



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, March 9, 2023

09:30am

Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0934am. The meeting was held virtually via Microsoft Teams.
- **Roll Call:** There were (seven) 7 NG911 Regions present which met the requirement for a voting quorum. Subcommittee members attending the meeting:

| Operations Subcommittee | |
|-------------------------|------------------------------|
| Scott Krater | Schuylkill County |
| Justin Markell | Carbon County |
| Jonathan Gray | Central Susquehanna Regional |
| Alex Karpinski | ECEN |
| Stephanie Scrivo | McKean County |
| Ann Weller | Lancaster County (Chair) |
| Amy Smith | York County |
| Norm Spackman | Centre County |
| Jennifer Cass | Montgomery County |
| BJ Meadowcroft | Chester County |
| Cheryl Walker | Philadelphia PD |
| Deborah Kiker | Philadelphia PD |
| Angela Mayes | Philadelphia PD |
| Ayanna Chapman | Philadelphia PD |
| Eugene Good | Westmoreland County |
| Jolene Burkhardt | Indiana County |

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| Jeff Garner | PEMA, 911 Office (<i>Subcommittee Liaison</i>) |
| Zil Jaigirdar | PEMA, 911 Office |
| Ray Blouch | PEMA, 911 Office |

Leadership Comments

- **Subcommittee Chair comments:** Chair Ann Weller reported that there has been an increase in recent “swatting” calls that target teachers and staff. This was also confirmed by other PSAP’s on the call. Ann will provide 988 information later in the meeting.
- **PEMA 911 Office Comments:** Jeff Garner reported that NG911 migration continues in the South-Central Mountain region. Deputy Director Boyle and other staff members will provide a program update during the Advisory Board meeting. 911 Office Staff continue to work with PennDOT IT Staff on updates and changes to the PSAPTC software.

Minutes

- A motion to approve the February 2023 minutes made by Scott Krater and seconded by Amy Smith. Motion carried after a unanimous vote by all regions.

Unfinished Business

- **Presentations:** Jeff Garner is in the process of contacting a representative from “On the Job and Off” to present at a future meeting. The conversation led to mental health awareness and care for telecommunicators. Gene Good from Westmoreland County provided a brief overview of an initiative/training they have with their Behavioral Health Team as well as other PSAP’s providing some of the procedures they have in place. There was good discussion amongst attendees as this issue is of the utmost concern for PSAP personnel.

- **CPR Certification:** The change to move CPR certification from Trainee to Call-Taker will be mentioned at today Advisory Board meeting but may not be approved until a future meeting.

New Business

- **APCO/NENA Events:** Upcoming APCO and NENA Conferences/Meetings were mentioned. Additionally, Somerset and Dauphin Counties will be hosting supervisor courses in 2023.
- **Open Discussion:** Ann Weller provided an update on a recent 988/911 Working Group call. There was discussion on potentially listening to 988 and 911 recordings to see the differences in processing calls. Committee members from Philadelphia PD on the call gave an update on the progress of their 988 personnel in house program. Additionally, a couple of PSAP's mentioned that they offer CIT training for their dispatch staff.

Next Meeting

- The next meeting is scheduled for Thursday, April 6, 2023 at 0930am. This meeting will be virtual.

Adjournment

- The meeting was adjourned at 10:18am after a motion from Scott Krater and Gene Good.

2023 Goals / Objectives

- 1. 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.
- 2. NG911 Service – As the NG911 project continues to unfold in 2023, the subcommittee will be an excellent resource to review and provide feedback/suggestions on NG911 related materials (i.e., documents, videos, webinars, MIS system reporting capabilities, etc.) prior to being released to the PSAP community.
- 3. Best Practices documentation (high level) - CAD to CAD, Telecommunicator Mental Health/Awareness, Alarm calls, smart device crash notifications, recruitment/retention, etc.
- 4. PSAPTC Review – One of the goals for the 911 Office is to perform an audit of the PSAPTC program for improvements/changes, etc. The Subcommittee may be relied upon to provide feedback as progress is achieved.