



**Dispatch Operations Advisory Group
Special Meeting Agenda**

October 30th, 2023, 1:00 pm – 5:00 pm

**In person at
Santa Rosa Fire Department Training
Tower
2126 West
College Ave Santa Rosa, CA 95403**

I. Call to Order

II. Approval of the Agenda

a.) July 25, 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.) Discussion of non- renewal and/or early termination of dispatch services contract with American Medical Response ("AMR")

VII. Announcement Items from the Membership

Conduct a roundtable of members.

Schedule next Special Discussion Meeting – Spencer Andreis

Next DOAG Meeting November 28, 2023, at 1300

Adjournment:



**Dispatch Operations Advisory Group
Regular Meeting**

Minutes

July 25, 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
Travers Collins - Santa Rosa Fire
James Salvante – Costal Valley EMS
Scott Melendy – CalFire

Others Present:

Evonne Stevens – REDCOM Executive Director
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
Ron Busch - SCFD
Gabe Stirrus - Sonoma Valley Fire
Darrin DeCarli - Gold Ridge Fire
Mike McCallum – SRFD
Matt Gloeckner – SRFD
Mark Luoto – CVEMSA
Mellissa Leonelly – AMR
Ben Nichols - Cal Fire

Not Present:

Ambrose Stevens – AMR Operations Manager
Brenda Bacigalupi – REDCOM Administration Assistant

- I. **Call to Order** Made by Spencer Andreis @ 1302 – This meeting had audio issues. Brenda was not in attendance for this meeting to take notes.

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

III. **Approval of the DOAG Minutes**

- a) May 23, 2023, Meeting Minutes - Discussion and action to approve - Spencer Andreis

Motion to approve Minutes made by James Salvante and Second TC Collins - 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**

- b) Introduction to new DOAG Member Scott Melendy – Spencer Andreis – Welcome Chief Scott Melendy – Scott Melendy gave us a little history of himself.

- c) Pre-Alerts between 22:00-07:00 - Spencer Andreis – Spencer Andreis – This will be SOP 8. One thing we were looking at was efficiency of pre-alerts between the hours of 2200 and 0600. The call volume is down, and the majority of the staff stations with the exception a few, are in night mode and not listening to the radio. I just wanted to discuss this with this group.

Discussion was made with everyone, and it was tabled to next meeting.

- d) SOP 6 amendment – Spencer Andreis – Actually there are a few SOPs that need a little bit of clean up on. This is stuff that we have overlooked in the past couple of years. Here are the updates. Went over the changes. Need motion to approve.

Motion to approve SOP 6 made by Travers Collins and Second Shepley Schroth-Cary - Discussion - No Further Comments – Approved unanimously.

Spencer Andreis - and now SOP 46 – Motion to approve SOP 46 made by Travers Collins and Second Shepley Schroth-Cary - Discussion - No Further Comments – Approved unanimously.

- e) Prepared Live (Software) REDCOM Policy – Evonne Stevens – We were recommended to get this software by Chad Costa. It is something that our dispatchers will be able to send a link to 911 callers for certain types of events. We would be able

to get a picture, a video or audio during the event. I put together a policy outlining how we would use this software. I would like everyone to look it over and I would like to go over it with you and see if you would approve the usage of this software operationally. Ken, will you do a little demonstration to show how it works? Hopefully, we may end up with the paid version (currently on the free version) and that may allow us to share the picture or video with responders or maybe in the SLACK channel.

Ken Reese – Yes, I will do a quick demo with Nick here. I will just walk around the room and show you what it looks like. Basically, this is a web page (this will be on our CAD workstation) I click a button which is a new incident then I put the phone number in, and I create the incident. What that does is it sends a link to his phone, and it allows him to tap that link and then it makes a connection and will start a feed. As you see now, he has a live feed on what is going on here in the room. If you are on scene, let's, say a fire you can show me what it looks like. I want to know how involved this is. They have that ability to do that. It is recording the whole time and it allows us to download the recording, store it and archive and archive any pictures associated with it. He can also take a photo. Which will pause the video and then he can upload the photo. The idea there is we will be able to eventually take the link and paste into the call notes (just an idea). Tablet Command and Mobile Responder it will show up as a hyper link and since those have internet access you will be able to click the link to get to the photo or the video or connect and join the actual live session as it is going. You as an IC could potentially click on that and say "this is what the caller was seeing, and this is where they are at" to kind of give you more boots on the ground observance look on what is happening. This is what the software does. This is the picture that is just uploaded you can link that and paste it into the call notes and download to see what it is. We just got approval today to put it on the CAD work stations and that will enable us to not have to go to the third-party machine which we do not have enough of in the dispatch center and to be able to have that internet access. So this has enabled us to have more access to the system. That is a real quick down and dirty overview on what it does. It will be a great with Tablet Command user. It will take you out to another screen, but it will enable you to look at what is going on. Eventually we will be able to share. It will be interesting Scott (ECC BC), to test when we have our CAD-to-CAD incidents, we paste a link in there if it shows up as a hyper link on your end and if you are able to join in too.

