

# 2022 ANNUAL REPORT

WHEN SECONDS COUNT

DIAL **9-1-1**

Three square icons are positioned below the word 'DIAL'. From left to right: a red square with a white flame icon, a gold square with a white six-pointed star icon, and a blue square with a white Star of Life icon.

TARRANT COUNTY 9-1-1 DISTRICT

# MISSION

*The Tarrant County 9-1-1 District will continuously provide reliable, accurate, responsive, and effective emergency communication networks and services to our member jurisdictions, ensuring the protection of life and property for citizens in our community.*

**WHEN SECONDS COUNT**

# From the Executive Director

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The Annual Comprehensive Financial Report of the Tarrant County 9-1-1 Emergency Assistance District (TC9-1-1 or District) for the fiscal year ended September 30, 2022, is hereby submitted. The report was prepared by the District's Chief Financial Officer and audited by Pattillo, Brown & Hill L.L.P., Certified Public Accountants. To the best of our knowledge and belief, the enclosed data is accurate in all material respects and is organized in a manner designed to fairly present the financial position and results of operations of the District as measured by the financial activity of its General Fund. This disclosure enables the reader to gain the maximum understanding of the District's financial affairs.

The Annual Comprehensive Financial Report (ACFR) is the foundation and the means for the TC9-1-1 team to live our mission and share our values. Our goal is to provide reliable, accurate, responsive, and effective emergency assistance to our member jurisdictions that exemplify our motto, "When Seconds Count."

Welcome to our world,

A handwritten signature in blue ink that reads "S Decker". The signature is fluid and cursive, with the first letter "S" being particularly large and stylized.

Sherry Decker  
Executive Director  
Tarrant County 9-1-1 Emergency Assistance District

# Board of Managers

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The District is governed by an eight-member Board of Managers comprised of two members appointed by the City of Fort Worth and one appointed by the Tarrant County Commissioners Court, City of Arlington, City of Grand Prairie, City of Irving, and the Tarrant County Mayors' Council. One non-voting member represents the major service supplier.



