9-1-1 Advisory Board Meeting Summary
Thursday, June 2, 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 10:42 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. Ryan Beaston, (Designee), Minority Chairman of the Veterans Affairs & Emergency Preparedness Committee of the Senate
- The Honorable Representative Karen Boback, 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 Mark Higgins, County Commissioner of the third or fourth class, Centre 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
- Commissioner Charles McGarvey, Office of the State Fire Commissioner
- Mr. John MacMillan, State Geospatial Coordinating Board
- Mr. Jason Hebbe, Governor's Office of Administration
- Mr. David Holl, Pennsylvania Chief of Police Association
- 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. Todd Eachus, Broadband Cable Association of PA
- Mr. Jack Lawver, 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), Executive Director of the Senate Veterans Affairs & Emergency Preparedness Committee stated that in April Senator Pat Stefano spoke before the PA Telephone Association's Spring Meeting regarding 911 issues. Silcox also noted that the Legislative Budget and Finance Committee 911 Report, pursuant to SR 96, should be out by year end.
- The Honorable Commissioner Nate Silcox (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate provided remarks that there have been many discussions on the 988 program and the potential 911/988 collaboration.
- The Honorable Representative Karen Boback, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives provided remarks on the hearing on the emergency EMS crisis in Pennsylvania and yielded the floor to Mr. Sean Harris to further detail.
- Mr. Sean Harris discussed the request to the 911 Advisory Board from the March meeting regarding call stacking, and standardization of 911 dispatch protocols. The status is that after further review, the Joint State Government Association has been engaged to establish a resolution to do a nationwide study on this initiative to share with the General Assembly and 911 Advisory Board to identify possible improvements.

IV. ACTION ITEM: Motion by Mr. Jeffrey Porter and seconded by Representative Karen Boback to approve the minutes of the March 4, 2022 9-1-1 Advisory Board meeting as presented. Motion passed.

V. PEMA 9-1-1 Program Update
Deputy Director Jeffrey Boyle presented the following:
- **2022 Statewide Interconnectivity Funding**
    - 15% funding will transition from open grant process to planned allocations
    - 2022 funding focused on limited, targeted initiatives as part of transition
        - NG 911 Service
        - Regional/Shared project Maintenance
        - GIS to enable geospatial routing
        - Regional ESInet needs for NG911
        - New shared phone/CAD initiatives
    - Timeline & next steps
        - May 31: Costs due for consideration
        - June- July: Costs reviewed to determine what 15% funds will cover
        - Aug 1: Target date to determine awards
        - Sept 30: Initial 911 Plans due
    - Summary

Projected 15% Funding Available	$67,010,659
Less: Total Costs for Consideration	$53.714,350
Less: Formula Assistance for 2023	$13,500.000
Potential Balance	($203,691)

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- **% Funding Transition – 911 System Plan**
  - Counties required to develop/maintain a 911 Plan and submit to PEMA (§ 5304)
    - Help stakeholders understand what it takes to provide 911service
    - Budget & plan 911 funding
    - Identify coordination opportunities (procurement strategies, state contractors, hosted solutions, etc.)
  - PSAP Inventory data & cost projections used to Plan/Budget 15%funding
    - Counties should ensure inventory data is current
    - Work with your vendors to identify maintenance costs for future years
    - Identify system refreshments/replacements thru 2026
  - Timeline & Progress:
    - March 16 - PSAP Portal released
    - March-September – PSAPs register, Training, Ongoing Plan Work
    - Sept 30 – 911 System Plans due

- **Training & QA/QI Program Certifications – Q2 2022**
  - 2022 Initial Certification Reviews
    - PSAP Programs Certified (fully compliant)
      - Training – 47
      - QA/QI - 47
    - Compliant except for Police/Fire protocols (CP Required)
      - Training – 18
      - QA/QI – 18
    - Program Development Required (CP required)
      - Training – 2
      - QA/QI – 2
  - 70% of PSAP Training, Certification, &QA/QI programs compliant
  - Since Q1: Adams, Bradford & Fayette have achieved program certification
  - Program development required: Fulton, Greene
  - Efforts getting underway to repeal 4PA Code 120 b, c, and d

