



VERDUGO NUMBERED MEMORANDUM

#2010 – 02

NOVEMBER 18, 2010

VERDUGO SYSTEM – AVAILABLE ON RADIO (AOR) STATUS / MEMO COMMAND (FIELD USE)

Two recent changes have been made to the Verdugo Fire Communications Computer-Aided Dispatch (CAD) system which field personnel should be aware of. The following items describe these enhancements which are designed to assist field personnel in their day-to-day operations and to help capture more accurate information within the CAD system for Unit and Incident Histories.

We appreciate everyone's cooperation here as we all work towards making the system better, further enhancing the efficiency of our Fire Departments and personnel.

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

AVAILABLE ON RADIO (AOR) STATUS

A reminder about status changes on the mobile computer:

- Units dispatched and then cancelled before going enroute should use the **Cancel & AOR** button.
- Units enroute to a call should use the **Cancel & AOR** button if cancelled before arriving on-scene.
- Units that have arrived on-scene and then become available on radio should use the **AOR** button when cleared from the incident.

New programming will identify those situations where a fire company completes their involvement onscene and realizes they forgot to press **ONS**; this creates a situation where a long travel or response time would be recorded in CAD. These particularly long responses will now be excluded from any performance measurement reports and statistics.

For legal reasons, it is critical that Unit Histories and Incident Histories accurately reflect all activities. If a unit arrives at an incident and later goes Available on Radio without pressing the **ONS** button, their arrival is not recorded. Units that arrive at an incident location must press the **ONS** button, even if this is minutes or hours after they actually arrive.

Another error that occurs is accidentally pressing the AOR or AIQ button upon being dispatched. This inaccurately records the unit as AOR or AIQ in their Unit and Incident History. If not truly canceled, please ask Verdugo to be reattached to the incident. If a unit is cancelled before leaving the station, they should use the **Cancel & AOR** button.

MEMO COMMAND (FIELD USE)

CAD has been enhanced to allow field personnel to add a comment or memo to their Unit History and also their Incident History if assigned to an incident. The command is: **M**, and the text that follows can be up to 120 characters.

This command may be used to document missing information, such as true on-scene time, or to notate situations found, dollar loss for a fire, etc. It will add the notation to both the Unit History and the Incident History if the unit is currently attached to an incident. If the entry occurs when not assigned to an incident, it will be recorded only in the Unit History.

For example, if San Gabriel Fire Battalion 5 is assigned to a Structure Fire, BC5 might enter:

M, Check back with owner @ 1700 re alarm repairs. Joe Smith 626-555-1212.

(Press [**SEND**] when finished entering the memo text)

This command will also be helpful for recording non-incident related activity performed by the company. If they are not currently assigned to an incident, the information will only be reflected in their Unit History.