



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Road, Santa Cruz, California 95065
831.471.1000 Fax 831.471.1010
Dennis Kidd, General Manager

LAW ENFORCEMENT USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, July 22, 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 MAY 13, 2019 MEETING
- 5.0 REGULAR AGENDA
 - 5.1 Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 4520 – Warrant Checks
 - 5.1.1.2 Policy 4550 – Driver’s License Checks
 - 5.1.1.3 Policy 4615 – AMBER/SILVER/Blue Alert Messages
 - 5.1.1.4 Policy 4690 – Patrol Supervisor
- 6.0 OTHER ISSUES
 - 6.1 RMS RFP Update (Uchida)
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **September 9, 2019** at 1330 hours.





**LAW SUBCOMMITTEE MEETING
MINUTES
May 13, 2019**

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, Tammy Spath, Stephanie French, and Amethyst Uchida

USERS: Lt. Todd Liberty, SCSO; DC Dan Flippo, SCPD; Capt. Jorge Zamora, WPD; Capt. Andrew Dally, CPD; and Lt. Eric Olson, HPD

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

The following items were added to the agenda:

5.1.1.1 Policy 4416 – Processing Wireless 9-1-1 Calls

6.2 CAD Mobile Law Subcommittee.

4.0 APPROVAL OF MINUTES OF MARCH 11, 2019 MEETING

With a motion by Flippo and second by Dally, the minutes of March 11, 2019 were approved as is.

5.0 REGULAR AGENDA

5.1 Operational Task Team Update

French requested it be brought to roll calls that the new, temporary plates on vehicles are run through dispatch a different way. She asked that Law preface “reg on a temporary plate” as this sets the dispatcher up to enter the plate into CAD a certain way and then there will be a better operational flow. **French will do a note on the ACB regarding temporary plates.**

5.1.1 Policy Review and Approval

5.1.1.1 Policy 4416 – Processing Wireless 9-1-1 Calls

French reviewed changes to Policy 4416. She noted the revisions follow the national standard protocol. With a motion by Zamora and second by Dally, the revisions and additions to Policy 4416 were approved as presented.



6.0 OTHER ISSUES

6.1 RMS RFP

Uchida reported, for the Santa Cruz County Law agencies, there is consensus to move forward with researching Central Square as a possible RMS vendor. She noted there will be a long process ahead with negotiations and informed the agencies she will be performing due diligence in the research of any issues circulating regarding said vendor.

6.2 CAD Mobile Law Subcommittee

Uchida reported, during RMS site visits, the Riverside mobile client was noted for its capabilities. She informed the group this seems to be a good time to convene a law subcommittee group made up of actual users from the field. This group will spend a couple of meetings looking at the mobile client and see what could be different or better. She asked the group to email her names of users from the field who they think should participate in such a committee.

7.0 ROUND TABLE

- Liberty noted he will calendar June 18th for a Commanders Meeting to discuss the 4th of July.
- Flippo reminded the group of the upcoming training at Scotts Valley High, June 24-28. He noted the command portion is in the afternoon.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1400 hours. The next regularly scheduled meeting will be Monday, **July 15, 2019** at 1330 hours at the SCR9-1-1 Conference Room.

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



COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4520	Date Issued: June 1, 1996
Section: 4500 - CLETS and Other Automated Systems	Date Revised: July 8, 2013 <u>July 15, 2019</u>
Accreditation Standards: None	
SUBJECT: WARRANT CHECKS	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Dennis Kidd, General Manager

1.0 Policy

The intent of this policy is to provide dispatchers with a clear and rapid system for processing officer's warrant check requests, including current and accurate warrant returns, while using appropriate officer safety techniques.

