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State of 911

Webinar Series



NHTSA NATIONAL 911 PROGRAM

**DATA GATHERING TIPS & EFFORTS AT REGIONALIZATION WITH
THE PENNSYLVANIA EMERGENCY MANAGEMENT AGENCY (PEMA)**

July 18, 2023



STATE OF 911 WEBINAR SERIES



VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.



EXPERIENCE

Brings Federal, State and local leaders to you!



REGISTER

Held every other month with opportunity for Q&A. Closed captioning is available.



FEEDBACK & QUESTIONS

nhtsa.national911@dot.gov

911.GOV RESOURCE: DOCS & TOOLS



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National 911 Program	>
Operations	>
Post-Crash Care	
Standards and Best Practices	>
Technical	>

Sort By	
Title	
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Have a resource you'd like to share with the community? [Click here to share](#)

302 results



NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

Jun 7, 2023 / Technical / GIS

/ National 911 Program / Additional Resources



What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care

/ National 911 Program / Additional Resources



NATIONAL TELECOMMUNICATOR TREE OF LIFE



[Home](#) [About](#) [Add a Leaf](#) [Contact](#)

Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

332

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community. We invite you to click on the leaf to read the story for the telecommunicator or communications center listed.

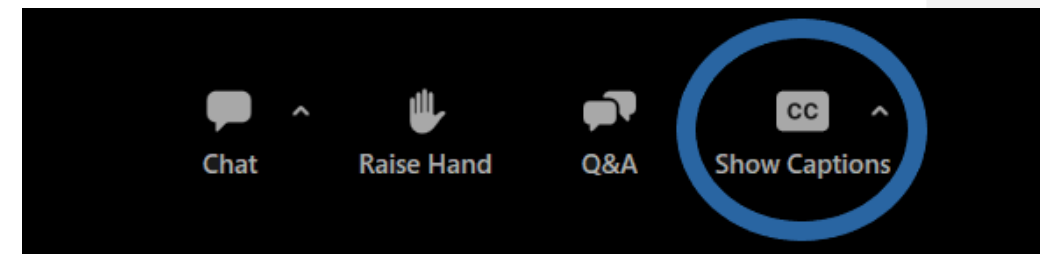
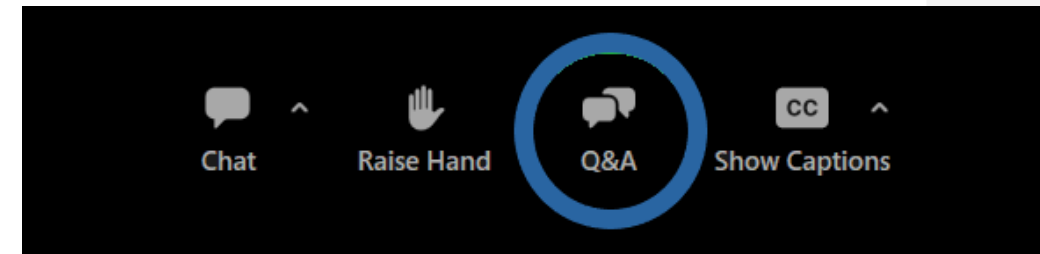
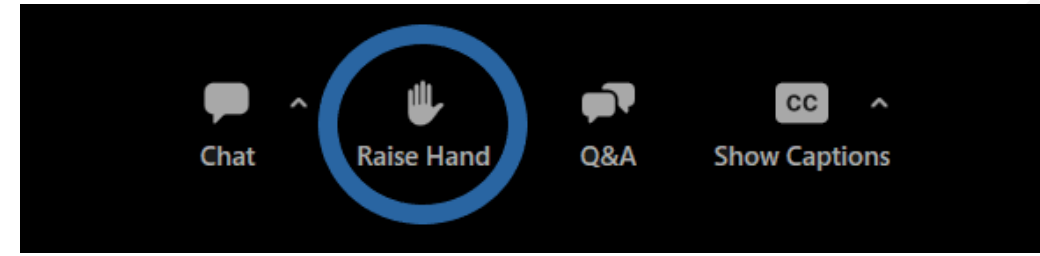
Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.



