



**Testimony for the House Veterans Affairs & Emergency Preparedness
Committee**

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Pennsylvania Emergency Management Agency

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Greg Kline, Deputy Director for 911

Bill Shertzer, 911 Program Manager

Good morning Chair Solomon, Chair Gillen and members of the House Veterans' Affairs & Emergency Preparedness Committee, my name is Jeff Boyle, Executive Deputy Director at the Pennsylvania Emergency Management Agency (PEMA).

I have with me Greg Kline, the new Deputy Director for 911. Greg previously served as Deputy Director/911 Coordinator for the Dauphin County Department of Public Safety. Greg brings over 25 years of public safety experience to the 911 Office, including extensive knowledge and experience with 911 system technology and operations. He has also been Chair of the 911 Advisory Board Technical Subcommittee since its inception. Also with me is Bill Shertzer, the 911 Program Manager within the 911 Office at PEMA, who works with each county during their migration to next generation 911 (NG911) call delivery service. Bill joined PEMA in 2018, after spending 25 years in the telecommunications industry supporting 911 service in Pennsylvania and surrounding states. Thank you for the opportunity to discuss the 911 system in Pennsylvania and the Governor's proposal to increase funding for the system.

The ability to quickly access 911 is a vital part of the public safety system. It is the critical link between people who need help and people who are trained to help. In Pennsylvania, the heart of our 911 system is comprised of county-based call centers (referred to as Public Safety Answering Points, or PSAPs) and their highly trained staff of telecommunicators. Pennsylvania PSAPs process approximately 15 million requests for service each year. The delivery of 911 services requires a combination of personnel, facilities, training, and complex systems and technology to be available 24 hours a day, 365 days a year to ensure that both the public and first responders receive the level of service that is expected and required in emergency situations.

Act 12 of 2015 (Act 12) established a \$1.65 monthly fee on communication services such as wireline or wireless telephone service. 911 fee collections have averaged \$319 million annually since 2016 and have increased by 2.5% in total between 2016 and 2022. The 911 fee is the primary funding source for the 911 system. The total cost to provide 911 service in 2022 was \$421 million. Costs not covered by the 911 fee are typically funded by county property tax dollars or other local revenue sources. Pennsylvania counties contributed \$89 million to 911 service in 2022 and that contribution is expected to increase in future as counties will need to invest in radio systems, facilities, and other costs not eligible or covered by the 911 fee. In addition, if the funding provisions of Act 12 are allowed to sunset in January 2024, over \$300 million in costs covered by the 911 fee today would shift to county property taxes or other local revenue sources.

As a part of Governor Shapiro's commitment to strengthen public safety in the Commonwealth, the Administration is seeking to support counties by increasing funding for the 911 system. In Governor Shapiro's first budget address, the Governor called for an elimination of nuisance taxes on wireless service while adjusting the 911 fee to \$1.97 and extending the sunset date through January 2029. The \$1.97 fee would take effect in

January 2024 and may be adjusted annually thereafter based on changes in the Consumer Price Index to keep the fee in line with the cost of operating the 911 system. These initiatives will put more money back in Pennsylvanians' pockets while increasing critical emergency funding for counties' 911 systems.

STEWARDSHIP OF 911 FEES UNDER ACT 12 OF 2015

PEMA, our county partners, and the 911 Advisory Board have taken extensive efforts to implement strong oversight, emphasize transparency, and control costs while incentivizing consolidation of 911 systems and technology. These efforts are paying off. 911 system costs increased by 6% annually prior to Act 12. However, the rate of increase has been reduced to 3.5% annually on average between 2016 and 2022. Examples of these efforts include:

- **Standardized Accounting Procedures for 911 Funds.** Under Act 12, PEMA established detailed accounting and financial reporting requirements for 911 fees. All PSAPs must report 911 revenue and expenditures to PEMA using a standard chart of accounts and the modified accrual basis of accounting. Pennsylvania has some of the most complete and comprehensive financial data for 911 service among states in the country.
- **Streamlined Eligibility Rules for 911 Fees.** PEMA worked closely with the 911 Advisory Board to develop a single set of eligibility rules to meet Pennsylvania's needs and circumstances. Pennsylvania's eligibility rules support activities related to 911 call delivery, processing, and dispatch and align with Federal Communications Commission (FCC) rules for acceptable uses of 911 fees. A benefit of Pennsylvania's relatively small number of PSAPs is the establishment of eligibility rules within FCC guidelines that allow a broader spectrum of 911 costs to be funded by the 911 fee, while limiting the burden on local taxpayers as much as possible.
- **Implemented Strong Oversight of 911 Fees.** PEMA reviews all costs funded by the 911 fee to verify compliance with eligibility rules and 911 Program accounting and financial reporting requirements. Staff in the PEMA 911 Office reviewed over 6,000 expenditure line items this year to ensure 911 fees are used for their intended purpose. In addition, a performance audit of each county's use of 911 fees is completed every two years by a certified public accounting firm as required by Act 12.
- **Transparent use of 911 fees.** PEMA has emphasized transparency under Act 12 and publishes an Annual Report that provides detailed information about how all 911 fees were spent by each county and PEMA. The Annual Report is provided to the General Assembly and is available to the public on PEMA's website. In addition, PEMA hosts public 911 Advisory Board meetings each quarter where 911 fee revenue and expense details are routinely discussed. Detailed minutes from 911 Advisory Board meetings are posted to PEMA's website.
- **Collaborative Revenue Distribution.** PEMA has consistently worked to provide counties as much funding as possible under the current law. PEMA has regularly distributed more than the legislatively-

required 83% of revenue collections to counties, using a formula-based calculation. For example, PEMA distributed 87% of revenue collections in 2022 to all counties through the formula. In addition, PEMA has routinely retained less than 2% of 911 fee collections for administrative costs, in order to provide additional support to our county partners as we transition the commonwealth to NG911 service.

- **Effective Statewide Interconnectivity Funding Management.** Allocating up to 15% of 911 fee collections for statewide interconnectivity of the 911 system was a forward-thinking provision in Act 12. PEMA, working with the Advisory Board and county partners, has successfully managed statewide interconnectivity funding to address 911 center needs and incentivize efficiencies while maintaining the ability to fully fund the largest technological upgrade in the history of Pennsylvania’s 911 system - NG911. A new grant program was implemented to support 911 system consolidation, regionalization, and preparedness for NG911 service. Statewide interconnectivity funding will also cover the costs associated with Pennsylvania’s NG911 service contract. The Legislative Budget & Finance Committee completed a comprehensive study of Pennsylvania’s 911 system in 2022 and their report indicated they “found PEMA to be a wise steward of the [statewide interconnectivity] funding, allocating the revenue to both the full intent of the statute and in the best interests of the state’s 911 system. The counties used this money to strengthen their regional relationships, which was one of the primary goals of Act 12 overall.”¹

REGIONALIZATION AND CONSOLIDATION OF 911 SYSTEM AND TECHNOLOGY

Pennsylvania’s 911 system stakeholders continue to work to implement strategies for managing costs while making targeted investments in system improvements, system regionalization and consolidation, and future technologies such as NG911. Since 2016, PEMA has incentivized counties to regionalize or consolidate 911 systems.

- **PSAP Consolidation.** Four PSAP consolidations have occurred since 2016. To illustrate the impact of these efforts, the consolidation of the PSAPs in Allentown and Bethlehem into the PSAPs in Lehigh and Northampton counties resulted in capital expense savings of \$3.3 million and annual operating cost savings of \$741,207.
- **Regionalization of 911 Systems and Technology.** Today, 54 PSAPs are participating in a shared/regional sharing project to find cost and operational efficiencies. To explain what this means, there are 10 counties in NW PA who are sharing a phone system, computer-aided dispatch (CAD) system, dispatch protocols, GIS services, and other applications instead of each county purchasing their own, which happened in the past. The ten counties in the northern tier region have realized over \$13 million in savings since the inception of these projects and cost savings will continue to be realized by the consortium in the coming years.
- **Procurement Strategies.** PEMA has also focused on statewide contracts to achieve known and consistent

¹ <http://lbfc.legis.state.pa.us/Resources/Documents/Reports/721.pdf> - Page 55

pricing across the Commonwealth for systems and services. For example, the recurring costs to provide NG911 call delivery services are fixed and level through 2030.

