



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, August 4, 2022

09:30am

Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0935am. The meeting was held 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
Jonathan Gray	Central Susquehanna Regional
Aprille Kronmuller	Chester County
Marvin Watkins	Montgomery County
John Durlin	Erie County
Jolene Burkhardt	Indiana County
Ayanna Chapman	Philadelphia County
Scott Krater	Schuylkill County
Brad Ellsworth	Susquehanna County
Amy Smith	York County
Jeff Boyle	PEMA
Ray Blouch	PEMA
Jeff Garner	PEMA (<i>Subcommittee Liaison</i>)
Zil Jaigirdar	PEMA

Leadership Comments

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

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.

- **PEMA 911 Office Comments:** Jeff Boyle sent an email with an offer for a PSAP representative to attend a DHS/988 Conference in Pittsburgh in August. DHS is allowing expenses for one person to attend.
- Tim Elbertson sent an email outlining a 911 Education & Outreach Working Group that is being created. One of the goals of this group is to discuss recruitment and retention. Any documentation of best practices, etc. will be shared with this group.

Minutes

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

Unfinished Business

- **988/911:** The “best practices” document was sent to the PSAP’s. There was not a lot of activity noted since the 988 implementation date other than a few technical issues with phones.
- **Repeal of Act 120c & 120d:** Jeff Boyle reported that work to begin the process to repeal Act 120c and 120d has begun.

New Business

- **Minimum Requirements Review:** The subcommittee began reviewing the Training, Certification, and Quality Assurance/Quality improvement Requirements (Minimum Requirements). Article I (PSAP Training Program Overview and Requirements) was discussion. Jeff Boyle provided feedback from other PSAP’s of the difficulties of going through the effort, financial cost, and timeframe of the protocol training process without having the employee taking calls, then to have the employee leave employment. There was discussion on this matter that resulted in referencing Section 1.05(i) which outlines that the PSAP can determine the meaning of “processing calls independently”. Those present did not feel that any changes were necessary.
- The one change that was noted was in Section 1.08(iii) which requires 911 Coordinators to possess ICS 300. There was discussion on whether this should still be a requirement. The subcommittee is in favor of recommending to remove this requirement.
- Article I was completed. The plan for the September meeting is to continue with Article II.

Good of the Order

- Reminder that registration for the PA NENA Conference in September at State College will be opening soon. Also, National APCO is next week in Anaheim, CA.

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Next Meeting

- The next meeting is scheduled for Thursday, September 1, 2022 at 0930 which will be held in-person as well as a virtual option. The September 911 Advisory Board meeting will follow at 1030. A NG911 training session will follow the Advisory Board meeting.

Adjournment

- The meeting was adjourned after a motion from Scott Krater and a second from Ann Weller.

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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