

AGENCY STRATEGIC PLAN

FISCAL YEARS 2017-2021

By

**Commission on State Emergency Communications
(CSEC)**

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DATE OF SUBMISSION:

June 24, 2016

SIGNED:



EXECUTIVE DIRECTOR

APPROVED:



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I. CSEC MISSION AND PHILOSOPHY

Mission

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

Philosophy

In accomplishing our mission, we pledge to collaborate with regional and local governments and other state agencies to promote stewardship and accountability, set high standards, and foster efficient emergency communications services.

II. AGENCY OPERATIONAL GOAL AND ACTION PLAN

GOAL 1: Statewide 9-1-1 Service: Planning & Development, Provision & Enhancement of 9-1-1 Service in Texas.

A. Action Items to Achieve this Goal:

- i. Maintain current 9-1-1 network operations and equipment replacement.
Target completion date: On-going
- ii. Develop and implement a ten year 9-1-1 equipment replacement plan that reflects the aggregate RPC needs and funding requirements.
Target completion date: On-going
- iii. Enable the implementation of Text to 9-1-1 at all RPC Public Safety Answering Points (PSAPs).
Target completion date: FY 2019
- iv. Implement Next Generation 9-1-1 State-level Emergency Services Internet Protocol Network (ESInet).
Target completion date: FY 2021
- v. Attain additional staffing, specifically IT Security Analysts, to implement and manage cyber security planning, enforcement and compliance for the State-level ESInet.
Target completion date: FY 2018
- vi. Implement a separate and distinct ESInet Program responsible for the planning, implementation and operation of the ESInet.
Target completion date: FY 2018

B. Support of Statewide Objectives

i. Accountable to Tax Payers

With a staff of 25, the CSEC 9-1-1 Program serves 81% of Texas counties and 26.8% of its population through 22 Regional Planning Commissions (RPC) by providing oversight, assistance and funding through grant reimbursement contracts for service with each of these grantees. Contracts for 9-1-1 network operations and equipment replacement are based upon required strategic plans that are reviewed, approved by the Commission, and funded with legislative appropriations. Grant management, contract monitoring and compliance, financial and performance reporting systems are in place to ensure tax payer dollars are used appropriately, effectively and efficiently.

Statewide 9-1-1 Service¹ is funded by General Revenue Dedicated (GR-D) sources specifically collected, remitted and intended for the specific

¹ 9-1-1 service is statutorily defined as a communications service that connects users to a Public Safety Answering Point (PSAP) through a 9-1-1 system.

purpose of planning, developing, provisioning and enhancing 9-1-1 services in Texas. Over the past ten years, the amount of appropriations of these dedicated fees to CSEC for the RPC 9-1-1 program has not always been 100% of the revenue collected, resulting in significant fund balances in two GR-D accounts. The Commission anticipates that there will be fund balances of approximately \$125 million in 9-1-1 service fees (GR- Account 5050), and \$39 million in equalization surcharge (GR-D Account 5007), by the end of FY 2017. Sufficient funding is collected from the public and remitted to the state to support the current system and the transition to NG9-1-1, but only if it is appropriated.

ii. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

Cooperative contracts are established by CSEC for services that support 9-1-1 network operations where there are opportunities to leverage economies of scale and statewide purchasing power. In collaboration with the RPC end-users of the contracted services, the CSEC has procured and contracted for 9-1-1 Database Management Services, as well as an Enterprise Geospatial Database Management system, from which all RPCs in the CSEC program may purchase these services. Not only do such contracts create efficiencies, they are effective in establishing and ensuring consistent and effective service levels through the CSEC 9-1-1 Program and eliminate the need for each of the 22 RPCs to contract on their own. CSEC plans to utilize a cooperative contract for the operations of ESInet service once it is implemented. Those RPCs choosing to utilize the CSEC State-level ESInet will procure the ESInet services through the state contract. This will allow the CSEC and the RPCs to maximize the use of taxpayer funds and reduces or eliminates the redundant core functions and the funding required to support them.

For implementation of the State-level ESInet, the Commission has adopted an “Owner-Operator” model with the intent that the RPC stakeholders be involved and engaged with the planning and implementation. Doing so not only garners input from end-users, but also allows CSEC to procure and contract for “best of breed” hardware, software and services and not be limited to one contract with one vendor, thereby mitigating risks to the project. A CSEC State-level ESInet Governance Model has been developed with leadership and input from the RPCs to ensure maximum results and outcomes from the implementation of a State-level ESInet and Next Generation 9-1-1. The governance has been approved and adopted by the Commission (February 2016) for purposes of effective operations amongst the RPCs which participate in the CSEC State-level ESInet. The model is a set of defined interactions, expectations, decisions, roles and processes that guide the governance of the CSEC State-level ESInet. A representative

model has been established to ensure all RPCs have access and an opportunity to participate through a committee structure.

iii. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

The CSEC consistently meets or exceeds performance measure goals for the 9-1-1 Program, and has identified and requested changes to its budget structure to reflect this goal and action plan. The new performance measures have been approved and will better reflect the CSEC's effectiveness in supporting and enabling the RPCs to transition to NG9-1-1.

Each of the RPCs develops and submits biennial Regional Strategic Plans for 9-1-1 Network Operations and Equipment Replacement in its respective region. These plans reflect the state of current 9-1-1 network operations and equipment replacement, as well as near and long term goals and objectives that are aligned with the CSEC's. The RPCs provide quarterly performance and financial reports that demonstrate progress in achieving strategic plan goals.

In addition to the Regional Strategic Plans, the Agency Strategic Plan and Legislative Appropriations Request, the CSEC is required to develop and submit a Strategic Plan for Statewide 9-1-1 Service each biennium. The statewide plan encompasses information provided by the RPCs, and other independent 9-1-1 Entities² outside of CSEC's oversight authority (Emergency Communications Districts and Municipal Emergency Communications Districts). The purpose of the plan is to survey the current performance, efficiency and degree of implementation of emergency communications services throughout the whole state; provide an assessment of progress made toward meeting goals and objectives; provide strategic direction for emergency communications services, identify major issues and priorities; and, detail the financial performance of each RPC.

The CSEC includes its Next Generation 9-1-1 Master Plan as an appendix to the Strategic Plan for Statewide 9-1-1 Service. The purpose of the master plan is to communicate the vision of the Texas NG9-1-1

² Twenty-six Emergency Communications Districts have been formed and operate under the authority of Health and Safety Code Chapter 772. Twenty-six municipalities and twenty six county groups that are recognized as Emergency Communication Districts in Health and Safety Code § 771.001(3) (A) operate 9-1-1 systems that are independent of the state's system. 9-1-1 service in the incorporated portion of Dallas County is provided by Emergency Communications Districts, or pursuant to the North Central Texas Council of Governments' Regional 9-1-1 Plan. 9-1-1 service in the unincorporated portion of Dallas County is provided by Dallas County.

System to stakeholders so that they may be actively engaged in its development and deployment. It presents a uniquely Texas perspective of the system's functionality, management, operations, security and governance. It charts the course of CSEC NG9-1-1 initiatives and activities on this extensive, multi-year effort, and is updated biennially with input from 9-1-1 Entities across the state.

iv. Providing Excellent Customer Service.

The national telecommunications infrastructure is changing as is the way the public communicates and adopts new technology. These changes have a direct impact on the ability of 9-1-1 service to support and serve the public. This is evident in the percentage of 9-1-1 calls that are made from a wireless device. In FY 2015 the CSEC 9-1-1 program received 11,788,484 calls; 92.4% of those calls were from wireless phones. In FY 2001, of the 4,308,323 9-1-1 calls received, 33% were from wireless phones. Technology improvements will allow for better utilization of 9-1-1 service and enhanced response through voice and text utilization.

Recent actions by the FCC require the wireless carriers, upon valid receipt of a valid request, to send 9-1-1 text messages to better serve the needs of the deaf and hard of hearing community, as well as those "callers" that would put themselves in danger by speaking aloud to a 9-1-1 call taker. Texas' major telephone company that currently provides the 9-1-1 infrastructure (e.g. selective routing of all 9-1-1 calls in the state) has begun planning to decommission and replace their aging networks and equipment by 2020.

As legacy systems become modernized, emergency communications are improved by better access to 9-1-1 and Poison Control Services; costly systems are replaced with more efficient shared resource IP based infrastructure; security concerns are minimized; and, the platform exists for future operational improvements.

CSEC staff members in the Enterprise Project Management Office and 9-1-1 Program division are currently at or over capacity in terms of their work load, and in need of training to shore up their IT knowledge and skills related to technology utilized by NG9-1-1. Furthermore, CSEC does not have sufficient FTEs to back up these positions or skilled and knowledgeable staff from other divisions to fill these positions should they be vacated. CSEC risks losing valuable institutional and legacy 9-1-1 knowledge during the transition to NG9-1-1. Additional resources and FTE authority will be necessary to address these limitations to providing excellent customer service.

CSEC is committed to guaranteeing the security and confidentiality of personal and private information of the users of emergency

communications services are secure. The agency continues to effectively perform its core functions and has successfully adapted to the addition of a major new program and strategy for the implementation of the State-level ESInet and NG9-1-1 by maximizing efficiencies within existing resources through the 2016 – 2017 biennium. Going forward additional resources will be needed to comply with new requirements for enhanced cyber security planning.

v. Transparent such that agency actions can be understood by any Texan.

The Commission holds regularly scheduled open meetings to consider policy matters and take actions in support of the mission, goals and objectives of CSEC. Meeting materials are published and distributed in advance, and the agendas are intentionally developed to provide clear information about the topics and action items for each meeting. Digital recordings of the meetings are made available to the public on the agency web site, as are transcripts of each meeting.

The CSEC communicates with primary stakeholders through collaborative working groups, grantee training workshops, the ESInet Governance Structure, as well as the statutorily authorized Emergency Communications Advisory Committee. This collaboration ensures that plans and actions are understood.

CSEC continuously updates agency websites with the status of the NG9-1-1 projects, and provides internal and external sources of information regarding education of new systems, current implementation information, and recommend Master Plan Updates and Recommendations.

C. Other relevant considerations

The technology supporting the current 9-1-1 system will soon be obsolete. The transition to an IP-based system must occur over the next five years to provide emergency communications and service to the public with advances in communications devices and equipment, and provide for interoperability with other emergency communications systems. The digital replacement of the current 9-1-1 system is referred to as Next Generation 9-1-1, or NG9-1-1. NG9-1-1 will support all types of communications from the public, including text, video, and images, and will enhance emergency response and interoperability through its ability to share standards based data across multiple systems.

Considerable planning, scheduling, and budget are required, specifically since it is important that the planned transition to a digital system must acknowledge that not all parts of the state, especially rural communities and counties, will have reasonably priced infrastructure to accomplish this goal in the near future. The planned system must recognize these limitations and be implemented in a

manner that supports and enhances the ability of all regions of the state to be able to use the new system.

The 83rd Legislature (2013) made a significant investment of \$12M in this critical effort by appropriating funding for initial database and network expenses. Additional FY 2017-21 resources will be needed to complete build out and subsequent biennia planning and resources are required to sustain the system in the future. Access to dedicated funds collected and held in GR-D accounts for 9-1-1 purposes like this will be necessary to maintain the momentum as processes improve and technologies evolve.

The 84th Legislature (2015) appropriated funds (\$7.7 M) for FY 2016 – 2017 for the prerequisite NG9-1-1 implementation and the first phase of a state-level ESInet. Funding will again be required in FY 2018 – 2019 and FY 2020 – 2021 to complete the transition and operate the implemented components of the new state-level digital network. Funding is also required to implement and maintain regional level networks. Once the transition is complete, legacy network elements can be decommissioned and associated costs eliminated.

The CSEC and RPCs have continued planning for the transition to NG9-1-1. Completion is projected for 2021 and is contingent upon funding. The following phases of the transition remain and are planned according to biennial funding cycles.

