



9-1-1 Advisory Board Meeting Summary

Thursday, March 24, 2016, 10:00 a.m.

Pennsylvania Emergency Management Agency (PEMA) Headquarters
2605 Interstate Drive, Room 230
Harrisburg, Pennsylvania 17110

I. Roll Call:

Director Richard D. Flinn, Jr., Pennsylvania Emergency Management Agency
Mr. Robert F. Mateff, Sr., 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. Patrick Cusick (Designee) Minority Chairman, Senate Veterans Affairs & Emergency Preparedness Committee
Mr. Sean Harris (Designee) Chairman, House of Representatives Veterans Affairs & Emergency Preparedness Committee
The Honorable Chris Sainato, Chairman, House of Representatives Veterans Affairs & Emergency Preparedness Committee
Mr. Glenn Cannon (Designee), County Executive of a county of the second class, Allegheny County
Mr. Michael Vest (Designee), County Commissioner 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 the fifth, sixth, seventh, or eighth class, Clearfield County
Mr. Ray Hayling, 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. David Screven, Pennsylvania Public Utility Commission
Mr. James Weaver, Governor's Office of Administration
Mr. David Jones, 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
Mr. Chris Pleibel, Pennsylvania Wireless Association
Mr. Steven Samara, Pennsylvania Telephone Association
Mr. Jack Lawver, Pennsylvania State Association of Boroughs
Mr. James Dailey, Pennsylvania State Association of Township Commissioners

- II. The minutes of the December 4, 2015, 9-1-1 Advisory Board meeting were accepted.
- III. A motion by Ms. Audrey Kenny, seconded by Mr. Frank Jannetti, Jr., to accept the 9-1-1 Advisory board Charter and Bylaws was made, motion carried unanimously.

IV. Public Safety Answering Point (PSAP) Inventory Results and Findings

Mr. John Geib, Mission Critical Partners, presented the results of the PSAP inventory required by Act 12 of 2015. PSAP representatives were thanked for their efforts during the inventory process. The successful completion of the inventory would not have happened without their cooperation and hospitality. Key observations related to facilities, call delivery, call processing, and call dispatch were discussed.

V. Facilities

5 out of 68 PSAPs share facilities with the emergency management agency and/or other entities. Fourteen PSAPs indicate no disaster recovery plan or no outside backup resources are in place. Nearly half of all PSAP generators have been in service longer than 11 years, with 32 percent older than 16 years. Most PSAPs indicate that their current equipment rooms have available space for expansion. PSAPs report a total of 850 call taker only, dispatcher only, or call taker/dispatcher combined positions.

VI. Call Delivery

Based on the 2015 call statistics, nearly seventy percent of all 9-1-1 calls originate from wireless devices. However, the number of wireline trunks (764) greatly outnumbers wireless trunks (543). Nearly 40 percent of PSAPs do not have a system in place to reroute 9-1-1 calls; callers would receive a busy/fast busy signal during failures. 24 legacy Selective Routers provide 9-1-1 call routing to PSAPs today. PSAPs employ a variety of communications networks, including: microwave, T1, and fiber optic.

VII. Call Processing

43 percent of PSAP Customer Premise Equipment (CPE) solutions have been in service for more than 5 years. 12 percent are more than 10 years old. 32 PSAPs (47 percent) expect to upgrade or replace their CPE prior to 2018. 18 percent of CPE solutions were deployed in 2014 or later and are expected to be Next Generation 9-1-1 (NG9-1-1) capable. More than 9 million 9-1-1 calls were received in 2015. Two counties (Allegheny and Philadelphia) account for approximately twenty percent of the Commonwealth's population, but receive more than 40 percent of the total 9-1-1 call volume. 57 PSAPs maintain a combined 314 ring down circuits and pay associated recurring legacy circuit costs.

VIII. Call Dispatch

39 percent of PSAP Computer Aided Dispatch (CAD) solutions have been in service for more than 10 years. 37 PSAPs (54 percent) are planning a system upgrade or complete CAD replacement by 2018. PSAPs dispatched and managed nearly 12 million CAD events in 2015, or approximately 32,000 per day. PSAPs indicate they have dispatch responsibilities for 1,192 municipal law enforcement agencies, 2,289 fire departments and 931 EMS agencies. 778 radio

tower sites are in use across the Commonwealth—522 are owned by local municipal governments and a majority of the other 256 sites are leased space on commercial towers.

