



**Dispatch Operations Advisory Group
Regular Meeting**

Agenda

March 23, 2021 – 1:00 PM

Join by phone 1-323-886-6897 Conference ID number # 119 987 411 8

Email 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) January 26, 2021 Meeting Minutes - Spencer Andreis

IV. New Business

- a) Discussion on utilization of Verified Responder Pro and potential action to approve taking advantage of the free trial period through September 2021. –KT McNulty
- b) Discussion on DECCAN Live MUM – 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.

- a) Dispatch Steering Committee (EMD or EFD topics)
- b) Radio
- c) SOP- Training
 - 1. Discussion on SOP 18, Requesting Additional Resources. Potential Action to approve modifications to the SOP. Spencer Andreis
- d) CAD /Back-up

VII. Announcement Items from the Membership

Conduct a roundtable of members

Next Meeting May 25, 2021 at 13:00 on Teams

Adjournment:



**Dispatch Operations Advisory Group
Regular Meeting**

Minutes

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 to request web link

Present:

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

Others Present:

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

Not Present-

Shepley Schroth-Cary – Vice Chair- Gold Ridge Fire

I. Call to Order Spencer Andreis- Called to order at 13:01.

II. Public Comment Period

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None

III. Approval of Minutes

- a) September 22, 2020 Meeting Minutes - Spencer Andreis - Motion to approve made by Brian York and Second Scott Westrope – Discussion - No Further Comments - Approved unanimously.

IV. New Business

- a) Proposed 2021 DOAG meeting schedule – Discussion and action to approve. Motion to approve made by Scott Westrope - Second James Salvante – Discussion - No Further Comments - Approved unanimously.

- b) Welcome Travers Collins to the DOAG. Scott Westrope - TC has been selected as the Interim Deputy Fire Chief for the City of Santa Rosa and per our protocol the Deputy Fire Chief typically has the DOAG committee. I have been moved to the REDCOM Board of Directors with my new position thanks to Tony Gossner. I recommend that TC moves into the Santa Rosa Fire Department Representative on the DOAG Committee effect immediately. Thank you for letting me a part of this for the last couple of years now.

Spencer Andreis - A big thank you for all your efforts for the last several years being a part of this committee. We appreciate it and with that I would make a motion to appoint TC in your position on the DOAG committee. James Salvante second – Discussion - No further comments - Approved unanimously. Welcome TC.

- c) DOAG elections – Discussion and action to approve the election of new.
- Chair
 - Vice Chair
 - Secretary

Spencer Andreis- We are at that time of the year for elections. So normally I think traditionally our seat appointments are 2 years, and we are at the 2-year mark, if not more, is that correct KT?

KT McNulty - That is correct.

Spencer Andreis - So our current makeup is. Chair, which is Spencer Andreis, Vice Chair I believe is Shepley Schroth-Cary and the Secretary is Brenda, right?

KT McNulty -We do not have it listed for Secretary. But, between Brenda and I, we do all the secretarial work, so I do not know if we need to appoint a secretary.

Spencer Andreis- I agree.

Spencer Andreis - Opening up for discussion for new nominees for Vice Chair. Brian York moves to select Shepley Schroth-Cary for Vice Chair. Second made by TC. Discussion - No further comments - Approved unanimously. Shepley Schroth-Cary will continue as Vice Chair.

Spencer Andreis - Looking for anyone will or able to take on the duties and responsibilities of the Chair or is anyone interested. James Salvante moves to select Spencer Andreis he is doing a fabulous job. Brian York, Second - Discussion - No Further Comments - Approved unanimously - Spenser Andreis will continue as the Chair.

- d) Directors report presentation- KT McNulty - This one will be brief. Nothing major since the last report out.

Strategic Planning Update: The expansion is still underway. We are in the design phase. We did change the direction we were going. Initially we were going to put 4, 911 consoles in our current office space and try to fit all 5 overhead personnel in about a third of the old REDCOM space. While looking at the plans for a few months what we decided to do is keep all the exciting office spaces and put a 911 back up terminal at each desk in the overhead office. So, if there is a need to expand in a disaster, we can work at those workstations.

The Marin County feasibility study is still under way. No major updates currently. They do have a project manager assigned now on the Marin County side and they are speaking amongst themselves trying to iron out exactly what each Chief wants.

EFD & EMD ACE Compliance - We continue to excel with high quality call taking.

Staffing update - We are fully staffed in all positions and zero vacancies open at this time. We are very happy about this. Does not happen that often.

Nothing major to report in the call trends. We did experience a little bit of a dip starting in March for 911 call volume and it picked back up in June and July. Other than that, nothing to report that is significant.

No changes in our average call duration for business line calls or 911 calls remains consistent.

As far as our answer time performance standards we continue to excel and be above standards.

Call processing - Time to answer the phones to dispatch we continue excel. Even during the fires we kept compliance.

All this data is reflected in the charts attached.

Call exceptions data continue to be consistent through the quarters nothing to report there either.

