



# 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

**David Caley**  
Administrator  
Coast Life Support District

**Bryan Cleaver**  
Regional EMS Administrator  
Coastal Valleys EMS Agency  
Secretary

**Jason Boaz**  
Chief  
Healdsburg Fire Department

**Scott Westrope**  
Interim 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

[www.redcomdispatch.org](http://www.redcomdispatch.org)  
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## Table of Contents

<b>January 26<sup>th</sup>, 2021 DOAG Agenda .....</b>	<b>2</b>
<b>September 22, 2020 DOAG Meeting Minutes .....</b>	<b>4</b>
<b>Proposed 2021 DOAG meeting schedule .....</b>	<b>9</b>
<b>Director’s report FY2021 Q2 .....</b>	<b>10</b>
<b>Comments, Concerns, Kudos Log .....</b>	<b>25</b>
<b>Emergency Communications Van Photos .....</b>	<b>28</b>
<b>Code Red MOU .....</b>	<b>29</b>
<b>EFD Structure Fire Protocol 69 .....</b>	<b>31</b>
<b>EFD Pandemic Protocol 36.....</b>	<b>32</b>
<b>EIDS Tool .....</b>	<b>33</b>



**Dispatch Operations Advisory Group  
Regular Meeting**

**Agenda**

January 26, 2021 – 1:00 PM

Join by phone 1-323-886-6897 Conference ID: 947 127 901# or

Email [KT.McNulty@REDCOM-Fire.org](mailto:KT.McNulty@REDCOM-Fire.org) to request web link

**I. Call to Order**

**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.

**III. Approval of Minutes**

- a) September 22, 2020 Meeting Minutes - Spencer Andreis

**IV. New Business**

- a) Proposed 2021 DOAG meeting schedule – Discussion and action to approve – Spencer Andreis
- b) Welcome Travers Collins to the DOAG.
- c) DOAG elections – Discussion and action to approve the election of new: – Spencer Andreis
- Chair
  - Vice Chair
  - Secretary
- d) Directors report presentation – KT McNulty
- e) Comment/Concern/Kudos tracking log – Discussion on the Comments, Concerns, Kudos reported by our Member and Allied Agencies. - KT McNulty
- f) REDCOM Emergency Communications Van – Discussion on the uses, needs and overview of the van. - KT McNulty & Spencer Andreis
- g) Discussion and action to approve a new 911 call taking time exemption – Text to 911 – KT McNulty
- h) Discussion on CodeRed Memorandum of Understanding – MOU between REDCOM and Department of Emergency Services. REDCOM staff to provide no notice community alerting in eminent threat emergency situations. - KT McNulty

- i) Discussion and action to approve new structure fire event types – Spencer Andreis
  - STRU-CHIMNEY
  - STRU-ELECTRICAL
  - STRU-APPLIANCE
- j) Discussion and approval of new event type HC-WIRESDOWN – KT McNulty

## **VI. Work Group Reports/ Sub Committees**

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

- Dispatch Steering Committee (EMD or EFD topics) – Discussion on the use of Pandemic Protocol 36 and the Emerging Infectious Disease Surveillance (EIDS) tool. -KT McNulty
- Radio – Discussion and action to correct the degradation of the REDCOM channel due to the use of the “repeat off” function (disallowance of audible car to car radio traffic) and the improvement of back up capabilities to allow for better broadcast clarity. – Terry Adair
- SOP- Training – No report
- CAD /Back –up – No report

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

Conduct a roundtable of members.

**Next Meeting if dates approved will be March 23, 2021 @1400 on Teams**

**Adjournment:**



Dispatch Operations Advisory Group

## Minutes

September 22nd, 2020 – @ 1:00PM

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

### Present Board Members:

Spencer Andreis – Chair - Sonoma Valley Fire  
Scott Westrope - Asst. Santa Rosa Fire Chief  
Brian York - CALFIRE  
Shepley Schroth-Cary - Gold Ridge Fire  
James Salvante - Coastal Valley EMS  
Ambrose Stevens - AMR Operations Manager

### Others Present:

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

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 Spencer Andreis @ 13:00
2. Approval of the Agenda Motion to approve made by Brian York and second James Salvante. Discussion. No further comments. Approved unanimously.
3. Approval of the May 26th, 2020 DOAG Meeting Minutes. Motion to approve made by Scott Westrope and second made by Spencer Andreis. Discussion. No further comments. Approved unanimously.

#### 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. **No Comments**

#### 5. New Business

a) REDCOM Director's report Q4 of FY-2019-2020 **KT McNulty-**

**I am going to be quick. The data on the director's report is out of date at this point.**

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

#### **Staffing update:**

**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 17<sup>th</sup> 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 7<sup>th</sup> 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 has been 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. 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 fairly consistent even while other agencies have experienced a call volume drop due to Covid-19. There was a small dip in volume in April and May.

6. Old Business

- a. REDCOM Comment, Concerns and Kudos Log – Report on submitted items from 05-02-2020 through 08-31-2020 **KT McNulty - It is very difficult to share this document in this environment. I hope everyone had an opportunity to review before the meeting. Not sure if everyone knows the contexts of the log. Basically, the REDCOM Board wanted a mechanism for our customers to bring up concerns, comments, kudos to REDCOM and for REDCOM to be held a countable to answering those concerns. This log really is just a check balance for the DOAG to review.**

7. Work Group Reports

- a) Radio-**Nothing to discuss**
- 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. **Spencer Andreis- I believe this was brought up by Chad about how much data we get in our MDC notes along with our CAD pages from Pro Qa is that correct KT? KT McNulty - Yes, that is correct. This has been brought up about 6 months ago and I believe a lot of the concerns have been automactlly addressed with the new CAD up grade. With the upgarde it looks a lot better then it did. Spencer Andreis -With the CAD upgrade and what I see now it looks a lot better then it did. We will roll with it for now and reevaluate it in 6 months to insure everyone is happy with it and let the new system do it's thing.**
  - c) SOP - **Spencer Andreis- nothing to discuss on this one except the updates we do on going with SOP 18 with the agency's identifiers. We update/edit as need to keep it current.**
  - d) CAD/Back up - **Nothing to discuss**

**Open for round table:**

**James Salvante- We successfully brought another year of Pulse Point \$13,000 from Save Life of Sonoma and a lot of other agencies that contribute as well thank you for another year of Pulse Point.**

Brian York - Napa City and Napa County did not acquire or secure funding so they will be canceling their Pulse Point pretty much immediately. We are going to be hiring for our communication operator.

Cal-Fire - We just had a fire fighter academy and we are bringing on more fire fighter 1's to fill in behind the gaps we had in our peak staff levels.

Spencer Andreis - Another fire watch for the weekend. Might need to upstaff.

