

**Communications Committee Meeting
Virginia Office of EMS
Embassy Suites Hotel
2925 Emerywood Parkway
Richmond, VA 23294
February 8, 2019
9:00 a.m.**

Members Present:	Members Absent:	OEMS Staff:	Guests:
John Korman , Chair	Lewis Cassada, VITA	Rich Troshak	Dreama Chandler, GAB, Infrastructure Coordinator
Richard Rubino , Member-at-Large (Legal)	Richard Orndorff, VML	Sam Burnette	David Hoback, VFCA
Hershel Kreis , NENA		Luke Parker	Robert Trimmer, Chesterfield Fire & EMS
Derrick Ruble , Tazewell County 911			Chad Vaughan, Chesterfield Fire & EMS
Tracey McLaurin , LFEMS Reg. Council			Tom Crabbs, SWIC
Gary Tanner , VACO			
Mike Keefe , VDEM			

Topic/Subject	Discussion	Recommendations, Action/Follow-up; Responsible Person
I. Call to Order:	The meeting was called to order at 9:02 a.m. by the chair, John Korman.	
II. Committee Chair Report (John Korman):	<p>Review/Approval of August 3, 2018 meeting minutes. There was no meeting in November 2018. A motion was made to approve the minutes. The motion was seconded. All committee members were in favor of the motion. The motion passed.</p> <p>Mr. Korman noted that item II. a. should be August 3, 2018, not 2019.</p> <p>Welcome new committee members – Gary Tanner and Richard Orndorff Mr. Korman welcomed Gary Tanner to the committee. Mr. Tanner stated that he is from Appomattox and had served two terms on the Board of Supervisors and retired after the two terms. He enjoyed his time with Virginia Association of Counties (VACO) and was pleased with being nominated for this committee. Everyone around the room introduced themselves. It was noted that Mr. Orndorff has decided to join the Legislative and Finance Committee, so he will not be joining this committee. The Virginia Municipal League (VML) Representative position is still vacant. Mr. Korman also welcomed Mr. Rich Troshak in his new role at OEMS. This position has been restructured to Emergency Operations Specialist. Mr. Troshak introduced himself and shared that he has been doing public safety communications for about 26 years. He worked his way from</p>	The minutes were approved as submitted.

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	<p>dispatcher to director. His two previous jobs were 1) Director of Chesterfield County 911 for 10 years and 2) Department of Homeland Security managing one of their mega centers. He spoke of the difference EMD (Emergency Medical Dispatch) has made during his career. Rich is excited to be able to promote EMD throughout the state and to help with any communications issues for the Office of EMS.</p> <p>Mr. Korman shared that Virginia Delegate Mike Mullin introduced a house bill that designates September 11, 2019 and each succeeding year as First Responder Day in Virginia. This does include 911 dispatchers. This bill was introduced and has not yet been passed.</p> <p>He also stated that moving forward the Office of EMS will send out a meeting planner called “Doodle” to determine if there will be a quorum so that we can actually vote on action items or cancel the meeting if no quorum will be met. This will be sent out a month or two prior to the meetings.</p> <p>Sam Burnette also stated that the next Advisory Board meetings may be spread out over three days instead of two. We will try to keep the Communications meetings on Friday. There are seven new trauma committee meetings also incorporated into the Advisory Board meetings so it is difficult for people to attend some of the meetings since they overlap.</p>	
<p>III. OEMS Report (Sam Burnette):</p>	<p>Welcome new Emergency Operations Specialist Sam welcomed Rich to the Office of EMS and is looking forward to working with him.</p> <p>Confirm contact information of committee members Sam has sent emails to confirm contact information for the committee members. If you have received this email, please respond.</p> <p>Restrictions on “reply all” to emails Sam stated that when there are more than two governor appointed EMS Advisory Board members included on the distribution list of an email, do not hit ‘reply all’ as this constitutes a meeting; only reply to the person sending the email to you.</p>	

