

Verdugo Fire Communications Center

Annual Report

Fiscal Year 2009-10



www.VerdugoFire.com

VERDUGO FIRE COMMUNICATIONS CENTER



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Harold Scoggins, Fire Chief, Glendale
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In these tough economic times with budgets stretched to the limit and fire departments forced to make difficult choices, a silver lining may be found in the joint dispatch system created 30 years ago. Visionary Fire Chiefs Curtis Reynolds from Burbank, Allan Stone from Glendale, and James Shern from Pasadena recognized the economic and operational benefits of pooling their resources into a single regional fire communications center. By sharing the costs of staffing and communications technology, unnecessary and costly redundancy was significantly reduced or eliminated. In October 2009, Verdugo Fire Communications Center celebrated its 30th anniversary. Over 125 visitors came to an Open House held at Verdugo to express their best wishes on this important milestone.

Another important event this year was the creation of a new position to oversee the dispatch center. Don Wise was appointed to fill the newly created position of Executive Administrator on May 1, 2010 after serving almost two years as interim administrator for the center. We congratulate him on this major turning point in his career.

The Station Fire, which began in late August 2009, impacted many of the fire departments in the Verdugo System and was not fully contained until mid-October. The threat of mudslides in burn areas followed the ordeal of the fire, but no structures were lost in any Verdugo city due to the Station Fire or subsequent floods and mudslides.

In terms of incident volume, FY2009-10 was Verdugo's busiest yet, with just over 68,000 incidents and nearly 160,000 phone calls. There were 4,176 more incidents than the previous fiscal year, primarily due to the addition of the Montebello Fire Department to the system.

The concept of tiered dispatching has been discussed over the years and was begun on a limited scale in January 2010, following several months of interviews with other dispatch centers and planning meetings with Verdugo's Medical Director, Dr. Ed Noll. Eleven types of medical incidents are automatically dispatched as Basic Life Support (BLS) calls. A BLS response may be upgraded to Advanced Life Support (ALS) if the situation found onscene warrants a higher level of intervention. Some ALS responses are downgraded to BLS for transport. Dr. Noll is working closely with Verdugo to continue to monitor and refine the way calls are screened prior to dispatch.

In 1979, Verdugo served a population of 334,000 in 3 cities, compared to 878,000 citizens in 12 cities today. Both emergency dispatching and the fire service have changed dramatically during the first 30 years of Verdugo's existence, especially related to technology. As we carry the original vision forward, Verdugo's exemplary staff will continue to dispatch the resources needed for emergency incidents with utmost speed and accuracy for the next 30 years.

Sincerely,

Ray Krakowski, 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 jointly by the Burbank, Glendale, and Pasadena Fire Chiefs.

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. Ten additional stations were added when Monterey Park, Alhambra and Montebello joined the Verdugo System in February 2005, April 2006, and February 2009, respectively.



City	Population*	Assessed Property Value**	Area (sq.mi.)	Joined Verdugo
Alhambra	89,501	\$6,510,933,746	7.62	4-13-06
Arcadia	56,719	\$9,620,638,609	12	10-21-99
Burbank	108,469	\$15,586,950,908	17.15	5-20-81
Glendale	207,902	\$21,728,487,387	30.59	8-1-79
Monrovia	39,984	\$3,817,574,223	13.73	7-1-99
Montebello	65,781	\$4,394,543,508	8.3	2-26-09
Monterey Park	65,027	\$5,205,674,548	7.7	2-1-05
Pasadena	151,576	\$20,066,134,768	23	9-4-79
San Gabriel	42,984	\$3,604,594,269	4.1	4-7-00
San Marino	13,415	\$4,108,178,980	3.75	4-17-96
Sierra Madre	11,099	\$1,559,464,740	3	10-21-99
South Pasadena	25,881	\$3,170,709,193	3.44	4-17-96
Totals	878,338	\$99,373,884,879	134.38	

*State of California, Department of Finance, *E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change – January 1, 2009 and 2010*. Sacramento, California, May 2010.

***City of Los Angeles Taxpayers' Guide, 2009-2010*, Secured Property – Taxable Net, pp.138-160.

Benefits of Regional Dispatch

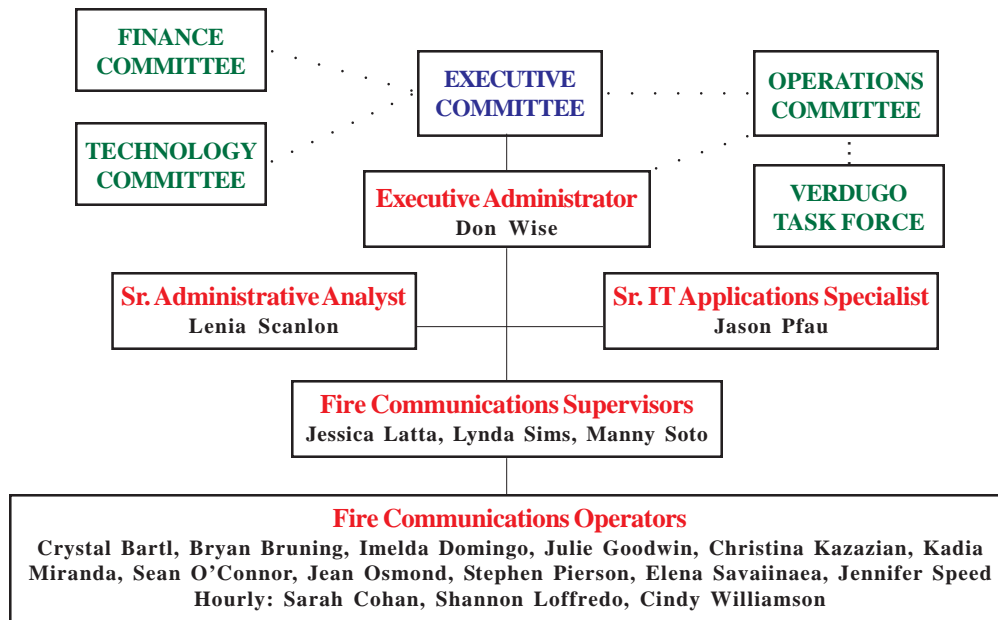
Since its first year of operation, Verdugo has dispatched over 1,214,000 incidents. The Verdugo regional dispatch system has been very successful, providing the highest level of service to the citizens of its 12 cities and saving taxpayer dollars. The benefits of 12 fire agencies combining resources 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 and beyond;
- Fast access to OES resources through ROSS (Resource Ordering and Status System), a national system for dispatch of mutual aid resources to another jurisdiction’s fire or requests for resources for larger scale incidents within the Verdugo System.
- Common radio frequencies permit relatively seamless operations on major incidents, increased safety on the 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 Verdugo System agencies updated and informed;
- In-depth statistical analysis of fire and rescue incidents using data captured by the CAD system.



Verdugo Organization Chart



. . . Indicates an advisory role

Communications Experience

The 14 full-time and 2 hourly Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 168 years’ experience at the Verdugo dispatch center and 255 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 12 Southern California cities poses 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 134 square miles. In addition, callers are often in a state of agitation or anxiety due to their emergency situation and patience and ingenuity may be required to extract the necessary information.

Verdugo dispatchers are highly trained and experienced individuals who process hundreds of incoming calls each day 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 help to mitigate an emergency and even save lives during the few minutes it takes for firefighters and paramedics to arrive.

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.

Translation of foreign language calls is provided by Language Line Services, which offers over-the-phone translation in over 170 languages. Translation services were utilized for 704 calls between July 1, 2009 and June 30, 2010, representing just over 1% of all incidents. Fifteen different languages were requested by Verdugo System callers:

<u>Language</u>	<u>Total Calls</u>	<u>Minutes</u>	<u>Av. Call Length (min.)</u>	<u>% of Translated Calls</u>
Spanish	353	1205	3.4	50.1%
Armenian	155	626	4.0	22.0%
Mandarin	97	441	4.5	13.8%
Cantonese	50	230	4.6	7.1%
Vietnamese	16	65	4.1	2.3%
Farsi	6	29	4.8	0.9%
Korean	8	29	3.6	1.1%
Japanese	5	27	5.4	0.7%
Arabic	5	22	4.4	0.7%
Cambodian	3	18	6.0	0.4%
Russian	2	11	5.5	0.3%
Indonesian	1	9	9.0	0.1%
Romanian	1	8	8.0	0.1%
Toishanese	1	7	7.0	0.1%
Chao-Chow	1	28	28.0	0.1%
Totals	704	2755	3.9	

Fire Department Resources

As of June 30, 2010 there were a total of 43 fire stations, 43 engine companies, 13 truck companies, 24 ambulances, 1 paramedic squad, 4 air utilities, 12 command vehicles, 2 hazmat vehicles, 6 USARs and 5 water tenders within the Verdugo System.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MPK</u>	<u>MRV</u>	<u>MIB</u>	<u>PAS</u>	<u>SGB</u>	<u>SMD</u>	<u>SNM</u>	<u>SPS</u>	<u>Total</u>
Fire Stations	4	3	6	9	3	2	3	8	2	1	1	1	43
Engine Companies	4	3	6	9	3	2	3	8	2	1	1	1	43
Truck Companies	1	1	2	3	1	1	2	2	0	0	0	0	13
Ambulances	2	2	3	6	2	PM Squad	0	5	1	1	1	1	24+Squad
Additional Units:													
Air Utility	0	1	0	1	0	0	1	0	0	0	0	1	4
Brush Engine	0	0	0	0	0	0	2	0	0	0	0	0	2
Command	1	1	1	1	1	1	1	1	1	1	1	1	12
Hazmat	0	0	1	1	0	0	0	0	0	0	0	0	2
USAR*	1	0.5	0	1	0.5	0.5	1	1	0.5	0	0	0	6
Water Tender	0	0	1	2	0	1	0	0	0	1	0	0	5

*Arcadia and Monrovia share a USAR, as do Monterey Park and San Gabriel. These are indicated by 0.5 each.

Fiscal Year 2009-10 Verdugo Fire Communications Financial Overview

Verdugo’s finances were restructured last year and the tri-cities’ charges for service have now been revised to include a cost allocation amount instead of the previous 10% surcharge for overhead. Capital contributions are based on an eight-year technology plan that evenly distributes upcoming capital costs to minimize year to year variations in charges. Capital purchases in FY2009-10 were limited to replacement of the digital logging recorder and a new server.

Based on the preliminary year-end figures below, revenues exceeded expenditures by \$562,340 during the fiscal year. As stipulated in the eight-year plan, this surplus is earmarked for future capital purchases.

	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
REVENUE			
Charges for Service	\$1,683,696	\$1,390,294	\$ 3,073,990
Capital Contribution	\$622,080	–	\$ 622,080
Subtotal			\$ 3,696,070
Interest & Misc. Revenue			\$ 34,143
TOTAL			\$ 3,730,213
EXPENDITURES			
Salaries & Benefits			\$ 2,036,530
Maint. & Operations			\$ 1,082,610
Capital Outlay			\$ 48,733
TOTAL			\$ 3,167,873
Revenue minus expenditures			\$ 562,340
<i>The Tri-Cities are Burbank, Glendale and Pasadena. Contract Cities include Alhambra, Arcadia, Monrovia, Montebello, Monterey Park, San Gabriel, San Marino, Sierra Madre, and South Pasadena.</i>			

FY 2009-10 Accomplishments

- A total of 157,472 phone calls were processed by Verdugo dispatchers, including 68,074 incidents that were dispatched to the 12 cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries. About 31% of phone calls are incoming 911 calls. The rest are incoming calls on other emergency or administrative lines, or outgoing calls. Ring-time statistics consistently indicate that over 99% of all incoming calls are answered in 10 seconds or less.
- An Executive Administrator position was created by the Executive Committee and was filled through appointment of a Shift Supervisor who had been in an interim assignment with similar duties for over a year. A new recruitment was begun to establish a list for current and future Fire Communications Operator positions.
- Tiered dispatching was implemented beginning Jan. 27, 2010 for medical incidents in one Verdugo city.
- A Medical Director was hired to oversee Verdugo's emergency medical dispatch and tiered dispatch procedures.
- Verdugo celebrated its 30th anniversary by holding an Open House on October 28, 2009.
- A complete map update for the 12 cities was completed in December 2009 with updated streets, hydrants, helispots, and other attributes to update the CAD geofile and improve appearance and function of both the dispatch and mobile maps.
- Verdugo hosted two ROSS (Resource Ordering and Status System) classes for members of the dispatch staff and other fire departments in the area.
- The contract for dispatch services was revised for upcoming renewals and future contracts and a plan was formulated for gradually migrating all contract agencies to an identical per-incident rate.
- The digital logging recorder that records Verdugo phone lines and radio channels was replaced and a backup storage device was installed in an adjacent building. Quality assurance and screen capture software was also purchased to assist with performance measurement and training.
- Data base stations in Montebello and Whittier were connected to Glendale's data radio system via T-1 line to provide addition coverage in the southern area of the Verdugo System.

FY 2010-11 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 dispatch staffing in compliance with NFPA 1221 guidelines and ISO standards.
- Continue monitoring and improvement of performance benchmarks to NFPA 1221 guidelines and ISO standards.
- Perform quality assurance analysis (periodic call reviews) and continuing education on a monthly basis.
- Complete the remaining sections of 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. Consider including accommodations for receiving calls and personnel from one or more tri-cities police dispatch centers as their primary alternate site.
- Develop a Request for Information related to Verdugo's upcoming data system replacement.
- Identify additional sources of capital funding such as federal, state and private grants and submit applications.
- Collaborate with several Verdugo fire departments as they upgrade their fire station alerting systems with awarded grant funds.
- Become a ROSS-qualified ordering point.
- Establish Expanded Dispatch activation procedures.
- Establish a training plan, identify a Training Coordinator, and create a training manual.
- Implement Dynamic Vehicle Recommendation at the district level and evaluate the feasibility of applying a similar algorithm at the fire block level.
- Establish an independent EMD instructor, program, and manual to meet LEMSA 227 guidelines.
- Implement Phase I of Next-Generation Ready 9-1-1 equipment.
- Continue professional development of staff through training programs/classes.