911 SYSTEMS AMONG STATES

Since its inception, the responsibility of providing 911 service has primarily been considered a local level function in Pennsylvania and across the country. As 911 service expanded to more and more jurisdictions, states have established legislation, funding structures, eligibility rules, and financial reporting requirements for 911 to suit their respective circumstances, with limited federal guidance. PSAPs within each state generally incur the same types of costs related to call delivery, call processing, and dispatch functions to provide 911 service. However, the eligibility rules, reporting requirements, and method for funding these 911 costs differ by state.

Since Act 12 was signed into law, eight (8) states have established 911 fee rates higher than Pennsylvania or have joined the growing trend of using a percentage-based model to sustain their current 911 systems and implement NG911. For example, roughly 30% of states have now established percentage-based fees on prepaid wireless service.

Pennsylvania has a consolidated 911 system compared to states of similar size. In many states, there can be multiple PSAPs serving a single jurisdiction, which may result in duplication of personnel and technology costs, as well as increased call transfers and other operational inefficiencies. There are 61 PSAPs in Pennsylvania, while Illinois and Ohio, for example, two states of similar size and population, have 183 and 153 PSAPs respectively. Pennsylvania is one of only thirteen states that operates fewer primary PSAPs than there are counties. Pennsylvania's consolidated approach toward the number of PSAPs allows for the provision of 911 services in an efficient and cost-effective manner without sacrificing the quality of those services for our citizens.

FOUNDATION FOR NG911 AND MODERNIZING PENNSYLVANIA'S 911 SYSTEM

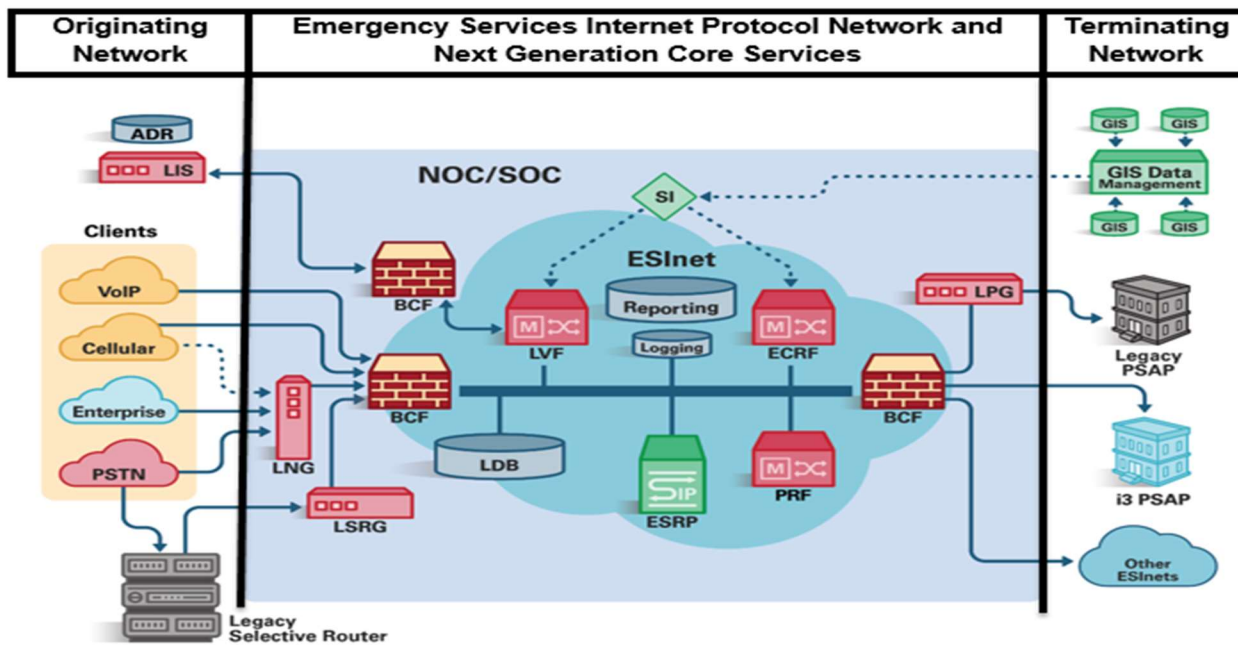
Decades-old legacy 911 systems designed for traditional wireline service are still in use. Changes in consumer communications technology and preferences are rapidly outpacing changes to 911 systems. The legacy equipment in use today is incapable of leveraging the enhanced data associated with common communication tools, such as real-time text, streaming video, and smartphone applications. Challenges occur with location information originating from wireless callers, which now account for approximately 75 percent of all 911 calls. In addition, some populations—such as the deaf-and-hard-of-hearing community, non-English speaking individuals, and rural residents—continue to be underserved by today's 911 system due to access issues. These challenges have a direct impact on the ability of our PSAPs to support and service the public and first responders in the field.

