

911 Advisory Board Meeting Summary
Thursday, September 2, 2021
10:00 a.m.
Virtual – WebEx Meeting

I. Call to Order

- Jeffrey Boyle, Deputy Director for 9-1-1 called the meeting to order at 10:01 a.m.

II. Roll Call

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
- Major Sean Georgia (Designee), Commissioner, Pennsylvania State Police
- The Honorable Nate Silcox, Commissioner (Designee), The Honorable Senator Patrick Stefano, Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- The Honorable Katie Muth, Senator, Minority Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Sean Harris (Designee), The Honorable Karen Boback, Representative, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- Mr. Mike Hillman (Designee), The Honorable Chris Sainato, Representative, 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
- The Honorable Rich Fitzgerald, County Executive, commissioner of a county of the second class, Allegheny County
- The Honorable Mark Higgins, Commissioner, commissioner of a county of the third or fourth class, Centre County
- The Honorable Robert Snyder, Commissioner, commissioner of the fifth, sixth, seventh or eighth class, Forest 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. Gary Hoffman, 9-1-1 Coordinator of a county of the third or fourth class, Monroe County
- Mr. Chris Clark, 9-1-1 Coordinator of a county of the fifth, sixth, seventh or eighth class, Jefferson County
- Ms. Jolene Burkhardt, 9-1-1 Coordinator of a county of the fifth, sixth, seventh or eighth class, Indiana County
- Commissioner Bruce Trego, Office of the State Fire Commissioner
- Mr. David Holl, Pennsylvania Chief of Police Association
- Sergeant Todd Abromitis, the Fraternal Order of Police
- Mr. Anthony Deaven, Pennsylvania Emergency Health Services Council
- Mr. Stephen Shaver, Pennsylvania Fire & Emergency Services Institute
- Mr. Chad Aucker, Pennsylvania Chapter, Association of Public-Safety Communications Official
- Mr. Joseph Brennan, Pennsylvania Chapter, National Emergency Number Association
- Mr. Frank Jannetti, Jr., Keystone Emergency Management Association
- The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners
- Ms. Heather Sharar (Designee), Ambulance Association of Pennsylvania
- Mr. Gary Myers, Pennsylvania Association of Councils of Governments

III. Opening Remarks

- The Honorable Senator Katie Muth expressed appreciation to 911 personnel and emergency responders across the Commonwealth in their response to Hurricane Ida.

IV. **ACTION ITEM:** Motion by Sean Harris and seconded by Chris Clark to approve the minutes of the June 3, 2021, 9-1-1 Advisory Board meeting as presented. Motion passed. (Michael Vest, Designee, The Honorable Dr. Valerie Arkoosh, Commissioner, County commissioner of a county of the second class, Montgomery County, voted affirmative by proxy vote).

V. PEMA 9-1-1 Program Update

- **2020 Annual Report is due to General Assembly on 12/1/2021**
 - PEMA expects to publish 2020 Annual Report in October
 - Counties were required to report 2020 expenditures to PEMA by 4/1/2021
 - PEMA reviewed nearly 6,000 line items to verify costs met eligibility and reporting requirements
- **2020 Expenditure Details**
 - 2020 total expenditures for 911 service were \$415,236,752
 - Expenditures increased \$50,023,152 or 13.7% from 2019 expenditures
 - Increase primarily in PSAP reported costs not funded by the 911 surcharge
 - \$36.7 million of \$50 million increase
 - \$28 million of the \$36.7 million is attributed to new facility or radio projects in four counties. Prime example of why reported expenditures were not included in the Funding Subcommittee's funding formula recommendation. With revenue collections being level, the use of reported expenditures in the funding formula would likely result in the 4 counties realizing an increase in formula revenue and other counties realizing a decrease.
 - PEMA administrative costs increased by \$1.45 million due to shifting imagery project costs to the administrative funding stream and development of the new Webtool.
 - NG911 service costs were introduced to the statewide interconnectivity funding stream in 2020 and will continue to increase as the NG911 system is implemented.
- **9-1-1 System Priority Progress**
 - In the Annual Report, PEMA is required to include progress on 911 System Priorities outlined in the State 911 Plan.
 - Updates were provided on the 9 priorities; Pennsylvania continues to make significant progress
 - Adopt new minimum requirements for 911 systems
 - Requirements for training, quality assurance, and administration implemented.
 - Adoption of technology, operations, and planning requirements on agenda
 - Establish new county 911 system planning process
 - Process developed, deployment expected shortly after adoption of planning requirements
 - Develop GIS datasets and common GIS processes to support NG911 statewide
 - Statewide imagery project implemented
 - Since 2017, awarded \$8.1 million for 49 projects supporting GIS data development
 - DataHub solution being deployed statewide to support NG911 call delivery
 - Develop NG911 Governance
 - Letter of Engagement for NG911 project has been sent to all counties
 - Areas of focus looking ahead are developing standard operating procedures for NG911 service and coordination between State & regional ESInet providers
 - Sustainable Funding Policies & Procedures
 - Managed funding to sustain 911 service, fund NG911 upgrade, invest in system improvements across Pennsylvania
 - Statewide contracts (911 call delivery, MIS, imagery)
 - Regionalization activity across PA and 4 PSAP consolidations completed
 - Procure statewide NG911 system as service
 - NG911 system implementation in progress
 - Implement a statewide management information system

