

CSEC  
333 Guadalupe Street, Suite 2-212  
Austin, TX 78701

CSEC  
333 Guadalupe Street, Suite 2-212  
Austin, TX 78701

Place Stamp  
Here

Commission on State Emergency Communications  
333 Guadalupe Street, Suite 2-212  
Austin, TX 78701



Texas 9-1-1 Newsletter  
333 Guadalupe Street  
Suite 2-212  
Austin, TX 78701

PRSR STD  
US POSTAGE PAID  
AUSTIN TX  
PERMIT NO. 853

# Texas 9-1-1 Newsletter

Commission on State Emergency Communications

Summer 2009



**Texas 9-1-1 Newsletter** is an external publication of the Commission on State Emergency Communications. We want to hear from you. E-mail your questions and comments to the newsletter editor at: [csecinfo@csec.state.tx.us](mailto:csecinfo@csec.state.tx.us).

## CSEC PUBLISHES NG9-1-1 MASTER PLAN

Consumer communications technologies have outpaced the capabilities of the current 9-1-1 infrastructure. A technological transition to a new 9-1-1 infrastructure, referred to as Next Generation 9-1-1 – “NG9-1-1”, is essential to meet the public’s needs and expectations, and to improve interoperable communications for emergency responders.

The Commission has published its NG9-1-1 Master Plan. The plan was developed to communicate the vision of the Texas NG9-1-1 System and the transition effort so that stakeholders may be actively engaged in its development and deployment. It also charts the course of CSEC initiatives and activities on this extensive, multi-year effort to ensure successful transition.

The vision of the Texas NG9-1-1 System is aligned with the National Emergency Number Association’s Functional and Interface Standards for NG9-1-1 Version 1.0, and the US Department of Transportation’s NG9-1-1 System Initiative’s Concept of Operation.

The Texas NG9-1-1 System will be realized with the implementation of a state level Emergency Services Internet Protocol enabled Network (ESInet) that will interconnect regional ESInets. Ultimately, the ESInet will enable access to emergency services by any type of personal communication device, including text and instant messaging, voice and video from handheld, laptop and desktop computers, as well as the current wireless and wireline phones. The ESInets will also enable the public to receive up to date information and warnings on large scale events.

CSEC’s request for NG9-1-1 funding was not approved by the 81st Legislature. CSEC staff has revised the NG9-1-1 Master Plan accordingly. The CSEC will submit an application for federal E9-1-1 grant funds provided by the ENHANCE 9-1-1 Act to implement the first stage of the Master Plan. The CSEC NG9-1-1 Master Plan, Version 2.0, may be found at [www.csec.state.tx.us](http://www.csec.state.tx.us).

**Texas Poison Control Network Marks 15th Anniversary  
Galveston Center Celebrates 50 Years**

Created by the Texas Legislature in 1994, the Texas Poison Control Network provides information to people who suspect they have been exposed to poisonous and toxic substances by dialing a toll-free telephone number, 1-800-222-1222. The poison control centers provide this 24-hour referral and information service to the public and health care professionals. The network is composed of six regional poison control centers residing in host hospitals, linked by an advanced telecommunications managed services network.

The Commission would like to recognize the state's Regional Poison Control Centers, and the years of service and partnership that have made this valuable health service a reality.

Texas Panhandle Poison Center - Amarillo  
North Texas Poison Center – Dallas  
West Texas Poison Center – El Paso  
Southeast Texas Poison Center – Galveston  
South Texas Poison Center – San Antonio  
Central Texas Poison Center - Temple



The Southeast Texas Poison Center, located at The University of Texas Medical Branch (UTMB) – Galveston, was founded as an individual center in 1959.

During the past fifty years, the Galveston Center has seen its share of natural disasters, most recently September 13, 2008, when Hurricane Ike made landfall on Galveston Island. Galveston was seriously impacted and emergency plans were implemented. Although evacuation of the center was required, the equipment and network that support the center were not impacted. The Galveston staff continued to work from remote call taking positions until full services were restored at the UTMB – Galveston hospital on Sept 21, 2008. Overflow calls were automatically distributed by the network and handled by other centers. Job well done!

**LEGISLATIVE UPDATE**

The General Appropriations Act appropriates funding in FY 2010 and 2011 for both 9-1-1 and poison control to maintain the same service levels as the current biennium. The CSEC's request for additional funding for Next Generation 9-1-1 implementation was not approved. The CSEC's request for additional funding for poison control was approved as a contingent revenue rider. H.B. 1093 amends the Health and Safety Code to transfer all functions and activities relating to regional poison control centers performed by DSHS jointly with CSEC to CSEC. H.B. 1831 provides for collection of a prepaid wireless 9-1-1 fee by sellers of the service.

**WIRELESS PHASE II IMPLEMENTATION STATUS**

Funding was appropriated to CSEC in fiscal years 2008-2009 to implement Wireless Phase II capability at 303 public safety answering points (PSAPs) in the state's 24 regional planning commissions (RPC).

★ The CSEC/RPC program has met and exceeded the FY 2008-2009 target established by the Legislature for this key performance measure.

A PSAP is Phase II capable when it has the equipment and mapping required to receive and display the x/y coordinates of a 9-1-1 caller's location.

★ 350 PSAPs are Phase II capable.

A Phase II capable PSAP is authorized by the Federal Communications Commission (FCC) to place a request for Phase II enhanced 9-1-1 service with each wireless carrier in its region.

★ 100% of PSAPs have requested Phase II service from all carriers.

A wireless carrier has deployed Phase II service when it has enabled and tested the network, database, and location determining technology that sends a 9-1-1 caller's x/y coordinates to a PSAP. The FCC allows wireless carriers 6 to 12 months to deploy Phase II service upon receipt of a valid request from a PSAP.

★ 89% of PSAPs had deployed Phase II service with all of the carriers in the region, as of July 1, 2009.



**CELL PHONE SALLY SAYS:**

- 9-1-1 is for emergencies only.
- 9-1-1 is the number to call for the police, fire department, or ambulance.
- Never call 9-1-1 as a joke.

**NEWSLETTER SURVEY**

Please assist the CSEC in improving the newsletter by providing us with some feedback.

Do you find the the newsletter helpful? YES  NO

Do you wish to continue receiving future mailings? YES  NO

If no, please provide your name and address so we can remove you from our mailing list:

You may also complete this survey online at: [www.911.state.tx.us/browse.php/Texas\\_9-1-1\\_Newsletter/survey](http://www.911.state.tx.us/browse.php/Texas_9-1-1_Newsletter/survey)