



# REDWOOD EMPIRE DISPATCH COMMUNICATIONS AUTHORITY

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## BOARD OF DIRECTORS

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**Scott Westrope**  
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Santa Rosa Fire Department

**Dr. Mark Luoto**  
Public Health Officer  
Sonoma County Public Health

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## DISPATCH OPERATIONS ADVISORY GROUP

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## REDCOM BOARD OF DIRECTORS

### Agenda

**February 8, 2024 @ 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 January 16, 2024 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) REDCOM Budget Update - Evonne Stevens
6. Old Business
  - a) AP Triton Update – Jason Boas
  - b) Control 4 Update – Evonne Stevens
  - c) CAD Response Plan update Ken Reese/Nick Barber

7. Next meeting will be –March 14, 2024, at 2:00 pm, In person only

8. Adjournment- Motion to adjourn.



**REDCOM BOARD OF DIRECTORS**  
**January 16, 2024 – @ 3:00PM**

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

**Join by Teams Meeting 1-323-886-6897 Conference # 887 114 410#**

**Director Dr. Luoto will have his location at 26 Loma Ave Watsonville, CA 95076**

**Public is Welcome at this location.**

**Since we have one Board Member remote for this meeting. He will be meeting the guidelines that are required per the Brown Act.**

**Present:**

**Steve Akre – Sonoma Valley - Chair**  
**Mark Heine – Sonoma County Fire - Vice Chair**  
**Bryan Cleaver – CVEMSA - Secretary**  
**Dave Crawl – Coast Life Support**  
**Scott Westrope - SFFD**  
**Jason Boaz – Healdsburg**  
**Dr. Mark Luoto -Remote – Sonoma County Health**

**Others Present:**

**Evonne Stevens - REDCOM Executive Director**  
**Brenda Bacigalupi – REDCOM Administration Assistant**  
**Ken Reese – REDCOM Communication Manager**  
**Darrell Kopriva – REDCOM**  
**Chad Costa – Petaluma**  
**Travers Collins – SRFD**  
**KT McNulty – AMR Regional Director**  
**Peter Goyhenetche – SLS**  
**Tambra Curtis – Legal Counsel**  
**Dan Reese – Bells**  
**Jasmine Mitchell – REDCOM Operations Manager**  
**Matt Tognozzi - 1401**  
**Stephan Dalporto – 1401**  
**Melissa Estrella -Lee – ACTTC**

Scott Melendy – CalFire  
Mayra Marquez – ACTTC  
Kellie Crumbliss – REDCOM  
Mike McCallum – SRFD  
Matt Gloeckner – SRFD

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 Steve Akre @ 1502 Roll Call since we have one Director remote, all present. Dr. Mark Luoto is remote.
2. Approval of the Agenda Motion to approve agenda made by Jason Boaz, Second Scott Westrope – Discussion – No further comments – Approved unanimously. Roll call was made since we have a remote Board Member. Motion passed.

Need to make one correction on the next meeting to read in person only not virtually.

3. Approval of the December 11, 2023, REDCOM Board of Directors Meeting Minutes. Motion to approve agenda minutes Dave Crowl, Second made by Scott Westrope, – Discussion – No further comments – Approved unanimously. Roll call was made since we have a remote Board Member. Motion passed.
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

5. New Business
  - a) Director Report – Evonne Stevens - This is our Quarter 2 Directors report from the fiscal year 23- 24. Starting out with our Ace Accreditation status report. REDCOM achieved our ACE Accredited Center of Excellence for Emergency Medical Dispatching in 2017 for EMD. We received our EFD Accreditation for center of excellence in 2020. Since then, we have we have been continuing to

comply with these accreditation process. We have been working on our reaccreditation application with the tremendous amount of help for this project from our Operations Manager, Jasmine Mitchell. It has been a lengthy process, but she has been doing a fantastic job. We had a meeting about two weeks ago with the director that is in charge with the Ace reaccreditation who had looked over our application and said everything looked pretty good. There final ask was for 22 calls from the month of November for them to listen to and make sure that the scores comply with what has been sent in from QPR, so we are waiting the final word on those. We are just hoping for go news and waiting for the new accreditation. Thank you, Jasmine, for your hard work.