- 911 Logix implemented as part of statewide NG911 project
 - Support Telecommunicator Recruitment/Retention as NG911 is implemented
 - Issue facing many PSAPs across the country today
 - In the coming years, NG911 will introduce new capabilities and communication tools to 911 system
 - Identify opportunities to reduce telecommunicator workload
 - Collectively, formulate recommendations that PSAPs may use as a toolbox to recruit/retain personnel
 - Expand NG911 public education and outreach efforts
 - Public education personnel in the 911 office
 - NG911 Progress dashboard and resources available on PEMA website
- **2021 Interconnectivity Applications**
 - Grant applications were required to be started by August 15, 2021
 - 127 grant applications in progress
 - 80 applications received in 2020
 - Completed grant applications are due October 31, 2021
 - PEMA/PSAPs work together to finalize applications by October 31, 2021
 - Goal: all reviews complete and awards identified by October 31, 2021
 - Flexibility may be required for Priority #10
 - Priority #10 – Regional Network Needs to Implement NG911
 - Work continues to finalize network designs with some regions
- **Training & QA/QI Program Certification**
 - PSAP Training & QA/QI Program Certification Update
 - 38 PSAP programs certified – fully compliant
 - 25 PSAP programs compliant except for Police and/or Fire protocols
 - 3 PSAP programs require program development (Certification Plan required)
 - Since Q2-2021 – 8 additional PSAPs have achieved program certification
 - Over 95% of PSAPs will meet minimum requirements once protocols are implemented
 - Reminders for PSAPs with certified programs:
 - PSAP responsible for certifying telecommunicators
 - All PSAPs required to maintain telecommunicator roster in PSAPTC
 - Primary way to demonstrate compliance with certification requirements
- **Subcommittee Structure**
 - Reminder: New funding and technical subcommittee structure will take effect January 1, 2022
 - 2 representatives per NG911 service region
 - Method of selection is at discretion of counties within region
 - Anticipate similar approach in Operations Subcommittee
 - Action needed: Regions submit names of two representatives prior to December Board meeting
 - 2022 meetings and beyond
 - Subcommittees meet in person day of Board meetings
 - Additional sessions scheduled as needed
 - County/regional participation encouraged. Significant discussion items in 2022 and beyond related to revenue distribution and technical/operational considerations for NG911 service.
- **NG911 GIS/GIS DataHub Onboarding**
 - Christian Przybylek, PEMA, presented on GIS progress and next steps
 - GIS DataHub (GDH) is the application counties will use to provision their GIS data into the NG911 system to support call delivery.
 - GDH performs Quality Control (QC) checks on GIS data to measure its NG911 readiness
 - GIS goals of NG911 project:
 - Develop public safety grade NG911 GIS data

- Enable geospatial call routing at the time a PSAP is migrated to the NG911 service
- Benchmarks
 - All required NG911 GIS data layers within a county are free of provisioning errors and critical errors
 - ALI to Road Centerline synchronization rate should be greater than or equal to 98%
- GDH Training Updates & Next Steps
 - To date, PEMA has completed GDH trainings and onboarding for the Northern Tier and WestCORE regions
 - What's next for the Northern Tier and WestCORE regions?
 - GIS Kickoff calls are being scheduled now
 - Counties continue to prepare GIS data to meet NG911 requirements
 - Monthly regional GIS check point calls will be scheduled
 - Focus is to have NG911 compliant GIS data 30 days prior to cutover
- GDH training timeframes by region in 2022:
 - January 2022 – South Central Mountain
 - March 2022 – North Central
 - June 2022 – South Central
 - September 2022 – NECORE
 - September 2022 – SEPA
- Counties not onboarded to GDH yet may submit data to obtain their status of compliance with NG911 requirements.
 - To participate, please contact Christian Przybylek at cprzybylek@pa.gov

