



**9-1-1 Advisory Board Meeting Summary  
Thursday, September 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 Edward Hoke (Designee), Commissioner, Pennsylvania State Police  
The Honorable Randy Vulakovich, 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  
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 A, Montgomery County  
The Honorable Jim Hertzler, County Commissioner of a county of the third or fourth class, Cumberland 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, 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Mercer County  
Sergeant Todd Abromitis, Fraternal Order of Police  
The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners  
Mr. J. David Jones, President, Pennsylvania Emergency Health Services Council  
Mr. John Grappy, Pennsylvania Chapter of the National Emergency Number Association  
Mr. Todd Lake, Keystone Emergency Management Association  
Mr. Steven Samara, Pennsylvania Telephone Association  
Mr. Dave Holl, Pennsylvania Chiefs of Police Association  
Mr. Stephen J. Shaver, Pennsylvania Fire & Emergency Services Institute

Mr. Marcus Brown, Member of the General Public

II. The minutes of the June 7, 2018, 9-1-1 Advisory Board meeting were accepted on a motion by Mitch Yanak.

III. **Safe 2 Say Something Program**

Mike Vereb from the Pennsylvania Office of the Attorney General (AG) introduced the newly created Safe 2 Say Something program. The program was established by ACT 44 of 2018 which was signed into law on June 22, 2018, effective immediately. The law contains multiple provisions for school safety and security. The AG is required to administer the Safe 2 Say Something program as of January 14, 2019.

- Safe2Say will be a 24/7 anonymous tip line for school safety.
- Information received will be forwarded to the affected school entity and law enforcement (LE).
- AG must train LE, school entities and emergency dispatch centers; must also establish guidelines for school entities in responding to reports.
- School entities must develop procedures for assessing and responding to reports.

Sandy Hook Promise has partnered with the AG's office to provide program education to schools, law enforcement and PSAPs. They will be providing trainings and webinars on how the program will work and what needs to be done prior to implementation.

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

- **Act 12 Revenue Summary**
  - Revenue collections for 2018 continue to be on target for \$317 million
  - To date, total revenue collected under Act 12 is \$936.6 million.
  - Revenue in 2017 was \$316.6 million versus \$358.8 million in PSAP reported costs
  - PSAP 2017 Annual/Combined Reports indicate 911 revenue covered 88% of 911 costs in 2017.
  - The largest expenditures funded by 911 surcharge revenue:
    - Personnel: \$216.8 million
    - Radio Systems: \$29.9 million
    - Connectivity: \$21.4 million
- **Out-year Considerations**
  - 911 Fee Integrity Act (H.R. 6424)
    - Was introduced in July 2018
    - Intent is to stop states from diverting 911 funds.
    - Requires the FCC to set eligible uses of 911 funds
    - Rules would take effect within 180 days of enactment
    - The legislation could affect the structure of Pennsylvania's eligibility requirements; it contains a narrower list of eligible radio costs.
  - Implementation of NG911 will introduce new costs for PSAPs:
    - GIS, cybersecurity, network, etc.
    - Period of operating legacy & NG911 systems concurrently
    - Deficit remains with no expected large-scale revenue increases

- Statewide ESInet/NGCS contract will reduce amount available for 15% grant awards
  - Continued focus on:
    - Planning/Coordination
    - Procurement strategies
    - Strong Oversight
- **Call Volume**
  - 2017 combined report had 1/5<sup>th</sup> of the PSAPs reporting manual call counts. This figure supports the need for a statewide call accounting system.

## V. 2018 Objectives Update

- **Statewide NG911 GIS Data Gap Analysis RFP was released today.**
- **Statewide Call Accounting System**
  - RFP is currently moving through the procurement approvals process
  - Expected to be released shortly
- **Statewide ESInet & Next Generation Core Services**
  - Outside counsel hired to assist with procurement/contract
  - Beginning process to release RFP
- **Imagery**
  - Expected Ortho delivery date to quality assurance vendor:
    - Erie: 8/22/2018
    - Bucks: 8/31/2018
    - Philadelphia: 9/7/2018
    - Crawford & Elk: 9/21/2018
    - Cameron & McKean: 10/24/2018
    - All other full counties collected in the Spring expected by mid-November.
  - PEMA continues to work with PASDA on data hosting arrangements
  - Fall Flight planning:
    - Monitoring leaf conditions mid-October
    - Possible start date November 1<sup>st</sup>
    - Focus will be to finish the east and west regions then cover the central region
    - Central region will be flown in Spring 2019
  - Fall 2018: 3 counties submitted requests for buy-up pricing
    - Quantum Spatial is currently developing pricing
  - Spring 2019: Buy-up requests accepted 11/1/2018-11/30/2018
  - Aerial Imagery Contract Information Event:
    - Will be held October 16, 2018
    - PEMA Headquarters
    - 10:00 am – 2:00 pm (tentatively)
    - Inform county & state agency partners about the imagery contract and buy-up options