Jasime Mitchell – Of course.

Evonne Stevens –

### **Staffing Updates -**

- All upper management positions have been filled.
- All four supervisor positions have been filled and our newest supervisor, Elizabeth Brodt came to us from Santa Rosa PD dispatch. She been there about two years, she also worked previously in San Luis Obispo dispatch she was a Medical Police and Fire dispatcher and was promoted to a supervisor over there for a few years before she relocated to be here with her husband who works for CHP. We are very excited about her. She is being trained currently by our almost 20-year dispatcher coming up February Leeann who is also CTO and relief supervisor on nights doing a really great job and she seems to be a really great fit. We are very excited about her.
- Fulltime positions have been filled currently and with 18 out of 18. We do have a full-time employee int training right now.
- We have 7 part-time positions currently filled.
- Unfortunately, near and dear to all of our hearts. We will be losing our Administrative Assistant Miss Brenda Bacigalupi in March due to her relocation to Tennessee. She is going to be greatly missed after nearly six years of hard work and dedication to our team. We are currently recruiting for that position. We have several applicants, and we are working on setting up some interviews for the last week of this month.
- Organization chart attached.
- **Strategic Planning Update** – We have been working with Scott Stanley from Sonoma County public infrastructure agency for a while now on our REDCOM expansion project. This project for people that are not familiar, will involve adding 5 new CAD worksheets to the REDCOM

center. We currently have 10 workstations and that would bring us to 15 working CAD station and take up the space that is in the old dispatch center about 437 square feet. We are waiting for next agenda item for the next phase for them to do their consulting contract with roster list with Ross Drulis Cusenbery that is on their Board agenda item for the 23rd of January. This is going to push our completion of this construction phase out to late 2024 possibly early 2025 but we remain dedicated to moving forward with this portion project and we are going to continue to update the Board as we get updates moving forward.

- Technology - In response to the critical need for the radio repeater equipment on Control Channel 2 and 4. The first phase of this Control 2 and 4 update has begun. The equipment replacement for Control 2 repeaters started in the Northern part of Sonoma County. The repeaters are currently being worked on were taken down one at a time as the equipment being replaced. We have moved on to the Northern and Coastal agencies. Originally, we left Mount Jackson up and had some people on Control 2 I believe but, at this point I think everything on Control 2 has been completed except for the St. Helena repeater and Oakridge.

Ken Reese - I just got notification that Control 2 is complete and we can move all agencies back to Control 2.

Evonne Stevens – That is great and with that being said. Control 4 update, we talked to you are a Daily Wells representative and they have already ordered the parts for Control 4. They are being shipped from New Zealand on January 27th with an expectation of the first week in February to arrive. We have had word with the Sheriff's Department TCOMM, and they are going to continue to make that project a priority. We are really hoping by the end of February will have Control 4 completed as well. That is pretty exciting for us.

Our new ZITRON radio control system installation has been fully completed and we are operational on all 10 workstations. We are still working through the changes on that. It has been a lot of change for REDCOM, but with these new workstations it is a little different and there is some emotional connection to the old colors. The way things worked because they were very user friendly, and I feel like they were customized over the years because we had it for so long to really fit our needs and this is a newer product to us. There is going to be a lot of work to make them what we need them to be on the end user side but so far, they are functional and working. We are working around the lack

of colors and differences and nuances that we would like to see with that project.

- Call Trends – Our call volume is monitored to ensure appropriate staffing levels. We have been doing a really good job lately of keeping our staffing levels up. We have everyone back from FMLA it has been nice. We been fully staffed. It felt really good. We have been up staffing to accommodate the radio project as much as possible and as of recently the new transition to the new EOA1 And Tiered Response and everything. We have been offering out some double time to folks to come on in and help shadow and make the transition to more comfortable with more support including supervisors coming in and staying late being available all the time just to accommodate on what has been happening.

