



**Dispatch Operations Advisory Group
Regular Meeting
Minutes**

November 20, 2025 – 2:00 pm

**Sheriff's Office
2126 West College Ave
Santa Rosa, CA**

Present:

Spencer Andreis- Chair- Sonoma Valley Fire
Chad Costa- Petaluma Fire
Matt Windrem- SCFD
Mike McCallum- SRFD
James Silvante- Coastal Valley EMS
Scott Melendy- Cal-Fire

Others Present:

Evonne Stevens- REDCOM
Corin Burns- REDCOM
Ken Reese- REDCOM
Gabe Stirnus- SON
Darrin Decarli- GFD

- I. **Call to Order-** Made by Spencer Andreis @1:04pm
- II. **Approval of the Agenda-** Discussion and action to approve – Spencer Andreis
- III. **Approval of the DOAG Minutes -** Minutes for May and July 2025, Motion to approve Agenda made by Mike McCallum, Second by Chad Costa - No further comments. Approved unanimously

IV. Public Comment Period

In this time period, anyone may address the DOAG regarding any subject over which the DOAG has jurisdiction, but which is not on today's agenda. Individuals will be limited to a three-minute presentation. Members of the public will be given the opportunity to address the DOAG regarding items on the agenda at the time that the agenda item is taken up by the DOAG.

None

IV. New Business

a) Boundary Drop oversight

Spencer Andreis- Sounds like most of the zones are moving forward with the work that needs to be done. The one that is, I believe, a little stagnant is zone six. And I have heard that there may be some resistance from one agency. So I did give, somebody did reach out. asking for some advice, and I did ask, have a meeting first to see where everybody's thoughts are, and then we go from there. So just give everybody a little heads up. But beyond that, that sounds like everything else has been along throughout the county. Unless anybody's heard otherwise

Evonne Stevens- your committee is Chad, Spencer, Mike, and Shepley

b) Auto-Helo responses

Spencer Andreis- So this was brought up, I believe, at the Ops TO meeting in September, which I wasn't part of. And then the chief's meeting in September as well.

Mike McCallum- I think it did come up. There was a lot of discussion around it. It kind of got kicked back and forth. And then I think it kind of got kicked back to this groups and ops TOs to develop implementation, plan policy. And it was support, general support for the concept.

Matt Windrem- Yeah. I mean, just so every so the back ground is we've been working on it for a while with our partners at REACH on it became apparent that the auto Hilo process as outlined in Coastal Valley's policy and it wasn't really working dependably Some of it defined like it was supposed to be based upon certain EMD determinants, and that wasn't built in there. And then there was a REDCOM challenge, I think, with the map, the underlying map that defined, and it makes sense now that some people have said to me, Hey, how come Jenner is on there for trauma and medical, but Bodega Bay is only for trauma because the map went back to when Palm Drive existed. So they were, Bodega Bay was within 30 minutes of Palm Drive by ground for medical patients, but not for trauma patients to Memorial. So there's cleanup that needed to happen. Not changing policy, not changing, there should be an effective, there should be some difference we see in how helicopters are auto-launched. but to really clean it up so that it is done, A, by defined determinants so we're not launching to twisted knees or sprained ankles. And that process on the EMS side with Dr. Luoto and a recommendation for, hey, here's where we think these are the dispatch, the EMD determinants and some additional incident types like water rescues and ocean rescues that we should put auto helo launch if they are outside of 30 minutes to the hospital. And then REDCOM has been working, I think, on updating the map, but also a sort of process change.

So rather than it having a dispatcher, and stop me when I get out of my lane here, but rather than a dispatcher having to look at a pin and decide if it's on one side or the other of the map, change it where when that ESZ encompasses an area that would be greater than 30 minutes, that for that medical type, an air ambulance would be on the recommended string and just hit with the dispatch so they don't have to look to another screen to see oh it's you know it's 116 and something in Jenner is that like is that 30 minutes let me get my protractor out or let me see if it's in the shaded part or the crosshatch part of the map to figure out if it needs to go so it's an attempt to clean that up it's no real change in the in the baseline And so that's the effort. It got a little interesting as people aired out some of their thoughts about helicopters and radio traffic and landing zones and all this sort of stuff in the OPS TO group. But the bottom line from my perspective is we're just looking to make sure that we're in alignment with coastal valleys policy. It's easier for the dispatchers. It's more regular and systematized, so it's not as subjective as you know, leaving it to our firefighter medics on the ambulance as they leave the barn to say, Well, should I call for a helicopter or not? It sounds kind of bad, but then they look out. Well, it's cloudy. Maybe they won't fly. Maybe we'll wait. Maybe we have to check with somebody before we get authorization. So it just cuts the reflex time. There's still an extended time that the helicopter has to go through their acceptance process. They still have to identify an LZ, and that's part of that process as well. So that's kind of the gist of that. So it's a change in REDCOM put into the dispatch order.

Chad Costa- It sounds to me like it's just a response plan that's attached to an event type that's to an EMD code. Yeah, just like anything else.

Ken Reese- And we've done that already with your agency in the West County. So anything, any of their EOZs that they're responsible, that are clearly defined, that we're in the zone and not because we have a lot of EOZs that overlap. the autohilo area, right? So we got a giant EOZ and half of it's an autohilo and half of it's not. And so, we'll have to realign some EOZ boundaries in order to make that work. Again, it's going to be a slow, slow rollout, but it can happen. And I guess the discussion then is, you know, is it being left up to the agency to put it on there, or is it just going to be a hard and fast rule, you know?

Spencer Andreis- And I would say from the chief's meeting, there was definitely a few chiefs in the room that had opinions about it that I think leave it up to the agency if they don't want it for some reason, at least have that discretion.

Chad Costa- But is that-- I think what we talked about this in the meeting like is-- My personal opinion, I'd leave it up to the agency. But if there's some overriding policy that takes it out of their hands, is that the case? Maybe that's an EMS question. Like if Geyserville says we don't want to do this, can they say that we don't want to do it? I don't understand how that works, having a coastal valleys policy.

