



**Dispatch Operations Advisory Group
Regular Meeting**

Minutes

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

Present:

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

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

II. Public Comment Period

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

No Comments

III. Approval of Minutes

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

IV. Director's Report KT McNulty summarized the report

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

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

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

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

Contract compliance – Call answer times all within standards

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

V. New Business

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

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

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

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

VI. Work Group Reports

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

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

VII. Announcement Items from the Membership

Conduct a roundtable of members

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