



**Dispatch Operations Advisory Group  
Regular Meeting  
Agenda**

**March 28, 2023 – 1:00 PM  
Santa Rosa Training Tower  
2126 West College Ave  
Santa Rosa, CA**

**I. Call to Order**

**II. Approval of the Agenda**

**III. Approval of the DOAG Minutes**

- a) January 24, 2023, Meeting Minutes - Discussion and action to approve - Spencer Andreis

**IV. 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.

**VI. New Business**

- a) Life West TEMS Unit Identifier – Spencer Andreis –  
b) Tiered Response – James Salvante and Shepley Schroth- Cary

**VII. 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) –  
Swiftwater Event Type – Evonne Stevens  
Lift Assist – Evonne Stevens
- Radio -
- SOP- Training
- CAD /Back –u p

**VII. Announcement Items from the Membership**

Conduct a roundtable of members.

**Next Meeting May 23, 2023, at 1300**

**Adjournment:**



**Dispatch Operations Advisory Group  
Regular Meeting**

**Agenda**

January 24, 2023 – 1:00 PM

In person at Santa Rosa Fire Department  
Training Tower  
2126 West

College Ave Santa Rosa, CA 95403, or  
Hybrid

Join by phone 1-323-886-6897 Conference ID number # 113 545 172 2  
Email [ESTevens@REDCOM-Fire.org](mailto:ESTevens@REDCOM-Fire.org) to request web link

**Present:**

Spencer Andreis – Chair – Sonoma Valley Fire  
Shepley Schroth-Cary – Vice Chair – Gold Ridge Fire  
Ambrose Stevens – AMR Operations Manager  
Travers Collins – Santa Rosa Fire Department  
Nica Vasquez – CALFIRE  
James Salvante – Costal Valley EMS

**Others Present:**

KT McNulty – AMR Regional Director  
Evonne Stevens \_ REDCOM Executive Director  
Brenda Bacigalupi – REDCOM Administrative Assistant  
Ken Reese  
Brian Crabb  
Chad Costa  
Matthew Gloeckner  
Jeff Veliquette  
Jasmine Mitchell  
Ron Bush  
Terry Adair  
Jack Thomas  
Cameron McFadden  
Abraham Stewart

**I. Call to Order Made by Spencer Andreis @ 1302**

## II. Public Comment Period

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None

## III. Approval of Minutes

- a) September 27, 2022, Meeting Minutes - Discussion and action to approve - Spencer Andreis – We canceled our November meeting due to very minimal agenda. Which is very common for us. Our last meeting was September 27<sup>th</sup>. Brenda sent out the meeting minutes. Unless anybody has any questions looking for a motion.

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

## IV. New Business

- a) Approval of the 2023 DOAG Meeting Schedule – Discussion and action to approve – Moving back to in person meetings – Spencer Andreis Motion to approve minutes made by Spencer Andreis and Second Ambrose Stevens – Discussion – No Further Comments – Approved unanimously
- b) Executive Directors Report – Presentation FY 23-24 Q2 – Directors Report – Evonne Stevens - Spencer Andreis - I will go ahead and turn it over to our new Executive Director and a big congratulations Evonne.

Evonne Stevens - Thank you for the congratulations. I will bring up the Directors Report for Q2 of our 22- 23 year. Starting out with our,

**Accredited Center of Excellence Report** – We have achieved our accredited center of excellence for EMD in 2017 and EFD in 2020. We continue to maintain our accreditation and both disciplines. You can see here we are on the noncompliant line. We have had a couple of dips. We were managing to bring those back up. December looks like we are right on the line. We do have a few calls that are in the appeals process so that should be moving down. Otherwise we have had lots of high compliance and we are staying steady in good standing for both our EMD and our EFD.

**Staffing Update** - Upper management, Technical Services and Executive Director positions are filled. We will be holding interviews for the REDCOM Operations Manager. We are hoping for late January. All four of our Supervisor Positions are currently filled. For our full-time dispatchers 18 out of 18 dispatchers are currently filled. We recently filled our 18th position with the dispatcher that is in the call taking portion of our training program. It is Taylor Forslind she is doing very well, and we expect her to be clearing call taking within the next two weeks. We still have a few employees out on FMLA, and those shifts are continuing to sustain our part-time needs. While we do not have the fire shift open during the winter months those have actually been helping kind of bolster to part-time staff income from the winter months. We are hoping everyone comes back

and feels safe FMLA is still happening here, not to the degree it was a few months ago so that is good news.

**Operations Update** - We are doing a great deal of training and ongoing preparation for their winter months. Over the last quarter we have done the EFD sinking vehicle protocol review and quiz. We have done EFD weather and then the official ID training and quiz and pre arrival and post arrival instructions review. We try to do those once about once a year since those are the most important instructions that happen during our 911 phone calls. Those are the CPR, Chest Compressions, Childbirth, and emergency instructions for the fire to keep people away from wires and such. We do try to continuously update and train on the EMD and EFD per-arrival and post-dispatch for instruction. We also did structure fires and fires that have their season training.

We are gearing up for our 20<sup>th</sup> year anniversary party on Friday the 27<sup>th</sup>. We are really excited. We are going to be having the party from 4pm until about 8pm in the Sheriff's training room downstairs. We are encouraging all of your staff and all of you to come. If you would like to come and tour REDCOM dispatch center, we encourage you to please arrive before 5:30pm. The front desk shuts down and we will be restricted to going up. Hopefully if you want to come up you will be able to possibly hear a 911 call, meet the staff that are working and be there for the switch. Really excited we will have food and beverages. Please make your way in if you can.

We have been taking requests and doing notifications for Sonoma County Law Enforcement Chaplaincies since mid-October. Those are going well, and we worked out a few technical difficulties with the team at first. A lot of them were not EMS or Fire background folks in the chaplaincy so some of the terminology and notifications were different and new for them. We have been working that out and working closely with their team and looking forward to a positive and ongoing relationship with that team at the Chaplaincy.

Our training team is now fully moved over to using the power of DMS training program which was known as Agency 350. They have changed names. Our staff is pretty excited and prefers that new web-based platform. We have been utilizing it to its extent with our new trading Taylor. We are looking forward to all the possibilities of that program.

**Technology Update** - Genesis Pulses software that we incorporate real time Waze traffic information with responders. We have APL data, 911 caller location services, medical alert patient information as well as real time traffic reporting of accidents and hazards from the WAZE user. This is a really great tool, and it allows us to see potential accidents sometimes minutes before CHP gives them to us, because they get inundated with so many calls. It is nice to be able to see things pop up on the CAD. We are hoping to do a campaign in the next coming months to encourage folks to use the medical alarm patient information on their cell phones. This will be visible through this new technology that we have access to.

Tablet command iPad services we have made those for Rancho Adobe Fire and Sonoma County Fire District. They are currently sitting in Kenny and Nick's office

waiting for the accessories of the docking stations that were ordered to come in so those could be installed.

Tango Tango software it works really well for the Fire personnel involved in the Swiftwater rescue teams. They were able to monitor Victor Tac during the winter storm series. Kenny was really encouraged by the feedback he got about Tango Tango There is a good possibility we want to continue that platform for communications going forward.

**RECOM Communications Van** - Has been fully outfitted and ready for use to support emergencies. We did consider bringing it out when we set up ICP for this month's floods, but we did not think it was necessary. We are going to be using it for the Wine County Century Bike Event in the spring. More to come on our next update.

**Call Trends** - Our workload here is largely depended on the total telephone calls and deration and telephone volume. Looking at the graph you can see the call volume by month. This is from 2020 all the way to 2022. 2022 is reflected by the deeper sky blue and more of the Robins egg blue would be the total calls of 2020. It gives you an idea of the calls kind of seem like they have gone up a bit. Maybe now that people are a little more COVID comfortable. I would say and we are getting back to our normal call volume. We did have some spikes here in 2020 but altogether there is no big anomalies on this for the year 2022.

