

VERDUGO FIRE COMMUNICATIONS CENTER

ANNUAL REPORT – 2000



Serving the Cities of: *Burbank*  
*Glendale*  
*Pasadena*  
*Arcadia*  
*Monrovia*  
*San Gabriel*  
*San Marino*  
*Sierra Madre*  
*South Pasadena*



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**EXECUTIVE COMMITTEE**

Michael Davis, Fire Chief, Burbank  
 Richard Hinz, Fire Chief, Glendale  
 Ernest Mitchell, Fire Chief, Pasadena

**TASK-FORCE REPRESENTATIVES**

Ray Krakowski, Battalion Chief, Burbank  
 Steve Howard, Battalion Chief, Glendale  
 Bob Crain, Training Officer, Pasadena  
 Rich Kaufman, Fire Communications Administrator  
 On-Duty Fire Communications Shift Supervisor

**CONTRACT AGENCY REPRESENTATIVES**

Don Shawver, Battalion Chief, Arcadia  
 Rich Brown, Battalion Chief, Arcadia  
 Bryan Batiste, Battalion Chief, Monrovia  
 Chuck Murchie, Battalion Chief, San Marino  
 Rich Snyder, Battalion Chief, Sierra Madre  
 James Parker, Battalion Chief, South Pasadena  
 I.W. Sweet, Fire Chief, San Gabriel

**FISCAL YEAR 1999-2000 VERDUGO FIRE COMMUNICATIONS FUND**

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
<b>REVENUE</b>						
Charges for Service	\$319,364	\$531,432	\$ 415,790	\$1,266,587	\$ 317,550	\$ 1,564,118
Equipment Replacement	\$ 62,073	\$ 62,073	\$ 62,073	\$ 186,219	\$ -	\$ 186,219
Subtotal						\$ 1,750,337
Interest & Misc. Revenue						\$ 124,397
TOTAL						\$ 1,874,734
<b>EXPENDITURES</b>						
Salaries						\$ 1,106,862
Maint. & Operations						\$ 227,633
Capital Outlay						\$ 22,164
TOTAL						\$ 1,356,659
<b>REVENUE MINUS EXPENDITURES</b> Designated for upcoming replacement of CAD and radio systems						\$ 518,075
(Contract Cities include Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena)						

**POPULATION, PROPERTY ASSESSMENT AND AREA OF VERDUGO AGENCIES**

<u>City</u>	<u>Population*</u>	<u>Property Assessment**</u>	<u>Area (sq.mi.)</u>	<u>Joined Verdugo System</u>
Arcadia	54,000	\$4,778,749,221	12.00	10-21-99
Burbank	106,500	\$7,767,035,946	17.15	5-20-81
Glendale	203,700	\$11,415,094,100	30.59	8-1-79
Monrovia	41,050	\$1,925,517,153	13.73	7-1-99
Pasadena	143,900	\$9,484,152,559	23.00	9-4-79
San Gabriel	41,600	\$1,768,814,648	4.10	4-7-00
San Marino	14,000	\$2,204,088,879	3.75	4-17-96
Sierra Madre	11,700	\$784,072,073	3.00	10-21-99
South Pasadena	26,000	\$1,636,246,731	3.44	4-17-96
<b>Total</b>	<b>642,450</b>	<b>\$41,763,771,310</b>	<b>110.76 sq.mi.</b>	

\*California Department of Finance web site: [www.dof.ca.gov](http://www.dof.ca.gov)

\*\*Taxpayer's Guide (1999-2000), pp.114-134



*Verdugo Fire Communications Center is located on the 3rd floor of Fire Station 21 in Glendale*

## 2000 ACCOMPLISHMENTS

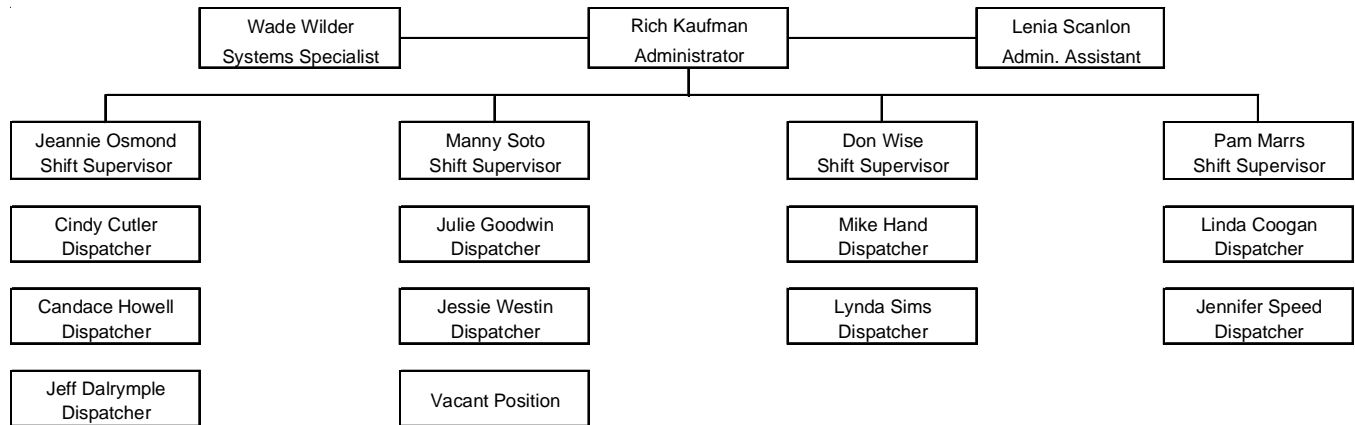
- With the addition of San Gabriel as a Contract Dispatch Service Agency on April 7, 2000, Verdugo Fire Communications Center now serves nine cities, covering over 110 square miles, populated by over 642,000 residents.
- On August 1, a new radio system matrix was implemented which added nine channels to the existing system.
- A total of 47,994 fire and paramedic incidents were dispatched in 2000, including 562 mutual aid responses to jurisdictions outside the Verdugo System.
- A new base station radio was put into operation at a high-rise building in the media district of Burbank, which will provide Burbank with an additional tactical radio channel.
- An Administrative Assistant was added to our staff to provide day to day administrative support.

## 2001 GOALS

- Continue providing prompt, efficient and professional handling of all calls for fire and paramedic assistance and supply emergency pre-arrival instructions to callers as needed until help arrives.
- Switch over to the newly installed microwave system located in Burbank and Glendale which replaces an outdated system that is no longer supported by the manufacturer.
- Install new base station radios in South Pasadena and Monrovia to provide additional tactical channels for South Pasadena, Monrovia, Sierra Madre, San Marino, Arcadia, and San Gabriel.
- Collaborate with the City of Glendale Information Services Department and all system users to begin designing a new radio system in order to remain in compliance with changing FCC regulations and to utilize new technologies.
- Create and implement a Performance Measurement System for the Verdugo Center and its employees.
- Continue to work on a mobile data system replacement.

## VERDUGO FIRE COMMUNICATIONS PERSONNEL

### VERDUGO ORGANIZATION



### PERSONNEL STRENGTH

<u>Position</u>	<u>Authorized</u>	<u>Filled</u>
Fire Communications Administrator	1	1
Systems Specialist	1	1
Administrative Assistant	1	1
Fire Communications Shift Supervisor	4	4
Fire Communications Operator	10	9

### COMMUNICATIONS EXPERIENCE

The 14 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 123 years' experience at the Verdugo Center and 213 total years of fire or police communications experience.

### FIRE DEPARTMENT RESOURCES

	Burbank	Glendale	Pasadena	Arcadia	Monrovia	S. Gabriel	S. Marino	Sierra Madre	S. Pasadena
Fire Stations	6	9	8	3	2	2	1	1	1
Engine Companies	6	9	8	3	2	2	2	4	2
Truck Companies	2	3	2	1				1	
Rescue Ambulances	3	4	4	2		1	1	2	1
Paramedic Squad					2				
Additional Vehicles:									
Air Utility		1		1					1
Command	1	1	1	1	1	1	1	1	1
Hazmat	1	1							
USAR	1	1	1	1				1	1
Water Tender	1	1						1	

## VERDUGO SYSTEM

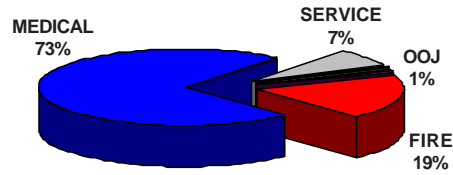
There were 47,994 incidents dispatched by Verdugo Fire Communications in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a Category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for each Type Code in the Fire, Medical, and Service Categories during 2000, along with the percent of all Verdugo incidents and the percent of incidents in that Category for the year. Of the 103 Type Codes listed below, the four most frequent incident types were Fire Alarm (56% of Fire incidents), Shortness of Breath (13% of Medical incidents), Miscellaneous Medical (13% of Medical incidents), and Assist the Invalid (23% of Service incidents).

TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF VERDUGO CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	5,213	10.9	56.4
ALARMF	Fire Alarm - Full Assignment	67	<0.5	0.7
ALERT1	Airport Alert 1 - Stand By	1	<0.5	<0.5
ALERT2	Emergency Landing at Airport	43	<0.5	0.5
APPL	Appliance Fire	133	<0.5	1.4
APT	Apartment House Fire	148	<0.5	1.6
ARSON	Arson Investigation	1	<0.5	<0.5
BEES	Bee Investigation	124	<0.5	1.3
BOMB	Explosives/Bomb Threat/Scare	14	<0.5	<0.5
BRUSH	Brush Fire	41	<0.5	<0.5
BST1	Brush Strike Team XLC-1201A	1	<0.5	<0.5
BST2	Brush Strike Team XLC-1202A	1	<0.5	<0.5
BST4	Brush Strike Team XLC-1204A	1	<0.5	<0.5
CHEMO	Chemical Outside	258	0.5	2.8
ELECF	Electrical Fire	156	<0.5	1.7
ENG	Misc. Response for 1 Engine	182	<0.5	2.0
FLOW	Sprinkler System Activated	17	<0.5	<0.5
FNO	Fire Now Out	172	<0.5	1.9
GARAGE	Garage Fire	46	<0.5	0.5
HOUSE	House Fire	246	0.5	2.7
ILLEG	Illegal Burning	124	<0.5	1.3
MUTUAL	Mutual Aid Response	3	<0.5	<0.5
REFUSE	Refuse Fire	265	0.6	2.9
SMOKEI	Smoke in a Structure	318	0.7	3.4
SMOKEO	Smoke in the Area	273	0.6	3.0
STR	Structure Fire	311	0.6	3.4
UNKF	Unknown Type Fire	76	<0.5	0.8
VEG	Vegetation Fire	201	<0.5	2.2
VEH	Vehicle Fire	533	1.1	5.8
VEHFWY	Vehicle Fire on the Freeway	228	0.5	2.5
VEHSTR	Vehicle Fire in a Structure	39	<0.5	<0.5
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF VERDUGO CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	1,025	2.1	2.9
ALERGY	Allergic Reaction	143	<0.5	<0.5
ALERT3	Plane Accident, Down or Fire	3	<0.5	<0.5
ALOC	Altered Level of Consciousness	1,314	2.7	3.7
ASLT	Assault	803	1.7	2.3
BREATH	Shortness of Breath	4,653	9.7	13.2
CHEST	Chest Pains - Heart Attack	2,712	5.7	7.7
CONFIN	Confined Space Rescue	2	<0.5	<0.5
CRASH	Plane Accident, Down or Fire	1	<0.5	<0.5
DOWN	Person Down	1,066	2.2	3.0
EMS	EMS Call - No Details	110	<0.5	<0.5
EMSFWY	EMS on the Freeway	47	<0.5	<0.5
ENGRA	Misc. Response Engine+RA	51	<0.5	<0.5
FALL1	Fall Major	122	<0.5	<0.5
FALL2	Fall Minor	3,427	7.1	9.7
FULLRA	Misc. Full Assignment + RA	2	<0.5	<0.5
GIB	G.I. Bleed	282	0.6	0.8
HANG	Person Hanging	4	<0.5	<0.5
HEART	Heart Problem	925	1.9	2.6
MED	Misc. Medical	4,446	9.3	12.6
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF VERDUGO CALLS	% OF MEDICAL CALLS
MEDALR	Medical Alarm	242	0.5	0.7
NOTBR	Person Not Breathing	796	1.7	2.3
OBGYN	Obstetrics/Gynecological	288	0.6	0.8
PSYCH	Psychiatric	350	0.7	1.0
RA	Misc. Response for 1 RA	4	<0.5	<0.5
RESCUE	Rescue	42	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	173	<0.5	0.5
SEIZ	Person in Seizure	1,513	3.2	4.3
SICK	Person Sick	102	<0.5	<0.5
STROKE	CVA - Neurologic	697	1.5	2.0
TC	Swift Water Rescue	5	<0.5	<0.5
TCFUEL	Traffic Collision	3,556	7.4	10.1
TCFWY	Injury TC with Fuel Spill	19	<0.5	<0.5
TCRES	Traffic Collision - Freeway	667	1.4	1.9
TCSTR	Traffic Collision - Rescue	243	0.5	0.7
TOXIC	Vehicle into Structure	53	<0.5	<0.5
TR1	Ingestion-Poisoning-Inhalation	756	1.6	2.1
TR2	Severe Trauma	196	<0.5	0.6
UNCON	Minor Trauma	1,844	3.8	5.2
UNKMED	Person Unconc./Unresponsive	2,019	4.2	5.7
USAR	Unknown Medical	522	1.1	1.5
	Collapse/Extrication/Rescue	5	<0.5	<0.5
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF VERDUGO CALLS	% OF SERVICE CALLS
BIO	Biohazard Investigation	61	<0.5	1.8
CARBON	Carbon Monoxide Alarm	28	<0.5	0.8
CROWD	Investigate Overcrowding	10	<0.5	<0.5
DAMAGE	Damage Investigation	11	<0.5	<0.5
ELEV	Elevator Rescue	219	0.5	6.4
ENGTRK	Misc. Response Engine & Truck	4	<0.5	<0.5
FLOOD	Major Flooded Condition	110	<0.5	3.2
FUEL	Fuel Spill	178	<0.5	5.2
FULL	Misc. Response - Full Assignment	11	<0.5	<0.5
GASI	Odor of Natural Gas Inside	140	<0.5	4.1
GASO	Odor of Natural Gas Outside	102	<0.5	3.0
GMAIN	Broken Gas Main	49	<0.5	1.4
HAZARD	Investigate Hazardous Condition	219	0.5	6.4
HAZMAT	Hazardous Materials Response	18	<0.5	0.5
HYD	Flowing/Gushing/Sheared Hydrant	56	<0.5	1.6
INVL	Assist the Invalid	777	1.6	22.8
LOCK	Person Locked In-Locked Out	213	<0.5	6.3
MALF	Malfunction	120	<0.5	3.5
ODOR	Misc. Odor Investigation	195	<0.5	5.7
PUBLIC	Public Assist	154	<0.5	4.5
REFRIG	Abandoned Refrigerator	84	<0.5	2.5
RESET	Fire Alarm Reset	100	<0.5	2.9
ROOF1	One Story Roof Check	31	<0.5	0.9
ROOF2	Roof Check 2 Stories & Above	25	<0.5	0.7
TRK	Misc. Response for a Truck	12	<0.5	<0.5
WATER	Minor Flooding	293	0.6	8.6
WIRES	Wires Down	148	<0.5	4.3
WMAIN	Broken Water Main	40	<0.5	1.2



## VERDUGO INCIDENT SUMMARY

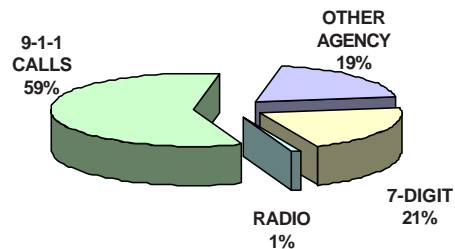
VERDUGO INCIDENTS BY CATEGORY		
CATEGORY	# INCIDENTS	PERCENT
FIRE	8,901	19%
MEDICAL	34,977	73%
SERVICE	3,441	7%
OTHER	113	0%
O.O.J.	562	1%
<b>TOTAL</b>	<b>47,994</b>	



VERDUGO INCIDENTS BY CATEGORY AND MONTH													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	766	726	768	714	749	780	793	772	783	766	814	784	8,901
MEDICAL	3,064	2,635	2,838	2,870	2,893	2,912	2,953	2,942	2,891	3,001	2,897	3,285	34,977
SERVICE	266	286	324	270	264	295	273	310	317	261	288	298	3,441
OTHER	4	4	10	9	5	9	28	10	12	4	9	8	113
O.O.J.	46	48	47	37	36	44	59	46	52	55	46	46	562
<b>TOTAL</b>	<b>4,146</b>	<b>3,699</b>	<b>3,987</b>	<b>3,900</b>	<b>3,947</b>	<b>4,040</b>	<b>4,106</b>	<b>4,080</b>	<b>4,055</b>	<b>4,087</b>	<b>4,054</b>	<b>4,421</b>	<b>47,994</b>

NUMBER OF INCIDENTS BY CATEGORY AND CITY*																				
CATEGORY	AR	%	BU	%	GL	%	MO	%	PA	%	SG**	%	SI	%	SM	%	SP	%	VFCC	%
FIRE	845	22	1,524	18	2,147	15	588	20	2,945	22	230	15	116	16	216	22	289	20	8,901	19
MEDICAL	2,695	69	6,183	74	10,952	77	2,122	71	9,852	72	1,182	74	461	64	535	54	989	67	34,977	73
SERVICE	365	9	612	7	949	7	228	8	789	6	96	6	140	20	106	11	155	11	3,441	7
OTHER	5	0	11	0	26	0	1	0	62	0	1	0	0	0	1	0	4	0	113	0
O.O.J.	16	0	34	0	174	1	30	1	48	0	87	5	0	0	135	14	38	3	562	1
TOTAL	3,926		8,364		14,248		2,969		13,696		1,596		717		993		1,475		47,994	