NG911 is an initiative to modernize today's 911 services using digital, internet protocol (IP)-based, broadband-

enabled technologies to coordinate emergency responses. Act 12 has been successful in creating a collaborative and structured approach towards implementing NG911 in Pennsylvania. The legislation required PEMA to complete a physical inventory to determine the status of each PSAP's 911 system's stage of advancement to NG911. The initial years under Act 12 were spent addressing significant infrastructure issues within our PSAPs due to the limited ability to invest in 911 system improvements prior to Act 12. The inventory led to the development of a comprehensive Statewide 911 Plan that detailed how Pennsylvania will implement NG911 call delivery service. The Plan was developed in collaboration with the 911 Advisory Board, whose membership consists of state agencies, elected officials, 911 professionals, and representatives from various public safety, local government, and communications industry representatives. The Pennsylvania 911 community has completed many of the action steps outlined in the Plan which has enabled Pennsylvania to advance towards NG911 while increasing the capabilities of the 911 system.

Pennsylvania's NG911 system will consist of three main components for 911 call delivery: the originating network, the statewide ESInet and Next Generation Core Services (NGCS) system, and the terminating network. The figure below illustrates the originating networks and vendor interconnection points into the NG911 system [far left of the diagram], the statewide ESInet and NGCS system utilized to deliver 911 calls to the PSAP [middle or blue-highlighted section], and the hand-off to county or regional PSAPs that receive the 911 calls and manage their local GIS data [far right of the diagram]. For clarification purposes:

- **Originating Network** - The portion of Pennsylvania's NG911 system that delivers the 911 call from the 911 caller (the call-maker) to the ingress points of the statewide ESInet.
- **Statewide ESInet and NGCS System** - The portion of the Pennsylvania NG911 system that transports, via IP, the 911 call from the originating network to the terminating network.
- **Terminating Network** - the terminating network is representative of the PSAPs, including standalone PSAPs and PSAPs with a regional call-handling equipment configuration.



The full implementation of NG911 call delivery service requires an end-to-end standards-based IP architecture that includes how an originating service provider (OSP) delivers a call to the NG911 system service provider, how the NG911 system service provider delivers a call to a PSAP, and how a call is received by the PSAP. Achieving full end state implementation of NG911 is dependent upon coordination between OSPs, NG911 system service providers, and 911 authorities. OSPs will need to deliver 911 calls in session initiation protocol (SIP) format and including location information attached to the SIP header using a standard NG911 format. An ESInet and NGCS must be in place to deliver the call to the appropriate PSAP. 911 authorities must ensure PSAPs are capable of receiving NG911 calls, and GIS data stewards must develop and maintain the GIS data layers necessary to support NG911 call delivery.

