

SECTION

2.1

**SUPPORT UTILITY
ON - DUTY
PROCEDURES**

MASTER



Los Angeles Fire Department
Support Service Volunteer Unit

SECTION
2.1



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The Support Service Volunteer Unit maintains a ready to respond resource on standby when volunteers are on duty at the Supply and Maintenance facility. This is normally during the weekends or over a holiday period. The Unit may also be placed on standby for extremely high red flag danger or special events.

During this period a crew and officers are present at the facility and the apparatus should be ready to respond within 3 to 5 minutes after dispatch. All crew members are in station work uniforms and safety gear is on the apparatus or can be pulled quickly.

The on Duty Officer will determine if ice should be pulled and placed on the response apparatus. During extreme fire danger hydration coolers maybe iced down so the initial drinks are cooled during the standby period.

During the standby period the Duty Officer may notify Metro Dispatch that a Support Utility for hydration is on standby at Supply and Maintenance, and a time period is given so that the Floor Captain can dispatch the crew by cel phone if an incident needs rehab or hydration or the Support Utility can attach to the incident by radio.



We take advantage of the standby periods to prepare for future calls. Preventative Maintenance, a good wash of the apparatus, inventory and equipment checks are all done when the teams that are on duty are in quarters.

The Support Utility has a variety of equipment. Much of this is used for rehab and hydration. The Support Utility carries the largest amount of rehab supplies carried on any LAFD apparatus.

**ARRIVING AT
SUPPLY AND
MAINTENANCE**

CITY OF LOS ANGELES
FIRE DEPARTMENT
BUREAU OF SUPPLY
AND MAINTENANCE



Accessing the Main Gate

Only a limited number of volunteers have access cards. If its after hours and you do not have an access card then you will need to see if anyone is in Rescue Maintenance ring door bell or call 213-485-6121,

When you are assigned to On-Duty status you will be assigned a partner that should have gate access. Call and see what the ETA is.

If no answer, contact your assigned Volunteer Coordinator and see what the ETA is for a volunteer with an access card to let you in.



Parking Your Vehicle

Depending upon the day of the week and the time of day, will determine where you park your car. If it's after hours and during the week, you can park near the warehouse, near the shed, behind the test pit or in place of the Support Utility. This way you will be out of the way if the incident extends past 6am and the normal staff arrives at Supply and Maintenance.

If it's on a weekend you can park next to the warehouse or even better put your car where the Support Utility was that way it will be out of the way.



Parking Your Vehicle

If you arrive during normal work hours (Monday - Friday, 6am - 5pm) you should park across the street in the gated church parking lot. (If you need the key, it's on the same key ring as the side gate key in Rescue Maintenance,) You will need to enter the building through the main entrance or through Rescue Maintenance. If I park across the street I prep the Support Utility then drive over to get my gear, and respond from there.

TIP

No matter where you park... Leave your keys. Place them on the white board in the conference room or under the seat of your car. I leave my contact number on the dash so if they need to move your car during the incident they can move your car.



■ Apparatus Staging Locations

The location to stage the Support Utility for stand by will depend upon the day of the week and operations taking place at Supply and Maintenance. After hours, holidays and weekends the duty Support Utility (in some cases both Support Utilities are being used) are moved in front of the warehouse doors.

During normal operating hours, rain or bad weather the Support Utilities are left in place under the shed. If any apparatus is blocking the first Support Utility it should be moved to an open spot under the shed, in front of the salvage gate or behind the duty Support Utility. This way the Support Utility will not be delayed if it receives a call.

The Duty Officer will determine if the Support Utility should be moved from the shed to any other location during the standby period.



“Front Vehicle”

A Supply and Maintenance logistic vehicles may be parked in front of the Support Utility and should be moved out of the way when on-duty. On Sunday and nighttime hours, the vehicles can be moved and left in front of the shed until the Support Utility has been returned to its normal position. On weekends and after hours the keys can be left in the ignition or on the front seat of the front vehicle.



Apparatus Key Lock Box

The vehicle key is located in the lock box and must be returned when the apparatus is returned to the station. The Apparatus Key Box is mounted to the freezer in the shed behind Support Utility 2. The lock box combination is **610**. Lock the box after you get the keys.

All van rescue ambulances are keyed the same. Any Ford van rescue ambulance key can open any other rescue ambulance. (i.e., SU1 keys can access SU2)



Apparatus Key

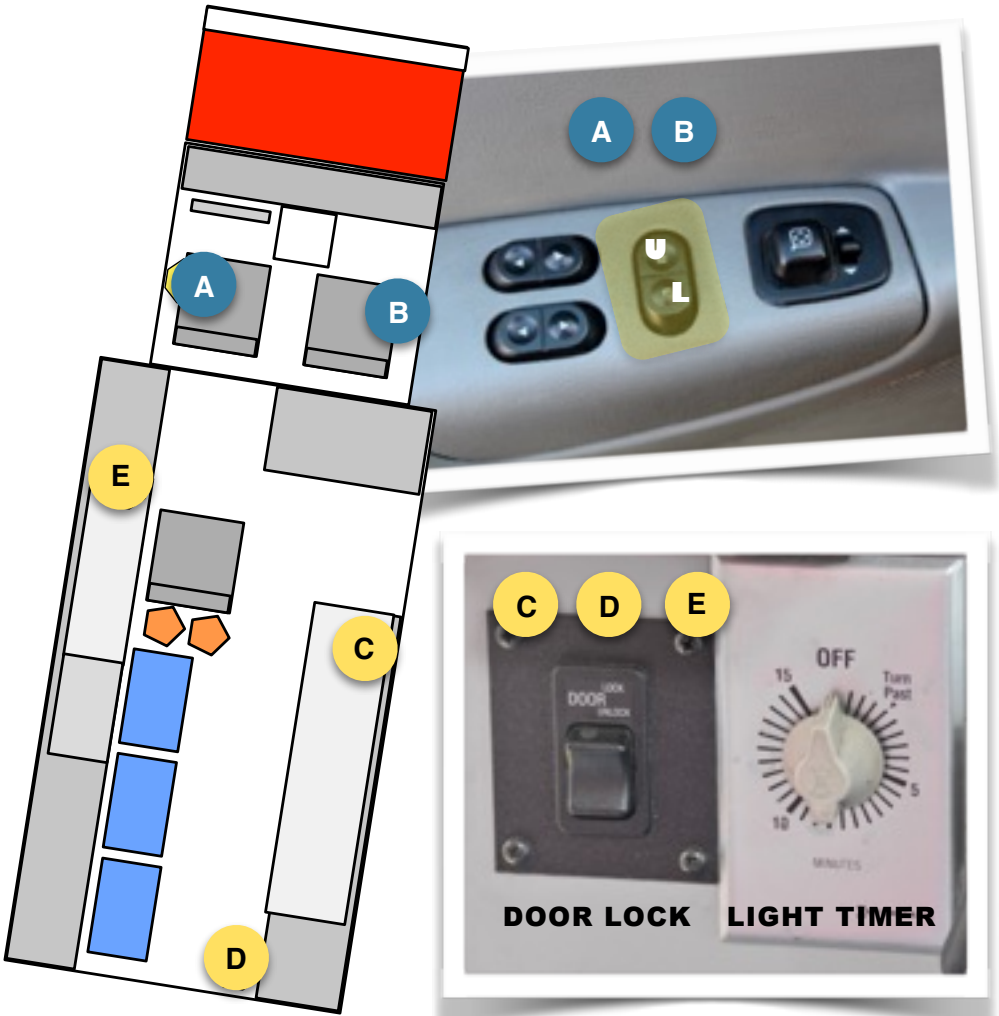
Support Utilities are equipped with combination lock boxes located next to the driver's door. The combination is **6100**, the Division Commander's phone number at Supply and Maintenance **213.485.6100**.

For more details go to page 1.2 in Section 1 of the SU Vehicle & Equipment Handbook.



Leave Your Keys

It is a good idea to leave your car keys and status on the Status Board in the Conference Room. This way if the shop staff needs to move your car when you are on a call they can be directed to pick up the keys off the keyboard.



Apparatus Door Un-Lock

Access apparatus through the driver or passenger door (A / B). Unlock all doors (including outside compartment doors) using un-lock switches located on apparatus door armrest. Press **U** to unlock all doors and **L** to lock all doors. Un-lock switches are also located on side wall and rear door panels (C / D / E).



Response Gear Upon standby arrival load your PPE's into the rear cargo area. Make sure you have your mobile phone, resource phone numbers, pen and pad, map book, in the cab. If it is dusk or dark test your flashlights and have them available in the cab.

Remember that if you have a crew of three, you will need to leave room for third member to be able to access the jump seat. Make sure the gear bags are secured, so they don't shift around when the apparatus is moving.



Helmet ID and Accountability Tags

Each Support Utility is equipped with a set of Helmet ID and Accountability Tags for each volunteer.

