



**Dispatch Operations Advisory Group
Regular Meeting
Agenda**

July 25, 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) May 23, 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**
 - b) Introduction to new DOAG Member Scott Melendy
 - c) Pre-Alerts between 22:00-07:00 - Spencer Andreis
 - d) SOP 6 amendment – Spencer Andreis
 - e) Prepared Live (Software) REDCOM Policy
- VII. Old Business**
 - a) Tiered Response Update – Shepley Schroth- Cary and James Salvante

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) Covid questions, re-accreditation update - Evonne
- Radio – Evonne/Ken
- SOP- Training
- CAD /Back –up
- SMART

VII. Announcement Items from the Membership

Conduct a roundtable of members.

Next Meeting September 26, 2023, at 1300

Adjournment:



**Dispatch Operations Advisory Group
Regular Meeting
Agenda**

May 23, 2023 – 1:00 PM

**Santa Rosa Training Tower
2126 West College Ave
Santa Rosa, CA**

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
James Salvante – Costal Valley EMS

Others Presents:

Evonne Stevens – REDCOM Executive Director
Brenda Bacigalupi – REDCOM Administration Assistant
Jasmine Mitchell – REDCOM Operation Manager
Ken Reese – REDCOM Communications Manager
Nick Barber – REDCOM System Administrator
Peter Goyhenetche – AMR Performance Manager
Brian Crabb – Healdsburg Fire
Doug Williams – SMART
Bryan Cleaver – CVEMSA
Ron Bush - SCFD
Chad Costa – Petaluma Fire
Gabe Stirrus - Sonoma Valley Fire
Darrin DeCarli - Gold Ridge Fire

Absentee – Cal Fire

- I. **Call to Order** Made by Spencer Andreis @ 1300

- II. **Approval of the Agenda** Motion to approve Agenda made by Travers Collins and Second made by James Salvante – Discussion – No Further Comments – Approved unanimously.

- III. **Approval of the DOAG Minutes**

- a) **March 28, 2023, Meeting Minutes** Motion to approve Minutes made by Travers Collins and Second Ambrose Stevens - Discussion – No Further comments – Approved unanimously.

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.

None

VI. New Business

- a) Introductions of Proxy DOAG members – Spencer Andreis - We talked about this at the last meeting. I was actually just talking to Evonne and Brenda. I got my start was an alternate back about 15 years ago. They were always voting members. They had to go through all the positions that each of us have to do. It helps us to make sure we have a quorum which is a very important part of it. One thing we did discover was within the bylaws there is nothing that says yea or nay. I believe at the next Board meeting we are going to ask the Board to introduce a little bit of language that gives us that allowance to utilize proxies or alternates for this committee. Without further ado, I think most of us brought our alternates. We will go ahead and introduce them.

James Salvante - Alternate - Bryan Cleaver

Ambrose Stevens – Alternate - Peter Goyhenetche

Spencer Andreis – Alternate - Gabe Stirrus

Travers Collins – Alternate – Michael McCallum

Shepley Schroth- Cary – Alternate – Darrin DeCarli

Cal Fire – Not in attendance – Not sure whom will be in this spot at the moment. Nica Vasquez is retiring. Thinking it might be Brandon Leitzke.

Spencer Andreis – Welcome and thank you all for jumping on board and supporting this group really appreciate it. Any questions? Hearing none.

- b) Winter Vegetation Fire Pulse Point Notifications – Spencer Andreis – This was something that came to Kenny and I as, just a question. Thought I would pose it to this group. During the winter when we are in off off-season Vegetation fires are quoted as winter Veg so normally a single response that pushover to Pulse Point and the public be notified as such. Most of probably 90% of time it is debris fire. We have that kind of flow time periods we are going to be a little low threat, but I guess the question was. Is there a workaround which Kenny and I have talked a little bit as far as if that needs to get pushed over. I know there could be some political ramifications of it but figured I would propose it to the group for a discussion.

Travers Collins - Is that the proposal to move it because we are going to select obviously what they are filtering through is the proposition maybe to change the name of it. So it is not maybe a smoke check.

Spencer Andreis - Well that and Kenny chime in. If we were going to recategorize event type wise to a say a fire investigation or debris fire, that would alter deployments. So for you and I, we would only get one engine where our winter Vegs is two engines. Most other agencies have it as one. I cannot speak for everybody in the county, but I think most have just one engine on it but if we were to change the event type it would affect a few agencies. Kenny please.

Ken Reese – That is correct. There might be a few rarities that have a type 3, water tender, or something like that on it. Some people have their winter Veg assignment as a normal Vegetation assignment. Shel Vista is no different than on season or off season with the exception they add their BC to it.

Spencer Andreis – They a have auto aid now.

Ken Reese - Right.

Travers Collins - Is the fear just rallying up the public.

Spencer Andreis – Yes

Travers Collins - How many departments are running two engines. I know we do, and you do and Sonoma County.

Spencer Andreis - Chad what do you send on a winter Veg? One engine on a winter Veg?

