



# Verdugo Fire Communications Center

Fiscal Year 2007-8  
Annual Report



# VERDUGO FIRE COMMUNICATIONS CENTER



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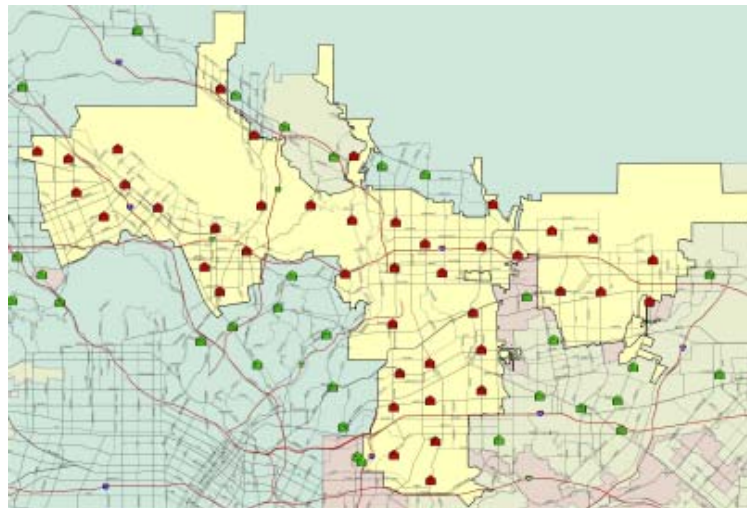
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## Verdugo Annual Report FY2007-8

It is our pleasure to present the FY2007-8 Annual Report for Verdugo Fire Communications Center. It represents a comprehensive summary of dispatch operations over the 12 months from July 1, 2007 to June 30, 2008. Specific statistics are included for each of the 11 cities in the Verdugo System, along with all-inclusive information for Verdugo as a whole.

During this past year, phone calls increased by 2.3% and incidents were up by 3.0% over the previous year. There continues to be a slow and steady climb in dispatch activity from year to year, except for years when the number of contract dispatch agencies increases, when that trend accelerates. The anticipated addition of Montebello is likely to raise the volume another 7-8% in the coming year, and Communications Center staffing is under discussion at this time.

Fiscal year 07-08 was unusual in terms of capital spending. Over \$1.5 million went toward Verdugo's share of the ICIS radio transition, the final lease-purchase payment for our voice radio system, final payments on the CAD upgrade, replacement of the uninterruptible power supply system, and a major upgrade of the rear screen projection system. With the number of high-tech systems Verdugo owns, it comes as no surprise that there will be years where multiple upgrades or replacements coincide, as was the case this year. Except for the lease-purchase, all of these expenditures were planned and budgeted for a year or more before the purchase was made.

The future of Verdugo looks brighter than ever as we implement a variety of refinements to the way we do business. The Board of Directors is collaboratively redefining the structure and overall operations of the Center, and an updated tri-cities agreement is in the works. A draft Technology Plan has been created and will see much development and enhancement in the coming year. The tri-city Finance Directors are working together to define a more equitable cost allocation formula for running the Center. In addition, an internal audit by the City of Glendale will soon clarify all Verdugo-related expenses in preparation for redistribution of costs and conversion of Verdugo's accounting system from a Special Revenue Fund to an Enterprise Fund. In short, there are many changes on the horizon, but we will all work together to make them positive ones.

Sincerely,

*Tracy Pansini, Fire Chief*  
Burbank Fire Department

*Harold Scoggins, Fire Chief*  
Glendale Fire Department

*Dennis J. Downs, Fire Chief*  
Pasadena Fire Department



## 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, two Hazardous Materials units, and three Urban Search and Rescue units.

In 1996, the cities of South Pasadena and San Marino contracted for fire dispatch 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
<b>Alhambra</b>	<b>89,259</b>	<b>\$6,058,041,932</b>	<b>7.62</b>	<b>4-13-06</b>
<b>Arcadia</b>	<b>56,491</b>	<b>\$8,857,746,981</b>	<b>12</b>	<b>10-21-99</b>
<b>Burbank</b>	<b>108,029</b>	<b>\$14,512,674,882</b>	<b>17.15</b>	<b>5-20-81</b>
<b>Glendale</b>	<b>207,157</b>	<b>\$20,611,375,045</b>	<b>30.59</b>	<b>8-1-79</b>
<b>Monrovia</b>	<b>39,327</b>	<b>\$3,566,033,952</b>	<b>13.73</b>	<b>7-1-99</b>
<b>Monterey Park</b>	<b>64,434</b>	<b>\$4,830,397,006</b>	<b>7.7</b>	<b>2-1-05</b>
<b>Pasadena</b>	<b>148,126</b>	<b>\$18,205,023,771</b>	<b>23</b>	<b>9-4-79</b>
<b>San Gabriel</b>	<b>42,762</b>	<b>\$3,217,547,319</b>	<b>4.1</b>	<b>4-7-00</b>
<b>San Marino</b>	<b>13,455</b>	<b>\$3,730,115,912</b>	<b>3.75</b>	<b>4-17-96</b>
<b>Sierra Madre</b>	<b>11,116</b>	<b>\$1,466,024,282</b>	<b>3</b>	<b>10-21-99</b>
<b>South Pasadena</b>	<b>25,792</b>	<b>\$2,944,221,824</b>	<b>3.44</b>	<b>4-17-96</b>
<b>Totals</b>	<b>805,948</b>	<b>\$87,999,202,906</b>	<b>126.08</b>	

\*State of California, Department of Finance, *E-1 City/County Population Estimates, with Annual Percent Change, January 1, 2007 and 2008*. Sacramento, California, May 2008.

\*\*City of Los Angeles Taxpayers' Guide, 2007-2008, Secured Property – Taxable Net, pp.136-156.

### Benefits of Regional Dispatch

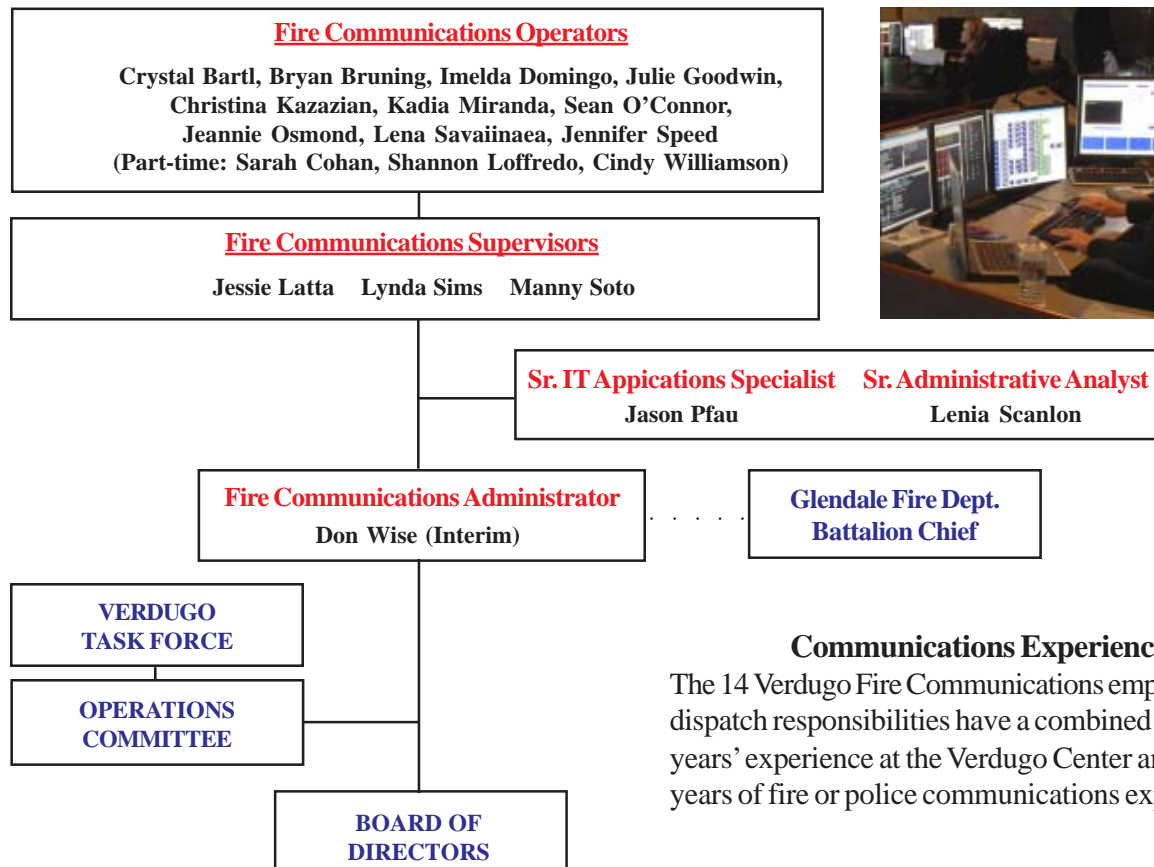
Since its first year of operation, Verdugo has dispatched over 1,082,000 incidents. The Verdugo regional dispatch system has been very successful, providing the highest level of service to the citizens of its 11 cities and saving taxpayer dollars. The benefits of 11 fire agencies combining resources 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 automatic aid system;
  - Fast access to OES resources through ROSS (Resource Ordering System & Status), a national system for dispatch of Mutual Aid Resources from Area C to another jurisdiction’s fire or requests for resources for larger scale incidents within Area C.
  - 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 Chief Officers share in decision making and keep their colleagues in the other Area C agencies updated and informed;
  - In-depth statistical analysis of fire and rescue incidents using data captured by the CAD system.



### Verdugo Functional Organization Chart



### Communications Experience

The 14 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 134 years' experience at the Verdugo Center and 208 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 on delivery of 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 was provided by NetworkOmni Multilingual Communications until mid-April 2008, at which time Verdugo resumed service with LanguageLine, which offers translation in over 170 languages. Translation services were utilized for 631 calls between July 1, 2007 and June 30, 2008, representing just under 1% of all incidents. Thirteen different languages were requested by Verdugo System callers:

<u>Language</u>	<u>Total Calls</u>	<u>Minutes</u>	<u>Av. Call Length</u>	<u>% of Translated Calls</u>
Arabic	2	3.5	1.8	<1%
Armenian	144	424.2	2.9	22.8%
Cambodian Khmer	1	4.0	4.0	<1%
Chinese Cantonese	47	150.6	3.2	7.4%
Chinese Mandarin	79	241.5	3.1	12.5%
French	1	2.0	2.0	<1%
German	1	1.0	1.0	<1%
Hindi	1	3.0	3.0	<1%
Korean	6	21.5	3.6	1.0%
Russian	3	6.5	2.2	<1%
Spanish	326	957.7	2.9	51.7%
Vietnamese	18	57.1	3.2	2.9%
Tagalog	2	5.2	2.6	<1%
<b>TOTALS</b>	<b>631</b>	<b>1,872.6</b>	<b>2.73</b>	

As of June 30, 2008 there were a total of 40 fire stations, 40 engine companies, 11 truck companies, 23 rescue ambulances, 1 paramedic squad, 3 air utilities, 11 command vehicles, 2 hazmat vehicles, 5 USARs and 5 water tenders within the Verdugo System. Arcadia and Monrovia share a USAR, as do Monterey Park and San Gabriel; these are indicated by 0.5 each.

## Fiscal Year 2007-8 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. Expenditures exceeded revenues by \$791,213 during the fiscal year, due to some unusually large capital outlays that Verdugo had set aside funds for. Transition to the ICIS system cost over \$700,000, and the final payment for Verdugo's five-year lease-purchase of the voice radio system was \$448,813. In addition, the final invoices related to the CAD upgrade were paid, the UPS system was replaced with substantial improvements, and the rear screen projection system was upgraded.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
<b>REVENUE</b>						
Charges for Service	\$433,780	\$725,920	\$567,008	\$1,726,707	\$951,398	\$ 2,678,105
Equipment Replacement	64,641	64,641	64,641	193,923	-	\$ 193,923
Subtotal						\$ 2,872,028
Interest & Misc. Revenue						\$ 88,670
TOTAL						\$ 2,960,698
<b>EXPENDITURES</b>						
Salaries						\$ 2,044,678
Maint. & Operations						\$ 202,276
Capital Outlay						\$ 1,504,957
TOTAL						\$ 3,751,911
Revenue minus expenditures						\$ (791,213)
<i>Contract Cities include Alhambra, Arcadia, Monrovia, Monterey Park, San Gabriel, San Marino, Sierra Madre and South Pasadena</i>						



### **FY 2007-8 Accomplishments**

- A total of 154,499 phone calls were processed by Verdugo dispatchers, including 64,161 incidents that were dispatched to the 11 cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries. This represents a 2.3% increase in calls and a 3.0% increase in total incidents over the previous fiscal year. Ring-time statistics indicated that 99.2% of all incoming calls were answered in 10 seconds or less.
- TeleStaff scheduling software was implemented August 1, 2007 to automate some of Verdugo's staffing procedures.
- The rear screen projection system was upgraded in October 2007 with replacement of all three projectors and programming to offer remote access to a variety of display options.
- On Nov. 5, 2007, Verdugo transitioned to ICIS, Inter-agency Communications Interoperability System. Many months of intensive preparations between tri-city radio shops, private radio vendors, and Verdugo staff preceded the cutover to the new trunked, digital radio system.
- Verdugo co-hosted the annual Northrop Grumman Public Safety International Users Group Conference in May 2008 with LAPD and LA County Fire Department. This provided invaluable opportunities for Verdugo staff members to network with other users of similar computer-aided dispatch systems from the same vendor.
- Verdugo's 14 year old UPS (uninterruptible power supply) system was replaced on June 17, 2008 with two state of the art UPS systems that will supply fully redundant power in the event of a systemwide power outage, with or without supplemental power from the facility's two generators. In addition, Glendale Water & Power added an additional power feeder line from the Columbus substation to the Fire Station 21/Verdugo site to augment the single feeder and reduce the likelihood of a power outage.
- Installation of GPS software in frontline and reserve apparatus was begun. Initial testing of the mobile mapping and automatic vehicle location (AVL) systems in the fire apparatus were conducted.

### **FY 2008-9 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. Answer at least 99% of emergency calls in 10 seconds or less.
- Strive to maintain staffing at NFPA 1221 guidelines and ISO standards.
- Perform quality assurance analysis (periodic call reviews) and continuing education on a monthly basis.
- Complete the Verdugo policy and procedures manual and publish it on the Unified Response web site.
- Design and implement a comprehensive plan for continuity of operations in the event that critical systems in the dispatch center become inoperative or the center must be evacuated. Include accommodations for receiving calls and personnel from one or more tri-cities police dispatch centers as their primary alternate site.
- Obtain the necessary programming to provide current ReddiNet hospital status information to units in the field with the press of a button on the mobile computer terminal.
- Implement recommendations from the Tech-Knowledge report such as quarterly Operations Committee meetings and development of a five-year technology plan for the Center. Collaborate with tri-cities Finance personnel to develop a revised cost-sharing plan for the three owner agencies. Participate in a comprehensive study of how Verdugo's 10% surcharge is spent in the City of Glendale and change to an Enterprise budget model.
- Send newer dispatchers to LA County's Emergency Medical Dispatch training.
- Provide ROSS training to members of the dispatch staff who have not yet received it.
- Seek to identify alternate sources of funding such as grants and State-funded programs.
- Appoint an interim Fire Communications Administrator, define the title and scope of Verdugo's top staff position for a new recruitment effort, and hire a qualified candidate to permanently fill the position.
- Add Montebello as a contract dispatch agency.



## VERDUGO SYSTEM



There were 64,161 incidents dispatched by Verdugo Fire Communications in fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 151 Type Codes listed below, the three most frequent incident types were Fire Alarm (59.8% of Fire incidents), Shortness of Breath (11.2% of Medical incidents), and Fall - Minor (10.8% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	147	1.5%
Appliance Fire - Major	124	1.3%
Appliance Fire - Minor	14	<1%
Arson Investigation	7	<1%
Brush Fire	7	<1%
Brush Fire	46	<1%
Brush Strike team-XLC-1201A	3	<1%
Brush Strike Team-XLC-1202A	4	<1%
Brush Strike Team-XLC-1203A	3	<1%
Brush Strike Team-XLC-1204A	5	<1%
Brush Strike Team-XLC-1205A	5	<1%
Brush Strike Team-XLC-1207A	2	<1%
Carbon Monoxide Alarm	68	<1%
Electrical Fire	130	1.4%
Electrical Vault Fire	7	<1%
Emergency Landing at Airport	30	<1%
Explosives/Bomb/Threat/Scare	19	<1%
Fire Alarm	5,724	59.8%
Fire Alarm - Full Assignment	55	<1%
Fire Alarm Reset	113	1.2%
Fire Now Out	141	1.5%
Garage Fire	28	<1%
House Fire	201	2.1%
Illegal Burning	145	1.5%
Misc Outside Fire	155	1.6%
Misc Outside Fire on the Fwy	32	<1%
Mutual Aid Request	5	<1%
OES Engine Strike Team	17	<1%
OES Water Tender Request	6	<1%
Overhead Mutual Aid Request	46	<1%
Person on Fire	1	<1%
Plane Accident, Down or Fire	1	<1%
Plane Accident, Down or Fire	4	<1%
Refuse Fire	209	2.2%
Smoke in a Structure	316	3.3%
Smoke in the Area	337	3.5%
Sprinkler System Activated	15	<1%
Structure Fire	369	3.9%
Train Fire	1	<1%
Transformer/Street Light Fire	142	1.5%
Unknown Type Fire	78	<1%
Vegetation Fire	131	1.4%
Vegetation Fire on the Fwy	44	<1%
Vehicle Fire	341	3.6%
Vehicle Fire in a Structure	17	<1%
Vehicle Fire on the Freeway	238	2.5%
Water Tender Request	1	<1%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS Call - No Details	272	<1%
Explosion Seen or Heard	4	<1%
Exposure - Heat or Cold	66	<1%
Eye Injury	57	<1%
Fall - Major	109	<1%
Fall - Minor	5,387	10.8%
G.I. Bleed	408	<1%
Gunshot Wound	84	<1%
Head Pain	278	<1%
Heart Problem	1,082	2.2%
Ingestion-Poisoning-Inhalation	478	1.0%
Injury TC with Fuel Spill	10	<1%
Investigate the Welfare	27	<1%
Medical Alarm	414	<1%
Minor Trauma	1,838	3.7%
Misc Medical	3,441	6.9%
Misc Response Engine & RA	6	<1%
Misc Response for 1 RA	7	<1%
Mountain Rescue	18	<1%
Non-Injury Traffic Collision	30	<1%
Nosebleed Non-Traumatic	253	<1%
Obstetrics/Gynecological	273	<1%
Overdose	555	1.1%
Person Choking	203	<1%
Person Dizzy	1,139	2.3%
Person Down	1,412	2.8%
Person Hanging	14	<1%
Person in Seizure	2,005	4.0%
Person Not Breathing	925	1.9%
Person Sick	1,165	2.3%
Person Stabbed	72	<1%
Person Threatening to Jump	12	<1%
Person Unconscious/Unresponsive	2,967	6.0%
Psychiatric	510	1.0%
Rescue	47	<1%
Severe Trauma	41	<1%
Shortness of Breath	5,572	11.2%
Syncope/Fainted Now Conscious	1,095	2.2%
TC-Rescue on the Freeway	317	<1%
Traffic Collision	3,144	6.3%
Traffic Collision - Rescue	270	<1%
Traffic Collision on the Fwy	1,093	2.2%
Traffic Collision w/ Pedestrian	625	1.3%
Traffic Collision w/ Train	2	<1%
Trench Rescue	1	<1%
Unknown Medical	616	1.2%
Vehicle Into a Structure	70	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	15	<1%
Animal Rescue/Assist	52	1.5%
Arcing Wires	58	1.7%
Bee Investigation	59	1.7%
Bio-Chemical Threat	4	<1%
Biohazard Investigation	87	2.5%
Broken Gas Main	57	1.6%
Broken Water Main	76	2.2%
Chemical Outside	168	4.8%
Damage Investigation	42	1.2%
Elevator Rescue	368	10.6%
Flowing/Gushing/Sheared Hydrant	98	2.8%
Fuel Spill	190	5.5%
Hazardous Materials Response	27	<1%
Investigate a Hazardous Condition	332	9.6%
Investigate a Mudslide	16	<1%
Investigate Overcrowding	14	<1%
Major Flooded Condition	150	4.3%
Malfunction	84	2.4%
Minor Flooding	272	7.8%
Misc Odor Investigation	169	4.9%
Misc Response Engine & Truck	6	<1%
Misc Response for 1 Engine	46	1.3%
Misc Response for a Truck	10	<1%
Misc Response Full Assignment	8	<1%
Odor of Natural Gas Inside	140	4.0%
Odor of Natural Gas Outside	159	4.6%
One Story Roof Check	20	<1%
PD Assist/Stand-By	83	2.4%
Person Locked In/Locked Out	219	6.3%
Public Assist	197	5.7%
Roof Check 2 Stories & Above	24	<1%
Wires Down	206	5.9%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	1,547	3.1%
Allergic Reaction	218	<1%
Altered Level of Consciousness	1,401	2.8%
Animal/Human/Stings	118	<1%
Assault Victim	999	2.0%
Assist the Invalid	872	1.8%
Back Pain	577	1.2%
Burn Injury	38	<1%
Chest Pains - Heart Attack	3,582	7.2%
Collapse/Extrication/Rescue	3	<1%
Confined Space Rescue	2	<1%
CVA-Neurologic	884	1.8%
Diabetic Problem	816	1.6%
Drowning/Diving Incident	14	<1%
Electrical Shock Injury	11	<1%
Emer Medical Svc on the Fwy	132	<1%

### OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	1
Fire Training	3
Fireworks Violation	66
Generic Out of Service	15
Inspection	100
Special Event	26
Transfer to CHP	1
Transfer to Police Dept	9

## 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 another jurisdiction.

### Total Incidents Per City

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

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
<b>FIRE</b>	617	748	1,392	1,668	501	425	2,870	287	206	137	253
<b>MEDICAL</b>	3,834	3,319	7,350	12,862	2,462	2,969	12,141	1,724	589	602	1,115
<b>SERVICE</b>	325	244	485	706	224	185	840	117	80	89	137
<b>OTHER</b>	4	0	6	17	1	1	33	0	0	1	1
<b>TOTAL</b>	<b>4,780</b>	<b>4,311</b>	<b>9,233</b>	<b>15,253</b>	<b>3,188</b>	<b>3,580</b>	<b>15,884</b>	<b>2,128</b>	<b>875</b>	<b>829</b>	<b>1,506</b>

### Total Responses Per Fire Department

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

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
<b>Engine</b>	5,363	4,673	10,064	16,748	3,688	4,164	17,283	2,457	1,041	283	1,547
<b>Ambulance</b>	4,201	3,506	7,884	14,338	1,655	3,258	13,371	1,623	1,051	835	1,198
<b>Truck</b>	727	671	1,346	2,382	443	574	2,345	–	–	–	–
<b>Resp. Total</b>	<b>10,291</b>	<b>8,850</b>	<b>19,294</b>	<b>33,468</b>	<b>5,786</b>	<b>7,996</b>	<b>32,999</b>	<b>4,080</b>	<b>2,092</b>	<b>1,118</b>	<b>2,745</b>

*\*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.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
<b>OVS</b>	570	352	285	457	329	360	332	284	509	3	255
<b>IVS</b>	18	60	152	476	58	161	205	45	141	20	20
<b>TOTAL</b>	<b>588</b>	<b>412</b>	<b>437</b>	<b>933</b>	<b>387</b>	<b>521</b>	<b>537</b>	<b>329</b>	<b>650</b>	<b>23</b>	<b>275</b>

## Verdugo Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	791	800	900	834	811	894	882	708	687	759	747	766	9,579	14.9%
MEDICAL	3,955	3,985	3,978	4,048	4,021	4,376	4,554	4,304	4,269	4,074	4,047	4,059	49,670	77.4%
SERVICE	345	275	322	326	246	292	416	231	255	244	256	257	3,465	5.4%
OTHER	6	6	5	6	9	6	6	6	2	6	2	7	67	0.1%
OVS*	118	112	114	175	109	110	159	85	72	87	108	131	1,380	2.2%
TOTAL	5,215	5,178	5,319	5,389	5,196	5,678	6,017	5,334	5,285	5,170	5,160	5,220	64,161	

\* OVS = Responses Outside the Verdugo System

## 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	4,780	4,311	9,233	15,253	3,188	3,580	15,884	2,128	875	829	1,506
OVS*	18	60	152	476	58	161	205	45	141	20	20
TOTAL	4,798	4,371	9,385	15,729	3,246	3,741	16,089	2,173	1,016	849	1,526

\* OVS = Responses Outside the Verdugo System

## Out of Jurisdiction Responses

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

Responding Agencies	City Where Incident Occurred														
FY 07-08	ALH	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS	LAC	LFD	XBB	Subtotals
ALH		2	0	0	2	213	32	186	34	0	101	8	7	3	588
ARC	6		1	2	233	3	74	14	4	13	2	56	0	4	412
BRK	1	0		258	1	3	12	0	0	8	2	28	104	20	437
GLN	5	0	357		0	3	82	1	1	5	3	102	360	14	933
MRV	1	319	0	0		1	2	0	0	6	0	52	0	6	387
MPK	271	1	0	1	0		2	78	2	1	4	88	0	73	521
PAS	21	87	9	34	9	19		9	44	10	90	139	49	17	537
SGB	201	3	1	0	0	39	6		29	3	2	40	0	5	329
SNM	29	10	0	0	9	3	139	196		2	121	140	0	1	650
SMD	0	0	0	1	0	0	2	0	0		0	16	0	4	23
SPS	34	0	1	3	0	7	128	4	77	0		6	11	4	275
LAC	1	51	0	63	42	69	31	24	23	4	0		1	6	315
LFD	5	0	25	32	0	0	12	0	0	1	9	0		2	86
XAA	3	136	144	14	2479	66	17	1	0	3	1	9	1	4	2878
Subtotals	578	609	538	408	2,775	426	539	513	214	56	335	684	533	163	8,371

## ABBREVIATIONS:

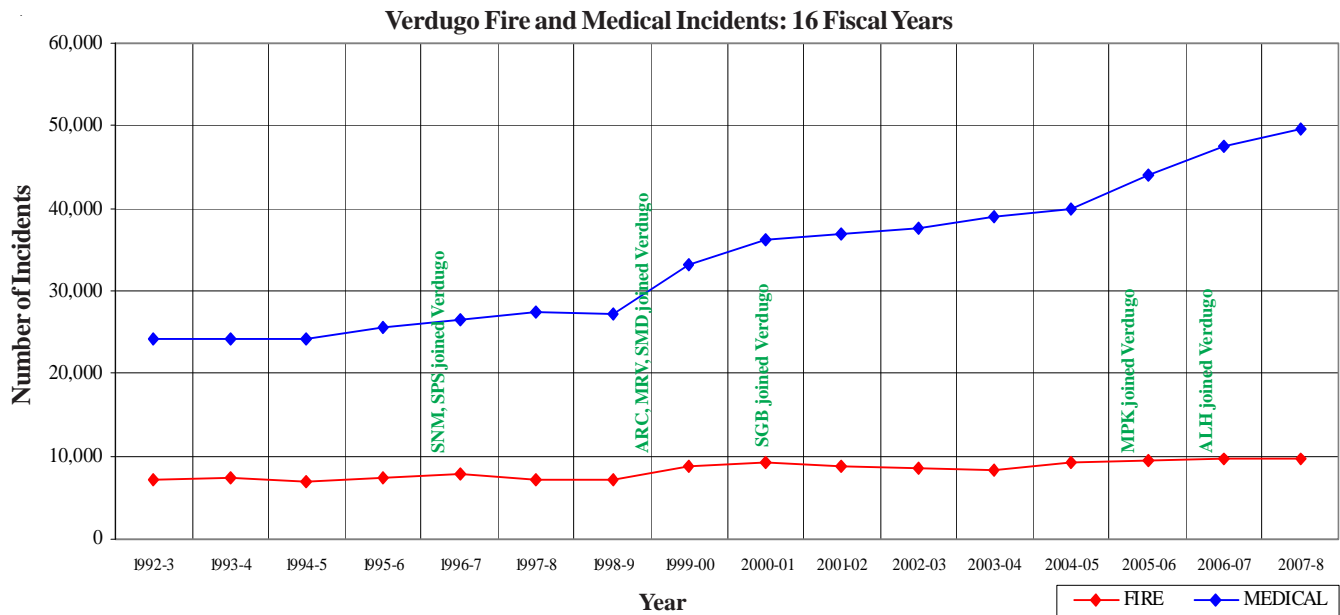
ALH=Alhambra; ARC=Arcadia; BRK=Burbank; GLN=Glendale; LAC=LA County; LFD=LA City; MRV=Monrovia; MPK=Monterey Park; PAS=Pasadena; SGB=San Gabriel; SMD=Sierra Madre; SNM=San Marino; SPS=South Pasadena; XAA=Usually private ambulance but also may refer to helicopters, private company fire engines, or airport 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 12 years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 70%, 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 more than doubled in this period of time.



## Number of Incidents Dispatched by the Verdugo System Per Fiscal Year

	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-2000
FIRE	7,133	7,496	6,942	7,361	7,791	7,245	7,205	8,655
MEDICAL	24,287	24,258	24,176	25,514	26,429	27,362	27,331	33,299
SERVICE	2,349	2,765	2,451	2,384	2,793	2,596	2,597	3,242
OTHER	57	124	323	178	85	58	111	152
OVS*	14	38	317	346	528	491	522	552
<b>TOTAL</b>	<b>33,840</b>	<b>34,681</b>	<b>34,209</b>	<b>35,783</b>	<b>37,626</b>	<b>37,752</b>	<b>37,766</b>	<b>45,900</b>

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8
FIRE	9,129	8,770	8,635	8,381	9,208	9,361	9,804	9,579
MEDICAL	36,239	37,035	37,622	39,077	40,019	44,028	47,648	49,670
SERVICE	3,434	3,387	3,348	2,802	3,809	3,277	3,449	3,465
OTHER	112	245	270	171	98	609	150	67
OVS*	592	644	779	729	835	988	1,214	1,380
<b>TOTAL</b>	<b>49,506</b>	<b>50,081</b>	<b>50,654</b>	<b>51,160</b>	<b>53,969</b>	<b>58,263</b>	<b>62,265</b>	<b>64,161</b>

\* OVS = Responses Outside the Verdugo System to jurisdictions such as Montebello, LA City, and LA County.

## FY2007-8 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 FY2007-8, Verdugo dispatched 35 strike team responses to 20 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.

Strike Team	Incident Name	Dispatch Date & Time	Leader	Trainee	Release Date & Time
1201-A	Canyon	7/7/2007 16:03	GLN BC2 - Creasey	N/A	7/8/2007 0:31
1205-A	Canyon	7/7/2007 18:04	PAS BC3 - Gordon	N/A	7/7/2004 23:20
1800-A	Zaca	7/7/2007 10:46	MTB BC504 Middlebrooks	Golden	7/8/2007 14:21
1800-A	Zaca	7/16/2007 18:47	MRV BC10 - Dennis	SMD - AC4 Heydorff	7/17/2007 13:55
1800-A	Zaca Two	8/3/2007 17:08	SMD BC4 - Lowe	SMD - AC4 Heydorff	8/12/2007 10:07
1202-A	Skyline	8/21/2007 15:20	GLN BC2 - Creasey	PAS - BC3 Gibson	8/21/2007 20:28
1204-A	North	9/3/2007 16:40	ARC BC105 - Norwood	GLN BC2 - Fish	9/4/2007 19:44
1203-A	Potrero	9/8/2007 15:55	BRK BC1 - Robertson	N/A	9/8/2007 19:12
1800-A	Butler 2	9/15/2007 14:37	ARC BC105 - Haney	ARC - BC105 Braun	9/19/2007 22:31
1205-A	Butler 2	9/15/2007 16:21	SGB BC5 - Terry	N/A	9/18/2007 13:40
1201-A	Butler 2	9/15/2007 16:24	BRK BC1 - Robertson	GLN BC2 - Fish	9/18/2007 15:40
1203-A	Buckweed	10/21/2007 14:54	BRK BC1 - Robertson	PAS BC3 - Gibson	10/23/2007 12:37
1204-A	Canyon	10/21/2007 5:17	PAS BC3 - Johnson	PAS Cpt. Rosetti	10/23/2007 15:37
1202-A	Canyon	10/21/2007 5:17	GLN BC2 - Doyle	N/A	10/23/2007 17:12
WT11	Canyon	10/21/2007 11:00	GLN Eng. John McGaffin	GLN FF Lance Menier	10/24/2007 15:01
1205-A	Canyon	10/21/2007 11:12	MPK BC6 - Khail	ALH BC7 Phelps	10/23/2007 16:56
1801-A	October Fires	10/22/2007 18:20	ARC BC105 - Haney	PAS BC3 - Imler	10/22/2007 21:39
1204-A	Santiago	10/23/2007 15:36	PAS BC3 - Johnson	N/A	10/28/2007 12:07
1205-A	Santiago	10/23/2007 16:54	MPK BC6 - Khail	ALH BC7 Phelps	10/28/2007 14:00
1202-A	Santiago	10/23/2007 17:10	GLN BC2 - Doyle	N/A	10/28/2007 15:12
1801-A	Witch	10/23/2007 2:29	ARC BC105 - Haney	PAS BC3 - Imler	10/29/2007 16:30
WT11	Witch	10/24/2007 14:48	GLN Eng. John McGaffin	GLN FF Lance Menier	11/2/2007 18:16
1203-A	Grass Valley	10/24/2007 12:36	BRK BC1 - Robertson	PAS BC3 - Gibson	10/24/2007 19:21
1207-A	Harris	10/24/2007 17:41	MRV BC10 - Dennis	WCV BC?	10/28/2007 15:24
1203-A	Slide	10/24/2007 19:21	BRK BC1 - Robertson	PAS BC3 - Gibson	10/29/2007 15:03
WT11	November Moveup	11/19/2007 15:03	GLN Eng. John McGaffin	GLN FF Lance Menier	11/21/2007 7:47
1204-A	Santa Anita	4/26/2008 22:46	SGB BC5 - Beckman	PAS Capt. Rosetti	4/29/2008 20:41
1207-A	Santa Anita	4/26/2008 14:59	ARC BC105 - Norwood	N/A	4/29/2008 15:00
WT101	Santa Anita	4/26/2008 15:10	Arrellano/Rooks		4/29/2008 15:00
WT41	Santa Anita	4/26/2008 14:41			4/29/2008 16:13
1801-A	Santa Anita	4/27/2008 3:02	GLN BC2 - Fish	ARC BC105 Braun	4/29/2008 14:30
WT16	Santa Anita	4/27/2008 0:07	Burgess/Ward		
WT21	Santa Anita	4/27/2008 0:07	Krikor/Pedroza		
P38	Santa Anita	4/27/2008 4:41	Type 5 engine		
P11	Santa Anita	4/27/2008 4:41	Type 5 engine		
P23	Santa Anita	4/27/2008 4:41	Type 5 engine		
1201-A	Humboldt	6/12/2008 17:03	BRK BC1 - Lenahan	BRK Capt Wagner	6/16/2008 1:13
1205-A	Humboldt	6/12/2008 17:12	ALH BC7 - Cermak	ARC BC105 Braun	6/15/2008 23:14
1808-A	Humboldt	6/12/2008 19:31	SMD BC4 - Lowe		6/15/2008 13:33
1808-A	Indians	6/15/2008 13:44	SMD BC4 - Lowe		6/20/2008 20:21
1808-A	Trabing	6/20/2008 20:29	SMD BC4 - Lowe		6/22/2008 18:00
1808-A	Madera Mobilization	6/22/2008 18:00	SMD BC4 - Lowe		6/25/2008 19:31
1800-A	Lightning Complex	6/23/2008 17:00	SGB BC51 Terry	SGB Capt. Frieders	7/15/2008 14:42
1207-A	Lightning Complex	6/23/2008 16:57	GLN BC2 - Fish	N/A	7/7/2008 0:52
1204-A	Basin Complex	6/24/2008 10:21	PAS BC3 - Johnson	PAS Capt. Fink	7/9/2008 14:02

## 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.

During FY2007-8, Verdugo dispatched 21 multiple-alarm fires in Area C cities:

Date	Street Address	City	Incident Type	Alarm Level
7/16/07	925 W. Valley Blvd.	ALH	Smoke Inside Structure	3
10/6/07	1117 Westminster Ave.	ALH	Structure Fire	3
1/31/08	821 S. Fourth St., #16	ALH	Smoke Inside Structure	2
6/21/08	1022 E. Main St.	ALH	Structure Fire	2
4/13/08	171 E. Sycamore Ave.	ARC	Brush Fire	2
7/5/07	807 E. Chevy Chase Dr., #2	GLN	Apartment Fire	2
10/27/07	2121 N. Verdugo Rd., #104	GLN	Apartment Fire	2
9/8/07	1985 Potrero Grande Dr.	MPK	Brush Fire	2
5/20/08	406 N. Lincoln Ave., #A	MPK	House Fire	2
6/24/08	516 N. Moore Ave., #D	MPK	Apartment Fire	2
7/25/07	235 E. Holly St.	PAS	Structure Fire	2
8/17/07	155 N. Lake Ave.	PAS	Smoke Inside Structure	2
9/24/07	2895 E. Colorado Blvd.	PAS	Structure Fire	2
10/12/07	535 S. Lake Ave.	PAS	Structure Fire	2
12/30/07	146 S. Michigan Ave.	PAS	Structure Fire	2
12/30/07	3841 E. Sierra Madre Blvd.	PAS	Structure Fire	2
3/15/08	601 E. Del Mar Blvd.	PAS	Apartment Fire	2
5/30/08	306 S. El Molino Ave.	PAS	Apartment Fire	2
4/27/08	000 Santa Anita Canyon Rd.	SMD	Brush Fire	2
9/4/07	1727 La Senda Pl.	SPS	House Fire	2
9/22/07	1107 Fair Oaks Ave.	SPS	Structure Fire	3



## Response Time Analysis

Statistics are also generated for the time it takes from dispatch to leaving the station (turnout time), from leaving the station to arrival onscene (travel time), and from dispatch to arrival onscene of the first unit. These 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 an additional 3 minutes, 21 seconds to travel to an incident. This includes all types of incidents – Fire, Medical, Service, and Other.

