



911 Advisory Board Meeting Summary
Thursday, June 3, 2021
10:00 a.m.
Virtual – WebEx Meeting

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 Sean Georgia (Designee), Commissioner, Pennsylvania State Police
The Honorable Patrick Stefano, Senator, Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
Mr. Luc Miron (Designee), The Honorable Senator Katie Muth, Minority Chairperson of Veterans Affairs & Emergency Preparedness Committee of the Senate
The Honorable Karen Boback, Representative, Chairman of 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
Mr. Michael Vest (Designee), County Commissioner of a county of the second-class A, Montgomery County
The Honorable Mark Higgins, County Commissioner of a county of the third or fourth class, Centre County
The Honorable Matthew Quesenberry, Sr., County Commissioner of a county of the fifth, sixth, seventh, or eighth class, Elk County
The Honorable Robert Snyder, County Commissioner of a county of the fifth, sixth, seventh, or eighth class, Forest 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. Chris Clark, 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Jefferson County
Ms. Jolene Burkhardt, 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Indiana County
Commissioner Bruce Trego, Office of the State Fire Commissioner
Mr. John MacMillan, State Geospatial Coordinating Board
Mr. Jason Hebbe, Governor's office of Administration
Mr. David Holl, Pennsylvania Chief of Police Association
Mr. Anthony Deaven, Pennsylvania Emergency Health Services Council
Mr. Steven Shaver, Pennsylvania Fire and Emergency Services Institute
Mr. Chad Aucker, Association of Public-Safety Communications Officials
Mr. Joe Brennan, Pennsylvania Chapter of the National Emergency Number Association
Mr. Frank Jannetti, Jr., Keystone Emergency Management Association

Ms. Barbara Burba, Pennsylvania Wireless Association

Mr. Jack Lawver, Pennsylvania State Association of Boroughs

Mr. John Wilkes, Jr., Pennsylvania State Association of Township Supervisors

The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners

II. **Opening Remarks**

- Honorable Senator Patrick Stefano spoke about Senate Resolution 96 and the purpose of the performance audit for stakeholders to understand opportunities and issues facing the 911 system in advance of the January 2024 sunset date.

III. **ACTION ITEM:** The minutes of the March 4, 2021, 911 Advisory Board meeting were accepted on a motion by Chris Clark and seconded by Gary Thomas. Motion passed.

IV. **Program Update**

- **NG911 Project Governance**
 - Letters of Engagement (LOE) sent to each county
 - The LOE details service Comtech is providing
 - Identifies areas where action is needed from Counties to support NG911 service
 - Confirms the county's use of the NG911 service
- **Letter of Engagement signature**
 - County officials should sign unless PSAP has signatory authority by the county
 - Return a signed copy to PEMA as soon as possible
- **Statewide Imagery Project**
 - Imagery for 28 counties successfully collected this Spring
 - Survey crew work in progress; imagery production to start in 2-3 weeks
- **Training & QA/QI requirements**
 - PSAP Training and Certification Program Status
 - 30 PSAP programs certified – fully compliant with minimum requirements
 - 33 PSAP programs compliant with the exception of Police/Fire protocols
 - 3 PSAP programs require program development – Certification Plan required
 - PSAP QA/QI Program Status
 - 30 PSAP programs certified – fully compliant with minimum requirements
 - 35 PSAP programs certified with the exception of Police/Fire protocols
 - 1 PSAP program require program development – Certification Plan required
- **Next Steps for PSAPs**
 - Certified Program - PEMA to begin recertification reviews in CY2022
 - Non-certified Program - PSAP required to submit Certification Plan
- **Q1 2021 Formula Payments**
 - Current formula, based on 2010-2014 revenue and expenditures, in place thru 2022
 - Plus: Counties who would have saw increase with formula change receive it thru 2022
 - Anticipated increase adjustment covered by 15% funds
 - Estimated \$13.5 million of 15% funds annually to support
 - 37 counties received additional formula funding

