REDWOOD EMPIRE DISPATCH COMMUNICATIONS AUTHORITY

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BOARD OF DIRECTORS

Steve Akre
Chief
Sonoma Valley Fire & Rescue
Chair

Mark Heine
Chief
Sonoma County Fire District
Vice Chair

Bryan Cleaver
Regional EMS Administrator
Coastal Valleys EMS Agency
Secretary

David Caley
Administrator
Coast Life Support District

Jason Boaz
Chief
Healdsburg Fire Department

Tony Gossner
Chief
Santa Rosa Fire Department

Sundari Mase
Public Health Officer
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 BOARD OF DIRECTORS

Agenda

October 8th, 2020 – @ 2:00PM

Join by phone 1-323-886-6897 conference ID: 868687104

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 July 9th, 2020 REDCOM Board of Directors 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) Directors Report – Discussion and presentation of the Q1 FY 20-21 Director's Report

   b) REDCOM Board of Directors Meeting Calendar 2021 – Action item to adopt the upcoming 2021 Board Meeting dates.

   c) Alert and Warning - CodeRed MOU – MEMO of Understanding between Department of Emergency Management and REDCOM. REDCOM staff to provide no notice community alerting in eminent emergency situations. Discussion and action to approve the MOU.

   d) Radio Service Agreement – Discussion and action to approve the service agreement between Sonoma County Telecommunications Bureau and REDCOM to provide ongoing maintenance and repair of hardware and equipment that supports REDCOM's radio channels infrastructure.

e) REDCOM Executive Director annual performance review process – Discussion on the REDCOM Board of Director's preference on how to proceed with the 2020 review process.

f) Falck/VeriHealth membership fees – Discussion to address a short fall of approximately $50k as a result of Falck's withdrawal from Sonoma County. Action to approve paying out of the General Funds balance or disburse the cost amongst the members' normal billing.

6. Old Business

a) Agreement to share Control Channel 3's infrastructure stabilization and upgrade costs – Discussion and action to approve REDCOM sharing 50% of the cost with Santa Rosa Fire Department to stabilize Control Channel 3's radio infrastructure. Cost to REDCOM not to exceed $50,000.

b) Grant Funding – Discussion on Grant funding opportunities and next steps.

c) REDCOM Command Officer – Discussion on any updates

7. Next meeting will be – January 14th, 2021 at 14:00, held virtually (If 2021 schedule is approved).

8. Adjournment- Motion to adjourn.

REDCOM BOARD OF DIRECTORS

Minutes

July 9th, 2020 – @ 2:00PM

Join by phone 1-323-886-6897 conference ID: 669880362

or Email KT.McNulty@REDCOM-Fire.org to request web link

Directors Present:
David Caley
Steve Akre- New Chair
Jason Boaz
Bryan Cleaver -New Secretary
Anthony Gossner
Mark Heine – New Vice Chair

Absent:
Sundari Mase

Others Present:
KT McNulty- REDCOM Executive Director
Brenda Bacigalupi- REDCOM Administrative Assistant
Evonne Stevens-REDCOM Operations Manager

Scott Westrope
Matthew Dahl
Spencer Andreis
Doug Williams
Tambra Curtis- Council
Russ Holmes
Dean Anderson AMR- Senior Regional Director
Brian Henricksen-AMR Regional Director

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 14:02

2. Approval of the Agenda
   Motion to approve made by Bryan Cleaver, Second Mark Heine - Discussion – KT McNulty wants to make one modification to agenda, move up Item 6F after director's report - No further comments - Approved unanimously.

3. Approval of the June 15th, 2020 REDCOM Board of Directors Meeting Minutes
   Motion to approve made by Mark Heine, Second Bryan Cleaver - Discussion - No further comments. - Approved unanimously - Amend Titles for Board members had two Vice Chairs.

4. Approval of the March 26th, 2020 REDCOM Board of Directors Meeting Minutes
   Motion to approve made by Mark Heine, Second Bryan Cleaver- Discussion - No further comments. - Approved unanimously

5. 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. No comments

6. New Business

   a) Election of REDCOM Board of Directors Officer positions – Discussion and action to elect officers' annual positions to the REDCOM Board of Directors. Current Officers elected into position on July 12th, 2018 are as follows: David Caley, Chair (2nd year). Steve Akre, Vice Chair (2nd year), Jason Boaz, Secretary (2nd year). Officers are allowed up two consecutive one-year terms.
      - David Caley nominated Steve Akre for the new Chair Position. Second Bryan Cleaver - Approved unanimously. The New Chair is Steve Arke. David Caley handed over the gavel to Steve Arke effective today.
      - Next position is Vice Chair -Anthony Gossner nominated Mark Heine for Vice Chair. Second Jason Boaz. Approved unanimously. The new Vice Chair is Mark Heine.
      - Anthony Gossner nominated Bryan Cleaver for Secretary. Second Mark Heine Approved unanimously. The new Secretary is Bryan Cleaver.
      - New REDCOM Board of Directors have been filled. Congratulations.

b) REDCOM Director's report FY 2019-2020 3rd and 4th quarters. Presented by: KT McNulty

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 data has not been processed yet by National-Q and is due by mid-July

Staffing Updates:

REDCOM's overhead is currently 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 to help in placing phone calls to Sonoma County residents with their COVID-19 test results. We were able to quickly stand up a call center and immediately start notifying Sonoma County residents of their test results.

Strategic Planning update:

REDCOM expansion project:

REDCOM is continuing work with the County on the expansion Project. Due to COVID-19, the project start date has been delayed. The Amended Lease

Agreement has been approved by the County Board of Supervisors. The only item pending now is some language with the insurance.

Marin County feasibility study:

The study has entered the final phases. We are scheduling the presentation as we speak. The subcommittee requested a timeline extension to address some missing and inaccurate information. Federal Engineering 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 caller's 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 nationwide 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:

We monitor time spent on the phone as a workload indicator. Year to date: our workload volume remains consistent even while other agencies have experienced a call volume drop due to Covid-19

Total 911 calls:

There was a small dip in volume in April and May. REDCOM measures from the time the 911 call is answered to the time it takes to dispatch responders. Year to date for our 911 call answer time and our time to dispatch resources, REDCOM continues to exede the contactual standards.

