



**9-1-1 Advisory Board Meeting Summary
Thursday, December 6, 2018, 10:00 a.m.
Pennsylvania Emergency Management Agency
(PEMA) Headquarters
1310 Elmerton Avenue, Room 112
Harrisburg, Pennsylvania 17110**

I. Roll Call

Director, Richard D. Flinn, Jr., 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
Mr. Nate Silcox (Designee) Chairman, Senate Veterans Affairs & Emergency Preparedness Committee
Mr. Ron Jumper (Designee), Minority Chairman, Senate Veterans Affairs & Emergency Preparedness Committee
Mr. Sean Harris (Designee), Chairman, Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
Mr. Mike Hillman (Designee), Minority Chairman, Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
Mr. Mark Wheeler (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 Jim Hertzler, County Commissioner of a county of the third or fourth class, Cumberland County
The Honorable Mark McCracken, County Commissioner of a county of the fifth, sixth, seventh, or eighth class, Clearfield County
Mr. Curt Kiefer (Designee), County Commissioner of a county of the fifth, sixth, seventh, or eighth class, Forest County
Mr. Mitchell Yanak, 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. Todd Neumann (Designee), 9-1-1 Coordinator of a county of the second-class A, Bucks County
Mr. Gary Hoffman, 9-1-1 Coordinator of a county of the third or fourth class, Monroe County
Mr. Tracy Zentz (Designee), 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Jefferson County
Mr. Frank Jannetti, 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Mercer County
The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners
Mr. Frank Baier (Designee), Governor's Office of Administration
Mr. J. David Jones, President, Pennsylvania Emergency Health Services Council
Mr. Mark Greenthaner, Pennsylvania Chapter of the National Emergency Number Association

Mr. Todd Lake, Keystone Emergency Management Association
Mr. Scott Krater, Association of Public-Safety Communications Officials
Mr. Steven Samara, Pennsylvania Telephone Association
Mr. Dave Holl, Pennsylvania Chiefs of Police Association
Mr. Barbara Burba, Pennsylvania Wireless Association
Mr. Stephen J. Shaver, Pennsylvania Fire & Emergency Services Institute
Mr. Jack Lawver, Pennsylvania State Association of Boroughs
Mr. Marcus Brown, Member of the General Public

II. The minutes of the September 6, 2018, 9-1-1 Advisory Board meeting were accepted on a motion by Commissioner McCracken.

III. **9-1-1 Program Update**

- **Act 12 2017 Annual Report**

- **911 Surcharge Revenue**

- Revenue collections for 2017 were \$316.5 million, up .2% from 2016
- Average annual revenue for 2016 and 2017 = \$316.2 million
- Postpaid wireless generated the most revenue in 2017 at \$179.4 million

- **All Funding Sources**

- 2017 total revenue \$316.5 million
- Total reported costs \$361.7 million
- The difference of \$45 million represents the contribution of other revenue sources for 911 service
- PSAPs reported \$12.2 million of other revenue (does not include general fund contributions)

- **PSAP Costs**

- PSAP reported costs totaled \$358.9 million.
 - \$317.5 million were funded by 911 surcharge revenue
- Personnel was the largest cost for 911 operations in 2017 at \$221 million or 61.68% of the total PSAP reported costs.
- Radio systems were the second largest cost in 2017 at \$42 million or 11.74% of the total PSAP reported costs.
- Future annual reports will show a comparison of current year costs to prior year costs by Cost Type with the percentage of the change.

