



responders

WHEN SECONDS COUNT

Tarrant County 9-1-1 District
2013 Annual Report

The Tarrant County 9-1-1 District will continuously provide

RELIABLE
ACCURATE
RESPONSIVE
EFFECTIVE

emergency communication networks and services to our member jurisdictions ensuring the protection of life and property in our community.

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reliable ▶ our team

To be reliable means to be dependable, trusted, loyal and devoted. The lifesaving work we do each day at the Tarrant County 9-1-1 District is possible because of our reliable team. We are thankful for their dedication to our mission.

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.



Vickie Gray
City of Fort Worth
Appointee



Rick Brunson
Vice Chair



Adam Thorne
AT&T VP of Network
Services



Jim Griffin
Bedford Mayor



Larry Boyd
Chairman
Irving Police Chief



Sam Greif
FWFD Deputy Chief



Don Crowson
Arlington Fire Chief



Richard Frego
Grand Prairie
Councilman

MESSAGE FROM THE CHAIRMAN



On behalf of the Board of Managers, I am pleased to provide you the 2013 Annual Report of Operations of the Tarrant County 9-1-1 District. This annual report includes a copy of the independent auditors’ report. It also gives the Staff an opportunity to share their progress in providing you the best 9-1-1 services available.

We’re particularly excited this year about our forward progress on the 9-1-1 of tomorrow. The installation of new Public Safety Answering Point (PSAP) equipment has begun. We are also very cautiously reviewing what the impact of Next Generation services, such as Text messaging, may have on our members’ PSAPs. The Board is committed to insuring that these new services, and their impact, are fully “vetted” before they are implemented. We are also committed to keeping you informed of this progress.

The enclosed annual audit conducted by Pattillo, Brown & Hill Certified Public Accountants shows the district is in sound financial condition. With the anticipated further changes in technology, it is more important than ever that the district maintain an appropriate reserve balance to be able to react to these changes.

Please take a moment to review this Annual Report. We invite your questions or comments and would be happy to address your governing body to answer any questions you might have concerning our operations. I would also like to encourage you to visit our website, www.tc911.org, for more information. Please do not hesitate to contact Greg Petrey, Executive Director, with any questions, comments or requests.

Thank you for your continued support of the Tarrant County 9-1-1 District and our partners; the Police, Fire and EMS dispatch centers.

Sincerely,
Larry Boyd
Chairman, Board of Managers

RELIABLE *(adjective)*
1. Consistently good in quality or performance; able to be trusted.

MESSAGE FROM THE EXECUTIVE DIRECTOR



Thank you for taking time to view the Annual Report of the Tarrant County 9-1-1 Emergency Assistance District. In this report, you will find a summary of our financial position. You will also find a report from our operations group concerning a major equipment project, a GIS update and news concerning our updated training program for licensing telecommunicators.

I'm happy to report that it appears that we have sufficient cash reserves and revenue streams to meet our future needs. As I have said many times, "We must plan today to implement technology two years from now that hasn't even been thought of yet." The same analogy applies to our finances. We have done a very good job keeping expenses down while at the same time saving for the future.

Our operations team has been very busy planning a major equipment upgrade, and preparing for the next generation of 9-1-1 equipment and services. The GIS department has also been very involved in this endeavor by updating our GIS system. The Training department has been very busy implementing new training programs in response to the new legislative requirement for Telecommunicator Licensing.

Our public education department has also done an excellent job keeping our citizens informed of the proper use of 9-1-1 and reminding everyone to "Know Your Location" when calling. Our telecommunicators were once again honored for their service during three appreciation events held throughout the year. We continue to provide public education materials through our online store for our member entities at no charge.

Last, but certainly not least, our administrative team has once again done an exceptional job. We have received an unqualified opinion concerning our financial statements from our outside auditor. In almost 30 years, the district has never received a disparaging audit report.

I look forward to the many challenges that lie ahead. Thank you, our partners in serving the citizens of the Tarrant County 9-1-1 Emergency Assistance District, for your continued support. Please do not hesitate to contact me if I may be of assistance or answer any questions you may have.

Respectfully,
Greg Petrey



RELIABLE *(noun)*
1. A person or thing with trustworthy qualities.