Call Processing to Dispatch Times:

We continue to maintain that standard as well. We are answering phones and dispatching less than 57 seconds on a regular basis

REDCOM Exemption Reason Reports:

The next 3 figures are exemption summaries broken down by month. The full details of the exemptions that are being requested will go to the DOAG for approval. These numbers are pretty consistent with months pass

c) REDCOM radio infrastructure improvements and agreements - Discussion
   i. Infrastructure improvements. Presented BY: Russel Holmes

- Oakridge Radio Tower antennae relocation. Russel Homes - The first project I would like to talk about is a proposed antenna move for the REDCOM Radio system at our site at Oakridge in the Northwest area of the county. To avoid a lot of interference long term, we will need to relocate the REDCOM receive antenna to the top of the tower. Relocating the antenna will provide better talk ability. The cost to move the antenna will be $30,297.06. During the tubs fire there was a lot of interference with CALFIRE's radio. Moving the radio antenna to the top of the tower would eliminate the interference.

- Control 2 and Control 4 infrastructure upgrade. Russel Homes - The repeaters that are currently in use for both channels were at end of life in December 2018. The REDCOM channel was able to get updated with the loss of the site at Barham. These 2 channels are still operating off of legacy equipment. The cost will include a single

channel replacement with a newer model of radio. The new radio life span will be at least 10-15 years. There is a 5-year warranty.

- Control 3 infrastructure upgrade. Russell Homes - I was approach by Santa Rosa Fire Department early this year regarding the feasibility of moving control 3 to my bureau for maintenance. Their system is old and very difficult to support. With this project it would improve coverage within the areas that it currently needs to cover, that being Santa Rosa and Windsor. There are 3 proposals. To complete the project would take 6-8 weeks.

ii. Santa Rosa Fire Department – Control 3 frequency use agreement Proposal. Present by: Scott Westrope andMatt Dahl - Control 3 has been prone to fail a number of times recently during some PSPS events, Tubbs, Kincade. We are the only agency that maintains their own radio equipment. I had a site survey completed by Dade Wireless at all of our sites. Our equipment is 10- 15 years old, if not older. I reached out to Russ Holmes to see what the feasibility would be of having the county bureau maintain Control 3 the same as 2 and 4. I believe it will operate more efficiently If the county assumes the control over the infrastructure.

Tony Gossner - I am speaking about the radio system as a whole. These upgrades are very important for the region to make sure the radio system is adequate and functioning and will be adequate in the near future. These upgrades are critical in maintaining our service in the fullest. I don't see these items as we can wait on.

iii. Funding solution - Discussion and possible action to approve investigating grant funding and potentially hiring a grant consulting company KT - I have put out some initial feelers to see if there were any grant funding opportunities that might help with this cost burden as well as the dispatch center expansion costs. There is a high likelihood that we can get funding for at least a portion of these improvements. I personally don't have the knowledge or the bandwidth to seek, apply and follow through with multiple grant processes. My recommendation is to hire a grant consulting firm to manage this on behalf of REDCOM. It is my recommendation that rather than going through the process of an RFP, we sole source the same company that the Sonoma County Administrator's Office utilizes as we would be collaborating on many of the same grant opportunities. The county has been in contract with the Glen Price Group since 2003. The Glen Price Group has secured over $30 million in grants for Sonoma County.

David Caley – I agree with giving KT McNulty the green light to explore the grant consulting companies. All Board members agreed.

d) Non Cash-Budget adjustment – Discussion and potential action to approve a non-cash budget adjustment .This is a budget adjustment for the FY 19-20 for depreciation in the amount of $215,500. – Present by KT McNulty - This is the same adjustment that was approved in FY18-19 for interest expenses related to the annual lease payment to Sonoma County General Services and depreciation expense on REDCOM assets. Neither of these have an effect on the fund balance as the interest is paid using Graton mitigation funds and depreciation is a no cash transaction. Going forward these have already been included in the 20-21 budget and should not require further budget adjustments. The items that are depreciating are Pro-Qa Software and Leasehold Improvements. - Motion to approve made by Mark Heine, Second Bryan Cleaver- Discussion - No further comments. Approved unanimously.

e) Appointment of a representative to the Sonoma County Public Safety Consortium Board – Discussion and action to appoint a representative to the SCPSC Board – Presented by: Tony Gossner - I have been a part of the Sonoma County Public Safety Consortium and last year they went through a planning process workshop because they needed to streamline the organization. There were too many subgroups. With that, the members of the Consortium have changed, and we need to vote a REDCOM Board member in and KT McNulty the Executive Director is the candidate for this position. The Board Members need to vote her in and then a REDCOM Board Member will also attend the meetings to support her. Motion to approve made by Tony Gossner, Second David Caley – Discussion - No further comments. Approved unanimously.

f) Prescheduled fire season up staffing – Discussion and possible action to approve additional staffing. Presented by: Spencer Andreis and KT McNulty Spencer - This has been something I have been thinking about for the last few years during fire season. I proposed to KT the idea of seasonal staffing for fire season which is around June1st –October (one additional dispatcher). For the spike of calls we get thru fire season. We need to have the supervisors on the floor to supervise. With the additional dispatcher that would free up the supervisors. When I spoked to KT, she supported the idea and wanted us to discuss it with board.

KT - We have looked back at all fire incidents in CAD for 2018 and 2019 and identified that the majority of fire incidents took place between 09:00 and

21:00. We would like to upstaff 1 additional dispatcher during those times to the end of fire season. At most it would cost approximately $82K if it were filled with a mix of part time employees and full-time employees on overtime for the remainder of the season. If we only offer it to part time employees not on overtime it would cost approximately $55k, but then there is a chance the shifts would go unfilled. At full staffing, this would have a potential to go over on our payroll budget, however earlier this week we had a full-time trainee take a job elsewhere so there is now room in the budget to make this adjustment this fire season. If the Board agreeable I will build it into the budget going forward for all of fire season. All board members were in favor of adding a dispatcher during June1st - October for fire season.

g) Transient Occupancy Taxes and Sonoma County Fire Districts' dispatch fees – Discussion. Presented by: KT McNulty - Prior to cancelling our March 12th BOD meeting, David posed a question regarding the status of Sonoma County's ability to uphold the MOU to pay fire district fees. The concern was raised due to COVID-19 impacts on tourism and potential decrease in Transients Occupancy Tax revenue that the Fire District dispatch services fees come from. I have confirmed with Sonoma County's Administrators Office that the Fire District fees will still be paid through 2024.

