



Verdugo Fire Communications Center 2002 Annual Report



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

VERDUGO FIRE COMMUNICATIONS CENTER



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Michael Davis, Fire Chief, Burbank
Christopher Gray, Fire Chief, Glendale
Ernest Mitchell, Fire Chief, Pasadena

TASK-FORCE REPRESENTATIVES

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Don Wright, Battalion Chief, Glendale	Derek Young, Battalion Chief, Monrovia
Scott Pursell, Fire Captain, Pasadena	Richard Garstang, Battalion Chief, San Gabriel
Rich Kaufman, Fire Communications Administrator	Jim Anderson, Division Chief, San Marino
Lenia Scanlon, Administrative Analyst	Rich Snyder, Battalion Chief, Sierra Madre
On-Duty Fire Communications Shift Supervisor	Mike Clark, Battalion Chief, South Pasadena

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Verdugo Fire Communications Center

421 Oak Street
Glendale, CA 91204-1298
Telephone: (818) 548-3330
Fax: (818) 240-5895
<http://verdugo.ci.glendale.ca.us>

Review and Editorial Input: Christopher Gray, Don Wright and Rich Kaufman

Design, Layout and Statistical Analysis: Lenia Scanlon

Maps: Kimmy Luc

Photographs were provided by the nine fire departments in the Verdugo System unless otherwise noted.

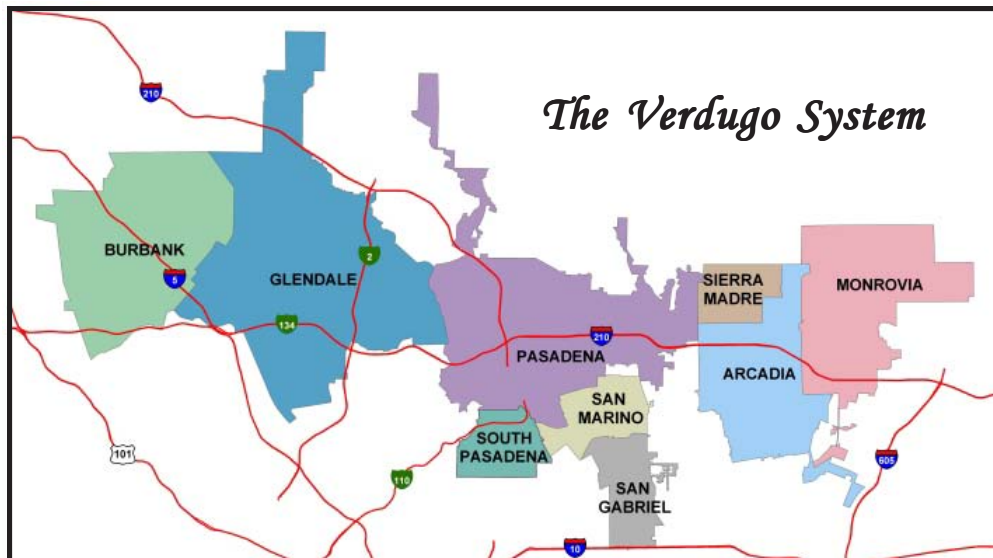


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INTRODUCTION

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 and the Center is overseen by the Glendale Fire Department.

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 810,000 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.



Population, Property Assessment and Area of Verdugo Cities

The Verdugo System serves a population of nearly 625,000 people and encompasses almost 111 square miles.

<u>City</u>	<u>Population*</u>	<u>Property Assessment**</u>	<u>Area (sq.mi.)</u>	<u>Joined Verdugo System</u>
Arcadia	54,900	\$5,632,687,044	12.00	10-21-99
Burbank	102,800	\$8,825,679,250	17.15	5-20-81
Glendale	200,200	\$13,010,748,256	30.59	8-1-79
Monrovia	37,950	\$2,153,054,701	13.73	7-1-99
Pasadena	138,800	\$10,647,623,312	23.00	9-4-79
San Gabriel	40,950	\$1,978,720,877	4.10	4-7-00
San Marino	13,300	\$2,495,932,162	3.75	4-17-96
Sierra Madre	10,850	\$880,389,032	3.00	10-21-99
South Pasadena	24,950	\$1,850,875,694	3.44	4-17-96
Total	624,700	\$47,475,710,328	110.76 sq.mi.	

*State of California, Department of Finance, *E-1 City/County Population Estimates, with Annual Percent Change, January 1, 2001 and 2002*. Sacramento, California, May 2002.
 **City of Los Angeles *Tax Payers' Guide, 2001-2002*, pp.114-134.

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 voice 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.

Fire Department Resources

During 2002 there were a total of 33 fire stations, 38 engine companies, 9 truck companies, 18 rescue ambulances, 2 paramedic squads, 4 air utilities, 9 command vehicles, 2 hazmat vehicles, 7 USARs and 3 water tenders within the Verdugo System.

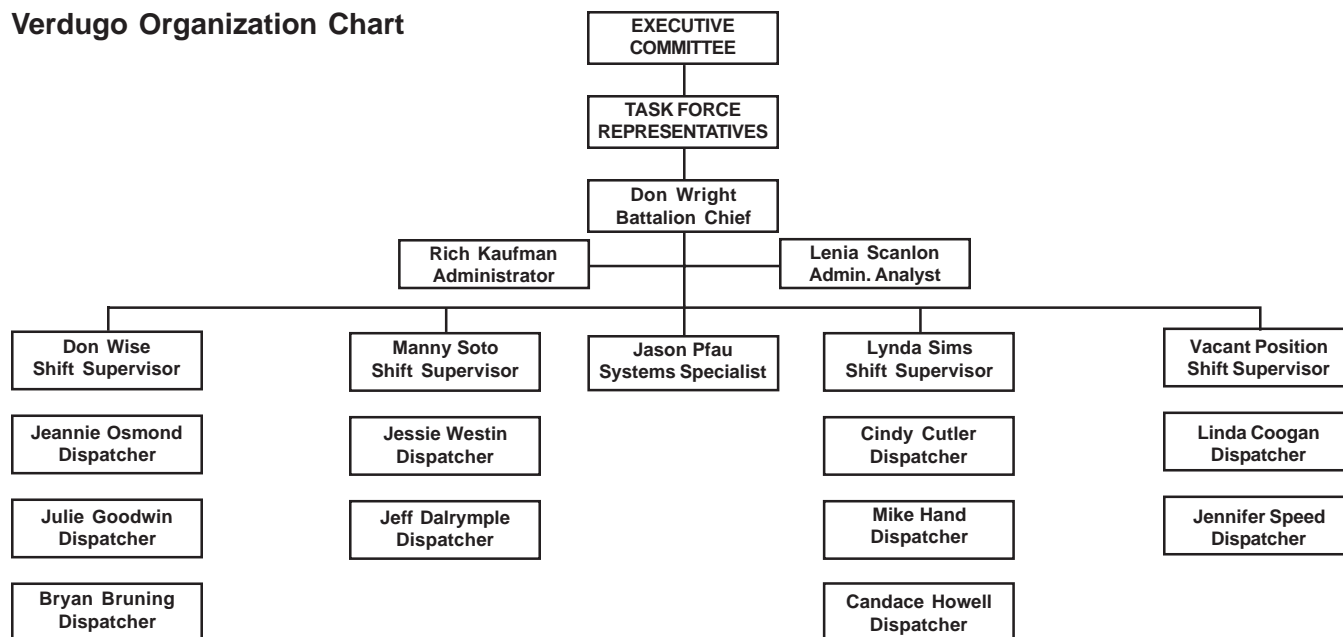
	Burbank	Glendale	Pasadena	Arcadia	Monrovia	San Gabriel	San Marino	Sierra Madre	South Pasadena
Fire Stations	6	9	8	3	2	2	1	1	1
Engine Companies	6	9	8	3	2	2	2	4	2
Truck Companies	2	3	2	1				1	
Rescue Ambulances	3	4	4	2		1	1	2	1
Paramedic Squad					2				
Additional Vehicles:									
Air Utility		1		1		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	

2002 Accomplishments

- A total of 99,065 phone calls were processed by Verdugo dispatchers in 2002, including 50,155 incidents that were dispatched to the nine cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries.
- A new data radio system was designed in collaboration with the City of Glendale Information Services Department in preparation for replacing outdated equipment and software. This system will provide better coverage and a faster throughput of data to users in the field.
- The voice radio channel plan was changed to expand communications capability with Los Angeles County Fire Department, accommodate Burbank's bidirectional amplifier ordinance and improve interference and security of the system.
- New base station radios were installed in South Pasadena and Monrovia to provide additional tactical channels for South Pasadena, Monrovia, Sierra Madre, San Marino, Arcadia, and San Gabriel.
- Reddinet, a proprietary system that displays the current emergency room status for hospitals in and around the Verdugo System, was acquired and implemented. This system enables dispatchers to inform field personnel of emergency room closures so they can go to the next closest facility.
- An upgrade to improve resolution and reliability was completed on the Electrohome projectors that are designed to project incident and unit status on dispatch center screens.
- A stand-alone CAD software program was developed for dispatching in case of primary system failure.
- A new Systems Specialist was hired and trained, a dispatcher was promoted to Fire Communications Shift Supervisor, and the Administrative Assistant position was upgraded to the title of Administrative Analyst.

2003 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.
- Convene a committee to begin planning new CAD, MIS, and RMS systems. It is anticipated that these systems will be replaced within the next two years.
- Upgrade the Verdugo CAD paging system from modem-based to faster web-based paging software with modem backup to permit communication with newer wireless devices.
- Upgrade dispatch workstation computers to Windows XP to improve stability and increase memory.
- Install the new radio data system at designated sites and reprogram CAD for the new system and protocol. The new data system will run at least four times faster than the existing system and resolve throughputs, waits and lost dispatch problems.
- Finalize installation of the new multi-site simulcast voice radio system in collaboration with City of Glendale Information Services Department and system users. This system will provide better systemwide coverage and will replace an aging radio system infrastructure that has reached the end of its service cycle.
- Begin receiving Phase I wireless 911 calls. This project will begin to route wireless 911 calls to the most appropriate agency rather than through the CHP dispatch center as is the current practice.
- Continue to develop Geographic Information Systems projects for Verdugo, including acquiring base layer maps for all nine cities in the Verdugo System and obtaining software to assist with pinpointing where wireless 911 calls are coming from.
- Transition to a virtual private network for fire station connections to Verdugo to reduce landline costs.



Personnel Strength		
<u>Position</u>	<u>Authorized</u>	<u>Filled</u>
Fire Communications Administrator	1	1
Administrative Analyst	1	1
Systems Specialist	1	1
Fire Communications Shift Supervisor	4	3
Fire Communications Operator	10	10

The 14 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 148 years' experience at the Verdugo Center and 242 total years of fire or police communications experience.

Verdugo Fire Communications Fund is operated as an Enterprise Account by the Glendale Fire Department in the City of Glendale. With revenues of about \$2.10 million in FY2002 and expenditures totaling \$1.55 million, about \$550,000 were retained toward the upcoming purchases of new data and voice radio systems as well as a new CAD system.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
REVENUE						
Charges for Service	\$329,008	\$552,681	\$418,737	\$1,300,426	\$ 420,493	\$ 1,720,919
Equipment Replacement	\$ 64,641	\$ 64,641	\$ 64,641	\$ 193,923	\$ -	\$ 193,923
Subtotal						\$ 1,914,842
Interest & Misc. Revenue						\$ 185,340
TOTAL						\$ 2,100,182
EXPENDITURES						
Salaries						\$ 1,227,192
Maint. & Operations						\$ 208,508
Capital Outlay						\$ 51,357
Operating Transfers						58,519
TOTAL						\$ 1,545,576
Designated for upcoming replacement of CAD and radio systems						\$ 554,606
Contract Cities include Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena						

VERDUGO CALL VOLUME

Verdugo Fire Communications personnel answer fire and emergency medical 911 calls, dispatch appropriate emergency equipment, and ensure that all elements of the emergency response system are in communication with each other.

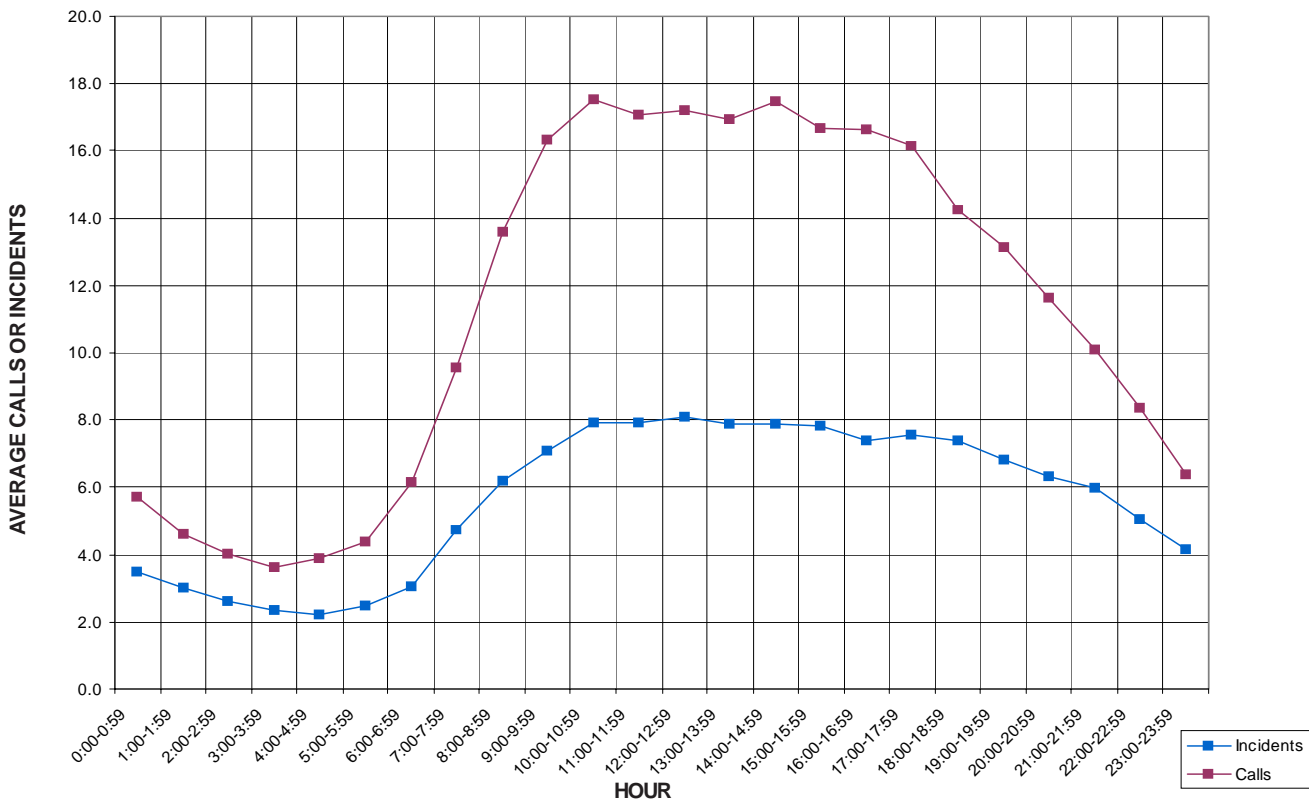
Verdugo is staffed with two operators and a supervisor during day and night shifts, and an additional operator is on duty during the busiest hours, 8 a.m. to 8 p.m., when two-thirds of Verdugo's incidents occur. The Fire Communications Administrator is present during business hours, along with an Administrative Analyst and Systems Specialist.

Over 50,000 incidents are dispatched by Verdugo annually. Numerous additional telephone calls and radio transmissions are handled in association with these incidents or with the everyday operations of the 33 fire stations in the Verdugo System, resulting in telephone and radio traffic that may suddenly become heavier at any hour of the day or night.

In fire and medical emergency situations, time is critical. A delay in getting through on the phone can potentially make a difference in the outcome of the emergency. For this reason, numerous statistics related to incoming telephone calls are monitored routinely in emergency communications centers.

- During 2002, Verdugo handled an average of 272 telephone calls per day or 11.3 calls per hour. One-third of those calls were taken on 911 lines, one-third came through 7-digit emergency lines, 14% were incoming calls to the four administrative lines, and 20% were outgoing calls.
- There were about two calls per incident, an average of 137 incidents per day or 5.7 incidents per hour.
- The greatest number of incidents in a single hour occurred on July 4, with 43 incidents between 9 and 10 p.m.
- The busiest day of the year was also July 4, with 232 incidents.

