

Commission on State Emergency Communications
Self-Evaluation Report



Submitted to
Sunset Advisory Commission
September 2009

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Commission on State Emergency Communications Self-Evaluation Report

I. Agency Contact Information

A. Please fill in the following chart.

Commission on State Emergency Communications Exhibit 1: Agency Contacts				
	Name	Address	Telephone & Fax Numbers	E-mail Address
Agency Head	Paul Mallett	333 Guadalupe, Suite 2-212, Austin, TX 78701	512.305.6920 512.305.6937	Paul.mallett@c sec.state.tx.us
Agency's Sunset Liaison	Brian P. Millington	333 Guadalupe, Suite 2-212, Austin, TX 78701	512.305.6923 512.305.6937	Brian.millingto n@csec.state.tx. us

II. Key Functions and Performance

Provide the following information about the overall operations of your agency. More detailed information about individual programs will be requested in a later section.

A. Provide an overview of your agency's mission, objectives, and key functions.

The mission of the Commission on State Emergency Communications (CSEC or Commission) is to preserve and enhance public safety and health in Texas through reliable access to emergency telecommunications services.

The objectives of the CSEC are to collaborate with regional and local governments and other state agencies to promote stewardship and accountability, set high standards, and foster efficient emergency telecommunications services.

The key functions of the CSEC are administration of two programs: 1) the state 9-1-1 Program and 2) the Poison Control Program.

"9-1-1 service" is statutorily defined as a telecommunications service that provides the user of the public telephone system the ability to reach a public safety answering point (PSAP) by dialing the digits 9-1-1. In the state 9-1-1 Program, the CSEC contracts with the state's 24 regional planning commissions (RPCs) for the provisioning of 9-1-1 service. The state 9-1-1 Program provides 9-1-1 service to approximately one-third of the population in Texas and two-thirds of the geographical territory of Texas. 9-1-1 service in the rest of the state is provided by 51 emergency communication districts (ECD). By statute, ECDs are either: (a) a public agency or group of public agencies acting jointly that provided 9-1-1 service before September 1, 1987, or that had voted or contracted before that date to provide that service; or

(b) a district created under Subchapter B, C, D, or F, Chapter 772.

The Texas Poison Control Network (TPCN) provides toll-free information to people who suspect they have been exposed to toxic substances and to health care professionals treating a toxic exposure. The network is composed of six regional poison control centers residing in host hospitals linked by a sophisticated telecommunications network. Callers speak directly with a health care professional trained in various aspects of toxicology and poison control and prevention. The aim is to provide sufficient information to treat a poison incident at home, precluding the dispatch of emergency medical services or a visit to a health care facility, and to assist healthcare professionals in dealing with toxic exposures.

B. Do each of your key functions continue to serve a clear and ongoing objective? Explain why each of these functions is still needed. What harm would come from no longer performing these functions?

Yes. In the case of 9-1-1, the state program provides state level oversight and creates economies of scale for participating counties and cities to ensure uniform, cost effective 9-1-1 service is available in the program areas. If this function were no longer performed, some areas of the state would no longer be able to maintain adequate 9-1-1 service and costs would increase. In the case of poison control, the program provides a critical emergency service to the public, as well as health care professionals who need additional information from the poison experts when dealing with a toxic exposure. If this program were no longer available, over 450,000 calls for assistance in dealing with a poison emergency per year would go unanswered.

C. What evidence can your agency provide to show your overall effectiveness and efficiency in meeting your objectives?

For the past three biennia, the Commission has met or exceeded the performance expectations set forth in the agency's key performance measures.

D. Does your agency's enabling law continue to correctly reflect your mission, objectives, and approach to performing your functions? Have you recommended changes to the Legislature in the past to improve your agency's operations? If so, explain. Were the changes adopted?

The CSEC's enabling statute appropriately reflects the mission, objectives, and approach. The CSEC has worked with stakeholders in drafting and reviewing proposed legislative changes to (a) ensure that CSEC's authority was not diminished by technological changes in the telecommunications and information services industries; and (b) to streamline the management of the statewide Poison Control Program. In the 2009 session, the Legislature imposed upon retailers the obligation to collect a prepaid wireless 9-1-1 emergency service fee, and shifted sole responsibility for the Poison Control Program to the CSEC; prior to the change the CSEC shared responsibility with the Department of State Health Services (DSHS).

E. Do any of your agency's functions overlap or duplicate those of another state or federal agency? Explain if, and why, each of your key functions is most appropriately placed within your agency. How do you ensure against duplication with other related agencies?

The CSEC independently administers two programs with clearly defined powers and duties for each. In the case of 9-1-1, CSEC is the sole state agency that funds and oversees 9-1-1 service administered by the state's 24 RPCs. Under current law, the CSEC and the DSHS jointly administer the poison control network consisting of six poison control centers across Texas. H.B. 1093, passed into law in the 81st legislative session, amends the Health and Safety Code to transfer to CSEC, on May 1, 2010, all functions and activities relating to regional poison control centers performed by DSHS jointly with CSEC. Each of CSEC's key functions are appropriately placed with CSEC, because of its expertise in administering two statewide programs that are implemented at a regional level.

F. In general, how do other states carry out similar functions?

9-1-1 service is a mandatory requirement in every state. While many states have state-level 9-1-1 programs, there continues to be a great deal of diversity in the nature and organization of those programs. Some states have established programs by statute, and the programs involved are comprehensive in both geography and program scope; while others have done the same in a less formal way, or the program scope may be more limited. Beyond that, there are several states that have no state 9-1-1 focus or coordination mechanism at all. For those areas, 9-1-1 service is a local matter. Few, if any, states other than Texas administer 9-1-1 service at both a state level (CSEC via the state's RPCs) and local/county level (via ECDs). Some, but not all, states have a Poison Control Program.

G. What key obstacles impair your agency's ability to achieve its objectives?

The key obstacle the CSEC faces is the rapid and continuing change in technology being used by callers wanting to reach emergency services by calling 9-1-1. New forms of communications, from cell phones to Internet-based calling services, have consistently forced public safety to adapt. In most cases, the process of adapting to those changes has taken years to accomplish, leaving callers using those devices with a diminished level of emergency service in the mean time. Indeed, it is these very advances that have exposed some of the limitations in our current 9-1-1 infrastructure and are the impetus for developing Next Generation 9-1-1 (NG9-1-1).

H. Discuss any changes that could impact your agency's key functions in the future (e.g., changes in federal law or outstanding court cases).

In May 2008, the 200th District Court of Travis County, Texas held that Health and Safety Code Chapter 771 did not clearly limit the constitutional authority of a home rule city to withdraw from the state 9-1-1 Program notwithstanding that the city was not, nor could it become, its own ECD as defined in Health and Safety Code § 771.001(3). The court also ruled that a home rule city that withdrew from the state 9-1-1 Program, but was not an ECD, could not participate in the state funding mechanism.

Advances in telecommunications and information service technologies, particularly the means of transmission (e.g., Internet-protocol based), may prove incompatible with the way in which 9-1-1 service is currently provided over the legacy wireline-based network. Changes in the public's expectations regarding 9-1-1 service, could result in changes in law that extend the obligation to provide 9-1-1 service to non-traditional means of communication (e.g., text messaging, peer-to-peer communication services, video relay service). If extended, the providing of 9-1-1 service in such new areas will likely be incompatible with the existing 9-1-1 service network.

I. What are your agency's biggest opportunities for improvement in the future?

While the current 9-1-1 system has been a success story for more than thirty years, the existing 9-1-1 infrastructure is based on technologies and conventions that were established decades ago. In the short-term the emergency communications industry has adapted the existing 9-1-1 infrastructure to meet public safety requirements over time, but in the long-term this adaptation will not be able to support more advanced capabilities. The communications industry is moving toward packet data transport, and the existing 9-1-1 circuit switched infrastructure is a barrier to creating an integrated emergency call management system. Consumer communications technologies will continue to evolve and the 9-1-1 network must be able to adapt quickly in order to harness the added value that innovation offers for emergency response improvement. Fundamental and significant change is required to move toward an infrastructure that offers enhanced capabilities and increased change capacity to accommodate both current and future emergency services operations. The new infrastructure, which is referred to as Next Generation 9-1-1 or NG9-1-1, will enable first responders to accept and utilize additional information that will lead to improved responses. Implementation of NG9-1-1 will be a major focus for this agency for the next few years.

J. In the following chart, provide information regarding your agency's key performance measures included in your appropriations bill pattern, including outcome, input, efficiency, and explanatory measures. See Example 2 or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 2: Key Performance Measures – Fiscal Year 2008			
Key Performance Measures	FY 2008 Target	FY 2008 Actual Performance	FY 2008 % of Annual Target
Outcome Measure 01.01:- Percentage of Time Wireline ALI System is Operational	100%	100%	100.00%
Output Measure 01-01: Number of PSAP's with Wireless ANI	347	349	100.58%
Output Measure 03-02: PSAP's with Wireless ALI	271	331	122.14%
Output Measure 02.01: Percentage of Time Poison Control Network is Operational	100%	100%	100.00%
Output Measure 02.02: Total Number of Poison Control Calls Processed Statewide	364,000	425,418	116.87%

III. History and Major Events

Provide a timeline of your agency's history and key events, including:

- the date your agency was established;
- the original purpose and responsibilities of your agency;
- major changes in responsibilities or statutory authority;
- changes to your policymaking body's name or composition;
- significant changes in state/federal legislation, mandates, or funding;
- significant state/federal litigation that specifically affects your agency's operations; and
- key changes in your agency's organization (e.g., a major reorganization of the agency's divisions or program areas).

- History and key events include:

- 1985: Legislature established a “study” or “advisory” Commission for the purpose of investigating and reporting to the Legislature on the provision of emergency services in Texas and to develop recommendations regarding the establishment of 9-1-1 service. Original Study Commission composed of 14 members.
- 1987: Legislature created the Advisory Commission on State Emergency Communications (ACSEC), authorized to establish and implement a state 9-1-1 Program. Authorized to impose a wireline 9-1-1 fee for the state 9-1-1 Program and a statewide equalization surcharge. Original policy making body composed of 17 members.
 - 1995 amended to be 16 members;
 - 1999 amended to be 12 members (three of which are nonvoting ex officio members).
- 1993: Given joint authority, along with the Department of Health, to implement a state Poison Control Program. Funding of the ACSEC becomes subject to the appropriations process; CSEC’s discretionary authority to impose the equalization surcharge is made mandatory.
- 1994: Federal Communications Commission (FCC) proposed adopting rules to require 9-1-1 service for wireless service (initial wireless 9-1-1 rules adopted by FCC in 1996).
- 1997: Legislature imposed a monthly statewide 9-1-1 fee on all wireless telecommunications connections. Public Utility Commission authorized to review rate set by the ACSEC for the wireline 9-1-1 fee and the equalization surcharge percentage, and the allocation of surcharge revenue to the RPCs and to the Poison Control Program.
- 1999: The term “Advisory” deleted from CSEC’s name. Congress designated “9-1-1” as the universal telephone number for reporting an emergency.
- 2001: Responsibility for collecting 9-1-1 fees and surcharge shifted from CSEC to the Comptroller of Public Accounts.
- 2004: Ensuring Needed Help Arrives Near Callers Employing 911 (ENHANCE 911) Act of 2004 (Pub. L. 108–494, codified at 47 U.S.C. 942) was enacted to improve, enhance, and promote the Nation’s homeland security, public safety, and citizen activated emergency response capabilities. Provides authority for federal grants for improving 9-1-1 service.
- 2005: FCC mandates that providers of interconnected Voice over Internet Protocol (VoIP) provide customers with 9-1-1 service.
- 2009: Legislation enacted giving CSEC full authority over the Poison Control Program.

