



**9-1-1 Advisory Board Meeting Summary  
Thursday, March 7, 2019, 10:00 a.m.  
Pennsylvania Emergency Management Agency  
(PEMA) Headquarters  
1310 Elmerton Avenue, Room 112  
Harrisburg, Pennsylvania 17110**

**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  
The Honorable Mike Regan, Chairman, Senate Veterans Affairs & Emergency Preparedness Committee  
The Honorable Lindsey Williams, Minority Chairman, Senate Veterans Affairs & Emergency Preparedness Committee  
Mr. Sean Harris (Designee), Chairman, Veterans Affairs & Emergency Preparedness Committee for the House of Representatives  
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. 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  
Mr. Bruce Trego, Commissioner, Office of the State Fire Commissioner  
Mr. Dave Holl, Pennsylvania Chiefs of Police Association  
Sergeant Todd Abromitis, Fraternal Order of Police  
Mr. J. David Jones, President, Pennsylvania Emergency Health Services Council  
Mr. Mark Greenthaner, Pennsylvania Chapter of the National Emergency Number Association  
Ms. Jolene Burkhardt, Keystone Emergency Management Association  
Mr. Scott Krater, Association of Public-Safety Communications Officials  
Mr. Jack Lawver, Pennsylvania State Association of Boroughs  
The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners

II. The minutes of the December 6, 2018, 9-1-1 Advisory Board meeting were accepted on a motion by Mitch Yanak.

### III. **Opening Remarks**

The Honorable Mike Regan, Chairman, Senate Veterans Affairs & Emergency Preparedness Committee has joined the 9-1-1 Advisory Board.

The Honorable Lindsey Williams, Minority Chairman, Senate Veterans Affairs & Emergency Preparedness Committee has also joined the 9-1-1 Advisory Board.

### IV. **9-1-1 Program Update**

- **Act 12 Revenue**

- **911 Surcharge Revenue**

- Revenue for 2018 was \$316.1 million.
- Revenue for 2017 was \$316.0 million.
- Statewide 911 reported costs for 2017 = \$362 million, a difference of \$46 million for calendar year 2017.

- **911 Fund Balance**

- Cash balance as of 2/25/19 is \$100,008,519 million.
- Unencumbered balance = \$499,890.
- The 911 Program only spends/commits revenue actually received.
- Additional costs will be introduced to the 911 Fund with Next Generation 911 (NG911).
- A detailed list of grant commitments, funds dedicated to statewide initiatives, and PEMA administrative costs has been given to the Senate Appropriations Committee to support the need for the 911 Fund to remain a Restricted Fund.

- **National NG911 Grant Program**

- Final notification of funding awards was published February 1, 2019.
- Pennsylvania's awarded amount of \$4,511,610 is the 5<sup>th</sup> highest award:
  - California: \$10.5 million
  - Texas: \$10 million
  - Florida: \$5.8 million
  - Illinois: \$4.9 million
- Some neighboring states (New York and New Jersey) are not eligible for federal funds due to diverting 911 funds.
- Grant Program Cost share:
  - 60% federal share
  - 40% state share (PA's share = \$3,007,740)
- Grant performance period is 3 years from the date of award.
- Final application is due April 2, 2019.
- States must certify:
  - A State 911 Plan is in place
  - 911 funds have not been diverted
- Supplemental funding may be available. PEMA will submit a supplemental application for supplemental funding if it becomes available.