Verdugo Calls and Incidents Per Hour



- The longest interval without a single call occurred November 6 from 3 to 6 a.m.
- The fewest incidents occurred on June 30, with only 99.
- The day of the week with the fewest calls and incidents is Sunday.
- The busiest month in 2002 was November.
- There are 6 to 8 incidents per hour between 8 a.m. and 8 p.m. and 2 to 6 incidents per hour during the night, on average.
- Average telephone call duration was 67 seconds.
- Ninety-five percent of calls were answered in less than 6 seconds, 99.2% in under 11 seconds.
- There were 423 abandoned calls during the year, a little over one per day. A call is considered abandoned if the caller hangs up after it has begun to ring but before it is answered. Follow-up is conducted as quickly as possible to contact the caller and determine whether an emergency exists.

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 2002 were 45 seconds for 911 call processing and 9.7 seconds for radio dispatching.

Simultaneous Phone Calls

Because time is of the essence, one of the most vital considerations in a communications center is whether the staffing level is sufficient to answer all calls within a reasonable period of time. To begin to address this question, a study was conducted in 2002 to determine how often the call volume exceeded staffing levels. During a major incident such as a brush fire or a multiple-alarm structure fire, if the three daytime dispatchers or two nighttime dispatchers on phone duty are taking calls simultaneously, any additional calls must be answered and placed on hold or continue ringing. During business hours, additional personnel are available to handle calls on the four business lines, when needed.

The results of the 2002 call volume study indicate that it was rare for call volume to exceed staffing. In the entire year, there were only 205 daytime instances and 186 nighttime instances when all phone dispatchers were on calls and an additional call came in.

Verdugo Incidents By Source

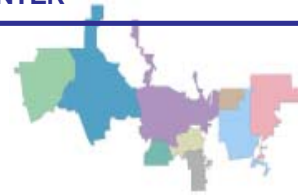
Requests for fire and medical assistance are received through 9-1-1 calls, transfers from other agencies such as California Highway Patrol, calls from fire departments in the Verdugo System ("7-Digit Lines"), and radio communications, and the relative proportions of these call sources vary from city to city.

NUMBER OF INCIDENTS											
SOURCE	AR	BU	GL	MO	PA	SG	SM	SI	SP	VFCC	VFCC%
9-1-1 CALLS	2,015	5,170	8,924	1,729	7,996	1,125	382	359	702	28,406	56.6%
OTHER AGENCY	844	1,372	2,689	879	2,570	607	355	177	497	10,551	21.0%
7-DIGIT LINES	859	1,849	2,355	540	3,704	317	228	187	313	10,455	20.8%
RADIO	33	78	190	55	262	25	27	11	37	743	1.5%
TOTAL	3,751	8,469	14,158	3,203	14,532	2,074	992	734	1,549	50,155	

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



VERDUGO SYSTEM



There were 50,155 incidents dispatched by Verdugo Fire Communications in 2002. 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 2002, along with the percent of incidents in that Category for the year. Of the 126 Type Codes listed below, the three most frequent incident types were Fire Alarm (58.6% of Fire incidents), Shortness of Breath (12.2% of Medical incidents), and Fall - Minor (10.1% of Medical incidents).

FIRE				MEDICAL				MEDICAL (cont.)			
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 MED. CALLS
ALARM	Fire Alarm	5185	58.6	ABD	Abdominal Pain	1066	2.9	UNCON	Person Unconsc/Unresponsive	1949	5.2
ALARMF	Fire Alarm - Full Assignment	84	1.0	ALERGY	Allergic Reaction	196	0.5	UNKMED	Unknown Medical	475	1.3
ALERT2	Emergency Landing at Airport	19	<0.5	ALOC	Altered Level of Consciousness	1153	3.1	USAR	Collapse/Extrication/Rescue	3	<0.5
ALERT3	Plane Accident, Down or Fire	1	<0.5	ASLT	Assault	776	2.1	SERVICE			
APPL	Appliance Fire	134	1.5	BACK	Back Pain	473	1.3	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
APT	Apartment House Fire	153	1.7	BITE	Animal/Human/Stings	78	<0.5	ANIMAL	Animal Rescue/Assist	48	1.5
ARSON	Arson Investigation	1	<0.5	BREATH	Shortness of Breath	4537	12.2	ARC	Arcing Wires	39	1.2
BOMB	Explosives/Bomb Threat/Scare	11	<0.5	BUILD	Building Collapse Rescue	1	<0.5	BEEES	Bee Investigation	155	4.9
BRUSH	Brush Fire	39	<0.5	BURN	Burn Injury	46	<0.5	BIO	Biohazard Investigation	68	2.1
BST1	Brush Strike Team XLC-1201A	5	<0.5	CHEST	Chest Pains - Heart Attack	2853	7.7	CHEMO	Chemical Outside	224	7.1
BST2	Brush Strike Team XLC-1202A	5	<0.5	CHOK	Person Choking	162	<0.5	CROWD	Overcrowding Investigation	14	<0.5
BST3	Brush Strike Team XLC-1203A	4	<0.5	CONFIN	Confined Space Rescue	1	<0.5	DAMAGE	Damage Investigation	17	0.5
BST4	Brush Strike Team XLC-1204A	7	<0.5	DIAB	Diabetic Problem	668	1.8	ELEV	Elevator Rescue	233	7.4
BST5	Brush Strike Team XLC-1205A	5	<0.5	DOWN	Person Down	966	2.6	ENG	Misc. Response for 1 Engine	54	1.7
CARBON	Carbon Monoxide Alarm	29	<0.5	DROWN	Drowning/Diving Incident	12	<0.5	ENGTRK	Misc. Response-Engine & Truck	6	<0.5
ELECF	Electrical Fire	163	1.8	EMS	EMS Call - No Details	126	<0.5	FLOOD	Major Flooded Condition	110	3.5
FLOW	Sprinkler System Activated	13	<0.5	EMSFY	EMS - Freeway	61	<0.5	FUEL	Fuel Spill	147	4.6
FNO	Fire Now Out	167	1.9	ENGR	Misc. Response for Engine+RA	19	<0.5	FULL	Misc. Response-Full Assignment	3	<0.5
GARAGE	Garage Fire	31	<0.5	FALL1	Fall - Major	106	<0.5	GASI	Odor of Natural Gas - Inside	153	4.8
HOUSE	House Fire	187	2.1	FALL2	Fall - Minor	3750	10.1	GASO	Odor of Natural Gas - Outside	133	4.2
ILLEG	Illegal Burning	143	1.6	FULLRA	Misc. Full Assignment + RA	1	<0.5	GMAIN	Broken Gas Main	64	2.0
MUTUAL	Mutual Aid Response	16	<0.5	GIB	G.I. Bleed	305	0.8	HAZARD	Investigate Hazardous Condition	214	6.8
OUT	Miscellaneous Outside Fire	130	1.5	GSW	Gunshot Wound	51	<0.5	HAZMAT	Hazardous Materials Response	32	1.0
PERSON	Person on Fire	2	<0.5	HANG	Person Hanging	9	<0.5	HYD	Flowing/Gushing/Sheared Hydrant	73	2.3
PLANE	Plane accident, down or fire	1	<0.5	HEART	Heart Problem	885	2.4	LAW	PD Assist/Stand-By	61	1.9
POLE	Transformer/Street Light Fire	46	0.5	INVL	Assist the Invalid	808	2.2	LOCK	Person Locked In/Locked Out	224	7.1
REFUSE	Refuse Fire	230	2.6	MED	Misc. Medical	3615	9.7	MALF	Malfunction	116	3.7
RESET	Fire Alarm Reset	118	1.3	MEDALR	Medical Alarm	262	0.7	ODOR	Misc. Odor Investigation	196	6.2
SMOKEI	Smoke in a Structure	262	3.0	NOTBR	Person Not Breathing	739	2.0	PUBLIC	Public Assist	136	4.3
SMOKEO	Smoke in the Area	298	3.4	OBGYN	Obstetrics/Gynecological	254	0.7	REFRIG	Abandoned Refrigerator	130	4.1
STR	Structure Fire	341	3.9	OD	Overdose	449	1.2	ROOF1	One Story Roof Check	33	1.0
UNKF	Unknown Type of Fire	73	0.8	PSYCH	Psychiatric	412	1.1	ROOF2	Roof Check 2 Stories & Above	33	1.0
VAULT	Electrical Vault Fire	9	<0.5	RA	Misc. Response for 1 RA	5	<0.5	THREAT	Bio-Chemical Threat	25	0.8
VEG	Vegetation Fire	180	2.0	RESCUE	Rescue	76	<0.5	TRK	Misc. Response for a Truck	9	<0.5
VEH	Vehicle Fire	483	5.5	RESFWY	Traffic Collision Rescue/Fwy	155	<0.5	WATER	Minor Flooding	196	6.2
VEHFWY	Vehicle Fire on the Freeway	227	2.6	SEIZ	Person in Seizure	1652	4.4	WIRES	Wires Down	168	5.3
VEHSTR	Vehicle Fire in a Structure	39	<0.5	SHOCK	Electrical Shock Injury	6	<0.5	WMAIN	Broken Water Main	55	1.7
				SICK	Person Sick	760	2.0	OTHER			
				STAB	Person Stabbed	73	<0.5	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	
				STROKE	CVA - Neurological	767	2.1	CHP	Transfer to CHP	1	
				SWR	Swift Water Rescue	1	<0.5	EVENT	Special Event	46	
				TC	Traffic Collision	3591	9.7	FWORKS	Fireworks Violation	156	
				TCFUEL	Injury TC with Fuel Spill	18	<0.5	PD	Transfer to Police Dept.	2	
				TCFWY	Traffic Collision - Freeway	634	1.7	PERMIT	Permit Investigation	8	
				TCRES	Traffic Collision Rescue	221	0.6				
				TCSTR	Vehicle into Structure	44	<0.5				
				TOXIC	Ingestion-Poisoning-Inhalation	303	0.8				
				TR1	Severe Trauma	50	<0.5				
				TR2	Minor Trauma	1539	4.1				

Total Responses Per Agency

The following table shows each Verdugo agency's responses to incidents that occurred within their home jurisdiction in 2002 (**INC SUBTOTAL**) as well as the number of automatic or mutual aid responses to other jurisdictions (**OOJ SUBTOTAL**). Responses to other jurisdictions may be to a neighboring city within the Verdugo System (**IOV**) or outside the Verdugo System (**OOV**) such as Los Angeles City, Los Angeles County, Alhambra or Monterey Park.

AGENCY:	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
Responses Within the Agency's Home Jurisdiction:									
FIRE	750	1,371	1,791	549	3,074	297	196	120	282
MEDICAL	2,709	6,513	11,224	2,303	10,493	1,539	559	490	1,017
SERVICE	244	521	908	243	733	107	102	100	176
OTHER	4	14	59	47	141	2	1	3	6
INC SUBTOTAL	3,707	8,419	13,982	3,142	14,441	1,945	858	713	1,481
Responses Outside the Agency's Home Jurisdiction (OOJ):									
IOV	313	326	253	243	325	53	530	8	443
OOV	44	50	176	61	91	129	134	21	68
OOJ SUBTOTAL	357	376	429	304	416	182	664	29	511
TOTAL	4,064	8,795	14,411	3,446	14,857	2,127	1,522	742	1,992

Total Incidents Per Agency

Each agency's incident volume includes only incidents in their home jurisdiction (**INC SUBTOTAL**) plus their responses outside the Verdugo System (**OOV**). Historically, this is based on the way the six Verdugo contract cities (Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena) are billed, including incidents that occurred within their home jurisdiction plus any out-of-jurisdiction responses that occurred as a direct result of their automatic or mutual aid agreements with an agency outside the Verdugo System. Contract cities are not billed for responses to neighboring Verdugo cities.

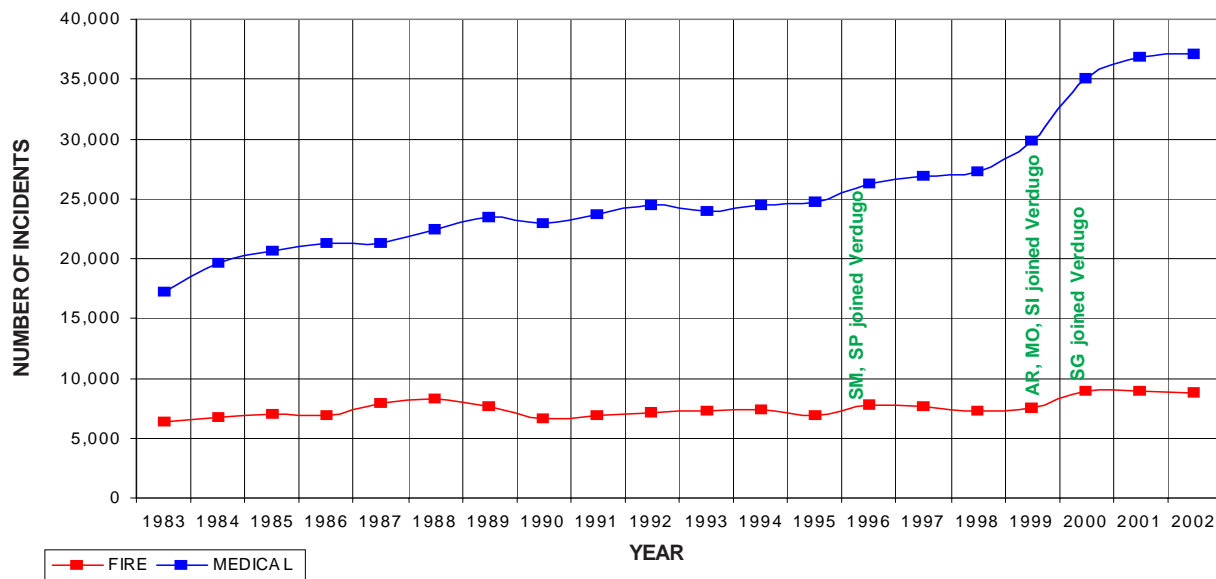
AGENCY:	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
Responses Within the Agency's Home Jurisdiction:									
INC SUBTOTAL	3,707	8,419	13,982	3,142	14,441	1,945	858	713	1,481
Responses Outside the Verdugo System (OOV):									
OOV	44	50	176	61	91	129	134	21	68
TOTAL	3,751	8,469	14,158	3,203	14,532	2,074	992	734	1,549

On a per-month basis, November and July had the highest incident volume in the Verdugo System during 2002:

VERDUGO INCIDENTS BY MONTH AND CATEGORY														
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	826	652	720	649	701	675	735	736	730	766	847	797	8,834	17.6%
MEDICAL	3,157	3,018	3,158	3,018	3,225	2,942	3,133	2,940	2,979	3,106	3,176	3,260	37,112	74.0%
SERVICE	251	247	287	240	225	247	319	258	252	251	326	254	3,157	6.3%
OTHER	12	8	8	8	10	14	165	11	7	12	17	6	278	0.6%
O.O.V.	50	40	53	56	77	65	60	67	95	64	84	63	774	1.5%
TOTAL	4,296	3,965	4,226	3,971	4,238	3,943	4,412	4,012	4,063	4,199	4,450	4,380	50,155	

Verdugo Fire and Medical Incidents: 20 Years

Until April 1996, the Verdugo System consisted only of Burbank, Glendale and Pasadena. Two additional cities were added in 1996, three more in 1999 and one in 2000 for a total of nine Verdugo cities. In the seven years since Verdugo began adding contract cities (1995 to 2002), the total Verdugo incident volume has increased about 45%, due primarily to serving a larger population base and geographic area but also to annual increases in the populations of the cities served. As the chart and table below show, the majority of this increase has occurred in Medical incidents. It is also noteworthy that the number of "Out of Verdugo" responses doubled in this period of time.



Number of Incidents Dispatched by the Verdugo System Per Year

	<u>1983</u>	<u>1984</u>	<u>1985</u>	<u>1986</u>	<u>1987</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>
FIRE	6,345	6,763	6,969	6,933	7,861	8,268	7,601	6,671	6,939	7,071
MEDICAL	17,253	19,613	20,626	21,281	21,318	22,406	23,440	22,971	23,661	24,464
SERVICE							1,049	2,372	2,474	2,367
OTHER							35	573	10	35
O.O.V.							90	47		
TOTAL	23,598	26,376	27,595	28,214	29,179	30,674	32,215	32,634	33,084	33,937

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
FIRE	7,231	7,360	6,888	7,801	7,612	7,210	7,498	8,901	8,964	8,834
MEDICAL	23,986	24,415	24,662	26,188	26,863	27,274	29,791	34,977	36,787	37,112
SERVICE	2,400	2,771	2,493	2,493	2,719	2,722	2,736	3,441	3,577	3,157
OTHER	49	339	208	118	64	108	139	113	226	278
O.O.V.	31	170	334	436	563	459	562	562	591	774
TOTAL	33,697	35,055	34,585	37,036	37,821	37,773	40,726	47,994	50,145	50,155

O.O.V. = Responses Outside of the Verdugo System to jurisdictions such as LA City, LA County, Alhambra and Monterey Park.

