

Hello and welcome to the State of 911 webinar series hosted by the NHTSA National

911 Program.

My name is Brian, and I'll be the moderator for today's session.

This webinar series is designed to provide useful information for the 911 stakeholder

community about federal, state, and local participation in the planning, design, and

advancement of 911.

It includes real experiences from leaders utilizing these processes throughout the country.

In today's session, PEMA will provide an overview of the online data-gathering Portal,

which allows agencies to work with its PSAP partners to capture multiple data points.

Later in this session, you will hear about Pennsylvania's PSAP progression from a county-based

focus pre-2016 to a regional base focus in place today.

Next slide.

Today's webinar is being recorded and will be posted on 911.gov.

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learn from the National 911 Program, please visit 911.gov.

For closed captioning, hover at the bottom of the Zoom screen for meeting controls and

then click the CC button to start viewing the captioning.

Feedback or questions about the webinars can be sent to: nhtsa.national911@dot.gov.

The National 911 Program would like to make you aware the Documents & Tools section of

the 911.gov website has been updated with new resources and improved access.

911 stakeholders are encouraged to submit links and documents that would be of use and

interest to your 911 colleagues, including policy documents, plans and reports across

several topics, such as Governance, Management, Technical, Operations, Post-Crash Care, Standards

and Best Practices, and technical information.

You may access the webpage under the Resources dropdown menu or scan the QR code in the bottom

right corner of this slide.

Content can be submitted by clicking the online submission form on the top right side of the

Docs & Tools page.

The National 911 Program would also like to invite you to visit the 911 Telecommunicator

Tree of Life and share the name of a remarkable 911 telecommunicator who has inspired you.

Share your story at 911treeoflife.org to honor a special 911 telecommunicator who is making

a difference in your community.

Please note that all participants phone lines have been put in listen-only mode, and

this webinar is being recorded.

To ask questions of our presenters, feel free to take one of two actions using Zoom's

QA feature located on the bottom of your screen in the meetings controls.

You can enter your question at any time during the presentation, and it will be entered into

queue.

Hover your mouse over the bottom of the page to access the meeting controls.

Or, to ask your question live, use the raise hand feature to request your phone line to

be unmuted, and you'll be called upon to ask your questions.

Individuals registered for this webinar will receive access to today's PowerPoint presentation

and the webinar recording.

With that, I'd like to introduce our first speakers for today.

First is Jeff Boyle, the Executive Deputy Director of PEMA.

Jeffrey Boyle is the Executive Deputy Director of the Pennsylvania Emergency Management Agency,

and Jeff is responsible for strategic planning, policy development and management of Pennsylvania's

911 Program.

With him today is Bruce Butler.

And Bruce currently serves as the 911 Program Administrator.

And before joining PEMA, Bruce served as the Director of Public Safety in Susquehanna County,

Pennsylvania, for over nine years.

Bruce is responsible for overseeing all administrative components of Pennsylvania's 911 Program.

Jeff, I'll turn it over to you.

Good afternoon everybody.

Jeff Boyle, Executive Deputy Director at PEMA.

In 2015 we had new legislation in Pennsylvania that led to many improvements in our 911 system

and really helped facilitate our transition to Next Generation 911.

Probably the best thing the legislation did for Pennsylvania was help PEMA at the State

Office develop a very good working relationship with our county partners.

Through that relationship, we have collectively identified and implemented many changes to

our 911 Program.

And we are very happy to have the opportunity today to talk to you about two of those changes.

First, we'll talk about data standardization.

We've implemented a framework to help generate reliable and consistent information from all

our PSAPs, regardless of size or capability.

Then, we'll provide a demo of our PSAP Portal application that we use to automate many aspects

of our 911 Program.

Next slide, please.

Simply put, good data drives good decisions.

Having complete, reliable, and consistent data has been extremely important for our

Program.

For example, good data has been very beneficial with supporting reauthorization of our law.

We're going through those discussions right now.

It's been really helpful with budgeting our grant funds and looking ahead to future

years.

And we've also been able to do things such as identify gaps in PSAP training programs,

then target investments to address those gaps.

To promote data standardization among our PSAPs, we've taken a four-step approach.

So first, we defined a Standard Chart of Accounts.

Or, for lack of a better term, a common way to group expenses.

The Standard Chart of Accounts, known as Cost Types and Cost Categories, serves as a foundation

for many functions in our Program.

For example, when a PSAP reports costs to us, they use the Cost Types and Cost Categories.

When they complete a grant application, they do it using the Cost Types and Cost Categories,

and every county must submit a plan to us.

And obviously, the Cost Types/Cost Categories serve as the format for that plan document.

We've also defined reporting standards.

So, it's a Standard Chart of Accounts.

There is also a standard way for information to be reported to us.

Just as an example on the financial side, all costs must be reported using the modified

rule basis of accounting, and we provide our counties with guidance on exactly how to do

that.

The third step, now that we have a Chart of Accounts, we have standards.

You need an easy, simple way for the PSAPs to report information to us, and we did that

through our PSAP Portal application, which we'll demo today.

Then the last step is Quality Control.

Any information that comes into our Portal, our team does review it here to make sure

it is reported according to our Program requirements.

Through these efforts, it has really helped generate consistent and reliable information

among all of our PSAPs.

In this framework, this effort has really been the foundation towards automating many

of the processes in our 911 Program in our PSAP Portal application.

Next slide, please.

We'll do a demo of the PSAP Portal application here in a few moments, but I want to give

you some background on the application itself.

