

**Commission on State Emergency Communications  
Summary of Recommendations - House**

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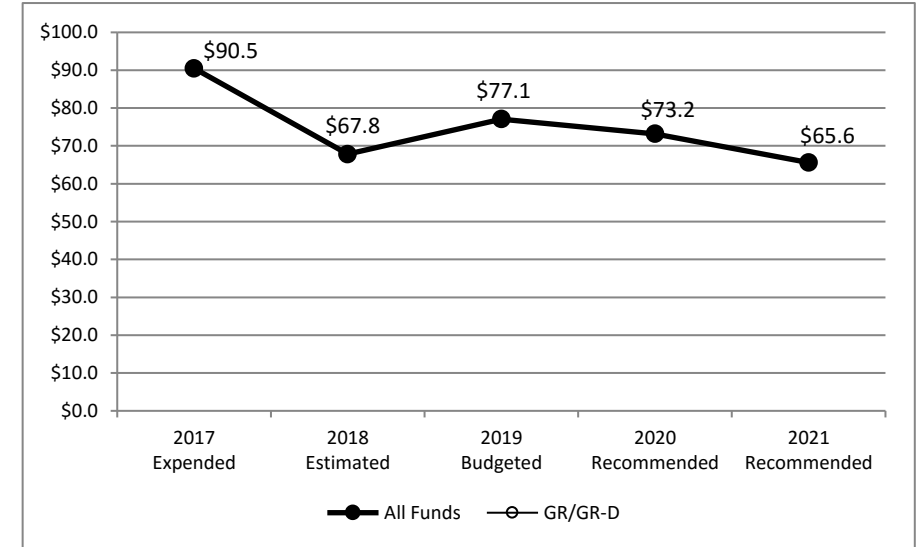
Kelli Merriweather, Executive Director

John Montgomery, LBB Analyst

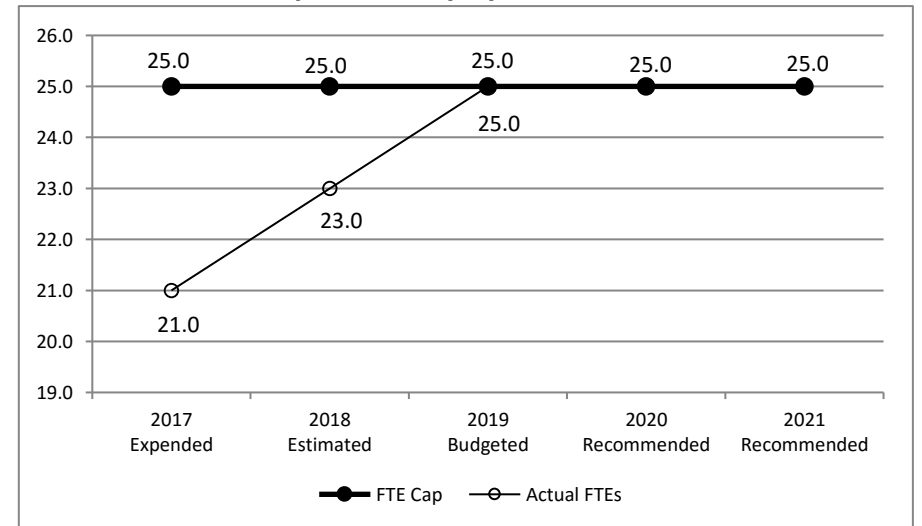
| <b>Method of Financing</b>    | <b>2018-19<br/>Base</b> | <b>2020-21<br/>Recommended</b> | <b>Biennial<br/>Change (\$)</b> | <b>Biennial<br/>Change (%)</b> |
|-------------------------------|-------------------------|--------------------------------|---------------------------------|--------------------------------|
| General Revenue Funds         | \$0                     | \$0                            | \$0                             | 0.0%                           |
| GR Dedicated Funds            | \$144,849,817           | \$138,814,822                  | (\$6,034,995)                   | (4.2%)                         |
| <i>Total GR-Related Funds</i> | <i>\$144,849,817</i>    | <i>\$138,814,822</i>           | <i>(\$6,034,995)</i>            | <i>(4.2%)</i>                  |
| Federal Funds                 | \$0                     | \$0                            | \$0                             | 0.0%                           |
| Other                         | \$0                     | \$0                            | \$0                             | 0.0%                           |
| <b>All Funds</b>              | <b>\$144,849,817</b>    | <b>\$138,814,822</b>           | <b>(\$6,034,995)</b>            | <b>(4.2%)</b>                  |