Scott Melendy - Our CAD does not have the ability to copy and paste a hyperlink into the CAD notes.

Evonne Stevens - Have you tested it with Tablet command Ken?

Nick Barber - No not yet because it is not on the CAD station yet.

Spencer Andreis - It would be like a text message to a tablet.

Ken Reese - We cannot send a text from the CAD.

Spencer Andreis, Scott Melendy, Shepley Schroth-Cary, James Salvante, Travers Collins, and Evonne Stevens were talking back and forth for a few on the subject. Unable to hear conversation on the recorder.

Ken Reese – If we have this access from a CAD station. We can get a link and copy the link and paste it in the call remarks that shows up as a hyperlink and if you are on Tablet Command or Mobile Responder you can click on those links, because both of those devices have access to the Internet. You should be able to do that. We will start testing that tomorrow.

James Salvante - The data is on an offsite server not on CAD. How long is it going to stay active after the call is closed? Is that data gone?

Ken Reese – That stays for 30 days archive, I think. I did something with Evonne on 13th. There is archive. The other thing that allows you to do is chat with the caller maybe you cannot talk but you can chat to the caller and text to 911 in a roundabout sort of way. There are all other kind of things you can do. You can flip the caller's camera around and see the person or they click hide if they do not you want to see that, you can also blur. I do not want to see the gory details of the crash. You are sending me the video and everything, I do not want to look at it. You know all those things and that is all the pieces that will go into the policy. There is a lot of PSAP around the US that are using this all over. It is free right now as you enhance it there is cost involved.

Travers Collins – I know this is geared more towards the public and information gathering to increase situational awareness, but is there an app that we can use in the field as a responding unit? Because we are now running tablet Command on an iPad that has a camera, is there a dual functionality where we can open up that app, stream and have Tablet command open up another interface?

Ken Reese - I do not think there is an app site. I think you would save it as a shortcut on the browser on your phone.

Travers Collins - What I mean is, I pull up on scene of a working commercial structure fire. I can essentially minimize Tablet Command, open up that (the app in question), click record and now you are getting a live stream from the incident commander and that will run in the background.

Ken Reese – It is browser base. You put an Icon on your Tablet that happens to run on safari, as far as I can tell from when we did all the original demos, the sharing of it, I do not know whether there was an individual IOS app itself. It sounded to me like you saved it as a browser on your home screen so you could tap into it. Save your username and password. Then you are in.

Travers Collins – Browser based systems, usually are not a one click. I did not know if that existed or not (app in question).

Nick Barber – There is an app.

Travers Collins - The other question, (This is for County EMS). Is HIPPA Compliance and security of video being taken. Where does that go? We all know right now that social media is such a big thing if someone gets a hold of this that was not involved in the incident and somehow gets out (especially if it is going through Tablet Command). Sure, we all have it, and we may not be a responding agency. Someone that has Tablet Command access from say Gold Ridge gets a hold of it and puts it out on social media platform where it does not belong, what is security?

Shepley Schroth-Cary – Why are we doing this? I mean it kind of not being contrary but also there is a huge number of implications, evidence gathering. When are the cops going to come and look for that suspect that might have walked into. The person providing, are they giving consent? I mean they are, but they are providing evidence of what they have recorded at a fire/stab wound or a vehicle accident. Do you have record retention in management, but then the amount of subpoena that could come of the result of having this.

Ken Reese – That is why it is not public activated. It is only activated at our request to the person. Whatever our SOP and guides are and maybe we do not do it on any medical calls, just on fire.

Shepley Schroth-Cary - I am sure there is a policy to follow and the repercussion of that the dispatchers have one of the hardest jobs in the world and now we are adding another element to it that they were shielded from before. So let us understand the consequences of that now that there is another element to it. It could be really beneficial with evidence gathering with Fire starts, something like that. (Inaudible chatter)

Evonne Stevens – The second page of this memo we put out it shows where we kind of will use it for medical calls only looking at it for MCIs. Fires, Rescues, Water rescues, animal rescue, someone locked in a vehicle, vehicle in flood water, other things like street flooding, things where we can see the visuals and try to shield the dispatchers from looking at any type of visuals that would be traumatic for them.

Shepley Schroth-Cary - With that information, how is the dispatcher being empowered to use that information to augment the dispatch or is that just going to be available for (Inaudible Chatter)

Evonne Stevens - The caller has to pre-consent to video that is part of the app we would send them a link and before they can send us any pictures, it asks for consent, if they do not agree it will not go any further. If we do get pictures that are useful, we can add it them to the CAD event with a note saying it came from Prepared live. Our policy will state that the dispatcher can only use this from a REDCOM PC and CAN NOT be used from any personal devices.

Shepley Schroth-Cary, Spencer Andreis, Nick Barber - They were all talking back and forth for a few on the subject. Unable to hear conversation on the recorder.

Ken Reese - If its link as part of the app itself and it is taking you within prepared live (which we do not have, as it is part of the paid version) What I was proposing was if there was a way to link the actual photo that gets uploaded. No from the standpoint unless you have username and password to go into it. We have a lot more training that needs to be done but we have looked at all the basic overviews. There is functionality of it when it is responder shared, only the responders with logins can get into and see it. If you do not have it, you do not have and you cannot get in, ideally.

