

**911 Advisory Board Meeting Summary**  
**Thursday, December 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 10:02 a.m.

**II. Roll Call**

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
- 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
- The Honorable Karen Boback, Representative, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- Mr. Mike Hillman (Designee), 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
- Chief Matt Brown (Designee), County Executive, commissioner of a county of the second class, Allegheny County
- Ms. Jennifer Cass (Designee), County Commissioner, commissioner of a county of the second class, Montgomery County
- The Honorable Mark Higgins, Commissioner, commissioner of a county of the third or fourth class, Centre 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 Thomas Cook, Office of the State Fire Commissioner
- Mr. David Holl, Pennsylvania Chief of Police Association
- Sergeant Todd Abromitis, the Fraternal Order of Police
- Mr. Thomas O'Donnell, 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
- Ms. Barbara Burba, Pennsylvania Wireless Association
- The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners
- Mr. Don DeReamus, Ambulance Association of Pennsylvania
- Mr. Gary Myers, Pennsylvania Association of Councils of Governments

### III. Opening Remarks

- The Honorable Senator Patrick Stefano shared updated information on Covid-19 response within the Commonwealth of Pennsylvania and the reauthorization of 911 surcharge
- The Honorable Representative Karen Boback shared updated legislative information on access to flood mitigation within the Commonwealth of Pennsylvania

IV. **ACTION ITEM:** Motion by Chris Clark and seconded by Honorable Representative Karen Boback to approve the minutes of the September 2, 2021, 9-1-1 Advisory Board meeting as presented. Motion passed.

### V. PEMA 911 Program Update

#### • 2020 Annual Report

- 2020 Annual Report due to the General Assembly by December 1, 2021
- Report published on time and available publicly on PEMA's website
  - <https://www.pema.pa.gov/911-Program/Documents/Annual-Reports/2020.pdf>
- In 2020, revenue remained level and expenditures increased \$50.6 million from 2019.
  - 911 Surcharge funded costs increased \$10.6 million. Increase primarily in CAD, connectivity, personnel, and radio systems
  - Costs not funded by the surcharge increased by \$36.7 million. New facility and radio projects in 4 counties accounted for \$28 million of increases
  - Administrative cost increased primarily related to statewide imagery project and new 911 Plan tool
- 2020 Revenue Distribution
  - 87.76% - Formula-based distribution
  - 10.86% - Statewide Interconnectivity
  - 1.38% - Administrative
- 2020 Call Volume consistent with 2019 call volume

#### • 2021 Statewide interconnectivity funding update

- 105 grant applications submitted totaling \$21,945,191
- Application reviews expected to be completed by the end of December.
- Award letters and grant agreements will be sent soon after application reviews are complete
- A balance of roughly \$16 million is anticipated after grant awards are made.

Frank Jannetti, KEMA asked about the intended use of the 2021 balance. Deputy Director Boyle indicated the 2021 balance will likely be the only source of funding for new projects (i.e., expand connectivity, new shared systems, GIS development) in 2022. The anticipated statewide interconnectivity revenue in 2022 is \$48 million. Estimated costs in 2022 for NG911 service, shared system maintenance, and funding formula assistance is \$48 million leaving the balance as the only revenue source for 911 system improvements in 2022.

- Looking ahead to the 2022 statewide interconnectivity funding cycle:
  - The infrastructure upgrade to NG9-1-1 will add significant costs to the statewide interconnectivity funding stream beginning in 2021 and, as such, will require a shift in the funding methodology.
  - As has been discussed among Pennsylvania's 9-1-1 stakeholders for the past few years, starting in 2022 we will begin a transition of statewide interconnectivity funding from a county- or region-based competitive grant program to a statewide planned, coordinated funding program.
  - A collaborative effort between all stakeholders in areas such as governance, planning, budgeting, allocating funds, and oversight is required to ensure financial resources are available to sustain current 911 systems while implementing NG911.
- Points of emphasis since beginning of interconnectivity program (2016)

