



## REDCOM BOARD OF DIRECTORS

**October 12, 2023 – @ 2:00PM**

**Santa Rosa Fire Training Tower**

**2126 West College Ave.**

**Santa Rosa, CA**

Notice: Copies of additional materials provided to the Board of Directors for information on agenda items are available at the REDCOM fire & EMS 9-1-1 Center.

1. Call to Order
2. Approval of the Agenda
3. Approval of the July 13, 2023, REDCOM Board of Directors Meeting Minutes.

4. Public Comment Period

In this time-period, anyone from the public may address the REDCOM Board of Directors regarding any subject over which the Board has jurisdiction, but which is not on today's agenda. Individuals will be limited to a three-minute presentation.

No action will be taken by the Board as a result of any items presented at this time.

5. New Business

- a) Discussion and possible action item regarding redirecting 22 - 23 FY true up funds to be able to complete the Control 2 - 4 Project in conjunction with UASI Grant Funds – Evonne Stevens
- b) Discussion and possible action regarding potential notice of non-renewal and/or early termination of dispatch services contract with American Medical Response (“AMR”). – Steve Akre
- c) REDCOM Uniforms – Evonne Stevens
- d) Approval of next year's meeting schedule- Steve Akre

6. Old Business

- a) ZTRON Radio console update - Evonne Stevens/Ken Reese
- b) Expansion Project update – Evonne Stevens

c) ACE Project update – Evonne Stevens

7. Next meeting will be – January 11, 2024, at 14:00, held virtually.

8. Adjournment- Motion to adjourn.



## REDCOM BOARD OF DIRECTORS

### Minutes

July 13, 2023, – @ 2:00PM

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

#### Present:

Mark Heine – Sonoma County Fire - Vice Chair  
Bryan Cleaver – CVEMSA - Secretary  
Scott Westrope - SFFD  
Jason Boaz – Healdsburg

#### Others Present:

Evonne Stevens – REDCOM Executive Director  
Jasmine Mitchell - REDCOM Operations Manager  
Ken Reese – REDCOM Communication Manager  
Scott Melendy – CalFire

#### Not Present:

Steve Akre - Chair  
Dave Crowl – Coast Life Support  
Brenda Bacigalupi – REDCOM Administrative Assistant

Notice: Copies of additional materials provided to the Board of Directors for information on agenda items are available at the REDCOM fire & EMS 9-1-1 Center.

1. Call to Order Made by Mark Heine @ 1400
2. Approval of the Agenda Motion to approve made by Scott Westrope, Second Jason Boaz - Discussion – No Further comments – Approved unanimously.
3. Approval of the February 9, 2023, REDCOM Board of Directors Meeting Minutes. Motion to approve made by Scott Westrope, Second Jason Boaz - Discussion – No Further comments – Approved unanimously.
4. Public Comment Period

In this time-period, anyone from the public may address the REDCOM Board of Directors regarding any subject over which the Board has jurisdiction, but which is not on today's agenda. Individuals will be limited to a three-minute presentation.

No action will be taken by the Board as a result of any items presented at this time.

None

Mark Heine – Can I make announcement really quickly? We are going to take a quick pause to join the County Ops Call at 1430.

