



# Verdugo Fire Communications Center



Serving the Cities of

*Arcadia  
Burbank  
Glendale  
Monrovia  
Pasadena  
San Gabriel  
San Marino  
Sierra Madre  
South Pasadena*



## 2001 Annual Report





*This annual report is dedicated to Richard E. Hinz, whose vision and support helped to make Verdugo Fire Communications Center a reality. Chief Hinz was a 37-year veteran of the Glendale Fire Department when he retired, after holding every rank in the fire department and being involved in every aspect of fire prevention, suppression and protection. He served as Glendale's Fire Chief from January 1991 to December 2001.*

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

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## INTRODUCTION

### History

Verdugo Fire Communications Center was established August 1, 1979, when the founding cities of Burbank, Glendale, and Pasadena were faced with limited local resources, voluntary mutual aid with an average 45-minute delay, unfamiliarity with neighboring cities' geography, nonstandard firefighting tactics, incompatible equipment, and a lack of common radio frequencies.

The name Verdugo was chosen because the Verdugo mountain range spanned the three cities. Glendale was chosen for the Center's site due to its central location.

The benefits of a regional dispatch center were recognized immediately. In its first year of operation, Verdugo dispatched over 19,000 calls. The agreement among the three cities included a "no borders" clause – the closest fire engine responded to calls regardless of jurisdiction.

There were 23 fire stations in the borderless system, and up to 15 fire engines could be dispatched to a major incident without delay. Specialized equipment was shared among the three cities, including an Air Utility Vehicle, two Hazardous Materials Units, and three Urban Search and Rescue Units.

In 1996, the cities of South Pasadena and San Marino contracted for dispatching services, which added two more fire stations to the system and an increase of approximately 2,500 calls per year. Eight more fire stations were added in 1999 when the cities of Monrovia, Arcadia, and Sierra Madre joined the Verdugo System, and in 2000 when San Gabriel was added.

Since its first year of operation, Verdugo has dispatched over 760,000 calls. The Verdugo regional dispatching system has been very successful, providing the highest level of service to the citizens of its nine cities and saving taxpayer dollars.

### Emergency Communications

Dialing 9-1-1 in any of the cities served by Verdugo Fire Communications Center will connect the caller to either the local Police Department (if using a hard-wired phone) or to California Highway Patrol dispatchers (if using a cellular phone). Fire, rescue and medical calls are immediately transferred to Verdugo dispatchers.

When the emergency call is received at Verdugo, an operator enters the pertinent details into the computer and these are immediately transmitted via both mobile data transmitter and radio to the closest fire and/or paramedic equipment available. Emergency personnel are on the road within a minute or two of receiving the radio call and remain in constant radio contact with the Communications Center as additional details are received. Under most circumstances, emergency response equipment and personnel begin to arrive at the scene of the incident within five minutes of being dispatched.

Dispatching for nine southern California cities can pose numerous challenges. Many residents speak a limited amount of English and have difficulty conveying the details of their emergency until a translator is called to assist. Verdugo dispatchers must be familiar with streets and freeways in a densely populated, highly diverse geographic area covering over 110 square miles. In addition, callers are often in a state of agitation or anxiety due to their emergency situation and it can require patience and ingenuity to extract the necessary information.

Verdugo dispatchers are highly trained and experienced individuals who process hundreds of incoming calls daily and strive to dispatch appropriate resources promptly and accurately. All are trained in Emergency Medical Dispatch procedures and frequently instruct callers in First Aid or CPR until emergency medical personnel arrive. This vital link in the emergency response chain is saving lives during the few minutes it takes for firefighters and paramedics to arrive at an incident.

Michael Davis, Fire Chief, Burbank  
Richard Hinz, Fire Chief, Glendale (Retired Dec. 2001)  
Christopher Gray, Fire Chief, Glendale (Appointed Dec. 2001)  
Ernest Mitchell, Fire Chief, Pasadena

Ray Krakowski, Battalion Chief, Burbank  
Steve Howard, Battalion Chief, Glendale  
Joe Nestor, Battalion Chief, Pasadena  
Scott Pursell, Battalion Chief, Pasadena  
Rich Kaufman, Fire Communications Administrator  
On-Duty Fire Communications Shift Supervisor

Rich Brown, Battalion Chief, Arcadia  
Derek Young, Battalion Chief, Monrovia  
Richard Garstang, Battalion Chief, San Gabriel  
Chuck Murchie, Battalion Chief, San Marino  
Rich Snyder, Battalion Chief, Sierra Madre  
Mike Clark, Battalion Chief, South Pasadena

<u>City</u>	<u>Population*</u>	<u>Property Assessment**</u>	<u>Area (sq.mi.)</u>	<u>Joined VerdugoSystem</u>
Arcadia	54,212	\$5,148,766,961	12.00	10-21-99
Burbank	102,418	\$8,380,228,516	17.15	5-20-81
Glendale	199,022	\$12,142,110,920	30.59	8-1-79
Monrovia	37,873	\$2,008,106,933	13.73	7-1-99
Pasadena	137,294	\$10,101,676,065	23.00	9-4-79
San Gabriel	40,833	\$1,854,792,337	4.10	4-7-00
San Marino	13,165	\$2,339,497,424	3.75	4-17-96
Sierra Madre	10,760	\$825,868,524	3.00	10-21-99
South Pasadena	24,820	\$1,738,012,645	3.44	4-17-96
<b>Total</b>	<b>620,397</b>	<b>\$44,539,060,325</b>	<b>110.76 sq.mi.</b>	

\*State of California, Department of Finance, *City/County Population and Housing Estimates, 2000 and 2001*, Sacramento, California, July 2001. Population as of Jan. 1, 2001.

\*\**City of Los Angeles Tax Payers' Guide, Fiscal Year 2000-2001*, pp.116-128.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
<b>REVENUE</b>						
Charges for Service	\$335,352	\$525,121	\$401,414	\$1,261,887	\$ 370,139	\$ 1,632,026
Equipment Replacement	\$ 62,073	\$ 62,073	\$ 62,073	\$ 186,219	\$ -	\$ 186,219
Subtotal						\$ 1,818,245
Interest & Misc. Revenue						\$ 159,810
TOTAL						\$ 1,978,055
<b>EXPENDITURES</b>						
Salaries						\$ 1,202,334
Maint. & Operations						\$ 439,966
Capital Outlay						\$ 31,399
TOTAL						\$ 1,673,699
Designated for upcoming replacement of CAD and radio systems						\$ 304,356
Contract Cities include Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena						



## 2001 ACCOMPLISHMENTS

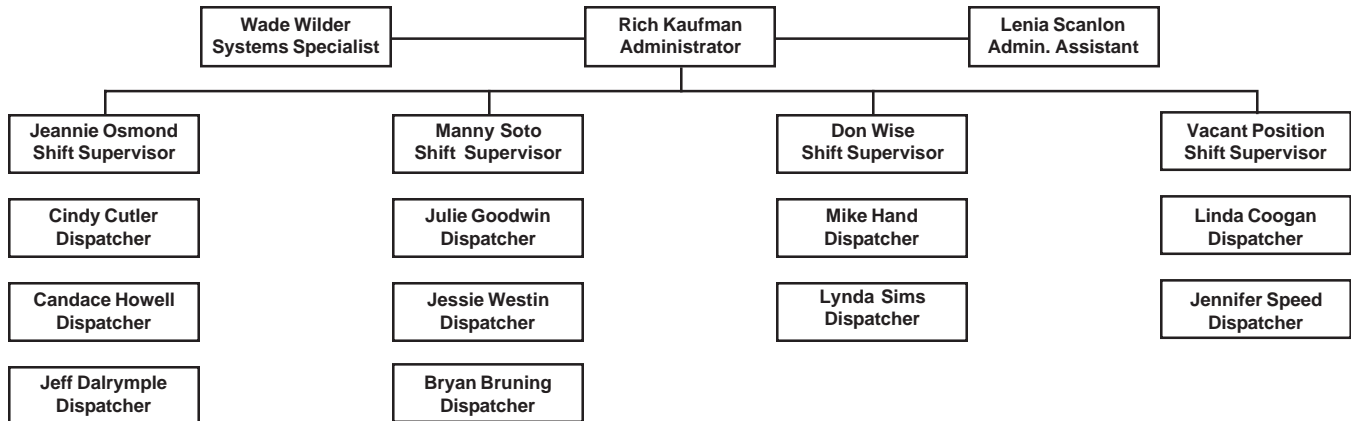
- A total of 99,086 phone calls were processed by Verdugo dispatchers in 2001, including 50,145 fire and medical incidents dispatched to the nine cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries.
- Microwave transmissions were switched over to the newly installed microwave system located in Burbank and Glendale, which replaced an outdated system that is no longer supported by the manufacturer.
- Significant progress was made on designing a new voice and data radio system for the Verdugo System which will aid in replacing outdated equipment and complying with changing FCC regulations. This project is a collaboration between the City of Glendale Information Services Department and all system users.
- A new program for testing prospective dispatchers, CritiCall Dispatch Selection Software, was used to screen applicants for Fire Communications Operator and Shift Supervisor positions.
- Six new dispatch workstation computers were configured and installed to replace outdated hardware, improve reliability and provide the most current version of all software programs employed by the dispatch center.
- A protocol was developed to determine how often multiple dispatchers are on emergency calls simultaneously (this includes nonemergency calls placed on hold to answer emergency lines). This tool allows for efficient staffing management.
- A spreadsheet was programmed to take raw data from the Computer Assisted Dispatch system and calculate how often each fire department in the Verdugo System responds outside its city borders and where those responses occur.
- The Verdugo CAD paging system interface was upgraded to expand group and individual paging capabilities and permit communication with a variety of wireless devices.

## 2002 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.
- 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.
- Convene a committee to begin planning new CAD, MIS, and RMS systems. It is anticipated that these systems will be replaced in the next two to three years.
- Purchase and implement Reddinet, a proprietary system that displays the current emergency room status for hospitals in and around the Verdugo system. This system enables dispatchers to inform rescue ambulance personnel of emergency room closures and direct them to the next closest facility.
- Install new radio data system at designated sites and reprogram CAD for the new system and protocol. New data system will run at least four times faster than the existing system and resolve throughputs, waits and lost dispatch problems.
- Upgrade Electrohome projectors designed to project incident status on screens in order to improve resolution and reliability of the system.
- Develop a stand-alone CAD system for dispatching in case of primary system failure.

## 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	3
Fire Communications Operator	10	10

### COMMUNICATIONS EXPERIENCE

The 14 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 134 years' experience at the Verdugo Center and 228 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			1
Command	1	1	1	1	1	1	1	1	1
Hazmat	1	1							
USAR	1	1	1	1		1		1	1
Water Tender	1	1						1	

## VERDUGO SYSTEM

There were 50,145 incidents dispatched by Verdugo Fire Communications in 2001. 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 each Type Code in the Fire, Medical, Service and Other Categories during 2001, along with the percent of incidents in that Category for the year. Of the 126 Type Codes listed below, the four most frequent incident types were Fire Alarm (56% of Fire incidents), Shortness of Breath (12% of Medical incidents), Traffic Collision (10% of Medical incidents), and Fall - Minor (10% of Medical incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ALARM	Fire Alarm	5162	56.1	ABD	Abdominal Pain	1022	2.8	ANIMAL	Animal Rescue/Assist	13	<0.5
ALARMF	Fire Alarm - Full Assignment	78	0.8	ALERGY	Allergic Reaction	196	0.5	ARC	Arcing Wires	42	1.1
ALERT2	Emergency Landing at Airport	38	<0.5	ALERT3	Plane Accident, Down or Fire	2	<0.5	BIO	Biohazard Investigation	60	1.6
APPL	Appliance Fire	143	1.6	ALOC	Altered Level of Consciousness	1298	3.6	CARBON	Carbon Monoxide Alarm	29	0.8
APT	Apartment House Fire	133	1.4	ASLT	Assault	752	2.1	CROWD	Investigate Overcrowding	12	<0.5
BEES	Bee Investigation	139	1.5	BACK	Back Pain	402	1.1	DAMAGE	Damage Investigation	13	<0.5
BOMB	Explosives/Bomb Threat/Scare	19	<0.5	BITE	Animal/Human/Stings	109	<0.5	ELEV	Elevator Rescue	214	5.5
BRUSH	Brush Fire	36	<0.5	BREATH	Shortness of Breath	4447	12.2	ENGTRK	Misc. Response Engine & Truck	4	<0.5
BST3	Brush Strike Team XLC-1203A	1	<0.5	BUILD	Building Collapse Rescue	1	<0.5	FLOOD	Major Flooded Condition	123	3.2
BST4	Brush Strike Team XLC-1204A	1	<0.5	BURN	Burn Injury	29	<0.5	FUEL	Fuel Spill	146	3.8
BST5	Brush Strike Team XLC-1205A	1	<0.5	CHEST	Chest Pains - Heart Attack	2,722	7.5	FULL	Misc. Response - Full Assignment	5	<0.5
CHEMO	Chemical Outside	272	3.0	CHOKE	Person Choking	189	0.5	GASI	Odor of Natural Gas Inside	127	3.3
ELECF	Electrical Fire	185	2.0	CONFIN	Confined Space Rescue	1	<0.5	GASO	Odor of Natural Gas Outside	111	2.9
ENG	Misc. Response for 1 Engine	106	1.2	DIAB	Diabetic Problem	577	1.6	GMAIN	Broken Gas Main	51	1.3
FLOW	Sprinkler System Activated	22	<0.5	DOWN	Person Down	930	2.6	HAZARD	Investigate Hazardous Condition	246	6.4
FNO	Fire Now Out	171	1.9	DROWN	Drowning/Diving Incident	7	<0.5	HAZMAT	Hazardous Materials Response	25	0.6
GARAGE	Garage Fire	27	<0.5	EMS	EMS Call - No Details	126	<0.5	HYD	Flowing/Gushing/Sheared Hydrant	78	2.0
HOUSE	House Fire	210	2.3	EMSFY	EMS on the Freeway	55	<0.5	INVL	Assist the Invalid	729	18.9
ILLEG	Illegal Burning	122	1.3	ENGR	Misc. Response Engine+RA	22	<0.5	LAW	PD Assist - Stand By	44	1.1
MUTUAL	Mutual Aid Response	4	<0.5	FALL1	Fall Major	128	<0.5	LOCK	Person Locked In-Locked Out	213	5.5
OUT	Miscellaneous Outside Fire	49	0.5	FALL2	Fall Minor	3,658	10.1	MALF	Malfunction	123	3.2
PERSON	Person on Fire	1	<0.5	FULLRA	Misc. Full Assignment + RA	2	<0.5	ODOR	Misc. Odor Investigation	193	5.0
PLANE	Plane Accident, Down or Fire	2	<0.5	GIB	G.I. Bleed	301	0.8	POLE	Transformer/Street Light Fire	32	0.8
REFUSE	Refuse Fire	267	2.9	GSW	Gunshot Wound	59	<0.5	PUBLIC	Public Assist	169	4.4
SMOKEI	Smoke in a Structure	308	3.3	HANG	Person Hanging	7	<0.5	REFRIG	Abandoned Refrigerator	118	3.1
SMOKEO	Smoke in the Area	290	3.2	HEART	Heart Problem	996	2.7	RESET	Fire Alarm Reset	144	3.7
STR	Structure Fire	339	3.7	MED	Misc. Medical	3,394	9.3	ROOF1	One Story Roof Check	36	0.9
UNKF	Unknown Type Fire	94	1.0	MEDALR	Medical Alarm	278	0.8	ROOF2	Roof Check 2 Stories & Above	38	1.0
VAULT	Electrical Vault Fire	9	<0.5	NOTBR	Person Not Breathing	784	2.2	THREAT	Bio-Chemical Threat	188	4.9
VEG	Vegetation Fire	169	1.8	OBGYN	Obstetrics/Gynecological	281	0.8	TRK	Misc. Response for a Truck	12	<0.5
VEH	Vehicle Fire	515	5.6	OD	Overdose	451	1.2	WATER	Minor Flooding	295	7.6
VEHFWY	Vehicle Fire on the Freeway	251	2.7	PSYCH	Psychiatric	396	1.1	WIRES	Wires Down	159	4.1
VEHSTR	Vehicle Fire in a Structure	37	<0.5	RA	Misc. Response for 1 RA	3	<0.5	WMAIN	Broken Water Main	70	1.8
				RESCUE	Rescue	65	<0.5				
				RESFWY	TC-Rescue on the Freeway	185	0.5				
				SEIZ	Person in Seizure	1,646	4.5				
				SHOCK	Electrical Shock Injury	3	<0.5				
				SICK	Person Sick	744	2.0				
				STAB	Person Stabbed	72	<0.5				
				STROKE	CVA - Neurologic	737	2.0				
				SWR	Swift Water Rescue	2	<0.5				
				TC	Traffic Collision	3,752	10.3				
				TCFUEL	Injury TC with Fuel Spill	20	<0.5				
				TCFWY	Traffic Collision - Freeway	664	1.8				
				TCRES	Traffic Collision - Rescue	273	0.8				
				TCSTR	Vehicle into Structure	52	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	343	0.9				
				TR1	Severe Trauma	71	<0.5				
				TR2	Minor Trauma	1,582	4.4				
				TRENCH	Trench Rescue	1	<0.5				
				UNCON	Person Unconsc./Unresponsive	1,917	5.3				
				UNKMED	Unknown Medical	547	1.5				
				USAR	Collapse/Extrication/Rescue	4	<0.5				

## OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF OTHER CALLS
DEMO	Fire Extinguisher Demonstration	1	0.5
EVENT	Special Event	39	21.0
FWORKS	Fireworks Violation	135	72.6
MANPWR	Insufficient Manpower	1	0.5
PD	Transfer to Police Dept.	3	1.6
PERMIT	Permit Investigation	6	3.2
TEST	Fire Alarm Testing	1	0.5



## TOP 10 INCIDENT TYPES

The ten most common types of incidents that occurred within the Verdugo System in 2001 are listed below, along with the percent of all Verdugo incidents. For comparison, the percents of the same incident types for each of the individual agencies in the Verdugo System are also included.

INCIDENT TYPE	PERCENT OF INCIDENTS									
	<u>VFCC</u>	<u>AR</u>	<u>BU</u>	<u>GL</u>	<u>MO</u>	<u>PA</u>	<u>SG</u>	<u>SI</u>	<u>SM</u>	<u>SP</u>
Fire Alarm	10.3	13.1	8.8	6.4	10.4	15.1	7.0	5.8	13.7	8.7
Shortness of Breath	8.9	6.8	10.2	10.3	8.4	8.0	9.5	7.0	6.8	5.4
Traffic Collision	7.5	10.2	5.5	8.0	8.0	7.3	8.9	3.0	6.5	9.9
Fall Minor	7.3	8.5	8.3	7.4	7.9	6.4	6.4	9.5	6.4	7.4
Misc. Medical	6.8	5.6	7.4	8.0	5.9	5.9	7.2	8.1	6.1	5.5
Chest Pains - Heart Attack	5.4	4.7	6.1	6.7	4.2	4.8	5.0	4.7	3.1	3.2
Person Unconsc./Unresponsive	3.8	4.2	3.6	4.1	3.2	3.8	4.9	4.3	1.0	3.6
Person in Seizure	3.3	2.9	2.9	2.7	3.4	4.4	3.2	2.4	1.8	2.4
Minor Trauma	3.2	2.9	3.0	3.0	3.2	3.3	2.8	6.1	3.1	3.1
Altered Level of Consciousness	2.6	2.8	2.8	2.6	2.8	2.4	3.0	2.6	2.0	2.6

## VERDUGO INCIDENTS BY CATEGORY

NUMBER OF INCIDENTS											
<u>CATEGORY</u>	<u>AR</u>	<u>BU</u>	<u>GL</u>	<u>MO</u>	<u>PA</u>	<u>SG</u>	<u>SI</u>	<u>SM</u>	<u>SP</u>	<u>VFCC</u>	<u>VFCC%</u>
<b>FIRE</b>	758	1,399	1,827	609	3,131	298	116	195	282	8,964	17.9%
<b>MEDICAL</b>	2,638	6,366	11,398	2,328	10,216	1,607	478	513	998	36,787	73.4%
<b>SERVICE</b>	258	630	1,003	273	825	131	104	139	201	3,577	7.1%
<b>OTHER</b>	3	18	44	2	142	5	2	2	2	226	0.5%
<b>O.O.V.</b>	35	31	147	36	47	116	4	127	48	591	1.2%
<b>TOTAL</b>	<b>3,692</b>	<b>8,444</b>	<b>14,419</b>	<b>3,248</b>	<b>14,361</b>	<b>2,157</b>	<b>704</b>	<b>976</b>	<b>1,531</b>	<b>50,145</b>	

O.O.V. = Responses Outside of the Verdugo System

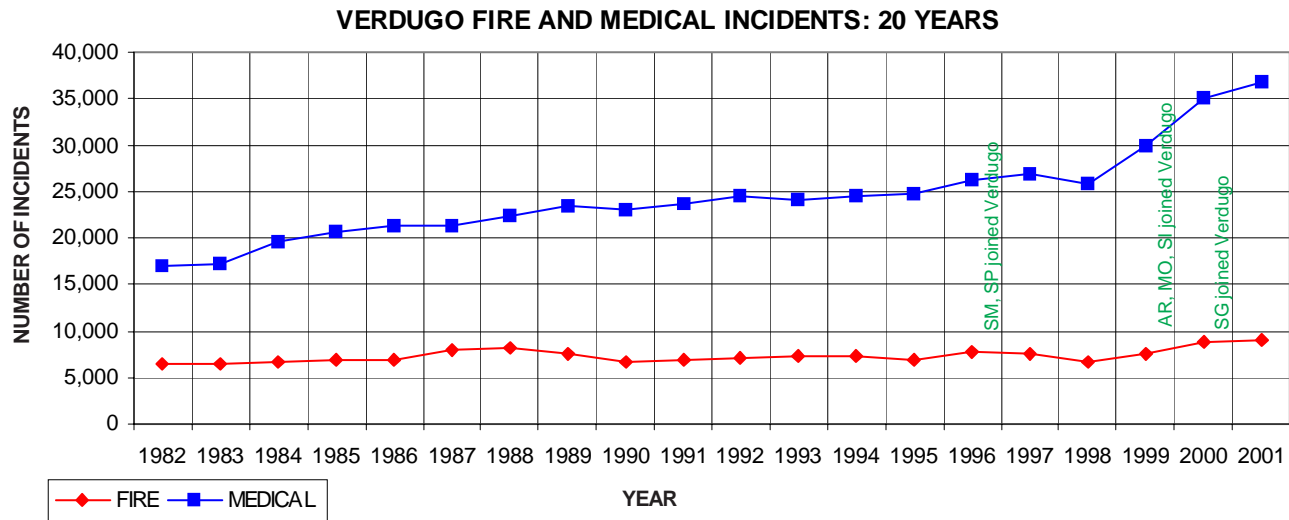
## VERDUGO INCIDENTS BY SOURCE

Requests for fire and medical assistance are received through 9-1-1 calls, transfers from other agencies such as California Highway Patrol, calls from fire departments in the Verdugo System ("7-digit"), and radio communications.

NUMBER OF INCIDENTS											
<u>SOURCE</u>	<u>AR</u>	<u>BU</u>	<u>GL</u>	<u>MO</u>	<u>PA</u>	<u>SG</u>	<u>SI</u>	<u>SM</u>	<u>SP</u>	<u>VFCC</u>	<u>VFCC%</u>
<b>9-1-1 CALLS</b>	2,032	5,234	9,054	1,825	7,738	1,176	361	365	723	28,518	56.9%
<b>OTHER AGENCY</b>	811	1,360	2,741	791	2,524	601	134	337	479	10,267	20.5%
<b>7-DIGIT LINES</b>	822	1,764	2,495	590	3,843	351	201	247	291	10,693	21.3%
<b>RADIO</b>	27	86	129	42	256	29	8	27	38	667	1.3%
<b>TOTAL</b>	<b>3,692</b>	<b>8,444</b>	<b>14,419</b>	<b>3,248</b>	<b>14,361</b>	<b>2,157</b>	<b>704</b>	<b>976</b>	<b>1,531</b>	<b>50,145</b>	

VERDUGO INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	823	766	679	718	688	743	741	743	742	777	787	757	8,964
MEDICAL	3,075	2,836	3,158	2,941	3,184	3,076	2,977	3,009	3,068	3,128	3,080	3,255	36,787
SERVICE	331	270	264	271	256	295	278	284	327	423	329	249	3,577
OTHER	11	4	7	5	6	8	138	9	9	11	6	12	226
O.O.V.	70	55	31	44	43	45	50	51	48	62	39	53	591
TOTAL	4,310	3,931	4,139	3,979	4,177	4,167	4,184	4,096	4,194	4,401	4,241	4,326	50,145

\*Data for March 1-12 were unavailable



**TOTAL INCIDENTS PER YEAR - INCLUDING FIRE, MEDICAL, SERVICE, OTHER, O.O.V.**

1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001
23,563	23,598	26,376	27,595	28,214	29,179	30,674	32,251	32,634	33,084	33,937	33,697	35,055	34,585	37,036	37,821	37,773	40,726	47,994	50,145

**RESPONSE TIMES**

Statistics are also generated for the time it takes from dispatch to the arrival on scene of the first assigned unit. Dispatch to arrival statistics may vary due to a variety of factors such as the city's geographical layout, the time of day or night, traffic density, road conditions and emergency unit availability.

DISPATCH TO ARRIVAL: PERCENT OF RESPONSES					
	≤ 3 min.	≤ 4 min.	≤ 5 min.	≤ 6 min.	≤ 7 min.
Verdugo	25	54	78	90	95
Burbank	21	48	75	89	95
Glendale	24	56	80	91	96
Pasadena	29	58	80	91	96
Arcadia	19	47	72	87	94
Monrovia	23	47	72	87	94
San Gabriel	19	48	76	90	95
San Marino	34	56	78	90	95
Sierra Madre	31	53	70	82	89
South Pasadena	31	59	80	90	95

## CALL HANDLING TIMES

Data for two incident processing functions are used to monitor the speed with which calls are handled: emergency call processing 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 2001 were 54 seconds for 911 call processing and 11.2 seconds for radio dispatching.

## STRIKE TEAM RESPONSES

When additional assistance is required to suppress a widespread brush fire, strike teams may be dispatched from fire departments in the Verdugo System. The adjacent photo shows a Los Angeles County water-dropping helicopter making a drop during the Castaic brush fire on August 27, 2001. Burbank, Glendale, Monrovia, Pasadena, San Gabriel and San Marino Fire Departments were among the agencies to assist with this incident. Another strike team incident occurred October 12 in the San Francisquito/Seco Canyon area of Santa Clarita, with Burbank, Glendale and Pasadena assisting the Los Angeles County Fire Department.



Photo by William G. Hartenstein

## “THREAT” INCIDENTS

Reports of a suspicious, white, powdery substance began in early October and escalated through early November. The type code THREAT was used to report these potential biochemical threats. The fact that some cities seem to have a disproportionate number of THREAT calls might be due in part to higher daytime populations of commuting workers.

City	THREAT calls	Population	THREAT calls per 10,000 residents
Arcadia	5	54,212	0.9
Burbank	32	102,418	3.1
Glendale	79	199,022	4.0
Monrovia	14	37,873	3.7
Pasadena	40	137,294	2.9
San Gabriel	2	40,833	0.5
San Marino	2	13,165	1.5
Sierra Madre	3	10,760	2.8
South Pas.	11	24,820	4.4

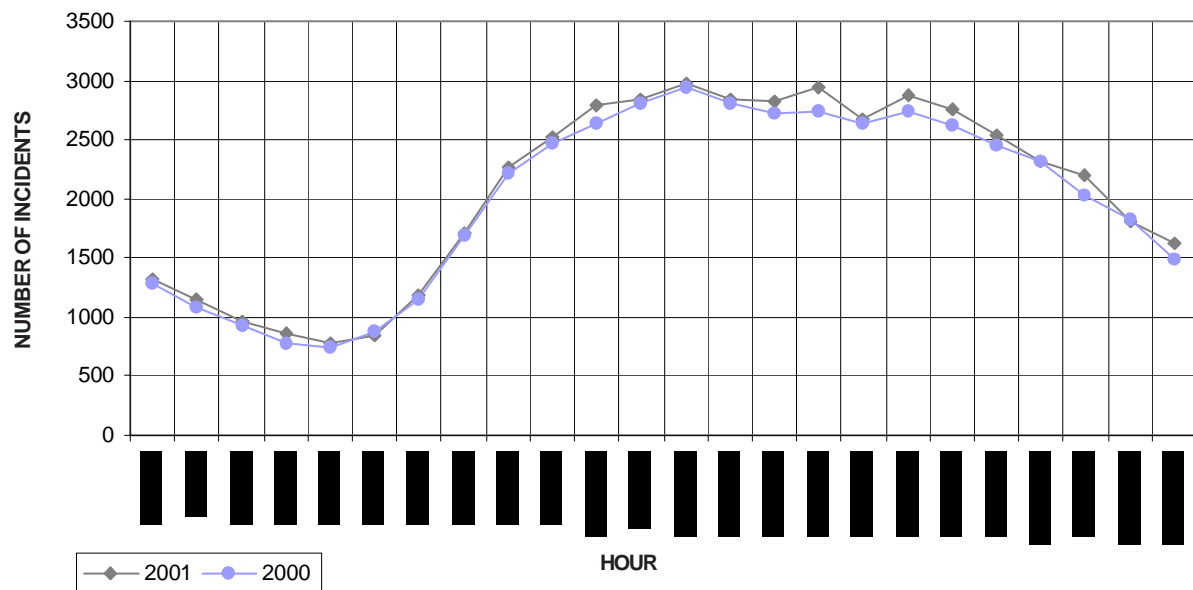
## OUT OF JURISDICTION CALLS

The table below shows the Out of Jurisdiction incidents that were dispatched by Verdugo in 2001. 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.

City where incident occurred															
Responding Agency	Burbank	Glendale	Pasadena	Arcadia	Monrovia	San Gabriel	Sierra Madre	San Marino	South Pasadena	LA City	County	Alhambra	Monterey Park	Other*	Subtotal
Burbank	X	219	22	1		1		1	1	30	2				277
Glendale	182	X	60	1		1		1	1	84	60				390
Pasadena	10	26	X	39	3		1	36	127	1	45	1			289
Arcadia		1	40	X	301		2		1		34			1	380
Monrovia				215	X		1	2			36				254
S.Gabriel	1			2		X		28	3	1	40	75	1		151
S.Madre		1		1			X				3			1	6
S.Marino		1	167	6	2	222		X	182		98	27			705
S.Pas.	2		70			6		82	X	14		35	1	2	212
LA City	2	11	1						20	X					34
LACounty		55	35	62	74	46	6	12		2	X			1	293
Alhambra				1		101		9	29	2	3	X		1	146
Mont.Pk.						1			1		1		X	1	4
Other*	191	115	54	78	2,233	6	7				5			X	2,689
Subtotal	388	429	449	406	2,613	384	17	171	365	134	327	138	2	7	5,830

\*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or aircraft crash-related vehicles. In Monrovia, private ambulances are used for EMS incidents, but a Fire Department Squad and Engine are also dispatched in most cases.

## VERDUGO INCIDENTS PER HOUR



## COMPARISON OF INCIDENTS PER 10,000 RESIDENTS BY CITY

When the frequencies of different types of incidents are expressed on a per capita basis, interesting patterns may emerge. Higher values for certain types of incidents generally reflect basic differences between cities, for example one city may have a higher median age of residents or somewhat older buildings. The following table shows how many incidents of each type occurred in each city during 2001, per 10,000 residents of that city.

<b>FIRE INCIDENTS</b>	<b>VFCC</b>	<b>AR</b>	<b>BU</b>	<b>GL</b>	<b>MO</b>	<b>PA</b>	<b>SG</b>	<b>SI</b>	<b>SM</b>	<b>SP</b>
Apartment House Fire	2.1	1.3	1.5	2.8	1.8	2.0	1.5	0.9	0.0	2.4
Appliance Fire	2.3	1.5	3.1	1.8	4.2	2.3	1.0	5.6	3.8	1.2
Bee Investigation	2.2	2.0	1.0	2.8	2.4	1.6	0.7	4.6	4.5	7.3
Brush Fire	0.6	0.4	0.2	0.6	0.0	0.7	0.2	1.9	0.0	1.2
Chemical Outside	4.4	3.3	4.8	6.1	4.7	3.1	2.0	6.5	3.0	1.6
Electrical Fire	3.0	3.3	4.4	1.8	4.5	2.8	2.0	4.6	5.3	3.6
Explosives/Bomb Threat/Scare	0.3	0.0	0.1	0.4	0.5	0.4	0.2	0.0	0.8	0.4
Fire Alarm	83.2	89.5	72.6	46.3	89.4	158.2	37.3	38.0	101.5	53.6
Fire Alarm - Full Assignment	1.3	1.5	1.0	1.4	1.6	1.4	0.5	0.9	0.0	1.2
Fire Now Out	2.8	2.2	2.7	2.5	2.4	3.6	1.5	2.8	3.0	4.0
Garage Fire	0.4	0.2	0.5	0.4	0.0	0.7	0.2	1.9	0.8	0.0
House Fire	3.4	3.9	3.1	2.3	4.7	4.2	3.7	2.8	3.0	2.4
Illegal Burning	2.0	0.9	2.3	2.0	2.6	2.3	0.7	3.7	0.8	1.2
Misc. Response for 1 Engine	1.7	1.3	2.2	1.2	0.8	2.1	3.2	2.8	1.5	1.2
Miscellaneous Outside Fire	0.8	1.3	0.6	0.5	1.3	1.2	0.5	1.9	0.8	0.4
Refuse Fire	4.3	3.3	4.8	3.4	6.3	4.6	3.9	2.8	1.5	8.5
Smoke in a Structure	5.0	4.2	7.8	2.9	4.7	6.6	2.0	7.4	4.5	4.8
Smoke in the Area	4.7	3.5	4.3	3.8	5.8	5.9	1.7	13.9	8.3	5.2
Sprinkler System Activated	0.4	0.2	0.2	0.4	1.1	0.3	0.2	0.9	0.0	0.4
Structure Fire	5.5	2.2	3.1	2.1	2.1	3.9	2.9	0.9	1.5	2.4
Unknown Type Fire	1.5	2.0	0.8	1.1	3.2	1.2	1.2	1.9	0.0	2.0
Vegetation Fire	2.7	3.0	3.1	1.0	3.2	2.8	3.9	3.7	6.1	3.6
Vehicle Fire	8.3	7.7	8.1	5.8	10.8	12.7	5.1	3.7	4.5	9.7
Vehicle Fire in a Structure	0.6	0.4	0.8	0.7	0.8	0.5	0.2	0.0	0.0	0.4
Vehicle Fire on the Freeway	4.0	3.5	3.2	3.0	3.4	5.0	0.7	0.0	0.0	1.6
<b>MEDICAL INCIDENTS</b>	<b>VFCC</b>	<b>AR</b>	<b>BU</b>	<b>GL</b>	<b>MO</b>	<b>PA</b>	<b>SG</b>	<b>SI</b>	<b>SM</b>	<b>SP</b>
Abdominal Pain	16.5	11.1	18.0	17.5	14.2	21.3	6.6	14.8	12.1	8.1
Allergic Reaction	3.2	3.1	3.5	2.3	5.8	4.4	0.7	1.9	1.5	2.8
Altered Level of Consciousness	20.9	19.4	22.8	18.9	24.0	25.4	15.7	16.7	15.2	16.1
Animal/Human/Stings	1.8	1.5	1.9	1.3	1.8	2.1	2.0	6.5	3.8	0.4
Assault	12.1	6.8	7.6	9.9	15.6	22.4	10.8	3.7	3.8	6.0
Back Pain	6.5	4.8	8.2	5.9	5.8	8.3	3.2	3.7	3.0	5.6
Burn Injury	0.5	0.2	0.7	0.4	0.5	0.6	0.2	1.9	0.0	0.0
Chest Pains - Heart Attack	43.9	32.1	50.1	48.8	35.6	50.5	26.2	30.6	22.7	19.8
Collapse/Extrication/Rescue	0.1	0.0	0.0	0.2	0.0	0.0	0.0	0.9	0.0	0.0
CVA - Neurologic	11.9	11.8	15.3	10.9	11.6	12.6	9.6	7.4	8.3	7.7
Diabetic Problem	9.3	10.0	10.5	7.1	11.3	13.8	4.2	10.2	0.8	4.0
Drowning/Diving Incident	0.1	0.4	0.1	0.1	0.0	0.1	0.2	0.0	0.0	0.4
EMS Call - No Details	2.0	3.7	2.8	1.0	4.5	1.7	2.0	3.7	3.0	0.4
EMS on the Freeway	0.9	1.3	1.5	0.7	1.3	0.9	0.2	0.0	0.0	0.4
Fall Major	2.1	1.8	3.6	1.8	2.4	2.1	0.5	2.8	0.0	0.8
Fall Minor	59.0	58.1	68.7	53.6	67.8	67.2	33.6	62.0	47.0	46.0
G.I. Bleed	4.9	3.1	4.6	4.8	4.2	7.0	2.7	2.8	4.5	3.2
Gunshot Wound	1.0	0.2	1.0	1.1	0.8	1.5	0.7	0.0	0.0	0.4
Heart Problem	16.1	10.1	22.9	17.9	15.8	15.3	6.9	13.0	8.3	10.1



<b>MEDICAL INCIDENTS</b>	<b>VFCC</b>	<b>AR</b>	<b>BU</b>	<b>GL</b>	<b>MO</b>	<b>PA</b>	<b>SG</b>	<b>SI</b>	<b>SM</b>	<b>SP</b>
Ingestion-Poisoning-Inhalation	5.5	2.6	5.7	4.2	5.3	10.0	1.7	5.6	6.1	3.2
Injury TC with Fuel Spill	0.3	0.7	0.2	0.4	0.3	0.3	0.0	0.0	0.8	0.4
Medical Alarm	4.5	3.7	6.1	3.1	2.4	6.7	2.9	0.0	7.6	3.2
Minor Trauma	25.5	19.9	24.8	22.0	27.7	34.7	14.7	39.8	22.7	19.4
Misc. Medical	54.7	38.2	61.4	57.8	50.9	61.5	38.0	52.8	45.5	33.9
Misc. Response Engine+RA	0.4	0.2	0.4	0.2	0.8	0.4	0.2	0.0	0.8	0.8
Obstetrics/Gynecological	4.5	2.4	3.9	4.3	4.0	7.6	2.7	0.9	3.0	1.6
Overdose	7.3	4.8	7.8	5.7	9.2	10.9	4.9	2.8	1.5	8.1
Person Choking	3.0	3.5	3.0	3.1	4.5	3.2	2.0	0.0	3.0	1.2
Person Down	15.0	11.1	9.9	18.2	16.4	19.5	9.6	4.6	3.8	9.7
Person in Seizure	26.5	19.7	23.8	19.9	29.6	46.5	17.2	15.7	13.6	14.9
Person Not Breathing	12.6	9.8	11.9	12.6	11.3	15.3	10.8	10.2	10.6	11.3
Person Sick	12.0	10.3	10.6	13.0	10.8	13.7	10.5	8.3	6.8	8.1
Person Stabbed	1.2	0.9	0.7	0.9	1.3	2.0	1.7	0.0	0.0	0.8
Person Unconsc./Unresponsive	30.9	28.6	30.1	29.4	27.7	40.2	25.7	27.8	7.6	22.2
Psychiatric	6.4	2.8	6.8	7.0	6.1	8.8	2.2	3.7	2.3	4.0
Rescue	1.0	0.4	0.9	1.1	1.6	1.1	1.0	2.8	0.8	0.8
Severe Trauma	1.1	0.7	1.6	1.0	1.6	1.2	0.7	0.9	0.8	1.2
Shortness of Breath	71.7	46.1	84.2	74.7	72.3	83.8	50.0	45.4	50.0	33.5
TC-Rescue on the Freeway	3.0	2.6	2.8	2.7	3.4	4.7	0.7	0.0	0.0	2.0
Traffic Collision	60.5	69.4	45.7	58.1	68.3	75.9	47.1	19.4	47.7	61.3
Traffic Collision - Freeway	10.7	5.5	12.3	10.0	16.9	12.8	4.2	0.0	0.0	10.9
Traffic Collision - Rescue	4.4	4.1	3.1	3.2	4.0	7.5	2.7	1.9	1.5	6.5
Unknown Medical	8.8	8.5	7.3	9.9	5.5	10.9	7.6	2.8	3.0	3.6
Vehicle into Structure	0.8	0.9	0.6	1.2	0.8	0.6	0.2	0.9	0.0	1.6
<b>SERVICE INCIDENTS</b>	<b>VFCC</b>	<b>AR</b>	<b>BU</b>	<b>GL</b>	<b>MO</b>	<b>PA</b>	<b>SG</b>	<b>SI</b>	<b>SM</b>	<b>SP</b>
Abandoned Refrigerator	1.9	0.0	2.2	2.6	0.3	3.1	0.0	0.0	0.0	0.4
Animal Rescue/Assist	0.2	0.2	0.1	0.2	1.1	0.0	0.7	0.0	0.0	0.4
Arcing Wires	0.7	1.5	0.7	0.2	1.8	0.4	0.2	3.7	2.3	1.2
Assist the Invalid	11.8	14.8	17.8	8.0	12.1	10.8	10.3	18.5	22.7	8.5
Bio-Chemical Threat	3.0	0.9	3.1	4.0	3.7	2.9	0.5	2.8	1.5	4.4
Biohazard Investigation	1.0	0.0	1.1	1.2	1.1	1.0	0.0	0.9	0.8	2.0
Broken Gas Main	0.8	0.7	1.6	0.4	0.8	1.1	0.5	1.9	0.8	0.4
Broken Water Main	1.1	0.6	1.8	0.9	2.1	0.6	1.2	3.7	0.0	2.4
Carbon Monoxide Alarm	0.5	0.7	0.6	0.4	0.3	0.6	0.0	0.9	0.0	0.0
Damage Investigation	0.2	0.2	0.2	0.2	0.3	0.3	0.0	0.0	0.0	0.8
Elevator Rescue	3.4	0.7	3.1	4.3	0.0	6.0	1.2	0.0	0.8	1.6
Fire Alarm Reset	2.3	1.5	2.3	2.2	2.4	3.3	1.2	2.8	1.5	1.6
Flowing/Gushing/Sheared Hydrant	1.3	1.7	1.5	0.6	4.0	1.1	0.0	3.7	4.5	1.2
Fuel Spill	2.4	0.7	4.7	1.8	1.8	2.3	0.7	3.7	3.8	2.8
Hazardous Materials Response	0.4	0.0	0.8	0.2	0.5	0.8	0.0	0.0	0.0	0.4
Investigate Hazardous Condition	4.0	2.2	3.6	3.6	5.3	4.9	1.5	6.5	8.3	5.6
Investigate Overcrowding	0.2	0.0	0.6	0.1	0.0	0.4	0.0	0.0	0.0	0.0
Major Flooded Condition	2.0	1.1	2.4	2.0	4.2	1.9	0.5	2.8	1.5	1.6
Malfunction	2.0	2.6	2.5	1.2	3.2	1.2	2.5	1.9	4.5	5.2
Minor Flooding	4.8	6.6	3.9	3.9	6.1	3.9	2.7	15.7	14.4	7.3
Misc. Odor Investigation	3.1	1.7	4.5	2.3	3.7	3.5	1.7	2.8	6.1	4.8
Odor of Natural Gas Inside	2.0	2.0	2.4	1.7	1.8	1.9	1.0	4.6	2.3	2.8
Odor of Natural Gas Outside	1.8	1.7	2.1	1.9	1.8	1.7	1.0	2.8	2.3	1.2
One Story Roof Check	0.6	0.0	0.2	0.5	1.1	0.8	1.2	0.9	0.8	1.2
PD Assist - Stand By	0.7	1.1	0.5	0.6	1.3	0.7	0.2	0.0	1.5	1.6
Person Locked In-Locked Out	3.4	3.1	1.0	3.1	4.7	5.0	1.2	2.8	6.8	8.1
Public Assist	2.7	1.3	2.1	1.2	5.3	2.6	2.9	12.0	15.9	4.4
Transformer/Street Light Fire	0.5	0.7	0.4	0.2	1.1	0.4	0.5	3.7	2.3	0.4
Wires Down	2.6	5.0	1.9	1.2	6.6	1.2	3.7	4.6	6.8	7.7

AR=Arcadia; BU=Burbank; GL=Glendale; MO=Monrovia; PA=Pasadena; SG=San Gabriel; SI=Sierra Madre; SM=San Marino; SP=South Pasadena

## BURBANK FIRE DEPARTMENT

There were 8,444 incidents reported for Burbank in 2001. Of the 108 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (52% of Fire incidents), Shortness of Breath (14% of Medical incidents), and Assist the Invalid (25% of Service incidents).

## FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	743	51.8
ALARMF	Fire Alarm - Full Assignment	10	0.7
ALERT2	Emergency Landing at Airport	38	2.6
APPL	Appliance Fire	32	2.2
APT	Apartment House Fire	15	1.0
BEES	Bee Investigation	10	0.7
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
BRUSH	Brush Fire	2	<0.5
CHEMO	Chemical Outside	49	3.4
ELECF	Electrical Fire	45	3.1
ENG	Misc. Response for 1 Engine	23	1.6
FLOW	Sprinkler System Activated	2	<0.5
FNO	Fire Now Out	28	2.0
GARAGE	Garage Fire	5	<0.5
HOUSE	House Fire	32	2.2
ILLEG	Illegal Burning	24	1.7
OUT	Miscellaneous Outside Fire	6	<0.5
PLANE	Plane Accident, Down or Fire	1	<0.5
REFUSE	Refuse Fire	49	3.4
SMOKEI	Smoke in a Structure	80	5.6
SMOKEO	Smoke in the Area	44	3.1
STR	Structure Fire	32	2.2
UNKF	Unknown Type Fire	8	0.6
VEG	Vegetation Fire	32	2.2
VEH	Vehicle Fire	83	5.8
VEHFWY	Vehicle Fire on the Freeway	33	2.3
VEHSTR	Vehicle Fire in a Structure	8	0.6

## MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	184	2.9
ALERGY	Allergic Reaction	36	0.6
ALERT3	Plane Accident, Down or Fire	2	<0.5
ALOC	Altered Level of Consciousness	233	3.7
ASLT	Assault	78	1.2
BACK	Back Pain	84	1.3
BITE	Animal/Human/Stings	19	<0.5
BREATH	Shortness of Breath	862	13.8
BURN	Burn Injury	7	<0.5
CHEST	Chest Pains - Heart Attack	513	8.2
CHOKE	Person Choking	31	0.5
DIAB	Diabetic Problem	108	1.7
DOWN	Person Down	101	1.6
DROWN	Drowning/Diving Incident	1	<0.5
EMS	EMS Call - No Details	29	0.5
EMSFY	EMS on the Freeway	15	<0.5
ENGRA	Misc. Response Engine+RA	4	<0.5
FALL1	Fall Major	37	0.6
FALL2	Fall Minor	703	11.3
FULLRA	Misc. Full Assignment + RA	1	<0.5
GIB	G.I. Bleed	47	0.8
GSW	Gunshot Wound	10	<0.5
HANG	Person Hanging	3	<0.5
HEART	Heart Problem	234	3.7
MED	Misc. Medical	629	10.1
MEDALR	Medical Alarm	62	1.0
NOTBR	Person Not Breathing	122	2.0
OBYGN	Obstetrics/Gynecological	40	0.6
OD	Overdose	80	1.3
PSYCH	Psychiatric	70	1.1
RESCUE	Rescue	9	<0.5
RESFWY	TC-Rescue on the Freeway	29	0.5
SEIZ	Person in Seizure	244	3.9
SHOCK	Electrical Shock Injury	2	<0.5
SICK	Person Sick	109	1.7
STAB	Person Stabbed	7	<0.5
STROKE	CVA - Neurologic	157	2.5
TC	Traffic Collision	468	7.5
TCFUEL	Injury TC with Fuel Spill	2	<0.5
TCFWY	Traffic Collision - Freeway	126	2.0
TCRES	Traffic Collision - Rescue	32	0.5
TCSTR	Vehicle into Structure	6	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	58	0.9
TR1	Severe Trauma	16	<0.5
TR2	Minor Trauma	254	4.1
UNCON	Person Unconsc./Unresponsive	308	4.9
UNKMED	Unknown Medical	75	1.2

## SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	1	<0.5
ARC	Arcing Wires	7	1.0
BIO	Biohazard Investigation	11	1.5
CARBON	Carbon Monoxide Alarm	6	0.8
CROWD	Investigate Overcrowding	6	0.8
DAMAGE	Damage Investigation	2	<0.5
ELEV	Elevator Rescue	32	4.5
FLOOD	Major Flooded Condition	25	3.5
FUEL	Fuel Spill	48	6.7
FULL	Misc. Response-Full Assignment	1	<0.5
GASI	Odor of Natural Gas Inside	25	3.5
GASO	Odor of Natural Gas Outside	21	2.9
GMAIN	Broken Gas Main	16	2.2
HAZARD	Investigate Hazardous Condition	37	5.2
HAZMAT	Hazardous Materials Response	8	1.1
HYD	Flowing/Gushing/Sheared Hydrant	15	2.1
INVL	Assist the Invalid	182	25.4
LAW	PD Assist - Stand By	5	0.7
LOCK	Person Locked In-Locked Out	10	1.4
MALF	Malfunction	26	3.6
ODOR	Misc. Odor Investigation	46	6.4
POLE	Transformer/Street Light Fire	4	0.6
PUBLIC	Public Assist	21	2.9
REFRIG	Abandoned Refrigerator	23	3.2
RESET	Fire Alarm Reset	24	3.3
ROOF1	One Story Roof Check	2	<0.5
ROOF2	Roof Check 2 Stories & Above	2	<0.5
THREAT	Bio-Chemical Threat	32	4.5
TRK	Misc. Response for a Truck	2	<0.5
WATER	Minor Flooding	40	5.6
WIRES	Wires Down	19	2.6
WMAIN	Broken Water Main	18	2.5

## OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	1
FWORKS	Fireworks Violation	13



**BURBANK INCIDENTS BY CATEGORY**

<u>CATEGORY</u>	<u># INCIDENTS</u>	<u>PERCENT</u>
FIRE	1,399	16.6%
MEDICAL	6,366	75.4%
SERVICE	630	7.5%
OTHER	18	0.2%
O.O.V.	31	0.4%
<b>TOTAL</b>	<b>8,444</b>	

**BURBANK INCIDENTS BY SOURCE**

<u>SOURCE</u>	<u># INCIDENTS</u>	<u>PERCENT</u>
9-1-1 CALLS	5,234	62.0%
OTHER AGENCY	1,360	16.1%
7-DIGIT LINES	1,764	20.9%
RADIO	86	1.0%
<b>TOTAL</b>	<b>8,444</b>	

O.O.V. = Responses Outside of the Verdugo System

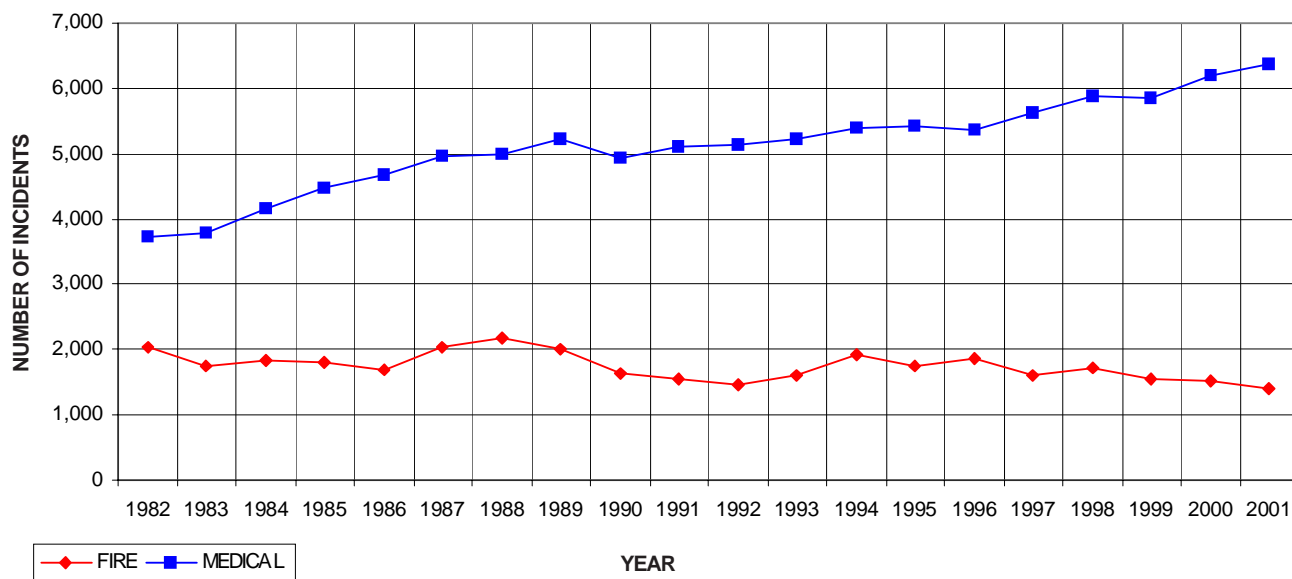
**BURBANK INCIDENTS BY MONTH AND CATEGORY**

<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	130	123	118	96	112	135	115	98	116	126	121	109	1,399
MEDICAL	505	501	579	519	539	528	496	501	556	541	569	532	6,366
SERVICE	78	44	54	54	36	50	40	38	64	71	53	48	630
OTHER	0	1	0	0	2	0	14	0	0	0	1	0	18
O.O.V.	4	5	0	3	4	3	2	3	3	1	2	1	31
<b>TOTAL</b>	<b>717</b>	<b>674</b>	<b>751</b>	<b>672</b>	<b>693</b>	<b>716</b>	<b>667</b>	<b>640</b>	<b>739</b>	<b>739</b>	<b>746</b>	<b>690</b>	<b>8,444</b>

\*Data for March 1-12 were unavailable

**BURBANK INCIDENTS: 20-YEAR HISTORY**

<u>CATEGORY</u>	<u>1982</u>	<u>1983</u>	<u>1985</u>	<u>1987</u>	<u>1989</u>	<u>1991</u>	<u>1993</u>	<u>1995</u>	<u>1997</u>	<u>1999</u>	<u>2001</u>
FIRE	2,038	1,760	1,800	2,028	2,010	1,562	1,613	1,763	1,620	1,543	1,399
MEDICAL	3,735	3,794	4,489	4,949	5,220	5,118	5,207	5,410	5,611	5,842	6,366
SERVICE	*	*	*	*	316	676	629	648	622	673	630
OTHER	*	*	*	*	5	1	30	39	3	12	18
O.O.V.	*	*	*	*	*	*	*	*	24	19	31
<b>TOTAL</b>	<b>5,773</b>	<b>5,554</b>	<b>6,289</b>	<b>6,977</b>	<b>7,551</b>	<b>7,357</b>	<b>7,479</b>	<b>7,860</b>	<b>7,880</b>	<b>7,860</b>	<b>8,444</b>

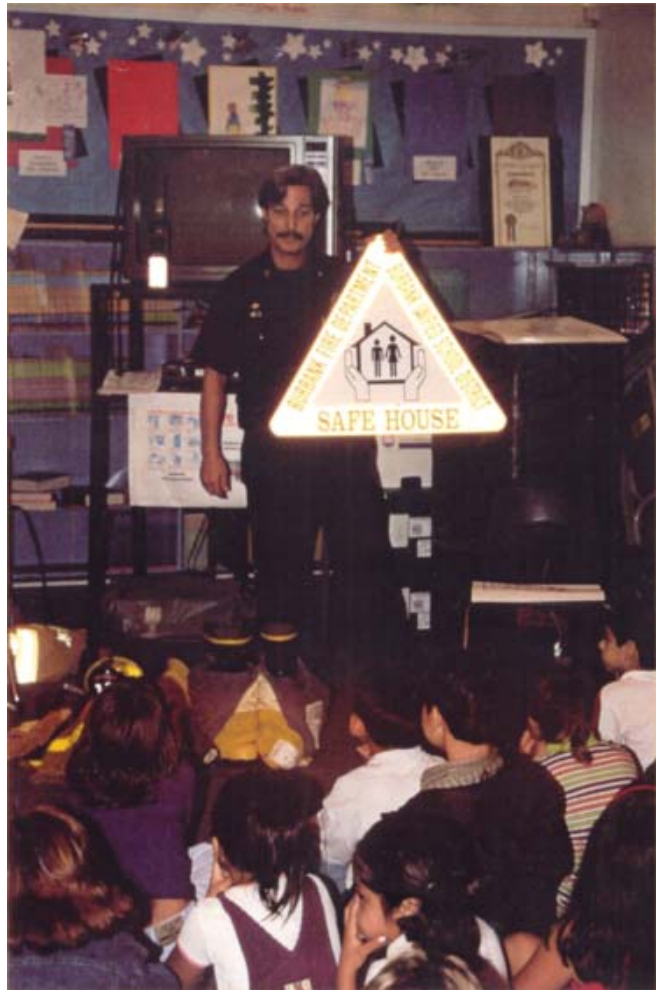
**BURBANK FIRE AND MEDICAL INCIDENTS: 20 YEARS**

## OUT OF JURISDICTION RESPONSES

The Burbank Fire Department responded to incidents outside their jurisdiction 277 times in 2001. Other agencies responded to incidents in Burbank 388 times during the year.

<u>CITY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR*</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
Arcadia						1							1
Glendale	16	16	19	12	16	21	14	22	15	24	21	23	219
LA City	5	5		3	4	3	2	2	3		2	1	30
LA County								1		1			2
Pasadena	3	1		2	1	4		2	3	5	1		22
San Gabriel		1											1
San Marino						1							1
South Pas.						1							1
<b>TOTAL</b>													<b>277</b>

\*Data for March 1-12 were unavailable





## GLENDALE FIRE DEPARTMENT

There were 14,419 incidents reported for Glendale in 2001. Of the 108 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (48% of Fire incidents), Shortness of Breath (13% of Medical incidents), and Assist the Invalid (16% of Service incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ALARM	Fire Alarm	922	47.8	ABD	Abdominal Pain	348	3.1	ANIMAL	Animal Rescue/Assist	3	<0.5
ALARMF	Fire Alarm - Full Assignment	28	1.5	ALERGY	Allergic Reaction	45	<0.5	ARC	Arcing Wires	3	<0.5
APPL	Appliance Fire	35	1.8	ALOC	Altered Level of Consciousness	376	3.3	BIO	Biohazard Investigation	24	2.4
APT	Apartment House Fire	55	2.9	ASLT	Assault	197	1.7	CARBON	Carbon Monoxide Alarm	8	0.8
BEES	Bee Investigation	55	2.9	BACK	Back Pain	118	1.0	CROWD	Investigate Overcrowding	1	<0.5
BOMB	Explosives/Bomb Threat/Scare	7	<0.5	BITE	Animal/Human/Stings	25	<0.5	DAMAGE	Damage Investigation	3	<0.5
BRUSH	Brush Fire	11	0.6	BREATH	Shortness of Breath	1,486	13.2	ELEV	Elevator Rescue	85	8.4
CHEMO	Chemical Outside	121	6.3	BURN	Burn Injury	7	<0.5	ENGTRK	Misc. Response Engine & Truck	2	<0.5
ELECF	Electrical Fire	35	1.8	CHEST	Chest Pains - Heart Attack	971	8.6	FLOOD	Major Flooded Condition	39	3.9
ENG	Misc. Response for 1 Engine	23	1.2	CHOKE	Person Choking	62	0.5	FUEL	Fuel Spill	35	3.5
FLOW	Sprinkler System Activated	8	<0.5	DIAB	Diabetic Problem	141	1.2	GASI	Odor of Natural Gas Inside	34	3.4
FNO	Fire Now Out	49	2.5	DOWN	Person Down	362	3.2	GASO	Odor of Natural Gas Outside	38	3.8
GARAGE	Garage Fire	7	<0.5	DROWN	Drowning/Diving Incident	1	<0.5	GMAIN	Broken Gas Main	7	0.7
HOUSE	House Fire	45	2.3	EMS	EMS Call - No Details	19	<0.5	HAZARD	Investigate Hazardous Condition	72	7.1
ILLEG	Illegal Burning	40	2.1	EMSFY	EMS on the Freeway	14	<0.5	HAZMAT	Hazardous Materials Response	3	<0.5
OUT	Miscellaneous Outside Fire	9	0.5	ENGR	Misc. Response Engine+RA	4	<0.5	HYD	Flowing/Gushing/Sheared Hydrant	11	1.1
REFUSE	Refuse Fire	67	3.5	FALL1	Fall Major	35	<0.5	INVL	Assist the Invalid	160	15.8
SMOKEI	Smoke in a Structure	58	3.0	FALL2	Fall Minor	1,067	9.4	LAW	PD Assist - Stand By	11	1.1
SMOKEO	Smoke in the Area	76	3.9	GIB	G.I. Bleed	95	0.8	LOCK	Person Locked In-Locked Out	62	6.1
STR	Structure Fire	41	2.1	GSW	Gunshot Wound	21	<0.5	MALF	Malfunction	23	2.3
UNKF	Unknown Type Fire	22	1.1	HANG	Person Hanging	4	<0.5	ODOR	Misc. Odor Investigation	46	4.5
VAULT	Electrical Vault Fire	4	<0.5	HEART	Heart Problem	356	3.2	POLE	Transformer/Street Light Fire	4	<0.5
VEG	Vegetation Fire	20	1.0	MED	Misc. Medical	1,150	10.2	PUBLIC	Public Assist	24	2.4
VEH	Vehicle Fire	116	6.0	MEDALR	Medical Alarm	62	0.5	REFRIG	Abandoned Refrigerator	51	5.0
VEHFWY	Vehicle Fire on the Freeway	59	3.1	NOTBR	Person Not Breathing	250	2.2	RESET	Fire Alarm Reset	44	4.3
VEHSTR	Vehicle Fire in a Structure	14	0.7	OBYN	Obstetrics/Gynecological	86	0.8	ROOF1	One Story Roof Check	9	0.9
				OD	Overdose	113	1.0	ROOF2	Roof Check 2 Stories & Above	10	1.0
				PSYCH	Psychiatric	140	1.2	THREAT	Bio-Chemical Threat	79	7.8
				RESCUE	Rescue	21	<0.5	TRK	Misc. Response for a Truck	3	<0.5
				RESFWY	TC-Rescue on the Freeway	54	0.5	WATER	Minor Flooding	77	7.6
				SEIZ	Person in Seizure	396	3.5	WIRES	Wires Down	23	2.3
				SHOCK	Electrical Shock Injury	1	<0.5	WMAIN	Broken Water Main	18	1.8
				SICK	Person Sick	259	2.3				
				STAB	Person Stabbed	17	<0.5				
				STROKE	CVA - Neurologic	216	1.9				
				TC	Traffic Collision	1,156	10.2				
				TCFUEL	Injury TC with Fuel Spill	7	<0.5				
				TCFWY	Traffic Collision - Freeway	199	1.8				
				TCRES	Traffic Collision - Rescue	64	0.6				
				TCSTR	Vehicle into Structure	23	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	83	0.7				
				TR1	Severe Trauma	19	<0.5				
				TR2	Minor Trauma	438	3.9				
				UNCON	Person Unconc./Unresponsive	585	5.2				
				UNKMED	Unknown Medical	198	1.8				
				USAR	Collapse/Extrication/Rescue	3	<0.5				



### OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	6
FWORKS	Fireworks Violation	31
PD	Transfer to Police Dept.	1
TEST	Fire Alarm Testing	1





**GLENDALD INCIDENTS BY CATEGORY**

<u>CATEGORY</u>	<u># INCIDENTS</u>	<u>PERCENT</u>
FIRE	1,827	12.7%
MEDICAL	11,398	79.0%
SERVICE	1,003	7.0%
OTHER	44	0.3%
O.O.V.	147	1.0%
<b>TOTAL</b>	<b>14,419</b>	

**GLENDALD INCIDENTS BY SOURCE**

<u>SOURCE</u>	<u># INCIDENTS</u>	<u>PERCENT</u>
9-1-1 CALLS	9,054	62.8%
OTHER AGENCY	2,741	19.0%
7-DIGIT LINES	2,495	17.3%
RADIO	129	0.9%
<b>TOTAL</b>	<b>14,419</b>	

O.O.V. = Responses Outside of the Verdugo System

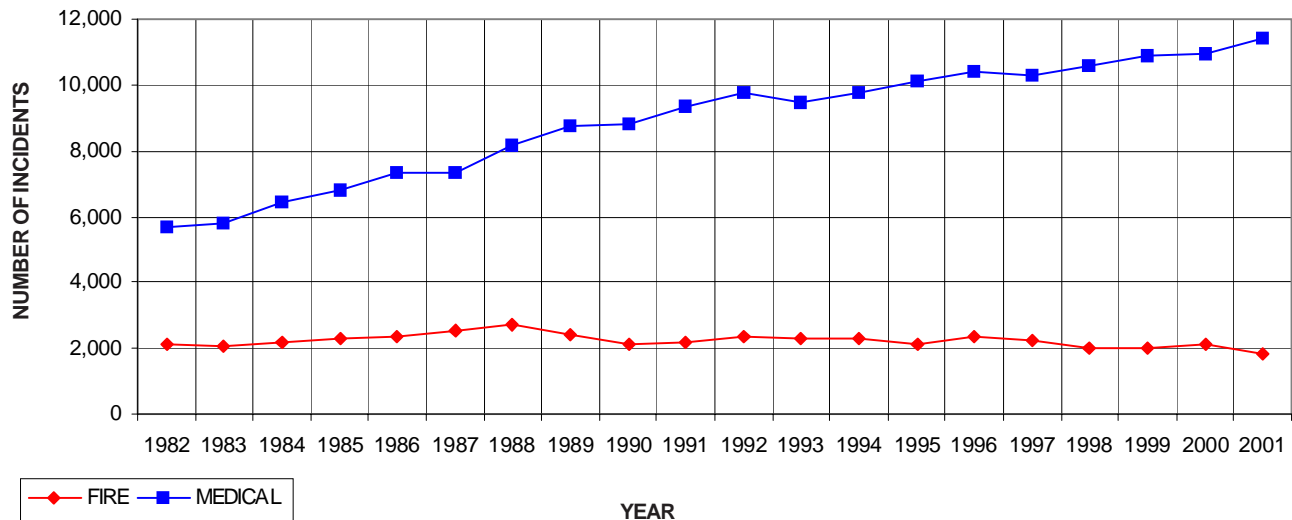
**GLENDALD INCIDENTS BY MONTH AND CATEGORY**

<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	194	147	145	138	129	137	153	196	145	142	170	131	1,827
MEDICAL	956	828	995	885	983	926	902	952	969	983	976	1,043	11,398
SERVICE	79	67	62	68	82	88	85	83	82	133	100	74	1,003
OTHER	2	1	3	1	0	0	31	0	3	1	1	1	44
O.O.V.	17	13	8	8	10	9	9	14	18	20	9	12	147
<b>TOTAL</b>	<b>1,248</b>	<b>1,056</b>	<b>1,213</b>	<b>1,100</b>	<b>1,204</b>	<b>1,160</b>	<b>1,180</b>	<b>1,245</b>	<b>1,217</b>	<b>1,279</b>	<b>1,256</b>	<b>1,261</b>	<b>14,419</b>

\*Data for March 1-12 were unavailable

**GLENDALD INCIDENTS: 20-YEAR HISTORY**

<u>CATEGORY</u>	<u>1982</u>	<u>1983</u>	<u>1985</u>	<u>1987</u>	<u>1989</u>	<u>1991</u>	<u>1993</u>	<u>1995</u>	<u>1997</u>	<u>1999</u>	<u>2001</u>
FIRE	2,104	2,046	2,306	2,518	2,435	2,188	2,307	2,131	2,274	2,036	1,827
MEDICAL	5,676	5,767	6,801	7,317	8,758	9,351	9,445	10,121	10,309	10,871	11,398
SERVICE	*	*	*	*	389	997	974	980	985	838	1,003
OTHER	*	*	*	*	15	8	13	53	10	38	44
O.O.V.	*	*	*	*	*	*	*	*	195	159	147
<b>TOTAL</b>	<b>7,780</b>	<b>7,813</b>	<b>9,107</b>	<b>9,835</b>	<b>11,597</b>	<b>12,544</b>	<b>12,739</b>	<b>13,285</b>	<b>13,773</b>	<b>13,942</b>	<b>14,419</b>

**GLENDALD FIRE AND MEDICAL INCIDENTS: 20 YEARS**

## OUT OF JURISDICTION RESPONSES

The Glendale Fire Department responded to incidents outside their jurisdiction 390 times in 2001. Other agencies responded to incidents in Glendale 429 times during the year.

<u>CITY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR*</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
Arcadia	1												1
Burbank	19	13	11	9	14	19	14	5	23	19	25	11	182
LA City	10	5	3	2	2	4	5	11	10	15	9	8	84
LA County	7	7	4	5	8	5	4	3	8	5		4	60
Pasadena	11	5	3	4	3	5	2	7	7	3	4	6	60
San Gabriel			1										1
San Marino									1				1
South Pas.			1										1
<b>TOTAL</b>													<b>390</b>

\*Data for March 1-12 were unavailable



## PASADENA FIRE DEPARTMENT

There were 14,361 incidents reported for Pasadena in 2001. Of the 109 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (69% of Fire incidents), Shortness of Breath (11% of Medical incidents), and Assist the Invalid (16% of Service incidents).

## FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	2,172	68.7
ALARMF	Fire Alarm - Full Assignment	19	0.6
APPL	Appliance Fire	32	1.0
APT	Apartment House Fire	27	0.9
BEES	Bee Investigation	22	0.7
BOMB	Explosives/Bomb Threat/Scare	5	<0.5
BRUSH	Brush Fire	9	<0.5
CHEMO	Chemical Outside	43	1.4
ELECF	Electrical Fire	39	1.2
ENG	Misc. Response for 1 Engine	29	0.9
FLOW	Sprinkler System Activated	4	0.1
FNO	Fire Now Out	49	1.6
GARAGE	Garage Fire	9	<0.5
HOUSE	House Fire	57	1.8
ILLEG	Illegal Burning	31	1.0
OUT	Miscellaneous Outside Fire	16	0.5
PERSON	Person on Fire	1	<0.5
REFUSE	Refuse Fire	63	2.0
SMOKEI	Smoke in a Structure	90	2.8
SMOKEO	Smoke in the Area	81	2.6
STR	Structure Fire	53	1.7
UNKF	Unknown Type Fire	17	0.5
VAULT	Electrical Vault Fire	4	<0.5
VEG	Vegetation Fire	39	1.2
VEH	Vehicle Fire	174	5.5
VEHFWY	Vehicle Fire on the Freeway	68	2.2
VEHSTR	Vehicle Fire in a Structure	7	<0.5

## MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF MED. CALLS
ABD	Abdominal Pain	292	2.9
ALERGY	Allergic Reaction	61	0.6
ALOC	Altered Level of Consciousness	349	3.4
ASLT	Assault	307	3.0
BACK	Back Pain	114	1.1
BITE	Animal/Human/Stings	29	<0.5
BREATH	Shortness of Breath	1,150	11.4
BURN	Burn Injury	8	<0.5
CHEST	Chest Pains - Heart Attack	693	6.8
CHOK	Person Choking	44	<0.5
CONFIN	Confined Space Rescue	1	<0.5
DIAB	Diabetic Problem	190	1.9
DOWN	Person Down	268	2.6
DROWN	Drowning/Diving Incident	1	<0.5
EMS	EMS Call - No Details	23	<0.5
EMSFWY	EMS on the Freeway	12	<0.5
ENGRA	Misc. Response Engine+RA	6	<0.5
FALL1	Fall Major	29	<0.5
FALL2	Fall Minor	923	9.1
GIB	G.I. Bleed	96	0.9
GSW	Gunshot Wound	20	<0.5
HEART	Heart Problem	210	2.1
MED	Misc. Medical	845	8.3
MEDALR	Medical Alarm	92	0.9
NOTBR	Person Not Breathing	210	2.1
OBGYN	Obstetrics/Gynecological	105	1.0
OD	Overdose	149	1.5
PSYCH	Psychiatric	121	1.2
RA	Misc. Response for 1 RA	2	<0.5
RESCUE	Rescue	15	<0.5
RESFWY	TC-Rescue on the Freeway	64	0.6
SEIZ	Person in Seizure	639	6.3
SICK	Person Sick	188	1.9
STAB	Person Stabbed	27	<0.5
STROKE	CVA - Neurologic	173	1.7
TC	Traffic Collision	1,042	10.3
TCFUEL	Injury TC with Fuel Spill	4	<0.5
TCFWY	Traffic Collision - Freeway	176	1.7
TCRES	Traffic Collision - Rescue	103	1.0
TCSTR	Vehicle into Structure	8	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	137	1.4
TR1	Severe Trauma	17	<0.5
TR2	Minor Trauma	476	4.7
UNCON	Person Unconc./Unresponsive	552	5.5
UNKMED	Unknown Medical	150	1.5

## SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ARC	Arcing Wires	6	0.7
BIO	Biohazard Investigation	14	1.5
CARBON	Carbon Monoxide Alarm	8	0.9
CROWD	Investigate Overcrowding	5	0.6
DAMAGE	Damage Investigation	4	<0.5
ELEV	Elevator Rescue	82	9.1
ENGTRK	Misc. Response Engine & Truck	1	<0.5
FLOOD	Major Flooded Condition	26	2.9
FUEL	Fuel Spill	32	3.5
FULL	Misc. Response-Full Assignment	3	<0.5
GASI	Odor of Natural Gas Inside	26	2.9
GASO	Odor of Natural Gas Outside	23	2.5
GMAIN	Broken Gas Main	15	1.7
HAZARD	Investigate Hazardous Condition	67	7.4
HAZMAT	Hazardous Materials Response	11	1.2
HYD	Flowing/Gushing/Sheared Hydrant	15	1.7
INVL	Assist the Invalid	148	16.4
LAW	PD Assist - Stand By	9	1.0
LOCK	Person Locked In-Locked Out	69	7.6
MALF	Malfunction	16	1.8
ODOR	Misc. Odor Investigation	48	5.3
POLE	Transformer/Street Light Fire	6	0.7
PUBLIC	Public Assist	36	4.0
REFRIG	Abandoned Refrigerator	42	4.6
RESET	Fire Alarm Reset	45	5.0
ROOF1	One Story Roof Check	11	1.2
ROOF2	Roof Check 2 Stories & Above	15	1.7
THREAT	Bio-Chemical Threat	40	4.4
TRK	Misc. Response for a Truck	4	<0.5
WATER	Minor Flooding	53	5.9
WIRES	Wires Down	17	1.9
WMAIN	Broken Water Main	8	0.9

## OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
DEMO	Fire Extinguisher Demonstration	1
EVENT	Special Event	30
FWORKS	Fireworks Violation	89
PD	Transfer to Police Dept.	2
PERMIT	Permit Investigation	6



Photo by Kenji Luster

PASADENA INCIDENTS BY CATEGORY		
CATEGORY	# INCIDENTS	PERCENT
FIRE	3,131	21.8%
MEDICAL	10,216	71.1%
SERVICE	825	5.7%
OTHER	142	1.0%
O.O.V.	47	0.3%
<b>TOTAL</b>	<b>14,361</b>	

O.O.V. = Responses Outside of the Verdugo System

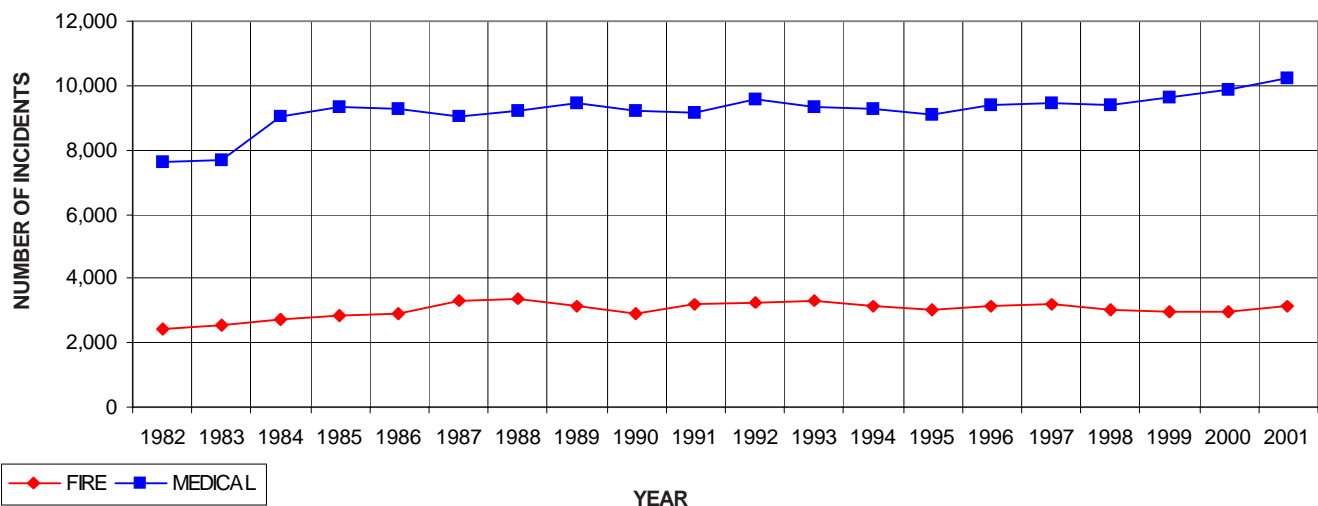
PASADENA INCIDENTS BY SOURCE		
SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	7,738	53.9%
OTHER AGENCY	2,524	17.6%
7-DIGIT LINES	3,843	26.8%
RADIO	256	1.8%
<b>TOTAL</b>	<b>14,361</b>	

PASADENA INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	255	272	199	260	243	262	250	249	259	282	291	309	3,131
MEDICAL	923	812	835	780	872	894	861	863	840	851	795	890	10,216
SERVICE	77	77	59	62	60	55	71	67	74	103	76	44	825
OTHER	6	1	3	3	3	6	91	6	5	6	3	9	142
O.O.V.	5	5	1	2	4	2	5	4	6	5	2	6	47
TOTAL	1,266	1,167	1,097	1,107	1,182	1,219	1,278	1,189	1,184	1,247	1,167	1,258	14,361

\*Data for March 1-12 were unavailable

PASADENA INCIDENTS: 20-YEAR HISTORY											
CATEGORY	1982	1983	1985	1987	1989	1991	1993	1995	1997	1999	2001
FIRE	2,404	2,539	2,863	3,315	3,156	3,189	3,311	2,994	3,173	2,955	3,131
MEDICAL	7,606	7,692	9,336	9,052	9,462	9,192	9,334	9,131	9,487	9,650	10,216
SERVICE	*	*	*	*	344	801	797	865	817	782	825
OTHER	*	*	*	*	15	1	6	116	49	87	142
O.O.V.	*	*	*	*	*	*	*	*	72	81	47
<b>TOTAL</b>	<b>10,010</b>	<b>10,231</b>	<b>12,199</b>	<b>12,367</b>	<b>12,977</b>	<b>13,183</b>	<b>13,448</b>	<b>13,106</b>	<b>13,598</b>	<b>13,555</b>	<b>14,361</b>

PASADENA FIRE AND MEDICAL INCIDENTS: 20 YEARS





## OUT OF JURISDICTION RESPONSES

The Pasadena Fire Department responded to incidents outside their jurisdiction 289 times in 2001. Other agencies responded to incidents in Pasadena 449 times during the year.

CITY	JAN	FEB	MAR*	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Alhambra		1											1
Arcadia	3	3	1	2	2	10	4	3	4	2	3	2	39
Burbank		1	1			3	2		1	1		1	10
Glendale	1	4		4	2	5	2	3		2	3		26
LA City							1						1
LA County	5	4	1	2	4	2	4	4	6	5	2	6	45
Monrovia							2				1		3
San Marino	5	3	4	5	2	4	4	3		3		3	36
Sierra Madre								1					1
South Pas.	9	13	9	10	9	13	15	7	14	9	5	14	127
<b>TOTAL</b>													<b>289</b>

\*Data for March 1-12 were unavailable



Photo by Kenji Luster





## ARCADIA FIRE DEPARTMENT

There were 3,692 incidents reported for Arcadia in 2001. Of the 96 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (63% of Fire incidents), Traffic Collision (15% of Medical incidents), and Assist the Invalid (27% of Service incidents).

### FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	485	62.7
ALARMF	Fire Alarm - Full Assignment	8	1.0
APPL	Appliance Fire	8	1.0
APT	Apartment House Fire	7	0.9
BEES	Bee Investigation	11	1.4
BRUSH	Brush Fire	2	<0.5
CHEMO	Chemical Outside	18	2.3
ELECF	Electrical Fire	18	2.3
ENG	Misc. Response for 1 Engine	7	0.9
FLOW	Sprinkler System Activated	1	<0.5
FNO	Fire Now Out	12	1.6
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	21	2.7
ILLEG	Illegal Burning	5	0.6
OUT	Miscellaneous Outside Fire	7	0.9
REFUSE	Refuse Fire	18	2.3
SMOKEI	Smoke in a Structure	23	3.0
SMOKEO	Smoke in the Area	19	2.5
STR	Structure Fire	12	1.6
UNKF	Unknown Type Fire	11	1.4
VEG	Vegetation Fire	16	2.1
VEH	Vehicle Fire	42	5.4
VEHFWY	Vehicle Fire on the Freeway	19	2.5
VEHSTR	Vehicle Fire in a Structure	3	<0.5

### MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF MED. CALLS
ABD	Abdominal Pain	60	2.3
ALERGY	Allergic Reaction	17	0.7
ALOC	Altered Level of Consciousness	105	4.1
ASLT	Assault	37	1.4
BACK	Back Pain	26	1.0
BITE	Animal/Human/Stings	8	<0.5
BREATH	Shortness of Breath	250	9.7
BURN	Burn Injury	1	<0.5
CHEST	Chest Pains - Heart Attack	174	6.7
CHOK	Person Choking	19	0.7
DIAB	Diabetic Problem	54	2.1
DOWN	Person Down	60	2.3
DROWN	Drowning/Diving Incident	2	<0.5
EMS	EMS Call - No Details	20	0.8
EMSFWY	EMS on the Freeway	7	<0.5
ENGR	Misc. Response Engine+RA	1	<0.5
FALL1	Fall Major	10	<0.5
FALL2	Fall Minor	315	12.2
GIB	G.I. Bleed	17	0.7
GSW	Gunshot Wound	1	<0.5
HEART	Heart Problem	55	2.1
MED	Misc. Medical	207	8.0
MEDALR	Medical Alarm	20	0.8
NOTBR	Person Not Breathing	53	2.0
OBGYN	Obstetrics/Gynecological	13	0.5
OD	Overdose	26	1.0
PSYCH	Psychiatric	15	0.6
RESCUE	Rescue	2	<0.5
RESFWY	TC-Rescue on the Freeway	14	0.5
SEIZ	Person in Seizure	107	4.1
SICK	Person Sick	56	2.2
STAB	Person Stabbed	5	<0.5
STROKE	CVA - Neurologic	64	2.5
TC	Traffic Collision	376	14.5
TCFUEL	Injury TC with Fuel Spill	4	<0.5
TCFWY	Traffic Collision - Freeway	30	1.2
TCRES	Traffic Collision - Rescue	22	0.9
TCSTR	Vehicle into Structure	5	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	14	0.5
TR1	Severe Trauma	4	<0.5
TR2	Minor Trauma	108	4.2
TRENCH	Trench Rescue	1	<0.5
UNCON	Person Unconsc./Unresponsive	155	6.0
UNKMED	Unknown Medical	46	1.8

### SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	1	<0.5
ARC	Arcing Wires	8	2.7
CARBON	Carbon Monoxide Alarm	4	1.3
DAMAGE	Damage Investigation	1	<0.5
ELEV	Elevator Rescue	4	1.3
FLOOD	Major Flooded Condition	6	2.0
FUEL	Fuel Spill	4	1.3
FULL	Misc. Response - Full Assignment	1	<0.5
GASI	Odor of Natural Gas Inside	11	3.7
GASO	Odor of Natural Gas Outside	9	3.0
GMAIN	Broken Gas Main	4	1.3
HAZARD	Investigate Hazardous Condition	12	4.0
HYD	Flowing/Gushing/Sheared Hydrant	9	3.0
INVL	Assist the Invalid	80	26.9
LAW	PD Assist - Stand By	6	2.0
LOCK	Person Locked In-Locked Out	17	5.7
MALF	Malfunction	14	4.7
ODOR	Misc. Odor Investigation	9	3.0
POLE	Transformer/Street Light Fire	4	1.3
PUBLIC	Public Assist	7	2.4
RESET	Fire Alarm Reset	8	2.7
ROOF2	Roof Check 2 Stories & Above	5	1.7
THREAT	Bio-Chemical Threat	5	1.7
TRK	Misc. Response for a Truck	2	0.7
WATER	Minor Flooding	36	12.1
WIRES	Wires Down	27	9.1
WMAIN	Broken Water Main	3	1.0

### OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1



## ARCADIA INCIDENTS BY CATEGORY

CATEGORY	# INCIDENTS	PERCENT
FIRE	758	20.5%
MEDICAL	2,638	71.5%
SERVICE	258	7.0%
OTHER	3	0.1%
O.O.V.	35	0.9%
<b>TOTAL</b>	<b>3,692</b>	

## ARCADIA INCIDENTS BY SOURCE

SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	2,032	55.0%
OTHER AGENCY	811	22.0%
7-DIGIT LINES	822	22.3%
RADIO	27	0.7%
<b>TOTAL</b>	<b>3,692</b>	

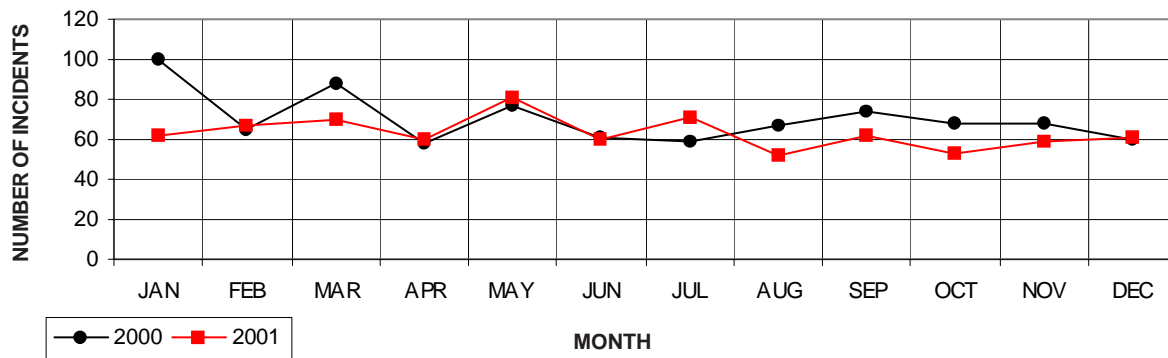
O.O.V. = Responses Outside of the Verdugo System

## ARCADIA INCIDENTS BY MONTH AND CATEGORY

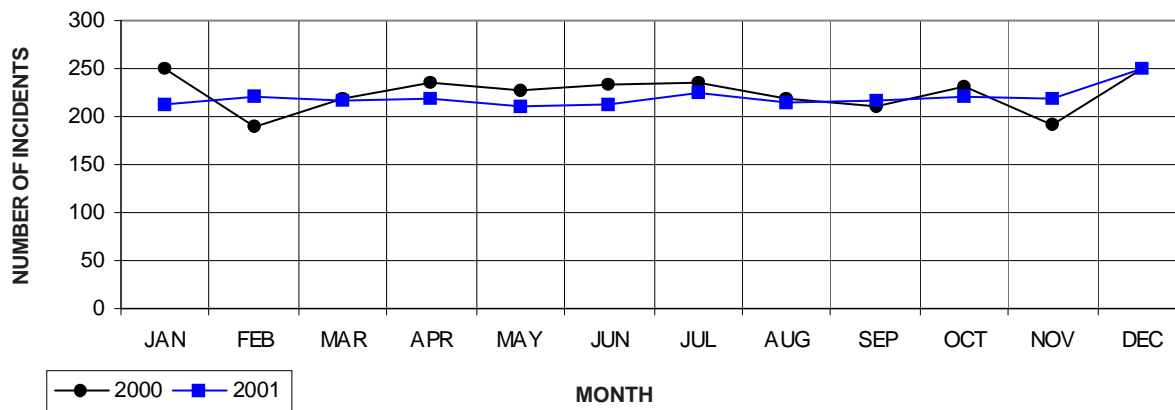
CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	62	67	70	60	81	60	71	52	62	53	59	61	758
MEDICAL	213	221	216	218	211	213	224	215	216	221	219	251	2,638
SERVICE	23	25	24	17	20	18	15	23	28	29	17	19	258
OTHER	0	0	0	1	0	0	1	1	0	0	0	0	3
O.O.V.	6	4	4	2	3	1	2	3	4	2	2	2	35
<b>TOTAL</b>	<b>304</b>	<b>317</b>	<b>314</b>	<b>298</b>	<b>315</b>	<b>292</b>	<b>313</b>	<b>294</b>	<b>310</b>	<b>305</b>	<b>297</b>	<b>333</b>	<b>3,692</b>

\*Data for March 1-12 were unavailable

## ARCADIA FIRE INCIDENTS: 2000 vs. 2001



## ARCADIA MEDICAL INCIDENTS: 2000 vs. 2001



## OUT OF JURISDICTION RESPONSES

The Arcadia Fire Department responded to incidents outside their jurisdiction 380 times in 2001. Other agencies responded to incidents in Arcadia 406 times during the year.

CITY	JAN	FEB	MAR*	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Glendale					1								1
LA County	5	4	4	2	3	1	2	3	4	2	2	2	34
Monrovia	31	33	16	22	26	18	35	23	19	28	28	22	301
Pasadena		3	4	8	4	5	2	2	2	3	3	4	40
Sierra Madre								1			1		2
South Pas.												1	1
Other	1												1
<b>TOTAL</b>													<b>380</b>

\*Data for March 1-12 were unavailable



## MONROVIA FIRE DEPARTMENT

There were 3,248 incidents reported for Monrovia in 2001. Of the 95 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (55% of Fire incidents), Shortness of Breath (12% of Medical incidents), and Assist the Invalid (15% of Service incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	339	55.0	ABD	Abdominal Pain	54	2.4	ANIMAL	Animal Rescue/Assist	4	1.3
ALARMF	Fire Alarm - Full Assignment	6	1.0	ALERGY	Allergic Reaction	22	1.0	ARC	Arcing Wires	7	2.3
APPL	Appliance Fire	16	2.6	ALOC	Altered Level of Consciousness	91	4.0	BIO	Biohazard Investigation	4	1.3
APT	Apartment House Fire	7	1.1	ASLT	Assault	59	2.6	CARBON	Carbon Monoxide Alarm	1	<0.5
BEES	Bee Investigation	9	1.5	BACK	Back Pain	22	1.0	DAMAGE	Damage Investigation	1	<0.5
BOMB	Explosives/Bomb Threat/Scare	2	<0.5	BITE	Animal/Human/Stings	7	<0.5	ENGTRK	Misc. Response Engine & Truck	1	<0.5
CHEMO	Chemical Outside	18	2.9	BREATH	Shortness of Breath	274	11.9	FLOOD	Major Flooded Condition	16	5.4
ELECF	Electrical Fire	17	2.8	BURN	Burn Injury	2	<0.5	FUEL	Fuel Spill	7	2.3
ENG	Misc. Response for 1 Engine	3	0.5	CHEST	Chest Pains - Heart Attack	135	5.9	GASI	Odor of Natural Gas Inside	7	2.3
FLOW	Sprinkler System Activated	4	0.6	CHOK	Person Choking	17	0.7	GASO	Odor of Natural Gas Outside	7	2.3
FNO	Fire Now Out	9	1.5	DIAB	Diabetic Problem	43	1.9	GMAIN	Broken Gas Main	3	1.0
HOUSE	House Fire	18	2.9	DOWN	Person Down	62	2.7	HAZARD	Investigate Hazardous Condition	20	6.7
ILLEG	Illegal Burning	10	1.6	EMS	EMS Call - No Details	17	0.7	HAZMAT	Hazardous Materials Response	2	0.7
OUT	Miscellaneous Outside Fire	5	0.8	EMSFY	EMS on the Freeway	5	<0.5	HYD	Flowing/Gushing/Sheared Hydrant	15	5.0
REFUSE	Refuse Fire	24	3.9	ENGR	Misc. Response Engine+RA	3	<0.5	INVL	Assist the Invalid	46	15.4
SMOKEI	Smoke in a Structure	18	2.9	FALL1	Fall Major	9	<0.5	LAW	PD Assist - Stand By	5	1.7
SMOKEO	Smoke in the Area	22	3.6	FALL2	Fall Minor	257	11.2	LOCK	Person Locked In-Locked Out	18	6.0
STR	Structure Fire	8	1.3	GIB	G.I. Bleed	16	0.7	MALF	Malfunction	12	4.0
UNKF	Unknown Type Fire	12	1.9	GSW	Gunshot Wound	3	<0.5	ODOR	Misc. Odor Investigation	14	4.7
VEG	Vegetation Fire	12	1.9	HEART	Heart Problem	60	2.6	POLE	Transformer/Street Light Fire	4	1.3
VEH	Vehicle Fire	41	6.7	MED	Misc. Medical	193	8.4	PUBLIC	Public Assist	20	6.7
VEHFWY	Vehicle Fire on the Freeway	13	2.1	MEDALR	Medical Alarm	9	<0.5	REFRIG	Abandoned Refrigerator	1	<0.5
VEHSTR	Vehicle Fire in a Structure	3	0.5	NOTBR	Person Not Breathing	43	1.9	RESET	Fire Alarm Reset	9	3.0
				OBGYN	Obstetrics/Gynecological	15	0.7	ROOF1	One Story Roof Check	4	1.3
				OD	Overdose	35	1.5	ROOF2	Roof Check 2 Stories & Above	1	<0.5
				PSYCH	Psychiatric	23	1.0	THREAT	Bio-Chemical Threat	14	4.7
				RA	Misc. Response for 1 RA	1	<0.5	WATER	Minor Flooding	23	7.7
				RESCUE	Rescue	6	<0.5	WIRES	Wires Down	25	8.4
				RESFWY	TC-Rescue on the Freeway	13	0.6	WMAIN	Broken Water Main	8	2.7
				SEIZ	Person in Seizure	112	4.9				
				SICK	Person Sick	41	1.8				
				STAB	Person Stabbed	5	<0.5				
				STROKE	CVA - Neurologic	44	1.9				
				TC	Traffic Collision	259	11.3				
				TCFUEL	Injury TC with Fuel Spill	1	<0.5				
				TCFWY	Traffic Collision - Freeway	64	2.8				
				TCRES	Traffic Collision - Rescue	15	0.7				
				TCSTR	Vehicle into Structure	3	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	20	0.9				
				TR1	Severe Trauma	6	<0.5				
				TR2	Minor Trauma	105	4.6				
				UNCON	Person Unconc./Unresponsive	105	4.6				
				UNKMED	Unknown Medical	21	0.9				





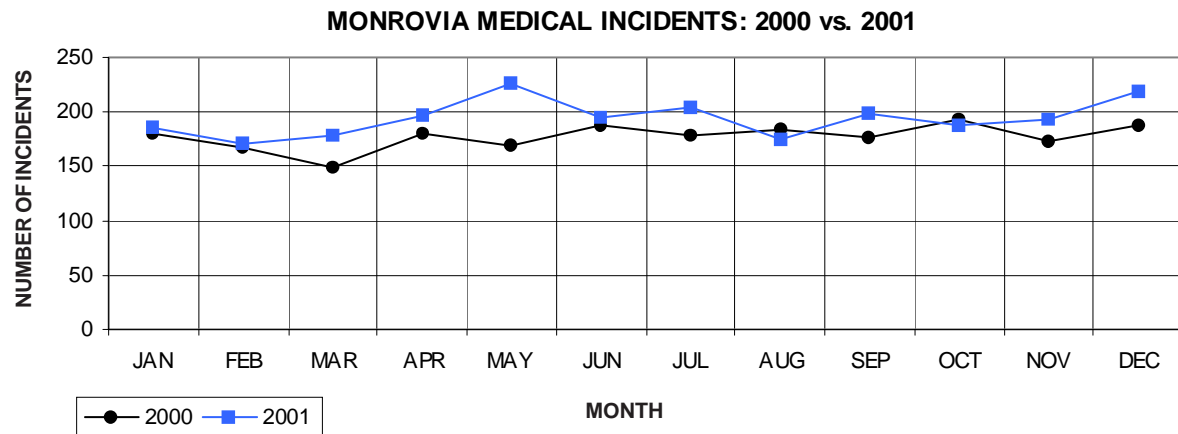
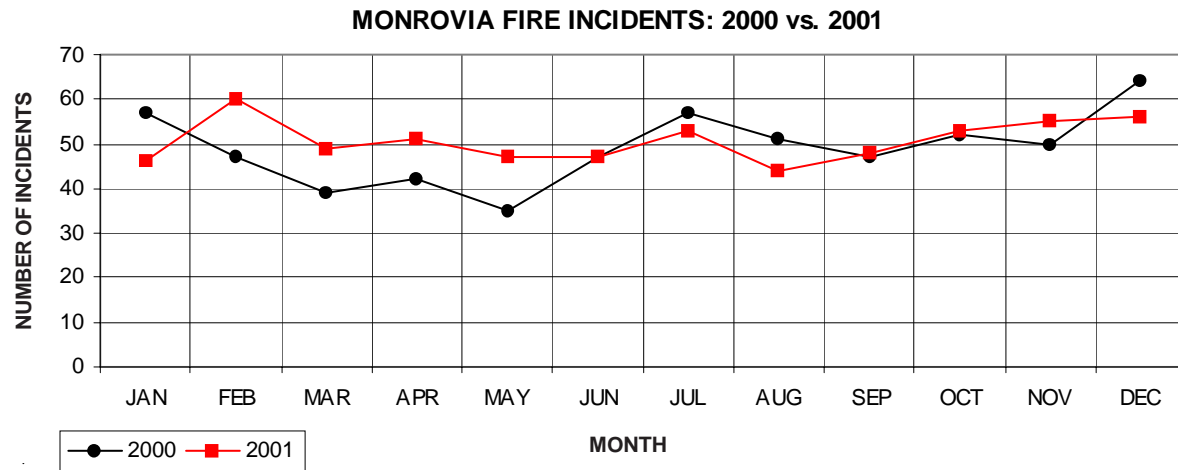
MONROVIA INCIDENTS BY CATEGORY		
CATEGORY	# INCIDENTS	PERCENT
FIRE	609	18.8%
MEDICAL	2,328	71.7%
SERVICE	273	8.4%
OTHER	2	0.1%
O.O.V.	36	1.1%
<b>TOTAL</b>	<b>3,248</b>	

O.O.V. = Responses Outside of the Verdugo System

MONROVIA INCIDENTS BY SOURCE		
SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	1,825	56.2%
OTHER AGENCY	791	24.4%
7-DIGIT LINES	590	18.2%
RADIO	42	1.3%
<b>TOTAL</b>	<b>3,248</b>	

MONROVIA INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	46	60	49	51	47	47	53	44	48	53	55	56	609
MEDICAL	185	171	179	197	227	194	204	174	198	188	193	218	2,328
SERVICE	28	18	28	24	22	16	17	18	23	34	25	20	273
OTHER	0	0	0	0	0	1	0	0	0	0	0	1	2
O.O.V.	1	1	5	4	0	3	6	4	3	2	5	2	36
<b>TOTAL</b>	<b>260</b>	<b>250</b>	<b>261</b>	<b>276</b>	<b>296</b>	<b>261</b>	<b>280</b>	<b>240</b>	<b>272</b>	<b>277</b>	<b>278</b>	<b>297</b>	<b>3,248</b>

\*Data for March 1-12 were unavailable





## OUT OF JURISDICTION RESPONSES

The Monrovia Fire Department responded to incidents outside their jurisdiction 254 times in 2001. Other agencies responded to incidents in Monrovia 2,613 times during the year, including 2,233 responses by private ambulance companies.

<u>CITY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR*</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
Arcadia	21	17	11	19	20	27	14	11	17	19	13	26	215
LA County	1	1	5	4		3	6	4	3	2	5	2	36
San Marino							1	1					2
Sierra Madre								1					1
<b>TOTAL</b>													<b>254</b>

*\*Data for March 1-12 were unavailable*



## SAN GABRIEL FIRE DEPARTMENT

There were 2,157 incidents reported for San Gabriel in 2001. Of the 91 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (48% of Fire incidents), Shortness of Breath (13% of Medical incidents), and Assist the Invalid (27% of Service incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	152	48.3	ABD	Abdominal Pain	27	1.7	ANIMAL	Animal Rescue/Assist	3	1.9
ALARMF	Fire Alarm - Full Assignment	2	0.6	ALERGY	Allergic Reaction	3	<0.5	ARC	Arcing Wires	1	0.6
APPL	Appliance Fire	4	1.3	ALOC	Altered Level of Consciousness	64	4.1	ELEV	Elevator Rescue	5	3.2
APT	Apartment House Fire	6	1.9	ASLT	Assault	44	2.8	FLOOD	Major Flooded Condition	2	1.3
BEES	Bee Investigation	3	1.0	BACK	Back Pain	13	0.8	FUEL	Fuel Spill	3	1.9
BOMB	Explosives/Bomb Threat/Scare	1	<0.5	BITE	Animal/Human/Stings	8	0.5	GASI	Odor of Natural Gas Inside	4	2.6
BRUSH	Brush Fire	1	<0.5	BREATH	Shortness of Breath	204	13.0	GASO	Odor of Natural Gas Outside	4	2.6
CHEMO	Chemical Outside	8	2.5	BURN	Burn Injury	1	0.1	GMAIN	Broken Gas Main	2	1.3
ELECF	Electrical Fire	8	2.5	CHEST	Chest Pains - Heart Attack	107	6.8	HAZARD	Investigate Hazardous Condition	6	3.9
ENG	Misc. Response for 1 Engine	13	4.1	CHOK	Person Choking	8	0.5	INVL	Assist the Invalid	42	27.3
FLOW	Sprinkler System Activated	1	<0.5	DIAB	Diabetic Problem	17	1.1	LAW	PD Assist - Stand By	1	0.6
FNO	Fire Now Out	6	1.9	DOWN	Person Down	39	2.5	LOCK	Person Locked In-Locked Out	5	3.2
GARAGE	Garage Fire	1	<0.5	DROWN	Drowning/Diving Incident	1	<0.5	MALF	Malfunction	10	6.5
HOUSE	House Fire	15	4.8	EMS	EMS Call - No Details	8	0.5	ODOR	Misc. Odor Investigation	7	4.5
ILLEG	Illegal Burning	3	1.0	EMSFY	EMS on the Freeway	1	<0.5	POLE	Transformer/Street Light Fire	2	1.3
OUT	Miscellaneous Outside Fire	2	0.6	ENGR	Misc. Response Engine+RA	1	<0.5	PUBLIC	Public Assist	12	7.8
REFUSE	Refuse Fire	16	5.1	FALL1	Fall Major	2	<0.5	RESET	Fire Alarm Reset	5	3.2
SMOKEI	Smoke in a Structure	8	2.5	FALL2	Fall Minor	137	8.7	ROOF1	One Story Roof Check	5	3.2
SMOKEO	Smoke in the Area	7	2.2	GIB	G.I. Bleed	11	0.7	ROOF2	Roof Check 2 Stories & Above	2	1.3
STR	Structure Fire	12	3.8	GSW	Gunshot Wound	3	<0.5	THREAT	Bio-Chemical Threat	2	1.3
UNKF	Unknown Type Fire	5	1.6	HEART	Heart Problem	28	1.8	WATER	Minor Flooding	11	7.1
VEG	Vegetation Fire	16	5.1	MED	Misc. Medical	155	9.9	WIRES	Wires Down	15	9.7
VEH	Vehicle Fire	21	6.7	MEDALR	Medical Alarm	12	0.8	WMAIN	Broken Water Main	5	3.2
VEHFWY	Vehicle Fire on the Freeway	3	1.0	NOTBR	Person Not Breathing	44	2.8				
VEHSTR	Vehicle Fire in a Structure	1	<0.5	OBYN	Obstetrics/Gynecological	11	0.7				
				OD	Overdose	20	1.3				
				PSYCH	Psychiatric	9	0.6				
				RESCUE	Rescue	4	<0.5				
				RESFWY	TC-Rescue on the Freeway	3	<0.5				
				SEIZ	Person in Seizure	70	4.5				
				SICK	Person Sick	43	2.7				
				STAB	Person Stabbed	7	<0.5				
				STROKE	CVA - Neurologic	39	2.5				
				TC	Traffic Collision	192	12.2				
				TCFWY	Traffic Collision - Freeway	17	1.1				
				TCRES	Traffic Collision - Rescue	11	0.7				
				TCSTR	Vehicle into Structure	1	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	7	<0.5				
				TR1	Severe Trauma	3	<0.5				
				TR2	Minor Trauma	60	3.8				
				UNCON	Person Unconc./Unresponsive	105	6.7				
				UNKMED	Unknown Medical	31	2.0				

### OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1



**SAN GABRIEL INCIDENTS BY CATEGORY**

CATEGORY	# INCIDENTS	PERCENT
FIRE	298	13.8%
MEDICAL	1,607	74.5%
SERVICE	131	6.1%
OTHER	5	0.2%
O.O.V.	116	5.4%
<b>TOTAL</b>	<b>2,157</b>	

O.O.V. = Responses Outside of the Verdugo System

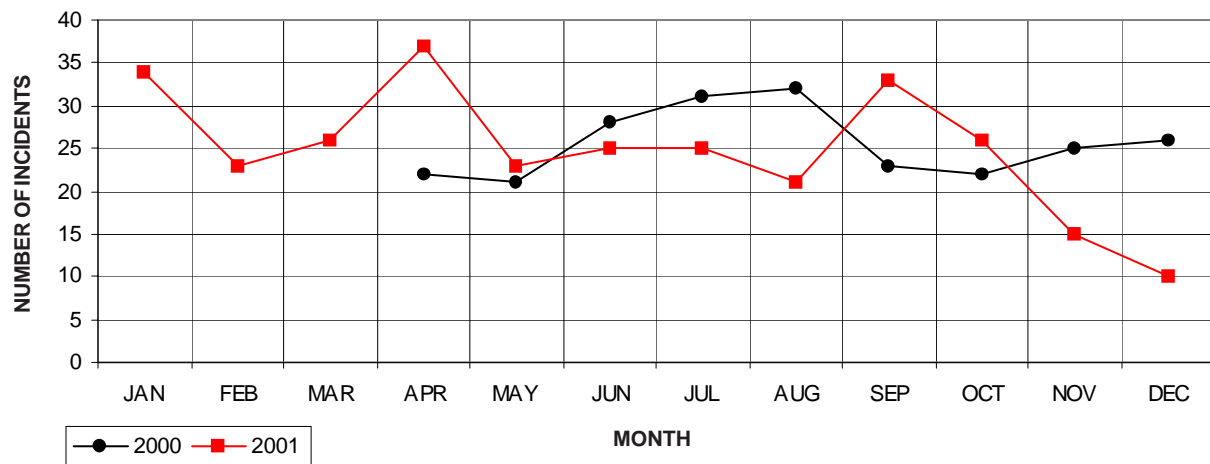
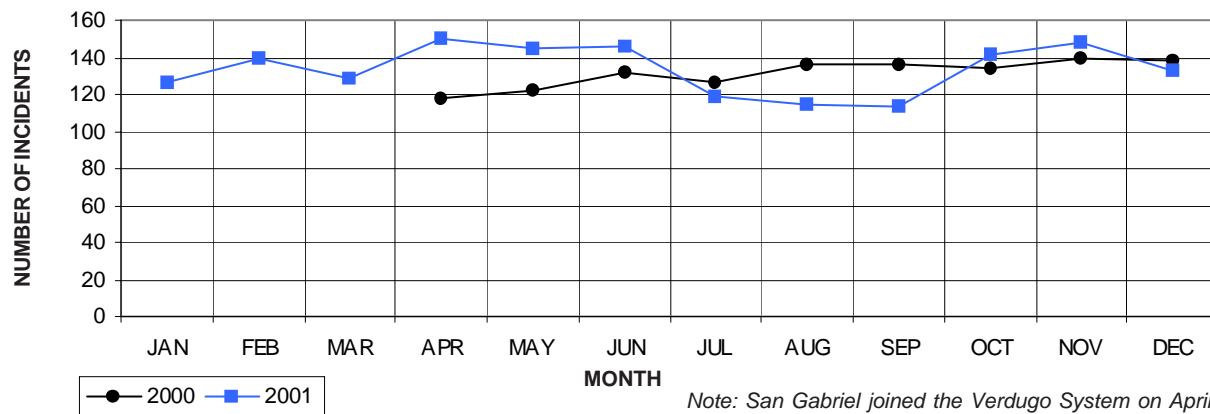
**SAN GABRIEL INCIDENTS BY SOURCE**

SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	1,176	54.5%
OTHER AGENCY	601	27.9%
7-DIGIT LINES	351	16.3%
RADIO	29	1.3%
<b>TOTAL</b>	<b>2,157</b>	

**SAN GABRIEL INCIDENTS BY MONTH AND CATEGORY**

CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	34	23	26	37	23	25	25	21	33	26	15	10	298
MEDICAL	127	139	129	150	145	146	119	115	114	142	148	133	1,607
SERVICE	14	10	5	6	6	14	17	16	6	15	12	10	131
OTHER	1	1	0	0	0	0	1	0	0	0	1	1	5
O.O.V.	12	10	6	9	6	12	11	16	3	10	10	11	116
<b>TOTAL</b>	<b>188</b>	<b>183</b>	<b>166</b>	<b>202</b>	<b>180</b>	<b>197</b>	<b>173</b>	<b>168</b>	<b>156</b>	<b>193</b>	<b>186</b>	<b>165</b>	<b>2,157</b>

\*Data for March 1-12 were unavailable

**SAN GABRIEL FIRE INCIDENTS: 2000 vs. 2001****SAN GABRIEL MEDICAL INCIDENTS: 2000 vs. 2001**

Note: San Gabriel joined the Verdugo System on April 7, 2000



## OUT OF JURISDICTION RESPONSES

The San Gabriel Fire Department responded to incidents outside their jurisdiction 151 times in 2001. Other agencies responded to incidents in San Gabriel 384 times during the year.

CITY	JAN	FEB	MAR*	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Alhambra	8	7	5	6	5	5	8	12		4	8	7	75
Arcadia						1		1					2
Burbank		1											1
LA City	1												1
LA County	3	3	1	3	1	7	3	4	3	6	2	4	40
Monterey Pk.					1								1
San Marino	4	2	2	3	1	2	4	4		3		3	28
South Pas.					1	1					1		3
<b>TOTAL</b>													<b>151</b>

\*Data for March 1-12 were unavailable



## SAN MARINO FIRE DEPARTMENT

There were 976 incidents reported for San Marino in 2001. Of the 77 Type Codes listed below, the three most frequent incident types were Fire Alarm (65% of Fire incidents), Shortness of Breath (13% of Medical incidents), and Assist the Invalid (20% of Service incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	134	65.4	ABD	Abdominal Pain	16	3.2	ARC	Arcing Wires	3	2.0
APPL	Appliance Fire	5	2.4	ALLERGY	Allergic Reaction	2	<0.5	BIO	Biohazard Investigation	1	0.7
BEES	Bee Investigation	6	2.9	ALOC	Altered Level of Consciousness	20	4.0	ELEV	Elevator Rescue	1	0.7
BOMB	Explosives/Bomb Threat/Scare	1	0.5	ASLT	Assault	5	1.0	FLOOD	Major Flooded Condition	2	1.3
CHEMO	Chemical Outside	4	2.0	BACK	Back Pain	4	0.8	FUEL	Fuel Spill	5	3.4
ELECF	Electrical Fire	7	3.4	BITE	Animal/Human/Stings	5	1.0	GASI	Odor of Natural Gas Inside	3	2.0
ENG	Misc. Response for 1 Engine	2	1.0	BREATH	Shortness of Breath	66	13.4	GASO	Odor of Natural Gas Outside	3	2.0
FNO	Fire Now Out	4	2.0	BUILD	Building Collapse Rescue	1	<0.5	GMAIN	Broken Gas Main	1	0.7
GARAGE	Garage Fire	1	0.5	CHEST	Chest Pains - Heart Attack	30	6.1	HAZARD	Investigate Hazardous Condition	11	7.4
HOUSE	House Fire	4	2.0	CHOK	Person Choking	4	0.8	HYD	Flowing/Gushing/Sheared Hydrant	6	4.0
ILLEG	Illegal Burning	1	0.5	DIAB	Diabetic Problem	1	<0.5	INVL	Assist the Invalid	30	20.1
OUT	Miscellaneous Outside Fire	1	0.5	DOWN	Person Down	5	1.0	LAW	PD Assist - Stand By	2	1.3
REFUSE	Refuse Fire	2	1.0	EMS	EMS Call - No Details	4	0.8	LOCK	Person Locked In-Locked Out	9	6.0
SMOKEI	Smoke in a Structure	6	2.9	ENGR	Misc. Response Engine+RA	1	<0.5	MALF	Malfunction	6	4.0
SMOKEO	Smoke in the Area	11	5.4	FALL2	Fall Minor	62	12.6	ODOR	Misc. Odor Investigation	8	5.4
STR	Structure Fire	2	1.0	GIB	G.I. Bleed	6	1.2	POLE	Transformer/Street Light Fire	3	2.0
VEG	Vegetation Fire	8	3.9	HEART	Heart Problem	11	2.2	PUBLIC	Public Assist	21	14.1
VEH	Vehicle Fire	6	2.9	MED	Misc. Medical	60	12.1	RESET	Fire Alarm Reset	2	1.3
				MEDALR	Medical Alarm	10	2.0	ROOF1	One Story Roof Check	1	0.7
				NOTBR	Person Not Breathing	14	2.8	ROOF2	Roof Check 2 Stories & Above	1	0.7
				OBGYN	Obstetrics/Gynecological	4	0.8	THREAT	Bio-Chemical Threat	2	1.3
				OD	Overdose	2	<0.5	WATER	Minor Flooding	19	12.8
				PSYCH	Psychiatric	3	0.6	WIRES	Wires Down	9	6.0
				RESCUE	Rescue	1	<0.5				
				SEIZ	Person in Seizure	18	3.6				
				SICK	Person Sick	9	1.8				
				STROKE	CVA - Neurologic	11	2.2				
				TC	Traffic Collision	63	12.8				
				TCFUEL	Injury TC with Fuel Spill	1	<0.5				
				TCRES	Traffic Collision - Rescue	2	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	8	1.6				
				TR1	Severe Trauma	1	<0.5				
				TR2	Minor Trauma	30	6.1				
				UNCON	Person Unconsc./Unresponsive	10	2.0				
				UNKMED	Unknown Medical	4	0.8				

### OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
MANPWR	Insufficient Manpower	1





SAN MARINO INCIDENTS BY CATEGORY		
CATEGORY	# INCIDENTS	PERCENT
FIRE	195	20.0%
MEDICAL	513	52.6%
SERVICE	139	14.2%
OTHER	2	0.2%
O.O.V.	127	13.0%
TOTAL	976	

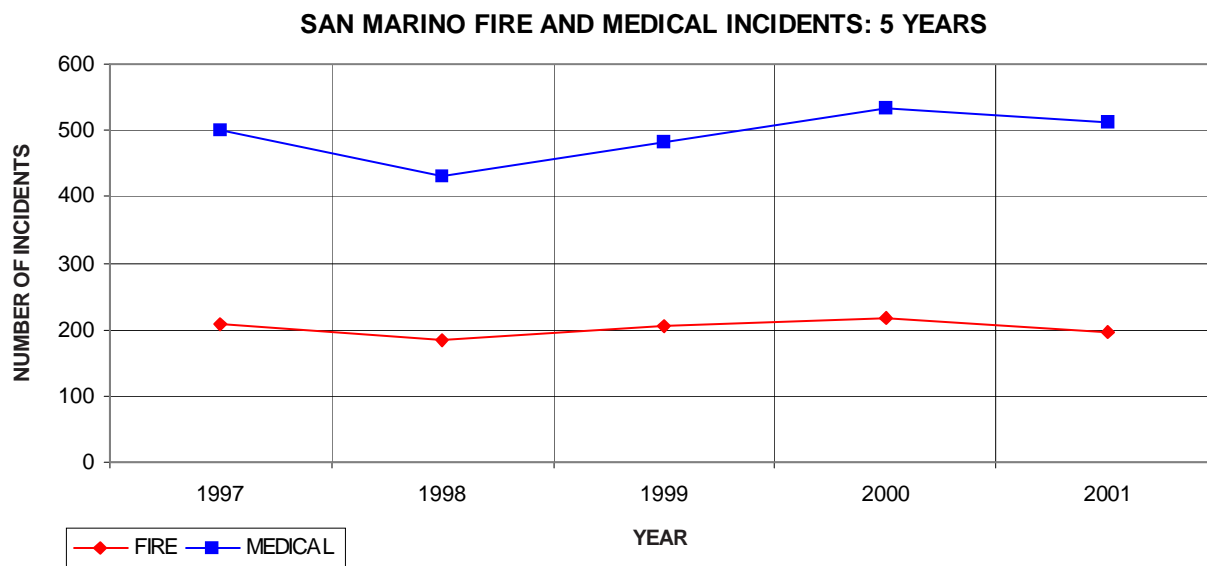
O.O.V. = Responses Outside of the Verdugo System

SAN MARINO INCIDENTS BY SOURCE		
SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	365	37.4%
OTHER AGENCY	337	34.5%
7-DIGIT LINES	247	25.3%
RADIO	27	2.8%
TOTAL	976	

SAN MARINO INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	16	12	13	24	10	20	14	23	13	17	15	18	195
MEDICAL	36	35	50	38	52	45	41	46	42	42	40	46	513
SERVICE	9	9	9	17	9	16	10	12	19	7	14	8	139
OTHER	0	0	0	0	0	0	0	1	1	0	0	0	2
O.O.V.	15	12	6	9	10	11	10	2	8	20	7	17	127
TOTAL	76	68	78	88	81	92	75	84	83	86	76	89	976

\*Data for March 1-12 were unavailable

SAN MARINO INCIDENTS: 5-YEAR HISTORY					
CATEGORY	1997	1998	1999	2000	2001
FIRE	208	185	206	216	195
MEDICAL	502	432	481	535	513
SERVICE	103	133	104	106	139
OTHER	1	1	0	1	2
O.O.V.	231	187	249	135	127
TOTAL	1,045	938	1,040	993	976



## OUT OF JURISDICTION RESPONSES

The San Marino Fire Department responded to incidents outside their jurisdiction 705 times in 2001. Other agencies responded to incidents in San Marino 171 times during the year.

<u>CITY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR*</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
Alhambra	3	2	2	3	1	2	5		2	3	1	3	27
Arcadia						1	1	3				1	6
Glendale		1											1
LA County	12	9	4	5	9	9	5	1	7	17	6	14	98
Monrovia						1	1						2
Pasadena	26	14	2	17	11	23	18	9	13	12	7	15	167
San Gabriel	18	21	12	23	15	25	11	13	22	24	23	15	222
South Pas.	14	13	14	16	17	18	23	11	12	15	12	17	182
<b>TOTAL</b>													<b>705</b>

\*Data for March 1-12 were unavailable



## SIERRA MADRE FIRE DEPARTMENT

There were 704 incidents reported for Sierra Madre in 2001. Of the 79 Type Codes listed below, the three most frequent incident types by group were Fire Alarm (33% of Fire incidents), Fall - Minor (15% of Medical incidents), and Assist the Invalid (18% of Service incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ALARM	Fire Alarm	41	33.3	ABD	Abdominal Pain	16	3.5	ARC	Arcing Wires	4	3.6
ALARMF	Fire Alarm - Full Assignment	1	0.8	ALERGY	Allergic Reaction	2	0.4	BIO	Biohazard Investigation	1	0.9
APPL	Appliance Fire	6	4.9	ALOC	Altered Level of Consciousness	18	3.9	CARBON	Carbon Monoxide Alarm	1	0.9
APT	Apartment House Fire	1	0.8	ASLT	Assault	4	0.9	FLOOD	Major Flooded Condition	3	2.7
BEES	Bee Investigation	5	4.1	BACK	Back Pain	4	0.9	FUEL	Fuel Spill	4	3.6
BRUSH	Brush Fire	2	1.6	BITE	Animal/Human/Stings	7	1.5	GASI	Odor of Natural Gas Inside	5	4.5
CHEMO	Chemical Outside	7	5.7	BREATH	Shortness of Breath	49	10.6	GASO	Odor of Natural Gas Outside	3	2.7
ELECF	Electrical Fire	5	4.1	BURN	Burn Injury	2	0.4	GMAIN	Broken Gas Main	2	1.8
ENG	Misc. Response for 1 Engine	3	2.4	CHEST	Chest Pains - Heart Attack	33	7.1	HAZARD	Investigate Hazardous Condition	7	6.3
FLOW	Sprinkler System Activated	1	0.8	DIAB	Diabetic Problem	11	2.4	HYD	Flowing/Gushing/Sheared Hydrant	4	3.6
FNO	Fire Now Out	3	2.4	DOWN	Person Down	5	1.1	INVL	Assist the Invalid	20	17.9
GARAGE	Garage Fire	2	1.6	EMS	EMS Call - No Details	4	0.9	LOCK	Person Locked In-Locked Out	3	2.7
HOUSE	House Fire	3	2.4	FALL1	Fall Major	3	0.6	MALF	Malfunction	2	1.8
ILLEG	Illegal Burning	4	3.3	FALL2	Fall Minor	67	14.5	ODOR	Misc. Odor Investigation	3	2.7
OUT	Miscellaneous Outside Fire	2	1.6	GIB	G.I. Bleed	3	0.6	POLE	Transformer/Street Light Fire	4	3.6
REFUSE	Refuse Fire	3	2.4	HEART	Heart Problem	14	3.0	PUBLIC	Public Assist	13	11.6
SMOKEI	Smoke in a Structure	8	6.5	MED	Misc. Medical	57	12.3	RESET	Fire Alarm Reset	3	2.7
SMOKEO	Smoke in the Area	15	12.2	NOTBR	Person Not Breathing	11	2.4	ROOF1	One Story Roof Check	1	0.9
STR	Structure Fire	1	0.8	OBGYN	Obstetrics/Gynecological	1	0.2	THREAT	Bio-Chemical Threat	3	2.7
UNKF	Unknown Type Fire	2	1.6	OD	Overdose	3	0.6	WATER	Minor Flooding	17	15.2
VEG	Vegetation Fire	4	3.3	PSYCH	Psychiatric	4	0.9	WIRES	Wires Down	5	4.5
VEH	Vehicle Fire	4	3.3	RESCUE	Rescue	3	0.6	WMAIN	Broken Water Main	4	3.6
				SEIZ	Person in Seizure	17	3.7				
				SICK	Person Sick	9	1.9				
				STROKE	CVA - Neurologic	8	1.7				
				TC	Traffic Collision	21	4.5				
				TCRES	Traffic Collision - Rescue	2	0.4				
				TCSTR	Vehicle into Structure	1	0.2				
				TOXIC	Ingestion-Poisoning-Inhalation	6	1.3				
				TR1	Severe Trauma	1	0.2				
				TR2	Minor Trauma	43	9.3				
				UNCON	Person Unconsc./Unresponsive	30	6.5				
				UNKMED	Unknown Medical	3	0.6				
				USAR	Collapse/Extrication/Rescue	1	0.2				

## OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	2



**SIERRA MADRE INCIDENTS BY CATEGORY**

CATEGORY	# INCIDENTS	PERCENT
FIRE	116	16.5%
MEDICAL	478	67.9%
SERVICE	104	14.8%
OTHER	2	0.3%
O.O.V.	4	0.6%
<b>TOTAL</b>	<b>704</b>	

O.O.V. = Responses Outside of the Verdugo System

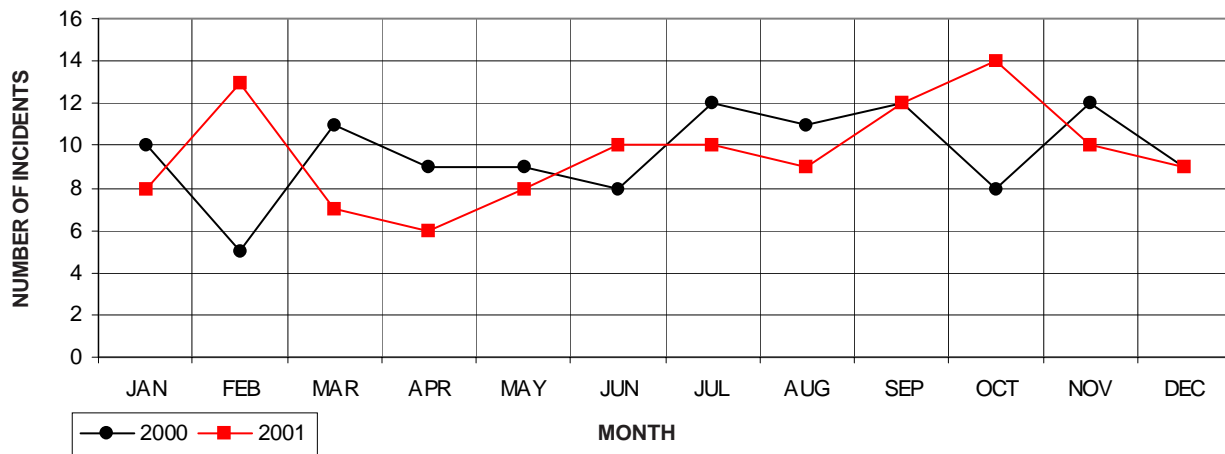
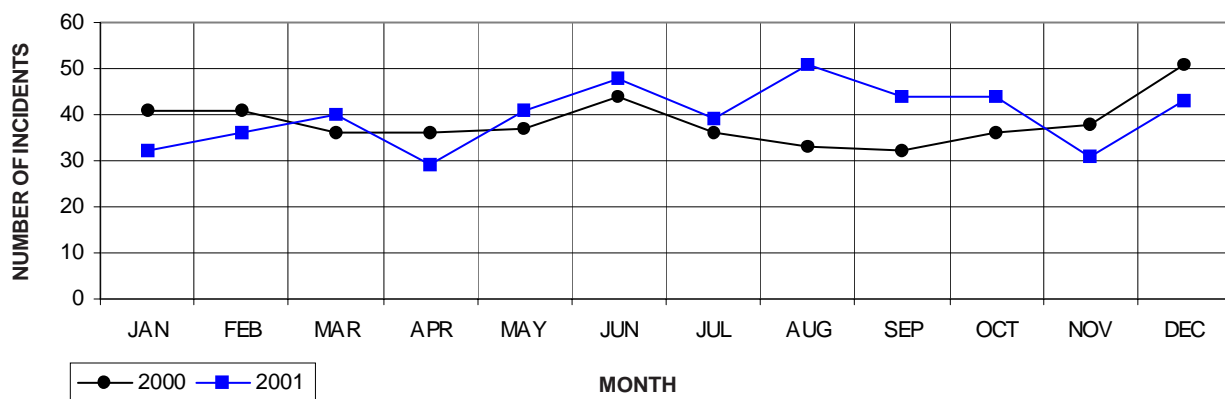
**SIERRA MADRE INCIDENTS BY SOURCE**

SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	361	51.3%
OTHER AGENCY	134	19.0%
7-DIGIT LINES	201	28.6%
RADIO	8	1.1%
<b>TOTAL</b>	<b>704</b>	

**SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY**

CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	8	13	7	6	8	10	10	9	12	14	10	9	116
MEDICAL	32	36	40	29	41	48	39	51	44	44	31	43	478
SERVICE	7	6	7	9	10	8	8	7	11	9	17	5	104
OTHER	0	0	1	0	1	0	0	0	0	0	0	0	2
O.O.V.	2	0	0	1	0	0	0	0	1	0	0	0	4
<b>TOTAL</b>	<b>49</b>	<b>55</b>	<b>55</b>	<b>45</b>	<b>60</b>	<b>66</b>	<b>57</b>	<b>67</b>	<b>68</b>	<b>67</b>	<b>58</b>	<b>57</b>	<b>704</b>

\*Data for March 1-12 were unavailable

**SIERRA MADRE FIRE INCIDENTS: 2000 vs. 2001****SIERRA MADRE MEDICAL INCIDENTS: 2000 vs. 2001**



## OUT OF JURISDICTION RESPONSES

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 6 times in 2001. Other agencies responded to incidents in Sierra Madre 17 times during the year.

<u>CITY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR*</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
Arcadia						1							1
Glendale			1										1
LA County	1			1					1				3
Other	1												1
<b>TOTAL</b>													<b>6</b>

\*Data for March 1-12 were unavailable





## SOUTH PASADENA FIRE DEPARTMENT

There were 1,531 incidents reported for South Pasadena in 2001. Of the 95 Type Codes listed below, the three most frequent incident types were Fire Alarm (45% of Fire incidents), Traffic Collision (15% of Medical incidents), and Assist the Invalid (11% of Service incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	133	44.5	ABD	Abdominal Pain	20	2.0	ANIMAL	Animal Rescue/Assist	1	0.5
ALARMF	Fire Alarm - Full Assignment	3	1.0	ALERGY	Allergic Reaction	7	0.7	ARC	Arcing Wires	3	1.5
APPL	Appliance Fire	3	1.0	ALOC	Altered Level of Consciousness	40	4.1	BIO	Biohazard Investigation	5	2.5
APT	Apartment House Fire	6	2.0	ASLT	Assault	15	1.5	DAMAGE	Damage Investigation	2	1.0
BEES	Bee Investigation	18	6.0	BACK	Back Pain	14	1.4	ELEV	Elevator Rescue	4	2.0
BOMB	Explosives/Bomb Threat/Scare	1	<0.5	BITE	Animal/Human/Stings	1	<0.5	FLOOD	Major Flooded Condition	4	2.0
BRUSH	Brush Fire	3	1.0	BREATH	Shortness of Breath	83	8.4	FUEL	Fuel Spill	7	3.5
CHEMO	Chemical Outside	4	1.3	CHEST	Chest Pains - Heart Attack	49	5.0	GASI	Odor of Natural Gas Inside	7	3.5
ELECF	Electrical Fire	9	3.0	CHOKE	Person Choking	3	<0.5	GASO	Odor of Natural Gas Outside	3	1.5
ENG	Misc. Response for 1 Engine	3	1.0	DIAB	Diabetic Problem	10	1.0	GMAIN	Broken Gas Main	1	0.5
FLOW	Sprinkler System Activated	1	<0.5	DOWN	Person Down	24	2.4	HAZARD	Investigate Hazardous Condition	14	7.0
FNO	Fire Now Out	10	3.3	DROWN	Drowning/Diving Incident	1	<0.5	HAZMAT	Hazardous Materials Response	1	0.5
HOUSE	House Fire	6	2.0	EMS	EMS Call - No Details	1	<0.5	HYD	Flowing/Gushing/Sheared Hydrant	3	1.5
ILLEG	Illegal Burning	3	1.0	EMSFY	EMS on the Freeway	1	<0.5	INVL	Assist the Invalid	21	10.5
OUT	Miscellaneous Outside Fire	1	<0.5	ENGR	Misc. Response Engine+RA	2	<0.5	LAW	PD Assist - Stand By	4	2.0
REFUSE	Refuse Fire	21	7.0	FALL1	Fall Major	2	<0.5	LOCK	Person Locked In-Locked Out	20	10.0
SMOKEI	Smoke in a Structure	12	4.0	FALL2	Fall Minor	114	11.6	MALF	Malfunction	13	6.5
SMOKEO	Smoke in the Area	13	4.3	FULLRA	Misc. Full Assignment + RA	1	<0.5	ODOR	Misc. Odor Investigation	12	6.0
STR	Structure Fire	6	2.0	GIB	G.I. Bleed	8	0.8	POLE	Transformer/Street Light Fire	1	0.5
UNKF	Unknown Type Fire	5	1.7	GSW	Gunshot Wound	1	<0.5	PUBLIC	Public Assist	11	5.5
VEG	Vegetation Fire	9	3.0	HEART	Heart Problem	25	2.5	REFRIG	Abandoned Refrigerator	1	0.5
VEH	Vehicle Fire	24	8.0	MED	Misc. Medical	84	8.5	RESET	Fire Alarm Reset	4	2.0
VEHFWY	Vehicle Fire on the Freeway	4	1.3	MEDALR	Medical Alarm	8	0.8	ROOF1	One Story Roof Check	3	1.5
VEHSTR	Vehicle Fire in a Structure	1	<0.5	NOTBR	Person Not Breathing	28	2.8	ROOF2	Roof Check 2 Stories & Above	1	0.5
				OBGYN	Obstetrics/Gynecological	4	<0.5	THREAT	Bio-Chemical Threat	11	5.5
				OD	Overdose	20	2.0	WATER	Minor Flooding	18	9.0
				PSYCH	Psychiatric	10	1.0	WIRES	Wires Down	19	9.5
				RESCUE	Rescue	2	<0.5	WMAIN	Broken Water Main	6	3.0
				RESFWY	TC-Rescue on the Freeway	5	0.5				
				SEIZ	Person in Seizure	37	3.8				
				SICK	Person Sick	20	2.0				
				STAB	Person Stabbed	2	<0.5				
				STROKE	CVA - Neurologic	19	1.9				
				TC	Traffic Collision	152	15.4				
				TCFUEL	Injury TC with Fuel Spill	1	<0.5				
				TCFWY	Traffic Collision - Freeway	27	2.7				
				TCRES	Traffic Collision - Rescue	16	1.6				
				TCSTR	Vehicle into Structure	4	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	8	0.8				
				TR1	Severe Trauma	3	<0.5				
				TR2	Minor Trauma	48	4.9				
				UNCON	Person Unconc./Unresponsive	55	5.6				
				UNKMED	Unknown Medical	9	0.9				



SOUTH PAS. INCIDENTS BY CATEGORY		
CATEGORY	# INCIDENTS	PERCENT
FIRE	282	18.4%
MEDICAL	998	65.2%
SERVICE	201	13.1%
OTHER	2	0.1%
O.O.V.	48	3.1%
<b>TOTAL</b>	<b>1,531</b>	

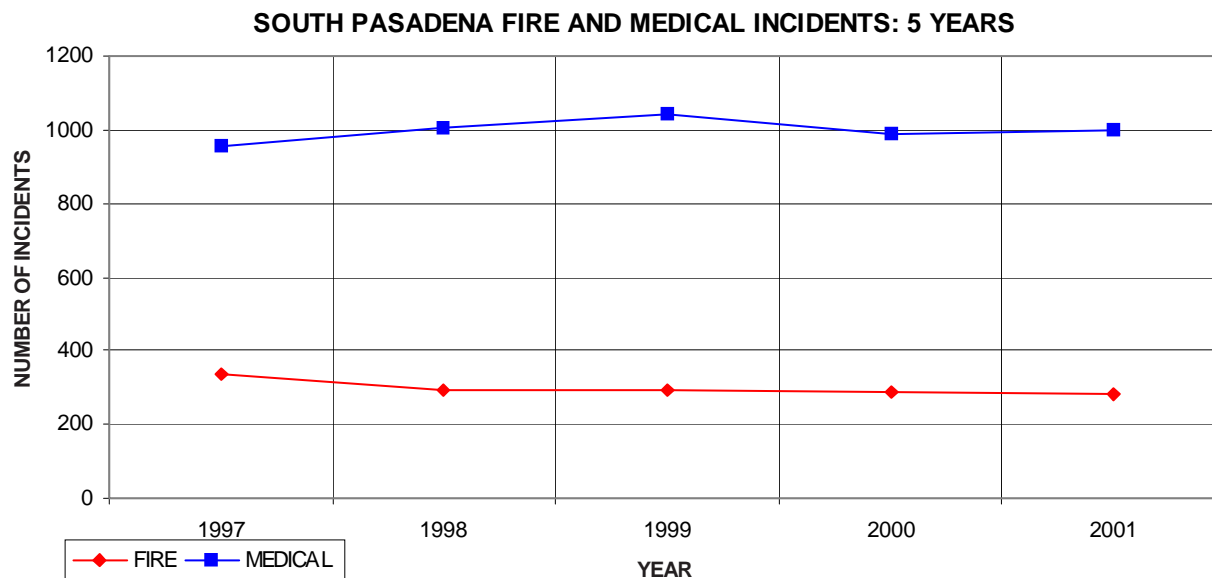
O.O.V. = Responses Outside of the Verdugo System

SOUTH PAS. INCIDENTS BY SOURCE		
SOURCE	# INCIDENTS	PERCENT
9-1-1 CALLS	723	47.2%
OTHER AGENCY	479	31.3%
7-DIGIT LINES	291	19.0%
RADIO	38	2.5%
<b>TOTAL</b>	<b>1,531</b>	

SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY													
CATEGORY	JAN	FEB	MAR*	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
FIRE	36	24	25	24	14	22	22	17	24	22	24	28	282
MEDICAL	77	70	117	103	93	64	70	74	72	83	98	77	998
SERVICE	14	14	13	14	11	29	15	17	20	19	15	20	201
OTHER	0	0	0	0	0	0	0	1	0	1	0	0	2
O.O.V.	8	5	1	6	6	4	5	5	2	2	2	2	48
<b>TOTAL</b>	<b>135</b>	<b>113</b>	<b>156</b>	<b>147</b>	<b>124</b>	<b>119</b>	<b>112</b>	<b>114</b>	<b>118</b>	<b>127</b>	<b>139</b>	<b>127</b>	<b>1,531</b>

\*Data for March 1-12 were unavailable

SOUTH PASADENA INCIDENTS: 5-YEAR HISTORY					
CATEGORY	1997	1998	1999	2000	2001
FIRE	337	291	294	289	282
MEDICAL	954	1,003	1,040	989	998
SERVICE	192	173	137	155	201
OTHER	1	3	1	4	2
O.O.V.	41	31	45	38	48
<b>TOTAL</b>	<b>1,525</b>	<b>1,501</b>	<b>1,517</b>	<b>1,475</b>	<b>1,531</b>



## OUT OF JURISDICTION RESPONSES

The South Pasadena Fire Department responded to incidents outside their jurisdiction 212 times in 2001. Other agencies responded to incidents in South Pasadena 365 times during the year.

<u>CITY</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR*</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
Alhambra	5	4	1	4	6	2	2	3	3	2	2	1	35
Burbank						1	1						2
LA City	2	1		2		2	3	2	1			1	14
Monterey Park					1								1
Pasadena	10	7	5	4	2	8	8	2	5	3	12	4	70
San Gabriel	1	1			1		1	1			1		6
San Marino	9	7	7	6	6	5	7	9	8	5	7	6	82
Other	1					1							2
<b>TOTAL</b>													<b>212</b>

\*Data for March 1-12 were unavailable



## 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>
<b>ARCADIA</b>				
5-23	425 E. Live Oak Ave.	UNKF	First	\$200,000
11-26	958 Volante Dr.	HOUSE	First	\$160,000
<b>BURBANK</b>				
1-11	641 N. Victory Blvd.	FLOOD	First	\$150,000
2-16	351 N. Griffith Park Blvd.	HOUSE	First	\$450,000
3-23	465 E. Tujunga Ave.	APT	Second	\$120,000
5-03	530 Andover Dr.	HOUSE	First	\$190,000
6-04	401 S. Glenoaks Blvd.	SMOKEI	Second	\$65,000
9-06	1008 N. Glenoaks Blvd.	APT	First	\$15,000 + 1 Fatality
11-04	1102 Isabel St., Burbank	STR	Second	\$200,000
11-28	4130 W. Burbank Blvd.	STR	Second	\$300,000
12-12	245 W. Providencia Ave.	GARAGE	First	\$60,000 + 1 Fatality
<b>GLENDALE</b>				
8-09	418 Riverdale Dr.	APT	Second	\$500,000
12-07	413 E. Cypress St.	STR	Second	\$5,000
12-16	1546 Cleveland Rd.	HOUSE	Second	\$300,000
<b>MONROVIA</b>				
1-16	208 Canyoncrest Dr.	HOUSE	First	\$200,000
<b>PASADENA</b>				
1-01	1460 E. Walnut St.	STR	First	\$130,000
1-16	544 E. Washington Blvd.	HOUSE	First	\$160,000
2-04	88 W. Colorado Blvd.	SMOKEI	Second	\$90,000
2-07	80 N. Fair Oaks Ave.	STR	First	\$180,000
2-27	230 Wigmore Dr.	SMOKEI	First	\$325,000
3-21	1260 Lincoln Ave.	STR	First	\$125,000
4-05	35 N. Lake Ave., #960	STR	Second	\$1,000
4-11	294 E. Hammond	HOUSE	First	\$200,000
6-28	787 Fairfield Cir.	GARAGE	First	\$100,000
6-30	530 Longwood Ln.	HOUSE	First	\$150,000
7-02	701 S. Oakland Ave.	HOUSE	First	\$200,000
12-31	276 Elizabeth St.	HOUSE	Second	\$130,000
12-31	1975 Lundy Ave.	HOUSE	First	\$180,000
<b>SAN GABRIEL</b>				
2-07	1525 Manley Dr.	HOUSE	First	\$160,000
<b>SIERRA MADRE</b>				
2-28	312 Sycamore Pl.	HOUSE	First	\$128,000

## 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 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.

Fifteen different languages were requested by Verdugo System callers during 2001. The five most requested languages were:

<u>Language</u>	<u>% Requested</u>
Spanish	52.5%
Armenian	28.9%
Mandarin	5.0%
Korean	4.1%
Vietnamese	3.0%
<b>Subtotal</b>	<b>93.5%</b>

Language Line Services translation statistics for the Verdugo System:

	<u>1st Qtr 2001</u>	<u>2nd Qtr 2001</u>	<u>3rd Qtr 2001</u>	<u>4th Qtr 2001</u>	<u>Total 2001</u>
Serviced Calls:	141	131	108	81	<b>461</b>
Languages Requested:	12	13	8	7	<b>15</b>
Percent of Completed Calls:	100	99.2	99.1	97.5	<b>99.1</b>
Average Call Length (minutes):	2.5	2.4	2.4	2.5	<b>2.5</b>
Av. Interpreter Connect time (sec):	12	16	13	13	<b>13</b>





## INCIDENT TYPE CODES

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