|      | <b>FY 2019<br/>Budgeted</b> | <b>FY 2021<br/>Recommended</b> | <b>Biennial<br/>Change</b> | <b>Percent<br/>Change</b> |
|------|-----------------------------|--------------------------------|----------------------------|---------------------------|
| FTEs | 25.0                        | 25.0                           | 0.0                        | 0.0%                      |

**Historical Funding Levels (Millions)**



**Historical Full-Time-Equivalent Employees (FTEs)**



The bill pattern for this agency (2020-21 Recommended) represents an estimated 100% of the agency's estimated total available funds for the 2020-21 biennium.

**Commission on State Emergency Communications  
Summary of Funding Changes and Recommendations - House**

| Funding Changes and Recommendations for the 2020-21 Biennium<br>compared to the 2018-19 Base Spending Level (in millions)              |  | General<br>Revenue | GR-Dedicated   | Federal<br>Funds | Other Funds  | All Funds      | Strategy in<br>Appendix A |
|--|--|--------------------|----------------|------------------|--------------|----------------|---------------------------|
| <i>OTHER Funding Changes and Recommendations (these issues are not addressed in Section 3 but details are provided in Appendix A):</i> |  |                    |                |                  |              |                |                           |
| A  | Unexpended balances from FY 2017 carried forward to fiscal year 2018 removed from base | \$0.0              | (\$6.0)        | \$0.0            | \$0.0        | (\$6.0)        | A.1.2                     |
| <b>TOTAL SIGNIFICANT &amp; OTHER Funding Changes and Recommendations (in millions)</b>   |  | <b>\$0.0</b>       | <b>(\$6.0)</b> | <b>\$0.0</b>     | <b>\$0.0</b> | <b>(\$6.0)</b> | As Listed                 |
| <i>SIGNIFICANT &amp; OTHER Funding Increases</i>   |  | \$0.0              | \$0.0          | \$0.0            | \$0.0        | \$0.0          | As Listed                 |
| <i>SIGNIFICANT &amp; OTHER Funding Decreases</i>   |  | \$0.0              | (\$6.0)        | \$0.0            | \$0.0        | (\$6.0)        | As Listed                 |

NOTE: Totals may not sum due to rounding.

**Commission on State Emergency Communications  
Selected Fiscal and Policy Issues – House**

1. **State-level Emergency Services IP-Network Project (ESINet Project).** Recommendations maintain 2018-19 funding of \$7.4 million in All Funds for the 2020-21 biennium to implement a statewide Next Generation 9-1-1 (NG9-1-1) system. CSEC expects to have a cooperative purchasing contract for a vendor-provided NG9-1-1 Service Offering (NSO) finalized in early 2019.

CSEC plans for full implementation of digital 9-1-1 service in all participating Regional Planning Commissions (RPCs). However, RPCs will not be required to use the vendor-provided NSO, but they may chose it as an option for implementing NG9-1-1 service in the regions. RPCs opting out of the CSEC-negotiated NSO may choose to plan, procure, and contract with any vendor of their choice to implement NG9-1-1 systems.