## 5. New Business

a) 2022-2023 Directors Report - Evonne Stevens – For our Quarter 4 Directors Report for REDCOM. We have achieved the accredited of excellence for emergency medical dispatching in 2017 and in 2020 for Emergency Fire dispatching. We continue to make compliance in both EMD and EFD to maintain ACE Accreditations. We are currently undergoing our ACE reaccreditation process for both EMD and EFD this will carry us through 2023 - 2026. While we do this process, we are revisiting all of our all-call statistics, call taking policies and in conjunction with IAED to make sure that we perform to ACE levels of all of the areas and keeping up to date with the standards from the Academy. We will have this process done by about August 15<sup>th</sup>. Hopefully, we will be on board and no edits to what we turn in with them and receive our reaccreditation at that time. We will at that time continue to make quarterly reports to IEAD with our call volume and call processing scores. Currently we get about 108 calls pulled from our center per month and out all of all those calls, only four of them can be non-compliant for either EFD or EMD for us to maintain that. If we go more than two months and we have been out of compliance. Then we would have to either go on a remediation plan with an Academy or look at other areas to make sure we get back to those standards. Sometimes it is reeducation. If it is a certain dispatcher (one person that is kind of driving us down) it could be training in certain areas. Right now we are sitting really well. We celebrated with the staff this month. We had two weeks last month with zero non-compliant calls. Each shift had a pizza party and salad. Great kudos for a job well done.

Mark Heine – Congratulations.

Evonne Stevens - With looking at our stats. We have definitely been maintaining a really good streak receiving exemplary calls from the Academy which means that these employees are showing mastery and the protocols so well. They were maybe thrown a curveball during a call or something unusual and they were able to just pivot shunt and get right to where they needed to go. We have had about seven of them in three months.

Staffing update:

Upper Management: Technical services we are fully staffed. Our Executive director position is filled. We have our operations manager position filled.

Supervisor - 3 of 4 positions are filled. We are currently hiring for one

supervisor.

Fulltime Dispatch – eighteen out of eighteen positions are filled. We are recently filled our 18<sup>th</sup> full-time position.

Part Timers – 6 part time position currently.

We have three employees on FMLA, and those shifts continue to sustain our part-time staff's need for hours. We have opened the Seasonal Fire Shift for part timers and regular overtime staff. As needed, these shifts may occasionally be filled with mandatory overtime during Red-Flag and Pre-Position events.

**Strategic Planning Update:** We have been working with Scot Stanley from Sonoma County Public Infrastructure as the project specialist for the REDCOM expansion project. We have been waiting for the design service contract to be approved by the Sonoma County Public Infrastructure Department. I have been in contact with Scot as least twice a month to see where we are at. We had a meeting on with their team on Monday, and it seems like it is above his head there is a stall. Chief Aker was on the call with us, and they basically said that they looked at the contract from Ross Drulis Cusenbery Architecture Group. There was a couple of things that they did not like on the contract. After our meeting that afternoon the Ulis from County sent an email to have them correct this and this so we can move forward. Hopefully, that gets done and we can move forward. This project is very important to us and would like to see some movement. They should be providing us with a more in-depth update very soon.

**Technology update:**

- a. Prepared Live Software - We have signed up for a free version of Prepared Live Software, a live web-based software program allowing our telecommunicators access to live video, audio location, and still imagery from individual callers' mobile phones. We feel this could be a helpful resource for information about an incident. Our next step is to bring the policies surrounding the use of the software to the DOAG for approval and direction.

Ken Reese – Prepared Live right now is a free version of this new technology. It is a software which we can hopefully run through the CAD system. Basically what you can do is say “hey” can you send me a picture and stream some video of this. They put in their area code phone number and their name they hit it. Then they get a link they open it up and say “yes” you can have access to their device. Then they can stream the video and it is all being recorded within the software. Then you can upload a picture and we can then also download the video and pictures. Then we can take it and paste it into the SLACK channel if we want too. If we have an activate incident going on and we are using SLACK and provide some additional updates. I would like to see a way to potentially integrate it with a link that you could receive a text or something on to your iPads that are running Tablet Commands or something like. You would never get it inside the application because there is no messaging component right now. We are playing with that and working on policies and procedures what we are going to use it for and how.

Evonne Stevens - With that, this is a free version right now. If it looks like it is going to be worthwhile, we could consider a paid version. If it is something we could use for Tablet Command. Around the policies you really do not want to use it for Medical Aids or anything like that to expose the dispatchers on things they do not need to see. I think it could really be useful for fires, especially fires that have problems with access. Things that we could not see from the road or maybe an extrication. How far is it down to the embankment and how fast is the fire spreading. I think there is some good potential for it. We definitely want to make some policies that protect the dispatchers from being exposed.

