



## VERDUGO FIRE COMMUNICATIONS CENTER Task Force Meeting Minutes - August 9, 2022

Agency	Present	Primary	Secondary
Alhambra - ALH	x	Mike Brown	
Arcadia - ARC	x	Chen Suen	Tom Devlin
Burbank - BRK	x	Hatch Mark	
Bob Hope Airport - HBA	x	Lewis Pianka	
Glendale - GLN	x		Phil Ambrose
Monrovia - MRV			
Montebello - MTB	x	Darin Goltara	
Monterey Park - MPK	x	Ryan Weddle	
Pasadena - PAS	x	Timothy Sell	Anthony James
San Gabriel - SGB	x	Steve Wallace	
San Marino - SNM			
Sierra Madre - SMD			
South Pasadena	x	Eric Zanteson	
Verdugo Fire Comm.	x	Phil Ambrose Jason Pfau Oscar Barrera	
Other			

**Absent:** MRV, SNM, SMD, Dr. Loza

**VFCC updates:**

- Ambrose attending APCO this week with FCSS Garrett and FCO Peltier. Ambrose met with several vendors, as well as attended PSAP meetings and classes.
- CAD/Operations: Memory upgrade (short term fix prior to hardware refresh) was completed. The only time to perform the upgrade was 10AM which also resulted in more down time than expected and over an hour of radio standby/manual dispatch. Units are reminded that during radio standby it is imperative to reduce unnecessary radio traffic and be prepared to write down dispatch info as the MDT's will be down.
- Staffing: FCO interviews were conducted and a small group will proceed to the next step. Center Manager process was on hold awaiting new GLN Fire Chief. The applicants were notified of the delay. Overall VFCC staffing is at 80%, which is better than most centers as there are staffing issues nation-wide.
- Tech:
  - Paging – we are experiencing issues with pages to users with AT&T and T-Mobile. The pages are successful on our side but are being blocked by the carriers. This is an issue every few years and we have a fix, please contact VFCC if you are having issues receiving texts.
  - Upcoming Tech Committee meeting, several agenda items which include: hardware upgrade/migration, DR site, new cloud based 911 phone lines, connectivity proof of concept, and version testing/tablet command.

**Finance/Data:** Gor is on Vacation but has provided several data requests to our agencies. Gor will be scheduling training sessions for those interested in data analytics using Power BI. Gor and Jason were able to connect AVL to the Power BI reports.

**GIS:** Please submit any maps/pre-plans you would like to have available on Tablet Command.



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#### **Workgroups: (request for volunteers, contact any workgroup member)**

- i. Communications Plan – Auto Voice Dispatch (AVD) moving forward. Meeting planned with PAS.
- ii. Mayday/RIC – Brown: RTG is good to go, offered to conduct a presentation in September. Chief Ambrose and Chief Brown will set up a meeting to review. Chief Sell requested PAS be included in the meeting as Chief James had just completed green cell with all of their BC's which included Mayday. Chief Brown will be given time during Area C BC Training for a brief update.
- iii. QI – Several reports provided as requested, Gor will send out an update with October minutes. Chief Sell reported that the data for removing an ambulance from certain type codes is showing that the change has produced good results. PAS looked at May 1<sup>st</sup> to June 30<sup>th</sup> which included 167 total traffic accident dispatches. 109 were dispatched as single engine, no RA. Only a fraction of the responses were upgraded to include an RA and of those, zero were critical. Sell stated that the change has been extremely successful in keeping RA's available in the system without compromising patient care. The other area examined was on the DOWN type code where 24 of 150 calls had an RA added and 17 were transported, zero critical. Chief Goltara from MTB gave an update on CARE response times. He noted there was an extreme lack of ambulances and very long wait times. MPK has assisted MTB on several occasions. Chief Suen from ARC reported that MRV has experienced similar issues and that CARE has refused to respond in to ARC as they do not feel it is included in the agreement with MRV. Chief Suen stated that EMS agency is now involved. The situation has resulted in more responses in to ARC and MRV by SMD and SNM. Chief Zanteson, on behalf of SNM, reported that it is not an issue for them and that it is a county-wide problem.
- iv. Emerging Tech – Ambrose reported on progress with the First Watch project initiated by EMS agency. VFCC, First Watch, and Peraton met recently to explore using the Tablet Command API as the data source for the First Watch project. The First Watch project will be able to give real-time information on ambulance transports and wait times across the County. Ambrose will be sending out SCOUT 3.0 training access licenses for those interested. Please contact Chief Ambrose for access. Tablet Command is still in testing with Peraton. There is a training version deployed that is still subject to changes as Peraton and TC work out the bugs. A training log-in will be sent to members identified as part of the TC training group.