**Don Crowson – Chair**  
City of Arlington



**Rick Brunson – Vice Chair**  
Tarrant County Commissioners Court



**Jim Davis**  
City of Fort Worth



**Julie Swearingin**  
City of Fort Worth



**Aubry Insko**  
City of Grand Prairie



**Darren Steele**  
City of Irving



**Ray Richardson**  
Mayors' Council



**Robert Brooks**  
AT&T

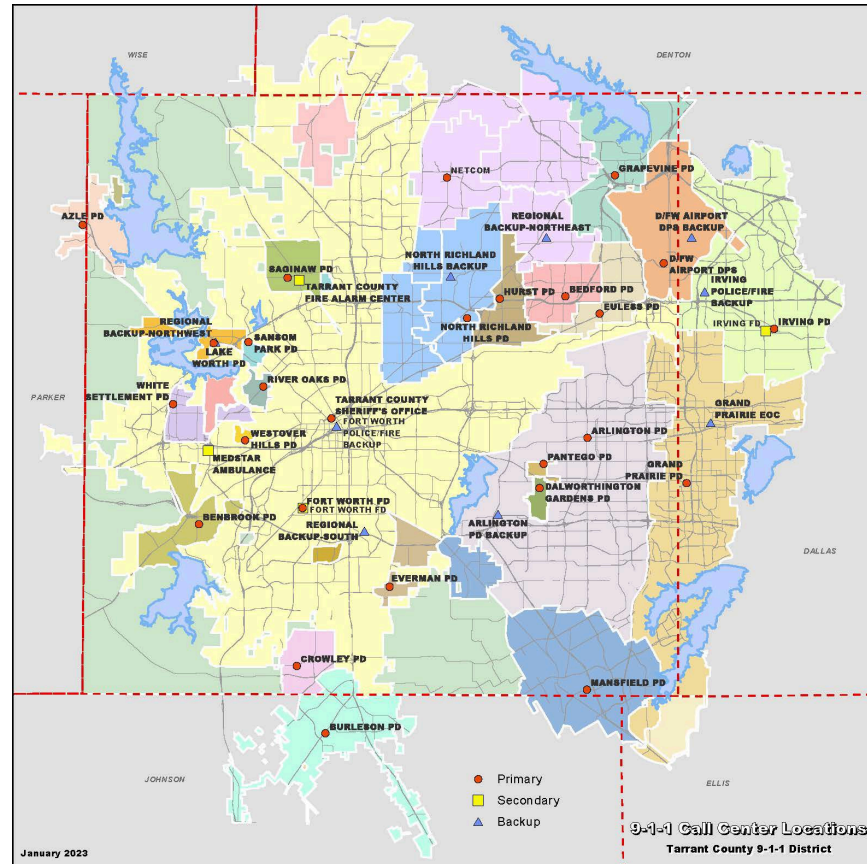
# 9-1-1 Service Area

## 39 Public Safety Answering (PSAPs)

- 27 Primary
- 4 Secondary (Fire & EMS)
- 8 Backup

## 40 Member Entities

- 38 Member Cities
- Unincorporated Tarrant County
- Dallas/Fort Worth Airport



# District Call Volume

Month/Year	Wireless	Wireless %	Landline	Landline %	VoIP	VoIP %	Total Calls	Text
October, 2021	163,767	88.62%	12,863	6.96%	8,165	4.42%	184,795	596
November, 2021	147,120	88.08%	12,230	7.32%	7,676	4.60%	167,026	492
December, 2021	95,092	88.01%	7,961	7.37%	4,992	4.62%	108,045	493
January, 2022	147,073	89.19%	9,424	5.71%	8,403	5.10%	164,900	448
February, 2022	130,185	89.20%	7,290	4.99%	8,471	5.80%	145,946	323
March, 2022	147,798	88.99%	8,832	5.32%	9,454	5.69%	166,084	380
April, 2022	150,756	89.23%	8,358	4.95%	9,834	5.82%	168,948	430
May, 2022	157,762	89.06%	9,050	5.11%	10,331	5.83%	177,143	556
June, 2022	150,057	89.14%	8,649	5.14%	9,632	5.72%	168,338	473
July, 2022	162,494	89.42%	9,162	5.04%	10,062	5.54%	181,718	531
August, 2022	153,332	88.70%	8,953	5.18%	10,572	6.12%	172,857	565
September, 2022	148,790	88.68%	7,998	4.77%	10,987	6.55%	167,775	552
<b>Total</b>	<b>1,754,226</b>	<b>88.89%</b>	<b>110,770</b>	<b>5.61%</b>	<b>108,579</b>	<b>5.50%</b>	<b>1,973,575</b>	<b>5,839</b>



# Support Services

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The **Support Services Team** strives for quality communications and support of the PSAPs throughout the District. The team's goal is to serve as an advocate and liaison between TC9-1-1 and the PSAPs by providing public education and awareness, training, and licensing of Telecommunicators, and quality assurance.

## 2022 Accomplishments:

- Trained 377 students via in-person and eLearning courses.
- Licensed 58 Telecommunicators meeting TCOLE mandates.
- Public Education Awareness:
  - 8,446 people reached at community events.
  - 539,271 social media reach and impressions.



# Geographic Information System (GIS)

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The 9-1-1 **GIS Team** ensures accurate and precise GIS data is used throughout the District. The GIS Team 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.

## 2022 Accomplishments:

- Upgraded GIS servers, server architecture, and supporting systems, which is the final phase of the GIS Department's hardware refresh.
- Implemented a geo-diverse GIS server replication environment.
- Continued development and refinement for a Z-axis application, a joint project/effort with Bexar Metro 9-1-1.
- Maintained a 99.5% accuracy match rate between Automatic Location Identification (ALI) and GIS.





# Technical Operations

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The **Technical Operations Team** is responsible for verifying all Customer Handling Equipment (CHE) is performing as designed for member agencies and provides 24/7 support. This includes testing and deploying new software versions and 9-1-1 call handling offerings. Additional activities include equipment moves, renovations, and backup power infrastructure. The team has focused on fine-tuning the Vesta ecosystem as well as preparing for migration to NG9-1-1 and how it will affect our PSAPs.