- b. Genesis Pulse continues to evolve in its uses amongst our staff. The caller location is an improvement from our previous format and is its most popular use amongst our dispatch team.

Evonne Stevens - Genesis Pulse has been installed for almost a year it feels like. It has opened up some other doors because we added a new screen at the top and it actually has web access so with that web access user for Genise Pulse. I find that night shift is using it the most. It is a big improvement for our rapid SOS and seeing where callers are coming from in real time especially with callers that are moving you can see the pathway that they are moving for 10 minutes from the time that they made the 911 call. That has been really cool, and the night shift is definitely embrace it. I think some of the day shift people are still a little bit shy about using it. We found with that web access we can also put the Fire Camera access on there as well because that is also web base. We have added that to our dispatch councils which makes it a lot easier for the dispatchers when we get an order from the camera. Ok, here is a fire. They can start looking at it without having to walk away and look at another free-standing computer or look at the Media Wall. It is right there on their console.

- c. Algeria, the Camera has agreed to continue to provide the Artificial Intelligence alerts to Sonoma County Free of charge for this fire season. Which is great because it was going to cost us like \$100,000 and we were not going to pay for it. They were not giving us alerts that much faster as we were getting the 911 calls. It really had not done what would have hoped it would have done. We had one event on Highland Ranch Road in Cloverdale about 2 weeks ago that was 15 minutes before the 911 call came in. Where the AI cameras caught the smoke reportedly 15 minutes before the first 911 call. Scott probably has more updates on the state's version of the AI.

Scott Melendy – Alert California has developed their own AI version if you will. Which is completely integrated into their Web California Website. It is still in development as far as how it is going to alert. Right now it is just more of a have to be watching it. We have a separate log in. Where we can log in and see the raw AI. The cameras are basically doing a 360 every 2-3 minutes in the background. It is taking that image and running it through AI software on it and then it will ping it up raw AI page this camera sees this it is able to kind of triangulate. The they have an operation center in Chico that is staffed 24/7 so when they get those alerts, they move the three closes' cameras to that direction. We are able to filter or just our units we do not want to get indicated with all the AI hits throughout the state. That is still kind of in development. Like I said, the learning portion we are still waiting for. We did get a demonstration on it last week and more to come with it. Weather It will be a text, e-mail, phone call or all of the above. I am not sure how that is going

to work. There is some good information coming there. I think Algeria is more of getting the cameras looking at this and it runs its software. AI program on what sees versus Alert California's program was able to kind of in the background do that quick 360 and run its software on that entire 360 without the user noticing that it moved 360 runs really quick. Good stuff coming there more follow with that.

Evonne Stevens -

Call Trends - Our workload at REDCOM is largely dependent on telephone calls, call volumes and duration of calls. Although our call volumes our not all of our work process. There is a big correlation between our phone calls and our workload. Call Trend figure 3 shows our workload and call trends for over all for the last couple of years. It did stop in July, that is where the fiscal year ended. Everything looks pretty status quo. We did have a big jump in January. I believe that was from the rains storms we had and flooding events. We did have a lot more calls during that time, which made a lot of sense. There was some other stuff last October it looks like we were starting to get some rain there as well. Everything looks generally the same as has been for the last few years without too many anomalies.

Average Call Duration - They look about the same. I only see this very weird spot it looks like in 2021 a big dip going down. Not sure if it was from COVID. I really have not be able to explain this big dip. Something was not talking to each other, and they were getting the call volume recorded for those times. That data has been on the quarterly reports. They only thing I can think of is COVID or may be our software was not talking to each other.