- **PEMA Costs**

- At the end of 2017, the balance of administrative funds totaled \$5.6 million.
- The balance is designated for:
 - Statewide call accounting system
 - Statewide GIS gap analysis
 - Statewide training software
 - Imagery management (PSU)
 - PSAP audits
 - Provider audits
 - Webtool support
 - 911 Office staff
 - Outside counsel for the statewide ESInet procurement
 - Staff support/professional services

- **2019 – Looking Ahead**
 - **Statewide NG911 GIS Data Gap Analysis**
 - Common GIS processes must be developed to support NG911
 - Gap analysis represents significant first step
 - Proposals in review; project expected to start early 2019
 - **Statewide Call Accounting System**
 - Will standardize call measurement across the commonwealth
 - Provides for trends/characteristics for 911 call delivery
 - Data will be useful as NG911 system is implemented and maintained
 - Project is expected to start in early 2019
 - **Statewide ESInet & Next Generation Core Services**
 - PEMA is procuring a service-based NG911 solution
 - Initial focus is call delivery; future flexibility to add public safety applications
 - 911 operational control will remain at the local level
 - RFP terms and conditions are being finalized; will route through the Community of Practice Procurement Architectural Review (COPPAR) process before release
 - **Update minimum requirements for Training, Certification, and Quality Assurance**
 - Current minimum standards (4 pa code 120 c & d) adopted in 2000
 - PEMA & Operations Subcommittee drafted updated requirements
 - Software is being developed to support new requirements
 - Draft requirements were provided to the 911 Board for comment
 - **Statewide Imagery**
 - Acquisition challenges are snow, rain, clouds, and wind – there must be less than 30% leaf coverage, no snow, a clear day to complete a successful flyover
 - Working to finalize an agreement with PASDA to manage imagery
 - Additional imagery services & products are available for counties to purchase thru contract
 - **Statewide 911 Plan and NG911 GIS Strategic Plan Updates**
 - Both Plans were adopted at the end of 2016
 - Two-year updates are in draft and currently under review
 - **County 911 System Plans**
 - Working on an update to 4 pa code 120b (PSAP technical and operational standards)
 - Platform is software based; supplement to the Statewide 911 Plan
 - Focus is to coordinate efforts; ensure we are making the right progress
 - Based on the Task Force on Optimal Public Safety Answering Point Architecture (TFOPA) Scorecard:
 - Coordination of county, state and federal activities
 - Identify gaps and opportunities
 - Assist with allocation of funds
 - Anticipated release date is mid-2019
 - **PSAP Audits**
 - Audit activity in 2019 will focus on calendar years 2017 & 2018

- Areas to be audited this cycle: Northeast, South Central Mountain, South Central and the Southeast
- **Provider Audits**
 - PEMA has partnered with the PA. Department of Revenue; we are one of the few states in the country to be performing these audits.
 - 911 surcharge audits will be included with sales/use tax moving forward
 - One area of concern is pre-paid wireless compliance; looking to provide future retailer education
 - 2 provide audits have been completed to date
- **911 Office Personnel**
 - Have hired a Program Manager and a Training Specialist
 - In the process of hiring a Public Education Specialist, a GIS employee and a Telecommunication Administrator.

IV. **2018 Statewide Interconnectivity Funding**

- **Statewide Interconnectivity Funding (15% Funds)**

- **2018 Goals:**
 - Complete the Lehigh Valley PSAP consolidation initiatives
 - Support new physical PSAP consolidation initiatives
 - Support local efforts to develop and maintain GIS data necessary for NG911
 - Support PSAP cybersecurity education and training efforts
 - Maintain existing connectivity in support of shared services solutions
 - Implement shared resource projects that result in cost savings and/or operational efficiencies focused on CHE, CAD and recorders
- **Funding Priorities:**
 - 19 funding priorities were adopted at the June Advisory Board meeting
 - Priority List provided guidelines on projects that would be funded
- **In 2018 there were 110 applications for \$57.8 million**
- **After Action**
 - There were applications that did not provide a clear understanding of the project or did not have documentation to support the costs
 - Considerable time was spent obtaining information which lead to multiple reviews of a single application
 - Significantly slowed the review and award process
 - Planning/coordination concerns:
 - Applications not aligning with funding priorities
 - High dollar projects submitted without planning or coordination
 - Duplicate applications submitted
 - Counties submitting the same project in consecutive years
- **2018 Statewide Interconnectivity Grant Award Summary:**
 - \$57.8 million in applications were submitted
 - Available revenue: \$47,752,148
 - Grant awards: \$39,036,600
 - Balance: \$8,715,548
- **2018 Statewide Interconnectivity Balance:**
 - A discussion was held on the balance distribution of the 15% funds. Three options were presented to the Board;
 - PEMA would distribute the entire balance by formula