VERDUGO INCIDENTS BY SOURCE		
SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	28,100	59%
OTHER AGENCY	9,329	19%
7-DIGIT	10,032	21%
RADIO	533	1%
<b>TOTAL</b>	<b>47,994</b>	



NUMBER OF INCIDENTS BY SOURCE AND CITY*																				
SOURCE	AR	%	BU	%	GL	%	MO	%	PA	%	SG**	%	SI	%	SM	%	SP	%	VFCC	%
9-1-1 CALLS	2,170	55	5,250	63	8,984	63	1,694	57	7,600	55	858	54	382	53	386	39	772	52	28,100	59
OTHER AGENCY	870	22	1,325	16	2,736	19	646	22	2,498	18	445	28	118	16	342	34	427	29	9,329	19
7-DIGIT	866	22	1,721	21	2,408	17	597	20	3,380	25	272	17	206	29	247	25	262	18	10,032	21
RADIO	20	1	68	1	120	1	32	1	218	2	21	1	11	2	18	2	14	1	533	1
<b>TOTAL</b>	<b>3,926</b>		<b>8,364</b>		<b>14,248</b>		<b>2,969</b>		<b>13,696</b>		<b>1,596</b>		<b>717</b>		<b>993</b>		<b>1,475</b>		<b>47,994</b>	

\*Abbreviations: AR - Arcadia, BU - Burbank, GL - Glendale, MO - Monrovia, PA - Pasadena, SG - San Gabriel, SI - Sierra Madre, SM - San Marino, SP - South Pasadena, VFCC - Verdugo Fire Communications Center (includes all nine cities)

\*\* San Gabriel: April 7-Dec. 31 only

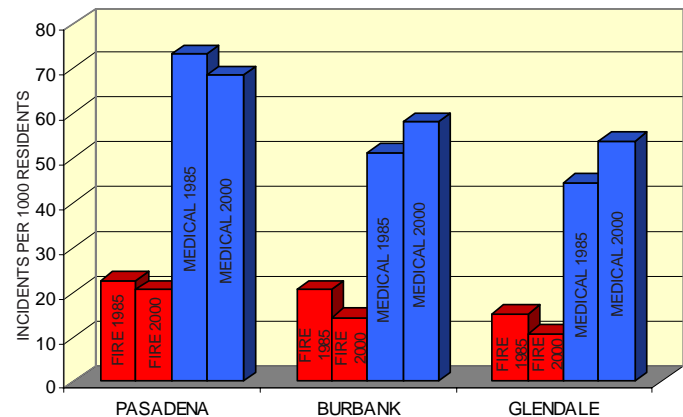
## FIRE AND MEDICAL INCIDENTS PER CAPITA BY CITY

CITY	JAN. 2000 POPULATION	# FIRE INCIDENTS	FIRE INCIDENTS/ 1000 RESIDENTS	# MEDICAL INCIDENTS	MEDICAL INCIDENTS/ 1000 RESIDENTS
Pasadena	143,900	2,945	20.4	9,852	68.5
Arcadia	54,000	845	15.6	2,695	49.9
San Marino	14,000	216	15.4	535	38.2
Burbank	106,500	1,524	14.3	6,183	58.1
Monrovia	41,050	588	14.3	2,122	51.7
South Pasadena	26,000	289	11.1	989	38.0
Glendale	203,700	2,147	10.5	10,952	53.8
Sierra Madre	11,700	116	9.9	461	39.4
San Gabriel*	41,600	230	5.5	1,182	28.4

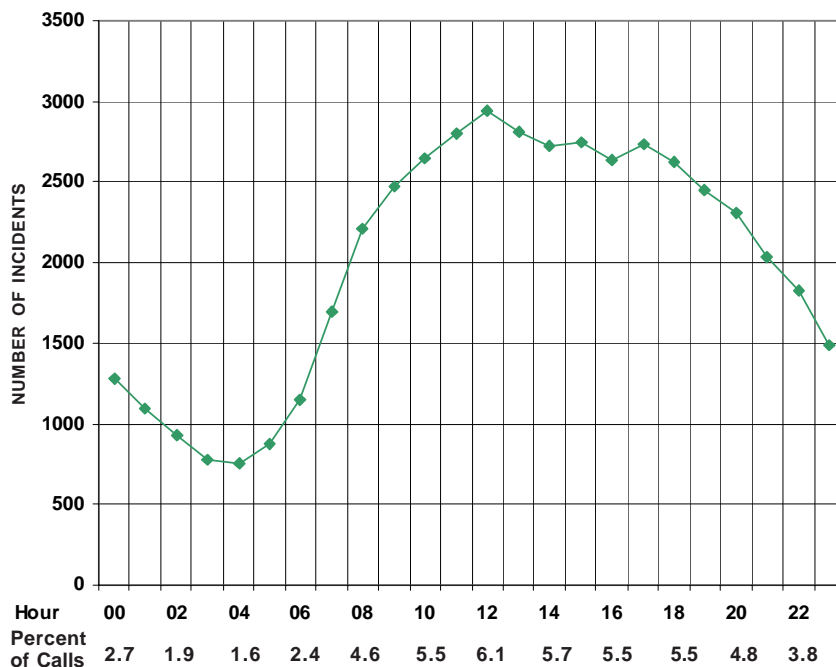
\*Apr. 7-Dec. 31 only

Over the past 15 years, on a per capita basis, the number of Fire incidents has decreased in Pasadena, Burbank, and Glendale. The frequency of Medical incidents in Pasadena has also decreased during this time period, while Medical calls have increased in both Burbank and Glendale.

INCIDENTS PER 1000 RESIDENTS				
	FIRE		MEDICAL	
	1985	2000	1985	2000
PASADENA	22	20	73	69
BURBANK	20	14	51	58
GLENDALE	15	11	44	54



## VERDUGO INCIDENTS BY HOUR

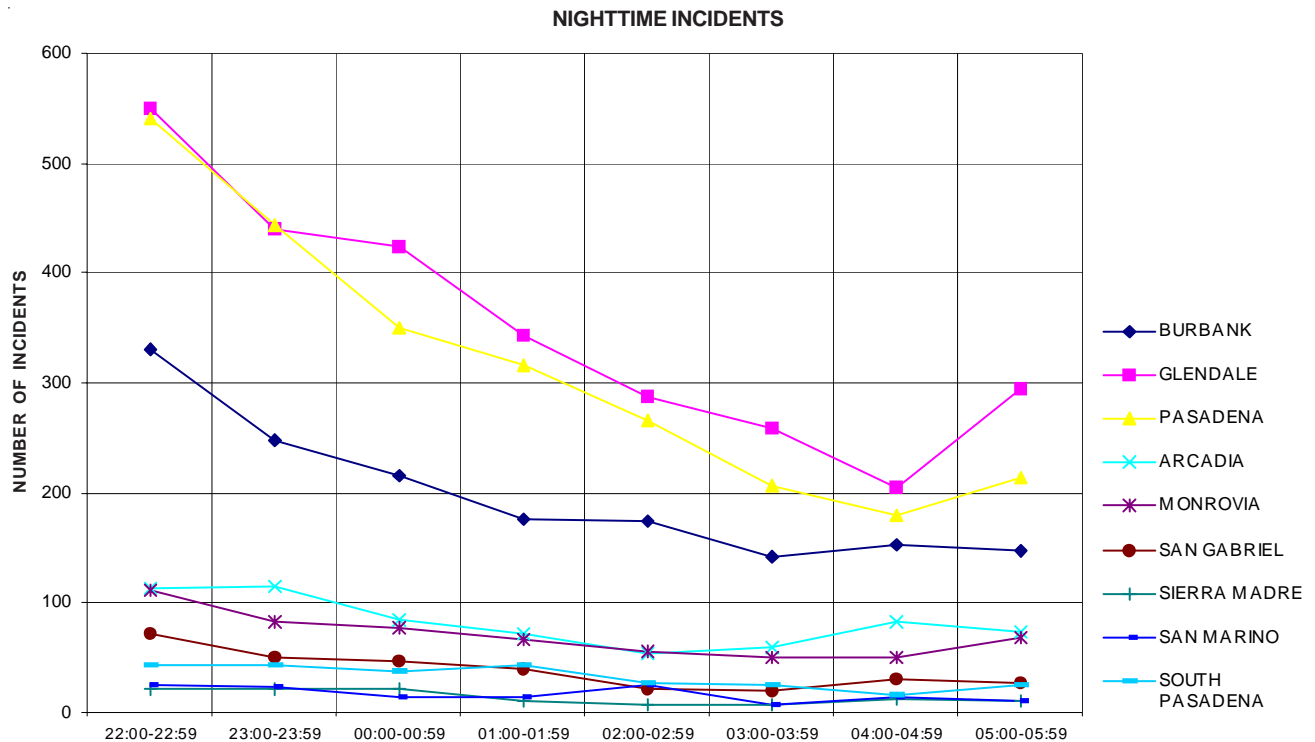
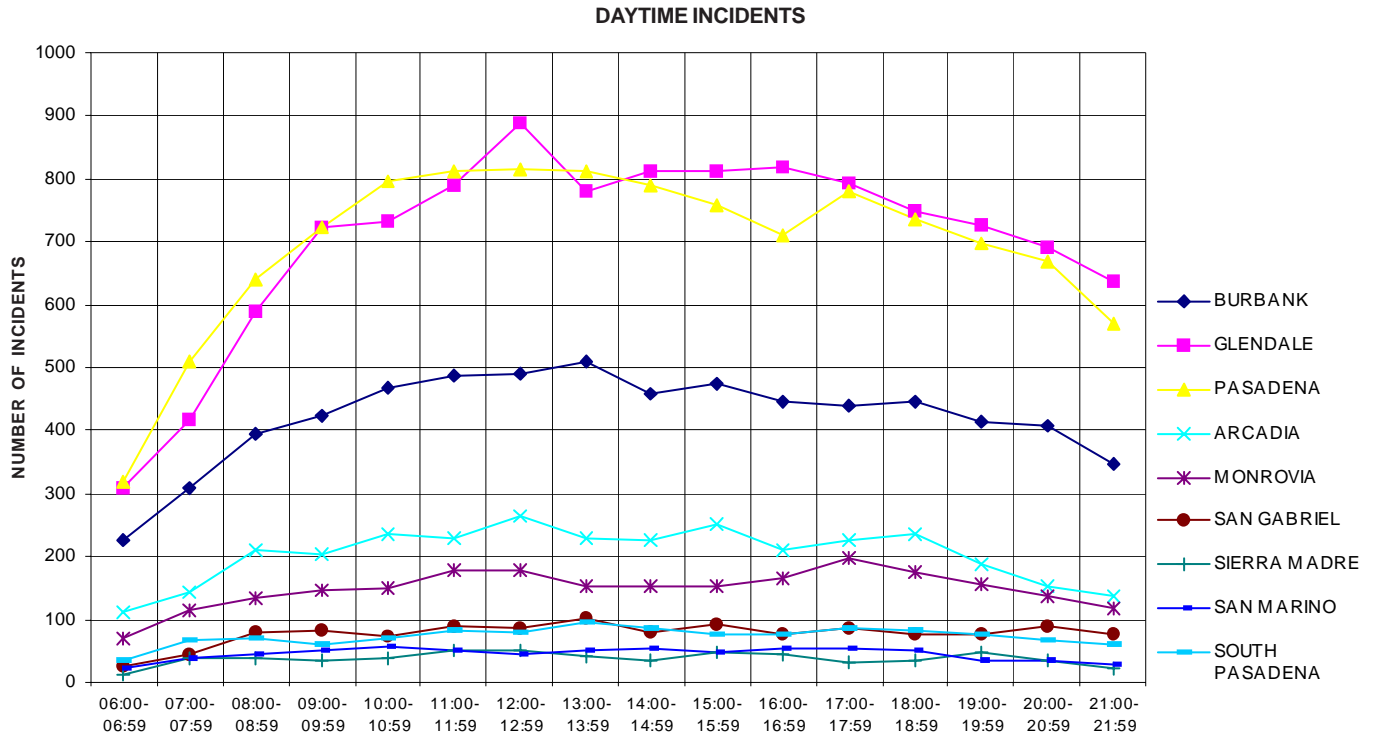


TIME RANGE	HOUR	# INCIDENTS	%
00:00-00:59	00	1277	2.7
01:00-01:59	01	1089	2.3
02:00-02:59	02	927	1.9
03:00-03:59	03	781	1.6
04:00-04:59	04	751	1.6
05:00-05:59	05	879	1.8
06:00-06:59	06	1148	2.4
07:00-07:59	07	1693	3.5
08:00-08:59	08	2214	4.6
09:00-09:59	09	2474	5.2
10:00-10:59	10	2646	5.5
11:00-11:59	11	2800	5.8
12:00-12:59	12	2941	6.1
13:00-13:59	13	2809	5.9
14:00-14:59	14	2723	5.7
15:00-15:59	15	2745	5.7
16:00-16:59	16	2633	5.5
17:00-17:59	17	2734	5.7
18:00-18:59	18	2629	5.5
19:00-19:59	19	2450	5.1
20:00-20:59	20	2308	4.8
21:00-21:59	21	2030	4.2
22:00-22:59	22	1829	3.8
23:00-23:59	23	1484	3.1



## AVERAGE CALL VOLUME PER HOUR BY CITY

In all cities of the Verdugo System, peak call volume occurs between about 8 a.m. and 8 p.m., with the maximum number of calls per hour occurring around noon and the minimum around 3 - 4 a.m.

