

# 2019 ANNUAL REPORT

DENCO AREA 9-1-1 DISTRICT



1075 Princeton Street • Lewisville, TX 75067  
972.221.0911 • DENCO.ORG

# Accomplishments



**Annex Facility:** Work continued to relocate mission critical operations into the hardened tornado shelter. Building systems and all necessary network connectivity between the buildings was established. Several partner agencies are moving forward to include this space in their agency continuity of operations plan.

**Cybersecurity:** Cybersecurity continues to be one of the greatest risks to continuity of operations for Denco's 9-1-1 system and a high priority for staff. Denco engaged a cybersecurity vulnerability assessment designed specifically for public safety and based on the FCC, Department of Homeland Security (DHS) and National Institute of Standards and Technology (NIST) best practices. The comprehensive network review identified cyber weaknesses and other cybersecurity needs, such as forensics, training and end-point security solutions. Denco has enhanced remote monitoring of 9-1-1 networks and systems. Denco offered a "Cybersecurity Hygiene" class to its staff and 9-1-1 and IT personnel in the district.

**Strategic Plan Adoption:** Denco Area 9-1-1 District Board of Managers adopted the revised strategic plan framework. The plan document is an update of previously approved plans and budget priorities, continuing the board's long-standing commitment to achieving the agency's mission through a professional, efficient, and effective strategy. This plan reaffirms Denco Area 9-1-1 District's vital role in maintaining the 9-1-1 system supporting the high quality of life enjoyed by residents, businesses, and visitors.

**Training Program Expansion:** The Denco training academy continues to offer high quality basic, intermediate and advanced training programs to public safety personnel. Fiscal year 2019 saw a significant expansion of training with more than 21,000 contact hours, a record for Denco.

**Microwave System Enhancements:** Completed a major technology upgrade of the Denco/Denton County microwave system. The roughly two million dollar upgrade to the 13 year-old, jointly owned microwave system will enhance system operational capacity and reliability. The technology enhancement will ensure the continued availability of this important public safety infrastructure supporting both 9-1-1 and public safety radio operations.

**CAD / Radio Interoperability Project:** Denco engaged an interoperability project with partner agencies to identify the operational and financial considerations necessary to integrate partner agency Computer Aided Dispatch and land mobile radio communications into the Annex, for backup PSAP and emergency management operations. Following the completion of the analysis and findings by the consultant, Denco is planning for implementation of minor operational enhancements to the Annex to ensure its effectiveness as a back-up emergency communications center for partner jurisdictions.

**Recruiting and Testing Support:** Recruiting Support: During FY2019, Denco processed telecommunicator applicants through the various pre-employment testing programs and provided partner agencies with 238 fully tested candidates. Denco provides a series of pre-employment tests to help identify candidates with the required skillset to be a successful telecommunicator. Denco staff also administered 188 state licensing exams, which covers telecommunicators, law enforcement officers, and jailers.

**GIS Enhancements:** The Denco Geographic Information Systems (GIS) staff continues to work with partner jurisdictions to enhance location data to an accuracy level that will support spatial routing of 9-1-1 calls. At the end of FY2019, data accuracy of ALI & MSAG synchronization is 97.03%, within one percentage point of industry standards.

# 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 2019, 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.....	\$ 6,084,120
Interest Revenue .....	46,990
Miscellaneous Revenue .....	<u>95,114</u>
TOTAL REVENUES.....	\$ 6,226,224

### Expenditures

Personnel.....	\$ 1,648,748
Administration .....	293,125
Direct Services .....	<u>3,110,777</u>
TOTAL EXPENDITURES.....	\$ 5,052,650

EXCESS REVENUE OVER EXPENDITURES..... \$ 1,173,574

# Sound Financial Position



## STATEMENT OF NET ASSETS & GOVERNMENTAL FUND BALANCE AS OF SEPTEMBER 30, 2019

### Assets

Cash.....	\$	607,275
Temporary cash investments.....		1,556,034
Service fees receivables.....		387,975
Net pension asset.....		8,119
Capital assets:		
Non depreciable.....		232,819
Depreciable, net.....		<u>8,376,484</u>
TOTAL ASSETS.....	\$	<u>11,168,786</u>

### Deferred outflows of resources

Deferred outflow related to pension.....	\$	418,530
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### Liabilities

Accounts payable.....	\$	9,511
Accrued payroll.....	\$	76,235
Long term liabilities:		
Due within one year.....		-
Due in more than one year.....		<u>66,263</u>
TOTAL LIABILITIES.....	\$	<u>152,009</u>

### Deferred inflows of resources

Deferred inflow related to pension.....	\$	32,140
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### Fund balance assets

Fund Balance:		
Unreserved, undesignated.....	\$	-
TOTAL FUND BALANCE.....	\$	-

### Net Assets

Investment in capital assets.....	\$	8,609,303
Unrestricted.....		<u>2,793,864</u>
TOTAL NET ASSETS.....	\$	<u><u>11,403,167</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, 2019.

  
\_\_\_\_\_  
Gregory S. Ballentine  
Executive Director

Sworn to and subscribed this 4th day of February 2020.



  
\_\_\_\_\_  
Carla S. Flowers  
Notary Public in and for the State of Texas  
My Commission Expires:  
October 3, 2020

# Jurisdictions

## PARTICIPATING CITIES AND TOWNS IN DENTON COUNTY

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

## 10 PUBLIC SAFETY ANSWERING POINTS (PSAP) - EMERGENCY CALL CENTER

Carrollton (at NTECC)	Highland Village	The Colony	University of North Texas
Denton	Lewisville	Denton County Sheriff	
Flower Mound	Roanoke	Texas Woman's University	