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 was taken at the Copper fire, which occurred near Santa Clarita June 5-9.

Each strike team incident is assigned a type code based on the agency that will oversee the operation, for example BST1 refers to a Brush Strike Team led by a Burbank Battalion Chief. BST2 refers to Glendale, BST3 is Pasadena. BST4 and 5 refer to strike teams comprised of any of the other Area "C" agencies.



Photo by William G. Hartenstein

TYPE	LOCATION	AGENCIES	DISPATCH DATE	DISPATCH TIME	RELEASE DATE	RELEASE TIME
BST1	Bouquet Canyon Rd / Centurion Way	BU, CO, GL, PA	5/11	15:14	5/11	23:33
BST5	Bouquet Canyon Rd / Centurion Way	AL, AR, CO, MO, MP, SI	5/11	15:19	5/12	00:40
BST2	San Francisquito Canyon / Bee Canyon	BU, CO, GL, PA	5/12	11:09	5/12	18:47
BST4	San Francisquito Canyon / Bee Canyon	AL, AR, CO, MO, SG, SM	5/12	11:14	5/12	20:16
BST3	Antonio/Tiejaras Creek / Rancho Santa Margarita	BU, CO, GL, PA	5/13	16:40	5/13	18:49
BST5	Antonio/Tiejaras Creek / Rancho Santa Margarita	AL, AR, CO, MO, MP, SI, SP	5/13	16:45	5/13	18:30
BST1	San Francisquito / Lowridge, Santa Clarita	BU, CO, GL, PA	6/5	16:03	6/8	09:18
BST4	San Francisquito / Lowridge, Santa Clarita	AL, AR, CO, MO, MP, SG	6/5	16:19	6/8	13:00
BST2	27150 Bouquet Canyon Rd. - "Copper Fire"	BU, CO, GL, PA	6/6	13:57	6/8	11:07
BST5	27150 Bouquet Canyon Rd. - "Copper Fire"	AL, CO, MO, MP, SI, SM	6/7	17:00	6/9	09:50
BST3	I15 & Hwy 138	BU, CO, GL, PA	6/18	14:37	6/19	12:05
BST4	Hwy 138 & I5	AL, AR, CO, MO, MP, SI	6/18	17:17	6/18	22:18
BST1	15 Fwy @ Cajon Pass	BU, CO, GL, PA	6/26	21:13	6/28	10:11
BST5	15 Fwy @ Cajon Pass	AL, AR, CO, MO, MP, SG, SP	6/26	21:34	6/28	09:44
BST2	Placerita Canyon / 14 Fwy	BU, CO, GL, PA	7/8	14:14	7/8	20:09
BST4	Placerita Canyon / 14 Fwy	AL, CO, MO, MP, SM	7/8	14:25	7/8	20:09
BST3	Bouquet Cnyn / Cherry Cnyn - "Cherry Incident"	BU, CO, GL, PA	8/25	17:52	8/26	00:09
BST1	31770 Ridge Route Rd, Castaic	BU, CO, GL, PA, SI	9/1	15:21	9/1	20:23
BST4	31770 Ridge Route Rd, Castaic	AL, AR, CO, MO, MP, SG, SM	9/1	16:51	9/1	20:22
BST2	Castaic Lake Park	BU, CO, GL, PA	9/2	6:31	9/2	18:33
BST5	Bouquet Canyon/Eliz. Lake Rd. - "Leona Fire"	AL, AR, CO, MO, MP, SI, SM	9/3	15:31	9/3	17:44
BST3	Bouquet Canyon/Eliz. Lake Rd. - "Leona Fire"	BU, CO, GL, PA	9/3	16:13	9/3	17:39
BST4	Soledad Canyon/Briggs, LACO - "Oasis"	AL, CO, MO, MP, SG, SI	9/14	12:04	9/14	19:45
Mutual	San Dimas Cnyn/Sycamore Cnyn - "Williams Fire"	OES	9/23	9:50	9/28	20:11
BST1	San Dimas Cnyn/Sycamore Cnyn - "Williams Fire"	BU, CO, GL, PA	9/23	7:28	9/28	17:26
BST4	San Dimas Cnyn/Sycamore Cnyn - "Williams Fire"	AL, CO, MO, MP, SG, SM	9/23	7:40	9/26	15:59
BST2	San Antonio Dam/Mt Baldy Rd - "Williams Fire"	BU, CO, GL, PA	9/24	16:16	9/26	12:46

AL=Alhambra; AR=Arcadia; BU=Burbank; CO=LA County; GL=Glendale; MO=Monrovia; MP=Monterey Park; PA=Pasadena; SG=San Gabriel; SI=Sierra Madre; SM=San Marino; SP=South Pasadena

Out of Jurisdiction Responses

The following table shows the number of Out of Jurisdiction responses for each agency. A response is classified as Out of Jurisdiction when firefighters or paramedics are asked to respond outside their city of origin. When needed, several agencies may respond to a single large incident. Automatic and mutual aid incidents are generally the result of negotiated contracts between cities or jurisdictions.

Responding Agency	City Where Incident Occurred														Subtotal
	Burbank	Glendale	Pasadena	Arcadia	Monrovia	San Gabriel	Sierra Madre	San Marino	South Pasadena	LA City	LA County	Alhambra	Monterey Park	Other Locations	
Burbank	X	301	18	3			1		3	23	27				376
Glendale	197	X	48	2	3	1	2			101	75				429
Pasadena	14	64	X	57	9	3	4	49	125	2	87		2		416
Arcadia	1	2	37	X	266	1	3	3			43		1		357
Monrovia	1	5	4	231	X		2				60		1		304
San Gabriel		2	2	1	2	X	1	34	4	1	48	82	5		182
Sierra Madre	1	2	2	7	3		X				13		1		29
San Marino			122	7	9	213	1	X	178		100	33	1		664
South Pas.	3	1	338	5	1	4	1	90	X	15	3	46	4		511
LA City	4	18	5	0	1				27	X					55
LA County	1	55	30	80	56	57	6	16			X				301
Alhambra	1	3	1	7	1	89	1	17	30	1	12	X	2		165
Mont.Park			1	4	1	8			1		11	2	X		28
Other*	154	114	16	75	2,255	1	3	2	3		2			X	2,625
Subtotal	377	567	624	479	2,607	377	25	211	371	143	481	163	17	0	6,442

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles. The high total in Monrovia is due to the use of private ambulances for EMS incidents; a Fire Department Squad and Engine are also dispatched in most instances.

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in 2002 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									
	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Fire Alarm	10.5	13.3	9.7	6.2	9.6	15.3	7.0	15.9	6.2	10.2
Shortness of Breath	9.2	7.1	10.3	10.5	7.8	8.8	10.1	6.3	9.4	5.5
Fall Minor	7.6	8.5	9.0	8.1	7.0	6.4	7.0	9.0	8.3	8.2
Misc. Medical	7.3	6.6	7.9	8.8	7.1	6.4	7.1	3.8	8.6	5.3
Traffic Collision	7.3	9.0	5.6	7.3	9.3	7.0	8.9	10.8	2.2	10.1
Chest Pains - Heart Attack	5.8	4.3	6.7	6.8	4.7	5.3	6.5	3.4	5.3	3.4
Person Unconsc./Unresponsive	3.9	4.8	3.8	4.2	3.2	3.9	4.8	2.8	2.5	3.6
Person in Seizure	3.3	2.7	3.2	3.0	2.9	4.3	3.3	1.7	2.9	2.6
Minor Trauma	3.1	2.6	3.5	2.9	3.1	3.2	3.5	4.1	2.8	3.5
Altered Level of Consciousness	2.3	2.7	2.7	2.3	2.4	2.2	2.5	2.6	1.8	1.6

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, somewhat older buildings, or a greater influx of workers or shoppers during business hours. The following table shows how many incidents of each type occurred in each city during 2002 per 10,000 residents of that city.

FIRE INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SI	SM	SP
Apartment House Fire	2.4	1.6	1.7	2.6	1.3	2.7	2.0	1.8	0.0	2.4
Appliance Fire	2.1	2.0	1.4	1.7	2.4	2.7	2.4	4.6	3.0	2.8
Arson Investigation	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0
Carbon Monoxide Alarm	0.5	0.5	0.2	0.5	0.5	0.7	0.0	0.0	1.5	0.0
Electrical Fire	2.6	2.0	2.3	2.0	2.1	3.2	1.2	7.4	6.0	5.2
Fire Alarm	83.0	90.2	79.2	43.2	79.6	158.8	33.2	40.6	102.3	60.5
Fire Alarm - Full Assignment	1.3	1.5	1.8	1.2	0.8	1.9	0.5	0.0	0.8	0.8
Fire Now Out	2.7	2.4	3.3	2.3	2.6	3.1	2.2	3.7	1.5	1.6
Garage Fire	0.5	0.2	0.3	0.3	1.1	0.5	0.7	0.9	1.5	0.8
House Fire	3.0	3.6	2.2	1.7	5.0	3.5	2.2	2.8	6.0	2.8
Illegal Burning	2.3	2.0	2.6	2.5	1.8	2.1	1.5	3.7	1.5	2.4
Miscellaneous Outside Fire	2.1	1.6	2.0	1.9	3.2	2.4	1.0	4.6	1.5	1.2
Refuse Fire	3.7	1.8	4.8	3.0	6.1	4.8	2.7	1.8	1.5	2.0
Smoke in a Structure	4.2	3.5	4.9	2.8	4.2	6.0	1.0	6.5	4.5	4.8
Smoke in the Area	4.8	2.6	3.8	4.6	7.1	4.5	3.2	18.4	6.0	8.0
Structure Fire	5.5	1.6	3.8	2.0	3.4	3.5	4.2	0.0	1.5	1.6
Unknown Type of Fire	1.2	1.5	1.5	0.8	1.3	0.8	0.5	0.0	0.8	0.8
Vegetation Fire	2.9	6.0	1.5	2.4	2.1	1.7	4.9	2.8	1.5	4.4
Vehicle Fire	7.7	5.6	8.7	6.3	10.8	10.1	5.6	1.8	4.5	5.6
Vehicle Fire on the Freeway	3.6	2.4	2.7	2.8	4.2	3.5	0.7	0.0	0.0	1.6
MEDICAL INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SI	SM	SP
Abdominal Pain	17.1	11.7	16.6	19.0	16.6	21.8	8.3	10.1	6.0	8.8
Allergic Reaction	3.1	2.7	3.1	2.7	2.9	4.2	2.4	3.7	2.3	3.2
Altered Level of Consciousness	18.5	18.0	22.1	16.1	19.8	23.1	12.0	12.0	16.5	9.2
Animal/Human/Stings	1.2	0.7	1.2	0.6	2.1	1.7	2.0	0.0	4.5	1.6
Assault	12.4	10.0	7.9	8.4	15.0	24.6	8.5	7.4	7.5	7.2
Assist the Invalid	12.9	18.4	17.4	8.0	15.3	13.4	9.5	23.0	25.6	10.0
Back Pain	7.6	6.0	9.0	8.3	7.4	8.1	4.6	4.6	2.3	3.2
Chest Pains - Heart Attack	45.7	29.1	54.8	47.6	39.3	55.2	31.0	35.0	21.8	20.0
CVA - Neurological	12.3	13.3	13.9	11.1	11.6	14.4	6.6	11.1	12.0	8.0
Diabetic Problem	10.7	8.0	12.5	9.1	15.5	13.6	5.6	10.1	8.3	6.0
Fall - Major	1.7	0.7	1.8	1.2	2.9	2.4	0.0	3.7	1.5	3.2
Fall - Minor	60.0	57.7	73.6	56.3	58.2	66.1	33.5	54.4	57.9	48.5
G.I. Bleed	4.9	1.1	5.2	5.2	5.8	7.1	2.7	5.5	2.3	0.4
Gunshot Wound	0.8	0.5	0.6	0.7	1.1	1.1	1.5	0.9	0.0	0.4
Heart Problem	14.2	10.9	16.2	16.4	11.6	15.3	8.5	10.1	3.8	8.0
Ingestion-Poisoning-Inhalation	4.9	2.4	4.5	3.8	4.5	8.9	2.2	7.4	2.3	2.4
Medical Alarm	4.2	4.6	6.2	2.6	2.6	4.9	3.2	7.4	4.5	5.6
Minor Trauma	24.6	17.5	28.4	20.2	25.6	33.4	16.6	18.4	26.3	20.8
Misc. Medical	57.9	44.8	64.4	61.7	58.5	66.4	33.7	56.2	24.8	31.3
Obstetrics/Gynecological	4.1	0.9	3.7	3.6	4.2	7.8	2.2	0.0	1.5	1.2
Overdose	7.2	4.2	9.2	5.7	9.2	9.7	4.2	1.8	0.8	8.4
Person Choking	2.6	1.5	3.0	2.0	3.2	2.8	2.2	5.5	5.3	3.6
Person Down	15.5	16.2	9.6	15.5	14.5	24.8	5.9	5.5	3.8	12.4
Person in Seizure	26.4	18.2	26.2	20.8	24.0	45.2	15.6	19.4	11.3	15.6
Person Not Breathing	11.8	9.1	13.5	11.5	9.7	12.9	12.0	8.3	6.8	10.8

MEDICAL INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SI	SM	SP
Person Sick	12.2	7.3	13.0	13.9	14.2	12.5	6.3	6.5	6.8	10.0
Person Stabbed	1.2	0.7	1.0	0.8	0.8	2.2	1.5	0.0	0.8	0.8
Person Unconsc./Unresponsive	31.2	32.4	31.4	29.2	26.6	40.2	23.0	16.6	18.0	21.6
Psychiatric	6.6	6.0	5.4	5.7	6.6	9.5	3.9	4.6	9.8	6.8
Rescue	1.2	0.9	1.2	1.2	0.5	1.2	0.7	6.5	0.8	0.8
Severe Trauma	0.8	0.7	0.9	0.6	0.3	1.0	0.2	3.7	0.8	1.2
Shortness of Breath	72.6	48.1	84.2	73.3	64.8	91.7	48.1	61.8	40.6	32.5
Traffic Collision	57.5	61.4	45.8	50.9	76.9	72.8	42.5	14.7	69.9	60.1
Traffic Collision - Freeway	10.1	7.5	9.0	10.8	15.0	11.7	2.2	0.0	0.0	11.2
Traffic Collision Rescue	3.5	4.4	3.4	2.2	3.7	5.2	2.7	2.8	4.5	2.4
Traffic Collision Rescue/Freeway	2.5	2.0	2.6	2.1	3.7	3.1	1.5	0.0	0.0	1.6
Unknown Medical	7.6	8.0	6.2	7.3	5.3	10.4	4.9	6.5	6.0	3.6
SERVICE INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SI	SM	SP
Abandoned Refrigerator	2.1	0.2	3.5	3.3	0.0	1.4	0.2	0.0	0.8	2.0
Animal Rescue/Assist	0.8	1.5	0.9	0.6	2.1	0.4	0.2	0.0	0.0	1.6
Arcing Wires	0.6	2.0	0.6	0.1	0.5	0.3	0.7	5.5	3.0	0.0
Bee Investigation	2.5	2.0	1.2	2.1	6.1	2.7	1.0	0.9	10.5	4.0
Biohazard Investigation	1.1	0.7	1.1	0.7	1.1	1.4	0.2	4.6	1.5	2.0
Broken Gas Main	1.0	0.7	1.4	0.8	1.6	0.9	0.7	2.8	1.5	1.2
Broken Water Main	0.9	0.7	0.8	0.7	1.3	0.4	1.0	5.5	3.8	0.4
Chemical Outside	3.6	1.8	4.3	5.3	4.2	2.2	1.0	1.8	2.3	2.8
Elevator Rescue	3.7	1.5	3.1	4.3	0.0	7.2	1.2	0.0	0.0	0.8
Flowing/Gushing/Sheared Hydrant	1.2	1.5	1.1	1.1	1.8	1.2	1.5	0.0	0.8	0.0
Fuel Spill	2.4	2.0	3.7	1.5	3.7	3.2	0.5	0.9	0.8	1.2
Hazardous Materials Response	0.5	0.4	0.6	0.4	0.3	0.3	0.0	0.0	0.0	0.0
Investigate Hazardous Condition	3.4	2.0	4.0	3.4	3.7	3.4	1.5	2.8	6.0	6.0
Major Flooded Condition	1.8	2.9	1.8	1.6	1.6	1.4	1.0	4.6	1.5	2.4
Malfunction	1.9	1.6	1.8	1.2	1.3	2.4	0.7	4.6	5.3	3.6
Minor Flooding	3.1	4.6	2.1	2.6	4.2	2.2	2.2	12.0	6.0	8.4
Misc. Odor Investigation	3.1	2.0	4.3	1.9	1.8	4.0	0.7	7.4	9.0	5.6
Odor of Natural Gas - Inside	2.4	2.7	2.4	1.4	2.9	3.2	1.2	5.5	6.0	2.8
Odor of Natural Gas - Outside	2.1	2.7	2.2	2.0	2.9	1.2	1.0	10.1	2.3	3.2
Person Locked In/Locked Out	3.6	3.3	3.0	2.9	5.0	4.6	1.5	4.6	3.0	7.2
Public Assist	2.2	0.9	2.4	1.2	3.2	2.1	1.2	6.5	6.8	7.6
Wires Down	2.7	3.3	1.6	1.7	10.0	1.7	3.2	7.4	3.8	4.8

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

Response Times

Statistics are also generated for the time it takes from dispatch to the arrival onscene 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.

