

**Verdugo Fire Communications Center**  
**TASK FORCE MEETING**  
**February 13, 2007**  
**MINUTES**

**Persons Present:** Lynda Sims, Jason Pfau and Don Wise (Verdugo); Bruce Stedman and Tom Phelps (Alhambra); Kevin Costa (Pasadena); Ryan Phillips (Monrovia); Bob Gattas and Tony Trabbie (Arcadia); Rich Garstang (San Gabriel); Mark Khail and Randy Harper (Monterey Park); Steve Heydorff (Sierra Madre); Jim Anderson (San Marino); Kenet Robertson (Burbank); Harold Scoggins and Lenia Scanlon (Glendale/Verdugo)

**1. Updates from Don Wise**

**ISO Evaluations** – Verdugo’s section (10% of score is dispatch) has been revised with additional detail and schematics and the update was submitted for SNM and MPK’s evaluations. Anyone interested in obtaining a copy on CD may contact Don Wise at (818) 548-3313.

**EDIS Notifications** – EDIS is the source for many of the notifications VFCC sends out regarding fire weather, earthquakes, etc. and due to technical problems at EDIS there has been a lapse in Verdugo receiving these updates. Since the group feels this information is useful, we will continue to look for a way to restore or replace it.

**ROSS (Resource Order and Supply System)** – Verdugo will be acquiring the ROSS software later this year, after the training requirements have been met.

**Radio Training Field Guide** – Don Wise and Manny Soto prepared a guide for Glendale and would be happy to revise it into a more generic form if other agencies feel it might be useful for training purposes.

**Recording of RED9** – It is hoped that this direct channel can be used as an alternative to a repeated channel during incidents if Glendale’s Radio Shop can determine why the receiver on Mt. Thom is not providing adequate sound quality.

**2. ReddiNet**

**a. Hospital Status on ReddiNet System** – Capt. Godfrey from Glendale surveyed the 11 cities to determine in what order they would like their hospital status relayed to them by Verdugo. The following hospital status order was approved by each Task Force member for their agency:

**ALH** – ALH, SGV, GARF, MPK, HMH  
**ARC** – ARC, SGV, HMH, FP, EV  
**BRK** – SJH, MEMO, ADV  
**GLN** – ADV, MEMO, VHH, SJH  
**MPK** – GARF, MPK, BEV, SGV, ALH  
**MRV** – ARC, HMH, FP, KB  
**PAS** – HMH, VHH, ARC, ADV, SGV, ALH  
**SGB** – SGV, ALH, ARC, GARF  
**SMD** – ARC, SGV, HMH, FP, EV  
**SNM** – HMH, SGV, ARC, GARF, VHH, ALH  
**SPS** – HMH, ALH, SGV, VHH, ADV

**b. Hospital ED Status on Handheld Devices for RA’s**

Edwin Evans, Director of Medical Communication Systems at HASC, the parent company of ReddiNet, will be here during the March Task Force meeting to answer any questions we have regarding displaying hospital status on handheld devices. He is scheduled to arrive at 9:30 a.m.

**3. Radio Issues**

**a. Verdugo Air > Ground Channel**

Current recommendation is for any arriving aircraft to look for a first-onscene Incident Commander on the LA County Tac 19 channel (154.400 VHF). If this frequency is not appropriate for the incident, the pilot and IC can agree on another channel. We are pursuing a letter from Chief Gray as the Area C

Coordinator to the appropriate people at LA County Fire and LAFD to formalize this as procedure or ask for an alternative recommendation.

**b. Use of Tactical Channels – Repeat vs. Direct**

Suggested policy is that the tactical channel first assigned to an incident (usually RED2) automatically be considered the command channel. As units arrive at the incident, they can be assigned on Simplex/direct channels instead of requesting an additional repeated channel because repeated channels are such a limited resource. For incidents that cover a large geographic area like brush fires, repeated channels will still be necessary for most units/responders. Please inform all Operations Chiefs and also remind them that the direct channels are not currently recorded by Verdugo.

