



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, September 1, 2022

09:30am

Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0937am. The meeting was held virtually via Microsoft Teams and an in-person option at PEMA Headquarters.
- **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
Jennifer Cass	Montgomery County
Jennifer Marks	Berks County
John Durlin	Erie County
Jolene Burkhardt	Indiana County
Eugene Good	Westmoreland County
Letty Thomas	Philadelphia County
Deborah Kiker	Philadelphia County
Scott Krater	Schuylkill County
Brad Ellsworth	Susquehanna County
Amy Smith	York County
Jeff Garner	PEMA (<i>Subcommittee Liaison</i>)
Zil Jaigirdar	PEMA

Leadership Comments

Subcommittee Chair comments: Mark Greenthaner reported that a representative from the Butler 988 Call Center will be meeting with the Northern Tier Region next week in McKean County. Elk County is awaiting the cutover to NG911 call delivery.

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- Ann Weller reported that she attended a 988 Region 3 Conference in Pittsburgh this week where representatives from Arizona explained their 988 system.
- **PEMA 911 Office Comments:** Jeff Garner reported that the 911 Education & Outreach Working Group scheduled their first meeting for September 19. Subcommittee members on the working group are Jared Jenkins and Jeff Garner.
- This subcommittee was asked to provide an overview of our activity and objectives at today's 911 Advisory Board meeting. Jeff Garner will provide the overview with opportunity from subcommittee leadership and regional representatives to provide comments.

Minutes

- Eugene Good motioned with a second from Jennifer Cass to accept the minutes from the August meeting. Motioned carried.

Unfinished Business

- **2022 Goals & Objectives:** The list of goals & objectives was reviewed. There has been progression made with (three) 3 of the (four) 4 objectives and due to the nature of the subject matter, they will remain active for updates or future discussion.
- **Minimum Requirements Review:** The continuation of the document review began with Article II "PSAP QA/QI Program Overview and Requirements". There was discussion with the bullet items in Section 2.03c "Record Keeping Criteria" and their relation to Article III Section 3.07 "Retention of Records". Section 2.03c was kept intact. Further discussion occurred with Section 3.07(b) and the wording that included all emergency operating records being kept for a period of three years. The interpretation was this included audio recordings which have a separate retention period that 911 PSAP's follow. **Action Item: Section 3.07b will be changed to reflect written records only.**
- Section 2.04(b)(ii)2 Long-term case review adjustment guidelines was discussed due to the wording that appeared to conflict with the intended meaning of the requirement to submit versus an automatic renewal by PEMA. **Action: Item: Further clarification on the intent of this section is needed and will be discussed at the October meeting.**

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- Similar discussion occurred with Section 2.04(d) and the reasoning for the October 31st deadline date that was referenced. *Action Item: Further clarification on the intent of this section is also needed and will be discussed at the October meeting.*
- Article III “Training and QA/QI Administration Requirements” was reviewed. A correction will be made with Section 3.08(a)(iii) “Right to Enter and Inspect” to change the wording from PDS protocols to EMD, EFD, and EPD protocols.

New Business

- Due to the timing with the start of the 911 Advisory Board meeting, New Business was held over to the October meeting.

Good of the Order

Next Meeting

- The next meeting is scheduled for Thursday, October 6, 2022 at 0930. This meeting will be virtual.

Adjournment

- The meeting was adjourned at 1027am after a motion from Ann Weller and a second from Scott Krater.

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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