Spencer Andreis - Hypothetically, I have a login and you get a call, and the incident has "whatever link" I can click on it and log in and see it?

Ken Reese - I would think so.

James Salvante - That would be a big, big concern (then inaudible statement) then many sidebar discussions about access on a medical call vs access on other types of calls.

James Salvante - Access on a medical call, showing what the house looks like would be OK, I am talking about in the house, showing personal medical information being solicited.

Ken Reese - Specifically PHI.

James Salvante and Shepley Schroth-Cary - Discussion back and forth not audible or clear.

Travers Collins - Some inaudible discussion, TC speaking about the concern, that everyone on Tablet Command can see all the calls and if there was a picture taken and someone that was not part of the incident got ahold of that and it got out to the public (fear of data not being secure). I am sure it is working in other areas, there got to be some same issues or concerns that we have that have been addressed, seems like an easy fix by staying on medical. We are not going to do it but on MCI, fires, and rescues (yes).

Ken Reese - We are reviewing other PSAPS policies on it, 2 or 3 have agreed to share their policies on how they are doing it. The others are law enforcement as well, there is a lot of thought that has to go into it. It just depends on what you decide to share. You can see what every department has now. If we were to paste a link into a call, which we do from time to time for one reason or another, you can see that. Gold Ridge can see SLS and SLS can see Healdsburg and so forth down the line. It is just how it is; you can see everybody's call information. From a HIPPA standpoint everyone is bound by the same rules

James Salvante - But if you are not, you should not have access to the patient's information. If you are doing mutual aid, then that is perfectly fine, but just because you want to have access does not mean you should be able to, and it ends up being an issue.

Scott Melendy - The dispatcher can use that right? Use that at their CAD workstation and still not place it into the call notes, right?

Ken Reese - Absolutely

Shepley Schroth-Cary - Mentioning of (can see using it for early information on a fire or investigation) but not a first responder, (Shepley and Scott having inaudible conversation back and forth). Then Scott asked about the feed being saved.

Ken Reese - Yes, stored on their servers on a public safety azure cloud stored from a secure standpoint. Those are all questions that we will be discussing with them next week. We will bring up HIPPA and see what others are using it for. I have heard stories from a colleague from another state, they had a gang fight and they linked it up and could see how many people were fighting. That helped them to determine how many officers they may need; it could be an estimated 25 people and turns out to be 125. I see that in the early onsets being a fire tool as far as fire incidents vs medical.

Evonne Stevens - From a dispatcher perspective sometimes getting information from a caller is difficult, asking how large the fire is then they asked, "what do you mean" and we reply, "what size is it" So by getting the video it can help us see what we are dealing with, is it the size of a football field or a basketball, is it moving fast, etc. I definitely see the value on the fire side of things. (Lots of inaudible editorializing). Can we drop a note in the call that we have a photo and if they want it can it be uploaded to someone?

Ken Reese - Yes, it has a URL upload for the particular incident so you can have the chat log, videos, picture associated with the incident and can be exported to agency for their report or for PRA request.

Darrin DeCarli - Obviously, you have to have internet to access this, it is not going to work everywhere in the county.

Ken Reese - Correct, it would not work everywhere in the county.

Peter Goyhenetche - When you meet with them next week and discuss the concerns that we have all heard here today. With access the data is there way to track who access the data, for example, I hear about something, and I access it, does the system log who it is?

Ken Reese - I believe it has an archive history. I would image it has full logging capabilities, so if you logged into prepared live and took a look at it, it would log that you were in there looking at the incident as well.

Matt Gloeckner - So we could have REDCOM or whoever has jurisdictional authority has access to look at that call, is there a set amount of time or time period for that.

Ken Reese - I think they said 30 days.

Matt Gloeckner - If we could create filters in there that only certain people have access into the jurisdiction (inaudible after that) Like downloading video footage and then kicking it out on a call that we have an active arsonist (then inaudible).

Ken Reese - All good questions and all things that we will have to pose to them when we meet next week. (How are they to handling this or that, how are you handling shared information, etc.) As it stands now, you have the ability to open any call that is active in Tablet Command, Mobile Responder or MPS in any jurisdiction. Everybody has the ability to see everybody's call information, whether you are on the call or not, it is just a matter of what you choose to do with it. Whether it is right, wrong, good, bad, or indifferent, you have the capability to go in and see it. We have gone back and forth with legal over the years back when Anne Keck was with us, and got some ruling on PRA requests as it was related to HIPPA but when we got into the whole responder thing, whether you were on the call or not, did you have need to know right to know, kind of like CLETS kind scenario, you are not going run CLETS off duty but do you have the ability to look at that stuff, yes! Do what is right! Hopefully, there is logging capabilities that show who was in there who was looking at what. Then you can then ask the question to them as to why. There is obviously more legwork that needs to be done with the policy standpoint and fact finding about how broad we want it to be and or if we want it to be at all.

