

2025 Annual Report



THE
DISTRICT



Presented by:
Sherry Decker



THE
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

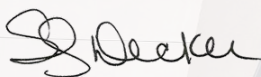
From the Executive Director

The Annual Comprehensive Financial Report (ACFR) of the Tarrant County 9-1-1 Emergency Assistance District (TC9-1-1 or “the District”) for the fiscal year ending September 30, 2025, is hereby submitted. The District’s Chief Financial Officer has prepared this report in collaboration with Pattillo, Brown & Hill, L.L.P., Certified Public Accountants. To the best of our knowledge and belief, the information contained herein is accurate in all material respects. It is presented in a manner that fairly reflects the financial position and operational results of the District, as measured by the economic activity of its General Fund.

During fiscal year 2025, the District relocated to its new headquarters, having received eminent domain orders from the Texas Department of Transportation in 2023. Two of the three phases of relocation and buildout are completed, and Phase 3 is expected to be completed by May 2026. The accompanying annual report provides a detailed account of all applicable expenditures administered by the District.

This disclosure is intended to provide readers with a comprehensive understanding of the District’s financial affairs. The ACFR serves as a cornerstone for transparency and accountability, enabling the TC9-1-1 team to uphold its mission and core values. Our objective remains steadfast: to deliver reliable, accurate, responsive, and effective emergency assistance to our member jurisdictions, in alignment with our guiding principle—“**When Seconds Count.**”

Welcome to our world,



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



Board of Managers as of September 30, 2025



Rick Brunson
Chair-Commissioners Court



Aubry Insko
Vice Chair-City of Fort Worth



Scott Hofstrom
City of Arlington



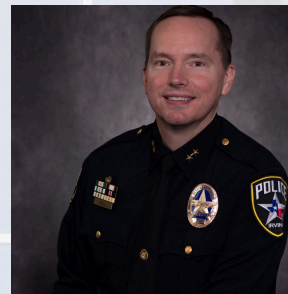
Robert Alldredge
City of Fort Worth



Ray Richardson
Mayors Council



Robert Brooks
AT&T



Sam Hall
City of Arlington



Elaina Williamson
City of Grand Prairie

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.

Relocation Project

THE DISTRICT



Willow Springs Road, Fort Worth, TX 76052. This move was prompted by the Texas Department of Transportation (TxDOT) acquiring the District's current location through eminent domain as part of their comprehensive plans to expand the service road of Highway 121. This move occurred this past summer, and the new District offices have effectively moved to the Willow Springs location. This move greatly increased the space for the District to expand its training facilities for telecommunicators, improve technology and resiliency, and provide space for staff as the challenges of 9-1-1 require us to grow our teams.

District Call Volume

MONTH, YEAR	WIRELINE	WIRELINE%	VOIP	VOIP %	WIRELESS	WIRELESS %	TEXT	9-1-1 TOTAL	ABANDONED*	ABANDONED %
October, 2024	4,229	2.48%	10,415	6.10%	155,311	90.90%	904	170,859	16,835	9.85%
November, 2024	3,945	2.58%	9,851	6.44%	138,546	90.56%	653	152,995	9,826	6.42%
December, 2024	4,108	2.64%	9,803	6.30%	140,893	90.56%	769	155,573	9,264	5.95%
January, 2025	4,285	2.92%	9,925	6.76%	131,792	89.82%	730	146,732	7,972	5.43%
February, 2025	4,783	3.57%	9,392	7.02%	119,022	88.96%	602	133,799	8,037	6.01%
March, 2025	4,346	2.76%	10,064	6.40%	142,109	90.38%	716	157,235	9,567	6.08%
April, 2025	3,805	2.50%	9,346	6.15%	138,155	90.85%	761	152,067	7,401	4.87%
May, 2025	3,844	2.32%	10,205	6.16%	150,395	90.84%	1,108	165,552	9,221	5.57%
June, 2025	3,649	2.34%	9,196	5.90%	141,926	91.11%	999	155,770	7,163	4.60%
July, 2025	3,798	2.34%	10,248	6.31%	147,364	90.75%	978	162,388	7,738	4.77%
August, 2025	3,974	2.48%	9,319	5.81%	146,203	91.17%	870	160,366	7,402	4.62%
September, 2025	3,427	2.26%	9,093	5.99%	138,339	91.17%	879	151,738	7,199	4.74%
TOTAL	48,193	2.58%	116,857	6.27%	1,690,055	90.62%	9,969	1,865,074	107,625	5.77%