James Salvante- Well, it's a coastal valleys policy because it's about making a medical control determination related to a medical, not for any other reason, not because somebody wants it for

water rescue or for some other. Sure. Any public safety jurisdiction can ask for any resource they want. But I think that the correlation would be, could the jurisdiction say, I don't want you to ever send any ambulance code three in my area? And then how would that affect who's taking responsibility for making that decision and doing the ambulance work? I mean, if all we're doing is looking at operationalizing something that's already in place and it's previously accepted based on the point of math, as opposed to looking at an ASC, the ASC method helps reduce the reflex time, doesn't mean it can be canceled if the respondent says, no, I don't think this is warranted to make that determination if they're on scene. You know, I too don't want to tell anybody what to do. It just seems like this is one of those cases where if we've been doing it as a system, we've got to keep.

Spencer Andreis- Well, it's been agency discretionary up to its point. So I think that the question in the room is, does the lens of policy dictate otherwise? Does it tell the agency that you shall versus it's an option? That's right, I need clarification.

James Salvante- I got it, that's what you're saying. So what, that there will be a helicopter response that's going to come to you based upon this type of determinant?

Spencer Andreis- Automatically.

James Salvante- Automatically.

Spencer Andreis- Is that how the policy reads?

James Salvante- You know, I'm sorry, I didn't come prepared to talk about this. I didn't even know this was going to be on the agenda today, and I'm not the helicopter person, but there was obviously some discussions with the helicopter providers and Dr. Luoto, and if you were present for this, maybe you could speak to it.

Matt Windrem- Yeah, I don't think anybody foresaw that somebody would say, no, don't send a helicopter to my area that is, determined to be, you know, a significant distance from the hospital and where we're limiting it to not every single medical call, but a specific subset of, you know, complaints. So my personal belief is that under the sort of auspices of medical control and determining, similar to even a determination as to when and where a BLS ambulance can go on initial dispatch versus an ALS ambulance, this is another resource that is, if from a medical standpoint, the medical director says, these two things overlap, and transport time exceeding this, I want that unit at least started or requested, if requested to start. I believe that that probably is not optional to take that out of your base response. If you want to cancel it every time it gets dispatched, then you take that on as that fire chief or responding entity. You know, from my perspective, I know it will be monitored and I in terms of utilization when we looked at our history on, we just looked at our history on the, it's not something that would be like, I think it was 80 calls a year or something that didn't get a, if this had been in place, would've gotten a helicopter launched and didn't get a helicopter either launched or requested in a year's period of time. So it's not a huge volume.

James Salvante- Is there, are there particular agencies that, you know, maybe we could reach out to and move that could connect? They just don't want a helicopter?

Chad Costa- Well, so contextually, it sounds really good on paper, but it's actually, there are times where it can create, I think, risk and issues with landing. Because if reach helicopter goes to Skag Springs Road, it might take, just the fire response out there may take 20 minutes. I'm not going to get into it. There is a possibility that helicopter could just be circling up there waiting and waiting and waiting until somebody has established an LZ. Somebody's actually there due to the fact that I don't believe they can just land wherever they want. I could be wrong, but yeah, so I think there. It's not as much about just a no, it's probably more like this individual probably, I'm speaking for him, feels like it's more appropriate to call it when needed versus to launch it to his very rural areas that take 20 to 30 minutes to get an LZ established. I don't think it's as much, in my opinion, I don't think it's as much about sending it to a delta or an echo call, like, I don't think that's the argument. I think it's just there are some areas of the county where you'd like to see it be their determination versus an auto have to happen every time. But if the direction is it has to happen every time, I think there should be, that individuals should then work with the map to make the map, you know, what does make sense?

Darrin Decarli- And if they're able to refine the predetermined LZ areas where they may not necessarily have to have a fire unit on scene. They're staged out. It's a 10-minute response from the incident to the LZ. And then you cut your time in half, if not better, from that LZ to the hospital. It would make sense. But it's going to be a matter of talking to the individual.

James Salvante- Yeah, good to know what the numbers are too. I mean, that doesn't sound like a whole lot of calls. And it sounds like it could be handled in a case-by-case basis if somebody wants to come up and say, There's no good place to land there. And so hold on the helicopter, that kind of thing, as opposed to it just being-- because setting it up right away to go out with the string of other units gives them an opportunity to get all whatever they have to do right now, what it takes for them to get going. And plenty of time to cancel them if that's the determination of the responding officer.

Chad Costa- I feel like the answer is, it's the coastal valleys policy and if you have an issue with it like work with Coastal Valley

Spencer Andreis- I can speak for my agency. We do have an area that would meet the autohilo area, and there's maybe one good spot, but it's, right now there's a road system out, a major drill car in there, but there's nowhere else to land helicopter.

James Salvante- That would make a huge amount. There's no point in spinning them up and then they can't take another call 'cause they're responding to someplace they're not gonna get to. Doesn't make any sense.

Gabe Stirnus- Have the helicopter providers been pulled on this, on their willingness to engage in that kind of stuff?

Matt Windrem- Yeah, I mean, this is working with, we're working with them on Snow County one side and this is actually a desire of theirs to improve this because in part, it's a large part the reflex time, right? And I don't mean full transparency, right? CHP is out flying around doing controls. They're faster all the time because they're up in the air, or they can get off quicker. And there just ends up sometimes being the issue of the crews don't think to request an air ambulance till they're 10 minutes into their response or get some more updates from dispatch or whatever it might be, and that can still happen instantly. call classification, but now there's another 10 to 12 to 15 minute lag till the helicopters launch and it gets to a stage where, well, now we're here and it's faster to go by ground. They are interested. They are much more willing to get requested and get canceled. They'd rather get requested and canceled than get the request.

Ken Reese- And if you want the language, that's the language right there, that little blurb. It just says exactly what we've been talking about. It says where it's greater than 30 minutes ground transport, time to closest receiving facility. Now, it was always my understanding that it was 20 minutes for medical and 30 minutes for trauma. That's why we have two different shaded colors. but based on what I'm reading here that sounds like it's just a 30 minutes to any you know ground Hospital and.

Matt Windrem- I've said I didn't think we needed to change it but as we read it maybe that needs some tuning to say right because website trauma patients you might be 30 minutes from Healdsburg Hospital but that's not really where that's not what the idea of the minutes get you to Healdsburg to get you to Memorial now.

Spencer Andreis- Should say closest or appropriate receiver.