FY 2018 – 2019

- State-level ESInet (Phase II) – Implementation (FY 2018)
- State-level ESInet (Phase III) – Procurement (FY 2018)
- State-level ESInet (Phase III) – Implemented (FY 2019)
- Regional ESInet Procurement, Implementation & Maintenance (FY 2019)
- Implement Text to 9-1-1 (FY 2019)
- Texas Poison Control Network – Information Security Planning (FY 2018)

a. FY 2020 - 2021

- Regional ESInet Procurement, Implementation and Maintenance (FY 2020)
- State-level & Regional ESInets interconnected and fully functional (FY 2021)
- Legacy 9-1-1 systems decommissioned – (FY 2021)
- Completion of integration of PSAPs into the new ESINet (FY 2021)

GOAL 2: Poison Control Services: Maintain High Quality Poison Control Services in Texas.

A. Action Items to Achieve this Goal:

- i. Maintain and enhance current Regional Poison Control Center Operations and Texas Poison Control Network.
Target completion date: On-going
- ii. Ensure that Regional Poison Control Centers receive resources necessary to maintain accreditation from the American Association of Poison Control Center
Target completion date: On-going
- iii. Assess and plan for future technology needs of the Texas Poison Control Network.
Target completion date: FY 2018

B. Support of Statewide Objectives

i. Accountable to Tax Payers

The CSEC Poison Control Program serves 100% of Texas counties and population through 6 Regional Poison Control Centers (Poison Centers) by providing oversight, assistance and funding through grant reimbursement contracts for service with each of these grantees. Contracts for Poison Control Center Operations are based upon required strategic plans that are reviewed, approved by the Commission, and funded with legislative appropriations. Grant management, contract monitoring and compliance, financial and performance reporting systems are in place to ensure tax payer dollars are used appropriately, effectively and efficiently. The CSEC procures contracts for services with vendors for the Texas Poison Control Network (TPCN), comprised of databases and applications for call processing, handling, recording and records management, toxicology reference resources, and modernization of the statewide poison network. Contract administration and management, and project management practices are in place to ensure tax payer dollars are utilized appropriately.

Statewide Poison Control Service is funded by equalization surcharge from General Revenue Dedicated (GR-D) Account 5007. Approximately 70% of the state funding provided by the CSEC via grants to the Poison Centers is to fund Specialists in Poison Information (SPI) personnel who answer the calls and provide information, assistance, and medical management of cases. Approximately 25% of the state funding directly supports other staffing positions essential to the American Association of Poison Control Centers accreditation, as required under Rider 7 of the 84th Legislature's General Appropriations Act. Only 5% of state funding

is utilized for non-personnel purposes (public education) within Poison Center Grants.

Sufficient equalization surcharge revenue is collected from the public and remitted to the state to adequately support Poison Control Service, but only if it is appropriated for use by the program. The Commission anticipates there will be an approximate balance of \$39 million in GR-D 5007 at the end of FY 2017. Poison Control Service strategies currently receive approximately 41% of the total revenues collected in equalization surcharge. Current statute allows for up to 60% of total surcharge revenue collected to be used by the Poison program. The dedicated account fund balance continues to grow because of this disparity between revenue remitted by taxpayers and revenue appropriated for use by the program.

ii. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

It is estimated that every \$1 invested in poison center services results in \$13 of savings in reduced healthcare costs.³ Over the past 6 biennia, the average appropriation to the Texas Poison Control Program has been \$12.8 million per biennium. Based on a nationwide study's findings, these appropriations have saved the State of Texas an estimated \$170 million per biennium in reduced medical costs and increased productivity.

These findings, detailed in the *Final Report on the Value of the Poison Center System (2012, The Lewin Group)*, confirm an immense return on investment as poison centers generate significant savings to the nation annually.

- \$1.8 billion savings in medical costs and productivity
- \$752.9 million saved due to avoided medical utilization
- \$441.1 million saved due to reduced hospital length of stay
- \$23.9 million saved due to in-person outreach
- \$603 million saved due to reduced work-loss days

The program serves all of the residents in Texas by providing access to telephone-based poison information services. The program provides poison information to the public as well as healthcare professionals seeking toxicological expertise for the treatment of poison-related emergencies. The TPCN also provides educational programs, conducts research to improve outcomes, and provides important epidemiological data to the Department of State Health Services (DSHS) and the Centers for Disease Control and Prevention (CDC). The Poison Centers support

³ *Value of the Poison Center System*, the Lewin Group – Final Report, September 28, 2012).

the needs of over 40 institutions of higher education by allowing medical, nursing and pharmacy students to rotate through the regional centers to receive training in toxicology.

Since being established by the Texas Legislature in 1993, the Poison Control Program has collectively provided medical treatment recommendations, information, and referral services to an estimated six million Texans, and performed community education and assistance programs regarding issues ranging from public health and emergency preparedness to providing important data to the Food & Drug Administration (FDA) and the CDC to help detect harmful products and identify safety concerns and emerging diseases and infections.

iii. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

The CSEC Poison Program has three key performance measures, and consistently meets or exceeds the target for the percentage of time the Texas Poison Control managed services are available. The program has had difficulty meeting the targets for the other two measures for number of calls and cost per call. While total call volume was trending down for several years, due primarily to a 10% decrease in information calls, overall call volume has stabilized and slightly increased for the past two years. This upward trend is driven by a 9.6% increase in calls from healthcare facilities. The level of severity and acuity of calls from health care facilities is often significantly higher than other calls received from non-healthcare facilities and therefore requires the increased demand, expertise, and service delivery provided by the Specialists in Poison Information (SPI). Maintaining and expanding funding for SPI personnel at Regional Poison Centers across the state will allow Poison Centers the adequate time and resources required for follow-up calls to health care facilities, and should result in a decrease in the utilization demand for more critical response and care due to effective intervention by the Regional Poison Centers.

The CSEC and Poison Centers have identified and requested changes to the budget structure to reflect actual performance. Certain cases, especially human exposure cases, require numerous outbound follow up calls from a Poison Center and should be reflected in the number of calls processed. Including outbound calls that are required for center accreditation is appropriate because it is a reflection of the utilization of state funding resources and is reflective of high quality patient care. These calls require a significant amount of time and represent the demand for the service as many of these follow up calls are to medical facilities seeking consultations with the Poison Centers.

Each of the Poison Centers develops and submits biennial Regional Strategic Plans for Service in its respective region. These plans reflect the state of current operations, as well as near and long term goals and objectives that are aligned with the CSEC's. The Poison Centers provide quarterly performance and financial reports that demonstrate progress in achieving strategic plan goals.

iv. Providing Excellent Customer Service.

Having available qualified staff at Poison Centers ensures the State of Texas meets goals of increasing the percentage of time that Texas Poison Control Managed Services are available, and ensures that the number of poison control calls processed meets the statewide demand for service at an efficient cost per call.

The significant need for the Poison Centers will not abate or decline in the next five years. Similarly to what has been seen with 9-1-1, the public is now choosing to communicate via alternative methods other than the telephone. In order to best serve the public by means they prefer, it may be necessary to implement new technologies, such as texting and/or on-line chat. With access to the internet available to almost anyone through their cell phone, it is believed that many people may be using the internet to locate poison treatment information. Unfortunately, this information may be incomplete or incorrect and is inadequate for assessing patient-specific characteristics; continued dependence on the internet as a resource may result in increased morbidity and mortality. Thus, it is extremely important to educate the public on the limitations of internet information, how to contact experts at Poison Centers, and the value of accessing Poison Center expertise. It will also become important to enable those clients who are looking on the internet to easily make direct contact with the highly trained SPIs.

The high rate of healthcare facility calls are primarily due to misuse of analgesics, sedatives, antidepressants, and hydrocarbons. Additionally, the increase in healthcare facility utilization in the last two years involves psychiatric facility admissions, which requires additional follow up calls, and to help guide therapy. Because decreasing call volume may have been impacted by the ease of availability of the internet via smart phones used in lieu of calling the voice-only TPCN, coupled with the general lack of awareness that there is a toll-free Poison Center number where healthcare information is available, it is important to note that under current funding constraints the poison prevention education and awareness efforts are insufficient; current funding allows for only 7 educator positions statewide. Additional funding will be required to successfully implement comprehensive population-focused education programs to address not only call volume trends, but also the use of appropriate internet information.

v. Transparent such that agency actions can be understood by any Texan.

The Commission holds regularly scheduled open meetings to consider policy matters and take actions in support of the mission, goals and objectives of CSEC. Meeting materials are published and distributed in advance, and the agendas are intentionally developed to provide clear information about the topics and action items for each meeting. Digital recordings of the meetings are made available to the public on the agency web site, as are transcripts of each meeting.

The CSEC communicates with primary stakeholders through collaborative working groups and the statutorily authorized Poison Control Coordinating Committee. This collaboration ensures that plans and actions are understood.

CSEC continuously updates agency websites and provides internal and external sources of information regarding the Poison Control program.

C. Other relevant considerations

Unlike 9-1-1, the Poison Control program funds personnel costs as well as communications network expenses. Poison Center personnel are employees of the six regionally-based host institutions, not of CSEC.

Specialists in Poison Information (SPIs) are highly trained healthcare professionals who answer the calls to the toll-free number for the TPCN, 1-800-222-1222. Poison Centers are required by statute to be staffed by physicians, pharmacists, nurses, and other professional personnel who are trained in the various aspects of toxicology and poison prevention. Accreditation by the American Association of Poison Control Centers (AAPCC) requires that at least 50% of SPIs are certified through the rigorous AAPCC certification process. As a result of this additional training and experience, the highest level of toxicological medical care recommendations are provided to the caller. Funding for medical direction and oversight, provided by physicians board-certified in medical toxicology, a highly specialized field, is required. There are only approximately 350 board-certified medical toxicologists in the United States, and 26 are in Texas. Additionally, the Poison Center Managing Directors have a variety of professional degrees which include; MHA, RN, PharmD, Master of Public Health, and board certified in clinical toxicologists. Together they utilize each other expertise to strengthen the operations of the TPCN.

Significant time and resources are required to hire, train, and retain qualified SPIs, medical directors, and qualified managing directors in the competitive healthcare professional environment. Indeed, retention of these highly qualified medical personnel is a challenge being faced here in Texas and nationally. The

Poison Control program is dependent on appropriated revenue from the equalization surcharge fee charged to all Texans. The CSEC was appropriated base funding in FY 2016 - 2017 to fund statewide poison telecommunications network operations and poison call center operations at basic levels. There are still identified gaps in appropriate staffing, education, and technology. Continued funding availability allows the CSEC, in conjunction with the Poison Centers, to provide higher levels of quality service by attaining and retaining the most qualified personnel at Poison Centers to increase the competencies of statewide service, and decrease the call time and research time required when responding to exposure requests. Additionally, the continued availability of appropriated surcharge fees allow the program to refocus on addressing and responding to the shift away from basic informational requests to the more involved toxicology consultations required by increased healthcare facility utilization of statewide poison control network services. As the mission to the program evolves, additional qualified SPIs, medical directors, and managers are required to respond and react to the increased time requirements related to the specialized poison control services provided.

GOAL 3: Implement and maintain CSEC Cyber Security Initiatives.

A. Action Items to Achieve this Goal:

- i. Perform cyber security assessment of the NG9-1-1 ESInet and TPCN, and develop a five year plan to address identified gaps.
Target completion date: FY 2018
- ii. Implement and manage cyber security planning, and achieve policy enforcement and compliance by ESInet and TPCN end-users and service providers.
Target completion date: FY 2019

B. Support of Statewide Objectives

i. Accountable to tax and fee payers of Texas.

