

**Verdugo Fire Communications Center**  
**TASK FORCE MEETING**  
**April 8, 2008 Agenda**

*Persons present: Ray Krakowski, Harold Scoggins, Marty Johnson, Brent Bartlett, Rich Garstang, Randy Harper, Jim Anderson, Steve Alva, Dave Odell, Dave Dennis, Jason Pfau, Don Wise, Lenia Scanlon*

**I. New Business**

- A. Reddinet** – The cost estimate from the vendor was \$53,000 to give us the same functionality LA County has. Jason and Lenia redesigned the specs to tailor them better for Area C and the cost came down to \$30,000. This work could be completed before June and will deliver diversion status of 14 Area C hospitals directly to the mobile computer terminal with one-button access.
- B. Northrop Grumman Public Safety Conference May 5-9** (Universal City Hilton)  
Need an Area C apparatus for display Thursday afternoon, May 8, 3:30-5 p.m. Volunteers?
- C. VPN Interruption Impacting NFIRS** – On Sunday, April 27, Glendale servers must be powered down from 7:30 to 11:30 a.m. for a power circuit upgrade. *During this time, incidents will not be transferred from CAD to your FireHouse or SunPro system.* After 11:30, the accumulated incidents should all come through when connection is reestablished. Morning log-in that day should be completed before 7:30 a.m. if possible; otherwise a mobile computer terminal in one of your rigs may be used to send the log-in over the data system. The command for this is UI. *Paging will also be inoperable during this time, and Verdugo will have to contact Schaeffer Ambulance via phone for incidents in MRV. It is possible that the Daily Strike Team Sign-up function will also be inoperable during this time.* Please perform your daily strike team availability sign-up at noon that day. CAD and mobile computer terminal systems should be fully operational during this time, as will phones.
- D. Unified Response & Verdugo web sites** – Have been combined. Both addresses, [www.unified-response.org](http://www.unified-response.org) and [www.verdugofire.org](http://www.verdugofire.org), now point to the Unified Response web site.
- E. Definitions of Enroute Time, Onscene Time, and Response Time for consistency** – Policies about when to press the “Enroute” button vary between our departments. The Task Force recommends that Area C adopt a single standard so their statistics can be compared in a meaningful way. It was agreed that “suited up, belted in and driving out of the station” is the point where the Enroute button should be pressed, and not before. If two minutes have elapsed without the Enroute button being pressed, Verdugo will contact the unit via radio. It is expected that this clarification of procedure will have the added benefit of revealing those fire companies or stations where there tend to be delays leaving the station. NFPA 1710 (2001) defines Response Time as *“The time that begins when units are en route to the emergency incident and ends when units arrive at the scene,”* and Turnout Time as *“The time beginning when units acknowledge notification of the emergency to the beginning point of response time.”* Note that this acknowledgement of notification is sent to Verdugo automatically by the station alerting system to acknowledge the dispatch. NFPA 1710 sets a goal of one minute for turnout time (dispatch to leaving the station) and four minutes’ travel time for the first arriving unit (the time from leaving the station to arriving onscene). Beginning May 1, Verdugo statistics will include times for dispatch to enroute, enroute to onscene, and the sum of these two: dispatch to onscene.
- F. Specs for Mobile Computer Terminals** – Anyone considering MCT purchase in the coming year is advised that the new Intel Atom processor will be released later in 2008 so you might want to delay until it becomes available. Computers with the new chip are far less likely to overheat. The number of easily accessible USB ports is also critical. Please contact Jason at (818) 548-6408 with any questions.

**II. Updates on Continued Issues**

- A. Radio Procedure Policy Feedback** – Received from ALH, ARC, MPK, PAS, SGB so far. Please circulate it in your department and forward input/comments to [dwise@ci.glendale.ca.us](mailto:dwise@ci.glendale.ca.us). It is expected that this policy will be published no later than May 31.