Matt Windrem- We have a quarterly standing helicopter committee that that is that is made-up of like air the dispatch centers, the air ambulance providers. I mean, all of the helicopter providers, everyone, CHP. But then there's not any other committee that's really working on it. So.

Spencer Andreis- Just thinking outside that maybe it would be ideal to invite this individual and then vet this policy, update it. And then I feel like we're going to have to, if it's on the dispatching center to make decisions, we're going to have to policy it somehow.

Mike McCallum- I think for us, we should be following as closely as possible to that policy, at least give dispatch direction. Yeah, so. It would make sense to have that individual, maybe another representation from OFCOs or county fire chiefs, kind of a collaborative effort.

Matt Windrem- I think that there is some legitimate, there's legitimate medical control questions that I think, you know, probably need to be answered. And then to what extent Coastal Valley is willing to work with somebody to say, okay, from a medical control standpoint, we're saying a person who's been crushed at Lake Sonoma by a boat, you need an air ambulance there because

you're a long ways from the trauma center. If you're gonna tell me operationally, there's an issue with that, then how do we square that stuff?

James Salvante- Because we're at the lens of, we're fully on board with the idea that the safety of the responders is the responsibility of the fire agency that's managing that scene. So that's always got to be an overriding consideration, but everything else equally, having the fastest response for somebody that's, you know, a helicopter, if that's what they're going to need to make the difference, that's something we want to push for.

Spencer Andreis- So maybe could you include Marshall and I in the next meeting, and then we'll bring it back to this group after?

James Salvante- everybody has draft on it, by the way, that policy, because it's going to come out fairly soon for review. So it will be a definite opportunity to harmonize what is good for the center, both centers, REDCOM and Howard Forest, and what's needed for patients and first responders.

Spencer Andreis- Yeah. And that's the other-- I'm only talking about a couple of calls a year. Head office TO is not only for Sonoma County, but much rural Mendocino County as well.

Matt Windrem- Right. So. And the fact of the matter is, I mean, you have reached a lot, there's limitations on where they'll land, but I mean, they've landed and been first responders on Stewart Point Skagg Springs, you know, out in the middle of the road than the motorcycle business. But there are certainly, you know, maybe up there on the on the Kashia area, there's not places to land.

Gabe Stirnus- I think there's also this kind of feeling of not liking helicopters just flying in circles, but they certainly have the fuel and capacity to do that. Should there be one of these outlying calls or you're just going to have to wait a little while, find somewhere to sit down or do some laps and loop we'll get back. That's not as big of an issue as I think.

c) SOP revisions

Evonne Stevens- A lot of this is just coming in. There's a lot more thing to do, kind of working through the SOPs. So on the first page of 6.0 and 6.2, it basically just removes Sonoma Life support. The same for 6.4, put them out there and then on the county identifiers on 6.6.1.

Speaker 7

Matt Windrem- Sorry, could we go back just a second as we were just talking helicopters. So the reach, I mean, I don't even know if it's worth, we can put 'em in there. Sonoma County one, Reach is the old reach one. Reach 3 is now copter 11. So there is no Reach 3 anymore and there's no CALSTAR 4.

Evonne Stevens- What is CALSTAR four now?

Matt Windrem- I think it's reach 18.

Evonne Stevens- Okay, I just want to update it so when I put the new changes in.

Chad Costa- Yeah. Can I make a suggestion that we don't have specific numbers so we don't have to change it every time? You would just say reach. Does it have to say specific numbers? Then you don't have to change it every time they change the number. Well, you can just take out the numbers of everything.

Evonne Stevens- Then 6.6.1, we did some process of cleanup with all of the information. So you guys want to kind of see if we missed anything. And the changes in green.

Ken Reese- We left the, the only ones we physically changed. So we took things like the numeric values that are still being used like 51, 56, 88. I just took them and said they were Sonoma County Fire Protection District. It should just be it. Is it technically Fire Protection District or Fire District? Yeah, okay. Let's change these. That's the, agency like the numeric mnemonic number okay so that's always been there but yeah only thing I did is I took 51 and I said that it's actually SCY Sonoma County Fire District Station 7 just to kind of same thing with Gold Ridge and station 54

Chad Costa- Where did you get these, did you get it off the spreadsheet that we have for the number changing

Ken Reese- No this has been here for forever since day one. It's going to get changed at some point. But just for the sake of our admit, we took agencies out of there that have been merged. So it goes all the way to 99. I changed Sebastopol to Goldridge, Station 83. 88. to Sonoma County Fire District Station 10 so on so forth. Of course when we do any kind of other renumbering we'll um we'll end up uh changing those again. This is the one that we were going we were going to bring or we were supposed to get into in the July meeting, I didn't see anything that said it was approved so I threw it back on here so because we're now using boat with boat number skis with ski numbers UTVs with UTV numbers things of that nature and their corresponding stations like boat 54 UTV 54 UTV 33 so on and so forth and so I just want to make sure that that was you know memorialized in here. The only thing I did with type three and type six engines I left the 5659, and I left the 60 through 69 because we still have a lot of people. But I'm also saying or what we agreed to patrol with PT brush with BR, and those are starting to roll out. All right. And so those are the only changes on there.

Matt Windrem- Mike and I had a conversation yesterday, even for the zero to 19, is that always chief officers, or should we have that sort of be like staff? So we have people like training captains or EMS captains.

Spencer Andreis- Just put it as administration. So that so that just opens that up.

Chad Costa- Yeah, it's confusing because we have a lot of zeros through 19s that are not chief officers.

Mike McCallum- How are we administrating that with Gold Ranges Training Aid now as far as being the training with a station type identifier.

Chad Costa- That's a good point. We could say OR like a TRN with an identifier, like an asterisk, asterisk or something. Like allow for either or as we transition. I don't know. I kind of like it actually. It makes it a lot easier when they say training 8 versus 81 or something like that.

Chad Costa- The way to how to type the name is a TR, is a TRN. The way to fix this is for the training captains to have a tablet command and just self-assign when they need to do it. And then you eliminate 75 to 80% of that problem. I'm just thinking we say or so we allow for it versus because I don't think it's changing. You're fine how it is. I would just say next to the 19 have it say Or TRN, you know, an acronym with an asterisk, asterisk. Well, it'd be an example, wouldn't it? Because we had to the same discussion, there's a battalion nine and there's a battalion one that's not on there, supposed to be 75 or 71 something. So I'm just trying to articulate that it can be a four digit number or it can be a three letter with a number.

