



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

LAW ENFORCEMENT USERS SUBCOMMITTEE MEETING

AGENDA

MONDAY, March 13, 2017

1330 Hours

SCR911 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 FEBRUARY 13, 2017 MEETING
- 5.0 REGULAR AGENDA
 - 5.1 Operational Task Team – Update (Zube)
 - 5.1.1 Policy Review and Approval
- 6.0 OTHER ISSUES
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **May 8, 2017** at 1330 hours.





**LAW SUBCOMMITTEE MEETING
MINUTES
February 13, 2017**

1.0 CALL TO ORDER

The meeting was called to order at 1330 hours by Chief McManus who noted he is covering for Undersheriff Verinsky as Chair of the Law Subcommittee today.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie Zube, Tammy Spath, and Amethyst Uchida

USERS: Chief Terrence McManus, CPD (Chair); Chief David Honda, WPD; Assistant Chief Tom Sims, WPD; Lt. Eric Olson, HPD; Administrative Captain Tony Lamonica, SBSO

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

There were no changes to the agenda.

4.0 APPROVAL OF MINUTES OF SEPTEMBER 12, 2016 MEETING (NOVEMBER 14, 2016 MEETING CANCELED)

With a motion by Kidd and second by Lamonica, the minutes of September 12, 2016 were approved as printed.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

Zube reported the Task Team reviewed their 2016 goals which she notes were all completed. This included the multi-jurisdictional active assailant policy as well as drawing some pre-plans around the schools so that community notifications can be done quickly. Zube reported that 2017 will be spent on CAD revisions and feedback back to the CAD work group. She noted the importance of getting our policies in line with what the current practices are. Zube reported that the task team had a great discussion and deployment plan on how to modernize all of the policies for this year. Zube informed the group that there is a strong desire to get the dispatchers and the field connected with more face-to-face time. This was also identified in our employee survey as well. She is happy to report a mutual desire



from both sides of the radio to accomplish this goal and noted a deployment plan will be worked on. Zube reported that Sloma from CPD suggested using NetCom's conference room to conduct training on a Wednesday and officers could rotate out onto the floor for a sit-along following a presentation by NetCom. McManus concurred that this would be a good opportunity.

5.1.1 Policy Review and Approval
None.

6.0 OTHER ISSUES

7.0 ROUND TABLE

- Lamonica reported SBSO was awarded, by Homeland Security, \$70,000 for their radio upgrade infrastructure. Everything can be moved over to the new Sheriffs office. He will need to discuss with NetCom the switchover and any delays. Lamonica hopes to be done by July. He informed the group that HPD and SBSO are ready to go digital with in-car radios and handhelds. They are using a company called Metro Mobile. Amethyst informed Lamonica that she will need to have some additional information in order to determine if any equipment at NetCom needs to be changed. Lamonica confirmed that Uchida has not heard back from Motorola with an MDC quote.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1343 hours. The next regularly scheduled meeting will be Monday, **March 13, 2017** at 1330 hours at the SCR9-1-1 Conference Room.

Minutes taken by Beth Wann, SCR9-1-1 Senior Administrative Assistant



USERS COMMITTEE MEETING AGENDA

MONDAY, March 13, 2017

SCR911 Conference Room

1345 hours

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 FEBRUARY 13, 2017 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)
 - 6.2.1 Policy 7520 – Active Assailant (Zube)
 - 6.3 CAD/RMS/MDC Long Term – Update (Kidd)
- 7.0 OTHER ISSUES
 - 7.1 Cost Sharing Update (Kidd)
 - 7.2 Preliminary Budget (Kidd)
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **May 8, 2017** at 1345 hrs, immediately following the Law Users Subcommittee meeting.





