



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, April 6, 2023

09:30am

Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0934am. The meeting was held virtually via Microsoft Teams.

Presentation

- Ali Rothrock from “On the Job and Off” provided a 35–40-minute presentation on her background and what led her to focus on mental health and wellness for the public safety community which involves 911 telecommunicators. After the presentation, there was a question and answer period. Ali will be presenting at the PA NENA regional meetings in early May.

Meeting Items

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

Operations Subcommittee	
Scott Krater	Schuylkill County
Justin Markell	Carbon County
Jonathan Gray	Central Susquehanna Regional
Beth Baylor	Lycoming County
John Durlin	Erie County (Vice-Chair)
Stephanie Scrivo	McKean County

Ann Weller	Lancaster County (Chair)
Amy Smith	York County
Sara Sloat	Lancaster County
Norm Spackman	Centre County
Jennifer Cass	Montgomery County
BJ Meadowcroft	Chester County
Jennifer Marks	Berks County
Marvin Watkins	Montgomery County
Deborah Kiker	Philadelphia PD
Ayanna Chapman	Philadelphia PD
Eugene Good	Westmoreland County
Jolene Burkhardt	Indiana County
Jeff Boyle	PEMA 911 Office, Deputy Director
Jeff Garner	PEMA 911 Office (<i>Subcommittee Liaison</i>)
Zil Jaigirdar	PEMA 911 Office
Ray Blouch	PEMA 911 Office

Leadership Comments

- **Subcommittee Chair comments:** Ann Weller provide a thank you for this morning's presentation.
- **PEMA 911 Office Comments:** Jeff Boyle provided a brief outline of Cumberland County's program with On the Job and Off. The cost was not known, however they used 50% 911 funds and 50% from their general fund.

Minutes

- All regions unanimously voted to approve the minutes from the previous meeting.

Unfinished Business

- **May Meeting:** Due to the PA NENA regional meetings conflicting with the May meeting, there was discussion what action to take. Scott Krater motioned with a second from Ann Weller to move the meeting to May 11th, 2023 at 0930.

New Business

- **Noonlight App:** Gene Good asked the group if anyone had dealt with the Noonlight App which is a safety product that can trigger requests to emergency services. There is a news story in the Pittsburgh area that was going to highlight this product. There was discussion on Noonlight as well as swatting incidents that were occurring throughout the Commonwealth. Jeff Boyle reminded the group to be cautious of new products / applications coinciding with potential future use of the NextGen 911 system.

Next Meeting

- The next meeting is scheduled for Thursday, May 11, 2023 at 0930am. This meeting will be virtual.

Adjournment

- The meeting was adjourned at 10:36am after a motion from Scott Krater and Jennifer Cass.

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.