The box with the helmet ID and accountability tags is fastened with Velcro on the warning switch console under the MDC. Each volunteer should use the helmet ID and Accountability Tags. Return them to the box at the completion of your shift.



Accountability Tags

There is an Accountability Tag for each volunteer that has the volunteer's name and cell phone number. Place the magnetic tag for the driver and passenger on the metal bar mounted between the environment controls and the AM/FM radio.

If you have a third member riding on the apparatus, place the Accountability tag on the center of metal bar.

These tags are used by the Incident Commander if they need to find a member for the apparatus or if they need to contact a member on scene and to keep track of who is on the Support Utility.

Return the Accountability Magnets to their box on the warning switch console at the end of the shift.



Helmet ID Plate

Three sets of Velcro “Unit ID Tags” are available for each Support Utility. Place one on each side of your helmet at the beginning of the shift to identify you as assigned to the SU team. Return the Unit ID Tag to its storage box at the end of your shift.



Backing into Position

When backing into position, use a spotter whenever possible. If

you are backing alone you should walk the area to make sure you do not have any obstructions when backing.

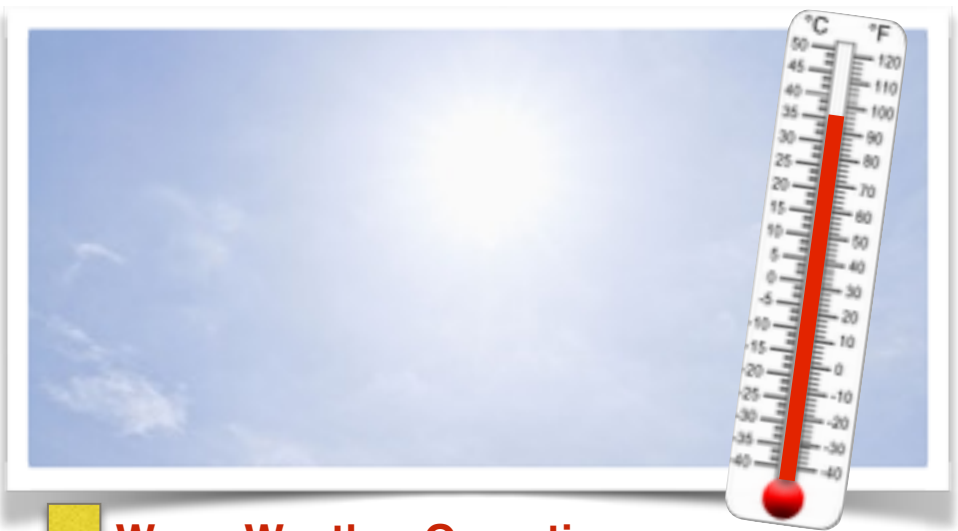
When backing into the warehouse position, give yourself room on each side, so the doors can be opened and people can get around the vehicle.

Also remember that in some cases a second support utility may also need to be positioned next to you. Allow room for the other rig to move along next to you or off to one side in front of you.

Support Utility 2 should be the first vehicle ready for response. Do not block this rig. Other response vehicles can park alongside.

SUPPORT UTILITY PREPARATION



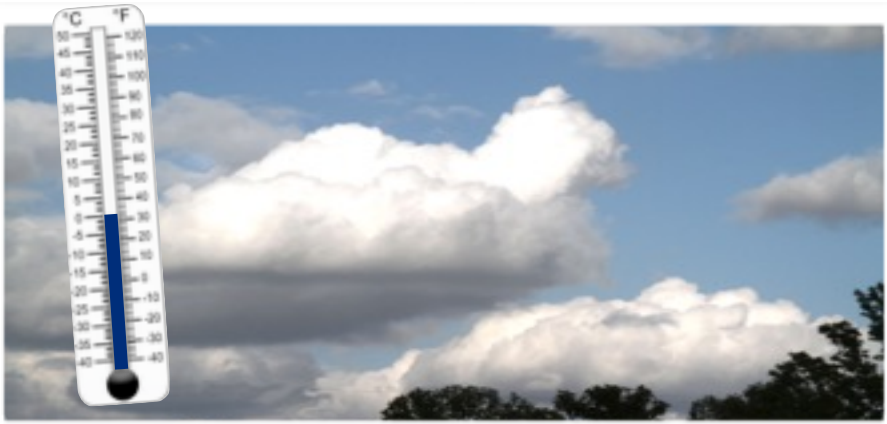


Warm Weather Operations

On warm weather days we setup the standby operation different then cold weather or days that the temperature is under 80°. When the duty crew is preparing the Support Utilities, Fill two large square ice coolers with ice and place it in rear of the cargo compartment so you can ice down the beverage coolers when the Support Utility is dispatched to an incident. An additional four bags of ice can be added to a cooler at time of dispatch so additional coolers can be iced down when the Support Utility arrives on scene of an incident.

If the day is extremely hot and crews are not working directly on the apparatus, then the Support Utility should be moved out of the direct sun to the shed, wash bay or test pit area.

During hot weather we don't normally setup the coffee brewer for standby operations.



Cold Weather Operations

On cold weather standby's the attention is placed on preparation of hot water for beverages. The Support Utility should be setup with shore power and the coffee brewer plugged into the shore power outlet in Compartment 3, so that the water in the brewer is ready on dispatch. When arriving on scene, the 3500-watt generator is removed and started.

On site heat hot water and dump into a 2.5 gallon thermal container or having a couple of airpots with hot water in them for cold days. Remember we have hot chocolate, tea and instant soup, along with coffee that can be served on a cold day.

If it's raining, keep the Support Utility under the shed when you're powering up the coffee brewer. This will keep the electrical cords from getting wet. Remember that you need to take the shore power cables with you so you can set it up on scene if needed.

Remember that we still need to hydrate in cold weather. Fill one large square cooler with ice and place it in front of the generator so coolers can be iced down when the Support Utility is dispatched. Four bags of ice will be added to a cooler at time of dispatch so additional coolers can be iced down when the Support Utility arrives on scene of an incident.



Icing Down Coolers

For weekend standby, ice is pulled from the ice maker in the lunch room. If the ice is low in this ice maker, a duty officer can have ice pulled from the cage freezer if needed (normally at the time of dispatch so not to lower the freezer ice level for a major incident. We hold this in case we need a large amount of ice for a major incident.)

The best coolers for bulk ice transport is the "Blue and White Cubes" that fits very well in front of the generator and rear doors.

The two ice coolers are loaded on to the Unit hand truck or a hand truck from the Logistics Cage (lock number 6 1 - -) and taken to the Lunch Room ice maker for be filled and returned to the Support Utility.

The hand truck slides in under the coolers at the rear door and is used for quick deployment once on scene.



Icing Down Coolers

The ice coolers are filled or “iced down” at the beginning of the shift. On two day shifts the coolers are topped off on the second day.

The ice cubes are wheeled up the long hallway from the warehouse door to the lunch room. Ice is pulled from the ice maker in the lunch room depending upon the level of ice available. If the ice is low in this ice maker pull from the cage freezer. If you spill ice on the floor while filling the coolers, get a mop from the janitorial closet next to the lunch room, and push the ice under the ice maker so it can safely melt.

TIP

The corridor between the warehouse loading area and the lunch room is use to move the ice cooler when the Support Utility is staffed. A problem with the magnetic lock, lead to the shops installing a slide lock on the door. This door must be locked and unlock from inside when used.





Ice Stand-By

Many times when you are on duty, we fill the ice coolers and leave them on the hand truck inside the warehouse door. It is cooler inside there, then on the SU. The coolers and hand truck can be loaded on the SU when you get dispatch on an incident.

This may be a good option if you are on the shift alone. If you don't need the ice during the shift you can dump it, then load the empty coolers back on the SU.



Personal Drinks

Many times the SU crew carries personal drinks in a cooler kept between the seats. The on-duty crew may stock the cooler and ice it down when you get ice for the Support Utility.

The cooler was use by Chief Don Frazier to keep his orange soda cooled for the last call on his last day before retiring. We did not have any incident in Command 22 24-hour shift, so it was never used. The chief was our Commander and friend for 10 years of his 42 years with LAFD.





Warehouse Stand-by Shore Power

The main shore-power outlet available for apparatus stand-by at the warehouse, is located inside the warehouse on the west wall. This is a 20-amp circuit that will be able to handle the power requirement of the Support Utility.

When the Support Utility is on standby at the warehouse the following power connections should be made:

1. A 50' power cable with shore power adapter is stored in Compartment Number 1 and should be used to provide power to the Support Utility.
2. Run the shore-power outlet to the Support Utility and coil the remaining cable next to the Compartment Number 1 door.
3. Connect the Apparatus Shore-Power cable to the shore power input. Make sure the charging light comes on.