**Background:**

- CSEC is transitioning from the current analog Enhanced 9-1-1 system to a digital, internet protocol-based system that meets the operational standards set by the National Emergency Number Association (NENA). NENA refers to the new system as Next Generation 9-1-1. As part of the transition, CSEC is also developing the state-level Emergency Services Internet Protocol Network (ESINet). The network consists of infrastructure and transport mechanisms for enhancing 9-1-1 services to allow delivery of voice, video, text, and data to 9-1-1 call centers, or Public Safety Answering Points (PSAPs).
- The project began in FY 2015 using a phased approach with the intention of developing an owner-operated service model for RPCs. In the 2018-19 biennium, the agency was appropriated \$7.4 million to begin Phase 3 of the project and carried forward \$6.0 million in previously unexpended balances available for continued Phase 2 support. Phase 3 was originally designed to further implement the NG9-1-1 owner-operated service model based on research and testing conducted during Phase 1 and 2.
- In March of 2018, the Commission reoriented the project from its previous owner-operated model to a model of vendor-provided NG 9-1-1 services. During this transition, further expenditures related to Phase 3 of project were put on hold. The original concept of an owner-operated model intended for the RPC stakeholders to be involved and engaged with the planning and implementation, and allow CSEC to procure and contract for state-of-the-art hardware, software and services and not be limited to one contract with one vendor. However, the Commission considered costs for implementation and maintenance, as well as revenue projections, dedicated fund balances, and potential 9-1-1 entity participation and the determined that the owner-operated model would no longer be feasible.
- CSEC authorized staff to procure vendor-provided NG9-1-1 managed services through use of the Department of Information Resources (DIR) TEX-AN Contract, or through issuance of a Request for Proposals. The agency is close to concluding negotiations for a vendor-provided NSO scope of work under a DIR cooperative contract with AT&T, and expects implementation of vendor-provided managed services to be complete in fiscal year 2023.

2. **General Revenue-Dedicated Account Balances**

- According to the agency, General Revenue-Dedicated 9-1-1 Service Fees Account No. 5050 is projected to have a balance of \$84.5 million at the end of fiscal year 2019. Revenue collections from the 9-1-1 service fees are projected to be \$84.3 million for the 2020-21 biennium. Recommendations of \$116.4 million for the biennium would exceed these estimate revenue collections and spend down account balances by an estimated \$32.0 million.
- According to the agency, General Revenue–Dedicated Commission on State Emergency Communications Account No. 5007 is projected to have a balance of \$39.7 million at the end of fiscal year 2019. Revenue collections from the equalization surcharge fee are projected to be \$38.7 million for the 2020-21 biennium. Recommendations of \$28.4 million for the biennium would not exceed these estimate revenue collections. The remaining projected revenue of \$10.2 million would be deposited into Account No. 5007.

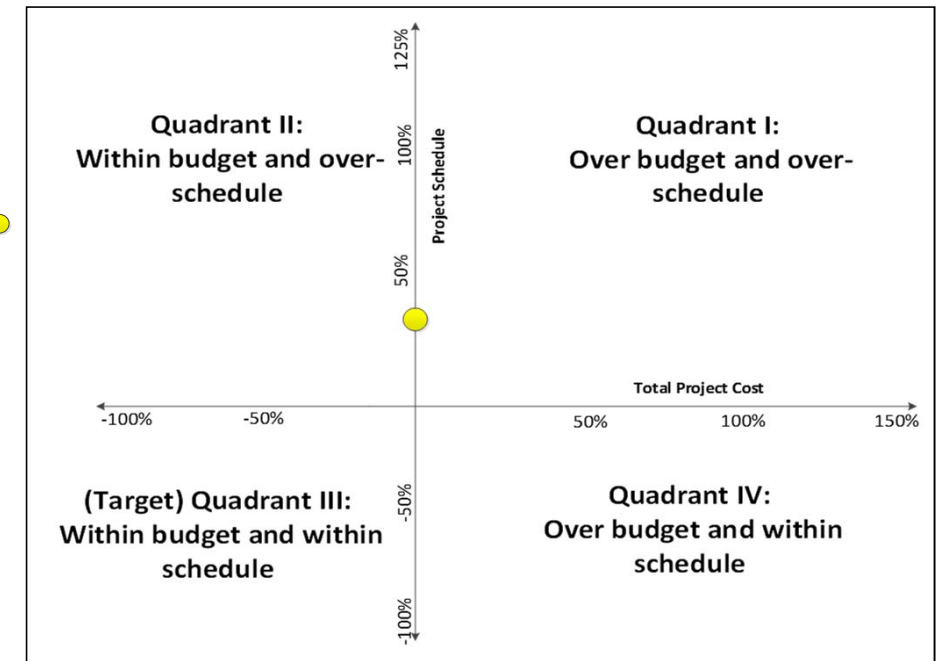
**Commission on State Emergency Communications  
Quality Assurance Team Highlights**