Matt Windrem- It really a separate line. I think it's separate from the admin. Like you may just be the next line down. But I think it is important, especially as we're making this, I thought with the transition that the four-digit numbers were all kind of staying as the identifiers.

Chad Costa- We haven't came up with a good way to recommend a change, and I think the committee felt like it was such a big ask to do the apparatus that we kind of left the chief officer thing alone. But to your point, this should reflect what we have out there, and right now we have battalion three but it should be according to this 00 through 19. I think.

Matt Windrem- I think it's somewhere else in here that addresses that cause it talks about like the ones that cover one entity versus...

Ken Reese- There is a blurb in the SOP that talks about shared battalions can be used or they have the option of using as their primary battalion. It's in here somewhere. Fire agencies might use a generic number to identify their duty battalion chief or duty chiefs such as battalion six North County. You know, that's an example, duty chief 61 for, you know, kind of shouldn't say Geyserville.

Chad Costa- What we're bringing up here though, is that that's not just battalion chiefs, that's multiple different things. It's training, it's prevention. So maybe we just adjust this paragraph to allow for not just battalions, but for any administrative staff.

Matt Windrem- Because it is used beyond that, right? The on-call prevention, it's a rotating person. That person has a four-digit identifier when they're solo on their own and come across something, but when they're working on the on-call prevention, the prevention's at the time.

Chad Costa- Are you guys good with just, or would you be good with just making this more generic instead of it saying battalion chief and duty chief just make it any administrative staff and give some examples training eight, battalion six, duty chief 61 whatever. does that make sense and then I'm wondering if that paragraph should be up closer towards the numbers and not down number six so that We don't have that issue where people are just looking at the numbers and then have to go all the way down to six to see why it's actually okay like I just did. Move it up.

Ken Reese- Like move it up underneath of this bit. Or underneath the administration portion like this. Just like pop a gap in here and throw it underneath of that. Okay, so we would have said fire agencies may use a generic number to identify their duty battalion, so we're not going to say that. What do you want to say?

Spencer Andreis- Battalion, duty chief, on duty, battalion, duty chief, prevention, or any other administrative staff officer.

Evonne Stevens- This hasn't been updated for a while. 20, we're kind of trying to describe the changes with that move towards more silent posting. We had discussions several years ago about trying to get some of the traffic off of the REDCOM channel to post new traffic, it's difficult to get it all off the REDCOM channel, but typically what we've been doing is, the REDCOM dispatcher is either, if you know somebody's at a post, let's say a hospital where they don't really hear just a verbal, so they need tones and stuff like that, and you can tone them, but potentially if they're just out and out, we'll verbalize their post move, and then instead of them coming back and going in the post move, they've been silently just putting themselves in the outpost with their Tablet command. And so the dispatcher's watching for them going enroute post for the Tablet command, and then when they get into the actual zone of the post, they are putting themselves in queue, and that's been working pretty well. But that has not been updated in the SOPs. So it's been going on for a couple of years. We want to clean that up and kind of have the SOP reflect the process that we're doing. Eventually we want to get more work done with some silent posting, but this kind of reflects where we are right now and practice and just verifying that with the dispatch of how the typical works. So we also cleaned up the language and looked at what used to say the franchise, which is now really, and now we have two that we're just referring to those as not really providers.

James Salvante- My only feedback there is that I can make sure that we're not talking about it as single year away, as you said there. So like it says exclusive operating area ambulance providers. On 21.1. And on 20.1, it says generated for the EOA ambulance provider. So maybe for EOA ambulance providers? I realize that bells at this point does not have a lot of, you know, posting communication, but just for consistency.

Evonne Stevens- Again, we didn't really change anything. We just cleaned up the language to reflect what we're doing now. I think for the most part, it works well. And then if we don't see them, though, EP, maybe we should put something in there. Like if the dispatcher doesn't see the unit that they posted silently, supposedly recently, post on their NPC within a minute or so, then we will actually, you know, tone them and try to get their global attention and have to acknowledge us.

Matt Windrem- Evonne, did you run these changes? And I'm getting a little further removed from the day-to-day, which is kind of nice on that stuff. But a lot of our ambulance post locations are also rest stations. So it's different. They're not necessarily sitting in the ambulance seeing in their tablet command. So, when I see 20.2.2, no tones required if they're supposed to move when they

are covering a place where they would normally be in the unit and monitoring REDCOM, does that mean they're just not toning it? They're still announcing the postage.

Evonne Stevens- Yeah, they're still announcing it.

Matt Windrem- Okay, just not getting toned.

Evonne Stevens- And I think I'm looking for the space we're talking about, or if they're in a hospital, or like a known place where they would be inside. So we used to initially, you know, it would be something like at a 24-hour station, those rest stations, we actually tone those guys.

Matt Windrem- It's right, but I get it now. I'm differentiating the difference between the tone and the announcing it over the radio.

Evonne Stevens- Yeah, they're all announced on our side. Yeah. It's just that the response from the EOA providers is typically not verbal. It's been going throughout posts on their tablet command and then going to the Q, they actually get moved. So the dispatchers are watching for that instead of having that additional traffic over the REDCOM channel. That's been the practice, and it's been going really well. It's checking with all the dispatchers and all the different shifts. And they're like, yeah, that's typically how it works. But if it doesn't, then they go to the toning and potentially be calling possibly or something like that if they can't get hold of someone.

Chad Costa- When you do a-- OK, so they're doing the enroute, you're not-- the dispatcher is not changing the enroute posts, they're doing it.

Evonne Stevens- We assign them to a post in the cat and then they put themselves in route posts.

Chad Costa- When you assign somebody to a post, does it send a text?

Ken Reese- Yeah. It does. It goes across there. If they have a phone that's associated with their pager group or after 911, it's associated with their pager group, it'll send a message to that.

Matt Windrem- I think there's efforts to go even more, even less REDCOM rating traffic. It's just a matter of making sure the technology is there. Really make sure they get that notification because they're not just sitting in the ambulance. Even if you could alert a pop-up on tablet command, they're not necessarily sitting there.

