Verdugo Fire Communications Center

Fiscal Year 2005-6 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
Anthony Arellanes, Battalion Chief, Glendale
Marty Johnson, Fire Captain, Pasadena
Rich Kaufman, Fire Communications Administrator
Lenia Scanlon, Administrative Analyst
On-Duty Fire Communications Shift Supervisor
Jason Pfau, Sr. IT Applications Specialist

Tony Trabbie, Deputy Chief, Arcadia
Ryan Phillips, Fire Captain, Monrovia
Chris Fabrizio, Battalion Chief, Monterey Park
Richard Garstang, Battalion Chief, San Gabriel
Jim Anderson, Division Chief, San Marino
Steve Heydorff, Battalion Chief, Sierra Madre
On-Duty Battalion Chief, South Pasadena

Photographs were provided by the 11 fire departments in the Verdugo System unless otherwise noted.

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Area C Coordinator's Message

I am pleased to present the FY2005-6 Annual Report for Verdugo Fire Communications Center. It has been an eventful year, between fine-tuning the Unified Response plan, implementing the first phases of the CAD upgrade, adding dispatch services for an 11th city, and recruiting new staff for the dispatch center.

Within the Center, dispatchers handled 58,263 incidents during this time period – about 4,300 more incidents than the previous year. There was a slight increase in fire incidents systemwide (1.7%) and medical incidents increased substantially (10%).

We welcomed Alhambra as a contract dispatch agency on April 13, 2006, bringing the total to 40 fire stations serving over 800,000 citizens in a 126 square mile geographic area. Now all 11 of the OES Region I, Area C cities share the same dispatch service.

In many ways, this has been a year of preparation, planning and refinement in the dispatch center. Just before the fiscal year began, Verdugo completed the first phase of a four-phase upgrade to the CAD system. In the following months, 25 additional enhancements were programmed, tested and implemented, including a graphic user interface and an ingenious emergency medical dispatch (EMD) system that makes the phone-triage process more efficient and better documented while also eliminating the need for hard-copy EMD instructions. At the same time, map data for the 11 cities was being collected and verified in preparation for phase two of the CAD upgrade, and staff worked closely with the CAD vendor to assure the GIS conversion process would generate as clean and accurate a new geofile as possible. Planning and preparations also continued related to Verdugo's upcoming transition to the ICIS (Interagency Communications Interoperability System) digital, trunked radio system for voice communications.

In May, we held a mini-academy for three newly hired Fire Communications Operators. Training staff members were pleased with the efficiency of this approach, compared with the one-on-one format used previously. With several dispatchers retiring in late 2006, it is likey that we will be having another mini-academy in the near future.

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. Seven additional stations were added when Monterey Park and Alhambra joined the System in February 2005 and April 2006, respectively.

City	Population*	Property Assessment**	Area (sq.mi.)	Joined Verdugo System
Alhambra	89,326	$5,103,093,384	7.62	4-13-06
Arcadia	56,145	$7,552,672,371	12	10-21-99
Burbank	106,879	$11,900,455,179	17.15	5-20-81
Glendale	206,308	$17,278,729,026	30.59	8-1-79
Monrovia	39,006	$2,938,208,033	13.73	7-1-99
Monterey Park	64,387	$4,092,636,015	7.7	2-1-05
Pasadena	146,138	$14,937,558,499	23	9-4-79
San Gabriel	42,320	$2,688,594,458	4.1	4-7-00
San Marino	13,482	$3,271,681,646	3.75	4-17-96
Sierra Madre	11,010	$1,209,753,445	3	10-21-99
South Pasadena	25,674	$2,491,710,424	3.44	4-17-96
Total	**800,675**	**$73,465,092,480**	**126.08**	

*State of California, Department of Finance, *E-1 City/County Population Estimates, with Annual Percent Change, January 1, 2005 and 2006.* Sacramento, California, May 2006.
**City of Los Angeles Tax Payers' Guide, 2005-2006*, Taxable Net, pp.134-154.

Benefits of Regional Dispatch

Since its first year of operation, Verdugo has dispatched over 950,000 incidents. The Verdugo regional dispatching system has been very successful, providing the highest level of service to the citizens of its 11 cities and saving taxpayer dollars. The benefits of 11 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

Fire Communications Operators

Sarah Cohan, Linda Coogan, Imelda Domingo, Julie Goodwin,
Mike Hand, Sean O'Connor, Jeannie Osmond,
Lena Savaiinaea, Cindy Williamson

Fire Communications Shift Supervisors

Bryan Bruning   Lynda Sims   Manny Soto   Jessie Westin   Don Wise

Sr. IT Appications Specialist

Jason Pfau

Fire Communications Administrator

Rich Kaufman

Administrative Analyst

Lenia Scanlon

Glendale Fire Dept. Battalion Chief

TASK FORCE REPRESENTATIVES

EXECUTIVE COMMITTEE (FIRE CHIEFS)

Communications Experience

The 15 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 175 years' experience at the Verdugo Center and 261 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 voice radio and mobile computer terminal 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 4-5 minutes of being dispatched.

Dispatching for 11 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 126 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 can even help to save 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 Multilingual Communications, which offers translation in over 150 languages. Translation services were utilized for 622 calls between July 1, 2005 and June 30, 2006, representing about 1.1% of all incidents. Fourteen different languages were requested by Verdugo System callers:

Language	Total Calls	Minutes	Av. Call Length	% of Translated Calls	Fraction of Total Incidents
Arabic	2	7.4	3.7	0.3%	1 / 29,132
Armenian	182	504.4	2.8	29.3%	1 / 320
Cambodian (Khmer)	1	1.4	1.4	0.2%	1 / 58,263
Chinese Cantonese	31	92.5	3.0	5.0%	1 / 1,879
Chinese Mandarin	62	161.1	2.6	10.0%	1 / 940
Farsi	5	10.6	2.1	0.8%	1 / 11,653
Japanese	4	9.0	2.2	0.6%	1 / 14,566
Korean	5	17.3	3.5	0.8%	1 / 11,653
Philippines Tagalog	1	1.9	1.9	0.2%	1 / 58,263
Romanian	2	9.3	4.6	0.3%	1 / 29,132
Russian	2	5.5	2.8	0.3%	1 / 29,132
Spanish	312	830.2	2.7	50.2%	1 / 187
Thai	1	1.1	1.1	0.2%	1 / 58,263
Vietnamese	12	49.5	4.1	1.9%	1 / 4,855

Fire Department Resources

As of June 30, 2006 there were a total of 40 fire stations, 40 engine companies, 11 truck companies, 21 rescue ambulances, 1 paramedic squad, 3 air utilities, 11 command vehicles, 2 hazmat vehicles, 4 USARs and 5 water tenders within the Verdugo System.

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

Fiscal Year 2005-2006 Verdugo Fire Communications Fund

Verdugo Fire Communications Fund is operated as a Special Revenue Fund by the Glendale Fire Department in the City of Glendale. Revenues exceeded expenditures by $67,556 during the fiscal year, in part due to slower than anticipated 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 screen projection system, uninterruptible power supply, and various other systems.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
REVENUE						
Charges for Service	$392,344	$656,430	$505,625	$1,554,399	$733,670	$ 2,288,070
Equipment Replacement	64,641	64,641	64,641	193,923	-	$ 193,923
Subtotal						$ 2,481,993
Interest & Misc. Revenue						$ 233,651
TOTAL						$ 2,715,644
EXPENDITURES						
Salaries						$ 1,870,154
Maint. & Operations						$ 217,501
Capital Outlay						$ 560,433
TOTAL						$ 2,648,088
Revenue minus expenditures						$ 67,556

Contract Cities include Alhambra, Arcadia, Monrovia, Monterey Park, San Gabriel, San Marino, Sierra Madre and South Pasadena

FY2005-6 Accomplishments

• A total of 145,494 phone calls were processed by Verdugo dispatchers, including 58,263 incidents that were dispatched to the 11 cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries. This represents a 24% increase in calls and an 8% increase in total incidents over the previous fiscal year.

• Alhambra was added as a contract dispatch agency on April 13, 2006, adding four additional fire stations and nearly 90,000 additional citizens served by the Verdugo dispatch system. Verdugo now dispatches fire and rescue calls for all 11 of the cities in OES Region I, Area C.

• Work continued on Verdugo's Computer Aided Dispatch (CAD) system upgrade following the June 15, 2005 implementation of Phase 1, the Alpha migration. The majority of the fiscal year was spent acquiring, verifying, and validating the geographic information systems (GIS) data for all 11 Verdugo cities. A total of 25 custom enhancements were also in development, testing and implementation throughout the year.

• Provided a ReddiNet (hospital status) display at each work position. This display shows which emergency departments are closed due to saturation in hospitals in and around Area C. Paramedics preparing to transport patients to hospitals contact Verdugo dozens of times daily for updates on which emergency departments are open.

• Continued working on a project to enhance radio communication interoperability throughout major portions of the Los Angeles basin.

• Added Los Angeles Regional Tactical Communications System (LARTCS) radio capability access at Verdugo on existing radio consoles.

• Installed, connected and placed into operation replacement radio control and base station hardware at Verdugo for use as back-up communications.

• Continued recruiting efforts to bring Verdugo up to full dispatcher staffing.

• Added a radio site at Garvey Reservoir in Monterey Park.

FY2006-7 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.

• Formalize the Unified Response automatic aid system by signed agreement.

• Complete the programming, testing and implementation of 25 custom enhancements to the CAD system, including a triage function that is more fully integrated with CAD, further automating the emergency medical dispatch process and supplying important additional detail on incident history reports related to the call-taking process. A new graphic user interface (GUI) for the CAD display is also planned.

• Implement the second phase of the CAD upgrade: mapping in the dispatch environment. Begin planning and testing the mobile mapping and automatic vehicle location (AVL) systems in the fire apparatus, which will be the third phase of the CAD upgrade.

• Upgrade the rear screen projection system to offer a variety of display options related to combinations of map displays, CAD status screens, video input, etc. Optimize the display for viewing the locations of incoming 9-1-1 calls, fire response units equipped with GPS devices, and emergency incident events on a map.

• Improve radio coverage far Monterey Park and other east-end Verdugo contract agencies.

• Research the possibility of recording direct channels on Verdugo's MerCom system starting with RED9.

• Adapt TeleStaff scheduling software for use by Verdugo personnel.

• Hire and train additional dispatchers, both full- and part-time, to replace those who will be retiring. Recruit and hire a new Fire Communications Administrator following retirement of the current one.

• Work with Hospital Association of Southern California to enable display of ReddiNet hospital status on handheld devices for rescue ambulances equipped with Blackberrys or similar handheld devices.

• Work with all 11 Verdugo cities to prepare for transition to joining the Interagency Communications Interoperability System (ICIS) in later 2007.

VERDUGO SYSTEM

There were 58,263 incidents dispatched by Verdugo Fire Communications in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 139 Type Codes listed below, the three most frequent incident types were Fire Alarm (61.8% of Fire incidents), Shortness of Breath (11.8% of Medical incidents), and Fall - Minor (10.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	145	1.6%
Appliance Fire - Major	108	1.2%
Appliance Fire - Minor	20	<1.0%
Brush Fire - 1 Engine	49	<1.0%
Brush Fire - 5 Engines	1	<1.0%
Brush Strike Team-Misc Equip	2	<1.0%
Brush Strike team-XLC-1201A	3	<1.0%
Brush Strike Team-XLC-1202A	2	<1.0%
Brush Strike Team-XLC-1203A	2	<1.0%
Brush Strike Team-XLC-1204A	2	<1.0%
Brush Strike Team-XLC-1205A	3	<1.0%
Carbon Monoxide Alarm	49	<1.0%
Electrical Fire	142	1.5%
Electrical Vault Fire	18	<1.0%
Emergency Landing at Airport	30	<1.0%
Explosives/BombThreat/Scare	19	<1.0%
Fire Alarm	5,771	61.8%
Fire Alarm - Full Assignment	66	<1.0%
Fire Alarm Reset	133	1.4%
Fire Now Out	167	1.8%
Garage Fire	26	<1.0%
House Fire	227	2.4%
Illegal Burning	121	1.3%
Misc Outside Fire	129	1.4%
Misc Outside Fire on the Fwy	12	<1.0%
Mutual Aid Request	2	<1.0%
Plane Accident, Down or Fire	1	<1.0%
Refuse Fire	226	2.4%
Smoke in a Structure	306	3.3%
Smoke in the Area	268	2.9%
Sprinkler System Activated	14	<1.0%
Structure Fire	380	4.1%
Transformer/Street Light Fire	103	1.1%
Unknown Type Fire	44	<1.0%
Vegetation Fire	138	1.5%
Vegetation Fire on the Fwy	21	<1.0%
Vehicle Fire	366	3.9%
Vehicle Fire in a Structure	23	<1.0%
Vehicle Fire on the Freeway	200	2.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	1,321	3.0%
Allergic Reaction	220	<1.0%
Altered Level of Consciousness	1,228	2.8%
Animal/Human/Stings	123	<1.0%
Assault Victim	894	2.0%
Assist the Invalid	908	2.1%
Back Pain	550	1.2%
Burn Injury	46	<1.0%
Chest Pains - Heart Attack	3,264	7.4%
Collapse/Extrication/Rescue	4	<1.0%
Confined Space Rescue	3	<1.0%
CVA-Neurologic	786	1.8%
Diabetic Problem	819	1.9%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	11	<1.0%
Electrical Shock Injury	11	<1.0%
Emer Medical Svc on the Fwy	102	<1.0%
EMS Call - No Details	282	<1.0%
Explosion Seen or Heard	7	<1.0%
Fall - Major	123	<1.0%
Fall - Minor	4,514	10.2%
G.I. Bleed	366	<1.0%
Gunshot Wound	78	<1.0%
Head Pain	251	<1.0%
Heart Problem	907	2.1%
Ingestion-Poisoning-Inhalation	360	<1.0%
Injury TC with Fuel Spill	15	<1.0%
Investigate the Welfare	15	<1.0%
Medical Alarm	308	<1.0%
Minor Trauma	1,684	3.8%
Misc Medical	3,025	6.9%
Misc Response Engine & RA	6	<1.0%
Misc Response for 1 RA	5	<1.0%
Mountain Rescue	15	<1.0%
Non-Injury Traffic Collision	27	<1.0%
Nosebleed Non-Traumatic	212	<1.0%
Obstetrics/Gynecological	281	<1.0%
Overdose	463	1.0%
Person Choking	185	<1.0%
Person Dizzy	947	2.1%
Person Down	1,183	2.7%
Person Hanging	10	<1.0%
Person in Seizure	1,814	4.1%
Person Not Breathing	830	1.9%
Person Sick	987	2.2%
Person Stabbed	74	<1.0%
Person Threatening to Jump	8	<1.0%
Person Unconscious/Unresponsiv	2,435	5.5%
Psychiatric	590	1.3%
Rescue	36	<1.0%
Severe Trauma	32	<1.0%
Shortness of Breath	5,210	11.8%
Swift Water Rescue	2	<1.0%
Syncope/Fainted Now Conscious	873	2.0%
TC-Rescue on the Freeway	280	<1.0%
Traffic Collision	3,001	6.8%
Traffic Collision - Rescue	282	<1.0%
Traffic Collision on the Fwy	947	2.1%
Traffic Collision w/ Pedestrian	540	1.2%
Traffic Collision w/ Train	6	<1.0%
Trench Rescue	2	<1.0%
Unknown Medical	507	1.1%
Vehicle Into a Structure	82	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	31	<1.0%
Animal Rescue/Assist	52	1.6%
Arcing Wires	63	1.9%
Bee Investigation	48	1.4%
Biohazard Investigation	58	1.7%
Broken Gas Main	64	1.9%
Broken Water Main	79	2.4%
Chemical Outside	169	5.1%
Damage Investigation	40	1.2%
Elevator Rescue	361	10.9%
Flowing/Gushing/Sheared Hydra	82	2.5%
Fuel Spill	190	5.7%
Hazardous Materials Response	29	<1.0%
Investigate a Hazardous Conditio	262	7.9%
Investigate a Mudslide	9	<1.0%
Investigate Overcrowding	28	<1.0%
Major Flooded Condition	120	3.6%
Malfunction	103	3.1%
Minor Flooding	248	7.5%
Misc Odor Investigation	167	5.0%
Misc Response Engine & Truck	4	<1.0%
Misc Response for 1 Engine	59	1.8%
Misc Response for a Truck	14	<1.0%
Misc Response Full Assignment	4	<1.0%
Odor of Natural Gas Inside	140	4.2%
Odor of Natural Gas Outside	117	3.5%
One Story Roof Check	29	<1.0%
PD Assist/Stand-By	36	1.1%
Person Locked In/Locked Out	270	8.1%
Public Assist	143	4.3%
Roof Check 2 Stories & Above	37	1.1%
Wires Down	267	8.0%

OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	6
Fireworks Violation	12
Non-Dispatched Advised Call	1
Power Outage	2
Special Event	19
Transfer to Police Dept	1

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.

	ALH**	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS
FIRE	135	773	1,478	1,702	510	413	3,013	356	201	114	247
MEDICAL	835	3,079	6,893	12,261	2,384	2,767	11,526	1,594	542	498	1,197
SERVICE	82	249	504	789	238	187	766	105	73	114	144
OTHER	0	6	4	7	1	2	20	1	0	2	2
TOTAL	1,052	4,107	8,879	14,759	3,133	3,369	15,325	2,056	816	728	1,590

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.

	ALH**	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS
Engine	1,651	4,526	9,891	16,092	3,536	3,820	16,814	2,277	1,019	130	1,673
Ambulance*	1,048	3,340	7,434	13,522	1,601	3,046	12,384	1,514	1,167	575	1,228
Truck	390	654	1,287	2,076	530	457	2,046	–	–	–	–
Resp. Total	3,089	8,520	18,612	31,690	5,667	7,323	31,244	3,791	2,186	705	2,901

Ambulance totals include Paramedic Squad 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 Montebello.

