



## 9-1-1 Advisory Board Meeting Summary

Thursday, June 9, 2016, 10:00 a.m.

Pennsylvania Emergency Management Agency (PEMA) Headquarters  
2605 Interstate Drive, Room 230  
Harrisburg, Pennsylvania 17110

### I. Roll Call:

Director Richard D. Flinn, Jr., Pennsylvania Emergency Management Agency  
Mr. Robert F. Mateff, Sr., Deputy Director 9-1-1, Pennsylvania Emergency Management Agency  
Major Diane Stackhouse (Designee) Commissioner, Pennsylvania State Police  
The Honorable Randy Vulakovich, Chairman, Senate Veterans Affairs & Emergency Preparedness Committee  
Mr. Ron Jumper (Designee) Minority Chairman of Veterans affairs & Emergency Preparedness Committee of the Senate  
Mr. Stephen Barrar, Chairman of Veterans affairs & Emergency Preparedness Committee for the House of Representatives  
Ms. Amy Brinton (Designee) Chairman, House of Representatives Veterans Affairs & Emergency Preparedness Committee  
Ms. Samantha Phillips, (Designee) Mayor of a first class city, City of Philadelphia  
Mr. Michael Vest, (Designee) County Commissioner of a second class A, Montgomery County  
The Honorable Jim Hertzler, County Commissioner of a county of the third or fourth class, Cumberland County  
The Honorable Mark McCracken, County Commissioner of the fifth, sixth, seventh, or eighth class, Clearfield County  
Mr. Mitchell Yanak, 9-1-1 Coordinator of a city of the first class, Philadelphia County  
Mr. Gary Thomas, 9-1-1 Coordinator of a county of the second class, Allegheny County  
Ms. Audrey Kenny, 9-1-1 Coordinator of a county of the second class A, Bucks County  
Mr. Gary Hoffman, 9-1-1 Coordinator of a county of the third or fourth class, Monroe County  
Mr. Chris Clark, 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth class, Jefferson County  
Mr. Frank Jannetti, 9-1-1 Coordinator of a county of the fifth, sixth, seventh, or eighth county, Mercer County  
Mr. Timothy Solobay, Commissioner, Office of the State Fire Commission  
Mr. Frank Baier, (Designee) Governor's Office of Administration  
Mr. David Jones, Pennsylvania Emergency Health Services Council  
Mr. Stephen Shaver, Pennsylvania Fire and Emergency Services Institute  
Mr. Scott Krater, Association of Public-Safety Communications Officials  
Ms. Ann Weller, Pennsylvania Chapter of the National Emergency Number Association  
Mr. Todd Lake, Keystone Emergency Management Association  
Mr. Art Martynuska, Pennsylvania Professional Fire Fighters Association  
Mr. James Stewart, (Designee) Pennsylvania Wireless Association  
Mr. Steven Samara, Pennsylvania Telephone Association  
Mr. Jack Lawver, Pennsylvania State Association of Boroughs  
Mr. John Wilkes, Jr., Pennsylvania State Association of Township Supervisors  
Mr. David Screven, Public Utility Commission

- I. Roll Call:
- II. The minutes of the March 24, 2016, 9-1-1 Advisory Board meeting were accepted.
- III. Funding Formula Sub-committee Reports and Discussion  
The Funding Formula Subcommittee provided three action items to the Board to consider for recommendation to PEMA.

1. Definition of a 9-1-1 Call

The sub-committee provided a recommendation for the definition of a 9-1-1 call as outlined by NENA (National Emergency Number Association) in their Glossary of Terms:

*A generic term used to include any type of Request For Emergency Assistance (RFEA); and is not limited to voice. This may include a session established by signaling with two way real-time media and involves a human making a request for help. We sometimes use “voice call”, “video call” or “text call” when specific media is of primary importance. The term “non-human-initiated call” refers to a one-time notification or series of data exchanges established by signaling with at most one way media, and typically does not involve a human at the “calling” end. The term “call” can also be used to refer to either a “Voice Call”, “Video Call”, “Text Call” or “Data-only call”, since they are handled the same way through most of NG9-1-1.*

- A motion was made to accept the definition of a call by Mr. Chris Clark, 9-1-1 Coordinator of Jefferson County and was seconded by Ms. Ann Weller, from the PA Chapter of NENA. The motion carried unanimously. PEMA adopted the recommended definition of a call.

