

9-1-1 Advisory Board Meeting Summary
Thursday, March 3, 2022
10:30 a.m.
Hybrid/In-Person & Virtual – WebEx Meeting

I. Call to Order

- Mr. Jeffrey Thomas, Executive Deputy Director of PEMA call the meeting to order at 10:30 a.m.

II. Roll Call

- Mr. Jeffrey Thomas (Designee), Mr. David Padfield, Director of Pennsylvania Emergency Management Agency
- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
- Major Sean Georgia (Designee), Commissioner, Pennsylvania State Police
- The Honorable Commissioner Nate Silcox (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Sean Harris (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- Ms. Nadine Dodge (Designee), Mayor of a city of the first class, City of Philadelphia
- Chief Matt Brown (Designee), County Executive of a county of the second class, Allegheny County
- Ms. Jennifer Cass (Designee), County commissioner of a county of the second class, Montgomery County
- The Honorable Commissioner Pamela Tokar-Ickes, County commissioner of the fifth, sixth, seventh or eighth class, Somerset County
- The Honorable Commissioner Mark Hamilton, County commissioner of the fifth, sixth, seventh or eighth class, Tioga County
- Ms. Kelly Collins, 9-1-1 Coordinator of a city of the first class, Philadelphia County
- Mr. Gary Thomas, 9-1-1 Coordinator of a county of the second class, Allegheny County
- Mr. Tim Boyce, 9-1-1 Coordinator of a county of the second-class A, Delaware County
- Mr. Jeffrey Porter, 9-1-1 Coordinator of a county of the fifth, sixth, seventh or eighth class, Wyoming County
- Ms. Jolene Burkhardt, 9-1-1 Coordinator of a county of the fifth, sixth, seventh or eighth class, Indiana County
- Mr. Anthony Deaven, Pennsylvania Health Service Council
- Mr. Thomas O'Donnell, Pennsylvania Fire and Emergency Services Institute
- Mr. Chad Aucker, Association of Public-Safety Communications Officials
- Mr. John Grappy, Pennsylvania Chapter of the National Emergency Number Association
- Ms. Barbara Burba, Pennsylvania Wireless Association
- Mr. Steven Samara, Pennsylvania Telephone Association
- Mr. Ronald Grutza (Designee), Pennsylvania State Association of Boroughs
- The Honorable Commissioner Nate Silcox, Pennsylvania State Association of Township Commissioners
- Mr. Don DeReamus, Ambulance Association of Pennsylvania

III. Opening Remarks

- The Honorable Commissioner Nate Silcox (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate provided remarks on the statewide 988 initiative.
- The Honorable Commissioner Nate Silcox (Designee), inquired on the percentage of surcharge costs to cover 911 expenses. Prior to Act 12 (2014) the surcharge costs covered 64% compared to current coverage of 76%.

IV. **ACTION ITEM:** Motion by Mr. Gary Thomas and seconded by Ms. Kelly Collins to approve the minutes of the December 2, 2021 9-1-1 Advisory Board meeting as presented. Motion passed.

V. PEMA 9-1-1 Program Update

Deputy Director Jeffrey Boyle presented the following:

- **2021 9-1-1 Surcharge Revenue Totals**

▪ Revenue collected in 2021	\$325,738,118
• VoIP	\$53,633,423
• Wireless	\$203,825,743
• PP Wireless	\$36,254,244
• Wireline	\$31,932,659
• Interest	\$92,049
▪ Revenue collected in 2020	\$318,291,063
• VoIP	\$52,997,533
• Wireless	\$194,862,782
• PP Wireless	\$34,329,140
• Wireline	\$35,101,528
• Interest	\$1,000,080
▪ Revenue collected in 2019	\$318,030,576
• VoIP	\$54,004,429
• Wireless	\$190,177,245
• PP Wireless	\$32,248,830
• Wireline	\$38,807,580
• Interest	\$2,792,492

- **2021 Revenue Distribution**

- 88% - Formula
- 11% - Statewide Interconnectivity
- 1% - PEMA Administration

- **Federal NG911 Grant**

- 4.88 million awarded in Fall 2019
- Funds helped stand-up NG911 service
 - Data center build & testing complete January 2022
- Final grant reimbursement submitted February 2022
- PA ready to accept more funding, if available
 - Funds would be used to cover costs of operating E911 & NG911 systems concurrently

- **NG911 Project Update**

- Significant progress to date; cooperation among all parties (PEMA, counties, OSPs, vendors, etc.)
- Partnerships helped identify areas where additional time is needed to provide best service possible
 - Northern Tier: More time needed to move counties from current network to new private network

