



# REDWOOD EMPIRE DISPATCH COMMUNICATIONS AUTHORITY

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## BOARD OF DIRECTORS

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Coast Life Support District  
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### Sundari Mase

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Sonoma County Public Health

## EXECUTIVE DIRECTOR

### KT McNulty

## COUNSEL

### Tambra Curtis

Deputy County Counsel  
County of Sonoma

## DISPATCH OPERATIONS ADVISORY GROUP

### Spencer Andreis

Division Chief  
Sonoma Valley Fire & Rescue  
*Chairperson*

### Shepley Schroth-Cary

Chief  
Gold Ridge Fire Protection District

### James Salvante

EMS Coordinator  
Coastal Valley EMS Agency

### Ambrose Stevens

Operations Manager  
Sonoma Life Support

### Brian York

Battalion Chief / ECC Chief  
Cal Fire

### Scott Westrope

Deputy Chief  
Santa Rosa Fire Department

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[redcom@redcom-fire.org](mailto:redcom@redcom-fire.org)

## Table of Contents

<b>Agenda .....</b>	<b>2</b>
<b>DOAG Meeting Minutes from January 28<sup>th</sup>, 2020 .....</b>	<b>4</b>
<b>EMD statistics .....</b>	<b>7</b>



## Dispatch Operations Advisory Group

### Meeting Agenda

May 26th, 2020 – @ 1:00 pm

Phone in 1-323-886-6897 Conference ID 1-323-886-6897  
or email [KTMcNulty@REDCOM-fire.org](mailto:KTMcNulty@REDCOM-fire.org) for web meeting invite

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
2. Approval of the Agenda
3. Approval of the January 21st, 2020 REDCOM DOAG Meeting Minutes.
4. Public Comment Period

In this time-period, anyone from the public may address the Dispatch Operations Advisory Group regarding any subject over which the Group 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 Group as a result of any items presented at this time.
5. New Business
  - a) Fire Season staffing (REDCOM Duty Officer)
  - b) IROC update
  - c) REDCOM Allied Agency Comments, Concerns and Kudos Log.
6. Old Business
  - a) None
7. WORK Group Reports
  - a) Radio
  - b) Dispatch Steering Committee
    - a. EMD/EFD – Discussion on changing current dispatch and response procedures

- c) SOP
- d) CAD/Back up

8. Next meeting will be Month 00, 2020

9. Announcement Items from the Membership

- a) Conduct Roundtable of members

10. Adjournment- Motion to adjourn.



**Dispatch Operations Advisory Group  
Regular Meeting**

**Minutes**

January 28<sup>th</sup>, 2020 – 1:00 PM  
Santa Rosa Training Tower  
2126 West College Ave.  
Santa Rosa, CA

**Present:**

Spencer Andreis, Chair- Sonoma Valley Fire  
James Salvante, Coastal Valleys EMS  
Scott Westrope, Asst. Santa Rosa Fire Chief  
Brian York, CALFIRE (Entered room at 13:35)  
Shepley Schroth, Gold Ridge Fire  
Ambrose Stevens, AMR Operations Manager  
KT McNulty, REDCOM Interim Executive Director  
Brenda Bacigalupi, REDCOM Administrative Assistant

**I. Call to Order** Spencer Andreis called the meeting to order at 13:03

**II. Public Comment Period**

In this time period, anyone may address the DOAG regarding any subject over which the DOAG has jurisdiction but which is not on today's agenda. Individuals will be limited to a three-minute presentation. Members of the public will be given the opportunity to address the DOAG regarding items on the agenda at the time that the agenda item is taken up by the DOAG.

**No Comments**

**III. Approval of Minutes**

a) July 23<sup>rd</sup>, 2019 Meeting Minutes - Spencer Andreis - **Motion to approve, made by Scott Westrope, Second made by Spencer Andreis. Approved unanimously.**

#### IV. Director's Report **KT McNulty** summarized the report

EFD Quality assurance standards - We have met ACE quality assurance standards 3 months in a row. REDCOM has begun their accreditation application, the application is 80% completed. By the time we have our next International Academy of Emergency Dispatch's Navigator conference we should be awarded with accreditation. We will be the 33<sup>rd</sup> dispatch center world-wide to receive a double accreditation.

REDCOM filled the 2 open Supervisor positions with Krista Butts and Evonne Stevens. Between both, they have 23 years' experience to bring to our REDCOM Supervisors team.

Working on an upgrading REDCOM phone system. AT&T has assigned a project manager and parts have been ordered. Expected completion date should be end of March 2020.

CAD, MDC and Tablet upgrade is still on target for September 2020.

Contract compliance – Call answer times all within standards

Call Processing times-. In October, we noticed a notable anomaly due to spike in the call volume due to the PSPS and the Kincadee fire. In November, we had a drop due to Ecats Reporting errors at the state level. We remain compliant for the last 3 months.

