

2019-
2020

REDCOM FY 19-20 Q4 Director's Report

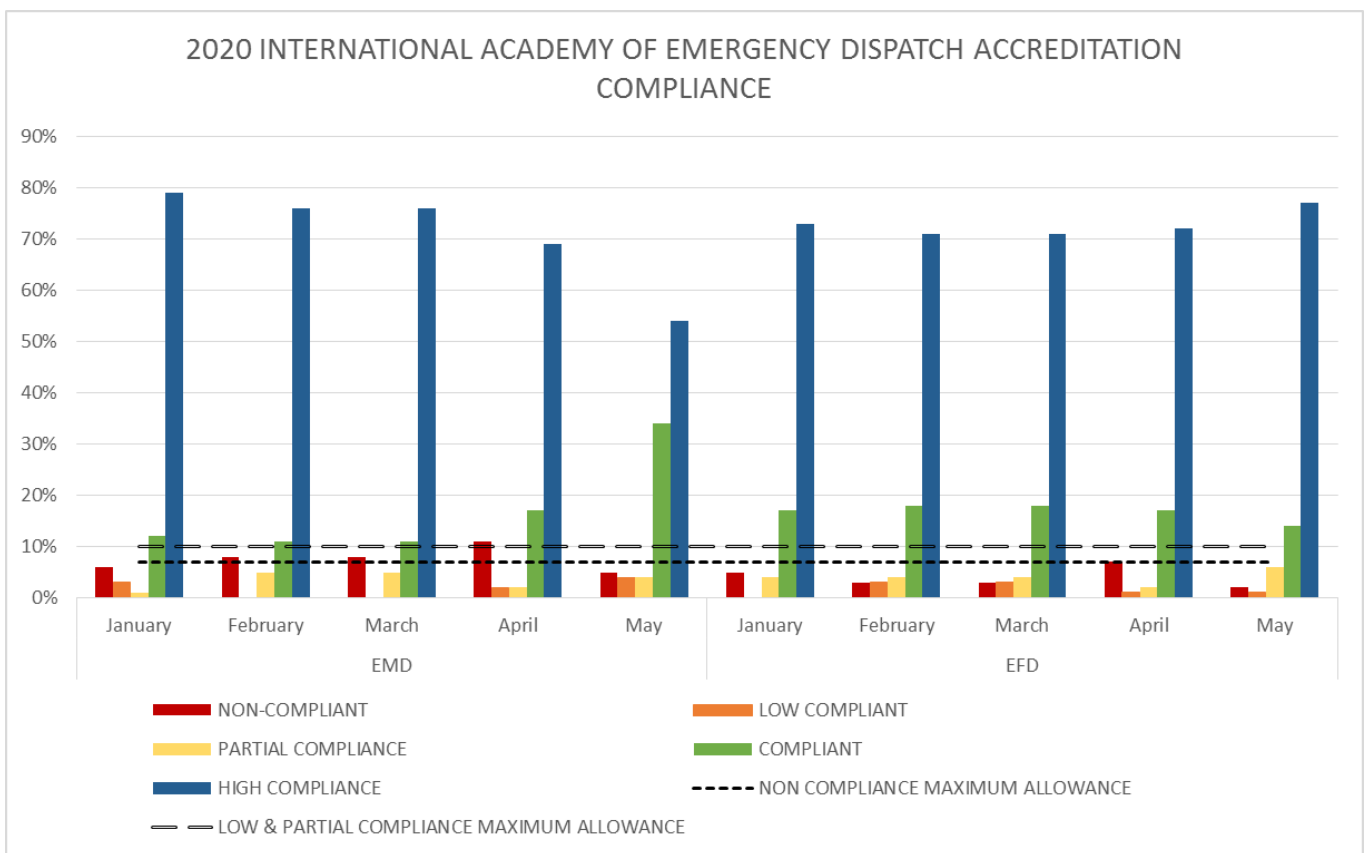


KT McNulty
Executive Director, REDCOM
7/4/2020

Operational Report

Operations

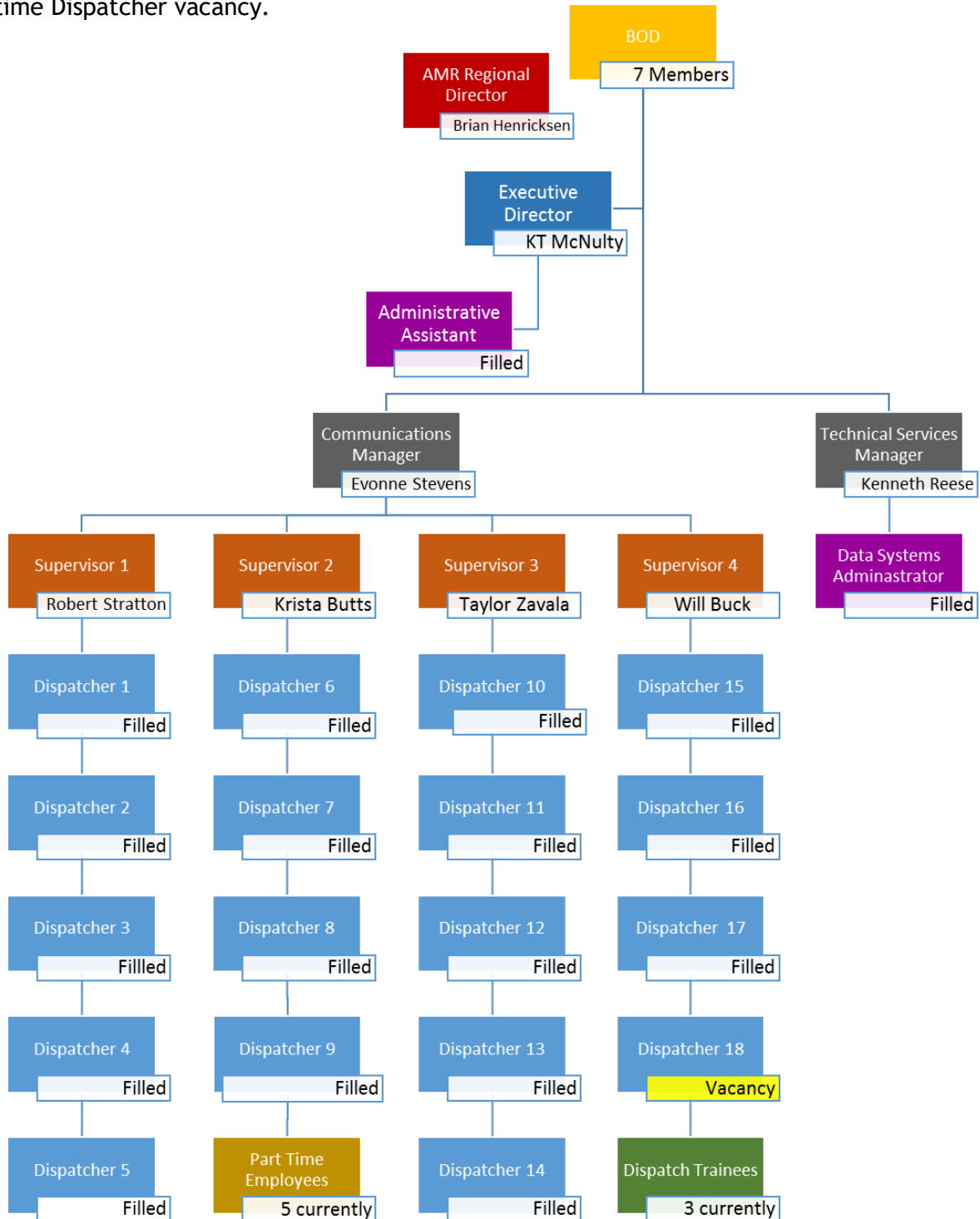
- **Emergency medical and fire dispatch accreditation update:** REDCOM continues to maintain Accredited Center of Excellence (ACE) compliance standards for both EMD and EFD disciplines. The International Academy of Emergency Dispatch (IAED) has granted all agencies a pass for March and April due to COVID-19 impacts. REDCOM did experience an atypical drop in EMD scores for that time frame.
- REDCOM simultaneously submitted EMD ACE re-application and EFD ACE application. Both applications are currently under review by IAED with a projected one month timeline for completion.



*June EMD/EFD data will not be completed by National-Q until mid-July.

Staffing update:

- REDCOM's overhead is fully staffed. The open Communications Manager position has been filled with the promotion of Evonne Stevens. The subsequent vacant Supervisor position has been filled with William Buck. The additional Supervisor vacancy that was created when an employee returned to a Union position was filled by Taylor Zavala. All Part-time Dispatcher budgeted positions have been filled. We have one new Full time Dispatcher vacancy.



COVID-19 Pandemic recap:

- On January 17th REDCOM began screening callers for flu like symptoms and alerting emergency responders of the need to take precautions if any symptoms were present. REDCOM then instituted the use of Pandemic Protocol 36 to further assist in the screening process.
- On May 7th REDCOM was contacted by Sonoma County Public Health with a request for assistance in placing phone calls to Sonoma County residents with their COVID-19 test results. Within hours REDCOM was able to successfully stand up an impromptu call center and began placing the much awaited phone calls to our community.

Strategic Planning Update

