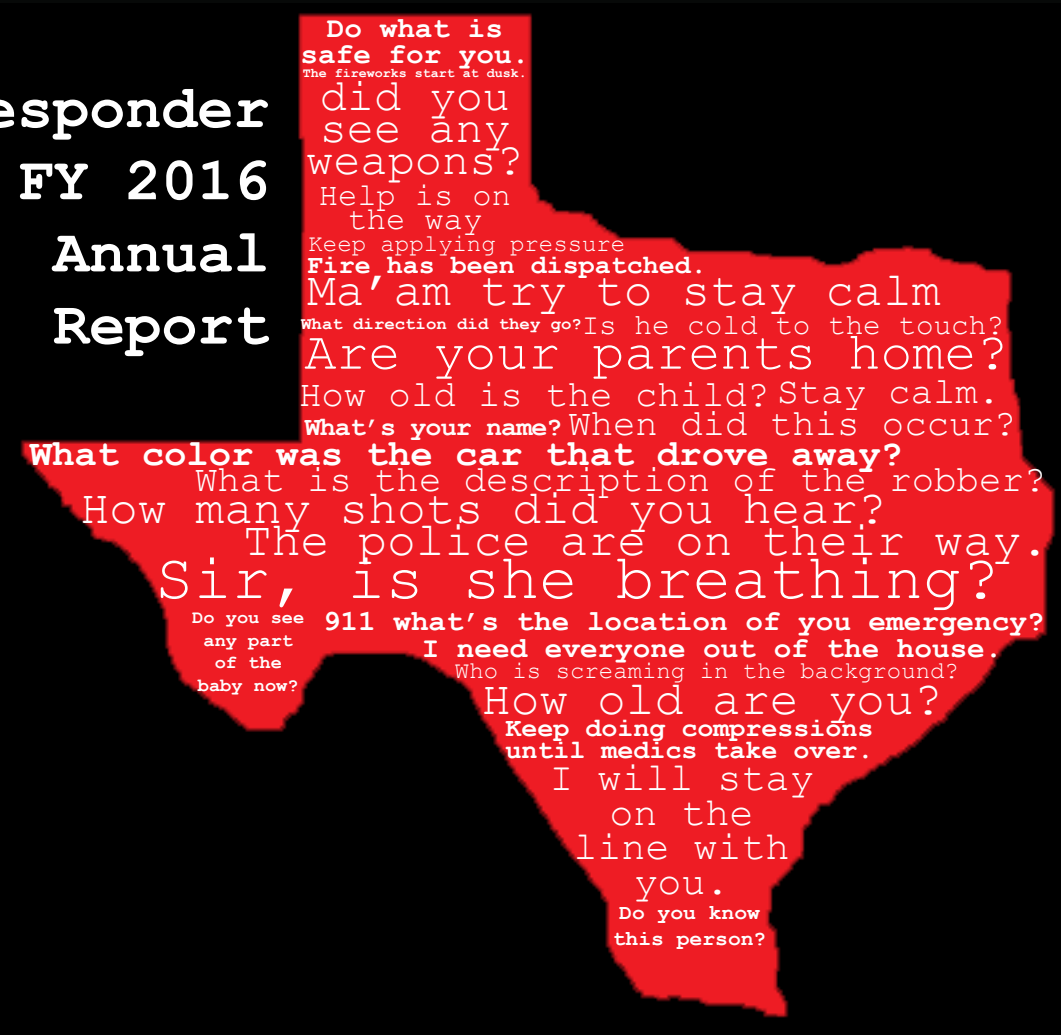


Responder
FY 2016
Annual
Report



"Striving for progress."

From the Director



Thank you for taking a few minutes to read the Annual Report of the Tarrant County 9-1-1 Emergency Assistance District. This report contains information concerning our financial position, call statistics, and our current major projects. We are also pleased to provide you a balance sheet and certification as to the use of our service fees. Once again, we have received recognition from the Government Finance Officers Association for annual financial reporting, and a clean opinion from our outside auditors.