	ALH**	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS
IVS	619	402	342	460	336	183	385	115	708	4	274
OVS	0	49	66	211	36	259	103	86	125	6	32
TOTAL	619	451	408	671	372	442	488	201	833	10	306

**Alhambra joined the Verdugo System on April 13, 2006 and the fiscal year ended June 30, 2006.

VERDUGO INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	PERCENT
FIRE	773	777	798	869	759	829	870	688	745	694	742	817	9,361	16.1%
MEDICAL	3,582	3495	3,389	3,453	3,446	4,068	3,883	3,450	3,816	3,580	3,949	3,917	44,028	75.6%
SERVICE	270	239	270	259	244	260	456	221	230	247	281	300	3,277	5.6%
OTHER	9	1	2	5	67	108	83	59	116	85	40	34	609	1.0%
OVS*	88	72	107	71	84	93	103	79	76	53	79	83	988	1.7%
TOTAL	**4,722**	**4,584**	**4,566**	**4,657**	**4,600**	**5,358**	**5,395**	**4,497**	**4,983**	**4,659**	**5,091**	**5,151**	**58,263**	

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

*Alhambra joined Verdugo on Apr. 13, 2006 and was therefore among the "Outside Verdugo System" jurisdictions until that date.

Total Incidents Per Agency

Verdugo Fire Communications has contracted to provide fire and rescue dispatch services for eight cities: Alhambra, 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.

	ALH*	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS
INC. TOTAL	1,052	4,107	8,879	14,759	3,133	3,369	15,325	2,056	816	728	1,590
OVS*	0	49	66	211	36	259	103	86	125	6	32
TOTAL	1,052	4,156	8,945	14,970	3,169	3,628	15,428	2,142	941	734	1,622

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 7/05 - 6/06	City Where Incident Occurred														Subtotals
	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS	ALH	LAC	LFD	XBB	
ARC		2	0	277	4	95	18	2	3	0	1	47	0	2	451
BRK	4		312	1	3	19	1	2	0	0	2	24	40	0	408
GLN	2	293		6	1	154	1	2	0	1	0	87	124	0	671
MRV	314	7	2		3	9	0	0	1	0	0	35	0	1	372
MPK	4	1	5	4		3	94	1	0	3	156	97	2	72	442
PAS	108	15	58	20	14		22	39	1	104	7	83	17	0	488
SGB	1	1	3	4	33	4		22	0	4	92	36	0	1	201
SNM	9	1	1	7	7	328	212		0	136	32	100	0	0	833
SMD	1	1	1	0	0	0	0	0		1	0	4	0	2	10
SPS	4	0	1	1	9	161	8	73	0		42	2	4	1	306
ALH	3	7	2	1	207	24	224	52	0	92		5	1	1	619
LAC	64	1	51	66	52	27	46	5	0	0	0		2	2	316
LFD	0	18	12	0	0	2	0	0	0	14	0	2		0	48
XAA	100	115	41	2,442	63	20	5	1	1	3	1	3	1		2,796
Subtotals	614	462	489	2,829	396	846	631	199	6	358	333	525	191	82	7,961

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. 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. **XBB**=Locations outside the Verdugo System, not including LAC, LFD.

Verdugo Fire and Medical Incidents

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, 2005, and 2006 for a total of 11 Verdugo cities. In the ten years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 55%, 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.
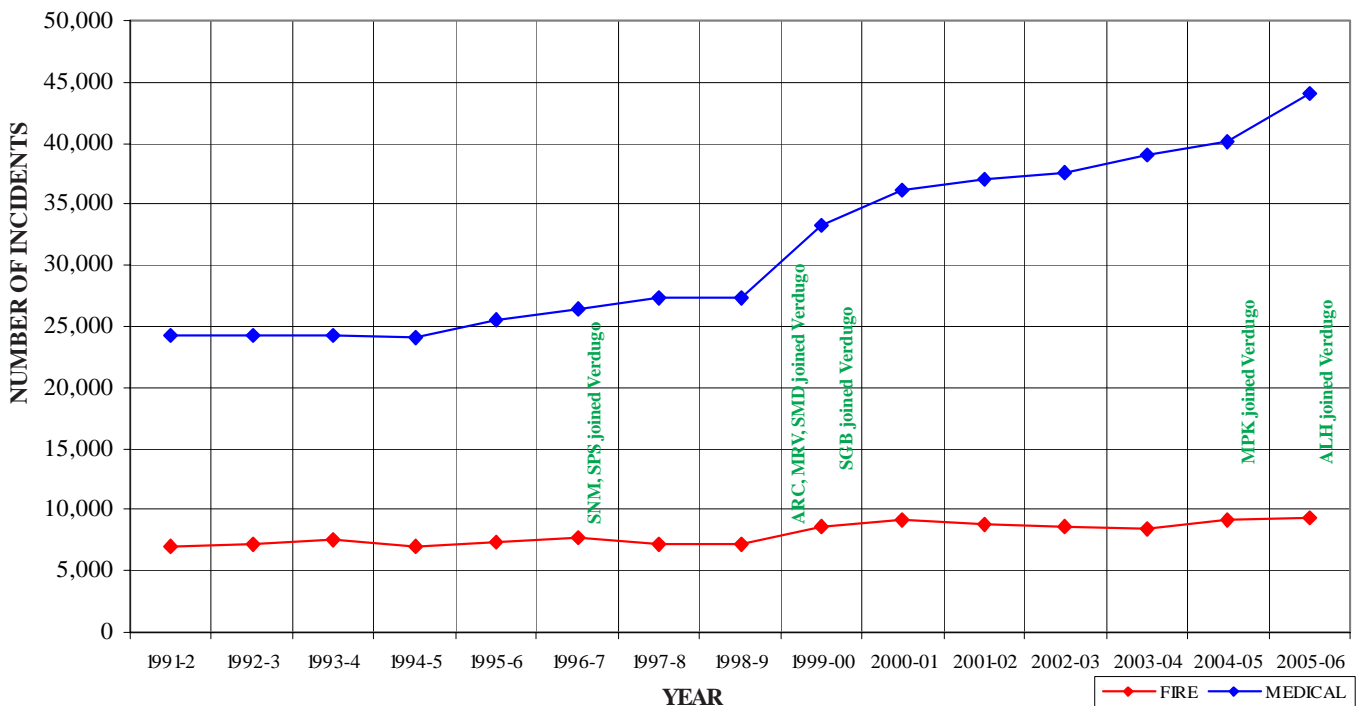
Number of Incidents Dispatched by the Verdugo System Per Fiscal Year

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9
FIRE	7,057	7,133	7,496	6,942	7,361	7,791	7,245	7,205
MEDICAL	24,248	24,287	24,258	24,176	25,514	26,429	27,362	27,331
SERVICE	2,446	2,349	2,765	2,451	2,384	2,793	2,596	2,597
OTHER	14	57	124	323	178	85	58	111
OVS*	0	14	38	317	346	528	491	522
TOTAL	33,765	33,840	34,681	34,209	35,783	37,626	37,752	37,766

	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
FIRE	8,655	9,129	8,770	8,635	8,381	9,208	9,361
MEDICAL	33,299	36,239	37,035	37,622	39,077	40,019	44,028
SERVICE	3,242	3,434	3,387	3,348	2,802	3,809	3,277
OTHER	152	112	245	270	171	98	609
OVS*	552	592	644	779	729	835	988
TOTAL	45,900	49,506	50,081	50,654	51,160	53,969	58,263

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

FY2005-6 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 all 11 of the Verdugo System cities. During FY2005-6, Verdugo dispatched 21 strike team responses to 7 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.

For Verdugo, by far the most challenging brush fires were the Topanga and Harvard fires. Area C teams were involved in the Topanga fire from September 28 to October 6, 2005 and in the Harvard fire from September 30 to October 2, 2005. This overlap in timing led to major commitment of Area C resources to both fires.

Strike Team	Incident Name	Dispatch Date & Time		Leader	Trainee	Release Date & Time	
1201A	Sierra	7/14/2005	18:48	BRK BC1 - Stockton		7/14/2005	22:17
1205A	Quinn	8/1/2005	15:33	ARC BC105 - Norwood	SMD BC43 Bamberger	8/1/2005	16:34
1202A	Gorman	9/3/2005	14:38	GLN BC2 - Scoggins	GLN BC2 Bailey	9/4/2005	0:35
1204A	Gorman	9/3/2005	14:39	ARC BC105 - Haney	SMD BC43 Bamberger	9/4/2005	0:36
1205A	Topanga Canyon	9/28/2005	15:16	MRV BC10 - Dennis	PAS Cpt. Imler / ALH Cpt. Mosack	9/30/2005	15:41
1203A	Topanga Canyon	9/28/2005	15:16	PAS BC3 - Law	GLN BC Bailey / PAS Cpt. Costa	9/30/2005	14:25
1801C	Topanga Canyon	9/28/2005	17:23	GLN BC2 - Scoggins	SMD BC43 Bamberger	9/30/2005	14:56
1201A	Topanga Canyon	9/28/2005	18:25	BRK BC1 - Krakowski	BRK Cpt. Barone	9/30/2005	17:44
WT11	Topanga Canyon	9/28/2005	19:10	GLN - Eng. McGee	GLN - Eng. Cumbess	10/6/2005	9:20
1203A	Harvard	9/30/2005	14:25	PAS BC3 - Law	GLN BC Bailey / PAS Cpt. Imler	9/30/2005	22:12
1803A	Harvard	9/30/2005	14:57	GLN BC2 - Wright	SMD BC43 Bamberger	10/4/2005	9:09
1205A	Harvard	9/30/2005	15:42	MRV BC10 - Dennis		9/30/2005	22:12
1201A	Harvard	9/30/2005	17:45	BRK BC1 - Krakowski	BRK Cpt. Lenahan	9/30/2005	22:12
1204A	Harvard	10/1/2005	4:27	SGB BC5 - Beckman	SGB Cpt. Roy	10/3/2005	15:15
1202A	Harvard	10/1/2005	9:57	GLN BC2 - Bailey	GLN Cpt. Arellanes	10/2/2005	19:12
1205A	School	11/18/2005	7:55	ARC BC105 - Norwood	MPK Cpt. Burroughs	11/19/2005	9:35
1203A	School	11/18/2005	8:00	PAS BC3 - Gordon	PAS Cpt. Cowan	11/20/2005	21:16
1201A	School	11/18/2005	9:38	BRK BC1 - Trowbridge	BRK Cpt. Walbert	11/18/2005	22:18
1802B	School	11/18/2005	14:55	MTB BC Mowad	MTB Cpt. Duncan	11/18/2005	17:45
1204A	Sierra	2/6/2006	8:38	MPK BC6 - Donovan	MPK PR6 Fabrizio	2/7/2006	18:44
1202A	Sierra	2/6/2006	8:40	GLN BC2 - Howard	GLN BC Arellanes	2/7/2006	18:50

Multiple-Alarm Fires

In the fire service, an alarm level represents a single complement of apparatus and personnel. For example, if a first-alarm incident calls for 3 engines, 1 truck, 1 ambulance, and a Battalion Chief, a second alarm will have a total of 6 engines, 2 trucks, 2 ambulances, and 2 Battalion Chiefs. Any additional units from the second alarm that will not be needed are cancelled promptly, often before they have left the station. Unusually large fires sometimes require a third or fourth alarm, but these are rare.

Normally, the first unit arriving at a fire will dictate a "size-up" of the incident over the radio, such as, "Smoke showing from rear of two-story apartment building with exterior corridors." If it becomes apparent that the complement of apparatus and personnel already dispatched will not be sufficient, an additional alarm is requested over the radio and Verdugo immediately dispatches additional units.

Date	Address	City	Type	Alarm Level
8/1/2005	521 Atlas Ave.	Monterey Park	Electrical Fire	2
9/6/2005	228 S. Kenwood St.	Glendale	Structure Fire	2
9/29/2005	1250 Harvard Rd.	Burbank	Brush Fire	4
10/1/2005	1003 S. Central Ave.	Glendale	Apartment Fire	2
10/24/2005	W. Broadway/San Fernando	Glendale	Traffic Collision w/ Train	2
11/22/2005	400 N. Griffith Park Dr.	Burbank	House Fire	2
12/8/2005	459 W. Broadway	Glendale	Structure Fire	2
1/22/2006	2 Hidden Valley Rd.	Monrovia	Brush Fire	2
4/1/2006	512 N. Nicholson Ave.	Monterey Park	Vehicle Into a Structure	2
5/5/2006	542 N. Marengo Ave.	Pasadena	Apartment Fire	2
5/21/2006	304 E. Orange Grove Blvd.	Pasadena	Apartment Fire	2
6/16/2006	1134 E. Lexington Dr.	Glendale	Apartment Fire	2
6/17/2006	1247 W. Main St.	Alhambra	Structure Fire	3
6/18/2006	462 E. Walnut St.	Pasadena	Structure Fire	2

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 for the first unit to leave the station after dispatch and 4 minutes, 18 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	1:00	58,263	1:10	9,361	0:58	44,028
Alhambra	1:00	1,052	1:20	135	0:55	835
Arcadia	1:04	4,156	1:15	773	1:00	3,079
Burbank	1:00	8,945	1:05	1,478	0:58	6,893
Glendale	1:00	14,970	1:09	1,702	0:58	12,261
Monrovia	0:53	3,169	1:14	510	0:46	2,384
Monterey Park	1:06	3,628	1:14	413	1:04	2,767
Pasadena	0:59	15,428	1:11	3,013	0:55	11,526
San Gabriel	1:02	2,142	1:14	356	0:58	1,594
San Marino	0:41	941	0:56	201	0:34	542
Sierra Madre	1:46	734	1:36	114	1:50	498
South Pasadena	0:53	1,622	1:06	247	0:49	1,197

Average Dispatch to Arrival Time (min.)

Agency	All Incidents	Total Incs.	Fire	Fire Incs.	Medical	Medical Incs.
Verdugo	4:18	58,263	4:58	9,361	4:07	44,028
Alhambra	4:22	1,052	4:53	135	4:09	835
Arcadia	4:19	4,156	5:04	773	4:00	3,079
Burbank	4:18	8,945	4:38	1,478	4:10	6,893
Glendale	4:09	14,970	4:36	1,702	4:03	12,261
Monrovia	4:23	3,169	4:55	510	4:13	2,384
Monterey Park	5:02	3,628	5:44	413	4:52	2,767
Pasadena	4:19	15,428	5:21	3,013	4:02	11,526
San Gabriel	4:20	2,142	4:39	356	4:13	1,594
San Marino	3:51	941	4:19	201	3:31	542
Sierra Madre	4:41	734	5:01	114	4:33	498
South Pasadena	4:03	1,622	4:21	247	3:50	1,197

First Unit Onscene in 5 Minutes or Less

Agency	Fire Incidents	Medical Incidents
Verdugo	59.2%	76.6%
Alhambra	61.6%	77.6%
Arcadia	56.3%	77.6%
Burbank	67.2%	76.6%
Glendale	68.6%	79.6%
Monrovia	54.9%	72.9%
Monterey Park	43.2%	58.0%
Pasadena	51.0%	77.5%
San Gabriel	67.2%	77.2%
San Marino	70.4%	84.9%
Sierra Madre	54.5%	67.9%
South Pasadena	67.4%	80.6%

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.

Over 58,000 incidents are dispatched by Verdugo annually. Numerous additional telephone calls and radio transmissions are handled in association with these incidents and with the everyday operations of the 40 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 FY2005-6, Verdugo handled an average of 397 telephone calls per day or 16.6 calls per hour. About 27.3% of these calls were taken on 911 lines, 49.2% came through 7-digit emergency lines or the four administrative lines, and 23.5% were outgoing calls.
- There were about 2.5 calls per incident, an average of 160 incidents per day or 6.7 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 September 30, 2005 during two major brush fires, with 1,148 calls. The second-highest call day was the day before, at 981 calls. The fewest total calls occurred on April 2, 2005, with only 239.
- The busiest month in terms of call volume was October 2005, with 13,138 total calls, or an average of 424 calls per day.

Verdugo Incoming 911 Calls and Incidents Per Hour
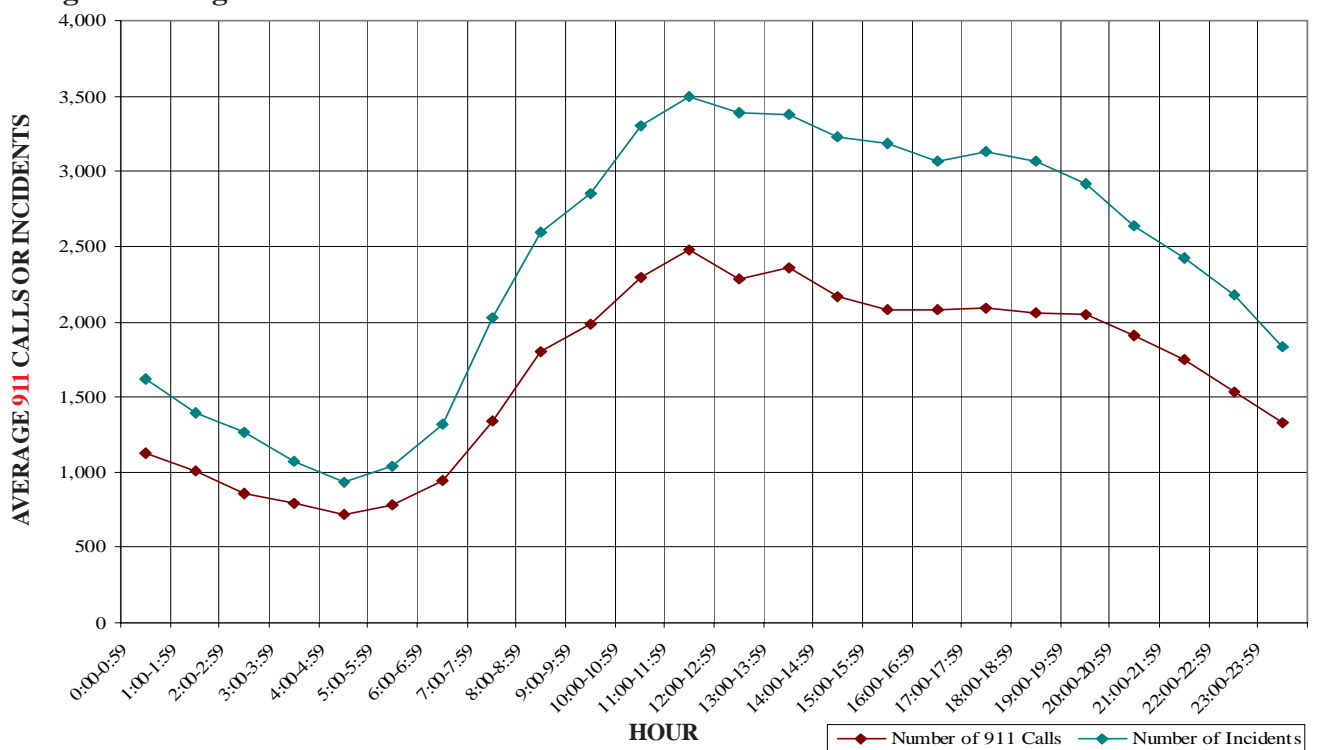
- On average, there are 8.6 incidents per hour between 8 a.m. and 8 p.m. and 4.5 incidents per hour during the night.

