



9-1-1  
Saving Lives  
When Seconds  
Count

# responders

Annual Report 2012

tc911.org





## Table of Contents

TC9-1-1 Board of Managers .....	1
Executive Director's Message .....	2
What is a 9-1-1 District? .....	4
Affadavit.....	6
Statement of Net Assets .....	7
Statement of Expenditures .....	8
Statement of Revenues .....	9
Operations .....	10
Wireless Phase 2 Call Testing .....	11
Voice Over Internet Call Testing .....	12
PSAP Map .....	13
Citizen Hero .....	14

## Mission

The Tarrant County 9-1-1 Emergency Assistance 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.

## Objectives

- Ensure availability of the 9-1-1 system to all persons and entities within the Tarrant County 9-1-1 Emergency Assistance 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.
- 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.

## Board of Managers

Tarrant County 9-1-1 District is governed by a Board of Managers, comprised of two members appointed by the City of Fort Worth and one member each appointed by 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.



**Larry Boyd**

Chairman  
City of Irving Appointee  
Chief - Irving Police Dept.



**Rick Brunson**

Tarrant County Commissioners'  
Court Appointee  
Enterprise Support Services  
Manager - Tarrant County



**Rick Fregoe**

City of Grand Prairie Appointee  
Deputy Mayor ProTem  
Council Member District 4



**Jim Griffin**

Mayors' Council Appointee  
Mayor - City of Bedford



**Sam Greif**

City of Fort Worth Appointee  
Operations Battalion Chief  
Fort Worth Fire Dept.



**Don Crowson**

City of Arlington Appointee  
Chief - Arlington Fire Dept.



**Vickie Gray**

City of Fort Worth Appointee



**Adam Thorne**

Assistant VP  
Network Services AT&T



## A Message from the Executive Director

Great things are happening at the Tarrant County 9-1-1 District.

Three years ago, we first shared information about text messaging and 9-1-1. We told you someday the public might have the ability to report emergency situations to 9-1-1 telecommunicators via text messaging. We told you this next generation of 9-1-1 services (NG9-1-1), which also includes photos-to-9-1-1 and video-to-9-1-1, would someday impact the Public Safety Answering Points (PSAPs) in our district. The service promises to benefit the deaf, hard-of-hearing and speech-impaired communities.

Many details remain to be worked out. However, over those three years, we began building new internet protocol (IP) networks. During the 2011-2012 fiscal year, we issued a request for proposal (RFP) for new call handling equipment in preparation for NG9-1-1 technology.

Text-to-9-1-1 is a way-station in the transition to next generation 9-1-1. Determining how text-to-9-1-1 will impact PSAPs continues to be thoroughly researched by district staff and analyzed by members of the district's board of managers.

At the end of the fiscal year and on the eve of the Federal Communications Commission issuing a notice of proposed rule-making, the two largest 9-1-1 professional associations, the National Emergency Number Association (NENA) and The Association of Public Safety Communications Officials (APCO) negotiated an agreement with the four largest wireless carriers to make text-to-9-1-1 a reality no later than May 2014.

NG9-1-1 service is one of the reasons that the Tarrant County 9-1-1 District is spending more than 20 million dollars over the next three to five years to upgrade your 9-1-1 system. The new system will be able to process texts, photographs and video communications to 9-1-1. This is a monumental undertaking that will drastically change not only call delivery but also call processing. This upgrade will require substantial changes to every aspect of 9-1-1, including equipment located on-site at each 9-1-1 answering point.

The district's board of managers is focused on ensuring it addresses the challenges that come with implementing text-to-9-1-1. The dedicated staff believes we owe it to our citizens to learn as



much as we can about this latest NG9-1-1 technology; so, that when the time comes, we are ready to implement a service that is indeed beneficial during times of crisis.

There are a number of unanswered questions. How will text-to-9-1-1 increase the call load and staffing needs of the PSAP? Will text-to-9-1-1 messages take longer to process than voice calls? Staff continues to monitor developments in both live sites and texting trials across the United States and worldwide. But, the good news is that in most trials and even live sites, the “call” volume is very low. Let me assure you text-to-9-1-1 service will not be implemented until all the details have been thoroughly scrutinized and questions answered.

I recently had the opportunity to hear Jason Dorsey speak concerning the current five generational workforce. The same multi-generational demographics occur with respect to 9-1-1 callers. We all communicate directly. He provided examples of how he could tell in what generation a person fits simply based on the way they communicate, specifically how they text. We have to be prepared in the PSAP for these differences.