Travers Collins – What is the cost?

Ken Reese - Right now it is free, it is free to all 911 PSAPS anywhere in the U.S. There are paid versions, and each paid version allows a little more flexibility, storage, and control. As it is right now it is just video and chat and photo upload. One of the things that I did during the testing of this was getting the photo that was uploaded from prepared live and putting it into the slack channel. For XSN OPS so you now could look at that fire through that slack channel. Maybe that is another option. These are all things we can look at and should look at.

Spencer Andreis – It is very Watch Duty Esk.

Scott Melendy - Does the caller have to come through the 911 system?

Ken Reese - That is the beauty of it, NO! If it was a 7-digit line or 911, we can just say "what are you looking at?" (We are going to send you this link.)

Scott Melendy - Inaudible Questions regarding responders

Ken Reese - That is something that we talked about during the demo, was that the responder could log in and show what is going on at the scene to us.

Scott Melendy - If there is a large or multiple incidents going on and there is a duty officer in REDCOM that might be a situational awareness gathering tool.

Inaudible conversation amongst several people. About having a link on an IPAD.

Ken Reese - In the paid versions you can have a link from the field rather than us and you can invite the dispatch center or others to join. You could invite the duty officer and make a determination of what resources you may need. There is some situational awareness from that standpoint. Then maybe you can do a live stream to the command wall or something like that. More to come.

Spencer Andreis - Moving on to old business.

VII. Old Business

a) Tiered Response Update – Shepley Schroth - Cary and James Salvante

James Salvante – The latest update on that process is that we are looking at digging in deeper into the data developed by our DHS. The folks that were at the last meeting after talking about doing some sorting on BLS on scene calls that had a paramedic. BLS unit arrived on scene those calls end up transporting by ALS unit. We wanted to dig a little deeper and find out why that happened. There are a bunch of concerns that might not be related to actually needing an ALS transport we want to sort through. We got a group together. I was involved as well as Dr. Luoto and representation from Santa Rosa Fire, Sonoma County Fire District. We are looking for a total of 60 CERs we got through about a third of them. It was a really good detailing analysis case review, and we will do another round of that. This way we can bring back more feedback data on the Tiered Response.

Mark Luoto - Today I looked at about 50 cases. I expected to find a lot more deterrents. I looked at a lot of cases that could have gone BLS, but ALS was already there 12 minutes ahead of time probably had the patient on the gurney. Some of them were borderline. Some of the calls were so complicated. One of the things that I am learning is that Seattle divides the system 30 plus years ago. Where they had mostly BLS First Response, and they went with that. They got a custom to probably 70% to 80% of transports back to hospitals are BLS, because they have a really good choice system. We have a system that is all ALS and now we are going back and trying to feel comfortable saying these transports to the hospital are BLS. In some of these cases I designated today maybe half of them went ALS but could have gone BLS. I have always said paramedic judgement comes into every case and what we have as guidelines does not necessarily trump paramedic judgement. That is why in the beginning I felt like you see this slow dance. Figuring out what safety conditions, what is tolerable for the system. We asked Erin who is our ALS person at Memorial Hospital. What would happen if this patient went BLS and was not as stable as we thought. Does the BLS person have as much poll in the hospital as the ALS person? She said NO unfortunately right now NO. I mean right now the ALS person come in there and say “ Hey guys I am on the wall been here 15 minutes get over here and take this patient and

that is probably going to be listened to in many circumstances. She was surmising that maybe an ALS person would feel more comfortable doing that. There are these co-factors. I do believe we are going to get to place where we will have some of these determinants. We have to work carefully with Santa Rosa Fire. I do not feel comfortable moving this out to the entire system. I really think a safe starting point which I mentioned before is working with it in the Santa Rosa city limits. That is where the majority of the EOA calls are anyways. We had a meeting just last week with Santa Rosa Fire. We just need to make this work. We do not want Santa Rosa Fire to sitting on scene for an extra 15 minutes. We would consider anytime the Santa Rosa Fire Fighter Paramedic jumped on a rig and went to the hospital is (inaudible). That would clearly be something we do not want to see obviously, and we would have to do a fairly quick investigation. We are moving forward. I think we will come to the determinants that we will start experimenting with. We are looking for systems where they use ProQA. Seattle does not, and I believe Salt Lake City uses Omega. I want to use a ProQA system that is what we are basing are world on. I would like to see where they feel comfortable using these determinants that works well. Sending them out BLS. Fresno does not have ALS first response checking them out and where its worked well its worked safely. You remember Aaron Abbott who you used to be here. I did not realize that he has moved on to developing his own company. I did speak to Aaron's replacement at REMSA, and he just said. We are really frustrated with how slow (they have been working on this for about 3 or 4 years) They are only doing about 15% BLS transports. A lot of those transport are ILS basically A-EMT transporting back. Although he said only about only about 3% have those A-EMTs that have done anything in the transport. Even in the system where they that dedicate to it. It is a slow roll. When I hear that as of January 15th it is going to be full ALS Tiered Response. What does that mean? The only place I have seen it working for a long time is Fresno. I have gotten their determinants, I have been a part of MDAT of for 30 years and I have never seen their medical records, they dance to their own tune. I am looking at other areas. Where is has been ProQA need to feel comfortable with starting a new event. I am still searching. I do like the fact that we are doing this. I just have to feel like we are doing the right thing for the patients, and we are doing the right thing for our agencies. I am being relatively conservative in this regard. If there are people that feel that I am being too slow. I am totally willing to look at that feedback.

