

# Support Utility Workbook • Receiving a Call

1. What are 3 uniform parts that you need to respond on a call?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

2. Where are the keys kept for the side gate?

\_\_\_\_\_

3. Where should you park your car during office hours?

\_\_\_\_\_

4. After hours and on the weekend you can park:

\_\_\_\_\_

5. You should leave your keys in the:

- A. Hidden in your car
- B. Conference Room on the Status Board
- C. In your pocket
- D. In the Support Utility

6. Where is the lockbox located on the Support Utility?

- A. Rear Roadside
- B. Compartment 6
- C. Next to the Drivers Door
- D. Next to the Passenger Door

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6. What is the combination number for the lockbox on the Support Utility?

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7. What is the combination number for the key lockbox?

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8. Where is the key lockbox stored when not in use?

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9. What is the phone number for the Supply and Maintenance Division Commander:

213-485-\_\_\_\_\_

10. Where are the keys for the vehicle "front Vehicle" kept?

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11. On weekend where should you leave the keys for the front vehicle?

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12. Where should you store your gear on the Support Utility?

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13. Where is the "Accountability Tag with your name and phone number stored?

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14. What is the minimum gear that you should carry when on standby or responding to an incident?

A. \_\_\_\_\_

B. \_\_\_\_\_

C. \_\_\_\_\_

D. \_\_\_\_\_

15. Where should you place the magnetic Accountability Tag when you are assigned to a Support utility?

\_\_\_\_\_

16. Where can you find the SU-1 or SU-2 helmet tags?

\_\_\_\_\_

17. When getting a call the Support Utility should be on its way to an incident in less than \_\_\_\_\_ Minutes.

18. What is the items that should be checked on the apparatus before dispatch:

A. \_\_\_\_\_

B. \_\_\_\_\_

C. \_\_\_\_\_

D. \_\_\_\_\_

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19. What rehab supplies should be checked for dispatch?

A. \_\_\_\_\_

B. \_\_\_\_\_

C. \_\_\_\_\_

20. What item needs to be added to Support Utility before dispatch?

\_\_\_\_\_

21. Where is ice stored for dispatch?

A. \_\_\_\_\_

B. \_\_\_\_\_

22. What cooler should be used for transporting bulk ice on the Support Utility?

\_\_\_\_\_

23. How many bags of ice should you add if additional ice is needed?

\_\_\_\_\_

24. What should be added during warm weather?

\_\_\_\_\_

25. What can be powered up and left on during cold weather?

\_\_\_\_\_

26. What channel is North Division dispatch on? Channel \_\_\_\_\_

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27. What channel is South Division dispatch on? Channel \_\_\_\_\_

28. What channel is Department wide dispatch on? Channel \_\_\_\_\_

29. What is the two programs to we recommend you check prior to dispatch?

\_\_\_\_\_

30. In the conference room where should you update your status with a magnet tag?

\_\_\_\_\_

31. The first person at S&M should prepare \_\_\_\_\_ for dispatch.

32. If on standby and you receive a call, what items should you get before leaving?

A. \_\_\_\_\_

B. \_\_\_\_\_

C. \_\_\_\_\_

D. \_\_\_\_\_

E. \_\_\_\_\_

F. \_\_\_\_\_

33. What should be iced down when you receive a call?

\_\_\_\_\_

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34. You must wear your PPE's when you respond to an incident?

- A. True
- B. False

35. If you are going into a hazardous area you must wear:

- A. \_\_\_\_\_
- B. \_\_\_\_\_

36. When working around the command post you can wear:

\_\_\_\_\_

37. If you are working in a traffic area, you must wear a:

\_\_\_\_\_

38. How many people can ride in the Support Utility?

\_\_\_\_\_

39. You are allowed to transport the public in the Support Utility

- A. True
- B. False

40. The Support Utility driver should \_\_\_\_\_ the rig before dispatch.

41. What is required that all crew members and passenger's wear before moving the vehicle?

\_\_\_\_\_

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42. The driver should check for the flowing before leaving.

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_
- D. \_\_\_\_\_
- E. \_\_\_\_\_
- F. \_\_\_\_\_
- G. \_\_\_\_\_

43. What should the driver and crew know before leaving the station?

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_
- D. \_\_\_\_\_

44. Where should the Support Utility be cleaned if you have time.

\_\_\_\_\_

45. What channel should you contact Metro Dispatch on for a major incident? Channel \_\_\_\_\_

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46. Are you allowed to take cel phone calls when driving?

A. True

B. False



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The following is the breakdown for each section

Receiving a call and responding to S&M:

- 2.2. Receiving the Call
- 2.3 Accessing the Main Gate
- 2.4 Auxiliary Entry - Side Gate
- 2.5 Parking your Vehicle
- 2.6 Apparatus Key
- 2.7 “Front Vehicle”
- 2.8 Apparatus Un-Lock
- 2.9 Siren/Air Horn Foot Switch
- 2.10 Response Gear
- 2.11 Helmet ID and Accountability Tags
- 2.12 Accountability Tags
- 2.13 Helmet ID Plate
- 2.14 Preparing for Dispatch \*
- 2.15 Pre-Dispatch Checklist - Apparatus Check \*
- 2.16 Pre-Dispatch Checklist - Rehab Supply Check \*
- 2.17 Icing Down Coolers
- 2.20 Getting Incident Information form MDC
- 2.21 Traffic Plan - Using Goggle Map and Street
- 2.22 Update Response Information
- 2.23 Other Crew Members
- 2.25 Uniforms and Wearing PPE's
- 2.26 Securing Equipment
- 2.27 Personnel Transportation
- 2.28 Walk Around the Apparatus
- 2.29 Seats, Seat Belts, & Steering Wheel
- 2.30 Preparing Apparatus for Response
- 2.31 Ready to Respond