7. Old Business

a) LIFEwest Contract update – Discussion - KT McNulty - The contract has been secured and all parties have signed.
b) Sonoma Raceway Contract update –Discussion - KT McNulty- The contract has been secured and all parties have signed.
c) REDCOM Lease agreement update – Discussion - KT McNulty - As discussed in the Director's report, the agreement has been approved by the Sonoma County Board of Supervisors. Final sign off is pending insurance verification.

8. Next meeting will be – October 8th, 2020 at 14:00, held virtually.

9. Adjournment- Motion to adjourn.

2020-2021

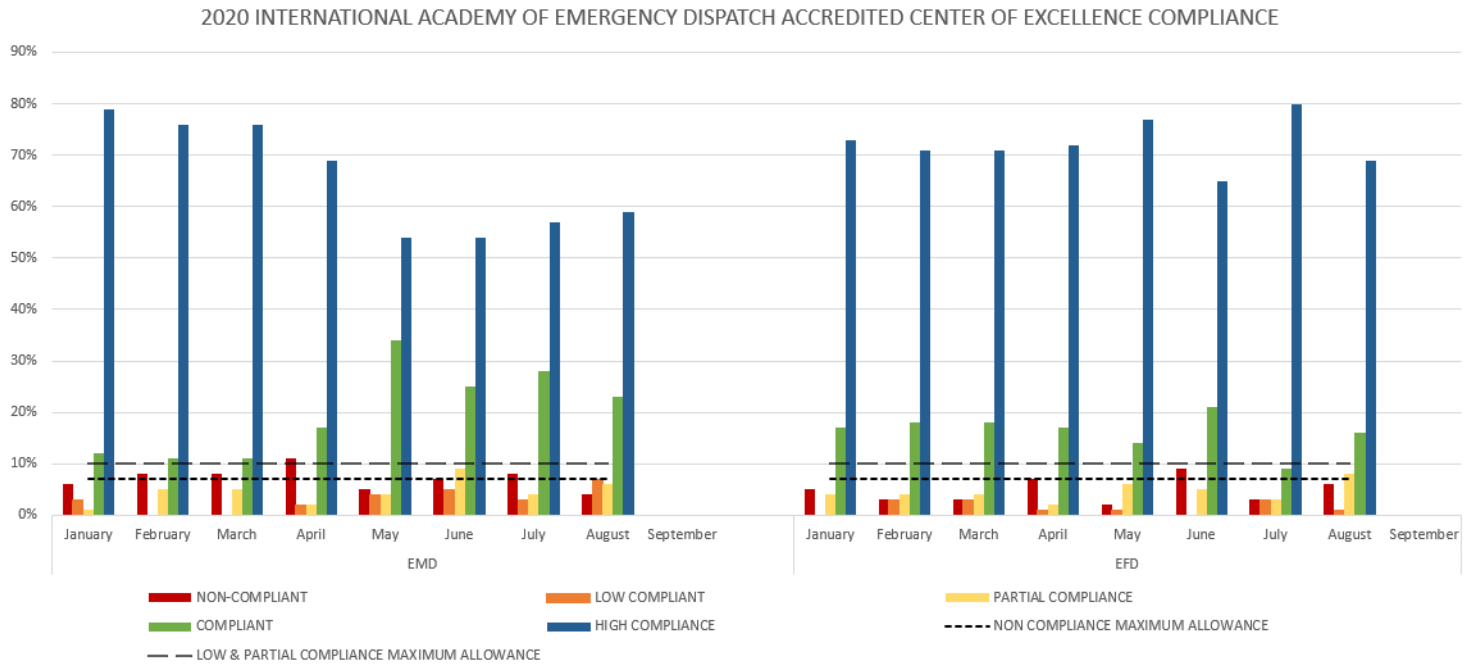
REDCOM FY 20-21 Q1 Director's Report

McNulty, KT

Operational Report

Operations

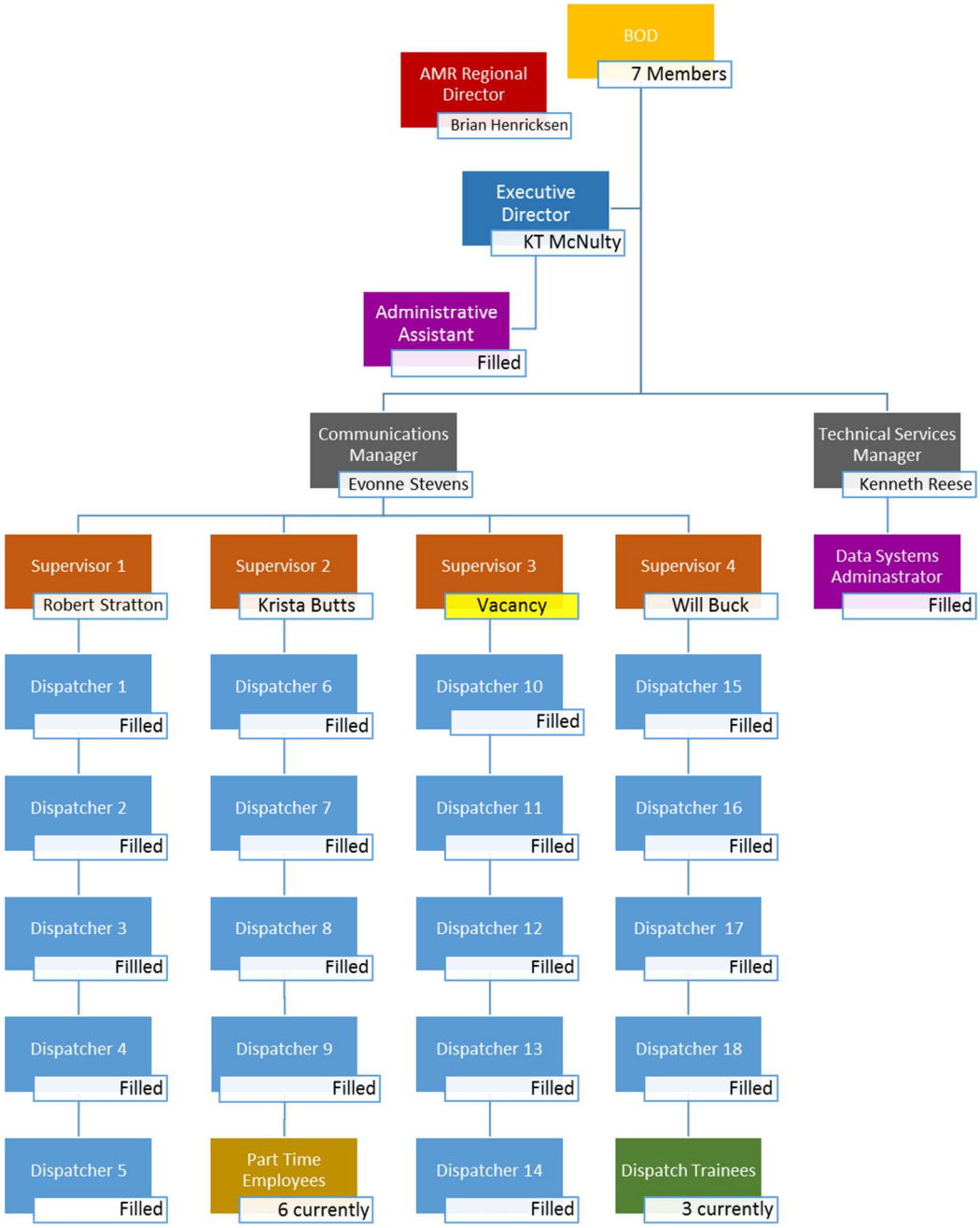
- **Emergency medical and fire dispatch accreditation update:** REDCOM continues to maintain Accredited Center of Excellence (ACE) compliance standards for both EMD and EFD disciplines. *We did fall 1% below standards for EMD in July and 2% in EFD June. This will not affect our standings.
- On September 3rd, REDCOM received notification that our EMD reaccreditation and our initial EFD application were both accepted!
    - REDCOM is reaccredited as the world's 235th Medical ACE and accredited as the world's 55th Fire ACE
    - REDCOM is one of only 25 agencies in the world that holds this dual accreditation and one of 3 in California!