DISTRICT STAFF



Melinda Oliver
Chief Financial Officer



Wanda McCarley
Director of Operations



Alisa Simmons
Marketing
Communications
Manager



Bill Horne
Database & Quality
Assurance Manager



Kevin Kleck
Technical Operations
Manager



Yvonne Krumm
Training Manager



Sarah Therrien
Implementation
Specialist



Yui Skulpoonkitti
GIS Manager



Warren Austin
GIS Analyst



Gary Ross
GIS/GPS Specialist



Phillip Rohrbough
GIS Analyst



Monte Cockrum
Network Support
Analyst



Gracie Martinez
Database Coordinator



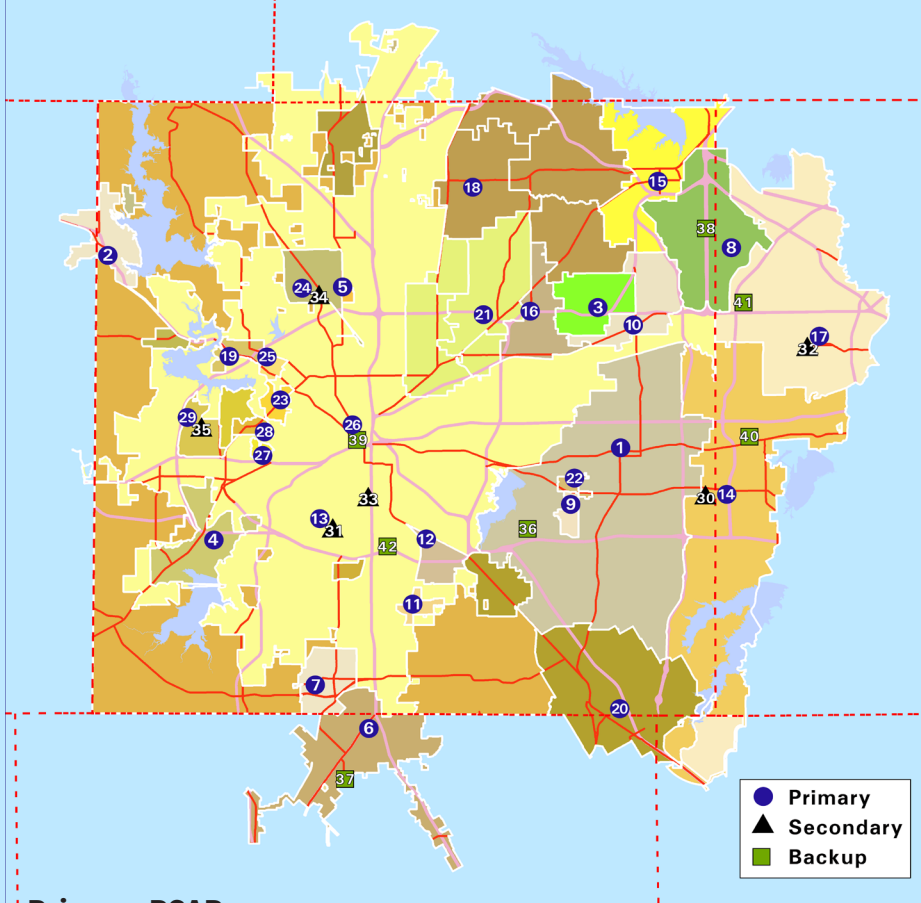
Mandy Chanthapanya
Administrative
Assistant

“Thank you for your continued support of the Tarrant County 9-1-1 District and our partners; the Police, Fire and EMS dispatch centers.” -Larry Boyd

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 nearly 50 call centers in the Tarrant County 9-1-1 infratructure. **24/7, 365 days a year.**

PUBLIC SAFETY ANSWERING POINTS IN TARRANT COUNTY



Primary PSAPs

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

- | |
|-----------------------------|
| 27. Westover Hills |
| 28. Westworth Village |
| 29. White Settlement Police |

Secondary PSAPs

- | |
|--------------------------------------|
| 30. Careflite |
| 31. Fort Worth Fire Department |
| 32. Irving Fire Department |
| 33. Medstar |
| 34. Tarrant County Fire Alarm |
| 35. White Settlement Fire Department |

Backup PSAPs

- | |
|--|
| 36. Arlington Police Department Backup |
| 37. Burleson Backup |
| 38. DFW Airport DPS Backup |
| 39. Fort Worth Fire Backup |
| Fort Worth Police Backup |
| Medstar Backup |
| 40. Grand Prairie EOC |
| 41. Irving Police/Fire Backup |
| 42. Regional Backup-South |

What's a PSAP?

