



911 Advisory Board Meeting Summary
Thursday, December 3, 2020
10:00 a.m.
Virtual – WebEx Meeting

I. Roll Call

Mr. Jeff Thomas (Designee), Director, Pennsylvania Emergency Management Agency
Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
Major Diane Stackhouse (Designee), Commissioner, Pennsylvania State Police
Ms. Kelly Collins (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
Mr. Michael Vest (Designee), County Commissioner of a county of the second-class A, Montgomery County
The Honorable Mark Higgins, County Commissioner of a county of the third or fourth class, Centre County
The Honorable Matthew Quesenberry, Sr., County Commissioner of a county of the fifth, sixth, seventh, or eighth class, Elk County
The Honorable Robert Snyder, County Commissioner of a county of the fifth, sixth, seventh, or eighth class, Forest County
Ms. Nadine Dodge, 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
Ms. Audrey Kenny, 9-1-1 Coordinator of a county of the second class, Bucks 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
Mr. Frank Jannetti, Jr., 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Mercer County
Sergeant Todd Abromitis, Fraternal Order of Police
Mr. J. David Jones, Pennsylvania Emergency Health Services Council
Mr. Steven Shaver, Pennsylvania Fire and Emergency Services Institute
Mr. Scott Krater, Association of Public-Safety Communications Officials
Mr. Joe Brennan, Pennsylvania Chapter of the National Emergency Number Association
Ms. Jolene Burkhardt, Keystone Emergency Management Association
Ms. Barbara Burba, Pennsylvania Wireless Association
Mr. Steven Samara, Pennsylvania Telephone Association
Mr. Jack Lawver, Pennsylvania State Association of Boroughs
Mr. Nate Silcox, Pennsylvania State Association of Township Commissioners
Mr. Don DeReamus, Ambulance Association of Pennsylvania

Opening Remarks

ACTION ITEM: The minutes of the June 18, 2020, 9-1-1 Advisory Board meeting were accepted on a motion by Commissioner Higgins.

ACTION ITEM: The minutes of the September 3, 2020, 9-1-1 Advisory Board meeting were accepted on a motion by Frank Jannetti, Jr.

II. Program Update

- **Act 12 Revenue – COVID - 19**
 - No visible impacts from COVID-19; revenue has increased
 - 2020 average revenue collections = \$79,786,224
 - Collections currently on pace for \$319.1 million in 2020
- **2021 911 Program Guidelines**
 - No significant changes to Program requirements for 2021
 - **2021 funding formula:**
 - Current formula will remain in place for 2021
 - Counties, who would have recognized an increase, will receive Formula Funding assistance in 2021:
 - 100% of anticipated increase in 2021 (est. \$13.1 million)
 - 50% of anticipated increase in 2022
 - Subject to change based on resolution to formula issue
 - **2021 PSAP audits covering 2019 & 2020:**
 - NECORE (except Lehigh & Northampton)
 - South Central
 - South Central Mountains/Southern Alleghenies
 - South East
 - **Important Notes:**
 - **The statewide NG911 system project will be underway in 2021:**
 - Less 15% funds will be available for grants in 2021 & subsequent years
 - Move from open, competitive application process to statewide planned, coordinated distribution of funds
 - A focus area is to define responsibilities for 15% funding
 - **Work will continue to resolve formula issue:**
 - Concerns with the current formula have been identified
 - Concerns for and against change have been heard and understood
 - With NG911 service costs known, work will begin to define costs funded by 15% funds
 - In parallel, identify potential formula options for consideration
 - For example, can we distribute more than 83% of revenue collections by formula without impacting the NG911 project or our ability to invest in efficiencies or future technologies?
 - **No solution has been defined yet; any change may result in decreases for some counties**
 - **2020 15% Funding Summary**
 - **Amount available:**
 - 2020 amount: \$47,659,841
 - Formula Assistance: (\$13,162,902)
 - **Amount available for grants: \$34,496,939**
 - **2020 Application Summary:**
 - 79 applications received for: \$21,827,837
 - **2020 balance: \$12,669,102**
 - **Next Steps:**
 - Goal: complete application reviews/issue awards by end of 2020
 - Determine use of remaining balance that may include:
 - The PSAP site surveys and regional network assessments are anticipated to identify gaps or needed enhancements.

- Statewide NG911 system non-recurring costs
- Formula distribution
- **Statewide Imagery Project**
 - Statewide imagery acquisition completed April 2020; imagery being produced
 - 33 – Counties delivered new imagery
 - 22 – Counties imagery under QA review
 - 12 – Counties imagery in production
 - All counties expected to receive imagery by Feb/March 2021
- **2019 911 Annual Report**
 - Published October 27th, distributed to the General Assembly
 - Includes statewide revenue/cost detail from all funding sources
 - Also, individual PSAP detail is included
 - Outlines progress on 911 system priorities
 - Available on PEMA’s website:
 - <https://www.pema.pa.gov/911/Pages/default.aspx>
- **2021 Focus Areas**
 - **NG911 system implementation:**
 - Governance
 - PSAP and regional network assessments
 - Migration planning and preparation
 - **Adopt PSAP technology and operations requirements that include NG911**
 - **GIS:**
 - Determine GIS workflows to support NG911
 - Further define requirements and best practices
 - Collect imagery for eastern 1/3 of PA
 - **Deploy 911 Program PSAP Platform:**
 - Phase 1: 911 System Planning (February 2021)
 - Phase 2: Financial/Admin (New Webtool - July 2021)
 - Phase 3: Inventory (September 2021)
 - **Training and QA/QI requirements:**
 - In depth 2021 Certification Reviews
 - Review adopted requirements for any needed updates
 - **Public Education and Outreach:**
 - PEMA newly hired education and outreach specialist to supplement PSAP program resources, focusing on NG911 education and outreach
 - **Update Statewide 911 Plan and 911 System Priorities**

Question:

Audrey Kenny inquired on when PSAP’s can look at the new PSAP platform. Jeff Boyle indicated that when a test site is ready, a focus group that includes PSAP personnel, will be formed to test the platform and provide feedback.