So, this is the landing page where PEMA personnel or PSAP personnel accesses the application.

The application is intended as a one-stop shop for PEMA and our PSAP partners to meet

the requirements of our legislation and administer all aspects of Pennsylvania's 911 Program.

The concepts, functionality, requirements were all developed within our office.

The application was developed over a two-year period.

There are six modules in the application.

They are represented by the tiles in the middle of the screen.

The six models are Planning, Inventory, Finance, Training, Admin, and Help.

Our demo today is really gonna focus on the Finance, Planning, and Inventory modules.

Next slide, please.

Just to give you some background on the Finance module, key functions here are cost reporting.

Our PSAPs do report all costs to us.

They do report costs funded by the 911 fees and costs not funded by 911 fees.

Our objective is to get the total cost of the 911 system here in Pennsylvania.

PEMA, at the state office, uses this application to review those costs to make sure they are

eligible.

And report it according to our guidelines going back to quality control.

It amounts to us reviewing about 6,000 line items every single year.

Takes about a month and a half to a two-month period for our team to do that.

We also have a grant program here in Pennsylvania to support 911 service.

This module handles all aspects of the grant program, from populating and submitting a

grant application to actually generating the

grant agreement that goes out to the counties.

Then on the backend, after an award, monitoring, quarterly progress reporting, reporting grant

expenses, reporting payments.

And lastly, our counties and at the State Office, we do have the ability to query data

and run reports from the expense data.

One example is the FCC Net 911 Act, when they ask us for our total cost for the 911 system

here in the state, we simply query the data from this application, enter it into the report.

Next slide, please.

And before we get into the demo, I just want to touch on the Planning module.

So, under our legislation, every county is required to submit a 911 System Plan every

two years.

We wanted to make this a useful application for the PSAPs, not to check the box requirement.

So, it really was designed as a communication tool for our PSAPs to highlight their accomplishments,

their challenges, future plans, future needs, etc.

There is a planning tool wizard in the application.

It walks the PSAP through how to complete their plan.

And there are five sections.

The first section is PSAP Overview, this is the executive summary.

The next two sections, Revenue and Expenditures, they look towards the past, how the PSAP was

funded, where did the money go to.

Section 4, Governance, talks about how the PSAP is managed, mutual aid, etc.

The last section, Plans by Cost Type, there are those Cost Types again, really looks towards

the future, and this is really an important section for our Program at the state level.

And here, the PSAPs are going to identify costs for the next five years.

They're gonna verify the accuracy of their inventory data.

Do a self-assessment of compliance with NextGen requirements and assess their NextGen 911

progress.

One thing I do want to note, our NextGen progress tool is really geared towards Pennsylvania

and walking a PSAP through migration to NextGen 911 service, all the dependencies, and all

the steps they have to complete at their level.

Once all the information is entered, the tool will generate a plan document for the PSAP.

You can see a couple of screenshots on the screen.

And on the back end, there's a lot of good data generated for the State Program.

For example, the county plans help us to develop a multi-year funding plan for our grants.

Helps us identify opportunities for partnerships or procurement.

For example, we have a variety of PSAPs that need a phone system refresh over the next

three years.

That's directing us towards doing a state-level procurement to address those needs.

Also, very good data for variance analysis helps us identify trends.

We can guide investments or take actions at the Program level.

That's a very high level of review of the PSAP Portal application.

I'm now going to turn it over to Bruce Butler to give you a live demo.

Hey, Kyra, we're ready when you are.

Go ahead, Bruce.

Hey, good afternoon everybody.

This is Bruce Butler.

Glad to join this afternoon to give you a quick view of our PSAP Portal.

As Director Boyle mentioned, this has been in development for about two years.

Portal development included internal review of past practices and different tools of used

in the past, as well as intensive collaboration with our PSAP partners to find out and identify

what works best for them.

Jeff mentioned also we'll be focusing today primarily on Planning, Inventory, and Finance.

You can see on the right-side other tiles that address, such as Admin, Training, and

Help, are there as well for our PSAP partners.

It is important to notice that on our admin side of things, all of the PSAPs user technology

is PSAP managed.

With PEMA focusing primarily on working with the delegated admin, who would be the point

person for that PSAP in collaboration to make sure users and all have the access they need.

One of the tiles that is important to us again because of legislation is our Inventory.

Highlighting by looking at this, you can see the vision is that all of the PSAPs from a

PEMA perspective are available to us.

As we go in and look at the different types of Inventory again, repeating what Jeff mentioned

about Cost Category and Cost Type, it's important to us that we all follow that same

format that transitions over into our inventory

as well.

You can see the PSAPs have the ability to enter a great deal of data, which is available

to not only them, not only to their stakeholders but also to us in the need of different types

of situations.

Connectivity, just a quick example here, also gives the PSAP contact information.

As well as ability to provide high-level inner overview of particular parts of the ESInet

and other types of components with connectivity, which is important to us as well.

Take it out of there.

Right.

Okay, so as we roll back into the Inventory process.

Let's go back here.

We move into Inventory, and you can see, again, each PSAP to edit it.

We have moved on to quarterly process reviews with our grants, which we'll explain in

a second.

We've encouraged all of our PSAPs to take that same approach when looking at their Inventory

to ensure that the Inventory is kept up to date as best they possibly can.

Planning focus.

Just did do the beginning of the highlight of the Planning focus here.

One of the things that's important here is that as the PSAP develop their plan.

