



# pennsylvania

EMERGENCY MANAGEMENT AGENCY

## Operations Subcommittee Meeting

Thursday, August 3, 2023

09:30am

### Call to Order / Roll Call

- **Call to Order:** The meeting was called to order at 09:35am and was held virtually via Microsoft Teams.

### Meeting Items

- **Roll Call:** There were 19 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
BJ Meadowcroft	Chester County
Jennifer Marks	Berks County
Marvin Watkins	Montgomery County
Deb Kiker	Philadelphia (PD)
Cheryl Walker	Philadelphia (PD)
Eugene Good	Westmoreland County
Jolene Burkhardt	Indiana County

Jeff Garner	PEMA 911 Office ( <i>Subcommittee Liaison</i> )
Greg Kline	PEMA 911 Office Deputy Director
Ray Blouch	PEMA 911 Office
Zil Jaigirdar	PEMA 911 Office

## Leadership Comments

- **Subcommittee Chair comments:** Ann Weller thanked those attending the meeting for taking time out their schedules for their participation.
- **PEMA 911 Office Comments:** Jeff Garner reported that the NG911 migration plan continues through the North Central Region. The PSAPTC conversion into the PSAP Portal is moving along. There is nothing to demonstrate at this point, however this group will be included when that time comes. Greg Kline, Deputy Director for 911 was introduced to the group and he provided comments and words of appreciation to the 911 community for welcoming him into his new role.

## Minutes

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

## Unfinished Business

- **Minimum Requirements Review:** The document review for 2024 continued beginning with Article II, Chapter 2 “QA/QI Program Overview/Requirements”. A PSAP brought forward a question/concern of the need for the catastrophic events requirement (2.03,f,ii). It was determined that these types of events are included in 120d which has not been repealed. No action was taken on this matter.
- During the review of Section 2.04 “QA/QI Case Review Standard Adjustment”, a wording change was suggested for 2.04,b,i,3 from

Certification Review to PEMA Review. A similar statement was added to the Long-Term Case Review Adjustment (2.04,b,ii,3) to clarify the length of time a PSAP is permitted to apply for this type of adjustment.

- Article III, Chapter 3 “Training and QA/QI Administration Requirements” was reviewed with no changes for this revision period. The 911 Office Staff did not report any current issues with sections of this chapter that involve Certification Plans or Non-Compliance issues.
- It was decided to perform a final document review at the September meeting before voting and sending the revisions to the 911 Advisory Board for their review and approval.

## **New Business**

- There was no new business to discuss.

## **Good of the Order**

- Scott Krater recognized Alex Karpinski and Jeremy Brown from East Central Emergency Network. They will be recognized at the National APCO Conference next week for their Project 33 Certification.

## **Next Meeting**

- The next meeting is scheduled for Thursday, September 7, 2023 at 0930am. This meeting will include an in-person option at PEMA as well as the usual virtual option. The 911 Advisory Board meeting will follow at 10:30am

## **Adjournment**

- The meeting was adjourned at 10:09am after a motion from Scott Krater and Sara Sloat.

## 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.