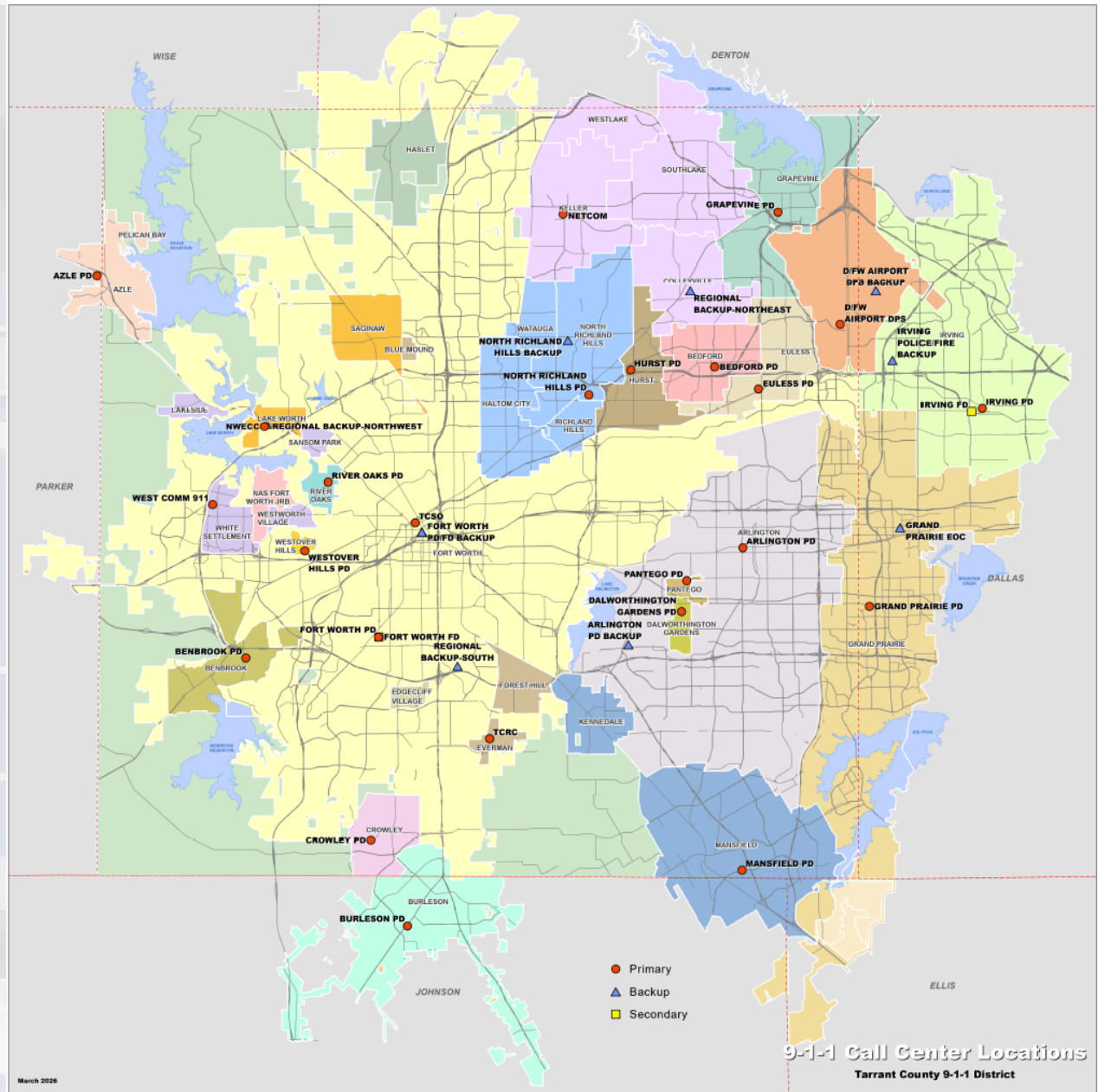
9-1-1 Service Map

36 Public Safety Answering Points (PSAPs)

- 24 Primary
- 4 Secondary
- 8 Backup

40 Member Entities

- Population 2,771,739
- 38 Cities
- Unincorporated Tarrant County
- Dallas/Fort Worth Airport



Knowledge and Enrichment

The Training Team strives to empower excellence through training by cultivating a learning environment that inspires dedication, builds skills, and upholds the highest standards of service in public safety communications. As a training provider, we offer a variety of classes, including but not limited to legislatively mandated courses, as well as the necessary Basic Telecommunicator Licensing Course to assist our 9-1-1 professionals in becoming licensed through the Texas Commission on Law Enforcement (TCOLE).

The Public Education Team strengthens community safety by building awareness, trust, and understanding around the 9-1-1 system. Through proactive outreach, social media communication, and in-person appearances, the team delivers education to audiences of all ages. By partnering with member agencies, schools, community groups, and the public, TC9-1-1 is able to promote the importance of 9-1-1 as well as highlight our headset heroes.

2025 Accomplishments:

- Total number of students trained: 987
 - An increase of 330 students from 2024
- Number of Basic Telecommunicator Courses offered: 4
- Number of Telecommunicators Licensed: 67
- Number of CPR courses offered (legislative mandate): 16
- Number of CPR Certificates Issued: 152
- Number of Continuing Education Courses offered (not including licensing or CPR): 54
- Pass Rate: 100%
- Public Education Awareness: Partnered with Three Media Publication companies to amplify our Critical 9-1-1 messaging and emergency awareness initiatives.