These statistics represent the closest possible approximation of response times achievable with the current Management Information Systems software.

DISPATCH TO ARRIVAL: PERCENT OF RESPONSES					
	< 3 min.	< 4 min.	< 5 min.	< 6 min.	< 7 min.
Verdugo	25.4%	53.6%	77.4%	89.3%	94.8%
Arcadia	23.2%	50.9%	73.6%	87.4%	94.0%
Burbank	20.8%	47.6%	74.9%	88.6%	94.5%
Glendale	23.8%	55.2%	80.4%	91.0%	95.3%
Monrovia	25.5%	48.8%	72.7%	87.6%	94.3%
Pasadena	28.5%	57.1%	78.8%	90.1%	95.5%
San Gabriel	20.4%	48.8%	75.3%	89.6%	96.1%
San Marino	37.7%	64.8%	83.2%	92.3%	95.9%
Sierra Madre	26.9%	51.5%	69.5%	81.1%	86.5%
South Pas.	30.0%	55.8%	78.1%	89.3%	94.6%



BURBANK FIRE DEPARTMENT



There were 8,469 incidents reported for Burbank in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code into the Computer Assisted Dispatch (CAD) system. Each Type Code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Burbank for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 112 Type Codes listed below, the three most frequent incident types were Fire Alarm (59.2% of Fire incidents), Shortness of Breath (13.3% of Medical incidents), and Fall - Minor (11.6% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	814	59.2
ALARMF	Fire Alarm - Full Assignment	18	1.3
ALERT2	Emergency Landing at Airport	19	1.4
ALERT3	Plane Accident, Down or Fire	1	<0.5
APPL	Appliance Fire	14	1.0
APT	Apartment House Fire	17	1.2
BOMB	Explosives/Bomb Threat/Scare	2	<0.5
BRUSH	Brush Fire	1	<0.5
CARBON	Carbon Monoxide Alarm	2	<0.5
ELECF	Electrical Fire	24	1.7
FLOW	Sprinkler System Activated	2	<0.5
FNO	Fire Now Out	34	2.5
GARAGE	Garage Fire	3	<0.5
HOUSE	House Fire	23	1.7
ILLEG	Illegal Burning	27	2.0
OUT	Miscellaneous Outside Fire	21	1.5
PLANE	Plane accident, down or fire	1	<0.5
POLE	Transformer/Street Light Fire	4	<0.5
REFUSE	Refuse Fire	49	3.6
RESET	Fire Alarm Reset	13	0.9
SMOKEI	Smoke in a Structure	50	3.6
SMOKEO	Smoke in the Area	39	2.8
STR	Structure Fire	39	2.8
UNKF	Unknown Type of Fire	15	1.1
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	15	1.1
VEH	Vehicle Fire	89	6.5
VEHFWY	Vehicle Fire on the Freeway	28	2.0
VEHSTR	Vehicle Fire in a Structure	9	0.7

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	171	2.6
ALLERGY	Allergic Reaction	32	<0.5
ALOC	Altered Level of Consciousness	227	3.5
ASLT	Assault	81	1.2
BACK	Back Pain	93	1.4
BITE	Animal/Human/Stings	12	<0.5
BREATH	Shortness of Breath	866	13.3
BURN	Burn Injury	14	<0.5
CHEST	Chest Pains - Heart Attack	563	8.6
CHOK	Person Choking	31	<0.5
DIAB	Diabetic Problem	128	2.0
DOWN	Person Down	99	1.5
DROWN	Drowning/Diving Incident	3	<0.5
EMS	EMS Call - No Details	16	<0.5
EMSFY	EMS - Freeway	7	<0.5
ENGR	Misc. Response for Engine+RA	2	<0.5
FALL1	Fall - Major	18	<0.5
FALL2	Fall - Minor	757	11.6
FULLRA	Misc. Full Assignment + RA	1	<0.5
GIB	G.I. Bleed	53	0.8
GSW	Gunshot Wound	6	<0.5
HANG	Person Hanging	2	<0.5
HEART	Heart Problem	167	2.6
INVL	Assist the Invalid	179	2.7
MED	Misc. Medical	662	10.2
MEDALR	Medical Alarm	64	1.0
NOTBR	Person Not Breathing	139	2.1
OBGYN	Obstetrics/Gynecological	38	0.6
OD	Overdose	95	1.5
PSYCH	Psychiatric	56	0.9
RA	Misc. Response for 1 RA	1	<0.5
RESCUE	Rescue	12	<0.5
RESFWY	Traffic Collision Rescue/Fwy	27	<0.5
SEIZ	Person in Seizure	269	4.1
SHOCK	Electrical Shock Injury	2	<0.5
SICK	Person Sick	134	2.1
STAB	Person Stabbed	10	<0.5
STROKE	CVA - Neurological	143	2.2
TC	Traffic Collision	471	7.2
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	93	1.4
TCRES	Traffic Collision Rescue	35	0.5
TCSTR	Vehicle into Structure	3	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	46	0.7
TR1	Severe Trauma	9	<0.5
TR2	Minor Trauma	292	4.5
UNCON	Person Unconscious/Unresp.	323	5.0
UNKMED	Unknown Medical	64	1.0
USAR	Collapse/Extraction/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	9	1.7
ARC	Arcing Wires	6	1.1
BEES	Bee Investigation	12	2.3
BIO	Biohazard Investigation	11	2.1
CHEMO	Chemical Outside	44	8.4
CROWD	Overcrowding Investigation	3	0.6
DAMAGE	Damage Investigation	1	<0.5
ELEV	Elevator Rescue	32	6.1
ENG	Misc. Response for 1 Engine	9	1.7
ENGTRK	Misc. Response - Engine & Truck	3	0.6
FLOOD	Major Flooded Condition	18	3.4
FUEL	Fuel Spill	38	7.3
FULL	Misc. Response - Full Assignment	1	<0.5
GASI	Odor of Natural Gas - Inside	25	4.8
GASO	Odor of Natural Gas - Outside	23	4.4
GMAIN	Broken Gas Main	14	2.7
HAZARD	Investigate Hazardous Cond.	41	7.9
HAZMAT	Hazardous Materials Response	6	1.1
HYD	Flowing/Gushing/Sheared Hydrant	11	2.1
LAW	PD Assist/Stand-By	8	1.5
LOCK	Person Locked In/Locked Out	31	5.9
MALF	Malfunction	19	3.6
ODOR	Misc. Odor Investigation	44	8.4
PUBLIC	Public Assist	25	4.8
REFRIG	Abandoned Refrigerator	36	6.9
ROOF1	One Story Roof Check	1	<0.5
ROOF2	Roof Check 2 Stories & Above	1	<0.5
THREAT	Bio-Chemical Threat	1	<0.5
TRK	Misc. Response for a Truck	3	0.6
WATER	Minor Flooding	22	4.2
WIRES	Wires Down	16	3.1
WMAIN	Broken Water Main	8	1.5

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	1
FWORKS	Fireworks Violation	4



BURBANK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	125	118	126	102	92	117	107	102	105	105	127	145	1,371	16.2%
MEDICAL	577	552	538	518	555	509	564	497	510	583	522	588	6,513	76.9%
SERVICE	33	44	45	43	39	39	57	42	36	48	51	44	521	6.2%
OTHER	0	2	1	1	1	1	3	1	0	1	3	0	14	0.2%
O.O.V.	3	3	2	3	4	7	1	5	8	2	7	5	50	0.6%
TOTAL	738	719	712	667	691	673	732	647	659	739	710	782	8,469	

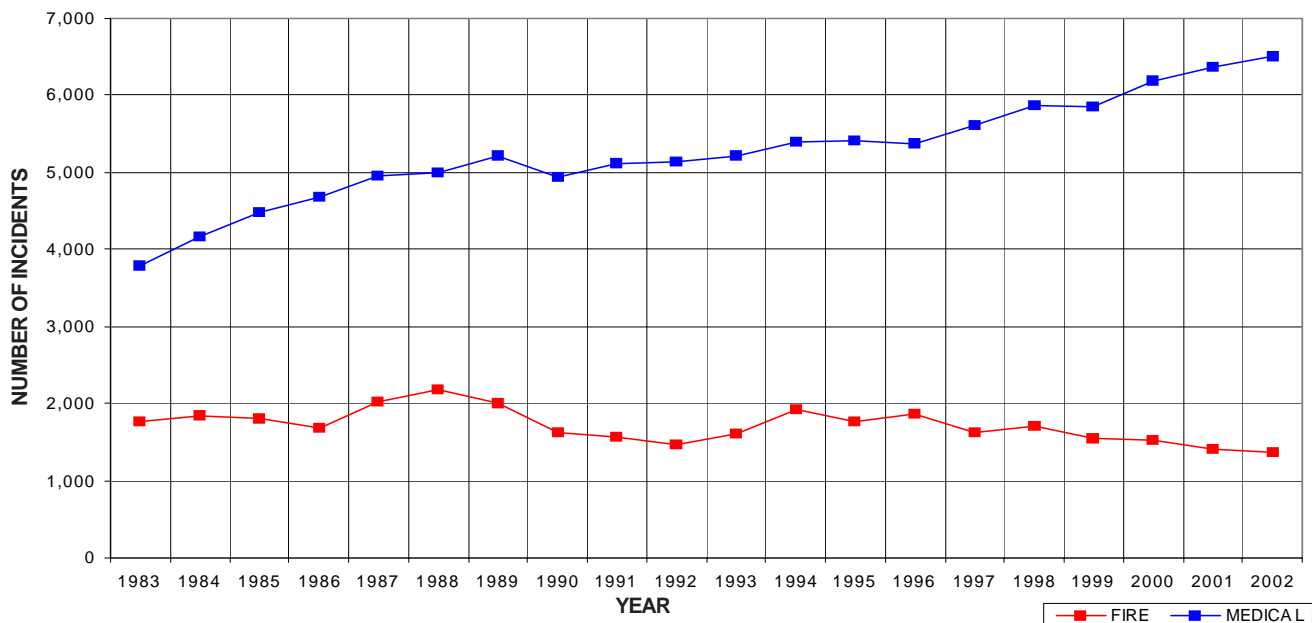
O.O.V. = Responses Outside of the Verdugo System

BURBANK INCIDENTS: 20-YEAR HISTORY

CATEGORY	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992
FIRE	1,760	1,848	1,800	1,691	2,028	2,175	2,010	1,627	1,562	1,460
MEDICAL	3,794	4,163	4,489	4,684	4,949	4,997	5,220	4,942	5,118	5,145
SERVICE	*	*	*	*	*	*	316	679	676	638
OTHER	*	*	*	*	*	*	5	143	1	27
O.O.V.	*	*	*	*	*	*	*	*	*	*
TOTAL	5,554	6,011	6,289	6,375	6,977	7,172	7,551	7,391	7,357	7,270

CATEGORY	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
FIRE	1,613	1,914	1,763	1,872	1,620	1,710	1,543	1,524	1,399	1,371
MEDICAL	5,207	5,386	5,410	5,372	5,611	5,873	5,842	6,183	6,366	6,513
SERVICE	629	803	648	613	622	678	673	612	630	521
OTHER	30	58	39	15	3	5	12	11	18	14
O.O.V.	*	*	*	15	24	26	19	34	31	50
TOTAL	7,479	8,161	7,860	7,887	7,880	8,292	8,089	8,364	8,444	8,469

BURBANK FIRE AND MEDICAL INCIDENTS: 20 YEARS



Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 376 times in 2002:

Arcadia	3
Glendale	301
LA City	23
LA County	27
Pasadena	18
Sierra Madre	1
South Pasadena	3
TOTAL	376

Other agencies responded to incidents in Burbank 377 times during the year:

Alhambra	1
Arcadia	1
Glendale	197
LA City	4
LA County	1
Monrovia	1
Pasadena	14
Sierra Madre	1
South Pasadena	3
Other*	154
TOTAL	377

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.





GLENDALE FIRE DEPARTMENT



There were 14,158 incidents reported for Glendale in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 Glendale for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 110 Type Codes listed below, the three most frequent incident types were Fire Alarm (48.2% of Fire incidents), Shortness of Breath (13.1% of Medical incidents), and Miscellaneous Medical (11.0% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	864	48.2
ALARMF	Fire Alarm - Full Assignment	24	1.3
APPL	Appliance Fire	35	2.0
APT	Apartment House Fire	52	2.9
BOMB	Explosives/Bomb Threat/Scare	8	<0.5
BRUSH	Brush Fire	7	<0.5
CARBON	Carbon Monoxide Alarm	10	0.6
ELECF	Electrical Fire	40	2.2
FLOW	Sprinkler System Activated	5	<0.5
FNO	Fire Now Out	47	2.6
GARAGE	Garage Fire	6	<0.5
HOUSE	House Fire	35	2.0
ILLEG	Illegal Burning	51	2.8
OUT	Miscellaneous Outside Fire	39	2.2
PERSON	Person on Fire	1	<0.5
POLE	Transformer/Street Light Fire	7	<0.5
REFUSE	Refuse Fire	60	3.4
RESET	Fire Alarm Reset	44	2.5
SMOKEI	Smoke in a Structure	57	3.2
SMOKEO	Smoke in the Area	93	5.2
STR	Structure Fire	41	2.3
UNKF	Unknown Type of Fire	17	0.9
VAULT	Electrical Vault Fire	2	<0.5
VEG	Vegetation Fire	48	2.7
VEH	Vehicle Fire	127	7.1
VEHFWY	Vehicle Fire on the Freeway	56	3.1
VEHSTR	Vehicle Fire in a Structure	15	0.8

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	381	3.4
ALLERGY	Allergic Reaction	54	0.5
ALOC	Altered Level of Consciousness	323	2.9
ASLT	Assault	168	1.5
BACK	Back Pain	166	1.5
BITE	Animal/Human/Stings	12	<0.5
BREATH	Shortness of Breath	1467	13.1
BURN	Burn Injury	8	<0.5
CHEST	Chest Pains - Heart Attack	952	8.5
CHOK	Person Choking	41	<0.5
CONFIN	Confined Space Rescue	1	<0.5
DIAB	Diabetic Problem	183	1.6
DOWN	Person Down	310	2.8
DROWN	Drowning/Diving Incident	5	<0.5
EMS	EMS Call - No Details	22	<0.5
EMSFY	EMS - Freeway	21	<0.5
ENGR	Misc. Response for Engine+RA	3	<0.5
FALL1	Fall - Major	25	<0.5
FALL2	Fall - Minor	1128	10.0
GIB	G.I. Bleed	104	0.9
GSW	Gunshot Wound	15	<0.5
HANG	Person Hanging	3	<0.5
HEART	Heart Problem	329	2.9
INVL	Assist the Invalid	161	1.4
MED	Misc. Medical	1235	11.0
MEDALR	Medical Alarm	53	0.5
NOTBR	Person Not Breathing	230	2.0
OBYN	Obstetrics/Gynecological	73	0.6
OD	Overdose	114	1.0
PSYCH	Psychiatric	114	1.0
RA	Misc. Response for 1 RA	2	<0.5
RESCUE	Rescue	25	<0.5
RESFWY	Traffic Collision Rescue/Fwy	43	<0.5
SEIZ	Person in Seizure	417	3.7
SICK	Person Sick	279	2.5
STAB	Person Stabbed	16	<0.5
STROKE	CVA - Neurological	222	2.0
TC	Traffic Collision	1019	9.1
TCFUEL	Injury TC with Fuel Spill	8	<0.5
TCFWY	Traffic Collision - Freeway	216	1.9
TCRES	Traffic Collision Rescue	44	<0.5
TCSTR	Vehicle into Structure	17	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	77	0.7
TR1	Severe Trauma	13	<0.5
TR2	Minor Trauma	405	3.6
UNCON	Person Unconsc./Unresponsive	584	5.2
UNKMED	Unknown Medical	147	1.3
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	12	1.3
ARC	Arcing Wires	3	<0.5
BEES	Bee Investigation	42	4.6
BIO	Biohazard Investigation	15	1.6
CHEMO	Chemical Outside	106	11.6
CROWD	Overcrowding Investigation	6	0.7
DAMAGE	Damage Investigation	8	0.9
ELEV	Elevator Rescue	86	9.4
ENG	Misc. Response for 1 Engine	5	0.5
ENGTRK	Misc. Response-Engine & Truck	2	<0.5
FLOOD	Major Flooded Condition	33	3.6
FUEL	Fuel Spill	31	3.4
FULL	Misc. Response-Full Assignment	1	<0.5
GASI	Odor of Natural Gas - Inside	28	3.1
GASO	Odor of Natural Gas - Outside	41	4.5
GMAIN	Broken Gas Main	16	1.8
HAZARD	Investigate Hazardous Condition	69	7.6
HAZMAT	Hazardous Materials Response	9	1.0
HYD	Flowing/Gushing/Sheared Hydrant	23	2.5
LAW	PD Assist/Stand-By	17	1.9
LOCK	Person Locked In/Locked Out	59	6.5
MALF	Malfunction	25	2.7
ODOR	Misc. Odor Investigation	39	4.3
PUBLIC	Public Assist	25	2.7
REFRIG	Abandoned Refrigerator	67	7.3
ROOF1	One Story Roof Check	9	1.0
ROOF2	Roof Check 2 Stories & Above	12	1.3
THREAT	Bio-Chemical Threat	19	2.1
TRK	Misc. Response for a Truck	4	<0.5
WATER	Minor Flooding	52	5.7
WIRES	Wires Down	34	3.7
WMAIN	Broken Water Main	15	1.6