## 2022 Accomplishments:

- Implemented Automatic Abandoned Callback and Queue Selector products at Fort Worth PD/FD to assist in optimizing PSAP workload during extreme fluctuations in call volume. This involved significant staff planning, testing, and implementation time to minimize issues during implementation. This was done with a short turnaround to accommodate challenges with staffing.
- Location Accuracy Testing was completed throughout Tarrant County. 97% of all wireless test calls were accurate within 50 meters of the X, Y location, improving from 150-meter accuracy in previous years. This far exceeds what TC9-1-1 has seen in the past and exceeds the requirements for wireless carriers by the FCC.
- Initiated design approach for NG9-1-1 implementation, including technical, operational, and financial aspects.



# Technology – Administrative IT

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The **Administrative IT Team** supports the technology for District staff by providing approximately 50 laptops, 40 physical and virtual servers, as well as routers, switches, firewalls, and other office infrastructure. The IT Team keeps the administrative environment safe by applying critical fixes and updates, incremental data backups, and disaster recovery. IT staff maintains multiple admin networks, Wi-Fi, VLANs, and WAN connectivity at multiple locations, including email, and provides VPN access for remote staff.

## 2022 Accomplishments:

- Completion of disaster recovery project to increase disaster recovery reliability.
- Migration of cellphones, laptops, and tablets to a new Mobile Device Management solution.
- Implementation of a secure Remote-Access platform for the support of servers and workstations.
- Wi-Fi segregation for work, mobile, and guest access.
- Completed National Cybersecurity Review (NCSR) self-assessment.
- Raised the Active Directory Domain and Forest Level, providing additional features and security.



# Technology – PSAP Network

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The **PSAP Network Team** monitors over 200 routers, switches, firewalls, and gateways at 40+ PSAPs and their traffic. The team receives and responds to PSAP network and CHE alerts on issues and outages 24/7/365. They design, implement, test, and troubleshoot the PSAP network that carries 9-1-1 traffic, monitor trends, and track anomalies in the PSAP network to identify potential issues proactively. Technicians research issues and analyze data provided by Syslog, SNMP traps, traffic patterns, circuit utilization, LTE triggers, temperature alerts, and packet captures to determine root causes, prevent outages, and keep PSAPs online.

## 2022 Accomplishments:

- PSAP IP network upgrade - including all routers and completely redesigned network infrastructure.
- Centralized Automated Message Accounting (CAMA) over T-1 facilities migration for all host sites.
- FirstNet implementation for wireless failover at all PSAPs.
- Network monitoring solution platform upgrade.
- i3 Logger configuration for multiple PSAPs.
- Assisted with multiple PSAP consolidations.



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

STATEMENT OF NET POSITION  
AND GOVERNMENTAL FUND BALANCE SHEET

SEPTEMBER 30, 2022

	Statement of Net Position	Adjustments	General
<b>ASSETS</b>			
Cash and investments	\$ 19,811,772	\$ -	\$ 19,811,772
9-1-1 service fees receivable	1,506,143	-	1,506,143
Prepaid items	766,221	-	766,221
Nondepreciable capital assets	188,602	( 188,602)	-
Depreciable capital assets, net	7,186,688	( 7,186,688)	-
Net pension asset	<u>2,116,301</u>	<u>( 2,116,301)</u>	<u>-</u>
Total assets	<u>31,575,727</u>	<u>( 9,491,591)</u>	<u>22,084,136</u>
<b>DEFERRED OUTFLOWS OF RESOURCES</b>			
Related to pensions	<u>751,160</u>	<u>( 751,160)</u>	<u>-</u>
Total deferred outflows of resources	<u>751,160</u>	<u>( 751,160)</u>	<u>-</u>
<b>LIABILITIES</b>			
Accounts payable	282,213	-	282,213
Accrued wages	60,752	-	60,752
Long-term liabilities:			
Due within one year-compensated absences	55,281	( 55,281)	-
Due in more than one year:			
Compensated absences	<u>165,842</u>	<u>( 165,842)</u>	<u>-</u>
Total liabilities	<u>564,088</u>	<u>( 221,123)</u>	<u>342,965</u>
<b>DEFERRED INFLOWS OF RESOURCES</b>			
Related to pensions	<u>1,842,780</u>	<u>( 1,842,780)</u>	<u>-</u>
Total deferred inflows of resources	<u>1,842,780</u>	<u>( 1,842,780)</u>	<u>-</u>
<b>FUND BALANCE/NET POSITION</b>			
Fund balance:			
Nonspendable - prepaid items	-	766,221	766,221
Unassigned	<u>-</u>	<u>20,974,950</u>	<u>20,974,950</u>
Total fund balance	<u>-</u>	<u>21,741,171</u>	<u>21,741,171</u>
Total liabilities, deferred inflows and fund balance	<u>-</u>	<u>-</u>	<u>22,084,136</u>
Net position:			
Net investment in capital assets	7,375,290	( 7,375,290)	-
Unrestricted	<u>22,544,729</u>	<u>( 22,544,729)</u>	<u>-</u>
Total net position	<u>\$ 29,920,019</u>	<u>\$( 29,920,019)</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, 2022