Chad Costa - One engine summer and winter Veg.

Spencer Andreis - What about Northbay Goldridge

Shepley Schroth-Cary – Everything, one engine with the exception of the volunteer Fire companies that might have a staff Engine company addition to their tones for their immediate response area.

Spencer Andreis - The downstream effects Kenny, if we were to potentially change that to like a debris fire obviously the event type. there is no real work around on calling it a Vegetation fire with respect to what the end state on what we are looking to do. We have to recategorize to almost a debris fire, right?

Chad Costa - This is the whole winter Veg discussion.

Spencer Andreis – Yes

Shepley Schroth-Cary – With EFD do we have the ability to decipher better what the call type actually is, and the winter Veg would maybe occur a lot less often if it is query further.

Spencer Andreis – If you look at most of them it is escape controller burns. I would say 95% of them are escaped control burns.

Chad Costa – It is the shorter season, and the public does want to know about those.

Spencer Andreis – Right

Ken Reese – All of this is predicated on the EFD Protocol process. If you were doing EFD and you get down to a particular detorment and it would make it a debris fire or make a fire investigation. If the dispatcher right now is relying (correct me if I am wrong) right relying on

their own awareness base on what the caller is telling them. It automatically goes to Vegetation which automatically this time of the year goes to winter Veg, and you get what you get.

Evonne Stevens - We do not have a winter Veg in the EFD protocols

Ken Reese – That is what I am saying. If they enter it as a winter Veg and they go through the CAD is not changing the Codes over to. Maybe in a couple of instances changing it to a different event type so it would be dispatch differently. That is why I am saying we were actually using EFD to get to the determinant then it would do what you wanted it to do. If you are relying on its individual person to put it in that way. Some might to it one way, some might do it another way based on what the caller is telling them.

Evonne Stevens - Which we are. We are putting it in at the event type, based on what we are told and then getting to the final determinant through question. Generally it would take us to an outside fire normally, I think.

Ken Reese – But like EMD, it does not change the event type. It stays whatever we put it in as. You are dispatching that as a winter Veg that is what it is.

Evonne Stevens - Did we change that for those structures, like the chimney and appliance fires

Ken Reese - There are a couple that are changing things to different things but only a couple.

Shepley Schroth-Cary - That would depend on the agency to change their deployment to those EFD determinants, right? So, if outside fire you basically are making your overriding I to a Veg fire, right now currently.

Ken Reese – Yes, in a roundabout way.

Shepley Schroth-Cary - If we wanted to then build out additional event types that would be the solution, because you have Veg fire, outside fire, unknown type fire but right now I suspect unknown type fire you dispatcher as a Veg fire winter.

Ken Reese – Yes.

Chad Costa - The original intent of asking Spencer about this change was not to change any event types it was to change the output of CAD to the service providers through ZEN I would assume. Right now, when you do winter Veg all our phones in here would say there is a Vegetation fire. If you do chimney fire all our phones would say structure fire. The original ask was, do we want to change that, so it does not alert Pulse Point as structure of Veg fire for those reduced response fires. That was the original intent. I did not want to create more event types or make a bunch of work for everybody. It was just the output of CAD. and my thought was that this is the question to group does the public need to get scared alert of a Vegetation fire when it is pouring raining. I think if they do then we leave everything as it is, if they do not is they a way we cannot be alerting the public. Pulse Point goes off for Veg fires not for winter Veg because you know a spot of grass is burning but I am also firefighter perspective, so I am trying to look at from a public perspective. That was the original intent.

Ken Reese – Really it is all about, not so much about the CAD output because they are getting event type is it is the nomenclature that they are using to put out in the actual app. So we probably need to get in touch with Pulse Point. When you see winter Veg jam that down to control burns or something else.

Chad Costa – If the public wants to know about the debris fires, they should be able to select debris fires.

Ken Reese – It is like control burn; you can see them. You just do not get alerts for them. They are there just not they are just not in your face.

Chad Costa – What started all of this was my mom. She was very scared about fire lives in the west county and texts me every time her phone was off. There is a Veg on Ellen Lane. I would look at the notes on Pulse Point. Relax mom it is green, and it is raining. But that is what the public see and thinks the world is coming to an end and rightfully so. Are we alerting the public for something that is important. That was the original description. The same goes for chimney fires, appliance fires, contained appliance fire in the house. Do we want everyone in Sonoma County to think there is a structure fire.

Spencer Andreis- I could have sworn that changed. Does it on Pulse Point?

Chad Costa - It has to do with what Kenny was saying. They have to say it for that event type do not trigger structure fire.

James Salvante – Kenny, did Zen do that?

Ken Reese – No, Pulse Point does all the filtering.

James Salvante - They make up their own mind about what they are going to call it.

Ken Reese – I say to them when we do a test call. If we put a specific thing in a location information field. We write test call in there. It suppresses that event going out showing whatever it is. Every time a dispatcher does a test call, and they want to look at something and make sure they put it in the location information field that would suppress that from going out. They can key in certain specific things on their side and like you said it will storge it and jam it down to the bottom and not send it off as portable event typed.