IV. Policymaking Structure

A. Complete the following chart providing information on your policymaking body members.

Commission on State Emergency Communications Exhibit 3: Policymaking Body			
Member Name	*Term/ Appointment Dates/ Appointed by ___ (e.g., Governor, Lt. Governor, Speaker)	Qualification (e.g., public member, industry representative)	City
John De Noyelles Presiding Officer	2/11/2005 – 9/1/2009/Governor	General Public	Flint

Jack Miller	4/1/2009 – 9/1/2009/Lt. Governor	General Public	Denton
Kay Alexander	3/7/2008 – 8/31/2013/Speaker	General Public	Abilene
James Beauchamp	12/7/2007 – 8/31/2013/Speaker	General Public	Midland
Sue Brannon	4/1/2009 – 9/1/2011/Lt. Governor	General Public	Midland
Heberto Gutierrez	2/11/2005 – 9/1/2009/Governor	Emergency Communications District	San Antonio
Steve Mitchell	7/25/2008 – 9/1/2011/Governor	Emergency Communications District—Home Rule Municipality	Richardson
David Levy	7/25/2008 – 9/1/2013/Governor	Regional Planning Commission	Archer City
Gregory Parker	7/25/2008 – 9/1/2011/Governor	Governing Body of a County	New Braunfels
* Members are appointed to serve staggered terms of six years, with the terms of one-third of the members expiring September 1 st of each odd-numbered year. Appointment dates of less than six years indicate the member was appointed to complete the term of a prior member.			

B. Describe the primary role and responsibilities of your policymaking body.

The Commissioners' role is to make policy, provide strategic direction, and exercise oversight for the Commission, under the leadership of the Chairperson, during regular and specially called meetings.

C. How is the chair selected?

The governor designates an appointed member of the Commission as the presiding officer of the Commission to serve in that capacity at the pleasure of the governor.

D. List any special circumstances or unique features about your policymaking body or its responsibilities.

None noted

E. In general, how often does your policymaking body meet? How many times did it meet in FY 2008? In FY 2009?

Since September 2008 the Commission has followed a quarterly meeting schedule. In FY 2008, the Commission met 7 times, in FY 2009 the Commission met 5 times.

F. What type of training do members of your agency's policymaking body receive?

In accordance with Health and Safety Code Sec. 771.037, a person who is appointed to and qualifies for office as a member of the Commission may not vote, deliberate, or be counted as a member in attendance at a Commission meeting until the person completes a training program that includes information regarding:

- (1) the legislation that created the Commission;
- (2) the programs operated by the Commission;
- (3) the role and functions of the Commission;
- (4) the rules of the Commission, with an emphasis on the rules that relate to disciplinary and investigatory authority;
- (5) the current budget of the Commission;
- (6) the results of the most recent formal audit of the Commission;
- (7) the requirements of:
 - (A) the open meetings law, Chapter 551, Government Code;
 - (B) the public information law, Chapter 552, Government Code;
 - (C) the administrative procedure law, Chapter 2001, Government Code; and
 - (D) other laws relating to public officials, including conflict of interest laws; and
- (8) any applicable ethics policies adopted by the Commission or the Texas Ethics Commission.

Each Commissioner is provided a CSEC-compiled comprehensive training manual addressing each requirement and then given hands-on training usually conducted by the Commission's Executive Director.

G. Does your agency have policies that describe the respective roles of the policymaking body and agency staff in running the agency? If so, describe these policies.

On January 10, 2002, the Commission adopted the following resolution:

WHEREAS, the Commission was established in 1987 to ensure that all parts of the state are covered by 911 service; and

WHEREAS, the Mission of the Commission is to preserve and enhance public safety and health in Texas through reliable access to emergency telecommunications services; and

WHEREAS, the Governor, Lieutenant Governor and Speaker of the House of Representatives appoint Commissioners from a cross section of the citizenry of Texas to assure that this important Mission is accomplished; and

WHEREAS, the 76th Texas Legislature required the Commission to develop and implement policies that clearly separate the policy making responsibilities of the Commission and the management responsibilities of the executive director and staff; and

WHEREAS, the Commissioners appoint an Executive Director to carry out the management, administrative, and operational responsibilities of the Commission; and

WHEREAS, the Commissioners have full faith and confidence in the professional competencies of the staff employed by the Executive Director to conduct the business of the Commission; now, therefore be it

RESOLVED, that the Commissioners' role is to make policy, provide strategic direction, and exercise oversight for the Commission, under the leadership of the Chairperson, during regular and specially called meetings; and, be it further

RESOLVED, that the Commissioners will act through a Committee structure or by specific assignment, upon appointment by the Chairperson, to support Legislative programs that will lead to the fulfillment of the Commission's mission and goals; and, be it further

RESOLVED, that the Commissioners will refer matters related to management, administrative, and operational activities to the Executive Director, through the Chairperson; and, be it further

RESOLVED, that the Executive Director or designee will provide information to the Chairperson and Commissioners to assist decision making in setting goals and objectives related to the Commission's purpose and mission; and, be it further

RESOLVED, that the Executive Director and staff will implement statutory responsibilities and the Commission's Strategic Plan through well-developed programs; and, be it further

RESOLVED, that the Executive Director will assist the Commissioners, at the request of the Chairperson, to develop practical alternatives to specific issues which must be resolved by the Commission; and, be it further

RESOLVED, that the Executive Director and designated staff will interact and cooperate with local, state, and federal agencies to improve the delivery of 9-1-1 and poison information services in Texas; and, be it further

RESOLVED, that the Executive Director and designated staff will assist members of the Legislature and oversight agencies, at their request, to ensure sufficient, relevant information is available to develop legislative and public policy initiatives; and, be it further

RESOLVED, that this Resolution become part of the general policies and procedures of the Commission.

H. What information is regularly presented to your policymaking body to keep them informed of your agency's performance?

Quarterly and annually, the Executive Director provides a staff report on key performance measure results to the Commissioners during a scheduled Commission meeting. Staff also presents requested amendments to RPC Strategic Plans, and makes progress reports on projects of interest to the Commissioners at Commission meetings.

I. How does your policymaking body obtain input from the public regarding issues under the jurisdiction of the agency? How is this input incorporated into the operations of your agency?

For issues being dealt with through the rulemaking process, the Commission follows the procedures specified in the Administrative Procedures Act. At scheduled Commission meetings, the public is invited to provide comment on individual agenda items or on items not on the agenda under the agenda item "Public Comment." The Commission members may consider public comment in their decision making.

J. If your policymaking body uses subcommittees or advisory committees to carry out its duties, fill in the following chart. See Exhibit 4 Example or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 4: Subcommittees and Advisory Committees			
Name of Subcommittee or Advisory Committee	Size/Composition/How are members appointed?	Purpose/Duties	Legal Basis for Committee
Poison Control Coordinating Committee	nine members:* One public member appointed by CSEC; six members representing the six regional poison control centers; one member appointed by the CEO of each center; one member appointed by the Commissioner of DSHS; and one health care professional designated as the Poison Control Program coordinator and appointed by CSEC. * Committee consisted of 15 members prior to amendment by 81 st Legislature—HB1093	Coordinate the activities of the regional poison control centers and advise the Commission.	Health and Safety Code § 777.008.
Commission on State Emergency Communications Exhibit 4: Subcommittees and Advisory Committees			
Name of Subcommittee or Advisory Committee	Size/Composition/How are members appointed?	Purpose/Duties	Legal Basis for Committee
N/A			

V. Funding

A. Provide a brief description of your agency’s funding.

- Emergency Service Fee (wireline fee) – Authorized by Health and Safety Code § 771.071. The Commission may impose a wireline fee up to \$.50 per month on each local exchange access line in a RPC region, including lines of customers in an area served by an ECD participating in its RPC’s Strategic Plan. As required by Health and Safety Code § 771.063, the Commission defines “local exchange access line” and “equivalent local exchange access line” in Commission Rule 255.4.
- Emergency Service Fee for Wireless Telecommunications Connections (wireless fee) – Authorized by Health and Safety Code § 771.0711. The wireless fee rate is set by statute at \$0.50 per month on each wireless telecommunications connection in Texas, including those in areas where 9-1-1 service is provided by an ECD. A “wireless telecommunications connection” is defined in Health and Safety Code § 771.001(13) as an activated cellular phone/mobile handset assigned a number containing an area code assigned to Texas.
- Equalization Surcharge (surcharge) – Authorized by Health and Safety Code § 771.072. The Commission is responsible for setting the surcharge rate up to a maximum of 1.3% of the charges for intrastate long-distance. The surcharge is imposed on each customer receiving intrastate long-distance service in Texas. The Commission defines “Intrastate long-distance” in Commission Rule 255.2.

B. List all riders that significantly impact your agency’s budget.

Rider 2 – Equipment Replacement 10-year Schedule
 Rider 3 – Unexpended Balances within the Biennium
 Rider 4 – Regional Planning Commissions
 Rider 5 – Contingent Revenue: General Revenue-Dedicated Advisory Commission on Emergency Communications Account No. 5007.

C. Show your agency’s expenditures by strategy. See Exhibit 5 Example or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 5: Expenditures by Strategy – Fiscal Year 2008 (Actual)		
Goal/Strategy	Total Amount	Contract Expenditures Included in Total Amount
A.1.1 - 9-1-1 Network Operations	34,854,696.37	34,818,303.81
A.1.2 – 9-1-1 Equipment Replacement	10,296,276.00	10,296,276.00

A.1.3 – Wireless Phase II Implementation	3,477,025.00	3,477,025.00
A.1.4 – CSEC 9-1-1 Program Administration	2,123,911.48	255,709.84
SUBTOTAL – Goal A – Statewide 9-1-1 Services	50,751,908.85	48,847,314.65
B.1.1 – Poison Call Center Operations	4,917,136.18	4,917,136.18
B.1.2 – Statewide Poison Network Operations	1,400,041.59	0.00
B.1.3 – CSEC Poison Program Management	151,378.19	13,560.00
SUBTOTAL – GOAL B – Poison Control Network	6,468,555.96	4,930,696.18
C.1.1 – Indirect Administration	147,865.49	32,483.00
GRAND TOTAL:	57,368,330.30	53,810,493.83

D. Show your agency’s objects of expense for each category of expense listed for your agency in the General Appropriations Act FY 2009-2010. See Exhibit 6 Example or [click here to link directly to the example](#). Add columns and rows as necessary.