Coffee Brewer on Stand-by

When on standby, the coffee brewer is powered up so it's ready to brew coffee when the Support Utility arrives on scene. When apparatus is plugged in to shore power a second power line is run to Compartment 3 where the coffee brewer is located. Plug in the coffee brewer to the second power line. This should start the coffee brewer heater and heat the water in the reserve tank of the coffee brewer.

1. Remove the airpot from under the brewer and place the empty brewing basket in-place under the hot water sprayer.
2. Place the graduate or another container under the brewing basket.
3. Pour one bottle of drinking water or 8 to 10 ounces of tap water into the water inlet on top of the coffee brewer. A stream of water should flow out of the coffee basket into the graduate. If this does not happen, more water should be slowly poured in to the inlet until water pours into the graduate.
4. When the water stops flowing, the graduate can be removed and emptied. After 20 to 30 minutes the green light should come on the brewer indicating the hot water is ready, and you can start brewing.

SU2 SUPPORT UTILITY INSPECTIONS





Pre-Dispatch Checklist

Upon receiving the dispatch from Metro, the Support Utility should be prepared for dispatch. Perform pre-Dispatch checklist if

a maintenance check has not been done earlier that day. This will make sure that all equipment is ready to go before leaving Supply and Maintenance.

Apparatus Check

Perform a quick check of basic vehicle equipment before dispatch.

- **Fuel** - the fuel tank should be above half a tank.
- **Lights** - Check the driving lights and turn signals.
- **Emergency Lights** - Check the emergency light bar.
- **LAFD Radio** - Turn the radio on and to structure dispatch channel 9.
- **MDC** - Turn on the MDC, log in and clear any messages.



Pre-Dispatch Checklist

Rehab Supply Check

The Support Utility are equipped with basic rehab supplies. Rehab equipment and supplies for the following should be checked when you come on duty at Supply and Maintenance.

- **Coolers Drain** - Check and drain ice coolers and drink coolers that may have been loaded on the last shift.
- **Ice** - Pre-dispatch from the lunch room ice maker or freezer, fill both blue cube ice coolers.
- **Coolers** - In hot weather, pre ice down two drink coolers and personal drink cooler. Later in the afternoon re-fill the ice cooler.



Basic Inventory Check

The SSVU volunteers must be familiar with all the equipment and where it is stored on the Support Utility and how to use it. The supervisor will let you know if you need to do a complete inventory of the Support Utility or if you can do a quick check of the essential equipment and supplies. These are the MINIMUM Supplies that need to be carried on the Support Utility.

Quick Inventory Check - Exterior

Compartment 1

2 EZ-Up Shelters

Compartment 2

4 Gatorade 24/CS

7 Bottled Water 24/CS

Compartment 3

2 or 3 Airpots

1 Coffee Brewer

12 Bags of 12-oz Coffee

25 Coffee Filters

1 Graduate, Measure, Airpot

1 Water, Minimum of 2

Gallons

2 Folding Table, Classroom

Compartment 4

1 First Aid Kit, Fanny Pack

4 Flashlights, 2-Cell

4 Batteries, D-Cell

1 Fire Line Tape. 2" Yellow LAFD

Compartment 5

1 Fire Extinguisher, Dry Chemical. 10 pound

1 Cable, Power 8-Outlet

1 Cable, Power. Shore Power RAT

1 Cable, Power. Shore Power SU

12-21 Traffic Flares

Compartment 6

1 Hand Lantern - Charged



Quick Inventory Check - Interior

Cargo Area

- 2-4 Trash Boxes
- 2-4 Storage Boxes
- 2 Cable, Power. 25'
- 1 Cable, Power. 50'
- 1 Cable, Power. 100'
- 8-9 Folding Chairs, Folding
- 10 Traffic Cones, Orange. 18"
- 8 Cooler, Water/Gatorade
- 2 Cooler, with ice (added at start of shift)
- 1 Dolly, Hand Truck
- 1 Generator, 3500 Watt. Gas Tank Full
- 2 Tables, 2x4
- 1 Mapbook, Los Angeles County
- 1 Headset. Intercom

Cabinet A

- 1 Dispenser, Coffee Condiments (Full)

Cabinet F

- 10 Cups, Hot. Paper 12-oz (50 Tubes)

Cabinet I

- 200 Creamer, Packets
- 10-15 Coffee Packets. 12-oz
- 100-200 Coffee Filters
- 200 Sugar Packets
- 500 Stir Sticks. Plastic

Cabinet R

- 2-6 Trash Bags (100 Roll)

Cab

- 1 Accident Packet (In Visor)
- 1 Fuel Card (In Visor)
- 1 Vehicle Registration (In Visor)
- 2 Flashlights (Full Charged)
- 1 LAFD Fire Station List
- 1 MDC Manual
- 1 Tablet, Letter Pad
- 6 Pens and Pencils
- Unit Accountability Kit

6 SU Helmet ID Plates

- 1 Accountability Magnet Tags (Crew)
- 1 Fire Extinguisher, Dry Chemical 10# Lb
- 2 Hand Lantern. Charged
- 2 Headsets. Intercom

Remember these items and quantities are the minimum to operated the Support Utility. The full inventory should be on the apparatus or it should be in replacement status.



Quick Cleaning

Move the Support Utility over to the test pit for a quick rinse with the hose to remove any surface dirt from sitting in the shed. Drying rags are kept inside the rig in Cabinet D, as well as basic cleaning supplies.

Clean the windshield of debris. This should give you the best visibility for driving. Clean and check positions for both side mirrors. Repositions the side mirrors to reduce side blind spots during driving.

Check with the Duty Officer to see if you need to wash the Support Utility.



Washing Apparatus

The Support Utilities should be washed at the beginning of each Sunday shift. The primary purpose is to remove any surface dirt from sitting in the shed exposed to the elements. Pull the rig over to the test pit or wash bay and spray it off with the hose. Long handled brushes are kept on the side of the test pit, and soap is kept inside the Logistics Cage. Movable steps can be used to reach the roof and upper part of the apparatus. Drying rags are kept inside the rig in Cabinet D along with basic cleaning supplies.

A detailed cleaning should be done every other month along with waxing every six months. Pull the Support Utility into the shed for cleaning and waxing. Make sure that all cleaning supplies, brushes and hoses are returned to their proper storage area when finished.



Maintenance Check

The mechanical functioning of the Support Utility should be checked at the beginning of each standby shift. Once a month a complete preventative maintenance check is performed by the standby staff. At the minimum, the following items should be checked on each shift.

- Fuel Level (minimum of 3/4 tank)
- Oil Level
- Headlights
- Engine Cooling System
- Turn Signals
- Transmission Fluid Level
- Brake Lights
- Brake Fluid Level
- Wipers
- Starting Batteries
- Horn
- Auxiliary Batteries
- Air Horn
- Fire and Auxiliary Radios
- Siren and PA
- HT, Batteries and Charger
- Emergency Warning System
- 3500-Watt Portable Generator
- Emergency Flashers
- 2000-Watt Portable Generator
- Wheels and Tires
- Fire Extinguishers
- Hand Spot Light
- Doors and Latches
- Air Conditioning and Heating System



Monitoring the Radio - Outside

When working around the Support Utility you can take the handle talkie from the cab and set it to scene, then place it in the radio holder at the rear door. This way you will be able to monitor radio traffic while working.

You can also turn the key to auxiliary and listen to the unit radio that has speakers in the cab and cargo areas.