- **Geolocation for 988**
  - 911 & 988 Working Group Objective (Lack of) Geolocation Protocols
    - Technical standards for 988 are to be determined
    - Rules for liability protection, privacy exceptions, and provision of location info to be determined
    - Identify gaps & best practices where possible
  - May 24th – FCC Forum on Geolocation for 988
    - Discussion from industry and technical experts on challenges and possible solutions
  - Forum recording & materials:
    - All day event included a variety of stakeholders (988/Lifeline/State & local 911, communications industry leaders, etc.)
    - The forum can be viewed in its entirety at the following website: http://www.fcc.gov/news-events/events/2022/05/forum-geolocation-988

- **NG911 GIS Progress & Next Steps**

Christian Przybylek presented the status of GIS which included a colored statewide map of progress. The exceptional work done by all counties involved to this point was highlighted and thanked. Due to their collaboration, PA is well ahead of the "curve " in the geospatial process with 53 counties onboarded now.

- GIS Data Hub Deployment & QC Pre-check Updates
  - The Southwest, Northern Tier, and South Central Mountain Regions are all onboarded and critical error free.
  - The North Central, South Central Regions and Susquehanna, Lackawanna, and Luzerne Counties have all also bee onboarded.
  - GIS Data Hub Training will be in July for NECORE and in August for SEPA
- QC Pre-Check Program Update
  - Counties not yet onboarded to the GIS Data Hub can resubmit data for QC pre-check. Contact Christian Przybylek to participate.
- GIS Working Group Updates
  - The revised and consolidated PEMA NG911 GIS Data Model & Best Practices Guide has been completed in draft form.
  - Next steps will be to incorporate edits and changes received from the GIS Working Group and publish them to them to PEMA's NG911 GIS webpage.
  - NENA will release version 2.0 of their NG911 GIS Data Model Standard which will serve as a template soon.
- USDOT National Address Database (NAD)
  - NAD is a US DOT initiative that engages local, state, and tribal governments to share data, with the goal of building an authoritative, accurate and current nationwide database of addresses.
  - Blair County recently submitted NG911 Site/Structure Address Point (SSAP) to NAD. The results were 99.8% QC pass rate, 64,538 records passed, and only 125 records flagged for review which is an exception performance.
  - Counties whose data is critical error free who are interested in submitting SSAP data to NAC please contact Christian Przybylek.
  - Deputy Director Jeff Boyle noted the intent of the NAD is for entities, such as google, to use the NAD Database for updating of their records.

VI.   **#IAm911 Campaign Update**

Tim Elbertson presented the results and future objectives for the #IAm911initiative. The initial release of the program generated public interest which is encouraging for the future development of the campaign.

- **#IAm911 Goals & Objectives**
  - **Industry Awareness**
    - Change the perception that a "person with a badge" is the one who answers 911 calls by showing that it's likely going to be one of their neighbors on the other end of the call.
  - **Tool for Recruitment**
    - Increase the appeal of working in the industry by making the professional more "approachable" through first-person voices of those who perform the job every day.
  - **Staff Retention**
    - Initially use this campaign as a way to reward staff for their hard work, with the potential to transition this campaign into a longer-standing program of recognition for exceptional employee service.

- **#IAm911 Outreach**
    - **Outreach Method: Website**
        - Created a dedicated webpage on PEMA's website about careers in 911 and emergency communications.
        - Content includes:
            - Stats about 911 in PA
            - Minimum education requirements, training & desired skill sets
            - Links to PSAP Directory and PA State Police
        - Website Analytics:
            - Unique Page Views: 541
            - Average Time on Page: 2 minutes, 3 seconds
    - **Outreach Method: Social Media**
        - Social Media Analytics:
            - 17 Posts April 10-29, 2022
            - LinkedIn Engagements: 250
            - Twitter Engagements   500
            - Facebook Engagements   13,000
            - Total Estimated Reach: 210,000
- **#IAm911 Next Steps**
    - **Develop More #IAm911 Content**
        - Further expand the campaign by creating content that can be used across multiple platforms: social media, traditional media
    - **Form a Public Education & Outreach Work Group**
        - Coordinated through PEMA 911 Office
        - Get input from county PSAPs, PA Chapters of NENA and APCO, PEMA Communications
        - Establish goals and expected outcomes
        - Identify target audiences
        - Gather relevant information and resource content
        - Select personnel to highlight in #IAm911 materials
        - Consider alternative methods of distributing content and sharing message
        - Develop a method of tracking and measuring success