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	2
FWORKS	Fireworks Violation	39
PD	Transfer to Police Dept.	1



GLENDALE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	156	148	150	147	137	124	168	149	154	158	161	139	1,791	12.7%
MEDICAL	943	936	974	934	953	877	928	879	857	913	1,013	1,017	11,224	79.3%
SERVICE	74	63	85	74	58	80	88	76	93	61	87	69	908	6.4%
OTHER	1	0	1	2	2	3	41	1	2	0	5	1	59	0.4%
O.O.V.	10	13	6	9	19	16	13	17	25	8	25	15	176	1.2%
TOTAL	1,184	1,160	1,216	1,166	1,169	1,100	1,238	1,122	1,131	1,140	1,291	1,241	14,158	

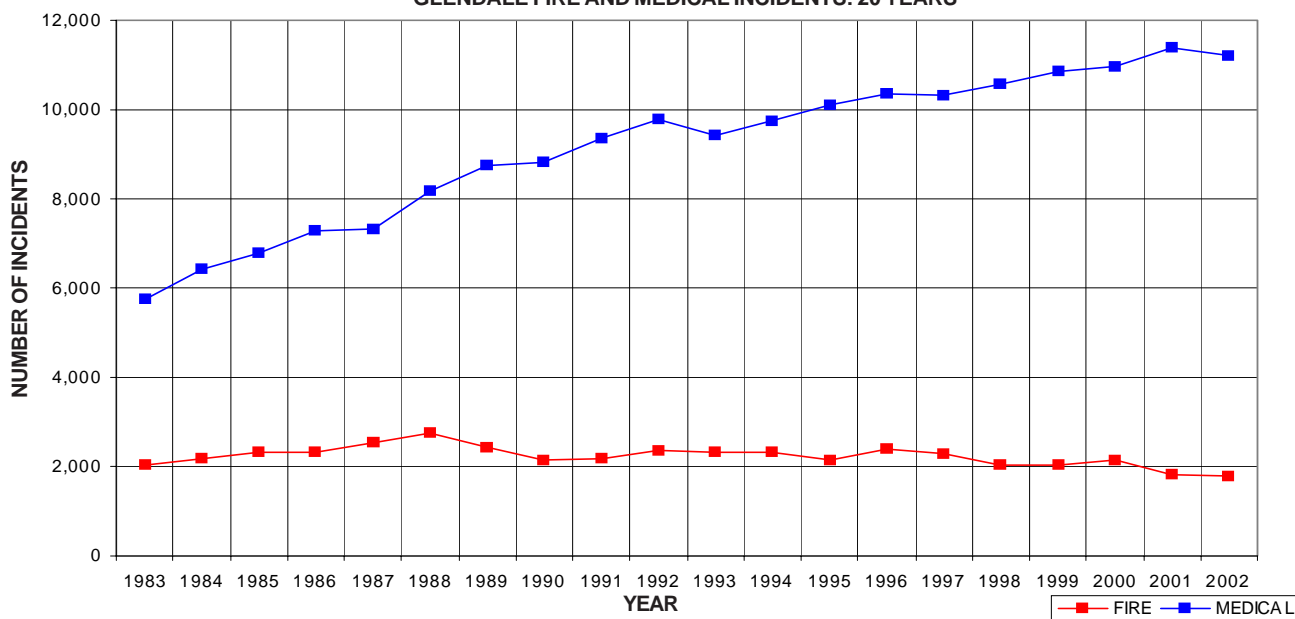
O.O.V. = Responses Outside of the Verdugo System

GLENDALE INCIDENTS: 20-YEAR HISTORY

CATEGORY	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992
FIRE	2,046	2,186	2,306	2,336	2,518	2,747	2,435	2,153	2,188	2,363
MEDICAL	5,767	6,428	6,801	7,302	7,317	8,164	8,758	8,817	9,351	9,769
SERVICE	*	*	*	*	*	*	389	880	997	949
OTHER	*	*	*	*	*	*	15	222	8	5
O.O.V.	*	*	*	*	*	*	*	*	*	*
TOTAL	7,813	8,614	9,107	9,638	9,835	10,911	11,597	12,072	12,544	13,086

CATEGORY	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
FIRE	2,307	2,313	2,131	2,381	2,274	2,028	2,036	2,147	1,827	1,791
MEDICAL	9,445	9,760	10,121	10,375	10,309	10,588	10,871	10,952	11,398	11,224
SERVICE	974	1,169	980	887	985	978	838	949	1,003	908
OTHER	13	184	53	16	10	24	38	26	44	59
O.O.V.	*	*	*	211	195	164	159	174	147	176
TOTAL	12,739	13,426	13,285	13,870	13,773	13,782	13,942	14,248	14,419	14,158

GLENDALE FIRE AND MEDICAL INCIDENTS: 20 YEARS



Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 429 times in 2002:

Arcadia	2
Burbank	197
LA City	101
LA County	75
Monrovia	3
Pasadena	48
San Gabriel	1
Sierra Madre	2
TOTAL	429

Other agencies responded to incidents in Glendale 567 times during the year:

Alhambra	3
Arcadia	2
Burbank	301
LA City	18
LA County	55
Monrovia	5
Pasadena	64
San Gabriel	2
Sierra Madre	2
South Pasadena	1
Other*	114
TOTAL	567

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.



Photo by Gene Blevins/LA Daily News



Photo by William G. Hartenstein



Photo by Robert Navarro



PASADENA FIRE DEPARTMENT



There were 14,532 incidents reported for Pasadena in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 Pasadena for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 110 Type Codes listed below, the three most frequent incident types were Fire Alarm (71.6% of Fire incidents), Shortness of Breath (12.1% of Medical incidents), and Traffic Collision (9.6% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	2204	71.6
ALARMF	Fire Alarm - Full Assignment	26	0.8
APPL	Appliance Fire	37	1.2
APT	Apartment House Fire	38	1.2
ARSON	Arson Investigation	1	<0.5
BRUSH	Brush Fire	7	<0.5
CARBON	Carbon Monoxide Alarm	10	<0.5
ELECF	Electrical Fire	45	1.5
FLOW	Sprinkler System Activated	4	<0.5
FNO	Fire Now Out	43	1.4
GARAGE	Garage Fire	7	<0.5
HOUSE	House Fire	49	1.6
ILLEG	Illegal Burning	29	0.9
OUT	Miscellaneous Outside Fire	34	1.1
POLE	Transformer/Street Light Fire	9	<0.5
REFUSE	Refuse Fire	67	2.2
RESET	Fire Alarm Reset	43	1.4
SMOKEI	Smoke in a Structure	83	2.7
SMOKEO	Smoke in the Area	62	2.0
STR	Structure Fire	48	1.6
UNKF	Unknown Type of Fire	11	<0.5
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	23	0.7
VEH	Vehicle Fire	140	4.5
VEHFWY	Vehicle Fire on the Freeway	48	1.6
VEHSTR	Vehicle Fire in a Structure	8	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MEDICAL CALLS
ABD	Abdominal Pain	303	2.9
ALLERGY	Allergic Reaction	58	0.6
ALOC	Altered Level of Consciousness	320	3.0
ASLT	Assault	341	3.2
BACK	Back Pain	113	1.1
BITE	Animal/Human/Stings	24	<0.5
BREATH	Shortness of Breath	1273	12.1
BUILD	Building Collapse Rescue	1	<0.5
BURN	Burn Injury	15	<0.5
CHEST	Chest Pains - Heart Attack	766	7.3
CHOK	Person Choking	39	<0.5
DIAB	Diabetic Problem	189	1.8
DOWN	Person Down	344	3.3
DROWN	Drowning/Diving Incident	2	<0.5
EMS	EMS Call - No Details	32	<0.5
EMSFY	EMS - Freeway	18	<0.5
ENGRA	Misc. Response for Engine+RA	7	<0.5
FALL1	Fall - Major	33	<0.5
FALL2	Fall - Minor	918	8.7
GIB	G.I. Bleed	99	0.9
GSW	Gunshot Wound	15	<0.5
HANG	Person Hanging	2	<0.5
HEART	Heart Problem	213	2.0
INVL	Assist the Invalid	186	1.8
MED	Misc. Medical	922	8.8
MEDALR	Medical Alarm	68	0.6
NOTBR	Person Not Breathing	179	1.7
OBGYN	Obstetrics/Gynecological	108	1.0
OD	Overdose	134	1.3
PSYCH	Psychiatric	132	1.3
RESCUE	Rescue	17	<0.5
RESFWY	Traffic Collision Rescue/Fwy	43	<0.5
SEIZ	Person in Seizure	627	6.0
SHOCK	Electrical Shock Injury	3	<0.5
SICK	Person Sick	173	1.6
STAB	Person Stabbed	31	<0.5
STROKE	CVA - Neurological	200	1.9
TC	Traffic Collision	1011	9.6
TCFUEL	Injury TC with Fuel Spill	5	<0.5
TCFWY	Traffic Collision - Freeway	162	1.5
TCRES	Traffic Collision Rescue	72	0.7
TCSTR	Vehicle into Structure	13	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	124	1.2
TR1	Severe Trauma	14	<0.5
TR2	Minor Trauma	463	4.4
UNCON	Person Unconsc./Unresponsive	558	5.3
UNKMED	Unknown Medical	145	1.4
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERVICE CALLS
ANIMAL	Animal Rescue/Assist	6	0.8
ARC	Arcing Wires	4	0.5
BEES	Bee Investigation	38	5.2
BIO	Biohazard Investigation	20	2.7
CHEMO	Chemical Outside	31	4.2
CROWD	Overcrowding Investigation	4	0.5
DAMAGE	Damage Investigation	5	0.7
ELEV	Elevator Rescue	100	13.6
ENG	Misc. Response for 1 Engine	14	1.9
ENGTRK	Misc. Response-Engine & Truck	1	<0.5
FLOOD	Major Flooded Condition	20	2.7
FUEL	Fuel Spill	44	6.0
FULL	Misc. Response-Full Assignment	1	<0.5
GASI	Odor of Natural Gas - Inside	45	6.1
GASO	Odor of Natural Gas - Outside	17	2.3
GMAIN	Broken Gas Main	12	1.6
HAZARD	Investigate Hazardous Condition	47	6.4
HAZMAT	Hazardous Materials Response	4	0.5
HYD	Flowing/Gushing/Sheared Hydrant	17	2.3
LAW	PD Assist/Stand-By	13	1.8
LOCK	Person Locked In/Locked Out	64	8.7
MALF	Malfunction	34	4.6
ODOR	Misc. Odor Investigation	56	7.6
PUBLIC	Public Assist	29	3.9
REFRIG	Abandoned Refrigerator	19	2.6
ROOF1	One Story Roof Check	12	1.6
ROOF2	Roof Check 2 Stories & Above	15	2.0
THREAT	Bio-Chemical Threat	2	<0.5
TRK	Misc. Response for a Truck	1	<0.5
WATER	Minor Flooding	30	4.1
WIRES	Wires Down	24	3.3
WMAIN	Broken Water Main	6	0.8

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	40
FWORKS	Fireworks Violation	68
PD	Transfer to Police Dept.	1
PERMIT	Permit Investigation	8



PASADENA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	301	225	246	221	239	233	231	256	264	290	281	287	3,074	21.2%
MEDICAL	902	824	904	844	919	840	897	825	917	860	860	901	10,493	72.2%
SERVICE	64	64	63	54	57	49	74	58	52	59	85	54	733	5.0%
OTHER	10	4	3	5	4	8	75	8	5	9	5	5	141	1.0%
O.O.V.	6	5	8	5	6	8	7	8	12	2	15	9	91	0.6%
TOTAL	1,283	1,122	1,224	1,129	1,225	1,138	1,284	1,155	1,250	1,220	1,246	1,256	14,532	

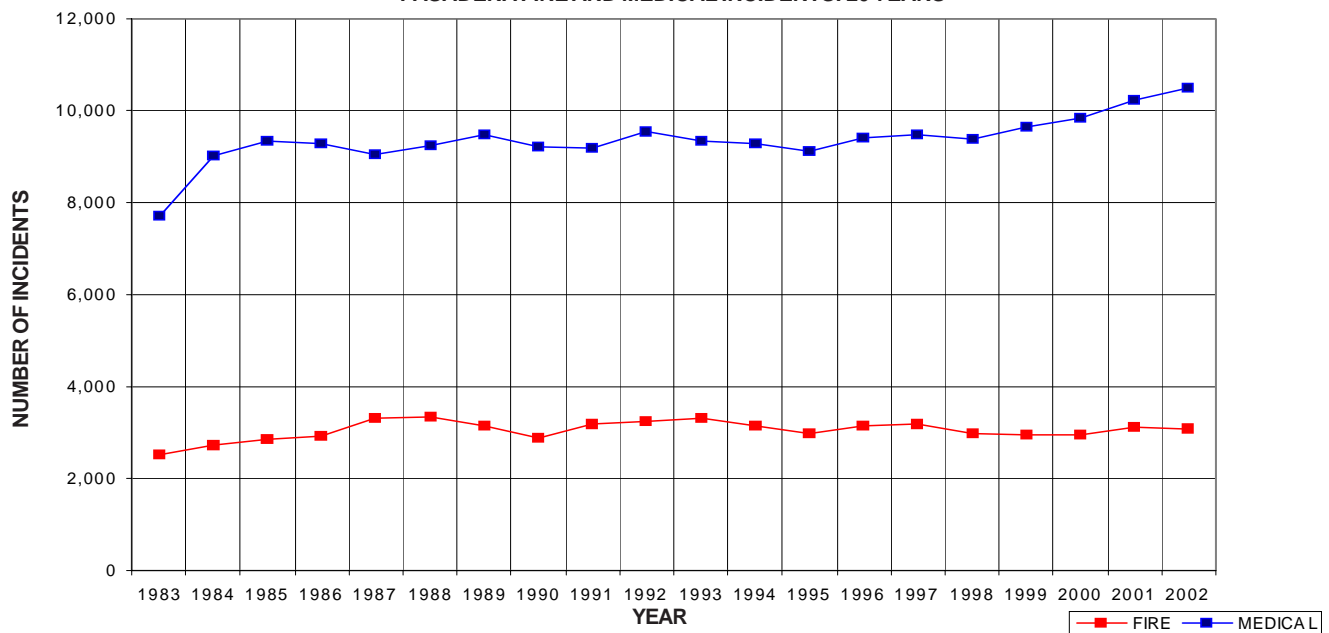
O.O.V. = Responses Outside of the Verdugo System

PASADENA INCIDENTS: 20-YEAR HISTORY

CATEGORY	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992
FIRE	2,539	2,729	2,863	2,906	3,315	3,346	3,156	2,891	3,189	3,248
MEDICAL	7,692	9,022	9,336	9,295	9,052	9,245	9,462	9,212	9,192	9,550
SERVICE	*	*	*	*	*	*	344	813	801	780
OTHER	*	*	*	*	*	*	15	208	1	3
O.O.V.	*	*	*	*	*	*	*	*	*	*
TOTAL	10,231	11,751	12,199	12,201	12,367	12,591	12,977	13,124	13,183	13,581

CATEGORY	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
FIRE	3,311	3,133	2,994	3,146	3,173	2,996	2,955	2,945	3,131	3,074
MEDICAL	9,334	9,269	9,131	9,409	9,487	9,378	9,650	9,852	10,216	10,493
SERVICE	797	799	865	765	817	760	782	789	825	733
OTHER	6	97	116	80	49	75	87	62	142	141
O.O.V.	*	*	*	97	72	51	81	48	47	91
TOTAL	13,448	13,298	13,106	13,497	13,598	13,260	13,555	13,696	14,361	14,532

PASADENA FIRE AND MEDICAL INCIDENTS: 20 YEARS



Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 416 times in 2002:

Arcadia	57
Burbank	14
Glendale	64
LA City	2
LA County	87
Monrovia	9
Monterey Park	2
San Gabriel	3
San Marino	49
Sierra Madre	4
South Pas.	125
TOTAL	416

Other agencies responded to incidents in Pasadena 624 times during the year:

Alhambra	1
Arcadia	37
Burbank	18
Glendale	48
LA City	5
LA County	30
Monrovia	4
Monterey Park	1
San Gabriel	2
San Marino	122
Sierra Madre	2
South Pasadena	338
Other*	16
TOTAL	624

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.





