



9-1-1 Advisory Board Meeting Summary

Thursday, September 7, 2023

10:30 a.m.

Hybrid/In-Person & Virtual – WebEx Meeting

I. Call to Order

- Mr. Jeffrey Boyle, Executive Deputy Director, Pennsylvania Emergency Management Agency called the meeting to order at 10:39 a.m.

II. Roll Call

- Mr. Jeffrey Boyle, Executive Deputy Director, Pennsylvania Emergency Management Agency
- The Honorable Commissioner Nate Silcox (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- Ms. Kerry Vanyo (Designee), Majority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- Mr. Sean Harris (Designee), 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
- John (Designee), County Commissioner of the second class, Bucks 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. Michael Weaver, 9-1-1 Coordinator of a county of the second-class A, Lancaster 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
- Commissioner Thomas Cook, Office of the State Fire Commissioner
- Mr. Mike DeMatt, State Geospatial Coordinating Board
- Mr. Frank Baier (Designee), Governor's Office of Administration
- Mr. Christopher Silvio, The Fraternal Order of Police
- Mr. Anthony Deaven, Pennsylvania Health Services Council
- Mr. Chad Aucker, Association of Public-Safety Communications Officials
- Mr. Gene Good (Designee), Pennsylvania Chapter of the National Emergency Number Association
- Mr. Frank Jannetti, Jr., Keystone Emergency Management Association
- Mr. Steven Samara, PA Telephone Association
- Mr. Todd Eachus, Broadband Cable Association of PA
- Mr. Richard Pomerantz, Pennsylvania State Association of Township Supervisors
- The Honorable Commissioner Nate Silcox, Pennsylvania State Association of Township Commissioners

III. Opening Remarks

- The Honorable Commissioner, Nate Silcox (Designee) on behalf of Senator Mastriano, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives, noted hearings on the 911 Reauthorization were scheduled for Monday, September 11 at 1:30 p.m. Representatives from PEMA, NENA, CCAP, and the telecommunications industry were expected to testify.
- Ms. Kerry Vanyo (Designee), on behalf of Representative Jared Solomon, Majority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives noted a hearing for the 911 Reauthorization will be held on Monday (September 26, 2023.) Additional hearings are expected to be scheduled prior to the expiration of the 911 law.
- The Honorable Representative Mark Gillen, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives echoed the opening remarks made by Kerry Vanyo noting the importance of the hearing.

IV. **ACTION ITEM:** Motion by Ms. Kelly Collins and seconded by Mr. Matt Hobson to approve the minutes of the June 1, 2023, 9-1-1 Advisory Board meeting as presented. **Motion passed.**

V. **PEMA 9-1-1 Program Update**

Deputy Executive Director Jeffrey Boyle presented the following:

- **911 System Cost Summary:**
 - **911 Average annual cost increase -before ACT 12, 6.4%, after ACT 12, 3.5%**
 - 911 system costs are \$20.4 million less in 2022
 - Cost decrease in 3 of 7 years under Act 12
 - Continued investment needed:
 - Applications and workflows to continue modernization
 - Maintain critical equipment and facilities
 - Recruitment and Retention
 - Priority to generate annual report029
 - **2023 Statewide Interconnectivity Funding**
 - Continuing formula assistance is beginning to have a negative impact on the ability to fund regionalization and sharing of systems. Hope is that the re-authorization assists with this.
 - Currently requests/allocations exceed revenue
 - Radio Projects deferred
 - Work continues to finalize award/allocations
 - Conservative approach with new projects to keep awards/allocations in alignment with available revenue
 - Formula assistance has potential to impact ability to invest in system improvements
 - Call delivery costs covered by 15% funds; frees up 83% funds
 - 15% Funding – Looking Ahead:
 - Continue emphasis on coordination and proactive budgeting
 - 15% policies and requirements will evolve as we transition to NG911
 - **2023 NG911 Service Projections:**

2023 Non-Recurring Costs	\$14,036,327
2023 Recurring Costs	\$ 8,820,333
2023 NG911 Service-taxes/fees	\$ 1,199,975
Total	\$24,056,635
- **#IAm911 Initiative, Next Steps**
 - Video Shoot held 8/16 at York 911
 - Spots expected to begin airing on traditional and social media in Fall 2023

- Dedicated webpage with links to county sites

Ms. Lucy Morgan, Luzerne County noted that they have run extensive billboard, radio, tv, event, and social media ads for recruitment of 911 Coordinators and welcomes this initiative. They need it.

Commissioner Pamela Tokar-Ickes, County Commissioner from Somerset County, also noted they have been running an aggressive advertising campaign with some success and welcomes the assistance.

- **911 Legislation Reauthorization Resources**

- Chapter 53 sunsets January 2024
- Collaborative effort between PEMA, CCAP, APCO, NENA, and KEMA
 - Draft recommended changes for topics that pertain to stakeholders
 - Develop outreach resources
- LBFC Report also provides recommendations for PEMA, counties, and General Assembly
- VA&EP Hearings Scheduled
 - 9/11/2023 – Senate
 - 9/26/2023 – House

Steve Samara, PA Telephone Association asked if a draft of the recommended changes can be shared. Director Boyle indicated a draft would be provided.

