



## **9-1-1 Advisory Board Meeting Summary**

**Thursday, March 07, 2024**

**10:30 a.m.**

**Hybrid/In-Person & Virtual – WebEx Meeting**

### **I. Call to Order**

- Mr. Jeffrey Boyle, Executive Deputy Director, Pennsylvania Emergency Management Agency called the meeting to order at 10:34 a.m.

### **II. Roll Call**

- Mr. Jeffrey Boyle, Executive Deputy Director, Pennsylvania Emergency Management Agency
- Mr. Greg Kline, Deputy Director, Pennsylvania Emergency Management Agency 911
- The Honorable Commissioner Nate Silcox (Designee), Chairman of Veterans Affairs & Emergency Preparedness Committee of the Senate
- Mr. Jeff Cavanaugh (Designee), Chair of the Veterans Affairs & Emergency Preparedness Committee of the Senate
- Ms. Kerry Vanyo (Designee), Majority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- Mr. Connor O’Leary (Designee), Chair of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives
- The Honorable Commissioner Robert Harvie, County Commissioner of the second class, Bucks County
- The Honorable Commissioner Pamela Tokar-Ickes, County Commissioner of the fifth, sixth, seventh or eighth class, Somerset County
- Ms. Kelly Collins, 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
- Mr. Michael Weaver, 9-1-1 Coordinator of a county of the second-class A, Lancaster County
- Mr. Jeffrey Porter, 9-1-1 Coordinator of a county of the fifth, sixth, seventh or eighth class, Wyoming County
- Ms. Jolene Burkhardt, 9-1-1 Coordinator of a county of the fifth, sixth, seventh or eighth class, Indiana County
- Lt. Andrew Verbos, PA Chief of Police Association
- Mr. Thomas O’Donnell, PA Fire and Emergency Services Institute
- Mr. Chad Aucker, Association of Public-Safety Communications Officials
- Ms. Sara Sloat (Designee), Pennsylvania Chapter of the National Emergency Number Association
- Mr. Frank Jannetti, Jr., Keystone Emergency Management Association
- Mr. Kevin Ressler, PA Professional Fire Fighters Association
- Mr. Richard Pomerantz, Pennsylvania State Association of Township Supervisors
- The Honorable Commissioner Nate Silcox, Pennsylvania State Association of Township Commissioners
- Mr. Don DeReamus, Ambulance Association of Pennsylvania

### **III. Opening Remarks**

- Commissioner Nate Silcox (Designee) on behalf of The Honorable Senator Doug Mastriano, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives, announced that the joint study commissioned in December will commence soon. They will also be looking for the cybersecurity update.
- Ms. Kerry Vanyo (Designee), on behalf of Representative Jared Solomon, Majority Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives noted that House Bill 1854 was voted out of the committee on Monday.
- Mr. Connor O’Leary, on behalf of Representative Mark Gillen, Chairman of Veterans Affairs & Emergency Preparedness Committee for the House of Representatives repeated the cybersecurity interest and also that they are following the NG911 progress.

IV. **ACTION ITEM:** Motion by Mr. Jeff Boyle and seconded by Mr. Jeff Potter to approve the minutes of the December 9, 2023, 9-1-1 Advisory Board meeting as presented. **Motion passed.**

V. **PEMA 9-1-1 Program Update**

*Deputy Executive Director Jeff Boyle and Greg Kline, Deputy Director for 9-1-1 presented the following:*

- **Legislative Update:**

*Deputy Executive Director Jeff Boyle opened with the information on the recent activity with HB 1854 and thanked all who collaborated on the initiative. Deputy Director Kline reported on the following.*

- **2023 911 Surcharge Revenue Totals**

Revenue	2022	2022
Total 911 Surcharge	\$323,701,500	\$322,246,239
Interest	\$ 5,406,721	\$ 1,454,818
<b>Total Revenue</b>	<b>\$329,108,221</b>	<b>\$323,701,057</b>

- **2022 Revenue Notes:**

- Total increase = **\$5.4 million** (1.6%)
- Actual fee revenue increase = **\$1.4 million**
- Bulk of increase was interest

- **2022 Revenue Distribution:**

- 87% - Formula
- 11% - Statewide Interconnectivity
- 2% - PEMA Administration

- **Act 34 of 2023 – Fiscal Code Bill**

- Reauthorization of Title 35 Chapter 53 ( January 2029)
- Increased monthly surcharge from \$1.65 to \$1.95 ( March 1, 2024 – January 2026)
- Efficiency study on 911

- **HB 1854 – Modernization of Title 35 Chapter 53 to reflect Next Generation 911**

- Reauthorization of Title 35 Chapter 53 ( January 2029)
- Addresses area such as GIS, Addressing, New Definitions, Right to Know, Cybersecurity

