

2023 ANNUAL REPORT

DENCO AREA 9-1-1 DISTRICT



Accomplishments



System Stability: In Fiscal Year 2023, Denco completed the software-defined wide area network (SD-WAN) platform, a milestone project which increases stability by establishing multiple layers of connectivity in the 9-1-1 network. Infrastructure replacements and upgrades were completed throughout the district, including routers, power supplies and servers at Denco and emergency communications center facilities.

Public Education & Outreach: Over the course of the fiscal year, Denco participated in dozens of events throughout the district, including in-person attendance and support requests from partner agencies. Staff reached thousands of citizens with 9-1-1 messaging, such as Text-to-9-1-1 functionality and educational tips for families. Denco social media accounts saw increased activity, with tracking and planning measures implemented. Outreach activities strengthened Denco's relationships with key partners, including police departments, fire departments, school districts and chambers of commerce.

Back-to-School Campaign: For the start of the 2023-24 school year, Denco initiated a Back-to-School 9-1-1 campaign working with ten independent school districts across the county. The campaign focused on Text-to-9-1-1 awareness and a message: "9-1-1 is here to help – Call if you can, text if you can't." The Back-to-School project was not only successful in reaching educators and students of all grade levels, but strengthened relationships between Denco and school district staff, supporting future impactful projects.

Training: Denco's training program once again attracted public safety staff from throughout the state, with 123 courses and 19,019 total training hours conducted in 2023. Denco successfully completed the annual assessment from the Commission on Accreditation for Law Enforcement Agencies. Denco launched a training webpage to provide an online training alternative for certain initiatives, such as the Indoor Mapping and AED Registry projects. In less than 15 minutes, dispatchers can learn what a 9-1-1 tool has to offer, without the need for an in-person course.

Testing: The Denco-operated pre-employment testing program brings in local dispatch candidates for a slate of aptitude tests. If a candidate's scores exceed certain thresholds, Denco sends their information to partner agencies for review and consideration. This program directly provides the 9-1-1 centers with high-quality candidates, saving managers time and effort as they seek to fill open telecommunicator positions.

Indoor Mapping Project: In Fiscal Year 2023, Denco's GIS indoor mapping project passed a major milestone: 100% completion of public schools. Dispatchers can now view detailed floor plan information for each public school in their service area, allowing them to better pinpoint a caller's location and enhance the location information provided to emergency responders. With all public schools completed, the project is currently focused on other high-traffic buildings, including private schools, government buildings and apartment complexes.

PulsePoint AED Registry Project: The PulsePoint AED Locator tool, which provides 9-1-1 dispatchers access to enhanced data on defibrillator locations, was successfully installed at several emergency communications centers in Fiscal Year 2023. During a cardiac emergency 9-1-1 call, Denco-provided software scans the caller's location for nearby AEDs, automatically displaying the closest devices within 100 yards.

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 2023, the Denco Board was comprised of:



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



Ms. Sue Tejml, Vice Chairman
Representing Municipalities



Mr. Jim Carter, Secretary
Representing Municipalities



Chief Jason Collier
*Representing Denton County
Fire Chiefs' Association*



Mr. Jason Cole
*Representing Denton County
Commissioners Court*



Mr. George Karatzis, Verizon
Advisory Member

Sound Financial Position



Denco’s 2023 fiscal audit yielded an “unqualified opinion” – the highest assurance available – for a 36th 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.....	\$ 6,075,417
Operating Grants and Contributions.....	1,179,188
Interest Revenue	281,191
Miscellaneous Revenue	<u>127,666</u>
TOTAL REVENUES.....	\$ 7,663,462

Expenditures

Direct Services	\$ 4,377,478
General Government	<u>1,112,572</u>
TOTAL EXPENDITURES.....	\$ 5,490,050

EXCESS REVENUE OVER EXPENDITURES..... \$ 2,173,412

Sound Financial Position



STATEMENT OF NET ASSETS & GOVERNMENTAL FUND BALANCE AS OF SEPTEMBER 30, 2023

Assets

Cash.....	\$ 837,407
Temporary cash investments.....	6,459,579
Service fees receivables.....	511,536
Grant receivables	321,000
Prepaid Assets	28,800
Net pension asset	335,966
Capital assets:	
Non depreciable.....	232,819
Depreciable, net	<u>8,848,123</u>
TOTAL ASSETS.....	\$ <u>17,575,230</u>

Deferred outflows of resources

Deferred outflow related to pension.....	\$ 387,709
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Liabilities

Accounts payable	\$ 24,405
Accrued payroll.....	\$ 56,221
Long term liabilities:	
Due within one year.....	-
Due in more than one year	<u>201,088</u>
TOTAL LIABILITIES	\$ 281,714

Deferred inflows of resources

Deferred inflow related to pension	\$ 33,783
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Net Assets

Investment in capital assets	\$ 9,080,942
Unrestricted	<u>8,566,500</u>
TOTAL NET ASSETS.....	<u>\$ 17,647,442</u>

Sound Financial Position




AFFIDAVIT

STATE OF TEXAS
COUNTY OF DENTON

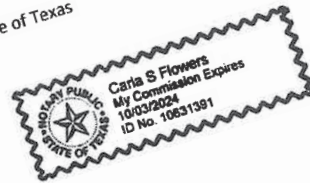
Before me, the undersigned personally appeared and stated:
I, Gregory S. Ballentine, Executive Director of the Denco Area 9-1-1 District, do solemnly swear that the presented report of the operations and finances of the Denco Area 9-1-1 District is a true and correct report of the activities of the District for the fiscal year ending September 30, 2023.


Gregory S. Ballentine
Executive Director

Sworn to and subscribed this 24th day of January, 2024.


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

My Commission Expires:
October 3, 2024



Jurisdictions



During Fiscal Year 2023, 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