

2020

ANNUAL REPORT



TARRANT COUNTY 9-1-1 DISTRICT



FROM THE EXECUTIVE DIRECTOR



The 2020 annual report of the Tarrant County 9-1-1 District is full of great successes despite challenging circumstances. It was the first full year of the restructured organization, and we were able to complete the various task and reach necessary milestones. The team's efforts highlight the District's recognition that it must provide levels of service worthy of the trust given by our stakeholders and create further opportunities for consistent, meaningful, and creative training programs.

The fiscal year started with completing the call processing equipment upgrade and the initiation of the Text to 9-1-1 integration. Mid-Year we confronted the COVID-19 challenge with practicality and efficiency. Every position was able to transfer responsibilities to home offices allowing for continuity of operations. The District provided the back-up centers for our partner agencies to disinfect their primary location and distance staff when needed. The District's redundancy, resiliency, and continuity of operations were all tested this year. The team met these challenges and continued to upgrade administrative and 9-1-1 networks to face whatever lies ahead. While following the Centers for Disease Controls guidance, we provided meaningful training opportunities and public education activities.

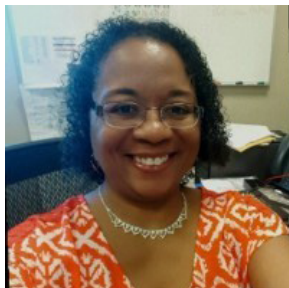
MISSION

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.

As an agency, we continue to analyze our position in the public safety cycle and our responsibilities to our stakeholders. Our Objectives remain to

- **Ensure availability of the 9-1-1 system** to all persons and entities within the Tarrant County 9-1-1 District.
- **Provide continuous improvement of systems and services** through research and implementation of industry "best practices."
- **Enhance public education and awareness** of available and future 9-1-1 services.
- To **provide leadership** in the areas of legislation, regulation, and technology.
- **Advise, inform, and educate Telecommunicators** (and other public safety personnel) to ensure adherence to federal and state emergency communications laws and requirements.

As a leader, I continue to believe "The task of leadership is to create an alignment of strengths in ways that make weaknesses irrelevant." Peter Drucker. This is the perspective I bring as a leader in our industry. More changes are headed our way, and we appreciate the continued confidence bestowed upon us and look forward to serving you in the future!



Shinar Haynes MBA, RPL, CPE
Executive Director



BOARD OF MANAGERS



Don Crowson
Chair
Fire Chief
City of Arlington



Rick Brunson
Vice Chair
Tarrant County
Commissioners



Aubry Insko
Treasurer
City of Grand
Prairie



Doug Hooten
CEO, Medstar
Mobile Healthcare



Jeff Spivey
Police Chief
City of Irving



Jim Davis
City of Fort Worth
Fire Chief



Brian Johnson
City of Kennedale
Mayor



Robert Brooks
Secretary
AT&T

TECHNICAL OPERATIONS



Many people and organizations started 2020 with extraordinary goals and plans that under "normal circumstances" were entirely reasonable and attainable. However, within a couple of months, these achievable goals seemed to start slipping away. As with most challenges we run across, we were forced to adapt to the environment. The technical division quickly found new ways to meet challenges through creative means. We reprioritized projects and quickly found ways to keep activities moving in the right direction. One of the results was a much better way to work with each other and the agencies we support when everyone is remote.

Under normal circumstances, our Systems Support team spends much of their time in 9-1-1 communication centers to meet with agency managers to implement projects and work through initiatives. Working with our agencies, vendors, service providers, and technicians remotely, the Support team was able to keep an active level of progress on planned initiatives. This year the team found new ways to make success happen. The beginning of the year saw the completion of the multi-year call processing equipment upgrade to the more than 300 9-1-1 positions in the communication centers. Most notably, implementing Text-to-9-1-1 within our PSAPs was a project planned during the prior year to bring to the District effectively. They were able to get text traffic into our network and then test and train before releasing the ability to 9-1-1 centers. Additional activities included expanded reporting capabilities, improving and enhancing the 9-1-1 mapping solution, and numerous projects for new recorder integrations, power system upgrades, and telephony activities. In preparation for next year's plans, we've been developing and testing solutions to help telecommunicators determine wireless callers' elevation.

