Dispatch Operations Advisory Group
Regular Meeting
<u>**Agenda**</u>

January 30, 2025 – 1:00 pm

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

I.   <u>**Call to Order**</u>

II. <u>**Approval of the Agenda**</u>

III. <u>**Approval of the DOAG Minutes**</u>

   a) Minutes for March 28, 2024, – Discussion and action to approve – Spencer Andreis

IV. <u>**Public Comment Period**</u>
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. <u>**New Business**</u>

   a.) Discussion and possible Action - Vegetation Management Vehicle Identifiers – Marshall Tuberville
   b.) Tactical Frequency adjustments – Spencer Andreis
   c.) SOP amendments - Spencer Andreis
   d.) Discussion – SOP 48 MCI & MPI Process – Ken Reese
   e.) Discussion – SOP 12 Response Codes – James Salavante
   f.) Discussion - SOPPO 021 TSUNAMI – Ken Resse
   g.) Tactical Frequency adjustments – Spenser Andreis
   h.) SCY Fireboat Integrity CAD identifier – Spencer Andreis

     i.)   Discussion and possible Action - View data from 911-Tiered Response call processing time - Evonne Stevens

     j.) Action Item - Calander for 2025 DOAG Meetings

VI. <u>Old Business</u>

    a.) Tiered Response Update – James Salvante

VII. <u>Work Group Reports/ Sub Committees</u>

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
- Radio
- SOP - Training
- CAD /Back –up
- SMART

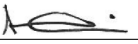## VIII. <u>Announcement Items from the Membership</u>

Conduct a roundtable of members

Next Meeting March 27, 2025, at 1300

Adjournment:

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY
STANDARD OPERATING POLICY

MCI/MPI PROCEDURES WITHIN REDCOM		**Policy 48**
Page 1 of 2	**Green denotes the most recent change**	Effective Date: 01/28/2020
Approvals *[signature]* Spencer Andreis DOAG Chairperson	NEW POLICY	*KT McNulty* KT McNulty REDCOM Executive Director (Interim)

48.0   MCI/MPI PROCEDURES WITHIN REDCOM

48.1   REDCOM is the established MCI Coordination Dispatch Center (MCDC) for Sonoma County.

48.2   An MCI/MPI may be declared by a field responder or a REDCOM dispatcher under the following circumstances:
- MCI = 5 patients or more reported
- MPI = 2 to 5 patients reported
- Or Any incident that exceeds or overwhelms the capabilities of the initial response

48.3   Once an MCI/MPI has been declared, REDCOM will:

48.3.1 Change the event type in CAD to ACTVSHTR for any Active Shooter events that occur~~hostile events~~ or MCI for all other event types.

48.3.2 REDCOM will dispatch the following par level resources for the following incidents if there is not already a deployment plan built for the agency:
- Active shooter/hostile event: 5 Ambulances, 2 engines, 1 ambulance strike team leader and 1 battalion chief.
- MCI: 3 ambulances, 2 engines and 1 battalion chief.

48.3.3 Upon the creation of these event type, predetermined groups will receive an automated text that an event is/has occurred, however, an ~~Send~~ MCI notification via ImageTrend alerting will still need to be completed. (Notification will go to Coastal Valley's EMS Agency, Hospitals, REDCOM Leadership, REDCOM Duty Officer and Emergency Operational Area Provider Leadership) containing the following information:
- Type of incident
- Location of incident
- Initial impression of the incident
- Estimated patient count

48.3.4   Asses the need to appoint additional staff to support the incident.

48.3.5   Monitor ImageTrend for hospital status or bed poll changes.(Q: is this the responsibility of REDCOM or the EMS DO?

48.3.6 Maintain communications with appropriate incident ICS staff

48.3.7 Relay information to the appropriate incident ICS staff.
- On scene and responding resource status
- Hospital status
- Bed poll status

48.3.6 Maintain pertinent incident documentation and resource status updates in CAD.

48.3.7 Send an "under control" message via ImageTrend once all patients have been transported to a receiving facility.

48.3.7   Relay information to the appropriate incident ICS staff.

- On scene and responding resource status
- Hospital status
- Bed poll status

48.3.8   Maintain pertinent incident documentation and resource status updates in CAD.

48.3.9   Send an "under control" message via ImageTrend once all patients have been transported to a receiving facility.

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY
STANDARD OPERATING POLICY

12.0 RESPONSE CODES

12.1 All emergency responses are considered Code 3 responses at the initial dispatch unless otherwise verbalized. Individual agencies shall determine policy for that agency as to what constitutes a Code 3 versus a Code 2 response, with the exception of medical aid calls, which shall follow the EMD response protocols. All medical aid calls shall receive an assigned EMD priority.

12.2 Whenever possible, EMD should be completed prior to dispatch on medical calls. Call takers shall have discretion to send EMS resources prior to completing EMD process if caller interrogation is delayed or difficult to complete in a timely manner. On medical aid calls dispatched prior to EMD determinant or if EMD caller interrogation is not possible, resources will the call will be considered by default a Charlie ipriority. Call takers shall have the option to send a Delta response prior to EMD determinant if in their professional judgement an immediate life-threatening need is apparent, or if a Code 3 ambulance is specifically requested by on scene public safety responders. nitially respond Code 3, unless advised otherwise. EMS resources requested Code 2 by a public safety agency on scene shall be considered an Alpha priority response. If EMD interrogation or responders on scene determines the response of a resource shall be reduced to Code 2, or increased to Code 3, the procedure outlined in section 13.2 shall be followed.

12.2.1 All calls where units are requested to :stage" shall be coded a Bravo incident. (1st responder code 3, transport code 2)

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12.3 Field resources responding Code 2 to a call in accordance with their agency's policy shall advise the CRO that they are responding Code 2.

12.4 When reporting parties request responders not use lights and sirens, call takers will advise the RP that we will do what we can within policy or protocol. The call taker will relay this information to the CRO and the

CRO will broadcast to responder(s); "Information only, RP is requesting a silent approach."

Title: Tsunami Warning and Alert Process	**SOPPO** # 021
Issued by: Ken Reese, Communications Manager	**Issued Date:** 12/18/2024
Revised Date:	**Effective Date:** Immediately

Purpose

Proper procedures for Tsunami Warning and or Tsunami Alert

Policy

This policy will outline the procedures for Tsunami Alert(watch) and Tsunami Warnings, what action should be taken and agencies notified.

Terminology

☐ **Tsunami Alert**:

- This is a broader term used to notify the public that a tsunami may occur or is being monitored.
- Alerts may include a **Tsunami Watch**, which suggests that there could be a tsunami, but its arrival and impact are uncertain.
- It often serves as early notice to begin preparing for or monitoring the situation.

☐ **Tsunami Warning**:

- This is a more serious notification that indicates a tsunami is imminent or has been detected, and there is a significant threat to coastal areas.
- A warning signals the need for immediate action, such as evacuation from low-lying coastal areas or other safety measures.

Procedure

Create a call in CAD by entering #TSU% in the location line (Similar to that of an STS Airport #ALERT) and select TSUNAMI WATCH or WARNING depending on the alert given and follow the imbedded instruction in the call remarks.

Note: Both event types will send automated text messages.

DOAG Meeting Schedule 2025

All meetings held at 1:00 pm

Location:
Santa Rosa Training Tower
2126 West College Ave
Santa Rosa, CA

January 30, 2025

March 27, 2025

May 22, 2025

July 24, 2025

September 25, 2025

November 20, 2025 (moved up a week for Thanksgiving)

Your Call for Help Is Answered Here