



REDCOM BOARD OF DIRECTORS

Agenda

March 11, 2021 – @ 2:00PM

Join by phone 1-323-886-6897 ID: 103 844 753#

or Email KT.McNulty@REDCOM-Fire.org to request web link

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

Present:

Steve Akre-Chair

Bryan Cleaver-Secretary

Mark Heine- Vice Chair

Jason Boaz

Dave Crowl

Traverse Collins (Attending on behalf of Scott Westrope)

Others Present:

KT McNulty-REDCOM Executive Director

Brenda Bacigalupi-REDCOM Administrative Assistant

Russ Holmes

Bobbi Lovold

Chad Costa

Matthew Gloeckner

Kraig Erickson

Ken Reese

Ambrose Stevens

Steve Sutter

Tambra Curtis

Scott Travers

Absent:

Sundari Maze

1. Call to Order made by Steve Akre at 1401

2. Approval of the Agenda Steve Akre- I would ask there be an approval of the agenda with one alteration. That our presentation be move up to immediately falling the approval of the agenda. Motion to approve made by Dave Crowl, Second Jason Boaz - Discussion - No further comments - Approved unanimously.

KT McNulty - I would like to introduce Kraig Erickson he is the VP of Community Engagement for Pulse Point. He will be providing us with a presentation on verified responder tools and will also be available to any Q&A for Pulse Point in general.

Kraig Erickson - I wanted to offer myself as a resource but also want to share a little bit more information on the verified responder capability of Pulse Point. I am assuming you are all familiar with Pulse Point in general, but we have added some other features along the way that you may be able to take advantage of. Another thing we have is an insight reporting tool. I took a couple of looks at the statistics from your implementation. I think your community launched in Sept 2018. It has been about two and half years. We only alert app users to nearby cardiac arrests and also then point out the nearby AED locations. We only alert those app users if the victim's location is in a public area. The vast majorly pre-hospital cardiac arrest is 75% in residential settings and survival is even worse because there are fewer resources available to help. We set out about three and half years ago and started looking for a way to be able to activate it securely on those events and summon nearby app users who were verified by their agencies. These would typically be people with advance medical training, Fire Fighter/EMT paramedics, first responders that are able to already go into homes and have those additional rights. We do have insight reporting tools, you can run reports on how many cardiac arrests Pulse Point has processed and how many we alerted on. You guys are actually alerting about 80% of public location cardiac arrest and that is really good when you look across our network of about 4000 communities. If there is an app user about a quarter mile away or less, we will send an alert to any of those phones saying CPR is needed. That is really good engagement and that is why your percentage is pretty high. There is also an AED registry that is part of the system. You have about 238 AEDS registered in the county. When there is a cardiac arrest near an AED that will also show up in the alert for those users. With verified responders we try to take that same model and then give you a good way to do it in those residential settings. You're percentages are a little higher than the national average. So, in the cardiac arrest that Pulse Point processes in Sonoma County for the last year, 87% of those have been in residential settings. The national average is about 70-75%. The public responders is what you have today you have roughly 9000 of those throughout the county ready to help. That is a good network and that is the resource that can really make a big difference. We have added a couple of different responder types. We call it Verified Responder in general but there are two different sorts of