CSEC is committed to guaranteeing the security and confidentiality of personal and private information of the users of emergency communications services are secure. Going forward additional resources will be needed to comply with new requirements for enhanced cyber security planning for the agency operations, as well as 9-1-1 and Poison Control programs.

ii. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

During the State-level ESInet Phase I implementation, CSEC procured security services to develop the CSEC State-level ESInet Security Policy and adopted by

the Commission in March 2015. Beginning with Phase II, fund requests for State-level ESInet implementation include funds for CSEC to outsource the implementation of the CSEC State-level ESInet Security Policy. CSEC internal resources will be required to manage service delivery and achieve policy enforcement and compliance by end-users and service provider(s). A single FTE would be utilized to provide cyber security expertise at for State Level ESINet and TPCN. Currently, CSEC does not have qualified or sufficient FTEs to assume these responsibilities.

iii. **Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.**

Senate Bill 1597 (83rd Legislature) requires each state agency to submit a security plan to DIR in October of each even-numbered year. Security planning involves developing security policies and controls, and implementing tools and techniques to aid in security - divided into five concurrent and continuous functions: Identify, Protect, Detect, Respond, and Recover. The CSEC Security Plan must address the 40 distinct security objectives established by DIR, within these functions. This requirement has direct implications on two CSEC technology initiatives: State-level ESInet and Texas Poison Control Network (TPCN).

iv. **Providing excellent customer service.**

Cyber security policies enhance customer service by demonstrating a commitment to keeping confidentiality the personal private information of Texans who utilize the TPCN.

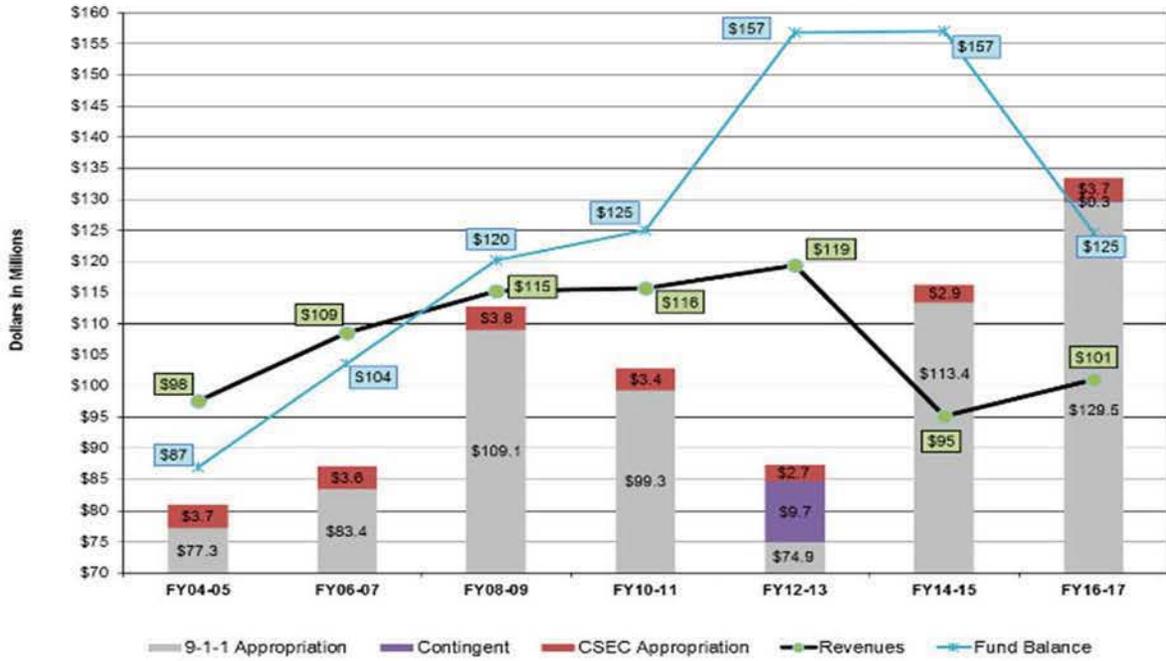
v. **Transparent such that the agency actions can be understood by any Texas.**

In coordination with the Department of Information Resources (DIR), information is available related to the security of CSEC managed TPCN and ESINet systems. Additional vulnerability testing, conducted by CSEC and DIR, and related performance reports about system susceptibility will be provided to stakeholder groups upon request.

III. Redundancies and Impediments

Statute	Discussion	Recommendation	Benefits
<p>Health and Safety Code Section 771.072(d),(e)</p>	<p>Equalization surcharge fund balance (GR-D-Account 5007) continues to increase due to appropriation of only 41% of the statutorily allowable 60% funding for Poison Control Services. Overall, 83% of total collected revenues are appropriated for the FY 2016-17 biennium. The Commission anticipates that there will be fund balances of approximately \$125 million in 9-1-1 service fees (GR-D Account 5050), and \$39 million in equalization surcharge (GR-D-Account 5007), at the end of FY 2017. Historical analysis of each of these accounts follows.</p>	<p>Appropriate more equalization surcharge funding in the FY 2018-19 Biennium in the Poison strategies to hire and maintain adequate staff, begin implementing cyber security requirements, and to begin planning the convergence of the Texas Poison Control Network (TPCN) onto the CSEC State-level ESInet.</p>	<p>Hiring and maintaining qualified staff is essential to the Poison Centers meeting national accreditation standards as required by GAA Rider # 7. Implementation of the TPCN onto ESInet provides statewide access to network information and files, reducing the overall future costs for network operations and maintenance. Additionally, stakeholders will have access to real time information about Poison Control services through an array of mobile devices.</p>
	<p>Due to the long lead time for procuring and awarding contracts for capital budget projects, it is very difficult to do effective long range planning when funding is provided biennium to biennium and can be unpredictable. Because of this, there is also a future potential lapse of funds for capital budget appropriations related to Next Generation 9-1-1 and ESInet; and, potential for additional future requests to implement unfinished project scope. The timeline for completion of the project may delay into future fiscal years and add costs unnecessarily.</p>	<p>Appropriate additional 9-1-1 Service Fee revenue from GR-D Account 5050 balance to fully fund the completion of the CSEC State-level ESInet; and, include a Rider in the General Appropriations Act (GAA), 85th Legislature that provides Unexpended Balance authority across biennia for Next Generation 9-1-1 and ESInet Capital Projects.</p>	<p>Funding crossing biennia remains available for Capital Projects, and resources will remain available for long lead time projects requiring services across biennia. This will enable project completion to occur sooner rather than later, which will result in the ability to disable the current system and realize the savings from its decommission.</p>

**Commission on State Emergency Communications
9-1-1 SERVICE FEE FUND 5050 ANALYSIS (September 2015)**



**Commission on State Emergency Communications
EQUALIZATION SURCHARGE FUND 5007 ANALYSIS (September 2015)**



SUPPLEMENTAL SCHEDULES

IV. CSEC BUDGET STRUCTURE

GOAL / STRATEGY DETAIL

A. Goal: STATEWIDE 9-1-1 SERVICES

Planning & Development, Provision & Enhancement of 9-1-1 Service.

A.1.1. Strategy: 9-1-1 NTWK OPER & EQUIP REPLACEMENT1 9-1-1

A.1.2. Strategy: NEXT GEN 9-1-1 IMPLEMENTATION

A.1.3. Strategy: CSEC 9-1-1 PROGRAM ADMINISTRATION

B. Goal: POISON CONTROL SERVICES

Maintain High Quality Poison Control Services in Texas.

B.1.1. Strategy: POISON CALL CENTER OPERATIONS

B.1.2. Strategy: STATEWIDE POISON NETWORK OPERATIONS

B.1.3. Strategy: CSEC POISON PROGRAM MANAGEMENT

C. Goal: INDIRECT ADMINISTRATION

C.1.1. Strategy: INDIRECT ADMINISTRATION

PERFORMANCE MEASURE TARGETS

A. Goal: STATEWIDE 9-1-1 SERVICES

Outcome (Results/Impact):

Percentage of Time ALI System is Operational

A.1.1. Strategy: 9-1-1 NTWK OPER & EQUIP REPLACEMENT

Output (Volume): Number of 9-1-1 Calls Received by State Program Public Safety Answering Points (PSAPs)

B. Goal: POISON CONTROL SERVICES

Outcome (Results/Impact):

Percentage of Time the Texas Poison Control Managed Services are Available

B.1.1. Strategy: POISON CALL CENTER OPERATIONS

Output (Volume):

Total Number of Poison Control Calls Processed
Statewide

Efficiencies:

Average Statewide Cost per Poison Call Processed

V. CSEC Objectives and Outcome Measures

A. Goal: Planning & Development, Provision & Enhancement of 9-1-1 Service.

Objective A.1.1.

9-1-1 NTKW OPER & EQUIP REPLACEMENT. Contract with Regional Planning Commissions (RPCs), or on their behalf, for the efficient operation of the state 9-1-1 emergency communication system. Provide RPCs contract authorization for the replacement of equipment supporting Public Safety Answering Points (PSAPs) participating in the state's 9-1-1 program.

Outcome Measures:

1. Percentage of Time ALI System is Operational.
2. Percentage of RPCs Showing Improvement in Individual Overall Risk Score.
3. Percentage of PSAPs Transitioned to NEXT GEN 9-1-1.
4. Percentage of PSAPs Capable of Text-to-911.

Objective A.1.2.

NEXT GEN 9-1-1 IMPLEMENTATION. Provide for the planning, development, transition, and implementation of a statewide Next Generation 9-1-1 (NG9-1-1) system.

Objective A.1.3.

CSEC 9-1-1 PROGRAM ADMINISTRATION. Provide for the timely and cost effective coordination and support of statewide 9-1-1 services, including regulatory proceedings, contract management, and monitoring.

B. Goal: Maintain a High Quality Poison Control Network in Texas.

Objective B.1.1.

POISON CALL CENTER OPERATIONS. Contract with the Regional Poison Control Centers and other service providers for the operation and maintenance of the state poison control call centers.

Outcome Measure:

Percentage of Time Texas Poison Control Managed Services are Available.

Objective B.1.2.

STATEWIDE POISON NETWORK OPERATIONS. Provide for the telecommunications services necessary to operate and maintain the existing poison control network, including equipment replacement.

Objective B.1.3.

CSEC POISON PROGRAM MANAGEMENT. Provide for the timely and cost effective coordination and support of the Texas Poison Control Network and service providers, including monitoring.

C. Goal: Indirect Administration

Objective C.1.1.

INDIRECT ADMINISTRATION. Fund the agency activities, which support all programs and goals.

D. Goal: Within the context of state law and rules, to establish and carry out policies governing purchasing and contracting that foster meaningful and substantive inclusion of Historically Underutilized Businesses (HUBs).

HISTORICALLY UNDERUTILIZED BUSINESSES (HUBs). Include HUBs in at least fifteen percent (15%) of the total value of contracts awarded annually by the agency in purchasing and contracting.

Outcome Measure:

Percentage of total dollar value of purchasing and contracting awarded to HUBs.

CSEC Strategies and Output, Efficiency, and Explanatory Measures

A. Goal STATEWIDE 9-1-1 SERVICES
Planning & Development, Provision & Enhancement of 9-1-1 Service.

Strategy A.1.1. 9-1-1 NTKW OPER & EQUIP REPLACEMENT. Contract with Regional Planning Commissions (RPCs), or on their behalf, for the efficient operation of the state 9-1-1 emergency communication system. Provide RPCs contract authorization for the replacement of equipment supporting Public Safety Answering Points (PSAPs) participating in the state's 9-1-1 program.

Output Measures:

1. Wireless Calls as Percent of Total 9-1-1 Call Volume.
2. Number of 9-1-1 Calls Received by State Program PSAPs.

Explanatory Measure:

Number of Reported 9-1-1 Network Outages That Equals or Exceeds Two Hours.

Strategy A.1.2. NEXT GEN 9-1-1 IMPLEMENTATION. Provide for the planning, development, transition, and implementation of a statewide Next Generation 9-1-1 (NG9-1-1) system to improve the effectiveness and efficiency of 9-1-1 service.

Strategy A.1.3 CSEC 9-1-1 PROGRAM ADMINISTRATION. Provide for the timely and effective coordination and support of statewide 9-1-1 services, including regulatory proceedings, contract management, and monitoring.

B. Goal TEXAS POISON CONTROL SERVICES
Maintain a High Quality Poison Control Network in Texas.

Strategy B1.1. POISON CALL CENTER OPERATIONS. Contract with the Regional Poison Control Centers and other service providers for the operation and maintenance of the state poison control call centers.