### Average Dispatch to Enroute Time (min:sec)

Fire Department	All Incs. (min:sec)	Total # Incidents	Fire (min:sec)	# Fire Incs.	Medical (min:sec)	# Medical Incs.
Verdugo	1:00	62,781	1:10	9,579	0:57	49,670
Alhambra	1:02	4,780	1:19	617	0:58	3,834
Arcadia	1:10	4,311	1:17	748	1:01	3,319
Burbank	0:57	9,233	1:01	1,392	0:54	7,350
Glendale	0:58	15,253	1:03	1,668	0:57	12,862
Monrovia	1:10	3,188	1:18	501	1:02	2,462
Monterey Park	1:10	3,580	1:11	425	1:06	2,969
Pasadena	0:58	15,884	1:11	2,870	0:56	12,141
San Gabriel	0:59	2,128	1:18	287	0:53	1,724
San Marino	0:49	875	1:06	206	0:46	589
Sierra Madre	1:15	829	1:22	137	1:26	602
South Pasadena	1:00	1,506	1:11	253	0:54	1,115

### First Unit Onscene in 5 Minutes or Less

Fire Department	Fire Incidents	Medical Incidents
Verdugo	57.7%	76.0%
Alhambra	57.6%	70.8%
Arcadia	55.5%	75.6%
Burbank	52.2%	73.2%
Glendale	68.4%	80.8%
Monrovia	53.7%	70.0%
Monterey Park	51.4%	60.0%
Pasadena	55.1%	78.7%
San Gabriel	60.8%	74.1%
San Marino	64.8%	80.8%
Sierra Madre	64.3%	74.2%
South Pasadena	58.3%	75.8%

### Average Enroute to Arrival Time (min:sec)

Fire Department	All Incs. (min:sec)	Total # Incidents	Fire (min:sec)	# Fire Incs.	Medical (min:sec)	# Medical Incs.
Verdugo	3:21	62,781	3:55	9,579	3:12	49,670
Alhambra	3:29	4,780	3:48	617	3:22	3,834
Arcadia	3:17	4,311	3:56	748	3:04	3,319
Burbank	3:35	9,233	4:15	1,392	3:24	7,350
Glendale	3:10	15,253	3:35	1,668	3:04	12,862
Monrovia	3:31	3,188	3:54	501	3:22	2,462
Monterey Park	3:49	3,580	4:08	425	3:44	2,969
Pasadena	3:16	15,884	4:04	2,870	3:03	12,141
San Gabriel	3:22	2,128	3:26	287	3:20	1,724
San Marino	3:11	875	3:24	206	3:04	589
Sierra Madre	3:12	829	3:56	137	3:00	602
South Pasadena	3:29	1,506	3:54	253	3:14	1,115

### Average Dispatch to Arrival Time (min:sec)

Fire Department	All Incs. (min:sec)	Total # Incidents	Fire (min:sec)	# Fire Incs.	Medical (min:sec)	# Medical Incs.
Verdugo	4:19	62,781	5:01	9,579	4:09	49,670
Alhambra	4:33	4,780	5:02	617	4:18	3,834
Arcadia	4:39	4,311	5:08	748	4:04	3,319
Burbank	4:38	9,233	5:13	1,392	4:17	7,350
Glendale	4:08	15,253	4:38	1,668	4:01	12,862
Monrovia	4:40	3,188	5:00	501	4:21	2,462
Monterey Park	4:56	3,580	5:17	425	4:48	2,969
Pasadena	4:05	15,884	5:09	2,870	3:57	12,141
San Gabriel	4:28	2,128	4:46	287	4:13	1,724
San Marino	3:58	875	4:30	206	3:50	589
Sierra Madre	4:30	829	4:40	137	4:18	602
South Pasadena	4:25	1,506	5:09	253	4:08	1,115





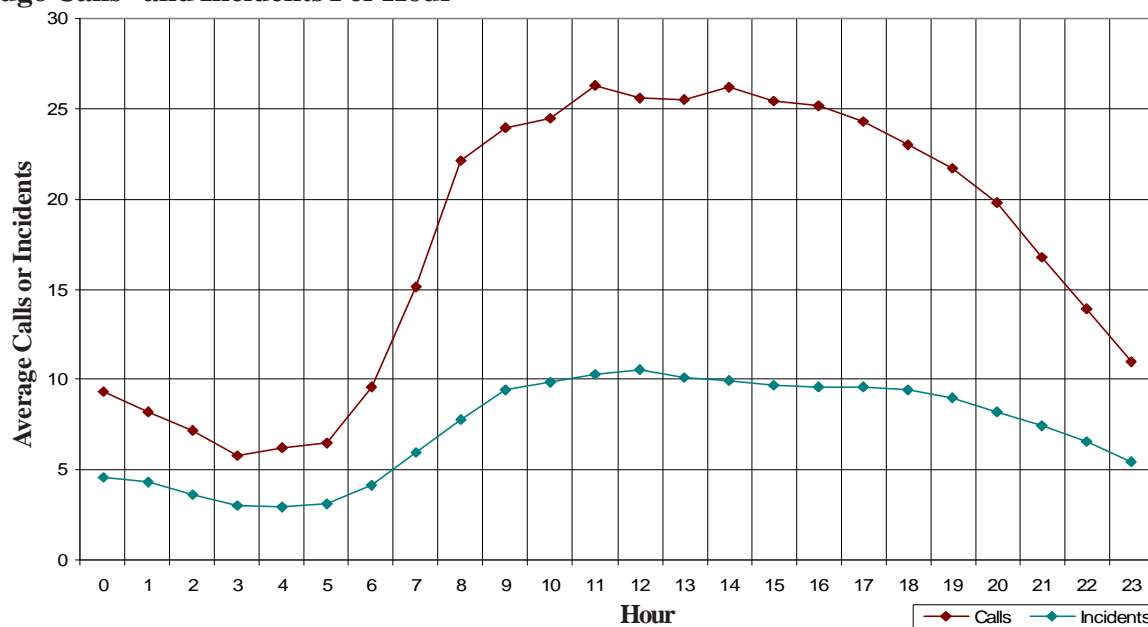
## Verdugo Call Volume

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 a Sr. Administrative Analyst and a Sr. IT Applications Specialist.

Over 64,000 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 FY2007-8, Verdugo handled an average of 422 telephone calls per day or 17.6 calls per hour. About 29% of these calls were taken on 911 lines, 49% came through 7-digit emergency lines or the four administrative lines, and 22% were outgoing calls.
- There were about 2.4 calls per incident, an average of 175 incidents per day or 7.3 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 April 27, with 940 calls. The second-highest call day was April 28, at 836 calls. The fewest total calls occurred on February 17, with only 279.
- The busiest month in terms of call volume was January 2008, with 13,794 total calls, or an average of 445 calls per day.
- On average, there are 9.6 incidents per hour between 8 a.m. and 8 p.m. and 4.9 incidents per hour during the night hours of 8 p.m. to 8 a.m.
- NFPA 1221 standard 7.4.1 states, "Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds." Verdugo's call answering time exceeded this standard: 95.2% of incoming calls were answered in less than 6 seconds, 99.2% were answered in under 11 seconds; 99.75% were answered within 15 seconds. In the entire year, there

### Verdugo Calls\* and Incidents Per Hour



\*Includes incoming and outgoing calls on all lines: 911, 7-digit emergency and business lines.

were only two calls where the answering time was over a minute, and neither was on a 911 line.

- There were 657 abandoned calls during the year, just under two per day. Only 229 of the abandoned calls (about 19 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

Emergency calls are timed from when the dispatcher answers the phone until the incident is entered into the 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 during FY2007-8 averaged 52 seconds for 911 call processing and 8 seconds for radio dispatching. According to NFPA 1221 standard 7.4.2, *“Ninety-five percent of emergency call processing and dispatching shall be completed within 60 seconds, and 99 percent of call processing and dispatching shall be completed within 90 seconds,”* Verdugo meets the 60-second standard 66% of the time and the 90-second standard 90% of the time.

Another NFPA 1221 standard, 7.4.4, states: *“Where alarms are transferred from the primary public safety answering point (PSAP) to a secondary answering point, the transfer procedure shall not exceed 30 seconds for 95 percent of all alarms processed.”* This standard is met about 49% of the time, but this result is likely to improve dramatically when an enhanced data acquisition system is implemented.

### 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 FY2007-8 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 FY2007-8 call volume study indicate that there were 524 daytime instances and 814 nighttime instances when call volume exceeded staffing – all phone dispatchers were on calls and an additional call came in. This analysis includes both emergency calls and incoming administrative calls; when a call comes in on an emergency 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.

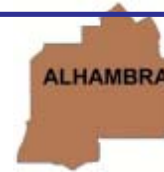
### Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in FY 2007-8 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 Verdugo column reveal how one city may be different from the others.

Incident Type		Percent of All Incidents in City										
	VERDUGO	ALH	ARC	BRK	GLN	MPK	MRV	PAS	SGB	SNM	SMD	SPS
Fire Alarm	9.1%	5.5%	12.6%	9.3%	5.7%	5.6%	9.7%	13.4%	9.0%	17.5%	5.4%	9.8%
Shortness of Breath	8.9%	10.0%	7.8%	9.0%	10.2%	9.3%	7.4%	8.1%	11.6%	5.4%	9.2%	7.1%
Fall - Minor	8.6%	9.3%	10.5%	10.2%	8.2%	9.5%	8.2%	7.5%	7.4%	9.5%	11.6%	9.3%
Chest Pains - Heart Attack	5.7%	5.0%	4.7%	6.3%	7.6%	4.3%	5.2%	5.3%	4.6%	3.8%	3.4%	3.7%
Misc Medical	5.5%	4.4%	4.4%	6.0%	6.7%	5.5%	4.7%	5.0%	5.7%	4.8%	5.7%	6.0%
Traffic Collision	5.0%	5.2%	6.4%	4.3%	5.0%	4.7%	6.6%	4.8%	5.3%	6.1%	2.7%	6.4%
Person Unconscious/Unresponsive	4.7%	5.3%	4.3%	4.3%	5.2%	6.3%	4.2%	4.1%	8.6%	3.2%	3.1%	4.4%
Person in Seizure	3.2%	3.1%	2.7%	2.9%	3.1%	2.8%	2.8%	3.9%	3.3%	3.0%	2.1%	2.3%
Minor Trauma	2.9%	3.4%	2.8%	2.8%	2.6%	2.5%	3.0%	3.4%	2.5%	3.0%	3.4%	2.6%
Abdominal Pain	2.5%	2.1%	1.8%	3.0%	3.0%	2.4%	2.1%	2.3%	2.0%	1.5%	1.6%	2.5%



# ALHAMBRA FIRE DEPARTMENT



There were 4,780 incidents in Alhambra during fiscal year 2007-8. 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 Alhambra for each type code in these categories during FY2007-8, along with the percent of incidents in that category for the year. Of the 115 type codes listed below, the three most frequent incident types were Fire Alarm (42.5% of Fire incidents), Shortness of Breath (12.5% of Medical incidents), and Fall - Minor (11.6% of Medical incidents).

## FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	28	4.5%
Appliance Fire - Major	14	2.3%
Appliance Fire - Minor	2	<1%
Brush Fire	1	<1%
Carbon Monoxide Alarm	3	<1%
Electrical Fire	15	2.4%
Electrical Vault Fire	1	<1%
Explosives/BombThreat/Scare	4	<1%
Fire Alarm	262	42.5%
Fire Alarm - Full Assignment	4	<1%
Fire Alarm Reset	7	1.1%
Fire Now Out	13	2.1%
Garage Fire	3	<1%
House Fire	15	2.4%
Illegal Burning	20	3.2%
Misc Outside Fire	25	4.1%
Misc Outside Fire on the Fwy	2	<1%
Refuse Fire	29	4.7%
Smoke in a Structure	19	3.1%
Smoke in the Area	33	5.3%
Structure Fire	17	2.8%
Transformer/Street Light Fire	11	1.8%
Unknown Type Fire	4	<1%
Vegetation Fire	17	2.8%
Vegetation Fire on the Freeway	3	<1%
Vehicle Fire	36	5.8%
Vehicle Fire in a Structure	1	<1%
Vehicle Fire on the Freeway	16	2.6%

## MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-Neurologic	62	1.6%
Diabetic Problem	75	2.0%
Drowning/Diving Incident	1	<1%
Emer Medical Svc on the Fwy	18	<1%
EMS Call - No Details	13	<1%
Exposure - Heat or Cold	5	<1%
Eye Injury	4	<1%
Fall - Major	5	<1%
Fall - Minor	445	11.6%
G.I. Bleed	39	1.0%
Gunshot Wound	6	<1%
Head Pain	18	<1%
Heart Problem	71	1.9%
Ingestion-Poisoning-Inhalation	43	1.1%
Investigate the Welfare	2	<1%
Medical Alarm	18	<1%
Minor Trauma	164	4.3%
Misc Medical	208	5.4%
Misc Response Engine & RA	1	<1%
Non-Injury Traffic Collision	3	<1%
Nosebleed Non-Traumatic	17	<1%
Obstetrics/Gynecological	33	<1%
Overdose	40	1.0%
Person Choking	20	<1%
Person Dizzy	87	2.3%
Person Down	74	1.9%
Person Hanging	2	<1%
Person in Seizure	148	3.9%
Person Not Breathing	67	1.7%
Person Sick	85	2.2%
Person Stabbed	5	<1%
Person Unconscious/Unresponsive	255	6.7%
Psychiatric	31	<1%
Rescue	1	<1%
Severe Trauma	3	<1%
Shortness of Breath	478	12.5%
Syncope/Fainted Now Conscious	95	2.5%
TC-Rescue on the Freeway	26	<1%
Traffic Collision	249	6.5%
Traffic Collision - Rescue	14	<1%
Traffic Collision on the Fwy	95	2.5%
Traffic Collision w/ Pedestrian	67	1.7%
Unknown Medical	47	1.2%
Vehicle Into a Structure	2	<1%

## SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1%
Animal Rescue/Assist	5	1.5%
Arcing Wires	8	2.5%
Bee Investigation	2	<1%
Biohazard Investigation	2	<1%
Broken Gas Main	4	1.2%
Broken Water Main	8	2.5%
Chemical Outside	11	3.4%
Damage Investigation	1	<1%
Elevator Rescue	25	7.7%
Flowing/Gushing/Sheared Hydrant	10	3.1%
Fuel Spill	15	4.6%
Hazardous Materials Response	2	<1%
Investigate a Hazardous Condition	48	14.8%
Investigate a Mudslide	1	<1%
Investigate Overcrowding	4	1.2%
Major Flooded Condition	14	4.3%
Malfunction	7	2.2%
Minor Flooding	22	6.8%
Misc Odor Investigation	18	5.5%
Misc Response Engine & Truck	1	<1%
Misc Response for 1 Engine	9	2.8%
Misc Response Full Assignment	2	<1%
Odor of Natural Gas Inside	12	3.7%
Odor of Natural Gas Outside	10	3.1%
One Story Roof Check	2	<1%
PD Assist/Stand-By	12	3.7%
Person Locked In/Locked Out	31	9.5%
Public Assist	23	7.1%
Roof Check 2 Stories & Above	5	1.5%
Wires Down	21	6.5%

## MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	101	2.6%
Allergic Reaction	14	<1%
Altered Level of Consciousness	127	3.3%
Animal/Human/Stings	15	<1%
Assault Victim	113	2.9%
Assist the Invalid	45	1.2%
Back Pain	39	1.0%
Burn Injury	2	<1%
Chest Pains - Heart Attack	241	6.3%

## OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	2
Special Event	1
Transfer to Police Dept	1

### Alhambra Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	74	50	59	48	36	50	38	49	58	51	59	45	617	12.9%
MEDICAL	296	284	303	295	335	396	353	332	327	317	313	283	3,834	79.9%
SERVICE	36	25	28	35	15	31	31	27	28	16	30	23	325	6.8%
OTHER	1	1	0	0	0	0	0	0	0	0	1	1	4	0.1%
OVS*	1	1	4	5	1	1	0	1	1	0	2	1	18	0.4%
TOTAL	408	361	394	383	387	478	422	409	414	384	405	353	4,798	

\*OVS = Responses Outside the Verdugo System

#### Responses Per Unit

The Alhambra Fire Department responded to 4,780 incidents within its city borders and an additional 588 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 71	1,780
Engine 72	1,402
Engine 73	993
Engine 74	1,188
Ambulance 71	2,410
Ambulance 74	1,791
Truck 71	727



#### Out of Jurisdiction Responses

The Alhambra Fire Department responded to incidents outside their jurisdiction 588 times in FY2007-8:

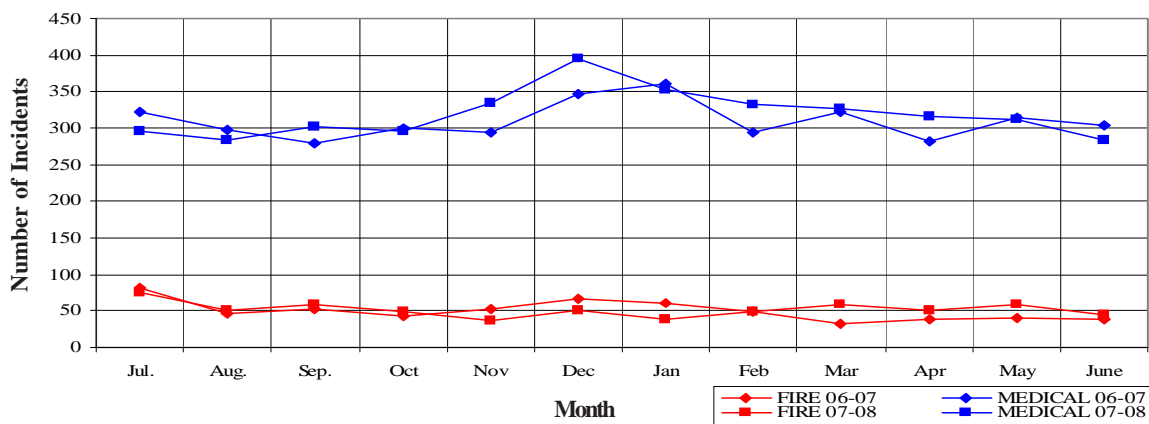
Arcadia	2	San Gabriel	186
LA City	7	San Marino	34
LA County	8	South Pasadena	101
Monrovia	2	Other Cities	3
Monterey Park	213	<b>TOTAL</b>	<b>588</b>
Pasadena	32		

Other agencies responded to incidents in Alhambra 578 times during the same time period:

Arcadia	6
Burbank	1
Glendale	5
LA City	5
LA County	1
Monrovia	1
Monterey Park	271
Pasadena	21
San Gabriel	201
San Marino	29
South Pasadena	34
Other*	3
<b>TOTAL</b>	<b>578</b>

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

#### Alhambra Fire and Medical Incidents Per Month







## ARCADIA FIRE DEPARTMENT



There were 4,311 incidents in Arcadia during fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 104 type codes listed below, the three most frequent incident types were Fire Alarm (72.9% of Fire incidents), Fall - Minor (13.6% of Medical incidents), and Shortness of Breath (10.1% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	2	<1%
Appliance Fire - Major	4	<1%
Brush Fire	1	<1%
Carbon Monoxide Alarm	3	<1%
Electrical Fire	10	1.3%
Explosives/Bomb Threat/Scare	1	<1%
Fire Alarm	545	72.9%
Fire Alarm - Full Assignment	3	<1%
Fire Alarm Reset	6	<1%
Fire Now Out	15	2.0%
Garage Fire	1	<1%
House Fire	11	1.5%
Illegal Burning	10	1.3%
Misc Outside Fire	14	1.9%
Misc Outside Fire on the Fwy	3	<1%
Refuse Fire	10	1.3%
Smoke in a Structure	27	3.6%
Smoke in the Area	15	2.0%
Structure Fire	7	<1%
Transformer/Street Light Fire	20	2.7%
Unknown Type Fire	1	<1%
Vegetation Fire	13	1.7%
Vegetation Fire on the Freeway	3	<1%
Vehicle Fire	24	3.2%
Vehicle Fire in a Structure	1	<1%
Vehicle Fire on the Freeway	8	1.1%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Emer Medical Svc on the Fwy	8	<1%
EMS Call - No Details	38	1.1%
Exposure - Heat or Cold	4	<1%
Eye Injury	3	<1%
Fall - Major	7	<1%
Fall - Minor	451	13.6%
G.I. Bleed	19	<1%
Gunshot Wound	4	<1%
Head Pain	16	<1%
Heart Problem	76	2.3%
Ingestion-Poisoning-Inhalation	15	<1%
Investigate the Welfare	1	<1%
Medical Alarm	35	1.1%
Minor Trauma	120	3.6%
Misc Medical	191	5.8%
Non-Injury Traffic Collision	1	<1%
Nosebleed Non-Traumatic	23	<1%
Obstetrics/Gynecological	6	<1%
Overdose	29	<1%
Person Choking	16	<1%
Person Dizzy	70	2.1%
Person Down	108	3.3%
Person Hanging	1	<1%
Person in Seizure	118	3.6%
Person Not Breathing	69	2.1%
Person Sick	57	1.7%
Person Stabbed	2	<1%
Person Unconscious/Unresponsive	186	5.6%
Psychiatric	20	<1%
Rescue	7	<1%
Severe Trauma	5	<1%
Shortness of Breath	336	10.1%
Syncope/Fainted Now Conscious	88	2.7%
TC-Rescue on the Freeway	20	<1%
Traffic Collision	275	8.3%
Traffic Collision - Rescue	18	<1%
Traffic Collision on the Fwy	56	1.7%
Traffic Collision w/ Pedestrian	42	1.3%
Unknown Medical	32	1.0%
Vehicle Into a Structure	9	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	5	2.0%
Arcing Wires	4	1.6%
Bee Investigation	4	1.6%
Biohazard Investigation	3	1.2%
Broken Gas Main	6	2.5%
Broken Water Main	1	<1%
Chemical Outside	13	5.3%
Damage Investigation	1	<1%
Elevator Rescue	11	4.5%
Flowing/Gushing/Sheared Hydrant	9	3.7%
Fuel Spill	8	3.3%
Investigate a Hazardous Condition	19	7.8%
Investigate Overcrowding	3	1.2%
Major Flooded Condition	12	4.9%
Malfunction	7	2.9%
Minor Flooding	39	16.0%
Misc Odor Investigation	9	3.7%
Misc Response Engine & Truck	1	<1%
Misc Response for 1 Engine	1	<1%
Odor of Natural Gas Inside	4	1.6%
Odor of Natural Gas Outside	13	5.3%
PD Assist/Stand-By	4	1.6%
Person Locked In/Locked Out	14	5.7%
Public Assist	19	7.8%
Roof Check 2 Stories & Above	1	<1%
Wires Down	22	9.0%