ZOOM FUNCTIONS

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The image shows the exterior of a modern building with a mix of brick and stone masonry. A central stone pillar features the PEMA logo and address. Large glass windows are visible on multiple floors. A flagpole with a flag is on the right side of the building.

PEMA



1310 ELMERTON
AVENUE

PSAP Portal & Data Standardization

Commonwealth of Pennsylvania | July 2023

Data Standardization

1. *Standard Chart of Accounts*
Cost Types & Cost Categories
(i.e. Facilities – Generator)
2. Accounting/reporting standards
3. Method to gather/analyze/use
4. Quality control

Figure 13 – 2020 PSAP Reported Costs by Cost Type

Cost Type	911 Funded	Non-911 Funded	Total Cost	% of Costs
Personnel	\$198,645,519	\$28,344,811	\$226,990,330	55.185%
Radio Systems	\$37,821,711	\$33,352,861	\$71,174,572	17.304%
Connectivity/Infrastructure	\$23,662,789	\$4,391,795	\$28,054,584	6.821%
Computer Aided Dispatch	\$17,312,944	\$6,372,017	\$23,684,962	5.758%
Facilities	\$13,106,196	\$2,778,082	\$15,884,278	3.862%
Other	\$0	\$14,421,818	\$14,421,818	3.506%
Call Handling Equipment	\$8,688,483	\$2,788,760	\$11,477,243	2.790%
Contracted Services	\$7,145,043	\$903,736	\$8,048,779	1.957%
Office Operations	\$5,505,128	\$599,817	\$6,104,945	1.484%
GIS/Mapping	\$3,089,384	\$93,981	\$3,183,365	0.774%
Voice/Data Recorder	\$2,050,550	\$18,823	\$2,069,373	0.503%
Mass Notification System	\$172,735	\$37,942	\$210,677	0.051%
Public Education	\$11,215	\$8,504	\$19,719	0.005%
Grand Total	\$317,211,698	\$94,112,947	\$411,324,645	100.000%

Cost Types & Cost Categories = Foundation for 911 Program activities & standardization

PSAP Portal

The screenshot displays the PSAP Portal interface. At the top, there is a navigation bar with a hamburger menu icon, the text "PSAP Portal", and user profile information including a settings gear, a notification bell with "44", and a user initial "J". On the left side, a vertical navigation menu contains icons for Home, Planning, Inventory, Finance, Admin, Training, and Help. The main content area features the "PSAP Portal" title and the Pennsylvania Emergency Management Agency logo. Below this is a descriptive paragraph: "Providing an effective platform for streamlined planning and operational management for PEMA and their partners at Public Safety Answering Points (PSAPs) across the Commonwealth." The main area is divided into six module cards: "Planning" (911 System Plan Submission, Review, and Approval), "Admin" (Manage Organization, Personnel, and User Records), "Inventory" (Report, Track, and Manage Inventory), "Training" (Track and manage training and certification programs), "Finance" (Create and Manage Annual Financial Reports), and "Help" (Help documentation for using the PSAP Portal). At the bottom, an "Announcements" section contains a blue banner with a link to the PEMA 9-1-1 Webpage and the URL <https://www.pema.pa.gov/911-Program/Pages/default.aspx>.