Chad Costa – Is it the same for Tablet Command? They adjust it or something.

Ken Reese – Probably

Chad Costa – I am sorry I did not want this to be a big deal.

Travers Collins – No, it is a good question.

Chad Costa – I get a lot of calls from family members. I am sure you all do as well about stuff that is ridiculous. Our we are creating almost angst about something that we all know that it is not going to burn down Sonoma County.

Spence Andreis - Maybe Kenny if you would not mind doing a little research on that and then coming back to us and then if in fact, we can re-route these. I would like to before this group fully gives it the blessing that also vet it through the Fire Chiefs because obviously a big decision and could potentially be some political ramifications but get buy in as well .

Chad Costa – So we are clear that if it actually did get upgraded to a Veg fire let's say, today was not a control burn and it is burning some acreage and need some resources at that point should be allowed because they changed the event type. I would assume.

Ken Reese - Yes, I am looking at the filter in the regular public version of Pulse Point and they have structure fire and confirmed structure fire, vegetation and confirmed vegetation not sure exactly sure what they are using to make that decision. Maybe the key thing is that to make winter vegetation visible not selectable as an alert.

Spencer Andreis – Any other decision. Hearing none.

c) BLS Co Response Policy – Evonne Stevens – I made this basically from our BLS correspondence policy that is in house at REDCOM. Which has a lot of superfluous information about how REDCOM does the dispatch. I just kind of took out the main points and made this BLS coworker response policy that I hope you all have a copy of. It is kind of generic for any agency that wants to participate in the program. Chad, do you have a copy? Petaluma might be the next in line to want to use it. Let's go over it as a group. I talked to James about it, showed Jeff what we are working with now. I would like to have the group talk about it and see if there is anything in there that you guys want to change or discuss. This is basically exactly how we are doing it today with SLS.

James Salvante – This was our homework from the last meeting was to document what is happening right now so we know what the baseline is and then any additional changes that come up will meet with the group before we go forward so this gets us caught up to current.

Evonne Stevens - This is what we should have presented before for the BLS co response went to effect over the holiday, back in January or December.

Spencer Andreis – When you post BLS units do you have algorithm kind of areas that you kind of focus/prioritize?

Ambrose Stevens – Much like the ALS posting plan. We have a BLS posting plan. We recently made a minor adjustment to it and sent it through Coastal Valleys. It follows the same sort of process for setting up like we do with ALS posting plans.

Spencer Andreis – How are they silently posted? How does that work?

Ambrose Stevens - They have MBC just like the ALS units have. The same procedure that is used for sending information through (Kenny correct me if I am wrong) active 911 and the other dispatching software's that are on there follows the same.

Spencer Andreis – REDCOM basically tone.

Ambrose Stevens – Yes.

Evonne Stevens - Some of those exceptions Spencer if they are like at a hospital. If they are unable to receive information electronically. We will verbalize so they will know.

James Salvante – One concern was about previously was excessive radio traffic from this. Has that been a problem since our last meeting?

Ambrose Stevens – I have not seen much variance or change from it. Everybody else can chime in but, I mean it seems like it is the same level.

Chad Costa – Are you using the silent for ALS too?

Evonne Stevens – We have been for eight months or maybe a year.

Shepley Schroth-Cary - It is generating a second set of tones for every medically aid. Obviously, it does, but it does not seem critical.

Evonne Stevens - We use that shorten dispatch like when we have multiple calls to try and keep it as quick as possible.

Shepley Schroth-Cary – It can throw you off a little bit when you see Tablet Command when you see two calls for the same call. Is there a way to not have that happen and just attach it to the original event. Is it because you send the tone, and it generates the new Tablet Command.

Evonne Stevens – We did that for the workflow because for the REDCOM dispatcher to know this has been reduced to an Alpha, or Bravo and create that second call it allows the dispatcher to do the dispatch and shows them. Because otherwise we are expecting them to follow each call that is happening wait for it to get to that point or have the call taker stop the 911 and say it is ALPHA over here. It was really messy before. It cleaned it up a bunch when we moved it to the REDCOM dispatcher verse having the 911 call taker actually doing the toning over MEDCOM or the person on the Control Channels switching channels.

Shepley Schroth-Cary – I have a question for Peter. What is it doing for the statistics. It is not doing a new event type for the agency. It is only happening to AMR/SLS, so probably not a problem.

Peter Goyhenetche – Correct and so what is happening is that second event is being created, no unit is being attached to it is merely for the dispatcher to attach the BLS unit to the initial agency. Then it becomes kind of a null call.

James Salvante - Actually for statistics though. What is important is it lets us pull those as a group and those are the ones that we are evaluating, or this is really a lot about data collection. I am looking at those particular calls. It lets Lucinda sort of slice and dice them. I talk about that more in our report.

Chad Costa - I recognize this create another call and creates another call Med BLS and that eventually gets deleted usually pretty quickly. Does the original call event type change as well.

