



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 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 The data on the director's report is out of date at this point.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 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 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 has 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 accountable 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 automatically addressed with the new CAD upgrade. With the upgrade it looks a lot better than it did. Spencer Andreis -With the CAD upgrade and what I see now it looks a lot better than 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 its 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 24th, 2020 at 14:00, held virtually.

9. Adjournment- Motion to adjourn. Made by Spencer Andreis @ 13:20