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

Staffing update:

- Upper Management: All 3 positions remain filled.
- Supervisors: 3 out of the 4 positons are filled. New Supervisor chose to step down to a Dispatcher position.
- Fulltime Dispatchers: All positions are filled. 2 employees are on leave of absence, the subsequent vacancies are being covered with a mix of FTE and PTE.
- Part time Dispatchers: All positions are filled.
- Fire Season shifts: The shifts continue to be covered daily with FTE and PTE.



Strategic Planning Update

- **REDCOM expansion project:** REDCOM is continuing work with Sonoma County on the expansion Project. Due to COVID-19 and the recent fires in Sonoma County, the project start has been significantly delayed.
- **Exploration of providing dispatch services to Marin County:** Project on hold due to fire activity.

CAD/Radio Technology

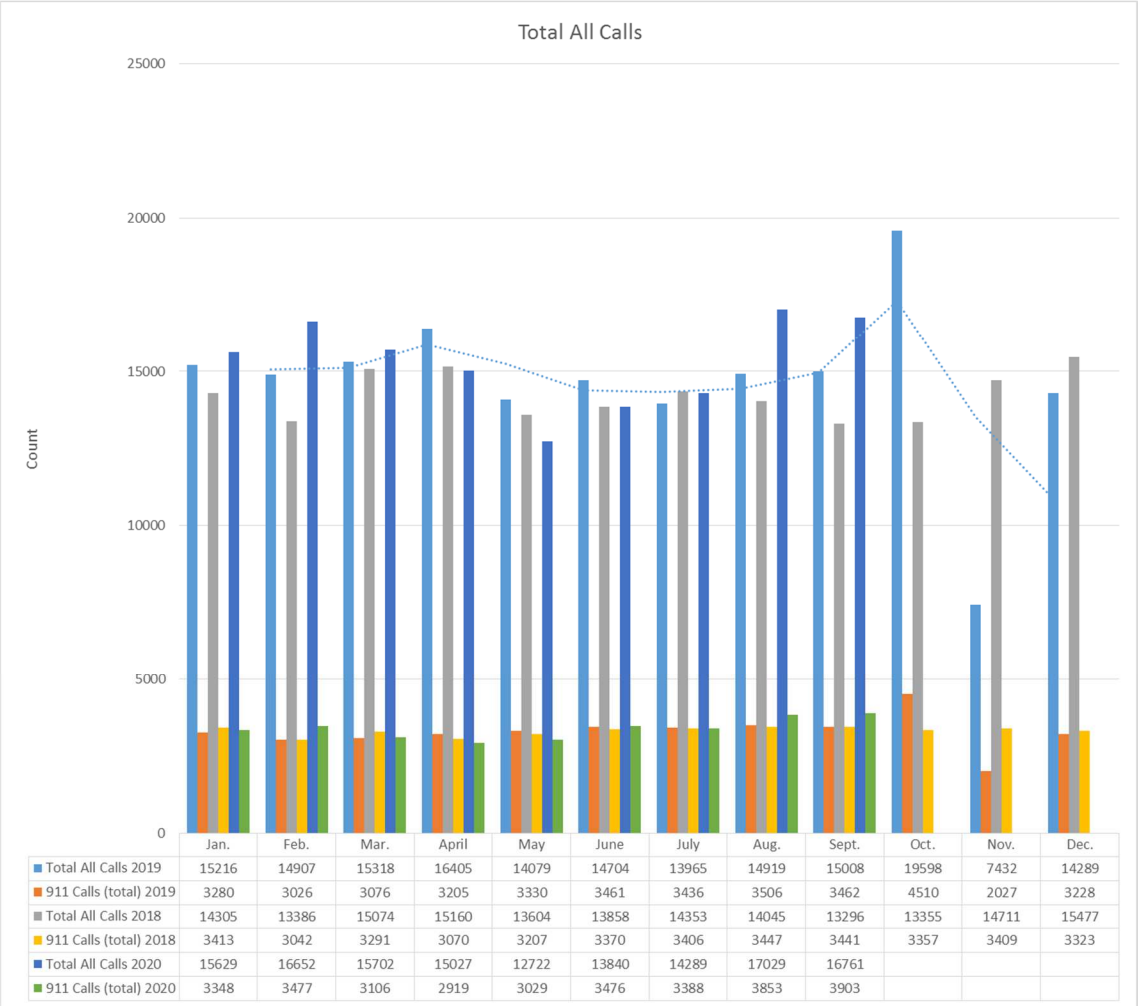
- Text to 911 -
- CAD upgrade: CAD upgrade has been completed
- Mobile Data Computers: Upgrade Complete
- New - Mobile Responder application: Implementation complete.
- New - Voice Logger that also offers CAD screen capture for recreating events. This project has been implemented and is in use.
- REDCOM 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. This has been implemented and is in use.