- Call answering time: 96.5% of incoming 911 calls were answered in less than 6 seconds, 99.4% were answered in under 11 seconds. In the entire year, there were only 242 calls where the answering time was over 11 seconds. Not a single 911 call took longer than 60 seconds to be answered.

- There were 539 abandoned calls during the year, between one and two per day. Only 94 of the abandoned calls (about 8 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. Call handling times in the Verdugo System tend to average about 50 seconds for 911 call processing and 8-10 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 FY2005-6 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, an additional person is often 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 FY2005-6 call volume study indicate that there were 615 daytime instances and 666 nighttime instances when call volume exceeded staffing – all phone dispatchers were on calls and an additional call came in. This analysis includes both 911 calls and incoming administrative calls; when a call comes in on a 911 phone line and all operators are already taking calls, anyone on an administrative call finishes as soon as possible or places their line on hold so they can take the incoming emergency call.

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in FY 2005-6 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	**ALH**	**ARC**	**BRK**	**GLN**	**MPK**	**MRV**	**PAS**	**SGB**	**SNM**	**SMD**	**SPS**
Fire Alarm	9.9%	6.3%	13.6%	10.2%	6.2%	5.7%	9.5%	14.5%	9.5%	16.6%	5.2%	9.3%
Shortness of Breath	8.9%	7.8%	7.6%	9.6%	10.6%	8.1%	8.7%	8.8%	9.2%	5.1%	7.5%	6.6%
Fall - Minor	7.7%	8.9%	8.8%	9.2%	7.3%	8.1%	8.8%	7.1%	6.2%	8.9%	10.5%	8.8%
Chest Pains - Heart Attack	5.6%	5.4%	4.6%	6.1%	7.6%	3.5%	5.3%	5.2%	4.7%	2.2%	4.6%	3.9%
Misc Medical	5.2%	5.0%	4.9%	5.7%	6.0%	5.1%	3.9%	4.9%	5.5%	3.3%	6.5%	4.5%
Traffic Collision	5.2%	5.5%	7.1%	4.3%	5.5%	4.1%	5.5%	5.0%	5.8%	7.2%	1.6%	7.3%
Person Unconscious/Unresponsive	4.2%	4.1%	4.2%	3.9%	4.3%	5.8%	3.4%	4.1%	6.0%	2.9%	3.0%	4.2%
Person in Seizure	3.1%	4.2%	2.6%	3.0%	2.9%	2.7%	2.4%	4.1%	3.0%	1.5%	2.3%	2.4%
Minor Trauma	2.9%	4.6%	2.8%	3.0%	2.6%	2.9%	3.7%	2.8%	2.6%	3.2%	4.4%	3.2%
Abdominal Pain	2.3%	1.3%	1.4%	2.2%	2.9%	2.3%	2.1%	2.3%	1.9%	1.6%	1.8%	2.2%

ALHAMBRA FIRE DEPARTMENT
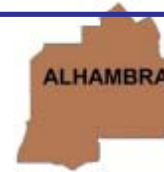
Alhambra joined the Verdugo System on April 13, 2006. Between April 13 and June 30, Verdugo dispatched 1,052 incidents for Alhambra. Each emergency call was assigned a type code by the dispatcher, and each type code in Verdugo's Computer-Aided Dispatch (CAD) system falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Alhambra for each type code in these categories during these 11 weeks, along with the percent of incidents in that category. Of the 91 type codes listed below, the three most frequent incident types were Fire Alarm (48.9% of Fire incidents), Fall - Minor (11.2% of Medical incidents), and Shortness of Breath (9.8% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	6	4.4%
Electrical Fire	3	2.2%
Electrical Vault Fire	1	<1.0%
Fire Alarm	66	48.9%
Fire Alarm - Full Assignment	1	<1.0%
Fire Alarm Reset	5	3.7%
Fire Now Out	3	2.2%
Garage Fire	1	<1.0%
House Fire	3	2.2%
Illegal Burning	2	1.5%
Misc Outside Fire	2	1.5%
Refuse Fire	8	5.9%
Smoke in a Structure	6	4.4%
Smoke in the Area	4	3.0%
Structure Fire	3	2.2%
Transformer/Street Light Fire	4	3.0%
Unknown Type Fire	1	<1.0%
Vegetation Fire	4	3.0%
Vehicle Fire	11	8.1%
Vehicle Fire on the Freeway	1	<1.0%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	14	1.7%
Allergic Reaction	7	<1.0%
Altered Level of Consciousness	9	1.1%
Animal/Human/Stings	1	<1.0%
Assault Victim	26	3.1%
Assist the Invalid	8	1.0%
Back Pain	9	1.1%
Chest Pains - Heart Attack	57	6.8%
CVA-Neurologic	13	1.6%
Diabetic Problem	17	2.0%
Drowning/Diving Incident	1	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Electrical Shock Injury	2	<1.0%
Emer Medical Svc on the Fwy	2	<1.0%
EMS Call - No Details	8	1.0%
Fall - Major	4	<1.0%
Fall - Minor	94	11.2%
G.I. Bleed	4	<1.0%
Gunshot Wound	2	<1.0%
Head Pain	5	<1.0%
Heart Problem	8	1.0%
Ingestion-Poisoning-Inhalation	15	1.8%
Medical Alarm	6	<1.0%
Minor Trauma	48	5.7%
Misc Medical	53	6.3%
Misc Response Engine & RA	1	<1.0%
Nosebleed Non-Traumatic	2	<1.0%
Obstetrics/Gynecological	3	<1.0%
Overdose	10	1.2%
Person Choking	2	<1.0%
Person Dizzy	21	2.5%
Person Down	17	2.0%
Person in Seizure	44	5.3%
Person Not Breathing	12	1.4%
Person Sick	13	1.6%
Person Stabbed	2	<1.0%
Person Unconscious/Unresponsive	43	5.1%
Psychiatric	20	2.4%
Severe Trauma	1	<1.0%
Shortness of Breath	82	9.8%
Syncope/Fainted Now Conscious	15	1.8%
TC-Rescue on the Freeway	4	<1.0%
Traffic Collision	58	6.9%
Traffic Collision - Rescue	8	1.0%
Traffic Collision on the Fwy	32	3.8%
Traffic Collision w/ Pedestrian	15	1.8%
Unknown Medical	13	1.6%
Vehicle Into a Structure	5	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	10	12.2%
Arcing Wires	1	1.2%
Bee Investigation	1	1.2%
Biohazard Investigation	2	2.4%
Broken Water Main	1	1.2%
Chemical Outside	5	6.1%
Damage Investigation	2	2.4%
Elevator Rescue	4	4.9%
Flowing/Gushing/Sheared Hydrant	2	2.4%
Fuel Spill	3	3.7%
Investigate a Hazardous Condition	9	11.0%
Investigate Overcrowding	1	1.2%
Major Flooded Condition	1	1.2%
Malfunction	2	2.4%
Minor Flooding	9	11.0%
Misc Odor Investigation	6	7.3%
Misc Response for 1 Engine	4	4.9%
Misc Response for a Truck	3	3.7%
Odor of Natural Gas Outside	1	1.2%
One Story Roof Check	1	1.2%
PD Assist/Stand-By	3	3.7%
Person Locked In/Locked Out	3	3.7%
Public Assist	2	2.4%
Wires Down	6	7.3%

ALHAMBRA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Apr**	May	June	TOTAL	TOTAL
FIRE	27	46	62	135	12.8%
MEDICAL	183	322	330	835	79.4%
SERVICE	12	33	37	82	7.8%
OTHER	0	0	0	0	0.0%
OVS*	0	0	0	0	0.0%
TOTAL	222	401	429	1,052	

O.V.S. = Responses Outside the Verdugo System
**Alhambra joined the Verdugo System on April 13, 2006*
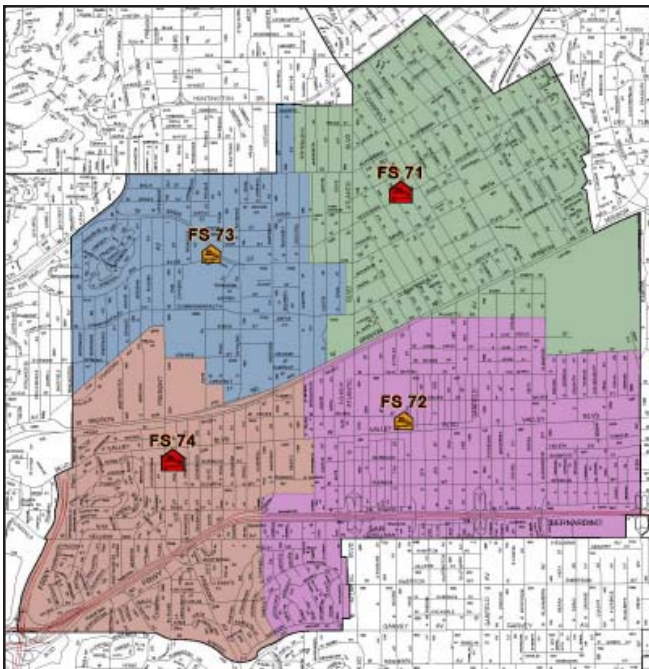
The Alhambra Fire Department has 4 fire stations and each station lies within a fire district. There is a fire engine at each station, and the ladder truck and 2 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

Out of Jurisdiction Responses

The Alhambra Fire Department responded to incidents outside their jurisdiction 156 times between April and June 30, 2006:

Arcadia	1
Monterey Park	54
Pasadena	7
San Gabriel	52
San Marino	15
South Pasadena	27
TOTAL	**156**

Other agencies responded to incidents in Alhambra 141 times during the same time period:

Arcadia	1
Monterey Park	68
Pasadena	4
San Gabriel	43
San Marino	7
South Pasadena	17
Other*	1
TOTAL	**141**

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

Responses Per Unit

The Alhambra Fire Department responded to 1,052 incidents within its city borders between April 13 and June 30, 2006 but Verdugo also occasionally dispatched Alhambra units to provide mutual aid in other cities of Area C throughout the fiscal year, for a total of:

Unit ID	Responses
Engine 71	474
Engine 72	475
Engine 73	298
Engine 74	404
Ambulance 71	626
Ambulance 74	422
Truck 71	390

ARCADIA FIRE DEPARTMENT

There were 4,107 incidents reported for Arcadia in fiscal year 2005-6. 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 these categories during FY2005-6, 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 (71.8% of Fire incidents), Fall - Minor (11.9% of Medical incidents), and Shortness of Breath (10.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	9	1.1%
Appliance Fire - Major	3	<1.0%
Appliance Fire - Minor	4	<1.0%
Brush Fire	1	<1.0%
Carbon Monoxide Alarm	4	<1.0%
Electrical Fire	13	1.7%
Electrical Vault Fire	1	<1.0%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	564	71.8%
Fire Alarm - Full Assignment	8	1.0%
Fire Alarm Reset	9	1.1%
Fire Now Out	9	1.1%
House Fire	18	2.3%
Illegal Burning	6	<1.0%
Misc Outside Fire	11	1.4%
Refuse Fire	12	1.5%
Smoke in a Structure	18	2.3%
Smoke in the Area	21	2.7%
Sprinkler System Activated	2	<1.0%
Structure Fire	13	1.7%
Transformer/Street Light Fire	12	1.5%
Unknown Type Fire	2	<1.0%
Vegetation Fire	14	1.8%
Vehicle Fire	19	2.4%
Vehicle Fire in a Structure	1	<1.0%
Vehicle Fire on the Freeway	11	1.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Abdominal Pain	58	1.9%
Allergic Reaction	17	<1.0%
Altered Level of Consciousness	89	2.9%
Animal/Human/Stings	8	<1.0%
Assault Victim	49	1.6%
Assist the Invalid	121	3.9%
Back Pain	42	1.4%
Burn Injury	2	<1.0%
Chest Pains - Heart Attack	191	6.2%
CVA-Neurologic	62	2.0%
Diabetic Problem	41	1.3%
Drowning/Diving Incident	3	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Emer Medical Svc on the Fwy	7	<1.0%
EMS Call - No Details	26	<1.0%
Fall - Major	12	<1.0%
Fall - Minor	367	11.9%
G.I. Bleed	20	<1.0%
Gunshot Wound	3	<1.0%
Head Pain	9	<1.0%
Heart Problem	68	2.2%
Ingestion-Poisoning-Inhalation	19	<1.0%
Injury TC with Fuel Spill	2	<1.0%
Investigate the Welfare	2	<1.0%
Medical Alarm	24	<1.0%
Minor Trauma	116	3.8%
Misc Medical	202	6.6%
Non-Injury Traffic Collision	2	<1.0%
Nosebleed Non-Traumatic	10	<1.0%
Obstetrics/Gynecological	14	<1.0%
Overdose	26	<1.0%
Person Choking	16	<1.0%
Person Dizzy	63	2.0%
Person Down	104	3.4%
Person Hanging	1	<1.0%
Person in Seizure	106	3.4%
Person Not Breathing	59	1.9%
Person Sick	50	1.6%
Person Stabbed	4	<1.0%
Person Threatening to Jump	3	<1.0%
Person Unconscious/Unrespons	175	5.7%
Psychiatric	39	1.3%
Rescue	1	<1.0%
Severe Trauma	1	<1.0%
Shortness of Breath	315	10.2%
Syncope/Fainted Now Consciou	71	2.3%
TC-Rescue on the Freeway	13	<1.0%
Traffic Collision	295	9.6%
Traffic Collision - Rescue	28	<1.0%
Traffic Collision on the Fwy	46	1.5%
Traffic Collision w/ Pedestrian	45	1.5%
Unknown Medical	24	<1.0%
Vehicle Into a Structure	5	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1.0%
Animal Rescue/Assist	5	2.0%
Arcing Wires	12	4.9%
Bee Investigation	4	1.6%
Biohazard Investigation	1	<1.0%
Broken Gas Main	2	<1.0%
Broken Water Main	3	1.2%
Chemical Outside	10	4.1%
Damage Investigation	2	<1.0%
Elevator Rescue	12	4.9%
Flowing/Gushing/Sheared Hyd	12	4.9%
Fuel Spill	9	3.7%
Hazardous Materials Response	3	1.2%
Investigate a Hazardous Condi	18	7.3%
Investigate Overcrowding	2	<1.0%
Major Flooded Condition	9	3.7%
Malfunction	11	4.5%
Minor Flooding	23	9.3%
Misc Odor Investigation	12	4.9%
Misc Response for 1 Engine	1	<1.0%
Odor of Natural Gas Inside	12	4.9%
Odor of Natural Gas Outside	6	2.4%
One Story Roof Check	1	0.4%
PD Assist/Stand-By	3	1.2%
Person Locked In/Locked Out	22	8.9%
Public Assist	9	3.7%
Roof Check 2 Stories & Above	5	2.0%
Wires Down	36	14.6%

OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	3
Fireworks Violation	1
Transfer to Police Dept	1

ARCADIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	65	76	60	86	61	72	75	56	57	58	49	58	773	18.6%
MEDICAL	226	264	242	225	236	298	293	261	282	251	246	255	3,079	74.1%
SERVICE	23	22	25	17	22	21	36	11	20	15	16	21	249	6.0%
OTHER	1	0	0	0	4	0	0	0	0	0	0	1	6	0.1%
OVS*	2	5	5	3	7	5	5	6	2	3	3	3	49	1.2%
TOTAL	317	367	332	331	330	396	409	334	361	327	314	338	4,156	

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

ARCADIA INCIDENTS: 6 FISCAL YEARS

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	796	713	761	743	914	773
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079
SERVICE	318	244	285	245	267	249
OTHER	3	3	4	5	2	6
OVS*	35	34	46	52	37	49
TOTAL	3,785	3,685	3,973	4,013	4,127	4,156

ARCADIA FIRE AND MEDICAL INCIDENTS: 6 FISCAL YEARS
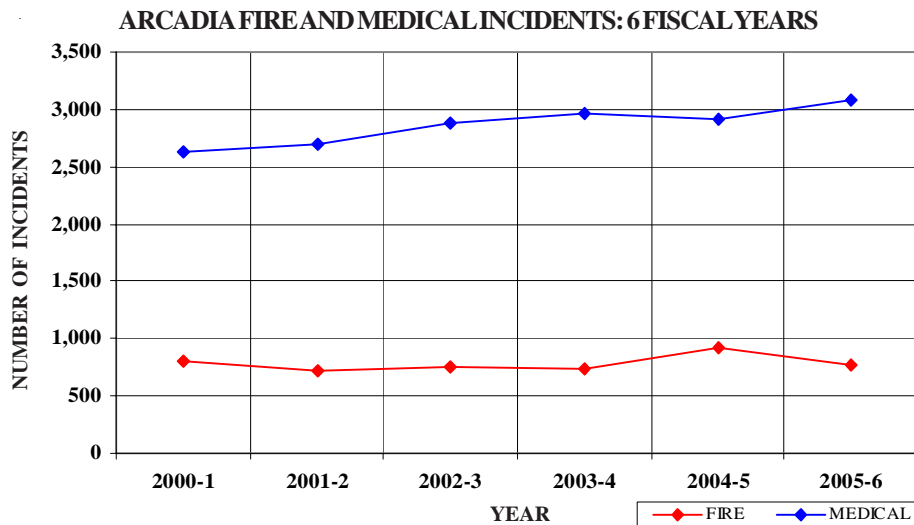
Out of Jurisdiction Responses