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<p>IV. Committee Member Reports:</p>	<p>Virginia APCO – John Korman SIEC will meet in the spring to review and update the Statewide Communications Interoperability Plan. The Governor’s budget has requested money for a COMLINC (Commonwealth Link to Interoperable Communications) refresher. The APCO winter conference was held 2 days ago. John could not make the conference this time, but understands that they talked about PSAP liability, dispatcher and PTSD and stress. The program that is really pushing out in PSAPs is Rapid SOS which delivers enhanced location data information to call takers. It is more accurate than traditional phase two wireless information. But the PSAP has to have the capability of receiving the information. John has this program at his location. The APCO Awards submissions are open for dispatchers, call takers, technical advisors, etc. The Spring APCO conference will be in Virginia Beach.</p> <p>There was some discussion about the cost of Rapid SOS and some of its functions particularly how it works with Uber and its accurate location service.</p> <p>Virginia NENA – Hershel Kreis No report.</p> <p>Regional EMS Directors Representative – Tracey McLaurin No report.</p> <p>State Interoperability Executive Committee – Derrick Ruble Derrick reported that the next meeting is April 9 & 10 at UVA. He also stated that Pro-CHRT is still working on getting EMD out to all the localities throughout the Commonwealth. He explained that Pro-CHRT is a committee of APCO that works to increase awareness and education to dispel the misconceptions about EMD. Derrick stated that he had been bombarded with phone calls because localities had some funding issues that needed clarification. Luke will address grant issues later on the agenda.</p> <p>Statewide Interoperability Coordinators Office – Tom Crabbs We are updating the strategy, which is the communications interoperability plan at the April meeting. This has not been updated since 2013. The goal is to minimize delay and maximize effectiveness of response and preparation. A study was done on COMLINC in late summer into the Fall and was directed by the General Assembly because COMLINC technology and use is growing obsolete. Every PSAP was contacted in this study and a complete refresh of the system was recommended as well as recurring training. Four more technicians for VSP was also recommended for sustainment of the system. The report also included a very detailed cost estimate. It gave them the opportunity to ask for \$6.5 million in this year’s budget (actually the 2020 budget) which was approved by the Governor. This could all change as the General Assembly progresses. STARS is also included in this. If the \$6.5 million is granted, every PSAP</p>	

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	<p>in Virginia will receive a refreshed COMLINC with training and with sustainment both in people and funds. Finally, this Fall they closed out the licensure to legally operate on federal interoperability channels. Instead of each locality going to the federal government to get a license, each state, through the SWIC, will go to the federal government to get one license for all localities to operate off. The MOU was completed, and he still needs to get the license for VSP. Mr. Crabbs also stated that Secretary Moran sends his best regards. He appreciates the work you do everyday.</p> <p>Virginia Association of Counties – Gary Tanner No report at this time.</p> <p>Virginia Municipal League – (Vacant)</p> <p>VDEM – Mike Keefe-Thomas VDEM is a huge proponent of interoperability so there has been a huge focus on replacing infrastructure, repeaters and tower system updates. A lot of assets have been spent on local jurisdictions and statewide mutual aid to affected states. One of the big take-aways of the after action reports is always communications. During task force deployments to Texas and Florida, the use of the MSAT G2 devices on top of vehicles was a huge normalizer, if you will. It was a way for our units to get directly into Florida’s push to talk satellite service. Similarly, FirstNet deployed with Virginia Task Force 1. The communications guys with Task Force 1 said it was a huge benefit to them. Nothing but good things were said about FirstNet. In January, we had a meeting with FirstNet where it was the very first time that any of their network engineers, sales staff, etc. attended. Everybody came together and we asked them any and everything that we could come up with, they answered truthfully and honestly. It was a good session. We would also like to have a meeting like this with the RPACS. We will probably coordinate this through Tom’s office to get the message out. This is definitely a meeting that you would want to attend.</p> <p>VITA/PSC – Lewis Cassada Lewis could not attend the meeting today, but he left a few items for the update. Virginia Beach just released a Next Generation 911 Request for Proposal a few weeks ago, meaning in January 2019, they will see if they select AT&T or some other provider. The Northern Virginia PSAPs are awaiting CPE or software upgrades sometime this month before they can move over to AT&T Next Generation 911 Solution. They are looking at switching over to AT&T during the middle of this year. Most of the Northern Virginia 911 centers are riding off the Fairfax contract which has been endorsed by VITA.</p> <p>Member-at-Large – Richard Rubino There are two developments from the Federal Communications Commission (FCC). First, Mr. Rubino explained what Kari’s Law is. About 8 years ago, a woman named Kari Hunt Dunn was</p>	

