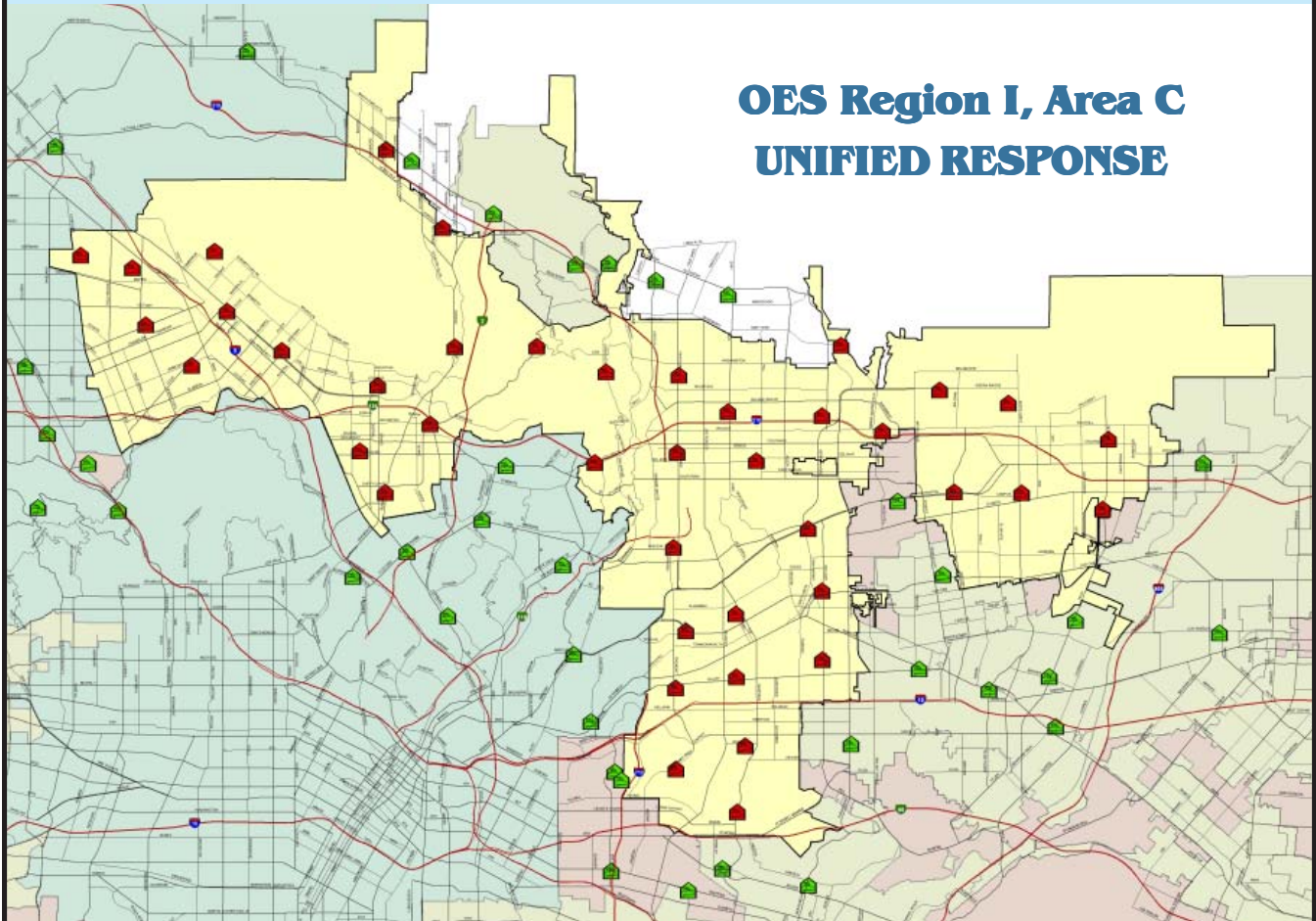


# **Verdugo Fire Communications Center**

## **Fiscal Year 2004-5 Annual Report**



# VERDUGO FIRE COMMUNICATIONS CENTER



## EXECUTIVE COMMITTEE

Tracy Pansini, Fire Chief, Burbank  
Christopher Gray, Fire Chief, Glendale  
Dennis Downs, Fire Chief, Pasadena

## TASK-FORCE REPRESENTATIVES

Craig Canfield, Deputy Chief, Burbank	Tony Trabbie, Deputy Chief, Arcadia
Michael Haney, Battalion Chief, Glendale	Steve Lennox, Battalion Chief, Monrovia
Harry Crusberg, Fire Captain, Pasadena	Mark Khail, Battalion Chief, Monterey Park
Rich Kaufman, Fire Communications Administrator	Richard Garstang, Battalion Chief, San Gabriel
Lenia Scanlon, Administrative Analyst	Jim Anderson, Division Chief, San Marino
On-Duty Fire Communications Shift Supervisor	Steve Heydorff, Battalion Chief, Sierra Madre
Jason Pfau, Sr. IT Applications Specialist	Mike Clark, Battalion Chief, South Pasadena

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### Verdugo Fire Communications Center

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

Review and Editorial Input: Christopher Gray and Anthony Arellanes

Design, Layout and Statistical Analysis: Lenia Scanlon

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

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## Area C Coordinator's Message

It is my privilege to present to you the FY2004-5 Annual Report for Verdugo Fire Communications Center. The decision was made to change from calendar year to fiscal year annual reports to align more closely with the budget process for planning purposes, so this report covers Verdugo activities from July 1, 2004 to June 30, 2005.

Within the Center, dispatchers handled 53,969 incidents during this time period – about 3,100 more incidents than the previous year. There was an increase in fire incidents systemwide (6.5%) and medical incidents also increased (4.4%).

State 911 funds were used to upgrade the 911 telephone backbone and workstations, and a long-awaited upgrade to the Verdugo CAD system was begun following extensive planning and preparation.

Monterey Park was added as a contract dispatch agency on February 1, 2005 and approval was received for Alhambra to join in the near future. Significant work also went into generating and refining the Unified Response Automatic Aid Plan for the 11 cities in Area C. The goal of this plan is to dispatch the closest available resources for fire incidents, regardless of jurisdiction. This plan entered a six-month trial phase in February 2005.

The most significant incident activity occurred during the winter months, with major rain storms occurring between December 2004 and February 2005. And undoubtedly the most memorable incident during this time period was the Metrolink train derailment that occurred between LA City and Glendale fire jurisdictions and claimed the lives of 12 people.

Compared to the Fire Siege of 2003, strike team activity in FY2004-5 was moderate. Eleven dispatches to brush fires occurred in July 2004 to the Pine, Foothill and Crown fires. Sufficient resources always remained within Area C to handle the incidents that occurred during these periods without compromising response time or service quality.

One noteworthy change in this report involves response time statistics. Where previously the average response time for each city was provided, this report adds a breakdown to display average response times for Fire and Medical incidents for each agency. Percent of all incidents, Fire incidents and Medical incidents with response times five minutes or less were also supplied for each agency, for comparison to NFPA1710 guidelines.

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 of the 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 fire-fighting 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 incidents. 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 incidents 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. Three additional stations were added in February 2005, when Monterey Park joined the System.



<u>City</u>	<u>Population*</u>	<u>Property Assessment**</u>	<u>Area (sq.mi.)</u>	<u>Joined Verdugo System</u>
Arcadia	56,320	\$7,021,395,471	12	10-21-99
Burbank	106,739	\$10,954,391,173	17.15	5-20-81
Glendale	207,007	\$15,830,670,571	30.59	8-1-79
Monrovia	39,147	\$2,693,852,934	13.73	7-1-99
Monterey Park	64,614	\$3,797,273,613	7.7	2-1-05
Pasadena	146,166	\$13,538,015,099	23	9-4-79
San Gabriel	42,374	\$2,460,825,804	4.1	4-7-00
San Marino	13,673	\$3,031,310,504	3.75	4-17-96
Sierra Madre	11,146	\$1,113,758,293	3	10-21-99
South Pasadena	25,789	\$2,300,447,704	3.44	4-17-96
<b>Total</b>	<b>712,975</b>	<b>\$62,741,941,166</b>	<b>118.46</b>	

\*State of California, Department of Finance, *E-1 City/County Population Estimates, with Annual Percent Change, January 1, 2004 and 2005*. Sacramento, California, May 2005.

\*\**City of Los Angeles Tax Payers' Guide, 2004-2005*, Taxable Net, pp.132-152.

### Benefits of Regional Dispatch

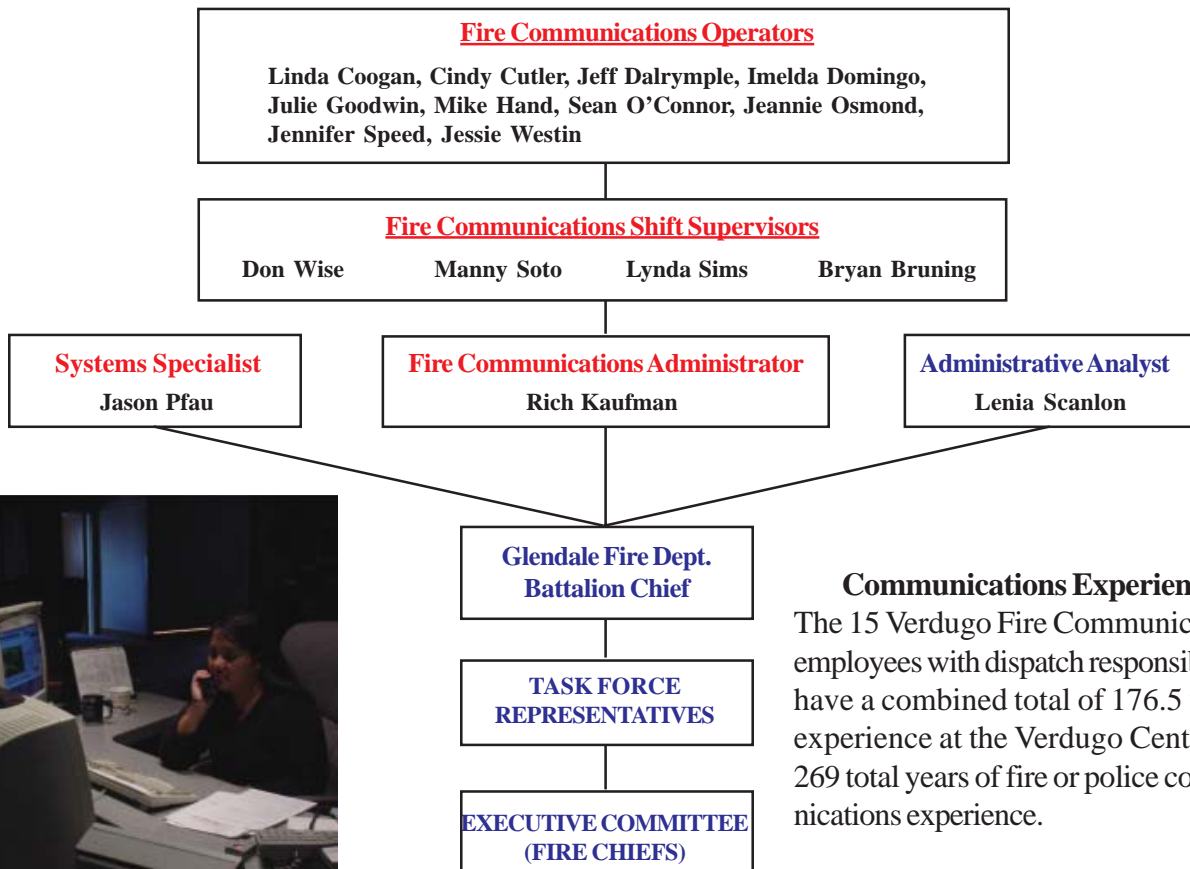
Since its first year of operation, Verdugo has dispatched over 900,000 incidents. The Verdugo regional dispatching system has been very successful, providing the highest level of service to the citizens of its ten cities and saving taxpayer dollars. The benefits of ten fire agencies combining resources 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 and 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 in 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



### Communications Experience

The 15 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 176.5 years' experience at the Verdugo Center and 269 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 or to California Highway Patrol dispatchers. 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 computer terminal 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 ten 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 118 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 NetworkOmni Telephone Interpreting, which offers translation in over 150 languages. Translation services were utilized for 517 calls between July 1, 2004 and June 30, 2005, representing about 1% of all calls. Fourteen different languages were requested by Verdugo System callers:

<u>Language</u>	<u>Minutes</u>	<u>Calls</u>	<u>Av. Call Length</u>	<u>% of Translated Calls</u>	<u>Fraction of Total Incidents</u>
Spanish	645.6	344	1.9 min.	56.42%	1 in every 157
Armenian	237.8	94	2.5 min.	20.78%	1 in every 574
Mandarin	104.9	24	4.4 min.	9.17%	1 in every 2,249
Cantonese	45.2	17	2.7 min.	3.95%	1 in every 3,175
Korean	31.2	10	3.1 min.	2.73%	1 in every 5,397
Russian	27.9	8	3.5 min.	2.44%	1 in every 6,746
Farsi	17.2	6	2.9 min.	1.50%	1 in every 8,995
Vietnamese	10	4	2.5 min.	0.87%	1 in every 13,492
German	8.5	1	8.5 min.	0.74%	1 in every 53,969
Arabic	8.2	5	1.6 min.	0.72%	1 in every 10,794
Italian	2.3	1	2.3 min.	0.20%	1 in every 53,969
Japanese	2.3	1	2.3 min.	0.20%	1 in every 53,969
Tagalog	1.9	1	1.9 min.	0.17%	1 in every 53,969
Thai	1.3	1	1.3 min.	0.11%	1 in every 53,969

As of June 30, 2005 there were a total of 36 fire stations, 36 engine companies, 10 truck companies, 19 rescue ambulances, 1 paramedic squad, 3 air utilities, 10 command vehicles, 2 hazmat vehicles, 7 USARs and 5 water tenders within the Verdugo System.

	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Fire Stations	3	6	9	2	3	8	2	1	1	1
Engine Companies	3	6	9	2	3	8	2	1	1	1
Truck Companies	1	2	3	1	1	2	0	0	0	0
Rescue Ambulances	2	3	4	PM Squad	2	4	1	1	1	1
Additional Units:										
Air Utility	1	0	1	0	0	0	0	0	0	1
Command	1	1	1	1	1	1	1	1	1	1
Hazmat	0	1	1	0	0	0	0	0	0	0
USAR	1	1	1	0	0	1	1	0	1	1
Water Tender	0	1	2	1	0	0	0	0	1	0

Verdugo Fire Communications Fund is operated as a Special Revenue Fund by the Glendale Fire Department in the City of Glendale. Expenditures exceeded revenues by \$97,897 during the fiscal year, in part due to capital outlays associated with the CAD system upgrade. Verdugo's reserve funds are earmarked for the remainder of the CAD system upgrade and continuing capital expenses related to the voice radio system, rear projection system, uninterruptible power supply, and various other critical systems.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
<b>REVENUE</b>						
Charges for Service	\$380,672	\$636,902	\$490,582	\$1,508,156	\$538,180	\$ 2,046,336
Equipment Replacement	64,641	64,641	64,641	193,923	-	\$ 193,923
Subtotal						\$ 2,240,259
Interest & Misc. Revenue						\$ 76,625
TOTAL						\$ 2,316,884
<b>EXPENDITURES</b>						
Salaries						\$ 1,537,453
Maint. & Operations						\$ 187,371
Capital Outlay						\$ 689,956
TOTAL						\$ 2,414,781
Revenue minus expenditures						\$ (97,897)
<i>Contract Cities include Arcadia, Monrovia, Monterey Park, San Gabriel, San Marino, Sierra Madre and South Pasadena</i>						



### **FY2004-5 Accomplishments**

- A total of 117,376 phone calls were processed by Verdugo dispatchers, including 53,969 incidents that were dispatched to the ten cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries.
- Using funds supplied by the State 911 system, the 911 telephone backbone and workstations were upgraded in December 2004 and now have a five-year warranty through SBC.
- A task force completed the research, planning and negotiation phases to upgrade Verdugo's CAD system including migration of current functionality to a new platform with the addition of 26 custom enhancements that will increase both efficiency and effectiveness. This upgrade will also include the addition of mapping, automatic vehicle location, and automatic vehicle recommendation and routing functions. Implementation of the upgrade began June 15, 2005 with migration to new Alpha servers.
- Additional wireless 911 calls from within the geographical area of the Verdugo System are being routed to Verdugo instead of the CHP dispatch center, depending on the cell antenna location and service provider. Instead of the nearest cell site location, actual caller latitude/longitude are now being received, providing a more precise call location.
- A manual status board was placed into service to track all response vehicles within the Verdugo system in the event of a CAD failure or downtime due to scheduled maintenance and software updates.
- Burbank and Pasadena Fire Departments transitioned to the FireHouse application for NFIRS reporting and Glendale Fire Department contracted to have a custom NFIRS application written that would interface with other fire records systems in the department. The vendor for each NFIRS application programmed an interface to function between the CAD records management server and the fire department's NFIRS server, taking pertinent data fields exported by CAD and importing them to the appropriate fields in the application. This time-saving enhancement assures that accurate and consistent incident data are automatically supplied for those writing incident reports.
- Systems were implemented to better track Strike Team and Leader qualifications, response opportunities, availability and assignments.
- Monterey Park Fire Department was added as a contract dispatch agency on February 1, 2005.
- Planning for the new Unified Response system was completed at the Verdugo Task Force level and implemented for a six-month trial on February 14, 2005.
- Language translation services were transitioned from Language Line Services to a company called Network Omni

in May 2005. Responding units are now able to access the translation service from the field during emergency calls.

- Contracts for dispatch service were extended for Arcadia (5 years), Monrovia (10 years) and Sierra Madre (10 years).

### **FY2005-6 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.
- Add Alhambra as a contract dispatch agency, to complete the Regional Dispatch and Unified Response program within Area C.
- Continue the CAD upgrade in phases: 26 custom enhancements, mapping, automatic vehicle location, and automatic vehicle recommendation and routing.
- In conjunction with the CAD upgrade, design and develop a replacement video wall to display location of telephone calls received, unit locations using GPS and emergency incident events on a map to efficiently visualize the location and status of resources in order to effect appropriate and necessary re-distribution of equipment through move-ups.
- Implement Reddinet (hospital status) screens at each work position.
- Continue working on a project to provide inter-connectivity of CAD systems at regional dispatch centers and to enhance radio communication interoperability throughout major portions of the Los Angeles basin.
- Add Los Angeles Regional Tactical Communications System (LARTCS) radio capability access at Verdugo on existing radio consoles.
- Install, connect and place into operation replacement radio control and base station hardware at Verdugo for use as back-up communications.
- Improve radio coverage in Monterey Park and other east-end Verdugo contract agencies. Add a radio site at Garvey Reservoir.
- Adapt TeleStaff scheduling software for use by Verdugo personnel.
- Develop a system for sharing incident reports between fire departments that use different NFIRS applications and provide access to all Verdugo agencies via virtual private network.
- Formalize the Unified Response automatic aid system by signed agreement.
- Hire three additional dispatchers to bring Verdugo to full staffing.
- Establish disaster preparedness procedures for Verdugo to evacuate the Center.



## VERDUGO SYSTEM



There were 53,969 incidents dispatched by Verdugo Fire Communications in fiscal year 2004-5. 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 FY2004-5, along with the percent of incidents in that category for the year. Of the 127 Type Codes listed below, the three most frequent incident types were Fire Alarm (63.3% of Fire incidents), Shortness of Breath (11.6% of Medical incidents), and Fall - Minor (10.6% of Medical incidents).

FIRE				MEDICAL				MEDICAL (cont.)			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ALARM	Fire Alarm	5,826	63.3%	ABD	Abdominal Pain	1,158	2.9%	TCSTR	Vehicle into Structure	68	<0.5%
ALARMF	Fire Alarm - Full Assignment	74	0.8%	ALERGY	Allergic Reaction	213	0.5%	TOXIC	Ingestion-Poisoning-Inhalation	311	0.8%
ALERT1	Airport Alert 1 - Stand By	1	<0.5%	ALOC	Altered Level of Consciousness	1,010	2.5%	TRI	Severe Trauma	21	<0.5%
ALERT2	Emergency Landing at Airport	21	<0.5%	ASLT	Assault	711	1.8%	TR2	Minor Trauma	1,596	4.0%
ALERT3	Plane Accident, Down or Fire	1	<0.5%	BACK	Back Pain	518	1.3%	TRENCH	Trench Rescue	2	<0.5%
APPL	Appliance Fire	152	1.7%	BITE	Animal/Human/Stings	94	<0.5%	UNCON	Person Unconc./Unresponsive	2,117	5.3%
APT	Apartment House Fire	123	1.3%	BREATH	Shortness of Breath	4,641	11.6%	UNKMED	Unknown Medical	531	1.3%
BOMB	Explosives/Bomb Threat/Scare	4	<0.5%	BURN	Burn Injury	51	<0.5%	USAR	Collapse/Extraction/Rescue	1	<0.5%
BRUSH	Brush Fire	30	<0.5%	CHEST	Chest Pains - Heart Attack	3,086	7.7%				
BST1	Brush Strike Team XLC-1201A	1	<0.5%	CHOK	Person Choking	186	0.5%	SERVICE			
BST2	Brush Strike Team XLC-1202A	1	<0.5%	DIAB	Diabetic Problem	761	1.9%	ANIMAL	Animal Rescue/Assist	77	2.0%
BST3	Brush Strike Team XLC-1203A	2	<0.5%	DIZZ	Person Dizzy	792	2.0%	ARC	Arcing Wires	21	0.6%
BST4	Brush Strike Team XLC-1204A	2	<0.5%	DOWN	Person Down	1,141	2.9%	BEES	Bee Investigation	66	1.7%
BST5	Brush Strike Team XLC-1205A	2	<0.5%	DROWN	Drowning/Diving Incident	12	<0.5%	BIO	Biohazard Investigation	74	2.0%
CARBON	Carbon Monoxide Alarm	43	0.5%	EMS	EMS Call - No Details	221	0.6%	CHEMO	Chemical Outside	177	4.7%
DERAIL	Train Derailment	1	<0.5%	EMSFY	EMS - Freeway	73	<0.5%	CROWD	Overcrowding Investigation	13	<0.5%
ELECF	Electrical Fire	153	1.7%	FALL1	Fall - Major	95	<0.5%	DAMAGE	Damage Investigation	64	1.7%
FLOW	Sprinkler System Activated	10	<0.5%	FALL2	Fall - Minor	4,228	10.6%	ELEV	Elevator Rescue	282	7.5%
FNO	Fire Now Out	144	1.6%	GIB	G.I. Bleed	354	0.9%	FLOOD	Major Flooded Condition	137	3.6%
GARAGE	Garage Fire	22	<0.5%	GSW	Gunshot Wound	75	<0.5%	FUEL	Fuel Spill	191	5.1%
HOUSE	House Fire	187	2.0%	HANG	Person Hanging	10	<0.5%	GASI	Odor of Natural Gas - Inside	125	3.3%
ILLEG	Illegal Burning	125	1.4%	HEADPN	Head Pain	209	0.5%	GASO	Odor of Natural Gas - Outside	111	2.9%
MUTUAL	Mutual Aid Response	7	<0.5%	HEART	Heart Problem	851	2.1%	GMAIN	Broken Gas Main	47	1.2%
OUT	Miscellaneous Outside Fire	106	1.2%	INVL	Assist the Invalid	804	2.0%	HAZARD	Investigate Hazardous Condition	345	9.1%
OUTFWY	Misc. Outside Fire on the Fwy	8	<0.5%	MED	Misc. Medical	2,715	6.8%	HAZMAT	Hazardous Materials Response	15	<0.5%
PLANE	Plane Accident, Down or Fire	2	<0.5%	MEDALR	Medical Alarm	260	0.6%	HYD	Flowing/Gushing/Sheared Hydrant	75	2.0%
POLE	Transformer/Street Light Fire	92	1.0%	MTNRES	Mountain Rescue	7	<0.5%	LAW	PD Assist/Stand-By	68	1.8%
RAIL	Train Fire	1	<0.5%	NOSE	Nosebleed Non-Traumatic	182	0.5%	LOCK	Person Locked In/Locked Out	258	6.8%
REFUSE	Refuse Fire	222	2.4%	NOTBR	Person Not Breathing	727	1.8%	MALF	Malfunction	109	2.9%
RESET	Fire Alarm Reset	125	1.4%	OBGYN	Obstetrics/Gynecological	253	0.6%	MUD	Investigate a Mudslide	172	4.6%
SMOKEI	Smoke in a Structure	280	3.0%	OD	Overdose	473	1.2%	ODOR	Misc. Odor Investigation	184	4.9%
SMOKEO	Smoke in the Area	262	2.8%	PSYCH	Psychiatric	492	1.2%	PUBLIC	Public Assist	184	4.9%
STR	Structure Fire	342	3.7%	RESCUE	Rescue	63	<0.5%	REFRIG	Abandoned Refrigerator	48	1.3%
UNKF	Unknown Type of Fire	42	0.5%	RESFWY	Traffic Collision Rescue/Freeway	252	0.6%	ROOF1	One Story Roof Check	22	0.6%
VAULT	Electrical Vault Fire	7	<0.5%	SEIZ	Person in Seizure	1,504	3.8%	ROOF2	Roof Check 2 Stories & Above	33	0.9%
VEG	Vegetation Fire	122	1.3%	SHOCK	Electrical Shock Injury	9	<0.5%	THREAT	Bio-Chemical Threat	4	<0.5%
VEGFY	Vegetation Fire on the Fwy	20	<0.5%	SICK	Person Sick	887	2.2%	WATER	Minor Flooding	629	16.6%
VEH	Vehicle Fire	396	4.3%	STAB	Person Stabbed	66	<0.5%	WIRES	Wires Down	189	5.0%
VEHFWY	Vehicle Fire on the Freeway	224	2.4%	STROKE	CVA - Neurological	745	1.9%	WMAIN	Broken Water Main	58	1.5%
VEHSTR	Vehicle Fire in a Structure	27	<0.5%	SWR	Swift Water Rescue	6	<0.5%				
				SYNCO	Syncope/Fainted Now Conscious	833	2.1%	OTHER			
				TC	Traffic Collision	3,040	7.6%	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	
				TCFUEL	Injury TC with Fuel Spill	11	<0.5%	EVENT	Special Event	22	
				TCFWY	Traffic Collision - Freeway	832	2.1%	FWORKS	Fireworks Violation	24	
				TCPED	Traffic Collision w/ Pedestrian	496	1.2%	OUTAGE	Power Outage	2	
				TCRAIL	Traffic Collision w/ Train	2	<0.5%				
				TCRES	Traffic Collision Rescue	236	0.6%				