Evonne Stevens and Ken Reese – Yes.

Chad Costa - I was just thinking Tablet Command. If that original call did not change you could unmapped that BLS in Tablet Command and we would never see it, just dispatch would see it. But if they are changing the original call, I would imagine you would not want to do that because the original would disappear.

Ken Reese - Yes, there is a parameter in CAD. In order for it to create the other incident has to be allowed the original to be modified. If it was a different agency. They could create the new event and leave the other one the way it was.

Chad Costa - Just to clarify it does say that the Unit/ Medic has to be on scene, but I have heard Medics requesting BLS after dispatch. Is it acceptable first thing for responding Medic to ask for a BLS even though the call has not been EMD to APLPA or BRAVO.

Evonne Stevens - Generally we tell them it is in the EMD process.

Chad Costa – It is just individuals?

Evonne Stevens - Technically they cannot ask until ALPHA/BRAVO or AMEGA or they got on scene and requested.

Chad Costa – Has there been any discussion about CHARLIES potentially?

Evonne Stevens - Only if they have gone on scene and evaluated from our perspective.

Chad Costa - Thank you.

Spencer Andreis- Any other discussion on the policy. I am assuming you are looking for approval today.

Evonne Stevens - I think this is what we have been talking about for the last few meetings and just wanted to present it. I think that would be appropriate maybe move it into somewhere in our SOP language some point for other agencies that would want to utilize this process.

Chad Costa – If this is going to be for other agencies. Keep in mind it does talk about posting and stuff like that.

Evonne Stevens – We can change the language, absolutely.

Chad Costa – What is the 15 minutes part. I do not quite understand that. It says “The BLS unit is within 15 minutes of the event , the BLS will be toned out over REDCOM”. What happens if they are 20 minutes, what happens then?

Evonne Stevens – They usually would not send the BLS.

Chad Costa – Ok, Thank you.

James Salvante - As time goes on, those kinds of metrics might be adjusted. This is early days.

Chad Costa - I just could imagine as large as the EOA is that there is a lot of times where it is more than 15 minutes. I could not get here on 101 in 15 minutes.

James Salvante - I think that this is an early safe step. The idea is that we do not want it to be a negative experience until we figure out where the parameters are.

Shepley Schroth-Cary - I would not mind evaluating that. It is usually the Medic units “I do not wait any longer for the BLS unit” or the condition of the patient has changed to the point where they are like, they need to go ALS. I would rather have the flexibility rather than cancel, something to consider.

James Salvante – I think the Medic on scene can absolutely once they are there. I think this is about before they get there. The Medic in charge once they have that patient. It is about what the patient assessment criteria are for turnover.

Shepley Schroth-Cary - The purpose is to keep ALS units on the street not committed to an BLS patient. It is like 15 minutes, even if they are like 45 minutes it still going to be a net gain of ALS on the street in some cases.

Chad Costa – I was thinking 15 minutes is pretty short.

Ambrose Stevens – For us, we went with 15 is an initial response criteria. So we just did not have ourselves a scenario, where we had an ambulance going knowing that that BLS would be coming from, let say 30 minutes away. Like James said, I think once the medic makes an evaluation they can weigh in things in like whether they know that the hospitals are completely stopped up with you know APOT etc....We just did not want to from the dispatch from like the first keystroke to set ourselves up for scenario where a patient might be potentially waiting with an ALS unit for a very long period of time. When that ALS unit could theoretically turn that call around a lot faster than waiting.

James Salvante – It is all a great discussion. I will bring it back to the Tired Response Group and talk about time frames.

Chad Costa - I am also at it from our agencies as well. That is why I am asking the questions. I am also thinking like traffic.

James Salvante - I can see some of those numbers also being area agencies specific in terms of what is adjusted for your agencies, what works for you. With this process it is to get it started from one area and you know as we move around it makes sense.

Evonne Stevens – What works for Petaluma might not work for SLS. We have to be flexible.

Chad Costa – We might be able to draft up an agreement and just have some major changes for each agency as well. I do not want to have too many different criteria for dispatching to try to figure out . That is where it could get to be an issue, If I said I wanted 20 and Ron says he wants it to be 25. I can imagine that could be very difficult for the dispatchers to make those discussion.

Evonne Stevens – Is that something we could move into the recommend Ken? Like a time criteria.

Travers Collins – I like the thought of this is safe beginning point right now, right. To Shepley's point. I think it needs to be evaluated. You know with kind of training wheels on right now, so we do not you know spoil the whole thing before you just rolled out. I think 15 minutes is a safe play for now and then we adjust.

Spencer Andreis - Any other comments or questions? Our end goal is to put this in our SOP's.

Evonne Stevens – I think something like language changes, and we can take out that 15 and we could put an agreed upon time. Something like that.

Spencer Andreis – We can always start off with 15 like everybody said. We can quickly go in and change it down the road after people get more comfortable potentially.

