



pennsylvania

EMERGENCY MANAGEMENT AGENCY

Operations Subcommittee Meeting

Thursday, May 11, 2023

09:30am

Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0940am. The meeting was held virtually via Microsoft Teams. Prior to the Call to Order, there was discussion on current staffing shortages and hiring/recruitment trends.

Meeting Items

- **Roll Call:** There were (five) 5 NG911 Regions attending the meeting which met the requirement for a voting quorum. Subcommittee members attending the meeting:

Operations Subcommittee	
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
Jennifer Cass	Montgomery County
BJ Meadowcroft	Chester County
Eugene Good	Westmoreland County
Jared Jenkins	Washington County
Jeff Boyle	PEMA Executive 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 stated that there was good discussion on hiring and retention and that it was good to hear about “On the Job and Off” and their programming at the previous meeting.
- On the 988 front, Lancaster County 9111 received an MOU from their local 988 center which was shared with the attendees. There are concerns with this document which is from the parent company Vibrant. Jeff Boyle stated that PEMA and the PA Department of Human Services are drafting a letter to send to Vibrant with their objections to portions of this document.
- **PEMA 911 Office Comments:**
- The NG911 project continues to move along. It was discovered that there is an uptick in abandoned calls due to the call setup time. This issue mainly affects wireless calls and is occurring nationally. Comtech has installed a solution which is being closely monitored.

Minutes

- Gene Good motioned with a second from Sara Sloat to approve the minutes from the previous meeting. All regions approved.

Unfinished Business

- **April Meeting follow-up:** This topic was on the agenda in the event there was any discussion left from On the Job and Off or the Noonlight / Public Safety applications discussions. There was no further discussion.

New Business

- **MOEPTC:** The 911 Office has been tasked with determining whether there is a gap between 911 and Municipal Police Officers’ training. Jeff Garner provided observations which was shared with the committee.

Jeff will be meeting with the MOEPTC Training Director next week. Westmoreland County 911 provides an overview to their community college police academy. Erie County 911 has the same concept with tours and observations for their community college program.

Next Meeting

- The next meeting is scheduled for Thursday, June 1, 2023 at 0930am. This meeting will be in-person at PEMA as well as the virtual option. The 911 Advisory Board and Comtech training will follow the meeting.

Adjournment

- The meeting was adjourned at 10:07am after a motion from Amy Smith 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.