Evonne Stevens- The only other things we have on here was just cleaning up how we do the level statuses. Reiterating, we don't put ambulance levels over here. We do, there's a button press for the levels that were discussed with the EOA provider. Bells doesn't have these numbers or hasn't asked for them, so right now it is just the one EOA provider, but we can put providers, so we've got the level three button. And then we're always tracking level zero. And then once a unit becomes available for calls, and you're not level zero anymore... They know about how long they were level

zero or, you know, that they're level zero, they may need to call somebody at the hospital to try to shake things up to get people out.

Ken Reese- We took out NVC language instead of saying NVC or stuff like, we just said electronically. You know, they're changing their status electronically.

Evonne Stevens- And then the 20.4 hospital bypass, we don't have the ability to put those messages up through the CAD to each, anywhere we lost that, like two CAD upgrades ago,

Ken Reese- Well, we can't put the hospital on divert, well, we can. But when you transport there, it doesn't tell you that they're on divert anymore. We used to put a hospital on divert and when you had an MDC, if you went transporting there, it would go, boom, and it would say, this hospital's on divert. Well, that went away even before we went to Tablet Command. But now we do have a thing with the image Trend is I have it automated so it literally it comes into the Redcom box when they go on divert the e-mail comes in, hits that and that forwards out yeah um groups to uh all the uh all the active 911 ambulances and things of that nature and active 911 texts goes to a big group and just hits everybody

James Salvante- Does it put out whatever they put into it, because I'm concerned about them randomly going on total bypass when they don't need to. And then it can take a while for us to catch it, right? Why are they on total? You know, as opposed to having to check with us or have the supervisor, the dispatch supervisor say, yeah, if we, you know, like it's a bomb threat or a fire or something where we can't wait for the EMS officer to get back to us.

Ken Reese- Yeah, the automated notifications, just them changing their status and image trend to whatever it is but I think in general they're supposed to if they have to go on total bypass the policy is that they're supposed to contact us reach out to the EMS duty officer and pitch it to them or they're supposed to contact you directly somehow but I think they always call us

Evonne Stevens- So I'm just going to change the inner workings of how we handle the bypass now. That's pretty much all we did to 20. The last one is a small change. It really speaks to the new software that we use to order medical aircraft. Its been on the floor about what, two months? Seems like it's working pretty well. We use that whenever possible, and then bring requests, and then we're able to avoid a dispatcher having to make a phone call right in the middle of everything coming in, and then you can see like the YBTAs and all those things coming through on this software. But we still require the dispatcher to either make contact with the aircraft on the channel, or call the dispatch center, if not both, and let them know that we have a cancellation. Those are the updates for the SAP that we have for this meeting.

Matt Windrem- Okay. I just the one, it's like a semantics thing, but the differentiations for the field personnel are, Rescue or is it air ambulance versus a rescue helicopter? So I don't know if we want to, for consistency sake, instead of calling the medical aircraft, we talk about air ambulances.

Motion to approve the amendment to SOP 6.20 and 30 made by James Salvante Second by Chad Costa - No further comments. Approved unanimously

d) Control Burn Line Solution

Evonne Stevens- Since REDCOMs inception, we've been tasked with documenting all the pulpers in the county for various reasons, obvious reasons, like when they were brought on fire, knowing that it's there. They're quick phone calls, but they add up. Last year, we took 14,000 of them. Yesterday, I was helping the floor, and the burn line went down, and when I took the burn line, there were 23 burns waiting, and we had no idea, because the phone wasn't ringing. So catching those up. Every time we get a report of a fire this time of year, we're going, oh, is that a burn? You'd better check the burn line to make sure we didn't get one. So we were catching it up. We actually sent out a unit. This one wasn't a recorded burn. So we didn't miss it, but we could have in those 23 calls. So there's kind of an ongoing thing. And I know since I started, you know, we've been looking for a solution, wondering if, how people do it electronically on some kind of website, and then have it feed into the CAD, but they're very careful as they should be about what gets entered into the CAD. So they do have a relationship with a couple of vendors out there. One of them was a rapid SLS and the other one is Prepared. Basically, both of those agencies right now have the ability to have AI answering, call answering. So, what we were looking at was talking to them about setting up AI answering for this one phone line. There is one phone line in REDCOM that goes to our recording. The only phone line that goes to recording is the burn line for various reasons that are obvious. So what we would like to do is engage in this AI call answering for the burn line. Start out with some type of message saying, if you're a reporting an emergency, hang up call 911, and then ask the questions about the burn that we typically ask, which are pretty simple, like what's the address, what's your name, what number we can reach you, and then boom, it answers in the CAD instead of the dispatcher having to answer those up to sometimes 300 or 400 calls a day. They're going to be quicker. It would be potentially more efficient just because of the speed and the ability for this line, if it works as they call us, to be able to pick up up to 100 calls in a minute. much beyond our capabilities to be able to do that. It has the ability, the one we actually looked at between Ken and I, weighing the pros and cons of each between RapidSLS and Prepared by Axon, they actually have a translation of, in some examples, up to 200 different languages. And they also have a feature where if there's something that's being said on this AI line that sounds like it's not a control burn, you can kind of set those perimeters up. It will forward it into the 10 digit line for an actual dispatcher, and when it sends that information over, it'll also show any history from that phone call, or that phone number for it's calling them, as well as if they have a location and history of that location to kind of help the dispatcher already have the background on what it is. So what I'm requesting, because I think this is an amazing addition to our center. It would be really great to get those 14,000 calls a year off of the dispatchers and get them to be able to focus on 911 calls, emergency calls and radio, you know, not have to worry about backlogging and not starting, you

know, units to something that you should know is a control burn, but it's even the voice box and we've got their data in the mailbox. But potentially the dog helps and supports this to the Measure Age Technology Group for consideration for some funding. The one-time cost to set this up with the Hexagon interface is \$22,000. \$22.5, and then there's a one-time setup cost from Axiom for \$1,000, and then the yearly fee going forward would be about \$85 a year. So it's less than a dollar a call, but I think just the ability to have the dispatchers be focused when we are in the middle of emergency, even when that burn line's ringing, it causes a whole bunch of things, including just the anxiety of being a dispatcher and hearing the phone ringing in the background that you're not answering. Even though against the burn line, it still just puts extra burden on the dispatcher to pick up that phone because that's just how it works, Chad, sitting on the floor. So I'm just looking for some support today and if there's any questions, Kenny and I are here to answer a couple of demos with these guys and we're pretty excited about it.

