

SECTION
2.2

SUPPORT UTILITY
RECEIVING A CALL
Off-Duty Response



Los Angeles Fire Department
Support Service Volunteer Unit

Section 2 Introduction to Receiving A Call



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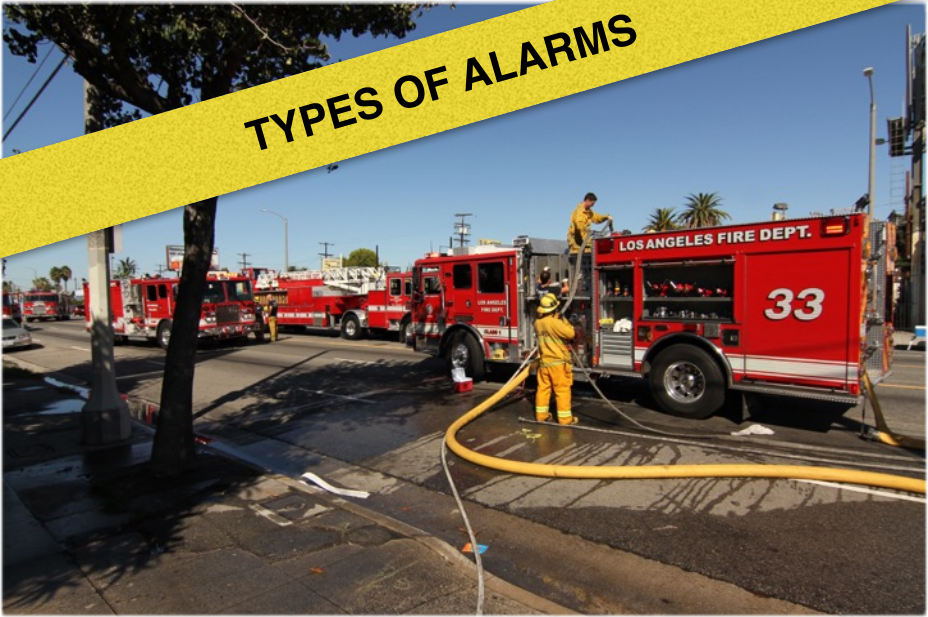
SECTION
2.2



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?

You have arrived at the Supply and Maintenance gate and now what do you do? This chapter we will cover the procedures for preparing the Support Utility for dispatch and getting ready to respond.

TYPES OF ALARMS



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.*



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 there are *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 area 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. This incident lasted over 24 hours.

*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.*



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, 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.

When assigned to On-Duty status, you will be assigned a partner that should have gate access.



Fire Alert - Working Fire

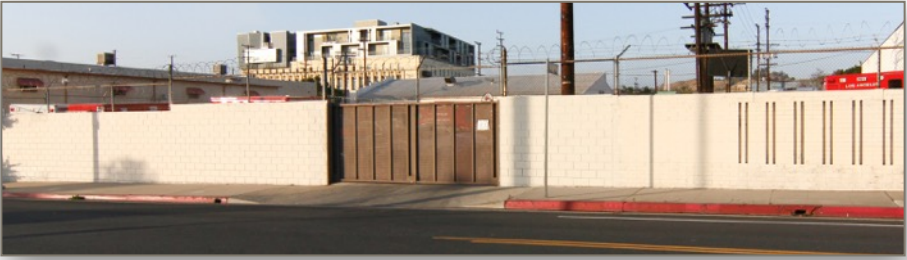
When an incident goes into a working incident, the Duty Staff starts planning the response to the incident. The first thing is staff available and access to Supply and Maintenance. How long will it take the crew to get to S&M, load the SU and respond to the incident.

They will find out how is available to respond and assign the crew.

They determine whether a Support Utility is needed or if a plug buggy for a brush fire is needed (if resources are available).

Check the incident on a 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.

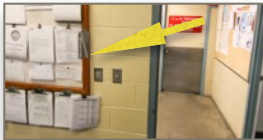
Signalert shows you traffic congestion on freeways if they are needed to get to the general area before going to surface streets.



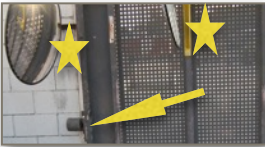
Auxiliary Entry - Side Gate



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.



Parking Your Vehicle

Depending upon the day of the week and time of day, determines 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.



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 of the Support Utility is in the first bay of the shed at Supply and Maintenance. If any apparatus is blocking the Support Utility it should be moved to an open spot under the shed, in front of the salvage gate or in another parking slot in the yard.