8. Next meeting will be – November 24<sup>th</sup>, 2020 at 14:00, held virtually.
9. Adjournment- Motion to adjourn. Made by Spencer Andreis @ 13:20



2796 Ventura Avenue  
Santa Rosa, CA 95403  
Business: (707) 568-5933 Fax: (707) 568-6693

## DOAG Meeting Schedule 2021

(All meetings held at 1:00 pm, virtually until further notice)

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**January 26, 2021**

**March 23, 2021**

**May 25, 2021**

**July 27, 2021**

**September 28, 2021**

**November 23, 2021**

2020-  
2021

# REDCOM FY 20-21 Q2 Director's Report

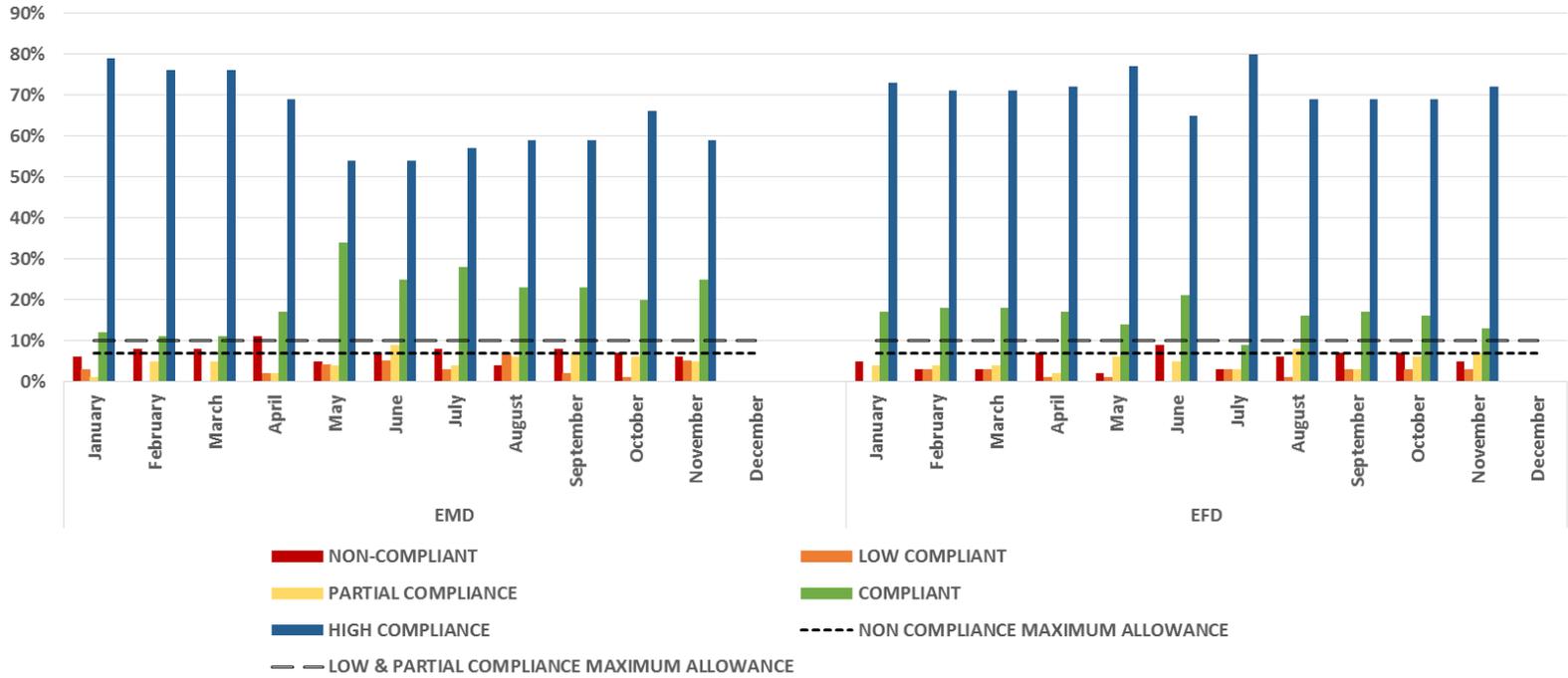


# Operational Report

## Operations

- **ACE Update:** REDCOM continues to maintain Accredited Center of Excellence (ACE) compliance standards for both EMD and EFD disciplines

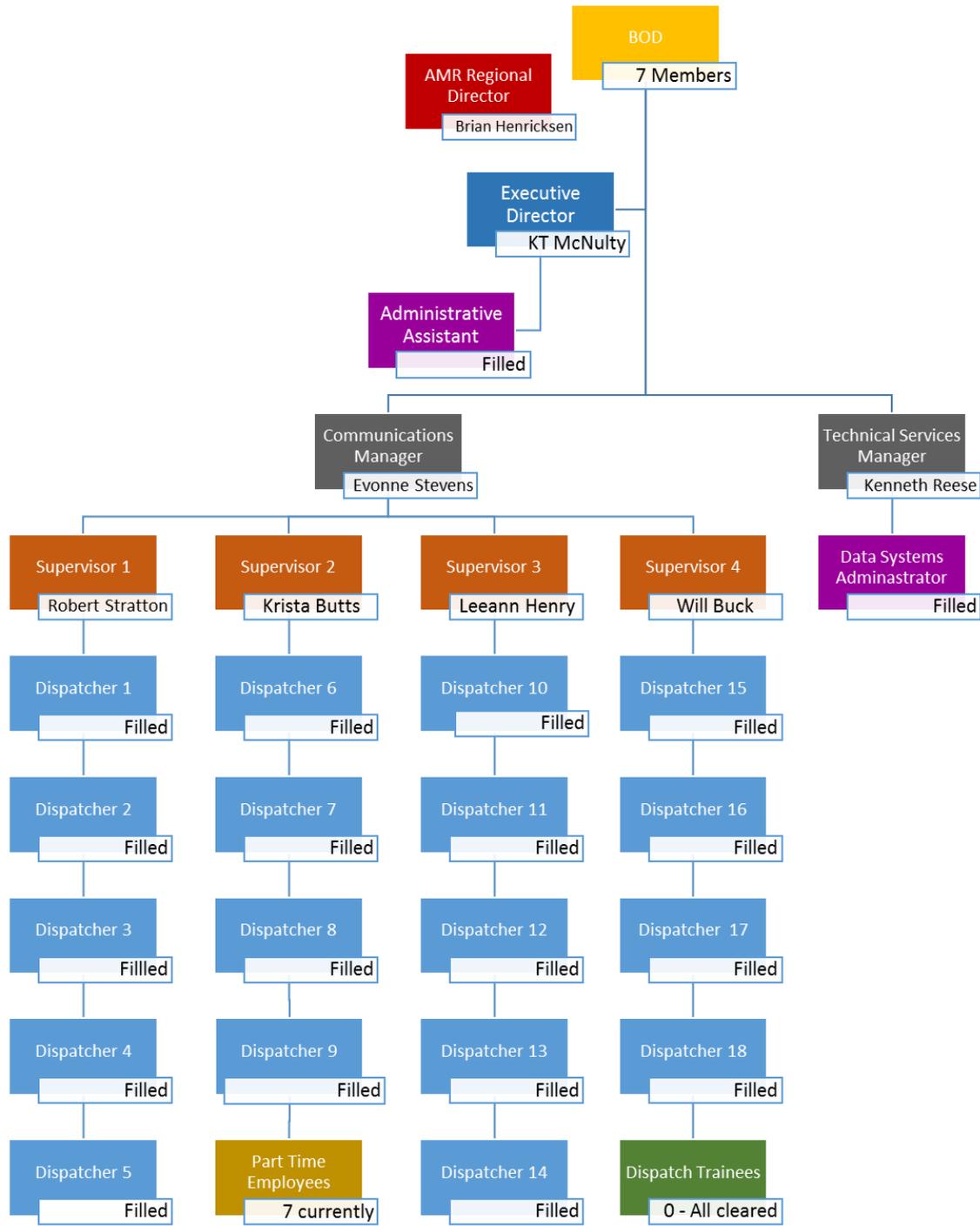
### 2020 INTERNATIONAL ACADEMY OF EMERGENCY DISPATCH ACCREDITATION COMPLIANCE



\*December EMD/EFD data will not be completed by National-Q until mid-January.

**Staffing update:**

- Upper Management: All 3 positions remain filled.
- Supervisors: All 4 positions are filled. Internal tenured employee promoted to replace employee that returned to the Union.
- Fulltime Dispatchers: All positions are filled.
- Part time Dispatchers: All positions are filled.
- Fire Season shifts: The shifts continued to be covered daily with FTE and PTE through November.