Once our Geographic Information Systems (GIS) team understood elevation information was to support 9-1-1, they were excited to jump into a new challenge. For decades, our GIS team has been diligently building and maintaining the map data for 9-1-1 use and working with cities to ensure we have the best accuracy possible. With the future ability to bring elevation (or Z-axis) data into 9-1-1, the development team has been working on several plans to turn this raw metric data into something usable by 9-1-1 telecommunicators. The map data was also critical when it was time to implement wireless Location-Based Routing for one of our wireless carriers. This seemingly slight change to 9-1-1 routing has reduced transfers of 9-1-1 calls by over 40%. This change will have the effect of saving roughly 5,000,000 seconds annually of emergency call time during transfers. The GIS team continues to also work on sub-addressing for unique structures, digitize the ever-growing number of streets and enhance the imagery used for 9-1-1.



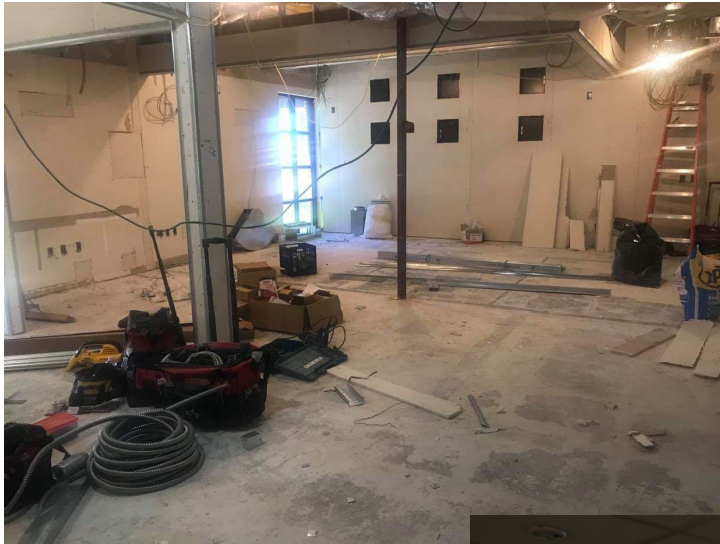
Aerial view of Texas Motor
Speedway



TECHNICAL OPERATIONS



Supporting all divisions and departments, our IT team has been incredibly active in moving projects forward and creating ways for our organization to be just as effective remotely as in the office. The team launched a technical redesign on the District's technical infrastructure just as remote working became a requirement. Existing plans were quickly modified to expand the scope of remote users during critical system upgrades, and the result was a far superior level of technology and security.



Construction on the Network Operations Center at Tarrant County 9-1-1 District (2020)

Completed construction on the Network Operations Center at Tarrant County 9-1-1 District (2020)



The IT and Network departments also completed the new Network Operations Center's construction to monitor activities and events District-wide. The Network team has been moving forward on projects related to 9-1-1 enhanced security and expanding fault tolerance and reliability of the 9-1-1 network in the form of contingency efforts. They have spent time planning for the following year's activities to further enhance and develop the network for higher availability and future requirements.



SUPPORT SERVICES



This has been a significant year for members of the Support Service Teams. There is a multitude of accomplishments to highlight that each team member played a role in. While several activities were canceled due to COVID-19, this did not discourage members from staying active on webinars, online conferences, and standards development organizations such as APCO, ESIF, and NENA. Not to say there were not any challenges along the way. Due to their job's nature, some teams had to develop creative ways to stay engaged.

The District has been moving toward a paperless workflow with the assistance of the cloud-based platform called Quick Base. Quick Base is a low-code customizable program that allows for innovative problem-solving solutions to our unique work environment. Since this is cloud-based, users can access the applicable application from anywhere, including cell phones. There are currently fourteen applications in use for day-to-day operations. Several have been created during this fiscal year to enhance inter-office workflow and data analysis. Our Operations Support Team continues to evaluate and develop new applications that support all District employees to increase productivity and efficiency.

The District's Training Team saw many advances in bringing standard-based, best practices and broad-spectrum training to the District this fiscal year. Despite challenges due to COVID-19, the team reached 828 students via in-person or through Talent, our online Learning Management Software. The team completing several projects that started in the previous year: The Paperless Project was initiated to cut down on paper use. Tablets were provided to students with applicable documents for the course they were attending. This not only was a cost-saving but also helped with the environment. The Audio/Visual Upgrade project was also completed during this fiscal year. This upgrade included updating the sound and visual quality and updating the furniture (tables & chairs). The Peer Support Group that was started in 2019 now boasts twenty CISM trained members. The Training team submitted and received TCOLE Course ID numbers for several courses they developed.