- Less funds available for grants once NG911 project begins
  - Funds may not be available for all or a portion of maintenance costs for certain types of projects
  - Transition from open application process to planned, coordinated allocations
- PEMA working with Funding & Technical Subcommittees
  - Compile projects and costs to consider in 2022
  - Plan, coordinate allocations of interconnectivity funds for 2022 and beyond
- **Federal Activity:**
  - The amount of federal funding to support NG911 in the proposed Build Back Better Act has been reduced from \$10 billion to \$470 million.
  - Findings of the FCC’s “Ending 911 Fee Diversion Now” Strike Force have been published. The report and findings are available on the FCC’s website: <https://www.fcc.gov/911strikeforce>
  - October 19, 2021 – NASNA filed a Petition for Rulemaking with the FCC to facilitate the implementation of and transition to NG911 services. The petition requests the FCC to conduct proceedings and adopt rules for:
    - Establish FCC Authority and role to advance the implementation of NG911
    - Amend federal regulations to account for transmitting 911 calls using NG911 protocols
    - Establish a cost allocation demarcation point for NG911 service
    - <https://www.fcc.gov/ecfs/filing/1019188969473>

- **GIS Update**

PEMA 911 Office Christian Przybylek, Geospatial Analyst, presented the following GIS information

- Counties not onboarded to the NG911 spatial interface application yet are encouraged to take advantage of the GIS Quality Control Pre-Check process.
  - The program is designed to provide our county and regional GIS stakeholders who are not yet onboarded to the PEMA GIS Data Hub with early access to QC results
- GIS Quality Control Pre-Check Benefits
  - Getting updated GIS Quality Control (QC) results
  - Identifying critical errors
  - Developing strategies for addressing Critical Errors ahead of onboarding
- Reminders for counties who have been onboarded to the NG911 spatial interface application:
  - After a region is onboarded, counties within that region will be asked to upload their GIS data every two weeks until they are Critical Error free
  - PEMA, Comtech, and GeoComm will facilitate monthly GIS Checkpoint calls with each onboarded region, discuss each county’s Critical Errors, and identify strategies. Review month-to-month progress and measure the percentage reduction in the total critical errors for each county
  - One-on-one base calls with counties that have Critical Errors in their data to ensure they have the resources need to address the issues in their data. Provides PEMA with an opportunity to check in and address any issues that may have gone unreported

## VI. Minimum Training, Certification and QA/QI Requirements

- **Minimum Requirement Document**

- Minimum requirements must be reviewed annually in consultation with 911 Advisory Board
- PEMA and Operations Subcommittee completed annual review in November 2021
- No significant new requirements added; changes are primarily to incorporate the following:
  - Corrective Action Directive (adopted in 2019)

- Quality Assurance – Case Review Standard Adjustment Guidelines (Adopted in 2020)

**ACTION ITEM: Motion by Gary Thomas and Seconded by Jennifer Cass to adopt the revised Minimum Training, Certification and QA/QI requirements document as presented. Motion carried.**

## **VII. Next Generation 911 Project Update**

Christine Smith, Comtech provided the following information

- **NG911 Project Update**
  - First and second quarter activities focused on the “Design & Build” deliverables including planning for the Statewide Private Fiber Network; the establishment of the redundant, geo-diverse Data Centers; and the execution of the PSAP and Network Assessments
  - During the third and fourth quarter, the “Integration” phases prioritized outreach and planning with the Carrier Ingress Network; the installation of the NGCS software; and the preparation of the PSAP facilities to include ESInet equipment installation.
- **NG911 Regional Rollout Status**
  - No changes have been made to the Regional Rollout target completion dates for the transition to NG9-1-1.
  - Dates are depicted by Region on the state-wide map.
  - The Southwestern PA 911 User Group and the Northern Tier will be the first regions to make the transition to NG9-1-1 followed by South-Central Mountain Region.
- **NG911 Project Q4 Achievements**
  - Infrastructure Build
    - Circuit continuity testing complete
    - Acceptance test planning and testing of core system begins
    - PEMA ESInet fiber builds
  - GIS and ALI installation
    - Data analysis and validation – Northern Tier and WestCORE
    - User support – Northern Tier and WestCORE
    - GIS and ALI user accounts/training – South Central Mountain and North Central
  - OSP Turn Up Activities
    - Carrier points of interconnect (POI) established
    - Carrier connectivity initiated
  - PSAP Migration
    - PSAP migration kick-offs and communications – Northern Tier and WestCORE
    - PSAP facilities preparation – Northern Tier and SW
- **NG911 Project – Q1 2022 Activities**
  - Infrastructure Build
    - Acceptance testing complete – (NGCS Core)
    - PEMA ESInet fiber build completion (First 3 regions)
    - Regional ESInet integration complete (Southwestern PA 911 User Group)
  - GIS and ALI Implementation
    - Data validated (98% alignment) – Northern Tier and SW
    - Data Analysis and validation – South Central Mountain and North Central
  - OSP Turn-up Activities
    - Carrier connectivity established
    - Carrier connectivity testing
  - PSAP Migration
    - PSAP migration – Northern Tier, SW and South-Central Mountain