Six Modules:

1. **Planning**
2. Inventory
3. **Finance**
4. Training
(and Certification, QA/QI)
5. Admin
6. Help

PSAP Portal – Finance Module

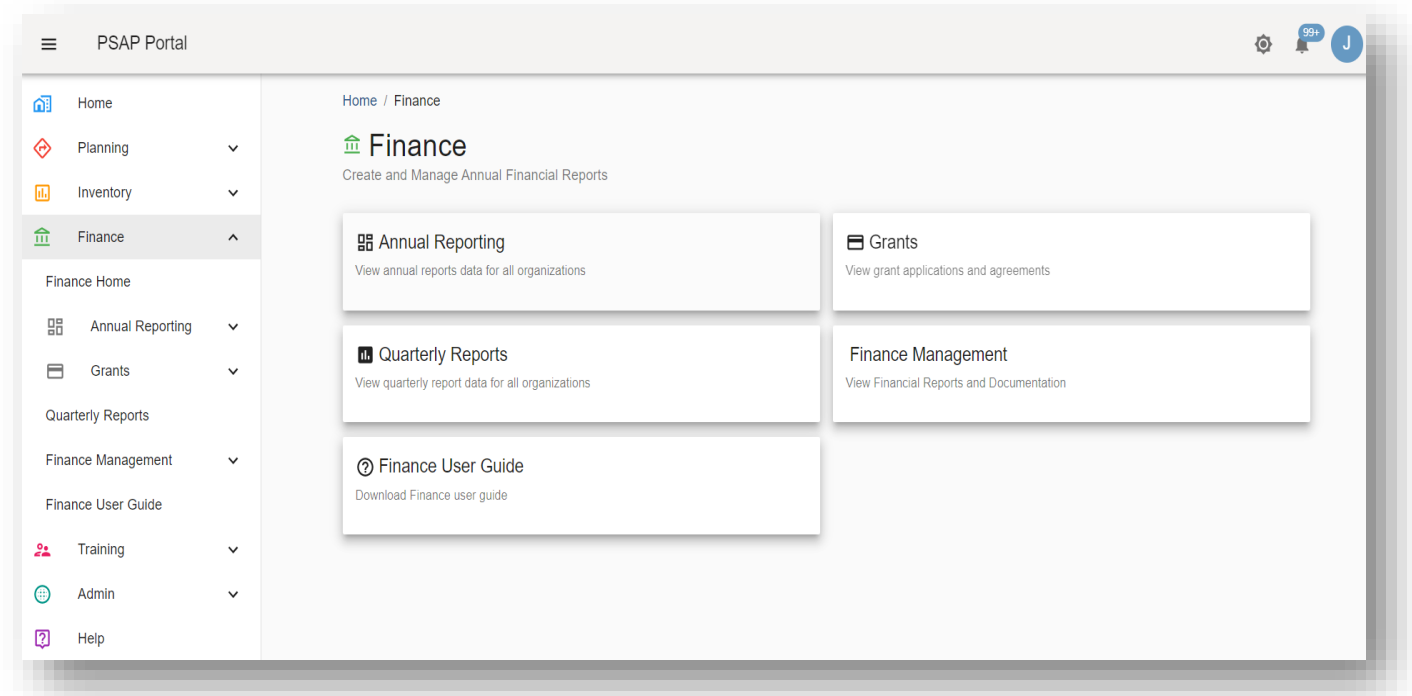
Cost Reporting:

- PSAPs report costs (911 & non-911 funded)
- PEMA review
- Roughly 6,000+ line items annually

Grants:

- Application
- Grant agreement
- Quarterly progress reporting

Ability to query data & run reports



PSAP Portal – Planning Module

Planning tool consists of 5 sections:

1. **PSAP Overview:** aka Executive Summary
2. **Revenue (Past):** How was the PSAP funded?
3. **Expenditures (Past):** What did 911 cost?
4. **Governance:** Detail governance agreements
5. **Plans by Cost Type (Future):**
 1. Future financial plans (5 years)
 2. Verify accuracy of inventory data
 3. Assess compliance with requirements
 4. Assess NG911 progress

Tool generates plan document for the PSAP

Useful data generated for:

- Multi-year funding plan for grants
- Identification of potential partnerships
- Identification of procurement opportunities
- Variance analysis



