



BOARD OF DIRECTORS Meeting Minutes

October 11th, 2018 – 2:00PM Santa
Rosa Fire Training Tower 2126
West College Ave.
Santa Rosa, CA

Director's Present:

David Caley -Chair
Steve Akre – Vice Chair
Linda Collister for Jason Boaz at 2:27pm-Secretary
Tony Gossner
Bryan Cleaver
Mark Heine – At Large (newly elected)

Others Present:

Aaron Abbott-Executive Director
Brenda Bacigalupi -Adm Asst.
Dean Anderson- AMR Regional Director

Not Present:

Karen Holbrook

Notice: Copies of additional materials provided to the Board of Directors for information on agenda items are available at the REDCOM fire & EMS 9-1-1 Center.

- 1) Call to Order By David Caley 14:05
- 2) Approval of the Agenda Aaron- Revision of Dollar amount to Item 5. g. to ~ \$90K. Also, we should allow Dean Anderson to comment on item 6.a, and 6.b before he has to leave. Motion to approve made by Bryan Cleaver and Steve Akre Seconded. Approved Unanimously.

3) Consent Calendar

Approval of the July 12th, 2018 REDCOM Board of Directors Meeting Minutes.
Motion to approve by Bryan Cleaver and Seconded by Tony Gossner. Approved Unanimously.

4) Public Comment Period

a) In this time period, anyone from the public may address the REDCOM Board of Directors regarding any subject over which the Board has jurisdiction but which is not on today's agenda. Individuals will be limited to a three-minute presentation. No action will be taken by the Board as a result of any items presented at this time. Aaron- We received a letter to Chairman David Caley from Marin County Fire Chiefs Association. Gave a copy to all the board members. They would like to discuss and open-up a dialogue surrounding Fire and EMS dispatch. Aaron will work on replying to them with David as needed.

5) New Business

a) Election of Open Director Position – Discussion and Possible Election of At-Large Director Position

Aaron- Spoke about the at large position that is open. Public announcement for the position was made in July. We have 4 candidates that are interested in the position. Aaron commented that it is great to have four qualified candidates. Steve Akre echoed Aaron's comments that it was great to have so much interest with qualified candidates. Bill Adams, Mark Heine, Vern Losh and Tim Aboudara. The first motion was for Mark Heine (Steve Akre Motion, Tony Gossner Second) all in favor where Tony Gossner, Steve Akre, and David Caley. Nays were from Bryan Cleaver and Linda Collister. Motion did not carry. Linda Collister made a motion for Vern Losh. There was not a second, motion did not carry. Bryan Cleaver made a motion for Bill Adams, Linda Collister seconded, nays were from Tony Gossner, Steve Akre, and David Caley. Chair Caley check for a motion for the remaining candidate, there were none.

A new motion for Mark Heine was made by Linda Collister, Seconded by Tony Gossner. Ayes were from Linda Collister, Tony Gossner, Steve Akre, and David Caley. Nays were Bryan Cleaver.

This position has been filled by Mark Heine. Welcome aboard Mark.

b) Calendar Year 2019 REDCOM BOD Meeting Schedule – Discussion and Approval of the 2019 meeting dates and times. Motion to approve Calendar made by Tony Gossner, Seconded Motion by Bryan Cleaver. Approved Unanimously.

c) Q4 FY 17-18 Director's Reports Aaron- Hope everyone was able to review the Q4 17-18. We always run a quarter behind we just finished Q1 18-19 not

all numbers are in yet. We should have them in about 2 weeks. Everything looks great and on track. We just presented the performance indicators to the D.O.A.G. and they approved for call answering time and dispatch times for the quarter. Numbers look great. Tony Gossner asked about Cell Phone call exemptions: how many cell phone calls are late? How many 911 calls are from cell phone? Aaron reported that about 80% of 911 callers are from cell phone callers and most are not late and only a small portion of those are exempted. Tony asked about the implementation of text to 911. Aaron stated that we are on track with the consortium to implement text to 911 in lock-step with the Sheriff's office in 2020, which is on schedule with state customer premise equipment funding.

