

2021 ANNUAL REPORT

WHEN SECONDS COUNT

DIAL **9-1-1**

Three square icons are positioned below the word 'DIAL'. The first icon is red with a white flame, representing fire services. The second icon is gold with a white star, representing police services. The third icon is blue with a white Star of Life, representing medical services.

TARRANT COUNTY 9-1-1 DISTRICT

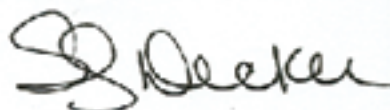
The District will continuously provide reliable, accurate, responsive, and effective emergency communication networks and services to our member jurisdictions ensuring the protection of life and property for citizens in our community.

From the Executive Director

The Annual Comprehensive Financial Report of the Tarrant County 9-1-1 Emergency Assistance District (TC911 or District) for the fiscal year ended September 30, 2021, is hereby submitted. The report was prepared by the District's Chief Financial Officer on behalf of 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 is the foundation and the means for the TC911 team to live our mission and share our values. Our goal is to provide reliable, accurate, responsible, and effective emergency assistance to our member jurisdictions that exemplify our motto, "When Seconds Count."

Welcome to our world,



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

Board of Managers

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



*Don Crowson - Chair
City of Arlington*



*Rick Brunson - Vice Chair
Commissioners Court*



*Ray Richardson
Mayors' Council*



*Darren Steele
City of Irving*



*Jim Davis
City of Fort Worth*



*Julie Swearingin
City of Fort Worth*



*Aubry Insko - Treasurer
City of Grand Prairie*



*Robert Brooks - Secretary
AT&T*

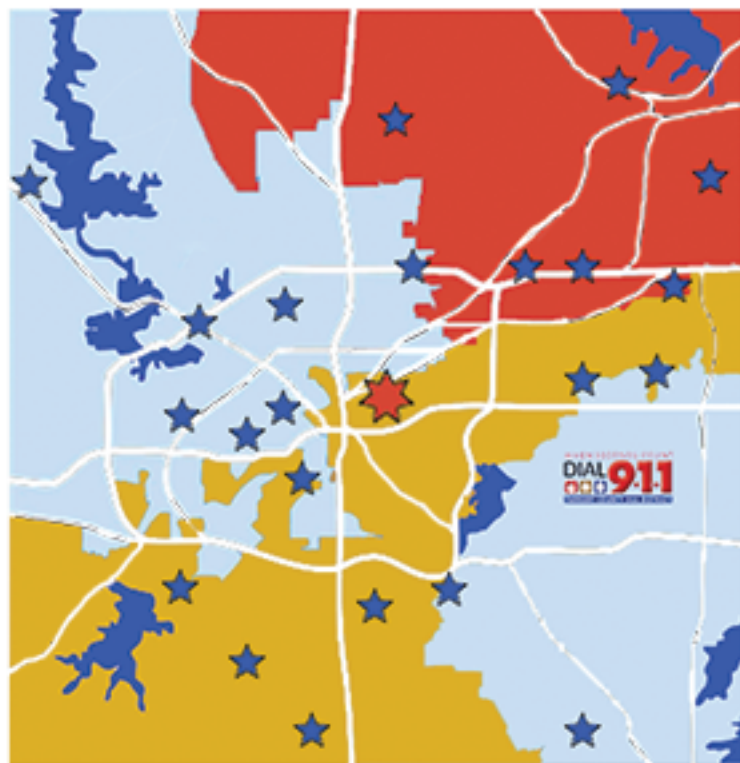
9-1-1 Service Area

42 Public Safety Answering Points (PSAPs)

- 29 Primary
- 4 Secondary (Fire or EMS)
- 8 Backup
- 1 Training

41 Member Entities

- 38 Cities
- Unincorporated Tarrant County
- DFW Airport
- Naval Air Station Joint Reserve Base (NAS JRB) Fort Worth