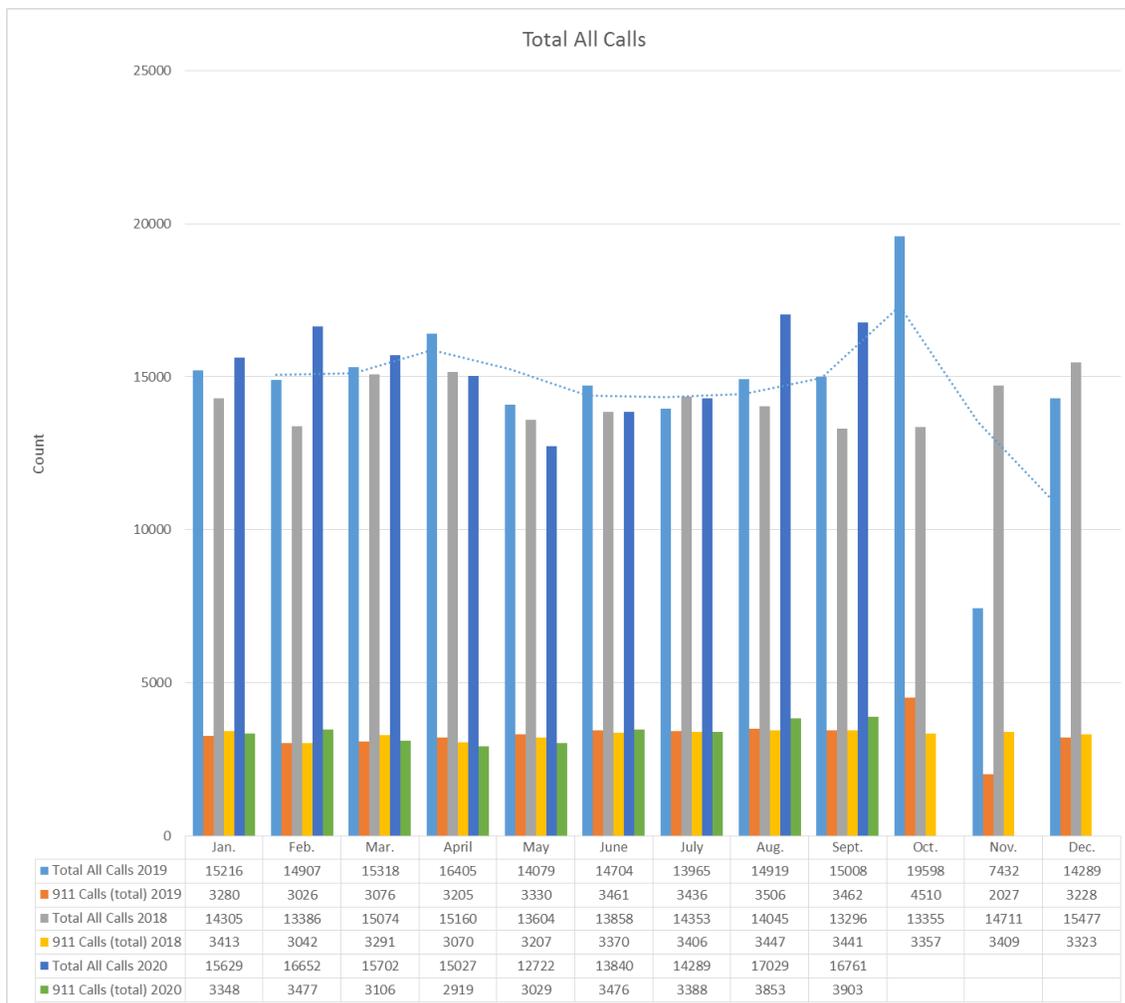
## Strategic Planning Update

- **REDCOM expansion project:** Agenda item for discussion
- **Exploration of providing dispatch services to Marin County:** Marin agencies are continuing to meet to gain understanding of each agencies desires and needs. They will provide the working group with an update when it is available.

### 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:

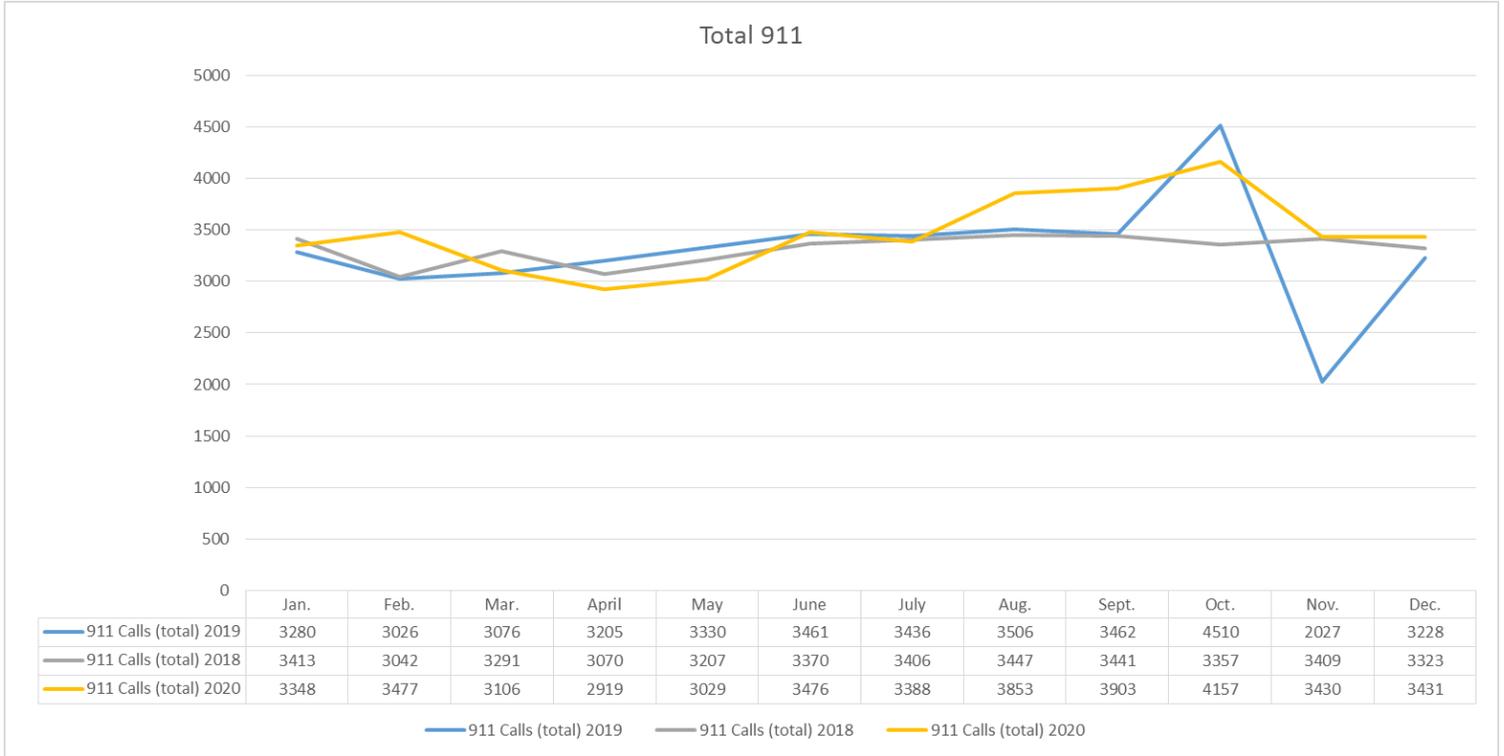
Total and 911 telephone call volume by month:



**Total 911 calls:**

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

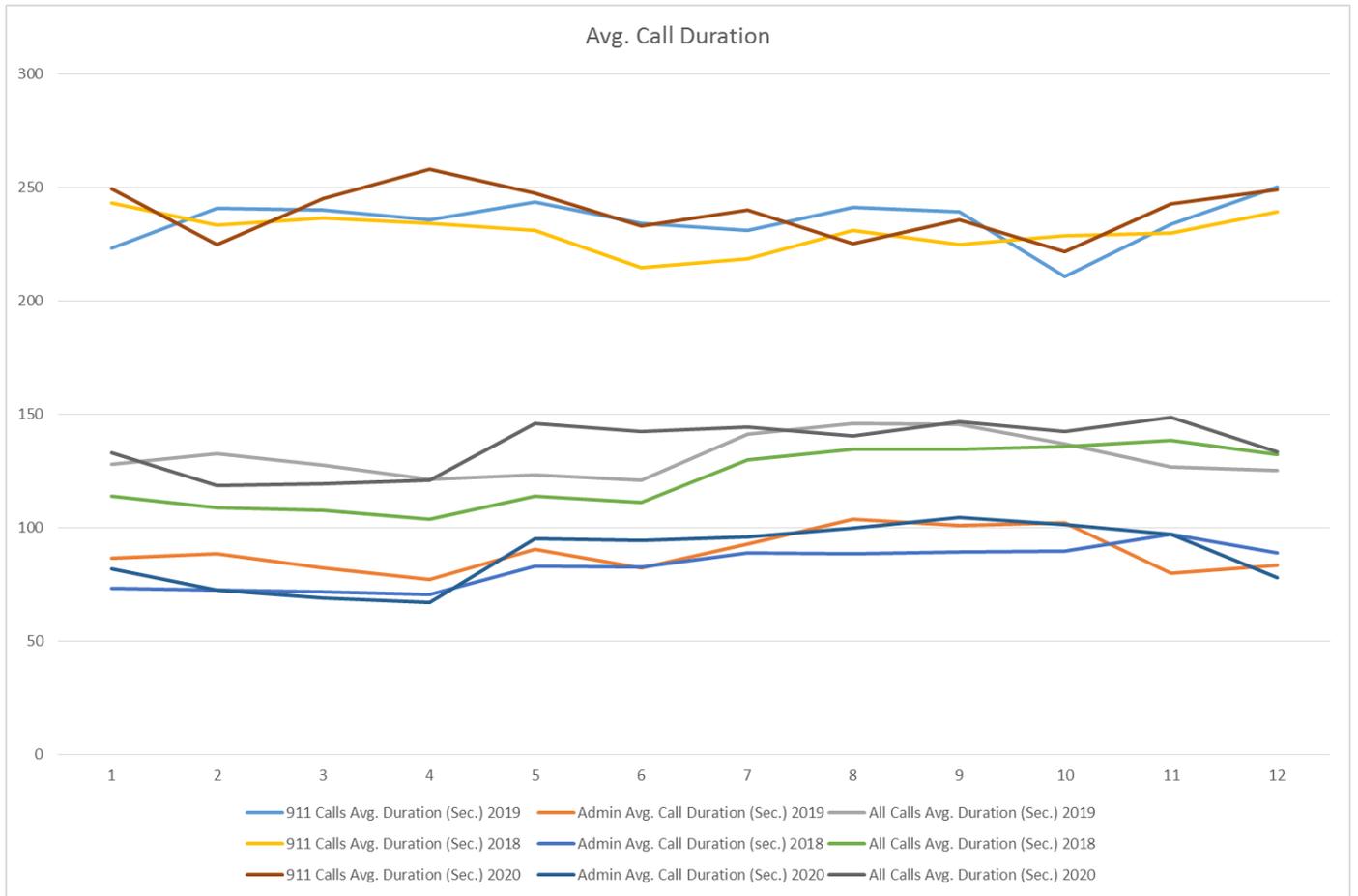
Figure 2.



### 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.



**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 constant and well within the contract requirements.

**Figure 4.**

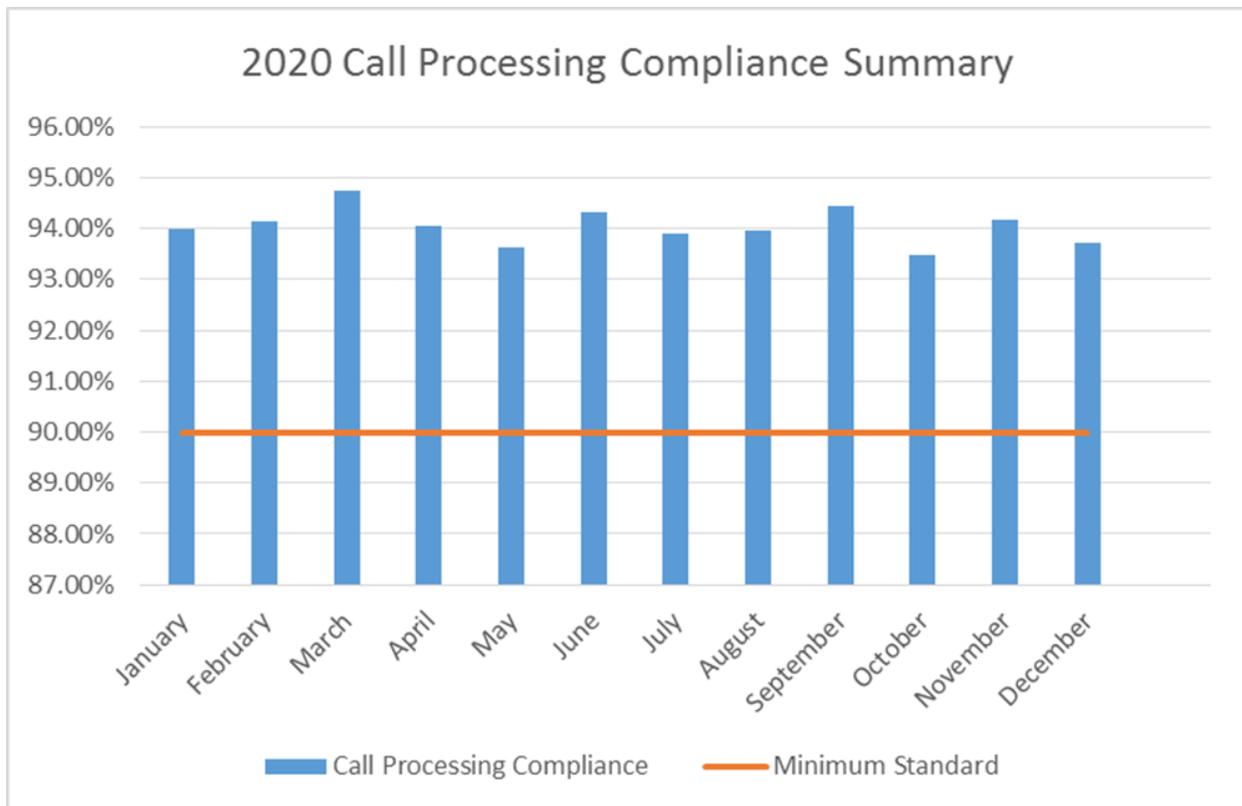
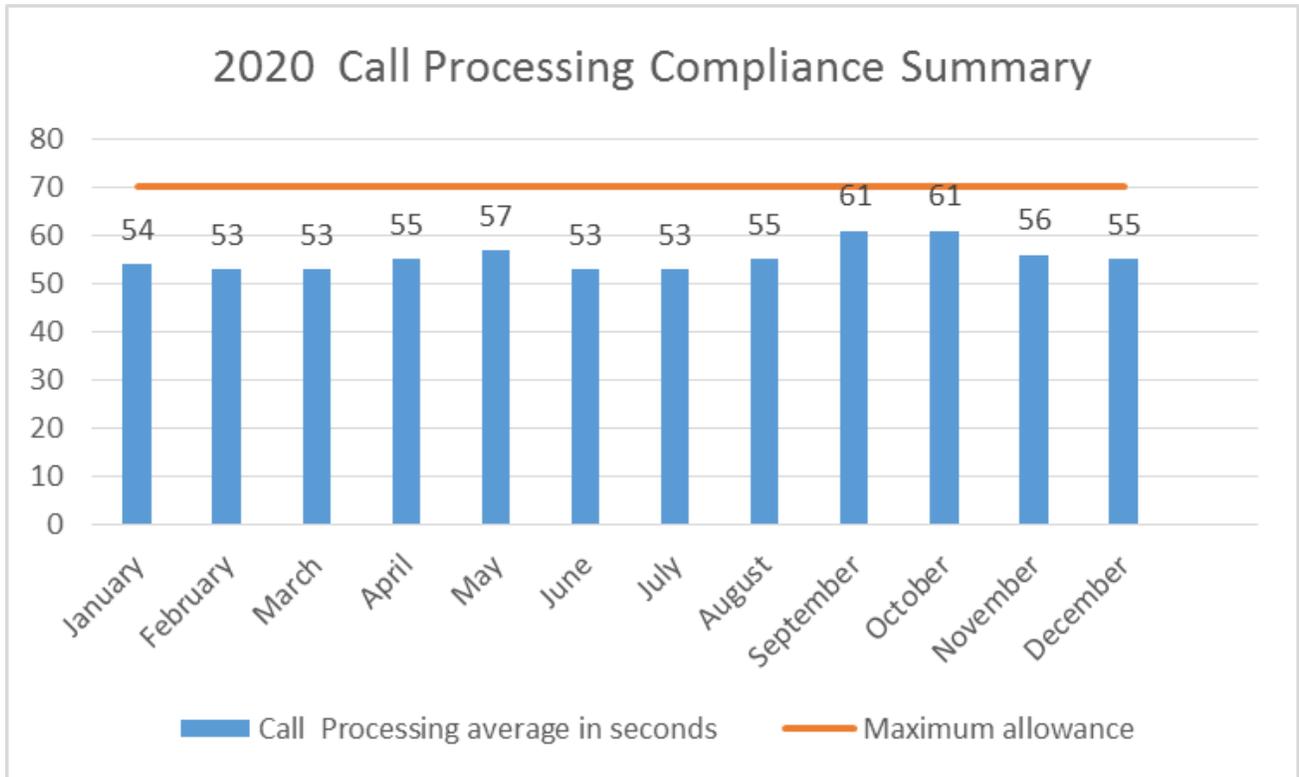