911 call volume - Monitoring is to ensure appropriate staffing and additional resources when they are needed. We keep an eye on the call times and the amount of calls. It looks like for the years 2020 through 22 everything remains pretty status quo. There was a large dip in 2021 and I am not sure what accounts for this I might have to check with Kenny on why this dip is so low. That is the only thing that really stands out is a big peak or valley for the call volume.

**Average Call Duration** - Very steady as you can see. These reflect our call times on our 911 calls. Those take the longest to process between 225, 250 and 275 seconds. Admin Calls are the low end taken for calls. Then this third line is just all of our calls generally overall.

**Contractual Performance** – REDCOM answers time is expected to be 90% of all 911 calls need to be answered within 10 seconds and 95% of our calls need to be answered within 20 seconds. Call processing times need to be from the pickup of the phone to the tone out of our resources 70 seconds 90% of the time. The following figures will demonstrate how we are doing in those area. 2023 our 911 call answering times performance has been very good you can see ninety seconds is right here and we are far exceeding those numbers all the time.

Call Processing - Here is our 72nd line. Again we are far exceeding those expectations. Specifically for October we got the phone and answered the phone within 10 seconds 95.7% of the time and 0-15 second answer time 99.5% of the time. November we are at 95.84 and 0-10 seconds and 99.25 within 15 seconds of that phone ringing.

December similar stats it was a busy month. 0-10 second at 96.53 and 0-15 seconds answering that phone within 15 seconds 99.30. Call processing times are noted here. We do have some exceptions that we go through First Watch program. Basically this methodology eliminates time taken by the primary PCAP to call us. We also investigate any calls that are late for an evaluation of the circumstances to identify if it meets one of our exemptions. Typically our largest exemptions are for cell phone callers that need to be more scrutiny on our cell phone callers about location processes That takes a little extra time. As well as when there are multiple CAD calls in queue. I would suspect with the January storm series we are going to see a lot of those for January. We actually got a blanket exemption for any of the hazardous conditions because we are sitting in the call queue for quite a while. Going back to October to October 31st you can see there was 133 late calls we are at 95.75% compliance with 476 exemptions. November 161 late calls out of 3381 incidents with 500 exemptions December 188 late calls with 573 exemptions out of 3400 calls. Here are our exemptions per month and the reason for these exemption. The majority of these are going to be for cell phone calls, call overload, third party callers, someone that pass by a tree that was down or you know somebody saw an incident that did not have a lot of details those also take a little extra time. That is another one of our higher exemption reasons. Then the uncooperative callers tend to say something like it is not an emergency. You have to kind of steer them in the right direction to get them back on track to answer the protocol question. November, it looks like we have the trend of cell phone callers being the highest number and second for CAD call overload and uncooperative callers and ANI/ALI being another higher category. December, was reasonably the same pretty close with the cell phone callers and the calls in queue we had a small storm series during December that could have come through this small difference.

That concludes my directors report and open for any questions.

Spencer Andreis – James you have a question?

James Salvante – I have a technical question, Evonne. You mentioned you are using first Watch to go through these exemptions. Are you using the online compliance security module that First Watch has for that?

Evonne Stevens – Yes.

James Salvante – Is that license through REDCOM or AMR?

Evonne Stevens – I believe it is licensed to REDCOM.

James Salvante – ok, Thank you.

Spencer Andreis – Jack go ahead.

Jack Thomas – Evonne, I am just looking up top at the orange chart. Just wondering the reason behind not putting the people's names that are your dispatchers on there?

Evonne Stevens – That is a good suggestion. I could definitely do that for next report.

Jack Thomas - It would be nice to know who all those folks are that are listed as your 18 dispatchers. Also did you send something out for your invite? This is the first I heard of it.

Evonne Stevens – I did send something out. Absolutely make sure one gets to you. I will have pictures and all kinds of data on all these dispatchers that are filing all these positions for you when you come to the party. We put together a great slide show. You will also get to meet some of them in person. They will be coming in on their time off. Looking forward to it.

Jack Thomas – Sounds great, Thank you.

James Salvante – Evonne, to your supervisor and new supervisors please extend EMS agency thank you very much for all the good work they do when we hostile issues to a person. They have been fabulous to work with professional, helpful, and understanding of the issues and real partners. I will say that again if I can get to the soiree.

Evonne Stevens – Thank You, I really appreciate that. I will definitely extend that out to them they are a great team.

Spencer Andreis - Any other questions for Evonne?

Evonne Stevens - Thank you Spencer. I will definitely extend that to them. I am really proud of what our team was able to accomplish and come together. They did a great job, and you know listening to that made me really proud. I appreciate that and the recognition for our team.

Spencer Andreis - Alright back the agenda.

c) Update Grants/Expansion – Evonne Stevens –

Evonne Stevens - Just a small update. I did apply for three grants. One for Radios 2 and 4 improvements. One for Control 3 improvements and one for some funding to get the consoles and equipment for the possible expansion into the 1/3 of the old REDCOM center. We were able to at our last DOAG meeting get approval to put \$100,000 towards getting the plan made to go forward with the expansion. That would include architectural engineers, radio engineers, technical engineers, electrical engineers, plans and applying for the permits. Hopefully get that work started. If all goes well. It would be hopeful that best to get that started within the next year. That expansion is vital to REDCOM for the capacity of 911 call answering and the ability to split those radio channels. During the storm series on January 4th if we did have some periods of very high call volume. There were some radio issues that came up at that time. We put out page for help for anyone that could come in to back up our REDCOM team. We did have several dispatchers willing to come in and help but we ran out of consoles. This expansion would give us the ability to have 15 consoles. We currently have 10 fully staffed consoles. This would add 50% capacity for us to be able to answer 911 calls and give lifesaving instructions as well as split channels during the next big emergency for Sonoma County. We would love to get that going. There was a threat of us losing that space to another agency that Sonoma County needed to house it to an office. Basically the message was given we need to move with this expansion, or the expansion is not going to happen. We have taken a drastic step to get that



moving and get that going forward. That approval of the \$100,000 we are hoping to cement our space in there and take that space because otherwise we are at some point in the near future be looking for a new place to house REDCOM on which would be upwards in the amount of 10's of millions of dollars to find a new place for us to work out of. That this is a vital move for us. I am happy to say that we did get the approval for that money to be spent on trying to submit our space next door. We are really hopeful that this grant comes through because that would be about \$226,000 that we would not have to spend out of the REDCOM budget. That would help with consoles, radio equipment, CAD, and the bunch of other things that we want to make that happen. That is basically my update for the expansion. Will open it up for any questions.

Spencer Andreis – Thank you for the update. With no question you have the next one.

d) Operation Manger Interview Panel Recruitment– Evonne Stevens

Evonne Stevens – Looking for somebody that would be interested in joining our Operations Manager panel interview. I was trying to recruit some folks and some things have fallen through. We are hoping if somebody has some availability in the afternoon on the last week of January if they could send me an e-mail on what times they have. I think the only thing that is blocked off for me is on the 30<sup>th</sup>. I have an appointment for about one or two hours. If anybody has any time to come and do some Operation Manager interviews with our panel, we would love some help in recruiting and to let you guys meet the candidates and talk about the future of that position. Please shoot me an e-mail. If someone needs my e-mail, I can put it in the chat if no one has that.

Spencer Andreis - Evonne, would you mind sending the Board an email. Then we could email you. Is on multiple days or a single day. You can give us the details and we can get someone there to support that.