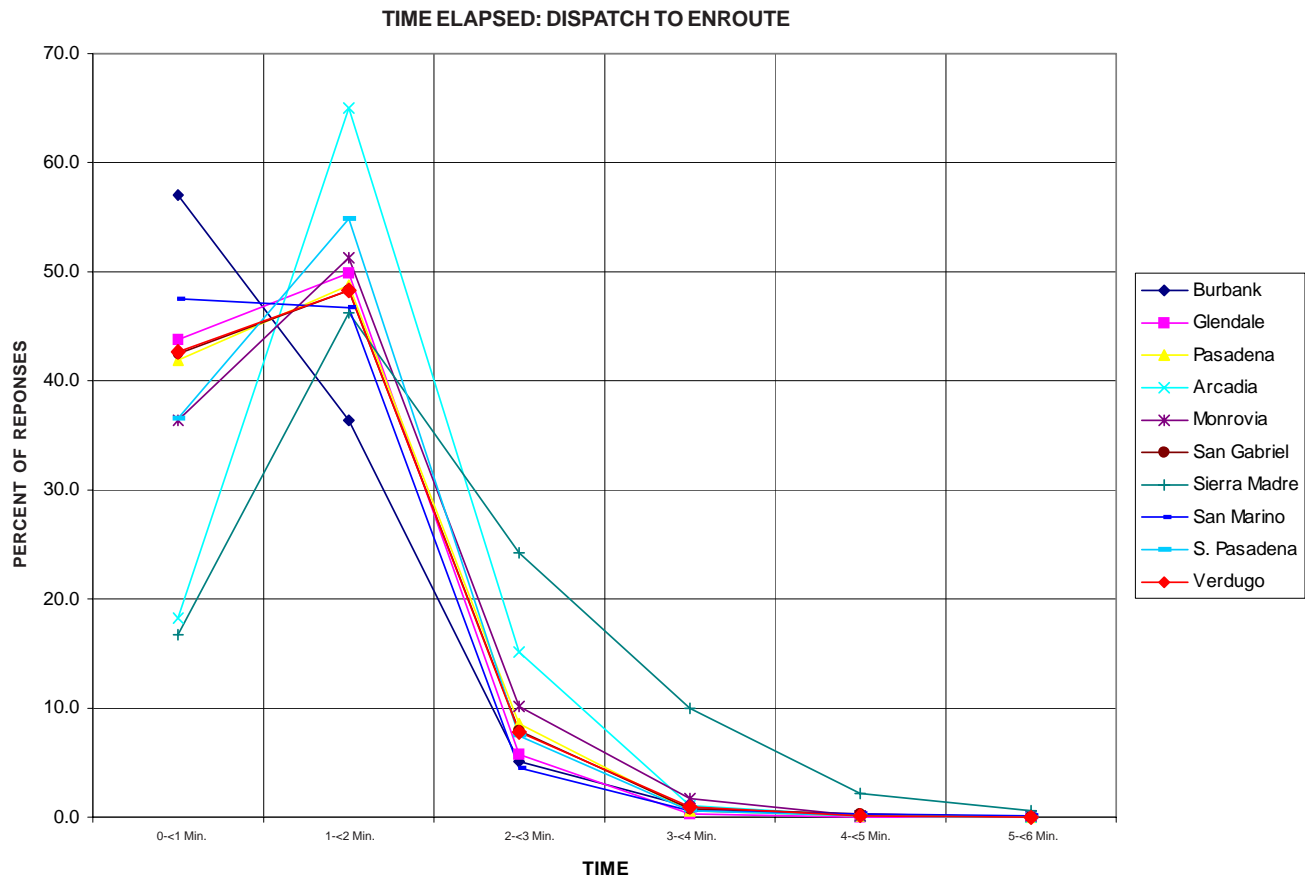


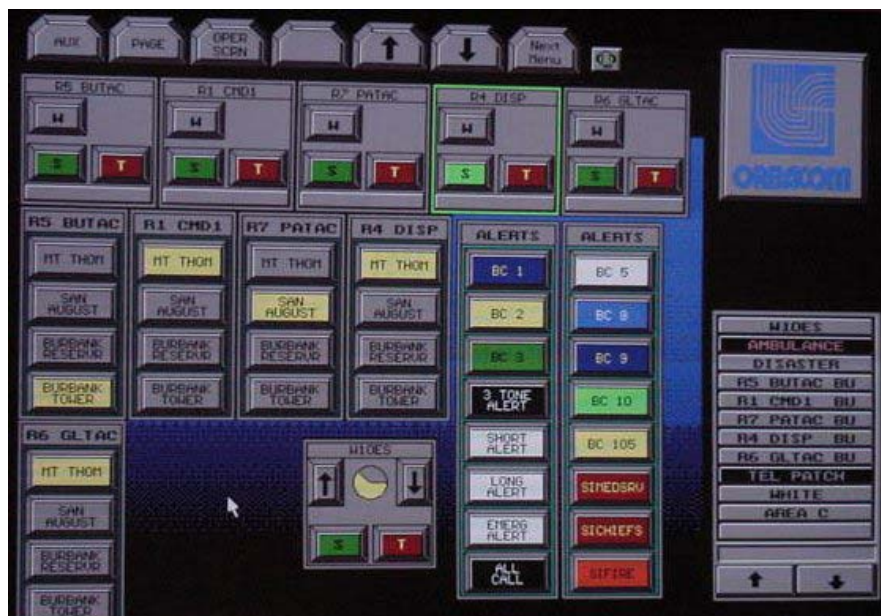
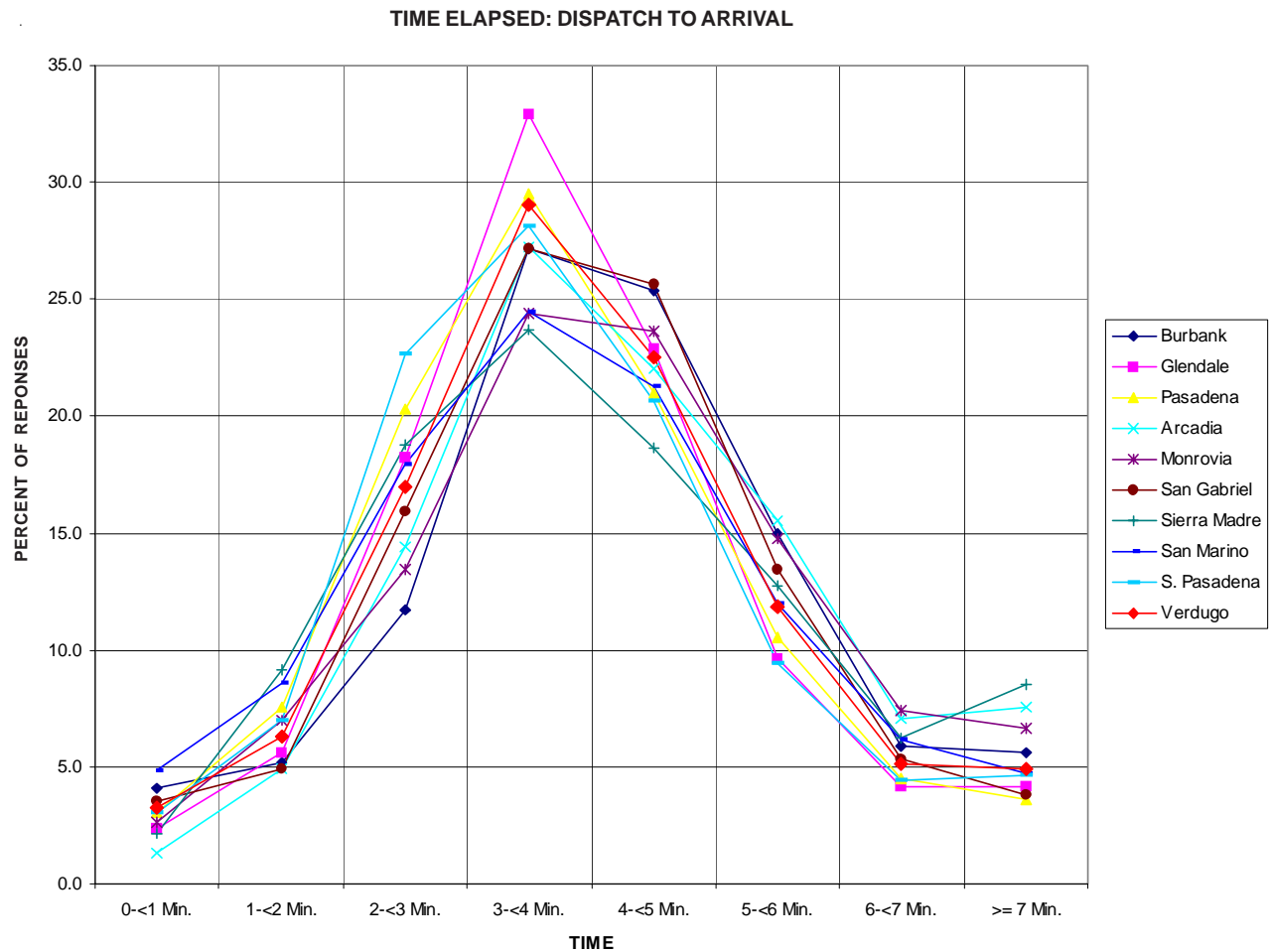
## CALL HANDLING STATISTICS

Data for two incident processing functions are used to monitor the speed with which calls are handled: 911 call receipt and radio dispatch handling time. All 911 calls are measured from the time the dispatcher answers the telephone until the incident is entered into the Computer Assisted Dispatch (CAD) system and transferred to the radio dispatcher. Dispatched calls are measured from the time the incident is received by the radio dispatcher until the alert is sent to fire stations and apparatus. The average call handling times in the Verdugo System during 2000 were 49.8 seconds for 911 call processing and 14.4 seconds for radio dispatching.

## RESPONSE TIME STATISTICS

Statistics are also generated for the time it takes for the first assigned unit to go enroute to an incident from dispatch and to arrive on scene from a dispatch. Dispatch to arrival statistics may vary due to a city's geographical layout and the time of day or night.





Orbacom Radio Control Screen

## OUT OF JURISDICTION CALLS

An incident is classified as Out of Jurisdiction when firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The table below shows the number of Out of Jurisdiction incidents that were dispatched to five destination jurisdictions by any of the nine Verdugo System agencies, along with the incident categories.

CATEGORY	ALHAMBRA	LA COUNTY	LA CITY	MONTEREY PARK	SANGABRIEL	TOTAL
FIRE	60	165	86	4	7	322
MEDICAL	46	87	72	0	24	229
SERVICE	3	6	2	0	0	11
TOTAL	109	258	160	4	31	562

These statistics can be further broken down by responding agency:

AGENCY	CATEGORY	ALHAMBRA	LA COUNTY	LA CITY	MONTEREY PARK	SAN GABRIEL*
BURBANK	FIRE MEDICAL SERVICE		2	32		
GLENDAL	FIRE MEDICAL SERVICE		55 5	77 34 2		1
PASADENA	FIRE MEDICAL SERVICE		23 13 5	4 3		
ARCADIA	FIRE MEDICAL SERVICE		13 3			
MONROVIA	FIRE MEDICAL SERVICE		26 3 1			
SAN GABRIEL**	FIRE MEDICAL SERVICE	52 5 1	28		1	
SIERRA MADRE	FIRE MEDICAL SERVICE					
SAN MARINO	FIRE MEDICAL SERVICE	6 16	18 63		2	7 23
SOUTH PASADENA	FIRE MEDICAL SERVICE	2 25 2		5 3	1	
TOTAL		109	258	160	4	31

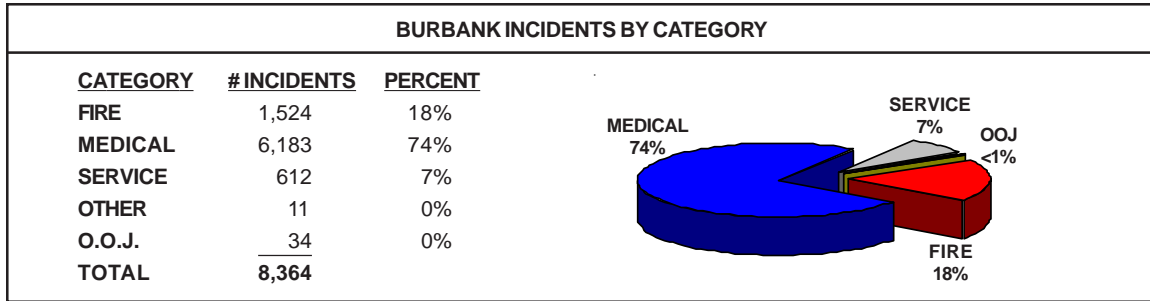
\*January 1 - April 6, 2000

\*\*April 7 - December 31, 2000

## BURBANK FIRE DEPARTMENT

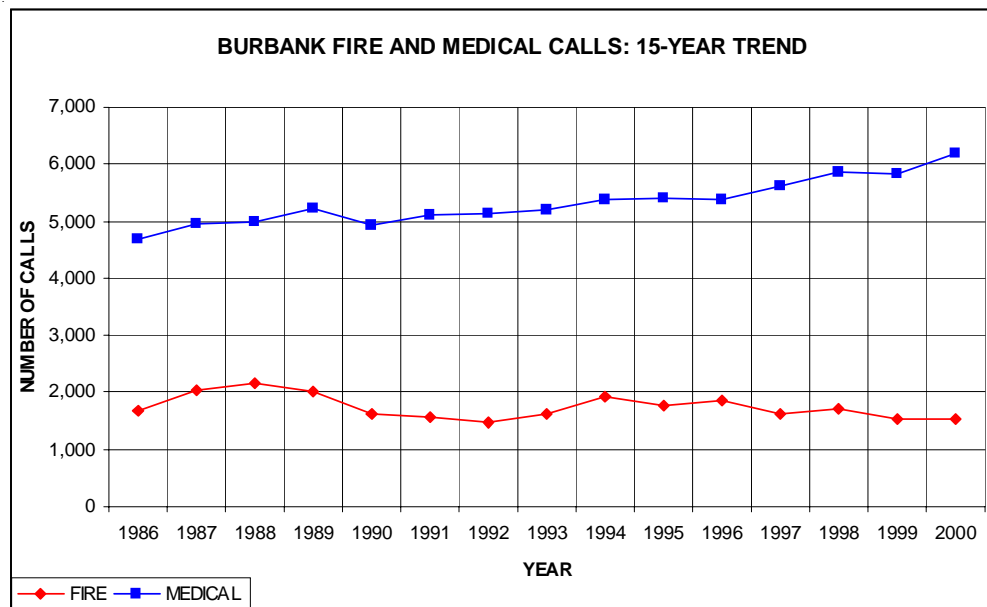
There were 8,364 incidents reported for Burbank in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Burbank for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all Burbank incidents and the percent of incidents in that category for the year. Of the 94 Type Codes listed below, the three most frequent incident types were Fire Alarm (51% of Fire incidents), Shortness of Breath (15% of Medical incidents), and Assist the Invalid (31% of Service incidents).

TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF BURBANK CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	770	9.2	50.5
ALARMF	Fire Alarm - Full Assignment	11	<0.5	0.7
ALERT1	Airport Alert 1 - Stand By	1	<0.5	<0.5
ALERT2	Emergency Landing at Airport	43	0.5	2.8
APPL	Appliance Fire	32	<0.5	2.1
APT	Apartment House Fire	27	<0.5	1.8
BEE	Bee Investigation	10	<0.5	0.7
BOMB	Explosives/Bomb Threat/Scare	2	<0.5	<0.5
BRUSH	Brush Fire	3	<0.5	<0.5
CHEMO	Chemical Outside	64	0.8	4.2
ELECF	Electrical Fire	29	<0.5	1.9
ENG	Misc. Response for 1 Engine	25	<0.5	1.6
FLOW	Sprinkler System Activated	3	<0.5	<0.5
FNO	Fire Now Out	44	0.5	2.9
GARAGE	Garage Fire	7	<0.5	<0.5
HOUSE	House Fire	46	0.6	3.0
ILLEG	Illegal Burning	15	<0.5	1.0
REFUSE	Refuse Fire	57	0.7	3.7
SMOKEI	Smoke in a Structure	79	1.0	5.2
SMOKEO	Smoke in the Area	44	0.5	2.9
STR	Structure Fire	44	0.5	2.9
UNKF	Unknown Type Fire	13	<0.5	0.9
VEG	Vegetation Fire	26	<0.5	1.7
VEH	Vehicle Fire	92	1.1	6.0
VEHFWY	Vehicle Fire on the Freeway	31	<0.5	2.0
VEHSTR	Vehicle Fire in a Structure	7	<0.5	<0.5
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF BURBANK CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	187	2.2	3.0
ALLERGY	Allergic Reaction	28	<0.5	<0.5
ALERT3	Plane Accident, Down or Fire	3	<0.5	<0.5
ALOC	Altered Level of Consciousness	272	3.3	4.4
ASLT	Assault	83	1.0	1.3
BREATH	Shortness of Breath	929	11.2	15.0
CHEST	Chest Pains - Heart Attack	555	6.7	9.0
CONFIN	Confined Space Rescue	1	<0.5	<0.5
CRASH	Plane Accident, Down or Fire	1	<0.5	<0.5
DOWN	Person Down	107	1.3	1.7
EMS	EMS Call - No Details	16	<0.5	<0.5
EMSFY	EMS on the Freeway	4	<0.5	<0.5
ENGR	Misc. Response Engine+RA	6	<0.5	<0.5
FALL1	Fall Major	32	<0.5	0.5
FALL2	Fall Minor	722	8.7	11.7
FULLRA	Misc. Full Assignment + RA	1	<0.5	<0.5
GIB	G.I. Bleed	58	0.7	0.9
HEART	Heart Problem	201	2.4	3.3
MED	Misc. Medical	741	8.9	12.0
MEDALR	Medical Alarm	36	<0.5	0.6
NOTBR	Person Not Breathing	130	1.6	2.1
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF BURBANK CALLS	% OF MEDICAL CALLS
OBYGYN	Obstetrics/Gynecological	49	0.6	0.8
PSYCH	Psychiatric	31	<0.5	0.5
RESCUE	Rescue	5	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	32	<0.5	0.5
SEIZ	Person in Seizure	253	3.0	4.1
SICK	Person Sick	13	<0.5	<0.5
STROKE	CVA - Neurologic	151	1.8	2.4
TC	Traffic Collision	457	5.5	7.4
TCFUEL	Injury TC with Fuel Spill	4	<0.5	<0.5
TCFWY	Traffic Collision - Freeway	92	1.1	1.5
TCRES	Traffic Collision - Rescue	37	<0.5	0.6
TCSTR	Vehicle into Structure	7	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	152	1.8	2.5
TR1	Severe Trauma	23	<0.5	<0.5
TR2	Minor Trauma	346	4.2	5.6
UNCON	Person Unconscious/Unresponsive	339	4.1	5.5
UNKMED	Unknown Medical	83	1.0	1.3
USAR	Collapse/Extrication/Rescue	1	<0.5	<0.5
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF BURBANK CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	5	<0.5	0.8
BIO	Biohazard Investigation	7	<0.5	1.1
CARBON	Carbon Monoxide Alarm	4	<0.5	0.7
CROWD	Investigate Overcrowding	3	<0.5	<0.5
DAMAGE	Damage Investigation	2	<0.5	<0.5
ELEV	Elevator Rescue	36	<0.5	5.9
ENGTRK	Misc. Response Engine & Truck	1	<0.5	<0.5
FLOOD	Major Flooded Condition	19	<0.5	3.1
FUEL	Fuel Spill	50	0.6	8.1
FULL	Misc. Response - Full Assignment	1	<0.5	<0.5
GASI	Odor of Natural Gas Inside	27	<0.5	4.4
GASO	Odor of Natural Gas Outside	22	<0.5	3.6
GMAIN	Broken Gas Main	7	<0.5	1.1
HAZARD	Investigate Hazardous Condition	33	<0.5	5.4
HAZMAT	Hazardous Materials Response	4	<0.5	0.7
HYD	Flowing/Gushing/Sheared Hydrant	7	<0.5	1.1
INVL	Assist the Invalid	189	2.3	30.8
LOCK	Person Locked In-Locked Out	10	<0.5	1.6
MALF	Malfunction	20	<0.5	3.3
ODOR	Misc. Odor Investigation	40	<0.5	6.5
PUBLIC	Public Assist	21	<0.5	3.4
REFRIG	Abandoned Refrigerator	25	<0.5	4.1
RESET	Fire Alarm Reset	16	<0.5	2.6
ROOF1	One Story Roof Check	1	<0.5	<0.5
ROOF2	Roof Check 2 Stories & Above	1	<0.5	<0.5
TRK	Misc. Response for a Truck	1	<0.5	<0.5
WATER	Minor Flooding	35	<0.5	5.7
WIRES	Wires Down	15	<0.5	2.4
WMAIN	Broken Water Main	12	<0.5	2.0

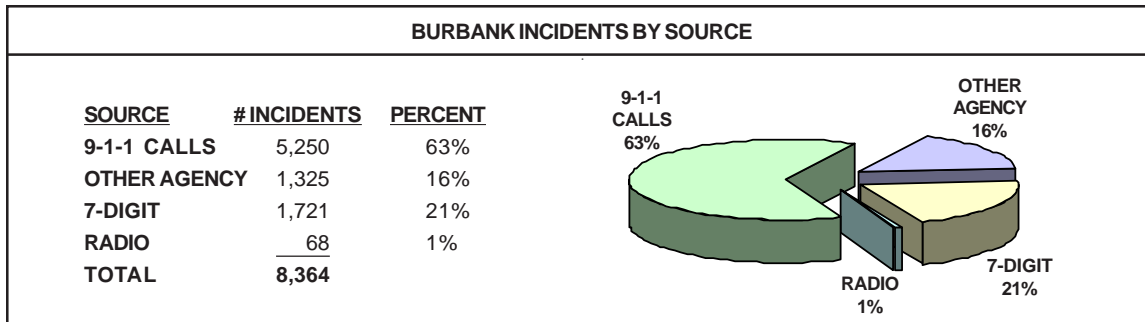


BURBANK INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	137	124	133	135	128	124	111	113	110	147	135	127	1,524
MEDICAL	520	493	535	506	524	514	525	504	521	512	480	549	6,183
SERVICE	55	46	46	39	48	63	49	61	61	47	53	44	612
OTHER	0	1	2	1	0	1	2	0	1	1	2	0	11
O.O.J.	2	3	5	2	1	4	4	1	3	3	2	4	34
<b>TOTAL</b>	<b>714</b>	<b>667</b>	<b>721</b>	<b>683</b>	<b>701</b>	<b>706</b>	<b>691</b>	<b>679</b>	<b>696</b>	<b>710</b>	<b>672</b>	<b>724</b>	<b>8,364</b>