- e) Comment/Concern/Kudos tracking log – Discussion on the Comments, Concerns, Kudos reported by our Member and Allied Agencies. - **KT McNulty** - The intent of the log is to track any comments from members and allied agencies and then report back to this group. It is difficult to share in this environment but, if you have had an opportunity to read, I am happy to answer any questions.
- f) REDCOM Emergency Communications Van – Discussion on the uses, needs and overview of the van. - **KT McNulty & Spencer Andreis** - **KT McNulty** - REDCOM was

contacted by the state to let us know that they were planning on decommissioning the comm van that REDCOM previously utilized. Ken Reese was able to negotiate it for \$2,500 including the radio consoles. It is the old OES5262. I have confirmed with Tandra that there are no legal barriers in REDCOM purchasing a vehicle. We are able to get insurance for it and I am working on getting a service agreement with Sonoma County Maintenance. They are going to maintain the vehicle for us at no additional cost. We do need to work out storage of the vehicle still. So, if anyone has any available space in their app bay we would like to have a roof over it. Talking with County Maintenance they did say that the chassis has been difficult to find parts for it. So, we are going to want to replace the chassis in the upcoming years. I do want to discuss with this group the potential use of the van. We do have normal evacuation backup. In the past REDCOM utilized the van to remotely manage Fire and EMS equipment during large scale sporting events. It can be used as an incident command post for any large-scale incidents. I am not sure if the member agencies are going to want to deploy it on their own for incident command post. Most importantly it can be used as a back up to REDCOM. I want to open it up for discussion.

Brain York- Do you know the height of the vehicle?

Ken Reese - I believe it is 13.5 need to add on the air conditioning unit and I believe the mast sits a little higher than that. The right-hand picture is the Occidental app bay to give you an idea of the height.

Spencer Andreis - Did you reach out to Graton?

Ken Reese - Yes, we did. However, they do not have any space inside. We could put it out in the southwest lot area and have it out there. We would prefer to have it covered. I am waiting to hear back from James Williams about the hanger where it was at to see if we could negotiate some space. Hoping to hear back within the next few weeks.

KT McNulty - I am not sure if everyone is familiar with the van. The van features two separate workspace areas. One is more of an office space the other is a radio/dispatch room. Most of the walls are dry erase surfaces with room to hang maps. It would be good for a command post if needed.

Spencer Andreis - Some incidents that come to mind are typically flood where we activate Graton for a command post. I think that would be a very well suited for that specific incident and anything at the local level where it is an extended attack.

Ken Reese - The mast as long as nothing has changed it had a cell receiver on it. You could get the mast up from the ground level-up it would be around 25-30 feet. So, with the cell receiver and a rebroadcaster you could almost turn it into a COW (Cell on Wheels) in those places where the cellular services are really spotted. If you need some additional Wi-Fi, it has a rebroadcaster in it in the telecommunications closet. There is a lot of benefits to it. It can pretty much go anywhere. Just looking forward to getting the check and picking it up.

James Salvante - Kenny in this mobile unit. If you had to evacuate REDCOM for some reason and St. Helena was not working, would you be able to do some local dispatching with it?

Ken Reese - Absolutely. We have done a lot of functional dispatch out of it in the past years. As long as the repeaters systems are functional. We have a 100% call taking capabilities, 911 the whole myriad as long as we are into a VPN's. We are good to go.

KT McNulty - With our 911 upgrades we do have remote laptops to answer 911's now. With the remodels I want the 911 lines that are going to be in the offices to be those remotes systems as well so will have a cash of 911 banks.

Spencer Andreis - When do expect arrival?

KT McNulty - Was supposed to be last week. Hoping for this week.

Ken Reese - We are waiting for accounting to cut the check. We have sent over the invoice and just waiting. Once we receive the check, we will meet up with them do the paperwork and drive it back.

g) Discussion and action to approve a new 911 call taking time exemption – Text to 911 –

KT McNulty - With the 911 upgrades we are now able to answer text to 911 calls and we have started to receive them along with other PSAP's in Sonoma County. When we answer these calls it is taking about 3 minutes to input into CAD because the queries have to be typed out and the callers answers have to be typed out as well. So, I am looking for is a new sub exemption of the cell phone call exemption. I would like to keep them separate so that we can track it. Spencer suggested a sub of the cell and I think that would great. The other thing is we do not have a lot of data on it. I would recommend no time limits on this.

Spencer Andreis - I would agree. Opening-up for any other discussion on that exemption.

James Salvante - I agree Spencer. With this is new technology and who knows what the best practices are, how to best keep the intervals as low as possible. We do not want to penalize them.

Spencer Andreis - Looking for a motion.

Motion to approve made by James Salvante - Second Ambrose Stevens – Discussion - No Further Comments - Approved unanimously.

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 - The MOU has been in the works for over 2 years now. It has finally been finalized and approved at the REDCOM Board. It memorializes the relationship between REDCOM and

Department of Emergency Management. That means that in the no notice imminent threat disaster REDCOM would be pulling the trigger on the WEA and that direction would come from a Command Officer in the field. Now that we have the MOU to service as the outline of what needs to happen. I would like to develop a SOP so that the Command Officer and the REDCOM dispatcher have a clear understanding of their roles going forward with this function.

Spencer Andreis - That sounds great. So, you are going to draft the language up then will add it into the existing SOP, is what it sounds like?

