



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Road, Santa Cruz, California 95065
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Dennis Kidd, General Manager

LAW ENFORCEMENT USERS SUBCOMMITTEE MEETING

AGENDA

MONDAY, February 11, 2019

1330 Hours

SCR9-1-1 Conference Room
495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF SEPTEMBER 10, 2018 AND NOVEMBER 5, 2018 MEETINGS
- 5.0 REGULAR AGENDA
 - 5.1 Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 4360 – Radio Channel Identification
- 6.0 OTHER ISSUES
 - 6.1 RMS RFI (Uchida)
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **March 11, 2019** at 1330 hours.





**LAW SUBCOMMITTEE MEETING
MINUTES
September 10, 2018**

1.0 CALL TO ORDER

The meeting was called to order at 1340 hours by Lt. Todd Liberty.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, Melody MacDonald, and Wolff Bloss

USERS: Lt. Todd Liberty, SCSO; DC Dan Flippo, SCPD; Capt. Tony Magdayao; Capt. Carlos Reynosa, HPD; and Deputy Jason Leist, SBSO.

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

4.0 APPROVAL OF MINUTES OF MAY 14, 2018 MEETING

With a motion by Leist and second by Flippo, the minutes of May 14, 2018 were approved as printed.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

French reported there was no Law Task Team meeting in August due to National Night Out. She noted there are two meetings left and the December meeting will be used to set goals. French noted there has been a lack of productivity with this task team and Schorovsky will be taking over the facilitation of this group.

5.1.1 Policy Review and Approval

5.1.1.1 Rescind Policy 4365 – Fire or Ambulance Responses Without Law Enforcement

French reviewed the fact that this policy was used to alert to Code 3 traffic going through city jurisdictions. She noted the consensus of the Law Task Team was to rescind this policy as there is too much radio traffic as it is and nobody really paid attention to this broadcast. French informed the group that



NetCom will still broadcast calls that are criminal in nature or medicals on City properties that could be liability-type issues. With a motion by Flippo and second by Magdayao, Policy 4365 was unanimously rescinded.

6.0 OTHER ISSUES

6.1 RMS RFI

Bloss reported the RMS RFI Task Team had their kick off meeting in July. The second meeting was September 5 and focus groups were established with a chairperson assigned to each group. He noted that each focus group will create a list of questions appropriate for their group which will be used during the RMS demos in October. Bloss reported the RFP is scheduled to be released in January. Kidd added that four vendors have been invited to provide demos. He noted there may be other demos based on which vendors respond to the RFP. Kidd advised that this RMS system belongs to the Law agencies so they should be participative and sure to get what they want. The goal will be to focus the demos on the piece for the end users and the piece for Records Clerks. Flippo confirmed this RMS will be for all Law users in Santa Cruz County.

7.0 ROUND TABLE

- Flippo discussed the latest Ninth Circuit hearing regarding camping on streets. He noted SCPD will not be enforcing any of their camping muni codes until the City Attorneys have reviewed the law. French and Flippo agreed they will be meeting to discuss the tiered responses of SCPD.
- French reported SCPD started their service channel a few weeks ago. She noted a countywide service channel was a large goal for the Law Task Team to review and long term planning would need to happen in order to staff such a channel.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1400 hours. The next regularly scheduled meeting will be Monday, **November 5, 2018** at 1330 hours at the SCR9-1-1 Conference Room.

Minutes taken by Beth Wann, SCR9-1-1 Office Supervisor



**LAW SUBCOMMITTEE MEETING
MINUTES
November 5, 2018**

1.0 CALL TO ORDER

The meeting was called to order at 1335 hours by Lt. Todd Liberty.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

USERS: Lt. Todd Liberty, SCSO; Lt. Christian LeMoss, SCPD; and Lt. Dan Winn, HPD

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

4.0 APPROVAL OF MINUTES OF SEPTEMBER 10, 2018 MEETING

Due to lack of motion, the approval of the minutes of September 10, 2018 will be held over until the next Law Subcommittee meeting.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

French reported, after discussion with SCPD regarding the way their ordinance is written for burglary alarms, NetCom is adding an incident type to alarms. There will now be a modifying circumstance of "trespass" for exterior alarms. Other agencies can choose to use this or ignore it.

French informed the group that she has been showing lieutenants some of the features of the new CAD. There is now the ability for dispatch to see units based off of their actual location. Because of this, she noted the importance for units to log on and use their equipment. French reported it would appear the equipment is still not one of the "must use" tools in the field and there is some reticence, by certain officers, to using it. She informed the group that Unit Location Base dispatching is already being done for Fire/EMS but not for Law. French suggested, during the next year, perhaps Law Task could work on the project of dispatching closest unit based on incident type for triple beep calls. She noted there is an



ongoing challenge with the Law Task Team in having good attendance at meetings. Kidd informed the group he is able to provide a report showing units not using MDCs should they desire this.

