
Current accuracy results for all four carrier networks in Tarrant County 9-1-1 District are:

- 93.9% of test calls are within 50 meters of the caller's location
- 97.9% of test calls are within 150 meters of the caller's location

The data gathered from the wireless 9-1-1 test calls not only provide us with wireless carrier accuracy information, but also provides our District with information for dealing automatically with real-time call routing and delivery problems, and troubleshooting all wireless voice and data issues.

In the fiscal year 2019, Tarrant County 9-1-1 District also continued to test VoIP 9-1-1 calls. Our test team utilizes the VoIP lab located within our administrative offices to make 9-1-1 test calls to the Public Safety Answering Point (PSAP.)

Fiscal Year 2019	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Total Calls	165,122	150,252	157,854	146,798	135,735	155,521	161,490	171,841	173,293	174,111	175,108	165,786
Wireless Calls	134,486	128,062	134,289	124,026	114,851	133,328	138,519	148,887	150,320	150,776	152,476	146,061
Wireline Calls	19,166	17,282	18,529	17,668	15,941	17,006	17,640	17,609	16,949	17,917	16,874	14,947
VoIP Calls	4,704	4,908	5,036	5,104	4,943	5,187	5,331	5,345	6,024	5,418	5,758	4,778
% Wireless	81.45%	85.23%	85.07%	84.49%	84.61%	85.73%	85.78%	86.64%	86.74%	86.60%	87.08%	88.10%
% Wireline	11.61%	11.50%	11.74%	12.04%	11.74%	10.93%	10.92%	10.25%	9.78%	10.29%	9.64%	9.02%
% VoIP	2.85%	3.27%	3.19%	3.48%	3.64%	3.34%	3.30%	3.11%	3.48%	3.11%	3.29%	2.88%





**TARRANT COUNTY 9-1-1 DISTRICT**

STATEMENT OF NET POSITION  
AND GOVERNMENTAL FUND BALANCE SHEET

SEPTEMBER 30, 2019

	<u>Statement of Net Position</u>	<u>Adjustments</u>	<u>General</u>
<b>ASSETS</b>			
Cash and investments	\$ 20,918,613	\$ -	\$ 20,918,613
9-1-1 tax receivable	1,081,578	-	1,081,578
Prepaid items	11,471	-	11,471
Nondepreciable capital assets	188,602	( 188,602)	-
Depreciable capital assets, net	<u>6,376,635</u>	<u>( 6,376,635)</u>	<u>-</u>
Total assets	<u>28,576,899</u>	<u>( 6,565,237)</u>	<u>22,011,662</u>
<b>DEFERRED OUTFLOWS OF RESOURCES</b>			
Deferred resource outflows related to pensions	<u>959,104</u>	<u>( 959,104)</u>	<u>-</u>
Total deferred outflows of resources	<u>959,104</u>	<u>( 959,104)</u>	<u>-</u>
<b>LIABILITIES</b>			
Accounts payable	573,900	-	573,900
Accrued wages	30,079	-	30,079
Long-term liabilities:			
Due within one year-compensated absences	51,399	( 51,399)	-
Due in more than one year:			
Compensated absences	154,195	( 154,195)	-
Net pension liability	<u>2,989,284</u>	<u>( 2,989,284)</u>	<u>-</u>
Total liabilities	<u>3,798,857</u>	<u>( 3,194,878)</u>	<u>603,979</u>
<b>DEFERRED INFLOWS OF RESOURCES</b>			
Deferred resource inflows related to pensions	<u>302,072</u>	<u>( 302,072)</u>	<u>-</u>
Total deferred inflows of resources	<u>302,072</u>	<u>( 302,072)</u>	<u>-</u>
<b>FUND BALANCE/NET POSITION</b>			
Fund balance:			
Nonspendable - prepaid items	-	11,471	11,471
Assigned - Subsequent year's appropriation of fund balance	-	8,786,599	8,786,599
Unassigned	<u>-</u>	<u>12,609,613</u>	<u>12,609,613</u>
Total fund balance	<u>-</u>	<u>21,407,683</u>	<u>21,407,683</u>
Total liabilities and fund balance	<u>-</u>	<u>-</u>	<u>22,011,662</u>
Net position:			
Net investment in capital assets	6,565,237	( 6,565,237)	-
Unrestricted	<u>18,869,837</u>	<u>( 18,869,837)</u>	<u>-</u>
Total net position	<u>\$ 25,435,074</u>	<u>\$( 25,435,074)</u>	<u>\$ -</u>

**TARRANT COUNTY 9-1--1 DISTRICT**

STATEMENT OF ACTIVITIES  
AND GOVERNMENTAL FUND REVENUES, EXPENDITURES  
AND CHANGES IN FUND BALANCES

FOR THE YEAR ENDED SEPTEMBER 30, 2019


	<u>Statement of Activities</u>	<u>Adjustments</u>	<u>General</u>
Expenditures/expenses:			
Emergency communications:			
9-1-1 service fees	\$ 5,606,794	\$ 2,410,125	\$ 8,016,919
Personnel	3,071,406	( 296,402)	2,775,004
Lease and contractual services	4,873,104	-	4,873,104
Supplies and materials	184,541	108,782	293,323
Other fees and services	782,887	-	782,887
Depreciation	<u>1,069,582</u>	<u>( 1,069,582)</u>	<u>-</u>
Total emergency communications	<u>15,588,314</u>	<u>1,152,923</u>	<u>16,741,237</u>
General revenues:			
9-1-1 tax	14,891,088	-	14,891,088
Interest income	<u>569,479</u>	<u>-</u>	<u>569,479</u>
Total general revenues	<u>15,460,567</u>	<u>-</u>	<u>15,460,567</u>
Net change in fund balance	-	( 1,280,670)	( 1,280,670)
Change in net position	<u>( 127,747)</u>	<u>127,747</u>	<u>-</u>
Fund balance/net position:			
Beginning	<u>26,353,431</u>	<u>( 2,874,468)</u>	<u>23,478,963</u>
Prior period adjustment	<u>( 790,610)</u>	<u>-</u>	<u>( 790,610)</u>
Ending	\$ <u>25,435,074</u>	\$ <u>( 4,027,391)</u>	\$ <u>21,407,683</u>

**AFFIDAVIT**

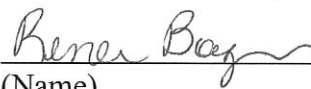
STATE OF TEXAS            )  
  )  
COUNTY OF TARRANT    )

Before me, the undersigned personally appeared the stated:

I, Shinar Haynes, Executive Director of the Tarrant County 9-1-1 Emergency Assistance District, do solemnly swear that the report of the operations and finances of the Tarrant County 9-1-1 Emergency Assistance District is a true and correct report of the activities of the District for the fiscal year ending September 30, 2019.

  
\_\_\_\_\_  
Shinar Haynes  
Executive Director

Sworn to and subscribed this 23 day of April, 2020.

  
\_\_\_\_\_  
(Name)  
Notary Public in and for the State of Texas

My Commission Expires:  
XXXX XX, 2020