- Southwest: More time needed to install equipment; complete testing
 - Migration dates for Northern Tier & Southwest delayed
 - A significant delay is not anticipated
 - Working to revise dates based on delivery of equipment, completion of testing and availability of resources
 - Dates for other regions not expected to be impacted at this time
- **NASNA Petition for Rulemaking with the FCC**
 - October 2021: Petition filed with the FCC
 - Clarify roles, responsibilities for delivering calls thru ESInets
 - Gray area between Originating Network & NG911 system
 - Who, what, when, and how for getting calls to the NG911 system
 - All parties have concerns (technology, funding)
 - FCC rules may help clarify responsibilities
 - February 2022: Comment period ended
 - States, telephone authorities, industry association, etc.
 - PEMA filed comments in support to implement NG911 in a structured, coordinated manner
 - <https://www.fcc.gov/ecfs/search/filings?proceedingsname=21-479&sort=datedisseminated.DESC>
- **Training & QA/QI Program Certifications – Q1 2022**
 - 2021 Initial Certification Reviews
 - PSAP Programs Certified (fully compliant)
 - Training – 44
 - QA/QI – 44
 - Compliant except for Police/Fire protocols (CP Required)
 - Training – 20
 - QA/QI – 20
 - Program Development Required (CP required)
 - Training – 3
 - QA/QI – 3
 - Since 2021 Q4: Berks and Lehigh have achieved program certification
 - Program development required: Fulton, Huntingdon, and Greene
 - Complementary activity: Repeal 4PA Code 120 b, c, and d
- **911 Program – Q1/Q2 Activities – 911 System Plan**
 - Each county required to maintain a 911 System Plan (35 Pa. C.S. § 5304)
 - Plan process designed to highlight the PSAP
 - Highlight variety of great work performed by PSAPs
 - Provide understanding of what it takes to provide 911 service
 - In addition, Plan process used for key activities:
 - Maintain PSAP inventory
 - Plan, budget 15% funding
 - Maintain State 911 Plan & Priorities
 - Measure progress towards NG911 implementation & enhancements
 - Board shall review each 911 System Plan for completeness and may recommend approval or disapproval of the plan to PEMA (§ 5305)
 - Review is focused on completeness, limited areas for judgement
 - Board members: notify PEMA if you are interested in participating in review process
- **2022 Statewide Interconnectivity Transition**
 - In 2022, less funds available for new projects (\$35 million vs \$15 million)

- Summary

2022 Estimated Interconnectivity Funds	\$48,000,000
2021 Remaining Balance	<u>\$17,179,160</u>
Estimated 15% Funding	\$65,179,160
NG911 Service – Non-recurring & Recurring Costs	\$24,621,406
System Improvements/New Projects	TBD
2022 Shared System Maintenance	\$11,494,384
2022 Formula Assistance	<u>\$13,500,000</u>
Balance for System Improvements/New Projects	\$15,563,370
- Transition from open, competitive application to planned, budgeted allocations
- PEMA has begun process to inventory projects & costs
 - May 31 – Costs due
 - July 31 - Target date to finalize 2022 allocations
 - Looking ahead – 911 system plan used as foundation to plan, budget funds

VI. Funding Subcommittee Update

• Membership

- | | | |
|------------------|--|---------------------------------|
| ▪ NECORE | Fred Rosencrans, Luzerne
Todd Weaver, Northampton | Primary
Alternate |
| ▪ North Central | Dave Cohick, Tioga
Andrew Kremser, Clinton | Primary
Alternate |
| ▪ Northern Tier | Chris Clark, Jefferson
Nate Burgett, McKean | Primary
Alternate |
| ▪ South Central | Matt Hobson, York
Vacant | Primary
Alternate |
| ▪ Southeast | Brian Gottschall, Berks
Kelly Collins, Philadelphia | Primary
Alternate |
| ▪ Southwest | Gary Thomas, Allegheny
Frank Jannetti, Mercer | Primary (Chairman)
Alternate |
| ▪ S. Alleghenies | Mark Taylor, Blair
Chris Stevens, Huntingdon | Primary
Alternate |
| ▪ CCAP | Melissa Gates | |
| ▪ PEMA | Jeff Boyle | |

• Committee Membership Responsibilities

- Provide advice & recommendations to assist PEMA with statewide decisions
- Inform regional partners of Subcommittee activities
- Gathering information/input from regional partners