LOGISTICS CENTER OPERATIONS

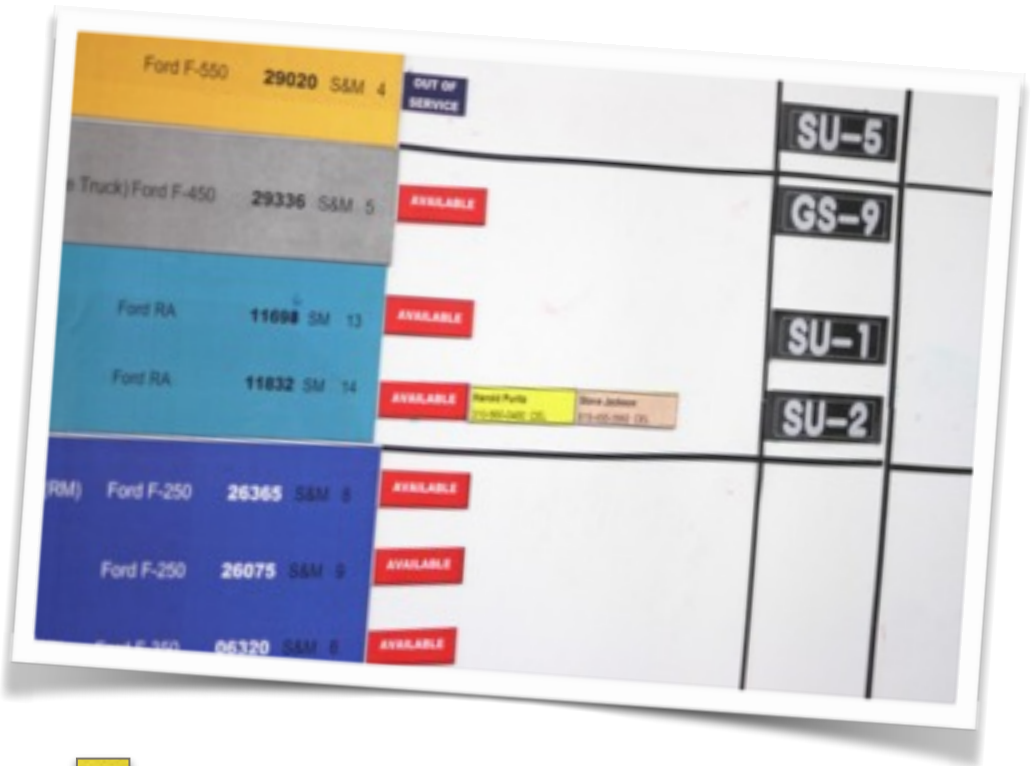




Crew Assignments

Once all volunteers have reported for duty, crew assignments will be made for the response vehicles. Assignments will be made depending upon how many volunteers are on duty and their capabilities. A certified driver is required for each standby shift. An officer should also be assigned (Volunteer Platoon Leader or Volunteer Coordinator). Each Support Utility can have up to three people assigned.

If a large number of volunteers are available, shifts can be assigned to multiple vehicles including vans and plug buggies.



Update Response Information

Place the magnetic information tags for the crew assigned to the incident. This way if a commander comes into the conference center and needs to get a hold of the Support Utility crew assigned to the incident. This is also where personal car keys are kept.



Duty Uniforms

While on duty all members are to wear their Class B work uniform. If you have a work project you can remove your work shirt and work in a tee shirt, but you must wear your boots and work pants.

You are required to wear your Class B uniform and uniform shirt when traveling in Fire Department vehicles. Rain gear and LAFD ball caps can be worn when driving and or working outside.

AFTER HOURS

Between 2000 and 0700 you are allowed a pullover sweatshirt when working around the station. Class B uniform shirts are also not required when in station during this time period.

COLD WEATHER

LAFD sweatshirts, sweaters, jackets and rain gear can be worn when working around the station during cold weather. You must still respond in your Class B uniform.



Where to Stand by

After the Support Utility is cleaned and prepped for duty the crew can stand down and relax. If the standby is during the weekend or after hours (90% of the time) then we will meet in the conference room. You can use the computer system, internet, monitor radio channels, read, use your phone.

When on standby for regular business hours, the crew should go to the Volunteer Office and standby there. The office has a Macintosh computer and printer, library of reference materials. Do not to disturb the office staff, and remember that office is open so any loud sound will be heard by the staff.

During office hours food should be consumed in the Lunch Room or Volunteer Office only, and always clean up after yourself. Food can be stored in the refrigerator in the conference room, but must be removed at the end of the shift. Do not leave trash in the office or conference room. After your shift empty the trash can in the dumpster outside.



Computer Log-In

Use the following instructions for logging into the two computers in the conference room:

WINDOWS PC COMPUTER

Front power switch on and the computer booted up

USER NAME: LAFD

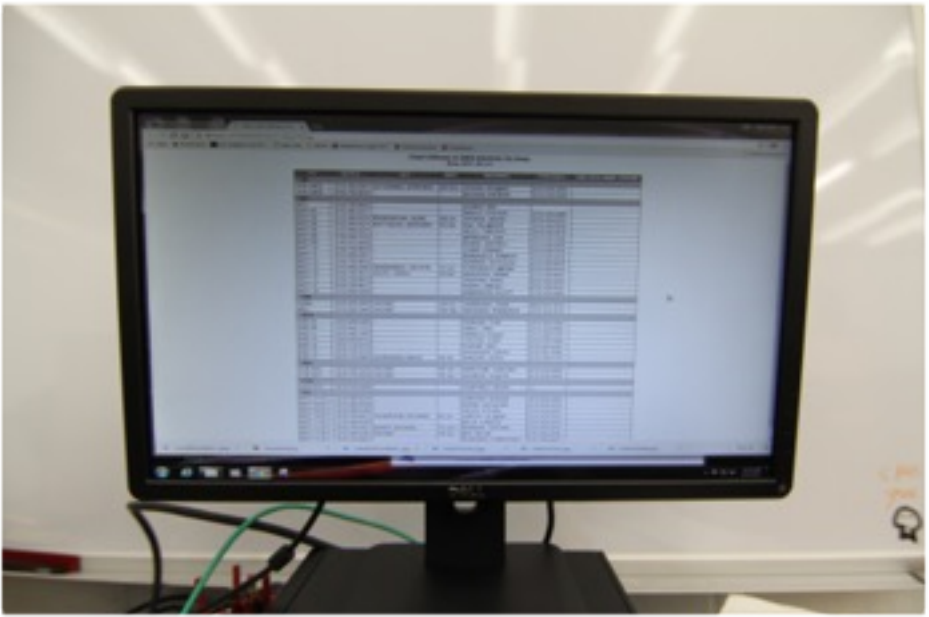
PASSWORD: lafire

MACINTOSH COMPUTER

Power switch is located on the left hand side rear of the computer (Push button)

USER NAME: SNMA

PASSWORD: lafire



Officers Roaster Printout

The Chiefs Roaster can be found on the intranet. Turn on the WINDOWS PC, log in and launch Chrome. Add a new page, start LAFD INTERNET. Open CURRENT in the function bar, Load CHIEFS ON DUTY, and print page. Then load CAPTAINS ON DUTY and print the page.

The printer is located in the center of the office cubical area.

The printout should be placed in the cab to the Support Utility for incident reference.

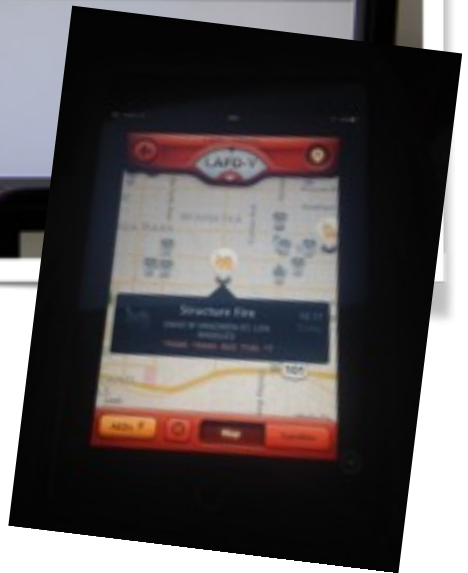
A photograph of a printed document, likely a roster or schedule, tilted at an angle. The document contains a large table with many columns and rows. The text is small and difficult to read, but the layout appears to be a standard roster with columns for names, positions, and dates. The document is printed on white paper and has a header section at the top.



LAFDSUPPORTSERVICE.NET

This is the Support Service Volunteer Unit Website. It has links to pulse point, LAFD scanners, and other reference material use for coordination and information for support service volunteers.

The link is located on the favorite bar.



Pulse Point

Pulse Point is the primary fire incident alert system that the Support Service Volunteer Unit uses to aid with incident dispatch.

Set up your smart phone for pulse Point, to dispatch structure and brush fire alerts. Then follow the incident development on the computers. We can attach to an incident if it becomes a working fire.



Check in with Rescue Maintenance

As a courtesy the crew should check in with the firefighters at Rescue Maintenance with Emergency Air 1. Give them the estimated out time so they know you are in the building.



Notification to Metro Dispatch

During the standby period the Duty Officer can notify Metro Dispatch that a Support Utility for hydration is on standby at Supply and Maintenance, and a time period is given so that the Floor Captain can dispatch the crew by cel phone if an incident needs rehab or hydration.