KT McNulty - Yes, on the field side I am not sure if you have seen it yet. In some of the alert and warnings meetings, there is basically an interrogation card that needs to get filled out to activate the WEA. How big of a parameter you want to set the evacuation zone, what are the details of the disaster etc. So, there is lot of work on the field side that needs to happen to issue a WEA.

Spencer Andreis - I would assume there is some pretty good templates out there of practices that we could look at correct?

KT McNulty - I am not sure, this is all new. The interrogation card is already built, and I can share that with you all.

Spencer Andreis - Brian, what do you have over there at the LNU for ECC.

Brian York - We turn back to all local PD or Sheriff's department for all emergency evaluation warning orders. For all the methodology available. We do not have alert warnings. We have IPAWS access at the command center.

Spencer Andreis - Copy that.

KT McNulty - So this is the field card for the information that the command Officer would need to have ready when he pulls the trigger, and the dispatcher would need to gather this information from them. This is only if the treat is so imminent that we do not have time to spool up the DEM and get them updated and the alert sent. It would be really rare that we would do this.

Spencer Andreis- The SOP group has some work cut out for them for the next few months.

Ken Reese - KT is there any provision in the MOU specifically with regards to. Even though we have a situational thing happening. I know during the Tubb's Fire there needed to be notification that need to go out and there was so much going on even with the EOC. It was taking 30-50 minutes to send out alerts. Is there a provision for overload in the EOC that they may ask us for that?

KT McNulty - That has not been discussed. But as far as overload within REDCOM even if the 911's are ringing. Getting this alert out is priority over the 911's. It is definitely going to be absolute mine changing for the dispatcher to let the 911 calls ring. We are going to save more lives by getting this alert out then answering the 911 calls.

Spencer Andries - Any further questions for KT? None. Moving on the next item.

- i) Discussion and action to approve new structure fire event types: STRU-CHIMNEY, STRU-ELECTRIAL, STRU-APPLIANCE - Spencer Andreis - Chad Costa from Petaluma and I have been discussing this as an option and wanted to throw it out to the group to get their thoughts on it. In the past we have brought it up and there has been some push back on it. However, this is an optional deployment for agencies. Essentially the chimney fire, electrical fire, appliance fire isolated to that appliance. The agencies would have the ability to alter their deployments if after through the EFD process the event type met the parameters of such.

KT McNulty - This is our ProQa software so that you guys know if we are going to input one of these 3 types of events. It is going to be based off of this interrogation. I just wanted you guys to have an idea what we are actually asking. We ask Question #1 "What type of building is involved?" Up to this point we have not put this into CAD yet. Question #2 "Do you see flames or smoke?" This is where we would identify which event type that we would choose and there is no way for us to verify (as the way the protocol is written now) there is no way for us to verify that is contained in chimney or appliance.

Spencer Andreis - Right there it says Appliance contained on the bottom.

KT McNulty - Yes, So the caller has to offer that to us. We cannot ask them that.

Spencer Andreis- Why not?

KT McNulty- As the protocol is written right now, we do not do any freelance questioning. We could put into a policy to clarify. But as it is right now, we do not ask that cause when you offer the caller information like that, they intend to agree with you whether it is true or not.

Chad Costa - When I first presented this about 8 years ago there was not a Fire/EMD. It was all freelance questions obviously there would be some work to be done on the CAD side of things with the Fire/ EMD to make this work for us. Here are the pros of this. For a the City of Santa Rosa that is all staffed they may elect to just match all 3 of these events and types to their structure fire event type because it is all paid resources, people on duty. So, sending a full alarm to a confined fire inside an oven may be acceptable. However, when you deal with some of the other agencies like mine, we effect multiple agencies every full alarm. I may send an engine a truck and a BC to a structure fire/chimney fire. Instead of sending 4 engines, BC, 3 ambulances

and effecting 30 people who are off duty or volunteers. That is where it gives you the flexibility. However, it leaves it up to the organization to match their structure fires responses. I have been dispatched to full alarm structure fire for sparks coming from a chimney and I am not pointing fingers at dispatchers a lot of it is just the cards and the questions and the questions they ask but, I really don't think it is appropriate to be sending 18-25 people to a sparks coming from a chimney. That is, it, end of report.

Traverse Collins - I was just playing this thru regarding the dispatch time and sometimes we just do this on the fly when we were getting notes/input from dispatch. The BC will down grade it sounds like a "fill in the blank" limit it to for the first 2 engines or the 1st engine. We are talking about having a restructure of our responses based on the information being provided to dispatch right? KT your slipping in an instead of a structure fire we will get individual break outs so it would be one of the sub sections listed up there correct?

KT McNulty - Correct.

Traverse Collins - So for all the sub sections are the responses the same? Are those broken out individually what the response would be for those?

KT McNulty – The only 3 on the table right now are Chimney, Electrical and Appliance.

Spencer Andreis - They are all treated as a structure fire basically, so you are going to get your full response. All this is really giving you is the opportunity if you so choose to and the call taker gets the criteria down that the dryer fire is confined to the dryer and TC says I am going to limit this to 2 engines, a truck and a BC on the structure appliances that would get deployed or TC says no were going to leave it as is. You are going to get your full boat response for a structure assignment.