Ken Reese- I also think that the software, this is the same company that a year ago we demoed the dog and there was concerns about the fact that we could send a link to a call or a text with the caller and the caller could share a video with the dispatch center and stuff like that. It's the same company, but they've just been bought out by Axon, which is the, you know, body cam, held up cams, stuff like that, you know, that company that's everybody and their brother in public safety uses. And so it's a really strong site secure system. We have a lot of those same capabilities in our rapid deploy, which is provided by the state. You know, we can send a link to somebody and do SMS text with that particular person, even now, you know, which we do on occasion, and it translates and things like that. But I think there's extra bells and whistles with this particular thing because the AI will do the audio translation and you can set that caller up to say, if you want this Spanish, press one kind of thing. And it'll ask you all the questions and everything in Spanish. And if there's any problem creating the incident back into the CAD system, you have any kind of problem with the communication, I'm going to transfer you to the dispatch center the next available agent and it'll just kick and roll into a different number in the dispatch center so we never lose anybody.

Evonne Stevens- So it's actually set up to recognize other languages if there's words that are spoken in another language ask the caller would you like this call in Spanish and allow the caller to speak in their first language versus having to you know try to work through something in and they're not first language and those are always at phone calls.

Mike McCallum- Is the reoccurring costs intended to be into the Measure H Technology Fund every year or would that end up being rolled into the REDCOM fees?

Evonne Stevens- I hope it would be at the end of the Measure H Technology Fund or potentially something that's carried by the fire side of our membership just based on the fact that this is mostly about control burns and fire. Specifically, it doesn't really hit too much on the EMS side of

the house, the fact that it is allowing the dispatcher some more focus, things like that. It's going to prevent dry runs, you guys are going to things that are control burns and a little more fire-centric of a product. Then, other things we have looked at like the MUM. It has a really broad benefit for the EMS side, its about \$84,500 a year, at least for the first three years. I didn't really on that, just looking at budgetary. It could potentially get a little cheaper if we wanted a longer contract. But I also think there is potential with the new phone syetem that could be coming up in the next few years or other things to catch up to this technology. So we may not want to make a long-term commitment if something else comes our way that may be cheaper or better.

Chad Costa- Would this be able to be used for the fire alarm testing as well?

Evonne Stevens- It has the potential for that.

Chad Costa- I would seek, if it works, I would seek it for every opportunity we can to reduce the workload and the dispatchers to focus on priority stuff.

Evonne Stevens- Yeah, my concern is how would it cancel the events that I was looking into? Yeah, we could enter test fires all day, but then when they call them, they say they're done. I don't think it has the ability to go into the CAD and actually cancel. And I think that might be a concern from consourciam to , letting some software come in a n cancel events in the CAD.

Scott Melendy- All the conversations we recorded.

Evonne Stevens- Yes. You can actually translate it when it comes over. So say the 10-digit lines that don't work out, and then they need a dispatcher, we're going to see the translation, even if it's in another language everything that was said. In english on our side to se wan read what was discussed

Matt Windrem- I think for efficiency purposes, it makes a ton of sense, and it's a really great investment. I do know, obviously, it becomes part of larger conversations that I know are going on in which what things become part of REDCOM's base budget and what parts are measure H funded through some special carve off, but that's not what's being asked of us here. So I think very clearly from an efficiency standpoint, it is 100% way supportive of it. And I would look to how many other ways it could help in that sense like fire alarms and then maybe when you call, the first thing that it says is if you're calling to cancel a fire alarm test hit two, and that transfers you back. I don't know. I mean, not seeing a demo or knowing what they can do, but some way to take those. I mean, there's, I don't know how far, but you guys are in this world, but there's got to be dispatch centers where the first person that answers the phone is a computer now. starting to just starting to carve a little bit off of doesn't sound like an emergency, you know, based on the bazillion emergency calls that me as a computer, has listened to. This doesn't sound like an emergency. I'm going to send you this way first.

Ken Reese- I know of three places in Texas that are doing it. El Paso, Austin and I'm going to say it's not Dallas. But there's another department in Texas that's using it. One in Arizona, Mesa is using it.

Evonne Stevens- Some in California, they're. Going to send us. They didn't send that yet, but they're on some active RFPs in California that are using it.

Darrin Decarli- Scott you said this is something that you guys might be would be interested in or potentially interested in.

Scott Melendy- Oh, absolutely.

Darrin Decarli- How many hoops would you have to jump through on your side of the house? What I'm thinking is if there's a way to partner it or cost share.

Scott Melendy- Yeah, we don't get nearly that many calls for 14,000, but I'd say average, this time of year, I would say average 15 to 20 a day, which is, like she said, is taking the dispatcher off, entering another phone, so. And we don't have a voicemail, it just rings

Motion to Support an AI Answering Service for Control Burns made by Mike McCallum Second by Matt Windrem - No further comments. Approved unanimously

- e) Action Item - Calendar for 2026 DOAG Meetings Need to do Calendar
Continue to fall in line every other month, third Thursday

VI. Old Business

a.) Tiered Response Update

Matt Windrem- Yeah, I think the only thing that I think has changed that I'm aware of is that we were doing a series of different meetings, quality assurance or something. In the beginning of it, it was weekly and then it moved to every other week Monthly and and those are now I think moved to maybe just quarterly or less frequent Dr. Luoto has put out information, you know any any agency that wishes to adopt or you know implement any type of tiered response can do so so long as there's ALS first response With the with the determinants as they're currently structured.

VII. Work Group Reports/ Sub Committees

- Dispatch Steering Committee (EMD or EFD topics)

Evonne Stevens- Kind of interesting. Just there are dates for the new CAP versions of ProQA MD and EFD. I know there's been some discussion about some dissatisfaction with the EFD and responses that it put together or how it makes things immediately an echo when it's a structure fire or maybe something that might not necessarily be something you guys want to take up to that level instantly. So it looks like there's some room to be able to configure the responses to the structure fires based on if we want to fast track some of the echo right away because they're really clearly obviously something that we need to go to or bring it down to a delta level with suffixes and then make certain suffixes have a different response that you guys choose. So say there's some light smoke in a building, and normally we're now sending a full structure response, we could probably drill that down into what your agency wants to send for those.

