



**VERDUGO FIRE COMMUNICATIONS CENTER
TASK FORCE MEETING MINUTES
TUESDAY, APRIL 12, 2016**

Attendees:

Agency	Primary	Alternate
Alhambra - ALH		
Arcadia - ARC	Deputy Chief Mike Lang	
Burbank - BRK	Assist. Chief Dave Schmitt	
Angeles Nat'l Forest - ANF		
Bob Hope Airport - BUR		
Glendale - GLN		Deputy Chief Vince Rifino
LA City - LFD		
LA County - LAC		
Monrovia - MRV	Battalion Chief Chris Fabrizio	
Montebello - MTB		
Monterey Park - MPK	Battalion Chief Randy Harper	FF Ryan Weddle
Pasadena - PAS	Battalion Chief Seaton King	
SGB-SNM-SPS = SSS	Battalion Chief Richard Beckman	
Sierra Madre - SMD	Captain Brent Bartlett	
Vernon – VER	Battalion Chief Andy Guth	Battalion Chief Tom Painton
Verdugo Fire Comm.	Don Wise / Jason Pfau / Alison Finch	FCSS Manuel Soto / FCSS Kadia Miranda

Housekeeping: National Telecommunicator’s Week April 10-16, 2016! CICC-300 Level Committee, Tuesday April 19, 0900 – FS-21.

I. New Business:

A. Incidents – Service Category – Dispatch Held vs. Not Held for Home Resources: Service Type Codes were reviewed and approved for changes in apparatus/dispatch response by Verdugo Tri-City Operations Committee. Additionally all responses that are currently in a Service category and are considered full-responses (3 engines, 2 trucks, 1 ambulance and 1 Battalion Chief) will be moved out of Service and into Fire category. Fuel Spill will be a Unified Response (immediate) dispatch as opposed to held for dispatch, due to possibility of impacting storm drain runoff. ARC Wires in Brush Target Hazard areas = Immediate Unified Response.

Other codes listed are incidents that may be **held** by the dispatcher for a home unit response (HOLD FOR HOME AGENCY UNIT) to handle; they would be dispatched only when a home city unit becomes available to respond. On any service-type incident that is considered able to be held, but the reporting party states that there is an immediate danger to life or property, Verdugo staff would dispatch that incident as Unified Response. If the Unified Response unit needs to stand by on the incident for an extended period of time, a home city unit (as it becomes available) will be dispatched (code 2 response) to the incident to relieve the Unified Response unit.

Incident codes displayed as “HOLD FOR HOME AGENCY UNIT” shall be held a maximum amount of time of 30 minutes. Once that hold time has elapsed, a Unified Response unit shall be dispatched. Changes will be effective May 1st, for a trial-based period of 6 months, and further evaluated monthly in Tableau thereafter.

CAD SERVICE CATEGORY TYPE CODES

TYP CODE	TYP CODE DESCRIPTION	RESPONSE RECOMMENDATION
ANIMAL	ANIMAL RESCUE / ASSIST	UNIFIED RESPONSE
ARC	ARCING WIRES	HOLD FOR HOME AGENCY UNIT
BEES	BEE INVESTIGATION	HOLD FOR HOME AGENCY UNIT – persons being stung is a RESCUE
BIO	BIO HAZARD INVESTIGAION (CLEAN UP)	HOLD FOR HOME AGENCY UNIT – can be HAZMAT
CHEMO	CHEMICAL OUTSIDE	HOLD FOR HOME AGENCY UNIT – can be HAZMAT
DAMAGE	DAMAGE INVESTIGATION	HOLD FOR HOME AGENCY UNIT
ELEV	ELEVATOR RESCUE	UNIFIED RESPONSE
ENG	MISC RESPONSE 1 ENGINE	HOLD FOR HOME AGENCY UNIT
ENGTRK	MISC RESPONSE 1 ENGINE / 1TRUCK	HOLD FOR HOME AGENCY UNIT
FLOOD	MAJOR FLOODED CONDITION	UNIFIED RESPONSE
FUEL	FUEL SPILL	UNIFIED RESPONSE – major spill is a HAZMAT
FULL	MISC RESPONSE FULL ASSIGNMENT	UNIFIED RESPONSE
GASI	ODOR OF NATURAL GAS INSIDE	UNIFIED RESPONSE
GASO	ODOR OF NATURAL GAS OUTSIDE	HOLD FOR HOME AGENCY UNIT
GMAIN	BROKEN GAS MAIN	UNIFIED RESPONSE
HAZARD	INVESTIGATE A HAZARDOUS CONDITION	HOLD FOR HOME AGENCY UNIT
HAZMAT	HAZARDOUS MATERIALS RESPONSE	UNIFIED RESPONSE
HYD	FLOWING / GUSHING / HYDRANT	UNIFIED RESPONSE – leaking hydrants are referred to Agency Water Dept.
LAW	PD ASSIST / STAND BY	HOLD FOR HOME AGENCY UNIT
LOCK	PERSON LOCKED IN – LOCKED OUT	UNIFIED RESPONSE
MALF	MALFUNCTION	HOLD FOR HOME AGENCY UNIT
MUD	MUDSLIDE INVESTIGATION	HOLD FOR HOME AGENCY UNIT
ODOR	ODOR INVESTIGATION	HOLD FOR HOME AGENCY UNIT
PUBLIC	PUBLIC ASSIST	HOLD FOR HOME AGENCY UNIT
REFRIG	ABANDONED REFRIGERATOR	HOLD FOR HOME AGENCY UNIT
ROOF1	ONE STORY ROOF CHECK	HOLD FOR HOME AGENCY UNIT
ROOF2	ROOF CHECK 2 STORIES AND ABOVE	HOLD FOR HOME AGENCY UNIT
THREAT	BIO-CHEMICAL THREAT	HOLD FOR HOME AGENCY UNIT
TRK	MISC RESPONSE FOR 1 TRUCK	HOLD FOR HOME AGENCY UNIT
WATER	MINOR FLOODING	HOLD FOR HOME AGENCY UNIT
WIRES	WIRES DOWN	UNIFIED RESPONSE
WMAIN	BROKEN WATER MAIN	UNIFIED RESPONSE