A public-safety answering point, sometimes called "public-safety access point", is a call center responsible for answering calls to an emergency telephone number for police, firefighting and ambulance services.

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 | • Equipment and Monitoring |
| • Systems and Processes Management | • Public Education |
| • Leading Edge Technology | • Database Management |
| • Legislation and Regulatory Activities | • Geographic Information Systems |
| • Training | |

There are 24 emergency communications districts (ECD) in 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 situation.

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 configured latest generation 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 a resource for call center hiring and retention
- Digital mapping of Tarrant County which assists the 9-1-1 call-taker 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

OUR OBJECTIVES:

- 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.
- 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.

responsive ▶ react

The Tarrant County 9-1-1 District stays one step ahead of change. Over the past year, we have responded to new forms of communication to best serve the needs of our community.

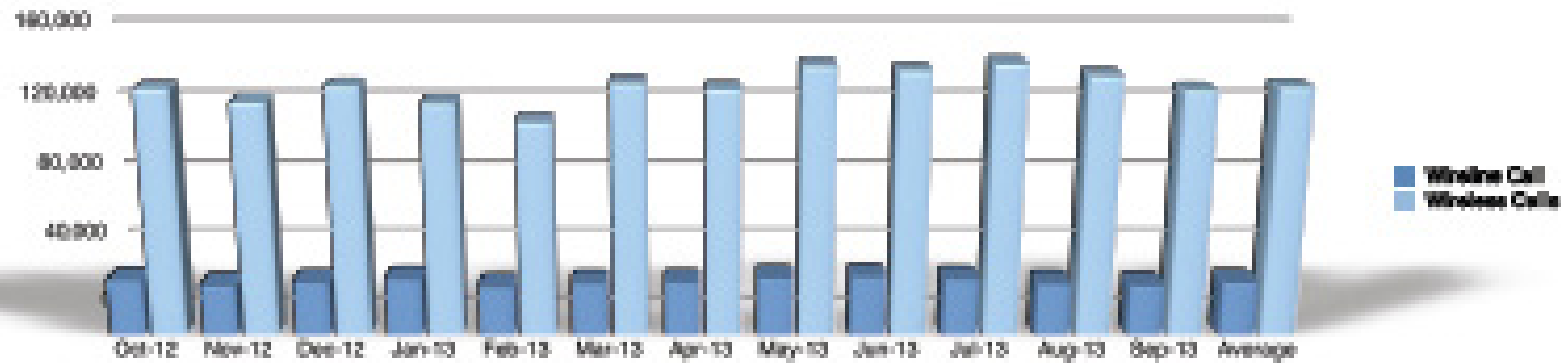
WIRELESS PHASE 2 TEST CALLING

In 2013, Tarrant County 9-1-1 District continued the extensive wireless testing program that began in 2005. The data gathered from this testing program placed the District on the leading edge of 9-1-1 agencies in the nation in gathering first hand data about wireless calls inside their territory. The fact that the percent of wireless calls has grown to over 81 percent 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 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 networks' 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. Training for the call-takers is now based on results that are unique to Tarrant County 9-1-1 District. The wireless training is based on the "Where's WALDO" puzzle. WALDO goes to a public safety answering point (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.



RESPONSIVE *(adjective)*
1. Reacting quickly and positively.

GEOGRAPHIC INFORMATION SYSTEMS

During Fiscal Year 2013, the Geographic Information Systems (GIS) Department completed placing the unique address points on sites and structures within our District's jurisdiction. However, we still had numerous pending questions regarding street addresses to resolve. In addition, the GIS staff continued with the synchronization of the GIS, MSAG and ALI databases to make sure that our GIS database has at least the matching rate at 98 percent, which is the requirement of National Emergency Number Association standards. The other related GIS data layers in our database were also maintained accordingly to ensure they were up-to-date and accurate.

In 2013, our GIS department also obtained new digital orthography and Pictometry. These products helped us tremendously, particularly during a time when freeway, highway and ramps in our coverage area were heavily under construction. We utilized them as a backdrop, or reference, for the data updates.

