



**Dispatch Operations Advisory Group
Regular Meeting**

Agenda

Special Meeting

January 11, 2024 – 10:00 AM

**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) Minutes for November 28, 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.

IV. New Business

- a) Ambulance Posting SOP – Spencer Andreis
- b) Station recommends vs unit – Ken Reese
- c) For SOP consideration - New Agency, SCYA MED1-9, 510-599, Agency BELL, Unit ID BELL1-3 for FOS -Ken Reese
- d) 70 second rule acceptance with Tiered response call procedure changes EMD & EFD – Evonne Stevens
- e) Call acceptance procedures Medical 911 put on hold during call surges – Evonne Stevens

- f) Instruction asking large facilities to bring stable patients to meet responders at entrance
– Evonne Stevens

VI. Old Business

- a.) Tiered Response Update – James Salvante
b.) Prepared Live update - Ken Reese

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) – Evonne Steves – Add instruction for Stable patients to be brought to front door at large facilities
- Radio – Control 2 replacement
- SOP- Training
- CAD /Back –up
- SMART -

VIII. Announcement Items from the Membership

Conduct a roundtable of members

Next Meeting March 28, 2024, at 1300

Adjournment:



**Dispatch Operations Advisory Group
Regular Meeting
Minutes**

November 28, 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
Travers Collins – Santa Rosa Fire
James Salvante – Costal Valley EMS
Ambrose Stevens – AMR Operations
Scott Melendy – CalFire

Others Present:

Brenda Bacigalupi – REDCOM Administration Assistant
Evonne Stevens – REDCOM Executive Director
Ken Reese – REDCOM Communications Manager
Nick Barber – REDCOM System Administrator
Sean Lacy – Sonoma Valley
Darrin DeCarli – Gold Ridge Fire
Will Buck – REDCOM
Ron Busch – SCY
Sam Hoel – 1401
Jeff Veliquette – Rancho Adobe
Mike McCallum – Santa Rosa Fire
Brian Crabb – Healdsburg
Darrell Kopriva – REDCOM

- I. **Call to Order** Made by Spencer Andres @ 1300
- II. **Approval of the Agenda** Motion to approve Agenda made by James Salvante and Second Ambrose Steves – Discussion – No further Comments – Approved unanimously.
- III. **Approval of the DOAG Minutes**

- a) Minutes for July 25, 2023, were approved at the Special Meeting October 30, 2023. No minutes were taken for the October 30, 2023, Special Meeting was discussion only.

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

IV. New Business

- a) Approval of the 2024 DOAG Meeting Schedule – Spencer Andries -
Motion to approve Agenda made by Travers Collins and Second Scott Melendy –
Discussion – No further Comments – Approved unanimously.

VI. Old Business

- a) Tiered Response Update – James Salvante - James Salvante – The tiered response process is moving along really well. After going through this long painful period with having a lot of meetings about where we are going philosophically with it. With all the reasons we should not do it, or we need to be careful. We have gotten down so really good consensus about what we are going to do. We have had to 2 subgroups one of those has worked through dispatcher determinants with were represented with suggestions from Sonoma County Fire District regarding Central California EMS agency process that is in the Fresno area which is a good place to start. They have got very long running and successful ALS/BLS system sending out BLS on lower acuity determinants. We took that as a starting place. Dr. Luoto spoke with their Medical Director and took an internal first look at this process and then we convened a stake holder group that had representation from everybody that has skin in the game for what we are calling the Phase 2-Tiered Response. This included AMR, Sonoma County Fire District as the incoming provider. The City of Santa Rosa, Medical Director, Sonoma County Fire Districts Medical Director. We worked through that going through those determinants and making sure that we could agree that the Alphas that were on their list were okay to be on our list. That we would send a BLS ambulance as the only ambulance but only where there was also an ALS first response so that limits us currently to the areas of the City of Santa Rosas response areas and as well as Sonoma County Fire District where there is ALS first responders. That is the first pass. The next group after looking at those determinants and coming to an agreement that is where we want to go for now. That consensus agreement took us to about 30% of our determinants. These were all Alphas not every last one went though. We did knock off a few that Dr. Luoto was not comfortable with, but for the most part these were determinants that had low frequency. Before we are ready to actually pull the trigger on that and stop sending ALS ambulances and start sending BLS ambulances. We need to make sure everybody that is on the street and working in these areas is clear on

