

**Communications Committee Meeting  
Virginia Office of EMS  
Hotel Roanoke Convention Center  
110 Shenandoah Ave, NW  
Crystal Ballroom E  
Roanoke, VA 24016  
October 22, 2019  
2:00 p.m.**

|   | <b>Members Absent:</b>                 | <b>OEMS Staff:</b> | <b>Guests:</b>   |
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| <b>John Korman</b> , Chair                                  | Tracey McLaurin, LFEMS<br>Reg. Council | Sam Burnette       | Curt Shaffer, Hanover County<br>911                                |
| <b>Richard Rubino</b> , Vice-Chair, Member-at-Large (Legal) |  | Rich Troshak       | Jeff Flournoy, Eastern Shore<br>911                                |
| <b>Hershel Kreis</b> , NENA                                 |  |                    | Celeste Baldino, APCO<br>ProCHRT,<br>Charlottesville/UVA/Albemarle |
| <b>Gary Tanner</b> , VACO                                   |  |                    | Tom Nolan, Powhatan 911  |
| <b>Lewis Cassada</b> , VITA                                 |  |                    | Denise Crowder, Dinwiddie<br>County 911                            |
| <b>Derrick Ruble</b> , Tazewell County 911                  |  |                    | Sonny Saxton,<br>Charlottesville/UVA 911                           |
| <b>Mike Keefe</b> , VDEM                                    |  |                    | Jeremy Bennett, VACO   |
| <b>David Hoback</b> , VML                                   |  |                    | Bill Tegethoff, AT&T FirstNet,<br>Central Virginia                 |
|   |  |                    | Lori Stone, First Responder<br>Network Authority                   |
|   |  |                    | Alex Rafii, AT&T FirstNet,<br>Mid-Atlantic                         |
|   |  |                    | Tom Crabbs, Interoperability<br>Coordinator                        |

| <b>Topic/Subject</b>     | <b>Discussion</b>  | <b>Recommendations,<br/>Action/Follow-up; Responsible<br/>Person</b> |
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| <b>I. Call to Order:</b> | The meeting was called to order at 2:10 p.m. by the Chair, John Korman. Mr. Korman welcomed everyone to the Virginia APCO/NENA Conference and he congratulated APCO for 60 years as a Chapter. He also welcomed Chief Hoback to the committee. He thanked APCO and NENA for allowing the committee to meet here today. |  |

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| <p><b>II. Committee Chair Report (John Korman):</b></p> | <p><b>A motion was made to approve the May 3, 2019 minutes. The minutes were approved by consensus.</b></p> <p><b>A motion was also made to approve the August 2, 2019 meeting minutes. The minutes were approved by consensus.</b></p> <p><b>A motion was made to approve today’s agenda. The agenda was approved by consensus.</b></p> <p>The communications committee hopes to rotate this committee between the spring and fall Virginia APCO/NENA conferences. We hope to hold the next meeting at the spring conference in 2020 and next fall the meeting will be held at the regularly scheduled time in November in conjunction with the Virginia EMS Symposium.</p> <p>John pointed out a few of the presentations being held at the conference. The next EMS Advisory Board Meeting will be held November 6, 2019 in Norfolk at the Virginia EMS Symposium.</p> <p>In May it was mentioned that there should be more recognition for Emergency Medical Dispatch saves by the telecommunications operator who manages the event prior to and up through dispatch. The committee also discussed the creation of a special grant for new EMD requests and all committee members were in favor. We are aiming for 100% implementation of EMD in the Commonwealth, but it is not a mandate.</p> | <p><b>Both meeting minutes were approved as submitted.</b></p> <p><b>The agenda was approved as submitted.</b></p> |
| <p><b>III. OEMS Report (Rich Troshak):</b></p>          | <p><b>a. OEMS Office Renovation Update</b><br/>The office renovation is complete. A lot of effort was put into the layout to allow divisions to work together. We are really enjoying our “new spaces”.</p> <p><b>b. RSAF Grant Update</b><br/>This is a mechanism for jurisdictions to get grant money for a wide array of medical response ambulances, training, etc. It is also an avenue for PSAPs to be able to get EMD training and supplies. Within the grant submissions that are being graded right now, Portsmouth has submitted for an EMD grant. Rich played an example of an EMD call for the audience members.</p> <p><b>c. EMD Electronic Protocol Issue</b><br/>There are primarily three protocols for EMD: Priority Dispatch, Power Phone and APCO. This topic crosses over with grants. Recently, APCO has changed the provider that does the electronic part of their EMD (Smart Horizons) to a different vendor. Denise Crowder of Dinwiddie voiced her concern with this because it seemed forced upon the agencies. They had about 8 months to make a decision and move forward with the new Intellicom EMD program. They decided to continue use of the APCO product but had a major issue. There was no way to reopen calls and this was not acceptable. The system is</p>  |  |