James Salvante – This is going to be a revolving door. We are going to keep coming back.

Evonne Stevens – I think the SOP will be good .

Spencer Andreis – Ok, being this is new business. I heard that we want to just add a little bit of language in there with respect to posting. If everybody is good with that. additional policy. We can get this policed today. If that is ok with everyone.

James Salvante – Are we going to say what were going to say before we vote on it?

Spencer Andreis – James have added it, you are the best.

James Salvant - BLS program will now monitor and as appropriate be posted over the REDCOM channel.

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

Shepley Schroth-Cary - This is going to come back in a SOP format, right?

Spencer Andreis – They will reformat it and it is approved, and it will come back in SOP 49. Thanks for the work on this.

Old Business

- a) Tiered Response Update – Shepley Schroth- Cary and James Salvante – James Salvante - We have got through the first quarter of data on the BLS co response it was kind of interesting. I do not have any slides. A lot of folks have been through this already. We looked at of the BLS dispatches on how many folks got on seen, how many were cancelled on route, and how many were transported, and the numbers were lower than we expected. We are seeing like an ALPHA something in the 40% range. We had to kind of take a step back and take a look on why we were seeing numbers like that. We thought maybe that is a little low. One thing that was not considered were, say factors like, I can see the hospital from here. I am a paramedic and my BLS ambulance is 10 minutes away. Maybe I will just transport myself rather than wait. That is a reasonable paramedic decision and appropriate, but we do not have data point to capture. It just looks like a BLS dispatch that was transported ALS. What we are trying to figure out is what is the success rate of the dispatch at REDCOM on a particular determinate yielding appropriate BLS transport. The call being resolved that rather than the patient being acute enough that they really do need ALS. The other thing we cannot tell us is when the BLS unit for some reason the paramedic felt they had to go because they are reading of the criteria maybe a little too conservative. What Lucinda is going to do next is look at those that were transported ALS and run those through sort of actually the algorithm and see what we can find, what we can look at to determine if potentially we should have had more BLS transports than we did based upon those criteria. We can sort of get to an understanding of which patients are being sent a BLS but actually do need ALS. The next phase of looking at that data so we are going to continue to gather with raw data and Lucinda is going to go through that data again. Then we will bring that back to the larger Tiered Response Group. We need to do a little more evaluation and continue to collect data. We do not have enough to move forward and say now we are just going to send a BLS transport that would be a big step. W we want to make sure that we are clear on our data and that we have time to work with our partners first before we make any of those decisions and the partnership with this group so that if we do make a determination that it is time to recommend that we change dispatch beyond what we have already approved there is an opportunity to have that discussion here for operational reasons. I do not have much more to report other than that. If there is anybody that was present at the presentations, I am happy to yield the floor to you, but that is where we are.

Chad Costa – You said you though 40% was low ?

James Salvante – Based up ALPHA and BRAVOS which we thought maybe we might see and those were on you know there were some determinants that were lower than others.

Chad Costa – It would be nice in the PCR away for the Medic to have the drop-down bar selections on why they cancelled BLS or why they chose to transport ALS.

Shepley Schroth-Cary - What we are experiencing BLS started. Do we really want to sit here that much longer. I do not know if they are accounting for how much time they spend at the hospital as well. Yes, you might have got to the hospital and spent another 30 to 40 at the hospital. I want to do everything we can do to keep the ALS available for the next call. .

James Salvante - We certainly do not want to have medics sit around on scene for a long time with the patient. We do not want to delay somebody's access to the hospital. If they are comfortable. You do not know a case-by-case basis what was going on with patient's mindset. Were they miserable.

Shepley Schroth-Cary – The threshold, sounds like we are going to look at next. Is to the patient deteriorate and the medic chose to transport and ALS intervention where needed or is it a case of I do not want to wait here any longer and still no ALS intervention and we canceled BLS because we are tired of sitting around. It is uncomfortable sitting at somebody's house for 20 minutes.

James Salvante – Could be and they are looking at you “Why are we not going.”

Chad Costa - Based off my experience and our smaller sample size I was actually thinking we were doing that will. There is ton of personal subjective and decision making of the paramedics and ones can be completely different form the next.

James Salvante - Would it be different if the transport unit just was BLS and there was not that kind of well I am going to go or wait. They had a BLS unit there in the transport time of the ALS and they would just take them and go. This could have been BLS but for other reasons that were not related to patient additional decided to transport. It would be great if we had a pulldown.

Shepley Schroth- Cary - It is a challenge whether or not the determinant was accurate, and no ALS intervention was ever required. correct? If that is the case, that should guide our decision to let the BLS transport those calls.

James Salvante – Again, it is tough thing to look at after the fact. You find people that put IVs in that are paramedics. I am a 20-minute ride. I will save the nurse some trouble at the hospital, and I will just pop saline lock. We need to differentiate those patients that would be just fine. The hospital can put in their own IVs. It does not have to be a part of the EMS system to do that. If that makes sense for medical necessity. I think that is the next phase. We will have Lucinda, clinical people, us, and Dr. Luoto we will look through those and see if we can come to some conclusions.

