

BEXAR METRO 9-1-1 NETWORK

2019

ANNUAL REPORT





MESSAGE FROM THE CHAIRMAN OF THE BOARD

January 2020

On behalf of the Bexar Metro 9-1-1 Network Board of Directors and staff, I am proud to present to you the Bexar Metro Fiscal Year 2019 Annual Report.

This publication provides accounting of Bexar Metro's Fiscal Year 2019 revenues and expenditures and an overview of the programs and services provided to member jurisdictions during the year. We believe that you will be impressed with the breadth and quality of emergency communication services that Bexar Metro provides to its constituents: the citizens of Bexar, Comal, and Guadalupe Counties.

Accompanying this Annual Report is a copy of the financial auditor's report for Fiscal Year 2019. Please note that the Independent Accountants' Report on Financial Statements and Supplementary Information gave Bexar Metro an unqualified opinion, the best classification possible.

I am especially pleased to report the Quarry Run Regional Operations Center continues its 24/7 support to its anchor tenant, the Bexar County Public Safety Communications Center. In addition, it seamlessly performed its role as backup PSAP for the City of San Antonio's Police and Fire Emergency Communications Centers and our remaining 21 District PSAPs.

Bexar Metro welcomes your feedback and questions on the information provided in both the Annual Report and the Audit Report or any programs and services we provide. If you have questions or would like additional information, please do not hesitate to call the Bexar Metro administrative office at (210) 408-3911.

Thank you for your continued support of the Bexar Metro 9-1-1 Network.

Sincerely,

James C. Hasslocher
Chairman



THE BOARD OF DIRECTORS

The authority for the Bexar Metro 9-1-1 Network is Texas Health and Safety Code, Chapter 772, Subchapter D, Section 772.301—formerly Vernon’s Annotated Civil Statutes Article 1432e, as approved by the Texas 69th Regular Legislative Session in Senate Bill 750 on May 21, 1985, and subsequently approved by a local election on January 17, 1987.

The Bexar Metro Board is the governing body appointed by member counties and municipalities and has the statutory authority to control and manage the District by providing oversight of policy and fiscal matters. The Executive Director of Bexar Metro is appointed by the Board and is responsible for the overall management of District matters.

The following is a list of the current Board members and the entities that they represent:

James C. Hasslocher (Chairman)	Bexar County
Stephen R. Schneider	Bexar County
Judge Sherman Krause	Comal County
Dudley Wait	Guadalupe County
Heberto Gutierrez	City of San Antonio
Chief William McManus	City of San Antonio
Cathy C. Talcott	City of New Braunfels
Suzanne de Leon	Bexar County Council of Mayors



James C.
Hasslocher



Stephen R.
Schneider



Judge Sherman
Krause



Dudley
Wait



Heberto
Gutierrez



Chief William
McManus



Cathy C.
Talcott



Suzanne
de Leon

OUR MISSION



As the Bexar Metro 9-1-1 Network Chief Executive Officer, it is my privilege to be the chief executive responsible for the overall operations of the District. With direction and support from the Board, it is my responsibility to secure and manage the necessary financial, staff, technical, and operational resources necessary to lead Bexar Metro to successfully accomplish the following mission:

The District's mission is to deploy and maintain a state-of-the-art 9-1-1 emergency communication system that enables citizens in distress to quickly communicate their requests for police, fire, or emergency medical assistance; and to ensure member jurisdictions have the appropriate 9-1-1 tools necessary to efficiently and accurately receive and process those requests.

The Bexar Metro staff is a highly effective and experienced team of 9-1-1 professionals dedicated to providing our constituents with the most effective and efficient 9-1-1 emergency communication services available. The staff consists of a team of Subject Matter Experts that complement each other in the District's provision and management of one of the top 9-1-1 systems in the country. We are fortunate to have such a strong support staff. The following page provides you with an illustration of the Bexar Metro staff structure.

This annual report will provide you a synopsis of a few accomplishments and services that Bexar Metro provided its citizens and member jurisdictions during fiscal year 2019. The latest information on the Quarry Run Regional Operations Center and its continued impact District-wide is included as well.

The report also summarizes revenues and expenditures that were necessary for successful operations and Bexar Metro's Executive Director's sworn statement affirming that the 2019 financial summary provided is true and accurate.