The Arcadia Fire Department responded to incidents outside their jurisdiction 451 times in FY2005-6:

Alhambra	1
Burbank	2
Monrovia	277
Monterey Park	4
Pasadena	95
San Gabriel	18
San Marino	2
Sierra Madre	3
LA County	47
Other Cities	2
TOTAL	**451**

Other agencies responded to incidents in Arcadia 614 times during the year:

Alhambra	3
Burbank	4
Glendale	2
Monrovia	314
Monterey Park	4
Pasadena	108
San Gabriel	1
San Marino	9
Sierra Madre	1
South Pasadena	4
LA County	64
Other*	100
TOTAL	**614**

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

Responses Per Unit

The Arcadia Fire Department responded to 4,107 incidents within its city borders and an additional 451 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 106	5
Engine 105	1,608
Engine 106	2,053
Engine 107	865
Ambulance 105	1,610
Ambulance 106	1,730
Truck 105	654
USAR 106	8
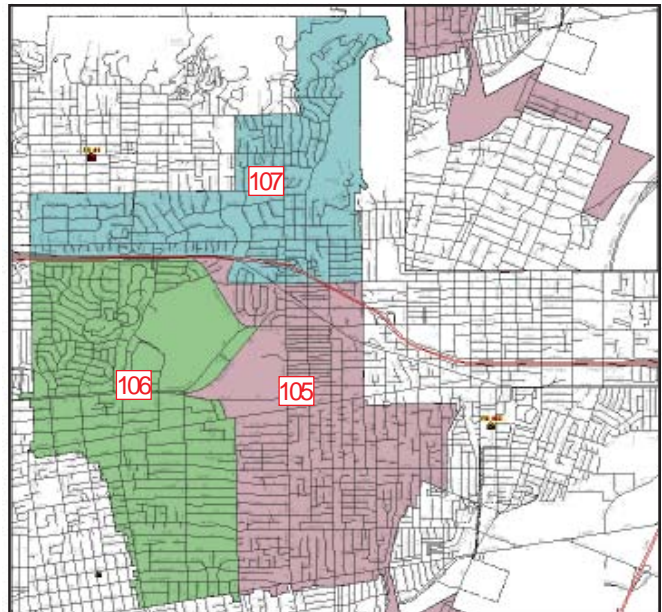
The Arcadia Fire Department has 3 fire stations and each station lies within a fire district. There is a fire engine at each station, and the ladder truck and 2 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

BURBANK FIRE DEPARTMENT

There were 8,879 incidents reported for Burbank in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 119 type codes listed below, the three most frequent incident types were Fire Alarm (61.7% of Fire incidents), Shortness of Breath (12.5% of Medical incidents), and Fall - Minor (11.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	19	1.3%
Appliance Fire - Major	18	1.2%
Brush Fire	7	<1.0%
Carbon Monoxide Alarm	8	<1.0%
Electrical Fire	27	1.8%
Electrical Vault Fire	3	<1.0%
Emergency Landing at Airport	30	2.0%
Explosives/BombThreat/Scare	4	<1.0%
Fire Alarm	912	61.7%
Fire Alarm - Full Assignment	12	<1.0%
Fire Alarm Reset	26	1.8%
Fire Now Out	35	2.4%
Garage Fire	6	<1.0%
House Fire	31	2.1%
Illegal Burning	17	1.2%
Misc Outside Fire	28	1.9%
Misc Outside Fire on the Fwy	2	<1.0%
Refuse Fire	31	2.1%
Smoke in a Structure	56	3.8%
Smoke in the Area	44	3.0%
Sprinkler System Activated	5	<1.0%
Structure Fire	33	2.2%
Transformer/Street Light Fire	9	<1.0%
Unknown Type Fire	5	<1.0%
Vegetation Fire	17	1.2%
Vegetation Fire on the Fwy	4	<1.0%
Vehicle Fire	65	4.4%
Vehicle Fire in a Structure	3	<1.0%
Vehicle Fire on the Freeway	21	1.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Abdominal Pain	195	2.8%
Allergic Reaction	33	<1.0%
Altered Level of Consciousness	201	2.9%
Animal/Human/Stings	18	<1.0%
Assault Victim	78	1.1%
Assist the Invalid	191	2.8%
Back Pain	82	1.2%
Burn Injury	13	<1.0%
Chest Pains - Heart Attack	543	7.9%
Confined Space Rescue	1	<1.0%
CVA-Neurologic	153	2.2%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	131	1.9%
Electrical Shock Injury	6	<1.0%
Emer Medical Svc on the Fwy	14	<1.0%
EMS Call - No Details	40	<1.0%
Explosion Seen or Heard	1	<1.0%
Fall - Major	33	<1.0%
Fall - Minor	819	11.9%
G.I. Bleed	52	<1.0%
Gunshot Wound	5	<1.0%
Head Pain	39	<1.0%
Heart Problem	154	2.2%
Ingestion-Poisoning-Inhalation	51	<1.0%
Injury TC with Fuel Spill	2	<1.0%
Medical Alarm	42	<1.0%
Minor Trauma	272	3.9%
Misc Medical	513	7.4%
Misc Response for 1 RA	2	<1.0%
Mountain Rescue	1	<1.0%
Non-Injury Traffic Collision	4	<1.0%
Nosebleed Non-Traumatic	38	<1.0%
Obstetrics/Gynecological	36	<1.0%
Overdose	79	1.1%
Person Choking	32	<1.0%
Person Dizzy	158	2.3%
Person Down	114	1.7%
Person Hanging	1	<1.0%
Person in Seizure	266	3.9%
Person Not Breathing	130	1.9%
Person Sick	163	2.4%
Person Stabbed	10	<1.0%
Person Threatening to Jump	16	<1.0%
Person Unconscious/Unresponsive	351	5.1%
Psychiatric	60	<1.0%
Rescue	7	<1.0%
Severe Trauma	4	<1.0%
Shortness of Breath	861	12.5%
Syncope/Fainted Now Conscious	138	2.0%
TC-Rescue on the Freeway	47	<1.0%
Traffic Collision	385	5.6%
Traffic Collision - Rescue	34	<1.0%
Traffic Collision on the Fwy	117	1.7%
Traffic Collision w/ Pedestrian	84	1.2%
Traffic Collision w/ Train	2	<1.0%
Unknown Medical	70	1.0%
Vehicle Into a Structure	9	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	12	2.4%
Animal Rescue/Assist	11	2.2%
Arcing Wires	3	<1.0%
Bee Investigation	5	1.0%
Biohazard Investigation	9	1.8%
Broken Gas Main	10	2.0%
Broken Water Main	10	2.0%
Chemical Outside	29	5.7%
Damage Investigation	4	<1.0%
Elevator Rescue	82	16.2%
Flowing/Gushing/Sheared Hydran	6	1.2%
Fuel Spill	56	11.1%
Hazardous Materials Response	3	<1.0%
Investigate a Hazardous Condition	41	8.1%
Investigate a Mudslide	4	<1.0%
Investigate Overcrowding	2	<1.0%
Major Flooded Condition	19	3.8%
Malfunction	24	4.8%
Minor Flooding	27	5.3%
Misc Odor Investigation	34	6.7%
Misc Response Engine & Truck	1	<1.0%
Misc Response for 1 Engine	6	1.2%
Misc Response for a Truck	3	<1.0%
Misc Response Full Assignment	1	<1.0%
Odor of Natural Gas Inside	23	4.6%
Odor of Natural Gas Outside	15	3.0%
One Story Roof Check	1	<1.0%
PD Assist/Stand-By	3	<1.0%
Person Locked In/Locked Out	19	3.8%
Public Assist	20	4.0%
Roof Check 2 Stories & Above	2	<1.0%
Wires Down	20	4.0%

OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	1
Non-Dispatched Advised Call	1

BURBANK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	140	112	150	125	122	139	139	101	108	109	116	117	1,478	16.5%
MEDICAL	530	545	572	569	506	665	599	576	600	522	610	599	6,893	77.1%
SERVICE	46	37	57	35	36	44	59	25	38	45	40	42	504	5.6%
OTHER	0	0	0	0	1	0	0	0	1	0	1	1	4	0.0%
OVS*	7	6	8	2	5	7	5	3	2	9	4	8	66	0.7%
TOTAL	723	700	787	731	670	855	802	705	749	685	771	767	8,945	

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

BURBANK INCIDENTS: 15 FISCAL YEAR HISTORY

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9
FIRE	1,519	1,501	1,849	1,739	1,858	1,756	1,581	1,642
MEDICAL	5,289	5,129	5,276	5,368	5,490	5,378	5,775	5,812
SERVICE	676	643	775	652	619	648	598	687
OTHER	9	40	32	53	33	4	5	6
OVS*	0	0	0	0	7	17	25	21
TOTAL	7,493	7,313	7,932	7,812	8,007	7,803	7,984	8,168

	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	1,621	1,457	1,365	1,349	1,253	1,532	1,478
MEDICAL	6,075	6,262	6,444	6,497	6,651	6,612	6,893
SERVICE	655	631	557	548	452	552	504
OTHER	13	9	21	14	8	9	4
OVS*	31	36	34	50	56	52	66
TOTAL	8,395	8,395	8,421	8,458	8,420	8,757	8,945

BURBANK FIRE AND MEDICAL INCIDENTS: 15 FISCAL YEARS
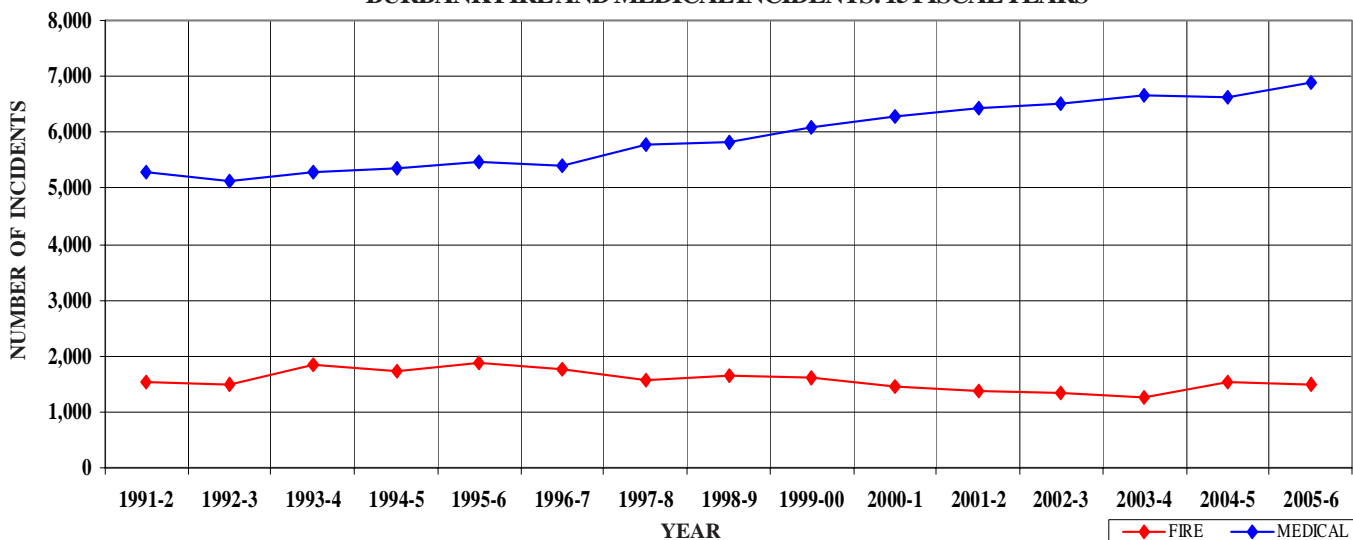
Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 408 times in FY2005-6:

Alhambra	2
Arcadia	4
Glendale	312
LA City	40
LA County	24
Monrovia	1
Monterey Park	3
Pasadena	19
San Gabriel	1
San Marino	2
TOTAL	**408**

Other agencies responded to incidents in Burbank 462 times during the year:

Alhambra	7
Arcadia	2
Glendale	293
LA City	18
LA County	1
Monrovia	7
Monterey Park	1
Pasadena	15
San Gabriel	1
San Marino	1
Sierra Madre	1
Other*	115
TOTAL	**462**

*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 8,879 incidents within its city borders and an additional 408 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Total Responses
Engine 11	2,613
Engine 12	1,485
Engine 13	1,601
Engine 14	1,338
Engine 15	1,946
Engine 16	809
Engine 18	99
Hazmat 12	58
Ambulance 11	2,615
Ambulance 13	2,151
Ambulance 15	2,668
Truck 11	747
Truck 12	540
USAR11	18
Water Tender 16	5
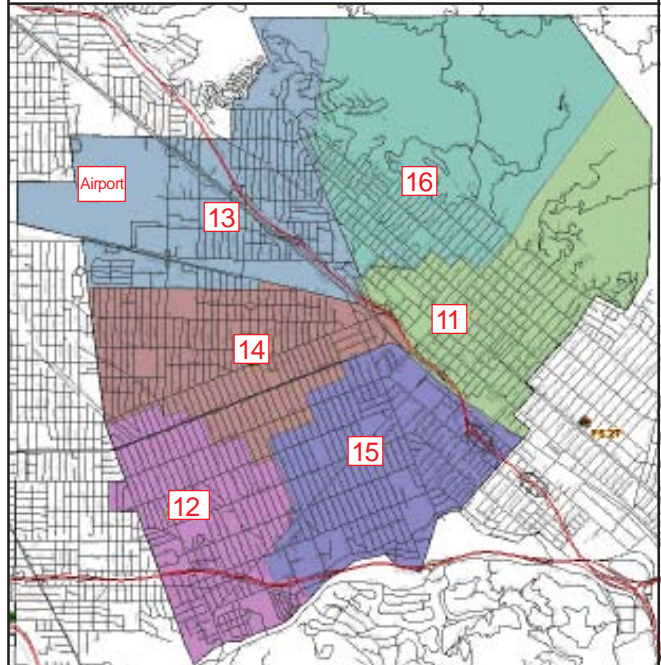
The Burbank Fire Department has 6 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 2 ladder trucks and 3 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

GLENDALE FIRE DEPARTMENT

There were 14,759 incidents reported for Glendale in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 121 type codes listed below, the three most frequent incident types were Fire Alarm (55.3% of Fire incidents), Shortness of Breath (12.9% of Medical incidents), and Chest Pains - Heart Attack (9.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	46	2.7%
Appliance Fire - Major	23	1.4%
Appliance Fire - Minor	8	<1.0%
Brush Fire	15	<1.0%
Carbon Monoxide Alarm	6	<1.0%
Electrical Fire	23	1.4%
Electrical Vault Fire	2	<1.0%
Explosives/BombThreat/Scare	5	<1.0%
Fire Alarm	926	55.3%
Fire Alarm - Full Assignment	16	1.0%
Fire Alarm Reset	34	2.0%
Fire Now Out	42	2.5%
Garage Fire	3	<1.0%
House Fire	36	2.1%
Illegal Burning	43	2.6%
Misc Outside Fire	35	2.1%
Misc Outside Fire on the Fwy	4	<1.0%
Refuse Fire	49	2.9%
Smoke in a Structure	71	4.2%
Smoke in the Area	71	4.2%
Sprinkler System Activated	2	<1.0%
Structure Fire	39	2.3%
Transformer/Street Light Fire	20	1.2%
Unknown Type Fire	9	<1.0%
Vegetation Fire	29	1.7%
Vegetation Fire on Fwy	4	<1.0%
Vehicle Fire	73	4.4%
Vehicle Fire in a Structure	5	<1.0%
Vehicle Fire on the Freeway	37	2.2%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	441	3.6%
Allergic Reaction	47	<1.0%
Altered Level of Consciousness	348	2.8%
Animal/Human/Stings	25	<1.0%
Assault Victim	194	1.6%
Assist the Invalid	187	1.5%
Back Pain	158	1.3%
Burn Injury	13	<1.0%
Chest Pains - Heart Attack	1131	9.2%
Confined Space Rescue	1	<1.0%
CVA-Neurologic	178	1.5%
Diabetic Problem	223	1.8%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Emer Medical Svc on the Fwy	16	<1.0%
EMS Call - No Details	55	<1.0%
Explosion Seen or Heard	1	<1.0%
Fall - Major	27	<1.0%
Fall - Minor	1099	9.0%
G.I. Bleed	104	<1.0%
Gunshot Wound	10	<1.0%
Head Pain	91	<1.0%
Heart Problem	351	2.9%
Ingestion-Poisoning-Inhalation	90	<1.0%
Injury TC with Fuel Spill	6	<1.0%
Investigate the Welfare	4	<1.0%
Medical Alarm	63	<1.0%
Minor Trauma	395	3.2%
Misc Medical	905	7.4%
Misc Response Engine & RA	3	<1.0%
Misc Response for 1 RA	1	<1.0%
Mountain Rescue	1	<1.0%
Non-Injury Traffic Collision	10	<1.0%
Nosebleed Non-Traumatic	68	<1.0%
Obstetrics/Gynecological	69	<1.0%
Overdose	113	<1.0%
Person Choking	40	<1.0%
Person Dizzy	269	2.2%
Person Down	382	3.1%
Person Hanging	5	<1.0%
Person in Seizure	436	3.6%
Person Not Breathing	228	1.9%
Person Sick	353	2.9%
Person Stabbed	14	<1.0%
Person Threatening to Jump	1	<1.0%
Person Unconscious/Unresponsive	649	5.3%
Psychiatric	174	1.4%
Rescue	8	<1.0%
Severe Trauma	12	<1.0%
Shortness of Breath	1581	12.9%
Swift Water Rescue	1	<1.0%
Syncope/Fainted Now Conscious	220	1.8%
TC-Rescue on the Freeway	64	<1.0%
Traffic Collision	821	6.7%
Traffic Collision - Rescue	61	<1.0%
Traffic Collision on the Fwy	215	1.8%
Traffic Collision w/ Pedestrian	122	1.0%
Traffic Collision w/ Train	2	<1.0%
Unknown Medical	158	1.3%
Vehicle Into a Structure	29	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	11	1.3%
Animal Rescue/Assist	6	<1.0%
Arcing Wires	8	1.0%
Bee Investigation	13	1.6%
Biohazard Investigation	13	1.6%
Broken Gas Main	14	1.7%
Broken Water Main	23	2.8%
Chemical Outside	78	9.5%
Damage Investigation	11	1.3%
Elevator Rescue	108	13.2%
Flowing/Gushing/Sheared Hydrar	17	2.1%
Fuel Spill	41	5.0%
Hazardous Materials Response	6	<1.0%
Investigate a Hazardous Conditio	62	7.6%
Investigate a Mudslide	3	<1.0%
Investigate Overcrowding	3	<1.0%
Major Flooded Condition	42	5.1%
Malfunction	19	2.3%
Minor Flooding	57	6.9%
Misc Odor Investigation	38	4.6%
Misc Response Engine & Truck	2	<1.0%
Misc Response for 1 Engine	25	3.0%
Misc Response for a Truck	2	<1.0%
Misc Response Full Assignment	1	<1.0%
Odor of Natural Gas Inside	26	3.2%
Odor of Natural Gas Outside	26	3.2%
One Story Roof Check	10	1.2%
PD Assist/Stand-By	3	<1.0%
Person Locked In/Locked Out	61	7.4%
Public Assist	32	3.9%
Roof Check 2 Stories & Above	14	1.7%
Wires Down	46	5.6%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	5
Special Event	1