- Social Media Outreach
 - Facebook: 13,100
 - Instagram: 1,496
 - X/Threads: 137
 - LinkedIn: 388
- Hosted Safety Smart Rallies: 22
- 9-1-1 Storytimes Hosted: 10

Geographic Information System (GIS)

Ensures accurate and precise GIS data is used throughout the District to locate an emergency caller quickly and accurately. The GIS Team is tasked with provisioning high-quality spatial data into the Public Safety Answering Point (PSAP) mapping application used for the geospatial routing of live 9-1-1 calls and call plotting at the PSAPs. Data accuracy and timeliness are their greatest strengths, and they look forward to planning, developing, testing, and implementing data to meet the requirements of the Next Generation 9-1-1 (NG9-1-1).

2025 Accomplishments:

- Began NGCS implementation, monitoring and manipulating GIS data, as necessary, for NGCS roll-out.
- Continued development and refinement for a Z-axis application, which continues to be a joint project/effort with Bexar Metro 9-1-1, with notable improvements such as call logging search utilities and report creation.
- Maintained a 99.5% accuracy match rate between ALI and GIS.
- Performed GIS database and software upgrades.
- Maintained active involvement in industry-related working groups.

Technical Operations

Responsible for verifying all Call Handling Equipment (CHE) is performing as designed for member agencies and provides 24/7 support and monitoring. This includes testing and deploying new software versions and 9-1-1 call handling offerings. As a PSAP liaison, additional activities include equipment moves, renovations, and backup power infrastructure. The team is focused on fine-tuning the 9-1-1 CHE ecosystem to include migration to NG9-1-1 and its effect on PSAP operations.