## 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.

	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u> *	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Fire	914	1,532	1,733	504	180	3,099	300	184	100	271
Medical	2,907	6,612	11,850	2,449	1,134	10,996	1,631	547	464	1,069
Service	267	552	1,024	244	155	915	136	165	81	231
Other	2	9	26	0	4	32	3	7	3	11
INC. TOTAL	4,090	8,705	14,633	3,197	1,473	15,042	2,070	903	648	1,582

### 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.

	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u> *	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Engine	4,504	9,671	15,909	3,552	1,651	16,482	2,332	1,166	200	1,643
Ambulance	3,185	7,235	13,115	1,666	1,268	11,859	1,527	1,254	549	1,131
Truck	500	1,289	2,347	596	194	1,773	–	–	–	–
Resp. Total	8,189	18,195	31,371	5,814	3,113	30,114	3,859	2,420	749	2,774

*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 several dozen 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, or Alhambra.

	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u> *	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
IVS	267	322	320	286	46	282	66	646	2	389
OVS	36	52	204	47	105	107	106	125	3	43
TOTAL	303	374	524	333	151	389	172	771	5	432

\*NOTE: Partial data for Monterey Park: Feb. 1 - June 30, 2005 only.

### Out of Jurisdiction Responses

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

Responding Agencies	City Where Incident Occurred														
7/04-6/05	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS	ALH	LAC	LFD	XBB	Subtotals
ARC	X	2	4	203	1	44	8	1	3	1	1	33		2	303
BRK	2	X	301		1	16	1			1		21	28	3	374
GLN	1	216	X		3	99		1				81	122	1	524
MRV	279	1	2	X		2	1		1			46		1	333
MPK				2	X	1	38	1		4	47	37		21	151
PAS	78	13	42	9	5	X	5	40	1	89	2	93	11	1	389
SGB	5	1		5	24	5	X	25		1	63	40		3	172
SNM	5		1	7	2	254	233	X		144	35	88		2	771
SMD	1			1					X			2		1	5
SPS	4			1	2	286	13	83		X	29	2	11	1	432
ALH	4			4	92	2	122	27		47	X	3		2	303
LAC	45	1	60	36	23	25	32	12	2			X	1	2	239
LFD		1	15			2				14			X		32
XAA	63	101	18	2382	40	18	3	1		1	3	4	3	X	2637
Subtotals	487	336	443	2650	193	754	456	191	7	302	180	450	176	40	6665

#### ABBREVIATIONS:

ALH=Alhambra; ARC=Arcadia; BRK=Burbank; LAC=LA County; LFD=LA City; GLN=Glendale; MRV=Monrovia; MPK=Monterey Park; PAS=Pasadena; SGB=San Gabriel; SMD=Sierra Madre; SNM=San Marino; SPS=South Pasadena; XAA=Usually private ambulance but also may refer to helicopters, private company fire engines, or airport crash-related units; also includes Montebello units responding into Verdugo cities; XBB=Locations outside the Verdugo System, not including ALH, LAC, LFD. The high number of responses into 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 seven cities: Arcadia, Monrovia, Monterey Park, 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.

	ARC	BRK	GLN	MRV	MPK*	PAS	SGB	SNM	SMD	SPS
INC. TOTAL	4,090	8,705	14,633	3,197	1,473	15,042	2,070	903	648	1,582
OVS	37	52	204	47	103	107	107	126	3	43
TOTAL	4,127	8,757	14,837	3,244	1,576	15,149	2,177	1,029	651	1,625

### VERDUGO INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	789	723	726	837	773	846	977	728	707	645	736	721	9,208	17.1%
MEDICAL	3,228	3,068	3,077	3,171	3,101	3,513	3,517	3,255	3,742	3,381	3,565	3,401	40,019	74.2%
SERVICE	274	239	241	369	235	313	640	469	277	286	233	233	3,809	7.1%
OTHER	22	4	5	12	7	4	8	9	4	10	10	3	98	0.2%
O.V.S.	96	75	58	66	54	58	42	68	84	71	84	79	835	1.5%
TOTAL	4,409	4,109	4,107	4,455	4,170	4,734	5,184	4,529	4,814	4,393	4,628	4,437	53,969	

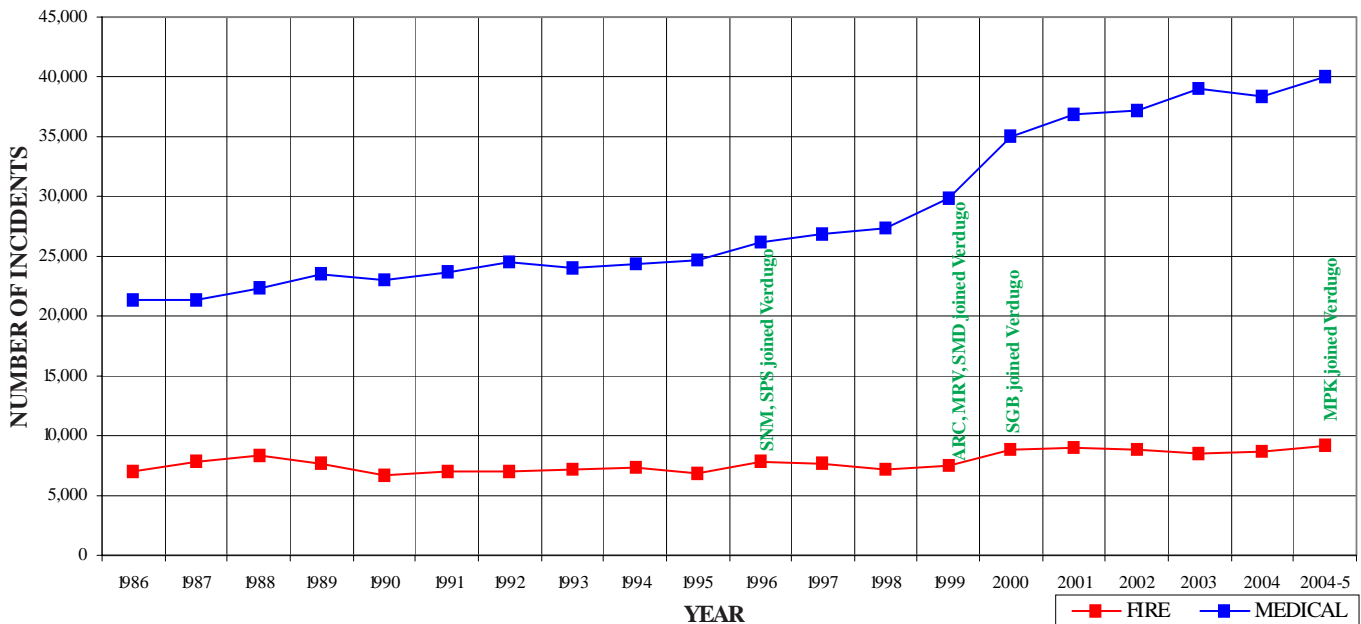
O.V.S. = Responses Outside the Verdugo System

\*NOTE: Partial data for Monterey Park: Feb. 1 - June 30, 2005 only.



### 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 each in 2000 and 2005 for a total of ten Verdugo cities. In the nine years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 46%, due primarily to serving a larger population base and geographic area but also to annual increases in the populations of individual cities served. As the chart and table below demonstrate, 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

	<u>1986</u>	<u>1987</u>	<u>1988</u>	<u>1989</u>	<u>1990</u>	<u>1991</u>	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>
<b>FIRE</b>	6,933	7,861	8,268	7,601	6,671	6,939	7,071	7,231	7,360	6,888
<b>MEDICAL</b>	21,281	21,318	22,406	23,440	22,971	23,661	24,464	23,986	24,415	24,662
<b>SERVICE</b>				1,049	2,372	2,474	2,367	2,400	2,771	2,493
<b>OTHER</b>				35	573	10	35	49	339	208
<b>O.V.S.</b>				90	47			31	170	334
<b>TOTAL</b>	<u>28,214</u>	<u>29,179</u>	<u>30,674</u>	<u>32,215</u>	<u>32,634</u>	<u>33,084</u>	<u>33,937</u>	<u>33,697</u>	<u>35,055</u>	<u>34,585</u>

	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>FY2004-5</u>
<b>FIRE</b>	7,801	7,612	7,210	7,498	8,901	8,964	8,834	8,457	8,642	9,208
<b>MEDICAL</b>	26,188	26,863	27,274	29,791	34,977	36,787	37,112	38,935	38,328	40,019
<b>SERVICE</b>	2,493	2,719	2,722	2,736	3,441	3,577	3,157	3,156	3,005	3,809
<b>OTHER</b>	118	64	108	139	113	226	278	172	105	98
<b>O.V.S.</b>	436	563	459	562	562	591	774	721	761	835
<b>TOTAL</b>	<u>37,036</u>	<u>37,821</u>	<u>37,773</u>	<u>40,726</u>	<u>47,994</u>	<u>50,145</u>	<u>50,155</u>	<u>51,441</u>	<u>50,841</u>	<u>53,969</u>

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

### 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 certain type codes occurred in each city during FY 2004-5 per 10,000 residents of that city.

<b><u>FIRE INCIDENTS</u></b>	<b><u>VFCC</u></b>	<b><u>ARC</u></b>	<b><u>BRK</u></b>	<b><u>GLN</u></b>	<b><u>MRV</u></b>	<b><u>MPK*</u></b>	<b><u>PAS</u></b>	<b><u>SGB</u></b>	<b><u>SNM</u></b>	<b><u>SMD</u></b>	<b><u>SPS</u></b>
Apartment House Fire	1.7	1.2	1.5	2.1	1.3	0.3	1.8	0.7	0.0	0.0	2.3
Appliance Fire	2.1	2.8	2.3	2.1	1.5	0.6	2.1	1.2	1.5	8.1	1.2
Brush Fire	0.4	0.0	0.3	0.0	0.0	0.3	0.1	0.0	0.7	0.0	0.8
Carbon Monoxide Alarm	0.6	0.0	1.0	0.3	1.0	0.0	0.0	0.0	0.0	0.9	0.8
Electrical Fire	2.1	1.6	2.3	1.4	3.1	0.5	2.9	2.1	7.3	4.5	2.3
Fire Alarm	81.7	123.6	89.3	46.0	77.4	14.7	157.5	44.8	87.8	30.5	60.9
Fire Alarm - Full Assignment	1.0	1.1	0.7	1.1	0.8	0.0	1.6	0.5	1.5	0.9	1.6
Fire Alarm Reset	1.8	2.0	1.4	2.2	1.3	0.2	2.5	1.2	0.0	1.8	1.9
Fire Now Out	2.0	1.6	2.6	2.2	2.6	0.5	2.2	1.2	2.9	0.9	2.7
Garage Fire	0.3	0.0	0.4	0.1	0.3	0.0	0.6	0.0	0.7	0.9	0.4
House Fire	2.6	1.8	2.3	2.1	2.6	1.1	2.9	2.4	5.9	7.2	2.7
Illegal Burning	1.8	1.2	3.0	1.7	2.0	0.3	2.5	0.2	0.7	0.0	1.2
Miscellaneous Outside Fire	1.5	1.2	1.9	1.0	2.0	0.2	2.1	1.7	0.0	0.0	3.9
Refuse Fire	3.1	3.0	5.0	2.4	4.9	0.8	4.2	1.4	1.5	0.9	2.3
Smoke in a Structure	3.9	3.6	5.7	3.4	5.1	1.2	5.1	2.1	2.9	4.5	1.9
Smoke in the Area	3.7	3.4	5.5	2.9	3.8	0.8	4.0	1.2	8.8	11.7	4.3
Structure Fire	4.8	2.1	3.6	1.8	2.0	0.6	2.3	3.3	1.5	0.0	1.2
Transformer/Street Light Fire	1.3	2.0	0.9	0.9	2.3	0.6	0.7	1.4	4.4	4.5	5.0
Unknown Type of Fire	0.6	0.5	0.5	0.4	0.3	0.0	0.9	0.2	0.7	0.0	0.0
Vegetation Fire	1.7	2.3	0.9	1.4	2.3	0.6	2.0	2.1	2.2	7.2	2.3
Vehicle Fire	5.6	5.3	7.4	4.0	7.9	2.0	9.1	1.7	2.9	3.6	3.5
Vehicle Fire in a Structure	0.4	0.4	0.5	0.3	0.3	0.0	0.3	0.2	0.7	1.8	0.0
Vehicle Fire on the Freeway	3.1	2.3	1.9	2.7	2.6	2.5	2.9	0.9	0.0	0.0	1.2
<b><u>MEDICAL INCIDENTS</u></b>	<b><u>VFCC</u></b>	<b><u>ARC</u></b>	<b><u>BRK</u></b>	<b><u>GLN</u></b>	<b><u>MRV</u></b>	<b><u>MPK*</u></b>	<b><u>PAS</u></b>	<b><u>SGB</u></b>	<b><u>SNM</u></b>	<b><u>SMD</u></b>	<b><u>SPS</u></b>
Abdominal Pain	16.2	12.8	17.3	20.1	15.8	3.1	21.3	8.3	8.8	14.4	10.1
Allergic Reaction	3.0	2.1	4.1	2.7	4.1	0.5	4.4	1.9	2.9	1.8	1.6
Altered Level of Consciousness	14.2	14.7	15.6	12.8	18.6	4.3	19.5	10.9	9.5	12.6	13.6
Animal/Human/Stings	1.3	1.1	0.7	0.9	1.5	0.5	2.3	0.9	3.7	5.4	1.9
Assault	10.0	9.8	6.9	7.4	14.6	3.3	18.0	10.9	2.2	7.2	6.2
Assist the Invalid	11.3	18.5	16.2	6.8	16.9	2.3	12.5	11.6	13.2	14.4	15.1
Back Pain	7.3	6.7	10.2	8.3	8.7	1.7	7.3	3.3	4.4	8.1	6.6
Burn Injury	0.7	1.1	0.7	1.0	0.5	0.0	0.8	0.2	0.7	0.0	0.4
Chest Pains - Heart Attack	43.3	30.2	51.5	51.9	44.2	9.8	57.1	18.9	22.7	33.2	20.2
CVA - Neurological	10.4	12.1	13.2	10.0	10.7	3.7	11.8	8.0	11.0	7.2	10.9
Diabetic Problem	10.7	8.0	12.7	10.3	13.0	3.7	13.0	13.7	5.1	9.9	8.5
EMS - Freeway	1.0	2.3	0.7	0.5	1.5	1.1	1.4	1.4	0.0	0.0	0.0
EMS Call - No Details	3.1	3.2	2.3	3.2	5.4	2.0	3.1	3.5	3.7	1.8	3.1
Fall - Major	1.3	1.1	2.0	0.8	1.0	0.3	1.6	1.9	2.2	1.8	3.5
Fall - Minor	59.3	65.7	82.6	53.7	60.5	17.6	73.3	34.0	60.7	58.3	51.2
G.I. Bleed	5.0	4.8	6.6	4.5	3.3	0.9	7.1	5.0	2.2	4.5	3.5
Gunshot Wound	1.1	1.2	0.9	0.5	1.8	0.6	1.8	2.1	0.0	0.0	0.0
Head Pain	2.9	1.1	2.3	4.0	4.6	1.4	3.6	1.9	0.7	0.9	2.3
Heart Problem	11.9	9.2	14.3	15.1	10.5	4.6	12.2	7.1	6.6	10.8	9.7
Ingestion-Poisoning-Inhalation	4.4	2.3	3.4	4.3	7.4	1.2	7.5	2.6	2.2	2.7	2.3
Medical Alarm	3.6	3.9	4.1	3.6	3.3	1.4	4.4	2.1	6.6	2.7	4.3
Minor Trauma	22.4	19.5	26.9	19.4	30.4	4.2	31.9	14.9	19.0	22.4	17.8
Misc. Medical	38.1	33.4	41.8	42.2	42.7	11.3	49.5	22.4	22.7	31.4	27.1
Nosebleed Non-Traumatic	2.6	1.8	3.2	2.8	1.5	1.1	3.6	1.2	0.7	1.8	2.3

ALH=Alhambra; ARC=Arcadia; BRK=Burbank; LAC=LA County; LFD=LA City; GLN=Glendale; MRV=Monrovia; MPK=Monterey Park; PAS=Pasadena; SGB=San Gabriel; SMD=Sierra Madre; SNM=San Marino; SPS=South Pasadena. \*Partial data for Monterey Park: Feb. 1 - June 30, 2005.

<u>MEDICAL INCIDENTS</u>	<u>VFCC</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK*</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Obstetrics/Gynecological	3.5	2.5	3.5	2.7	5.9	0.8	7.0	1.7	1.5	0.9	1.6
Overdose	6.6	3.9	6.9	5.4	12.3	1.1	11.6	3.3	2.2	5.4	6.2
Person Choking	2.6	2.7	3.7	2.4	4.3	0.5	2.8	1.7	5.9	0.0	1.6
Person Dizzy	11.1	9.9	14.3	12.8	10.7	4.0	13.1	5.7	3.7	10.8	6.6
Person Down	16.0	15.3	13.9	19.8	13.5	3.1	22.6	9.2	9.5	4.5	13.2
Person in Seizure	21.1	12.8	21.1	17.8	21.7	7.0	37.8	17.7	13.2	17.9	14.3
Person Not Breathing	10.2	8.7	11.5	10.4	9.5	4.6	12.9	10.1	4.4	9.0	5.8
Person Sick	12.4	8.5	12.0	13.7	11.0	4.5	17.2	7.3	8.0	7.2	10.5
Person Stabbed	0.9	0.5	0.8	0.7	1.3	0.2	1.8	1.4	0.7	0.0	0.0
Person Unconsc./Unresponsive	29.7	29.3	30.4	31.4	29.1	12.4	39.2	26.4	16.8	17.9	16.7
Psychiatric	6.9	3.2	6.1	8.2	8.7	1.9	10.8	3.8	6.6	2.7	2.3
Rescue	0.9	0.4	1.1	0.7	0.8	0.0	1.6	0.5	1.5	0.9	0.8
Severe Trauma	0.3	0.2	0.7	0.1	0.5	0.0	0.5	0.2	0.0	0.0	0.0
Shortness of Breath	65.1	58.4	72.0	73.8	67.4	21.2	82.0	40.6	37.3	59.2	40.3
Syncope/Fainted Now Conscious	11.7	11.9	16.1	10.7	13.3	4.2	14.9	7.1	11.0	8.1	7.8
Traffic Collision	42.6	50.1	34.9	40.2	56.5	12.8	57.9	39.9	56.3	13.5	41.9
Traffic Collision - Freeway	11.7	11.5	11.6	10.0	13.8	7.9	15.9	4.5	0.0	0.0	9.7
Traffic Collision Rescue	3.3	3.4	2.9	2.7	4.6	1.4	5.5	1.7	2.2	0.0	1.9
Traffic Collision Rescue/Freeway	3.5	3.4	3.7	3.4	4.1	2.3	4.1	1.4	0.0	0.0	1.6
Traffic Collision w/ Pedestrian	7.0	6.4	5.4	7.1	6.4	1.9	10.6	8.3	2.9	0.9	5.8
Unknown Medical	7.4	6.0	5.7	9.9	6.1	3.1	10.4	3.3	2.9	0.9	3.9
Vehicle into Structure	1.0	0.5	0.7	1.1	0.5	0.3	1.2	0.5	2.2	0.9	0.4
<u>SERVICE INCIDENTS</u>	<u>VFCC</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK*</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Abandoned Refrigerator	0.7	0.0	1.8	0.6	0.0	0.0	0.7	0.0	0.0	0.0	2.3
Animal Rescue/Assist	1.1	1.1	0.7	1.2	2.6	0.2	0.8	0.9	1.5	1.8	2.3
Arcing Wires	0.3	0.9	0.4	0.2	0.3	0.2	0.1	0.2	0.7	2.7	0.0
Bee Investigation	0.9	1.1	0.2	0.4	3.6	0.6	0.7	0.5	5.1	0.0	4.7
Biohazard Investigation	1.0	0.5	1.4	0.7	1.8	0.6	1.1	1.4	0.7	0.9	2.3
Broken Gas Main	0.7	0.9	0.7	0.4	0.5	0.2	0.8	0.7	0.0	2.7	1.2
Broken Water Main	0.8	1.1	1.1	0.8	0.0	0.2	0.5	1.4	2.9	0.9	1.2
Chemical Outside	2.5	2.3	3.8	3.3	2.6	0.5	2.1	0.0	2.9	1.8	1.9
Damage Investigation	0.9	0.7	0.3	1.1	1.3	0.3	1.1	0.5	0.7	1.8	2.3
Elevator Rescue	4.0	2.0	4.3	5.1	1.0	0.9	6.8	1.2	0.7	0.0	0.8
Flowing/Gushing/Sheared Hydrant	1.1	1.1	2.0	1.0	1.0	0.5	0.9	0.2	3.7	0.0	0.0
Fuel Spill	2.7	3.0	4.1	2.0	2.0	0.5	3.2	2.6	2.2	0.9	3.1
Investigate a Mudslide	2.4	0.4	0.4	3.8	1.0	6.0	2.5	0.0	0.7	2.7	1.6
Investigate Hazardous Condition	4.8	5.0	4.4	4.3	5.1	2.6	6.2	1.4	14.6	6.3	8.1
Major Flooded Condition	1.9	1.6	1.9	2.2	1.0	1.4	1.9	0.9	3.7	4.5	2.7
Malfunction	1.5	2.3	2.2	1.0	1.0	1.1	1.8	0.9	2.2	0.9	1.9
Minor Flooding	8.8	6.4	4.8	8.0	10.7	1.7	11.8	5.4	46.8	17.0	16.7
Misc. Odor Investigation	2.6	2.7	4.5	2.2	2.0	0.2	2.9	0.5	5.9	2.7	4.7
Odor of Natural Gas - Inside	1.8	0.7	2.3	1.2	2.3	0.6	2.4	0.5	1.5	2.7	2.3
Odor of Natural Gas - Outside	1.6	1.1	2.0	1.1	2.8	0.2	1.6	1.2	1.5	8.1	3.5
Person Locked In/Locked Out	3.6	3.4	2.2	3.0	4.6	2.0	5.3	2.6	6.6	0.0	9.3
Wires Down	2.7	3.4	1.8	1.5	6.9	1.7	1.2	4.2	9.5	4.5	11.2

ALH=Alhambra; ARC=Arcadia; BRK=Burbank; LAC=LA County; LFD=LA City; GLN=Glendale; MRV=Monrovia; MPK=Monterey Park; PAS=Pasadena; SGB=San Gabriel; SMD=Sierra Madre; SNM=San Marino; SPS=South Pasadena. \*Partial data for Monterey Park: Feb. 1 - June 30, 2005.

