

Commonwealth of Pennsylvania
911 Advisory Board
Operations Subcommittee
Structure & Rules

OVERVIEW

The 9-1-1 Advisory Board was established by Act 12 of 2015, to provide advice and recommendations to the Pennsylvania Emergency Management Agency (PEMA) on the administration and operation of 9-1-1 systems in the Commonwealth.

The Board has elected to create subcommittees to study and provide advice to PEMA on specific financial, operational, and technical program areas. Subcommittees formed to date are the Technical Subcommittee, Funding Subcommittee, and Operations Subcommittee.

Act 12 has been successful in creating a collaborative, proactive approach to advancing 911 service in Pennsylvania toward the next generation. Our next logical progression is to identify areas related to 911 within a maturing statewide approach that would be technically, operationally, financially, and programmatically beneficial to Pennsylvania. As we begin our transition to a statewide NG911 system, a strong governance framework is needed to establish roles, responsibilities, policies, and procedures to support the implementation and operation of NG911 and statewide 911 initiatives. As part of this effort, a common need cited has been to define a formal structure for the 911 Advisory Board Subcommittees. The following framework is intended to formalize subcommittee operations and clarify responsibilities/expectations of Subcommittee members to reflect needs to offer PEMA advice and recommendations in support a statewide NG911 system.

EFFECTIVE DATE:

The subcommittee structure and rules outlined in this document will take effect January 1, 2022.

DUTIES OF SUBCOMMITTEE:

The Operations Subcommittee has the duty to provide advice and recommendations related to:

1. Standards for performance reviews and quality assurance programs to ensure public safety and maintain and improve the performance of 911 systems. *(35 Pa. C.S. § 5303(c)(1)(i))*
 - a. Assist in the annual review of State minimum requirements
 - b. Provide advice and recommendations for updates to the minimum requirements
2. Training standards for emergency dispatchers, call takers and supervisors. *(35 Pa. C.S. § 5303(c)(1)(Vii))*
 - a. Assist in the annual review of State minimum requirements
 - b. Provide advice and recommendations for updates to the minimum requirements
3. To advise the agency on plans to deploy next generation 911 technology in 911 systems in this Commonwealth *(35 Pa. C.S. § 5303(c)(4))*
 - a. Provide advice and recommendations to assist PEMA's efforts with providing quality training and identifying training needs related to NG911 service
4. Cost-saving measures to include joint purchasing opportunities. *(35 Pa. C.S. § 5303(c)(1)(iii))*
 - a. Provide PEMA advice/recommendations to find cost and operational efficiencies
5. Other areas as agreed to with PEMA

SUBCOMMITTEE STRUCTURE

To ensure membership provides a diverse representation from across the Commonwealth and to allow for stability, the Operations Subcommittee shall at least (2) two representatives from each of the (7) seven NG911 service regions. Each NG911 service region shall identify:

1. For voting purposes, each NG911 service region shall identify
 - a. (1) One Primary PSAP Representative from each of the (7) seven NG911 service regions
 - b. (1) One Alternate PSAP Representative from each of the (7) seven NG911 service regions
2. A NG911 service region may have more than (2) two representatives. However, the Primary and Alternate representatives will represent the region in voting matters within the Operations Subcommittee.

SUBCOMMITTEE MEMBERSHIP:

1. Prior to January 1, 2022, the Primary and Alternate PSAP representatives shall be recommended by the counties within a NG911 service region to PEMA.
 - a. The Primary and Alternate representatives should be from different counties within a region.
2. The NG911 service region shall recommend a new Alternate representative prior to the expiration of the current Primary Representative’s term or upon resignation or removal of one of their representatives. If both members from a region resign or are removed, the region shall provide recommendations for new Primary and Alternate representatives.
 - a. The method used by the counties within a NG911 service region to identify an Alternate Representative is at the discretion of the participating counties. However, the counties shall ensure all counties within a NG911 service are provided an opportunity to have a representative participate as a voting member of the Operations Subcommittee.

