



## REDCOM BOARD OF DIRECTORS

### Minutes

October 8th, 2020 – @ 2:00PM

Join by phone 1-323-886-6897 conference ID: 868687104  
or Email [KT.McNulty@REDCOM-Fire.org](mailto:KT.McNulty@REDCOM-Fire.org) to request web line

#### Director's Present:

Steve Akre-Chair

Mark Heine- Vice Chair

Bryan Cleaver- Secretary

David Caley

Jason Boaz

Anthony Gossner

#### Absent:

Sundari Mase

#### Others Present:

KT McNulty

Brenda Bacigalupi

William Buck

Evonne Stevens

Matthew Dahl

Steve Suter

Dean Anderson

Russ Holmes

Brian Hendricksen

Scott Westrope

Ambrose Stevens

Tambra Curtis

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.

4. Call to Order made by Steve Akre @ 1401

5. Approval of the Agenda Motion to approve made by David Caley, Second Bryan Cleaver -discussion- No further comments-Approved unanimously

6. Approval of the July 9th, 2020 REDCOM Board of Directors Meeting Minutes. Motion to approve made by Jason Boaz, Second Bryan Cleaver-discussion- No further comments-Approved unanimously.

9. 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

10. New Business

d) Directors Report – Discussion and presentation of the Q1 FY 20-21 Director's Report KT McNulty-

**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 3<sup>rd</sup>, REDCOM received notification that our EMD reaccreditation and our initial EFD application were both accepted! REDCOM is reaccredited as the world's 235<sup>th</sup> Medical ACE and accredited as the world's 55<sup>th</sup> 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 positions are filled. New Supervisor chose to step down to a Full time Dispatcher position. We do have a requisition out to hire a 4<sup>th</sup> supervisor. 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**

CAD upgrade: CAD upgrade has been completed. Mobile Data Computers: Upgrade Complete. New - Mobile Responder application: Implementation is underway for some agencies. 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**

### **Total and 911 telephone call volume by month:**

There was a notable uptick in all calls for August and September for all calls. Smaller influx of 911 calls for the same time period.

### **Average Call Duration:**

Are higher this year than they were in the last 2 previous years and we believe this is mostly in part with the EFD with the interaction times. We find that our call takers are on the phone much longer with these fire calls. Which is a good thing they are asking more questions and giving more instructions.

## Answer Time Performance Criteria:

RED Q1 REDCOM exceeded compliance standards all 3 months. 911 calls were answered within 10 seconds an average of 96.37% of the time, within 15 seconds 99.27% of the time. Total call processing time for Q1 REDCOM dispatched out resources within 70 seconds of 911 answer 94.09% of the time.

We are still contuning to excel with our complaince even thru pandamic and 2 fire disasters.

On average our diapatch time was 56 seconds for the whole quarter.

## Exception report:

Nothing major other then the CAD upgrade we did see a spike in the number of CAD or other equipment failure exemption request.

Steve Suter- Being the role of the RDO during the fires. I really want to complament the crews, dispatchers and the staff they were fantistic to work with for the last 2 weeks and have done really good work. I did hear about the staffing of the weekend of the fires. There were some call outs that were beyond anyone's control that created some staffing shortages, again the dispatchers and management teams handled very well. I am also hearing some dispatchers/supervisors having work additional hours. There seems to be a shortage of people and has been a lot of work load. I am curious to know how many dispatcher we need to have on a shift? I noticed by Monday we were back down to staff levels.

KT McNulty- We do maintain a minuium staffing, but for fire season were are trying to satff plus one. So even though the week of the fires we did have 3 emplyopees out on bereavement we made every effort to fill evey position throughout the whole incident. I believe we were mostly successfull with just a little patches of lower stafing.

- e) REDCOM Board of Directors Meeting Calendar 2021 – Action item to adopt the upcoming 2021 Board Meeting dates. Motion to approve made by Bryan Cleaver, Second David Caley – Discussion - No further comments Approved unanimously.



