



**VERDUGO FIRE COMMUNICATIONS CENTER
OPERATIONS TASK FORCE MEETING
MINUTES: TUESDAY, FEBRUARY 13th, 2018**

Attendees:

Agency	Primary	Alternate
Alhambra - ALH	Doug Shonkwiler	
Arcadia - ARC	Barry Spriggs	
Burbank - BRK	Danny Alvarez	
Bob Hope Airport -BUR	N/A	
Glendale - GLN	Bill Lynch	
Monrovia - MRV	N/A	
Montebello - MTB	N/A	
Monterey Park - MPK	Ryan Weddle	
Pasadena - PAS	Bryan Frieders	
San Gabriel - SGB	Steve Wallace (Panel Member Verdugo FCO Interviews)	
San Marino-SNM	Mario Rueda	Mark Dondanville
South Pasadena-SPS	Eric Zanteson	
Sierra Madre - SMD	Brent Bartlett	
Vernon – VER	Bruce English	
Medical Director	Dr. A Loza-Gomez	
Verdugo Fire Comm.	Silvio Lanzas	Jason Pfau

I. New Business:

- A. **CAD Upgrade INFO:** 7 month implementation from Feb 8th, questions about the broadband connectivity and a drop dead date were presented. Right now the drop dead date for connectivity is August 8th. Verdugo has requested through Northrup Grumman that a project manager be hired specifically for the MDT, Station Alerting and Wireless connectivity piece. Once this individual is hired a meeting will be scheduled with all agencies and stake holders to ensure communication is open and questions/concerns answered.
- B. **BC Notifications for Ambulance OOI,** discussion amongst the group about the need to make notifications when resources leave a jurisdiction. Some agencies do not think it is needed while others still want to know. The subject is being Tabled until new CAD arrives and we further explore the ability to automate the notifications and only provide them to agencies who want them. For now the notifications will continue as previously agreed upon.

- C. **State 911 Office** Audit Results, State 911 office recently conducted an audit and provided statistical information for the Verdugo Centers performance during the 2017 calendar year. The State has adopted a 15 second call answering standard for 95% of all 911 calls. Verdugo staff members exceeded this standard as we met the 15 second standard 99.33% of the time. This is outstanding performance and a success I am proud to share.
- D. **Merging of Verdugo Fire Operations and Verdugo Task Force groups and Meetings**, It was presented and agreed upon by all task Force attendees that the Task Force and Ops meetings will be merged into 1 meeting. The group will meet on the second Tuesday of every month in the Community Room of FS 21. Meetings will be scheduled from 09:00-11:00.
- E. **New Paging Procedure** Presented, no discussion. (Hand-out provided)
- F. **Text-to-911 Update** We have only had 1 text-to-911 call since the inception in December. LA is the model for the rest of the state. No comments.
- G. **Verdugo Staffing**, Currently out of the 18 floor dispatchers 14 FCO and 4 Supervisors, we only have 12 positions filled. Currently have 6 vacancies at the FCO rank. These 6 vacancies coupled with an already difficult 12 hour shift for Verdugo employees, continues to make the staffing challenges extreme within the Center. Several new ideas regarding training and the treatment and health of the center staff were presented. The old days of having a brutal training program where new people are not welcomed and the frankly treated less than desirable are over. I am revamping the entire training program and hope to have the 6 positions filled soon.
An idea from Chief Rueda about a rotation amongst the Tri-City Deputy Chiefs and myself for a Duty Chief type position for Verdugo was presented. It is a good idea and one, I will be further discussing at the next tri-city Ops meeting.
- H. **Recruitment**, 200+ applications were received, 105 showed up for the written test, 56 passed the written, 42 showed up to the typing test 41 passed the typing test and were invited to the oral interview. Interviews are taking place Feb 13th and 14th. I hope to have a class of 6 starting on or near April 1st.
- I. **Light Duty Employees**, To help us get through our staffing shortages and increased workload, I have requested that all 14 agencies consider assigning capable and willing "light duty" employees to Verdugo to help answer phones, process calls etc. Depending on the duration of the light duty assignment we would tailor the extent of training and responsibilities accordingly. Any agency who has a member who could help us please contact me directly.
- J. **Quarterly Newsletter**, Beginning March 1st, we will begin sending a quarterly newsletter to all Verdugo Agencies. The newsletter will be a fun informational sharing tool to help highlight happenings in the Center and informational items pertinent to Verdugo. It will be kept to a 1 page printable doc.
- K. **Please come visit**, The past days of the Verdugo door being closed and the atmosphere of the closed door feeling are gone. Please come visit and bring your staff up to the center. We are here 24 hours a day for you and we encourage you to bring or send your staff. I encourage you to consider including a visit to Verdugo with all of your new hires and throughout any promotional process. The insight gained through a couple hour visit/sit along is very valuable to building awareness from the field perspective and the dispatch perspective. Glendale FD is starting with our Fire Captains who will be rotating all Captains through a 6 hour sit-in.
- L. **Morning report**, I am working on creating a morning report document that will be sent daily to all agencies. The document will have the Strike Team rotational information updated once a day. It will also show who the 14 BC's are for each agency as well as other pertinent information. More to follow on this document.

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II. Roundtable:

MPK; any idea when MTB will be ready for the P25 network? Per Chief English, they are getting pairs from Whittier, Downey and possibly some others.

PAS; Chief Frieders has moved into the Ops role with PAS. BC Josh Ward was promoted to BC effective 2/19. Airship requesting has been slow. A request to please emphasize the importance of an airship request. Suicide attempts, is it always a stage call? A proposal was presented a while back about using a US&R as the RIC team for a second alarm fire. Is there a desire to bring this back?

ARC; thank you for those who sent Raters for the FC test. Engineer test upcoming.

SMD; Chief Norwood is the interim Chief for the foreseeable future. Sierra Madre is working towards fully paid staff department. On-going process.

ALH; Captains test next month, promoting 3 immediately.

Dr. Loza; attended a national meeting for upcoming trends and subjects. Loop closer with the type codes. Getting feedback from the Paramedics. If any agency wants to pull calls and review them, please let her know.

BRK; started a recruit academy yesterday. Promoted allot of people recently.

SPS; out of 9 medics on the floor, 6 are new hires. Many new Engineer promotion upcoming.

VRN; finalized a BC test. Discussion about CALOES to look into the C & E issue.

SNM; number of documents posted on the firescope website.

GLN; 4 newly graduated FFPM's. Next lateral academy April 2nd, currently have 24 probationary employees. 1 Medic in the hybrid course. Training center was recently approved to be an ALA. 4 New engines on line. Looking to purchase another Engine and possibly a type 6. Motorola will be here for a presentation at the end of the next Task Force meeting. Looking to go to Kenwood Tri-bands for all units.

Next Task Force Meeting: March 13th. Motorola Meeting to follow