Apparatus Key Lock Box

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)

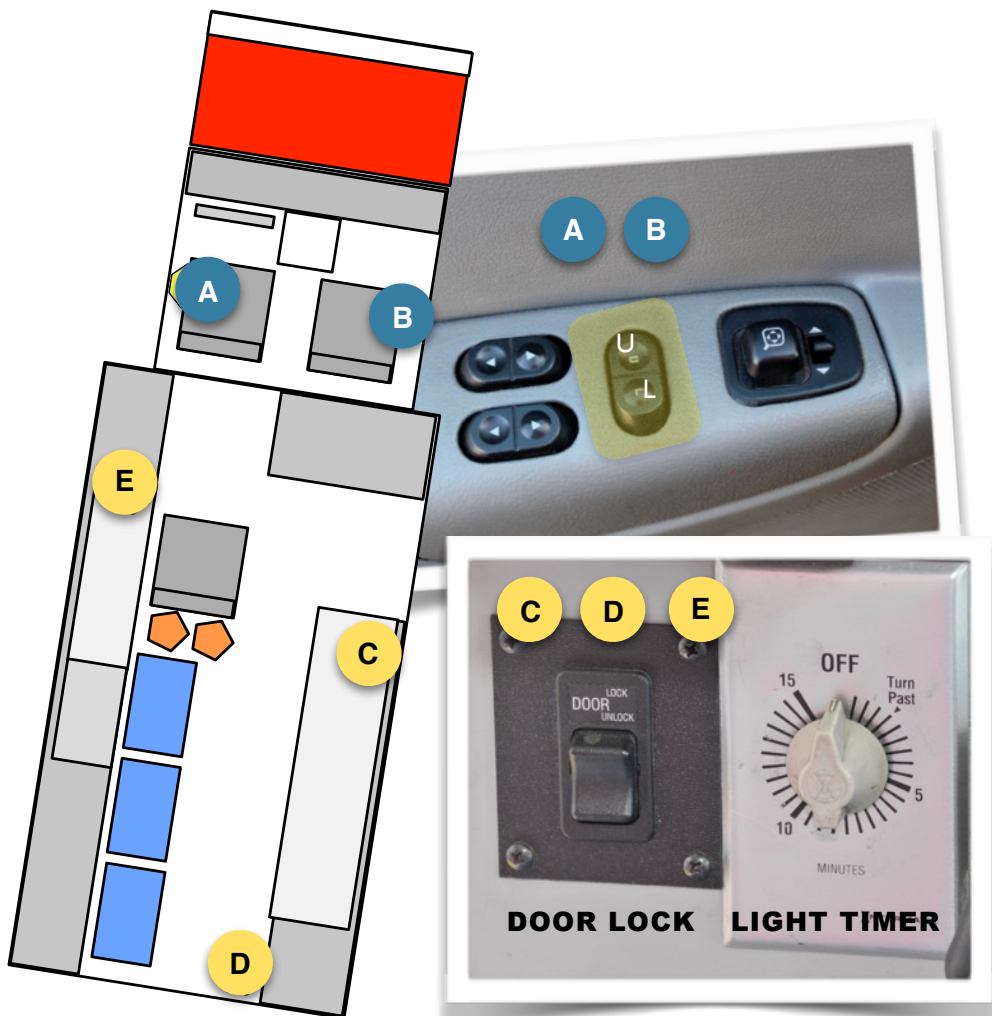




Apparatus Key

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.



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

Remember if you have a crew of three, you will need to leave room for the third member 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 the incident.



Accountability Tags

There is an Accountability Tag for each volunteer

with 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, contact a member on scene and 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 call.



Helmet ID Plate

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



Monitoring the Radio - Outside

When preparing the Support Utility you can take the handie talkie from the cab and place it in the radio holder at the rear door. This way you can monitor the incident radio traffic while prepping the SU.

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



Icing Down Coolers

Use the Shed Ice freezer to ice down

two drink coolers and the the two square ice coolers.

It takes 2-3 bags of ice to fill each beverage cooler and place 4 to 5 in each ice cooler. You can leave the ice in the bags if you are in a hurry to get attached to the incident, Use the hammer on the rear door to brake up each bag of ice if necessary. Do not worry about getting the lid closed on the ice coolers. The ice will not be exposed to hot air for very long. (only while you are in rout to the incident),

If you need additional ice you can get from the logistics cage freezer or lunch room ice maker.



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.



Duty Uniforms

While on duty all members are to wear their Class B work uniform. 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.



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.

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. If they have a working fire or smoke showing we will check traffic and start preparing for dispatch.