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.

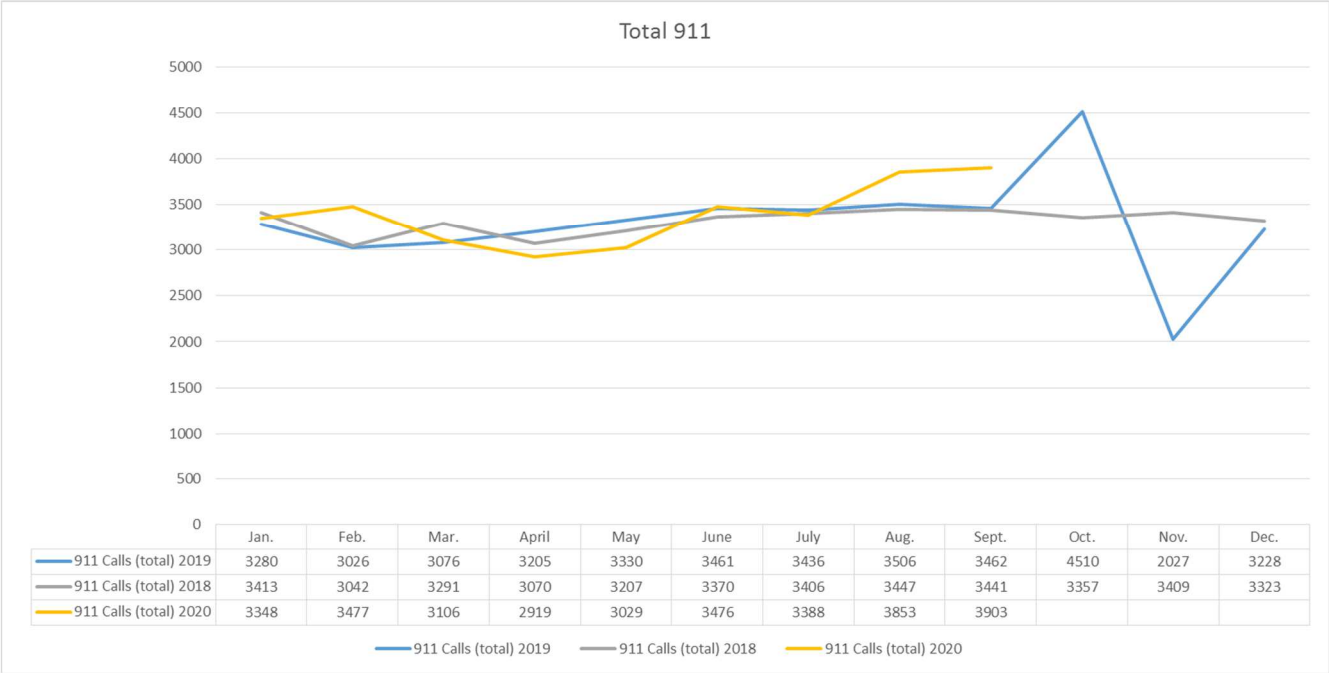


	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Total All Calls 2019	15216	14907	15318	16405	14079	14704	13965	14919	15008	19598	7432	14289
911 Calls (total) 2019	3280	3026	3076	3205	3330	3461	3436	3506	3462	4510	2027	3228
Total All Calls 2018	14305	13386	15074	15160	13604	13858	14353	14045	13296	13355	14711	15477
911 Calls (total) 2018	3413	3042	3291	3070	3207	3370	3406	3447	3441	3357	3409	3323
Total All Calls 2020	15629	16652	15702	15027	12722	13840	14289	17029	16761			
911 Calls (total) 2020	3348	3477	3106	2919	3029	3476	3388	3853	3903			

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.