#### V. **New Business**

- a) Proposed 2020 DOAG schedule – Discussion and potential action to approve **Motion to approve made by James Salvante, Second Scott Westrope. Approved unanimously.**
- b) SOP Updates and approvals – Discussion and potential action to approve
  - SOP 48 – New MCI and MPI SOP
  - SOP 26 – Update to Incident and Crew Related Emergencies
  - SOP 28 – Update to SRA/MTZ and Borderline Vegetation Incidents
  - SOP 06 – Update to Agency Identifiers
  - SOP 08 – Potential update to Dispatch Procedures
  - SOG 03 – Event Type Criteria – Conflict with section 3.5 RES-SW and EFD

- Discussion on Procedure for upgrades and cancelations – Brian Crabb – **Was not present to speak on topic**

c) Dispatch Steering Committee – Discussion and possible approval of motion to formally inscribe the REDCOM Operations Advisory Committee (DOAG) as the REDCOM Dispatch Steering Committee (DSC) or have the DOAG re-convene as the DSC with addition of any required members. **James Salvante spoke in regard to the need to establish a Dispatch Steering Committee to satisfy the ordinance revision’s new language as well as REDCOM’s ACE compliance. Topic moved to the DOAG agenda for discussion at the Groups suggestion.**

d) Comment/Concern/Kudos tracking log - Discussion and potential action to approve the form and process for REDCOM to track and report back to the DOAG Comments, Concerns, Kudos reported by our Member and Allied Agencies. **KT McNulty- We have created an online form for our supervisors and relief supervisors to keep track of concern or kudos that are coming in from our allied agencies The data can be exported into a spread sheet which will be brought to the DOAG for review.**

## **VI. Work Group Reports**

Work Groups developing dispatch implementation recommendations will present reports to the DOAG. The DOAG may take action on information contained in the reports.

- Radio –
  - o Control 3 reassessment & upgrade
- SOP- Training
- CAD /Back-up

## **VII. Announcement Items from the Membership**

Conduct a roundtable of members

**Adjournment:** **Motion to adjourn made by Spenser Andreis @14:45**

## REDCOM's 2019 EMD Stats (Time measured in seconds)

REDCOM'S PHONE ANSWER TO INCIDENT PLACED INTO PENDING	OMEGA	37
	ALPHA	35
	BRAVO	32
	CHARLIE	34
	DELTA	33
	ECHO	30
	AVERAGE	33.5

REDCOM'S TIME FROM CALL ANSWER TO DISPATCH - CURRENT PROCEDURE	OMEGA	53
	ALPHA	56
	BRAVO	54
	CHARLIE	54
	DELTA	52
	ECHO	49
	AVERAGE	53

REDCOM'S EMD TIME TO COMPLETE CASE ENTRY	OMEGA	33
	ALPHA	30
	BRAVO	32
	CHARLIE	33
	DELTA	36
	ECHO	43
	AVERAGE	34.5

TIME DIFFERENCE FROM CURRENT REDCOM PRACTICE TO EMD STANDARD PRACTICE	OMEGA	28
	ALPHA	26
	BRAVO	32
	CHARLIE	35
	DELTA	21
	ECHO	0
	AVERAGE	23.667