Commission on State Emergency Communications Exhibit 6: Objects of Expense by Program or Function – Fiscal Year 2009			
Object-of-Expense	9-1-1 Program	Poison Control Program	Agency Operations
Salaries and Wages	1,248,193.70	127,719.61	0.00
Other Personnel Costs	38,703.71	3,280.00	0.00
Professional Fees and Services	1,674,623.95	0.00	19,227.50
Consumable Supplies	0.00	0.00	12,247.51
Utilities	3,540.00	21,162.00	5,851.91
Travel	61,052.05	3,447.14	0.00
Rent – Building	0	0	3,519.88
Rent – Machine and Other	0	0	5,408.87
Other Operating Expense	448,297.28	989,829.49	111,967.34
Grants	79,762,681.01	6,761,597.17	0.00

Total	83,237,091.70	7,907,035.41	158,222.01
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E. Show your agency’s sources of revenue. Include all local, state, and federal appropriations, all professional and operating fees, and all other sources of revenue collected by the agency, including taxes and fines. See Exhibit 7 Example or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 7: Sources of Revenue – Fiscal Year 2008 (Actual)	
Source	Amount
GR Dedicated – 9-1-1 Service Fees – Account No. 5050	57,764,554.00
GR Dedicated - Commission on State Emergency Communications – Account No. 5007	16,387,027.00
Appropriated Receipts	298,072.00
Interagency Contract	447,658.00
TOTAL	74,897,311.00

F. If you receive funds from multiple federal programs, show the types of federal funding sources. See Exhibit 8 Example or [click here to link directly to the example](#).

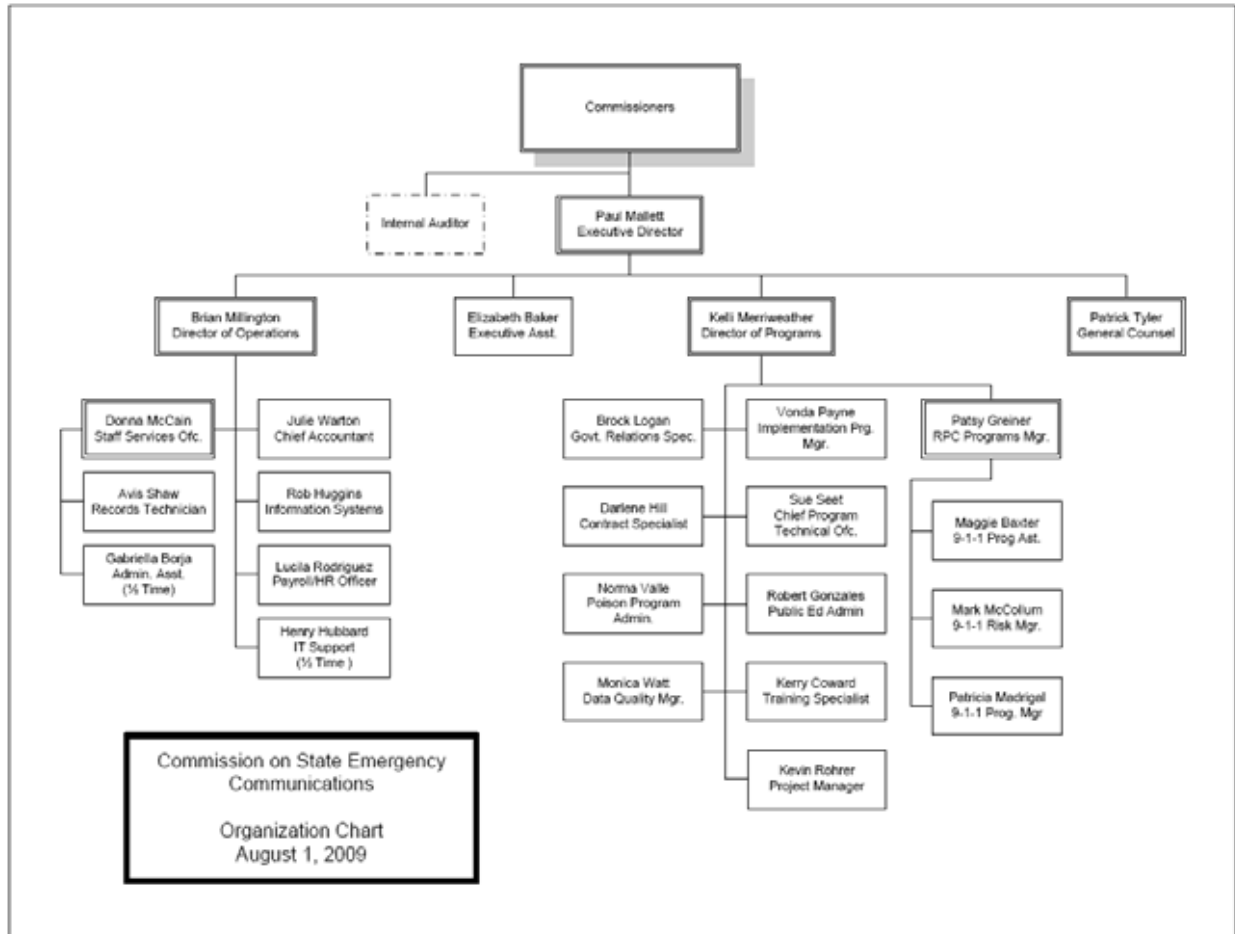
Commission on State Emergency Communications Exhibit 8: Federal Funds – Fiscal Year 2008 (Actual)				
Type of Fund	State/Federal Match Ratio	State Share	Federal Share	Total Funding
N/A				
TOTAL				

G. If applicable, provide detailed information on fees collected by your agency. See Exhibit 9 Example or [click here to link directly to the example.](#)

Commission on State Emergency Communications Exhibit 9: Fee Revenue — Fiscal Year 2008				
Fee Description/ Program/ Statutory Citation	Current Fee/ Statutory maximum	Number of persons or entities paying fee	Fee Revenue	Where Fee Revenue is Deposited (e.g., General Revenue Fund)
N/A				

VI. Organization

A. Provide an organizational chart that includes major programs and divisions, and shows the number of FTEs in each program or division.



B. If applicable, fill in the chart below listing field or regional offices. See Exhibit 10 Example or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 10: FTEs by Location – Fiscal Year 2008			
Headquarters, Region, or Field Office	Location	Number of Budgeted FTEs, FY 2008	Number of Actual FTEs as of August 31, 2008
Headquarters / Central	Austin	24	24
TOTAL		24	24

C. What are your agency’s FTE caps for fiscal years 2008-2011?

FY 2008 - 24
 FY 2009 - 24
 FY 2010 - 24
 FY 2011 - 24

D. How many temporary or contract employees did your agency have as of August 31, 2008?

None

E. List each of your agency’s key programs or functions, along with expenditures and FTEs by program. See Exhibit 11 Example [or click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 11: List of Program FTEs and Expenditures – Fiscal Year 2008		
Program	FTEs as of August 31, 2008	Actual Expenditures
Statewide 9-1-1 Services	20.0	1,214,785.76
Poison Control Network	3.0	126,385.68
TOTAL	23.0	1,341,171.44

VII. Guide to Agency Programs

Complete this section for each agency program (or each agency function, activity, or service if more appropriate). Copy and paste the questions as many times as needed to discuss each program, activity, or function. Contact Sunset staff with any questions about applying this section to your agency.

A. Provide the following information at the beginning of each program description.

Name of Program or Function	9-1-1 Program
Location/Division	333 Guadalupe St., Suite 2-212, Austin, TX 78701
Contact Name	Kelli Merriweather, Director of Programs
Actual Expenditures, FY 2008	
Number of FTEs as of August 31, 2008	20

B. What is the objective of this program or function? Describe the major activities performed under this program.

The mission of the CSEC is to preserve and enhance public safety and health in Texas through reliable access to emergency telecommunications services. To accomplish our mission we collaborate with regional and local governments and other state agencies to promote stewardship and accountability, set high standards, and foster efficient emergency telecommunications services.

9-1-1 service is a telecommunications service that provides the user of the public telephone system the ability to reach a public safety answering point by dialing the digits 9-1-1.

The goal of the 9-1-1 Program is to plan, develop, maintain and enhance 9-1-1 service in Texas. The CSEC contracts with the state's 24 RPCs for: (a) the efficient operations of 9-1-1 emergency telecommunications systems; (b) the replacement of equipment supporting PSAPs; and, (c) the implementation of new and/or enhanced levels of 9-1-1 service.

CSEC 9-1-1 Program staff provides coordination and support of statewide 9-1-1 services, which includes the following activities: RPC Strategic Plans for the funding, operation and maintenance of regional 9-1-1 service; review of RPC performance reporting; RPC compliance and performance monitoring; assist and provide training resources to support the provisioning accessible 9-1-1 service in accordance with the Americans with Disabilities Act; develop and distribute public education materials; coordinate with service providers and the RPCs for the implementation of new and enhanced 9-1-1 telecommunications services; administration and management of cooperative purchases arranged on behalf of the RPCs; makes joint communications to state and federal regulators regarding proceedings that impact 9-1-1 service; provide technical assistance to RPCs.

C. What evidence can you provide that shows the effectiveness and efficiency of this program or function? Provide a summary of key statistics and performance measures that best convey the effectiveness and efficiency of this function or program.

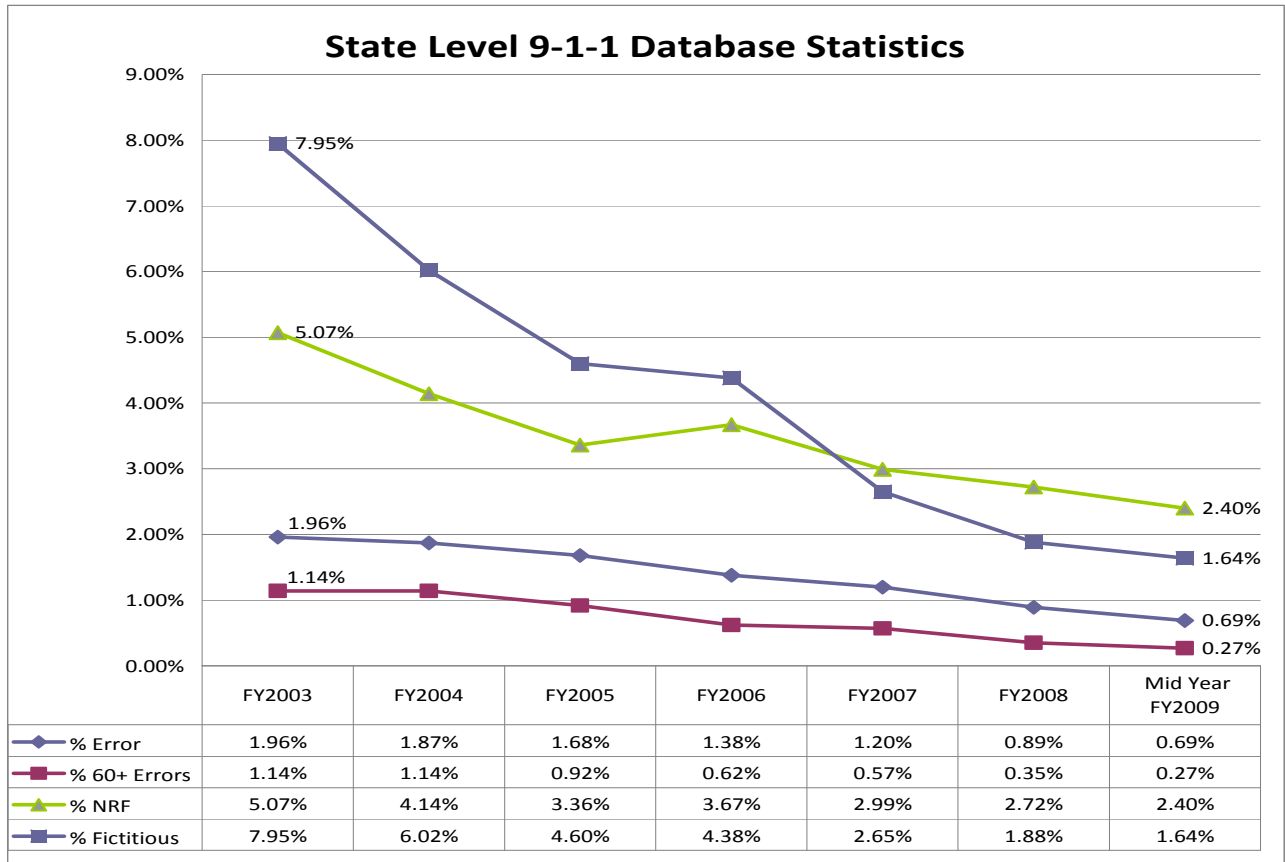
The effectiveness and efficiency of the 9-1-1 Program is illustrated through the following key performance measures:

CSEC Key Performance Measures	FY 2008 Target	FY 2008 Performance	FY 2009 Target	FY 2009 Performance (3rd Quarter)
9-1-1 Program:				
Percent of Time Wireline Automatic Location Information (ALI) System is Operational	100%	100%	100%	100%
Number of Public Safety Answering Points (PSAPs) with Wireless Automatic Number Identification (ANI)	347	349	347	352
Number of Public Safety Answering Points (PSAPs) with Wireless Automatic Location Information (ALI)	271	331	303	350

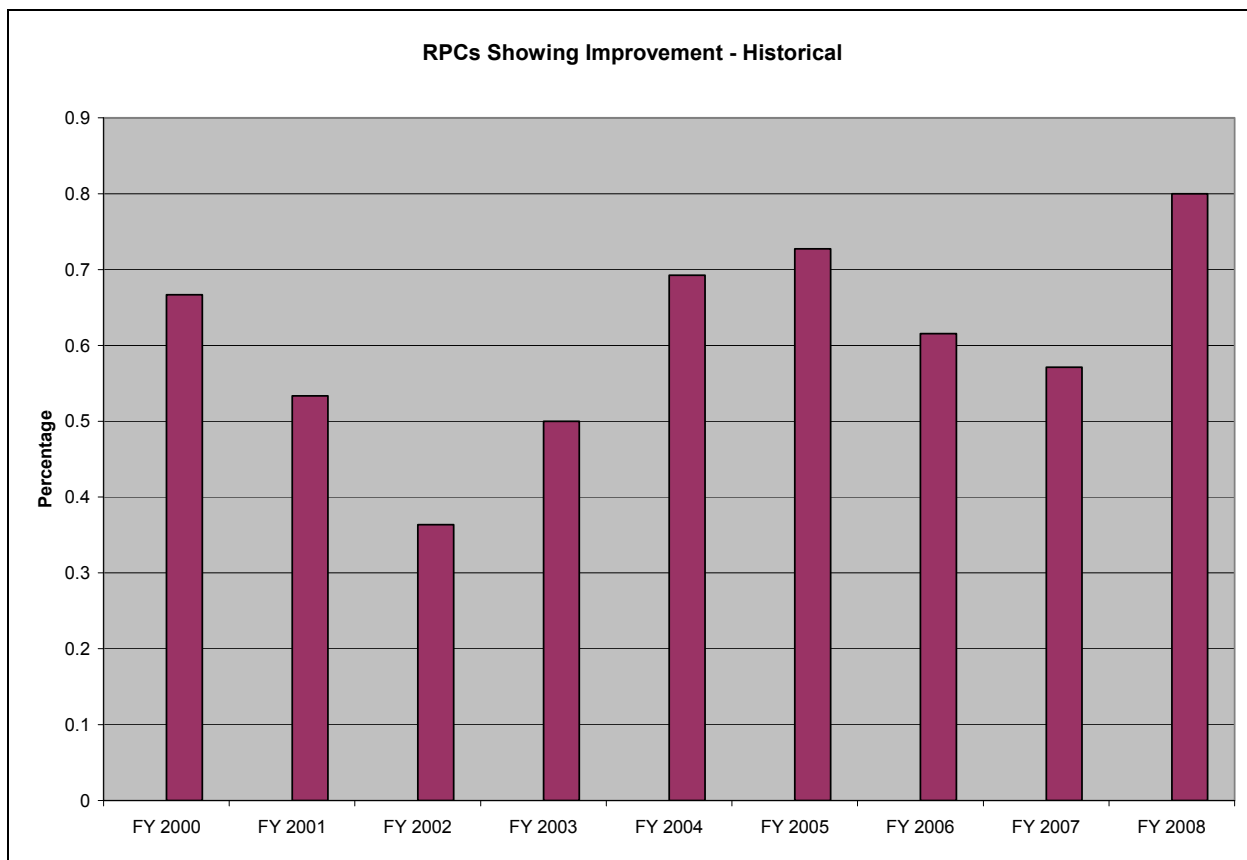
Other noteworthy accomplishments include:

- All FY 2008 Key Measures - met or exceeded
- Wireless Phase II Implementation (wireless emergency location)- completed on time and under budget
- Hurricane Ike (FY 2008): 9-1-1 telecommunications systems remained available.
 - Emergency power generators allowed 9-1-1 call centers to remain open.
 - 9-1-1 calls continued to be answered in the cases of call center evacuations and closures due to pre-determined alternate call routing and testing.

Effectiveness of the 9-1-1 Program is demonstrated through the increased accuracy of the 9-1-1 automatic location information database. Database accuracy ensures 9-1-1 calls are routed to the correct PSAP with the correct information that supports efficient and timely dispatch of emergency response services where they are needed.



The CSEC compliance assessment process identifies existing risks to the operation of the 9-1-1 Program within the RPCs in order to remove or reduce these risks. The goal is to reduce risk and improve performance from year to year. Performance on this goal is documented in CSEC non-key performance measure: “Percentage of RPCs Showing Improvement in Overall Risk.”



D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent.

August 31, 2008 – Achieved FY 2008 – 09 performance measure target (303) for key measure “Number of PSAPs capable of receiving wireless ALI.”

E. Describe who or what this program or function affects. List any qualifications or eligibility requirements for persons or entities affected. Provide a statistical breakdown of persons or entities affected.

The CSEC administers the statewide 9-1-1 Program authorized in Health & Safety Code Chapter 771. The CSEC’s 9-1-1 Program administration directly supports the availability of 9-1-1 service to 35% of the state’s population living in 80% of the state’s land area (224 of 254 counties). In compliance with its enabling legislation (§771.078), the CSEC contracts with the 24 RPCs for the provision of 9-1-1 service.

F. Describe how your program or function is administered. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. List any field or regional services.

The CSEC 9-1-1 Program is administered according to Health and Safety Code Chapter 771, and the Commission's rules as adopted into Texas Administrative Code, Title 1, Administration, Part 12, Commission on State Emergency Communications, Chapters 251, 252, 253, and 255. The 9-1-1 Program primarily utilizes Chapter 251, Regional Plans - Standards. The 9-1-1 Program is also administered through the use of the Commission's Program Policy Statements, to provide guidance to the RPCs in a formal, consistent format, and to provide detailed instructions for processes the RPCs must follow to comply with the Commission's enabling statute and rules.

RPC Strategic Planning

The primary function of the CSEC 9-1-1 Program is to receive, review, evaluate and make recommendations to the Commission regarding the RPC Strategic Plan submissions.

The RPCs submit Regional Strategic Plans in the following stages:

- Stage One – submitted in even numbered years, and prior to the submission of the CSEC Legislative Appropriations Request (LAR); requires regional financial base and exception projections.
- Stage Two – submitted in odd numbered years, to coincide with the conclusion of each Legislative session and appropriated funding; requires detailed descriptions and costs required to operate and maintain 9-1-1 service in each region; and enhanced levels of 9-1-1 services, if applicable.
- Stage Three – submitted if and when applicable; required when contingency funding is appropriated by the Legislature and certified by the Comptroller of Public Accounts.

CSEC staff reviews each RPC Strategic Plan for compliance with Health and Safety Code Chapter 771, articles of appropriation and riders, and CSEC rules and policies. CSEC staff develops proposed funding allocations necessary and appropriate for each RPC to implement its regional Strategic Plan. RPC Strategic Plans and funding allocations are presented by CSEC staff to the Commissioners for consideration and approval or disapproval. Upon Commission approval, biennial contracts for 9-1-1 service are executed by CSEC and each RPC for the next fiscal biennium.

RPC Funding Allocations

The Texas Legislature appropriates 9-1-1 emergency service fee funds (wireline and wireless) and equalization surcharge funds to CSEC according to the funding strategies for statewide 9-1-1 service. In turn, CSEC allocates these appropriated funds to the RPCs to operate and maintain 9-1-1 service in their regions, according to their Strategic Plans approved by the CSEC. The 9-1-1 service fee funds are allocated to the RPCs in accordance with Health and Safety Code, Chapter 771. Each RPC's service fee allocation is a percentage of the total 9-1-1 service fee that is appropriated to CSEC. Equalization surcharge is allocated by the Commission as needed to operate and maintain current 9-1-1 service levels when an RPC's 9-1-1 service fee revenue allocation is not sufficient to do so.

RPC Performance and Compliance Monitoring

CSEC staff monitors RPC performance and Strategic Plan implementation through the receipt, review and analysis of data provided by the RPCs in quarterly performance and financial reports. Data reported by the RPC is verified through a random sampling and desk top review process. Annual compliance assessments are

conducted according to Commission rule and written guidelines.

The annual risk assessment process incorporates information gathered through mid-year risk assessments of each RPC. The purpose of the CSEC compliance assessment process is to identify existing risks to the operation of the 9-1-1 Program within the RPCs in order to mitigate these risks. The goal is to reduce risk and improve performance from year to year.

RPC Technical Assistance

CSEC staff provides the RPCs with technical assistance to ensure that each region's Strategic Plan and 9-1-1 service are implemented effectively and efficiently. CSEC staff provides technical assistance to the RPCs for 9-1-1 database management/quality control; advanced telecommunications implementation; and contract management.

Public Education and Training

One of the duties of the CSEC is to develop and provide public education materials. The CSEC staff develops and provides educational materials to the regional 9-1-1 entities via an on-line catalog. The CSEC provides 9-1-1 call taker training to support compliance with the Americans with Disabilities Act and equal access to 9-1-1 service for deaf and/or hearing impaired individuals.

G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Funding Sources – Dedicated General Revenue

General Revenue-Dedicated appropriations to the Commission are derived from three telecommunications fees: the emergency service fee, the wireless emergency service fee, and equalization surcharge.