Evonne Stevens – Absolutely.

Nica Vasquez - If necessary, you cannot get somebody from the board. I can make myself available also.

Evonne Stevens - Perfect thanks Nica. I did mention this at the Board Meeting, and they suggested for me to bring it up at the DOAG to see if anybody wanted to join. I think it will be a two-day process. Just for people's availability to be flexible. There is a candidate that are not from the center. I could move their schedules around as easily as I could our internal, but we have I believe five internal applicants. That is pretty exciting.

e) 2023 Storm Series Discussion – Spencer Andreis

Spencer Andreis - I would like to extend my sincere appreciation to your team for their response to the recent January storms. Just for everybody's situational awareness. They up staffed additional 4 dispatchers on top of their normal staffing for the first six

days and then 2 for the next four days. A big commitment to the personnel in that center to really ensure adequate coverage on the Radio Channels. They were able to split 2 and 4 and up staff Control 9 with additional Call Takers. I could say just listening to it from my end, the fields end their perspective it went really well. In similar to the past, we have not had that luxury. It was a nice opportunity for us to get state funding to be able to do that. I just want to extend our sincere appreciation to everyone of your staff for their dedication and going above and beyond to support the system as they did.

f) SOP 6 Control Channel Assignments – Evonne Stevens

Evonne Stevens - It was brought to our attention by one of our dispatchers that there really was no language talking about the span of control for REDCOM to be able to put out alternate assignments for what people are used to for channels. When a channel has a big incident, heavy traffic or even with radio problems. We added 6.13. Which is simply to maintain span of control of REDCOM. The control channel operators may assign units to an alternate radio channel rather than the channel normally assigned to a specific jurisdiction. This may happen when the channel has become inundated with events or when major events immediately switched to the newly appointed radio channel for any further transmissions. The hope is to catch this channel change right on REDCOM and dispatch. Having people listening for that possible alternative assignment and go to an alternate channel that they are used to right from the beginning There are potentials at some points for one event that people are on to take that whole channel over. On the rare occasion that it would happen after the fact we want the units to be open to switching to a different channel to keep that dedicated dispatcher for the event.

Spencer Andreis - Historically the REDCOM dispatcher in the center have already done this in a roundabout way for the most part. I think now in the policy form it is going to hopefully hold. I think that is the big issue more in the field and the lack of discipline. Which when you get assigned an out of the norm control channel versus your norm. I think once we have this in policy, we really need to beat this into our mines. You really need to listen to assigned Control Channel. Whether it is a structure fire going out before your medical aid. I know of one instance was the recent tragic vehicle accident up on Fort Ross Rd. They utilized Control 2 for several hours. Continuously agencies would come up on Control 2 during that event where obviously radio traffic having that freed up frequencies is so incredibly important. When continually coming up even though they were assigned to a different channel. It is really important that the agencies get this out to the membership and to the floor. They really need to start listening and utilizing the notes in the CAD and listening to the dispatcher their assigned frequency. I feel like we are we are losing side of that. It is the fields issue ultimately right now. I feel that centers doing an incredible job shuffling incidents when they feel it is necessary. I will open it up for discussion or any other thoughts.

Chad Costa - I could not agree more. I just was more of a technical question was something that had started in REDCOM after my time in their Evonne. I will call him a

fake unit, but you see our Tac 2 you see the tactical as fake units. Have we considered potentially doing the same for the Control Channel as another visual that is easier to see than just typing in Control 4 in the notes. Just a thought.

Evonne Stevens - To clarify Chad you are saying from the field you guys are able to see the units that we have assigned as the placeholder units and that would be helpful for those larger events?

Chad Costa – I just think it is helpful. I do not want to suggest something that is going to a bunch of work on the dispatchers. I just do not know how hard it is, but right now every time there is a structure fire that is sitting in Petaluma when I go to the the Tablet Command and I look I see our TAC 2. I am guessing that dispatcher added them by DNP to that unit. I am curious if we have considered doing the same for the Control Channels. Basically you have a fake unit called Control 4 and then a fake unit that says our TAC 2 .

Evonne Stevens - I have not heard anyone considering that. I think probably not realizing that on the field side that is something that you guys look at. I know that we will put the TAC Channel in the notes. We put those Tac Channels in here as well as PG&E and all of those things. That is a signal for the dispatchers to know oh Tac Ten is being used or PG&E been started on that event. That is what we have traditionally used those placeholder units for. It is a cue for other dispatchers to see what is happened on that event or if they have a need for Tac Channel that that ones in use. We have not considered. I think for large events that could be helpful for normal events, I believe that would add some clutter to the regular pending event screen or just you know add a lot of units for them to scroll through. We generally only do that when we are busier.

Chad Costa – Understood, you have a broader perspective than I do. I like that you guys are putting those units in there as the Tac Channel. It is another visual for us to know that Tac 2 is our Tac. Just something to consider in the future. Maybe those large events also having that controlled channel in there as well.

Evonne Stevens – I think that is definitely something we could do.

Chad Costa - Thank you, that is it.

Spencer Andreis – I would say most of the time the Control Channels in the notes of the call.

Evonne Stevens – It is.

Chad Costa - Correct. I just want the visual just seeing that as a unit makes it a little easier to catch than the notes. You are absolutely right it is in the notes.

Jason Boaz – Spencer a quick question. Do we know or Evonne as far as looking at this. When the go live date would be? So, can formally roll it out to the troops. I really like the change. It would be great to standardize and formalize. I just want to make sure I get it out to the troops on the right timeline.

Evonne Stevens – It is a current practice we are doing.

Spencer Andreis – After we are done talking. We will do a formal vote and then it is as quick as then updating the policy on the website and that is a done deal, so it could be done by tomorrow.

Jason Boaz – Great, thank you.

Spencer Andreis - Any other questions, thoughts? While we are on SOP 6. Just for the groups wherewithal. I am sure you saw my interim memo back in October. Which was granting Sonoma County the use of Sonoma County Tac 12 for air to ground. That will remain in effect moving forward. I am purposefully dragging my feet on this because there are a couple potentials/outliers out there we may utilize different frequency. Which will have to be discussed with the Sheriff's Office if available. Secondly and probably more importantly, is once we finalize and formalize whichever frequency it ends up being. We will call it "Sonoma County Air to Ground." It can be utilized by other ships if needed. With that comes with a radio clone. I do not want to force that upon everybody to have to go clone radios either until we have facts on which frequency we will be utilizing. That internal change remains effective until we can hope within the next 3-6 months, we can identify which frequency that we would be moving forward. By that time spring early summer we would have a good idea if we are going to be doing any type of radio cloning with frequency changes on the State, Federal side.

Travers Collins – I have a question about that Air to Ground. Is this only for calls that have Fire in the nature of them or is this going to be also as the LC Coordination Tactical and if so, why are we deviating from California? I understand the desire. When is it going to be used?

Spencer Andreis - All of our abnormal Air to Ground frequencies will remain the same. I know some of us will utilize our normal standard Tac sometimes with our local helicopters, but everything will remain the same for EMS missions, Rescue missions as far as Air frequencies. This is exclusively for Air and Ground for Fire missions.

Travis Collins \_ Copy. Thank you.

Spencer Andreis - Any other discussion on SOP 6. With none. I am looking for a motion to adopt. 6.13 which is what the bond just discussed with the group to amend the policy and add that language.

Motion to approve made by James Salvante and Second Shepley Schroth-Cary –  
Discussion – No Further Comments – Approved unanimously

Spencer Andreis – Thank you for the work on this Evonne. We will get that updated on the REDCOM website and that way we can get it disseminated out to our troops.

Evonne Stevens – I sent that to Brenda so she can get that posted on the REDCOM Page.

