



**Dispatch Operations Advisory Group
Regular Meeting**

Minutes

July 27, 2021 – 1:00 PM

Join by phone 1-323-886-6897 Conference ID number # 119 393 723 6

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

Present:

Spencer Andreis - Chair - Sonoma Valley Fire
Brian York - CALFIRE
Shepley Schroth-Cary – Vice Chair- Gold Ridge Fire
Ambrose Stevens - AMR Operations Manager
Traverse Collins – Santa Rosa Fire Department
James Salvante - Coastal Valley EMS

Others Present:

KT McNulty- REDCOM Executive Director
Brenda Bacigalupi -REDCOM Administrative Assistant
Evonne Stevens
Abraham Stewart
Cody Bagley
Matthew Gloeckner
Ken Reese
Marshal Tuberville

I. Call to Order Made by Shepley Schroth-Cary @ 1301

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.

None

III. Approval of Minutes

- a.) March 23rd, 2021 Meeting Minutes - Motion to approve minutes made by Traverse Collins and Second Spencer Andreis – Discussion - No Further Comments - Approved unanimously.

IV. New Business

a) Presentation of the REDCOM Director's Report for Q4 of FY 2020-2121

KT McNulty - For our Accredited Center of Excellence (ACE) for both Fire and Medical we continue to be in a very compliant status. June data did close out between the REDCOM Board Meeting and this DOAG meeting and we were compliant in June as well. This graphic just doesn't reflect that.

Our staffing report:

All Upper management positions are filled.

3 out of 4 Supervisor positions are filled. The 4th position is being covered by a Relief Supervisor.

All 18 Full time positions are filled.

All Part Time positions are filled.

As well as our Fire Season up staffing line is being consistently filled. Each day from 9am to 9pm, 7 days a week.

Expansion project is still under way. I am still looking for funding solutions. We do have the design phase complete and once I secure some funding then we can move onto the construction phase.

Providing dispatch services to Marin County has come to a conclusion. They decided they are going with their own JPA. That was mostly due to SB438 complications. They are not willing to be the first ones to take the risk.

Communication Van is up and running. We just did get a new battery for it. We need to reconnect the radios. After that it will be fully functional. I did look at pricing to replace the chassis and we are looking about \$70,000-\$85,000 for a new vehicle. I am still working with Sonoma County Fleet to secure a service agreement for maintenance.

Tango Tango project is completed on REDCOM 's end. However, there is some cellular connection issues on the vendor side that we are trying to work out.

Pulse Point AED – I continue to work with the different Fire jurisdictions to get all AED's registered. We have 233 verified AED in Sonoma County and 447 pending verification within Sonoma County. Those 447 will not show up in the Pulse Point app for any type of CPR call.

We are continuing to work on the Fire Cameras along with the A.I software. We are having some successful smoke column detections. However, they are coming in slightly after 911 calls sometimes within a few seconds, sometimes within a few minutes. Hopefully in August we will start to receive nighttime Fire alerts. We hope those will start to come in before 911 calls.

Tablet command project is complete as well as Mobile Responder and AMR is fully transitioned to iPads.

Our 911 telephone and our business telephone call volume has picked up in the last 3 months. This is a trend that is higher than the last few years that we are seeing now. It is not necessarily fire related.

We are continuing to answer our calls and dispatch our calls out in the appropriate time. Well above 90% of the time. We are well below the 70 second dispatch time threshold.

Our exemption reasons continues to be consistent for the amount of the exemptions we are asking for and the amount in each category no anomalies there or data spikes.

That is the end of my report.

Shepley Schroth-Cary – I have one question about the A.I. smoke detection. Have there been any cases where the A.I. technology detected the smoke before you received the call? And do you have a method to document that when that does happen?

KT McNulty - Yes, we have had 2 incidents. The first incident was the A.I. was a few minutes ahead of the 911 call. We had another incident where the caller was unfamiliar with where she was at. She was calling from the Shiloh area. She was new to Sonoma County, looking up at the ridge line and could see the smoke. She couldn't tell us where she was at or where she was looking. It ended up being a rekindled control burn and that was about 12 mins ahead of the first 911 call.