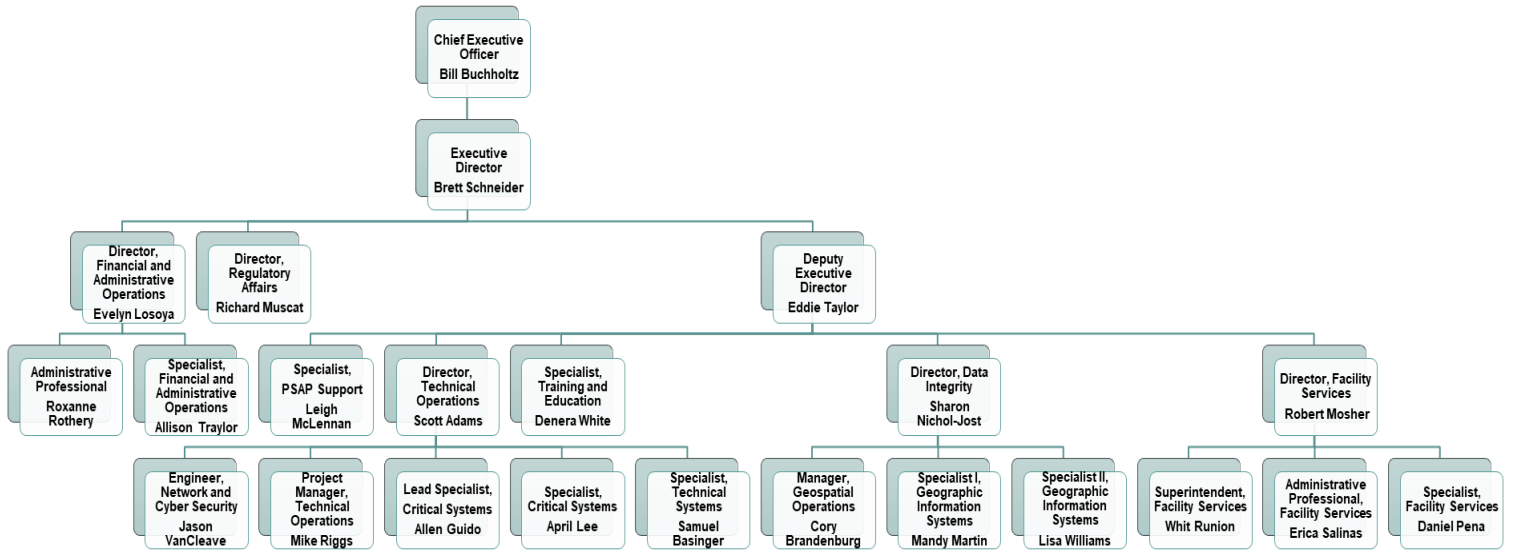
If you would like additional information, please call the Bexar Metro administrative office at (210) 408-3911. We will be glad to assist.

W.H. Buchholtz
Chief Executive Officer





ORGANIZATIONAL CHART



OUR RESPONSIBILITIES



As the 9-1-1 world changes, Bexar Metro continues to work diligently to evolve with it. To that end, Bexar Metro continues to maintain a highly experienced and competent staff to meet District needs. We have retained senior staff members who have been with us since the early days, some even before 9-1-1 as we know it was fully implemented. Those team members built databases, developed the District digital map from scratch, installed various iterations of 9-1-1 Customer Premise Equipment (CPE) and networks, and set the foundation in-place which makes ours one of the leading 9-1-1 entities in the Nation.

We are very proud of our accomplishments, but we refuse to rest on our laurels. We have also been mindful over time that additional skillsets are required if we are to continue to stay out in front. We have been very selective and are fortunate to have added additional talent to our team.

We recognize that is very important that Bexar Metro's new hires share the core values that have made our team successful. Bexar Metro's screening process has proven useful and ensures new staff continues to meet our stringent background and security requirements as we bolster our knowledge base. Our natural and adaptive behaviors and motivator assessments ensure the District's culture is preserved and the mission is achieved daily.

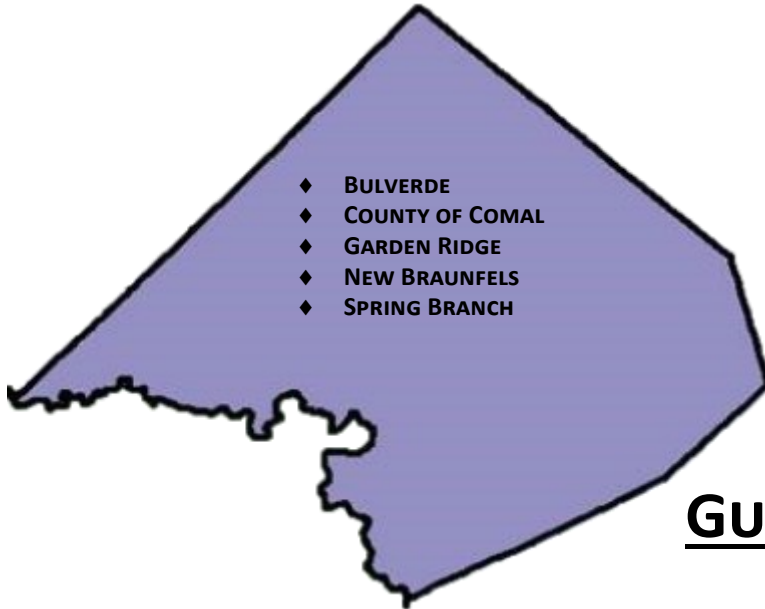
Our group is cohesive and together has established a set of shared core values. Those include *Accountability, Honesty/Integrity, Commitment to Service, Service Excellence, and Agility/Adaptability*. We use these as a baseline with which we measure our successes as we accomplish our goals and our objectives.

Though our staff is relatively small, size doesn't directly mirror our scope or responsibility. In addition to the 24 PSAPs and 40 jurisdictions we support, we are also directly responsible for successful 9-1-1 call delivery for more than 1.8 million calls annually, and to the more than 2 million citizens we serve. We proudly accept that responsibility and it guides our focus each day.

