VERDUGO SYSTEM MEMORANDUM

Number #04   July 15, 2010

VERDUGO SYSTEM – Automatic Vehicle Location (AVL) System Support & Reporting

In order to maintain consistency with GPS data reporting for all units within the Verdugo System, and specifically for those MCTs using USB connected AVL devices, system users must check the MCT daily and the Mobile Map application to determine whether the MAP button is either **Gray** or **Red**.

If either condition exists, then the MCT must be restarted.

This effort is needed in order to move forward with Dynamic Vehicle Recommendation (DVR) program in conjunction with the Computer Aided Dispatch (CAD) system; thereby supporting the process for the dispatcher in sending the closest units to an incident location, based on units AVL proximity to the incident location, whenever possible.

Thank you, for your cooperation here, as we all work towards making the system better for the communities served and further enhancing the efficiency of our Fire Departments and personnel.

Don Wise
Executive Administrator
Verdugo Fire Communications Center
(818) 548-3313

Automatic Vehicle Location (AVL) for Accurate Unit Recommendations

Getting help to the victim as quickly as possible is a top priority of public safety dispatch. New programming which is coming soon will make it possible for Verdugo's CAD system to recommend units that are closest to an incident. Historically, the system has always assumed a unit was in its home district unless already on a call or the MOV button was used to place it in another district. Now that GPS devices are in all units, CAD can "see" which unit is closest – but only if the GPS device is sending current location updates to CAD.

When a unit is away from the station, location updates are sent to CAD every 10 minutes, every 500 feet traveled, and with every status change. When a unit is Available in Quarters (AIQ) in the station, it's every 8 hours.

Occasionally, and for unknown reasons, a device will go "stale" and stop sending its location updates to CAD. It is obvious when this problem is occurring: the MAP button on the mobile computer turns <u>red</u> or <u>gray</u> – note the color of the MAP button on the example graphics:

GPS device has stopped sending location updates to CAD:

NEXT MSG	PREV MSG	ADMIN MSG	UNIT STATUS	MORE	CANCEL & AOR	INCIDENT HISTORY	CLEAR SCREEN	HOSP STATUS	MAP

NEXT MSG	PREV MSG	ADMIN MSG	UNIT STATUS	MORE	CANCEL & AOR	INCIDENT HISTORY	CLEAR SCREEN	HOSP STATUS	MAP

(Or if looking at the map, it's the CAD button that will be red or gray.)

GPS device is working as it should:

NEXT MSG	PREV MSG	ADMIN MSG	UNIT STATUS	MORE	CANCEL & AOR	INCIDENT HISTORY	CLEAR SCREEN	HOSP STATUS	MAP

NEXT MSG	PREV MSG	ADMIN MSG	UNIT STATUS	MORE	CANCEL & AOR	INCIDENT HISTORY	CLEAR SCREEN	HOSP STATUS	MAP

Here's how it looks on the map display when the GPS device has stopped sending location data to CAD – the CAD button is red, or it could be gray.

When the top right button on this display is green or yellow, all is well with the GPS.
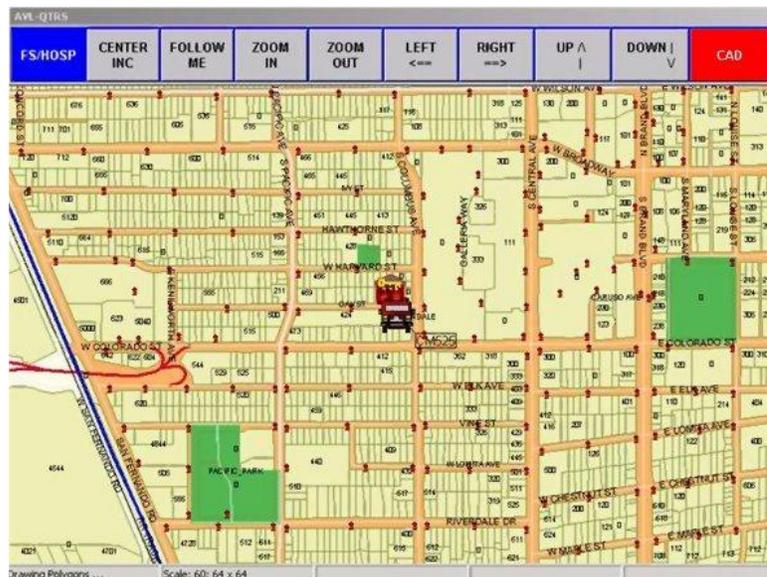
Beginning August 1, 2010, all fire departments in the Verdugo System are asked to implement the following procedure as part of the daily equipment check on fire apparatus:

1) Look at the top-right button on the mobile computer display (the button that toggles between the CAD and MAP displays). If the button is green or yellow, you're done.

2) If the button is red or gray, intervention is needed. When this happens, the mobile computer must be powered completely off and rebooted. On most models, this is done by selecting the START button, then SHUT DOWN, or by pressing the Ctrl-Alt-Delete buttons simultaneously and selecting SHUT DOWN. Wait a few seconds after the computer has powered off, then turn it back on and let it go through the boot-up process. The MAP button should appear green if the unit is outdoors and can "see" the sky, or yellow if it's indoors.

3) If the button is still red or gray after rebooting, contact your radio technician. It could be a problem with the GPS device, extension cable, or the USB or serial connection to the computer.

Most of the time, no intervention will be needed. This daily mobile computer check is a temporary solution until Verdugo replaces the data system in the next 3-4 years. Fortunately, it's easy to diagnose just by viewing what color the top-right button on the mobile computer is, and the fix (rebooting) takes only 2-3 minutes.

This effort assures that CAD has an accurate location for each unit at all times and will enable Verdugo to dispatch the closest unit with a much higher degree of reliability than we've ever been able to achieve before.