Verdugo System



There were 68,074 incidents dispatched by Verdugo Fire Communications in fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 160 Type Codes listed below, the three most frequent incident types were Fire Alarm (61.7% of Fire incidents), Shortness of Breath (11.0% of Medical incidents), and Fall - Minor (10.2% 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 HO USE FIRE	148	1.5%	COLLAPSE/EXTRICATION/RESCUE	1	0.0%	ABANDONED REFRIGERATOR	4	0.1%
APPLIANCE FIRE - MAJOR	133	1.4%	CVA-NEUROLOGIC	1,080	2.0%	ANIMAL RESCUE/ ASSIST	58	1.8%
APPLIANCE FIRE - MINOR	5	0.1%	DIABETIC PROBLEM	935	1.7%	ARCING WIRES	87	2.6%
ARSON INVESTIGATION	1	0.0%	DROWNING/DIVING INCIDENT	7	0.0%	BEE INVESTIGATION	56	1.7%
BRUSH FIRE	27	0.3%	ELECTRICAL SHOCK INJURY	10	0.0%	BIO-CHEMICAL THREAT	10	0.3%
BRUSH FIRE	7	0.1%	EMER MEDICAL SVC ON THE FWY	153	0.3%	BIOHAZARD INVESTIGATION	80	2.4%
BRUSH STRIKE TEAM	5	0.1%	EMS CALL -- NO DETAILS	262	0.5%	BROKEN GAS MAIN	53	1.6%
BRUSH STRIKE TEAM	1	0.0%	EXPOSURE	33	0.1%	BROKEN WATER MAIN	116	3.5%
BRUSH STRIKE TEAM - MIXED AREA	4	0.0%	EYEINJURY	46	0.1%	CHEMICAL OUTSIDE	114	3.5%
BRUSH STRIKE TEAM XLC-1201A	1	0.0%	FALL MAJOR	685	1.3%	DAMAGE INVESTIGATION	21	0.6%
BRUSH STRIKE TEAM XLC-1202A	1	0.0%	FALL MINOR	5,522	10.2%	ELEVATOR RESCUE	298	9.1%
BRUSH STRIKE TEAM XLC-1203A	1	0.0%	G.I. BLEED	466	0.9%	FLOWING/GUSHING/SHEARD HYDRNT	97	2.9%
BRUSH STRIKE TEAM XLC-1204A	1	0.0%	GUNSHOT WOUND	50	0.1%	FUEL SPILL	157	4.8%
BRUSH STRIKE TEAM XLC-1205A	1	0.0%	HEAD PAIN	320	0.6%	HAZARDOUS MATERIALS RESPONSE	19	0.6%
CARBON MONOXIDE ALARM	68	0.7%	HEART PROBLEM	1,322	2.5%	INVESTIGATE A HAZARDOUS COND	362	11.0%
ELECTRICAL FIRE	165	1.7%	HOSPITAL TRANSFER	42	0.1%	INVESTIGATE A MUDSLIDE	15	0.5%
ELECTRICAL VAULT FIRE	7	0.1%	INGESTION-POISONING-INHALATION	682	1.3%	INVESTIGATE OVERCROWDING	23	0.7%
EMERGENCY LANDING AT AIRPORT	12	0.1%	INJURY TC WITH FUEL SPILL	7	0.0%	MAJOR FLOODED CONDITION	105	3.2%
EXPLOSION	5	0.1%	INVESTIGATE THE WELFARE	32	0.1%	MALFUNCTION	92	2.8%
EXPLOSIVES/BOMB THREAT/SCARE	19	0.2%	MEDICAL ALARM	558	1.0%	MINOR FLOODING	236	7.2%
FIRE ALARM	6,012	61.7%	MINOR TRAUMA	1,937	3.6%	MISC RESPONSE ENGINE & TRUCK	2	0.1%
FIRE ALARM - FULL ASSIGNMENT	34	0.3%	MISC FULL ASSIGN & RA	1	0.0%	MISC RESPONSE FOR 1 ENGINE	38	1.2%
FIRE ALARM RESET	99	1.0%	MISC MEDICAL	3,529	6.5%	MISC. ODOR INVESTIGATION	145	4.4%
FIRE NOW OUT	137	1.4%	MISC RESPONSE ENGINE & RA	5	0.0%	MISC. RESPONSE FOR A TRUCK	9	0.3%
GARAGE FIRE	27	0.3%	MISC RESPONSE FOR 1 RA	2	0.0%	MISC. RESPONSE FULL ASSIGNMENT	6	0.2%
HOUSE FIRE	243	2.5%	MOUNTAIN RESCUE	45	0.1%	ODOR OF NATURAL GAS INSIDE	159	4.8%
ILLEGAL BURNING	138	1.4%	NON-INJURY TRAFFIC COLLISION	22	0.0%	ODOR OF NATURAL GAS OUTSIDE	163	5.0%
MISC OUTSIDE FIRE	143	1.5%	NOSE BLEED NON-TRAUMATIC	229	0.4%	ONESTORY ROOF CHECK	23	0.7%
MISC OUTSIDE FIRE ON THE FWY	16	0.2%	OBSTETRICS/GYNECOLOGICAL	357	0.7%	PD ASSIST/STAND-BY	90	2.7%
MUTUAL AID RESPONSE	7	0.1%	OVERDOSE	505	0.9%	PERSON LOCKED IN - LOCKED OUT	197	6.0%
OVERHEAD MUTUAL AID REQUEST	33	0.3%	PERSON CHOKING	263	0.5%	PUBLIC ASSIST	177	5.4%
PERSON ON FIRE	1	0.0%	PERSON DIZZY	1,226	2.3%	ROOF CHECK 2 STORIES & ABOVE	35	1.1%
PLANE ACCIDENT, DOWN OR FIRE	3	0.0%	PERSON DOWN	1,500	2.8%	WIRES DOWN	243	7.4%
PLANE ACCIDENT, DOWN OR FIRE	1	0.0%	PERSON HANGING	32	0.1%			
REFUSE FIRE	234	2.4%	PERSON IN SEIZURE	2,001	3.7%			
SMOKE IN A STRUCTURE	253	2.6%	PERSON NOT BREATHING	843	1.6%			
SMOKE IN THE AREA	354	3.6%	PERSON SICK	1,134	2.1%			
SPRINKLER SYSTEM ACTIVATED	13	0.1%	PERSON SICK	137	0.3%			
STRUCTURE FIRE	390	4.0%	PERSON STABBED	76	0.1%			
TRAIN DERAILMENT	1	0.0%	PERSON THREATENING TO JUMP	7	0.0%			
TRAIN FIRE	2	0.0%	PERSON UNCONSCIOUS-UNRESPONSIVE	3,269	6.1%			
TRANSFORMER/STREET LIGHT FIRE	129	1.3%	PSYCHIATRIC	666	1.2%			
UNKNOWN TYPE FIRE	66	0.7%	RESCUE	61	0.1%			
VEGETATION FIRE	143	1.5%	RESCUE ON THE FWY	308	0.6%			
VEGETATION FIRE ON THE FWY	61	0.6%	SEVERE TRAUMA	55	0.1%			
VEHICLE FIRE	349	3.6%	SHORTNESS OF BREATH	5,913	11.0%			
VEHICLE FIRE IN A STRUCTURE	27	0.3%	SWIFT WATER RESCUE	2	0.0%			
VEHICLE FIRE ON THE FREEWAY	212	2.2%	SYNCOPE/FAINTED NOW CONS	1,290	2.4%			
			TRAFFIC COLLISION	2,993	5.6%			
			TRAFFIC COLLISION ON THE FWY	1,090	2.0%			
			TRAFFIC COLLISION W/BICYCLE	200	0.4%			
			TRAFFIC COLLISION W/MOTORCYCLE	144	0.3%			
			TRAFFIC COLLISION W/PEDESTRIAN	527	1.0%			
			TRAFFIC COLLISION WITH TRAIN	4	0.0%			
			TRAFFIC COLLISION-RESCUE	258	0.5%			
			TRENCH RESCUE	2	0.0%			
			UNKNOWN MEDICAL	616	1.1%			
			VEHICLE INTO A STRUCTURE	91	0.2%			

MEDICAL		
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	893	1.7%
ABDOMINAL PAIN - ALS	156	0.3%
ABDOMINAL PAIN - BLS	476	0.9%
ALLERGIC REACTION	283	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	1,379	2.6%
ANIMAL/HUMAN BITINGS	96	0.2%
ANIMAL BITINGS - ALS	8	0.0%
ANIMAL BITINGS - BLS	44	0.1%
ASSAULT VICTIM	1,052	2.0%
ASSIST THE INVALID	904	1.7%
BACK PAIN	657	1.2%
BLOOD PRESSURE PROBLEM	392	0.7%
BUILDING COLLAPSE RESCUE	3	0.0%
BURN INJURY	55	0.1%
CHEST PAINS - HEART ATTACK	3,964	7.4%

OTHER		
INCIDENT TYPE	# INCIDENTS	% OF OTHER CALLS
FIRE ALARM TESTING	2	
FIRE TRAINING	3	
FIREWORKS VIOLATION	4	
SPECIAL EVENT	45	
TRANSFER TO CHP	2	
TRANSFER TO POLICE DEPT	6	



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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>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Fire	559	703	1,293	1,602	462	414	694	2,826	260	167	103	267
Medical	3,899	3,296	7,418	13,156	2,494	2,995	3,909	11,935	1,633	567	628	1,162
Service	250	218	443	653	184	170	238	639	87	48	95	159
Other	4	4	1	13	0	4	1	41	3	0	0	1
TOTAL	4,712	4,221	9,155	15,424	3,140	3,583	4,842	15,441	1,983	782	826	1,589

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 three 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>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Engine	5,319	4,649	9,887	16,744	3,562	4,262	5,409	16,535	2,280	866	304	1,660
Ambulance	4,177	3,473	8,029	13,870	1,705	3,277	–	13,110	1,590	1,007	807	1,221
Truck	4	544	1,244	2,480	464	529	1,271	2,187	–	–	–	–
TOTAL	9,500	8,666	19,160	33,094	5,731	8,068	6,680	31,832	3,870	1,873	1,111	2,881

*Paramedic Squad responses included with Ambulance total

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 elsewhere.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u>	<u>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
IVS	554	292	269	395	287	662	117	356	254	371	5	253
OVS	5	36	144	426	41	85	93	151	25	153	16	11
TOTAL	559	328	413	821	328	747	210	507	279	524	21	264

Total Incidents Per Agency

Verdugo Fire Communications has contracted to provide fire and rescue dispatch services for nine cities: Alhambra, Arcadia, Monrovia, Montebello, 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	MTB	PAS	SGB	SNM	SMD	SPS
Inc. in City	4,712	4,221	9,155	15,424	3,140	3,583	4,842	15,441	1,983	782	826	1,589
OVS*	5	36	144	426	41	85	93	151	25	153	16	11
TOTAL	4,717	4,257	9,299	15,850	3,181	3,668	4,935	15,592	2,008	935	842	1,600

Out of Jurisdiction Responses

The following table shows the number of incidents where agencies were dispatched outside their home jurisdiction. The rows indicate which fire department responded and the columns are the cities they responded into. The numbers represent how many *dispatches* occurred, not necessarily how many completed responses there were. Often, a unit will be dispatched to assist with an emergency in another city but one of the local units becomes available while they're enroute to the incident so Verdugo cancels the "visiting" unit and the "home" unit proceeds with the response. Several agencies may respond to a single large incident.

Responding Agencies	City Where Incident Occurred															Subtotals
	FY09-10	ALH	ARC	BRK	GLN	MRV	MPK	MTB	PAS	SGB	SNM	SMD	SPS	LAC	LFD	
ALH		0	0	1	2	162	5	33	192	47	0	112	2	1	2	559
ARC	1		0	2	174	4	1	83	1	4	22	0	35	0	1	328
BRK	0	2		243	3	5	0	13	0	0	0	3	19	111	14	413
GLN	0	1	315		2	7	2	62	1	0	1	4	78	340	8	821
MRV	1	266	0	0		1	1	4	0	0	14	0	39	0	2	328
MPK	289	0	0	1	0		286	3	81	0	0	2	81	1	3	747
MTB	0	1	0	1	0	110		1	3	0	0	1	48	0	45	210
PAS	20	76	6	62	8	7	0		16	52	12	97	102	43	6	507
SGB	155	2	0	1	2	41	6	8		38	0	1	23	0	2	279
SNM	30	13	0	0	2	3	0	102	124		0	97	152	0	1	524
SMD	0	1	0	1	0	0	0	2	1	0		0	15	0	1	21
SPS	29	1	0	1	1	8	0	155	3	55	0		1	10	0	264
LAC	0	56	0	65	30	51	44	43	26	27	5	1		0	7	355
LFD	0	0	25	58	0	2	0	15	0	0	0	13	2		1	116
XAA	1	131	48	9	2494	31	4052	20	1	0	11	0	19	2	10	6,829
Subtotals	526	550	394	445	2,718	432	4,397	544	449	223	65	331	616	508	103	12,301

ABBREVIATIONS: ALH=Alhambra; ARC=Arcadia; BRK=Burbank; GLN=Glendale; LAC=LA County; LFD=LA City; MRV=Monrovia; MPK=Monterey Park; MTB = Montebello; 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. The high number of responses into Monrovia and Montebello are due to the use of private ambulances for EMS incidents. XBB=Locations outside the Verdugo System, not including LAC, LFD.