Also, I am pleased to report that the district has sufficient cash reserves and sustainable revenue streams to meet the anticipated need in both the short and long term. As I have said many times; "We must plan today to implement technology two years from now that hasn't even been thought of yet." The same analogy applies to our finances. We have done a very good job keeping expenses down while at the same time saving for the future.

With your indulgence, I would like to utilize my brief time with you to emphasize the great cooperation we enjoy between our staff and the personnel within the public safety answering points (PSAP's) we serve. For the last eighteen years, a volunteer committee has planned and executed a variety of Telecommunicator appreciation events to honor those individuals that are the ultimate first responders. Another area where we see lots of collaboration between the district staff and the PSAP's involves public education; the district provides the supplies and the PSAP's provide volunteers for distribution.

Additionally, as you are probably aware, the district has taken on a major equipment upgrade. From the very beginning, the district involved PSAP personnel in the selection of the appropriate vendor and in planning for the future. A committee of PSAP managers has assisted in the development of special reporting capabilities that will aid each PSAP and the district as a whole in staffing and planning for the future. Dalworthington Gardens and Pantego "volunteered" to be the first office installation for this new equipment. While I would be lying if I said everything went perfectly, the cooperation of our vendors, staff and the personnel in these PSAP's certainly made the process more bearable and ultimately successful.

I look forward to the many challenges that lie ahead. Thank you, our partners in serving the citizens of the Tarrant County 9-1-1 Emergency Assistance District, for your continued support. Please do not hesitate to contact me if I may be of any assistance or answer any questions you may have.

Respectfully,

A handwritten signature in blue ink, appearing to read "GP", written over a faint, light blue outline of the state of Texas.

Greg Petrey
Executive Director

Board Members



Don Crowson
Chair
Fire Chief
City of Arlington



Rick Brunson
Vice Chair
Tarrant County
Commissioners



Richard Fregoe
Secretary
Grand Prairie
City Council
District 4



Jim Griffin
Treasurer
Mayor
City of Bedford



Rudy Jackson
Fire Chief
City of Fort Worth



Vickie Gray
City of
Fort Worth



Bruce Jolley
Assistant Police Chief
City of Irving



Adam Thorne
AT&T

Teamwork and Partnership Promote Success **By Wanda McCarley**

Teamwork and partnership were the orders of the day throughout this year. The Operations Group's ability to coordinate among the department teams, quickly pull together special project teams and partner with our customers and our peers are advantages we have come to rely on. This year was no different. Most of our projects required significant contribution from two or more departments: Technical Operations, GIS, Database/QA and Training/Public Education. In addition, teams of PSAP representatives such as our Technical Operations Advisory Committee and our Training and Education Committee played significant roles. Our neighboring jurisdictions joined us in the resolution of several issues as well. The Multi-year contract between Tarrant County 9-1-1 District and AT&T for the replacement of customer premises equipment throughout the District moved forward with changes in some significant areas of project accountability and management. The Technical Operations Department and the Training Department have worked hand in hand on this project. A primary focus of the project is the user perspective. Carrying the perspective of our customers forward into every aspect of the project has been our ongoing goal.

The GIS Department worked closely with Technical Operations on several projects including the server reallocation project. Following the retirement of our long time GIS Manager and the appointment of an acting manager, the GIS Team quickly moved forward as a team and began working with customers, partners, and other departments on a number of initiatives to achieve established goals. The Training Department partnered with several area agencies to present bigger and better classes for our police, fire, EMS and telecommunicator students. They also achieved their goal of earning their TCOLE Training Agreement. Our Training Center curriculum has expanded dramatically to cover a number of meaningful topics for improved communications center operation.

The Database/QA Department is often the hub of teamwork among the Operations Departments. When issues occur with routing or call delivery, reliable information is needed to assess, understand and address the problem. Data analysis is crucial to finding out where to begin and how to proceed with a solution. Likewise the testing program they maintain often detects issues both within our District and across District boundaries with our neighbors. Information is critical to resolution.