**NOTE:** Verdugo is sometimes unable to monitor the assigned tactical channel during a working fire, so IC’s are asked to convey requests to Verdugo for additional resources and equipment on **RED1 only**.

This is a staffing issue – with only three people on duty from 8 pm to 8 am, one person staffs the radio position and two are call-takers. Verdugo will monitor the assigned tactical channel on working incidents through size-up, and then continue to monitor the assigned tactical channel as feasible. A working incident is considered an active fire or other incident with extensive radio traffic. On all other incidents, Verdugo will monitor the assigned tactical channel only through size-up.

**c. “East- and South-End” Radio Coverage**

Monterey Park has expressed concerns about their voice radio coverage and they are currently mapping which areas are the worst. It is expected that these coverage issues will be resolved with ICIS. Verdugo is also looking into the possibility of a temporary repeater for voice radio at Garvey or another site in the interim, until ICIS is fully implemented.

**d. ICIS –** Verdugo is meeting with Glendale’s Radio Shop on 2/21/07 to discuss how soon ICIS can be implemented, now that the last few Area C agencies are completing their hardware purchases and firmware upgrades. At the 2/13/07 Glendale City Council meeting, a resolution to appropriate FY2006 Urban Area Security Initiative (UASI) funds was approved and a portion of these monies is earmarked for ICIS. Another portion of the ICIS funding will come from Verdugo’s Equipment Replacement Fund. One question arose about agencies having to pay monthly fees for licensing or usage of individual radios once Verdugo moves to ICIS. The answer is no, there are not expected to be any monthly fees; improved radio coverage will simply be one of the benefits you receive as a member of the Verdugo System.

**4. Premise Information Updates**

Jason downloaded the current premise information files from CAD and provided them in Excel format that looks something like this:

City	Number	Dir	Street	Suffix	Type	Retention Days	Exact	Entered By	Text1	Text2
ALH	300	E	RAMONA	RD	FH	999	N	G525	*** ODD NUMBERED SIDE OF RAMONA RD IS NORTH OF 10 FWY ***	*** EVEN NUMBERED SIDE OF RAMONA RD IS SOUTH OF 10 FWY ***
ALH	400	W	RAMONA	RD	FH	999	N	G525	*** ODD NUMBERED SIDE OF RAMONA RD IS NORTH OF 10 FWY ***	*** EVEN NUMBERED SIDE OF RAMONA RD IS SOUTH OF 10 FWY ***
ALH	400	E	RAMONA	RD	FH	999	N	G525	*** ODD NUMBERED SIDE OF RAMONA RD IS NORTH OF 10 FWY ***	*** EVEN NUMBERED SIDE OF RAMONA RD IS SOUTH OF 10 FWY ***
ALH	101	S	SECOND	ST	FH	999	N	G537	HYDRANT ON SECOND STREET OOS PER WATER DEPT	
ALH	1205	W	WOODWARD	AV	FH	999	Y	G517	RESIDENT HAS LOCK BOX-CODE #SPI	
ARC	16		ALTA	ST	FH	999	Y	A045	GANG AFFILIATION	
ARC	1010		ALTA VISTA	AV	FH	999	Y	A045	GANG AFFILIATION	
ARC	763		ARCADIA	AV	FH	999	Y	A045	GANG AFFILIATION	
ARC	933		ARCADIA	AV	FH	999	Y	A045	GANG AFFILIATION	
ARC	1009		ARCADIA	AV	FH	999	Y	A045	GANG AFFILIATION	

ARC	301	N	BALDWIN	AV	FH	999	Y	G525	---PARK POLICE: 213-845-0080
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We passed out hard copies and we will also email the Excel file of their city's premise history information to any Task Force member desiring it, along with instructions about entry, updates and deletions of these records from CAD. Special rights must be granted in CAD to revise your city's premise information – please contact Jason Pfau at (818) 548-6408 to request this.