what the rules are, how we are going to operationalize it, what to do when there are problems. What course that have if they see an issue that they want to address and make sure that we have got sort of our QI management group in place with representatives from the same agencies that hold the operation areas in Phase 2. What is happening right now, is we are working through a couple of processes one of them is redrafting our turnover of care policy. This is the policy that has been utilized in Coast Life Support for the City of Petaluma and in the core for doing just the turnover of ALS units to BLS units. There are certain patients that are appropriate from ALS to BLS. We have tweaked those criteria a little bit. We have reworked the policy somewhat and put it out just last week for public comment. That went up its on our website and everybody that is on the Fire Services has a representative on our mailing list that gets that. If you have not seen it personally, please check with your Chief or see it on our website and you can see what we did. I think we have a really good internal group and with our main partners working on it. This is not just Leadership, Chiefs and Managers and for the City of Santa Rosa our Implementation Representative is Tim Aboudara from the union. We know that there is a group of people that are really going to feel exposed in turning over patients to EMTs that up to now they have all had the benefit of having an ALS provider. We want everybody to feel comfortable. That we are thinking about all the participants in the system and moving forward in a way that recognizes that we must be mindful of their concerns, careful about how we do QI, and move forward in a way that is not punitive but looks at education first. We want to make sure that everybody knows those rules and that is what we are working through now. What your agencies will look forward to seeing is some training rolled out before we get started on any of this that will have the information that you need to train your people appropriately, get their questions answered and to know what tools they will have to operationalize this new Phase 2 of the system. We are working with Art Hsieh from the Junior College on developing a power point with video and audio track to talk over the points including Dr. Luoto and Bierbaum the Medical Directors that are most closely tied to this process as well as staff from agencies. We want to make sure that everybody in the field knows this is the process and everybody has the ability to influence, and we have got consensus and buy off before we move any further. Those are the broad strokes on December 4th, we are looking at the next group meeting of sort of the broader stakeholder group to sort of go over what I just told you here and maybe give them an opportunity to ask some questions that is where we are. We are feeling good about our progress and shooting for in getting this process rolled out when we switch over providers in EOA 1 from AMR to Sonoma County Fire District. If there are any questions, I will take them and if I cannot answer them, I will take them back.

Spencer Andreis – Any questions?

Jeff Veliquette – So we are going to roll out January 16th?

James Salvante – That is what we are shooting for. You know if we cannot get the training done and we cannot get all of our responder partners feeling like that it is something that they could support. Then we would have to rethink it.

Spencer Andreis - Within the training will there be a component for the BLS providers as far as things that they will need to be watching out for in the field as well.

James Salvante – Absolutely, what we are looking at is, if you look at the previous policy really does talk about being an exception and downgraded care. We really want to change that narrative; it is not a downgrade of character EMT takes care of the patient appropriately BLS person. That is giving people the right kind of care and it is really important to us that that be key in our messaging. They are full partners and that when they take a patient it is a question of its handoff, and it is a transitioning care just as you would hand over all ALS to ALS everybody's got be on the same page. We will have a checklist and are looking at putting it in the patient care report electronically. That way there will be a tool for both paramedics to be able to say yeah, I got this, but also for the EMT to know that those things were checked and were working through that exactly how that will happen. This way everybody can feel like they had agency, and nobody got patient dumped on them was not appropriate because we know we start that starts happening and those are even the perception of that that is going to cause big morale problems and operational problems for the system.

Spencer Andreis – Any other questions or comments?

Darrell Kopriva - Is there any input that you have received from dispatchers. Basically, we are the first boots on the ground talking to that RP sometimes we get that inkling like something is not right here, but I cannot go off script, yet I know something is right and at the end I know we can change the terminate a little bit in the EMD environment but, is there anything we are going to have any kind of a say.

