

2020 ANNUAL REPORT

DENCO AREA 9-1-1 DISTRICT



1075 Princeton Street • Lewisville, TX 75067
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Accomplishments



Annex Facility Enhancements: Technology enhancements were implemented to improve operations at the Denco Annex during emergency events, which included:

- A Bi-Directional Amplifier (BDA) System was installed to improve wireless coverage in the facility for first responders. Due to the nature of the facility's ICC-500 hardened construction, radio signal penetration is severely degraded. The installation of the BDA System improves in-building radio frequency signal coverage enabling dispatchers and first responders to effectively communicate via their public safety radio systems.
- An automatic transfer switch was installed to seamlessly move between the redundant generators in the event of power loss. The new switch will recognize a failure of the primary generator and automatically switch service to the back-up generator without human intervention. This level of automation provides best practice for mission critical infrastructure protection.

Federal NG9-1-1 Equipment Grant: Denco received \$495,334 in Federal NG9-1-1 grant funds to partially offset the cost of equipment and software upgrades supporting the district's 9-1-1 system. The Federal grant funded 60% of eligible costs, enabling Denco to proceed with planned upgrades despite the loss of revenue due to jurisdictional changes.

9-1-1 Equipment Refresh: 9-1-1 equipment, including answering positions, routers, switches, monitors/speakers and ALI/CAD output devices, was replaced at all emergency communications centers in the district. The more powerful workstations support enhanced software and data interfaces. Upgraded routers and a new, higher bandwidth IP network were implemented to enhance the data transmission capacity needed to accommodate additional data delivered with 9-1-1 calls.

9-1-1 Mapping System Upgrade: Denco completed transition to a new Esri-based mapping solution which includes integration with supplemental location information provided by Device-Based Hybrid (DBH) Location technologies imbedded in newer wireless phones. Denco integrated enhanced data provided by third-party clearinghouses with the 9-1-1 call handling equipment.

Indoor Mapping Project: In order to take full advantage of enhanced location data and pending FCC deadlines pertaining to the delivery of z-axis (altitude) data with 9-1-1 calls, highly accurate indoor maps are being developed for select public properties. As the public continues its migration away from landline telephone service, more and more wireless calls are placed indoors, causing increased challenges for determining location accuracy. The use of GIS data, indoor mapping, and emerging technologies makes it possible to receive 9-1-1 calls with highly accurate indoor location. An indoor mapping pilot project involving public school structures in the district was completed which paved the path to plan additional properties.

Expanded Social Media Education: Most public events in the district were canceled in FY2020 due to the COVID-19 outbreak. During this time, Denco launched several activities to enhance educational presence on social media. Campaigns were developed to create a consistent presence on Facebook, Twitter and Instagram with important public safety messages.

Regional IP-Based Recording: A robust Internet Protocol-based (IP) logging recorder solution was installed in the Annex to log and record 9-1-1 and integrated administrative calls. This functionality is crucial in the event the backup ECC is activated. The system is available to all public safety agencies in the district as either a primary or back-up logging recorder. In addition to voice telephone calls, the IP-based recorder allows for the future recording/storage of multi-media content such as photos and video. Public safety agencies in the district already receive text-to-911 calls and in the very near future, will receive photos and video along with 9-1-1 calls. Many agencies in the district do not have the technical capability to log/record this enhanced data.

Training: Denco's training program was significantly impacted by the COVID-19 pandemic. Several courses were canceled and courses conducted were participant limited at half capacity to allow for physical distancing. Efforts to safely test and train agency personnel included instituting daily health monitoring and enhanced sanitizing of the facility. In addition to continuing critical training programs, staff developed curriculum and all Denco agencies were trained on the new mapping system.

Agency Governance



Denco 9-1-1 was created in 1987 through voter referendum to serve as the coordinating body for 9-1-1 service for local jurisdictions.

Annually, the board sets the wireline 9-1-1 service fee rate to meet operating needs.