Traverse Collins - I agree with Chad. I think we over dispatch and error on side of caution resources to a lot of these. This is a bigger discussion for our group. My fear is the accuracy of the information coming in. You get an appliance contained and it is something in the wall but if it is that small, we would have plenty of time to upgrade to them adequate fire response there.

Ken Reese - When does the send button hit after you say appliance or contained or chimney? When does that go into play? After residential or whatever. So, it is right there. I can program this at that point in time for it to translate the code form 69 delta 1A it would automatically translate to the code to that event type and create that call at that point. It all depends on which way you want to go. Then we would attach whatever response plan you want for whatever level that response is going to be. So, Santa Rosa wants 69 delta 1A to be an engine, a truck, and a BC then they will get that. If they wanted to add another engine on a different code, just provide them the codes. Build in there it will take me no time at all to program.

Traverse Collins - I like it. I think our line BC would also appreciate that.

Matthew Gloeckner - I agree with TC. For our organization that is a discussion at our BC and Deputy level and what we would like to see on that. But having that option like Ken said if we could have that option especially for the rest of the agencies in the county their staffed so much differently than us. I do not see that as a bad thing if we can change it and modify it as we move along for our agency. If we have that option available to us and then roll it out to the other BC on a later date if we decide to change then great. I do agree with Chad having that availability to have that in there to lesson some of their responses and the effect on so many people would be great.

Chad Costa - In the past there has been push back for lots of good reasons. But, I look at Rancho Adobe and they have long response times to a lot of their districts it may make sense to them to send the full boat just cause by the time they get there and they realize it is actually a kitchen fire and then it would be too late. But for us we get everywhere within 4 mins we may just send a lesser response. Your right Matt even make It ESZ specific via outlying areas like district 7 can send a full boat but district 1 doesn't if you wanted to really break it down and get that specific you have the ability.

Spencer Andreis - Any other thoughts? I am looking for an official motion to add these into our deployment types and SOP's.

Motion to approve made by Scott Westrope and Second Spencer Andreis – Discussion - No Further Comments-Approved unanimously.

Chad Costa - I will say this. Thank you, Kenny. I know we on this group realize how much work these discussions put on you. We don't want all you do for us go unnoticed. It is easy for us to say "I" but you're the one that has to make it happen and do all the work in the back ground. Thank you!

Ken Reese - No problem.

- j) Discussion and approval of new event type HC-WIRESDOWN – KT McNulty- This came out of a need to distinguish wires down from other hazardous conditions event types. One of the reasons is to put emphasis on the safety of that particular hazard. The second is to address an issue of our current HC event types not automatically generating a CAD to CAD call for CALFIRE. Brian and Ken have dealt with this a little more if you want to add anything to that.

Ken Reese - It is as simply as creating the event type because of the response plans are tied to event types and we need to build response plans to trigger CALFIRE when there are wires down, because that tends to lead to a threat to wildland. Especially when it is live wires down. There is probably some discussion that needs to happen beyond that. Whether these are actually "Wires Down" or if is "Live Wires" down. I think there is a clear distinction between the two scenarios. A lot of times we get hazardous conditions, and they say "Wires Down" whether they are cable lines or power lines. There might need to be discussion on whether this is about "Live Wires" or "Arcing Wires" or something of that nature. Brian do you have anything to add to that?

Brian York - No you did a great job Ken. Describing the concern which is you know arcing wires down as a threat to the SRA and Vegetation that is why we are looking for complete notification until we start out our response when we are in summer mode.

Ken Reese - Everyone else's response plans would stay the same. CALFIRE will be added to ESZs in the SRA.

KT-McNulty - I would say we should keep it consistent and just assume that all wires down are live wires that are going to be arcing. Callers have no idea what a "Cable Wire" versus "Electrical Wire" is.

Brian York- We could use two different events types KT for wires down. One is for unknown wires or power lines down as a call type and there is a fire department 5-minute standby.

Spencer Andreis - I see a redundancy in the sense of the unknown wire a low hanging wire is that is that going to spark that response where we don't need a CALFIRE engine or a Local engine going to see a cable line that is low hang pretentiously. I really see a need that the arching sides. So, do we separate the event type in two and distinguish it out as live arching type or not that would be my question.

Brian York - It all depends on how EFD transcribes that for the protocol. You are right Spencer for low hanging wires or wires that are drooping or compromised power pole lines down, is not a wire down call. That is a fire department standby.

KT McNulty – Reviewing the EFD protocol - Are you at that the location now? Do you see flames or smoke? Do you see any arching or sparks? Is water involved with or near the hazard? That seems doable that does distinguish them.

Spencer Andreis - So, if you answered all no, it would go out as an electrical hazard only is that what I am seeing?

Brian York - It is all under electrical hazard protocol, but you have to look at the ABC.

Spencer Andreis - So, I guess the question is if you answer no, no, no to anybody it would be an unknown wire down or low hanging. Would that trigger the CAD to CAD the response from the states is my question?

Brian York - We would have to configure that.

Spencer Andreis- My opinion is that I do not see the need and maybe you have a difference in opinion but, something like that I think a single engine response is totally adequate.

