



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

I. Call to Order

- Mr. David R. Padfield, Director of Pennsylvania Emergency Management Agency called the meeting to order at 10:34 a.m.

II. Roll Call

- Mr. David Padfield, Director of Pennsylvania Emergency Management Agency
- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
- Major Chris Storm (Designee), Commissioner, Pennsylvania State Police
- The Honorable Senator Patrick Stefano, Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- The Honorable Commissioner Nate Silcox (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Jeff Cavanaugh, (Designee), Minority Chairman of the Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Sean Harris, (Designee), 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 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. David Holl, Pennsylvania Chief of Police Association
- Mr. Christopher Silvio, The Fraternal Order of Police
- Mr. Chad Aucker, Association of Public-Safety Communications Officials
- Ms. Ann Weller, Designee, Pennsylvania Chapter of the National Emergency Number Association

- Mr. Frank Jannetti, Jr., Keystone Emergency Management Association
- Mr. Kevin Ressler, PA Professional Fire Fighters Association
- Ms. Barbara Burba, Pennsylvania Wireless Association
- Mr. Steven Samara, PA Telephone Association
- The Honorable Commissioner Nate Silcox, Pennsylvania State Association of Township Commissioners
- Mr. Don DeReamus, Ambulance Association of Pennsylvania

III. Opening Remarks

- Mr. David Padfield, Director of Pennsylvania Emergency Management Agency recognized the efforts of the counties, PEMA, committees, and other partners, and PEMA Team to enhance the 911 system and implement NG911.
- The Honorable Senator Patrick Stefano, Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate commented about the release of the Legislative Budget & Finance Committee report on the 911 system which should occur in the next two weeks.

IV. **ACTION ITEM:** Motion by The Honorable Commissioner Nate Silcox and seconded by Honorable Commissioner Mark Higgins to approve the minutes of the June 2, 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 15% Summary**
 - A total of \$66.8 million was available for statewide interconnectivity in 2022
 - As of 9/1/2022, identified obligations were \$55 million
 - 2022 NG911 Service: \$28 million
 - 2022 Grant Awards: \$12.5 million
 - 2023 Formula Assistance: \$13.5 million
 - Anticipated balance of \$11.8 million used to assist with maintaining ability to support formula assistance in addition to NG911 service and regional projects.
- **15% Funding – Looking Ahead**
 - 911 System Plans due to PEMA 9/30
 - Efforts begin to plan out 15% funds for future years
 - Complete transition from competitive grant application process

- **Funding Subcommittee Update**

Deputy Director Jeffrey Boyle presented the following on the current focus areas:

- **RFI released related to cloud-based/hosted CHE solutions**
 - Assist with identifying options to address CHE needs in multiple regions/diverse locations
 - Next steps:
 - Review responses
 - Work with counties/regions; determine any procurement action needed to assist with addressing CHE needs
- **NG911 Service – Process for managing enhancement requests**
 - Make improvements in a planned, coordinated, and financially sustainable manner
 - Define process to gather, evaluate, and prioritize requests; identify enhancements to pursue
 - Develop NG911 enhancement roadmap:

- What is the change? When will it be completed? Who is responsible for the cost?

- **New Bill - Federal NG911 Grants**

- **H.R. 7624 – Spectrum Innovation Act of 2022**

- April 2022: Introduced 4/258 by Rep Mike Doyle (Pa)
 - July 2022: Bill passed House
 - Anticipated Senate will discuss in the coming weeks

- **Includes \$10 billion to assist states with NG911**

- Similar language to proposed Build Back Better Act in 2021, different funding source
 - Proceeds from wireless spectrum auctions withing next 7 years would raise funding

- **Positive step; not likely to provide near term assistance as structured**

- 2019 federal NG911 grant came from 2012 federal legislation involving spectrum auctions.

Question from John Geib, Bucks County 911 Coordinator: *“Will State-to-State connectivity for NG911 be a requirement of the funding?”* Jeff Boyle responded that requirements for the federal funding would be defined by the federal agency if signed into law.

- **#IAm911 Campaign – Awareness, Recruitment, Retention**

Deputy Director Jeffrey Boyle noted that a recent poll identified that the state of staffing in 911 Centers is critical nationwide. 911 centers in PA & across the US facing unprecedented staffing crisis.

