



REDWOOD EMPIRE DISPATCH COMMUNICATIONS AUTHORITY

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Brian York

Battalion Chief / ECC Chief
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Scott Westrope

Deputy Chief
Santa Rosa Fire Department

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Dispatch Operations Advisory Group

Agenda

September 22nd, 2020 – @ 1:00PM

Join by phone 1-323-886-6897 conference ID: 682 861 266#
or Email KT.McNulty@REDCOM-Fire.org to request web link

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 May 26th, 2020 DOAG Meeting Minutes.
4. Public Comment Period
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.
5. New Business
 - a) REDCOM Director's report Q4 of FY-2019-2020
6. Old Business
 - a. REDCOM Comment, Concerns and Kudos Log – Report on submitted items from 05-02-2020 through 08-31-2020
7. Work Group Reports
 - a) Radio
 - b) EMD/EFD Dispatch Steering Committee
 - a. EMD/EFD Pro-Qa notes- Discussion regarding quantity and pertinence of Pro-Qa generated CAD and MDC notes.
 - c) SOP
 - d) CAD/Back up

8. Next meeting will be – November 24th, 2020 at 14:00, held virtually.
9. Adjournment- Motion to adjourn.



Dispatch Operations Advisory Group

Minutes

May 26th, 2020 – @ 1:00 pm

Phone in 1-323-886-6897 Conference ID 1-323-886-6897
or email KTMcNulty@REDCOM-fire.org for web meeting invite

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Present:

Spencer Andreis, Chair - Sonoma Valley Fire & Rescue Authority
Ambrose Stevens - AMR Operations Manager
James Salvante - Coastal Valleys EMS Authority
Scott Westrope – Santa Rosa Fire Department
Brian York - CALFIRE entered meeting at 13:08
Shepley Schroth Cary - Gold Ridge Fire

Others Present:

KT McNulty - REDCOM Executive Director
Brenda Bacigalupi - REDCOM Administrative Assistant
Evonne Stevens - REDCOM Operations Manager
Mark Luoto – Coastal Valleys EMS Authority
Kenny Reese – REDCOM Communications Manager

4. Call to Order- By Spencer Andreis @ 13:00

2. Approval of the Agenda Approval of Agenda - KT McNulty - One modification with item 7A, The Radio working group, a discussion on CALFIRE tactical radio channel changes. Motion to approve by Scott Westrope, 2nd Spencer Andreis. Approved unanimously.

3. Approval of the January 21st, 2020 REDCOM DOAG Meeting Minutes. Motion to approve made by Scott Westrope, 2nd James Salvante. Approved unanimously

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. **No Comments**

5. New Business

b) Fire Season staffing (REDCOM Duty Officer) **Spencer Andreis - Looking to staff REDCOM with County Operational Area Coordinator Liaison for PSPS and red flag warnings during fire season. They would be committed to REDCOM and the operational area.**

c) IROC update - **KT McNulty - IROC has replaced ROSS**

- **We have scheduled 13 staff members for the IROC training so far with more to come.**
- **Overall the product is more user friendly and faster.**
- **Allows for direct communications to Region 2**
- **There is a new personnel rostering component for all equipment.**

d) REDCOM Allied Agency Comments, Concerns and Kudos Log. **KT McNulty -**

- **This log was created at the REDCOM Boards request**
- **The data set is from 11/20/2019 through 05/19/2020**
- **Blank cells are likely described in an attachment**

6. Old Business

e) None

7. WORK Group Reports

a) Radio **Brian York - CALFIRE is exploring the potential of changing LNU west primary channel from tactical 6 to tactical 5. Primary tactical will not be changed this summer. The issue with Tactical 6 is that it is Mendocino's primary tactical as well. Mendocino has 3 tactical channels and Sonoma has 5. To de-conflict that, the proposal was to move Sonoma's LNU west to to tac 5 and tac 10. Incident on LNU east will be on tac 4 and tac 6, which will leave tac 2 open as a spare.**

b) Dispatch Steering Committee

- a. **EMD/EFD – Discussion on changing current dispatch and response procedures - KT McNulty - Chad Costa reached out to Spencer Andreis and myself in regards to starting discussion about using EMD/EFD in accordance with International Academy in Emergency Dispatch. REDCOM is the only entity that is using it incorrectly, in that we dispatch instantly and ask questions later.**

Chad Costa spoke about how he went through EMD academy back in 2006 and back then he was kind of perplex as to why Sonoma County wasn't using EMD as it was designed. He would like us to start using EMD/EFD per protocol. It is designed to dispatch after the determinant level has been reached.