Spencer Andreis - Thank you.

g) SOP 41 Notification back up failure – Spencer Andreis

Spencer Andreis – This is another this was actually a major overhaul of the policy. I will turn it over to Evonne unless Frances decided to come join us.

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Evonne Stevens – No, we really encourage her to join us. Frances Rossiter really took the lead on this project. We talked about adding a big change. A change to this SOP 41. Frances did notice how outdated it was. Frances really dove right in and put in a lot of her own time as well. She did a phenomenal job overhauling the completion of SOP 41. It is really a big change from the original. There so much that there was almost nothing left of the original language of SOP 41. Spencer, I do not know if you would think it would be helpful if I did a split screen of the original and this one so everyone could see all the changes together.

Spencer Andreis – Sure.

Evonne Stevens - This side over here is your original SOP 41 and then this is all of the new language. Going through line by line basically took out a lot of the redundant language and a lot of old practices that we used to do. One of the main changes we were adding was we noticed there was a better way to handle the radios going down. The REDCOM radio and Control 3 radio going down after the fact during the storm series. We realized that sending the All-Call Page and the paging portion and instead of REDCOM portion that would not go out as far as tones. We could have still used XSN all message and type the message in order to reach everyone that we serve. It would have taken some of the pressure off the Chiefs to getting the message out to the troops as far what channels were down and what our instructions were to do next. Just going through line by line and it says for critical system issues will now send an XSN all message through the CAD system. We will notify the XSN All CAD paging and if we do have the ability to do REDCOM voice we will voice, "Attention all Sonoma County units. REDCOM's backup procedures and refer to the XSN all message text for further details." If there is a special instruction on what you are going to need to monitor or do in that event, we will put those through, and you should be receiving those on your active 911 where when you receive your XSN all message text for further details and other apparatus where you received those messages. In the event of a complete CAD failure REDCOM dispatchers will voice, "Attention all Sonoma County units," that the CAD system is down and will make any other needed notifications under our proceeding subsections. So basically this SOP 41.2.21 says REDCOM will maintain sufficient equipment in a format easily accessible to the dispatchers to allow for manual dispatching and that includes our maps, and our paper dispatch forms. The form an in-house item. For loss of the vesta telephone system will maintain 3 fully charged cell phones in the center. We will have backup procedures with critical phone numbers and the cell phones or as a hard copy. We actually have both of those available all of our backup cell phones I believe we have 5 in house. They are fully charged with all our backup numbers that have been updated in that database of those phones. We will notify all associated PSAP's that's our telephone limit. We will also keep an alternate means of personal communications other than telephone available. Examples are texting, active 911 and e-mail. In the event of a radio loss of a paging system with the

CAD fails to activate the paging system for the REDCOM frequency. The REDCOM dispatcher shall attempt to complete the page manually through the Moducom. If the Moducom fails, our next fail safe would be to use the Zetron. We are going to do some training this month with the Zetron and test the Zetron to make sure we are able to complete all those tones, with our Tech Team. We believe these tones are all updated except for a few BLS units that may have joined a little bit later in the stage. If it is not possible to complete the pages on REDCOM frequency, we will notify the agency members to actively monitor for emergency incidents and the event of a loss of the Moducom radio system will keep those portable radios with the supply of disposable batteries available. We do have a cache of those and the tech office. REDCOM shall coordinate with CalFire ECC if there is an interruption of radio coverage. The evacuation of REDCOM center in the event of an active evacuation the REDCOM dispatch team will refer to our quick reference binder located at each station that does have emergency procedures for the dispatchers as to how they must leave the CAD on and the different items that we are going to need to take with us during that very quick emergency. When we have to evacuate. We shall ensure that their safety is our first priority and REDCOM management, technical staff shall be notified and the REDCOM communications vehicle will be deployed. Our next step of course is going to be to notify the CalFire ECC that REDCOM is evacuating, and they will need to activate their alternate answer switch to take over our right 911 calls. REDCOM personnel will relocate to one of our locations designated by the REDCOM management and coordination with the REDCOM duty officer at that time. Then we will get set up for our backup center. Moducom access with the REDCOM frequencies shall be maintained when possible. At least one Moducom control channel frequency will be maintained when possible. PSAP will be notified with the move via CAD or a phone call. The coordination with CalFire ECC shall be maintained to provide necessary paging and communication functions. In the event we are evacuating the entire sheriff's building. REDCOM dispatch team will refer to that quick reference guide we mentioned earlier. If the sheriff must be evacuated, we will ensure again that our safety is a priority and as soon as possible make the notifications to CalFire that they will need to provide our backup services and alternate answering switch to take over our 911 calls. REDCOM shall keep the CalFire ECC current with the necessary backup information and provide copies of our manual dispatching records to CalFire as they are updated. REDCOM will periodically review the manual dispatch records with CalFire and shall periodically trained on their use. The CalFire ECC shall complete page on a REDCOM frequency, and they will keep the fire ECC current with paging tones for REDCOM frequencies. Looks like 41.2.91. The CalFire ECC shall use the REDCOM frequency for primary communications. CalFire ECC will use other available frequencies for communications with field units when possible. CalFire ECC may use the REDCOM emergency communications with field units if no other practical alternative is available. When REDCOM Control Channels become available to CalFire ECC these frequencies shall be used for communications with the field units and at the discretion of the CalFire ECC the appropriate CalFire channels may be used in place of Control Channels. For EMD services, if possible that CalFire ECC shall provide the EMD services to our 911 calls you have diverted there during the time of the evacuation. If it is not possible due to their inundation the emergency rule will be invoked. During the time of the

evacuation the downtime is expected to be less than two hours no transfer of personnel is expected. If it is more than two hours, we will designate REDCOM dispatchers to ensure backup to systems to keep the system functioning and its full capacity. A minimum of one REDCOM dispatcher preferably a supervisor will report to the CalFire ECC. The CalFire ECC at its discretion shall call back additional staff. For moderate system issues these are mostly going to be notifications to the management Tech group through the management teams paging system. We will make other needed notifications specified under the proceeding subsections REDCOM shall keep them minimum of three to five fully charged cell phones available at the center. We will keep alternate needs of personal communication at all times included but not limited to texting, active 911 and e-mail notify. REDCOM will notified all associated PSAPs of the telephone limitations which can be accomplished with Vesta or resources with a critical phone number either the backup cell or the hard copy that has been made easily accessible to our dispatchers provided by REDCOM. MDC tablet command failures or outages upon receipt of the MDC outage from a field unit or another PSAP the dispatcher receiving the notifications will notify the REDCOM supervisor and the REDCOM dispatch staff immediately. If the notifications do not come from another PSAP notification needs to go to all the PSAP with MDC units. REDCOM shall send a CAD message group to all dispatch terminals The REDCOM dispatcher will immediately do a 3-tone alert with the announcement advising the MDC tablet command being down. If the Tablet Command failure is going to be prolonged. The REDCOM dispatcher will send an all message through the CAD system. The message shall include the estimated duration of the outage if it is known at that time. The REDCOM dispatcher shall place all units on available mobile status into available quarter status and relocate them back to quarters or their zone to ensure proper recommendations for the CAD. Upon notification that the problem has been corrected the REDCOM dispatcher will do another 3-tone alert advising all agencies that the MDC Tablet Command system is back to normal practices. The notification summary the associated PSAP will be notified to route 911 calls to the CalFire ECC when appropriate as well as what the system has returned to normal operations. The REDCOM Duty Officer shall be properly notified of any interruption of services as well as the restoration of any services that were down. The REDCOM Duty Officer shall insure that all of the necessary notifications have been made. The last section is training. The REDCOM personal will participate in a regularly scheduled training for the backup systems. Backup training shall involve interaction with CalFire ECC. I had a discussion with Nica right before this meeting and we discussed doing bi-annual training with both our teams testing the switch. Maybe just moving some 911s over there while we have some personal in their center to make sure that this is functioning properly in the case that we actually need to use this plan. That is it for the complete overall for SOP 41.