Shepley Schroth-Cary - Are we able to dispatch off of A.I. or are we not? Are we holding on to that until we get a second call? How are we treating those patches of smoke?

KT McNulty - We haven't had enough examples to dispatch off of it directly. We are having to spend a lot of time steering cameras to triangulate the smoke column. So by the time we get it triangulated we are receiving additional 911 calls on it. We are tracking all that data in a live Google document. So Alchera fire Scout is getting our information live time.

Shepley Schroth-Cary - If at some point there is a cost associated with the technology that data is going to be important to justified it.

KT McNulty - Absolutely. Sam Wallis brought that up early on in the project. They have paid for 2 years of the service. We are keeping track of every detection and

where the actual incident is and what the event type it ended up being. The biggest problem with the cameras and the A.I. it is not delivering to a dispatchable location for us to quickly grab and run with. Alchera Fire Scout is working directly with alertwildfire.org to hammer out the location services piece.

Shepley Schroth-Cary - Any other questions for KT?

Spencer Andreis - Go back to the comm unit. Is that something that you are looking to replace or just toying with the idea getting cost and possibly going to the Board looking for funding opportunities through the budget or outside the budget?

KT McNulty - In dealing with Sonoma County Fleet they let me know that they did work on that vehicle previously on behalf of the State and they were finding that it is so old that they were having difficulty finding replacement parts. At their recommendation I started looking at replacement cost. I am going to try and look for grant opportunities, but I do eventually want to work it in to the REDCOM cost somehow.

Spencer Andreis - Is there a plan to use that for planned events? I know especially like some of the bike races you set up the remote CAD stations is that something that you are looking at potentially using that vehicle for?

KT McNulty - Yes, planned events. It has been very successful in the previous years. We ultimately want it to be for use in emergency evacuations and emergency incident support as well.

Spencer Andreis - Just thinking out aloud here. We do continue to have this program and maybe something especially on the planned event side of the private sector we bill for those vehicle hours or similar like we do for fire engine going out to an incident for two weeks to recouped our maintenance cost and ongoing cost of wear and tear.

KT McNulty - That is a good idea .

Shepley Schroth-Cary - I did notice that FEMA has a rate. Rather than pick something out of the air, I am sure we could find a comm unit rate given the federal list of rates and/or maybe CAL FIRE has an idea what it should cost.

Brian York - Cal OES should have it their rate letter for equipment

KT McNulty - Most of these events do have unified command now so we are working indoors with Law enforcement. I think the only event that we would use it on is Wine County Century and Levi Grand Fando other than that everything else is indoor unified command.

- b) Discussion and direction on returning to in person meetings. **KT McNulty - REDCOM Board has agreed to look at going to a mix virtual /mix in person meeting. Scott Westrope was going to look to see if we could return to the tower. If that would work technology wise or he might consider hosting at Station 10.**

Traverse Collins - I think when this got on the agenda the Delta Variant wasn't wreaking havoc like it seems to be right now. Let's table this until we get some clear direction from the state and us as a city. We just got issued today from the city a 29-page COVID prevention plan. A lot of that will include restrictions. It will limit what we can do in regards to meeting on city property in person.

James Salvante - I would say the same thing for county buildings. We were looking around to see if we could do our MAC meeting and there was no county buildings space that was available. It looks like it will have to wait a little while.

KT McNulty - That works. I will put it back on the September agenda to reevaluate.

Traverse Collins - Just keep it on the agenda until we get through this. We will get there eventually.

KT McNulty - We were almost there ...so close.

- c) Pulse Point Verified Pro Discussion – **KT McNulty - This is just an update. There were some liability concerns raised with the Pulse Point verified pro application as far as who would be responsible if the responders showed up on scene and had poor patient care or poor behavior. I took that back to our legal counsel and she drafted an MOU that is available now. The trial period was set to go to the end of September. I have requested an extension through to the end of November. They have approved the extension request. The project is up and running and I am hoping to get people enrolled.**

James Salvante - I just wanted to say thanks. I brought those concerns up and I appreciate that Counsel looked at it and it looks like a good solid MOU and feeling a lot better about the process.