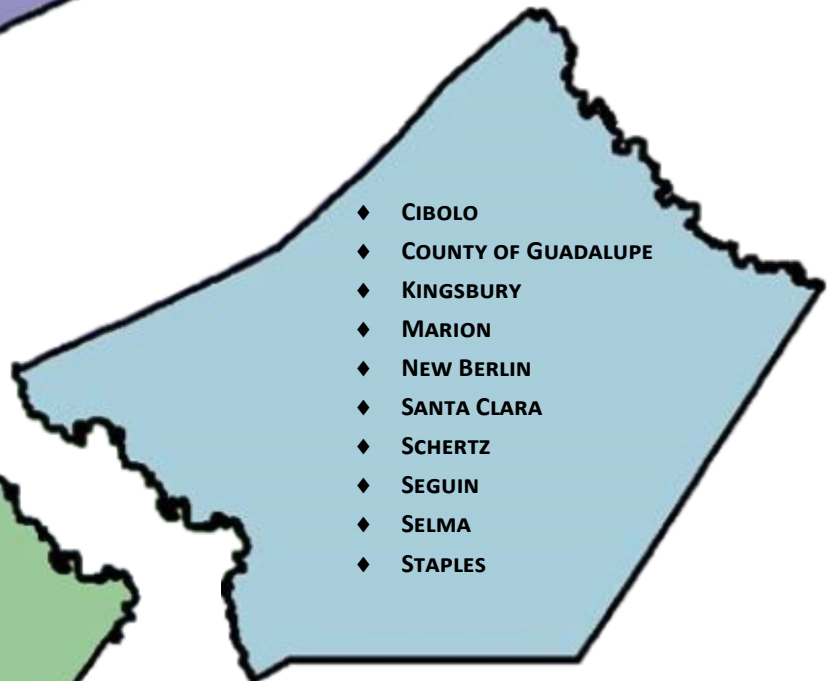


PARTICIPATING JURISDICTIONS

COMAL COUNTY



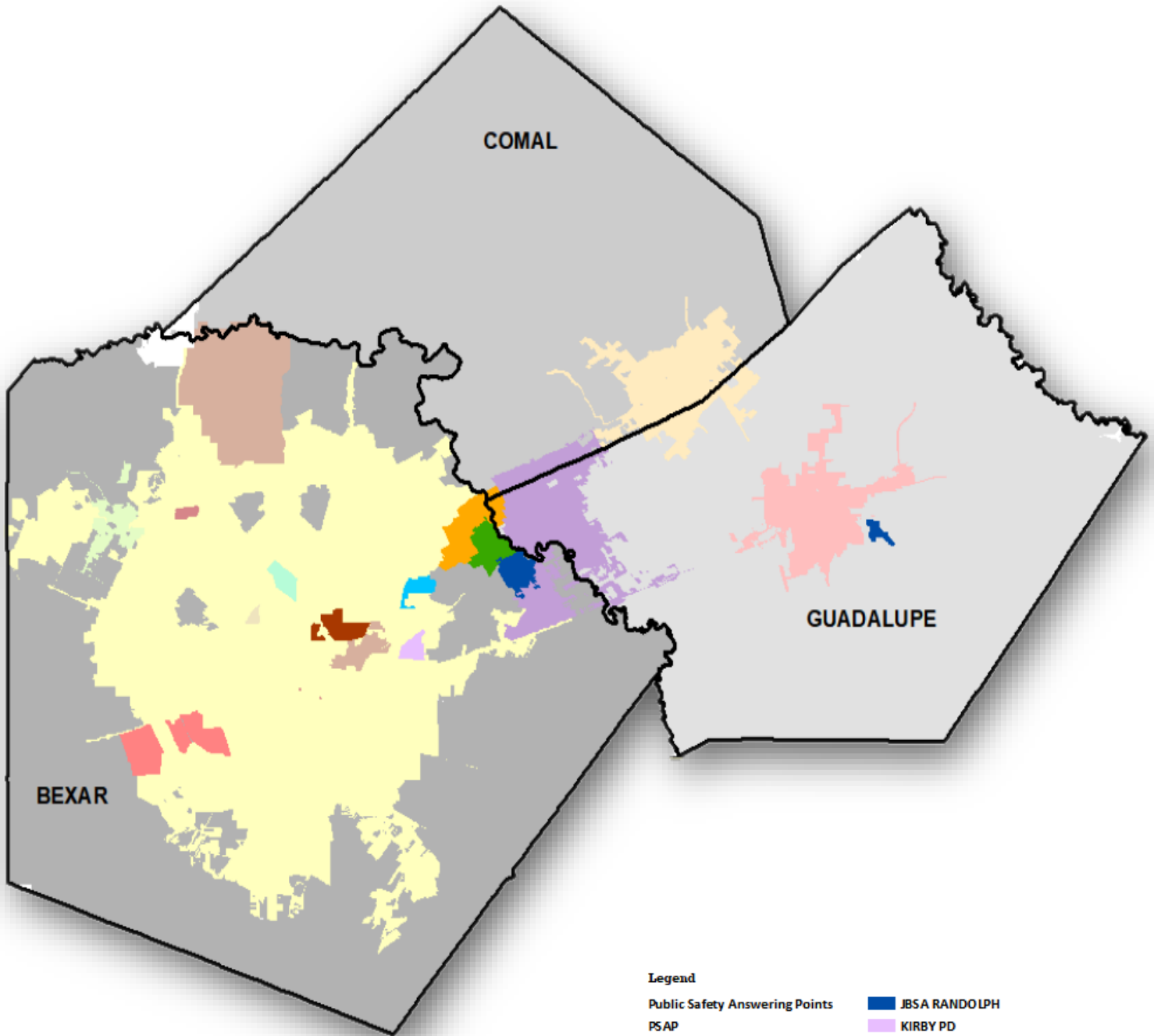
GUADALUPE COUNTY



BEXAR COUNTY



PSAP SERVICE AREAS



Legend

Public Safety Answering Points	■ JBSA RANDOLPH
PSAP	■ KIRBY PD
■ ALAMO HEIGHTS PD	■ LIVE OAK PD
■ BALCONES HEIGHTS PD	■ NEW BRAUNFELS PD
■ BEXAR COUNTY SHERIFF	■ SAN ANTONIO PD FIRE/EMS
■ CASTLE HILLS PD	■ SCHERTZ PD
■ COMAL COUNTY SHERIFF	■ SEGUIN PD
■ GUADALUPE COUNTY SHERIFF	■ UNIVERSAL CITY PD
■ HELOTES PD	■ UTSA PD
■ JBSA FT. SAM HOUSTON	■ WINDCREST PD
■ JBSA LACKLAND	

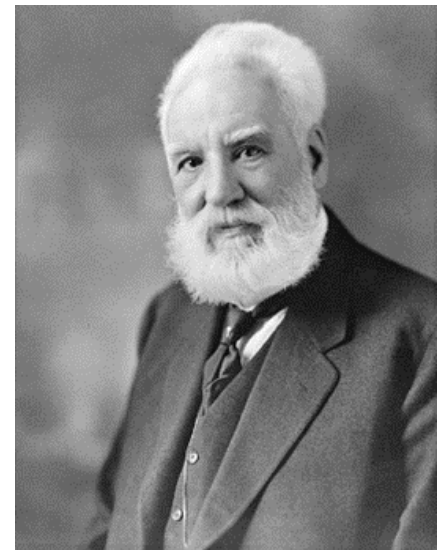


A BRIEF HISTORY OF THE BIRTH OF 9-1-1

Bexar Metro has a rich and dynamic history effectively bringing “9-1-1” to the Bexar Metro 9-1-1 Network more than 32 years ago. Of course, the path to a simple means of contacting first responders in the event of an emergency dates back much, much further. Though our history is long, it pales when compared to what initially started telephone service some 140-plus years ago.

Most would say it started with Alexander Graham Bell when he made the world’s first “telephone” call on March 10, 1876. With that call, the world was about to embark on a brand-new journey of information sharing and communicating without ever leaving their homes. In relatively short order, it was easy enough for the masses to call a friend or loved one for help if needed; but what if those called aren’t readily available, skilled enough, or even willing to help? Then what? It wasn’t long after that forward-thinkers began asking the question, “how can this technology be best used when it matters most?”

It’s been said that the first attempt at using this fairly new communication for emergency purposes took place almost half a century later in England. What prompted the actual development or new use of the phone system? A massive fire consumed structures and resulted in the tragic loss of many lives. Lack of effective communication in a timely manner contributed greatly to the loss. Tragedy had revealed the need for a better way of communicating such needs and to quickly notify emergency service agencies. This eventually evolved into England’s emergency telephone notification system built around the three digits 9-9-9.



