

# *Systems Control Type Codes*





# Systems Control Type Codes

- ✦ Systems Control type codes will not recommend a response level. Fire Communications will determine who will respond depending on who is logged from Public Works, Streets & Traffic or is "On Call"
- ✦ Remember that Systems Control is also responsible for all City buildings, radios and callout of CAD technical support.

# Systems Control Type Codes

## ☀ **CAD**

- Problems with the CAD terminals at PAC or PAB

## ☀ **CB**

- Plugged catch basins or storm drains

## ☀ **CLET**

- Problems with the CLETS lines or returns

## ☀ **DEBRIS**

- Requests for cleanup of debris left in public areas
  - Garbage, tree limbs, branches, etc.



# Systems Control Type Codes

## ☀ **GENERAL**

- Miscellaneous calls for service:
  - Sheared off fire hydrants
  - Potholes in the city
  - Missing traffic signs
  - Refrigerators
  - Missing storm grates or drains

## ☀ **GSBLDG**

- Maintenance of City buildings

# Systems Control Type Codes

## ☀ **GSCOMM**

- Police call box repairs

## ☀ **GSELECT**

- Electrical Problems in any city building

## ☀ **IWS**

- Log event for problem with the IWS system

## ☀ **LIMB**

- Fallen tree limbs or branches



# Systems Control Type Codes

## ★ LOG

- Miscellaneous log entry:
  - Equipment malfunction at PAC or PAB

## ★ PARKS

- Problem at any city park which includes:
  - Sprinklers, drinking fountains and park maintenance

## ★ RADIO

- Radio system or mobile radio problems

# Systems Control Type Codes

## ☀ **SEWER**

- Plugged sewer lines or manholes

## ☀ **SIGNAL**

- Problems with traffic signals

## ☀ **STLITE**

- Problems with street lights

## ☀ **WATER**

- Water problems





# TYPE CODE QUESTIONS

Tasman Dr. Bridge



# Systems Type Code Questions

## ☀ **CAD**

- What is the location of the problem?
- Is it one console or position?

## ☀ **CB**

- What is the extent of the flooding?
- Is the water over the curb or sidewalk?
- Is anyone trapped in vehicles?
- Are any structures threatened?
- What is the RP's phone number & address?

# Systems Type Code Questions

## ★ CLET

- What information is not being received or transmitted?
- Are you receiving error messages?
- Are the CLETS line down for maintenance?
- Send a message to all terminals that CLETS is down



# Systems Type Code Questions

## ★ DEBRIS

- Is this a traffic or safety hazard?
- What kind of debris is it?
- What is the size and the amount of the debris?
- Where is the location of the items?

# Systems Type Code Questions

## ☀ GENERAL

- Sheared off hydrants
  - Is there any water leaking
  - Is the hydrants still as the scene?
- Potholes in the street?
  - Which lane of traffic
  - Is it causing a traffic hazard?
  - What are the depth and size of the hole?
- Missing traffic signs
  - What is the exact location?
  - What is the sign? stop, speed limit or yield sign
  - Is the sign still there?



# Systems Type Code Questions

## ☀ GENERAL

- Refrigerators
  - Is the refrigerator on public or private property?
  - If on private property PD will need to respond.
  - If on private property and deemed a hazard by PD Code Enforcement needs to be notified.
- Storm Grates or Storm Drains
  - What is the location of the missing grate or drain?
  - Is it causing a traffic or pedestrian hazard?
  - What are the depth and size of the hole?

# Systems Type Code Questions

## ☀️ GSBLDGD

- For Maintenance of City buildings only
  - Where or what building is the problem occurring?
  - Detailed description of the problem and is a callout necessary?
    - Is it the HVAC
    - A problem in the restroom
    - Locked in the building?



# Systems Type Code Questions

## ☀ GSCOMM

- Police Call Box repairs
  - Is the call box damaged or is it malfunctioning?
  - What is the number on the call box?

## ☀ GSELECT

- Electrical problems in city buildings
  - What is the location, building and or room number where the problem is?
  - The city electrician will respond on any electrical problem other than signals and streetlights.

# Systems Type Code Questions

## ★ IWS

- ★ Log event for problems with Intelligent Work Stations at PAC
  - ★ What is the problem and is it at all the consoles or at one position only?
  - ★ Is a dropped call form required?



# Systems Type Code Questions

## ★ LIMB

- What are the dimensions of the tree including diameter?
- Is this a city or private property?
- Is there any damage to private property? If, so PD should respond for a report.
- Is it causing a traffic or pedestrian hazard?

Do not use the type TREE  
unless you want a fire response.

# Systems Type Code Questions

## ★ LOG

- Is the equipment malfunction at PAC or PAB?
- How many police vehicles are out of service?

## ★ PARKS

- What is the location of the problem?
- What is the problem?
- Is it a hazard?



# Systems Type Code Questions

## ★ RADIO

- ★ Radio systems problems or mobile radio repairs
  - ★ Is this one piece of equipment or is it a system wide problem?
  - ★ Is this one channel or multiple channels?
  - ★ What are or areas is the problem occurring?
  - ★ Are all MDT's down in the city?

# Systems Type Code Questions

## ★ SEWER

- Plugged sewer lines or overflowing manholes
  - Is the problem inside or outside a structure?
    - If inside, is it actively flooding any part of the structure?
  - Does the RP have a city clean out ?
    - Normally near the street
  - Is it causing a traffic or pedestrian hazard ?



# Systems Type Code Questions

## ★ SIGNAL

### ● Problems with traffic signals

- What is the exact location and direction of travel?
- Is the outage in all directions or at one locations?
- Are the signals completely out or stuck one color or flashing?
- Is it an overhead or a standard?
- Is there any damage to pole and are wires exposed?
- Is there any damage to the pole?
- Is there a power outage in the area prior to the signal problem?

# Systems Type Code Questions

## ★ STLITE

- Street light problems
  - Is the light burnt out?
  - Is glass broken?
  - Is there any damage to the pole?
  - What is the pole number?
  - Are any wire exposed?
- If not any of the above and this is a problem with one light, the RP can contact City Street Light Program at X5517 (24 Hours) and leave a message.



# Systems Type Code Questions

## ☀ WATER

- San Jose Municipal Water Company covers the Evergreen and Alviso areas only. Most of the requests are for water being turned off, broken and or leaking pipes and meters.
  - How much water is flowing?
  - Is it causing a traffic hazard or pedestrian hazard?
  - If you have no water and no broken pipes are you current in your payments?
    - Systems control does not have billing information!
- Systems Control does not provide service for customers of San Jose Water Company, Great Oaks Water Co., or other private water companies. Those callers should be referred to the appropriate water company.