Give the following information to the Floor Captain (213. 576-8920):

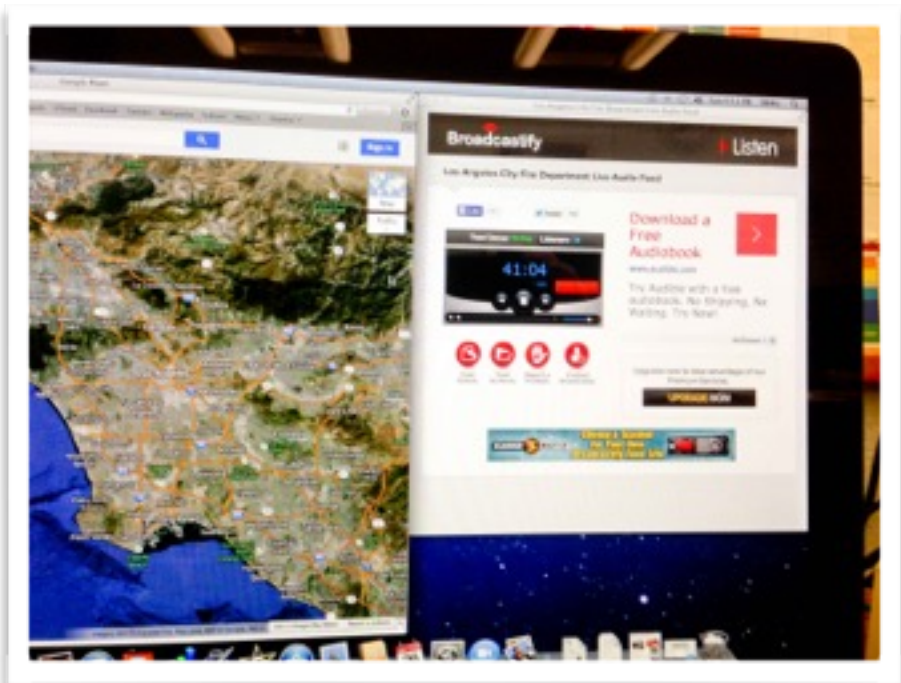
“Your Name and that there will be a Support Utility on standby at S&M for hydration and logistics support until (time out). They can call (give two people and cell phone number) if they have a call, and that we are monitoring Channel 9.”



LAFD Monitoring

When the Duty Officer puts the Support Utility on standby status a Handie Talkie is set to scan or Channel 9 and the radio in the Support Utility should be set to channel 9 and left on when working around the shops. In some cases channel 5, 7, 8, and 9 or scan maybe monitored for any fire calls in the Department.

This is in addition to the pulse point and LAFD standard media alert system that sends in incident information to your cel phone of any incidents.



Monitoring LAFD Dispatch

The LAFD Fire Radio Channels are now available for monitoring on the conference room computers. Each computer must be connected to the internet to monitor at:

<http://www.broadcastify.com/listen>

The Windows PC is setup for with broadcastify.com in the favorites bar. This channel will monitor all dispatch channels.

Set to monitor the Los Angeles City Fire Department Live Audio Feed. This feed broadcasts all LAFD fire channels over one monitoring system. Individual channels cannot be selected.



Restricted Areas

The entire shops is a restricted area. The Support Service Volunteer Unit has been given permission to access any area of the shop that is necessary to complete your function here. The Volunteer Coordinators have access to the area that they need to access.

As Department Volunteers assigned to the shops you have areas that you can access, and the areas listed below, that you should get permission from the Duty Officer before entering.

- Mechanical Bays
- Parts Department and Tool Room
- Metal Shop, Carpenter Shop, Painting Shop
- Rescue Maintenance Rescue Maintenance Crew Area
- Second Floor Warehouse
- Office and Work Desks



Free Time

The on duty crew has selected items and work projects to work on. If the Duty Officer does not have specific projects, the rig is clean and stocked, study work is done, you then have free time for yourself.

Then there is the required safety nap. Right before a big incident.



Safety Naps

Yes this is a term that was used by one of our training Chiefs for the officers safety nap. Normally you will turn around and one or more crew members are out of it. Most of us sleep with “one ear open”, listening for the alert tone or “fire showing” on the radio.

Just remember, we have already seen the photos, and the jokes. Don't poke the sleeping bear with a stick.... They wake up very grumpy if you do, and find things for you to do like cleaning the cage or waxing the rig,



Meals

While on duty, the crew will need to eat. The S&M Lunchroom has a refrigerator, microwaves and snack vending machine. Crew members can bring meals or snack and heat them up in the lunchroom.

On duty crews have the option of getting meals from local restaurants and fast food. The Support Utility, van or plug buggy can be used to carry on duty crews for meals. The S&M on duty crew can only go to restaurants in Battalion 1,2,5 and 14. The crew is restricted to restaurants in these areas.

Most meals will be ordered to go and the crew will return to S&M to eat their meals. If the crew decides to eat at the restaurant they will carry a Handie Talkie radio, phone or iPad set to pulse point, set for structure fire and brush fires in all bureaus. The crew must be ready to respond to an incident even if they have ordered food.



Department Library

The Department Library is a series of book that contain the manual of operations used to guide the fire department. The library covers such things as Truck Operations. High Rise, Brush Operations, Driving, Earthquake, and other operations plans used by the LAFD.

The current Department Library is also on the LAFD Intranet (Inside the LAFD) that can be access from the Windows PC in the conference room.)

Check with the Unit Commander about the use of the library and best place to access the binders.



Internet/Intranet/Department Computers

We have access to two Department computers that have City internet. Both the Macintosh and Widows PC are available in the Conference Room for after hours use be members. These computers are also used by the Duty Officer and Support Staff for alerts and research.

Ask the Duty Officer if you would like use the computers to check you the internet. They do have restrictions for gaming, and sensitive sites. These computers are also hooked up to the Department printer systems for printing materials.

Supply and Maintenance dose not have a wifi access point available and you can't plug your computer into the Department internet.



Television

Television is available in the Lunch Room. It maybe limited during normal business hours, but great for the big game! Keep the noise down there are other people around.

Make sure you pick everything up after you are done.



Vending Machines

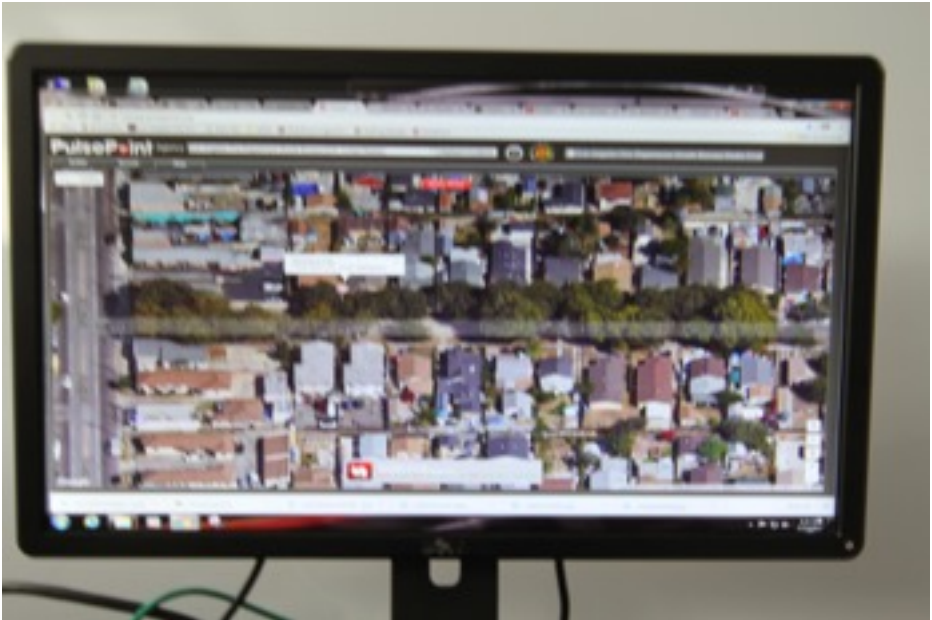
The coke vending machine is cool! The retrieval system is work the price of the drink. It is stocked with cola's, energy drinks, and water. The proceeds go to the floral fund for the shop employees.

The snack machine is stocked with an assortment of candies, chips and nuts. Ideal for the mid afternoon munchies.

Bring your dollar bills and quarters.

RECEIVING AN ALERT

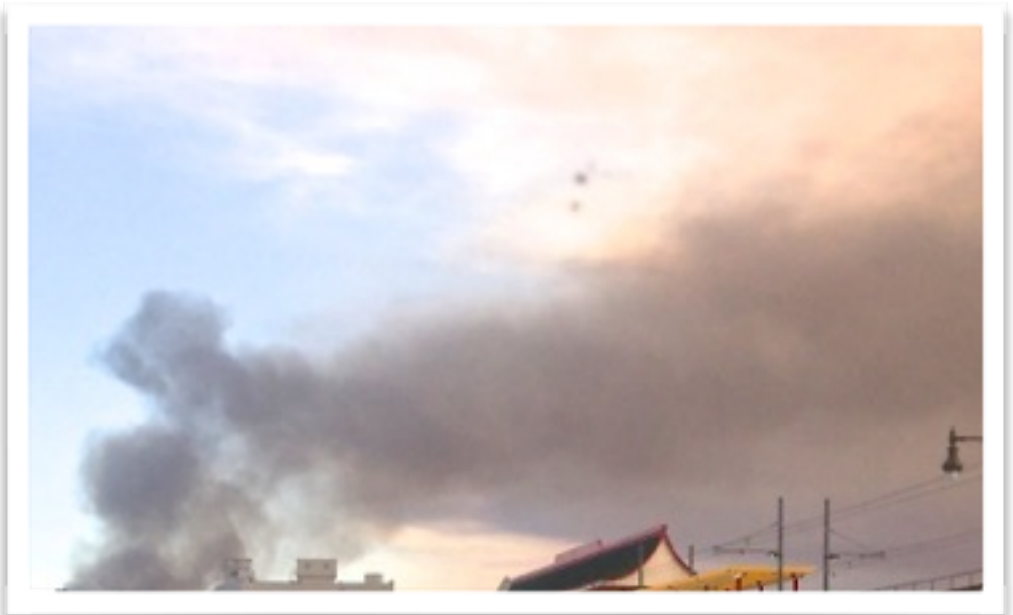




Pulse Point - Incident Alert

When a structure or brush fire is dispatched Pulse Point will send out an alert tone followed by the dispatch. It will list the apparatus being dispatched, type of incident, status and map location. The map can also be set as a satellite view so we can see what type of building it is and what is surrounding it.

