



# pennsylvania

EMERGENCY MANAGEMENT AGENCY

## Operations Subcommittee Meeting

Thursday, February 2, 2023

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.
- **Roll Call:** There were (seven) 7 NG911 Regions present which met the requirements for a voting quorum. Subcommittee members attending the meeting:

Operations Subcommittee	
Scott Krater	Schuylkill County
Justin Markell	Carbon County
Jonathan Gray	Central Susquehanna Regional
Alex Karpinski	ECEN
John Durlin	Erie County (Vice-Chair)
Ann Weller	Lancaster County (Chair)
Amy Smith	York County
Sara Sloat	Lancaster County
Norm Spackman	Centre County
Jennifer Cass	Montgomery County
Jennifer Marks	Berks County
Aprille Kronmuller	Chester County
Marvin Watkins	Montgomery County
Deborah Kiker	Philadelphia PD
Angela Mayes	Philadelphia PD
Ayanna Chapman	Philadelphia PD

Jolene Burkhardt	Indiana County
Jeff Garner	PEMA, 911 Office ( <i>Subcommittee Liaison</i> )
Jeff Boyle	PEMA, 911 Office Deputy Director
Zil Jaigirdar	PEMA, 911 Office
Brian Eichenlaub	PEMA, 911 Office

## Leadership Comments

- **Subcommittee Chair comments:** Chair Ann Weller did not have any opening comments; however, she will provide 988 information later in the meeting.
- **PEMA 911 Office Comments:** Deputy Director Boyle reported that 15 PSAP's have migrated thus far and everything is going well. With regard to legislative reauthorization, there was a productive meeting held last week. A great deal of information was provided to legislators. Pennsylvania does an excellent job of reporting which includes a list of accomplishments. Information packets will be provided to PSAP's at some point.

## Minutes

- A motion to approve the January 2023 minutes was made by Jennifer Cass and seconded by Jolene Burkhardt. Motion carried after a unanimous vote by all regions.

## Unfinished Business

- **988:** Ann Weller was recently on a call where it appears that SAMHSA is leaning towards co-location of 988 and 911. This brought about a discussion on how that process is working in Philadelphia. Police subcommittee members on the call provided an update for the group.
- **Subcommittee Roster:** Due to an influx of new members that recently joined the subcommittee, the roster was reviewed with the group. There are two alternate representative openings available from Northern Tier and South Central Mountain regions with both looking to fill those positions. A request was made to have a recurring meeting

- schedule sent so that they are listed on the calendar for the year. Jeff Garner will send a recurring meeting invitation to the group.
- **Presentations:** A representative from “On the Job and Off” will be contacted to present to the group at a future meeting. A question was posed on any other relevant topics/presentations that may draw interest. Deputy Director Boyle reported that an updated release of 911Logix is due on or about April 12th and that a demo could be presented to the subcommittee.
  - **911 Education & Outreach WG:** An update was provided on this group’s activities. At a recent meeting, they discussed what they considered to be an ideal telecommunicator. Additionally, the #IAM911 Campaign is moving forward with expanded TV, radio, and social media outlets. Telecommunicators were selected from a pool of applicants to be interviewed and the hope is to possibly have something in place by National Telecommunicator Week

## New Business

- **CPR Certification:** The Minimum Requirements currently lists CPR Certification in Section 1.04 (Trainee). The concern is that there may be some PSAP’s where this would be a hardship at the trainee level requirement. A suggestion was made to move CPR Certification to Section 1.05c (Call-Taker – medical protocols) since most protocols require CPR training to complete protocol certification. Ann Weller made a motion with a second from Jennifer Cass to move CPR Certification to Section 1.05c. The motion was approved by the subcommittee after a unanimous vote by all regions.

## Good of the Order

- Nothing reported.

## Next Meeting

- The next meeting is scheduled for Thursday, March 2, 2023 at 0930am. There will be virtual and in-person options due to the 911 Advisory Board meeting at 1030am. Comtech is scheduled to provide training after the board meeting.

## Adjournment

- The meeting was adjourned at 10:10am after a motion from Scott Krater and Marvin Watkins.

## 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.