Output Measure:

Total Number of Poison Control Inbound Calls and Outbound Human Exposure Calls Processed Statewide.

Efficiency Measures:

Average Statewide Cost per Poison Call Processed

Strategy B.1.2. STATEWIDE POISON NETWORK OPERATIONS. Provide for the telecommunications services necessary to operate and maintain the existing poison control network, including equipment replacement.

Explanatory Measure:

Number of Times a RPCC Outage Equals or Exceeds Two Hours or More.

Strategy B.1.3 CSEC POISON PROGRAM MANAGEMENT. Provide for the timely and cost effective coordination and support of the Texas Poison Control Network and service providers, including monitoring.

C. Goal INDIRECT ADMINISTRATION
Maintain the efficient and effective administration for all agency goals.

Strategy C.1.1 ADMINISTRATION. Fund the agency activities, which support all programs and goals.

VI. Performance Measure Definitions

Element: Objective 01.01 **Measure type:** Outcome **Number:** 01

Percentage of Time ALI System is Operational

Short Definition: This measure calculates the percentage of time the Automatic Location Identification (ALI) system is operational and available to deliver location information to Public Safety Answering Points (PSAPs).

Purpose/Importance: This measure reports the percentage of time the ALI system is operational and available to deliver ALI, location information associated with a 9-1-1 call, to PSAPs for response purposes. The ALI system is comprised of ALI database that retrieve ALI in response to PSAPs' requests, the core networks that transport the ALI to requesting PSAPs, and the links between ALI databases and core network. Specifically excluded are the PSAP sub-networks (i.e. links between the core network and the PSAPs). The core networks and ALI database links are referred to as the ALI networks.

Source/Collection of Data: The Regional Planning Commissions' (RPCs') ALI system providers report the dates and times RPCs' ALI databases and/or ALI networks are unavailable, on a monthly basis to the RPCs. The data is also reported to the CSEC for those RPCs utilizing the CSEC's cooperative purchase contract for ALI system, and used as input for this measure. RPCs that do not utilize the CSEC's cooperative purchase contract must report the data from their ALI system providers to the CSEC, separately and as part of their required quarterly performance report.

Method of Calculation: The percent of time each quarter that all ALI networks and/or combined ALI databases are simultaneously unavailable.

Data Limitations: The reported dates and times ALI databases and/or ALI networks are unavailable is contingent upon the functionality of the ALI system providers' monitoring tools. Additionally, this measure is dependent on RPCs that do not utilize the CSEC's cooperative purchase contract for ALI system, to consistently report the required data.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than Target

Element: Objective 01.01 Measure type: Outcome Number: 02

% of RPCs Showing Improvement in Overall Risk

Short Definition: This measure will calculate the percentage of Regional Planning Commissions (RPCs) in which final risk assessment scores are improved over initial risk assessment scores through additional monitoring activities conducted by the CSEC.

Purpose/Importance: The purpose of this measure is to increase the program performance of each RPC.

Source/Collection of Data: At the beginning of each State Fiscal Year, the CSEC will assess prior fiscal year RPC compliance and determine an initial risk score for each RPC evaluated. According to agency procedures, RPCs determined to be at moderate to high risk will be subject to additional CSEC monitoring activities to provide assistance in mitigating risks that may exist within specific RPC 9-1-1 programs. Each RPC's risk assessment score will be re-evaluated based upon further information obtained during these activities. The resulting risk assessment score will be the final risk assessment score.

Method of Calculation: The percentage of RPCs showing improvement in overall risk scores after additional monitoring activities will be determined by calculating the number of RPCs whose final risk assessment scores improved after additional monitoring activities, divided by the total number of RPCs receiving additional monitoring activities during the fiscal year from the CSEC.

Data Limitations: None

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than Target

Element: Objective 01.01 Measure type: Outcome Number: 03

% of PSAPS Transitioned to NG9-1-1 Systems

Short Definition: This measure documents the percentage of functioning Public Safety Answering Points (PSAPs) operating under the state 9-1-1 program that have successfully transitioned from legacy 9-1-1 systems to Next Generation 9-1-1 (NG9-1-1) systems

Purpose/Importance: The purpose of this measure is to document the percentage of PSAPs that have successfully transitioned from legacy 9-1-1 systems to NG9-1-1 systems; and disconnected from legacy 9-1-1 systems. NG9-1-1 systems are

standards compliant IP-based systems that enable the receipt and exchange of voice, data, text messages, images, and videos at PSAPs. When deployed, NG9-1-1 systems improve the effectiveness and efficiency of the delivery of 9-1-1 services. The measure reflects the need to meet public expectations to send requests and first responder needs to receive requests for 9-1-1 services, and information from multiple types of communication modalities and devices.

Source/Collection of Data: Data will be reported to CSEC by the Regional Planning Commissions (RPCs) as part of their required quarterly performance reports. Performance reports are based upon and must be consistent with CSEC's approved Regional Strategic Plans for 9-1-1 service.

Method of Calculation: RPCs will identify the number of PSAPs that no longer utilize legacy selective routing. Calculation is a count of the number of PSAPs served by a region and equal to the number of PSAPs that transitioned during the reporting period divided by the total number of PSAPs in the state program.

Data Limitations: This measure does not reflect PSAPs not participating in the CSEC/RPC program authorized by Health and Safety Code Chapter 771. CSEC does not have direct authority or control over PSAPs that are not within its statutory authority. This measure reports on the performance of CSEC to transition all PSAPs in the state program to NG9-1-1.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Higher than Target

Element: Objective 01.01 **Measure type:** Outcome **Number:** 04

% of PSAPS Capable of Text-to-911 Service

Short Definition: This measure documents the percentage of Public Safety Answering Points (PSAPs) operating in the state 9-1-1 program that are capable of receiving text-to-911 service.

Purpose/Importance: The purpose of this measure is to document the percentage of PSAPs that are capable of receiving text-to-911 service. It reflects the percentage of PSAPs that are capable of receiving and responding to text based 9-1-1 calls, delivered by wireless service providers required by the Federal Communications Commission (FCC). However, not all wireless service providers can deliver text based 9-1-1 calls. This measure indicates the need to maintain a consistent and comparable level of 9-1-1 service for multiple types of communication modalities

(voice and text) and devices (wireline, wireless and VoIP), to meet public expectations.

Source/Collection of Data: Data will be reported to CSEC by the Regional Planning Commissions (RPCs) as part of their required quarterly performance reports. Performance reports are based upon and must be consistent with CSEC's approved Regional Strategic Plans for 9-1-1 Service.

Method of Calculation: RPCs will identify the number of PSAPs that are capable of text-to-911. Calculation is a count of the number of PSAPs served by a region and equal to the number of PSAPs that have documented the capability of receiving text-to-911 service during the reporting period divided by the total number of PSAPs in the state program. Increases or decreases to that amount will be reported in subsequent quarters.

Data Limitations: This measure is not an indicator of wireless service providers' capability to deliver text-to-911, or the frequency of text messages placed to 9-1-1 across the PSAPs in the state program. This measure reports on the performance of CSEC to ensure that all PSAPs in the state program can provide text-to-911 services.

Calculation Type: Noncumulative

New Measure: Yes

Desired Performance: Higher than Target

Element: Strategy 01.01.01 **Measure type:** Output **Number:** 01

Wireless Calls as Percent of Total 9-1-1 Call Volume

Short Definition: This measure calculates the ratio of wireless 9-1-1 calls to the total number of 9-1-1 calls, expressed as a percent of the total number of 9-1-1 calls.

Purpose/Importance: The purpose of this measure is to document the percent of wireless 9-1-1 calls.

Source/Collection of Data: The Regional Planning Commissions' (RPCs') Management Information System (MIS) has the capability to provide 9-1-1 call volume for incoming 9-1-1 calls of all types. RPCs must report the data from their MIS to CSEC as part of their required quarterly performance report.

Method of Calculation: The sum of wireless 9-1-1 calls from all data sources, divided by the sum of total 9-1-1 calls from all data sources, for each month of the quarter and expressed as a percentage.

Data Limitations: This measure reflects demand for service and is not reflective of agency performance. The total number of 9-1-1 calls is captured and reported by RPCs on their quarterly performance report. This measure is dependent on RPCs to consistently report the required data.

Calculation Type: Non-cumulative

New Measure: No

Desired Performance: Higher than Target

Element: Strategy 01.01.01 **Measure type:** Output **Number:** 02

Number of 9-1-1 Calls Received by State Program PSAPs

Short Definition: This measure reports the total number of 9-1-1 calls received by PSAPs operating in the state program. This number includes all types of incoming 9-1-1 call.

Purpose/Importance: The purpose of this measure is to document the demand for 9-1-1 service in the state program.

Source/Collection of Data: The Regional Planning Commissions' (RPCs') Management Information System (MIS) has the capability to provide 9-1-1 call volume for incoming 9-1-1 calls of all types. RPCs must report the data from their MIS to CSEC as part of their required quarterly performance report.

Method of Calculation: Sum total number of 9-1-1 calls from all data sources, for each month of the quarter.

Data Limitations: The measure reflects the demands for service and is not reflective of agency performance. The total number of incoming 9-1-1 calls is captured and reported by RPCs on their quarterly performance report. This measure is dependent on RPCs to consistently report the required data.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Higher than Target

Element: Strategy 01.01.01 **Measure type:** Explanatory **Number:** 01

Number of Reported 9-1-1 Network Outages That Equals or Exceeds Two Hours

Short Definition: This measure will document the number of incidents in which a 9-1-1 network outage equaled or exceeded two hours.

Purpose/Importance: The purpose of this measure is to demonstrate the number of incidents exceeding two or more hours in which the 9-1-1 network experienced an outage. A 9-1-1 network outage is defined as a failure or outage to the 9-1-1 network that is 9-1-1 service impacting.

Source/Collection of Data: Data will be reported to the CSEC by all Regional Planning Commissions (RPCs) as part of their required quarterly performance report. RPCs must report network outages that equal or exceed two hours to the CSEC.

Method of Calculation: The data will be calculated by summarizing the number of incidents in which a 9-1-1 network outage equaled or exceeded two hours.

Data Limitations: This measure is dependent on the RPCs consistently reporting network outages on the quarterly performance report.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than Target

Element: Strategy 02.01 **Measure type:** Outcome **Number:** 01

Percentage of Time the Texas Poison Control Managed Services are Available

Short Definition: This measure will calculate the percentage of time that the Texas Poison Control managed services are available for receiving poison control calls.

Purpose/Importance: The purpose of this measure is to demonstrate the amount of time that the Texas Poison Control Services are available for poison control calls.

Source/Collection of Data: The data will be reported by the service provider who supports the Texas Poison Control Services.

Method of Calculation: The data will be calculated as a percentage by dividing the number of minutes that the Texas Poison Control Services were operational during the reporting period by the total number of minutes in the reporting period.

Data Limitations: Since the percentage of time is measured by a system, it is contingent on the service monitoring tools being functional. Estimates will be used only when the service is unavailable and will be based on previous reporting periods.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Higher than Target

Element: Strategy 02.01.01 **Measure type:** Output **Number:** 01

Total Number of Poison Control Calls Processed Statewide

Short Definition: This measure documents the total number of inbound calls, both emergency and non-emergency, and follow-up required for human exposure calls, by all Regional Poison Control Centers (RPCCs).

Purpose/Importance: The purpose of this measure is to document the demand for poison control services in the state of Texas.

Source/Collection of Data: The RPCCs operate within a voice and data network that automatically maintains and records information about inbound calls. Inbound call reports will be automatically generated by the service providers to support reporting this performance measure. The Call Record Management System (CRIMS) automatically maintains records and information regarding outbound follow up for human exposure calls.

Method of Calculation: Call volume will be collected quarterly and then reported by fiscal year.

Data Limitations: The data in this statistic is a measure of frequency and identifies the number of callers that dial 1-800-222-1222 or are transferred from a 9-1-1 Public Safety Answering Point. Calls do not discriminate between those calls that are human exposure calls, informational calls or unintentional or misdialed calls.

