



pennsylvania
EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, October 6, 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 (four) 4 NG911 Regions present. Subcommittee members attending the meeting:

Operations Subcommittee	
Jonathan Gray	Central Susquehanna Regional
Logan Laidacker	Lycoming County
Beth Baylor	Lycoming County
Jennifer Cass	Montgomery County
Marvin Watkins	Montgomery County
Aprille Kronmuller	Chester County
Jolene Burkhardt	Indiana County
Eugene Good	Westmoreland County
Deborah Kiker	Philadelphia County
Scott Krater	Schuylkill County
Jeff Garner	PEMA (<i>Subcommittee Liaison</i>)
Jeff Boyle	PEMA, Deputy Director for 911
Tim Elbertson	PEMA
Zil Jaigirdar	PEMA
Ray Blouch	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:** No report.
- **PEMA 911 Office Comments:** Jeff Boyle reported that the first PSAP migrated to the Next Gen 911 Core on 9/8/22. As of today, there are four PSAP's with two more migrating today.
- Tim Elbertson, PEMA's Public Education & Outreach Specialist, attended the meeting and provided an update on the Public Education & Outreach Workgroup committee which met for the first time on 9/19.

Minutes

- Scott Krater motioned with a second from Marvin Watkins to accept the minutes from the September meeting. Motioned carried.

Unfinished Business

- **Minimum Requirements Review:** The continuation of the document review occurred with outlining the changes that were made since the September meeting discussion. There were no additions or corrections suggested for the proposed changes. An email will be sent to the Committee's Regional Representatives for a vote to forward the recommended changes to the Advisory Board at their December meeting.
- One of the recommendations from a recent Legislative Budget Finance Committee (LBFC) report was to provide mental health wellness training to 911 telecommunicators. There was a brief discussion on whether this should be something that needs added to the minimum requirements. Most 911 PSAP's already provide some level of this type of training, therefore it was determined to hold off on adding this type of language to the document.

New Business

- **2023 Goals & Objectives:** It is that time of the year to think about the committee's goals and objectives for 2023. As a matter of review purposes, the 2022 goals/objectives are attached to the minutes.

Good of the Order

- There was a question/brief discussion whether any PSAP's on the call were utilizing an Intrado product that had alarm calls being received via Text to 911.

Next Meeting

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- The next meeting is scheduled for Thursday, November 3, 2022 at 0930. This meeting will be virtual.

Adjournment

- The meeting was adjourned at 1002am after a motion from Scott Krater and a second from Marvin Watkins.

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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