James Salvante - I would, Evonne and KT have engaged in this process. I cannot imagine that we would want to change the ability of the dispatchers right now and remove discretion that they would have. I would defer to the dispatch policy as opposed to a just you know medical direction.

Evonne Stevens - I was on the dispatch group looking at the determinants and all of our overrides were taken out of the equation for the BLS for pulmonary response. If we do an override on any of them because you have one of those calls and you use that override, then those are not included.

James Salvante – The answer is yes.

Spencer Andreis – Any other questions or comments? 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) – Evonne Stevens – I have got kind of a non-update update. We are still in the middle of our EMD and EFD reaccreditation we have responded to all of their requests and needs for recordings and documents. We have not heard anything back from them in a few weeks which is

generally a good thing. During the last round there was like a three- or four-week period of radio silence from them and then all of a sudden, they started sending us congratulations and here is your new plaque and all of those things. We are just hoping and waiting for that information to come through. We have complied with everything they need and from what we have sent them everything looks good. Hoping to see that any day. Any questions about the about the reaccreditation or accreditation process from anybody.

James Salvante – Do you need anything from EMS in regards to the EMD complaint.

Evonne Stevens - We have been communicating. We have been getting some documents from Dr. Luoto.

- Radio – Temporary alternate Control Channel assignment Control 9/ possible Victor 6 – Evonne Stevens /Ken Reese – Ken Reese - We are looking at lots of different issues with regards to Control 2 and Control 4 a lot of testing. We pretty much have the same with Control 3 as well and Victor 6. I will start with Control 2-4, 2 it is another one of those things where just like Control 4, hit and misses in some places but works great in others. Lakefield completely is scratchy and kind of unreadable and depending on the device you are on. Just like we were talking before, it is really strange that a \$150 portable transmits and receives fine, while others do not. You know we have vetted it out with TK790, it is doing the same thing. We did look at few different options. None of those panned out. We are looking at the potential of using Victor 6 in some of the other areas and using Control 3 in the southern portion of the Sonoma County Fire District to kind of help mitigate that a little bit. We to engaged with TC you know increasing the call volume on there but that it is going to have to be some sort of give and take to try to help mitigate some of the problems that they have with Control 2 ,but we have got some people with Sonoma County Fire District, CalFire/CALOES, Nick and myself we are all looking at some of the types of options. The stuff with the Victor 6 since that is kind of been a topic. Victor 6 has typically been being used as of late as a repeated tactical channel, its footprint is an absolutely enormous. Some of the testing and stuff that we found the other day where people were not able to get out, clearly this is programing we found two radios with the same PL that was programmed for both transmit and receive that was is incorrect. There is probably some programming stuff that needs to be looked at just to make sure that Tone 15 is there and usable. The question then, is that something that we could utilize as an alternate Control Channel. When we start getting into that right now, we already have two dispatchers working two channels. I cannot imagine us having a third Channel Control Operator. We either have to stop using one or have some other different ideas for the other and one of those was using Larkfield area Control 3 works really well in there. Maybe we can start thinking of different cut off area for Control 3 since it does work on Jackson or maybe it is Shiloh now or something of that nature. Those are all the things we need to look at. Moving on to Control 4, again the same thing, it is working great in Two Rock, Bloomfield, and Valley Ford one day and not so great on another day. Darren was out there doing testing this morning and we identified some more cut off points on Control 9 that would be suitable. Sounds to me like Cotati and even out straight out to SSU and down Petaluma Hill on Control 9 has been great. That has been helpful, however we did discover a weird thing that is happening, and it has to do with our older MODUCOM equipment and a newer type of