### MEDICAL

Abdominal Pain	79	2.4%
Allergic Reaction	12	<1%
Altered Level of Consciousness	106	3.2%
Animal/Human/Stings	7	<1%
Assault Victim	58	1.7%
Assist the Invalid	100	3.0%
Back Pain	56	1.7%
Burn Injury	4	<1%
Chest Pains - Heart Attack	202	6.1%
CVA-Neurologic	69	2.1%
Diabetic Problem	49	1.5%
Drowning/Diving Incident	1	<1%



## Arcadia Incidents by Month and Category

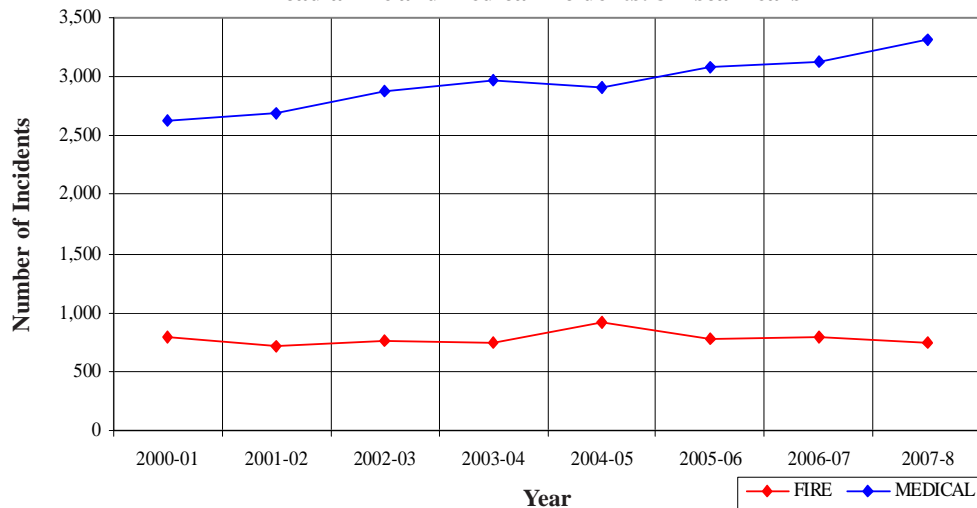
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	62	65	69	48	50	86	63	68	55	61	62	59	748	17.1%
MEDICAL	235	269	263	243	254	311	319	289	282	268	283	303	3,319	75.9%
SERVICE	24	22	24	18	16	23	35	16	18	16	16	16	244	5.6%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	9	4	5	11	4	8	3	3	3	4	0	6	60	1.4%
TOTAL	330	360	361	320	324	428	420	376	358	349	361	384	4,371	

## Arcadia Incidents: 8 Fiscal Years

	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-8
FIRE	796	713	761	743	914	773	798	748
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319
SERVICE	318	244	285	245	267	249	240	244
OTHER	3	3	4	5	2	6	6	0
OVS*	35	34	46	52	37	49	61	60
TOTAL	3,785	3,685	3,973	4,013	4,127	4,156	4,232	4,371

\*OVS = Responses Outside the Verdugo System

## Arcadia Fire and Medical Incidents: 8 Fiscal Years



**Out of Jurisdiction Responses**

The Arcadia Fire Department responded to incidents outside their jurisdiction 412 times in FY2007-8:

Alhambra	6	San Gabriel	14
Burbank	1	San Marino	4
Glendale	2	Sierra Madre	13
LA County	56	South Pasadena	2
Monrovia	233	Other Cities	4
Monterey Park	3	<b>TOTAL</b>	<b>412</b>
Pasadena	74		

Other agencies responded to incidents in Arcadia 609 times during the year:

Alhambra	2	San Marino	10
Monrovia	319	LA County	51
Monterey Park	1	Other*	136
Pasadena	87	<b>TOTAL</b>	<b>609</b>
San Gabriel	3		

\*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 4,311 incidents within its city borders and an additional 412 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Air Utility 106	4
Engine 105	1,662
Engine 106	2,059
Engine 107	952
Ambulance 105	1,669
Ambulance 106	1,837
Truck 105	671
USAR 106	4





## BURBANK FIRE DEPARTMENT



There were 9,233 incidents in Burbank during fiscal year 2007-8. 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 FY2007-8, 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 (61.8% of Fire incidents), Fall - Minor (12.8% of Medical incidents), and Shortness of Breath (11.3% of Medical incidents).

FIRE			MEDICAL (cont.)			SERVICE		
INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS	INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS	INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Apartment House Fire	17	1.2%	Diabetic Problem	138	1.9%	Abandoned Refrigerator	3	<1%
Appliance Fire - Major	19	1.4%	Drowning/Diving Incident	2	<1%	Animal Rescue/Assist	5	1.0%
Appliance Fire - Minor	1	<1%	Electrical Shock Injury	1	<1%	Arcing Wires	3	<1%
Arson Investigation	1	<1%	Emer Medical Svc on the Fwy	12	<1%	Bee Investigation	8	1.6%
Brush Fire	4	<1%	EMS Call - No Details	35	<1%	Bio-Chemical Threat	1	<1%
Carbon Monoxide Alarm	13	<1%	Exposure - Heat or Cold	12	<1%	Biohazard Investigation	15	3.1%
Electrical Fire	22	1.6%	Eye Injury	4	<1%	Broken Gas Main	7	1.4%
Emergency Landing at Airport	30	2.2%	Fall - Major	14	<1%	Broken Water Main	13	2.7%
Explosives/BombThreat/Scare	5	<1%	Fall - Minor	943	12.8%	Chemical Outside	26	5.4%
Fire Alarm	860	61.8%	G.I. Bleed	54	<1%	Damage Investigation	4	<1%
Fire Alarm - Full Assignment	6	<1%	Gunshot Wound	8	<1%	Elevator Rescue	37	7.6%
Fire Alarm Reset	18	1.3%	Head Pain	39	<1%	Flowing/Gushing/Sheared Hydrant	8	1.6%
Fire Now Out	23	1.7%	Heart Problem	161	2.2%	Fuel Spill	56	11.5%
Garage Fire	4	<1%	Ingestion-Poisoning-Inhalation	78	1.1%	Hazardous Materials Response	7	1.4%
House Fire	26	1.9%	Injury TC with Fuel Spill	4	<1%	Investigate a Hazardous Condition	57	11.8%
Illegal Burning	19	1.4%	Investigate the Welfare	1	<1%	Investigate a Mudslide	2	<1%
Misc Outside Fire	28	2.0%	Medical Alarm	51	<1%	Investigate Overcrowding	1	<1%
Misc Outside Fire on the Fwy	8	<1%	Minor Trauma	263	3.6%	Major Flooded Condition	18	3.7%
Plane Accident, Down or Fire	4	<1%	Misc Medical	553	7.5%	Malfunction	14	2.9%
Refuse Fire	28	2.0%	Mountain Rescue	1	<1%	Minor Flooding	31	6.4%
Smoke in a Structure	54	3.9%	Non-Injury Traffic Collision	5	<1%	Misc Odor Investigation	34	7.0%
Smoke in the Area	42	3.0%	Nosebleed Non-Traumatic	28	<1%	Misc Response Engine & Truck	2	<1%
Sprinkler System Activated	3	<1%	Obstetrics/Gynecological	42	<1%	Misc Response for 1 Engine	3	<1%
Structure Fire	26	1.9%	Overdose	72	1.0%	Misc Response for a Truck	3	<1%
Transformer/Street Light Fire	17	1.2%	Person Choking	26	<1%	Misc Response Full Assignment	2	<1%
Unknown Type Fire	9	<1%	Person Dizzy	188	2.6%	Odor of Natural Gas Inside	23	4.7%
Vegetation Fire	12	<1%	Person Down	128	1.7%	Odor of Natural Gas Outside	37	7.6%
Vegetation Fire on the Fwy	12	<1%	Person Hanging	3	<1%	PD Assist/Stand-By	6	1.2%
Vehicle Fire	52	3.7%	Person in Seizure	268	3.6%	Person Locked In/Locked Out	16	3.3%
Vehicle Fire in a Structure	4	<1%	Person Not Breathing	129	1.8%	Public Assist	22	4.5%
Vehicle Fire on the Freeway	25	1.8%	Person Sick	195	2.7%	Roof Check 2 Stories & Above	1	<1%
			Person Stabbed	7	<1%	Wires Down	21	4.3%
			Person Unconscious/Unresponsive	398	5.4%			
			Psychiatric	58	<1%			
			Rescue	11	<1%			
			Severe Trauma	10	<1%			
			Shortness of Breath	834	11.3%			
			Syncope/Fainted Now Conscious	181	2.5%			
			TC-Rescue on the Freeway	42	<1%			
			Traffic Collision	399	5.4%			
			Traffic Collision - Rescue	38	<1%			
			Traffic Collision on the Fwy	126	1.7%			
			Traffic Collision w/ Pedestrian	69	<1%			
			Unknown Medical	96	1.3%			
			Vehicle Into a Structure	9	<1%			
MEDICAL						OTHER		
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS	INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS	INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	276	3.8%	Abdominal Pain	276	3.8%	Fireworks Violation	1	
Allergic Reaction	29	<1%	Allergic Reaction	29	<1%	Special Event	1	
Altered Level of Consciousness	203	2.8%	Altered Level of Consciousness	203	2.8%			
Animal/Human/Stings	15	<1%	Animal/Human/Stings	15	<1%			
Assault Victim	77	1.0%	Assault Victim	77	1.0%			
Assist the Invalid	197	2.7%	Assist the Invalid	197	2.7%			
Back Pain	106	1.4%	Back Pain	106	1.4%			
Burn Injury	8	<1%	Burn Injury	8	<1%			
Chest Pains - Heart Attack	578	7.9%	Chest Pains - Heart Attack	578	7.9%			
Collapse/Extrication/Rescue	1	<1%	Collapse/Extrication/Rescue	1	<1%			
CVA-Neurologic	137	1.9%	CVA-Neurologic	137	1.9%			



## Burbank Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	132	121	131	124	126	116	142	80	99	99	113	109	1,392	14.8%
MEDICAL	625	620	590	664	595	610	628	613	624	616	601	564	7,350	78.3%
SERVICE	37	41	46	46	39	35	63	35	31	47	32	33	485	5.2%
OTHER	0	0	0	1	2	0	1	0	0	1	0	1	6	0.1%
OVS*	16	10	15	22	13	12	10	8	6	8	17	15	152	1.6%
TOTAL	810	792	782	857	775	773	844	736	760	771	763	722	9,385	

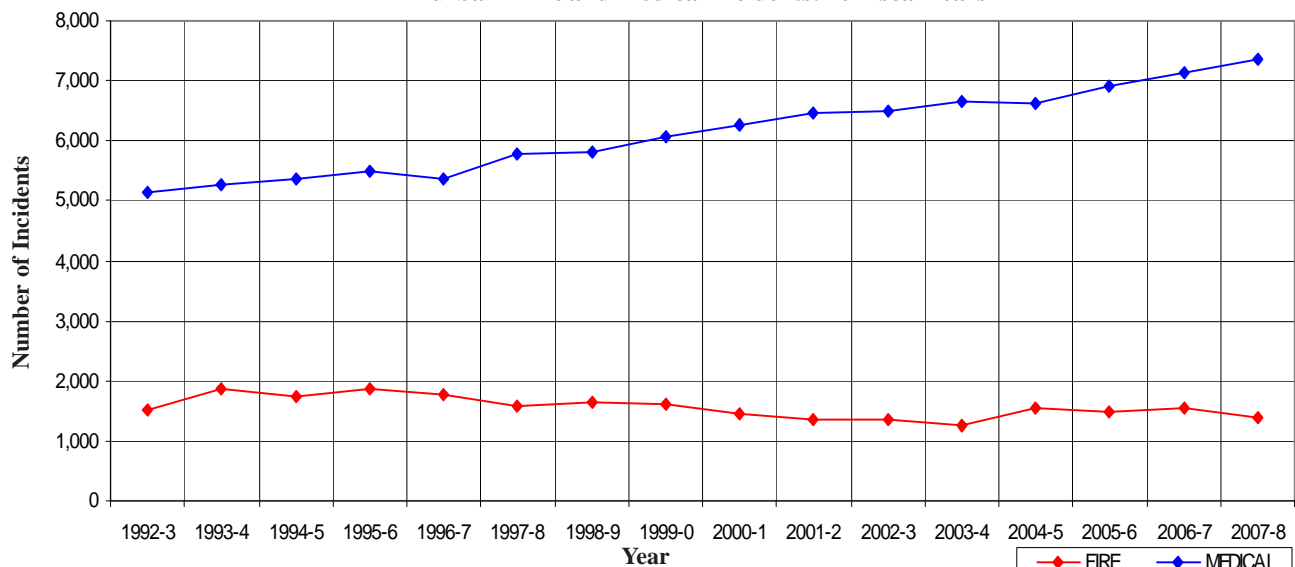
## Burbank Incidents: 16 Fiscal Year History

	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-00
FIRE	1,501	1,849	1,739	1,858	1,756	1,581	1,642	1,621
MEDICAL	5,129	5,276	5,368	5,490	5,378	5,775	5,812	6,075
SERVICE	643	775	652	619	648	598	687	655
OTHER	40	32	53	33	4	5	6	13
OVS*	0	0	0	7	17	25	21	31
TOTAL	7,313	7,932	7,812	8,007	7,803	7,984	8,168	8,395

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8
FIRE	1,457	1,365	1,349	1,253	1,532	1,478	1,554	1,392
MEDICAL	6,262	6,444	6,497	6,651	6,612	6,893	7,146	7,350
SERVICE	631	557	548	452	552	504	529	485
OTHER	9	21	14	8	9	4	13	6
OVS*	36	34	50	56	52	66	141	152
TOTAL	8,395	8,421	8,458	8,420	8,757	8,945	9,383	9,385

\*OVS = Responses Outside the Verdugo System

## Burbank Fire and Medical Incidents: 16 Fiscal Years



### Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 437 times in FY2007-8:



Alhambra	1
Glendale	258
LA City	104
LA County	28
Monrovia	1
Monterey Park	3
Pasadena	12
Sierra Madre	8
South Pasadena	2
Other Cities	20
<b>TOTAL</b>	<b>437</b>

Other agencies responded to incidents in Burbank 538 times during the year:

Arcadia	1
Glendale	357
LA City	25
Pasadena	9
San Gabriel	1
South Pasadena	1
Other*	144
<b>TOTAL</b>	<b>538</b>

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



### Responses Per Unit

The Burbank Fire Department responded to 9,233 incidents within its city borders and an additional 437 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Total Responses</u>
Engine 11	2,637
Engine 12	1,594
Engine 13	1,741
Engine 14	1,327
Engine 15	1,925
Engine 16	840
Hazmat 12	34
Ambulance 11	2,694
Ambulance 13	2,431
Ambulance 15	2,759
Truck 11	776
Truck 12	570
Water Tender 16	4





## GLENDALE FIRE DEPARTMENT



There were 15,253 incidents in Glendale during fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 126 type codes listed below, the three most frequent incident types were Fire Alarm (51.9% of Fire incidents), Shortness of Breath (12.1% of Medical incidents), and Fall - Minor (9.7% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	37	2.2%
Appliance Fire - Major	42	2.5%
Appliance Fire - Minor	3	<1%
Brush Fire	1	<1%
Brush Fire	13	<1%
Carbon Monoxide Alarm	7	<1%
Electrical Fire	30	1.8%
Explosives/BombThreat/Scare	1	<1%
Fire Alarm	865	51.9%
Fire Alarm - Full Assignment	13	<1%
Fire Alarm Reset	27	1.6%
Fire Now Out	31	1.9%
Garage Fire	4	<1%
House Fire	36	2.2%
Illegal Burning	41	2.5%
Misc Outside Fire	42	2.5%
Misc Outside Fire on the Fwy	8	<1%
Plane Accident, Down or Fire	1	<1%
Refuse Fire	47	2.8%
Smoke in a Structure	73	4.4%
Smoke in the Area	78	4.7%
Sprinkler System Activated	4	<1%
Structure Fire	40	2.4%
Transformer/Street Light Fire	32	1.9%
Unknown Type Fire	27	1.6%
Vegetation Fire	25	1.5%
Vegetation Fire on Fwy	6	<1%
Vehicle Fire	64	3.8%
Vehicle Fire in a Structure	2	<1%
Vehicle Fire on the Freeway	46	2.8%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Electrical Shock Injury	2	<1%
Emer Medical Svc on the Fwy	18	<1%
EMS Call - No Details	61	<1%
Exposure - Heat or Cold	15	<1%
Eye Injury	13	<1%
Fall - Major	31	<1%
Fall - Minor	1,252	9.7%
G.I. Bleed	115	<1%
Gunshot Wound	11	<1%
Head Pain	99	<1%
Heart Problem	352	2.7%
Ingestion-Poisoning-Inhalation	108	<1%
Injury TC with Fuel Spill	1	<1%
Investigate the Welfare	7	<1%
Medical Alarm	101	<1%
Minor Trauma	397	3.1%
Misc Medical	1,025	8.0%
Misc Response Engine & RA	3	<1%
Misc Response for 1 RA	5	<1%
Mountain Rescue	2	<1%
Non-Injury Traffic Collision	11	<1%
Nosebleed Non-Traumatic	103	<1%
Obstetrics/Gynecological	58	<1%
Overdose	130	1.0%
Person Choking	26	<1%
Person Dizzy	315	2.4%
Person Down	387	3.0%
Person Hanging	2	<1%
Person in Seizure	473	3.7%
Person Not Breathing	235	1.8%
Person Sick	362	2.8%
Person Stabbed	14	<1%
Person Threatening to Jump	1	<1%
Person Unconscious/Unresponsive	788	6.1%
Psychiatric	137	1.1%
Rescue	6	<1%
Severe Trauma	3	<1%
Shortness of Breath	1,553	12.1%
Syncope/Fainted Now Conscious	258	2.0%
TC-Rescue on the Freeway	68	<1%
Traffic Collision	765	5.9%
Traffic Collision - Rescue	57	<1%
Traffic Collision on the Fwy	188	1.5%
Traffic Collision w/ Pedestrian	149	1.2%
Trench Rescue	1	<1%
Unknown Medical	165	1.3%
Vehicle Into a Structure	21	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	8	1.1%
Animal Rescue/Assist	6	<1%
Arcing Wires	12	1.7%
Bee Investigation	15	2.1%
Bio-Chemical Threat	2	<1%
Biohazard Investigation	15	2.1%
Broken Gas Main	15	2.1%
Broken Water Main	18	2.5%
Chemical Outside	58	8.2%
Damage Investigation	13	1.8%
Elevator Rescue	108	15.3%
Flowing/Gushing/Sheared Hydrant	24	3.4%
Fuel Spill	30	4.2%
Hazardous Materials Response	6	<1%
Investigate a Hazardous Condition	64	9.1%
Investigate a Mudslide	4	<1%
Investigate Overcrowding	1	<1%
Major Flooded Condition	41	5.8%
Malfunction	17	2.4%
Minor Flooding	35	5.0%
Misc Odor Investigation	34	4.8%
Misc Response for 1 Engine	11	1.6%
Misc Response for a Truck	4	<1%
Odor of Natural Gas Inside	35	5.0%
Odor of Natural Gas Outside	34	4.8%
One Story Roof Check	2	<1%
PD Assist/Stand-By	14	2.0%
Person Locked In/Locked Out	47	6.7%
Public Assist	26	3.7%
Roof Check 2 Stories & Above	3	<1%
Wires Down	31	4.4%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	461	3.6%
Allergic Reaction	44	<1%
Altered Level of Consciousness	330	2.6%
Animal/Human/Stings	17	<1%
Assault Victim	197	1.5%
Assist the Invalid	200	1.6%
Back Pain	160	1.2%
Burn Injury	13	<1%
Chest Pains - Heart Attack	1,155	9.0%
CVA-Neurologic	205	1.6%
Diabetic Problem	192	1.5%
Drowning/Diving Incident	2	<1%

### OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	1
Fire Training	2
Fireworks Violation	2
Special Event	1
Transfer to CHP	1
Transfer to Police Dept	1

Glendale Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	138	155	150	154	136	140	145	120	114	134	152	130	1,668	10.6%
MEDICAL	1,011	1,056	1,016	1085	1006	1,096	1,174	1,113	1,088	1,045	1,043	1,129	12,862	81.8%
SERVICE	63	66	69	66	54	43	70	46	65	44	62	58	706	4.5%
OTHER	2	2	1	2	0	1	2	2	1	1	1	2	17	0.1%
OVS*	37	37	38	52	32	45	51	31	30	34	48	41	476	3.0%
TOTAL	1,251	1,316	1,274	1,359	1,228	1,325	1,442	1,312	1,298	1,258	1,306	1,360	15,729	