GLENDALE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	140	133	167	143	135	160	159	120	156	128	111	150	1,702	11.4%
MEDICAL	1,005	997	976	985	1003	1,143	1,132	965	1,165	950	1,006	934	12,261	81.9%
SERVICE	64	62	66	71	69	57	105	46	57	57	68	67	789	5.3%
OTHER	4	0	0	0	1	0	0	0	1	0	0	1	7	0.0%
OVS*	20	14	19	19	12	12	19	10	15	11	22	38	211	1.4%
TOTAL	1,233	1,206	1,228	1,218	1,220	1,372	1,415	1,141	1,394	1,146	1,207	1,190	14,970	

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

GLENDALE INCIDENTS: 15 FISCAL YEAR HISTORY

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9
FIRE	2,282	2,368	2,377	2,077	2,304	2,340	2,087	2,089
MEDICAL	9,619	9,589	9,782	9,644	10,479	10,213	10,544	10,608
SERVICE	1,000	894	1,217	961	888	998	959	871
OTHER	4	10	61	163	28	10	12	23
OVS*	0	0	0	0	106	200	171	172
TOTAL	12,905	12,861	13,437	12,845	13,805	13,761	13,773	13,763

	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	2,121	1,968	1,799	1,700	1,701	1,733	1,702
MEDICAL	11,020	11,062	11,442	11,235	11,795	11,850	12,261
SERVICE	926	921	991	932	770	1,024	789
OTHER	36	30	46	64	28	26	7
OVS*	165	154	155	190	180	204	211
TOTAL	14,268	14,135	14,433	14,121	14,474	14,837	14,970

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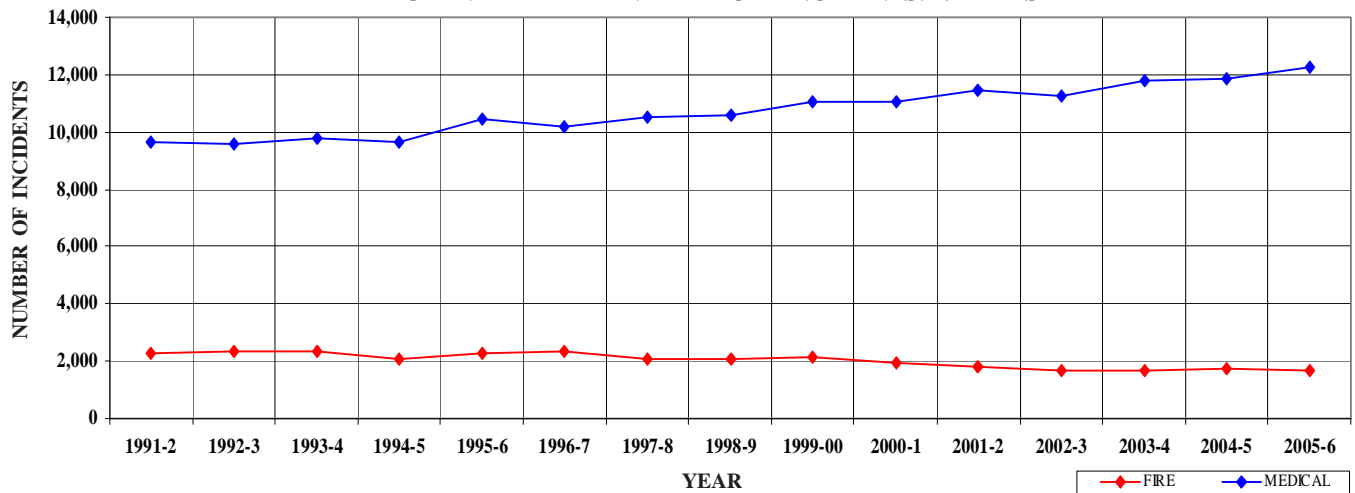
Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 671 times in FY 2005-6:

Arcadia	2
Burbank	293
LA City	124
LA County	87
Monrovia	6
Monterey Park	1
Pasadena	154
San Gabriel	1
San Marino	2
South Pasadena	1
TOTAL	**671**

Other agencies responded to incidents in Glendale 489 times during the year:

Alhambra	2
Burbank	312
LA City	12
LA County	51
Monrovia	2
Monterey Park	5
Pasadena	58
San Gabriel	3
San Marino	1
Sierra Madre	1
South Pasadena	1
Other*	41
TOTAL	**489**

*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 14,759 incidents within its city borders and an additional 671 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Air Utility 28	23	HazMat 24	48
Engine 21	3,132	Ambulance 21	4,235
Engine 22	2,370	Ambulance 25	3,927
Engine 23	266	Ambulance 26	3,601
Engine 24	985	Ambulance 29	1,759
Engine 25	2,987	Truck 21	924
Engine 26	2,537	Truck 26	899
Engine 27	2,111	Truck 29	253
Engine 28	674	USAR 29	27
Engine 29	1,030	WT21	4
		WT29	1
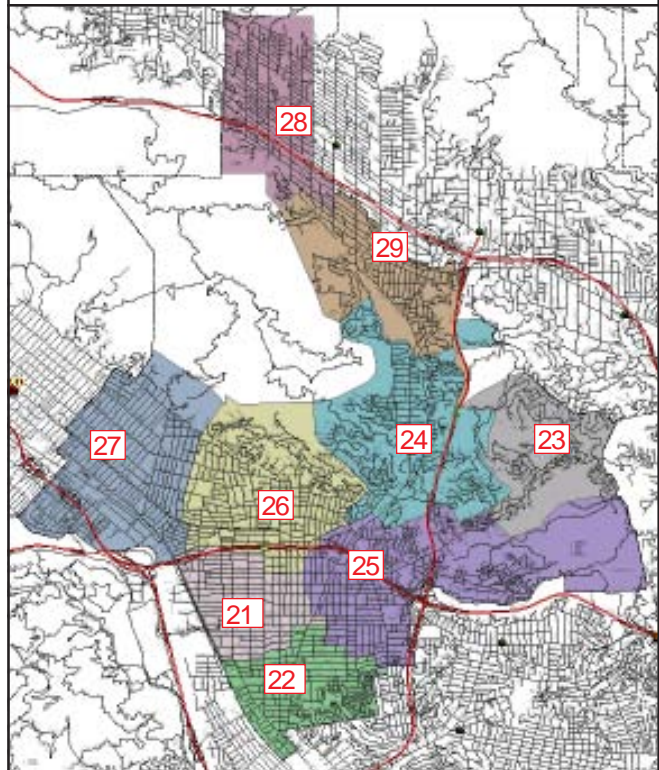
The Glendale Fire Department has 9 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 3 ladder trucks and 4 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

MONROVIA FIRE DEPARTMENT

There were 3,133 incidents reported for Monrovia in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 105 type codes listed below, the three most frequent incident types were Fire Alarm (58.9% of Fire incidents), Fall - Minor (11.7% of Medical incidents), and Shortness of Breath (11.5% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	<1.0%
Appliance Fire - Major	9	1.8%
Appliance Fire - Minor	3	<1.0%
Brush Fire - 1 Engine	2	<1.0%
Brush Fire - 5 Engines	1	<1.0%
Carbon Monoxide Alarm	3	<1.0%
Electrical Fire	12	2.4%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	300	58.9%
Fire Alarm - Full Assignment	1	<1.0%
Fire Alarm Reset	7	1.4%
Fire Now Out	11	2.2%
Garage Fire	2	<1.0%
House Fire	13	2.6%
Illegal Burning	6	1.2%
Misc Outside Fire	13	2.6%
Refuse Fire	22	4.3%
Smoke in a Structure	21	4.1%
Smoke in the Area	17	3.3%
Structure Fire	7	1.4%
Transformer/Street Light Fire	9	1.8%
Unknown Type Fire	1	<1.0%
Vegetation Fire	8	1.6%
Vegetation Fire on the Fwy	2	<1.0%
Vehicle Fire	26	5.1%
Vehicle Fire in a Structure	2	<1.0%
Vehicle Fire on the Freeway	6	1.2%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	66	2.8%
Allergic Reaction	8	<1.0%
Altered Level of Consciousness	53	2.2%
Animal/Human/Stings	9	<1.0%
Assault Victim	68	2.8%
Assist the Invalid	41	1.7%
Back Pain	44	1.8%
Burn Injury	2	<1.0%
Chest Pains - Heart Attack	167	7.0%
CVA-Neurologic	31	1.3%
Diabetic Problem	54	2.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Emer Medical Svc on the Fwy	7	<1.0%
EMS Call - No Details	28	1.2%
Fall - Major	4	<1.0%
Fall - Minor	279	11.7%
G.I. Bleed	17	<1.0%
Gunshot Wound	9	<1.0%
Head Pain	10	<1.0%
Heart Problem	29	1.2%
Ingestion-Poisoning-Inhalation	26	1.1%
Injury TC with Fuel Spill	1	<1.0%
Investigate the Welfare	1	<1.0%
Medical Alarm	16	<1.0%
Minor Trauma	117	4.9%
Misc Medical	125	5.2%
Misc Response Engine & RA	1	<1.0%
Mountain Rescue	4	<1.0%
Non-Injury Traffic Collision	1	<1.0%
Nosebleed Non-Traumatic	11	<1.0%
Obstetrics/Gynecological	21	<1.0%
Overdose	32	1.3%
Person Choking	16	<1.0%
Person Dizzy	45	1.9%
Person Down	61	2.6%
Person in Seizure	77	3.2%
Person Not Breathing	36	1.5%
Person Sick	41	1.7%
Person Stabbed	8	<1.0%
Person Threatening to Jump	1	<1.0%
Person Unconscious/Unresponsiv	107	4.5%
Psychiatric	39	1.6%
Rescue	1	<1.0%
Severe Trauma	3	<1.0%
Shortness of Breath	275	11.5%
Syncope/Fainted Now Conscious	48	2.0%
TC-Rescue on the Freeway	19	<1.0%
Traffic Collision	174	7.3%
Traffic Collision - Rescue	15	<1.0%
Traffic Collision on the Fwy	84	3.5%
Traffic Collision w/ Pedestrian	33	1.4%
Unknown Medical	20	<1.0%
Vehicle Into a Structure	2	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	2	<1.0%
Arcing Wires	9	3.8%
Bee Investigation	2	<1.0%
Biohazard Investigation	3	1.3%
Broken Gas Main	5	2.1%
Broken Water Main	8	3.3%
Chemical Outside	11	4.6%
Damage Investigation	3	1.3%
Elevator Rescue	5	2.1%
Flowing/Gushing/Sheared Hydra	10	4.2%
Fuel Spill	5	2.1%
Investigate a Hazardous Conditi	13	5.4%
Major Flooded Condition	9	3.8%
Malfunction	5	2.1%
Minor Flooding	33	13.8%
Misc Odor Investigation	11	4.6%
Misc Response for 1 Engine	3	1.3%
Odor of Natural Gas Inside	15	6.3%
Odor of Natural Gas Outside	7	2.9%
One Story Roof Check	5	2.1%
PD Assist/Stand-By	2	<1.0%
Person Locked In/Locked Out	22	9.2%
Public Assist	11	4.6%
Roof Check 2 Stories & Above	1	<1.0%
Wires Down	39	16.3%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1

MONROVIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	40	42	40	45	37	42	55	48	43	33	51	34	510	16.1%
MEDICAL	197	201	159	197	200	219	213	199	176	207	209	207	2,384	75.2%
SERVICE	17	13	20	24	19	16	35	18	19	14	19	24	238	7.5%
OTHER	0	0	0	0	0	0	0	0	0	0	0	1	1	0.0%
OVS*	5	2	7	3	2	4	1	4	4	0	2	2	36	1.1%
TOTAL	259	258	226	269	258	281	304	269	242	254	281	268	3,169	

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

MONROVIA INCIDENTS: 6 FISCAL YEAR HISTORY

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	621	597	491	461	504	510
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384
SERVICE	252	257	265	216	244	238
OTHER	2	4	47	7	0	1
OVS*	28	47	55	56	47	36
TOTAL	3,147	3,214	3,172	3,183	3,244	3,169

MONROVIA FIRE AND MEDICAL INCIDENTS: 6 FISCAL YEARS
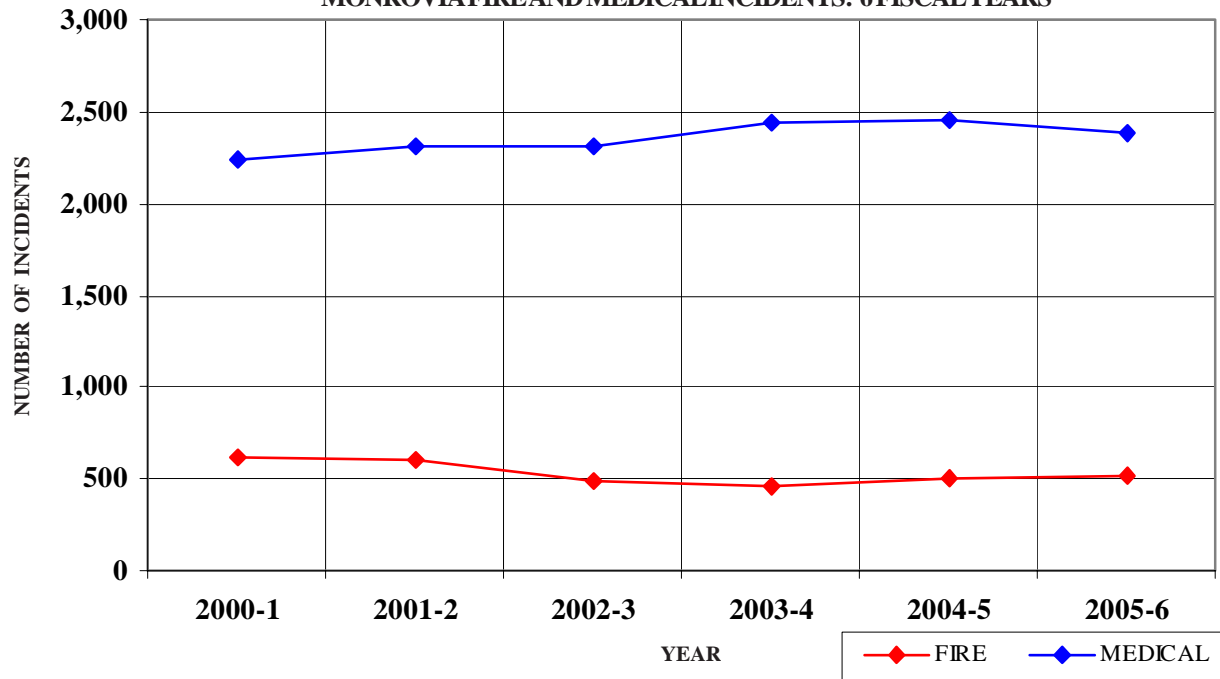
Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 372 times in FY 2005-6:

Arcadia	314
Burbank	7
Glendale	2
LA County	35
Monterey Park	3
Pasadena	9
Sierra Madre	1
Other Cities	1
TOTAL	**372**

Other fire agencies responded to incidents in Monrovia 387 times during the year, in addition to 2,442 responses by other units:

Alhambra	1
Arcadia	277
Burbank	1
Glendale	6
LA County	66
Monterey Park	4
Pasadena	20
San Gabriel	4
San Marino	7
South Pasadena	1
Other*	2,442
TOTAL	**2,829**

*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 3,133 incidents within its city borders and an additional 372 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 101	1,893
Engine 102	1,643
Squad 101	1,601
Truck 101	530
Water Tender 101	4
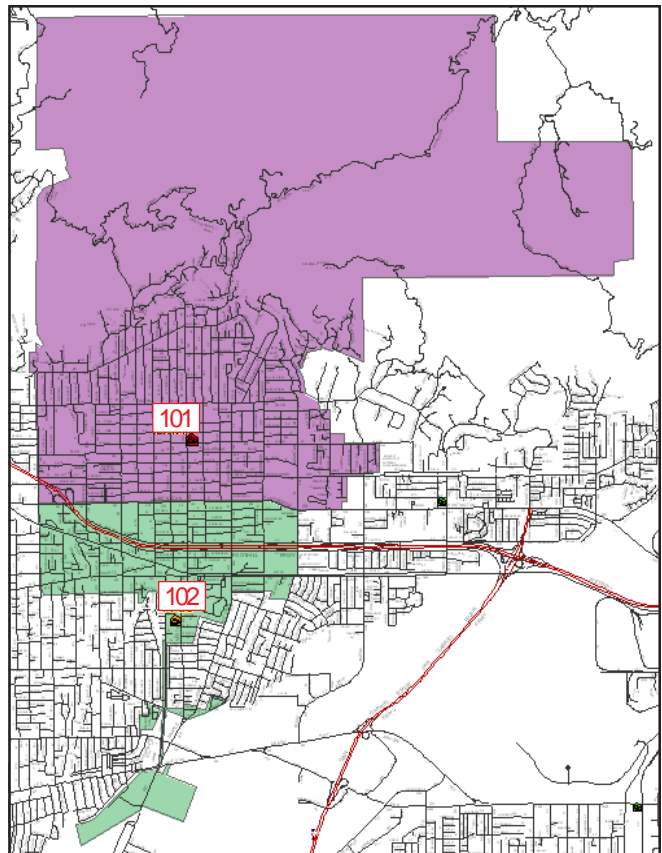
The Monrovia Fire Department has 2 fire stations and each station lies within a fire district. There is a fire engine at each station, and the ladder truck and paramedic squad are dispatched as needed throughout the city (and occasionally beyond city borders).