radio. That is a DFSI radio which means it works on IP based connections and what happens in our radio consoles it thinks there is an open carrier and so your radio recorder is not working right and then the way to clear it is to be on the interop page and quickly key the microphone on Control 9, so we have a work around for that. That seems to be working out pretty well. We have a good viable option for Control 4 down in the Petaluma basin. We have to make a determination and decide where we can expand Control 9 and where we cannot and how do we mitigate the spots that we can, how do we know that that area is going to be on Control 4. Darren and I were talking about before the meeting was potentially, we have specific ESZ in the system that we can build a dummy resource in there say, hey yeah, this is a Control 9 area this is a Control 4 area. Just as a reminder as with the dispatcher dispatches that, we are going to verbalize that particular Control Channel. That might be an option. You know we are still banging away on mitigation ideas and things of that nature. We have not really found much in the way of stuff with Control 3 as regards to the portables transmitting inside. We did some testing we changed some loads around from the State. We talked to the State Chief Radio Technician he gave us some things to try and get a BK working inside and a place that it did not ever work before. Was that anything that we did or is it just a fluke. We really do not know for sure. We are still trying to find stuff, pretty much on a daily basis we are looking at something. I know a couple of people said that they kind of also taken to having a broadcastify on because they have a cell signal in some of these places that it does not work but they still are the radio traffic coming in. That does have a delay on it, so that is not such a great option. That is, we are we are on that. Hopefully, our new equipment that is going to be coming in relatively soon. Evonne can speak to that.

Jeff Veliquette – Kenny, is Control 4 over the valley is it really bad as everywhere else?

Ken Reese – No.

Spencer Andreis – There is a couple of pockets in Boyes Hot Springs that it is scratchy.

Jeff Veliquette – But it is readable?

Spence Andreis – Sometime yes and sometimes no. Nothing compared to what you guys are dealing with.

Ken Reese – Another thing we might want to probably do, is we need to address with the radio shop that they have a process that is call Training and basically what it does is it breaks the circle of the of the microwave link and then reconnects it all just to kind of tune. It is set to do that automated basis early in the morning. The problem is any transmission breaks that process. We think probably we need to get them regardless of whether it ran or it did not run. I believe they can tell whether it did but if it did not. If you could please manually run the process the minute you have the opportunity because that will go a long way and keeping those people that are still using those channels with clear reception. We will address that.

Evonne Stevens – For the Control Channels there are two sets of radio equipment that will need to get for Control 2 and Control 4 to make the purchase. To make the repairs

to hopefully fix all of this eventually. We have got a shipping date from Mike Priolo from Daily Wells that the first set of equipment was being shipped out on December 1st with an expectation of delivery anywhere between December 9th - 15th. We should be seeing that within 2 to 2 ½ weeks. With that being said we are going to need a little bit of help and assistance from the Chiefs and folks to make them recognize the priority that this needs to make sure that they make that a priority. They are working on several projects right now and it is a five- or six-week project. They are going to have to go to each repeater, each site and install the equipment and have that all completed. They said about five weeks assuming with Christmas holiday being in the middle of that they will probably add an additional week to that so maybe six weeks. That is in the works. I spoke with Sherry who has been helping us with our grant from Yossi yesterday and they finally finished the MOU for our grant money of believe it is \$212,000 and that is going to be put on the agenda for the Board of Supervisors for January 9th. Once that approval happens we are working on the background to have the paperwork and the documentation ready to show them that basically we need to use the TS9400 because that is what the radio team is used to working on and they sometimes have spare equipment around and that would fall in line with everything else they are working on. We are going to have all of that prepared and be ready to have that RFP basically as soon as we get that approval on the 9th. With that being said, because this is under \$250,000 purchase, we can do that through purchasing through the county. We do not have to go to OES to get that purchase made and we could do that that week and have that signed up. Mike Priolo is ready to send that equipment so as soon as that is done that will be shipped off and that should be another four-week shipping time. When that gets here hoping with everything going well with either 2 or 4 or we end up deciding to go with first then we can start working on the next radios. A big shout out to Petaluma they were able to help with Control 9 offer that up as a band aid to help some of the areas that were not reaching. My question is, is that working well enough for us to do 2 first or 4 first. I think we should have a working group to decide that. I know that this morning there was an incident in Monte Rio they were having issues getting out on the river which is I think more unusual for the river to not have reception. The word on the floor was 2 is going down as well. I have concerns for both radios there is no way they can be done simultaneously unfortunately. That is where we are at. Just pushing along and continuously making phone calls and hoping that you know everything is going to be on time. We are working diligently with that. I know we have a working radio group, but I think it is a good topic to talk about which radio we should fix first. If 2 is having as many problems as it is having. I know that it is not up to me, but we can bring that forward. Those are my thoughts on that. Any questions?