5.1.1 Policy Review and Approval

None.

6.0 OTHER ISSUES

6.1 RMS RFI

Uchida distributed a timeline for the upcoming RMS RFP. She noted the importance of receiving specific feedback from people in the field.

7.0 ROUND TABLE

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1352 hours. The next regularly scheduled meeting will be Monday, **February 11, 2019** at 1330 hours at the SCR9-1-1 Conference Room.

Minutes taken by Beth Wann, SCR9-1-1 Office Supervisor



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No.	4360	Date Issued:	June 1, 1996
Section:	4300 – Radio Procedures	Date Revised:	May 17, 2006 <u>January 30, 2019</u>
Accreditation Standards:	CALEA 6.3.1		
SUBJECT: RADIO CHANNEL IDENTIFICATION			
APPROVED:	_____		
	Chairperson, Law Enforcement Users Subcommittee		
APPROVED:	_____		
	Michael J. McDougall <u>Dennis Kidd</u> , General Manager		

1.0 Policy

Each law enforcement agency within Santa Cruz and San Benito County uses a calling “identifier” for use on all channels.

Each agency will assign individual identifiers to their mobile and personal units according to each agency's identification system.

2.0 Procedure

2.1 When using a Santa Cruz County Sheriff’s Office (SCSO) or any law enforcement mutual aid frequency, ~~the Santa Cruz Consolidated Emergency Communications Center (SCCECC)~~ Santa Cruz Regional 9-1-1 (SCR 9-1-1) will use the identifier "NetCom". When using a law enforcement agency’s primary or secondary frequency, ~~SCCECC~~ SCR 9-1-1 will use that agency's identifier (for example, "Capitola" on the Capitola Police Department's frequencies, etc.)

~~2.2 Dispatchers assigned to primary law enforcement radio channels will make the FCC radio channel identification once per hour, on their assigned primary law enforcement frequencies, which are as follows:~~

- ~~2.2.1 SO Blue KBV97~~
- ~~2.2.2 SCPD Blue KMA233~~
- ~~2.2.3 CPD Blue KUZ592 and~~
- ~~2.2.4 WPD Blue KMA340.~~

~~2.3 The radio channel identification may be used as an acknowledgement of traffic in lieu of the time.~~

2.42.2 When field units use any radio channel not designated as their agency's primary or secondary channel, they will preface each transmission with their agency name before their unit identifier, i.e., "NetCom, Watsonville 2-3 on Red". This procedure is essential during multi-agency operations or when operating on a common mutual aid or tactical channel to prevent confusion with similar or like-sounding unit identifiers on the same channel.



USERS COMMITTEE MEETING AGENDA

MONDAY, February 11, 2019

1400 hours

SCR9-1-1 Conference Room

495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF NOVEMBER 5, 2018 MEETING
- 5.0 PUBLIC COMMENTS – Any person may address the User’s Committee during its Public Comments period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Public Comments. All Public Comments must be directed to an item not listed on today’s Regular Agenda. Users Committee members will not take action or respond immediately to any Public Comments presented, but may choose to follow up at a later time, either individually, or on a subsequent Users Committee Agenda.
- 6.0 REGULAR AGENDA
 - 6.1 Systems Division Update - Status Reports (Uchida)
 - 6.2 Coordination on Major Events Involving Fire and Law – Discuss (All)
 - 6.3 CAD/Mobile
 - 6.3.1 Mobiles
 - 6.3.2 Dashboards & Reports
- 7.0 OTHER ISSUES
 - 7.1 2019/2020 Cost Sharing Formula Adjustments – Discussion (Kidd)
 - 7.2 Presentation of 2018 Annual Report - (Staff)
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING
The next meeting is scheduled for Monday, **March 11, 2019** at 1400 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING
MINUTES
November 5, 2018**

1.0 CALL TO ORDER

Lt. Todd Liberty called the meeting to order at 1400 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions were made.

Present:

USERS:

<u>Agency</u>	<u>Present</u>	<u>Absent</u>
Law:		
Capitola PD		Chief Terry McManus
Hollister PD	Lt Dan Winn	
San Benito SO		Capt Eric Taylor
Santa Cruz PD	Lt Christian LeMoss	
Santa Cruz SO	Lt Todd Liberty	
Watsonville PD		Capt Tony Magdayao
Fire:		
Aptos/La Selva	Chief Aaron Lowe	
Boulder Creek	Chief Kevin McClish	
Central	Chief Steven Hall	
	BC Anthony Cefaloni	
Felton		Chief Ron Rickabaugh
Hollister		Captain Rico Fisher
Santa Cruz	Chief Jim Frawley	
Scotts Valley/B40	Chief Steve Kovacs	
Watsonville	DC Rob Ryan	
Zayante		Chief John Stipes
SC/SB AMR	Chris Jones	
SC/SB HAS/EMS	Brenda Brenner	Kris Mangano
CAL Fire		UC Ian Larkin

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

There were no late additions or corrections to the agenda.