Furthermore, we installed ArcGIS (ESRI Software) version 10.1 including the required service packs and patches. Microsoft SQL Server 2012 (RDBMS) and third party software also were upgraded to work with the GIS data. We have begun to develop the GIS web mapping for our District, as well.

The data updates to Mapped ALI at the PSAPs and data distributions to other entities were scheduled monthly. Our GIS staff also participated in various NENA working groups to ensure that our GIS data met the requirements of the NENA Standards.

VOICE OVER INTERNET PROTOCOL

In 2013, Tarrant County 9-1-1 District 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 call-takers in the handling of VoIP calls.



ACCURATE *(adjective)*

1. Correct in all details; exact.
2. Capable of or successful in reaching the intended target.

accurate ► our work

Saving lives requires operating on razor thin precision. Through network and call processing equipment projects and licensing for 9-1-1 telecommunicators, the Tarrant County 9-1-1 District ensures that our responders can be as accurate as possible.

OPERATIONS: 2013 UPDATE

Network & CPE Projects

The tone for the 2012/2013 budget year was established by the completion of our network project and the initiation of our project to upgrade Call Processing Equipment (CPE) in District PSAPS. The acceptance of the network closed out the network project and paved the path for equipment upgrades by providing the connectivity and resiliency identified in the Districts CPE deployment plan. Responses from the Request for Proposals (RFP) for Customer Premises Equipment and Services were due on October 10, 2012. Review of proposals was conducted by two independent review teams. A Technical Review Team looked carefully at the capabilities of each proposed system and its ability to meet the technical needs as specified in our RFP. At the same time an Operational Team studied the functional aspects of each proposed system. Both review teams were composed of PSAP personnel and staff members so as to assure a well rounded assessment. It was an arduous process and a tough decision. When the evaluation process was completed and the scoring totaled, the successful vendor was AT&T. AT&T offered a total solution featuring MicroData hardware and software products. Following contract signature, implementation began in June of 2013. This is a multi-year project that will touch every PSAP in the district. It is also a cross discipline project that involves every aspect of Operations: Technical Operations, Training, GIS, and Database/QA. We look forward to great results as this project moves forward.

Licensing for 9-1-1 Telecommunicators

House Bill 1951, which covers the licensing of 9-1-1 telecommunicators, was enacted into law in September 2013. Telecommunicators in the State of Texas who completed the Telecommunicator Basic Certification courses by December 31, 2013 became licensed telecommunicators automatically. All telecommunicators hired after January 1, 2014, or telecommunicators who had not completed the 1013 Basic Certification courses are now required to take the state licensing exam for telecommunicators within one year of their hire date. As of January 1, 2014, agencies will complete an L1 Form for telecommunicators, instead of a T1 Form. All agencies must also complete an L2 (Medical Condition) and L3 (Psych Health) for any telecommunicator hired after January 1, 2014.

Newly hired telecommunicators will be placed in a "temporary" status for up to one year. Agencies are responsible for completion of the 1013 Basic Telecommunicator Course, Crisis Communications Course, and testing through an accredited academy within a year of hire. All licensing exams in the State of Texas must be conducted by an academy or state license testing center. Before taking the licensing exam, telecommunicators must also pass the TCOLE 1305 Rules test online. Though the state law does not reference Telecommunications Devices for the Deaf (TDD), telecommunicators must still have this course within the first six months of hire, and complete refresher courses every six months thereafter. Each licensed Telecommunicator must complete 20 hours of continuing education every two years. The first training cycle ends August 31, 2015.

effective results

The Tarrant County 9-1-1 District always uses resources strategically for our life-saving operations.




Tarrant County 9-1-1 District

AFFIDAVIT

STATE OF TEXAS)
COUNTY OF TARRANT)

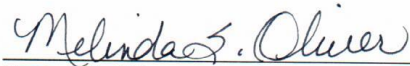
Before me, the undersigned personally appeared the stated:

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, 2013.


Greg Petrey
Executive Director

Sworn to and subscribed this 29th day of April, 2014.