## FY2004-5 Strike Team Responses

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.

Area C of OES Region I includes the 10 Verdugo System cities plus Alhambra. During FY2004-5, Verdugo dispatched 11 strike team responses to 3 major fires in the southland, but all 40 fire stations in the area remained fully staffed and functioning, covering the home front. 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 that will further enrich the excellent teamwork and collaboration within Area C that we now call **Unified Response**.

<u>Team</u>	<u>Incident Name</u>	<u>Dispatch Date &amp; Time</u>	<u>Leader</u>	<u>Trainee</u>	<u>Release Date &amp; Time</u>
1803A	Pine	7/13/2004 13:20	BC10 - Cruz	BC10 - Young	7/17/2004 12:10
WT29	Pine	7/13/2004 17:01	Engr. McGee	Engr. McGaffin	7/19/2004 10:20
1203A	Pine	7/14/2004 21:18	BC3 - Law	BC105 - Norwood	7/17/2004 10:22
1205A	Pine	7/15/2004 4:02	BC5 - Beckman	BC7 - Khail	7/17/2004 10:47
1201A	Foothill	7/17/2004 16:19	BC1 - Pansini	Capt. Walbert	7/17/2004 21:00
1204A	Foothill	7/17/2004 16:36	BC2 - Howard	BC43 - Bamberger	7/17/2004 21:00
1202A	Foothill	7/18/2004 1:06	BC2 - Howard	BC6 - Donovan	7/20/2004 15:08
1205A	Foothill	7/18/2004 1:07	BC1 - Pansini	Capt. Walbert	7/20/2004 13:05
1203A	Crown	7/20/2004 16:24	BC3 - Law	BC5 - Terry	7/22/2004 10:56
1204A	Crown	7/21/2004 0:12	BC7 - Stedman	BC105 - Marston	7/22/2004 9:27
E13	Crown	7/21/2004 1:37	Capt. Barone	Single Res. - Helispot Prot.	7/22/2004 21:10



*Pine Fire - Bryan Chan/LA Times*



*Foothill Fire - Gene Blevins/Daily News*



*Crown fire - William G. Hartenstein*

<u>Incident Name</u>	<u>Team</u>	<u>Dispatch Date &amp; Time</u>	<u>Area C Units Dispatched</u>
Pine	1803A	7/13/2004 13:20	OE228, OE281, OE202, OE232, OE285, BC10 (OE282 replaced 228)
Pine	WT29	7/13/2004 17:01	WT29
Pine	1203A	7/14/2004 21:18	Engines 11, 13, 22, 25, 34 and BC3
Pine	1205A	7/15/2004 4:02	Engines 41, 61, 71, 81, 105 and BC5
Foothill	1201A	7/17/2004 16:19	Engines 13, 22, 26, 33, 34 and BC1
Foothill	1204A	7/17/2004 16:36	Engines 71, 281, 291, 101, 105 and BC2
Foothill	1202A	7/18/2004 1:06	Engines 11, 13, 22, 32, 34 and BC2
Foothill	1205A	7/18/2004 1:07	Engines 41, 61, 71, 105, 281 and BC1
Crown	1203A	7/20/2004 16:24	Engines 11, 14, 22, 25, 34 and BC3
Crown	1204A	7/21/2004 0:12	Engines 52, 71, 91, 101, 105 and BC7
Crown	E13	7/21/2004 1:37	Engine 13



## 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
<b>ARCADIA:</b>				
Aug. 13, 2004	1220 Rodeo	HOUSE	Third	\$1,300,000
Oct. 10, 2004	328 Genoa St.	STR	First	\$110,000
<b>BURBANK:</b>				
Aug. 11, 2004	619 S. Glenwood	STR	First	\$550,000
Oct. 10, 2004	75 E. Santa Anita Ave.	STR	Second	\$7,500,000
Jan. 12, 2005	222 N. Victory Blvd.	STR	Third	\$200,000
May 8, 2005	1600 N. San Fernando Blvd.	VEHSTR	Second	\$50,000
<b>GLENDALE:</b>				
Aug. 8, 2004	4717 Dunsmore	STR	First	\$125,000
Dec. 5, 2004	145 S. Central Ave.	ALARMF	First	\$100,000
Dec. 19, 2004	1224 Crescent Dr.	HOUSE	First	\$375,000
Dec. 23, 2004	1419 W. Kenneth Rd.	STR	First	\$250,000
Dec. 26, 2004	2516 E. Glenoaks	HOUSE	First	\$210,000
Jan. 21, 2005	449 Salem St.	HOUSE	First	\$200,000
Mar. 1, 2005	251 Wonderview Dr.	HOUSE	First	\$400,000 + 1 Fatality
Mar. 18, 2005	3638 Third Ave.	HOUSE	Second	\$70,000
Mar. 25, 2005	844 Moorside Dr.	HOUSE	First	\$400,000
Mar. 31, 2005	333 Riverdale Dr.	APT	First	\$200,000
Apr. 10, 2005	628 W. California Ave.	HOUSE	First	\$200,000
May 5, 2005	1600 N. San Fernando	VEHSTR	Second	\$50,000
May 28, 2005	819 S. Maryland Ave.	APT	First	\$100,000
June 2, 2005	2835 Manhattan Ave.	HOUSE	First	\$600,000 + 1 Fatality
June 19, 2005	711 E. Chevy Chase Dr.	UNKF	First	\$115,000
<b>MONROVIA:</b>				
Sep. 24, 2004	136 Fig	HOUSE	First	\$120,000
Sep. 26, 2004	590 E. Olive	APT	Second	\$600,000
<b>MONTEREY PARK:</b>				
May 30, 2005	1500 S. McBride	BRUSH	Second	Watershed
<b>PASADENA:</b>				
July 28, 2004	1551 Elizabeth	HOUSE	First	\$120,000
Sep. 18, 2004	1767 Navarro Ave.	GARAGE	First	\$40,000 + 1 Fatality
Nov. 23, 2004	279 Penn St.	APPL	First	\$205,000
Dec. 27, 2004	1145 Rexford Ave.	GARAGE	First	\$170,000
May 23, 2005	37 N. Catalina Ave.	STR	First	\$120,000
<b>SANGABRIEL:</b>				
Dec. 27, 2004	1530 Delta St.	STR	Second	\$180,000
<b>SIERRA MADRE:</b>				
Oct. 14, 2004	34 W. Bonita	HOUSE	Second	\$150,000
<b>SOUTHPASADENA:</b>				
Oct. 8, 2004	163 Monterey, #1	APT	First	\$200,000

## Response Time Analysis

Statistics are also generated for the time it takes from dispatch to leaving the station (enroute) and 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. According to NFPA 1710 guidelines, the first responding unit should ideally be onscene within 5 minutes of dispatch at least 90% of the time, if possible. On average, throughout the Verdugo System it takes 1 minute, 1 second for the first unit to leave the station after dispatch and 4 minutes, 14 seconds after dispatch to arrive at an incident. This includes all types of incidents – Fire, Medical, Service and Other.

### Average Dispatch to Enroute Time (min.)

Agency	All Incidents	Total Incs.	Fire	Fire Incs.	Medical	Medical Incs.
Verdugo	1:01	53,969	1:12	9,208	0:58	40,019
Arcadia	1:09	4,127	1:28	914	1:02	2,907
Burbank	0:57	8,757	1:05	1,532	0:55	6,612
Glendale	1:00	14,837	1:10	1,733	0:58	11,850
Monrovia	1:03	3,244	1:23	504	0:58	2,449
Monterey Park*	1:09	1,576	1:19	180	1:05	1,134
Pasadena	1:01	15,149	1:11	3,099	0:57	10,996
San Gabriel	1:04	2,177	1:18	300	1:00	1,631
San Marino	0:46	1,029	0:57	184	0:39	547
Sierra Madre	1:44	651	1:40	100	1:46	464
South Pasadena	1:01	1,625	1:21	271	0:54	1,069

### Average Dispatch to Arrival Time (min.)

Agency	All Incidents	Total Incs.	Fire	Fire Incs.	Medical	Medical Incs.
Verdugo	4:14	53,969	4:58	9,208	4:03	40,019
Arcadia	4:19	4,127	5:07	914	3:57	2,907
Burbank	4:14	8,757	4:45	1,532	4:03	6,612
Glendale	4:07	14,837	4:36	1,733	3:58	11,850
Monrovia	4:21	3,244	4:57	504	4:08	2,449
Monterey Park*	4:57	1,576	5:46	180	4:42	1,134
Pasadena	4:11	15,149	4:51	3,099	3:55	10,996
San Gabriel	4:12	2,177	4:35	300	4:02	1,631
San Marino	3:45	1,029	4:03	184	3:10	547
Sierra Madre	4:37	651	5:21	100	4:17	464
South Pasadena	4:09	1,625	4:27	271	3:48	1,069

### First Unit Onscene in 5 Minutes or Less

Agency	Fire Incidents	Medical Incidents
Verdugo	62.6%	78.8%
Arcadia	57.5%	79.1%
Burbank	65.0%	78.0%
Glendale	67.1%	81.1%
Monrovia	56.9%	74.4%
Monterey Park	41.9%	62.1%
Pasadena	61.7%	79.8%
San Gabriel	68.0%	80.1%
San Marino	79.4%	88.8%
Sierra Madre	47.1%	71.3%
South Pasadena	71.2%	81.6%

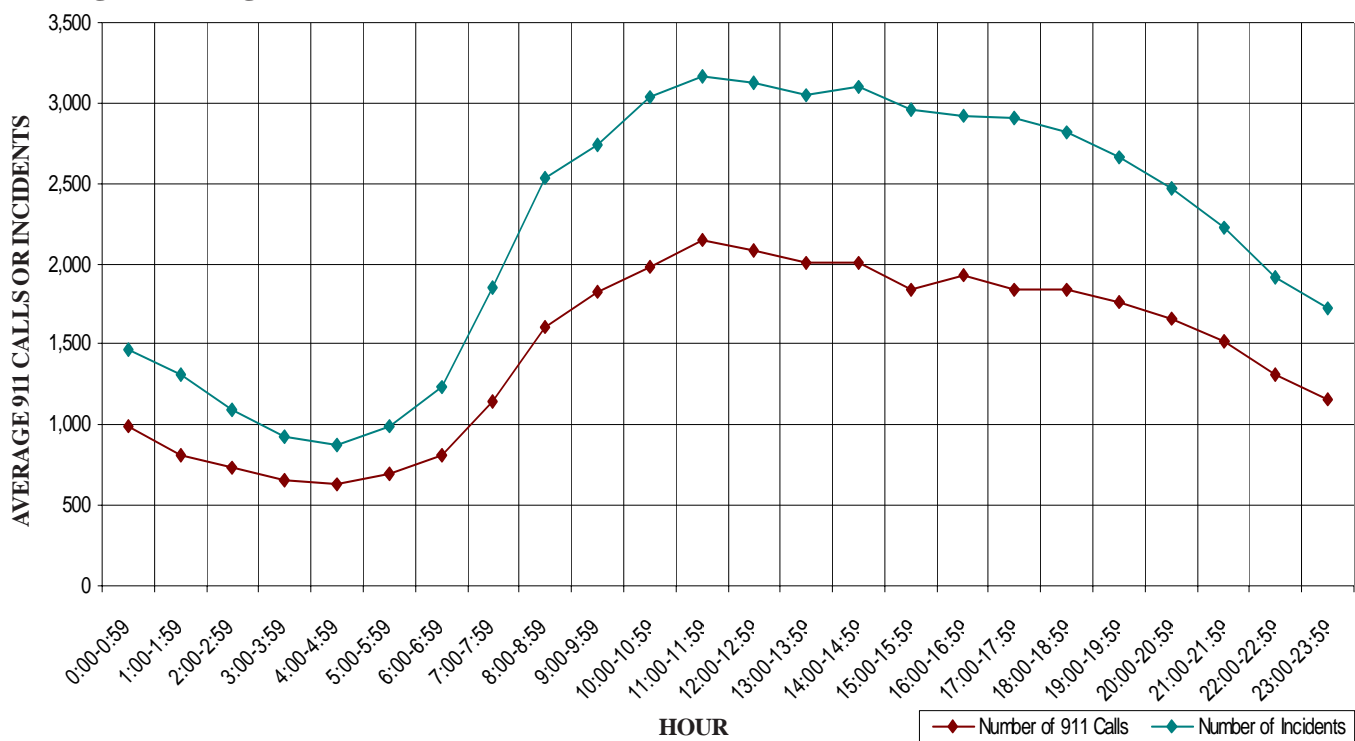
## Verdugo Call Volume

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 a Sr. IT Applications Specialist.

Nearly 54,000 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 36 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 FY2004-5, Verdugo handled an average of 322 telephone calls per day or 13.4 calls per hour. About 30% of those calls were taken on 911 lines, 49% came through 7-digit emergency lines or the four administrative lines, and 21% were outgoing calls.
- There were about 2.2 calls per incident, an average of 148 incidents per day or 6.2 incidents per hour.
- The highest call volume in a single day, including incoming 911, 7-digit emergency and administrative lines plus outgoing calls, occurred on January 9, 2005 during a major rainstorm, with 1,057 calls. The second-highest call day was December 28, 2004, also during significant rainfall. The fewest total calls occurred on November 11, 2004, with only 113.
- The busiest month in terms of call volume was December 2004, with 12,906 total calls, or an average of 416 calls per day.

### Verdugo Incoming 911 Calls and Incidents Per Hour



- On average, there are 8 incidents per hour between 8 a.m. and 8 p.m. and 4 incidents per hour during the night.
- Call answering time is another important statistic; 96.7% of calls were answered in less than 6 seconds, 99.5% in under 11 seconds.
- There were 375 abandoned calls during the year, a little over one per day. Only 74 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 FY2004-5 were 49.9 seconds for 911 call processing and 9.7 seconds for radio dispatching.

### Simultaneous Phone Calls

Because time is of the essence, one of the most vital considerations in a communications center is whether the staffing level is sufficient to answer all calls within a reasonable period of time. A study begun in 2002 was continued through FY2004-5 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. Additional dispatchers are also called in for major incidents of longer duration, regardless of time of day. The results of the FY2004-5 call volume study indicate that it was relatively rare for call volume to exceed staffing. In the entire year, there were only 285 daytime instances and 335 nighttime instances when all phone dispatchers were on calls and an additional call came in. This includes not only 911 calls but also incoming administrative calls which may be placed on hold when a 911 line rings.

### Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in FY 2004-5 are listed below, along with the percent of all Verdugo incidents. For comparison, the percents of the same incident types for each of the cities in the Verdugo System are also included. Values significantly higher or lower than those in the VFCC column reveal how one city may be different from the others.

INCIDENT TYPE	PERCENT OF ALL INCIDENTS										
	VFCC	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS
Fire Alarm	10.0	17.0	11.0	6.5	9.5	6.4	15.3	9.2	13.3	5.2	9.9
Shortness of Breath	8.7	8.0	8.8	10.5	8.3	9.3	8.0	8.3	5.6	10.2	6.6
Fall - Minor	8.0	9.1	10.1	7.6	7.4	7.7	7.1	7.0	9.2	10.0	8.4
Chest Pains - Heart Attack	5.8	4.2	6.3	7.4	5.4	4.3	5.6	3.9	3.4	5.7	3.3
Traffic Collision	5.7	6.9	4.3	5.7	6.9	5.6	5.6	8.2	8.5	2.3	6.8
Misc. Medical	5.1	4.6	5.1	6.0	5.2	5.0	4.8	4.6	3.4	5.4	4.4
Person Unconc./Unresponsive	4.0	4.0	3.7	4.5	3.6	5.4	3.8	5.4	2.5	3.1	2.7
Minor Trauma	3.0	2.7	3.3	2.8	3.7	1.8	3.1	3.0	2.9	3.9	2.9
Person in Seizure	2.8	1.8	2.6	2.5	2.7	3.1	3.7	3.6	2.0	3.1	2.3
Abdominal Pain	2.2	1.8	2.1	2.8	1.9	1.4	2.1	1.7	1.3	2.5	1.6





## ARCADIA FIRE DEPARTMENT



There were 4,127 incidents reported for Arcadia in fiscal year 2004-5. 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 FY2004-5, 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 (75.7% of Fire incidents), Fall - Minor (12.7% of Medical incidents), Shortness of Breath (11.3% of Medical incidents).

### FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	696	75.7%
ALARMF	Fire Alarm - Full Assignment	6	0.7%
APPL	Appliance Fire	16	1.7%
APT	Apartment House Fire	7	0.8%
BOMB	Explosives/Bomb Threat/Scare	1	<0.5%
ELECF	Electrical Fire	9	1.0%
FLOW	Sprinkler System Activated	1	<0.5%
FNO	Fire Now Out	9	1.0%
HOUSE	House Fire	10	1.1%
ILLEG	Illegal Burning	7	0.8%
OUT	Miscellaneous Outside Fire	7	0.8%
POLE	Transformer/Street Light Fire	11	1.2%
REFUSE	Refuse Fire	17	1.8%
RESET	Fire Alarm Reset	11	1.2%
SMOKEI	Smoke in a Structure	20	2.2%
SMOKEO	Smoke in the Area	19	2.1%
STR	Structure Fire	12	1.3%
UNKF	Unknown Type of Fire	3	<0.5%
VEG	Vegetation Fire	11	1.2%
VEGFWY	Vegetation Fire on the Fwy	2	<0.5%
VEH	Vehicle Fire	30	3.3%
VEHFWY	Vehicle Fire on the Freeway	13	1.4%
VEHSTR	Vehicle Fire in a Structure	2	<0.5%

### MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	72	2.5%
ALERGY	Allergic Reaction	12	<0.5%
ALOC	Altered Level of Consciousness	83	2.9%
ASLT	Assault	55	1.9%
BACK	Back Pain	38	1.3%
BITE	Animal/Human/Stings	6	<0.5%
BREATH	Shortness of Breath	329	11.3%
BURN	Burn Injury	6	<0.5%
CHEST	Chest Pains - Heart Attack	170	5.8%
CHOK	Person Choking	15	0.5%
DIAB	Diabetic Problem	45	1.5%
DIZZY	Person Dizzy	56	1.9%
DOWN	Person Down	86	3.0%
DROWN	Drowning/Diving Incident	4	<0.5%
EMS	EMS Call - No Details	18	0.6%
EMSFWY	EMS - Freeway	13	<0.5%
FALL1	Fall - Major	6	<0.5%
FALL2	Fall - Minor	370	12.7%
GIB	G.I. Bleed	27	0.9%
GSW	Gunshot Wound	7	<0.5%
HEADPN	Head Pain	6	<0.5%
HEART	Heart Problem	52	1.8%
INVL	Assist the Invalid	104	3.6%
MED	Misc. Medical	188	6.5%
MEDALR	Medical Alarm	22	0.8%
NOSE	Nose Bleed Non-Traumatic	10	<0.5%
NOTBR	Person Not Breathing	49	1.7%
OBYGYN	Obstetrics/Gynecological	14	0.5%
OD	Overdose	22	0.8%
PSYCH	Psychiatric	18	0.6%
RESCUE	Rescue	2	<0.5%
RESFWY	Traffic Collision Rescue/Freeway	17	0.6%
SEIZ	Person in Seizure	72	2.5%
SICK	Person Sick	48	1.7%
STAB	Person Stabbed	3	<0.5%
STROKE	CVA - Neurological	68	2.3%
SYNCO	Syncopal/Fainted Now Conscious	67	2.3%
TC	Traffic Collision	282	9.7%
TCFUEL	Injury TC with Fuel Spill	1	<0.5%
TCFWY	Traffic Collision - Freeway	65	2.2%
TCPED	Traffic Collision w/ Pedestrian	36	1.2%
TCRES	Traffic Collision Rescue	19	0.7%
TCSTR	Vehicle into Structure	3	<0.5%
TOXIC	Ingestion-Poisoning-Inhalation	13	<0.5%
TR1	Severe Trauma	1	<0.5%
TR2	Minor Trauma	110	3.8%
UNCON	Person Unconscious/Unresponsive	165	5.7%
UNKMED	Unknown Medical	34	1.2%

### SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	6	2.3%
ARC	Arcing Wires	5	1.9%
BEES	Bee Investigation	6	2.3%
BIO	Biohazard Investigation	3	1.2%
CHEMO	Chemical Outside	13	5.0%
CROWD	Overcrowding Investigation	1	<0.5%
DAMAGE	Damage Investigation	4	1.6%
ELEV	Elevator Rescue	11	4.3%
FLOOD	Major Flooded Condition	9	3.5%
FUEL	Fuel Spill	17	6.6%
GASI	Odor of Natural Gas - Inside	4	1.6%
GASO	Odor of Natural Gas - Outside	6	2.3%
GMAIN	Broken Gas Main	5	1.9%
HAZARD	Investigate Hazardous Condition	28	10.9%
HAZMAT	Hazardous Materials Response	2	0.8%
HYD	Flowing/Gushing/Sheared Hydrant	6	2.3%
LAW	PD Assist/Stand-By	6	2.3%
LOCK	Person Locked In/Locked Out	19	7.4%
MALF	Malfunction	13	5.0%
MUD	Investigate a Mudslide	2	0.8%
ODOR	Misc. Odor Investigation	15	5.8%
PUBLIC	Public Assist	14	5.4%
ROOF2	Roof Check 2 Stories & Above	1	<0.5%
THREAT	Bio-Chemical Threat	1	<0.5%
WATER	Minor Flooding	36	14.0%
WIRES	Wires Down	19	7.4%
WMAIN	Broken Water Main	6	2.3%