Ron Bruschi - What can we do on the County Chiefs level do to support getting it installed on either one of them. What do you need from us.

Evonne Stevens - I think maybe a letter and then showing them that this is a state of emergency and presenting that to the Sheriff's Department and saying you know you guys are working on these other projects, but we are in a state where this is a safety concern. We have to have a Band-Aid and use this non repeated channel. I think just having that behind us and showing that show of unity I guess I think would help. More squeaky wheels get the job done.

Spencer Andreis - I was going to have Steve as the Board Chair write a letter and get in contact with the lead at the Sheriff's IT to get that going.

Mark Heine - The priority was it sounds like we are all struggling with that. I am good either way if we can broaden the Control 3 footprint a little bit that would help us a lot right now. It seems the stuff that is close here Barham that is our biggest problem area. I am good either way we just need to get it fixed. It is creating a Fire Fighter safety issue.

Evonne Stevens - It is. Shep, how is your area doing?

Shepley Schroth - Cary – It is poor really bad. I think you initially I would have thought Control 4 was the priority but if Control 9 is working, then I would suggest that Control 2 become the priority. It was not in Monte Rio but this morning in Occidental with MCI it was unreadable for a long time we did not know anything about what was going on. We could not hear the traffic and I do not know that you guys could either vice versa. It is pretty bad.

Evonne Stevens – Are you on the working group or the email going back and forth?

Shepley Schroth - Cary – Yes.

Spencer Andreis – How is the staffing going with the addition of Control 9?

Evonne Stevens – It is not perfect. It is tough and we have had to put which made the most sense Control 4 with 3. When it is busy, and we are trying to do both it is difficult. We were looking on the night portion about a week or so we have one dispatcher that is going to be clearing all channels. We have someone else coming back from my FMLA, so we are adding an additional person through the entire month of December for all night shifts. Which is great, because that is when our staffing goes way down, between midnight and seven are minimum which is four. During the day we have from five to seven which helps. We share channels or if somebody's channel is busy, we can split that with someone else. We are luckily Jasmine, and I can both dispatch when it is during the week. They just need to ring the bell and we come out and help. Which is another Band-Aid, but we are there. I think the night shift is my priority and we have a plan for that.

Spencer Andreis - With the State of Emergency declared. I think too that the Board would unanimously approve any extra overtime and it sounds like we need to add staffing 24/7 so at least an additional body. I would say that maybe reach out to Steve and just do it. Especially if you are going to start introducing Victor 6.

Evonne Stevens – With Victor 6 there is no way we could do it with the staffing we have. That would be a really heavy lift. I think that is great.

Spencer Andreis – Go ahead Darrin.

Darrin DeCarli – The term used State of Emergency what does that mean? I know that we did it as a Board Item for REDCOM and the County Chiefs. Has anything been brought to the actual Board of Supervisor. I think that is where it needs to go to be honest with you. They got any potentially discretionary funding. 2 and 4 are frequencies that are owned by the county. They should be the ones that should at least fronting the money upfront. I do not know if it is a possibility with UASI to back fill, because it is still dedicated to that. The quicker we can get this funding freed up so we can get this equipment in route here we are going to be better off. We have talked about Firefighter safety and these other things but declaring a State of Emergency just to declare it and not take it to the next level. Whether we need to get all of our individual Board of Supervisors and say hey, this is what we are dealing with and this is what is happening and what can be done and put the ball in their court and go hey you need to help us so we can help you.

Spencer Andreis - Nothing to my knowledge.

Darrin DeCarli – If we start reaching out to our locals get a hold of David. This is what is going on and this is what we declared as County Chiefs as well as the REDCOM Board. These frequencies are owned by the County. What can you guys do?