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	<p>murdered in a hotel in Texas. Her 9-year-old daughter was trying to call 911, but unfortunately, she did not know you had to dial 9 before you dialed 911. So the call never made it out. Because of this, the family went to congress and with the help of Chairman Ajit Pai, they pushed legislation to have multiline telephones in office buildings, businesses, hotels, government agencies, etc., be able to dial 911 without needing to dial 9 beforehand. This bill was passed a year ago in February 2018. The FCC has opened its' preceding to implement Kari's Law. The reply comment date is today. The FCC has to adopt rules in order to implement by February 16, 2020. Under the proposal calls could be made to 911 without having to dial 9, any prefixes or postfixes or any codes. They are also looking at making this cost effective for small businesses.</p> <p>The other part of Kari's Law is notification. For instance, if you dial 911 from this hotel, some form of notification will need to go to some central point at this facility, such as the front desk to make them aware of where the emergency is located.</p> <p>Another issue at the FCC is that they have recently submitted their report on 911 fees. The good news is Virginia was not in trouble, however, six states and one territory were. Back in 2017, they collected \$2.9 billion in 911 fees of which \$285 million got diverted by state and territorial governance for other purposes. Those states were Montana, New Jersey, New York, Nevada, Rhode Island, West Virginia and U.S. Virgin Islands. The FCC also commented on the number of 911 calls that have been made, the number of call centers and tele-communicators that are out there, investment in NextGen for 911, etc.</p> <p>Another issue is construction of radio facilities. While the FCC is generally sympathetic to state and local governance and their budget processes, it is important to meet construction deadlines. It is important to notify the FCC to get extensions if necessary. The other thing is that landlines are becoming non-existent because people are switching over to services like Verizon FIOS, which is fiber, you have to have battery backup in order for your phone to work during a power failure. Back in 2015, the FCC mandated an 8-hour backup. This is now moving to a 24-hour backup. Richard wanted the committee to be aware of this change.</p>	
<p>V. New Business:</p>	<p>Consider changing location and dates of Communications meetings</p> <p>Last month Sam and John Korman met and discussed a few things. They talked about holding the last meeting of the year when the APCO/NENA conference is going on instead of at symposium in November. The committee discussed having the meeting on Tuesday (Oct. 22). The Office of EMS will pay for your room and travel for attending the meeting. It will be held on October 22-25 this year. Is this something that the committee would agree with? Most of the committee members thought this was a good idea. It was also suggested to alternate years – one year at symposium and the next at APCO/NENA. The committee decided that the May and August meetings will not change and will be held at the Embassy Suites. More to come on the November meeting.</p>	

