



# pennsylvania

EMERGENCY MANAGEMENT AGENCY

## Operations Subcommittee Meeting

Thursday, January 5, 2023

09:30am

### Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0934am. The meeting was held virtually via Microsoft Teams.
- **Roll Call:** There were (five) 5 NG911 Regions present which met the requirements for a voting quorum. Subcommittee members attending the meeting:

Operations Subcommittee	
Mark Greenthaner	Elk County (Chair)
Ann Weller	Lancaster County (Vice-Chair)
Amy Smith	York County
Sara Sloat	Lancaster County
Jonathan Gray	Central Susquehanna Regional
John Durlin	Erie County
Jennifer Marks	Berks County
Aprille Kronmuller	Chester County
Ayanna Chapman	Philadelphia PD
Jolene Burkhardt	Indiana County
Eugene Good	Westmoreland County
Jeff Garner	PEMA, 911 Office ( <i>Subcommittee Liaison</i> )
Jeff Boyle	PEMA, 911 Office Deputy Director
Ray Blouch	PEMA, 911 Office
Zil Jaigirdar	PEMA, 911 Office
Brian Eichenlaub	PEMA, 911 Office

## Leadership Comments

- **Subcommittee Chair comments:** Chair Mark Greenthaner announced that his last day at Elk County will be January 6<sup>th</sup>. He thanked everyone on the committee for their work throughout his tenure.
- **PEMA 911 Office Comments:** Deputy Director Boyle thanked Mark for his work on the committee. The Southwest PSAP's will be migrating to NG911 next week beginning with Butler and Westmoreland Counties. The 911 Office is currently planning through the 15% funding and will be reviewing/auditing the PSAPTC application. Recruitment & Retention and MIS dashboard will be other areas of focus where this committee may be involved.

## Minutes

- The December 2022 minutes submitted to the committee were moved and approved by the Chair.

## Unfinished Business

- **2023 Goals & Objectives:** The draft goals and objectives for 2023 were presented for review. The committee was asked if there is value in having a representative from "On the Job and Off" provide a presentation at a future meeting. It was decided to schedule this at a future meeting.

## New Business

- Due to the departure of Mark Greenthaner as Chair, the committee will need to select a new chairperson. After discussing the chair and vice-chair positions, Amy Smith motioned with a second from Jolene Burkhardt to elect Ann Weller as Chair and John Durlin as Vice-Chair. The regions represented unanimously approved the motion.

## Good of the Order

- There was discussion on a recent inquiry to the 911 Office regarding EMS “stacking” or holding calls and where PSAP liability ends. A couple of committee members offered their PSAP’s operational policy regarding this issue.

## Next Meeting

- The next meeting is scheduled for Thursday, February 2, 2023 at 0930 which will be a virtual/remote only meeting.

## Adjournment

- The meeting was adjourned at 10:01am after a motion from Jolene Burkhardt and Mark Greenthaner.

## 2023 Goals / Objectives

- 1. 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.
- 2. NG911 Service – As the NG911 project continues to unfold in 2023, the subcommittee will be an excellent resource to review and provide feedback/suggestions on NG911 related materials (i.e., documents, videos, webinars, MIS system reporting capabilities, etc.) prior to being released to the PSAP community.
- 3. Best Practices documentation (high level) - CAD to CAD, Telecommunicator Mental Health/Awareness, Alarm calls, smart device crash notifications, recruitment/retention, etc.

- 4. PSAPTC Review – One of the goals for the 911 Office is to perform an audit of the PSAPTC program for improvements/changes, etc. The Subcommittee may be relied upon to provide feedback as progress is achieved