- f) 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. KT McNulty- This MOU came out of an identified need to alert our public quicker than the department of emergency management can get spooled up to send notifications. It is my understanding this has been in the works for a few years. Not sure if this has crossed the Boards desk yet. But this is a draft MOU document and we have received some additional feedback on this document so far. If the Board wishes I can go over the items that have already been subjective for change or we can go forward. This is open for discussion no action required at this time.

Anthony Gossner- Lets go over them one more time please.

Jason Boaz- Agrees with the changes

Bryan Cleaver- Has Tandra Review the document yet?

KT McNulty- Tamara Curtis still needs to review. I will sit with the DOAG and draft it from scratch. Then I will show the Board the change once Tandra has reviewed the document. Then the Board can approve the changes.

- g) 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. KT McNulty- I have been working with Russell Holmes at the Radio Shop. His department has drafted this document. I have given him back some suggesting's and he is on the line to give more insight is as to why we need this agreement.

Russel Holmes - Since I took over this position a 1 ½ ago. I have been trying to track down any sort of document or agreement for radio communication services between my team and REDCOM. I have come across an original document from 1999 that outlines the first contract for radio agreement. This consisted of 3 dispatch positions and preventive maintenance and repair for repeaters that were located on 10 county operated radio sites. The estimated cost at that time based on those labor rates for 6 hours per month at a labor rate of \$50.56 per hour. REDCOM has through the subsequence years has made significant expansion to their system by increasing their dispatch position to their current level of 10 and expanding the amount of radio sites 10 to now 18. There has not been an update to that service agreement. I wanted to take the time to draft something out so that way REDCOM and the telecommunications bureau that they have a document they can operate off of.

This document will stay a draft until the changes are made then the Board can vote on it.

- h) 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. Brian Henricksen - I am not looking for feedback for the Executive Director performance appraisal in this meeting but in the process that we want to utilize to make sure that we efficiently do that and consider feedback from both the REDCOM Board as well as the DOAG. This is required in our service agreement to REDCOM. I have spoken to Chief Akre and came up with two options, but open to a different format if the board desires.

- 1.) Have the REDCOM Board member choose a couple of members of the Board that would be willing to sit down with me and provided feedback to me directly on the Boards assessment of the Executive Director performance.
- 2.) We can also meet individually with each member of the Board to solicit feedback.

As most of you probably know what is traditionally done historically is from what I understand since is that the Board has chosen a couple of members to then consult with the AMR Regional Director on the feedback. We are happy to go with either direction. This is for the 2020 calendar year. As you all know KT McNulty was in the interim roll prior to the beginning of the year. KT McNulty took on the permanent roll of Director February of 2020. We have recognized that this is the last Board meeting for this year. I wanted to have this discussion now so we can circle back on the feedback early on in 2021.

Bryan Cleaver - Historically we have done this through formation of a Board Ad-Hoc with 2-3 members. I am interested in being a part of this.

Mark Heine/Dave Caley/Tony Gossner– Agree with an Ad-Hoc committee  
Jason Boaz- Either way is fine with me  
David Caley- Will be retiring by the next meeting.

Steve Akre- Ad-Hoc committee will be Bryan Cleaver, Mark Heine, Jason Boaz

Brian Henricksen - I will reach out to the Ad-Hoc committee in the next 6- 8 weeks to start the process.



- i) Falck and 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. KT McNulty - Bobbi our accountant identified a short fall of \$47,786. What I am asking the Board for today is whether we would like the funds to come out the general funds balance or disburse amongst the memberships' normal billings. I would like to preserve the funds with all the projects coming up with the Radios and the expansion.

Brian Clever - Has Life West joined REDCOM at this point and if so, is any of this short fall off set by their joining?

KT McNulty-Life West joined in time for the budget to be set so their funds are already being counted in the membership fee so this \$50,000 would be short fall even with the addition of Life West.

Steve Akre - Can you explain if Life West is taking over for Falck at least in some of their service area for this budget year. What comprises the \$47,000 short fall?