B. Verdugo Type Code/Call Volume Review Committee: This committee has been meeting for several months in order to determine current apparatus response levels and incident volume impacts on the system and upon first-responders. The goal is to determine whether there are any inefficiencies and where (if any) improvements can be made. A review of several years of CAD and response data is indicating that some CAD Type Codes can be modified in terms of number and type of equipment responding to an incident for certain type codes. Effective May 1, 2016 and for a 6-month pilot the following changes will be made and related data and ad-hoc reports evaluated monthly:

- SMOKEI (Odor of Smoke Inside a Structure) reduced to 2 Engines, 1 Truck and 1 B.C. (except for High Value Target Hazards); **incidents will be balanced to a full-assignment upon report of active fire or upon request by the arriving units/Incident Commander; radio verbiage, “Verdugo, balance the incident to a full response” or “Verdugo, give me the balance of a full response”.**
- GASI (Odor of Natural Gas Inside) in addition to be moved from Service Category to Fire Category for reclassification, this code will also be reduced to 2 Engines, 1 Truck and 1 B.C.
- APPL2 (Appliance Fire – Minor Appliance) reduced to 2 Engines, 1 Truck and 1 B.C.
- FALL2 (Minor Fall/BLS) reduced to 1 Paramedic Engine or 1 Engine as closest unit; transport will be upon request per units only once units have arrived on-scene and assessed.
- MTNRES (Mountain Rescue) – reduced to no USAR response for Burbank and Glendale responses as the terrain is not the same as it is for Pasadena (i.e., Eaton Canyon Nature Reserve); PAS responses will retain the USAR response component.

CURRENT DEFAULT RESPONSE						PILOT DEFAULT RESPONSE (6 MOS. TRIAL PERIOD)					
Current	Engines	Trucks	RAs	BCs	Total	Planned	Engines	Trucks	RAs	BCs	Total
SMOKEI	3	2	1	1	7	SMOKEI	2	1	0	1	4
GASI	3	2	1	1	7	GASI	2	1	0	1	4
APPL2	2	1	1	1	5	APPL2	2	1	0	1	4
FALL2	1	0	1	0	2	FALL2	1	0	0	0	1

The predicted apparatus response reduction within these type codes alone (using CY-2015 response data) is equivalent to a reduction from 6,909 responses to 3,176 or -118%. **Each agency needs to supply new/updated high-value target hazards either by address or by Fire Block to FCSS Soto.**

Addendum: Based on additional discussion following this morning’s Task Force Committee, the Type Code/Call Volume Review Committee approved the following additional changes to be included in the 6-month pilot program:

- BRUSH/BRUSHF – reduced to a single Battalion Chief, unless a report of actual working fire, then two B.C.’s.
- Structure Fires – First Alarm – add a 2nd Battalion Chief to support Command Post and Safety operations upon: report of working fire from responders or additional callers, activation of Unit Contact Timer, upon request of I.C.