Spencer Andreis - Any questions on the amendments to SP41. Hearing none. I will go ahead and look for a motion to approve the amendments to SOP 4.

Motion to approve made by Shepley Schroth-Cary and Second James Salvante - Discussion – No Further Comments – Approved unanimously

Thank you to Frances for overhauling this policy and obviously this was attributed to the loss we had to REDCOM and Control 3 during one of our peak periods during the storms a couple weeks ago. She put a lot of time and effort so big thank you to Frances and maybe we can utilize her on additional policies moving forward. Since she did a bang-up job. She will be happy to hear that.

Evonne Stevens - She is excited about it actually she has already volunteered for some extra SOP time.

Nica Vasquez – Evonne, Can I have the individual that work on this policy for you maybe get with my Senior Captain Cameron McFadden who is on this call. He is the main contact to the ECC well am not their interim. Maybe we can write a quick procedure and make sure that we can confirm that they match up. When they make the switch over confirming that they made the call to let us know. This way we are working hand in hand.

Evonne Stevens – Absolutely. I believe she is back in the office tomorrow. I bet she would like to come up to the center. We could bring this policy and make a visit up there and talk about the switching over of the guard and all the things that go behind that I can make that happen.

Nica Vasquez - I think we should prioritize it a little higher, especially before fire season just for the fact that I have four new captains and probably three new comm ops coming in. There has been a big, huge change in the team there. I think it is definitely something that we would like to train on prior to fire season.

Evonne Stevens - 100% I think that we can make that happen sometime in the next week or so.

Nica Vasquez – Thank you.

a) XSN Tac – SOCO1 – Spencer Andreis

Spencer Andreis - While we are on SOP 6. Just for the groups wherewithal. I am sure you saw my interim memo back in October. Which was granting Sonoma County the use of Sonoma County Tac 12 for air to ground. That will remain in effect moving forward. I am purposefully dragging my feet on this because there are a couple potentials/outliers out there we may utilize different frequency. Which will have to be discussed with the Sheriff's Office if available. Secondly and probably more importantly, is once we finalize and formalize whichever frequency it ends up being. We will call it "Sonoma County Air to Ground." It can be utilized by other ships if needed. With that comes with a radio clone. I do not want to force that upon everybody to have to go clone radios either until we have facts on which frequency we will be utilizing. That internal change remains effective until we can hope within the next 3-6 months, we can identify which frequency that we would be moving forward. By that time spring early summer we would have a good idea if we are going to be doing any type of radio cloning with frequency changes on the State, Federal side.

Travers Collins – I have a question about that Air to Ground. Is this only for calls that have Fire in the nature of them or is this going to be also as the LC Coordination



Tactical and if so, why are we deviating from California? I understand the desire. When is it going to be used?

Spencer Andreis - All of our abnormal Air to Ground frequencies will remain the same. I know some of us will utilize our normal standard Tac sometimes with our local helicopters, but everything will remain the same for EMS missions, Rescue missions as far as Air frequencies. This is exclusively for Air and Ground for Fire missions.

Travis Collins \_ Copy. Thank you.

Spencer Andreis - Any other discussion on SOP 6. With none. I am looking for a motion to adopt. 6.13 which is what the bond just discussed with the group to amend the policy and add that language.

Motion to approve made by James Salvante and Second Shepley Schroth-Cary – Discussion – No Further Comments – Approved unanimously

Spencer Andreis – Thank you for the work on this Evonne. We will get that updated on the REDCOM website and that way we can get it disseminated out to our troops.

Evonne Stevens – I sent that to Brenda so she can get that posted on the REDCOM Page.

Spencer Andreis - Thank you.

## **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) Radio – Ken Reese - Discussion on expanding use of Control 3**

Ken Reese - The main thing with the radio. During the storms and which this really is not really part of the agenda, and it does not need any action. Just to report out. What was going on with the radio system one of those days you know we have lightning strikes and Jackson problems with power surges that affect Sonoma Mountain and they with that natural. It went to went south really quick and it caused the radio shop refers to as a network storm. Basically it just floods the radio network and the microwave with crap. Then all of the mountaintops fall out of sync, and you can connect. The only thing that really working as like an individual mountaintop and stuff like that. As you probably saw or heard during the storms on that one particular late afternoon. Everything went South and that went South and the Sheriff's Office and for us as well. It really turned out to be Sonoma Mountain but the only way to fix the problem was to actually drive to Sonoma Mountain. The radio shop was able to get the kind of the north half of our mountaintops working and fortunately Petaluma was already on Control 9. That ended up not being too bad of a thing. We did have some issues where the tones were going out but radios where being activated. They were able to get everything back online and of course get up to the to Sonoma Mountain and fix the problem up there as well as fix

any subsequent issues. There were some things that got fried up about Jackson because of the lightning so all of those things have been and repaired. The technology is old and is now in with the new technology. The new technology is all you know really network infrastructure based, microwave link based and all that kind of stuff. You know there are things that I am sure that the radio shop is looking at to try to mitigate those things from happening. We have a primary site and two redundant sites, and they all got hosed because of this. They are looking at options to be able to make sure that things like that either minimized or do not happen in the future. In order to do some of that stuff you are talking about network changes and things. It is obviously you can solve everything with money. Just be aware that you know those things are out there. That kind of stuff does not happen very often. This was the perfect storm. The radio shop is aware of that. They are taking looks at ways of trying to minimize those impacts like that. I just want to talk about it. I know it came up and there is a lot of people that were asking about why it happened. As part of the discussion with regards to radio and during the storm. We did some testing. As you know we have expanded the capabilities of Control 3. That now resides on Mount Jackson, Sonoma and Barham and footprint of Control 3 literally covers the bulk of this county one channel without it being on all the different mountaintops. During the storm we did some radio testing prior to the bad parts of the storm. The idea was is that in the event that the ICP gets stood up Control Two was going to become our primary storm channel and Control 3 was going to become the one of the primary Control Channels. Basically that was going to be every place from Healdsburg to Cotati. We tested all the way out to Petaluma Hill Road, East Cotati coming across and up Hwy 116 and between Sonoma Mountain and Mount Jackson. It is quite a swath of an area. With that being said I am wondering if it is not now prudent to start thinking about the load on expanding the area the of the Control 3 has resources aside. We have so many people that are on Tablet Command and MDC and everything now that it might be more prudent to expand the area of Control 3 and to reduce the some of the Control 2-4 areas. It seems to be that Control 3 has a stronger louder signal right even to downtown Cotati. It might be one of these things where maybe what we do is go Windsor to Cotati with Control 3 or if we do not want to go that far. I was thinking absorbing some of Control 3 and Control 2 areas and incorporate that into Control 3. It is food for thought. Definitely the propagation testing has been done and the capability is there it is the matter of whether we want to expand that. Obviously, it will be a little bit shift of paradigm because most people are used to being on Control 3 our Control 2 in Larkfield, Control 4 in Cotati/ Rohnert Park. Maybe it is time for a little bit of a switch in in that regard. Any thoughts on that?

Spencer Andreis - I support it 100%. My biggest concern is just to workload from the dispatcher's ability to handle the additional call loads form that expansion. That would be my only question and then obviously the call volume at that particular time supports it then by all means. One question I do have for you Kenny. I know that Control 3 FCC licensing sphere event influence used to be pretty much within the city of Santa Rosa, and it went North a little bit into Larkfield and Windsor. Has that expanded since it has been updated as well to more of the county as a whole?

