



## 9-1-1 Advisory Board Meeting Summary

Thursday, December 8, 2022

10:30 a.m.

### Hybrid/In-Person & Virtual – WebEx Meeting

#### I. Call to Order

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency called the meeting to order at 10:35 a.m.

#### II. Roll Call

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency
- Major William Brown (Designee), Commissioner, Pennsylvania State Police
- The Honorable Commissioner Nate Silcox (Designee), Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Jeff Cavanaugh, (Designee), Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Sean Harris, (Designee), 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 Pamela Tokar-Ickes, County commissioner of the fifth, sixth, seventh or eighth class, Somerset 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. 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 Charles McGarvey, Office of the State Fire Commissioner
- Mr. Eric Jespersen, State Geospatial Coordinating Board
- Mr. David Holl, Pennsylvania Chief of Police Association
- Mr. Thomas O'Donnell, Pennsylvania Fire and Emergency Services Institute
- Mr. Chad Aucker, Association of Public-Safety Communications Officials
- Mr. John Geib, 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. Richard Pomerantz, Pennsylvania State Association of Township Supervisors
- The Honorable Commissioner Nate Silcox, Pennsylvania State Association of Township Commissioners

### III. Opening Remarks

- Mr. Jeffrey Boyle, Deputy Director for 9-1-1, Pennsylvania Emergency Management Agency gave a brief overview and recognized the outstanding service of Mr. Jeffrey Thomas, Executive Deputy Director of PEMA who has retired.

### IV. ACTION ITEM: Motion by Ms. Jennifer Cass and seconded by Mr. Jeffrey Porter to approve the minutes of the September 1,2022 9-1-1 Advisory Board meeting as presented. **Motion passed.**

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

Deputy Director Jeffrey Boyle presented the following:

- **2021 911 Annual Report Overview**
  - **Revenue:**
    - Increased \$7.4 million or 2.3% from 2020
    - Increase primarily related to wireless (prepaid & postpaid)
  - **Expenditures:**
    - Total costs increased \$26.2 million or 6.3% from 2020
    - PSAP costs increased less than 1%
    - \$22.8 million was related to NG911
  - **2021 Revenue Distribution:**
    - 88.12% - Formula-based distributions
    - 10.90% - Statewide Interconnectivity
    - 0.98% - Administrative
  - **9 Priorities in Statewide Plan:**
    - ✓ Procure statewide ESInet & NG911 system
    - ✓ Implement a statewide MIS
    - ✓ Adopt new minimum requirements
    - ✓ Develop GIS data & processes to support NG911
    - ✓ Establish new county 911 System Plan process
    - ✓ Establish NG911 governance
    - ✓ Sustainable funding policies for NG911
    - ✓ Expand NG911 public education & outreach
    - ✓ Support county telecommunicator recruitment & retention
  - **2021 Call Volume:**
    - 8.6 million – Total 911 calls
    - 15.6 million – Total Call Volume
    - 11% - call volume increase
    - 98% - Text-to-911 increase

- **2023 Key Goals & Objectives**
  - **Update Statewide 911 Plan & GIS Strategic Plan**
  - **Plan/budget statewide interconnectivity funding**
  - **NG911: Migrate PSAPS in SW, SCM, NC, and SC regions**
    - Achieve NG911 Readiness in these regions
  - **Complete final aerial imagery collection under current contract**
  - **Training, Certification, QA/QI: achieve certification for all PSAP programs**
    - 52 PSAP programs certified as compliant with their new requirements
    - Rescind exiting regulations
  - **Public education: Expand #IAM911 campaign and NG911 resources**
  - **Work towards reauthorization of the 911 legislation**

- **2023 Key Program – Key Items**
  - **Formula-based Funds:**
    - Funding formula assistance will continue
  - **Statewide Interconnectivity Funds:**
    - New *Quarterly Progress Report* for grant awards – July 1<sup>st</sup> deployment
    - Determine 2023 allocations:
      - April 15<sup>th</sup> – identify target initiative
      - August 31<sup>st</sup> – Finalize allocations
  - **5-step framework for compliance; like training & QA/AI requirements**
  - **PSAP training sessions at 1 pm:**
    - 12/6
    - 12/15
    - 1/12

- **FCC Update 911 Outage Reporting Rules**

*November 17<sup>th</sup> – FCC rules updated to ensure 911 special facilities (PSAPS) receive timely and actionable information about 911 service outages...*

- **Requires 911 service providers & OSPs to maintain accurate contact info**
  - Contact info must be maintained annually
- **Harmonizes notification requirements for both 911 service providers and OSPs**
  - Rules spell out required data elements in notifications
  - Notification must be by phone and in writing by electronic means, unless mutually agreed upon
  - Notification must be no later than within 30 minutes of when outage is discovered
  - Updates must be provided at least every two hours
- **Rules in effect 120 days after publication in the *Federal Register***

