



# pennsylvania

## EMERGENCY MANAGEMENT AGENCY

### Operations Subcommittee Meeting

Thursday, March 3, 2022

09:30am

#### Call to Order / Roll Call

- **Call to Order:** Chairman Mark Greenthaner called the meeting to order at 0930am.
- **Roll Call:** There were six (6) NG911 Regions present. Subcommittee members attending the meeting either in person or virtual option:

Operations Subcommittee	
The Operations Subcommittee provides advice and recommendations related to training standards for telecommunicators and standards for performance reviews and quality assurance programs.	
Mark Greenthaner (Chair)	Elk County
Ann Weller (Vice Chair)	Lancaster County
Sean Hart	Berks County
Ellen Pittman	Chester County
Jolene Burkhardt	Indiana County
Kristie Burkett	Lancaster County
Logan Laidacker	Lycoming County
Kenneth Carey	Philadelphia County
Scott Krater	Schuylkill County
Jared Jenkins	Washing ton County
Gene Good	Westmoreland County
Amy Smith	York County
Jeff Garner	PEMA

- **Subcommittee Chair comments:** Chairman Mark Greenthaner welcomed the members attending and thanked the subcommittee for their participation over the past couple of years and that is good to have in-person meetings once again.

Please note: The role of the 911 Advisory Board Operations Subcommittee is to provide advice and recommendations to assist PEMA with 911 Program activities related to operations. Minutes reflect items discussed during 911 Advisory Board Operations Subcommittee meetings. Actual 911 Program policies or decisions made by PEMA may differ from items discussed or reflected in the minutes.

## Minutes

- Scott Krater motioned with a second from Ann Weller to accept the minutes from the October 2021 meeting. Motion carried.

## Old Business

- **PSAP Recertification Review Process:** Jeff Garner provided an overview of the 911 Office Recertification Reviews that began in January 2022. Eight PSAP's are being reviewed each quarter which aligns with the initial PSAP certification (First round of reviews will be less than two years). PEMA Staff meets with PSAP personnel prior to the visit to outline the specifics and provide checklists for Training and QA/QI Programs to assist in preparing for the visit. As of this meeting, three PSAP's have been recertified.

## New Business

- **Subcommittee Restructure:** The subcommittee restructure document was reviewed. It was made clear that the current subcommittee membership could remain intact. There were questions and discussion on voting regulations, current NG911 regional representation of committee members, and the potential for a region to not have committee representation. The current NG911 region needs are: South Central Mountain-2, NECORE-1, Northern Tier-1, and North Central-1.

Those members of the regions present at the meeting were encouraged to contact their regional neighbor PSAP's in an attempt to complete the committee structure. Please contact Jeff Garner to assist in contacting prospective candidates. The committee would like to have the structure in place by the June meeting.

## New Business (cont'd)

- **Goals & Objectives:** The committee discussed goals and objectives for 2022 with the initial results:
  - 1. Committee restructure.
  - 2. Minimum Requirements review – The Training and QA/QI Minimum Requirements document needs to be reviewed annually by the committee. As part of this review, it may be of value to review the foundational documents/standards that were referenced to create the current minimum requirement to determine if any updated materials would be applicable.
  - 3. 988 Initiative – There was discussion on this topic with some of the members providing information that they have experienced within their PSAP/County. With the implementation deadline approaching and the need for 911 interaction, the committee will need to be prepared to provide input and the “best practice” approach to the 911 PSAP's in the Commonwealth.
  - 4. NG911 Training – As the NG911 project continues to unfold in 2022, this committee will be an excellent resource to review training materials (i.e., documents, videos, webinars, etc.) prior to being released to the PSAP community.

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### **Next Meeting**

- The committee discussed the meeting schedule for 2022. Due to the goals and objectives discussed, it was decided to meet monthly for now and adjust accordingly. In keeping with the Advisory Board meeting date/time, the first Thursday of the month at 0930 was selected as the proposed meeting time.

### **Adjournment**

- Chairman Greenthaner adjourned the meeting at 1025am.

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