

**Communications Committee Meeting
Virginia Office of EMS
Norfolk Waterside Marriott
234 N. Main Street, Norfolk, VA
August 9, 2013
12:00 p.m.**

Members Present:	Members Absent:	OEMS Staff:	Guests:
Gary Critzer , Chair	Dorothy Spears-Dean	Ken Crumpler	Danny Garrison
Richard Rubino , Member at Large (Legal)	Chris McIntosh	Wanda Street	
Vic Buisset , VDEM	Corina Nuckols		
Connie Purvis , BREMS	Hershel Kreis		
Emily Totten , Member at Large (Training)			
Pokey Harris , Member at Large (PSAP)			

Topic/Subject	Discussion	Recommendations, Action/Follow-up; Responsible Person
Call to Order:	The meeting was called to order by the Chair at 12:00 p.m.	
Approval of the minutes dated May10, 2013 and August 9, 2013:	A motion was made to review and approve the minutes. The minutes were approved as submitted.	The May & August minutes were approved as submitted.
Committee Chair Report (Mr. Gary Critzer):	Mr. Critzer did not have a report for the meeting. The committee briefly discussed narrow banding non-compliance actions. Vic said that the FCC is focusing more on broadband. Richard stated that it remains to be seen what the FCC is going to do.	
OEMS Communications Coordinators Report (Ken Crumpler):	<p>PSAP Accreditation Application Review – City of Fredericksburg and Loudoun County Fire, Rescue and Emergency Management</p> <p>Both of the above PSAPs were approved yesterday at the Governor’s Advisory Board Meeting. Richard expressed concerned about the email that went out for the above two PSAP applications. One of the applications had attachments. He said that the email did not say that the attachments were reviewed by the Office of EMS. It was implied that Ken had reviewed and approved them. He wants to make sure everyone knows what they are voting on. Gary also mentioned that technically, when Ken sends an email out to the committee, you should not click on “reply all”; only reply to Ken. Legally, we are not supposed to take any action electronically.</p> <p>PSAP Accreditation – Changes in Procedure</p> <p>Ken stated that the PSAP accreditation is so successful that it has become impossible for him to attend each and every accreditation and reaccreditation. He is only one person and does not have the time. He would like to remove the re-accreditation site visit from the requirements. Danny Garrison gave a brief synopsis of the</p>	

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	<p>process that National Academy does for their reaccreditation process. They have 20 points of accreditation in a 3 ring binder such as certifications for all staff, a letter from EMD approving protocols, training records for past 6 months or one year, etc. Each item is copied and submitted for review. Ken was advised to develop a set of criteria for reaccreditation. If all items meet the criteria then, a new certificate is sent. If not, then a site visit may be needed or a deadline date is given to submit what is missing. Electronic copies should be submitted and a hard copy should be kept at the Office of EMS. Gary suggested that the expiration date should be removed and reaccreditation date (Month and Year) should be added. Gary also suggested adding language that says you will visit two or three random PSAPs within the year they are due for reaccreditation.</p> <p>A motion was made to make the following changes in the PSAP procedures:</p> <ol style="list-style-type: none"> 1) Remove the requirement for reaccreditation site visits. 2) Add language that says Ken will randomly visit 2 or 3 PSAPs per year. 3) Add language to say “You authorization to act as a PSAP remains in force until which time it is revoked”. 4) Ken will send out the PSAP reaccreditation packet 45 days or 60 days in advance and have a deadline for submission. Extensions may be granted if necessary. <p>The motion was moved by Connie and seconded by Pokey. All committee members present were in favor of the motion. None opposed.</p> <p>Removal of authorization to act as a PSAP will be:</p> <ol style="list-style-type: none"> A) Failure to comply with standards B) Application not submitted in timely manner <p>EMS Communications Directory Once the symposium is over, Ken will work on having the format changed. It is not user friendly or easy to update. The plan is for the Directory and the Map is to be interactive. Gary also said that it would be nice to move the mouse over the PSAP and have data displayed about the PSAP (name of PSAP, date accredited, program used, etc.). Connie also suggested using college students to assist with this. Vic will talk to Jason and their Web EOC person.</p> <p>Gary asked, “Is it possible to make it similar to the Agency Portal and call it a PSAP Portal?” The PSAPs will then be able to log in and update their own information. Ken can then send a reminder email once or twice a year to get them to update their information. It may also be able to send an automated reminder email.</p> <p>City of Roanoke Email – OnStar Ken received an email from the City of Roanoke about OnStar providing instructions. There was a possible misunderstanding between the PSAP and OnStar.</p>	

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	<p>OnStar is an accredited EMD agency. The OnStar operator connected Connie with the local PSAP and they worked together when she called about an accident that happened just in front of her. Gary said that OnStar sent out packets to all the PSAPs previously.</p> <p>Ken will contact OnStar and get one of their PSAP protocol packets and send out on APCO/NENA listserv as an "In Case You Weren't Aware" item. It will also be put on the OEMS web page.</p> <p>Ken thanked Gary Brown and the Office of EMS for supporting the EMD efforts. The program has come a long way.</p>	<p>Ken will contact OnStar for a packet to put on the listserv and the OEMS web page.</p>
Unfinished Business:	None.	
New Business:	None.	
Public Comment:	None.	
Adjournment:	The meeting adjourned at approximately 12:50 p.m.	<p>The next meeting is February 7, 2014 at the Courtyard Marriott in Glen Allen.</p>

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