



# VERDUGO FIRE COMMUNICATIONS

## CALL-TAKING STANDARD OPERATING GUIDELINES

Rev 05-01-2019

### TABLE OF CONTENTS

1. GREETING.....	5
2. IDENTIFICATION.....	5
3. LISTEN TO YOUR REPORTING PARTY (INFORMANT).....	5
4. LEADING QUESTIONS.....	5
5. "TALKING OVER" THE INFORMANT.....	5
6. INCIDENT MASK.....	6
7. INCIDENT MASK – INCIDENT LOCATION.....	6
8. INCIDENT MASK – LOCATION INFORMATION.....	6
9. INCIDENT MASK – TEXT INFORMATION.....	6
10. INCIDENT LOCATION – VERIFICATION.....	7
11. INCIDENT LOCATION – CITY ORIGIN.....	7
12. INCIDENT LOCATION – MANUAL ENTRY.....	7
13. INCIDENT LOCATION – UNIT NUMBERS.....	8
14. INCIDENT LOCATION – STREET NAMES WITH 2 WORDS.....	8
15. INCIDENT LOCATION – NUMBERED STREET NAMES.....	9
16. INCIDENT INFORMATION.....	9
17. INCIDENT LOCATION-BORDER LOCATION.....	9
18. INCIDENT LOCATION-UNDETERMINED.....	9
19. INCIDENT LOCATION – NOT IN CAD SYSTEM.....	10
20. AUTOMATIC NUMBER IDENTIFICATION/AUTOMATIC LOCATION IDENTIFICATION (ANI/ALI).....	10
21. ANI/ALI TRANSFER TO CAD.....	11
22. CALL-BACK PHONE NUMBERS--MUST INCLUDE AREA CODE.....	11
23. TYP CODE.....	11
24. TEXT-TO-9-1-1 INCIDENT ENTRY.....	11
25. LANGUAGE TRANSLATION.....	11
26. OUT OF JURISDICTION 9-1-1 EMERGENCY CALLS.....	11
27. OUT OF JURISDICTION 10-DIGIT EMERGENCY CALLS.....	12
28. VOICE OVER INTERNET PROTOCOL (VOIP) 9-1-1 MISROUTES.....	12
29. COMMON PLACE (CP) INCIDENT ENTRY.....	13
30. PSYCHIATRIC (PSYCH) INCIDENTS.....	13
31. "FREQUENT CALLERS"/ "RETURN CALLS".....	13
32. DUPLICATE INCIDENTS.....	13
33. 9-1-1 DISCONNECT (DROPPED CALL) or "HANG UP" CALL – NO ANI/ALI RECEIVED.....	14
34. 9-1-1 DISCONNECT (DROPPED CALL) or "HANG UP" CALL – E9-1-1 ANI/ALI RECEIVED.....	14

35. 9-1-1 DISCONNECT (DROPPED CALL) or “HANG UP” CALL – WPH2 ANI/ALI RECEIVED .....	14
36. LAT/LON COORDINATES - CONVERSION.....	15
37. 10-DIGIT DISCONNECTED (DROPPED CALL) or “HANG UP” CALL.....	16
38. SUPPLEMENTAL INFORMATION (SUP).....	16
39. PREMISE INFORMATION (PI).....	16
40. UNKNOWN MEDICAL INCIDENTS (UNKMED) .....	17
41. “OTHER” PUBLIC SAFETY AGENCY INFORMANT (Source code: O) .....	17
42. WIRELESS PHONE INCIDENT LOCATION VERIFICATION .....	18
43. CALL-BACK - BLOCKED NUMBER NOT ACCEPTED.....	18
44. CALL-BACK LOCATION VERIFICATION.....	18
45. LIFE FLIGHT/AIR SQUAD/AIR AMBULANCE LANDING ZONE (LZ) .....	18
46. REQUEST FOR ‘CODE 2 RESPONSE’-LAW ENFORCEMENT (PD) .....	18
47. REQUEST FOR NO SIREN-CITIZEN (‘CODE 2 APPROACH’).....	18
48. VESTA INSTANT RECALL RECORDER (IRR) .....	19
49. “NO CALL” / ADVISED INCIDENT.....	19
50. INCIDENT TEXT / ABBREVIATIONS .....	19
51. FIRE ALARM (ALARM) – CENTRAL STATION/OCCUPANT .....	19
52. MOUNTAIN RESCUE (MTNRES) .....	19
53. MEDICAL ALARM (MEDALR) .....	19
54. MEDICAL ALARM - GPS (MEDALR).....	19
55. APPLE WATCH FALL DETECTOR .....	19
56. SWIFT WATER RESCUE (SWR) .....	19
57. FORCE LOCATION INTO CAD.....	19
58. NOTIFICATIONS.....	19
59. SOURCE CODES.....	20
60. INCIDENT ENTRY VERIFICATION.....	20
61. FWY INCIDENT LOCATIONS .....	20
62. STREET INTERSECTION AT FWY CROSSING (OC/UC) LOCATION ENTRY .....	21
63. FWY EXIT NUMBERS.....	21
64. FWY CALL-BOX NUMBERS .....	21
65. EMS CALLS .....	21
66. EMERGENCY MEDICAL DISPATCH (EMD).....	22
67. INCIDENTS INVOLVING TODDLERS AND INFANTS (36 MONTHS OF AGE OR YOUNGER) .....	22
68. INCIDENTS INVOLVING CHILDREN 3 – 8 YEARS OLD .....	22
69. SUICIDAL PERSONS.....	22
70. CONVALESCENT HOMES; NURSING HOMES; RETIREMENT HOMES; GROUP HOMES; RECOVERY HOMES, ASSISTED-LIVING HOMES, etc.....	22
71. HOSPITAL – EMERGENCY DEPT.....	23
72. HOSPITAL – IN-PATIENT .....	23
73. DOCTORS OFFICE/URGENT CARE/SURGERY CENTER .....	23

74. CRIMES IN PROGRESS OR CRIMES JUST OCCURRED .....	23
75. NON-EMERGENCY – MISROUTED CALLS FOR PD .....	23
76. REQUESTING LAW ENFORCEMENT (PD) RESPONSE .....	23
77. PD RESPONDING CODE 3 .....	24
78. MUTUAL AID REQUESTS .....	24
79. MUTUAL AID – FBLK 9990, 9991, 9996, 9997, 9998 .....	24
80. LOS ANGELES COUNTY FIRE DEPT (LAC) AUTOMATIC/MUTUAL AID .....	24
81. LOS ANGELES FIRE DEPT (LFD) AUTOMATIC/MUTUAL AID .....	25
82. OES OPERATIONAL AREA ‘E’ AUTOMATIC/MUTUAL AID .....	25
83. DISNEY STUDIOS (BRK or GLN) INCIDENT ENTRY .....	25
84. ROSEBOWL (PAS) INCIDENT ENTRY .....	26
85. AIRPORT (HBA/BUR) INCIDENT ENTRY .....	26
86. RACE TRACK (ARC) INCIDENT ENTRY .....	27
87. WARNER BROS (BRK) INCIDENT ENTRY .....	28
88. REGIONAL TASK FORCE 4 (RTF4) INCIDENT ENTRY .....	28
89. STRIKE TEAM INCIDENT ENTRY .....	29
90. TRANSFERRING CALLS .....	30
91. REQUEST FOR SOCIAL SERVICES .....	30
92. ACTION CODES .....	30
93. INCIDENT ENRTY COMPLETE .....	30
94. INCIDENT ENTRY TIME PARAMETERS .....	30
95. TV / RADIO SPEAKER .....	31
96. “PARAMEDICS ARE ENROUTE” .....	31
97. COLLECTING AND DISSEMINATION OF INFORMATION .....	31
98. DISPATCH EVALUATION REPORT (DER).....	32
99. DENIAL OF SERVICE .....	32
100. ETIQUETTE .....	32
101. NOT ALL INCLUSIVE .....	32
<i>ADDENDUM</i> .....	33
<i>The Hysteria Threshold-Gaining Control of the Emergency Informant</i> .....	33
<i>Incident TYP Code Prescription</i> .....	35
<i>Incident Entry Mask</i> .....	43
<i>9-1-1 ALI / ANI Display</i> .....	45
<i>Text-To-9-1-1</i> .....	52
<i>Fire Alarm Incident Entry</i> .....	60
<i>MTNRES Locations</i> .....	63
<i>Medical Alarm Incident Entry</i> .....	67
<i>GPS Medical Alarms</i> .....	70
<i>How to Force a Location into CAD</i> .....	72
<i>Creating an Advised Incident</i> .....	74

*AltarisVIEW Launch Applications* ..... 76  
*Apple Watch Fall Detector*..... 78  
*SWR Zones and SWR Incident Entry* ..... 79  
*California Numbered Exit Uniform System*..... 82

1. **GREETING:** When answering 9-1-1 or 10-digit emergency lines the greeting is: **“FIRE DEPARTMENT AND PARAMEDICS.”** When answering business lines the greeting is: **“VERDUGO, [STATE YOUR NAME]”**
  - a. **Hollywood-Burbank Airport (BUR) / FAA “TOWER” LINE:** The BUR/FAA tower line shall be answered: **“VERDUGO ON.”** The tower line is a *one-way* telephone connection that originates at the BUR control tower and connects with Verdugo, Air Ops and Airport Fire.
2. **IDENTIFICATION:** When asked by a reporting party (RP) what your name is, your VF## number may be used. Your name is optional.
3. **LISTEN TO YOUR REPORTING PARTY (INFORMANT):** **LISTEN** to your INFORMANT. This is paramount. You may only have one chance to ascertain incident information from the INFORMANT and if you are not LISTENING to what they are saying, you **WILL** miss critical information. Be ready to listen and type information from the INFORMANT *before* you answer the phone!
4. **LEADING QUESTIONS:** Do not ask leading questions, e.g. ***a question so worded as to suggest the proper or desired answer*** -- LEADING QUESTIONS shall not be used. An appropriate question is prefaced with **WHO...WHAT...WHY...WHERE...WHEN...HOW...EXPLAIN...DESCRIBE...CONFIRM.**

Be specific in the questions you ask that will allow an INFORMANT to reply with accurate response information. **When asking questions, let the INFORMANT answer before you ask additional questions.**

Phrases such as **“RIGHT”, “CORRECT”, “YOU SAID...”, “...OR NO”, “SO...”** before or after any question that is asked is improper call-taking and can turn a basic question into a **leading question**. The phrase, **‘CONFIRM’**, shall be used in place of: **“right”, “correct”, “you said”, “or no”, “so...”** etc.

  - a. Required questions shall be asked singly (no compound questions) and the call-taker must receive a response from the caller before asking the next, required question.
  - b. Questions that are formulated to ‘diagnose’ a person’s condition shall not be asked, unless it is an approved EMD triage question.

5. **“TALKING OVER” THE INFORMANT:** Do not **“TALK-OVER”** the informant. That is talking to them or asking them questions while they are talking. Wait for them to stop or pause, and then take control of the call. If the informant does not stop talking, begin using repetitive persistence to get their attention and take control of the call. See, **[“The Hysteria Threshold – Gaining Control of the Emergency Informant”](#)**, in the **ADDENDUM** below.

**ANY PERSON CALLING FOR HELP SHALL NOT BE TOLD TO “CALM DOWN”**

6. **INCIDENT MASK:** A **BLANK** incident mask must be showing before you begin taking information on every call. See **ADDENDUM** for Incident Mask nomenclature.

INCIDENT Loc [redacted]  
 Loc Info [redacted]  
 Inc# [redacted] Rsp [redacted] Lat: [redacted] Lon: [redacted]  
 RP Addr [redacted] Name [redacted] RP Phn [redacted]  
 Sex [redacted] Age [redacted] Cons [redacted] Breathing [redacted] Phn Ext [redacted] Loc Phn [redacted]  
 Text [redacted]  
 Typ [redacted] Src [redacted] Act [redacted] Pri [redacted] Dspo [redacted] Dg [redacted] Dist [redacted] Tm [redacted] Dt [redacted]

7. **INCIDENT MASK – INCIDENT LOCATION:** The address to the **INCIDENT LOCATION** shall be placed in the **LOC** field of the incident mask, and shall include apt numbers, room/bed numbers; floor numbers, suite numbers, etc.:

INCIDENT Loc [redacted]  
 Loc Info [redacted]  
 Inc# [redacted] Rsp [redacted] Lat: [redacted] Lon: [redacted]

8. **INCIDENT MASK – LOCATION INFORMATION:** Additional INCIDENT LOCATION information shall be placed in the “LOC INFO” field on the incident mask. **Example:** front yard; rear house; right shoulder; in a blue Honda; level 4 garage; bus #XXX; lock up; dining room; urgent care, etc.

**NOTE:** Requests for units to “**STAGE UNTIL CLEAR TO ENTER**” or “**STAGE AT YOUR DISCRETION**” will also be included in the **LOC INFO** field.

INCIDENT Loc [redacted]  
 Loc Info [redacted]  
 Inc# [redacted] Rsp [redacted] Lat: [redacted] Lon: [redacted]

9. **INCIDENT MASK – TEXT INFORMATION:** Additional INCIDENT INFORMATION shall be placed in the “TEXT” field on the incident mask. Information placed in the TEXT field shall be pertinent, supporting information to the incident.

Sex [redacted] Age [redacted] Cons [redacted] Breathing [redacted] Phn Ext [redacted] Loc Phn [redacted]  
 Text [redacted]  
 [redacted]  
 [redacted]

**10. INCIDENT LOCATION – VERIFICATION:** The INFORMANT shall be *asked* the incident address (exclusive of ANI/ALI) and the cross streets are on ALL calls for service. Verification shall be to **ASK** for information, not provide assumed information (**leading questions**) and have the INFORMANT confirm that information.

- a. Additional information to be asked (but not limited to): Is it a house, apartment or business; outside; front; back; on the side; under; over; next-door; across the street; north of; south of; east of; west of; on the corner (N/E; S/E; N/W; S/W, etc.) room number, etc.
- b. If you are not certain of the incident location address, ASK the informant to repeat the address. You may “confirm” the incident address location from the informant by stating “**confirm your address is...**” and then repeat the address given.
- c. When repeating (confirming) the address given, all address numbers shall be repeated individually, e.g., a confirmation for 1050 Huntington Dr. should be stated as: “**CONFIRM your address is 1-0-5-0 Huntington Dr.?**”
- d. Incident response location MUST be verified through CAD as soon as you enter location address into incident mask.
- e. KNOW WHERE TO SEND THE FD: Do not disconnect from the INFORMANT if you are not 100% certain where the FD or paramedics need to respond. Disconnecting from an INFORMANT and then trying to ascertain response location is improper call-taking.
- f. Solely relying on “...the informant will direct...” is improper call-taking, and can cause significant delays in locating the incident if **the informant is not on scene** to direct the FD or paramedics.

**YOU SHALL ALWAYS ASCERTAIN THE EXACT INCIDENT/PATIENT LOCATION**

**11. INCIDENT LOCATION – CITY ORIGIN:** You shall ASK what city an incident is located on ALL calls for service.

**12. INCIDENT LOCATION – MANUAL ENTRY:** When **manually** entering incident location address information into the incident mask, the **ADDRESS** and **STREET NAME** shall only be used; **DO NOT** include the *street direction* (N, S, E, W) or *street type* (ST, AV, BL, CT, TER, etc.) This process will *eliminate* the possibility of entering the location to a wrong street and/or city.

**EXAMPLE:** INFORMANT gives you an address of “100 W. Colorado St. in Pasadena.” Incident location shall be entered as: **100 COLORADO**, which will list **ONLY** the **first 10 choices** for ‘100 Colorado’ in the CAD Geofile:

The image shows a screenshot of a CAD (Computer Aided Dispatch) interface. The top bar is dark blue with white text. The 'INCIDENT' label is on the left, followed by 'Loc' and a text input field containing '100 colorado'. Below this, there are several other input fields: 'Loc Info', 'Inc#', 'Rsp', 'Lat:', and 'Lon:'. The '100 colorado' text is highlighted with a red rectangular box.

```

NO-SUCH Street -- Enter Choice From Below:
1. 100-145 E COLORADO BL,ARC btwn N FIRST AV & FOOTHILL FWY (1059)
2. 100-199 E COLORADO BL,MRU btwn S MYRTLE AV & S IUY AV (1013)
3. 100-159 E COLORADO BL,PAS btwn RR TRACKS & S ARROYO PKWY (0315)
4. 100-123 W COLORADO BL,ARC btwn RR TRACKS & SAN ANTONIO RD (105A)
5. 100-199 W COLORADO BL,MRU btwn S MYRTLE AV & S PRIMROSE AV (1011)
6. 100-179 W COLORADO BL,PAS btwn S DE LACEY AV & N PASADENA AV (0315)
7. 100-107 COLORADO PL,ARC btwn W HUNTINGTON DR & SAN JUAN DR (105A)
8. 100-199 E COLORADO ST,GLN btwn S BRAND BL & S LOUISE ST (0213)
9. 100-100 E COLORADO ST,GLN -- LOT 11 (0213)
10. 100-199 W COLORADO ST,GLN btwn S BRAND BL & S ORANGE ST (0213)

```

**NOTE:** CAD will only list up to **10** choices for an address/street location. If CAD lists **9** or less choices, there are **NO ADDITIONAL** choices for the given address/street location.

Alternatively, to narrow down the list of choices and only show choices for **100 Colorado in PAS**, the incident location would be entered as: **100 COLORADO, PAS**, which will only list the “100 Colorado’s” in the City of Pasadena:

**INCIDENT** Loc **100 colorado, pas**  
 Loc Info \_\_\_\_\_  
 Inc# \_\_\_\_\_ Rsp \_\_\_\_\_ Lat: \_\_\_\_\_ Lon: \_\_\_\_\_

```

NON UNIQUE Street Name -- Enter Choice From Below:
1. 100-159 E COLORADO BL,PAS btwn RR TRACKS & S ARROYO PKWY (0315)
2. 100-179 W COLORADO BL,PAS btwn S DE LACEY AV & N PASADENA AV (0315)

```

**NOTE:** It is paramount that street spelling is accurate. Being unable to provide correct spelling can delay call entry or cause CAD to validate an incorrect street, which may cause units to respond to an incorrect location and/or city.

**13. INCIDENT LOCATION – UNIT NUMBERS:** Apartments; condos; suites; rooms; room/bed; floor numbers, etc., shall be placed in the LOC field on the incident mask along the INCIDENT LOCATION address. These unit numbers shall be prefaced with # and no spaces (#NOSPACES.) CAD will accommodate up to 7 alpha-numeric characters for a unit number:

**INCIDENT** Loc **421 OAK #1234567**  
 Loc Info \_\_\_\_\_  
 Inc# \_\_\_\_\_ Rsp \_\_\_\_\_ Lat: \_\_\_\_\_ Lon: \_\_\_\_\_

**NOTE:** Floor numbers can be listed as: **#6THFLR**; room/bed numbers as: **#234-A**. Other uses: **#REAR**; **#FRONT**; **#GARAGE**; **#LEVEL2**, **#BLDG2**, etc. A “1/2” unit shall be entered as **#1-2**.

**14. INCIDENT LOCATION – STREET NAMES WITH 2 WORDS:** There are many *compound* (two-word) street names in the Geofile, e.g., Grandview, Wildrose, Sunnyside, Hillcrest, etc.

**EXAMPLE:** If you enter an address location on “Grandview” and CAD does not *verify* the street name, re-enter the address location as “Grand View”, etc.

15. **INCIDENT LOCATION – NUMBERED STREET NAMES:** Numbered street names, e.g., 2<sup>nd</sup> St, 6<sup>th</sup> Av, 9<sup>th</sup> Pl, etc., will have the street name spelled out instead of the number.

EXAMPLE: 127 2<sup>nd</sup> Av would be entered as 127 Second, etc.: 

**NOTE:** Due to current technical Geofile issues, all *numbered* streets in the city of Vernon (VER) shall be entered as a *number*.

EXAMPLE: 2000 E. 38<sup>th</sup> St, VER would be entered and validated as: 

16. **INCIDENT INFORMATION:** *You are responsible for accurately receiving and entering into an incident mask all given information from the informant and it SHALL BE 100% ACCURATE – Accuracy is based solely on the information given to you by the INFORMANT.* It is your duty to query the informant for all pertinent information regarding the incident. If you do not understand any of the terms that an informant is giving you regarding the incident, it is your *responsibility* to clarify the information before disconnecting from the informant.

All incident histories shall have *supporting information* in the text of the call – the informant gave you sufficient information to choose a specific type code for the incident—*that specific information should be included in the “text” of the incident history.* **ALL PERTINENT INCIDENT INFORMATION OBTAINED BEFORE THE CALL IS ENTERED FOR DISPATCH MUST BE INCLUDED IN THE INITIAL DISPATCH TEXT / INCIDENT HISTORY.**

**NOTE:** Redundant information, between type code and incident text, should be excluded.

**EXAMPLE:** A **CHEST** call should not have ‘chest pain’ in the IH, but should include any other pertinent information received; a **FALL1** should not have ‘person fell...’ in the IH, but should include mechanism of fall and related injuries, etc.

Any additional, *pertinent* information that is received *after* the call has been dispatched, must be immediately supplemented (**SUP**) to the incident. **There shall not be an instance when a unit asks for pertinent call information that YOU ARE AWARE ABOUT, but did not enter it into the initial incident history.**

17. **INCIDENT LOCATION-BORDER LOCATION:** If an incident is located on a border area between the city of Los Angeles or Los Angeles County and Verdugo System cities, and it is not clear as to which jurisdiction the incident location is in, Verdugo will automatically dispatch the closest Verdugo system units to the border incident location.

18. **INCIDENT LOCATION-UNDETERMINED:** If an informant is unable to give you the incident location, **it IS your (call-taker) responsibility** to query the informant and use available mapping programs, websites, directories, etc., to ascertain the incident location. You shall not disconnect from an informant until you are certain that you have gathered accurate incident location information from the informant. Should there be any uncertainty regarding the information received, the call-taker may have to stay on the phone with the informant until units arrive on scene.

**19. INCIDENT LOCATION – NOT IN CAD SYSTEM:** All calls for service MUST be *verified* through the CAD system. The CAD Geofile includes all Verdugo System / Area C cities’ geographic information.

Additionally, the Geofile includes geographic information for an approximately two-mile geographic buffer outside the perimeter of Area C. When you become aware that a reported incident location is **NOT** in the CAD system, the incident must be *forced* into CAD (refer to [FORCE LOCATION INTO CAD](#).) If you have difficulty in forcing the location into CAD, you must immediately advise an FCSS to assist you in entering the location in question.

If CAD/Geofile information is not available for a given address and cross streets, it is your duty as the call-taker to ascertain accurate and timely incident response location. An informant shall not be told phrases such as: “I cannot find your street; your street is not in my computer; I’ve never heard of your street before; your street does not exist in the city; **we dispatch for 13-cities...**, etc.”

**NOTE:** All Area C cities use the California Agency Designator (interchangeably known as Dispatch Group [DG] or city code) as assigned by CAL OES/FIRESCOPE as follows:

CITY	OES DESIGNATOR
ALHAMBRA	ALH
ARCADIA	ARC
BURBANK	BRK
GLENDALE	GLN
HOLLYWOOD-BURBANK AIRPORT	HBA
MONTEREY PARK	MPK
MONROVIA	MRV
MONTEBELLO	MTB
PASADENA	PAS
SAN GABRIEL	SGB
SAN MARINO	SNM
SIERRA MADRE	SMD
SOUTH PASADENA	SPS
VERNON	VER

Other OES city codes used are:

CITY	OES DESIGNATOR
COMPTON	CMP
DOWNEY	DNY
L A COUNTY FD	LAC
LA HABRA HEIGHTS	LHH
LOS ANGELES FD	LFD
SANTA FE SPRINGS	SFS

The **Hollywood-Burbank Airport (formerly Bob Hope Airport)** has a 3-letter OES agency code of: **HBA**, and a 3-letter International Air Transport Association (IATA) code of **BUR**.

**20. AUTOMATIC NUMBER IDENTIFICATION/AUTOMATIC LOCATION IDENTIFICATION (ANI/ALI):** For types and nomenclature of ANI/ALI’s, see **ADDENDUM** below.

## 21. ANI/ALI TRANSFER TO CAD:

When answering a 9-1-1 call the Vesta telephone system will *interactively* transfer ANI/ALI information to CAD. When the transfer is complete, the ANI/ALI information will display in the acknowledgement window in CAD.



The ANI/ALI information in this window must match the ANI/ALI information that is displayed on the Vesta screen (for the active call) **BEFORE** the ANI/ALI information can be transferred to the incident mask.

**NOTE:** On 10-digit emergency lines, call information display (**CID**) is only available and will not transfer from Vesta to CAD. Transferring ANI/ALI information to the incident mask on an active 10-DIGIT call will transfer the previous 9-1-1 ANI/ALI received. This will annotate an inaccurate 'received time' to the incident as well as inaccurate incident response location and call-back telephone number.

## 22. CALL-BACK PHONE NUMBERS--MUST INCLUDE AREA CODE: Ask the informant what number they are calling **FROM**.

The informant's phone number shall always be verified (including ANI) and listed in the **INFORMANT** field in the incident mask. If a phone extension is given, it must be properly listed in the **EXT** field in incident entry mask.

If the informant gives you a phone number that is different from the ANI, that number must also be included in the call. If the informant is not at the incident location (e.g., 2<sup>nd</sup> party informant, 3<sup>rd</sup> party informant, etc.) you must ascertain the **phone number for the INCIDENT LOCATION**.

Immediately after entering an incident for dispatch that is received from a 2<sup>nd</sup> party informant, you must call the incident location and **first** verify the incident location, then ascertain other pertinent details regarding the incident.

## 23. TYP CODE: The most descriptive TYP code for the incident being reported must be used. For **TYP CODE PRESCRIPTION LIST** see **ADDENDUM** below.

## 24. TEXT-TO-9-1-1 INCIDENT ENTRY: TEXT-TO-9-1-1 incident entry procedures see **ADDENDUM** below.

## 25. LANGUAGE TRANSLATION: Requests for service from any person that is UNABLE to speak clearly and fluently in English shall be immediately conferenced with language translation services. **The source code of 'L' shall be used.** Language line client ID is: **1271.**

**NOTE:** Incident history verbiage such as "**language barrier**" shall only be used when translation services are not available.

## 26. OUT OF JURISDICTION 9-1-1 EMERGENCY CALLS: When a request for service is received via 9-1-1 and it is determined to be outside of Verdugo System response area, the call shall immediately be transferred to the appropriate PSAP, via the respective 9-1-1 'one-button' transfer on Vesta phone system. If a 'one-button' transfer is not available on the Vesta for the appropriate PSAP, the informant shall be queried regarding incident location and details (based on VFC's Call-Taking SOG's) **and the appropriate PSAP shall be notified by the call-taker.**

The NENA PSAP REGISTRY website may be accessed to locate the phone number for the appropriate PSAP. The following login information may be used if you do not have a personal login:

Website: <https://psaps.ddti.net/>; USER: [msoto@glendaleca.gov](mailto:msoto@glendaleca.gov); PW: **2VerdugoFire**.