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|   | <p>not functional and the vendor does not understand how it will skew the numbers. Dinwiddie County has \$18,000 invested in the program and APCO is not willing to refund it. She does not want to tarnish APCO's image in any way, but wanted to bring awareness to the situation. The committee discussed this issue and the impact on other localities. This is a touchy situation. The committee discussed the possibility of taking the matter to the Advisory Board.</p> <p><b>A motion was made by Gary Tanner for Rich Troshak to work with the Chair, John Korman, to draft a letter to address the concerns with the new system and present to the Advisory Board at the November meeting. The motion was seconded.</b></p> <p>More discussion was held and it was advised to proceed with caution because the Advisory Board may not take a stand as it relates to something that is not from an accredited body or an official controlled body such as the FDA. This is a liability issue. Another committee member stated that the attention is being drawn to a problem and not the company. The objective is to bring awareness of the \$18,000 impact to a small locality. Rich stated that we may be able to provide them some feedback so they can make improvements to this new product before it is distributed on a wider scale. That might be the upside of this.</p> <p><b>All committee members were in favor of the motion following the discussion.</b></p> |   |
| <p><b>IV. Committee Member Reports:</b></p> | <p><b>Virginia APCO – John Korman</b><br/>No report.</p> <p><b>Virginia NENA – Hershel Kreis</b><br/>No report.</p> <p><b>State Interoperability Executive Committee – Derrick Ruble</b><br/><b>Statewide Interoperability Coordinators Office – Derrick Ruble</b><br/>Derrick attended the SIEC meeting today and one topic of discussion was that Highland (??) was fully funded for PSAP interoperability, which is amazing for such a large project. There was also discussion of \$400,000 to be allocated for training. Tom Crabbs discussed FirstNet coverage and capabilities. He also discussed the six grant categories: SOP, interoperability, Continuance of Governance, Technology, Training and Exercise and Usage.</p> <p><b>Virginia Association of Counties (VACO) – Gary Tanner</b><br/>Gary stated that in his little county of Appomattox, they are going live with EMD next Friday.</p>   |   |

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|                                | <p><b>Virginia Municipal League – Chief David Hoback</b><br/>No report.</p> <p><b>Virginia Department of Emergency Management – Mike Keefe-Thomas</b><br/>Mike apologized for being absent at the last few meetings. One of which was due to a copperhead bite which occurred in Hanover County. He has been a medic for 16 years and when it happened he had no clue what to do. It was his first time being on the other end of a 911 call and Hanover was awesome. He also has an item for new business, a frequency proposal for Medevac. VDEM continues to train and the grant funding keeps getting smaller and smaller for the COMMS caches. SCIP planning session was held in March with the goal to publish a draft first quarter next year to be presented to the SIEC. SHSP funding review was completed and awards were published the first week of March. If anyone needs the link, please let Mike know. They have had a hand full of search and rescue, hazmat responses. His goal for the next year will be focused on data denied environments and may be soliciting ideas from some of the committee members.</p> <p><b>VITA/PSC – Lewis Cassada</b><br/>No update.</p> <p><b>Member-at-Large – Richard Rubino</b><br/>FCC has assisted California with contingency telecommunication plans to make essential phone calls.</p> <p>The FCC has also been taking enforcement actions. An individual was using a GPS signal jammer which impacted the Newark International Airport and it also impacted peoples’ ability to make 911 calls. He was trying to jam the GPS device in his vehicle that his boss was using to track him. This may cost him a \$20,000 fine. These are illegal in the U.S.</p> <p>In Surry County, NC a gentleman impersonated a fire and rescue unit on the radio. A 911 fire call was dispatched and he placed responding units in service. Fortunately, there was no actual fire, but the concern was that no first responder units ever arrived on the scene. He was fined \$39,000.</p> <p>Universal Licensing System - FCC has a proposal to require electronic filing only for everyone. They are moving away from paper forms.</p> <p>Please see Richard for complete FCC update and further information.</p> |   |
| <p><b>V. New Business:</b></p> | <p><b>a. FirstNet Presentation – Lori Stone</b><br/>Lori introduced Alex and Bill and explained their roles within FirstNet. She also gave an overview of the FirstNet and AT&amp;T partnership. She stated that Bill and Alex will give an overview of the EMS focus, applications, numbers, etc. Alex stated that at AT&amp;T we look at this</p>   |   |