IX. Inventory Report Discussion

Call volume information was heavily discussed; what constitutes a call must be defined. A technical subcommittee is being formed that will address standards. Overtrunking was discussed; many providers use a trunking formula to determine need. PSAPs will have a short period of time to request any changes to the inventory report prior to being submitted to the General Assembly.

X. Issue Inventory Report to the General Assembly

A motion by Commissioner McCracken, seconded by Mr. Michael Vest, Vote Recommend to Vote 2016-1, that PEMA issue the inventory report to the General Assembly, motion carried unanimously.

XI. Next Generation 9-1-1 (NG 9-1-1) Strategy

Now that the inventory is complete, a discussion was held on how PEMA and the PSAPs can leverage the inventory results and develop a NG 9-1-1 strategy. The discussion focused on the needs for standards, leveraging existing infrastructure and all parties working in a collaborative effort to develop a comprehensive public safety grade communications network.

A statewide NG 9-1-1 plan needs developed that covers standards, network design, technical and operational aspects, and policy and governance issues.

Options discussed for statewide interconnectivity include a buy, own, operate model, and an outsourced solution.

Priorities for statewide interconnectivity funds in 2016:

1. Voluntary PSAP consolidation connectivity
2. Statewide interconnectivity
3. Shared services
4. Regionalization

XII. FirstNet Update

Major Stackhouse presented a brief on FirstNet. The vision is to provide emergency responders with the first nationwide, high-speed, wireless broadband network dedicated to public safety. Under the Act, the Governor has 90 days to choose whether to participate in the First Net proposed RAN deployment (opt-in) or Assume responsibility to conduct its own state RAN deployment (opt-out).

XIII. Subcommittees

Subcommittees are being established to focus on specific requirements outlined in Act 12 of 2015. Non-9-1-1 Advisory Board members may serve on subcommittees. Those wishing to be considered for a subcommittee are to email Deputy Director Robert Mateff at rmateff@pa.gov by April 8, 2016.

1. **Funding Formula Subcommittee** – The goal of this subcommittee is to recommend the final distribution formula for the Counties to have for fiscal year 2017.
2. **Technical Subcommittee** – The goal of this subcommittee is to develop recommendations for technology and next generation 911 technology standards, connectivity options, and shared services.
3. **Training/Certification Subcommittee** – The goal of this subcommittee is to develop recommendations for minimum training and certification standards for emergency dispatchers, call takers and supervisors.
4. **Quality Assurance Subcommittee** - The goal of this subcommittee is to develop recommendations for quality assurance standards.
5. **Public Education/Communication Subcommittee** – The purpose of this subcommittee is to develop recommendations for a Commonwealth wide public education program and promote the sharing of information among PEMA, 9-1-1 systems, state, and local agencies, and general public relating to the operation and improvement of 9-1-1 systems.

XIV. 2016 Eligibility Factors

Additions to the Eligibility Factors list for 2016 were discussed. PSAPs had the ability to submit recommendations to add to the list. All recommendations were accepted with the exception of mobile data systems.

XV. Accept 2016 Eligibility Factors List

Vote to Recommend 2016-2 that the agency accept the 2016 Eligibility Factors list, motion made by Commissioner Jim Hertzler, seconded by Mr. Frank Jannetti, Jr., motion carried unanimously.

XVI. Funding Update

9-1-1 fund update was presented. \$145.6 million was collected over the first five months under Act 12. 83 percent of the revenue collected quarterly is distributed to the PSAPs by formula. PEMA and the Board must set a final funding formula by February 2017. A subcommittee is being established to provide recommendations for the funding formula.

15 percent of the revenue collected quarterly is set aside for statewide interconnectivity. An application for statewide interconnectivity funding is currently under development and is anticipated to be completed in May 2016. PSAPs will be applying for specific projects that align with the priorities set by PEMA and the 9-1-1 Board. PSAPs will have the ability to apply for standalone projects or group projects. Statewide interconnectivity funds must be used for the awarded project; funds may not be reallocated. Unlike the wireless funding application process, awards will not be prorated.

The inventory shows that almost half of the PSAPs are looking to replace their CPE and/or CAD systems by the end of 2018. Statewide interconnectivity must also be developed. Statewide interconnectivity funding will not cover every PSAPs needs. The need for standards was reiterated during the funding discussion. PEMA will be bringing PSAP leaders together to discuss how to address these critical issues.

XVII. Next Meeting

The next 9-1-1 Advisory Board Meeting will be held on June 9, 2016, at PEMA Headquarters, 2605 Interstate Drive, Harrisburg, Pennsylvania 17110.

XVIII. Adjournment

Meeting adjourned at 1:25 p.m.