2025 Accomplishments:

- Upgraded all sites to new CHE software version.
- Implemented new CHE host due to eminent domain, as well as hardware refresh for all 9-1-1 systems.
- Completed 75 onsite CHE training sessions for 141 telecommunicators.
- Assisted with Ft. Worth Fire Department consolidation of Medstar.
- Assisted with PSAP configuration changes for DFW Airport.
- Assisted with NWECC construction.
- Assisted with Burleson new building construction.
- NG9-1-1 implementation in progress.
- Assisted various agencies with regional backup operational contingency plans.
- Participation with FIFA subcommittee, preparation testing for FIFA, establishing software offerings to assist telecommunicators.
- Assisted several PSAPs with their choice of over-the-top ancillary services.
- Completion of Location Accuracy Testing for all 3 major wireless carriers in Tarrant County 9-1-1 District to all PSAPs/ECCs. The average location accuracy for all wireless E911 test calls in 2025 was 16.64 meters deviation.

Network and Technology

The Administrative IT Team supports all technology used by District staff, including physical and virtual servers, routers, switches, firewalls, and related office infrastructure. The team maintains the security and reliability of the administrative environment by applying critical updates, performing incremental data backups, and implementing disaster recovery measures.

The Network Team is responsible for more than 200 routers, switches, firewalls, and gateways across all TC9-1-1 PSAPs, along with all associated PSAP network traffic. The team receives and responds to PSAP network and Call Handling Equipment (CHE) alerts for issues and outages 24/7/365. They design, implement, test, and troubleshoot the PSAP network that carries 9-1-1 traffic, monitor performance trends, and track anomalies to proactively identify potential problems. The Network Team researches issues and analyzes data from Syslog, SNMP traps, traffic patterns, circuit utilization, LTE triggers contingency, temperature alerts, and packet captures to determine root cause, prevent outages, and ensure PSAPs remain online and operational.

2025 Accomplishments:

- Completed PSAP switch replacement project across multiple PSAPs, standardizing core network infrastructure and improving reliability for 24/7 operations.
- Performed a system-wide refresh of PSAP firewalls, strengthening security posture, improving network performance, and reducing long-term support risk.
- Successfully recruited, onboarded, and integrated a highly qualified new team member who delivered immediate operational value to meet mission requirements.
- Transitioned all PSAPs to the newly designed PSAP network, including deployment of the host at the new facility.
- Deployed new network infrastructure and conducted comprehensive failover testing to support NGCS connectivity.
- Implemented a 24/7 managed security solution for the 9-1-1 system, providing continuous monitoring, threat detection, and rapid remediation of potential cyber risks.
- Planned and designed the full staff migration to the new building, covering all systems and services, plus new network and Wi-Fi infrastructure, enabling a clean cutover.
- Implemented new technology solutions for the NOC, training, testing, and meeting rooms, supporting multiple platforms, over 50 display monitors, and associated hardware and software.
- Deployed a new server environment platform and migrated all machines, along with several physical servers, resulting in improved performance and scalability.