Stateside, we also recognized the need for such a system, but it took more than two decades to really begin, and eventually bring it to fruition. At the same time Canada, Australia, and New Zealand began to do likewise. President Lyndon B. Johnson's Commission on Law Enforcement and Administration of Justice recommended a 3-digit number to be used nationwide, not only for fire, but for police emergencies as well.



Such an undertaking and change of mindset required continued coordination at the highest level, including the White House. To make that a reality, the Federal Communications Commission (FCC) and AT&T buy-in was necessary to really get this program moving on such a large scale. Once those details were worked out and a workable plan put together, the FCC presented to Congress the House Concurrent Resolution 361, which detailed the plan.

The real push for a single number for nationwide emergency response, nationwide, came from the National Association of Fire Chiefs and their need to quickly and effectively report fires. Though the need was truly recognized, it took a full 10 years to implement.

Shortly thereafter, in 1967, a formal press conference was held in Washington, D.C., where AT&T established and presented 9-1-1 as the universal number to be used for emergency calls. While that was that company’s intention, that revelation only affected Bell companies and their customers, not other smaller independent telephone companies. As time passed, these companies eventually adopted 9-1-1 as the standardized number as well.

Even today opinions vary as to why that specific number (9-1-1) was selected. Some speculate the proximity from the “9” to the “1” on the rotary phone made dialing it in error less likely. Some attribute the 3-digit format as being based on the English example before it. Still others believe it had to do with complexities of the telephone switching systems and their ability to process specific numbers.

The first true 9-1-1 call actually placed in the United States took place in the small town of Haleyville, Alabama, in cooperation with the Alabama Telephone Company. They designated a special red “911-only” phone which today, is housed in a museum in Haleyville. In the Great State of Texas, Odessa is recognized as the first city to successfully implement 9-1-1 in 1970, and the widespread adoption of the 3-digit number across Texas and the US soon followed.