PEMA is focused on working with all partners (OSP, 911 service providers, PSAPs, Commission, and other stakeholders) to provide full end state NG911 call delivery service in a cooperative and coordinated manner. Pennsylvania is making a significant investment to implement a statewide ESInet and NGCS system that will be used to transport an OSP's calls from the entry point of the NG911 system to a Pennsylvania PSAP. This effort includes establishing two OSP points of interconnection (POI) in each local access and transport area to ingress calls into the NG911 system. Pennsylvania took this approach to ensure forward thinking and cost-effective options were available for OSPs to connect to NG911 system for 911 call delivery. Deployment of a statewide ESInet is nearing completion that will provide fiber optic-based connectivity to every PSAP in Pennsylvania. Pennsylvania has contracted with a NG911 system service provider to provide NGCS. Pennsylvania has also made significant investments to upgrade call handling equipment within our PSAPs to ensure calls can be received in SIP format. 911 and GIS professionals across Pennsylvania have spent considerable time, effort, and money developing the required GIS datasets to deliver a call using NG911 protocols.

Pennsylvania is making notable progress towards implementing NG911 services. Today, forty-two counties have been migrated to NG911 call delivery service with the remaining counties expected to be completed by August 2024. Wireless, VoIP, and many Incumbent Local Exchange Carriers (ILEC) are embracing the transition to NG911 and moving their traffic from the existing legacy 911 system to the NG911 system shortly after a county's migration is complete. In some cases, there are questions regarding roles, responsibilities, and cost demarcation points among some ILECs, NG911 providers, and 911 authorities. The FCC has a rulemaking in progress to address these questions for NG911 service. If there are additional details that need to be defined for NG911 service in Pennsylvania, this should be included in efforts to modernize Pennsylvania's Public Safety Emergency Telephone regulations (4 Pa. Code § 120b) to reflect NG911 terminology and services.

NEXT GENERATION 911 - LOOKING AHEAD

The National Emergency Number Association (NENA), defines NG911² as a system comprised of hardware, software, data, and operational procedures that:

- provides standardized interfaces from emergency call and message services to support emergency communications
- processes all types of emergency calls, including voice, data, and multimedia information
- acquires and integrates additional emergency call data useful to call routing and handling
- delivers the emergency calls, messages, and data to the appropriate PSAP and other appropriate emergency entities
- supports data or video communications needs for coordinated incident response and management.

The initial focus of Pennsylvania's NG911 project is to modernize the infrastructure used to deliver 911 calls to our PSAPs. Subsequent efforts to achieve the definition of NG911 will focus on modernizing the applications and workflows in the call processing and dispatch functions used to process a 911 call. The modernization of our 911 system through NG911 will continue to introduce new costs in areas such as GIS, training, cybersecurity, connectivity, incorporating multimedia communications, and interoperability with services and networks used by first responders to facilitate emergency response.

In closing, the passage of Act 12 was a significant accomplishment for Pennsylvania. The 2015 law provided a framework of requirements related to funding, governance, oversight, and planning that led to many significant improvements in Pennsylvania's 911 Program, helped increase the capabilities of our 911 systems, and facilitated Pennsylvania's transition to a NG911 system to address issues with the current 911 system's age and

² <https://www.nena.org/page/glossary>

design. With the law moving rapidly toward sunset, it is ripe for extension and improvement. Governor Shapiro's proposal recognizes the importance of supporting the 911 system and continuing the great work that has been completed since 2015. Together, we are prepared to usher Pennsylvania into a new emergency communications era with the continued support of the General Assembly.



911 Service in Pennsylvania

An Overview



pennsylvania
EMERGENCY MANAGEMENT AGENCY

in partnership with



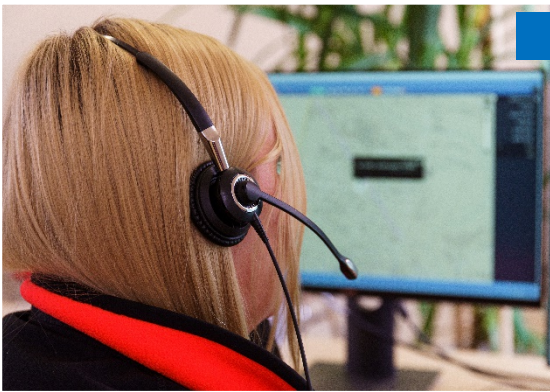
Overview of Pennsylvania's 911 System

The ability to quickly access 911 is a vital part of the public safety system. It is the **critical link** between people who **need** help and the people who are **trained** to help.