Only one project from CSEC is a major information resources project monitored by the Quality Assurance Team, and is 33 percent behind schedule. Details on this project are below.

**Summary of Total Costs (in millions) and Time Frames reported to the Quality Assurance Team\***

| Project Name                                 | Original Projected Cost | Current Projected Cost | Under / (Over) Initial Project Cost | Expenditures to Date | Original Timeline in Months | Current Timeline in Months | Months Ahead of / (Behind) Schedule | % Complete |
|--|-------------------------|------------------------|-------------------------------------|----------------------|-----------------------------|----------------------------|-------------------------------------|------------|
| 1 State-level Digital 9-1-1 Network (ESInet) | \$14.8                  | \$14.8                 | \$0.0                               | \$8.8                | 35                          | 47                         | (12)                                | 82%        |
| <b>Project Totals (1)</b>                    | <b>\$14.8</b>           | <b>\$14.8</b>          | <b>\$0.0</b>                        | <b>\$8.8</b>         |                             |                            |                                     |            |

**Major Information Resources Projects**



**Legend**

- Project which exceeds budget OR schedule
- Project which is over budget and over schedule

\*Note: These figures reflect all project costs (Capital and Informational) and timelines from self-reported monitoring reports that are sent to the Quality Assurance Team (QAT) for review. QAT includes representatives from the Comptroller of Public Accounts, Department of Information Resources, Legislative Budget Board and the State Auditor's Office (Advisory Only).

**Commission on State Emergency Communications  
Quality Assurance Team Highlights**

**Significant Project Highlights**

**1 State-level Digital 9-1-1 Network (ESInet)**

This project was authorized to begin in FY 2015 as a three year multi-phased approach project and was appropriated \$7.1 million for Phase 1 project development (GR Dedicated - 911 Service Fees Account No. 5050). In FY 2016, the agency was appropriated \$7.7 million for Phase 2 of the project. (5.9 million GR Dedicated - 911 Service Fees Account No. 5050 and \$1.8 million GR Dedicated - Commission on State Emergency Communications Account No. 5007).

The Commission on State Emergency Communications (CSEC) completed Phase 1 (July 2015) which included implementation of a statelevel Emergency Services Internet Protocol Network called ESInets. ESInets are designed with a high level of redundancy and resiliency to ensure that the network can continue to operate (deliver 911 calls) even if some of the circuits or end points are no longer functioning.

When complete, Phase 2 will implement advanced security features, including border control functions (BCF), call handling capabilities, and support additional Public Safety Answering Points (PSAPs). These PSAPs are staffed by call-takers who have been trained to field calls from the public and gather information related to an emergency situation. The network will eventually enable call access, transfers and backups among and between PSAPs within Texas and across the nation.

In August 2016, CSEC communicated to QAT that the scope of Phase 2 was modified from using DIR's TEXAN contracts to procure a managed service contract. The agency plans to implement Phase 3 of the project utilizing cooperative purchase contract(s) for vendor managed services. This approach would standardize 9-1-1 business process services associated with other emergency services and ensure quality service delivery by individual Regional Planning Commissions (RPCs), although they may choose to plan, procure, and contract with any vendor of their choice to implement NG9-1-1.