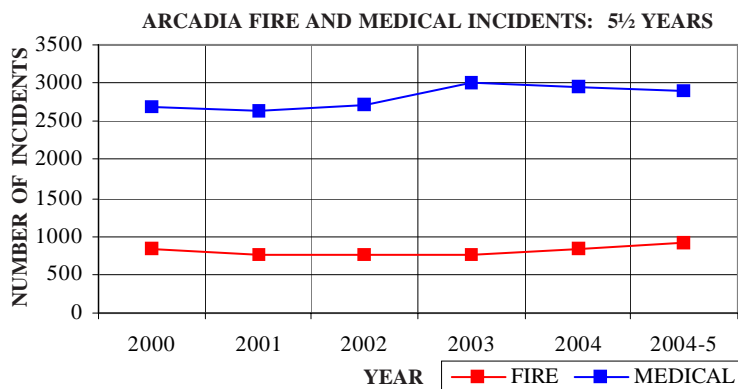
## ARCADIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	74	70	70	97	85	88	86	73	76	67	71	57	914	22.1%
MEDICAL	239	203	234	261	252	275	249	236	248	240	237	233	2,907	70.4%
SERVICE	28	23	21	27	16	20	39	15	21	26	15	16	267	6.5%
OTHER	1	0	0	1	0	0	0	0	0	0	0	0	2	0.0%
O.V.S.*	7	5	5	4	0	4	2	4	1	1	3	1	37	0.9%
TOTAL	349	301	330	390	353	387	376	328	346	334	326	307	4,127	

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

## ARCADIA INCIDENTS: 5½ YEAR HISTORY

CATEGORY	2000	2001	2002	2003	2004	2004-5
FIRE	845	758	750	761	832	914
MEDICAL	2,695	2,638	2,709	2,997	2,948	2,907
SERVICE	365	258	244	287	247	267
OTHER	5	3	4	4	4	2
O.V.S.	16	35	44	41	57	37
TOTAL	3,926	3,692	3,751	4,090	4,088	4,127



## Out of Jurisdiction Responses

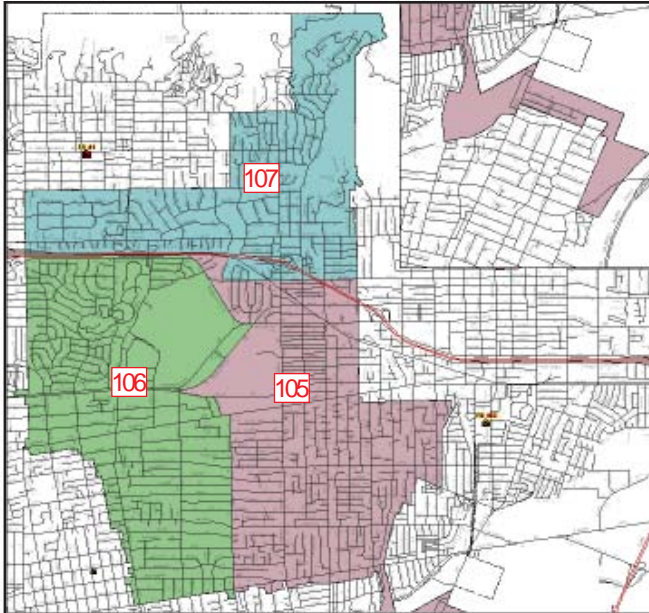
The Arcadia Fire Department responded to incidents outside their jurisdiction 303 times in FY2004-5:

Alhambra	1
Burbank	2
Glendale	4
LA County	33
Monrovia	203
Monterey Park	1
Pasadena	44
San Gabriel	8
San Marino	1
Sierra Madre	3
South Pasadena	1
Other Cities	2
<b>TOTAL</b>	<b>303</b>

Other agencies responded to incidents in Arcadia 487 times during the year:

Alhambra	4
Burbank	2
Glendale	1
LA County	45
Monrovia	279
Pasadena	78
San Gabriel	5
San Marino	5
Sierra Madre	1
South Pasadena	4
Other*	63
<b>TOTAL</b>	<b>487</b>

\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.



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 303 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Air Utility 106	6
Engine 105	1,613
Engine 106	2,125
Engine 107	766
Ambulance 105	1,535
Ambulance 106	1,650
Truck 105	500
USAR 106	5







## BURBANK FIRE DEPARTMENT



There were 8,757 incidents reported for Burbank in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, along with the percent of incidents in that category for the year. Of the 109 type codes listed below, the three most frequent incident types were Fire Alarm (62.1% of Fire incidents), Fall - Minor (13.3% of Medical incidents), and Shortness of Breath (11.6% of Medical incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ALARM	Fire Alarm	953	62.1%	ABD	Abdominal Pain	185	2.8%	ANIMAL	Animal Rescue/Assist	8	1.5%
ALARMF	Fire Alarm - Full Assignment	8	0.5%	ALERGY	Allergic Reaction	44	0.7%	ARC	Arcing Wires	4	0.7%
ALERT1	Airport Alert - Stand By	2	<0.5%	ALOC	Altered Level of Consciousness	166	2.5%	BEES	Bee Investigation	2	<0.5%
ALERT2	Emergency Landing at Airport	21	1.4%	ASLT	Assault	74	1.1%	BIO	Biohazard Investigation	15	2.7%
ALERT3	Plane Accident, Down or Fire	1	<0.5%	BACK	Back Pain	109	1.6%	CHEMO	Chemical Outside	41	7.5%
APPL	Appliance Fire	25	1.6%	BITE	Animal/Human/Stings	7	<0.5%	CROWD	Overcrowding Investigation	1	<0.5%
APT	Apartment House Fire	16	1.0%	BREATH	Shortness of Breath	769	11.6%	DAMAGE	Damage Investigation	3	0.5%
BOMB	Explosives/BombThreat/Scare	1	<0.5%	BURN	Burn Injury	7	<0.5%	ELEV	Elevator Rescue	46	8.4%
BRUSH	Brush Fire	3	<0.5%	CHEST	Chest Pains - Heart Attack	550	8.3%	FLOOD	Major Flooded Condition	20	3.6%
CARBON	Carbon Monoxide Alarm	11	0.7%	CHOK	Person Choking	40	0.6%	FUEL	Fuel Spill	44	8.0%
ELECF	Electrical Fire	25	1.6%	DIAB	Diabetic Problem	136	2.1%	GASI	Odor of Natural Gas - Inside	25	4.6%
FLOW	Sprinkler System Activated	2	<0.5%	DIZZY	Person Dizzy	153	2.3%	GASO	Odor of Natural Gas - Outside	21	3.8%
FNO	Fire Now Out	28	1.8%	DOWN	Person Down	148	2.2%	GMAIN	Broken Gas Main	7	1.3%
GARAGE	Garage Fire	4	<0.5%	EMS	EMS Call - No Details	25	<0.5%	HAZARD	Investigate Hazardous Condition	47	8.6%
HOUSE	House Fire	25	1.6%	EMSFWY	EMS - Freeway	7	<0.5%	HAZMAT	Hazardous Materials Response	4	0.7%
ILLEG	Illegal Burning	32	2.1%	FALL1	Fall - Major	21	<0.5%	HYD	Flowing/Gushing/Sheared Hydrant	21	3.8%
OUT	Miscellaneous Outside Fire	20	1.3%	FALL2	Fall - Minor	882	13.3%	LAW	PD Assist/Stand-By	8	1.5%
OUTFWY	Misc. Outside Fire on the Fwy	1	<0.5%	GIB	G.I. Bleed	70	1.1%	LOCK	Person Locked In/Locked Out	24	4.4%
POLE	Transformer/Street Light Fire	10	0.7%	GSW	Gunshot Wound	10	<0.5%	MALF	Malfunction	24	4.4%
REFUSE	Refuse Fire	53	3.5%	HANG	Person Hanging	1	<0.5%	MUD	Investigate a Mudslide	4	0.7%
RESET	Fire Alarm Reset	15	1.0%	HEADPN	Head Pain	25	<0.5%	ODOR	Misc. Odor Investigation	48	8.7%
SMOKEI	Smoke in a Structure	61	4.0%	HEART	Heart Problem	153	2.3%	PUBLIC	Public Assist	26	4.7%
SMOKEO	Smoke in the Area	59	3.8%	INVL	Assist the Invalid	173	2.6%	REFRIG	Abandoned Refrigerator	19	3.5%
STR	Structure Fire	38	2.5%	MED	Misc. Medical	446	6.7%	ROOF1	One Story Roof Check	3	0.5%
UNKF	Unknown Type of Fire	5	<0.5%	MEDALR	Medical Alarm	44	0.7%	ROOF2	Roof Check 2 Stories & Above	2	<0.5%
VAULT	Electrical Vault Fire	1	<0.5%	NOSE	Nose Bleed Non-Traumatic	34	0.5%	WATER	Minor Flooding	51	9.3%
VEG	Vegetation Fire	6	<0.5%	NOTBR	Person Not Breathing	123	1.9%	WIRES	Wires Down	19	3.5%
VEGFWY	Vegetation Fire on the Fwy	4	<0.5%	OBGYN	Obstetrics/Gynecological	37	0.6%	WMAIN	Broken Water Main	12	2.2%
VEH	Vehicle Fire	79	5.1%	OD	Overdose	74	1.1%				
VEHFWY	Vehicle Fire on the Freeway	20	1.3%	PSYCH	Psychiatric	65	1.0%				
VEHSTR	Vehicle Fire in a Structure	5	<0.5%	RESCUE	Rescue	12	<0.5%				
				RESFWY	Traffic Collision Rescue/Freeway	40	0.6%				
				SEIZ	Person in Seizure	225	3.4%				
				SHOCK	Electrical Shock Injury	1	<0.5%				
				SICK	Person Sick	128	1.9%				
				STAB	Person Stabbed	9	<0.5%				
				STROKE	CVA - Neurological	141	2.1%				
				SYNCO	Syncope/Fainted Now Conscious	172	2.6%				
				TC	Traffic Collision	372	5.6%				
				TCFWY	Traffic Collision - Freeway	124	1.9%				
				TCPED	Traffic Collision w/ Pedestrian	58	0.9%				
				TCRAIL	Traffic Collision w/ Train	1	<0.5%				
				TCRES	Traffic Collision Rescue	31	0.5%				
				TCSTR	Vehicle into Structure	8	<0.5%				
				TOXIC	Ingestion-Poisoning-Inhalation	36	0.5%				
				TR1	Severe Trauma	7	<0.5%				
				TR2	Minor Trauma	287	4.3%				
				UNCON	Person Unconc./Unresponsive	325	4.9%				
				UNKMED	Unknown Medical	61	0.9%				





## BURBANK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	126	113	119	143	120	143	185	129	106	95	122	131	1,532	17.5%
MEDICAL	548	576	524	580	531	648	573	510	534	539	538	511	6,612	75.5%
SERVICE	43	32	43	64	37	63	58	47	45	48	34	38	552	6.3%
OTHER	0	0	1	2	0	0	1	2	0	1	1	1	9	0.1%
O.V.S.*	9	7	3	4	0	3	3	3	4	5	4	7	52	0.6%
TOTAL	726	728	690	793	688	857	820	691	689	688	699	688	8,757	

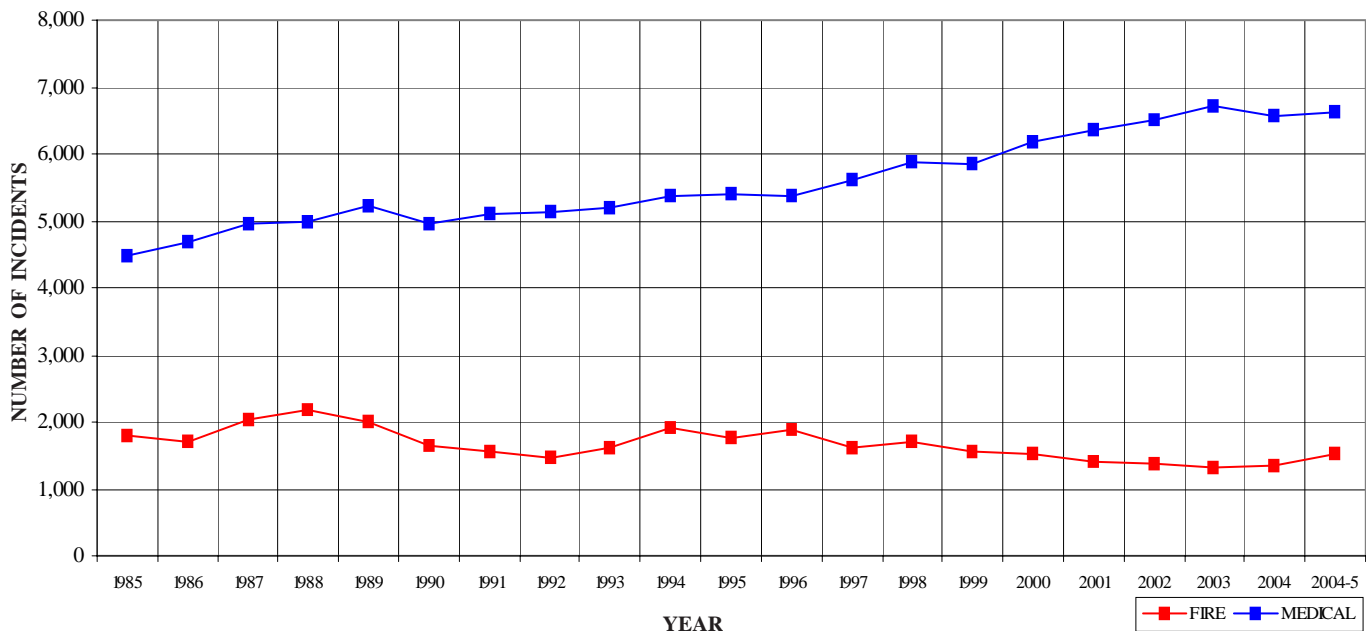
\*O.V.S. = Responses Outside the Verdugo System

## BURBANK INCIDENTS: 20-YEAR HISTORY

CATEGORY	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995
FIRE	1,691	2,028	2,175	2,010	1,627	1,562	1,460	1,613	1,914	1,763
MEDICAL	4,684	4,949	4,997	5,220	4,942	5,118	5,145	5,207	5,386	5,410
SERVICE	*	*	*	316	679	676	638	629	803	648
OTHER	*	*	*	5	143	1	27	30	58	39
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	6,375	6,977	7,172	7,551	7,391	7,357	7,270	7,479	8,161	7,860

CATEGORY	1996	1997	1998	1999	2000	2001	2002	2003	2004	2004-5
FIRE	1,872	1,620	1,710	1,543	1,524	1,399	1,371	1,326	1,349	1,532
MEDICAL	5,372	5,611	5,873	5,842	6,183	6,366	6,513	6,715	6,576	6,612
SERVICE	613	622	678	673	612	630	521	516	488	552
OTHER	15	3	5	12	11	18	14	8	9	9
O.V.S.	15	24	26	19	34	31	50	62	42	52
TOTAL		7,887	7,880	8,292	8,089	8,364	8,444	8,469	8,627	8,757

## BURBANK FIRE AND MEDICAL INCIDENTS: 20 YEARS



### Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 374 times in FY2004-5:

Arcadia	2
Glendale	301
LA City	28
LA County	21
Monterey Park	1
Pasadena	16
San Gabriel	1
South Pasadena	1
Other Cities	3
<b>TOTAL</b>	<b>374</b>

Other agencies responded to incidents in Burbank 336 times during the year:

Arcadia	2
Glendale	216
LA City	1
LA County	1
Monrovia	1
Pasadena	13
San Gabriel	1
Other*	101
<b>TOTAL</b>	<b>336</b>

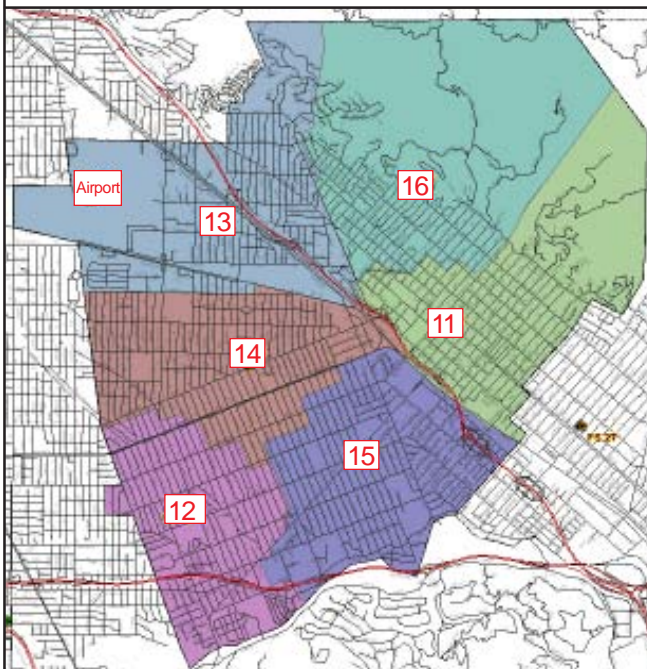
\*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.



### Responses Per Unit

The Burbank Fire Department responded to 8,705 incidents within its city borders and an additional 374 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Total Responses</u>
Engine 11	2,342
Engine 12	1,544
Engine 13	1,716
Engine 14	1,279
Engine 15	1,952
Engine 16	739
Engine 18	99
Hazmat 12	35
Ambulance 11	2,403
Ambulance 13	2,202
Ambulance 15	2,630
Truck 11	784
Truck 12	505
USAR11	23



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 14,837 incidents reported for Glendale in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, 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 (55.2% of Fire incidents), Shortness of Breath (12.9% of Medical incidents), and Fall - Minor (9.4% of Medical incidents).

## FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	953	55.2%
ALARMF	Fire Alarm - Full Assignment	22	1.3%
APPL	Appliance Fire	43	2.5%
APT	Apartment House Fire	43	2.5%
BOMB	Explosives/Bomb Threat/Scare	1	<0.5%
BRUSH	Brush Fire	7	<0.5%
CARBON	Carbon Monoxide Alarm	7	<0.5%
DERAIL	Train Derailment	1	<0.5%
ELECF	Electrical Fire	30	1.7%
FLOW	Sprinkler System Activated	3	<0.5%
FNO	Fire Now Out	45	2.6%
GARAGE	Garage Fire	3	<0.5%
HOUSE	House Fire	43	2.5%
ILLEG	Illegal Burning	35	2.0%
OUT	Miscellaneous Outside Fire	21	1.2%
OUTFWY	Misc. Outside Fire on the Fwy	2	<0.5%
PLANE	Plane Accident, Down or Fire	1	<0.5%
POLE	Transformer/Street Light Fire	18	1.0%
REFUSE	Refuse Fire	50	2.9%
RESET	Fire Alarm Reset	45	2.6%
SMOKEI	Smoke in a Structure	70	4.1%
SMOKEO	Smoke in the Area	61	3.5%
STR	Structure Fire	37	2.1%
UNKF	Unknown Type of Fire	9	0.5%
VAULT	Electrical Vault Fire	1	<0.5%
VEG	Vegetation Fire	26	1.5%
VEGFWY	Vegetation Fire on the Fwy	4	<0.5%
VEH	Vehicle Fire	83	4.8%
VEHFWY	Vehicle Fire on the Freeway	56	3.2%
VEHSTR	Vehicle Fire in a Structure	7	<0.5%

## MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	416	3.5%
ALERGY	Allergic Reaction	56	0.5%
ALOC	Altered Level of Consciousness	266	2.2%
ASLT	Assault	154	1.3%
BACK	Back Pain	171	1.4%
BITE	Animal/Human/Stings	19	<0.5%
BREATH	Shortness of Breath	1,527	12.9%
BURN	Burn Injury	21	<0.5%
CHEST	Chest Pains - Heart Attack	1,074	9.1%
CHOKO	Person Choking	49	<0.5%
DIAB	Diabetic Problem	213	1.8%
DIZZY	Person Dizzy	264	2.2%
DOWN	Person Down	409	3.5%
DROWN	Drowning/Diving Incident	2	<0.5%
EMS	EMS Call - No Details	67	0.6%
EMSFWY	EMS - Freeway	10	<0.5%
FALL1	Fall - Major	16	<0.5%
FALL2	Fall - Minor	1,111	9.4%
GIB	G.I. Bleed	94	0.8%
GSW	Gunshot Wound	10	<0.5%
HANG	Person Hanging	5	<0.5%
HEADPN	Head Pain	82	0.7%
HEART	Heart Problem	313	2.6%
INVL	Assist the Invalid	141	1.2%
MED	Misc. Medical	874	7.4%
MEDALR	Medical Alarm	74	0.6%
MTNRES	Mountain Rescue	2	<0.5%
NOSE	Nose Bleed Non-Traumatic	58	0.5%
NOTBR	Person Not Breathing	215	1.8%
OBGYN	Obstetrics/Gynecological	55	0.5%
OD	Overdose	111	0.9%
PSYCH	Psychiatric	169	1.4%
RESCUE	Rescue	14	<0.5%
RESFWY	Traffic Collision Rescue/Freeway	71	0.6%
SEIZ	Person in Seizure	369	3.1%
SHOCK	Electrical Shock Injury	2	<0.5%
SICK	Person Sick	284	2.4%
STAB	Person Stabbed	15	<0.5%
STROKE	CVA - Neurological	206	1.7%
SYNCO	Syncope/Fainted Now Conscious	222	1.9%
TC	Traffic Collision	833	7.0%
TCFUEL	Injury TC with Fuel Spill	3	<0.5%
TCFWY	Traffic Collision - Freeway	207	1.7%
TCPED	Traffic Collision w/ Pedestrian	147	1.2%
TCRES	Traffic Collision Rescue	55	0.5%
TCSTR	Vehicle into Structure	23	<0.5%
TOXIC	Ingestion-Poisoning-Inhalation	90	0.8%
TR1	Severe Trauma	2	<0.5%
TR2	Minor Trauma	402	3.4%
UNCON	Person Unconscious/Unresponsive	651	5.5%
UNKMED	Unknown Medical	204	1.7%

## SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	25	2.5%
ARC	Arcing Wires	4	<0.5%
BEES	Bee Investigation	9	0.9%
BIO	Biohazard Investigation	15	1.5%
CHEMO	Chemical Outside	68	6.7%
CROWD	Overcrowding Investigation	3	<0.5%
DAMAGE	Damage Investigation	23	2.3%
ELEV	Elevator Rescue	106	10.4%
FLOOD	Major Flooded Condition	45	4.4%
FUEL	Fuel Spill	42	4.1%
GASI	Odor of Natural Gas - Inside	25	2.5%
GASO	Odor of Natural Gas - Outside	23	2.3%
GMAIN	Broken Gas Main	9	0.9%
HAZARD	Investigate Hazardous Condition	89	8.7%
HYD	Flowing/Gushing/Sheared Hydrant	21	2.1%
LAW	PD Assist/Stand-By	11	1.1%
LOCK	Person Locked In/Locked Out	62	6.1%
MALF	Malfunction	21	2.1%
MUD	Investigate a Mudslide	78	7.7%
ODOR	Misc. Odor Investigation	45	4.4%
PUBLIC	Public Assist	44	4.3%
REFRIG	Abandoned Refrigerator	13	1.3%
ROOF1	One Story Roof Check	7	0.7%
ROOF2	Roof Check 2 Stories & Above	14	1.4%
THREAT	Bio-Chemical Threat	2	<0.5%
WATER	Minor Flooding	166	16.3%
WIRES	Wires Down	32	3.1%
WMAIN	Broken Water Main	16	1.6%

## OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	16
OUTAGE	Power Outage	2



## GLENDALE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	137	149	123	135	140	160	199	139	147	116	160	128	1,733	11.7%
MEDICAL	948	905	936	915	938	1,068	1,128	962	1,084	939	1,026	1,001	11,850	79.9%
SERVICE	73	54	64	82	64	96	182	149	74	73	67	46	1,024	6.9%
OTHER	15	0	1	2	0	0	1	0	2	3	2	0	26	0.2%
O.V.S.*	25	20	15	25	13	13	19	9	11	21	15	18	204	1.4%
TOTAL	1,198	1,128	1,139	1,159	1,155	1,337	1,529	1,259	1,318	1,152	1,270	1,193	14,837	

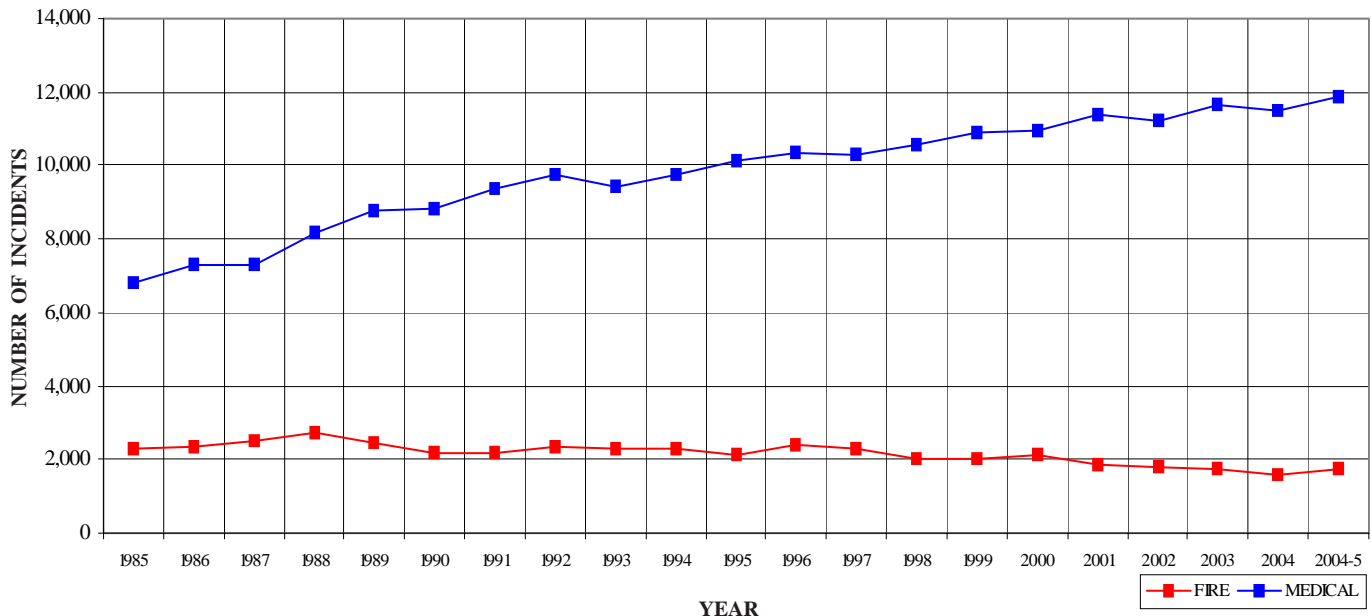
\*O.V.S. = Responses Outside the Verdugo System

## GLENDALE INCIDENTS: 20-YEAR HISTORY

CATEGORY	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995
FIRE	2,336	2,518	2,747	2,435	2,153	2,188	2,363	2,307	2,313	2,131
MEDICAL	7,302	7,317	8,164	8,758	8,817	9,351	9,769	9,445	9,760	10,121
SERVICE	*	*	*	389	880	997	949	974	1,169	980
OTHER	*	*	*	15	222	8	5	13	184	53
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	9,638	9,835	10,911	11,597	12,072	12,544	13,086	12,739	13,426	13,285

CATEGORY	1996	1997	1998	1999	2000	2001	2002	2003	2004	2004-5
FIRE	2,381	2,274	2,028	2,036	2,147	1,827	1,791	1,737	1,579	1,733
MEDICAL	10,375	10,309	10,588	10,871	10,952	11,398	11,224	11,662	11,471	11,850
SERVICE	887	985	978	838	949	1,003	908	862	799	1,024
OTHER	16	10	24	38	26	44	59	30	29	26
O.V.S.	211	195	164	159	174	147	176	182	196	204
TOTAL	13,870	13,773	13,782	13,942	14,248	14,419	14,158	14,473	14,074	14,837

## GLENDALE FIRE AND MEDICAL INCIDENTS: 20 YEARS





### Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 524 times in FY 2004-5:

Arcadia	1
Burbank	216
LA City	122
LA County	81
Monterey Park	3
Pasadena	99
San Marino	1
Other Cities	1
<b>TOTAL</b>	<b>524</b>

Other agencies responded to incidents in Glendale 443 times during the year:

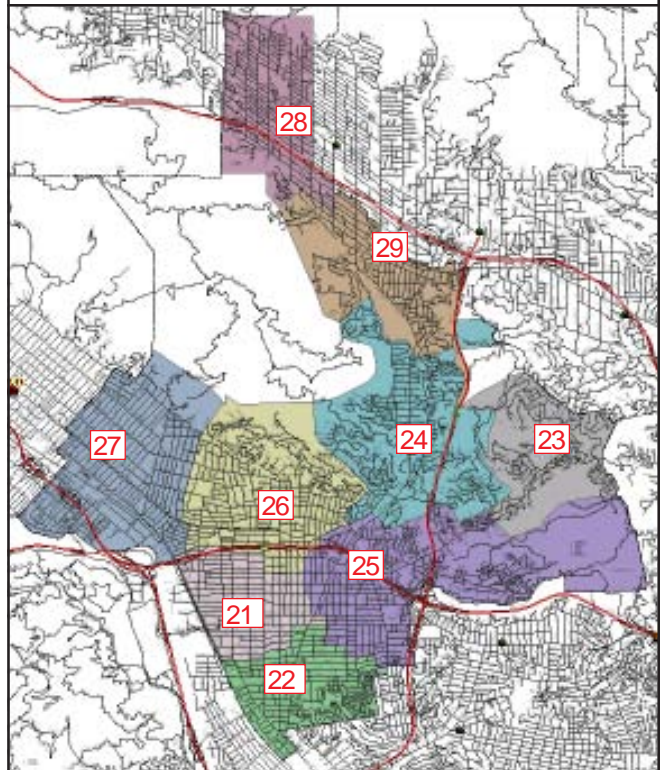
Arcadia	4
Burbank	301
LA City	15
LA County	60
Monrovia	2
Pasadena	42
San Marino	1
Other*	18
<b>TOTAL</b>	<b>443</b>

\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

### Responses Per Unit

The Glendale Fire Department responded to 14,633 incidents within its city borders and an additional 524 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>	<u>Unit ID</u>	<u>Responses</u>
Air Utility 28	30	HazMat 27	31
Engine 21	3,025	Ambulance 21	4,102
Engine 22	2,259	Ambulance 25	3,766
Engine 23	290	Ambulance 26	3,467
Engine 24	1,005	Ambulance 29	1,780
Engine 25	3,023	Truck 21	1,027
Engine 26	2,518	Truck 26	961
Engine 27	2,008	Truck 29	359
Engine 28	719	USAR 26	25
Engine 29	1,062	WT21	2



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).







## MONROVIA FIRE DEPARTMENT



There were 3,244 incidents reported for Monrovia in fiscal year 2004-5. 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 FY2004-5, along with the percent of incidents in that category for the year. Of the 99 type codes listed below, the three most frequent incident types were Fire Alarm (60.1% of Fire incidents), Shortness of Breath (10.8% of Medical incidents), and Fall - Minor (9.7% of Medical incidents).

### FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	303	60.1%
ALARMF	Fire Alarm - Full Assignment	3	0.6%
APPL	Appliance Fire	6	1.2%
APT	Apartment House Fire	5	1.0%
BRUSH	Brush Fire	4	0.8%
CARBON	Carbon Monoxide Alarm	4	0.8%
ELECF	Electrical Fire	12	2.4%
FLOW	Sprinkler System Activated	1	<0.5%
FNO	Fire Now Out	10	2.0%
GARAGE	Garage Fire	1	<0.5%
HOUSE	House Fire	10	2.0%
ILLEG	Illegal Burning	8	1.6%
OUT	Miscellaneous Outside Fire	8	1.6%
POLE	Transformer/Street Light Fire	9	1.8%
REFUSE	Refuse Fire	19	3.8%
RESET	Fire Alarm Reset	5	1.0%
SMOKEI	Smoke in a Structure	20	4.0%
SMOKEO	Smoke in the Area	15	3.0%
STR	Structure Fire	8	1.6%
UNKF	Unknown Type of Fire	1	<0.5%
VAULT	Electrical Vault Fire	1	<0.5%
VEG	Vegetation Fire	7	1.4%
VEGFWY	Vegetation Fire on the Fwy	2	<0.5%
VEH	Vehicle Fire	31	6.2%
VEHFWY	Vehicle Fire on the Freeway	10	2.0%
VEHSTR	Vehicle Fire in a Structure	1	<0.5%

### MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	62	2.5%
ALERGY	Allergic Reaction	16	0.7%
ALOC	Altered Level of Consciousness	73	3.0%
ASLT	Assault	57	2.3%
BACK	Back Pain	34	1.4%
BITE	Animal/Human/Stings	6	<0.5%
BREATH	Shortness of Breath	264	10.8%
BURN	Burn Injury	2	<0.5%
CHEST	Chest Pains - Heart Attack	173	7.1%
CHOK	Person Choking	17	0.7%
DIAB	Diabetic Problem	51	2.1%
DIZZY	Person Dizzy	42	1.7%
DOWN	Person Down	53	2.2%
EMS	EMS Call - No Details	21	0.9%
EMSFWY	EMS - Freeway	6	<0.5%
FALL1	Fall - Major	4	<0.5%
FALL2	Fall - Minor	237	9.7%
GIB	G.I. Bleed	13	0.5%
GSW	Gunshot Wound	7	<0.5%
HEADPN	Head Pain	18	0.7%
HEART	Heart Problem	41	1.7%
INVL	Assist the Invalid	66	2.7%
MED	Misc. Medical	167	6.8%
MEDALR	Medical Alarm	13	0.5%
MTNRES	Mountain Rescue	1	<0.5%
NOSE	Nose Bleed Non-Traumatic	6	<0.5%
NOTBR	Person Not Breathing	37	1.5%
OBGYN	Obstetrics/Gynecological	23	0.9%
OD	Overdose	48	2.0%
PSYCH	Psychiatric	34	1.4%
RESCUE	Rescue	3	<0.5%
RESFWY	Traffic Collision Rescue/Freeway	16	0.7%
SEIZ	Person in Seizure	85	3.5%
SICK	Person Sick	43	1.8%
STAB	Person Stabbed	5	<0.5%
STROKE	CVA - Neurological	42	1.7%
SYNCO	Syncope/Fainted Now Conscious	52	2.1%
TC	Traffic Collision	221	9.0%
TCFUEL	Injury TC with Fuel Spill	2	<0.5%
TCFWY	Traffic Collision - Freeway	54	2.2%
TCPED	Traffic Collision w/ Pedestrian	25	1.0%
TCRES	Traffic Collision Rescue	18	0.7%
TCSTR	Vehicle into Structure	2	<0.5%
TOXIC	Ingestion-Poisoning-Inhalation	29	1.2%
TR1	Severe Trauma	2	<0.5%
TR2	Minor Trauma	119	4.9%
UNCON	Person Unconc./Unresponsive	114	4.7%
UNKMED	Unknown Medical	24	1.0%
USAR	Collapse/Extrication/Rescue	1	<0.5%

### SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	10	4.2%
ARC	Arcing Wires	1	<0.5%
BEES	Bee Investigation	14	5.9%
BIO	Biohazard Investigation	7	2.9%
CHEMO	Chemical Outside	10	4.2%
DAMAGE	Damage Investigation	5	2.1%
ELEV	Elevator Rescue	4	1.7%
FLOOD	Major Flooded Condition	4	1.7%
FUEL	Fuel Spill	8	3.4%
GASI	Odor of Natural Gas - Inside	9	3.8%
GASO	Odor of Natural Gas - Outside	11	4.6%
GMAIN	Broken Gas Main	2	0.8%
HAZARD	Investigate Hazardous Condition	20	8.4%
HYD	Flowing/Gushing/Sheared Hydrant	4	1.7%
LAW	PD Assist/Stand-By	6	2.5%
LOCK	Person Locked In/Locked Out	18	7.6%
MALF	Malfunction	4	1.7%
MUD	Investigate a Mudslide	4	1.7%
ODOR	Misc. Odor Investigation	8	3.4%
PUBLIC	Public Assist	17	7.1%
ROOF1	One Story Roof Check	1	<0.5%
ROOF2	Roof Check 2 Stories & Above	2	0.8%
WATER	Minor Flooding	42	17.6%
WIRES	Wires Down	27	11.3%



## MONROVIA INCIDENTS BY MONTH AND CATEGORY

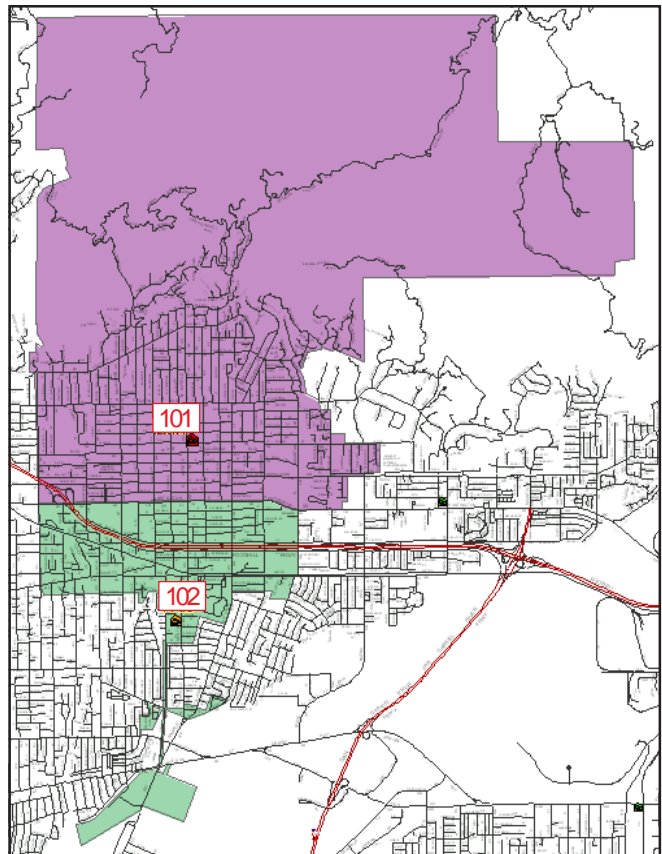
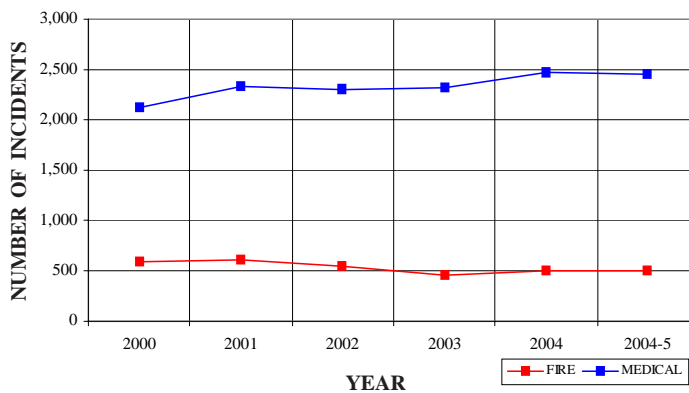
CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	39	48	43	46	39	46	62	30	34	43	33	41	504	15.5%
MEDICAL	214	168	221	190	199	200	218	183	220	204	210	222	2,449	75.5%
SERVICE	18	16	19	18	24	19	46	16	13	17	22	16	244	7.5%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
O.V.S.*	9	7	0	2	4	5	2	2	3	4	5	4	47	1.4%
TOTAL	280	239	283	256	266	270	328	231	270	268	270	283	3,244	

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

## MONROVIA INCIDENTS: 5½ YEAR HISTORY

CATEGORY	2000	2001	2002	2003	2004	2004-5
FIRE	588	609	549	458	494	504
MEDICAL	2,122	2,328	2,303	2,311	2,469	2,449
SERVICE	228	273	243	262	210	244
OTHER	1	2	47	9	1	0
O.V.S.	30	36	61	48	54	47
TOTAL	2,969	3,248	3,203	3,088	3,228	3,244

## MONROVIA FIRE AND MEDICAL INCIDENTS: 5½ YEARS



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 ladder truck and paramedic squad are dispatched as needed throughout the city (and occasionally beyond city borders).



### Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 333 times in FY 2004-5:

Arcadia	279
Burbank	1
Glendale	2
LA County	46
Pasadena	2
San Gabriel	1
Sierra Madre	1
Other Cities	1
<b>TOTAL</b>	<b>333</b>

Other fire agencies responded to incidents in Monrovia 268 times during the year, in addition to 2,382 responses by other units:

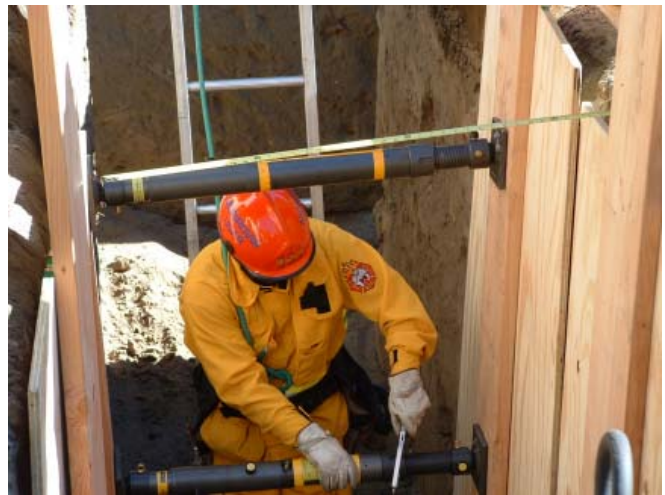
Alhambra	4
Arcadia	203
LA County	36
Monterey Park	2
Pasadena	9
San Gabriel	5
San Marino	7
Sierra Madre	1
South Pasadena	1
Other*	2,382
<b>TOTAL</b>	<b>2,650</b>

\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses. 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.

### Responses Per Unit

The Monrovia Fire Department responded to 3,197 incidents within its city borders and an additional 333 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 101	2,011
Engine 102	1,541
Squad 101	1,666
Truck & Light Force 101	596
USAR 101	79







## MONTEREY PARK FIRE DEPARTMENT



Monterey Park joined the Verdugo System on February 1, 2005. Between February 1 and June 30, Verdugo dispatched 1,576 incidents for Monterey Park. Each emergency call was assigned a type code by the dispatcher, and each type code in Verdugo's Computer-Aided Dispatch (CAD) system falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Monterey Park for each type code in the Fire, Medical, and Service categories during these months, along with the percent of incidents in that category. Of the 92 type codes listed below, the three most frequent incident types were Fire Alarm (52.5% of Fire incidents), Shortness of Breath (12.0% of Medical incidents), and Fall - Minor (10.0% of Medical incidents).

### FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS
ALARM	Fire Alarm	95	52.5%
APPL	Appliance Fire	4	2.2%
APT	Apartment House Fire	2	1.1%
BRUSH	Brush Fire	2	1.1%
ELECF	Electrical Fire	3	1.7%
FLOW	Sprinkler System Activated	1	0.6%
FNO	Fire Now Out	3	1.7%
HOUSE	House Fire	7	3.9%
ILLEG	Illegal Burning	2	1.1%
OUT	Miscellaneous Outside Fire	1	0.6%
POLE	Transformer/Street Light Fire	4	2.2%
REFUSE	Refuse Fire	5	2.8%
RESET	Fire Alarm Reset	1	0.6%
SMOKEI	Smoke in a Structure	8	4.4%
SMOKEO	Smoke in the Area	5	2.8%
STR	Structure Fire	4	2.2%
VAULT	Electrical Vault Fire	1	0.6%
VEG	Vegetation Fire	4	2.2%
VEH	Vehicle Fire	13	7.2%
VEHFWY	Vehicle Fire on the Freeway	16	8.8%

### MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS
ABD	Abdominal Pain	20	1.8%
ALERGY	Allergic Reaction	3	<0.5%
ALOC	Altered Level of Consciousness	28	2.5%
ASLT	Assault	21	1.8%
BACK	Back Pain	11	1.0%
BITE	Animal/Human/Stings	3	<0.5%
BREATH	Shortness of Breath	137	12.0%
CHEST	Chest Pains - Heart Attack	63	5.5%
CHOK	Person Choking	3	<0.5%
DIAB	Diabetic Problem	24	2.1%
DIZZY	Person Dizzy	26	2.3%
DOWN	Person Down	20	1.8%
DROWN	Drowning/Diving Incident	1	<0.5%
EMS	EMS Call - No Details	13	1.1%
EMSFWY	EMS - Freeway	7	0.6%
FALL1	Fall - Major	2	<0.5%
FALL2	Fall - Minor	114	10.0%
GIB	G.I. Bleed	6	0.5%
GSW	Gunshot Wound	4	<0.5%
HEADPN	Head Pain	9	0.8%
HEART	Heart Problem	30	2.6%
INVL	Assist the Invalid	15	1.3%
MED	Misc. Medical	73	6.4%
MEDALR	Medical Alarm	9	0.8%
NOSE	Nose Bleed Non-Traumatic	7	0.6%
NOTBR	Person Not Breathing	30	2.6%
OBGYN	Obstetrics/Gynecological	5	<0.5%
OD	Overdose	7	0.6%
PSYCH	Psychiatric	12	1.1%
RESFWY	Traffic Collision Rescue/Freeway	15	1.3%
SEIZ	Person in Seizure	45	4.0%
SICK	Person Sick	29	2.6%
STAB	Person Stabbed	1	<0.5%
STROKE	CVA - Neurological	24	2.1%
SYNCO	Syncopal/Fainted Now Conscious	27	2.4%
TC	Traffic Collision	83	7.3%
TCFUEL	Injury TC with Fuel Spill	1	<0.5%
TCFWY	Traffic Collision - Freeway	51	4.5%
TCPED	Traffic Collision w/ Pedestrian	12	1.1%
TCRES	Traffic Collision Rescue	9	0.8%
TCSTR	Vehicle into Structure	2	<0.5%
TOXIC	Ingestion-Poisoning-Inhalation	8	0.7%
TR2	Minor Trauma	27	2.4%
UNCON	Person Unconscious/Unresponsive	80	7.0%
UNKMED	Unknown Medical	20	1.8%

### SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	1	0.6%
ARC	Arcing Wires	1	0.6%
BEEES	Bee Investigation	4	2.6%
BIO	Biohazard Investigation	4	2.6%
CHEMO	Chemical Outside	3	1.9%
DAMAGE	Damage Investigation	2	1.3%
ELEV	Elevator Rescue	6	3.9%
FLOOD	Major Flooded Condition	9	5.8%
FUEL	Fuel Spill	3	1.9%
GASI	Odor of Natural Gas - Inside	4	2.6%
GASO	Odor of Natural Gas - Outside	1	0.6%
GMAIN	Broken Gas Main	1	0.6%
HAZARD	Investigate Hazardous Condition	17	11.0%
HAZMAT	Hazardous Materials Response	1	0.6%
HYD	Flowing/Gushing/Sheared Hydrant	3	1.9%
LAW	PD Assist/Stand-By	2	1.3%
LOCK	Person Locked In/Locked Out	13	8.4%
MALF	Malfunction	7	4.5%
MUD	Investigate a Mudslide	39	25.2%
ODOR	Misc. Odor Investigation	1	0.6%
PUBLIC	Public Assist	6	3.9%
ROOF1	One Story Roof Check	2	1.3%
ROOF2	Roof Check 2 Stories & Above	1	0.6%
THREAT	Bio-Chemical Threat	1	0.6%
WATER	Minor Flooding	11	7.1%
WIRES	Wires Down	11	7.1%
WMAIN	Broken Water Main	1	0.6%



## MONTEREY PARK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	0	0	0	0	0	0	0	33	25	34	45	43	180	11.4%
MEDICAL	0	0	0	0	0	0	0	217	249	236	225	207	1,134	72.0%
SERVICE	0	0	0	0	0	0	0	75	19	24	17	20	155	9.8%
OTHER	0	0	0	0	0	0	0	3	0	1	0	0	4	0.3%
O.V.S.*	0	0	0	0	0	0	0	21	26	17	20	19	103	6.5%
TOTAL	0	0	0	0	0	0	0	349	319	312	307	289	1,576	

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

**Out of Jurisdiction Responses**

The Monterey Park Fire Department responded to incidents outside their jurisdiction 151 times between Feb. 1 and June 30, 2005:

Alhambra	47
LA County	37
Monrovia	2
Pasadena	1
San Gabriel	38
San Marino	1
South Pasadena	4
Other Cities	21
<b>TOTAL</b>	<b>151</b>

Other fire agencies responded to incidents in Monterey Park 193 times during the same time period:

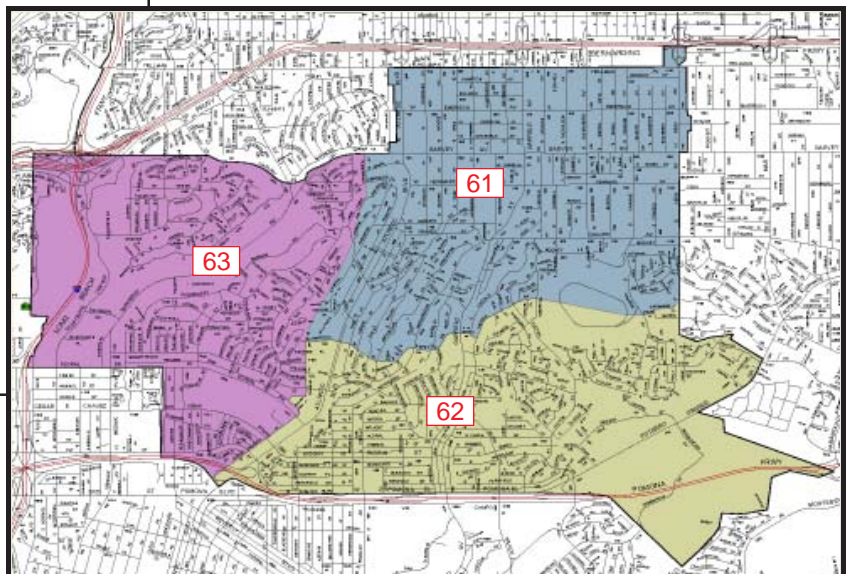
Alhambra	92
Arcadia	1
Burbank	1
Glendale	3
LA County	23
Pasadena	5
San Gabriel	24
San Marino	2
South Pasadena	2
Other*	40
<b>TOTAL</b>	<b>193</b>

\*These responses are sometimes by private ambulances but may also refer to Montebello units providing aid by agreement.

**Responses Per Unit**

The Monterey Park Fire Department responded to 1,473 incidents within its city borders and an additional 151 incidents in other jurisdictions between February 1 and June 30, 2005. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 61	651
Engine 62	548
Engine 63	452
Ambulance 61	683
Ambulance 62	585
Truck 61	194







## PASADENA FIRE DEPARTMENT



There were 15,149 incidents reported for Pasadena in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, 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 (74.3% of Fire incidents), Shortness of Breath (10.9% of Medical incidents), and Fall - Minor (9.8% of Medical incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	2,303	74.3%	ABD	Abdominal Pain	312	2.8%	ANIMAL	Animal Rescue/Assist	12	1.3%
ALARMF	Fire Alarm - Full Assignment	23	0.7%	ALERGY	Allergic Reaction	64	0.6%	ARC	Arcing Wires	1	<0.5%
APPL	Appliance Fire	31	1.0%	ALOC	Altered Level of Consciousness	285	2.6%	BEES	Bee Investigation	10	1.1%
APT	Apartment House Fire	27	0.9%	ASLT	Assault	263	2.4%	BIO	Biohazard Investigation	16	1.8%
BRUSH	Brush Fire	1	<0.5%	BACK	Back Pain	106	1.0%	CHEMO	Chemical Outside	31	3.4%
CARBON	Carbon Monoxide Alarm	18	0.6%	BITE	Animal/Human/Stings	33	<0.5%	CROWD	Overcrowding Investigation	7	0.8%
ELECF	Electrical Fire	42	1.4%	BREATH	Shortness of Breath	1,199	10.9%	DAMAGE	Damage Investigation	16	1.8%
FLOW	Sprinkler System Activated	2	<0.5%	BURN	Burn Injury	12	<0.5%	ELEV	Elevator Rescue	100	11.0%
FNO	Fire Now Out	32	1.0%	CHEST	Chest Pains - Heart Attack	834	7.6%	FLOOD	Major Flooded Condition	28	3.1%
GARAGE	Garage Fire	9	<0.5%	CHOKO	Person Choking	41	<0.5%	FUEL	Fuel Spill	47	5.2%
HOUSE	House Fire	43	1.4%	DIAB	Diabetic Problem	190	1.7%	GASI	Odor of Natural Gas - Inside	35	3.9%
ILLEG	Illegal Burning	36	1.2%	DIZZY	Person Dizzy	192	1.7%	GASO	Odor of Natural Gas - Outside	23	2.5%
OUT	Miscellaneous Outside Fire	30	1.0%	DOWN	Person Down	330	3.0%	GMAIN	Broken Gas Main	12	1.3%
OUTFWY	Misc. Outside Fire on the Fwy	3	<0.5%	DROWN	Drowning/Diving Incident	5	<0.5%	HAZARD	Investigate Hazardous Condition	90	9.9%
PLANE	Plane Accident, Down or Fire	1	<0.5%	EMS	EMS Call - No Details	46	<0.5%	HAZMAT	Hazardous Materials Response	4	<0.5%
POLE	Transformer/Street Light Fire	10	<0.5%	EMSFWY	EMS - Freeway	20	<0.5%	HYD	Flowing/Gushing/Sheared Hydrant	13	1.4%
RAIL	Train Fire	1	<0.5%	FALL1	Fall - Major	24	<0.5%	LAW	PD Assist/Stand-By	16	1.8%
REFUSE	Refuse Fire	62	2.0%	FALL2	Fall - Minor	1,072	9.8%	LOCK	Person Locked In/Locked Out	77	8.5%
RESET	Fire Alarm Reset	36	1.2%	GIB	G.I. Bleed	104	0.9%	MALF	Malfunction	27	3.0%
SMOKEI	Smoke in a Structure	74	2.4%	GSW	Gunshot Wound	26	<0.5%	MUD	Investigate a Mudslide	36	4.0%
SMOKEO	Smoke in the Area	58	1.9%	HANG	Person Hanging	4	<0.5%	ODOR	Misc. Odor Investigation	42	4.6%
STR	Structure Fire	34	1.1%	HEADPN	Head Pain	52	0.5%	PUBLIC	Public Assist	41	4.5%
UNKF	Unknown Type of Fire	13	<0.5%	HEART	Heart Problem	179	1.6%	REFRIG	Abandoned Refrigerator	10	1.1%
VAULT	Electrical Vault Fire	2	<0.5%	INVL	Assist the Invalid	183	1.7%	ROOF1	One Story Roof Check	4	<0.5%
VEG	Vegetation Fire	27	0.9%	MED	Misc. Medical	724	6.6%	ROOF2	Roof Check 2 Stories & Above	12	1.3%
VEGFWY	Vegetation Fire on the Fwy	2	<0.5%	MEDALR	Medical Alarm	64	0.6%	WATER	Minor Flooding	173	19.1%
VEH	Vehicle Fire	133	4.3%	MTNRES	Mountain Rescue	2	<0.5%	WIRES	Wires Down	18	2.0%
VEHFWY	Vehicle Fire on the Freeway	42	1.4%	NOSE	Nose Bleed Non-Traumatic	52	0.5%	WMAIN	Broken Water Main	7	0.8%
VEHSTR	Vehicle Fire in a Structure	4	<0.5%	NOTBR	Person Not Breathing	189	1.7%				
				OBYGN	Obstetrics/Gynecological	103	0.9%				
				OD	Overdose	169	1.5%				
				PSYCH	Psychiatric	158	1.4%				
				RESCUE	Rescue	24	<0.5%				
				RESFWY	Traffic Collision Rescue/Freeway	60	0.5%				
				SEIZ	Person in Seizure	552	5.0%				
				SHOCK	Electrical Shock Injury	3	<0.5%				
				SICK	Person Sick	251	2.3%				
				STAB	Person Stabbed	26	<0.5%				
				STROKE	CVA - Neurological	173	1.6%				
				SYNCO	Syncope/Fainted Now Conscious	218	2.0%				
				TC	Traffic Collision	846	7.7%				
				TCFUEL	Injury TC with Fuel Spill	2	<0.5%				
				TCFWY	Traffic Collision - Freeway	233	2.1%				
				TCPED	Traffic Collision w/ Pedestrian	155	1.4%				
				TCRES	Traffic Collision Rescue	80	0.7%				
				TCSTR	Vehicle into Structure	18	<0.5%				
				TOXIC	Ingestion-Poisoning-Inhalation	110	1.0%				
				TRI	Severe Trauma	7	<0.5%				
				TR2	Minor Trauma	467	4.3%				
				TRENCH	Trench Rescue	1	<0.5%				
				UNCON	Person Unconc/Unresponsive	573	5.2%				
				UNKMED	Unknown Medical	152	1.4%				



## PASADENA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	290	242	275	304	286	300	327	220	227	194	202	232	3,099	20.5%
MEDICAL	920	870	830	908	883	976	1,007	820	1,034	894	976	878	10,996	72.6%
SERVICE	61	71	56	99	61	82	190	91	53	45	44	62	915	6.0%
OTHER	4	1	2	3	7	3	0	2	1	3	6	0	32	0.2%
O.V.S.*	11	6	12	8	9	12	0	12	7	10	12	8	107	0.7%
TOTAL	1,286	1,190	1,175	1,322	1,246	1,373	1,524	1,145	1,322	1,146	1,240	1,180	15,149	

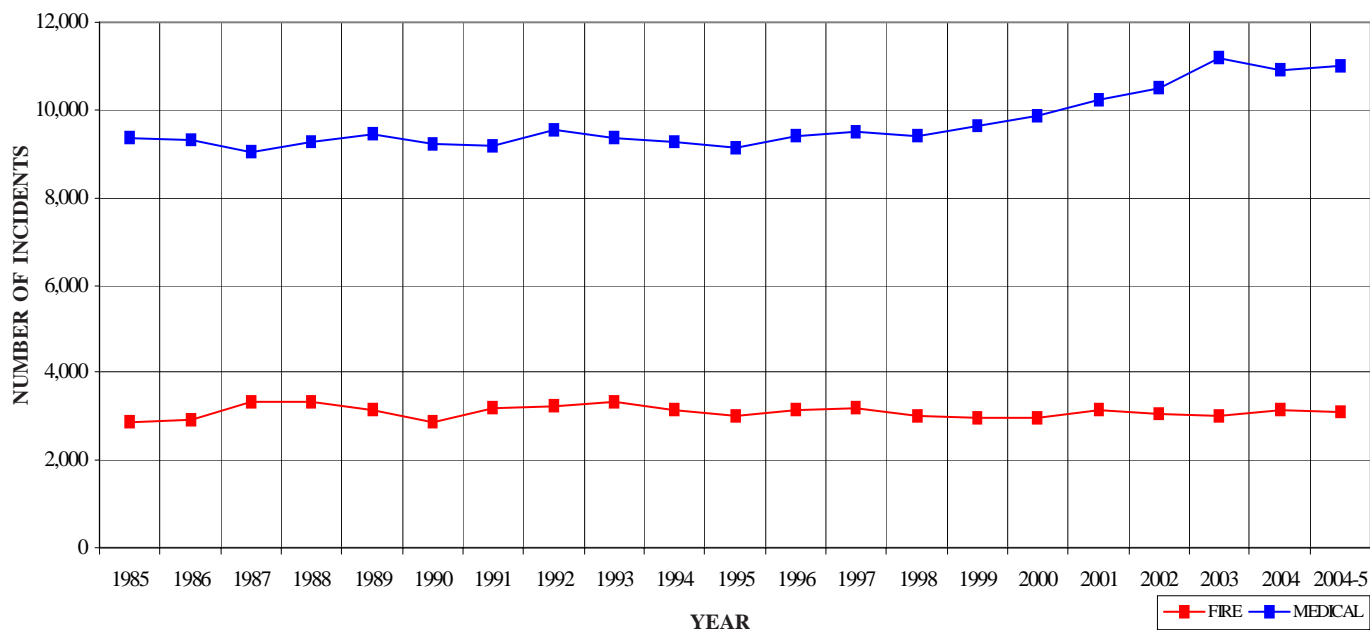
\*O.V.S. = Responses Outside the Verdugo System

## PASADENA INCIDENTS: 20-YEAR HISTORY

CATEGORY	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995
FIRE	2,906	3,315	3,346	3,156	2,891	3,189	3,248	3,311	3,133	2,994
MEDICAL	9,295	9,052	9,245	9,462	9,212	9,192	9,550	9,334	9,269	9,131
SERVICE	*	*	*	344	813	801	780	797	799	865
OTHER	*	*	*	15	208	1	3	6	97	116
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	12,201	12,367	12,591	12,977	13,124	13,183	13,581	13,448	13,298	13,106

CATEGORY	1996	1997	1998	1999	2000	2001	2002	2003	2004	2004-5
FIRE	3,146	3,173	2,996	2,955	2,945	3,131	3,074	2,995	3,144	3,099
MEDICAL	9,409	9,487	9,378	9,650	9,852	10,216	10,493	11,156	10,910	10,996
SERVICE	765	817	760	782	789	825	733	695	769	915
OTHER	80	49	75	87	62	142	141	87	43	32
O.V.S.	97	72	51	81	48	47	91	91	109	107
TOTAL	13,497	13,598	13,260	13,555	13,696	14,361	14,532	15,024	14,975	15,149

## PASADENA FIRE AND MEDICAL INCIDENTS: 20 YEARS



### Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 389 times in FY 2004-5:

Alhambra	2
Arcadia	78
Burbank	13
Glendale	42
LA City	11
LA County	93
Monrovia	9
Monterey Park	5
San Gabriel	5
San Marino	40
Sierra Madre	1
South Pasadena	89
Other Cities	1
<b>TOTAL</b>	<b>389</b>

Other agencies responded to incidents in Pasadena 754 times during the year:

Alhambra	2
Arcadia	44
Burbank	16
Glendale	99
LA City	2
LA County	25
San Gabriel	5
San Marino	254
South Pasadena	286
Other*	18
<b>TOTAL</b>	<b>754</b>

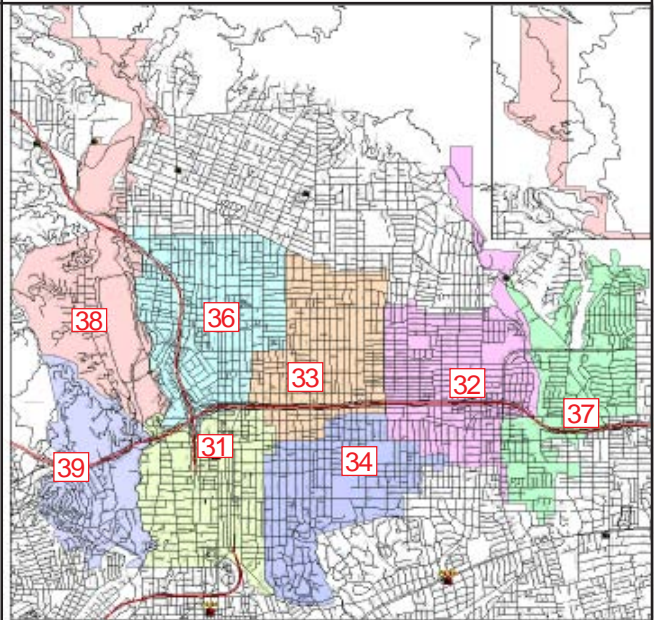
\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.



### Responses Per Unit

The Pasadena Fire Department responded to 15,042 incidents within its city borders and an additional 389 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>	<u>Unit ID</u>	<u>Responses</u>
Engine 31	3,622	Ambulance 31	2,994
Engine 32	1,698	Ambulance 32	2,406
Engine 33	3,190	Ambulance 33	3,558
Engine 34	2,321	Ambulance 36	2,901
Engine 36	2,918	Ambulance 737	8
Engine 37	1,413	Truck 31	1,052
Engine 38	682	Truck 32	721
Engine 39	638	USAR 32	22



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).







## SAN GABRIEL FIRE DEPARTMENT



There were 2,177 incidents reported for San Gabriel in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, along with the percent of incidents in that category for the year. Of the 95 type codes listed below, the three most frequent incident types were Fire Alarm (63.3% of Fire incidents), Shortness of Breath (10.5% of Medical incidents), and Traffic Collision (10.3% of Medical incidents).

### FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	190	63.3%
ALARMF	Fire Alarm - Full Assignment	2	0.7%
APPL	Appliance Fire	5	1.7%
APT	Apartment House Fire	3	1.0%
ELECF	Electrical Fire	9	3.0%
FNO	Fire Now Out	5	1.7%
GARAGE	Garage Fire	1	<0.5%
HOUSE	House Fire	10	3.3%
ILLEG	Illegal Burning	1	<0.5%
OUT	Miscellaneous Outside Fire	7	2.3%
POLE	Transformer/Street Light Fire	6	2.0%
REFUSE	Refuse Fire	6	2.0%
RESET	Fire Alarm Reset	5	1.7%
SMOKEI	Smoke in a Structure	9	3.0%
SMOKEO	Smoke in the Area	5	1.7%
STR	Structure Fire	14	4.7%
UNKF	Unknown Type of Fire	1	<0.5%
VEG	Vegetation Fire	9	3.0%
VEH	Vehicle Fire	7	2.3%
VEHFWY	Vehicle Fire on the Freeway	4	1.3%
VEHSTR	Vehicle Fire in a Structure	1	<0.5%

### MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF MED. CALLS
ABD	Abdominal Pain	35	2.1%
ALERGY	Allergic Reaction	8	0.5%
ALOC	Altered Level of Consciousness	46	2.8%
ASLT	Assault	46	2.8%
BACK	Back Pain	14	0.9%
BITE	Animal/Human/Stings	4	<0.5%
BREATH	Shortness of Breath	172	10.5%
BURN	Burn Injury	1	<0.5%
CHEST	Chest Pains - Heart Attack	80	4.9%
CHOKE	Person Choking	7	<0.5%
DIAB	Diabetic Problem	58	3.6%
DIZZY	Person Dizzy	24	1.5%
DOWN	Person Down	39	2.4%
EMS	EMS Call - No Details	15	0.9%
EMSFWY	EMS - Freeway	6	<0.5%
FALL1	Fall - Major	8	0.5%
FALL2	Fall - Minor	144	8.8%
GIB	G.I. Bleed	21	1.3%
GSW	Gunsnot Wound	9	0.6%
HEADPN	Head Pain	8	0.5%
HEART	Heart Problem	30	1.8%
INVL	Assist the Invalid	49	3.0%
MED	Misc. Medical	95	5.8%
MEDALR	Medical Alarm	9	0.6%
NOSE	Nose Bleed Non-Traumatic	5	<0.5%
NOTBR	Person Not Breathing	43	2.6%
OBGYN	Obstetrics/Gynecological	7	<0.5%
OD	Overdose	14	0.9%
PSYCH	Psychiatric	16	1.0%
RESCUE	Rescue	2	<0.5%
RESFWY	Traffic Collision Rescue/Freeway	6	<0.5%
SEIZ	Person in Seizure	75	4.6%
SHOCK	Electrical Shock Injury	1	<0.5%
SICK	Person Sick	31	1.9%
STAB	Person Stabbed	6	<0.5%
STROKE	CVA - Neurological	34	2.1%
SYNCO	Syncope/Fainted Now Conscious	30	1.8%
TC	Traffic Collision	169	10.3%
TCFUEL	Injury TC with Fuel Spill	2	<0.5%
TCFWY	Traffic Collision - Freeway	19	1.2%
TCPED	Traffic Collision w/ Pedestrian	35	2.1%
TCRES	Traffic Collision Rescue	7	<0.5%
TCSTR	Vehicle into Structure	2	<0.5%
TOXIC	Ingestion-Poisoning-Inhalation	11	0.7%
TR1	Severe Trauma	1	<0.5%
TR2	Minor Trauma	63	3.9%
UNCON	Person Unconsc./Unresponsive	112	6.9%
UNKMED	Unknown Medical	14	0.9%

### SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI- DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	4	3.0%
ARC	Arcing Wires	1	0.8%
BEES	Bee Investigation	2	1.5%
BIO	Biohazard Investigation	6	4.5%
DAMAGE	Damage Investigation	2	1.5%
ELEV	Elevator Rescue	5	3.8%
FLOOD	Major Flooded Condition	4	3.0%
FUEL	Fuel Spill	11	8.3%
GASI	Odor of Natural Gas - Inside	2	1.5%
GASO	Odor of Natural Gas - Outside	5	3.8%
GMAIN	Broken Gas Main	3	2.3%
HAZARD	Investigate Hazardous Condition	6	4.5%
HYD	Flowing/Gushing/Sheared Hydrant	1	0.8%
LAW	PD Assist/Stand-By	8	6.1%
LOCK	Person Locked In/Locked Out	11	8.3%
MALF	Malfunction	4	3.0%
ODOR	Misc. Odor Investigation	2	1.5%
PUBLIC	Public Assist	4	3.0%
ROOF1	One Story Roof Check	3	2.3%
ROOF2	Roof Check 2 Stories & Above	1	0.8%
WATER	Minor Flooding	23	17.4%
WIRES	Wires Down	18	13.6%
WMAIN	Broken Water Main	6	4.5%

### OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1



## SAN GABRIEL INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	28	20	30	25	26	30	32	15	16	24	33	21	300	13.8%
MEDICAL	143	134	133	122	118	152	143	136	138	146	137	129	1,631	74.9%
SERVICE	15	8	13	18	7	8	15	10	11	12	10	9	136	6.2%
OTHER	1	2	0	0	0	0	0	0	0	0	0	0	3	0.1%
O.V.S.*	15	8	8	10	14	8	6	6	10	3	11	8	107	4.9%
TOTAL	202	172	184	175	165	198	196	167	175	185	191	167	2,177	

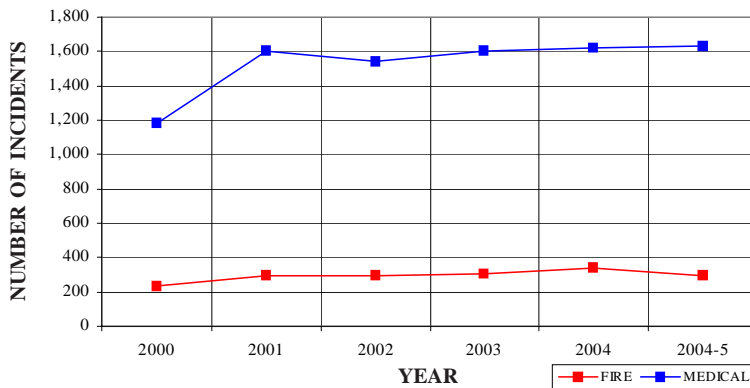
\*O.V.S. = Responses Outside the Verdugo System

## SAN GABRIEL FIRE AND MEDICAL INCIDENTS: 5½ YEARS

CATEGORY	2000	2001	2002	2003	2004	2004-5
FIRE	230	298	297	307	340	300
MEDICAL	1,182	1,607	1,539	1,602	1,617	1,631
SERVICE	96	131	107	110	119	136
OTHER	1	5	2	7	5	3
O.V.S.	87	116	129	101	119	107
TOTAL	1,596	2,157	2,074	2,127	2,200	2,177

San Gabriel joined the Verdugo System on April 7, 2000

## SAN GABRIEL FIRE AND MEDICAL INCIDENTS: 5½ YEARS

**Responses Per Unit**

The San Gabriel Fire Department responded to 2,070 incidents within its city borders and an additional 172 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,286
Engine 52	1,046
Ambulance 51	1,527

**Out of Jurisdiction Responses**

The San Gabriel Fire Department responded to incidents outside their jurisdiction 172 times in FY 2004-5:

Alhambra	63
Arcadia	5
Burbank	1
LA County	40
Monrovia	5
Monterey Park	24
Pasadena	5
San Marino	25
South Pasadena	1
Other Cities	3
<b>TOTAL</b>	<b>172</b>

Other fire agencies responded to incidents in San Gabriel 456 times during the year:

Alhambra	122
Arcadia	8
Burbank	1
LA County	32
Monrovia	1
Monterey Park	38
Pasadena	5
San Marino	233
South Pasadena	13
Other*	3
<b>TOTAL</b>	<b>456</b>

\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.