Bryan Cleaver - I think it is important to recognize that we are implementing this in a very conservative manner. Dr. Luoto is being very conservative making sure that it is safe. I think when you look at mature systems that have been doing this for 20 plus years Kings County and Washington for example, those systems evolved and recognize that really BLS can be a much greater contributor. I think you will end up seeing the number of BLS resources that we have in the system increase, so response times will be minimized, because that will be the abundant side. Those systems are covering 80 plus percent of all BLS and then the ALS resources will be minimized but they will remain available. I think as the system evolves; we will see that 40% increase. I think that is why Mark was sort of shocked. He was comparing it to the Kings County model which has been in existence for decades.

Shepley Schroth-Cary - Of the 40% were any of them criticized for remaining BLS.

James Salvante – No, Lucinda ran a filter to see if there were any medications given or anything like that or code 3 returns. She ran into two that were listed code 3 returns but then when you look at the narrative it was so clear that it was code 2 some just clicked the wrong box, it is garbage data. We do not have any Sentinel events reported or complaints reported. I do not think we had any problems.

Shepley Schroth- Cary - With all 40% were from righteous BLS transfers.

James Salvante - When I say 40%, I am throwing that out there, as I remember that specifically for determinant. I also know even looking at it from a core which has the most numbers there is still a number of determinants that they get too many calls. The sample size was not big enough to really make a whole lot of determinations on that particular determinant. We are talking about like sick person being the most common high numbers.

Travers Collins – We are not talking about deviating. We are talking about potentially adding more BLS units to the system. We are talking about deviating from the transporting ALS paramedic making that determination. My fear obviously for us, is ALS medics on the engines, determinant it is a BLS call, ALS unit gets dropped, BLS continues our medics are now sitting waiting on scene taking an engine company out of service waiting for that BLS to get there. That is my concern. We are talking about deviating away from the ALS unit the transporting medic. I fear kind of serves to kind of creep towards that direction we are talking now we are getting more BLS in the systems.

James Salvante - I mean there is no way that we would go to dropping. First of all, we have a contract that says we have to have a BLS transport. That is one thing that the Board is the signing authority and they said we have to go back and talk to them before we change that. All we have done so far is add units for data and it is expensive, thank you very much AMR. but it is this helping some with ALS availability, but it is not sustainable as a long-term solution. We also have to come up with medical dispatch standard. Medical dispatch standards our Dr. Luoto to create. Only a physician can give the coverage that says it is ok to not send everybody code 3 all the time. He does that through EMD now and he would have to be comfortable that it is the safe thing because he will be the one that was the buck stops if he says it ok to send BLS and people start getting hurt. He is going to be very cautious and careful about that. He is going to base those concerns on data. The other thing is there is an operational problem that would develop when we have paramedic, first response, BLS in as a transport that we have not had to do with. It is Santa Rosa first would face that. We have to work through that process we are going to just send BLS has to be partnership and we have to understand clearly that we are not here to pull engines out of service to arrive with BLS to hospitals, I guess the last system 2003 failed because of that we do not want to fail again. We may say it is ok for BLS only to be on this particular determinant but, that is not the same as saying the contractor is just going to provide BLS starting tomorrow sorry about that Santa Rosa Fire.

Chad Costa - So many systems that are doing that first response ALS there are also much more BLS units in the system. Like for us in Petaluma it is a big deal we have one BLS ambulance. They are on one side of town and the call is on the other it is substantially waiting time for them to get there . I feel your concern. I think for this to work there as to be a significant amount BLS units more then there is today. If you were only sending BLS to an ALPHA, BRAVO, or MEG. I do not have the numbers in front of me that is my assumption. It seems like the East Coast like Maryland. There is predominantly all BLS just a few ALS.

Shepley Schroth-Cary - Co Response will continue more data will be gathered and more to report.

James Salvante - Yes, we will continue to work with our subgroups that we are working on and try to come up with our plan for next steps and based upon the conclusions we draw from the data.

Spencer Andreis – Any other discussion or questions on the Tiered Response update?
Thank you for the update, James. Hearing none.

- b) Tablet command invoicing – Spencer Andreis - I just threw this is a good to order item. As the invoices will be going out to agencies. Most of us that are coming from the MBC world and into Tablet Commands still have funds available that Kenny and Nick have their hands on as far as numbers go as well as Bobbi. Which can be used for future purchases, licensing cost etc....Those will be starting very soon as far as the new invoices coming out for this fiscal year. Our billing cycle I believe is the end of May early June with Tablet Command all our license, fees base on what your current inventory is. Along with those that are partaking in the MPR. Moving forward, if agencies would like to continue with the model of amateurization the equipment which we have done with MDCs they can. You just have to let Kenny, Nick and Bobbi know. They will start building that in, so you do not have a big purchasing cost at the end of say five years when you want to start in replacing your tablets.

Chad Costa - Thank You.

