

THE VOICE OF VERDUGO



Welcome to the first issue of the Voice of Verdugo; our newsletter written and produced by Team Verdugo members. Each quarter we hope to provide insight into our dispatch center. Should you have an opportunity to do so, please come by for a visit and meet our staff.

Did You Know?

- Verdugo operates 24/7/365 days per year.
- Personnel work 12-hour rotating shifts of day and night.
- Staff are scheduled for 2 day shifts from 0630 to 1830 followed by 2 night shifts from 1830 to 0630.
- Current Day staffing is 3 Dispatchers and 1 Supervisor
- Current Night staffing is 2 Dispatchers and 1 Supervisor
- A recruitment is underway, and we hope to start an academy of six trainees shortly.
- Just like fire personnel rotate stations each year, Verdugo rotates FCO's every year between supervisors.
- Below is the 2018 lineup for Team Verdugo.

A Tip from Verdugo

For various reasons, Verdugo is asked to call back PDs, alarm companies, RP's, utilities etc. multiple times a day. Often the callbacks are interrupted by 9-1-1 or other calls, and the dispatcher may then have to make several callback attempts before being successful. It is not uncommon that when Verdugo is able to get back to the field unit, the field unit will say "Disregard, we made contact", "PD is OS", etc. **TIP:** Notify Verdugo if the notification request has been satisfied by on-scene personnel.

Deputy Chief Silvio Lanzas

FCSS Manny Soto
FCO Jennifer Fieda
FCO Jason Garrett
FCO Vacant

FCSS Christina Wilson
FCO Heather La Sota
FCO Lissette Scruggs
FCO Vacant
FCO Vacant

FCSS Melissa Leary
FCO Imelda Domingo
FCO Crystal Bartl
FCO Vacant
FCO Vacant

FCSS Kadia Miranda
FCO Stephen Pierson
FCO Kelli Warner
FCO Vacant

CAD Upgrade

On February 6, 2018, Northrup Grumman along with members of Verdugo officially kicked off the 2018 CAD upgrade project. The project will take roughly seven months to complete and will greatly enhance field and dispatch functionality.



During a recent CAL OES 9-1-1 Branch audit, Verdugo was recognized as being an industry leader by answering an average 5,232 calls per month within 15 seconds 99.33% of the time. The California standard is to answer 9-1-1 calls 95% of the time in less than 15 seconds.

A Snapshot of Verdugo's Incident and Call Volume

