San Diego Fire-Rescue Department

PSTrax

Users Guide

Version 1.0 6-12-2020

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Scope of this document

Introduction

The purpose of this department specific PSTrax user's guide is to provide San Diego Fire-Rescue personnel with an updated document that captures previously distributed bulletins, emails, FAQs, videos, etc. This document will be updated as formal department policies are adopted, additional modules are rolled out, questions are posed and answered, etc.

Videos have also been updated to be no more than 2 minutes a piece. Please click on the links embedded in this document to see these updated videos.

Version

This is version: 1.0 posted 6-12-2020

IMPORTANT List of Best Practices

- Always log yourself in using your own login username and password to make daily checks against your name
- Log in Daily
- Log checks often so your browser/login does not time out
- Create an Alert on one item at a time, otherwise the alert will only show on the first item selected

Standard methods for using PSTrax

The methods below are currently being updated in the Operations Manual and are subject to change until formalized in that document.

Logging In and Changing Personnel Settings

All SDFD personnel are initially assigned a login with their city email set as their User ID. Their password will be set to their 6 digit employee ID number (If any employee has less than 6 digits in their employee ID number, their password will include zeroes in the front of this number to make a full 6 digits). Personnel may change their passwords, but their User ID should remain as their city email address.

Personnel can change their user settings to add a cell phone number to receive text alerts, but personnel should either choose to receive alerts by email, or both email and text. Employees should never set their account to receive alerts by text only.

Other personal settings can be updated under user settings, including their home location, battalion and division, etc. But as a reminder, the User ID and alerts should both be left set to the employee's email address.

Here is a quick video: Logging In and Changing Personal Settings

Daily Responsibilities of On Duty personnel

Every employee working will login into PSTrax in order to see what is due for their duty station in the morning of every shift. PSTrax will assign specific checks to personnel based on their assignments for the day, PPE condition, etc.

Vehicle & Station module specific guides

Stations, Vehicles and Station # Checks

Vehicles are assigned to stations in PSTrax, just as they are in our CAD at dispatch, and it is important to note that vehicles are moved in and out of stations and made active and deactivated by our dispatch supervisors. Battalion chiefs and captains should continue to report any vehicle status changes to dispatch. Dispatch supervisors will in turn make the necessary changes in CAD and in PSTrax.

Daily, Weekly, Bi-Weekly and Monthly Checks

These checks are due the day they show up on the dashboard in PSTrax and are not to be completed ahead of schedule. These checks are scheduled to meet various regulating agencies' requirements and to provide the service providers (Fleet, Facilities, ECDC, etc.) the time to respond to any generated alerts without incurring unnecessary workloads.

Quarterly Checks

The Quarterly Apparatus Full Inventory, Station and Hazmat Inspections, and any other quarterly checks, can be completed during the 30 days preceding the due date for these checks. A reminder check will be generated by PSTrax approximately 30 days ahead of when these quarterly checks are coming due. <u>If you are going to complete a quarterly check in advance of its actual due date, please complete the entire quarterly check on the same day in order for PSTrax to automatically populate future dates correctly.</u> To complete quarterly checks within 30 days of their due date:

1) Click on the dropdown arrow and choose "Current and Future Tasks Due"
2) Scroll to the quarterly checks and complete them as you would normally when they are due
3) Remember to place an alert on one item at a time and do not select "group alerts together"

Here is quick video: [Quarterly Checks: Using "Current and Future Tasks Due"]()

Reporting Missing Equipment on the Quick Check or Quarterly Full Inventory

1) Select the "check" for the piece of equipment in question (complete this process on one piece of equipment at a time)
2) Set an Alert by clicking the red triangle
3) Enter **<u>detailed</u>** notes as to how an item went missing to comply with department policies for missing equipment
4) [Add Alert Recipients]() to include your immediate supervisor and appropriate Battalion Chief (they will need to "reply all" to the alert to approve replacement of any missing equipment per department policy)
5) Set the alert priority as 'Urgent' ONLY if this will place the crew or apparatus OOS
6) Add any pertinent attachments, especially pictures

Fuel, Regen, Foam or Other Irregular Checks

These checks and recording of information happen at an irregular interval and as such, will not ever be scheduled and show as a due item on the dashboard. To record fueling an apparatus, a regen event, adding foam to the unit or any other irregular check, complete an "As Needed Check" using the appropriate list.

