

2022 ANNUAL REPORT

DENCO AREA 9-1-1 DISTRICT



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Accomplishments



Emergency Communications Center Improvements: In 2022, Denco completed uninterruptible power supply system upgrades, providing emergency communications centers with double the available backup power and eliminating a potential single point of power failure. The Motorola radio project at Denco’s backup facility was completed, providing full radio functionality throughout the Denton County public safety radio system. The addition of radio dispatch capability allows for a smoother transition to the Denco Annex if a center needs to evacuate its primary facility or partially relocate operations there for any reason. During Fiscal Year 2022, Denco assisted the City of Denton Emergency Communications Center with a large-scale relocation and expansion.

Indoor Mapping Project: Denco continued progress on its indoor mapping project, completing floorplans for dozens of school and government buildings and finalizing their entry into the 9-1-1 database. By providing access to floor plan data, emergency dispatchers can view a detailed location graphic when a wireless 9-1-1 call is made inside a structure. This capability allows dispatchers to provide emergency responders more precise data on the location from where a 9-1-1 call was made, sometimes down to the exact room in the building. Dispatchers can also view building entrances and exits, and by using other Denco-provided tools, they can note important supplemental data, such as parking lots and surrounding streets. During the fiscal year, over 50 buildings were scanned and converted to indoor mapping. Denco has begun the project’s next phase, focused on hotels and apartment buildings. Other businesses with complex floorplans will follow. For its role in the project, Denco’s GIS department was presented the Technology Innovation Award, by Government Technology magazine. The award recognizes special districts that have used technology to improve service delivery for citizens.

PulsePoint AED Registration Project: Denco established the PulsePoint automated external defibrillator (AED) Registry project, which will provide 9-1-1 dispatchers with enhanced data on AED locations. The project is designed to improve cardiac emergency survival rates, which, according to the American Heart Association, double when bystanders use a publicly available AED. In coordination with the public and public safety agencies in the district, Denco is working to register AEDs through the free PulsePoint application. Residents in the district can report an AED to the database, including its location and a picture. During a cardiac emergency 9-1-1 call, the dispatcher can use Denco-provided software to access the AED data and find the device nearest to the scene, aiding in the medical response. Denco will expand outreach efforts for the project in Fiscal Year 2023.

Training and Testing: Denco’s 9-1-1 testing and training programs are seeing more activity as the industry recovers from COVID-19. In Fiscal Year 2022, contract instructors resumed travel, specialized training courses returned to the schedule and new mental health courses were added. Denco conducted 110 courses with a total of 17,379 training contact hours, up from 105 courses and 13,270 contact hours in Fiscal Year 2021. In the Basic Telecommunicator Licensing Course alone, Denco trained 89 individual students from across Texas. Many of those students were from agencies outside the district, reflecting the training program’s reputation for high quality. Denco successfully completed the annual assessment by the Commission on Accreditation of Law Enforcement Agencies. CALEA accreditation is recognized across the nation for its high industry standards, and “provides objective evidence of an agency’s commitment to excellence in leadership, resource management, and service delivery,” according to the commission.

Public Education and Outreach: Denco’s public education program continued to rebound after COVID-19 reduced event opportunities. During Fiscal Year 2022, the district provided 9-1-1 educational material to dozens of events and presented to area Chambers of Commerce and service clubs to raise awareness about the indoor mapping project. At the Denton ISD New Employee event, Denco staff distributed information to hundreds of incoming employees, and Denco interacted with hundreds of children at The Colony Back-2-School bash. Outreach included advertising and visibility campaigns through digital and physical mediums. With an established flow of content, Denco’s official Facebook, Twitter and Instagram accounts remained a priority, and are positioned for growth in Fiscal Year 2023.

Next Generation 9-1-1 Grant: During Fiscal Year 2022, Denco was awarded \$4,000,000 from the Texas Next Generation 9-1-1 Fund, which will contribute to the reliable operation of next generation 9-1-1 service through December 31, 2024. The grant supports NG9-1-1 core services, GIS data development and maintenance, 9-1-1 systems maintenance and cybersecurity.