C. 9-1-1 Public Education (Miranda): A new handout (pamphlet) has been developed and is being translated into Armenian and Spanish. Requests were made by agencies in the room for additional printing for both Mandarin and Vietnamese. Kadia Miranda will handle. There is also the new Verdugo Twitter Alert account for Tri-City PIOs to issue alerts about significant incidents and 9-1-1 and Fire

Department messages. A new 9-1-1 Public Education page has been set up on the Verdugo Fire website: <http://www.glendaleca.gov/government/departments/fire-department/verdugo-fire-communications/public-education>

Each agency needs to link back to the Verdugo web page and/or create a new web-page with the verbiage. Verbiage will be provided by Kadia and/or attached to the minutes. A new 9-1-1 Public Education video has been created to support the message and may be linked back to the following address: <https://www.youtube.com/watch?v=DG0SubjYdcM&feature=youtu.be>

We're asking all agencies to please update their webpages with both the verbiage and the video!

- D. Initial Type Code vs. Final Type Code:** To support the effort for 9-1-1 call-taking CAD Type Code accuracy, Verdugo Fire will issue a numbered memorandum directing field personnel to make contact with Verdugo staff as to any changes to the type code for their incident. The change must be made via recorded device such as radio transmission, phone call, and/or MCT through CAD to Verdugo to change the initial type code to a different type code, if the situation warrants a change. (Attachment).
- E. Modification to Verbal Dispatches (Lynch):** Effective May 1, 2016 a 6-month pilot of the proposal to modify verbal dispatches to a more simplified format, i.e. "E11 RA11 Chest Pains, 123 Spruce Street, between First and Second, RED-1" will begin. The dispatch address will be given once, with cross-streets. The numerical will always be verbalized as "One Two Three (etc.)". Dispatchers shall not use the word "to" preceding any numeric in the address in order to avoid misinterpretation of "to" being "two". Shift Supervisors shall be responsible for identifying any issues for monthly updates.
- F. Los Angeles County Fire Radio Communications Issue:** Due to the firmware limitation of LAC Fire radios not supporting trunked radio systems, a limited amount of trunking capable portable radios have been issued by Area C agencies to support native communications between LAC and Area C agencies during mutual-aid events. As the number and location of the portable radios is both limited and focused to a few stations deep within LAC, there remains the possibility that an LAC engine might be responding into Area C with no communications capabilities other than XLC-ACCESS, and arriving first on-scene. This concern has apparently occurred twice, recently. Area C Incident Commanders need to be aware of this concern and be ready to issue portable radios from their cache to the incoming LAC apparatus, as needed, upon face-to-face. LAC units shall not be assigned to any fireground operations until the I.C. has determined sufficient communications exist to support firefighter safety. This item was clearly discussed at the recent Area C Fire Chief's meeting with all parties present.

Item	ICI Radio System – Trunked Digital	VHF – Analog Conventional
Simultaneous Transmissions	Undertalk capable; Dispatchers have priority. A single user can transmit while dispatcher is transmitting outbound and user will still be heard by the dispatcher clearly. No other subsequent user can be heard, by design, until the primary inbound user has completed their transmission.	User(s) step on each other if simultaneously transmitting; dispatcher has to determine which unit was transmitting then request information to be repeated. Depending on the type of system being used, such as a voted system, two inbound users can be switching back and forth with the dispatcher unable to follow any single conversation. This is rare, but depending on locations and type of transmissions being received, can happen.

<p>Emergency Triggers</p>	<p>E-trigger is received by dispatchers with an ID which can be matched to user in CAD. Trigger is received on a dedicated channel in Dispatch. Firefighter can speak to dispatcher. Trigger is also received locally on fireground on a separate analog conventional channel in the event the user is not able to access the infrastructure. I .e. below-grade conditions or out-of-range of system. RIC can monitor this channel and the main E-trigger channel. Fireground communications continue on the assigned channel irrespective E-trigger activations. E-trigger can be received while on Strike Teams out of range of system using this particular channel. This is an improvement over multiple e-trigger channels (trunked or conventional) or the method used by LAFD (no local receipt available, so if the Member is out of range of the infrastructure, no e-trigger will be received anywhere)</p>	<p>E-trigger is received on the assigned fireground channel by fireground personnel. All fireground communications must be halted until situation is cleared. Users not involved in the emergency must switch operational channels during suppression operations to allow the RIC team clear communications with the downed Member.</p>
<p>Out-of-Range</p>	<p>Users receive an audio cue from the radio that they're out-of-range of the radio system. Users then back into range and identify to I.C. of the issue and use alternate methods of communication thereafter – i.e. Direct/Simplex channel. Users are clearly heard until this situation occurs.</p>	<p>User becomes “scratchy” and or “unreadable” to other users and must back into range. It is more than likely that the transmitting member has no idea that they're out of range.</p>
<p>Recording</p>	<p>All repeated and trunked channels are recorded with exception of Direct/Simplex fireground operation channels.</p>	

- G. **Five City Training Group Matrix:** Along with Alhambra and the Verdugo Cities fire departments, Monterey Park will be participating in several monthly joint drills. There is a matrix of companies that will be dedicated to each drill in order to not over commit units to these exercises and adversely affect surrounding neighbors. There will be four colored groups representing units which will be designated to each training session, a morning session and an evening session, two dates per shift for a total of six shifts. The training and coverage matrix will allow five area resources to be out of service simultaneously for training while still maintaining adequate coverage among the five jurisdictions. Drill IC will monitor RED-1 for system activity (Attachment).