In Pennsylvania, the heart of our 911 system is comprised of county-based call centers (referred to as Public Safety Answering Points, or PSAPs) and their highly trained staff of telecommunicators. The delivery of 911 services requires a combination of personnel, facilities, and complex systems and technology to be available 24 hours a day, 365 days a year to ensure that both the public and field responders receive the level of service that is expected and required in emergency situations.

Each day, Pennsylvania's telecommunicators work around the clock to keep us safe and are responsible for performing multiple tasks, such as providing life-saving instructions to callers, coordinating resources for an incident response, and ensuring the safety of first responders in the field.

Pennsylvania PSAPs process **more than 15 million** requests for service each year.



911: Pennsylvania's **FIRST** first responders

*When an expecting mother was home alone and unexpectedly went into labor, a **Lancaster County** 911 telecommunicator walked her through the delivery process - even providing instructions on tying off the umbilical cord! The telecommunicator remained on the line until EMS arrived, making sure both the mother and her new baby boy were doing well.*

Roles and Responsibilities:

Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes outlines the powers and duties for the key stakeholders in Pennsylvania's 911 system:

- **Counties** are responsible for providing 911 within their jurisdiction by either operating a PSAP or by participating in a regional partnership. Two examples of regional partnerships would be **Cameron** contracting with **Elk** for 911 service or **Snyder** and **Union** forming the *Central Susquehanna Regional 911 PSAP*.
- **PEMA** supports counties with activities related to funding, planning, coordination, and oversight and administers the statewide Next Generation 911 service contract.
- **911 Advisory Board** advises PEMA on the administration of Pennsylvania 911 systems. The Board has representation from the General Assembly, Counties, State Agencies, and a variety of public safety, industry, and government associations.



911 System Funding in Pennsylvania

The 911 fee authorized by Act 12 of 2015 is the primary funding source for the critical 911 systems and personnel that provide life-saving services every day in Pennsylvania. The Governor's 2023-24 Executive Budget supports counties by including additional funding for the 911 system, one of the most important functions of public safety. The budget seeks to eliminate the Gross Receipts Tax and Sales and Use Tax imposed on wireless services and establish a multi-purpose emergency communications fee to support 911 & 988 services.

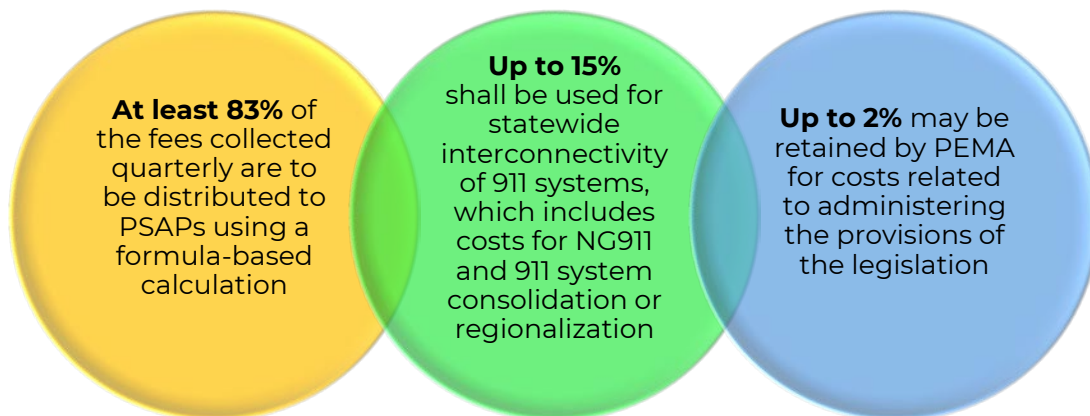
911 system **costs not covered by the 911 fee are typically funded by county property tax dollars** or other local revenue sources. As technologies continue to evolve and funding streams no longer align with current realities, counties need to be able to rely on consistent and sustainable funding to maintain their responsibility as the first line of emergency response.

