



VERDUGO TASK FORCE STRATEGIC PLAN 2022

A group of representatives from each agency utilizing the VFCC is known as the Verdugo Task Force. It is comprised of one (1) primary representative or one (1) alternate from each participating city, the VFCC Battalion Chief, the IS Project Manager, the Public Safety Business Analyst, and the Fire Communications Administrative Shift Supervisor.

The Fire Chiefs from the cities of Burbank, Glendale, and Pasadena make up the Executive Committee and provide policy level oversight and direction to the Verdugo Fire Communications Center. Administrative issues are assigned to the Operations Committee which is made up of the Deputy Chiefs from the tri-cities. The Task Force primarily focuses on operational issues, and recommendations are made to the Executive Committee via the Operations Committee. (VFCC P&P Manual Section 1)

Mission Statement

The mission of the Verdugo Task Force is to provide recommendations and technical guidance to the Operations Committee and Executive Committee on matters involving communications system operational policies and procedures, identification of budgetary needs, and to address communications issues.

- Provide representation and presentation of issues on behalf of their respective departments
- Review and provide input to all non-personnel related regulations, policies, and procedures for the Verdugo System. Items are to be presented to the OPS committee for approval
- Report activities to the respective agency Fire Chief
- Communicate and ensure successful implementation of existing and revised regulations, policies and procedures within their respective department.

The following Strategic Plan goals and objectives will be incorporated into the Verdugo Task Force annual "Plan of Work" and will address recommendations from the Executive Committee and our members. The following categories will identify specific goals that will be achieved in a medium to long-range time frame.

- A. Communications
- B. Training
- C. Quality Improvement
- D. Emerging Technology



Task Force Plan of Work Goal A - Communications:

Create a standardized Incident Radio Communications Plan (IRCP) to improve communications on all incidents. The plan shall include predetermined talk groups which will be utilized for both routine and disaster communications.

- Information gathering and benchmarks for success
- Presentation and approval of the plan to OPS and Executive committee
- Identify policies, procedures and technology changes required
- Provide a standardized training and deployment plan
- Coordination with Radio representatives from each agency for continuous improvement.
- Timeline: 3 months (2Q 2022)

Task Force Plan of Work Goal B: Training

Create a standardized and consistent Training deliverable to Area C members.

- Identify the roles and responsibilities of VFCC staff during a Mayday/RIC deployment as initiated in 2021 Work Plan
- Presentation and approval of plan to OPS and Executive committee
- Identify policy, procedure and technology changes required
- Outline a training and deployment plan
- Timeline: Quarterly and as needed.

Task Force Plan of Work Goal C - Quality Improvement:

Seek continuous quality improvement from the time the 911 call is received to units arriving on scene.

- Identify accurate data points and review monthly
- Review technology, policy, and procedure for areas of system-wide response improvements
- Review type codes and response effectiveness
- Create Standard ISO/Grant data responses
- Focus on effective response force for all type codes
- Track and compare improvement with monthly review
- Identify via region/time of day/shift to hone in on QI component
- Timeline: Ongoing -



Seek opportunities to improve communications and situational awareness through emerging technologies. Assess and review tech applications and determine overall benefit and interoperability to the Verdugo system users. Collaborate with IT Committee as SME's for tech deployment and make training and policy recommendations. Explore financial benefits of collaboration and standardization of platforms.

- MDT tech support (via contractor)
 - Tablet Command Deployment
 - SCOUT 3.0 (or equivalent) Deployment
 - WIFIRE Deployment
 - RMS Data Optimization
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- Timeline: Based on project - See Plan of Work