KT put together some statistics to back this argument but, as a chief officer now and sending resources throughout the county to a lot of calls, I think it would be prudent for us to seriously consider utilizing EMD/EFD as it is designed where the dispatch occurs after the determinant level is reached. This would substantially reduce our risk. We would not be adding that much time to the dispatch from the time received to the time it was dispatched. Chad is a huge component on using EMD/EFD as it designed.

KT McNulty- This is what the statistics means: (EMD only I didn't pull the EFD data).

- From REDCOM's current practice to following IAED's standards on average there is a 23 second difference.
- If we look at just the Alpha determinates for 2019 for example, we dispatched at least 2 pieces of equipment to 8991 alpha calls code 3.
- That means at least 17,982 pieces of equipment went out the door hot unnecessarily.
- If you include the Bravos and Charlies, that number jumps to at least 32,164 pieces of equipment or 68% of dispatches were sent code 3 unnecessarily.

Shepley Schroth-Cary is a huge component of this change. The only conflict I see is making sure that that we meet the time frame that is set by the REDCOM Board.

James Salvante - This topic that came up at our Board meeting. It was a fairly emotional topic. I can say personally as a paramedic and as someone that has worked in the system way back when, that went Code 2 at times. It seems like most of the time the dispatch center and the dispatcher got it right. They made a pretty good decision with the information that they were receiving by the caller. Now that we have a national defensible standard to alleviate the real risk, it sounds like science is the basis for medicine these days.

Mark Luoto -This makes a lot of sense to me. Especially since you clarified that "not breathing" calls are dispatched immediately. I believe it is based on the science and safety. They have shown there is very little downside to a patient's outcome. I support the change.

Brian York - There is definitely an education piece at the boots on the ground level that will have to be coupled with the system if this is the direction you decide to go. With us being an ACE accredited center the highest level of industrial standards internationally which we are. There should not be a concern whatsoever. As long there is a dispatch discrepancy reporting process which there is. I am confident the system is working.

Chad Costa - I work for an agency that had a really hard time and still does on some of the traditional members with being told to reduce so I do concur with that. However, the data that you put up here is what matters from the Chief Officers at this level and we'll do a good job educating them in the field. Organizations also have the ability to leave that final discretion to their company officers and their paramedics. That is the risk that each organization has if they want to take it. I am not advocating for that but, EMD is not always correct and we all know that. The data that you provided us was shocking to me. Thank you for putting the time and effort in bringing this up.

c) SOP Spencer Andreis Nothing to report currently

KT - SOP 6 Need to update agency identifiers and event types need to updated to reflect CAD event types

Spencer – Agency identifiers can be updated without coming back to the DOAG.

Kenny – Event types are a guideline and don't need to come back to the DOAG for approval.

d) CAD/Back up - Kenny Reese - Working on

8. Next meeting will be July 28, 2020
9. Announcement Items from the Membership
 - a. Conduct Roundtable of members

Brian York - As of Monday one engine per station. Summer mode in CAD with REDCOM. Aircraft we currently have copter 902 with 104 will be back in the unit in about a month. 902 will be doing basic helicopter operator Seahawks safety classes with fire fighters this week. Hoist rescues for next week will be about an hour delay. We do have Alma with staff and crew available. Fix wing should be available June 1st in range for Sonoma.

10. Adjournment- Motion to adjourn. Motion to adjourn made by Spencer Andreis @ 14:06.