Contractual Performance – Under the Redwood Empire Dispatch Communications Authority Agreement for the Provision of Fire and Ambulance Dispatch Services. REDCOM is required to adhere to the following performance measures:

To answer 90% of our 911 calls within 10 seconds and 95% of our calls within 20 seconds. This figure on page seven shows this is our ten second complaints. Within 10 seconds our lowest overall in the last 12 months has been 95%. We are so far exceeding expectations with call answering time as far as ten second. You have the graph in your package to review.

April 0- 10 sec. = 95.06%  
0-15 sec. = 98.78%

May 0 -10 sec. = 96.62%  
0-15 sec. = 99.37%

June 0-10 sec. = 97.17%  
0-15 sec. = 99.24%

REDCOM using late-dispatch process strategy to measure REDCOM's dispatch time performance more accurately. Our previous methods did not include the primary PSAP times that was not very accurately. We were measuring this from the moment we picked up the phone inside the Call Center. This methodology is eliminating those extra times. We do have some exceptions in our Call Taking

compliance some of those are for our Medical Facilities scene calls those per policy we process the entire call before we dispatch. Some of the other things are: 911 cell phone callers, because we do not actually get addresses, those need to be verified twice. Non-cooperative callers, language line usage or multiple calls in que that means there are 2-3 calls in dispatch that the REDCOM dispatcher must put out. This takes a longer amount of time even though we have a shortened dispatch there is still the time it takes for tones to go out etc. That puts us over that every seventy second mark.

Figures Exemptions - April we had 167 cell phone exemptions, 172 multiple calls in queue, forty-nine third party callers and thirty-six uncooperative callers. The rest of it is pretty small numbers. June, we had 163 cell phone exemptions, 161 multiple calls in queen, forty-three third party callers and thirty uncooperative callers.

That concludes my Quarterly report for REDCOM 4<sup>th</sup> quarter. Any questions?

Scott Melendy – The multiply calls in que, is that number pretty standard?

Evonne Stevens – It is very consistent. The last three months it is usually. 161, 172.

Scott Melendy – Not a lot of fluctuation?

Evone Stevens - Not too much. Usually 10 to 15 calls. If you look at January when the floods you can see more.

Scott Melendy – Often times it is the same incident?

Evonne Stevens – Sometimes it is same incident and sometimes it is just call volume you are picking up. It is kind of Murphy's law; you ever sit in dispatch; you do not say the Q word, and nothing is happening and then you get four calls at once and so as those get processed.

Scott Melendy – Yes, I got in trouble for saying that. Is the multiple more than two or more than three?

Evonne Stevens – It is more than one. If you take one that is maybe a TC's or Structure Fire. You have 2 or 3 tones, you are putting out the dispatch, you are toning out the units and the next call comes in and has to be dispatched within 70 seconds of us picking up that call. Even 10 seconds could throw you out of that 70 seconds.

Scott Melendy – Interesting, Thanks.

Mark Heine - Any other questions for Evonne? I think this is probably a good time to take a pause it is 2:26 here. We can get logged in to the County Ops call. Then we can restart our meeting afterwards.