Ken Reese – Yes, to my understanding. That question was asked when we expanded the mountain tops. It was going to expand out to the capability of that particular mountain top. I think Terry Adair is monitoring this. Terry if you are listening could you

Speak to that at all? Do you know? Maybe he is there but he is muted, or he might have stepped away. If I remember correctly. When we first did that expansion of the radio site it was going to take on the sphere of that particular mountain top as well.

Spencer Andreis – Ok, I think now with this policy SOP 6 amendments it would be a great opportunity to slowly kind of start organically transitioning and utilizing it in other areas that we historically have not. Kind of get people in the mindset of hey, you need to listen to your Control Channel and not just automatically think you are going to be on your routine Control Channel.

Ken Reese – It is kind of a twofold thing. I am thinking about the fact that oftentimes we have got one dispatcher when staffing is kind of thin. We have one dispatcher just working 2 and 4. What ends up happening is that there is so much traffic on 2 and 4 and their call taking, and it becomes a burden. We have a call in Cotati on 4, a call in Rohnert Park on 4. Then you have a call in Sebastopol on 2. Maybe if we are taking some of that burden of the span of the Control Channel and shifting it into Control 3 scenario. Control 3 surely has the capability being able to handle that traffic. That kind of helps balance the workload out there, not to mention the clarity of the channel has gotten so much better. Maybe that would help to settle a little bit of the issues, especially with Rancho Adobe. They have issues down there in the Cotati area right now, it seems to be ok. There have been issues in the past down there. Anyways just some food for thought. Maybe we can also talk and Ad Hoc about some of those capabilities and see what the best bet is going forward.

Chad Costa - The only thing. I got some feedback not sure if there is anybody from Rancho Adobe on this call. Splitting the district channels is probably something we want to avoid. That is my only food for thought. Does that make sense?

Ken Reese – It does and that was something I was thinking about too. During the storm it probably could have gone either way just depending on what the scenario is. I hear that too. Control 3 and Penngrove was phenomenal but once you dropped down into Petaluma base and you are going to lose Control 3. That would of not have ended up working specially running automate or mutual aid into Petaluma. I agree with you from that standpoint. That is definitely food for thought.

Chad Costa - Thank you.

Ken Reese – You bet.

Matthew Gloeckner - One more question on that. I guess just from an initial standpoint from Santa Rosa side. I do not want to speak for TC, but yesterday Control 3 was totally bogged down. There were times when 8 or 9 units were fighting for airtime. Same thing again this morning. I just wondering, you are the technical side of it, but from a from an administrative standpoint. Should we be tackling this problem from a dispatcher side. Maybe fill those positions full time so that we you know we have a better span of control versus trying to move units around on the radio. We were at 33,000 calls last year give or take. I do not think it is going to get any slower for us in Santa Rosa or County Fire. I just think adding more traffic to that Control Channel could be problematic especially on weekdays where it is super busy.

Evonne Stevens - I think that this is a good idea, and it speaks to the SOP 6 change, and it would be at the discretion of the REDCOM Dispatcher evaluating the whole system and you know which channels are potentially the busiest. Clearly like during the storm series we do up staff and even with or without the state funding we always make attempts when we know there is a storm coming to up staff. We split as much channels as we can and have additional Call Takers. But on a daily basis if there is one particular event or two events that are bogging down one station. Having the ability to have some flexibility during those times. I do think that this is a good alternative for those one-off situations. On a grander scheme of things we are talking about large events. We need to continue the practice of being able to split 2 and 4 add Control 9, when possible, add additional Call Takers as long as those are foreseen possibilities. Red Flag events and obviously weather events that we have the time to be able to get that up staffing in here. We will continue to have those practices as much as possible. As far as filling those positions full time we have got all those positions budgetarily allotted for right now filled. This is something that I would love to explore going forward. Being able to have two more full-time dispatchers would be ideal.

Spencer Andreis- Any other discussion? Hearing none.

- b) SOP Training - **No Report**
- c) Dispatch Steering Committee (EMD or EFD topics) – **No Report**
- d) CAD/Back-up – Ken Reese

Ken Reese – There are just brief things with regards to backup. Obviously, SOP 41 that has been worked over, thank you Francis for that. The other thing we need to get back to is doing some further testing. Nica you are on, can you speak on where you at with your radio console replacement are.

Nica Vasquez - Right now are our priority is integrating Inner Talk in the next couple of months and our console replacement is not due for another two years I believe.

Ken Reese - I think once that is in place, we will have to do some backup radio testing and make sure that is all functioning. We will have that on our radar for getting that done. As far as the CAD, we have been exercising the backup functionality especially being able to be a remote dispatch. When we set up the ICP it went off without a hitch and of course our Comm Unit everything is available for doing our backup systems. As far as CAD goes. We really do not have anything going. There is no plan for upgrades or outages or anything like that right now. We are still a couple of years out before we plan on a CAD upgrade. That is it for back up.

Spencer Andreis – Any questions for Kenny? Hearing none.

## 1) Tablet Command update

Ken Reese - Additional iPads came in for Sonoma Valley, Petaluma, and Rancho Adobe. The docking stations just came in today and we are going to be getting those out to everybody. Nick has been working diligently over the last week to start getting some of these up online with the agencies. That will start transitioning out of MDCs and into Tablet Command. This is going to be super cool for a lot of these agencies especially when it comes to their shared crew and whatnot. We have finally worked out the last of the bugs in the interface as of yesterday. Everything is starting to come together with Tablet Command. The funds for the Tablet Command for MBC replacements comes up this year. That will be the point in time when the agencies that are part of the replacement project on their existing MBC's will have the ability to then start to decide whether they are going to transition fully over from MBCs to Tablet Command. That will be to something to have on your radar from that standpoint. That is it on Tablet Command.

Spencer Andreis – Petaluma, Rancho and Sonoma are in the process of transitioning the last few MDCs over to Tablet Command and frontline engines. I think that is the last few that we all have. I know Chad and I are going to hold off on the ambulances for right now. That will be the last few devices that we have left that were actually going to MDCS. We are looking forward to that. Chad, you have anything else you wanted to update group on?

Chad Costa – No, Thanks Kenny for working all bugs fixed out. That was it.

Spencer Andreis - I appreciate all your work Kenny.

Nica Vasquez - I have a couple of questions Kenny. You know CalFire is going live with their Tablet Command very soon. We also plan on transitioning to two-way between Napa and Lake Counties. That way we can have the advantage of seeing all the resources that are available to us. Is there some way that you can get with Cameron McFadden who is on this phone call now. To see what we have to work through to get you guys implemented into our system also?

Ken Reese - To be able to see him from the CAD side or just from the Tablet Command?

Nica Vasquez – Tablet Command side. Carmon if you want to ask more questions this is our opportunity.

Spencer Andreis – Nica, that is just a Tablet Command feature. Basically an agreement between counties and op areas that we go live and share our location services with other counties. We have already given the open door to Tablet Command to share our device and locations already. I think once your county goes live all our units will be showing up.

Nica Vasquez – That is amazing. This is something we will have to build into all of ours. Ken if you can get with Cameron and work out whatever we need to do and now that happens that would be amazing.

Ken Reese – Got it.

## 2) Response Plan change with the Sonoma County Fire Districts update

Ken Reese - As many of you know that Sonoma County Fire District obviously has taken on more and more response areas. With that you know they are trying to clean up old response plans from days of yore. We just want to remind everybody that we want to make sure that we are all following SOP 45 and making sure that if we are realigning ESZs that the opposing agencies are made aware that you are taking somebody out or putting somebody in. We do our best to try to make sure that you know that we are reminding everybody of that. There are a lot of realignments and things that are going on to try to minimize the impacts of dragging an agency into their responses. That means pretty significant changes. You will see a completely different responses start to come up. I really do not know if the people still paying attention to it or not. I just want you know that it is happening with all the consolidation and everything that has been going on.