VI. Minimum Technology, Operations, and Planning Requirements

- **Minimum Requirements**
 - PEMA required to adopt new minimum requirements for technology/operations
 - Current 4 PA Code 120b adopted in 1991
 - Final draft provided to 911 Advisory Board and PSAPs on August 9, 2021
 - Requirement's development ongoing since early 2018
 - Documents have gone through multiple review periods
 - Deputy Director Boyle thanked the technical subcommittee members, 911 Advisory Board and PSAP representative for their expertise and time to develop and review the minimum requirements document

VII. ACTION ITEM: Motion by Chris Clark and seconded by Gary Hoffman to adopt the Minimum Technology, Operations and Planning requirements document as presented. Motion passed. (Michael Vest, Designee for The Honorable Dr. Valerie Arkoosh, County Commissioner of a county of the second class, Montgomery County, voted affirmative by proxy vote)

- **Next Steps upon adoption**
 - Define transition period
 - PSAPs will need time to develop plans and policies (Cyber, COOP, GIS, etc.)
 - Deploy new "911 System Planning" process
 - Establish baseline of compliance with new minimum requirements
 - Information needed for financial planning
 - Maintain inventory data
 - Potential 911 System Plan schedule
 - Development complete; Bucks and Wyoming pilot submissions
 - Provide PSAP training
 - Target due date for initial plans: January 31, 2022
 - Next Plans due: October 2023, October 2025, October 2027

VIII. Next Generation 911 Project Update

• NG911 Project Q3 Achievements

- Infrastructure build
 - Data Center buildout complete
 - NGCS software installation will be completed this quarter
 - State ESInet fiber construction has begun
- GIS and ALI installation activities for the Northern Tier and WestCORE regions began in Q3
- OSP turn up activities
 - 6 of 12 carrier points of interconnect (POI) have been completed.
 - Individual carrier meetings have begun; focus is on initiating interconnection agreements and establishing network connectivity designs

• NG911 Project – Q4 2021 Activities

- Infrastructure Build
 - Circuit continuity testing
 - Acceptance test planning and testing of the core systems
 - State ESInet fiber builds continue
- GIS and ALI installation
 - Data analysis and validation – Northern Tier and WestCORE
 - Information review and user accounts – South Central Mountain and North Central
- OSP Turn-up Activities
 - Establish remaining carrier POIs
 - Initiate carrier connectivity
- PSAP Migration
 - PSAP migration kick-off meetings for Northern Tier and WestCORE
 - PSAP facilities preparation for installation of equipment – Northern Tier and WestCORE

IX. Senate Resolution 96 and Performance Audit Overview - Steve Fickes, Legislative Budget and Finance Committee (LBFC)

• Who We Are

- Bipartisan, bicameral legislative agency created by Act 1959-195
- Our Members include 6 Senators and 6 Representatives with equal representation for both parties in each chamber
- LBFC staffed by 13 professionals with advanced degrees in business, public administration, and law

• What We Do

- Provide General Assembly with accurate and unbiased information, analysis, and performance evaluations to inform policy decisions.
- Services include performance audits, informational advisories, and evaluation studies

• SR 96: An Overview

- Directs LBFC to conduct a performance audit of the 911 system
- Resolution Sponsor – Senator Stefano
- Resolution Adoption – May 11, 2021
- Project formally adopted by LBFC on June 23, 2021
- Project Due Date – November 30, 2022

• Proposed Study Objectives

- Determine condition of Commonwealth's 911 program
- Review 911 center operations including cost, hours of operation, staffing, infrastructure, call volume
- Identify any possible recommendations for the Commonwealth's 911 Program related to revenues, fees, funding formulas, and consolidation of services.

• Project Milestones to Date

- Engagement letters sent to PEMA
- Entrance conference with PEMA conducted

- Started initial interviews with PEMA staff
- Conducted preliminary background research and data collection
- **Next Steps**
 - Continue PEMA staff interviews
 - Deliver and administer surveys to PSAPs, stakeholder groups, etc.
 - Work with PEMA to collect data
 - Research best practices for the 911 system
 - Develop recommendations to further improve the 911 system
- Frank Jannetti inquired in what manner the LBFC will ensure compatible comparison of the Commonwealth's PSAPs 911 centers, as relationship to size, staffing, and call volume.

X. New Business

- None

XI. Public Comment/Other Business/Closing Remarks

- Jeffrey Boyle, Deputy Director for 911 announced the retirement of Jane Benfer, 911 Program Administrator effective September 2021.

XII. Adjournment

- Motion by Chris Clark and second by Jolene Burkhardt to adjourn the meeting at 11:37 a.m.