



**9-1-1 Advisory Board Meeting Summary  
Thursday, September 5, 2019, 10:00 a.m.  
Pennsylvania Emergency Management Agency  
(PEMA) Headquarters  
1310 Emerton 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  
Mr. Noah Erwin (Designee), Minority Chairman, Senate Veterans Affairs & Emergency Preparedness Committee  
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  
Ms. Nadine Dodge, 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, Jr., 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Mercer County  
Mr. John MacMillan (Designee), Pennsylvania State Geospatial Coordinating Board  
Mr. Dave Holl, Pennsylvania Chiefs of Police Association  
Sergeant Todd Abromitis, Pennsylvania Fraternal Order of Police  
Mr. Stephen Shaver, Pennsylvania Fire and Emergency Services Institute  
Ms. Ann Weller (Designee), 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  
Ms. Barbara Burba, Pennsylvania Wireless Association  
The Honorable Nate Silcox, Commissioner, Pennsylvania State Association of Township Commissioners

## II. Opening Remarks

III. **ACTION ITEM:** The minutes of the June 6, 2019, 9-1-1 Advisory Board meeting were accepted on a motion by John MacMillan.

## IV. Statewide NG911 GIS Data Gap Analysis Update

- Ms. Cheryl Benjamin from AppGeo gave an update on the Statewide NG911 Data Gap Analysis. An overview was provided on how GIS is used to deliver 911 calls in a NG911 environment. GIS data assessment are currently being performed on every Pennsylvania county to determine their level of compliance with NG911 GIS requirements. Key items to note:
  - GeoComm has received GIS data from every county
  - 33 quality assurance checks are being performed on the county-submitted data
  - Issues found are classified as critical (which needs to be fixed to work with NG911) or non-critical
  - GeoComm and PEMA will review gap analysis results with each county
  - The assessments for 5 counties have been completed to date.
- NG911 GIS Final Report (Final phase of the project) is expected to be delivered to PEMA in December 2019. GeoComm will present the final report at the December 2019 911 Advisory Board meeting.
  - **The NG911 GIS Final Report will include:**
    - Pennsylvania NG911 GIS Requirements
    - County GIS data assessment results and statistics
    - Summary of recommended GIS updates by county
    - Options for managing GIS data for NG911
    - Tools and processes to remediate and integrate local GIS data
    - Options for GIS workflows, roles and responsibilities
    - Next steps for Pennsylvania

## V. 9-1-1 Program Update

- **Legislation**
  - Act 17 of 2019 was signed into law. Sunset date is January 31, 2024. Includes:
    - Definitions:
      - Terms 911 System or PSAP refer to a county or county-based 911 system.
    - 911 Advisory Board Additions:
      - State Fire Commissioner (**voting**)
      - Chairperson on the State Geospatial Coordinating Board (**voting**)
      - Ambulance Association of PA (**non-voting**)
      - PA Association of Councils of Governments (**non-voting**)
    - 911 Fund § 5306.1. (D) (2):
      - PEMA **may** use 15% funds to purchase a statewide system to allow individuals to identify their phone numbers as associated with a person with a physical disability.”

- Counties § 5304:
    - GIS language was added to in preparation for NG911.
      - Reasonable efforts to ensure GIS data is available for NG911 call delivery
      - Cooperate to develop required boundary and road centerline layers
      - Counties shall share GIS data to support geospatial call routing
    - Grandfather provision for city PSAPs was removed.
  - Telephone Records § 5309:
    - Requires service providers to provide records to PSAPs for the synchronization of MSAG, ALI, and GIS data to support NG911.
  - Inventory:
    - PEMA, in consultation with the Board, shall maintain and update the PSAP inventory biennially (every 2 years).
- **Act 12 Revenue/Funding Summary**
    - PEMA has completed the review of the 2018 Combined Reports
      - 2018 total 9-1-1 surcharge revenue = \$316,216,704
        - \$2 million of which is interest revenue
      - 2018 total reported costs = \$352,343,831
        - PSAP reported costs = \$349,253,432
        - PEMA administrative costs = \$3,090,399
      - Deficit (revenue less costs) = **(\$36,127,127)**
      - Percentage of costs funded by 911 = 89.75%
        - Revenue remains consistent at \$316 million annually
        - Total expenses decreased by \$10.2 million from 2017 reporting
        - Deficit reduced to \$36 million, a reduction of \$9.8 million from 2017
      - Largest PSAP expenditures funded by 911 surcharge revenue:
        - Personnel - \$211 million
        - Radio Systems - \$25 million
        - Connectivity - \$23 million
      - Personnel represents 69% of 911 funded costs
  - **Federal News**
    - NG911 Act of 2019 (S. 1479)
      - Federal NG911 Grant Awards letter received August 9, 2019
      - Pennsylvania's final award (5<sup>th</sup> highest) = \$4,886,680
        - Base award was \$4,544,610
        - Supplemental award was \$375,070
        - PA was one of nineteen states to receive supplemental funding.
      - Cost Share:
        - 60% federal share
        - 40% state share (PA's share = \$3,257,787)
      - Funds will be used to offset the cost of the statewide NG911 system
      - Performance period end date is March 31, 2022
      - If the recipient of a Federal 911 grant uses 911 surcharge revenue for any

purpose other than 911, all grant funds must be returned.