**B. Dispatching Trucks – Two Trucks are dispatched on the following types of incidents:**

Type Code	Description	Units Dispatched
<b>ALARMF</b>	Fire Alarm - Full Assignment	2T 3E 1RA 1BC
<b>APPL1</b>	Appliance Fire - Major	2T 3E 1RA 1BC
<b>APT</b>	Apartment House Fire	2T 3E 1RA 1BC
<b>ELECF</b>	Electrical Fire	2T 3E 1RA 1BC
<b>FLOW</b>	Sprinkler System Activated	2T 3E 1RA 1BC
<b>FULL</b>	Misc. Response Full Assignment	2T 3E 1RA 1BC
<b>GARAGE</b>	Garage Fire	2T 3E 1RA 1BC
<b>GASI</b>	Odor of Natural Gas Inside	2T 3E 1RA 1BC
<b>GMAIN</b>	Broken Gas Main	2T 3E 1RA 1BC
<b>HOUSE</b>	House Fire	2T 3E 1RA 1BC
<b>RAIL</b>	Train Fire	2T 3E 1RA 1BC
<b>SMOKEI</b>	Smoke in a Structure	2T 3E 1RA 1BC
<b>STR</b>	Structure Fire	2T 3E 1RA 1BC
<b>UNKF</b>	Unknown Type Fire	2T 3E 1RA 1BC
<b>VEHSTR</b>	Vehicle Fire in a Structure	2T 3E 1RA 1BC
<b>WMD</b>	Weapons Mass Destr. Event	2T 3E 1USR 2HM 1AU 1RA 1BC
<b>EXPLO</b>	Explosion Seen or Heard	2T 3E 1USR 2HM 1RA 1BC
<b>DERAIL</b>	Train Derailment	2T 3E 2USR 1HM 2RA 2BC
<b>PLANE</b>	Plane Accident, Down or Fire	2T 3E 2USR 2RA 2BC 1HL
<b>ALERT3</b>	Plane Accident, Down or Fire	2T 3E 3CRASH 2RA 1BC

During FY06-07, the following numbers of these incidents occurred in Area C cities:

Type Code	ALH	ARC	BRK	GLN	MPK	MRV	PAS	SGB	SMD	SNM	SPS	Subtotals
<b>ALARMF</b>	6	5	19	28	2	2	25	1			3	91
<b>APPL1</b>	13	13	20	44	7	6	24	4	2	1	7	141
<b>APT</b>	10	5	18	37	9	5	26	6	5	1	3	125
<b>ELECF</b>	5	16	18	17	9	12	31	7	5	10	5	135
<b>FLOW</b>	2	1	4	5		2	7	2				23
<b>FULL</b>		1	1	3	1	1	1					8
<b>GARAGE</b>	5	4	6	7	2	3	6	1	1		1	36
<b>GASI</b>	7	3	22	37	11	13	38	4	4	6	8	153
<b>GMAIN</b>	1	4	11	10	5	3	17	2	2		4	59
<b>HOUSE</b>	26	30	32	37	10	10	52	13	5	4	4	223
<b>RAIL</b>												0
<b>SMOKEI</b>	23	23	67	60	13	16	78	9	5	12	9	315
<b>STR</b>	16	8	33	19	17	9	41	9		1	4	157
<b>UNKF</b>	8	4	6	11	3	1	4	2	2	1	2	44
<b>VEHSTR</b>	2	2	5	4	2	1	2	2			1	21
<b>WMD</b>												0
<b>EXPLO</b>		1	2				1					4
<b>DERAIL</b>												0
<b>PLANE</b>							1					1
<b>ALERT3</b>			2									2
<b>Subtotals</b>	124	120	266	319	91	84	354	62	31	36	51	1,538

Next month we will continue our discussion about whether two Trucks are needed on all of these incident types, whether one Truck would be sufficient for some types, or whether a fourth Engine might supply the additional manpower needed instead. Please be prepared to share your department's perspective on this.

**Please remind your suppression people:**

- ◆ Cancel the second Truck immediately if it's not needed.
- ◆ Always strive to keep others in the loop when you're taking a Truck out of service for more than a few minutes. If Trucks from two of the eastern cities are OOS simultaneously, Pasadena's Ops Chief should be aware that his Truck might be needed.