- H. **Code 3 Requests - Police Department:** Field personnel must identify to Verdugo Dispatch the nature of any situation requiring a Code-3 response to support police department policies for responding to same. Verdugo staff will ask field personnel, upon any Code-3 PD request, for all necessary information to

support the response – i.e., situation found, weapons, suspect information, etc. Field personnel must be responsive to the request, otherwise and potentially, the Code-3 request may not be fulfilled in a timely manner.

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II. Update on Continued Areas/Projects/Issues:

A. ISO and Accreditation Surveys – No Change.

1. NFPA-1221/NFPA-1710 Realignment. (Attachment).

B. TICP 2016 – DRAFTS are being circulated before being submitted to LAAFCA for final approval.

C. FOOTHILL RADIO PLAN – No Change.

D. ROSS/CICCS Data Entry Project – No Change.

E. NG-9-1-1 (RING) Project – No Change.

F. Disaster Recovery Center (DRC) – NG-9-1-1 consoles have been set up and are operational; testing for Continuity of Operations will begin within the next 60-90 days and should be transparent to the field operations.

G. ICIS P25 RADIO – Burbank cutover Feb. 22nd and Glendale cutover postponed until further notice. MTB ICI System Cell is scheduled to be implemented potentially earlier than expected (no firm dates yet).

H. Operations Committee Updates – No updates other than what was previously approved.

I. State 9-1-1 Working Group, Long Range Planning, and Advisory Board, LARICS, FIRSTNET –

1. Legislation: AB-1564. Santa Barbara Fire Chief McElroy. Assembly member Das Williams (D - Carpinteria), authored the bill which works to get the wireless 911 system to work more efficiently, when users call from a cell phone. Ultimately, it will route emergency calls from cellphones directly to the appropriate emergency response center. The California Office of Emergency Services, the CHP, local agencies and wireless networks would have to regularly perform a comprehensive review of how cell towers are routing calls. Link to the article here: <http://www.keyt.com/news/city-fire-chief-speaks-out-about-assembly-bill-aimed-at-streamlining-911-system/38769414>

J. CAD Projects –

1. **CAD-to-CAD:** Vendor selected.
2. **CAD Replacement:** No update/change.
3. **Hydrant Layers:** Need – MPK, MTB, SGB, SPS if available in ESRI .shp file format.

K. PulsePoint Project – City Council approval 4/12, followed by implementation. Need for AED locations from the community. PIO opportunity + 9-1-1 Education opportunity. Approximately 9 weeks from council approval to implementation.

L. TF Action Items –

1. **SOG Subcommittee:** See separately attached meeting notes. Reminder that we need agency participation at 0800 hours on the 2nd Tues. of the month 1-hour ahead of regularly scheduled Task Force meeting to support development of the proposed SOG's for Area C.

M. Verdugo Staffing – Correction from last month's minutes; 4 vacancies in total. Civil Service Commission to repeal the current list 4/13/16, to allow for a new recruitment.

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III. Roundtable:

ALH –

ARC – Today is Election Day on UUT and waiting on outcomes.

BRK –

BUR –

GLN –

LAC –

LFD –

MPK – Two people climbed into RA62 while at the hospital; looking for security policies from other agencies.

MRV –

MTB –

PAS –

SSS – Door openers issue. New door openers no longer have “dip switches” as they use learning remotes. Agencies will need to supply Verdugo with door codes; per agreement, SNM has been running into LAC (with RA91) in exchange for Truck 42. SNM is asking to drop out from agreement, as Truck 42 is no longer in play. AMR has billing for the area of concern and there's no cost-recovery capability for SNM, yet being billed for each response into LAC.

SMD – Today is Election Day for UUT, and also waiting on outcomes.

VER – Continuing to move forward with transition; Area E resistant to Area C transition.

VFCC – Some agency Fire Captains are calling Verdugo Fire staff and asking questions about move-ups and questioning dispatch recommendations. Direction from all Chief Officers and Tri-City Fire Chief's: “Have them call the on-duty Battalion Chief”. They are not to call Verdugo Dispatch with those types of concerns directly.

Next Task Force Meeting: Tuesday May 10, 2016 at Verdugo Fire Communications at 09:00 hours.

Next SOG Meeting: Tuesday May 10, 2016 at Verdugo Fire Communications at 08:00 hours.