



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, June 2, 2022

09:30am

Call to Order / Roll Call

- **Call to Order:** Chairman Mark Greenthaner called the meeting to order at 0935am. The meeting was held in person at PEMA and virtually via Microsoft Teams.
- **Roll Call:** There were (six) 6 NG911 Regions present. Subcommittee members attending the meeting:

Operations Subcommittee	
Mark Greenthaner (Chair)	Elk County
Ann Weller (Vice Chair)	Lancaster County
Sean Hart	Berks County
Jonathan Gray	Central Susquehanna Regional
Aprille Kronmuller	Chester County
John Durlin	Erie County
Jolene Burkhardt	Indiana County
Jennifer Cass	Montgomery County
Cheryl Walker	Philadelphia County
Scott Krater	Schuylkill County
Brad Ellsworth	Susquehanna County
Jared Jenkins	Washington County
Gene Good	Westmoreland County
Amy Smith	York County
Ray Blouch	PEMA
Jeff Garner	PEMA (<i>Subcommittee Liaison</i>)
Zil Jaigirdar	PEMA
Brian Eichenlaub	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:** Jeff Garner reporting.

NG911 Update: Status will be provided at the upcoming Advisory Board meeting and afternoon informational session.

Recertification Reviews continue. The PSAP's have been very welcoming and have their information prepared when visited by PEMA Staff.

Minutes

- Scott Krater motioned with a second from Ann Weller to accept the minutes from the May meeting. Motioned carried.

Unfinished Business

- **988/911:** Committee members discussed and provided "gaps" and concerns with 988 in order to prepare a document of considerations and best practices for PSAPs. Some of the generalized items centered around 988 obtaining the exact location, phone numbers, etc. when 988 is calling 911. Additionally, there is no need for any vast operational changes, however other entities (Law enforcement, medical directors, etc.) need to be included in discussions. Anyone with additional comments should email Jeff Garner so that PEMA Staff can add items to the proposed document which will be sent to committee members and included as an attachment to these minutes when completed.

New Business

- **Framework Documents:** The list of documents used to assist creating the current Minimum Requirements were discussed. Through initial research by PEMA Staff, it was discovered that two of the aforementioned documents were updated since 2016 (APCO ANS 3.102.2-2017 and NENA-STA-020.1-2020). These documents will be emailed to the committee. The 911 Advisory Board will eventually need to take action to replace older documents with the newer versions.

It was also noted that Act 120c and 120d still exist, however one of the goals for the 911 Office in 2022 is to rescind and replace these regulations

The Training, Certification, and Quality Assurance/Quality Improvement Requirements will need to be reviewed later this year. PEMA Staff will monitor the PSAP recertification reviews for potential patterns that conflict with items listed in the requirements.

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.

Good of the Order

- A questions was asked if anyone had heard about the partnership between Prepared software and RapidSOS. This allows video, text, etc. to be sent through the RapidSOS Portal. Schuylkill County 911 received a product demonstration last week.

Next Meeting

- The next meeting is scheduled for Thursday, July 7, 2022 at 0930. This meeting will be remote.

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.

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.