#### **Old Business:**

- Standards of Command –the latest version of Establishing Command is posted on the Verdugo Website ([here](#)). Area C BC training is planned for September 12, 13, and 15 at GLN FS 21 Community room. Registration for the training, 'Wildland, the First Hour for the IC' by Deputy Chief Michael Inman, can be found ([here](#)). The quarterly training series has been spearheaded by Chief Rueda. Fourth quarter training, date TBD, will be on establishing command.
- Hi Rise Response- Chief Sell reported that the new high rise response plan was initiated on one dispatch with no issues. Chief Hatch requested that we consider adopting this for the rest of the system and consider a high rise type code. Chief Ambrose will follow up with Chief Hatch for further discussion.
- IOI Update – FCSS Miranda has been reviewing premise information to make sure it is updated in the system. Please remind your Captains to report any premise info that is no longer relevant and that health information is not allowed.



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- Advanced (Tiered) Dispatch – BC Ambrose met with director of CONFIRE at APCO and has a follow up meeting planned to explore their use of a nurse practitioner for lower acuity calls. The NP is not on site and after talking to a few of the CONFIRE dispatchers their only complaint with it is when the NP is not available.

#### **New Business:**

- Radio Standby – during the recent memory upgrade VFCC went on radio standby and manual dispatch mode. As the description implies, manual mode is completely manual and requires ‘all hands’ on deck. The day shift crew did not skip a beat and were still able to dispatch with excellent times despite two full assignments during manual mode. Captains are encouraged to refrain from excess radio traffic, be ready to ‘write’ down their dispatch address, and understand that once in manual mode, MDT’s will not function.

#### **Significant Event Review:**

SMD Drowning – Chief Suen reviewed a recent significant EMS event and complimented Verdugo and FCSS Domingo on her swift actions on the call. He also explained how they activated a mental health team and also noted that the [i-gel device](#) was instrumental in quick and effective airway management.

#### **Roundtable:**

**SNM:** All good in SNM

**SGB:** If all goes well we will have a class of seven in a recruit tower starting September. We will also have Captain and Engineer promotions. Thanks to Verdugo during manual mode.

**HBA:** Flights are up. Currently spec’ing out a new rescue truck which has been ‘interesting’ due to supply chain issues.

**ARC:** Sad to see Gary Robinson go but glad he is still in Verdugo. Type 6 is deployed with a STENT, now on day 16. They were just extended by Area C coordinator for 21 day deployment. Three new FF’s started this week and promotional exams coming up and will be looking for raters. ARC is also deploying citywide traffic preemption system and will be able to share results soon.

**MTB:** Hired Gary Robinson as Fire Prevention Captain. We are excited as he will continue with Arson Task Force and has already worked a few fires. We have a new BC vehicle that should be on the line in a month and a new truck on order. We also have two FFPM’s in the tower. Thank you to PAS for assistance with starting our Bike Team (BK55).

**PAS:** Academy still in session with 17 recruits. We have a BC exam upcoming in Sept/Oct.

**GLN:** New FC expected to be announced any day.

**BRK:** New water tender to replace 1985 tender via a grant program with Adam Schiff’s office is in process. BRK is hosting a peer class at the end of the month, reach out to Chief Hatch for availability.

**SPS:** All good in SPS

**SMD:** No report

**MPK:** Thank you for assistance from SGB and ALH during procession for fallen MPK PD officer. A few new hires are currently in backgrounds.

**ALH:** Just started academy of four.

**NEXT REGULAR MEETING: TBD**