- Emergency Service Fee (wireline fee) – Authorized by Health and Safety Code § 771.071. The Commission may impose a wireline fee up to \$.50 per month on each local exchange access line in a RPC region. As required by Health and Safety Code § 771.063, the Commission defines “local exchange access line” and “equivalent local exchange access line” in Commission Rule 255.4. The wireline fee is currently assessed in all RPC regions at \$0.50 per month per local exchange access line or its equivalent. The rate has not changed in any RPC region since its initial assessment in the early 1990’s.
- Wireless Emergency Service Fee (wireless fee) – Authorized by Health and Safety Code § 771.0711. The wireless fee rate is set by statute at \$0.50 per month on each wireless telecommunications connection in Texas, including those in areas where 9-1-1 service is provided by an ECD. A “wireless telecommunications connection” is defined in Health and Safety Code § 771.001(13) as an activated cellular phone/mobile handset assigned a number containing an area code assigned to Texas.
 - The wireline and wireless fees are appropriated to the Commission for the sole purpose of “9-1-1 service” as defined in Health and Safety Code § 771.001(6).
- Equalization Surcharge (surcharge) – Authorized by Health and Safety Code § 771.072. The Commission is responsible for setting the surcharge rate up to a maximum of 1.3% of the charges for intrastate long-distance. The surcharge is imposed on each customer receiving intrastate long-distance service in Texas. The Commission defines “Intrastate long-distance” in Commission Rule 255.2. Currently the commission has set the equalization surcharge at 1.0 percent. Equalization surcharge is allocated by the Commission as needed to operate and maintain current 9-1-1 service levels when a RPC’s 9-1-1 service fee revenue allocation is not sufficient to do so. Surcharge is the sole funding source for the Poison Control Program
 - Surcharge is allocated by the Commission as needed to fund equal levels of 9-1-1 service in all regions, and to fund the Poison Control Program. Surcharge funds have been appropriated for other uses outside of the Commission’s programs by the Legislature.

Funding Amounts – Dedicated General Revenue

Appropriations to CSEC for the 2010–11 biennium total \$142.5 million and provide for 24 full-time-equivalent positions. Appropriated amounts are from General Revenue–Dedicated Funds and Appropriated Receipts.

Appropriations for 9-1-1 activities total \$124.5 million in the 2010–11 biennium, which is a decrease of \$10.6 million from the 2008–09 biennial level. This amount consists primarily of grants to the RPCs for 9-1-1 network operation costs (\$99.6 million) and PSAP 9-1-1 equipment replacement (\$20.6 million),

Fund Balances – Dedicated General Revenue**Emergency Service Fees**

The emergency service fees are deposited into Treasury Fund 5050.

The following chart summarizes the revenue impact of the emergency service fees for the next two fiscal years.

	<u>Comptroller Est.</u>	<u>Commission Staff Est.*</u>
<u>FY 2010 + 11 Revenue (in millions)</u>		
Wireline Service Fee		\$ 42.6
<u>Wireless Service Fee</u>		<u>\$ 78.7</u>
Total Service Fees Revenues	<u>\$ 113.0**</u>	<u>\$ 121.3</u>
<u>Fund 5050 Balances (in millions)</u>		
August 31, 2009	\$ 131.7	\$ 131.7
August 31, 2011	\$ 152.1	\$ 154.0

Equalization Surcharge

Surcharge revenues are deposited into Treasury Fund 5007.

The surcharge is currently assessed at a rate 1.0% of intrastate long-distance charges. It was changed from 0.6% to 1.0% in 2006.

The surcharge supplements funding of the statewide 9-1-1 Program and is the primary funding source for the poison control network. Other uses of the surcharge, outside of the CSEC appropriations, during the 2010-11 biennium are:

- \$ 3.77 million to the DSHS for trauma care funding.
- \$ 150,000 to the University of Texas Medical Branch at Galveston for Emergency Medical Dispatch.

The following chart summarizes the revenue impact of the equalization surcharge for the next two fiscal years.

	<u>Comptroller Est.</u>	<u>Commission Staff Est.*</u>
FY 2010 + 11 Revenue (in millions)	\$ 38.3	\$ 43.7
<u>Fund 5007 Balances (in millions)</u>		
August 31, 2009	\$ 20.6	\$ 20.6
August 31, 2011	\$ 21.4	\$ 22.0

* Commission staff estimates are based on collection data for the prior six months.

** The Comptroller's estimate is a combined estimate of both the wireline and wireless service fees.

H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions. Describe the similarities and differences.

In Texas, 9-1-1 service is provided by two types of entities:

- RPCs - The state 9-1-1 Program is administered and funded by the CSEC and managed by the state's 24 RPCs
- Emergency Communication Districts (ECDs)
 - 26 Municipal ECDs* – per Health and Safety Code § 771.001(3)(A)
 - 24 Chapter 772 ECDs – per Health and Safety Code § 771.001(3)(B)

* Includes Dallas County Sheriff's Office, which provides 9-1-1 service to the unincorporated portions of Dallas County but is not a municipality.

ECDs are administered, funded and managed, independent of the state's 9-1-1 Program. Health and Safety Code Chapter 771 is the statutory basis for the program administered by the CSEC, and identifies the CSEC as the state's authority on emergency communications (§ 771.051(a)).

The RPCs and ECDs are collectively referred to as Texas Emergency Communications Entities. A map of the Texas Emergency Communications Entities is attached.

I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The governance structure established by statute clearly delineates the jurisdiction and authority of each of the Texas Emergency Communications Entities, which greatly reduces duplication of efforts and conflicts. The 9-1-1 Program administered and funded by CSEC is managed by the state's 24 RPCs, as established in Health and Safety Code, Chapter 771, and encompasses 224 of the 254 counties in Texas. 9-1-1 service in the other 30 counties is administered by ECDs and municipal ECDs as established by Health and Safety Code, Chapters 771 and/or 772. On common issues, these programs work together to coordinate activities and provide mutual support.

J. If the program or function works with local, regional, or federal units of government include a brief description of these entities and their relationship to the agency.

RPCs are established by Local Government Code Chapter 391 to encourage and permit local governmental units to join and cooperate in the coordinated development of a region. According to the Texas Association of Regional Councils' web site:

Regional councils, or councils of governments are voluntary associations of local governments formed under Texas law. These associations deal with the problems and planning needs that cross the boundaries of individual local governments or that require regional attention. Regional services offered by councils of governments are varied. Services are undertaken in cooperation with member governments, the private sector, and state and federal partners, and include:

- planning and implementing regional homeland security strategies;
- operating law enforcement training academies;
- providing cooperative purchasing options for governments;
- managing region-wide services to the elderly;
- maintaining and improving regional 9-1-1 systems;
- promoting regional economic development;
- operating specialized transit systems; and
- providing management services for member governments.

Per Health and Safety Code § 771.078, the CSEC must contract with RPCs for the provision of 9-1-1 service, and it specifies the methodology for allocating appropriated emergency service fee revenue to the RPCs. Contracts for 9-1-1 service are executed by CSEC and each RPC for each fiscal biennium.

K. If contracted expenditures are made through this program please provide:

- the amount of those expenditures in fiscal year 2008;
- the number of contracts accounting for those expenditures;
- a short summary of the general purpose of those contracts overall;
- the methods used to ensure accountability for funding and performance; and
- a short description of any current contracting problems.

The amount of contracted expenditures made through the state 9-1-1 Program in FY 2008 is \$48,830,364. These budgeted expenditures are accounted for in the 24 contracts for 9-1-1 service with the RPCs.

Commission on State Emergency Communications

Regional Planning Commission

FY 2008

Contracts for 9-1-1 Service

	RPC	Strategy A.1.1	Strategy A.1.2	Strategy A.1.3	Total
		9-1-1 Network Operations	9-1-1 Equipment Replacement	Wireless Phase II Implementation	
1	Alamo Area	\$762,703	\$0	\$47,712	\$810,415
2	Ark-Tex	\$1,181,917	\$218,700	\$61,041	\$1,461,658
3	Brazos Valley	\$688,400	\$14,539	\$159,984	\$862,923
4	Capital Area	\$7,127,073	\$126,832	\$461,364	\$7,715,269
5	Central Texas	\$1,474,752	\$0	\$0	\$1,474,752
6	Coastal Bend	\$1,153,992	\$372,331	\$0	\$1,526,323
7	Concho Valley	\$1,363,743	\$565,229	\$0	\$1,928,972
8	Deep East	\$1,565,407	\$364,867	\$145,434	\$2,075,708
9	East Texas	\$1,453,403	\$174,064	\$393,457	\$2,020,924
10	Golden Crescent	\$517,517	\$29,997	\$0	\$547,514
11	Heart of Texas	\$582,252	\$87,420	\$71,660	\$741,332
12	Houston-Galveston	\$1,784,408	\$87,987	\$33,001	\$1,905,396
13	Lower Rio	\$2,297,888	\$999,582	\$550,090	\$3,847,560
14	Middle Rio	\$890,455	\$119,368	\$175,789	\$1,185,612
15	Nortex	\$567,575	\$0	\$142,827	\$710,402
16	North Central	\$4,155,251	\$5,617,356	\$164,544	\$9,937,151
17	Panhandle	\$1,107,882	\$432,012	\$88,518	\$1,628,412
18	Permian Basin	\$836,206	\$259,708	\$91,151	\$1,187,065
19	Rio Grande	\$359,538	\$24,706	\$321,528	\$705,772
20	South East	\$1,424,362	\$236,861	\$18,040	\$1,679,263
21	South Plains	\$857,617	\$220,194	\$227,796	\$1,305,607
22	South Texas/Laredo	\$791,205	\$0	\$30,719	\$821,924
23	Texoma	\$538,704	\$154,536	\$196,892	\$890,132
24	West Central	\$1,574,813	\$189,987	\$95,478	\$1,860,278
	TOTAL	\$35,057,063	\$10,296,276	\$3,477,025	\$48,830,364

Health & Safety Code, § 771.078 requires CSEC to contract with RPCs for the provision of 9-1-1 service. The statute specifies the methodology for allocating appropriated emergency service fee revenue to the RPCs, and contains minimum provisions for the contracts with the RPCs. Contracts for 9-1-1 service are executed by CSEC and each RPC for each fiscal biennium after the RPC Strategic Plans and funding allocations are reviewed and approved or disapproved by the Commission. Upon Commission approval, biennial contracts for 9-1-1 service are executed by CSEC and each RPC for the next fiscal biennium.

The Commission has adopted Rule 251.12, Contracts for 9-1-1 service, to implement the requirement in Health and Safety Code § 771.078 that the Commission adopt by rule the standard provisions for contracts between the Commission and RPCs for the provisioning of 9-1-1 service. Contracts for 9-1-1 service must provide for:

- the reporting of financial information regarding administrative expenses by RPCs in accordance with generally accepted accounting principles;
- the reporting of information regarding the current performance, efficiency, and degree of implementation of emergency communications services in each RPC's service area;
- the collection of efficiency data on the operation of 9-1-1 answering points;
- standards for the use of answering points and the creation of new answering points;
- quarterly disbursements of money due under the contract;
- the Commission to withhold disbursement to a RPC that does not follow a standard imposed by the contract, a Commission rule, or a statute; and
- a means for the Commission to give an advance on a quarterly distribution under the contract to a RPC that has a financial emergency.

Per Commission rules, policies and procedures, the Commission shall provide a standard form for contracts under this section.

Commission Program Policy Statement 027 *Contracts for 9-1-1 Service*, provides the standard contract and guidance to RPCs.

CSEC staff monitors RPC accountability for funding and performance through the receipt, review and analysis of data provided by the RPCs in quarterly performance and financial reports. Data reported by the RPC is verified through a random sampling and desk top review process. Currently, there are no contracting problems to report.

L. What statutory changes could be made to assist this program in performing its functions? Explain.

None noted.

M. Provide any additional information needed to gain a preliminary understanding of the program or function.

Additional information regarding the state 9-1-1 Program may be found on the Commission's web site at the following link: <http://www.911.state.tx.us/browse.php/911>

N. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. For each regulatory program, if applicable, describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Not applicable. The CSEC does not have any regulatory authority.