	<u>Statement of Activities</u>	<u>Adjustments</u>	<u>General</u>
Expenditures/expenses:			
Emergency communications:			
9-1-1 service fees	\$ 5,763,755	\$ 1,350,007	\$ 7,113,762
Personnel	3,091,668	456,230	3,547,898
Lease and contractual services	3,931,922	-	3,931,922
Supplies and materials	280,677	33,449	314,126
Other fees and services	606,149	-	606,149
Depreciation	<u>2,847,411</u>	<u>( 2,847,411)</u>	<u>-</u>
Total emergency communications	<u>16,521,582</u>	<u>( 1,007,725)</u>	<u>15,513,857</u>
General revenues:			
9-1-1 service fees	19,462,201	-	19,462,201
Interest income	<u>94,796</u>	<u>-</u>	<u>94,796</u>
Total general revenues	<u>19,556,997</u>	<u>-</u>	<u>19,556,997</u>
Change in fund balance	-	4,043,140	4,043,140
Change in net position	<u>3,035,415</u>	<u>( 3,035,415)</u>	<u>-</u>
Fund balance/net position:			
Beginning	<u>26,884,604</u>	<u>( 9,186,573)</u>	<u>17,698,031</u>
Ending	\$ <u>29,920,019</u>	\$ <u>( 8,178,848)</u>	\$ <u>21,741,171</u>



Government Finance Officers Association

Certificate of  
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in Financial  
Reporting

Presented to

**Tarrant County 9-1-1 District  
Texas**

For its Annual Comprehensive  
Financial Report  
For the Fiscal Year Ended

September 30, 2021

*Christopher P. Morill*

Executive Director/CEO



GOVERNMENT FINANCE OFFICERS ASSOCIATION  
**NEWS RELEASE**

**FOR IMMEDIATE RELEASE**

1/20/2023

**For more information contact:**  
**Michele Mark Levine, Director/TSC**  
**Phone: (312) 977-9700**  
**Fax: (312) 977-4806**  
**Email: [mlevine@gfoa.org](mailto:mlevine@gfoa.org)**

(Chicago, Illinois)—Government Finance Officers Association of the United States and Canada (GFOA) has awarded the Certificate of Achievement for Excellence in Financial Reporting to **Tarrant County 9-1-1 District** for its annual comprehensive financial report for the fiscal year ended September 30, 2021. The report has been judged by an impartial panel to meet the high standards of the program, which includes demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story and motivate potential users and user groups to read the report.

The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

*Government Finance Officers Association (GFOA) advances excellence in government finance by providing best practices, professional development, resources, and practical research for more than 21,000 members and the communities they serve.*

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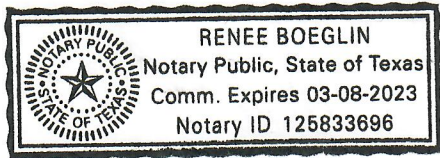
State of Texas  
County of Tarrant

I, Sherry Decker, Executive Director of the Tarrant County 9-1-1 Emergency Assistance District (District), do solemnly swear (or affirm) that the report of the operations and financials of the District is a true and accurate report of the activities of the District for the fiscal year ended September 30, 2022.



Sherry Decker  
Executive Director

Sworn to and subscribed before me this 24 day of February, 2023.



Renee Boeglin  
Notary Public, State of Texas