Between 2016 and 2021:

- 911 fee collections have **averaged \$318 million annually**
- 911 fee collections have **increased by only 3%** during this timeframe
- Consistent revenue levels have provided budget certainty
- However, **revenue has not kept pace** with needs and rising costs of 911

911 Fee Distribution:

The distribution of 911 fees as required by Chapter 53 is outlined below. Revenue distribution percentages may vary annually based on 911 system needs and obligations.



911 System Expenditures:

In the U.S., each state establishes eligibility rules for 911 fee expenditures based on its individual needs and circumstances. Pennsylvania's eligibility rules support activities related to 911 call delivery, processing, and dispatch – all of which align with the Federal Communication Commission's rules for acceptable uses of 911 fees.

911 System Costs in 2021:

- **\$441.7 million** was the cost to provide 911 service in PA during 2021
- The **911 fee covered 73%** of 911 system costs in 2021
- **Counties contributed \$88 million** towards 911 service in 2021



911 Fee Administration and Oversight:

Pennsylvania has taken considerable actions to ensure 911 fees are used for 911 service.

Actions to Protect 911 Funding:

- PA law prohibits the use of 911 fees for non-911 purposes
- Eligible uses of 911 fees have been defined for PA and align with FCC rules
- Strong financial reporting requirements have been established for PA PSAPs
- PEMA reviews all costs funded by 911 fees to verify compliance with eligibility rules
- Each county's use of 911 fees is audited by a third-party auditor, as required by law
- Detailed financial info is provided to the General Assembly and public annually

911 System Improvements, Efficiencies, and Future Technologies:

Between 2005 and 2015, 911 system costs increased, on average, by 5.8% per year. The annual rate of **expenditure growth was reduced to 3.7% between 2016 and 2021** as Pennsylvania 911 systems progressed from a county focus (prior to Act 12) to the regional focus we have today.

Pennsylvania's 911 system stakeholders continue their work to implement strategies for managing costs while making targeted investments in system improvements, system regionalization and consolidation, and future technologies such as Next Generation 911. Here are some examples:

SAVINGS IN ACTION

By participating in shared systems projects, 14 southwestern PA counties are **saving \$1.2 million** in annual operating costs and have **avoided \$11.3 million** in non-recurring costs.

- ✓ **4 PSAP consolidations** have occurred since 2016
- ✓ **54 PSAPs are participating in a shared system** to find cost/operational efficiencies
- ✓ The annual cost for NG911 call delivery is **fixed and level through 2030 for all PSAPs**

Future Challenges and Opportunities:

While Pennsylvania has taken notable measures to control 911 system costs, **our 911 system costs grew by \$112 million (or 34%)** between 2016 and 2021. For comparison, the nationwide cost for 911 increased by \$2 billion (or 58%) over that same period. 911 system costs are anticipated to increase in the following areas:

- **Personnel:** PSAPs across the country are facing an unprecedented staffing crisis and will need to invest more in telecommunicator recruitment and retention
- **Technology/Operations:** Critical systems must be maintained for 24x7 operations
- **Next Generation 911:** NG911 will continue to introduce new costs in areas such as Geographic Information Systems (GIS), training, cybersecurity, and connectivity
- **Ancillary services:** Pennsylvania will have opportunities to leverage the Emergency Services IP Network (ESInet) for shared systems, public safety applications, and other regionalization efforts



Comparison of 911 Systems Among States

States have established legislation, funding structures, eligibility rules, and financial reporting requirements for 911 to suit their respective circumstances – with limited federal guidance. As a result, a standard comparison among state 911 systems is difficult to achieve.

Number of PSAPs: Pennsylvania has a consolidated 911 system compared to states of similar size. **We are one of only 13 states** that operates fewer primary PSAPs than there are counties.