flavors of it. The community Verified Responder is somebody with medical training. The big difference is they will still get a very limited feed and they get the residential CPR alerts. It opens up the opportunity to help a lot more for those residential settings. The professional verified responders get a more complete incident feed. I believe you are running ProQa for EMD correct? KT McNulty - Yes. They would see the nature of calls in the Pulse Point feed. Today you would see the public view of the app. It would say Medical Emergency and suppress the sensitive nature and addresses are blurred so they have a generalized address. The professional verified responders you would invite to this they would get a complete incident feed more described call types which are basically ProQa natures of the call. They would get routing on all calls and residential alerts. If your neighbor 4 doors down and in the middle of the night has a cardiac arrest today nobody would get that alert. With verified responder anybody nearby would get those alerts. We also generate an ID badge with your name, badge number or employee Id number as a verified responder and then we assigned that to the actual incident so that if you show up at the door, you are identifiable. They are able to approve AED locations as well. Right now the Sonoma AED registry there are about 230 that are approved and over 300 that are not approved and still pending. This also helps by having this other user type within the app. If it is a security guard at a gated community they might be the one responsible for the AED they may be able to add that to the registry as well. The process of inviting them is very straight forward you would have a portal that you can basically enter first name, last name, email, employee ID. That triggers an email to that person that they would open on their smart phones. They get an invitation they would click the register button then they would be approved as a verified responder. This is an invited targeted list of people that would get additional features. They would get all CPR alerts through the county, and a digital I.D badge. They would get the incident information and the nature codes in their feeds so there is a lot more information. There are also a few different notifications types that would be unleashed once they register as a verified responder. It will subscribe to MCIs or mutual aid, auto aid and types of events as well. With the registry, you are able to note if there is any co-located resources in the cabinet such as Narcan, epinephrine, bleeding control kit. Those could be stored in the registry. With ProQa we have a special integration where you would be able to get the AED location to pop up to the dispatchers within the PRO-QA protocol. It would give accurate locations to the 911 callers. It would change the language in the protocol instead of "If there is an AED nearby have somebody go get it tell me when your back with them" to a more informative "There is an AED at 1122 Black Hawk go get it right now and tell me when your back with it". Pulse Point worked closely with the academy to fine tune the language. This is a huge step forward in the recent AHA (American Heart Association) CPR guidelines. If you have not enabled this feature, we should take a look at that. There is no cost difference if you have ProQa, Pulse Point it is a feature that both organizations are providing. I

wanted to briefly give you a 15-minute update and also be available as a resource if you have some questions.

Traverse Collins - I know that the location services are turned on for Pulse Point that you can navigate to the scene through Pulse Point. Is there a platform or a function to time stamp on the register when first responder gets on scene of an incident?

Kraig Erickson - We have discussed whether we should relay that information back on to dispatch so dispatchers. There was not enough evidence to support the burden.

James Salvante - I am with the local EMS agency and on the board for with Save Lives Sonoma. We have a lot of different responding jurisdictions in Sonoma County that REDCOM dispatches for. Is there a way to designate which responders have access to the calls in this area? Most folks live and work in separate jurisdictions. Can Sonoma County be different jurisdictions or is it just one?

Kraig Erickson - We have the capability to do it either way. We can do it at the jurisdictional agency level where we can basically be managing your verified responders but also your AEDs. Right now we have it set up as Sonoma County has one view. So, right now there is only one portal that would have those verified responder's management and the AED management. We can change that to be more jurisdictional based or even regional based if that makes sense. It would be something we could take a look at together and see if that is something you would want to change to.

3. Approval of the February 11, 2021 REDCOM Board of Directors Meeting Minutes. Motion to approve made by Dave Crawl - Second Jason Boaz - Discussion - No further comments - Approved unanimously.

Bryan Cleaver - I wanted to let you know I joined at 14:03 at the approval of the agenda and did not want to interrupt the presentation.

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.

None

5. New Business

- a) Discussion and possible approval of the AMR Contract Services Budget for upcoming fiscal year 21-22. **KT McNulty – Nothing has changed since the presentation. I am happy to re-share any of the documents with you or review anything again and also Bobbi Lovold is on the line of you have any questions.**

Steve Akre - Anybody from the Board have any questions on the Contract Services Service Budget for 21-22.

Motion to approve made by Mark Heine, Second Dave Crowl- Discussion - No further comments - Approved unanimously.

Bobbi Lovold- Are we approving both the Amr Budget and the REDCOM Budget today? Or just the AMR?

(Error discovered in the wording of the agenda. Approval of the FY 21-22 REDCOM of the REDCOM budget move to a new meeting to be held on 03/25/2021.)

- b) Election of REDCOM board of Director – Discussion and action to elect by majority vote of REDCOM members, a Board of Director to replace Chief Boaz. This seat may be held by a city or district which provides fire protection services (as long as there are no more than 2 cities or 2 districts in the first 3 seats. This will go into effect at the July 8th, 2021 meeting. **Steve Akre - I will provide an update to the board and staff on this one. We did bring this to the Sonoma County Fire Chief Association and with Chief Boaz interest and willingness to continue serving he was approved as the only nominee for this position. I would imagine we would have the go out to the REDCOM Board Members, but Chief Boaz is the sole nominee for that position.**

Steve Akre - I do not have the By-laws in front of me. I do not know with the single nominee I would imagine we would still need to go out to the membership just for confirmation. I would defer to anything that might be different in the By-laws.