**5. Foothill Training Officers' Proposed Coverage Plan for Area-wide Training** – There was much discussion about the proposed training & station coverage plan proposed for upcoming Area-wide RIC training. The general consensus was that the training could ideally be spread over more days with fewer units at each session to lessen impact on coverage of Area C districts, and that it would be better to have training venues closer to the stations they serve, like Burbank Training Center for west-end agencies and somewhere like Schneiders Collision Repair in Monrovia for east-end agencies. There was also agreement that taking RA's out of service is unacceptable but that it's vital to provide a video that also includes Q & A from all of the training sessions so the paramedics can receive the training that way. It is suggested that a dispatcher or two attend the training as well and bring the information back to Verdugo. The RIC committee has invested hundreds of man-hours in planning this important training, striving to achieve a level of consistency across all Area C agencies and also to provide some of the "face recognition" that comes from training with people from other agencies. Verdugo is working with them to make revisions to the plan for the upcoming RIC training, but the resulting schedule and coverage configuration will most likely only be for these RIC sessions. Development of a template or model for future Area C-wide training will have to occur at the Fire Chief level.

## 6. Verdugo News

### a. Staffing

Jennifer Speed returned Jan. 16 full-time as an FCO.

Cindy Williamson has returned as a part-time Fire Communications Operator, and Linda Coogan will also return to provide part-time assistance as an FCO in two weeks.

An offer was extended to one prospective full-time FCO contingent upon passing medical & psych exams. Expected start date is early- to mid-March. Several other possible FCO's still in back-grounds, and 124 FCO applications are being evaluated by Don Wise and Manny Soto for the next testing process.

The Fire Communications Administrator job bulletin was approved by the Civil Service Commission 2/14/07 and we expect to post the bulletin 2/20/07.

### b. Upcoming Purchases

Rear screen projection system upgrade & UPS system replacement are in the requisition stage.

Third-row furniture to create three additional dispatch workstations is expected in the next few weeks, and Jason is preparing specs for the computers that will be placed there.

### c. CAD Replacement Update

#### Mapping on the dispatch floor:

We tentatively plan to implement mapping on the dispatch floor Feb. 28.

#### Mapping on the mobile computer terminals (MCTs) in the rigs:

Jason and Lenia revised the functionality of the vendor's map product to better reflect what sworn personnel in the field are used to seeing and using. This revised configuration was submitted to the CAD vendor for programming and testing.

#### Automatic Vehicle Location (AVL):

- AVL client software is ready to be installed on Test-CAD system as soon as mapping goes live at the end of February. Engine 21 will likely be the first "guinea pig," followed shortly thereafter by at least one Burbank and one Pasadena rig.
- We have 160 Garmin 18 GPS units ready to go; other details related to USB cables, brackets, licenses for serial port emulation, etc. are in progress.

- We are scheduling a meeting with the tri-city Radio Shops to discuss installations of mobile mapping and AVL in late February. We tentatively plan to do both simultaneously because both involve taking front-line units off the road for a couple of hours apiece. Verdugo is buying all the hardware and plans to pay for whichever installations have to be done by an outside agency.

**Automatic Vehicle Routing and Recommendation (AVL):**

Our programmer is already beginning work on the Automatic Vehicle Routing and Recommendation (AVRR) portion of the CAD upgrade, although it will not be installed on the test-CAD system until AVL and mobile mapping have been fully installed, tested and accepted by Verdugo.

**Answers to frequently asked questions:**

- Once the AVL hardware is in place, when you're dispatched on a call, the map will automatically center on the location of the incident. You'll also be able to see your location on your unit's MCT, but you won't be able to see the other 100+ units in Area C (due to bandwidth limitations). Only Verdugo will be able to see everyone's location.
- The "Routing" part of AVRR refers to an internal calculation that CAD will do to see which unit(s) can arrive soonest at an incident based on their current locations relative to the incident's location.

