

REGIONAL COMMUNICATIONS COMMITTEE

Meeting Report

05 February 2016

1000 Hours

EHSF Conference Room

## ATTENDANCE

**Present:** Ann Weller Chair, Lancaster County PSAP

John Eline Adams County PSAP

Jim Shenk Adams County PSAP

John Quirk Cumberland County PSAP

David (Tom) Vogelsong Cumberland County PSAP

David Shade Dauphin County PSAP

Bart Shellenhammer Dauphin County PSAP

Bryan Stevenson Franklin County PSAP

C. Michael Lewis Franklin County PSAP

Eric Fahler Lebanon County PSAP

Shelly Creasy York County PSAP

Cindy Dietz York County PSAP

Melony Grove York County PSAP

Roxie Tate York County PSAP

**Staff:** Megan A. Ruby Director of System Operations

Michael J. Guerra Resource Coordinator

## CALL TO ORDER

Ms. Weller called the Regional Communications Committee meeting to order at 1000 hours.

**OLD BUSINESS**

*EMS Resource Utilization*

Ms. Weller reported the frustration among EMS agencies in Lancaster County regarding public service calls has decreased. Other counties in the region are not hearing frustrations either.

*Commendation Program*

Ms. Ruby reported the EHSF received some applications for the new recognition program for emergency medical dispatchers: Excellence in Emergency Medical Dispatch. Each PSAP is encouraged to submit dispatchers for this award. The presentation of this award is at the discretion of each PSAP.

*Communications Manual*

Ms. Ruby reminded the committee the Regional Communications Manual is due for review. The working group will meet in the near future to begin the review. The working group will consist of Melony Grove, Bart Shellenhammer, and Tim Baldwin.

*EMD v.13*

Ms. Ruby announced materials have been distributed for EMD version 13. Dr. Reihart has approved the reviewed changes, and his letter was sent to each PSAP. Each PSAP is encouraged to go live by 01 July 2016. However, if a PSAP needs more time to train and update their system, they should communicate with Ms. Ruby.

NEW BUSINESS

*EMD Course*

Ms. Ruby asked if there is a need to coordinate an EMD course this spring. Currently, the counties project a need for 14 students. Mr. Guerra will coordinate the upcoming EMD Course to be held in the end of March or early April 2016.

*Intermediate ALS*

Ms. Ruby reported the future license level of intermediate ALS. Discussion pursued regarding dispatch processes for this new level. As the EHSF continues to work on this licensure level, more information will be provided.

*National Telecommunications Week*

Ms. Ruby reported National Telecommunications Week is April 10-April 16. The EHSF would like to provide recognition to the dispatchers during this week. The group shared suggestions. The EHSF will gather number and names of personnel from each PSAP.

*Stroke Protocol*

Mr. Ruby announced at the Medical Advisory Committee (MAC) the stroke protocol was discussed and the determinant stroke treatment time window was determined by Dr. Reihart.

In the past, this window has been three hours. The MAC has questions if the stroke treatment time window in the EMD card set changes the level of dispatch. The RCC discussed at this time it is additional information gathered to provide to the EMS provider while enroute to the scene. The PSAPs are not notifying an appropriate stroke center. The PSAPs also dispatch according to the determinant level without significance of the time window.

*9-1-1 Communication through Computers*

Ms. Ruby reported Dr. Reihart’s interest in learning more about the ability for citizens to contact 9-1-1 through nontraditional channel, such as e-mail. Currently, no PSAP in the region can receive 9-1-1 requests through e-mail. Discussion pursued among the committee regarding verification of authenticity and limiting geographical location for the request.

*RCC Chair FY 2016-2017*

Ms. Weller announced her desire to transition a new chair for the RCC in the next fiscal year. The committee has been rotating alphabetically by county, which means Lebanon is the next county to chair the committee. Eric Fahler expressed interest in the role. Ms. Ruby will provide this information to the EHSF Board of Directors for approval.

GENERAL DISCUSSION

*Legislation Update*

Ms. Weller announced the Emergency Planning Committee now has 9-1-1 representation.

Ms. Weller reported the optional PA Premise Alert System may be mandatory in the future.

The Premise Alert System permits families with special needs individuals to provide an information form to the county PSAP. This is included in the PSAP’s system to provide additional information to responding units, such as physical description, sensory issues, typical behavior, atypical behavior, and preferred communication.

*Recruitment and Retention*

Ms. Tate asked if other counties are struggling with recruitment and retention. Discussion ensued resulting in most counties experiencing similar issues. Discussion led suggestions to aid in successful completion of the CritiCall 911 Public Safety Dispatcher/Call-Taker Pre-Employment Test.

*State Budget*

Ms. Ruby reported to date there is still not an approved state budget. However, the EMSOF was released. The EHSF continues to function as usual. If any changes to the EHSF’s operations occur, notification will be provided.

*Reconciliation Report*

Ms. Dietz reminded the members the annual report is due 31 March 2016. This year the reconciliation report changed and is more time intensive.

ADJOURNMENT

Ms. Weller adjourned the meeting at 1120 hours.

The next Regional Communication Committee meeting is scheduled for 06 May 2016.

Respectfully submitted,

Megan A. Ruby

Director of System Operations