**QAT Budget Highlights (in millions)**

| <b>Project Name</b>     | <b>2018-19<br/>Base</b> | <b>2020-21<br/>Requested</b> | <b>2020-21<br/>Recommended</b> |
|-------------------------|-------------------------|------------------------------|--------------------------------|
| 1 Digital 9-1-1 Network | \$13.4                  | \$7.4                        | \$7.4                          |
| <b>Total</b>            | <b>\$13.4</b>           | <b>\$7.4</b>                 | <b>\$7.4</b>                   |

\* Note: Requested amounts for 2020-21 include all baseline and exceptional item funding requested by the agency.

**Commission on State Emergency Communications  
Items Not Included in Recommendations - House**

|  | 2020-21 Biennial Total |           |      | Information Technology Involved? | Contracting Involved? | Estimated Continued Cost 2022-23 |
|--|------------------------|-----------|------|----------------------------------|-----------------------|----------------------------------|
|  | GR & GR-D              | All Funds | FTEs |                                  |                       |                                  |

**Agency Exceptional Items Not Included (in agency priority order)**

|    |  |              |              |     |     |     |             |
|----|--|--------------|--------------|-----|-----|-----|-------------|
| 1) | Regional Planning Commission Grant Equipment Replacement and Maintenance   | \$14,678,466 | \$14,678,466 | 0.0 | No  | Yes | \$0         |
| 2) | Salary Adjustments to Maintain Current Staffing Levels of Specialists in Poison Information at Regional Poison Control Centers | \$741,930    | \$741,930    | 0.0 | No  | Yes | \$741,390   |
| 3) | Salary Adjustments to Maintain Poison Network Capacity   | \$2,555,356  | \$2,555,356  | 0.0 | No  | Yes | \$2,555,356 |
| 4) | Texas Poison Control Network Disaster Recovery Mitigation Site   | \$269,940    | \$269,940    | 0.0 | Yes | Yes | \$175,080   |
| 5) | CSEC Process Grant Management Project Automation   | \$905,260    | \$905,260    | 0.0 | Yes | Yes | \$230,700   |
| 6) | Grants to Hire four Texas Poison Control Network Medical Directors and Salary Sdjustments Across Six Centers                   | \$1,562,710  | \$1,562,710  | 0.0 | No  | Yes | \$1,562,710 |
| 7) | Texas Poison Control Network Managing Directors Salary Adjustment  | \$692,792    | \$692,792    | 0.0 | No  | Yes | \$692,792   |
| 8) | Public Education and Awareness   | \$634,000    | \$634,000    | 0.0 | No  | Yes | \$0         |
| 9) | CSEC Agency CAPPs Implementation   | \$232,900    | \$232,900    | 1.0 | Yes | No  | \$162,400   |

**TOTAL Items Not Included in Recommendations**

**\$22,273,354**

**\$22,273,354**

**1.0**

**\$6,120,428**

**Commission on State Emergency Communications  
Appendices - House**

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\* Appendix is not included - no significant information to report