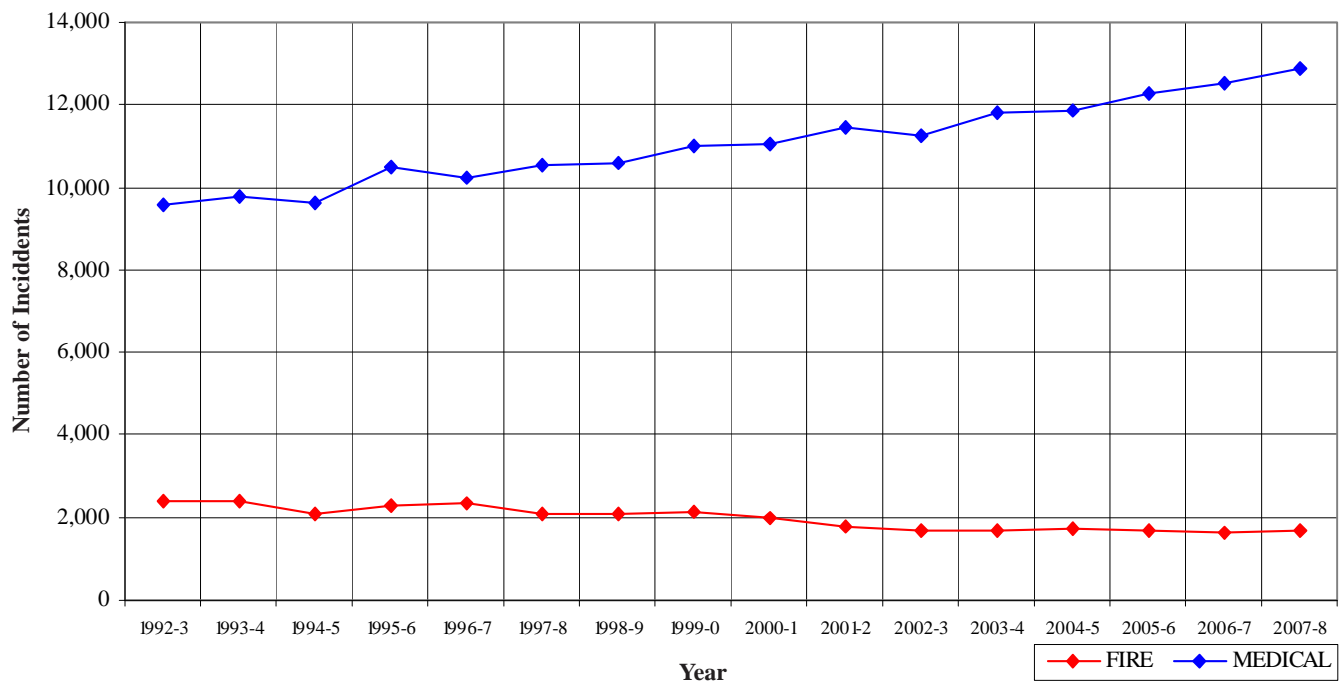
Glendale Incidents: 16 Fiscal Year History

	<u>1992-3</u>	<u>1993-4</u>	<u>1994-5</u>	<u>1995-6</u>	<u>1996-7</u>	<u>1997-8</u>	<u>1998-9</u>	<u>1999-0</u>
FIRE	2,368	2,377	2,077	2,304	2,340	2,087	2,089	2,121
MEDICAL	9,589	9,782	9,644	10,479	10,213	10,544	10,608	11,020
SERVICE	894	1,217	961	888	998	959	871	926
OTHER	10	61	163	28	10	12	23	36
OVS*	0	0	0	106	200	171	172	165
TOTAL	12,861	13,437	12,845	13,805	13,761	13,773	13,763	14,268

	<u>2000-1</u>	<u>2001-2</u>	<u>2002-3</u>	<u>2003-4</u>	<u>2004-5</u>	<u>2005-6</u>	<u>2006-7</u>	<u>2007-8</u>
FIRE	1,968	1,799	1,700	1,701	1,733	1,702	1,649	1,668
MEDICAL	11,062	11,442	11,235	11,795	11,850	12,261	12,522	12,862
SERVICE	921	991	932	770	1,024	789	718	706
OTHER	30	46	64	28	26	7	17	17
OVS*	154	155	190	180	204	211	415	476
TOTAL	14,135	14,433	14,121	14,474	14,837	14,970	15,321	15,729

\*OVS = Responses Outside the Verdugo System

Glendale Fire and Medical Incidents: 16 Fiscal Years





### Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 933 times in FY 2007-8:

Alhambra	5
Burbank	357
LA City	360
LA County	102
Monterey Park	3
Pasadena	82
San Gabriel	1
San Marino	1
Sierra Madre	5
South Pasadena	3
Other Cities	14
<b>TOTAL</b>	<b>933</b>

Other agencies responded to incidents in Glendale 408 times during the year:

Arcadia	2
Burbank	258
LA City	32
LA County	63
Monterey Park	1
Pasadena	34
Sierra Madre	1
South Pasadena	3
Other*	14
<b>TOTAL</b>	<b>408</b>

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

### Responses Per Unit

The Glendale Fire Department responded to 15,253 incidents within its city borders and an additional 933 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>	<u>Unit ID</u>	<u>Responses</u>
Air Utility 28	12	Ambulance 21	3,509
Engine 21	3,361	Ambulance 22	2,465
Engine 22	2,424	Ambulance 25	3,326
Engine 23	279	Ambulance 26	3,536
Engine 24	997	Ambulance 29	1,502
Engine 25	3,122	Truck 21	1,101
Engine 26	2,697	Truck 26	993
Engine 27	2,242	Truck 29	288
Engine 28	688	USAR 29	15
Engine 29	938	WT21	7
HazMat 24	37	OES WT11	8





## MONROVIA FIRE DEPARTMENT



There were 3,188 incidents in Monrovia during fiscal year 2007-8. 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 FY2007-8, 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 (61.7% of Fire incidents), Fall - Minor (10.6% of Medical incidents), and Shortness of Breath (9.6% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	<1%
Appliance Fire - Major	4	<1%
Appliance Fire - Minor	1	<1%
Brush Fire	1	<1%
Carbon Monoxide Alarm	4	<1%
Electrical Fire	9	1.8%
Fire Alarm	309	61.7%
Fire Alarm - Full Assignment	2	<1%
Fire Alarm Reset	4	<1%
Fire Now Out	13	2.6%
Garage Fire	4	<1%
House Fire	11	2.2%
Illegal Burning	4	<1%
Misc Outside Fire	9	1.8%
Misc Outside Fire on the Fwy	1	<1%
Refuse Fire	11	2.2%
Smoke in a Structure	15	3.0%
Smoke in the Area	20	4.0%
Sprinkler System Activated	3	<1%
Structure Fire	7	1.4%
Transformer/Street Light Fire	14	2.8%
Unknown Type Fire	10	2.0%
Vegetation Fire	7	1.4%
Vehicle Fire	24	4.8%
Vehicle Fire on the Freeway	10	2.0%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	11	<1%
Emer Medical Svc on the Fwy	5	<1%
EMS Call - No Details	16	<1%
Exposure - Heat or Cold	4	<1%
Eye Injury	4	<1%
Fall - Major	5	<1%
Fall - Minor	261	10.6%
G.I. Bleed	14	<1%
Gunshot Wound	13	<1%
Head Pain	10	<1%
Heart Problem	44	1.8%
Ingestion-Poisoning-Inhalation	40	1.6%
Investigate the Welfare	1	<1%
Medical Alarm	17	<1%
Minor Trauma	97	3.9%
Misc Medical	149	6.1%
Mountain Rescue	2	<1%
Nosebleed Non-Traumatic	10	<1%
Obstetrics/Gynecological	16	<1%
Overdose	34	1.4%
Person Choking	18	<1%
Person Dizzy	52	2.1%
Person Down	91	3.7%
Person in Seizure	90	3.7%
Person Not Breathing	42	1.7%
Person Sick	33	1.3%
Person Stabbed	3	<1%
Person Threatening to Jump	1	<1%
Person Unconscious/Unresponsive	135	5.5%
Psychiatric	26	1.1%
Rescue	8	<1%
Severe Trauma	1	<1%
Shortness of Breath	237	9.6%
Syncope/Fainted Now Conscious	52	2.1%
TC-Rescue on the Freeway	17	<1%
Traffic Collision	209	8.5%
Traffic Collision - Rescue	17	<1%
Traffic Collision on the Fwy	82	3.3%
Traffic Collision w/ Pedestrian	22	<1%
Unknown Medical	23	<1%
Vehicle Into a Structure	1	<1%

### SERVICE

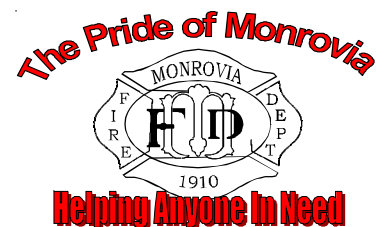
INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1%
Animal Rescue/Assist	8	3.6%
Arcing Wires	6	2.7%
Bee Investigation	4	1.8%
Biohazard Investigation	6	2.7%
Broken Gas Main	2	<1%
Broken Water Main	6	2.7%
Chemical Outside	12	5.4%
Damage Investigation	3	1.3%
Elevator Rescue	2	<1%
Flowing/Gushing/Sheared Hydrant	10	4.5%
Fuel Spill	8	3.6%
Investigate a Hazardous Condition	15	6.7%
Investigate a Mudslide	2	<1%
Major Flooded Condition	12	5.4%
Malfunction	5	2.2%
Minor Flooding	30	13.4%
Misc Odor Investigation	11	4.9%
Misc Response Engine & Truck	1	<1%
Misc Response Full Assignment	1	<1%
Odor of Natural Gas Inside	5	2.2%
Odor of Natural Gas Outside	7	3.1%
One Story Roof Check	3	1.3%
PD Assist/Stand-By	7	3.1%
Person Locked In/Locked Out	14	6.3%
Public Assist	14	6.3%
Roof Check 2 Stories & Above	2	<1%
Wires Down	28	12.5%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	67	2.7%
Allergic Reaction	12	<1%
Altered Level of Consciousness	70	2.8%
Animal/Human/Stings	8	<1%
Assault Victim	63	2.6%
Assist the Invalid	70	2.8%
Back Pain	20	<1%
Burn Injury	3	<1%
Chest Pains - Heart Attack	166	6.7%
CVA-Neurologic	28	1.1%
Diabetic Problem	45	1.8%

### OTHER

INCIDENT TYPE	# INCIDENTS
Transfer to Police Dept	1



## Monrovia Incidents by Month and Category

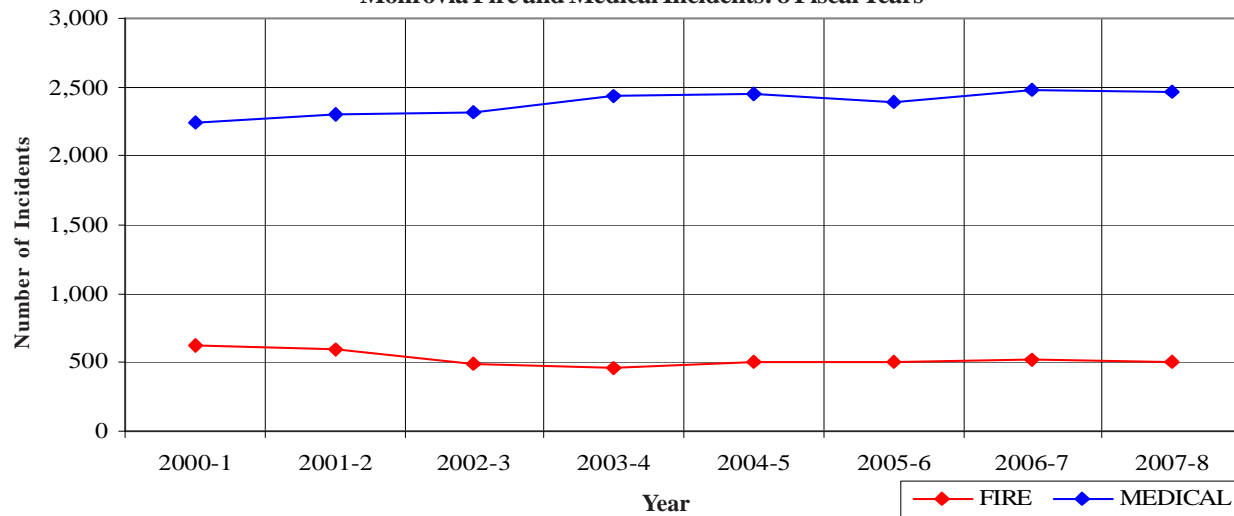
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	35	38	54	31	48	54	48	45	38	39	31	40	501	15.4%
MEDICAL	171	192	194	200	212	203	208	217	197	213	217	238	2,462	75.8%
SERVICE	17	18	16	21	12	22	36	16	11	19	16	20	224	6.9%
OTHER	0	0	0	0	0	0	0	0	1	0	0	0	1	0.0%
OVS*	4	5	4	10	6	2	5	2	1	2	6	11	58	1.8%
TOTAL	227	253	268	262	278	281	297	280	248	273	270	309	3,246	

## Monrovia Incidents: 8 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8
FIRE	621	597	491	461	504	510	523	501
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462
SERVICE	252	257	265	216	244	238	218	224
OTHER	2	4	47	7	0	1	3	1
OVS*	28	47	55	56	47	36	49	58
TOTAL	3,147	3,214	3,172	3,183	3,244	3,169	3,273	3,246

\*OVS = Responses Outside the Verdugo System

## Monrovia Fire and Medical Incidents: 8 Fiscal Years





### Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 387 times in FY 2007-8:

Alhambra	1
Arcadia	319
LA County	52
Monterey Park	1
Pasadena	2
Sierra Madre	6
Other Cities	6

**TOTAL 387**

Other fire agencies responded to incidents in Monrovia 296 times during the year, in addition to 2,479 responses by other units:

Alhambra	2
Arcadia	233
Burbank	1
LA County	42
Pasadena	9
San Marino	9
Other*	2,479

**TOTAL 2,775**

\*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 3,188 incidents within its city borders and an additional 387 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 101	2,081
Engine 102	1,607
Squad 101	1,655
Truck 101	443
Water Tender 101	7







## MONTEREY PARK FIRE DEPARTMENT



There were 3,580 incidents in Monterey Park during fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 111 type codes listed below, the three most frequent incident types were Fire Alarm (46.8% of Fire incidents), Fall - Minor (11.5% of Medical incidents), and Shortness of Breath (11.2% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	7	1.6%
Appliance Fire - Major	6	1.4%
Appliance Fire - Minor	2	<1%
Brush Fire	2	<1%
Brush Fire	6	1.4%
Carbon Monoxide Alarm	2	<1%
Electrical Fire	8	1.9%
Electrical Vault Fire	1	<1%
Explosives/BombThreat/Scare	2	<1%
Fire Alarm	199	46.8%
Fire Alarm - Full Assignment	1	<1%
Fire Alarm Reset	4	<1%
Fire Now Out	11	2.6%
Garage Fire	5	1.2%
House Fire	14	3.3%
Illegal Burning	10	2.4%
Misc Outside Fire	4	<1%
Misc Outside Fire on the Fwy	3	<1%
Refuse Fire	27	6.4%
Smoke in a Structure	18	4.2%
Smoke in the Area	17	4.0%
Sprinkler System Activated	1	<1%
Structure Fire	7	1.6%
Transformer/Street Light Fire	4	<1%
Unknown Type Fire	4	<1%
Vegetation Fire	16	3.8%
Vegetation Fire on the Fwy	5	1.2%
Vehicle Fire	13	3.1%
Vehicle Fire in a Structure	1	<1%
Vehicle Fire on the Freeway	13	3.1%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	49	1.7%
Emer Medical Svc on the Fwy	12	<1%
EMS Call - No Details	27	<1%
Exposure - Heat or Cold	5	<1%
Eye Injury	4	<1%
Fall - Major	6	<1%
Fall - Minor	341	11.5%
G.I. Bleed	26	<1%
Gunshot Wound	9	<1%
Head Pain	17	<1%
Heart Problem	58	2.0%
Ingestion-Poisoning-Inhalation	26	<1%
Injury TC with Fuel Spill	1	<1%
Investigate the Welfare	2	<1%
Medical Alarm	26	<1%
Minor Trauma	90	3.0%
Misc Medical	198	6.7%
Misc Response for 1 RA	1	<1%
Nosebleed Non-Traumatic	9	<1%
Obstetrics/Gynecological	18	<1%
Overdose	17	<1%
Person Choking	17	<1%
Person Dizzy	79	2.7%
Person Down	90	3.0%
Person Hanging	1	<1%
Person in Seizure	102	3.4%
Person Not Breathing	74	2.5%
Person Sick	74	2.5%
Person Stabbed	4	<1%
Person Unconscious/Unresponsive	224	7.5%
Psychiatric	27	<1%
Severe Trauma	2	<1%
Shortness of Breath	333	11.2%
Syncope/Fainted Now Conscious	61	2.1%
TC-Rescue on the Freeway	23	<1%
Traffic Collision	168	5.7%
Traffic Collision - Rescue	11	<1%
Traffic Collision on the Fwy	99	3.3%
Traffic Collision w/ Pedestrian	31	1.0%
Unknown Medical	47	1.6%
Vehicle Into a Structure	7	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	6	3.2%
Arcing Wires	2	1.1%
Bee Investigation	4	2.2%
Biohazard Investigation	9	4.9%
Broken Gas Main	2	1.1%
Broken Water Main	4	2.2%
Chemical Outside	10	5.4%
Damage Investigation	6	3.2%
Elevator Rescue	17	9.2%
Flowing/Gushing/Sheared Hydrant	4	2.2%
Fuel Spill	10	5.4%
Hazardous Materials Response	2	1.1%
Investigate a Hazardous Condition	14	7.6%
Major Flooded Condition	8	4.3%
Malfunction	7	3.8%
Minor Flooding	7	3.8%
Misc Odor Investigation	7	3.8%
Misc Response for 1 Engine	4	2.2%
Misc Response for a Truck	1	<1%
Misc Response Full Assignment	1	<1%
Odor of Natural Gas Inside	3	1.6%
Odor of Natural Gas Outside	4	2.2%
One Story Roof Check	4	2.2%
PD Assist/Stand-By	6	3.2%
Person Locked In/Locked Out	10	5.4%
Public Assist	9	4.9%
Roof Check 2 Stories & Above	1	<1%
Wires Down	22	11.9%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	85	2.9%
Allergic Reaction	6	<1%
Altered Level of Consciousness	75	2.5%
Animal/Human/Stings	8	<1%
Assault Victim	75	2.5%
Assist the Invalid	63	2.1%
Back Pain	20	<1%
Burn Injury	2	<1%
Chest Pains - Heart Attack	153	5.2%
CVA-Neurologic	71	2.4%

### OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	2
Transfer to Police Dept	1

## Monterey Park Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	31	37	52	38	35	36	36	35	31	28	36	30	425	11.4%
MEDICAL	256	221	229	243	224	276	244	270	270	252	247	237	2,969	79.4%
SERVICE	14	16	14	18	8	23	21	13	13	16	15	14	185	4.9%
OTHER	0	0	0	0	0	0	0	1	0	0	0	0	1	0.0%
OVS*	19	15	15	15	14	7	19	9	8	16	8	16	161	4.3%
TOTAL	320	289	310	314	281	342	320	328	322	312	306	297	3,741	

\*OVS = Responses Outside the Verdugo System

Out of Jurisdiction Responses

The Monterey Park Fire Department responded to incidents outside their jurisdiction 521 times during FY2007-8:

Alhambra	271	San Marino	2
Arcadia	1	Sierra Madre	1
Glendale	1	South Pasadena	4
LA County	88	Other Cities	73
Pasadena	2	<b>TOTAL</b>	<b>521</b>
San Gabriel	78		

Other fire agencies responded to incidents in Monterey Park 426 times during the same time period.