Allegheny County Department
of Emergency Services
911 System Plan
Calendar Years 2022-2023

Allegheny County Department of Emergency Services
911 System Plan [Final Review]
Calendar Years 2022-2023

Revenue
Revenue Details

Revenue Type	2020	2019	Change	% Change
911 Surcharge				
Beginning Balance	\$0	\$0	\$0	0%
911 Surcharge				
Formula Revenue	\$25,134,282	\$22,969,823	\$2,164,459	9%
911 Surcharge				
Statewide Interconnectivity Grants	\$5,297,168	\$4,707,845	\$589,323	13%
Interest				
Other Revenue	\$10,096	\$57,683	(\$47,587)	-4%
General Fund Transfers	\$635,766	\$608,457	\$27,309	4%
Act 13	\$3,770,198	\$4,810,935	(\$1,040,736)	-22%
CARES Act	\$553,987	\$643,025	(\$89,039)	-14%
Capital from Bonds/Treasury Notes Etc.	\$2,141,695	\$0	\$2,141,695	100%
Total	\$39,243,975	\$36,473,870	\$2,770,105	8%

Summary of Revenue Changes

The primary funding source for 9-1-1 service in Allegheny County is the \$1.65 surcharge levied on communications services capable of two-way communication to a Pennsylvania 9-1-1 Center. Communications service providers remit surcharge collections to the Pennsylvania Emergency Management Agency (PEMA) for distribution. 9-1-1 surcharge revenue is distributed by PEMA as follows:

- No less than 83 percent of the surcharge revenue collected quarterly is distributed to County 9-1-1 Centers using a formula-based calculation. These funds are referred to as "Formula Revenue". Counties have discretion over how formula revenue is spent; provided the funds are used for expenses that meet the eligibility criteria established by PEMA in support of 9-1-1 service.
- Of the revenue collected quarterly, up to 15% shall be used by PEMA for statewide interconnectivity of 9-1-1 systems. These funds are referred to as "Statewide Interconnectivity Funds". These funds are primarily used to fund the implementation of next generation 9-1-1 (NG911) across Pennsylvania. PEMA distributes a portion of these funds through a grant process to incentivize system sharing and prepare counties for NG911 service.