Texting is here to stay. My colleagues in the emergency communications industry and I have our plates full as we prepare for the emerging role that texting will play in 9-1-1 system redesign.

Texting to 9-1-1 is NOT available in Tarrant County today. Stay tuned for more details as they become available.

In closing, I speak for the board of managers when I express my appreciation to our public safety partners for collegial collaboration as 9-1-1 technological improvements are implemented. Please do not hesitate to contact me if I may be of assistance or answer any questions you might have.

Respectfully,



Greg Petrey  
Executive Director



## What is a 9-1-1 District?

The Tarrant County 9-1-1 District is not part of any city, county, phone company, police or fire department, or other entity. It does not operate call centers, nor does it own a single emergency vehicle. Rather, it is a stand-alone governmental body that exists solely to bring efficiency and excellence to our 9-1-1 service through:

- Strategic Planning
- Systems and Processes Management
- Leading Edge Technology
- Legislation and Regulatory Activities
- Training
- Equipment and Monitoring
- Public Education
- Database Management
- Geographic Information Systems

There are 24 emergency communications districts (ECD) throughout the state of Texas. Emergency communications districts, commonly referred to as 9-1-1 Districts, are charged with provisioning, maintaining, enhancing and improving 9-1-1 services for both wire line, wireless and emerging technologies.

Because of the district, Tarrant County citizens can rest assured they have state-of-the-art 9-1-1 emergency infrastructure at their fingertips. Progressive public communication in mass media, community events, and targeted school programs keeps families aware of ever-changing technology and how it affects their calls for help in an emergency.

## Today's 9-1-1

A change in the public's use of technology requires the 9-1-1 system to keep pace. While still on the horizon, text-to-9-1-1, photos-to-9-1-1 and video to 9-1-1 will become reality in the coming years. Today's 9-1-1 calls originate from many different sources (traditional Landline, VoIP services, wireless, telematics, etc.); and, in the near future, we know with certainty that "calls" or dialing 9-1-1 will take a backseat as the preferred method for alerting 9-1-1 call-takers about the emergency situations.



## What We Do

The Tarrant County 9-1-1 District serves as a common advocate for all cities within the agency's jurisdiction in 9-1-1 related regulatory and legislative matters. The highly-skilled 9-1-1 professional staff implements, works to maintain, and improves every facet of 9-1-1 system functionality while ensuring virtually uninterrupted service for the nearly 50 call centers in the Tarrant County 9-1-1 infrastructure-- 24/7, 365 days a year.

### Tarrant County 9-1-1 District provides:

- Visionary planning, forecasting and financial management, allows for pay-as-you-go financing of major projects, without debt, at the lowest rate in the state of Texas
- A central contact for telecommunications companies
- Installation and operation of carefully selected and configure latest generation of 9-1-1 equipment in 50 public safety answering points (PSAPs)
- Building and maintenance of the 9-1-1 database and network
- Training for 9-1-1 Telecommunicators and serve as a resource for call center hiring and retention
- Digital mapping of Tarrant County which assists the 9-1-1 calltaker in locating callers
- Rapid and effective 9-1-1 equipment and network support 24/7
- Public education and community awareness activities and programming
- Participation in 9-1-1 industry standards development

## Governance

The Tarrant County 9-1-1 district is governed by a Board of Managers. Makeup of the board is comprised of two members that represent the city of Fort Worth, a representative appointed by the City of Arlington, one from the City of Grand Prairie and one appointed to represent the City of Irving. Both the Tarrant County Mayor's Council and the Tarrant County Commissioners Court each appoint an individual to serve on the board. An individual representing a major service supplier also sits on the board as a non-voting member.

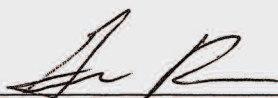


**AFFIDAVIT**

STATE OF TEXAS           )  
  )  
COUNTY OF TARRANT    )

Before me, the undersigned personally appeared the stated:

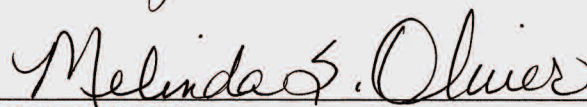
I, Greg Petrey, Executive Director of the Tarrant County 9-1-1 Emergency Assistance District, do solemnly swear that the attached report of the operations and finances of the Tarrant County 9-1-1 Emergency Assistance District is a true and correct report of the activities of the District for the fiscal year ending September 30, 2012.