Spencer Andreis – Any questions? Hearing none.

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) – - PRO QA updates - Evonne Stevens and Dr. Luoto – Evonne Stevens – For the Pro QA we probably get twice a year updates, right Ken. Where they make really small changes generally on different profiles that the dispatch uses. This is a really big report with a lot of information. A lot of them were really subtle changes like a word change. I sent a packed off to Dr. Luoto and discussed on the phone with him and there was nothing in here that he had any real disagreements with. He approved with us moving forward with these changes with EMD. I brought couple of these packets if anybody is interested in looking at what the changes are. I think the biggest change for the dispatch is, there is a first party stroke analysis where you are having a person trying to find out if are having a stroke. It will be a one off. We do not get that many first party stroke calls but if we do it will be interesting. ted to bring it Also some changes to the CPR PAI for patients we afe unable to bet in the ideal position for compressions. I wanted to the group and let you know that Dr.Luoto went through this, and we discussed any important points and he approved this to move forward for our EMD and EFD.

Spencer Andreis – Any questions for Evonne? Hearing none.

- Radio - VICTOR 6 Jackson as an automatic assigned TAC for Annadel – Ken Reese - Ken Reese –
- VICTOR 6 as auto assigned tac for Annadel St Park and Taylor Mountain –

Ken Reese - Sonoma County Fire District and Santa Rosa Fire both brought up scenario of using Victor 6 on Mount Jackson as a standard tactical assigned for Annadel and Taylor Mountain. Mostly it is the Annadel issue. You get in there the tac channels get sketchy. On the surface and do not see any real reason that that could not be, but just has to be a reminder piece about radio programming and things like that. It is a repeated channel, and it does get used for other things. I wanted to bring it here to the DOAG just you know to bring that up as a potential for the Annadel calls. Obviously, that would have to be a thing where if it is being utilized for some other purpose, like this year as you noticed, we did not use the Control Channel for Wine County Century. We were able to use Victor 6 and it covered the entire route. We did not eat up Zone 3 and Zone 9's Control Channel. We did not have to shift everybody around. We have been utilizing it more for other types of special events that we have. I guess it is really all dependent on how often we actually getting Annadel calls. Obviously during the summer we are going to get a lot more and get a few rescues calls in there every year. Victor 6 certainly a viable option to tactical and it certainly provides a greater level of coverage.

Spencer Andreis - Is that off Sonoma Mountain as well?

Ken Reese – Its only off Mountain Jackson and it pounds into Annadel.

Spencer Andreis – What about Jack London?

Ken Reese – That would be interesting.

Spencer Andreis – I was just thinking Sugar Loaf and Jack London might be an option.

Ken Reese – I would venture to say I doubt it. Just simply because of the propagation area dies off a little bit right at the Oakmont cut off as soon as you come up and you start to dive down into the valley a little bit and you get out towards Oakmont it really starts dying out. We have done radio checks out that far with the Jackson because we were trying to see how far we were going to be able to reach for certain types of things, Jack London I think might be a stretch.

Chad Costa – How long would it take to have a repeater tactical? (Inaudible gibberish)

Ron Busch- Could we not use Victor 6 in Russian River, Bodega Bay, and all of our stations?

Ken Reese – Victor 6 does have a repeater at Bodega Bay and at the track, but as far as that goes as a regular tactical on that PL Tone 15, it covers from northern Geyserville to the Cotati grade, Guerneville to Kenwood. The main thing to do is to drive into Jack London and give it a radio test and see if it works. The key thing is that in order to have a prompt reminder, we need to build a tactical unit, that is the reminder of which tac to assign in that ESZ and we have very specific ESZ's for Annadel, Taylor Mountain and Jack London, if that ends up being the case just build

it into your response plans for things that need a tactical there. It just reminds the dispatchers that that is the tactical channel to use. We can certainly do some radio tests and see if it saturates that area.

Spencer Andreis - Is that the next part here, was the State Park it is like where, I know we talked about several weeks ago about drawing out each of the parks into building their own ESZ's

Ken Reese – Yes, that will be a slow go in the works I want to get all of the County Parks and all of the State Parks into individual ESZ's for two reasons. One; anytime we can create a call in any County Park or County Property that is a County Park property, Joe Rodota trail for instance is County Parks property and County Parks is the responsible law enforcement agency. We have the means of create a call for County Parks that automatically notifies them in specific places they have a specific ESZ. Ideally, I would like to do the same thing for State Parks as well. It is on our "stuff to do" list. It is just a slow go with GIS on that project. It is something that may come later this year or early next year.

Chad Costa – Even if you did not have that, as long as it is approved, and battalions and captains know that they can request it. Obviously, it is best to have it pre dispatch.

Ken Reese – If there are not any objections in making this a standard tactical, at least for Taylor Mountain and Annadell for now. I would just want to remind everyone, especially AMR, to make sure that the portable and mobile have Victor 6 programmed preferably in Bank 1. Maybe we can give it a start date of July 1st, so it will give us some time to make sure that everyone stuff is up to snuff.