We monitor the situation and wait for a size up. If they have a working fire or smoke showing we will check traffic and start preparing for dispatch. If it turns out to be something small or far from the station we will evaluate the situation to determine if we are needed.



Pulse Point - Incident Alert Update

This incident was a large with heavy smoke showing in the Valley. Battalion 14 arrived on scene “*Fire and Smoke showing on the Charlie side, with garage exposure*”. Started to lock up and walk to the SU. When the companies got to the fire it was a car fire in a carport with garage exposure, (Lots of smoke with little work for firefighters) We went to standby at the SU. They had a knock down in minutes, handled with the dispatched resources and overhaul of 30 minutes. We went back to standby.

A couple moments late another alert for Vegetation Fire, but only a one engine dispatch. Back to standby.

The entire shift can go like that with small incidents, that we don't need to respond to.



LAFD Initial Response - First Alarm

The initial fire response will consist of *one to six single Engines, one to two Light Force Companies, one to two rescue ambulances, and one to two Battalion Chiefs* that are dispatched to a reported emergency. This is the first-alarm assignment.

Brush Dispatch consists of: *one Task Force, four engines, two helicopters, and two Battalion Chiefs.*

Special resources such as a *Squad, Brush Patrol, Water Tender, and Helicopter* may also be added to the initial dispatch depending upon the type of incident.

The first resource on scene gives a size-up of the situation. Many calls are “nothing showing” meaning that they have no smoke showing and that the incident may not have active fire. Loom-up or smoke showing tells us that we have an active fire, and a second alarm may be needed.



LAFD Adding Resources - (Second Alarm)

If the Incident Commander determines that the initial response resources are insufficient to deal with the size or complexity of the incident a request for a specific number of resources is made, such as *“five Engines and five Task Forces and Battalion Chiefs”*

At this point Metro Dispatch will automatically add resources such as *RIC response, EMS Captain, Division Command, etc.*

TIP:

When the SU is staffed, we attach at the Second Alarm Assignment.



Greater Alarm

A Greater Alarm is defined as: Any incident which includes more companies than defined in the first alarm assignment and less companies than defined in Major Emergency.

A Greater Alarm Incident Dispatch - A *Division Commander (Command 22 or 42)* and a *second Battalion Commander* shall be dispatched to all greater alarms.

A *Safety Officer - When more than 10 companies are dispatched, a Battalion Chief* shall be dispatched as a Safety Officer.

An *EMS District Captain* will be dispatched to emergencies when *three (3) or more rescues* are assigned to a single incident and when *two (2) or more paramedic rescue ambulances* are assigned.



Major Emergency

A Major Emergency exists when *more than 15 companies* are dispatched. A structure fire indicates that there is *over 90 to 125 firefighters* on scene working the fire.





Example of a Major Emergency

A fierce battle ensued in a Downtown Los Angeles commercial fire where firefighters prevented a massive blaze from consuming multiple businesses.

At 6:32PM, the Los Angeles Fire Department responded to 815 S Central Av to find a 6,000 square-foot one story, L-shaped commercial building with heavy fire showing through the roof. Conditions quickly dictated a transition to defensive operations and firefighters rapidly employed ladder pipes, portable monitors and 2 ½ inch hand lines, attacking the fire from all angles.

Over 190 firefighters, waged battle for nearly two hours before gaining the upper hand. Firefighters contained the flames to the unit of origin and protected adjacent businesses from harm.

*Units dispatched: E9 T9 RA9 RA809 E17 E10 T10 E210 SQ21 BC1 BC11 E4 RA209 RA209 CM22 RA17 RA10 E209 E14 E203 T3 E235 T35 E25 T11 E211 E201 T1 EM1 BC13 BC18 UR3 RA803 HR56 E5 UR88 BC5 E3 **SU2** EA1 RA3 RA13 EM11 EM13 BC14 BC2 E233 T33 AR1 E11 E12 E46 E94 E226 T26 E260 T60 E26 HU59 E95 SQ95 T95 E295 RA95 T21 E221 SQ95 E202 T2 E27 CM31 E89 E15 E288 T88 E215 T15 LD1 LD2 TP3 DT1 CM21.*
The next day SU1 was added for overhaul.

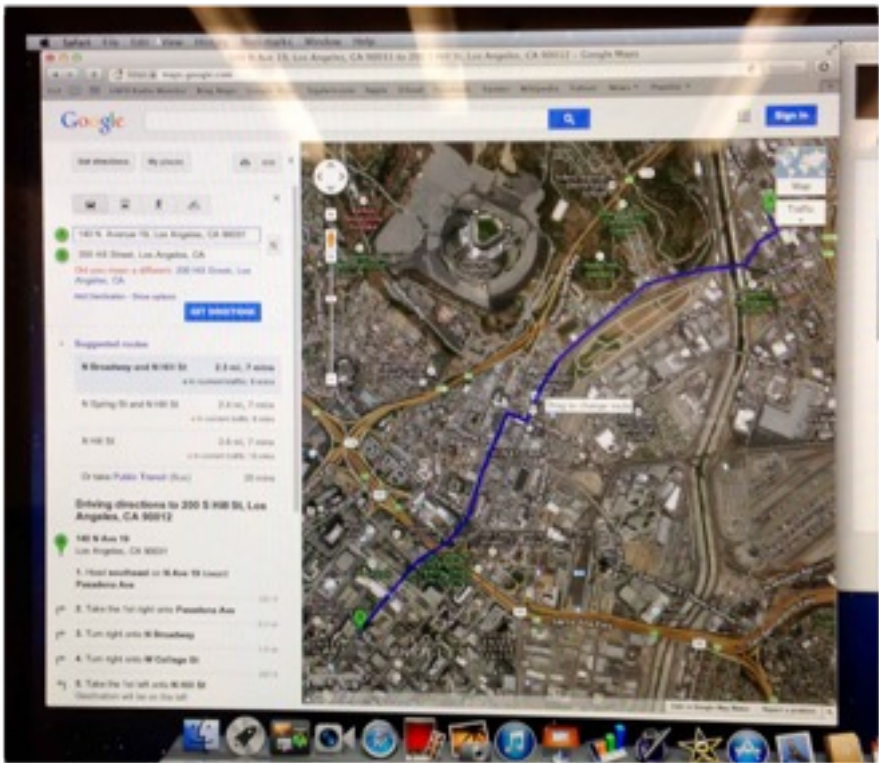


Fire Alert - Working Fire

When an incident goes into a working incident, the Duty Staff should start planning the response to the incident. Determine if only a Support Utility is needed or will you need a plug buggy for a brush fire (if resources are available).

Check the incident on an map. Google Maps and Pulse Point have aerial views so you can look at the terrain and buildings around the incident. Street View can show you what the area looks like as you enter the area.

Sigalert shows you traffic congestion on freeway if they are needed to get to the general area before going to surface streets,



Traffic Plan – Goggle Map and Street

A traffic or route plan should be made before leaving the station. Use the Conference Room computer to log into Google maps and get the best directions to the incident. Adjust from freeway to surface streets during heavy traffic periods. Also check street view to see what the area looks around the location, what streets come before and after the street you are look for. Looking for landmarks that you can check so you do not go past the street or address when you are enrout the incident. Print the directions and map for reference before leaving.

The crew member in the passenger seat should always have the mapbook open and following the route outlined from the computer mapping program.