Denco will continue to maintain its “pay-as-you-go” philosophy, while still delivering industry leading services to the citizens it serves.

During fiscal 2020, the Denco Board was comprised of:

Mr. Jack Miller, Chairman

Representing Denton County Commissioners Court

Mr. Bill Lawrence

Representing Denton County Commissioners Court

Ms. Sue Tejml, Vice Chairman

Representing Municipalities

Mr. Jim Carter

Representing Municipalities

Assistant Chief Terry McGrath, Secretary

Representing Denton County Fire Chiefs' Association

Mr. Rob McGee, Verizon

Advisory Member



Sound Financial Position



Denco continues to receive an “unqualified opinion” from its auditors, year after year. A testament to the ongoing commitment to apply governmental accounting and management policies, and best practices.

DISTRICT FINANCIAL PLAN

Revenues

9-1-1 Service Fee Revenue.....	\$ 5,541,418
Interest Revenue	29,667
Miscellaneous Revenue	<u>553,664</u>
TOTAL REVENUES.....	\$ 6,124,729

Expenditures

Direct Services	\$ 4,146,166
General Government	<u>908,196</u>
TOTAL EXPENDITURES.....	\$ 5,054,362

EXCESS REVENUE OVER EXPENDITURES..... \$ 1,070,367

Sound Financial Position



STATEMENT OF NET ASSETS & GOVERNMENTAL FUND BALANCE AS OF SEPTEMBER 30, 2020

Assets

Cash.....	\$ 637,180
Temporary cash investments.....	2,004,936
Service fees receivables.....	439,398
Grant receivables.....	234,110
Net pension asset.....	429,691
Capital assets:	
Non depreciable.....	232,819
Depreciable, net.....	<u>8,796,302</u>
TOTAL ASSETS.....	\$ <u>12,774,435</u>

Deferred outflows of resources

Deferred outflow related to pension.....	\$ 418,642
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Liabilities

Accounts payable.....	\$ 13,330
Accrued payroll.....	\$ 66,964
Long term liabilities:	
Due within one year.....	-
Due in more than one year.....	<u>130,257</u>
TOTAL LIABILITIES.....	\$ <u>210,550</u>

Deferred inflows of resources

Deferred inflow related to pension.....	\$ 508,993
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Net Assets

Investment in capital assets.....	\$ 9,029,121
Unrestricted.....	<u>3,444,413</u>
TOTAL NET ASSETS.....	\$ <u><u>12,473,534</u></u>

Sound Financial Position




AFFIDAVIT

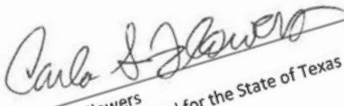
STATE OF TEXAS
COUNTY OF DENTON

Before me, the undersigned personally appeared and stated:

I, Gregory S. Ballentine, Executive Director of the Denco Area 9-1-1 District, do solemnly swear that the presented report of the operations and finances of the Denco Area 9-1-1 District is a true and correct report of the activities of the District for the fiscal year ending September 30, 2020.


Gregory S. Ballentine
Executive Director

Sworn to and subscribed this 26 day of January 2021.


Carla S. Flowers
Notary Public in and for the State of Texas

My Commission Expires:
October 3, 2024



Jurisdictions

PARTICIPATING CITIES AND TOWNS IN DENTON COUNTY

Argyle	Hackberry	Northlake
Aubrey	Hebron	Oak Point
Bartonville	Hickory Creek	Pilot Point
Copper Canyon	Highland Village	Ponder
Corinth	Justin	Providence Village
Cross Roads	Krugerville	Roanoke
Denton	Krum	Sanger
DISH	Lake Dallas	Shady Shores
Double Oak	Lakewood Village	The Colony
Draper	Lewisville	Trophy Club
Flower Mound	Little Elm	Unincorporated Denton County

9 EMERGENCY COMMUNICATIONS CENTERS

Denton	Lewisville	Denton County Sheriff
Flower Mound	Roanoke	Texas Woman's University
Highland Village	The Colony	University of North Texas