

Verdugo Fire Communications Center
TASK FORCE MEETING
September 11, 2007 Minutes

Persons present: Harold Scoggins, Don Wise, Jason Pfau, Ray Krakowski, Martin Johnson, Steve Heydorff, Randy Harper, Tom Phelps, Dave Dennis, Dave Odell, Bob Gattas, Jim Walls, Lenia Scanlon

1. New Business

- a. **Area C Coordinator** – Chief Pansini is the new Coordinator, with Chief Downs as first alternate and Chief Biggs as second alternate.
- b. **Personnel Input Form** – Now electronic – you can fill it out onscreen and press the email button to send it to Don Wise. This form can be found on the www.Unified-Response.org web site in the Authorized Users section for your convenience. It will also be added to the Verdugo web site when that is updated in the near future.
- c. **ICIS Agreements** – We have drafted an agreement related to ICIS service for each of the eight contract cities. Next Monday at the Fire Chiefs’ luncheon, Chief Scoggins will deliver copies for Fire Chief and City Manager signatures.

2. Updates on Continued Issues

- a. **ICIS** – Go-live is scheduled for ~~October 4~~ **November 5, 7:01 a.m.** (revised on 9-13-07).
 - Code plug status** – Code plugs for XTS3000 and XTS5000 sent 9-12-07; those for AstroSpectra and station alerting attached to this email. Customizing the code plug for your city and testing it should not take long, and programming of mobiles and portables for a city even as large as Glendale can be completed in only a day or two. Glendale is having the programming done when personnel assemble for EMT refresher training, where a number of rigs are parked together for a period of time over a few days.

Station alerting – All 40 stations need to install an additional omni-directional antenna for ICIS-related station alerting. Please check with your radio shop or vendor and confirm this work is now in progress. All antennas for the contract cities have now been picked up. Old (current) station alerting radios should remain in place as third-level backup.

Morning Log-In – Programming for the new six-digit trunked radio id has been completed, both for the mobile radio and the portables on the rig. Unit History (UH) queries will now yield something like this, with the four-digit conventional number followed by the six-digit trunked id for each portable:

/082232 (G112) RELOG	#G112 MUIS, JEFREY;2117;732828
	#G007 BARRETT, RUSSELL;2103;732910
	#G339 PEDROZA, GILBERT;2104;732314
	#G343 HOONANIAN, ARA;2105;732836
	MDT/80358E8C

Verdugo’s preparations – Our radio techs are finishing the changes that need to be made in Verdugo’s hardware and software related to ICIS, then dispatchers will be trained on it.

Station Alerting – Each city does this a little differently; attached are schematics of Glendale and Pasadena’s approaches to altering their alerting systems. Please share them with your radio shop or vendor. Please note that the primary station alerting system remains as it is, over the data system. It’s the secondary or backup alerting system that we need the new antenna, etc. as it will be on a trunked frequency (Red 1). The tertiary backup system (in case the data system and trunked both go down in a major disaster) is the system currently in place, which is why the old antennas and radios need to remain in place. The main change being made now is which radio feeds the audio to the speakers.

BC Alerting – The pagers currently carried by on-duty Ops BC’s will not work after ICIS (trunked pagers are not yet made). Ops BC’s will have to carry a portable at all times. In response to the question, “*Should Verdugo tone out the BC’s station, even if it’s the middle of the night, even if it’s only to say one of their units is leaving the city on an auto-aid call?*” the consensus was **yes**.

Emergency trigger – When operating on a trunked frequency, the emergency trigger will go to the trunked emergency channel, Red 15. When operating on a conventional channel on our system (channels 10, 11 or 12) or on an outside conventional channel like Blue-6 or Tac-19, the emergency trigger will go to Red 16.

Training – Five “Train the Trainer” sessions were completed, with about 100 people attending from the 11 cities. Complete training including recent updates will be supplied on DVD and in a

revised manual on Monday, Sept. 17 at the Fire Chiefs' meeting in Sierra Madre, with one DVD and one manual per fire station, 40 in all. Please strive to complete all of your in-house training by Oct. 15 to give everyone time to practice on the new system and get comfortable. This will also give Verdugo time to troubleshoot any bugs that might appear before the cutover.

Verdugo extends its gratitude to Steve Page of the Pasadena Radio Shop for overseeing the training sessions, DVD production and duplication, and preparation and revision of the training manual.

Testing Protocol – We will also be distributing a testing protocol to be performed at each of your fire stations so your personnel can put the new trunked system through its paces and thereby become more familiar with it before Verdugo starts assigning trunked tactical channels on Nov. 5.

New radios at LAFD – Everyone who had radios there has now picked them up.

Question – Will we be passing aliases to users in the field on the trunked system? Chief Wright checked with Steve Hronek and the answer was **no**.

Notify Other Agencies About ICIS – Don Wise contacted everyone. Airport has radios, need code plug. Warner Bros has 6 radios and needs programming & Disney will be receiving radios and programming from Burbank. ANF remains to be contacted. LAFD has trunking-capable radios, and we are discussing the feasibility of issuing trunking ID's for mutual/auto-aid. County does not have trunking-capable radios at this time.