Here is a quick video: As Needed Check

Status Changes and Change Outs

The following processes should be completed for any apparatus status change and/or for change outs.

1) Contact ECDC and notify them of the change in status or change out

    a. The dispatch supervisor will make the required changes in CAD, in the daily status sheet, and they will make any necessary apparatus movements in PSTrax and activate/deactivate the schedules
    (This process replaces the tenure in station form FDM-18)

2) If changing out into a repaired front line or reserve apparatus, complete the following:
(These processes replace the apparatus acceptance form FDM-19)

    a. Pre-Trip: Complete an "As Needed Check" on all Pre-Trip sections for the unit being placed in service
        i. If a unit is not ready to be placed in service due to any unserviceable condition identified during the pre-trip, set alerts on those conditions to ensure these items are repaired before the unit is considered to be placed in service again
    b. Check the delayed alerts (discrepancies): Check the open Alerts on the apparatus going into service and close any resolved alerts
    c. Inventory the unit going in service: Complete a full (quarterly) inventory on the apparatus being placed in service via an "As Needed Check"
        i. Reserve apparatus inventories in PSTrax are limited to the equipment that a ready reserve engine should be equipped with, not a full front-line engine inventory
    d. Inventory the unit going out of service: Complete a full (quarterly) inventory on the apparatus being placed out of service or being returned to Fleet via an "As Needed Check"
        i. These inventories are crucial to the department's goal of keeping a robust ready reserve "surge" fleet prepared for large incidents
        ii. Reserve apparatus inventories in PSTrax are limited to the equipment that a ready reserve engine should be equipped with, not a full front-line engine inventory
    e. Set alerts on the unit going out of service: Ensure any necessary alerts are set on the apparatus going out of service or back into a ready reserve status

Twice Daily COVID-19 Checks

The twice daily health checks must be documented on PSTrax by a supervisor at the allotted times for morning and mid-shift. The health checks are also available to be completed, IN ADDITION TO the required twice daily check, as an "As Needed Check." This process should be used for short ALT's, partial shifts, etc. to complete a health check on anyone reporting to duty for the day.

Here is a quick video: COVID-19 Health Checks

SCBA Specific Guides

SCBA Daily Checks

Each SCBA user must document the checks of their individually assigned SCBA for the shift or period worked, in the case of partial shifts. These checks are found in PSTrax on the apparatus. No longer is it acceptable for the engineer to complete these checks for all the SCBAs under their sign in. Everyone must log in under their PSTrax credentials and complete the checks.

To document individual SCBA checks:

1) Click on the SCBA items due
2) Click on the correct SCBA number, in most cases, SCBA 1 – Captain, SCBA 2 – Engineer, SCBA 3 – Firefighter, SCBA 4 – Firefighter:
   a) Click on the Pack field and select the Pack searching by the last 3 digits of the pack ID number (This field can also be searched by the pressure reducer serial number)
   b) Click on the Cylinder field and select the Cylinder by search by the last 3-5 digits of the cylinder ID number (This field can also be searched by the cylinder serial number)
   c) Click Retrieve Items
   d) Complete the checks as assigned for the day
3) The engineer, or other personnel assigned by the company officer, should complete the same process for the extra cylinders.

Personnel who work a partial shift will need to complete an "As Needed Check" for the Daily SCBA check when reporting to duty mid-shift.

Here is a quick video: SCBA Daily and Monthly Checks

SCBA Monthly Checks

Monthly checks are completed in the same manner as the Daily Checks but are in more detail. These monthly checks will replace the FDM-16 form. These checks can be completed by the engineer for all SCBAs assigned to the apparatus.