## 3) Genesis Pulse update

Ken Reese – Evonne Already gave an overview on Genesis pulse. I do not have anything further on that. Except we are going to be doing some specific user-based training with the dispatchers hopefully this next month.

## 4) Tango Tango update

Ken Reese - We had the ability to really exercise and use Tango Tango, for the first time other than just constantly playing with it and maybe a few people using it here and there. We were able to set some people up on cell phones on Victor 6 Jackson to be able to communicate and monitor what was going on with Swift Water Rescue teams. Some people do not know what it is. It is an app on your phone which you can download to talk on our radio channels. Basically it talks into a box that goes into the Comm Unit and the Comm Unit broadcasts it back out with only milliseconds of a delay. You can actually use it as a portable radio in some cases where portable will not work. Just as a reminder that it is there for at least another couple years. Unless we decided not to renew our licenses with them.

Chad Costa - This Victor 6s has been amazing Having a repeated Tac Channel is something that our county desperately needs .At least three or four TAC Channels. Are there any plans or maybe discussion about funding the ability to put Tac 2 and 3 up on Sonoma Mountain and maybe Tac 5 up on Jackson or something. This way we have that Tac ability or is that a pipe dream.

Ken Reese – No I cannot say it is a pipe dream. When we had our radio plan meeting. KT if you are on. I think you were a part of that back in the day. It really just all came down to money and funding. With Control 3 and that expansion, we split the cost. It goes back down to the funding, maybe finding grants and that is something that Evonne has been working on. Trying to get funding to be able have a repeated frequency, appropriate frequency pairs, and the licensing. It is all out there. With money it could be done. Just figuring out what the cost is and sitting down and having a conversation with the radio shop to price it out and find out how much it would cost to take TAC 5 and put it on Barham or put it on Sonoma or Tac 2 or what have you. Get some prices and trying to figure out where to go with it.

Spencer Andreis – Any questions for Kenny? Hearing none.

e) Tiered Response Task Force meeting update – Shepley Schroth- Cary and James Salvante

James Salvante - Over the last couple of months. I had to actually review the last DOAG minutes before this meeting to see what the last thing we said was. There really has not been any changes in what we said was going to happen. We were encouraging AMR to start adding additional BLS units to the system and not delaying ALS dispatch. We are already going, but after a call had reached a point in the EMD where it was identified as an alpha or a bravo or be Omega and run as an alpha. That they could send a BLS unit without being ordered directly unseen by the transport unit. It did not change anything in terms of what our requirements were for the provider. It only allowed them to add some additional call volume so we could get some numbers. For those that sat on multiple meetings where we tried to retrospectively look at calls that had been run to see if they could have been run safely by BLS unit it became apparent that we just could not look retrospectively and figured this out. Between Dr. Luoto and of course Ken Tasseff who is running the administrative component of this for DHS. The decision was made to go ahead and look prospectively rather than retrospectively and that meant adding some additional calls to the system We gave AMR our permission and encourage them to go ahead and do that. Then there was delay for a while because I believe REDCOM had radio issues. That they could probably speak to better. The big changes since that last meeting. AMR and REDCOM was able to resolve the dispatch issues and begin the process of sending the units that we put out in our October EMS Special memo that talked about that process starting. I am curious to hear actually from REDCOM on how it has been going. Has there been any issues that have been identified particularly that would be relevant for this group in terms of the operational part of sending out those BLS units.

Shepley Schroth-Cary - May I add to the conversation as well. I want bring attention to the well I have never seen any controversy in the concept of the Tiered Response. I think the controversy that is out there, is in a lot of ways a change to dispatch procedure that never was vetted through the DOAG. I do not know that we would disagree with what is occurring now, but I think the DOAG may have been circumvented potentially. I think the focus was always, if we are going to use Tiered Response or as we implement this hybrid Tiered Response. We need to ensure that it does not increase radio traffic and that it works for the units in the field. I think that is part of DOAGs task is to ensure that procedures are vetted and built from manner that will not impact the field in a negative fashion. I feel like that may have been missed. That is just my perspective, but I would also point to Jeff Schach e-mail they sent from the EMCC perspective that it was kind of a shock that we changed the process from what it previously was without some oversight that was maybe expected. That is where I saw my role as a DOAG member on the Tiered Response Task Force was to help ensure that the DOAG had some oversight over implementation of a dispatch procedure. Otherwise, I would say that it the method of dispatching the units and then the BLS units being dispatched after

the calls have been EMD has not been terribly impactful, but I do not pay attention to it as much as somebody that utilizes Control 3 on a regular basis. Maybe it might be Santa Rosa Fire perspective would be important for this conversation.

Spencer Andreis - TC you want to speak to Jeff's Point? He was on. Matt Gloeckner you still on?

Matt Gloeckner – I was going to let Jack speak up on that point.

Jack Thomas - I just sent that e-mail to Evonne that Jeff Schach sent out. I did not see her on here. Jeff kind of spells it out. I think us as a group felt like it did not absolutely go through DOAG committee which is where it should have gone through. James, you know yesterday we had this conversation at the MCC where Steve Aker and Jeff kind of talked to that point. There were some things that impacted Santa Rosa we did not meet with AMR over it. That is the situation that we have right now, you are dispatching ALS unit, BLS unit as first due engine to an incident here in Santa Rosa. There is the that transfer of care that needs to take place. What it says in the special memo is, it only can go from an AMR ALS unit to BLS AMR unit. There are some confusions out there. We felt like it got implemented really quickly over a holiday. I think that is where some of the frustration came from, it happened really quickly right after REDCOM was able to get the MED BLS issues taken care. I think from our perspective it just went out too quickly and it should go to the DOAG. This a change in dispatch procedure and that is where it lies with this operations group. That is all I have. Evonne, if you wanted to share your screen with that e-mail you certainly can.

James Salvante – Before we do that. Let me respond. I think that from the perspective of what we do as the EMS agency relative to the system. It is to provide the medical direction that says, yes you may do this and no you may not when it comes to patient care. When it comes to dispatch ability is all about the EMD process that when it is not ok to send everything Code 3. That requires the medical decision making of the physician in order to be otherwise there is no backup for the people that are doing that. We have gone through a careful process of trying to move towards a system where we have the ability to do something different by gathering data all first and foremost. I encouraged AMR to do this and authorize that months ago and it was presented to this group. It was also presented at the last DOAG meeting and you can see in the minutes that we approved. When it comes to the nuts and bolts on who pushes what button if that is what you are referring to. The operational part and the approval of REDCOM to AMR. That relationship between AMR and REDCOM as the operator of the center. Then maybe I am not in the position to answer to that. I think that we did the job that we were supposed to do as the EMS. agency of making that an ok thing to happen from medical perspective. I think that is our rule we need to stay within our lane.

Jack Thomas - I was not questioning your agency at all. I think what they are questioning here or what Jeff is saying is that they never even saw it on the actual subcommittee that they all sit on for BLS and LS Tiered Response That is what he is talking about. It should have gone through that committee. I know that they had a ton of meetings, and you were probably in all those meetings as well. I am pretty sure you are on their right? Where you guys talked about all that. This was before my time



obviously. I think that is where the frustration is. On the Santa Rosa side of things. I had to play some catch up because it went into effect immediately on the 3rd of January and all of our you know personnel that are running the calls or emailing going what is going on. Luckily, KT was able to get me the email, so I was able to kind of grab all her information and get it out to them. I think the biggest thing was the process. I am certainly not questioning the EMS authority stuff. I think you guys sent out the special memo. I think it is fine. I t is just that once this got implemented, we should have all had some lag time so that we can inform all of our troops.