- Call Volume - Total all calls seems to have not changed much in the last six months. The trend the only see one really trending up month for the total all calls for October. It looks like one week in October we had an increase it may have been a weather event. I do not have an explanation for that one trend up. Everything else remains pretty consistent over call trends.

- Average Call Duration –

For our contractual performance - Our performance criteria are 90 seconds. 90% of all calls need to be answered in 10 seconds and currently we are about 96% in 10 seconds for December. 94% in 10 seconds for November and I think the lowest we hit during the year was at 93% at 10 seconds. We are well above our traditional performance for the 10 seconds.

OCU processing with our 70 second compliance. Our fastest month was 50 seconds for average and our closest to 70 second mark was in April for 59 seconds of getting those calls entered.

Going through our Tech Compliance 97% in 10 seconds and 15 seconds 99% for October. November 97% in 10 seconds and 15 seconds 99%. December 97% in 10 seconds and 15 seconds 99%. We are well above what our criteria is for answer times.



OCU - I see everything stayed pretty steady. OCU for those of you that are not familiar with it. It is basically, we have triggers for any calls that go over the 70 second mark. Predetermined exceptions for those. Those exceptions are things like language line, third party callers, uncooperative callers, young or impaired callers, elderly callers, people with disabilities, hard of hearing. With those are found to be the reason that we went over 70 seconds we will take though into consideration and put those up for exceptions. Our acceptance has stated pretty consistent with the cell phone callers being the highest exception overall and that has been consistent for all three months. In all three months we got 163 for cell phone followed by more than one call in pending. The third would be third party callers at an event where the caller was calling from. That concludes my Quarter 2 Directors report for REDCOM. I am open to any questions about any of the data we discussed or anything else.

Steve Akre – Any questions for Evonne?

Mark Heine – I appreciate the report thanks.

Steve Ake- There is a lot happening. Moving on new business.

- b) SLS withdrawal of MDC replacement funds from SCPSC account – Evonne Stevens - I was approached by KT from Sonoma Life Support about requesting a refund for the MDC replacement fund. That is money that Sonoma Life Support has been paying in for the replacement funds that usually matures at five years. I show their contribution at this point at \$171,661.83. This will need to be approved today for them to withdraw that money so we can move forward with this agenda item at the Sonoma County Consortium on behalf of them. We just need Public Safety Consortium Meeting that we are having this Thursday for them to be able to get that refund for that money that they paid. Basically, how it works is they paid that money into us and then we have given that money to the Sonoma County Public Safety that Board action today.

Steve Akre – Any questions from the Board.

Motion to approve made by Mark Heine, Second Byran Cleaver - Discussion – No further comments – Approved unanimously. Roll call was made since we have a remote Board Member. Motion passed.

c) TANGO TANGO – Action Item for FY 24-25 Budget – Ken Reese - Three years ago we purchased a cell phone iPad Android product that you could connect and talk on our radio system on any three channels that we have selected on. It is a great product, but it was very marginally used by very few people limited number of licenses. It is coming up for renewal so just throwing it out there. Another 3-year plan. Their licenses are unlimited so as many people as we want to have the product on their phone and talk on radio via their cell phone they can. It is \$16,000 and some change for a three-year renewal for three channels. Obviously, it goes down there. We got originally one of the ideas was something that we could use for redundancy and backup. We actually during the Wallbridge Fire we had all that spun up. We had strategic places in case Mount Jackson went down. We were going to be able to utilize that as some sort of a tangible backup for some sort of radio infrastructure. Like I said, it was not really used by that many people. Every so often, I think our technical team probably used it more than anybody. It is up for renewal if we are interested in renewing it in March when it expires. Then it is \$16,000 roughly for three channels, \$12,000 for two and goes down from there \$8,000 for a single channel for three years.

Steve Akre – That is \$16,000 would be a total for three years.

Ken Reese – Total Three years, three channels total \$16,000 then goes down from there. If that is something, we want to maintain and people still want to continue to explore and utilize and now it is unlimited licensing. We are not limited to 25 or 50 or whatever it was that we had before. Just throwing it out there.