4.0 APPROVE MINUTES OF SEPTEMBER 10, 2018 MEETING

With a motion by Ryan and second by Frawley, the minutes of September 10, 2018 were approved as is.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida reported there will be a software update to the CAD system on December 11 at 0800 hours. This is a minor update and there should not be any down time according to Motorola. Uchida informed the group there will be an upgrade to how text to 9-1-1 comes into dispatch. This upgrade will occur on November 26 and there should be no disruption to service. Uchida reported there will be an Alternate Site activation on November 8 and this will be the first time the Watsonville Alternate Site is using their new radio system. The activation will be 24-hours for Watsonville and 12-hours for Hollister.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Lowe inquired if the after action review of the Seacliff shooting ever occurred. Liberty reported the Sheriff's Office debriefed internally and he offered to get together and do a presentation with the Aptos/La Selva chief officers. Kovacs reported SVPD and SVFD did a Code Red active shooter training last month at the high school which went very well. Kidd inquired if schools are still being evacuated when fire alarms are pulled. Frawley responded the State law has not changed yet. Frawley reported things went well during the second alarm fire at Auto One. He noted there have been many small and medium fires in the Santa Cruz jurisdiction that could be arson. Frawley encouraged anything odd in any of the jurisdictions be reported and asked for help from dispatch staff if they notice any oddities.

6.3 CAD/Mobile – Update

6.3.1 Mobiles

Uchida reported connectivity issues are still being worked on with Central and AMR. She noted the big push, currently, is at the task team level to enhance PremierOne CAD from the User perspective. How the maps work on the mobiles will be explored and the value of the location information being available. Amethyst reported she, Stephanie, Nicola, and Tammy will be attending a week long training at Motorola next week.

6.3.2 Dashboards & Reports

Uchida reported these items will be worked on at the task team level. French informed the group the first street cost meeting is tomorrow. She noted the importance of the group being on the same page with what they hope to accomplish regarding street costing as it does not just effect Fire/EMS should

Law begin using the sytem.

6.4 Approve 2019 Users Committee Meeting Schedule

With a motion by Kovacs and second by Hall, future Users meeting start times will be moved to 1400 hours.

7.0 OTHER ISSUES

None.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1415 hours. The next regularly scheduled meeting will be Monday, **February 11, 2019** at 1400 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



SANTA CRUZ REGIONAL 9-1-1
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Dennis Kidd, General Manager

FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, February 11, 2019
(Immediately following Users Committee)

SCR9-1-1 Conference Room
495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF THE NOVEMBER 5, 2018 MEETING
- 5.0 REGULAR AGENDA
 - 5.1 Fire/EMS Services Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 5105 – Use of MDC Devices
 - 5.2 Fire/EMS Technology – Update (Uchida)
 - 5.2.1 PremierOne CAD and Mobile Project Update
 - 5.2.1.1 AVL/Streets (French)
 - 5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)
 - 5.2.2 Tasks Update
- 6.0 OTHER ISSUES
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **March 11, 2019** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
November 5, 2018**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1420 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

USERS: Kevin McClish (Boulder Creek Fire); Rob Ryan (Watsonville Fire); Chris Jones (AMR); Steve Kovacs (Scotts Valley/Branciforte Fire); Jim Frawley (Santa Cruz Fire); Steven Hall (Central Fire); Aaron Lowe (Aptos/La Selva Fire); Anthony Cefaloni (Central Fire); and Brenda Brenner (County EMS).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

4.0 APPROVAL OF MINUTES OF THE SEPTEMBER 10, 2018 MEETING

With a motion by Kovacs and second by McClish, the minutes of September 10, 2018 were approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French reported the members of the Standards Team, Dashboard Team and Deployment Committee were finalized at the last Fire/EMS Task Team meeting. Frawley confirmed with Jones that he has not set a date for the Dashboard Team meeting but she will be notified when he does.

5.1.1 Policy Review and Approval

None.

5.2 Fire/EMS Technology – Update (Uchida)

Uchida reported NetCom has a new GIS Technician, Gabriella Langer, who will begin work November 26.

5.2.1 PremierOne CAD and Mobile Project Update

No report.

5.2.1.1 AVL/Streets (French)

No report.



5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)

French reported, due to shift change and training assignments, the core Workgroup was reorganized but she feels a lot got accomplished. She informed the group that hands-on CRT (Continuous Rigorous Training) targeted at Fire/EMS is ongoing.

5.2.2 Tasks Update

Uchida reported Torchio has been successful in completing the TAG reporting and she is hoping, after Langer is spun up, Torchio can work on some Fire CAD reconfiguration work.