  
\_\_\_\_\_  
Greg Petrey  
Executive Director

Sworn to and subscribed this 6<sup>th</sup>

day of June, 2013.



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

My Commission Expires:  
July 18, 2015



# Tarrant County 9-1-1 District

## Statement of Net Assets and Governmental Fund Balance Sheet

### September 30, 2012

	General	Adjustments	Statement of Net Assets
<b>ASSETS</b>			
Cash and investments	\$ 21,689,439	\$ -	\$ 21,689,439
Service fees receivable	761,398	-	761,398
Net pension asset	-	821,013	821,013
Nondepreciable capital assets		313,285	313,285
Depreciable capital assets, net	-	6,535,515	6,535,515
Total assets	<u>22,450,837</u>	<u>7,669,813</u>	<u>30,120,650</u>
<b>LIABILITIES</b>			
Accounts payable	618,753	-	618,753
Long-term liabilities:			
Due within one year	-	55,545	55,545
Due in more than one year	-	222,178	222,178
Total liabilities	<u>618,753</u>	<u>277,723</u>	<u>896,476</u>
<b>FUND BALANCE/NET ASSETS</b>			
Fund balance:			
Unreserved, undesignated	<u>21,832,084</u>	<u>(21,832,084)</u>	<u>-</u>
Total fund balance	<u>21,832,084</u>	<u>(21,832,084)</u>	<u>-</u>
 Total liabilities and fund balance	 <u>\$ 22,450,837</u>		
 <b>Net assets:</b>			
Invested in capital assets		6,848,800	6,848,800
Unrestricted		<u>22,375,374</u>	<u>22,375,374</u>
Total net assets		<u>\$ 29,224,174</u>	<u>\$ 29,224,174</u>

Annual audit preformed by Pattillo, Brown and Hill Certified Public Accounts

**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, 2012**

	<u>General</u>	<u>Adjustments</u>	<u>Statement of Activities</u>
Expenditures/expenses:			
911 services:			
9-1-1 service fees	\$ 5,672,989	\$ -	\$ 5,672,989
Personnel	1,689,184	( 79,903)	1,609,281
Lease and contractual services	2,601,612	-	2,601,612
Supplies and materials	55,924	-	55,924
Other fees and services	416,883	-	416,883
Other	870,067	-	870,067
Depreciation	<u>-</u>	<u>1,733,731</u>	<u>1,733,731</u>
Total 911 services	11,306,659	1,653,828	12,960,487
Capital outlay	<u>1,176,583</u>	<u>( 1,176,583)</u>	<u>-</u>
Total expenditures/expenses	<u>12,483,242</u>	<u>477,245</u>	<u>12,960,487</u>
Program revenues:			
Charges for services - 9-1-1 service fees	<u>13,933,451</u>	<u>-</u>	<u>13,933,451</u>
Net program revenues	1,450,209	( 477,245)	972,964
General revenues:			
Interest income	<u>40,443</u>	<u>-</u>	<u>40,443</u>
Total general revenues	<u>40,443</u>	<u>-</u>	<u>40,443</u>
Excess of revenues over expenditures	1,490,652	( 1,490,652)	
Change in net assets		<u>1,013,407</u>	<u>1,013,407</u>
Fund balance/net assets:			
Beginning	<u>20,341,432</u>	<u>7,869,335</u>	<u>28,210,767</u>
Ending	<u>\$ 21,832,084</u>	<u>\$ 7,392,090</u>	<u>\$ 29,224,174</u>