**7. Equipment Recommended on Specialized Assignments**

Code	Incident Description	Engines	Trucks	RA's	BC's	USAR's	Other
<b>BUILD</b>	Building Collapse Rescue	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	
<b>DERAIL</b>	Train Derailment	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	
<b>MTNRES</b>	Mountain Rescue	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	
<b>PLANE</b>	Plane Accident, Down or Fire	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>+ copter</b>
<b>SWR</b>	Swift Water Rescue	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>+ copter</b>
<b>TRENCH</b>	Trench Rescue	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	
<b>USAR</b>	Collapse/Extrication/Rescue	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	
<b>WMD</b>	Weapons of Mass Destruction	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>+ hazmat</b>

- When the USAR task force met 1/10/07, they approved the equipment recommendations above that the Verdugo TF had proposed. TF representatives agreed that they had discussed them with their agencies and all approved as well. Manny Soto will be asked to enter these changes into CAD.
- Logging in personnel for the 13 USAR positions on a daily basis: Lenia and Chief Johnson agreed on the preliminary design and functionality for this new feature on the Unified Response web site and Lenia is meeting with the web developer on 2/16/07.
- Chief Johnson from Pasadena supplied a memo that raised some important questions regarding the way Area C cities define and dispatch Trucks when another agency's Truck is out of service mechanical. The following suggestions were made to address this issue:
  - ◆ When a Truck is taken out of service, the on-duty B.C. will notify neighboring agencies that might be impacted regarding the nature and duration of the expected lapse in Truck coverage.
  - ◆ Units placed in service in lieu of a Truck will be designated based on the actual type of apparatus, not the substitute function. Thus a reserve Engine that responds with a pickup that carries equipment normally found on a Truck would be numbered according to the Verdugo 700 series, such as E761 for a MPK reserve Engine. Verdugo will continue to dispatch the closest appropriate Truck, but it is up to the discretion of the Fire Chief and on-duty B.C. if they wish to cancel the Truck and use a less conventional substitute apparatus for Truck responses in their city such as a reserve Engine/pickup combination or a USAR. Under no circumstances will Verdugo designate as a Truck any unit except a fully certified, equipped and functional Truck with at least three personnel on board.

- ◆ Efforts are being made to identify a reserve Truck that may be used by Area C agencies with a Truck OOS, and also to negotiate temporary automatic aid from LA County Fire for Truck coverage of brief durations.

## 8. Cross-Staffing of Units

Verdugo agencies were asked to provide a list of which units are taken out of service or co-dispatched under special circumstances like USAR, Hazmat, rescue cushion, etc. situations. Area C agencies are asked to review the following information and return to the next Task Force meeting with additional details that apply to their agencies. Be sure to stipulate not only which personnel will staff the specialized apparatus but whether an additional vehicle such as a utility will accompany it and which unit(s) will remain in the station while their personnel staff the specialized unit. All are also invited to assist Verdugo with generating a list of standards that apply to the special apparatus. For example, “All USAR-Heavy responses require a minimum of six persons” “A Truck will have a minimum of three persons on board,” and so forth.

AGENCY	UNIT	STAFFED BY	COMMENTS
ALH	USR71	<b>Incident in the city:</b> Staffed with 3 E71 personnel (or T71 personnel if no US&R personnel on E71, but T71 remaining in service) and one additional Engine and T71 with hopefully all US&R personnel on those apparatus.	<b>Incident out of the city:</b> US&R 71 staffed with six US&R personnel. (Are we sending the unit as a heavy US&R?)
ARC	S/T Response	3 people of E106 + 1 FF/PM from RA106	RA106 is then OOS until backfilled by emergency recall
	USR106	E106 (3 people) + T101 for manpower	E106 may be backfilled depending on expected inc duration
	AU106	E106's personnel	E106 may be backfilled depending on expected inc duration
	OOJ fires	RA106 responds outside the city with T105 if RA105 is available to cover incs in ARC	
BRK	Hzmt12	T12's personnel	E12's crew goes with them as a task force. BRK & GLN hzmt teams are in discussions about responding as a task force to free up a resource for each city.
	WT16	1 Engr., 1 FF, usually from FS16	Coverage is immediately hired back for these two positions
GLN	Hzmt24	E24's personnel	
	USR29	Potentially 6 personnel from E29 & T29 when dispatched as a Heavy	
MPK		E61's personnel	
MRV	WT101	T101's Capt. & Engr.	
	T101	Supplies manpower for USR106	
	OES-228	E102 personnel	
PAS	USR32	Engine 32 unless they are on a response, then T32 should staff the unit, leaving their Truck at 32's. If E32 is in quarters T32 will go <u>out of service</u> ; the RA will be at the discretion of one of the station captains. If they respond, they will place themselves <u>out of service</u> .	
	Rescue Cushion 32	All 10 people at Station 32 cross-staff this apparatus, with only one firefighter moving over to the vehicle.	E32, RA32 and T32 all go out of service assigned to inc.
	RA733	1 FF from E33 responds with the RA, E33 remains in service with 3 personnel	We will not take a FF/PM off RA33 to staff 733.
	MIRV34	Cross-staffed with personnel at the discretion of the BC	