- **Standards for Training, Certification, and Quality Assurance**
  - Current regulations were adopted in the early 1990's
  - Updated standards have been drafted for PSAP's
  - Changes to regulations will be addressed through the regulatory review process which takes a minimum of 180 days.
- **Statewide 911 Plan & NG911 GIS Strategic Plan Updates**
  - Plans were adopted at the end of 2016
  - Two-year updates are in draft status
- **County System Plan Process**
  - Technical & Operational standards are being drafted (120b replacement)
  - Draft standards are expected to be completed in December 2018.
  - County 911 Plan software platform being developed.
- **Audits – County & Provider**
  - 35 audits are on the schedule for 2018; 18 are completed to date.
- **2018 Statewide Interconnectivity Grant Program (SIGP)**
  - PEMA anticipates having \$47 million available to distribute for 2018.
  - Received 110 applications for a total of \$58 million
    - 53 applications for \$13.2 million:
      - Applications meet project guidelines
    - 39 applications for \$39.7 million:
      - Supporting/additional documentation has been requested
      - PEMA will work with the Board/Subcommittee members to ensure connectivity is coordinated with Statewide plans
    - 18 applications for \$4.5 million:
      - Applications duplicate efforts of statewide projects or do not meet the Project Guidelines
  - Less grant funds available as Statewide ESInet & NGCS project begins
  - Continue to stress for counties to prepare:
    - Manage 83% funds to meet current and future needs
    - Potential for projects funded this cycle not to be covered by 15% funds moving forward

## VI. **National 9-1-1 Grant Program**

- **Notice of Opportunity was published 08/09/2018**
- **\$109.2 million available to grantees**
  - Formula based on population and road mileage
  - Pennsylvania would receive \$3.5 million if all states/territories are eligible
    - Cost share: 60% federal / 40% state
  - Four- year period of performance for awards
- **Applications must be submitted by a State, Territory, or Tribal Organization**

- Step 1 – Preliminary application and certification
  - Designate a point of contact for Pennsylvania
  - Certify a Statewide 911 Plan is in place
  - Certify the 911 funds have not been diverted
    - Federal funds must be returned if State diverts 911 funds after award
  - Certify that at least 90% of the funds will be used for the direct benefit of PSAPs
  - Due before midnight on September 10, 2018
- **If eligible, State will receive funding allocation and proceed with Step 2**
  - Step 2 – Project budget, timeline, and performance measures which is due 60 days after funding allocation is received.
    - Eligible costs:
      - Adoption and operation of NG911 services and applications
      - Implementation of ESInet and applications enabled by NG911 services
      - Personnel costs for staff and consultants for NG911 implementation
      - Hardware, software, and services enabling NG911 calls to be handled
      - Costs to operate 911 and NG911 systems concurrently
      - 911 and NG911 related training
      - Administrative costs (not to exceed 10%)
  - Timing of national grant program aligns with statewide ESInet & NGCS procurement which will reduce the burden on statewide interconnectivity funds.

## VII. Subcommittee Activity

- **Operations (Training/Certification/Quality Assurance):**
  - Act 12 requires PEMA to adopt minimum training and certification standards for emergency dispatchers, call takers and supervisors
  - PEMA and the Operations subcommittee has developed framework of minimum training requirements and processes
  - Focus is a standard level of service across PA
  - Current regulations (120c and 120d) to be addressed through the regulatory review process
  - The effective date has not yet been determined; dependent on system development in support of new requirements
  - The document will be distributed to the 9-1-1 Board for review and comment
    - Focus is on establishing updated requirements for PSAPs
    - PEMA will continue to work with the Board and Operations subcommittee for remote dispatch points.
  - Minimum training requirements have been established for 5 training levels:
    - Trainees (Basic-level Telecommunicators)
    - Call Takers
    - Dispatchers
    - Supervisors
    - 9-1-1 Coordinators

- Counties may combine training levels based on organizational structure. Minimum requirements must be met for each level prior to certification.
- PSAP training program must be documented
- EMS, Fire and Police protocols are now required. County developed Fire and Police protocols are allowed; must meet minimum requirements.
- Training programs that do not meet the minimum requirements will have 2 years to comply.
- Minimum requirements are also established for QA/QI programs.
- PSAPs must establish and document a QA/QI program
- Requirements use the language from the APCO standard which provides flexibility if reviewing 2% of calls is not effective based on call volume.
- Counties certify personnel; PEMA certifies the county training and QA/QI program.
- PEMA written exam is eliminated.
- Compliance processes will be revamped.
  - Reviews may be completed on-site, remotely, or a combination of the two
  - County developed corrective action plans required to address deficiencies
- **Funding Formula:**
  - Currently, 33% of the 83% quarterly revenue distributed to the PSAPs is defined by Act 12. Focus has been on the remaining 50% for distribution. Per Act 12, the formula shall fairly/proportionately reflect 911 system needs. The Subcommittee focused on base-level costs common to all PSAPs.
    - Promising for a fair formula; but will take time to develop
    - Working to determine what costs are considered base-level costs
    - Also working through questions such as how to handle counties that contract for 911 service or how should base level costs be calculated (by position)?
  - Benefits of base-level costs common to all PSAPs
    - Reduces PSAP competition
    - Useful for planning, budgeting, eligibility, grant applications, and anti-windfall enforcement
  - A vote to recommend the current funding formula remain in place for 2019 was held. The motion was passed.

## VIII. **New Business**

There was discussion on passing the extension of Act 12 of 2015 before the end of the year. The consensus was the extension was not likely to occur this year but will be a priority next year.

The date for the next 9-1-1 Board meeting is December 6, 2018.

## IX. **Other Business/Public Comment/Closing Remarks**

Director Flinn recognized Senator Vulakovich for his service to 911 and the emergency services community. Commissioner Hertzler thanked him for his dedication and commitment to the 911 program.

Meeting adjourned at 12:08