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|               | <p>as an opportunity to build what public safety has asked for which is a robust platform not only for public safety, but also for commercial networks and an eco system for applications. We have four medical applications and more details can be provided. Bill explained that UVA uses AT&amp;T FirstNet for data in cardiac care telemedicine. If anyone wants to see the list of applications, Lori will send it out to you. A question and answer session was held following the presentation. The committee discussed artificial intelligence and 5G.</p> <p><b>b. APCO ProChrt Presentation – Celeste Baldino</b><br/> Celeste explained what ProChrt is. It is a Professional Communications Human Resources Committee which falls under the Virginia Chapter of APCO. In 2009, the Virginia Chapter of APCO created the task force and charged them with finding topics that related to human resources. They came up with a large variety of topics that included retirement, retention, recognition, education, training, and EMD. They did not get a lot done at first because they had all these broad topics and were scattered all over the Commonwealth. Then they decided what their main focus or priority would be and that was EMD. From late 2016, early 2017 they have been working on an EMD outreach program to go to localities in Virginia that do not have EMD. About 28 PSAPs in Virginia do not provide EMD, which means that about 711,000 citizens are not served by a PSAP that provides EMD. The major reasons for not doing EMD is funding (OEMS RSAF grant helps with this), staffing, focus – taking focus off of responders in field, liability, personnel concerns: more money, unwilling to change. Celeste also explained the successes and challenges. Many PSAPs have implemented EMD. Some localities won't even respond to emails; just flat out won't do it. It is also a challenge to get the group together to do presentations. Sam stated that the Office of EMS is looking into providing assistance for your travel and lodging for the EMD presentations by establishing an EMD workgroup. More information to come on this.</p> <p><b>c. EMD Accreditation Program Review – Rich Troshak</b><br/> This is a follow up from two meetings ago. EMD benchmarking was reviewed and we decided to look at the accreditation process to make improvements. The committee's feedback is very valuable and welcomed as we go through this process. In the presentation, the red items are the changes. The focus has been placed on supporting the PSAPs instead of just accreditation. Rich explained the components of EMD in the State. Rich discussed Alabama's statewide protocol for EMD, which is a low cost alternative to a commercial product. Rich also reviewed the application and the hourly training requirement. There is a gap in what has been communicated on the form and the expectation that has been communicated to the PSAPs and the localities and what is actually in the requirements. Rich is working on aligning everything to bring it all into agreement. The committee discussed this topic and agrees that the process should be uniform on all levels.</p> |   |

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|   | <p><b>d. Agencies pending EMD Accreditation and Reaccreditation</b><br/>None at this time.</p> <p><b>e. Frequency Presentation – Mike Keefe-Thomas</b><br/>Mike Keefe-Thomas stated that he and Ken Crumpler had previously discussed a frequency proposal for Medevac. He would like to present data at the next meeting to see if this is something that the committee would like to pursue and pass on to the EMS Advisory Board.</p> | <p><b>Mike will present frequency presentation at the next meeting.</b></p> |
| <p><b>VI. Unfinished Business:</b></p>            | <p><b>a. Quorum Guidelines Discussion – Sam Burnette</b><br/>Sam explained that in order for the committee to have a quorum it must have 5 members present. He also explained the meeting constitution rules.</p> <p><b>b. EMD Program Initiatives – Rich Troshak</b><br/>Already discussed.</p>   |   |
| <p><b>VII. Public Comment/Other Comments:</b></p> | <p>None.</p>   |   |
| <p><b>VIII. Adjournment:</b></p>                  | <p>The meeting adjourned at approximately 4:16 p.m.</p> <p>The next meeting is February 7, 2020 in Richmond.</p>   |   |

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