Matt Gloeckner - We are coming up on an anniversary date of ALS BLS right now, there is a concern of increased radio traffic if we expand this program. Right now ALS comes up and ask's if BLS is available and they say yes. Then they ask the BLS unit what their location is. I am wondering if you foresee any additional workload in dispatch.

Evonne Stevens - The way the system should be working is by determinants, more than by requests and when that call becomes an Alpha or Bravo in the EOA, it is prompting the REDCOM dispatcher to send a BLS level response to the event. Generally this is done by the REDCOM Dispatcher sending out a shortened dispatcher which does slightly increase radio track. Occasionally a BLS unit may be responding to a different event that is further away than the new call making them no longer the most appropriate unit. In this case the dispatcher would end up switching units creating additional radio traffic. One other thing I have noticed is when a BLS unit becomes available they sometimes virialized this status to the Control Channel operator incase they are more

appropriate to a pending event. These are one offs; I feel like the additional BLS traffic is had minimal impacted. Brian since you are in the field and dispatch, I am going to defer to you. Do you feel there has been an increase with the BLS traffic.

Brian Crabb – As far as a REDCOM Dispatcher or Control Channels?

Evonne Stevens – I think the Control Channels, I am saying that the REDCOM dispatch has more calls to dispatch.

Brain Crabb – Control Channels not really.

Evonne Stevens – REDCOM Dispatchers, yes.

Brain Crabb – Yes.

Evonne Stevens – If they are putting out another call, then those Alpha, Bravo in the EOA, they always leave those for last, it is their last priority. So that seem to be working well.

Brian Crabb – Yes, it is REDCOM, that is the only extra workload, and it is not that much, its just juggling the extra things.

Matt Gloeckner - For the 15% or so of BLS being dispatch there are two sets of tones so its double the workload per call for the REDCOM dispatcher.

Evonne Stevens – So the second tone and the dispatch is shorter.

Matt Gloeckner - I guess my hope is that someday we dispatch post determinant and send the right stuff the first time. That is bigger conversation about time standards and requirements of the contract. I would be interested in a new policy where we would dispatch off the determinants Alpha, Bravo and Charlie. Where time is as not as important than dispatch right away on other calls with a higher determinant.

Evonne Stevens: If we dispatched as designed, we would be waiting for our determinant and sending. Echo calls go out right away. We usually know right off the bat when a call is going to end up as an Echo call. The protocols are designed to figure that out within about 30 seconds, occasionally the caller does not realize the severity of a patient until we get to the breathing question. Then they will answer with “oh no,” he is not breathing, or I cannot tell which code as Echo would still and send out immediately.

Matt Gloeckner - That would be a bigger discussion. That would solve the issue someday. That works and it would be great if we could set the standard that is based on science. It is a higher standard that all calls get processed.

Inaudible conversation amongst several people.

Mark Luoto – People can learn BLS it is slower than what we would like. Sometimes it takes people they say it takes medical research, that paradigm shifts, changes and treatments often taken 18 years to fully invest the system with change. As we move forward ER's can learn to be responsive to BLS for that to happen is part of the change.

Matt Gloeckner - In tiered response in general is going to create more radio traffic even from the scene crews' people at the scene are going to asking for ALS resources. This is variable weather then want to go ALS or BLS a lot of time it is 15 minutes away. They are going to say forget it we are going to go ALS instead of waiting for BLS. A lot of these are going ALS when they do not need to. There is no way for them to know unless they ask. Control 3 where is the closest BLS and then they have to go through that ambulance. Field crews are going to drive that conversation.

James Salvante – Right now we are essentially sending two ambulances. ALS is going to get there every single time. They are going to make the decision “Am I going to transport or am I going to wait.” It is a different decision as far as a first response paramedic saying “ Am I okay waiting for this? My BLS medic is coming. Is this patient, have they slipped by or this actually an acute enough to need ALS and then we have that discussion having to happen. Moving forward carefully our goal is to be able to come up with the process of that is not a decision that has to be made to often. In this instance, BLS is coming, and this patient is going to go BLS unless there is something that the First Response medics sees.

Inaudible conversation amongst themselves.

Mark Luoto – What we are seeing looking at the cases now. ALS is on the scene for at least 6-12 minutes ahead of BLS.

Matt Gloeckner - Evonne, I am not completely aware of all the REDCOM policies but is there a specific policy for either REDCOM or the Control Channel to keep radio traffic to a minimum.

Evonne Stevens – To clarify on the radio traffic side, yes there is a specific policy to have the responding unit verbalize to the CRO their response location such as MED752 from post 15. With the REDCOM dispatcher dispatching the BLS units using a shortened dispatch.