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

My Commission Expires:
July 18, 2015

www.tc911.org

2600 Airport Freeway | Fort Worth, Texas 76111 | 817-334-0911 | Fax 817-882-0500

STATEMENT OF NET POSITION & GOVERNMENTAL FUND BALANCE SHEET FOR THE YEAR ENDED SEPTEMBER 30, 2013

	General	Adjustments	Statement of Net Assets
Assets			
Cash and investments	\$22,582,385	\$ -	\$22,582,385
Service fees receivables	753,418	-	753,418
Net pension asset	-	834,792	834,792
Nondepreciable capital assets	-	188,602	188,602
Depreciable capital assets, net	-	5,077,308	5,077,308
Total assets	<u>23,335,803</u>	<u>6,100,702</u>	<u>29,436,505</u>
Liabilities			
Accounts Payable	474,175	-	474,175
Long-term liabilities			
Due within one year	-	67,641	67,641
Due in more than one year	-	270,563	270,563
Total Liabilities	<u>474,175</u>	<u>338,204</u>	<u>812,379</u>
Fund Balance/Net Position			
Fund balance:			
Unassigned	<u>22,861,628</u>	<u>(22,861,628)</u>	-
Total fund balance	<u>22,861,628</u>	<u>(22,861,628)</u>	-
Total liabilities and fund balance	<u>\$23,335,803</u>		
Net position:			
Net investment in capital assets		5,265,910	5,265,910
Unrestricted		<u>23,358,216</u>	<u>23,358,216</u>
Total net position		<u>\$28,624,126</u>	<u>\$28,624,126</u>

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

EFFECTIVE *(adjective)*
1. Successful in producing a desired or intended result.

STATEMENT OF ACTIVITIES & GOVERNMENTAL FUND REVENUES,
EXPENDITURES, & CHANGES IN FUND BALANCES
FOR THE YEAR ENDED SEPTEMBER 30, 2013

	General	Adjustments	Statement of Net Assets
Expenditures/expenses			
9-I-I services:			
9-I-I service fees	\$6,264,532	\$ -	\$6,264,532
Personnel	1,592,091	46,703	1,638,794
Lease and contractual services	4,130,785	-	4,130,785
Supplies and materials	75,146	-	75,146
Other fees and services	388,083	-	388,083
Other	265,199	91,053	356,252
Depreciation	-	1,731,934	1,731,934
Total 9-I-I services	12,715,836	1,869,690	14,585,526
Capital outlay	240,098	(240,098)	-
Total expenditures/expenses	12,955,934	1,629,592	14,585,526
Program revenues			
Charges for services - 9-I-I service fees	13,934,304	-	13,934,304
Net Program Revenues	978,370	(1,629,592)	(651,222)
General revenues:			
Interest income	51,174	-	51,174
Total general revenues	51,174	-	51,174
Excess of revenues over expenditures	1,029,544	(1,029,544)	
Change in net position		(600,048)	(600,048)
Fund balance/net position:			
Beginning	21,832,084	7,392,090	29,224,174
Ending	\$22,861,628	\$5,762,498	28,624,126

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

STATEMENT OF REVENUES, EXPENDITURES & CHANGES IN FUND
BALANCE - BUDGET AND ACTUAL
FOR THE YEAR ENDED SEPTEMBER 30, 2013

	Budgeted Amounts		Actual Amounts	Variance w/ Final Budget (Negative)
	Original	Final		
Revenues				
Service fees	\$13,650,667	\$13,650,667	\$13,943,304	\$283,637
Interest income	45,000	45,000	51,174	6,174
Total revenues	13,695,667	13,695,667	13,985,478	289,811
Expenditures				
9-I-I service fees	14,865,590	14,865,590	6,504,630	8,360,960
Personnel	2,033,470	2,033,470	1,592,091	441,379
Lease and contractual services	5,163,493	5,163,493	4,130,785	1,032,708
Supplies and materials	87,100	87,100	75,146	11,954
Other fees and services	426,319	426,319	388,083	38,236
Other	812,600	812,600	265,199	547,401
Total expenditures	23,388,572	23,388,572	12,955,934	10,432,638
Excess (Deficiency) of Revenues Over (Under) Expenditures	(9,692,905)	(9,692,905)	1,029,544	10,722,449
Fund Balance, Beginning	21,832,084	21,832,084	21,832,084	-
Fund Balance, Ending	\$12,139,179	\$12,139,179	\$22,861,628	\$10,722,449

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

WHEN SECONDS COUNT



TARRANT COUNTY 9-1-1 DISTRICT ©