- **REDCOM expansion project:** REDCOM is continuing work with Sonoma County on the expansion Project. Due to COVID-19, the project start has been significantly delayed. The Amended Lease Agreement has been approved by the County Board of Supervisors.
- **Marin County feasibility study:** The study has entered the final phases. A time line extension has been requested to address some missing and inaccurate information. Federal Engineering has agreed to split the final payment pending delivery of the final feasibility report.

CAD/Radio Technology

- CAD upgrade: Expected to be complete in September 2020
- Mobile Data Computers: Minor software upgrades. Expected to be complete in September 2020
- New - Mobile Responder application: This is similar to the MDC functionality but from an iPad platform. Expected to be complete in September 2020
- New - Voice Logger that also offers CAD screen capture for recreating events. This project should be completed this month.
- REDCOM phone system upgrade: Will allow two additional remote phone stations that may be utilized in a disaster. It also includes Rapid SOS, which allows for more accurate callers location services. Expected to be complete this month.
- LIVE MUM: (Move Up Matrix) is ready to demo now for EMS move ups. We can then start exploring application for use in fire station move ups.
- New - Genesis Pulse: Situational awareness for the REDCOM dispatcher. It offers real time traffic information as well as a Waze incident information feed. It also has a nation wide medical data base for medical callers. No firm date on implementation.
- New - Tango Tango: This is a radio system that would allow users to access REDCOM talk and receive radio frequencies from their smart phone. Testing is currently underway.
- New - Tablet Command: This is a tool that may be used by a command officer to gain situational awareness and tracking of an emergency scene. Project delayed pending a CAD connection solution that will cost approximately \$20k.