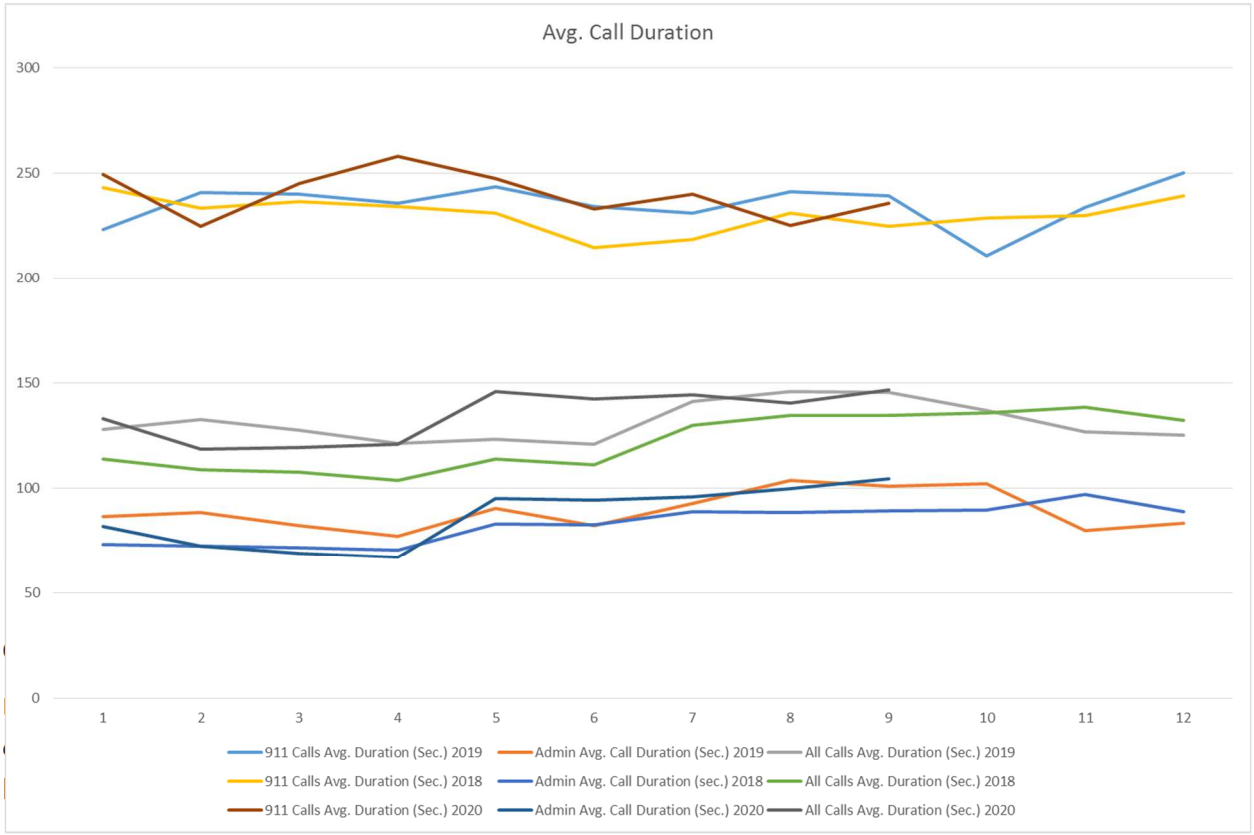


	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
911 Calls (total) 2019	3280	3026	3076	3205	3330	3461	3436	3506	3462	4510	2027	3228
911 Calls (total) 2018	3413	3042	3291	3070	3207	3370	3406	3447	3441	3357	3409	3323
911 Calls (total) 2020	3348	3477	3106	2919	3029	3476	3388	3853	3903			

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.



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. (Figure 5)

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 consistant and well within the contract requirements.

Figure 4.

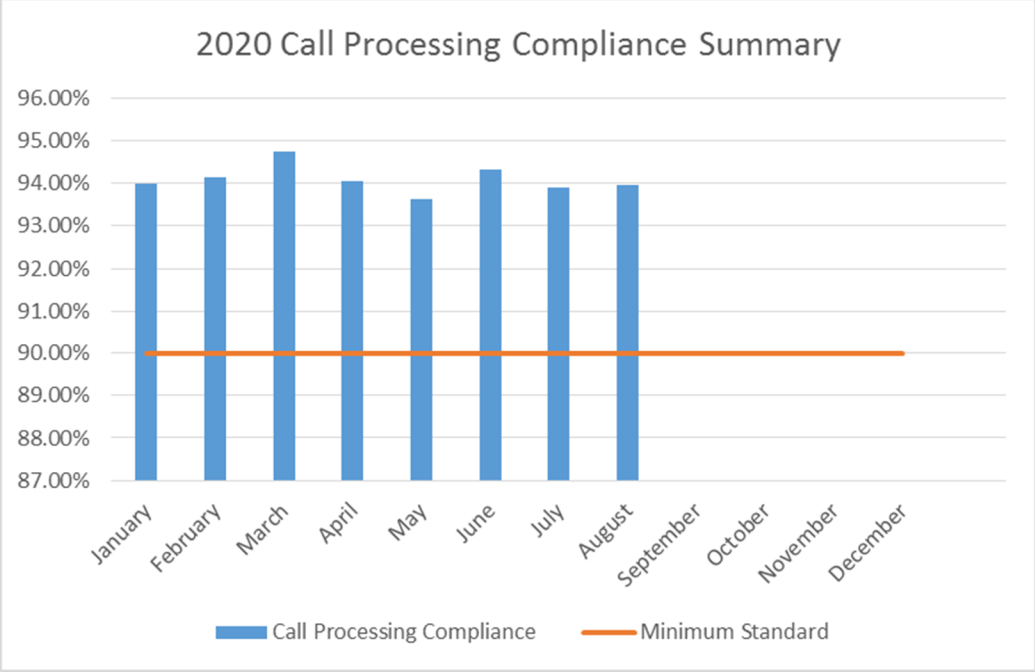
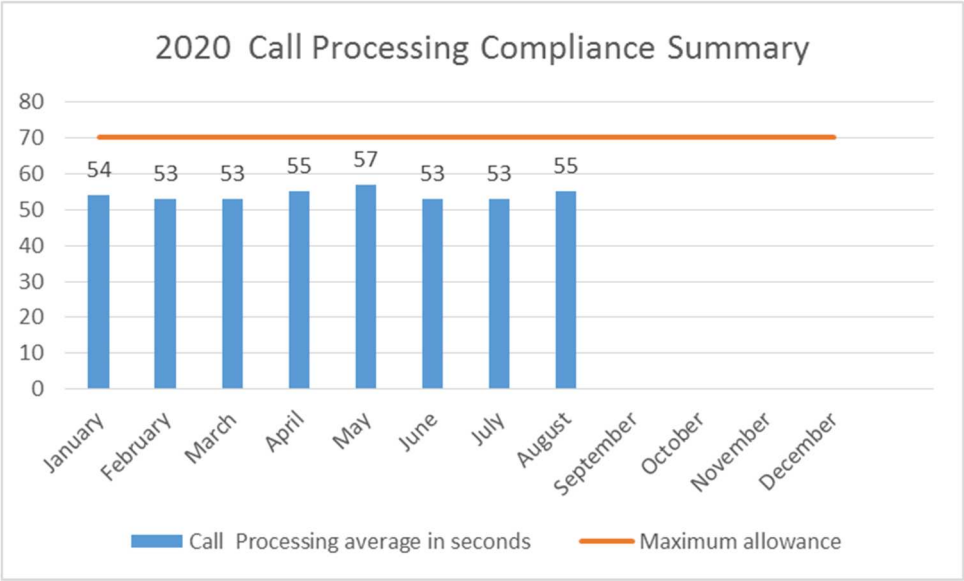


Figure 5.