- Eligible grant funded costs related to the implementation of NG911:
    - NG911 hardware, software, services, applications, personnel and training.
    - Grant timing aligns with Pennsylvania's NG911 system procurement:
      - Award reduces the burden on statewide interconnectivity funds.
- **Reauthorization of Act 12 of 2015**
  - Over \$1 billion in revenue has been collected in support of 911/NG911.
  - 911 Program business/administrative processes were overhauled.
  - New statewide interconnectivity grant program: \$123 million/186 projects funded:
    - Support Public Safety Answering Point (PSAP) consolidation
    - Address aging infrastructure within PSAPs
    - Incentivize 911 system sharing
    - Enhance GIS data
  - Established county and provider audit programs.
  - Completed physical inventory of all PSAPs.
  - Adopted Statewide 911 Plan/NG911 GIS Plan.
  - Executed 4-year imagery contract.
  - Drafted new requirements for training and quality assurance/quality improvement.
  - Request for Proposals (RFPs) issued for:
    - Statewide NG911 system
    - Statewide call-accounting system
    - Statewide NG911 GIS data gap analysis
- **Statewide NG911 GIS Data Gap Analysis**
  - Gap analysis includes 4 tasks:
    - Formalizing NG911 GIS requirements for Pennsylvania
    - In-person education session for each region
    - County GIS data assessment
    - Future planning – NG911 GIS data management, workflows, etc.
  - Selected vendor is Geo-Comm, Inc.
  - Work will begin when contract is fully executed.
- **Statewide NG911 System**
  - Statewide 911 Plan: PEMA will procure a service-based NG911 solution:
    - ESInet and core services to deliver 911 calls to PSAP.
    - Initial focus will be call delivery; future flexibility is there to add public safety applications.
    - Phased, methodical implementation across the Commonwealth.
    - 911 operational control remains at the local level.
  - RFP was released February 27, 2019.
- **Statewide NG911 System Funding**
  - PEMA is in the process of procuring a service-based NG911 solution as a service.
  - Plan: Contract will be funded with statewide interconnectivity funds:
    - Less 15% funds will be available for grants.
    - 83% funds that counties are currently using for legacy call delivery can be used for other costs.

- Some costs funded by 15% monies today may not be funded moving forward:
  - Counties may need to pool 83% funds or other funds for projects outside of 15% funding moving forward.
- PSAPs will not notice any impact in 2019, but will going forward:
  - \$8.7 million has been set aside for the statewide ESInet contract.
  - \$4.5 million is funded by the federal grant award.
- **2019 Activity**
  - **Statewide Call Accounting System**
    - Will provide a standardized call measurement system across PA.
    - Document characteristics/trends for 911 call delivery.
    - Data will be useful as NG911 system is implemented and maintained.
    - Proposals have been received and are being evaluated.
  - **Statewide Orthoimagery Project**
    - An Agreement has been finalized with Penn State University/PASDA to manage the data.
    - Data has been delivered to:
      - Adams, Crawford, Cumberland and Erie counties
    - The next round of counties to receive data include:
      - Franklin, Greene and Perry counties
  - **911 Office**
    - Newly hired personnel include:
      - Bill Shertzer, 911 Program Manager
      - Mark Rothermel, Emergency Management Specialist
      - Carrie Tropasso, PEMA GIS Administrator
    - Upcoming Job Postings:
      - Telecommunications Administrator
      - Public Safety Education and Outreach Specialist
    - Remaining Need: PSAP Analyst (s)
      - Focus would be coordinating PSAP/State efforts
      - Ensuring PSAP compliance with program and grant guidelines
  - **Training, Certification, and Quality Assurance/Quality Improvement (QA/QI) Requirements**
    - Act 12 required PEMA to adopt new requirements.
    - PEMA, in consultation with the Operations Subcommittee, drafted updated requirements for training and QA/QI.
    - Key Items Include:
      - PSAPs must have Training and QA/QI Programs that meet the requirements.
      - Program curriculum, policies, and procedures must be documented.
      - Established updated minimum training requirements for:
        - Trainees (Basic-level Telecommunicators)
        - Call Takers
        - Dispatchers
        - Supervisors
        - 9-1-1 Coordinators

- PSAPs required to use EMS, Fire, and Police protocols.
  - Vendor-based or PSAP developed protocols are acceptable.
  - Protocols must meet minimum requirements.
- Existing programs that do not meet the new requirements have 2 years to comply.
- PEMA exam and certification process will be decommissioned.
  - PSAP will certify its own personnel.
  - PEMA will certify a PSAP's training and QA/QI program.
- New compliance process will be implemented
  - Corrective action policies/procedures will be established in consultation with the 9-1-1 Advisory Board.
  - Requirement to submit a plan to address deficiencies.