Calculation: Cumulative

New Measure: No

Desired Performance: Higher than Target

Element: Strategy 02.01.01 **Measure type:** Efficiency **Number:** 01

Average Statewide Cost Per Call Processed

Short Definition: This measures the statewide cost efficiency of poison control services.

Purpose/Importance: The purpose of this measure is to document the average statewide cost per poison control call processed.

Source/Collection of Data: The Regional Poison Control Centers (RPCCs) operate within a statewide voice and data network that automatically maintains and records information about inbound calls. The numbers of inbound calls will be automatically generated by the service providers to support reporting this performance measure. The number of outbound follow-up calls will be automatically generated by the Call Record Management System (CRIMS) that maintain records and information regarding outbound follow-up for human exposure calls.

Method of Calculation: The cost per call is calculated by dividing year-to-date expenditures for RPCC Operations and the Statewide Poison Network Operations by the total number of inbound calls and Human Exposure outbound calls year-to-date.

Data Limitations: It is noted that the costs of the program vary from reporting period to reporting period. Therefore, this measure is more accurate at year end based on the overall RPCC and CSEC statewide voice and data network expenditures.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Lower than Target

Element: Strategy 02.01.01 **Measure type:** Explanatory **Number:** 01

Number of Times a RPCC Outage Equals or Exceeds Two Hours

Short Definition: This measure will calculate the number of times that a Regional Poison Control Center RPCC is not operational due to a service outage that equals or exceeds two hours.

Purpose/Importance: The purpose of this measure is to demonstrate the number of times that a RPCC is not operational for more than two hours or more.

Source/Collection of Data: The data will be reported by the network provider who supports the Texas Poison Control Network.

Method of Calculation: The data will be calculated by summarizing the number of service incidents where the RPCC is not operational for more than two hours.

Data Limitations: Since the number of service incidents is measured by a system, it is contingent on the network monitoring tools being functional. The network provider must state if the system was operational 100% of time.

Calculation Type: Noncumulative

New Measure: No

Desired Performance: Lower than Target

VII. Historically Underutilized Business Plan

The CSEC procures goods and services in the Professional Service, Other Services, and Commodity Purchasing categories. Summaries and assessments of the agency performance in each the categories follows.

History

In accordance with Historically Underutilized Business (HUB) legislation, CSEC adopted its HUB goals in 2010. The CSEC HUB program supports the state-mandated HUB program, which promotes full and equal utilization of minority, women-owned and veteran businesses in the procurement of goods and services.

Program Overview

In accordance with Texas Government Code (Chapter 2161), Texas Administrative Code (TAC), Title 34, §20.11, and the State of Texas Disparity Study, CSEC has established annual HUB procurement utilization goals. These goal calculations were documented and verified by the Comptroller of Public Accounts (CPA). Within these guidelines, CSEC has adopted the CPA rules and modified them to achieve maximum HUB participation by CSEC.

In accordance with the 34 TAC, Chapter 20, Subchapter B, §20.11-20.28, CSEC encourages the use of HUBs by implementing policies focused on vendor outreach, education and recruitment. CSEC also works aggressively to educate staff by providing training, and communicating and distributing HUB related information. These efforts entail encouraging directors, purchasers, project managers and other key personnel responsible for the procurement of goods and services to maximize the use of HUBs. In its efforts to build a strong HUB program, CSEC continues to strive to ensure a good faith effort to utilize HUBs in all procurement opportunities.

CSEC's Purchasing Section is responsible for coordinating business opportunities for HUBs with contractors, CSEC purchasers and CSEC division contract staff. CSCE employs a HUB Coordinator who is responsible for implementing all functions and activities related to the rules and regulations governing the HUB program, as well as reporting HUB activities to CESC management, CPA and the Legislative Budget Board.

Professional Services

Total Spent	Spent with HUB's	HUB Goal	Actual Result
FY14 \$22,261	\$0	23.6%	0.0%
FY15 \$28,220	\$0	23.7%	0.0%

The agency receives internal audit services through a contract with one certified public accounting firm. These are the only professional services procured by the agency. The agency conducted a procurement for internal audit services in the FY2015, and awarded the contract to a firm that is not a Historically Underutilized Businesses (HUB).

Other Services

Total Spent	Spent With HUB's	HUB Goal	Actual Result
FY14 \$705,500	\$268,758	24.6%	38.0%
FY15 \$3,211,331	\$359,994	26.0%	11.2%

Over 90% of non-HUB expenditures were made to vendors selected from DIR-Deliverables Based Information Technology Services (DBITS) and Council on Competitive Government technology vendors in which there were few, if any, HUB vendors able and available in the service categories specified.

Commodity Purchasing

Total Spent	Spent With HUB's	HUB Goal	Actual Result
FY14 \$86,889	\$14,697	21.0%	16.9%
FY15 \$468,747	\$22,936	21.1%	4.9%

Over 80% of non-HUB expenditures are made primarily with the publishers of software for annual licenses of the software.

Summary Internal Assessment

The agency began the implementation of Next Generation 9-1-1 services in Fiscal Year 2014. The services required to accomplish this goal are procured primarily through the Council on Competitive Government and DIR Deliverables Based Information Technology Services contracts.

Demonstrate compliance and a plan for maintaining future compliance with Government Code §2161.123.

CSEC adopted Rule 252.2 stating:

It is the policy of the State of Texas and the Commission to encourage the use of historically underutilized businesses and to implement this policy through race, ethnic, and gender-neutral means.

In accordance with Government Code §2161.003, the Commission adopts by reference the rules of the Comptroller of Public Accounts in 34 Texas Administrative Code §§20.11, 20.12, 20.13, and 20.14, relating to the Historically Underutilized Business Program.

CSEC Strategic Plan Objective D.1.1. *HISTORICALLY UNDERUTILIZED BUSINESSES (HUBs). Include HUBs in at least fifteen percent (15%) of the total value of contracts awarded annually by the agency in purchasing and contracting.*

CSEC Good Faith Effort Programs

Specific programs to be conducted by the agency

1. When at least 3 HUB vendors are available to bid on a procurement, bids will only be solicited from HUB vendors.
2. Review procurements to determine if subcontracting opportunities are available and discuss proposed HUB Subcontracting Plans during the evaluation of proposals.

The agency FY2016-17goals for contracting with historically underutilized businesses are:

Professional Services	0%
Other Services	10%
Commodities	8%

VIII. Statewide Capital Planning

Capital Expenditure Plan (MP1) Summary Report for Emergency Communications, Commission on State (477) - Fiscal Year 2017 as Reported in 2016

Project Name	Building Number	Building Name	Condition	Pri	GSF	E&G	Acres	CIP	L&M Req	Total Cost	Start Date	End Date
State Level Digital 9-1-1 Network Project Phase II	0			0	0	0	0		\$0	\$22,542,206	Sep-16	Aug-19
					0	0	0		\$0	\$22,542,206		

Totals by Project Type

Project Type	Number of Projects	GSF	E&G	Acres	Total Cost
Information Resources	1	0	0	0	\$22,542,206
Totals	1	0	0	0	\$22,542,206

Totals by Funding Sources

Funding Source	Number of Projects	Total Cost
General Revenue	1	\$22,542,206
Totals		\$22,542,206

Description: The State-level Digital 9-1-1 Network Project (Project) is a multi-year and multi-phase project that implements and operationalizes a digital 9-1-1 calling system to replace the current Enhanced 9-1-1 (E9-1-1) system(s) for all Public Safety Answering Points (PSAPs) in CSEC's 9-1-1 Program. The over-arching objectives of the Project are: (A) Design and implement the CSEC State-level Emergency Services IP network (ESInet), a public safety grade, standards compliant Next Generation 9-1-1 (NG9-1-1) system, to provide NG9-1-1 Core Services (NGCS) to replace the current E9-1-1 system(s); (B) Interconnect all PSAPs in CSEC's 9-1-1 Program at PSAPs demarcation point to the CSEC State-level ESInet; (C) Turn-up NGCS and migrate PSAPs' 9-1-1 traffic from the E9-1-1 system(s) to the CSEC State-level ESInet; and (D) Operationalize the CSEC State-level ESInet. The Project is divided into 3 distinct phases. Phase I will be completed by the end of fiscal year (FY) 2017. Phase II entails the partial implementation and operations of the CSEC State-level ESInet with sufficient capacity to turn-up NGCS and migrate traffic for 80 selected PSAPs to accept the delivery of all 9-1-1 call types. Phase III completes the implementation and operations of the CSEC State-level ESInet, and the migration of traffic for the remaining PSAPs in CSEC's 9-1-1 Program. The Project is currently in the initial stage of Phase II. Funds were appropriated for Phase II in the 2016-17 biennium. This plan is limited to Phase II of the State-level Digital 9-1-1 Network Project (Phase II Project).

Potential Consequences of Postponing the Project: With nationwide effort by communications service providers (CSPs) to complete IP transition by 2023 (aspirational date), potential consequence of no NG9-1-1 system means loss of lives and properties due to dropped and lost 9-1-1 calls.

FY 2017 - \$ 7,150,222

FY 2018 - \$11,073,998

FY 2019 - \$ 4,317,986

IX. Agency Workforce Plan

Mission

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

Strategic Goals and Objectives

Goal A	<i>STATEWIDE 9-1-1 SERVICES. Planning & Development, Provision & Enhancement of 9-1-1 Service.</i>
Objective A.1.	STATEWIDE 9-1-1 SERVICES.
Strategy A.1.1.	9-1-1 NETWORK OPERATIONS & EQUIPMENT REPLACEMENT. Contract with Regional Planning Commissions (RPCs) or on their behalf for the efficient operation of the state 9-1-1 emergency communication system.
Strategy A.1.2.	NEXT GEN 9-1-1 IMPLEMENTATION. Provide for planning, development, transition, and implementation of a statewide Next Generation 9-1-1 (NG9-1-1) system to improve effectiveness and efficiency of the service.
Strategy A.1.3.	CSEC 9-1-1 PROGRAM ADMINISTRATION. Provide for the timely and cost effective coordination and support of statewide 9-1-1 services, including regulatory proceedings, contract management, and monitoring.

Goal B	<i>POISON CONTROL NETWORK. Maintain a High Quality Poison Control Network in Texas.</i>
Objective B.1.	POISON CONTROL NETWORK.
Strategy B.1.1.	POISON CALL CENTER OPERATIONS. Contract with six designated host institutions for the operation and maintenance of the state poison control call centers.
Strategy B.1.2.	STATEWIDE POISON NETWORK OPERATIONS. Provide for the communications services necessary to operate and maintain the existing poison control network, including equipment replacement.
Strategy B.1.3.	CSEC POISON PROGRAM MANAGEMENT. Provide for the timely and cost effective coordination and support of the Texas Poison Control Network and service providers, including monitoring.
Goal C	<i>INDIRECT ADMINISTRATION. Maintain the efficient and effective administration for all agency goals.</i>
Objective C.1.	INDIRECT ADMINISTRATION.
Strategy C.1.1.	ADMINISTRATION. Fund the agency activities, which support all programs and goals.
Goal D	HISTORICALLY UNDERUTILIZED BUSINESS (HUB). Within the context of state law and rules, to establish and carry out policies governing purchasing and contracting that foster meaningful and substantive inclusion of HUBs.
Objective D.1.	HISTORICALLY UNDERUTILIZED BUSINESSES (HUBs).
Strategy D.1.1.	HISTORICALLY UNDERUTILIZED BUSINESSES (HUBs). Maintain the efficient and effective administration for all agency goals.

Core Business Functions

The CSEC core business functions are:

1. Disburse appropriated funds to reimburse Regional Planning Commissions and Regional Poison Control Centers operating costs.
2. Measure & monitor grantee performance in relation to approved strategic plans.
3. Monitor statewide poison control communications network performance.
4. Plan and implement statewide Next Generation 9-1-1 communications system for delivery of core services to PSAPs.
5. Administration of contracts with and manage the delivery of services by contractors that provide communication and customer relationship management systems and services for 9-1-1 and Poison Control.