Verdugo Incidents by Month and Category

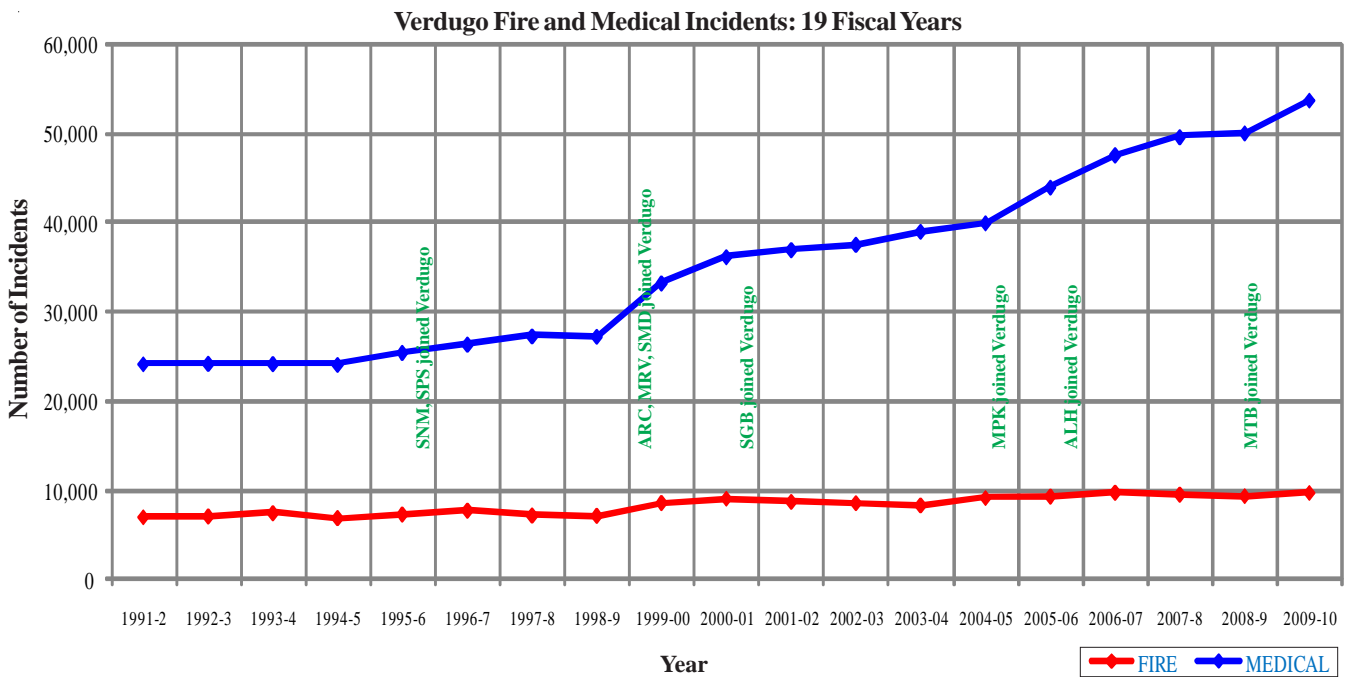
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	799	876	878	892	816	987	848	785	738	674	713	762	9,768	14.3%
MEDICAL	4,451	4,271	4,313	4,595	4,463	4,896	4,791	4,207	4,590	4,454	4,478	4,274	53,783	79.0%
SERVICE	261	244	226	315	269	296	364	262	230	247	244	266	3,224	4.7%
OTHER	5	4	7	11	12	10	6	4	4	4	2	4	73	0.1%
OVS*	113	131	124	109	85	126	81	101	106	78	86	86	1,226	1.8%
TOTAL	5,629	5,526	5,548	5,922	5,645	6,315	6,090	5,359	5,668	5,457	5,523	5,392	68,074	

* OVS = Responses Outside the Verdugo System

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, 2006 and 2009 for a total of 12 Verdugo cities.

In the 14 years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 90%, 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 tripled in this period of time.



Number of Incidents Dispatched by the Verdugo System Per Fiscal Year

	<u>1991-2</u>	<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>1999-2000</u>	<u>2000-1</u>
FIRE	7,057	7,133	7,496	6,942	7,361	7,791	7,245	7,205	8,655	9,129
MEDICAL	24,248	24,287	24,258	24,176	25,514	26,429	27,362	27,331	33,299	36,239
SERVICE	2,446	2,349	2,765	2,451	2,384	2,793	2,596	2,597	3,242	3,434
OTHER	57	57	124	323	178	85	58	111	152	112
OVS*	14	14	38	317	346	528	491	522	552	592
TOTAL	33,822	33,840	34,681	34,209	35,783	37,626	37,752	37,766	45,900	49,506

	<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>	<u>2008-9</u>	<u>2009-10</u>
FIRE	8,770	8,635	8,381	9,208	9,361	9,804	9,579	9,408	9,768
MEDICAL	37,035	37,622	39,077	40,019	44,028	47,648	49,670	50,092	53,783
SERVICE	3,387	3,348	2,802	3,809	3,277	3,449	3,465	3,017	3,224
OTHER	245	270	171	98	609	150	67	53	73
OVS*	644	779	729	835	988	1,214	1,380	1,328	1,226
TOTAL	50,081	50,654	51,160	53,969	58,263	62,265	64,161	63,898	68,074

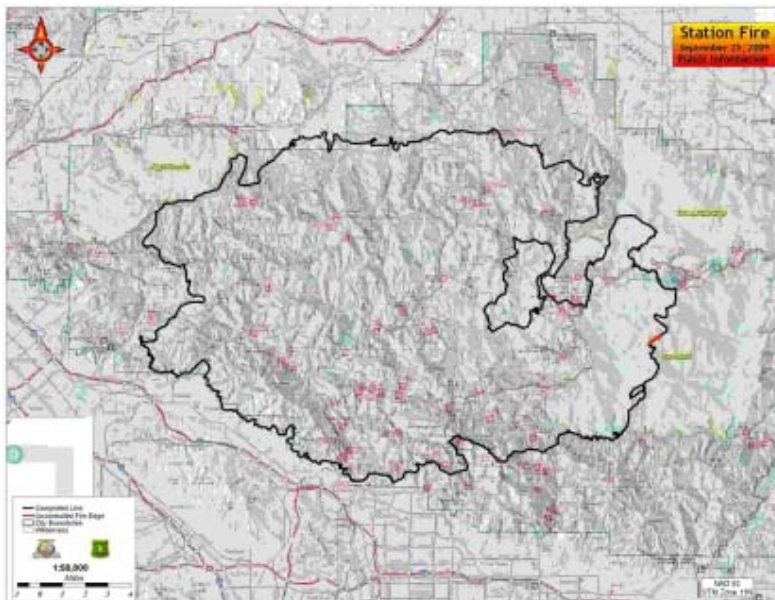
* OVS = Responses Outside the Verdugo System to jurisdictions such as LA City and LA County.

FY2009-10 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.

During FY2009-10, Verdugo dispatched 18 strike team responses to 4 major fires in California, but all 43 fire stations in the Verdugo System remained fully staffed and functioning.

Team	Incident Name	Dispatch Date	Dispatch Time	Leader or Unit Staff	Trainee	Release Date	Release Time
BR56	La Brea	8/11/2009	22:20	SLO BC Knuckles	MIB Capt. Needles	8/15/2009	21:00
BR56	Lockheed	8/15/2009	21:00	SLO BC Knuckles	MIB Capt. Needles	8/23/2009	22:30
WT21	Station	8/27/2009	8:27	Engr. Menier	FF Stien	9/13/2009	12:47
WT16	Station	8/27/2009	8:47	Engr. Sheehey	FF Hills	9/3/2009	8:05
1203-A	Station	8/28/2009	12:41	BC3 Gibson	BC2 Propst	9/2/2009	14:05
1204-A	Station	8/28/2009	15:17	BC105 Braun	BC9 Frawley	9/2/2009	13:28
1206-A	Station	8/29/2009	13:58	BC2 Arellanes		9/2/2009	14:44
1801-A	Station	8/29/2009	15:38	BC1 Briggs	MIB Capt. Merrill	9/4/2009	14:32
1804-A	Station	9/6/2009	14:53	BC1 Briggs	BC2 Propst	9/9/2009	18:27
RA21	Station	8/29/2009	14:42	Williamson/Ragusa		9/16/2009	21:44
1241-C	Station	8/27/2009	12:00	BC55 Lynsky		9/10/2009	11:00
RA91	Station	8/31/2009	11:56	White/Petta		9/15/2009	20:35
E701	Station	09/19/2009	8:01	Capt. Scott		9/24/2009	23:32
1201-A	Guiberson	9/22/2009	12:39	BC1 Robertson	BC2 Propst	9/24/2009	11:46
1205-A	Guiberson	9/23/2009	3:43	BC6 Khail	BRK Capt. Howe	9/24/2009	20:32
1286-A	Guiberson	9/23/2009	2:09	BC55 Mowad	MIB Capt. Beveridge	9/24/2009	19:14
1860-A	Guiberson	9/22/2009	18:55	Capt. Rapp		9/25/2009	13:58
1804-A	Guiberson	9/22/2009	18:02	Capt. Lowe & Aguilar		9/25/2009	17:09



The Station Fire was reported about 3:30 p.m. August 26, 2009 in the Angeles National Forest. By the time it was fully contained on October 16, over 250 square miles of the San Gabriel Mountains had burned, two sworn personnel had perished, and 22 others had been injured. This was the largest fire in the recorded history of the Angeles National Forest and the tenth-largest fire in California since the 1930's.

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 FY2009-10, Verdugo dispatched 18 multiple-alarm fires in Verdugo cities:



City	Date	Incident Type	Alarm Level	Street Address	Units
ALH	9/16/2009	Structure Fire	3	117 S. Raymond Ave.	A U81, E51, E52, E61, E63, E71, E72, E73, E74, E81, RA 71, RA 74, T31, T32, T61, T71
ALH	3/5/2010	Structure Fire	2	2620 Concord Ave.	A U81, E52, E71, E72, E73, E74, E81, RA 74, T31, T61, T71
GLN	10/20/2009	Smoke Inside Structure	2	210 N. Verdugo Rd.	A U28, E21, E22, E23, E24, E25, E26, RA 25, T21, T26, T29
GLN	11/28/2009	Structure Fire	2	550 W. Colorado St.	A U28, E21, E22, E24, E25, E26, E27, RA 21, T11, T21, T26
GLN	11/30/2009	Structure Fire	2	550 W. Colorado St.	A U28, E21, E22, E24, E25, E26, E27, RA 21, T11, T21, T26
MPK	7/17/2009	Brush Fire	2	Long Beach Fwy / San Bernardino Fwy	BR56, COE1, COE22, COQ3, E51, E52, E57, E61, E62, E63, E71, E72, E73, E74, E91, RA 61, W T101, W T21
MPK	9/1/2009	Structure Fire	2	114 N. Lincoln Ave.	A U81, E51, E61, E62, E72, E763, E774, RA 61, T55, T61, T71
MPK	2/28/2010	Apartment Fire	2	638 W. Pomona Blvd.	A U81, E57, E61, E62, E63, E72, E74, RA 61, RA 62, T55, T61, T71
MPK	4/7/2010	Structure Fire	2	728 S. Atlantic Blvd.	A U81, COE1, E57, E61, E62, E63, E72, E74, RA 61, T55, T61, T71
MPK	6/25/2010	Structure Fire	2	100 E. Graves Ave.	A U106, COE4, E106, E51, E61, E62, E63, E72, E74, RA 51, RA 62, RA 74, T55, T61, T71
MTB	11/29/2009	Apartment Fire	2	517 S. Montebello Blvd.	A U428, A U55, DNE63, DNYE1, DNYE2, DNYT1, E55, E56, E57, E62, T55, T56, CARE1
MTB	6/21/2010	Structure Fire	2	2537 Via Campo	A U55, DNE63, DNY1, E55, E56, E61, E62, E63, T55, T61, CARE1
PAS	7/30/2009	Brush Fire	2	1690 La Cresta Dr.	A 100, COE82, E23, E31, E32, E33, E34, E36, E37, E38, E39, E81, RA 31, RA 33, RA 36, W T21
PAS	1/1/2010	Structure Fire	2	168 S. Los Robles Ave.	A U81, E31, E33, E34, E38, E39, E732, E81, RA 31, T31, T32, T71, USR32
PAS	2/27/2010	House Fire	2	394 S. Oakland Ave.	A U81, E31, E32, E33, E34, E36, E37, E39, E81, RA 31, RA 36, RA 91, T31, T32, T71
SGB	3/29/2010	House Fire	2	130 W. Angelino Ave.	A U81, E51, E52, E61, E71, E72, E73, E91, RA 51, T32, T61, T71
SNM	10/22/2009	House Fire	2	1555 Kensington Rd.	A U81, COT4, E34, E52, E71, E73, E81, E91, RA 81, RA 91, T31, T32, T71
SNM	10/28/2009	House Fire	2	2995 Woodlawn Ave.	A U81, COE5, E32, E34, E37, E51, E71, E72, E81, E91, RA 91, T31, T32, T71

Response Time Analysis

Because time is of the essence during an emergency response, fire departments keep a close eye on how long it takes their units and personnel to arrive and begin providing assistance. Statistics are generated for Turnout Time (the time it takes from dispatch to leaving the station), Travel Time (from leaving the station to arrival onscene), and Total Response Time (from dispatch to arrival onscene of the first unit). These statistics may vary due to a variety of factors such as a city's geographical layout, the time of day or night, traffic conditions, road conditions, and emergency unit availability.