- d) FY 17-18 Final Contract Services Budget –
- a. Presentation of Final Contract Services costs and possible approval of a True-Up in the amount of \$50,138 to REDCOM from AMR. Aaron-We are looking at coming in under budget. We have an Overtime adjustment that was made earlier in the year for the fiscal year 17-18 for \$54,066 for unscheduled overtime caused by the October fires. Once that was paid to AMR we did come in over budget by \$3928. So now AMR owes us \$50,138. If we didn't have the October fires we would have been under budget. We do need approval for the True-up payment from AMR which will take place and be applied to the upcoming payment for fiscal year 18-19. Motion to approve by Steve Akre and Seconded by Tony Gossner. Approved Unanimously.
 - b. Approval of a non-cash budget adjustment in the amount of \$200K to accurately reflect the final FY 17-18 statement. Aaron- Item #42610 in the REDCOM Budget. We are receiving money from Granton mitigation funds towards the improvements we made on the space we are currently in. This is how we pay for the rent back to the county. The Final Financial statement needs to show a non-cash adjustment of \$200K to reflect accurately on the final statement. Motion to approve by Tony Gossner and Seconded by Steve Akre. Approved unanimously.
- e) October 2017 Fires Anniversary Report on status of After Action Items – Discussion on progress of action items generated from the LNU Complex Fires of 2017. Aaron-Just wanted to give everyone an update on all the projects we have been working on since last year. Some projects are completed some still in the works. One item not included in the matrix is the CalFire CAD to CAD connection which is completed on the REDCOM side. We have communication on both sides now. There is a piece that the state (CA) needs to complete on their side for us to put the operational piece in place. We conduct testing the all call page every Wednesday. We have already been working with the new ECC Chief Brian York on Operational Policies and Procedures. We are almost there. We are developing a countywide protocol for Emergency Alerting to include the integration of

IPAWS. REDCOM still needs an MOU with the county for use of SOCO Alert. We are also developing Evacuations Instruction Protocol for callers to help them out. This DRAFT is completed and in review stages with Dispatch Review Committee. We have completed Trapped by fire Protocol which is now included in the IAED EFD Version 7.0 protocol. Sub-Committee has been formed by Aaron Abbott to explore implementation of CalCOP into Public Safety Consortium dispatch centers. We are still working with the County

Radio/Telecom team to use the interop Comm West, East Coast and North Frequencies. We also need additional frequencies to operate EMS units during disasters, we are looking into the use of UHF MED Channels. We are working in to training the supervisors and Managers on managing Large Incidents. We also need to consider FEMA IS courses or other training to supplement. We have completed FW Early Alert for GEO Clustered Fire Incidents and EM alert Trigger. This is already in Beta Testing. We have created a 72-hour emergency kits for all dispatchers and they have been assembled and distributed to the staff.

- f) IT Services Position -Follow up to Strategic Planning Item Recommendation to add an additional Technical Services Position to support current and ongoing dispatch projects and technical support to membership. Aaron- This is a follow up from our July meeting. The board asked me to bring back a job description and some cost for the position for a new Technical Service Position for REDCOM. This person would work under our Technical Manger which is Kenneth Reese. We would like to have the person start FY 19-20. This position would provide continuity of Operations and succession planning to the vital technical services REDCOM provides to its 30+ agencies. Salary range:

Min – \$58,649 = Total Cost of \$77,338

Mid - \$73,311 = Total cost of \$93,246

Max - \$84,308 = Total Cost of \$105,178

Bryan Cleaver mentioned an upcoming need to manage the technical needs of the Image Trend system. Bryan asked about the feasibility of REDCOM managing the IT system. Bryan also mentioned that it may be able to come with some funding.

Steve Akre supported directing Aaron to look into the possibility and requested Aaron bring back some information on how that could be achieved. Aaron stated it would make some sense and is worth looking at. Aaron clarified that the additional position proposed is independent of the Image Trend needs. Additionally, not all members are users of Image Trend.

Tony Gossner asked about how the cost the cost of Image Trend was purchased and how the ongoing maintenance is going to paid. Bryan said

that the costs are mostly covered by preparedness grants and various other funding sources.

Bryan suggested that REDCOM is the data and information hub and there may be efficiencies that can be realized by consolidating services through REDCOM. Bryan also clarified the state mandate for NEMSIS compliant reporting and that all Paramedic provider's data ends up in Image Trend.

Aaron suggested there was potentially a way that additional services could be a buy in program to support additional technical services for Image Trend.

Steve Akre suggested Aaron meet with users of the Fire RMS system to explore further REDCOM services.

Aaron stated he will explore the Image Trend services and report back to the Board in January.

Steve Akre asked, in relation to the original additional position request, what the current need is and whether the position should be recruited for before the next fiscal year? Aaron stated that there is not a current emergency need, but it would be important to begin recruitment by January. Also, Aaron mentioned it takes about six months to recruit for a position and get the candidates backgrounded. David Caley mentioned potentially using reserves to fill 6 months of the FTE costs if needed.

Tony Gossner asked if there is a possibility to source additional help from County ISD. Aaron explained that county ISD's Central Support has a high administrative overhead and may be very expensive to contract for this work.

Aaron was provided direction to begin the recruitment of the position.