BURBANK INCIDENTS: 15-YEAR TREND															
CATEGORY	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
FIRE	1,691	2,028	2,175	2,010	1,627	1,562	1,460	1,613	1,914	1,763	1,872	1,620	1,710	1,543	1,524
MEDICAL	4,684	4,949	4,997	5,220	4,942	5,118	5,145	5,207	5,386	5,410	5,372	5,611	5,873	5,842	6,183
SERVICE	*	*	*	316	679	676	638	629	803	648	613	622	678	673	612
OTHER	*	*	*	5	143	1	27	30	58	39	15	3	5	12	11
O.O.J.	*	*	*	*	*	*	*	*	*	*	15	24	26	19	34
<b>TOTAL</b>	<b>6,375</b>	<b>6,977</b>	<b>7,172</b>	<b>7,551</b>	<b>7,391</b>	<b>7,357</b>	<b>7,270</b>	<b>7,479</b>	<b>8,161</b>	<b>7,860</b>	<b>7,887</b>	<b>7,880</b>	<b>8,292</b>	<b>8,089</b>	<b>8,364</b>







### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The chart below shows Burbank's Out of Jurisdiction responses, as well as the jurisdictions of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
2	LA County	Fire
32	LA City	Medical



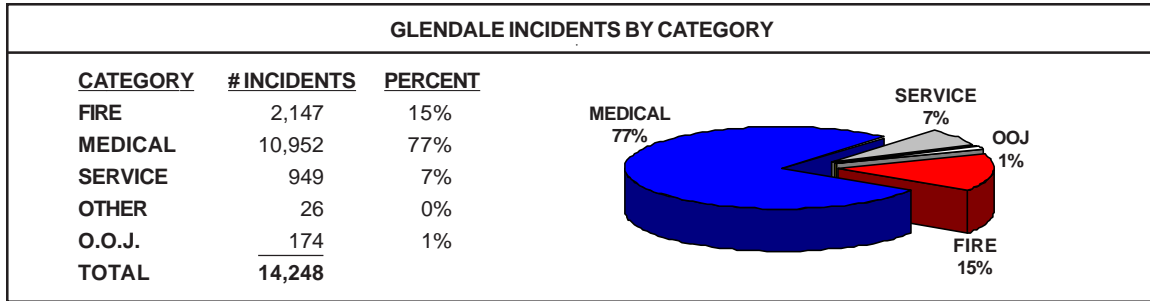
## GLENDALE FIRE DEPARTMENT

There were 14,248 incidents reported for Glendale in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for Glendale for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all Glendale incidents and the percent of incidents in that category for the year. Of the 92 Type Codes listed below, the four most frequent incident types were Fire Alarm (50% of Fire incidents), Shortness of Breath (14% of Medical incidents), Miscellaneous Medical (14% of Medical incidents), and Assist the Invalid (21% of Service incidents).

TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF GLENDALE CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	1,066	7.6	49.7
ALARMF	Fire Alarm - Full Assignment	21	<0.5	1.0
APPL	Appliance Fire	28	<0.5	1.3
APT	Apartment House Fire	50	<0.5	2.3
ARSON	Arson Investigation	1	<0.5	<0.5
BEES	Bee Investigation	54	<0.5	2.5
BOMB	Explosives/Bomb Threat/Scare	3	<0.5	<0.5
BRUSH	Brush Fire	15	<0.5	0.7
CHEMO	Chemical Outside	111	0.8	5.2
ELECF	Electrical Fire	31	<0.5	1.4
ENG	Misc. Response for 1 Engine	65	<0.5	3.0
FLOW	Sprinkler System Activated	4	<0.5	<0.5
FNO	Fire Now Out	47	<0.5	2.2
GARAGE	Garage Fire	16	<0.5	0.8
HOUSE	House Fire	50	<0.5	2.3
ILLEG	Illegal Burning	43	<0.5	2.0
REFUSE	Refuse Fire	71	0.5	3.3
SMOKEI	Smoke in a Structure	69	<0.5	3.2
SMOKEO	Smoke in the Area	81	0.6	3.8
STR	Structure Fire	45	<0.5	2.1
UNKF	Unknown Type Fire	22	<0.5	1.0
VEG	Vegetation Fire	44	<0.5	2.1
VEH	Vehicle Fire	142	1.0	6.6
VEHFWY	Vehicle Fire on the Freeway	56	<0.5	2.6
VEHSTR	Vehicle Fire in a Structure	12	<0.5	0.6
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF GLENDALE CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	352	2.5	3.2
ALLERGY	Allergic Reaction	37	<0.5	<0.5
ALOC	Altered Level of Consciousness	393	2.8	3.6
ASLT	Assault	204	1.5	1.9
BREATH	Shortness of Breath	1,500	10.66	13.7
CHEST	Chest Pains - Heart Attack	914	6.5	8.3
CONFIN	Confined Space Rescue	1	<0.5	<0.5
DOWN	Person Down	387	2.8	3.5
EMS	EMS Call - No Details	24	<0.5	<0.5
EMSFWY	EMS on the Freeway	17	<0.5	<0.5
ENGRA	Misc. Response Engine+RA	18	<0.5	<0.5
FALL1	Fall Major	30	<0.5	<0.5
FALL2	Fall Minor	971	6.9	8.9
FULLRA	Misc. Full Assignment + RA	1	<0.5	<0.5
GIB	G.I. Bleed	93	0.7	0.9
HEART	Heart Problem	363	2.6	3.3
MED	Misc. Medical	1,493	10.6	13.6
MEDALR	Medical Alarm	69	<0.5	0.6
NOTBR	Person Not Breathing	243	1.7	2.2
OBGYN	Obstetrics/Gynecological	86	0.6	0.8
PSYCH	Psychiatric	121	0.9	1.1

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF GLENDALE CALLS	% OF MEDICAL CALLS
RA	Misc. Response for 1 RA	1	<0.5	<0.5
RESCUE	Rescue	11	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	39	<0.5	<0.5
SEIZ	Person in Seizure	361	2.57	3.29
SICK	Person Sick	42	<0.5	<0.5
STROKE	CVA - Neurologic	196	1.39	1.79
TC	Traffic Collision	1,107	7.87	10.10
TCFUEL	Injury TC with Fuel Spill	5	<0.5	<0.5
TCFWY	Traffic Collision - Freeway	186	1.32	1.70
TCRES	Traffic Collision - Rescue	75	0.53	0.68
TCSTR	Vehicle into Structure	19	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	223	1.58	2.04
TR1	Severe Trauma	64	<0.5	0.58
TR2	Minor Trauma	474	3.37	4.33
UNCON	Person Unconc./Unresponsive	651	4.63	5.94
UNKMED	Unknown Medical	183	1.30	1.67
USAR	Collapse/Extrication/Rescue	2	<0.5	<0.5
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF GLENDALE CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	4	<0.5	<0.5
BIO	Biohazard Investigation	28	<0.5	2.94
CARBON	Carbon Monoxide Alarm	1	<0.5	<0.5
CROWD	Investigate Overcrowding	2	<0.5	<0.5
DAMAGE	Damage Investigation	5	<0.5	0.52
ELEV	Elevator Rescue	75	0.53	7.87
ENGTRK	Misc. Response Engine & Truck	2	<0.5	<0.5
FLOOD	Major Flooded Condition	36	<0.5	3.78
FUEL	Fuel Spill	52	<0.5	5.46
FULL	Misc. Response - Full Assignment	3	<0.5	<0.5
GASI	Odor of Natural Gas Inside	44	<0.5	4.62
GASO	Odor of Natural Gas Outside	31	<0.5	3.25
GMAIN	Broken Gas Main	16	<0.5	1.68
HAZARD	Investigate Hazardous Condition	66	<0.5	6.93
HAZMAT	Hazardous Materials Response	2	<0.5	<0.5
HYD	Flowing/Gushing/Sheared Hydrant	10	<0.5	1.05
INVL	Assist the Invalid	196	1.39	20.57
LOCK	Person Locked In-Locked Out	69	<0.5	7.24
MALF	Malfunction	32	<0.5	3.36
ODOR	Misc. Odor Investigation	56	<0.5	5.88
PUBLIC	Public Assist	32	<0.5	3.36
REFRIG	Abandoned Refrigerator	21	<0.5	2.20
RESET	Fire Alarm Reset	31	<0.5	3.25
ROOF1	One Story Roof Check	9	<0.5	0.94
ROOF2	Roof Check 2 Stories & Above	7	<0.5	0.73
TRK	Misc. Response for a Truck	5	<0.5	0.52
WATER	Minor Flooding	81	0.58	8.50
WIRES	Wires Down	25	<0.5	2.62
WMAIN	Broken Water Main	12	<0.5	1.26

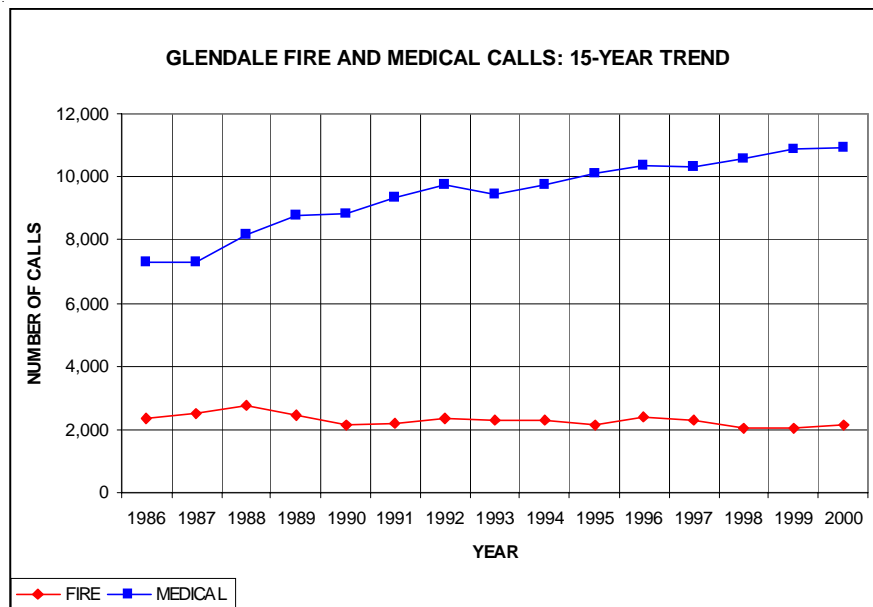


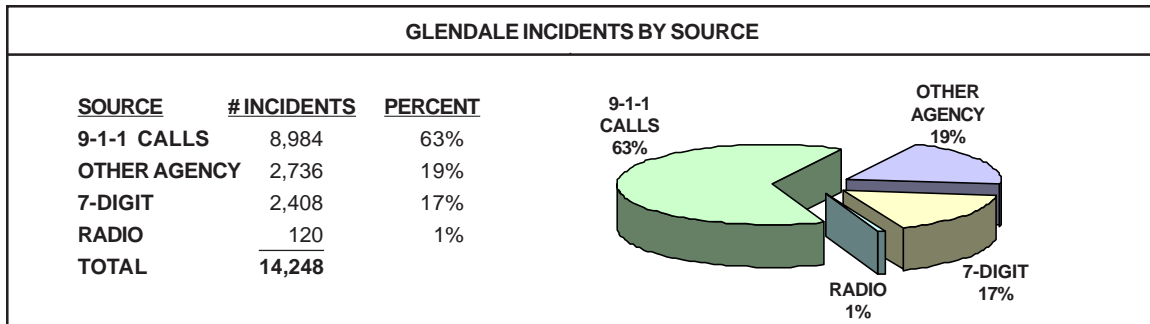
**GLENDALE INCIDENTS BY MONTH AND CATEGORY**

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	173	173	190	152	179	202	213	168	201	145	186	165	2,147
MEDICAL	1,031	861	930	863	895	883	888	863	892	912	876	1,058	10,952
SERVICE	76	97	82	77	62	80	77	85	84	74	72	83	949
OTHER	0	0	1	1	1	0	18	2	1	0	1	1	26
O.O.J.	12	21	16	11	10	15	17	14	14	6	22	16	174
<b>TOTAL</b>	<b>1,292</b>	<b>1,152</b>	<b>1,219</b>	<b>1,104</b>	<b>1,147</b>	<b>1,180</b>	<b>1,213</b>	<b>1,132</b>	<b>1,192</b>	<b>1,137</b>	<b>1,157</b>	<b>1,323</b>	<b>14,248</b>

**GLENDALE INCIDENTS: 15-YEAR TREND**

CATEGORY	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
FIRE	2,336	2,518	2,747	2,435	2,153	2,188	2,363	2,307	2,313	2,131	2,381	2,274	2,028	2,036	2,147
MEDICAL	7,302	7,317	8,164	8,758	8,817	9,351	9,769	9,445	9,760	10,121	10,375	10,309	10,588	10,871	10,952
SERVICE	*	*	*	389	880	997	949	974	1,169	980	887	985	978	838	949
OTHER	*	*	*	15	222	8	5	13	184	53	16	10	24	38	26
O.O.J.	*	*	*	*	*	*	*	*	*	*	211	195	164	159	174
<b>TOTAL</b>	<b>9,638</b>	<b>9,835</b>	<b>10,911</b>	<b>11,597</b>	<b>12,072</b>	<b>12,544</b>	<b>13,086</b>	<b>12,739</b>	<b>13,426</b>	<b>13,285</b>	<b>13,870</b>	<b>13,773</b>	<b>13,782</b>	<b>13,942</b>	<b>14,248</b>





### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The chart below shows Glendale's Out of Jurisdiction responses, as well as the jurisdictions of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
55	LA County	Fire
5	LA County	Medical
77	LA City	Fire
34	LA City	Medical
2	LA City	Service
1	San Gabriel	Medical

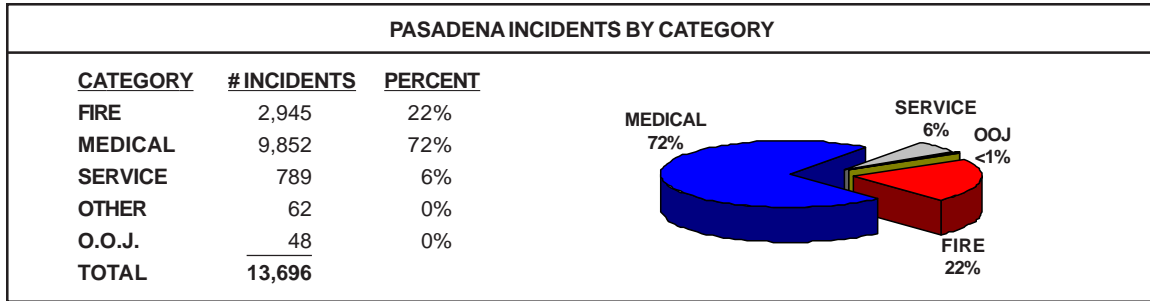




## PASADENA FIRE DEPARTMENT

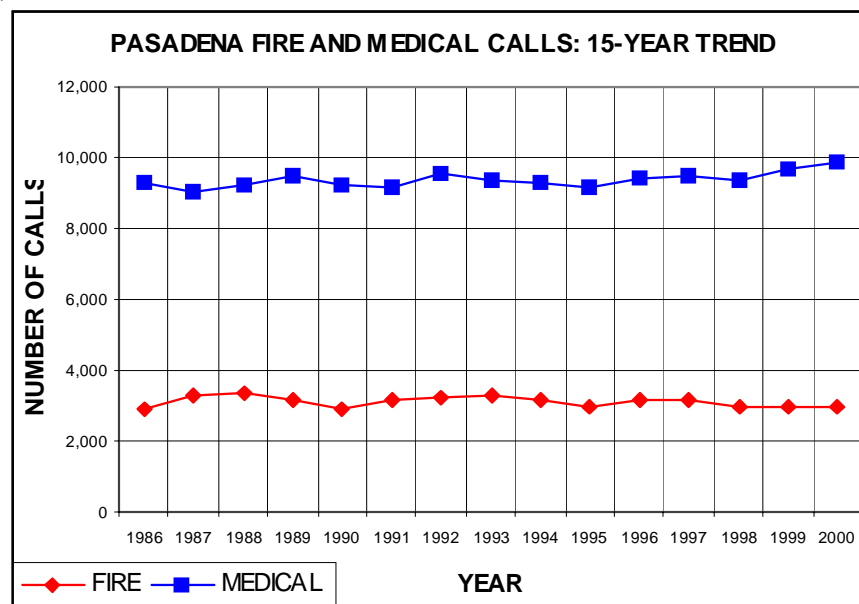
There were 13,696 incidents reported for Pasadena in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for Pasadena for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all Pasadena incidents and the percent of incidents in that category for the year. Of the 90 Type Codes listed below, the four most frequent incident types were Fire Alarm (70% of Fire incidents), Shortness of Breath (12% of Medical incidents), Miscellaneous Medical (12% of Medical incidents), and Assist the Invalid (18% of Service incidents).

TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF PASADENA CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	2,056	15.1	69.8
ALARMF	Fire Alarm - Full Assignment	17	<0.5	0.6
APPL	Appliance Fire	44	<0.5	1.5
APT	Apartment House Fire	29	<0.5	1.0
BEES	Bee Investigation	25	<0.5	0.9
BOMB	Explosives/Bomb Threat/Scare	3	<0.5	<0.5
BRUSH	Brush Fire	8	<0.5	<0.5
CHEMO	Chemical Outside	26	<0.5	0.9
ELECF	Electrical Fire	45	<0.5	1.5
ENG	Misc. Response for 1 Engine	27	<0.5	0.9
FLOW	Sprinkler System Activated	6	<0.5	<0.5
FNO	Fire Now Out	40	<0.5	1.4
GARAGE	Garage Fire	8	<0.5	<0.5
HOUSE	House Fire	53	<0.5	1.8
ILLEG	Illegal Burning	31	<0.5	1.1
MUTUAL	Mutual Aid Response	1	<0.5	<0.5
REFUSE	Refuse Fire	68	0.5	2.3
SMOKEI	Smoke in a Structure	83	0.6	2.8
SMOKEO	Smoke in the Area	61	<0.5	2.1
STR	Structure Fire	47	<0.5	1.6
UNKF	Unknown Type Fire	9	<0.5	<0.5
VEG	Vegetation Fire	41	<0.5	1.4
VEH	Vehicle Fire	156	1.1	5.3
VEHFWY	Vehicle Fire on the Freeway	46	<0.5	1.6
VEHSTR	Vehicle Fire in a Structure	17	<0.5	0.6
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF PASADENA CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	293	2.2	3.0
ALLERGY	Allergic Reaction	49	<0.5	0.5
ALOC	Altered Level of Consciousness	350	2.6	3.6
ASLT	Assault	333	2.4	3.4
BREATH	Shortness of Breath	1,223	9.0	12.4
CHEST	Chest Pains - Heart Attack	715	5.2	7.3
DOWN	Person Down	320	2.3	3.3
EMS	EMS Call - No Details	27	<0.5	<0.5
EMSFWY	EMS on the Freeway	11	<0.5	<0.5
ENGRA	Misc. Response Engine+RA	15	<0.5	<0.5
FALL1	Fall Major	22	<0.5	<0.5
FALL2	Fall Minor	845	6.2	8.6
GIB	G.I. Bleed	67	<0.5	0.7
HANG	Person Hanging	2	<0.5	<0.5
HEART	Heart Problem	179	1.3	1.8
MED	Misc. Medical	1,216	8.9	12.3
MEDALR	Medical Alarm	52	<0.5	0.5
NOTBR	Person Not Breathing	207	1.5	2.1
OBGYN	Obstetrics/Gynecological	110	0.8	1.1
PSYCH	Psychiatric	111	0.8	1.1
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF PASADENA CALLS	% OF MEDICAL CALLS
RESCUE	Rescue	17	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	66	<0.5	0.7
SEIZ	Person in Seizure	594	4.4	6.0
SICK	Person Sick	24	<0.5	<0.5
STROKE	CVA - Neurologic	154	1.1	1.6
TC	Traffic Collision	1,028	7.5	10.4
TCFUEL	Injury TC with Fuel Spill	5	<0.5	<0.5
TCFWY	Traffic Collision - Freeway	210	1.5	2.1
TCRES	Traffic Collision - Rescue	74	0.5	0.8
TCSTR	Vehicle into Structure	10	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	217	1.6	2.2
TR1	Severe Trauma	65	<0.5	0.7
TR2	Minor Trauma	534	3.9	5.4
UNCON	Person Unconc./Unresponsive	569	4.2	5.8
UNKMED	Unknown Medical	144	1.1	1.5
USAR	Collapse/Extrication/Rescue	2	<0.5	<0.5
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF PASADENA CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	5	<0.5	0.6
BIO	Biohazard Investigation	10	<0.5	1.3
CARBON	Carbon Monoxide Alarm	14	<0.5	1.8
CROWD	Investigate Overcrowding	5	<0.5	0.6
DAMAGE	Damage Investigation	1	<0.5	<0.5
ELEV	Elevator Rescue	91	0.7	11.5
ENGRK	Misc. Response Engine & Truck	1	<0.5	<0.5
FLOOD	Major Flooded Condition	29	<0.5	3.7
FUEL	Fuel Spill	35	<0.5	4.4
FULL	Misc. Response - Full Assignment	5	<0.5	0.6
GASI	Odor of Natural Gas Inside	28	<0.5	3.5
GASO	Odor of Natural Gas Outside	19	<0.5	2.4
GMAIN	Broken Gas Main	15	<0.5	1.9
HAZARD	Investigate Hazardous Condition	50	<0.5	6.3
HAZMAT	Hazardous Materials Response	5	<0.5	0.6
HYD	Flowing/Gushing/Sheared Hydrant	12	<0.5	1.5
INVL	Assist the Invalid	138	1.0	17.5
LOCK	Person Locked In-Locked Out	69	0.5	8.7
MALF	Malfunction	29	<0.5	3.7
ODOR	Misc. Odor Investigation	32	<0.5	4.1
PUBLIC	Public Assist	41	<0.5	5.2
REFRIG	Abandoned Refrigerator	32	<0.5	4.1
RESET	Fire Alarm Reset	34	<0.5	4.3
ROOF1	One Story Roof Check	12	<0.5	1.5
ROOF2	Roof Check 2 Stories & Above	13	<0.5	1.7
TRK	Misc. Response for a Truck	4	<0.5	0.5
WATER	Minor Flooding	42	<0.5	5.3
WIRES	Wires Down	15	<0.5	1.9
WMAIN	Broken Water Main	4	<0.5	0.5

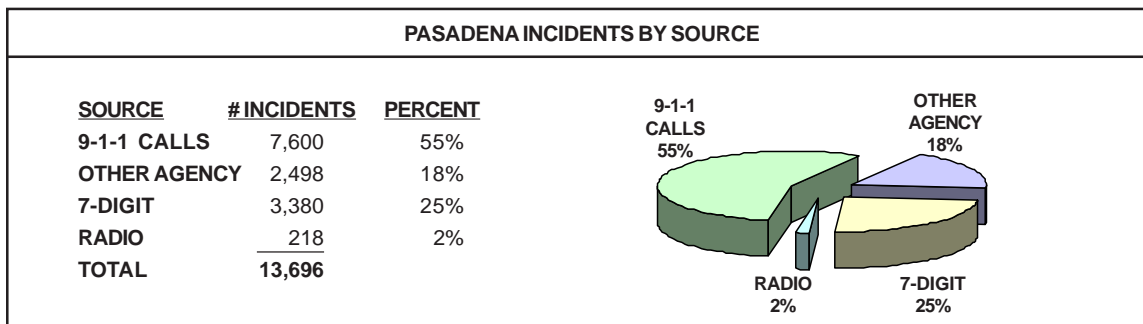


PASADENA INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	215	248	253	235	226	239	226	259	252	260	263	269	2,945
MEDICAL	901	766	819	776	799	771	815	856	789	829	837	894	9,852
SERVICE	65	58	76	73	61	62	62	74	60	45	77	76	789
OTHER	4	3	4	7	3	7	8	6	8	3	4	5	62
O.O.J.	5	5	6	3	3	2	2	4	8	10	0	0	48
<b>TOTAL</b>	<b>1,190</b>	<b>1,080</b>	<b>1,158</b>	<b>1,094</b>	<b>1,092</b>	<b>1,081</b>	<b>1,113</b>	<b>1,199</b>	<b>1,117</b>	<b>1,147</b>	<b>1,181</b>	<b>1,244</b>	<b>13,696</b>

PASADENA INCIDENTS: 15-YEAR TREND															
CATEGORY	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
FIRE	2,906	3,315	3,346	3,156	2,891	3,189	3,248	3,311	3,133	2,994	3,146	3,173	2,996	2,955	2,945
MEDICAL	9,295	9,052	9,245	9,462	9,212	9,192	9,550	9,334	9,269	9,131	9,409	9,487	9,378	9,650	9,852
SERVICE	*	*	*	344	813	801	780	797	799	865	765	817	760	782	789
OTHER	*	*	*	15	208	1	3	6	97	116	80	49	75	87	62
O.O.J.	*	*	*	*	*	*	*	*	*	*	97	72	51	81	48
<b>TOTAL</b>	<b>12,201</b>	<b>12,267</b>	<b>12,591</b>	<b>12,977</b>	<b>13,124</b>	<b>13,183</b>	<b>13,581</b>	<b>13,448</b>	<b>13,298</b>	<b>13,106</b>	<b>13,497</b>	<b>13,598</b>	<b>13,260</b>	<b>13,555</b>	<b>13,696</b>







### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The chart below shows Pasadena's Out of Jurisdiction responses, as well as the jurisdictions of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
23	LA County	Fire
13	LA County	Medical
5	LA County	Service
4	LA City	Fire
3	LA City	Medical



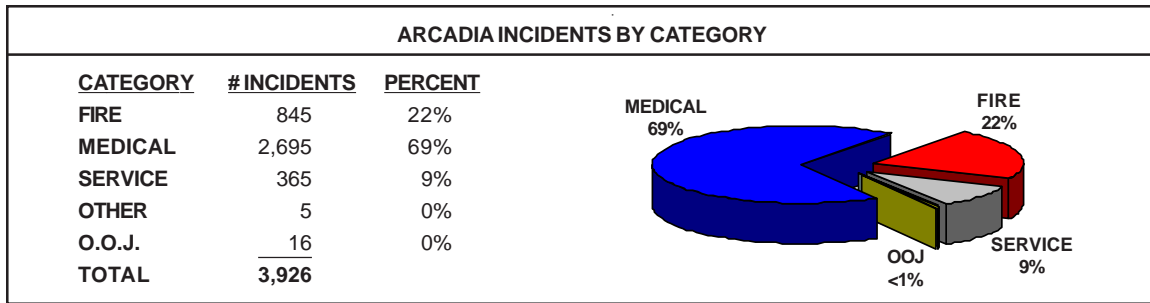
## ARCADIA FIRE DEPARTMENT

There were 3,926 incidents reported for Arcadia in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for Arcadia for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of total Arcadia incidents and the percent of incidents in that category for the year. Of the 84 Type Codes listed below, the four most frequent incident types were Fire Alarm (63% of Fire incidents), Traffic Collision (13% of Medical incidents), Minor Flooding (16% of Service incidents), and Assist the Invalid (28% of Service incidents).

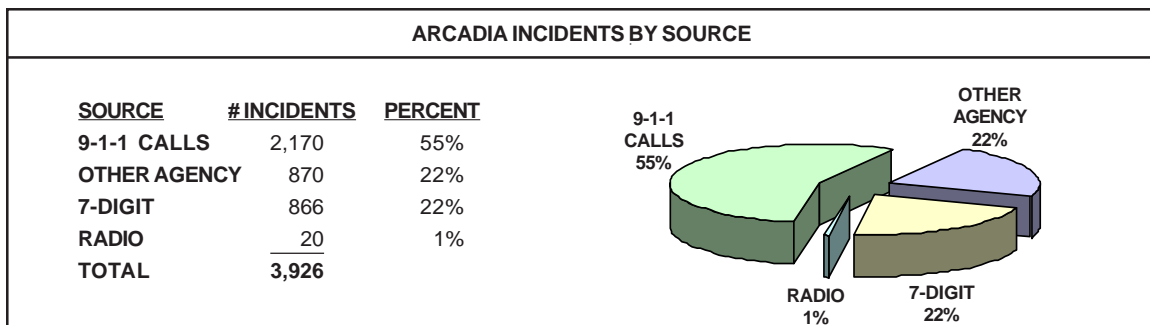


TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF ARCADIA CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	534	13.7	63.4
ALARMF	Fire Alarm - Full Assignment	6	<0.5	0.7
APPL	Appliance Fire	8	<0.5	1.0
APT	Apartment House Fire	5	<0.5	0.6
BEES	Bee Investigation	4	<0.5	0.5
BOMB	Explosives/Bomb Threat/Scare	2	<0.5	<0.5
BRUSH	Brush Fire	2	<0.5	<0.5
CHEMO	Chemical Outside	20	0.5	2.4
ELECF	Electrical Fire	14	<0.5	1.7
ENG	Misc. Response for 1 Engine	18	<0.5	2.1
FLOW	Sprinkler System Activated	2	<0.5	<0.5
FNO	Fire Now Out	19	<0.5	2.3
GARAGE	Garage Fire	5	<0.5	0.6
HOUSE	House Fire	21	0.5	2.5
ILLEG	Illegal Burning	7	<0.5	0.8
MUTUAL	Mutual Aid Response	1	<0.5	<0.5
REFUSE	Refuse Fire	16	<0.5	1.9
SMOKEI	Smoke in a Structure	17	<0.5	2.0
SMOKEO	Smoke in the Area	20	0.51	2.4
STR	Structure Fire	18	<0.5	2.1
UNKF	Unknown Type Fire	8	<0.5	1.0
VEG	Vegetation Fire	28	0.72	3.3
VEH	Vehicle Fire	47	1.20	5.6
VEHFWY	Vehicle Fire on the Freeway	19	<0.5	2.3
VEHSTR	Vehicle Fire in a Structure	1	<0.5	<0.5
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF ARCADIA CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	63	1.61	2.3
ALERGY	Allergic Reaction	7	<0.5	<0.5
ALOC	Altered Level of Consciousness	94	2.40	3.5
ASLT	Assault	49	1.25	1.8
BREATH	Shortness of Breath	338	8.64	12.5
CHEST	Chest Pains - Heart Attack	197	5.04	7.3
DOWN	Person Down	96	2.46	3.6
EMS	EMS Call - No Details	13	<0.5	<0.5
EMSFY	EMS on the Freeway	2	<0.5	<0.5
ENGR	Misc. Response Engine+RA	4	<0.5	<0.5
FALL1	Fall Major	8	<0.5	<0.5
FALL2	Fall Minor	313	8.01	11.6
GIB	G.I. Bleed	21	0.54	0.8
HANG	Person Hanging	1	<0.5	<0.5
HEART	Heart Problem	78	1.99	2.9
MED	Misc. Medical	309	7.90	11.5
MEDALR	Medical Alarm	19	0.49	0.7
NOTBR	Person Not Breathing	53	1.36	2.0

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF ARCADIA CALLS	% OF MEDICAL CALLS
OBYGN	Obstetrics/Gynecological	11	<0.5	<0.5
PSYCH	Psychiatric	28	0.72	1.0
RESCUE	Rescue	3	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	12	<0.5	<0.5
SEIZ	Person in Seizure	82	2.10	3.0
SICK	Person Sick	6	<0.5	<0.5
STROKE	CVA - Neurologic	66	1.69	2.5
TC	Traffic Collision	361	9.23	13.4
TCFUEL	Injury TC with Fuel Spill	2	<0.5	<0.5
TCFWY	Traffic Collision - Freeway	49	1.25	1.8
TCRES	Traffic Collision - Rescue	18	<0.5	0.7
TCSTR	Vehicle into Structure	9	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	44	1.13	1.6
TR1	Severe Trauma	8	<0.5	<0.5
TR2	Minor Trauma	146	3.73	5.4
UNCON	Person Unconc./Unresponsive	150	3.84	5.6
UNKMED	Unknown Medical	38	0.97	1.4
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF ARCADIA CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	10	<0.5	2.7
BIO	Biohazard Investigation	2	<0.5	0.5
CARBON	Carbon Monoxide Alarm	4	<0.5	1.1
DAMAGE	Damage Investigation	1	<0.5	<0.5
ELEV	Elevator Rescue	11	<0.5	3.0
FLOOD	Major Flooded Condition	10	<0.5	2.7
FUEL	Fuel Spill	13	<0.5	3.5
GASI	Odor of Natural Gas Inside	12	<0.5	3.3
GASO	Odor of Natural Gas Outside	6	<0.5	1.6
GMAIN	Broken Gas Main	2	<0.5	0.5
HAZARD	Investigate Hazardous Condition	17	<0.5	4.6
HAZMAT	Hazardous Materials Response	2	<0.5	0.5
HYD	Flowing/Gushing/Sheared Hydrant	4	<0.5	1.1
INVL	Assist the Invalid	101	2.58	27.5
LOCK	Person Locked In-Locked Out	22	0.56	6.0
MALF	Malfunction	12	<0.5	3.3
ODOR	Misc. Odor Investigation	20	0.51	5.4
PUBLIC	Public Assist	13	<0.5	3.5
RESET	Fire Alarm Reset	7	<0.5	1.9
ROOF1	One Story Roof Check	4	<0.5	1.1
ROOF2	Roof Check 2 Stories & Above	2	<0.5	0.5
TRK	Misc. Response for a Truck	2	<0.5	0.5
WATER	Minor Flooding	60	1.53	16.3
WIRES	Wires Down	26	0.66	7.1
WMAIN	Broken Water Main	5	<0.5	1.4



ARCADIA INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	100	65	88	58	77	61	59	67	74	68	68	60	845
MEDICAL	250	190	218	236	227	233	236	219	211	232	192	251	2,695
SERVICE	25	31	40	24	28	26	23	34	29	40	35	30	365
OTHER	0	0	2	0	0	1	0	0	0	0	2	0	5
O.O.J.	0	0	1	0	0	0	4	1	2	2	3	3	16
<b>TOTAL</b>	<b>375</b>	<b>286</b>	<b>349</b>	<b>318</b>	<b>332</b>	<b>321</b>	<b>322</b>	<b>321</b>	<b>316</b>	<b>342</b>	<b>300</b>	<b>344</b>	<b>3,926</b>



### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The chart below shows Arcadia's Out of Jurisdiction responses, as well as the jurisdiction of the incidents.

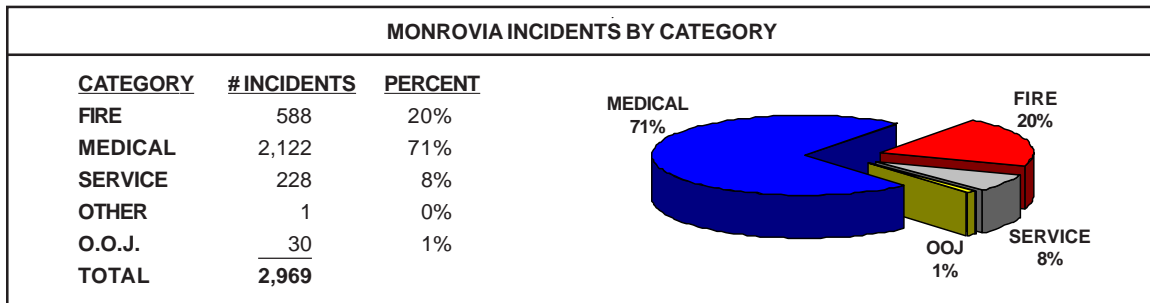
# INCIDENTS	DESTINATION	CALL TYPE
13	LA County	Fire
3	LA County	Medical

## MONROVIA FIRE DEPARTMENT

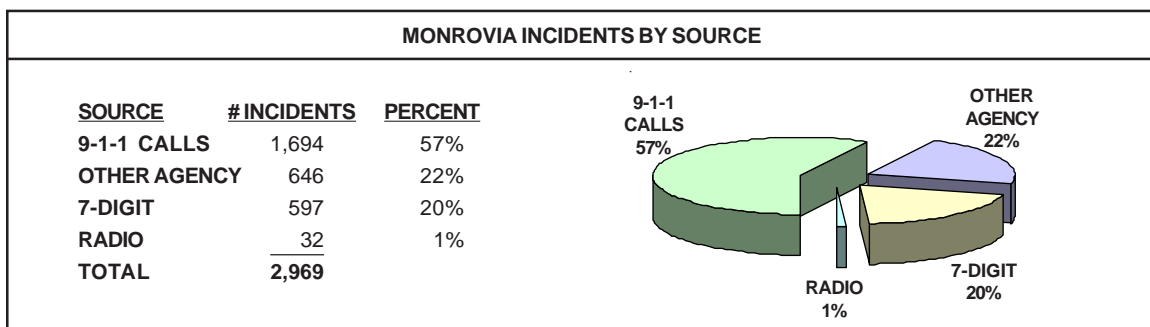
There were 2,969 incidents reported for Monrovia in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for Monrovia for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all Monrovia incidents and the percent of incidents in that category for the year. Of the 82 Type Codes listed below, the four most frequent incident types were Fire Alarm (56% of Fire incidents), Miscellaneous Medical (13% of Medical incidents), Shortness of Breath (12% of Medical incidents), and Assist the Invalid (18% of Service incidents).



TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF MONROVIA CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	331	11.3	56.3
ALARMF	Fire Alarm - Full Assignment	5	<0.5	0.9
APPL	Appliance Fire	7	<0.5	1.2
APT	Apartment House Fire	9	<0.5	1.5
BEES	Bee Investigation	5	<0.5	0.9
BRUSH	Brush Fire	2	<0.5	<0.5
CHEMO	Chemical Outside	15	0.5	2.6
ELECF	Electrical Fire	9	<0.5	1.5
ENG	Misc. Response for 1 Engine	17	0.6	2.9
FLOW	Sprinkler System Activated	1	<0.5	<0.5
FNO	Fire Now Out	6	<0.5	1.0
GARAGE	Garage Fire	4	<0.5	0.7
HOUSE	House Fire	20	0.7	3.4
ILLEG	Illegal Burning	13	<0.5	2.2
REFUSE	Refuse Fire	20	0.7	3.4
SMOKEI	Smoke in a Structure	19	0.7	3.2
SMOKEO	Smoke in the Area	10	<0.5	1.7
STR	Structure Fire	13	<0.5	2.2
UNKF	Unknown Type Fire	12	<0.5	2.0
VEG	Vegetation Fire	15	0.5	2.6
VEH	Vehicle Fire	48	1.6	8.2
VEHFWY	Vehicle Fire on the Freeway	6	<0.5	1.0
VEHSTR	Vehicle Fire in a Structure	1	<0.5	<0.5
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF MONROVIA CALLS	% OF MEDICAL CALLS
PSYCH	Psychiatric	23	0.8	1.1
RA	Misc. Response for 1 RA	1	<0.5	<0.5
RESCUE	Rescue	2	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	9	<0.5	<0.5
SEIZ	Person in Seizure	100	3.4	4.7
SICK	Person Sick	5	<0.5	<0.5
STROKE	CVA - Neurologic	40	1.4	1.9
TC	Traffic Collision	202	6.9	9.5
TCFUEL	Injury TC with Fuel Spill	1	<0.5	<0.5
TCFWY	Traffic Collision - Freeway	54	1.8	2.5
TCRES	Traffic Collision - Rescue	15	0.5	0.7
TCSTR	Vehicle into Structure	3	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	60	2.0	2.8
TR1	Severe Trauma	18	0.6	0.9
TR2	Minor Trauma	134	4.6	6.3
UNCON	Person Unconc./Unresponsive	108	3.7	5.1
UNKMED	Unknown Medical	22	0.8	1.0
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF MONROVIA CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	4	<0.5	1.8
BIO	Biohazard Investigation	1	<0.5	<0.5
CARBON	Carbon Monoxide Alarm	3	<0.5	1.3
ELEV	Elevator Rescue	1	<0.5	<0.5
FLOOD	Major Flooded Condition	6	<0.5	2.6
FUEL	Fuel Spill	12	<0.5	5.3
FULL	Misc. Response - Full Assignment	2	<0.5	0.9
GASI	Odor of Natural Gas Inside	5	<0.5	2.2
GASO	Odor of Natural Gas Outside	10	<0.5	4.4
GMAIN	Broken Gas Main	3	<0.5	1.3
HAZARD	Investigate Hazardous Condition	16	<0.5	7.0
HAZMAT	Hazardous Materials Response	3	<0.5	1.3
HYD	Flowing/Gushing/Sheared Hydrant	12	<0.5	5.3
INVL	Assist the Invalid	42	1.4	18.4
LOCK	Person Locked In-Locked Out	13	<0.5	5.7
MALF	Malfunction	8	<0.5	3.5
ODOR	Misc. Odor Investigation	14	<0.5	6.1
PUBLIC	Public Assist	16	0.5	7.0
RESET	Fire Alarm Reset	9	<0.5	4.0
ROOF1	One Story Roof Check	3	<0.5	1.3
ROOF2	Roof Check 2 Stories & Above	1	<0.5	<0.5
WATER	Minor Flooding	20	0.7	8.8
WIRES	Wires Down	22	0.8	9.7
WMAIN	Broken Water Main	2	<0.5	0.9



MONROVIA INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	57	47	39	42	35	47	57	51	47	52	50	64	588
MEDICAL	180	167	148	180	169	187	179	183	176	193	172	188	2,122
SERVICE	16	15	25	20	20	16	19	23	26	21	13	14	228
OTHER	0	0	0	0	0	0	0	0	1	0	0	0	1
O.O.J.	7	1	3	1	1	3	4	3	2	3	1	1	30
<b>TOTAL</b>	<b>260</b>	<b>230</b>	<b>215</b>	<b>243</b>	<b>225</b>	<b>253</b>	<b>259</b>	<b>260</b>	<b>252</b>	<b>269</b>	<b>236</b>	<b>267</b>	<b>2,969</b>



### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The chart below shows Monrovia's Out of Jurisdiction responses, as well as the jurisdiction of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
26	LA County	Fire
3	LA County	Medical
1	LA County	Service



## SAN GABRIEL FIRE DEPARTMENT

San Gabriel joined the Verdugo System on April 7, 2000. There were 1,596 incidents reported for San Gabriel between April 7 and December 31, 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD)

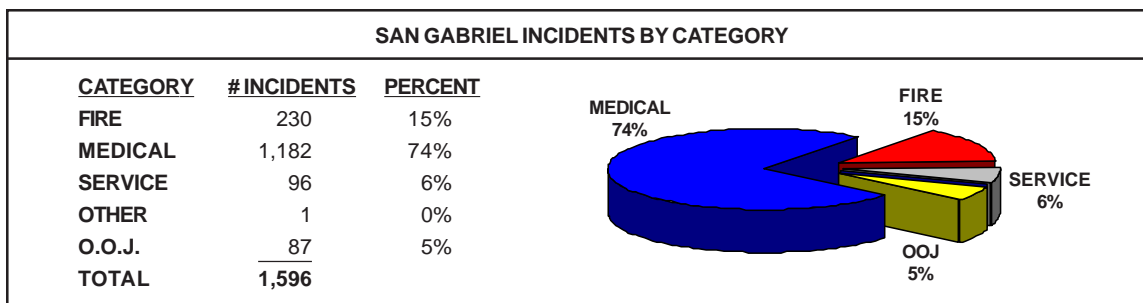
system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered in the CAD system for San Gabriel for each Type Code in the Fire, Medical, and Service categories between April 7 and December 31, along with the percent of all San Gabriel incidents and the percent of incidents in that category for the year. Of the 75 Type Codes listed below, the four most frequent incident types were Fire Alarm (44% of Fire incidents), Shortness of Breath (14% of Medical incidents), Traffic Collision (13% of Medical incidents), and Assist the Invalid (25% of Service incidents).



TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF SAN GABRIEL CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	101	6.7	43.9
ALARMF	Fire Alarm - Full Assignment	3	<0.5	1.3
APPL	Appliance Fire	3	<0.5	1.3
APT	Apartment House Fire	2	<0.5	0.9
BEES	Bee Investigation	2	<0.5	0.9
BOMB	Explosives/Bomb Threat/Scare	1	<0.5	<0.5
CHEMO	Chemical Outside	5	<0.5	2.2
ELECF	Electrical Fire	4	<0.5	1.7
ENG	Misc. Response for 1 Engine	8	0.5	3.5
FNO	Fire Now Out	2	<0.5	0.9
GARAGE	Garage Fire	1	<0.5	<0.5
HOUSE	House Fire	10	0.7	4.4
ILLEG	Illegal Burning	2	<0.5	0.9
REFUSE	Refuse Fire	16	1.1	7.0
SMOKEI	Smoke in a Structure	12	0.8	5.2
SMOKEO	Smoke in the Area	7	<0.5	3.0
STR	Structure Fire	11	0.7	4.8
UNKF	Unknown Type Fire	3	<0.5	1.3
VEG	Vegetation Fire	11	0.7	4.8
VEH	Vehicle Fire	19	1.3	8.3
VEHFWY	Vehicle Fire on the Freeway	6	<0.5	2.6
VEHSTR	Vehicle Fire in a Structure	1	<0.5	<0.5
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SAN GABRIEL CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	29	1.9	2.5
ALERGY	Allergic Reaction	4	<0.5	<0.5
ALOC	Altered Level of Consciousness	40	2.7	3.4
ASLT	Assault	38	2.5	3.2
BREATH	Shortness of Breath	160	10.6	13.5
CHEST	Chest Pains - Heart Attack	71	4.7	6.0
DOWN	Person Down	31	2.1	2.6
EMS	EMS Call - No Details	9	0.6	0.8
EMSFYW	EMS on the Freeway	3	<0.5	<0.5
ENGR	Misc. Response Engine+RA	1	<0.5	<0.5
FALL1	Fall Major	7	<0.5	0.6
FALL2	Fall Minor	121	8.0	10.2
GIB	G.I. Bleed	14	1.0	1.2
HEART	Heart Problem	16	1.1	1.4
MED	Misc. Medical	129	8.6	10.9

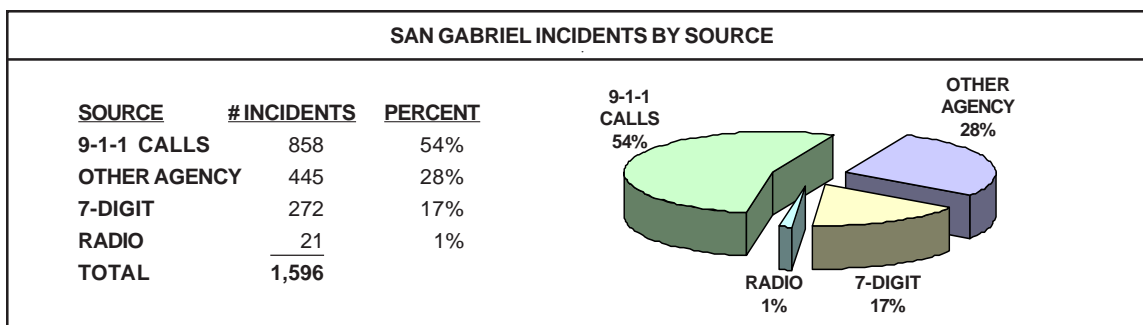
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SAN GABRIEL CALLS	% OF MEDICAL CALLS
MEDALR	Medical Alarm	18	1.2	1.5
NOTBR	Person Not Breathing	46	3.1	3.9
OBYGN	Obstetrics/Gynecological	6	<0.5	0.5
PSYCH	Psychiatric	8	0.5	0.7
RESCUE	Rescue	1	<0.5	<0.5
RESFWY	TC-Rescue on the Freeway	3	<0.5	<0.5
SEIZ	Person in Seizure	48	3.2	4.1
SICK	Person Sick	4	<0.5	<0.5
STROKE	CVA - Neurologic	26	1.7	2.2
TC	Traffic Collision	153	10.1	12.9
TCFWY	Traffic Collision - Freeway	11	0.7	0.9
TCRES	Traffic Collision - Rescue	4	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	18	1.2	1.5
TR1	Severe Trauma	4	<0.5	<0.5
TR2	Minor Trauma	64	4.2	5.4
UNCON	Person Unconc./Unresponsive	77	5.1	6.5
UNKMED	Unknown Medical	19	1.3	1.6
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF SAN GABRIEL CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	4	<0.5	4.2
CARBON	Carbon Monoxide Alarm	1	<0.5	1.0
DAMAGE	Damage Investigation	1	<0.5	1.0
ELEV	Elevator Rescue	1	<0.5	1.0
FLOOD	Major Flooded Condition	1	<0.5	1.0
FUEL	Fuel Spill	4	<0.5	4.2
GASI	Odor of Natural Gas Inside	3	<0.5	3.1
GASO	Odor of Natural Gas Outside	2	<0.5	2.1
GMAIN	Broken Gas Main	1	<0.5	1.0
HAZARD	Investigate Hazardous Condition	7	0.5	7.3
HYD	Flowing/Gushing/Sheared Hydrant	3	<0.5	3.1
INVL	Assist the Invalid	24	1.6	25.0
LOCK	Person Locked In-Locked Out	7	0.5	7.3
MALF	Malfunction	5	<0.5	5.2
ODOR	Misc. Odor Investigation	9	0.6	9.4
PUBLIC	Public Assist	5	<0.5	5.2
RESET	Fire Alarm Reset	1	<0.5	1.0
WATER	Minor Flooding	11	0.7	11.5
WIRES	Wires Down	6	<0.5	6.3





SAN GABRIEL INCIDENTS BY MONTH* AND CATEGORY													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	*	*	*	22	21	28	31	32	23	22	25	26	230
MEDICAL	*	*	*	118	122	132	127	136	136	134	139	138	1,182
SERVICE	*	*	*	5	13	14	9	8	17	14	8	8	96
OTHER	*	*	*	0	0	0	0	0	1	0	0	0	1
O.O.J.	*	*	*	0	9	9	14	11	12	16	5	11	87
<b>TOTAL</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>145</b>	<b>165</b>	<b>183</b>	<b>181</b>	<b>187</b>	<b>189</b>	<b>186</b>	<b>177</b>	<b>183</b>	<b>1,596</b>

\*San Gabriel joined the Verdugo System on April 7, 2000



### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The chart below shows San Gabriel's Out of Jurisdiction responses, as well as the jurisdictions of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
28	LA County	Fire
52	Alhambra	Fire
5	Alhambra	Medical
1	Alhambra	Service
1	Monterey Park	Fire

## SAN MARINO FIRE DEPARTMENT

There were 993 incidents reported for San Marino in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for San Marino for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all San Marino incidents and the percent of incidents in that category for the year. Of the 65 Type Codes listed below, the five most frequent incident types were Fire Alarm (69% of Fire incidents), Miscellaneous Medical (14% of Medical incidents), Traffic Collision (14% of Medical incidents), Minor Flooding (21% of Service incidents), and Assist the Invalid (21% of Service incidents).

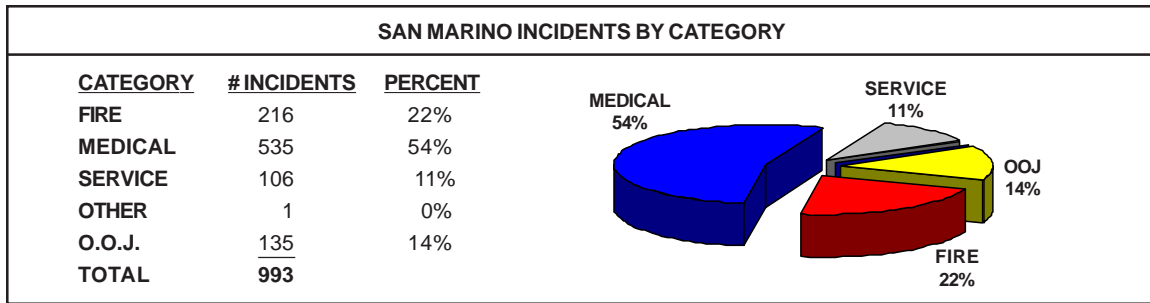


TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF SAN MARINO CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	149	17.4	69.0
APPL	Appliance Fire	4	<0.5	1.9
BEES	Bee Investigation	1	<0.5	<0.5
BOMB	Explosives/Bomb Threat/Scare	1	<0.5	<0.5
CHEMO	Chemical Outside	4	<0.5	1.9
ELECF	Electrical Fire	8	0.9	3.7
ENG	Misc. Response for 1 Engine	1	<0.5	<0.5
FNO	Fire Now Out	3	<0.5	1.4
GARAGE	Garage Fire	1	<0.5	<0.5
HOUSE	House Fire	8	0.9	3.7
ILLEG	Illegal Burning	4	<0.5	1.9
REFUSE	Refuse Fire	1	<0.5	<0.5
SMOKEI	Smoke in a Structure	10	1.2	4.6
SMOKEO	Smoke in the Area	11	1.3	5.1
STR	Structure Fire	2	<0.5	0.9
VEG	Vegetation Fire	3	<0.5	1.4
VEH	Vehicle Fire	5	0.6	2.3

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SAN MARINO CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	13	1.5	2.4
ALOC	Altered Level of Consciousness	33	3.9	6.2
ASLT	Assault	7	0.8	1.3
BREATH	Shortness of Breath	60	7.0	11.2
CHEST	Chest Pains - Heart Attack	22	2.6	4.1
DOWN	Person Down	17	2.0	3.2
EMS	EMS Call - No Details	2	<0.5	<0.5
ENGRA	Misc. Response Engine+RA	2	<0.5	<0.5
FALL1	Fall Major	2	<0.5	<0.5
FALL2	Fall Minor	56	6.5	10.5
GIB	G.I. Bleed	3	<0.5	0.6
HEART	Heart Problem	11	1.3	2.1
MED	Misc. Medical	73	8.5	13.6
MEDALR	Medical Alarm	3	<0.5	0.6
NOTBR	Person Not Breathing	21	2.5	3.9
OBGYN	Obstetrics/Gynecological	1	<0.5	<0.5

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SAN MARINO CALLS	% OF MEDICAL CALLS
PSYCH	Psychiatric	11	1.3	2.1
RA	Misc. Response for 1 RA	1	<0.5	<0.5
RESCUE	Rescue	1	<0.5	<0.5
SEIZ	Person in Seizure	10	1.2	1.9
STROKE	CVA - Neurologic	19	2.2	3.6
TC	Traffic Collision	72	8.4	13.5
TCRES	Traffic Collision - Rescue	5	0.6	0.9
TCSTR	Vehicle into Structure	3	<0.5	0.6
TOXIC	Ingestion-Poisoning-Inhalation	9	1.1	1.7
TR1	Severe Trauma	3	0.4	0.6
TR2	Minor Trauma	38	4.4	7.1
UNCON	Person Unconc./Unresponsive	27	3.2	5.1
UNKMED	Unknown Medical	10	1.2	1.9

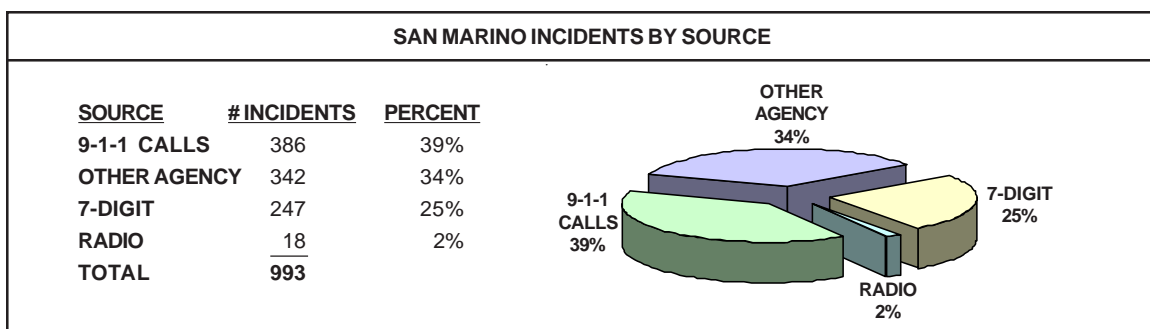
TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF SAN MARINO CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	2	<0.5	1.9
BIO	Biohazard Investigation	2	<0.5	1.9
CARBON	Carbon Monoxide Alarm	1	<0.5	0.9
DAMAGE	Damage Investigation	1	<0.5	0.9
ELEV	Elevator Rescue	1	<0.5	0.9
FLOOD	Major Flooded Condition	3	<0.5	2.8
FUEL	Fuel Spill	3	<0.5	2.8
GASI	Odor of Natural Gas Inside	5	0.6	4.7
GMAIN	Broken Gas Main	1	<0.5	0.9
HAZARD	Investigate Hazardous Condition	5	0.6	4.7
HYD	Flowing/Gushing/Sheared Hydrant	3	<0.5	2.8
INVL	Assist the Invalid	22	2.6	20.6
LOCK	Person Locked In-Locked Out	7	0.8	6.5
MALF	Malfunction	8	0.9	7.5
ODOR	Misc. Odor Investigation	4	<0.5	3.7
PUBLIC	Public Assist	8	0.9	7.5
WATER	Minor Flooding	22	2.6	20.6
WIRES	Wires Down	7	0.8	6.5
WMAIN	Broken Water Main	2	<0.5	1.9



SAN MARINO INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	27	26	11	17	17	27	21	13	15	8	18	16	216
MEDICAL	39	39	47	44	39	46	43	50	40	52	47	49	535
SERVICE	10	7	13	9	9	9	6	5	11	8	8	11	106
OTHER	0	0	0	0	0	0	0	1	0	0	0	0	1
O.O.J.	17	17	13	15	11	8	9	10	9	12	8	6	135
<b>TOTAL</b>	<b>93</b>	<b>89</b>	<b>84</b>	<b>85</b>	<b>76</b>	<b>90</b>	<b>79</b>	<b>79</b>	<b>75</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>993</b>

SAN MARINO INCIDENTS: 5-YEAR TREND											
CATEGORY	1996*	%	1997	%	1998	%	1999	%	2000	%	
FIRE	154	24	208	20	185	20	206	20	216	22	
MEDICAL	311	48	502	48	432	46	481	46	535	54	
SERVICE	69	11	103	10	133	14	104	10	106	11	
OTHER	3	00	1	0	1	0	0	0	1	0	
O.O.J.	111	17	231	22	187	20	249	24	135	14	
<b>TOTAL</b>	<b>648</b>		<b>1,045</b>		<b>938</b>		<b>1,040</b>		<b>993</b>		

\*April 17-December 31, 1996



### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The adjacent chart shows San Marino's Out of Jurisdiction responses, as well as the jurisdictions of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
18	LA County	Fire
63	LA County	Medical
6	Alhambra	Fire
16	Alhambra	Medical
2	Monterey Park	Fire
7	San Gabriel	Fire
23	San Gabriel	Medical

## SIERRA MADRE FIRE DEPARTMENT

There were 717 incidents reported for Sierra Madre in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for Sierra Madre for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all Sierra Madre incidents and the percent of incidents in that category for the year. Of the 67 Type Codes listed below, the five most frequent incident types were Fire Alarm (25% of Fire incidents), Smoke in the Area (18% of Fire incidents), Fall - Minor (15% of Medical incidents), Shortness of Breath (15% of Medical incidents), and Assist the Invalid (28% of Service incidents).

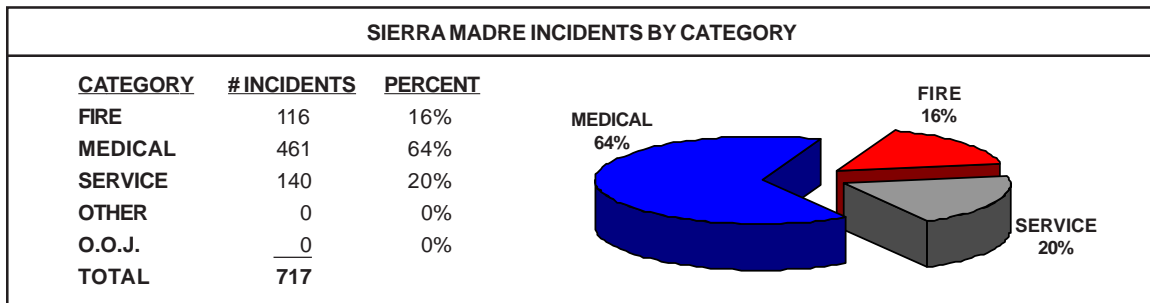


TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF SIERRA MADRE CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	32	4.5	25.4
ALARMF	Fire Alarm - Full Assignment	2	<0.5	1.6
APPL	Appliance Fire	2	<0.5	1.6
BEES	Bee Investigation	10	1.4	7.9
CHEMO	Chemical Outside	8	1.1	6.4
ELECF	Electrical Fire	8	1.1	6.4
ENG	Misc. Response for 1 Engine	9	1.3	7.1
FLOW	Sprinkler System Activated	1	<0.5	0.8
FNO	Fire Now Out	2	<0.5	1.6
GARAGE	Garage Fire	1	<0.5	0.8
HOUSE	House Fire	5	0.7	4.0
ILLEG	Illegal Burning	3	<0.5	2.4
REFUSE	Refuse Fire	3	<0.5	2.4
SMOKEI	Smoke in a Structure	6	0.8	4.8
SMOKEO	Smoke in the Area	23	3.2	18.3
STR	Structure Fire	1	<0.5	0.8
UNKF	Unknown Type Fire	1	<0.5	0.8
VEG	Vegetation Fire	5	0.7	4.0
VEH	Vehicle Fire	4	0.6	3.2

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SIERRA MADRE CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	12	1.7	2.6
ALLERGY	Allergic Reaction	4	0.6	0.9
ALOC	Altered Level of Consciousness	18	2.5	3.9
ASLT	Assault	1	<0.5	<0.5
BREATH	Shortness of Breath	70	9.8	15.2
CHEST	Chest Pains - Heart Attack	27	3.8	5.9
DOWN	Person Down	10	1.4	2.2
EMS	EMS Call - No Details	2	<0.5	<0.5
FALL1	Fall Major	4	0.6	0.9
FALL2	Fall Minor	71	9.9	15.4
GIB	G.I. Bleed	4	0.6	0.9
HANG	Person Hanging	1	<0.5	0.2
HEART	Heart Problem	9	1.3	2.0
MED	Misc. Medical	64	8.9	13.9
MEDALR	Medical Alarm	5	0.7	1.1

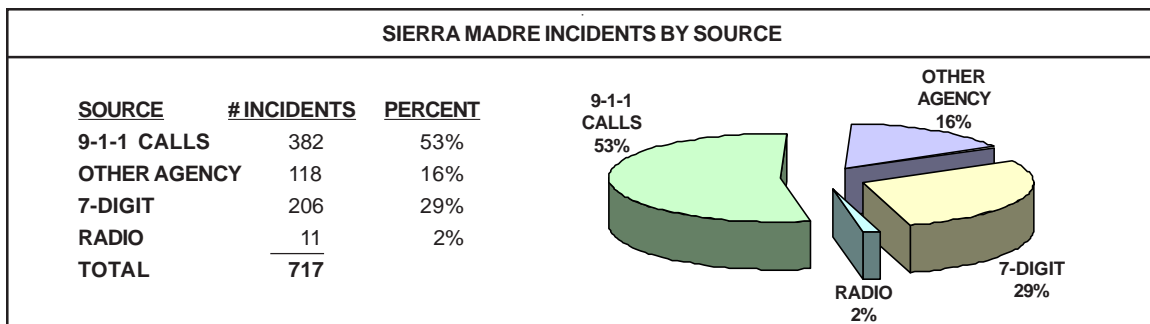
TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SIERRA MADRE CALLS	% OF MEDICAL CALLS
NOTBR	Person Not Breathing	6	0.8	1.3
OBYN	Obstetrics/Gynecological	1	<0.5	<0.5
PSYCH	Psychiatric	3	<0.5	0.7
RA	Misc. Response for 1 RA	1	<0.5	<0.5
RESCUE	Rescue	1	<0.5	<0.5
SEIZ	Person in Seizure	14	2.0	3.0
SICK	Person Sick	1	<0.5	<0.5
STROKE	CVA - Neurologic	19	2.7	4.1
TC	Traffic Collision	17	2.4	3.7
TCFUEL	Injury TC with Fuel Spill	2	<0.5	<0.5
TCRES	Traffic Collision - Rescue	1	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	10	1.4	2.2
TR1	Severe Trauma	3	<0.5	0.7
TR2	Minor Trauma	49	6.8	10.6
UNCON	Person Unconc./Unresponsive	25	3.5	5.4
UNKMED	Unknown Medical	6	0.8	1.3

TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF SIERRA MADRE CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	4	0.6	3.1
BIO	Biohazard Investigation	5	0.7	3.9
FLOOD	Major Flooded Condition	3	<0.5	2.3
FUEL	Fuel Spill	3	<0.5	2.3
GASI	Odor of Natural Gas Inside	6	0.8	4.6
GASO	Odor of Natural Gas Outside	8	1.1	6.2
GMAIN	Broken Gas Main	1	<0.5	0.8
HAZARD	Investigate Hazardous Condition	12	1.7	9.2
INVL	Assist the Invalid	36	5.0	27.7
MALF	Malfunction	1	<0.5	0.8
ODOR	Misc. Odor Investigation	9	1.3	6.9
PUBLIC	Public Assist	7	1.0	5.4
ROOF1	One Story Roof Check	1	<0.5	0.8
ROOF2	Roof Check 2 Stories & Above	1	<0.5	0.8
WATER	Minor Flooding	12	1.7	9.2
WIRES	Wires Down	19	2.7	14.6
WMAIN	Broken Water Main	2	<0.5	1.5



**SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY**

<u>CATEGORY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
FIRE	10	5	11	9	9	8	12	11	12	8	12	9	<b>116</b>
MEDICAL	41	41	36	36	37	44	36	33	32	36	38	51	<b>461</b>
SERVICE	9	14	20	13	10	14	10	11	6	5	14	14	<b>140</b>
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
O.O.J.	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>TOTAL</b>	<b>60</b>	<b>60</b>	<b>67</b>	<b>58</b>	<b>56</b>	<b>66</b>	<b>58</b>	<b>55</b>	<b>50</b>	<b>49</b>	<b>64</b>	<b>74</b>	<b>717</b>



### Out of Jurisdiction Calls

There were no Out of Jurisdiction incidents dispatched by Sierra Madre during 2000.

## SOUTH PASADENA FIRE DEPARTMENT

There were 1,475 incidents reported for South Pasadena in 2000. The dispatcher determines and enters the most appropriate and descriptive Type Code for each incident into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Medical, Fire, Service, or Other. The table below shows how many incidents were entered into the CAD system for South Pasadena for each Type Code in the Fire, Medical, and Service categories during 2000, along with the percent of all South Pasadena incidents and the percent of incidents in that category for the year. Of the 75 Type Codes listed below, the four most frequent incident types were Fire Alarm (43% of Fire incidents), Traffic Collision (13% of Medical incidents), Fall - Minor (12% of Medical incidents), and Assist the Invalid (19% of Service incidents).



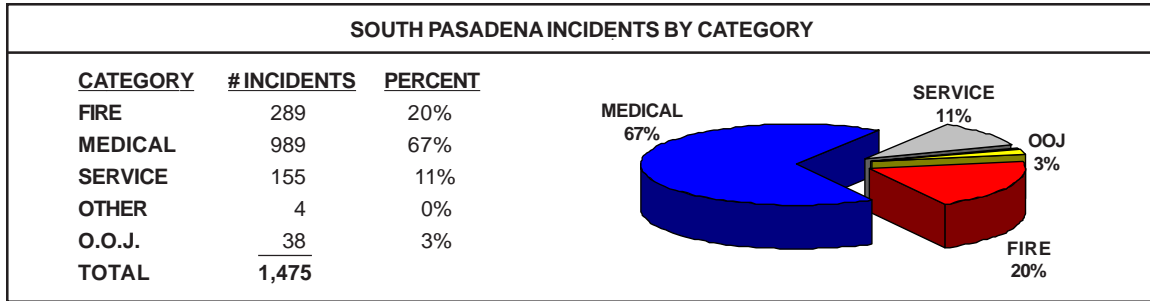
TYPE CODE	FIRE INCIDENTS	NUMBER OF INCIDENTS	% OF SOUTH PASADENA CALLS	% OF FIRE CALLS
ALARM	Fire Alarm	124	8.6	42.5
ALARMF	Fire Alarm - Full Assignment	2	<0.5	0.7
APPL	Appliance Fire	3	<0.5	1.0
APT	Apartment House Fire	12	0.8	4.1
BEES	Bee Investigation	13	0.9	4.5
BOMB	Explosives/Bomb Threat/Scare	2	<0.5	0.7
BRUSH	Brush Fire	2	<0.5	0.7
CHEMO	Chemical Outside	4	<0.5	1.4
ELECF	Electrical Fire	7	<0.5	2.4
ENG	Misc. Response for 1 Engine	12	0.8	4.1
FNO	Fire Now Out	9	0.6	3.1
GARAGE	Garage Fire	1	<0.5	<0.5
HOUSE	House Fire	15	1.0	5.1
ILLEG	Illegal Burning	6	<0.5	2.1
REFUSE	Refuse Fire	10	0.7	3.4
SMOKEI	Smoke in a Structure	19	1.3	6.5
SMOKEO	Smoke in the Area	11	0.8	3.8
STR	Structure Fire	6	<0.5	2.1
VEG	Vegetation Fire	14	1.0	4.8
VEH	Vehicle Fire	16	1.1	5.5
VEHFWY	Vehicle Fire on the Freeway	4	<0.5	1.4

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SOUTH PASADENA CALLS	% OF MEDICAL CALLS
ABD	Abdominal Pain	18	1.3	1.8
ALLERGY	Allergic Reaction	6	<0.5	0.6
ALOC	Altered Level of Consciousness	29	2.0	2.9
ASLT	Assault	20	1.4	2.0
BREATH	Shortness of Breath	107	7.5	10.8
CHEST	Chest Pains - Heart Attack	54	3.7	5.5
DOWN	Person Down	32	2.2	3.2
EMS	EMS Call - No Details	2	<0.5	<0.5
EMSFWY	EMS on the Freeway	3	<0.5	<0.5
ENGR	Misc. Response Engine+RA	1	<0.5	<0.5
FALL1	Fall Major	8	0.6	0.8
FALL2	Fall Minor	121	8.4	12.2
GIB	G.I. Bleed	5	<0.5	0.5
HEART	Heart Problem	26	1.8	2.6
MED	Misc. Medical	111	7.7	11.2
MEDALR	Medical Alarm	18	1.3	1.8
NOTBR	Person Not Breathing	30	2.1	3.0

TYPE CODE	MEDICAL INCIDENTS	NUMBER OF INCIDENTS	% OF SOUTH PASADENA CALLS	% OF MEDICAL CALLS
OBYGYN	Obstetrics/Gynecological	4	<0.5	<0.5
PSYCH	Psychiatric	11	0.8	1.1
RESFWY	TC-Rescue on the Freeway	4	<0.5	<0.5
SEIZ	Person in Seizure	44	3.1	4.4
SICK	Person Sick	5	<0.5	0.5
STROKE	CVA - Neurologic	20	1.4	2.0
TC	Traffic Collision	132	9.2	13.3
TCFWY	Traffic Collision - Freeway	30	2.1	3.0
TCRES	Traffic Collision - Rescue	6	<0.5	0.6
TCSTR	Vehicle into Structure	1	<0.5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	21	1.5	2.1
TR1	Severe Trauma	5	<0.5	0.5
TR2	Minor Trauma	44	3.1	4.4
UNCON	Person Unconsc./Unresponsive	62	4.3	6.3
UNKMED	Unknown Medical	10	0.7	1.0

TYPE CODE	SERVICE INCIDENTS	NUMBER OF INCIDENTS	% OF SOUTH PASADENA CALLS	% OF SERVICE CALLS
ARC	Arcing Wires	7	<0.5	4.5
BIO	Biohazard Investigation	6	<0.5	3.9
ELEV	Elevator Rescue	3	<0.5	1.9
FLOOD	Major Flooded Condition	3	<0.5	1.9
FUEL	Fuel Spill	5	<0.5	3.2
GASI	Odor of Natural Gas Inside	5	<0.5	3.2
GASO	Odor of Natural Gas Outside	4	<0.5	2.6
GMAIN	Broken Gas Main	1	<0.5	0.7
HAZARD	Investigate Hazardous Condition	13	0.9	8.4
HAZMAT	Hazardous Materials Response	1	<0.5	0.7
HYD	Flowing/Gushing/Sheared Hydrant	5	<0.5	3.2
INVL	Assist the Invalid	29	2.0	18.7
LOCK	Person Locked In-Locked Out	16	1.1	10.3
MALF	Malfunction	5	<0.5	3.2
ODOR	Misc. Odor Investigation	11	0.8	7.1
PUBLIC	Public Assist	10	0.7	6.5
REFRIG	Abandoned Refrigerator	6	<0.5	3.9
RESET	Fire Alarm Reset	2	<0.5	1.3
ROOF1	One Story Roof Check	1	<0.5	0.7
WATER	Minor Flooding	9	0.6	5.8
WIRES	Wires Down	12	0.8	7.7
WMAIN	Broken Water Main	1	<0.5	0.7





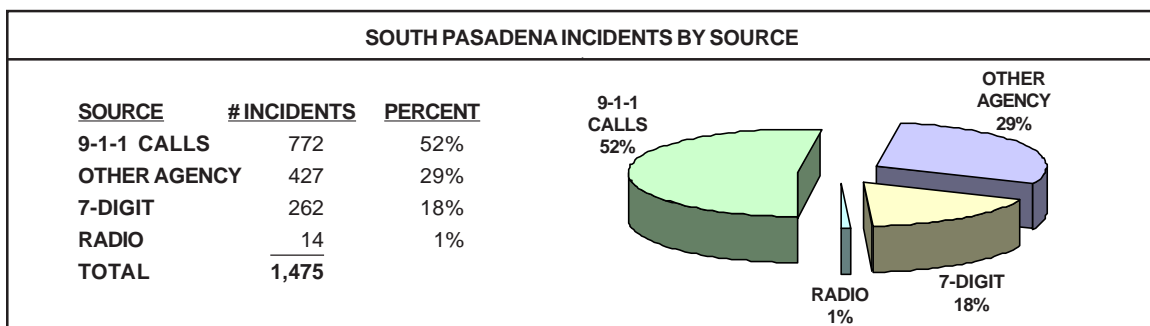
**SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY**

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	24	22	24	28	32	23	23	25	21	22	29	16	289
MEDICAL	86	62	88	92	72	82	79	86	79	84	96	83	989
SERVICE	10	16	20	9	12	10	18	9	21	7	8	15	155
OTHER	0	0	1	0	1	0	0	1	0	0	0	1	4
O.O.J.	3	1	3	5	1	3	5	2	2	3	5	5	38
<b>TOTAL</b>	<b>123</b>	<b>101</b>	<b>136</b>	<b>134</b>	<b>118</b>	<b>118</b>	<b>125</b>	<b>123</b>	<b>123</b>	<b>116</b>	<b>138</b>	<b>120</b>	<b>1,475</b>

**SOUTH PASADENA INCIDENTS: 5-YEAR TREND**

CATEGORY	1996*	%	1997	%	1998	%	1999	%	2000	%
FIRE	248	22	337	22	291	19	294	19	289	20
MEDICAL	721	64	954	63	1,003	67	1,040	69	989	67
SERVICE	159	14	192	13	173	12	137	9	155	11
OTHER	4	0	1	0	3	0	1	0	4	0
O.O.J.	2	0	41	3	31	2	45	3	38	3
<b>TOTAL</b>	<b>1,134</b>		<b>1,525</b>		<b>1,501</b>		<b>1,517</b>		<b>1,475</b>	

\*April 17-December 31, 1996



### Out of Jurisdiction Calls

An incident is classified as Out of Jurisdiction if firefighters or paramedics are asked to respond outside their city of origin. Mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions. The adjacent chart shows South Pasadena's Out of Jurisdiction responses, as well as the jurisdictions of the incidents.

# INCIDENTS	DESTINATION	CALL TYPE
5	LA City	Fire
3	LA City	Medical
2	Alhambra	Fire
25	Alhambra	Medical
2	Alhambra	Service
1	Monterey Park	Fire

## SIGNIFICANT FIRE INCIDENTS

A significant fire incident involves at least \$100,000 damage to structure or contents, and/or multiple alarm status, and/or loss of human life.

<u>Date</u>	<u>Location</u>	<u>Type</u>	<u>Alarm</u>	<u>Estimated Loss</u>
1-06	1370 Westhaven Rd., San Marino	House	First	\$130,000
1-09	2835 N. Naomi St., Burbank	Str	First	\$150,000
1-11	256 W. Valencia Ave., Burbank	House	First	\$120,000
1-15	70 W. Las Flores Ave., Arcadia	House	First	\$750,000 + 2 Fatalities
1-19	405 N. Fifth Ave., Arcadia	House	First	\$150,000
2-07	2260 Adair St., San Marino	House	First	\$175,000
2-19	586 N. Raymond Ave., Pasadena	Garage	First	\$35,000 + 1 Fatality
2-26	3111 Winona Ave., Burbank	Appl	First	\$1,075,000
3-12	2715 San Pasqual St., Pasadena	House	First	\$240,000
3-20	405 N. Beachwood Dr., Burbank	House	First	\$200,000
3-21	N. Cedar St./E. Mountain St., Glendale	Brush	Third	No Estimate
5-28	3344 E. Chevy Chase Dr., Glendale	House	First	\$300,000
6-02	430 W. Acacia Ave., Glendale	House	First	\$600,000
6-10	40 E. California Blvd., Pasadena	Str	Second	\$2,200,000
6-23	1824 Keeler St., Burbank	House	First	\$170,000
7-01	3000 Sparr Blvd., Glendale	House	First	\$200,000
8-13	00 Glendale Galleria, Glendale	Str	First	\$100,000
8-17	3067 E. Chevy Chase Dr., Glendale	Str	First	\$500,000
9-04	336/340 Mira Loma Ave., Glendale	Str	First	\$200,000
10-15	212 Irving Ave., Glendale	House	First	\$225,000
10-27	1224 Geneva St., Glendale	House	First	\$200,000
11-01	201 Beacon Ave., South Pasadena	House	Second	\$100,000
11-01	377 E. Washington Bl., Pasadena	House	First	\$140,000
11-03	1159 Bresee Ave., Pasadena	House	First	\$210,000
11-15	545 E. San Jose Ave., #116, Burbank	Apt	Second	\$200,000
11-19	122 E. Fairview Ave., Glendale	House	First	\$250,000
11-29	1022 E. Colorado St., Glendale	Str	Second	\$400,000
12-26	1304 Maple St., Burbank	House	First	\$100,000



*Dispatcher Workstation*

## LANGUAGE TRANSLATION SERVICES

When a call is received for fire or paramedic services and the caller is unable to convey the necessary information in English, the dispatcher will ask what language the caller prefers. The vast majority of foreign-language callers have sufficient grasp of English to tell the dispatcher what language they speak. The call is immediately transferred to an interpreter, and the dispatcher takes down all pertinent information as he/she directs the interpreter in questioning the caller.

Over the phone translation of foreign language calls is currently provided by Language Line Services, which offers translation in over 140 languages.

Eighteen different languages were requested by Verdugo System callers during 2000, with the top five being Spanish, Armenian, Mandarin, Korean, and Russian:

<u>Language</u>	<u>% Requested</u>
Spanish	62.9%
Armenian	23.7%
Mandarin	3.1%
Korean	2.8%
Russian	1.3%
<b>Subtotal</b>	<b>93.8%</b>

Language Line Services translation statistics for the Verdugo System:

	<u>1st Qtr 2000</u>	<u>2nd Qtr 2000</u>	<u>3rd Qtr 2000</u>	<u>4th Qtr 2000</u>	<u>Total 2000</u>
Serviced Calls:	87	96	82	123	388
Languages Requested:	6	11	10	12	18
Percent of Completed Calls:	100	100	100	97.6	99.2
Average Call Length (minutes):	2.3	2.7	3.1	2.7	2.7
Av. Interpreter Connect time (sec):	11	16	9	13	12



## INCIDENT TYPE CODES

CAT.	PRIORITY	CODE	INCIDENT TYPE	CAT.	PRIORITY	CODE	INCIDENT TYPE
Fire	1	ALERT2	Emergency Landing at Airport	Medical	3	OD	Overdose
Fire	1	PERSON	Person on Fire	Medical	3	SEIZ	Person in Seizure
Fire	4	APT	Apartment House Fire	Medical	3	SHOCK	Electrical Shock Injury
Fire	4	BRUSH	Brush Fire	Medical	3	STAB	Person Stabbed
Fire	4	GARAGE	Garage Fire	Medical	3	TC	Traffic Collision
Fire	4	HOUSE	House Fire	Medical	3	TCFUEL	Injury TC with Fuel Spill
Fire	4	STR	Structure Fire	Medical	3	TCFWY	Traffic Collision - Freeway
Fire	4	VAULT	Electrical Vault Fire	Medical	3	TOXIC	Ingestion-Poisoning-Inhalation
Fire	4	VEG	Vegetation Fire	Medical	3	TR1	Severe Trauma
Fire	4	VEHSTR	Vehicle Fire in a Structure	Medical	3	UNCON	Person Unconsc./Unresponsive
Fire	6	ALARMF	Fire Alarm - Full Assignment	Medical	5	ABD	Abdominal Pain
Fire	6	APPL	Appliance Fire	Medical	5	ASLT	Assault
Fire	6	ELECF	Electrical Fire	Medical	5	BACK	Back Pain
Fire	6	FLOW	Sprinkler System Activated	Medical	5	BITE	Animal/Human/Stings
Fire	6	SMOKEI	Smoke in a Structure	Medical	5	EMS	EMS Call - No Details
Fire	6	UNKF	Unknown Type Fire	Medical	5	FALL2	Fall Minor
Fire	7	ALARM	Fire Alarm	Medical	5	MED	Misc. Medical
Fire	7	ARSON	Arson Investigation	Medical	5	MEDALR	Medical Alarm
Fire	7	BEES	Bee Investigation	Medical	5	PSYCH	Psychiatric
Fire	7	CHEMO	Chemical Outside	Medical	5	RA	Misc. Response for 1 RA
Fire	7	ENG	Misc. Response for 1 Engine	Medical	5	SICK	Person Sick
Fire	7	FNO	Fire Now Out	Medical	5	STROKE	CVA - Neurologic
Fire	7	IA	Initial Action Response	Medical	5	TR2	Minor Trauma
Fire	7	ILLEG	Illegal Burning	Medical	5	UNKMED	Unknown Medical
Fire	7	OUT	Miscellaneous Outside Fire	Other	5	DETAIL	Miscellaneous Detail
Fire	7	RAIL	Train Fire	Other	5	HEALTH	Health Services/Check-Up/Etc.
Fire	7	REFUSE	Refuse Fire	Other	5	INSP	Inspection
Fire	7	SMOKEO	Smoke in the Area	Other	5	MANPWR	Insufficient Manpower
Fire	7	VEH	Vehicle Fire	Other	5	PUBED	Public Education Detail
Fire	7	VEHFWY	Vehicle Fire on the Freeway	Other	7	FWORKS	Fireworks Violation
Fire	9	ALERT1	Airport Alert 1 - Stand By	Other	9	ADV	Non-dispatched Advised Call
Fire	9	BOMB	Explosives/Bomb Threat/Scare	Other	9	CHP	Transfer to CHP
Fire	9	BST1	Brush Strike Team XLC-1201A	Other	9	FD	Transfer to Another Fire Dept
Fire	9	BST10	Brush Strike Team - Misc Equip	Other	9	NOTIF	Miscellaneous Notification
Fire	9	BST2	Brush Strike Team XLC-1202A	Other	9	OUTAGE	Power Outage
Fire	9	BST3	Brush Strike Team XLC-1203A	Other	9	PAGE	Request for Page
Fire	9	BST4	Brush Strike Team XLC-1204A	Other	9	PD	Transfer to Police Department
Fire	9	BST5	Brush Strike Team XLC-1205A	Other	9	TEST	Fire Alarm Testing
Fire	9	MUTUAL	Mutual Aid Response	Other	9	EVENT	Special Event
Medical	1	ALERT3	Plane Accident, Down or Fire at Airport	Service	4	GMAIN	Broken Gas Main
Medical	1	FULLRA	Misc. Full Assignment + RA	Service	4	HAZMAT	Hazardous Materials Response
Medical	1	CRASH	Plane Accident, Down or Fire	Service	5	LAW	PD Assist/Stand-By
Medical	1	TCSTR	Vehicle into Structure	Service	6	FULL	Misc. Response - Full Assignmnt
Medical	2	BUILD	Building Collapse Rescue	Service	6	GASI	Odor of Natural Gas Inside
Medical	2	CONFIN	Confined Space Rescue	Service	7	BIO	Biohazard Investigation
Medical	2	HANG	Person Hanging	Service	7	CARBON	Carbon Monoxide Alarm
Medical	2	RESCUE	Rescue	Service	7	CROWD	Investigate Overcrowding
Medical	2	RESFWY	TC - Rescue on the Freeway	Service	7	DAMAGE	Damage Investigation
Medical	2	SWR	Swift Water Rescue	Service	7	ELEV	Elevator Rescue
Medical	2	TCRES	Traffic Collision - Rescue	Service	7	ENGTRK	Misc. Response Engine & Truck
Medical	2	TRENCH	Trench Rescue	Service	7	FLOOD	Major Flooded Condition
Medical	2	USAR	Collapse/Extrication/Rescue	Service	7	FUEL	Fuel Spill
Medical	3	ALLERGY	Allergic Reaction	Service	7	GASO	Odor of Natural Gas Outside
Medical	3	ALOC	Altered Level of Consciousness	Service	7	HAZARD	Investigate Hazardous Condition
Medical	3	BREATH	Shortness of Breath	Service	7	HYD	Flowing/Gushing/Sheared Hydr.
Medical	3	BURN	Burn Injury	Service	7	LOCK	Person Locked In - Locked Out
Medical	3	CHEST	Chest Pains - Heart Attack	Service	7	MALF	Malfunction
Medical	3	CHOK	Person Choking	Service	7	ODOR	Misc. Odor Investigation
Medical	3	DIAB	Diabetic Problem	Service	7	POLE	Transformer/Street Light Fire
Medical	3	DOWN	Person Down	Service	7	PUBLIC	Public Assist
Medical	3	DROWN	Drowning/Diving Incident	Service	7	REFRIG	Abandoned Refrigerator
Medical	3	EMSFVY	EMS on the Freeway	Service	7	RESET	Fire Alarm Reset
Medical	3	ENGRA	Misc. Response Engine+RA	Service	7	ROOF1	One Story Roof Check
Medical	3	FALL1	Fall Major	Service	7	ROOF2	Roof Check 2 Stories & Above
Medical	3	GIB	G.I. Bleed	Service	7	TRK	Misc. Response for a Truck
Medical	3	GSW	Gunshot Wound	Service	7	WATER	Minor Flooding
Medical	3	HEART	Heart Problem	Service	7	WIRES	Wires Down
Medical	3	NOTBR	Person Not Breathing	Service	8	WMAIN	Broken Water Main
Medical	3	OBYGN	Obstetrics/Gynecological	Service	9	INVL	Assist the Invalid
				Service	9	ARC	Arcing Wires