



FIRE & EMS DISPATCH

REDCOM Fire / EMS 9-1-1 Center
2796 Ventura Avenue
Santa Rosa, CA 95403

Business: (707) 568-5933 Fax: (707) 568-6693

BOARD OF DIRECTORS AGENDA

June 11, 2009 – 2:00 PM
Santa Rosa 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 Agenda
- 3) Consent Calendar:
 - a) Approval of Minutes of May 14, 2009
- 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) Schedule and Action Items
 - a) Approval of FY 07/08 Audit
 - b) REDCOM Staff Support Position
 - c) Expansion Project
 - d) Review/Approve of FY 09/10 Budget or Amendments
 - e) Approve Temporary Extension to Dispatch Service Agreement
- 6) Staff and Committee Reports
 - a) Staff Report
 - b) Director Report
 - c) DOAG Report
 - d) Grant Committee Update
- 7) Follow-Up Items
 - a) 5/10 Year Plan Update (if any)
 - b) Microwave Link – Cal Fire Backup Status
 - c) OES Com Van Update
- 8) Informational Items
- 9) Adjournment

**FIRST AMENDMENT TO AGREEMENT FOR THE PROVISION OF
FIRE AND EMS DISPATCH SERVICES**

1 This First Amendment to Agreement for the Provision of Fire and EMS Dispatch
2 Services is made and entered into this _____ day of _____, 2009, by and between
3 the Redwood Empire Dispatch Communications Authority, a Joint Powers Authority entity
4 within the State of California (hereinafter referred to as "REDCOM"), and American Medical
5 Response West, a California Corporation, (hereinafter referred to as "CONTRACTOR").

RECITALS

6
7 WHEREAS, REDCOM and CONTRACTOR have previously executed an Agreement
8 for Fire and EMS Dispatch Services dated July 1, 2007, which expires by its own terms on June
9 30, 2009 (hereinafter, the "Current Agreement"); and

10 WHEREAS, REDCOM and CONTRACTOR are presently in negotiations for a new
11 agreement for the provision of such services to begin upon termination of the Current
12 Agreement; and

13 WHEREAS, it is desirable to ensure the continuation of fire and EMS dispatch services
14 during a transition period of time, should the need arise, while the new agreement is negotiated
15 and prior to the start of its term; and

16 WHEREAS, the parties desire to permit CONTRACTOR to continue to provide
17 REDCOM with such emergency medical, fire and ambulance dispatch services during any
18 transition period prior to the start of the term of a new agreement.

19 NOW, THEREFORE, the parties hereto agree as follows:

AGREEMENT

20
21 A. The parties agree that the term of the Current Agreement shall be extended for a
22 period of time not to exceed 60 days from July 1, 2009, or upon the execution and start of term
23 of a new agreement for fire and EMS dispatch services, whichever occurs earlier.

24 B. All other terms and conditions of the Current Agreement shall remain unchanged
25 during this extension of term.

1 IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be
2 executed as of the day and year first above written.

3 **CONTRACTOR:**

REDCOM

4

5 By _____

By _____

6

Chairman, Board of Directors

7 Date: _____

Dated: _____

8 Approved as to form:

Approved as to form

9 By _____

By _____

10 Counsel for CONTRACTOR

Counsel for REDCOM



Initial and Ongoing Expense Impact of Resource Ordering and Status System (ROSS)

The REDCOM Board of Directors has requested additional information concerning expenses related to ROSS training, plus any expenses associated with maintenance of ROSS capability at the dispatch center. These expenses fall into three categories. The state-wide California ROSS Training Plan is attached as an addendum.