MONTEREY PARK FIRE DEPARTMENT

There were 3,369 incidents reported for Monterey Park in fiscal year 2005-6. 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 Monterey Park for each type code in these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 106 type codes listed below, the three most frequent incident types were Fire Alarm (50.5% of Fire incidents), Shortness of Breath (10.6% of Medical incidents), and Fall - Minor (10.6% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	7	1.7%
Appliance Fire - Major	5	1.2%
Brush Fire	5	1.2%
Electrical Fire	7	1.7%
Electrical Vault Fire	4	1.0%
Explosives/BombThreat/Scare	2	<1.0%
Fire Alarm	208	50.5%
Fire Alarm - Full Assignment	3	<1.0%
Fire Alarm Reset	2	<1.0%
Fire Now Out	11	2.7%
House Fire	10	2.4%
Illegal Burning	8	1.9%
Misc Outside Fire	1	<1.0%
Misc Outside Fire on the Fwy	1	<1.0%
Refuse Fire	25	6.1%
Smoke in a Structure	11	2.7%
Smoke in the Area	20	4.9%
Sprinkler System Activated	2	<1.0%
Structure Fire	11	2.7%
Transformer/Street Light Fire	10	2.4%
Unknown Type Fire	2	<1.0%
Vegetation Fire	7	1.7%
Vegetation Fire on the Fwy	2	<1.0%
Vehicle Fire	27	6.6%
Vehicle Fire in a Structure	2	<1.0%
Vehicle Fire on the Freeway	19	4.6%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	84	3.0%
Allergic Reaction	9	<1.0%
Altered Level of Consciousness	77	2.8%
Animal/Human/Stings	13	<1.0%
Assault Victim	53	1.9%
Assist the Invalid	56	2.0%
Back Pain	29	1.0%
Burn Injury	1	<1.0%
Chest Pains - Heart Attack	128	4.6%
Collapse/Extrication/Rescue	2	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-Neurologic	75	2.7%
Diabetic Problem	68	2.5%
Drowning/Diving Incident	4	<1.0%
Emer Medical Svc on the Fwy	12	<1.0%
EMS Call - No Details	21	<1.0%
Fall - Major	5	<1.0%
Fall - Minor	295	10.6%
G.I. Bleed	30	1.1%
Gunshot Wound	8	<1.0%
Head Pain	21	<1.0%
Heart Problem	33	1.2%
Ingestion-Poisoning-Inhalation	17	<1.0%
Medical Alarm	42	1.5%
Minor Trauma	105	3.8%
Misc Medical	184	6.6%
Misc Response for 1 RA	1	<1.0%
Non-Injury Traffic Collision	1	<1.0%
Nosebleed Non-Traumatic	8	<1.0%
Obstetrics/Gynecological	18	<1.0%
Overdose	27	1.0%
Person Choking	9	<1.0%
Person Dizzy	80	2.9%
Person Down	54	1.9%
Person in Seizure	99	3.6%
Person Not Breathing	62	2.2%
Person Sick	70	2.5%
Person Stabbed	5	<1.0%
Person Threatening to Jump	1	<1.0%
Person Unconscious/Unresponsive	210	7.6%
Psychiatric	26	<1.0%
Rescue	3	<1.0%
Shortness of Breath	295	10.6%
Syncope/Fainted Now Conscious	62	2.2%
TC-Rescue on the Freeway	35	1.3%
Traffic Collision	149	5.4%
Traffic Collision - Rescue	16	<1.0%
Traffic Collision on the Fwy	90	3.2%
Traffic Collision w/ Pedestrian	35	1.3%
Unknown Medical	37	1.3%
Vehicle Into a Structure	5	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	7	3.7%
Arcing Wires	7	3.7%
Bee Investigation	5	2.7%
Biohazard Investigation	7	3.7%
Broken Gas Main	4	2.1%
Broken Water Main	4	2.1%
Chemical Outside	7	3.7%
Damage Investigation	3	1.6%
Elevator Rescue	14	7.4%
Flowing/Gushing/Sheared Hydran	8	4.3%
Fuel Spill	11	5.9%
Hazardous Materials Response	1	<1.0%
Investigate a Hazardous Condition	13	6.9%
Investigate Overcrowding	3	1.6%
Major Flooded Condition	2	1.1%
Malfunction	1	<1.0%
Minor Flooding	11	5.9%
Misc Odor Investigation	9	4.8%
Misc Response for 1 Engine	3	1.6%
Misc Response for a Truck	3	1.6%
Misc Response Full Assignment	1	<1.0%
Odor of Natural Gas Inside	5	2.7%
Odor of Natural Gas Outside	7	3.7%
One Story Roof Check	1	<1.0%
PD Assist/Stand-By	3	1.6%
Person Locked In/Locked Out	23	12.2%
Public Assist	5	2.7%
Roof Check 2 Stories & Above	1	<1.0%
Wires Down	19	10.1%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1

MONTEREY PARK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	39	25	35	38	35	39	34	26	37	31	42	32	413	11.4%
MEDICAL	233	207	220	230	218	280	222	218	241	229	232	237	2,767	76.3%
SERVICE	19	12	12	20	16	20	23	20	11	9	11	14	187	5.2%
OTHER	0	1	0	0	0	0	0	0	1	0	0	0	2	0.1%
OVS*	20	20	27	20	22	29	30	23	23	17	20	8	259	7.1%
TOTAL	311	265	294	308	291	368	309	287	313	286	305	291	3,628	

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

Out of Jurisdiction Responses

The Monterey Park Fire Department responded to incidents outside their jurisdiction 442 times during FY2005-6:

Alhambra	156
Arcadia	4
Burbank	1
Glendale	5
LA City	2
LA County	97
Monrovia	4
Pasadena	3
San Gabriel	94
San Marino	1
South Pasadena	3
Other Cities	72
TOTAL	**442**

Other fire agencies responded to incidents in Monterey Park 396 times during the same time period:

Alhambra	207
Arcadia	4
Burbank	3
Glendale	1
LA County	52
Monrovia	3
Pasadena	14
San Gabriel	33
San Marino	7
South Pasadena	9
Other*	63
TOTAL	**396**

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 3,369 incidents within its city borders and an additional 442 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 61	1,543
Engine 62	1,218
Engine 63	1,059
Ambulance 61	1,688
Ambulance 62	1,358
Truck 61	457
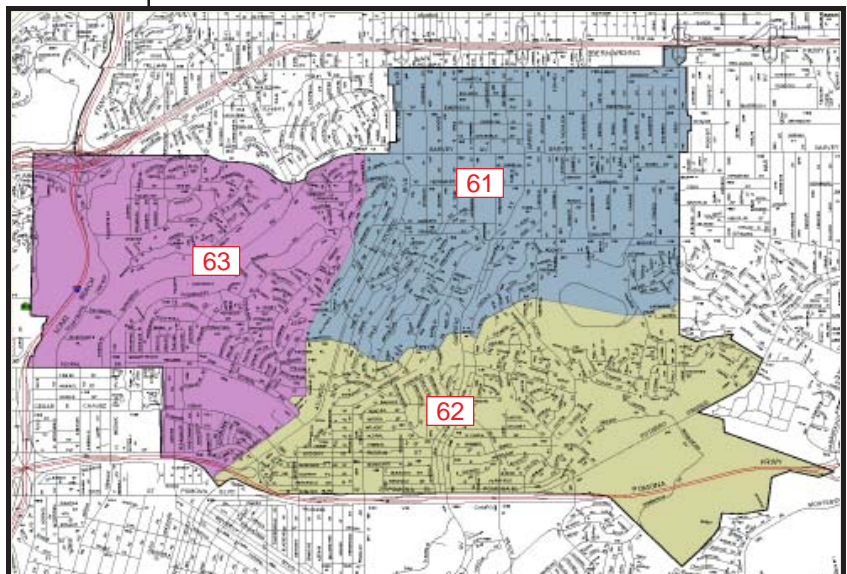
PASADENA FIRE DEPARTMENT

There were 15,325 incidents reported for Pasadena in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 123 type codes listed below, the three most frequent incident types were Fire Alarm (74.3% of Fire incidents), Shortness of Breath (11.8% of Medical incidents), and Fall - Minor (9.5% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	17	<1.0%
Appliance Fire - Major	21	<1.0%
Appliance Fire - Minor	4	<1.0%
Brush Fire	5	<1.0%
Carbon Monoxide Alarm	23	<1.0%
Electrical Fire	34	1.1%
Electrical Vault Fire	4	<1.0%
Explosives/BombThreat/Scare	3	<1.0%
Fire Alarm	2,240	74.3%
Fire Alarm - Full Assignment	18	<1.0%
Fire Alarm Reset	40	1.3%
Fire Now Out	37	1.2%
Garage Fire	6	<1.0%
House Fire	69	2.3%
Illegal Burning	26	<1.0%
Misc Outside Fire	25	<1.0%
Misc Outside Fire on the Fwy	3	<1.0%
Plane Accident, Down or Fire	1	<1.0%
Refuse Fire	60	2.0%
Smoke in a Structure	72	2.4%
Smoke in the Area	58	1.9%
Sprinkler System Activated	3	<1.0%
Structure Fire	43	1.4%
Transformer/Street Light Fire	18	<1.0%
Unknown Type Fire	8	<1.0%
Vegetation Fire	34	1.1%
Vegetation Fire on the Fwy	3	<1.0%
Vehicle Fire	102	3.4%
Vehicle Fire in a Structure	3	<1.0%
Vehicle Fire on the Freeway	35	1.2%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	355	3.1%
Allergic Reaction	76	<1.0%
Altered Level of Consciousness	348	3.0%
Animal/Human/Stings	26	<1.0%
Assault Victim	343	3.0%
Assist the Invalid	183	1.6%
Back Pain	125	1.1%
Burn Injury	12	<1.0%
Chest Pains - Heart Attack	803	7.0%
Collapse/Extrication/Rescue	2	<1.0%
Confined Space Rescue	1	<1.0%
CVA-Neurologic	179	1.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	214	1.9%
Drowning/Diving Incident	35	<1.0%
Electrical Shock Injury	3	<1.0%
Emer Medical Svc on the Fwy	27	<1.0%
EMS Call - No Details	70	<1.0%
Explosion Seen or Heard	2	<1.0%
Fall - Major	23	<1.0%
Fall - Minor	1094	9.5%
G.I. Bleed	97	<1.0%
Gunshot Wound	31	<1.0%
Head Pain	56	<1.0%
Heart Problem	193	1.7%
Ingestion-Poisoning-Inhalation	108	<1.0%
Injury TC with Fuel Spill	4	<1.0%
Investigate the Welfare	4	<1.0%
Medical Alarm	82	<1.0%
Minor Trauma	430	3.7%
Misc Medical	759	6.6%
Misc Response Engine & RA	1	<1.0%
Misc Response for 1 RA	1	<1.0%
Mountain Rescue	5	<1.0%
Non-Injury Traffic Collision	7	<1.0%
Nosebleed Non-Traumatic	56	<1.0%
Obstetrics/Gynecological	106	<1.0%
Overdose	142	1.2%
Person Choking	53	<1.0%
Person Dizzy	213	1.8%
Person Down	334	2.9%
Person Hanging	2	<1.0%
Person in Seizure	633	5.5%
Person Not Breathing	194	1.7%
Person Sick	207	1.8%
Person Stabbed	28	<1.0%
Person Threatening to Jump	3	<1.0%
Person Unconscious/Unresponsiv	634	5.5%
Psychiatric	188	1.6%
Rescue	12	<1.0%
Severe Trauma	7	<1.0%
Shortness of Breath	1358	11.8%
Syncope/Fainted Now Conscious	241	2.1%
TC-Rescue on the Freeway	58	<1.0%
Traffic Collision	772	6.7%
Traffic Collision - Rescue	83	<1.0%
Traffic Collision on the Fwy	218	1.9%
Traffic Collision w/ Pedestrian	145	1.3%
Trench Rescue	2	<1.0%
Unknown Medical	146	1.3%
Vehicle Into a Structure	18	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	6	<1.0%
Animal Rescue/Assist	5	<1.0%
Arcing Wires	6	<1.0%
Bee Investigation	6	<1.0%
Biohazard Investigation	15	1.9%
Broken Gas Main	23	3.0%
Broken Water Main	13	1.7%
Chemical Outside	20	2.6%
Damage Investigation	9	1.2%
Elevator Rescue	124	15.9%
Flowing/Gushing/Sheared Hydra	16	2.1%
Fuel Spill	50	6.4%
Hazardous Materials Response	10	1.3%
Investigate a Hazardous Conditi	68	8.7%
Investigate a Mudslide	1	<1.0%
Investigate Overcrowding	17	2.2%
Major Flooded Condition	26	3.3%
Malfunction	30	3.9%
Minor Flooding	34	4.4%
Misc Odor Investigation	33	4.2%
Misc Response for 1 Engine	7	<1.0%
Misc Response for a Truck	2	<1.0%
Misc Response Full Assignment	1	<1.0%
Odor of Natural Gas Inside	28	3.6%
Odor of Natural Gas Outside	31	4.0%
One Story Roof Check	4	<1.0%
PD Assist/Stand-By	13	1.7%
Person Locked In/Locked Out	91	11.7%
Public Assist	38	4.9%
Roof Check 2 Stories & Above	13	1.7%
Wires Down	38	4.9%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	3
Special Event	15

PASADENA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	221	263	225	312	259	258	282	219	250	230	241	253	3,013	19.5%
MEDICAL	1,036	955	854	909	921	1,040	1,034	876	994	940	977	990	11,526	74.7%
SERVICE	63	61	57	66	45	67	105	65	53	65	62	57	766	5.0%
OTHER	4	0	2	4	2	1	1	0	0	1	5	0	20	0.1%
OVS*	6	7	17	3	9	8	11	8	5	3	11	15	103	0.7%
TOTAL	1,330	1,286	1,155	1,294	1,236	1,374	1,433	1,168	1,302	1,239	1,296	1,315	15,428	

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

PASADENA INCIDENTS: 15 FISCAL YEAR HISTORY

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9
FIRE	3,256	3,264	3,253	3,034	3,073	3,146	3,090	2,963
MEDICAL	9,340	9,569	9,196	9,139	9,254	9,389	9,574	9,417
SERVICE	770	812	773	833	817	803	759	784
OTHER	2	7	31	107	114	66	37	81
OVS*	0	0	0	0	40	110	42	67
TOTAL	13,368	13,652	13,253	13,113	13,298	13,514	13,502	13,312

	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	2,962	3,020	3,105	3,065	2,986	3,099	3,013
MEDICAL	9,731	10,136	10,333	10,745	11,194	10,996	11,526
SERVICE	789	784	786	739	675	915	766
OTHER	96	56	154	125	92	32	20
OVS*	66	43	66	97	98	107	103
TOTAL	13,644	14,039	14,444	14,771	15,045	15,149	15,428

PASADENA FIRE AND MEDICAL INCIDENTS: 15 FISCAL YEARS
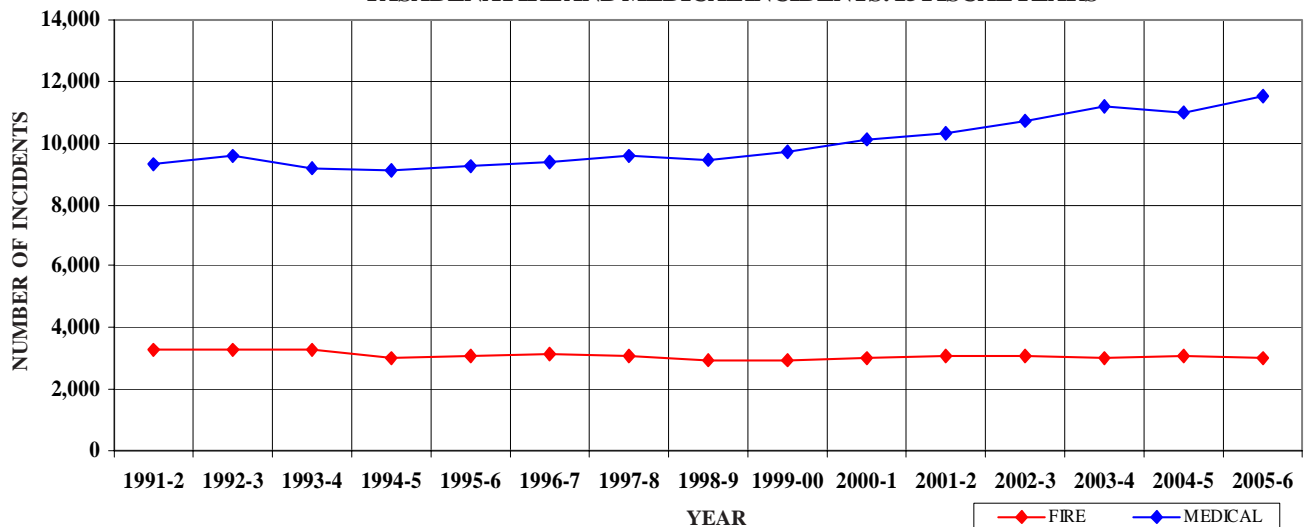
Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 488 times in FY 2005-6:

Alhambra	7
Arcadia	108
Burbank	15
Glendale	58
LA City	17
LA County	83
Monrovia	20
Monterey Park	14
San Gabriel	22
San Marino	39
Sierra Madre	1
South Pasadena	104
TOTAL	**488**

Other agencies responded to incidents in Pasadena 846 times during the year:

Alhambra	24
Arcadia	95
Burbank	19
Glendale	154
LA City	2
LA County	27
Monrovia	9
Monterey Park	3
San Gabriel	4
San Marino	328
South Pasadena	161
Other*	20
TOTAL	**846**

*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 15,325 incidents within its city borders and an additional 488 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Engine 31	3,498	Ambulance 31	3,132
Engine 32	1,870	Ambulance 32	2,644
Engine 33	3,229	Ambulance 33	3,460
Engine 34	2,249	Ambulance 36	3,148
Engine 36	3,091	Truck 31	1,183
Engine 37	1,463	Truck 32	863
Engine 38	744	USAR 32	21
Engine 39	670		
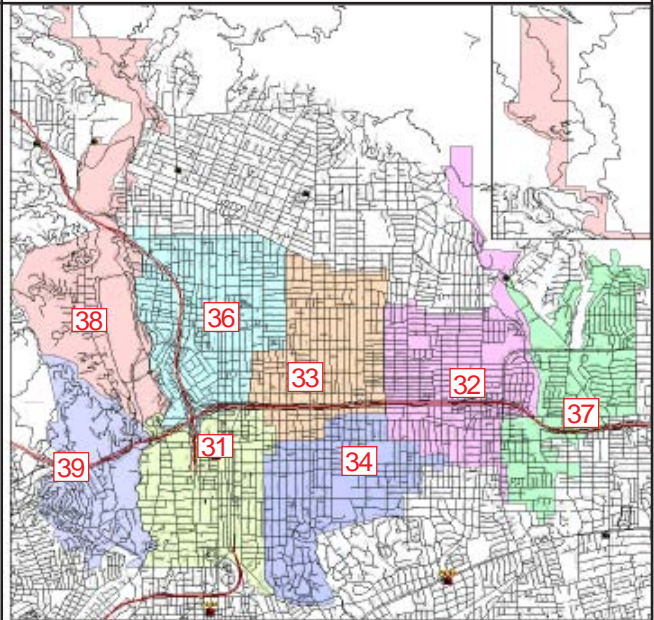
The Pasadena Fire Department has 8 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 2 ladder trucks and 4 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

SAN GABRIEL FIRE DEPARTMENT

There were 2,056 incidents reported for San Gabriel in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 96 type codes listed below, the three most frequent incident types were Fire Alarm (57.0% of Fire incidents), Shortness of Breath (12.3% of Medical incidents), and Fall - Minor (8.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	5	1.4%
Appliance Fire - Major	9	2.5%
Appliance Fire - Minor	1	<1/0%
Electrical Fire	7	2.0%
Explosives/BombThreat/Scare	2	<1/0%
Fire Alarm	203	57.0%
Fire Alarm - Full Assignment	4	1.1%
Fire Alarm Reset	4	1.1%
Fire Now Out	6	1.7%
Garage Fire	2	<1/0%
House Fire	12	3.4%
Illegal Burning	6	1.7%
Misc Outside Fire	3	<1/0%
Refuse Fire	11	3.1%
Smoke in a Structure	12	3.4%
Smoke in the Area	10	2.8%
Structure Fire	14	3.9%
Transformer/Street Light Fire	7	2.0%
Unknown Type Fire	4	1.1%
Vegetation Fire	8	2.2%
Vehicle Fire	18	5.1%
Vehicle Fire in a Structure	2	<1/0%
Vehicle Fire on the Freeway	6	1.7%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	41	2.6%
Allergic Reaction	7	<1/0%
Altered Level of Consciousness	35	2.2%
Animal/Human/Stings	9	<1/0%
Assault Victim	46	2.9%
Assist the Invalid	30	1.9%
Back Pain	23	1.4%
Burn Injury	1	<1/0%
Chest Pains - Heart Attack	100	6.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-Neurologic	27	1.7%
Diabetic Problem	34	2.1%
Emer Medical Svc on the Fwy	4	<1/0%
EMS Call - No Details	14	<1/0%
Fall - Major	3	<1/0%
Fall - Minor	133	8.3%
G.I. Bleed	26	1.6%
Gunshot Wound	7	<1/0%
Head Pain	8	<1/0%
Heart Problem	26	1.6%
Ingestion-Poisoning-Inhalation	14	<1/0%
Investigate the Welfare	3	<1/0%
Medical Alarm	10	<1/0%
Minor Trauma	55	3.4%
Misc Medical	118	7.4%
Non-Injury Traffic Collision	2	<1/0%
Nosebleed Non-Traumatic	8	<1/0%
Obstetrics/Gynecological	9	<1/0%
Overdose	8	<1/0%
Person Choking	6	<1/0%
Person Dizzy	41	2.6%
Person Down	32	2.0%
Person Hanging	1	<1/0%
Person in Seizure	64	4.0%
Person Not Breathing	52	3.3%
Person Sick	33	2.1%
Person Stabbed	1	<1/0%
Person Unconscious/Unresponsive	129	8.1%
Psychiatric	12	<1/0%
Rescue	1	<1/0%
Severe Trauma	2	<1/0%
Shortness of Breath	196	12.3%
Syncope/Fainted Now Conscious	28	1.8%
TC-Rescue on the Freeway	3	<1/0%
Traffic Collision	125	7.8%
Traffic Collision - Rescue	15	<1/0%
Traffic Collision on the Fwy	14	<1/0%
Traffic Collision w/ Pedestrian	24	1.5%
Unknown Medical	16	1.0%
Vehicle Into a Structure	2	<1/0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	2	1.9%
Arcing Wires	1	1.0%
Bee Investigation	1	1.0%
Biohazard Investigation	3	2.9%
Broken Gas Main	3	2.9%
Broken Water Main	5	4.8%
Chemical Outside	1	1.0%
Damage Investigation	2	1.9%
Elevator Rescue	5	4.8%
Flowing/Gushing/Sheared Hydrant	9	8.6%
Fuel Spill	2	1.9%
Investigate a Hazardous Condition	7	6.7%
Major Flooded Condition	1	1.0%
Malfunction	1	1.0%
Minor Flooding	10	9.5%
Misc Odor Investigation	6	5.7%
Misc Response for 1 Engine	4	3.8%
Odor of Natural Gas Inside	5	4.8%
Odor of Natural Gas Outside	4	3.8%
One Story Roof Check	5	4.8%
PD Assist/Stand-By	1	1.0%
Person Locked In/Locked Out	9	8.6%
Public Assist	3	2.9%
Wires Down	15	14.3%

SAN GABRIEL INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	36	26	37	30	22	36	25	34	30	22	29	29	356	16.6%
MEDICAL	141	132	123	152	132	175	126	131	121	111	112	138	1,594	74.4%
SERVICE	9	11	6	8	10	11	11	4	11	5	8	11	105	4.9%
OTHER	0	0	0	0	0	0	0	0	0	0	1	0	1	0.0%
OVS*	11	6	5	12	9	11	8	8	9	2	5	0	86	4.0%
TOTAL	197	175	171	202	173	233	170	177	171	140	155	178	2,142	

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

SAN GABRIEL FIRE AND MEDICAL INCIDENTS: 6 FISCAL YEARS

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	327	261	308	346	300	356
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594
SERVICE	119	132	101	110	136	105
OTHER	3	5	2	7	3	1
OVS*	124	130	109	108	107	86
TOTAL	2,219	2,068	2,113	2,165	2,177	2,142

SAN GABRIEL FIRE AND MEDICAL INCIDENTS: 6 FISCAL YEARS
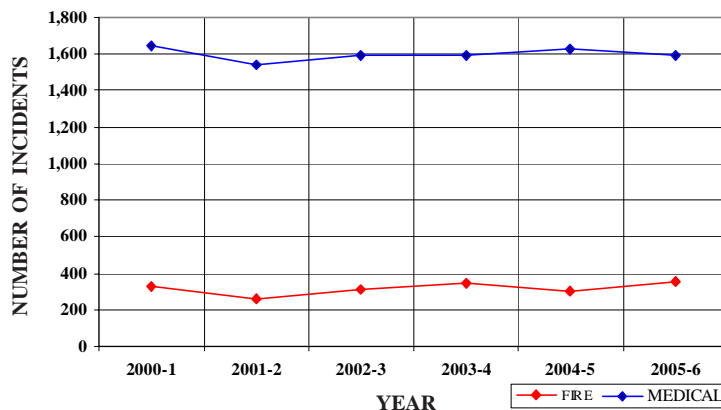
Responses Per Unit

The San Gabriel Fire Department responded to 2,056 incidents within its city borders and an additional 201 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,272
Engine 52	1,005
Ambulance 51	1,514

Out of Jurisdiction Responses

The San Gabriel Fire Department responded to incidents outside their jurisdiction 201 times in FY 2005-6:

Alhambra	92
Arcadia	1
Burbank	1
Glendale	3
LA County	36
Monrovia	4
Monterey Park	33
Pasadena	4
San Marino	22
South Pasadena	4
Other Cities	1
TOTAL	**201**

Other fire agencies responded to incidents in San Gabriel 631 times during the year:

Alhambra	224
Arcadia	18
Burbank	1
Glendale	1
LA County	46
Monterey Park	94
Pasadena	22
San Marino	212
South Pasadena	8
Other*	5
TOTAL	**631**

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 816 incidents reported for San Marino in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 73 type codes listed below, the three most frequent incident types were Fire Alarm (76.1% of Fire incidents), Fall - Minor (15.6% of Medical incidents), and Traffic Collision (12.6% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Appliance Fire - Major	3	1.5%
Brush Fire	1	<1.0%
Electrical Fire	2	1.0%
Fire Alarm	156	76.1%
Fire Alarm - Full Assignment	1	<1.0%
Fire Alarm Reset	1	<1.0%
Fire Now Out	3	1.5%
Garage Fire	2	1.0%
House Fire	3	1.5%
Illegal Burning	1	<1.0%
Misc Outside Fire	2	1.0%
Refuse Fire	1	<1.0%
Smoke in a Structure	14	6.8%
Smoke in the Area	7	3.4%
Transformer/Street Light Fire	3	1.5%
Vehicle Fire	5	2.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	15	2.8%
Allergic Reaction	2	<1.0%
Altered Level of Consciousness	21	3.9%
Animal/Human/Stings	3	<1.0%
Assist the Invalid	14	2.6%
Back Pain	11	2.0%
Burn Injury	1	<1.0%
Chest Pains - Heart Attack	21	3.9%
CVA-Neurologic	15	2.8%
Diabetic Problem	9	1.7%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS Call - No Details	3	<1.0%
Explosion Seen or Heard	1	<1.0%
Fall - Major	1	<1.0%
Fall - Minor	84	15.6%
G.I. Bleed	3	<1.0%
Head Pain	1	<1.0%
Heart Problem	13	2.4%
Ingestion-Poisoning-Inhalation	4	<1.0%
Medical Alarm	5	<1.0%
Minor Trauma	30	5.6%
Misc Medical	31	5.7%
Nosebleed Non-Traumatic	2	<1.0%
Obstetrics/Gynecological	3	<1.0%
Overdose	8	1.5%
Person Choking	2	<1.0%
Person Dizzy	14	2.6%
Person Down	7	1.3%
Person in Seizure	14	2.6%
Person Not Breathing	7	1.3%
Person Sick	12	2.2%
Person Unconscious/Unresponsive	27	5.0%
Psychiatric	11	2.0%
Rescue	1	<1.0%
Shortness of Breath	48	8.9%
Syncope/Fainted Now Conscious	12	2.2%
Traffic Collision	68	12.6%
Traffic Collision - Rescue	5	<1.0%
Traffic Collision w/ Pedestrian	7	1.3%
Unknown Medical	3	<1.0%
Vehicle Into a Structure	1	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	1	1.4%
Arcing Wires	3	4.1%
Bee Investigation	4	5.4%
Broken Gas Main	2	2.7%
Chemical Outside	2	2.7%
Fuel Spill	2	2.7%
Investigate a Hazardous Condition	8	10.8%
Major Flooded Condition	3	4.1%
Malfunction	3	4.1%
Minor Flooding	14	18.9%
Misc Odor Investigation	3	4.1%
Odor of Natural Gas Inside	1	1.4%
Odor of Natural Gas Outside	9	12.2%
PD Assist/Stand-By	2	2.7%
Person Locked In/Locked Out	4	5.4%
Public Assist	5	6.8%
Wires Down	8	10.8%

SAN MARINO INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	15	27	16	18	16	19	19	26	10	13	9	13	201	21.4%
MEDICAL	33	34	43	35	50	50	52	45	46	44	61	49	542	57.6%
SERVICE	13	7	2	2	8	3	12	3	7	3	4	9	73	7.8%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	13	5	8	7	8	13	20	10	13	7	14	7	125	13.3%
TOTAL	74	73	69	62	82	85	103	84	76	67	88	78	941	

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

SAN MARINO INCIDENTS: 10 FISCAL YEARS

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	210	184	203	234	186	187	193	177	184	201
MEDICAL	465	465	454	503	537	538	575	589	547	542
SERVICE	111	114	106	116	118	121	97	71	165	73
OTHER	3	1	0	0	1	3	2	7	7	0
OVS*	178	220	224	205	117	116	149	120	126	125
TOTAL	967	984	987	1,058	959	965	1,016	964	1,029	941

SAN MARINO FIRE AND MEDICAL INCIDENTS: 10 FISCAL YEARS
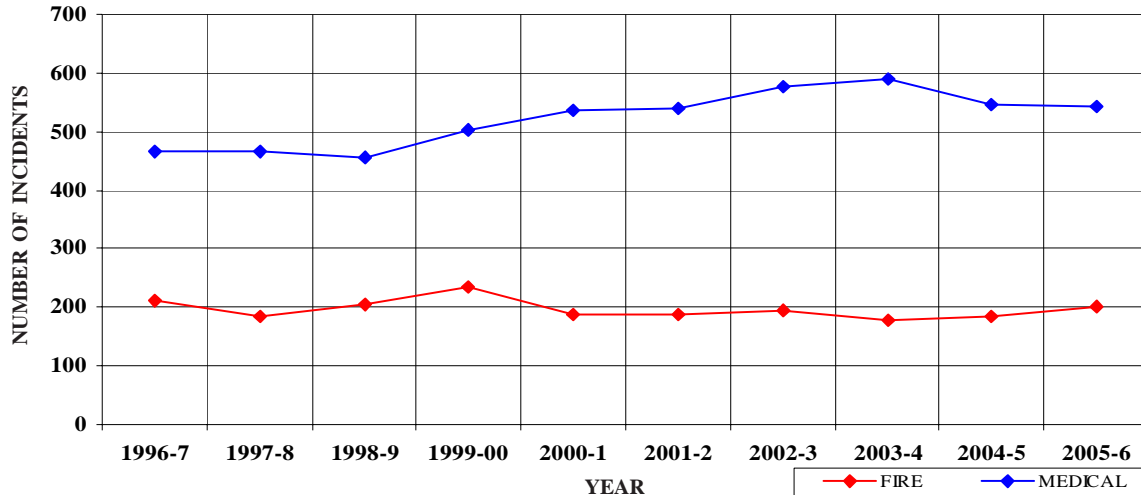
Out of Jurisdiction Responses

The San Marino Fire Department responded to incidents outside their jurisdiction 833 times in FY2005-6:

Alhambra	32	Monterey Park	7
Arcadia	9	Pasadena	328
Burbank	1	San Gabriel	212
Glendale	1	South Pasadena	136
LA County	100	**TOTAL**	**833**
Monrovia	7		

Other fire agencies responded to incidents in San Marino 199 times during the year:

Alhambra	52	San Gabriel	22
Arcadia	2	South Pasadena	73
Burbank	2	Other*	1
Glendale	2	**TOTAL**	**199**
LA County	5		
Monterey Park	1		
Pasadena	39		

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.
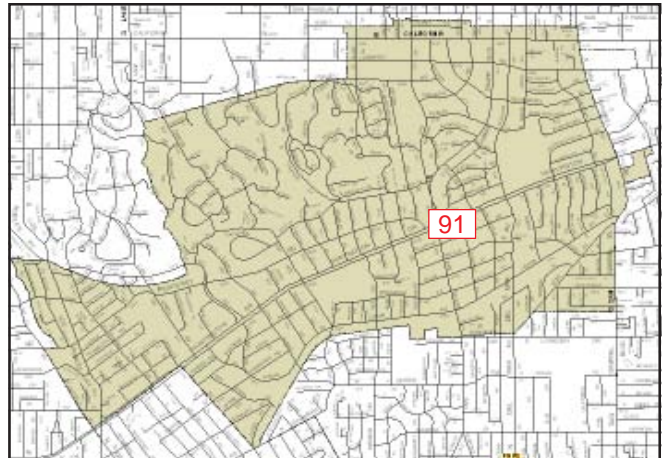
The San Marino Fire Department has one fire station. A fire engine and a rescue ambulance are dispatched from Station 91 as needed throughout the city and often beyond city borders.