TARRANT COUNTY 9-1-1 DISTRICT

STATEMENT OF NET POSITION
AND GOVERNMENTAL FUND BALANCE SHEET

SEPTEMBER 30, 2025

	<u>Statement of Net Position</u>	<u>Adjustments</u>	<u>General Fund</u>
ASSETS			
Cash and investments	\$ 40,991,832	\$ -	\$ 40,991,832
9-1-1 service fees receivable	1,702,668	-	1,702,668
Nondepreciable capital assets	19,531,919	(19,531,919)	-
Depreciable capital assets, net	13,008,167	(13,008,167)	-
Net pension asset	<u>218,459</u>	<u>(218,459)</u>	<u>-</u>
Total assets	<u>75,453,045</u>	<u>(32,758,545)</u>	<u>42,694,500</u>
DEFERRED OUTFLOWS OF RESOURCES			
Related to pensions	<u>587,310</u>	<u>(587,310)</u>	<u>-</u>
Total deferred outflows of resources	<u>587,310</u>	<u>(587,310)</u>	<u>-</u>
LIABILITIES			
Accounts payable	3,281,860	-	3,281,860
Retainage payable	665,594	-	665,594
Accrued wages	48,378	-	48,378
Long-term liabilities:			
Due within one year-compensated absences	109,005	(109,005)	-
Due in more than one year:			
Compensated absences	<u>327,014</u>	<u>(327,014)</u>	<u>-</u>
Total liabilities	<u>4,431,851</u>	<u>(436,019)</u>	<u>3,995,832</u>
DEFERRED INFLOWS OF RESOURCES			
Related to pensions	<u>192,861</u>	<u>(192,861)</u>	<u>-</u>
Total deferred inflows of resources	<u>192,861</u>	<u>(192,861)</u>	<u>-</u>
FUND BALANCE/NET POSITION			
Fund balance:			
Unassigned	<u>-</u>	<u>38,698,668</u>	<u>38,698,668</u>
Total fund balance	<u>-</u>	<u>38,698,668</u>	<u>38,698,668</u>
Total liabilities, deferred inflows and fund balance	<u>-</u>	<u>42,694,500</u>	<u>42,694,500</u>
Net position:			
Net investment in capital assets	29,860,210	(29,860,210)	-
Restricted for net pension asset	218,459	(218,459)	-
Unrestricted	<u>41,336,974</u>	<u>(41,336,974)</u>	<u>-</u>
Total net position	<u>\$ 71,415,643</u>	<u>\$ (71,415,643)</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, 2025

	<u>Statement of Activities</u>	<u>Adjustments</u>	<u>General Fund</u>
Expenditures/expenses:			
Emergency communications:			
9-1-1 service fees	\$ 5,538,273	\$ 762,376	\$ 6,300,649
Personnel	3,927,199	194,202	4,121,401
Lease and contractual services	1,641,226	100,937	1,742,163
Supplies and materials	430,179	501,395	931,574
Other fees and services	114,594	-	114,594
Depreciation	2,389,813	(2,389,813)	-
Capital outlay	-	15,153,813	15,153,813
Total expenditures/expenses	<u>14,041,284</u>	<u>14,322,910</u>	<u>28,364,194</u>
Program revenues:			
Operating grants and contributions	<u>3,986,834</u>	-	<u>3,986,834</u>
Total program revenues	<u>3,986,834</u>	<u>-</u>	<u>3,986,834</u>
Net program (expenditure/expense)/revenue:			
Emergency communications	<u>(10,054,450)</u>	<u>(14,322,910)</u>	<u>(24,377,360)</u>
General revenues:			
9-1-1 service fees	20,690,515	-	20,690,515
Interest income	1,533,861	-	1,533,861
Gain on disposal of assets	<u>2,513,667</u>	<u>(2,513,667)</u>	<u>-</u>
Total general revenues	<u>24,738,043</u>	<u>(2,513,667)</u>	<u>22,224,376</u>
Other financing sources (uses)			
Proceeds from sale of assets	<u>-</u>	<u>3,345,497</u>	<u>3,345,497</u>
Total other financing sources (uses)	<u>-</u>	<u>3,345,497</u>	<u>3,345,497</u>
Change in fund balance	-	1,192,513	1,192,513
Change in net position	14,683,593	(14,683,593)	-
Fund balance/net position:			
Beginning, As Previously Reported	<u>56,903,428</u>	<u>(19,397,273)</u>	<u>37,506,155</u>
Restatement - change in accounting principle	<u>(171,378)</u>	<u>171,378</u>	<u>-</u>
Beginning, As Restated	<u>56,732,050</u>	<u>(19,225,895)</u>	<u>37,506,155</u>
Ending	<u>\$ 71,415,643</u>	<u>\$ (32,716,975)</u>	<u>\$ 38,698,668</u>



GOVERNMENT FINANCE OFFICERS ASSOCIATION
NEWS RELEASE

FOR IMMEDIATE RELEASE

11/13/2025

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, 2024. 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 25,000 members and the communities they serve.



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, 2024

Christopher P. Morill

Executive Director/CEO