Spencer Andreis - If you just want to put a memo out once everybody is good to go and let all the stakeholders know, that there is going to be a change as far as responses, that would be great.

Nick Barber – Does that mean that we need to change SOP 5 for the tactical?

Ken Reese – They are in there by zone (primary and secondary), and we can add a parenthetical statement outlining for zone 7 for Victor 6. Jackson was approved. I will work up some language.

Ron Busch - Are you going to allow people to ask for that channel too?

Spencer Andreis, Chad Costa, Ken Reese, and Ron Busch – Make it available upon request.

- State Park - None

- SOP- Training – Evonne Stevens – We will be doing the Wildland refresher training for relief supervisors, supervisors, and CTOs with Spencer next month.
- CAD /Back –u p – None
- SMART – Doug Williams – None

VII. Announcement Items from the Membership

Conduct a roundtable of members

Ambrose Stevens – Happy EMS week everybody.

James Salvante - EMS agency is hiring for an EMS coordinator it close on June 5th. Just putting it out there.

As far as the good to the order I was not sure where this would fold into the committee structure. I had a conversation with supervisor Will. Kenny, he mentioned he was going to talk to you about this I do not know if you did. It was about tracking of ambulance strike teams going out of county. He said that sometimes people will let REDCOM know they are going if it is a striking that we have assembled to send out to assist and sometimes they just go out of service and do not let REDCOM know. It would be really good for us to keep track of folks that we are sending out. Will said he would talk to you about getting event type setup or something or some mechanisms so that we could keep track if they leave the county.

Ken Reese - We have available strike team event type. We create it a long time ago. When SLS put together their whole distribution list. The request that you guys were being notified and that were sending out a message to a distribution list. It is kind of just petered down to the waist side. I think that one incident we went down to Santa Clara for the pipeline explosion. I think that was the only time it got used.

Evonne Stevens – Do we have an BLS or ALS?

Ken Reese – It does not say.

James Salvante - Sometimes it is a mix too, you send what you can. It is one of those things that unfortunately tend to be the recipients of the strike team the more that we send them. We would like to be able to track them when we do.

Evonne Stevens - Is that something we could add to active status?

Spencer Andreis – No.

Ken Reese - If they have the mobile responder, we can track them out of state. now. You can see exactly where they are at.

Spencer Andreis - What are you looking to track?

Evonne Stevens – Just how many strike teams we have.

Spencer Andreis – The event type is built, and you fulfil it. I will stay in CAD until they are disbanded come back to county so you will be able to see it. Who goes, when they go, order incident information.

Evonne Stevens – Do you want to be first up considering our agency for that strike team.

Spencer Andreis - I would hope there was a preset.

James Salvante - Here is what happens is we get a call from the region, or they will send out a text to all the operators in region 2 looking for a strike team. Then we tend to reach out to the agencies through Image Trend and then we are putting it together at the EMS agency level. Then it goes out. We need to make sure that it gets captured at REDCOM.

Travers Collins – Through Imagine Trend?

James Salvante - We will send out an alert through Image Trend. That is the system we have. It is certainly possible to move all this into REDCOM manager if the agencies are interested in participating in that process. Where we put together a strike team . I am surprised we have not done that. By in large, the people that have units are usually AMR, Sonoma Valley sometimes.

Spencer Andreis - I thought we had predetermined like SLS 4 was always the leader then SLS would send 2 and 3 and reach out to Petaluma, Sonoma County Life West and would fill in the gaps.

James Salvante – I do not know if that has been operationalize.

Ambrose Stevens – To the best of my understanding. There is kind of a couple of different kind of categories. We have immediate needs strike team. Where if something happens around the corner and then we are kind of managing that though closes resource. Which would be in with REDCOM to find out who is closes to that. Then we in the back in work on refilling though positions. Then what we have happens more commonly these days, the request comes in with start date and time that is making the next day. Then Imagine Trends piece what we typically use what we receive as far as polling goes to figure out who can send what. Whether we can satisfy that request or honestly correct me if I am wrong. It feels like a lot of the request have really been more for like Region 2. They will say, we want an entire strike team and if it comes out of Coastal Valleys and Contra Costa these other areas fine, but it is not necessarily directed like Sonoma County must provide 5 ALS resources.

James Salvante - That is common. Not everybody has that resources often we are in that position where we do not have extra things to send to evacuate a sniff

someplace in another county. I am just looking to make sure that we are making it visible to everybody that is interested in participating or not cutting out the agency part of the process. The units are leaving the county. We know they have left and there is accountability.

Evonne Stevens - It is easy enough for us to track if someone tells us. Right now, it is hit or miss no one ever tells us. We can add another event type.

James Salvante – Maybe it is more of an instruction to the providers to contact REDCOM.

Spencer Andreis – Anything else? Hearing none. A motion to adjourn.

Next Meeting July 25, 2023, at 1300

Adjournment: Motion to adjourn made by Travers Collins, Second James Salvante @ 1410