District Call Volume

Month/Year	Wireless Calls	Wireless Percentage	Wireline Calls	Wireline Percentage	VoIP Calls	VoIP Percentage	Text	Text Percentage	Total Calls
October, 2020	139,547	86.96%	14,166	8.83%	6,758	4.21%	-	0.00%	160,471
November, 2020	132,564	87.01%	13,402	8.80%	6,387	4.19%	-	0.00%	152,353
December, 2020	137,573	86.85%	13,692	8.64%	7,138	4.51%	-	0.00%	158,403
January, 2021	133,456	86.55%	13,438	8.71%	7,301	4.73%	399	0.26%	154,195
February, 2021	149,467	88.27%	13,381	7.90%	6,476	3.82%	269	0.16%	169,324
March, 2021	143,881	87.07%	13,516	8.18%	7,858	4.76%	349	0.21%	165,255
April, 2021	147,979	87.92%	12,943	7.69%	7,382	4.39%	360	0.21%	168,304
May, 2021	158,985	88.16%	13,713	7.60%	7,640	4.24%	373	0.21%	180,338
June, 2021	151,753	87.50%	13,720	7.91%	7,957	4.59%	403	0.23%	173,430
July, 2021	168,628	88.73%	13,537	7.12%	7,871	4.14%	551	0.29%	190,036
August, 2021	161,538	88.37%	13,282	7.27%	7,971	4.36%	572	0.31%	182,791
September, 2021	157,114	89.93%	11,190	6.41%	6,396	3.66%	378	0.22%	174,700
Total	1,782,485	87.82%	159,980	7.88%	87,135	4.29%	3,654	0.18%	2,029,600

Support Services

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 TC911 and the PSAPs by providing public education and awareness, training and licensing of Telecommunicators, and quality assurance.

2021 Accomplishments:

- Trained 604 students via in-person and eLearning courses.
- Licensed 62 Telecommunicators meeting TCOLE Mandates.
- Public Education Awareness Events:
 - The Text messaging campaign provided 36,991,968 impressions (Adsposure Marketing Co.)
 - The Hiring campaign provided 7,219,968 impressions (Adsposure Marketing Co.)



Geographic Information System (GIS)

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 geospatially 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 (NG911) requirements.

2021 Accomplishments:

- Upgraded GIS PCs and laptops as the first phase of system architecture updates. (Phase 2 will include upgrading the servers and supporting systems.)
- Researched and designed geo-diverse GIS server replication environment.
- Z-axis application development and proof of concept, a joint project/effort with Bexar Metro 9-1-1.
- Achieved a 99.5% accuracy match rate between ALI and GIS.

PSAP Systems Support

The **Technical Operations/PSAP Systems Support 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 been focused on fine-tuning the Vesta ecosystem as well as preparing for migration for NG911 and how it will affect our PSAPs.

2021 Accomplishments:

- Implemented a new ticketing design created for ATT Technicians to support PSAP and Vesta issues.
- Redundancy and backup assignments, retooling and redesigning for new challenges with advanced contingency, and preparing for NG911.
- Maintained continuity of operations and system support training PSAPs during COVID.

Technology - Administrative IT

The **Administrative IT Team** supports the technology for District staff. This includes approximately 50 laptops and 30 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, and 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.

2021 Accomplishments:

- Implemented replication manager/disaster recovery solution.
- Set up laptops and VPN access for all District staff to allow remote work.
- Migrated the District to Microsoft 365.
- Replaced all File Servers and moved to a Distributed File system platform with geo-diverse replication.

Technology - PSAP Network

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 911 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 cause, prevent outages, and keep PSAPs online.

2021 Accomplishments:

- PSAP Switch firmware upgrade/replacement — multiple Host & PSAP locations
- DFW Primary and Backup PSAP relocation. (This was also the first implementation of the 4331 routers and MP70 that the District is using on the new PSAP network.)
- Implemented i3 Logger at multiple PSAP locations to log the current text and future services.
- Configured the network for the implementation of Text-to-9-1-1.
- Planning and designing the new PSAP network.