KT McNulty- Me too. Thank you, James.

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)
- o Discussion and direction on continued use of the Pandemic Emerging Infectious Disease tool. - **KT McNulty - Dr. Luato is not on the phone. So there will not be any direction out of this. We are still using the Pandemic Emerging Infectious Disease tool to screen for COVID symptoms. We are still telling responders when it is appropriate to don PPE and telling callers to move the patient to the front**

door. I am hoping to identify a metric for letting go of that tool. I don't believe the responders are taking our information to don PPE anymore and are doing it automatically when it is appropriate. They are numb to the traffic now. I would like to have a group discussion on your thoughts when it would be appropriate to discontinue the use.

Shepley Schroth-Cary - I believe it is important as far as the instructions given to the patient to go outside. I think that is the most beneficial portion of that tool. If that is truly part of it. I think there is a value for that reason. I would agree that most responders when they read the call information, they are going to don PPE based on either their policy or what they are reading. That is my two cents.

KT McNulty - I agree

James Salvante - I know that very recently this week Dr. Luato said he supported the continuing use of that tool. I think that the important thing for him is that the medical direction the point is the instruction given to the patient. I think as long as he is ok with that you should keep going with that and if anybody needs to change it, I know he is really interested in making this work for responders.

KT McNulty - That sounds good.

Spencer Andreis - There are still agencies out there that don't get the call information and don't have Active Status, MDC, or Tablet Command type programs for awareness while enroute for those precautions. I still think there is value for the diverse number of responders that we have in our county.

Brian York - I wanted to recommend we turn it off in Napa County. I didn't want to be the first one to that. There was no science behind it. I am in the same boat as KT Responders are programmed to do what they are doing based on their current policies and procedures.

KT McNulty - Marshall has joined the meeting.

Shepley Schroth-Cary - Should we move to SOP & Training since Marshall has joined us.

b) Radio – Covered in SOP section – No other topics.

c) SOP & Training

SOP 5 Radio Channel Line-up and use – Discussion regarding updates to SOP 5

KT McNulty - Sharing on screen SOP 5 to go through with Marshal as he speaks about it.

Marshall Tuberville - This is specific to REDCOM SOP 5. Which had the recommended line ups. It went back to Bart Lewis days and the original REDCOM days. When everyone had the old Bendix King radios with 14 channels etc. I think it is time to update SOP 5 and get away from recommending channel line ups and giving full disclosure on all the channels that are available, there's one's that even REDCOM dispatchers don't know about that can be used by them and by everybody. The original SOP 5 talks about assigning automatically TACS for first alarm assignments, structure fires, extrication assignments things like that. This goes into more of what are the channels, what are the frequencies, different set ups that we have available. Voted systems and operator selectable tones versus crossband/UHF/VHF like Sheriff 10, common channels and back up channels. This is more educational for folks to read. There's the Channel assignments and it is in some of the stuff VFIRE22 is our RIC or IWI this makes it official it was in the old policy as well. The big thing I was looking to do was quit the dependence on a Sonoma County TAC 11 for training because it gets overused on some nights and incorporate the use of the VICTORS. If you look at the channel assignments that are coming up as you scroll through if you want. KT this is all stuff that you guys already kind of know. It Talks about command and control channels. There are other things like Coast Blue, VICTOR 6 and then there is the VICTOR 6 mountain tops. I've got to confirm SEAVIEW has two(control 2) on it. This all has to be run by the TCOMM folks too. Seaview or Meyers grade or are we calling it Seaview I forget who calls it what. That needs to be confirmed. What I was looking to do was the main reason I started this was to get the Sheriff's 10 out there as far as people knowing about it. It is a great frequency for Lake Sonoma and getting the North Sonoma Coast TAC which is license I believed within 15 miles Annapolis County road yard known about. The very last page is kind of has by region, by zone kind of the primary TACS and secondary TACS. This is all just background stuff. There is the VICTOR 1 and the VICTOR 2 for FEDS management. I was thinking maybe we should have a VICTOR dedicated to Law Enforcement if they wanted to set up a repeater crossband repeater or they were using a VHF frequency we could have like VICTOR 3 be the designated LAW E interface channel. I put VICTOR 5 as a Fire to air ground right now. We have EMS air to ground. Are we going to use the ground TAC to talk to them or are we going to use CALCORD probably not because it is not EMS. So this would be like in other counties where there is a designated fire air to ground. I don't think CALFIRE would ever use this or adopt it. So it would be for non-maybe LRA or Rescues where we want another channel separate from the ground tactical. So that is starting to sign some of the VICTORS. This is kind of what motivated me to revamp SOP 5. So there is the VFIRE, CALCORD, Coast Guard 22 alpha that gets used a lot on the coast most people are not aware of. There is the CALFIRE channels in the SOP the common ones. I don't think I developed it all the way out yet. With the miscellaneous frequencies. There are the CALFIRE frequencies and tones. Basically other agencies frequencies, Rohnert Park, Cloverdale and here is basically what it got to. Made it more a user friendly document and someone could print it out and laminate it and you would know by what zone you go to, what their primary control channel is, their primary, secondary TAC are the RIC/ EMS and the fire air to ground. Like for Region 4, Zone 4 has coast blue in there Region 9 also has control 9 and then you see are VICTOR6 tone 15 and this kind of gives people more exposure to what is being used in each zone and kind of making it a more user