Alhambra	213	Pasadena	19
Arcadia	3	San Gabriel	39
Burbank	3	San Marino	3
Glendale	3	South Pasadena	7
LA County	69	Other*	66
Monrovia	1	<b>TOTAL</b>	<b>426</b>

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

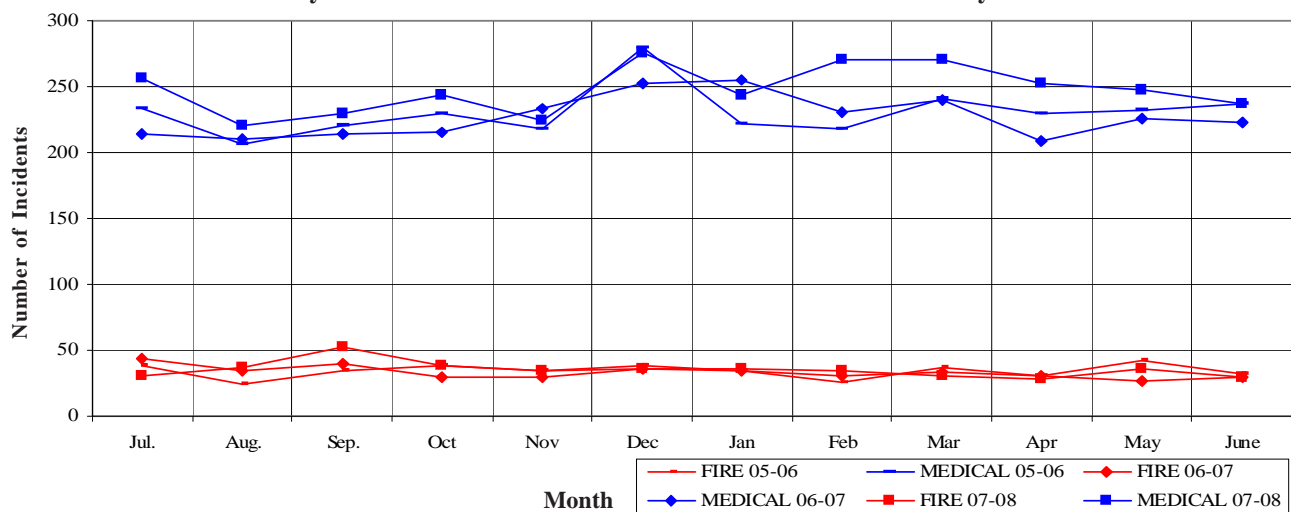
Responses Per Unit

The Monterey Park Fire Department responded to 3,580 incidents within its city borders and an additional 521 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 61	1,784
Engine 62	1,278
Engine 63	1,102
Ambulance 61	1,845
Ambulance 62	1,413
Truck 61	574



## Monterey Park Fire and Medical Incidents Per Month: 3 Fiscal Years by Month





## PASADENA FIRE DEPARTMENT



There were 15,884 incidents in Pasadena during fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 128 type codes listed below, the three most frequent incident types were Fire Alarm (74.3% of Fire incidents), Shortness of Breath (10.6% of Medical incidents), and Fall - Minor (9.8% of Medical incidents).

**FIRE**

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	28	1.0%
Appliance Fire - Major	27	<1%
Appliance Fire - Minor	3	<1%
Arson Investigation	5	<1%
Brush Fire	6	<1%
Carbon Monoxide Alarm	28	1.0%
Electrical Fire	19	<1%
Electrical Vault Fire	4	<1%
Explosives/BombThreat/Scare	3	<1%
Fire Alarm	2,132	74.3%
Fire Alarm - Full Assignment	21	<1%
Fire Alarm Reset	36	1.3%
Fire Now Out	26	<1%
Garage Fire	4	<1%
House Fire	36	1.3%
Illegal Burning	29	1.0%
Misc Outside Fire	35	1.2%
Misc Outside Fire on the Fwy	5	<1%
Person on Fire	1	<1%
Refuse Fire	36	1.3%
Smoke in a Structure	72	2.5%
Smoke in the Area	70	2.4%
Sprinkler System Activated	1	<1%
Structure Fire	62	2.2%
Transformer/Street Light Fire	13	<1%
Unknown Type Fire	9	<1%
Vegetation Fire	14	<1%
Vegetation Fire on the Fwy	5	<1%
Vehicle Fire	91	3.2%
Vehicle Fire in a Structure	5	<1%
Vehicle Fire on the Freeway	41	1.4%

**MEDICAL (cont.)**

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	5	<1%
Electrical Shock Injury	7	<1%
Emer Medical Svc on the Fwy	38	<1%
EMS Call - No Details	49	<1%
Explosion Seen or Heard	1	<1%
Exposure - Heat or Cold	18	<1%
Eye Injury	18	<1%
Fall - Major	30	<1%
Fall - Minor	1,190	9.8%
G.I. Bleed	112	<1%
Gunshot Wound	29	<1%
Head Pain	61	<1%
Heart Problem	230	1.9%
Ingestion-Poisoning-Inhalation	176	1.4%
Injury TC with Fuel Spill	3	<1%
Investigate the Welfare	7	<1%
Medical Alarm	104	<1%
Minor Trauma	533	4.4%
Misc Medical	799	6.6%
Misc Response Engine & RA	1	<1%
Misc Response for 1 RA	1	<1%
Mountain Rescue	5	<1%
Non-Injury Traffic Collision	7	<1%
Nosebleed Non-Traumatic	48	<1%
Obstetrics/Gynecological	90	<1%
Overdose	165	1.4%
Person Choking	56	<1%
Person Dizzy	257	2.1%
Person Down	432	3.6%
Person Hanging	4	<1%
Person in Seizure	620	5.1%
Person Not Breathing	208	1.7%
Person Sick	236	1.9%
Person Stabbed	29	<1%
Person Threatening to Jump	9	<1%
Person Unconscious/Unresponsive	655	5.4%
Psychiatric	166	1.4%
Rescue	15	<1%
Severe Trauma	13	<1%
Shortness of Breath	1,288	10.6%
Syncope/Fainted Now Conscious	282	2.3%
TC-Rescue on the Freeway	56	<1%
Traffic Collision	761	6.3%
Traffic Collision - Rescue	82	<1%
Traffic Collision on the Fwy	215	1.8%
Traffic Collision w/ Pedestrian	174	1.4%
Unknown Medical	146	1.2%
Vehicle Into a Structure	13	<1%

**SERVICE**

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	2	<1%
Animal Rescue/Assist	8	1.0%
Arcing Wires	7	<1%
Bee Investigation	8	1.0%
Bio-Chemical Threat	1	<1%
Biohazard Investigation	22	2.6%
Broken Gas Main	14	1.7%
Broken Water Main	5	<1%
Chemical Outside	24	2.9%
Damage Investigation	8	1.0%
Elevator Rescue	149	17.7%
Flowing/Gushing/Sheared Hydrant	25	3.0%
Fuel Spill	47	5.6%
Hazardous Materials Response	3	<1%
Investigate a Hazardous Condition	70	8.3%
Investigate a Mudslide	1	<1%
Investigate Overcrowding	4	<1%
Major Flooded Condition	27	3.2%
Malfunction	15	1.8%
Minor Flooding	51	6.1%
Misc Odor Investigation	36	4.3%
Misc Response Engine & Truck	1	<1%
Misc Response for 1 Engine	13	1.5%
Misc Response for a Truck	1	<1%
Misc Response Full Assignment	2	<1%
Odor of Natural Gas Inside	39	4.6%
Odor of Natural Gas Outside	29	3.5%
One Story Roof Check	4	<1%
PD Assist/Stand-By	23	2.7%
Person Locked In/Locked Out	64	7.6%
Public Assist	60	7.1%
Roof Check 2 Stories & Above	7	<1%
Wires Down	18	2.1%

**MEDICAL**

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	364	3.0%
Allergic Reaction	80	<1%
Altered Level of Consciousness	360	3.0%
Animal/Human/Stings	30	<1%
Assault Victim	327	2.7%
Assist the Invalid	200	1.6%
Back Pain	134	1.1%
Burn Injury	6	<1%
Chest Pains - Heart Attack	844	7.0%
Collapse/Extrication/Rescue	2	<1%
CVA-Neurologic	209	1.7%
Diabetic Problem	170	1.4%

**OTHER**

INCIDENT TYPE	# INCIDENTS
Fire Training	1
Fireworks Violation	58
Special Event	22
Transfer to Police Dept	4

Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	200	220	253	246	268	292	278	224	211	238	208	232	2,870	17.8%
MEDICAL	986	1,003	1,026	970	952	1,050	1,132	1,069	1,076	968	961	948	12,141	75.5%
SERVICE	120	57	74	80	69	66	96	45	65	58	53	57	840	5.2%
OTHER	2	3	4	3	7	3	3	3	0	3	0	2	33	0.2%
OVS*	13	21	11	29	14	13	40	16	10	8	13	17	205	1.3%
TOTAL	1,321	1,304	1,368	1,328	1,310	1,424	1,549	1,357	1,362	1,275	1,235	1,256	16,089	

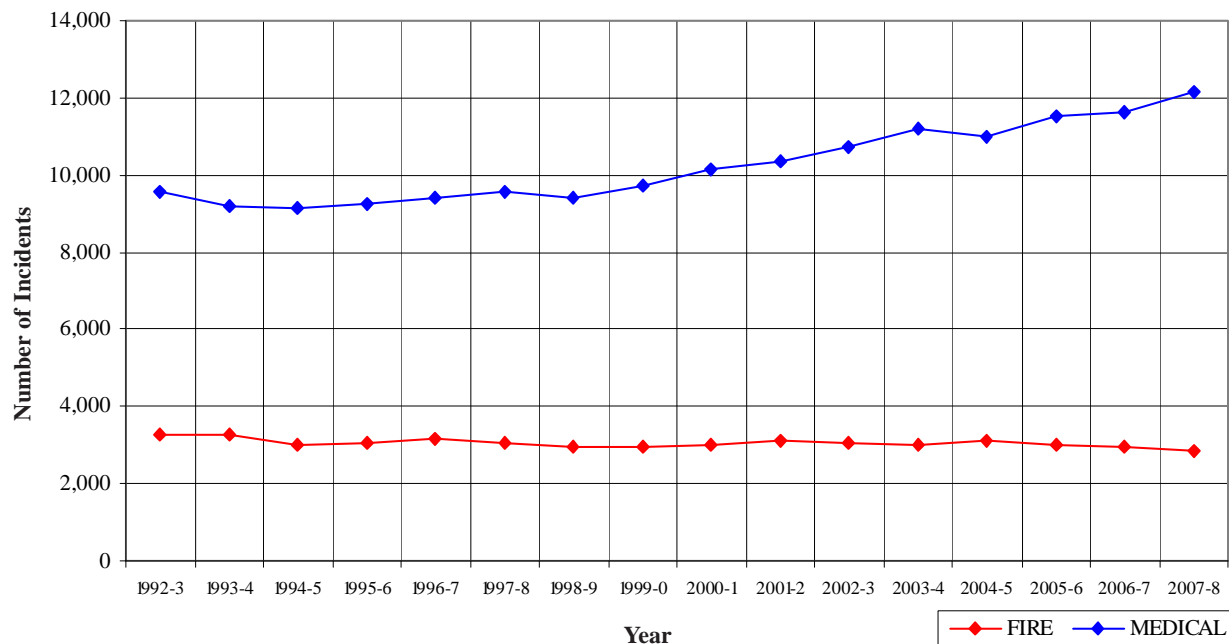
Pasadena Incidents: 16 Fiscal Year History

	<u>1992-3</u>	<u>1993-4</u>	<u>1994-5</u>	<u>1995-6</u>	<u>1996-7</u>	<u>1997-8</u>	<u>1998-9</u>	<u>1999-0</u>
FIRE	3,264	3,253	3,034	3,073	3,146	3,090	2,963	2,962
MEDICAL	9,569	9,196	9,139	9,254	9,389	9,574	9,417	9,731
SERVICE	812	773	833	817	803	759	784	789
OTHER	7	31	107	114	66	37	81	96
OVS*	0	0	0	40	110	42	67	66
TOTAL	13,652	13,253	13,113	13,298	13,514	13,502	13,312	13,644

	<u>2000-1</u>	<u>2001-2</u>	<u>2002-3</u>	<u>2003-4</u>	<u>2004-5</u>	<u>2005-6</u>	<u>2006-7</u>	<u>2007-8</u>
FIRE	3,020	3,105	3,065	2,986	3,099	3,013	2,939	2,870
MEDICAL	10,136	10,333	10,745	11,194	10,996	11,526	11,623	12,141
SERVICE	784	786	739	675	915	766	744	840
OTHER	56	154	125	92	32	20	39	33
OVS*	43	66	97	98	107	103	141	205
TOTAL	14,039	14,444	14,771	15,045	15,149	15,428	15,486	16,089

\*OVS = Responses Outside the Verdugo System

Pasadena Fire and Medical Incidents: 16 Fiscal Years





### Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 537 times in FY 2007-8:

Alhambra	21
Arcadia	87
Burbank	9
Glendale	34
LA City	49
LA County	139
Monrovia	9
Monterey Park	19
San Gabriel	9
San Marino	44
Sierra Madre	10
South Pasadena	90
Other Cities	17
<b>TOTAL</b>	<b>537</b>

Other agencies responded to incidents in Pasadena 539 times during the year:

Alhambra	32
Arcadia	74
Burbank	12
Glendale	82
LA City	12
LA County	31
Monrovia	2
Monterey Park	2
San Gabriel	6
San Marino	139
Sierra Madre	2
South Pasadena	128
Other*	17
<b>TOTAL</b>	<b>539</b>

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

### Responses Per Unit

The Pasadena Fire Department responded to 15,884 incidents within its city borders and an additional 537 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>	<u>Unit ID</u>	<u>Responses</u>
Engine 31	3,731	Ambulance 31	2,880
Engine 32	1,956	Ambulance 32	2,295
Engine 33	3,307	Ambulance 33	3,121
Engine 34	2,171	Ambulance 34	2,149
Engine 36	3,220	Ambulance 36	2,926
Engine 37	1,488	Truck 31	1,500
Engine 38	728	Truck 32	845
Engine 39	682	USAR 32	18





## SAN GABRIEL FIRE DEPARTMENT



There were 2,128 incidents in San Gabriel during fiscal year 2007-8. 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 FY2007-8, 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 (66.6% of Fire incidents), Shortness of Breath (14.3% of Medical incidents), Person Unconscious/Unresponsive (10.6% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	1.4%
Appliance Fire - Minor	1	<1%
Carbon Monoxide Alarm	3	1.0%
Electrical Fire	1	<1%
Fire Alarm	191	66.6%
Fire Alarm - Full Assignment	3	1.0%
Fire Now Out	6	2.1%
House Fire	12	4.2%
Illegal Burning	3	1.0%
Misc Outside Fire	4	1.4%
Refuse Fire	12	4.2%
Smoke in a Structure	5	1.7%
Smoke in the Area	7	2.4%
Sprinkler System Activated	1	<1%
Structure Fire	5	1.7%
Train Fire	1	<1%
Transformer/Street Light Fire	8	2.8%
Unknown Type Fire	1	<1%
Vegetation Fire	8	2.8%
Vehicle Fire	7	2.4%
Vehicle Fire on the Freeway	5	1.7%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS Call - No Details	10	<1%
Explosion Seen or Heard	1	<1%
Exposure - Heat or Cold	1	<1%
Eye Injury	2	<1%
Fall - Major	2	<1%
Fall - Minor	157	9.1%
G.I. Bleed	15	<1%
Gunshot Wound	3	<1%
Head Pain	6	<1%
Heart Problem	34	2.0%
Ingestion-Poisoning-Inhalation	9	<1%
Medical Alarm	17	1.0%
Minor Trauma	53	3.1%
Misc Medical	121	7.0%
Misc Response Engine & RA	1	<1%
Nosebleed Non-Traumatic	8	<1%
Obstetrics/Gynecological	6	<1%
Overdose	25	1.5%
Person Choking	5	<1%
Person Dizzy	49	2.8%
Person Down	17	1.0%
Person in Seizure	70	4.1%
Person Not Breathing	52	3.0%
Person Sick	41	2.4%
Person Stabbed	3	<1%
Person Threatening to Jump	1	<1%
Person Unconscious/Unresponsive	182	10.6%
Psychiatric	10	<1%
Rescue	2	<1%
Shortness of Breath	246	14.3%
Syncope/Fainted Now Conscious	33	1.9%
TC-Rescue on the Freeway	5	<1%
Traffic Collision	112	6.5%
Traffic Collision - Rescue	5	<1%
Traffic Collision on the Fwy	15	<1%
Traffic Collision w/ Pedestrian	28	1.6%
Traffic Collision w/ Train	1	<1%
Unknown Medical	23	1.3%
Vehicle Into a Structure	1	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	2	1.7%
Arcing Wires	4	3.4%
Bee Investigation	11	9.4%
Biohazard Investigation	3	2.6%
Broken Gas Main	2	1.7%
Broken Water Main	7	6.0%
Chemical Outside	2	1.7%
Damage Investigation	1	<1%
Elevator Rescue	9	7.7%
Flowing/Gushing/Sheared Hydrant	6	5.1%
Fuel Spill	5	4.3%
Investigate a Hazardous Condition	8	6.8%
Investigate Overcrowding	1	<1%
Major Flooded Condition	2	1.7%
Malfunction	4	3.4%
Minor Flooding	14	12.0%
Misc Odor Investigation	1	<1%
Misc Response for 1 Engine	2	1.7%
Odor of Natural Gas Inside	3	2.6%
Odor of Natural Gas Outside	6	5.1%
One Story Roof Check	4	3.4%
PD Assist/Stand-By	4	3.4%
Person Locked In/Locked Out	1	<1%
Public Assist	7	6.0%
Roof Check 2 Stories & Above	2	1.7%
Wires Down	5	4.3%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	42	2.4%
Allergic Reaction	5	<1%
Altered Level of Consciousness	49	2.8%
Animal/Human/Stings	6	<1%
Assault Victim	36	2.1%
Assist the Invalid	15	<1%
Back Pain	14	<1%
Chest Pains - Heart Attack	97	5.6%
CVA-Neurologic	39	2.3%
Diabetic Problem	47	2.7%
Electrical Shock Injury	1	<1%
Emer Medical Svc on the Fwy	3	<1%

### OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1



## San Gabriel Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	25	22	41	28	22	23	28	26	18	22	18	14	287	13.2%
MEDICAL	153	123	127	134	153	158	152	146	148	143	144	143	1,724	79.3%
SERVICE	9	5	12	13	10	13	9	10	4	8	11	13	117	5.4%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	3	2	4	11	3	6	3	1	1	4	2	5	45	2.1%
TOTAL	190	152	184	186	188	200	192	183	171	177	175	175	2,173	

**Responses Per Unit**

The San Gabriel Fire Department responded to 2,128 incidents within its city borders and an additional 329 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,299
Engine 52	1,158
Ambulance 51	1,623
USAR 51	2

**Out of Jurisdiction Responses**

The San Gabriel Fire Department responded to incidents outside their jurisdiction 329 times in FY 2007-8:

Alhambra	201	San Marino	29
Arcadia	3	Sierra Madre	3
Burbank	1	South Pasadena	2
LA County	40	Other Cities	5
Monterey Park	39	<b>TOTAL</b>	<b>329</b>
Pasadena	6		

Other fire agencies responded to incidents in San Gabriel 513 times during the year:

Alhambra	186	Pasadena	9
Arcadia	14	San Marino	196
Glendale	1	South Pasadena	4
LA County	24	Other*	1
Monterey Park	78	<b>TOTAL</b>	<b>513</b>

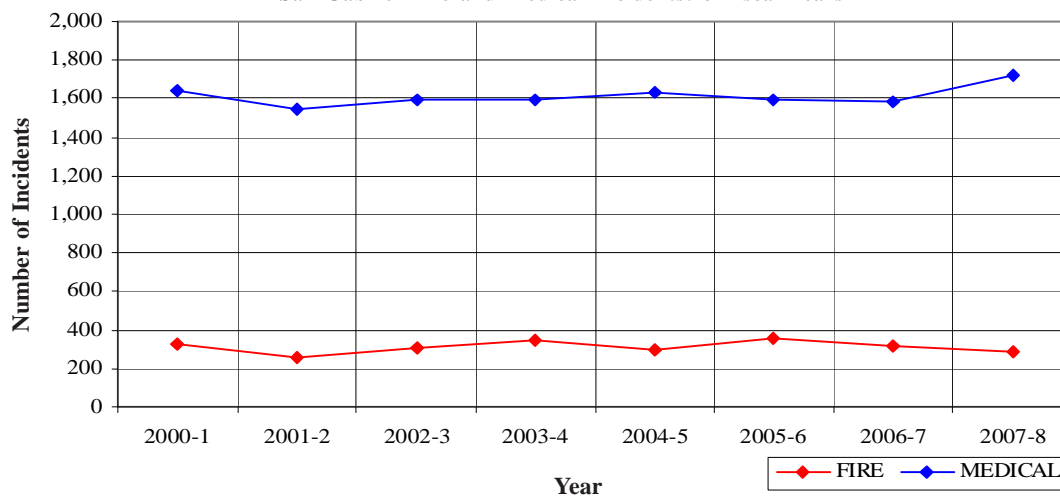
\*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