2.0 Procedure

- 2.1 When units request warrant checks on subjects, dispatchers will enter subjects' names and dates of birth (DOB's) and driver's license number, if given, in the associated CAD incident or as officer notes if the request is informational.
 - 2.1.1 ~~Dispatchers will also enter the information into the Open Query (OQ) system.~~ If the ~~OQ query~~ system is down, dispatchers will complete a "local warrant check" by calling Santa Cruz Sheriff's Records or the San Benito county jail.
- 2.2 Dispatchers will advise requesting units of warrant check return information as soon as possible, including any delays

- 2.2.1 If subjects return clear (Code 4), dispatchers will notify the field units immediately. If the warrant check was by a DL number only dispatchers will verbalize the subjects name and DOB as verification, along with the return.
- 2.2.2 If subjects return wanted (Code 6), dispatchers will immediately ask the primary unit if they are “clear for info”.-
 - 2.2.2.1 Not until the primary unit says they are clear for info will the dispatcher broadcast return information.
- 2.2.3 Dispatchers will advise units that subjects are either “Code 6M” (misdemeanor warrant) or “Code 6F” (felony warrant), including the reason for the warrant.
- 2.2.4 Dispatchers will ensure units immediately acknowledge Code 6 returns.
 - 2.2.4.1 If the unit does not acknowledge the information, dispatchers will immediately dispatch a cover unit and notify the field supervisor.
- 2.2.5 Field units can request any further information or request a warrant abstract when it is safe for them to do so.
- 2.2.6 Dispatchers will confirm warrants with the originating agency as soon as possible and determine if that agency will extradite.
- 2.2.7 Note the results of the warrant check on the CAD dispatch incident.
- 2.3 If field units affect arrests based on warrant returns and request that warrants be “abstracted”, dispatchers will have originating agencies send warrant abstracts to the Santa Cruz or San Benito County Jail and the arresting agency’s Records section.
 - 2.3.1 If an originating agency can only send an abstract to one location, dispatchers will have it sent to the jail.
 - 2.3.2 If field units release subjects on their “own recognizance” (OR) with a citation, dispatchers may abstract the warrant, as requested by the law enforcement agency.



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.	4550	Date Issued:	June 1, 1996
Section:	4500 - CLETS and Other Automated Systems	Date Revised:	September 8, 2006 July 15, 2019
Accreditation Standards:	None		

SUBJECT: DRIVER'S LICENSE CHECKS

APPROVED: _____
Chairperson, Law Enforcement Users Subcommittee

APPROVED: _____
~~Michael J. McDougall~~ Dennis Kidd, General Manager

1.0 Policy

Dispatchers will provide User field units with timely and accurate Driver's License status and information via radio transmission in a uniform format in accordance with the following procedure.

2.0 Procedure

2.1 When requested to run a driver's license check:

- ◆ Record the subject information ~~on in~~ the associated dispatch- CAD incident or as officer notes if the request is informational.
- ◆ Run the DL check through CLETS.

2.2 When an officer runs a DL check by number, respond with:

- ◆ Name and DOB on the DL
- ◆ License status - valid, expired, suspended, etc.
- ◆ Class of the license
- ◆ Any restrictions
- ◆ ~~Any prior convictions for 14601 or 23152~~

2.3 When an officer runs a DL check by name, respond with:

- ◆ License status - valid, expired, suspended, etc.
- ◆ Class of the license
- ◆ Any restrictions
- ◆ ~~Any prior convictions for 14601 or 23152~~
- ◆ DL number, ~~and~~ descriptors, and any priors convictions for 14601 or 23152 when requested by the officer.

2.4 An example of a Driver's License return would be:

"3-4 NetCom, your subject's (name) DL is a valid Class C-Charles, endorsed for M-Mary, restricted to corrective lenses ~~with two priors~~"



**COMMUNICATIONS OPERATIONS
MISCELLANEOUS POLICY/PROCEDURE**

Policy No. 4615	Date Issued: February 1, 2006
Section:	Date Revised: July 15, 2019
Accreditation Standards: None	
AMBER/SILVER/BLUE ALERT MESSAGES AND ENDANGERED SUBJECT: MISSING ADVISORY	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Dennis Kidd, General Manager

1.0 Purpose

To identify the alerting systems used state and nationwide and ensure a timely notification of law enforcement and media in the event of an AMBER, SILVER or Emergency Missing Advisory (EMA) activation.

2.0 Alerting Systems

2.1 AMBER Alert is part of the nationwide AMBER Plan, a voluntary partnership between law enforcement agencies and broadcasters. The plan utilizes the Emergency Alert System (EAS) and other means to notify the public about a missing child and suspected abductor.

