



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, April 7, 2022

09:30am

Call to Order / Roll Call

- **Call to Order:** Chairman Mark Greenthaner called the meeting to order at 0932am. The meeting was held virtually via Microsoft Teams.
- **Roll Call:** There were four (4) NG911 Regions present. Subcommittee members attending the meeting:

| 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 |
| Jennifer Marks | Berks County |
| Jolene Burkhardt | Indiana County |
| Kenneth Carey | Philadelphia County |
| Cheryl Walker | Philadelphia County |
| Gene Good | Westmoreland County |
| Amy Smith | York County |
| Jeff Boyle | PEMA |
| Jeff Garner | PEMA |
| Ray Blouch | PEMA |
| Zil Jaigirdar | PEMA |
| Tim Elbertson | PEMA |
| Brian Eichenlaub | PEMA |
| Bruce Butler | PEMA |

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.

Leadership Comments

- **Subcommittee Chair comments:** Chairman Mark Greenthaner welcomed the members attending.
- **PEMA 911 Office Comments:** Deputy Director Jeff Boyle introduced Bruce Butler as the newest member to the 911 Office Staff. Bruce takes over Jane Benfer's duties as the Administrative Officer for the office.

NG911 Update: WestCORE and Northern Tier Regions are being finalized. Acceptance with WestCORE is scheduled for May with Butler County being the first migration planned for June. The remaining regions have either had their kickoff meetings or their meetings are scheduled.

National Telecommunicator Week: The Staff at the 911 Office recognized that National Telecommunicators week is next week and wished everyone well with their plans to recognize their telecommunicators.

#Iam911 Project: Tim Elbertson provided an overview of the #Iam911 initiative that is going to be introduced during National Telecommunicators Week via PEMA's social media outlets.

PSAP Recertification Review process: Jeff Garner reported that the first quarter (8 PSAP's) is completed and went very well. The second quarter PSAPs are being contacted to schedule their initial meetings.

PSAPTC Portal: Jeff Boyle mentioned that the current PSAPTC Portal will eventually be migrated to the new PSAP Portal. The group was encouraged to report any "pain points" with the current PSAPTC system to the 911 Office.

Minutes

- Amy Smith motioned with a second from Ann Weller to accept the minutes. Motioned carried.

Unfinished Business

- **Subcommittee Restructure:** Jeff Boyle provided a historical perspective for the move to this type of structure and Jeff Garner provided some responsibilities of the committees' primary representative and reassured everyone that any current member may remain on the subcommittee. The goal continues to have the structure in place by the June 911 Advisory Board meeting. The following was decided:

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South Central Mountain – Jeff Boyle will contact this region.

North Central – Jeff Garner will contact Lycoming County to check on their region's progress.

Northern Tier – Mark Greenthaner is waiting for a response from Erie County.

NECORE – Jeff Garner will check with Scott Krater on their region's progress. Their regional meeting was being held this morning.

South Central – Ann Weller was selected as the Primary and Amy Smith the Alternate Representatives for their region.

Southeast – A decision will need to be made with committee members from this region.

New Business

- **988/911:** Jeff Boyle provided historical background information on the inception of 988 and what has occurred to date with the 988/911 Working Group. This initiative has reached the point where it would prove beneficial for the Operations Subcommittee to be involved in discussions with the 988 community. After a brief discussion on how this should occur, it was decided to ask Dr Wintersteen to have our committee join the working group's meetings (1st & 3rd Fridays at 0900).

It was reported that Priority Dispatch was aware of 988 and may be adding a solution into their protocols.

- **EMS Divert:** A question was asked if PEMA or the 911 Advisory Board had heard any follow-up information on the request from the Honorable State Representative Boback's office with potentially having 911 PSAP's divert EMS calls as the Operations Subcommittee would likely have this issue added to the agenda. There was no further information that was received to update the group. There was a brief discussion regarding this topic.

Next Meeting

- The next meeting is scheduled for Thursday, May 5, 2022 at 0930. The meeting will be remote/virtual.

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2022 Goals & Objectives

- 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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