Figure 5.



**911 Call Answer Times for Q2 FY 20-21:**

October 2020:

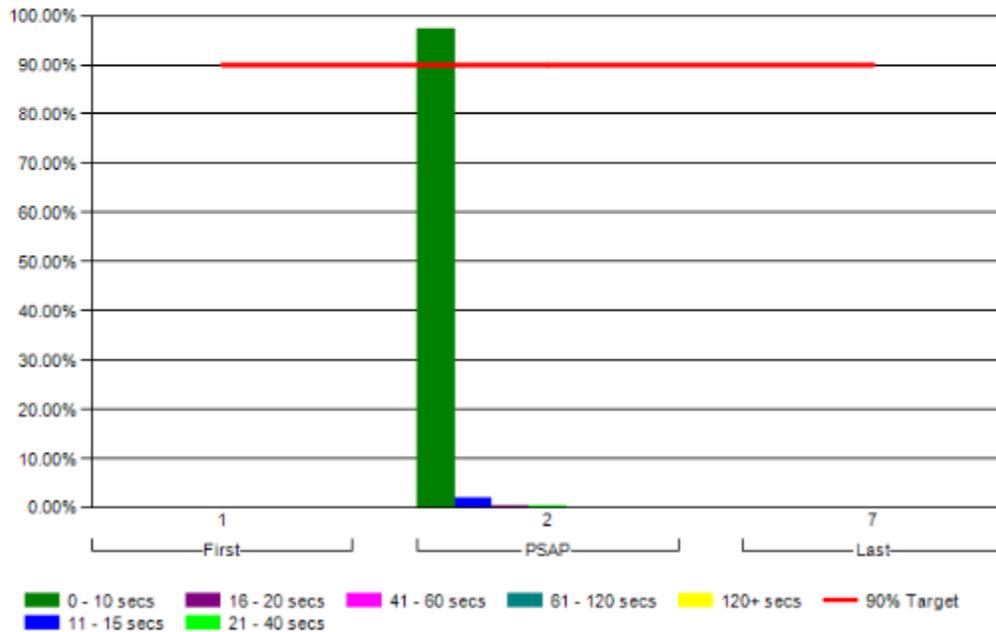
0-10 sec. = 97.19%

0-15 sec. = 99.23%

**Figure 6.**

<b>PSAP Answer Time</b>		Report Date:	12/15/2020 11:25:07
Sonoma County REDCOM Fire&EMS		Report Date From:	10/01/2020
2798 Ventura Ave		Report Date To:	10/31/2020
Santa Rosa, CA 95403		Period Group:	Month
County: Sonoma		Time Group:	60 Minute
Month - Year:	October 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
		Include:	Voice Calls Only

**Answer Time Comparison**



November 2020:

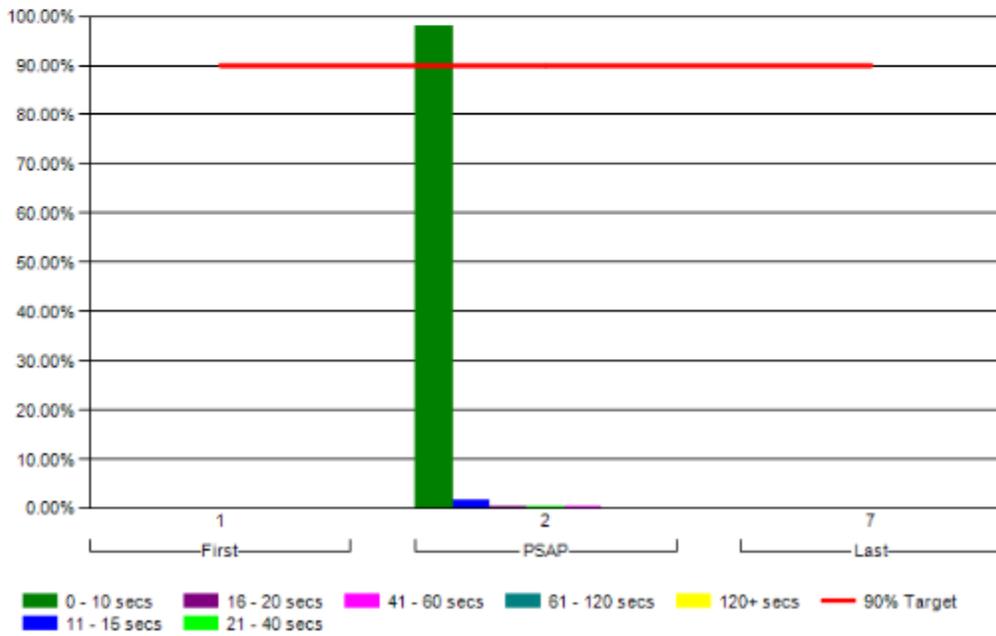
0-10 sec. = 97.87

0-15 sec. = 99.65%

Figure 7.