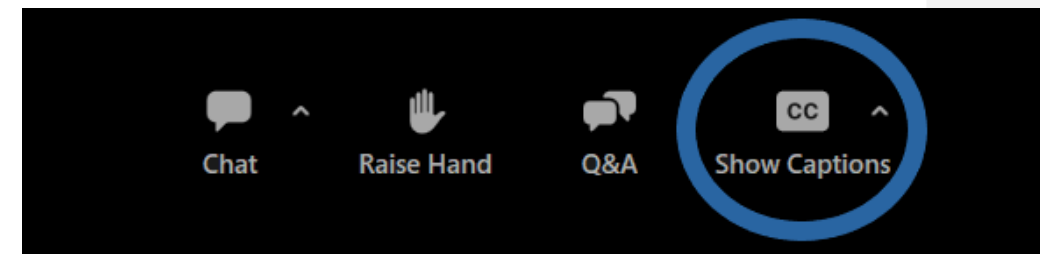
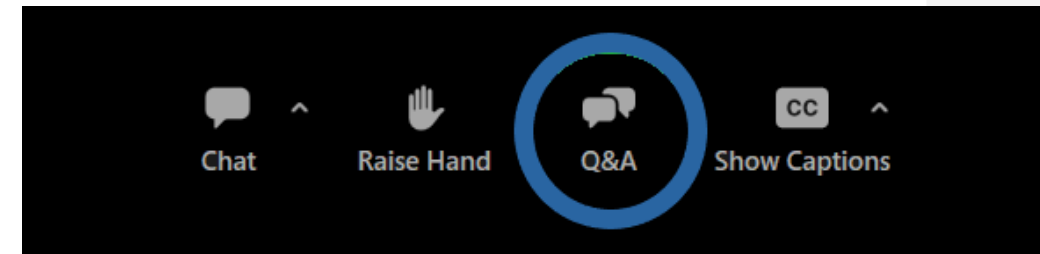
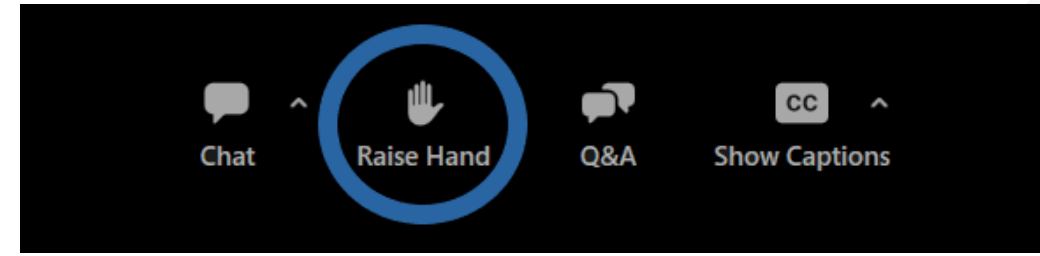
In 2020, Allegheny County saw an increase in formula revenue due to PEMA distributing the remaining 2019 Statewide Interconnectivity Funding balance to all PSAPs through a formula based calculation. Under Pennsylvania law, 9-1-1 surcharge revenue is restricted for 9-1-1 use only. The budget and expenditures for Allegheny County's restrictive 9-1-1 Funds are prepared by the Director of the Allegheny County Department of Emergency Services and approved by the Allegheny County Council. Also in 2020, Allegheny County received CARES Act Funding due to the COVID-19 pandemic. A portion of the CARES ACT Funding was used for eligible 9-1-1 expenses.



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A photograph of the PEMA building facade. The building features a central stone pillar with the PEMA logo and address. To the left is a brick section with a large glass window. To the right is another brick section with a flagpole. The sky is overcast.