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



# Tarrant County 9-1-1 District

## Statement of Revenues, Expenditures and Changes in Fund Balance - Budget and Actual

### For The Year Ended September 30, 2012

	Budgeted Amounts		Actual	Variance with
	Original	Final	Amounts	Final Budget
				Positive
				(Negative)
<b>REVENUES</b>				
Service fees	\$ 12,916,335	\$ 12,916,335	\$ 13,933,451	\$ 1,017,116
Interest income	40,250	40,250	40,443	193
Total revenues	<u>12,956,585</u>	<u>12,956,585</u>	<u>13,973,894</u>	<u>1,017,309</u>
<b>EXPENDITURES</b>				
9-1-1 service fees	11,358,622	11,358,622	6,849,572	4,509,050
Personnel	1,817,840	1,817,840	1,689,184	128,656
Lease and contractual services	3,557,114	3,557,114	2,601,612	955,502
Supplies and materials	83,910	83,910	55,924	27,986
Other fees and services	436,993	436,993	416,883	20,110
Other	<u>1,017,260</u>	<u>1,017,260</u>	<u>870,067</u>	<u>147,193</u>
Total expenditures	<u>18,271,739</u>	<u>18,271,739</u>	<u>12,483,242</u>	<u>5,788,497</u>
<b>EXCESS (DEFICIENCY) OF REVENUES</b>				
<b>OVER (UNDER) EXPENDITURES</b>	( 5,315,154)	( 5,315,154)	1,490,652	6,805,806
<b>FUND BALANCE, BEGINNING</b>	<u>20,341,432</u>	<u>20,341,432</u>	<u>20,341,432</u>	<u>-</u>
<b>FUND BALANCE, ENDING</b>	<u>\$ 15,026,278</u>	<u>\$ 15,026,278</u>	<u>\$ 21,832,084</u>	<u>\$ 6,805,806</u>

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

## Operations - A Year In Review, October 2011 - September 2012

The Operations year was marked by long term projects focused on placing strategic pieces in the next generation 9-1-1 puzzle.

Prominent in the work schedule for the entire group was the NG9-1-1 ESInet trial with the Commission on State Emergency Communications (CSEC). Their Enterprise Geospatial Database Management System (EGDMS) project was of primary interest to the GIS Department while Technical Operations and Training focused on call routing, PSAP accommodations and call delivery specifics.

Implementation, testing, and acceptance of the District's internet protocol (IP) network maintained a prominent spot on the staff's dashboard as a continuing project. The goal of the network implementation was to provide plenty of time and opportunity for monitoring, testing and observation before mission critical applications were applied. Consultants and staff also began working with committees of stakeholders to develop guidance, security and governance policies for the network.

Even as the network implementation was underway, research and planning efforts turned to applications and the development of a Request for Proposals (RFP) document that would represent the needs of the TC9-1-1 user base in the selection of Customer Premises Equipment (CPE) and services. The Database Department began work on a comparison of 9-1-1 addresses against postal addresses in preparation for a next generation Location Verification Function (LVF) database shared with other members of the Texas 9-1-1 Alliance. Throughout the year, every department in the Operations Group provided their expertise to various ESIF (Emergency Services Interconnection Forum), ATIS (Alliance for Telecommunications Industry Solutions), and NENA (National Emergency Number Association) standards setting working groups. Technical Operations advanced their power support project with the strategic deployment of UPS units. The Geographic Information Systems (GIS) department diligently pursued development of the point file layer.

The 2011/2012 year was a busy and exciting year filled with new developments, new projects and lots of strategic planning.





## Wireless Phase 2 Call Testing

In 2012, 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 that gather first hand data about wireless calls inside their territory. The fact that the percentage of wireless calls has grown to over 81% 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 five major wireless networks in order to better train the call takers on 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.