**27. OUT OF JURISDICTION 10-DIGIT EMERGENCY CALLS:** When a request for service is received via a 10-digit emergency phone line and it is determined to be outside of the Verdugo System response area, the informant shall be queried regarding the incident location and details (based on VFC's Call-Taking SOG's) *and the appropriate Public Safety Answering Point (PSAP) shall be notified by the call-taker.*

a. If the informant is at the incident location, the call-taker will ask if the informant can dial 9-1-1; if so, the call taker shall instruct the informant to call 9-1-1.

b. If the informant is not at the incident location, the NENA PSAP REGISTRY website may be accessed to locate the phone number for the appropriate PSAP:

Website: <https://psaps.ddti.net/>; USER: [msoto@glendaleca.gov](mailto:msoto@glendaleca.gov); PW: **2VerdugoFire**.

**NOTE:** Anyone calling a **10-digit emergency** phone line for service shall **NOT** be transferred to another PSAP. The call-taker shall make incident notification to the appropriate PSAP; and, if the caller is at the incident location, the caller shall be instructed to call 9-1-1.

**28. VOICE OVER INTERNET PROTOCOL (VOIP) 9-1-1 MISROUTES:** When a request for service is received via **VOIP** 9-1-1 telephone service and it is determined to be outside of Verdugo System response geography due to erroneous, pre-existing ANI/ALI information, query the informant for the incident location address; cross street; city; COUNTY and STATE and call-back phone number. Once it has been confirmed that the 9-1-1 VOIP call was misrouted:

a. The informant shall immediately be transferred to the appropriate PSAP via the respective 9-1-1 "**one-button**" transfer on Vesta. If a "one-button" 9-1-1 transfer is not available on the Vesta for the appropriate PSAP:

i. The informant shall be asked if they have **IMMEDIATE** access to a cellphone:

- **YES**, the informant advises that they do have immediate access to a cellphone: Instruct the informant to keep you on the VOIP line and then to call 9-1-1 on the cellphone. Additionally, instruct the informant to advise you when they have connected with their local 9-1-1 on the cell phone. When it has been confirmed that the informant has connected with their local 9-1-1 on the cellphone, you may disconnect from the call.

**OR**

- **NO**, the informant advises that they do not have immediate access to a cellphone: Keep the informant on the VOIP line (informant may be placed on hold) and immediately access the NENA website at: <https://psaps.ddti.net/> User: [msoto@glendaleca.gov](mailto:msoto@glendaleca.gov); PW: **2verdugoFire**, and search for the appropriate PSAP to report the 9-1-1 emergency.

b. Make contact with the appropriate PSAP and report the misrouted 9-1-1 VOIP incident. When the PSAP confirms that help is on the way, advise the RP that you have reported the incident to the correct public safety agency and that help should arrive shortly.

- i. Using the “**conference**” option on the Vesta, connect the RP with their local PSAP. If you are unable to connect the RP with their local PSAP, you may remain on the line with the RP and provide EMD as appropriate until help arrives.

**NOTE:** If time and circumstances permit, advise the RP to contact their VOIP service provider for instruction on how to update their 9-1-1 ANI/ALI information (This should be done only AFTER the caller has been either connected with the proper Fire or EMS agency or AFTER it is confirmed that help is on the way; a callback to the informant would be better alternative.)

**29. COMMON PLACE (CP) INCIDENT ENTRY:** ‘Common Places’ are locations in CAD that include schools; government buildings; parks; malls; shopping centers; restaurants; banks; stores, etc. CP entries may allow the call-taker to quickly locate an address for a popular location when the informant does not readily know the address.

- a. A CP may be located in a multi-unit/multi-story building, in which case a CP would only be used for incident entry if the incident **IS AT the respective CP location**. If the incident is not at the CP location, then the generic address location should be used.
- b. A CP may have adjacent locations (large complex) that have their own respective address. In these instances, the exact address of incident location shall be used, not the CP address.

For a list of common places listed in CAD go to:

<\\braveheart\VFCC\FCO Trainee Handouts\Phase 2 Call Taking\Common Place 03-15-17.pdf>

**30. PSYCHIATRIC (PSYCH) INCIDENTS:** The use of the term ‘5150’ *initiated* by Verdugo personnel in incident histories or verbal reference regarding reported psychiatric patients is **EXPRESSLY PROHIBITED**. The California Welfare and Institutions Code states that only a California peace-officer or specifically-designated county clinician can declare that a person meets WIC Sec. 5150 hold criteria.

**NOTE:** Verdugo personnel may *only* include a reference of a 5150 patient as reported by LAW or FIRE personnel.

**31. “FREQUENT CALLERS”/ “RETURN CALLS”:** All calls for service shall include only pertinent information regarding the incident being reported. Whether the informant is a repeat or frequent caller, or if this is a “return call” (e.g. responded to the same incident location earlier in the day), will have no effect on the validity or priority of the call. **Information regarding the repeat call or that that informant is a “frequent caller” shall NOT be included in the incident history of the call.**

**NOTE:** Any call for service from a return and/or frequent caller shall be processed as a “new” call, on its own merits.

**32. DUPLICATE INCIDENTS:** Any call for service that appears to be a duplicate in nature to a **pending or active** incident shall be processed as a new request for service (**REFER TO ITEM 10**) until you have sufficient confirmation that the incident being reported **IS** related to the pending or active incident.

Additional, pertinent incident detail shall be supplemented to the pending or active incident as appropriate.

**33. 9-1-1 DISCONNECT (DROPPED CALL) or “HANG UP” CALL – NO ANI/ALI RECEIVED:**

On any 9-1-1 telephone call that is “dropped” (call is disconnected while you are talking with the informant) or a call that is transferred with the informant “hanging up” (disconnecting the call) during the transfer, and you did not receive **E9-1-1** or **WPH2 ANI/ALI**, each Verdugo System PRIMARY PSAP shall be queried: **“Did you just transfer a 9-1-1 call?”**

If after querying the PRIMARY PSAP’s there is not enough incident location information to create an incident, the FCSS shall immediately be notified of the circumstances of the call.

**NOTE:** When calling back a disconnected informant *there shall be no blame verbalized* as to who initiated the disconnection; simply state to the informant that you are calling back because the call was disconnected and continue will the call-taking process.

**34. 9-1-1 DISCONNECT (DROPPED CALL) or “HANG UP” CALL – E9-1-1 ANI/ALI RECEIVED:**

On any wireline 9-1-1 telephone call that is “dropped” (call is disconnected while you are talking with the informant) or a call that is transferred with the informant “hanging up” (disconnecting the call) during the transfer, you shall immediately enter a call for dispatch based on the **E9-1-1 ANI/ALI** received and then call back the known number of the informant (**ANI**) and complete incident entry as required.

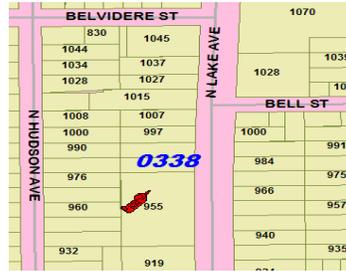
**NOTE:** When calling back a disconnected informant there shall be no blame verbalized as to who initiated the disconnection; simply state to the informant that you are calling back because the call was disconnected and continue will the call-taking process.

**35. 9-1-1 DISCONNECT (DROPPED CALL) or “HANG UP” CALL – WPH2 ANI/ALI RECEIVED:**

On any wireless WPH2 9-1-1 call that is “dropped” (call is disconnected while you are talking with the informant) or a call that is transferred with the informant “hanging up” (disconnecting the call) during the transfer, you shall immediately:

- a. Call back and query the primary PSAP transferring the call for incident location information and incident details.
- b. If the primary PSAP does not have any incident location information or incident details, you shall call the informant at the **ANI** received. If there is no answer on call back to the ANI:
  - i. An incident shall be created based on the **DECIMAL-DEGREES latitude and longitude (ALI)** coordinates that were received from the **WPH2 ANI/ALI**.
  - ii. The incident location entered for response shall be the **closest** address to the LAT/LON coordinate received, as denoted by the red cell phone icon on the AltarisView map, or the closest street intersection if not at a street (parcel) address.
  - iii. The incident history / dispatch text shall be annotated such as: **“INCOMPLETE 9-1-1 - INCIDENT LOCATION IS BASED ON THE LAT/LON OF THE CALLER.”**

**EXAMPLE:** In the map/screen shot below, an incident would be created at 955 N Lake Ave.:



**NOTE:** When calling back a disconnected informant there shall be no blame verbalized as to who initiated the disconnection; simply state to the informant that you are calling back because the call was disconnected and continue with the call-taking process.

**36. LAT/LON COORDINATES - CONVERSION:** LAT/LON coordinates assigned in the CAD Geofile and those received from wireless WPH2 9-1-1 callers are in **DECIMAL/DEGREE** format (**DD**):

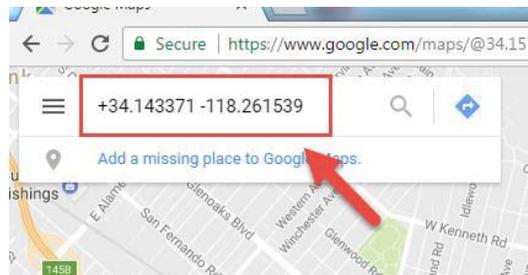
**+XX.XXXXXX -XXX.XXXXXX (+34.143662 -118.261363)**

In some instances the DD LAT/LON may be converted to **DEGREES/MINUTES/SECONDS** format (**DMS**) (such as for air operations):

**XX° XX' XX" N X° X' X" W (34°08'37.2"N 118°15'40.9")**

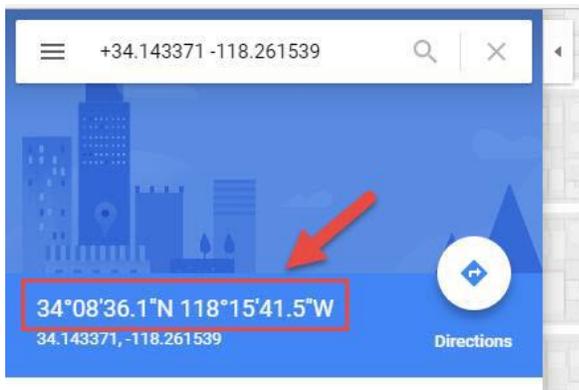
To quickly convert DD LAT/LON to DMS LAT/LON [maps.google.com](https://maps.google.com) may be used:

- a. Navigate to [Google maps](https://www.google.com/maps).
- b. In the address search box, enter the DD LAT/LON that needs to be converted (single space between the LAT and LON):



The LAT/LON listed above is for Fire Station 21 in GLN. Initiate a search for the DD LAT/LON listed.

- c. Google maps will now display the LAT/LON location on the map as well as display the DMS LAT/LON for the location shown:



- d. The DMS LAT/LON displayed above would be verbalized (as needed) as:

**“34 degrees, 8 minutes, 36.1 seconds NORTH / 118 degrees, 15 minutes, 41.5 seconds WEST.”**

- 37. 10-DIGIT DISCONNECTED (DROPPED CALL) or “HANG UP” CALL:** On any 10-DIGIT telephone call that is “dropped” (call is disconnected while you are talking with the informant) or a call that is transferred with the informant “hanging up” (disconnecting the call) during the transfer, you shall immediately call back the **CALLER ID (CID)** phone number received and query if assistance is needed.

If there is no answer at the CID or you did not receive a CID, you shall immediately query the **PRIMARY PSAP** responsible for the 10-DIGIT telephone line and ask if they “just transferred a call on the 10-digit emergency line.” If after querying the **PRIMARY PSAP** there is not enough information to create an incident, the **FCSS** shall immediately be notified of the circumstances of the call.

**NOTE:** When calling back a disconnected informant there shall be no blame verbalized as to who initiated the disconnection; simply state to the informant that you are calling back because the call was disconnected and continue with the call-taking process.

- 38. SUPPLEMENTAL INFORMATION (SUP):** Only **PERTINENT** information should be supplemented to active incidents, e.g., stage for PD; entry/access information; “fire department not needed” or other information that responding units would need to know to access the incident. Any other information, e.g., telephone number(s), additional **INFORMANT’S**, etc. would be entered into the call history using the memo (**M**) command.

- 39. PREMISE INFORMATION (PI):** When an **INCIDENT LOCATION** is verified and that location has a **PI** attached to it, **CAD** will return a **WAITING (MSG)** notification:



Immediately after entering the call for dispatch, the **MSG** shall be recalled, and the **PI** shall be reviewed. If the **PI** requires call-taker or dispatcher intervention, the call-taker or dispatcher shall act immediately regarding the instruction listed in the **PI**.

- a. **“FACILITY MAP ON ALTARIS VIEW MAP”**: A PI may include that there is a ‘facility map’ for the incident location that can be accessed via the AltarisView Map:

```
TUE 03/28/17 10:39 LOCATION: 135 N OAKLAND AV ,PAS
FIRE HISTORY
ENTRY DATE: 04/14/13 BY OPERATOR: UF03 EXPIRES: NEVER
135 N OAKLAND AV, PAS
**** FACILITY MAP ON ALTARIS VIEW MAP ****
```

The facility map may be used to locate buildings or other specific areas of the location and this information can be supplemented to responding units for quicker access to the incident. See **ADDENDUM** below.

**40. UNKNOWN MEDICAL INCIDENTS (UNKMED)**: Additional details regarding an UNKMED type incident shall be immediately **supplemented** as they are received; AND the incident history shall be changed/modified (**CHG/MOD**) with the additional details and the correct type code for the incident.

**41. “OTHER” PUBLIC SAFETY AGENCY INFORMANT (Source code: O)**: If the informant is an ‘other’ public-safety agency, the appropriate **CAD INFORMANT Entry** agency abbreviation must be used. This abbreviation shall be entered in the **RP PHN** field of the incident entry mask. The source code of **“O”** shall be used when receiving calls from *other* public safety agencies regardless of what phone line the call is received.

INFORMANT PHONE FIELD (AGENCY)	CAD Entry		
Alhambra Division 7 (STA 71)	DIV7	Monrovia Police Dept.	MRVPD
Alhambra Police Dept.	ALHPD	Montebello EOC	MTBEOC
Arcadia Police Dept.	ARCPD	Montebello Police Dept.	MTBPD
Burbank Airport Operations	AIROPS	Monterey Park Police Dept.	MPKPD
Burbank Division 1 (Station 11)	DIV1	Pasadena Division 3 (STA 34)	DIV3
Burbank EOC	BRKEOC	Pasadena Police Department	PASPD
Burbank Police Department	BRKPD	San Gabriel Police Dept.	SGBPD
Burbank Airport Control Tower	TOWER	San Marino Division 9 (STA 91)	DIV9
California Highway Patrol	CHP	San Marino Police Dept.	SNMPD
Care Ambulance	CARE	Schaeffer Ambulance	SHFR
Disney Studios	DIS	Sierra Madre Police Dept.	SMDPD
Downey Dispatch	DNY	South Pasadena Division 8 (STA 81)	DIV8
Glendale Division 2 (CH2)	DIV2	South Pasadena Police Dept.	SPSPD
Glendale EOC	GLNEOC	Vernon Police Dept.	VERPD
Glendale Police Department	GLNPD	Warner Brothers Studios	WBS
Los Angeles Fire	LFD		
Los Angeles County Fire	LAC		
Los Angeles County Sheriff (need phone#)	LASO		
Los Angeles Police Dept. (need phone#)	LAPD		

**NOTE:** When receiving calls from the Los Angeles Police Department (**LAPD**); the Los Angeles County Sheriff's Department (**LASO**); or LA METRO bus or train dispatch, you must ascertain the operator ID of the dispatcher placing the call and their call-back telephone number.

**42. WIRELESS PHONE INCIDENT LOCATION VERIFICATION:** When receiving a wireless 9-1-1 call, you MUST cross reference the incident location the informant is reporting with their **WPH2** LATITUDE/LONGITUDE

coordinate location that is displaying on the AltarisView Map . This process is to assist you with confirming the incident location. The exception is if the INFORMANT is not at the incident location (2<sup>nd</sup> party informant) and/or the cellular call is not **WPH2**.

**43. CALL-BACK - BLOCKED NUMBER NOT ACCEPTED:** Verdugo's business lines (3300's) CID are blocked. When calling back an informant or making a notification and the recipient phone number will not accept the blocked phone call, **disconnect and call back on the 10-digit emergency line of: 818-956-4803.**

**44. CALL-BACK LOCATION VERIFICATION:** When calling back to verify an incident location because units are unable-to-locate (**UTL**), you must verify the location as you would any new incident (refer to **ITEM 10.**) Calling back and asking an informant "...are you at..." and then repeating the location that units are UTL, is improper address verification.

**45. LIFE FLIGHT/AIR SQUAD/AIR AMBULANCE LANDING ZONE (LZ):** When receiving information of an incoming LIFE FLIGHT, AIR SQUAD, or AIR AMBULANCE that will be landing within Verdugo System geography, that is NOT attached to an active VFC incident and is NOT at a designated HELISPOT, the informant shall be queried as to ETA of the flight and the location of the LZ. A mutually accessible radio channel for air-to-ground communications will be established. The type code of **ENG** shall be used and 1 engine and BC shall be dispatched.

- a. Preferred radio frequency: XLC air-to-ground
- b. Alternative frequencies: VFC RED channels; CALCORD; VFIRE-21

**NOTE:** If the informant is requesting a **LZ**, the jurisdictional BC shall be queried as to where an appropriate LZ shall be located.

**46. REQUEST FOR 'CODE 2 RESPONSE'-LAW ENFORCEMENT (PD):** When the PD requests that fire department resources **respond CODE 2** (no emergency lighting and no siren) to an incident which they are on scene or en-route, the verbiage of: "**PD REQUESTS A CODE 2 RESPONSE**" shall be included in the incident history.

**47. REQUEST FOR NO SIREN-CITIZEN ('CODE 2 APPROACH'):** When an INFORMANT asks that no sirens (CODE 2) be used by responding units the verbiage of: "**informant requests a CODE 2 approach**" shall be included in the incident history. Your verbal response to the INFORMANT shall solely be, "...I will let responding units know of your request..." At no time shall the call-taker get into a 'discussion' with the INFORMANT as to why responding units have to respond with emergency lighting and sirens.

**NOTE:** "Informant requests a CODE2 approach" should be supplemented to responding units if the request comes *after* the call has been dispatched.

**48. VESTA INSTANT RECALL RECORDER (IRR):** The *routine or occasional* use of the IRR is discouraged. As a call-taker you must acquire the *mandatory skill* to query, remember, and process pertinent information quickly and accurately without using the IRR for information that you may have missed or cannot remember.

**NOTE:** The FCO trainee may only access the IRR with the express approval of the on-duty FCSS or trainer, on a case-by-case basis.

**49. “NO CALL” / ADVISED INCIDENT:** When you have determined that there will not be a “dispatch” from the telephone call you are currently on, upon terminating that call you must *immediately* verbalize loudly to the room, “**NO CALL.**”

**NOTE:** An [ADVISED INCIDENT](#) shall be created as appropriate. See **ADDENDUM** below.

**50. INCIDENT TEXT / ABBREVIATIONS:** While accurate incident information is paramount, you must also be concise in any additional information that you may annotate to the call. Abbreviations are encouraged for commonly used terminology; however, be sure that the abbreviations you use are discernible by dispatch and field personnel.

**51. [FIRE ALARM \(ALARM\) – CENTRAL STATION/OCCUPANT:](#)** **ALARM** incident entry procedures see **ADDENDUM** below.

**52. [MOUNTAIN RESCUE \(MTNRES\):](#)** **MTNRES** incident entry procedures see **ADDENDUM** below.

**53. [MEDICAL ALARM \(MEDALR\):](#)** **MEDALR** incident entry procedures see **ADDENDUM** below.

**54. [MEDICAL ALARM - GPS \(MEDALR\):](#)** **GPS MEDALR** incident entry procedures see **ADDENDUM** below.

**55. [APPLE WATCH FALL DETECTOR:](#)** Apple Watch Fall Detector incident entry procedures see **ADDENDUM** below.

**56. [SWIFT WATER RESCUE \(SWR\):](#)** **SWR** incident entry procedures see **ADDENDUM** below.

**57. [FORCE LOCATION INTO CAD:](#)** **FORCE LOCATION** into CAD procedures see **ADDENDUM** below.

**58. NOTIFICATIONS:** When making notifications, you must identify yourself as the department that is requesting the notification.

**EXAMPLE:** E21 requests CHP—when contacting CHP you would identify yourself as “**THE GLENDALE FIRE DEPARTMENT.**” Do not identify yourself as “Verdugo.”

**59. SOURCE CODES:** A specific **source code** will be used based on the informant. Upon receipt of a 9-1-1 call (wireless or land line) CAD will default a “9” to the incident entry mask. On any other type of source (informant), you must manually enter the appropriate source code as listed below:

CALL SOURCE	SOURCE CODE
9-1-1 (DEFAULT BY CAD)	9
10-DIGIT PHONE LINE	P
OTHER PUBLIC SAFETY AGENCY	O
RADIO/PHONE FROM FIELD UNIT (STILL ALARM)	R
LANGUAGE TRANSLATION	L
HEARING/VISUAL/VERBAL IMPAIRED SERVICE	I
TEXT-TO-9-1-1	T

**NOTE:** If a 9-1-1 call is transferred to translation services (L), received from a hearing/visual/verbal impaired service (I) or it is a TEXT-To-9-1-1 (T), the source code shall be CHG/MOD to their respective source code.

**60. INCIDENT ENTRY VERIFICATION:** When a call is entered (“sent”) for dispatch, you must verify that the call was entered before you clear your screen. A message advising “call entered...” in BLOCK green, including the VFC number, will display at the bottom of your screen. You must also look at the “WAITING” window on the status screen to verify that the call shows as a pending incident.

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

- a. The call taker shall verbalize to the radio dispatcher the ‘**street name**’ of the incident location.

**61. FWY INCIDENT LOCATIONS:** Freeway response locations will be entered with the direction of travel, freeway **NUMBER** and closest on/off ramp or cross street (overcrossing OC/ undercrossing UC.) The following *location descriptions* must be used on all FWY response locations:

LOCATION DESCRIPTIONS	FWY LOCATION
AT	AT AN OFF/ON RAMP OR OC/UC
WO	WEST OF AN OFF/ON RAMP OR OC/UC
SO	SOUTH OF AN OFF/ON RAMP OR OC/UC
EO	EAST OF AN OFF/ON RAMP OR OC/UC
NO	NORTH OF AN OFF/ON RAMP OR OC/UC
TO	TRANSITION ROAD (FWY JCT) FROM > TO

**EXAMPLE:**

- a. WB 134 FWY **AT** PACIFIC AV
- b. WB 210 FWY **WO** LAKE AV
- c. SB 710 FWY **AT** RAMONA BL
- d. EB 134 FWY **TO** NB 2 FWY
- e. NB 5 FWY **SO** HOLLYWOOD WAY
- f. NB 2 FWY **NO** MOUNTAIN ST
- g. WB 60 FWY **EO** GARFIELD AV
- h. NB 710 FWY **TO** WB 134 FWY

FWY NAME	FWY NUMBER
GLENDALE FWY (GLN)	2
GOLDEN STATE FWY (BRK/GLN)	5
SANTA ANA FWY (MTB)	5
SAN BERNARDINO (ALH/MPK/SGB)	10
POMONA FWY (MPK/MTB)	60

PASADENA FWY (SPS)	110
VENTURA FWY (BRK/GLN/PAS)	134
FOOTHILL FWY (ARC/GLN/MRV/PAS)	210
SAN GABRIEL RIVER FWY (ARC)	605
LONG BEACH FWY (PAS/VER)	710

**62. STREET INTERSECTION AT FWY CROSSING (OC/UC) LOCATION ENTRY:** An incident location on a **CITY STREET** at a **FREEWAY CROSSING** will be entered as **STREET NAME / FWY NAME**.

**EXAMPLE:** Hill Av / Foothill Fwy; Buena Vista St / Golden State Fwy; Fair Oaks Av / Pasadena Fwy.

**63. FWY EXIT NUMBERS:** FWY EXIT NUMBER incident entry procedure see **ADDENDUM** below.

**64. FWY CALL-BOX NUMBERS:** The format for FWY call box location numbers is the FWY number followed by a sequence number: **134-35**. If an incident is reported at a FWY call-box location the **@** CAD entry shall be used: Call-box location 134-35 shall be entered as **@13435** in the incident location field on the CAD incident mask:



**65. EMS CALLS:** You **MUST** ask the following questions on all requests for **EMS**: MALE or FEMALE; Age; and Conscious status.

**66. EMERGENCY MEDICAL DISPATCH (EMD):** EMD must be attempted on all EMS related incidents. The call-taker **SHALL NOT** ask the informant if they are “**medically trained**” prior to commencing EMD.

**EXCEPTIONS TO PROVIDING EMD:**

- a. Informant is not with the patient (attempt to contact patient.)
- b. Informant refuses to help.
- c. Language barrier (attempt to connect with a translation services.)
- d. Obviously deceased (body cold and stiff; signs of trauma present.)
- e. Emergency Rule: When the dispatch center is overwhelmed with call volume exceeding personnel capabilities.

**NOTE:** The call-taker should not begin providing EMD until after call has been entered for dispatch.

**VERDUGO EMD SOG:** <https://www.glendaleca.gov/home/showdocument?id=24126>

**67. INCIDENTS INVOLVING TODDLERS AND INFANTS (36 MONTHS OF AGE OR YOUNGER):** County of Los Angeles Department of Health Services (DHS) Policy Reference 808: “*Children ≤ 36 months of age require base hospital contact and/or transport in accordance with this policy (REF 808).*”

When a call for EMS service is received for children 36 months old or younger, a call must be entered for dispatch, regardless of the informant not wanting EMS resources to respond; contact with poison control; or other alternatives which would generally result in non-dispatch.

**NOTE:** The **PEDI** type code must be used on all EMS incidents involving persons 36 months of age or younger.

**68. INCIDENTS INVOLVING CHILDREN 3 – 8 YEARS OLD:** The **PEDI** type code shall be used on all EMS incidents involving children 3 to 8 years of age.

**69. SUICIDAL PERSONS:** The jurisdictional law enforcement agency shall be requested to respond on ALL suicidal patients **REGARDLESS OF AGE** or *manner* of threat of suicide. Responding fire and EMS units shall be instructed to:

- a. “**STAGE UNTIL CLEAR TO ENTER**” on reports of the following: *unknowns*; guns, knives, or other weapons on-scene; self-inflicted cutting; combative; violent; locked in room, etc.
- b. “**STAGE AT YOUR DISCRETION**” on reports of overdose; talk of suicide; unconsciousness; NOTBR, etc.

**NOTE:** All reported incident information **shall** be included in the incident history.

**70. CONVALESCENT HOMES; NURSING HOMES; RETIREMENT HOMES; GROUP HOMES; RECOVERY HOMES, ASSISTED-LIVING HOMES, etc.:** Fire and EMS resources shall be dispatched to all requests for EMS service from in-patients’ or residents of convalescent, nursing, retirement, group, recovery homes, etc. A subsequent, courtesy call to the facility notifying them that EMS resources are en-route may be made after the call has been entered and dispatched.