Evonne Stevens – If I can get a guarantee of funding. I could probably get Mike Priolo to send the Control 4 equipment with the Control 2 equipment on December 1st because they are ready to send that order. The problem is if that is not who wins the RFP then all we have got Control 2-4 equipment that we do not need and have to send it back. That is kind of bad business. If they are willing to do that for us. I would like to be able to guarantee that is where we are buying it from. The other thing is we cannot do them simultaneously anyway. One is already in route, and we will have it so the one on January 9th. It has already been awarded to us just need the Board of Supervisors to get their approval.

Jeff Veliquette – I would support the REDCOM Board going to the County and asking for money right on the get-go. I think it is a smart move. Because this radio system is kind of delicate. What would be the next one to goes down and we are spending the bank we have built up in REDCOM for the County Channels. What is going to happen when the next Channel goes down. Where is that money going to come from. REDCOM is out of money then we go to the County. I think we should go now, but that is really a REDCOM discussion. We do not have are next Board meeting until January. Might be something that we put in front of the Board President, Board Chair.

Jeff Veliquette - I would like to give a shout out to the folks up in REDCOM. We are seeing the impacts on the Firefighter side in the vehicles on incidents and talking about Firefighter safety. This goes so far beyond that the impact it has on the Dispatcher. You can hear it on Evonne's 's voice trying to just wrap her arms around how to support us anymore then REDCOM already is. I do not know what the solution to that is other than, yes, we are dispatchers. Then talking about adding Victor 6 into the mix now and how is that work. I do not know. We are walking such a fine line, thank you for everything you are doing up in REDCOM. All the dispatchers, supervisors that are up there because you ae taking the brunt of it that for sure.

- **SOP- Training – Spencer Andreis -** We actually have one SOP to discuss today. It is a little bit of a cleanup. It is Policy 10 which is the self-dispatching and or policy specific to new incidents or reporting a new incident. It is more to ensure the folks out in the field are coming across with the proper terminology. You will see some of it again as clean up everything denoted in green is a change or an amendment to the policy. Secondly, if you go down to the second page it is how do we communicate a new incident or come across an incident. It is really kind of depicted into two. Where it is a Code 2, I get a phone in the station of a cat in a tree or tree down blocking it. It is a code 2 call. It is not priority incident. I come across an injury accident where I need that dispatcher's attention. I need to order additional resources versus, I am letting you know that I am going Code 2 it is not emergent. This is how we would go about hailing and notifying dispatch of that new call potentially. This is an important one that we will need to make sure we get down to all of the troops on the ground because they are the ones that are the reporting units in the dispatch. Any questions and have you had time to look at it? Pretty self-explanatory, I think.

Motion to approve SOP 10 made by Travers Collins and Second Shepley Schroth-Cary – Discussion – No further Comments – Approved unanimously.

Big shout out to Francis she was the author of this so appreciation for her taking this on and once again, I think she is our new SOP rewriter.

Evonne Stevens – She is awesome!

Spencer Andreis – Anything on Training Evonne

Evonne Stevens – Training, not sure if I brought this to the Board yet. We have a new Trainee, Billy Leuenberger he has been training with Frances. He is just about finished with are Call-Taking portion. We are pulling his 30 calls (15 Fire, !5 Medical) to make sure he is at that accreditation level before we let him be a call taker on his own. Then we will move him on to Control 3 with 9. Which will be a lot better with that additional staffing on there. That was my concern, 3 is the first place we send them training after radios with having 3 with 9 does not seem fair. Even our pros are struggling with 3/9 right now together. We will have a better path for him with an additional dispatcher on there. He is doing great. Marisol, she passed the test to be in the Spanish bilingual dispatcher, and she is doing fantastic. She is about too clear REDCOM on December 10th. We have a new supervisor that has been hired. She is going to be starting in dispatch on December 12th. She is going be training with Leeann who is our relief supervisor at night, and she is also a trainer. She will be covering the back half night shift supervisor for a while. They are going to work together and work through that. She comes to us from Santa Rosa PD, she has been with them for about two years. Before that, she was a dispatcher for Medical, Fire and Law for San Luis Obispo and was a supervisor for two of the five years she was at the supervisor level. We are really excited about her. We are also working on training for January 15th or 16th trying to make sure we are going to be ready. It is a huge change for us dispatchers. We are used to picking up that phone and finding out what kind of emergency it is and creating an event versus waiting for that send. It does not seem like a big deal, but it is going to

be a big push for the dispatchers that have been doing that for 20 years or so. We are starting to get that training together.