Brian York - I think when asked the question if is arching or fire is what is going to trigger a response in this case. A Charlie response would be a CALFIRE trigger by covering 99% of the concern.

Spencer Andreis - Prefect and that would create the event type? Would that be a live wire down? Is that what we are going to call it?

KT McNulty - Our current one is called Hazardous conditions and I want to keep that consistent because people have been using that for 18 years now. So, my thought is we would do a hazardous condition wires down.

Spencer Andreis - That goes back to the discussion point ok there is a wire down but no arcing it is just there or low hanging or so do we just, how do we differentiate the two?

Kenny Reese- Maybe we can have a HC-WD for wires down and have a LWD for live wires down. Something of that nature.

KT McNulty- or just hazardous conditions arcing.

Ken Reese- If we are talking about again using EFD and actually going thru and getting the determinate and letting that determinate kick the event type out and making it to whatever it is going to be. We can tie the event type to whatever we want. With the dispatchers making the call ahead of time either way does not really matter. They just need to know as simple as possible easy to remember.

Brain York - KT are you using EFD for all call types or just certain call types?

KT McNulty - All call types

Brian York - So are you getting to the determinate code fire dispatch?

KT McNulty - No, right now dispatch and then ask questions.

Brain York - Copy! That is where it gets kind of fuzzy Spencer.

Spencer Andreis - I like the idea if possible, with the live wire down or just wire down or wire hanging of some sort. If that is an option? I do understand the whole EFD process as well and we are already punching ins and outs CAD to CAD already going to take place.

KT McNulty - The only fire incident that we do hold is the alarm calls. We need to determine what kind of alarm it is before we can choose an event type. So, the dispatchers are familiar with it.

Spencer Andreis – It sounds like we need to do further exploration on how to manipulate the system and how we are going to push the calls that need to go to St. Helena and or not correct?

Brian York- The last thing I want to do is add another complexity to an already complex system on both our centers. Which is on this type of call do this versus a regular standard protocol. That just leaves room for trouble down the road. KT only has the one call type that they are holding right now which is pretty consistent. If you start adding additional call types to that variance list it just complicates things. Maybe we could think about a way of handling it versus making another adjustment that we would have to navigate.

KT McNulty- I do not think it is too far fetch. We already do that with investigations. We have smoke investigation or odor investigation. It is all, once you type out the INV all the option is visible. I do not think it would be too much of a stretch to do the same exact thing with for Hazardous condition.

Spencer Andries - Isn't it broken down currently with just like that isn't the subcategory like a tree down and a few others?

Ken Reese- No, we try to do this 5-6 years ago maybe longer. We wanted to break it down for hazardous conditions. Ideally the best thing in the world would be to dispatching off a fire card prior to going into integration getting to the event type and letting the event type drive which type sub types of calls you're going to be dispatching. That is for another discussion.

Spencer Andreis- It sounds like we have an opportunity to add some subs set to the hazardous call types. Are there any objections to look into that?

KT McNulty- I Like that idea.

Brain York- Was echoing unable to hear him.

Spencer Andreis- We have time. We are in the winter months. It would be a great opportunity to get something down on paper bring a draft for the group for our March meeting and sub categories that out and we can identify that want the intend of the original discussion was with the live wires down and what to push over to CALFIRE but then into depth with the difference of categories. The trees, the debris, the roadways and give those options to the agencies to alter their responses if they feel so inclined.

KT McNulty - I like it.

Spencer Andreis - I will work with KT and Ken and will get a draft to the group for our next meeting. Sounds good?

KT McNulty - Sounds good

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. Evonne Stevens - We came up with this discussion at our last DRC meeting about our surveillance protocol 36 and the potential for over sending or having additional units going Code 3 based on factors answer during questions in the EMD protocol. The problem we are coming across is the patient will have one symptom that comes up on the pandemic protocol that could possibly be related to COVID more often than not we are finding that fatigue and weakness coming up and someone having a complaint like they have a tooth ache, catheter problem, toe pain and were going Code 3 based on the fact they are 65 or over. To keep it consistent we thought it would be a better idea to switch back to using the surveillance tool and address the COVID symptoms that way. We would still be able to basically triage and find out if there were any COVID symptoms that are associate with the patient so we could get that information to the responders but, not be limited to ending people Code 3 for something that clearly doesn't fit a Code 3 criteria in any other scenario. We are currently using the pandemic tool Protocol 36 for people with a headache, chest pain, difficulty breathing or anything that falls into the sick card which pretty much everything that doesn't have its own card falls into that sick category. So many different things that have nothing to do with COVID. Just one of those symptoms coming up will trigger a Code 3 response. Our suggestion was to keep it consistent and have everybody use this EIDS surveillance tool and ask the question. Start with: Have you had any contact with anyone with flu like symptoms? Are you a health care worker? Then moving down to: Do you have the following symptoms? Finding out if they have COVID symptoms there and at that point we would pass that information out to the responders and just using that for every call versus switching it depending on who calls for what complaint. The other calls that we would not be able to use the EIDS tool for is the fast track instantly going into code 3 calls like he is not breathing, they're not awake and just jump right into CPR. That is how the EMD protocol works you really don't have any place in there to find out about COVID unless we would to authorize a question app before the responders got there inside for their safety. Which I do not think is a bad idea and everybody on that DRC crew thought that was a pretty good idea too. That pretty much sums it up.