## San Gabriel Incidents: 8 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8
FIRE	327	261	308	346	300	356	317	287
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724
SERVICE	119	132	101	110	136	105	120	117
OTHER	3	5	2	7	3	1	1	0
OVS*	124	130	109	108	107	86	46	45
TOTAL	2,219	2,068	2,113	2,165	2,177	2,142	2,066	2,173

\*OVS = Responses Outside the Verdugo System

## San Gabriel Fire and Medical Incidents: 8 Fiscal Years





## SAN MARINO FIRE DEPARTMENT



There were 875 incidents in San Marino during fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 74 type codes listed below, the three most frequent incident types were Fire Alarm (74.3% of Fire incidents), Fall - Minor (14.1% of Medical incidents), and Traffic Collision (9.0% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Appliance Fire - Major	2	1.0%
Electrical Fire	4	1.9%
Fire Alarm	153	74.3%
Fire Alarm - Full Assignment	1	<1%
Fire Now Out	1	<1%
Garage Fire	1	<1%
House Fire	4	1.9%
Misc Outside Fire	1	<1%
Refuse Fire	2	1.0%
Smoke in a Structure	9	4.4%
Smoke in the Area	9	4.4%
Transformer/Street Light Fire	6	2.9%
Unknown Type Fire	1	<1%
Vegetation Fire	6	2.9%
Vehicle Fire	6	2.9%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	11	1.9%
Drowning/Diving Incident	2	<1%
EMS Call - No Details	7	1.2%
Fall - Major	3	<1%
Fall - Minor	83	14.1%
G.I. Bleed	2	<1%
Heart Problem	14	2.4%
Ingestion-Poisoning-Inhalation	1	<1%
Medical Alarm	17	2.9%
Minor Trauma	26	4.4%
Misc Medical	42	7.1%
Nosebleed Non-Traumatic	2	<1%
Overdose	5	<1%
Person Choking	4	<1%
Person Dizzy	10	1.7%
Person Down	13	2.2%
Person in Seizure	26	4.4%
Person Not Breathing	10	1.7%
Person Sick	12	2.0%
Person Unconscious/Unresponsive	28	4.8%
Psychiatric	6	1.0%
Rescue	1	<1%
Shortness of Breath	47	8.0%
Syncope/Fainted Now Conscious	8	1.4%
Traffic Collision	53	9.0%
Traffic Collision - Rescue	5	<1%
Traffic Collision w/ Pedestrian	9	1.5%
Unknown Medical	3	<1%
Vehicle Into a Structure	2	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	3	3.8%
Arcing Wires	2	2.5%
Bee Investigation	3	3.8%
Biohazard Investigation	1	1.3%
Broken Water Main	3	3.8%
Chemical Outside	2	2.5%
Damage Investigation	3	3.8%
Elevator Rescue	2	2.5%
Flowing/Gushing/Sheared Hydrant	1	1.3%
Investigate a Hazardous Condition	7	8.8%
Major Flooded Condition	2	2.5%
Malfunction	2	2.5%
Minor Flooding	19	23.8%
Misc Odor Investigation	7	8.8%
Misc Response Full Assignment	1	1.3%
Odor of Natural Gas Inside	4	5.0%
Odor of Natural Gas Outside	4	5.0%
PD Assist/Stand-By	1	1.3%
Person Locked In/Locked Out	2	2.5%
Public Assist	5	6.3%
Wires Down	10	12.5%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	13	2.2%
Allergic Reaction	4	<1%
Altered Level of Consciousness	23	3.9%
Animal/Human/Stings	4	<1%
Assault Victim	5	<1%
Assist the Invalid	36	6.1%
Back Pain	6	1.0%
Chest Pains - Heart Attack	33	5.6%
CVA-Neurologic	12	2.0%



### San Marino Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	15	16	21	22	20	24	12	19	21	11	9	16	206	20.3%
MEDICAL	45	34	46	46	50	50	56	49	58	58	43	54	589	58.0%
SERVICE	5	8	9	3	5	7	14	10	4	3	4	8	80	7.9%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	10	14	10	10	17	15	16	13	10	7	12	7	141	13.9%
TOTAL	75	72	86	81	92	96	98	91	93	79	68	85	1,016	

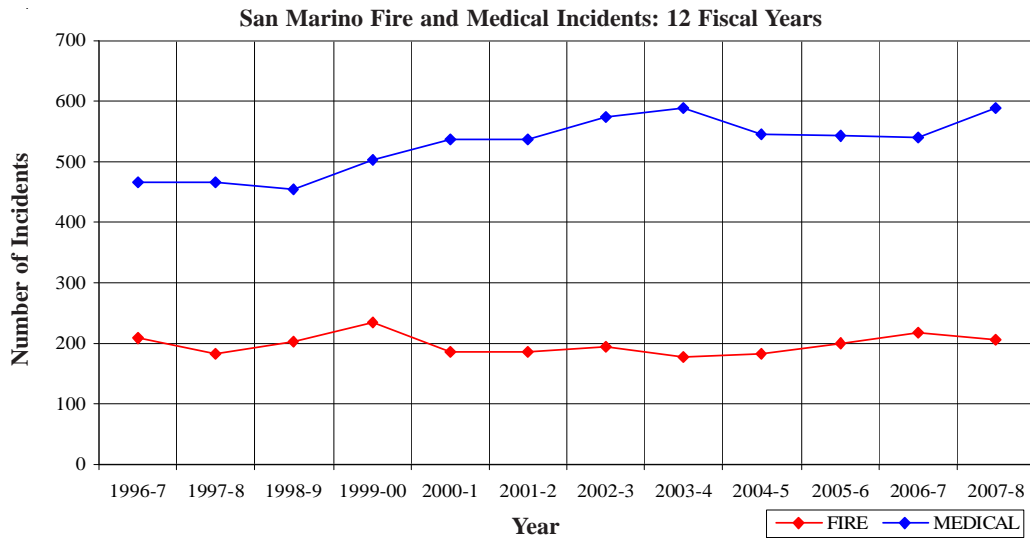
\*OVS = Responses Outside the Verdugo System



## San Marino Incidents: 12 Fiscal Year History

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8
FIRE	210	184	203	234	186	187	193	177	184	201	217	206
MEDICAL	465	465	454	503	537	538	575	589	547	542	540	589
SERVICE	111	114	106	116	118	121	97	71	165	73	80	80
OTHER	3	1	0	0	1	3	2	7	7	0	1	0
OVS*	178	220	224	205	117	116	149	120	126	125	102	141
<b>TOTAL</b>	<b>967</b>	<b>984</b>	<b>987</b>	<b>1,058</b>	<b>959</b>	<b>965</b>	<b>1,016</b>	<b>964</b>	<b>1,029</b>	<b>941</b>	<b>940</b>	<b>1,016</b>

\*OVS = Responses Outside the Verdugo System

**Out of Jurisdiction Responses**

The San Marino Fire Department responded to incidents outside their jurisdiction 650 times in FY2007-8:

Alhambra	29	San Gabriel	196
Arcadia	10	Sierra Madre	2
LA County	140	South Pasadena	121
Monrovia	9	Other Cities	1
Monterey Park	3	<b>TOTAL</b>	<b>650</b>
Pasadena	139		

Other fire agencies responded to incidents in San Marino 214 times during the year:

Alhambra	34
Arcadia	4
Glendale	1
LA County	23
Monterey Park	2
Pasadena	44
San Gabriel	29
South Pasadena	77
<b>TOTAL</b>	<b>214</b>

**Responses Per Unit**

The San Marino Fire Department responded to 875 incidents within its city borders and an additional 650 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 91	1,041
Ambulance 91	1,051





## SIERRA MADRE FIRE DEPARTMENT

SIERRA MADRE

There were 829 incidents in Sierra Madre during fiscal year 2007-8. 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 FY2007-8, along with the percent of incidents in that category for the year. Of the 86 type codes listed below, the three most frequent incident types were Fall - Minor (15.9% of Medical incidents), Shortness of Breath (12.6% of Medical incidents) and Miscellaneous Medical (7.8% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Appliance Fire - Major	2	1.5%
Brush Fire	1	<1%
Brush Fire	5	3.6%
Brush Strike Team-XLC-1207A	1	<1%
Carbon Monoxide Alarm	1	<1%
Electrical Fire	7	5.1%
Fire Alarm	45	32.8%
Fire Alarm Reset	1	<1%
Fire Now Out	1	<1%
House Fire	3	2.2%
Illegal Burning	2	1.5%
Misc Outside Fire	3	2.2%
Mutual Aid Request	1	<1%
OES Engine Strike Team	1	<1%
Overhead Mutual Aid Request	6	4.4%
Smoke in a Structure	8	5.8%
Smoke in the Area	31	22.6%
Structure Fire	3	2.2%
Transformer/Street Light Fire	7	5.1%
Unknown Type Fire	1	<1%
Vegetation Fire	3	2.2%
Vehicle Fire	3	2.2%
Water Tender Request	1	<1%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	12	2.0%
EMS Call - No Details	8	1.3%
Eye Injury	1	<1%
Fall - Minor	96	15.9%
G.I. Bleed	6	1.0%
Head Pain	3	<1%
Heart Problem	11	1.8%
Ingestion-Poisoning-Inhalation	4	<1%
Investigate the Welfare	2	<1%
Medical Alarm	8	1.3%
Minor Trauma	28	4.7%
Misc Medical	47	7.8%
Mountain Rescue	6	1.0%
Nosebleed Non-Traumatic	4	<1%
Overdose	12	2.0%
Person Choking	9	1.5%
Person Dizzy	10	1.7%
Person Down	12	2.0%
Person in Seizure	17	2.8%
Person Not Breathing	10	1.7%
Person Sick	19	3.2%
Person Stabbed	1	<1%
Person Unconscious/Unresponsive	26	4.3%
Psychiatric	4	<1%
Severe Trauma	2	<1%
Shortness of Breath	76	12.6%
Syncope/Fainted Now Conscious	9	1.5%
Traffic Collision	22	3.7%
Traffic Collision - Rescue	1	<1%
Traffic Collision w/ Pedestrian	5	<1%
Unknown Medical	4	<1%
Vehicle Into a Structure	1	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	2	2.2%
Arcing Wires	5	5.6%
Biohazard Investigation	2	2.2%
Broken Gas Main	1	1.1%
Chemical Outside	1	1.1%
Flowing/Gushing/Sheared Hydrant	1	1.1%
Fuel Spill	2	2.2%
Investigate a Hazardous Condition	8	9.0%
Investigate a Mudslide	6	6.7%
Major Flooded Condition	5	5.6%
Malfunction	2	2.2%
Minor Flooding	11	12.4%
Misc Odor Investigation	4	4.5%
Odor of Natural Gas Inside	6	6.7%
Odor of Natural Gas Outside	9	10.1%
One Story Roof Check	1	1.1%
PD Assist/Stand-By	2	2.2%
Person Locked In/Locked Out	7	7.9%
Public Assist	5	5.6%
Roof Check 2 Stories & Above	1	1.1%
Wires Down	8	9.0%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	13	2.2%
Allergic Reaction	3	<1%
Altered Level of Consciousness	17	2.8%
Animal/Human/Stings	6	1.0%
Assault Victim	9	1.5%
Assist the Invalid	28	4.7%
Back Pain	7	1.2%
Chest Pains - Heart Attack	28	4.7%
CVA-Neurologic	18	3.0%

### OTHER

INCIDENT TYPE	# INCIDENTS
Special Event	1



### Sierra Madre Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	11	15	12	11	11	14	8	9	5	19	15	7	137	16.1%
MEDICAL	42	55	42	38	56	61	65	46	50	56	46	45	602	70.9%
SERVICE	8	6	4	10	6	16	10	3	6	7	7	6	89	10.5%
OTHER	0	0	0	0	0	0	0	0	0	0	0	1	1	0.1%
OVS*	2	1	1	6	1	0	0	1	1	1	0	6	20	2.4%
TOTAL	63	77	59	65	74	91	83	59	62	83	68	65	849	

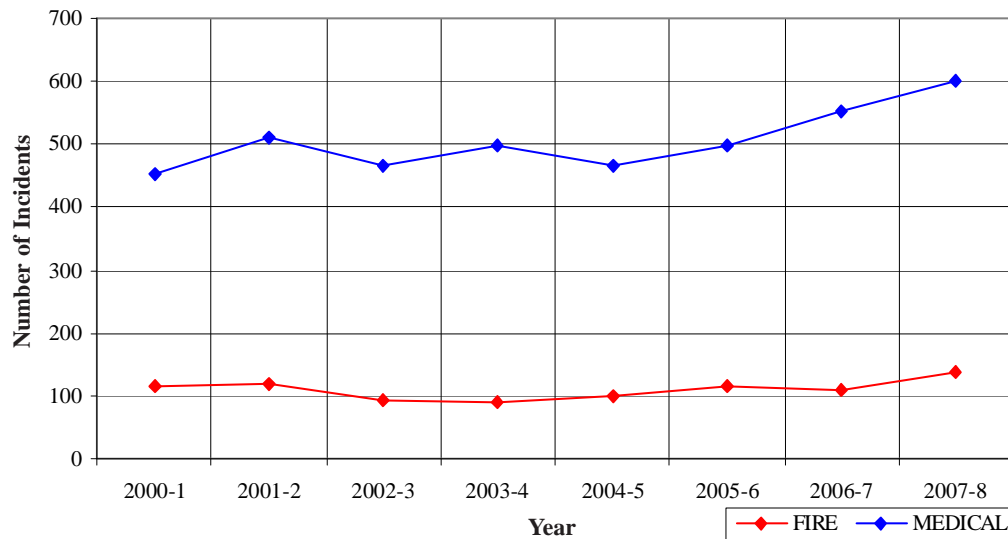
\*OVS = Responses Outside the Verdugo System

## Sierra Madre Incidents: 8 Fiscal Year History

	<u>2000-1</u>	<u>2001-2</u>	<u>2002-3</u>	<u>2003-4</u>	<u>2004-5</u>	<u>2005-6</u>	<u>2006-7</u>	<u>2007-8</u>
<b>FIRE</b>	116	120	92	91	100	114	110	137
<b>MEDICAL</b>	452	512	467	497	464	498	553	602
<b>SERVICE</b>	107	97	136	70	81	114	95	89
<b>OTHER</b>	2	3	4	6	3	2	2	1
<b>OVS*</b>	3	14	12	7	3	6	13	20
<b>TOTAL</b>	<b>680</b>	<b>746</b>	<b>711</b>	<b>671</b>	<b>651</b>	<b>734</b>	<b>773</b>	<b>849</b>

\*OVS = Responses Outside the Verdugo System

## Sierra Madre Fire and Medical Incidents: 8 Fiscal Years

**Out of Jurisdiction Responses**

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 23 times in FY 2007-8:

Glendale	1
LA County	16
Pasadena	2
Other Cities	4
<b>TOTAL</b>	<b>23</b>

Other agencies responded to incidents in Sierra Madre 56 times during the year.

Arcadia	13	LA County	4
Burbank	8	Pasadena	10
Glendale	5	San Gabriel	3
Monrovia	6	San Marino	2
Monterey Park	1	Other*	3
LA City	1	<b>TOTAL</b>	<b>56</b>

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

**Responses Per Unit**

The Sierra Madre Fire Department responded to 829 incidents within its city borders and an additional 23 incidents in other jurisdictions. A typical response is one or two units.

<u>Unit ID</u>	<u>Responses</u>
Engine 41	283
Ambulance 41	835
Water Tender 41	1





## SOUTH PASADENA FIRE DEPARTMENT



There were 1,506 incidents in South Pasadena during fiscal year 2007-8. 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 FY2007-8, 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 (58.1% of Fire incidents), Fall - Minor (12.6% of Medical incidents), and Shortness of Breath (9.6% of Medical incidents).

### FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	1.6%
Appliance Fire - Major	2	<1%
Carbon Monoxide Alarm	4	1.6%
Electrical Fire	2	<1%
Explosives/Bomb Threat/Scare	3	1.2%
Fire Alarm	147	58.1%
Fire Alarm - Full Assignment	1	<1%
Fire Alarm Reset	4	1.6%
Fire Now Out	1	<1%
House Fire	7	2.8%
Illegal Burning	7	2.8%
Misc Outside Fire	4	1.6%
Misc Outside Fire on the Fwy	1	<1%
Refuse Fire	6	2.4%
Smoke in a Structure	8	3.2%
Smoke in the Area	12	4.7%
Structure Fire	10	4.0%
Transformer/Street Light Fire	10	4.0%
Unknown Type Fire	1	<1%
Vegetation Fire	5	2.0%
Vegetation Fire on the Freeway	1	<1%
Vehicle Fire	11	4.3%
Vehicle Fire on the Freeway	2	<1%

### MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	37	3.3%
Allergic Reaction	6	<1%
Altered Level of Consciousness	39	3.5%
Animal/Human/Stings	2	<1%
Assault Victim	26	2.3%
Assist the Invalid	15	1.3%
Back Pain	11	1.0%
Chest Pains - Heart Attack	55	4.9%
CVA-Neurologic	21	1.9%
Diabetic Problem	16	1.4%
Drowning/Diving Incident	3	<1%

### MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Emer Medical Svc on the Fwy	2	<1%
EMS Call - No Details	7	<1%
Exposure - Heat or Cold	1	<1%
Eye Injury	4	<1%
Fall - Major	3	<1%
Fall - Minor	140	12.6%
G.I. Bleed	5	<1%
Head Pain	4	<1%
Heart Problem	19	1.7%
Ingestion-Poisoning-Inhalation	7	<1%
Injury TC with Fuel Spill	1	<1%
Investigate the Welfare	1	<1%
Medical Alarm	15	1.3%
Minor Trauma	39	3.5%
Misc Medical	90	8.1%
Non-Injury Traffic Collision	1	<1%
Nosebleed Non-Traumatic	1	<1%
Obstetrics/Gynecological	3	<1%
Overdose	19	1.7%
Person Choking	5	<1%
Person Dizzy	21	1.9%
Person Down	37	3.3%
Person Hanging	1	<1%
Person in Seizure	35	3.1%
Person Not Breathing	19	1.7%
Person Sick	21	1.9%
Person Stabbed	2	<1%
Person Unconscious/Unresponsive	66	5.9%
Psychiatric	16	1.4%
Rescue	2	<1%
Severe Trauma	1	<1%
Shortness of Breath	107	9.6%
Syncope/Fainted Now Conscious	25	2.2%
TC-Rescue on the Freeway	5	<1%
Traffic Collision	97	8.7%
Traffic Collision - Rescue	5	<1%
Traffic Collision on the Fwy	23	2.1%
Traffic Collision w/ Pedestrian	22	2.0%
Traffic Collision w/ Train	1	<1%
Unknown Medical	11	1.0%
Vehicle Into a Structure	1	<1%

### SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	1	<1%
Arcing Wires	5	3.6%
Biohazard Investigation	8	5.8%
Broken Gas Main	3	2.2%
Broken Water Main	6	4.4%
Chemical Outside	8	5.8%
Damage Investigation	2	1.5%
Elevator Rescue	6	4.4%
Fuel Spill	6	4.4%
Investigate a Hazardous Condition	19	13.9%
Major Flooded Condition	4	2.9%
Malfunction	4	2.9%
Minor Flooding	8	5.8%
Misc Odor Investigation	8	5.8%
Misc Response for 1 Engine	1	<1%
Odor of Natural Gas Inside	5	3.6%
Odor of Natural Gas Outside	6	4.4%
PD Assist/Stand-By	1	<1%
Person Locked In/Locked Out	12	8.8%
Public Assist	7	5.1%
Wires Down	18	13.1%