Here is a quick video: SCBA Daily and Monthly Checks

Any SCBA alert needs to be followed up with a phone call to Fire Station 36

Station 36 personnel will determine what action (if any) will be taken to ensure personnel are equipped with a fully functional and safe SCBA. As a reminder, out of service SCBAs will need to be replaced at Station 36 on a 1 for 1 basis to ensure proper tracking.

Air Fills

The mandatory process for recording every cylinder air fill has been automated in PSTrax. This will fulfill NFPA 1989 compliance and replace the need to maintain a paper log at each fill station.

To document an air fill:

1. Choose “Log Air Fill” in the separate SCBA tab on the Home Screens
2. Select the bottles by cylinder ID number or SN
3. Click “Log Air Fill”
4. IMPORTANT: Select the correct location under “Select an Event”
5. Enter the PSI for this batch of bottles. If bottles are filled to a different PSI, group the air fill logs with bottles filled with the same PSI
6. Add any notes or attachments and click “Log Air Fill”
7. Additional air fills can be recorded from the same screen

Click here for a quick video: Air Fills

PPE module specific guides

The following guides address checks and processes specific to Personal Protective Equipment which operates differently in a few ways from the rest of PSTrax

Placing an alert for damaged or missing PPE between annual Inspections

Please follow these directions exactly. If you place an General Alert instead of following these directions it will be sent to and show to all personnel on the Fire Department.

To request a replacement for a damaged or missing piece of equipment, as well as for repairs on their equipment, complete a PPE "As Needed Check" and create an alert on the specific piece of PPE. These guidelines apply to PSTrax and all policies regarding damaged or missing equipment must still be followed except for the change in notification processes through PSTrax.

When creating this alert, employees will need to do the following:

1) Login as themselves and click on the PPE "As Needed Check"
2) Select the piece of PPE in question (complete this process on one piece of PPE at a time)
3) Select an Event:
    a. "Repair or Replacement Needed"
       OR
    b. "Missing"
4) Click "Log Selected Gear"
5) Enter **detailed** notes as to why the replacement or repair is needed, or how an item went missing to comply with department policies for missing equipment
6) Click "Set an Alert"
7) Add Alert Recipients to include your immediate supervisor and your Battalion Chief (they will need to "reply all" to the alert to approve replacement of any missing PPE per department policy)
8) Set the Alert priority as Urgent ONLY if you will not be able to continue in your duties without this PPE
9) Add any pertinent attachments, especially pictures

As a reminder, one for one exchanges will still be handled directly with the equipment manager office after placing the alert in PSTrax and missing equipment must still be justified on the notes section, and approved by the Battalion Chief via a reply to all email against that PSTrax alert.

Click on this video for a quick walk through this process: PPE Repair Replacement or Missing

IMPORTANT differences for Alerts with the PPE module

- Only the employee themselves or a PPE Administrator from the equipment manager office can see alerts specific to an employee
- Alerts can only be closed by a PPE Administrator

Annual Inspections

(updates forthcoming)

"How Tos" while using PSTrax

Alerts – Editing and Closing

Alerts (which replace delayed discrepancies) should be edited, commented on when new information is available, and closed when resolved or are no longer relevant. Leave open any alerts that are still "pending action."

Quick video on how to work with Alerts: Alerts - Closing, editing and commenting

Adding additional alert recipients

This feature enables personnel to add additional alert recipients to any created (or edited alerts). For example, captains reporting a facility issue can now add the other regularly assigned captains for that station to the alert to comply with department policies. Alert recipients can be added at any time. This feature can be used for, but is not limited, to the following:

1) Adding additional engineers when reporting an "apparatus" alert
2) Adding in the regularly station captains to a "facility" alert
3) Adding a BC (and captain) to a "equipment" alert of missing equipment
4) Adding a BC (and captain) to a "PPE" alert of missing PPE equipment

Here is a quick (Less than 2 minutes) video of this new capability: Adding Alert Recipients

Logs and Reports

All personnel have access to the Logs and Reports for the Vehicle & Station module.