The National Fire Protection Association (NFPA) publishes standards for career fire departments that include how quickly each step of the notification and response process should occur. The 2010 version of the NFPA 1710 standard stipulates the following:

4.1.2.1 The fire department shall establish the following objectives:

- (1) Alarm handling time to be completed in accordance with 4.1.2.3.*
- (2) 80 seconds for turnout time for fire and special operations response and 60 seconds turnout time for EMS response.*
- (3) 240 seconds or less travel time for the arrival of the first arriving engine company at a fire suppression incident and 480 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident.*
- (4) 240 seconds or less travel time for the arrival of a unit with first responder with automatic external defibrillator (AED) or higher level capability at an emergency medical incident.*
- (5) 480 seconds or less travel time for the arrival of an advanced life support (ALS) unit at an emergency medical incident, where this service is provided by the fire department provided a first responder with AED or basic life support (BLS) unit arrived in 240 seconds or less travel time.*

4.1.2.4 The fire department shall establish a performance objective of not less than 90 percent for the achievement of each turnout time and travel time objective specified in 4.1.2.1.

The turnout time objective mentioned above includes a revision to provide an additional 20 seconds for fire and special operations incidents, compared to previous versions of this standard. Special operations is defined as "Those emergency incidents to which the fire department responds that require specific and advanced training and specialized tools and equipment." (3.3.41.2) A full alarm assignment for a structure fire in a typical two-story single-family dwelling is comprised of at least 15 personnel.

Performance Measurement

Verdugo uses two statistics to track response time performance for each fire department: **90th Percentile** and **Percent Meeting Standards**. For example, the 90th percentile travel time for a particular agency is the time where 90% of that agency's travel times are lower. When 1,000 response times are listed from lowest to highest, the 90th percentile time is the 900th entry in that list. Based on the above NFPA standards, if an agency's 90th percentile travel time is 240 seconds (4 minutes) or less, the standard has been met or exceeded. Results are calculated separately for Fire, Medical and Service incidents because different turnout time standards apply. The Service category includes such incident types as Arcing Wires, Broken Gas Main, Major Flooded Condition, and Wires Down.

Percent Meeting Standards is the fraction of responses that met the NFPA standard. Ideally, at least 90% of the responses in each category meet the applicable standard.

Only Code-3 (lights & sirens) incident types are included in these measurements. Data excluded: Turnout Times over 5 minutes, Travel Times over 19 minutes, and Total Response Times over 20 minutes due to the likelihood that human or mechanical error prevented the status change from being recorded.

Number of Incidents

(FY 2009-10)

Fire Dept.	# of Fire Incidents	# of Medical Incidents	# of Service Incidents
ALH	559	3,899	250
ARC	703	3,296	218
BRK	1,293	7,418	443
GLN	1,602	13,156	653
MRV	462	2,494	184
MTB	694	3,909	238
MPK	414	2,995	170
PAS	2,826	11,935	639
SGB	260	1,633	87
SNM	167	567	48
SMD	103	628	95
SPS	267	1,162	159

Turnout Time (Dispatch to Enroute)

NFA Standard: 1:00 (1:20 for Fire & Special Ops.)

Fire Department	90th Percentile: FIRE	90th Percentile: MEDICAL	90th Percentile: SERVICE
Alhambra	02:12	01:39	02:17
Arcadia	02:06	01:46	02:16
Burbank	01:33	01:39	01:48
Glendale	01:40	01:46	01:51
Monrovia	02:04	01:41	02:03
Montebello	01:52	01:43	02:06
Monterey Park	02:33	01:55	02:31
Pasadena	01:52	01:46	01:47
San Gabriel	02:01	01:41	01:40
San Marino	01:57	01:35	02:07
Sierra Madre	01:46	02:21	01:49
South Pasadena	01:53	01:42	02:09

NFA Standard: 90%

Fire Department	% of FIRE Responses	% of MEDICAL Responses	% of SERVICE Responses
Alhambra	66.1%	53.7%	30.6%
Arcadia	61.5%	49.7%	42.7%
Burbank	81.0%	53.7%	44.7%
Glendale	77.8%	49.7%	42.9%
Monrovia	65.7%	44.2%	43.8%
Montebello	74.9%	50.3%	44.3%
Monterey Park	55.3%	41.0%	17.7%
Pasadena	72.1%	54.1%	50.1%
San Gabriel	64.7%	60.1%	58.3%
San Marino	72.1%	58.1%	42.1%
Sierra Madre	55.6%	32.7%	54.2%
South Pasadena	71.8%	50.0%	48.2%

Travel Time (Enroute to Onscene)

NFA Standard: 4:00 for all incidents

Fire Department	90th Percentile: FIRE	90th Percentile: MEDICAL	90th Percentile: SERVICE
Alhambra	05:46	05:11	06:03
Arcadia	06:06	05:09	07:46
Burbank	05:27	04:42	06:01
Glendale	06:03	04:51	05:50
Monrovia	06:04	04:58	06:45
Montebello	07:03	06:27	08:14
Monterey Park	06:19	05:42	07:08
Pasadena	05:56	04:59	06:26
San Gabriel	05:36	05:02	06:39
San Marino	04:46	04:43	05:28
Sierra Madre	04:31	05:45	05:51
South Pasadena	05:50	04:52	05:38

NFA Standard: 90%

Fire Department	% of FIRE Responses	% of MEDICAL Responses	% of SERVICE Responses
Alhambra	54.7%	72.2%	56.0%
Arcadia	59.5%	72.8%	52.7%
Burbank	69.4%	80.5%	62.7%
Glendale	64.0%	78.5%	67.9%
Monrovia	52.0%	73.6%	63.8%
Montebello	33.6%	52.3%	36.1%
Monterey Park	55.3%	65.4%	40.6%
Pasadena	61.7%	78.4%	61.1%
San Gabriel	60.0%	71.6%	47.9%
San Marino	79.1%	79.2%	73.7%
Sierra Madre	80.6%	75.3%	60.4%
South Pasadena	74.1%	80.8%	57.8%

Total Response Time (Dispatch to Onscene)

NFA Standard: 5:00 (5:20 for Fire & Special Ops.)

Fire Department	90th Percentile: FIRE	90th Percentile: MEDICAL	90th Percentile: SERVICE
Alhambra	06:50	06:13	07:36
Arcadia	07:43	06:14	08:55
Burbank	06:19	05:49	07:12
Glendale	07:03	05:57	07:07
Monrovia	07:09	06:09	07:50
Montebello	07:51	07:27	09:32
Monterey Park	07:52	06:51	08:27
Pasadena	06:52	05:59	07:23
San Gabriel	06:45	06:03	07:34
San Marino	05:52	05:54	06:09
Sierra Madre	05:50	06:59	06:44
South Pasadena	07:20	06:01	07:05

NFA Standard: 90%

Fire Department	% of FIRE Responses	% of MEDICAL Responses	% of SERVICE Responses
Alhambra	59.3%	71.2%	47.0%
Arcadia	58.1%	71.6%	45.0%
Burbank	78.1%	79.3%	57.9%
Glendale	72.5%	76.3%	64.4%
Monrovia	63.7%	70.3%	56.2%
Montebello	46.0%	49.6%	29.9%
Monterey Park	53.3%	59.6%	28.1%
Pasadena	71.3%	77.5%	61.4%
San Gabriel	62.4%	72.0%	52.1%
San Marino	81.4%	79.6%	57.9%
Sierra Madre	77.8%	67.6%	58.3%
South Pasadena	80.0%	77.7%	51.8%

Verdugo Call Volume

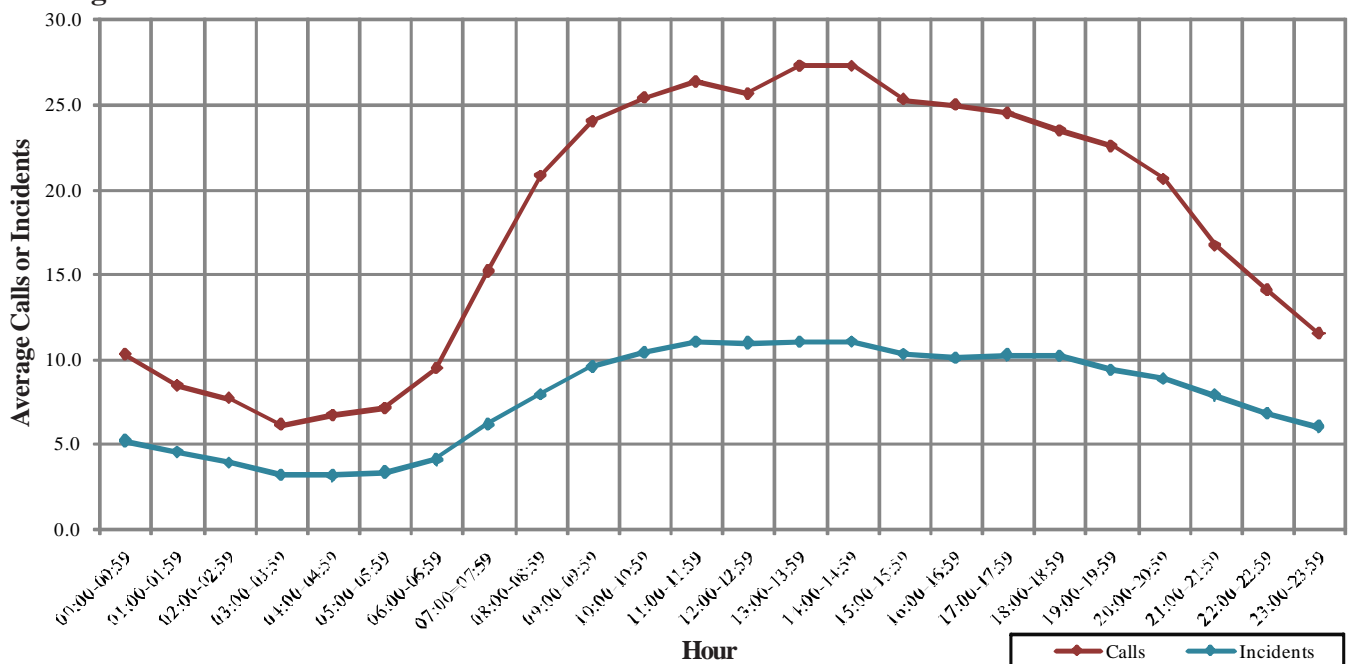
Verdugo Fire Communications personnel answer fire and emergency medical 911 calls, dispatch appropriate emergency equipment, and ensure that all elements of the emergency response system are in communication with each other. Verdugo is staffed with three operators and a supervisor 24 hours a day, 7 days a week.



Just over 68,000 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 43 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 an emergency. For this reason, numerous statistics related to incoming telephone calls are monitored routinely in emergency communications centers.

- During FY2009-10, Verdugo handled an average of 431 telephone calls per day or 18 calls per hour. About 31% of these calls were taken on 911 lines, 49% came through other emergency lines or the four administrative lines, and 20% were outgoing calls.
- There were about 2.3 calls per incident, an average of 186 incidents per day or 7.7 incidents per hour.
- The highest call volume in a single day, including incoming 911, 10-digit emergency and administrative lines plus outgoing calls, occurred Aug. 29, with 835 phone calls. The second-highest call day was two days earlier, Aug. 27, at 752 calls. This was the second day of the Station Fire. The fewest total calls occurred on June 15, with only 156.
- The busiest month in terms of call volume was August 2009, with 14,881 total phone calls, or an average of 480 calls per day. June and November tied for slowest month, with an average of 402 calls per day.
- 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: 99.66% of 911 calls were answered within 15 seconds and 99.99% were answered within 40 seconds. In the entire year, there was only one call where the answering time was over a minute.

Verdugo Calls* and Incidents Per Hour



*Includes incoming and outgoing calls on all lines: 911, other emergency lines, and administrative lines.

- There were 499 abandoned calls during the year, a little over one per day. Only 95 of the abandoned calls (about 8 per month) were on 911 lines and the remainder were on other 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 FY2009-10 averaged 44 seconds for 911 call processing and 8 seconds for radio dispatching. According to NFPA 1221 standard 7.4.2, “Ninety 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 68.6% of the time and the 90-second standard 91.2% 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 52.5% of the time, based on 911 call data.

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. Statistics are collected monthly to determine how often the call volume might have exceeded staffing levels. During a major incident such as a brush fire or a multiple-alarm structure fire, if the three dispatchers on phone duty are taking calls simultaneously, any additional calls must either continue ringing or be answered and placed on hold. Additional dispatchers are called in for major incidents of longer duration.

The results of the FY2009-10 call volume study indicate that there were 922 instances when call volume exceeded staffing (all phone dispatchers were on calls when an additional call came in) in the first half of the fiscal year and 434 in the second half. Part of this difference may be attributed to a change in staffing; beginning in Jan. 2010, the 8 a.m. to 8 p.m. overlap shift was eliminated to provide an additional person on night shifts. 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 2009-10 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												
	<u>Verdugo</u>	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MPK</u>	<u>MRV</u>	<u>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Fire Alarm	8.8%	5.5%	11.7%	9.1%	5.8%	6.1%	9.4%	8.7%	13.7%	7.9%	14.7%	4.6%	10.1%
Shortness of Breath	8.7%	9.0%	7.9%	8.8%	10.3%	9.5%	9.1%	9.4%	8.1%	11.0%	4.9%	6.3%	5.5%
Fall - Minor	8.1%	8.7%	11.2%	9.4%	7.6%	8.8%	7.9%	7.5%	7.7%	7.2%	12.4%	10.2%	8.9%
Chest Pains - Heart Attack	5.8%	5.5%	4.7%	6.2%	7.6%	4.7%	5.1%	5.5%	5.8%	5.1%	3.2%	3.4%	5.6%
Misc Medical	5.2%	4.8%	4.9%	5.3%	6.4%	4.6%	5.1%	5.8%	5.4%	4.2%	5.0%	5.6%	3.7%
Person Unconscious/Unresponsive	4.8%	5.3%	4.3%	4.4%	5.2%	6.1%	3.9%	5.9%	4.3%	8.9%	4.3%	3.3%	5.2%
Traffic Collision	4.4%	5.1%	5.3%	4.0%	4.5%	4.1%	5.9%	4.9%	4.0%	5.2%	6.6%	2.8%	4.4%
Person in Seizure	2.9%	3.6%	2.0%	2.9%	2.4%	3.1%	2.7%	4.5%	3.4%	3.4%	1.9%	2.5%	2.3%
Minor Trauma	2.8%	3.4%	2.8%	3.0%	2.4%	2.8%	3.1%	3.6%	3.1%	2.6%	3.1%	1.6%	3.2%
Person Down	2.2%	1.6%	2.0%	1.6%	2.6%	2.7%	2.0%	2.1%	2.8%	1.3%	1.2%	1.9%	2.5%

Hospital Transports

Nearly 80% of emergency responses in the Verdugo System are medical incidents. An engine and an ambulance are dispatched to medical incidents in all but two cities. In Monrovia, an engine and a squad respond and a private ambulance is called for transports. In Montebello, a private ambulance responds with a paramedic engine.