KT McNulty- So just a little bit of background this topic was brought up at the COVID-19 working group Mendocino County is also making this move to just go back to EIDS tool. Dr. Luoto was on the conversation and does support this. Just wanted to bring it back to the DOAG in this official forum.

James Salvante - Evonne and KT I will start off on this with this EMS. If Dr. Luoto supports this, I have no comment. That is his call. I know he is engaged and has been thoroughly into trying to do his best thing on the dispatch side. I would support.

KT McNulty- Thank you

Spencer Andreis- Any other discussion or comments?

Brian York- We have been using this since the beginning and we have worked on a modified based on how the conditions that are changing. Throughout the

pandemic cycle and right now we are solely relying on that EIDS tool for breathing problems and on a sick person if the dispatcher feels there is an appropriate use based on the information they are telling then they received. We are back now back to letting the tool drive with the EIDS positive or not information related into the fields if there is any idea it is positive were it triggers that surveillance tool and universal precautions that it is a confirmed COVID patient that is information volunteered by the caller.

KT McNulty - Unlike most cards this tool can be customized. So, if we want to ask additional questions or limit some of these questions we can. I do not know if the travel question is necessary anymore, we can do that. At the bottom there is a section that for medical director approved special instructions which we are already using one of those and telling people to move the patient towards the door so we can add more instructions if we want. There is a lot of latitude with the card.

Spencer Andreis - Is this an action item or more of a good of the order?

KT McNulty - Just good of the order. Since we have moved the dispatch steering committee into this forum now.

Spencer Andreis - Ok, any other questions or comments? Thank you.

- 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, Communication Senior Com Tech here. It was about 3-4 weeks ago we had a network failure regarding the REDCOM Channel itself. We had a failure that took all of our radios down and we were trying to figure out what had happened and looking at different ways to provide backup and redundancy. Let me back up her a little bit. Our simulcast system used to be which was called QS2. Back in 2018 we upgraded to a new system that is called ASIP it is much more robust. Our old system which is identical to what is present for Control 2 and Control 4. The infrastructure or the intelligence of the system is located in the sheriff’s building. With this new ASIP system the intelligence of the system is located at Sonoma Mountain and there is also a redundant unit located up on Meyers Grade. So, the intelligence is in Sonoma and when it loses communication to the console system it continues to operate because of the controller that is located up at Sonoma. If for any reason Sonoma fails, there is another back up that is located at Meyers grade. So, the idea was that if we were to lose power or any reason the Sheriff’s building became isolated the controllers being located at Sonoma or at Meyers would continue to provide a repeater system for REDCOM. What’s happened is the console is set to repeat disable. So, another words REDCOM does not repeat. So, the only thing the field units hear is the dispatcher keying up the radio system. With that what has happened is if for any reason the sheriff’s building gets isolated, the dispatcher no longer has control of the system. The system gets disconnect it retains its last setting which is repeat disable. What

we are proposing is that we start repeating REDCOM. If we were to repeat REDCOM even if dispatch became isolated, we still have an operating repeating system. If for any reason Sonoma gets disconnect from its system Meyers takes over and we still have a repeated radio system. If for any reason all the sites got disconnected the radios each individual radio has intelligence to go to into cabin repeat or standalone repeat so the radio itself repeats. The idea was that no matter what happens we will still have an operating repeater system. It goes back to today with the console setting all the radios to repeat disable that is stored with in the radio. So, if the radio disconnects it says my last function was repeat disable. We are asking for start repeating REDCOM and in doing so, no matter what happens in any scenario if it is either Sheriff's building gets disconnected from the network or all the Mountain tops gets disconnect we still have some functioning repeating system and if we have the repeating system we can do pages from the command post we can continue to do pages from ECC. The local Sheriff's building has back up radios in dispatch center. Those radios would work. There are a number of features offer us more robust functions of the system with repeat turned on as opposed to what's there today when repeats turned off.

Ken Reese - Terry this is Kenny as far as the repeat function being on. Would I be correct in saying that we are going to have a better degree of broadcast clarity especially when it comes to that reception of radio pagers or station alerts?

Terry Adair- I would not say clarity nothing really changes in regards to clarity. There will be some differential between actually controlling the radios themselves via the consoles to controlling the radios from your backup Kenwood radios. There will be a little bit of clarity with that but as a repeater system itself. No there would not be any difference.

KT McNulty - I want to add the history as to why we were using that function and it was to eliminate the car to car chatter. So that REDCOM you would only hear the outbound REDCOM radio traffic. Since the REDCOM failure the repeat off function has been missing. So, we have been repeating for 3-4 weeks so everyone is hearing everyone's traffic we have not received any complaints about the amount of volume on the channel. So, I think the original reason why we were doing it does not seem to outweigh the need for the backup.

Spencer Andreis - So I think the history on this was from AMR posting if I remember correctly back when we started this. And the reason they did switched it back off when we started was the ambulance would post on REDCOM and we wouldn't have to hear it if I am correct?