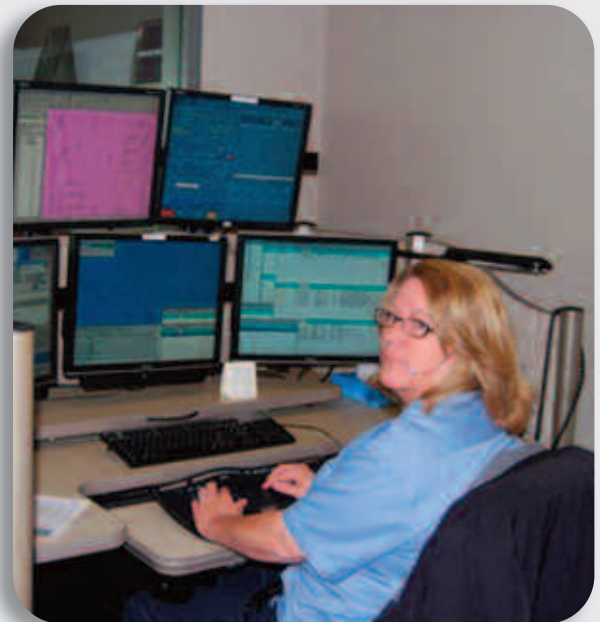
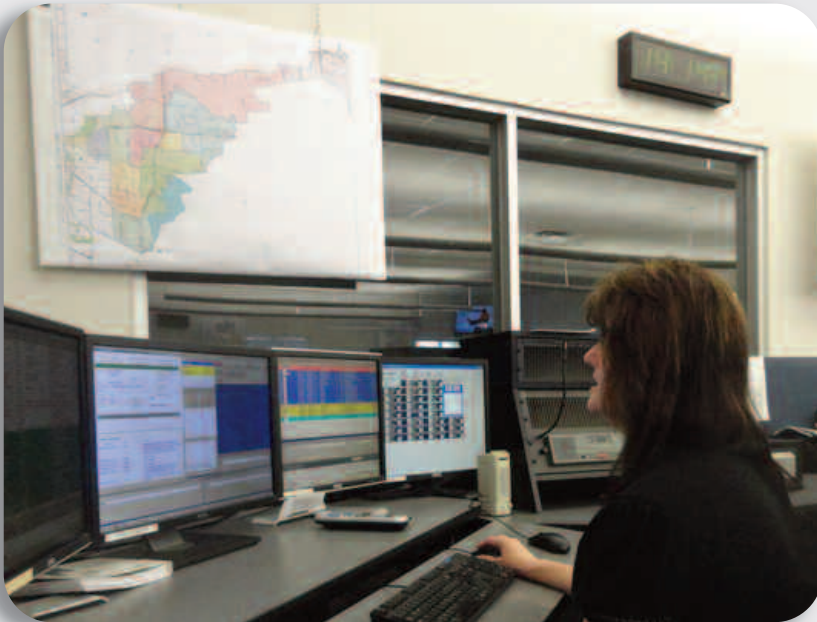
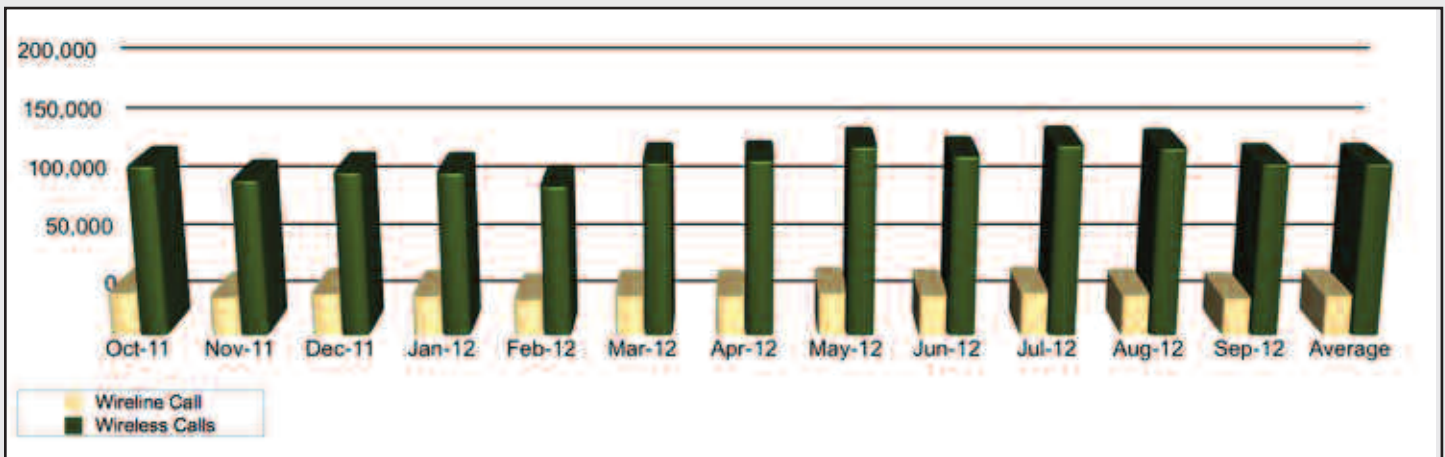
The testing program involves test calls from each of the five major wireless network's phones. There are over 300 test sites throughout the Tarrant County 9-1-1 District service area.

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.