**Commission on State Emergency Communications  
Funding Changes and Recommendations - House, by Strategy -- ALL FUNDS**

| <b>Strategy/Goal</b>                           | <b>2018-19<br/>Base</b> | <b>2020-21<br/>Recommended</b> | <b>Biennial<br/>Change</b> | <b>%<br/>Change</b> | <b>Comments</b>  |
|--|-------------------------|--------------------------------|----------------------------|---------------------|--|
| 9-1-1 NTKW OPER & EQUIP REPLACEMENT A.1.1      | \$111,143,815           | \$111,143,815                  | \$0                        | 0.0%                |  |
| NEXT GEN 9-1-1 IMPLEMENTATION A.1.2            | \$13,705,795            | \$7,670,800                    | (\$6,034,995)              | (44.0%)             | Recommendations reduce GR-Dedicated by \$6,034,995 due to Unexpended Balances carried forward from FY 2017 and expended in FY 2018.  |
| CSEC 9-1-1 PROGRAM ADMINISTRATION A.1.3        | \$1,851,526             | \$1,851,526                    | \$0                        | 0.0%                |  |
| <b>Total, Goal A, STATEWIDE 9-1-1 SERVICES</b> | <b>\$126,701,136</b>    | <b>\$120,666,141</b>           | <b>(\$6,034,995)</b>       | <b>(4.8%)</b>       |  |
| POISON CALL CENTER OPERATIONS B.1.1            | \$13,138,000            | \$13,100,743                   | (\$37,257)                 | (0.3%)              | Recommendations include:<br>1) \$25,000 decrease in GR-Dedicated for reallocation to Strategy B.1.2 due to agency priorities.<br>2) \$12,257 decrease in GR-Dedicated for reallocation to Strategy B.1.3 due to agency priorities. |
| STATEWIDE POISON NETWORK OPERATIONS B.1.2      | \$2,534,893             | \$2,547,150                    | \$12,257                   | 0.5%                | Recommendations include a \$12,257 increase in GR-Dedicated for reallocation to Strategy B.1.1 due to agency priorities.   |
| CSEC POISON PROGRAM MANAGEMENT B.1.3           | \$534,380               | \$559,380                      | \$25,000                   | 4.7%                | Recommendations include a \$25,000 increase in GR-Dedicated for reallocation to Strategy B.1.1 due to agency priorities.   |
| <b>Total, Goal B, POISON CONTROL SERVICES</b>  | <b>\$16,207,273</b>     | <b>\$16,207,273</b>            | <b>\$0</b>                 | <b>0.0%</b>         |  |
| INDIRECT ADMINISTRATION C.1.1                  | \$1,941,408             | \$1,941,408                    | \$0                        | 0.0%                |  |
| <b>Total, Goal C, INDIRECT ADMINISTRATION</b>  | <b>\$1,941,408</b>      | <b>\$1,941,408</b>             | <b>\$0</b>                 | <b>0.0%</b>         |  |
| <b>Grand Total, All Strategies</b>             | <b>\$144,849,817</b>    | <b>\$138,814,822</b>           | <b>(\$6,034,995)</b>       | <b>(4.2%)</b>       |  |



**Commission on State Emergency Communications  
FTE Highlights - House**

| <b>Full-Time-Equivalent Positions</b> | <b>Expended<br/>2017</b> | <b>Estimated<br/>2018</b> | <b>Budgeted<br/>2019</b> | <b>Recommended<br/>2020</b> | <b>Recommended<br/>2021</b> |
|---------------------------------------|--------------------------|---------------------------|--------------------------|-----------------------------|-----------------------------|
| Cap                                   | 25.0                     | 25.0                      | 25.0                     | 25.0                        | 25.0                        |
| Actual/Budgeted                       | 21.0                     | 23.0                      | 25.0                     | NA                          | NA                          |

| <b>Schedule of Exempt Positions (Cap)</b> |           |           |           |           |           |
|---|-----------|-----------|-----------|-----------|-----------|
| Executive Director, Group 2               | \$117,874 | \$123,562 | \$123,562 | \$123,562 | \$123,562 |

Notes:

a) Fiscal years 2017 and 2018 actual FTE figures are less than cap limits due to staff vacancies and timing issues.

b) The State Auditor's Office Reports, *Executive Compensation at State Agencies (Report 18-705, August 2018)*, indicates a market average salary of \$139,826 for the Executive Director position at the Commission on State Emergency Communications and recommends changing the Group classification from Group 2 to Group 3. The agency is not requesting any changes to its Exempt Position.

