



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

## **LAW ENFORCEMENT USERS SUBCOMMITTEE MEETING**

### **AGENDA**

MONDAY, September 10, 2018

**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 14, 2018 MEETING
- 5.0 REGULAR AGENDA
  - 5.1 Operational Task Team – Update (French)
    - 5.1.1 Policy Review and Approval
      - 5.1.1.1 Rescind Policy 4365 – Fire or Ambulance Responses Without Law Enforcement
- 6.0 OTHER ISSUES
  - 6.1 RMS RFI (Bloss)
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **November 5, 2018** (rescheduled from November 12) at 1330 hours.





**LAW SUBCOMMITTEE MEETING  
MINUTES  
May 14, 2018**

**1.0 CALL TO ORDER**

The meeting was called to order at 1350 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 Amethyst Uchida

USERS: Lt. Todd Liberty, SCSO; Captain Tony Magdayao, WPD; DC Tom Sims, WPD;  
Chief Terry McManus, CPD; Asst. Chief Tom Sims, WPD; Lt. Dan Winn, HPD; and  
DC Dan Flippo, SCPD.

OTHERS:

**3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA**

None.

**4.0 APPROVAL OF MINUTES OF MARCH 12, 2018 MEETING**

With a motion by Sims and second by McManus, the minutes of March 12, 2018 were approved as printed.

**5.0 REGULAR AGENDA**

**5.1 Operational Task Team Update**

French reported the MDC Use policy is a large goal completed by the Law Task Team. She noted, last year, there was a lot of talk regarding service channels and, while NetCom is not ready to staff a service channel, it could be discussed further as part of the Law Task Team. Sims inquired if any of the new technology available to the officers through the use of MDCs might affect the need for a service channel. French responded that could be the case if the MDCs are fully used by officers, but noted there are still systems not available on the mobile, such as Probation. With a motion by McManus and second by Sims, the Law Task Team was directed to evaluate the need for a service channel. Liberty inquired if a service channel would mean using Red. French responded a repeated countywide channel would be necessary if all of the agencies are going to use it. Kidd noted there are other channel options depending on the hours needed.



### 5.1.1 Policy Review and Approval

#### 5.1.1.1 Policy 4925 – Illegal Camping

French distributed Policy 4925 and noted Law Task discussed the importance of getting all agencies to use the same incident type. The Task Team agreed “camping” could be “camping”, day or night. With a motion by McManus and second by Sims, the revisions to Policy 4925 were approved.

#### 5.1.1.2 MDC Use Policy

French reviewed the new version of the MDC policy which the Law Task Team has been working on for six months. She noted there are two existing MDC policies in place already, 4501 and 4502. The content of these two policies have been included in the draft version that is being presented at today’s meeting. French noted the policy is specific but, she believes, leaves room for discretion. Kidd noted, while this is a NetCom policy that needs approval by the group as it applies to their agencies, there is room in the policy for the individual agencies’ needs. French asked for the agencies’ help in encouraging self-sufficient behavior of the field users on their MDCs, which will allow the dispatchers to stay on task with other priorities. She noted the proposed MDC Use policy was developed in a way that establishes guidelines of the dispatchers’ role and the field units’ role so that, on either side of the radio, personnel can be held accountable to said policy. French reminded the group of the reporting benefits the agencies will have by their personnel using the MDCs. With a motion by McManus and second by Sims, the MDC Use Policy 4501 was approved. French noted Policy 4502 would be rescinded since the language is included in Policy 4501.

## 6.0 OTHER ISSUES

### 6.1 RMS RFI

Uchida reported she will be scheduling a meeting to establish a task team in order to schedule RMS demos. Uchida informed the group that she needs to know who SCPD and WPD want from their agency to participate in the RMS Task Team. The SCMRS Executive group will meet in a week and discuss cost sharing. Kidd noted a cost sharing formula needs to be developed and will be the main focus of the meeting.

## 7.0 ROUND TABLE

- French confirmed with Liberty that SCSO will operate as usual for the 4<sup>th</sup> of July holiday.

## 8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1410 hours. The next regularly scheduled meeting will be Monday, **July 9, 2018** 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. 4365 Date Issued: June 1, 1996
Section: 4300 - Radio Procedures Date Revised: January 8, 2001 September 10 July 9, 2018 October 19, 2012 September 10 July 9, 2018
Accreditation Standards: None
SUBJECT: FIRE OR AMBULANCE RESPONSES WITHOUT LAW ENFORCEMENT
APPROVED: Chairperson, Law Enforcement Users Subcommittee
APPROVED: Dennis Kidd, General Manager

Policy No. 4365 (Fire or Ambulance Responses without Law Enforcement) Rescinded as of June 5, 2018

1.0 Policy

When other public safety service providers are rolling code 3 within a law enforcement agency's jurisdiction, it is helpful to the law enforcement agency to know the reason and destination of the response.

