

# THE GOVERNOR

## Title 4—ADMINISTRATION

### PART I. GOVERNOR'S OFFICE

[ 4 PA. CODE CH. 5 ]

[ EXECUTIVE ORDER 2019-06 ]

#### Reducing Gun Violence

August 16, 2019

*Whereas*, gun violence in the United States and within this Commonwealth has resulted in the tragic loss of human life; and

*Whereas*, more than 1,600 individuals lost their lives to a firearm death in Pennsylvania in 2017 at a rate higher than the national average, and the number of firearm deaths continues to rise; and

*Whereas*, gun violence is a multilayered issue that manifests itself as a public health crisis affecting communities across Pennsylvania, resulting in a significant number of suicides and accidental deaths by gun and the growing threat of mass casualty incidents like the domestic terror incident at the Tree of Life synagogue in Pittsburgh; and

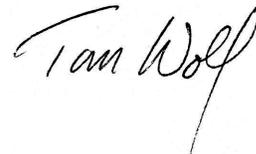
*Whereas*, the scourge of gun violence plagues our communities and denigrates our values as Pennsylvanians; and

*Whereas*, the Commonwealth must be committed to deploying all necessary resources to reduce gun violence and to keep weapons from dangerous individuals; and

*Whereas*, the Commonwealth must engage in a statewide effort to combat the systemic causes of violence, such as poverty, lack of economic opportunities and mental and behavioral health supports; and

*Whereas*, Sections 501 and 502 of The Administrative Code of 1929 (71 P.S. §§ 181, 182) require administrative departments and the several independent and departmental administrative boards and commissions to coordinate their work and activities with other departments, boards and commissions.

*Now, Therefore*, I, Tom Wolf, Governor of the Commonwealth of Pennsylvania, by virtue of the authority vested in me by the Constitution of the Commonwealth of Pennsylvania and other laws, do hereby order and direct as follows.



Governor

**Fiscal Note:** GOV-2019-06. Minimal increase in program costs; (8) recommends adoption.

#### Annex A

#### TITLE 4. ADMINISTRATION

#### PART I. GOVERNOR'S OFFICE

#### CHAPTER 5. COUNCILS AND COMMITTEES

#### Subchapter TTT. REDUCING GUN VIOLENCE

- Sec.
- 5.1011. Senior Advisor for Gun Violence Prevention.
  - 5.1012. Office of Gun Violence Prevention.
  - 5.1013. Division of Violence Prevention.
  - 5.1014. Violence Data Dashboard.

- 5.1015. Executive agency responsibilities.
- 5.1016. Special Council on Gun Violence.
- 5.1017. Implementation.
- 5.1018. Effective date.

**§ 5.1011. Senior Advisor for Gun Violence Prevention.**

There is hereby established a Senior Advisor for Gun Violence Prevention (Senior Advisor) who will coordinate the Commonwealth's gun reform agenda. The Senior Advisor shall be appointed by and shall serve at the pleasure of the Governor.

**§ 5.1012. Office of Gun Violence Prevention.**

There is hereby established within the Pennsylvania Commission on Crime and Delinquency the Office of Gun Violence Prevention (Office), which shall work to eradicate gun violence from a public safety perspective. The Office will collaborate with the Division of Violence Prevention, coordinate a system of focused police deterrence in neighborhoods and cities where violence is most extreme and work with other Commonwealth agencies and stakeholders on community gun violence prevention and lost and stolen firearms reporting requirements for law enforcement.

**§ 5.1013. Division of Violence Prevention.**

There is hereby established within the Department of Health, the Division of Violence Prevention (Division), which will work to eradicate and prevent gun violence from a public health perspective. The Division will collaborate with the Office of Gun Violence Prevention and administer the Department of Health's new and existing violence prevention programs.

**§ 5.1014. Violence Data Dashboard.**

The Department of Health will establish a Violence Data Dashboard that will collect and provide data on the scope, frequency, locations and populations affected by violence, including data on the number of victims of gun violence, rates at which gun violence occurs in locations and contributory factors. The Department of Health will coordinate with and collect data from the Department of Human Services, Pennsylvania State Police, Pennsylvania Commission on Crime and Delinquency and other Commonwealth entities.

**§ 5.1015. Executive agency responsibilities.**

In addition to the foregoing, the following Commonwealth agencies will provide support to assist in understanding the causes and prevention of gun violence.

(a) *Department of Health.* In addition to establishing the Violence Data Dashboard (Dashboard), the Department of Health will establish a Suicide Death Review Team to conduct multidisciplinary reviews of suicides, provide data to the Dashboard and make recommendations to prevent future suicide-related deaths in this Commonwealth.