Ken Reese - When we first launched it in 2002 we were doing all of our initial testing and we found out in a big hurry that engines were talking back and forth and the ambulances were talking back and forth as well. After 18 years into this and I think people are pretty well attune to the fact that they are not supposed

to be chatting back and forth on that particular channel because they can't and they're not. This would then give them the ability to do so. We would have to throw out friendly reminders.

Spencer Andreis - The ambulance posting still happens. So, it has been disabled so we should be hearing that today correct because it does not seem like we are?

Terry Adair- That is correct. The system is set for what is called half duplex where you only hear the dispatcher side repeat disable.

Ken Reese- The car to car traffic or the repeat function being on right now is not on right now. Right now, it is just set to half duplex where you are not hearing, we are not hearing the broadcast back from the field unit. We turn it off in the interim. When they turn it back on you are going to hear all that return traffic.

KT McNulty- They are hitting their button when they are at post, so you are not hearing that communication anymore.

Spencer Andreis- I would be ventured to guess, if we do go this route back and re-enable that, you would probably hear some complaints from the field but it is what it is I guess.

KT McNulty - How long did we have it the repeat on for?

Ken Reese - Like a week

KT McNulty- We did not get any complaints.

Terry Adair- If everyone realizes everyone else is hearing their traffic their level of professionalism may come up.

Spencer Andreis - I do not think it is professionalism it is just the amount of traffic.

Terry Adair - The overall benefits of having it repeat, in my option over weigh the additional traffic that weighs over the radio system with it a standalone repeater configuration where the radios themselves have the intelligence to control other radios. In regards to what happen to dispatch and becoming isolated or losing power. The available to begin paging from the ECC center still utilizing the full foot print of REDCOM or being up rolling out a command post and page from a command post regards to where it's at in the county is a benefit that over ways hearing one another.

Ken Reese - Absolutely having that ability in the command unit as far as I know that Z-Tron is still in there and being able to punch up that Z-Tron and punch in a code and be able to tone someone out from that rig is tremendous.

Spencer Andreis - Any other discussions?

KT McNulty - Do you think this needs to go out to the Chiefs group for further discussion?

Spencer Andreis - I do not think it is necessary. It is pretty evident and obvious that this is a must, and it is an insurance policy that we need to have with the redundancy for our systems. That alone there is just, one of those cultural and people are just have to become accustom to a little bit more radio then they are used to and I think people may not monitor their radios on REDCOM as much that is their choice. I think people will slowly integrate and become accustom to it.

Any other comments?

- SOP- Training – No report
- CAD /Back –up – No report

VII. Announcement Items from the Membership

Conduct a roundtable of members

None

Adjournment: Spencer Andreis adjourned at 2:17pm

Next Meeting March 23rd, 2021 1300

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Green denotes the most recent change

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Approvals



Spencer Andreis
DOAG Chairperson



Aaron Abbott
REDCOM Executive Director

18.0 REQUESTING ADDITIONAL RESOURCES

18.1 Requests for additional resources are typically made in five ways:

- Upgrade of assignments
- Additional alarms
- Strike Teams
- Task Forces
- Single increment resource

18.2 Upgrading assignments applies whenever a field unit wants the remaining units of a first alarm assignment dispatched to the incident. It is essential that the requesting unit specify the type of incident for upgrade, such as a structure assignment, vegetation assignment or extrication assignment. The CRO needs this information in order to make the proper request in CAD. For example, one engine could be initially dispatched to a single assignment for a smoke investigation. If on arrival the company officer finds a vegetation fire, the officer should make a request for “UPGRADE TO A VEGETATION ASSIGNMENT.”

18.3 The CAD system provides up to five alarms for MCIs, structure fires (full assignments), and vegetation fires. Each alarm duplicates the amount and type of resources dispatched on the initial first alarm assignment. For example, if the first alarm for a vegetation assignment consisted of four engines and a chief officer, then each subsequent alarm would result in the dispatch of four more engines and another chief officer. The exception to this is second alarms for structure fires, where a Breathing Support (cascade) unit is normally added to the assignment. Additional alarms are the preferred method of requesting significant additional resources because it brings a predetermined number and type of resources and additional overhead personnel.

18.4 Strike Team or Task Force requests are typically the next level of requests for resources to local agency incidents beyond predetermined alarm assignments. Strike Teams consist of five like resources and a leader in

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accordance with Firescope Field Operations Guide. Task Forces consist of any combination of resources and a leader in accordance with the Field Operations Guide.

- 18.4.1 Requests to the CRO for strike teams must specify the following information:
 - 18.4.1.1 Type of Strike Team being requested (e.g. Type I Engines, Type III Engines, Crews)
 - 18.4.1.2 Whether the need is IMMEDIATE or PLANNED – and if planned, a reporting date and time
 - 18.4.1.3 If the request is for an immediate and critical need, such as structure defense, the requesting party should use the following terminology: “IMMEDIATE NEED – FORM AT THE SCENE.”
 - 18.4.1.4 Reporting location for the Strike Team at the incident, **identify the command and tactical frequencies and contact if known.**
- 18.4.2 Requests from the field for Task Forces must include all of the information specified in section 18.4.1, as well as specification as to what resources are needed in the Task Force, such as a “Task Force of Four Water Tenders” or a “Structure Protection Task Force.”
- 18.5 Single increment resources, such as an additional ambulance, engine, truck or overhead resource can be requested. The CRO shall direct this request to the REDCOM Dispatcher and resources dispatched in accordance with CAD unit recommendations.
 - 18.5.1 Should an IC make a specific request by unit designation, then the specified unit or resource will be dispatched if it is available.