We did collaborative work with them to make sure that there was information that they

had in terms of entry in terms of capture of what they wanted as well as what we needed

to see.

So, you can see again in the total overall side of the plan that the Executive Summary

encompassed such things as the overall introduction to the county, PSAP Overview, which gave a

detailed description of the PSAP and its characteristics.

Service Detail?

Yes.

It's Kyra.

You still got the map for the ESInet still up?

Are you back at the tool now?

You may need to stop sharing and reshare.

Oh.

Okay.

Yeah.

We are.

Thank you.

Are we there now?

I apologize for that.

So again, what we're showing now is the actual plan itself.

This is the intro page of the plan.

Part of the Executive Summary gives the PSAPs the ability to do their Overview as well as

things such as Service Detail, identifying fire EMS, police, municipalities, etc.

Additional Services, which gives them the ability to highlight different areas of PSAP

handles and again gives full visibility to the work that's done within the PSAP-level.

And then Service Demand, which is where the PSAP has the ability and required as well

to compile the total wireline wireless, etc.

call volume data on an annual basis, including the 10-digit calls, CAD events, all of that data on an annual basis is compiled and provided for the PSAP there.

Jeff mentioned Revenue and Expenditures, the same concept that's currently working on the past type of things.

Offers the opportunity for the PSAP also to detail where and why certain changes may have

occurred, which not only on an individual PSAP level but on a statewide basis gives

us visibility to potential trends that may be occurring.

Governance gives us the ability to put in the documentation of regional shared governance

information, statewide contracts, etc.

And the most important part for us in terms of the contact with the plan is it gives the

PSAP the ability to identify their overview of the plan in a particular Cost Category.

And we'll go down, and we'll look at CAD here, as well as the state minimum requirements

Jeff had mentioned.

So, the PSAP has the ability to do their self-assessment to identify where they are compliant.

It also gives them the ability to go into Expenditures and then Expenditure Anticipated

Change.

This being the most critical part where a PSAP has the ability to identify short-term

needs in a particular Cost Category.

And then migrate to long-term needs, which identifies potential changes or potential

enhancements in the financial need the PSAP may have for years to come.

We go out into 2026 in this particular category.

So, from a planning perspective, it gives us a great deal of information as well as

the lead for us to work with the PSAP and the development of that particular agenda.

Finance.

So, this is the area that we have become very vocal with in terms of our communication with

our PSAPs.

You can see that the PSAP has five tiles.

They work with the User Guide being where the tools would sit for them to have information

on how to use this particular module.

Grants would give them the ability to look at their Grant Applications, Grant Agreements

and View Projects.

Grant Applications are a home-based level set where the PSAP can look at a particular

project that they're involved with for an extended period of time as well as identify

as it, this is a larger one, it'll give you all the detail related to the grant, the

Milestones of that particular project, the Budget line for that project, which also gives

you the status of where each individual Milestone may sit.

And then finally, at the bottom of this, and you can see this is quite a large one, the

PSAP would also have the ability to overview any quarterly progress would appear at the

bottom of this.

So, you can see that the PSAP has full visibility to look at the different ways to track, monitor,

and move projects forward.

When we're looking at the Grant Agreements, they would be the uploaded documentation of

the executed agreement.

So, it's a quick easy access for our PSAPs.

And then Viewing Projects would be that ability for all of this, PSAPs in the state to view

any and all projects that exist.

Have been released and approved by PEMA.

This gives them a lot of visibility not only internally but within a regional level as

well as a statewide level and potentially benchmark projects that may be ongoing for

those counties that may be looking at shared services or other ways to look at the way

a project is working or the cost of that particular project.

Quarterly reports, which goes hand in hand with our 15% projects, gives the PSAPs the

ability to go in on a quarterly basis and go identify what activity may have occurred

in that project.

As this loads you see that this particular county has identified that all of their projects

in quarter two are currently active projects.

They've identified in one particular project that they have a milestone completion.

The nice part about the way this is set up is it's set up in that when the PSAP comes

to this page is visibly not overwhelming.

It's identified where the PSAP can go in and open and identify where they wanna be

and what they wanna record.

So, you can see that as they expand, it then gives them the ability to handle whatever

need may be within that project.

These are submitted on a quarterly basis to PEMA, and the bottom part of the report will

give them an overall picture of what payments and what expenditures they've submitted

on the quarter.

All of this data is then transitioned into the grant application home page for full visibility

on the project.

Whether it be an individual PSAP or regional or larger scale project.

Gives us full contractual ability to look at how everything is moving and identify where

certain benchmarks may need to be watched.

From a Finance Annual Reporting side of things, we have two different levels.

The Deferred Expenses is a way that PSAPs can go in and identify those costs that may

go over a calendar year.

So, for example in Pennsylvania we record the expenditures on a calendar basis.

So, if an expense transitions into the following year, they have the ability to defer that

expense through this project.

They can go in and simply add the expenditure here by cost type and cost category.

Quick demo to show you because it is important to also note that part of our deferrals gives

our PSAPs the ability to take a five-year contract and expand it over a five-year period

without having a lot of extra work involved.

So as the PSAP entered the particular first year and uploaded the documentation, they

would simply add expenditure.

You would see the top portion remains the same.

But it gives them the ability to add an existing year and a following year for multiple years

to come.

Also, then that documentation would present in the following year's annual report automatically

for a PSAP.

So, the Deferred category has been a big enhancement, we're very proud of that.