- 71. HOSPITAL – EMERGENCY DEPT:** Requests for EMS service from persons (patient) who state that they are currently waiting for service at a hospital emergency department (ED) shall be instructed to make contact with ED intake or triage personnel. If the patient states that they are not being served, ignored, or discharged without care – the call-taker will request the name of the patient and shall call the ED and speak with intake or triage personnel and confirm that the patient has been triaged, and request triage personnel to make contact the patient. If the patient leaves the ED and calls to request EMS service, EMS resources will be dispatched (after confirmation that the patient is no longer inside the ED.)
- 72. HOSPITAL – IN-PATIENT:** Requests for EMS service from patient’s who *declare* that they are currently an *in-patient*, admitted in a hospital and state that they are not being served or ignored by hospital staff, the call-taker will request the name of the patient and their room number and shall call the hospital’s “nursing supervisor” and advise them of the request and/or complaint from the patient.
- 73. DOCTORS OFFICE/URGENT CARE/SURGERY CENTER:** Any request for EMS service from anyone at a *Doctor’s office, Urgent Care or Surgery Center* shall be immediately entered for dispatch.
- 74. CRIMES IN PROGRESS OR CRIMES JUST OCCURRED:** When a 9-1-1 or other type call is received and it has been determined that there is a crime in progress or a crime just occurred, the informant shall immediately be transferred to the jurisdictional law enforcement agency (via a one-button 9-1-1 transfer.) If there is a request for fire and/or EMS, a call shall be entered and dispatched, and units shall be advised to **“STAND BY UNTIL CLEAR TO ENTER.”**

If you are unable to transfer the informant to the jurisdictional law enforcement agency, you shall keep the caller on the phone and relay pertinent incident details to the jurisdictional law enforcement agency via the appropriate ‘ring-down’ or other telephone line on the Vesta phone system.

- 75. NON-EMERGENCY – MISROUTED CALLS FOR PD:** When a call is received and it is determined that the caller is in need of the police department, you shall ascertain if the call is an emergency. If yes, instruct the caller to dial 9-1-1; if it is non-emergency, provide the caller with the 10-digit phone number to the appropriate law enforcement agency. The call may NOT be transferred to the PD.
- 76. REQUESTING LAW ENFORCEMENT (PD) RESPONSE:** The PD shall be requested to respond upon receipt of the following incident types: **ASLT; BOMB; DOWN; GSW; HANG; JUMPER; MCI; OD; PSYCH; SHOOTR; STAB;** any type of **TC** or any other type incident where suspicious circumstances are reported.
- a. On **ASLT; BOMB; GSW; PSYCH; SHOOTR** and **STAB** or incidents where suspicious circumstances are reported, **“STAGE UNTIL CLEAR TO ENTER”** shall be annotated into the incident history for these incident types.
  - b. The PD may not be *requested* by Verdugo to respond on **NOTBR** incidents until on scene EMS units have declared a person deceased. The PD may respond on their volition.
  - c. The PD will be requested to respond if the informant implies that the incident may be a crime scene, and **“STAGE UNTIL CLEAR TO ENTER”** shall be annotated into the incident history.

**NOTE:** Any incident that would generally require a PD response shall be accurately documented and/or supplemented with all known information, which responding units may use to determine whether they will *stage* or enter without PD protection.

**77. PD RESPONDING CODE 3:** If the PD advises that they are responding CODE 3 (emergency lighting and siren) to ANY fire or EMS response, the locations of all PD units responding CODE 3 shall be supplemented to the incident, for fire department/traffic safety awareness.

**78. MUTUAL AID REQUESTS:** All requests for *MUTUAL-AID* should be approved by the Fire Communications Shift Supervisor or Lead Worker before call is entered for dispatch.

**79. MUTUAL AID – FBLK 9990, 9991, 9996, 9997, 9998:** CAD locations that verify as **FBLK: 9990 = LAC; 9991 = LFD; 9996 = DNY; 9997 – SFS; and 9998 = CMP**, are *generally* **MUTUAL-AID** response areas.

Any requests for response in these FBLK's must be approved by a chief officer or their designee prior to dispatching requested resources.

**EXAMPLE:**

```
Loc Verified: 10115 RUSH ST ,LAC
              btwn STROZIER AV & EDWARDS AV
              BLKS: (F:9990)

Loc Verified: 1200 N STATE ST ,LFD
              btwn HOSPITAL PL & ZONAL AV
              BLKS: (F:9991)

Loc Verified: 9900 PARAMOUNT BL ,DNY
              btwn LUBEC ST & FLORENCE AV
              BLKS: (F:9996)
```

**80. LOS ANGELES COUNTY FIRE DEPT (LAC) AUTOMATIC/MUTUAL AID:** When LAC requests Automatic or Mutual Aid for a fire or EMS response, the following information shall be requested from LAC and included in the incident history: incident location/address; Verdugo units being requested; which LAC units are responding; the LAC run/case number; pertinent incident information; radio channel or COMM plan information.

a. **COMM PLAN:** For fire or other type full-assignments, initiate an **@LAC** on a blank incident mask:

```
INCIDENT Loc @LAC
Loc Info
Inc# Rsp Lat: Lon:
```

A pre-formatted incident mask will be displayed. In *addition* to inserting the information required above, the COMM PLAN information shall be updated in the pre-formatted incident mask, where the 'X' would be replaced by the respective radio channel number:

INCIDENT Loc [REDACTED]  
 Loc Info [REDACTED]  
 Inc# [REDACTED] Rsp [REDACTED] Lat: [REDACTED] Lon: [REDACTED]  
 RP Addr [REDACTED] Name [REDACTED] RP Phn [REDACTED]  
 Sex [REDACTED] Age [REDACTED] Cons [REDACTED] Breathing [REDACTED] Phn Ext [REDACTED] Loc Phn [REDACTED]  
 Text [REDACTED]  
 \* LAC COMM PLAN \* ADMIN: BLUE-X / \* CMD TAC: U-X-D / \* PRI TAC: U-X-D /  
 2ND TAC: U-X-D / \* RIC: LAC RIC /  
 Typ [REDACTED] Src 0 Act [REDACTED] Pri [REDACTED] Dspo [REDACTED] Dg LAC Dist [REDACTED] Tn [REDACTED] Dt [REDACTED]

Remove LAC

**NOTE:** The “LAC” in the DG field must be removed prior to entering the call for dispatch. This will provide for accurate Geofile/location verification and unit recommendation. Refer to [FORCE LOCATION INTO CAD](#) if the LAC incident location does not verify in CAD.

When LAC asks for the Verdugo “incident” number, the city specific “case number” will be given, e.g., GLN1803463.

**81. LOS ANGELES FIRE DEPT (LFD) AUTOMATIC/MUTUAL AID:** When LFD requests Automatic or Mutual Aid for a fire or EMS response, the following information shall be requested from LFD and included in the incident history: incident location/address; which LFD units are responding; pertinent incident information; the LFD run/case number; radio channel and TAC (tactical) channel assignments, e.g., Channel 9/TAC 17; and what time LFD units were dispatched.

**NOTE:** Refer to [FORCE LOCATION INTO CAD](#) if the LFD incident location does not verify in CAD.

**82. OES OPERATIONAL AREA ‘E’ AUTOMATIC/MUTUAL AID:** When AREA E, Downey Dispatch (DNY), requests Automatic or Mutual Aid for a fire or EMS response, the following information shall be requested from DNY and included in the incident history: incident location/address; Verdugo units being requested; which AREA E units are responding (DNY, CMP, SFS); pertinent incident information; the run/case number of the agency being assisted; and AREA E radio channel assignments.

**NOTE:** Refer to [FORCE LOCATION INTO CAD](#) if the AREA E incident location does not verify in CAD.

**83. DISNEY STUDIOS (BRK or GLN) INCIDENT ENTRY:** Disney has various locations in BRK and GLN. When receiving a call for service at Disney, the following information shall be requested from the informant:

- a. What BUILDING is incident at or near
- b. What STAGE is incident at or near
- c. What GATE should be used for access
- d. Other pertinent incident details
- e. COMMON PLACE entries in CAD for Disney Studios (there may be other locations not listed below):
  - i. DISNEY STUDIOS-500 S BUENA VISTA (main campus);
  - ii. DISNEY STUDIOS-1100 FLOWER ST
  - iii. DISNEY STUDIOS-1101 FLOWER ST
  - iv. DISNEY STUDIOS-2400 W ALAMEDA AV
  - v. DISNEY STUDIOS-830 SONORA AV
  - vi. DISNEY STUDIOS-900 GRAND CENTRAL AV

**NOTE:** Disney Studios facility map (500 S Buena Vista) is on [ALTARISVIEW](#) launch applications.

**84. ROSEBOWL (PAS) INCIDENT ENTRY:** When receiving a call for service at the Rose Bowl, the following information shall be requested from the informant:

- a. Incident inside the Rose Bowl:
  - i. What GATE is it located or near
  - ii. What TUNNEL is it located or near
  - iii. What SECTION, ROW, SEAT NUMBER is it located or near
- b. Incident outside the Rose Bowl:
  - i. What LOT is incident located or near
  - ii. Is incident on or near ROSE BOWL DR, WEST DR, ROSEMONT AV, ARROYO BL, SECO ST, service road, etc.
- c. Other details:
  - i. Landmarks: booths, tents, signs/banners, locker room, media areas, etc.
  - ii. Clothing/person description
  - iii. Vehicle description
  - iv. Other pertinent incident details
- d. COMMON PLACE entries in CAD for the Rose Bowl:
  - i. ROSE BOWL
  - ii. LOT 1-GOLF COURSE
  - iii. LOT 1A-GOLF COURSE
  - iv. LOT 2-GOLF COURSE
  - v. LOT 3-GOLF COURSE
  - vi. LOT 4-GOLF COURSE
  - vii. LOT 5-GOLF COURSE
  - viii. LOT 5A-GOLF COURSE
  - ix. LOT 5B-GOLF COURSE
  - x. LOT 6-GOLF COURSE
  - xi. LOT 7-GOLF COURSE
  - xii. LOT 8-GOLF COURSE
  - xiii. LOT 8A-GOLF COURSE
  - xiv. LOT 9-GOLF COURSE
  - xv. LOT 10-GOLF COURSE
  - xvi. LOT A-ROSEBOWL
  - xvii. LOT B-ROSEBOWL
  - xviii. LOT C-ROSEBOWL
  - xix. LOT D-ROSEBOWL
  - xx. LOT F-ROSEBOWL
  - xxi. LOT G-ROSEBOWL
  - xxii. LOT H-ROSEBOWL
  - xxiii. LOT K-ROSEBOWL
  - xxiv. LOT I-ROSEBOWL
  - xxv. LOT J-ROSEBOWL
  - xxvi. LOT P-ROSEBOWL

**NOTE:** Rose Bowl Gate map and Rose Bowl Lot map are avail on [ALTARISVIEW](#) launch applications.

**85. AIRPORT (HBA/BUR) INCIDENT ENTRY:** When receiving a call for service at the Hollywood-Burbank Airport (**HBA/BUR**) the following information shall be requested from the informant:

- a. Is incident at or access from **STREET SIDE** or **FIELD SIDE (GATE #)**
- b. What *airport entry* GATE should be used for access (GATE 300 is default entry gate to field side)
- c. Is incident at terminal (what airline) or on aircraft (on ground or ETA)
  - i. What *aircraft gate* GATE B1 (Gate Bravo 1), Gate A2 (Gate Alpha 2), etc.
- d. Terminal: near booth, restaurant, store, baggage claim
- e. Aircraft emergency: type of aircraft; amount of fuel onboard; souls (people) on board description of aircraft emergency; which runway will aircraft use; ETA.

- f. Runways:
  - 1. North/south – Runway 3-3; Runway 1-5
  - 2. East/West – Runway 8; Runway 2-6
- g. Other pertinent incident details
- h. COMMON PLACE entries in CAD for the Airport. Gates with 'K' are FD Knox box site:
 

i. AIRPORT	x. GATE 420-AIRPORT-K
ii. STREET SIDE-AIRPORT	xi. GATE 426-AIRPORT-K
iii. GATE 135-AIRPORT-K	xii. GATE 428-AIRPORT-K
iv. GATE 140-AIRPORT-K	xiii. GATE 435-AIRPORT-K
v. GATE 150-AIRPORT	xiv. GATE 480-AIRPORT
vi. GATE 200-AIRPORT-K	xv. LOT B-AIRPORT
vii. GATE 300-AIRPORT-K (default field entry gate)	xvi. LOT C-AIRPORT
viii. GATE 360-AIRPORT-K	xvii. LOT D-AIRPORT
ix. GATE 410-AIRPORT-K	xviii. LOT E-AIRPORT
	xix. RITC-REGIONAL TRANS CTR
- i. **ALERT1:** Upon receipt of an ALERT1, an incident shall be created, and all HBA/BUR equipment shall be dispatched to the incident and shall 'stand-by.' BRK units will not be dispatched. HBA/BUR equipment will continue to stand-by until the ALERT1 is cancelled or the ALERT1 is upgraded to another type incident. If the ALERT1 is upgraded to another type incident, BRK units will be dispatched (as requested) and respond immediately to the incident location.
- j. **Delayed Airport Notification and Response ('15 min rule')**: When an EMS incident is identified on an inbound flight that has an **ETA of 15 minutes or LESS**, Verdugo will be notified by the TOWER and HBA/BUR and BRK units will be dispatched and respond immediately to the incident location.
  - i. If the inbound flight has an **ETA of LONGER than 15 minutes**, HBA/BUR units shall be dispatched immediately and respond to the incident location and stand-by; BRK units will not be dispatched.
  - ii. When the inbound flight is due to arrive **within 15 minutes**, the TOWER or HBA/BUR units will notify Verdugo and BRK units shall be dispatched and respond immediately to the incident location.

**NOTE:** HBA/BUR facility map is on [ALTARISVIEW](#) launch applications.

**86. RACE TRACK (ARC) INCIDENT ENTRY:** When receiving a call for service at the Santa Anita Race Track the following information shall be requested from the informant:

- a. Is incident inside the racetrack or parking area
- b. Is it at or near main track; grandstand; club house; paddock; barn number
- c. What GATE should be used for access
- d. Other pertinent incident details

- e. COMMON PLACE entries in CAD for the Racetrack:
  - i. RACE TRACK
  - ii. SANTA ANITA RACE TRACK
  - iii. GATE 1-RACE TRACK
  - iv. GATE 2-RACE TRACK
  - v. GATE 3-RACE TRACK
  - vi. GATE 4-RACE TRACK
  - vii. GATE 5-RACE TRACK
  - viii. GATE 6-RACE TRACK
  - ix. GATE 7-RACE TRACK
  - x. GATE 8-RACE TRACK (default entrance)

**NOTE:** Race track facility map is on [ALTARISVIEW](#) launch applications.

**87. WARNER BROS (BRK) INCIDENT ENTRY:** When receiving a call for service at the Warner Bros Studios the following information shall be requested from the informant:

- a. What BUILDING or BUNGALOW is incident at or near
- b. What STAGE is incident at or near
- c. What GATE should be used for access
- d. Other pertinent incident details
- e. COMMON PLACE entries in CAD for Warner Bros:
  - i. WARNER BROS
  - ii. WARNER GLASS HOUSE
  - iii. WARNER MUSIC GROUP
  - iv. WARNER RANCH-CHILD CARE
  - v. WARNER RANCH-GATE 10
  - vi. WARNER RANCH-GATE 11
  - vii. WARNER RANCH-GATE 12
  - viii. WARNER RANCH-MAIN GATE
  - ix. GATE EXEC-WARNER BROS
  - x. GATE 1-WARNER BROS
  - xi. GATE 2-WARNER BROS
  - xii. GATE 3-WARNER BROS
  - xiii. GATE 4-WARNER BROS
  - xiv. GATE 5-WARNER BROS
  - xv. GATE 7-WARNER BROS
  - xvi. GATE 8-WARNER BROS
  - xvii. GATE 9-WARNER BROS

**NOTE:** Warner Bros facility map is on [ALTARISVIEW](#) launch applications.

**88. REGIONAL TASK FORCE 4 (RTF4) INCIDENT ENTRY:** When receiving a request for a CA-REGIONAL TASK FORCE (RTF4) response, initiate an **@RTF4** on a blank incident mask:

The screenshot shows a CAD incident mask with the following fields and values:

- INCIDENT** (highlighted in yellow)
- Loc** @RTF4
- Loc Info** (empty field)
- Inc#** (empty field)
- Rsp** (empty field)
- Lat:** (empty field)
- Lon:** (empty field)

A pre-formatted incident entry mask will be displayed:

```
INCIDENT Loc [redacted]
Loc Info *RALLY POINT: / *INC STAGING: [redacted]
Inc# [redacted] Rsp [redacted] Lat: [redacted] Lon: [redacted]
RP Addr [redacted] Name *IC: [redacted] RP Phn [redacted]
Sex [redacted] Age [redacted] Cons [redacted] Breathing [redacted] Phn Ext [redacted] Loc Phn [redacted]
Text *INC/ORD #: - / *REQ #: E- / *TRAU FREQ: CESR-D RED7 /
TAC: UTAC-41 UTAC-42 / *ASSIGN: - / *NEED BY: - /
*RTFL: BC3 / *DISP: USR22 USR32 USR106 E701 UT22 UT51 UT63 UT71 U37 BC3 *
Typ RTF4 Src 0 Act [redacted] Pri [redacted] Dspo [redacted] Dg XAA Dist [redacted] Tm [redacted] Dt [redacted]
```

Remove XAA 

All information fields shall be updated as applicable. The closest **RALLY POINT** staging location to the incident location shall be selected and entered into the incident mask:

- a. **RALLY POINTS:**
  - i. North: Rose Bowl, PAS
  - ii. West: FS21, GLN
  - iii. East: Santa Anita Race Track, ARC
  - iv. South: 2625 Corporate Place, MPK

**NOTE:** The “XAA” in the DG field must be removed prior to entering the call for dispatch. This will provide for accurate Geofile/location verification and unit recommendation.

**89. STRIKE TEAM INCIDENT ENTRY:** When receiving a request for an AREA C Strike Team response, initiate one of the following on the on a blank incident mask, @1201A =ST-1201-A; @1202A = @ST-1202-A; @1203A =ST-1203-A; @1204A =ST-1204-A or @1205A =ST-1205-A:

```
INCIDENT Loc @1201A
Loc Info [redacted]
Inc# [redacted] Rsp [redacted] Lat: [redacted] Lon: [redacted]
RP Addr [redacted] Name [redacted] RP Phn [redacted]
Sex [redacted] Age [redacted] Cons [redacted] Breathing [redacted] Phn Ext [redacted] Loc Phn [redacted]
Text [redacted]
[redacted]
[redacted]
Typ [redacted] Src [redacted] Act [redacted] Pri [redacted] Dspo [redacted] Dg [redacted] Dist [redacted] Tm [redacted] Dt [redacted]
```

A pre-formatted incident entry mask will be displayed:

```

INCIDENT Loc [REDACTED]
Loc Info *STAGE LOC: [REDACTED]
Inc# [REDACTED] Rsp [REDACTED] Lat: [REDACTED] Lon: [REDACTED]
RP Addr [REDACTED] Name *IC: [REDACTED] RP Phn [REDACTED]
Sex [REDACTED] Age [REDACTED] Cons [REDACTED] Breathing [REDACTED] Phn Ext [REDACTED] Loc Phn [REDACTED]
Text *INC/ORD #: - / *REQ #: E- / *TRAU FREQ: CESRS-D /
*ASSIGN: - / *NEED BY: - /
*STL: BC / *TRN: - / *ENGINES: EXX EXX EXX EXX EXX /
Typ BST1 Src 0 Act [REDACTED] Pri [REDACTED] Dspo [REDACTED] Dg LAC Dist [REDACTED] Tm [REDACTED] Dt [REDACTED]
  
```

All information fields shall be updated as applicable. The following codes will also generate a pre-formatted incident entry mask:

- |            |            |            |
|------------|------------|------------|
| a. @1206A  | f. @BSTOES | k. @OVERHD |
| b. @1207A  | g. @EQUAKE | l. @WT     |
| c. @1208A  | h. @LAC    | m. @WTOES  |
| d. @1209A  | i. @LAT    |            |
| e. @BSTMIX | j. @MUTUAL |            |

**90. TRANSFERRING CALLS:** The only calls that a call-taker may transfer are emergency/9-1-1 calls to other PSAP's (via a 'one-button' 9-1-1 transfer.) On all other requests to transfer a caller, an appropriate phone number, if available, shall be provided to the caller, and the caller shall be instructed to make their call directly. If an appropriate phone number is not available, the caller may be directed to call 4-1-1, for phone number information.

**91. REQUEST FOR SOCIAL SERVICES:** If a caller is inquiring about or requesting social services they can be referred to Los Angeles County 2-1-1 services: Dial 2-1-1 or <https://www.211la.org/>.

**92. ACTION CODES:** The incident mask action codes are:

ACTION CODE	FUNCTION
A	Enter Advised incident.
D	Enter call with "Details To Follow" in text; returns SUP mask.
M	Change incident information.
S	Send supplemental information to responding units.

**93. INCIDENT ENRTY COMPLETE:** Immediately after entering an incident for dispatch, the call taker shall state out loud to the dispatch floor, the street name of the incident location, or "freeway" if the incident is on a freeway.

**94. INCIDENT ENTRY TIME PARAMETERS:** Call handling time parameters shall be based on the National Fire Protection Association (NFPA) 1221 Standard, Section 7.4, Operating Procedures. The call handling time standards for call-takers are as follows:

- a. **7.4.1** – 95% of alarms (calls) received on emergency lines shall be answered within 15 seconds and 99% of alarms shall be answered within 40 seconds.
- b. **7.4.2** – With the exception of the call types identified in 7.4.2.2, 90 percent of emergency alarm processing shall be completed within 64 seconds, and 95 percent of alarm processing shall be completed within 106 seconds.
- c. **7.4.2.2** – Emergency alarm processing for the following call types shall be completed within 90 seconds 90 percent of the time and within 120 seconds 99 percent of the time:
  - i. Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions.
  - ii. Calls requiring language translation.
  - iii. Calls requiring the use of a TTY/TDD device or audio/video relay services.
  - iv. Calls of criminal activity that requires information vital to emergency responder safety prior to dispatching units.
  - v. Hazardous materials incidents.
  - vi. Technical rescues.
  - vii. Calls that require determining the locations of the alarm due to insufficient information.
  - viii. Calls received by text message.

**95. TV / RADIO SPEAKER:** The TV / radio speaker **MUST be turned off** when speaking on the telephone.

**96. “PARAMEDICS ARE ENROUTE”:** An informant may be informed “fire department and/or paramedics are being dispatched...” OR “the fire department and paramedics have been dispatched and will be there shortly” **AFTER** the incident location has been verified. An informant should not be quoted a response time, or estimates thereof, or where units are responding from.

**NOTE:** As the Altaris/GPS map is not ‘real time’, refrain from telling an informant the location of responding units based on their GPS location on the AltarisView map.

**97. COLLECTING AND DISSEMINATION OF INFORMATION:** As a call-taker, you will need to quickly ascertain FACTS while taking a call for service, or while taking a request from units. FACTS will be known (a true piece of information) or you may not know what the facts are. As such, when disseminating information (updating Chief Officers, making notifications, requesting assistance from other agencies or utilities, etc.) you shall not use the term: “I think”, “I guess”, “I’m not sure”, “I believe”, etc. You will **KNOW** the information and state it as such, OR you will **NOT KNOW** the information and will state that you don’t know or it is unknown.

**THERE SHALL BE NO ASSUMING OF INFORMATION**

98. **DISPATCH EVALUATION REPORT (DER):** This form shall be completed anytime a delay in service is caused by our actions. If a mistake is made and corrected without delay, the form is not required.

99. **DENIAL OF SERVICE:** It is unacceptable for a call-taker to advise an informant that unless they *acquiesce* to their instruction or command that they will not send the fire department and/or paramedics.

***Under no circumstance shall a request for an EMS or FIRE response be DENIED. SERVICE or OTHER type incidents may be referred to other city departments or agencies as appropriate. If there is any doubt on whether or not to send the fire department and/or paramedics – the fire department and/or paramedics shall be sent.***

**NOTE:** Denying service (as listed above) **SHALL** lead to disciplinary action up to separation from employment in the Verdugo Fire Communications Center. **DENYING SERVICE CAN LEAD TO CIVIL AND/OR CRIMINAL, PERSONAL, PROSECUTION.**

100. **ETIQUETTE:** Last, but certainly not least—**IT IS YOUR DUTY** to deal with all types of persons in different states of distress. Some persons can be combative, profane, irrational, psychological, etc. As professionals and civil service employees, you must nonetheless treat all reporting parties, citizens, members from other agencies, etc., with patience, respect, empathy and not convey any disdain when addressing them, whether on the phone or off the phone or to second-party personnel.

**NOTE:** Making disparaging remarks (at any time) about an informant or the type of incident they report or about any public safety employee is strictly prohibited and subject to discipline.

**It is NOT acceptable at ANYTIME to become argumentative with anyone calling the dispatch center on ANY telephone line; while talking on the RADIO; or in person, for ANY reason whatsoever.**

101. **NOT ALL INCLUSIVE:** This Verdugo Fire Communications Call-Taking SOG outlines basic call-taking fundamentals – **IT IS NOT ALL INCLUSIVE.** Adhering to these basic fundamentals as written above should facilitate accurate, error-free call-taking.

**NOTE: *Willful or egregious detraction from this call-taking SOG WILL result in progressive discipline up to separation from the Verdugo Fire Communications Center.***

## ADDENDUM



Journal of Emergency Medical Services (JEMS), August 1986  
Jeff J. Clawson, M.D.

### **THE HYSTERIA THRESHOLD-GAINING CONTROL OF THE EMERGENCY INFORMANT**

The child in a tantrum, a screaming teenager at a Michael Jackson concert, the ex-spouse in a court custody hearing, and an emergency informant, may all have one thing in common. They're out of control. They're h-y-s-t-e-r-i-n-c-a-l.

The definition of hysteria is listed as "a state of tension or excitement in which there is temporary loss of control over emotions."

Our day-to-day experience leads us to side-step unpleasantness and avoid confrontations which includes the hysterical. It is a process of natural survival. This tendency also exists at the dispatch level and has been a lifesaver there for decades-unfortunately, *only* to the dispatcher.

"The informant is too upset (hysterical) to respond accurately," is a common argument. When confronted with a screaming, sobbing, threatening informant, what actually can be done?

In 1976, the Phoenix Fire Department initiated their now renowned program of medical self-help, or pre-arrival instructions, due to a fortunate occurrence in their dispatch center. Some wise soul bothered to make cassette copies of their first recorded successful dispatch interventions and sent them to different agencies along with other requested written information.