PEMA

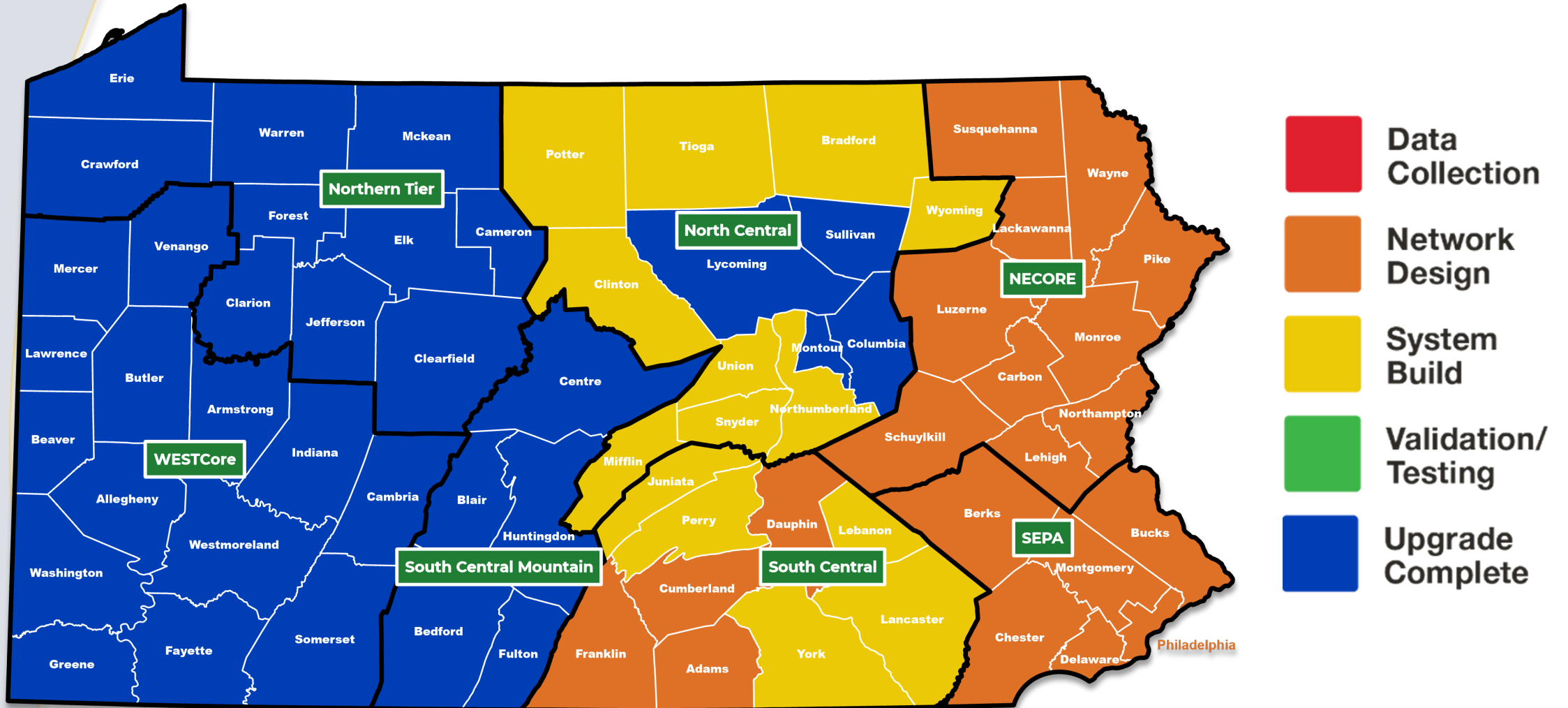


1310 ELMERTON
AVENUE

Pennsylvania NG911 & Regionalization Progress

Commonwealth of Pennsylvania | July 2023

NG911 Progress | Since September 2022



NG911 Progress | Since September 2022

- National Emergency Number Association (NENA) i3 standard-based solution
- Two in-state data centers (East, West) dedicated to Pennsylvania
- Private, fiber-based Emergency Services Internet Protocol (IP) Network (ESInet) for emergency traffic
- Text-to-911 included for all PSAPs
- Statewide MIS solution & dashboard
- 24x7x365 system & cybersecurity monitoring
- Local onsite support in line with strong service level agreements

NG911 Migration:

- Priority – Call Delivery
- Regional Approach
- Working west to east
- **Anticipate completion August 2024**

