



9-1-1 Advisory Board Meeting Summary  
Thursday, September 7, 2017, 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  
Executive Deputy Director, Jeffrey Thomas, Pennsylvania Emergency Management Agency  
Mr. Jeffrey Boyle, Deputy Director 9-1-1, Pennsylvania Emergency Management Agency  
Major Diane Stackhouse (Designee) Commissioner, Pennsylvania State Police  
The Honorable Randy Vulakovich, Chairman, Senate Veterans Affairs & Emergency Preparedness Committee  
Mr. Seth Rolko (Designee), Minority Chairman, Senate Veterans Affairs & Emergency Preparedness  
The Honorable Stephen Barrar, Chairman, Veterans Affairs & Emergency Preparedness Committee for the House of Representatives  
Mr. Charles Brennan (Designee), Mayor of a first-class city, 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 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 the fifth, sixth, seven, or eighth class, Clearfield 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  
Ms. Audrey Kenny, 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 county, Mercer County  
Mr. Frank Baier, (Designee) Governor's Office of Administration  
Mr. J. David Jones, President, Pennsylvania Emergency Health Services Council  
Mr. Stephen Shaver, Pennsylvania Fire and Emergency Services Institute  
Mr. Scott Krater, Association of Public-Safety Communications Officials  
Ms. Ann Weller, Pennsylvania Chapter of the National Emergency Number Association  
Mr. Todd Lake, Keystone Emergency Management Association

II. The minutes of the June 1, 2017, 9-1-1 Advisory Board meeting were accepted on a motion by Frank Jannetti and seconded by Gary Hoffman.

### III. 9-1-1 Program Update

- **Budget Proposal**

A proposal from House Republicans to use the 9-1-1 Fund to help offset the State budget deficit was discussed. The 9-1-1 Fund is a restricted fund designated for 9-1-1 use only. Excess revenue does not exist in the 9-1-1 Fund. The available balance showing on a Treasury cash report is committed to upcoming formula based payments, statewide interconnectivity initiatives, or PEMA administrative costs. Director Flinn will be drafting a letter to the General Assembly to educate Members on how the 9-1-1 Fund and Program operates and the negative impacts of transferring revenue from the 9-1-1 Fund.

- **2016 Combined Report Summary**

An overview of the information collected in the 2016 Combined Reports was provided. The Commonwealth continues to make progress towards a sustainable 9-1-1 Program and Fund.

- 9-1-1 revenue funded 93% of the reported costs in 2016 compared to 71% in 2015.
- The operating deficit for 9-1-1 operations in 2016 was \$22.8 million compared to \$95.4 million in 2015.
- 9-1-1 reported expenses increased by only 1% in 2016 compared to 13.8% in 2015.

- **County Audits**

Each PSAP is being audited in 2017 with planned completion by December 10, 2017. This audit cycle will provide commonwealth-wide audited financial data.

- **Other Ongoing/Upcoming Initiatives**

- **GIS:** PEMA is working with the Technical Subcommittee to identify county GIS needs and support opportunities. Frank Jannetti brought up the issue of smaller counties and GIS. Most only have one county GIS staffer. A 9-1-1 person in each Area Office would greatly benefit the counties.
- **Statewide call accounting:** System requirements have been drafted by PEMA working with the Funding and Technical Subcommittees. PEMA intends to move forward with implementing a statewide call accounting solution now that project management support has been established in the 9-1-1 Office.
- **Provider Audits:** An MOU with the Dept. of Revenue is being finalized to provide these services.
- **9-1-1 System Standards:** Adopted standards are being reviewed for any changes or updates.
- **2016 9-1-1 Annual Report:** The Annual Report for the General Assembly is currently being drafted.
- **2018 9-1-1 Program Guidance:** There are no anticipated major changes for 2018.

- **2017 Statewide Interconnectivity Funding – Application Overview**
  - Recommended improvements for the 2017 grant cycle included setting clear goals and more specific funding priorities. Goals and specific funding priorities were established for 2017 working with the Funding Subcommittee. The funding priorities specified the types of projects considered for funding. Implementing the recommended changes had a positive impact on the grant process.
    - 2016: 58 applications were received for \$134.4 million.
    - 2017: 72 applications were received for \$43.2 million.
    - Grant requests decreased by \$91.2 million.

#### IV. **PSAP Spotlight – Susquehanna County**

Susquehanna County experienced the effects of a flooding incident on July 20, 2017 that rendered the PSAP inoperable. 9-1-1 Coordinator Bruce Butler and staff relived their story, reviewing the timeline of events and actions taken to get themselves back to day to day operations. During the PSAP flooding event there were no missed 9-1-1 calls.

#### V. **Progress Report – Next Generation 9-1-1 Transition**

- Procurement efforts for statewide ortho-imagery are in progress.
- PEMA continues to engage with the local GIS community to discuss NG9-1-1.

#### VI. **Subcommittee Reports**

- **Technical:** Audrey Kenny reported on the continued work of the Technical Subcommittee and PEMA on NG9-1-1 planning and requirements efforts. PEMA and the technical subcommittee are committed to get it right the first time, making sure there is a solid foundation to build on.
- **Training/Quality Assurance:** The training and QA/QI combined subcommittee is working through updating the current training and quality assurance regulations. A current issue is should remote dispatch points (RDPs) be held to the same standards as telecommunicators in PSAPs. Sean Harris, from Senator Barrar’s office, commented that the existing regulations are trumped by Act 12 of 2015.

#### VII. **New Business**

- Dates for the 2018 board meetings were discussed. While not yet set, the first Thursday seems to work for most of the Board members.
- Tim Baldwin asked that considering how Susquehanna County’s flooded equipment was being replaced through insurance coverage, perhaps insurance premiums should become an eligible 9-1-1 expense. This will be a future discussion item for the funding subcommittee.
- Bud Mertz noted that at a prior meeting auditing the telco companies was discussed. Jeff is working with the Department of Revenue, Sales and Use Taxes office to finalize an MOU. Revenue staff have access to documentation that will better serve the audits.

Meeting adjourned at 13:15