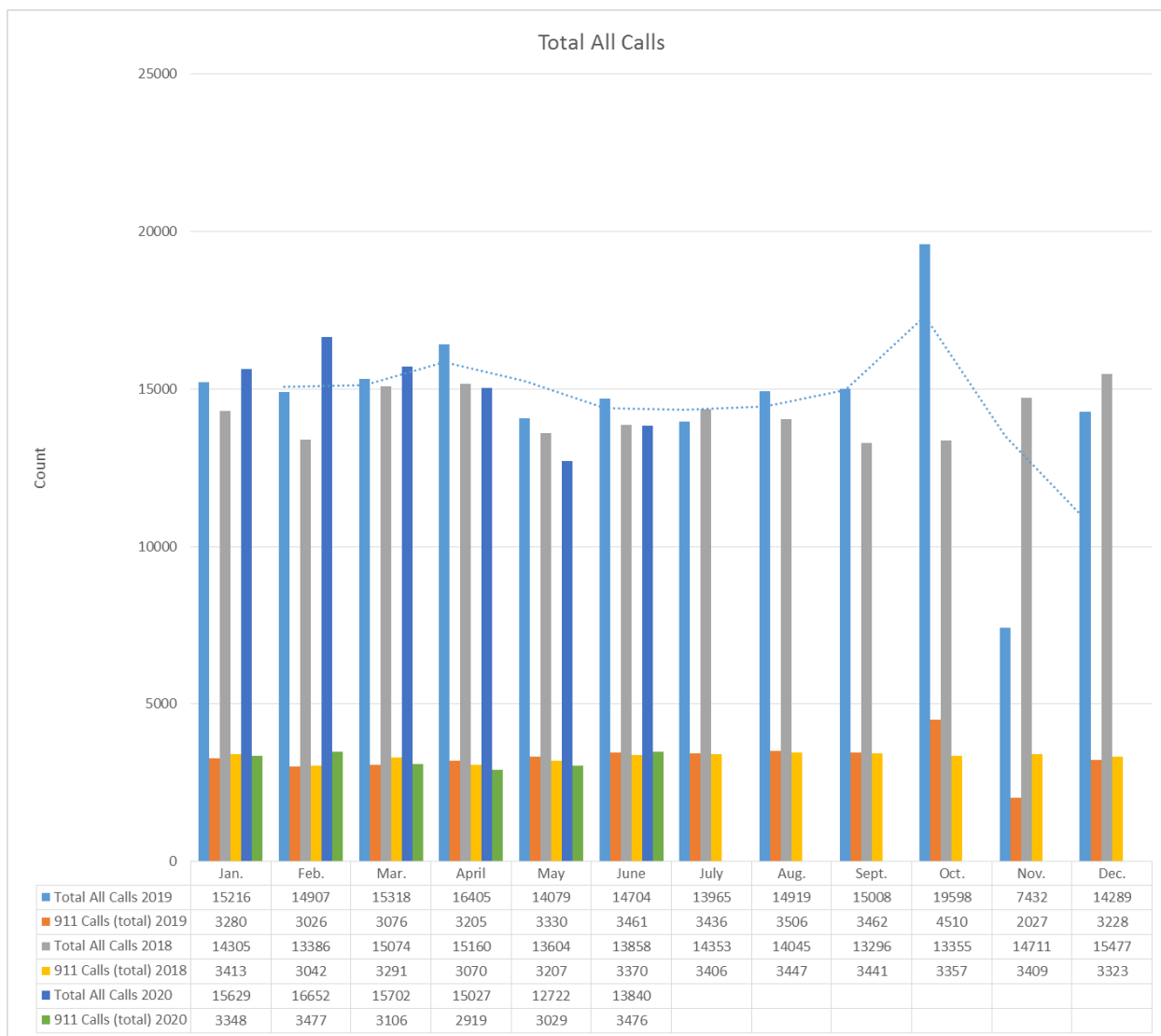
- New - Push to Talk Radios: This is a feature on portable radio that allows emergency responders to advise REDCOM of a personnel related emergency at the touch of a button. This product is live now for some agencies.

Call Trends

REDCOM workload is largely dependent on total telephone call volumes and call durations. Although telephone call volumes do not account for the total of all work processes, there is a strong correlation between total telephone call volume and workload in the communications center. The following workload trends are actively monitored by REDCOM management:

Total and 911 telephone call volume by month:

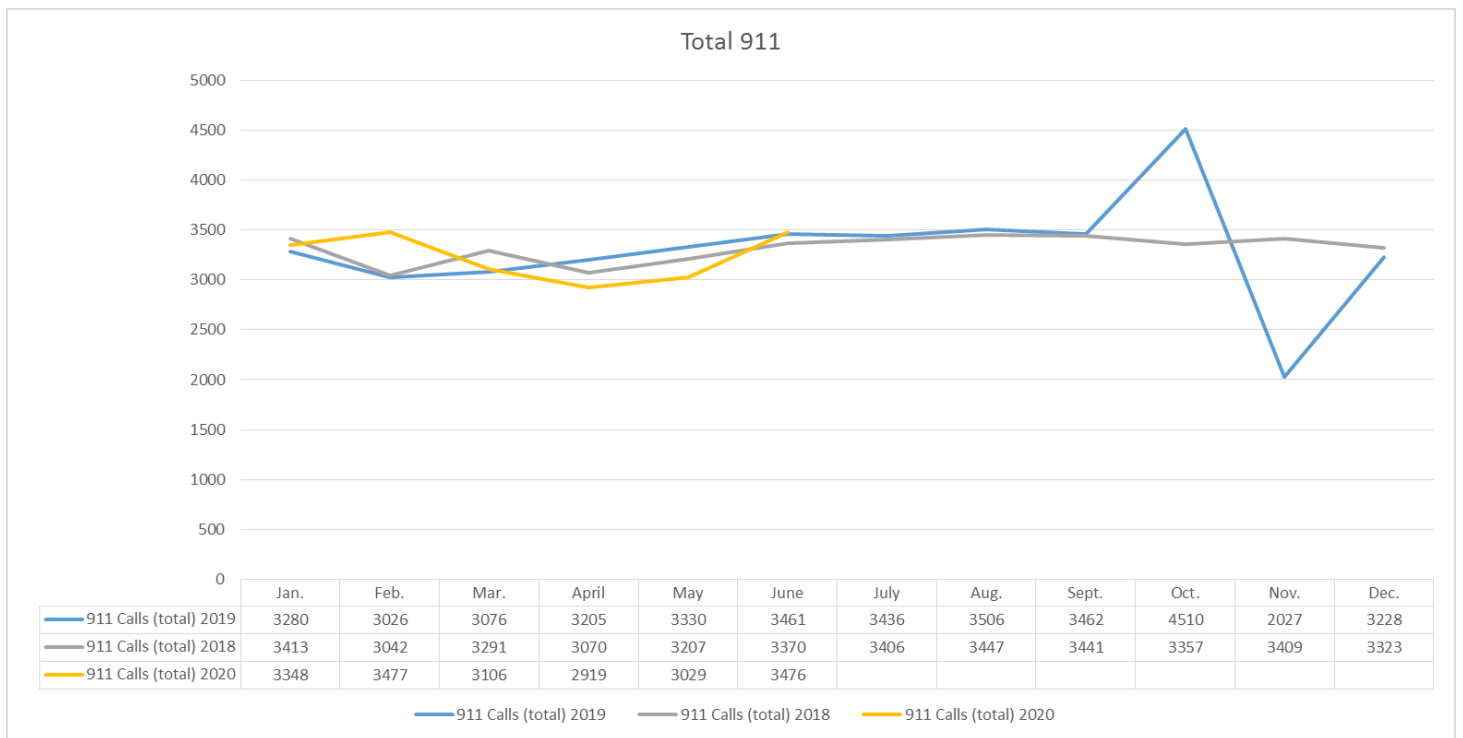
Figure 1.