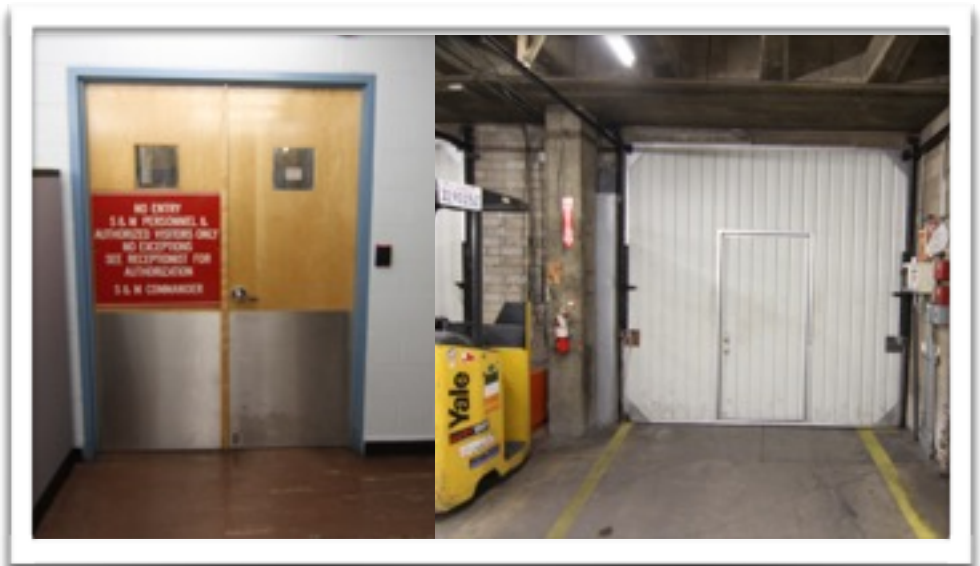
Traffic Monitoring System – Sigalert

Before leaving on a call the crew should check Sigalert.com on the Conference Room computer to see what traffic conditions are like on the freeways and make adjustments to the route selected to the incident.



Stop Before You Go

Yes we have 3 to 5 minutes to get off the lot, but we are not an emergency response apparatus. Hit the restroom before you leave. We may be out there for hours without restroom available.



Lock Down

Anytime we leave the Station our areas must be locked up. This includes lunch, running out to the store, and leaving for a dispatch. In some cases someone may decide to stay on site, then you can leave the doors open.

Close the warehouse door from the office, and the push up door from the warehouse to the yard. The outside warehouse door should lock automatically, and should not be left open.



Ice Down

In total you will need to have the first two coolers on the rig iced down, the blue cube cooler full of ice, and a cooler with 4 to 5 bags of ice to cool down other coolers when you arrive on scene.



Uniforms and Wearing PPE's

You must determine the level of protective equipment you should wear to respond to an incident. If it's summer and you are going directly to the CP your uniform and helmet is all you need to wear responding in. If you are going into a hazardous area, you should wear your brush jacket and helmet. Wear a safety vest if you will be working outside the cab. Remember that you must have your safety vest when working in traffic.



Personnel Transportation

There are three seats in the Support Utility that are approved with seat belts for passengers. As a general rule, **DO NOT** transport the general public or non-department members. (No family members or friends are allowed to be transported in the Support Utility.)



Un-Plug Power

Make sure you are un-plugged from shore power before you get into a Support Utility. Move the cable out of the way, so that the plug will not be run over by the vehicle when it leaves or returns.



Walk Around the Apparatus

Before you leave, the driver should make one last walk around the apparatus to make

sure everything is secure:

- ◆ Check the coolers and make sure they are secured.
- ◆ Check that the ice coolers are also secured.
- ◆ Make sure that anything left on shelves are secure and will not roll around the apparatus when moving.
- ◆ Make sure the compartment doors are closed.
- ◆ Look for anything wrong with the vehicle or body.
- ◆ Make sure you have nothing blocking or under the rig.
- ◆ Unplug and secure the shoreline power.

Make sure you have covered the following before leaving:

- ◆ Response Routes
- ◆ Commercial versus residential areas
- ◆ Target hazards
- ◆ Access Problems



Seats, Seatbelt, & Steering Wheel

If you are the driver you should adjust your seat, seat back and steering wheel to a comfortable position for driving.

- ◆ Hold the steering wheel with both hands at all times. One hand should be in the nine o'clock and the other in the three o'clock position. When turning, one hand pulls while the other slides, paralleling the pulling hand's position. Neither hand should pass the twelve or six o'clock positions to prevent them from becoming tangled. When you reach these limits, the opposite hand begins to grip the wheel and the first hand slides.
- ◆ Check your side mirror position to make sure you have the best visibility possible.
- ◆ Always **FASTEN YOUR SEAT BELTS** when driving or riding in any LAFD or city vehicle. Make sure that all members are wearing their seat belts as well.





iPad Maps - My Map

When i'm en-route I copy the address from Pulse Point and enter it into my maps on my iPad or phone, The program shows you traffic and your location in relation to the incident address. As we get closer to the incident I zoom in and count the streets before the incident.

It will also show traffic congestion in the area. This will help you determine the best traffic route to take to get into the area.



Attach to the Incident

Notify Metro on Channel 9 (for Structure) or Channel 5 (for Brush) to attach to the incident in Battalion _____. When you are attached the MDC will display the incident information. The status bar will have you ENR and the incident number.

The status of resources assigned to the incident will freeze at the time your assigned. All other incident information will be show such as staging areas, maps numbers and other messages about the incident.

**AFTER INCIDENT
RE-STOCK**





Fueling After Incidents

When you enter the yard at Supply and Maintenance after an incident, check the fuel level. If its under 3/4 tank you may want to pull over to the fuel pump and top off. The fill input is on the drivers side.

When you are done fueling back the Support Utility into the warehouse standby position for restocking.

Follow the instruction on page 1-2.19 of the Support SU Vehicle & Equipment Operations.



Restock After Incident

A rolling SU resupply care is located in the Logistics Cage. The cart has basic supplies for a quick restock. Stocked coolers, cases of bulk drink and coffee supplies the cart is kept locked so it is ready to go after a call.

Roll the cart to the back of the SU and you have the supplies you need. Check with the Duty Officer if you need additional items from within the logistics cage.

The cage combination is 6100.



End of Standby

Outside Apparatus

1. Un-plug and secure warehouse power cable.
2. Empty any bulk ice coolers of ice, dry and return to cargo area.
3. Replace any used coolers with fully stocked coolers.
4. Remove and empty any trash.
5. Remove and store SU helmet ID tags.
6. Remove and store accountability tags.
7. Remove any personal PPE's and gear.
8. Move the Support Utility back to its normal parking location in the shed.
9. Move any support vehicles back to there normal parking spots.
10. Return any support vehicle keys.
11. Lock the Support Utility and secure the key back in the lock box.
12. Plug in shed shore power. Make sure the blue charge light comes on.

Notes

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Checklists



Checklists



Los Angeles Fire Department Support Service Volunteer Unit



Support Utility Handbook
Section 2.1 On-Duty Procedures



Ready to Respond

When you are stocked and staffed and ready to go you should call the Metro Dispatch Floor Captain (213-576-8920) and ask SU #__to be attached to the incident. They will need to know the SU number (1 or 2) and ETA to scene. Get any additional information that you need before leaving. The incident will then come up on the MDC screen.

LAFD Radio

If the you can not get a hold of the floor Captain you can still use the LAFD fire radio on **Channel 9** to notify Metro Dispatch that you are responding to the incident. "Support Utility and Number 1 or 2" is responding to incident (Give the incident number of IC Name" and switching to Tac Channel___". Once Metro Dispatch acknowledges, switch to the "Incident Tac Channel" and adjust your volume so you do not need to adjust the radio while driving.

Cel Phones

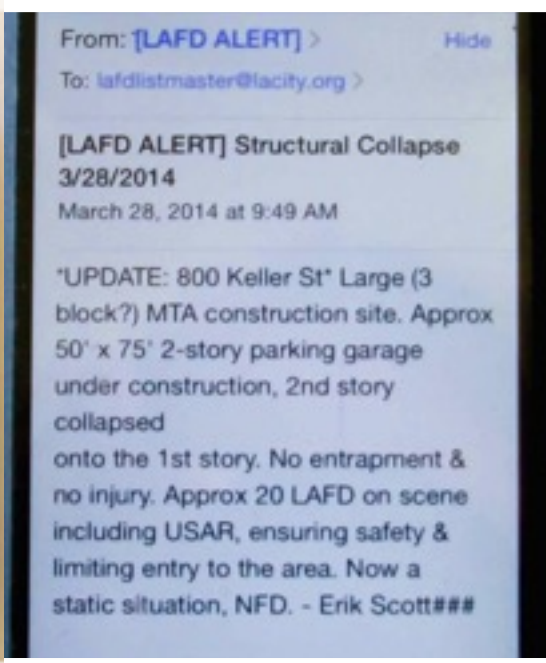
Make all cel phone calls before leaving the station. Department policy states that all drivers of LAFD vehicles are NOT to talk on cel phone while driving. It is also against the State Vehicle Code. Any volunteer found driving a Department vehicles while on a cel phone or texting will be under review and possibly suspended. Hands free cel phones can be used when driving.