The table below shows average and maximum time spent during patient drop-off at each hospital for FY09-10. This time was calculated by subtracting the ambulance's "Available on Radio" time from its "Transport Complete" time. The lower table lists the number of transports to each hospital. Note that the numbers of transports may be somewhat underestimated due to the way some transports are entered on the mobile computer.

Average and Maximum Time Spent at the Hospital

	Alhambra Hospital	Beverly Hospital	Children's Hospital Los Angeles	East Valley Hospital	Foothill Presby. Hospital	Garfield Medical Center	Glendale Adventist Medical Center	Glendale Memorial Hospital	Huntington Memorial Hospital	Kaiser - Baldwin Pk.	Kaiser - Los Angeles	LAC/USC Med. Ctr.	Methodist Hospital of S. California	Monterey Park Hospital	Providence Holy Cross Med. Ctr.	Providence St. Joseph Med. Cntr.	San Gabriel Valley Medical Center	Verdugo Hills Hospital	White Memorial Hospital
Average Time at Hospital (min:sec)	20:35	25:17	30:52	28:24	25:57	19:09	17:57	16:56	27:20	33:23	31:06	35:26	25:08	19:07	43:23	18:53	21:25	21:03	29:12
Maximum Time at Hospital (hr:min:sec)	1:18:18	53:46	1:11:17	38:37	52:20	2:06:01	1:45:38	2:17:33	2:27:34	59:30	0:46:24	2:11:58	1:49:11	2:15:20	55:18	2:37:41	2:12:10	1:21:24	40:20

Number of Transports

RA Transport By:	Alhambra Hospital	Beverly Hospital	Children's Hospital Los Angeles	East Valley Hospital	Foothill Presby. Hospital	Garfield Medical Center	Glendale Adventist Medical Center	Glendale Memorial Hospital	Grossman Burn Ctr.	Huntington Memorial Hospital	Kaiser - Baldwin Pk.	Kaiser - Los Angeles	LAC/USC Med. Ctr.	Methodist Hospital of S. California	Monterey Park Hospital	Providence Holy Cross Med. Ctr.	Providence St. Joseph Med. Cntr.	San Gabriel Valley Medical Center	Verdugo Hills Hospital	White Memorial Hospital	Whittier Presb. Hospital	TOTAL	
ALH	929	1	1	1	1	569		1		110			54	6	17			789					2,478
ARC				1						88	12		2	1,903				64					2,070
BRK		1	17				36	14		4			36			8	3,144						3,260
GLN			40				3,878	2,541	1	72	2	19	123	8			363		620				7,667
MRV				1	42		1			52	21		1	450				1					569
MIB*																							0
MPK	10	51				1,041				2			91		448			48		9	1		1,701
PAS	4			2		2	601	21		6,606			17	842				100	342				8,537
SGB	12			1	65					72			15	44	1			872					1,082
SNM	4				2	1				178		1	3	88				184	1				462
SMD										69				303				4					376
SPS	131						8	2		441		1	2	5				20	4				614
TOTAL	1,090	53	58	3	45	1,679	4,525	2,579	1	7,694	35	21	344	3,649	466	8	3,507	2,082	967	9	1	28,816	

* No data available as transports in Montebello are by private ambulance.



Alhambra Fire Department



There were 4,712 incidents in Alhambra during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 116 type codes listed below, the three most frequent incident types were Fire Alarm (46.8% of Fire incidents), Shortness of Breath (10.9% of Medical incidents), and Fall - Minor (10.5% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	14	2.5%
APPLIANCE FIRE - MAJOR	7	1.3%
ARSON INVESTIGATION	1	0.2%
CARBON MONOXIDE ALARM	4	0.7%
ELECTRICAL FIRE	15	2.7%
EXPLOSIVES/BOMB THREATS/CARE	2	0.4%
FIRE ALARM	259	46.8%
FIRE ALARM RESET	5	0.9%
FIRE NOW OUT	14	2.5%
GARAGE FIRE	2	0.4%
HOUSE FIRE	18	3.3%
ILLEGAL BURNING	13	2.4%
MISC OUTSIDE FIRE	16	2.9%
MISC OUTSIDE FIRE ON THE FWY	1	0.2%
REFUSE FIRE	38	6.9%
SMOKE IN A STRUCTURE	14	2.5%
SMOKE IN THE AREA	20	3.6%
SPRINKLER SYSTEM ACTIVATED	2	0.4%
STRUCTURE FIRE	26	4.7%
TRANSFORMER/STREET LIGHT FIRE	10	1.8%
UNKNOWN TYPE FIRE	4	0.7%
VEGETATION FIRE	17	3.1%
VEGETATION FIRE ON THE FWY	5	0.9%
VEHICLE FIRE	31	5.6%
VEHICLE FIRE IN A STRUCTURE	2	0.4%
VEHICLE FIRE ON THE FREEWAY	13	2.4%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
BURN INJURY	2	0.1%
CHEST PAINS - HEART ATTACK	258	6.6%
CVA-NEUROLOGIC	93	2.4%
DIABETIC PROBLEM	66	1.7%
EMER MEDICAL SVC ON THE FWY	15	0.4%
EMS CALL -- NO DETAILS	20	0.5%
EYE INJURY	6	0.2%
FALL MAJOR	51	1.3%
FALL MINOR	411	10.5%
G.I BLEED	29	0.7%
GUNSHOT WOUND	3	0.1%
HEAD PAIN	19	0.5%
HEART PROBLEM	66	1.7%
HOSPITAL TRANSFER	5	0.1%
INGESTION-POISONING-INHALATION	69	1.8%
INVESTIGATE THE WELFARE	4	0.1%
MEDICAL ALARM	30	0.8%
MINOR TRAUMA	159	4.1%
MISC MEDICAL	226	5.8%
MISC RESPONSE FOR 1 RA	2	0.1%
NOSE BLEED NON-TRAUMATIC	13	0.3%
OBSTETRICS/GYNECOLOGICAL	29	0.7%
OVERDOSE	36	0.9%
PERSON CHOKING	24	0.6%
PERSON DIZZY	86	2.2%
PERSON DOWN	77	2.0%
PERSON HANGING	1	0.0%
PERSON IN SEIZURE	168	4.3%
PERSON NOT BREATHING	67	1.7%
PERSON SICK	78	2.0%
PERSON SICK	9	0.2%
PERSON STABBED	6	0.2%
PERSON THREATENING TO JUMP	1	0.0%
PERSON UNCONSCIOUS-UNRESPONSIVE	252	6.5%
PSYCHIATRIC	54	1.4%
RESCUE	3	0.1%
RESCUE ON THE FWY	17	0.4%
SEVERE TRAUMA	7	0.2%
SHORTNESS OF BREATH	426	10.9%
SYNCOPE/FAINTED NOW CONS	81	2.1%
TRAFFIC COLLISION	241	6.2%
TRAFFIC COLLISION ON THE FWY	89	2.3%
TRAFFIC COLLISION W/BICYCLE	16	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	9	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	55	1.4%
TRAFFIC COLLISION-RESCUE	19	0.5%
UNKNOWN MEDICAL	50	1.3%
VEHICLE INTO A STRUCTURE	5	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	2	0.8%
ARCING WIRES	5	1.9%
BEE INVESTIGATION	3	1.2%
BIOHAZARD INVESTIGATION	3	1.2%
BROKEN GAS MAIN	2	0.8%
BROKEN WATER MAIN	8	3.1%
CHEMICAL OUTSIDE	2	0.8%
ELEVATOR RESCUE	19	7.3%
FLOWING/GUSHING/SHEARED HYDRANT	12	4.6%
FUEL SPILL	11	4.2%
INVESTIGATE A HAZARDOUS COND	43	16.5%
INVESTIGATE OVERCROWDING	2	0.8%
MAJOR FLOODED CONDITION	9	3.5%
MALFUNCTION	4	1.5%
MINOR FLOODING	23	8.8%
MISC RESPONSE FOR 1 ENGINE	1	0.4%
MISC. ODOR INVESTIGATION	10	3.8%
MISC. RESPONSE FOR A TRUCK	1	0.4%
MISC. RESPONSE FULL ASSIGNMENT	2	0.8%
ODOR OF NATURAL GAS INSIDE	9	3.5%
ODOR OF NATURAL GAS OUTSIDE	18	6.9%
ONE STORY ROOF CHECK	2	0.8%
PD ASSIST/STAND-BY	9	3.5%
PERSON LOCKED IN - LOCKED OUT	23	8.8%
PUBLIC ASSIST	14	5.4%
ROOF CHECK 2 STORIES & ABOVE	4	1.5%
WIRES DOWN	19	7.3%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	61	1.6%
ABDOMINAL PAIN - ALS	10	0.3%
ABDOMINAL PAIN - BLS	24	0.6%
ALLERGIC REACTION	25	0.6%
ALTERED LEVEL OF CONSCIOUSNESS	88	2.3%
ANIMAL/HUMAN BITINGS	9	0.2%
ANIMAL BITINGS - ALS	1	0.0%
ANIMAL BITINGS - BLS	2	0.1%
ASSAULT VICTIM	113	2.9%
ASSIST THE INVALID	52	1.3%
BACK PAIN	39	1.0%
BLOOD PRESSURE PROBLEM	26	0.7%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	1
SPECIAL EVENT	2
TRANSFER TO POLICE DEPT	2



Ahambra Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	41	52	59	48	60	52	47	53	41	34	26	46	559	11.9%
MEDICAL	312	326	294	348	349	344	340	300	328	315	330	313	3,899	82.7%
SERVICE	18	26	21	30	16	21	29	10	20	20	27	12	250	5.3%
OTHER	0	2	0	1	1	0	0	0	0	0	0	0	4	0.1%
OVS*	0	2	2	0	0	0	0	0	0	1	0	0	5	0.1%
TOTAL	371	408	376	427	426	417	416	363	389	370	383	371	4,717	

Responses Per Unit

The Alhambra Fire Department was dispatched to 4,712 incidents within its city borders and an additional 559 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 71	1,630
Engine 72	1,418
Engine 73	1,036
Engine 74	1,235
Ambulance 71	2,304
Ambulance 74	1,873
Truck 71	636
USR71	4

Out of Jurisdiction Responses

The Alhambra Fire Department was dispatched to incidents outside their jurisdiction 559 times in FY2009-10:

Glendale	1	Pasadena	33
LA City	1	San Gabriel	192
LA County	2	San Marino	47
Monrovia	2	South Pasadena	112
Montebello	5	Other Cities	2
Monterey Park	162	TOTAL	559

Other agencies were dispatched to incidents in Alhambra 526 times during the same time period:

Arcadia	1
Monrovia	1
Monterey Park	289
Pasadena	20
San Gabriel	155
San Marino	30
South Pasadena	29
Other*	1
TOTAL	526

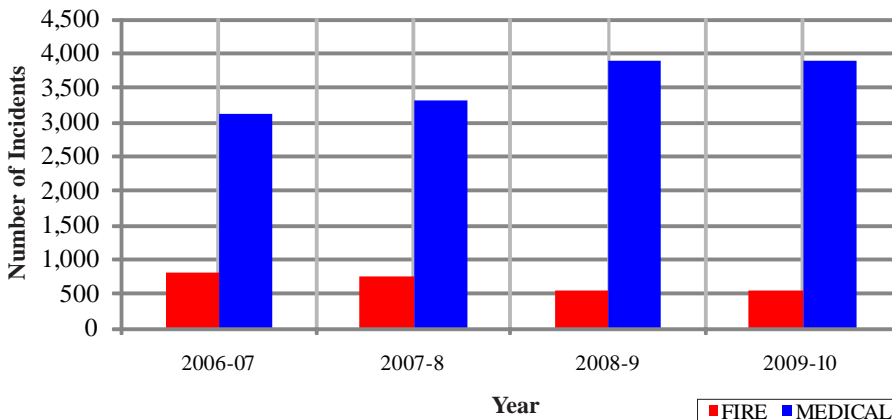
*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Alhambra Incidents: 4 Fiscal Years

	2006-07	2007-8	2008-9	2009-10
FIRE	798	748	551	559
MEDICAL	3,127	3,319	3,887	3,899
SERVICE	240	244	278	250
OTHER	6	0	1	4
OVS*	61	60	11	5
TOTAL	4,232	4,371	4,728	4,717