KT McNulty- Let me pull it up.

Mark Heine - I have a question while we are doing this. Was 5A adopting 2 separate budgets? I just wanted to be careful with this because of this is only agenzized as one item. I just wanted to make sure we are good on Brown Act issues going forth.

Steve Akre - I would like to go back to that Item and with board approval lets adjust that and make sure that we are amending that motion to be inclusive of both be AMR Contract for Services budget as well as the REDCOM Budget.

Steve Akre – It makes sense to do them separately as separate items even though they are obviously very closely related. For this purpose I think we do need to concern an adopting both budgets the Contract Services and the full budget at this meeting because our next meeting is not schedule until July.

Mark Heine - If we can do that it would be appropriate. I am just concerned REDCOM Budget is not on the agenda. If there were people that wanted to chime in and speak to that we are not providing that opportunity.

Steve Akre - That is a very good point. We may need to have a special meeting to approve the budget if we need to do that before July.

KT McNulty- Ok, and Brenda just pulled it up they were listed as two separate items.

Jason Boaz- With this environment it is pretty easy to do a special meeting. I think we should do that.

Steve Akre - KT lets do this.I apologize for a little bit of meandering pathway here. Let's keep item 5A approved since as the board already approved and what will have to do is can I ask you to set up a special meeting for an approval of the FY 21-22 REDCOM budget and notice it to everybody and then will we get that taken care of. I would suggest we look at a couple of weeks from now. Put out a doodle poll to the Directors to schedule to make sure we have a quorum. I think for everybody's sake the sooner we could approve that the better.

KT McNulty - Absolutely.

KT McNulty - Regarding the Director position, it does say a majority vote from all members agencies.

Steve Akre - If the staff could put that election out to the member agencies for Chief Boaz continuation in that position that would be great.

KT McNulty - Sounds good

Jason Boaz -Thank you again for the opportunity glad to serve another 4 years with the board it is great working with you guys. Thank you for that hopefully I will not lose the election.

Steve Akre - In all seriousness it has been absolutely a pleasure to serve with you and appreciate all of your wisdom and involved in the REDCOM Board and look forward to serving another couple of years with you at least.

- c) Tango Tango – Discussion on distribution of user licenses to agencies and action to approve a method of assessing the cost to REDCOM members. KT McNulty - I am displaying the invoice for Tango Tango. What these costs get us \$22,050 gives us 3 Channels for 3 years and that is 50 users. My concern is that with just 50 user that is not enough for each agency to have 2 registered users. So for an additional \$10,500 we get an additional 50 users for a total of 100 users for all the agencies and plus Rohnert Park and Cloverdale I believe are interested. I just wanted to have a conversation on how we wanted to distribute the licenses. Do we want to do it per user? There is also another option for anything past what we purchase each agency can spend \$8.00 per user per month. I wanted to get your input how you would like to proceed.

Mark Heine - With the County Chiefs we got the approval to access the fees structure using that REDCOM user agreement model. We knew early along determining how many licenses go to what agencies to be a little bit of a challenge because if you're a small volunteer company or just a small agencies you're not going to have the same need to use the license as a larger agency with more command structure for the need. I am not sure where to go with that piece. Is there a mechanism with in our distribution of the fee structure that is based on CAD usage or some kind of percentile, is

there a percentile task that we might take that approach and apply the license distribution with the percentile? Other than that I do like idea of figuring out what our distribution of the license is going to be and then if my agency for example wants to add 10 more people I do except we would have to pay for that to take care of that piece ourselves. I guess I would recommend there is a distribution model already in place in our architecture that is already percentage base we could take a snapshot of what that might look like.

KT McNulty - I would agree with that. The only thing I see is that it won't fit in this mold we are either stuck at 50 or 100 licenses, so it is not going evenly dole out one way or the other. If we go with the low one there not enough that way either.

Ken Reese - It does not actually have to be 50 or 100. It just that is just the pricing model. That is the price for 50. So, then you have a per user cost for everyone at that price point model. So, I forget exactly what it is. I think it is 60 something dollars a year per user so everyone you add on to that you know is that much per year so either you access that department additional amount or as a nothing thing we have our 50 users if we do 60 whatever the case maybe if we have it then. If an individual says I got this one guy that wants it so they can either do it as a single license thing or they can purchase it themselves for \$8.00 a month on their own and they just give us activation code we add that not the system it can be done that way as well. And then of course during an emergency they would give us however many blocks of whatever we need for free.