2. 2017 Funding Formula

The subcommittee provided a recommendation for a funding formula in 2017 that keeps PSAPs level funded. The formula meets the requirements of the legislation; but is not intended as a permanent solution. The formula gives at least a year for reliable information (audited financials, call data, etc.) to be developed and for some PSAPs to prepare for potential decreases. Some PSAPs will see a funding reduction once new factors are introduced in the formula.

3. Statewide call accounting

The subcommittee provided a recommendation that they continue work to identify the specific items that will need captured for standardized call accounting and the best method to capture that information Commonwealth-wide.

- A motion was made to adopt the funding formula as presented as well as to direct the sub-committee to continue to develop the scope for how we capture calls by Commissioner James Hertzler, Cumberland County and seconded by Mitchell Yanak, 9-1-1 Coordinator for Philadelphia County. The motion carried unanimously.

- IV. Technical Sub-committee Reports and Discussion  
Ms. Audrey Kenny, Chair of the Technical Sub-committee and 9-1-1 Coordinator for Bucks County spoke about the sub-committee and what it has been doing. She stated that in order to move forward with goals, the group would like to request a copy of the State Strategic Plan, in draft form, in order to better develop priorities with respect to network architecture, security hardware, software interfaces as well as mission critical applications. This group is just getting started so there is much work to do.
- V. Deputy Director Mateff pointed out that there are enough volunteers to start up the Training and Certification Sub-committee as well as the Quality Assurance Sub-committee. These should be meeting before the next Advisory Board meeting.
- VI. 911 Ecosystem – Looking Forward  
Deputy Director Mateff presented slides to demonstrate the components of the 9-1-1 ecosystem in a Next Generation 9-1-1 (NG9-1-1) environment. PEMA envisions three distinct business processes call delivery, call processing, and call dispatch. PEMA sees its primary role in a NG environment with call delivery. Call processing would be a shared initiative between PEMA and the PSAPs. Call dispatch would be a PSAP responsibility with a tie in to FirstNet.
- VII. Statewide Plan  
Deputy Mateff stated that the Agency is working, with the intent of the legislation, to establish a system of systems utilizing an IP-based network. Setting the priorities for the transition to a NG9-1-1 program, the statewide plan becomes the foundation for that. The draft has been finished and presented to Director Flinn for his review. It will be distributed to the Board and all of the PSAPs at a later date for review and comment.
- VIII. Standards  
Discussion on what standards are around us on a daily basis and what we are looking at moving forward. We are using the NENA i3 standard as well as incorporating thoughts from APCO (Association of Public-Safety Communications Officials) and other entities to form a baseline for the commonwealth’s needs.
- IX. GIS Plan  
Deputy Mateff spoke about the GIS Strategic Plan and all of the groups involved within the Commonwealth. Justin Smith, GIS Coordinator for Cumberland County posed some of the considerations and challenges for moving forward with NG9-1-1 and the geo-spatial communities. The plan will be distributed to the Board and the PSAP communities, as well as other stakeholders for review and comment.
- X. Funding Discussion  
Mr. Jeffrey Boyle (PEMA) gave an overview of the current funding situation. Surcharge revenue has been averaging \$80M/quarter which is higher than had been previously estimated.

Revenue trends are still being established under the new legislation and will continue to be monitored. An overview of the statewide interconnectivity funding process was provided; PEMA expects \$46 million to be available for statewide interconnectivity by July.

XI. New Business

- Mr. David Screven, PA Public Utility Commission stated that the Federal Communication Commission (FCC) released an order regarding network outages and how those affect the PSAPs. A comment period will be established once the report and order are publicized in the federal register. It will be distributed to everyone once it is available.
- Mr. Chris Clark, Jefferson County requested information about the Agency's 2 percent administration fee. Mr. Jeffrey Boyle explained how much has been set aside and what it has been used for to date, and agreed to provide the information on a regular basis.
- Mr. Todd Lake, Warren County shared a story regarding an EF-1 tornado that passed through the county, and any calls that couldn't be answered there were picked up in nearby Elk County, proof that interconnectivity does work.
- Commissioner Mark McCracken, Clearfield County also related an incident in Clearfield Borough and Lawrence Township. The area had suddenly received between 4½ and 5¼ inches of rain in a very short period of time, causing flooding in those communities. Fortunately they were able to control the calls in the PSAP, but reiterated the need for the Board and the Agency to continue working to make more resources available.

XII. Adjournment

Meeting adjourned at 12:35 p.m.