ARCADIA FIRE DEPARTMENT



There were 3,751 incidents reported for Arcadia in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 Arcadia for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 97 Type Codes listed below, the three most frequent incident types were Fire Alarm (66% of Fire incidents), Traffic Collision (12.4% of Medical incidents), and Fall - Minor (11.7% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	495	66.0
ALARMF	Fire Alarm - Full Assignment	8	1.1
APPL	Appliance Fire	11	1.5
APT	Apartment House Fire	9	1.2
BRUSH	Brush Fire	6	0.8
CARBON	Carbon Monoxide Alarm	3	<0.5
ELECF	Electrical Fire	11	1.5
FLOW	Sprinkler System Activated	1	<0.5
FNO	Fire Now Out	13	1.7
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	20	2.7
ILLEG	Illegal Burning	11	1.5
OUT	Miscellaneous Outside Fire	9	1.2
POLE	Transformer/Street Light Fire	8	1.1
REFUSE	Refuse Fire	10	1.3
RESET	Fire Alarm Reset	5	0.7
SMOKEI	Smoke in a Structure	19	2.5
SMOKEO	Smoke in the Area	14	1.9
STR	Structure Fire	9	1.2
UNKF	Unknown Type of Fire	8	1.1
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	33	4.4
VEH	Vehicle Fire	31	4.1
VEHFWY	Vehicle Fire on the Freeway	13	1.7
VEHSTR	Vehicle Fire in a Structure	1	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF MED. CALLS
ABD	Abdominal Pain	64	2.4
ALLERGY	Allergic Reaction	15	0.6
ALOC	Altered Level of Consciousness	99	3.6
ASLT	Assault	55	2.0
BACK	Back Pain	33	1.2
BITE	Animal/Human/Stings	4	<0.5
BREATH	Shortness of Breath	264	9.7
BURN	Burn Injury	3	<0.5
CHEST	Chest Pains - Heart Attack	160	5.9
CHOK	Person Choking	8	<0.5
DIAB	Diabetic Problem	44	1.6
DOWN	Person Down	89	3.3
DROWN	Drowning/Diving Incident	2	<0.5
EMS	EMS Call - No Details	15	0.6
EMSFY	EMS - Freeway	6	<0.5
FALL1	Fall - Major	4	<0.5
FALL2	Fall - Minor	317	11.7
GIB	G.I. Bleed	6	<0.5
GSW	Gunshot Wound	3	<0.5
HANG	Person Hanging	1	<0.5
HEART	Heart Problem	60	2.2
INVL	Assist the Invalid	101	3.7
MED	Misc. Medical	246	9.1
MEDALR	Medical Alarm	25	0.9
NOTBR	Person Not Breathing	50	1.8
OBGYN	Obstetrics/Gynecological	5	<0.5
OD	Overdose	23	0.8
PSYCH	Psychiatric	33	1.2
RESCUE	Rescue	5	<0.5
RESFWY	Traffic Collision Rescue/Fwy	11	<0.5
SEIZ	Person in Seizure	100	3.7
SICK	Person Sick	40	1.5
STAB	Person Stabbed	4	<0.5
STROKE	CVA - Neurological	73	2.7
TC	Traffic Collision	337	12.4
TCFUEL	Injury TC with Fuel Spill	2	<0.5
TCFWY	Traffic Collision - Freeway	41	1.5
TCRES	Traffic Collision Rescue	24	0.9
TCSTR	Vehicle into Structure	6	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	13	<0.5
TR1	Severe Trauma	4	<0.5
TR2	Minor Trauma	96	3.5
UNCON	Person Unconsc./Unresponsive	178	6.6
UNKMED	Unknown Medical	44	1.6

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	8	3.3
ARC	Arcing Wires	11	4.5
BEEES	Bee Investigation	11	4.5
BIO	Biohazard Investigation	4	1.6
CHEMO	Chemical Outside	10	4.1
CROWD	Overcrowding Investigation	1	<0.5
ELEV	Elevator Rescue	8	3.3
ENG	Misc. Response for 1 Engine	5	2.0
FLOOD	Major Flooded Condition	16	6.6
FUEL	Fuel Spill	11	4.5
GASI	Odor of Natural Gas - Inside	15	6.1
GASO	Odor of Natural Gas - Outside	15	6.1
GMAIN	Broken Gas Main	4	1.6
HAZARD	Investigate Hazardous Condition	11	4.5
HAZMAT	Hazardous Materials Response	2	0.8
HYD	Flowing/Gushing/Sheared Hydrant	8	3.3
LAW	PD Assist/Stand-By	8	3.3
LOCK	Person Locked In/Locked Out	18	7.4
MALF	Malfunction	9	3.7
ODOR	Misc. Odor Investigation	11	4.5
PUBLIC	Public Assist	5	2.0
REFRIG	Abandoned Refrigerator	1	<0.5
ROOF1	One Story Roof Check	3	1.2
ROOF2	Roof Check 2 Stories & Above	1	<0.5
TRK	Misc. Response for a Truck	1	<0.5
WATER	Minor Flooding	25	10.2
WIRES	Wires Down	18	7.4
WMAIN	Broken Water Main	4	1.6



ARCADIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	61	54	59	47	73	61	68	63	57	62	85	60	750	20.0%
MEDICAL	217	234	214	215	244	221	226	234	199	223	248	234	2,709	72.2%
SERVICE	22	21	21	17	13	19	22	15	16	22	36	20	244	6.5%
OTHER	0	1	0	0	0	0	1	1	0	1	0	0	4	0.1%
O.O.V.	1	2	1	4	8	3	4	6	4	6	1	4	44	1.2%
TOTAL	301	312	295	283	338	304	321	319	276	314	370	318	3,751	

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

ARCADIA INCIDENTS: 3-YEAR HISTORY

CATEGORY	2000	2001	2002
FIRE	845	758	750
MEDICAL	2,695	2638	2709
SERVICE	365	258	244
OTHER	5	3	4
O.O.V.	16	35	44
TOTAL	3,926	3692	3751



Out of Jurisdiction Responses

The Arcadia Fire Department responded to incidents outside their jurisdiction 357 times in 2002:

Burbank	1
Glendale	2
Monrovia	266
Pasadena	37
LA County	43
Monterey Park	1
San Gabriel	1
San Marino	3
Sierra Madre	3
TOTAL	357

Other agencies responded to incidents in Arcadia 479 times during the year:

Alhambra	7
Burbank	3
Glendale	2
LA County	80
Monrovia	231
Monterey Park	4
Pasadena	57
San Gabriel	1
San Marino	7
Sierra Madre	7
South Pasadena	5
Other*	75
TOTAL	479

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.



MONROVIA FIRE DEPARTMENT



There were 3,203 incidents reported for Monrovia in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 Monrovia for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 93 Type Codes listed below, the three most frequent incident types were Fire Alarm (55% of Fire incidents), Traffic Collision (12.7% of Medical incidents), and Shortness of Breath (10.7% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	302	55.0
ALARMF	Fire Alarm - Full Assignment	3	0.5
APPL	Appliance Fire	9	1.6
APT	Apartment House Fire	5	0.9
BRUSH	Brush Fire	7	1.3
CARBON	Carbon Monoxide Alarm	2	<0.5
ELECF	Electrical Fire	8	1.5
FNO	Fire Now Out	10	1.8
GARAGE	Garage Fire	4	0.7
HOUSE	House Fire	19	3.5
ILLEG	Illegal Burning	7	1.3
OUT	Miscellaneous Outside Fire	12	2.2
POLE	Transformer/Street Light Fire	6	1.1
REFUSE	Refuse Fire	23	4.2
RESET	Fire Alarm Reset	3	0.5
SMOKEI	Smoke in a Structure	16	2.9
SMOKEO	Smoke in the Area	27	4.9
STR	Structure Fire	13	2.4
UNKF	Unknown Type of Fire	5	0.9
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	8	1.5
VEH	Vehicle Fire	41	7.5
VEHFWY	Vehicle Fire on the Freeway	16	2.9
VEHSTR	Vehicle Fire in a Structure	2	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	63	2.7
ALLERGY	Allergic Reaction	11	0.5
ALOC	Altered Level of Consciousness	75	3.3
ASLT	Assault	57	2.5
BACK	Back Pain	28	1.2
BITE	Animal/Human/Stings	8	<0.5
BREATH	Shortness of Breath	246	10.7
BURN	Burn Injury	2	<0.5
CHEST	Chest Pains - Heart Attack	149	6.5
CHOK	Person Choking	12	0.5
DIAB	Diabetic Problem	59	2.6
DOWN	Person Down	55	2.4
EMS	EMS Call - No Details	19	0.8
EMSWY	EMS - Freeway	4	<0.5
ENGR	Misc. Response for Engine+RA	3	<0.5
FALL1	Fall - Major	11	0.5
FALL2	Fall - Minor	221	9.6
GIB	G.I. Bleed	22	1.0
GSW	Gunshot Wound	4	<0.5
HEART	Heart Problem	44	1.9
INVL	Assist the Invalid	58	2.5
MED	Misc. Medical	222	9.6
MEDALR	Medical Alarm	10	<0.5
NOTBR	Person Not Breathing	37	1.6
OBGYN	Obstetrics/Gynecological	16	0.7
OD	Overdose	35	1.5
PSYCH	Psychiatric	25	1.1
RESCUE	Rescue	2	<0.5
RESFWY	Traffic Collision Rescue/Fwy	14	0.6
SEIZ	Person in Seizure	91	3.9
SICK	Person Sick	54	2.3
STAB	Person Stabbed	3	<0.5
STROKE	CVA - Neurological	44	1.9
TC	Traffic Collision	292	12.7
TCFWY	Traffic Collision - Freeway	57	2.5
TCRES	Traffic Collision Rescue	14	0.6
TCSTR	Vehicle into Structure	3	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	17	0.7
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	97	4.2
UNCON	Person Unconsc./Unrespons.	101	4.4
UNKMED	Unknown Medical	20	0.9

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	8	3.3
ARC	Arcing Wires	2	0.8
BEEES	Bee Investigation	23	9.5
BIO	Biohazard Investigation	4	1.6
CHEMO	Chemical Outside	16	6.6
ENG	Misc. Response for 1 Engine	5	2.1
FLOOD	Major Flooded Condition	6	2.5
FUEL	Fuel Spill	14	5.8
GASI	Odor of Natural Gas - Inside	11	4.5
GASO	Odor of Natural Gas - Outside	11	4.5
GMAIN	Broken Gas Main	6	2.5
HAZARD	Investigate Hazardous Condition	14	5.8
HAZMAT	Hazardous Materials Response	1	<0.5
HYD	Flowing/Gushing/Sheared Hydrant	7	2.9
LAW	PD Assist/Stand-By	6	2.5
LOCK	Person Locked In/Locked Out	19	7.8
MALF	Malfunction	5	2.1
ODOR	Misc. Odor Investigation	7	2.9
PUBLIC	Public Assist	12	4.9
ROOF1	One Story Roof Check	4	1.6
ROOF2	Roof Check 2 Stories & Above	2	0.8
THREAT	Bio-Chemical Threat	1	<0.5
WATER	Minor Flooding	16	6.6
WIRES	Wires Down	38	15.6
WMAIN	Broken Water Main	5	2.1

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
CHP	Transfer to CHP	1
FWORKS	Fireworks Violation	43



MONROVIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	73	40	42	44	52	37	33	44	37	45	63	39	549	17.1%
MEDICAL	197	173	205	183	204	172	203	193	199	192	194	188	2,303	71.9%
SERVICE	19	19	24	22	20	16	23	20	16	22	23	19	243	7.6%
OTHER	1	1	1	0	0	0	43	0	0	0	1	0	47	1.5%
O.O.V.	2	1	2	6	9	5	4	5	10	6	8	3	61	1.9%
TOTAL	292	234	274	255	285	230	306	262	262	265	289	249	3,203	

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

Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 304 times in 2002:

Arcadia	231
Burbank	1
Glendale	5
LA County	60
Monterey Park	1
Pasadena	4
Sierra Madre	2
TOTAL	304

Other agencies responded to incidents in Monrovia 2607 times during the year:

Alhambra	1
Arcadia	266
Glendale	3
LA City	1
LA County	56
Monterey Park	1
Pasadena	9
San Gabriel	2
San Marino	9
Sierra Madre	3
South Pasadena	1
Other*	2,255
TOTAL	2,607

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines. The high total in Monrovia is due to the use of private ambulances for EMS incidents; a Fire Department Squad and Engine are also dispatched in most instances.





SAN GABRIEL FIRE DEPARTMENT



There were 2,074 incidents reported for San Gabriel in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 San Gabriel for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 93 Type Codes listed below, the three most frequent incident types were Fire Alarm (45.8% of Fire incidents), Shortness of Breath (12.8% of Medical incidents), and Traffic Collision (11.3% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	136	45.8
ALARMF	Fire Alarm - Full Assignment	2	0.7
APPL	Appliance Fire	10	3.4
APT	Apartment House Fire	8	2.7
ELECF	Electrical Fire	5	1.7
FLOW	Sprinkler System Activated	1	<0.5
FNO	Fire Now Out	9	3.0
GARAGE	Garage Fire	3	1.0
HOUSE	House Fire	9	3.0
ILLEG	Illegal Burning	6	2.0
OUT	Miscellaneous Outside Fire	4	1.3
PERSON	Person on Fire	1	<0.5
POLE	Transformer/Street Light Fire	4	1.3
REFUSE	Refuse Fire	11	3.7
RESET	Fire Alarm Reset	4	1.3
SMOKEI	Smoke in a Structure	4	1.3
SMOKEO	Smoke in the Area	13	4.4
STR	Structure Fire	17	5.7
UNKF	Unknown Type of Fire	2	0.7
VAULT	Electrical Vault Fire	2	0.7
VEG	Vegetation Fire	20	6.7
VEH	Vehicle Fire	23	7.7
VEHFWY	Vehicle Fire on the Freeway	3	1.0

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MEDICAL CALLS
ABD	Abdominal Pain	34	2.2
ALERGY	Allergic Reaction	10	0.6
ALOC	Altered Level of Consciousness	49	3.2
ASLT	Assault	35	2.3
BACK	Back Pain	19	1.2
BITE	Animal/Human/Stings	8	0.5
BREATH	Shortness of Breath	197	12.8
BURN	Burn Injury	2	<0.5
CHEST	Chest Pains - Heart Attack	127	8.2
CHOKE	Person Choking	9	0.6
DIAB	Diabetic Problem	23	1.5
DOWN	Person Down	24	1.6
EMS	EMS Call - No Details	9	0.6
EMSFWY	EMS - Freeway	1	<0.5
FALL2	Fall - Minor	137	8.9
GIB	G.I. Bleed	11	0.7
GSW	Gunshot Wound	6	<0.5
HANG	Person Hanging	1	<0.5
HEART	Heart Problem	35	2.3
INVL	Assist the Invalid	39	2.5
MED	Misc. Medical	138	9.0
MEDALR	Medical Alarm	13	0.8
NOTBR	Person Not Breathing	49	3.2
OBYGN	Obstetrics/Gynecological	9	0.6
OD	Overdose	17	1.1
PSYCH	Psychiatric	16	1.0
RA	Misc. Response for 1 RA	1	<0.5
RESCUE	Rescue	3	<0.5
RESFWY	Traffic Collision Rescue/Freeway	6	<0.5
SEIZ	Person in Seizure	64	4.2
SHOCK	Electrical Shock Injury	1	<0.5
SICK	Person Sick	26	1.7
STAB	Person Stabbed	6	<0.5
STROKE	CVA - Neurological	27	1.8
TC	Traffic Collision	174	11.3
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	9	0.6
TCRES	Traffic Collision Rescue	11	0.7
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	9	0.6
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	68	4.4
UNCON	Person Unconc./Unresponsive	94	6.1
UNKMED	Unknown Medical	20	1.3

