



# pennsylvania

EMERGENCY MANAGEMENT AGENCY

## Operations Subcommittee Meeting

Thursday, June 1, 2023

09:30am

### Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0936am. The meeting was held virtually via Microsoft Teams with an in-person option at PEMA.

### Meeting Items

- **Roll Call:** There were 20 attendees with (seven) 7 NG911 Regions represented which met the requirement for a voting quorum. Subcommittee members attending the meeting:

| Operations Subcommittee |                              |
|-------------------------|------------------------------|
| Scott Krater            | Schuylkill 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            |
| BJ Meadowcroft          | Chester County               |
| Jennifer Marks          | Berks County                 |
| Aprille Kronmuller      | Chester County               |
| Marvin Watkins          | Montgomery County            |
| Deb Kiker               | Philadelphia (PD)            |
| Angela Mayes            | Philadelphia (PD)            |

|                  |   |
|------------------|---|
| Ayanna Chapman   | Philadelphia (PD)                               |
| Eugene Good      | Westmoreland County                             |
| Jolene Burkhardt | Indiana County                                  |
| Jeff Garner      | PEMA 911 Office ( <i>Subcommittee Liaison</i> ) |
| Zil Jaigirdar    | PEMA 911 Office                                 |

## Leadership Comments

- **Subcommittee Chair comments:** Ann Weller mentioned there will be hearings on the 911 and 988 funding the week of June 5<sup>th</sup>. Staffing issues continue to plague PSAP's so it will be good to look for solutions and share ideas.
- **PEMA 911 Office Comments:** Jeff Garner stated that the bulk of activity (reauthorization, NG911 migration) will be mentioned at the Advisory Board, however the PSAPTC migration to PSAP Portal continues, mainly discussing conceptual ideas. The IAM911 campaign has selected three telecommunicator candidates with filming scheduled on August 16<sup>th</sup> at York County 911.

## Minutes

- Scott Krater motioned with a second from Amy Smith to approve the minutes from the previous meeting. All regions approved.

## Unfinished Business

- **MOEPTC:** Jeff Garner met with the Training Director on May 19<sup>th</sup>. They will be reviewing their curriculum in the future and would like to include a high level 911 overview in the program. Radio communications was also discussed as a possibility. PSAP's on the call provided examples of their interactions with their local MOEPTC academies which included sit-in's, tours, radio scripts, etc. It was also mentioned that many cadets that attend the academy have not been hired by an agency.

## New Business

- **Staffing Concerns:** Given the current staffing crisis that exists, those attending the meeting provided their concerns and ideas to pass along to the Public Education Working Group that is addressing hiring, retention, and recruitment. Some of the items documented are:
  1. Stress the service to their community (hit on the heart/emotions)
  2. Sell the meaning behind the job.
  3. Emphasis on making a difference each day (not necessarily saving a life each day).
  4. Longevity is not what it used to be. Focus on short term ideas.
  5. Public Relations: Some of this is already being utilized, however more focus on recognition via social media, commissioner meetings, news, public events etc. on saves and the human aspect of being a telecommunicator.

A PSAP mentioned that they are offering full-time employment for telecommunicators to work weekends only during the summer. Additionally, it was suggested that a SharePoint site be established to have a central repository for PSAPs to obtain ideas and information.

## Good of the Order

- Ann Weller shared that her PSAP is working through an issue where a local QRS service is promoting mental health response throughout their county without proper certifications.

## Next Meeting

- The next meeting is scheduled for Thursday, July 6, 2023 at 0930am. This meeting will be virtual/remote only.

## Adjournment

- The meeting was adjourned at 10:28am after a motion from Gene Good and Jolene Burkhardt.

## 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.