**Commission on State Emergency Communications  
Performance Measure Highlights - House**

|   | <b>Expended<br/>2017</b> | <b>Estimated<br/>2018</b> | <b>Budgeted<br/>2019</b> | <b>Recommended<br/>2020</b> | <b>Recommended<br/>2021</b> |
|---|--------------------------|---------------------------|--------------------------|-----------------------------|-----------------------------|
| <ul style="list-style-type: none"> <li>Number of 9-1-1 Calls Received by State Program PSAPS</li> </ul>   | 11,060,091               | 4,002,185                 | 3,933,023                | 3,933,023                   | 3,933,023                   |
| <p><i>Measure Explanation: This measure reports the total number of 9-1-1 calls received by Public Safety Answering Points (PSAPs) operating in the state program. This number includes the 9-1-1 classes of service of wireline, wireless, and Voice over IP (VoIP). Reported calls received in 2020 and 2021 are expected to be lower than in past years because some Regional Planning Commissions (RPCs) began to exercise their option to receive these services with non-state contracted vendors and the agency began seeing downward trends in call volume.</i></p> |                          |                           |                          |                             |                             |
| <ul style="list-style-type: none"> <li>Total Number of Poison Control Calls Processed Statewide</li> </ul>  | 286,903                  | 495,276                   | 499,890                  | 491,354                     | 491,354                     |
| <p><i>Measure Explanation: This measure documents the total number of calls, both emergency and non-emergency, handled by all Regional Poison Control Centers (RPCCs). The measure was adjusted in 2018-19 to reflect both inbound and outbound calls in the data collection and calculation. This change provided historical trends to adjust targets going forward.</i></p>   |                          |                           |                          |                             |                             |
| <ul style="list-style-type: none"> <li>Average Statewide Cost per Poison Call Processed</li> </ul>  | \$ 26.83                 | \$ 18.19                  | \$ 15.93                 | \$ 16.07                    | \$ 15.77                    |
| <p><i>Measure Explanation: This measure documents the efficiency of statewide poison control services. Costs are expected to decline in 2020 and 2021 due to a decrease in call volume and a decrease in funding.</i></p>   |                          |                           |                          |                             |                             |

**Commission on State Emergency Communications  
Summary of Ten Percent Biennial Base Reduction Options Recommendations - House**

| Priority                            | Item                         | Description/Impact  | Biennial Reduction Amounts |                     |            | Potential Revenue Loss | Reduction as % of Program GR/GR-D Total | Program GR/GR-D Total | Included in Introduced Bill? |
|-------------------------------------|------------------------------|---|----------------------------|---------------------|------------|------------------------|---|-----------------------|------------------------------|
|                                     |                              |   | GR & GR-D                  | All Funds           | FTEs       |                        |   |                       |                              |
| 1)                                  | Equipment Replacement        | Replacement of equipment usually occurs on a biennium basis. Reductions of the equipment would alter the equipment replacement plan, and require that only mission essential equipment be replaced when it fails.                   | \$3,621,246                | \$3,621,246         | 0.0        | \$0                    | 19%                                     | \$ 19,185,685         | No                           |
| 2)                                  | Equipment Replacement        | Replacement of equipment usually occurs on a biennium basis. Reductions of the equipment would alter the equipment replacement plan, and require that only mission essential equipment be replaced when it fails.                   | \$3,621,245                | \$3,621,245         | 0.0        | \$0                    | 19%                                     | \$ 19,185,685         | No                           |
| 3)                                  | Equipment Replacement        | Replacement of equipment usually occurs on a biennium basis. Reductions of the equipment would alter the equipment replacement plan, and require that only mission essential equipment be replaced when it fails.                   | \$3,299,724                | \$3,299,724         | 0.0        | \$0                    | 17%                                     | \$ 19,185,685         | No                           |
| 4)                                  | Call Center Support Services | Reduction of Public Safety Answering Points (PSAPs) supplies, training, public education service, and Regional ESINet implementation for the biennium, resulting in future years increases in funding to fill future expected gaps. | \$3,942,767                | \$3,942,767         | 0.0        | \$0                    | 4%                                      | \$ 97,993,125         | No                           |
| <b>TOTAL, 10% Reduction Options</b> |                              |   | <b>\$14,484,982</b>        | <b>\$14,484,982</b> | <b>0.0</b> | <b>\$0</b>             |   |                       |                              |