From the early days of Alexander Graham Bell to the subsequent development of the phone instrument of today, much coordination, change of mindset, and education was needed to sway popular opinion and make 9-1-1 a mainstay. Since technology continues to leap ahead at a rapid pace, constant public education is required. At the Bexar Metro 9-1-1 Network, we are proud to be a part of that continued process as technology moves ahead. Be it cellular phone, Voice over Internet Protocol (VoIP), or text-to-911 use, we stand ready to meet the demands of our citizenry in time of an emergency. The average citizen possesses more computing power and means of communication in the palm of their hands than Mr. Graham himself could ever imagine. It is the task of the 9-1-1 community to continue to stay in tune with new technologies and thusly, we are a part of the growing history of 9-1-1.



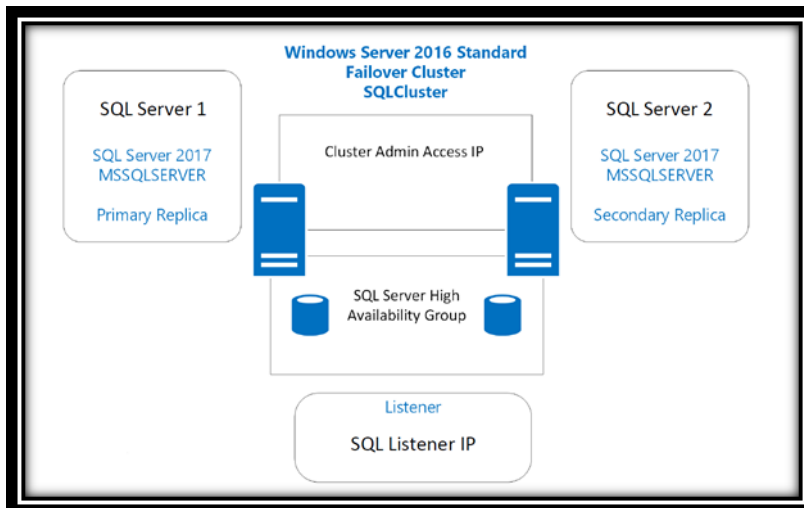


BEXAR METRO 9-1-1 NETWORK GEOGRAPHICAL INFORMATION SYSTEMS

During fiscal year 2019, Bexar Metro staff embarked upon a plan to upgrade our legacy Geographic Information System (GIS) infrastructure and to migrate to a new hardware/software environment at Quarry Run Regional Operations Center. The transition included replacing the single-sided servers at Saddletree Court with a new high availability (HA) design. Previously, we were capable of pointing to different virtual machines for database access located in the same server rack. With the new implementation, failover consists of switching databases seamlessly to either the A or B side served by different power grids at Quarry Run. The redundancy of power, applications, and hardware at the Quarry Run facility allows for continuous access of GIS data with protection from a potential computer hardware or system failure. Today, if a user cannot access a database server, each one is configured to automatically switch to additional servers which act as one unit for redundancy and automatic failover capability. Our current configuration allows us to plan and apply updates on operating systems for maintenance while still allowing employees to access data at the same time. Additionally, if there is a power problem or a database corruption issue, an alternative exists because each database mirrors the other in an active/passive relationship.

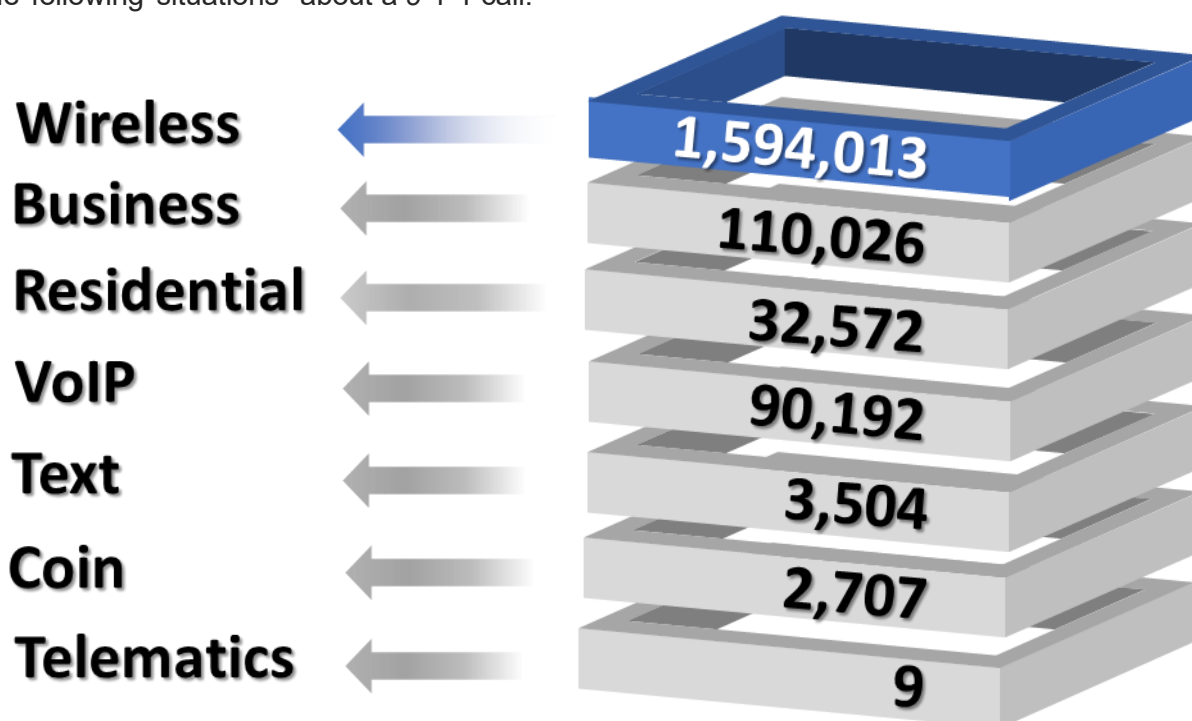
Some of the key elements added over the course of this project were:

- High Availability Design (Windows Server 2016 Standard)
- ArcGIS Server Install/Upgrade
- SQL Server Install/Upgrade (SQL Server 2017)
- Upgraded desktop clients to ArcGIS 10.5.1
- Scripts to create new database schema and load data
- Schema compliance to Next Generation 9-1-1 specifications
- Unique ID management application to track features
- Added a platform for additional geoprocessing tasks
- Daily database backups with both local and off-site recovery
- Multiple databases created to handle different GIS requirements
- Additional dashboard interface to manage geoprocessing tasks



9-1-1 CLASS OF SERVICE TRACKING

The National Emergency Number Association (NENA) defines class-of-service as a designation of the type of telephone service used to generate a 9-1-1 call; e.g., residential, business, coin, or wireless. Public Safety Answering Points (PSAPs) in the Bexar Metro 9-1-1 Network received over 1.8 million requests for service during the 2019 fiscal year. Each 9-1-1 request for service is tracked by a unique class of service code that allows a telecommunicator to determine basic information from the device used to generate each 9-1-1 call. Bexar Metro staff combines different codes delivered into the PSAP to create a class-of-service report using seven categories which give a yearly accrual and snapshot of residential, business, coin, wireless, telematics, text, and Voice over Internet Protocol (VoIP). Currently, classification codes clarify the following situations about a 9-1-1 call:



- Wireless and VoIP calls are classified differently to help determine the expected level of location accuracy. The 9-1-1 caller could be fixed, mobile, or nomadic VoIP.
- The 9-1-1 customer premise equipment (CPE) can use a different class of service to aid in mapping a call based on x, y coordinates or the civic location.
- Each classification can aid in how a telecommunicator handles delivery of a 9-1-1 call from commercial buildings versus a single-family residence, or dispatching a 9-1-1 hang up call with no answer on callback.

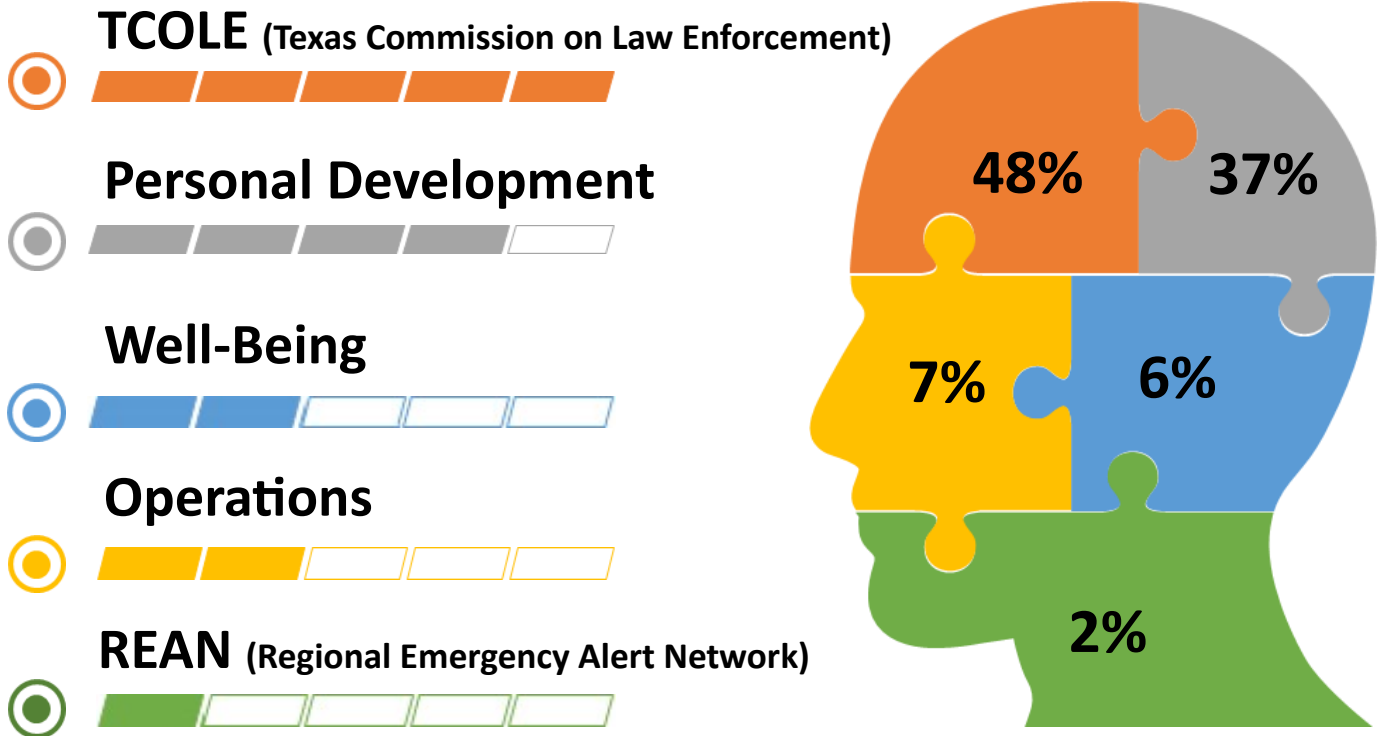
The majority of 9-1-1 calls are generated from a wireless device, which correlates to our mobile society. On a yearly average over 87% of 9-1-1 calls are wireless. The class of service types WRLS (cell tower location) and WPH2 (approximate caller location) associated with wireless calls assist the call taker in determining the location accuracy of a mobile caller. For illustration purposes, the graph above depicts a categorized approach of 9-1-1 class-of-service types in Bexar, Comal, and Guadalupe Counties.