These are just a few examples of what was achieved through partnership and teamwork this year. Today's 9-1-1 is a multifaceted, interactive complement of technology that provides life saving service to our citizens. Watching our teams of 9-1-1 professionals work, reminds me that they also must be interactive and work together to provide solutions that work for our PSAP's. This has been the year for teamwork. This year our teams have demonstrated how well they can come together to achieve goals and provide service for our citizens and our customers.

Training

The Tarrant County 9-1-1 Training Department had a busy year with just over 100 courses offered to our PSAP personnel. Highlights of the year included receiving Contract Training Provider Status with TCOLE, four Basic Telecommunicator Licensing Courses, a two day offsite training session for trainers, and an Emotional Survival for Law Enforcement course with over 300 attendees.

After a lengthy application process and an onsite visit from TCOLE, on May 9th, 2016 the training department was awarded Contract Training Provider Status. This status allows the training department to teach and report the Basic Telecommunicator Licensing Course and to report all other training through TCLEDDS.

A total of 95 students took the Basic Telecommunicator Licensing exam in FY2015/2016. Only one student failed the licensing exam on the first attempt. That student subsequently passed the licensing exam on the third attempt. The average licensing exam score for these students was 82%.



Eighteen 9-1-1 Trainers met, in May at Texas Star Conference Center for a two day offsite training program specifically for tenured trainers. The program was titled "What's In Your Toolbox?" Participants spent the first day with J.T. Taylor completing hands on activities to increase trainer skills. The second day was taught by Tina Chaffin. Participants were given tips and tricks to use during training, and left class with a variety of training resources.

On June 1st 2016 over 300 Public Safety Professionals attended "Emotional Survival for Law Enforcement" presented by Dr. Kevin Gilmartin. The class was hosted by Tarrant County 9-1-1 District, Fort Worth PD Training Academy, and Caruth Institute. The course covers the short-term and long-term effects on law enforcement officers in both the professional and personal aspects of their lives.



The training department started an awards program in 2016. Telecommunicators receive a Stork Award when they handle a call which results in the delivery of a baby, a CPR Save Award when they give CPR instructions which result in a life saved, and an Excellence Award for actions which make a difference. There have been numerous recipients of the Stork Award, two recipients of the CPR award, and Excellence Awards were given to North Richland Hills PD, NETCOM and Grapevine PD for their support of Euless PD after an officer was killed in the line of Duty.

Wireless Phase 2 Call Testing

In 2016 Tarrant County 9-1-1 continued the extensive wireless testing program that was started in 2005. The data gathered from this testing program placed Tarrant County 9-1-1 on the leading edge of 9-1-1 agencies in the nation in gathering first hand data about wireless calls inside their territory. The fact that the percent of wireless calls has grown to over 83% emphasizes the need for current and accurate information on the location of wireless callers.

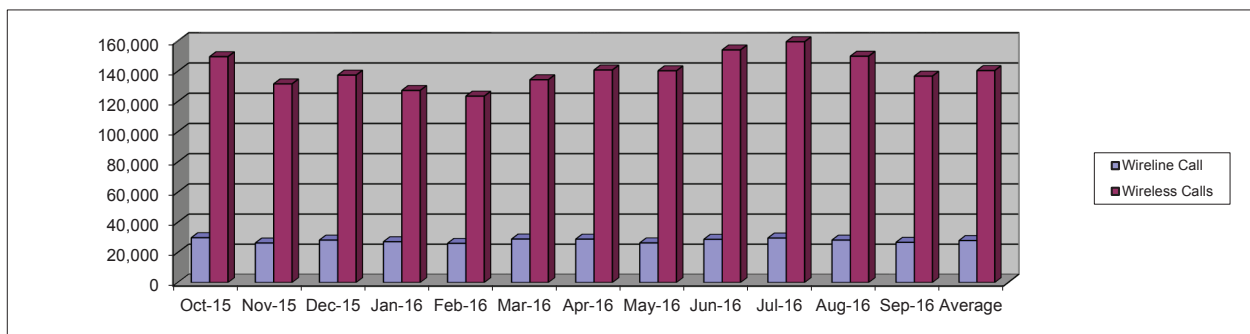
The primary objective of the testing program is to gain first hand knowledge about each of the 4 major wireless networks in order to better train the call takers how to handle wireless calls. Another objective of this Phase 2 testing is to determine if the wireless carriers are continuing to meet the FCC mandate for accuracy.