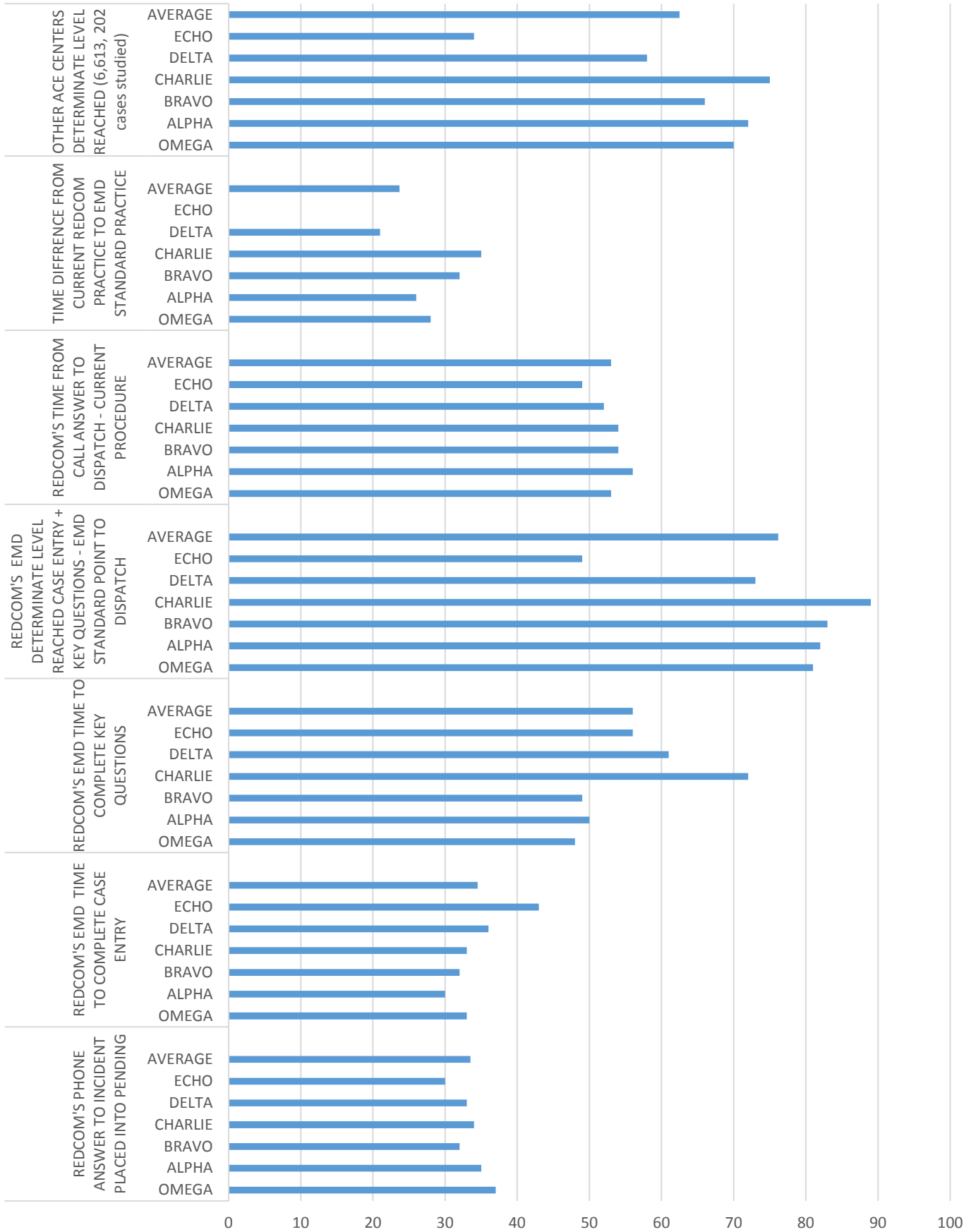
REDCOM'S EMD TIME TO COMPLETE KEY QUESTIONS	OMEGA	48
	ALPHA	50
	BRAVO	49
	CHARLIE	72
	DELTA	61
	ECHO	56
	AVERAGE	56

TIME DIFFERENCE FROM CURRENT REDCOM PRACTICE TO EMD STANDARD PRACTICE	OMEGA	28
	ALPHA	26
	BRAVO	32
	CHARLIE	35
	DELTA	21
	ECHO	0
	AVERAGE	23.667

REDCOM'S EMD DETERMINATE LEVEL REACHED CASE ENTRY + KEY QUESTIONS - EMD STANDARD POINT TO DISPATCH	OMEGA	81
	ALPHA	82
	BRAVO	83
	CHARLIE	89
	DELTA	73
	ECHO	49
	AVERAGE	76.167

OTHER ACE CENTERS DETERMINATE LEVEL REACHED (6,613, 202 cases studied)	OMEGA	70
	ALPHA	72
	BRAVO	66
	CHARLIE	75
	DELTA	58
	ECHO	34
	AVERAGE	62.5

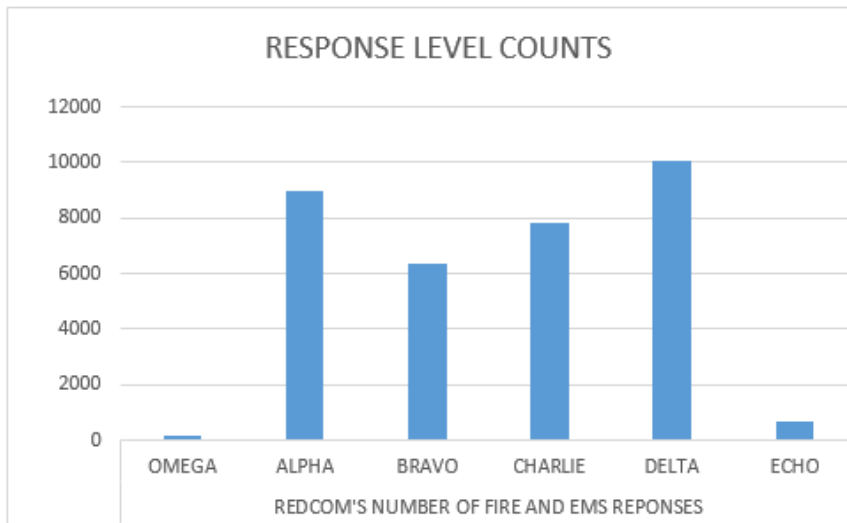
## 2019 TIME IN SECONDS





## 2019 Fire and EMS Medical Responses

REDCOM'S NUMBER OF FIRE AND EMS REPOSESES	OMEGA	189
	ALPHA	8991
	BRAVO	6351
	CHARLIE	7831
	DELTA	10063
	ECHO	647



REDCOM'S PERCENTAGE FIRE AND EMS RESPONSES	OMEGA	0.60%
	ALPHA	26.40%
	BRAVO	18.60%
	CHARLIE	23%
	DELTA	29.50%
	ECHO	1.90%