(b) *Department of Human Services.* The Department of Human Services will direct the Suicide Prevention Task Force to make recommendations on actions to reduce suicides by gun.

(c) *Pennsylvania State Police.* The Pennsylvania State Police will enhance and expand its efforts to identify and deter potential sources of gun violence, develop gun violence prevention training and draft guidelines for local gun buyback programs.

**§ 5.1016. Special Council on Gun Violence.**

There is established within the Pennsylvania Commission on Crime and Delinquency (Commission) a Special Council on Gun Violence (Council) to study and make recommendations to reduce and prevent gun violence.

(a) *Council responsibilities.* The Council shall:

(1) Conduct its first meeting within 60 days of the effective date of this subchapter.

(2) Adopt a public health and community engagement strategy that includes gun owners, health care professionals and victims of gun-related incidents, that will provide direction, duties and responsibilities to the Office of Gun Violence Prevention.

(3) Review current background check processes for firearms purchasers and make recommendations for improvement.

(4) Review best practices and make recommendations that keep weapons from dangerous individuals.

(5) Identify and define strategies across Commonwealth agencies to align resources to reduce gun violence.

(6) Provide the Commission and the Senior Advisor for Gun Violence Prevention with recommendations to reduce incidents of community violence, mass shootings, domestic violence, suicide and accidental shootings in this Commonwealth within 180 days of the initial meeting of the Council.

(b) *Composition.*

(1) The Council shall consist of the following members who shall be appointed by and serve at the pleasure of the Governor. Members may appoint designees to serve on their behalf. The Governor will fill vacancies as they occur.

(a) Representative of the Children's Advocacy Center Advisory Committee;

(b) Representative of the Criminal Justice Advisory Committee;

(c) Representative of the Mental Health and Justice Advisory Committee;

(d) Representative of the Juvenile Justice and Delinquency Prevention Committee;

(e) Representative of the Victims' Services Advisory Committee;

(f) Representative of the School Safety and Security Committee;

(g) Representative of the Sheriffs and Deputy Sheriffs Education and Training Board;

(h) One representative from each of the four legislative caucuses of the General Assembly;

(i) The following Commonwealth Officials:

(1) Secretary of Education;

(2) Secretary of Health;

(3) Secretary of Human Services;

(4) State Police Commissioner;

(5) Executive Director of the Commission;

(6) Director of the Office of Homeland Security.

(2) The Governor may appoint ex officio members to assist the Council as needed. Ex officio members shall serve at the pleasure of the Governor.

(3) The Commission Chair shall head the Council and shall serve at the pleasure of the Governor.

(c) *Council Operations.*

(1) The Council may establish committees, rules and procedures necessary to effectively fulfill its obligations.

(2) A majority of the members of the Council shall constitute a quorum.

(3) Members of the Council may attend Council meetings in person or virtually by telephone, Skype or other electronic communications methods approved by the Council. Virtual attendance shall be considered attendance for purposes of constituting a quorum.

(4) The Council will receive administrative services and assistance from the Commission.

(d) *Compensation.* Members of the Council shall not receive compensation for their service on the Council, except that members may be entitled to receive reimbursement for reasonable travel costs and expenditures incurred while performing Council business in accordance with the Commonwealth's travel and subsistence policies. The Commission will pay for the approved travel and subsistence expenses of the Council members who are not Commonwealth employees or officials. See Chapter 40 (relating to travel and subsistence).

**§ 5.1017. Implementation.**

All Commonwealth agencies under the Governor's jurisdiction are directed to take all steps necessary to implement this subchapter. Independent agencies are also strongly encouraged to implement this subchapter.

**§ 5.1018. Effective date.**

This subchapter shall take effect immediately and shall remain in effect until amended or rescinded by the Governor.

[Pa.B. Doc. No. 19-1354. Filed for public inspection September 6, 2019, 9:00 a.m.]

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**Title 4—ADMINISTRATION**

**PART I. GOVERNOR'S OFFICE**

**[ 4 PA. CODE CH. 6 ]**

**[ EXECUTIVE ORDER NO. 2019-04 ]**

**Establishing a Citizen-First Government and Promoting Customer Service Transformation**

July 24, 2019

*Whereas*, Commonwealth agencies under the Governor's jurisdiction invest significant financial resources in obtaining, creating and supporting the Commonwealth's Customer Service Transformation; and

*Whereas*, Sections 501 and 502 of The Administrative Code of 1929 (71 P.S. §§ 181, 182) require administrative departments and the several independent and departmental administrative boards and commissions to coordinate their work and activities with other departments, boards and commissions; and

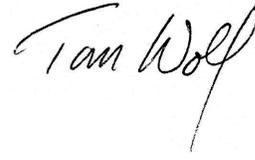
*Whereas*, it is vital that the Commonwealth offer similar levels of Service to its Citizens whether online, by phone or in person; and

*Whereas*, investments and development efforts should be prioritized and coordinated across Enterprise agencies for High Impact Service Providers (HISP) to align self-service and digital services to maximize investments and efficiencies; and

*Whereas*, the proliferation of business processes, technology, communication methods and collaboration provides a significant opportunity to improve the Citizen Experience.