The testing program involves test calls from each of the four major wireless network phones. There are over 300 test sites throughout the Tarrant County 9-1-1 District service area. The data gathered during the testing program allowed the wireless training for the 9-1-1 call takers to be updated and greatly simplified. The training for the call takers is now based on results that are unique to Tarrant County 9-1-1. The wireless training now is based on the Where's WALDO puzzle. WALDO goes to a PSAP and makes a test call from an intersection. The call taker uses the training to locate WALDO on the map and tell WALDO the actual intersection.

Voice Over Internet Protocol (VoIP) Call Testing

In 2016 Tarrant County 9-1-1 continued to test VoIP telephone service. There are now four working VoIP telephone lines that are used to generate 9-1-1 calls. The primary objective of the testing is to gather first hand knowledge about VoIP in order to better train the call takers how to handle VoIP calls.

	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Average
Total Calls	179,447	157,930	165,681	154,461	149,598	163,338	169,709	166,669	182,832	189,148	178,176	163,510	168,375
Wireline Call	29,782	26,279	28,204	27,139	26,043	28,911	28,851	26,334	28,698	29,590	28,198	26,717	27,895
Wireless Calls	149,665	131,651	137,477	127,322	123,555	134,427	140,858	140,335	154,134	159,558	149,978	136,793	140,479
% Wireless	83.40%	83.36%	82.98%	82.43%	82.59%	82.30%	83.00%	84.20%	84.30%	84.36%	84.17%	83.66%	83.43%



AFFIDAVIT

STATE OF TEXAS)
)
COUNTY OF TARRANT)

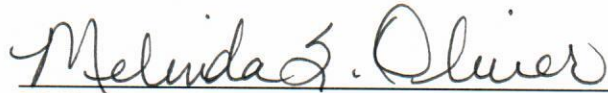
Before me, the undersigned personally appeared the stated:

I, Greg Petrey, 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, 2016.



Greg Petrey
Executive Director

Sworn to and subscribed this 9th day of March, 2017.



Melinda S. Oliver
Notary Public in and for the State of Texas

My Commission Expires:
July 18, 2019

TARRANT COUNTY 9-1-1 DISTRICT
STATEMENT OF NET POSITION
AND GOVERNMENTAL FUND BALANCE SHEET

SEPTEMBER 30, 2016

	General	Adjustments	Statement of Net Position
ASSETS			
Cash and investments	\$ 27,118,661	\$ -	\$ 27,118,661
9-1-1 tax receivable	807,995	-	807,995
Nondepreciable capital assets	-	188,602	188,602
Depreciable capital assets, net	-	1,348,026	1,348,026
Total assets	27,926,656	1,536,628	29,463,284
DEFERRED OUTFLOWS OF RESOURCES			
Deferred resources related to pensions	-	1,142,457	1,142,457
Total deferred outflows of resources	-	1,142,457	1,142,457
LIABILITIES			
Accounts payable	378,187	-	378,187
Accrued wages	19,762	-	19,762
Long-term liabilities:			
Due within one year	-	82,093	82,093
Due in more than one year	-	2,476,957	2,476,957
Total liabilities	397,949	2,559,050	2,956,999
DEFERRED INFLOWS OF RESOURCES			
Deferred resources related to pensions	-	134,905	134,905
Total deferred inflows of resources	-	134,905	134,905
FUND BALANCE/NET POSITION			
Fund balance:			
Unassigned	27,528,707	(27,528,707)	-
Total fund balance	27,528,707	(27,528,707)	-
Total liabilities and fund balance	27,926,656	-	-
Net position:			
Net investment in capital assets	-	1,536,628	1,536,628
Unrestricted	-	25,977,209	25,977,209
Total net position	\$ -	\$ 27,513,837	\$ 27,513,837

The accompanying notes are an integral part of these financial statements.