TARRANT COUNTY 9-1-1 DISTRICT

STATEMENT OF NET POSITION
AND GOVERNMENTAL FUND BALANCE SHEET

SEPTEMBER 30, 2021

	Statement of Net Position	Adjustments	General
ASSETS			
Cash and investments	\$ 16,404,693	\$ -	\$ 16,404,693
9-1-1 tax receivable	1,487,466	-	1,487,466
Prepaid items	63,501	-	63,501
Nondepreciable capital assets	188,602	(188,602)	-
Depreciable capital assets, net	8,650,643	(8,650,643)	-
Net pension asset	282,741	(282,741)	-
Total assets	<u>27,077,646</u>	<u>(9,121,986)</u>	<u>17,955,660</u>
DEFERRED OUTFLOWS OF RESOURCES			
Related to pensions	<u>752,580</u>	<u>(752,580)</u>	<u>-</u>
Total deferred outflows of resources	<u>752,580</u>	<u>(752,580)</u>	<u>-</u>
LIABILITIES			
Accounts payable	245,404	-	245,404
Accrued wages	26,555	-	26,555
Long-term liabilities:			
Due within one year-compensated absences	31,347	(31,347)	-
Due in more than one year:			
Compensated absences	<u>94,039</u>	<u>(94,039)</u>	<u>-</u>
Total liabilities	<u>397,345</u>	<u>(125,386)</u>	<u>271,959</u>
DEFERRED INFLOWS OF RESOURCES			
Related to pensions	<u>548,277</u>	<u>(548,277)</u>	<u>-</u>
Total deferred inflows of resources	<u>548,277</u>	<u>(548,277)</u>	<u>-</u>
FUND BALANCE/NET POSITION			
Fund balance:			
Nonspendable - prepaid items	-	63,501	63,501
Unassigned	-	<u>17,634,530</u>	<u>17,634,530</u>
Total fund balance	<u>-</u>	<u>17,698,031</u>	<u>17,698,031</u>
Total liabilities, deferred inflows and fund balance	<u>-</u>	<u>-</u>	<u>17,969,990</u>
Net position:			
Net investment in capital assets	8,839,245	(8,839,245)	-
Unrestricted	<u>18,045,359</u>	<u>(18,045,359)</u>	<u>-</u>
Total net position	<u>\$ 26,884,604</u>	<u>\$(26,884,604)</u>	<u>\$ -</u>

TARRANT COUNTY 9-1-1 DISTRICT

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

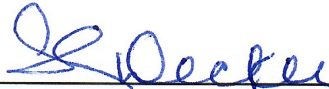
FOR THE YEAR ENDED SEPTEMBER 30, 2021

	<u>Statement of Activities</u>	<u>Adjustments</u>	<u>General</u>
Expenditures/expenses:			
Emergency communications:			
9-1-1 service fees	\$ 4,756,716	\$ 3,783,871	\$ 8,540,587
Personnel	3,060,433	(171,751)	2,888,682
Lease and contractual services	4,786,270	-	4,786,270
Supplies and materials	1,120,342	140,111	1,260,453
Other fees and services	893,260	-	893,260
Depreciation	<u>2,913,325</u>	<u>(2,913,325)</u>	<u>-</u>
Total emergency communications	<u>17,530,346</u>	<u>838,906</u>	<u>18,369,252</u>
General revenues:			
9-1-1 tax	18,136,279	-	18,136,279
Intergovernmental	-	653,458	653,458
Interest income	<u>7,002</u>	<u>-</u>	<u>7,002</u>
Total general revenues	<u>18,143,281</u>	<u>653,458</u>	<u>18,796,739</u>
Excess (deficiency) of revenues over (under) expenditures/expenses	<u>612,935</u>	<u>(185,448)</u>	<u>427,487</u>
Special item	<u>3,202,653</u>	<u>(3,202,653)</u>	<u>-</u>
Change in fund balance	-	427,487	427,487
Change in net position	<u>3,815,588</u>	<u>(3,815,588)</u>	<u>-</u>
Fund balance/net position:			
Beginning	<u>23,069,016</u>	<u>(5,798,472)</u>	<u>17,270,544</u>
Ending	\$ <u>26,884,604</u>	\$ <u>(9,186,573)</u>	\$ <u>17,698,031</u>

AFFIDAVIT

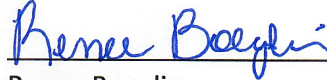
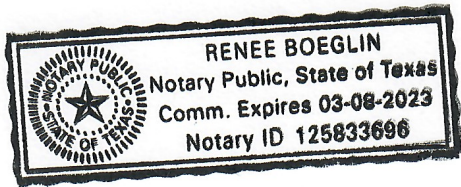
STATE OF TEXAS
COUNTY OF TARRANT

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 ending September 30, 2021.



Sherry Decker
Executive Director

Sworn to and subscribed before me this 5 day of May, 2022.



Renee Boeglin
Notary Public, State of Texas



Government Finance Officers Association

Certificate of
Achievement
for Excellence
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, 2020

Christopher P. Morill

Executive Director/CEO



GOVERNMENT FINANCE OFFICERS ASSOCIATION
NEWS RELEASE

FOR IMMEDIATE RELEASE

10/29/2021

For more information contact:
Michele Mark Levine, Director/TSC
Phone: (312) 977-9700
Fax: (312) 977-4806
Email: 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, 2020. 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.