Preparing for Dispatch

Once you arrive at the shops, the objective is to get loaded and off the lot as quickly as possible. This should take less than 30 minutes. You will need to do the following:

- ◆ Start the engine of the Support Utility.
- ◆ Load your PPE gear.
- ◆ Setup the Support Utility for the call. (Turn on radios and MDC, place accountability tags, helmet ID, secure gear.
- ◆ Obtain ice from the shed freezer located at the back of the shed at the end of the first row of the foam racks. Ice down 2 ice coolers and ice down the first 2 beverage coolers. (get extra ice that you will need for the call)



Preparing for Dispatch

- ◆ Get information about your call.
- ◆ Plan driving routes and traffic plans. (how are you going to get there)
- ◆ 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 Dispatch to attach the SU to the incident.
- ◆ Respond to the Incident. Drive safely.



Dispatch Checklist

Upon receiving the dispatch from Metro, the Support Utility should be prepared for dispatch. A quick check of the vehicle should be made,

- **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.



Rehab Supply Check

The Support Utility are equipped with basic rehab supplies and equipment for the following should be checked before leaving:

- **Coolers Drain** - Check and drain ice coolers and drink coolers that may have been loaded on the last shift.
- **Ice** - Ice from the shed freezer, fill both blue cube ice coolers.
- **Coolers** - Ice down two drink coolers and personal drink cooler.



Radio Monitoring and Media Alerts

Fire Radio

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

- ◆ **Department Wide - Channel 9 Major Incident (STRUCTURE)**
- ◆ **Department Wide - Channel 5 Major Incident (BRUSH).**

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 incident. They will up-date the alert as information becomes available from the field.



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.



Un-Plug Power

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



iPad Maps - My Map

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

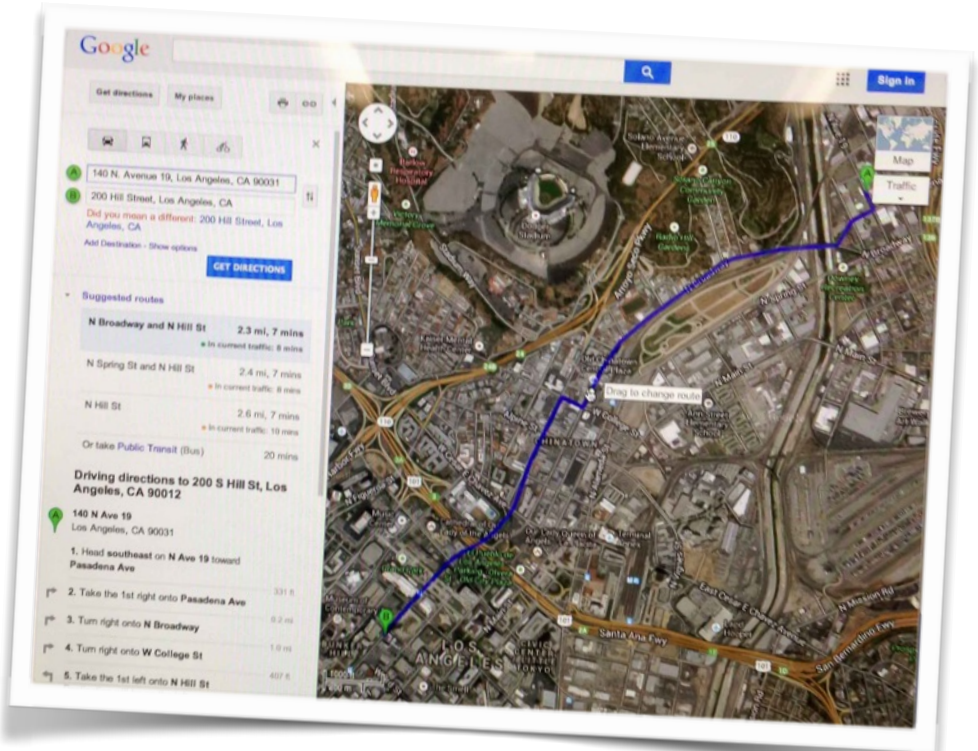
It will also show traffic congestion in the area. This will help you determine the best traffic route to take to get into the area.



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 of assignment. All other incident information will show staging areas, map numbers and other messages about the incident.



Traffic Plan - Using 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 views to see what the area looks around the location and what streets come before and after the street you need. Look for landmarks you can check so you do not go past the street or address when you are en-route to 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 follow the route outlined from the computer mapping program.



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.



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, brush jacket your uniform and helmet are all you need to wear in responding. If you are going into a hazardous area, your should wear you 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. On brush or vegetation fires, LAFD long sleeve T-Shirts can be worn.



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.)



Walk Around the Apparatus

Before you leave, the driver should make one last walk around the Support Utility 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

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

- ◆ 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.





Preparing Apparatus for Response

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 along with basic cleaning supplies can remove any access water from windows and mirrors. Do not take the time to wipe down the entire rig. Let the air from driving take care of that.

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.



Ready to Respond

When you are stocked and staffed and ready to 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 a 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.

Notes





Los Angeles Fire Department Support Service Volunteer Unit



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