Inaudible conversation amongst themselves.

Spencer Andreis – Moving on to our work groups.

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 – Evonne Stevens – I was hoping to speak to Dr. Luoto with COVID questions. A couple of meetings ago we had the protocol 36 and just use the COVID questions on the sick protocol, Chest Pain protocol, Breathing protocol. We were directed to go through the IAED software. There is also a switch to turn that off and stop using the COVID tool. The other dispatcher agencies I talked to around the country are not using that anymore. It is kinds of endemic at this point. If something ramps up, we could turn it back on. I think it is kind of a time waster, people are being very cautious. .

Inaudible conversation amongst themselves

Evonne Stevens - We do have accreditation happening at the moment. Ms. Jasmine is heading that up. It is lots of work on a daily basis. It is a big project. It is a lot of work and a lot of stress. Their website has been down for a few months. Jasmine is about ready to upload everything and see where we are and where we stand. Do you have anything else to add Jasmine. Do you want to talk about how good our center is doing with the accreditation and data. .

Jasmine Mitchell – Everything looks good. We will be excited to submit and see what the feedback is. Then from there we will have a better idea of the items they will need. I feel like we have everything lined up. There are about 20 points we have us go through for EMD and EFD, but each of those points may have multiple sub points. You are going through compiling a phone book of data for them to look at. When they review 50 of our calls that have already been reviewed and make sure they were reviewed correctly the first time. They are very very thorough. Once we go through that and are staying at the A plus status. We can breathe a little bit. Then have that status for another 3 years.

Evonne Stevens – During those 3 years we submit data to them every quarter. We know every quarter where we stand because we get a report from IAED showing us what our status is as far as call scores for the center. Jasmine’s project is a pretty big one it consists of submitting 20 points for EMD and EFD each one has many sub points which are reviewed extensively to insure we are keeping up with the standards as far as policy and call scores.

Inaudible conversation amongst themselves

- Radio – Evonne/Ken – Ken Reese – I have a couple of things with regards to radio. First one is if you do not recall I will just bring it up again. We are more and more assigning Victor6, Tone15 aka Jackson as a tactical channel to repeat a TAC that we are using for a lot of the parks. Could be used in places like Armstrong woods, Annadel (which we just used in Annadel today) It sounded really good to me on my portable that

is beneficial. That is starting to get more and more traction. We are building some of the response plans. We want to use Victor6 specifically as TAC in a particular place such as those parks like Shiloh Park and Mark West things of that nature. We can get some ESZ around those areas and we will actually plug them in as a dummy unit if you will, and the response plan and that would get recommended and assigned to those calls So the dispatcher would know that this would be the tactical for that particular incident. Just likewise as far as radio stuff goes anytime SOCO1 is part of the recommendation for grass fires during the summertime response areas not only would they recommend SOCO1 when they are available for fire air ops, it will also recommend Tac12, so we know that is the that the air to ground for SOCO1 for fire ops. That is one piece for radio. The other thing for radio is that we got hit with huge giant fat bill to replace our aging 22-year-old MODUCOM radio system for the dispatch center. We did a demo with the product called ZETRON. It is fantastic. The radio shop is handled by the Sheriff's Office "so and your part is going to be \$694,000". Evonne is getting with the REDCOM Board for additional funds and with that being said we are going have the next five years to pay it back. We are going to be starting to implement some new backroom changes with the Sheriff's Office the radio stuff is going to change and become more digital. Hopefully, they are going to start to hear more clarity. We will start testing the ZETRON system training with the dispatch staff. Then quite possibly we will have all positions be replaced by September 1st, 2023. We will just need to ask the agencies to listen up as time goes on to see if there is any improvement or anything to report those right away.

- **SOP- Training - Evonne Stevens** – I just wanted to extend to anyone who's agency is interested in receiving a training for their academy's, new hires, a training night or just a refresher on the ins and outs of the workings between our responders and our REDCOM team. Our dispatcher Frances put together a really great training that she shared with Sonoma Valley, and we also did a training together for Sebastopol on how EMD works. I would like to extend an invitation if anyone is interested in either of these trainings, please reach out to us. We would like to encourage sit-a-longs for your agencies.

Inaudible conversation amongst themselves

- **CAD /Back –up – Ken Reese** – Not much for CAD side of the house. We are going to be trying to make a decision here in the next fiscal year to see whether we are going to even bother with any kind of a CAD up grade. The next CAD upgrade is cloud. The next version it is a super super robust version of this CAD system with lots of bells and whistles and easy flexibility. It is just a matter of determining consortium what we want to do to start moving in that direction. There is a PSAP not in California but there is a 7-county Consortium that has gone with this version of the CAD it is quite phenomenal. With anything new there are challenges. We will be weighing that with the Consortium Board over the next couple of meetings and see where that is going to go. The other thing is the implementation, it is almost done with just about every agency with regards to moving folks over to Tablet Command with that transition is continuing to happen. Purchases are starting to happen through the replacement funds that we had for MDCs and now people are buying the iPads with those. We do have a trial going on with Santa Rosa with between Engine 11 and 27. They are actually using their shared crew

and so far, absolutely zero issues with regards to the opposing unit going in and out of service. The only thing we had to do is make sure ALS properties off of 27 unless it is being ran as a replacement for Engine 11 or something like that, then they would swap units and then it would not be an issue. We look forward to making this transition.