Initial Training:

\$ 480 per night, 4 nights ($\$120 \text{ per night} \times 4 = \480)
\$ 240 per student tuition for ROSS class
\$ 240 per Diem for meals ($\$60 \text{ per day per student} \times 4 \text{ days}$)
\$ 120 mileage reimbursement
\$ 1,674 backfill labor cost ($\$31 \text{ per hour} \times 1.5 = 46.5 \times 12 = \$568 \text{ for each shift} \times 3 = \$1,674$)
\$ 2,754 Total per student

Ongoing Training:

There are no known ongoing costs associated with ROSS. However, as ROSS matures and SOP concerning its use evolves, there may be a need for some time of further training

Maintenance:

We will have to organize practice sessions with OES Region II and Cal Fire. Our current ROSS Administrators (Ken and Ron) will be working with Chief Williams (our Operational Area Coordinator) to ensure that all available apparatus and overhead are into ROSS. ROSS users may have some maintenance chores (e.g., comparing available apparatus with corresponding ROSS entries), but those tasks have not been specifically identified.

Most generally, our role with the ROSS system is to “accept” events in ROSS, fill the order with the appropriate apparatus and/or personnel, assign the Strike Team number and send it back to Region II. This will constitute 99% of the work we do with it.



California ROSS Training Plan

May 2005

Introduction

For the implementation of ROSS to be successful in California, ROSS training will be a necessity on a statewide basis to educate dispatchers and other potential ROSS Users on the use of the ROSS application. This Training Plan is interagency in nature and is intended for the use of Federal Wildland Resource Agencies, CDF and its Cooperators. California Federal Agencies include the U.S. Forest Service, Bureau of Land Management, National Park Service and Bureau of Indian Affairs. The CDF cooperators include the California Office of Emergency Services and CDF Contract Counties.

Purpose of the Plan

The purpose of this plan is to provide the details regarding the ROSS Dispatcher and ROSS Administration courses sponsored in California. This plan will cover the prioritized target audience to train, the facilities that will be utilized, the makeup of the cadres, the use and development of a California based curriculum and training database, and the training timeline for accomplishment.

Background

The California ROSS Training started in 2003, with the first ROSS Dispatcher and ROSS Admin courses being offered to CA Federal ECC Managers. Initially, the National ROSS Training Team conducted the training. Since then, a formalized California Federal Training Cadre has been established. Plans were made to accomplish an aggressive training schedule to meet ROSS training goals for the initial years of implementation.

Target Audience for ROSS Training

The intended users of the ROSS Program will be dispatchers and managers in California Emergency Command Centers (ECCs), dispatch team personnel, expanded dispatchers (Dispatch Recorders, Support Dispatchers, Supervisory Dispatchers) and Administratively Determined (AD) or call when needed (CWN) dispatchers. In California, with 20+ Federal ECCs, 22 State ECCs, 6 CDF Contract Counties and two GACC/Region ECCs, the number of dispatchers to train amounts to over 1000 people. Many of the ECCs are interagency, but employ a multitude of dispatchers and managers from different agencies. Due to the sheer number of dispatch personnel alone, and the short timeframe in which to provide ROSS training, priorities must be made to identify the most critical to train. Slots in CA ROSS Courses will be reserved for California personnel first. In the future, other groups of people will need training to access various components of the program. They include Executive or Managerial Staff, Cache Managers and Warehouse Workers, GACC Predictive Services personnel, Information Technology (IT) personnel, Buying Unit Teams, Financial & Billing Personnel, and Incident Management Team personnel such as Plans Section Chiefs and Resource Unit Leaders. There may be other groups identified as the implementation of ROSS evolves.

Some of these user groups need to learn only parts of the program, some the administration portions and many need the complete training package, which includes ROSS Dispatcher & ROSS Administration. In the future, certain parts of the program may be divided out and taught in one day sessions to the associated groups. This secondary functional curriculum will need to be developed. California Ross Training Plan May 3, 2005 2



The priorities for ROSS Training are:

1. GACC & ECC Dispatchers (permanent personnel)
2. CDF Contract County ECC personnel
3. Dispatch Team Members
4. Expanded Dispatchers
5. OES Assistant Chiefs and Dispatchers
6. AD or CWN Dispatchers
7. GACC Predictive Services Personnel
8. Financial & Billing Personnel
9. Buying Unit Teams
10. Incident Management Team Roster Managers
11. Cache Managers and Warehouse Workers
12. Information Technology Personnel

The training of supervisors, vendors and others that will only need access to ROSS Web Status will occur locally. Each forest/unit may want to use the ROSS Web Status instruction found in the Tips & Tricks area of the ROSS Website to accomplish Web Status Training. For example:

Web Status for Vendor & Government (non-dispatch) Resources: ROSS TIP # WEB-2004-1
Web Status for Agency Supervisors (Overhead): ROSS TIP # WEB-2004-2

ROSS Training Nominations & Selections

By August of each year, ROSS course announcement notification will be distributed for both classes. It will list the opportunities for training by date and location. This announcement will be circulated to all CA agencies.