*Now, Therefore*, I, Tom Wolf, Governor of the Commonwealth of Pennsylvania, by virtue of the authority vested in me by the Constitution of the Commonwealth of Pennsylvania and other laws, do hereby establish a

Citizen-First Government to be facilitated by the Customer Service Transformation, and order and direct as follows:



Governor

**Fiscal Note:** GOV-2019-04. Increase in program costs to the Commonwealth. Costs are being determined as the scope and implementation timeline are in progress; (8) recommends adoption.

#### Annex A

### TITLE 4. ADMINISTRATION

#### PART I. GOVERNOR'S OFFICE

#### CHAPTER 6. ADDITIONAL COUNCILS AND COMMITTEES

#### Subchapter LLL. ESTABLISHING A CITIZEN-FIRST GOVERNMENT AND PROMOTING CUSTOMER SERVICE TRANSFORMATION

|        |                            |
|--------|----------------------------|
| Sec.   |                            |
| 6.761. | Terms and definitions.     |
| 6.762. | Powers and duties.         |
| 6.763. | Responsibilities.          |
| 6.764. | Objectives.                |
| 6.765. | Reporting and performance. |
| 6.766. | Implementation.            |
| 6.767. | Effective date.            |
| 6.768. | Termination date.          |

#### § 6.761. Terms and definitions.

The following words and terms, when used in this subchapter, have the following meanings, unless the context clearly indicates otherwise:

a. *Citizen*—Any person, business or other entity obtaining services, either directly or indirectly, from the Commonwealth.

b. *Citizen experience*—The full series of interactions or steps that a citizen takes when seeking a service or a series of services and has a discrete beginning and end.

c. *Citizen experience goals*—Measurable outcomes related to the citizen experience that agencies identify to drive performance improvement and inform citizen expectations for service delivery.

d. *Citizen experience standards*—A set of rules, principles and current best practices common to all agencies under the Governor's jurisdiction that guide the delivery of services to citizens.

e. *Citizen profile*—The unique data associated with a citizen and contains information that is used by the enterprise to facilitate a specific service for the citizen.

f. *Data*—Any recorded information, regardless of the form, the media on which it is recorded or the method of recording, that is owned, controlled, managed, processed, generated or stored by the Commonwealth, which may be protected by law, order, regulation, directive or policy and may be sensitive or confidential so that it requires security controls and compliance standards.

g. *Enterprise* (also, "*Commonwealth agencies*" or "*agencies*")—The collective term for all agencies, authorities, boards, commissions and program areas under the Governor's jurisdiction.

h. *Framework*—A high-level structure that serves as a guiding principle for an artifact such as a directive or service design.

i. *High impact service providers (HISP)*—Entities designated by agencies, in consultation with the Governor's Office, that provide the highest impact services, either due to serving a large number of citizens or performing a critical function for citizens. HISPs typically provide transactional services or perform regulatory functions in which time, money or information is used to receive a good, service or authorization.

j. *One-stop shop*—A single point of entry that provides a collection of service options to a citizen with one or multiple modes of service delivery.

k. *Services*—A collection of enterprise processes and procedures to deliver something of value to a citizen.

l. *Single sign-on*—A service capability to authenticate, access and automatically log into different digital services with a single user credential.

m. *System of record*—The authoritative data source from which services obtain information.

#### § 6.762. Powers and duties.

The Deputy Secretary for Information Technology, Office of Administration is responsible for the management and operation of enterprise business and information technology services; the executive agencies, authorities, boards and commissions under the Governor's jurisdiction are responsible for the management and operation of services to the citizens of this Commonwealth; and the Governor's Communications Office sets the direction for communications with citizens, including the use of digital content.

#### § 6.763. Responsibilities.

The Governor's Office and Governor's Office of Administration's Office of Information Technology (IT), through established governance processes and other management directives, shall:

##### a. *Facilitate and govern.*

(1) All activities related to the fundamental objectives outlined in this subchapter.

(2) The ongoing transition of traditional nondigital services to a digital service platform.

(3) The appropriate alignment of and compliance with all applicable enterprise policies to meet the fundamental objectives of this subchapter.

