



# pennsylvania

EMERGENCY MANAGEMENT AGENCY

## Operations Subcommittee Meeting

Thursday, July 6, 2023

09:30am

### Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 0935am and was held virtually via Microsoft Teams.

### Meeting Items

- **Roll Call:** There were 19 attendees with (six) 6 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)
Sara Sloat	Lancaster County
Jennifer Cass	Montgomery County
Jennifer Marks	Berks County
Aprille Kronmuller	Chester County
Marvin Watkins	Montgomery County
Nashia Roper	Philadelphia (FD)
Cheryl Walker	Philadelphia (PD)
Eugene Good	Westmoreland County
Jolene Burkhardt	Indiana County
Jeff Garner	PEMA 911 Office ( <i>Subcommittee Liaison</i> )

Jeff Boyle	PEMA Executive Deputy Director
Ray Blouch	PEMA 911 Office
Brian Eichenlaub	PEMA 911 Office
Zil Jaigirdar	PEMA 911 Office

## Leadership Comments

- **Subcommittee Chair comments:** Ann Weller did not have any specific opening comments other than the task of reviewing the requirements.
- **PEMA 911 Office Comments:** The State 911 Plan will be distributed within the next couple of weeks. On July 31<sup>st</sup>, Greg Kline from Dauphin County DES will be joining the 911 Office Staff as Deputy Director. Jeff Boyle congratulated Montgomery County Department of Public Safety for their 30-year anniversary of providing 911 service to their citizens.

## Minutes

- Scott Krater motioned with a second from Marvin Watkins to approve the minutes from the previous meeting. All regions present at the meeting approved.

## Unfinished Business

- There was no unfinished business to discuss or that was brought before the committee.

## New Business

- **Minimum Requirements Review:** The group began reviewing the requirements beginning with Article 1 (Training Program). There was a question regarding Section 1.04xiii Backup/Contingency training being relevant to the trainee job position, however no action was taken. Additional discussions surrounding CPR certifications, the training process and different job positions, and the method for capturing virtual attendance at the Board Meetings and conferences. Section 1.10c

Recertification and Con-Ed will be revised to clarify the intent of the wording. Jeff Garner will work on this prior to the next meeting.

- After reviewing Article 1, the group decided to wait until the next meeting to address Article 2 (Quality Assurance/Quality Improvement). Section 2.04 Case Review Standard Adjustments was highlighted as a section that everyone may want to look at due the recent relevancy and use of this section by some PSAP's.

## **Next Meeting**

- The next meeting is scheduled for Thursday, August 3, 2023 at 0930am. This meeting will be virtual/remote only.

## **Adjournment**

- The meeting was adjourned at 10:18am after a motion from Jen Cass and Scott Krater.

## **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.