• 2022 Objectives

- 2022 statewide interconnectivity funding allocations
 - Assist with defining 2023 maintenance costs within region
 - Assist with identifying new projects & costs within region
 - Assist with defining responsibilities of 15% funds looking ahead (what are these funds expected to cover in a NG911 environment?)
- Distribution formula review
 - Review is required in 2022 to determine any changes for calendar year 2023
 - Concerns with formula structure and with counties seeing a reduction in revenue are understood

- Assist PEMA with defining a solution that addresses concerns with the current formula based on 2010-2014 data and concerns with counties seeing a reduction in formula revenue
- NG911 Service – Non-emergency Change Management Process
 - ESInet designed to support ancillary services for public safety
 - Assist PEMA with defining criteria, format, and procedures for change requests
 - Review process will need implemented to make improvements in a planned, coordinated, and financially sustainable manner
- Other focus areas:
 - Eligibility Factors List review
 - Review of serve caps for capital and operating reserves
 - 911 System Plan process improvements

VII. Technical Subcommittee Update

Bill Shertzer, PEMA 911 Program Manager presented the following:

- **Established New Subcommittee Structure – January 2022**
 - Subcommittee positions are 100% filled
 - 2 Members from each of the 7 NG911 regions
 - 2 Members in an Advisory Role from the Office of Administration, GIS Working group, and CCAP
 - Subcommittee structure
 - <https://www.pema.pa.gov/911-Program/911-Advisory-Board/Documents/911-Advisory-Board-Technical-Subcommittee-sStructure.pdf>
- **Review PSAP Standard Operating Procedure (SOP) for NG911**
 - Draft reviewed and comments submitted
 - Reviewing comments and drafting language as necessary
 - Submit to PEMA for final review and agreement with Comtech
- **PSAP SOP includes Change Management Process**
 - Electronic Change request form being developed
 - Form and process will be reviewed and updated as necessary
- **Future work**
 - 911 Service portal
 - 911 Service dashboard
 - 120b Best Practice and Supplemental Guidance document

- **GIS Working Group Updates**

Christian Przybylek, PEMA Geospatial Analyst presented the following:

- Meeting Schedule
 - GIS Working Group meets the third Thursday of every month
- 2022 Planning
 - January 2022, robust planning discussion
 - Work plan document to help guide
 - Document outlines topics for discussion and workshops
- Proposed session topics include
 - GIS Data Hub output review
 - Updating PEMA’s data model
 - GIS layer change management guidance
 - Review opportunities for partnerships
 - Update the statewide NG911 GIS strategic plan

- **GIS-related updates**
 - GIS Data Hub (GDH) tentative onboarding dates for remaining regions
 - South Central – April 2022
 - NECORE – July 2022
 - SEPA – August 2022
- **GIS Quality Control (QC) Pre-Check Overview – Status Map (color) Classification**
 - Blue – Onboarded (up & running with GIS Data Hub)
 - Blue-Stripe – Pending/Unique Circumstance (further discussion needed with county)
 - Green – QC Pre-check Complete (QC results have been provided to the county or region and a one-one meeting occurred)
 - Yellow – QC Pre-check in Progress (Data being run through GDH, pending one-on-one meeting)
 - Yellow-Stripe – County Indicated interest/pending data submission (county stated intention to provide data)
 - White – QC Process not yet started
- **GIS Quality Control (QC) Pre-Check Overview**
 - Purpose
 - Provide county and regional GIS stakeholders not yet onboarded to the PEMA GIS Data Hub with early access to QC results
 - Benefits
 - Getting updated GIS quality control (QC) results
 - Identifying critical errors
 - Developing strategies for addressing critical errors ahead of onboarding
 - Providing GeoComm with key insights in nuances of jurisdiction’s data
- **GIS Quality Control (QC) Pre-Check Overview**
 - Request an early QC review – email Christian Przybylek
 - Within 2 business days, PEMA sends an invite to County to share data
 - Data is shared with GeoComm and undergoes QC
 - Results are ready, PEMA schedules a one-on-one review with County and GeoComm
- **PEMA GIS Data Hub Migration Workflow Review**
 - Flow Matrix
 - Pre-onboarding
 - GIS Data Hub Training
 - GIS Data Starts Continuous Quality Improvement
 - Regional GIS Kickoff Call
 - Monthly GIS Checkpoint Calls
 - Migration to NG911 Service
 - Ongoing Maintenance
 - Steps each region follows after their GIS data hub training
 - After a region is onboarded, counties within that region will upload their GIS data a minimum of every two weeks until they are Critical Error Free (No limit to the number of uploads).
 - PEMA, Comtech, and GEOcomm also facilitate monthly GIS checkpoints calls with each onboarded region where we discuss each county’s Critical Error and identify strategies for addressing them. We also look at month-over-month progress and measure the percentage reduction in the total critical errors for each county.
 - We also offer one-on-one touch base calls with counties in between monthly regional calls to ensure they have the resources they need to address the issues in

their data. This also provides PEMA with an opportunity to check in and address any issues that may have gone unreported.