Chad Costa - I am curious of the cost that we were paying for the three-year last time.

Ken Reese - About the same.

Chad Costa – So it did not go up?

Ken Reese - Not too much. I think it was round \$13,500 for three years limited licensing.

Ron Busch - Were you using it outside the COMM center.

Ken Reese – Yes.

Ron Busch – Do you know how many and where they were located?

Ken Reese - There was about 15 or so people that had it on their phone. Not sure how much they actually physically use it. I would not track too heavily.

Chad Costa – I used it and had it on my phone. A lot of this stuff is just a matter of getting the information out to everybody and having a little bit of training and making sure everybody is aware of it. I am sure there is tons of people that are not even aware of it. I mean how many times they used it, probably would go up if everybody actually had it. It is helpful if you think about it. If you are in a facility and your radio does not work, self-service or Wi-Fi is going to work. There is some value whether it is worth \$16,000 I am not sure.

Steve Akre – Ken is this something that the DOAG has weighed in on at all.

Ken Reese - Maybe originally but no it has not been brought up to the DOAG from Operational standpoint.

Steve Akre- I am wondering if maybe we kicked this to them. I mean this is their wheelhouse for a discussion and then a recommendation to come back to us in February.

Ken Reese – Fair enough.

Jason Boaz – I am opened to that. I would like to know if there any plans to expand it most recommendation if you think for your team if it is useful enough to pay them \$16,000 that is worth considering itself. There is a benefit that other people that are not getting it you should look into it.

Ken Reese - I have got colleagues that are across the US that use it. Like the Boston Fire uses it like you know during the marathon and all these special events rather than passing out portables. It is a matter of the cellular and Wi-Fi infrastructure, but you know when you have something that is big like that you have 400 officers and running a big thing between fires, and everyone is on a common channel. They are utilizing this with their air buds unlimited whatnot. There is certainly some benefit to it. Yes, we should bring it back to the DOAG and kick it around.

Steve Akre - I think just from the little bit higher look good you know \$16,000 over 3 years to have a redundant system in place is really a small investment should we ever need that.

Ken Reese – Right.

Steve Akre - You know but certainly with welcome your input and the DOAGs input on you know a recommendation for us.

Chad Costa - What 3 channels are in there now, because we have 4. Is that an issue.

Ken Reese - We could put it on any three channels we want. We could put it on a Tactical Channel and talk across the US if you want to.

Chad Costa - How does that work?

Ken Reese – It goes through a cellular thing, and it comes into the cradle point, and it goes out the radio locally, comes back into the radio back out to the cradle point back out the Wi-Fi cellular infrastructure.

Chad Costa – Simplex Channel.

Ken Reese – That is how we tested with the guys in Alabama. We put on a Tactical Channel to tune it and everything. It is does not matter what channel you are on. I did it from Maui.

Steve Akre – We have time before the budget.

Jason Boaz – If we do it is important that we get the word out train people and it is, so something does happen we are not trying to that on the fly.

Chad Costa – That is the value of the Tac Channel if that is true then the Control Channels, because right now, if we an incident in simplex like nobody can hear. If I am more than a couple miles away, I cannot hear the Tac Channel.

Steve Akre – Thank you.

## 6. Old Business

a) Update on the PSA Contract with AP Triton – Steve Akre – I am happy to report after conferring with our legal counsel and the direction of the Board executed the contract with AP Trenton on December 29<sup>th</sup>. They had requested an initial meeting with REDCOM staff so Evonne, Kenn, and Jasmine were all on board. I started and then recused myself real quickly just to do introductions. I asked Chief Boaz to continue in his role as you know the group that got together with the DOAG the representative work group that came back with the recommendations to the Board. Jason sat on that on behalf of the Board representing us. Then I asked Shepley to continue as well as the representative of the DOAG for obvious reasons I think, but I will state them just in case. I recuse myself and Spencer from that small work group just because we as an organization are considering potentially responding to an RFP once that is released. I did not feel that that was appropriate for us to be in on that innermost working small group. With that one more update than I will turn it over to Jason. In case you have had more contact with Dan Peterson is the lead for AP Triton on this project. He had stated and I do not know if this if this has changed or not, but AP Tritons team will be here the first week of February. I believe the 6th and 7th to do stakeholder interviews. If anybody is interested in having a stakeholder interview with AP Triton please directed to Jason and Jason will be compiling the list and then sending it off to Dan.