Month/Year	Total Calls	Wireline Calls	Wireless Calls	Percent Wireless
October 2011	169,355	34,024	135,331	79.91%
November 2011	154,801	30,626	124,175	80.22%
December 2011	163,728	33,302	130,426	79.66%
January 2012	161,812	31,582	130,230	80.48%
February 2012	148,208	28,652	119,566	80.67%
March 2012	169,932	31,730	138,202	81.33%
April 2012	171,612	31,750	139,862	81.50%
May 2012	184,656	33,981	150,675	81.60%
June 2012	175,366	32,059	143,307	81.72%
July 2012	185,979	34,263	151,716	81.58%
August 2012	182,074	32,503	149,571	82.15%
September 2012	167,163	29,723	137,440	82.22%
Average	169,557	32,015	137,542	81.12%

## Voice Over Internet Protocol (VoIP) Call Testing

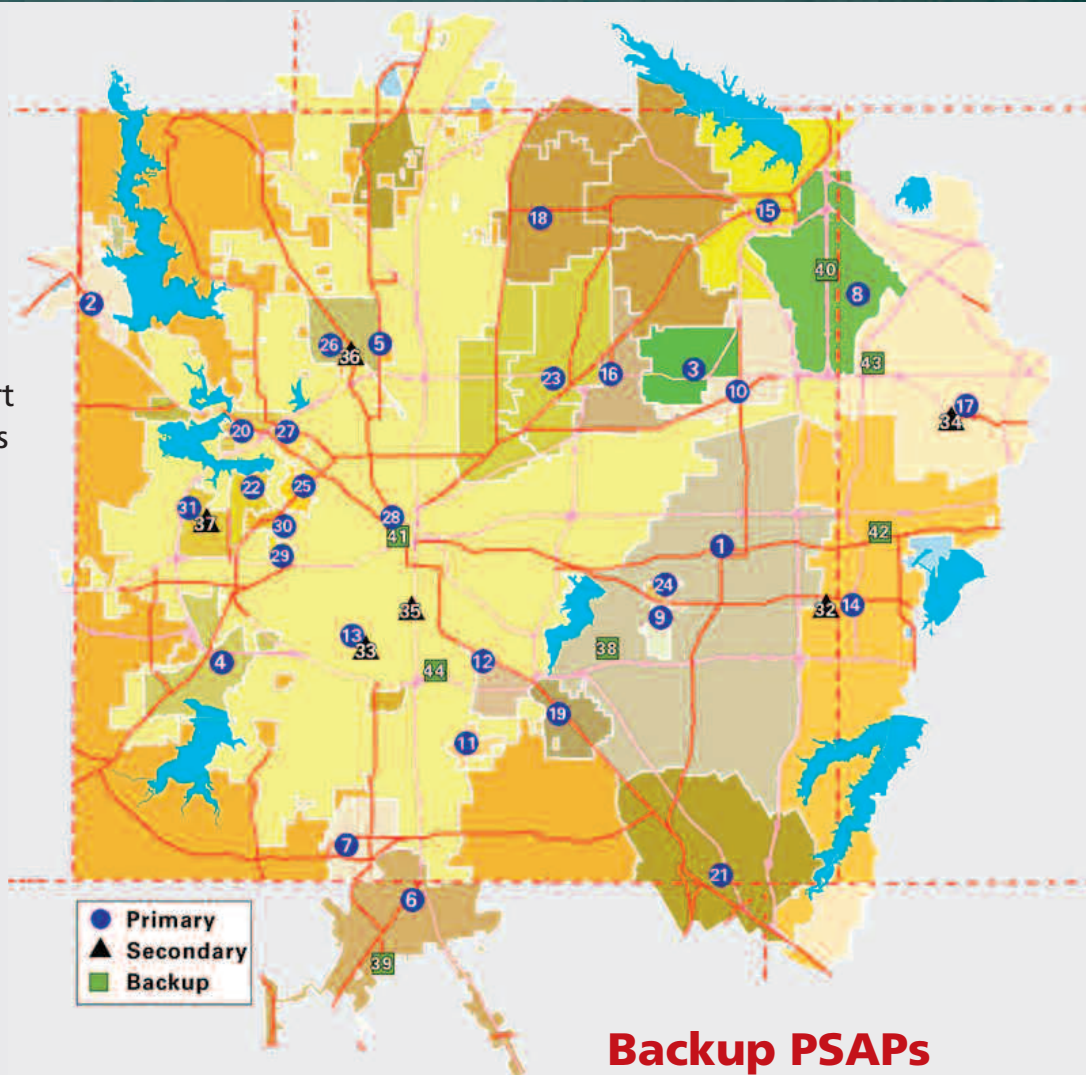
In 2012, Tarrant County 9-1-1 continued to test VoIP telephone service. There are now five working VoIP telephone lines that are used to generate 9-1-1 calls. The primary objective of the testing is to gather first-hand knowledge about VoIP in order to better train the call takers how to handle VoIP calls.