After playing the tape over and over, we noticed some consistent occurrences in each of the successful resuscitation cases on the tape. While the informant might have been out-of-control [hysterical] at first, something happened each time that allowed the dispatcher to obtain control of the situation and impact the victim through the informant. The first thing we noticed was ever so simple. The dispatcher didn't hang up the phone!

Normally, a dispatcher will avoid the confrontation with the hysterical informant. "We'll send someone right over" and then *hang-up!* Review a few dispatch calls where the victim is in dire need of immediate BLS and see what happens.

Next we noticed that the dispatchers in these cases always remained calm but firm. And, faced with an initial disregard to their request to "calm down and listen to me," they repeated the same request in identical phrasing over and over again. But that process might eventually take 15 minutes, one hour or two days. Maybe,

but not very often. We discovered that with "repetitive persistence" the EMD can obtain "control" after usually two to three repetitions. At this point the informant gives in and becomes a help rather than a hindrance.

But guess what? Thousands of dispatchers have never gotten past this *first* request and have gone their entire careers without reaching the level of control just past the "hysteria threshold." Once reached, the informant almost always relinquishes control and becomes not just OK, but begins to follow the dispatcher's instructions closely, often *exactly*. Quite a difference from the screaming lunatic that greeted you on the line just moments before.

There are four simple rules to follow to get past the "hysteria threshold" through the technique of "repetitive persistence":

1. You must repeat the described request each time in the same identical way. Do not vary the sentence structure (i.e., "Ma'am, you're going to have to calm down if we're going to help your baby." Repeat.). Variation in the spoken format indicates to the informant's subconscious a weakness in your will, a chink in your verbal armor.
2. People who are out-of-control *want* people in control to lead them. It's just that, because they *are* out-of-control, they never appear that way on the surface. And we fall for it. We *agree* with, and respond to, their *behavior* instead of their *need*.
3. Be firm and in charge. Be generic. Don't antagonize the informant or they will re-direct their frustration at you, making your argumentative attitude the subject of their displeasure, not the victim's distressing state.
4. You must believe that the threshold actually exists. And while it may vary between different informants-*everyone* has one. Mine might be on the next request while yours may be next week. But funny thing- if you don't *ask*, how will you *ever* find out?

If we don't start asking the right questions, we'll never get the right answers.



# VERDUGO FIRE COMMUNICATIONS

## INCIDENT TYP CODE PRESCRIPTION

REV 04-01-19

The following is an alphabetical list of incident TYP codes and their most common, but *not limited to*, application:

<b>ABD (BLS)</b>	Appendicitis; ectopic pregnancy (ages 10-55); diabetic; hypertensive=Aneurysm; bowel obstruction; heart disease. Colic; peptic ulcer; pelvic inflammatory disease; gastritis; upset stomach.
<b>ALARM</b>	Report of fire alarm activated from RP or alarm company, with no reports of smoke or odor of smoke or fire. <b>SEE ALARM HANDOUT.</b>
<b>ALERGY (ALS)</b>	Physical (allergic) reaction to medications; food; insect bites or stings.
<b>ALERT1</b>	<b>AIRPORT USE ONLY.</b> Dispatch airport fire department to stand-by only; incident opened with <b>BUR</b> units attached. No BRKFD response (unless incident escalates.)
<b>ALERT2</b>	<b>AIRPORT USE ONLY.</b> Airplane or helicopter (or other type aircraft) <b>EMERGENCY LANDING.</b>
<b>ALERT3</b>	<b>AIRPORT USE ONLY.</b> Airplane or helicopter (or other type aircraft) accident, down or on fire. <ul style="list-style-type: none"> <li>• Outside of airport footprint use: <b>PLANE.</b></li> </ul>
<b>ALOC (ALS)</b>	Person incoherent; not responding properly; “not all there.” <ul style="list-style-type: none"> <li>• Report of unresponsive use: <b>UNCON.</b></li> </ul>
<b>ANIMAL</b>	Animal trapped, unable to self-extricate. No response to cat in trees unless requested by animal control. Animal control notification.
<b>APPL</b>	Appliances: washers, dryers, stoves, HVAC equipment, refrigerator, microwaves, toaster, coffee makers, etc. <ul style="list-style-type: none"> <li>• Elevators or escalators use: <b>STR.</b></li> </ul>
<b>APT</b>	Apartment house on fire.
<b>ARC</b>	Outside. Utility wires “sparking” against trees, poles, homes, etc. Power department notification. <ul style="list-style-type: none"> <li>• ARC indoors use: <b>ELECF.</b></li> </ul>
<b>ARSON</b>	Request for an arson investigator.
<b>ASLT* (BLS)</b>	Hand-to-hand combat; assaulted by object; human bite; child/adult/elder abuse; sexual assault.
<b>BACK (BLS)</b>	Back Pain (non-traumatic); kidney pain; chronic back pain.
<b>BC</b>	Request for Battalion Chief to respond as agency rep, or other reason, in the absence of an active incident.
<b>BEES</b>	Report of bees on <b>PUBLIC</b> property. Private property is homeowner responsibility, no FD response. <ul style="list-style-type: none"> <li>• Person being attacked by bees use: <b>RESCUE.</b></li> </ul>
<b>BIO</b>	Report of sewage spill; medical waste; crime scene “clean up” (blood, bodily fluids, tissue, etc.) Portable toilet “blue” fluid.
<b>BITE1 (ALS)</b>	Animal, reptile or arachnid bites or stings. <b>ALS</b> symptoms: snake; blood spurting; shock signs. <ul style="list-style-type: none"> <li>• Nausea use: <b>ALERGY.</b></li> <li>• Human bite use: <b>ASLT.</b></li> </ul>
<b>BITE2 (BLS)</b>	Animal, reptile or arachnid bites or stings. <b>BLS</b> symptoms: minor bites or stings. <ul style="list-style-type: none"> <li>• Human bite use: <b>ASLT.</b></li> </ul>

<b>BOMB*</b>	Threat only; suspicious objects. Reports of explosion use: <b>EXPLO.</b>
<b>BP (ALS)</b>	Report of high or low blood pressure. Only use if no other chief complaint is present. • Report of BP issues with chest pain use: <b>CHEST</b> ; report of BP issues with shortness of breath use: <b>BREATH.</b>
<b>BREATH (ALS)</b>	Asthma; COPD; CHF; pneumonia; low O2 saturation; respiratory distress/arrest; hyperventilation; upper airway infection.
<b>BRUSH</b>	Report of vegetation-type fire, e.g., “hillsides”; trees, bushes; grass, etc., in a <b>BRUSH</b> area. Recommends 5-engine BRUSH response. Essential personnel paged.
<b>BRUSHF</b>	Default 5 engine BRUSH response regardless of geographic area. Essential personnel paged.
<b>BUILD</b>	Building or “Roof” collapse. • “Ceiling” collapse use: <b>DAMAGE.</b>
<b>BURN (ALS)</b>	Burn from fire, liquid or radiant heat. • Active fire use: <b>STR, HOUSE, PERSON</b> , etc. • Burn from chemical or radiation use: <b>HAZMAT</b> ; Electrical burn use: <b>SHOCK.</b>
<b>CARBON</b>	Determine if any medical problems (if yes, advise radio dispatcher that ALS response is needed.) Advise RP to open windows <b>AND</b> stand outside.
<b>CATH (BLS)</b>	Catheter or G-tube issue.
<b>CHEMO</b>	Report of paint spill; oil spill; coolant spill; unknown type liquids spilled or found; chemical odors -- no physical distress reported. • Physical distress reported use: <b>HAZMAT.</b>
<b>CHEST (ALS)</b>	Chest pain.
<b>CHOK (ALS)</b>	Partial or full airway obstruction: food or object.
<b>CONFIN</b>	Person trapped or “down” in tank; tanker; vault; sewer; rail tank car; under street or other similar enclosure or confined space.
<b>CROWD</b>	Investigate an overcrowded (people) condition.
<b>DAMAGE</b>	Investigate damage to property or other item that may cause life-safety issues.
<b>DERAIL</b>	Train derailment.
<b>DIAB (ALS)</b>	Diabetic problem (low or high blood sugar.) • Diabetic patient that is unconscious or unresponsive use: <b>UNCON.</b>
<b>DIZZY (BLS)</b>	Person dizzy/light-headed with no other chief complaint. • Stroke symptoms use: <b>STROKE.</b>
<b>DOWN* (ALS)</b>	Person found “ <b>down</b> ” with no supporting information available. Generally from a passerby who cannot verify consciousness or cause.
<b>DROWN (ALS)</b>	Aspiration of even small amounts of fresh or salt water is a near drowning. Scuba Diving accident.
<b>ELECF</b>	Report of odor of electrical burning; smoking/arcng wall sockets, switches, light fixtures, etc.
<b>ELEV</b>	Person trapped in elevator. Elevator #. What floor. Determine if any medical problems.

<b>EMS (ALS)</b>	Request for paramedics from <b>POLICE DEPT</b> with no additional details available.
<b>EMSFYW** (ALS)</b>	ANY TYPE of EMS incident on the <b>FWY</b> (regular medical type codes are not used.)
<b>ENG</b>	Used only when any of the type codes are not applicable. Will recommend 1 engine for response.
<b>ENGRA</b>	Used only when any of the type codes are not applicable. Will recommend 1 engine/1 RA for response.
<b>ENGTRK</b>	Used only when any of the type codes are not applicable. Will recommend 1 engine /1 truck for response.
<b>EQUAKE</b>	Earthquake Emergency Mode activation. Epicenter: within 50 miles (80KM) of Verdugo; 4.0 or greater.
<b>EXPLO</b>	Explosion seen or heard. <ul style="list-style-type: none"> <li>Explosion seen or heard from power poles, transformers, power lines use: <b>POLE.</b></li> </ul>
<b>EXPOS</b>	Heat or cold exposure due to climate or ambient conditions. <ul style="list-style-type: none"> <li>Exposure to chemicals or substances use: <b>HAZMAT.</b></li> </ul>
<b>EYE (ALS)</b>	Eye injury: chemical; thermal; laceration; blunt trauma. <ul style="list-style-type: none"> <li>If caused by <b>assault</b> use: <b>ASLT;</b> chemical: consider HAZMAT.</li> </ul>
<b>FALL1 (ALS)</b>	ALS Fall: Over 15' (rooftops, trees, flight of stairs); severe fracture; blood spurting; syncope; head Injury. Need for pain management. Persons <b>OVER 60</b> years of age.
<b>FALL2 (BLS)</b>	BLS Fall: Slip or trip. Minor injury; laceration; abrasion; minor fracture. Persons <b>UNDER 60</b> years of age.
<b>FLOOD</b>	Report of flooding <b>INDOORS</b> with standing water in excess of 2 inches.
<b>FLOW</b>	Report of fire sprinkler system flowing water with no supporting information. <ul style="list-style-type: none"> <li>Broken sprinkler head use: <b>FLOOD.</b></li> </ul>
<b>FNO</b>	Fire now out.
<b>FUEL</b>	Fuel spill (gasoline/diesel fuel/aircraft fuel.) Non-injury TC with fuel leaking.
<b>FWORKS*</b>	Used only on the 4 <sup>th</sup> of July. Any other time, reports of fireworks are handled by the PD.
<b>GASI</b>	Odor or actual natural gas flowing <b>INDOORS</b> . Includes propane gas. Gas company notification. <ul style="list-style-type: none"> <li>Odor of natural gas with fire use: appropriate full-assignment <b>FIRE</b> type code.</li> </ul>
<b>GASO</b>	Odor of natural gas <b>OUTDOORS</b> . Gas company notification. <ul style="list-style-type: none"> <li>Natural gas flowing from meter or pipe use: <b>GMAIN.</b></li> <li>Odor of gasoline or other fuel use: <b>ODOR</b> or <b>CHEMO.</b></li> </ul>
<b>GIB (ALS)</b>	Vomiting blood or passing blood rectally. <ul style="list-style-type: none"> <li>Blood in urine use: <b>MED.</b></li> </ul>
<b>GMAIN</b>	Broken natural gas main (supply line) in the street or leading to residential gas meter. Broken or leaking natural gas meter. <ul style="list-style-type: none"> <li>Reported "methane" or "propane" gas leaking from large storage tank or farms use: <b>HAZMAT.</b></li> <li>Other type "gasses" or vapor use: <b>ODOR</b> or <b>HAZMAT.</b></li> </ul>
<b>GSW* (ALS)</b>	Gunshot wound (self-inflicted or assault.) <ul style="list-style-type: none"> <li>Shooting in progress use: <b>SHOOTR.</b></li> </ul>
<b>HANG* (ALS)</b>	Person reported hanging from neck.

<b>HAZARD</b>	Report of any type of hazard to life-safety.
<b>HAZMAT</b>	Report of chemical, liquid spill, odors, vapors, “clouds” that are causing physical distress. Reports of persons or incidents involving “tented” (fumigation) structures.
<b>HEADPN (BLS)</b>	Headache: non-traumatic; no sudden onset; no history of stroke. <ul style="list-style-type: none"> <li>ALS and/or stroke symptoms use: <b>STROKE.</b></li> </ul>
<b>HEART (ALS)</b>	Heart palpitations; rapid or irregular heart beat <b>WITHOUT</b> chest pain; pace maker defibrillation.
<b>HOUSE</b>	House fire; garage fire; carport fire, etc.
<b>HYD*</b>	Gushing, sheared or flowing hydrant. Water Dept. notification. <ul style="list-style-type: none"> <li>“Dripping/leaking” hydrant: water department notification only.</li> </ul>
<b>ILLEG</b>	Intentional burning of trash, vegetation or construction debris, etc. <ul style="list-style-type: none"> <li>Exposures use: full-assignment <b>FIRE</b> type codes.</li> </ul>
<b>INVL</b>	Person needing assistance off the floor or other circumstance, with no associated medical problems or injuries.
<b>JUMPER*</b>	Person threatening to jump. <ul style="list-style-type: none"> <li>Person <i>has</i> jumped use: <b>FALL1</b>; in a complex or inaccessible location use: <b>RESCUE.</b></li> </ul>
<b>LAW</b>	Request from POLICE DEPT for FD assistance. <ul style="list-style-type: none"> <li>EMS incidents use: appropriate <b>EMS</b> type code.</li> </ul>
<b>LOCK</b>	Children locked in vehicles, homes, etc. or when extenuating circumstances warrant response. <ul style="list-style-type: none"> <li>Animals in vehicles use: <b>ANIMAL.</b></li> </ul>
<b>MALF</b>	Reports of equipment, appliances, machinery, etc., that are not working correctly, making noises, or malfunctioning that may cause a life-safety or damage to property issue.
<b>MED (BLS)</b>	Used only when any of the EMS type codes are not applicable; and no ALS symptoms are present. Report of general pain.
<b>MEDALR (BLS)</b>	Report from alarm co. of a personal medical alarm system activated with no supporting details. If the alarm company has made contact with the subscriber, use appropriate <b>EMS</b> type code. <b>SEE MEDALR and GPS MEDALR HANDOUT.</b>
<b>MTNRES</b>	Person fell, injured or incapacitated in mountainous or off-highway, open space areas (e.g. hiking trails, fire roads, falls over the side, etc.)
<b>MUD</b>	Mudslide / mudflow investigation.
<b>NOSE (BLS)</b>	Nose bleed (non-traumatic.)
<b>NOTBR (ALS)</b>	Person not breathing; cardiac “arrest.”
<b>OBGYN (ALS)</b>	Female in labor (childbirth) or other obstetric/gynecological issue.
<b>OD* (ALS)</b>	Intentional, accidental, or suspected exposure to an excessive amount of a drug, medication, or alcohol (ETOH.)
<b>ODOR</b>	Unknown type odors. <ul style="list-style-type: none"> <li>Odors causing physical distress use: <b>HAZMAT.</b></li> </ul>
<b>OUT</b>	Used only when any of the fire type codes are not applicable (e.g. fence fires, shed fires, etc.) <ul style="list-style-type: none"> <li>Trash; debris use: <b>REFUSE.</b></li> </ul>

<b>OUTFWY*</b>	Used for any type of fire on the <b>FWY</b> that is not a VEH or BRUSH.
<b>PEDI (ALS)</b>	EMS incident involving an infant/toddler/child <b>8 years or younger</b> .
<b>PERSON</b>	Person on fire. <ul style="list-style-type: none"> <li>Person 'burned' use: <b>BURN</b>.</li> </ul>
<b>PLANE</b>	Airplane or helicopter (or other type aircraft) incident at locations that are NOT on airport property.
<b>POLE</b>	Transformer; street light; traffic light; power wires or power pole on fire.
<b>PSYCH* (ALS)</b>	Declaration of "5150" from Law or Fire sworn personnel; nervous breakdown; psych medications "needed"; suicidal; depressed; tearful; angry; random talking; panic attack; emotional distress. <ul style="list-style-type: none"> <li>Report of specific physical symptom use: appropriate <b>EMS</b> type code.</li> </ul>
<b>PUBLIC</b>	Special response typically approved by chief officer.
<b>RA</b>	Used only when any of the type codes are not applicable. Will recommend 1 RA for response.
<b>RAIL*</b>	Train on fire.
<b>REFRIG</b>	Abandoned refrigerator on public right-of-way.
<b>REFUSE</b>	Trash fire in dumpster or can in an open, outdoor area. <ul style="list-style-type: none"> <li>Inside enclosure or exposures use: <b>STR, HOUSE</b>, etc.; inside garbage truck use: <b>VEH</b>.</li> </ul>
<b>RESCUE*</b>	Person trapped, immobilized or in a precarious situation and cannot self-extricate.
<b>RESET</b>	RP requests FD help in resetting (turning off) a fire alarm; no fire conditions existing.
<b>RESFWY*</b>	Person trapped, immobilized or in a precarious situation in a vehicle on the freeway and cannot self-extricate, from a traffic collision, e.g. major damage or rollover. <ul style="list-style-type: none"> <li>Incidents involving large vehicles (semi's; trash trucks; cement trucks; car carriers), vehicles on top of another; over the side; vehicle split in pieces; person trapped under vehicle use: <b>USAR</b>.</li> </ul>
<b>ROOF1</b>	Assist the PD with a roof check or other on a single story building.
<b>ROOF2</b>	Assist the PD with a roof check or other on a building 2 floors or greater.
<b>SEIZ (ALS)</b>	Person in seizure or "postictal" (which is the period of time after the seizure has subsided.)
<b>SHOCK (ALS)</b>	Electrical shock or burn victim. PD use of Taser device. <ul style="list-style-type: none"> <li>On power pole use: <b>RESCUE</b>; in underground vault use: <b>CONFIN</b>.</li> </ul>
<b>SHOOTR*</b>	Shooting in progress (active shooter.)
<b>SICK (ALS)</b>	ALS symptoms: Dehydration; need for fluids; shock signs; progressive end of life illness/issue.
<b>SICK2 (BLS)</b>	BLS symptoms: flu-like with fever, vomiting, diarrhea. General malaise.

<b>SMOKEI</b>	Smoke or <b>ODOR</b> of smoke indoors. <ul style="list-style-type: none"> <li>Heavy smoke use: <b>STR; HOUSE; APT, etc.</b></li> </ul>
<b>SMOKEO</b>	Smoke or ODOR of smoke outdoors; unknown origin. <ul style="list-style-type: none"> <li>Heavy smoke seen use: <b>UNKF.</b></li> </ul>
<b>STAB* (ALS)</b>	Stabbing victim.
<b>STEMI (ALS)</b>	Inter-hospital transport of CHEST/HEART patient to a hospital that can treat STEMI conditions. <b>STEMI</b> = ST segment elevation myocardial infarction.
<b>STR</b>	Structure fire.
<b>STROKE (ALS)</b>	Sudden onset of head pain; dizzy; paralysis; slurred speech; confused.
<b>SWR</b>	Report of person in the water of a waterway (“wash”, river, flood control channel, etc.); on an “island” within the water of a waterway.
<b>SYNCO (ALS)</b>	Person that was unconsciousness and is now conscious.
<b>TC* (BLS)</b>	Traffic collision. <ul style="list-style-type: none"> <li>Note “ALS Needed” if ALS symptoms; pregnant female; PEDI; vehicle into pole or tree.</li> </ul>
<b>TCFWY** (ALS)</b>	Any type of traffic collision on the FWY.
<b>TCPED* (ALS)</b>	Traffic collision with pedestrian; motorcycle; bicycle, skateboarder, etc.
<b>TCRAIL*</b>	Traffic collision with railway train: vehicle; pedestrian, etc. (Any type of collision involving railway train.)
<b>TCRES*</b>	Person trapped, immobilized or in a precarious situation in a vehicle and cannot self-extricate as a result of a TC, e.g. major damage or rollover. <ul style="list-style-type: none"> <li>Incidents involving large vehicles (semi’s; trash trucks; cement trucks; car carriers) vehicles on top of another; over the side; vehicle split in pieces; person trapped under vehicle use: <b>USAR.</b></li> </ul>
<b>TCSTR</b>	Traffic collision, vehicle into a structure.
<b>THREAT</b>	Report of unknown type “substance” related to terrorists threats (no physical distress.) <ul style="list-style-type: none"> <li>Complaints of physical distress use: <b>HAZMAT.</b></li> </ul>
<b>TOXIC (ALS)</b>	Accidental or suspected exposure to a harmful substance <b>OTHER</b> than a drug, medication or ETOH. <ul style="list-style-type: none"> <li>Drug, medication or ETOH use: <b>OD.</b></li> </ul>
<b>TRAUMA (ALS)</b>	Extremity amputations; fractures; lacerations; blunt force injury; bruising or other <b>TRAUMA</b> to body. <ul style="list-style-type: none"> <li>Trauma caused by assault use: <b>ASLT.</b></li> </ul>
<b>TRENCH</b>	Person trapped in geological excavations.
<b>TRK</b>	Used only when any of the type codes are not applicable. CAD will recommend 1 truck for response.
<b>UNCON (ALS)</b>	Person unconscious or unresponsive.
<b>UNKF</b>	Report of significant fire or smoke, unknown what is burning.
<b>UNKMED (ALS)</b>	Request for paramedics with no details available.

<b>USAR</b>	Persons trapped under vehicles; vehicles on top or under other vehicles; vehicles over the side; vehicles that are “split” into pieces; incidents involving large vehicles (semi’s; trash trucks; cement trucks; car carriers, etc.); persons trapped in machinery. Used only when any of the heavy-rescue type codes are not applicable. CAD will recommend a USAR assignment.
<b>VAULT</b>	Fire, smoke, or burning odor from underground <b>ELECTRICAL</b> vault. Power department notification. <ul style="list-style-type: none"> <li>Person trapped/down in vault use: <b>CONFIN.</b></li> </ul>
<b>VEG</b>	Report of vegetation-type fire, e.g. trees; bushes; grass, etc., in a <b>NON-BRUSH</b> area. Will recommend a single engine response. Essential personnel will NOT be paged.
<b>VEGFWY</b>	Report of vegetation-type fire, e.g. trees; bushes; grass, etc., on the FWY. Will recommend 1-engine <b>OR</b> 5-engine response based on geography. Essential personnel paged.
<b>VEH*</b>	Vehicle on fire. <ul style="list-style-type: none"> <li>VEH threatening exposures use: <b>STR</b>; persons inside burning VEH use: <b>RESCUE.</b></li> </ul>
<b>VEHFWY</b>	Vehicle fire on the FWY. <ul style="list-style-type: none"> <li>Persons inside burning VEH use: <b>RESFWY.</b></li> </ul>
<b>WATER</b>	Reports of flooding <b>INDOORS</b> with no significant standing water.
<b>WEAK (ALS)</b>	Person feeling weak (all age groups.)
<b>WELFAR</b>	Investigate the welfare of person (well-being.)
<b>WIRES</b>	Wires down on ground; disconnected from service entrance or power pole. Power department notification.
<b>WMAIN</b>	Broken water main. Water department notification.
<b>WMD</b>	Weapons of Mass Destruction Event.

\* Request response from local law enforcement.

\*\* Request response from CHP.

## MISC. NON-RESPONSE TYP CODES

These type codes automatically create an “**advised**”, non-dispatched, incident in CAD.

<b>ADV</b>	Advised Incident
<b>CADTST</b>	Station alert test through the CAD system
<b>CHP</b>	Transfer/Notify CHP (use appropriate TYP code for incident being reported.)
<b>COMM</b>	Communications Testing
<b>DEMO</b>	Fire Extinguisher Demo
<b>FD</b>	Transfer to Another Fire Dept (use appropriate TYP code for incident being reported.)
<b>FIRETR</b>	Fire Training (city run number issued)
<b>NOTIF</b>	Misc. Notification
<b>PD</b>	Transfer/Notify Police Dept (use appropriate TYP code for incident being reported.)
<b>TEST</b>	Fire Alarm Testing – To be used when Fire Prevention Personnel are at a location testing the fire alarm system
<b>TOUR</b>	Fire Station Tour Alert



# VERDUGO FIRE COMMUNICATIONS

## INCIDENT ENTRY MASK

REV 10-23-16

The Incident Entry Mask is activated by depressing the **F2** key on the CAD system keyboard.