Jason Boaz - You are correct. I missed the very first kickoff meeting we had the city budget meeting that day. I was in contact with Dan in fact I just spoke with him this morning. I will be involved throughout the whole process. I do not have any stake in this. I just want to make sure it is fair and transparent process with that being said I understand my next step from the compile of this to stakeholders. I want to make sure I get a full list of any anybody who wants to be involved. I think I have a pretty good idea hoping to work with other people and putting that together and provide that to them. I certainly do not want to exclude anybody. I would not do that intentionally, so for some reason you do not hear from me, or you do not contact me you are not on the stakeholder lists if you could find out figure get you set up for interviews. Like I said, my goal is just to be an active participant and make it as fair and open and transparent as possible and really select hopefully what is the best for dispatch. If you have any questions concerns or want to be part of that stakeholder, please e-mail me. If you do not have my e-mail, it is pretty easy to find it is on City of Healdsburg website or you can contact me directly or you are welcome to call me or text me as well. I think I will be involved in some of the other aspects along the way. That is where I am coming from if anybody has any questions or concerns, please let me know.

Steve Akre - Thank you Jason, appreciate you stepping up on that.

- b) Possible Action Item – SLS/AMR and Sonoma County Fire potential call volume 3/4 23/24 quarter budget report– Evonne Stevens and Myra Marquez – Evonne Stevens - This is kind of in response to the old business from our last board meeting. Where we talked about Sonoma Life Support call volume going down with the change of the EOA and that potential call volume reflecting in a change in what they are paying us in their membership fees. We were tasked to look at what those costs would be if we moved SLS's cost of the second part of this fiscal year just to the IFT's and the transfers of the 911 business over to Sonoma County Fire since they are the EOA provider. Myra did a lot of work on putting those numbers together and I think she is probably the best person to speak to what those changes could potential be.

Melissa Estrella – Lee - of Sonoma County I am here support Myra Marquez she was not introduce at the last meeting. She is the new Bobbi and the new REDCOM accountant. Based on the Boards direction we went into research the Boards options from the JPA agreement on what we could do going forward based on SLS/AMR request to go with the accruals. We would not recommend going with actuals at this point. The agreement states Section 12 of the agreement the assessment is based on a 5-year average. That assessment percentage can change to accommodate annexations or consolidations, but the method does not state that we can change the 5-year method on that. So based on that, we would recommend that we took the 5-year average of separating out the IFT calls from the 911 calls and did assessment on what SLSs cost would have been assessed to them for the 23-24 budget year of just the IFT calls and the SLS calls. Then we took based on the number of days in the fiscal year and the change of the contract. That 54% of the Fiscal year, SLS would have covered both calls and therefore should be assessed at full amount and then 45% of the Fiscal year they are only covering the IFT calls and therefore we suggest they only get assessed that amount for the rest of the year. The reallocation of the difference would be \$710,000 approximately of decreasing SLS assessment and reassessing that to Sonoma Fire if they both agree per section 16, we think this would fall under consolidations annexations. We do recommend that be agreed upon by legal that this change would meet that section and therefore both parties should agree to that change of the assessment and if they do not agree then the Board of Directors gets to make the change of assessment.

Steve Akre - Thank you any questions or comments. Direction.

Dave Crawl - I think it is pretty clear for the two parties to come back to us and see if they agree or not at the next meeting.

Steve Akre - I appreciate your guys work on this for sure. I think as you see. I think it needs to go back to both parties make sure that everybody is in agreement on it has a chance with their team to ask any legal or financial questions and then we bring this back at the next meeting if we can.

