



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, December 8, 2022

09:30am

Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0932am. The meeting was held virtually via Microsoft Teams and in-person at PEMA Headquarters.
- **Roll Call:** There were (six) 6 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)
Scott Krater	Schuylkill County
Jonathan Gray	Central Susquehanna Regional
John Durlin	Erie County
Beth Baylor	Lycoming County
Jennifer Cass	Montgomery County
Marvin Watkins	Montgomery County
Cheryl Walker	Philadelphia PD
Deborah Kiker	Philadelphia PD
Amy Smith	York County
Jolene Burkhardt	Indiana County
Eugene Good	Westmoreland County
Jeff Garner	PEMA (<i>Subcommittee Liaison</i>)

Leadership Comments

- **Subcommittee Chair comments:** Chair Mark Greenthaner mentioned the development of Best Practices documents related to call-taking and the NG911 operational environment. ATP testing for Butler County was completed. Westmoreland County is due for ATP testing in the coming weeks.
- **PEMA 911 Office Comments:** The repeal of Act 120c & d will be looked at after the new year.

Minutes

- Jen Cass motioned with a second from Eugene Good to approve the minutes from the November meeting. Motioned carried.

Unfinished Business

- **Committee restructure:** Portions of the Subcommittee Structure Guideline document was reviewed. While the structure has been in place since early 2022, the official date will be listed as January 1, 2023. This date includes the appointment of a committee chair and vice-chair. Scott Krater motioned with a second from Beth Baylor for Mark Greenthaner to continue as Chair and Ann Weller as Vice-Chair for 2023. The motion carried after unanimous approval by all NG911 regions represented at the meeting.
- **2023 Goals & Objectives:** There was information provided and discussion on a program from “On the Job and Off” that addresses training in telecommunicator mental health/awareness. Amid the discussion was a possibility of having a representative attend a future subcommittee meeting to provide details about the program. There was also discussion adding this topic to potentially enhance the Minimum Requirements.

- Best Practices Document(s): There will be additional opportunities for the creation of best practices/operational documents as NG911 is implemented throughout the Commonwealth. One of the ideas mentioned was to have a SharePoint site to have PSAP's upload documents as a central repository for CAD to CAD/call-taking and other relatable operational topics.
- Smart Device Crash Notifications Document(s): There are a growing number of crash notifications being sent from devices such as Apple watches, cell phone, etc. The discussion centered what to do if there are claims of no emergencies or the proper amount of resources being sent. There was concern expressed that any document would be high level and not "get into the weeds" due to the variety of PSAP's and available resources.

New Business

- Due to time constraints with the start of the 911 Advisory Board meeting, new business was held over to the next meeting.

Good of the Order

Next Meeting

- The next meeting is scheduled for Thursday, January 5, 2023 at 0930 which will be a virtual/remote only meeting.

Adjournment

- The meeting was adjourned at 1019am after a motion from Jolene Burkhardt and Ann Weller.

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.