SUPPORT SERVICES



The Public Education department’s fiscal year started pretty solid with a few usual events and first-timers. The department’s presence at the annual Stock Show and Row continued with Hank FM – the first-ever Stock Show and Rodeo Ticket hit with Hank FM & The Ranch was presented at stores around the county. The department had the opportunity to highlight a kid hero, attend three elementary school open houses, and complete a presentation via Zoom to two university communications classes. Also, during this fiscal year, the birth of the Sally Car occurred.



The department is excited to have this “education on wheels” presented at events around the county. Then COVID-19 hit. The Public Education department had to come up with unique ways to interact with and educate the public. Born were the 30 seconds of 9-1-1 education with Abigail videos. This provided education to the public every week on various 9-1-1 related topics. The department arranged Cell Phone Sally home visits to home-schooled children. Cell Phone Sally also brought smiles to residents with a neighborhood Cell Phone Sally parade. The department’s other events were an open house drive-thru in Euless, a drive-up back-to-school round-up, a drive-thru festival of lights in Grapevine, Sunset live event following CDC guidelines, and a Halloween Edition of Sunset live also following CDC guidelines. Though several things had to be canceled, the department was still able to acknowledge retirements in the district, award the Telecommunicator of the Year, and give a stork award. COVID-19 has not stopped the department from coming up with creative ways of reaching the public. Out of this came other engagement opportunities: involving the district’s communication centers in a food drive for Girls Inc and a Text-to 9-1-1 campaign that included City of Fort Worth bus and bench ads and movie theatre video ad. The Public Education department was instrumental in organizing the district’s participation in TRWD’s Trash Bash event. This event was not only a great team-building exercise for district staff, but it also allowed staff to be a part of cleaning up an area in the community.

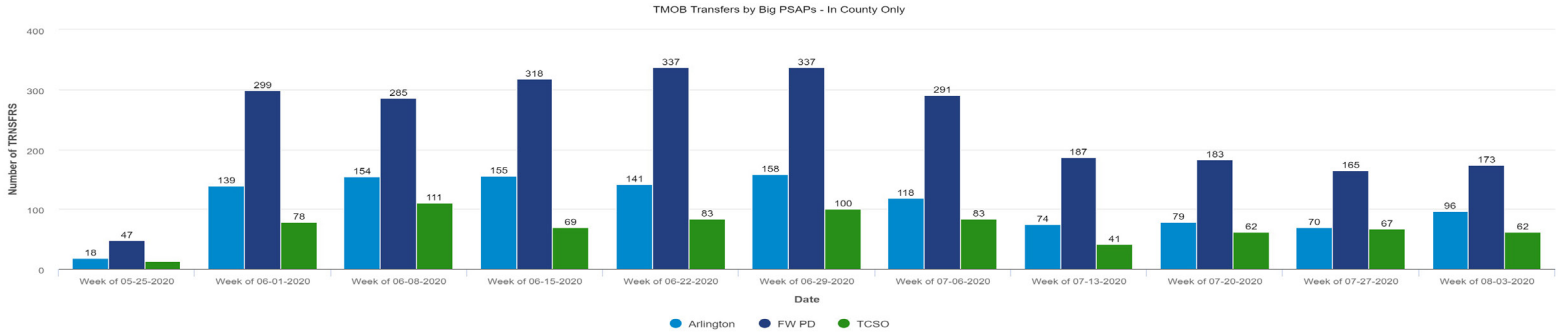




SUPPORT SERVICES



The District supports voice calling for all Wireline, Wireless, and VoIP (Voice over Internet Protocol) service providers. During the 2020 fiscal year, wireless calls accounted for more than 86% of our total 911 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.

