

Bill Shertzer is the 911 Program Manager at the Pennsylvania Emergency Management Agency (PEMA). Bill has been with PEMA since 2018 and has been involved with the NG911 project beginning with the finalization of the RFP. Along with managing the State 911 Program Operations and Technical Standards and supporting the 911 program as a whole, Bill is responsible for the NG911 Project. Ensure all contract deliverables are met by the provider through migration and ensuring the service is being delivered based upon the SLAs established for the service all while keeping the PSAPs engaged and informed.

Bill has many years telecommunications experience acquired while working for Verizon for more than 25 years. With more than half of the time with Verizon spent supporting 911 services in some form, he learned and acquired knowledge of the service and an understanding of the necessary customer focus required to support it. His career progressed from NOC technician to NOC Supervisor, Tier I support to finally a 911 Service Manager. Bill supported PSAPs in many states, to include, PA, NY, FL, MD, MA, NJ, TX, VA and WV. Some of the service and support provided to the 911 Centers included call routing, reroutes, outage investigation, CHE upgrade/cutovers and network upgrades/changes. One major accomplishment was the development of the process for installation of Network Control Modems within the Verizon footprint. This allowed PSAPs to reroute their own 911 traffic to predefined destinations.

Bill has an Associate Degree in Specialized Technology from Electronics institute, Middletown, PA.