Total 911 calls:

911 call volume is monitored to ensure appropriate staffing and additional resources are available to manage the latest trends in volume.

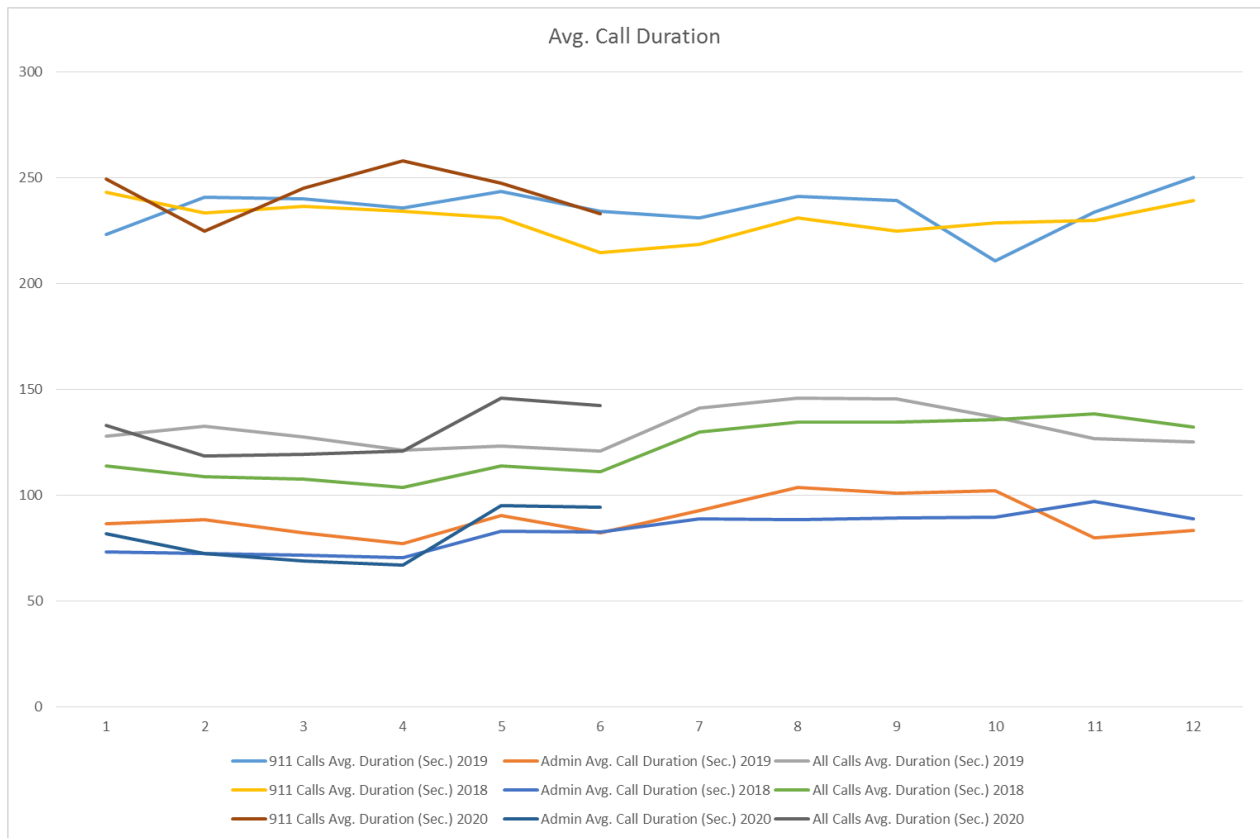
Figure 2.



Average Call Duration:

Call duration is measured as the average time (seconds) it takes REDCOM to answer and complete (disconnect) a telephone call. 911 Calls and Administrative Calls are measured separately and included in the total average.

Figure 3.



Contractual Performance:

Under the *Redwood Empire Dispatch Communications Authority Agreement for the Provision of Fire and Ambulance Dispatch Services*, REDCOM is required to adhere to the following performance measures:

Answer Time Performance Criteria:

1. Answer 90% of all 911 calls within 10 sec. (Figure 4)
2. Answer 95% of all calls within 20 sec.

Call Processing Time Performance Criteria:

3. Maintain call processing times (pick-up of 911 call to tone out of resources) of 70 sec. or less 90% of the time.

REDCOM consistently exceeds these standards. * Performance standards do not apply to calls for which it is unreasonable to expect compliance with the established standards. These calls shall be exempted and shall not be counted for the purpose of determining compliance. Such calls include, but are not limited to, calls from non-English speaking callers, non-eyewitness callers, impaired callers or young minors, calls for which no 911 data has been provided, calls where the CAD or other equipment has failed or malfunctioned and calls during periods of system overload. Call answer times remain consistent and well within the contract requirements.

Figure 4.