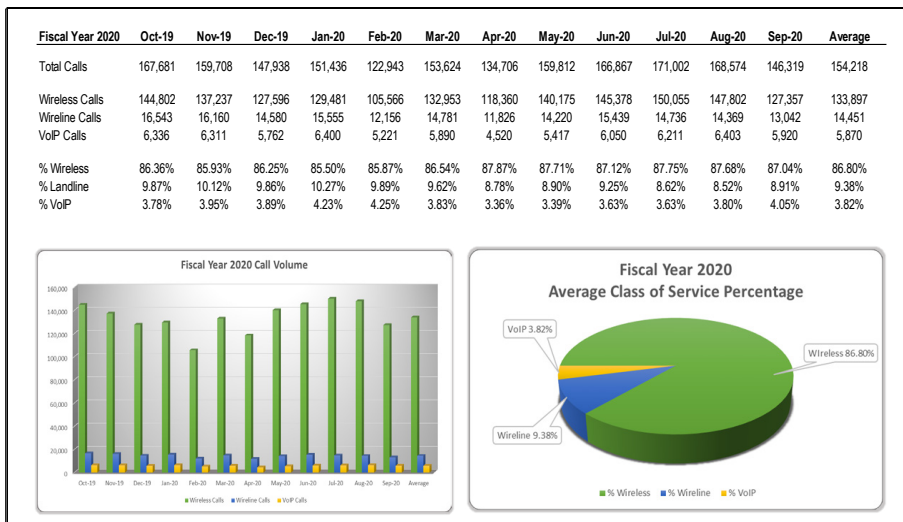


The District began an extensive wireless 911 testing program in 2005, evolving as wireless technologies change and demand increases. During this fiscal year, our Operations Support and Telephony Team expanded our Wireless Testing Program and our Telephony Application on our Quick Base Platform to include 911Bs, Outdoor Wireless Tests, and Indoor Wireless Tests, RapidSOS Tests, Transfers, and Audits of the Wireless Carrier Cell Tower Data.

The data gathered from the Wireless Testing Program provides us with wireless carrier accuracy information and provides our District with information for dealing automatically with real-time call routing and delivery problems and troubleshooting all wireless voice and data issues.

Staff from GIS, Operations Support, and Telephony Teams participated as the Pilot for T-Mobile's Location-Based Routing technology (LBR.) This new technology routes wireless 911 calls directly to the correct PSAP based on information about the caller's location instead of the cell tower's location. This often prevents the 911 call from being answered by a jurisdiction that must then transfer the call to the jurisdiction and PSAP that serves the caller's location, ultimately delaying the first responder's ability to reach the scene of the emergency.

- Tarrant County 911 District confirmed the Location-Based Routing technology reduced transfers in our District by 39% for T-Mobile subscribers.

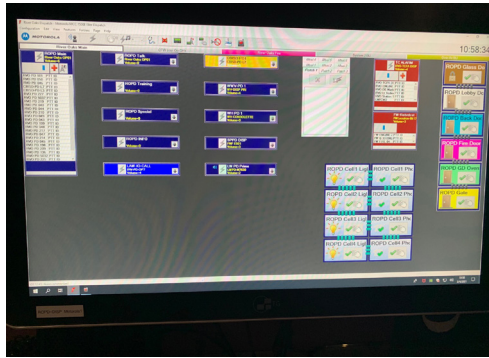




INTEROPERABILITY



The Interoperability department has accomplished multiple projects over the fiscal year 20-21, including managing the PSAP and Radio Interoperability Programs and providing 24-hour type chairs for numerous agencies to replace their worn chairs. A cache of Motorola APX6000 portable radios was purchased and programmed in the event of a large-scale incident in Tarrant County. These radios can also be used for the District COOP plan, training new dispatchers, and having already been used as another way to contact our PSAP's during outage events (this year's winter storm Uri). Another major project completed this year was the purchase and installation of MCC7500e Dispatch Consoles with all the backroom equipment for Crowley and River Oaks. These new Dispatch Consoles allow the cities to be on a digital system with interoperability capabilities on the North Texas Interoperable Radio Network (NTIRN).



Along with radios' purchase for River Oaks and Crowley, the District has started installing radios to the three Regional Back-Up sites throughout the District. These back-up sites will provide our PSAP's the ability to vacate their current areas and deploy to these sites. The RBU's will also allow the PSAP's staff to increase their operations from their current location and have other dispatchers work from a back-up site with the same functionality on the Vesta phone system and the Motorola MCC7500e Dispatch Consoles. Completion of these sites is projected for late 2021. Finally, due to COVID-19, the Interoperability department requested the purchase of 2 HaloFogger systems to keep the District safe, disinfected, and sanitized as much as possible for its students, visitors and staff. These foggers are safe for use around technology equipment and can be deployed to any PSAP in our District for disinfection and sanitation purposes.