NG911 Progress | Since September 2022

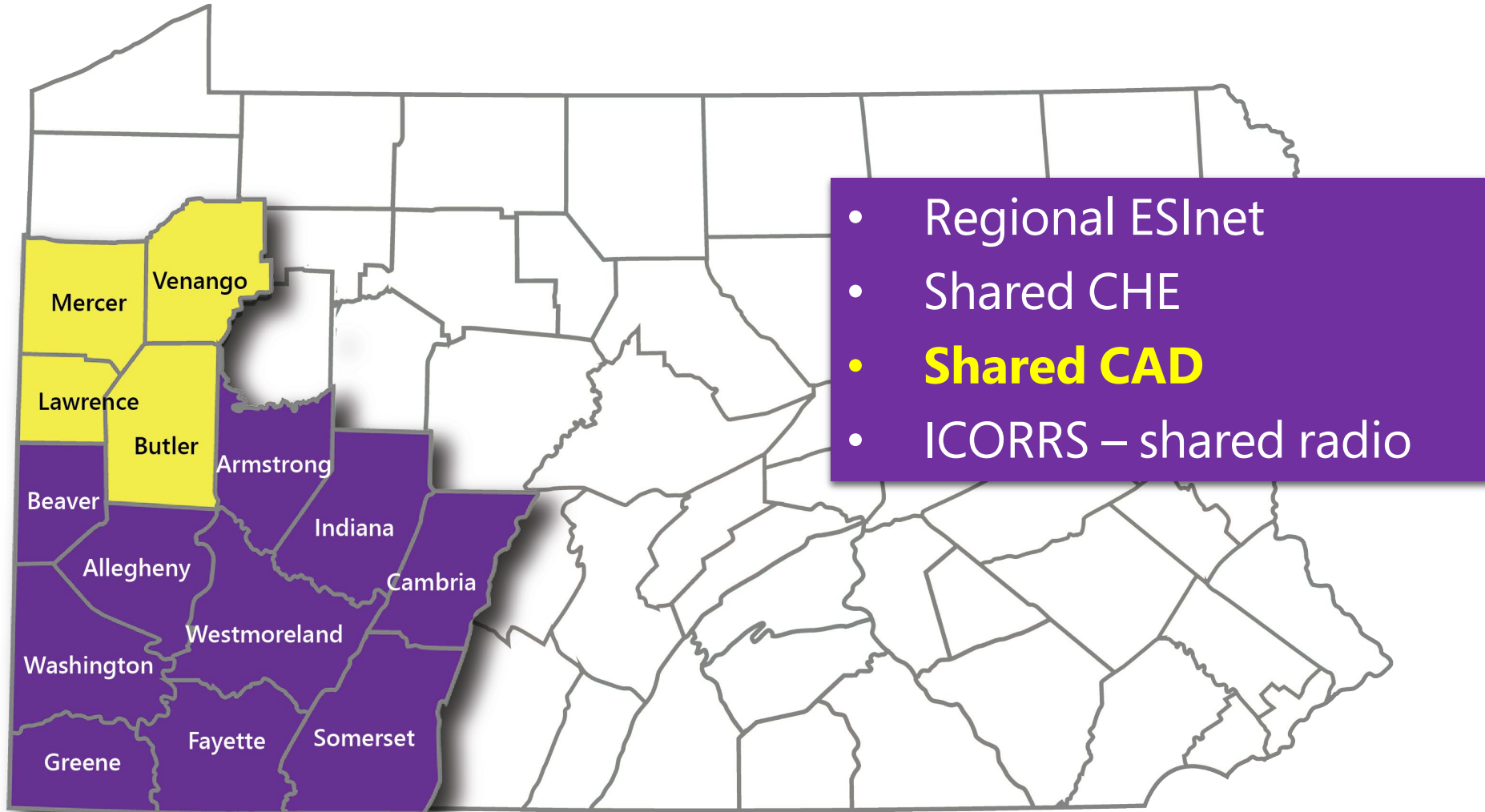
- Built for the future: ESInet PSAP POI handoffs provided 100 megabytes (MB) to 1 gigabyte (GB) bandwidth
- NG911 deployment aligned with shared call-handling equipment (CHE) systems and/or regional ESInets across 7 Regions
- System and network sharing are done by varying degrees across the Commonwealth, from multiple systems to none
- Existing Regional ESInets: May maintain or migrate service to the Statewide ESInet
- Systems being shared are CHE, computer-aided dispatch (CAD), Recorder, Radio and Network
- ESInet and fiber builds have been leveraged by counties/regions to establish a separate shared county network managed by county personnel at significant cost savings

NG911 Progress | Next Steps

- Migrate additional shared system networks beyond call handling to the statewide ESInet
- Encourage additional system sharing by providing network connectivity via the statewide ESInet and/or the state contracting for systems/services
- Promote and share success stories and benefits of shared systems



Regionalization Spotlight: WESTCore



“Plain question and plain answer make the shortest road out of most perplexities.”