KT McNulty - So do we say 2 per agency? There will also be agencies that are not interested in using it.

Steve Akre - I do like the idea of potentially allowing two per agency and saying we are going to cover that cost. It seems more to me that maybe this is something that is going to be agency dependent on interest. With that could we do something where we put out an interest and commitment from all of the agencies and then have REDCOM be kind of the clearing house for it and bill out each agency based on the number of licenses they use.

KT McNulty - Similar to what we have with Tablet Command?

Steve Akre -Yes

Dave Crowl - I used something like this in a previous department and it is fantastic. I am all for this. With, that being only EMS provider on the board here that is solely EMS. The times that we are intergraded into the ICS system is quite rare. I see us possibly using one license for ourselves. It really is not a lot of added benefit for my department as for spending public funds for this. With that being said, I am all for getting this for the county. I like the option that Steve was talking about setting up the interest in each department and setting up fees schedule that way would be very well.

Bryan Cleaver - I agree, I like the concept of allocating one to two based on a survey. I think we need to do the survey to see who has the interest and who does not, and each individual agency can pick it up from there if they feel it fits their organization. I am in support of that.

Steve Akre - Let me ask a clarifying question after I presented that idea. The radio integration that is something that we would need to provide as REDCOM correct?

Ken Reese - The radio integration piece technically is already kind of done. It is what they however they set it up and they tweak your those individual channels there are going to be using basically they give you three black boxes and we already have one black box and we have it on a test radio right now the idea is that you pull those out when you need them or leave them all the time in place that got radio infrastructure in there. That is already done they just charge you per channel.

KT McNulty – Are you asking about the cost Steve?

Steve Akre - Yes, Is this an ongoing cost or a onetime cost?

Ken Reese - One-time cost.

KT McNulty - It is the recurring fees radio and integration that is charged every 3 years. The only thing that is one time is the activation at \$750.00 and that is it.

Steve Akre - Just as a thought we could cover “we” being REDCOM. We could integrate into our budget the radio integration because we are as the JPA we are providing this service to our members. This option for this service to our members making it available mobile and that is the integration that we need and then we could bill out for the user licenses to each individual agency based on their desire to have them and how many they would like.

KT McNulty - Do we want to work that into the budget, or do we want to take it out of the undesignated fund balance?

Steve Akre - If it is going to be 3 years lets work it into our budget.

KT McNulty - Sounds good

Akre - Any other Board Member comments or thoughts on that?

Mark Heine and Dave Crowl agree with that.

Steve Akre - With that I would be happy to make a Motion to approve. Motion to approve made by Mark Heine, Second Steve Akre and with that I will try to reiterate what I mentioned which we will bill in the triannual radio integration fees into the general REDCOM budget and then we will put out the opportunity for member agencies to get user licenses of which those individuals agencies will be responsible for payment.

Steve Akre - Does that sound like what we were talking about Mark?

Mark Heine - Yes

KT McNulty - The agencies that want to participate that are outside REDCOM would just be invoiced separately. Does that work Bobbi Lovold?

Bobbi Lovold - Yes, that will work just fine.

KT McNulty - I just want to be clear it is the \$10, 800 plus the \$750.00 that will be coming out of REDCOM directly.

Steve Akre - Yes

Ken Reese - Is that coming out of the REDCOM directly at this point in time and then we are working the other part in the budget or are we signing the agreement at the cost and working that into the REDCOM budget after this 3 year cycle is over?

Steve Akre - Not sure, are we in a 3-year cycle right now?

Ken Reese - If we sign the agreement as it is for the 2250. We would then be in a 3-year cycle at that \$10,500 cost. Then they would bill us for that at that moment in time.

Mark Heine - I think that is the way we should probably go Steve. We would probably need to go that way so Kenny could handle this immediately.

Steve Akre- OK

KT McNulty- Do we need to re-motion?

Mark Heine - I mend the motion I made to incorporate that we are going to pay this 3-year invoice amount now.

Approved unanimously.

- d) Live MUM – Discussion on future use of Live MUM.** KT McNulty - We've have had live MUM for a very long time now and at this point SLS does not have any interest utilizing the product. There is still an opportunity to utilize the product for its fire move ups if you would like to pursue that. It is my belief that we are not doing frequent enough move ups to merit the cost of MUM. I believe that we can do this function manually or thru CAD recommended moves up that are built into the deployment plans. I would like to open it up for discussion.

