

Coastal Valleys EMS Agency

Serving Mendocino, Napa and Sonoma Counties



MEMORANDUM

DATE: January 30, 2003

TO: Sonoma County Hospital Emergency Departments

FROM: Mike DuVall, EMS Coordinator

RE: REDCOM Start Up

My apologies for this belated notification of a change in dispatch operations. The county's fire districts, volunteer fire companies and cities of Sebastopol, Healdsburg and Santa Rosa fire departments have formed a joint powers authority (JPA) that also includes the county's ambulance providers. **What used to be the centralized ambulance dispatch center ("Control-9") has been merged with the former centralized county fire dispatch center ("Central Dispatch") to form the new Redwood Empire Communications and Dispatch Authority (REDCOM).** Ambulances and fire department first responders will now be dispatched simultaneously on all medically related incidents fielded through the 9-1-1 system.

The REDCOM JPA has contracted with AMR to provide both ambulance and fire dispatch services in the new dispatch center, which is co-located in the new Sheriff's Office building. Emergency Medical Dispatch (EMD) will still be provided as part of the contracted services. In addition to a new building and new entity, REDCOM will also be using a new Computer Aided Dispatch (CAD) system that is shared among most of the cities and the county. This new system will enable the various dispatch centers to share information related to emergencies in the field in a seamless, almost instantaneous fashion, which we expect will reduce overall response times to medical emergencies.

As part of the installation of the new CAD, ambulance unit identifiers (i.e., "Medic 17") had to be changed, since the new CAD system also tracks law enforcement field units which use similar identifiers (i.e., M17). New ambulance identifiers incorporate an additional number, which represents the CAD zone that the ambulance serves. The first number of the new identifier is the zone, the next two numbers the individual unit, e.g., Medic 7 (zone 7, also known as the core area, franchise area) and then the individual ambulance number, 62, would be called Medic 762. The last two numbers of the Medic unit identifiers are the same as they were prior to the switch over. Bell's Ambulance units were called "M81 & M83". They are now M681 & M683, with the new number (6) signifying the CAD zone they service.

The phone numbers that you have for "Control-9" are unchanged. The numbers have been rolled over to the new REDCOM center and will continue to serve as your clearing center for transfer & transport arrangements. Questions regarding specific incidents or units involved with those incidents should utilize these same numbers as well. Joe Gear is the Director of Communications at REDCOM and he can arrange for a tour or answer any technical questions you may have about the new center. I can also answer questions you may have about dispatch operations. My number is 565-6506.

Mendocino County Office
1120 South Dora Street
Ukiah, CA 95482
707-472-2785 Office
707-472-2788 FAX

Napa County Office
1721 First Street
Napa, CA 94559
707-253-4341 Office
707-259-8112 FAX

Sonoma County Office
3273 Airway Drive, Suite E
Santa Rosa, CA 95403
707-565-6501 Office
707-565-6510 FAX