2020 Call Processing Compliance Summary
80
70
60
50
40
30
20
10
0
54
53
53
55
57
53
53
55
January
February
March
April
May
June
July
August
September
October
November
December
Call Processing average in seconds
Maximum allowance

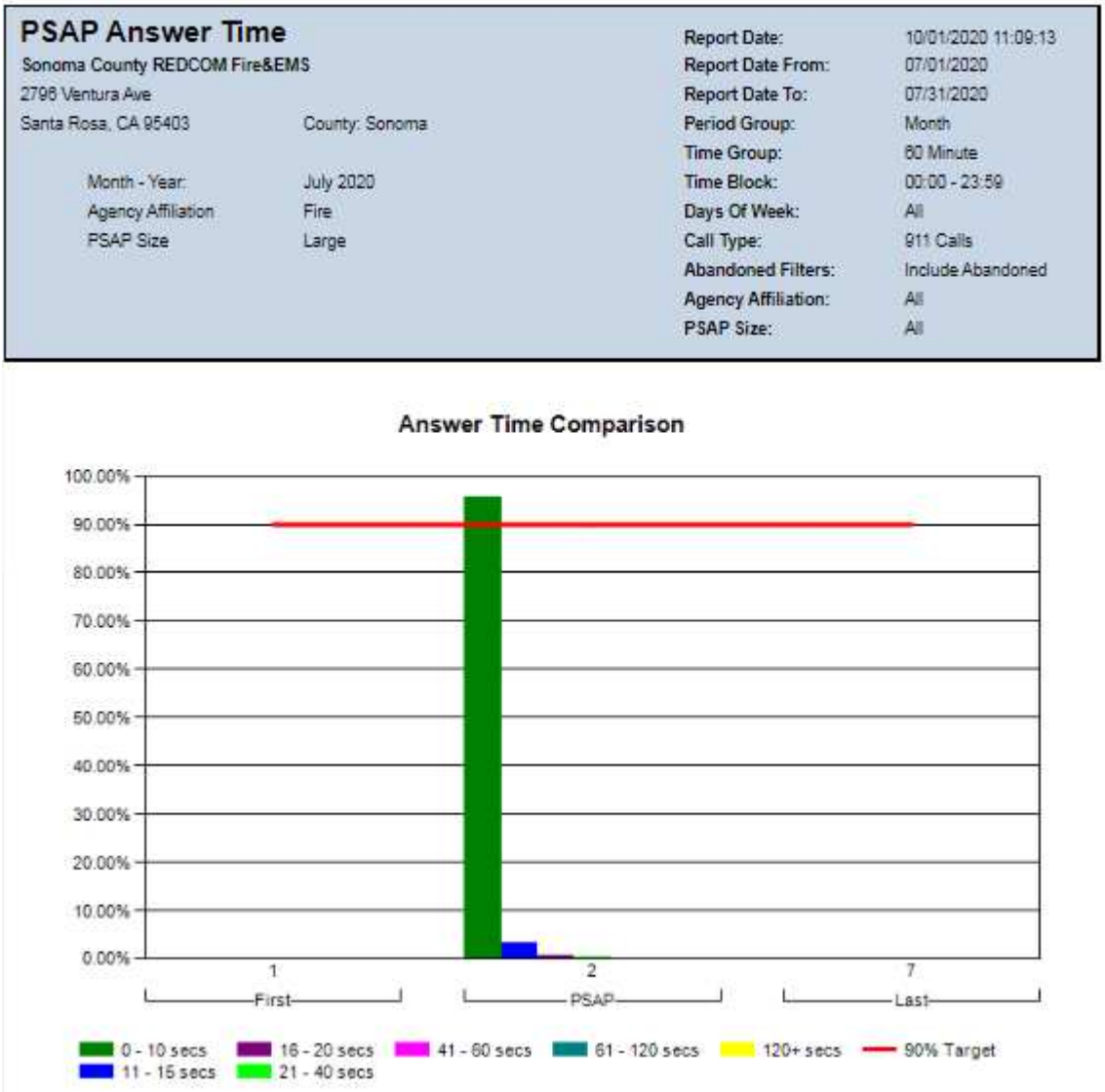
911 Call Answer Times for Q1 FY 20-21:

July 2020:

0-10 sec. = 95.72%

0-15 sec. = 99.09%

Figure 6.



August 2020:

0-10 sec. = 96.13%

0-15 sec. = 99.17%

Figure 7.

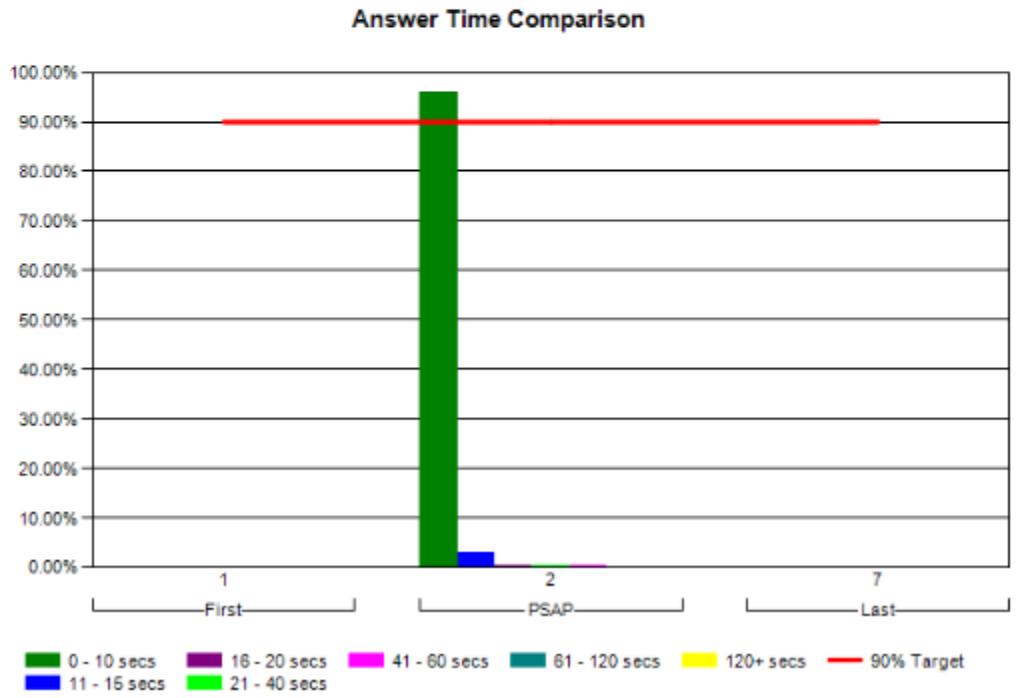
PSAP Answer Time

Sonoma County REDCOM Fire&EMS
2796 Ventura Ave
Santa Rosa, CA 95403

County: Sonoma

Month - Year:	August 2020
Agency Affiliation	Fire
PSAP Size	Large

Report Date:	10/01/2020 11:10:56
Report Date From:	08/01/2020
Report Date To:	08/31/2020
Period Group:	Month
Time Group:	60 Minute
Time Block:	00:00 - 23:59
Days Of Week:	All
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All
PSAP Size:	All



September 2020:

0-10 sec. = 97.26%

0-15 sec. = 99.51%

Figure 8.