- PSAP facilities preparation – South Central Mountain
- PSAP training – ALI, NG911 Boot camp

## VIII. 911 Outreach Initiatives

PEMA 911 Office Tim Elbertson, Public Safety Education & Outreach Specialist presented the following information

- **#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 profession 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
  - Create an outreach campaign using social media, videos, websites, and other resources about what it takes to work in the field of public safety communications
  - **Next steps:** Form a Public Education & Outreach Work Group

## IX. 911/988 Collaboration

- **Goals & Objectives**
  - Develop an understanding of when/how to transfer a call between systems (911 & 988)
  - Support 988 community with developing an understanding of 911 dispatch protocols
  - Understand how 988 handles 2<sup>nd</sup> and 3<sup>rd</sup> party callers
  - Legal review of the “Transfer of Care” concept
  - Geolocation protocols for 988

John Geib, Bucks County, inquired where the 988 Call Centers are located within the Commonwealth and are they regional or aligned with county boundary lines. Deputy Director Boyle stated there are currently 13 regional Call Centers within the Commonwealth. They currently cover a variety of areas and a map will be provided to the PSAPs.

Scott Krater, Schuylkill County, inquired if 988 and Safe-to-Say have similar purposes. Honorable Senator Patrick Stefano shared 988 is intended to provide quick access to resources for mental health Crisis.

Honorable Mark Higgins, Commissioner of Centre County, shared his appreciation on the progress of 988 thus far and inquired if funding is allocated for 988 Call Centers. Honorable Senator Patrick Stefano shared funding sources is part of ongoing discussions to establish 988 service.

## X. 2022 Schedule and Meeting Structure

- **Subcommittee Structure**
  - Facilitate statewide planning and coordination as Pennsylvania moves to NG911
    - Provide advice/recommendations to assist with statewide initiatives
  - **Reminder:** New 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
    - <https://www.pema.pa.gov/911-Program/911-Advisory-Board/Pages/default.aspx>

- **Funding Subcommittee Structure-PSAP Representatives**

- NECORE
  - Fred Rosencrans, Luzerne
  - Todd Weaver, Northampton
- North Central
  - Dave Cohick, Tioga
  - Andrew Kremser, Clinton
- Northern Tier
  - Chris Clark, Jefferson
  - Nate Burgett, McKean
- South East
  - Kelly Collins, Philadelphia
  - Brian Gottschall, Berks
- South West
  - Gary Thomas, Allegheny
  - Frank Jannetti, Mercer
- South Central
  - TBD
- South Alleghenies
  - TBD

- **Technical Subcommittee Structure-PSAP Representatives**

- NECORE
  - Bernie Swartwood, Pike
  - Betsy Turner, Wayne
- North Central
  - Chad Aucker, CSR
  - Jeff Hutchins, Lycoming
- Northern Tier
  - Kale Asp, Warren
  - TBD
- South East
  - Joe Brennan, Delaware
  - John Geib, Bucks
- South West
  - Justin Shawley, Washington
  - Adam Varrato, Westmoreland
- South Central
  - TBD
- South Alleghenies
  - TBD

Jeff Porter, Wyoming, inquired asked about ensuring counties have the opportunity to participate in the Subcommittees. Deputy Director shared the new Subcommittee rules allow for regional representatives to change on an annual basis.

- **2022 Board Meeting Schedule**

- March 3, 2022
- June 2, 2022
- September 1, 2022
- December 2, 2022 (tentative)

- **2022 meetings and beyond**
  - Subcommittees meet in person day of Board meetings
  - Board members welcome to attend and participate
  - Board meets after Subcommittees

**XI. New Business**

- None

**XII. Other Business/Public comment/Closing Remarks**

- None

**XIII. Adjournment**

- Motion by Barbara Burba and seconded by Gary Thomas to adjourn the meeting at 11:10 a.m.