O. For each regulatory program, if applicable, provide the following complaint information. The chart headings may be changed if needed to better reflect your agency’s practices.

Not applicable. The CSEC does not have any regulatory authority.

(Agency Name) (Regulatory Program Name) Exhibit 12: Information on Complaints Against Regulated Persons or Entities Fiscal Years 2007 and 2008		
	FY 2007	FY 2008
Total number of regulated persons		
Total number of regulated entities		
Total number of entities inspected		
Total number of complaints received from the public		
Total number of complaints initiated by agency		
Number of complaints pending from prior years		
Number of complaints found to be non-jurisdictional		
Number of jurisdictional complaints found to be without merit		
Number of complaints resolved		
Average number of days for complaint resolution		
Complaints resulting in disciplinary action:		
administrative penalty		
reprimand		
probation		
suspension		

Self-Evaluation Report

revocation		
other		

VII. Guide to Agency Programs - Poison

Complete this section for **each** agency program (or each agency function, activity, or service if more appropriate). Copy and paste the questions as many times as needed to discuss each program, activity, or function. Contact Sunset staff with any questions about applying this section to your agency.

A. Provide the following information at the beginning of each program description.

Name of Program or Function	Poison Control Program
Location/Division	333 Guadalupe St., Suite 2-212, Austin, TX 78701
Contact Name	Kelli Merriweather, Director of Programs
Actual Expenditures, FY 2008	
Number of FTEs as of August 31, 2008	3

B. What is the objective of this program or function? Describe the major activities performed under this program.

The mission of the CSEC is to preserve and enhance public safety and health in Texas through reliable access to emergency telecommunications services. To accomplish our mission we collaborate with regional and local governments and other state agencies to promote stewardship and accountability, set high standards, and foster efficient emergency telecommunications services.

The goal of the Poison Control Program is to provide and maintain a high quality poison control network in Texas.

The TPCN provides information through a 24-hour, toll-free telephone number (1-800-222-1222) to anyone who suspects exposure to toxic substances. The TPCN is composed of six geographically diverse regional poison control centers (RPCCs) residing in host hospitals, linked by a sophisticated telecommunications network. Callers speak directly with a health care professional trained in various aspects of toxicology and poison information, treatment and prevention. The purpose is to provide specific information to allow for the prevention, diagnosis, and/or treatment of poisonings without having to dispatch emergency medical services or require a visit to a health care facility. The program also provides information to assist healthcare professionals deal with toxic exposures.

The Poison Control Program serves all of the people in Texas, both citizens and visitors, with access to telephone-based information services. Callers speak directly with poison call takers with the aim of providing sufficient information to treat a poison incident at home, and avoid the dispatch of emergency medical services or a visit to the emergency room. The Centers for Disease Control and Prevention reported that poison control center services save approximately \$7 in medical costs for every \$1 spent. The Poison Control Program serves all of the people in Texas, including citizens and visitors as well as other health care professionals, with access to telephone-based information services.

C. What evidence can you provide that shows the effectiveness and efficiency of this program or function? Provide a summary of key statistics and performance measures that best convey the effectiveness and efficiency of this function or program.

The effectiveness and efficiency of the 9-1-1 Program is best illustrated through the following performance measures:

CSEC Key Performance Measures	FY 2008 Target	FY 2008 Performance	FY 2009 Target	FY 2009 Performance (1st Quarter)
Poison Program:				
Percent of Time Texas Poison Control Network is Operational	100%	100%	100%	100%
Total Number of Poison Control Calls Processed	364,000	425,418	369,000	116,444

Other noteworthy accomplishments include:

- All FY 2008 Key Measures - met or exceeded
- Hurricane Ike (FY 2008): Poison Control telecommunications systems remained available.
 - Poison calls continued to be answered in the cases of call center evacuations and closures due to pre-determined alternate call routing and testing.
 - Poison Control Center at UTMB-Galveston was closed, but the TPCN functioned exceptionally well due to:
 - Digital, IP-network allowed calls to be automatically routed and answered at any center
 - Remote agent workstations:
 - Allowed call takers to log on to the network and continue to work from home; and
 - Enhanced the ability to distribute and absorb increases in call volume across network.

D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent.

Under previous law, the CSEC and the DSHS jointly administer the TPCN consisting of six poison control centers across Texas. House Bill 1093 (HB 1093 – 81st Legislative session) transfers oversight of regional poison control centers and the poison control network to CSEC. The legislative changes take effect September 1, 2009.

The CSEC staff has begun work with the DSHS to implement the changes required in the statute.

E. Describe who or what this program or function affects. List any qualifications or eligibility requirements for persons or entities affected. Provide a statistical breakdown of persons or

entities affected.

The Poison Control Program serves the entire state and provides information to people who suspect they

have been exposed to poisonous and toxic substances and health care providers, by dialing a toll-free telephone number, 1-800-222-1222. The network is composed of six regional poison control centers residing in host hospitals, linked by an advanced telecommunications managed services network. Each 9-1-PSAP has direct telephone access to at least one poison control center and can be rerouted as necessary. Callers speak directly with poison call takers with the aim of providing sufficient information to treat a poison incident at home, and avoid the dispatch of emergency medical services or a visit to the emergency room. The Centers for Disease Control and Prevention reported that poison control center services save approximately \$7 in medical costs for every \$1 spent.

F. Describe how your program or function is administered. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. List any field or regional services.
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Prior to the changes in statute, the CSEC and the DSHS share administrative responsibility for the program. As authorized by Health & Safety Code Chapter 777, the CSEC is responsible for administration of the telecommunications managed network services while DSHS is responsible for the administration of the regional poison center operations. Both are funded by appropriation to CSEC from the equalization surcharge on charges for intrastate long-distance (General Revenue-Dedicated Account No. 5007). The CSEC and the DSHS enter into biennial interagency contracts for the operation and maintenance of the state poison control call centers. CSEC contracts with vendors for managed services to provision the telecommunications network. The DSHS provides grants to the six regional centers for poison control center operations, of which the primary costs are poison call taker salaries.

The Poison Control Program is administered according to Health and Safety Code Chapter 777, and the jointly adopted rules of the Commission and DSHS. The CSEC provides for the telecommunications services necessary to operate and maintain the existing poison control network, including equipment replacement. The network is composed of six regional poison control centers residing in host hospitals, linked by an advanced telecommunications managed services network. Each 9-1-1 PSAP has direct telephone access to at least one poison control center and can be rerouted as necessary.

CSEC staff is responsible for contracts for services to provide all components of the TPCN. The advanced telecommunications network services, and call taker equipment and maintenance, are procured through the Texas Department of Information Resources (DIR). Contracts for toxicological databases for call handling and case management software are procured according to state procurement guidelines. CSEC staff monitors contract deliverables and works closely with the vendors to ensure the network is operational at all times to support call handling and processing. CSEC staff provides technical assistance to the regional poison control centers regarding the use of call taker equipment, databases, statistical call reports, and the operation of the telecommunications network. CSEC staff also provides call taker training to support compliance with the Americans with Disabilities Act and equal access to poison control telecommunications services for deaf and/or hearing impaired individuals.

G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Funding Sources – Dedicated General Revenue

- Equalization Surcharge (surcharge) – Authorized by Health and Safety Code § 771.072. The Commission is responsible for setting the surcharge rate up to a maximum of 1.3% of the charges for intrastate long-distance. The surcharge is imposed on each customer receiving intrastate long-distance service in Texas. The Commission defines “Intrastate long-distance” in Commission Rule 255.2. Currently the Commission has set the equalization surcharge at 1.0 percent. Equalization surcharge is allocated by the Commission as needed to operate and maintain current 9-1-1 service levels when a RPC’s 9-1-1 service fee revenue allocation is not adequate to do so. Surcharge is the sole funding source for the Poison Program.
 - Surcharge is allocated by the Commission as needed to fund equal levels of 9-1-1 service in all regions, and to fund the agency’s Poison Program. Surcharge funds have been appropriated for other uses outside of the Commission’s programs by the Legislature.

Funding Amounts – Dedicated General Revenue

Appropriations to CSEC for the 2010–11 biennium total \$142.5 million and provide for 24 full-time-equivalent positions. Appropriated amounts are from General Revenue–Dedicated Funds and Appropriated Receipts.

Appropriations for the poison control center networks total \$17.8 million in General Revenue–Dedicated Funds for the 2010–11 biennium. These appropriations consist primarily of grants to the regional poison control centers, which are used to pay the salaries of the call takers and purchase call-taker equipment. The poison control centers anticipate approximately 412,470 calls will be processed in fiscal year 2010 and 415,769 calls in fiscal year 2011.

Fund Balances – Dedicated General Revenue

Equalization Surcharge

Surcharge revenues are deposited into Treasury Fund 5007.

The surcharge is currently assessed at a rate 1.0% of intrastate long-distance charges. It was changed from 0.6% to 1.0% in 2006.

The surcharge supplements funding of the statewide 9-1-1 Program and is the primary funding source for the TPCN. Other uses of the surcharge, outside of the CSEC appropriations, during the 2010-11 biennium are:

- \$ 3.77 million to the DSHS for trauma care funding; and
- \$ 150,000 to the University of Texas Medical Branch at Galveston for Emergency Medical Dispatch.

The following chart summarizes the revenue impact of the equalization surcharge for the next two fiscal years.

	<u>Comptroller Est.</u>	<u>Commission Staff Est.*</u>
FY 2010 + 11 Revenue (in millions)	\$ 38.3	\$ 43.7
<u>Fund 5007 Balances</u> (in millions)		
August 31, 2009	\$ 20.6	\$ 20.6
August 31, 2011	\$ 21.4	\$ 22.0

* Commission staff estimates are based on collection data for the prior 6 months.

H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions. Describe the similarities and differences.

The CSEC and the DSHS formerly shared administrative responsibility for the program. There is one funding source (noted in section G. of this document), and both agencies coordinated with the six regional poison control centers.

I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The governance structure established by statute delineates the roles and responsibilities of each agency co-administering the Poison Control Program, which minimizes duplication of efforts and conflicts. The interagency contract between the CSEC and the DSHS also specifies the responsibilities of each agency.

J. If the program or function works with local, regional, or federal units of government include a brief description of these entities and their relationship to the agency.

Not applicable.

K. If contracted expenditures are made through this program please provide:

- the amount of those expenditures in fiscal year 2008;
- the number of contracts accounting for those expenditures;
- a short summary of the general purpose of those contracts overall;
- the methods used to ensure accountability for funding and performance; and
- a short description of any current contracting problems.

The amount of contracted expenditures made through the Poison Control Program in FY 2008 is \$7,352,502.00. These budgeted expenditures are accounted for in the inter-agency contract with DSHS, as well as the vendor contracts for services listed below. There are a total of 10 contracts.