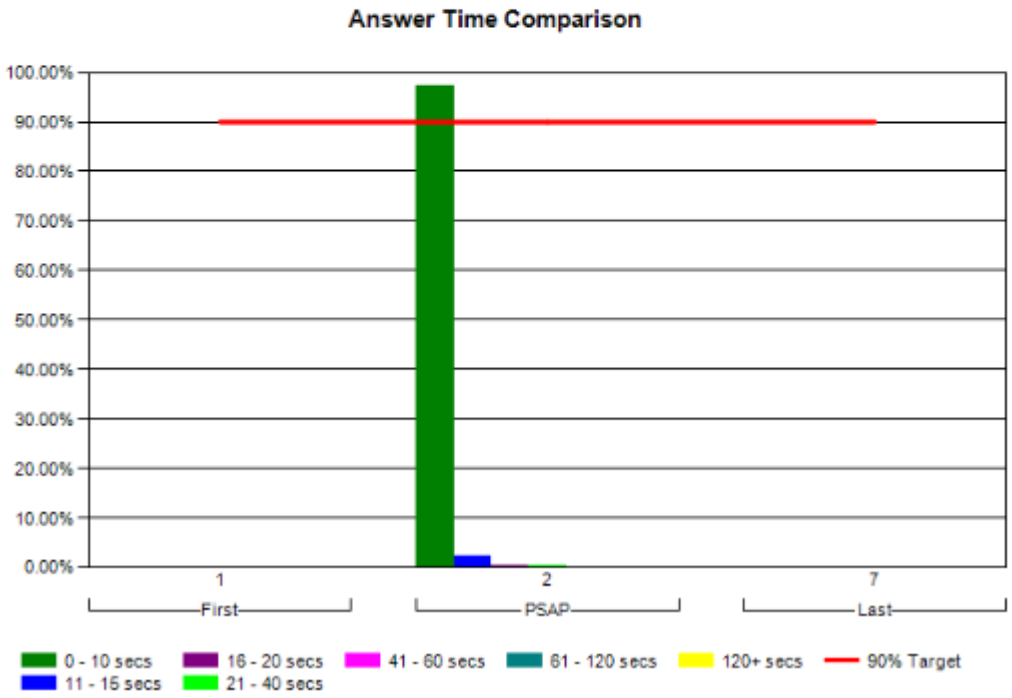
PSAP Answer Time

Sonoma County REDCOM Fire&EMS
2796 Ventura Ave
Santa Rosa, CA 95403

County: Sonoma

Month - Year:	September 2020
Agency Affiliation	Fire
PSAP Size	Large

Report Date:	10/01/2020 11:12:58
Report Date From:	09/01/2020
Report Date To:	09/30/2020
Period Group:	Month
Time Group:	60 Minute
Time Block:	00:00 - 23:59
Days Of Week:	All
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 time 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 time performance.

July 2020

Figure 9.

Sonoma County (REDCOM) Response Compliance

Period: Jul 01 2020 to Jul 31 2020 **Report Status: FINAL**

		Compliance Reporting 2020/07/01 - 2020/07/31									
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	3162	4	3158	515	343	343	2815	172	93.89%	00:00:53

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August 2020

Figure 10.

Sonoma County (REDCOM) Response Compliance

Period: Aug 01 2020 to Aug 31 2020 **Report Status: FINAL**

		Compliance Reporting 2020/08/01 - 2020/08/31									
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	3221	11	3210	551	380	380	2830	171	93.96%	00:00:55

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September 2020

Figure 11.

Sonoma County (REDCOM) Response Compliance

Period: Sep 01 2020 to Sep 30 2020 Report Status: FINAL

		Compliance Reporting 2020/09/01 - 2020/09/30									
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	3276	146	3130	636	489	489	2641	147	94.43%	00:01:01

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REDCOM Exemption Reason Reports:

July 2020

Figure 12.

Sonoma County (REDCOM) Exemption Reasons Report

Period: 07/01/2020 thru 07/31/2020

Exemption Reason Count: 343

⊞CP - 911 Cell Phone Caller	87
⊞CP - CAD or Other Equipment Failure	6
⊞CP - Call During System Overload/Two or More Calls in Queue	88
⊞CP - Event not at ALI Location	59
⊞CP - Impaired Callers or Young Minors	21
⊞CP - Medical Facility Call	12
⊞CP - No 911 Data Provided	3
⊞CP - Non-English Speaking Caller	10
⊞CP - Non-Eye Witness Callers	7
⊞CP - Other PSAP Creation	2
⊞CP - Uncooperative Caller	48

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Figure 13.

August 2020

Sonoma County (REDCOM) Exemption Reasons Report

Period: 08/01/2020 thru 08/31/2020

Exemption Reason Count: 380

⊞CP - 911 Cell Phone Caller	87
⊞CP - CAD or Other Equipment Failure	12
⊞CP - Call During System Overload/Two or More Calls in Queue	89
⊞CP - Event not at ALI Location	98
⊞CP - Impaired Callers or Young Minors	11
⊞CP - Medical Facility Call	7
⊞CP - No 911 Data Provided	1
⊞CP - Non-English Speaking Caller	16
⊞CP - Non-Eye Witness Callers	11
⊞CP - Uncooperative Caller	48

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Figure 14.

September 2020

Sonoma County (REDCOM) Exemption Reasons Report

Period: 09/01/2020 thru 09/30/2020

Exemption Reason Count: 489

⊞CP - 911 Cell Phone Caller	119
⊞CP - CAD or Other Equipment Failure	146
⊞CP - Call During System Overload/Two or More Calls in Queue	83
⊞CP - Event not at ALI Location	68
⊞CP - Impaired Callers or Young Minors	7
⊞CP - Medical Facility Call	9
⊞CP - No 911 Data Provided	1
⊞CP - Non-English Speaking Caller	10
⊞CP - Non-Eye Witness Callers	5
⊞CP - Other PSAP Creation	2
⊞CP - Uncooperative Caller	39

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REDCOM BOARD OF DIRECTORS

Meeting Schedule 2021

All meetings to be held at 2:00 p.m. (virtually until further notice).
To join by phone or via web link: Email KT.McNulty@REDCOM-Fire.org for current access information.

January 14th, 2021

February 11th, 2021

March 11th, 2021

July 8th, 2021

October 14th, 2021