Pennsylvania's consolidated approach toward the number of PSAPs allows for the provision of 911 in an **efficient and cost-effective manner** without sacrificing the quality of 911 services for our citizens.

State	2021 Pop.	PSAPs
Florida	21,828,069	141
New York	19,857,492	150
Pennsylvania	13,012,059	61
Illinois	12,686,469	183
Ohio	11,764,342	153
Georgia	10,788,029	155

Expense Eligibility Rules: Each state generally incurs the same types of costs related to call delivery, call processing, and dispatch functions to provide 911 service – but the eligibility rules and the method for funding these 911 costs will differ by state.



Pennsylvania's relatively small number of PSAPs has allowed us to establish more-inclusive eligibility rules that allow a broader spectrum of 911 costs to be funded by the 911 fee, while **limiting the burden on local taxpayers** as much as possible.

Financial Reporting Requirements: The Federal Communication Commission's annual *911 Fee Reports* document is a primary source of information about state 911 systems. Some limitations of the FCC reports are that financial reporting requirements and capabilities vary by state, or they may only report costs that are funded by a 911 fee.



In contrast, **Pennsylvania has comprehensive financial reporting requirements** that require PSAPs to report all costs for 911 in a standardized manner, regardless of funding source. As a result, our costs will appear higher than many other states.

Variety of 911 Fees: Factors such as population, the number of PSAPs, eligibility rules, legislation, costs, and others may impact a state's 911 fee rate. Act 12 of 2015 authorized a \$1.65 monthly 911 fee in Pennsylvania. Below are some notable differences in state 911 fees:



- **8 states** allow a 911 fee rate higher than \$1.65
- **18 states** have established percentage-based fees on prepaid wireless service
- **4 states** have established a percentage-based fee on other service types



Impact of Supportive 911 Legislation

PEMA, our county partners, the 911 Advisory Board, and 911 system stakeholders have built a collaborative relationship because of Act 12 and continue to implement many 911 system enhancements. Pennsylvania has many notable 911 accomplishments at the state, regional, and county levels. Together, we are prepared to usher Pennsylvania into a new emergency communications era with the continued support of the General Assembly.

- **Statewide 911 Plan.** A Statewide 911 Plan was adopted that planned for NG911 and established priorities for Pennsylvania 911 systems. Many of the action steps outlined in the Plan have been completed and thus has increased the capabilities of the 911 system.
- **Next Generation 911 in Pennsylvania.** A historic milestone was achieved in September 2022 when the first Pennsylvania PSAP was migrated to NG911 service. Since then, 21 of 61 PSAPs have been migrated to the NG911 system with the remainder by mid-2024.
- **Statewide 911 Management Information System.** A statewide MIS is being implemented as part of the NG911 project. The MIS will provide each PSAPs with near real-time information about the NG911 system and new reporting capabilities.
- **NG911 GIS Data Development.** Under Act 12, counties have made tremendous progress in developing robust GIS data layers that meet the rigorous standards to support 911 call delivery with Pennsylvania's NG911 system. There are 21 counties currently using their GIS data to support NG911 call delivery today.
- **New Training and Quality Assurance Requirements.** PEMA worked with the Board to update minimum training and quality assurance requirements for 911 personnel in Pennsylvania that were more than 20 years old.
- **Effective Statewide Interconnectivity Funding Management.** Allocating up to 15% of 911 fee collections for statewide interconnectivity of the 911 system was a forward-thinking provision in Act 12. These funds have been used to address aging systems within our PSAPs, support regionalization/consolidation, and fund our transition to NG911.
- **Developed and Deployed New 911 System Plan Process.** Our legislation requires each PSAP to maintain a 911 System Plan. A new 911 System Plan process was deployed in 2022 to facilitate statewide planning and coordination for our NG911 system, regional/shared efforts, and investments in system improvements and future technologies.
- **Expanded public education and outreach efforts.** Pennsylvania continues to develop NG911 educational materials such as the publicly-available [NG911 Progress Dashboard](#) and [NG911 Project Overview](#) document. PEMA has initiated the #IAm911 campaign to support county efforts with recruitment and retention of 911 personnel.