<b>INCIDENT</b>	Loc							
Loc Info								
Inc#		Rsp		Lat:		Lon:		
RP Addr		Name		RP Phn				
Sex		Age		Cons		Breathing		
Text								
TYP		Src		Act		Pri		
		Dspo		Dg		Dist		
		Tm		Dt				

FIELD	DESCRIPTION
LOC	Incident response address—includes apartment or room number
LOC INFO	Additional location info, e.g. rear yard; front yard; parking lot; 2 <sup>nd</sup> floor
INC #	Verdugo system number (CAD number) -- default by CAD system
RSP	Fire Response List (FRL) -- default by CAD system
LAT	Latitude – populated by WPH2 9-1-1 call
LON	Longitude – populated by WPH2 9-1-1 call
INFORMANT ADDR	Reporting party address – to be used when incident is at a different location
NAME	Vesta will transfer business or account holder name to this field; also used for alarm company name and operator ID
INFORMANT PHONE	Reporting party's phone number
SEX	F = Female or M= Male
AGE	Age of patient; field will accept up to (4) alphanumeric, i.e. 101, 2MO, ELDR
CONS	Consciousness: Y = Yes / N = No
BREATHING	Breathing: Y = Yes / N = No
PHN EXT	INFORMANT's phone extension
LOC PHN	Phone number to <b>incident location</b> if INFORMANT is calling from a different location
TEXT	Supplemental information regarding incident being reported
TYP	Incident TYP Code

<b>SRC</b>	Source code: <b>9</b> = 9-1-1 / <b>P</b> = 10-digit phone / <b>O</b> = other public safety agency / <b>R</b> = still alarm / <b>L</b> = language translation / <b>I</b> = Hearing-Visual-Lingual Impairment / <b>T</b> = text-to-9-1-1
<b>ACT</b>	Action code: <b>A</b> = Advised incident / <b>M</b> = change call information <b>S</b> = supplemental information / <b>D</b> = "Details to Follow"
<b>PRI</b>	Incident priority – default by CAD
<b>DSPO</b>	Incident disposition – not used
<b>DG</b>	Dispatch Group (City) – default by CAD; can be used to "force" call into CAD
<b>DIST</b>	Fire BLK ( <b>FBLK</b> ) – default by CAD; can be used to "force" call into CAD
<b>TM</b>	Time – default by CAD on 9-1-1 call only
<b>DT</b>	Date – default by CAD on 9-1-1 call only

**NOTE:** If the EMS fields and the TEXT field of the Incident Mask are left blank, the comment **"NO FURTHER INFORMATION"** will automatically be placed in the TEXT field of the incident history.

```

Phn Ext:      Loc Phn:      Lat:      Lon:
/092107 (G525) ENTRY      NO FURTHER INFORMATION
/092124      CANCEL      ,TEST CALL
/092124      CLOSE

```



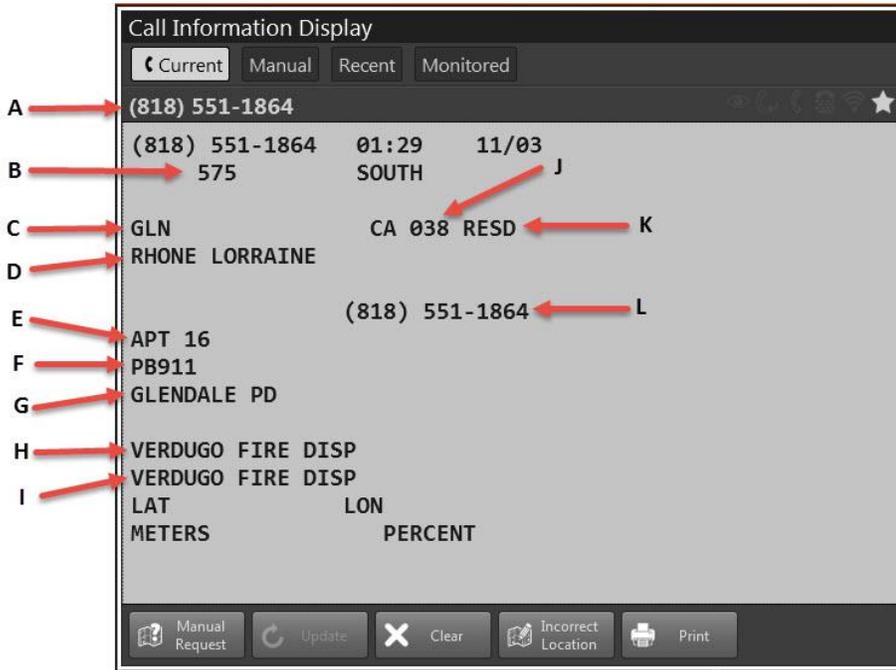
# VERDUGO FIRE COMMUNICATIONS

## 9-1-1 ALI / ANI DISPLAY

(AUTOMATIC LOCATION IDENTIFICATION / AUTOMATIC NUMBER IDENTIFICATION)

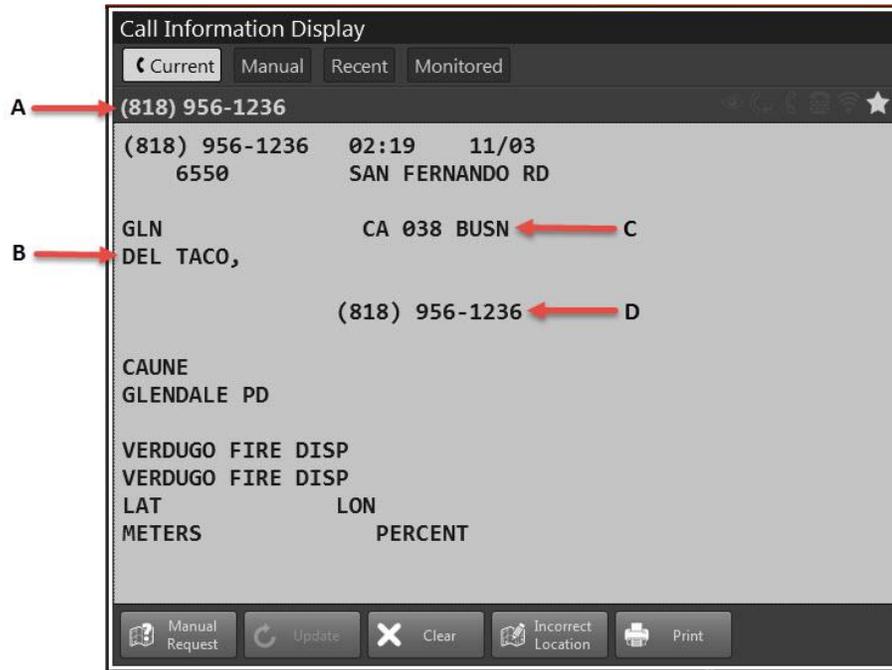
REVISED 03-02-18

### RESIDENTIAL PHONE



- A. **PHONE NUMBER:** Actual phone number the caller is calling on. Time and date when 9-1-1 call was made. See item J for further info.
- B. **ADDRESS:** Address where caller is calling from.
- C. **CITY:** City where address is located.
- D. **NAME:** Name of account holder of phone number listed.
- E. **ADDITIONAL LOCATION INFORMATION:** Apt number; floor number; suite number, etc.
- F. **PHONE CO:** Phone Company providing service for listed phone number.
- G. **LAW ENFORCEMENT PROVIDER / PRIMARY PUBLIC SAFETY ANSWERING POINT (PSAP):** Local law enforcement agency. 9-1-1 call will automatically route to local law enforcement, or CHP is caller in the a FWY or HWY.
- H. **FIRE SERVICE PROVIDER / SECONDARY PSAP:** Local fire department. Also designated as Secondary PSAP if Primary PSAP is not available.
- I. **EMS PROVIDER / TERTIARY PSAP:** Local EMS agency; ambulance service, etc.
- J. **ESN:** Emergency Service Number. This is a specific number assigned to all Primary PSAP's:  
**ALH = 023; ARC = 024; BRK = 030; GLN = 038; MRV = 047; MPK = 049; MTB = 048; PAS = 051; SGB = 054; SNM = 055; SMD = 056; SPS = 059; VER=61.**
- K. **RESD:** Type of phone service. RESD denotes residential phone service.
- L. **PRIMARY PHONE NUMBER:** This is the primary phone number listed for the address. If there are multiple phone numbers listed for an address they **may** be displayed as item A.

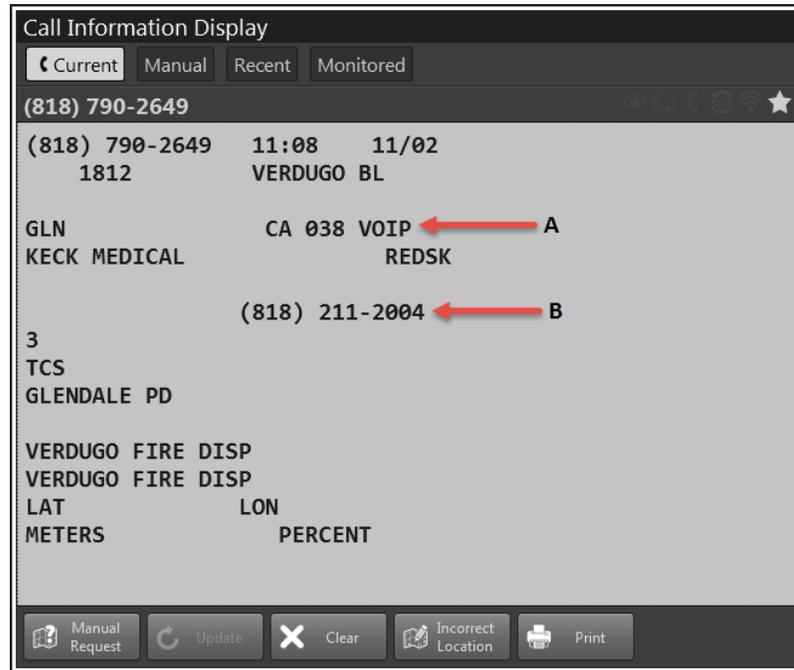
## BUSINESS PHONE



The ALI / ANI data for a Business (**BUSN**) location is the basically the same as a RESD phone number except for the following:

- A. **PHONE NUMBER:** Actual phone number the caller is calling on. If a business has multiple phone numbers, this number maybe different from the phone number listed under item **D**.
- B. **NAME:** Name of business account holder of phone number listed.
- C. **BUSN:** Type of phone service. BUSN denotes business phone service.
- D. **PRIMARY PHONE NUMBER:** This is the primary phone number listed for the address. If there are multiple phone numbers listed for an address they **may** be displayed as item **A**.

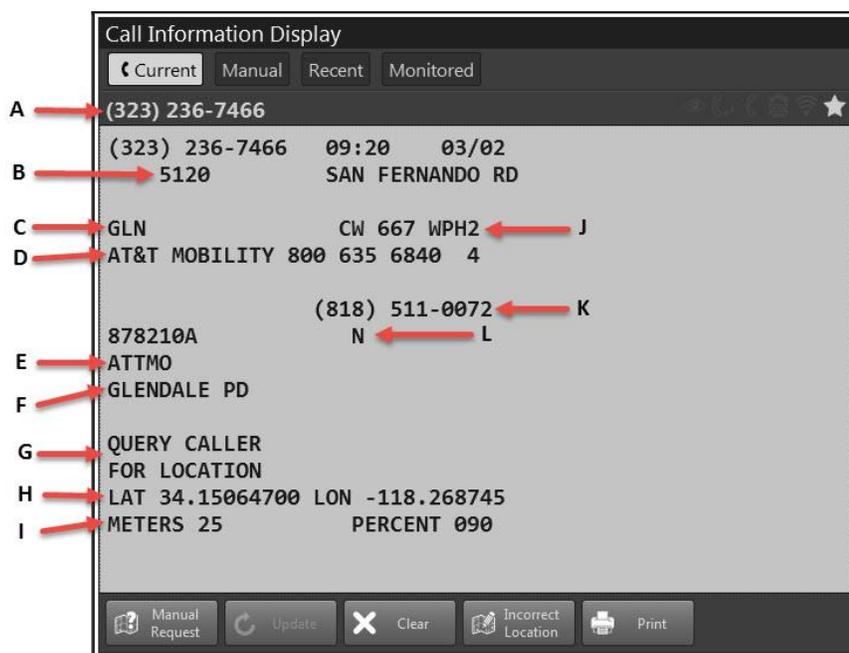
# VOIP PHONE



The ALI / ANI data for a 'voice over internet protocol' (**VOIP**) location is the basically the same as a RESD phone number *except for the following*:

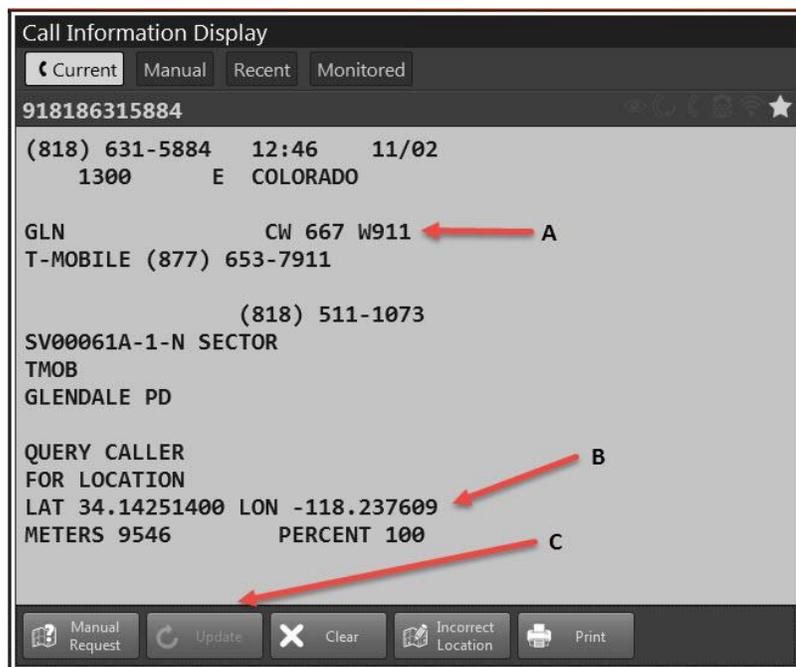
- A. VOIP:** Type of phone service. VOIP denotes VOIP phone service.
- B. PANI:** Pseudo ANI, is used to route the call to the appropriate PSAP. The P-ANI will always have a **211** prefix. This number is not a call-back number to reconnect with the caller. This is non-functioning number.

## WIRELESS PHONE – WPH2



- A. **PHONE NUMBER:** Actual wireless device phone number the caller is calling on.
- B. **ADDRESS:** Address of wireless antenna / receiver location. **THIS IS NOT THE CALLER'S LOCATION.**
- C. **CITY:** City where wireless antenna / receiver is located.
- D. **PHONE CO:** Phone Company providing service for the listed wireless phone number. The “800” phone number displayed in this field is a 24 hr. administrative / emergency number that can be used to ascertain subscriber information (i.e. name, home address, etc.)
- E. **PHONE CO:** Acronym of phone company provider.
- F. **PSAP:** Local law enforcement agency.
- G. **QUERY CALLER FOR LOCATION:** Visual reminder to call-taker that they **MUST** ask caller what their location is.
- H. **LATITUDE / LONGITUDE (LAT/LON):** A PHASE 2 (WPH2) wireless call (see item J) will provide the approximate LAT/LON coordinates of where the caller is located.
- I. **METERS / PERCENT:** **Meters** refers to *uncertainty factor*, measured in meters. This is a measure of potential distance away from the approximate LAT/LON coordinate of the caller. The smaller the value, the more accurate is the location information. **Percent** refers to *confidence factor*, measured in percent. The higher the value gives the call taker indication of the reliability of the location coordinate.
- J. **WPH2:** Wireless Phase 2 denotes type of wireless service.
- K. **P-ANI:** Pseudo ANI, is used to route the call to the appropriate PSAP. The P-ANI will always have a **511** prefix. This number is not a call-back number to reconnect with the caller. This is non-functioning number.
- L. **N:** N = North. Specifies that caller is **NORTH** of the wireless antenna / receiver location.

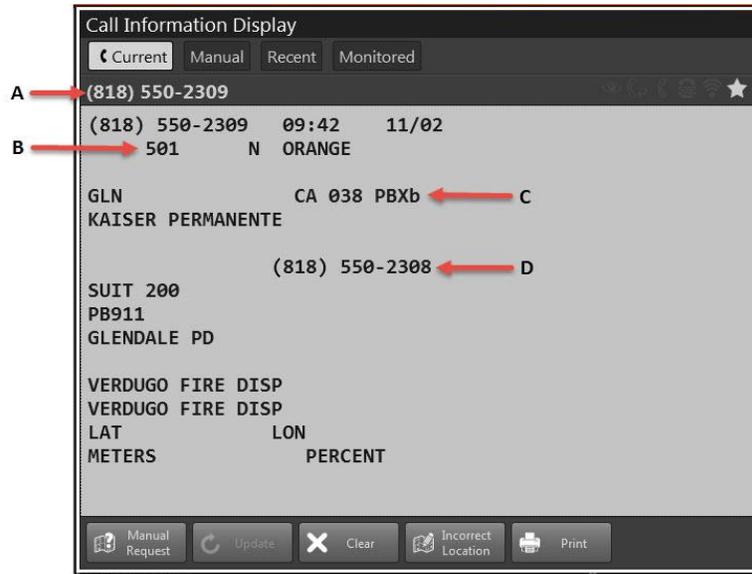
## WIRELESS PHONE – W911



A W911, Wireless Phase 1, call will **NOT** provide the approximate LAT/LON of the caller.

- A. **W911:** Wireless Phase 1 denotes type of wireless service.
- B. **LAT/LON:** The LAT/LON listed corresponds with the cell site antenna/repeater.
- C. **UPDATE:** Repeatedly pressing the **UPDATE** may convert a W911 call into WHP2 call which will provide the approximate LAT/LON coordinates of where the caller is located.

## PBX / CNTX PHONE



**PBX** and **CNTX** refer to privately owned telephone systems which provide telephone service to a particular business with multiple locations. The address listed in the ALI / ANI display above refers to the location where primary telephone switching equipment is located. The caller may or may not be calling from this address.

### EXAMPLE:



The ALI / ANI data for a CNTX / PBX location is basically the same as a RESD / BUSN phone number except for the following:

- A. PHONE NUMBER:** Actual phone number the caller is calling on. If a business has multiple phone numbers, this number maybe different from the phone number listed under item **D**.
- B. ADDRESS:** Address displayed is the location of the privately owned, primary telephone switching equipment. **THIS MAY OR MAY NOT BE THE LOCATION WHERE THE CALLER IS CALLING FROM.**
- C. CNTX (or PBX):** Type of phone service. Refers to privately owned phone switching equipment.
- D. PHONE NUMBER:** Primary number listed to privately-owned telephone switching equipment.

State of California - Wireless E9-1-1

Typical Wireless ALI Phase II Display (from Format 03 or Format 04)

Note: For slight difference in display of Format 04, see row 2 and 3 detail that follows in the specific parameters.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	
1	(	2	1	3	)	3	2	1	-	1	2	3	4				1	7	:	5	4				0	7	/	0	5			
2					1	2	3																									
3																																
4	L	A	N	C	A	S	T	E	R																							
5	A	B	C	W	I	R	E	L	E	S	S				8	0	0	-	5	5	5	-	1	2	3	4	O	P	T	4		
6																																
7																																
8	L	A	N	C		I	B			3	9	2	5																			
9	A	B	C	D	E																											
10																																
11	C	H	P	A	N	T	E	L	O	P	E	V	A	L	L	E	Y															
12	Q	U	E	R	Y																											
13																																
14	L	A	T			3	6	.		1	2	3	4	5	6	0	0															
15	M	E	T	E	R	S																										

Labels and Callouts:

- COMMUNITY NAME (rows 1-4)
- CELL SITE NUMBER ADDRESS (rows 5-7)
- MILITARY TIME (rows 8-9)
- STATE "California Wireless" (row 10)
- CLASS OF SERVICE "WPH2" PHASE II (LAT/LONG of caller) OR "W911" PHASE I (LAT/LONG of tower) (rows 11-12)
- CALLBACK NUMBER (row 13)
- CELL SITE STREET NAME (rows 14-15)
- WIRELESS ESN (rows 16-17)
- DATE (rows 18-19)
- WSP NENA ID (up to 5 characters) (rows 20-21)
- UNCERTAINTY FACTOR (IN METERS) (rows 22-23)
- WSP & TOLL FREE 24/7 TEL # AND AUTO ATTENDANT OPTION NUMBER (IF USED) (rows 24-25)
- CELL SECTOR DIRECTIONAL Single in field 20 Double in 19 & 20 (rows 26-27)
- ELT/TELLTALES FIELDS (rows 28-29)
- PHASE I MAP ID (WILL NOT BE DISPLAYED AFTER 2nd REBID BY GSM TYPE CELL PHONES) (rows 30-31)
- LATITUDE COORDINATE (LEFT JUSTIFIED WITH NO '+0' LEADER) LONGITUDE COORDINATE (rows 32-33)
- CONFIDENCE FACTOR (IN PERCENT) (rows 34-35)
- WIRELESS P-ANI (WILL ALWAYS BE 511-XXXX) (rows 36-37)

State of California - NENA i2/VoIP E9-1-1 Deployment  
Typical i2 VoIP ALI Display (E-PAM from Format 04)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	
1	(	2	1	3	)	3	2	1	-	1	2	3	4					1	7	:	5	4				1	1	/	0	4		
2					1	2	3						A	N	O																	
3																																
4	L	A	N	C																												
5	S	M	I	T	H	S	O	N	I	A	N	J	O	N	A	T	H	A	N	A	.											
6																																
7																																
8	A	R	T		B	L	D	G		F	L	1	4																			
9	A	B	C	D	E																											
10																																
11	X	Y	Z		P	O	L	I	C	E																						
12	X	Y	Z		F	I	R	E																								
13	X	Y	Z		E	M	S																									
14	L	A	T																													
15	M	E	T	E	R	S																										

Labels and Callouts:

- COMMUNITY NAME FIELD MSAG VALID BY AT&T & VERIZON (SOME MAY BE ABBREVIATED) (rows 1-4)
- ADDRESS NUMBER AND STREET NAME SHALL BE MSAG VALID (1) NO POSTAL ADDRESSES (e.g. P.O. BOXES) (rows 5-7)
- MILITARY TIME & STATE (rows 8-9)
- P-ANI (ESQ) NPA-211-XXXX USED FOR i2/VoIP CALLS ROUTED BY A VPC (rows 10-11)
- AT&T PSAPs SHOW LANDLINE ESNs VERIZON PSAPs SHOW SPECIAL ADMIN VOIP ESNs (rows 12-13)
- VoIP Service Provider name may be at end (rows 14-15)
- CALLBACK NUMBER (row 16)
- House number: right justified 1-8 House number suffix: right justified 10-12 (rows 17-18)
- Street Name Prefix: left justified in 4-16 Street Name: left justified in 17-32 (rows 19-20)
- NENA ID of Voice Positioning Center (2) PSAPs have VPC 24x7 toll free numbers (rows 21-22)
- LINE 8: SUPPLEMENTAL LOCATION FIELD (20 spaces) Used for MLTS multi-line telephone systems or more detailed location information. MIL-STD-12D can be used for abbreviations (rows 23-24)
- CUSTOMER NAME FIELD (If VoIP client, LAST NAME, FIRST NAME, MIDDLE INITIAL) (If IP Relay, 'COMPANY NAME' TEXT RELAY CUSTOMER) (If VRS Relay, 'COMPANY NAME' VIDEO RELAY CUSTOMER) (rows 25-26)
- ELT/TELLTALE FIELDS WILL BE THE SAME AS LANDLINE PER ESN (3) IF DB338 for the PSAP is not activated, then the following is populated: LINE 11: "VOIP CALLER VERIFY LOCATION" LINE 12: "VoIP POSITIONING CENTER NAME" 24X7 TEL # (rows 27-28)
- LATITUDE (Left justified with no '+0' leader); LONGITUDE (negative "-" in space 21) UNCERTAINTY (in meters); CONFIDENCE (in percent) Fields populated for mobile caller location, when there is no address using VOIP Fields not populated for fixed location calls, when there is an address using VOIP (rows 29-30)
- CLASS OF SERVICE "VOIP" for Fixed i2 "WPH2" for Mobile i2 (rows 31-32)



# VERDUGO FIRE COMMUNICATIONS

## TEXT-TO-9-1-1

12/01/2016

### TEXT TO 9-1-1

Text-to-911 provides equal access to emergency services for the Deaf and Hard of Hearing Community. Text-to-911 serves as an alternate method of reporting emergencies when other traditional avenues are unavailable or the situation dictates a need to text message.

Short Message Service (SMS), also known as text messaging, provides support for wireless subscribers to send 9-1-1 SMS text messages to Public Safety Answering Points (PSAPs) by using the single code 9-1-1 as the destination address of the SMS message.

As with standard practice in the Communications Center, Text-to-911 is for official business and will fall under the same standards and policies for recording and retention. The following procedures will be followed for the processing of Short Message Service (SMS) to 9-1-1.

### LOGGING ON AND OFF OF THE TCS E-MEDIA SERVICES 9-1-1 PLATFORM

#### ***Beginning of Shift***

All dispatch personnel shall log into the Comtech E-Media 9-1-1 platform (<https://emediatcs.com>) at the beginning of their shift; 9-1-1 text messages can only be received when logged on to E-Media. All dispatch personnel will ensure that the software is open and operational at all times.

A URL to the E-media web page has been added to the *startup folder* on the PC. When logging on, the webpage for E-media will automatically open.

The E-Media software will be used in accordance with the presented training.

#### ***USER ID***

User ID for log-in is your first initial and last name, no spaces: msmith.

#### ***PASSWORD***

Password is your user name and your 5-digit city employee ID, no spaces: msmith12345.

#### ***FD02 and FD05 Standby Terminals***

The E-Media webpage/software shall always remain logged on at terminals **FD02** and **FD05** when FD02 and FD05 are logged on in **standby mode**.

## **FD02 and FD05 log-in info:**

FD02: USER: FD02 / PW: fd02vfcc

FD05: USER: FD05 / PW: fd05vfcc

## ***PC Volume Control***

Call-takers shall not turn down or silence the volume control on the computer terminal as it is one of the indicators that a new 9-1-1 text message has been received.

## ***End of Shift***

During periods of shift change it is incumbent upon Call-takers to provide and receive briefing or call information that is relevant to any active SMS calls for service to the oncoming shift. Should there be an active text session at shift-change, the call-taker handling shall remain on the session until completion, just as they would with any 9-1-1 phone call or any other type of call.

## **RECEIVING A TEXT-TO-911 CALL**

The “software program” to receive and process a Text-9-1-1 call resides in a web-browser session on the CAD Computer.

This will allow the ability to “Copy and Paste” any messages received during a text session into any incidents dispatched. (Refer to the appropriate training material on the proper procedure to accomplish the copy and paste function).

Agencies that have already began taking these types of calls have found that their dispatchers are able to multi-task and handle up to 5 sessions (each session is a single informant) as well as any other voice phone call traffic.

As more call activity is received by this agency, the staffing impacts and related assignments will be addressed accordingly.

## ***Prioritizing calls***

All 9-1-1 calls are processed equally without regard to hierarchy. Therefore Text-to-911 (SMS) lines will be treated and accepted and answered immediately without delay and all “calls” shall be prioritized based on the nature of the call regardless of whether it is a voice or text call.

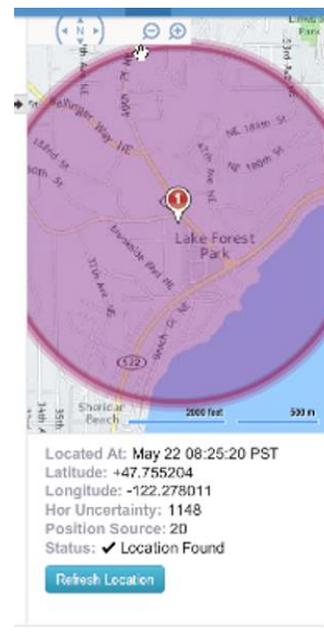
## Location Accuracy

It is imperative that the location be obtained as early as possible as routing for location accuracy varies between cellular providers and for all current practical purposes it should be treated as a **Phase 1 wireless call (W911.)**

## Rebid

At this time a call-taker is limited to a maximum of five rebids or refreshes for updated location accuracy. The highlighted number in the center of the map indicates the number of times the location has been rebid/refreshed. Keep in mind the limits as a call is processed.

Upon transferring to another PSAP, the new Call-taker will receive a new allocation of 5 opportunities to rebid/refresh the location.



## DROPDOWN QUESTION MENU

There are several frequently asked questions designed as pre-set “canned” messages that the call-taker may use to ease the processing of the text conversation.

The canned messages should be used whenever possible to both expedite the call-taking process and for consistency between callers.

For those questions not found in the Drop Down menu, use the Copy and Paste function directly from the EMD Triage Interrogation Cards.