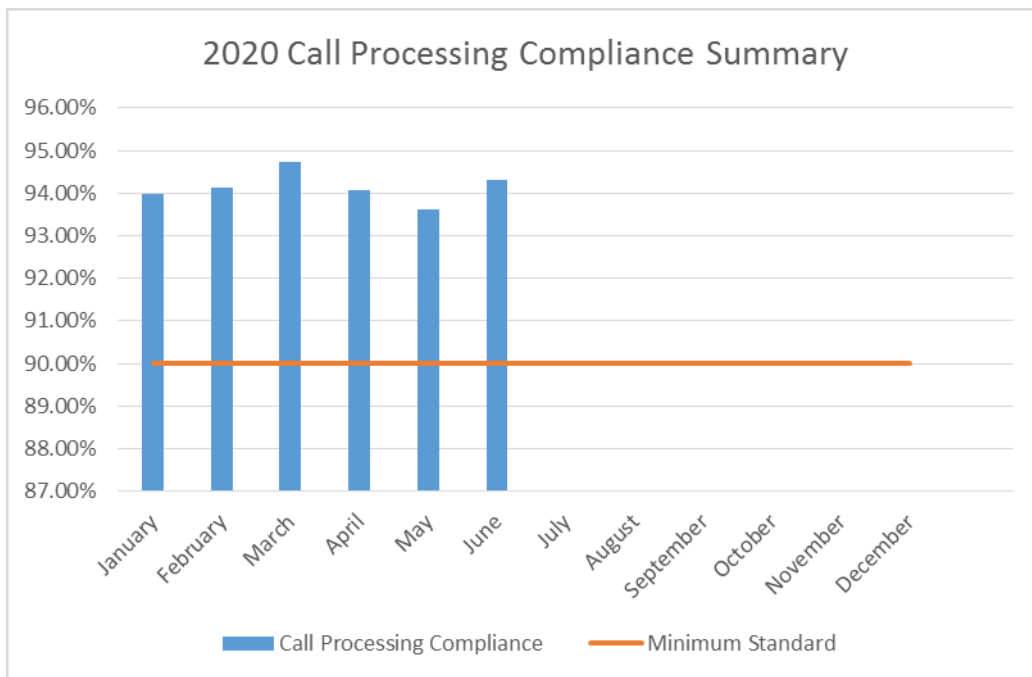
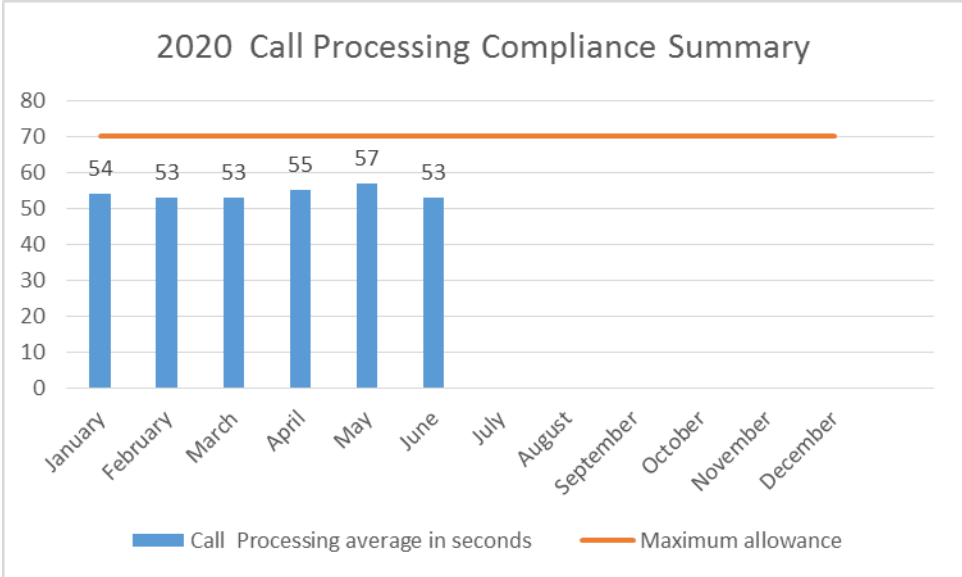


Figure 5.



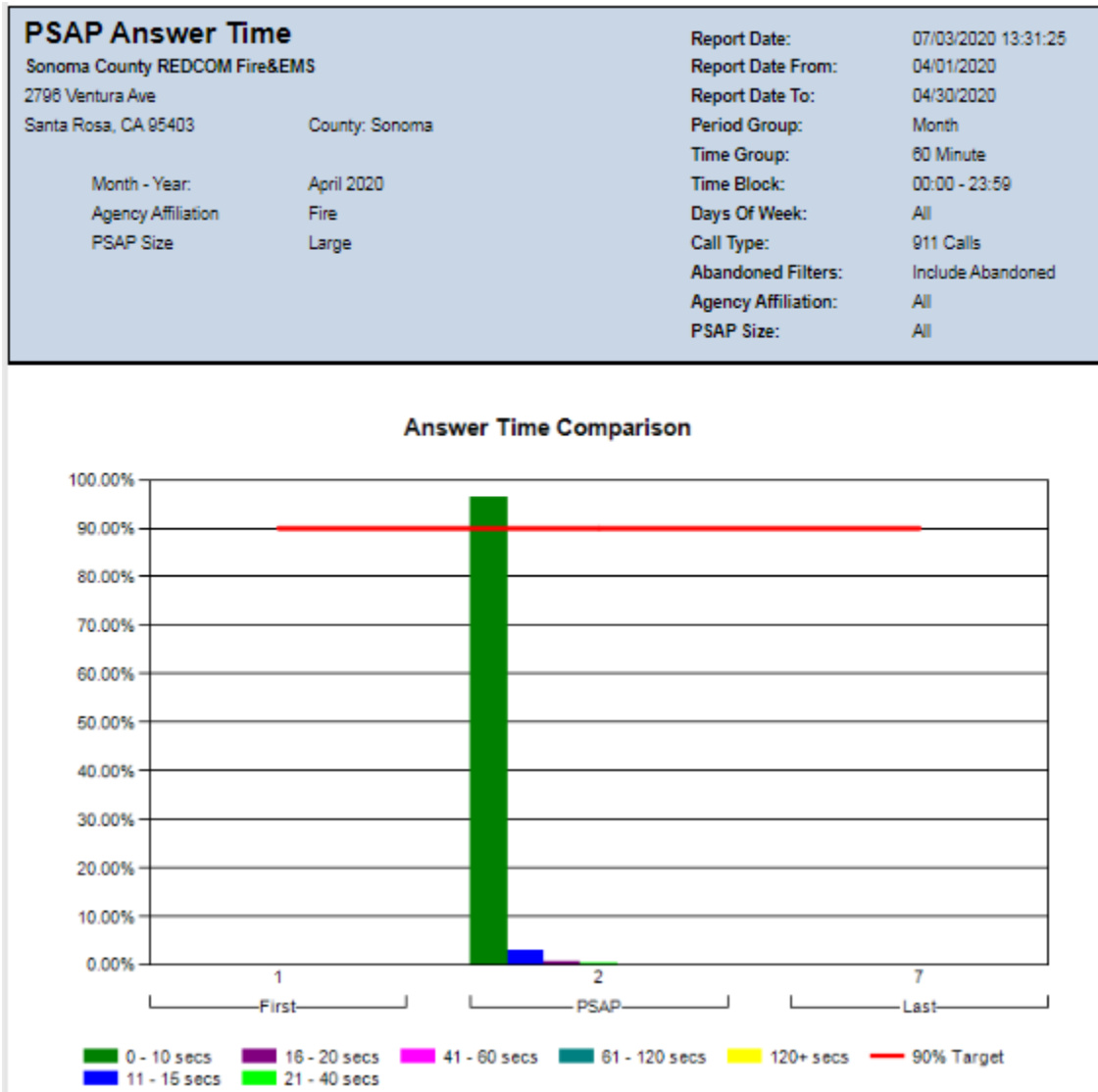
911 Call Answer Times for Q4 FY 19-20:

April 2020:

0-10 sec. = 96.16%

0-15 sec. = 99.21%

Figure 6.



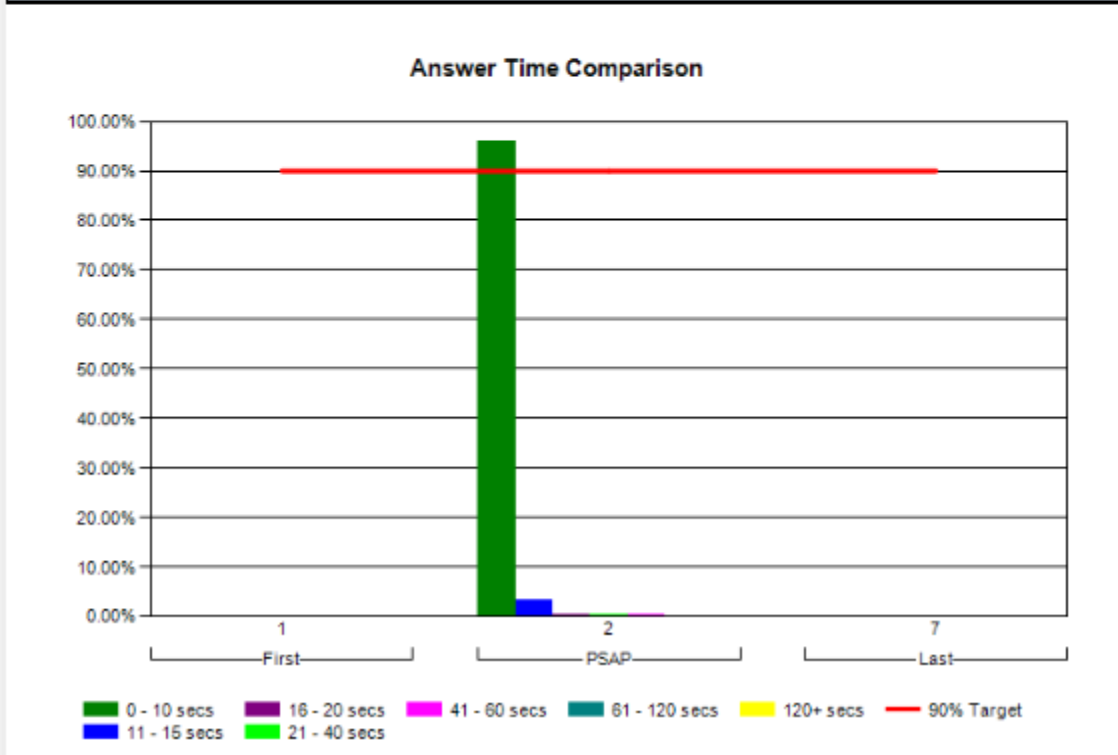
May 2020:

0-10 sec. = 95.97%

0-15 sec. = 99.27%

Figure 7.

PSAP Answer Time		Report Date:	07/03/2020 13:38:04
Sonoma County REDCOM Fire&EMS		Report Date From:	05/01/2020
2796 Ventura Ave		Report Date To:	05/31/2020
Santa Rosa, CA 95403		County: Sonoma	Period Group: Month
Month - Year:	May 2020	Time Group:	60 Minute
Agency Affiliation:	Fire	Time Block:	00:00 - 23:59
PSAP Size:	Large	Days Of Week:	All
		Call Type:	911 Calls
		Abandoned Filters:	Include Abandoned
		Agency Affiliation:	All
		PSAP Size:	All