Nick Barber and Ken Reese – Petaluma, Rancho Adobe, Sonoma County Fire District are all done. Amazing enough as we make these transitions, we have not lost any transmission with GPS tracking, and nobody gets to inadvertently logged off anymore. The next iteration of this software hopefully will have messaging component. As they introduce other releases, I know it is something on which they are working. They are working on EMS module version of it. That is where we are at.

Nick Barber – One other thing on Tablet Command the Lieutenants at Rohnert Park AKA Battalion Chiefs will all have tablet command as well as their full MDC. Aaron Johnson is going to have Kenny and I manage the devices for them.

Kenny Reese - Back up – Now that we have Chief Melendy running the command center. It is time for REDCOM to get back together and look at our back up procedures and test any backup up radios, especially as we are changing these MODUCOM things around. The controller for yours might be different now from what this is going to be. We need to play and to see and much sure if it hits the fan for any particular reason and you have to cover us that you could actually talk on the radio. So we do not have any significant issues. That is something that I am going to drag Terry Adair from the radios shop in to make sure we do not have any glitches, more to come on that. With the CAD to CAD it has been super beneficial. It is a tremendous difference in the back up capabilities. We have a lot of internal stuff that we could use. If CALFIRE had to take over at least when they are creating the event. The event ends up going into the system and it is just sitting there and then then when we come back online all of our calls will be there. It will be easy to play catch -up. There is that extra added benefit. That is all I got.

Scott Melendy – As far as our MODUCOM is very outdated for the radio stuff. With all changes over the last few years. We are also switching radio system. We are going INTERTALK. We are designing an interface.

Ken Reese – That is good point there. The last time we did it. We did an export form MODUCOM and now they are going to have to some sort of screen export from ZETRON and see how that is going play into that.

Scott Melendy – Sounds good. Napa County has it and we are working with Tablet Command to get a one-way push. They are basically digesting our CAD pages. Inaudible unable to make out the rest.

San Diego unit is currently testing 2 away communication for Tablet Command. We are on the docket get to get it as soon as they figure out way it is crashing their CAD.

Inaudible conversation amongst themselves

Spencer Andreis – A big thank you to Kenny and Nick especially for the last 6 months. We could not do it without you both.

Nick Baber – You are welcome.

- **SMART – Doug Williams** - Thank you Kenny for helping us out with the EOCs. There have been a couple of fires in the right of way including one in Healdsburg the other night. They are storing a lot of stuff that we are going to use to build the Windsor extension up in the Healdsburg yard. One of things that came out of that is the correction on the SMART side. They told Lance you should call SMART dispatch. I tried to correct him all goes through REDCOM Sonoma County. If you are an IC or something and you are dealing with SMART, you want to use REDCOM to make the connection with SMART dispatch. The other thing I have been working on with SMART is trying to help them to understand jurisdiction as we go through the county. It is fairly easy when you look at the district map. We had the fire last year remember over by the dumps Marin. It actually under the Marin County Fire jurisdiction but it was MTZ it was dispatch out of St. Helena. Smart standpoint there was 4 dispatch centers that we involved. They contact 3 except the It is a big learning curve. Couple of things FYI There is the Golden Gate number for the shelter area. They are trying to open that up to the public.

VII. Announcement Items from the Membership

Conduct a roundtable of members.

Ken Reese – As a reminder we do have a relabeled incident support unit. That is sitting at the airport. It used to be OES5262 we reclaimed that for the low price of \$1200.00. It is fully outfitted, and we put it all back together and we dubbed it 2141. We met with Windsor Fast Signs today to restore some decals and get a full or half wrap to get rid of the big green machine look on it. It is available for drills, special events, or God forbid if we have a local incident that might need some incident support. That resource is there all you need to do is ask. Just throwing that out there since we are coming into Fire season.

We had a really long long demo the other day and one of the things that the agencies have been talking about is replacement of fire station alerting systems in their stations. One of the things we were looked at is at least the baseline fire station alerting system that would alert the station via IP protocol rather than an on-air broadcast. Everybody gets alerted at once you do not have to listen to 8-10 two tones go off waiting for your turn to go. The system is called PURVIS (there are a lot of agencies out there). If anybody is really interested there is a lot of interested agencies get back with me. The more departments the better if you are willing and ready and have the funding to replace your fire station alerting system then maybe a large-scale purchase from one of these agencies will help keep the cost down for everybody. Then we could have ISD or whatever program all in one fell swoop. Then get people on to IP protocol based with radio back-up. I am sure some of you were on the demo. I did record some of the demo posterity's sake. If you have interest, I know that Darin defiantly has some form

of interest, with all the new stations he had to take on. That is there, we are willing to help out to get you outfitted if you need it.