TRAINING AND EDUCATION

BEXAR METRO

As part of our continued efforts to meet local telecommunicator training needs, Bexar Metro staffed a full-time trainer in late 2017. Bexar Metro is dedicated to fund, develop and implement various training and educational programs. In 2019, 635 telecommunicators attended various types of training to support their high-demanding occupation and meet all state and federal requirements.



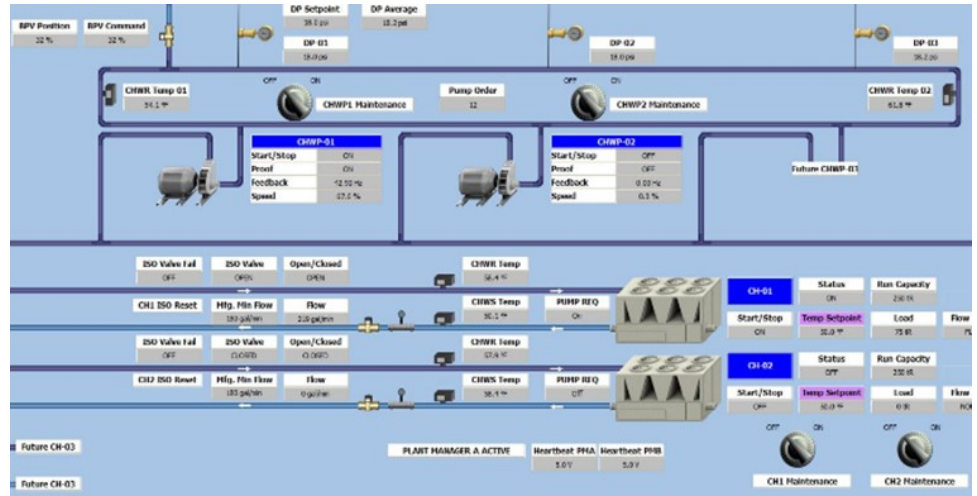
Bexar Metro’s Training and Education Program was able to provide state and federally mandated courses more often to accommodate the grueling schedules of the telecommunicators. Although Crisis Communications and TDD/TTY were often offered, the most requested state/federally mandated course was TCIC/TLETS. This is a 24 hour course that all 9-1-1 Operators must complete within 1 year of being hired, and all Operators must retest every 2 years, either on-line or by attending a course. Little-known fact: As of September 1, 2019, 9-1-1 Operators are considered First Responders per the 85th Texas Legislative Session.

BEXAR METRO FACILITY SERVICES



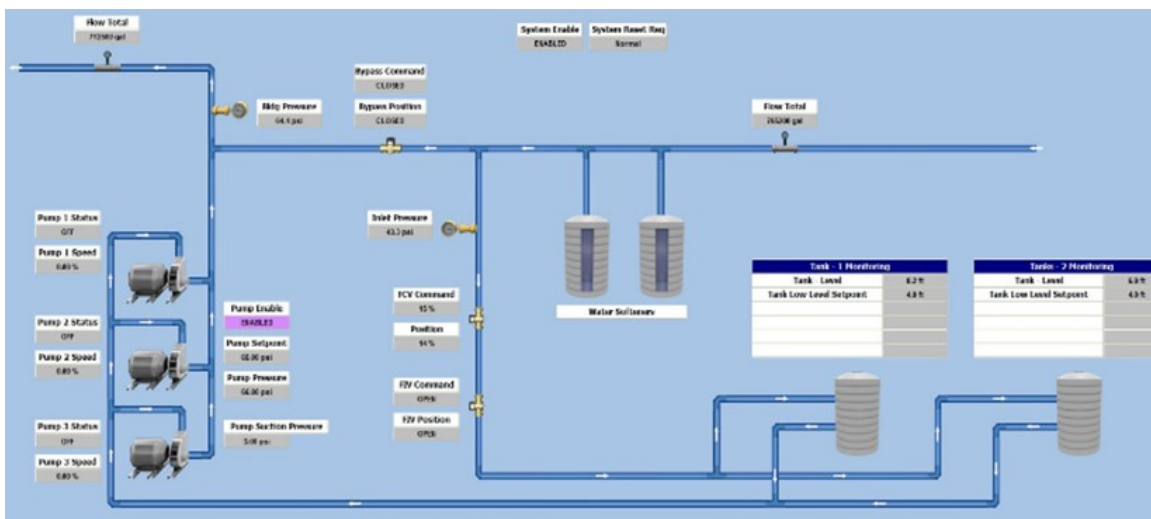
The silent partner to the *built environment* at Bexar Metro 9-1-1 is the Facility Operations Department. To help manage the work and systems, Facility Services has incorporated the Building Management System (BMS). The BMS is responsible for all major systems in the facility. The major aim of the BMS is to guarantee the safety of facility operations. It monitors and controls over 16,000 individual points around the building including temperature, power, static air pressure, lighting and more. This state-of-the-art system is invaluable to the building's success.