Mark Heine – Back in session for the REDCOM Board at 2:55pm



- b) Sheriff Department's New Radio Purchase Discussion – Evonne Stevens – The background for this is Steve Akre and I went to the Sheriff's Department to have our last meeting about our expansion project. Heidi Keith the financial advisor for the Sonoma County Sheriff and James Nogle. They let us know that they had purchased new radio console equipment for REDCOM, Sonoma County Sheriff Department for the transit service for this Santa Rosa JC. We are all in the same systems. The reason for doing that was because our MODUCOM system that we are currently using those consoles have been passed end of life for about five years. They are not replaceable. We needed something new, and this is what they decided on "the gatekeepers" and they gave us a number and said it is basically \$695,000 and that is our share based on the amount of consoles we have. That also includes a maintenance plan per year for these consoles if there are any problems with them, keeping them up to date, keeping them going. Shipping, installation all the other things that go with the package of their contract that they had with ZTRON. They are using a ZTRON product. She is basically letting us know since they covered the cost up front, we have five years to pay them back. They asked us to bring this to the Board and go for some direction on how we plan to do that. I have provided us with two different scenarios and basically these scenarios we are using the same allocation as a regular member agency dues. Which is calculated by call volume for the agencies and basically rounded over the last five years of your call volume. That we get the member agency fees every year. The first scenario is a scenario where we are breaking it up evenly over the next five fiscal years starting 24 -25 into the 28-29 budget. The overall cost is \$139,000 a year overall and that is broken up by agency. The second scenario is a little bit different and a little less expensive maybe easier to plan for going forward for some of the agencies. That is basically starting with the 110 number and increasing that by 10% every year up until the last year where it is a little bit more than 10% it just kind of catches up with the remaining balance. I wanted to present those two scenarios to you and in talking to Steve Akre potentially with the possible sales tax initiative passing there could be a third scenario that comes into play using some REDCOM member allocation fee next year to possibly pay that all off in one chunk if at all possible. It is here or there until it passes. I wanted to bring these two things forward and let Heidi know what direction we are heading into. I want to give her the assurances that we have some kind of plan to pay her back. Obviously, a better solution comes along you can always just pay that off.

Mark Heine – Open up for comment , questions, motion.

Jason Boaz – What is the difference between scenario one and scenario two again?

Evonne Stevens - Scenario one is the broken up evenly every year. Scenario two, it starts out at 110 and then increases by 10% until that last year which the last year will be a little more than 10% because it catches up to the whole balance. The thought was it might be a little bit easier for people to plan for it in their budget a little bit less surprise for next year. Depending on what they had in mind for their next year's budget.

Mark Heine – My two cents worth, is it is probably better to go with scenario 2 option. I think it is probably more palatable especially since most agencies have already adopted preliminary budget and are in the fine-tuning stages of their final budget. I think for my example is more palatable to come back with a \$10,000 increase then go right to a \$14,000 it is easier to tolerate that. Then budget for the 10% increase annually.

Jason Boaz- That makes sense to me. I am just curious about the sales tax and how that might affect this. It almost makes me think.

Mark Heine - I suspect the way the sales tax would help is that it is going to cover your existing REDCOM Fee structure. It is too late to go back and change the sales tax and add a line item pays \$694,000. The measure is already written.

Jason Boaz - I was thinking about doing the less expense option and see if it passes on and take that cost. Whatever percentage that is over the final four years.

Mark Heine – I think that is going to be better when the sales tax.

Motion to approve Scenario 2 made by Jason Boaz, Second Scott Westrope - Discussion – No Further comments – Approved unanimously.

- c) REDCOM AFSCME Tentative CBA financial impacts - Evonne Stevens – There is no motion on this one. It is to put it on the radar of everyone. Yesterday, I got word that a collective bargaining agreement was signed and ready to go. I got a copy of it and the financial impacts on this agreement for REDCOM are much higher than expected. When we did our budget, I went along with the normal scenario over the last 20 years of contract negotiations. Usually a 4% raise is a pretty good number for us to get a raise. This year they went ahead and gave everybody a \$2.50 raise right off the bat. This is going to be prorated back to last September. Everybody AT REDCOM is going to get a \$2.50 raise for every hour they worked since last September. They will be getting a retro check. On top of that anybody that worked any night shift hours which are considered from 7:00 PM to 7:00 AM are going to get another \$2.50 rates on top of that. The CTOs which are Communication Training Officers currently getting a dollar an hour for every hour they work. They were also raised retroactively \$0.50 an hour. The last financial impact we will see of this fiscal year is on September 1st they are going to have another dollar an hour raise. So potentially in September my night shift folks are going to see a \$6 an hour raise. Which is very exciting for them, and they are looking for a night shift differential, a well-deserved differential for as long as I worked at REDCOM. I think it is important. I am excited about it for them. I am a little concerned about that how it is going to impact the current budget because I only plan for a 4% increase and that is much higher than 4%.