## SAN MARINO FIRE DEPARTMENT



There were 1,029 incidents reported for San Marino in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, along with the percent of incidents in that category for the year. Of the 82 type codes listed below, the three most frequent incident types were Fire Alarm (65.2% of Fire incidents), Fall - Minor (15.2% of Medical incidents), Traffic Collision (14.1% of Medical incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	120	65.2%	ABD	Abdominal Pain	12	2.2%	ANIMAL	Animal Rescue/Assist	2	1.2%
ALARMF	Fire Alarm - Full Assignment	2	1.1%	ALLERGY	Allergic Reaction	4	0.7%	ARC	Arcing Wires	1	0.6%
APPL	Appliance Fire	2	1.1%	ALOC	Altered Level of Consciousness	13	2.4%	BEES	Bee Investigation	7	4.1%
BRUSH	Brush Fire	1	0.5%	ASLT	Assault	3	0.5%	BIO	Biohazard Investigation	1	0.6%
ELECF	Electrical Fire	10	5.4%	BACK	Back Pain	6	1.1%	CHEMO	Chemical Outside	4	2.3%
FNO	Fire Now Out	4	2.2%	BITE	Animal/Human/Stings	5	0.9%	DAMAGE	Damage Investigation	1	0.6%
GARAGE	Garage Fire	1	0.5%	BREATH	Shortness of Breath	51	9.3%	ELEV	Elevator Rescue	1	0.6%
HOUSE	House Fire	8	4.3%	BURN	Burn Injury	1	<0.5%	FLOOD	Major Flooded Condition	5	2.9%
ILLEG	Illegal Burning	1	0.5%	CHEST	Chest Pains - Heart Attack	31	5.7%	FUEL	Fuel Spill	3	1.8%
POLE	Transformer/Street Light Fire	6	3.3%	CHOKO	Person Choking	8	1.5%	GASI	Odor of Natural Gas - Inside	2	1.2%
REFUSE	Refuse Fire	2	1.1%	DIAB	Diabetic Problem	7	1.3%	GASO	Odor of Natural Gas - Outside	2	1.2%
SMOKEI	Smoke in a Structure	4	2.2%	DIZZY	Person Dizzy	5	0.9%	HAZARD	Investigate Hazardous Condition	20	11.7%
SMOKEO	Smoke in the Area	12	6.5%	DOWN	Person Down	13	2.4%	HYD	Flowing/Gushing/Sheared Hydrant	5	2.9%
STR	Structure Fire	2	1.1%	EMS	EMS Call - No Details	5	0.9%	LAW	PD Assist/Stand-By	5	2.9%
UNKF	Unknown Type of Fire	1	0.5%	FALL1	Fall - Major	3	0.5%	LOCK	Person Locked In/Locked Out	9	5.3%
VEG	Vegetation Fire	3	1.6%	FALL2	Fall - Minor	83	15.2%	MALF	Malfunction	3	1.8%
VEH	Vehicle Fire	4	2.2%	GIB	G.I. Bleed	3	0.5%	MUD	Investigate a Mudslide	1	0.6%
VEHSTR	Vehicle Fire in a Structure	1	0.5%	HEADPN	Head Pain	1	<0.5%	ODOR	Misc. Odor Investigation	8	4.7%
				HEART	Heart Problem	9	1.6%	PUBLIC	Public Assist	10	5.8%
				INVL	Assist the Invalid	18	3.3%	WATER	Minor Flooding	64	37.4%
				MED	Misc. Medical	31	5.7%	WIRES	Wires Down	13	7.6%
				MEDALR	Medical Alarm	9	1.6%	WMAIN	Broken Water Main	4	2.3%
				NOSE	Nose Bleed Non-Traumatic	1	<0.5%				
				NOTBR	Person Not Breathing	6	1.1%	OTHER			
				OBGYN	Obstetrics/Gynecological	2	<0.5%	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	
				OD	Overdose	3	0.5%				
				PSYCH	Psychiatric	9	1.6%	FWORKS	Fireworks Violation	1	
				RESCUE	Rescue	2	<0.5%				
				SEIZ	Person in Seizure	18	3.3%				
				SICK	Person Sick	11	2.0%				
				STAB	Person Stabbed	1	<0.5%				
				STROKE	CVA - Neurological	15	2.7%				
				SYNCO	Syncopal/Fainted Now Conscious	15	2.7%				
				TC	Traffic Collision	77	14.1%				
				TCPED	Traffic Collision w/ Pedestrian	4	0.7%				
				TCRES	Traffic Collision Rescue	3	0.5%				
				TCSTR	Vehicle into Structure	3	0.5%				
				TOXIC	Ingestion-Poisoning-Inhalation	3	0.5%				
				TR2	Minor Trauma	26	4.8%				
				UNCON	Person Unconscious/Unresponsive	23	4.2%				
				UNKMED	Unknown Medical	4	0.7%				



### SAN MARINO INCIDENTS BY MONTH AND CATEGORY

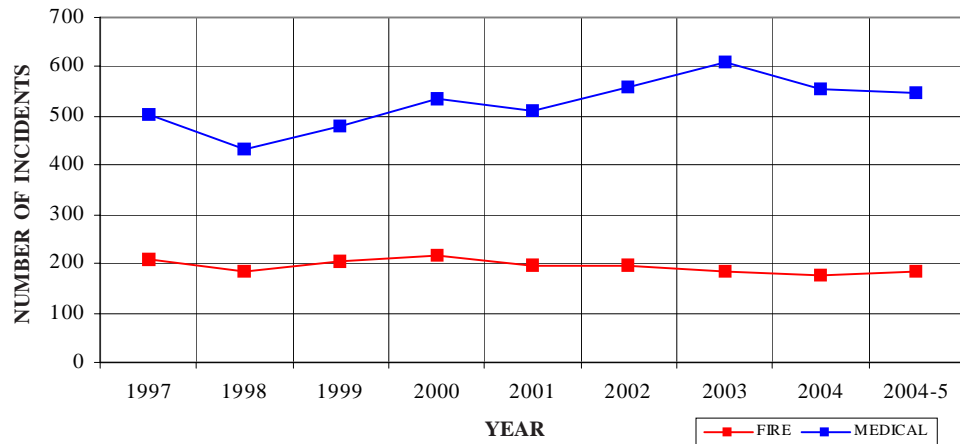
CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	20	19	14	14	20	13	18	14	13	16	13	10	184	17.9%
MEDICAL	46	50	52	44	46	39	45	42	48	31	49	55	547	53.2%
SERVICE	11	11	8	24	7	9	41	26	10	6	5	7	165	16.0%
OTHER	1	0	1	1	0	0	3	0	0	1	0	0	7	0.7%
O.V.S.*	10	17	11	10	12	11	9	9	18	5	9	5	126	12.2%
TOTAL	88	97	86	93	85	72	116	91	89	59	76	77	1,029	

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

## SAN MARINO INCIDENTS: 8½-YEAR HISTORY

<u>CATEGORY</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2004-5</u>
<b>FIRE</b>	208	185	206	216	195	196	183	178	184
<b>MEDICAL</b>	502	432	481	535	513	559	609	554	547
<b>SERVICE</b>	103	133	104	106	139	102	88	108	165
<b>OTHER</b>	1	1	0	1	2	1	9	3	7
<b>O.V.S.</b>	231	187	249	135	127	134	131	127	126
<b>TOTAL</b>	<b>1,045</b>	<b>938</b>	<b>1,040</b>	<b>993</b>	<b>976</b>	<b>992</b>	<b>1,020</b>	<b>970</b>	<b>1,029</b>

## SAN MARINO FIRE AND MEDICAL INCIDENTS: 8½ YEARS

**Out of Jurisdiction Responses**

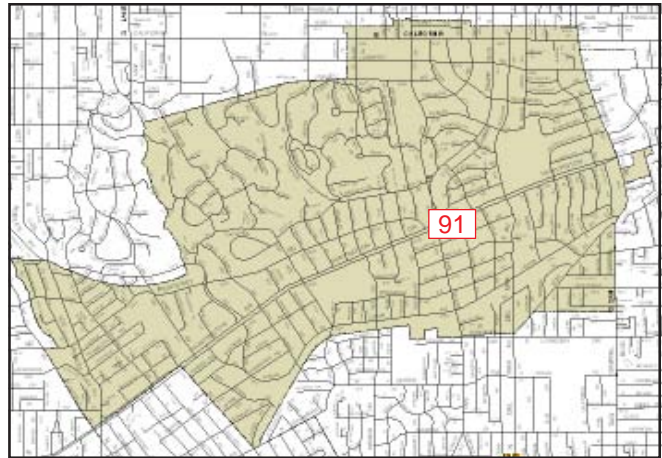
The San Marino Fire Department responded to incidents outside their jurisdiction 771 times in 2004:

Alhambra	35	Pasadena	254
Arcadia	5	San Gabriel	233
Glendale	1	South Pasadena	144
LA County	88	Other Cities	2
Monrovia	7	<b>TOTAL</b>	<b>771</b>
Monterey Park	2		

Other fire agencies responded to incidents in San Marino 191 times during the year:

Alhambra	27	South Pasadena	83
Arcadia	1	Other*	1
Glendale	1	<b>TOTAL</b>	<b>191</b>
LA County	12		
Monterey Park	1		
Pasadena	40		
San Gabriel	25		

\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.



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.

**Responses Per Unit**

The San Marino Fire Department responded to 903 incidents within its city borders and an additional 771 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 91	1,166
Ambulance 91	1,254



## SIERRA MADRE FIRE DEPARTMENT



There were 651 incidents reported for Sierra Madre in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, 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 Shortness of Breath (14.2% of Medical incidents), Fall - Minor (14.0% of Medical incidents), and Chest Pains - Heart Attack (8.0% of Medical incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	34	34.0%	ABD	Abdominal Pain	16	3.4%	ANIMAL	Animal Rescue/Assist	2	2.5%
ALARMF	Fire Alarm - Full Assignment	1	1.0%	ALERGY	Allergic Reaction	2	<0.5%	ARC	Arcing Wires	3	3.7%
APPL	Appliance Fire	9	9.0%	ALOC	Altered Level of Consciousness	14	3.0%	BIO	Biohazard Investigation	1	1.2%
CARBON	Carbon Monoxide Alarm	1	1.0%	ASLT	Assault	8	1.7%	CHEMO	Chemical Outside	2	2.5%
ELECF	Electrical Fire	5	5.0%	BACK	Back Pain	9	1.9%	DAMAGE	Damage Investigation	2	2.5%
FNO	Fire Now Out	1	1.0%	BITE	Animal/Human/Stings	6	1.3%	FLOOD	Major Flooded Condition	5	6.2%
GARAGE	Garage Fire	1	1.0%	BREATH	Shortness of Breath	66	14.2%	FUEL	Fuel Spill	1	1.2%
HOUSE	House Fire	8	8.0%	CHEST	Chest Pains - Heart Attack	37	8.0%	GASI	Odor of Natural Gas - Inside	3	3.7%
POLE	Transformer/Street Light Fire	5	5.0%	DIAB	Diabetic Problem	11	2.4%	GASO	Odor of Natural Gas - Outside	9	11.1%
REFUSE	Refuse Fire	1	1.0%	DIZZY	Person Dizzy	12	2.6%	GMAIN	Broken Gas Main	3	3.7%
RESET	Fire Alarm Reset	2	2.0%	DOWN	Person Down	5	1.1%	HAZARD	Investigate Hazardous Condition	7	8.6%
SMOKEI	Smoke in a Structure	5	5.0%	EMS	EMS Call - No Details	2	<0.5%	LAW	PD Assist/Stand-By	2	2.5%
SMOKEO	Smoke in the Area	13	13.0%	FALL1	Fall - Major	2	<0.5%	MALF	Malfunction	1	1.2%
VEG	Vegetation Fire	8	8.0%	FALL2	Fall - Minor	65	14.0%	MUD	Investigate a Mudslide	3	3.7%
VEH	Vehicle Fire	4	4.0%	GIB	G.I. Bleed	5	1.1%	ODOR	Misc. Odor Investigation	3	3.7%
VEHSTR	Vehicle Fire in a Structure	2	2.0%	HEADPN	Head Pain	1	<0.5%	PUBLIC	Public Assist	8	9.9%
				HEART	Heart Problem	12	2.6%	ROOF1	One Story Roof Check	1	1.2%
				INVL	Assist the Invalid	16	3.4%	WATER	Minor Flooding	19	23.5%
				MED	Misc. Medical	35	7.5%	WIRES	Wires Down	5	6.2%
				MEDALR	Medical Alarm	3	0.6%	WMAIN	Broken Water Main	1	1.2%
				MTNRES	Mountain Rescue	2	<0.5%				
				NOSE	Nose Bleed Non-Traumatic	2	<0.5%	OTHER			
				NOTBR	Person Not Breathing	10	2.2%	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	
				OBGYN	Obstetrics/Gynecological	1	<0.5%	EVENT	Special Event	3	
				OD	Overdose	6	1.3%				
				PSYCH	Psychiatric	3	0.6%				
				RESCUE	Rescue	1	<0.5%				
				SEIZ	Person in Seizure	20	4.3%				
				SHOCK	Electrical Shock Injury	1	<0.5%				
				SICK	Person Sick	8	1.7%				
				STROKE	CVA - Neurological	8	1.7%				
				SYNCO	Syncope/Fainted Now Conscious	9	1.9%				
				TC	Traffic Collision	15	3.2%				
				TCPED	Traffic Collision w/ Pedestrian	1	<0.5%				
				TCSTR	Vehicle into Structure	1	<0.5%				
				TOXIC	Ingestion-Poisoning-Inhalation	3	0.6%				
				TR2	Minor Trauma	25	5.4%				
				UNCON	Person Unconc./Unresponsive	20	4.3%				
				UNKMED	Unknown Medical	1	<0.5%				



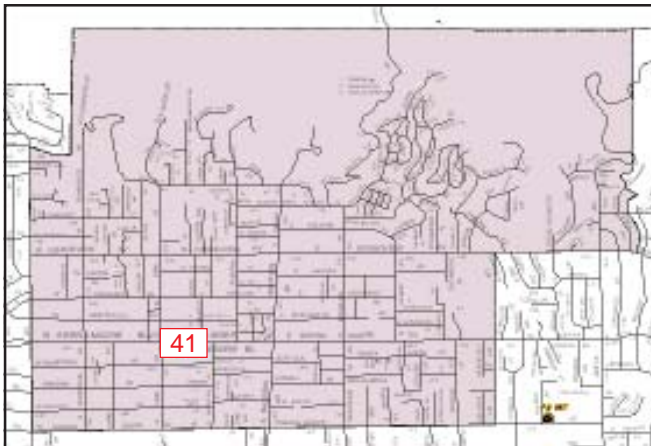
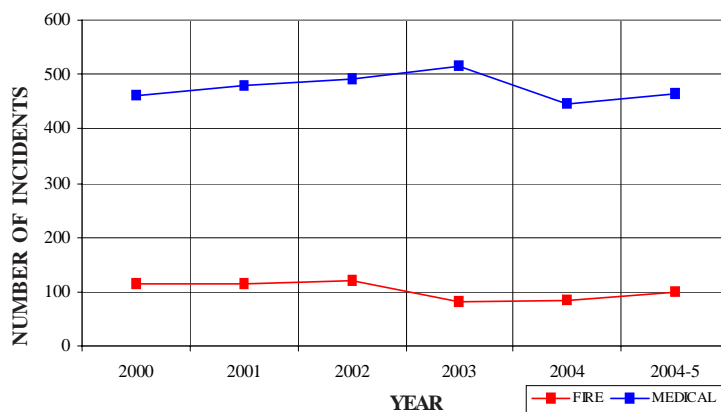
### SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	6	5	10	9	11	5	12	11	10	4	7	10	100	15.4%
MEDICAL	47	33	35	39	40	35	41	41	38	36	31	48	464	71.3%
SERVICE	8	6	5	6	8	2	21	8	9	5	1	2	81	12.4%
OTHER	0	0	0	1	0	0	0	0	0	0	1	1	3	0.5%
O.V.S.*	3	0	0	0	0	0	0	0	0	0	0	0	3	0.5%
TOTAL	64	44	50	55	59	42	74	60	57	45	40	61	651	

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

**SIERRA MADRE INCIDENTS: 5½-YEAR HISTORY**

CATEGORY	2000	2001	2002	2003	2004	2004-5
<b>FIRE</b>	116	116	120	82	83	100
<b>MEDICAL</b>	461	478	490	517	446	464
<b>SERVICE</b>	140	104	100	106	75	81
<b>OTHER</b>	0	2	3	7	4	3
<b>O.V.S.</b>	0	4	21	9	5	3
<b>TOTAL</b>	717	704	734	721	613	651

**SIERRA MADRE FIRE AND MEDICAL INCIDENTS: 5½ YEARS**

The Sierra Madre Fire Department is the only all-volunteer fire department in Los Angeles County. The fire engine, rescue ambulance, water tender and Urban Search and Rescue apparatus are dispatched from Station 41 as needed throughout the city and sometimes beyond city borders.

**Out of Jurisdiction Responses**

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 5 times in FY 2004-5:

Arcadia	1
LA County	2
Monrovia	1
Other Cities	1
<b>TOTAL</b>	<b>5</b>

Other agencies responded to incidents in Sierra Madre 7 times during the year.

Arcadia	3
LA County	2
Monrovia	1
Pasadena	1
<b>TOTAL</b>	<b>7</b>

**Responses Per Unit**

The Sierra Madre Fire Department responded to 648 incidents within its city borders and an additional 5 incidents in other jurisdictions. A typical response is one or two units.

<b><u>Unit ID</u></b>	<b><u>Responses</u></b>
Engine 41	200
Ambulance 41	549





## SOUTH PASADENA FIRE DEPARTMENT



There were 1,625 incidents reported for South Pasadena in fiscal year 2004-5. 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, Service and Other categories during FY2004-5, along with the percent of incidents in that category for the year. Of the 92 type codes listed below, the three most frequent incident types were Fire Alarm (57.7% of Fire incidents), Fall - Minor (12.3% of Medical incidents), and Traffic Collision (10.1% of Medical incidents).