**ACTION ITEM:** The Draft Training and QA/QI Requirements document was presented to the 9-1-1 Advisory Board for a vote on adopting said document – Chris Clark made a motion to adopt the requirements, Commissioner Hertzler seconded the motion. The motion carried.

## V. **Statewide 911 Plan Update**

- **Statewide 911 Plan**
  - ACT 12 Requires PEMA to establish a Statewide 911 Plan that:
    - Plans for NG911
    - Sets priorities for Pennsylvania 911 Systems
  - Plan was initially adopted in September 2016; updated January 2019.
  - The updated Plan establishes 9 priorities for PA 911 systems.
- **Statewide 911 Plan - Priorities**
  1. Procure a statewide NG911 system as a service.
  2. Implement the statewide call accounting system.
  3. Adopt new 911 system requirements:
    - Technology & Operations (4 PA Code 120b)
    - Training, Certification, and QA/QI (4 PA Code 120c & d)
    - GIS (Gap Analysis)
    - Administration (published annually)
  4. Establish the county 911 system planning process:
    - Foundation: inventory data, 911 system requirements, FCC NG911 maturity model
    - Maintain inventory
    - Proactive state budgeting of funds
    - Data and process driven environment to mitigate competition
  5. Develop GIS data and statewide GIS processes to support NG911.
  6. Establish NG911 system governance.
  7. Set sustainable funding policies and procedures:
    - Procurement strategies or state contracting vehicles to leverage economies of scale
    - Continue to incentivize regionalization and consolidation of 911 systems
    - Define base-level costs common to all PSAPs
    - Further define eligibility for radio systems and emerging systems such as FirstNet
  8. Expand NG911 public education and outreach efforts.

9. Support county telecommunicator recruitment/retention efforts:
  - Working with the 9-1-1 Advisory Board and PSAPs, identify trends, issues, and recommendations
  - Identify opportunities to reduce telecommunicator workload

**ACTION ITEM:** The Draft Statewide 911 Plan Update document was presented to the 9-1-1 Advisory Board for a vote on adopting said document – Frank Jannetti, Jr., made a motion to adopt the updated plan, Gary Hoffman seconded the motion. The motion carried.

## VI. **Statewide NG911 GIS Strategic Plan Update**

- **Statewide NG911 GIS Plan**
  - Plan was initially adopted in December 2016:
    - Intended as a supplement to the Statewide 911 Plan for GIS stakeholders
  - Plan updated in January 2019:
    - Educate GIS stakeholders about NG911 systems
    - Establish 9 goals and priorities for GIS related to NG911
  - NG911 GIS Goals & Priorities:
    1. Formalize PA NG911 GIS requirements
    2. GIS stakeholder education, outreach, and training
    3. Complete county GIS data assessment
    4. Complete statewide orthoimagery data collection
    5. Statewide GIS processes to support NG911
    6. Develop statewide PSAP, emergency service and provisioning boundaries
    7. Continued GIS stakeholder collaboration
      - Leverage existing infrastructure
      - Minimize duplication of efforts
      - Plan and manage GIS expenditures
    8. Continued prioritization of 911 funds for NG911 GIS efforts
    9. Add GIS personnel in the 911 Office to support NG911

**ACTION ITEM:** The Draft Statewide NG911 GIS Plan Update document was presented to the 9-1-1 Advisory Board for a vote on adopting said document – Mitch Yanak made a motion to adopt the updated plan, Chris Clark seconded the motion. The motion carried.

Motion to adjourn at 10:51 am.