KT McNulty- The \$47,000 almost \$48,000 was just Falck's share of membership fees which was included amongst all the memberships fee. Life West also had their own \$47,000 worth of fees so between the two of them that would have been almost \$100,000 so were short almost \$50,000.

Motion to approve the cost be disbursed amongst the memberships made by Mark Heine, Second Jason Boaz. Discussion- No further comments. Approved unanimously.

## 11. Old Business

- g) 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. KT McNulty- This was brought up at the last Board Meeting we had consensus that we do want to support taking on Control 3 and getting that infrastructure stabilized and we recognized that it is a very time sensitive issue at any moment that a piece can fail and we would not be able to repair it. It would take a replacement not a repair. The agreement was to REDCOM to take on Control 3 responsibility with T-com Radio Shop and RECOM agreed to split almost \$100,000 with Santa



Rosa Fire Department. So, at the last meeting we didn't put it into a motion. I am asking for today not just a motion to pay out the \$50,000, but do you want the funds to come out of the general funds balances or roll into the membership billing?

Tony Gossner- I thought the funds were coming out of the technology funds not the general fund?

KT McNulty- It can definitely come out of the Technology fund which I believe is \$80,000 that would leave us \$30,000 for the year for any emergency funding.

Steve Akre made Motion to approve the contract and the funds to come out of the \$80,000 IT line item. Second David Caley. Discussion-no further comments. Approved unanimously.

**h) Grant Funding – Discussion on Grant funding opportunities and next steps. KT**

McNulty- After the last Board meeting, I reached out to the Glen Price Group. They spent 30 days and identified as many funding opportunities as possible that would fit REDCOM. They sent the document that I sent to you to review. They ranked them by the best fit for REDCOM. What they are going to do going forward as these opportunities arise, they will identify them and keep an eye on them. They will make me aware of any additional items that come up. What they have found with REDCOM being a JPA, we are eligible to apply for some of these grants on our own but the majority of the big grants that will help us with the radio infrastructure upgrade and REDCOM expansion, we would need to partner with another agencies in order to apply. It is my recommendation that we predetermine some sort of partnership with any of the county departments. DEM might be the best department to partner up with. They are already working on some of these grants themselves. Once we identified a grant that would fit the project, we would provide a letter of intent to whomever the provider of the grant is and the Glen Price Group would handle everything else going forward. There would be minimal effort on which ever county department we would end up partnering with. Looking for ideas to see who we can partner up with.

Brian Clever- Have we had conversation with DEM about their willingness to participate?

KT McNulty - DEM has been working with me on a very minimal level to get me started in the right direction. I did reach out with the resent Brick program to see if they would be willing to partner up. The deadline was so short and then the fire hit that we were unable to execute anything. They are aware that REDCOM is in the market.

Tony Gossner- What about the Sheriff's or the communication on the county side?



KT McNulty - I have not investigated them. That is a good avenue to look into. That works for the radios. We would still need to look for REDCOM expansion

Brian Cleaver- If partnering with EMS can service you with in any Grant opportunity, we will be willing to participate.

Steve Arke - Have you explored with Marin and Cal-Fire?

KT McNulty - As far as Marin, I know a lot of these grants are aimed towards regional approach so I think Marin is a good option.

- i) REDCOM Command Officer – KT McNulty- We have explored the REDCOM salary cost that if we would go that route as AMR as the employer. Having the REDCOM Duty Officer at REDCOM at the last incident was very helpful.

Steve Arke - I am in the process of looking into things from an employment standpoint and I have not been able to get very far with that due to the resent events going on. Hopeful by the next meeting I will have more to report out.

12. Next meeting will be – January 14<sup>th</sup>, 2021 at 14:00, held virtually (If 2021 schedule is approved).

13. Adjournment- Motion to adjourn. Motion to adjourn made by David Caley Second Mark Heine made at 1500

Tony Gossner addressed the Board- I will be retiring by December 23<sup>rd</sup>, 2020.