Commission on State Emergency Communications				
Texas Poison Control Program				
Contracted Expenditures				
FY 2008				
1	Interagency Contract - Department of State Health Services (DSHS) for Poison Center Operations			
	Amarillo			\$737,854
	Dallas			\$1,234,984
	El Paso			\$809,332
	Galveston			\$1,351,148
	San Antonio			\$1,000,160
	Temple			\$889,921
	DSHS Administration			\$256,500
	Subtotal - DSHS Interagency Contract			\$6,279,899
	Contracts for Statewide Poison Telecommunications Network Operations			
2	Commercial Electronics/Recorder Maintenance			\$24,300
3	Computer Automation Systems - Toxicall Software Renewal			\$47,065
4	Micromedex - Case Management Software Renewal			\$302,444
5	DIR - IP Managed Services			\$269,828
6	DIR Usage/Voice/800 Calls			\$6,600
7	TexAn - Poison Routers & LD			\$132,000
8	Vintage IT Desktop Services			\$247,016
9	AT&T TPCN Analog Lines			\$41,537
10	AT&T OneNet Services			\$1,812

Subtotal - Telecommunications Network Operations Costs	\$1,072,603
Total Poison Program Contracted Expenditures FY 2008	\$7,352,502

The CSEC staff has implemented a contract management system to monitor accountability for funding and performance of these contracts. Monitoring of contracts is accomplished through receipt and review of data provided as required by the contract and/or to substantiate the delivery of goods and/or services.

L. What statutory changes could be made to assist this program in performing its functions? Explain.

None noted.

M. Provide any additional information needed to gain a preliminary understanding of the program or function.

Additional information regarding the Poison Control Program may be found on the CSEC web site at the following link: <http://www.911.state.tx.us/browse.php/poison>

N. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. For each regulatory program, if applicable, describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Not applicable. The CSEC does not have any regulatory authority.

O. For each regulatory program, if applicable, provide the following complaint information. The chart headings may be changed if needed to better reflect your agency's practices.

Not applicable. The CSEC does not have any regulatory authority.

(Agency Name) (Regulatory Program Name) Exhibit 12: Information on Complaints Against Regulated Persons or Entities Fiscal Years 2007 and 2008		
	FY 2007	FY 2008
Total number of regulated persons		
Total number of regulated entities		
Total number of entities inspected		
Total number of complaints received from the public		
Total number of complaints initiated by agency		
Number of complaints pending from prior years		
Number of complaints found to be non-jurisdictional		
Number of jurisdictional complaints found to be without merit		
Number of complaints resolved		
Average number of days for complaint resolution		
Complaints resulting in disciplinary action:		
administrative penalty		
reprimand		
probation		
suspension		
revocation		
other		

VIII. Statutory Authority and Recent Legislation

A. Fill in the following chart, listing citations for all state and federal statutes that grant authority to or otherwise significantly impact your agency. Do not include general state statutes that apply to all agencies, such as the Public Information Act, the Open Meetings Act, or the Administrative Procedure Act. Provide information on Attorney General opinions from FY 2005 – 2009, or earlier significant Attorney General opinions, that affect your agency’s operations.

Commission on State Emergency Communications Exhibit 13: Statutes/Attorney General Opinions	
Statutes	
Citation/Title	Authority/Impact on Agency (e.g., provides authority to license and regulate nursing home administrators")
Texas Health and Safety Code Chapter 771	Authorizes CSEC to implement through the 24 Regional Planning Commissions a statewide 9-1-1 service program
Texas Health and Safety Code Chapter 777	Authorizes CSEC, along with the Department of State Health Services (until May 1, 2010), to jointly administer the Texas Poison Control Program
Attorney General Opinions	
Attorney General Opinion No.	Impact on Agency
GA-0401	Clarified the respective roles and authority of CSEC and Comptroller vis-à-vis application of the wireless service fee (§ 771.0711) and the adjudication of a claim for refund of such fee.

B. Provide a summary of recent legislation regarding your agency by filling in the chart below or attaching information already available in an agency-developed format. Briefly summarize the key provisions. For bills that did not pass, briefly explain the key provisions and issues that resulted in failure of the bill to pass (e.g., opposition to a new fee, or high cost of implementation). See Exhibit 14 Example or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 14: 81st Legislative Session Chart		
Legislation Enacted – 81st Legislative Session		
Bill Number	Author	Summary of Key Provisions
HB 1093	Pickett	Amended Health and Safety Code Chapter 777 to (1) eliminate the Department of Health’s oversight of the regional poison control centers; (2) reduce the number of coordinating committee members from 15 to 9; and (3) make corresponding changes to Health and Safety Code Chapter 771.
HB 1831	Corte Edwards Eiland	Added § 771.0712 to the Health and Safety Code to impose a 2% 9-1-1 emergency services fee on the retail purchase of prepaid wireless telecommunications service. Authorizes the Comptroller to adopt rules to implement the section by June 1, 2010.
Legislation Not Passed – 81st Legislative Session		
Bill Number	Author	Summary of Key Provisions/Reason the Bill Did Not Pass
HB 1766	Rodriquez Anchia	Would have exempted prepaid wireless telecommunications devices from the wireless 9-1-1 emergency service fee. Bill would have had an average negative fiscal impact of approximately \$6,000,000 per fiscal year, and the issue was addressed in subsequent bill(s).
SB 1587	Van de Putte	Would have imposed a 2% prepaid wireless 9-1-1 emergency service fee on the cost of each prepaid wireless telecommunications service purchased in Texas. Fee imposed per HB 1831.
HB 3359	McClendon	Imposed a 2% prepaid wireless 9-1-1 emergency service fee on the cost of each prepaid wireless telecommunications service purchased in Texas. Fee imposed per HB 1831.
HB 2507	Chisum Gallego Merritt Gonzales	Would have established an interoperable statewide emergency radio infrastructure and emergency radio infrastructure program, which the CSEC would have administered.

	Corte	
SB 2264	Gallegos	Would have required CSEC to develop performance standards for the operation of a community emergency notification system. Similar legislation has been introduced in past legislative sessions but has not made it out of committee due to the cost (\$4.6 million for FY 2010-11). An interim study may be issued by the Legislature.
HB 4609	Oliveira	Would have reduced the CSEC wireline 9-1-1 fee and statewide wireless 9-1-1 fee to \$.40 per month from \$.50. Bill not taken-up in committee.

IX. Policy Issues

A. Brief Description of Issue

9-1-1 Program. While the 9-1-1 system has been a success story for more than thirty years, the existing 9-1-1 infrastructure is based on technologies that were modern and appropriate at the time, but are now becoming obsolete. The system requires a major modernization effort.

Poison Control Program. Poison control call takers are pharmacists or nurses with certified expertise in toxicology. Competition for their services dictates that their compensation remain competitive.

B. Discussion

9-1-1 Program. In the short-term the emergency communications industry has adapted the existing 9-1-1 infrastructure to meet emerging public safety requirements, but in the long-term this initial adaption will not be able to support more advanced capabilities. The communications industry is moving toward packet data transport, and the existing 9-1-1 circuit switched infrastructure is a barrier to creating an integrated emergency call management system. Consumer communications technologies will continue to evolve and the 9-1-1 network must be able to adapt quickly in order to harness the added value that innovation offers for emergency response improvement. Fundamental and significant change is required to move toward such an infrastructure that offers enhanced capabilities and increased change capacity to accommodate both current and future emergency services operations.

Poison Control Program. Poison center personnel are not state employees, but are funded by the state through CSEC’s appropriation. Specialists in Poison Information (SPIs) are pharmacists or nurses with certified expertise in toxicology; with sixty allocated across the six poison control centers. Their skills are in high demand. Keeping up with increasing compensation expectations presents a challenge to this Commission, because salary increases for SPIs must be obtained through an exceptional item in the Commission’s Legislative Appropriation Request (LAR). For the past three legislative sessions, increases in the Commission’s appropriations for poison center operations earmarked for call taker salary increases have been granted through contingency revenue riders that provide funding if equalization surcharge revenue collections exceed the Comptroller’s Biennial Revenue Estimate. For the past two biennia, revenue collections permitted call taker salary increases. Whether or not that will be the case for the current biennium

is yet to be determined. Equalization Surcharge revenues could diminish, preventing the contingency from being met. Failure to keep up with salary expectations will eventually result in declines in the number and/or quality of call takers available and could result in a reduction in the quality of care provided.

C. Possible Solutions and Impact

9-1-1 Program. The new infrastructure is being referred to as Next Generation 9-1-1 or NG9-1-1. A significant amount of additional funding will be required to implement NG9-1-1. Adequate dedicated funding is projected to be available, but must be appropriated.

Poison Control Program. Non-contingent funding of call taker salary increases would reduce uncertainty in this area.

X. Other Contacts

A. Fill in the following chart with updated information on people with an interest in your agency, and be sure to include the most recent e-mail address.

Commission on State Emergency Communications Exhibit 15: Contacts			
INTEREST GROUPS (groups affected by agency actions or that represent others served by or affected by agency actions)			
Group or Association Name/ Contact Person	Address	Telephone	E-mail Address
Texas Association of Regional Councils / Betty Voights	6800 Burleson Road, Bldg 310, Ste 163, Austin, TX 78744	512-916-6008	bvoights@capcog.org
Texas 9-1-1 Alliance / Jim Goerke	1520 El Cielo Leander, Texas 78641	512-528-9734	jim@goerkemail.com
Municipal Emergency Communication Districts Association / Melissa Tutton	PO Box 860358 Plano, TX 75086	972-941-7933	melissatu@plano.gov
Poison Control Coordinating Committee / Jeanie Jamarillo	1501 South Coulter Amarillo, TX 79106	Phone:806-354-1611 Fax:806-354-1667	jeanie.jaramillo@tutu hsc.edu
INTERAGENCY, STATE, OR NATIONAL ASSOCIATIONS (that serve as an information clearinghouse or regularly interact with your agency)			
Group or Association Name/ Contact Person	Address	Telephone	E-mail Address
National Emergency Number	4350 North Fairfax Drive, Ste	703-812-4600	phalley@nena.org

Self-Evaluation Report

Association / Patrick Halley	750 Arlington, VA 22203		
Association of Texas Sheriffs / Joe Peters, Director Tech. Assist. Div.	1601 South IH 35 Austin, TX 78741-2503	512-445-5888	joe@txsheriffs.org
LIAISONS AT OTHER STATE AGENCIES (with which your agency maintains an ongoing relationship, e.g., the agency's assigned analyst at the Legislative Budget Board, or attorney at the Attorney General's office)			
Agency Name/Relationship/ Contact Person	Address	Telephone	E-mail Address
Legislative Budget Board / Lena Conklin	P.O. Box 12666 Capitol Station Austin, TX 78711	512-463-1161	Lena.conklin@lbb.state.tx.us
Office of the Governor / Jeremiah Kuntz	1100 San Jacinto, 4 th Floor Austin, TX 78701	512-463-8737	Jeremiah.kuntz@governor.state.tx.us
Office of the Attorney General / James Crowson	300 W 15 th Street, Floor 12 Austin, TX 78701	512-475-1556	james.crowson@oag.state.tx.us
Public Utility Commission of Texas / David Featherston	P.O. Box 13326 Austin, TX 78711	512-936-7320	david.fratherston@puc.state.tx.us
Department of Information Resources / Brian Kelly	300 West 15 th Street, Suite 1300 Austin, TX 78701	512-463-9672	brian.kelly@dir.state.tx.us
Department of State Health Services / John Villanacci, Ph.D, NREMT-1	Epidemiology & Disease Unit, Room T713 Mail Code 1964 Austin, TX 78756	512-485-7111 x6175	John.villanacci@dshs.state.tx.us

XI. Additional Information

A. Fill in the following chart detailing information on complaints regarding your agency. Do not include complaints received against people or entities you regulate. The chart headings may be changed if needed to better reflect your agency's practices.