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18.6 Either the REDCOM Dispatcher or the CRO shall provide the additional responding resources with the incident's Control/**Command** Channel and Tactical Channel as soon as it is established. Additional resources responding shall also be directed to a staging area if one has been established for the incident.

18.7 The CRO shall advise the IC of the designators of resources that have been dispatched as a result of the request for additional resources.

18.8 Requests from the field for a police, sheriff, or CHP response should be made using the standard term "LAW ENFORCEMENT," the Level of Urgency ("code 2" or "code 3") and the nature of the request (violent subject, intoxicated subject, uncooperative bystanders, shots fired, traffic control, etc).

18.8.1 If responders find themselves in a situation that they need to be more discrete in their request, they may use the following codes:

- Code 6, Code 2 (Dispatch will then start Law Enforcement code 2 for an uncooperative subject)
- Code 6, Code 3 (Dispatch will then start Law Enforcement for a violent subject)

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18.9 Sonoma County ALL Call Page

18.9.1 In the event of a major disaster where notification to all providers in the county is vital, the XSN_ALL_CALL page can be utilized to notify all agencies. **The request should be made by the field incident commander or Unified IC's.** The Sonoma County Operational Coordinator(s), REDCOM Duty Officer or REDCOM Supervisor also have the ability to make the request.

18.9.2 It's imperative that whomever makes the request specify the following to all the agencies in the broadcast:

18.9.2.1 **Request personnel to report to their respective stations and status with the assigned control channel not impacted by the incident preferable Control 2/4.**

18.9.2.2 **The requestor shall identify resource needs by the pre-identified response matrix and total numbers needed. Example, "Requesting a 3-Region All-Call response to report to Sonoma Developmental Center Staging at 15000 Arnold Dr." The REDCOM dispatcher would then utilize the closest resource concept and request Regions 7, 9 and 8 to respond. Should the incident expand beyond the initial surge, the Incident Commander has the ability to request the remaining Regions or any available resources from within the county to respond once all regional pre-determined task forces have been exhausted.**

18.9.2.3 **Identify a staging area where equipment is to report staffed with a qualified staging area manager, STAM(t) or Fire Officer. Examples of staging locations that may be utilized suitable of accommodating 50+ resources by region are as follows:**

Region 3: Sonoma Developmental Center, Hanna Boys Center, Sonoma Valley High School, Sonoma Veterans Building, Sonoma Raceway

Region 4: Fort Ross State Park, Ocean Cove Campground, Sea Ranch Airport

Region 5: Guerneville Safeway, Casini Ranch, El Molino High School, Occidental FD

Region 6: Healdsburg High School, Cloverdale

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Fairgrounds, Dry Creek Rancheria, Lake Sonoma
Visitor area

Region 7: Santa Rosa Fairgrounds, Wells Fargo
Center, Marillo Carillo High School, Elsie Allen High
School

Region 8: Graton Fire, Ragle Ranch Park, Lucky's
parking lot Hwy 116 @ Hurlbut

Region 9: Petaluma Fairgrounds, Graton Casino,
Sonoma State University,

18.9.2.4 Create an event separate of the incident to
assign all of the surge resources responding to the staging area and
request they status on a separate control channel not impacted by the
incident.

18.9.2.5 In addition to the tones being sent, the
REDCOM dispatcher will need to follow up with a CAD text
message and Active 911 alert for all agencies.

18.9.3 Agencies will need to establish Operational Polices addressing
their internal procedures when this request is made. Each individual
agency shall adhere to internal SOP's prior to statusing with REDCOM
their availability or responding to an incident.

18.9.4 REDCOM shall notify the CALFIRE ECC (Cloverdale FPD) and City of
Rohnert Park (RPDPS) of the request.

18.9.5 Sonoma County Fire Agency's shall pre-identify stations and Overhead to
respond in strike team/task force formation as the first wave when resource
allocation permits doing so. Based upon the event type, the station selected
shall respond the most appropriate apparatus specific to the needs of the
incident. Example, vegetation fires type 3 engines preferred, structure fire or
earthquake, type 1 engines preferred. The pre-identified stations and
Overhead are as follows:

- Region 3: SRS E7, KWD, SON 3, SON 2,
SCH, BC3 or DC3
- Region 4: NSC, TIM, NBFST43, MRO,
C5400 or C5700
- Region 5:
FRV, SCYST9, OCD, NBFST55, MRO,
CAZ, BC7 or DC7
- Region 6: HEA, DCB, SCN, CLD, SCYST1
BC6 or DC6
- Region 7: SRS ST1,2,6, SCY4 & 8 BC1 or
DC71

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- Region 8:GLD1,SEB,GTN,NBFST87,BDB,
BC8 or DC8
- Region 9: RAD2,PTL1,NBFST94, ROH2,
NBFST97, CGT, BC9 or DC9