Network Enhancement: In Fiscal Year 2022, Denco made significant progress toward final implementation of the software-defined wide area network (SD-WAN) platform, which increases stability by establishing multiple layers of connectivity in the network. New network circuits and upgraded routers were deployed to each emergency communications center in the district to support the SD-WAN upgrade heading into Fiscal Year 2023.

Agency Governance



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

Denco is governed by a locally elected or appointed board of managers that provides both the flexibility and responsibility to tailor agency goals and budget decisions to meet the specific needs of our communities.

Denco's mission, as established by the board, is "to provide a highly advanced and efficient enhanced 9-1-1 emergency telecommunications system as the primary emergency access for citizens and visitors in the district to quickly obtain the emergency services needed to protect life, health and property."

During Fiscal Year 2022, the Denco Board was comprised of:



Mr. Bill Lawrence, Chairman
*Representing Denton County
Commissioners Court*



Ms. Sue Tejml, Vice Chairman
Representing Municipalities



**Assistant Chief Terry McGrath,
Secretary**
*Representing Denton County
Fire Chiefs' Association*



Mr. Jason Cole
*Representing Denton County
Commissioners Court*



Mr. Jim Carter
Representing Municipalities



Mr. George Karatzis, Verizon
Advisory Member

Sound Financial Position



Denco's 2022 fiscal audit yielded an "unqualified opinion" – the highest assurance available – for a 35th consecutive year. Rather than issuing debt, the Denco Board of Managers has always planned for and saved for future capital improvements to the 9-1-1 System.

DISTRICT FINANCIAL PLAN

Revenues

9-1-1 Service Fee Revenue.....	\$ 5,623,247
Interest Revenue	32,346
Miscellaneous Revenue	<u>1,258,226</u>
TOTAL REVENUES.....	\$ 6,913,819

Expenditures

Direct Services	\$ 4,045,855
General Government	<u>781,253</u>
TOTAL EXPENDITURES.....	\$ 4,827,108

EXCESS REVENUE OVER EXPENDITURES..... \$ 2,086,711

Sound Financial Position



STATEMENT OF NET ASSETS & GOVERNMENTAL FUND BALANCE AS OF SEPTEMBER 30, 2022

Assets

Cash.....	\$ 823,582
Temporary cash investments.....	3,322,375
Service fees receivables.....	481,405
Grant receivables	996,962
Net pension asset	1,377,781
Capital assets:	
Non depreciable.....	232,819
Depreciable, net	9,190,124
TOTAL ASSETS.....	<u>\$16,425,048</u>

Deferred outflows of resources

Deferred outflow related to pension.....	\$ 282,433
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Liabilities

Accounts payable	\$ 13,125
Accrued payroll.....	\$ 49,868
Long term liabilities:	
Due within one year.....	-
Due in more than one year	164,394
TOTAL LIABILITIES	<u>\$ 227,387</u>

Deferred inflows of resources

Deferred inflow related to pension	\$ 1,006,064
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Net Assets

Investment in capital assets	\$ 9,422,943
Unrestricted	6,051,087
TOTAL NET ASSETS.....	<u><u>\$ 15,474,030</u></u>

Sound Financial Position



AFFIDAVIT

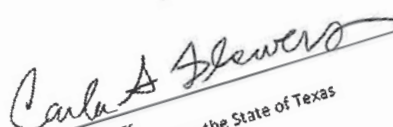
STATE OF TEXAS
COUNTY OF DENTON

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, 2022.


Gregory S. Ballentine
Executive Director

Sworn to and subscribed this 26th day of January, 2023.




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

My Commission Expires:
October 3, 2024

Jurisdictions

During Fiscal Year 2022, Denco served around 800,000 people in 33 jurisdictions throughout North Texas, including suburban and rural populations in and around Denton County.

Telecommunicators within the Denco 9-1-1 service area process hundreds of calls for help daily. When a caller dials 9-1-1, the call is routed to one of nine state-of-the-art emergency communications centers, which serve as the first point of contact for people reporting fires, crimes, injuries and other emergencies.

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
Corral City	Krugerville	Roanoke
Cross Roads	Krum	Sanger
Denton	Lake Dallas	Shady Shores
DISH	Lakewood Village	The Colony
Double Oak	Lewisville	Trophy Club
Flower Mound	Little Elm	Unincorporated Denton County

NINE EMERGENCY COMMUNICATIONS CENTERS

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