As you go back to Finance again and then Annual Reporting, the Annual Report side gives the

PSAPs the ability to look at different types of expenditures as these expenditures go over

time.

The familiarity to this is important to us.

So, this is the screen that PSAPs have been used to.

It is kind of our base of our critical nature of the way these PSAPs report on the annual

side.

So, the familiarity is important.

The Uniform Fund Activity screen, the PSAP has the ability to PSAP the balance will carry

forward, their quarterly disbursement, PEMA pays quarterly disbursements based on the

surcharge, will appear automatically for them.

They would self-enter their interest.

And you can see that this is a living, breathing page that will change over time as they put

in expenditures, as they work with their projects, this documentation will change.

PSAPs have the ability also in their requirement to add, as we mentioned earlier, wireline

and wireless detail, and different types of CAD statistics.

They have the ability also to go in and add to their Reserve.

You can see that this Reserve, and again this is ongoing, but they can add numbers to the

Reserves.

And Formula Funding.

Formula Funding, the critical nature here is again that shows and in a visually appealing way.

The PSAP can add the expense.

You'll see it appears one line and then the record detail appears below.

Adding in expenditure very simple, again as Jeff mentioned, Cost Type Cost/Category critical to us.

The vendor name is a pre-populated entry.

Their description and the ability to change their form based on the type of the way they

make that expenditure, gives them great flexibility in that area.

So once a PSAP submits, that particular report from a PEMA perspective, this is a tile that will appear on PEMA view.

This gives us the ability to do expenditure review.

You'll see when it loads that it gives us the ability also to do information related

to, I will see if it comes up, so there we go.

Sorry about that a lot of data in there.

So, it gives us the ability to look at a particular PSAP, look at a particular line item if need

be, a Cost Type/Cost Category depending on what we may be reviewing and what we may be studying.

But in this particular case you'll see that it's given us the ability to pull the Lehigh

County where we looking at a second ago and render decisions and then communicate directly

back and forth with our PSAP partners as we progress through.

So, throughout the Annual Reporting in the Grants quarterly report, there is also tools

that the PSAPS have provided for different Financial Management, from uploading of files

and accounting related, accounting documentation.

So, in closing, PEMA's goal was to create an efficient tool that meets the needs of

reporting quality assurance and critical future planning for our PSAPs.

While at the same time giving them a tool that's functional and usable within their

operation planning and budgeting for primary focus.

We continue to move positively in that direction and rely heavily on our partners to continually

upgrade the tool in a way that works best for them.

So, Kyra, I'm ready to turn it back to you now.

Well, thank you for that information, Jeff and Bruce.

We'll start the QA portion of our session now.

We do have a couple questions in our Q&A section, but as a reminder to ask a question, you can

use the QA feature located at the bottom of the screen or press the raised hand button

so you can unmute your phone line.

Our first question, actually most of our questions are sort of related, is 'What is this platform

built on and was it built by PEMA, or is it, or did you contract a vendor?'

So, we developed all the concepts, all the requirements, for development were developed

in our office, and they're really geared towards our legislation and our business process

needs.

But much of that much of the functionality can be geared towards any 911 Program.

And then we simply, once we had the requirements, used a commonwealth subcontractor to actually develop the application.

What its built on, I don't have that information in front of me, but definitely

go back and get that and provide that to the group.

Okay, I think that takes care of the first couple questions we've got.

Next is a question of can we see the training in certification section functions?

Jeff, if you want to speak to that or Bruce.

Yeah, sure.

So, we actually have a separate application currently that we're gonna be migrating

into this PSAP Portal, but to describe what the functionality is, it's existing, we

just need to move it into this application.

So, in Pennsylvania, every PSAP is required to document the curriculum policies and procedures

of their training, certification, and QA/QI Programs.

The application also gives them the ability to maintain a telecommunicator roster, a training

record list of certifications, etc.

And then PEMA uses this application to also do compliance work on those programs.

So, it is existing in a separate application.

Currently working with the developers now to move that functionality into this PSAP

Portal.

So, it is a one-stop shop.

And I'll be happy to provide any information on it outside of this presentation.

Great.

Our next question is regarding Governance, and obviously it's you know PEMA specific,

but do the county PSAPs and PSAPs in Pennsylvania report, effectively report directly to PEMA

by legislation or is there a choice or they require basically to use this Portal.

So, under our legislation, the county has responsibility for providing 911 service in

their jurisdiction, but our legislation does require PEMA to submit an annual report to

the General Assembly that covers revenue and expenses from the 911 fund.

So, with that requirement, we've had to work hand in hand with the PSAPs to lay out

how we're gonna achieve that objective and this annual reporting process using this tool

was how we came about to meet that legislative requirement.

So, is that now codified in your like state rules, or is it still just under the legislation

intent?

Under the legislation but we do have clear guidelines, so we in our program guidance,

there is a requirement for PSAPs to at least submit expenses to us on an end on an annual

basis.

And part of our guidance, it does require to report costs funded by the 911 fee and

cost not funded by the 911 fee, and that information has become very important, especially as we

gone through reauthorization of our legislation.

Do PSAPs see only their own data, or are they able to see other PSAPs data comparatively.

So, most of the time, they're only able to see their own data.

The only exception to that is approved grant projects.

So as part of our grant program, for any application that we do approve, we do open those up for

any PSAP to view those to see what kind of projects are going across the Commonwealth.

If there's any opportunities to leverage those projects, etc.

We do lock down the supporting documentation that is not freely available, but they can

see the data and the actual grant application itself.

