



9-1-1 Advisory Board Meeting Summary

Thursday, March 9, 2023

10:30 a.m.

Hybrid/In-Person & Virtual – WebEx Meeting

I. Call to Order

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency called the meeting to order at 10:32 a.m.

II. Roll Call

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
- Major Christopher Paris, Acting Commissioner, Pennsylvania State Police
- Mr. Jeff Cavanaugh, (Designee), Minority Chairman of the Veterans Affairs & Emergency Preparedness Committee of the Senate
- The Honorable Representative Jared Solomon, Majority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- The Honorable Representative Mark Gillen, Minority 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
- The Honorable Commissioner Mark Higgins, County Commissioner of the third or fourth class, Centre County.
- The Honorable Commissioner Mark Hamilton, County Commissioner of the fifth, sixth, seventh or eighth class, Tioga County
- The Honorable Commissioner Pamela Tokar-Ickes, County Commissioner of the fifth, sixth, seventh or eighth class, Somerset 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. Matthew Hobson, 9-1-1 Coordinator of a county of the third or fourth class, York 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. Mike DeMatt, State Geospatial Coordinating Board
- Mr. Jason Hebbe, Governor's Office of Administration
- Mr. David Holl, Pennsylvania Chief of Police Association
- Mr. Chad Aucker, Association of Public-Safety Communications Officials
- Mr. John Geib, Pennsylvania Chapter of the National Emergency Number Association
- Mr. Frank Jannetti, Jr., Keystone Emergency Management Association
- Ms. Sue Carter, (Designee), Pennsylvania Telephone Association
- Mr. Richard Pomerantz, Pennsylvania State Association of Township Supervisors

III. Opening Remarks

- The Honorable Representative Jared Solomon, Majority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives and the Honorable Representative Mark Gillen, Minority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives provided opening remarks and indicated they are looking forward to working with the 911 Advisory Board.

IV. **ACTION ITEM:** Motion by Ms. Kelly Collins and seconded by Commissioner Mark Higgins to approve the minutes of the December 8, 2022, 9-1-1 Advisory Board meeting as presented. **Motion passed.**

V. **Next Generation 911 Project Update**

Christine Smith, Comtech, presented the following activity:

- **NG911 Project Achievements**

- **Project indicator**

- 2 regions (29%) live with NG911
- 21 counties (31%) migrated to the State ESInet, update complete
- 2,064,663 (16%) of population in Pennsylvania live with NG911

- **Northern Tier**

- Q1 activity included user access updates, application support, and Quarterly support meetings
- NG911 Calls per month
 - January 18,951
 - February 17,178

- **Southwest**

- 11 counties migrated in Quarter 1 (completed February 14) (Q1)
- Q1 activity included post migration feedback sessions, Legacy services decommissioning which are continuing activities, and planning for Allegheny, Greene, and Washington migrations.
- NG911 Calls per month
 - January 15,783
 - February 35,109

- **South Central Mountain**

- Q1 activities included:
 - Regional network integration (Q1)
 - Acceptance of the detailed Regional Project Schedule (Q1)
 - Blair ATP complete 3/2 (Q1)
 - Application access validation (continuing activity)
 - Application Training (continuing activity)
 - ATP testing and PSAP migrations (continuing activity- complete by 3/30)

- **North Central**

- Q1 activities included:
 - Call flow and policy decisions (complete 3/30) (Q1)
 - Network design complete (Q1)
 - Pre-migration activities scheduled (Q1)
 - Approval of detailed Regional Schedule (continuing activity)
 - Finalization of fiber builds
 - Call flow and Policy decisions

- GIS/ALI compliance
- **South Central**
 - Q1 activities included:
 - Core fiber build testing
 - PSAP fiber builds
 - Implementation Workbook
 - Region design
 - Call flow and Policy decisions
 - GIS/ALI progress
- **SEPA**
 - Q1 activities included:
 - Finalizing of the AT Will project schedule
 - Berks fiber build complete
 - GIS/ALI progress
- **NECORE**
 - Q1 activities included:
 - Fiber build/IRU applications and scheduling
 - GIS/ALI progress

VI. Next Generation 911 Service – FAQ and Lessons Learned

Bill Shertzer and Christian Przybylek, PEMA expressed thanks to the PSAPs for all their work and specifically highlighted that there have been no delays in any of the regional migration activity due to GIS! This is a great accomplishment and the amount of work required is recognized and very much appreciated. They then presented the following related to NG911 service migrations:

- **PSAP Preparation work: Update your call transfers in your CHE**
 - **Once Migrated, you will have the ability to transfer to any PSAP in PA with ANI**
 - Updates will be required for the PSAPs already programmed in your CHE
 - Additions will be necessary for those PSAPs not already built in your CHE
 - Changes to your 10-digit transfers will be required to allow for transfers to occur
 - **ALI Formatting: Differences from Legacy to NG911**
 - ALI display/format in the legacy world is set by the ALI provider in most cases
 - NG911 ALI formatting is done by the CHE
- **VESTA-CHE Migration: VOIP calls are assigned a WRLS class of service (COS)**
 - PSAP impacts, Temporary Workarounds detailed
 - For VESTA users, fix will be in a software release
- **VESTA-CHE Migration: Abandoned calls presenting to a PSAP other than the originally destined PSAP**
 - **Trouble Description**
 - 911 calls going abandoned in a short period of time typically 5 seconds or less, the abandoned call is delivered to the PSAP on the shared VESTA system with the lowest indexed trunk
 - PSAP impacts, Temporary Workarounds detailed
 - For VESTA users, fix will be in a software release

- **Double ALI pop on AT&T Wireless calls**
 - **When testing AT&T Wireless calls, at times pANI shell record would appear and in 1 to 2 seconds a Phase 2 record is displayed on the screen.**
 - It has been observed to happen in the reverse order pANI record then shell
 - AT&T's third-party provided needed to make a change in their setting in their ALI database settings for AT&T
- **Achieving GIS Data Readiness – the sooner the better!**
 - **Work with Christian Przybylek**
- **Achieving critical free GIS data allows the spatial MSAG to be created.**
 - Validation of records in the legacy ALI database can then be completed
 - The higher the match rate of your SSAP and RCL data to your ALI data, the more valid your ALI data will be.
 - ALI discrepancies can be identified and resolve by the OSPs
- **When loading your GIS data, ensure the layers are not empty**
- **Statewide GIS Readiness Indicators (as of 2/22/2023)**
 - 21 PSAPs are live with NG911 service & are geospatially call routing 911 traffic
 - 16 additional PSAPs have their data critical error free
 - 9 more PSAPs have 100 critical errors or less

Frank Jannetti, Jr thanked the PEMA team for their efforts with coordinating the PSAP migrations to NG911 along with GIS support to ensure county GIS data was ready to support NG911 service.

VII. Funding, Operations, and Technical Subcommittee Updates

Deputy Director Jeffrey Boyle reviewed the structure of the subcommittees and the focus of each:

Funding Subcommittee – 2023 Goals and Objectives

- **15% planning: 2023-2025 funding cycles**
 - Assist PEMA with obtaining information to define allocations
 - Advice to help PEMA define 15% funding responsibilities in NG911 environment
- **Review caps for capital/operating reserves**
- **Suggestions to improve 911 System Plan process**
- **Formula Review (Suggestions to update 5306.1)**
- **Suggestions for more effective ways to procure services and manage costs**
 - Leverage ESInet for cost/operational efficiencies
 - Eligibility Factors List review
 - Review of reserve caps for capital and operating reserves
 - 911 System Plan process improvements

Operations Subcommittee – 2023 Goals and Objectives

- **Annual minimum requirements review**
 - Requirements Adjustment: move CPR to call-taker training to align requirements with PSAP operations
- **Advice/recommendations on NG911 topics (Training, Dashboard feedback, etc.)**
- **Suggestions to enhance PSAPTC and aid in moving functionality into the PSAP Portal**
- **Best practices documentation where needed**

- **Status of Training & QA/QI Program Certifications**
 - 53 PSAP programs certified
 - Central Susquehanna Regional 911 achieved certification since December
 - Remaining PSAPs continue to make progress towards certification
 - Fire and Police Protocol implementation has been a hurdle

Technical Subcommittee – 2023 Goals and Objectives

- **Suggestions for more ways to procure services and manage costs**
 - Participate in RFI process to assist with gathering information on cloud-based/hosted solutions (joint effort with Funding Subcommittee)
- **Advice/recommendations to enhance the NG911 system in a planned, coordinated and financially sustainable manner**
 - Participate in NG911 Service Enhancement Request process in 2023 911 Program Guidance
- **Suggestions to update and implement minimum technology and operating requirements**
 - Rescind and replace 4 PA Code 120b
- **Advice/recommendations in other areas related to 911 technology**

NG911 GIS Working Group – 2023 Goals and Objectives

- **Update PEMA NG911 Data Model & Best Practices in conjunction with the NENA Standards**
- **Assist with updating Statewide NG911 GIS Strategic Plan**
- **Assist with testing spatial interface enhancements such as the Data Hub**
- **Regional NG911 GIS Migration readiness**
- **Suggestions to improve data sharing**
- **Spatial interface and ASLI-LDP refresher training**