Responding When on Stand-By

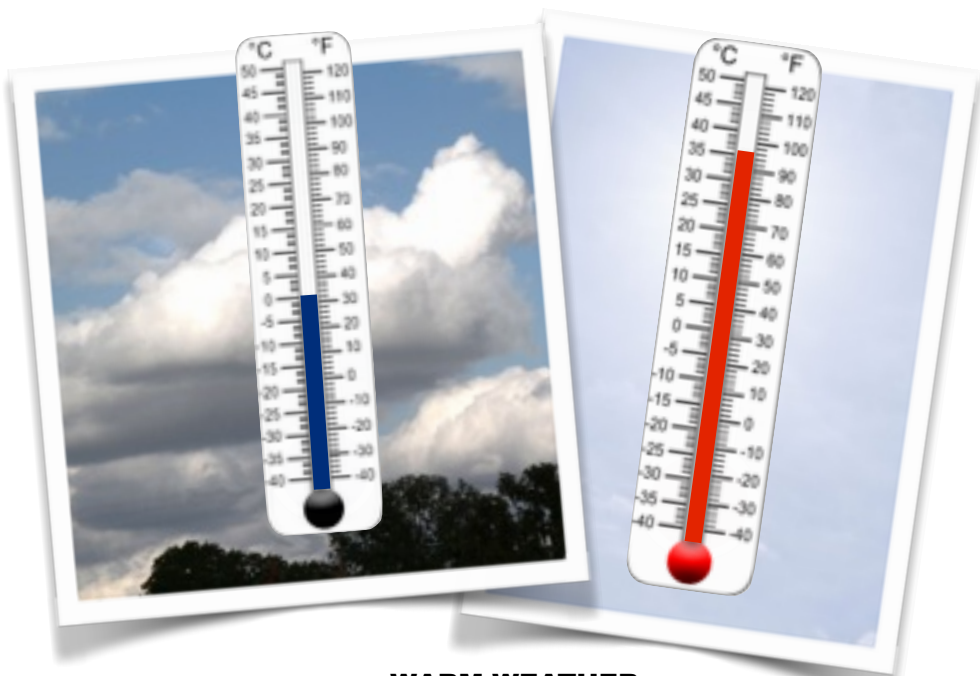
If you are on standby and receive a call you should do the following:

- ◆ Get incident information
- ◆ Plan a route and check sigalert for traffic (printout the route information)
- ◆ Ice down two coolers and add additional ice if needed
- ◆ Secure the building
- ◆ Notify the Metro Dispatch incident dispatcher on Channel 9 to have the Support Utility 2 attached to the incident with an ETA.
- ◆ Follow the instructions in Responding to an Incident.



LAFD Media Alert

You can sign up for the Los Angeles Fire Department Media Alerts on the Department Website. When the Department has a news worthy event (such as a structure fire, vegetation fire, multi-casualty accident, hiker in distress, rescue, etc.) they will send out an e-mail message with information about the incident such as address, Google map and street information and facts about the incident. They will up-date the alert as information becomes available from the field. This is a great way to follow incidents being handled by the Department.



Preparing for Weather

WARM WEATHER

Warm weather days are days that the temperature is over 80°. Fill both large square ice coolers with ice and place at the rear of the Support Utility. Ice down two drink coolers. During warm weather we don't normally setup the coffee brewer prior to dispatch.

COLD WEATHER

If you have time the Support Utility can be setup to brew coffee before leaving on the call. Run the shore power to the Support Utility and plug in the coffee brewer. When the coffee brewer is ready (green light on) place an empty coffee bucket into the coffee brewer. Take a graduate of water and pour it into the water reserve on top of the brewer. Place the empty graduate under the filter basket. Hot water should pour into the graduate. When the water stops, empty the graduate, close the lid and store. **This should be done at the beginning of each shift to make sure the water reserve is full.**



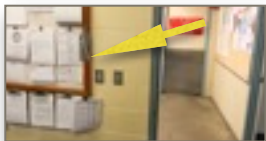
Other Crew Members If you are the first one at Supply and Maintenance you should start prepping for dispatch. As other volunteers arrive, they will also assist in prepping to leave S&M. When you are ready to respond you should call the other members and get their ETA to S&M. If they have a long duration, have them take another Support Utility, van, or plug buggy so not to delay your response time. You can also see if it would be better for them to respond directly to scene vs. delaying you.



Auxiliary Entry - Side Gate



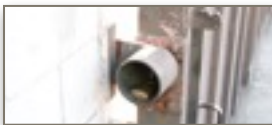
Some times the main gate will lockup and will not open with a card key. When this happens you will need to use the rear auxiliary gate. The key for this gate is kept in Rescue Maintenance.



When you enter the Captains Office the key is hanging on the wall next to the bulletin board. The key ring will say "Rear Gate - Church Parking Lot".



When you exit the rear of Rescue Maintenance and walk over to the gate on the West side of the lot. There is a round pipe on the left side of the gate.



The lock is located inside the pipe. Unlock it and leave it inside the pipe. You can now slide open the gate. CAUTION The mirrors can hit you in the head. Once you have vehicle in or out you can close the gate and lock it. Return the keys to the Captains Office in Rescue Maintenance.



TIP

Slide the gate shut and do not lock the gate if you have other volunteers responding, or if you need to go out with the Support Utility. If you will be returning and need to access the same you gate you may want to leave it unlocked, but closed and secured.





Receiving the Call

Can you leave work, is the boss ok with me responding? What condition are you in, have you been working outside and need to take a shower or can you respond as is? What is the weather? Is it cold or raining? Do you need other gear? What time is it 2am is different then 2pm in traffic and response time?

So get dressed (Uniform is preferred). Grab your gear bag and any additional gear like a jacket and drive to Supply and Maintenance (do not speed and obey traffic laws.

TIP

I keep a setting in my phone to monitor LA Fire frequencies, and my radio is set to the local news channels to monitor the incident news. I also look at Sigalert.com before I decide what route to take.



Radio Monitoring and Media Alerts

Fire Radio

The radio in the Support Utility should be set to dispatch channel for the incident:

- ◆ South Division - Channel 7
- ◆ North Division - Channel 8
- ◆ Department Wide - Channel 9 Major Incident (STRUCTURE)
- ◆ Department Wide - Channel 5 Major Incident (BRUSH)

Leave the dispatch channel and incident Tac channels on while prepping the Support Utility, and listen for incident updates.

LAFD Media Alert

You can sign up for the Los Angeles Fire Department Media Alert on the Department Website. When the Department has a news worthy events they will send out an e-mail message with information about the incident such as address, Goggle map and street information and facts about the on-going incident. They will up-date the alert as information becomes available.



Receiving the Call Ok... You're at home or work and it's the Duty Officer calling about

an incident that needs support. You're available and are now assigned to the incident. Now what do you do? Here are some basic things that you do when you get a dispatch. You think about how long it will take to get to Supply and Maintenance and tell the duty officer your ETA. Then where is my uniform and gear bag? Are you responding from work or home? Do you have my boots, helmet and a brush jacket? Where are the kids and family? Do you need to make arrangements for taking care of someone or something?



Preparing for Dispatch - On Duty

Once you get a dispatch the objective is to get loaded and off the lot as quickly as possible.

This should take less then 30 minutes. You will need to do the following:

- ◆ Move the Support Utility and get your gear loaded.
- ◆ Setup the Support Utility for the call. (Turn on radios and MDC, place accountability tags, helmet ID, secure gear.
- ◆ Obtain ice and ice down 2 coolers. (get extra ice that you will need for the call)
- ◆ Get information about your call.
- ◆ Plan driving routes and traffic plans. (how are you going to get there)



Preparing for Dispatch - On Duty

- ◆ Get ETA for other volunteers responding to S&M. Make plans for delays
- ◆ Update conference room status board.
- ◆ Personal Car Keys on Accountability Board.
- ◆ Secure the building.
- ◆ Have the Metro Floor Captain add you to the incident.
- ◆ Respond to the Incident. Drive safely.



Securing Equipment

Check the cargo area and make sure that loose items are also secure.

Place your response bag on the floor between the generator and the side door and make sure that it will not move around during the response. Your map book should be handy but not sliding around on the seat. You may want to have the page that has the incident open for reference.



Icing Down Coolers

During an incident, you can pull

ice from three places:

- Bagged Ice is available in a freezer located in the rear of the shed near the Support Utility.
- Bagged Ice from the Freezer in the Logistics Cage.
- Bulk Ice from the Lunch Room ice maker.

The Support Utility has a "Blue and White Cube" that fits very well in front of the generator for transporting ice. Additional cube coolers are stored in the Logistics Cage with the other coolers.

In total you will need to have the first two coolers on the rig iced down, the blue cube cooler full of ice, and a cooler with 4 to 5 bags of ice to cool down other coolers when you arrive on scene.

Ice is pulled from the ice maker in the lunch room depending upon the level of ice available. If the ice is low in this ice maker pull from the cage freezer.