AMBER Alert criteria:

- There is reasonable belief by law enforcement that an abduction has occurred.
- The law enforcement agency believes that the child is in imminent danger of serious bodily injury or death.

- There is enough descriptive information about the victim and the abduction for law enforcement to issue an AMBER Alert to assist in the recovery of the child.
- The abduction is of a child aged 17 years or younger.
- The child's name and other critical data elements, including the Child Abduction flag, have been entered into the National Crime Information Center (NCIC) system.

2.2 SILVER Alert program is to establish a quick response system designed to issue and coordinate alerts following the unexplained or suspicious disappearance of an elderly person, or a person who is developmentally disabled or cognitively impaired.

SILVER Alert criteria:

- The missing person is 65 years of age or older, developmentally disabled or cognitively impaired.
- The investigating agency has utilized all available local resources.
- The law enforcement agency determines that the person has gone missing under unexplained or suspicious circumstances.
- The law enforcement agency believes that the person is in danger because of age, health, mental or physical disability, environment or weather conditions, that the person is in the company of a potentially dangerous person, or that there are other factors indicating that the person may be in peril.
- There is information available that, if disseminated to the public, could assist in the safe recovery of the missing person.

2.3 BLUE Alert purpose is to establish a quick response system designed to issue and coordinate alerts following a violent attack upon a law enforcement officer.

Blue Alert Criteria:

- A law enforcement officer has been killed, suffers serious bodily injury, or is assaulted with a deadly weapon, and the suspect has fled the scene of the offense.
- A law enforcement agency investigating the offense has determined that the suspect poses an imminent threat to the public or other law enforcement personnel.
- A detailed description of the suspect's vehicle or license plate is available for broadcast.
- Public dissemination of available information may help avert further harm or accelerate apprehension of the suspect.

2.4 An Endangered Missing Advisory (EMA) is designed to provide a rapid response to safely recover missing persons who may be in danger. Many children

do not fit the criteria for an AMBER Alert but may, nonetheless, be endangered. It also provides a way to help recover missing adults in cases where no systematic recovery plan exists.

EMA guidelines: not all the following needs to be met.

- Do the circumstances fail to meet the criteria for an Amber Alert?
- Is the person missing under unexplained or suspicious circumstances?
- Is the person believes to be in danger because of age, health or physical disability, and the environment or weather conditions; is he or she in the company of a potentially dangerous person; or is there any other factor that may put the person in peril?
- Is there information that could assist the public in the safe recovery of the missing person?

California Highway Patrol (CHP) is the designated administrator for these alerting systems and is responsible for issuing the alerts.

3.0 Authorization

As per CHP rules, ENTAC (Emergency Notification and Tactical Alert Center) is the point of contact to activate the alert. Only law user agency senior management (lieutenant or above) may request activation of these alerts.

AMBER alerts will activate the EAS and freeway Changeable Message Signs (CMS), APBnet, and the Wireless Emergency Alert Program (WEA).

SILVER alerts will activate the CMS and Emergency Digital Information System (EDIS) message.

Blue Alerts will activate the EAS, CMS, APBnet and EDIS.

EMA will activate CHP to send out flyers to law enforcement agencies and businesses throughout California and surrounding states. Media outlets will also post alerts on their websites. National Center for Missing and Exploited Children (NCMEC) will disseminate the alert.

4.0 Procedure

- 4.1. Upon receiving a request to activate the AMBER alert, SILVER alert, Blue Alert or an EMA dispatchers will complete the following tasks:
 - Notify the On-Duty/On-Call Operations Supervisor
 - Provide the Incident Commander involved with the incident or the authorizing law user agency senior management with CHP ENTAC phone number (916)657-8287.

- Without regard to any potential Project ROPE, an additional broadcast of the alert will occur on all primary, secondary and CLEMARS radio channels and ensure the message is transmitted to all on duty units via Mobile Data Computer (MDC).
- Upon receiving a request to cancel the alert system, dispatchers will advise CHP ENTAC of the cancellation and ensure a notification of cancellation is transmitted to all on duty units via MDC.