(4) The enterprise workforce towards a citizen-first government through the development of appropriate skills and training to meet the objectives of the customer service transformation (transformation).

##### b. *Establish.*

(1) A citizen-first framework that promotes the innovative spirit and skills of the enterprise through ITs personnel and technologies.

(2) An Executive Steering Committee (Committee) to lead, support and monitor the transformation. The Committee will:

(a) Address statutory roadblocks that may burden the transformation.

(b) Educate stakeholders on the opportunity and value of the transformation.

(c) Develop quantifiable metrics, service levels and other reporting mechanisms to determine the performance of the transformation and to require corrective action, as needed.

##### c. *Coordinate and consult.*

(1) With the Office of General Counsel to ensure all transformation activities maintain the protection and privacy of citizen data.

(2) With the Governor's Office of the Budget on budgetary matters related to planning and procurement in support of transformation.

(3) With Commonwealth agencies on the impact to existing service delivery efforts.

##### d. *Identify and improve.*

(1) Common business and IT functions within agencies, make recommendations for alignment, integration and investment, and facilitate the use of common technology that supports the fundamental objectives of this subchapter.

(2) Programs managing data, privacy, risk and accessibility associated with Commonwealth data, facilities and materials to provide comprehensive protections and make decisions about how to manage risk associated with the transformation.

(3) Data source standards to facilitate better connections and access of citizen data.

(4) The citizen service experience through one-stop shops, online, in-person, telephone and other engagement channels.

**§ 6.764. Objectives.**

A citizen-first government will establish fundamental objectives for customer service transformation for all agencies under the Governor's jurisdiction.

a. Create a single online destination for services that enables citizens to find the services they need and to conduct business with the enterprise, even if they do not know which agency provides them.

b. Enable secure access to services through a single login.

(1) Use consistent, modern and secure authentication standards available through a single sign-on capability to simplify user account management and eliminate multiple login credentials.

(2) Establish capabilities to connect citizens to existing systems of records using a consent-based approach that will enable citizens to view and update their data across agencies and program areas in a seamless fashion using a common technology identity.

c. Deliver a consistent and user-friendly online experience across all digital services.

(1) Ensure all online destinations shall have a consistent look and feel to ensure a single identity for enterprise services.

(2) Ensure all online resources are functional regardless of device, browser and connection speed.

(3) Ensure online services and information are accessible to all citizens, regardless of disability.

(4) Ensure all written information is concise, in plain language and current.

d. Consolidate and streamline the Commonwealth's digital footprint.

(1) Evaluate small, outdated or low-traffic web sites for elimination or consolidation to streamline the Commonwealth's online presence and make information easier to find.

(2) Make consistent use of the pa.gov domain for all Commonwealth sites.

e. Drive continuous improvement.

(1) Collect feedback from citizens to identify new opportunities to improve and innovate services.

(2) Make feedback available to Commonwealth officials and employees as well as the public.

f. Offer a single telephone number to direct citizens to Commonwealth services.

(1) Enable citizens to find connections to agencies and services through a single point of contact.

(2) Retain existing telephone numbers for agencies and services, as needed.

**§ 6.765. Reporting and performance.**

a. The Commonwealth shall establish enterprise citizen experience standards (standards) which will apply to services performed by all agencies under the Governor's jurisdiction. The standards will guide service delivery

through a common set of rules for managing citizen experience including, but not limited to, responsiveness to citizens and service follow-up.

b. Agencies tasked with activities for the customer service transformation shall identify and make available to the public citizen experience goals for the high impact service providers (HISP) that the agencies oversee.

c. Agencies shall provide regular status updates to the executive steering committee detailing their HISPs' performance relative to the citizen experience goals.

d. The Governor's Office of Performance Through Excellence shall lead, consult and coordinate with agencies on the following:

- (1) Defining the criteria of what constitutes a HISP;
- (2) Developing and implementing citizen experience goals;
- (3) Managing citizen experience through:
  - (a) Metrics and data analytics,
  - (b) Governance and strategy,
  - (c) Culture and organization,
  - (d) Citizen understanding,
  - (e) Service design and delivery; and
- (4) Prioritizing the immediate development of citizen experience standards and metrics relating to HISPs.

**§ 6.766. Implementation.**

All Commonwealth agencies under the Governor's jurisdiction will take all steps necessary to implement this subchapter. Independent agencies are also strongly encouraged to implement this subchapter.

**§ 6.767. Effective date.**

This subchapter takes effect immediately.

**§ 6.768. Termination date.**

This subchapter remains in effect unless revised or rescinded by the Governor.

[Pa.B. Doc. No. 19-1355. Filed for public inspection September 6, 2019, 9:00 a.m.]