**USERS
MEETING
MINUTES
February 13, 2017**

1.0 CALL TO ORDER

Chief Grebil called the meeting to order at 1345 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 Terrence McManus	
Hollister PD	Lt. Eric Olson	
San Benito SO	Admin. Capt. Tony Lamonica	
Santa Cruz PD		Lt. Dan Flippo
Santa Cruz SO		Undersheriff Jeremy Verinsky
Watsonville PD	Chief David Honda Assistant Chief Tom Sims	
Fire:		
Aptos/La Selva		Chief Jon Jones
Boulder Creek Central		Chief Kevin McClish Interim Chief Steven Hall
Felton Hollister		Chief Ron Rickabaugh Captain Norman Rico Fisher
Santa Cruz		Chief Jim Frawley
Scotts Valley/B40 Watsonville	Chief Daniel Grebil DC Rob Ryan	
Zayante SC/SB AMR SC/SB HAS/EMS CAL Fire	Kris Mangano Unit Chief Ian Larkin	Chief John Stipes Chris Jones Brenda Brenner

SCR911: Dennis Kidd, Amethyst Uchida, Stephanie Zube, and Tammy Spath
OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

4.0 APPROVE MINUTES OF SEPTEMBER 12, 2016 MEETING (NOVEMBER 14, 2016 MEETING CANCELED)

With a motion by McManus and second by Ryan, the minutes of September 12, 2016 were approved as printed.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida reported the current CAD software has been upgraded and CAD was down, as a result, for 6.5 hours. Uchida noted that this version of our CAD software will never be upgraded again as it will be replaced with Premier 1.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Kidd reported the fire departments wanted the storm conditions dispatched appropriately which was helpful to NetCom. Santa Cruz City EOC activated for their first time and remained open for several days. Kidd noted we are still determining the best way to work with the County EOC since they are no longer on-site. Grebil noted that he has been impressed with CalTrans and County Public Works on getting roads re-opened as soon as possible.

6.3 CAD/RMS/MDC Long Term – Update

Kidd reported three days were spent last week on pre-provisioning with Motorola. He feels everything can be accomplished through provisioning and how the system is setup. Kidd noted that NetCom is taking the opportunity to hit the re-set button after 20 years of having a CAD system and hopes to roll out a product that is much better than what we have now. The target date is January 2018 for a final roll out. Kidd reported that Fire and EMS will live in one account which will allow for more options for those agencies. He informed the group that, as a result of the County contract negotiations and that work group, there will be a different EMD system reviewed and a demo presented in March. There will be a recommendation made to this group from NetCom at a later date. Uchida clarified that, while Fire and EMS will be provisioned as separate agencies, they will all respond to the same call and this will be defined by jurisdiction. She reminded the group that the Fire representatives are Jason Hajduk and Scott Collins, and for Law Eric Olson and Brian Cleveland. Uchida reminded the group that they should rely on their representatives to dig into the details of the system. NetCom will be looking to the User members for things that effect the field and how CAD operates. The process will be for representatives of the CAD committee to go back to the task teams for further

discussion and then back to the CAD committee for implementation. Any major recommendations will be brought to the Users Committee. Kidd added that, at some point, a working group will be formed to design what the MDC screens should look like. He noted the importance of end users participating in this process as there are a lot of options. Zube informed the group that the access to CAD through the mobiles is just like what a dispatcher can reach through CAD on their workstations. The Fire/EMS and Law task teams will be tasked with developing policy and procedure on use of the mobiles. There will then be some basic expectations that certain functions will be used by the user of the mobile versus querying the dispatchers to perform those duties. Kidd added that the Chiefs will be asked to sign off on said policy and procedure which will address expectations of MDC usage by the Users. Larkin inquired about CAD integration for CAD to CAD. Uchida responded that it is part of the provisioning process and meetings will occur in March and April.

6.4 Approve 2017 Users Committee Meeting Schedule

With a motion by Olson and second by McManus, the 2017 Users Committee Meeting Schedule was approved.

7.0 OTHER ISSUES

7.1 Presentation of 2016 Annual Report

Kidd, Zube, Uchida, and Spath reviewed the 2016 Annual Report with the group.

8.0 CORRESPONDENCE

No correspondence.

9.0 ROUND TABLE

- Sims inquired about how questions were developed for the employee survey. Kidd responded there was a team that worked on developing the questions.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1435 hours. The next regularly scheduled meeting will be Monday, **March 13, 2017** at 1345 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Senior Administrative Assistant



FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, March 13, 2017
(Immediately following Users Committee)