friendly document. That would be exhibit one and the next two pages I haven't put it in there it will be maps of repeaters that one needs to be updated so people could pull these exhibits out if they wanted to. That is the end of presentation if it is not worth it, I will stop working on this project. This is what I was kind of thinking about with the revamp of the SOP 5.

Shepley Schroth-Cary - It is worth continuing and helpful and it addresses some of those things. The air to ground radio traffic in particular, I have experienced trying to communicate with Henry 1 a number of times on fires and that would make a lot of sense to have a dedicated air to ground channel. Good job!

Spencer Andreis - Yes, Thank you. I really appreciate all your efforts on this. This was much needed. I absolutely support it and I appreciate all your work on it.

KT McNulty - Looks good

KT McNulty - Kenny you have your hand up?

Ken Reese - With regards to that. I think this is perfect and exactly where it needed to go. We need to get outdated stuff out of there. The whole COMM code, COMM North, South all those COMM Channel things in there right now are worthless. They require that they run on one side of a VTAC and the other side which is the repeater side we need to get permission from CAL OES to even use it. We are not allowed to leave it turned on. It is one of those long-term emergencies only kind of things. This is kind of stuff is perfect and I think your spot-on Marshall. I think all of these are licensed in Sonoma County including all the VICTORS and the only thing I would double check is make sure all the tone Mountain tops are correct. Besides from that I think it is perfect.

Marshall Tuberville - As far as the tones I was kind of debating it and I think it is Cloverdale that doesn't have one of the standard 32 CTCSS tones now. I think we could list those. We can put the tones in the SOP 5 as well. Sign them numerical value and then and what their tone is.

KT McNulty - Brian you have your hand up?

Brian York - Good afternoon. This is the list of frequencies that I have requested that the rest of the CDF ground tactical build up into the SOP as available. Like the ground tactical. Which will be 3 more and for VFire21 that is a hailing dispatch frequency for only now CAL OES that should just be assigned to REDCOM and not available for ground resources. My two senses thanks.

Marshall Tuberville - Is it VFire21 or is V call something. That is on here we can just add a note that use to be Control 5 or something is not for ground units to use.

Brian York - Yes, it is Vfire21 and 22 and 23 they are at the discretion. Requesting 24, 25 and 26 should be discussed before becoming a permanent assigned ground tactical for an agency.

