



VERDUGO NUMBERED MEMORANDUM

#2013 - 03

November 13, 2013

CHIEF OFFICER RESPONSE/SUPPORT – VERDUGO FIRE COMMUNICATIONS

Background:

Historically, major emergency incidents have been cause for significant operational impacts within the dispatch center. Incidents such as (but not limited to): Multi-Casualty Incident (MCI), 3rd Alarm Fire or higher, significant Earthquake, major wind event, major rain event, significant USAR or HAZMAT, usually involve multiple agencies and event timelines greater than 30 minutes.

During these types of events Verdugo Staff are engaged with the following types of activities:

- Voice radio and CAD data for incident management is occurring across multiple radio and data channel streams;
- Telephonic notifications outside of normal practice are being requested and fulfilled by a limited number of human resources in the Center;
- ROSS data entry, and incident management within that application, (separate from CAD activity) is occurring;
- In addition to any increased telephonic activity;
- And of course, continued day-to-day events occurring outside of the scope of the event itself.

These types of situations require additional Fire/EMS operational support and response.

Policy:

Many of these types of events are geographically situated within the Tri-City (BRK-GLN-PAS) area. And, generally, at least two line operations Battalion Chief's respond on a regular basis from the outset. And, with a 3rd alarm or higher event, the remaining Battalion Chief is often not available or is committed to responding to other events in the area as they arise. Therefore:

1. Automatically, upon any 2nd alarm and higher within the Verdugo System, any remaining and available Tri-City operations line Battalion Chief shall move up and centrally cover in Glendale for logistical response purposes to the remaining cities, as warranted.
 - a. They shall not be committed to Verdugo Dispatch Center operations.
2. Verdugo shall then draw upon the Administrative Chief Officers pool using the following guidelines:
 - a. Call the Chief Officer via the phone system:
 - i. Closest and available Administrative Chief Officer to Verdugo Fire, using the following order:
 - a) Glendale
 - b) Burbank
 - c) Pasadena
 - ii. Using the following Chief Officer order:
 - a) Assistant Chief or Deputy Chief Officer
 - b) Support Battalion Chief Officer

- c) Training Chief Officer
- d) Fire Prevention Bureau Chief Officer
- e) Emergency Medical Services Chief Officer

3. Upon arrival follow the Verdugo Chief Officer initiates Support Function Guidelines (TBD)

Don Wise

Executive Administrator

Verdugo Fire Communications Center

<http://www.verdugofire.org>