The Course Coordinator for each of the ROSS Dispatcher & ROSS Administration courses will be sent (via email) the NWCG Nomination Forms by October 1 of each year for those students needing ROSS training. The form will be completely filled out and list the qualifications representing the area of expertise in which they will use the application (type of dispatcher, cache manager, buying unit, etc.). Office contact information such as email address and office/cell phone numbers of the student will be listed.

Selections will be based on priorities for ROSS training listed above. Selections will be made no later than one month prior to the course and students will be notified via email with a selection letter describing course logistics (start/end date & times, location, dress code, what to bring, etc.).

If CA ROSS Training sessions are not filled by CA students, the Course Coordinator may elect to add out of region personnel through a waiting list.



Training Facilities

The majority of the ROSS courses will occur at the Wildland Fire Training Center (WFTC) located at McClellan, California. This facility offers 3 computer labs in the Blackwater, Battlement, and Romero classrooms. The Blackwater & Battlement classrooms contain 40 individual computer positions, and the Romero contains 30 computers. This facility has been identified as the most efficient computer training location to train the most people simultaneously. WFTC also offers computer support, training support materials, and a business center for reproduction of student materials, breakout or cadre rooms, and hi-tech projection equipment.

Classrooms must be reserved well in advance of the CA ROSS Training Announcement Letter through the WFTC Manager. Room reservation forms are required to secure the computer labs at WFTC.

The CDF Academy will begin teaching ROSS in lieu of MIRPS in the Fall of 2005, as part of the ECC Academy Module 4 curriculum.

Other alternative facilities may be used for ROSS Training throughout the state. These facilities must have computers for each student and Internet Access. Local ECC Expanded Dispatch rooms, agency computer training rooms, other agency training centers or rented computer facilities may be used. The use of other facilities may ease the cost of per diem and travel for students, and will most likely accommodate a smaller class size.

CA ROSS Training Cadres

ROSS Dispatcher training cadres will be comprised of:

- ⌚ Course Coordinator,
- ⌚ Instructors for each unit, and
- ⌚ Coaches to assist the students during the exercises.

Some instructors may teach more than one unit. Minimum number of instructors and coaches should total ten at a minimum with large classes. Each of the cadre will be well versed and formally trained in the ROSS Application. As new instructors are added to the cadre it is advisable to let them learn the presentations by first coaching, then “driving” the instruction computer and ultimately teach units. More experienced instructors should be available to advise the novice instructor on processes to present material.

The responsibilities for each of the cadre members are as follows:

- ⌚ Course Coordinator
 - ⌚ Work together with your cadre as a team. Support your team.
 - ⌚ Reserve the classrooms
 - ⌚ Reserve the CA training database & ensure the CA Training Database is loaded on individual computers in the training room.



- ⌚ Send out ROSS Training Announcement Letter(s)
- ⌚ Develop cadre unit assignment schedule for all classes & distribute
- ⌚ Make student selections, send out selection letters
- ⌚ Ensure all computer hardware & software is in good working order & has Internet access
- ⌚ Provide current Student Workbooks and Instructor Guides (available on CA ROSS Website). Lesson plans should be organized in binders with tabs.
- ⌚ Be familiar with and distribute the current ROSS Business Practices & Standards Document
- ⌚ Ensure all handouts and power point presentations are available in classroom
- ⌚ Conduct preliminary cadre meeting in classroom
- ⌚ Assign student usernames and passwords for the training database
- ⌚ Put up a “Parking Lot”. Forward any suggestions on application to Change Control Board Process
- ⌚ Provide for security of computers in the classroom (URT Forms at WFTC)
- ⌚ Set up a “check in” for students to get usernames/passwords and any computer security forms
- ⌚ Provide a formal class introduction
- ⌚ Participate in class discussions and give updated information on regional and national efforts in the implementation, operations and maintenance of the program
- ⌚ Conduct cadre meetings each evening to go over the day and plan for next day activities. Determine students having trouble & focus on helping them.
- ⌚ Print Certificates of Training for each student & sign them.
- ⌚ Wrap up class & collect course evaluations
- ⌚ Summarize course evaluations for next class improvements
- ⌚ Call the ROSS Training Team Leader in Boise to reset the CA student/instructor training database when the class is finished