- Total Q1 adjustment is \$3,361,656 on pace with expectations
- **2021 Interconnectivity Funding**
 - 2021 Interconnectivity status as of June 3, 2021
 - **Available Interconnectivity Funds** **\$70,442,269**
 - 2021 Interconnectivity Funds \$47,000,000
 - 2018 Remaining Balance \$6,583,171
 - 2020 Remaining Balance \$16,859,098
 - **Estimated Obligations to Date** **\$50,980,682**
 - NG911-2021 Non-Recurring Costs \$26,127,910
 - Existing ESInet Maintenance \$5,025,432
 - Existing CHE Maintenance \$3,325,165
 - Existing CAD Maintenance \$2,000,689
 - Existing GIS Data Aggregation \$74,500
 - Shared Master Site Maintenance \$926,986
 - 2022 Formula Assistance \$13,500,000
 - **Available for New Projects (Priorities 7-13)** **\$19,461,587**
 - 2021 Key Points
 - Applications must be started in the Webtool by August 15, 2021
 - Complete grant applications are due October 31, 2021
 - 2021 15% Funding Priorities
 - 13 funding priorities proposed for the 2021 funding cycle
 - Priority 1 – NG911 Service: Non-recurring Costs
 - Priority 2 – Existing ESInet Maintenance
 - Priority 3 – Existing Shared CHE Maintenance
 - Priority 4 – Existing Shared CAD Maintenance
 - Priority 5 – Existing GIS Data Aggregation
 - Priority 6 – Regional Radio Master Site Maintenance
 - Priority 7 – PSAP Facility needs to implement NG911
 - Priority 8 – NG911 Service Migration Support
 - Priority 9 - NG911 GIS Data Development
 - Priority 10 – Network needs to implement NG911
 - Priority 11 – New Shared CHE system
 - Priority 12 – New Shared CAD system
 - Priority 13 – PSAP Consolidation Feasibility Studies

ACTION ITEM: Motion to accept the 2021 Interconnectivity Funding Priorities as presented by Michael Vest and seconded by Commissioner Mark Higgins. Motion passed.

- **911 Advisory Board Subcommittee Structure**
 - Common discussion item has been the need to update subcommittee structure
 - Subcommittees effective; but established without membership structure
 - Update role & duties to support a statewide interconnected NG911 system
 - Provide opportunities for participation & equal geographic representation
 - Support statewide planning & coordination
 - New Funding Subcommittee structure will take effect January 1, 2022

- One (1) Primary Representative from each NG911 service region
- One (1) Alternate Representative from each NG911 service region
- PEMA & CCAP service in an advisory role
- Regions submit representatives prior to January 1, 2022
- Method of selection is at the discretion of counties within region
- Terms
 - Members serve 2-years (1 year as Alternate and 1 year as Primary)
 - A region may recommend representatives continue to serve if no other individuals within the region are interested in participation
 - Technical and Operations Subcommittees expected to update structure but there will be slight differences in membership due to duties & personnel needed
- Meetings
 - Intent is to meet in person day of 911 Advisory Board meetings
 - Additional sessions scheduled as needed

V. PA NG911 Update

- Update provided by Christine Smith, Greg Lathrop, and Melissa Liebert of Comtech
- **NG911 Project Q2 Achievements**
 - PSAP surveys & network assessments
 - Infrastructure build
 - Data Center Buildout
 - NGCS software design
 - PEMA ESInet fiber builds initiated
 - Originating service provider activities
 - Outreach & network disclosure documentation
 - Kickoff meeting
 - GIS/ALI
 - Data review
 - User accounts for Northern Tier and WestCORE
 - OSP turn up activities
 - Establish Carrier Points of Interconnection (POI)
 - Initiate Carrier Connectivity
- **Pennsylvania NG911 GIS & ALI Solution**
 - Comtech NG911 solution for Pennsylvania includes a complete GIS & ALI solution
 - Interface where PSAPs upload their GIS data files
- **NG911 GIS Layers & Data Requirements**
 - Counties must develop the following five (5) required GIS layers
 - Road centerlines
 - Site & structure address points
 - PSAP boundaries
 - Provisioning boundaries
 - Emergency service boundaries for Fire, Law and Medical services, each
 - All GIS layers must be NG911 ready
 - Achieve 98% or higher ALI to road centerline layer match rate
 - GIS data must be critical-error free
- **NG911 GIS and ALI – What’s Next**
 - User Onboarding

- Northern Tier and WestCore PSAPs received user account creation forms
- Other regions will receive forms 6 months prior to scheduled migration
- Training
 - Comtech and Geocomm will provide training sessions for Northern Tier and WestCORE counties in July-August timeframe
 - PSAPs to work toward NG911 data readiness

Honorable Senator Patrick Stefano inquired on the security and redundancy of the system, especially in today's cybersecurity concerns. Comtech staff responded by discussing public safety grade requirements of the Comtech system related to availability, reliability, redundancy, and security.