FIRE				MEDICAL				SERVICE			
TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF FIRE CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF MED. CALLS	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	% OF SERV. CALLS
ALARM	Fire Alarm	157	57.7%	ABD	Abdominal Pain	26	2.4%	ANIMAL	Animal Rescue/Assist	6	2.6%
ALARMF	Fire Alarm - Full Assignment	4	1.5%	ALERGY	Allergic Reaction	4	<0.5%	BEES	Bee Investigation	12	5.2%
APPL	Appliance Fire	3	1.1%	ALOC	Altered Level of Consciousness	35	3.3%	BIO	Biohazard Investigation	6	2.6%
APT	Apartment House Fire	6	2.2%	ASLT	Assault	16	1.5%	CHEMO	Chemical Outside	5	2.1%
BOMB	Explosives/Bomb Threat/Scare	1	<0.5%	BACK	Back Pain	17	1.6%	CROWD	Overcrowding Investigation	1	<0.5%
BRUSH	Brush Fire	2	0.7%	BITE	Animal/Human/Stings	5	0.5%	DAMAGE	Damage Investigation	6	2.6%
CARBON	Carbon Monoxide Alarm	2	0.7%	BREATH	Shortness of Breath	104	9.7%	ELEV	Elevator Rescue	2	0.9%
ELECF	Electrical Fire	6	2.2%	BURN	Burn Injury	1	<0.5%	FLOOD	Major Flooded Condition	7	3.0%
FNO	Fire Now Out	7	2.6%	CHEST	Chest Pains - Heart Attack	52	4.9%	FUEL	Fuel Spill	8	3.4%
GARAGE	Garage Fire	1	<0.5%	CHOK	Person Choking	4	<0.5%	GASI	Odor of Natural Gas - Inside	6	2.6%
HOUSE	House Fire	7	2.6%	DIAB	Diabetic Problem	22	2.1%	GASO	Odor of Natural Gas - Outside	9	3.9%
ILLEG	Illegal Burning	3	1.1%	DIZZY	Person Dizzy	17	1.6%	GMAIN	Broken Gas Main	3	1.3%
OUT	Miscellaneous Outside Fire	10	3.7%	DOWN	Person Down	34	3.2%	HAZARD	Investigate Hazardous Condition	21	9.0%
OUTFWY	Misc. Outside Fire on the Fwy	1	<0.5%	EMS	EMS Call - No Details	8	0.7%	LOCK	Person Locked In/Locked Out	24	10.3%
POLE	Transformer/Street Light Fire	13	4.8%	FALL1	Fall - Major	9	0.8%	MALF	Malfunction	5	2.1%
REFUSE	Refuse Fire	6	2.2%	FALL2	Fall - Minor	132	12.3%	MUD	Investigate a Mudslide	4	1.7%
RESET	Fire Alarm Reset	5	1.8%	GIB	G.I. Bleed	9	0.8%	ODOR	Misc. Odor Investigation	12	5.2%
SMOKEI	Smoke in a Structure	5	1.8%	HEADPN	Head Pain	6	0.6%	PUBLIC	Public Assist	14	6.0%
SMOKEO	Smoke in the Area	11	4.0%	HEART	Heart Problem	25	2.3%	REFRIG	Abandoned Refrigerator	6	2.6%
STR	Structure Fire	3	1.1%	INVL	Assist the Invalid	39	3.6%	ROOF1	One Story Roof Check	1	<0.5%
VAULT	Electrical Vault Fire	1	<0.5%	MED	Misc. Medical	70	6.5%	WATER	Minor Flooding	43	18.5%
VEG	Vegetation Fire	3	1.1%	MEDALR	Medical Alarm	11	1.0%	WIRES	Wires Down	29	12.4%
VEGFWY	Vegetation Fire on the Fwy	3	1.1%	NOSE	Nose Bleed Non-Traumatic	6	0.6%	WMAIN	Broken Water Main	3	1.3%
VEH	Vehicle Fire	9	3.3%	NOTBR	Person Not Breathing	15	1.4%	OTHER			
VEHFWY	Vehicle Fire on the Freeway	3	1.1%	OBGYN	Obstetrics/Gynecological	4	<0.5%	TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS	
				OD	Overdose	16	1.5%				
				PSYCH	Psychiatric	6	0.6%	FWORKS	Fireworks Violation	2	
				RESCUE	Rescue	2	<0.5%				
				RESFWY	Traffic Collision Rescue/Freeway	4	<0.5%				
				SEIZ	Person in Seizure	37	3.5%				
				SICK	Person Sick	27	2.5%				
				STROKE	CVA - Neurological	28	2.6%				
				SYNCO	Syncope/Fainted Now Conscious	20	1.9%				
				TC	Traffic Collision	108	10.1%				
				TCFWY	Traffic Collision - Freeway	25	2.3%				
				TCPED	Traffic Collision w/ Pedestrian	15	1.4%				
				TCRAIL	Traffic Collision w/ Train	1	<0.5%				
				TCRES	Traffic Collision Rescue	5	0.5%				
				TCSTR	Vehicle into a Structure	1	<0.5%				
				TOXIC	Ingestion-Poisoning-Inhalation	6	0.6%				
				TR2	Minor Trauma	46	4.3%				
				UNCON	Person Unconc./Unresponsive	43	4.0%				
				UNKMED	Unknown Medical	10	0.9%				



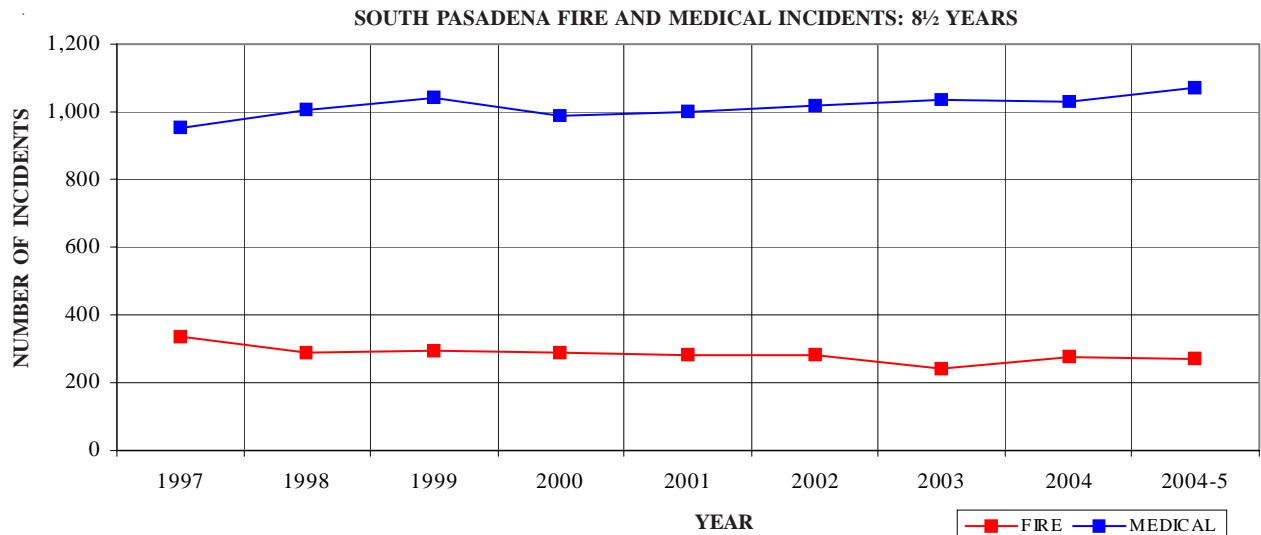
## SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY

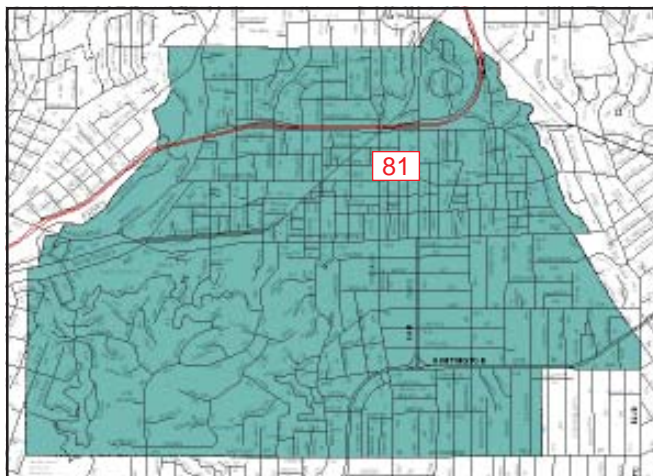
CATEGORY	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	PERCENT
FIRE	21	27	17	33	23	29	35	25	19	13	15	14	271	16.7%
MEDICAL	102	97	84	80	68	96	84	85	106	89	93	85	1,069	65.8%
SERVICE	12	13	9	30	10	13	46	28	19	29	15	7	231	14.2%
OTHER	0	1	0	2	0	1	3	2	1	1	0	0	11	0.7%
O.V.S.*	7	5	4	3	2	2	1	2	3	5	4	5	43	2.6%
TOTAL	142	143	114	148	103	141	169	142	148	137	127	111	1,625	

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

## SOUTH PASADENA INCIDENTS: 8½-YEAR HISTORY

CATEGORY	1997	1998	1999	2000	2001	2002	2003	2004	2004-5
FIRE	337	291	294	289	282	282	242	274	271
MEDICAL	954	1,003	1,040	989	998	1,017	1,037	1,027	1,069
SERVICE	192	173	137	155	201	176	205	167	231
OTHER	1	3	1	4	2	6	9	7	11
O.V.S.	41	31	45	38	48	68	56	51	43
TOTAL	1,525	1,501	1,517	1,475	1,531	1,549	1,549	1,526	1,625





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 1,582 incidents within its city borders and an additional 432 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<b><u>Unit ID</u></b>	<b><u>Responses</u></b>
Engine 81	1,643
Ambulance 81	1,131
Air Utility 81	442

### **Out of Jurisdiction Responses**

The South Pasadena Fire Department responded to incidents outside their jurisdiction 432 times in FY 2004-5:

Alhambra	29
Arcadia	4
LA City	11
LA County	2
Monrovia	1
Monterey Park	2
Pasadena	286
San Gabriel	13
San Marino	83
Other Cities	1
<b>TOTAL</b>	<b>432</b>

Other fire agencies responded to incidents in South Pasadena 302 times during the year:

Alhambra	47
Arcadia	1
Burbank	1
LA City	14
Monterey Park	4
Pasadena	89
San Gabriel	1
San Marino	144
Other*	1
<b>TOTAL</b>	<b>302</b>

\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.





## Appendix A

### INCIDENT TYPE CODES - Alphabetical

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
ABD	Abdominal Pain	Medical	EQUIP	Equipment Maintenance	Other	POLE	Transformer/Street Light Fire	Fire
ADV	Non-Dispatched Advised Call	Other	EVENT	Special Event	Other	PSYCH	Psychiatric	Medical
ALARM	Fire Alarm	Fire	EXPLO	Explosion Seen or Heard	Medical	PUBED	Public Education Detail	Other
ALARMF	Fire Alarm - Full Assignment	Fire	FALL1	Fall - Major	Medical	PUBLIC	Public Assist	Service
ALLERGY	Allergic Reaction	Medical	FALL2	Fall - Minor	Medical	RA	Misc Response for 1 RA	Medical
ALERT1	Airport Alert 1 - Stand By	Fire	FD	Transfer to Another Fire Dept	Other	RADIO	Radio Service	Other
ALERT2	Emergency Landing at Airport	Fire	FLOOD	Major Flooded Condition	Service	RAIL	Train Fire	Fire
ALERT3	Plane Accident, Down or Fire	Fire	FLOW	Sprinkler System Activated	Fire	REFRIG	Abandoned Refrigerator	Service
ALOC	Altered Level of Consciousness	Medical	FNO	Fire Now Out	Fire	REFUSE	Refuse Fire	Fire
ANIMAL	Animal Rescue/Assist	Service	FUEL	Fuel Spill	Service	RESCUE	Rescue	Medical
APPL1	Appliance Fire - Major	Fire	FULL	Misc Response Full Assignment	Service	RESET	Fire Alarm Reset	Fire
APPL2	Appliance Fire - Minor	Fire	FULLRA	Misc Full Assignment & RA	Medical	RESFWY	TC-Rescue on the Freeway	Medical
APT	Apartment House Fire	Fire	FWORKS	Fireworks Violation	Other	RESTOK	RA Restocking at Hospital	Other
ARC	Arcing Wires	Service	GARAGE	Garage Fire	Fire	ROOF1	One Story Roof Check	Service
ASLT	Assault Victim	Medical	GASI	Odor of Natural Gas Inside	Service	ROOF2	Roof Check 2 Stories & Above	Service
BACK	Back Pain	Medical	GASO	Odor of Natural Gas Outside	Service	SCHOOL	School Presentation	Other
BEES	Bee Investigation	Service	GIB	G.I. Bleed	Medical	SEIZ	Person in Seizure	Medical
BIO	Biohazard Investigation	Service	GMAIN	Broken Gas Main	Service	SHOCK	Electrical Shock Injury	Medical
BITE	Animal/Human/Stings	Medical	GSW	Gunshot Wound	Medical	SICK	Person Sick	Medical
BOMB	Explosives/BombThreat/Scare	Fire	HANG	Person Hanging	Medical	SMOKEI	Smoke in a Structure	Fire
BREATH	Shortness of Breath	Medical	HAZARD	Investigate a Hazardous Condition	Service	SMOKEO	Smoke in the Area	Fire
BRUSH	Brush Fire	Fire	HAZMAT	Hazardous Materials Response	Service	STAB	Person Stabbed	Medical
BST1	Brush Strike team-XLC-1201A	Fire	HEADPN	Head Pain	Medical	STR	Structure Fire	Fire
BST10	Brush Strike Team-Misc Equip	Fire	HEALTH	Health Services/Checkup/Etc.	Other	STROKE	CVA-Neurologic	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	HEART	Heart Problem	Medical	SWR	Swift Water Rescue	Medical
BST3	Brush Strike Team-XLC-1203A	Fire	HOUSE	House Fire	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical
BST4	Brush Strike Team-XLC-1204A	Fire	HYD	Flowing/Gushing/Sheared Hydrant	Service	TC	Traffic Collision	Medical
BST5	Brush Strike Team-XLC-1205A	Fire	IA	Initial Action Response	Fire	TCFUEL	Injury TC with Fuel Spill	Medical
BUILD	Building Collapse Rescue	Medical	ILLEG	Illegal Burning	Fire	TCFWY	Traffic Collision on the Fwy	Medical
BURN	Burn Injury	Medical	INSP	Inspection	Other	TCNON	Non-Injury Traffic Collision	Medical
CARBON	Carbon Monoxide Alarm	Fire	INVL	Assist the Invalid	Medical	TCPED	Traffic Collision w/ Pedestrian	Medical
CE	Continuing Education	Other	JUMPER	Person Threatening to Jump	Medical	TCRAIL	Traffic Collision w/ Train	Medical
CHEMO	Chemical Outside	Service	LAW	PD Assist/Stand-By	Service	TCRES	Traffic Collision - Rescue	Medical
CHEST	Chest Pains - Heart Attack	Medical	LOCK	Person Locked In/Locked Out	Service	TCSTR	Vehicle Into a Structure	Medical
CHGOVR	Vehicle Change Over	Other	MALF	Malfunction	Service	TEST	Fire Alarm Testing	Other
CHOKE	Person Choking	Medical	MANPWR	Insufficient Manpower	Other	THREAT	Bio-Chemical Threat	Service
CHP	Transfer to CHP	Other	MECH	Mechanical Problem	Other	TOXIC	Ingestion-Poisoning-Inhalation	Medical
CONFIN	Confined Space Rescue	Medical	MED	Misc Medical	Medical	TR1	Severe Trauma	Medical
CROWD	Investigate Overcrowding	Service	MEDALR	Medical Alarm	Medical	TR2	Minor Trauma	Medical
DAMAGE	Damage Investigation	Service	MTNRES	Mountain Rescue	Medical	TRAIN	Misc Training	Other
DEMO	Fire Extinguisher Demo	Other	MUD	Investigate a Mudslide	Service	TRENCH	Trench Rescue	Medical
DERAIL	Train Derailment	Fire	MUTUAL	Mutual Aid Request	Fire	TRK	Misc Response for a Truck	Service
DETAIL	Misc. Detail	Other	NOSE	Nosebleed Non-Traumatic	Medical	UNCON	Person Unconscious/Unresponsive	Medical
DIAB	Diabetic Problem	Medical	NOTBR	Person Not Breathing	Medical	UNKF	Unknown Type Fire	Fire
DIZZY	Person Dizzy	Medical	NOTIF	Misc Notification	Other	UNKMED	Unknown Medical	Medical
DOWN	Person Down	Medical	OBGYN	Obstetrics/Gynecological	Medical	USAR	Collapse/Extrication/Rescue	Medical
DRILL	Drill	Other	OD	Overdose	Medical	VAULT	Electrical Vault Fire	Fire
DROWN	Drowning/Diving Incident	Medical	ODOR	Misc Odor Investigation	Service	VEG	Vegetation Fire	Fire
ELECF	Electrical Fire	Fire	OOS	Generic Out of Service	Other	VEH	Vehicle Fire	Fire
ELEV	Elevator Rescue	Service	OUT	Misc Outside Fire	Fire	VEHFWY	Vehicle Fire on the Freeway	Fire
EMS	EMS Call - No Details	Medical	OUTAGE	Power Outage	Other	VEHSTR	Vehicle Fire in a Structure	Fire
EMSFWY	Emer Medical Svc on the Fwy	Medical	OUTFWY	Misc Outside Fire on the Fwy	Fire	WATER	Minor Flooding	Service
ENG	Misc Response for 1 Engine	Service	PD	Transfer to Police Dept	Other	WIRES	Wires Down	Service
ENGRA	Misc Response Engine & RA	Medical	PERSON	Person on Fire	Fire	WMAIN	Broken Water Main	Service
ENGTRK	Misc Response Engine & Truck	Service	PLANE	Plane Accident, Down or Fire	Fire			



## Appendix B

### INCIDENT TYPE CODES - By Category

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
ALARM	Fire Alarm	Fire	DIAB	Diabetic Problem	Medical	DEMO	Fire Extinguisher Demo	Other
ALARMF	Fire Alarm - Full Assignment	Fire	DIZZY	Person Dizzy	Medical	DETAIL	Misc. Detail	Other
ALERT1	Airport Alert 1 - Stand By	Fire	DOWN	Person Down	Medical	DRILL	Drill	Other
ALERT2	Emergency Landing at Airport	Fire	DROWN	Drowning/Diving Incident	Medical	EQUIP	Equipment Maintenance	Other
ALERT3	Plane Accident, Down or Fire	Fire	EMS	EMS Call - No Details	Medical	EVENT	Special Event	Other
APPL1	Appliance Fire - Major	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	FD	Transfer to Another Fire Dept	Other
APPL2	Appliance Fire - Minor	Fire	ENGRA	Misc Response Engine & RA	Medical	FWORKS	Fireworks Violation	Other
APT	Apartment House Fire	Fire	EXPLO	Explosion Seen or Heard	Medical	HEALTH	Health Services/Checkup/Etc.	Other
BOMB	Explosives/Bomb Threat/Scare	Fire	FALL1	Fall - Major	Medical	INSP	Inspection	Other
BRUSH	Brush Fire	Fire	FALL2	Fall - Minor	Medical	MANPWR	Insufficient Manpower	Other
BST1	Brush Strike team-XLC-1201A	Fire	FULLRA	Misc Full Assignment & RA	Medical	MECH	Mechanical Problem	Other
BST10	Brush Strike Team-Misc Equip	Fire	GIB	G.I. Bleed	Medical	NOTIF	Misc Notification	Other
BST2	Brush Strike Team-XLC-1202A	Fire	GSW	Gunshot Wound	Medical	OOS	Generic Out of Service	Other
BST3	Brush Strike Team-XLC-1203A	Fire	HANG	Person Hanging	Medical	OUTAGE	Power Outage	Other
BST4	Brush Strike Team-XLC-1204A	Fire	HEADPN	Head Pain	Medical	PD	Transfer to Police Dept	Other
BST5	Brush Strike Team-XLC-1205A	Fire	HEART	Heart Problem	Medical	PUBED	Public Education Detail	Other
CARBON	Carbon Monoxide Alarm	Fire	INVL	Assist the Invalid	Medical	RADIO	Radio Service	Other
DERAIL	Train Derailment	Fire	JUMPER	Person Threatening to Jump	Medical	RESTOK	RA Restocking at Hospital	Other
ELECF	Electrical Fire	Fire	MED	Misc Medical	Medical	SCHOOL	School Presentation	Other
FLOW	Sprinkler System Activated	Fire	MEDALR	Medical Alarm	Medical	TEST	Fire Alarm Testing	Other
FNO	Fire Now Out	Fire	MTNRES	Mountain Rescue	Medical	TRAIN	Misc Training	Other
GARAGE	Garage Fire	Fire	NOSE	Nosebleed Non-Traumatic	Medical	ANIMAL	Animal Rescue/Assist	Service
HOUSE	House Fire	Fire	NOTBR	Person Not Breathing	Medical	ARC	Arcing Wires	Service
IA	Initial Action Response	Fire	OBGYN	Obstetrics/Gynecological	Medical	BEES	Bee Investigation	Service
ILLEG	Illegal Burning	Fire	OD	Overdose	Medical	BIO	Biohazard Investigation	Service
MUTUAL	Mutual Aid Request	Fire	PSYCH	Psychiatric	Medical	CHEMO	Chemical Outside	Service
OUT	Misc Outside Fire	Fire	RA	Misc Response for 1 RA	Medical	CROWD	Investigate Overcrowding	Service
OUTFWY	Misc Outside Fire on the Fwy	Fire	RESCUE	Rescue	Medical	DAMAGE	Damage Investigation	Service
PERSON	Person on Fire	Fire	RESCFWY	TC-Rescue on the Freeway	Medical	ELEV	Elevator Rescue	Service
PLANE	Plane Accident, Down or Fire	Fire	SEIZ	Person in Seizure	Medical	ENG	Misc Response for 1 Engine	Service
POLE	Transformer/Street Light Fire	Fire	SHOCK	Electrical Shock Injury	Medical	ENGTRK	Misc Response Engine & Truck	Service
RAIL	Train Fire	Fire	SICK	Person Sick	Medical	FLOOD	Major Flooded Condition	Service
REFUSE	Refuse Fire	Fire	STAB	Person Stabbed	Medical	FUEL	Fuel Spill	Service
RESET	Fire Alarm Reset	Fire	STROKE	CVA-Neurologic	Medical	FULL	Misc Response Full Assignment	Service
SMOKEI	Smoke in a Structure	Fire	SWR	Swift Water Rescue	Medical	GASI	Odor of Natural Gas Inside	Service
SMOKEO	Smoke in the Area	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical	GASO	Odor of Natural Gas Outside	Service
STR	Structure Fire	Fire	TC	Traffic Collision	Medical	GMAIN	Broken Gas Main	Service
UNKF	Unknown Type Fire	Fire	TCFUEL	Injury TC with Fuel Spill	Medical	HAZARD	Investigate a Hazardous Condition	Service
VAULT	Electrical Vault Fire	Fire	TCFWY	Traffic Collision on the Fwy	Medical	HAZMAT	Hazardous Materials Response	Service
VEG	Vegetation Fire	Fire	TCNON	Non-Injury Traffic Collision	Medical	HYD	Flowing/Gushing/Sheared Hydrant	Service
VEH	Vehicle Fire	Fire	TCPED	Traffic Collision w/ Pedestrian	Medical	LAW	PD Assist/Stand-By	Service
VEHFWY	Vehicle Fire on the Freeway	Fire	TCRAIL	Traffic Collision w/ Train	Medical	LOCK	Person Locked In/Locked Out	Service
VEHSTR	Vehicle Fire in a Structure	Fire	TCRES	Traffic Collision - Rescue	Medical	MALF	Malfunction	Service
ABD	Abdominal Pain	Medical	TCSTR	Vehicle Into a Structure	Medical	MUD	Investigate a Mudslide	Service
ALERGY	Allergic Reaction	Medical	TOXIC	Ingestion-Poisoning-Inhalation	Medical	ODOR	Misc Odor Investigation	Service
ALOC	Altered Level of Consciousness	Medical	TR1	Severe Trauma	Medical	PUBLIC	Public Assist	Service
ASLT	Assault Victim	Medical	TR2	Minor Trauma	Medical	REFRIG	Abandoned Refrigerator	Service
BACK	Back Pain	Medical	TRENCH	Trench Rescue	Medical	ROOF1	One Story Roof Check	Service
BITE	Animal/Human/Stings	Medical	UNCON	Person Unconscious/Unresponsive	Medical	ROOF2	Roof Check 2 Stories & Above	Service
BREATH	Shortness of Breath	Medical	UNKMED	Unknown Medical	Medical	THREAT	Bio-Chemical Threat	Service
BUILD	Building Collapse Rescue	Medical	USAR	Collapse/Extrication/Rescue	Medical	TRK	Misc Response for a Truck	Service
BURN	Burn Injury	Medical	ADV	Non-Dispatched Advised Call	Other	WATER	Minor Flooding	Service
CHEST	Chest Pains - Heart Attack	Medical	CE	Continuing Education	Other	WIRES	Wires Down	Service
CHOK	Person Choking	Medical	CHGOVR	Vehicle Change Over	Other	WMAIN	Broken Water Main	Service
CONFIN	Confined Space Rescue	Medical	CHP	Transfer to CHP	Other			