



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 17, 2014
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 8, 2014 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)
- 7.0 OTHER ISSUES
 - 7.1 Ebola Screening– Update (Kidd)
 - 7.2 Long Range Radio Infrastructure Management Planning Group – Update (Kidd)
 - 7.3 Organizational Changes (Kidd)
 - 7.4 Text to 9-1-1 (Kidd)
 - 7.5 Monterey County Agencies (Kidd)
- 8.0 CORRESPONDENCE
- 8.0 ROUND TABLE
- 9.0 ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **February 9, 2015** at 1345 hrs, immediately following the Law Users Subcommittee meeting.





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**USERS COMMITTEE MEETING
 MINUTES
 September 8, 2014**

1.0 CALL TO ORDER

Lt. David McCartney called the meeting to order at 1350 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	Capt. Tom Held	
Hollister PD	Sgt. Dan Winn	
Hollister PD		
San Benito SO	Capt. Tony Lamonica	
	Capt. Eric Taylor	
Santa Cruz PD	DC Steve Clark	
Santa Cruz SO		Lt. Jim Skillicorn
Watsonville PD	Lt. David McCartney	
Fire:		
Aptos/La Selva	Chief Jeff Terpstra	
Ben Lomond		Chief Stacie Brownlee
Boulder Creek	Chief Kevin McClish	
Branciforte		Chief Pat O'Connell
Central	Chief Jeff Maxwell	
Felton	Chief Ron Rickabaugh	
Hollister		Chief Michael O'Connor
Santa Cruz		Chief Jeff Trapp
Scotts Valley	BC Ron Whittle	
Watsonville	DC Rob Ryan	
Zayante		Chief John Stipes
SC/SB AMR	Brenda Brenner	
SC/SB HSA	Celia Barry	
	Joseph Alvarado	

SCR911: Dennis Kidd, Amethyst Uchida, and Stephanie Zube
 OTHERS: Gary Bramer, Co. Radio Shop

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 12, 2014 MEETING

With a motion by Maxwell, the minutes of May 12, 2014 were approved as printed.

5.0 PUBLIC COMMENTS

Mary Lee addressed the Board regarding the project of the Ladies Fire Auxiliary in collecting stats on falls of elderly in the area. Drew Johnston, representing the Alumni Association, addressed the Board regarding getting access to the same information from Active911 as the Fire Departments receive.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

- CAD Replacement Project
Uchida reported the CAD replacement project is in the stage where Netcom is investigating what CAD systems are out there. They have, so far, received two software demos. Said demos are short and intended to provide an overview of the features available. There will be additional demos. Once a list of vendors has been established and the range of costs outlined, Uchida will be forming a CAD Replacement Committee and looking for input from the agencies on which features are important to them. More intensive demos will begin at this time. Uchida hopes to have an RFP by February 2017 with full replacement by August 2018. Barry inquired what criterion has been used for selecting vendors for the demos. Amethyst responded she is looking for vendors that have served large agencies. She has eliminated vendors that do not have, at least, an eight position PSAP. She is also looking at vendors who provide multi-disciplinary CAD systems. Barry inquired if Uchida has reached out to organizations that serve agencies such as SCR911. Amethyst responded she has reached out to Shasta and Broward County, Florida. Kidd noted Monterey County is two years ahead of Netcom in the process of their CAD replacement which should be helpful as we can follow their progress. Uchida asked the agencies to suggest any CAD vendors they may know of that they would like her to consider.
- UPS Replacement Project
Amethyst reported SCR911 is replacing their uninterruptable power supply next week, beginning Monday and ending Friday at 1800 hours. The expectation is there will be some power disruption at Netcom, possibly on Monday and for sure on Friday. This will mean no CAD and no automated paging. The Ops Team and Systems will be meeting to discuss the list of systems that will not be available because of CAD being down. Dennis added the Alternate Sites will be activated next week and all dispatching will take place from there for the entire week. He

noted Netcom is working with Bramer to clean up the radio quality issues that existed from the Alternate Sites a couple of weeks ago. Kidd asked that the agencies let Netcom know, early in week, if there are any quality issues so we can attempt to fix them quickly. McClish inquired if there would be no Yellow. Amethyst responded she is not sure and asked Bramer to check. Amethyst informed the group the training materials at each Alternate Site have been updated.