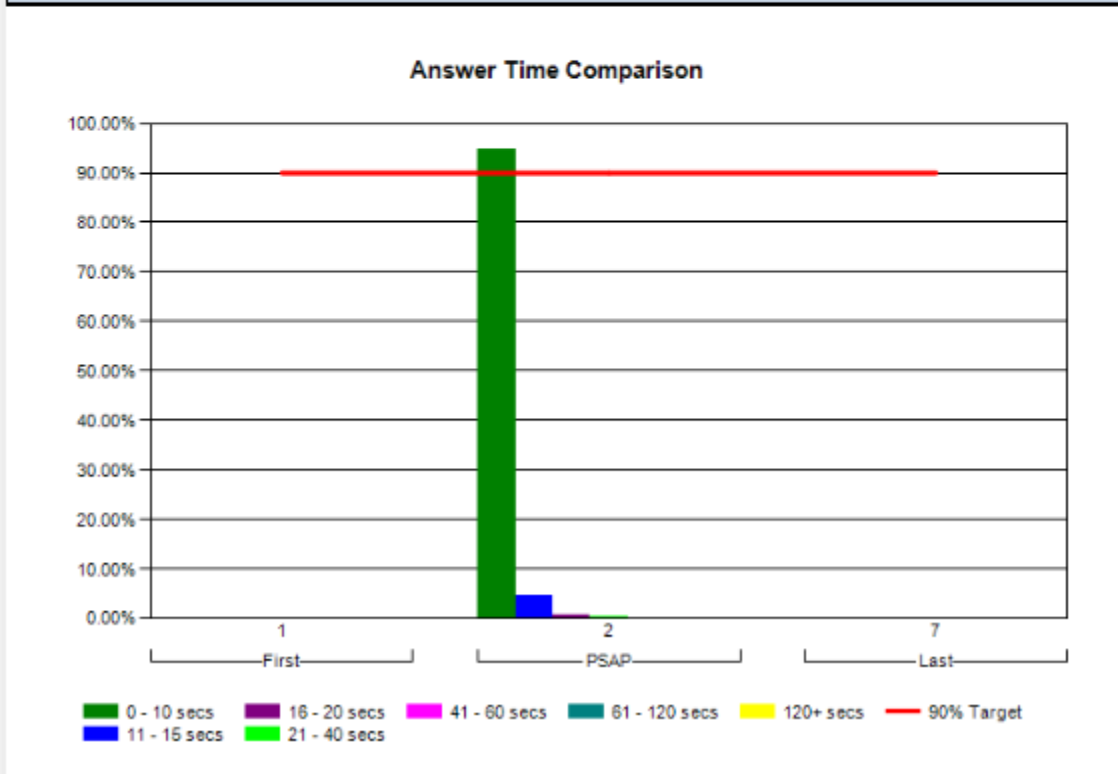
June 2020:

0-10 sec. = 94.56%

0-15 sec. = 98.99%

Figure 8.

PSAP Answer Time		Report Date:	07/03/2020 13:37:38
Sonoma County REDCOM Fire&EMS		Report Date From:	06/01/2020
2798 Ventura Ave		Report Date To:	06/30/2020
Santa Rosa, CA 95403		Period Group:	Month
County: Sonoma		Time Group:	60 Minute
Month - Year:	June 2020	Time Block:	00:00 - 23:59
Agency Affiliation:	Fire	Days Of Week:	All
PSAP Size:	Large	Call Type:	911 Calls
		Abandoned Filters:	Include Abandoned
		Agency Affiliation:	All
		PSAP Size:	All

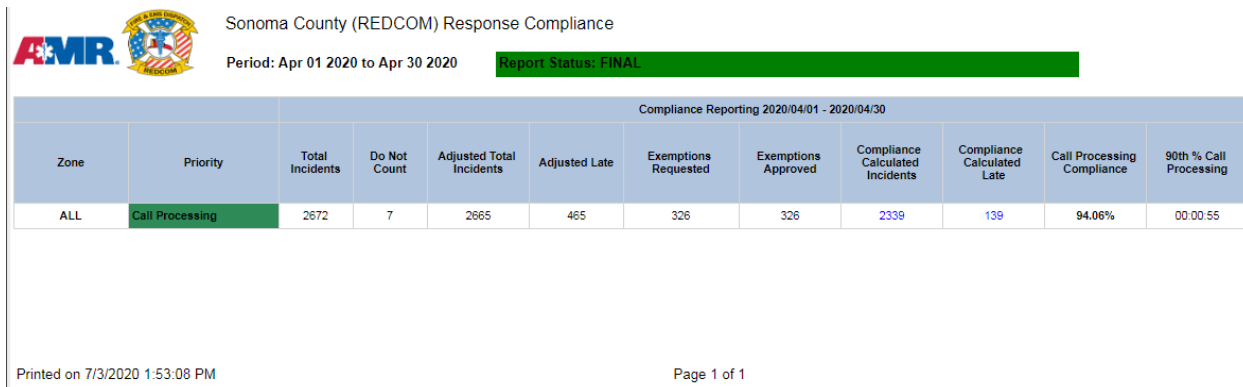


Call Processing to Dispatch Times

REDCOM uses a late-dispatch processing strategy to more accurately measure REDCOM's dispatch times performance. Previous methods were inclusive of Primary PSAP times, but did not accurately reflect REDCOM's performance. This methodology eliminates the time taken by the Primary PSAP to forward the call to REDCOM. Additionally, any late dispatch is investigated by a Supervisor in near-time. This provides better opportunity to provide feedback to the dispatcher and a more accurate evaluation of the call circumstances to identify if the call meets exemption criteria (figures 12-14). REDCOM Call-taking compliance and exemptions will be reviewed every-other-month by the REDCOM DOAG. The graphs below represent REDCOM's fractal dispatch times performance.

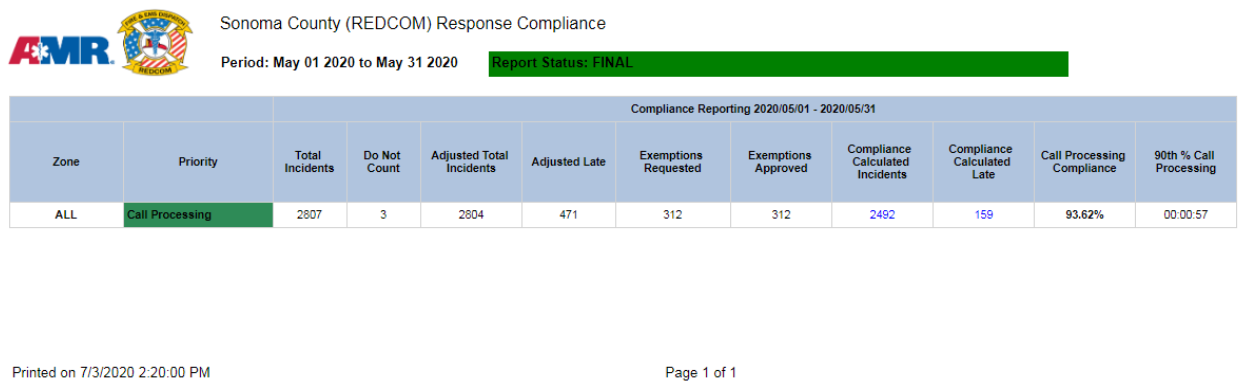
April 2020

Figure 9.