And we have some more flexibility now. So Kenny is out of the room, but he's got all the responses and a list of all the drill downs with the suffixes on it, and we just kind of wanted to share it with you guys. Maybe start the conversation to see if anybody's interested in looking at changing some of those responses. So that that is an option so we bring that list out when Kenny comes back and share it amongst you guys, I don't know if you guys want to have like a subcommittee to go over and talk about it.

Spencer Andreis- yeah I think it would be definitely worthy of a subgroup, yeah. Be able to see it, play with it a little bit, and then kind of come up with some amended appointments, I would say.

Evonne Stevens- And they're giving us the ability to say, like, if there's smoke scene, for us to ask an additional question. Describe the smoke, and we can make some parameters around that, like if it's billowing, obviously it's going to be big. If it's light smoke, it doesn't have to be so big. So let's kind of make the responses match what we're hearing versus what it is right now over over-sending quite a bit.

Chad Costa- Just an overall thought, instead of making it department specific, I wonder if there's a way for that, for this, they're not called, what's the alpha delta, what's the name of those? Determinants. So I would just advocate for the determinants to match our policy. So the problem right now is if you read our policy of what structure fires are, the current configuration doesn't match. So there's plenty of times where we're dispatched to stuff where you read the notes, and you're like, that's not a structure fire. But it is because EFD is sending them to that. So instead of it being like every department determines what they want for each sub, I wonder if it's just simply, can we just make it so those weird ones, which are only smoke in a building or no fire seen, it just matches our current policy for everyone. And it's just, trying to align the policy. That might be an easy step because then we don't need to do any changes. We're just trying to align our dispatches with what we've already agreed upon as a county, being determined structure fires or investigations. Then maybe there doesn't need to be a subcommittee. It's just aligning it. I mean, I guess there still could be to make sure they're aligned. But I just don't want to create a bunch of work.

Evonne Stevens- In other news, we're absolutely rocking the EMD and EFD. Our scores have been wonderful and really, really good for the last couple months, and I've been so excited and happy and proud of the team. But we just had a huge update. So, asking for a little grace, I think we'll see a dip as we get to know all of these really major changes, but a lot of them are really good changes.

Ken Reese- So these are all the individual codes. This column F here are all of the suffixes. So, you know, we've got high life hazards, we've trapped sick or injured, but it might be a thing where we've got, Like now you have an appliance contained one, which I've got to get into the CAD and make sure that the translation table of ProQA is actually sending those to structure appliance. Now these are typically coded to the two specific event types. But you have like this extinguished fire. Well, you've got this thing, it's sitting at a delta level response, you know, so now we'll have to create some subtype codes of like, you know, 69 delta 01, or we can make it a lower level call or it might be a bigger conversation to treat the actual determinant levels, like you would with EMD, you know, Alphas, this type of response problems, this type of Charlie, Delta, you know, we think of Echo no matter what, as the system's going to automatically, bam, create a call because you got a person on fire or you got, you know, house on fire,

flame scene. It's just a quick pathway to get the call out and dispatch right away. But you do have some ability in this now to manipulate the responses or manipulate the determinant code.

Evonne Stevens- It's allowing the dispatcher to choose to fast-track and go echo because they know this is a call that needs to be sent out immediately versus going the delta route, getting some more information, asking some more questions, and drilling that down to more specific event types.

Ken Reese- Like your burnt food thing you know going to be one of these things where you take the suffix and for burnt food if it happens to be that even though it's listing it as a as a structure fire now we can do something else where it ends up being you know burnt food where it doesn't create a call at all when you actually get down to a burnt food kind of thing unless it's a thing where it's at a type of a building where you're going to have to bring fans in or something of that nature, maybe those ends up being a single engine response for some agencies, that's a bigger discussion and, and a longer lift to get all that data entered and manipulate the response plans, but long terms could be beneficial.

Evonne Stevens- I would offer to look through? SOPs and find the determinant levels that line up with SOPs that are, you know, different and maybe start there.

Spencer Andreis- Yeah, maybe we could chew on this and maybe get a group of us together in January or something and start picking our way through it and kind of come up with some recommendations.

Ken Reese- Okay, and then maybe along, would we want to try to tackle the new categories in that same meeting, or should we, do you want to try to go over any of that now? So there's all the there's all these special definitions like we had before. So we sat down as a group. And, but now they have things like, what do we want to define anything as a remote area? So when they're asking people about, rescues or something that happened to be on EFD or a vegetation fire or something like that, they're all these different things. So these are new, some of these are like new categories of stuff. Now you actually can specify high life hazard buildings, right? So if it's a church, homeless shelter, hospital, did we want to you know consider any of those high life hazard or do we want to check a bunch of those and go to other and so forth we originally had high-rise building is greater than three floors while they've added large small residential multi-family, so what they want we're going to need to specify in here I would imagine that it could be considered the same I think what we had for some of the stuff like for structure fire we had large dwelling is greater than 2,000 square feet smaller dwelling less than 2,000 square feet so on something like that maybe that should be the same you know but these need to be gone through and reviewed.

Evonne Stevens- There's a bunch, the lift assist has weights now, is it a large patient?

Spencer Andreis- It's better, just doing it. We've had luck just doing it in front of one another and going through it. And then we'll do the other EFD determinant stuff as a whole other.

Evonne Stevens- Yeah, we'll need it soon. They are using these protocols, like the greater and smaller weight and things that came up yesterday, I'm like, well, we're just going to use your best judgment on this call.

VIII. Announcement Items from the Membership

Conduct a roundtable of members

Darrin Decarli- Nothing major. Consolidation efforts are still rolling. Things seem to be going fairly well in Sebastopol and Monte Rio. Trying to find ways to keep 5401 within boundaries, which is a lot. Yeah, I know. That's not great. They have nothing significant on that.