VIII. PEMA 9-1-1 Program Update

Deputy Director Jeffrey Boyle presented the following:

- The total surcharge revenue collected in 2022 was \$323.7 million which represents a decrease of \$2 million or less than 1% from 2021.
- **2022 Revenue Distribution:**
 - 87.2% - Formula
 - 10.8% - Statewide Interconnectivity
 - 2% - PEMA Administration
- **2023 911 Program Key Dates for County Partners**
 - **2022 Combined Report & Transition to PSAP Portal Finance Module**
 - **4/15/23:** 2022 Combined Report is due.
 - **After 4/15:** Counties will have read-only access to Webtool
 - **4/15/23-5/1/23:** Financial activity will transition to new PSAP Portal
 - Once your Combined Report review is complete, PEMA will provide your county training on the new Financial Portal
 - **Statewide Interconnectivity Funding:**
 - No competitive application; focus is on planning allocations looking ahead as far as possible
 - **8/31/23:** Finalize 15% allocations for 2023,2024, and 2025 as best as possible
 - New projects will be focused on:
 - Leveraging ESInet for shared systems and ancillary services
 - Moving PSAPs further towards using technology to share workload

- **10/31/23:** 1st Grant Quarterly Progress Report (QPR) due
 - Only applies to counties that have open 15% grant
 - QPR is how counties will report grant expenses and request payments going forward; all completed on a quarterly basis
- **Federal News: FCC Provides States Access to NORS/DIRS**
 - Access & Use of NORS/DIRS Data access is restricted to States only – PEMA has been granted access to these sites.
 - Sharing NORS/DORS info outside of PEMA is permitted in a limited capacity and with specific documentation requirements. PEMA sharing of the information with a PSAP will require the PSAP to sign a certification statement outlining the requirements.
 - PEMA will schedule training to provide further detail
- **December 2022: FCC proposes rules for Location-based routing of wireless 911 calls**
 - Would require providers to deliver 911 calls, texts, associated routing information in IP format upon the request of 911 authorities who have established NG911 capabilities.
 - Step towards delivery of 911 calls in formats enabling full implementation of NG911
 - Information can be found on the FCC website <https://www.fcc.gov>
- **February 2023: FCC rules updated to ensure 911 special facilities (PSAPs) receive timely and actionable information about 911 outages:**
 - Follow up to Q4 2022 Board meeting discussion item
 - Rules published in *Federal Register* on 2/15/2023; however effective date delayed for many provisions. FCC will publish effective date in *Federal Register* when defined.
- **Overview of 911 Programs by State**
 - 911 legislation, eligibility rules, and financial reporting requirements vary by state making a standard comparison among states difficult to achieve
 - *FCC 911 Fee Reports* and *LBFC Reports* (<http://lbfc.legis.state.pa.us/Reports>) are great resources, but it is important to understand the limitation of data reported by states used to generate these resources
 - Examples of financial reporting differences were presented.
- **State Fiscal Year 2023-2024 Budget**
 - Budget proposes to increase the 911 fee from \$1.65 to \$2.03
 - Would tie the 911 fee to inflation to keep pace with changing needs
 - 2.75% of collections would be used to support 988
 - There is much work to be done with the General Assembly and other stakeholders to reauthorize the legislation; formalize a solution that provides 911 much needed support
 - PEMA is committed to working with all stakeholders on this important issue
 - FAQ: Would the 988 funding impact Pennsylvania’s eligibility for federal 911 funding?
 - **No, it would not impact eligibility.** FCC rules (47 CFR 9.23d) allow states to have a multi-purpose fee without impacting grant eligibility
 - Eligibility for federal 911 funding would not be impacted if the following conditions are met:
 - The State specifies the amount or percentage dedicated to 911
 - The 911 portion is segregated and not commingled with the 988 portion
 - The 911 portion is used only for 911 purposes

IX. New Business

- Al Kearney, Lackawanna County, expressed concern over the current 911 staffing crisis

- Claudia Garner, Cumberland County, echoed the concern and asked if PEMA or the State could assist possibly by some type of recognition of the valued service of the current staff
- Greg Kline, Dauphin County, inquired about Federal oversight on new technology that auto-calls 911.
- Scott Krater, Schuylkill County, inquired about any possibility of a tax break for 911 personnel like that received by emergency responders

X. Public Comments

None

XI. Adjournment

Motion by Ms. Kelly Collins to adjourn the meeting and second by Mr. Matthew Hobson at 11:46 a.m. Motion passed.

Next 911 Advisory Board meeting is Thursday, June 2, 2023, at 10:30 am.