Spencer Andreis – Kenny, anything on CAD/Back up?

- CAD /Back –up – Ken Reese – Nothing really with CAD.

Back up – I will be working with Scott and especially as we change over our radio console system and eventually, they will be changing their radio console system and looking at what things can be put into place with regards to interconnecting those two radio systems and/or dropping in a Sonoma County console like a laptop console into the ECC up there. That way if we do have to back up to them there, we have something to just hit a button and tone that goes directly into our radio system. They do have tones in their current MODUCOM system that they can broadcast stuff out. The downside is, it does not reach the entire county and never has. We have done a lot of testing in the past and it catches most of everybody. With that and the active 911 as backups and I am responding, that is super beneficial and crucial with some of the issues with station alerting and things like that. I will also tell you, with part of the backup systems we are looking at. We just got another quote for IP based station learning we are trying to get folks into that. I just sent an e-mail off to them and want to talk to them briefly because they think that they are quoting us little higher amount because they do not realize that we have ZETRON equipment in our backroom already that is already bolted in it might be less dollar figure but certainly the per station cost is far less then what we saw with G2, Purvis and some of those outfits. It sure would be nice to get IP based alerting into the stations for those that can afford it because it's going to really cut down on turn out times and it will be a lot more reliable. That is where I am at.

Spencer Andreis – I have a quick question, does anybody have any? I know Santa Rosa has some, Comtech bring down systems and has anybody that can work on them?

Travers Collins - We have someone that works on them for us.

Spencer Andreis - Who is it?

Travers Collins – Not sure.

Spencer Andreis – Can you let me know and they can program them?

Travers Collins – I think they can do everything on them.

Spencer Andreis – Good because they went out of business. Any other questions for Kenny?

- SMART – Spencer Andreis - Doug is not hear today. I do not think there has been any updates for SMART since our last Special Meeting.

Spencer Andreis - One other thing I have is that today is going to be Ambrose last meeting and I just wanted to thank you for all your support and collaborative efforts and everything you brought to this group over the last couple years really, really appreciate it.

Ambrose Stevens – Thank you and thank you guys all. Somebody that came to the county to help with this operation four years ago. A lot of folks in this room have been pivotal to helping me understand how this country works, especially for this group and the pivotal and helping me understand how the communication side works here in Sonoma County. Thank you all and AMR is not going to be leaving the county this time so we will still run into each other. Like you said I will not be sitting in the seat. Thank you all for the time.

Spencer Andreis - Thank you for all your contributions really, really appreciate it. You are in a great partner. With that just give everybody a little perspective within the bylaws that were put forth many moons ago. One of the seats on this committee is whoever is the EOA1 provider. (Ron Busch) With that you will need to get with Brenda. You will have some fun training to do.

Spencer Andreis – Announcements from the membership.

VIII. Announcement Items from the Membership

Conduct a roundtable of members

James Salvante – Nothing

Travers Collins – Nothing

Spencer Andreis – The only thing from us is, I think I put an e-mail to some of you and I talked about it the OPS group. We have entered into a long-term Operational contract with Kenwood. You have probably heard Sonoma Station 6 pre alerts. We were not specific; we did not call it 7. We have renumbered all the apparatus so they all end in 6, so 86 will be the primary rig out of there. The type 3 “66” 96 water tender. I put some emails out to all these surrounding agencies that have auto aid agreements and such so that is one change I have.

Evonne Stevens - Are they ALS 24/7?

Spencer Andries – Yes.

Ron Busch – Is staffing 3.0.

Spencer Andreis – Sometimes. Thank you, Kenny, for all the help with active 911 and Tablet Command getting it cleaned up and thank you Nick.

Scott Melendy – Nothing

Spencer Andreis – Question Scott, are you guys going to winter staffing, winter mode? I heard December 11th.

Scott Melendy – Yes, I moved it up to December 11th.