🕒 Instructors

- 🕒 Work together with your cadre as a team. Support your team.
- 🕒 Determine units you will instruct. Advise the Course Coordinator.
- 🕒 Be familiar with and distribute the current ROSS Business Practices & Standards Document
- 🕒 Study & practice lesson plans with your assigned driver & other instructors
- 🕒 Assist in setting up classroom
- 🕒 Ensure the tools (handouts, power point, etc.) for your unit are available
- 🕒 Display & review objectives for your unit
- 🕒 Instruct units in classroom and answer questions
- 🕒 Participate in discussions
- 🕒 Coach students during exercises
- 🕒 Drive for other instructors & shadow other units

🕒 Coaches

- 🕒 Work together with your cadre as a team. Support your team.
- 🕒 Advise the Course Coordinator which classes you are available for
- 🕒 Assist in setting up classroom
- 🕒 Help instructors prepare for lessons & learn from them. Shadow their units
- 🕒 Learn to drive a few units
- 🕒 Participate in discussions
- 🕒 Coach students during exercises

During the week of October 17, 2005, the current ROSS Cadre will conduct a meeting at WFTC to incorporate the new cadre members on course curriculum, logistics and tools for presentations. It will cover training tools that worked well and what did not. All cadre members will review the new CA ROSS course lesson plans & database.



California Curriculum and Training Database

The National ROSS Curriculum was used to train ROSS Users initially, but it soon became apparent the curriculum would serve a better purpose if we used GACCs, ECCs, locations and resources that were familiar to the students.

For that reason the CRIT requested a separate California database from the National ROSS Core team to be housed on the ROSS training database server. They agreed that a separate training database was needed and that the California agencies would be responsible to maintain that database. The California training database is currently being developed. The instructor database and student database will be based on real entities and resources within the state. The student/instructor lesson plans and exercises will be rewritten to coincide with the training database. These student/instructor materials will be available on the CA ROSS Website (to be created) so that all agencies will have access to print them. Maintenance of the California database & materials will be accomplished by an interagency training sub-group identified by the CA ROSS Business Practices & Standards Group. The updating of all affected materials should occur when new ROSS version releases are deployed.

ROSS Training Timeline

During the training year 2004-2005, the following classes were accomplished:

- ⌚ ROSS Administration: Feb. 22-24, 2005
- ⌚ ROSS Advanced Administration: Feb. 14-16, 2005
- ⌚ ROSS Dispatcher:
 - Dispatcher 1 Nov. 29 – Dec. 3, 2004
 - Dispatcher 2 Jan. 24-28, 2005
 - Dispatcher 3 March 7-11, 2005
 - Dispatcher 4 April 11-15, 2005
 - Dispatcher 5 May 2-6, 2005

Plans for ROSS Dispatcher Training for the 2005-2006 are the weeks of:

- Dispatcher 1 11/14-19/05 Federal coordinator
- Dispatcher 2 12/5-9/05 State coordinator
- Dispatcher 3 1/23-29/06 Federal coordinator
- Dispatcher 4 2/6-10 /06 State coordinator
- Dispatcher 5 2/27-3/3/06 State coordinator
- Dispatcher 6 3/13-17/06 Federal coordinator



- Dispatcher 7 3/27-31/06 State coordinator
- Dispatcher 8 4/10-14/06 Federal coordinator
- Dispatcher 9 4/24-28/06 State coordinator
- Dispatcher 10 5/8-12/06 Federal coordinator

Plans for ROSS Administration Training for the 2005-2006 are the weeks of:

- Admin 1 1/30-2/3/06 Federal coordinator (WFTC)
- Admin 2 2/13-17/06 State coordinator (South TBA)

Proposed Dates for 2005-2006 ROSS Dispatcher Training at the CDF Academy, Module 4:

- Dec. 12-16, 2005
- Jan. 16-20, 2006
- Feb. 20-24, 2006
- March 6-10, 2006

The keeper of the CA ROSS Training Database Schedule will be accomplished by the CA ROSS coordinator, in conjunction with the National ROSS Training Team. In the future, the schedule may be determined by the CA ROSS BP& S, but that will be determined at a later date & course coordinators advised.

Proposed dates for the 2006-2007 training year, and other out years will be established by June 1 of each year. The number of courses offered will be determined by the California Training Officers Needs Analysis at the end of May each year. When the need for aggressive training schedules decreases, the courses can be handed off to other training cadres and centers.



ROSS Dispatcher Course Handoff

Ultimately, the ROSS Dispatcher courses will be incorporated into the Federal Dispatcher Academy (WFTC), the CDF ECC Academy (Module 4), D-110 (Dispatch Recorder), D-310 (Support Dispatcher) and D-510 (Supervisory Dispatcher).

The ROSS Course Coordinators and the ROSS Business Practices & Standards Working Group will work with the academies & other dispatch course coordinators to convert lesson plans from MIRPS to the standardized California ROSS curriculum. Existing ROSS Cadre members can be utilized for ROSS training within those classes or assist in educating new cadre, depending on availability.

Future Training Needs for ROSS

As California implementation evolves, other groups will need ROSS training as listed in the priorities for training (above). Separate ROSS classes may be scheduled for these groups as time allows, educating them in the parts of the ROSS application that applies to their responsibilities. For example, the Cache Managers and Warehouse Workers will need training when the Cache Inventory System is interfaced and deployed in the ROSS program. IMT Roster Managers will need to be trained (Plans or Resource Unit Leaders) to update their team rosters and view orders in the application. A course on running reports from the application, through the Data Delivery System (DDS) or Data Analysis System (DAS) will need to be offered to Executive Staff and Chiefs, so information can be accessed. This special needs training may be developed, as functional groups come on board with the program. In the future, local departments and other cooperators may choose to become ROSS Users. As they come on board, training for their dispatchers will become necessary.

Conclusion

As ROSS implementation training occurs throughout the state with Federal, State and Local organizations, incident management will become more fluid by allowing all agencies to participate in the same electronic ordering system and improve communications regarding incident requests and ordering.

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Santa Rosa, CA (Sonoma County Sheriff's Office)

Date: November 04 - 06, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 27511

APCO Members receive a \$20 discount

Almost every agency uses some form of one-on-one training on the dispatch floor to familiarize the new telecommunicator with the job. If your agency is one of these agencies, you need APCO Institute's Communications Training Officer (CTO) Program in your communications center.

The Communications Training Officer Program will instruct your one-on-one trainers how to teach, evaluate and document performance on new-hire trainees in a way that is court defensible and EEOC consistent. The process of training the new employee and evaluating his or her proficiency can be done objectively, on the job, without fear of costly mistakes or extending the training time. Remedial training needs can be identified more quickly and strategies can be developed with more effective results.

Topics include:

- Overview of Communications Training
- CTO Program Overview
- CTO Roles & Responsibilities
- Counseling & Motivation
- Civil Liability in Training
- Adult Learning
- Interpersonal Communications
- Documentation & Record-Keeping

Co-host:

Sonoma Co. Sheriff's Office

Class Location:

Sonoma Co. Sheriff's Office
2796 Ventura Ave.
Santa Rosa, CA 95403

Lodging:

Fountaingrove Inn
101 Fountain Grove Pkwy.
Santa Rosa, CA 95403
800-222-6101
(707) 578-6106

Lodging:

The Flamingo
2777 Fourth Street
Santa Rosa, CA 95405
800-848-8300
(707) 545-8530

Contact:

Sofia Betts
(360) 201-3060

To register online please visit our Web site:

http://www.apcointl.com/institute/schedule_registration.htm



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