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERVICE CALLS
ANIMAL	Animal Rescue/Assist	1	0.9
ARC	Arcing Wires	3	2.8
BEES	Bee Investigation	4	3.7
BIO	Biohazard Investigation	1	0.9
CHEMO	Chemical Outside	4	3.7
ELEV	Elevator Rescue	5	4.7
ENG	Misc. Response for 1 Engine	7	6.5
FLOOD	Major Flooded Condition	4	3.7
FUEL	Fuel Spill	2	1.9
GASI	Odor of Natural Gas - Inside	5	4.7
GASO	Odor of Natural Gas - Outside	4	3.7
GMAIN	Broken Gas Main	3	2.8
HAZARD	Investigate Hazardous Condition	6	5.6
HYD	Flowing/Gushing/Sheared Hydrant	6	5.6
LAW	PD Assist/Stand-By	5	4.7
LOCK	Person Locked In/Locked Out	6	5.6
MALF	Malfuntion	3	2.8
ODOR	Misc. Odor Investigation	3	2.8
PUBLIC	Public Assist	5	4.7
REFRIG	Abandoned Refrigerator	1	0.9
ROOF1	One Story Roof Check	2	1.9
ROOF2	Roof Check 2 Stories & Above	1	0.9
WATER	Minor Flooding	9	8.4
WIRES	Wires Down	13	12.1
WMAIN	Broken Water Main	4	3.7

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1



SAN GABRIEL INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	21	11	25	23	22	29	37	25	21	22	25	36	297	14.3%
MEDICAL	124	136	119	129	131	130	140	119	120	129	137	125	1,539	74.2%
SERVICE	6	6	13	5	17	9	11	7	6	7	5	15	107	5.2%
OTHER	0	0	1	0	0	1	0	0	0	0	0	0	2	0.1%
O.O.V.	9	9	13	17	18	3	11	7	6	15	11	10	129	6.2%
TOTAL	160	162	171	174	188	172	199	158	153	173	178	186	2,074	

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

Out of Jurisdiction Responses

The San Gabriel Fire Department responded to incidents outside their jurisdiction 182 times in 2002:

Alhambra	82
Arcadia	1
Glendale	2
LA City	1
LA County	48
Monrovia	2
Monterey Park	5
Pasadena	2
San Marino	34
Sierra Madre	1
South Pasadena	4
TOTAL	182

Other agencies responded to incidents in San Gabriel 377 times during the year:

Alhambra	89
Arcadia	1
Glendale	1
LA County	57
Monterey Park	8
Pasadena	3
San Marino	213
South Pasadena	4
Other*	1
TOTAL	377

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.





SAN MARINO FIRE DEPARTMENT



There were 992 incidents reported for San Marino in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 San Marino for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 76 Type Codes listed below, the three most frequent incident types were Fire Alarm (69.4% of Fire incidents), Traffic Collision (16.6% of Medical incidents), and Fall - Minor (13.8% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	136	69.4
ALARMF	Fire Alarm - Full Assignment	1	0.5
APPL	Appliance Fire	4	2.0
BOMB	Explosives/Bomb Threat/Scare	1	0.5
CARBON	Carbon Monoxide Alarm	2	1.0
ELECF	Electrical Fire	8	4.1
FNO	Fire Now Out	2	1.0
GARAGE	Garage Fire	2	1.0
HOUSE	House Fire	8	4.1
ILLEG	Illegal Burning	2	1.0
OUT	Miscellaneous Outside Fire	2	1.0
POLE	Transformer/Street Light Fire	1	0.5
REFUSE	Refuse Fire	2	1.0
SMOKEI	Smoke in a Structure	6	3.1
SMOKEO	Smoke in the Area	8	4.1
STR	Structure Fire	2	1.0
UNKF	Unknown Type of Fire	1	0.5
VEG	Vegetation Fire	2	1.0
VEH	Vehicle Fire	6	3.1

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	8	1.4
ALLERGY	Allergic Reaction	3	0.5
ALOC	Altered Level of Consciousness	22	3.9
ASLT	Assault	10	1.8
BACK	Back Pain	3	0.5
BITE	Animal/Human/Stings	6	1.1
BREATH	Shortness of Breath	54	9.6
CHEST	Chest Pains - Heart Attack	29	5.2
CHOKO	Person Choking	7	1.3
DIAB	Diabetic Problem	11	2.0
DOWN	Person Down	5	0.9
EMS	EMS Call - No Details	4	0.7
FALL1	Fall - Major	2	<0.5
FALL2	Fall - Minor	77	13.8
GIB	G.I. Bleed	3	0.5
HEART	Heart Problem	5	0.9
INVL	Assist the Invalid	34	6.1
MED	Misc. Medical	33	5.9
MEDALR	Medical Alarm	6	1.1
NOTBR	Person Not Breathing	9	1.6
OBGYN	Obstetrics/Gynecological	2	<0.5
OD	Overdose	1	<0.5
PSYCH	Psychiatric	13	2.3
RESCUE	Rescue	1	<0.5
SEIZ	Person in Seizure	15	2.7
SICK	Person Sick	9	1.6
STAB	Person Stabbed	1	<0.5
STROKE	CVA - Neurological	16	2.9
TC	Traffic Collision	93	16.6
TCRES	Traffic Collision Rescue	6	1.1
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	3	0.5
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	35	6.3
UNCON	Person Unconsc./Unresponsive	24	4.3
UNKMED	Unknown Medical	8	1.4

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ARC	Arcing Wires	4	3.9
BEES	Bee Investigation	14	13.7
BIO	Biohazard Investigation	2	2.0
CHEMO	Chemical Outside	3	2.9
DAMAGE	Damage Investigation	1	1.0
ENG	Misc. Response for 1 Engine	2	2.0
FLOOD	Major Flooded Condition	2	2.0
FUEL	Fuel Spill	1	1.0
GASI	Odor of Natural Gas - Inside	8	7.8
GASO	Odor of Natural Gas - Outside	3	2.9
GMAIN	Broken Gas Main	2	2.0
HAZARD	Investigate Hazardous Condition	8	7.8
HYD	Flowing/Gushing/Sheared Hydrant	1	1.0
LOCK	Person Locked In/Locked Out	4	3.9
MALF	Malfunction	7	6.9
ODOR	Misc. Odor Investigation	12	11.8
PUBLIC	Public Assist	9	8.8
REFRIG	Abandoned Refrigerator	1	1.0
WATER	Minor Flooding	8	7.8
WIRES	Wires Down	5	4.9
WMAIN	Broken Water Main	5	4.9



SAN MARINO INCIDENTS BY MONTH AND CATEGORY

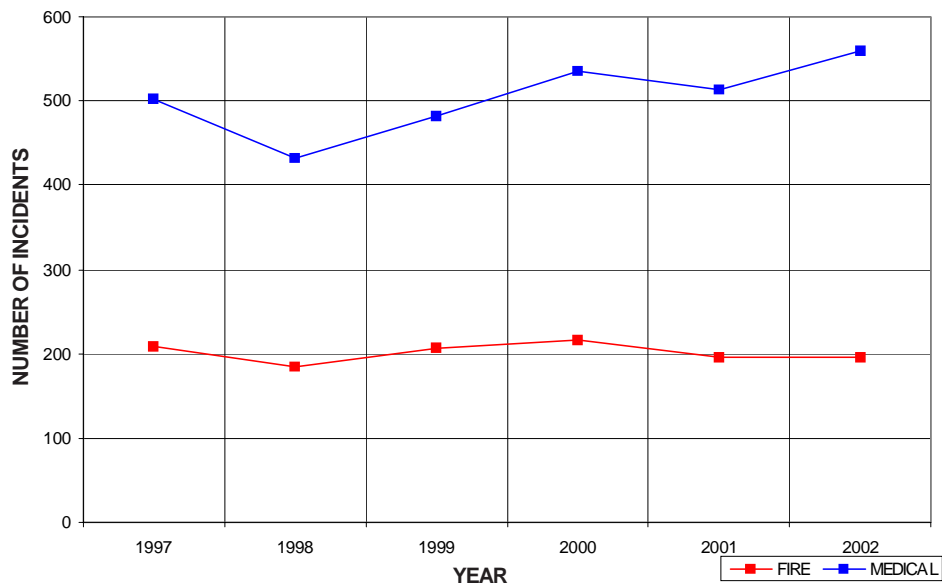
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	23	9	18	9	15	13	22	23	8	20	18	18	196	19.8%
MEDICAL	45	43	54	41	58	40	43	40	44	48	46	57	559	56.4%
SERVICE	15	7	12	2	3	12	11	5	5	12	9	0	102	10.3%
OTHER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.1%
O.O.V.	13	2	14	9	8	6	15	14	16	14	10	13	134	13.5%
TOTAL	96	61	98	61	85	71	91	82	73	94	83	97	992	

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

SAN MARINO INCIDENTS: 6-YEAR HISTORY

CATEGORY	1997	1998	1999	2000	2001	2002
FIRE	208	185	206	216	195	196
MEDICAL	502	432	481	535	513	559
SERVICE	103	133	104	106	139	102
OTHER	1	1	0	1	2	1
O.O.V.	231	187	249	135	127	134
TOTAL	1,045	938	1,040	993	976	992

SAN MARINO FIRE AND MEDICAL INCIDENTS: 6 YEARS



Out of Jurisdiction Responses

The San Marino Fire Department responded to incidents outside their jurisdiction 664 times in 2002:

Alhambra	33
Arcadia	7
LA County	100
Monrovia	9
Monterey Park	1
Pasadena	122
San Gabriel	213
Sierra Madre	1
South Pasadena	178
TOTAL	664

Other agencies responded to incidents in San Marino 211 times during the year:

Alhambra	17
Arcadia	3
LA County	16
Pasadena	49
San Gabriel	34
South Pasadena	90
Other*	2
TOTAL	211

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.





SIERRA MADRE FIRE DEPARTMENT



There were 734 incidents reported for Sierra Madre in 2002. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 Sierra Madre for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 74 Type Codes listed below, the three most frequent incident types were Fire Alarm (36.7% of Fire incidents), Shortness of Breath (13.7% of Medical incidents), and Miscellaneous Medical (12.4% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	44	36.7
APPL	Appliance Fire	5	4.2
APT	Apartment House Fire	2	1.7
BRUSH	Brush Fire	3	2.5
ELECF	Electrical Fire	8	6.7
FNO	Fire Now Out	4	3.3
GARAGE	Garage Fire	1	0.8
HOUSE	House Fire	3	2.5
ILLEG	Illegal Burning	4	3.3
OUT	Miscellaneous Outside Fire	5	4.2
POLE	Transformer/Street Light Fire	3	2.5
REFUSE	Refuse Fire	2	1.7
RESET	Fire Alarm Reset	3	2.5
SMOKEI	Smoke in a Structure	7	5.8
SMOKEO	Smoke in the Area	20	16.7
VAULT	Electrical Vault Fire	1	0.8
VEG	Vegetation Fire	3	2.5
VEH	Vehicle Fire	2	1.7

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	11	2.2
ALERGY	Allergic Reaction	4	0.8
ALOC	Altered Level of Consciousness	13	2.7
ASLT	Assault	8	1.6
BACK	Back Pain	5	1.0
BREATH	Shortness of Breath	67	13.7
BURN	Burn Injury	1	<0.5
CHEST	Chest Pains - Heart Attack	38	7.8
CHOK	Person Choking	6	1.2
DIAB	Diabetic Problem	11	2.2
DOWN	Person Down	6	1.2
EMS	EMS Call - No Details	3	0.6
ENGR	Misc. Response for Engine+RA	3	0.6
FALL1	Fall - Major	4	0.8
FALL2	Fall - Minor	59	12.0
GIB	G.I. Bleed	6	1.2
GSW	Gunshot Wound	1	<0.5
HEART	Heart Problem	11	2.2
INVL	Assist the Invalid	25	5.1
MED	Misc. Medical	61	12.4
MEDALR	Medical Alarm	8	1.6
NOTBR	Person Not Breathing	9	1.8
OD	Overdose	2	<0.5
PSYCH	Psychiatric	5	1.0
RESCUE	Rescue	7	1.4
SEIZ	Person in Seizure	21	4.3
SICK	Person Sick	7	1.4
STROKE	CVA - Neurological	12	2.4
TC	Traffic Collision	16	3.3
TCRES	Traffic Collision Rescue	3	0.6
TOXIC	Ingestion-Poisoning-Inhalation	8	1.6
TR1	Severe Trauma	4	0.8
TR2	Minor Trauma	20	4.1
UNCON	Person Unconsc./Unresponsive	18	3.7
UNKMED	Unknown Medical	7	1.4

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ARC	Arcing Wires	6	6.0
BEES	Bee Investigation	1	1.0
BIO	Biohazard Investigation	5	5.0
CHEMO	Chemical Outside	2	2.0
DAMAGE	Damage Investigation	1	1.0
ENG	Misc. Response for 1 Engine	3	3.0
FLOOD	Major Flooded Condition	5	5.0
FUEL	Fuel Spill	1	1.0
GASI	Odor of Natural Gas - Inside	6	6.0
GASO	Odor of Natural Gas - Outside	11	11.0
GMAIN	Broken Gas Main	3	3.0
HAZARD	Investigate Hazardous Condition	3	3.0
LAW	PD Assist/Stand-By	1	1.0
LOCK	Person Locked In/Locked Out	5	5.0
MALF	Malfunction	5	5.0
ODOR	Misc. Odor Investigation	8	8.0
PUBLIC	Public Assist	7	7.0
WATER	Minor Flooding	13	13.0
WIRES	Wires Down	8	8.0
WMAIN	Broken Water Main	6	6.0
OTHER			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	
EVENT	Special Event	3	



SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	14	6	12	10	9	5	11	10	12	9	11	11	120	16.3%
MEDICAL	45	36	39	45	48	47	35	42	30	47	37	39	490	66.8%
SERVICE	7	9	4	7	6	7	10	9	12	7	13	9	100	13.6%
OTHER	0	0	1	0	1	1	0	0	0	0	0	0	3	0.4%
O.O.V.	0	0	0	0	2	11	1	1	6	0	0	0	21	2.9%
TOTAL	66	51	56	62	66	71	57	62	60	63	61	59	734	

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

SIERRA MADRE INCIDENTS: 3-YEAR HISTORY

<u>CATEGORY</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
FIRE	116	116	120
MEDICAL	461	478	490
SERVICE	140	104	100
OTHER	0	2	3
O.O.V.	0	4	21
TOTAL	717	704	734

**Out of Jurisdiction Responses**

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 29 times in 2002:

Arcadia	7
Burbank	1
Glendale	2
LA County	14
Monrovia	3
Monterey Park	1
Pasadena	1
TOTAL	29

Other agencies responded to incidents in Sierra Madre 25 times during the year:

Alhambra	1
Arcadia	3
Burbank	1
Glendale	2
LA County	6
Monrovia	2
Pasadena	4
San Gabriel	1
San Marino	1
South Pasadena	1
Other*	3
TOTAL	25

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.





