



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

USERS COMMITTEE MEETING AGENDA

MONDAY, November 9, 2015
1345 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 SEPTEMBER 14, 2015 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 Approve 2016 Users Committee Meeting Schedule
- 7.0 OTHER ISSUES
 - 7.1 Long Range Radio Infrastructure Management Planning Group – Update (Kidd)
 - 7.2 Text to 9-1-1 (Kidd)
 - 7.3 9-1-1 Phones/Console Equipment Update (Kidd)
 - 7.3.1 Alternate Site Deployment
- 8.0 CORRESPONDENCE
- 9.0 ROUND TABLE
- 10.0 ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **February 8, 2016** at 1345 hrs, immediately following the Law Users Subcommittee meeting.





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**USERS COMMITTEE MEETING
 MINUTES
 September 14, 2015**

1.0 CALL TO ORDER

Chief Grebil called the meeting to order at 1355 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated.

Present:
 USERS:

<u>Agency</u>	<u>Present</u>	<u>Absent</u>
Law:		
Capitola PD	Chief Rudy Escalante	
Hollister PD	Capt. Carlos Reynoso	
San Benito SO	Capt. Tony Lamonica	
Santa Cruz PD		DC Steve Clark
Santa Cruz SO		Lt. Greg Lansdowne
Watsonville PD		DC David McCartney
Fire:		
Aptos/La Selva	Chief Jon Jones	
Boulder Creek	Chief Kevin McClish	
Central	Chief Jeff Maxwell	
Felton		Chief Ron Rickabaugh
Hollister		Chief Bob Martin Del Campo
Santa Cruz		Chief Jim Frawley
		DC Jason Hajduk
Scotts Valley	Chief Daniel Grebil	
Watsonville	DC Chris Johnson	
Zayante		Chief John Stipes
SC/SB AMR	Brenda Brenner	
SC/SB HSA	Marcie Morrow	Celia Barry
CAL Fire		BC Dan Westbrook

SCR911: Dennis Kidd, Wolff Bloss, Stephanie Zube, and Melody MacDonald
 OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

There were no additions or corrections to the agenda.

4.0 APPROVE MINUTES OF MAY 11, 2015 MEETING

With a motion by Chief Jones and second by Chief Escalante, the minutes of May 11, 2015 were approved as printed.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Bloss reported the CAD RFI was released and the responses are due back by October 15. He informed the group that Uchida would like members of this group to provide her with names of people they would like on the CAD RFI Review Committee and has asked for Users to notify her via email. Members of the CAD RFI review committee will get copies of the CAD RFI responses. The initial review of the documents will, most likely, be done via email distribution and, in January, the committee will meet to review the information. Bloss reported the phone upgrade will begin November 9. This will mean an Alternate Site activation for, at least, a week. Kidd added there will be new dispatch consoles installed at the same time as the phone upgrade. Bloss informed the group there is a new way of doing tear and runs and CAD workstations that operate over a VPN rather than a leased line. There were some bugs to work out but Bloss wants the solution put out there so everyone is aware of it. He reviewed that in the past, the tear and run printers were on a leased line which can be expensive. Now there is a VPN device that can be hooked up to the printer. Tear and runs can be received over the internet. If you are already paying for an internet connection, there is no need to pay extra for a leased line. There needs to be a dedicated printer that has an ethernet port so the printer is not shared with another computer. McClish inquired if this is different than dedicated email. Bloss responded that this way is different as you print directly to the printer without email. Brenner inquired about the cost of licensing for CAD in San Benito. **Bloss will get Brenner a quote for the cost of licensing CAD in San Benito.**

6.2 Coordination on Major Events Involving Fire and Law

Zube reported the Watsonville officer involved shooting was discussed in Fire Task and the consensus is that the communication could have been better between Law and the EMS crew who was at the staging area. It was noted that the Watsonville patrol car drove by both the fire crew and AMR with the injured officer in their vehicle. The question arose of how to close the gap in communication. Zube noted she believes this can be accomplished by having coordinated incident command training and drills.

7.0 OTHER ISSUES

7.1 Long Range Radio Infrastructure Management Planning Group

Kidd reported the Long Range Radio Infrastructure Management Planning Group met July 30. For the 2015 UASI grant the group would like to, as a County, go together and put in for \$350,000 to upgrade all of the County-wide radios. He noted the group used 2014 Homeland security funds to put in fire receivers at UCSC and CalFire Felton. For the 2015 Homeland security, Kidd believes the group would like to buy new base radios for the six simulcast sites. Kidd informed the group, for 2016, DeFava would like to buy new radios for the microwave system. Maxwell added there is continued talk about exploring potential cell tower sites in the Soquel area.

7.2 Text to 9-1-1

Kidd reported the agencies involved in the text to 9-1-1 project are Santa Cruz, San Benito, Monterey Counties and CHP. They are all moving forward together as a group. The agencies have been working collaboratively with the State to determine the funding model, and this should not cost the agencies anything as it is part of the 9-1-1 system. The vendor has been selected and the text to 9-1-1 capability will be a part of the new phone upgrade. At this point, all of the agencies are working on their own individual projects. Kidd reminded the group this is a goal of the agency for this calendar year.

7.3 9-1-1 Phones/Console Equipment Update

Kidd reported that on November 9, all of the consoles will be replaced and the 9-1-1 phones upgraded. The vendor has been chosen. It will cost the agency \$40,000 for a \$213,000 system due to the use of State 9-1-1 funds. The layout of the room will be different and work better for coordinating law and fire. Kidd noted the proposal goes to the Board in September for approval and the project should be complete by mid-November. Escalante inquired of Kidd what he sees as the biggest challenge moving forward in the next twenty years in regards to equipment or being able to provide the customer service that the agency would like to provide. Kidd responded that what will be changed operationally with the design will be to have the Sheriff's office in the middle of the room which should help with efficiency. He informed the group of a new Help Desk position idea which would mean adding staff in dispatch who would be in charge of doing specialty tasks out on the floor. Escalante inquired if Kidd sees the agency running out of space in 10-20 years? Kidd responded that he does not think so and noted there is a console being added in the new design project.

7.3.1 Alternate Site Deployment

Kidd informed the group both the Watsonville and Hollister Alternate Sites will be activated during the 9-1-1 phone upgrade and console project. He noted the dispatchers have asked for geography training in San Benito County. During the Hollister activation, there will be a two hour window during the dispatchers' shift where they have geography training.

8.0 CORRESPONDENCE

None.

9.0 ROUNDTABLE

None.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1416 hours. The next regularly scheduled meeting will be Monday, **November 9, 2015** at 1330 hours at the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Senior Administrative Assistant