Marshall Tuberville - In general Sonoma County doesn't use any of the VFires on a routine basis. We can list all the CDF Tacs all the way up to whatever 32 and all the Air to ground. At some point when does this become like hey everyone should just have whatever the California Fire assets agreement says everyone should have statewide load.

Spencer Andreis - I think with the amount of Kenwood's and GPH Commanders still out there we are still limited on capacity with narrow banding. I think there is a lot of agencies that have those radios. They are still going to be limited to however many channels it is. I think it is 300 something that you could actually put in the data narrow banding until we slowly attrition the older devices out.

Marshall Tuberville - I totally agree with you on that. I think the CFA still has the Kenwood 790 as the recommended load. Which would be the state group 3. If you look at the SOP currently written it has each bank has 14 channels that is what the old radios had. I was just saying now. Let's put it all out there so people can build what banks they want to use or make. If you're going to build banks by zone or banks by SRA, MTZ or whatever it is this will give the people the information to build those.

Spencer Andreis - I totally agree

Marshall Tuberville - I think the county has two remote programmable repeaters. I was going to see if they wanted to have that put in here too. If they did program those repeaters what tones would they be and what options are out there as far as what frequency that could be used. That would be a commitment of VICTOR 4 or something like that. I don't know who I need to talk to them some more about that.

KT McNulty - Marshall do you need a contact?

Marshall Tuberville - Yes, say the name. I am not sure if they are still in charge.

KT McNulty- Russell Holmes is in charge now.

Marshall Tuberville - Yes, please send me Russell's contact. I have been getting emails from someone else.

KT McNulty - You got it.

Shepley Schroth-Cary - Thank you Marshall and anymore discussion on the presentation for Marshall?

Spencer Andreis - You will look into tweaking this a little bit and confirm a few suspicions with the county and bring it back for final approval. Is that what track were headed?

Marshall Tuberville - That is what I was thinking. I think this is going to take a least another month if not more. Just to run it by this group. Then if the user wants to have any input before we totally adopt it. That is what I am kind of thinking. At least start the process.

Spencer Andreis - Thank you again for all your efforts.

Shepley Schroth-Cary - Moving on to CAD/Back up

d.) CAD/Back-up KT McNulty - No Report

VII. Announcement Items from the Membership

Conduct a roundtable of members

Marshall Tuberville - I do not know if you want to monitor the GMRS radios system that is being installed right by other elements from the county. Does that matter to REDCOM at all or if REDCOM wants to be able to talk on it?

KT McNulty - What is it used for?

Marshall Tuberville - It is kind of an in between ham radio users and basically your regular GI Joe walkie talkies. With a GMRS there is designated channels like a CB and some of those can have repeaters and that repeater network is being built up. Technically you need a license to use these radios. Baofeng works on them as well. I think you are going to see people use them in remote areas of this county. Where there is not sufficient cell phone coverage. However, they just want to just talk to their neighbors. It is already happening for example large ranches where they will put on a repeater and they can talk amongst themselves. It is now going to be formulized as far as the county believe it or not is actually involved in this. I am not talking about DEM.

Ken Reese - Didn't Cazadero start that too? Cazadero Community Services district started using GMRS?

Marshall Tuberville - I think there is one in Cazadero and what I call the Fort Ross Hills there is two with plans for many more and it is branching out from there. Another bit of trivia I think FirstNet AT&T cell tower at South Point went active last Tuesday evening. Now there is parts of the coast that you can talk on the phone but not on the radio.

Ken Reese - And Verizon as well. They have a signal all the way through Duncan's Mills out to Goat Rock up into Timber Cove.

Marshall Tuberville - You can get cell phone coverage up to Mile marker 43. Which is where there is a real radio hole. I think Rio Linda the cell went hot too on the back side of Fitch Mountain so that solves another little hole in the county as well.

Shepley Schroth-Cary - Anything else? Anyone like to motion to adjourn the meeting?

Next Meeting September 28, 2021 at 13:00 on Teams

Adjournment: Motion to adjourn made by James Salvante, Second Shepley Schroth-Cary @ 1343