*OVS = Responses Outside the Verdugo System

Alhambra Fire and Medical Incidents Per Year





Arcadia Fire Department



There were 4,221 incidents in Arcadia during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 113 type codes listed below, the three most frequent incident types were Fire Alarm (70.3% of Fire incidents), Fall - Minor (14.3% of Medical incidents), and Shortness of Breath (10.1% 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	5	0.7%	CVA-NEUROLOGIC	77	2.3%	ANIMAL RESCUE/ ASSIST	7	3.2%
APPLIANCE FIRE - MAJOR	8	1.1%	DIABETIC PROBLEM	49	1.5%	ARCING WIRES	9	4.1%
BRUSH FIRE	2	0.3%	DROWNING/DIVING INCIDENT	2	0.1%	BEE INVESTIGATION	7	3.2%
CARBON MONOXIDE ALARM	4	0.6%	EMER MEDICAL SVC ON THE FWY	7	0.2%	BROKEN GAS MAIN	1	0.5%
ELECTRICAL FIRE	15	2.1%	EMS CALL -- NO DETAILS	25	0.8%	BROKEN WATER MAIN	3	1.4%
ELECTRICAL VAULT FIRE	2	0.3%	EXPOSURE	3	0.1%	CHEMICAL OUTSIDE	3	1.4%
FIRE ALARM	495	70.3%	EYE INJURY	2	0.1%	DAMAGE INVESTIGATION	2	0.9%
FIRE ALARM - FULL ASSIGNMENT	4	0.6%	FALL MAJOR	55	1.7%	ELEVATOR RESCUE	10	4.6%
FIRE ALARM RESET	6	0.9%	FALL MINOR	473	14.3%	FLOWING/GUSHING/SHEARED HYDRANT	6	2.7%
FIRE NOW OUT	8	1.1%	G.I BLEED	31	0.9%	FUEL SPILL	6	2.7%
GARAGE FIRE	1	0.1%	GUNSHOT WOUND	2	0.1%	INVESTIGATE A HAZARDOUS COND	19	8.7%
HOUSE FIRE	14	2.0%	HEAD PAIN	14	0.4%	INVESTIGATE OVERCROWDING	2	0.9%
ILLEGAL BURNING	11	1.6%	HEART PROBLEM	70	2.1%	MAJOR FLOODED CONDITION	9	4.1%
MISC OUTSIDE FIRE	8	1.1%	HOSPITAL TRANSFER	1	0.0%	MALFUNCTION	11	5.0%
MISC OUTSIDE FIRE ON THE FWY	2	0.3%	INGESTION-POISONING-INHALATION	28	0.8%	MINOR FLOODING	19	8.7%
REFUSE FIRE	10	1.4%	INJURY TC WITH FUEL SPILL	1	0.0%	MISC RESPONSE FOR 1 ENGINE	4	1.8%
SMOKE IN A STRUCTURE	11	1.6%	INVESTIGATE THE WELFARE	2	0.1%	MISC. ODOR INVESTIGATION	7	3.2%
SMOKE IN THE AREA	27	3.8%	MEDICAL ALARM	45	1.4%	MISC. RESPONSE FOR A TRUCK	1	0.5%
SPRINKLER SYSTEM ACTIVATED	1	0.1%	MINOR TRAUMA	120	3.6%	ODOR OF NATURAL GAS INSIDE	14	6.4%
STRUCTURE FIRE	10	1.4%	MISC MEDICAL	206	6.2%	ODOR OF NATURAL GAS OUTSIDE	14	6.4%
TRANSFORMER/STREET LIGHT FIRE	11	1.6%	NON-INJURY TRAFFIC COLLISION	2	0.1%	PD ASSIST STAND-BY	6	2.7%
UNKNOWN TYPE FIRE	2	0.3%	NOSE BLEED NON-TRAUMATIC	13	0.4%	PERSON LOCKED IN - LOCKED OUT	8	3.7%
VEGETATION FIRE	9	1.3%	OBSTETRICS/GYNECOLOGICAL	13	0.4%	PUBLIC ASSIST	10	4.6%
VEGETATION FIRE ON THE FWY	2	0.3%	OVERDOSE	19	0.6%	ROOF CHECK 2 STORIES & ABOVE	4	1.8%
VEHICLE FIRE	24	3.4%	PERSON CHOKING	21	0.6%	WIRES DOWN	37	16.9%
VEHICLE FIRE IN A STRUCTURE	3	0.4%	PERSON DIZZY	82	2.5%			
VEHICLE FIRE ON THE FREEWAY	9	1.3%	PERSON DOWN	83	2.5%			
			PERSON IN SEIZURE	84	2.5%			
			PERSON NOT BREATHING	67	2.0%			
			PERSON SICK	62	1.9%			
			PERSON SICK	6	0.2%			
			PERSON STABBED	2	0.1%			
			PERSON UNCONSCIOUS-UNRESPONSIVE	180	5.4%			
			PSYCHIATRIC	28	0.8%			
			RESCUE	3	0.1%			
			RESCUE ON THE FWY	15	0.5%			
			SEVERE TRAUMA	2	0.1%			
			SHORTNESS OF BREATH	332	10.1%			
			SYNCOPE/FAINTING NOW CONS	88	2.7%			
			TRAFFIC COLLISION	225	6.8%			
			TRAFFIC COLLISION ON THE FWY	41	1.2%			
			TRAFFIC COLLISION W/BICYCLE	11	0.3%			
			TRAFFIC COLLISION W/MOTORCYCLE	7	0.2%			
			TRAFFIC COLLISION W/PEDESTRIAN	24	0.7%			
			TRAFFIC COLLISION-RESCUE	21	0.6%			
			UNKNOWN MEDICAL	30	0.9%			
			VEHICLE INTO A STRUCTURE	9	0.3%			

MEDICAL		
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	38	1.2%
ABDOMINAL PAIN - ALS	8	0.2%
ABDOMINAL PAIN - BLS	22	0.7%
ALLERGIC REACTION	14	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	103	3.1%
ANIMAL/HUMAN/STINGS	2	0.1%
ASSAULT VICTIM	56	1.7%
ASSIST THE INVALID	104	3.1%
BACK PAIN	44	1.3%
BLOOD PRESSURE PROBLEM	27	0.8%
BURN INJURY	2	0.1%
CHEST PAINS - HEART ATTACK	200	6.1%

OTHER		
INCIDENT TYPE	# INCIDENTS	
FIRE TRAINING	1	
SPECIAL EVENT	2	

Arcadia Incidents by Month and Category

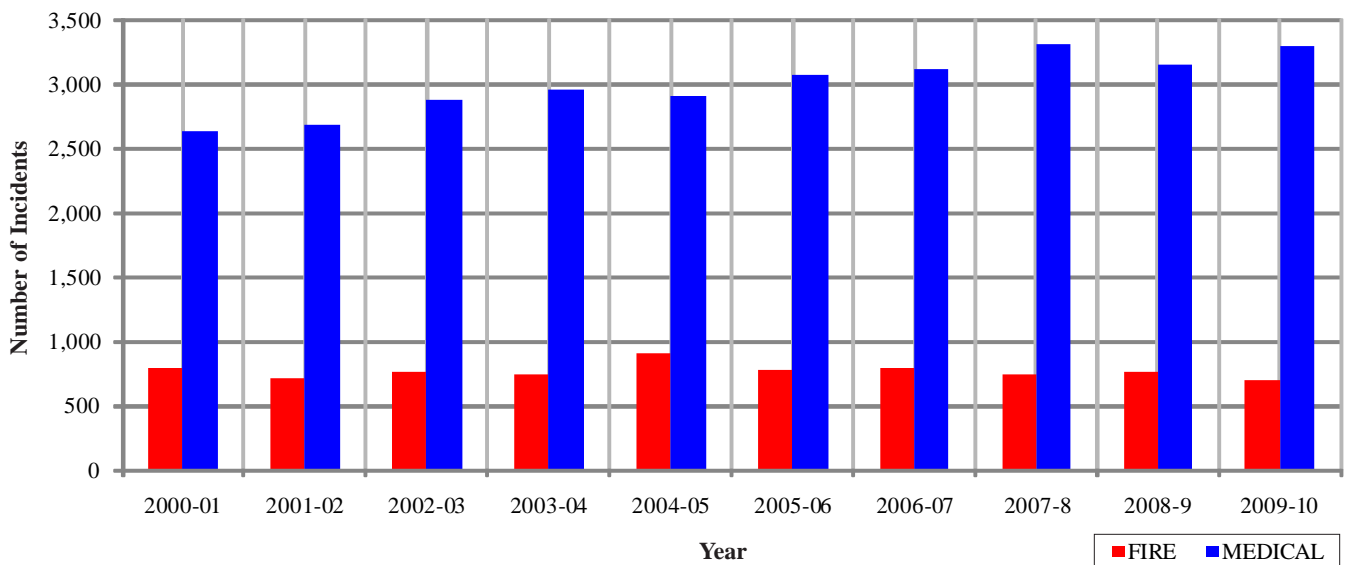
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	60	63	62	59	51	66	65	61	52	52	45	67	703	16.5%
MEDICAL	286	259	242	279	275	298	319	241	282	271	274	270	3,296	77.4%
SERVICE	19	19	11	31	22	16	22	13	18	12	22	13	218	5.1%
OTHER	0	0	0	0	2	0	0	1	0	0	0	1	4	0.1%
OVS*	5	5	3	1	1	2	1	3	6	3	5	1	36	0.8%
TOTAL	370	346	318	370	351	382	407	319	358	338	346	352	4,257	

Arcadia Incidents: 10 Fiscal Years

	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-8	2008-9	2009-10
FIRE	796	713	761	743	914	773	798	748	762	703
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319	3,154	3,296
SERVICE	318	244	285	245	267	249	240	244	223	218
OTHER	3	3	4	5	2	6	6	0	3	4
OVS*	35	34	46	52	37	49	61	60	41	36
TOTAL	3,785	3,685	3,973	4,013	4,127	4,156	4,232	4,371	4,183	4,257

*OVS = Responses Outside the Verdugo System

Arcadia Fire and Medical Incidents: 10 Fiscal Years



Out of Jurisdiction Responses

The Arcadia Fire Department was dispatched to incidents outside their jurisdiction 328 times in FY2009-10:

Alhambra	1	Pasadena	83
Glendale	2	San Gabriel	1
LA County	35	San Marino	4
Monrovia	174	Sierra Madre	22
Montebello	1	Other Cities	1
Monterey Park	4	TOTAL	328

Other agencies were dispatched to incidents in Arcadia 550 times during the year:

Burbank	2	San Gabriel	2
Glendale	1	San Marino	13
LA County	56	South Pasadena	1
Monrovia	266	Other*	131
Montebello	1	TOTAL	550
Pasadena	76		

*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 was dispatched to 4,221 incidents within its city borders and an additional 328 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Air Utility 106	8
Engine 105	1,642
Engine 106	2,173
Engine 107	834
Ambulance 105	1,645
Ambulance 106	1,828
Truck 105	544
USAR 106	5





Burbank Fire Department



There were 9,155 incidents in Burbank during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 123 type codes listed below, the three most frequent incident types were Fire Alarm (64.5% of Fire incidents), Fall - Minor (11.6% of Medical incidents), and Shortness of Breath (10.9% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	14	1.1%
APPLIANCE FIRE - MAJOR	12	0.9%
APPLIANCE FIRE - MINOR	2	0.2%
BRUSH FIRE	1	0.1%
BRUSH FIRE	1	0.1%
CARBON MONOXIDE ALARM	12	0.9%
ELECTRICAL FIRE	23	1.8%
EMERGENCY LANDING AT AIRPORT	12	0.9%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.2%
FIRE ALARM	833	64.5%
FIRE ALARM - FULL ASSIGNMENT	3	0.2%
FIRE ALARM RESET	18	1.4%
FIRE NOW OUT	23	1.8%
GARAGE FIRE	5	0.4%
HOUSE FIRE	32	2.5%
ILLEGAL BURNING	16	1.2%
MISC OUTSIDE FIRE	16	1.2%
MISC OUTSIDE FIRE ON THE FWY	9	0.7%
PLANE ACCIDENT, DOWN OR FIRE	1	0.1%
REFUSE FIRE	19	1.5%
SMOKE IN A STRUCTURE	49	3.8%
SMOKE IN THE AREA	52	4.0%
STRUCTURE FIRE	29	2.2%
TRANSFORMER/STREET LIGHT FIRE	20	1.5%
UNKNOWN TYPE FIRE	9	0.7%
VEGETATION FIRE	9	0.7%
VEGETATION FIRE ON THE FWY	5	0.4%
VEHICLE FIRE	45	3.5%
VEHICLE FIRE IN A STRUCTURE	5	0.4%
VEHICLE FIRE ON THE FREEWAY	15	1.2%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
CHEST PAINS - HEART ATTACK	564	7.6%
CVA-NEUROLOGIC	148	2.0%
DIABETIC PROBLEM	140	1.9%
DROWNING/DIVING INCIDENT	1	0.0%
ELECTRICAL SHOCK INJURY	1	0.0%
EMER MEDICAL SVC ON THE FWY	16	0.2%
EMS CALL-- NO DETAILS	38	0.5%
EXPOSURE	5	0.1%
EYE INJURY	5	0.1%
FALL MAJOR	126	1.7%
FALL MINOR	860	11.6%
G.I BLEED	76	1.0%
GUNSHOT WOUND	3	0.0%
HEAD PAIN	47	0.6%
HEART PROBLEM	196	2.6%
INGESTION-POISONING-INHALATION	77	1.0%
INJURY TC WITH FUEL SPILL	1	0.0%
INVESTIGATE THE WELFARE	3	0.0%
MEDICAL ALARM	64	0.9%
MINOR TRAUMA	278	3.7%
MISC FULL ASSIGN & RA	1	0.0%
MISC MEDICAL	483	6.5%
MISC RESPONSE ENGINE & RA	1	0.0%
MOUNTAIN RESCUE	2	0.0%
NON-INJURY TRAFFIC COLLISION	3	0.0%
NOSE BLEED NON-TRAUMATIC	45	0.6%
OBSTETRICS/GYNECOLOGICAL	48	0.6%
OVERDOSE	65	0.9%
PERSON CHOKING	38	0.5%
PERSON DIZZY	205	2.8%
PERSON DOWN	144	1.9%
PERSON HANGING	4	0.1%
PERSON IN SEIZURE	263	3.5%
PERSON NOT BREATHING	117	1.6%
PERSON SICK	165	2.2%
PERSON SICK	18	0.2%
PERSON STABBED	10	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	399	5.4%
PSYCHIATRIC	68	0.9%
RESCUE	9	0.1%
RESCUE ON THE FWY	33	0.4%
SEVERE TRAUMA	8	0.1%
SHORTNESS OF BREATH	807	10.9%
SYNCOPE/FAINTED NOW CONS	195	2.6%
TRAFFIC COLLISION	362	4.9%
TRAFFIC COLLISION ON THE FWY	117	1.6%
TRAFFIC COLLISION W/BICYCLE	28	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	28	0.4%
TRAFFIC COLLISION W/PEDESTRIAN	58	0.8%
TRAFFIC COLLISION WITH TRAIN	1	0.0%
TRAFFIC COLLISION-RESCUE	26	0.3%
UNKNOWN MEDICAL	89	1.2%
VEHICLE INTO A STRUCTURE	9	0.1%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	4	0.9%
ARCING WIRES	14	3.1%
BIO-CHEMICAL THREAT	2	0.4%
BIOHAZARD INVESTIGATION	12	2.7%
BROKEN GAS MAIN	5	1.1%
BROKEN WATER MAIN	18	4.0%
CHEMICAL OUTSIDE	17	3.8%
DAMAGE INVESTIGATION	1	0.2%
ELEVATOR RESCUE	60	13.4%
FLOWING/GUSHING/SHEARED HYDRANT	8	1.8%
FUEL SPILL	47	10.5%
HAZARDOUS MATERIALS RESPONSE	3	0.7%
INVESTIGATE A HAZARDOUS COND	48	10.7%
INVESTIGATE A MUDSLIDE	1	0.2%
INVESTIGATE OVERCROWDING	6	1.3%
MAJOR FLOODED CONDITION	13	2.9%
MALFUNCTION	11	2.5%
MINOR FLOODING	26	5.8%
MISC RESPONSE FOR 1 ENGINE	5	1.1%
MISC. ODOR INVESTIGATION	16	3.6%
MISC. RESPONSE FOR A TRUCK	2	0.4%
ODOR OF NATURAL GAS INSIDE	35	7.8%
ODOR OF NATURAL GAS OUTSIDE	24	5.4%
PD ASSIST/STAND-BY	10	2.2%
PERSON LOCKED IN - LOCKED OUT	9	2.0%
PUBLIC ASSIST	24	5.4%
ROOF CHECK 2 STORIES & ABOVE	1	0.2%
WIRES DOWN	25	5.6%