- 4.2. All AMBER Alerts received via the CLETS printer will be broadcast county-wide in accordance with Policy No. 4345 (Be on the Lookout Broadcasts) on all local agencies primary, secondary and CLEMARS frequencies. SILVER Alert, Blue Alert and EMA messages received via the CLETS printer will be reviewed, and if regionally appropriate, will be broadcast and/or disseminated via MDC message.

Warble Tone: "(Agency Name) to all units and stations, standby to copy (incident type) BOL, (Agency Name) authority."

Pause approximately 10-15 seconds to give units time to prepare to copy the BOL.

Warble Tone: "(Agency Name) to all units and stations, (incident type) BOL, (Agency Name) the authority".

- a. Wanted for (code/description) by (Agency Name)
- c. Vehicle description, plate and registered owner (if available)
- d. Name (last name, first name)
- e. Race
- f. Sex
- h. Age or DOB
- i. Height
- j. Weight
- k. Hair color
- l. Eye color
- m. Complexion
- n. Obvious physical imperfections (glasses, scars, tattoos, etc.)
- o. Clothing (head to toe)
- p. Other pertinent identification information (i.e. - direction of travel, weapons, etc.)

Conclude the broadcast, "(Agency Name) clear, (time)."



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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No.	4690	Date Issued:	June 1, 1996
Section:	4600 – Notifications and Call-Out Procedures	Date Revised:	November 20, 2006 <u>July 15, 2019</u>
Accreditation Standards:	CALEA 6.3.2		
SUBJECT: PATROL SUPERVISOR			
APPROVED:	_____		
	Chairperson, Law Enforcement Users Subcommittee		
APPROVED:	_____		
	Michael J. McDougall <u>Dennis Kidd</u> , General Manager		

1.0 Policy

The patrol supervisor is the sergeant, corporal, officer in charge, or other individual responsible for the immediate supervision of the on-duty patrol units. The patrol supervisor will be identified at the start of each patrol shift.

2.0 Procedure

Dispatchers shall make the patrol supervisor aware of any in progress felony calls per Policy No. 4240 In-Progress Felony Calls and other serious incidents, including but not limited to the following:

- ~~◆~~ ~~Robbery/211 Alarms~~
- ~~◆~~ ~~Rape~~
- ◆ Major civil disturbance
- ◆ Bombs
- ◆ Arsons
- ~~◆~~ ~~DOA~~
- ◆ Kidnapping
- ◆ Officer Down

- ◆ Shots fired/Drive-by shooting
- ◆ ~~Murder~~
- ◆ Vehicle/foot pursuits
- ◆ Project ROPE
- ◆ Code 3 patrol units
- ◆ Complaints against patrol personnel
- ◆ Arrests/In-custodies

If dispatchers are unable to reach patrol supervisors by radio, they will attempt to contact by telephone ~~or pager~~.



USERS COMMITTEE MEETING AGENDA

MONDAY, July 22, 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 MAY 13, 2019 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
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING
The next meeting is scheduled for Monday, **September 9, 2019** at 1400 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING
MINUTES
May 13, 2019**

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	Capt Andrew Dally	
Hollister PD	Capt. Eric Olson	
San Benito SO		Cpt. Eric Taylor
Santa Cruz PD	DC Dan Flippo	
Santa Cruz SO	Lt Todd Liberty	
Watsonville PD	Capt Jorge Zamora	
Fire:		
Aptos/La Selva	Chief Aaron Lowe	
Boulder Creek		Chief Kevin McClish
Central		Chief Steven Hall
Felton	BC Robert Gray	
Hollister		Captain Rico Fisher
Santa Cruz	Chief Jason Hajduk	
Scotts Valley/B40	Chief Steve Kovacs	
Watsonville	DC Corey Schaefer	
Zayante		Chief John Stipes
SC/SB AMR	Chris Jones	
SC/SB HAS/EMS	Brenda Brenner	Kris Mangano
CAL Fire	BC Valerie Watts UC Ian Larkin	

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

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

The following item was added to the agenda:

6.4 Proposed Budget.

4.0 APPROVE MINUTES OF MARCH 11, 2019 MEETING

With a motion by Hajduk and second by Kovacs, the minutes of March 11, 2019 were approved as is.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida noted her focus has been on the RMS project which she reported during the Law Subcommittee meeting. She informed the group there will be a major update to CAD in the fall. There will be some significant enhancements that will help with fire dispatch and other general dispatching tasks.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Hajduk reported ballistic vests and helmets have been rolled out countywide on all of the engines. He reminded the group of the upcoming UCSC Unified Response Training June 24-28 at Scotts Valley High School.