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

- **Minimum requirements must be reviewed annually in consultation with Board**
- **PEMA and Operations Subcommittee completed annual review in October**
- **No significant new requirements added:**
  - Remove ICS 300 as a minimum training requirement for 911 Coordinators
  - Wording changes to clarify the meaning of a requirement

**ACTION ITEM:** Motion by Mr. Gary Thomas and seconded by Ms. Kelly Collins to approve the motion of changes to the minimum standards after the Operations Subcommittee review. **Motion passed. PEMA accepted the Board recommendation and adopted the changes.**

## VII. Legislative Budget & Finance Committee 911 Study Recap

- Ms. Patricia Berger, Executive Director and Mr. Matthew Thomas, Analyst presented the findings of the study pursuant to Senate Resolution 96
- County ad state data between 2016 and 2020 was reviewed
- Determine the condition of the Commonwealth’s 911 program, including but not limited to , administration, fee collection and distribution, and the capacity for next generation development.
- Review county PSAP operations, including but not limited to cost, hours of operation, staffing, infrastructure, and call volume.
- Identify and possible recommendations for the Commonwealth’s 911 program related to revenues, fees, funding formulas, consolidation of services, and/or other statewide notification systems.
- The presenters entertained questions from the Board related to topics such as nationwide revenue comparisons, funds disbursement comparisons, and the current 911 funding formula. Per Ms. Berger the committee did discuss the findings related to the formula bud did not make formula recommendations.
- The SR 96 report was publicly release at the LBFC committee meeting on September 13, 2022. Copies of the full report, report highlights, and committee meeting testimony are available on the LBFC website. <http://lbfc.legis.state.pa.us/Reports>

## VIII. Next Generation 911 Project Update

Doug Kesser, Comtech present the following:

- **NG911 Project Q4 Achievements**

- **Project indicator**

- 10 counties migrated to the State ESInet, update complete
- 9 counties in data collection
- 29 counties in network design
- 17 counties in system build
- 2 counties in validation/ testing
- for Regional ESInet Traffic Migration to State ESInet (North Central)

- **Northern Tier**

- Final PSAP migrated on Oct. 13
- Migration of voice and text
- More than 25,000 calls have been delivered using NG9-1-1
- Validate call flow and policy (continuing activity)
- Decommissioning of legacy connections (continuing Activity)

- **Southwest**

- Regional network integration
- Acceptance of the detailed regional project schedule
- Butler ATP successfully ahead of schedule
- Westmoreland ATP by 12/31
- Validate call flow and policy (continuing activity)
- Continuation of ATP testing (continuing activity)
- Migration starting in January (continuing activity)
- Allegheny/Greene planning and scheduling (continuing activity)

- **South Central Mountain**

- Review and finalization of the Implementation Workbook
- Regional POI testing
- CHE upgrade
- Completion, acceptance of the detailed regional schedule (continuing activity)

- Call flow and policy decisions (continuing activity)
- GIS/ALI compliance (continuing activity)
- ATP testing and PSAP migrations (continuing activity)
- **North Central**
  - Review and finalization of the Implementation Workbook
  - CHE upgrade
  - Continuing network design discussions
  - Readiness Migration calls scheduled
  - Completion of the Implementation Workbook (continuing activity)
  - Completion, acceptance of the detailed regional schedule (continuing activity)
  - Finalization of fiber builds (continuing activity)
  - Call flow and Policy decisions (continuing activity)
  - GIS/ALI compliance (continuing activity)
  - ATP testing and PSAP migrations (continuing activity)
- **South Central**
  - Core fiber build completion
  - PSAP fiber builds (continuing activity)
  - CHE decision for Franklin, Dauphin, Adams, Cumberland (continuing activity)
  - Implementation workbook (continuing activity)
  - Call flow and Policy decisions (continuing activity)
  - GIS/ALI compliance (continuing activity)
- **SEPA**
  - AT Will network design
  - Fiber diversity resolved
  - Draft AT Will project schedule
  - Finalizing of the AT Will project schedule (continuing activity)
  - Implementation workbook (continuing activity)
  - Call flow and Policy decisions (continuing activity)
  - GIS/ALI compliance (continuing activity)
- **NECORE**
  - Fiber build/IRU applications and scheduling
  - Fiber build/RU (continuing activity)
  - Implementation workbook (continuing activity)
  - Call flow and Policy decisions (continuing activity)
  - GIS/ALI compliance (continuing activity)

**IX. New Business**

2023 911 Advisory Board Meeting Schedule: 1<sup>st</sup> Thursday of March, June, September, December 2023.

**X. Public Comments**

None

**XI. Adjournment**

Motion by Commissioner Charles McGarvey to adjourn the meeting and second by Mr. Gary Thomas at 11:29 a.m. Motion passed.

**Next 911 Advisory Board meeting is Thursday, March 2, 2023, at 10:30 am.**