III. Pennsylvania NG911 Contract

- **Overview**
 - **Statewide 911 Plan priority:** Procure statewide NG911 system as a service
 - Selected vendor: Comtech Telecommunications Corporation
 - **Experience:**
 - NGCS platform deployed in 8 states footprint as prime or subcontractor
 - Supports nationwide text-to-911 services as a text control center
 - Provides carrier-based 911 routing/location-based services (wireless & VoIP)

Doug Kesser, Comtech Director of Safety and Security Technology provided an overview of

Comtech, their partners, and the NG911 project.

- **Comtech Partners:**
 - Zito Media – ESInet provider
 - GeoComm – Spatial interface
 - Intelliquent – Ingress support/conversion of traffic to IP for NGCS
 - 911 Logix – MIS/Logging
 - Rutledge Consulting – site surveys
- **Solution Highlights:**
 - NENA i3 standard based solution
 - Two in-state geodiverse data centers; dedicated to Pennsylvania
 - Private, fiber based ESInet for emergency traffic
 - Text-to-911 included
 - Statewide MIS solution and dashboard
 - Comprehensive PSAP training for implementation and operation
 - 24x7x365 remote support and monitoring
 - Cybersecurity based on ISO 27001, NGSEC, NIST frameworks
 - Local onsite support in accordance with established service level agreements
 - Key personnel (service manager, network engineer) located in the Harrisburg area
- **Project Funding:**
 - 7-year contract term, three 1-year optional renewals
 - 7-year summary:
 - Non-recurring fees: \$49,247.883
 - Recurring fees: \$88,121,880
 - Total: \$137,369,763
 - **Recurring costs are \$12,588,840 annually including optional years**
 - Facilitate detailed planning and budgeting with 15% funding
 - Cost control for up to a decade
 - **Non-recurring costs:**
 - Regional fiber builds (worst case scenario): \$27,924,114
 - NGCS and ESInet backbone: \$21,323,769
 - Total: \$49,247,883
 - **22 strategic fiber builds to establish statewide fiber based ESInet:**
 - Each build will be assessed prior to beginning
 - Determine if Commonwealth assets, partnerships are available
 - Prevent duplication of efforts and find cost/operational efficiencies
 - **\$14,826,616 is already allocated to project:**
 - \$4,886,680 – Federal grant award
 - \$9,939,936 – 15% funding allocated from multiple prior year collections
 - **Every task of NRCs tied to payment milestones:**
 - Spread costs over multiple years
 - Incentivize performance
 - Minimize period of paying both legacy 911 and NG911 service costs
- **Next Steps**
 - Education/Outreach: System overview, informational sessions, communications, etc.
 - PSAP site surveys and regional network assessments:
 - Determine NG911 readiness, identify gaps and enhancements, identify integration needs
 - **Then**, meet with regions to finalize plans
 - Migration planning/pre-cutover activities:
 - LOA, interoperability agreements, etc.

IV. Training and QA/QI Certification Reviews

- **Update**
 - Certification reviews of training & QA/QI programs in progress
 - **Training Program Review Status:**
 - 9 – Reviews completed
 - 49 – Reviews in progress
 - 8 – PSAPs to submit programs
 - **QA/QI Program Review Status**
 - 29 – Reviews completed
 - 32 – Reviews in progress
 - 5 – PSAPs to submit QA/QI program
 - **Common Issues**
 - Police and fire protocol implementation delayed by COVID-19
 - Provisional certification consideration
 - Lack of documented PSAP programs to upload
 - PSAP performing many requirements; missing structure and/or documentation
 - Written directives to support requirements; in particular, QA/QI
 - Clarification of job position training requirements
 - Ensure training requirements are defined for positions certified by PSAP
 - Overlap of course titles between calltaker and dispatcher

V. FCC Notice of Inquiry

- **Overview:**
 - 9/30/2020 – FCC issued Notice of Inquiry on 911 Fee Diversion
 - Seeking comment on impacts of 911 fee diversion
 - Additional steps the FCC could take to prevent states from diverting 911 fees
 - Significant concerns with some steps discussed:
 - Nationwide eligibility list – more restrictive than Pennsylvania’s requirements
 - Condition eligibility for FCC licenses on fee diversion
 - Service provider actions
 - PEMA worked with other states and submitted comments thru NASNA on 11/2
 - Pennsylvania specific comments drafted and submitted on 12/1
 - PA developed laws, surcharge, and eligibility requirements to meet our needs
 - A national eligibility list more restrictive than our eligibility rules would penalize PA
 - Determination of 911 fees use should remain a state/local responsibility
 - Submitted comments distributed to stakeholders

VI. New Business

- **2021 Meeting dates:**
 - March 4, 2021
 - June 3, 2021
 - September 2, 2021
 - December 2, 2021
 - Meetings will continue to be virtual until further notice

VII. Public Comments

Commissioner Higgins noted that Centre County is finishing up their budget - appreciates the Formula Funding assistance. The county is currently showing a deficit for 2020 of \$1.245 million in funding.

Nate Silcox suggested when setting the meeting dates for 2022, we move the December meeting to November to allow for General Assembly attendance.

Motion to adjourn at 10:49 am.