<b>SGB</b>		<i>[Depends partly on decisions being made by MPK]</i>	
<b>SMD</b>			
<b>SNM</b>		<i>[No specialized apparatus]</i>	
<b>SPS</b>			

NOTE: Please remind Captains to be clear in their phrasing over the radio when their unit is out of service as an Engine or Truck due to cross-staffing of a specialized rig.

## 9. Roundtable Discussion

**ALH:** Issue of new VHF radios (21 portables) is going before City Council soon to replace obsolete radios. Truck going back in service hopefully today. Training tower available to other Area C agencies – just contact Chief Cermak at (626) 570-5199. Alhambra has put a new unit in service as part of the San Gabriel Arson Task Force. The vehicle used to be a paramedic squad but has been converted and is now designated ARSON7.

**GLN:** Congratulations to new Deputy Chief of Operations Steve Howard (over Operation platoons and Training/Safety section) and Deputy Chief of Administration Harold Scoggins (over Verdugo, EMS, Mechanical Maintenance, Facilities, Apparatus, Fire Prevention, and Human Resources & Community Services sections).

**MRV:** ICIS-compliant mobiles, portables and station alerting radios should be in place by mid-February. P-25 compliant.

**ARC:** Fully ICIS-compliant now. Chief Lugo expects to retire in July.

**MPK:** Thanks for the past two years of excellent dispatch service from Verdugo.

**BRK:** When supplemental information is received following a dispatch, the font size seems half as large – asking Jason to check into making it the same size as the dispatch text.

**SNM:** Thanks to Verdugo staff for assistance with the recent ISO audit.

**SMD:** Ready for ICIS by March. Application for paramedic service is at DHS, will probably have them in service in April.

**VFCC:** Glitch in Burbank Airport phone line has been repaired. Apparently someone stole the copper wiring and it had to be replaced. Also, please remind your people about not “self-dispatching” – if they want to assist with a working incident, they need to check in with the I.C., receive an assignment, and have the I.C. radio Verdugo that you are assigned to that duty. Also note Don Wise’s clarification on Verdugo monitoring tactical channels during a working fire in item 3b above. Anyone wishing to check the status of their agency’s units may use the US (unit status) command in CAD with their agency’s three-letter designation, such as **US GLN**.

**Next Meeting:** Tuesday, March 13, 9 a.m. at Verdugo, including ReddiNet presentation by Edwin Evans of Hospital Association of Southern California.

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### ACTION ITEMS

Please fax to Don Wise (818-240-5895) your completed “Preparing for ICIS” form by Feb. 22.

Let Verdugo know if your agency conducts a drill using RED9 so we can continue to test this.

Remind all Chief Officers that requests for additional resources and equipment during a working incident should be made on RED1.

Check with your EMS Coordinator regarding any questions they might have about display of ReddiNet on handheld devices or feel free to bring an EMS person with you to the next TF meeting. The ReddiNet portion will begin at 9:30.

Bring any additional information regarding cross-staffing of units to the next TF meeting.