So, building off of that and I think I can see where the answer is gonna be, but is any

of this information available to the general public from transparency or Sunshine FOIA

Laws like of just putting that information out there?

Yeah, and so we are very transparent here in Pennsylvania.

That is one thing that we focused on.

So much of the information in our Portal we actually publish annually in our annual report.

Anybody can go on our website, and essentially, you'll see an income statement by PSAP and

a lot of information that comes strictly from this Portal.

Okay, great.

That's all the questions we have for this section.

And we appreciate it.

So, we are now going to move on to the second half of our content today, which stays in

highlighting work in Pennsylvania.

And for the second half, Jeff Boyle will discuss.

The PSAP regionalization efforts, both from a historical and forward-thinking.

And he is going to be joined for this section by three colleagues.

First is Bill Schertzer, who is the Program Manager at PEMA, Bill joined PEMA after a

successful career with Verizon, where he supported 911 services for many years.

Bill is responsible for overseeing Pennsylvania's transition NG911 service.

Additionally, Frank Jannetti is the Director of Public Safety in Mercer County where he

oversees the 911 center as part of his duties.

Frank has been a lifelong public servant as he continues to also serve as a law enforcement

officer and firefighter.

Frank also serves as the vice chair of Region 13 Southwest PA Emergency Response Group,

which has been a progressive region with 911 system regionalization efforts.

And finally, they are joined by Rob McLafferty, who serves as a 911 Coordinator in Butler

County, where he oversees the operations of the county 911 center.

Rob is a dedicated public servant and continues to serve as a firefighter in his community

in addition to his 911 duties.

Rob is the chair of the Southwest 911 Advisory Committee and has been an instrumental partner

in 911 system regionalization projects in Southwest Pennsylvania.

So, Jeff, why don't you and your team take it away for the second half of our webinar.

All right, thank you.

So, under Pennsylvania's legislation, 15% of our revenue collections are set aside for

what's termed Statewide Interconnectivity.

Legislation doesn't define what that is, but it was intended to support our migration

to Next Generation 911 and the regionalization of 911 systems.

So, we had to work very closely with our county partners to figure out exactly what that means, how we're gonna implement this funding source.

We've made a lot of really good progress when it comes to Next Generation 911 and also when it comes to regionalization of 911 systems.

So really, really happy today to highlight some of the progress here in Pennsylvania, not only from a state level when it comes to NextGen 911 but some really good work that's going on within our county PSAPs and within our regions and have two of our directors here today to highlight some of the great work they're doing.

But we'll start off with the NextGen update, and I'll turn it over to Bill Schertzer.

Good afternoon, everybody, thanks for joining us.

What you're looking at here is a map from, this is a map that you can access on our not on our NextGen 911 dashboard from our PEMA website.

But what this does, it's a progress map on where we're at in our NextGen 911 deployment.

Visually, from the perspective, anything in blue has been migrated to Next Generation 911.

Their call traffic is now processing through the NextGen Core Services data centers that we have deployed in the state and then the others in different colors at different phases of the deployment.

We took a five-phased approach to our deployment in Pennsylvania.

We currently have 33 counties/30 PSAPs migrated.

That phased approach started with data collection.

Every county started there in that phase.

In the data connection, collection phase we started out with site surveys.

Which included identifying current configurations while the state at the state level and the

counties understood their current configurations.

We wanted to make sure that Comtech, our NextGen 911 vendor here in Pennsylvania, understood

what those configurations were.

So, they went in, did site surveys, identified CHE configurations, network connectivity,

tech services, and any other shared systems and with whom they may have been sharing those

systems with.

Trunks, positions, ALL formats, anything that would set us up for moving forward.

It also came down to physical assessments for available rack space for any equipment

that we may need to deploy at the sites for the NextGen connectivity.

Electrical requirements, including UPS, ensuring environmental requirements met the requirements, and access

and security of the equipment.

Once we identified and completed those site surveys, we identified any deficiencies that

didn't meet the requirements, provided those deficiencies to the counties and PSAPs.

I asked them to get quotes on whatever was needed to remediate the deficiencies that

were identified, and then they submitted quotes, and we give the grant funds to remediate those

deficiencies that were identified.

Once they got through the data collection phase, we then got into the discussions and

network design discussions with the PSAPs.

These regions' work came about based on the sharing of systems that were already done

across the state.

Northern Tier, WESTCore, those areas already shared CHE and other systems, as well as ESInets

had been established in those regions already.

So, we gave the PSAPs the option to either keep their existing ESInet configurations

or they could migrate to the state.

Some regions depended on what they had.

They didn't just do call-handling over ESInets they may have shared radio, shared CAD, shared

recorder.

Some chose to move, some chose not to.

And that really just defined the network design that we were gonna go forward in that region.

We also identified the poise that we were going to connect to from a state network perspective

into the region.

So that was all part of the network design phase.

Then we got into the system build phase and the system bill phase, we defined policy routing

rules, finalized the network builds, ALI format builds into the NGCS and the CHE, and the

NGCS delivery of the ATP and supporting documentations were provided.

Once we had all of the design and the builds done, the design included dual fiber connectivity

to every PSAP site if it didn't already exist.

We got into the validation and testing phase.

This is where we executed the acceptance test plan.

We tested everything from the network connectivity into a PSAP or a region, failover testing

of those connections, ensuring that each data center was connected to each PSAP location

and we could process calls through each if during a failure.