- **911 Office Staffing**
  - Hired - Telecommunications Administrator – Ray Marino
  - In Progress – Administrative Office 3 has been posted (closes September 12, 2019)
  - Upcoming – IT Generalist 2 who will focus on NG911 GIS
  - Upcoming – Program Analysts (2) who will:
    - Plan/coordinate between PEMA & counties
    - Verify compliance with 911 Program requirements
      - i.e.15% funds are spent according to approved project
      - Compliance with 4 PA Code 120b or subsequent requirements
  
- **PA NG911 GIS Standards**
  - PEMA is required to establish standards for:
    - NG911 technology
    - Operation of 911 systems (35 Pa.C.S. § 5303)
  - NG911 GIS standards are a priority in the State 911 Plan
    - Defines GIS layers/data required to support a NG911 system
  - PEMA, in consultation with the Technical Subcommittee – GIS Working Group, developed NG911 GIS standards which include:
    - Required data layers
    - Accuracy requirements for MSAG/ALI/GIS synchronization
    - DRAFT Pennsylvania NG911 GIS Data Model:
      - Includes all NENA NG911 GIS Data Model (NENA-STA-006) fields
      - Adds three (3) PA specific fields:
        - Complete Alias Street Name to RCL layer
        - Taxing Authority and Parcel Identifier to SSAP layer
  - **ACTION ITEM:** On a motion by Frank Jannetti and seconded by Michael Vest, the Board voted to recommend accepting the PA NG911 GIS Data Model.
  
- **Training & QA/QI Requirements Corrective Action Directives**
  - Background:
    - PEMA is required to adopt minimum standards for training, certification, and quality assurance (35 Pa.C.S. § 5303).
    - New minimum training, certification, and QA standards were adopted in March 2019.
    - Section 3.04 of the new minimum requirements requires PEMA to adopt, in consultation with the Board, corrective action directives for a PSAP to follow if a PSAP is not in compliance.
    - PEMA, in consultation with Operations Subcommittee, developed draft corrective action directives.
  - Effective January 1, 2020:
    - PSAPs must document training and QA/QI programs by 5/31/2020.
    - PEMA will review each program to determine compliance
    - PSAP programs that meet minimum requirements will be certified
    - PSAPs not in compliance would follow corrective action directives
  - Corrective Action Directives:
    - PEMA issues report to county identifying areas of noncompliance
    - PSAP must submit an Improvement Plan (IP) within 30 calendar days

- PSAP has 2 years from the initial report date to establish compliance
    - PEMA reviews IP and indicates acceptance/non-acceptance
      - PSAP has 15 calendar days to submit an updated IP if not accepted
    - Status of IPs will be presented at each Board meeting
    - For PSAPs that fail to follow directives, “punitive steps” would be enforced.
    - Upon establishing compliance, PEMA will notify county to acknowledge compliance.
  - Corrective Action Directives – Punitive Steps
    - For PSAPs that fail to follow directives, the adopted requirements reference “punitive steps” in Section 3.04.
    - PEMA, working with Operations Subcommittee, drafted punitive steps framework.
    - Step 1: PSAP and elected officials receive 2nd notification
    - Step 2: PSAP requested to present explanation at Board meeting
    - Step 3: Ineligible to apply for 15% funding
    - Step 4: Ineligible to apply for 15% funding or receive 15% payments from current grants
    - Step 5: PSAP would not receive disbursements from the 911 Fund in accordance with § 5306.1.
  - **ACTION ITEM:** On a motion by John MacMillan and seconded by Chris Clark, the Board voted to recommend accepting the Training and Quality Assurance/Quality Improvement Requirements Corrective Action Directives.
- **2019 Statewide Interconnectivity Funding Priorities**
    - Background:
      - Statewide interconnectivity funding (15% funds):
        - 15% of quarterly revenue shall be used by PEMA for statewide interconnectivity of 911 systems.
        - Distributed via grant process over the past 3 years.
        - Distributed by grant process again in 2019
      - 2019 Statewide interconnectivity Grant Program:
        - Amount available (estimated): \$47 million
        - Who may apply: Pennsylvania PSAPs
        - Application release date: October 1, 2019
        - Application due date: October 31, 2019
    - Grant Application Guidelines
      - Applications must be submitted by project and priority
      - Projects must align with 2019 Priorities
      - A single application must be submitted for multi-PSAP projects
    - Post Grant Award Guidelines
      - Funds must be spent according to the approved project
      - Only items listed in the Project Budget are eligible costs
      - Reallocation is not allowed
      - Remaining funds must be returned to be used for other projects
    - 15% Funding Changes
      - PEMA will repopulate maintenance applications
        - PEMA will confirm maintenance costs with PSAPs
        - PSAPs should not submit maintenance applications