- b. **ROSS** – Don Wise discussed the importance of all overhead personnel needing to contact Verdugo with their travel information for updates into ROSS. ETA's, reassignments, and going available are extremely important as are vehicle descriptors, to Verdugo & ROSS. While it's advisable to notify Verdugo of daily updates for entry into the CAD incident, with the exception of the initial dispatch notification Systemwide, these updates will not be sent out any longer.
 - c. **AVL/Mobile Mapping** – Test of impact on data system is in progress, six rigs in the tri-cities. Glendale Radio Shop is still uncertain how to quantify the impact. One suggested approach is to go ahead and begin rolling out AVL and keep an eye on whether messages over the data system begin to be delayed (dispatchers see a yellow indicator from the time a message is sent until it goes through on Fire Station Alerting). Lenia will also ask the programmer to back off on reporting frequency from every two minutes to every ten minutes when a unit is outside the station but not moving, to further minimize impact on our busy data system. Mobile map revisions require a re-conversion of our data, so we're going live with AVL next Monday without the mobile map, which will be several more weeks in development. This will enable us to test and troubleshoot AVL on the six test units right away. AVRR programming is nearly completed and Northrop Grumman is eager to install it because we're their first COBOL CAD customer in the world to receive this version of AVRR.
 - d. **Verdugo Staffing** – Two new dispatchers will start Sept. 16. Two more are in backgrounds for the third vacancy and if one works out, we'll be fully staffed. Dispatcher training takes several months before they can start taking calls and longer for dispatching units.
 - e. **Multiple Alarm Tones** – Those related to BC alerting will be removed from the sequence shortly after Nov. 5 cutover, resulting in a shorter alerting sequence.
 - f. **NFIRS Data Fields** – Zip code and latitude/longitude fields are now available from CAD. Those with FireHouse and SunPro will want to contact their vendor to check on whether their interface has been updated to accept these fields.
 - g. **Reimbursement for Radio Vendor Labor** – Please have your Fire Chief submit a signed letter *on letterhead* requesting reimbursement and attach the invoice that was paid by your city. This is for the labor for installing both the GPS devices and the omni-directional antennas. This applies to ALH, ARC, MPK, MRV, SGB, SNM, and SMD. Suggested phrasing for your convenience: "Dear Chief Biggs, I am writing to request reimbursement for the cost of installing [##] GPS devices for the upcoming AVL functionality and [#] omni-directional antennas for ICIS-related station alerting, per our agreements recorded in the April 10 and August 14, 2007 Verdugo Task Force minutes. Attached are the invoices for this work, which is being billed to Verdugo at the agreed-upon rate of \$75 per hour. Please remit a check for [\$___] payable to my agency and send it to my attention for processing." Chief Biggs' address is Glendale Fire Department, 421 Oak St., Glendale, CA 91204.
3. **Still Pending – No change at this time**
- a. **Air to Ground Channel** – Don Wise is working with LAFD and County Fire to confirm they'll agree to use GREEN1 as a secondary air to ground channel for Area C.
 - b. **ReddiNet Update** – Verdugo technical personnel are continuing to research alternatives, but ICIS needs to be our priority for the next few weeks.

4. Roundtable

Are any other agencies participating in the statewide Oct. 25 disaster operations drill? Glendale is, and Arcadia is sending an Engine and an RA to Arcadia Methodist Hospital for the drill.

ALH: RTF USAR training Sept. 11, 12, 13 at Training Center till 1300 each day. Arranging for ICIS training for line personnel. Need 15 more trunked radio i.d.'s.

MPK: Day is doing their installations and programming. Looking for a new City Manager. Hiring 4 FF/PM's and a new Fire Inspector. Question about why we don't notify the Ops BC when a single Engine resource is leaving the city for an extended period of time. Verdugo generally only notifies when a unit leaves to assist a full assignment, when a Truck leaves the city, or if an RA leaves when it normally does not leave the city on incidents. Suggestion was that the Captain call his/her BC if it appears they will be committed for an extended investigation or incident.

MRV: DHS tracking wait times at ER's. Lenia checked with Glendale's Nurse Coordinator and she said this is not a mandate, just a suggestion to keep an eye on it. Glendale paramedics notify their EMS Coordinator each time their wait at the ER is greater than 30 minutes so he can follow up and also track any patterns related to a hospital or one of its staff members.

ARC: 3 new FF hires in training.

SMD: Recruiting for 10 FF positions. Employing a tone generator at their station to supplement the pager each person carries.

PAS: 3 replacement RA's received from MedTech, 2 already in service. American LaFrance Truck on order. Four lateral FF/PM on floor now, looking for more. Have 13 FF recruits for upcoming tri-city academy Oct. 8.

BRK: Captain exam in mid-October. Hired an inspector from Warner Bros. Putting 12 in tri-city academy. Rumor of another academy in May/June '08. Question on tiered dispatching during a pandemic outbreak, possibility of *not* dispatching. Problem is relying on phone triage to determine flu or not. Don Wise will check to see what other dispatch centers think about this. Don Wright suggests waiting till CDC comes up with clear guidelines on what circumstances constitute this type of medical emergency before discussing a change in policy. Suggestion that Verdugo TF minutes be sent to LAFD, County, ANF, etc. Don Wise will identify a contact person at each of these agencies and Lenia will send them the minutes and also invite them to attend the meetings.

GLN: Don Biggs is Interim Fire Chief. Planning to have 11 in tri-city academy. Starting heavy recruitment efforts again soon.

Next Meeting: Tuesday, October 9, 9 a.m. at Verdugo.