- Mark Twain

4 PSAP Shared CAD:

- 30 positions
- 440,939 pop. served

Project Name: RCAD - Regional CAD

RCAD Challenges

Challenges:

- Diverse counties with different procedures, guidelines, and units
- Pricing structure
- Agreements
- Combined population of 440,939 limited vendors
- CAD nature codes needed to be the same (1000 codes pared to 200)
- Training needed to be shared

RCAD Benefits

Benefits:

- Cost savings
- Share a fully integrated and redundant CAD system
 - DR site located in Lawrence County
 - Hardware eliminated
 - Functions as one system

RCAD Benefits

Benefits:

- Reduced time to dispatch across the county
- Real-time situational awareness, including available resources
- Shared mapping
- Hot seating
- Backup centers
 - Three of the four counties will be on the same radio system
 - All four counties are on the same CHE and the same CAD

All four counties have their own CAD teams but work together, providing shared expertise

Thank You!

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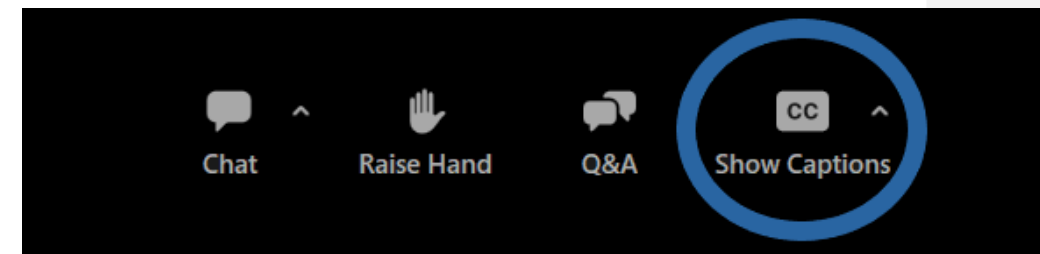
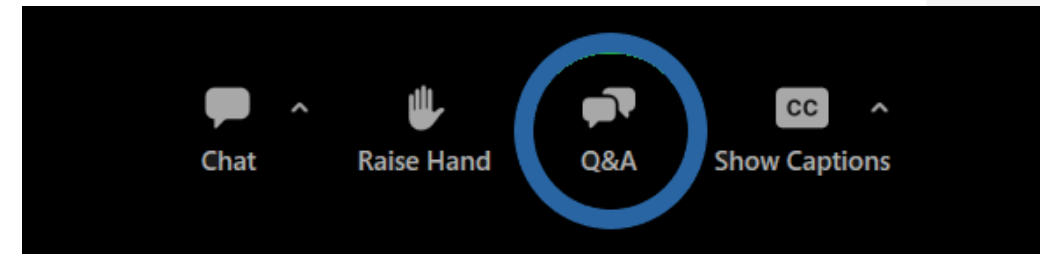
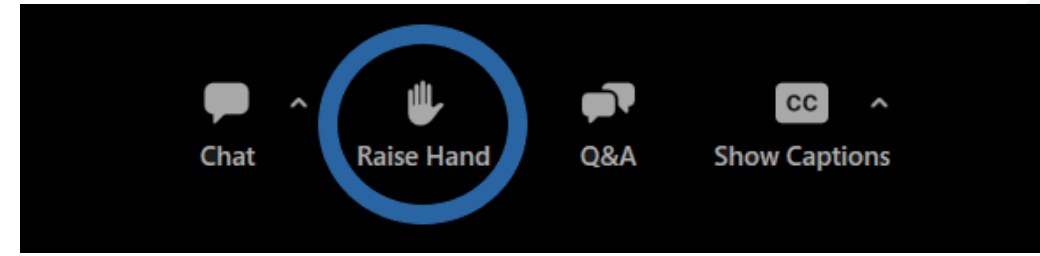
Butler County
Department of Emergency Services

rmclaffe@co.butler.pa.us

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UPCOMING WEBINARS



August 29, 2023
12:00pm ET
Special Session



September 12, 2023
12:00pm ET



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