MEDICAL

ABDOMINAL PAIN	148	2.0%
ABDOMINAL PAIN - ALS	27	0.4%
ABDOMINAL PAIN - BLS	78	1.0%
ALLERGIC REACTION	37	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	211	2.8%
ANIMAL/HUMAN/STINGS	6	0.1%
ANIMALS/STINGS - BLS	8	0.1%
ASSAULT VICTIM	84	1.1%
ASSIST THE INVALID	164	2.2%
BACK PAIN	108	1.5%
BLOOD PRESSURE PROBLEM	54	0.7%
BURN INJURY	11	0.1%



Ross Benson, FirePictures.com

Burbank Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	108	116	107	115	94	127	120	101	107	84	105	109	1,293	13.9%
MEDICAL	578	591	603	563	625	687	628	605	641	636	636	625	7,418	79.8%
SERVICE	34	19	30	54	32	39	53	43	34	37	33	35	443	4.8%
OTHER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0%
OVS*	16	10	15	11	10	16	10	11	11	12	10	12	144	1.5%
TOTAL	736	736	755	743	761	869	812	760	793	769	784	781	9,299	

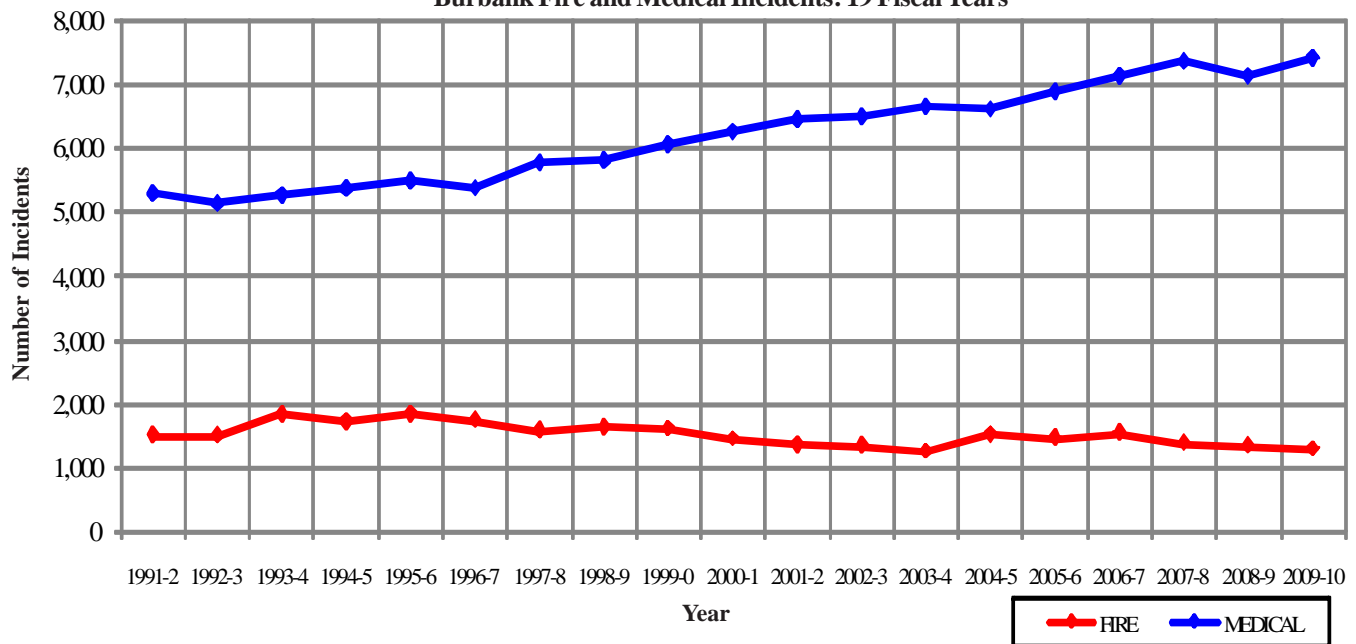
Burbank Incidents: 19 Fiscal Year History

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-00	2000-1
FIRE	1,519	1,501	1,849	1,739	1,858	1,756	1,581	1,642	1,621	1,457
MEDICAL	5,289	5,129	5,276	5,368	5,490	5,378	5,775	5,812	6,075	6,262
SERVICE	676	643	775	652	619	648	598	687	655	631
OTHER	9	40	32	53	33	4	5	6	13	9
OVS*	0	0	0	0	7	17	25	21	31	36
TOTAL	7,493	7,313	7,932	7,812	8,007	7,803	7,984	8,168	8,395	8,395

	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	1,365	1,349	1,253	1,532	1,478	1,554	1,392	1,348	1,293
MEDICAL	6,444	6,497	6,651	6,612	6,893	7,146	7,350	7,136	7,418
SERVICE	557	548	452	552	504	529	485	452	443
OTHER	21	14	8	9	4	13	6	3	1
OVS*	34	50	56	52	66	141	152	148	144
TOTAL	8,421	8,458	8,420	8,757	8,945	9,383	9,385	9,087	9,299

*OVS = Responses Outside the Verdugo System

Burbank Fire and Medical Incidents: 19 Fiscal Years



Out of Jurisdiction Responses

The Burbank Fire Department was dispatched to incidents outside their jurisdiction 413 times in FY2009-10:



Arcadia	2
Glendale	243
LA City	111
LA County	19
Monrovia	3
Monterey Park	5
Pasadena	13
South Pasadena	3
Other Cities	14
TOTAL	413

Other agencies were dispatched to incidents in Burbank 394 times during the year:

Glendale	315
LA City	25
Pasadena	6
Other*	48
TOTAL	394

*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 was dispatched to 9,155 incidents within its city borders and an additional 413 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Total Responses</u>
Engine 11	2,711
Engine 12	1,471
Engine 13	1,584
Engine 14	1,390
Engine 15	1,910
Engine 16	791
Hazmat 12	33
Ambulance 11	2,772
Ambulance 13	2,345
Ambulance 15	2,912
Truck 11	739
Truck 12	505
Water Tender 16	3



Ross Benson, FirePictures.com





Glendale Fire Department



There were 15,424 incidents in Glendale during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 129 type codes listed below, the three most frequent incident types were Fire Alarm (56.6% of Fire incidents), Shortness of Breath (12.0% of Medical incidents), and Fall - Minor (8.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	41	2.6%
APPLIANCE FIRE - MAJOR	25	1.6%
APPLIANCE FIRE - MINOR	1	0.1%
BRUSH FIRE	8	0.5%
BRUSH FIRE	3	0.2%
BRUSH STRIKE TEAM	1	0.1%
CARBON MONOXIDE ALARM	13	0.8%
ELECTRICAL FIRE	31	2.0%
EXPLOSIVES/BOMB THREATS/CARE	3	0.2%
FIRE ALARM	894	56.6%
FIRE ALARM - FULL ASSIGNMENT	11	0.7%
FIRE ALARM RESET	31	2.0%
FIRE NOW OUT	20	1.3%
GARAGE FIRE	5	0.3%
HOUSE FIRE	42	2.7%
ILLEGAL BURNING	40	2.5%
MISC OUTSIDE FIRE	24	1.5%
REFUSE FIRE	47	3.0%
SMOKE IN A STRUCTURE	47	3.0%
SMOKE IN THE AREA	89	5.6%
SPRINKLER SYSTEM ACTIVATED	6	0.4%
STRUCTURE FIRE	42	2.7%
TRANSFORMER/STREET LIGHT FIRE	19	1.2%
UNKNOWN TYPE FIRE	9	0.6%
VEGETATION FIRE	17	1.1%
VEGETATION FIRE ON THE FWY	9	0.6%
VEHICLE FIRE	57	3.6%
VEHICLE FIRE IN A STRUCTURE	3	0.2%
VEHICLE FIRE ON THE FREEWAY	41	2.6%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CHEST PAINS - HEART ATTACK	1,169	8.9%
CVA-NEUROLOGIC	260	2.0%
DIABETIC PROBLEM	240	1.8%
ELECTRICAL SHOCK INJURY	2	0.0%
EMER MEDICAL SVC ON THE FWY	27	0.2%
EMS CALL -- NO DETAILS	43	0.3%
EXPOSURE	5	0.0%
EYE INJURY	6	0.0%
FALL MAJOR	140	1.1%
FALL MINOR	1,174	8.9%
G.I. BLEED	119	0.9%
GUNSHOT WOUND	9	0.1%
HEAD PAIN	93	0.7%
HEART PROBLEM	439	3.3%
HOSPITAL TRANSFER	13	0.1%
INGESTION-POISONING-INHALATION	150	1.1%
INJURY TC WITH FUEL SPILL	2	0.0%
INVESTIGATE THE WELFARE	7	0.1%
MEDICAL ALARM	121	0.9%
MINOR TRAUMA	366	2.8%
MISC MEDICAL	982	7.4%
MISC RESPONSE ENGINE & RA	2	0.0%
MOUNTAIN RESCUE	11	0.1%
NON-INJURY TRAFFIC COLLISION	9	0.1%
NOSE BLEED NON-TRAUMATIC	60	0.5%
OBSTETRICS/GYNECOLOGICAL	87	0.7%
OVERDOSE	95	0.7%
PERSON CHOKING	54	0.4%
PERSON DIZZY	304	2.3%
PERSON DOWN	406	3.1%
PERSON HANGING	8	0.1%
PERSON IN SEIZURE	376	2.9%
PERSON NOT BREATHING	203	1.5%
PERSON SICK	329	2.5%
PERSON SICK	55	0.4%
PERSON STABBED	13	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	796	6.0%
PSYCHIATRIC	166	1.3%
RESCUE	10	0.1%
RESCUE ON THE FWY	76	0.6%
SEVERE TRAUMA	14	0.1%
SHORTNESS OF BREATH	1,583	12.0%
SYNCOPE/FAINTED NOW CONS	297	2.3%
TRAFFIC COLLISION	698	5.3%
TRAFFIC COLLISION ON THE FWY	225	1.7%
TRAFFIC COLLISION W/BICYCLE	28	0.2%
TRAFFIC COLLISION W/MOTORCYCLE	21	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	111	0.8%
TRAFFIC COLLISION WITH TRAIN	2	0.0%
TRAFFIC COLLISION-RESCUE	50	0.4%
UNKNOWN MEDICAL	169	1.3%
VEHICLE INTO A STRUCTURE	30	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	2	0.3%
ANIMAL RESCUE/ ASSIST	13	1.9%
ARCING WIRES	20	2.9%
BEE INVESTIGATION	15	2.2%
BIO-CHEMICAL THREAT	3	0.4%
BIOHAZARD INVESTIGATION	16	2.4%
BROKEN GAS MAIN	13	1.9%
BROKEN WATER MAIN	37	5.5%
CHEMICAL OUTSIDE	29	4.3%
DAMAGE INVESTIGATION	5	0.7%
ELEVATOR RESCUE	80	11.8%
FLOWING/GUSHING/SHEARED HYDRANT	19	2.8%
FUEL SPILL	24	3.5%
INVESTIGATE A HAZARDOUS COND	67	9.9%
INVESTIGATE A MUDSLIDE	7	1.0%
INVESTIGATE OVERCROWDING	4	0.6%
MAJOR FLOODED CONDITION	31	4.6%
MALFUNCTION	24	3.5%
MINOR FLOODING	65	9.6%
MISC RESPONSE ENGINE & TRUCK	1	0.1%
MISC RESPONSE FOR 1 ENGINE	8	1.2%
MISC. ODOR INVESTIGATION	29	4.3%
MISC. RESPONSE FOR A TRUCK	1	0.1%
ODOR OF NATURAL GAS INSIDE	24	3.5%
ODOR OF NATURAL GAS OUTSIDE	21	3.1%
ONESTORY ROOF CHECK	4	0.6%
PD ASSIST/STAND-BY	16	2.4%
PERSON LOCKED IN - LOCKED OUT	36	5.3%
PUBLIC ASSIST	27	4.0%
ROOF CHECK 2 STORIES & ABOVE	9	1.3%
WIRES DOWN	28	4.1%