The flow of the text conversation should emulate those of voice 9-1-1 calls in that the following ABC’s of 9-1-1 call-taking are always asked and answered.

1. Call-takers will not use jargon, abbreviations, or acronyms but rather spell out questions to avoid misunderstanding with the callers.
2. The caller will be greeted with the following script; “Fire and Paramedics what is the location/address of the emergency you are reporting?”
3. It is imperative that the location be obtained and verified as routing for location accuracy varies between cellular providers and for all practical purposes the call should currently be treated as a Phase 1.
4. As Verdugo Fire is a Secondary PSAP, it is unlikely that many, if any at all, will arrive as Phase 1; regardless, Call-takers should be prepared to handle the situation as they do with any Phase 1 type data that arrives with the transfer of the caller to the Center.
5. Once it’s been determined that a field unit response is necessary the Call-taker will initiate a call for service in CAD via the Incident Entry Mask.
6. The Call-taker will use the appropriate call-type based upon the information they solicit and receive to generate a call for service.

7. Scene safety questions including the involvement of alcohol, drugs, and weapons will be asked should the caller indicate as such and all EMD instructions should be followed as normal.

#### EMD – EMERGENCY MEDICAL DISPATCH PRE-ARRIVALS

Prior to providing EMD instruction via Text messages, a caller requesting Paramedics should initially be queried if they can make or receive a voice call immediately for pre-arrival instructions.

If a voice call is not possible, instructions can be copied and pasted directly from the EMD Triage Cards into the text session to save time and to keep consistency for delivery of EMD instruction.

Until voice contact is made, any appropriate short/quick instructions should be given to ensure our citizens receive the best care available.

Remember, 9-1-1 regardless of method of delivery, is about providing the highest and most professional service possible.

#### CAD SOURCE CODE

The CAD source code for all text calls will be a “T”. CAD is programmed to accept this code.

#### MULTIPLE TEXT-TO-911 CONVERSATIONS

Each call-taker assigned to Text-to-911 will process no more than two callers or conversations at the same time per position for a total of four conversations or sessions in the Center. Since multiple text sessions can be handled at once, per call-taker, the highest priority Text-to-911 will be determined by the nature of the emergency. A limit on the number of sessions will be set by the system administrators, and any additional received after that will be rejected by the system.

##### ***Multiple texts, different incidents***

It is imperative that if a call-taker receives multiple texts that they respond to each message to ensure which call has priority.

##### ***Multiple texts, same incident***

If multiple texts are received about the same call or incident the call-taker must respond to each message to ensure that they are indeed related and not a different call. Be sure to “RELEASE” immediately any sessions that are deemed to be a duplicate report to allow new text calls to be received.

## JURISDICTIONAL BOUNDARIES

The “caller” is anchored to the originating PSAP until the primary/receiving Call-taker ends the conversation or transfers to another jurisdiction that accepts Text-to-911 calls. Upon successful transfer, the transferring Call-taker ends their respective session by releasing the session, and they will no longer have any information or connection to the caller.

## CALLERS IN A DIFFERENT JURISDICTION

SMS is an emerging technology and it is possible to receive a text from a caller that is not in “our” jurisdiction. If the incident is for another jurisdiction, then the text session should be passed on to that agency (so long as they’re able to receive Text-to-9-1-1 sessions), either by transferring the session or by relaying all the information by voice.

Use the current agency reference list and/or drop-down transfer list for current agencies in the region that are accepting Text-to-9-1-1 sessions.

- If the caller leaves our jurisdiction the Call-taker will transfer the text session to the agency responsible for that jurisdiction if they are capable of receiving text sessions. This should only occur if the incident is in their jurisdictional responsibility and/or a mutual or auto-aid incident. This is the same as if transferring the “caller” by phone/voice call.
- If the receiving agency does not have the capability of receiving a text session, the original Call-taker will maintain the session as open and relay the information to the appropriate agency until the session can be concluded. This should only occur if the incident is in their jurisdictional responsibility and/or a mutual or auto-aid incident. This is the same as if transferring information by phone/voice.

## POLICE CALLS IN A DIFFERENT JURISDICTION

If it is determined that the incident is Police related or their response is necessary, and the responding agency is capable of receiving text sessions, the Call-taker will transfer the call via text to the appropriate law enforcement agency. Use the current agency reference list.

Keep in mind that once a caller is released from the “call” the transferring Call-taker will no longer have the ability to see updates or communicate with the caller.

## MEDICAL/FIRE CALLS IN A DIFFERENT JURISDICTION

If it is determined that medical attention is necessary, and the responding agency is capable of receiving text sessions, the Call-taker will transfer the call via text to the appropriate agency.

At this time, Verdugo Fire & Los Angeles County Fire, are the only secondary PSAP agencies in Los Angeles County capable of receiving text sessions. (As the program is being implemented in Los Angeles County, CHP will start as a “secondary PSAP” until full Countywide deployment)

---

## PRIOR TO TRANSFER

The call-taker will send a text message to the caller stating, "Please stand by, I am connecting you with \_\_\_\_\_". (Type in the Name of Agency; not the Dispatch Center Name.)

---

#### PSAPS THAT CANNOT ACCEPT TEXT SESSIONS:

1. If the appropriate agency cannot process Text-to-911 calls the call-taker will direct the caller to make a voice call to 9-1-1.
2. If the caller cannot make a voice call the call-taker will obtain the necessary information and relay it by traditional means to the correct agency.

#### OFFICER/SCENE SAFETY CALLS (I.E. SHOOTR, MCI, GSW, STAB, ETC.)

The call-taker will keep the text session open to obtain additional information and scene safety criteria and transmit to responders all updated safety information as well as update the call history accordingly until field personnel or law enforcement have made contact.

#### TEXTS RECEIVED IN LANGUAGES OTHER THAN ENGLISH

Only call-takers who have successfully taken and passed the official City of Glendale second language testing process for written language skills may answer calls via text in the approved language.

1. As of June/2016, all text messages can only be received in English. Any languages containing "special characters" will end up presenting as "garbled letters/symbols".
2. Any messages received in another language should be answered with a reply that they must make a voice call or type using English.
3. If the call-taker assigned to Text-to-911 is not certified through the aforementioned criteria they will direct the caller to make a voice call to 9-1-1 or use E-Media translation.
4. Language translation services in the E-Media platform are currently in development to address the needs of our constituency.

#### NON-RESPONSIVE TEXTER

##### ***Possible emergency***

Being a Secondary PSAP, it is extremely unlikely that Verdugo Fire will receive a transfer of a Text-to-911 session where the informant is unresponsive. The Primary PSAPs will be performing all initial validation of Text-to-911 prior to any transfer to a Secondary PSAP.

Upon transfer by a Primary PSAP, and if there is verbiage within the original/transferred text to indicate that there may be a legitimate emergency but the text caller is unresponsive, the Call-taker will message back the following: "If you have an emergency, text or call 9-1-1 immediately."

If there is still no response Verdugo Call-Takers will initiate a call for service in CAD using the type code **UNKMED**, using the best known location, either latitude/longitude, or address.

If there are indications in the text that the circumstances would fit another more appropriate CAD Type Code then use the most appropriate type code.

### ***Possible accidental text***

If the verbiage within the original text does not indicate that there is an emergency or that it was a misdial or accidental text, determine within the message conversation where the originating PSAP was, and make a voice call to confirm the circumstances.

A message should be sent to the caller to have them confirm what they are reporting and transfer or disconnect as appropriate.

## **ANONYMOUS TEXT**

At this time, using the interim Text-to-911 solution, the caller must have a data plan through a wireless carrier so no calls will truly be anonymous text.

However, if there is an indication that a legitimate emergency is occurring and the caller is non-responsive the Call-taker will create a call for service using the previous protocols for a non-responsive text caller.

The Call-taker will in turn follow the protocol for obtaining subscriber information and create a call for service as the situation dictates.

## **ENDING THE CALL**

### ***Confirming the address***

Before ending the call, the Call-taker will advise the caller that the requested assistance is being sent to the address that the caller provided. This will help confirm that the address of the incident location is correct.

For example, "Paramedics will be dispatched to 123 W. Main Street in Alhambra"

### ***Notifying the caller the session will end***

The Call-taker will send the caller a message indicating that the text session has ended and then the Call-taker may end the session by using the **Release** button within the E-Media software.

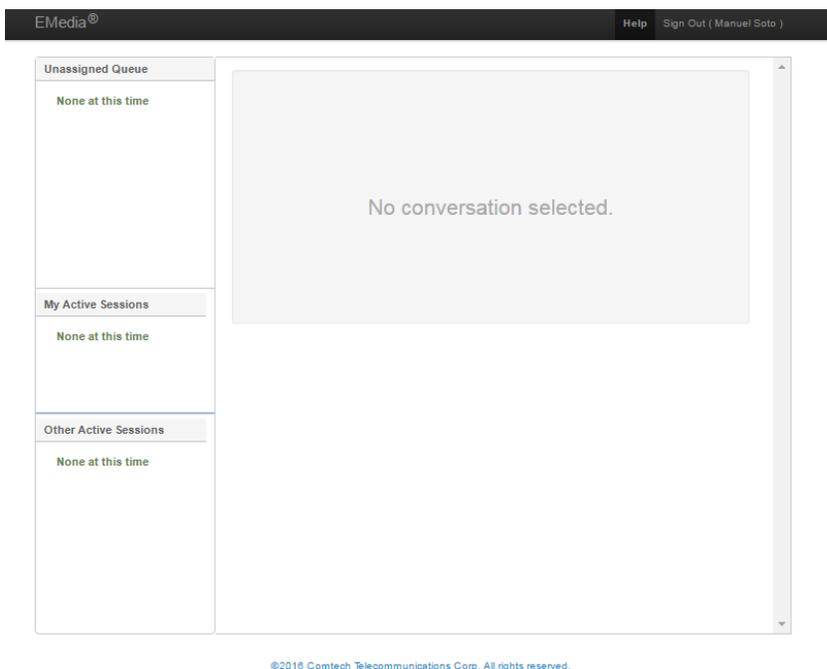
Call-takers will keep in mind that a text messaging session cannot be restored or reinitiated by the Call-taker. **Text sessions may only be initiated by callers and may only be ended by the Call-taker.**

## MULTIMEDIA MESSAGE ATTACHMENTS (MMS)

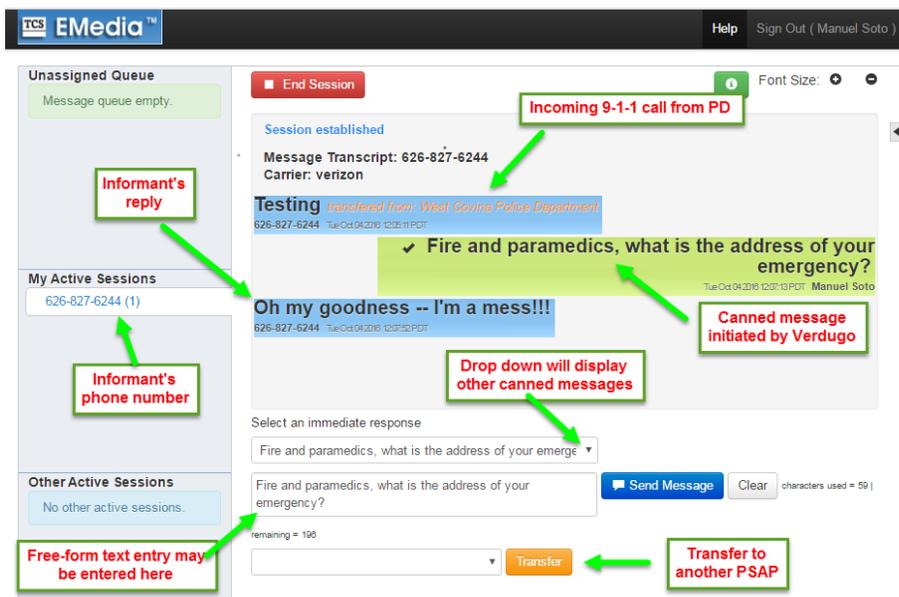
In the unlikely event that a text message contains multimedia content, **the Call-taker shall not open the content, click any link, or open any dialog box containing the content.** Instead, the Call-taker will indicate in the text of the call for service that multimedia content was contained in the text and the time stamp.

### E-media Screens

E-media inactive (no call) screen:



E-media active call in progress:





# VERDUGO FIRE COMMUNICATIONS

## FIRE ALARM INCIDENT ENTRY

02/2011

The Verdugo System responds to several ALARM (Fire Alarm) activation incidents on a daily basis. Reports of ALARM activations originate from fire alarm monitoring services (also known as a Central Station or fire alarm company.) Fire alarm activations are generally transmitted electronically to the monitoring service and then the monitoring service will contact the fire department to respond.

ALARM incidents may also be reported by an occupant of the location where the fire alarm is activated or by someone passing by the location who hears the audible alarm ringing.

A single engine or truck company is dispatched to a reported ALARM incident.

### ALARM Received From Monitoring Service

The following information will be requested from the monitoring service and input into the incident mask (see FIG 1):

1. Location (address) of ALARM activation;
2. Business or residence name;
3. Alarm company name and operator name/ID number;
4. Phone number to alarm company;
5. Alarm information –
  - a. Types of alarms:
    - i. Smoke detector;
    - ii. Heat detector;
    - iii. Duct detector;
    - iv. Water-flow;
    - v. Hood alarm;
    - vi. “General” alarm;
    - vii. Pull station;
    - viii. Panel alarm;
    - ix. Key pad alarm.
  - b. Location of alarm:
    - i. Room number;
    - ii. Floor number;
    - iii. Garage;
    - iv. Dining room;
    - v. Living room;
    - vi. Bedroom;
    - vii. Kitchen;
    - viii. Bathroom;
    - ix. Basement;

- c. Alarm Zone:
  - i. A "Zone" alpha/numeric maybe given (e.g. Zone 2; Zone C; Zone 6C, etc.) While the alarm monitoring service may not have Zone definitions (what areas of a location the Zone covers), the fire company OS at the ALARM location can access the Fire Alarm Annunciator Panel for Zone definitions.
- d. System Reset:
  - i. Manual (must be reset at the Annunciator Panel by personnel OS of ALARM location);
  - ii. Automatic (system may reset automatically after a predetermined time has elapsed with no further alarm activation, e.g. "automatic 10 min reset");
  - iii. Unknown (monitoring service does not have the capability of monitoring for system resets);
- e. Additional Information:
  - i. Reference or incident numbers given by the monitoring service shall also be input into the incident mask.

The information listed above is the required minimum amount of information (if available) that must be included in the incident history of an ALARM call. Any additional, pertinent information given by the monitoring service must also be included in the incident history (e.g. responsible party ER or OS; access information, etc.)

FIG 1:

The screenshot shows a terminal window with the following text:

```

INCIDENT Loc 34 E UNION ST ,PAS
Loc Info one colorado associates
Inc# [ ] Rsp [ ] Lat: [ ] Lon: [ ]
RP Addr [ ] Name POST #421 RP Phn 6264467159
Sex [ ] Age [ ] Cons [ ] Diff Breath [ ] Phn Ext [ ] Loc Phn [ ]
Text ---zone 55---smk detector---no reset---
Type ALARM Src P Act [ ] Pri [ ] Dspo [ ] Dg [ ] Dist [ ] Tm [ ] Dt [ ]
Loc Verified: 34 UNION ST ,PAS
              btwn N FAIR OAKS AV & KENDALL AL
              BLKS: (F:0315)
  
```

Red arrows point from labels to the following fields in the terminal:

- Incident Location** points to "34 E UNION ST ,PAS".
- Premise Name: Business or Resident Name** points to "one colorado associates".
- Alarm Company Name & Operator ID** points to "POST #421".
- Alarm Company Phone Number** points to "6264467159".
- Type Code** points to "ALARM".
- Source Code "P" = Phone** points to "P".
- Alarm Info: Type; zone or area; reset (auto or manual)** points to "---zone 55---smk detector---no reset---".

### ALARM Received From Occupant or Passerby

When an ALARM incident is received from an occupant or passerby, as much basic information as listed above will be requested from the informant (as available.) The informant shall also be asked if they *SEE* or *SMELL* any fire or smoke. Asking if any water is seen flowing (from under doors or fire sprinklers) will also help determine the type of incident to be dispatched.

If the informant reports that they:

1. HEAR a fire alarm ringing, an ALARM incident will be entered for dispatch:

```
INCIDENT Loc 500 E DEL MAR BL ,PAS
Loc Info
Inc# Rsp Lat: Lon:
RP Addr 500 E DEL MAR BL #215 Name RP Phn 6265551212
Sex Age Cons Diff Breath Phn Ext Loc Phn
Text ---INFOR HEARS ALARM RINGING THROUGH OUT BLDG---NO FURTHER INFO AVAIL---
Typ ALARM Src P Act Pri Dspo Dg Dist Tm Dt
Loc Verified: 500 E DEL MAR BL ,PAS
              btwn S LOS ROBLES AV & S OAKLAND AV
              BLKS: (F:3431)
```

2. SEE or SMELL smoke (no fire), a SMOKEI incident will be entered for dispatch:

```
INCIDENT Loc 101 N BRAND BL ,GLN
Loc Info 10TH FLOOR
Inc# Rsp Lat: Lon:
RP Addr 101 N BRAND BL #1015 Name RP Phn 8185551212
Sex Age Cons Diff Breath Phn Ext Loc Phn
Text ---ALARM RINGING---INFORMANT SEES SMOKE ON THE 10TH FLOOR HALLWAY---NFD
Typ SMOKEI Src 9 Act Pri Dspo Dg Dist Tm Dt
Loc Verified: 101 N BRAND BL ,GLN -- GLENDALE CITY CENTER
              btwn E BROADWAY & W WILSON AV
              BLKS: (F:0211)
```

3. SEE WATER FLOWING, a FLOW incident will be entered for dispatch;

```
INCIDENT Loc 180 CAMPUS DR ,ARC
Loc Info IN THE GYM
Inc# Rsp Lat: Lon:
RP Addr Name RP Phn 6265551212
Sex Age Cons Diff Breath Phn Ext Loc Phn
Text ---ALARM RINGING---SEES WATER COMING FROM FIRE SPRINKLER IN STORE ROOM---
Typ FLOW Src 9 Act Pri Dspo Dg Dist Tm Dt
Loc Verified: 180 CAMPUS DR ,ARC -- ARCADIA HIGH SCHOOL ,ARC
              btwn S SANTA ANITA AV & EL MONTE AV
              BLKS: (F:1055)
```

4. SEE FIRE, a structure fire TYP incident will be entered for dispatch (e.g. STR; HOUSE; GARAGE; APT, etc.)



# VERDUGO FIRE COMMUNICATIONS

## MTNRES LOCATIONS

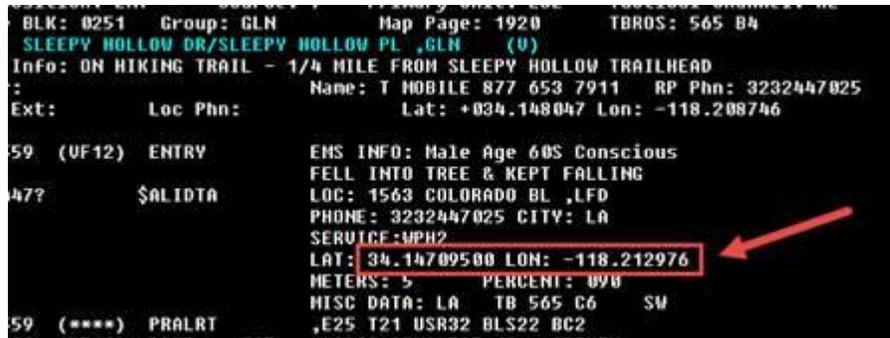
02-11-16

In an effort to facilitate in locating an incident on hiking trails, mountainous locations, locations without a physical address, or other open spaces, please initiate the following:

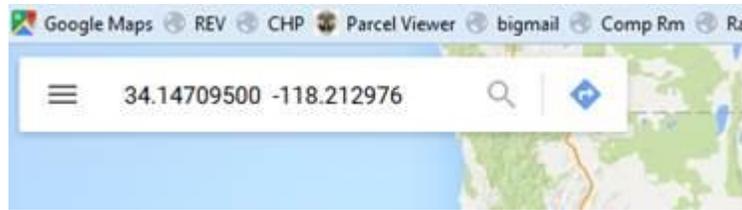
1. Generally, these types of incidents will be reported via cell phone. Confirm with the informant if they are with the patient/victim, and/or at the incident location.
2. Before entering the incident, update (ping) the informant's cell phone several times to average their WHP2 LATITUDE/LONGITUDE coordinates (if their ANI/ALI is reporting as **W911**, continued *update* will usually produce a **WPH2** LAT/LON coordinate.)
3. Enter the incident with as much incident location and access information that is available.
4. Open @LAT:



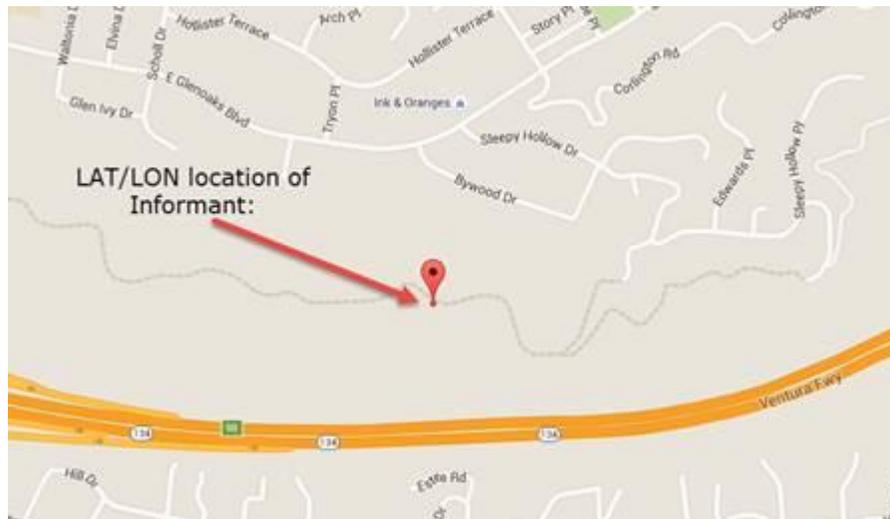
5. Enter the informants LAT/LON from the ANI/ALI on the @LAT incident mask and supplement the LAT/LON to the incident:



6. Google maps can provide comprehensive, graphic, location information, such as land marks, marked trails, area names, trail/road names, etc. Enter the informants LAT/LON in the address field of Google maps:



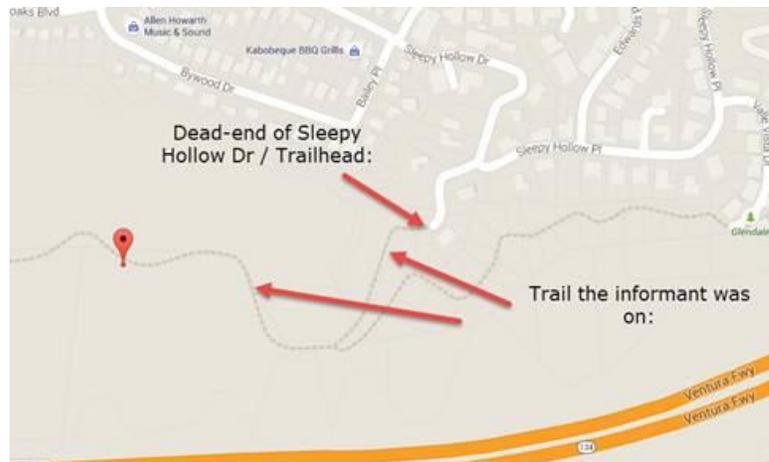
7. The following Google map location is based on the LAT/LON displayed in item 6:



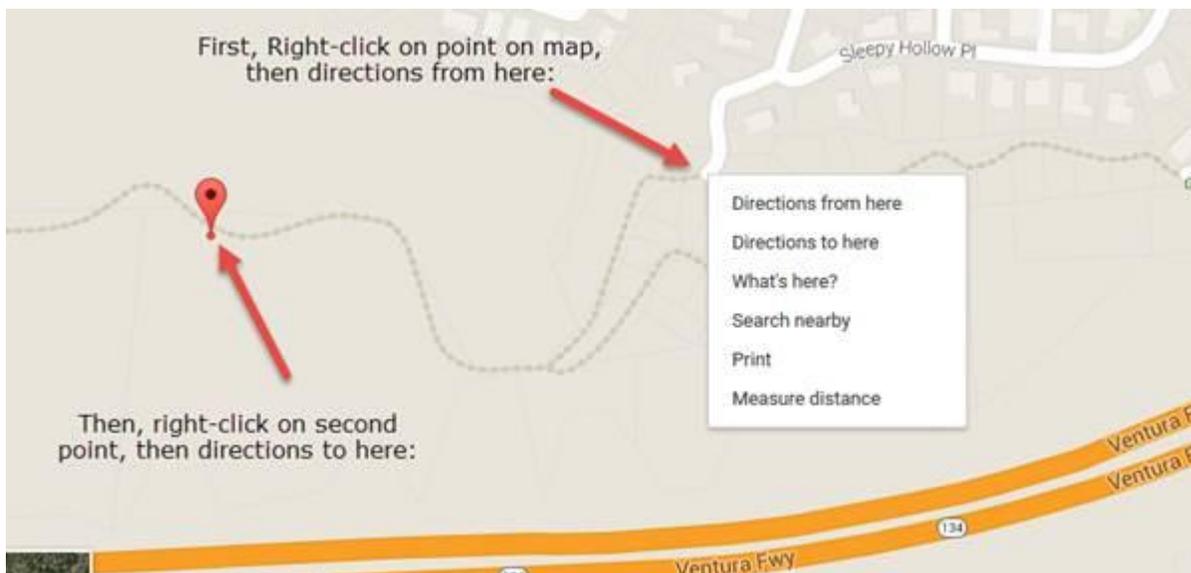
8. The following map shot is an actual MTNRES incident depicting the LAT/LON of the informant and the LAT/LON location of the Engine that responded to the incident:



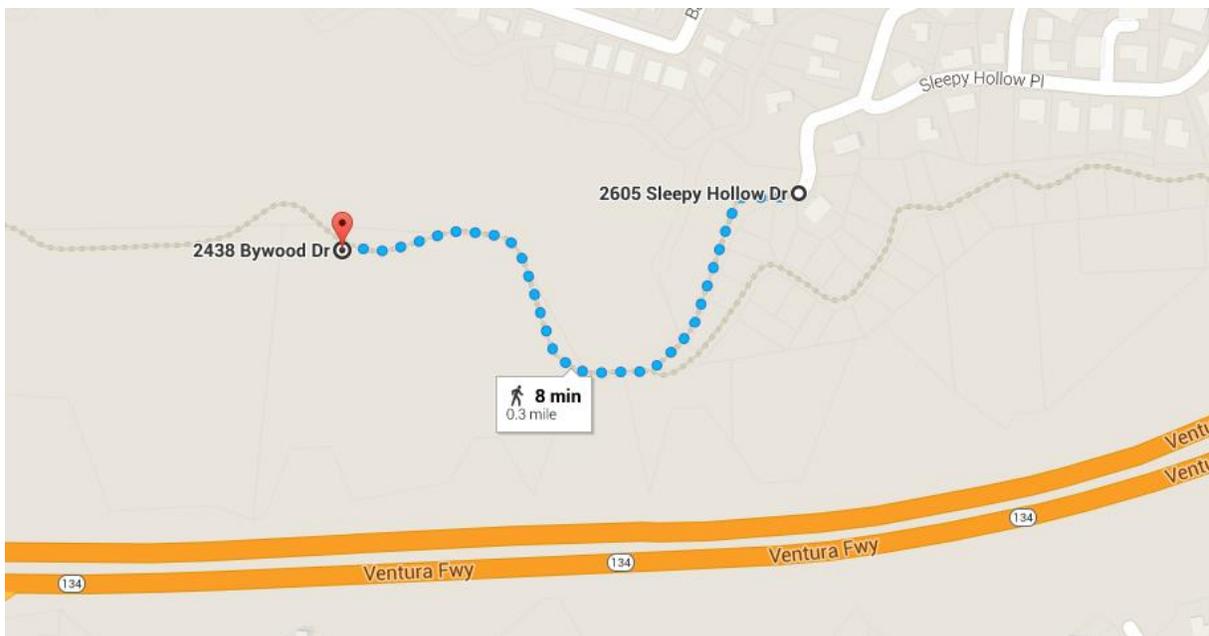
9. By using Google maps as tool, Verdugo was able to direct the engine to the trailhead which was at the dead-end of Sleepy Hollow Dr.:



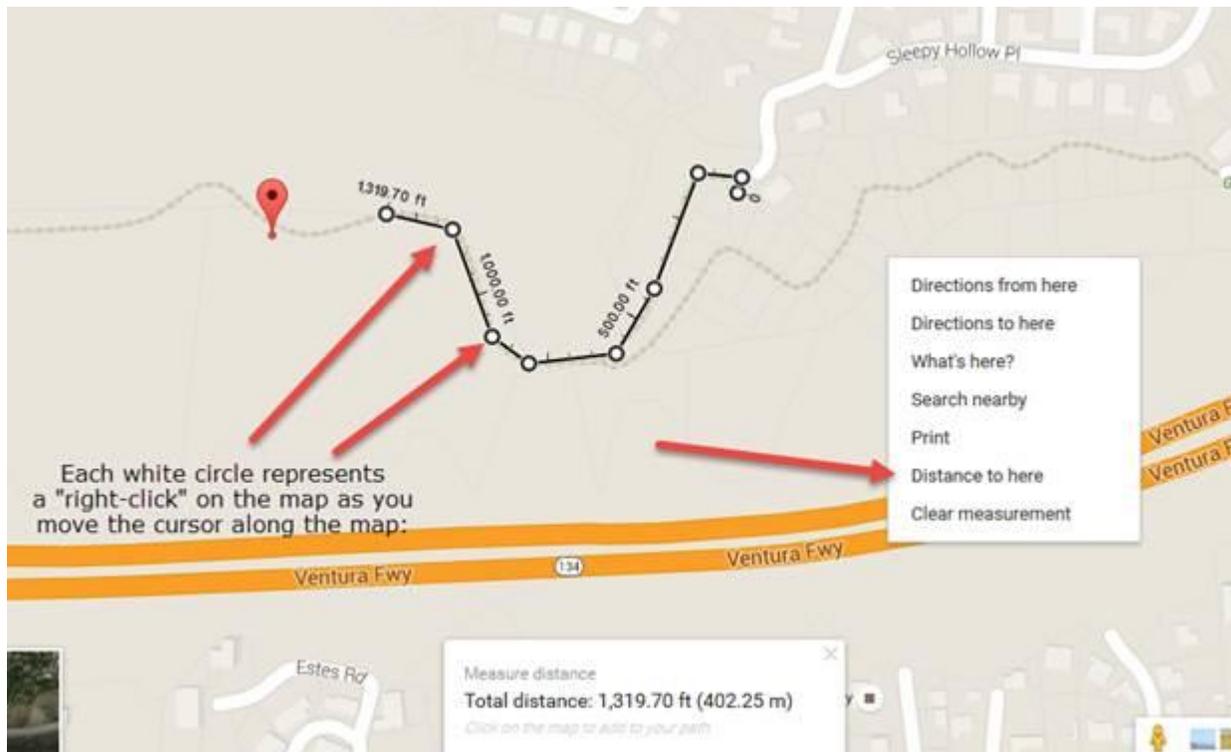
10. Right-clicking on any point on the map will open a box that provides the ability to measure distance:



11. In the example shown below the incident location was approximately 0.3 mile and an 8 minute walk from the trail head at the dead-end of Sleepy Hollow Dr:



12. You can also free-form distance by using "Distance to here":





# VERDUGO FIRE COMMUNICATIONS

## MEDICAL ALARM INCIDENT ENTRY

REV 05-01-18

The Verdugo System responds to reports of MEDALR (Medical Alarm) activation incidents. Reports of MEDALR activations originate from medical alarm response centers.

A typical medical alert system is comprised of a two-way voice console unit that connects to an existing phone line and a lightweight water-resistant activator, worn around the neck or wrist. If assistance is needed, the subscriber will simply press the button and the console unit dials the medical alarm response center which opens a two-way voice connection with personnel at the medical alarm response center.

If personnel at the medical alarm response center are able to communicate with the subscriber, they will gather information regarding the activation and if it requires a medical response, they will contact the fire and/or EMS department to respond to the subscribers' location.

Many times the alarm center is unable to make contact with their subscriber. In that instance they will contact the fire and/or EMS department to respond to the subscribers' location.

A single engine or truck company is dispatched to a reported MEDALR incident. If an actual medical problem exists, a paramedic RA or BLS ambulance will be dispatched.

When a request for response from the medical alarm response center is received, the following information shall be requested, input into the indent mask and entered for dispatch (see FIG1):

1. Location (address) of subscriber;
2. Subscriber name;
3. Alarm company name and operator name/ID number;
4. Phone number to alarm company;
5. Phone number to subscriber;
6. Age and gender of subscriber;
7. Key or access information to subscribers location;
8. Are there any other-type alarm activations, e.g. fire; burglar; panic alarms, etc.
  - a. The PD shall be requested to respond on reports of burglar or panic alarm activations. Responding units shall be instructed to '*stage until clear to enter*' as appropriate.

**NOTE:** MEDICAL HISTORY OF SUBSCRIBER – If the alarm company operator offers the subscribers' medical information, vital medical information shall be noted in the incident history:

- b. History of ALS type medical conditions, e.g. HEART problems, CHF, COPD, DIABETES, BP problems, STROKE, etc.
- c. Listed allergies.
- d. "Vial of Life" location or location of medical history information.

The information listed above is the minimum required information (if available) that must be included in the incident history of an MEDALR call. Any additional, pertinent information given by the monitoring service must also be included in the incident history (e.g. responsible party ER or OS; alternate phone numbers, etc.)

FIG 1:

The screenshot shows a terminal-style interface for a MEDALR incident report. Red arrows point from labels to specific fields in the report:

- Incident Location:** Points to the 'Loc' field containing '1050 N HOLLISTON AV ,PAS'.
- Subscriber Name:** Points to the 'Loc Info' field containing 'MARY SMITH RESIDENCE'.
- Alarm Co Name and OP ID:** Points to the 'Name' field containing 'AMERICAN MED ALERT #257'.
- Alarm Co Phone Number:** Points to the 'RP Phn' field containing '8005551212'.
- Subscriber's Phone Number:** Points to the 'Loc Phn' field containing '6265551212'.
- Medical History And Access Information:** Points to the 'Text' field containing '---HX OF STROKE, HIGH BLOOD PRESSURE, ALERGIC TO ASIPIRIN AND PENNICILLIN -- KEY FOR ACCESS IS LOCATED UNDER FLOWER POT TO THE RIGHT OF FRONT DOOR---
- Typ Code:** Points to the 'Typ' field containing 'MEDALR'.
- Source Code P=Phone:** Points to the 'Src' field containing 'P'.

If the medical alarm response center was able to communicate with their subscriber and their subscriber reports a medical condition that needs the attention of the fire and/or EMS department, an incident shall be created using the appropriate TYP code describing the nature of the medical problem (see FIG. 2)

FIG 2.

The screenshot shows a terminal-style interface for a MEDALR incident report. A red arrow points from a label to the 'Typ' field:

- Appropriate TYP Code For Type Of Incident Reported:** Points to the 'Typ' field containing 'FALL2'.

The rest of the report content is identical to FIG 1, but the 'Text' field now contains: '---SLIP AND FALL---FX ARM AND HIP PAIN---PATIENT IS UNABLE TO GET UP--- KEY FOR ACCESS IS LOCATED UNDER FLOWER POT TO THE RIGHT OF FRONT DOOR---

Immediately after the call is entered for dispatch, the Verdugo call-taker will attempt to contact the subscriber. If the Verdugo call-taker makes contact with the subscriber, the following information shall be requested:

1. What is the subscribers' location address and cross-street (must verify information given by medical alert response center);
2. Is the patient conscious? Is the patient having problems breathing?
3. What is the medical problem?
4. Is the patient able to open the door?
5. Access information: Open door or window; key location, etc.

Any pertinent information received from the subscriber that differs from the information given by the medical alert response center shall be immediately supplemented to the responding units.

**NOTE:** If the alarm company operator reported a burglar or panic alarm, there will be no attempt to contact the subscriber. Responding units shall be instructed to '*stage until clear to enter*' as appropriate.



# VERDUGO FIRE COMMUNICATIONS

## GPS MEDICAL ALARMS

05-01-15

Alarm companies that provide medical alarm services are now offering these services via GPS enabled devices (pseudo-cellphones.) They are touting this service as being able “summon help anywhere you are”, “live the active lifestyle” and for those without landline service. The subscriber carries a small transmitter about them, in their pocket, lanyard, or watchband, etc. When the device is activated, the alarm center receives the alert along with the subscriber’s current latitude and longitude (e.g. WPH2.) These devices work like cellphones, via general cellular networks (T-mobile, ATT, Verizon, etc.) When the alarm center receives the alert, they can now verbally communicate through the device with their subscriber and ascertain their location and their needs.

When the alarm center is not able to communicate with their subscriber, they will call the appropriate fire and/or EMS agency based on Latitude and Longitude (**LAT/LON**) and report a “GPS” medical alarm. The location they will give is simply the LAT/LON coordinate (in decimal/degree format) received from the subscriber. The LAT/LON are points based on the surface of the earth and will not take into consideration if the subscriber may be below or above ground level.

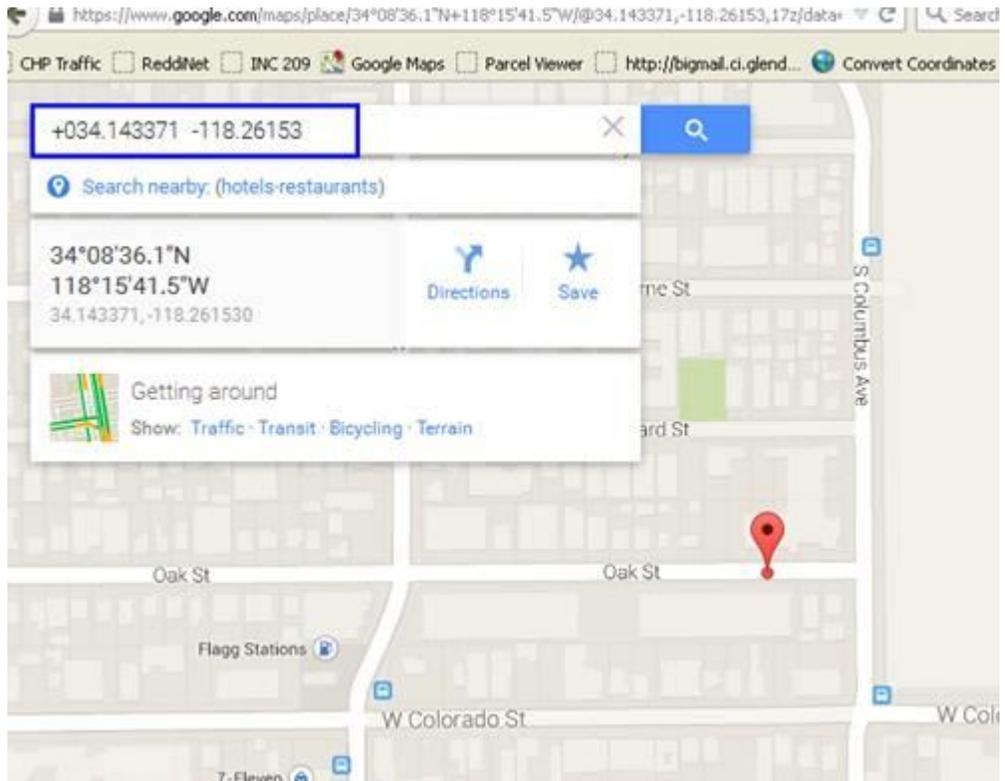
### Procedure for Processing GPS MEDALR’s

Upon receipt of a GPS MEDALR:

All questions and procedures, as applicable, regarding **MEDALR** processing shall remain the same. The following shall apply to the response location:

1. Request the subscribers home address and verify the location.
2. Enter the LAT/LON location given by the alarm center into Google maps: [www.maps.google.com](http://www.maps.google.com) to ascertain subscriber’s location (see FIG 1 below.) Google maps shall be the Verdugo benchmark in ascertaining locations via LAT/LON.
3. Cross reference the subscriber’s home address with the LAT/LON location.
4. If the subscribers home address coincides with the LAT/LON location (or they are in close proximity to each other), enter an incident at the subscribers address.
5. If the LAT/LON location is not at the subscribers address, enter an incident based on the street address location closest to the LAT/LON, with any additional location information that is gleaned from Google maps, e.g. land marks, stores, parks, restaurants, etc.
6. Should the LAT/LON location be at a high occupancy, transient location (e.g. malls, schools, airport, etc.) notify occupancy security to assist in locating the subscriber.

FIG 1





# VERDUGO FIRE COMMUNICATIONS

## HOW TO FORCE A LOCATION INTO CAD

REV 12-06-16

The CAD Geofile generally extends up to 2 miles around the perimeter of the Verdugo System footprint. This will provide a “verified” location (cross streets, FBLK’s, FSO’s, etc.) in LFD, LAC or other cities jurisdictions that touch the borders of Area C cities.

There may be instances where an indent location outside of, or inside of, Area C that is not in the Geofile. When this occurs, the incident location must be overridden or “forced” into the CAD system so that we may be able to dispatch the requested equipment to an incident.

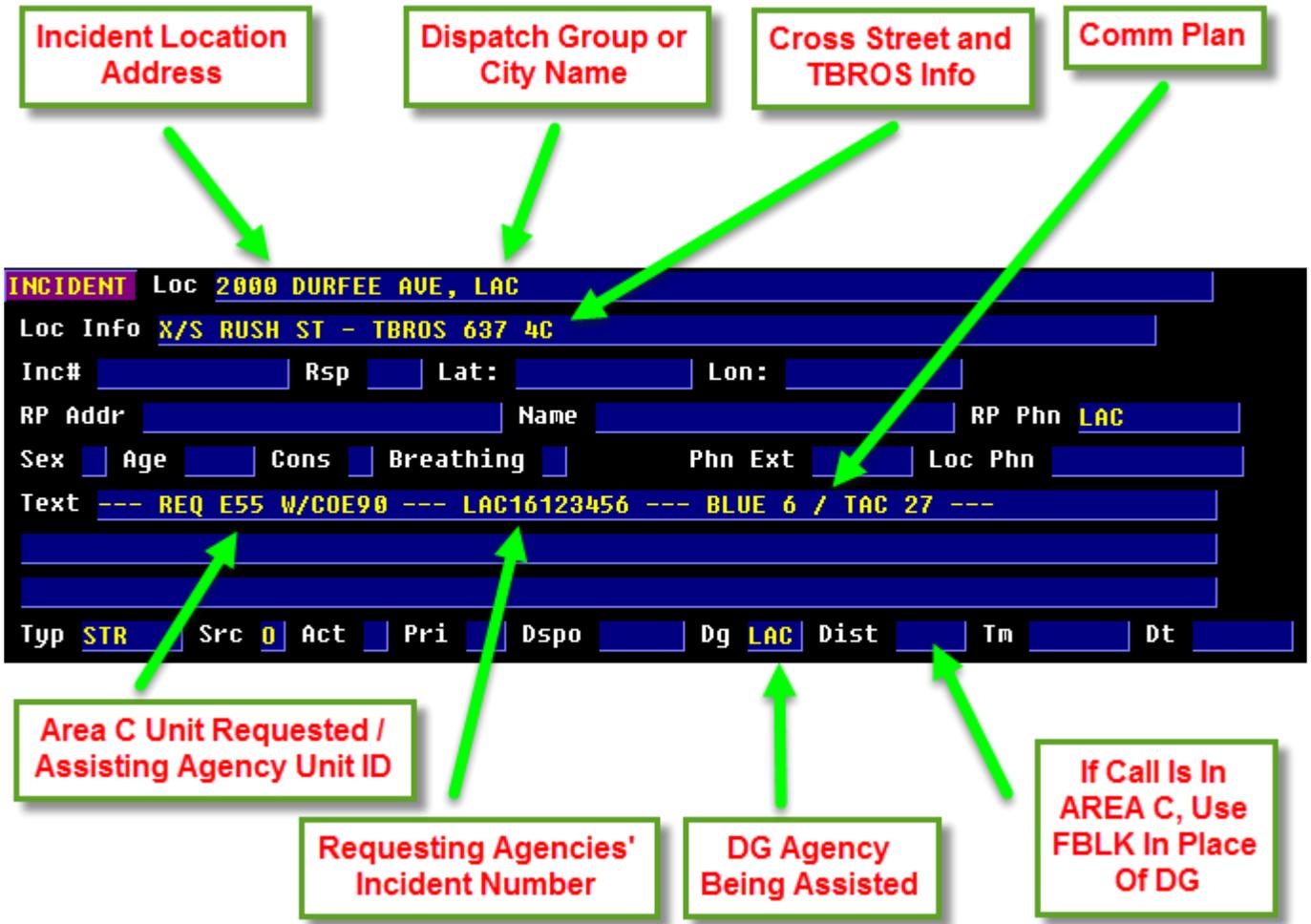
**NOTE:** When AA or MA is requested by an outside agency, you must initially attempt to verify their incident location in CAD. If their incident location is NOT in the CAD system, then the incident location must be forced into CAD.

The following information is required when forcing a location into the CAD system:

- a. Street address including city name or dispatch group (i.e. Temple City, Eagle Rock, LFD, LAC, etc.)
- b. Valid dispatch groups are:
  1. OES Agency Designator = (interchangeably known as Dispatch Group [DG] or city code) as assigned by CAL OES/FIRESCOPE (e.g., GLN, ARC, SMD, etc.)
    - i. If the incident is in AREA C, the FBLK, in lieu of the DG, may be used to force the call into CAD. This will allow unit recommendation by CAD based on the FBLK FSO.
  2. LFD = Los Angeles Fire Department
  3. LAC = Los Angeles County Fire Department
  4. DNY = Downey Fire Department
  5. SFS = Santa Fe Springs Fire Department
  6. CMP = Compton Fire Department
  7. USF = United States Forest Service
  8. OOJ = Generic (Out Of Jurisdiction)
- c. Cross streets and Thomas Brothers Map Coordinates.
- d. Additional pertinent location information.
- e. Requested Verdugo System unit ID.
- f. Unit ID of outside jurisdiction that is requesting assistance.
- g. Incident number of outside jurisdiction.
- h. Assigned radio frequency(s).

Fig 1 below depicts an incident mask appropriately “filled-in” with the information listed above:

FIG 1





# VERDUGO FIRE COMMUNICATIONS

## CREATING AN ADVISED INCIDENT

REV 02-25-18

An **ADVISED INCIDENT** is an incident record that is created in CAD for the purpose of “documenting” a request for service in which the fire department did not respond, e.g. someone calls 9-1-1 to request paramedics and they decide to take patient to hospital POV (privately owned vehicle); a call for service is received but is transferred to another FD, PD, CHP, etc.; call is referred to another agency, e.g., power dept., water dept., Edison, etc.

The Action Code of “**A**” is used create an advised incident (FIG. 1) When an advised incident is created, only a VFC number is assigned. The appropriate TYP code should be used when advising an incident.

FIG. 1

```
INCIDENT Loc 421 OAK ST ,GLN
Loc Info
Inc# Rsp Lat: Lon:
RP Addr Name RP Phn
Sex Age Cons Diff Breath Phn Ext Loc Phn
Text
Typ Src Act A Pri Dspo Dg Dist Tm Dt
Loc Verified: 421 OAK ST ,GLN -- VERDUGO FIRE DISP
btwn S COLUMBUS AV & S PACIFIC AV
BLKS: (F:0213)
```

The CAD will display an acknowledgement that an Advised Incident was entered (Fig. 2)

FIG. 2

```
INCIDENT Loc 421 OAK ST ,GLN
Loc Info
Inc# Rsp Lat: Lon:
RP Addr Name RP Phn verdugo
Sex Age Cons Diff Breath Phn Ext Loc Phn
Text
Typ eng Src o Act a Pri Dspo Dg Dist Tm Dt
Fire Advised Call Entered: UFC0751721 Type: ENG (MISC RESPONSE F)
```

The Incident History (IH) will also reflect an Advised Incident entry (Fig. 3)

FIG. 3

```
Incident History For: #UFC0751721
Entered      10/05/07  08:23:19  BY FD03  G525
Closed      10/05/07  08:23:19

Initial Type: ENG      Final Type: ENG      (MISC RESPONSE FOR 1 ENGINE)
Initial Priority: 7    Final Priority: 7
Initial Alarm Level: 1 Final Alarm Level: 1
Disposition:          Source: 0    Primary Unit: Tactical Channel:
Fire BLK: 0213      Group: GLN          Map Page: 1914B      TBROS: 564 D5
Loc: 421 OAK ST ,GLN -- VERDUGO FIRE DISP btwn S COLUMBUS AV & S PACIFIC AV (U)
Addr:              Name:              RP Phn: VERDUGO
Phn Ext:          Loc Phn:          Lat: +034.143370 Lon: -118.261499
/082319 (G525) ADVISED      NO FURTHER INFORMATION
```

If an Advised Incident is inadvertently entered without the “A” in the Action Code field, the incident will be accepted by CAD as a valid incident and routed to the radio dispatch terminal for dispatch. If this occurs, be sure to immediately advise the radio dispatcher that the call was an advised incident only, so the radio dispatcher will not “dispatch” the incident.

When advising incidents for training purposes, the dispatch group (DG) code of **XBB** must also be entered in the DG field on the incident mask (Fig. 4)

FIG. 4

```
INCIDENT Loc 421 OAK ST ,GLN
Loc Info
Inc# Rsp Lat: Lon:
RP Addr Name RP Phn
Sex Age Cons Diff Breath Phn Ext Loc Phn
Text
Typ Src Act A Pri Dspo Dg XBB Dist Tm Dt
Loc Verified: 421 OAK ST ,GLN -- VERDUGO FIRE DISP
              btwn S COLUMBUS AV & S PACIFIC AV
              BLKS: (F:0213)
```



# VERDUGO FIRE COMMUNICATIONS

## ALTARISVIEW LAUNCH APPLICATIONS

The AltarisVIEW map program has the ability to attach facility maps to various locations in the Geofile. These facility maps may be helpful when trying to locate buildings at large facilities, e.g. ELA College, Cal Tech, PCC, etc. These maps can be accessed as follows:

A PI will advise that there is a facility map available:

```
FIRE HISTORY  
ENTRY DATE: 07/23/07 BY OPERATOR: G525 EXP  
1570 E COLORADO BL, PAS  
** FACILITY MAP ON ALTARIS VIEW **
```

1. Right-click on the map in the approximate area of the location parcel—this will display the Launch Applications dialog box:



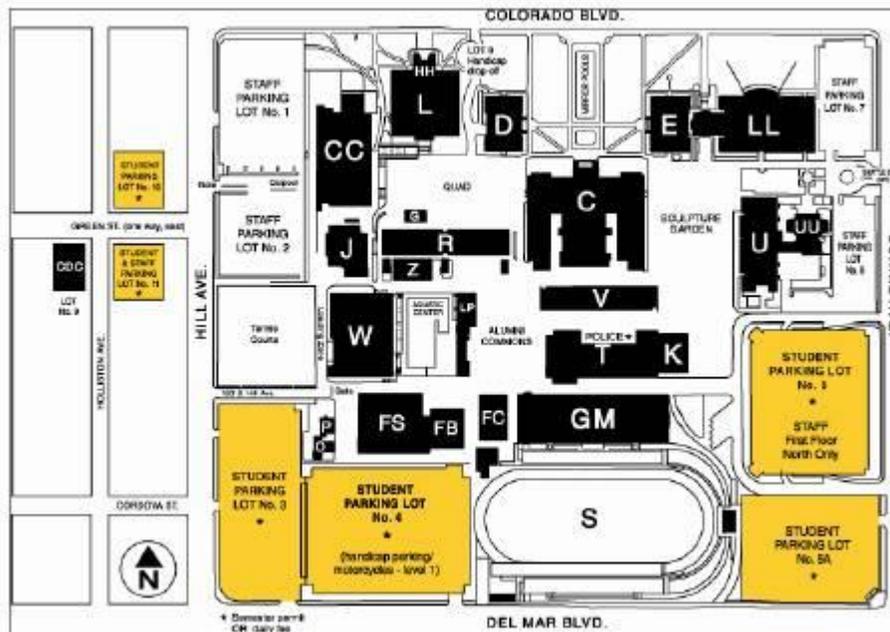
2. The Launch Applications dialog box will open. The small triangle to the right of Launch Applications signifies that there is an attachment(s):



3. Putting your cursor on the Launch Applications button will highlight another button labeled with numbers. Putting your cursor on the button with numbers will highlight another button(s) with map names on it. Double-clicking on the last button will open the facility map.



This is the facility map that is attached to the parcel for PCC. These maps are PDF's and can be zoomed-in as needed:





# VERDUGO FIRE COMMUNICATIONS

## APPLE WATCH FALL DETECTOR

04-01-19

Late model Apple watches have a feature that will call emergency services if it detects a 'hard fall.' When a hard fall is detected by an enabled Apple Watch, the watch will 'tap' the wearer on the wrist; sound an alarm; and display an alert. If the wearer does not acknowledge that they are OK, the watch will automatically call emergency services after approximately one minute.

The Apple watch will call emergency services with an 'automated' message that provides the wearer's location (which may be a latitude and longitude coordinate) and their phone number.