- C. AVL/Mobile Mapping** – We have identified a few issues in the mobile map that we're passing back to the vendor so they can give us patches/fixes. In the meantime, we're taking the mobile map off all apparatus and rolling out AVL to every piece of equipment that has an MCT. Flash drives with the application were distributed to members of the Task Force, along with a hard copy of the instructions. In the next few months there will be at least one more occasion when something must be loaded on every MCT, so it is suggested that agencies without a Radio Shop might consider asking a city IT person to do the installs, to minimize cost. We will try to combine the ReddiNet and mobile map installs into one future load for the MCTs, if the timing works out. Goal: complete AVL installs on frontline apparatus in two weeks (by 4/23/08) and on reserves by the end of April. Please be certain the installer has a hard copy of the instructions (attached to this email) and follows them carefully. You may also want to give them a list of all frontline and reserve apparatus to make sure they check off each one and don't miss any.
- D. Verdugo Staffing** – Our newest Fire Communications Operator started her training April 1, so now we're fully staffed on the dispatch floor.
- E. Air to Ground Channel** – A request will be conveyed by Chief Penido that Verdugo agencies be allowed to use the Foothill Air Support Team's VHF output frequency in simplex mode. Chief Penido is checking into this possibility. Torrance Municipal Bus line also uses the frequency as a data channel, but no interference is expected because we would be operating in simplex mode instead of repeated (data bursts). OES White 1 would still be used for initial contact by helicopters to dispatch center, then redirected to this channel for operations.
- F. ICIS Update**
1. **Station Alerting** – Next week we will start testing the new alerting board Burbank's Radio Shop is assembling. Once we have a reliable board, we'll find a manufacturer so 40 can be made for us, plus spares.
  2. **BC Alerting** – Glendale did a trial using identical IDs on primary and backup radios for the BC and Aide, but this method will not be practical for Area C. An alternate method is being sought.
  3. **Tertiary Alerting** – Once the new boards are in place, we should be able to switch to StatAlert, which will give the dispatcher an acknowledgement that the alert was received by the station.
  4. **Phantom Tones** – We are getting almost no reports of phantom tones anymore.
  5. **Coverage Issues** – Testing of Monrovia coverage issues scheduled for April 21.
  6. **Audio Levels** – The few reports of low audio we've gotten recently all seemed to be related to dispatcher issues rather than the radio system.
  7. **LAFD** – They're continuing to program radios for mutual/auto-aid use on responses within or adjacent to Area C. Santa Monica Fire units are also receiving ID's for inclusion. Battalions 2, 7, 12, and 14 have finished adding ICIS channels to their radios. Training is going well. LAFD would like to see multi-jurisdictional training on the ICIS system with a drill exercise once complete.
  8. **LA County** – Meeting tomorrow to discuss agreements.
  9. **Reporting Form** – The new Radio System Report Form is now available at <http://www.unified-response.org/pdf/RadioSystemReportForm.pdf>. Please share this link with all line Captains and instruct them to submit any radio-related issues electronically with this form. The form has a button that automatically emails it to a variety of radio people and dispatch supervisors so everyone will be in the loop.

### **III. Roundtable**

#### **MPK**

Possible inconsistencies in patching with LA County.  
Sometimes MTB can't hear us on RED2.  
Captain exam today, Engineer exam in two weeks.

#### **SMD**

FF academy runs till June, then will have 24/7 coverage at station. Doing vehicle extrication training through Rio Hondo this weekend. April 19 burn trailer training.

#### **SGB**

Fire Service Day will be May 10.

#### **MRV**

April 21 – Radio coverage testing. All multi-company assignments on RED12 in the meantime, please.  
Problems with RED3.  
All Type III Engines going to County.

#### **ARC**

Chiefs Haney and Odell are swapping this Sunday. Chief Odell will be on C Platoon and Chief Haney will be on the Task Force.

#### **SNM**

Division Chief bulletin closes tomorrow. Chief Anderson will remain as part-time Fire Marshal and PIO.

#### **BRK**

Getting less response than in the past on the current FF bulletin. Have six candidates for the April 28 tri-cities academy.

#### **GLN**

Finishing the process of selecting FF candidates; have 15 so far for the April 28 academy. Verdugo manual is being reviewed, hope to pass draft to Task Force in the next month or two and finalize it by the end of June.

**Next Task Force Meeting:** Tuesday, May 13, 9 a.m. at Verdugo