## Primary PSAPs

1. Arlington
2. Azle
3. Bedford
4. Benbrook
5. Blue Mound
6. Burleson
7. Crowley
8. Dallas/Fort Worth Airport
9. Dalworthington Gardens
10. Euless
11. Everman
12. Forest Hill
13. Fort Worth Police
14. Grand Prairie
15. Grapevine
16. Hurst
17. Irving Police
18. North East Tarrant Communications Center
19. Kennedale
20. Lake Worth
21. Mansfield
22. Naval Air Station-Fort Worth
23. North Richland Hills Combined
24. Pantego
25. River Oaks
26. Saginaw
27. Sansom Park
28. Tarrant County Sheriff's Office
29. Westover Hills
30. Westworth Village
31. White Settlement Police



## Secondary PSAPs

32. Careflite
33. Fort Worth Fire Department
34. Irving Fire Department
35. Medstar
36. Tarrant County Fire Alarm
37. White Settlement Fire Department

## Backup PSAPs

38. Arlington Police Department Backup
39. Burleson Backup
40. DFW Airport DPS Backup
41. Fort Worth Fire Backup
42. Fort Worth Police Backup
43. Medstar Backup
44. Grand Prairie EOC
45. Irving Police/Fire Backup
46. Regional Backup-South



## **National 9-1-1 Education Month 2012**

### **Bedford Mom as a 9-1-1 Hero During Local Observance of National 9-1-1 Education Month**

Each year, during National 9-1-1 Education Month in April, the Tarrant County 9-1-1 District has the opportunity to recognize citizen heroes for their emergency calls to 9-1-1.

In April 2012, we honored a Bedford mother for her chilling 9-1-1 call and her astonishing, life-saving actions during an unnerving traffic incident that involved an unaccompanied, unidentified special needs child.

Stephanie Hines was awarded the "9-1-1 Citizen in Action Award" at a ceremony and news conference at North Richland Hills city council chambers on April 17. During the ceremony, Stephanie was reunited with the North Richland Hills dispatcher that fielded her 9-1-1 call.



A breathless Hines was on the other end of a wireless 9-1-1 call and didn't spare seconds as she quickly gave an eyewitness account of a child, about 11-years old, attempting to cross a portion of the multi-lane major loop that surrounds the massive real estate that is Fort Worth...Loop 820. The boy was not simply considering crossing NE Loop 820; he was bound and determined to do so. NE Loop 820 is considered a treacherous section of a major thoroughfare any time of day for motorists, not to mention a pint-sized pedestrian trying to navigate the major loop on foot. What Hines couldn't understand was why he continued to walk toward the lanes of traffic transporting motor vehicles at speeds exceeding 70 mph. She didn't spend much time trying to figure it out. With her own two children in the back seat of her personal vehicle, Stephanie pulled over and jumped out of the car while at the same time dialing 9-1-1.

Upon connecting with North Richland Hills Dispatcher Amber "AJ" Myers, the two became one life-saving team whose efforts were trained and focused on saving the child's life. Hines soon learned the child was an autistic 11-year old boy who had wandered away from an area motel where his parents were staying.

AJ Myers, a five-year 9-1-1 dispatcher, maintained control of the 9-1-1 call from beginning to end. She never wavered as she authoritatively directed the caller to listen and follow her instructions. While methodically repeating instructions to Stephanie, the cadence of her delivery of information never became excited, panicked or rushed. She managed the caller and the flow of information which she relayed to a dispatch colleague who was communicating with responding emergency units.

AJ patiently, but firmly instructed Stephanie on how to communicate with "Colin" until...at last, "Colin" was safely in Stephanie's arms.

Stephanie took "Colin" and led him to safety and returned to her own vehicle in which she'd left her young daughters sitting precariously half on and half off the service road and NE Loop 820.

The actions of Citizen in Action Stephanie Hines were amazing acts of heroism. Her actions were at a tremendous sacrifice to herself and her own children. Hines exemplified the term "Citizen in Action".

Hines was subsequently honored by the Northeast Tarrant County Chamber of Commerce as its Hometown Hero. Congresswoman Kay Granger is the Honorary Chairwoman of the salute to Hometown Heroes program.





Tarrant County 9-1-1 District  
2600 Airport Freeway  
Fort Worth, Texas 76111  
817 334-0911 • [www.tc911.org](http://www.tc911.org)