Commissioner Mark Higgins, Centre County, described the increasing costs of operations of Centre County 911 over time and noted the constant demand on their general fund to supplement it. He, along with CCAP, strongly endorses a \$2.30 increase to assist with the costs.

Commissioner Pamela Tokar-Ickes, County Commissioner from Somerset County, also noted their general fund required contribution which requires tax increases to carry the estimated \$31.00 per user cost. They also endorse the CCAP recommendation of \$2.30.

- **Federal News – New Bill – Federal NG911 Grants**

- H.R. 3565 – Spectrum Auction Reauthorization Act of 2323 (replaces H.R. 7624)
 - May 2023: Bill introduced and reported out of Committee
 - Would provide up to 14.8 billion for NG911
 - The bill is tied to spectrum auctions; not likely to provide near term assistance as structured.
- June 9th FCC issued proposed rules to advance nationwide transition to NG911
 - Would require carriers to transmit all calls in IP format to the POIs designated by the 911 authority
 - Would establish a cost demarcation point for NG911 service in the absence of a defined cost recovery framework
 - Initial comments were due 8/9/2023
 - Reply comments due back 9/8/2023

- **Updating Statewide 911 & GIS Strategic Plans**

Deputy Director Jeffrey Boyle presented that the goal was to present both the 911 Strategic and GIS Strategic Plans at the December 911 Advisory Board Meeting. He highlighted the success of the 2015 and 2019 Strategic Plans in laying the road map to where Pennsylvania currently stands.

Director Boyle then introduced Mr. Gregory Kline, Deputy Director for 9-1-1 who detailed the strategic plan. Kline emphasized the need for collaboration between the State, regional, and local stakeholders to show support for the need for change in the legislation. This is driven by a number of factors including the constant change in technology and in line with the LBFC Board recommendations.

- **Priority Area: Modernize legislation & regulations for NG911**
- **Priority Area: Funding policies & procedures for NG911**
 - Coordinate procurement actions
 - Define 15% funding policies for NG911
 - Maintain NG911 service roadmap and 15% funding plan
 - Update the 83% distribution formula calculation
- **Priority Area: Deploy additional NG911 functionality**
- **Priority Area: NG911 GIS**
 - Promote addressing in alignment with NG911 Standards
 - Operationalize 3D location for NG911 service
 - Support interstate call delivery
 - Encourage use of NG911 data model across PSAP mapping platforms
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- **Priority Area: Implement new minimum cybersecurity requirements**
- **Priority Area: Operations**
 - Support recruitment and retention efforts
 - Support access to mental health resources for 911 personnel
 - Monitor 988 delivery model and alternative response methods
 - Update the 83% distribution formula calculation
- **Priority Area: Build awareness of NG911 and new capabilities**
- **Next Steps**
 - Comments on the plans were due on September 6
 - Working on responses
 - Updated draft (if applicable) provided to Board
 - **ACTION ITEM for December – vote to recommend adoption**

Mr. John Geib noted that the updates to the plan and the term “enhancement” should not be misunderstood. He noted that this plan is not a “nice to have” but a “must have”. Various and constant change in technology, call routing and delivery, and other components of 911 are not ending.

VI. 911 System Regionalization Progress

Mr. Mike McAllister, Elk County and Northern Tier Region presented on the Northern Tiers experience in the process to define, implement, and operate the Northern Tier technology functions which involve 10 counties and multiple shared systems..

- Q3 achievements include 12 Counties migrated (Wyoming this month.)
- Continuing activities include post-migration feedback and legacy decommissioning.
- NG911 Calls per month
 - July 19,639
 - August 18,398
- **South Central**
 - Q3 achievements included:
 - Network Testing
 - Pre-migration activities scheduled
 - Continuing activities (SC PH 1) include
 - Application Training
 - Preparation for Acceptance Testing
 - Target Migrations October – November 23
 - Continuing activities (SC PH 2) include
 - Project Planning (September – March (ATP))
- **SEPA**
 - Q3 achievements included:
 - Call flow and policy decisions
 - GIS/ALI progress
 - Continuing activities include
 - Migration Readiness Meetings
 - Application Training
 - Target migrations – begin November 2023
- **NECORE (10 counties, 3 separate systems, 4 individual group set-ups)**
 - Q3 achievements included:
 - NG911 Project Kick-off Meeting (July)
 - Fiber build/IRU
 - Continuing activities include
 - Individual PSAP Kick off Meetings
 - Call flow and policy decisions
 - GIS/ALI progress

IX. New Business

- X.** *Jeff Boyle expressed his gratitude for the support over the last 6 years and on his change of position. He noted that he is officially turning the 911 Department to Greg Kline. He will remain a supportive and active presence as we continue this journey.*

XI. Public Comments

None

XII. Adjournment

Motion by Gary Thomas to adjourn meeting, second by Ms. Kelly Collins at 11:47 a.m. Motion passed.

911 Advisory Board meeting is Thursday, September 7, 2023, at 10:30 am.