The BMS as designed is an unmanned system which means it can self-correct if a problem is detected. For example, if power is lost on one of our utility feeds, the system will automatically open that breaker and switch to a viable power source. It can even fire up the generators if it detects a problem with both utility feeds. This logic is programmed into the system and alerts the facilities team as events are happening in real time.



Although no human interaction is required for the building to correct power or cooling issues, staff is required to respond to such events to ensure all systems are operating normally when alerts are received. The system is very thorough when monitoring major events, but it also monitors down to individual breaker-level giving staff insight into single components such as voltage, amp draw, and power consumption. All the data is captured for trending purposes and can alert staff to possible service interruption before it becomes a problem.

If anything is outside of normal operating specifics, the system prompts alerts so proper action can be taken. The BMS is at its core a computer system, which requires continual monitoring and management. When necessary, we have valuable partnerships with vendors that help with that task.





BEXAR METRO

2019 BUDGET SUMMARY

More than 99 percent of the total funding for the Bexar Metro 9-1-1 Network (Bexar Metro or District) is generated by emergency service fees on telephone services, including traditional wireline, wireless, private switch and Voice over Internet Protocol (VoIP). These small monthly service fees collected on behalf of the District by telephone service providers in Bexar, Comal, and Guadalupe counties, fund the planning and implementation as well as the operations and maintenance of one of the premier Enhanced 9-1-1 systems in the Nation.

The Bexar Metro annual budget is adopted by its Board of Directors each year after the governing bodies of each of the 40-member jurisdictions have had the opportunity to review, consider, and approve a draft version. Budget expenditures required for the 9-1-1 operation is divided into two primary sections; the Operations and Maintenance (O&M) expenditures and the Capital expenditures. The O&M expenditures provide for the ongoing management of existing operations while the Capital expenditures, including funds transferred from the capital reserve fund, provide for current and future enhancements to District Operations. The District's Capital Reserve Fund is set aside for those enhancements.

Currently, the majority of the Bexar Metro Capital Reserve Fund is dedicated for the deployment of a Next Generation 9-1-1 system that will support the operations of all 24 PSAPs currently served by the District.

Bexar Metro has, from the start, adhered to a policy of sound fiscal planning and management and has never borrowed funds. Because of strong leadership, the District is in a strong fiscal position to meet its future obligations while continuing to enhance the services it provides to the citizens it serves.



**Bexar Metro 9-1-1 Network
Fiscal Year 2019 Budget Summary**



	FY 2019 Budget	FY 2019 Actual
Revenue		
9-1-1 Service Fee Revenue	\$ 15,578,900	\$ 15,206,046
Interest Income	\$ 136,000	\$ 275,325
Miscellaneous	\$ 12,000	\$ 233,606
Total Revenue	<u>\$ 15,726,900</u>	<u>\$ 15,714,977</u>
Planned Reserve Transfer	\$ -	\$ -
Previous Year Carry-Over	<u>\$ -</u>	<u>\$ -</u>
Total Funds Available	\$ 15,726,900	\$ 15,714,977
Expenditures		
Personnel Services	\$ 3,074,000	\$ 2,768,749
Operations	\$ 4,870,000	\$ 3,258,676
Facilities	\$ 1,500,000	\$ 1,447,040
Education and Training	\$ 159,500	\$ 151,902
Contingencies	\$ 500,000	\$ 250,000
Total O&M Expenses	<u>\$ 10,103,500</u>	<u>\$ 7,876,367</u>
Capital Expense	\$ 2,041,000	\$ (586,839)
Capital Reserve	\$ 3,582,400	\$ 8,425,449
Total Capital Expense	<u>\$ 5,623,400</u>	<u>\$ 7,838,609</u>
Total Expenditures	\$ 15,726,900	\$ 15,714,977

The Budget Summary utilizes a cash basis for accounting. The accompanying Audit Report differs slightly because it utilizes an accrual basis.



BEXAR METRO

SWORN STATEMENT

STATE OF TEXAS)
)
COUNTY OF BEXAR)

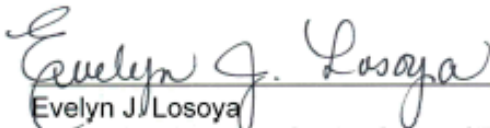
Before me, the undersigned personally appeared and stated:

I, Brett M. Schneider, Executive Director of the Bexar Metro 9-1-1 Network District, do solemnly swear that the following Fiscal Year 2019 Budget Summary of revenues and expenditures is a true and correct report of the financial activities of the District for the fiscal year ending September 30, 2019.

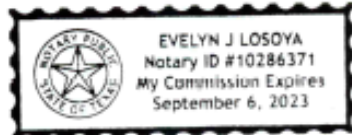


Brett M. Schneider, Executive Director

Sworn to and subscribed this 10 day of January 2020.



Evelyn J. Losoya
Notary Public in and for the State of Texas
My Commission Expires: September 6, 2023





Bexar Metro 9-1-1 Network
911 Saddletree Court, San Antonio, Texas 78231-1523
(210) 408-3911 Telephone