Traverse Collins - I think you are on this already Ken we talked about it with Matt Dahl and some of our line BC. Now that the two-way traffic is being heard by everyone on the control channels. It seems that there is more and more radio traffic and we talked about maybe ways of taking that traffic to an alternate source is that something we could use continue to use MUM for?

KT McNulty - Travers Collins I just reached out the SLS. Crews weren't aware of the repeat functions so that is being addressed as we speak to limit the chatter that goes on. Kenny is going to start looking at alternate technologies to communicate quietly and off the radio as well.

Traverse Collins - Yea, I didn't know that if it was something we wanted to hang on to live MUM until we can up with a solution for that to use that posting to use non-emergency traffic.

Ken Reese - The MUM product is not even being used and we have worked through serval reiterations of it. All it is doing at this present moment in time is

taking the exact posting plan that the ambulances are using and letting the system move the units around but it is not actually moving them. We still have to verbalize to them.

Ken Reese - If fire does continue to want to use it there is a yearly maintenance fee. What KT is talking about is the fact that it might not be financially wise to pay \$11,000 to \$13,000 a year for a maintenance contract for the 8 to 15 move ups we do a year.

Steve Arke - KT and Kenny this seems to be under the purview of the DOAG and wondering what kind of input in the direction of they have on this.

KT McNulty - I have not discussed this with the DOAG yet, I will bring it to them.

Steve Akre - I agree if we are not using it and we are paying for something that does not make any sense. Before we discontinue the contract, I want to make sure that we get our users group to weigh in on it as well.

6. Old Business

- a) Oakridge antenna relocation – Discussion and action to approve funding the relocation of the antenna in the amount of \$30,300. **KT McNulty** - This is an item we previously discussed. There is a need to relocate REDCOM's antenna that is interfering with CALFIRE's frequencies. I initially intended to pay for that out of the technology fund but after spending the \$50,000 for the control 3 stabilization, I am about \$5,000 short out of that fund. What I am looking for today is permission to spend \$25,000 out of the technology fund and \$5,000 out of the undesignated fund balance.

Motion to approve made by Steve Akre, Second Dave Crowl - Discussion - No further comments - Approved unanimously.

- b) Pulse Point – Presentation and Discussion on exploring the additional Pulse Point features and potential action to approve taking advantage of the free trial of the features through September of 2021. **Steve Akre** - We had the presentation already at the beginning of the meeting. After reading the agenda item more

carefully. Are you looking for a discussion and possible action to take advantage of the free trial now?

KT McNulty - What I am thinking is if you guys would like to move forward with the free trial that we form a subcommittee or go to the DOAG and develop the parameters for who we are going to allow to use this feature.

Steve Akre - I think doing that would be great and I think going back to the DOAG is the right place to send that too.

Mark Heine - I agree with that too.

KT McNulty - Do you have any input on any of the parameters or thoughts off the top of your heads or concerns?

Mark Heine - I know one of the features probably has been looked at is them looking at the county has one jurisdiction versus separate jurisdictions. I appreciate what the product does, but I don't think I need to get alerts for coastal communities or something when I am in Petaluma. I think we need to look at some way of doing that in that fashion.

KT McNulty - The CPR notification will only alert you if you are within a quarter mile of the emergency.

Mark Heine - OK, I just misunderstood.

Steve Akre - I would just ask that maybe Kraig and the DOAG connect to gain their input on what they think of what parameters and the features that they want to put in place.

KT McNulty - Sounds good

Steve Akre - Any other thoughts from the Board?

Traverse Collins - I think it is a great proposal.

Jason Boaz - I am good with it.

Bryan Cleaver – Me as well

Steve Akre- That is the end of old business.

Next meeting will be a Special Meeting. Look forward for us consideration and approval of the 21-22 REDCOM Budget and then our next regularly scheduled meeting.

7. Next meeting will be - July 8th, 2021 at 14:00, held virtually.

Before I entertain a motion to adjourn. Is there any comments or round table or from the board members or staff? Hearing and seeing none. I will entertain a motion to adjourn.

Adjournment- Motion to adjourn. So moved from Mark Heine at 15:04 all in favor
Approved unanimously.