SOUTH PASADENA FIRE DEPARTMENT



There were 1,549 incidents reported for South Pasadena in 2002, including one fatality in an apartment fire. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive Type Code 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 South Pasadena for each Type Code in the Fire, Medical, and Service categories during 2002, along with the percent of incidents in that category for the year. Of the 90 Type Codes listed below, the three most frequent incident types were Fire Alarm (53.4% of Fire incidents), Traffic Collision (14.7% of Medical incidents), and Fall - Minor (11.9% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	151	53.4
ALARMF	Fire Alarm - Full Assignment	2	0.7
APPL	Appliance Fire	7	2.5
APT	Apartment House Fire	6	2.1
BRUSH	Brush Fire	2	0.7
ELECF	Electrical Fire	13	4.6
FNO	Fire Now Out	4	1.4
GARAGE	Garage Fire	2	0.7
HOUSE	House Fire	7	2.5
ILLEG	Illegal Burning	6	2.1
OUT	Miscellaneous Outside Fire	3	1.1
POLE	Transformer/Street Light Fire	4	1.4
REFUSE	Refuse Fire	5	1.8
RESET	Fire Alarm Reset	3	1.1
SMOKEI	Smoke in a Structure	12	4.2
SMOKEO	Smoke in the Area	20	7.1
STR	Structure Fire	4	1.4
UNKF	Unknown Type of Fire	2	0.7
VEG	Vegetation Fire	11	3.9
VEH	Vehicle Fire	14	4.9
VEHFWY	Vehicle Fire on the Freeway	4	1.4
VEHSTR	Vehicle Fire in a Structure	1	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MEDICAL CALLS
ABD	Abdominal Pain	22	2.2
ALERGY	Allergic Reaction	8	0.8
ALOC	Altered Level of Consciousness	23	2.3
ASLT	Assault	18	1.8
BACK	Back Pain	8	0.8
BITE	Animal/Human/Stings	4	<0.5
BREATH	Shortness of Breath	81	8.0
BURN	Burn Injury	1	<0.5
CHEST	Chest Pains - Heart Attack	50	4.9
CHOKO	Person Choking	9	0.9
DIAB	Diabetic Problem	15	1.5
DOWN	Person Down	31	3.0
EMS	EMS Call - No Details	6	0.6
EMSWY	EMS - Freeway	3	<0.5
ENGRA	Misc. Response for Engine+RA	1	<0.5
FALL1	Fall - Major	8	0.8
FALL2	Fall - Minor	121	11.9
GIB	G.I. Bleed	1	<0.5
GSW	Gunshot Wound	1	<0.5
HEART	Heart Problem	20	2.0
INVL	Assist the Invalid	25	2.5
MED	Misc. Medical	78	7.7
MEDALR	Medical Alarm	14	1.4
NOTBR	Person Not Breathing	27	2.7
OBYG	Obstetrics/Gynecological	3	<0.5
OD	Overdose	21	2.1
PSYCH	Psychiatric	17	1.7
RA	Misc. Response for 1 RA	1	<0.5
RESCUE	Rescue	2	<0.5
RESFWY	Traffic Collision Rescue/Fwy	4	<0.5
SEIZ	Person in Seizure	39	3.8
SICK	Person Sick	25	2.5
STAB	Person Stabbed	2	<0.5
STROKE	CVA - Neurological	20	2.0
TC	Traffic Collision	150	14.7
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	28	2.8
TCRES	Traffic Collision Rescue	6	0.6
TOXIC	Ingestion-Poisoning-Inhalation	6	0.6
TR1	Severe Trauma	3	<0.5
TR2	Minor Trauma	52	5.1
UNCON	Person Unconc./Unresponsive	54	5.3
UNKMED	Unknown Medical	9	0.9

SERVICE

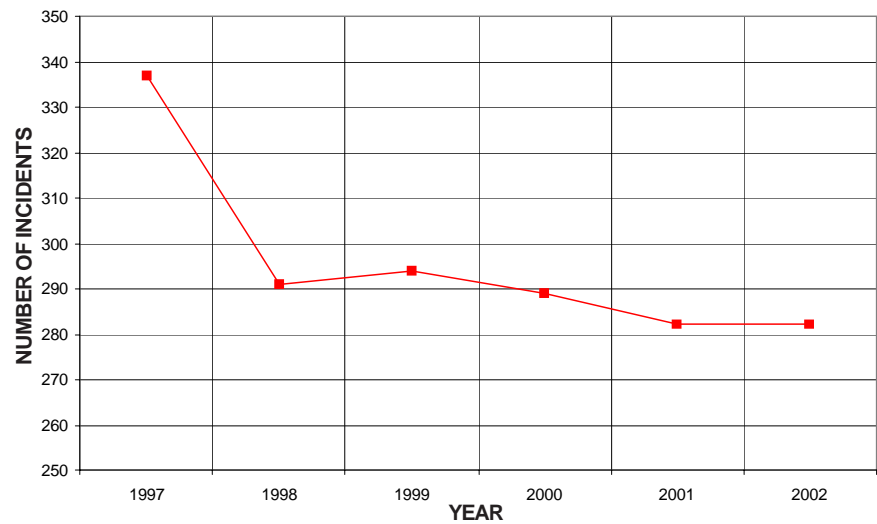
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERVICE CALLS
ANIMAL	Animal Rescue/Assist	4	2.2
BEES	Bee Investigation	10	5.6
BIO	Biohazard Investigation	5	2.8
CHEMO	Chemical Outside	7	3.9
DAMAGE	Damage Investigation	1	0.6
ELEV	Elevator Rescue	2	1.1
ENG	Misc. Response for 1 Engine	4	2.2
FLOOD	Major Flooded Condition	6	3.3
FUEL	Fuel Spill	3	1.7
GASI	Odor of Natural Gas - Inside	7	3.9
GASO	Odor of Natural Gas - Outside	8	4.4
GMAIN	Broken Gas Main	3	1.7
HAZARD	Investigate Hazardous Condition	15	8.3
LAW	PD Assist/Stand-By	2	1.1
LOCK	Person Locked In/Locked Out	18	10.0
MALF	Malfunction	9	5.0
ODOR	Misc. Odor Investigation	14	7.8
PUBLIC	Public Assist	19	10.6
REFRIG	Abandoned Refrigerator	5	2.8
ROOF1	One Story Roof Check	1	0.6
ROOF2	Roof Check 2 Stories & Above	1	0.6
THREAT	Bio-Chemical Threat	2	1.1
WATER	Minor Flooding	21	11.7
WIRES	Wires Down	12	6.7
WMAIN	Broken Water Main	1	0.6



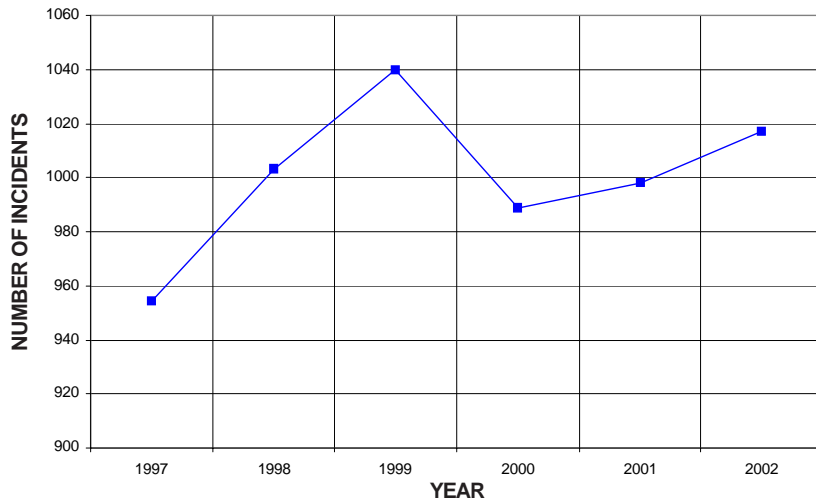
SOUTH PASADENA INCIDENTS: 6-YEAR HISTORY						
CATEGORY	1997	1998	1999	2000	2001	2002
FIRE	337	291	294	289	282	282
MEDICAL	954	1,003	1,040	989	998	1,017
SERVICE	192	173	137	155	201	176
OTHER	1	3	1	4	2	6
O.O.V.	41	31	45	38	48	68
TOTAL	1,525	1,501	1,517	1,475	1,531	1,549



SOUTH PASADENA FIRE INCIDENTS: 6 YEARS



SOUTH PASADENA MEDICAL INCIDENTS: 6 YEARS



SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	28	16	24	18	16	27	28	25	27	27	24	22	282	18.2%
MEDICAL	82	73	81	82	97	88	81	87	80	84	93	89	1,017	65.7%
SERVICE	10	14	18	16	12	15	20	23	15	9	11	13	176	11.4%
OTHER	0	0	0	0	1	0	1	0	0	1	3	0	6	0.4%
O.O.V.	6	5	7	3	3	6	4	4	8	11	7	4	68	4.4%
TOTAL	126	108	130	119	129	136	134	139	130	132	138	128	1,549	

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

Out of Jurisdiction Responses

The South Pasadena Fire Department responded to incidents outside their jurisdiction 511 times in 2002:

Alhambra	46
Arcadia	5
Burbank	3
Glendale	1
LA City	15
LA County	3
Monrovia	1
Monterey Park	4
Pasadena	338
San Gabriel	4
San Marino	90
Sierra Madre	1
TOTAL	511

Other agencies responded to incidents in South Pasadena 371 times during the year:

Alhambra	30
Burbank	3
LA City	27
Monterey Park	1
Pasadena	125
San Gabriel	4
San Marino	178
Other*	3
TOTAL	371

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.



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.

Date	Location	Type	Alarm	Estimated Loss
ARCADIA:				
Feb. 4	1245 W. Huntington Dr.	SMOKEI	First	\$125,000
June 17	136 W. Norman Ave.	STR	Third	\$1,100,000
Sept. 27	400 S. Baldwin Ave.	VEH	First	\$160,000
Nov. 15	975 Singing Wood Dr.	HOUSE	Second	\$450,000
Dec. 9	2051 Vista Ave.	HOUSE	Second	\$200,000
BURBANK:				
Feb. 19	3200 Valhalla Dr.	STR	Second	\$4,300,000
Apr. 20	2244 Wildwood Canyon Rd.	BRUSH	Second	Watershed
June 21	1310 N. Myers St.	HOUSE	First	\$425,000
June 28	1815 N. Lincoln St.	HOUSE	Second	\$80,000
Sept. 1	2013 W. Burbank Blvd.	STR	First	\$110,000
Sept. 10	500 S. Buena Vista St.	STR	Second	\$300,000
GLENDALE:				
Apr. 5	570 W. Stocker St., #311	APT	Second	\$300,000
June 4	3400 Honolulu Ave.	BRUSH	Second	Watershed
Aug. 6	1524 Virginia Ave.	HOUSE	First	\$120,000
Sept. 9	1601 W. Mountain St.	BRUSH	Fourth	Watershed
Sept. 11	220 W. Chestnut	HOUSE	First	\$130,000
Nov. 15	711 W. Broadway	STR	Third	\$3,000,000
Nov. 24	133 S. Kenwood St.	FLOW	Second	\$50,000
Nov. 26	Frederick Ave./Henrietta Ave.	UNKF	Second	\$299,000
Dec. 18	3800 La Crescenta Ave.	STR	Third	\$1,700,000
MONROVIA:				
Oct. 10	1200 N. Canyon Blvd.	BRUSH	Second	Watershed
Oct. 11	428 W. Chestnut Ave.	STR	Third	\$1,500,000
PASADENA:				
Jan. 9	422 S. Orange Grove Blvd.	APT	Second	\$345,000
Mar. 15	642 N. Orange Grove Blvd.	VEHSTR	Second	\$360,000
Mar. 18	649 N. Oakland Ave.	HOUSE	Second	\$150,000
Apr. 9	390 S. Pasadena Ave.	STR	Second	\$1,200,000
May 16	522 Continental Ct.	APT	Second	\$5,100
Nov. 19	481 Miles St.	HOUSE	First	\$350,000+ 1 fatality
SAN MARINO:				
Mar. 5	855 Holladay Rd.	HOUSE	Second	\$2,500,000
June 9	1060 Oxford Rd.	HOUSE	Second	\$2,000,000
Sept. 20	35 Kewen Pl.	STR	Second	\$200,000
Oct. 22	2395 Lorain Rd.	HOUSE	Second	\$20,000
SIERRA MADRE:				
Aug. 12	1221 Via Granate	BRUSH	Second	Watershed
SOUTH PASADENA:				
Aug. 7	1664 Amberwood Dr., #E	APT	Second	\$450,000+ 1 fatality

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.

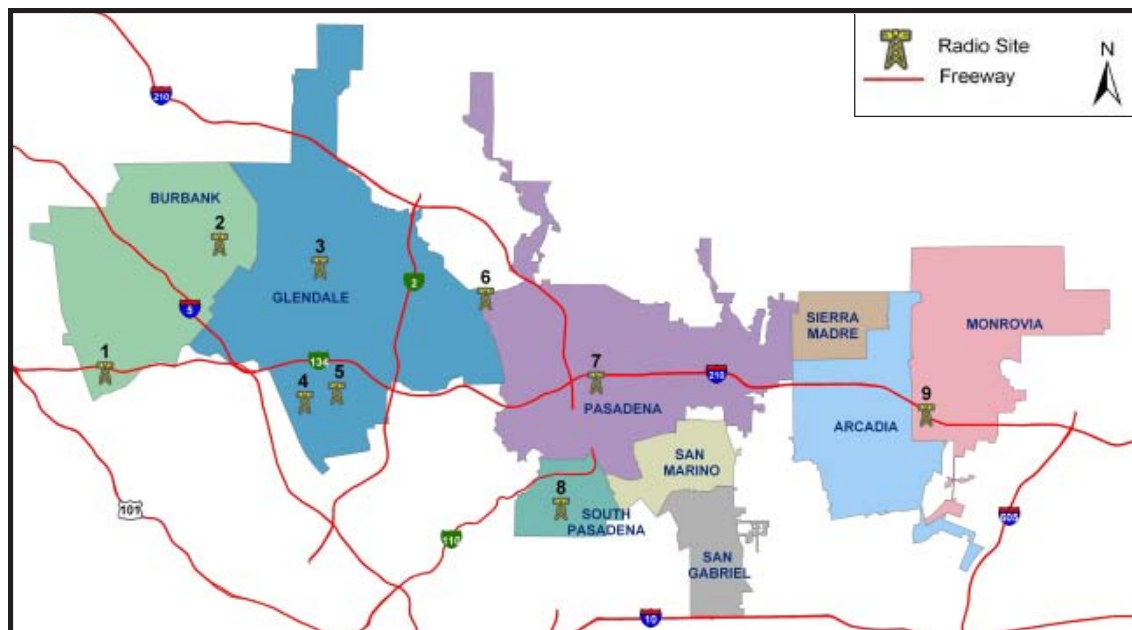
Over the phone translation of foreign language calls is currently provided by Language Line Services, which offers translation in over 140 languages.

Translation services were utilized for 420 calls in 2002, representing less than 1% of all calls. Twelve different languages were requested by Verdugo System callers:



<u>Language</u>	<u>Minutes</u>	<u>Calls</u>	<u>Av. Call Length</u>	<u>% of Calls Translated</u>	<u>% of Total Calls</u>
Spanish	565.5	218	2.6 minutes	52.5%	0.435%
Armenian	313.2	131	2.4 minutes	29.1%	0.261%
Mandarin	79.0	28	2.8 minutes	7.3%	0.056%
Vietnamese	30.2	7	4.3 minutes	2.8%	0.014%
Cantonese	29.1	12	2.4 minutes	2.7%	0.024%
Korean	26.4	12	2.2 minutes	2.5%	0.024%
Japanese	18.5	5	3.7 minutes	1.7%	0.010%
Arabic	4.3	2	2.1 minutes	0.4%	0.004%
Russian	4.2	2	2.1 minutes	0.4%	0.004%
Farsi	3.3	1	3.3 minutes	0.3%	0.002%
Polish	2.6	1	2.6 minutes	0.2%	0.002%
Romanian	0.6	1	0.6 minutes	0.1%	0.002%

RADIO SITES IN THE VERDUGO SYSTEM



RADIO SITES

- 1 - Tower
- 2 - Reservoir 3
- 3 - Mt. Thom
- 4 - Verdugo Fire Comm. Center
- 5 - Civic Center
- 6 - San Augustine
- 7 - Pasadena PD
- 8 - Bilicke Water Tower
- 9 - Four Points Sheraton Hotel

INCIDENT TYPE CODES

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
ABD	Abdominal Pain	Medical	ENGR	Misc. Response Engine+RA	Medical	PLANE	Plane accident, down or fire	Fire
ADV	Non-dispatched Advised Call	Other	ENGTRK	Misc. Response Engine & Truck	Service	POLE	Transformer/Street Light Fire	Fire
ALARM	Fire Alarm	Fire	EVENT	Special Event	Other	PSYCH	Psychiatric	Medical
ALARMF	Fire Alarm - Full Assignment	Fire	FALL1	Fall Major	Medical	PUBED	Public Education Detail	Other
ALERGY	Allergic Reaction	Medical	FALL2	Fall Minor	Medical	PUBLIC	Public Assist	Service
ALERT1	Airport Alert 1 - Stand By	Fire	FD	Transfer to Another Fire Dept	Other	RA	Misc. Response for 1 RA	Medical
ALERT2	Emergency Landing at Airport	Fire	FLOOD	Major Flooded Condition	Service	RAIL	Train Fire	Fire
ALERT3	Plane Accident, Down or Fire	Fire	FLOW	Sprinkler System Activated	Fire	REFRIG	Abandoned Refrigerator	Service
ALOC	Altered Level of Consciousness	Medical	FNO	Fire Now Out	Fire	REFUSE	Refuse Fire	Fire
ANIMAL	Animal Rescue/Assist	Service	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