



# pennsylvania

EMERGENCY MANAGEMENT AGENCY

## Operations Subcommittee Meeting

Thursday, October 5, 2023

09:30am

### Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 09:35am and was held in virtually via Microsoft Teams.

### Meeting Items

- **Roll Call:** There were 17 attendees with (seven) 7 NG911 Regions represented which met the requirement for a voting quorum. Subcommittee members attending the meeting:

| Operations Subcommittee |   |
|-------------------------|---|
| Scott Krater            | Schuylkill County                               |
| Jonathan Gray           | Central Susquehanna Regional                    |
| Alex Karpinski          | ECEN  |
| John Durlin             | Erie County (Vice-Chair)                        |
| Stephanie Scrivo        | McKean County                                   |
| Ann Weller              | Lancaster County (Chair)                        |
| Sara Sloat              | Lancaster County                                |
| Norm Spackman           | Centre County                                   |
| BJ Meadowcroft          | Chester County                                  |
| Jennifer Marks          | Berks County                                    |
| Marvin Watkins          | Montgomery County                               |
| Cheryl Walker           | Philadelphia (PD)                               |
| Eugene Good             | Westmoreland County                             |
| Jolene Burkhardt        | Indiana County                                  |
| Jeff Garner             | PEMA 911 Office ( <i>Subcommittee Liaison</i> ) |

|               |                 |
|---------------|-----------------|
| Ray Blouch    | PEMA 911 Office |
| Zil Jaigirdar | PEMA 911 Office |

## Leadership Comments

- **Subcommittee Chair comments:** Ann Weller reported that it was good to see those that were able to attend the PA NENA Conference in September.
- **PEMA 911 Office Comments:** Jeff Garner thanked Ray Blouch for facilitating the September meeting. NG911 migrations continue and are going well. The 911 Office Staff continue to meet with their IT Development Team in moving the PSAPTC to the PSAP Portal. Subcommittee members as well as other PSAP's will become involved once progress is to the point where testing can occur.

## Minutes

- Gene Good motioned with a second from Scott Krater to approve the minutes from the previous meeting. All regions present at the meeting approved.

## Unfinished Business

- **Minimum Requirements Review:** The Minimum Requirement revisions will be sent to the Advisory Board in November for their review and adoption at the December Advisory Board meeting.
- **PSAPTC – PSAP Portal Migration:** A brief overview of some of the components in the PSAP Portal Training module were shown to the group. It is still early in the process, however involvement from the PSAP community will be required when testing and operational capabilities occur.
- **2024 Goals/Objectives:** Based on discussion at September's meeting and a review of the operational goals of the draft State 911 Plan, a list of potential goals was presented to the group (attached). Additional discussion included crisis training for PSAP Staff. There was a reminder that potential union contractual issues should be considered with any

actions or recommendations that result from the subcommittee's operational discussions.

## **New Business**

- There was no new business brought before the committee.

## **Good of the Order**

- Jolene Burkhardt requested information on PSAP's that have a cell phone policy in their comm centers. There were good comments and discussion from the group regarding this issue.

## **Next Meeting**

- The next meeting is scheduled for Thursday, November 2, 2023 at 0930 a.m. This meeting will be a virtual only meeting.

## **Adjournment**

- The meeting was adjourned at 10:06am after a motion from Scott Krater and Gene Good.

# **Operations Subcommittee**

## **2024 Goals / Objectives**

- **Minimum Requirements review:** The Training and QA/QI Minimum Requirements document is reviewed annually by the committee. As part of this review, it may be of value to review the foundational documents/standards on a regular basis that were referenced to create the current

minimum requirement to determine if any updated materials would be applicable.

- **Telecommunicator/Employee Wellness:**
- **988 / 911:** 1) Issues involving misdirected calls. 2) Working with major carriers on Geo-Routing. 3) Blind transfers involving 988 and the PSAPs.
- **Recruitment / Retention:**
- **PSAPTC to PSAP Portal Migration:** Provide input/feedback as the 911 Office works with the IT Development Team in migrating to the PSAP Portal Training/QA Module.