We also did failovers between most of our, a lot of our PSAPs in the regions have shared

CHE systems having two hosts with multiple remotes.

And in those cases, we did failover testing of the connections between the host sites

to ensure we didn't lose or newly actions that were gonna be taken with the call delivery

once migrated to Next Generation.

As part of the ATP process, we also, the final phase is to migrate their text.

Text is provided as part of the NextGen 911 solution.

So, we, in order to do the ATP for text, it had to be migrated.

So, the final phase of ATP was the migrate text, test it, ensure it was working 100%,

and then leave it.

So, they're, every county that has migrated their first service on the NextGen system

was text service.

After that happened, we had a Go/NoGo meeting with all the parties, including the PSAP,

the CHE vendor, the CHE manufacturer, and continued to work to make sure, or got their

authorization to ensure that they were okay with the migration.

Once we got to go, we scheduled the migration

date.

Move the traffic on the migration date, and they were live with their voice calls going

over the system.

Next slide, please.

So, our approach was always first about the priority to have call delivery on the system.

While we have many ESInets in the state that are sharing more than just call delivery.

Frank and Rob will speak to that in a little bit.

But our first priority has been called delivery.

We build an ESInet and a solution that was based on i3 standards.

We have two data centers in the state, one east, one west.

It was a private fiber-based ESInet based on i3 protocols.

Call delivery is done via location-based routing in an i3 interface to the CHE.

Once the call hits the NGCS, our providers are not delivering calls i3 end-to-end at

this point in Pennsylvania.

But we insisted upon taking that leap and doing location-based routing once the call

hit the NextGen Core Services.

As I stated before, text to 911 is included for all PSAPs.

Through this solution for NextGen service, we also have a statewide MIS and NextGen 911

dashboard.

This is something that, it's a tool, it provides visibility to PSAPs and to PEMA on

the status of the service that we have deployed.

It gives visibility to the ESInet connections from data center to data center, from data

center to PSAP.

It shows both redundant connections to each PSAP in a visual format, also gives access

to CDR data that we take in from the CHE and create the MIS solution.

This was all developed as part of the solution, continues to be developed and refined.

The other thing that we do see are good connections from OSPs into the NextGen Core Services.

So, if we have an impact that's as impacted the call delivery from an OSP perspective,

we do get, notifications that the circuits are down from a given provider.

It also comes with 24 x 7 system and security monitoring, and cybersecurity monitoring along

with local onsite support for strong service level agreements.

Next slide, please.

This was built for the future, as I said, we have ESInet PSAP poised at handoff, they're

at 100 MB to 1 GB.

We don't need anywhere near that bandwidth for the call delivery that we're doing,

but we wanted to ensure we had PSAPs that could use it for other systems.

Next in deployment aligned with the shared call-handling systems across the state, the

different regions, and the system network sharing are done by varying degrees across

Pennsylvania.

Some PSAPs share systems and multiple systems, others share none.

They had the opportunity to maintain and or migrate their state ESInets or their regional

ESInets to the state network.

As I said, they're sharing many systems

from CHE to CAD, recorder, radio, and network.

And the ESInet fiber builds have been leveraged by counties and regions to establish separate

shared County network managed by county personnel.

So essentially, they're using our backbone, fiber that we build out, have been given a

wavelength that they are managing with routers that they install on the network.

Next slide, please.

So, our next steps, as I stated, we built this for the future.

We want to be able to migrate additional services over to the ESInet beyond call handling.

We want to encourage additional system sharing by providing the network that will give them

the capabilities to do that.

And Jeff mentioned previously about a move forward to contract for statewide call-handling

system and any other possible procurements that could help to move that forward.

We also want to promote and share success stories where we have shared systems in the

state.

We like to turn this over to Frank and Rob to give you some information and details on

the sharing that they're doing in their region.

Thanks, Bill.

You can go in advance to the next slide.

Thank you, and good afternoon everybody.

In our region here, as you can see up on a screen, the Mercer, Lawrence, Venango, Butler

region and all the other highlighted counties.

We have several sharing projects that we do.

One of them is called WESTCore; now you can

see it up at the top it says WESTCore.

This is all, this is 13 counties that are involved with CHE, and we basically have three

CHE hosts for those 13 counties.

We recognized a while back that we couldn't do this alone anymore.

I've been a 911 for 33 years.

When we first started, we all had our own CHE, our own CAD, our own radio, our own recorder,

and basically, as things have evolved and technologies evolved, and certainly, personnel

has evolved.

We recognize now that we can't do this anymore by ourselves.

The four counties you see highlighted in yellow up at the top, we pretty much do everything

together.

We won't buy paper clips without each other, knowing how many paper clips the others need.

And being on the same CHE solution and working together on calls and you can see how we all

come together.

We recognize that we could also not just with CHE, but we could also with radio and CAD

have a regional process that we could work together.

We all needed a new CAD system.

Mercer County is on a hexagon system, and Lawrence, Venango, and Butler were on an interact

system back whenever we started this.

We started talking about what we could do to share CAD.

Now, why would we want to do that?

And you know, a lot of people do regional purchases of equipment, but we actually did

an integrated, a fully integrated CAD system for the four counties.

Because we recognized, one money saving, certainly two a big thing with backups.

You know, a lot of people run backup 911 centers, but who's gonna operate them, and how well

will they perform?

Three personnel issues, and we're actually in a process right now of having dispatchers

that go to each other's 911 centers to log in to make sure that things work properly

from the perspective of taking calls for your own county as well as taking calls from other

counties.