PSAP Answer Time		Report Date:	12/15/2020 11:29:08	
Sonoma County REDCOM Fire&EMS		Report Date From:	11/01/2020	
2796 Ventura Ave		Report Date To:	11/30/2020	
Santa Rosa, CA 95403		County: Sonoma	Period Group:	Month
Month - Year:	November 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	
		Include:	Voice Calls Only	

Answer Time Comparison



December 2020:

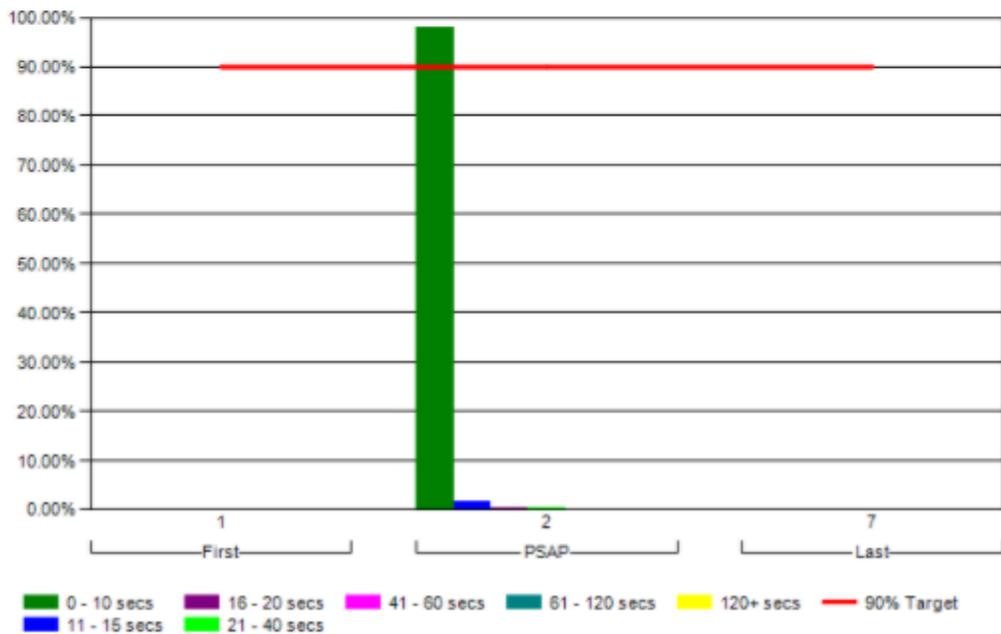
0-10 sec. = 97.78%

0-15 sec. = 99.53%

Figure 8.

PSAP Answer Time		Report Date:	01/07/2021 15:18:53	
Sonoma County REDCOM Fire&EMS		Report Date From:	12/01/2020	
2796 Ventura Ave		Report Date To:	12/31/2020	
Santa Rosa, CA 95403		County: Sonoma	Period Group:	Month
Month - Year:	December 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	
		Include:	Voice Calls Only	

Answer Time Comparison



## 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.

October 2020

Figure 9.




Sonoma County (REDCOM) Response Compliance  
 Period: Oct 01 2020 to Oct 31 2020 **Report Status: FINAL**

Compliance Reporting 2020/10/01 - 2020/10/31											
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	3511	146	3365	594	401	401	2964	193	93.49%	00:01:01

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Page 1 of 1

November 2020

Figure 10.




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

Compliance Reporting 2020/11/01 - 2020/11/30											
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	3132	16	3116	559	401	401	2715	158	94.18%	00:00:56

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Page 1 of 1

December 2020



Sonoma County (REDCOM) Response Compliance

Period: Dec 01 2020 to Dec 31 2020

Report Status: FINAL

Compliance Reporting 2020/12/01 - 2020/12/31											
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	3252	6	3246	556	376	376	2870	180	93.73%	00:00:55

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Page 1 of 1

Figure 12.



Sonoma County (REDCOM) Exemption Reasons Report

Period: 10/01/2020 thru 10/31/2020

Exemption Reason Count: 401

<input checked="" type="checkbox"/> CP - 911 Cell Phone Caller	95
<input checked="" type="checkbox"/> CP - CAD or Other Equipment Failure	11
<input checked="" type="checkbox"/> CP - Call During System Overload/Two or More Calls in Queue	114
<input checked="" type="checkbox"/> CP - Event not at ALI Location	90
<input checked="" type="checkbox"/> CP - Impaired Callers or Young Minors	13
<input checked="" type="checkbox"/> CP - Medical Facility Call	14
<input checked="" type="checkbox"/> CP - Non-English Speaking Caller	13
<input checked="" type="checkbox"/> CP - Non-Eye Witness Callers	12
<input checked="" type="checkbox"/> CP - Other PSAP Creation	5
<input checked="" type="checkbox"/> CP - Uncooperative Caller	34

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Figure 13.



## Sonoma County (REDCOM) Exemption Reasons Report

Period: 11/01/2020 thru 11/30/2020

Exemption Reason Count: 401

☒ CP - 911 Cell Phone Caller	127
☒ CP - CAD or Other Equipment Failure	3
☒ CP - Call During System Overload/Two or More Calls in Queue	96
☒ CP - Event not at ALI Location	67
☒ CP - Impaired Callers or Young Minors	12
☒ CP - Medical Facility Call	19
☒ CP - Non-English Speaking Caller	23
☒ CP - Non-Eye Witness Callers	7
☒ CP - Other PSAP Creation	2
☒ CP - Uncooperative Caller	45

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Figure 14.



### Sonoma County (REDCOM) Exemption Reasons Report

Period: 12/01/2020 thru 12/31/2020

Exemption Reason Count: 376

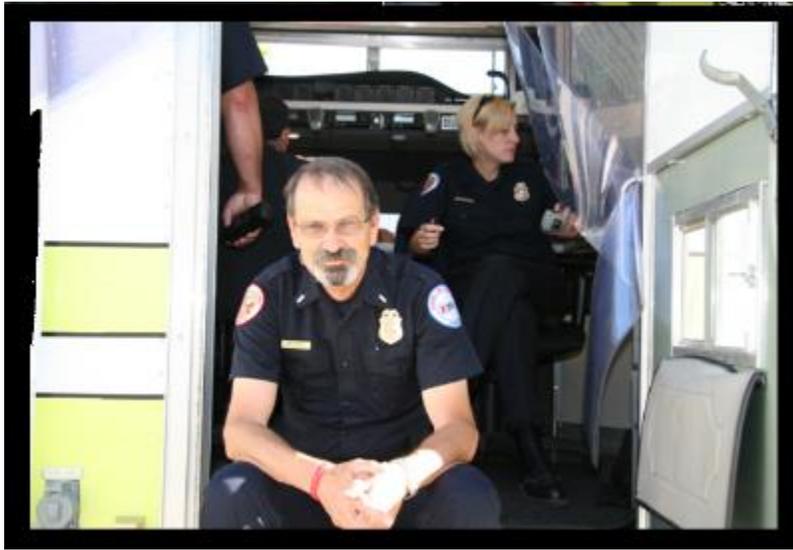
☒ CP - 911 Cell Phone Caller	127
☒ CP - CAD or Other Equipment Failure	14
☒ CP - Call During System Overload/Two or More Calls in Queue	75
☒ CP - Event not at ALI Location	62
☒ CP - Impaired Callers or Young Minors	13
☒ CP - Medical Facility Call	10
☒ CP - No 911 Data Provided	1
☒ CP - Non-English Speaking Caller	14
☒ CP - Non-Eye Witness Callers	11
☒ CP - Other PSAP Creation	1
☒ CP - Uncooperative Caller	48