Larkin reminded the group CalFire is able to integrate very quickly into a unified command structure and early notification is important for the best coordination of the event. He confirmed there is a task force of users from various agencies working on the homeless encampments doing early education on fire safety and documenting early cases of field interviews. Larkin also confirmed they are mapping the areas where people are starting the fires so there will be a good database of information. Hajduk reported on an app that will be rolled out which will serve as a central repository where you can drop photos and locations of fire incidents. Kidd reported Comm Center to Comm Center strike team training between NetCom and CalFire will be occurring.

6.3 CAD/Mobile – Update

6.3.1 Mobiles

Uchida reported the map updates are being pushed out and are about halfway through. Spath reported on an iPad issue as a result of an IOS update. Uchida noted any updates to iPads would need to occur in the fall with the CAD upgrade. She expressed her concern about using iPads as a substitute for mobiles.

6.3.2 Dashboards & Reports

Uchida inquired of the group if there is any interest in dashboards. French noted there was some interest, in last Fire Task, of map display of calls for service as they happen. Tammy reported both Scotts Valley and Santa Cruz Fire both noted, if there was a way to pull live CAD data and make a map of calls for service, they would be interested. Uchida responded a static view of the map with dots of incidents is possible but drilling into them would be difficult. Uchida requested agencies contact her if there are reports they want to see.

6.4 Proposed Budget

Kidd distributed the cost sharing from the proposed FY 19/20 budget. He noted, for the Law agencies, it does include the RMS cost. Kidd informed the group these amounts are lower than what they were presented with in March.

7.0 OTHER ISSUES

None.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

None

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1424 hours. The next regularly scheduled meeting will be Monday, **July 15, 2019** at 1400 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, July 22, 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 MAY 13, 2019 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 5770 – Vehicle and Bicycle Accidents
 - 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
 - 6.1 AMR Use of Red (McClish)
 - 6.2 Yellow Fire (McClish)
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **September 9, 2019** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
May 13, 2019**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1430 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

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

USERS: Corey Schaefer (Watsonville Fire); Steve Kovacs (Scotts Valley/Branciforte Fire); Jason Hajduk (Santa Cruz Fire); Aaron Lowe (Aptos/La Selva Fire); Ian Larkin and Valerie Watts (CalFire); Bob Gray (Felton Fire); Chris Jones (AMR); and Brenda Brenner (County EMS).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

The following items were added to the agenda:

5.1.1.3 Policy 5540 – Strike Teams/Task Forces

6.1 Fire/AMR FY 19/20 Cost Sharing

4.0 APPROVAL OF MINUTES OF THE MARCH 11, 2019 MEETING

With a motion by Schaefer and second by Kovacs, the minutes of March 11, 2019 were approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French noted the Fire/EMS Task Team has been very active which she is grateful for. She noted the 2019 version of the NFPA standard was reviewed at the last meeting and it was decided which incident types met the criteria for priority dispatch that has to be completed in 90 seconds. French reported Netcom's Standards of Excellence document has been updated and dispatchers are receiving feedback on their performance. French informed the group there is one call review per meeting. She reported Spath has been working with Dr. Ghiradduci on moving ahead with changing fire response to skilled nursing facilities. Central Fire has been the beta response agency for the Hearts and Hands facility, which was the first facility to go on the 33 card - Transfer Palliative Care. Based on the months of data, Dr. Ghiraducci has approved moving this card to eight other centers in Santa Cruz County and it will become effective May 31. Spath confirmed with Chief Lowe there are no facilities, at this time, participating from his district.