May 2020

Figure 10.



June 2020

Figure 11.



Sonoma County (REDCOM) Response Compliance
 Period: Jun 01 2020 to Jun 30 2020 **Report Status: FINAL**

Compliance Reporting 2020/06/01 - 2020/06/30											
Zone	Priority	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Compliance Calculated Incidents	Compliance Calculated Late	Call Processing Compliance	90th % Call Processing
ALL	Call Processing	3010	7	3003	463	310	310	2693	153	94.32%	00:00:53


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REDCOM Exemption Reason Reports:

April 2020

Figure 12.



Sonoma County (REDCOM) Exemption Reasons Report
 Period: 04/01/2020 thru 04/30/2020

Exemption Reason Count: 326

<input checked="" type="checkbox"/> CP - 911 Cell Phone Caller	111
<input checked="" type="checkbox"/> CP - CAD or Other Equipment Failure	6
<input checked="" type="checkbox"/> CP - Call During System Overload/Two or More Calls in Queue	65
<input checked="" type="checkbox"/> CP - Event not at ALI Location	48
<input checked="" type="checkbox"/> CP - Impaired Callers or Young Minors	11
<input checked="" type="checkbox"/> CP - Medical Facility Call	6
<input checked="" type="checkbox"/> CP - No 911 Data Provided	3
<input checked="" type="checkbox"/> CP - Non-English Speaking Caller	24
<input checked="" type="checkbox"/> CP - Non-Eye Witness Callers	8
<input checked="" type="checkbox"/> CP - Uncooperative Caller	44

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Figure 13.

May 2020

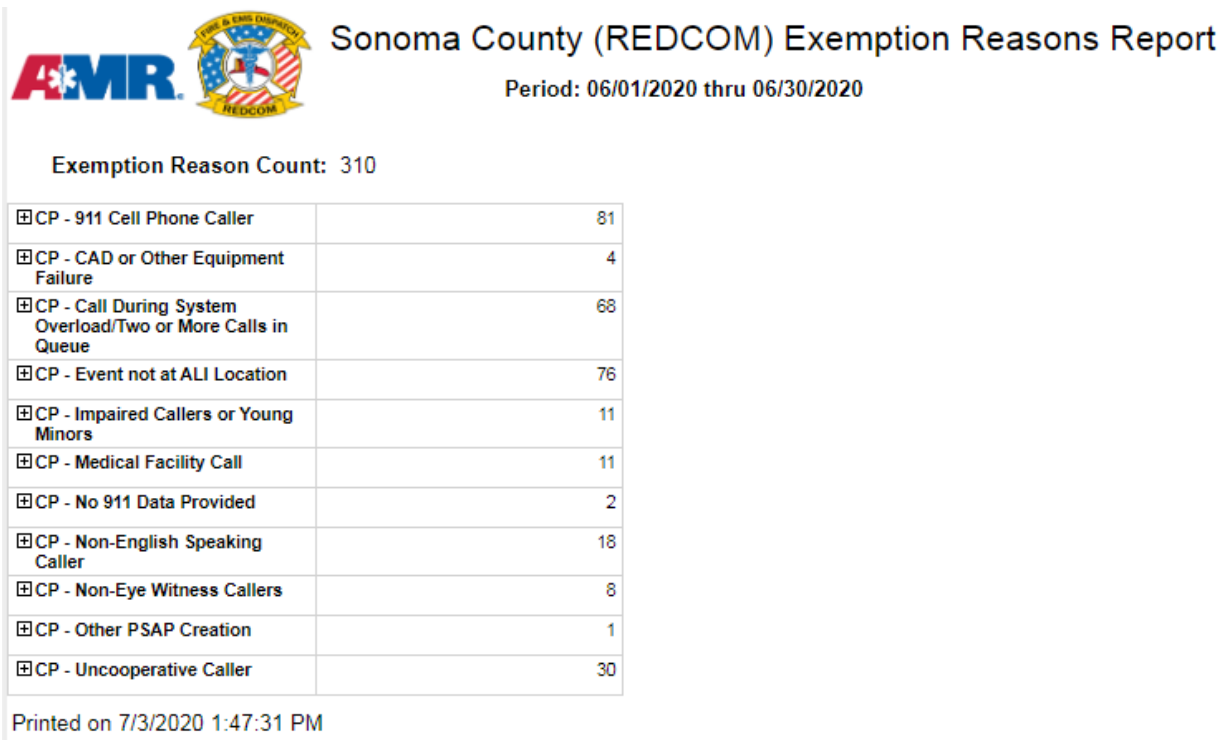


Figure 14.

June

2020



Sonoma County (REDCOM) Exemption Reasons Report

Period: 06/01/2020 thru 06/30/2020

Exemption Reason Count: 310

☒ CP - 911 Cell Phone Caller	81
☒ CP - CAD or Other Equipment Failure	4
☒ CP - Call During System Overload/Two or More Calls in Queue	68
☒ CP - Event not at ALI Location	76
☒ CP - Impaired Callers or Young Minors	11
☒ CP - Medical Facility Call	11
☒ CP - No 911 Data Provided	2
☒ CP - Non-English Speaking Caller	18
☒ CP - Non-Eye Witness Callers	8
☒ CP - Other PSAP Creation	1
☒ CP - Uncooperative Caller	30

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