



UNIFIED FIRE AUTHORITY

MEMORANDUM

25-128

Date July 28, 2025

TO: All Operations Personnel

FROM: Assistant Chief Dern

SUBJECT: VECC Configuration Change

During the fourth quarter of last year, VECC identified two primary issues affecting response recommendations:

1. Inconsistent unit status updates by some field personnel
2. Isolated inaccuracies in closest unit recommendations or Automated Vehicle Routing Recommendations (AVRR)

In response, we explored targeted modifications and collaborated with Versaterm to identify immediate solutions. Although a universal fix was not successful, it's important to note that the identified AVRR gaps had a greater impact on other agencies than on UFA. Since we transitioned to Versaterm in 2020, UFA has experienced strong response performance and consistent system reliability.

Versaterm continues to enhance its platform to provide more accurate routing and unit recommendations, ensuring that the closest available units are dispatched to the most critical calls, regardless of jurisdictional boundaries. Once a global solution is identified, we will evaluate and implement this change in the future.

Over the past several months, VECC Users and Operations groups, in collaboration with VECC staff, have developed and tested two key changes:

1. BLS (Heavy Apparatus) and ALS(Ambulance) Dispatch Configuration

CAD will now prioritize zone-based units if they are within a set travel time. If no zone units meet this threshold, the system will default to AVRR.

- **Proximity thresholds:**
 - 4 minutes for heavy apparatus
 - 8 minutes for ambulances

Example:

For a medical call in Zone 109, CAD will first check if ML109 and MA109 are within the proximity threshold. If so, those units will be dispatched. If not, CAD will assign the next closest units based on AVRR.

2. Automatic Status Updates in CAD

This feature automates some status changes based on a unit's location relative to a station or incident. The goal is to reduce the potential for human error and streamline operational consistency.

Examples include:

- A dispatched unit automatically updates to *Enroute* after driving a set distance from the station.
- Units leaving quarters without an active call automatically update from *A* to *AI*.
- Cross-staffed units will automatically change to *NA* when appropriate.

Please review the attached VECC Standard Operating Procedure SOP-001 for specific details about these changes.

After extensive testing and discussion, these updates have been determined to be the most effective solution for meeting the operational needs of all VECC fire agencies. UFA will continue working closely with VECC and Versaterm to monitor system performance and ensure these changes support our response goals.

Effective Date:

August 1, 2025, at 0700 hours

Please contact your Battalion Chief if you have any questions regarding these upcoming changes.