Anticipated Changes 2017 – 2021

The key obstacle the CSEC faces is the continuing rapid rate of change in personal communications technology used by citizens. Communications via audio, video and text from wireless phones and devices utilizing Voice over Internet Protocol (VOIP) cannot all be accepted by the current 9-1-1 system. The process of adapting to those changes has taken years to accomplish, leaving callers using those devices with a diminished level of 9-1-1 service. These advances have exposed the limitations in the current 9-1-1 infrastructure and Texas Poison Control Network, and have provided an impetus for the implementation of new technologies such as Next Generation 9-1-1 (NG9-1-1).

Implementing and operating new technologies will require additional staff to comply with new requirements for enhanced cyber security planning, and the implementation of a separate and distinct ESInet Program. The ESInet Program will be responsible for the planning, implementation and operation for the ESInet; and the service delivery of multiple contractors, integrated to deliver IT and business processes associated with 9-1-1.

Current Workforce Profile (Supply Analysis)

Demographics

Caucasian American	African American	Hispanic American	Female	Male
52%	20%	28%	72%	28%

Age

Under 30 = 1

31 – 40 = 4

41 – 50 = 5

51 – 60 = 14

Over 60 = 1

Length of Service with Agency

0 – 2 Yrs = 5
2 – 10 Yrs = 9
10 - 15 Yrs = 4
Over 15 Yrs =7

Percent of Workforce Eligible to Retire

2017 = 6%
2018 = 6%
2019 = 6%

Actual and Projected Turnover:

2013 = 18%
2014 = 4%
2015 = 8%
2016 through 2020 – Projected at 10.0% a year.

Critical Workforce Skills

Expertise in the following areas are required to meet the agency’s goals:

- Executive leadership;
- Existing and emerging communications technologies;
- Legislative and regulatory processes;
- Strategic planning and budgeting;
- Legal matters;
- Project management;
- Cybersecurity/Information security management;
- Vendor relationship and performance management;
- Contract administration and grant monitoring;
- Information technology systems;
- Database management; and,
- Financial management.

Future Workforce Profile (Demand Analysis)

Factors Driving Expected Workforce Changes.

Audio, video, and text communications are now in common use in Texas. Emergency communications will accommodate these communications in the Next Generation 9-1-1 system under development. The future workforce will need the knowledge and skills needed to understand these technologies.

Future Workforce Skills Needed.

In addition to the critical skills listed above, the following are essential skills needed in future positions:

- Cybersecurity/Information Security Management
- Network Administration;
- Database Management; and,
- Advanced Information and Communications Technologies.

Anticipated Increase/Decrease in Number of Employees Needed to do the Work.

The agency anticipates no overall increase of four (4) staff over the next three years for the ESINet program, including cybersecurity planning and implementation. The increase is not achievable by assigning new responsibilities to existing positions. Existing skilled and knowledgeable staff members are currently operating at, or overcapacity, and staff members for other divisions lack the knowledge, skills, and ability to perform the work.

Critical Functions for Strategic Success

- Executive Director Leadership;
- Emergency communications systems and compatibility;
- Budget oversight and funds management;
- Project Management
- Contract management and monitoring;
- Operational and technical support for local governments;
- Regulatory affairs and rule processes;
- Systems Management
- Utilization of network, voice and data technologies; and
- Homeland Security.

Gap Analysis

Anticipated Surplus or Shortage of Workers or Skills.

The agency anticipates no surplus or shortage of workers or skills to meet future requirements.

Strategy Development

The agency will continue to pursue the following strategies to maintain a viable workforce:

- Offer a compensation package that can compete with the market.
- Cross train and promote from within.
- Offer compressed and flexible work schedules.
- Provide career and succession planning to managers to develop future leaders.
- Invest in training and development of staff.
- Strive to recruit a qualified and diverse workforce.

Survey of Employee Engagement

In December 2015 the agency conducted the survey, with 22 of 25 employees responding to the survey. The following is a synopsis of the scoring rationale.

Above 375 = Viewed as a substantial agency strength.

Above 350 = Viewed more positively.

Below 350 = Viewed less positively.

Below 325 = Should be a significant concern for agency leadership.

Highest Scoring Constructs

Agency Score

411

Strategic – The Strategic construct captures employee’s perceptions of their roles in the organization and the organization’s mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization’s reputation to be positive.

Benefits - The benefits construct captures employees’ perceptions about how benefits package compares to packages in similar organizations and how flexible it is. Higher scores suggest that employees think health insurance and retirement benefits are competitive with similar jobs in the community.

403

Workplace – The workplace construct captures employees’ perception of the total work atmosphere, the degree to which they consider it safe, and the overall feel. Higher scores suggest that employees see the settling as satisfactory, safe and that adequate tools are resources are available.

400

Lowest Scoring Constructs

**Agency
Score**

Pay - The pay construct captures employees' perception about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest the pay is a central concern or reason for discontent and is not comparable to similar organizations.

264

Workgroup – The workgroup construct captures employees' perception of the people they work with on a daily basis and their effectiveness. Lower scores suggest that employees may have issues with cooperation, incorporating members' opinions and effectiveness of the workgroup

370

Internal Communication – The Internal Communication construct captures the employees' perception of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.

370

X. Report on Customer Service

INTRODUCTION

Government Code, Section 2114, requires state agencies to develop customer service standards and implement customer satisfaction assessment plans. In its "Compact with Texans," a component of the Customer Service Program, the Commission on State Emergency Communications (CSEC) pledges to provide its customers with the highest possible level of service. We acknowledge our duty to the public to share information and respond to requests, inquiries, and complaints in a reasonable and timely manner.

INVENTORY OF EXTERNAL CUSTOMERS

The following are the external customers served by each of the CSEC strategies, along with a description of the services provided to them.

9-1-1 Network Operations & Equipment Replacement (Strategy A.1.1)

Regional Planning Commissions – Strategy funding, strategic planning, statewide program coordination, and emerging technology research.

Next Gen (Generation) 9-1-1 Implementation (Strategy A.1.2)

Regional Planning Commissions - Strategy funding, strategic planning, statewide program coordination, and emerging technology research.

CSEC 9-1-1 Program Administration (Strategy A.1.3)

Emergency Communication Districts and (9-1-1) Home Rule Municipalities - Wireless service fee collection and allocation.

Poison Call Center Operations (Strategy B.1.1)

Regional Poison Control Centers - Strategy funding, strategic planning, and statewide program coordination.

Statewide Poison Network Operations (Strategy B.1.2)

Regional Poison Control Centers – Statewide telecommunications and database management.

CSEC Poison Program Management (Strategy B.1.3)

No external customers.

Indirect Administration (Strategy C.1.3)

No external customers

INFORMATION GATHERING METHODS

External customers provided services by the CSEC primarily involve contracts for services with statutorily cited local governments, universities, and private hospitals and not the general public or other broad class of stakeholders.

The agency utilized surveys to gather feedback from the identified groups. Surveys were conducted during September 2015 through February 2016. Emails, with a link to the survey website, were sent to each group requesting their participation in a brief survey.

Customers were asked to rate the level of service as excellent, good, acceptable, or poor in the following areas:

- Facilities – Accessibility and convenience.
- Communications – Quality of communications via email, voice, and mail.
- Staff – Performance of CSEC staff.
- Timely Service – Timeliness of agency service delivery to their organization.
- Internet site – Quality of the agency website.
- Complaints – Rate response and handling of any complaints submitted.

The customer was also asked to provide narrative feedback on any other concerns or areas that were not evaluated in the survey.

The following chart outlines external customer groups surveyed and number of people contacted in each.

Customer Group	Number Contacted	Responses
Regional Planning Commissions	23	23
Emergency Communications Districts/Home Rule Cities	53	32
Regional Poison Control Centers	6	5

CUSTOMER-DETERMINED SERVICE QUALITY RATING.

The following chart that shows the levels of customer-determined service quality.

SURVEYED AREAS	Excellent	Good	Acceptable	Poor	Not Applicable
Facilities	39%	22%	18%	7%	14%
Communications	55%	12%	0%	0%	33%

Staff	73%	22%	5%	0%	0%
Timely Service	73%	22%	5%	0%	0%
Internet Site	35%	38%	5%	0%	22%
Complaints	68%	2%	0%	0%	30%

ANALYSIS OF SURVEY RESULTS

Results of the survey show the agency is doing a very good job of meeting the needs of its customers. The rating of poor for facilities related to growing congestion and parking issues around the downtown Austin area. The items The CSEC interacts with virtually all its external customers each month. The survey process employed by the CSEC is designed to be short and not intrusive.

At this point there are no specific areas where the survey process could be improved to obtain more informative results.

KEY CHANGES TO BE MADE AS A RESULT OF THE SURVEY

No key changes are planned from the results of the survey.

CUSTOMER-RELATED PERFORMANCE MEASURES

Element:	Compact	Measure Type:	Outcome	Number:	01
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Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received = 99%

Short Definition: The percentage of persons who responded to the customer survey and expressed overall satisfaction with the agency's services they received.

Purpose/Importance: Shows the percentage of agency customers that are satisfied with the services they received. It is important because the agency can realize where its strengths lie and where improvements can be made for greater satisfaction.

Source/Collection of Data: Electronic customer survey.

Method of Calculation: Count of the responses that rated the agency Excellent, Good, or Acceptable divided by the total responses less not applicable.

Data Limitations: Not all survey candidates completed the survey.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: A performance rate higher than received is desirable.

Element:	Compact	Measure Type:	Outcome	Number:	02
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Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery = 31%

Short Definition: The percentage of customers who responded to the customer survey and identified ways for the agency to improve the delivery of services.

Purpose/Importance: Shows the percentage of agency customers who offered suggestions where services could be improved by the agency.

Source/Collection of Data: Electronic customer survey.

Method of Calculation: Divide the total number of respondents suggesting ways to improve service by the total number of responses received.

Data Limitations: Not all customers completed the survey or had a suggestion.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: Desired performance is to receive a higher than predicted number of responses identifying ways to improve service.

Element:	Compact	Measure Type:	Output	Number:	01
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Number of Customers Surveyed = 82

Short Definition: The total number of persons identified as external customers to whom the survey notification was e-mailed.

Purpose/Importance: Show how extensive the survey was.

Source/Collection of Data: Electronic customer survey.

Method of Calculation: Count the number of surveys sent out.

Data Limitations: None

Calculation Type: Cumulative

New Measure: No

Desired Performance: An increase in number of persons surveyed who receive direct services and are familiar with agency services.

Element:	Compact	Measure Type:	Efficiency	Number:	01
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Cost Per Customer Surveyed = \$ 0.00

Short Definition: The cost per customer surveyed.

Purpose/Importance: Determine the cost of surveying one person.

Source/Collection of Data: Total direct costs of the electronic survey.

Method of Calculation: The measure is collected by totaling the costs for and dividing by the total number of surveys emailed out.

Data Limitations: The measure does not include staff time and resources needed to prepare survey and final report.

Calculation Type: Non-cumulative.

New Measure: No

Desired Performance: Lower survey costs.

Element:	Compact	Measure Type:	Explanatory	Number:	02
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Number of Customer Groups Inventoried = 3

Short Definition: Number of customer groups to whom the survey was sent.

Purpose/Importance: Show how many customer groups were inventoried.

Source/Collection of Data: Count of the number of customer groups identified.

Method of Calculation: Count the number of groups being surveyed.

Data Limitations: None

Calculation Type: Cumulative

New Measure: No

Desired Performance: An increase in number of customer groups inventoried who are familiar with agency services.