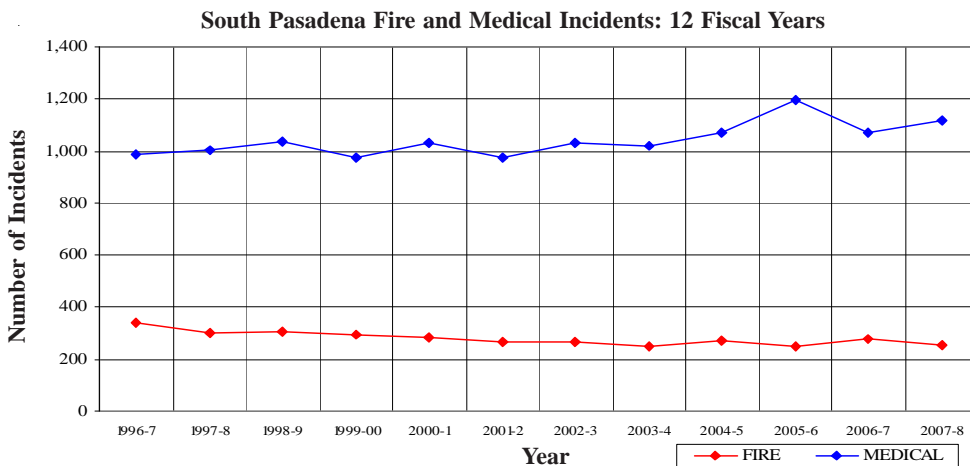
## South Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	20	24	25	29	20	23	27	12	18	20	13	22	253	16.6%
MEDICAL	89	75	90	77	126	100	81	106	104	99	93	75	1,115	73.1%
SERVICE	11	9	23	14	11	11	15	8	10	8	8	9	137	9.0%
OTHER	0	0	0	0	0	0	0	0	0	1	0	0	1	0.1%
OVS*	2	1	4	3	1	1	4	0	1	1	0	2	20	1.3%
TOTAL	122	109	142	123	158	135	127	126	133	129	114	108	1,526	

## South Pasadena Incidents: 12 Fiscal Year History

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8
FIRE	339	303	308	294	281	266	268	251	271	247	275	253
MEDICAL	984	1,004	1,040	974	1,031	977	1,033	1,018	1,069	1,197	1,072	1,115
SERVICE	233	166	149	149	173	191	204	172	231	144	168	137
OTHER	2	3	1	3	2	3	7	10	11	2	1	1
OVS*	23	33	38	41	52	48	71	51	43	32	8	20
TOTAL	1,581	1,509	1,536	1,461	1,539	1,485	1,583	1,502	1,625	1,622	1,524	1,526

\*OVS = Responses Outside of the Verdugo System

**Responses Per Unit**

The South Pasadena Fire Department responded to 1,506 incidents within its city borders and an additional 275 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 81	222
Engine 81	1,547
Ambulance 81	1,198

**Out of Jurisdiction Responses**

The South Pasadena Fire Department responded to incidents outside their jurisdiction 275 times in FY 2007-8:

Alhambra	34
Burbank	1
Glendale	3
LA City	11
LA County	6
Monterey Park	7
Pasadena	128
San Gabriel	4
San Marino	77
Other Cities	4
<b>TOTAL</b>	<b>275</b>

Other fire agencies responded to incidents in South Pasadena 335 times during the year:

Alhambra	101	San Marino	121
Arcadia	2	Other*	1
Burbank	2	<b>TOTAL</b>	<b>335</b>
Glendale	3		
LA City	9		
Monterey Park	4		
Pasadena	90		
San Gabriel	2		

\*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	ENGRA	Misc Response Engine & RA	Medical	PLANE	Plane Accident, Down or Fire	Fire
ADV	Non-Dispatched Advised Call	Other	ENGTRK	Misc Response Engine & Truck	Service	POLE	Transformer/Street Light Fire	Fire
ALARM	Fire Alarm	Fire	EQUIP	Equipment Maintenance	Other	PSYCH	Psychiatric	Medical
ALARMF	Fire Alarm - Full Assignment	Fire	EVENT	Special Event	Other	PUBED	Public Education Detail	Other
ALERGY	Allergic Reaction	Medical	EXPLO	Explosion Seen or Heard	Medical	PUBLIC	Public Assist	Service
ALERT1	Airport Alert 1 - Stand By	Fire	EXPOS	Exposure - Heat or Cold	Medical	RA	Misc Response for 1 RA	Medical
ALERT2	Emergency Landing at Airport	Fire	EYE	Eye Injury	Medical	RADIO	Radio Service	Other
ALERT3	Plane Accident, Down or Fire	Fire	FALL1	Fall - Major	Medical	RAIL	Train Fire	Fire
ALOC	Altered Level of Consciousness	Medical	FALL2	Fall - Minor	Medical	REFRIG	Abandoned Refrigerator	Service
ANIMAL	Animal Rescue/Assist	Service	FD	Transfer to Another Fire Dept	Other	REFUSE	Refuse Fire	Fire
APPL1	Appliance Fire - Major	Fire	FIRETR	Fire Training	Other	RESCUE	Rescue	Medical
APPL2	Appliance Fire - Minor	Fire	FLOOD	Major Flooded Condition	Service	RESET	Fire Alarm Reset	Fire
APT	Apartment House Fire	Fire	FLOW	Sprinkler System Activated	Fire	RESFWY	TC-Rescue on the Freeway	Medical
ARC	Arcing Wires	Service	FNO	Fire Now Out	Fire	RESTOK	RA Restocking at Hospital	Other
ARSON	Arson Investigation	Fire	FUEL	Fuel Spill	Service	ROOF1	One Story Roof Check	Service
ASLT	Assault Victim	Medical	FULL	Misc Response Full Assignment	Service	ROOF2	Roof Check 2 Stories & Above	Service
BACK	Back Pain	Medical	FULLRA	Misc Full Assignment & RA	Medical	SCHOOL	School Presentation	Other
BEEES	Bee Investigation	Service	FWORKS	Fireworks Violation	Other	SEIZ	Person in Seizure	Medical
BIO	Biohazard Investigation	Service	GARAGE	Garage Fire	Fire	SHOCK	Electrical Shock Injury	Medical
BITE	Animal/Human/Stings	Medical	GASI	Odor of Natural Gas Inside	Service	SICK	Person Sick	Medical
BOMB	Explosives/BombThreat/Scare	Fire	GASO	Odor of Natural Gas Outside	Service	SMOKEI	Smoke in a Structure	Fire
BREATH	Shortness of Breath	Medical	GIB	G.I. Bleed	Medical	SMOKEO	Smoke in the Area	Fire
BRUSH	Brush Fire	Fire	GMAIN	Broken Gas Main	Service	STAB	Person Stabbed	Medical
BRUSHF	Brush Fire	Fire	GSW	Gunshot Wound	Medical	STR	Structure Fire	Fire
BST1	Brush Strike team-XLC-1201A	Fire	HANG	Person Hanging	Medical	STROKE	CVA-Neurologic	Medical
BST10	Brush Strike Team-Misc Equip	Fire	HAZARD	Investigate a Hazardous Condition	Service	SWR	Swift Water Rescue	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	HAZMAT	Hazardous Materials Response	Service	SYNCO	Syncope/Fainted Now Conscious	Medical
BST3	Brush Strike Team-XLC-1203A	Fire	HEADPN	Head Pain	Medical	TC	Traffic Collision	Medical
BST4	Brush Strike Team-XLC-1204A	Fire	HEALTH	Health Services/Checkup/Etc.	Other	TCFUEL	Injury TC with Fuel Spill	Medical
BST5	Brush Strike Team-XLC-1205A	Fire	HEART	Heart Problem	Medical	TCFWY	Traffic Collision on the Fwy	Medical
BST6	Brush Strike Team-XLC-1206A	Fire	HOUSE	House Fire	Fire	TCNON	Non-Injury Traffic Collision	Medical
BST7	Brush Strike Team-XLC-1207A	Fire	HYD	Flowing/Gushing/Sheared Hydrant	Service	TCPED	Traffic Collision w/ Pedestrian	Medical
BST8	Brush Strike Team-XLC-1208A	Fire	IA	Initial Action Response	Fire	TCRAIL	Traffic Collision w/ Train	Medical
BST9	Brush Strike Team-XLC-1209A	Fire	ILLEG	Illegal Burning	Fire	TCRES	Traffic Collision - Rescue	Medical
BSTMIX	Brush Strike Team - Mixed Area	Fire	INSP	Inspection	Other	TCSTR	Vehicle Into a Structure	Medical
BSTOES	OES Engine Strike Team	Fire	INVL	Assist the Invalid	Medical	TEST	Fire Alarm Testing	Other
BUILD	Building Collapse Rescue	Medical	JUMPER	Person Threatening to Jump	Medical	THREAT	Bio-Chemical Threat	Service
BURN	Burn Injury	Medical	LAW	PD Assist/Stand-By	Service	TOXIC	Ingestion-Poisoning-Inhalation	Medical
CADTST	CAD Station Alerting Testing	Other	LOCK	Person Locked In/Locked Out	Service	TR1	Severe Trauma	Medical
CARBON	Carbon Monoxide Alarm	Fire	LOGON	Logon Out-of-Service	Other	TR2	Minor Trauma	Medical
CE	Continuing Education	Other	LUNCH	Lunch Time	Other	TRAIN	Misc Training	Other
CHEMO	Chemical Outside	Service	MALF	Malfunction	Service	TRENCH	Trench Rescue	Medical
CHEST	Chest Pains - Heart Attack	Medical	MANPWR	Insufficient Manpower	Other	TRK	Misc Response for a Truck	Service
CHGOVR	Vehicle Change Over	Other	MECH	Mechanical Problem	Other	UNCON	Person Unconscious/Unresponsive	Medical
CHOKE	Person Choking	Medical	MED	Misc Medical	Medical	UNKF	Unknown Type Fire	Fire
CHP	Transfer to CHP	Other	MEDALR	Medical Alarm	Medical	UNKMED	Unknown Medical	Medical
CONFIN	Confined Space Rescue	Medical	MTNRES	Mountain Rescue	Medical	USAR	Collapse/Extrication/Rescue	Medical
CROWD	Investigate Overcrowding	Service	MUD	Investigate a Mudslide	Service	VAULT	Electrical Vault Fire	Fire
DAMAGE	Damage Investigation	Service	MUTUAL	Mutual Aid Request	Fire	VEG	Vegetation Fire	Fire
DEMO	Fire Extinguisher Demo	Other	NOSE	Nosebleed Non-Traumatic	Medical	VEGFWY	Vegetation Fire on the Freeway	Fire
DERAIL	Train Derailment	Fire	NOTBR	Person Not Breathing	Medical	VEH	Vehicle Fire	Fire
DETAIL	Misc. Detail	Other	NOTIF	Misc Notification	Other	VEHFWY	Vehicle Fire on the Freeway	Fire
DIAB	Diabetic Problem	Medical	OBGYN	Obstetrics/Gynecological	Medical	VEHSTR	Vehicle Fire in a Structure	Fire
DIZZY	Person Dizzy	Medical	OD	Overdose	Medical	VERIFY	Address Verification	Other
DOWN	Person Down	Medical	ODOR	Misc Odor Investigation	Service	VMAINT	Vehicle Maintenance	Other
DRILL	Drill	Other	OOS	Generic Out of Service	Other	WATER	Minor Flooding	Service
DROWN	Drowning/Diving Incident	Medical	OUT	Misc Outside Fire	Fire	WELFAR	Investigate the Welfare	Medical
ELECF	Electrical Fire	Fire	OUTAGE	Power Outage	Other	WIRES	Wires Down	Service
ELEV	Elevator Rescue	Service	OUTFWY	Misc Outside Fire on the Fwy	Fire	WMAIN	Broken Water Main	Service
EMS	EMS Call - No Details	Medical	OVERHD	Overhead Mutual Aid Request	Fire	WMD	Weapons Mass Destr. Event	Medical
EMSFWY	Emer Medical Svc on the Fwy	Medical	PD	Transfer to Police Dept	Other	WT	Water Tender Request	Fire
ENG	Misc Response for 1 Engine	Service	PERSON	Person on Fire	Fire	WTOES	OES Water Tender Request	Fire

## Appendix B

### INCIDENT TYPE CODES - By Category

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
ALARM	Fire Alarm	Fire	BUILD	Building Collapse Rescue	Medical	CE	Continuing Education	Other
ALARMF	Fire Alarm - Full Assignment	Fire	BURN	Burn Injury	Medical	CHGOVR	Vehicle Change Over	Other
ALERT1	Airport Alert 1 - Stand By	Fire	CHEST	Chest Pains - Heart Attack	Medical	CHP	Transfer to CHP	Other
ALERT2	Emergency Landing at Airport	Fire	CHOK	Person Choking	Medical	DEMO	Fire Extinguisher Demo	Other
ALERT3	Plane Accident, Down or Fire	Fire	CONFIN	Confined Space Rescue	Medical	DETAIL	Misc. Detail	Other
APPL1	Appliance Fire - Major	Fire	DIAB	Diabetic Problem	Medical	DRILL	Drill	Other
APPL2	Appliance Fire - Minor	Fire	DIZZY	Person Dizzy	Medical	EQUIP	Equipment Maintenance	Other
APT	Apartment House Fire	Fire	DOWN	Person Down	Medical	EVENT	Special Event	Other
ARSON	Arson Investigation	Fire	DROWN	Drowning/Diving Incident	Medical	FD	Transfer to Another Fire Dept	Other
BOMB	Explosives/BombThreat/Scare	Fire	EMS	EMS Call - No Details	Medical	FIRETR	Fire Training	Other
BRUSH	Brush Fire	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	FWORKS	Fireworks Violation	Other
BRUSHF	Brush Fire	Fire	ENGR	Misc Response Engine & RA	Medical	HEALTH	Health Services/Checkup/Etc.	Other
BST1	Brush Strike team-XLC-1201A	Fire	EXPLO	Explosion Seen or Heard	Medical	INSP	Inspection	Other
BST10	Brush Strike Team-Misc Equip	Fire	EXPOS	Exposure - Heat or Cold	Medical	LOGON	Logon Out-of-Service	Other
BST2	Brush Strike Team-XLC-1202A	Fire	EYE	Eye Injury	Medical	LUNCH	Lunch Time	Other
BST3	Brush Strike Team-XLC-1203A	Fire	FALL1	Fall - Major	Medical	MANPWR	Insufficient Manpower	Other
BST4	Brush Strike Team-XLC-1204A	Fire	FALL2	Fall - Minor	Medical	MECH	Mechanical Problem	Other
BST5	Brush Strike Team-XLC-1205A	Fire	FULLRA	Misc Full Assignment & RA	Medical	NOTIF	Misc Notification	Other
BST6	Brush Strike Team-XLC-1206A	Fire	GB	G.I. Bleed	Medical	OOS	Generic Out of Service	Other
BST7	Brush Strike Team-XLC-1207A	Fire	GSW	Gunshot Wound	Medical	OUTAGE	Power Outage	Other
BST8	Brush Strike Team-XLC-1208A	Fire	HANG	Person Hanging	Medical	PD	Transfer to Police Dept	Other
BST9	Brush Strike Team-XLC-1209A	Fire	HEADPN	Head Pain	Medical	PUBED	Public Education Detail	Other
BSTMIX	Brush Strike Team - Mixed Area	Fire	HEART	Heart Problem	Medical	RADIO	Radio Service	Other
BSTOES	OES Engine Strike Team	Fire	INVL	Assist the Invalid	Medical	RESTOK	RA Restocking at Hospital	Other
CARBON	Carbon Monoxide Alarm	Fire	JUMPER	Person Threatening to Jump	Medical	SCHOOL	School Presentation	Other
DERAIL	Train Derailment	Fire	MED	Misc Medical	Medical	TEST	Fire Alarm Testing	Other
ELECF	Electrical Fire	Fire	MEDALR	Medical Alarm	Medical	TRAIN	Misc Training	Other
FLOW	Sprinkler System Activated	Fire	MTNRES	Mountain Rescue	Medical	VERIFY	Address Verification	Other
FNO	Fire Now Out	Fire	NOSE	Nosebleed Non-Traumatic	Medical	VMaint	Vehicle Maintenance	Other
GARAGE	Garage Fire	Fire	NOTBR	Person Not Breathing	Medical	ANIMAL	Animal Rescue/Assist	Service
HOUSE	House Fire	Fire	OBYGYN	Obstetrics/Gynecological	Medical	ARC	Arcing Wires	Service
IA	Initial Action Response	Fire	OD	Overdose	Medical	BEEES	Bee Investigation	Service
ILLEG	Illegal Burning	Fire	PSYCH	Psychiatric	Medical	BIO	Biohazard Investigation	Service
MUTUAL	Mutual Aid Request	Fire	RA	Misc Response for 1 RA	Medical	CHEMO	Chemical Outside	Service
OUT	Misc Outside Fire	Fire	RESCUE	Rescue	Medical	CROWD	Investigate Overcrowding	Service
OUTFWY	Misc Outside Fire on the Fwy	Fire	RESFWY	TC-Rescue on the Freeway	Medical	DAMAGE	Damage Investigation	Service
OVERHD	Overhead Mutual Aid Request	Fire	SEIZ	Person in Seizure	Medical	ELEV	Elevator Rescue	Service
PERSON	Person on Fire	Fire	SHOCK	Electrical Shock Injury	Medical	ENG	Misc Response for 1 Engine	Service
PLANE	Plane Accident, Down or Fire	Fire	SICK	Person Sick	Medical	ENGTRK	Misc Response Engine & Truck	Service
POLE	Transformer/Street Light Fire	Fire	STAB	Person Stabbed	Medical	FLOOD	Major Flooded Condition	Service
RAIL	Train Fire	Fire	STROKE	CVA-Neurologic	Medical	FUEL	Fuel Spill	Service
REFUSE	Refuse Fire	Fire	SWR	Swift Water Rescue	Medical	FULL	Misc Response Full Assignment	Service
RESET	Fire Alarm Reset	Fire	SYNCO	Syncopal/Fainted Now Conscious	Medical	GASI	Odor of Natural Gas Inside	Service
SMOKEI	Smoke in a Structure	Fire	TC	Traffic Collision	Medical	GASO	Odor of Natural Gas Outside	Service
SMOKEO	Smoke in the Area	Fire	TCFUEL	Injury TC with Fuel Spill	Medical	GMAIN	Broken Gas Main	Service
STR	Structure Fire	Fire	TCFWY	Traffic Collision on the Fwy	Medical	HAZARD	Investigate a Hazardous Condition	Service
UNKF	Unknown Type Fire	Fire	TCNON	Non-Injury Traffic Collision	Medical	HAZMAT	Hazardous Materials Response	Service
VAULT	Electrical Vault Fire	Fire	TCPED	Traffic Collision w/ Pedestrian	Medical	HYD	Flowing/Gushing/Sheared Hydrant	Service
VEG	Vegetation Fire	Fire	TCRAIL	Traffic Collision w/ Train	Medical	LAW	PD Assist/Stand-By	Service
VEGFWY	Vegetation Fire on the Freeway	Fire	TCRES	Traffic Collision - Rescue	Medical	LOCK	Person Locked In/Locked Out	Service
VEH	Vehicle Fire	Fire	TCSTR	Vehicle Into a Structure	Medical	MALF	Malfunction	Service
VEHFWY	Vehicle Fire on the Freeway	Fire	TOXIC	Ingestion-Poisoning-Inhalation	Medical	MUD	Investigate a Mudslide	Service
VEHSTR	Vehicle Fire in a Structure	Fire	TR1	Severe Trauma	Medical	ODOR	Misc Odor Investigation	Service
WT	Water Tender Request	Fire	TR2	Minor Trauma	Medical	PUBLIC	Public Assist	Service
WTOES	OES Water Tender Request	Fire	TRENCH	Trench Rescue	Medical	REFRIG	Abandoned Refrigerator	Service
ABD	Abdominal Pain	Medical	UNCON	Person Unconscious/Unresponsive	Medical	ROOF1	One Story Roof Check	Service
ALLERGY	Allergic Reaction	Medical	UNKMED	Unknown Medical	Medical	ROOF2	Roof Check 2 Stories & Above	Service
ALOC	Altered Level of Consciousness	Medical	USAR	Collapse/Extraction/Rescue	Medical	THREAT	Bio-Chemical Threat	Service
ASLT	Assault Victim	Medical	WELFAR	Investigate the Welfare	Medical	TRK	Misc Response for a Truck	Service
BACK	Back Pain	Medical	WMD	Weapons Mass Destr. Event	Medical	WATER	Minor Flooding	Service
BITE	Animal/Human/Stings	Medical	ADV	Non-Dispatched Advised Call	Other	WIRES	Wires Down	Service
BREATH	Shortness of Breath	Medical	CADTST	CAD Station Alerting Testing	Other	WMAIN	Broken Water Main	Service