SCR911 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 SEPTEMBER 12, 2016 (NO QUORUM AT LAST MEETING) AND FEBRUARY 13, 2017 MEETINGS
- 5.0 REGULAR AGENDA
 - 5.1 Fire/EMS Services Operational Task Team – Update (Zube)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 5710 - Alarms
 - 5.2 Fire/EMS Technology – Update (Uchida)
 - 5.2.1 PremierOne CAD and Mobile Project Update
 - 5.2.2 Criteria Based Dispatch
 - 5.2.3 Mobile Data Tech Group
 - 5.2.4 Tasks Update
 - 5.2.5 Long Range Radio Infrastructure Management Planning Group – Fire Only
- 6.0 OTHER ISSUES
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **May 8, 2017** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
February 13, 2017**

1.0 CALL TO ORDER

Chief Grebil called the meeting to order at 1445 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie Zube, Tammy Spath, and Amethyst Uchida

USERS: Daniel Grebil (Scotts Valley and Branciforte Fire); Rob Ryan (Watsonville Fire); Ian Larkin (CalFire); and Kris Mangano, San Benito Co. EMS.

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

4.0 APPROVAL OF MINUTES OF SEPTEMBER 12, 2016 MEETING (NOVEMBER 14, 2016 MEETING CANCELED)

The Fire Service/EMS Users Subcommittee meeting minutes of September 12, 2016 were not approved due to lack of quorum.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

Zube reported the Fire/EMS Task Team meets this Thursday. They will be continuing to discuss MCI levels and how to get the Santa Cruz County plan into NetCom's existing CAD. Zube reported that Hajduk and Jones were going to work on this internally and, she thought, bring a presentation back to the Ops group or the Chiefs. She noted the amount of resources that are needed for each level of the alarm is beyond the initial dispatch capacity of CAD and there is a 10-unit limit on assigning resources. It needs to be determined how to put tiers of resources into the system. Zube reported there was group discussion in the Fire/EMS Task Team about what people thought this meant. Kidd noted this won't be an issue in the new CAD system. Zube reported all of the evacuation plans for the County have been loaded into the reverse 9-1-1 system. Grebil confirmed that if the agencies reference that plan, the shape is pre-built into reverse 9-1-1 but not the message. Kidd added that it is critical the agencies call the plan whatever it is that NetCom was told to call it.

5.1.1 Policy Review and Approval

None.

5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 P1 CAD Project Update

Uchida reported most of the CAD project update was given at Users. Kidd noted it is important to note, that in developing this CAD, we get away from having the two agencies as well as having the ability to mix and match services as needed. Uchida noted that it is the right time to evaluate how things are being done and why. She realizes the scope of needing to make speedy decisions and getting back to the group quickly.

5.2.2 Criteria Based Dispatch

Kidd reported, during the review of the County contract for EMS, the stakeholder group hired a consultant to review EMS in general. There were various presentations on some of the best practices available. There is a new EMD system for Criteria Based Dispatch and a presentation will be given on March 2 to EMS, Fire and Ambulance.

5.2.3 Mobile Data Tech Group

Uchida reported she was asked to stop work on SitStat by the Mobile Data Tech Group. Kidd reported a letter has been drafted by the Santa Cruz City attorney and sent to SitStat requesting a refund of monies paid. He has not had a response. Uchida reported she believes part of the Chiefs decision-making was that a lot of the same functionality will be available from the new Motorola P1 Mobile solution.

5.2.4 Tasks Update

Uchida reported Nelson did a lot of run book work over the last few months on the 11X17 format and uploaded to the Google drive the most recent updates. Grebil confirmed if it was agreed upon to do away with custom agency maps.

5.2.5 Long Range Radio Infrastructure Management Planning Group – Fire Only No report.

6.0 OTHER ISSUES

6.1 Toggle Switch

Uchida reported the Radio Shop has been talking about doing work on Red and putting people on Yellow. She noted that, years ago, Bramer made a panel that he wired in to Fire Red and Fire Yellow and put on a toggle switch so NetCom could page on either Red or Yellow. This toggle switch no longer works and, since Bramer's retirement, the Radio Shop does not know how to repair it. Uchida believes the switch could be causing some issues and recommends the Radio Shop take the switch off. This will mean not being able to page on Fire Yellow except manually. Grebil reported Yellow Watsonville is working well. He is waiting to hear the impact of Toro along the coast. Uchida noted she has been waiting for a report back from Central and would like to know if things are better in the village.

7.0 ROUNDTABLE

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1510 hours. The next regularly scheduled meeting will be Monday, **March 13, 2017** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

Minutes by Beth Wann, SCR911 Senior Administrative Assistant