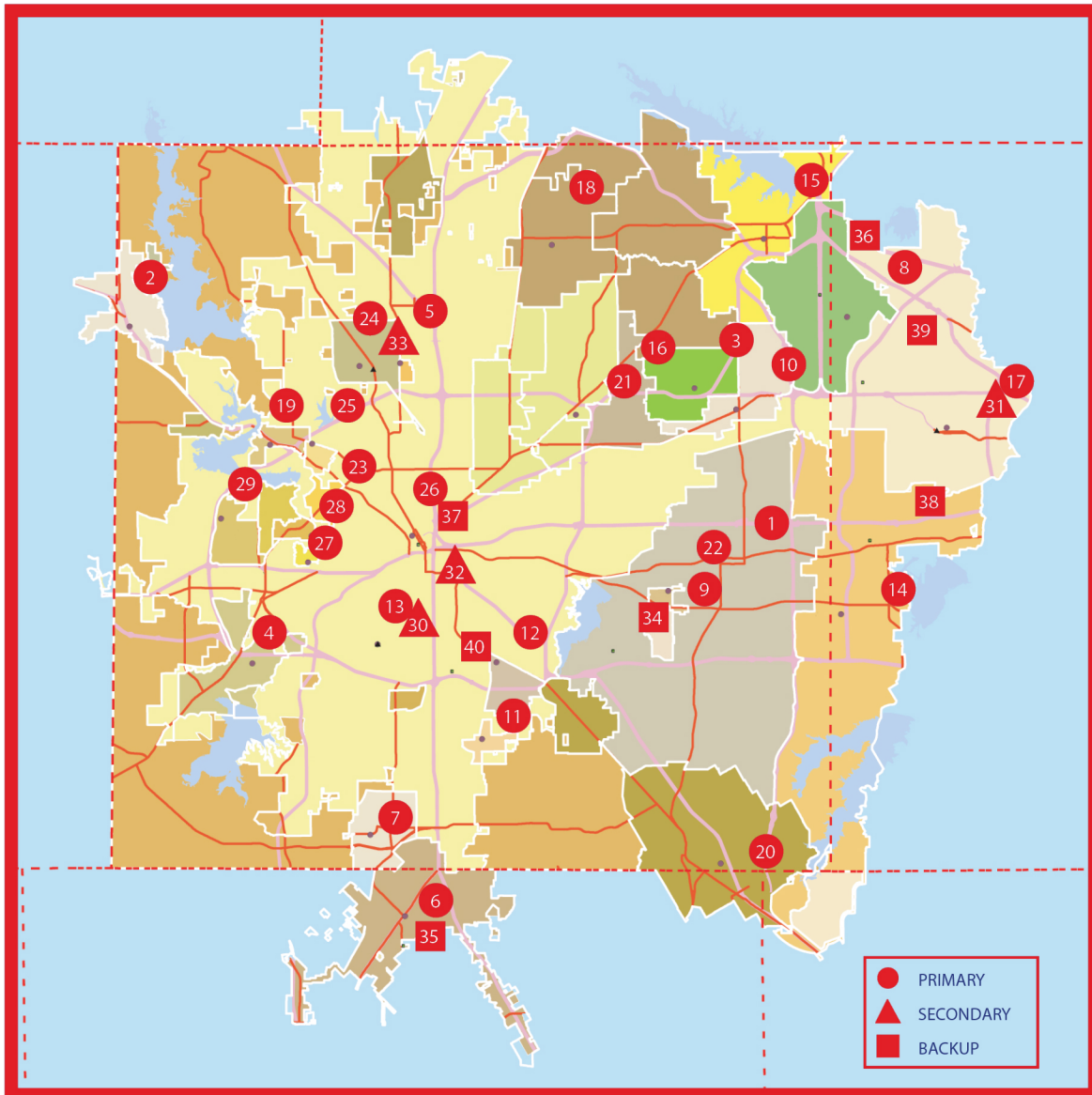
TARRANT COUNTY 9-1-1 DISTRICT
STATEMENT OF ACTIVITIES
AND GOVERNMENTAL FUND REVENUES, EXPENDITURES
AND CHANGES IN FUND BALANCES

