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# VERDUGO FIRE COMMUNICATIONS DESK PROCEDURE 18-2

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DATE: MARCH 1, 2018

SUBJECT: INCIDENT ENTRY – CALL PROCESSING AUDIT/REVIEW PROCEDURES

REFERENCE: VERDUGO POLICY & PROCEDURES MANUAL SECTION 4

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## Call Processing:

It is the responsibility of each and every Fire Communications Operator and Shift Supervisor to ensure that all calls requiring emergency services (or any call entered for documentation purposes), is entered into the Computer-Aided Dispatch (CAD) system in both a timely and accurate manner. It is also the responsibility of each team member to ensure that follow-through measures are completed for each and every entry into CAD, regardless of their assigned task as either Call-Taker or Radio Dispatcher. This is a team effort.

Upon successful completion of call entry into an Incident Mask, several checks and balances are in place to ensure that the call has been entered into CAD and is being dispatched by the radio operator:

1. VERIFIED ENTRY: When an incident mask has been completed and a call is entered into CAD, the operator must verify the call was entered before clearing their screen. When a call is successfully entered, the CAD system automatically generates a green bar and displays an associated message advising “call entered...” and a #VFC number that is automatically displayed at the bottom of the CAD screen. This feature was programmed especially into CAD for Verdugo, to support lessening of both risk/liability to the Center, and to generate a visual prompt for the person entering the incident into CAD that their entry was successful.

**EXAMPLE:** FIRE Call Entered: VFC0610406 Type: STR (Structure Fire)

Additionally, if the call requires triage, the CAD screen will then also immediately change to the triage cards screen, an additional cue that the call has been successfully entered.

2. VISUALLY VERIFY: Each operator who is entering a call for dispatch must follow-through to ensure that their call for service is sent to the radio operator for dispatch, and subsequently dispatched by the Radio position. After call-entry is complete, the call-taker shall look at the “WAITING” window on the status screen to verify that the call displays as a pending incident for

the Radio Dispatcher. The operator shall also listen to the radio operator who is dispatching units to the incident that was entered.

3. NO CALL: If there is not a call entered that requires a dispatch by the radio operator, then it is the call-takers responsibility to immediately verbalize "No Call" and the radio operator's responsibility to verbally acknowledge the call-taker's statement.

Silvio Lanzas, Deputy Chief