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Date and time incident occurred		Title	Reporting Allied Agency Reporting Person's Name	Description on Comment, Concern or Kudos	Investigation notes	Disposition.	CAD Incident Number	Type of report
9/7/2020 16:00		WILLITS CARE FACILITY EVACUATION QUESTION	CVEMSA CARLY SULLIVAN	CARLY CALLED IN CONCERNED THAT A CALLER FROM A WILLITS CARE FACILITY HAD REQUESTED CONTACT FROM CVEMSA EMS OFFICER REGARDING POSSIBLE EVACUATION DUE TO THE OAK FIRE.	SPOKE WITH (BLANK). SHE STATED THAT THE CALLER ONLY WANTED TO KNOW IF THEY SHOULD BE EVACUATING AND WANTED INFO ON POSSIBLE ROUTES TO TAKE. I LISTENED TO THE TAPE OF THE CONVERSATION AND NO REFERENCE WAS MADE REGARDING THE CVEMSA CONTACT, AND KENDELL APPROPRIATELY REFERRED THE CALLER'S QUESTIONS REGARDING THE NEED FOR EVACUATION TO THE DISPATCH CENTER RESPONSIBLE FOR THE INCIDENT (HOWARD FOREST).	SENT A COPY OF THE TAPE TO CARLY FOR FOLLOW-UP WITH THE FACILITY AND ADVISED HER TO CONTACT ME IF FURTHER WAS NEEDED FROM OUR END.		REDCOM or CRO dispatcher issue
		No Recommend for STRUC	Sonoma County Fire District BC7 and BC3	No recommend for STRUC at 6400 Sharp Rd MTN (SCY20252003) Redcom dispatcher had to change the address to 6400 Sharp Rd to get a recommend. Recommend came out as: GEN_SCY, GEN_SCY6, SCY_CASE, 7586, 7582, BC7 and MED777 -Both BC3 and BC7 called up to add units to the assignment because it was too light	Two things.. The response plan was wrong but since it was more than 90 days old, I don't know when and it will take some time to investigate. I have fixed the plan.. NOW, the reason for no recommend is routing. If you ever get a blank screen for no recommend, often times it is routing and if you give the recommend 5 - 8 seconds, should populate a recommend or give you a message of "All routes failed"	plan fixed and memo to go out to staff on how recommends work. Logs show that recommend was being opened and immediately. closed	SCY20252003	CAD recommend

		Petaluma Fire BC9 Feedback	Petaluma FPD BC9	BC9 was really appreciate of KUDOS given to him from REDCOM (Jody). Petaluma Fire amb crews really hustled today during the afternoon when the whole system was really busy and at low als levels. He really appreciated this feedback and wants to encourage dispatch to relay any kudos as frequently as it comes up.				Kudos
12/16/2020 15:45	ECC complaint no notification to them	CALFIRE Lake-Napa Unit	Brian York	Sounds like a powerlines down call and when resources arrived, small vegetation. Incident appears to be in the SRA and there was no notification.	no report of fire to us until the unit got on scene.. If there is a fire or threat to windland in SR, CDF should be advised	Staff reminder.	SON203510016	Other (explain)
12/28/2020 1:15	CAD Recommend Review Needed	Rancho Adobe FPD	Andy	* Please review CAD recommend MED @ 15 Century Ln PTL pulled 9455 per Andy at RAD this is incorrect WLM should not be in this recommend? -- RAD203630001		I advised Andy I would relay to Kenny for review and that he would circle back with Andy.	RAD203630001	CAD recommend

<p>10/29/2020 0:00</p> <p>CSU Challenger Way</p> <p>Santa Rosa FD</p> <p>ME10</p>	<p>9/11/2020 15:00</p> <p>Kudos from 8107</p> <p>Gold Ridge FPD</p> <p>Gino DeGraffenreid</p>	<p>ME10 called in regarding a call at CSU on Challenger Way, call was for a pt having no medical complaint but was not going for covid testing, ME10 expressed frustration due to multiple calls out of CSU being transfers for covid testing lately, BC01 called in later to find out more and Evonne handled follow up.</p>	<p>NBF202550002 -Complex HAZMAT event at @MCLELAN DAIRY - large chemical spill of industrial grade hydrogen peroxide and a corrosive alkali. Units on scene for almost 3 hours. 8107 called in a while after the event to express how impressed he was with how much clear and useful information was in the call notes from the call taker on initial dispatch. The details of chemicals involved, percentages, UN #'s and specific quantity and containment given, was the type of details/information "That could save lives" per 8107, and makes a huge difference to how they approached the response. Because the world of HAZMAT can be so varied, the more details they have going into a response is incredibly important. With the knowledge they had, he was able to give first arriving units clear objectives, priorities, and additional safety information while still enroute.</p>		<p>The call taker, who has an academic background in chemistry did ask a lot of specific questions in case entry before starting EFD, but also relayed that the EFD card for HAZMAT is additionally very thorough, and the other staff members/call takers on seeing the call notes and hear their questions came together and also provided additional questions that would be important to ask the RP, outside of the EFD. So this was really a full team effort per the call taker. The call taker who was also the CRO 2/4 operator, also relayed that they were supported by their team to cover initial traffic while on the call.</p>	<p>Evonne worked with BC01 on a resolution and a Special Address note was added.</p>	<p>NBF202550002</p>	<p>SRS203030038</p> <p>Policy issue</p>	<p>Kudos</p>
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## MEMORANDUM OF UNDERSTANDING

Between  
REDCOM

and

County of Sonoma for Use of CodeRED notification system

### Introduction

The Sonoma County Department of Emergency Management has overall disaster planning responsibility for the Sonoma County Operational Area and is the lead agency for emergency management and coordination. This Memorandum of Understanding (MOU) is made and entered into by and between the County of Sonoma and the Redwood Empire Dispatch Communications Authority, a Joint Powers Authority, ("REDCOM").

### Purpose

The purpose of this MOU is to establish mutually agreeable terms and conditions for REDCOM's access and use of CodeRED, for the sole purpose of using the Integrated Public Alerts and Warning System (IPAWS) for conducting emergency notification. Both agencies recognize the importance of obtaining and disseminating accurate emergency information to the affected residents in the Sonoma County Operational Area. This MOU details the specific roles, responsibilities and authorities of the County and REDCOM while using Code Red. This MOU will grant use of Code Red to REDCOM personnel and their contractor to provide emergency notifications and warnings to residents located within REDCOM's service area.

### County of Sonoma (County) Responsibilities

The County of Sonoma Department of Emergency Management is responsible for maintaining and activating the countywide emergency notification and warning systems, Code Red and IPAWS. The County believes that Code Red and IPAWS are two of many systems that might be used in coordination during an emergency to notify residents.