VII.   Funding Subcommittee Update

Deputy Director Jeffrey Boyle presented the following on the current focus areas:
- **2022 statewide interconnectivity funding allocations:**
    - Provide advice & recommendations to assist PEMA with:
        - Prioritizing initiatives to support
        - Defining responsibilities of 15% funding looking ahead
        - Implementing cost controls and cost-saving measures (cost share; state contracts; hosted solutions, etc.)
- **NG911 Service – Change Management Process for Service Enhancements:**
    - Service enhancement = adding new application onto ESInet, new network endpoint, etc.
    - Framework for improvements in a planned, coordinated, and financially sustainable manner
- **Other focus areas:**
    - Funding formula review
    - Eligibility Factors List review
    - Review of reserve caps for capital and operating reserves

- ▪ 911 System Plan process improvements

VIII. Technical Subcommittee Update
Bill Shertzer, PEMA 911 Program Manager presented the following:
- **Finalized PSAP Standard Operating Procedure (SOP) for NG911**
  - ▪ Outlines how Comtech and the PSAP will interact for support of the NG911 Service
  - ▪ Includes Trouble Reporting, Notification, Escalations, and Change Management
  - ▪ Technical Subcommittee input/assistance helped finalize document
- **Change Management Forms**
  - ▪ Electronic Change Management forms have been developed
  - ▪ Forms include:
    - • PSAP Contact Update
    - • PSAP Account Access
    - • Policy Routing (PR) Rules
    - • Service Enhancements Request Form (SERF)
  - ▪ These forms can be downloaded and submitted via email if the electronic form is not working or unavailable
- **Future work**
  - ▪ Change Management Form Review
  - ▪ Transition planning for new minimum technology, operations, and planning requirements
    - • Publish Best Practice and Supplemental Guidance Documents
  - ▪ NG911 Service Dashboard (demonstration provided.)

IX. Next Generation 911 Project Update
Doug Kesser, Comtech present the following:
- **NG911 Project Q2 Achievements**
  - ▪ Infrastructure Build
    - • Regional ESInet Traffic Migrated to State ESInet (complete in June) (Northern Tier)
    - • Regional ESInet Integration Progressed (complete in June) (SCM)
    - • ESInet Fiber Builds Complete (SCM, South Central)
    - • PEMA ESInet Network Design Complete –Pending Approval (NECORE, SEPA)
  - ▪ GIS and ALI Installation
    - • GIS and ALI User Accounts/Training Complete – South Central
    - • GIS Data Readiness – WestCORE, Northern Tier, and SCM - 0 Critical Errors!
  - ▪ OSP Turn Up Activities
    - • Carrier Connectivity Established (Per Carrier)
    - • Carrier Connectivity Testing (per Carrier)
  - ▪ PSAP Migration
    - • Facilities Preparation Complete (SCM)
    - • Regional Kickoff Complete (South Central)
- **GIS and ALI – Q2**
  - ▪ Northern Tier:
    - • 9 of 9 counties above 98% match rate
    - • 9 of 9 counties critical error free
  - ▪ Southwest/WestCORE:
    - • 12 of 12 counties above 98% match rate
    - • 12 of 12 counties critical error free
  - ▪ South Central Mountain:
    - • 5 of 5 counties above 98% match rate

- 5 of 5 counties critical error free
- **NG911 Project – Q3 2022 activities**
    - Infrastructure build
        - State ESInet Fiber Builds (South Central)
        - State ESInet Initiate Network Builds (Fiber and Hardware) (NECORE, SEPA)
        - Planning begins for Regional ESInet Traffic Migrations to PEMA ESInet (North Central)
    - GIS and ALI implementation
        - ALI Training (Northern Tier, WestCORE)
        - GIS Data Readiness (North Central, South Central)
    - OSP Turn-up Activities
        - Planned 1st Carrier Migrations onto PEMA ESInet
        - Carrier Connectivity Established (Per Carrier)
        - Carrier Connectivity Testing (Per Carrier)
    - PSAP Migration
        - Pre-Migration Acceptance Testing (WestCORE and Northern Tier)
        - Training – NGCS Operations and Tools (WestCORE and Northern Tier)
        - Facilities Preparation (North Central, South Central)

X.   New Business

None

XI.   Public Comments

None

Next 911 Advisory Board meeting is Thursday, September 1 at 10:30 am.

XII.   Adjournment

Motion by the Mr. Gary Thomas to adjourn the meeting and second by Deputy Director Jeff Boyle at 11:47 a.m. Motion passed.