2.0 Procedure

2.1 If fire or ambulance is responding code 3 to an incident that does not require law enforcement response, dispatchers will broadcast the nature, location and response (code 3) of the medical or fire emergency call to all affected police field units. Preface the broadcast with "for info only" and do not assign any units.

2.2 It is not necessary to broadcast code 3 fire or ambulance responses to the Santa Cruz County Sheriff's Office field units.



## **USERS COMMITTEE MEETING AGENDA**

MONDAY, September 10, 2018

SCR9-1-1 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 MAY 14, 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 (Bloss)
  - 6.2 Coordination on Major Events Involving Fire and Law – Discuss (All)
  - 6.3 CAD/Mobile update
    - 6.3.1 Internal
    - 6.3.2 External
      - 6.3.2.1 Feeds
      - 6.3.2.2 Training
      - 6.3.2.3 Reports
      - 6.3.2.4 Mobile
      - 6.3.2.5 Dashboards
      - 6.3.2.6 Printing from CAD
- 7.0 OTHER ISSUES
  - 7.1 Quality Assurance Standards Review (Kidd)
    - 7.1.1 Develop committee?
  - 7.2 Reschedule November 12 meeting date to November 5
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE



## 10.0 ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **November 5, 2018** (rescheduled from November 12) at 1345 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING  
MINUTES  
May 14, 2018**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1415 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		Admin. Capt. Tony Lamonica
Santa Cruz PD	DC Dan Flippo	
Watsonville PD	Asst Chief Tom Sims	
Fire:		
Aptos/La Selva	Chief Aaron Lowe	
Boulder Creek	Chief Kevin McClish	
Central	BC Anthony Cefaloni	
Felton	Chief Ron Rickabaugh	
Hollister		Captain Rico Fisher
Santa Cruz		Captain Pat Gallagher
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		DC Jake Hess

SCR911: Dennis Kidd, Stephanie French, Melody MacDonald 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 MARCH 12, 2018 MEETING

With a motion by McClish and second by Rickabaugh, the minutes of March 12, 2018 were approved as is.

5.0 PUBLIC COMMENTS

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida reported there was a radio outage a couple of weeks ago and NetCom was unable to transmit for close to an hour on radio channels. She noted work arounds were used such as handhelds and cell phones. Uchida reported the outage was due to a setting on NetCom’s radio console system that was turned off for an upgrade back in December and the vendor neglected to turn the setting back on. Uchida reminded the group that NetCom has good contingency plans in place for a failure such as this and that it was poor timing since new CAD had just been implemented and the backup center did not have its CAD connectivity in place yet. She assured the group that the Alternate Site is now fully operational. Kidd noted the alternate site could have been used without the CAD connectivity, since there are cards available, but the system came back up before NetCom was able to activate the alternate site.

Uchida reported NetCom will be working on integrating text to 9-1-1 with their phone system.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Sims reported on an event involving WPD and Watsonville Fire where an EDP had barricaded himself in the house and was threatening to kill himself. Watsonville Fire arrived on scene in order to put a fire out in the back yard that the individual had started. Sims noted there has been no debrief yet between the two agencies and he knows there are things to do better but feels, overall, it was a successful event with a good outcome. Sims noted his appreciation for the good relationship between his agency and Watsonville Fire. French reported on the SLV lockdown that the SCSO initiated through their SRO and noted there was no real information on the radio regarding it. She noted it has been discussed that during critical incidents, such as this, NetCom would send out a Fire Chiefs notification, and this did not happen during this incident. French reported she is discussing this issue with the supervisors to determine the next tactic on getting better at this task. Rickabaugh reported, when such an incident occurs, the fire agencies are flooded with phone calls from the community and, he noted, the fire agencies would be able to serve as advocates of Law and NetCom by instructing the community on what to do. French inquired if the schools could include the fire agencies on their notification list. Flippo reported this should be something discussed by the COE and SCSO as part of their School Safety Partnership. Ryan agreed the fire agencies would appreciate knowing



a significant event is happening, or going to happen, in their jurisdiction. Flippo noted this communication should be addressed by instructors in the ongoing unified command training that is taking place countywide.

### 6.3 CAD/Mobile – Update

#### 6.3.1 Internal

Kidd reported it has been nearly a month since the implementation of NetCom's new CAD. He noted the focus was making sure, internally, that dispatchers were ready to go and comfortable with the system. He believes that portion went smoothly. Kidd noted the next step, internally, is to get a working group of dispatchers and supervisors to review how things are going with the new CAD and what additional training might be necessary.

#### 6.3.2 External

##### 6.3.2.1 Feeds

Uchida reported only a limited number of data feeds were working at go live. She reviewed with the group what was available immediately and what is scheduled to come on at a later date.