1. County retains primary responsibility and authority for launching of Alerts and Warning using the IPAWS system. REDCOM has the authority to launch Alerts and Warnings using the IPAWS system in instances where a County Alert originator is unavailable or unable to launch Alerts and Warnings in a timely manner, and immediate activation of the IPAWS system by REDCOM is warranted for life or property threat public safety reasons. In such situations, County and REDCOM shall coordinate and engage in discussions regarding the need for REDCOM to issue such Alerts and Warnings, to the extent practicable and time allows.
2. County will be responsible for executing and maintaining its contract with Emergency Communications Network, LLC (ECN), the owner of the CodeRED system, and will serve as the overall system administrator. As system administrator, all requests for new users by REDCOM must be made through the County.
3. County will provide training on all systems of Code Red/IPAWS. Initial training will be provided to new personnel and ongoing training will be provided to REDCOM users on a quarterly basis. Training records will be tracked by the County of Sonoma.
4. County will maintain the SoCoAlert website domain (SoCoAlert.com) and access to ECN maintained database of registered residents.
5. County will ensure adherence to MSAG and Integrated Public Alert and Warning System (IPAWS) standards that only disaster/emergency related notifications are sent to the

public. REDCOM utilizes Code Red for any other purpose other than set forth herein, three levels of response will be exercised by the County:

- a. First violation: Notice of failure to adhere to the Memorandum of Understanding is sent to REDCOM.
- b. Second violation: Privilege revoked for individual offending user(s) for one (1) year and individual offending user(s) will be required to complete user training before being reinstated.
- c. Third violation: The offending department loses access to use Code Red for one (1) year and requires remedial training for system administrators and users prior to reinstatement.

Partnering REDCOM Responsibilities

- 1. REDCOM will provide no-notice Alert and Warning using IPAWS if circumstances require immediate Alert and Warning for public safety in the event that the Department of Emergency Management is unavailable or time does not permit their notification, or the Department of Emergency Management and REDCOM deem such notification by REDCOM to be advisable.
- 2. REDCOM acknowledges that Code Red and IPAWS is strictly limited to notifications to the public related to emergencies and/or disasters which require the public to take action to save lives and/or protect property;
- 3. REDCOM shall establish a Point Of Contact (POC) for Code Red in Emergency Management and Public Safety Answering Point (PSAP) profiles, if applicable.
  - a. The POC is responsible for ensuring training has been completed by all authorized REDCOM users prior to providing them access to the system
  - b. The POC is responsible for maintaining the authorized list of users within the REDCOM's Code Red Group.
  - c. The POC is responsible to notify the County to request new users, their need and level of configuration. Only the POC can perform this task.
- 4. Users at all levels are required to participate in training, whether it be online training, County sponsored training or onsite training through Code Red.
  - a. Users are also encouraged to conduct a notification simulation as a training refresher quarterly.

Duration

This MOU is at-will and may be modified by mutual consent of authorities. This MOU shall become effective upon signature by authorized officials and will remain in effect until modified or terminated by any one of the parties or by mutual consent.

We, the undersigned have read and agree with this Memorandum of Understanding.

  
\_\_\_\_\_  
Signature for REDCOM  
Executive Director of REDCOM

01/15/2021  
\_\_\_\_\_  
Date

*Christopher Godley*  
\_\_\_\_\_  
Signature for County  
Director of Emergency Management

1/15/2021  
\_\_\_\_\_  
Date



:57

69: Structure Fire



Entry

KQ

PD/CEI

DLS

Summary

2. Do you see **flames** or **smoke**?

No (Odor of smoke)

- Flames
- Smoke
- Both
- Extinguished fire
- LIGHT smoke
- Burned food
- Electrical problem
- Chimney
- Appliance (contained)

KQ Answers Additional Info Problem Suffixes Deter

**LIGHT Smoke**

A very light haze that is **easily seen through** or **barely** or fluorescent light ballast.

**HIGH LIFE HAZARD**

Any location that poses **multiple life threats** due to **difficulty exiting** or **lack of mobility** of the inhabitants:

- Churches
- Hospitals
- Large apartment complexes
- Lodging locations (*hotels*)
- Nursing homes
- Schools
- Subway (*metro*) stations

**HIGH RISE**

A building (*structure*) that is **too tall** for adequate fire control from ground-based aerial ladders, elevating platforms, or towers.

**Local Fire Administration/Agency must define and authorize** for dispatch purposes what constitutes the following:

**HIGH RISE:** \_\_\_\_\_

**COMMERCIAL/INDUSTRIAL Building**

A building (*structure*) in which the **primary purpose** is to conduct activities of **business, industry, or trade**

290180

FPDS 7.0.310 2/5/2020  
25220

O: NAE  
C: NAE  
P: STD

You are responding to a **Structure Fire**.



1:51

36: Pandemic / Epidemic / Outbreak (Surveillance or Triage)



Entry

KQ

PDI/CEI

DLS

Summary



Send: 36-C-5S

KQ Answers

1. The locally designated Flu Level is 0 (surveillance only).
2. The most prominent complaint is having the flu.
3. He is completely alert (responding appropriately).
4. He is not changing color.
5. He has chills.
6. He is vomiting.
7. He is 65 years of age or older.

Determinants	Responses (user-defined)
<b>A</b> 1 Chest pain/discomfort < 35 with <b>single</b> flu symptom	S:
2 Chest pain/discomfort < 35 with <b>multiple</b> flu symptoms	S:
3 Flu symptoms <b>only</b> (cough, fever, chills, sweats, sore throat, vomiting, diarrhea, muscle/body aches, fatigue/weakness, headache, etc.)	S:
<b>C</b> 0 <b>Override</b>	S:
1 <b>Abnormal breathing</b> with <b>single</b> flu symptom or <b>Asthma/COPD</b>	S:
2 <b>Abnormal breathing</b> with <b>multiple</b> flu symptoms	S:
3 <b>Chest pain/discomfort</b> ≥ 35 with <b>single</b> flu symptom	S:
4 <b>Chest pain/discomfort</b> ≥ 35 with <b>multiple</b> flu symptoms	S:
5 <b>HIGH RISK</b>	S: FIRST RESPONDER & 1ST ALS C3/ 2nd DUE ALS C2//
<b>D</b> 0 <b>Override</b>	S: ALL C3//
1 <b>INEFFECTIVE BREATHING</b> with <b>flu symptoms</b>	S:
2 <b>DIFFICULTY SPEAKING BETWEEN BREATHS</b> with <b>flu symptoms</b>	S:
3 <b>Not alert</b> with <b>flu symptoms</b>	S:
4 <b>CHANGING COLOR</b> with <b>flu symptoms</b>	S:

290180

MPDS 13.3.59 2/4/2020  
213408

O: NAE  
C: NAE  
P: STD

37-year-old, Male, Conscious, Breathing. Code: 36-C-5-S: HIGH RISK (Level 0 (surveillance only))

2019-nCoV (Coronavirus)

**EIDS Tool** \*Currently in: **Trigger mode** v6.0.0 2/4/2020

Abbreviations Additional Info Limitations Warning

Cancel Info Completed

**Listen carefully and tell me if s/he has any of the following symptoms:**

**Medical Director–approved additional questions:**

Check this if there are no symptoms present

**Ask only in early phases when new flu, respiratory illness, or hemorrhagic fever is emerging from specific areas:**

Travel History/Patient Contact History

has s/he traveled in the last 14 days (if so, where?)

(If above is Yes) confirmed travel from a known infected ("hot") area

contact with a person who has traveled from a known infected ("hot") area in the past 14 days (if so, what place?)

contact with someone with flu-like illness (if so, when?)

(If above is Yes) is s/he a healthcare worker?

**Now tell me if s/he has any of the following symptoms:**

measured body temperature  $\geq 100.4^{\circ}\text{F}$  ( $38.0^{\circ}\text{C}$ )

fever (hot to the touch in room temperature)

chills

difficulty breathing or shortness of breath

persistent cough

any other new respiratory problems (e.g., persistent sneezing, wheezing, congestion, etc.)

**Infection Prevention Instructions:**  
**(Keep isolated)** From now on, **don't allow** anyone to come in **close contact** with her/him.

Infection Prevention Instructions given

**Medical Director–approved Special Instructions:**

If patient has any flu symptoms, send her/him home, EMO, Fire and EMS responders. Patients are contagious with flu-like symptoms!!

If patient has any flu symptoms advise carrier. Only if it safe to do so, move the patient to the main door!