James Salvante - I can see that. I think that was something that can Ken Tasseff acknowledged. We also have a handover during this time frame. Where we are kind of stepping out and Gabriel Kaplan the new Public Health Director is stepping in as our administrative lead. He sent some direction out to sort of circle the wagons again and to make sure that the communication that we are responsible for is going out in the timely manner. To the extent that agencies here felt that level of discomfort fell out of the loop. My apologies now we a going to better. I certainly curious to hear in spite of that from REDCOM on how it is going? I mean, are we seeing impacts are there, problems anybody identifying

Jack Thomas – I would like to ask the question James. I hear a lot about data. We have not even seen any data from this. When will that be coming out? I know that was a question that came up at east EMCC yesterday so data tells the story and would really be interested in seeing what that looks like.

James Salvante – Absolutely. I think we have to have some calls before we can run them through the data filter.

Jack Thomas - Remember though this implementation has been going on before mid BLS was punched into the system here on the 3<sup>rd</sup> though. AMR has been collecting data on BLS responses since they were allowed to put BLS into the system. What probably over a year ago or more. I am pretty sure they have been collecting data since then. I would be nice to actually get that data from them to kind of take a look and see how it is going and obviously learn from REDCOM how they are feeling from their perspective as well. I just I know that there has been data collection done and it would be nice to share it with everybody.

James Salvante – Absolutely. We have like a data group. The Tiered Response Data Subcommittee. Which is a subgroup of the larger of the Tiered Response group worked on creating soliciting data points and then trying to figure out what data points that would be adjective that could be measured. That there could be some actual epidemiological analysis done. That is sitting Lucinda Hammond who is our EMS epi many of you have heard reports and so on from. She has a series of meetings set up starting next week to start applying those data filters. That were decided upon through the data that has been collected so far. We are looking forward to her reports. Hopefully, that will answer some questions and maybe make some new ones.

Jack Thomas – Great Thank you.

Spencer Andreis - Evonne do you have any thoughts from the dispatch perspective as far as, how it is going from your dispatchers.

Evonne Stevens - Two things, kind of the frame that I looked at we looked at this with the BLS since this BLS Tiered Response has been going on for a year now as Jack said. Was similar to other agencies when they want to add an additional unit to different types of events if they change deployment. Add Water Tender to this event or you know another piece of apparatus to events that they have already been dispatched to. Typically those dispatches go through the REDCOM Channel, so we did not really change anything. The dispatching procedure it is another unit that now seemed appropriate for an event that is already going on. That here to be vetted through the county. I was not part of the Task Force for Tiered Response or any of those teams except for on occasion I was brought in as a like a guest on maybe one or two of those meetings. My apologies if we seem to have dropped the ball or misconstrued in any of the procedures but as far as just adding another unit to an event that is already in process that is typically done over the REDCOM channel on a normal basis. For the dispatchers. I have not heard of any negative impacts. I feel like having the right REDCOM dispatcher at that unit as we would any other agency looking at adding another unit because it is appropriate for that upgrade or downgrade of a call. That seems to be a good way to do so and kind of took the pressure off that 911 dispatcher who was trying to multitask and start that unit in between doing other things. On this side I has been a really positive experience for the organization and the dispatchers. I am reading this e-mail it is the I have seen of this. I am looking at it through a different perspective than I originally had when I was just looking at just adding a unit to an event that was already in process like we do with different agencies all the time. Other than that I do not really have anything to say, besides, it seems like it has had a positive experience for the dispatchers and actually working a little better having the REDCOM Dispatcher on the calls that are getting upgraded.

Spencer Andreis – Getting back to James, he is indeed on track it was brought to the DOAG back in September and it was asked that I believe it was supported by you to move forward with that. However, we were reluctant at that point because of the EMCC group and Tiered Response Task Force were still having interworking of what this was going to look like. I felt that this group was not prepared until we get a final acknowledgement and or you know support from both groups on how this should look. I guess that is where I am kind of going with this. If you all kind of recollect it has been several months ago, but it was brought to us. However, there was still a lot of processes happening behind the scenes with those two groups on and how this would roll out, when it would roll out. I felt that we needed to let those groups vet it until we all make a good collected final discussion. Anything else James? I just wanted to kind of circle the loop.

James Salvante - If your recollection is that. I understand how that would be consistent with what Jack Schach is saying in his e-mail. It has been a few months no doubt about it. We are in a new year. I think we are all freshly engaged in this. I think that we are creating data. We have completed our leadership switch over at the county level for the administrator who is in charge of sort of making sure that we are moving forward in a careful manner. I will say Mark Lovoto is off on vacation for the next month or so. He is

taking an overdue honeymoon. I do not think we will be making any policies discussion in the next month. We will be looking at whatever data has been gathered and that is what Lucinda is going to be able to create some reports on. Hopefully, we will have a more robust report when before you again with some additional stakeholder's meetings behind us before the next DOAG meets.

Spencer Andreis – I think moving forward. This is so new. I think we need to make this a recurring topic. More or less checked in and any data that has been collected since the last meeting we can all circle up and have some discussion on how it is going. If there is anything we as a group maybe need to interject. I just wanted to throw that out there as an idea for everybody.

James Salvante – I would also be curious in a conversation I had with Ken Reese, he felt in the initial stage would not be seeing Petaluma jump on board. I am wondering if Petaluma considering joining this project as it stands right now or you holding off?

Spencer Andreis – Chad?

James Salvante – When I say this project. I mean auto dispatch units rather than attaching certain AdHoc units to a call.

Ken Reese - I remember that there was interest, but when we started getting into the weeds of it. Chad said that they were going to hold off for now. I do not know whether they are going to jump back in and try do that. We could run into some interesting CAD difficulties with making it, so that prompted a dispatcher to upgrade the assignment or downgrade assignment or whatever the case may be. I guess some weird challenges there that we are engaging the CAD vendor on. We will see where Chad and Jeff want to go with it.

James Salvante - Petaluma has great history of utilizing BLS units. We got some really good data out of what they have already done.

Ken Reese – They monitor the calls in Tablet Command, and when they see when it is a certain type of caller whatever they determine the level of. I think it is Charlie or below. Then they just self-attached and if it can be handled by the BLS unit then they will run it.

James Salvante – I have nothing else, Thank you very much for the time.

Chad Costa – Spencer did you have a question for me?

James Salvante - Chad, I was curious if Petaluma was going move to having the BLS units assigned at dispatch after EMD or you going to be staying with self-assignment of BLS units.

Chad Costa – I caught the end of Kenny's explanation. Essentially my perspective is solely operational. I do not want to speak for the Fire Chief. I am just going to talk low level in the weeds. We absolutely will jump in on this. We just did not want to do it until we had sufficient staffing of the BLS units, because most days it is not staffed right now. Once we get enough staffing to have it staffed on a regular basis. I will reengage with Kenny. We are doing it the same exact thing. We are just doing it our own way as Kenny explained already.

James Salvante – Understood, thank you.

Jack Thomas - I really like it. I think it is a progressive step. I am kind of stuck in between as the operations too.

Spencer Andreis - Jeff and James, I really appreciate you too sitting on this task force obviously you are institutional knowledge is a great reflection upon this group. I appreciate you guys doing that, thank you. I think that is it for our agenda.

## **VII. Announcement Items from the Membership**

Conduct a roundtable of members

None

**Next Meeting March 28, 2023, at 1300 In person**

**Adjournment:** Motion to adjourn made by James Salvante and Second Shepley Schroth-Cary – Discussion – No Further Comments – Approved unanimously @ 1444