- g) Media Wall Funding Request – Discussion and Possible approval of funding to purchase equipment and install to improve situational awareness monitoring Aaron- REDCOM now has many multimedia input top monitor and use for situational awareness. Aaron mentioned that they currently are using the single screen television to monitor Image Trend, First Watch, Fire Cameras, Rain Gauges and Debris Flow Alarms, Weather, CalCOP and others. I am recommending the Media Wall from Live Wall Media as opposed to adding additional television screens. They are somewhat local in Morgan Hill, CA. As you can see their cost is considerably lower than the competitor. This will enable better situational awareness monitoring and allow us to share our screen view with other PSAPS and the EOC. The cost will be \$86,154.53. This would be a 192" x 55" Multi-Media Wall. There will be an additional cost around \$5k to get it up and running. I am asking for approval for \$95k which should cover all the cost to get it installed. There will be an ongoing annual cost of around \$4,700. Motion to approve by

Bryan Cleaver to approve up to \$95K with Live Wall Media and Seconded by David Caley. Approved Unanimously.

- h) Bodega Bay, MED811 Investigation – Discussion and possible Action or Direction regarding the ongoing investigation of alleged ambulance delays in the areas of Valley Ford, Bohemian Hwy., and Occidental. Aaron- This is just

a follow up. I received a request to do an investigation by Chief Sean Grinnell regarding the delays in the areas of Valley Ford, Bohemian Hwy., and Occidental. Captain Justin Fox was working with our then Operations Manager Sofia Kittel. Bodega Bay had a concern with the delay and it went all the way up to Linda Hopkins level. I did meet with Supervisor Linda Hopkins and our counsel Tambra Curtis. It was a positive meeting. I am having an internal investigation done as well as ISD to consider the CAD archives to determine if there was anything added or removed. There is no record of either and I will be getting a letter on their letter head within a week or so. I have been in contact with Chief Grinnell with keeping him updated throughout the investigation.

6) Old Business

- a) Upcoming Dispatch Services renewal – Discussion and possible direction to staff regarding the upcoming dispatch services agreement with AMR.

Aaron-The current REDCOM and AMR contract has an expiration date of June 30th, 2019. The contract refers to a contract extension that will be automatic to, “the maximum term allowed” if the JPA fails to provide notice to switch providers before December 31st, 2018. However, nowhere in the contract is there a maximum term allowed defined. After speaking with AMR and REDCOM counsel, it seems the they both agree the best way to address the issue of “maximum term allowed” is to negotiate an agreed upon contract extension before the June 30th, 2019 date. We do not have another board meeting until January 10, 2019. Starting in January we would like to have some type of direction as to what we want to have in the extension or the agreement will expire. We are going to add this item to the January for discussion and hopefully there will be a EOA contract direction. We do not anticipate any changes to the contract. However, we do have to wait and see how Item B will affect the changes. Bryan suggested that we might want to form an ad-hoc committee to collect all the information and then come back to the BOD. Steve stated that if we are looking for a year extension we do not need the ad-hoc and trust Aaron to handle this and get back to the board. There is a termination clause in the contract to give notice within 120 days. The one-year extension would not lock us into the full one year. The termination clause will still be in the contract agreement. The ad-hoc would be better use on another project. Dean stated that his counsel stated that it could be as easy as a one-page contract extension take the terms from the old and extend out another year. In January, Aaron will bring the first draft of the extended contract for the board to review.

- b) FY 18-19 Budget Discussion – Update to tentative wage increases negotiated between AMR and United EMS Workers.

Aaron- The proposed contract between AMR and UEMSW did not pass membership vote. So, the contract will have to be renegotiated. I don't anticipate the wage increase will be re-negotiated. If passed, there may be an ~\$55K impact to our costs for this fiscal year. I still do not recommend any budget adjustments at this time. Tony Gossner asked if they retro-active payroll would be included in this amount. Aaron believed the \$55K would be inclusive of any retroactive payroll amounts.

- c) PulsePoint Implementation - Discussion and update to the implementation of PulsePoint CPR mobile application.

Dean-PulsePoint has been fully implemented. The public announcement and press conference will be on October 16th. This has been a joint effort with the Save Lives Sonoma group, AMR, SRFD, REDCOM, CVEMS, and others. David asked about how the AED registry was going. Dean Anderson mentioned that the AED registry was a separate component and was moving forward as well.

- d) Emergency Alerting – Update and Discussion regarding REDCOM's current and future role in emergency alerting.

I am still waiting to hear back from the Emergency Management staff on the DRAFT MOU we provided them. They still have not provided feedback or a timeline on when that might be evaluated.

- 7) Adjournment Motion to adjourn made by Bryan Cleaver Second by Dave Clarey @ 16:24 p.m.