Mike McCallum- I'm sure most of all of you are aware, but Engine 9, time 2 up and running for the last month or so, so that's been great. Engine 5 opened on Saturday. That's the new Station 5 on Fountain Grove, so that's a good accomplishment for us. Engine 5 and Battalion 2 are running out of that station here. 8's broke ground. It is grading right now, I imagine in the springtime we'll see some level of actual construction of congregate and lumber starting to go up, and spring, summer of '27, hopefully for the completion date. Long-term for nine. We're evaluating and looking for property now in south southeast Santa Rosa, so south Santa Rosa Avenue area somewhere. So we're identifying properties. Since we find property, we'll be moving forward with hopefully a purchase and a build or a remodel, depending on what we find. And who knows. Lots of good things happening.

Matt Windrem- Moving forward with LAPCO stuff with Rancho Adobe, seems to be ticking along. We're going to put up the Measure H staff unit with a two-person unit as of January 1st. It will be based in Windsor, but because of logistics of sleeping quarters, but it'll be all throughout the district, back filling and picking up surge kind of stuff. Most likely will be a type six with two people on it. Making sure we get the funding lined up and go to three is the goal. We've got major facility's needs. We're trying to buy property in Larkfield First Station. We're trying to buy property in Guerneville. Just rolling with all of that stuff.

Scott Melendy- We're getting the winter preparedness. We'll be down staffing to winter staffing December 15th. All fixed wing are gone. So the bogs copter, all the EU copters are gone. It's now the pushes fuels reduction projects. Most of it's like winter training and qualification meetings and small stuff. The new Hawks, it's a pretty, especially now that we've got the NPGEs, it's pretty lengthy annual training to keep them all certified. So if they do what they did last year, they'll do like a few days copter, be at Boggs for a few days, in Howard Forest a few days. They trade back and forth to keep their qualifications up.

Evonne Stevens- No, real update, the expansion projects moving forward, we're having a bidder walkthrough on the 3rd of December with potential bidders and contracting. Contractors are actually walking through RECCOM and looking at the space. So it's probably the first real tangible move towards getting this expansion that I've seen in, I don't know how many years we've been trying to make that happen. So that's pretty good news. We have our shift bid. Otherwise things are doing really good. I'm just really proud of the team with the EMD and EFs. The performance, they've been amazing. Even though we have a new analyst and she's like, I'm a huge fan of your team. So it just makes me proud they're doing a really good job.

Scott Melendy- I want to go back just for the tablet command incident sharing. So we're just, if we really talk about it in this group, we're alive with being able to share back and forth between the two centers. I

think for the most part, the notes and stuff is going to be kind of redundant because CAD to CAD connection but what'll be beneficial is if we want to share and be able to see what other uh each other agency is sending me according to like resources we can't see what REDCOM is sending and share what you guys are sending and vice versa.

Chad Costa- How's that connection work though for you a Saint Helena-based, you have to add one of our units for it to activate the share.

Scott Melendy- So we created some dummy resources for Sonoma County, Marin County, and as of this morning for Napa City. And so we dispatch that resources on to the call because it's 7-1 through 5. It triggers that share and it's on and live until that call is closed out.

Chad Costa- Yeah, we played. I think they turned it on for like a fire inventor so we could see what it looked like.

Matt Windrem- I think that would be something that would be great. Springtime comes around to do a test or do some training with whoever's with the OPS TOs group or something and hey, this is how it works in terms of like you're not looking live at the whole St. Helena CAD all the time. It's only when an incident is shared, but to be able to get people to kind of see that and appreciate what it offers.

Chad Costa- Yeah. Yeah, we should start seeing it when like Petaluma ambulance is going into Marin. So that should be happening here very soon.

Scott Melendy- Right now, it's a manual process. They have to dispatch the XSN1 onto it. But if it proves concept in 811 or one of the Petaluma ambulances is a frequent flyer, they can set it up so that those resources trigger the share and have it be a little bit more automated.

Chad Costa- Yeah, I mean I would think for us, just do all of our engines, ambulances, and battalion, and same for the stuff that's on the South County. But yeah, okay. If they're, or they just dispatch a fake, one fake unit on it for everyone, anytime there's a Sonoma County unit on the call, that would work too.

Scott Melendy- Yeah, I think, you know, I get proof of concept that this works right now, I think. if I understand correctly uh we'll have a set up for kind of an LNU one through five, but if it works out good maybe we add the CDFMDC one through five which is what you guys already have built in your response plans and to have that turned into share you know, if that's the direction we want to go then there's no no user input by the dispatcher or by the center it's just all just happens you know it'd be great for I mean One of our engines is going to one of your tree down or medical or whatever like that, and it'll just automatically happen and they can see it. No statusing, no manage incidents. I don't know if statusing is in the works. Manage incidents is kind of been working on how that will integrate.

Spencer Andreis- And then the population of... Like, say, an MTZ at the county line of all the resources actually populated together. There's different phases on the programming side of the work group to get involved with that. But that's the goal.

Chad Costa- If it was the CDF MDC though, that gets cleared, that gets deleted pretty quickly before all the units are off. Would that clear the CAD to CAD?

Scott Melendy- So that was, I got an e-mail to him actually this morning because during our conversations it was explained that it's only shared during the duration of that resources assigned to the incident. And upon testing one day with Will, I think it was, or maybe it was Marin, was, as soon as we dispatched it on there, we cleared it and it was continued to share until the incident was closed.

Ken Reese- Was the incident also CAD to CAD, or was it just Tablet Command shared?

Scott Melendy- It was CAD to CAD as well.

Ken Reese- So there's probably why it stayed open. But if?

Scott Melendy- We're sharing our incident with you guys, and all of our resources are gone, we close out the incident. I was the impression that that would then close the share

Ken Reese- It closes the share once our shared resources are gone, once our last unit is gone. So what happens with this is if we have a unit on the call and it's 1472 and they're the only unit on the incident and you clear them off your end and our call closes, yeah. But if we still have a resource on there, it stays open. Okay. So if it's a shared scenario by LNU one, and LNU one on there, I bet you if it was not an open CAD to CAD incident and you cleared LNU one, it would close that session. But if you had an active CAD to CAD incident going as well as LNU one, it probably keeps it open because that channel between the two of us is still open, more than likely. But that'd be that'd be interesting scenario.

Next Meeting **February 15, 2026, at 1300 @**
 Sherriff's Building
 2796 Ventura Ave
 Santa Rosa, Ca

Adjournment: **Spencer Andreis-** Motion to Adjourn **Matt Windrem.** Second- **Mike McCallum @ 2:48PM**