Upon receipt of an Apple Watch Fall detection incident with no contact with the wearer:

1. Immediately call the wearer and ascertain if there is a medical emergency.
  - a. If contact is made and EMS is required create an incident and dispatch resources.
2. If no contact is made, create an incident with the **WELFARE** type code:
  - a. If a street address for the wearer is provided, the incident location shall be entered with the street address.
    - i. The incident history / dispatch text shall be annotated such as: **"APPLE WATCH FALL DETECTOR—NO FURTHER INFORMATION AVAILABLE."**
  - b. If a LAT/LON is provided, the incident location shall be entered at the approximate location of the LAT/LON:
    - i. An incident shall be created based on the **DECIMAL-DEGREES latitude and longitude** coordinates that were received from the automated call.
    - ii. The incident location entered for response shall be the **closest** parcel address to the LAT/LON coordinate received.
    - iii. The incident history / dispatch text shall be annotated such as: **"APPLE WATCH FALL DETECTOR--INCIDENT LOCATION IS BASED ON THE LAT/LON OF THE CALLER."**



# VERDUGO FIRE COMMUNICATIONS

## SWR ZONES AND SWR INCIDENT ENTRY

(REV 04-04-2018)

The following outlines SWR dispatch 'zones' and SWR incident processing. The SWR Zones will be numbered by the "District" an incident is reported (e.g., an incident in 24's area would be an @ZONE24 SWR incident.)

### **BRK SWR**

The Burbank Western Channel (Wash-Burbank Chnl) runs through Burbank. It dissects district(s) 13 / 16 / 14 / 15 / 11. This wash originates in LA City and enters Burbank near the intersection of Hollywood Way / Glenoaks Blvd and then terminates into the L A River near the 5 / 134 FWY interchange.

### **GLN SWR**

The Cooks Canyon Chnl (Wash-Cooks Chnl) and Verdugo Wash (Wash-Verdugo) run through Glendale. They dissect district(s) 28 / 29 / 24 / 25 / 26 / 27 / 21. The Cooks Canyon Chnl originates in Glendale at a debris basin / dam N/W of the intersection of Santa Carlotta / Boston. It flows through a small area of L A City between Lowell Ave/Foothill Blvd. and Honolulu Ave/Tujunga Canyon Bl. and then back into Glendale near the 210 FWY/Lowell Ave where it becomes the Verdugo Wash. This wash continues to the Verdugo Debris Basin / check dam area that is located at the northern tip of the Oakmont County Club (in the area of La Crescenta Av. / Roselawn Av.) From this point it continues through the city and terminates into the L A River near the 5 / 134 FWY interchange.

The Dunsmore Canyon Channel (Wash-Dunsmore Chnl) dissects district 28. This wash originates in Glendale at a debris basin / dam in the area north of Markridge Rd. / New York Ave. in Deukmejian Wilderness Park. This wash continues west of and parallel to New York Av. where it terminates into the Verdugo Wash at CV Park in between Dunsmore Ave. and New York Ave.

All streets in the Verdugo System that are near or cross any waterway will verify with the "street name and Wash-XXXX" (e.g., Lake Ave/Wash-Burbank Chnl, Honolulu Ave/Wash-Dunsmore Chnl, etc.)

### **VER SWR**

The Los Angeles River (LA River) runs through Vernon from the Cities northern border to its southern border. It dissects district(s) 78, 76 and 79. The River originates in LA City and enters Vernon just north of the 26<sup>th</sup> St. Bridge (Just west of Soto St) then flowing into the City of Bell near the intersection of District Bl. and Heliotrope.

There are five roadways that cross the LA River, 26<sup>th</sup> St. (Zone 78), Soto St. (Zone 78), Bandini Bl. (Zone 78), Downey Rd. (Zone 76), and Atlantic Bl. (Zone 79), before flowing into the City of Bell.

The LA River is unique in Vernon as it makes a long sweeping turn to the east just after the 26<sup>th</sup> St. Bridge and then makes another turn to the southeast just after Downey Rd. Between Downey Rd. and Atlantic Bl. the LA River is at its fastest and approximately 300 feet wide. The best location to attempt a swift water rescue is the Atlantic Bl. Bridge. The location is pre-set with anchors along the river's edge for rope rescue systems and an inflatable hose system on the bridge.

SWR incidents for Vernon usually are initiated from LA City Fire, but if the victim(s) is reported within the City boundary, then the response will be to the location the victim(s) were last seen. If the notification comes from LA City Fire due to a swift water rescue in their jurisdiction, then units will be dispatched to the Atlantic St. Bridge to set up for a swift water rescue.

### **LFD SWR**

There are three LFD Zone(s), 77 / 60 / 86 that Verdugo agencies may be called to respond. LFD will notify VFCC as to which "zone" they need us to respond.

Zone 77 would be a Burbank response (area northwest of Glenoaks Blvd/Hollywood Way) and Zones 60 & 86 is a combined BRK/GLN response in the L. A. River.

In the event that Verdugo receives a call from a citizen of a person in the L A River, VFCC will initiate a "ZONE86" (default) SWR response and then advise LFD of response and where person was last scene.

### **SWR Incident Entry**

Incident entry will be achieved using the CAD's catalogued alarm files.

### **SWR Incident Verbal Dispatch**

The verbal dispatch for a SWR incident will be as follows: "**Unit ID(s) -- Swift Water Rescue in Zone "XX", Swift Water Rescue in Zone "XX"--person last seen at (location)--RED"X"**."

### **SWR Incident Entry**

To initiate an SWR incident we will be using the CAD catalogued alarm files using this format: @ZONE24, @ZONE15, @ZONE60 (no spaces) etc. into the location field on the incident mask.

This will be a 2-step process. EXAMPLE: When an informant advises that someone is in the wash at the intersection of Woodland Av / Verdugo Wash, the call taker will have to verify what district this intersection is in. This can be done using the LV command or by verifying the location through an incident mask. The location will NEED to be entered as **Woodland / Wash**, and will verify in 24's district as **Wash-Verdugo/Woodland Av**--therefore this would be a "ZONE24" SWR response. "**@ZONE24**" would then be entered into LOC field of the incident mask and entered (see example below).

A pre-formatted incident mask will be generated that will contain all the pertinent response info for that particular "ZONE".

<b>INCIDENT</b>	Loc	00 ZONE 24 ,GL							
Loc Info	PLS: at woodland av and the wash								
Inc#		Rsp		Lat:		Lon:			
RP Addr				Name			RP Phn		
Sex		Age		Cons		Diff Breath		Phn Ext	
Loc Phn									
Text	** 1ST COMPANY TO POINT LAST SEEN; 2ND COMPANY TO F/O 1 **								
	** 3RD COMPANY TO F/O 2; 4TH COMPANY TO F/O 3; GLN SWR TO RS-1 **								
	** SWR HELO TO HRZ **								
Typ	SWR	Src		Act	D	Pri		Dspo	
Dg		Dist	224	Tm		Dt			

In the Location Information field of incident mask there will be a "PLS" which means Place Last Seen. You will enter the location at which a person was last seen (in the wash) in this field. The default TYP code is SWR. At this point you can enter the call for dispatch. The default Action code of "D" will display a blank "supplemental" mask after the call is entered to allow the call taker to SUP additional information as needed.

**F/O** = Floatation observation point; **R/S** = Rescue site; **HRZ**= Helicopter rescue zone.

**SWR Incident Dispatch**

The verbal dispatch for a SWR incident will be as follows: "Unit ID(s) -- Swift Water Rescue in Zone "XX", Swift Water Rescue in Zone "XX"--person last seen at (location)--RED"X".

Verdugo will need to verbalize **place last seen** as first-in company will need to respond to that location. Verdugo will only dispatch unit(s) recommended and will NOT be responsible to verbalize the response info that is in the text field or to assign unit(s) to the response areas that are listed in text field. All unit(s) responding will have map and zone info and will be required to coordinate amongst themselves.



# VERDUGO FIRE COMMUNICATIONS

## CALIFORNIA NUMBERED EXIT UNIFORM SYSTEM

01-11-17

In 2002, Cal Trans began numbering all FWY exits in the state, which includes Interstate Highways (I-5, I-210, etc.) State Routes (SR-134, SR-2, etc.) and US Routes (US-101.)

From Cal-Trans (<http://www.dot.ca.gov/trafficops/exit/>):

*“Exits will be numbered from south to north, and west to east. Each exit number is determined by the number of miles it is from the beginning of the route. For example, on Interstate 5, exit No. 1 will be just north of the Mexican border. Numbering will continue all the way to the last off-ramp (EXIT 796) before the freeway enters Oregon, 796 miles north of the Mexico/California border.”*

When an informant references a FWY exit number for an incident location and cannot reference the street named exit (e.g. Pacific Ave, Brand Blvd, etc.), the FWY exit number table listed below shall be used to ascertain the exit location.

The informant will be queried as to which FWY they are on and which direction they are traveling--If the informant states they are *at* or *near* exit 7-A and traveling WB on the 134/Ventura FWY, the FWY exit number will be translated as: 134-7A. The FWY exit number table below lists the exit location of 134-7A as Pacific Ave. The incident will be created as located at WB 134 FWY AT PACIFIC AV and “at exit 7-A” shall be entered in the LOC INFO field of the incident mask.

<b>INCIDENT</b>	Loc	WB 134 FWY AT PACIFIC AV ,GLN	
Loc Info	AT EXIT 7-A		
Inc#	Rsp	Lat:	Lon:
RP Addr	Name	RP Phn	

FWY NAME (AS IT RUNS THRU EACH CITY)	FWY NUMBER
GLENDALE FWY (GLN)	2
GOLDEN STATE FWY (BRK/GLN)	5
SANTA ANA FWY (MTB)	5
SAN BERNARDINO (ALH/MPK/SGB)	10
POMONA FWY (MPK/MTB)	60
PASADENA FWY (SPS)	110
VENTURA FWY (BRK/GLN/PAS)	134
FOOTHILL FWY (ARC/GLN/MRV/PAS)	210
SAN GABRIEL RIVER FWY (ARC)	605
LONG BEACH FWY (PAS/VER)	710

The FWY exit number table listed below is color-coded as follows:

1. White: Out-of-jurisdiction FWY exits.
2. Tan: Verdugo System FWY exits.
3. Blue: Automatic Aid FWY exits.

FWY-EXIT NUMBER	FWY LOCATION	CITY
<b>I-10 FWY</b>		
10-17	EB 10 FWY at 5 FWY	LFD
10-17	WB 10 FWY at 5 FWY	LFD
10-19	EB 10 FWY at State St / Soto St	LFD
10-19A	WB 10 FWY at State St	LFD
10-19B	WB 10 FWY at 101 FWY / 5 FWY	LFD
10-19C	WB 10 FWY at Soto St	LFD
10-20A	EB 10 FWY at City Terrace Dr / Herbet Av	LAC
10-20B	EB 10 FWY at Eastern Av	LAC
10-21	EB 10 FWY at 710 FWY	MPK
10-21	WB 10 FWY at 710 FWY	MPK
10-22	EB 10 FWY at Fremont Av	ALH
10-22	WB 10 FWY at Fremont Av	ALH
10-23A	EB 10 FWY at Atlantic Bl	ALH
10-23A	WB 10 FWY at Atlantic Bl	ALH
10-23B	EB 10 FWY at Garfield Av	ALH
10-23B	WB 10 FWY at Garfield Av	ALH
10-24	EB 10 FWY at New Av	SGB
10-24	WB 10 FWY at New Av	SGB
10-25A	EB 10 FWY at Del Mar Av	SGB
10-25A	WB 10 FWY at Del Mar Av	SGB
10-25B	EB 10 FWY at San Gabriel Bl	SGB
10-25B	WB 10 FWY at San Gabriel Bl	SGB
10-26A	EB 10 FWY at Walnut Grove Av	LAC
10-26A	WB 10 FWY at Walnut Grove Av	LAC
10-26B	EB 10 FWY at Rosemead Bl (SR-164)	LAC
10-26B	WB 10 FWY at Rosemead Bl (SR-19)	LAC
<b>SR-110 &amp; I-110 FWY</b>		
110-26A	NB 110 FWY at 5 FWY	LFD
110-26A	SB 110 FWY at Avenue 26	LFD
110-26B	NB 110 FWY at Figueroa St (left exit)	LFD
110-26B	SB 110 FWY at 5 FWY	LFD
110-27	NB 110 FWY at Avenue 43	LFD
110-27	SB 110 FWY at Avenue 43	LFD
110-28A	NB 110 FWY at Avenue 52	LFD
110-28A	SB 110 FWY at Avenue 52	LFD
110-28B	NB 110 FWY at Via Marisol	LFD
110-28B	SB 110 FWY at Via Marisol	LFD
110-29	SB 110 FWY at Avenue 60	LFD
110-29	NB 110 FWY at Avenue 60	LFD
110-30	SB 110 FWY at York Bl / Pasadena Av	LFD
110-30A	NB 110 FWY at York Bl / Pasadena Av	LFD
110-30B	NB 110 FWY at Bridewell St	LFD

110-31A	NB 110 FWY at Orange Grove Av	SPS
110-31A	SB 110 FWY at Orange Grove Av	SPS
110-31B	NB 110 FWY at Fair Oaks Av	SPS
110-31B	SB 110 FWY at Fair Oaks Av	SPS
<b>SR-134 FWY</b>		
134-1	EB 134 FWY at Cahuenga Bl	LFD
134-11	EB 134 FWY at Figueroa St	LFD
134-11	WB 134 FWY at Figueroa St	LFD
134-12	EB 134 FWY at San Rafael Av	PAS
134-12	WB 134 FWY at San Rafael Av	PAS
134-13A	EB 134 FWY at Orange Grove Bl	PAS
134-13A	WB 134 FWY at Orange Grove Bl	PAS
134-13B	EB 134 FWY at 210 FWY	PAS
134-13B	WB 134 FWY at 210 FWY	PAS
134-1A	WB 134 FWY at 101 (left exit)	LFD
134-1B	WB 134 FWY at 170 FWY	LFD
134-1C	WB 134 FWY at Lankershim BL	LFD
134-1D	WB 134 FWY at Cahuenga Bl	LFD
134-2	EB 134 FWY at Pass Av	BRK
134-2	WB 134 FWY at Hollywood Way	BRK
134-3	EB 134 FWY at Buena Vista St	BRK
134-3	WB 134 FWY at Buena Vista St	BRK
134-4	EB 134 FWY at Forest Lawn	LFD
134-4	WB 134 FWY at Forest Lawn Dr	LFD
134-5	WB 134 FWY at 5 / Zoo Dr	LFD
134-5A	EB 134 FWY at Victory Bl / 5 FWY North	LFD
134-5B	EB 134 FWY at 5 South	LFD
134-6	EB 134 FWY at San Fernando Rd	GLN
134-6	WB 134 FWY at San Fernando Rd	GLN
134-7A	EB 134 FWY at Pacific Av	GLN
134-7A	WB 134 FWY at Pacific Av	GLN
134-7B	EB 134 FWY at Central Av	GLN
134-7B	WB 134 FWY at Brand Bl	GLN
134-8	EB 134 FWY at Glendale Av	GLN
134-8	WB 134 FWY at Glendale Av	GLN
134-9A	EB 134 FWY at 2 FWY	GLN
134-9A	WB 134 FWY at Harvey Dr	GLN
134-9B	EB 134 FWY at Harvey Dr	GLN
134-9B	WB 134 FWY at 2 FWY	LFD
<b>I-210 FWY</b>		
210-11	EB 210 FWY at Sunland Bl	LFD
210-11	WB 210 FWY at Sunland Bl	LFD
210-14	EB 210 FWY at La Tuna Cyn Rd	LFD
210-14	WB 210 FWY at La Tuna Cyn Rd	LFD
210-16	EB 210 FWY at Lowell Av	GLN

210-16	EB 210 FWY at Lowell Av	GLN
210-17	EB 210 FWY at Pennsylvania Av	GLN
210-17A	WB 210 FWY at Pennsylvania Av	GLN
210-17B	WB 210 FWY at La Crescenta Av	LAC
210-18	EB 210 FWY at Ocean View Bl	LAC
210-18	WB 210 FWY at Ocean View Bl	LAC
210-19	EB 210 FWY to SB 2 FWY	LAC
210-19	WB 210 FWY to SB 2 FWY	LAC
210-20	EB 210 FWY at Angeles Crest Hwy	LAC
210-20	WB 210 FWY at Angeles Crest Hwy	LAC
210-21	WB 210 FWY at Foothill BL	LAC
210-21	EB 210 FWY at Gould Av / Foothill Av	LAC
210-22A	EB 210 FWY at Berkshire Pl	LAC
210-22A	WB 210 FWY at Berkshire Pl	LAC
210-22B	EB 210 FWY at Arroyo BL	PAS
210-22B	WB 210 FWY at Arroyo Bl	PAS
210-23	EB 210 FWY at Lincoln Av / Howard St	PAS
210-23	WB 210 FWY at Lincoln Av	PAS
210-24	EB 210 FWY at Mountain St	PAS
210-24	WB 210 FWY at Mountain St	PAS
210-25A	EB 210 FWY at Del Mar Bl / California Bl	PAS
210-25A	WB 210 FWY at Fair Oaks Av (south)	PAS
210-25B	EB 210 FWY to WB 134 FWY	PAS
210-25B	WB 210 FWY to Fair Oaks Av (north)	PAS
210-26	EB 210 FWY at Lake Av	PAS
210-26	WB 210 FWY at Lake Av	PAS
210-26A	WB 210 FWY at WB 134 / Del Mar BL / California Bl	PAS
210-27	EB 210 FWY at Hill Av	PAS
210-27A	WB 210 FWY at Hill Av	PAS
210-27B	WB 210 FWY at Allen Av	PAS
210-28	EB 210 FWY at Altadena Dr	PAS
210-29A	EB 210 FWY at San Gabriel Bl	PAS
210-29A	WB 210 FWY Sierra Madre Bl	PAS
210-29B	EB 210 FWY at Madre St	PAS
210-29B	WB 210 FWY at Madre St	PAS
210-30	WB 210 FWY at Rosemead Bl / Michillinda Av	ARC
210-30A	EB 210 FWY at Rosemead Bl (south)	PAS
210-30B	EB 210 FWY at Rosemead Bl (north) / Michillinda Av	ARC
210-31	EB 210 FWY at Baldwin Av	ARC
210-31	WB 210 FWY at Baldwin Av	ARC
210-32	EB 210 FWY at Santa Anita Av	ARC
210-32	WB 210 FWY at Santa Anita Av	ARC
210-33	EB 210 FWY at Huntington Dr	MRV
210-33	WB 210 FWY at Huntington Dr	MRV
210-34	EB 210 FWY at Myrtle Av	MRV

210-34	WB 210 FWY at Myrtle Av	MRV
210-35A	EB 210 FWY at Mountain Av	MRV
210-35A	WB 210 FWY at Mountain Av	MRV
210-35B	EB 210 FWY at Buena Vista St	LAC
210-35B	WB 210 FWY at Buena Vista St	LAC
210-36A	EB 210 FWY at 605 FWY	LAC
210-36A	WB 210 FWY at Mount Olive Dr	LAC
210-36B	EB 210 FWY at Mount Olive Dr	LAC
210-36B	WB 210 FWY at 605 FWY	LAC
210-6A	EB 210 FWY at 118 FWY	LFD
210-6B	EB 210 FWY at Paxton St	LFD
210-6B	WB 210 FWY at 118 FWY	LFD
210-8	EB 210 FWY at Osborne St / Foothill Bl	LFD
210-8	WB 210 FWY at Osborne St / Foothill Bl	LFD
210-9	EB 210 FWY at Wheatland Av	LFD
210-9	WB 210 FWY at Wheatland Av	LFD
SR-2 FWY		
2-12	SB 2 FWY at Glendale Bl	LFD
2-13	NB 2 FWY the 5 FWY	LFD
2-13A	SB 2 FWY at 5 FWY	LFD
2-13B	SB 2 FWY at Fletcher Dr	LFD
2-14	NB 2 FWY at San Fernando Rd	LFD
2-14	SB 2 FWY at San Fernando Rd	LFD
2-15	NB 2 FWY at Verdugo Rd	LFD
2-15A	SB 2 FWY at Verdugo Rd	LFD
2-15B	SB 2 FWY York Bl	LFD
2-16	NB 2 FWY at Colorado St	LFD
2-17A	NB 2 FWY to EB 134 FWY	LFD
2-17A	SB 2 FWY at Holly Dr	GLN
2-17B	NB 2 FWY to WB 134 FWY	LFD
2-17B	SB 2 FWY at 134 FWY	LFD
2-17C	NB 2 FWY at Holly Dr	GLN
2-18	NB 2 FWY at Mountain St	GLN
2-18	SB 2 FWY at Mountain St	GLN
2-21A	NB 2 FWY to EB 210 FWY	LAC
2-21B	NB 2 FWY to WB 210 FWY	LAC
2-21C	NB 2 FWY at Foothill BL	LAC

I-5 FWY		
5-139	SB 5 FWY at 2 FWY	LFD
5-139A	NB 5 FWY to NB 2 FWY	LFD
5-139B	NB 5 FWY to SB 2 FWY	LFD
5-140	NB 5 FWY at Glendale Bl	LFD
5-140A	SB 5 FWY at Fletcher Dr	LFD
5-140B	SB 5 FWY at Glendale Bl	LFD
5-141	SB 5 FWY at Los Feliz Bl / Griffith Park Dr	LFD
5-141A	NB 5 FWY at Griffith Park Dr	LFD
5-141A	NB 5 FWY at Los Feliz Bl	LFD
5-142	NB 5 FWY at Colorado St	LFD

5-142	SB 5 FWY at Colorado St	LFD
5-144	SB 5 FWY at 134 FWY	GLN
5-144A	NB 5 FWY to EB 134 FWY	LFD
5-144B	NB 5 FWY to WB 134 FWY	LFD
5-145A	NB 5 FWY at Western Av	GLN
5-145A	SB 5 FWY at Western Av	GLN
5-145B	NB 5 FWY at Alameda Bl	BRK
5-145B	SB 5 FWY at Alameda BL	BRK
5-146A	NB 5 FWY at Verdugo Av	BRK
5-146A	SB 5 FWY at Verdugo Av	BRK
5-146B	NB 5 FWY at Burbank Bl	BRK
5-146B	SB 5 FWY at Burbank Bl	BRK
5-147A	NB 5 FWY at Scott Rd	BRK
5-147A	SB 5 FWY at Scott Rd	BRK
5-147B	NB 5 FWY at Lincoln St	BRK
5-147B	SB 5 FWY at San Fernando Bl / Empire Av	BRK
5-147C	NB 5 FWY at San Fernando BL / Empire Av	BRK
5-148	NB 5 FWY at Buena Vista St	BRK
5-148	SB 5 FWY at Buena Vista St	BRK
5-149	SB 5 FWY at Hollywood Way	LFD
5-149	NB 5 FWY at Hollywood Way	LFD
5-150	SB 5 FWY at Sunland Bl	LFD
5-150A	NB 5 FWY at Glenoaks Bl	LFD
5-150B	NB 5 FWY at Sunland Bl	LFD
5-151	NB 5 FWY at Penrose St	LFD
5-151	SB 5 FWY at Penrose St	LFD
5-152	NB 5 FWY at Lankershim Bl	LFD
5-152	SB 5 FWY at Lankershim Bl	LFD
5-153A	NB 5 FWY at Sheldon St	LFD
5-153A	SB 5 FWY at Sheldon St	LFD
5-154	NB 5 FWY at Osborne St	LFD
5-154	SB 5 FWY at Osborne St	LFD
5-155A	NB 5 FWY at Terra Bella St	LFD
5-155B	NB 5 FWY atr Van Nuys Bl	LFD
5-156A	NB 5 FWY at EB / WB 118 FWY	LFD
5-156A	SB 5 FWY at Paxton St	LFD
5-156B	NB 5 FWY at Paxton St	LFD
5-156B	SB 5 FWY at EB 118 FWY	LFD
<b>SR-60 FWY</b>		
60-10A	EB 60 FWY at Rosemead Bl (SR-19)	LAC
60-10A	WB 60 FWY at Rosemead Bl (SR-19)	LAC
60-10B	EB 60 FWY at Santa Anita Av	LAC
60-10B	WB 60 FWY at Santa Anita Av	LAC
60-11	EB 60 FWY at Peck Rd	LAC
60-11	WB 60 FWY at Peck Rd / Durfee Av	LAC
60-12	EB 60 FWY at 605 FWY	LAC
60-12	WB 60 FWY at 605 FWY	LAC
60-1A	EB 60 FWY at 5 FWY	LFD
60-1A	WB 60 FWY at 10 FWY	LFD

60-1B	EB 60 FWY at Whittier Bl / Lorena St	LFD
60-1B	WB 60 FWY at Mateo St / Santa Fe Ave	LFD
60-1C	WB 60 FWY at 101 North / 5 North / Soto St	LFD
60-1D	WB 60 FWY at Lorena St	LFD
60-2	WB 60 FWY at Indiana St	LFD
60-3A	EB 60 FWY at 3rd St / Downey Rd	LAC
60-3A	WB 60 FWY at Downey Rd	LAC
60-3B	EB 60 FWY at 710 FWY	LAC
60-3B	WB 60 FWY at 710 FWY	LAC
60-4	EB 60 FWY at Atlantic Bl	MPK
60-4	WB 60 FWY at Atlantic Bl	MPK
60-6	WB 60 FWY at Garfield Av / Wilcox Ave	MTB
60-6A	EB 60 FWY at Findlay Av	MTB
60-6B	EB 60 FWY at Garfield Av / Wilcox Ave	MTB
60-8	EB 60 FWY at Paramount Bl	MTB
60-8	WB 60 FWY at Paramount Bl	MTB
60-9	EB 60 FWY at San Gabriel Bl	LAC
60-9	WB 60 FWY at San Gabriel Bl	LAC
I-710 FWY		
710-13	NB 710 FWY at Firestone Bl	LAC
710-13	SB 710 FWY at Firestone Bl	LAC
710-15	NB 710 FWY at Florence Av	LAC
710-15	SB 710 FWY at Florence Av	LAC
710-17A	NB 710 FWY at Atlantic Bl (north) / Bandini Bl (east)	VER
710-17A	SB 710 FWY at Atlantic Bl / Bandina Bl	VER
710-17B	NB 710 FWY at Atlantic Bl (south)	VER
710-17B	SB 710 FWY at Washington BL	LAC
710-17C	NB 710 FWY at Washington BL	LAC
710-18	SB 710 FWY at 5 FWY	LAC
710-18A	NB 710 FWY at 5 FWY	LAC
710-18B	NB 710 FWY at Olympic Bl	LAC
710-19	SB 710 FWY at Whittier Bl	LAC
710-20A	NB 710 FWY at 60 FWY	LAC
710-20A	SB 710 FWY at 3rd St	LAC
710-20B	NB 710 FWY at 3rd St	LAC
710-20B	SB 710 FWY at 60 FWY	LAC
710-20C	NB 710 FWY at Cesar Chavez Av	LAC
710-20C	SB 710 FWY at Cesar Chavez Av	LAC
710-21	NB 710 FWY at Ramona Bl	MPK
710-22	NB 710 FWY at 10 FWY	MPK
710-22A	SB 710 FWY to WB 10 FWY	MPK
710-22B	SB 710 FWY to EB 10 FWY	MPK