Responses Per Unit

The San Marino Fire Department responded to 816 incidents within its city borders and an additional 833 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 91	1,019
Ambulance 91	1,167

SIERRA MADRE FIRE DEPARTMENT

There were 728 incidents reported for Sierra Madre in fiscal year 2005-6. 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 these categories during FY2005-6, along with the percent of incidents in that category for the year. Of the 77 type codes listed below, the three most frequent incident types were Fire Alarm (33.6% of Fire incidents), Fall - Minor (15.4% of Medical incidents), and Shortness of Breath (11.0% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Appliance Fire - Major	4	3.5%
Brush Fire	1	<1.0%
Carbon Monoxide Alarm	5	4.4%
Electrical Fire	6	5.3%
Fire Alarm	38	33.6%
Fire Alarm - Full Assignment	2	1.8%
Fire Alarm Reset	4	3.5%
Fire Now Out	3	2.7%
House Fire	4	3.5%
Misc Outside Fire	3	2.7%
Refuse Fire	2	1.8%
Smoke in a Structure	7	6.2%
Smoke in the Area	13	11.5%
Sprinkler System Activated	1	<1.0%
Structure Fire	2	1.8%
Transformer/Street Light Fire	4	3.5%
Vegetation Fire	9	8.0%
Vehicle Fire	5	4.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	13	2.6%
Allergic Reaction	5	1.0%
Altered Level of Consciousness	12	2.4%
Animal/Human/Stings	4	<1.0%
Assault Victim	12	2.4%
Assist the Invalid	15	3.0%
Back Pain	9	1.8%
Chest Pains - Heart Attack	34	6.8%
CVA-Neurologic	14	2.8%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	7	1.4%
EMS Call - No Details	4	<1.0%
Fall - Minor	77	15.4%
G.I. Bleed	5	1.0%
Gunshot Wound	1	<1.0%
Head Pain	1	<1.0%
Heart Problem	9	1.8%
Ingestion-Poisoning-Inhalation	7	1.4%
Medical Alarm	7	1.4%
Minor Trauma	32	6.4%
Misc Medical	48	9.6%
Mountain Rescue	3	<1.0%
Nosebleed Non-Traumatic	3	<1.0%
Overdose	5	1.0%
Person Choking	1	<1.0%
Person Dizzy	14	2.8%
Person Down	4	<1.0%
Person in Seizure	17	3.4%
Person Not Breathing	13	2.6%
Person Sick	6	1.2%
Person Unconscious/Unresponsive	22	4.4%
Psychiatric	9	1.8%
Severe Trauma	1	<1.0%
Shortness of Breath	55	11.0%
Syncope/Fainted Now Conscious	10	2.0%
Traffic Collision	12	2.4%
Traffic Collision - Rescue	1	<1.0%
Traffic Collision w/ Pedestrian	5	1.0%
Unknown Medical	2	<1.0%
Vehicle Into a Structure	1	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	3	2.6%
Arcing Wires	7	6.1%
Broken Water Main	5	4.4%
Chemical Outside	2	1.8%
Damage Investigation	4	3.5%
Elevator Rescue	3	2.6%
Flowing/Gushing/Sheared Hydrant	1	<1.0%
Investigate a Hazardous Condition	10	8.8%
Major Flooded Condition	3	2.6%
Malfunction	2	1.8%
Minor Flooding	12	10.5%
Misc Odor Investigation	6	5.3%
Misc Response for 1 Engine	3	2.6%
Odor of Natural Gas Inside	10	8.8%
Odor of Natural Gas Outside	7	6.1%
Person Locked In/Locked Out	4	3.5%
Public Assist	11	9.6%
Wires Down	21	18.4%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1
Special Event	1

SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	4	14	12	8	11	13	16	9	8	7	2	10	114	15.5%
MEDICAL	51	29	43	40	37	47	47	44	51	33	39	37	498	67.8%
SERVICE	6	3	5	7	5	6	49	10	6	7	7	3	114	15.5%
OTHER	0	0	0	1	0	0	0	0	0	0	1	0	2	0.3%
OVS*	0	1	3	0	2	0	0	0	0	0	0	0	6	0.8%
TOTAL	61	47	63	56	55	66	112	63	65	47	49	50	734	

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

SIERRA MADRE INCIDENTS: 6 FISCAL YEARS

|	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	116	120	92	91	100	114
MEDICAL	452	512	467	497	464	498
SERVICE	107	97	136	70	81	114
OTHER	2	3	4	6	3	2
OVS*	3	14	12	7	3	6
TOTAL	680	746	711	671	651	734

Responses Per Unit

The Sierra Madre Fire Department responded to 728 incidents within its city borders and an additional 10 incidents in other jurisdictions. A typical response is one or two units.

Unit ID	Responses
Engine 41	130
Ambulance 41	575
Water Tender 41	1

SIERRA MADRE FIRE AND MEDICAL INCIDENTS: 6 FISCAL YEARS
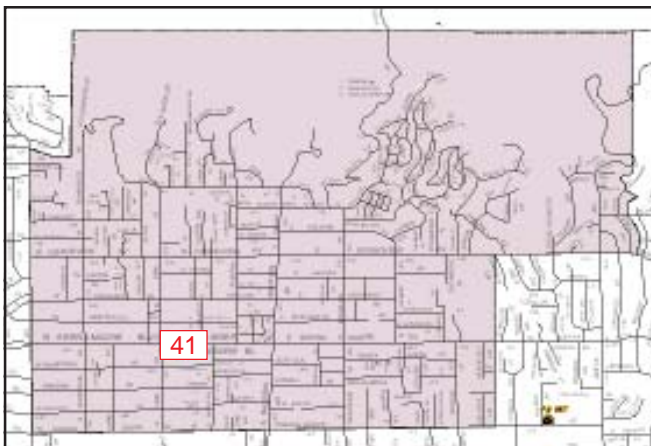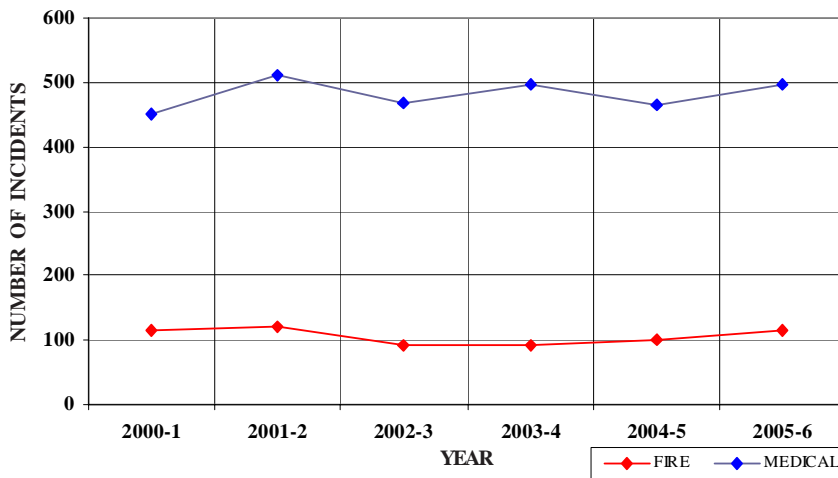
The Sierra Madre Fire Department is the only all-volunteer fire department in Los Angeles County. The fire engine, rescue ambulance and water tender are dispatched from Station 41 as needed throughout the city and sometimes beyond city borders.

Out of Jurisdiction Responses

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 10 times in FY 2005-6:

Arcadia	1
Burbank	1
Glendale	1
LA County	4
South Pasadena	1
Other Cities	2
TOTAL	**10**

Other agencies responded to incidents in Sierra Madre 6 times during the year.

Arcadia	3
Monrovia	1
Pasadena	1
Other Cities	1
TOTAL	**6**

SOUTH PASADENA FIRE DEPARTMENT

There were 1,590 incidents reported for South Pasadena in fiscal year 2005-6. 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 these categories during FY2005-6, 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 (61.1% of Fire incidents), Fall - Minor (11.8% of Medical incidents), and Traffic Collision (9.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	1.6%
Appliance Fire - Major	4	1.6%
Brush Fire	2	<1.0%
Electrical Fire	7	2.8%
Electrical Vault Fire	1	<1.0%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	151	61.1%
Fire Alarm - Full Assignment	1	<1.0%
Fire Alarm Reset	1	<1.0%
Fire Now Out	7	2.8%
Garage Fire	1	<1.0%
House Fire	9	3.6%
Illegal Burning	6	2.4%
Misc Outside Fire	3	1.2%
Refuse Fire	5	2.0%
Smoke in a Structure	6	2.4%
Smoke in the Area	8	3.2%
Structure Fire	2	<1.0%
Transformer/Street Light Fire	7	2.8%
Vegetation Fire	4	1.6%
Vehicle Fire	14	5.7%
Vehicle Fire on the Freeway	3	1.2%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	36	3.0%
Allergic Reaction	7	<1.0%
Altered Level of Consciousness	30	2.5%
Animal/Human/Stings	6	<1.0%
Assault Victim	18	1.5%
Assist the Invalid	45	3.8%
Back Pain	17	1.4%
Burn Injury	1	<1.0%
Chest Pains - Heart Attack	64	5.3%
CVA-Neurologic	23	1.9%
Diabetic Problem	14	1.2%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	2	<1.0%
Emer Medical Svc on the Fwy	1	<1.0%
EMS Call - No Details	8	<1.0%
Fall - Major	10	<1.0%
Fall - Minor	142	11.8%
G.I. Bleed	7	<1.0%
Gunshot Wound	1	<1.0%
Head Pain	5	<1.0%
Heart Problem	20	1.7%
Ingestion-Poisoning-Inhalation	8	<1.0%
Investigate the Welfare	1	<1.0%
Medical Alarm	8	<1.0%
Minor Trauma	52	4.3%
Misc Medical	73	6.1%
Nosebleed Non-Traumatic	5	<1.0%
Obstetrics/Gynecological	1	<1.0%
Overdose	12	1.0%
Person Choking	6	<1.0%
Person Dizzy	27	2.3%
Person Down	39	3.3%
Person in Seizure	39	3.3%
Person Not Breathing	29	2.4%
Person Sick	17	1.4%
Person Stabbed	2	<1.0%
Person Unconscious/Unresponsiv	68	5.7%
Psychiatric	9	<1.0%
Rescue	1	<1.0%
Severe Trauma	1	<1.0%
Shortness of Breath	107	8.9%
Syncope/Fainted Now Conscious	26	2.2%
TC-Rescue on the Freeway	8	<1.0%
Traffic Collision	119	9.9%
Traffic Collision - Rescue	15	1.3%
Traffic Collision on the Fwy	32	2.7%
Traffic Collision w/ Pedestrian	22	1.8%
Traffic Collision w/ Train	2	<1.0%
Unknown Medical	12	1.0%
Vehicle Into a Structure	1	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1.0%
Animal Rescue/Assist	2	1.4%
Arcing Wires	6	4.1%
Bee Investigation	7	4.8%
Biohazard Investigation	5	3.4%
Broken Gas Main	1	<1.0%
Broken Water Main	6	4.1%
Chemical Outside	3	2.0%
Elevator Rescue	2	1.4%
Flowing/Gushing/Sheared Hydra	1	<1.0%
Fuel Spill	7	4.8%
Hazardous Materials Response	3	2.0%
Investigate a Hazardous Conditi	13	8.8%
Investigate a Mudslide	1	<1.0%
Major Flooded Condition	3	2.0%
Malfunction	5	3.4%
Minor Flooding	18	12.2%
Misc Odor Investigation	10	6.8%
Misc Response Engine & Truck	1	<1.0%
Misc Response for 1 Engine	1	<1.0%
Odor of Natural Gas Inside	7	4.8%
Odor of Natural Gas Outside	4	2.7%
One Story Roof Check	1	<1.0%
PD Assist/Stand-By	1	<1.0%
Person Locked In/Locked Out	12	8.2%
Public Assist	7	4.8%
Wires Down	19	12.9%

OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	2

SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY

| CATEGORY	Jul.	Aug.	Sep.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL	TOTAL
FIRE	31	31	18	23	17	10	17	18	19	14	20	29	247	15.2%
MEDICAL	93	101	112	83	107	104	123	100	96	86	88	104	1,197	73.8%
SERVICE	7	8	17	8	13	13	17	16	7	12	12	14	144	8.9%
OTHER	0	0	0	0	2	0	0	0	0	0	0	0	2	0.1%
OVS*	2	3	5	1	5	3	4	5	3	0	0	1	32	2.0%
TOTAL	133	143	152	115	144	130	161	139	125	112	120	148	1,622	

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

SOUTH PASADENA INCIDENTS: 10 FISCAL YEAR HISTORY

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6
FIRE	339	303	308	294	281	266	268	251	271	247
MEDICAL	984	1,004	1,040	974	1,031	977	1,033	1,018	1,069	1,197
SERVICE	233	166	149	149	173	191	204	172	231	144
OTHER	2	3	1	3	2	3	7	10	11	2
OVS*	23	33	38	41	52	48	71	51	43	32
TOTAL	1,581	1,509	1,536	1,461	1,539	1,485	1,583	1,502	1,625	1,622

SOUTH PASADENA FIRE AND MEDICAL INCIDENTS: 10 FISCAL YEARS
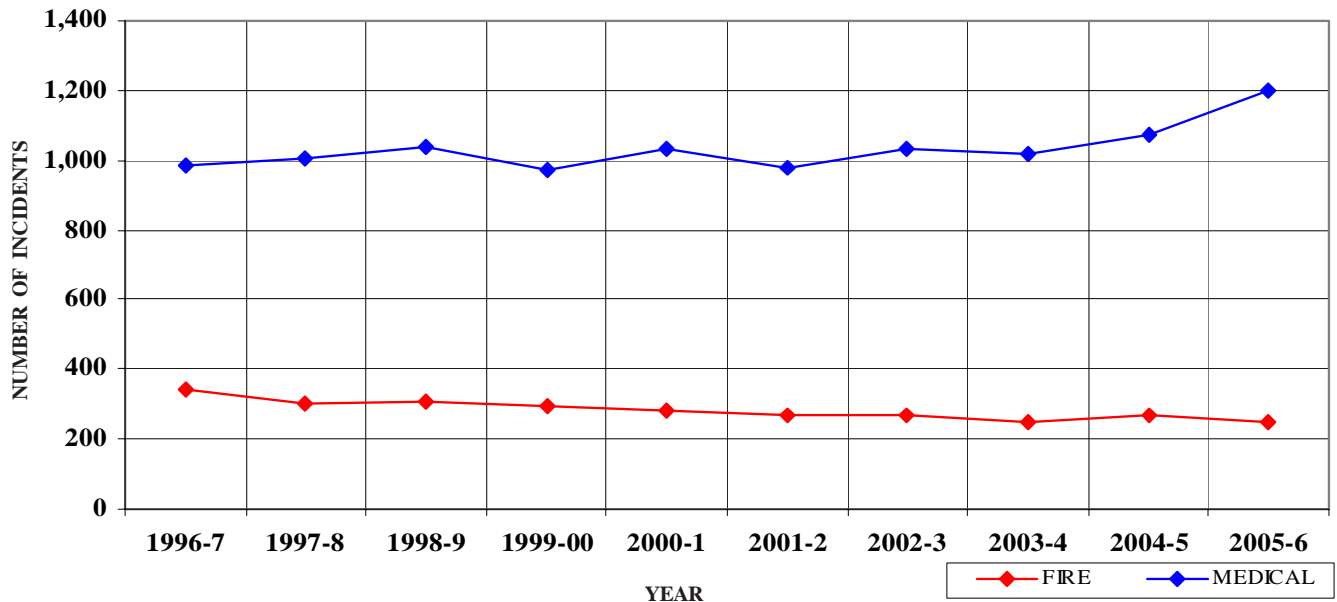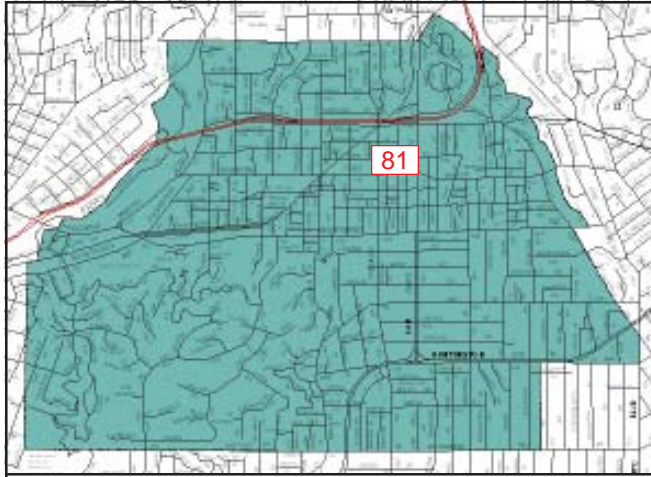
The South Pasadena Fire Department has one fire station. A fire engine, rescue ambulance and air utility are dispatched from Station 81 as needed throughout the city and often beyond city borders.

Responses Per Unit

The South Pasadena Fire Department responded to 1,590 incidents within its city borders and an additional 306 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 81	1,673
Ambulance 81	1,228
Air Utility 81	247

Out of Jurisdiction Responses

The South Pasadena Fire Department responded to incidents outside their jurisdiction 306 times in FY 2005-6:

Alhambra	42
Arcadia	4
Glendale	1
LA City	4
LA County	2
Monrovia	1
Monterey Park	9
Pasadena	161
San Gabriel	8
San Marino	73
Other Cities	1
TOTAL	**306**

Other fire agencies responded to incidents in South Pasadena 358 times during the year:

Alhambra	92
Glendale	1
LA City	14
Monterey Park	3
Pasadena	104
San Gabriel	4
Sierra Madre	1
San Marino	136
Other*	3
TOTAL	**358**

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

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