FOR THE YEAR ENDED SEPTEMBER 30, 2016

	<u>General</u>	<u>Adjustments</u>	<u>Statement of Activities</u>
Expenditures/expenses:			
Emergency communications:			
9-1-1 service fees	\$ 5,783,855	\$ -	\$ 5,783,855
Personnel	1,964,200	266,853	2,231,053
Lease and contractual services	5,072,641	-	5,072,641
Supplies and materials	113,322	-	113,322
Other fees and services	601,391	-	601,391
Depreciation	-	861,057	861,057
Total emergency communications	<u>13,535,409</u>	<u>1,127,910</u>	<u>14,663,319</u>
Capital outlay	<u>53,951</u>	(53,951)	-
Total expenditures/expenses	<u>13,589,360</u>	<u>1,073,959</u>	<u>14,663,319</u>
General revenues:			
9-1-1 tax	14,813,587	-	14,813,587
Interest income	<u>225,278</u>	-	<u>225,278</u>
Total general revenues	<u>15,038,865</u>	<u>-</u>	<u>15,038,865</u>
Net change in fund balance	1,449,505	(1,449,505)	-
Change in net position	<u>-</u>	<u>375,546</u>	<u>375,546</u>
Fund balance/net position:			
Beginning	<u>26,079,202</u>	<u>1,059,089</u>	<u>27,138,291</u>
Ending	<u>\$ 27,528,707</u>	<u>\$(14,870)</u>	<u>\$ 27,513,837</u>

The accompanying notes are an integral part of these financial statements.

PSAP LOCATIONS



PRIMARY PSAPS

- | | |
|---------------------------|------------------------------------|
| 1. ARLINGTON | 14. GRAND PRAIRIE |
| 2. AZLE | 15. GRAPEVINE |
| 3. BEDFORD | 16. HURST |
| 4. BENBROOK | 17. IRVING POLICE |
| 5. BLUE MOUND | 18. NETCOM |
| 6. BURLESON | 19. LAKE WORTH |
| 7. CROWLEY | 20. MANSFIELD /KENNEDALE |
| 8. DFW AIRPORT | 21. NORTH RICHLAND HILLS(COMBINED) |
| 9. DALWORTHINGTON GARDENS | 22. PANTEGO |
| 10. EULESS | 23. RIVER OAKS |
| 11. EVERMAN | 24. SAGINAW |
| 12. FOREST HILL | 25. SANSOM PARK |
| 13. FORT WORTH POLICE | 26. TARRANT COUNTY SHERIFF OFFICE |

- | |
|-----------------------------|
| 27. WESTOVER HILLS |
| 28. WESTWORTH VILLAGE |
| 29. WHITE SETTLEMENT POLICE |

SECONDARY PSAPS

- | |
|-------------------------------|
| 30. FORT WORTH FIRE DEPT |
| 31. IRVING FIRE DEPT |
| 32. MEDSTAR |
| 33. TARRANT COUNTY FIRE ALARM |

BACKUP PSAPS

- | |
|--------------------------------------------------------------------------|
| 34. ARLINGTON PD BACKUP |
| 35. BURLESON BACKUP |
| 36. DFW AIRPORT DPS BACKUP |
| 37. FORT WORTH FIRE BACKUP
FORT WORTH POLICE BACKUP
MEDSTAR BACKUP |
| 38. GRANDPRAIRIE EOC |
| 39. IRVING POLICE /FIRE BACKUP |
| 40. REGIONAL BACKUP SOUTH |