Click on Logs and Reports:

- Logs will allow you to look at all completed checks for an apparatus or station checks for the station you have currently selected.
- Custom Reports is where you can download and print out the Generator, Above Ground and Below Ground reports.

All Logs and Reports can be downloaded in PDF or Excel.

Green dots indicate Logs that were completed on time, Yellow dots indicate checks that were completed late by the oncoming or subsequent crew members.

Here is a quick (<2 min) video demonstrating the Logs and Reports: Logs and Reports

Questions and Answers

"When are checks due?"

Checks are due the day they show up on the dashboard.

"When do the checks reset?"

"When are checks late?"

Checks reset at midnight, not at 0800/end of shift. DOT, OSHA and other policy setting agencies follow calendar rules and as such pre-trips, station checks, etc. must be completed by the end of the day, in some case as the first priority in the morning. Supervisors should be checking their station/location of responsibility early enough in the day to ensure the checks are completed before they are considered overdue. Any check completed after midnight will be reflected as having been completed for the next day and show as incomplete from the previous day.

"Can I go back and complete checks from a previous day/shift?"

"I completed the checks after midnight, now the oncoming crew no longer has checks to complete. Can you fix that?"

In short, no. Checks are time stamped when they are complete. If a check is not completed the day it is due by midnight, it will record as overdue/incomplete and when recorded will identify the check as having been completed late. If these checks are daily checks, anything done late will be recorded against what is due for the current date and the current/oncoming crew will not have any checks shown. They will have to complete an As Needed Check for those daily checks to record them properly."

"How do I look at the schedule for an apparatus, station, etc.?"

Click on the small black down arrow next the unit ID number and look at the schedule under Current and Future Tasks due.

"If I report something via PSTRAX, do I need to follow up with an email or phone call?"

Phone calls are only required when an item has been reported as Urgent such as an OOS front line apparatus issue after hours, when a Logistics call back is warranted for a facility issue, etc. Emails are no longer required for routine reporting of anything reported via PSTRAX.

"Have some of the schedules changed?"

Now that checks are easier to adjust without the need to print new forms, adjustments are made dynamically to meet agency and regulatory compliance needs.

"Are tire depth checks due biweekly now"

Yes, Fleet asked us to make this change a while ago. Previously if checks were completed on the 28th on a Friday or during a weekend, several units would need to be pulled from service resulting in unnecessary duty mechanic calls. Tire checks have been consolidated on Mondays.

“When I report an alert, do I need to enter the miles and engines hours, even though it says optional?”

Yes, the optional note is a feature of PSTrax that we cannot change. Miles and engine hours must be entered each time or the alert may have to be closed out and re-entered.

“If something has been reported missing, do I need to complete its check and/or report it as missing daily”

You do not need to report it as missing daily, but the check should be completed daily. If it has already been reported as missing, that alert has already been recorded so just check the box as complete/green.”

“If we do an apparatus change out into a ready reserve, how does this get reflected in the home page of our station PSTrax?”

During the change out process, ECDC will move the apparatuses to the correct locations (in this case, the front line to the fleet location and a unit from the fleet location to the appropriate fire station) so that the checks for that apparatus are shown in the correct location. ECDC will also pause the checks when the unit is placed OOS for more than one day.

“How do I report a discrepancy on my PPE after the checks are complete?”

Use the “As-needed” or “Post-Call Check” to apply an alert to the affected piece of PPE.

“What is the Supervisor's responsibility now that we are not signing some of the forms?”

Supervisors are responsible for logging into PSTrax in the evening and ensuring that assigned checks for their station are completed.

“What forms are being replaced and when can we stop using them?”

The following forms are replaced with PSTrax as of March 1st, 2020

FDM7, 7A, 8, 8A, 10, 11, 18, 26, 104, 104A

All PPE inspection forms

Facilities: UST (FDM-104) and AST (FDM-104A) forms, Station Inspection Forms, Monthly Station Hazmat Inspection Form

Station fueling and monthly fuel report will still be done on paper for the foreseeable future due to the mix agency use of our fueling stations.