Deputy Director Jeff Boyle introduced PEMA 911 Office staff members, Tim Elbertson, Public Safety Education & Outreach Specialist and Christian Przybylek, Geospatial Analyst for 911.

- **Tracking NG911 Progress**

- Tim Elbertson and Christian Przybylek provided an overview of the NG911 Progress Dashboard available on the PEMA website:
 - <https://www.pema.pa.gov/911-Program/NG911/Pages/NG911-Progress-Dashboard.aspx>
- Color-coded timeline to provide each County's status
- Five (5) phases are:
 - Data collection (red)
 - Network Design (orange)
 - System Build (yellow)
 - Validation/Testing (green)
 - Upgrade complete (blue)
- Data Collection (red)
 - Identify operational needs and technical limitations at each PSAP
 - Evaluate needs of project vendors & telecommunication providers
 - Identify capabilities for connecting to existing regional networks
- Network Design (orange)
 - Establish and verify all system requirements are met
 - Ensure seamless interoperability and reliability
 - Develop and finalize an implementation plan
- System Build (yellow)
 - Build the ESInet & NG Core services infrastructure across Commonwealth
- Validation/Testing (green)
 - Cutover to the NG911 platform
 - Perform tests on functionality and validity of equipment, network, and infrastructure of system
- Upgrade Complete (blue)
 - Successful upgrade to NG911 services

- **Draft PSAP Minimum Technology, Operations, and Planning Standards**

- PEMA required to adopt new minimum requirements for technology/operations
 - Current 4 PA Code 120b adopted in 1991
 - PEMA/Technical Subcommittee work has been ongoing since early 2018
- Document Structure

- Chapter 1 – Operations
- Chapter 2 – Technology
- Chapter 3 – Planning
- Updated draft provided with NG911 requirements
 - Minimal changes to Operations and Planning requirements from prior draft
 - Changes primarily in Chapter 2 – Technology
- Chapter 1 – Operations
 - Updated requirements set for call processing, personnel, and facilities
 - Updated call processing requirements to align with national standards - 90% of 911 calls answered within 15 seconds
 - Minimum standards for NG911 & regional project governance
- Chapter 2 – Technology
 - P.01 grade of service requirement for number of trunks
 - Requires text-to-911
 - Updated requirements provided for PSAP systems (CHE, CAD, etc.)
 - New requirements provided for cybersecurity, regional ESInets, and GIS
- Chapter 3 – Planning
 - Replacement of PSAP Triennial plan
 - 911 system plan due every 2 years
 - Components of a 911 System Plan
 - ✓ Multi-year revenue and expenditure forecast by Cost Type/Category
 - ✓ Variance analysis of prior years’ revenue and expenditures to identify trends, opportunities, threats
 - ✓ Measure compliance with minimum requirements
 - ✓ Measure NG911 progress at the county and state levels
 - ✓ Plan process will also be used to maintain PSAP inventory
- Next Steps
 - Comments solicited from Board & PSAPs through June 30, 2021
 - Plan transition process and effective date
 - Work to repeal and replace current regulations

John Geib, Montgomery County, inquired on the NG911 cybersecurity funding and county responsibilities.

VI. New Business

None

VII. Public Comments

Honorable Commissioner Mark Higgins, Centre County, requested a working group to address Mental Health incidents dispatched to law enforcement. Deputy Director Boyle responded to FCC requirements for States to deploy “988” service by June 2022. The purpose is to establish “988” as a nationwide number to provide quick access to help for mental health emergencies.

VIII. Adjournment

PEMA Executive Deputy Director Jeff Thomas adjourned the meeting.