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	<p>Create 2019 Goals for the Communications Committee Sam and John talked about advancing, elevating, and restructuring the committee. Does anyone have any goals that they would like to discuss for the committee? Sam read the mission statement of the committee0.</p> <p><u>Mission Statement:</u> The Communications Committee will review and recommend policies on EMS communications and coordinate the development and implementation of communications and associated technology that support EMS operations at the local, regional and state level.</p> <p>Sam stated that since he has been here the committee has focused a lot on EMD and there is a lot more that we can be doing. We have such a broad scope when it comes to communications. For instance, we can work on FirstNet things. He stated that he sees body cameras coming for EMS providers or some kind of device delivering live feed. This committee can be on the forefront of that technology. This was one of the demonstrations of FirstNet where cameras were feeding a MVC patient directly to the doctor to show mechanism of injury. Derrick Ruble stated that he would like to see more local or regional grant efforts.</p> <p>Mr. Kreis stated that part of the goal for this committee should be education on the technology/telematics that is coming. We need to educate the EMS agencies as well as hospitals. In government we are always reactive, we need to be proactive. Rich Troshak stated that this is a great point; education should be one of our main goals.</p> <p>Richard Rubino asked about making EMD a mandate. At some point will this happen?</p> <p>Rich Troshak asked if this is something that we want to recommend. He is doing some benchmarking with other states and as an action item Rich Troshak will produce a report for the May meeting to show the status of EMD in Virginia and the benchmarking with other states. Tom stated that he would be happy to help with this as well.</p> <p>Richard Rubino: What exactly does the 911 fee pay for in Virginia? Rich Troshak answered by saying there are two fees: one is for the wireline fees which is wrapped up in the state's communications tax. On the wireless, there is .75 per month collected. There used to be a 60, 30, 10 formula in which 60% of what is collected goes to state police and localities, 30% used to go to cost recovery for the carriers such as Verizon, this now goes to the NG911 efforts, the last 10% is a competitive grant process that goes back to PSAPs.</p> <p>Luke Parker – OEMS Grants Administrator, review of RSAF grants for communications, partnership to update grant information and application Luke explained that if an agency applied for a grant for radios, a condition of getting that radio is that it has to be P25 compatible. He is excited that the committee talks so much about grants in</p>	<p>Rich will produce a report for the May meeting to show the status of EMD in VA and the benchmarking with other states.</p>

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	<p>terms of investments and a funding mechanism of achieving the goals of the committee. One of Luke’s goals is to establish guidance documents for the applicants and as well a matrix that FARC uses when reviewing the applications. That way the applicants will know exactly what the reviewers are looking for. He is more than happy to work with this committee on any mandate requirements.</p> <p>Hershel asked why agencies have not implemented EMD. Is it the fear of liability? Is it money? Once we have determined the reasons, then it is simply checking off the box if it is money. If it is liability, we can go around the Commonwealth and give examples of why EMD has saved lives. We need to know why these agencies are not doing EMD and then we can address those concerns.</p>	
<p>VI. Unfinished Business:</p>	<p>EMD Accreditation Review/Update Sam has redesigned the accreditation certificate. He will send a copy out to the committee. It will have the original accreditation date and maybe the reaccreditation dates too. It will say on the certificate “that this is a voluntary program”. It looks official and we want them to be proud to take it to their local Board of Supervisors. Sam and Rich wants to revitalize this program and Rich will make more EMD reaccreditation visits across the state.</p> <p>Fire/EMS Emergency Communications Training Standards John stated that the Department of Criminal Justice Service (DCJS) has state level training objectives that focus on law enforcement. Virginia APCO and NENA were active in trying to lobby DCJS to include Fire/EMS standards and training objectives for 911 centers on the call taking side of things. DCJS’ position was no, we are law enforcement. Right now, while there are required mandated training objectives for 911 centers to train their staff for law enforcement, but there are none for Fire and EMS call processing.</p> <p>John asked the committee if they wanted to develop training standards/objectives for Fire and EMS. Mike Keefe-Thomas volunteered to assist. Dreama Chandler asked if the committee has considered getting the public involved in this. Dreama stated that an educational newspaper article would bring awareness to this. Sam stated that EMD is included in our EMS State strategic plan and a special grant can be set up. We can set a goal that within the next three years to get 80% of Virginia’s PSAP to have EMD.</p> <p>Sam said that Chief Hoback asked in the Emergency Management Committee meeting what agencies or jurisdictions had interoperability – 800mhz radio systems/ 700mhz interop channels. He wants the committee to gather this information.</p> <p>Dreama mentioned that a few meetings back it was discussed adding another seat on the committee. It was recommended by the former chair, Gary Critzer, to add a VHHA (Virginia Hospital and Healthcare Association) Representative. Sam suggested that we get the goals solidified before adding another seat. Derrick stated that he supports that position. Region IV</p>	<p>Sam will send the redesigned certificate out.</p>

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	RPAC-I has a VHHA representative and they have been a ton of help with interoperability projects. Sam stated that we need to focus on our goals. We also need to get a VML replacement for Mr. Orndorff.	
VII. Public Comment:	None.	
VIII. Adjournment:	The meeting adjourned at approximately 11:09 a.m. 2019 Meeting Schedule: May 3 August 2	