- **PEMA NG911 GIS Resource Hub**
 - PEMA's refreshed NG911 GIS webpage
 - <https://www.pema.pa.gov/911-Program/Partners/NG911-GIS/Pages/default.aspx>

VIII. Next Generation 911 Project Update

Christine Smith, Comtech present the following:

- **NG911 Project Update**
 - By accessing the PEMA 911 website's NG911 Dashboard, counties can keep up to date by county and project phase
 - Currently 38 Pennsylvania counties are in Network Design or System Build phases
- **NG911 Project Q1 Achievements**
 - Infrastructure Build
 - Acceptance Test Planning and Testing of Core Systems complete
 - Regional ESInet Integration complete (WestCORE)
 - PEMA ESInet Fiber builds complete (WestCORE, Northern Tier)
 - GIS and ALI Installation
 - Data Analysis and Validation – SCM and North Central complete
 - GIS and ALI user accounts/training – North Central complete
 - GIS Data Readiness – WestCORE, Northern Tier, SCM, North Central ongoing
 - OSP Turn Up Activities
 - Carrier Connectivity established and in-progress
 - Carrier Connectivity testing began
 - PSAP Migration
 - PSAP Migration Kick-offs and Communications – SCM and North Central
 - PSAP Facilities Preparation -Northern Tier
- **Infrastructure Build – Q1**
 - Next Generation Core Service Acceptance Test plan executed to verify the NGCS system functionality and failover scenarios
 - Testing of the Core Systems completed in February 2022
 - Test results will be reviewed and approved by PEMA in March 2022
 - Comtech and PEMA building a statewide, private fiber optic network connecting Comtech Data Centers to PSAPs and existing regional ESInets
 - Southwestern Regional network connecting to PEMA ESInet via points of interconnect at Mercer, Westmoreland, and Cambria counties
 - Integration between PEMA ESInet and Regional Network completed
 - Southwestern and Northern Tier regions connected with PEMA ESInet were completed and successfully tested
 - Fiber builds for South Central Mountain scheduled for completion in March 2022
- **GIS and ALI – Q1**
 - Southwest/WestCORE
 - 6 of 12 counties above 98% match rate
 - 9 of 12 counties critical error free
 - Northern Tier
 - 5 of 9 counties above 98% match rate
 - 5 of 9 counties critical error free
- **GIS and ALI installation**
 - Data analysis and validation – SCM and North Central complete

- GIS and ALI user accounts/training – North Central
 - GIS Data readiness – WestCORE, Northern Tier, SCM and North Central
- **Originating Service Provider – Q1**
 - Carrier connectivity established and in progress
 - Carrier connectivity testing began
- **PSAP Migration Progress – Q1**
 - Southwest/WestCORE (system build) – site acceptance testing
 - Northern Tier (system build) – CHE equipment installation
 - South Central Mountain (network design) – PSAP kickoff
 - North Central (data collection) – PSAP data updates
- **NG911 Project – Q2 2022 activities**
 - Infrastructure build
 - Regional ESInet integration (SCM)
 - PEMA ESInet fiber builds (SCM, South Central)
 - PEMA ESInet network designs (NECORE, SEPA)
 - GIS and ALI implementation
 - GIS and ALI user accounts/training (South Central)
 - GIS data readiness (WestCORE, Northern Tier, SCM, North Central)
 - OSP Turn-up Activities
 - Carrier connectivity established (per carrier)
 - Carrier connectivity testing (per carrier)
 - PSAP Migration
 - Pre-Migration acceptance testing (WestCORE and Northern Tier)
 - Training – ALI and Bootcamp (WestCORE and Northern Tier)
 - Facilities preparation (SCM)
 - Region kickoff (South Central)

IX. 988 Update

Matthew B. Wintersteen, PhD, Commonwealth 988 committee presented the following:

- **Lifeline Crisis Services**
 - Caller’s emotional distress and suicide risk is significantly reduced from the beginning to the end of the call
 - RAND study: Callers to Lifeline crisis centers more likely to be assessed for suicide and report less distress by end of the call than non-Lifeline centers
 - Crisis counselors are able to secure the caller’s collaboration on an intervention on over 75% of imminent risk calls
 - Two-thirds of chatters reported that chat was helpful and that they were significantly and substantially less distressed at the end of the chat intervention that they were at the beginning
 - Lifeline follow-up calls to persons at risk: 80% say calls helped keep them safe, with half saying it’s the reason I’m alive
- **How is 988 different than 911?**
 - 988
 - The contact is the intervention: overwhelming majority of crises can be reduced
 - Trained crisis counselors answering contact: average call time is 20 minutes
 - Centralized routing efficiencies, quality assurance and standards
 - Can also link to outreach services and care, follow-up services
 - Risk response is grounded in a focus of least restrictive intervention possible
 - 911
 - Calltaker/Dispatcher serves as a relay for fire, EMS, and law enforcement

- Typically, fire, EMS, or law enforcement must be deployed
- **Lifeline calls and 911**
 - 911 Calltakers/Dispatchers per lifeline mode
 - Telephone
 - 23% of calls present with suicidal distress
 - 2% require 911 dispatch
 - Crisis Chat (web-based)
 - 47% of chat visitors in suicidal distress
 - 0.7% require 911 dispatch
- **911 Mental Health calls**
 - 8% of 240 million 911 calls involve persons with emotional disturbances
 - Approximately 3 calls per event
 - Some mental health calls will still require 911 (weapons, attempt in progress, etc.)
 - Approximately 4.8 million mental health calls annually could be deflected from 911
- **Crisis system: chronological events**
 - Person in crisis
 - Crisis line (80% resolved on the telephone)
 - Mobile Crisis teams respond (70% resolved in the field)
 - Crisis facilities (65% discharged to the community)
 - Post-Crisis wraparound (85% remain stable in community-based care)
 - Decrease use of jail, emergency room, in patient admission
- **Lifeline Current State**
 - Network of independently operated, independently funded local and state call centers
 - Lifeline is not one large national call center
 - 3.6 million contacts received in CY 2020
 - 2021: 36% of Lifeline centers received public funds
 - 196 nationwide centers
 - 9 national backups
 - 42 crisis chat and text centers
 - 3 Spanish centers
 - 1 VCL backup
- **National Call flow**
 - Caller dials 1-800-273-TALK
 - If the caller presses “1” they are routed to the Veterans Crisis Line
 - If the caller presses “2” they are routed to the Spanish sub-network
 - If the caller does not press a prompt, they are routed to their local crisis center
 - If the local center is unable to answer, the call is routed to our national backup network
- **Pennsylvania Call flow**
 - Caller dials 1-800-273-TALK
 - If the caller presses “1” they are routed to the Veterans Crisis line
 - If the caller presses “2” they are routed to the Spanish sub-network
 - If the caller does not press a prompt, they are routed to their local crisis center
 - If their local center is unavailable, they are routed to a PA regional backup center
 - If the local center is unable to answer, the call is routed to our national backup network
- **988/911 Commonwealth Subcommittee**
 - Objectives/goals
 - Develop understanding of when and how to transfer the call from 911 to 988 and from 988 to 911

- 988 community must have a clear understanding of the 911 Communication Center’s protocol system, to include Emergency Police Dispatch and Emergency Medical Dispatch
- Handling of 2nd and 3rd party callers
- Legal review of the “Transfer of Care” concept for the 911 community
- Geolocation and how these feed into protocols
- Transport to crisis center, rather than the emergency room

Mr. Tim Baldwin, Lancaster County, inquired how the Lifeline Centers are currently funded and the position of future funding. Additionally, does the Lifeline Centers coordinate with local hospitals on bed availability?

X. New Business

Mr. Sean Harris shared an inquiry of support from the 911 Advisory Board/PEMA based on the recent EMS hearings on ways to reduce non-emergent EMS incidents in order to allow EMS units to respond to emergent incidents. The 911 Advisory Board requested additional information to better serve the inquiry.

XI. Public Comments

Mr. Jeffrey Thomas, Executive Deputy Director of PEMA, shared his appreciation with the state elected officials, with keeping the 911 funds to support the County 911 PSAPs and not diverting the monies.

Next 911 Advisory Board meeting is Thursday, June 2 at 10:30 am.

XII. Adjournment

Motion by the Honorable Commissioner Nate Silcox and second by Mr. Jeffrey Thomas, Executive Deputy Director of PEMA to adjourn the meeting at 11:59 a.m. Motion passed.