Spencer Andreis - Is there any Amador contracts left?

Scott Melendy - Sonoma County, no. It is all Napa County and Lake County

Spencer Andreis – Ok

Ron Busch - There are two stations we will have staffing out of Sonoma County.

Scott Melendy – I do not know if it is totally set in stone but probably Healdsburg and Santa Rosa are the latest, I heard.

Ken Reese – Petaluma will not be in Amador come that period of time.

Scott Melendy – No

Ken Reese – Can you send me an e-mail to change your response plan, so it is not creating calls.

Scott Melendy – Yes

Ken Reese – What about Sea Ranch is that full staffing?

Scott Melendy – Sea Ranch Schedule A (No change)

Spencer Andreis – Anything from the gallery?

Ambrose Stevens – Nothing

Brenda Bacigalupi – Nothing

Evonne Stevens – Nothing

Ron Busch - I know that there has been this conversation out there for a long time about this 3-minute rule. I am just wondering where that document lives or if it is something that is built in the franchise area there was a 3-minute offset for those units is that something that the LEMSA takes care of. Where did that come from. I keep hearing about, but I have not been able to see a document. that was that information in place.

James Salvante – It is not a LEMSA document. It is a document I got from REDCOM. It had to do with deployment of franchise resources.

Ken Reese - The history behind it was an internal process and the reason being way back before the Fire Districts ambulances and there was a problem on the periphery when we had 532 in occidental. What was happening was they were having turn out times where we had no turn out time. The idea was is that they could still beat Bells ambulances into Larkfield or up to Shiloh Rd. But they are three minutes closer kind of thing. We ran a lot of routing scenarios and what ended up happening is we built out response plans only in the EOA that says I want the closest ALS ambulance and I want the closest Sonoma Life Support Ambulance. It recommends two, unless there is Sonoma Life Support ambulance is the closest one. Then it gives you two. Then it gives you a kind of a way to choose from it. The dispatchers look and the rule was if the other ambulances are more than 3 minutes out, then it goes to the closes one. But if it is 3 minutes or less than give it to the SLS unit. Unless it is a priority system.

Ron Busch - Is that document still alive and well is my question.

Ken Reese - Yes, they have been following it.

Evonne Stevens - It is like a memo. I thought I sent it to you and Mark. I can send it to you again. It is like from 2011. It is a very old memo.

Ken Reese – I wrote it with Eric Polin when he was with SLS. That is how old the process is.

Ron Busch – While we are sitting here. I was thinking, does the portable repeater putting it at Barham an option or is that not an option to solve some of this radio traffic issue.

Ken Reese – We would not put it in Barham. You would have to find a place that it was going mitigate the issue and not exasperate the issue. It has to be sitting in a place where it can pick up and be time for something like that so if you are talking about like Mark West watershed or something like that where you are getting down into Leslie Road in those areas down there. That is a big problem because you lose sight of Jackson, and you have no sight of Barham. Your coverage is iffy at best no matter if it is Control 2 or 3. Maybe there is an option for putting something out over there. You would really want to get the radio shop involved in that to say hey, we have somebody that would like to explore doing this, what is it going to take. They are the ones that are going in to say if you put it here. It is just like Control 9 where the tower is sitting is not conducive to being in the microwave path of Control 4 per say. It does have to sit in the right place and the question is if it sits in the right place is it still good enough to provide some coverage saturation down there. It is kind of like back in the day if anyone remembers Mountain (the fire station) used to have a rebroadcaster and Medic 120 out at the coast and had that rebroadcaster and we were broadcast it, and it would retransmit the dispatch. It is the same kind of concept, it is going to do the transmit and receive piece out there. This is more like a repeater would not be in the simulcast, but it would pick that up and then repeat that down to the local areas of lower power 8 watts or something like that. It is certainly a radio shop

question, and you would need to loop them in on that. The last person that did that in out Cazadero really wreaked havoc.

Spencer Andreis – Anybody else? Hearing none

Next Meeting January 25, 2024, at 1300

Adjournment: Meeting adjourned - Motion to adjourn made by Travers Collins and Second James Salvante at 1350.