



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, November 2, 2023

09:30am

Call to Order / Roll Call

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

Meeting Items

- **Roll Call:** There were 19 attendees with (six) 6 NG911 Regions represented which met the requirement for a voting quorum. Subcommittee members attending the meeting:

Operations Subcommittee	
Jonathan Gray	Central Susquehanna Regional
John Durlin	Erie County (Vice-Chair)
Stephanie Scrivo	McKean County
Ann Weller	Lancaster County (Chair)
Sara Sloat	Lancaster County
Norm Spackman	Centre County
Jennifer Cass	Montgomery County
BJ Meadowcroft	Chester County
Jennifer Marks	Berks County
Marvin Watkins	Montgomery County
Nashia Roper	Philadelphia (FD)
Cheryl Walker	Philadelphia (PD)
Arielle Hull	Philadelphia (PD)
Ayanna Chapman	Philadelphia (PD)
Eugene Good	Westmoreland County

Jeff Garner	PEMA 911 Office (<i>Subcommittee Liaison</i>)
Ray Blouch	PEMA 911 Office
Zil Jaigirdar	PEMA 911 Office
Brian Eichenlaub	PEMA 911 Office

Leadership Comments

- **Subcommittee Chair comments:** Ann Weller thanked everyone for taking time to participate on the call this morning.
- **PEMA 911 Office Comments:** Jeff Garner stated that the NG911 migrations continue to occur and are going well. An update to the PSAPTC-PSAP Portal migration will be provided later in the meeting. Brian Eichenlaub reported that the quarterly reports are being distributed this week and next and he encouraged PSAP’s to report any outstanding expenditures as soon as possible.

Minutes

- Marvin Watkins motioned with a second from Jennifer Marks to approve the minutes from the previous meeting. All regions present at the meeting approved.

Unfinished Business

- **Minimum Requirements Review:** The Minimum Requirement revisions were sent to be distributed to Advisory Board members in November for their review and adoption at the December Advisory Board meeting.
- **PSAPTC – PSAP Portal Migration:** PEMA 911 Office Staff continue to meet with their Development Team. Much of the discussion/activity is centered towards the PEMA administrative portion of the project. There are components that are currently in the PSAP Portal training module, however it is not known what a PSAP user role will be able to view at this time. PEMA will reach out to PSAP’s for system testing at the appropriate time. The project rollout date is tentatively scheduled for May 2024.
- **2024 Goals/Objectives:** Discussion included a briefing of the Central Region 988/911 meeting recently held at PEMA where there were 45

attendees. It was noted that some county/local mental health agencies may not have received meeting invitations for the regional meetings. The goals/objectives matching the proposed Statewide 911 Plan were reviewed with no activity (other than 988) occurring since the previous meeting. One of the related goals from the plan included an online or SharePoint site which had been mentioned in prior subcommittee meetings. Jeff Garner will investigate the details of this process.

New Business

- **Committee Leadership:** According to the Subcommittee structure guidelines, a Committee Chair/Vice-Chair needs to be named on a yearly basis. Ann Weller reported that she will be stepping down as Chair due to her taking on the duties of Deputy Director for her PSAP which will place her focus on the Funding Subcommittee. The subcommittee thanked Ann for her work throughout her time on the committee. The selection/assignment of a Chair and Vice-Chair will be scheduled for the December meeting.

Next Meeting

- The next meeting is scheduled for Thursday, December 7, 2023 at 0930 a.m. This meeting will have an in-person and virtual option. The 911 Advisory Board meeting will follow at 1030am.

Adjournment

- The meeting was adjourned at 10:04am after a motion from Gene Good and Jennifer Cass.

Operations Subcommittee

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:** 1) Evaluate minimum training requirements to determine any changes for mental health and wellness training. 2) Assist with inventory of available resources and best practices among PSAP's.
- **988 / 911:** 1) Issues involving misdirected calls. 2) Working with major carriers on Geo-Routing. 3) Blind transfers involving 988 and the PSAPs. 4) Promote collaboration between 988, 911 and local (county) Behavioral health resources.
- **Recruitment / Retention:** 1) Assist with publishing Best Practices Document for recruitment & retention. 2) Collaborate with Public Ed & Outreach WG
- **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.
- **PSAP Operational Best Practices documentation (high level)** - CAD to CAD, Alarm calls, smart device crash notifications, recruitment/retention, etc.