KT McNulty - We need Tambra's by off.

Melissa Estrella -Lee - That would be our recommendation for legal verification that it would fall under the consolidation annexations section of the agreement.

Steve Akre – We all good that? I do not think we need to do a formal motion as long as we are all good with that direction. Yes, all good. Thank you.

- c) Control 2-4 Radio Update- Action Item - Request to approve Grant Funds and Balance of Radio improvement cost from unapplied funds – Evonne Stevens/ Ken Reese –

Steve Akre – We kind of hit at least on some of this. Is there anything additional that anyone wants to add on your Director's Report.

Evonne Stevens – Not for the Directors Report, but I do need two approvals today. Just because the grant money to be approved. The total for the radio equipment for Control 4 is \$218,468 and some change. The Grant that we received is in the amount of \$210,727. I will need a motion to get that \$210,727 and use that for Control 4 equipment. I will also need from the unapplied funds the additional \$7,741.00 and some change to be approved to put together with that other money to purchase that. Although they have preordered it for us. We still have to pay them. I just need those two things. If we can make that happen and get Control 4 where it needs to be.

Steve Akre – There are two actions items we are approving. 1.) receipt the Grant Funds, 2) is to utilize the \$7000 and some change in our unapplied fund balance to make up the difference between the true cost and Grant Funding.

Evonne Stevens - Correct

Steve Akre - Looking for a motion for both.

Mark Heine – Just a comment for the work done on Control 2 is remarkable difference it is absolutely wonderful. Hats off to everyone involved.

Evonne Stevens – Thank you.

Ken Reese – I just got another report that Cloverdale is loud and cleared both portable and mobile which was nonexistent. Station 2 reports loud and clear mobile and portable. I just put the notice out to but everyone back on 2.

Evonne Stevens – We are halfway through that.

Steve Akre – Way to come together.

Mark Heine – Maybe in all seriousness that the Board could drop the emergency declaration on Control 2 and show a little progress.



Motion to approve made by Jason Boaz, Second Scott Westrope – Discussion – No further comments – Approved unanimously. Roll call was made since we have a remote Board Member. Motion passed.

Steve Akre – Thank you, you all that is exceptionally good work in a very short period of time.

- d) ZTRON Radio console update - Ken Reese - Steve Akre – Evonne or Kenny, anything more on ZTRON, anymore update on ZTRON consoles then what Evonne shared earlier?

Kenny Reese – No I do not think so. I mean you know they are all in and they continue to tweak and see if they can make things a little bit better. We had little odd things happen. Like a foot pedal quit working and they came in and unplug it and plugged it back in and it was working again. It is going to be those bugs we are going to work through it and hopefully their engineering people will you know come through with some different enhancements and colors and things that they can change to make it a little bit more user friendly from a visual standpoint but aside from that I cannot really think of anything.

Steve Akre – Thank you.

- e) Expansion Project update – Evonne Stevens

Evonne Stevens - These were pretty much hit on in the Directors Report.

Steve Akre - I just want to make sure since they are on the agenda.

Evonne Stevens – We are good.

- f) ACE Project update – Evonne Stevens

Evonne Stevens – No unless Jasmine wants to add anything?

Jasmine Mitchell – No, just looking forward to good news.

Steve Akre – Absolutely.

7. Next meeting will be – February 8<sup>th</sup>, 2024, at 2:00 pm, In person only.
8. Adjournment- Motion to adjourn.

Motion to adjourn made by Scott Westrope and Bryan Cleaver.

Byran Cleaver – If may Chair.

Steve Akre – Yes.

Bryan Cleaver - I would like to take a moment just to recognize the incredible job that REDCOM has done during this EOA transition including implementation of the Tiered Response. We all recognize what an incredible lift with that that is phenomenal job continuing to do phenomenal job appreciate the REDCOM team.

Evonne Stevens – Thank you.

Steve Arke - Thank you Bryan, very appropriate, thank you.

Steve Akre - With that all in favor to adjourn. All in favor meeting adjourned at 1537.