Working together makes the french call so much easier.

So, if I take a call in Mercer County that Venango, Butler, and Lawrence responders are

responding to, I can put their units on scene, I can share my resources with them through

my call takers, and they automatically see the call.

We also share radio services through iCOREs with Mercer, Lawrence, and Butler where we

can actually get on each other's radio systems from their PSAP or our PSAP and be able to

dispatch calls via radio as well as CAD and as well as CHE.

So, we have a fully integrated system.

Sharing resources makes us better.

It makes us all better.

And with our current personnel situation, we can't stop the process of sharing things.

We do have governance.

We have a governance document and Rob's gonna talk a little bit more about that.

We also got together and hired a consultant so that the four counties we did demos for

multiple CAD systems, and we came up with a CAD system that we thought would work for

all of us.

It was a very unique situation, and Rob is gonna talk about nature codes and things like

that that we really needed to do.

But this whole process was born out of Region 13.

That highlighted area there.

We've been sharing resources for a lot of years.

Not in particular things like this with 911, but certainly we share bomb squads and SWAT

teams and explosive canines and command posts and everything else, and we recognized a long

time ago that not every county needs every single thing.

So, it's really important with the sharing of resources to understand that our counties

can do this.

So, we have four counties that you see highlighted in yellow with a CAD system, with one disaster

recovery site, and one host system.

And I'll let Rob talk about the rest of the slides, but the sharing resources have

been very, very valuable to us, and it's worked tremendously since we deployed it back

in 2018.

But Rob, go ahead.

Thank you, Director Jannetti.

And thank you all for the opportunity to speak today.

It's always easy to talk about something that you're passionate about, and we're

truly passionate about this regional CAD system.

So, if I could ask that we move to the next slide.

Four different PSAPs sharing one computer-aided dispatch system, with we have 30 different

positions, 440,000 is the population that served, and we really, you can see we're

just as marketing geniuses here we came up with we had a regional CAD and weren't sure

what to call it, so we called it RCAD.

And really looking for how can we make this the simplest.

And you see the quote from Mark Twain up there, and that's really what we wanted to do was

just come up with a simple answer for this complex situation.

So, if you move to the next slide.

We'll talk about some of those.

So, a lot of folks, when they ask us about this, they say were the counties the same

or you get really are you really geographically the same and truthfully not at all?

We are all, with the exceptional Lawrence and Venango, were continuous counties.

We're all geographically close, but in different geographic areas, the population varies.

The county with the least population has slightly over 50,000, and to the largest county where

we have 193,000.

So, a big difference in population.

Big differences in demographics and topography.

So those were certainly some challenges that we had to look at.

We had different types of what responders called themselves, and some of them following

national guidelines, some of them following local.

So, there was a lot of different things, including local policies and procedures, that we needed

to come together on.

Of course, the pricing structure, we needed to come up with some way that it was fair.

Obviously, it wouldn't be fair for the county that has the smallest population to be paying

the same as the county with the largest population, and we ended up doing that as a per seat.

We had to come up with the agreements, as Director Jannetti mentioned earlier.

It was helpful for us that we've had a lot of shared programs and a lot of shared agreements already.

So, we kind of had a template for that, but we still have to work through that.

Having a combined population of now over 440,000 really limited the amount of vendors, CAD

vendors that could bid on this project.

So that was a challenge and, as was referred to earlier, the nature codes.

We started off with a thousand nature codes between the four counties.

The challenge for the nature code is all four counties have to have the same nature good

because it's truly one CAD.

It's truly one system with a disaster recovery in Lawrence County.

So, in this hosted system, Butler County can't put in a code that is not in anywhere else

because as soon as that code is put in, it shows up in the rest of the CAD.

So, every county needs to have responses set for that code.

So, we really needed to pare down those codes.

And as you can imagine, not necessarily the counties, but sometimes our responders were tied to codes.

And where one county may have a structure fire and label it as a barn or something else specific, and in Butler County, that may have just been a structure fire.

All of those had to be pared down, and that was a challenge to bring it down to 200, but it's been a benefit for all of us.

We wanted to make sure that our training was shared, and we say the training needed to be shared because we didn't want one county interpreting something a little different than the other county.

So, as we move to the next slide, we'll talk about some of the benefits.

We knew right away this was gonna be a cost savings.

Certainly, as was mentioned before, the regional program, PEMA very vested into it and supported this program.

So, not only to help us there, but just as an overall cost savings to have one CAD system running four counties.

We knew that it would be fully integrated.

We knew that we'd have this disaster location, the disaster DR site in Lawrence County.

We're happy to have that one host county, one disaster recovery if something happens, everybody's still up.

We knew we were eliminating hardware, and we knew that we wanted it to function as one system.

However, with the next slide, you're gonna

see some other benefits that may not have been quite as tangible at first.

So, one of the things that really maybe took us by surprise and work better than what we had suspected was a reduced time to dispatch across the county.

So, you all know as 911 experts that county A takes a call, they take that information,

they put it in the CAD, they realize that it's gonna be an out-of-county response

unit or an out-of-county agency is gonna be added to it, and they pick up the phone, they

call the other county, the other counties call taker takes it takes that information

moves to dispatch, and dispatch sends it out.

Now, when that data is entered into the CAD since it's the same CAD, we see that response

right away.

So, it populates.

If there is a response that's in, may have started in Butler County, but now we're

requesting a Mercer unit, a Lawrence County unit or a Venango unit that populates on the

screen right away.