Mark Heine – Do you know what the percentage is?

Evonne Stevens – It really depends on the person, shift, if they are CTO. I was

looking at yesterday and it looked like potentially and that could be about \$200,000 to \$230,000. It all depends, some people have been on FMLA so some of that time, also depending on if the person's filling their shifts if they are top step dispatcher making \$43 an hour versus \$32 an hour with that differential it is a pretty wide gap. I went through and looked at every dispatcher came up with \$230,000 as a rough figure. That does not take into account all of the mandation, extra overtime they have worked. Once that all comes into play, we will be able to see a better number in September when those retro checks come out. Then at that point I will re-look at the budget see where we are. I might have to come back and do a budget adjustment. I would like to get a better look at it in September when those checks come in and really see how it plays out with the people that have been on FMLA and all those things. Four of the dispatchers over the last year been night shift people. Potentially that could be savings, or it could be more filling their shifts and some of those shifts went unfilled with only the critical hours were filled, so there could be some savings there.

Jason Boaz - Great for them.

Evonne Stevens – It is fantastic for them.

Mark Heine – I think it is important employees are worth it.

Evonne Stevens – They are definitely worth it.

Mark Heine - I always find a little awkward that the REDCOM Board manages taxpayer funds but has no input into the bargaining process we have to live with whatever is adopted under the bargaining agreement. It is just odd.

Jason Boaz – This is just clarification. This has already been negotiated, this is more informational item. We are not voting to approve it.

Evonne Stevens – Yes.

Jason Boaz - You may come back with a budget.

Evonne Stevens – I may have too. This came to light yesterday.

Mark Heine - I am sure you are going to have too.

Evonne Stevens – It is significant. I knew that there was going to be a raise, but I have not been involved in the negotiations in this process. I have been hearing different things here and there. This might happen and this was put out to vote a couple months ago and it did get voted in. It went back to the negotiation table, and they came back with the second TA and then this one got adopt it and was actually signed into agreement yesterday. This is the first time I was able to look at this document. All my math is pretty rough. Just looking at it yesterday employee by employee what shifts they worked that is a rough estimate.

Mark Heine - Understood.

Jason Boaz - Does it help you guys out to get shifts covered?

Evonne Stevens - I do not know. I mean, I think that they are making more money so they may work less. It does make me a little nervous. I think I will be on the floor more to be honest. They are getting a lot of money and they are getting Mando right because there are so many open shifts. They are being more choosy about picking up overtime.

Jason Boaz – How does that effective your operations wise staffing the shifts.

Evonne Stevens - I think potentially it could be great once we get our FMLA folks back. We still have three out. I am expecting one back mid-month next month and then in September the last two should be back. With that making overtime more scarce. I think that we will see more people picking up shifts. Like the Fire Shifts more often none of that extra shift. Before today are part-timers only had to work three shifts per month. That is helpful, but not helpful. That does not even cover one full time employee. With the new contract the part-timers are working four shifts a month. Which is better for us, it helps balances that load of overtime. They do not get overtime until they hit 40 hours in the week. It gets expensive. This is just for your awareness item.

Mark Heine – Any other comments. Hearing none.

6. Old Business

Nothing

7. Next meeting will be – October 12, 2023, at 14:00, in person.

8. Adjournment- Motion to adjourn. Unless there is a good of the ordered from the Board, I make a motion to adjourn. Motion to adjourn made by Jason Boaz, Second Scott Westrope – all in favor - Yes - Adjourn at 1502



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**REDCOM BOARD OF DIRECTORS**  
Meeting Schedule 2024

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

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All meetings held at 2 p.m., at the Santa Rosa Training Tower

**January 11<sup>th</sup>, 2024**

**February 8th, 2024**

**March 14th, 2024**

**July 11th, 2024**

**October 10th, 2024**