TARRANT COUNTY 9-1-1 DISTRICT

STATEMENT OF NET POSITION
AND GOVERNMENTAL FUND BALANCE SHEET

SEPTEMBER 30, 2020

	<u>Statement of Net Position</u>	<u>Adjustments</u>	<u>General</u>
ASSETS			
Cash and investments	\$ 16,747,451	\$ -	\$ 16,747,451
9-1-1 tax receivable	1,001,670	-	1,001,670
Due from other governments	653,458	-	653,458
Prepaid items	60,216	-	60,216
Nondepreciable capital assets	188,602	(188,602)	-
Depreciable capital assets, net	<u>7,639,986</u>	<u>(7,639,986)</u>	<u>-</u>
Total assets	<u>26,291,383</u>	<u>(7,828,588)</u>	<u>18,462,795</u>
DEFERRED OUTFLOWS OF RESOURCES			
Related to pensions	<u>273,163</u>	<u>(273,163)</u>	<u>-</u>
Total deferred outflows of resources	<u>273,163</u>	<u>(273,163)</u>	<u>-</u>
LIABILITIES			
Accounts payable	505,951	-	505,951
Accrued wages	32,842	-	32,842
Long-term liabilities:			
Due within one year-compensated absences	36,973	(36,973)	-
Due in more than one year:			
Compensated absences	110,919	(110,919)	-
Net pension liability	<u>2,318,324</u>	<u>(2,318,324)</u>	<u>-</u>
Total liabilities	<u>3,005,009</u>	<u>(2,466,216)</u>	<u>538,793</u>
DEFERRED INFLOWS OF RESOURCES			
Related to pensions	490,521	(490,521)	-
Unavailable revenue - grants	<u>-</u>	<u>653,458</u>	<u>653,458</u>
Total deferred inflows of resources	<u>490,521</u>	<u>162,937</u>	<u>653,458</u>
FUND BALANCE/NET POSITION			
Fund balance:			
Nonspendable - prepaid items	-	60,216	60,216
Assigned - subsequent year's appropriation of fund balance	-	8,010,855	8,010,855
Unassigned	<u>-</u>	<u>9,199,473</u>	<u>9,199,473</u>
Total fund balance	<u>-</u>	<u>17,270,544</u>	<u>17,270,544</u>
Total liabilities, deferred inflows and fund balance	<u>-</u>	<u>-</u>	<u>18,462,795</u>
Net position:			
Net investment in capital assets	7,828,588	(7,828,588)	-
Unrestricted	<u>15,240,428</u>	<u>(15,240,428)</u>	<u>-</u>
Total net position	<u>\$ 23,069,016</u>	<u>\$(23,069,016)</u>	<u>\$ -</u>

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, 2020

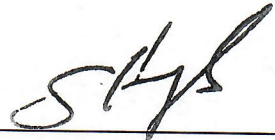
	<u>Statement of Activities</u>	<u>Adjustments</u>	<u>General</u>
Expenditures/expenses:			
Emergency communications:			
9-1-1 service fees	\$ 6,445,141	\$ 2,518,190	\$ 8,963,331
Personnel	3,092,704	(147,629)	2,945,075
Lease and contractual services	4,486,812	-	4,486,812
Supplies and materials	1,213,090	152,498	1,365,588
Other fees and services	1,105,014	101,808	1,206,822
Depreciation	<u>1,507,244</u>	<u>(1,507,244)</u>	<u>-</u>
Total emergency communications	<u>17,850,005</u>	<u>1,117,623</u>	<u>18,967,628</u>
General revenues:			
9-1-1 tax	14,670,993	-	14,670,993
Intergovernmental	653,458	(653,458)	-
Interest income	<u>159,496</u>	<u>-</u>	<u>159,496</u>
Total general revenues	<u>15,483,947</u>	<u>(653,458)</u>	<u>14,830,489</u>
Net change in fund balance	-	(4,137,139)	(4,137,139)
Change in net position	<u>(2,366,058)</u>	<u>2,366,058</u>	<u>-</u>
Fund balance/net position:			
Beginning	<u>25,435,074</u>	<u>(4,027,391)</u>	<u>21,407,683</u>
Ending	\$ <u>23,069,016</u>	\$ <u>(5,798,472)</u>	\$ <u>17,270,544</u>

AFFIDAVIT

STATE OF TEXAS)
)
COUNTY OF TARRANT)

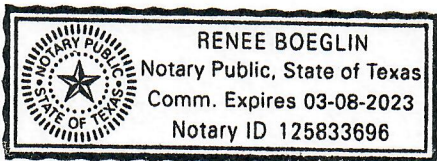
Before me, the undersigned personally appeared the stated:

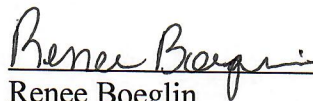
I, Shinar Haynes, Executive Director of the Tarrant County 9-1-1 Emergency Assistance District, do solemnly swear that the report of the operations and finances of the Tarrant County 9-1-1 Emergency Assistance District is a true and correct report of the activities of the District for the fiscal year ending September 30, 2020.



Shinar Haynes
Executive Director

Sworn to and subscribed this 18th day of March, 2021.





Renee Boeglin
Notary Public in and for the State of Texas

My Commission Expires: