Verdugo Fire Communications Center

2003 Annual Report

VERDUGO FIRE COMMUNICATIONS CENTER

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

TASK-FORCE REPRESENTATIVES

Norm Stockton, Battalion Chief, Burbank
Don Wright, Battalion Chief, Glendale
Mark Fasick, Fire Captain, Pasadena
Rich Kaufman, Fire Communications Administrator
Lenia Scanlon, Administrative Analyst
On-Duty Fire Communications Shift Supervisor

Rich Brown, Deputy Chief, Arcadia
Dave Dennis, Battalion Chief, Monrovia
Richard Garstang, Battalion Chief, San Gabriel
Jim Anderson, Division Chief, San Marino
Rich Snyder, Battalion Chief, Sierra Madre
Mike Clark, Battalion Chief, South Pasadena

The Verdugo System

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Area "C" Coordinator's Message

It is my privilege to present to you the 2003 Annual Report for Verdugo Fire Communications Center. This has been a year of unparalleled changes and accomplishments, both within the communications center and in the relationship between the cities that comprise and border the Verdugo System.

Within the Center, dispatchers handled 51,441 incidents during 2003 – a 2.5% increase over last year. Continuing the trend observed in recent years, fire incidents decreased (-4.2%) and medical incidents increased (+4.9%). Slightly fewer calls were referred to a language translation service compared to last year: 405 vs. 420 calls. Three major upgrades took place: paging was changed from modem-based to a faster web-based program that accommodates newer wireless devices, the data radio system was upgraded to improve coverage and provide faster throughput, and a new multi-site simulcast voice radio system was installed. Looking ahead, we anticipate using State 911 funds to upgrade our 911 telephone backbone and workstations, along with the logger/recorder device for recording phone and radio traffic. The CAD system is also due for an upgrade or replacement during the coming fiscal year and a task force has been convened to oversee this project. We expect that the new system will include mapping and automatic vehicle location capabilities, along with significant upgrades in data storage and data management functions.

With the goal of developing an area-wide response plan for the 11 cities that comprise OES Region I - Area "C", Battalion Chiefs from Monterey Park and Alhambra joined the nine Chief Officers who regularly attend the monthly Verdugo Task Force meetings and preliminary groundwork was laid to begin dispatching the closest available resource for fire incidents, regardless of jurisdiction. A total of 19 key fire stations were identified for ongoing coverage, and the extended task force also determined which resources to send to fires under various circumstances such as multiple alarms and brush fires. I want to thank my colleagues in the 11 cities that comprise Area "C" for the excellent teamwork and collaborative spirit that underlie our communications and negotiations as we continue to develop the finer points of this regional communication system.

Particularly noteworthy in 2003 was the Fire Siege from October 21 to November 4. Five brush strike teams were dispatched by Verdugo to the Simi, Grand Prix, and Old Fires. One OES strike team was sent to the Cedar Fire, and a four water tender strike team and an Area "C" agency representative Battalion Chief were assigned to the Grand Prix Fire. Sufficient resources remained within Area "C" to handle the 2,162 incidents that occurred during this period without compromising response time or service quality.

Special thanks to the highly trained and experienced Verdugo personnel who process hundreds of incoming calls daily and dispatch appropriate resources promptly and accurately. Our Fire Communications Operators and Shift Supervisors represent a vital link in the emergency response chain and their efforts and professionalism are highly commendable. They are the best in the business.

Finally, I would like to express my appreciation for the support of the Fire Chiefs, Task Force Representatives, and City Management of all nine cities in the Verdugo System. This support has enabled us to continue to improve the many services Verdugo provides its member communities, and without it our outstanding Verdugo staff could not accomplish the many important and varied goals we share.

Sincerely,

Christopher Gray, Fire Chief
Area "C" Coordinator

INTRODUCTION

History

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

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

City	Population*	Property Assessment**	Area (sq.mi.)	Joined Verdugo System
Arcadia	55,500	$6,001,303,613	12.00	10-21-99
Burbank	104,500	$9,522,729,920	17.15	5-20-81
Glendale	202,700	$13,610,078,405	30.59	8-1-79
Monrovia	38,450	$2,322,575,124	13.73	7-1-99
Pasadena	142,200	$11,404,942,572	23.00	9-4-79
San Gabriel	41,550	$2,106,699,323	4.10	4-7-00
San Marino	13,450	$2,648,695,295	3.75	4-17-96
Sierra Madre	10,950	$950,953,856	3.00	10-21-99
South Pasadena	25,250	$1,968,915,610	3.44	4-17-96
Total	**634,550**	**$50,536,893,718**	**110.76 sq.mi.**	

*State of California, Department of Finance, *E-1 City/County Population Estimates, with Annual Percent Change, January 1, 2002 and 2003.* Sacramento, California, May 2003.
  **City of Los Angeles Tax Payers' Guide, 2002-2003*, Taxable Net, pp.122-142.

Benefits of Regional Dispatch

Since its first year of operation, Verdugo has dispatched over 860,000 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. The benefits of nine fire agencies combining resources into this single, regional communication center include:

• Costs of personnel and computer, phone, dispatch and radio communication systems are shared between multiple agencies, lowering each agency's share and eliminating unnecessary and costly redundancy;

- Dispatchers who specialize in fire and rescue, who are able to provide Emergency Medical Dispatch instructions to callers prior to the arrival of paramedics;
- Centralized coordination of "unified responses" within the Area "C" mutual aid system;
- Fast access to OES Region I resources;
- Common radio frequencies permit relatively seamless operations on major incidents, increased safety on fireground and faster initial responses;
- Redundancy of critical radio, telephone, and computer-aided dispatch (CAD) systems prevents unnecessary interruptions in service;
- Fire Stations are alerted automatically through CAD, which provides a hard-copy printout and displays dispatch information on mobile computer terminals (MCT's);
- Status changes and movements are recorded using MCT's, reducing radio channel congestion;
- Notifications to key personnel are automatically triggered by alarm level or incident type through CAD, or manually by the dispatchers;
- Detailed incident history information is recorded through CAD;
- The "ReddiNet" hospital status system displays local hospital emergency department status for EMS incidents;
- Monthly Task Force meetings are held where Battalion Chiefs share decision making and keep their colleagues in the other Area "C" agencies updated and informed;
- In-depth statistical analysis of fire and rescue incidents using data captured by the CAD system.

Verdugo Functional Organization Chart

Fire Communications Operators			
Julie Goodwin	Jessie Westin	Cindy Cutler	Jeannie Osmond
Linda Coogan	Imelda Domingo	Mike Hand	Jennifer Speed

Fire Communications Shift Supervisors			
Don Wise	Manny Soto	Lynda Sims	Bryan Bruning

Systems Specialist	Fire Communications Administrator	Administrative Analyst
Jason Pfau	Rich Kaufman	Lenia Scanlon

Battalion Chief
Don Wright

TASK FORCE REPRESENTATIVES

EXECUTIVE COMMITTEE

Communications Experience
The 14 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 155 years' experience at the Verdugo Center and 242 total years of fire or police communications experience.

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.

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 405 calls in 2003, representing less than 1% of all calls. Fourteen different languages were requested by Verdugo System callers:

Language	Minutes	Calls	Av. Call Length	% of Translated Calls	Fraction of Total Calls
Spanish	562.4	250	2.2 min.	61.7%	1 in every 206 calls
Armenian	252.6	101	2.5 min.	24.9%	1 in every 509 calls
Mandarin	38.2	11	3.5 min.	2.7%	1 in every 4,676 calls
Hindi	37.8	1	37.8 min.	0.2%	1 in every 51,441 calls
Korean	35.2	13	2.7 min.	3.2%	1 in every 3,957 calls
Cantonese	29.6	7	4.2 min.	1.7%	1 in every 7,349 calls
Russian	21.3	8	2.7 min.	2.0%	1 in every 6,430 calls
Vietnamese	11.6	6	1.9 min.	1.5%	1 in every 8,574 calls
Arabic	5.4	3	1.8 min.	0.7%	1 in every 17,147 calls
French	5.4	1	5.4 min.	0.2%	1 in every 51,441 calls
Japanese	3.4	1	3.4 min.	0.2%	1 in every 51,441 calls
Tagalog	2.4	1	2.4 min.	0.2%	1 in every 51,441 calls
Romanian	2.0	1	2.0 min.	0.2%	1 in every 51,441 calls
Farsi	1.6	1	1.6 min.	0.2%	1 in every 51,441 calls

Fire Department Resources

By the close of 2003 there were a total of 33 fire stations, 33 engine companies, 9 truck or light force companies, 18 rescue ambulances, 1 paramedic squad, 3 air utilities, 9 command vehicles, 2 hazmat vehicles, 8 USARs and 5 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	1	1	1
Truck Companies	2	3	2	1	1 (L.F.)	0	0	0	0
Rescue Ambulances	3	4	4	2	0	1	1	2	1
Paramedic Squad	0	0	0	0	1	0	0	0	0
Additional Vehicles:									
Air Utility	0	1	0	1	0	0	0	0	1
Command	1	1	1	1	1	1	1	1	1
Hazmat	1	1	0	0	0	0	0	0	0
USAR	1	1	1	1	1	1	0	1	1
Water Tender	1	2	0	0	1	0	0	1	0

Fiscal Year 2002-2003 Verdugo Fire Communications Fund

Verdugo Fire Communications Fund is operated as a Special Revenue Fund by the Glendale Fire Department in the City of Glendale. With revenues of about $2.1 million in FY2003 and expenditures totaling $2.3 million, about $200,000 was drawn from Verdugo's reserve to help provide such capital purchases as the data and voice radio system upgrades. The remaining reserve is earmarked for a CAD system upgrade or replacement and continuing capital expenses related to the voice radio system, among other items.

|	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
REVENUE						
Charges for Service	$340,514	$576,982	$433,750	$1,351,245	$434,597	$ 1,785,842
Equipment Replacement	64,799	64,799	64,799	194,398	-	$ 194,398
Subtotal						$ 1,980,240
Interest & Misc. Revenue						$ 115,073
TOTAL						$ 2,095,313
EXPENDITURES						
Salaries						$ 1,336,022
Maint. & Operations						$ 188,891
Capital Outlay						$ 783,727
TOTAL						$ 2,308,640
Revenue minus expenditures						$ (213,327)
Contract Cities include Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena						

2003 Accomplishments

- A total of 98,968 phone calls were processed by Verdugo dispatchers in 2003, including 51,441 incidents that were dispatched to the nine cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries.

- The Verdugo paging system was upgraded from modem-based to faster web-based paging software with cable modem backup to permit communication with newer wireless devices.

- A new data radio system was installed which was designed in collaboration with the City of Glendale Information Services Department to replace outdated equipment and software. This system provides better coverage and a faster throughput of data to users in the field.

- The new multi-site simulcast voice radio system was installed in collaboration with City of Glendale Information Services Department and system users. This system provides better systemwide coverage and replaces an aging radio system infrastructure that had reached the end of its service cycle.

- Dispatch workstation computers were upgraded to Windows XP to improve stability and increase memory.

- A dispatcher was promoted to Fire Communications Shift Supervisor and the part-time Fire Communications Operator program was reinstated.

- Fire station connections to Verdugo were transitioned to a virtual private network to reduce landline costs.

- Some wireless 911 calls from within the geographical area of the Verdugo System began to be routed to Verdugo instead of the CHP dispatch center, depending on the cell antenna location and service provider.

- The Records Management System associated with CAD was programmed to export certain incident-related data to a new server and these data were made available to all Verdugo agencies for import into their respective NFIRS reporting programs.

2004 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 task force to research, plan and implement a CAD system replacement or upgrade to include current functionality as well as enhancements that will increase both efficiency and effectiveness. This will include changes to the Management Information System that will add new capabilities and flexibility for incident queries and statistical report preparation.

- Research and purchase a mapping system that will interface with CAD, permit automatic vehicle location, and display locations of incidents and wireless and landline telephone calls.

- Using funds supplied by the State 911 system, upgrade or replace 911 telephone backbone and workstations.

- Research and purchase a new logger/recorder for telephone lines and radio channels.

- Adapt TeleStaff personnel scheduling software for use by Verdugo.

- Develop and implement a performance measurement system for the Center, including attributes related to personnel, operations and efficiency.

- Add a new function to CAD that will permit dispatching of equipment and personnel based on specialized capabilities and attributes that are not currently included in the dispatch recommendation algorithms.

- Implement a new software interface on the Motorola Gold Elite radio consoles at the dispatch workstations.

- Upgrade radio scanners to permit monitoring of both trunked and digital radio communications.

VERDUGO SYSTEM
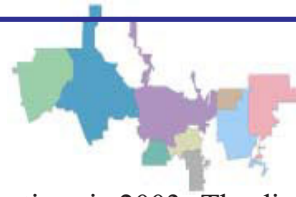
There were 51,441 incidents dispatched by Verdugo Fire Communications in 2003. The dispatcher determines and enters the most appropriate and descriptive type code for each incident into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. 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 2003, along with the percent of incidents in that category for the year. Of the 124 Type Codes listed below, the three most frequent incident types were Fire Alarm (59.0% of Fire incidents), Shortness of Breath (11.8% of Medical incidents), and Misc. Medical (10.6% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	4995	59.0
ALARMF	Fire Alarm - Full Assignment	62	0.7
ALERT2	Emergency Landing at Airport	35	<0.5
ALERT3	Plane Accident, Down or Fire	1	<0.5
APPL	Appliance Fire	109	1.3
APT	Apartment House Fire	133	1.6
ARSON	Arson Investigation	3	<0.5
BOMB	Explosives/Bomb Threat/Scare	14	<0.5
BRUSH	Brush Fire	41	0.5
BST1	Brush Strike Team XLC-1201A	2	<0.5
BST2	Brush Strike Team XLC-1202A	1	<0.5
BST3	Brush Strike Team XLC-1203A	1	<0.5
BST4	Brush Strike Team XLC-1204A	2	<0.5
BST5	Brush Strike Team XLC-1205A	3	<0.5
CARBON	Carbon Monoxide Alarm	28	<0.5
ELECF	Electrical Fire	149	1.8
FLOW	Sprinkler System Activated	17	<0.5
FNO	Fire Now Out	142	1.7
GARAGE	Garage Fire	26	<0.5
HOUSE	House Fire	189	2.2
ILLEG	Illegal Burning	117	1.4
MUTUAL	Mutual Aid Response	12	<0.5
OUT	Miscellaneous Outside Fire	112	1.3
PERSON	Person on Fire	1	<0.5
PLANE	Plane accident, down or fire	1	<0.5
POLE	Transformer/Street Light Fire	103	1.2
REFUSE	Refuse Fire	229	2.7
RESET	Fire Alarm Reset	105	1.2
SMOKEI	Smoke in a Structure	302	3.6
SMOKEO	Smoke in the Area	246	2.9
STR	Structure Fire	324	3.8
UNKF	Unknown Type of Fire	74	0.9
VAULT	Electrical Vault Fire	6	<0.5
VEG	Vegetation Fire	185	2.2
VEH	Vehicle Fire	457	5.4
VEHFWY	Vehicle Fire on the Freeway	215	2.5
VEHSTR	Vehicle Fire in a Structure	21	<0.5
RAIL	Train Fire	1	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	1135	2.9
ALERGY	Allergic Reaction	179	0.5
ALOC	Altered Level of Consciousness	1150	2.9
ASLT	Assault	826	2.1
BACK	Back Pain	490	1.3
BITE	Animal/Human/Stings	108	<0.5
BREATH	Shortness of Breath	4589	11.8
BURN	Burn Injury	39	<0.5
CHEST	Chest Pains - Heart Attack	2870	7.4
CHOKE	Person Choking	153	<0.5
DIAB	Diabetic Problem	646	1.7
DOWN	Person Down	1136	2.9
DROWN	Drowning/Diving Incident	12	<0.5
EMS	EMS Call - No Details	199	0.5
EMSFWY	EMS - Freeway	52	<0.5
ENGRA	Misc. Response for Engine+RA	16	<0.5
FALL1	Fall - Major	75	<0.5
FALL2	Fall - Minor	4072	10.4
FULLRA	Misc. Full Assignment + RA	1	<0.5
GIB	G.I. Bleed	305	0.8
GSW	Gunshot Wound	79	<0.5
HANG	Person Hanging	11	<0.5
HEART	Heart Problem	875	2.2
INVL	Assist the Invalid	746	1.9
MED	Misc. Medical	4152	10.6
MEDALR	Medical Alarm	269	0.7
NOTBR	Person Not Breathing	751	1.9
OBGYN	Obstetrics/Gynecological	246	0.6
OD	Overdose	484	1.2
PSYCH	Psychiatric	513	1.3
RA	Misc. Response for 1 RA	1	<0.5
RESCUE	Rescue	58	<0.5
RESFWY	Traffic Collision Rescue/Fwy	173	<0.5
SEIZ	Person in Seizure	1588	4.1
SHOCK	Electrical Shock Injury	13	<0.5
SICK	Person Sick	813	2.1
STAB	Person Stabbed	68	<0.5
STROKE	CVA - Neurological	774	2.0
TC	Traffic Collision	3757	9.6
TCFUEL	Injury TC with Fuel Spill	10	<0.5
TCFWY	Traffic Collision - Freeway	657	1.7
TCPED	Traffic Collision - Pedestrian	11	<0.5
TCRES	Traffic Collision Rescue	241	0.6
TCSTR	Vehicle into Structure	54	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	313	0.8
TR1	Severe Trauma	50	<0.5
TR2	Minor Trauma	1677	4.3
UNCON	Person Unconsc/Unresponsive	2080	5.3
UNKMED	Unknown Medical	471	1.2
USAR	Collapse/Extrication/Rescue	5	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	50	1.6
ARC	Arcing Wires	19	0.6
BEES	Bee Investigation	88	2.8
BIO	Biohazard Investigation	82	2.6
CHEMO	Chemical Outside	203	6.4
CROWD	Overcrowding Investigation	14	<0.5
DAMAGE	Damage Investigation	19	0.6
ELEV	Elevator Rescue	246	7.8
ENG	Misc. Response for 1 Engine	49	1.5
ENGTRK	Misc. Response-Engine & Truck	8	<0.5
FLOOD	Major Flooded Condition	131	4.1
FUEL	Fuel Spill	181	5.7
FULL	Misc. Response-Full Assignment	6	<0.5
GASI	Odor of Natural Gas - Inside	121	3.8
GASO	Odor of Natural Gas - Outside	127	4.0
GMAIN	Broken Gas Main	44	1.4
HAZARD	Investigate Hazardous Condition	270	8.5
HAZMAT	Hazardous Materials Response	25	0.8
HYD	Flowing/Gushing/Sheared Hydrant	70	2.2
LAW	PD Assist/Stand-By	50	1.6
LOCK	Person Locked In/Locked Out	225	7.1
MALF	Malfunction	96	3.0
ODOR	Misc. Odor Investigation	160	5.0
PUBLIC	Public Assist	122	3.8
REFRIG	Abandoned Refrigerator	95	3.0
ROOF1	One Story Roof Check	41	1.3
ROOF2	Roof Check 2 Stories & Above	30	0.9
THREAT	Bio-Chemical Threat	8	<0.5
TRK	Misc. Response for a Truck	10	<0.5
WATER	Minor Flooding	283	8.9
WIRES	Wires Down	246	7.8
WMAIN	Broken Water Main	54	1.7

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	20
FWORKS	Fireworks Violation	66
PD	Transfer to Police Dept.	5
PERMIT	Permit Investigation	4

Verdugo Incident Volume

"Incidents" Versus "Responses"

A single incident might involve multiple responses from one or more fire departments. For example, when a house fire in Burbank is reported to Verdugo, the initial dispatch might include three fire engines, two fire trucks, a rescue ambulance and a Battalion Chief – a total of seven responding vehicles or "responses." If additional personnel and equipment are needed, additional engines, trucks, ambulances and other equipment like air utilities and water tenders might be dispatched – sometimes from a neighboring jurisdiction to avoid depleting resources at fire stations near the incident. Each unit dispatched counts as one response, hence a single incident might involve a dozen or more responses, some of which might be providing automatic or mutual aid from a neighboring jurisdiction.

Total Incidents Per City

The following table shows how many incidents of each category occurred in each city, regardless of which fire department(s) responded.

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
FIRE	761	1,326	1,737	458	2,995	307	183	82	242
MEDICAL	2,997	6,715	11,662	2,311	11,156	1,602	609	517	1,037
SERVICE	287	516	862	262	695	110	88	106	205
OTHER	4	8	30	9	87	7	9	7	9
INC. TOTAL	4,049	8,565	14,291	3,040	14,933	2,026	889	712	1,493

Total Responses Per Fire Department

Although fire departments generally have numerous types of response vehicles including hazmat, air utility, water tender and so forth, the vast majority of responses are by fire engines, rescue ambulances and fire trucks. The totals below include all responses by these types of apparatus, regardless of whether the incident occurred within the agency's home jurisdiction or was part of an automatic or mutual aid response.

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
ENGINE	4,549	9,740	15,477	3,412	16,342	2,323	1,129	198	1,556
AMBULANCE*	3,313	7,442	13,036	1,672	12,228	1,536	1,285	698	1,152
TRUCK*	445	1,232	2,377	497	1,656	-	-	-	-
RESP. TOTAL	8,307	18,414	30,890	5,581	30,226	3,859	2,414	896	2,708

*Ambulance totals include Paramedic Squad responses; Truck totals include Light Force responses.

Total Out of Jurisdiction Incidents Per Fire Department

For those incidents requiring additional equipment and personnel, fire departments negotiate automatic or mutual aid agreements with neighboring agencies. There are currently 27 such agreements within the Verdugo System. The following table shows the number of incidents where a fire department provided automatic or mutual aid to other jurisdictions, either to a neighboring city within the Verdugo System (**IVS**) or to a jurisdiction outside the Verdugo System (**OVS**) such as Los Angeles City, Los Angeles County, Alhambra or Monterey Park.

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
IVS	243	331	362	310	285	55	595	6	479
OVS	41	62	182	48	91	101	131	9	56
TOTAL	284	393	544	358	376	156	726	15	535

Out of Jurisdiction Responses

The following table shows the number of incidents where agenices responded outside their home jurisdiction. When necessary, several agencies may respond to a single large incident.

Responding Agency	Arcadia	Burbank	Glendale	Monrovia	Pasadena	San Gabriel	San Marino	Sierra Madre	South Pasadena	Alhambra	LA County	LA City	Monterey Park	Other Locations	Subtotal
Arcadia	X	1	3	180	50	1	5	3			40			1	284
Burbank	1	X	313	1	15		1			1	32	29			393
Glendale	1	256	X	1	102				2		91	89		2	544
Monrovia	300	1	6	X	3						46			2	358
Pasadena	42	24	63	2	X	1	33	1	119		82	9			376
San Gabriel	1	2	3		6	X	35		8	62	38		1		156
San Marino	8			5	197	226	X		159	29	102				726
Sierra Madre	3		1	1	1			X			7			2	15
South Pas.	1	3	2		372	15	86		X	41	4	11			535
Alhambra	5	1				109	15	1	35	X	6	1			173
LA County	50	1	53	46	23	37	16	3	1		X			2	232
LA City		5	9		3	1			16		1	X		1	36
Mont.Park					7	12	2		1		4		X		26
Other*	93	65	17	2,283	31	1		4	2		5			X	2,501
Subtotal	505	359	470	2,518	810	404	193	12	343	133	458	139	1	10	6,355

*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.

Total Incidents Per Agency

Verdugo Fire Communications has contracted to provide fire and rescue dispatch services for six cities: Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena. Calculation of annual fees for each of these fire departments includes incidents that occurred within each agency's home city plus responses that occurred as a direct result of the fire department's automatic or mutual aid agreements with agencies outside the Verdugo System (**OVS**). Contract cities are not billed for responses to cities within the Verdugo System.

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
INC. TOTAL	4,049	8,565	14,291	3,040	14,933	2,026	889	712	1,493
OVS	41	62	182	48	91	101	131	9	56
TOTAL	4,090	8,627	14,473	3,088	15,024	2,127	1,020	721	1,549

VERDUGO INCIDENTS BY MONTH AND CATEGORY														
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	783	682	656	609	645	649	771	734	683	762	740	743	8,457	16.4%
MEDICAL	3,301	3,102	3,300	3,020	3,282	3,023	3,369	3,264	3,183	3,285	3,088	3,718	38,935	75.7%
SERVICE	360	299	278	232	285	234	269	273	248	240	214	224	3,156	6.1%
OTHER	9	3	10	8	7	15	73	6	9	15	10	7	172	0.3%
O.V.S.	60	52	60	51	65	58	73	43	52	90	56	61	721	1.4%
TOTAL	4,513	4,138	4,304	3,920	4,284	3,979	4,555	4,320	4,175	4,392	4,108	4,753	51,441	

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 eight years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 38%, 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 "Outside Verdugo System" responses has nearly doubled in this period of time.
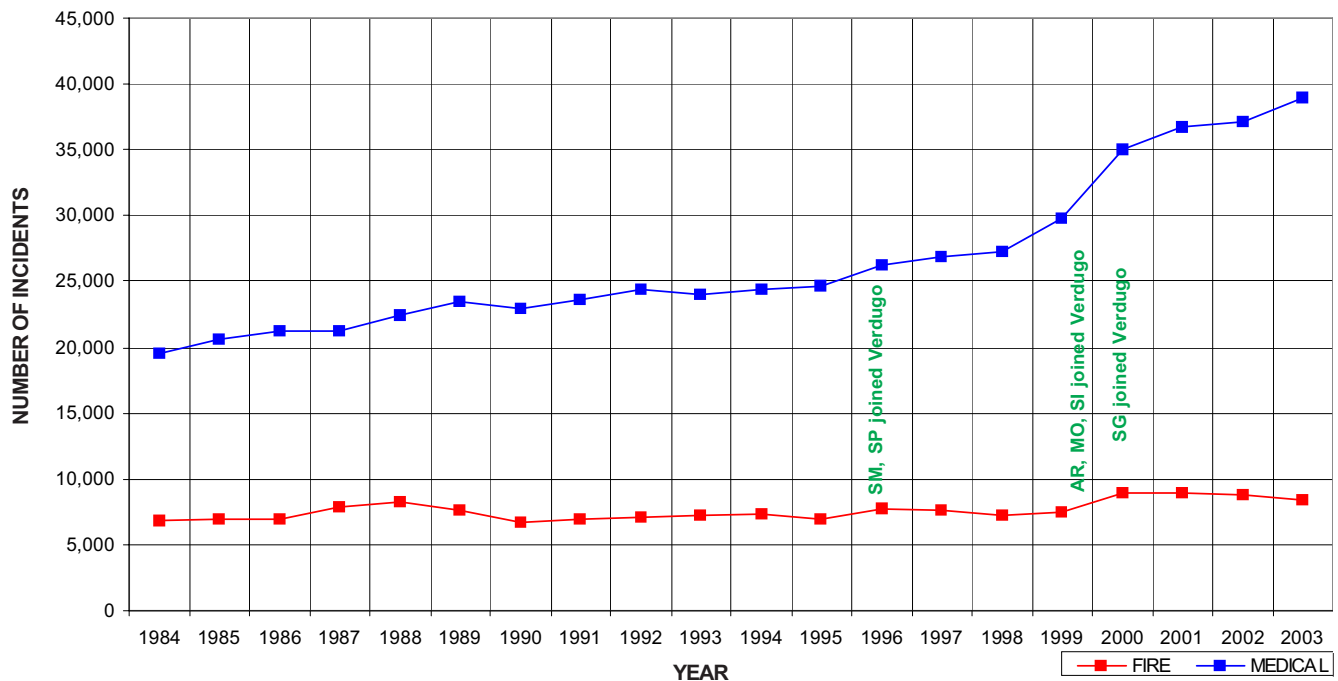
Number of Incidents Dispatched by the Verdugo System Per Year

	1984	**1985**	**1986**	**1987**	**1988**	**1989**	**1990**	**1991**	**1992**	**1993**
FIRE	6,763	6,969	6,933	7,861	8,268	7,601	6,671	6,939	7,071	7,231
MEDICAL	19,613	20,626	21,281	21,318	22,406	23,440	22,971	23,661	24,464	23,986
SERVICE						1,049	2,372	2,474	2,367	2,400
OTHER						35	573	10	35	49
O.V.S.						90	47			31
TOTAL	26,376	27,595	28,214	29,179	30,674	32,215	32,634	33,084	33,937	33,697

	1994	**1995**	**1996**	**1997**	**1998**	**1999**	**2000**	**2001**	**2002**	**2003**
FIRE	7,360	6,888	7,801	7,612	7,210	7,498	8,901	8,964	8,834	8,457
MEDICAL	24,415	24,662	26,188	26,863	27,274	29,791	34,977	36,787	37,112	38,935
SERVICE	2,771	2,493	2,493	2,719	2,722	2,736	3,441	3,577	3,157	3,156
OTHER	339	208	118	64	108	139	113	226	278	172
O.V.S.	170	334	436	563	459	562	562	591	774	721
TOTAL	35,055	34,585	37,036	37,821	37,773	40,726	47,994	50,145	50,155	51,441

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

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 2003 per 10,000 residents of that city.

FIRE INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Apartment House Fire	2.1	1.4	1.9	2.1	1.8	1.7	2.4	0.0	0.9	2.8
Appliance Fire	1.7	2.3	2.5	1.3	1.3	1.5	1.4	2.2	1.8	2.0
Brush Fire	0.6	0.0	0.7	0.7	0.0	0.5	0.0	0.0	0.0	0.4
Carbon Monoxide Alarm	0.4	0.4	0.5	0.3	0.8	0.6	0.0	0.0	1.8	0.0
Electrical Fire	2.3	1.3	3.1	2.2	2.3	2.9	1.0	3.7	0.0	2.0
Fire Alarm	78.7	93.5	69.6	43.7	66.3	149.9	41.4	93.7	22.8	48.7
Fire Alarm - Full Assignment	1.0	0.7	0.9	0.8	1.0	1.5	0.7	0.0	0.0	0.8
Fire Now Out	2.2	2.2	3.3	2.1	1.3	2.3	2.2	1.5	2.7	0.8
Garage Fire	0.4	0.2	0.3	0.4	0.3	0.4	0.5	0.0	0.9	0.4
House Fire	3.0	3.1	3.3	1.5	2.9	3.7	2.6	3.7	2.7	2.4
Illegal Burning	1.8	1.4	2.3	1.7	2.6	2.0	0.7	1.5	1.8	2.0
Miscellaneous Outside Fire	1.8	1.3	1.8	1.5	1.8	2.7	0.7	0.7	1.8	0.8
Refuse Fire	3.6	3.2	4.2	2.6	2.9	5.9	2.4	0.0	1.8	2.4
Smoke in a Structure	4.8	5.8	5.2	3.3	3.9	6.0	3.4	6.7	5.5	6.7
Smoke in the Area	3.9	1.3	3.1	3.4	7.0	4.5	0.7	7.4	12.8	4.8
Structure Fire	5.1	1.6	4.1	2.1	2.1	3.2	1.7	0.7	1.8	1.2
Unknown Type of Fire	1.2	0.9	0.7	1.1	1.0	0.8	1.2	0.0	0.0	1.2
Vegetation Fire	2.9	3.4	1.1	2.2	4.2	3.5	2.6	2.2	2.7	3.2
Vehicle Fire	7.2	5.8	8.1	6.1	6.8	9.3	4.8	5.9	7.3	6.7
Vehicle Fire on the Freeway	3.4	2.3	3.6	2.8	3.9	3.0	1.2	0.0	0.0	1.2

MEDICAL INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Abdominal Pain	17.9	11.4	19.8	18.4	14.3	23.4	10.8	10.4	12.8	10.7
Allergic Reaction	2.8	2.5	3.1	2.2	3.1	4.1	1.2	2.2	0.9	3.6
Altered Level of Consciousness	18.1	16.8	21.3	16.3	18.2	21.7	13.0	11.9	15.5	13.1
Animal/Human/Stings	1.6	1.1	1.8	1.1	3.4	2.0	0.7	1.5	5.5	0.8
Assault	13.0	10.8	8.2	10.2	16.4	22.7	9.9	5.9	7.3	9.9
Assist the Invalid	11.8	22.5	16.3	7.8	9.6	10.5	9.4	20.8	14.6	8.3
Back Pain	7.7	7.7	8.1	7.3	8.6	9.8	3.1	3.0	5.5	6.3
Chest Pains - Heart Attack	45.2	34.2	54.4	47.1	41.4	55.1	21.7	19.3	33.8	19.4
CVA - Neurological	12.2	15.3	13.7	10.0	9.4	14.7	9.4	12.6	12.8	8.3
Diabetic Problem	10.2	6.1	11.9	9.4	11.7	12.2	9.1	5.9	10.0	6.7
Fall - Major	1.2	1.4	1.4	0.7	2.3	1.2	1.0	1.5	0.9	1.2
Fall - Minor	64.2	73.2	73.3	55.0	65.8	75.0	39.0	72.9	62.1	49.1
G.I. Bleed	4.8	2.7	3.8	4.6	3.6	7.7	4.6	1.5	5.5	2.4
Gunshot Wound	1.2	0.0	0.5	1.3	1.8	2.2	2.2	0.0	0.0	0.0
Heart Problem	13.8	9.9	17.4	15.7	11.2	13.7	7.9	8.2	11.0	8.7
Ingestion-Poisoning-Inhalation	4.9	2.5	6.0	3.7	5.7	7.5	3.4	3.0	0.9	3.2
Medical Alarm	4.2	4.9	3.3	3.8	4.7	4.9	2.2	9.7	5.5	4.8
Minor Trauma	26.4	18.9	28.8	22.0	26.5	37.1	13.5	17.8	36.5	20.2
Misc. Medical	65.4	50.3	69.3	69.1	62.9	78.7	35.6	46.1	40.2	46.7
Obstetrics/Gynecological	3.9	2.7	3.2	3.1	3.4	7.2	2.2	1.5	0.9	2.0
Overdose	7.6	4.7	9.8	6.4	6.8	10.9	3.6	5.2	7.3	3.2
Person Choking	2.4	3.6	2.7	1.5	2.3	2.7	3.1	1.5	2.7	2.0
Person Down	17.9	15.9	14.4	19.2	17.4	25.1	8.2	11.2	9.1	9.1
Person in Seizure	25.0	16.2	24.3	20.3	23.9	41.7	15.9	7.4	14.6	17.0
Person Not Breathing	11.8	8.6	14.1	10.6	12.0	14.8	7.2	9.7	11.0	6.7
Person Sick	12.8	8.3	13.8	14.7	14.6	12.6	9.4	7.4	7.3	4.8
Person Stabbed	1.1	0.5	0.9	0.7	1.0	2.4	1.0	0.0	0.0	0.0

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

MEDICAL INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Person Unconsc./Unresponsive	32.8	29.7	30.7	30.7	29.4	40.7	31.3	29.0	31.1	21.8
Psychiatric	8.1	7.4	5.9	7.8	10.1	11.4	3.6	6.7	4.6	7.9
Rescue	0.9	1.1	1.1	0.6	1.8	1.1	0.0	0.7	0.9	0.4
Severe Trauma	0.8	0.7	0.9	0.8	1.0	0.9	0.2	0.7	0.9	0.4
Shortness of Breath	72.3	55.0	83.1	72.7	59.0	91.4	44.8	32.7	65.8	34.9
Traffic Collision	59.2	66.1	47.4	54.5	59.8	78.3	41.9	70.6	19.2	48.3
Traffic Collision - Freeway	10.4	8.5	9.5	9.3	15.3	12.2	6.0	0.0	0.0	12.7
Traffic Collision Rescue	3.8	4.3	2.8	2.7	3.9	6.0	1.9	2.2	1.8	3.6
Traffic Collision Rescue/Freeway	2.7	2.7	3.1	2.3	2.6	3.5	1.0	0.0	0.0	3.2
Unknown Medical	7.4	5.0	6.9	6.8	8.1	10.6	3.6	5.2	3.7	5.5

SERVICE INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Abandoned Refrigerator	1.5	0.0	2.7	1.9	0.3	1.5	0.2	0.0	0.0	1.2
Animal Rescue/Assist	0.8	0.4	0.3	0.8	2.9	0.8	0.5	0.7	0.9	0.8
Arcing Wires	0.3	1.1	0.2	0.0	1.0	0.1	0.0	1.5	0.9	0.8
Bee Investigation	1.4	0.4	0.4	0.8	5.5	1.1	0.5	1.5	4.6	7.9
Biohazard Investigation	1.3	0.7	1.4	1.2	1.0	0.9	1.0	0.7	6.4	3.6
Broken Gas Main	0.7	0.2	1.1	0.5	1.3	0.6	0.5	0.0	2.7	0.4
Broken Water Main	0.9	0.4	1.4	0.9	1.0	0.7	0.7	0.7	0.0	0.4
Chemical Outside	3.2	3.8	3.3	4.0	4.4	2.2	0.2	1.5	3.7	4.4
Elevator Rescue	3.9	2.7	3.6	3.8	0.5	7.0	2.2	0.7	0.0	0.8
Flowing/Gushing/Sheared Hydrant	1.1	2.0	0.9	0.7	1.6	1.3	0.7	3.7	0.9	1.2
Fuel Spill	2.9	1.6	4.5	2.7	4.2	2.7	0.7	0.7	2.7	2.8
Hazardous Materials Response	0.4	0.7	0.2	0.1	0.0	0.3	0.0	0.7	0.0	0.4
Investigate Hazardous Condition	4.3	3.1	5.4	3.8	3.9	4.4	1.2	5.2	3.7	10.3
Major Flooded Condition	2.1	1.3	1.5	2.2	2.9	2.4	0.2	3.0	7.3	2.0
Malfunction	1.5	1.6	1.4	1.0	2.6	2.0	0.7	2.2	0.9	2.8
Minor Flooding	4.5	6.1	3.5	3.0	6.5	2.6	4.1	14.1	33.8	6.7
Misc. Odor Investigation	2.5	2.2	3.5	1.9	1.6	3.0	0.5	3.0	8.2	4.0
Odor of Natural Gas - Inside	1.9	1.6	3.0	1.3	2.6	1.8	1.2	3.0	1.8	2.0
Odor of Natural Gas - Outside	2.0	2.0	2.6	1.6	2.1	2.2	0.7	2.2	7.3	1.6
Person Locked In/Locked Out	3.5	4.5	2.2	2.9	5.2	4.2	1.2	8.2	2.7	7.9
Public Assist	1.9	4.0	1.2	1.2	2.1	1.8	1.4	5.9	2.7	4.8
Wires Down	3.9	8.1	1.9	3.3	9.9	0.9	4.1	4.5	5.5	12.7

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

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in 2003 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 ALL INCIDENTS									
	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Fire Alarm	9.8	12.8	8.5	6.2	8.4	14.3	8.5	14.2	3.5	8.2
Shortness of Breath	9.0	7.5	10.1	10.3	7.5	8.7	9.2	4.9	10.1	5.9
Misc. Medical	8.2	6.9	8.5	9.8	8.0	7.5	7.3	7.0	6.2	7.9
Fall Minor	8.0	10.0	8.9	7.8	8.3	7.1	8.0	11.0	9.6	8.3
Traffic Collision	7.4	9.1	5.8	7.7	7.6	7.5	8.6	10.7	2.9	8.2
Chest Pains - Heart Attack	5.7	4.7	6.6	6.7	5.2	5.3	4.4	2.9	5.2	3.3
Person Unconsc./Unresponsive	4.1	4.1	3.7	4.4	3.7	3.9	6.4	4.4	4.8	3.7
Minor Trauma	3.3	2.6	3.5	3.1	3.4	3.5	2.8	2.7	5.6	3.4
Person in Seizure	3.1	2.2	3.0	2.9	3.0	4.0	3.3	1.1	2.2	2.9
Altered Level of Consciousness	2.3	2.3	2.6	2.3	2.3	2.1	2.7	1.8	2.4	2.2

Fire Siege 2003

In the dry climate of Southern California, "fire season" may be considered year-round; wildfires can occur throughout the year. Fire departments must remain in a constant state of readiness to protect not only the people and property within their own jurisdiction but also to assist other fire agencies when a major incident occurs.

Between October 21 and November 4, firefighting resources were stretched to the limit by fires that ravaged San Diego, Riverside, San Bernardino, Los Angeles and Ventura Counties. At the peak of the fire siege, over 12,000 fire personnel from all over the country were assigned to try to contain the largest concurrent outbreak of fire in California history. Over one ten-hour period, the fires burned 80,000 acres – over 2 acres per second.

Area "C" of OES Region I, which includes the 9 Verdugo System cities plus Monterey Park and Alhambra, responded with 5 brush strike teams assigned to the Simi, Grand Prix, and Old Fires. One OES strike team was sent to the Cedar Fire, and a 4 water tender strike team and an Area "C" agency representative Battalion Chief were assigned to the Grand Prix Fire. With over 100 firefighters, 22 Type-1 engines, 4 water tenders and 6 chief officers, Area "C" was at maximum capacity, with all reserve equipment in use. A testament to the strength and resources of a unified Area "C" response, all 40 fire stations in the area remained fully staffed and functioning. Those on the front lines in the Simi, Old and Cedar Fires provided structure protection and fire suppression, while those covering the home front responded to more than 2,162 incidents within our communities. The personnel who remained at home to protect the 11 Area "C" jurisdictions made certain the service expectations of the public were met or exceeded and ensured the departments' local efforts did not skip a beat. Many valuable lessons were learned in this process which will further enrich the excellent teamwork and collaboration within Area "C" that we now call **Unified Response**.

14 Major Fires
750,043 Acres Burned
14,000 Firefighters Involved
Losses:
    24 Lives
    3,657 Residences
    56 Commercial Structures
    1,484 Outbuildings
Overall Est. Loss: $2 Billion

Strike Teams Dispatched From the Verdugo System: Fall 2003

Type	Fire/Location	Agencies	Dispatch Date	Dispatch Time	Release Date	Release Time
1203	Grand Prix/Lytle Creek	BU, CO, GL, PA	Oct. 24	0:22	Oct. 31	22:45
1204	Grand Prix/Lytle Creek	AL, AR, CO, MO, SG, SM	Oct. 24	0:36	Oct. 31	11:49
1802	Grand Prix/Lytle Creek	GL, LHH, MB, MC, MO, SI	Oct. 24	16:16	Oct. 27	13:31
1201	Simi Incident	BU, CO, GL, MP, PA, SP	Oct. 25	20:03	Oct. 31	19:50
WT's	Grand Prix	BU, GL, MO, SI	Oct. 26	7:21	Oct. 31	12:04
Agency Rep.	Grand Prix/Lytle Creek	GL	Oct. 26	17:51	Oct. 31	20:36
1205	Old Fire/San Bernardino	AL, AR, CO, LB, MO, MP	Oct. 26	11:45	Nov. 1	14:12
1802	Cedar Incident	GL, LHH, MB, MC, MO, SI	Oct. 27	13:33	Nov. 2	15:27

AL=Alhambra; AR=Arcadia; BU=Burbank; CO=LA County; GL=Glendale; LHH=La Habra Heights; LB=Long Beach; MB=Montebello; MC=Montclair; MO=Monrovia; MP=Monterey Park; PA=Pasadena; SG=San Gabriel; SI=Sierra Madre; SM=San Marino; SP=South Pasadena

Fire	Start Date	Control Date	Acres Burned	Fatalities	Injuries	Struct. Lost	Fire Personnel	Cost
Cedar	Oct. 25	Nov. 16	280,278	13 Civilian, 1 FF	104	2,820	1,478	$27 million
Grand Prix	Oct. 21	Nov. 14	59,448	Grouped w/Old Fire	35	198	Grouped w/Old Fire	$11.57 mil.
Old	Oct. 25	Nov. 14	91,281	6 Civilian	12	1003	5,023	$42 million
Simi/Val Verde	Oct. 25	Nov. 5	108,204	None	21	315	1,476	$10 million
Piru	Oct. 23	Nov. 13	63,991	None	0	1	1,038	$7 million
Mountain	Oct. 26	Oct. 30	10,331	None	7	61	339	$1.8 million
Paradise	Oct. 26	Nov. 6	56,700	2 Civilian	24	415	788	$11.3 million

Significant Fire Incidents

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

Date	Location	Type	Alarm	Estimated Loss
ARCADIA:				
Feb. 5	315 W. Longden Ave.	HOUSE	First	$150,000
Nov. 24	EB 210 Fwy / West of Baldwin	VEH	First	$688,000
Dec. 21	100 White Oak Dr.	HOUSE	Second	$850,000
BURBANK:				
Jan. 6	Buena Vista/San Fernando	USAR	Second	1 Fatality
Jan. 9	4000 Warner Blvd.	STR	Second	$2,000
Feb. 20	230 N. Kenwood St.	APT	Second	$120,000
Apr. 1	1058 N. Lamer St.	HOUSE	Second	$250,000
Apr. 5	303 N. Buena Vista St.	APT	First	$250,000
Oct. 21	620 Country Club Dr.	BRUSH	Fourth	Watershed
Oct. 28	200 W. Palm Ave.	STR	Third	$1,000,000
Dec. 10	274 W. Verdugo Ave.	APT	Second	$250,000
GLENDALE:				
Jan. 8	630 W. Broadway	APPL	Second	$5,000
Mar. 1	2351 Gardner Pl.	HOUSE	Second	$120,000
Mar. 26	312 E. Palmer, #D	APT	Second	$225,000
May 6	1844 W. Glenoaks Blvd.	STR	First	$100,000
Jul. 18	4504 San Fernando Rd., #A	APT	Second	$250,000
Jul. 31	500 N. Brand Blvd.	ALARMF	Second	Unknown
Aug. 10	315 Arden Ave.	SMOKEO	First	$120,000
Sep. 4	425 E. Colorado St.	ELECF	Second	$150,000
Sep. 25	1124 E. Chestnut St.	STR	First	$160,000
Nov. 4	743 Salem St.	STR	First	$1,000,000
Nov. 7	1232 S. Orange St.	HOUSE	First	$120,000
Nov. 18	256 Atkins Dr.	GARAGE	First	$100,000
Nov. 25	1550 N. Verdugo, #30	STR	Second	$325,000 + 1 Fatality
Dec. 21	401 N. Brand Blvd.	STR	Second	$125,000
PASADENA:				
Jan. 16	517 N. Lincoln Ave.	HOUSE	First	$300,000
Jul. 12	390 E. Walnut St.	SMOKEI	First	$110,000
Nov. 7	932 N. El Molina Ave.	HOUSE	First	$130,000
Nov. 15	55 E. Colorado Blvd.	STR	Second	$1,000,000
SAN GABRIEL:				
Feb. 10	254 S. Arroyo Dr.	HOUSE	First	$150,000
SAN MARINO:				
May. 28	880 Rosalind Rd.	SMOKEI	Second	$1,500,000
Dec. 22	1535 Rubio Dr.	HOUSE	Second	$200,000
SIERRA MADRE:				
Dec. 16	174 S. Sunnyside Ave.	HOUSE	Second	$850,000 + 1 Fatality
SOUTH PASADENA:				
Jan. 3	1110 Magnolia St., #B	APT	Second	$85,000
Feb. 15	2030 Fremont Ave.	STR	Second	Unknown
Mar. 17	1220 Lyndon St.	VEHSTR	First	$240,000+ 1 Fatality
May 12	2009 Hanscom Dr.	HOUSE	First	$150,000

Response Time Analysis

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 System software.

DISPATCH TO ARRIVAL: PERCENT OF RESPONSES					
	< 3 min.	< 4 min.	< 5 min.	< 6 min.	< 7 min.
Verdugo	25.0%	52.8%	76.2%	88.9%	94.6%
Arcadia	22.7%	49.8%	71.3%	86.6%	93.7%
Burbank	21.6%	47.6%	73.7%	88.3%	94.6%
Glendale	22.6%	53.7%	78.4%	90.4%	95.5%
Monrovia	24.9%	48.1%	72.0%	86.1%	93.3%
Pasadena	28.4%	56.2%	77.8%	89.6%	95.2%
San Gabriel	17.7%	49.7%	77.1%	89.5%	95.0%
San Marino	38.1%	66.1%	83.8%	94.0%	96.4%
Sierra Madre	31.9%	53.4%	70.2%	82.2%	89.1%
South Pas.	25.8%	52.3%	76.5%	87.8%	93.8%

Average Response Time

According to NFPA 1710 guidelines, the first responding unit should be onscene within 5 minutes of dispatch at least 90% of the time. On average, throughout the Verdugo System it takes 1.19 minutes for the first unit to leave the station after dispatch and 4.15 minutes after dispatch to arrive at an incident. This includes all types of incidents – Fire, Medical, Service and Other.

	Av. Dispatch to Enroute Time (min.)		Av. Dispatch to Arrival Time (min.)
Verdugo	1.19	Verdugo	4.15
Arcadia	1.29	Arcadia	4.25
Burbank	1.11	Burbank	4.25
Glendale	1.17	Glendale	4.08
Monrovia	1.19	Monrovia	4.26
Pasadena	1.19	Pasadena	3.96
San Gabriel	1.28	San Gabriel	4.28
San Marino	0.98	San Marino	3.58
Sierra Madre	1.73	Sierra Madre	4.30
South Pasadena	1.21	South Pasadena	4.06

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 51,000 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 2003, Verdugo handled an average of 271 telephone calls per day or 11.3 calls per hour. About 34% of those calls were taken on 911 lines, 48% came through 7-digit emergency lines or the four administrative lines, and 18% were outgoing calls.
- There were about two calls per incident, an average of 141 incidents per day or 5.9 incidents per hour.
- The greatest number of incidents in a single hour occurred on January 6, with 46 incidents between midnight and 1 a.m. during a high wind rain storm.
- The busiest day of the year was also January 6, with 277 incidents, followed by February 12 with 243 incidents.
- The longest interval without a single call occurred June 5 from 2:39 to 6:44 a.m. It is very unusual to have such a lengthy period without an incident, even during the night hours.

Verdugo Incoming Calls and Incidents Per Hour
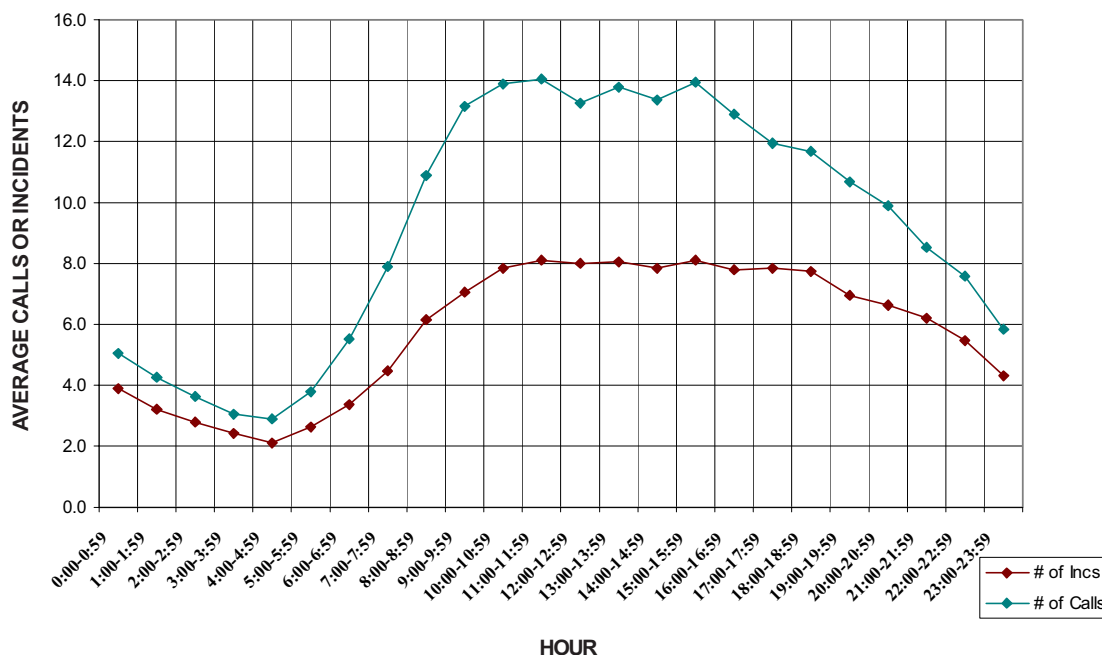
- The fewest incidents occurred on June 14, with only 99.
- The day of the week with the fewest calls and incidents is Sunday.
- The busiest month in terms of incident volume was December (4,753 incidents), but the most incoming calls were received during the October (8,033), perhaps due in part to the fire siege that began Oct. 21.
- On average, 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, and about twice as many calls as incidents in each hour.
- Average telephone call duration for the year was 66.4 seconds.
- Ninety-five percent of calls were answered in less than 6 seconds, 99.2% in under 11 seconds.
- There were 394 abandoned calls during the year, a little over one per day. This is 7% fewer than last year. Only 70 of the abandoned calls (about 6 per month) were on 911 lines and the remainder were on administrative lines. A call is considered abandoned if the caller hangs up after it has begun to ring but before the call is answered. Follow-up is conducted as quickly as possible to contact the caller and determine whether an actual 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 2003 were 42 seconds for 911 call processing and 8.3 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. A study begun in 2002 was continued through 2003 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 2003 call volume study indicate that it was rare for call volume to exceed staffing. In the entire year, there were only 153 daytime instances and 372 nighttime instances when all phone dispatchers were on calls and an additional call came in.

Verdugo Incidents By Source of Call

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 or police departments in the Verdugo System ("7-Digit Lines"), and radio communications. The relative proportions of these call sources vary from city to city.

NUMBER OF INCIDENTS BY SOURCE OF CALL										
SOURCE	**AR**	**BU**	**GL**	**MO**	**PA**	**SG**	**SM**	**SI**	**SP**	**VFCC**	**VFCC%**
9-1-1 CALLS	2,216	5,187	9,020	1,643	8,385	1,136	408	363	725	29,121	56.6%
OTHER AGENCY	927	1,578	2,948	869	2,860	575	391	163	497	11,408	22.2%
7-DIGIT LINES	910	1,795	2,316	526	3,523	380	190	155	277	10,141	19.7%
RADIO	37	67	189	50	256	36	31	40	50	771	1.5%
TOTAL	**4,090**	**8,627**	**14,473**	**3,088**	**15,024**	**2,127**	**1,020**	**721**	**1,549**	**51,441**	

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

BURBANK FIRE DEPARTMENT

There were 8,627 incidents reported for Burbank in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 107 type codes listed below, the three most frequent incident types were Fire Alarm (54.8% of Fire incidents), Shortness of Breath (12.9% of Medical incidents), and Fall - Minor (11.4% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	727	54.8
ALARMF	Fire Alarm - Full Assignment	9	0.7
ALERT2	Emergency Landing at Airport	35	2.6
ALERT3	Plane Accident, Down or Fire	1	<0.5
APPL	Appliance Fire	26	2.0
APT	Apartment House Fire	20	1.5
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
BRUSH	Brush Fire	7	0.5
CARBON	Carbon Monoxide Alarm	5	<0.5
ELECF	Electrical Fire	32	2.4
FLOW	Sprinkler System Activated	5	<0.5
FNO	Fire Now Out	34	2.6
GARAGE	Garage Fire	3	<0.5
HOUSE	House Fire	35	2.6
ILLEG	Illegal Burning	24	1.8
OUT	Miscellaneous Outside Fire	19	1.4
POLE	Transformer/Street Light Fire	13	1.0
REFUSE	Refuse Fire	44	3.3
RESET	Fire Alarm Reset	11	0.8
SMOKEI	Smoke in a Structure	54	4.1
SMOKEO	Smoke in the Area	32	2.4
STR	Structure Fire	43	3.2
UNKF	Unknown Type of Fire	7	0.5
VAULT	Electrical Vault Fire	2	<0.5
VEG	Vegetation Fire	12	0.9
VEH	Vehicle Fire	85	6.4
VEHFWY	Vehicle Fire on the Freeway	38	2.8
VEHSTR	Vehicle Fire in a Structure	3	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	207	3.1
ALERGY	Allergic Reaction	32	0.5
ALOC	Altered Level of Consciousness	223	3.3
ASLT	Assault	86	1.3
BACK	Back Pain	85	1.3
BITE	Animal/Human/Stings	19	<0.5
BREATH	Shortness of Breath	868	12.9
BURN	Burn Injury	6	<0.5
CHEST	Chest Pains - Heart Attack	569	8.5
CHOKE	Person Choking	28	<0.5
DIAB	Diabetic Problem	124	1.8
DOWN	Person Down	151	2.2
DROWN	Drowning/Diving Incident	3	<0.5
EMS	EMS Call - No Details	28	<0.5
EMSFWY	EMS - Freeway	9	<0.5
FALL1	Fall - Major	15	<0.5
FALL2	Fall - Minor	766	11.4
GIB	G.I. Bleed	40	0.6
GSW	Gunshot Wound	5	<0.5
HANG	Person Hanging	2	<0.5
HEART	Heart Problem	182	2.7
INVL	Assist the Invalid	170	2.5
MED	Misc. Medical	724	10.8
MEDALR	Medical Alarm	35	0.5
NOTBR	Person Not Breathing	147	2.2
OBGYN	Obstetrics/Gynecological	33	0.5
OD	Overdose	102	1.5
PSYCH	Psychiatric	62	0.9
RESCUE	Rescue	11	<0.5
RESFWY	Traffic Collision Rescue/Fwy	32	0.5
SEIZ	Person in Seizure	254	3.8
SHOCK	Electrical Shock Injury	1	<0.5
SICK	Person Sick	144	2.1
STAB	Person Stabbed	9	<0.5
STROKE	CVA - Neurological	143	2.1
TC	Traffic Collision	495	7.4
TCFUEL	Injury TC with Fuel Spill	2	<0.5
TCFWY	Traffic Collision - Freeway	99	1.5
TCPED	Traffic Collision - Pedestrian	2	<0.5
TCRES	Traffic Collision Rescue	29	<0.5
TCSTR	Vehicle into Structure	11	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	63	0.9
TR1	Severe Trauma	9	<0.5
TR2	Minor Trauma	301	4.5
UNCON	Person Unconsc/Unresp.	321	4.8
UNKMED	Unknown Medical	72	1.1
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	3	0.6
ARC	Arcing Wires	2	<0.5
BEES	Bee Investigation	4	0.8
BIO	Biohazard Investigation	15	2.9
CHEMO	Chemical Outside	34	6.6
CROWD	Overcrowding Investigation	5	1.0
DAMAGE	Damage Investigation	1	<0.5
ELEV	Elevator Rescue	38	7.4
ENG	Misc. Response for 1 Engine	5	1.0
FLOOD	Major Flooded Condition	16	3.1
FUEL	Fuel Spill	47	9.1
FULL	Misc. Response - Full Assignment	2	<0.5
GASI	Odor of Natural Gas - Inside	31	6.0
GASO	Odor of Natural Gas - Outside	27	5.2
GMAIN	Broken Gas Main	12	2.3
HAZARD	Investigate Hazardous Cond.	56	10.8
HAZMAT	Hazardous Materials Response	2	<0.5
HYD	Flowing/Gushing/Sheared Hydrant	9	1.7
LAW	PD Assist/Stand-By	7	1.4
LOCK	Person Locked In/Locked Out	23	4.4
MALF	Malfunction	15	2.9
ODOR	Misc. Odor Investigation	37	7.2
PUBLIC	Public Assist	13	2.5
REFRIG	Abandoned Refrigerator	28	5.4
ROOF1	One Story Roof Check	5	1.0
ROOF2	Roof Check 2 Stories & Above	4	0.8
THREAT	Bio-Chemical Threat	1	<0.5
TRK	Misc. Response for a Truck	3	0.6
WATER	Minor Flooding	37	7.2
WIRES	Wires Down	20	3.9
WMAIN	Broken Water Main	15	2.9

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1

Photo by Ross A. Benson

BURBANK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	129	114	114	98	108	95	118	105	90	132	119	104	**1,326**	**15.4%**
MEDICAL	567	530	555	511	553	517	554	517	577	583	559	692	**6,715**	**77.8%**
SERVICE	54	48	46	45	40	37	49	44	43	37	35	38	**516**	**6.0%**
OTHER	0	0	3	2	1	0	0	0	0	1	1	0	**8**	**0.1%**
O.V.S.	3	3	4	4	4	4	6	6	5	14	7	2	**62**	**0.7%**
TOTAL	753	695	722	660	706	653	727	672	715	767	721	836	8,627	

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

BURBANK INCIDENTS: 20-YEAR HISTORY

CATEGORY	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993
FIRE	1,848	1,800	1,691	2,028	2,175	2,010	1,627	1,562	1,460	1,613
MEDICAL	4,163	4,489	4,684	4,949	4,997	5,220	4,942	5,118	5,145	5,207
SERVICE	*	*	*	*	*	316	679	676	638	629
OTHER	*	*	*	*	*	5	143	1	27	30
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	**6,011**	**6,289**	**6,375**	**6,977**	**7,172**	**7,551**	**7,391**	**7,357**	**7,270**	**7,479**

CATEGORY	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
FIRE	1,914	1,763	1,872	1,620	1,710	1,543	1,524	1,399	1,371	1,326
MEDICAL	5,386	5,410	5,372	5,611	5,873	5,842	6,183	6,366	6,513	6,715
SERVICE	803	648	613	622	678	673	612	630	521	516
OTHER	58	39	15	3	5	12	11	18	14	8
O.V.S.	*	*	15	24	26	19	34	31	50	62
TOTAL	**8,161**	**7,860**	**7,887**	**7,880**	**8,292**	**8,089**	**8,364**	**8,444**	**8,469**	**8,627**

BURBANK FIRE AND MEDICAL INCIDENTS: 20 YEARS
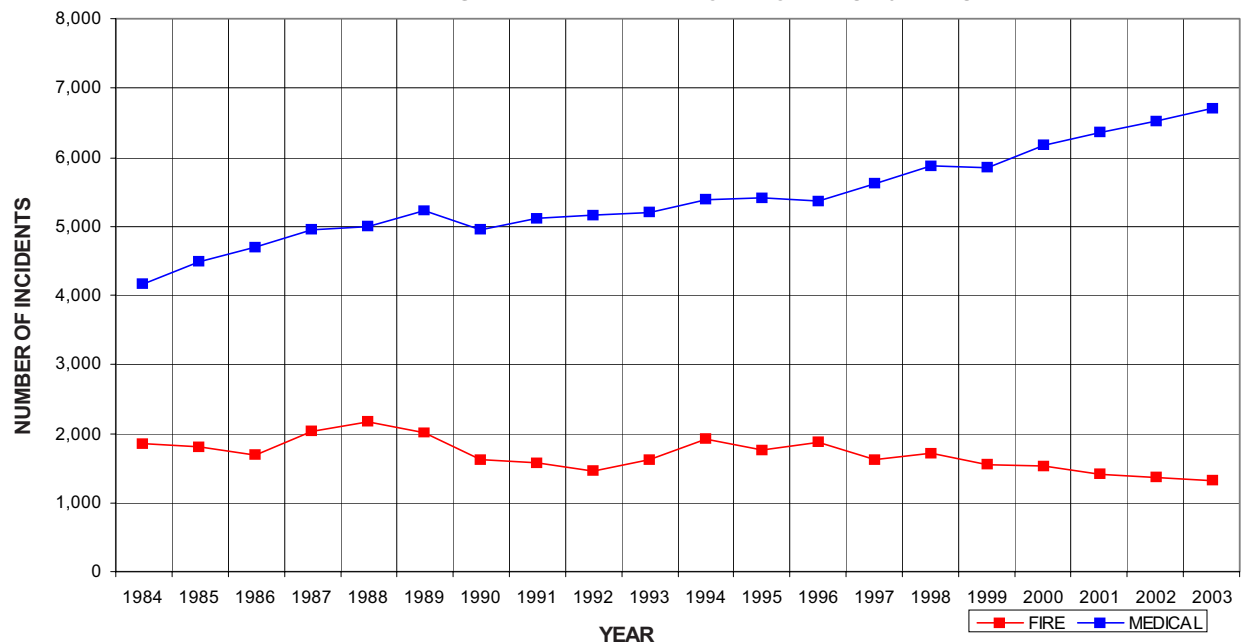
Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 393 times in 2003:

Alhambra	1
Arcadia	1
Glendale	313
LA City	29
LA County	32
Monrovia	1
Pasadena	15
San Marino	1
TOTAL	**393**

Other agencies responded to incidents in Burbank 359 times during the year:

Alhambra	1
Arcadia	1
Glendale	256
LA City	5
LA County	1
Monrovia	1
Pasadena	24
San Gabriel	2
South Pasadena	3
Other*	65
TOTAL	**359**

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

Gene Blevins/LA Daily News

Responses Per Unit

The Burbank Fire Department responded to 8,627 incidents within its city borders and an additional 393 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 18,461 responses by the Burbank units listed below during 2003.

Unit ID	Total Responses
Engine 11	2,428
Engine 12	1,496
Engine 13	1,694
Engine 14	1,337
Engine 15	1,922
Engine 16	807
Engine 18	56
Hazmat 12	47
Ambulance 11	2,524
Ambulance 13	2,292
Ambulance 15	2,626
Truck 11	711
Truck 12	521
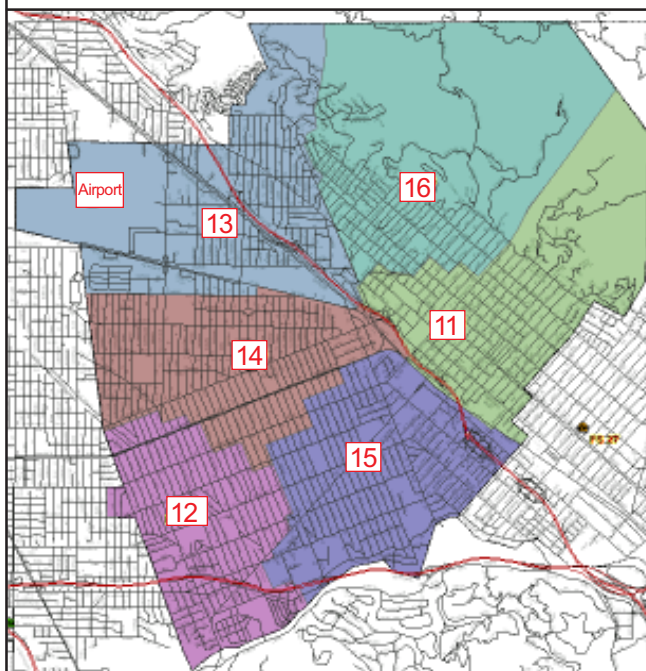
The Burbank Fire Department has 6 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 2 ladder trucks and 3 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

GLENDALE FIRE DEPARTMENT

There were 14,473 incidents reported for Glendale in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 117 type codes listed below, the three most frequent incident types were Fire Alarm (51% of Fire incidents), Shortness of Breath (12.6% of Medical incidents), and Miscellaneous Medical (12% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	885	51.0
ALARMF	Fire Alarm - Full Assignment	17	1.0
APPL	Appliance Fire	26	1.5
APT	Apartment House Fire	42	2.4
ARSON	Arson Investigation	2	<0.5
BOMB	Explosives/Bomb Threat/Scare	4	<0.5
BRUSH	Brush Fire	14	<0.5
CARBON	Carbon Monoxide Alarm	6	<0.5
ELECF	Electrical Fire	44	2.5
FLOW	Sprinkler System Activated	4	<0.5
FNO	Fire Now Out	42	2.4
GARAGE	Garage Fire	9	0.5
HOUSE	House Fire	31	1.8
ILLEG	Illegal Burning	35	2.0
OUT	Miscellaneous Outside Fire	31	1.8
POLE	Transformer/Street Light Fire	28	1.6
REFUSE	Refuse Fire	53	3.1
RESET	Fire Alarm Reset	33	1.9
SMOKEI	Smoke in a Structure	67	3.9
SMOKEO	Smoke in the Area	69	4.0
STR	Structure Fire	43	2.5
UNKF	Unknown Type of Fire	22	1.3
VEG	Vegetation Fire	44	2.5
VEH	Vehicle Fire	123	7.1
VEHFWY	Vehicle Fire on the Freeway	56	3.2
VEHSTR	Vehicle Fire in a Structure	6	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	373	3.2
ALERGY	Allergic Reaction	44	<0.5
ALOC	Altered Level of Consciousness	331	2.8
ASLT	Assault	207	1.8
BACK	Back Pain	148	1.3
BITE	Animal/Human/Stings	23	<0.5
BREATH	Shortness of Breath	1473	12.6
BURN	Burn Injury	10	<0.5
CHEST	Chest Pains - Heart Attack	954	8.2
CHOKE	Person Choking	30	<0.5
DIAB	Diabetic Problem	190	1.6
DOWN	Person Down	389	3.3
DROWN	Drowning/Diving Incident	1	<0.5
EMS	EMS Call - No Details	50	<0.5
EMSFWY	EMS - Freeway	18	<0.5
ENGRA	Misc. Response for Engine+RA	2	<0.5
FALL1	Fall - Major	14	<0.5
FALL2	Fall - Minor	1115	9.6
FULLRA	Misc. Full Assignment + RA	1	<0.5
GIB	G.I. Bleed	93	0.8
GSW	Gunshot Wound	26	<0.5
HANG	Person Hanging	4	<0.5
HEART	Heart Problem	319	2.7
INVL	Assist the Invalid	158	1.4
MED	Misc. Medical	1400	12.0
MEDALR	Medical Alarm	78	0.7
NOTBR	Person Not Breathing	215	1.8
OBGYN	Obstetrics/Gynecological	63	0.5
OD	Overdose	130	1.1
PSYCH	Psychiatric	158	1.4
RESCUE	Rescue	13	<0.5
RESFWY	Traffic Collision Rescue/Fwy	46	<0.5
SEIZ	Person in Seizure	411	3.5
SHOCK	Electrical Shock Injury	3	<0.5
SICK	Person Sick	297	2.5
STAB	Person Stabbed	14	<0.5
STROKE	CVA - Neurological	203	1.7
TC	Traffic Collision	1105	9.5
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	188	1.6
TCPED	Traffic Collision - Pedestrian	3	<0.5
TCRES	Traffic Collision Rescue	55	0.5
TCSTR	Vehicle into Structure	21	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	74	0.6
TR1	Severe Trauma	16	<0.5
TR2	Minor Trauma	446	3.8
UNCON	Person Unconsc./Unresponsive	622	5.3
UNKMED	Unknown Medical	138	1.2
USAR	Collapse/Extrication/Rescue	2	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	16	1.8
ARC	Arcing Wires	1	<0.5
BEES	Bee Investigation	16	1.8
BIO	Biohazard Investigation	25	2.9
CHEMO	Chemical Outside	81	9.3
CROWD	Overcrowding Investigation	1	<0.5
DAMAGE	Damage Investigation	9	1.0
ELEV	Elevator Rescue	78	9.0
ENG	Misc. Response for 1 Engine	15	1.7
ENGTRK	Misc. Response-Engine & Truck	5	0.6
FLOOD	Major Flooded Condition	45	5.2
FUEL	Fuel Spill	55	6.3
FULL	Misc. Response-Full Assignment	1	<0.5
GASI	Odor of Natural Gas - Inside	26	3.0
GASO	Odor of Natural Gas - Outside	32	3.7
GMAIN	Broken Gas Main	11	1.3
HAZARD	Investigate Hazardous Condition	77	8.9
HAZMAT	Hazardous Materials Response	3	<0.5
HYD	Flowing/Gushing/Sheared Hydrant	14	1.6
LAW	PD Assist/Stand-By	6	0.7
LOCK	Person Locked In/Locked Out	58	6.7
MALF	Malfunction	20	2.3
ODOR	Misc. Odor Investigation	38	4.4
PUBLIC	Public Assist	24	2.8
REFRIG	Abandoned Refrigerator	39	4.5
ROOF1	One Story Roof Check	11	1.3
ROOF2	Roof Check 2 Stories & Above	9	1.0
THREAT	Bio-Chemical Threat	6	0.7
TRK	Misc. Response for a Truck	2	<0.5
WATER	Minor Flooding	60	6.9
WIRES	Wires Down	67	7.7
WMAIN	Broken Water Main	18	2.1

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	1
FWORKS	Fireworks Violation	8
PD	Transfer to Police Dept.	2

GLENDALE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	139	136	133	127	124	112	180	152	153	148	185	148	1,737	12.0%
MEDICAL	1,015	932	999	900	932	850	1,038	1,033	941	978	952	1,092	11,662	80.6%
SERVICE	130	62	71	66	71	58	62	84	78	63	69	48	862	6.0%
OTHER	3	1	2	2	1	5	10	2	2	0	2	1	30	0.2%
O.V.S.	17	11	19	9	15	16	12	13	15	25	9	21	182	1.3%
TOTAL	1,304	1,142	1,224	1,104	1,143	1,041	1,302	1,284	1,189	1,214	1,217	1,309	14,473	

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

GLENDALE INCIDENTS: 20-YEAR HISTORY

CATEGORY	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993
FIRE	2,186	2,306	2,336	2,518	2,747	2,435	2,153	2,188	2,363	2,307
MEDICAL	6,428	6,801	7,302	7,317	8,164	8,758	8,817	9,351	9,769	9,445
SERVICE	*	*	*	*	*	389	880	997	949	974
OTHER	*	*	*	*	*	15	222	8	5	13
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	8,614	9,107	9,638	9,835	10,911	11,597	12,072	12,544	13,086	12,739

CATEGORY	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
FIRE	2,313	2,131	2,381	2,274	2,028	2,036	2,147	1,827	1,791	1,737
MEDICAL	9,760	10,121	10,375	10,309	10,588	10,871	10,952	11,398	11,224	11,662
SERVICE	1,169	980	887	985	978	838	949	1,003	908	862
OTHER	184	53	16	10	24	38	26	44	59	30
O.V.S.	*	*	211	195	164	159	174	147	176	182
TOTAL	13,426	13,285	13,870	13,773	13,782	13,942	14,248	14,419	14,158	14,473

GLENDALE FIRE AND MEDICAL INCIDENTS: 20 YEARS
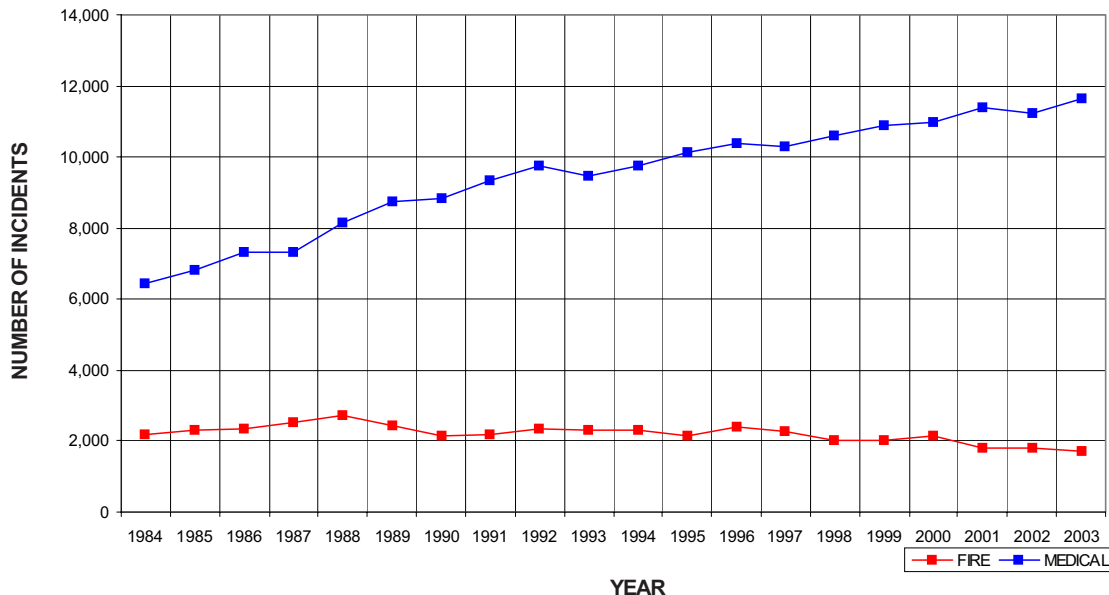
Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 544 times in 2003:

Arcadia	1
Burbank	256
LA City	89
LA County	91
Monrovia	1
Pasadena	102
South Pasadena	2
Other Cities	2
TOTAL	**544**

Other agencies responded to incidents in Glendale 470 times during the year:

Arcadia	3
Burbank	313
LA City	9
LA County	53
Monrovia	6
Pasadena	63
San Gabriel	3
Sierra Madre	1
South Pasadena	2
Other*	17
TOTAL	**470**

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

Responses Per Unit

The Glendale Fire Department responded to 14,473 incidents within its city borders and an additional 544 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 30,953 responses by the Glendale units listed below during 2003.

Unit ID	Responses	Unit ID	Responses
Air Utility 21	27	Engine 29	983
Engine 21	2,881	HazMat 27	36
Engine 22	2,292	Ambulance 21	4,118
Engine 23	252	Ambulance 25	3,690
Engine 24	966	Ambulance 26	3,474
Engine 25	2,868	Ambulance 29	1,754
Engine 26	2,431	Truck 21	1,066
Engine 27	2,071	Truck 26	1,007
Engine 28	733	Truck 29	304
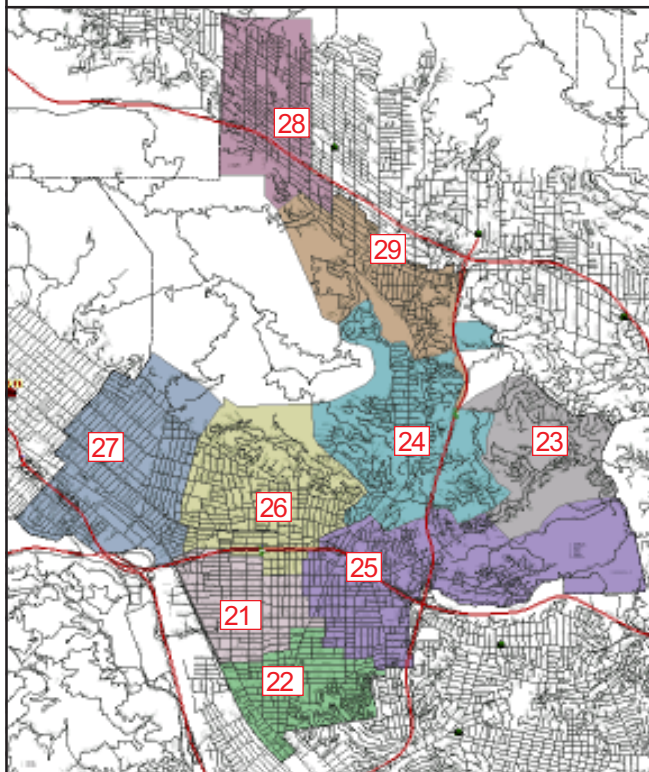
The Glendale Fire Department has 9 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 3 ladder trucks and 4 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

PASADENA FIRE DEPARTMENT

There were 15,024 incidents reported for Pasadena in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 111 type codes listed below, the three most frequent incident types were Fire Alarm (71.2% of Fire incidents), Shortness of Breath (11.6% of Medical incidents), and Misc. Medical (10.0% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	2131	71.2
ALARMF	Fire Alarm - Full Assignment	21	0.7
APPL	Appliance Fire	22	0.7
APT	Apartment House Fire	24	0.8
ARSON	Arson Investigation	1	<0.5
BOMB	Explosives/Bomb Threat/Scare	3	<0.5
BRUSH	Brush Fire	7	<0.5
CARBON	Carbon Monoxide Alarm	9	<0.5
ELECF	Electrical Fire	41	1.4
FLOW	Sprinkler System Activated	2	<0.5
FNO	Fire Now Out	33	1.1
GARAGE	Garage Fire	6	<0.5
HOUSE	House Fire	53	1.8
ILLEG	Illegal Burning	28	0.9
OUT	Miscellaneous Outside Fire	38	1.3
PLANE	Plane Accident, Down or Fire	1	<0.5
POLE	Transformer/Street Light Fire	11	<0.5
REFUSE	Refuse Fire	84	2.8
RESET	Fire Alarm Reset	43	1.4
SMOKEI	Smoke in a Structure	85	2.8
SMOKEO	Smoke in the Area	64	2.1
STR	Structure Fire	45	1.5
UNKF	Unknown Type of Fire	12	<0.5
VAULT	Electrical Vault Fire	2	<0.5
VEG	Vegetation Fire	50	1.7
VEH	Vehicle Fire	132	4.4
VEHFWY	Vehicle Fire on the Freeway	43	1.4
VEHSTR	Vehicle Fire in a Structure	6	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	333	3.0
ALERGY	Allergic Reaction	58	0.5
ALOC	Altered Level of Consciousness	309	2.8
ASLT	Assault	323	2.9
BACK	Back Pain	140	1.3
BITE	Animal/Human/Stings	29	<0.5
BREATH	Shortness of Breath	1299	11.6
BURN	Burn Injury	12	<0.5
CHEST	Chest Pains - Heart Attack	784	7.0
CHOKE	Person Choking	39	<0.5
DIAB	Diabetic Problem	173	1.5
DOWN	Person Down	357	3.2
DROWN	Drowning/Diving Incident	3	<0.5
EMS	EMS Call - No Details	46	<0.5
EMSFWY	EMS - Freeway	19	<0.5
ENGRA	Misc. Response for Engine+RA	5	<0.5
FALL1	Fall - Major	17	<0.5
FALL2	Fall - Minor	1066	9.5
GIB	G.I. Bleed	110	1.0
GSW	Gunshot Wound	31	<0.5
HANG	Person Hanging	3	<0.5
HEART	Heart Problem	195	1.7
INVL	Assist the Invalid	150	1.3
MED	Misc. Medical	1119	10.0
MEDALR	Medical Alarm	70	0.6
NOTBR	Person Not Breathing	211	1.9
OBGYN	Obstetrics/Gynecological	103	0.9
OD	Overdose	155	1.4
PSYCH	Psychiatric	162	1.4
RESCUE	Rescue	15	<0.5
RESFWY	Traffic Collision Rescue/Fwy	50	<0.5
SEIZ	Person in Seizure	593	5.3
SHOCK	Electrical Shock Injury	4	<0.5
SICK	Person Sick	179	1.6
STAB	Person Stabbed	34	<0.5
STROKE	CVA - Neurological	209	1.9
TC	Traffic Collision	1114	10.0
TCFUEL	Injury TC with Fuel Spill	5	<0.5
TCFWY	Traffic Collision - Freeway	173	1.5
TCPED	Traffic Collision - Pedestrian	3	<0.5
TCRES	Traffic Collision Rescue	85	0.8
TCSTR	Vehicle into Structure	9	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	107	1.0
TR1	Severe Trauma	13	<0.5
TR2	Minor Trauma	528	4.7
UNCON	Person Unconsc./Unresponsive	579	5.2
UNKMED	Unknown Medical	151	1.4
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	12	1.7
ARC	Arcing Wires	1	<0.5
BEES	Bee Investigation	16	2.3
BIO	Biohazard Investigation	13	1.9
CHEMO	Chemical Outside	31	4.4
CROWD	Overcrowding Investigation	3	<0.5
DAMAGE	Damage Investigation	5	0.7
ELEV	Elevator Rescue	100	14.3
ENG	Misc. Response for 1 Engine	15	2.2
ENGTRK	Misc. Response-Engine & Truck	2	<0.5
FLOOD	Major Flooded Condition	34	4.9
FUEL	Fuel Spill	38	5.5
FULL	Misc. Response-Full Assignment	3	<0.5
GASI	Odor of Natural Gas - Inside	25	3.6
GASO	Odor of Natural Gas - Outside	31	4.4
GMAIN	Broken Gas Main	8	1.1
HAZARD	Investigate Hazardous Condition	63	9.0
HAZMAT	Hazardous Materials Response	4	0.6
HYD	Flowing/Gushing/Sheared Hydrant	18	2.6
LAW	PD Assist/Stand-By	12	1.7
LOCK	Person Locked In/Locked Out	60	8.6
MALF	Malfunction	28	4.0
ODOR	Misc. Odor Investigation	42	6.0
PUBLIC	Public Assist	25	3.6
REFRIG	Abandoned Refrigerator	22	3.2
ROOF1	One Story Roof Check	15	2.2
ROOF2	Roof Check 2 Stories & Above	8	1.1
TRK	Misc. Response for a Truck	3	<0.5
WATER	Minor Flooding	37	5.3
WIRES	Wires Down	13	1.9
WMAIN	Broken Water Main	10	1.4

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	14
FWORKS	Fireworks Violation	46
PD	Transfer to Police Dept.	3
PERMIT	Permit Investigation	4

PASADENA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	278	239	218	219	247	255	256	261	242	260	247	273	**2,995**	**19.9%**
MEDICAL	967	874	940	852	956	896	943	927	902	977	849	1,073	**11,156**	**74.3%**
SERVICE	74	60	60	51	65	47	58	61	51	51	50	65	**695**	**4.6%**
OTHER	4	1	1	2	4	6	52	2	3	5	4	3	**87**	**0.6%**
O.V.S.	7	11	8	5	8	5	13	3	4	12	6	9	**91**	**0.6%**
TOTAL	1,330	1,185	1,229	1,129	1,280	1,209	1,322	1,254	1,202	1,305	1,156	1,423	15,024	

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

PASADENA INCIDENTS: 20-YEAR HISTORY

CATEGORY	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993
FIRE	2,729	2,863	2,906	3,315	3,346	3,156	2,891	3,189	3,248	3,311
MEDICAL	9,022	9,336	9,295	9,052	9,245	9,462	9,212	9,192	9,550	9,334
SERVICE	*	*	*	*	*	344	813	801	780	797
OTHER	*	*	*	*	*	15	208	1	3	6
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	11,751	12,199	12,201	12,367	12,591	12,977	13,124	13,183	13,581	13,448

CATEGORY	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
FIRE	3,133	2,994	3,146	3,173	2,996	2,955	2,945	3,131	3,074	2,995
MEDICAL	9,269	9,131	9,409	9,487	9,378	9,650	9,852	10,216	10,493	11,156
SERVICE	799	865	765	817	760	782	789	825	733	695
OTHER	97	116	80	49	75	87	62	142	141	87
O.V.S.	*	*	97	72	51	81	48	47	91	91
TOTAL	13,298	13,106	13,497	13,598	13,260	13,555	13,696	14,361	14,532	15,024

PASADENA FIRE AND MEDICAL INCIDENTS: 20 YEARS
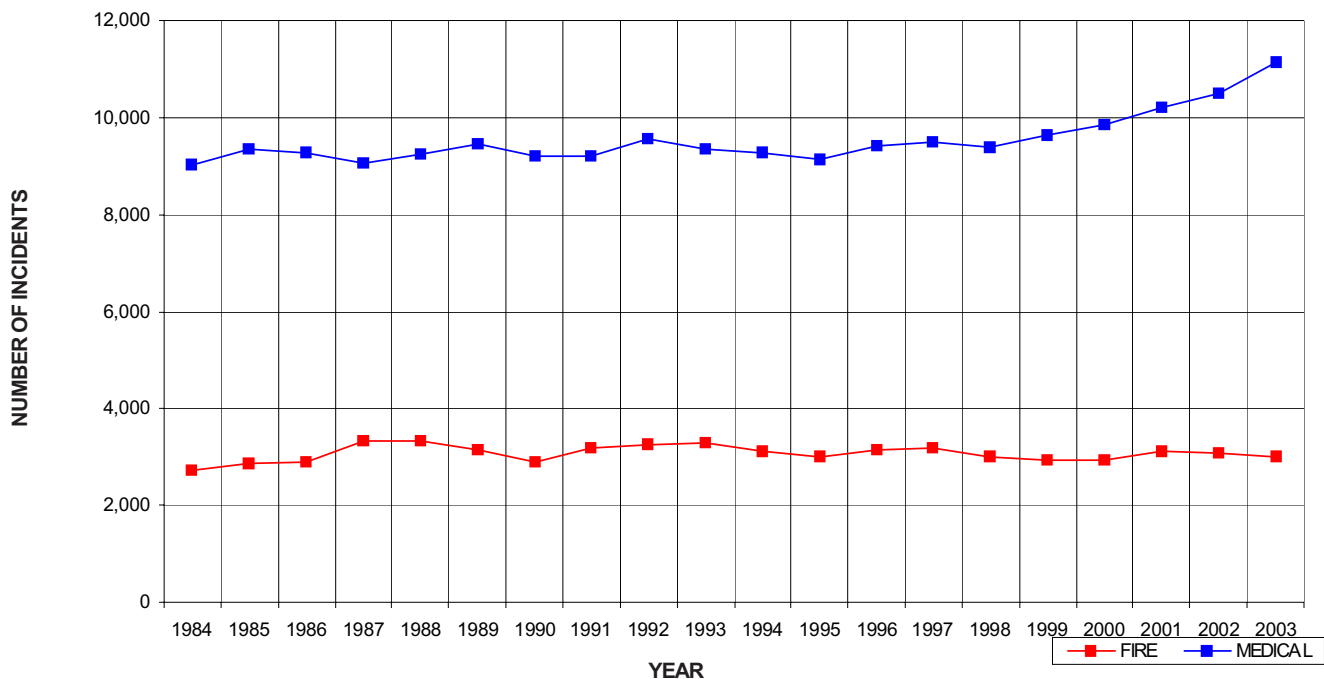
Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 376 times in 2003:

Arcadia	42
Burbank	24
Glendale	63
LA City	9
LA County	82
Monrovia	2
San Gabriel	1
San Marino	33
Sierra Madre	1
South Pasadena	119
TOTAL	**376**

Other agencies responded to incidents in Pasadena 810 times during the year:

Arcadia	50
Burbank	15
Glendale	102
LA City	3
LA County	23
Monrovia	3
Monterey Park	7
San Gabriel	6
San Marino	197
Sierra Madre	1
South Pasadena	372
Other*	31
TOTAL	**810**

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

Responses Per Unit

The Pasadena Fire Department responded to 15,024 incidents within its city borders and an additional 376 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 30,226 responses by the Pasadena units listed below during 2003.

Unit ID	Responses	Unit ID	Responses
Engine 31	3,385	Ambulance 31	2,941
Engine 32	1,764	Ambulance 32	2,472
Engine 33	3,252	Ambulance 33	3,713
Engine 34	2,285	Ambulance 36	3,102
Engine 36	3,112	Truck 31	1,036
Engine 37	1,354	Truck 32	620
Engine 38	643		
Engine 39	547		
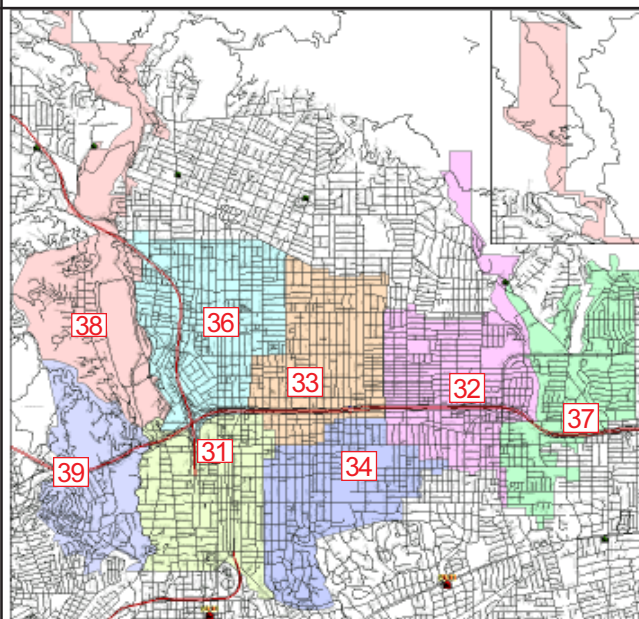
The Pasadena Fire Department has 8 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 2 ladder trucks and 4 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

ARCADIA FIRE DEPARTMENT

There were 4,090 incidents reported for Arcadia in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 96 type codes listed below, the three most frequent incident types were Fire Alarm (68% of Fire incidents), Fall - Minor (13.5% of Medical incidents), Traffic Collision (12.2% of Medical incidents)

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	519	68.0
ALARMF	Fire Alarm - Full Assignment	4	0.5
APPL	Appliance Fire	13	1.7
APT	Apartment House Fire	8	1.0
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
CARBON	Carbon Monoxide Alarm	2	<0.5
ELECF	Electrical Fire	7	0.9
FLOW	Sprinkler System Activated	2	<0.5
FNO	Fire Now Out	12	1.6
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	17	2.2
ILLEG	Illegal Burning	8	1.0
OUT	Miscellaneous Outside Fire	7	0.9
POLE	Transformer/Street Light Fire	15	2.0
REFUSE	Refuse Fire	18	2.4
RESET	Fire Alarm Reset	11	1.4
SMOKEI	Smoke in a Structure	32	4.2
SMOKEO	Smoke in the Area	7	0.9
STR	Structure Fire	9	1.2
UNKF	Unknown Type of Fire	5	0.7
VEG	Vegetation Fire	19	2.5
VEH	Vehicle Fire	32	4.2
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	63	2.1
ALERGY	Allergic Reaction	14	0.5
ALOC	Altered Level of Consciousness	93	3.1
ASLT	Assault	60	2.0
BACK	Back Pain	43	1.4
BITE	Animal/Human/Stings	6	<0.5
BREATH	Shortness of Breath	305	10.2
BURN	Burn Injury	3	<0.5
CHEST	Chest Pains - Heart Attack	190	6.3
CHOKE	Person Choking	20	0.7
DIAB	Diabetic Problem	34	1.1
DOWN	Person Down	88	2.9
DROWN	Drowning/Diving Incident	3	<0.5
EMS	EMS Call - No Details	20	0.7
EMSFWY	EMS - Freeway	2	<0.5
ENGRA	Misc. Responce for Engine+RA	4	<0.5
FALL1	Fall - Major	8	<0.5
FALL2	Fall - Minor	406	13.5
GIB	G.I. Bleed	15	0.5
HANG	Person Hanging	1	<0.5
HEART	Heart Problem	55	1.8
INVL	Assist the Invalid	125	4.2
MED	Misc. Medical	279	9.3
MEDALR	Medical Alarm	27	0.9
NOTBR	Person Not Breathing	48	1.6
OBGYN	Obstetrics/Gynecological	15	0.5
OD	Overdose	26	0.9
PSYCH	Psychiatric	41	1.4
RESCUE	Rescue	6	<0.5
RESFWY	Traffic Collision Rescue/Fwy	15	0.5
SEIZ	Person in Seizure	90	3.0
SHOCK	Electrical Shock Injury	2	<0.5
SICK	Person Sick	46	1.5
STAB	Person Stabbed	3	<0.5
STROKE	CVA - Neurological	85	2.8
TC	Traffic Collision	367	12.2
TCFWY	Traffic Collision - Freeway	47	1.6
TCRES	Traffic Collision Rescue	24	0.8
TCSTR	Vehicle into Structure	6	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	14	0.5
TR1	Severe Trauma	4	<0.5
TR2	Minor Trauma	105	3.5
UNCON	Person Unconsc./Unresponsive	165	5.5
UNKMED	Unknown Medical	28	0.9

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	2	0.7
ARC	Arcing Wires	6	2.1
BEES	Bee Investigation	2	0.7
BIO	Biohazard Investigation	4	1.4
CHEMO	Chemical Outside	21	7.4
CROWD	Overcrowding Investigation	2	0.7
DAMAGE	Damage Investigation	2	0.7
ELEV	Elevator Rescue	15	5.3
ENG	Misc. Response for 1 Engine	2	0.7
FLOOD	Major Flooded Condition	7	2.5
FUEL	Fuel Spill	9	3.2
GASI	Odor of Natural Gas - Inside	9	3.2
GASO	Odor of Natural Gas - Outside	11	3.9
GMAIN	Broken Gas Main	1	<0.5
HAZARD	Investigate Hazardous Condition	17	6.0
HAZMAT	Hazardous Materials Response	4	1.4
HYD	Flowing/Gushing/Sheared Hydrant	11	3.9
LAW	PD Assist/Stand-By	4	1.4
LOCK	Person Locked In/Locked Out	25	8.8
MALF	Malfunction	9	3.2
ODOR	Misc. Odor Investigation	12	4.2
PUBLIC	Public Assist	22	7.7
ROOF1	One Story Roof Check	3	1.1
ROOF2	Roof Check 2 Stories & Above	3	1.1
THREAT	Bio-Chemical Threat	1	0.4
WATER	Minor Flooding	34	11.9
WIRES	Wires Down	45	15.8
WMAIN	Broken Water Main	2	0.7

ARCADIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	76	64	59	55	51	61	62	65	58	64	62	84	761	18.6%
MEDICAL	231	275	268	248	248	243	261	240	242	249	235	257	2,997	73.3%
SERVICE	31	27	22	20	30	24	30	24	21	20	14	24	287	7.0%
OTHER	0	0	1	0	0	0	0	0	1	2	0	0	4	0.1%
O.V.S.	4	3	6	3	2	3	6	1	3	3	2	5	41	1.0%
TOTAL	342	369	356	326	331	331	359	330	325	338	313	370	4,090	

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

ARCADIA INCIDENTS: 4-YEAR HISTORY

CATEGORY	2000	2001	2002	2003
FIRE	845	758	750	761
MEDICAL	2,695	2,638	2,709	2,997
SERVICE	365	258	244	287
OTHER	5	3	4	4
O.V.S.	16	35	44	41
TOTAL	3,926	3,692	3,751	4,090

ARCADIA FIRE AND MEDICAL INCIDENTS: 4 YEARS
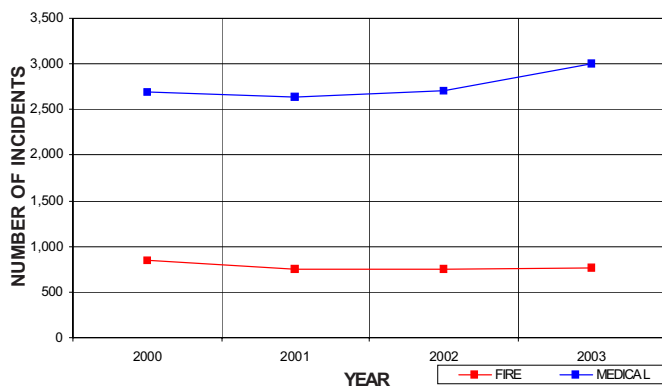
Out of Jurisdiction Responses

The Arcadia Fire Department responded to incidents outside their jurisdiction 284 times in 2003:

Burbank	1
Glendale	3
Monrovia	180
Pasadena	50
LA County	40
Monterey Park	1
San Gabriel	1
San Marino	5
Sierra Madre	3
TOTAL	**284**

Other agencies responded to incidents in Arcadia 505 times during the year:

Alhambra	5
Burbank	1
Glendale	1
LA County	50
Monrovia	300
Pasadena	42
San Gabriel	1
San Marino	8
Sierra Madre	3
South Pasadena	1
Other*	93
TOTAL	**505**

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.
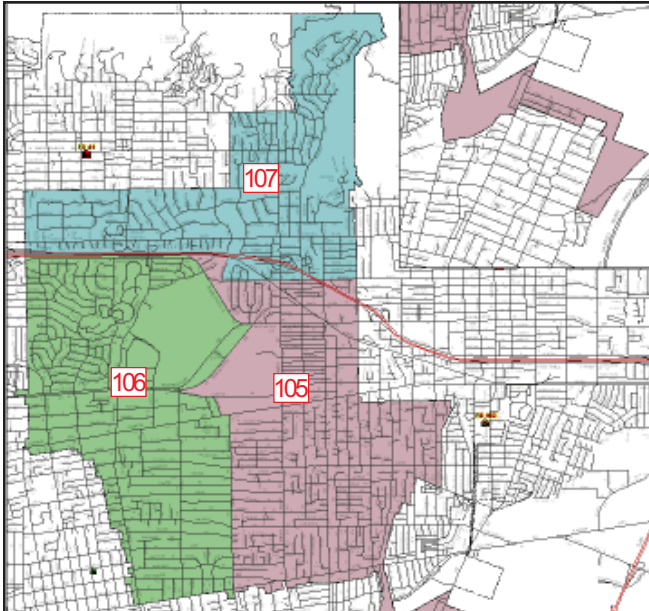
The Arcadia Fire Department has 3 fire stations and each station lies within a fire district. There is a fire engine at each station, and the ladder truck and 2 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

Responses Per Unit

The Arcadia Fire Department responded to 4,090 incidents within its city borders and an additional 284 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 8,307 responses by the Arcadia units listed below during 2003.

Unit ID	Responses
Engine 105	1,657
Engine 106	2,048
Engine 107	844
Ambulance 105	1,566
Ambulance 106	1,747
Truck 105	445

MONROVIA FIRE DEPARTMENT

There were 3,088 incidents reported for Monrovia in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 98 type codes listed below, the three most frequent incident types were Fire Alarm (55.4% of Fire incidents), Fall - Minor (10.9% of Medical incidents), and Misc. Medical (10.5% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	255	55.4
ALARMF	Fire Alarm - Full Assignment	4	0.9
APPL	Appliance Fire	5	1.1
APT	Apartment House Fire	7	1.5
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
CARBON	Carbon Monoxide Alarm	3	0.7
ELECF	Electrical Fire	9	2.0
FLOW	Sprinkler System Activated	2	<0.5
FNO	Fire Now Out	5	1.1
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	11	2.4
ILLEG	Illegal Burning	10	2.2
OUT	Miscellaneous Outside Fire	7	1.5
POLE	Transformer/Street Light Fire	12	2.6
REFUSE	Refuse Fire	11	2.4
RESET	Fire Alarm Reset	2	<0.5
SMOKEI	Smoke in a Structure	15	3.3
SMOKEO	Smoke in the Area	27	5.9
STR	Structure Fire	8	1.7
UNKF	Unknown Type of Fire	4	0.9
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	16	3.5
VEH	Vehicle Fire	26	5.7
VEHFWY	Vehicle Fire on the Freeway	15	3.3
VEHSTR	Vehicle Fire in a Structure	3	0.7

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	55	2.4
ALERGY	Allergic Reaction	12	0.5
ALOC	Altered Level of Consciousness	70	3.0
ASLT	Assault	63	2.7
BACK	Back Pain	33	1.4
BITE	Animal/Human/Stings	13	0.6
BREATH	Shortness of Breath	227	9.8
BURN	Burn Injury	4	<0.5
CHEST	Chest Pains - Heart Attack	159	6.9
CHOKE	Person Choking	9	<0.5
DIAB	Diabetic Problem	45	1.9
DOWN	Person Down	67	2.9
EMS	EMS Call - No Details	22	1.1
EMSFWY	EMS - Freeway	2	<0.5
ENGRA	Misc. Response for Engine+RA	1	<0.5
FALL1	Fall - Major	9	<0.5
FALL2	Fall - Minor	253	10.9
GIB	G.I. Bleed	14	0.6
GSW	Gunshot Wound	7	<0.5
HEART	Heart Problem	43	1.9
INVL	Assist the Invalid	37	1.6
MED	Misc. Medical	242	10.5
MEDALR	Medical Alarm	18	0.8
NOTBR	Person Not Breathing	46	2.0
OBGYN	Obstetrics/Gynecological	13	0.6
OD	Overdose	26	1.1
PSYCH	Psychiatric	39	1.7
RA	Misc. Response for 1 RA	1	<0.5
RESCUE	Rescue	7	<0.5
RESFWY	Traffic Collision Rescue/Fwy	10	<0.5
SEIZ	Person in Seizure	92	4.0
SICK	Person Sick	56	2.4
SHOCK	Electrical Shock Injury	1	<0.5
STAB	Person Stabbed	4	<0.5
STROKE	CVA - Neurological	36	1.6
TC	Traffic Collision	230	9.9
TCFWY	Traffic Collision - Freeway	59	2.5
TCRES	Traffic Collision Rescue	15	0.6
TCSTR	Vehicle into Structure	2	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	22	1.0
TR1	Severe Trauma	4	<0.5
TR2	Minor Trauma	102	4.4
UNCON	Person Unconsc./Unrespons.	113	4.9
UNKMED	Unknown Medical	31	1.3

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	11	4.2
ARC	Arcing Wires	4	1.5
BEES	Bee Investigation	21	8.0
BIO	Biohazard Investigation	4	1.5
CHEMO	Chemical Outside	17	6.5
CROWD	Overcrowding Investigation	1	<0.5
DAMAGE	Damage Investigation	1	<0.5
ELEV	Elevator Rescue	2	0.8
ENG	Misc. Response for 1 Engine	4	1.5
FLOOD	Major Flooded Condition	11	4.2
FUEL	Fuel Spill	16	6.1
GASI	Odor of Natural Gas - Inside	10	3.8
GASO	Odor of Natural Gas - Outside	8	3.1
GMAIN	Broken Gas Main	5	1.9
HAZARD	Investigate Hazardous Condition	15	5.7
HYD	Flowing/Gushing/Sheared Hydrant	6	2.3
LAW	PD Assist/Stand-By	7	2.7
LOCK	Person Locked In/Locked Out	20	7.6
MALF	Malfunction	10	3.8
ODOR	Misc. Odor Investigation	6	2.3
PUBLIC	Public Assist	8	3.1
REFRIG	Abandonded Refrigerator	1	<0.5
ROOF1	One Story Roof Check	2	0.8
ROOF2	Roof Check 2 Stories & Above	3	1.1
TRK	Misc. Response for a Truck	2	0.8
WATER	Minor Flooding	25	9.5
WIRES	Wires Down	38	14.5
WMAIN	Broken Water Main	4	1.5

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	4

MONROVIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	45	39	38	30	36	42	41	44	34	46	30	33	458	14.8%
MEDICAL	202	157	192	190	214	190	205	195	192	193	181	200	2,311	74.8%
SERVICE	35	14	24	12	29	28	31	18	20	21	9	21	262	8.5%
OTHER	1	0	0	0	0	2	4	1	0	1	0	0	9	0.3%
O.V.S.	1	6	2	5	4	1	7	6	2	9	3	2	48	1.6%
TOTAL	284	216	256	237	283	263	288	264	248	270	223	256	3,088	

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

MONROVIA INCIDENTS: 4-YEAR HISTORY

CATEGORY	2000	2001	2002	2003
FIRE	588	609	549	458
MEDICAL	2,122	2,328	2,303	2,311
SERVICE	228	273	243	262
OTHER	1	2	47	9
O.V.S.	30	36	61	48
TOTAL	2,969	3,248	3,203	3,088

MONROVIA FIRE AND MEDICAL INCIDENTS: 4 YEARS
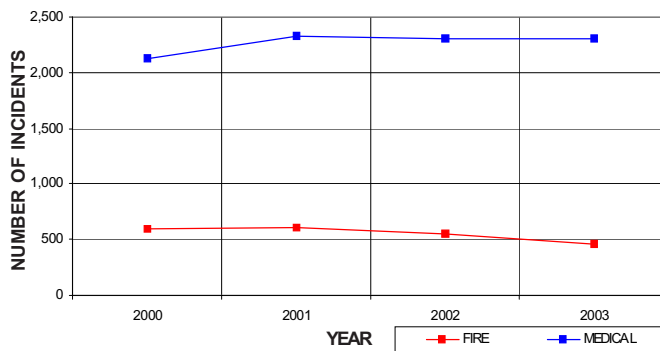
Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 358 times in 2003:

Arcadia	300
Burbank	1
Glendale	6
LA County	46
Pasadena	3
Other*	2
TOTAL	**358**

Other fire agencies responded to incidents in Monrovia 235 times during the year, in addition to 2,283 responses by private ambulances:

Arcadia	180
Burbank	1
Glendale	1
LA County	46
Pasadena	2
San Marino	5
Other*	2,283
TOTAL	**2,518**

*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.
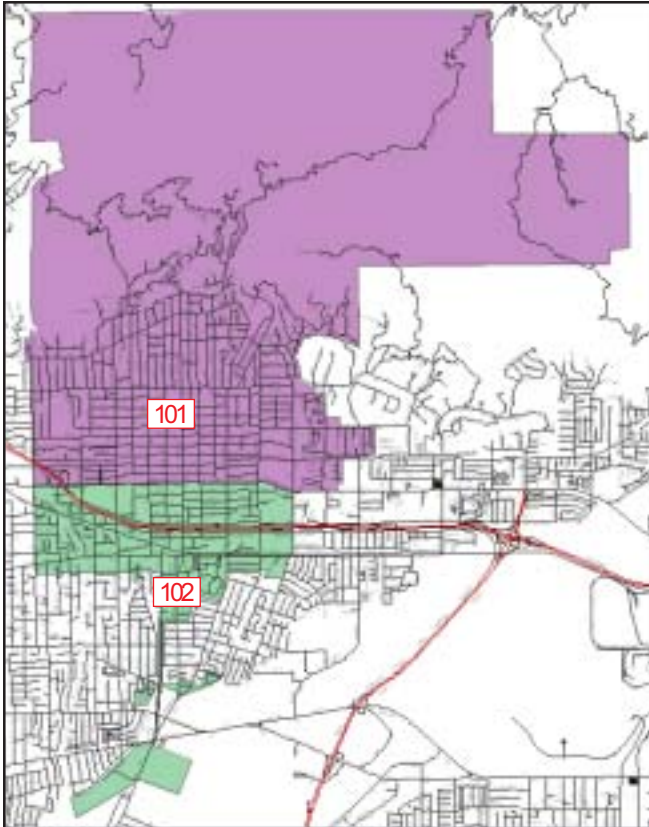
The Monrovia Fire Department has 2 fire stations and each station lies within a fire district. There is a fire engine at each station, and the light force and paramedic squad are dispatched as needed throughout the city (and occasionally beyond city borders).

Responses Per Unit

The Monrovia Fire Department responded to 3,088 incidents within its city borders and an additional 358 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 5,581 responses by the Monrovia units listed below during 2003.

Unit ID	Responses
Engine 101	1,930
Engine 102	1,482
Squad 101	1,672
Light Force 101	497

SAN GABRIEL FIRE DEPARTMENT

There were 2,127 incidents reported for San Gabriel in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 86 type codes listed below, the three most frequent incident types were Fire Alarm (56% of Fire incidents), Shortness of Breath (11.6% of Medical incidents), and Traffic Collision (10.8% of Medical incidents).

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	45	2.8
ALERGY	Allergic Reaction	5	0.3
ALOC	Altered Level of Consciousness	54	3.4
ASLT	Assault	41	2.5
BACK	Back Pain	13	0.8
BITE	Animal/Human/Stings	3	<0.5
BREATH	Shortness of Breath	186	11.6
BURN	Burn Injury	2	<0.5
CHEST	Chest Pains - Heart Attack	90	5.6
CHOKE	Person Choking	13	0.8
DIAB	Diabetic Problem	38	2.4
DOWN	Person Down	34	2.1
EMS	EMS Call - No Details	14	0.9
FALL1	Fall - Major	4	<0.5
FALL2	Fall - Minor	162	10.1
GIB	G.I. Bleed	19	1.2
GSW	Gunshot Wound	9	0.6
HEART	Heart Problem	33	2.1
INVL	Assist the Invalid	39	2.4
MED	Misc. Medical	148	9.2
MEDALR	Medical Alarm	9	0.6
NOTBR	Person Not Breathing	30	1.9
OBGYN	Obstetrics/Gynecological	9	0.6
OD	Overdose	15	0.9
PSYCH	Psychiatric	15	0.9
RESFWY	Traffic Collision Rescue/Freeway	4	<0.5
SEIZ	Person in Seizure	66	4.1
SICK	Person Sick	39	2.4
STAB	Person Stabbed	4	<0.5
STROKE	CVA - Neurological	39	2.4
TC	Traffic Collision	174	10.8
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	25	1.6
TCPED	Traffic Collision - Pedestrian	1	<0.5
TCRES	Traffic Collision Rescue	8	0.5
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	14	0.9
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	56	3.5
UNCON	Person Unconsc./Unresponsive	130	8.1
UNKMED	Unknown Medical	15	0.9

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	172	56.0
ALARMF	Fire Alarm - Full Assignment	3	1.0
APPL	Appliance Fire	6	2.0
APT	Apartment House Fire	10	3.3
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
ELECF	Electrical Fire	4	1.3
FLOW	Sprinkler System Activated	2	0.7
FNO	Fire Now Out	9	2.9
GARAGE	Garage Fire	2	0.7
HOUSE	House Fire	11	3.6
ILLEG	Illegal Burning	3	1.0
OUT	Miscellaneous Outside Fire	3	1.0
POLE	Transformer/Street Light Fire	6	2.0
REFUSE	Refuse Fire	10	3.3
SMOKEI	Smoke in a Structure	14	4.6
SMOKEO	Smoke in the Area	3	1.0
STR	Structure Fire	7	2.3
UNKF	Unknown Type of Fire	5	1.6
VEG	Vegetation Fire	11	3.6
VEH	Vehicle Fire	20	6.5
VEHFWY	Vehicle Fire on the Freeway	5	1.6

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	2	1.8
BEES	Bee Investigation	2	1.8
BIO	Biohazard Investigation	4	3.6
CHEMO	Chemical Outside	1	0.9
ELEV	Elevator Rescue	9	8.1
ENG	Misc. Response for 1 Engine	3	2.7
FLOOD	Major Flooded Condition	1	0.9
FUEL	Fuel Spill	3	2.7
GASI	Odor of Natural Gas - Inside	5	4.5
GASO	Odor of Natural Gas - Outside	3	2.7
GMAIN	Broken Gas Main	2	1.8
HAZARD	Investigate Hazardous Condition	5	4.5
HYD	Flowing/Gushing/Sheared Hydrant	3	2.7
LAW	PD Assist/Stand-By	6	5.4
LOCK	Person Locked In/Locked Out	5	4.5
MALF	Malfuntion	3	2.7
ODOR	Misc. Odor Investigation	2	1.8
PUBLIC	Public Assist	6	5.4
REFRIG	Abandoned Refrigerator	1	0.9
ROOF1	One Story Roof Check	4	3.6
ROOF2	Roof Check 2 Stories & Above	3	2.7
WATER	Minor Flooding	17	15.3
WIRES	Wires Down	17	15.3
WMAIN	Broken Water Main	3	2.7
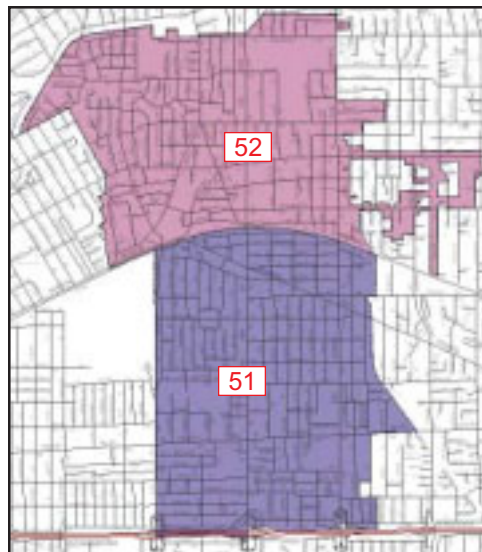
The San Gabriel Fire Department has 2 fire stations and each station lies within a fire district. There is a fire engine at each station, and the rescue ambulance is dispatched as needed throughout the city (and occasionally beyond city borders).

SAN GABRIEL INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	30	25	22	21	22	22	26	31	27	28	19	34	307	14.4%
MEDICAL	130	146	136	131	161	119	132	156	117	111	100	163	1,602	75.3%
SERVICE	5	8	10	10	5	12	8	16	10	10	7	9	110	5.2%
OTHER	1	0	1	0	0	0	0	1	0	1	1	2	7	0.3%
O.V.S.	11	8	7	5	9	9	10	8	11	7	6	10	101	4.7%
TOTAL	177	187	176	167	197	162	176	212	165	157	133	218	2,127	

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

SAN GABRIEL INCIDENTS: 4-YEAR HISTORY

CATEGORY	2000*	2001	2002	2003
FIRE	230	298	297	307
MEDICAL	1,182	1,607	1,539	1,602
SERVICE	96	131	107	110
OTHER	1	5	2	7
O.V.S.	87	116	129	101
TOTAL	1,596	2,157	2,074	2,127

San Gabriel joined the Verdugo System on April 7, 2000

SAN GABRIEL FIRE AND MEDICAL INCIDENTS: 4 YEARS
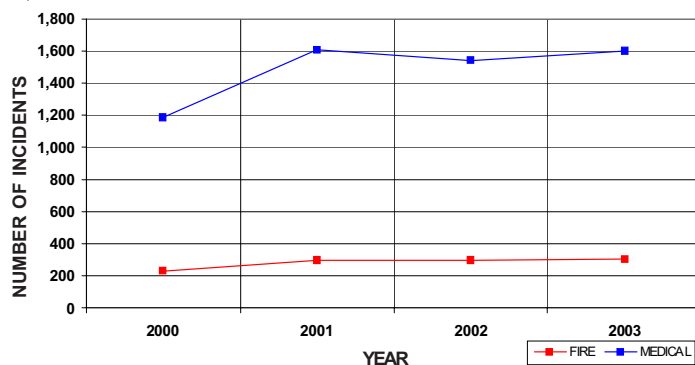
Responses Per Unit

The San Gabriel Fire Department responded to 2,127 incidents within its city borders and an additional 156 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 3,859 responses by the San Gabriel units listed below during 2003.

Unit ID	Responses
Engine 51	1,223
Engine 52	1,100
Ambulance 51	1,536

Out of Jurisdiction Responses

The San Gabriel Fire Department responded to incidents outside their jurisdiction 156 times in 2003:

Alhambra	62
Arcadia	1
Burbank	2
Glendale	3
LA County	38
Monterey Park	1
Pasadena	6
San Marino	35
South Pasadena	8
TOTAL	**156**

Other fire agencies responded to incidents in San Gabriel 404 times during the year:

Alhambra	109
Arcadia	1
LA City	1
LA County	37
Monterey Park	12
Pasadena	1
San Marino	226
Sierra Madre	1
South Pasadena	15
Other*	1
TOTAL	**404**

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

SAN MARINO FIRE DEPARTMENT

There were 1,020 incidents reported for San Marino in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 72 type codes listed below, the three most frequent incident types were Fire Alarm (68.5% of Fire incidents), Fall - Minor (16.1% of Medical incidents), Traffic Collision (15.6% of Medical incidents)

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	126	68.5
APPL	Appliance Fire	3	1.6
BOMB	Explosives/Bomb Threat/Scare	3	1.6
ELECF	Electrical Fire	5	2.7
FNO	Fire Now Out	2	1.1
HOUSE	House Fire	5	2.7
ILLEG	Illegal Burning	2	1.1
OUT	Miscellaneous Outside Fire	1	0.5
POLE	Transformer/Street Light Fire	5	2.7
RESET	Fire Alarm Reset	1	<0.5
SMOKEI	Smoke in a Structure	9	4.9
SMOKEO	Smoke in the Area	10	5.4
STR	Structure Fire	1	0.5
VEG	Vegetation Fire	3	1.6
VEH	Vehicle Fire	8	4.3

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	14	2.3
ALERGY	Allergic Reaction	3	0.5
ALOC	Altered Level of Consciousness	16	2.6
ASLT	Assault	8	1.3
BACK	Back Pain	4	0.7
BITE	Animal/Human/Stings	2	0.3
BREATH	Shortness of Breath	44	7.2
BURN	Burn Injury	1	<0.5
CHEST	Chest Pains - Heart Attack	26	4.3
CHOKE	Person Choking	2	0.3
DIAB	Diabetic Problem	8	1.3
DOWN	Person Down	15	2.5
EMS	EMS Call - No Details	6	1.0
FALL1	Fall - Major	2	<0.5
FALL2	Fall - Minor	98	16.1
GIB	G.I. Bleed	2	<0.5
HEART	Heart Problem	11	1.8
INVL	Assist the Invalid	28	4.6
MED	Misc. Medical	62	10.2
MEDALR	Medical Alarm	13	2.1
NOTBR	Person Not Breathing	13	2.1
OBGYN	Obstetrics/Gynecological	2	<0.5
OD	Overdose	7	1.1
PSYCH	Psychiatric	9	1.5
RESCUE	Rescue	1	<0.5
SEIZ	Person in Seizure	10	1.6
SHOCK	Electrical Shock Injury	1	<0.5
SICK	Person Sick	10	1.6
STROKE	CVA - Neurological	17	2.8
TC	Traffic Collision	95	15.6
TCPED	Traffic Collision - Pedestrian	2	<0.5
TCRES	Traffic Collision Rescue	3	0.5
TOXIC	Ingestion-Poisoning-Inhalation	4	0.7
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	24	3.9
UNCON	Person Unconsc./Unresponsive	39	6.4
UNKMED	Unknown Medical	7	1.1

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	1	1.1
ARC	Arcing Wires	2	2.2
BEES	Bee Investigation	2	2.2
BIO	Biohazard Investigation	1	1.1
CHEMO	Chemical Outside	2	2.2
ELEV	Eleveator Rescue	1	1.1
ENG	Misc. Response for 1 Engine	2	2.2
FLOOD	Major Flooded Condition	4	4.4
FUEL	Fuel Spill	1	1.1
GASI	Odor of Natural Gas - Inside	4	4.4
GASO	Odor of Natural Gas - Outside	3	3.3
HAZARD	Investigate Hazardous Condition	7	7.7
HYD	Flowing/Gushing/Sheared Hydrant	5	5.5
LOCK	Person Locked In/Locked Out	11	12.1
MALF	Malfunction	3	3.3
ODOR	Misc. Odor Investigation	4	4.4
PUBLIC	Public Assist	8	8.8
WATER	Minor Flooding	19	20.9
WIRES	Wires Down	6	6.6
WMAIN	Broken Water Main	1	1.1

SAN MARINO INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	19	12	18	14	11	10	19	17	13	15	24	11	183	17.9%
MEDICAL	47	47	41	55	54	53	58	48	43	42	49	72	609	59.7%
SERVICE	8	15	12	8	10	2	6	4	4	7	7	5	88	8.6%
OTHER	0	1	0	1	0	0	4	0	1	1	1	0	9	0.9%
O.V.S.	9	5	8	15	14	16	14	6	8	10	18	8	131	12.8%
TOTAL	83	80	79	93	89	81	101	75	69	75	99	96	1,020	

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

CATEGORY	1997	1998	1999	2000	2001	2002	2003
SAN MARINO INCIDENTS: 7-YEAR HISTORY							
FIRE	208	185	206	216	195	196	183
MEDICAL	502	432	481	535	513	559	609
SERVICE	103	133	104	106	139	102	88
OTHER	1	1	0	1	2	1	9
O.V.S.	231	187	249	135	127	134	131
TOTAL	**1,045**	**938**	**1,040**	**993**	**976**	**992**	**1,020**

SAN MARINO FIRE AND MEDICAL INCIDENTS: 7 YEARS
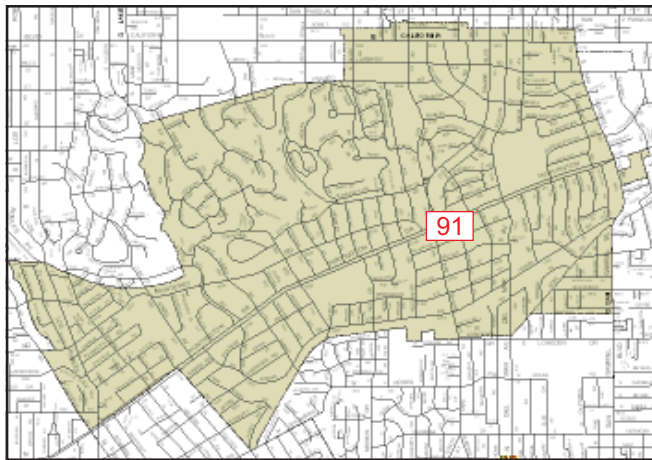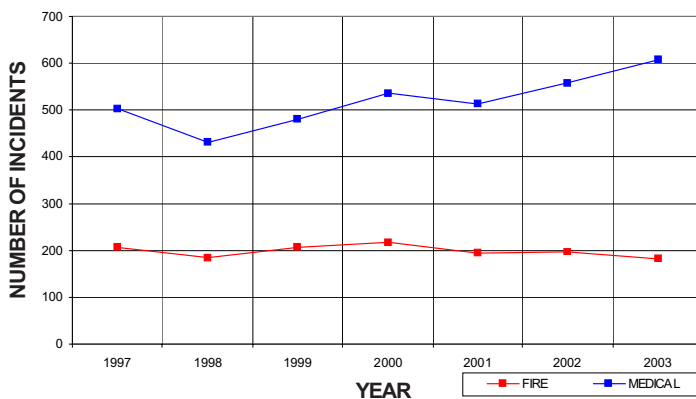
The San Marino Fire Department has one fire station. A fire engine and a rescue ambulance are dispatched from Station 91 as needed throughout the city and often beyond city borders.

Out of Jurisdiction Responses

The San Marino Fire Department responded to incidents outside their jurisdiction 726 times in 2003:

Alhambra	29
Arcadia	8
LA County	102
Monrovia	5
Pasadena	197
San Gabriel	226
South Pasadena	159
TOTAL	**726**

Other fire agencies responded to incidents in San Marino 193 times during the year:

Alhambra	15
Arcadia	5
Burbank	1
LA County	16
Monterey Park	2
Pasadena	33
San Gabriel	35
South Pasadena	86
TOTAL	**193**

Responses Per Unit

The San Marino Fire Department responded to 1,020 incidents within its city borders and an additional 726 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 2,414 responses by the San Marino units listed below during 2003.

Unit ID	Responses
Engine 91	1,129
Ambulance 91	1,285

SIERRA MADRE FIRE DEPARTMENT

There were 721 incidents reported for Sierra Madre in 2003. 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 2003, along with the percent of incidents in that category for the year. Of the 75 type codes listed below, the three most frequent incident types were Fire Alarm (30.5% of Fire incidents), Shortness of Breath (13.9% of Medical incidents), and Fall - Minor (13.2% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	25	30.5
APPL	Appliance Fire	2	2.4
APT	Apartment House Fire	1	1.2
CARBON	Carbon Monoxodie Alarm	2	2.4
FNO	Fire Now Out	3	3.7
GARAGE	Garage Fire	1	1.2
HOUSE	House Fire	3	3.7
ILLEG	Illegal Burning	2	2.4
OUT	Miscellaneous Outside Fire	2	2.4
POLE	Transformer/Street Light Fire	4	4.9
REFUSE	Refuse Fire	2	2.4
RESET	Fire Alarm Reset	2	2.4
SMOKEI	Smoke in a Structure	6	7.3
SMOKEO	Smoke in the Area	14	17.1
STR	Structure Fire	2	2.4
VEG	Vegetation Fire	3	3.7
VEH	Vehicle Fire	8	9.8

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	14	2.7
ALERGY	Allergic Reaction	1	<0.5
ALOC	Altered Level of Consciousness	17	3.3
ASLT	Assault	8	1.5
BACK	Back Pain	6	1.2
BREATH	Shortness of Breath	72	13.9
CHEST	Chest Pains - Heart Attack	37	7.2
CHOKE	Person Choking	3	0.6
DIAB	Diabetic Problem	11	2.1
DOWN	Person Down	10	1.9
EMS	EMS Call - No Details	4	0.8
ENGRA	Misc. Response for Engine+RA	2	<0.5
FALL1	Fall - Major	1	<0.5
FALL2	Fall - Minor	68	13.2
GIB	G.I. Bleed	6	1.2
HANG	Person Hanging	1	<0.5
HEART	Heart Problem	12	2.3
INVL	Assist the Invalid	16	3.1
MED	Misc. Medical	44	8.5
MEDALR	Medical Alarm	6	1.2
NOTBR	Person Not Breathing	12	2.3
OBGYN	Obstetrics/Gynecological	1	<0.5
OD	Overdose	8	1.5
PSYCH	Psychiatric	5	1.0
RESCUE	Rescue	1	<0.5
SEIZ	Person in Seizure	16	3.1
SHOCK	Electrical Shock Injury	1	<0.5
SICK	Person Sick	8	1.5
STROKE	CVA - Neurological	14	2.7
TC	Traffic Collision	21	4.1
TCRES	Traffic Collision Rescue	2	<0.5
TCSTR	Vehicle into Structure	2	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	1	<0.5
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	40	7.7
UNCON	Person Unconsc./Unresponsive	34	6.6
UNKMED	Unknown Medical	4	0.8
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	1	0.9
ARC	Arcing Wires	1	0.9
BEES	Bee Investigation	5	4.7
BIO	Biohazard Investigation	7	6.6
CHEMO	Chemical Outside	4	3.8
FLOOD	Major Flooded Condition	8	7.5
FUEL	Fuel Spill	3	2.8
GASI	Odor of Natural Gas - Inside	2	1.9
GASO	Odor of Natural Gas - Outside	8	7.5
GMAIN	Broken Gas Main	3	2.8
HAZARD	Investigate Hazardous Condition	4	3.8
HYD	Flowing/Gushing/Sheared Hydrant	1	<0.5
LOCK	Person Locked In/Locked Out	3	2.8
MALF	Malfunction	1	0.9
ODOR	Misc. Odor Investigation	9	8.5
PUBLIC	Public Assist	3	2.8
WATER	Minor Flooding	37	34.9
WIRES	Wires Down	6	5.7

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	5
FWORKS	Fireworks Violation	2

SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	6	4	6	4	4	4	9	11	11	6	11	6	82	11.4%
MEDICAL	40	35	47	30	44	41	61	53	38	48	44	36	517	71.7%
SERVICE	6	47	8	1	10	4	6	4	5	7	5	3	106	14.7%
OTHER	0	0	1	0	1	2	1	0	0	1	0	1	7	1.0%
O.V.S.	1	0	1	0	1	1	1	0	0	3	0	1	9	1.2%
TOTAL	53	86	63	35	60	52	78	68	54	65	60	47	721	

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

SIERRA MADRE INCIDENTS: 4-YEAR HISTORY

CATEGORY	2000	2001	2002	2003
FIRE	116	116	120	82
MEDICAL	461	478	490	517
SERVICE	140	104	100	106
OTHER	0	2	3	7
O.V.S.	0	4	21	9
TOTAL	717	704	734	721

SIERRA MADRE FIRE AND MEDICAL INCIDENTS: 4 YEARS
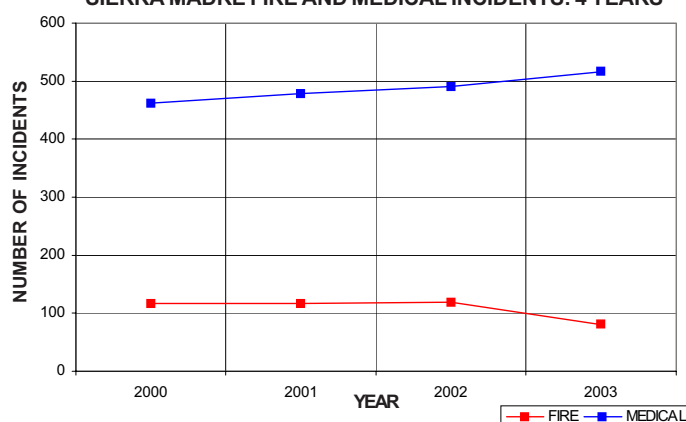
Out of Jurisdiction Responses

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 15 times in 2003:

Arcadia	3
Glendale	1
LA County	7
Pasadena	1
San Gabriel	1
Other*	2
TOTAL	**15**

Other agencies responded to incidents in Sierra Madre 12 times during the year.

Alhambra	1
Arcadia	3
LA County	3
Pasadena	1
Other*	4
TOTAL	**12**

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines.
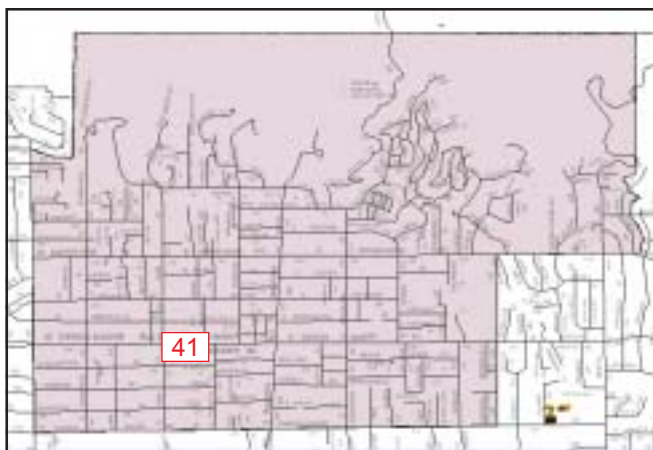
The Sierra Madre Fire Department is the only all-volunteer fire department in Los Angeles County. The fire engine, 2 rescue ambulances, water tender and Urban Search and Rescue apparatus are dispatched from Station 41 as needed throughout the city and sometimes beyond city borders.

Responses Per Unit

The Sierra Madre Fire Department responded to 721 incidents within its city borders and an additional 15 incidents in other jurisdictions. Because two units are sometimes dispatched to incidents, there were a total of 896 responses by the Sierra Madre units listed below during 2003.

Unit ID	Responses
Engine 41	198
Ambulance 41	698

SOUTH PASADENA FIRE DEPARTMENT

There were 1,549 incidents reported for South Pasadena in 2003, 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 2003, 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 (50.8% of Fire incidents), Fall - Minor (11.9% of Medical incidents), and Misc. Medical (11.3% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	123	50.8
ALARMF	Fire Alarm - Full Assignment	2	0.8
APPL	Appliance Fire	5	2.1
APT	Apartment House Fire	7	2.9
BRUSH	Brush Fire	1	0.5
ELECF	Electrical Fire	5	2.1
FNO	Fire Now Out	2	0.8
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	6	2.5
ILLEG	Illegal Burning	5	2.1
OUT	Miscellaneous Outside Fire	2	0.8
POLE	Transformer/Street Light Fire	8	3.3
REFUSE	Refuse Fire	6	2.5
RESET	Fire Alarm Reset	4	1.7
SMOKEI	Smoke in a Structure	17	7.0
SMOKEO	Smoke in the Area	12	5.0
STR	Structure Fire	3	1.2
UNKF	Unknown Type of Fire	3	1.2
VEG	Vegetation Fire	8	3.3
VEH	Vehicle Fire	17	7.0
VEHFWY	Vehicle Fire on the Freeway	3	1.2
VEHSTR	Vehicle Fire in a Structure	2	0.8

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	27	2.6
ALERGY	Allergic Reaction	9	0.9
ALOC	Altered Level of Consciousness	33	3.2
ASLT	Assault	25	2.4
BACK	Back Pain	16	1.5
BITE	Animal/Human/Stings	2	<0.5
BREATH	Shortness of Breath	88	8.5
CHEST	Chest Pains - Heart Attack	49	4.7
CHOKE	Person Choking	5	0.5
DIAB	Diabetic Problem	17	1.6
DOWN	Person Down	23	2.2
DROWN	Drowning/Diving Incident	1	<0.5
EMS	EMS Call - No Details	8	0.8
EMSFWY	EMS - Freeway	1	<0.5
ENGRA	Misc. Response for Engine+RA	1	<0.5
FALL1	Fall - Major	3	<0.5
FALL2	Fall - Minor	124	11.9
GIB	G.I. Bleed	6	0.6
HEART	Heart Problem	22	2.1
INVL	Assist the Invalid	21	2.0
MED	Misc. Medical	118	11.3
MEDALR	Medical Alarm	12	1.2
NOTBR	Person Not Breathing	17	1.6
OBGYN	Obstetrics/Gynecological	5	0.5
OD	Overdose	8	0.8
PSYCH	Psychiatric	20	1.9
RESCUE	Rescue	1	0.1
RESFWY	Traffic Collision Rescue/Fwy	8	0.8
SEIZ	Person in Seizure	43	4.1
SICK	Person Sick	12	1.2
STROKE	CVA - Neurological	21	2.0
TC	Traffic Collision	122	11.7
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	32	3.1
TCRES	Traffic Collision Rescue	9	0.9
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	8	0.8
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	51	4.9
UNCON	Person Unconsc./Unresponsive	55	5.3
UNKMED	Unknown Medical	14	1.3

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	2	1.0
ARC	Arcing Wires	2	1.0
BEES	Bee Investigation	20	9.5
BIO	Biohazard Investigation	9	4.3
CHEMO	Chemical Outside	11	5.2
CROWD	Overcrowding Investigation	2	1.0
DAMAGE	Damage Investigation	1	0.5
ELEV	Elevator Rescue	2	1.0
ENG	Misc. Response for 1 Engine	3	1.4
FLOOD	Major Flooded Condition	5	2.4
FUEL	Fuel Spill	7	3.3
GASI	Odor of Natural Gas - Inside	5	2.4
GASO	Odor of Natural Gas - Outside	4	1.9
GMAIN	Broken Gas Main	1	0.5
HAZARD	Investigate Hazardous Condition	26	12.4
HAZMAT	Hazardous Materials Response	1	0.5
HYD	Flowing/Gushing/Sheared Hydrant	3	1.4
LAW	PD Assist/Stand-By	3	1.4
LOCK	Person Locked In/Locked Out	20	9.5
MALF	Malfunction	7	3.3
ODOR	Misc. Odor Investigation	10	4.8
PUBLIC	Public Assist	12	5.7
REFRIG	Abandoned Refrigerator	3	1.4
ROOF1	One Story Roof Check	1	0.5
WATER	Minor Flooding	17	8.1
WIRES	Wires Down	32	15.2
WMAIN	Broken Water Main	1	0.5

SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY

| CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	22	20	17	19	16	21	24	20	19	23	18	23	**242**	**15.6%**
MEDICAL	83	87	96	77	85	91	88	81	82	77	90	100	**1,037**	**66.9%**
SERVICE	16	18	22	18	22	17	18	15	10	20	18	11	**205**	**13.2%**
OTHER	0	0	1	1	0	0	2	0	0	3	1	1	**9**	**0.6%**
O.V.S.	7	5	5	5	8	3	4	0	4	7	5	3	**56**	**3.6%**
TOTAL	128	130	141	120	131	132	136	116	115	130	132	138	**1,549**	

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

SOUTH PASADENA INCIDENTS: 7-YEAR HISTORY

CATEGORY	1997	1998	1999	2000	2001	2002	2003
FIRE	337	291	294	289	282	282	242
MEDICAL	954	1,003	1,040	989	998	1,017	1,037
SERVICE	192	173	137	155	201	176	205
OTHER	1	3	1	4	2	6	9
O.V.S.	41	31	45	38	48	68	56
TOTAL	1,525	1,501	1,517	1,475	1,531	1,549	1,549

SOUTH PASADENA FIRE AND MEDICAL INCIDENTS: 7 YEARS
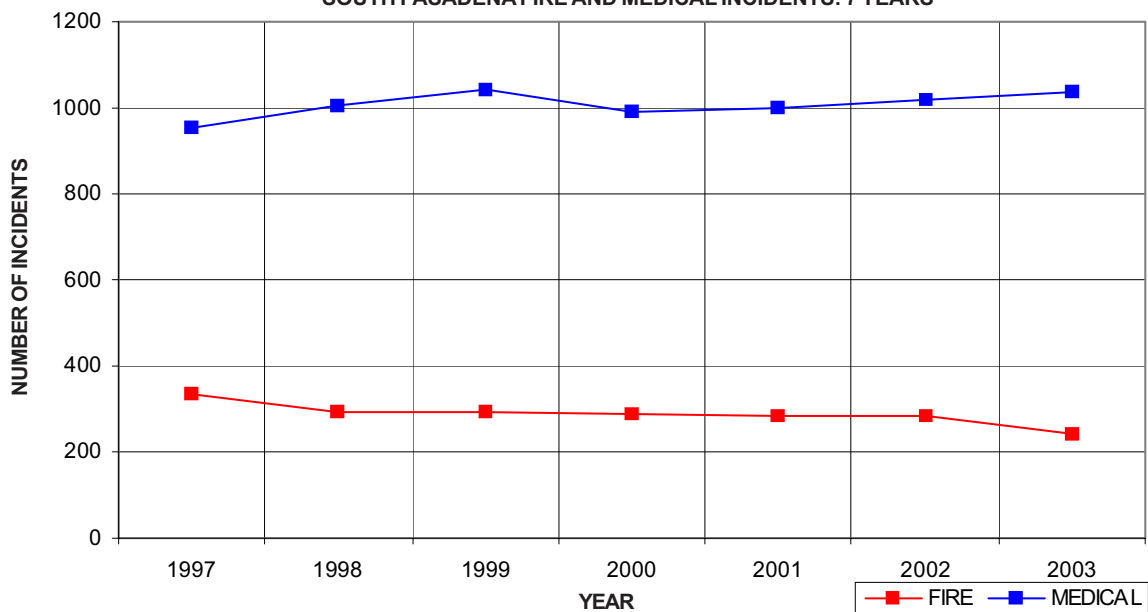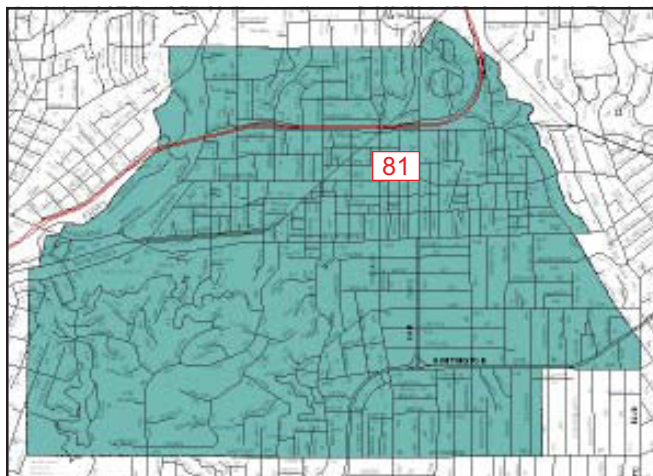
The South Pasadena Fire Department has one fire station. A fire engine, rescue ambulance and air utility are dispatched from Station 81 as needed throughout the city and often beyond city borders.

Responses Per Unit

The South Pasadena Fire Department responded to 1,549 incidents within its city borders and an additional 535 incidents in other jurisdictions. Because at least two units are dispatched to most incidents, there were a total of 3,264 responses by the South Pasadena units listed below during 2003.

Unit ID	Responses
Engine 81	556
Ambulance 81	1,556
Air Utility 81	1,152

Out of Jurisdiction Responses

The South Pasadena Fire Department responded to incidents outside their jurisdiction 535 times in 2003:

Alhambra	41
Arcadia	1
Burbank	3
Glendale	2
LA City	11
LA County	4
Pasadena	372
San Gabriel	15
San Marino	86
TOTAL	**535**

Other fire agencies responded to incidents in South Pasadena 343 times during the year:

Alhambra	35
Glendale	2
LA City	16
LA County	1
Monterey Park	1
Pasadena	119
San Gabriel	8
San Marino	159
Other*	2
TOTAL	**343**

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

Appendix A
INCIDENT TYPE CODES

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