5.1.1 Policy Review and Approval

5.1.1.1 Policy 5430 – Dispatch Methods

French reviewed revisions to this policy.

5.1.1.2 Policy 6415 – Use of Medical Incident Type Codes

Spath reported this policy is used to identify what types of incident types are used to classify medical calls. She noted some Quick Launch incident types have been added, and any call not processed through EMD would be using the “no EMD” incident type. Tammy confirmed for Hajduk that the “no EMD” incident types for the City of Santa Cruz are very small and noted a report could be run for him. Brenner added that Dr. Ghiraducci has run some recent stats as well.

5.1.1.3 Policy 5540 – Strike Team/Task Forces

French reported the previous preconfigured convention is no longer valid so it was struck from this policy. She noted the zone base language was removed as well.

With a motion by Kovacs and second by Hajduk the revisions to the above policies were approved.

5.2 Fire/EMS Technology – Update (Uchida)

Uchida reported on the delivery of wall maps. She reported Torchio is serving on the NG911 Task Force and reporting back to her. Kidd reported on Rapid Deploy and noted our agency will be the first to get it sometime in June.

5.2.1 PremierOne CAD and Mobile Project Update

No report.

5.2.1.1 AVL/Streets (French)

French reported this project is status quo for now and there has been no feedback.

5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)

French reported the fire pod dispatcher skills are getting refined as they are working in there every day. She would like to still do expanded training in the future. Kidd reported on the Fire Dispatch Specialist position that begins in January, 2020. He noted the majority of these bidded shifts will be spent in the fire pod.

5.2.2 Tasks Update

No report.

6.0 OTHER ISSUES

6.1 Fire/AMR FY 19/20 Cost Sharing

Kidd distributed the FY 19/20 Cost Sharing for the Fire agencies and AMR.

7.0 ROUNDTABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1453 hours. The next regularly scheduled meeting will be Monday, **July 15, 2019** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

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



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5770 Date Issued: June 1, 1996
Section: 5700 – Specific Procedures Date Revised: May 10, 2010 July 15, 2019
Accreditation Standards: None
SUBJECT: VEHICLE AND BICYCLE ACCIDENTS
APPROVED: Chairperson, Fire Service Users Subcommittee
APPROVED: Scotty A. Douglass Dennis Kidd, General Manager

A vehicle accident is any accident involving a motorized vehicle. A bicycle accident is an accident involving a bicycle.

Fire units may respond to reported vehicle accidents involving injuries or probable injuries (rollover, high speed, head on, bike vs. auto, etc.), fire, fuel spills or possible hazardous materials.

Dispatchers will create an "INJACCMVA" detail for any report of a vehicle accident when the reporting party states injuries have occurred or when injuries are unknown but the type of accident is likely to cause injuries, including but not limited to vehicle rollover, high speed or head on collision, entrapment, and airbag deployment. If other dangerous conditions are present – such as hazardous materials, vehicle fires, or fuel spills – dispatchers should create the incident in accordance with existing policies.

For accidents involving solo bicyclists, motorcyclists, or vehicles vs. pedestrians and the callers confirm there are no extrication problems, dispatchers will use the appropriate incident type; "MVA" and select the appropriate modifying circumstance in accordance with existing policies. as follows: "INJACB" for bicyclists; "INJACM" for motoreyclists; and "INJACP" for vehicles vs. pedestrians. If the caller indicates anyone is trapped, an "INJACC" detail should be created.

If the reporting party has direct access to the victim(s) of a vehicle or bicycle accident, the dispatcher will first initiate a dispatchable incident and then route the call to the Emergency Medical Dispatch (EMD) Program. If a non-EMD is the original call taker

s/he will first initiate a dispatchable incident and then forward the call to an EMD, in accordance with Policy No. 7440 (Using the EMD Transfer Line). This will ensure that

the patient will receive the proper Dispatch Life Support (DLS) after the appropriate emergency equipment has been dispatched.

EMD's shall process the incident via card 29 of the EMD protocols for vehicle accidents. EMD's shall process the incident via card 30 of the EMD protocol for solo bicycle and solo non motorized vehicle crashes.- The previously created incident shall be updated with the final EMD determinant.