



pennsylvania
EMERGENCY MANAGEMENT AGENCY

August 25, 2014

Mr. Fred Rosencrans
9-1-1 Coordinator
Luzerne County Emergency Services
100 Young Street
Hanover Township, Pennsylvania 18706

Dear Mr. Rosencrans:

On August 22, 2014, a 9-1-1 Training and Quality Assurance Program review was conducted by the Pennsylvania Emergency Management Agency (PEMA) 9-1-1 Office. The purpose of the review was to assess Luzerne County's compliance with Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes, 35 P.S. § 5303, *et seq.*, and the Public Safety Emergency Telephone Program regulations, 4 Pa. Code §120b; Training and Certification Standards for 9-1-1 Emergency Communications Personnel, 4 Pa. Code §120c; and Performance Review and Quality Assurance Standards, 4 Pa. Code §120d.

The enclosed Training and Quality Assurance Program review states that Luzerne County is in compliance with Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes, 35 P.S. § 5303, *et seq.*, and the Public Safety Emergency Telephone Program regulations, 4 Pa. Code §120 (b), (c), (d) requirements for both Training and Quality Assurance.

Thank you for the professional courtesy extended to my staff. Should you have any questions or concerns, please do not hesitate to contact me at 717-651-2231 or via email at dholl@pa.gov.

Sincerely,

David L. Holl
Acting Deputy Director for Operations

Enclosure