6.0 OTHER ISSUES

Frawley reported the Fire Chiefs and Radio Shop have come to an agreement on a fix for Fire Yellow. They are waiting on a finalized detailed invoice from the Radio Shop in order to authorize moving forward with the work. Frawley confirmed for Kidd that Fire Yellow is configured correctly. Frawley reported testing would be done on Fire Yellow before turning it back on and then it would be used the way it formerly was. Uchida wanted it noted that the tac channels are not recorded.

7.0 ROUNDTABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1440 hours. The next regularly scheduled meeting will be Monday, **February 11, 2019** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

Minutes by Beth Wann, SCR9-1-1 Office Supervisor



Santa Cruz Consolidated
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Michael J. McDougall
 General Manager

9-1-1 FIRE
 POLICE
 MEDICAL

**COMMUNICATIONS OPERATIONS
 FIRE SERVICE POLICY**

Policy No. 5105	Date Issued: August 5, 2002
Section: 5100 – CAD Procedures	Date Revised: <u>December 13, 2018</u>
Accreditation Standards: None	
SUBJECT: USE OF THE MOBILE DATA COMPUTER (MDC) <u>MOBILE DEVICES</u>	
APPROVED: _____	
Chairperson, Fire Service Users Subcommittee	
APPROVED: _____	
Michael J. McDougall <u>Dennis Kidd</u> , General Manager	

1.0 Purpose

1.1 ~~1.1~~ To reduce radio traffic by using a mobile device. Not all agencies are using the same devices and are not able to perform the same functions. Each department knows what they can/cannot do on their device and execute the functions they can.

~~the mobile data computer (MDC) system~~

1.2 The mobile device is used to ~~to~~ electronically transmit calls for service and status changes to and from the CAD system.

2.0 Policy

2.1 A dispatch consistent with Policy No. 5330 (Standard Dispatch Format) will automatically transmit the incident to any ~~MDC equipped~~ unit equipped with a mobile device. ~~a~~ assigned to the detail.

2.2 ~~MDC~~ Mobile equipped units should change statuses by utilizing their mobile device. ~~MDC~~. Those status changes do *not* need to be verbalized on the radio. In the event that the mobile device ~~MDC~~ does not confirm the status change, it will need to be done verbally.

- 2.3 If an ~~officer~~user decides to change status verbally, the mobile device~~MDC~~ should not be used for the same purpose; the dispatcher will do the change via CAD. Conversely, if the ~~officer~~user decides to change status via the mobile device~~MDC~~, the status change should not be verbalized.

- 2.4 On incidents with multiple units and a leader (i.e., structure fires), dispatch will notify the leader when all of assigned units have changed to an en route status. Example; “B3103, NetCom, all units are responding.” ~~Anytime a unit is responding out of their jurisdiction they will verbalize their status changes.~~
- 2.5 The CAD and ~~MDC~~ some mobile devices systems are equipped with an interfaced messaging system that allows messages to be transmitted to one or more field units or CAD consoles. All activity, including messages, transmitted to and from a ~~MDC~~ mobile device is recorded at the server in various log files. These files are retrievable and can be reviewed.
- 2.6 Dispatchers will only transmit messages to field units when the content of the message is work related. Messages will not contain derogatory or discriminatory comments, slurs, jokes or stories. Personal messages authored by any dispatcher to any field unit will not be transmitted via the electronic messaging system.
- 2.7 To ensure ease of maintenance and functionality, all mobile devices ~~MDC's~~ will have their function keys programmed alike as determined by the Systems Division.

<u>F1 – Home</u>
<u>F2 – En route C2</u>
<u>F3 – En route C3</u>
F4 – blank XL Cancelled while responding
<u>F5 – On Scene</u>
<u>F6 – In the area</u>
<u>F7 – Staging</u>
<u>F8 – In Service</u>
<u>F9 – In Quarters</u>
<u>F10 – My Call</u>
<u>F11 – Map</u>
<u>F12 – Location Info</u>

2.72.8 To allow for customization per each department, the dropdown for the top 10 status changes may be of any order.

F1 – On Scene	Shift F1 – blank
F2 – En route C2	Shift F2 – En route Dom C2
F3 – En route C3	Shift F3 – En route Dom C3
F4 – Returning to Quarters	Shift F4 – At Dom Hosp
F5 – In the area	Shift F5 – En route Wat C2
F6 – Staged	Shift F6 – En route Wat C3
F7 – Available on Scene	Shift F7 – At Wat Hosp

F8	Status Change pull down menu	Shift F8	En route LZ C2
F9	Copy Page	Shift F9	En route LZ C3
F10	Send Message	Shift F10	At LZ
F11	Incident Update	Shift F11	<i>blank</i>
F12	Incident Recall	Shift F12	<i>blank</i>