We don't need to make that phone call.

We still do just to make sure they got it.

But it's real-time right away.

We need this unit from your county.

And it's reduced the amount of time just by an amount that was really surprising to

us.

It gives us real-time situation awareness.

We can look at any point and see what's available or what's going on in other counties.

So, I can look up and see that, hey, Lawrence County, Mercer County, Venango County has

this big incident going on.

We share maps.

That makes it a lot easier.

Certainly, our dispatchers can just look on there and see what's going on in any of

the other counties and see where that's at.

Director Jannetti mentioned about the hot seating.

So, we because of, and you see the next line about the backup centers, three of the four

counties on the same radio system that's a shared core that means we can access each

other's radio systems from our dispatch consoles.

So, we can literally move our folks if something would happen, if one of the counties are,

for whatever reason, the 911 center is no longer functioning, we can send our employees

over, and before, to one of the other centers, and before our employees get there, the other

center can log in as the county that has to move and start taking calls right away.

So, it saves the need for that whole backup 911 center, we truly have the backup 911 center

just built into this program.

All four counties are in the same CHE, the same CAD system and like I said, three out

of four are on the radio system.

So, everybody's familiar with it.

It's the same login.

It's not like you're bringing somebody into a system that they've never seen before.

One of the other benefits that really pops

out to us is if you could imagine today when you're struggling with something with your CAD or your CAD team struggling, and they're trying to figure something out, we have the benefit of calling or shooting a text to any of you other counties and saying, hey, have you experienced this or what are you guys doing with this?

And not only do you have the expertise that's in your county, but now we have that shared expertise that's bringing that all together, and we do that several times a week.

Somebody calls, or we have a responder say hey, this happens in the other county, can you do this, and we'll make that change.

I know we're moving close to time, so we can move to the next slide.

I just wanted to again thank everybody for their time and the opportunity.

We really appreciate that, and I'll turn it over for questions.

Well, thank you, Jeff, Bill, Frank and Rob.

That was a great presentation, we do have some questions for you.

As a reminder to ask a question, you can use Zoom's QA feature located at the bottom

of your screen or press the raise hand button so we can un-mute your line.

We're gonna start back in the beginning part of this with some technical questions.

The first one is When do you anticipate end-to-end NG i3 connections?

That's a really good question, and I don't know that we have a definitive answer on that

because it's really dependent upon the OSPs and what their capabilities are.

And the follow-up probably is, Are you

tracking when OSPs will be able to accept inbound i3 compliant pit of flow from private networks such as large commercial or education campuses with location data.

As of right now, no, but we are tracking and working with the network aggregator for the services for the OSPs into the system.

Through some of that, we do have conversations with some of the OSPs and trying to identify

where they're stat, what their status is with moving to, NextGen i3 compliant.

But not really a tracking on a OSP by OSP basis.

Okay, great.

The next question is, Is continuity of operations for each PSAP part of this program?

Yes, as part of the NextGen service, they have policy routing definitions, policy routing

definitions that are built into the system as part of the call flow discussions.

There is a mechanism by which the PSAPs can go in if they have a failure.

They can reroute their traffic or shut down their traffic, shut down their PSAP and ultimately route traffic to a different destination.

Many of the shared systems already have routing in place from their CHE perspective.

In a lot of cases working with the 911 directors or coordinators in the counties, they have

duplicated that on the NextGen service to allow for alternate routing to happen automatically

between counties between their partners.

In cases like Mercer and Butler, where they have shared systems, and that makes a lot

of sense, but they can also reroute traffic to 10-digit lines and any other destination

they deem necessary.

We have also established regional alternate routes where the PSAPs and regions have wanted to do that.

Okay, great.

I think the next question is for the WESTCore regionalization team, and that was, How

were you able to deal with the politics between the counties?

And I believe that is specific to CAD and then who ultimately decided on which CAD to purchase and who administers the CAD.

I'll start out.

You know, the politics were nonexistent between us because we already had a relationship.

We've done this.

And so that was a that was a great part of this.

We, we, I did hire a consultant, and we demoed several CAD systems, as Rob mentioned.

And we came to an agreement among the four counties on the one that we wanted.

We went through our county commissioners, and we pitched the idea to them, and all of

the county commissioners, so, there is 12 county commissioners, they got together, they

are very, very supportive and they, they supported everything that we, all the decisions that

we made.

So, we did have a governance document as well.

Rob, do you have anything to add?

No, I think just a, you know what you said, we literally sat in a room and went over all

the benefits and advantages, disadvantages, and there were folks that certainly had some

different opinions at first and, but we all came to the resolution, and it was, it was

really unanimous.

At the end of the day.

Well, we do have, I've got about six to seven questions remaining, but we are running

out of time.

So, what happens for those of you who have questions pending, we will get those questions

to the team, and they will be uploaded as part of the archival webinar on 911.gov.

So, with that, this concludes today's webinar.

I want to thank again to PEMA, and all the speakers from Pennsylvania today highlighting

both topics.

We appreciate everyone's participation.

The archived version of today's webinar will be available in the following weeks on 911.gov.

And the next webinar that we have scheduled is a two-hour special session on Tuesday,

August 29th, with a presentation on evidence-based intervention for telecommunicator health and

wellness with Dr. Michelle Lilly and our own Kate Elkins, as well as a discussion of the

benefits of quiet rooms and therapy dogs and PSAP highlighting Cook County, Illinois.

We hope you'll be able to join us.

Thank you, and have a great day.