- 6.2 Coordination on Major Events Involving Fire and Law
No report.

7.0 OTHER ISSUES

7.1 PulsePoint Update

Kidd reported PulsePoint is out there and working. The media kick off was last week with good coverage by the media. There is need to continue to promote and encourage citizens to download the app. Kidd asked that the agencies spread the word with the community. There are business-sized cards to be handed out to people who have just become CPR certified. Maxwell noted the address on the map is not specific enough. Kidd responded there should be text somewhere that tells the specific spot of the incident.

7.2 Code Red Emergency Notification System

Kidd reported Code Red, the new reverse 9-1-1 system, seems to be working well. This system notifies the community based on a map as well as notifying the agencies based on a list. The list format used for the last system is different so Netcom has been working with individual agencies. Terpstra noted their agency used it a couple of weeks ago for strike team activation and they really liked the custom ability.

7.3 Long Range Radio Infrastructure Management Planning Group

Kidd reported the Long Range Radio Infrastructure Management Planning Group has not met again since the last meeting. He reminded the committee that this is the County group that recommended to the UASI group that money be spent on radios. Kidd does not know the latest update on the project. He believes the group will be looking for a fire district representative to be a part of the group in the near future.

7.4 Organizational Changes

Kidd reported Operations Supervisor, MillerAyers, resigned. A test was done for an Operations Supervisor, and an eligibility list developed, in case he needs to promote one. This week there will be a test for an Operations Division Manager. The Operations Division Manager will report directly to Kidd and manage the Operations Supervisors. There are four candidates, one internal and three external. Kidd noted, should he promote internally, there will be a promotion into the Operations Supervisor position.

7.5 Monterey County Agencies

Kidd gave the group background on the request from Salinas to have a feasibility study performed to determine if Netcom could dispatch for them. Kidd has been directed by Netcom's Board of Directors to write an RFP to solicit a feasibility study to see if it is

feasible for Netcom to dispatch for the City of Salinas and other Monterey cities. He noted the County's EOC is moving out of Netcom's building by June of next year. Kidd does not know if a dispatch center for Salinas would even fit in that space so that would need to be addressed in said feasibility study. The other item to be addressed in the study is what it would cost for Salinas to stand up a dispatch center in Netcom's building. He noted Netcom would have no equipment for Salinas like it did for San Benito & Hollister. Kidd informed the group Salinas has a two-year time frame with Monterey County in which they would need to give notice. He noted Salinas has a sales tax ballot measure to build a new police department. If that measure passes, a communications center could be built into the new department. Following the next Board meeting, there will be a contract signed between Netcom and Salinas stipulating that all costs of the study and hiring a consultant will be paid for by Salinas.

7.6 Approve Meeting Schedule for 2015 Calendar Year

Terpstra made a motion to approve the 2015 calendar year meeting schedule located in the packet. Rickabaugh seconded. The meeting schedule was approved.

8.0 CORRESPONDENCE

None

9.0 ROUNDTABLE

- Brenner reported the Santa Cruz County Fair is happening this week.
- Held reported the Capitola Art & Wine Festival is this weekend.
- Rickabaugh agreed the quality of the radio from the Alternate Sites made it sound like the dispatchers were in a tin can.
- Kidd reported three new dispatchers started today.
- McCartney reported WPD is looking at four new hires starting in mid-September.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1425 hours. The next regular Users meeting is scheduled for Monday, **November 17, 2014 at 1345**, immediately following the Law Subcommittee meeting.

Minutes by: Beth Wann, SCR911 Senior Administrative Assistant