CHIEF OFFICER RESPONSE/SUPPORT TO VERDUGO FIRE COMMUNICATIONS
CHIEF OFFICER OPERATIONAL RESPONSE/COVERAGE TO VERDUGO FIRE SYSTEM

Background:

Historically, major emergency incidents have been cause for significant operational impacts within the dispatch center and to available resources within the Verdugo System. 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 operational support and response by a Chief Officer to Verdugo Fire Communications and there is also a significant and identified need for an Operations Chief Officer to provide coverage and support to the Verdugo Fire System for operational coverage purposes.

There are 12 cities, and 10 Battalion Chief's, of which 9 are operationally staffed day-to-day.

A major impact automatically occurs with the closest and available Operations Battalion Chief's being assigned to the incident, and as a result, the remaining Battalion Chief Officer coverage in the system becomes unequitable. This is due to the limited number of Operations Battalion Chief Officers available in the system:

Alarm Level - BRUSH	Battalion Chief Assigned	Battalion Chief Available – System Coverage
First Alarm	2	7
Second Alarm	3	6
Third Alarm	4	5
Fourth Alarm	5	4
Fifth Alarm	6	3

In a perfect situation, the Verdugo System can support up to a Fifth Alarm Brush event, or twenty-five Engine response, and still retain 44% coverage for 19 of 21 Key Stations. Therefore, as a result of identified system coverage concerns, Operations Battalion Chief's must also be moved and covered in the system as Engine Companies are today:

Policy:

1. Automatically, upon any 2nd alarm and higher within the Verdugo System, any remaining Area C operations line Battalion Chief shall be moved up by Verdugo Staff, based upon their availability and geographic position and provide coverage for logistical response purposes, as warranted:
   a. They shall not be committed to Verdugo Dispatch Center operations.
   b. They shall not be committed to the event causing the system coverage concern and shall remain in reserve. Regardless of additional alarm level:
      i. This includes any reserve Battalion Chief placed into operations – i.e. BC11 for BC1, BC21 for BC2, and BC31 for BC3.

2. Coverage shall be applied to the following Key Stations for Operational Battalion Chief roles due to strategically situated geographic and freeway locations, regardless of event type:

Alarm Level – BRUSH E.g.	Battalion Chief Assigned	System Coverage	Key Station Coverage
First Alarm	2	7	No Change
Second Alarm	3	6	FS11 – FS21 – FS33 – FS51 – FS61 – FS105
Third Alarm	4	5	FS21 – FS33 – FS51 – FS61 – FS105
Fourth Alarm	5	4	FS21 – FS51 – FS61 – FS105
Fifth Alarm	6	3	FS21 – FS51 – FS105

3. During business hours, and to support Verdugo Dispatch Operations, the closest and immediately available Administrative Chief Officer shall make contact with Verdugo Staff to determine whether there is a need to respond.

4. If after hours, Verdugo Staff shall use 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 geographic 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

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