



# pennsylvania

## EMERGENCY MANAGEMENT AGENCY

### Operations Subcommittee Meeting Thursday, July 7, 2022 09:30am

#### Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0933am. The meeting was held virtually via Microsoft Teams.
- **Roll Call:** There were (six) 6 NG911 Regions present. Subcommittee members attending the meeting:

Operations Subcommittee	
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
Deborah Kiker	Philadelphia County
Scott Krater	Schuylkill County
Brad Ellsworth	Susquehanna County
Gene Good	Westmoreland County
Amy Smith	York County
Jeff Boyle	PEMA
Ray Blouch	PEMA
Jeff Garner	PEMA ( <i>Subcommittee Liaison</i> )
Zil Jaigirdar	PEMA
Brian Eichenlaub	PEMA

#### Leadership Comments

- **Subcommittee Chair comments:** No comments.

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- **PEMA 911 Office Comments:** Jeff Boyle provided a 911/988 overview.

## Minutes

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

## Unfinished Business

- **988/911:** The 911/988 “Best Practices/Considerations” document was shared and reviewed with the group. The 911 Office Staff needs to finalize and publish the document, which will be forwarded to committee members as well as the PSAP’s. There were questions about York’s Co-Responder attachment with the number of agencies utilizing the program. There was also discussion regarding recent incidents with some of the PSAP’s and the processes in place to assist with determining the cell phone carrier and location of callers.
- **Framework Documents/Minimum Requirements Review:** The Training, Certification, and Quality Assurance/Quality Improvements document will need to be reviewed. This process will begin at the August subcommittee meeting. The updated framework documents and the Minimum Requirements will be emailed to the committee prior to the next meeting.

## New Business

- **NG911 Update:** Jeff Boyle reported that testing will begin next week, and the ALI & voice traffic migrated to NG911 service on August 4<sup>th</sup>.

## Next Meeting

- The next meeting is scheduled for Thursday, August 4, 2022 at 0930 which will be virtually only via Microsoft Teams.

## Adjournment

- Vice Chair Ann Weller adjourned the meeting at 1014am after a motion from Scott Krater and a second from Gene Good.

## 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.

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- 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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