- **2024 Program Guide**

- Provides payment, eligibility, and reporting requirements for 911 funding

- Hosted sessions in February to highlight updates (legislation, formula, SERF)
  - PSAP Annual Report refresher training (March 13, 20, 27)
  - PSAP Annual Report and Service Enhancement Request Form (SERF) due April 15
- **2024 Program Guidance – Revised 83% Funding Formula**
    - 3% will be equally distributed to each county
    - Remaining funds are distributed based on the following calculation
      - 65% of average quarterly funding formula payments from 2021 and 2022
      - 30% population (2020 U.S. Census data)
      - 2.5% population density (2020 U.S. Census data)
      - 2.5% square miles (2020 U.S. Census data)
      - No 15% funds will be used
- **#IAM911 Awareness Campaign**
    - [www.pema.pa.gov/IAM911](http://www.pema.pa.gov/IAM911)
    - Almost 168,000 page views since campaign started in mid-October 2023
    - Top 5 counties – Philadelphia, Allegheny, Montgomery, Delaware, Bucks
    - January 2024 digital campaign extended
    - April 2024: Evaluate the effectiveness of the campaign
    - Working with vendor to determine campaign performance and the next step will be to ascertain PSAP impacts
- **Imagery Project**
    - Multi-year project to support data collection for NG911. 1/3 of Commonwealth each year
    - Last aerial imagery was captured in Spring 2023
    - Quality Control of imagery ongoing
    - Data is available on the PASDA Portal
    - Next Step: Evaluate 911 imagery needs to support elevation data
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- **Satellite Emergency Voice Alerting Network (SEVAN) Replacement**
    - Phase 1 – Issue Iridium 9575 Extreme PTT Kit. Provide basic training
    - Phase 2 – Installation of antenna and docking station. Removal of existing SEVAN
    - Questions should be directed to your PEMA Area Office
- **Telecommunications Outages**
    - Three separate events–September 7(Verizon), February 13(Verizon) February 22(AT&T)
    - Root Cause Analysis, Corrective Action, After-Action Review ongoing
    - Common Themes
      - Originating Service Provider Outages
      - FCC requires notification to PSAPs only. PEMA is only aware when Counties notify PEMA.
      - Notification provides high-level detail with no actionable information
      - Impairments vary by PSAPs
      - Public messaging is challenging due to varying degree PSAPs are impacted

## VI. Cybersecurity Awareness

*Mr. James Sipe, Chief Information Officer, CISO, OA IT made a presentation on Cyber basics, the 8 domains of security, and basic cyber practice and hygiene.*

**VII. CHEMPAK Protocols for Deployment**

*Mr. Jason Godin, Public Health Program Manager, DOH made a presentation on the updated program, its purpose, goal, and practical applications. The program provides antidotes to nerve agents to state, local, and/or tribal officials throughout the nation to effectively respond to a chemical terrorism or other incident.*

**VIII. 911 Advisory Board Subcommittee Updates**

*Deputy Director Kline reported the following::*

**Funding and Technical Subcommittees**

- Held a joint meeting previous to this Advisory Board Meeting
- NG911 Service Enhancement Form development
- Cybersecurity gap analysis
- Eligibility criteria for shared technology projects

**Operations Subcommittee**

- **Telecommunicator/employee wellness**
- **Best practices**
- **Minimum training requirements**

**IX. Next Generation 911 Project Update**

*Christine Smith, Comtech, the following activity:*

- **NG911 Project Achievements**
  - **Project indicator**
    - 5 regions (71%) live with NG911
    - 50 counties (75%) migrated to the State ESInet, update complete
    - 7,360,509 (56%) of population in Pennsylvania live with NG911
  - **SEPA**
    - Migration schedule:
      - Berks March 20
      - City of Philadelphia March 21
      - Montgomery County May 16
  - **SOUTH CENTRAL**
    - Migration schedule:
      - Adams, Cumberland, Dauphin, Franklin June
  - **NECORE (10 counties, 3 separate systems, 4 individual group set-ups)**
    - Migration schedule:
      - Northampton/Lehigh May 7
      - Monroe/Luzerne, Carbon, Lackawanna, Susquehanna May 28-June 6
      - Schuylkill June
      - Pike/ Wayne July

*Christine Smith, Comtech, then detailed the Comtech NG911 Service Report Card process, the metrics for Service and Support, Call delivery metrics, and the solutions that had been initiated as a result of the outages. Comtech will continue to work with PEMA and the PSAPs to maintain visibility.*

**X. New Business**

**XI. Public Comments**

None

**XII. Adjournment**

Motion to adjourn meeting, 12:10 p.m. Motion passed.

**911 Advisory Board meeting is Thursday, June 6, at 10:30 am.**