##### 6.3.2.2 Training

Kidd reported NetCom will be proactive with the Users and training. He and MacDonald will be scheduling with every Fire agency a sit down to review operational tasks, and Spath will attend roll calls for Law. French reported important information has been attached to the ACB and this will be incorporated into face to face training at roll calls. French reported two workgroups will be established each for Law and Fire/EMS that can work on further developing the mobile design. Dennis noted this would be a good place to discuss vehicle locations.

##### 6.3.2.3 Reports

Uchida gave an update on reports for new CAD and noted it will not be an instantaneous process. She has been successful in getting some of the law agencies' daily logs running. Uchida informed the group that her current priority is ambulance compliance reports as well as fire daily reports and monthly statistic reports. Uchida noted the importance of agencies reporting to her what they need so she is able to continue to prioritize.

##### 6.3.2.4 Mobile

Uchida reported she is taking the lead on making sure Records personnel know how to use View Only CAD and mobile, should they have one at their office. French informed the group that failed CLETS queries need to be reported to her and Uchida provided the email address of [systems@scr911.org](mailto:systems@scr911.org) in order for mobile issues to be reported. Uchida reported, for the record, every vehicle entry must have a mnemonic provisioned against it and every person must have data entered into a field that says they are authorized to run CLETS. Uchida reported she believes there are enough mobile licenses now. Kidd reported he understands there

are issues with the mobile mapping as it pertains to routing, and he believes it has a lot to do with street costing. Uchida asked that any map failures be reported to her.

6.3.2.5 Dashboards

Uchida reported her team will be receiving Dashboard Training this week and Motorola will assist Uchida in making a station coverage report next week.

6.3.2.6 Printing from CAD

French reported she believes they have overcome many of the printing issues by determining what the best method was to provision printers. Kidd noted printing is a short term solution, and the long term is getting the data feed into the agencies' RMS or giving access to pull up times at the station.

7.0 OTHER ISSUES

None.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

None.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1510 hours. The next regularly scheduled meeting will be Monday, **July 9, 2018** at 1345 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



## **FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA**

MONDAY, September 10, 2018  
(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 14, 2018 MEETING
- 5.0 REGULAR AGENDA
  - 5.1 Fire/EMS Services Operational Task Team – Update (French)
    - 5.1.1 Policy Review and Approval
  - 5.2 Fire/EMS Technology – Update (Bloss)
    - 5.2.1 PremierOne CAD and Mobile Project Update
      - 5.2.1.1 Street Cost Committee development (Kidd)
      - 5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)
    - 5.2.2 Mobile Data Tech Group
    - 5.2.3 Tasks Update
- 6.0 OTHER ISSUES
- 7.0 ROUNDTABLE
- 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **November 5, 2018** (rescheduled from November 12) immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING  
MINUTES  
May 14, 2018**

1.0 CALL TO ORDER

Chief Rickabaugh called the meeting to order at 1513 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, Melody MacDonald, and Amethyst Uchida  
USERS: Kevin McClish (Boulder Creek Fire); Rob Ryan (Watsonville Fire); Chris Jones (AMR); John Stipes (Zayante Fire); Steve Kovacs (Scotts Valley/Branciforte Fire); Aaron Lowe (Aptos/La Selva Fire); Anthony Cephaloni (Central Fire); Ron Rickabaugh (Felton 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 MARCH 12, 2018 MEETING

With a motion by Kovac and second by Ryan, the minutes of March 12, 2018 were approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French reported that the Fire/EMS Task Team is putting the previously marked completed goal of “completing training on use of the mobiles” back in progress so that, after using the new CAD system for a while, additional training with the Users can happen in order to get the most out of the mobile system. French informed the group that the task team had a brief discussion regarding changing the standard dispatch format. The way the policy is currently written is that it is a very brief announcement of address and incident type. French noted she believes by mid-summer, or the end of summer, we should be able to hold dispatchers accountable to the standard dispatching format with guidelines. French reported the team has had discussions regarding the use of in service versus in quarters, status, move-ups and how important they are. The team also identified a list of issues and she has requested an email from each agency of their identified issues to ensure she has a complete list. She has received information from Central Fire and AMR.

5.1.1 Policy Review and Approval

None.



5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 PremierOne CAD and Mobile Project Update

Uchida reminded the group she needs issues forwarded to her. Cephaloni confirmed key coverage is no longer happening and Uchida noted there is a plan. Kidd noted dashboard training will be this week and Motorola will be helping to build this report. **Uchida will have Bloss follow up on AMR's connectivity issue.** Kovac inquired about the link for Active 911 and the fact that they are getting some of them, but not all of them. Uchida responded she has someone at Motorola looking into this issue.

5.2.2 Mobile Data Tech Group

No report.

5.2.3 Tasks Update

No report.

6.0 OTHER ISSUES

No report.

7.0 ROUNDTABLE

- Rickabaugh reported Felton Fire ran two calls this morning using their tablet.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1435 hours. The next regularly scheduled meeting will be Monday, **July 9, 2018** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

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