TERMS:

1. Primary representatives shall serve a (2) two-year term in the Primary Representative role.
 - a. After the 2-year Term of the Primary Representative, the regions Alternate Representative shall assume the Primary Representative Role for the next two years.
2. A region may recommend their Primary Representative continues to serve in their respective role if no other representatives within a region are interested in participating as a voting member on the subcommittee.

MEMBER QUALIFICATIONS:

1. Counties within a NG911 service region shall ensure their representatives are sufficiently proficient in 911/NG911 service, telecommunicator training, quality assurance/quality improvement, or other knowledge and skills useful to deploy and operate NG911 systems in Pennsylvania.

OFFICERS:

1. The Operations Subcommittee shall select a Chairperson who is a Primary representative
2. The Chairperson shall be selected at whichever occurs first between the first Operations Subcommittee meeting of the calendar year or the 1st Quarter 911 Advisory Board meeting.
3. A new Chairperson shall be selected upon the resignation or expiration of the Chairperson’s term.

RESIGNATION OR REMOVAL:

1. Any member may resign from a subcommittee by giving written notice to the Chairperson or PEMA.
 - a. The resignation will be effective immediately upon receipt of such notice.
2. The NG911 Region may remove their representative(s) from the sub-committee for Cause.
3. The subcommittee may remove a member for Cause by two-thirds consent of voting members present.
4. PEMA may remove a member who is not fulfilling their duties or responsibilities under these rules and request a new representative from the region.
5. The Alternate will assume the role of Primary for the region. A new Alternate member shall be recommended by the NG911 service region in the case of resignation or removal

COMPENSATION:

1. Participation in a subcommittee is voluntary.
2. Members of a subcommittee shall serve without compensation.

VOTING:

All votes by the 911 Advisory Board shall be votes to recommend action to PEMA pursuant to Section 5303(c) of Title 35 of the Pennsylvania Consolidated Statutes. Votes by the Subcommittee shall be votes to provide an action for the 911 Advisory Board to present as a recommendation to PEMA. PEMA will consider a recommendation from the Board when fulfilling its powers and duties under law.

1. A quorum is 5 regions represented whether by the region’s primary member or a designee
2. Each region shall have (1) one vote
3. The Primary Representative shall have the region’s vote except when, in the Primary Representative’s absence, the Alternate Representative shall have the region’s vote. In the absence of both Primary and Alternate representatives from a region, a designee may be identified to represent the region and cast a vote with prior notification to PEMA from the region’s Primary Representative.
4. Votes shall be cast by the roll call voting procedure.
5. Votes may be cast by subcommittee members in person, by telephone, by electronic means, or any other live communications medium.
6. PEMA shall serve as the tie-breaking vote and cast said vote only in a tie.

MEETINGS:

1. The intent is for the subcommittee is to meet in person at least quarterly on the same date as 911 Advisory Board meetings.
2. Additional sessions may be scheduled as agreed to by the Chairperson and PEMA
 - a. These meetings may be held in person or remotely
3. Minutes of all meetings will be published and provided to all subcommittee and Board members

REPORTING:

1. The Chair of the Subcommittee or a designee shall report to the 911 Advisory Board at each Board meeting if there are items for discussion.
2. The majority opinion of the subcommittee shall be reported.

MEMBER RESPONSIBILITIES:

1. Attend and participate in subcommittee meetings
 - a. PEMA will contact a subcommittee member who is absent from three consecutive meetings to determine if they wish to continue as a subcommittee member. The subcommittee may act on a subcommittee member's absence after five consecutive meetings.
2. Work cooperatively with Subcommittee members and PEMA to assist the Subcommittee with developing advice & recommendations to assist PEMA with statewide decisions.
3. Inform the counties within their NG911 service region of Subcommittee activities as well as gathering information to assist with developing advice and recommendations to support statewide decisions.
4. Communicate with and seek the input of the counties within their NG911 service region to assist the Subcommittee with developing advice & recommendations to assist PEMA with statewide decisions.