**** End of Customer Service Report ****

XI. Assessment of Advisory Committees

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
Agency 477 - Commission on State Emergency Communications

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name: Emergency Communications Advisory Committee

Number of Members: 7

Committee Status (Ongoing or Inactive): Ongoing
Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: 6/17/2011 **Date to Be Abolished:** 9/1/2020

Budget Strategy (Strategies) (e.g. 1-2-4): 2/1/2001 **Strategy Title (e.g. Occupational Licensing):** Next Gen 9-1-1 Implementation

Budget Strategy (Strategies): **Strategy Title:**

State / Federal Authority
 State Authority
 State Authority
 State Authority
 Federal Authority
 Federal Authority
 Federal Authority

Select Type	Identify Specific Citation
Statute	Health and Safety Code Section 771.0511

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' <u>Direct</u> Expenses	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Committee Members' <u>Indirect</u> Expenses	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$150	\$150	\$0
<i>Total, Committee Expenditures</i>	\$150	\$150	\$0

Method of Financing	Expended	Estimated	Budgeted
	Exp 2015	Est 2016	Bud 2017
Method of Finance			
5050 - GR Dedicated - 911 Service Fee	\$150	\$150	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
Expenses / MOFs Difference:	\$0	\$0	\$0

Meetings Per Fiscal Year	Expended	Estimated	Budgeted
	11	11	11

Committee Description: The Committee assists the Commission in coordinating the development, implementation, and project management of the state-level ESInet. The Committee fosters 9-1-1 entity collaboration, collective decision making, and assures the requirements of the 9-1-1 entities are met. The usefulness of the committee will continue with the development and implementation of a state-level ESInet by the CSEC and its role in coordinating and collaborating with 9-1-1 entities on the implementation of separate regional ESInets.

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

FISCAL YEAR 2015 ANNUAL REPORT OF THE EMERGENCY COMMUNICATIONS ADVISORY COMMITTEE

Background

By January 1 of each year, or according to the schedule established by the Commission, the Emergency Communications Advisory Committee (Committee) shall submit a report to the Commission. This report is submitted by the presiding officer in fulfillment of that requirement.

Committee Meeting Summary

September 16, 2014

- The Committee met by conference call.
- Attendance – 3 present; 4 absent
- Agenda items: MLTS Update; Denial of Service Discussion; NG9-1-1 Implementation; Procurement of new CSEC/RPC ALI Contract; Statewide ECAC Meeting
- Action items: None

October 3, 2014

- The Committee met by conference call.
- Attendance – 6 present; 0 absent
- Agenda items: Establish subcommittees for the development of policy/standards for the CSEC State-level ESInet for recommendation to Commission in FY 2015.
- Action items: There was a motion, a second and a vote to establish two subcommittees: 1) State-level GIS Standards; and 2) State-level ESI Network Standards & Security Policies.

November 5, 2014

- The Committee met in person at the Frontiers of Flight Museum, Dallas, TX
- Attendance – 5 present; 1 absent
- Agenda items: Annual Statewide ECAC Meeting for purposes of sharing information regarding the planning, collaboration and implementations of regional and state-level ESInets.
- Action items: None

December 5, 2014

- The Committee met by conference call.
- Attendance – 5 present; 1 absent
- Agenda items: Recap of November stakeholder meeting in Dallas; NG9-1-1; NG9-1-1 Implementation Updates on Texas Alliance Statewide LVF project; CSEC EGDMS; and CSEC State-level ESInet; Subcommittee Update; CSEC/RPC contract for ALI/LVF Services Update.
- Action items: None

January 9, 2015

- The Committee met by conference call.
- Attendance – 7 present; 0 absent
- Agenda items: NG9-1-1 Implementation Update; CSEC ALI/LVF Update; Subcommittee Update; Next Gen Network Priority Services (NGN-PS) Guest Speakers (Muscat & Tyler); Texas NENA/APCO Conference; New Business: Standing ECAC Reports to Commission; Delineation of Policy & Management Responsibilities re: ECAC & State-level ESInet; First Net State Consultation.
- Action items: None

February 27, 2015

- The Committee met by conference call and webinar.
- Attendance – 7 present; 0 absent
- Agenda items: CSEC State-level ESInet Policies & Standards – ECAC Subcommittee Recommendations to Commission.
- Action items: There was a motion and a second to vote to accept subcommittee recommendations, with revisions proposed by the ECDs; and, to recommend the adoption of the policies and standards to the Commission at its March 10, 2015, meeting.

March 27, 2015

- The Committee met by conference call.
- Attendance – 5 present; 2 absent
- Agenda items: ECAC Standards; Commission ESInet Resolution; CSEC State-level ESInet Update; Texas NENA/APCO conference presentation; Denial of Service; CSEC-State-level ESInet Governance Model.
- Action items: None.

April 10, 2015

- The Committee met by conference call.
- Attendance – 7 present; 0 absent

- Agenda items: Review & finalize slides for the ECAC presentation at the Texas NENA/APCO Joint Conference presentation.
- Action items: None

May 8, 2015

- The Committee met by conference call.
- Attendance: 5 present; 2 absent
- Agenda items: Recap of presentation to Texas NENA/APCO Joint Conference; CSEC Meeting Update (ECAC appointees & Rule 252.8 posting to continue committee); CSEC State-level ESInet Implementation Update; Texas to 9-1-1 BVCOG beta test with TCS & Airbus; CSEC State-level ESInet Governance Model (SOW & procurement of services); New Business (election of vice chair; 2015 National 9-1-1 Profile Database)
- Action items: None

June 12, 2015

- The Committee met by conference call.
- Attendance – 6 present; 1 absent
- Agenda items: Election of Vice Chair; CSEC Commission Meeting Update; CSEC State-level ESInet Implementation Update; Text to 9-1-1; CSEC Governance Project; FCC Fee Information Collection; 9-1-1 Profile Database.
- Action items: None

August 7, 2015

- The Committee met by conference call.
- Attendance – 6 present; 1 absent
- Agenda items: CSEC Commission meeting update (authorization to procure CSEC State-level ESInet Phase II; Wireless Service Fees Proportional Distribution Percentages; Annual Review of 255.4, Definition of an Access Line; Annual Consideration of RPC 9-1-1 Service Fee Rate, and Statewide Equalization Surcharge Rate); ESInet Implementation Update; Text to 9-1-1; CSEC State-level ESInet Governance Model (stakeholder input); New/Future Business (CSEC NG9-1-1 Master Plan Update; National 9-1-1 Program Office 9-1-1 Grant rulemaking).
- Action items: None

Anticipated Future Activities

- Assist the Commission in coordinating the development, implementation, and management of the State-level ESInet.

- Develop and Recommend Standards to the Commission.
- Participate in CSEC Governance Model Stakeholder Engagement.
- Plan and host a face-to-face ECAC meeting, inclusive of all 9-1-1 Entities across the state.
- Designate a representative to participate in the CSEC Legislative Working Group for the FY 2018-19 strategic planning and budgeting cycle.
- Prepare and submit for consideration a presentation for the 2015 Texas NENA/APCO Joint Conference.

Usefulness of the Committee's Work

The Committee continues to assist the Commission in coordinating the development, implementation, and project management of the state-level ESInet. This Committee continues to foster 9-1-1 Entity collaboration, collective decision-making, and assurances that the requirements of the 9-1-1 Entities are met. The usefulness of the committee will continue with the development and implementation of a state-level ESInet by the CSEC and its role in coordinating and collaborating with 9-1-1 Entities on the implementation of separate regional ESInets.

Statement of Committee Costs

The expenses of non-staff members on the Committee are not reimbursed by the Commission. Estimated time and expenses of staff's participation in and support of the Committee are:

Commission staff time: 33 hours

- Executive Director – 11 meetings @ 2 hours each for preparation and follow up
- Executive Assistant – 11 meetings @ 1 hour each for preparation and follow up
- Cost of Commission staff time: \$1,925

Telecommunication support: \$150

Administrative support costs were negligible.

Travel costs: November 5th meeting; 1 staff members @ \$357.

ASSESSMENT OF ADVISORY COMMITTEES
March, 2016
477 Commission on State Emergency Communications

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolishment within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Cmte1", select Move or Copy, select Create a copy and move to end.

NOTE: Only the items in blue are required for inactive committees.

SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST

Committee Name:

Number of Members:

Committee Status (Ongoing or Inactive): Note: An Inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

Date Created: **Date to Be Abolished:**

Budget Strategy (Strategies) (e.g. 1-2-4): **Strategy Title (e.g. Occupational Licensing):**

Budget Strategy (Strategies): **Strategy Title:**

[State / Federal Authority](#)
[State Authority](#)
[State Authority](#)

[State Authority](#)
[Federal Authority](#)
[Federal Authority](#)

Select Type	Identify Specific Citation
Gen. Provision	Health and Safety Code, Section 777.008

Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Committee Members' <u>Indirect</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$2,825	\$1,500	\$10,000
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$2,825	\$1,500	\$10,000

Note: Expenses Reimbursed as part of grant expenditure reimbursement. Participant salaries are indirectly related to committee meeting as part of PCAP operations.

Method of Financing	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
5007 - GR Dedicated - Commission on	\$0	\$0	\$10,000
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0

Expenses / MOFs Difference:

Meetings Per Fiscal Year	14/FY15	15	15
	<input type="text" value="14"/>	<input type="text" value="15"/>	<input type="text" value="15"/>

Committee Description:

SECTION B: ADDITIONAL COMMITTEE INFORMATION

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings? The PCCC is to meet no less than four times per state fiscal year and as determined by the Chairperson or according to a schedule adopted by the Commission. Meetings may be conducted in person, by teleconference or video conference. In-person meetings will be held at a location agreed to by a majority of PCCC members prior to the notice of the meeting.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

The Committee shall submit written reports to the Commission as requested and including:
 (1) at least quarterly and according to the schedule established by the Commission, a report to the Commission that includes, but is not limited to, the following:
 (A) an update on the Committee's work, including:
 (i) Committee meeting dates;
 (ii) member attendance records;
 (iii) description of actions taken by the Committee;
 (iv) description of how the Committee has accomplished or addressed the tasks and issues assigned to the Committee by the Commission;
 (v) information on available grants and any grant funding received by the RPCCs; and
 (vi) anticipated future activities of the Committee;
 (B) description of the usefulness of the Committee's work; and
 (C) statement of costs related to the Committee, including the cost of Commission staff time spent in support of the Committee.
 (2) by June 1 in even-numbered years, a report advising and making recommendations regarding development of the Commission's biennial Strategic Plan and Legislative Appropriations Request;
 (3) by June 1 in odd-numbered years, a report on the distribution of appropriated funding, the implementation of legislative requirements, and other information as may be determined by the Commission.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

The Regional Poison Control Centers (RPCC), through coordination with the PCCC, approved ~~the~~ *Staffing Plan to Assit during Staff Shortages (Staffing Plan, July 2015)*. The staffing plan maximized allocated grant funds, to RPCCs, for purposes of meeting operational needs to support network staffing resources.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency? Yes No 4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees? No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.
 Support for the Committee shall be provided by Commission staff. A health care professional is designated as the poison control program coordinator. As an agency member, the assigned role is to work with and collaborate with Poison Control Coordinating Committee (PCCC) in coordinating the regional poison control services and advising the Commission on rules relating to the poison control program and advising the Commission regarding the requirements of Health and Safety Code Chapter 777, Regional Poison Control Centers (RPCC). Serves as public health liaison with the Department of State Health Services agencies that coordinate poison control activities with other public health entities.

6. Have there been instances where the committee was unable to meet because a quorum was not present? No Yes Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?
 The PCCC has established standing subcommittees, through which the public, and guests may attend. The CSEC website provides an online calendar of events as a resource for interested participants.