- Distribute a portion by the formula and set aside a portion for the statewide ESInet
 - Set aside the balance for the statewide ESInet.
 - After discussion, the decision was made to set aside the entire balance for the statewide ESInet.
 - Michael Vest made a motion to hold the \$8,715,548 balance for the Statewide ESInet costs, Gary Hoffman seconded the motion. The motion carried.
- **15% Funds looking ahead:**
 - **Transition from a grant program to a funding program coming:**
 - Will be necessary to support statewide NG911 implementation
 - There will be less 15% funds available for grants
 - Current costs continue to rise; new costs are coming
 - **Statewide planning/coordination required to ensure funding is available:**
 - Sustain current 911 systems
 - Implement and operate NG911 systems
 - It will be extremely important for PSAPs to be involved in the planning process.

V. Updated Training and Quality Assurance Requirements

- **An overview of the draft training, certification, and quality assurance requirements was provided to the Board that focused on three areas:**
 - Minimum training requirements for 911 telecommunicators and 911 coordinators
 - Minimum quality assurance/quality improvement requirements for PSAPs
 - Administration requirements
- **Items of interest:**
 - 911 Coordinator training requirements are introduced.
 - Software is being developed to assist PEMA and PSAPs with meeting the requirements.
 - PEMA certification exam will be eliminated/phased out. PSAPs will be certifying their personnel. PEMA will be certifying a PSAP's training/QA program.
- **Intent:**
 - Requirements will be in place for the first year as programmatic guidelines.
 - If no significant changes are needed after the first year, PEMA will initiate the regulatory review process to repeal and replace the current regulations.

Commissioner McCracken was concerned the new minimum requirements may not be compliant with his county's existing collective bargaining agreements. PEMA legal staff advised him the county should be mindful when entering into new agreements and to check with their county solicitor.

Frank Jannetti commented that PEMA should travel across the commonwealth to educate PSAPs on the proposed changes. Deputy Boyle stated the PEMA and the Operations Subcommittee are planning in-person education sessions.

Commissioner Hertzler is concerned there will be an additional cost to the PSAPs to implement the new regulations. It has been 18 years since there was a substantial update to training and quality assurance regulations.

Deputy Boyle commented that a primary change a county will notice will be certifying their employees. Another change may be the need to develop or implement fire and police dispatch protocols. PEMA and counties have been preparing for this change. Statewide interconnectivity funds were awarded in 2017 and 2018 to standardize dispatch protocols in the Northern Tier and North Central regions as well as a group of counties in the WestCore region. A county may develop dispatch protocols as long as they meet the requirements provided. The proposed requirements will be sent to the 911 coordinators for review and comment. This is the opportunity for PSAPs to voice their opinion before the documents are on the agenda of the Advisory Board's March 2019 meeting.

VI. New Business

- **Dates for 2019 911 Advisory Board meetings:**
 - **March 7, 2019**
 - **June 6, 2019**
 - **September 5, 2019**
 - **December 5, 2019**

VII. Other Business/Public Comment/Closing Remarks

- **Existing member roster:**
 - If your term to serve is set to expire, please have your organization appoint a replacement or reappoint you to serve another term.

Todd Lake, KEMA, informed the Board he has taken another employment opportunity and will be vacating his seat on the 911 Advisory Board. Mr. Lake thanked everyone on the Board and Deputy Director Boyle for their cooperation and service. A recommendation for a KEMA representative will be submitted.

Meeting adjourned at 11:29