



BOARD OF DIRECTORS Minutes

March 8th, 2018 – 2:00PM
Santa Rosa Fire Training Tower
2126 West College Ave.
Santa Rosa, CA

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.

Directors Present:

Mark Basque, alternate for Tony Gossner, Chair
David Caley, Vice Chair
Chris Thomas, Secretary
James Salavante, alternate for Bryan Cleaver
Jason Boaz
Steve Akre

Others present:

Aaron Abbott, Executive Director

- 1) Call to Order By David Caley @2:02 pm
- 2) Approval of the Agenda Motion to Approve by David, Approved Unanimously
- 3) Consent Calendar
 - a) Approval of the February 1, 2018 and the January 11, 2018 REDCOM Board of Directors Meeting Minutes. Motion to approve by Mark B., Seconded by Chris Thomas. Approved unanimously. The January minutes were previously approved in February; however they were included for viewing as there were a few changes that were requested as a condition of their approval.
- 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 Abbott made public comment that there will be a May 10th, 2018 REDCOM BOD meeting.

5) New Business

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

Aaron stated that the dispatch services contract with AMR took effect in January 2015. It is time this body begins to think about how to address the agreement as it will be expiring June 30, 2019. The term of the agreement language includes automatic renewal and early termination language. Aaron stated the AMR counsel is looking at the language to get their interpretation of the agreement terms.

Aaron -The contract services contract and the EOA agreements are separate agreements, although their expiration timelines run in parallel. Both agreements are with AMR, however, with separate agencies. The EOA agreement is between AMR and Coastal Valleys EMS/County of Sonoma and the Dispatch Services agreement is between the REDCOM JPA and AMR. Chris Thomas noted the 2009 agreement has some language regarding the termination clause that may clarify the term language in the 2015 agreement. Chris stated the 2015 term language likely was crafted so the REDCOM BOD did not have to take any action to exercise the extension. Chris stated he remembers they were conscious that the franchise agreement and the dispatch services provider were the same, for good reasons. Chris stated the requirements of the franchise agreement has requirements that require a good relationship with the dispatch provider. Additionally, a competitor may not have an interest in the success of the franchise provider. Chris Thomas, also noted an RFP was issued. Aaron confirmed that an RFP was submitted by AMR and it was believed that they were the only bidder. Additionally, the submission was for a no-net, no-loss agreement.

Chris T. mentioned that there is currently an effort to reach an extension agreement with AMR for the EOA provider. Chris also noted that he believed there was consideration made in the past to a transition period to another potential dispatch provider. David Caley mentioned that perhaps there should be consideration to an extension to match a potential extension of the EOA. Chris stated that REDCOM has an interest in the dispatch center functioning and in the past the REDCOM BOD wrestled with whether the JPA should be their own provider, at the time they decided they did not want to be their own employer. Aaron mentioned that in the document provided to the BOD includes the 2015 contract, 2009 contract and the proposal supplied by AMR.

Steve mentioned the contract does not have a definition of the maximum term allowed as mentioned in the contract. Aaron has forwarded this to the AMR counsel for interpretation. He will then have Tandra look at the contract for her interpretation.

David stated it makes sense to have this item on the next agenda. All agreed.

b) Emergency Alerting – Discussion and possible direction to staff regarding REDCOM's current and future role in emergency alerting

Aaron talked at the Board of Supervisors meeting on February 27th and clarified roles and organization structure of REDCOM. Aaron also stated that although a login for REDCOM exists for the SoCo Alert system, but no county-wide framework exists for when and how to send an alert. Aaron also discussed the possibility of using the state paid system, CalCOP, to generate additional situational awareness to speed up the delivery of alerting, without necessarily being the sender of the alerts. Aaron clarified that the SoCo alert functions as a reverse 911, and a wireless alerting opt-in system, and they have a "Amber Alert" style capability. Aaron also mentioned that the County of Sonoma has signed REDCOM up for emergency alerting on the federal IPAWS system, but has still not provided a framework or policy that defined roles, indemnifications, or circumstances.

James was interested in increasing the situational awareness. Aaron mentioned that situational awareness among field providers, dispatchers, and emergency management personnel needs to be increased.

Chris Thomas mentioned that if we have been given the authority to use the SoCo Alert wireless emergency alerts, but have not been provided with the structure, we should clarify in the letter to Sonoma County, that REDCOM has not yet been provided with the framework needed to successfully play an increased role in emergency alerting.

Chris also mentioned that potentially the JPA needs to be amended to provide this level of service. There may also need to be individually agreements between the cities and the counties, or REDCOM.

Aaron stated that he would draft a letter to Director Colangelo conveying the REDCOM Board's sentiment for an emergency alerting system and framework before agreeing to taking on additional duties in emergency alerting.