Commission on State Emergency Communications Exhibit 16: Complaints Against the Agency – Fiscal Years 2007 and 2008		
	FY 2007	FY 2008
Number of complaints received	0	0
Number of complaints resolved	N/A	N/A
Number of complaints dropped/found to be without merit	N/A	N/A
Number of complaints pending from prior years	0	0
Average time period for resolution of a complaint	N/A	N/A

B. Fill in the following chart detailing your agency's Historically Underutilized Business (HUB) purchases. See Exhibit 17 Example or [click here to link directly to the example](#).

Commission on State Emergency Communications Exhibit 17: Purchases from HUBs				
FISCAL YEAR 2006				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	0	0	0	11.9%
Building Construction	0	0	0	26.1%
Special Trade	0	0	0	57.2%
Professional Services	26,335	0	0	20.0%
Other Services	423,619	131,779	31.0	33.0%
Commodities	515,360	89,923	17.4	12.6%
TOTAL	965,314	221,655	22.9	

FISCAL YEAR 2007				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	0	0	0	11.9%
Building Construction	0	0	0	26.1%
Special Trade	217	0	0	57.2%
Professional Services	28,755	0	0	20.0%
Other Services	610,414	490,382	80.3	33.0%
Commodities	656,701	132,759	20.2	12.6%
TOTAL	1,296,088	623,142	48.0	
FISCAL YEAR 2008				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	0	0	0	11.9%
Building Construction	0	0	0	26.1%
Special Trade	0	0	0	57.2%
Professional Services	25,880	0	0	20.0%
Other Services	601,577	338,707	56.3	33.0%
Commodities	448,998	173,901	38.7	12.6%
TOTAL	1,076,456	512,608	47.6	

C. Does your agency have a HUB policy? How does your agency address performance shortfalls related to the policy? (Texas Government Code, Sec. 2161.003; TAC Title 34, Part 1, rule 20.15b)

Commission Rule 252.2, Purchases of Goods and Services establishes the Commission's HUB policy. The Commission procures bids from HUB's, whenever feasible. Specifications are written in such a way to not

create barriers to participation by HUB's. The Professional Services category consists of a single vendor, the Commission internal auditor.

D. For agencies with contracts valued at \$100,000 or more: Does your agency follow a HUB subcontracting plan to solicit bids, proposals, offers, or other applicable expressions of interest for subcontracting opportunities available for contracts of \$100,000 or more? (Texas Government Code, Sec. 2161.252; TAC Title 34, Part 1, rule 20.14)

Yes, in the few instances where a contract was valued in excess of \$100,000, a HUB subcontracting plan was included in the proposals from vendors.

E. For agencies with biennial appropriations exceeding \$10 million, answer the following HUB questions.

	Response / Agency Contact
1. Do you have a HUB coordinator? (Texas Government Code, Sec. 2161.062; TAC Title 34, Part 1, rule 20.26)	Yes, Brian Millington
2. Has your agency designed a program of HUB forums in which businesses are invited to deliver presentations that demonstrate their capability to do business with your agency? (Texas Government Code, Sec. 2161.066; TAC Title 34, Part 1, rule 20.27)	No.
3. Has your agency developed a mentor-protégé program to foster long-term relationships between prime contractors and HUBs and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract? (Texas Government Code, Sec. 2161.065; TAC Title 34, Part 1, rule 20.28)	Yes.

F. Fill in the chart below detailing your agency's Equal Employment Opportunity (EEO) statistics.¹ See Exhibit 18 Example or [click here to link directly to the example.](#)

¹ The Service/Maintenance category includes three distinct occupational categories: Service/Maintenance, Para-Professionals, and Protective Services. Protective Service Workers and Para-Professionals are no longer reported as separate groups. Please submit the combined Service/Maintenance category totals, if available.

Commission on State Emergency Communications Exhibit 18: Equal Employment Opportunity Statistics							
FISCAL YEAR 2006							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	3	0.0%	6.6%	0.0%	14.2%	4.0%	37.3%
Professional	1	0.0%	8.3%	0.0%	13.4%	0.0%	53.2%
Technical	16	0.0%	12.4%	20.0%	20.2%	44.0%	53.8%
Administrative Support	5	8.0%	11.2%	8.0%	24.1%	20.0%	64.7%
Service Maintenance	0	0.0%	13.8%	0.0%	40.7%	0.0%	39.0%
Skilled Craft	0	0.0%	6.0%	0.0%	37.5%	0.0%	4.8%
FISCAL YEAR 2007							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	3	0.0%	9.0%	0.0%	23.7%	4.0%	38.8%
Professional	1	0.0%	11.7%	0.0%	19.9%	0.0%	54.5%
Technical	17	0.0%	17.0%	20.0%	27.0%	48.0%	55.6%
Administrative Support	4	8.0%	13.2%	4.0%	31.9%	16.0%	66.2%
Service/Maintenance	0	0.0%	12.8%	0.0%	44.8%	0.0%	39.7%
Skilled Craft	0	0.0%	5.1%	0.0%	46.9%	0.0%	5.1%
FISCAL YEAR 2008							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	3	0.0%	9.0%	0.0%	23.7%	3.7%	38.8%
Professional	1	0.0%	11.7%	0.0%	19.9%	0.0%	54.5%
Technical	16	0.0%	17.0%	18.5%	27.0%	40.7%	55.6%
Administrative Support	7	11.1%	13.2%	7.4%	31.9%	22.2%	66.2%
Service/Maintenance	0	0.0%	12.8%	0.0%	44.8%	0.0%	39.7%
Skilled Craft	0	0.0%	5.1%	0.0%	46.9%	0.0%	5.1%

G. Does your agency have an equal employment opportunity policy? How does your agency address performance shortfalls related to the policy?

Agency does have an EEO policy.

XII. Agency Comments

None.

ATTACHMENTS

Submit the following supplemental data or documents with the hard copy of the Self-Evaluation Report. Label each attachment with its number (e.g., Attachment 1). As part of the electronic version, attach a list of items submitted, but do not attach the actual documents to the electronic submission.

Attachments Relating to Key Functions, Powers, and Duties

1. A **copy** of the agency's enabling statute:

Health & Safety Code: CHAPTER 771. State Administration of Emergency Communications
Health & Safety Code: CHAPTER 777. Regional Poison Control Centers

2. A **copy** of each annual report published by the agency from FY 2004 – 2008.

Strategic Plan 2001 – 2005 Statewide Emergency Communications
Strategic Plan 2005 – 2009 Statewide Emergency Communications

3. A **copy** of each internal or external newsletter published by the agency from FY 2007 – 2008.

Texas 9-1-1 Newsletter Fall 2006
Texas 9-1-1 Newsletter Summer 2007
Texas 9-1-1 Newsletter Fall 2008
Texas 9-1-1 Newsletter Winter 2008
Texas 9-1-1 Newsletter Summer 2009

4. A **list** of publications and brochures describing the agency.

Currently – the information resides on the CSEC website "About CSEC" Page

<http://www.911.state.tx.us/browse.php/organization>

5. A **list** of studies that the agency is required to do by legislation or riders.
HHS 771.062 b. - The Commission shall maintain and update at least annually a list of provisions or rules that have been adopted by ECDs under this section. **This function is performed via survey which is sent to the ECDs annually.**
6. A **list** of legislative or interagency studies relating to the agency that are being performed during the current interim.

There are no studies being performed during the current interim.

7. A **list** of studies from other states, the federal government, or national groups/associations that relate to or affect the agency or agencies with similar duties or functions.

American Association of Poison Control Centers (AAPCC)

Association of Public Safety Communications Officials (APCO)

Robert L Kimball & Associates Architects and Engineers

Federal Communications Commission (FCC)

Federal E9-1-1 Implementation and Coordination Office

National Emergency Number Association Publications and Presentations

National Association of 9-1-1 Administrators (NASNA)

United States Department of Transportation

Attachments Relating to Policymaking Structure

8. Biographical information (e.g, education, employment, affiliations, and honors) or resumes of all policymaking body members. Biography of Commissioners for CSEC.

John L. de Noyelles, Presiding Officer

Kay Alexander

James Beauchamp

Sue Brannon

Heberto Gutierrez

Jack D. Miller

Steve Mitchell

Gregory Parker

David Levy

9. A **copy** of the agency's most recent rules.

The link below is to our website containing the rules.

[http://www.911.state.tx.us/browse.php/rules legislation](http://www.911.state.tx.us/browse.php/rules%20legislation)

Attachments Relating to Funding

10. A **copy** of the agency's Legislative Appropriations Request for FY 2010 – 2011.
LAR for Fiscal Years 2010 and 2011 Submitted to the Governor's Office of Budget, Planning & Policy & the LBB – August 6, 2008
11. A **copy** of each annual financial report from FY 2006 – 2008.
Annual Financial Report for the FY Ended August 31, 2008
Annual Financial Report for the FY Ended August 31, 2007
Annual Financial Report for the FY Ended August 31, 2006
12. A **copy** of each operating budget from FY 2007 – 2009.
Operation Budget for FY2008 Submitted to the Governor's Office of Budget, Planning & Policy and The LBB – November 29, 2007

Attachments Relating to Organization

13. If applicable, a map to illustrate the regional boundaries, headquarters location, and field or regional office locations.

Emergency Communication Entities in the State of Texas 9-1-1 Map
Texas Poison Control Network

Attachments Relating to Agency Performance Evaluation

14. A **copy** of each quarterly performance report completed by the agency in FY 2006 – 2008.
Performance Measures – 1Q09, 2Q09 & 3Q09
Performance Measures – 1Q08, 2Q08, 3Q08 & 4Q08
Performance Measures – 1Q07, 2Q07, 3Q07 & 4Q07
Performance Measures – 1Q06, 2Q06, 3Q06 & 4Q06
15. A **copy** of any recent studies on the agency or any of its functions conducted by outside management consultants or academic institutions.
The Survey of Organizational Excellence – Texas Commission on State Emergency Communications;
Executive Summary, 2007
16. A **copy** of the agency's current internal audit plan.

CSEC Internal Audit Plan for FY 2009, September 9, 2008

17. A **copy** of the agency's current Strategic Plan.
Agency Strategic Plan for Fiscal Years 2009-13

18. A **list** of internal audit reports from FY 2005 – 2009 completed by or in progress at the agency.
CSEC Internal Audit of the Public Education Program Final Report Approved, April 14, 2009
CSEC Internal Audit of RPC Strategic Planning & Performance Reporting, Final Report Approved April 14, 2009
CSEC Follow-up Review of the Status of Implementing Prior Years' Audit Recommendations Approved April 14, 2009
CSEC Internal Audit Annual Report for FY 2008, October 15, 2008
CSEC Internal Audit Annual Report for FY 2007, August 31, 2007
CSEC Report on Statistical Sampling and Testing of Regional Planning Commission (RPC) Expenditures, August 25, 2007
CSEC Internal Audit Annual Report for FY 2006, October 17, 2006
CSEC Internal Audit Annual Report for FY 2005, October 24, 2005

19. A **list** of State Auditor reports from FY 2005 – 2009 that relate to the agency or any of its functions.
A Classification Compliance Review Report on the State's Attorney, Assistant Attorney General, and General Counsel Positions, March 2007 – Report No. 07-709
An Audit Report on Performance Measures at the Commission on State Emergency Communications, May 2007 – Report No. 07-035

20. A **copy** of any customer service surveys conducted by or for your agency in FY 2008.

The link below is to our website containing the annual survey
http://www.911.state.tx.us/browse.php/customer_survey