- **911 centers in PA & across US facing unprecedented staffing crisis**

- Limited candidates
 - Local industries offering higher pay, incentives to attract limited workers
 - High stress, long hours, and often lower pay
 - Work holidays and weekends

- **Multiple strategies required from various stakeholders such as:**

- Public recognition of 911 Professionals
 - Increase pay; incentives
 - Leverage technology
 - Education/awareness about 911 profession

- **#IAm911 Campaign Update:**

- Meeting with CMS to scope content; production calendar
 - Conducting market research to guide placement of ads
 - **Next Step:** Identify 911 professionals to highlight
 - Campaign run (initial) Jan-April 2023

- **Training & QA/QI Program Certifications – Q3 2022**

- **75% of PSAP Training, Certification, &QA/QI programs compliant**

- 97% once fire & police protocols are implemented
 - Since Q2: Lancaster, Mifflin, & Tioga have achieved program certification
 - Program development required: Fulton, Greene (have 2 years to complete, 1 year in)
 - Efforts continue to rescind old regulation (4PA Code 120 c, and d)

- **NG911 GIS Progress & Next Steps**

Christian Przybylek highlighted the status of GIS by reporting that all 7 regions are now onboarded to the GIS Data HUB, an instrumental milestone. The exceptional work done by all counties involved to this point was noted and thanked. This included those who hosted and helped with the training sessions.

- **GIS Data Hub (GDH) Statewide Deployment Completed.**

- **Updated Best Practices document forthcoming**

- **It is requested that counties submit data to the Data Hub every two weeks**

- **USDOT National Address Database (NAD)**
 - There are now 6 PA counties that have submitted NG911 Site/Structure Address Point (SSAP) to NAD. These should be visible in the next release of the NAD Database.
 - Counties whose data is critical error free who are interested in submitting SSAP data to NAC please contact Christian Przybylek.

VI. Operations Subcommittee Update

Jeff Boyle noted that the Commonwealth is well ahead of other states in the development and implementation of a comprehensive program which includes minimum requirements and certification process. Jeff Garner, PEMA 911 then presented the following:

- **Committee Structure**
 - Group is diverse representing the numerous regions thru out the regions.
 - PSAP representation is needed from the South Central Mountain Region. Contact Jeff Garner at PEMA if you are willing to participate.
- **988 Best Practices Guide for 911 personnel published**
 - With the 988-implementation deadline that was approaching and the need for 911 interaction, the subcommittee provided input and the “best practice” approach to the 911 PSAPS in the Commonwealth.
- **Annual Review of Minimum Requirements**
 - The 911 Training, Certification, and QA/QI Requirements document is annual review is in progress.
- **NG911 Training**
 - As the NG911 project continues to unfold in 2022 and beyond, the subcommittee is an excellent resource to review training materials (i.e., documents, videos, webinars, etc.) prior to being released to the PSAP community.

VII. Next Generation 911 Project Update

Doug Kesser, Comtech present the following:

- **NG911 Project Q3 Achievements**
 - Infrastructure Build
 - State ESInet Fiber Builds continue (South Central, North Central)
 - State ESInet – Initiate Network Build Plans (Fiber and Hardware) (NECORE, SEPA)
 - Planning for Regional ESInet Traffic Migration to State ESInet (North Central)
 - PSAP Migration
 - Pre-Migration Acceptance Testing (Norther Tier and WestCORE (target end of September)
 - Training – NGCS Operations and Tools (Northern Tier and WestCORE)
 - Facilities Preparation (North Central)
- **NG911 Project – Q4 2022 activities**
 - Infrastructure Build
 - State ESInet Fiber Builds (South Central, North Central, NECORE)
 - State ESInet Network Configuration (SCM North Central, SEPA)
 - Regional ESInet Traffic Migration to State ESInet (North Central)
 - GIS and ALI implementation
 - Dual Provisioning Start (WestCORE)
 - ALI Training (SCM)
 - GIS Data Readiness (North Central, South Central, NECORE, SEPA)
 - PSAP Migration
 - Norther Tier PSAP Migrations

- Pre-Migration Acceptance Testing Complete (WestCORE)

VIII. New Business

None

IX. Public Comments

None

Next 911 Advisory Board meeting is Thursday, December 8 at 10:30 am.

X. Adjournment

Motion by Honorable Commissioner Mark Higgins to adjourn the meeting and second by Fire Commissioner Charles McGarvey at 1154: a.m. Motion passed.