David clarified the direction to staff to send a letter to Fire and Emergency Services Director Colangelo.

c) Directors report – Presentation and discussion of the REDCOM Q2 report

Aaron announced Evonne Stevens as the REDCOM Dispatcher of the year. The nomination for Evonne was read. The BOD congratulated Evonne. The meeting broke for pictures and the closed session at 3pm.

Closed session concluded at 3:45pm. Aaron presented the Q2 director's report. Aaron noted that October's numbers from the wildfire were extremely high. Aaron also noted a discrepancy in the October call pick-up time in the state reporting system. Originally when the report was presented to the DOAG, REDCOM showed an 89% telephone pick-up time. Now when the report is run, it shows >90%. Aaron mentioned the report is from the state reporting system, which inputs data automatically with no opportunity for manipulation.

Aaron reported the Q2 call processing and call pic-up times.

Aaron also mentioned the fire dispatch protocol implementation is on track. The first phase, which will get REDCOM using the protocol, will be completed in July. The next phase, which will provide response plan change opportunities, will need to be implemented over the next year or two.

Aaron also mentioned Krista Butts was the winner of the shared values award.

6) Old Business

- a) Update, discussion and possible direction to staff regarding the CalOES and FEMA Application for recovery of costs associated with the October 2017 Wildfires.

Aaron presented the FEMA letter which denies REDCOM's submission for disaster reimbursement and the Cal OES letter that approves REDCOM's submission for disaster reimbursement. Aaron stated he is in contact with the state and will provide more information as it becomes available.

- b) Presentation, discussion and possible approval of the DRAFT FY 18-19 Contract Services budget and REDCOM Budget

Aaron mentioned that an adjustment to the external training resources line item actuals which resulted in another decrease in total costs. Overall the contract services budget increased to 1.2% from last year.

Notes were made to any line item that show significant increases and showed the undesignated fund balance. Also, there was a note to identify \$75k for technology or facility upgrades. The total in undesignated fund balance over the 17%, was ~\$90k.

David made a motion to approve the FY 18-19 budget, Chris T. seconded the motion. The budget was approved unanimously.

- c) Private Provider Contracts: AMR, Reach, CalStar, veriHealth, Bells – Update and Discussion of progress with private provider agreements

Dean mentioned that the AMR agreement was sent over to the contract folks at AMR. Dean stated he does not anticipate a problem, but wouldn't be surprised if something was requested to be changes. Bell's ambulance submitted their potential changes, however their agreement is contingent upon resolution of current payments in the arears. Chris mentioned that an additional meeting will be held with the Bell's. Also, Chris mentioned that some of the proposed changes by Bell's was going to be a policy decision, and others were going to be a legal decision.

Aaron asked whether it was appropriate for the Board to make a policy decision whether to allow agreement changes.

James suggested that one way to address the requested changes could be to send the private agreement out for public comment, then make appropriate changes that are satisfactory to the BOD, but not allow additional changes to the agreement.

Chris mentioned that we could potentially retain the current agreements and then ask for suggestions for additional changes, then have the new agreement re-signed.

Steve A. did not think that non-material language changes that do not impact our legal position would be okay. However, we should not be entertaining changes that would change our legal standing or legal process between the various private providers.

James mentioned that the air ambulances do not have a county ambulance permit, but instead have an air ambulance services authorization/services agreement, not a county permit to operate. Aaron will look into to whether we need to change that

David asked if we have received anything from veriHealth. Aaron mentioned he has been in contact with Sean Sullivan at veriHealth, but have not been able to meet yet.

- d) Record Retention Policy – Update and Discussion regarding REDCOM's Record Retention Policy.

No updates

- e) Conflict of Interest Code – Update and Discussion of REDCOM's Conflict of interest Code as required by the JPA.

No updates

- f) Lost repeater site – Update to the progress of restoring lost communications reception from the repeater site lost during the October Fires.

The equipment for the lost repeater site were ordered but the radio techs. were sent the wrong equipment. Mark Basque mentioned that they were waiting on a power supply for the Mt. Jackson site to boost the signal.

- g) SMART communications interference update- Update and discussion regarding the interference to the radio receive in the northern part of the county from the Sonoma Marin Area Transit (SMART) radio equipment.

Sheriff's radio techs have not received any updates from SMART. However there have not been any recent radio issues.

7) Closed Session Items:

- a) Closed session * Scheduled for 3pm to accommodate legal counsel–Discuss Bell's Ambulance Outstanding Balance and Conference with Legal Counsel regarding the Potential Initiation of Litigation pursuant to Govt. Code section 54956.9, subsection (d)(4) in regard to the Bell's Ambulance Outstanding Balance issue

- b) Report from Closed Session (item a)

Closed session concluded at 3:45pm. Direction was given to REDCOM Counsel.

8) Adjournment

Motion to adjourn by Chris Thomas, Seconded by James S.