



## **Dispatch Operations Advisory Group Regular Meeting**

September 22, 2009 – 1:00 PM  
Santa Rosa Training Tower  
2126 West College Ave.  
Santa Rosa, CA

Present: John Lantz – Rincon Valley FPD  
Mark Basque – Santa Rosa Fire Department  
Randy Lyman – Sonoma Life Support  
Kent Coxon – Sonoma County EMS  
Mark Freeman – Sonoma Valley

Absent: Wayne Bell – Bells Ambulance  
Jason Boaz – Healdsburg Fire  
Mike Wink – Cal Fire  
Mark Aston – Sonoma County Dept of Emergency Services  
Paul Pighoni – Geyserville FD

1) Call to Order – **John Lantz at 1:10 PM**

2) Public Comment Period – **None**

3) Approval of Minutes – **Approved**

4) Directors Report

- Covered in item 6 below.

5) Work Group Reports

### **Radio**

- Did not meet this month.

### **SOP**

- The minutes from the 9/21/09 have been sent out.
- One of the new issues that the SOP committee is taking on is the invalid/lift assist issue.
- After some discussion on SOPs for PGE, the committee determined that there are adequate SOP's in place already. Training will be provided on SOPs being used, for PG&E personnel who will be using the system.

### **Training**

- Nothing to report.

### **CAD**

- At the central site, they are going through some transitions and are short staffed, but they are trying to get problems resolved in a timely manner. They

are doing a good job in trying to keep up, but there might be some slight delays in responding.

- In case any one has issues with the fire run book, you can contact Ken Reese and he will review from a CAD perspective first, before they are forwarded to GIS.
- The new mobile maps came out and everyone should have received them.

#### **Back-up**

- The alt answer switch has been tested and the 9-1-1 calls were routed to ECC and that worked fine. Some preliminary testing has been done with CAL fire to transmit and actually talk to and receive on REDCOM and control 2 to resources in the field. The next step is to work with our radio shop and their DGS folks on getting their mod com screen programmed the same as ours, so that they have the proper tones.

#### **Contract Compliance**

- The contract compliance committee will meet on Wednesday and review the current matrix to see if the matrix needs to be brought up-to-date with what is in the current contract.
- The quarterly contract compliance review for the last quarter of the fiscal year has been completed and REDCOM was in compliance. They are continuing to answer calls within 3 seconds 90% of the time.

#### **Grants**

- Nothing to report.

#### 6) Update from REDCOM Board

- A tentative date of November 16<sup>th</sup> has been chosen to start phase 1 of the REDCOM expansion project. It will take around 2 weeks to complete and County facilities are doing the work.
- REDCOM is talking with the Sheriff's office to see if we can store the new dispatch furniture that is now being stored at Santa Rosa Fire, in the excess space next to the expansion shell. Moving the furniture will be contracted out to the vendor who sold us the furniture, since it has to be taken apart to get down the halls and into the space provided. The furniture will be moved after phase 1 is completed.
- At a prior REDCOM Board meeting, a committee was put together to go over the cost allocations methodology for the next contract. Bill Braga, Staff Analyst, and Chief Garcia had a meeting and at a later date, the committee will get together to discuss this further.

#### 7) Old Business

##### a) Call Count Study

- Will be reported on at a later date.

##### b) REDCOM Duty Chief Training

- Scheduling for the training is still being coordinated.

#### 8) New Business

##### a) Multi Incident Plan (MIPS)

- Dick Luttrell has put together a draft of a manual that covers the multi incident plan for the dispatchers and responders. It brings together information that dispatchers would need in case serious incident occurs, the need to evacuate the center and the multi incident plan. It continues to involve and be refined.

9) Announcement Items from the Membership

- Kent Coxon asked that he would like to discuss stand by services at the next meeting. Currently, there are companies that come into the county that are not normal provider services. The question is, would we want them on any of the REDCOM frequencies, or do we tell them to use their cell phone and call.
- If you want to be on the REDCOM duty officer page, contact Ken Reese [kreese@amr-ems.com](mailto:kreese@amr-ems.com) (see attachment).
- Mark Freeman reported that the CAD interface is status quo. Don't know when it will be done.
- Bill Braga, Staff Analyst, was introduced. Bill will be doing administration duties for REDCOM and he reports to the REDCOM Board.

10) Adjournment at 2 PM