7b. Do members of the public attend at least 50 percent of all committee meetings? No Yes 7c. Are there instances where no members of the public attended meetings? Yes No

8. Please list any external stakeholders you recommend we contact regarding this committee.
 None.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals? Yes No

9b. Please describe the rationale for this opinion.
 The PCCC regularly advises and makes recommendations to the Commission on its Program Policy Statements and administrative rules that directly impact the Regional Poison Control Centers and Texas Poison Control Network. Additionally, PCCC has coordinated regional poison control services through its development of healthcare guidelines and operational procedures. These have enhanced the effectiveness and efficiency of the Texas Poison Control Network. The Committee has provided valuable information and advice to the Commission on public health issues and emergent local and national concerns facing poison control centers.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? Yes No 10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area? No Yes

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.
 [Empty box]

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)? Retain Abolish Consolidate

11b. Please describe the rationale for this opinion.
 [Empty box]

The PCCC provides a forum for input to and transparency with the Commission. The PCCC has been useful in advising and fully implementing the Commission's Poison Program Plan of Action per direction received during the 82nd Legislative session. The PCCC has advised the Commission on subsequent legislative requests, and provides information for use in preparing the CSEC Legislative Appropriations Request.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

No

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

ANNUAL REPORT OF THE POISON CONTROL COORDINATING COMMITTEE TO THE COMMISSION ON STATE EMERGENCY COMMUNICATIONS

July 1, 2015

1. **Distribution of Appropriated Funding:** The funding allocation of \$11,948,000 for FY14/15 was distributed to the six centers as indicated in attachment A. With this funding the Texas Poison Control Network (TPCN) was able to continue to provide telephone coverage for poison calls on a 24 hour, 7 day a week basis. Due to the limitation of funds and in an effort to maximize efficiency, we have been working as a 6-center network, with some centers closing at coordinated times across the network staffed to meet call demand while achieving enhanced efficiency.

A challenge over the past biennium has been retention of our highly qualified Specialists in Poison Information (SPIs). These nurses, doctors, and pharmacists are in high demand and have multiple other employment options. In 2009, the TPCN was staffed with 53.3 SPIs. The GEER report recommended 51 SPIs in 2011 with a Human Exposure call volume of ~178,000 (3,500 Human Exposures per FTE). Over the past five years, we have become understaffed for the exposure volume handled.

Year	Total Call Volume	Human Exposure Volume	SPI FTEs	Human Exposure Call per FTE	FTEs Needed per GEER
2009	365,755	177,498	53	3,349	51
2010	347,487	188,045	51.8	3630	54
2011	317,610	178,410	51.6	3458	51
2012	291,323	176,367	46	3,834	50
2013	259,880	168,946	45	3,754	48
2014	244,384	169,885	46	3,693	49

The TPCN have experienced loss of SPIs, which challenges our ability to staff appropriately for call volume, and high SPI turnover, which incurs expenses for training and interrupts full staffing until training is complete. The ability to award merits or make the pay scales more commensurate with the market-place would alleviate some of these challenges. Should we receive the additional dollars represented in CSHB1 of the 84th Legislative session, we expect to be able to address merit raises and add an additional 2.5 FTEs in the FY16/17 budget.

Due to a change in the American Association of Poison Control Centers' (AAPCC) accreditation guidelines, we have experienced some increase in the requirement for physician toxicology supervision; should we receive the additional dollars represented in CSHB1 of the 84th Legislative session, we

expect to be able to address this need in the FY16/17 budget; in the interim Host Institutions have had to cover the costs.

We have been able to maintain seven poison educators across the State with these funds, but due to the limited ability of even seven individuals to cover a state the size and population of Texas, we continue to investigate innovative ways, using social media and other venues, to more efficiently and effectively use our education funds to make the public aware of our services. The lack of awareness by the public impairs our ability to fully serve the needs of the residents of this state.

2. **Implementation of Legislative Requirements:** Responding to the requirements coming out of the 83rd Legislative session and then preparing for the 84th Legislative session has been the focus of the PCCC activities over the past year.
 - a. We actively worked with the Commission on State Emergency Communications (CSEC) in providing the Consolidation Plan as required in Rider 8 of our Appropriations bill. This plan was submitted as required by October 1, 2013 and represented our best consensus, should consolidation be considered. We continue to feel that consolidation would not be in the best interest of the program, CSEC, or the State of Texas.
 - b. In accordance with Rider 7 of the Appropriations bill, we expended dollars first on SPI positions and then on other activities/positions as required for AAPCC accreditation.

3. **Other activities:**
 - a. In accordance with the PCCC By-Laws, new officers were elected in July 2013, and were: Chair, Dr. David Baker, PharmD, Central Texas Poison Center; and Vice-Chair, Melody Gardner, RN, MSN, MHA, North Texas Poison Center. The By-Laws allow an officer to serve two consecutive two-year terms. In May, 2015, these individuals were re-elected to their positions.
 - b. In accordance with PPS 107, medical guidelines for patient care were developed and revised throughout the biennium.
 - c. In accordance with PPS 100, CSEC staff collaborate with the PCCC on the development and revision of all PPS prior to presentation to the Commission. The PCCC and CSEC staff developed PPS 109 & 110. These PPS govern the user access to the TPCN information resource systems and the record data use and sharing.

- d. The PCCC collaborated with CSEC staff on recommending revisions to the Rules that govern the Poison Program.
- e. The PCCC also developed a Standard Operational Procedure system for operational guidelines to ensure consistent processes are used across the network.
- f. The PCCC collaborated with the CSEC staff and technology vendors on the network platform update and change over in software at the beginning of FY14.
- g. The PCC continued to coordinate the operations of the TPCN. The majority of this work is performed in subcommittees. The standing subcommittees include: Educators, Medical Directors, Network Scheduling, Performance Standards, Research, and Specialists. This biennium a new subcommittee was formed consisting of the Managing Directors.
- h. The PCCC also worked closely with the CSEC staff in the development of the CSEC Poison Program section of the LAR.
- i. At the request of the Commission, the PCCC presented data at the May 2015 Commission meeting to demonstrate trends in total calls, human exposure calls, case severity, and other relevant data. The Commission requested future continued updates.

ATTACHMENT A: Initial Funding Allocations, FY14/15 Biennium

Regional Poison Center	FY 2014 ALLOCATION	FY2015 ALLOCATION
Amarillo (TTPC)	\$610,294	\$610,294
Dallas (NTPC)	\$1,522,543	\$1,522,543
El Paso (WTRPC)	\$808,836	\$808,836
Galveston (SETPC)	\$1,128,819	\$1,128,819
San Antonio (STPC)	\$1,111,943	\$1,111,943
Temple (CTPC)	\$791,565	\$791,565
TOTAL	\$5,974,000	\$5,974,000

REPORT OF THE POISON CONTROL COORDINATING COMMITTEE
TO
THE COMMISSION ON STATE EMERGENCY COMMUNICATIONS
September 15, 2015

A. Background:

The Poison Control Coordinating Committee (PCCC) was created by Health and Safety Code 777.008 for the purpose of coordinating the administrative activities of the regional Poison Control centers and advises the Commission on State Emergency Communication. The committee is tasked with advising the Commission on rules relating to the poison control program, advising the Commission regarding the requirements of Health and Safety Code Chapter 777, and coordinating with Commission staff the poison control program's input into the Commission's Strategic Plan and Legislative Appropriations Request.

Commission Rule 254.2, *Poison Control Coordinating Committee*, requires that the Committee submit a written report at least quarterly to the Commission. This report is submitted by the chair of the PCCC in fulfillment of that requirement.

B. Committee Meeting Summaries:

a. June 10, 2015

- i. The committee met by conference call.
- ii. Present: Baeza, Baker, Fernández, Gardner, Jaramillo, Stanley, Thompson, and Villanacci; Absent: Chimene.
- iii. Agenda Items: Subcommittee updates, State Agency updates, AAPCC Board report, Customer focus group updates and recommendation, Media Campaign update, review of minor revisions to three SOPs, revision of 3 medical guidelines, designation of a PIA, creation of a new standing Commission Report, review of PPS 103, and approval of the third quarter and FY15 annual PCCC reports.
- iv. Action Items:
 1. PCCC recommended enhanced functionality and technical requirements, after ensuring like-for-like managed service contracts based on prioritization to the Customer Focus Group.
 2. Approval of the revisions to SOP 2013.004 – RPCC Patient care guidelines process. Housekeeping updates were needed based on the composition of the medical director committee.
 3. Approval of the revision to Medical Guideline 2012.013 – Fluoride. This guideline was extensively updated and includes an excel spreadsheet for easier calculations of Calcium dosing for these exposures.

4. Approval of the revision to Medical Guideline 2012.010 – Drug ID. This guideline was revised to address specialist concerns.
5. Approval of the revision to Medical Guideline 2012.005 – Coding. Addition of a link to the NPDS coding site.
6. Approval of the revision to SOP 2013.001 – PCCC Operations. This SOP was cleaned up and the individual identifiers of CSEC staff were removed.
7. Approval of the revision to SOP 2013.005 – Healthcare Treatment Facilities Database. Changes were made to conform with practice changes since this SOP was previously approved.
8. Designation of a two year rotation of the PIA support center – WTRPC will be the center for the 16/17 biennium. STPC will be the center for the 18/19 biennium.
9. Approved the development of a standing commission data report that focuses on call data, top substances being called in, and hot topics.
10. Approval of both the PCCC Quarterly report and the FY15 annual report.

b. July 8, 2015

- i. The committee met by conference call.
- ii. Present: Baeza, Baker, Chimene, Fernández, Gardner, Jaramillo, Stanley, Thompson, and Villanacci. Absent: none.
- iii. Agenda Items: Subcommittee updates, State Agency updates, AAPCC Board report, Performance report definitions, Standing Commission data report, scheduling software, potential new PPS, two medical guidelines, and one SOP.
- iv. Action Items:
 1. Approved the definitions for the performance reports the RPCCs submit quarterly.
 2. Resolution passed that manual network scheduling was time consuming and difficult and the PCCC should support seeking alternatives to manual scheduling.
 3. Development of a subgroup to be composed of specific individuals to work with CSEC staff to reach a recommendation by August 1 on a network scheduling software.
 4. Approval of the revision to the Medical Guideline 2012.027 – Scorpion Envenomation. Extensive revisions were completed.
 5. Approval of the revision to the SOP 2013.007 – Transfer of patients between poison centers. This revision included a clarifying sentence regarding transferring cases in relation to planned Center closings.

c. August 12, 2015

- i. The committee met by conference call.
- ii. Present: Baeza, Baker, Chimene, Fernández, Gardner, Jaramillo, Stanley, and Thompson; Absent: Villanacci.
- iii. Agenda Items: Subcommittee updates, State Agency updates, AAPCC Board report, Standing Commission Data Report, Scheduling software update, PPS 103, two Medical Guidelines, and the Education Strategic Plan and Operational Guidelines.
- iv. Action Items:
 1. Revision of Medical Guideline 2013.002 – Activated Charcoal. Addition of references and warnings for overuse of sorbital.
 2. Revision of Medical Guideline 2013.007 – Detergent Packs. Revisions include non-inclusive list of packs, distinction between toddlers and pediatric was clarified, and references were added.
 3. Approval of Education Strategic Plan.
 4. Approval of Education Operational Guidelines. These guidelines are used to coordinate state-wide public education.

C. Grant information:

- a. Each RPCC submitted their strategic plans for the FY16 & FY17 biennium.

D. Anticipated future activities:

1. Make recommendations on potential network configuration and operational changes to promote cost effectiveness and management efficiencies during the upcoming network contract revisions. The PCCC will have two volunteers that will be working on reviewing the submissions for the RFO.
2. Continue to collaborate with CSEC staff on the use of Poison Program funds.
3. Advise CSEC on operational issues and performance standards to ensure the high quality service delivery.
4. Effectively and efficiently provide Poison Center Services to the residents across the state of Texas through coordination of operations.
5. Work to increase collaboration between poison centers, CSEC, DSHS and other partner groups.

E. Description of the usefulness of the Committee's work:

The PCCC and the combined work efforts of the subcommittees provides expert advice to CSEC staff and the Commissioners regarding Poison Center operations to promote quality poison center services and to maximize TPCN efficiency. The goal of the PCCC is to provide recommendations to CSEC and the Commissioners on the best way to operate the TPCN in the most effective and efficient manner so that the citizens/residents of Texas are provided the best poison center services that they require while helping to decrease the overall potentially unnecessary medical expense that can be avoided if care providers call the TPCN prior to calling EMS or taking patients to the emergency department for a possible poisoning.

F. Statement of cost, including CSEC staff costs:

Committee members: 50.63 hours @ \$57.00/hour - \$2,886, travel costs \$00.0;
Total Committee costs- \$2886.

CSEC staff: 15 hours@ \$33/hour - \$495.

Note: Costs are totals of State, Federal, and/or Host Institution monies.