- 2019 is likely to be the last year **all** funds are available for grants
  - Less funds will be available for grants once NG911 project begins
  - Call delivery costs covered by 15% funds
  - Will allow PSAPs to use 83% funds for other 911 costs
- Looking ahead to 2020:
  - PSAPs should consider ongoing costs when purchasing systems
  - Potential for projects funded by 15% funds today to not be in subsequent years.
    - Primary discussion topic in the funding subcommittee
- 2019 15% Funding Priorities:
  1. PSAP Consolidation Feasibility Studies
  2. NG911 GIS Data Development
  3. Regional GIS Data Aggregation
  4. Cybersecurity
  5. Existing ESInet Maintenance
  6. Existing Shared CHE Maintenance
  7. Existing Shared CAD Maintenance
  8. Existing Shared Protocol Maintenance
  9. Regional Radio Master Site Maintenance
  10. Existing Shared Recorder Maintenance
  11. New Shared CHE System
  12. New Shared CAD System
  13. New Shared Recorder
  14. New Shared Dispatch Protocols
  15. New Connectivity
    - Priorities 5 – 10 prepopulated by PEMA
    - Projects submitted under priority 15 will be closely scrutinized
- **ACTION ITEM:** On a motion by Audrey Kenny and seconded by Commissioner McCracken, the Board voted to recommend accepting the 2019 Statewide Interconnectivity Funding Priorities.
- **2020 Eligibility Factors List**
  - Background:
    - PEMA & the Funding Subcommittee reviewed the 2019 List to determine any needed changes.
  - 2020 Eligibility Factors List – Change Summary
    1. CHE, CAD and Radio – Clarified eligible costs are limited to the primary PSAP and primary back-up (Requests were received for multiple back-up sites for a single county, RDP's, municipalities, etc.)
    2. Mobile Communications Unit Maintenance - Clarified maintenance refers to items such as registration, inspection, batteries, and other routine maintenance costs. Costs are only eligible when the unit is used as the primary back-up PSAP. System costs should be reported under the appropriate Cost Type/Category
    3. Facilities/Repairs - Clarified eligible/ineligible costs for non-cosmetic repairs at the PSAP. Costs are expected to be reasonable and necessary to keep the PSAP in habitable condition.
    4. Facilities/Supplies - Added Facility Supplies as a Cost Category to correctly

recognize costs.

5. Office Operations - Added language to clarify eligible costs for office equipment/supplies and telecommunicator recognition. Provided examples to clarify eligible costs
  6. Public Education - Provided examples to clarify eligible costs
  7. Radio Tower Sites - Provided examples to clarify eligible costs
- **ACTION ITEM:** On a motion by Chris Clark and seconded by Audrey Kenny, the Board voted to recommend accepting the 2020 Eligibility Factors List.
- **2020 Funding Formula**
    - Background:
      - PEMA has been directed to establish formulas and methods to distribute funds in consultation with the Board. (35 Pa.C.S. § 5303).
      - The Funding Formula shall be reviewed every two years and may be adjusted annually.
      - Current formula was established in 2017 and reviewed in 2019.
      - Adjustments may be considered for 2020
    - Current Formula is:
      - 3% - Equal distribution among all PSAPs
      - 80%- Distributed by mathematical formula
        - 30% - Based on population
        - 70% - Based on the “Revenue Difference Ratio”
      - Revenue Difference by PSAP is calculated as follows:
        - Determine revenue a PSAP would receive using the interim distribution formula at \$314 million
        - Subtract a 3% equal distribution at \$314 million.
        - Subtract a 30% distribution based on population at \$314 million.
        - Ratio of a PSAP’s revenue difference to total revenue difference
    - Formula Adjustment Considerations
      - Consistent revenue - \$316 million
      - Adjustments will result in increases for some PSAPs and decreases for others.
      - Another distribution formula based on reliable data is not available to:
        - Improve the current method of calculating formula-based distributions
        - Justify funding reductions some PSAPs would realize
      - Funding Subcommittee in process of reviewing the formula for 2021
      - Funding Subcommittee recommends current formula remain in place for 2020.
    - **ACTION ITEM:** On a motion by Frank Jannetti and seconded by Commissioner Hertzler, the Board voted to recommend accepting the 2020 Funding Formula.

Motion to adjourn at 11:22 am.