Shepley Schroth-Cary – I would like to have a discussion about the use of Sonoma County one thorough out the county. This will give us an opportunity to address the use of it and maybe do a policy or some guides or at least some communication about how do we want to request it and dispatch it. I am not against it. I am just concern about the communication and a better understanding from Ron to explain when is it available for fire use, when is it not, what to expect internally? Will it be in flight check, will they determine if they will go to call based on dispatch levels, weather, location or if it is just carte blanche?

Ron Busch – It will be available tanker time 0730 to 2030, they are trained (depending on the incident in the SRA or LRA) they are statusing themselves accordingly of what they are available for. The are available to the op area, I have given them the guidance to listen to the call and have some due diligence on intelligence when it is spot fire in downtown Santa Rosa. It will have a Helicopter Fire Specialist on it. It is available all summer long, it is an op area asset and there is no charge currently. The ship does have to change themselves from air ambulance mission to a fire mission. It is using XSN TAC 12 air to ground unless this is an SRA Fire and CalFire has other ships in the air, and they will be assigned that TAC. I ask that you utilize them when you can, they need the reps to work the bugs out.

Shepley Schroth-Cary - I do not want to be a naysayer, I would rather try to build it out, so it is used properly.

Ron Busch – The ship does not launch with the bucket on it, so they have land and hook up the bucket and then go. It can give you recon and air observation for an incident while it is occurring.

Shepley Schroth-Cary – I think the concern is the implementation is not necessarily clear. You said in the LRA its going to use TAC 12 unless we get a full complement from CalFire, and air ground gets assigned. It is going to be dispatched to all fires, but it is going to be up to the Fire Specialist to determine what they want?

Ron Busch – Yes, based on

Shepley Schroth-Cary - Based on location, time of day, weather, report on conditions?

Ron Busch – Yes, CalFire is not launching any aircraft on a low dispatch unless it is something that may have some significance and it is available. We will add ourselves to the incident. These last 2 days we have not gone up, but we are available for recon flights. Whether it is short or long haul we have the 20 gallon and 100 bucket available. It is day 3- 4 of it, and I want the system to be credited. If there are problems, please contact me directly. Whether we are not on the right channel or we are on a 12-hour call back.

Shepley Schroth-Cary – I wish it was implemented in the dispatch levels associated with Fire season rather than all calls. The Battalion Chief has an opportunity to hold aircraft.

Ron Busch – Absolutely, then they will say that they are monitoring or if one of your BC does not know yet what they are looking at. Nothing showing, they will pull back aircraft.

Spencer Andreis - If they come up on the air on flight check does that mean that they will be rolling?

Ron Busch – Yes.

Inaudible conversation amongst themselves

Ken Reese – We did make the recommendation condition that only recommends them for Fire Air Op recommendation during tanker time and only when they are in the statuses. There are 3 different statuses. There are 3 different character status codes. Fire Air Ambulance, Fire Air Unit. If there are only Air Ambulance only resource, there is in a different status and not recommendable. They will not get recommended fire.

Inaudible conversation amongst themselves

Shepley Schroth-Cary – Ron, when they fly to a fire do they need a secured LZ with somebody there to land and put the bucket on or can they self-land?

Ron Bush – No, they can self-land and put their bucket on themselves. What we are going to do is reach out to all the agencies in Sonoma County to talk about LZ and what shifts and different departments throughout the county. We want to market it and utilize it there is H30 and Henry 1 which are public shift. Which can basically fly without training wheels. For us we have some things we have to follow. When they are doing flight check they are checking weather at the airport, enroute and at the scene. It may not be the weather here but where they are going. It can be clear skies where they are but foggy here, we are not flying. There are some limitations to it, it is a helicopter. It does have maintenance issues from time to time. We are trying to come up with a way to push that information out there. (The ship is down today) They are trying to do the maintenance in the morning early before coming on or the afternoon before evening.

James Salvante – You mention tanker hours. There was a scenario where the resources for CalFire are you saying a potential for putting it out of service just for readiness for ambulance.

Ron Busch – Last years during the storms and this year we were pre-positioning, it was staff with a pilot and an Aircraft Specialist for four days. What will happen is in that situation with our partners at GMR they will move a ship into a Sonoma Air Tac base to back fill and maintain that level. They are struggling a little bit right now for staffing as well as paramedic. They are struggle with a lot of bases not having a lot of paramedics

right now. We had ConAir 2 fly in for two missions and we are fortunate to have a lot of air resources around us. There are a lot of moving parts and clinical staffing is a large a component of that otherwise they would be flying all the time. We also have REACH 80 out of Williams with water drop capability. We also Conair 1 with water drop, but that program is not fully certified. We need a couple of full-time people on the ship to make sure it is capable of flying full time. Use it as you need it even if it not dropping water. Feel free to request even if it is just aerial observation. It will be great training for the crews.

Inaudible conversation amongst themselves.

Ron Busch -

Spencer Andreis – Any other announcements? Hearing none.

Next Meeting September 26, 2023, at 1300

Adjournment: Meeting adjourned at 1445