MEDICAL

ABDOMINAL PAIN	259	2.0%
ABDOMINAL PAIN - ALS	51	0.4%
ABDOMINAL PAIN - BLS	153	1.2%
ALLERGIC REACTION	59	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	316	2.4%
ANIMAL/HUMAN/STINGS	16	0.1%
ANIMAL/STINGS - ALS	2	0.0%
ANIMAL/STINGS - BLS	7	0.1%
ASSAULT VICTIM	179	1.4%
ASSIST THE INVALID	142	1.1%
BACK PAIN	194	1.5%
BLOOD PRESSURE PROBLEM	144	1.1%
BURN INJURY	11	0.1%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE ALARM TESTING	2
FIREWORKS VIOLATION	1
SPECIAL EVENT	2
TRANSFER TO POLICE DEPT	1

Glendale Incidents by Month and Category

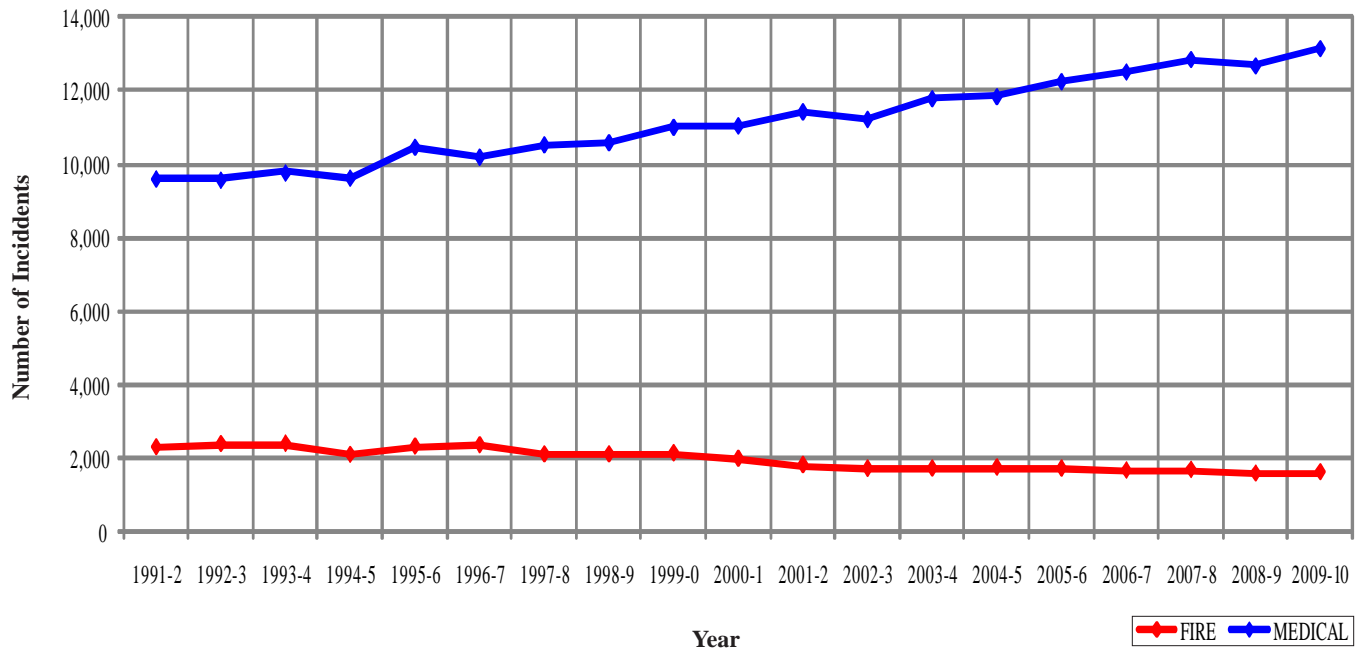
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	132	143	114	148	123	165	146	146	111	129	128	117	1,602	10.1%
MEDICAL	1,079	1,028	1,077	1,114	1,063	1,313	1,198	1,038	1,101	1,038	1,074	1,033	13,156	83.0%
SERVICE	57	48	48	53	57	62	66	66	36	53	45	62	653	4.1%
OTHER	0	1	3	2	2	1	2	1	1	0	0	0	13	0.1%
OVS*	37	35	43	40	29	49	27	43	39	27	27	30	426	2.7%
TOTAL	1,305	1,255	1,285	1,357	1,274	1,590	1,439	1,294	1,288	1,247	1,274	1,242	15,850	

Glendale Incidents: 19 Fiscal Year History

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0	2000-1
FIRE	2,282	2,368	2,377	2,077	2,304	2,340	2,087	2,089	2,121	1,968
MEDICAL	9,619	9,589	9,782	9,644	10,479	10,213	10,544	10,608	11,020	11,062
SERVICE	1,000	894	1,217	961	888	998	959	871	926	921
OTHER	4	10	61	163	28	10	12	23	36	30
OVS*	0	0	0	0	106	200	171	172	165	154
TOTAL	12,905	12,861	13,437	12,845	13,805	13,761	13,773	13,763	14,268	14,135

	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	1,799	1,700	1,701	1,733	1,702	1,649	1,668	1,564	1,602
MEDICAL	11,442	11,235	11,795	11,850	12,261	12,522	12,862	12,685	13,156
SERVICE	991	932	770	1,024	789	718	706	668	653
OTHER	46	64	28	26	7	17	17	6	13
OVS*	155	190	180	204	211	415	476	541	426
TOTAL	14,433	14,121	14,474	14,837	14,970	15,321	15,729	15,464	15,850

Glendale Fire and Medical Incidents: 19 Fiscal Years



Out of Jurisdiction Responses

The Glendale Fire Department was dispatched to incidents outside their jurisdiction 821 times in FY 2009-10:

Arcadia	1
Burbank	315
LA City	340
LA County	78
Monrovia	2
Montebello	2
Monterey Park	7
Pasadena	62
San Gabriel	1
Sierra Madre	1
South Pasadena	4
Other Cities	8
TOTAL	821

Other agencies were dispatched to incidents in Glendale 445 times during the year:

Alhambra	1
Arcadia	2
Burbank	243
LA City	58
LA County	65
Montebello	1
Monterey Park	1
Pasadena	62
San Gabriel	1
Sierra Madre	1
South Pasadena	1
Other*	9
TOTAL	445

*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 was dispatched to 15,424 incidents within its city borders and an additional 821 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	16	HazMat 24	31
BLS21	786	Ambulance 21	3,732
BLS25	723	Ambulance 22	1,465
Engine 21	3,395	Ambulance 25	3,544
Engine 22	2,413	Ambulance 26	3,580
Engine 23	308	Ambulance 29	1,549
Engine 24	967	Truck 21	1,175
Engine 25	3,027	Truck 26	986
Engine 26	2,739	Truck 29	319
Engine 27	2,206	USAR 22	22
Engine 28	741	WT21	5
Engine 29	948	OES WT11	3





Monrovia Fire Department



There were 3,140 incidents in Monrovia during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 107 type codes listed below, the three most frequent incident types were Fire Alarm (63.9% of Fire incidents), Shortness of Breath (11.4% of Medical incidents), and Fall - Minor (10.0% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	4	0.9%
APPLIANCE FIRE - MAJOR	9	1.9%
BRUSH FIRE	2	0.4%
CARBON MONOXIDE ALARM	4	0.9%
ELECTRICAL FIRE	6	1.3%
EXPLOSIVES/BOMB THREAT/SCARE	1	0.2%
FIRE ALARM	295	63.9%
FIRE ALARM - FULL ASSIGNMENT	1	0.2%
FIRE ALARM RESET	3	0.6%
FIRE NOW OUT	8	1.7%
GARAGE FIRE	3	0.6%
HOUSE FIRE	9	1.9%
ILLEGAL BURNING	8	1.7%
MISC OUTSIDE FIRE	10	2.2%
MISC OUTSIDE FIRE ON THE FWY	1	0.2%
REFUSE FIRE	9	1.9%
SMOKE IN A STRUCTURE	11	2.4%
SMOKE IN THE AREA	30	6.5%
STRUCTURE FIRE	3	0.6%
TRANSFORMER/STREET LIGHT FIRE	10	2.2%
VEGETATION FIRE	9	1.9%
VEHICLE FIRE	15	3.2%
VEHICLE FIRE ON THE FREEWAY	11	2.4%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
BLOOD PRESSURE PROBLEM	10	0.4%
CHEST PAINS - HEART ATTACK	161	6.4%
CVA-NEUROLOGIC	48	1.9%
DIABETIC PROBLEM	46	1.8%
EMER MEDICAL SVC ON THE FWY	8	0.3%
EMS CALL -- NO DETAILS	23	0.9%
EXPOSURE	2	0.1%
EYE INJURY	3	0.1%
FALL MAJOR	46	1.8%
FALL MINOR	249	10.0%
G.I. BLEED	13	0.5%
GUNSHOT WOUND	3	0.1%
HEAD PAIN	20	0.8%
HEART PROBLEM	36	1.4%
INGESTION-POISONING-INHALATION	36	1.4%
INVESTIGATE THE WELFARE	2	0.1%
MEDICAL ALARM	36	1.4%
MINOR TRAUMA	96	3.8%
MISC MEDICAL	161	6.4%
MOUNTAIN RESCUE	1	0.0%
NOSE BLEED NON-TRAUMATIC	8	0.3%
OBSTETRICS/GYNECOLOGICAL	24	1.0%
OVERDOSE	40	1.6%
PERSON CHOKING	21	0.8%
PERSON DIZZY	37	1.5%
PERSON DOWN	62	2.5%
PERSON HANGING	1	0.0%
PERSON IN SEIZURE	85	3.4%
PERSON NOT BREATHING	28	1.1%
PERSON SICK	60	2.4%
PERSON SICK	3	0.1%
PERSON STABBED	3	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	124	5.0%
PSYCHIATRIC	21	0.8%
RESCUE	3	0.1%
RESCUE ON THE FWY	11	0.4%
SEVERE TRAUMA	3	0.1%
SHORTNESS OF BREATH	285	11.4%
SYNCOPE/FAINTED NOW CONS	58	2.3%
TRAFFIC COLLISION	185	7.4%
TRAFFIC COLLISION ON THE FWY	53	2.1%
TRAFFIC COLLISION W/BICYCLE	7	0.3%
TRAFFIC COLLISION W/MOTORCYCLE	7	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	14	0.6%
TRAFFIC COLLISION-RESCUE	10	0.4%
UNKNOWN MEDICAL	25	1.0%
VEHICLE INTO A STRUCTURE	4	0.2%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	9	4.8%
ARCING WIRES	15	8.1%
BIOHAZARD INVESTIGATION	4	2.2%
BROKEN GAS MAIN	1	0.5%
BROKEN WATER MAIN	5	2.7%
CHEMICAL OUTSIDE	16	8.6%
DAMAGE INVESTIGATION	2	1.1%
ELEVATOR RESCUE	3	1.6%
FLOWING/GUSHING/SHEARED HYDRANT	3	1.6%
FUEL SPILL	8	4.3%
HAZARDOUS MATERIALS RESPONSE	1	0.5%
INVESTIGATE A HAZARDOUS COND	24	12.9%
MAJOR FLOODED CONDITION	4	2.2%
MALFUNCTION	7	3.8%
MINOR FLOODING	8	4.3%
MISC RESPONSE FOR 1 ENGINE	2	1.1%
MISC. ODOR INVESTIGATION	4	2.2%
MISC. RESPONSE FOR A TRUCK	1	0.5%
ODOR OF NATURAL GAS INSIDE	5	2.7%
ODOR OF NATURAL GAS OUTSIDE	13	7.0%
ONESTORY ROOF CHECK	1	0.5%
PD ASSIST/STAND-BY	1	0.5%
PERSON LOCKED IN - LOCKED OUT	13	7.0%
PUBLIC ASSIST	7	3.8%
ROOF CHECK 2 STORIES & ABOVE	2	1.1%
WIRES DOWN	27	14.5%



MEDICAL

ABDOMINAL PAIN	44	1.8%
ABDOMINAL PAIN - ALS	4	0.2%
ABDOMINAL PAIN - BLS	22	0.9%
ALLERGIC REACTION	17	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	62	2.5%
ANIMAL/HUMAN/STINGS	6	0.2%
ANIMAL/STINGS - BLS	3	0.1%
ASSAULT VICTIM	66	2.6%
ASSIST THE INVALID	63	2.5%
BACK PAIN	31	1.2%

OTHER

INCIDENT TYPE	#INCIDENTS
TRANSFER TO CHP	1

The Pride of Monrovia



Helping Anyone In Need

Monrovia Incidents by Month and Category

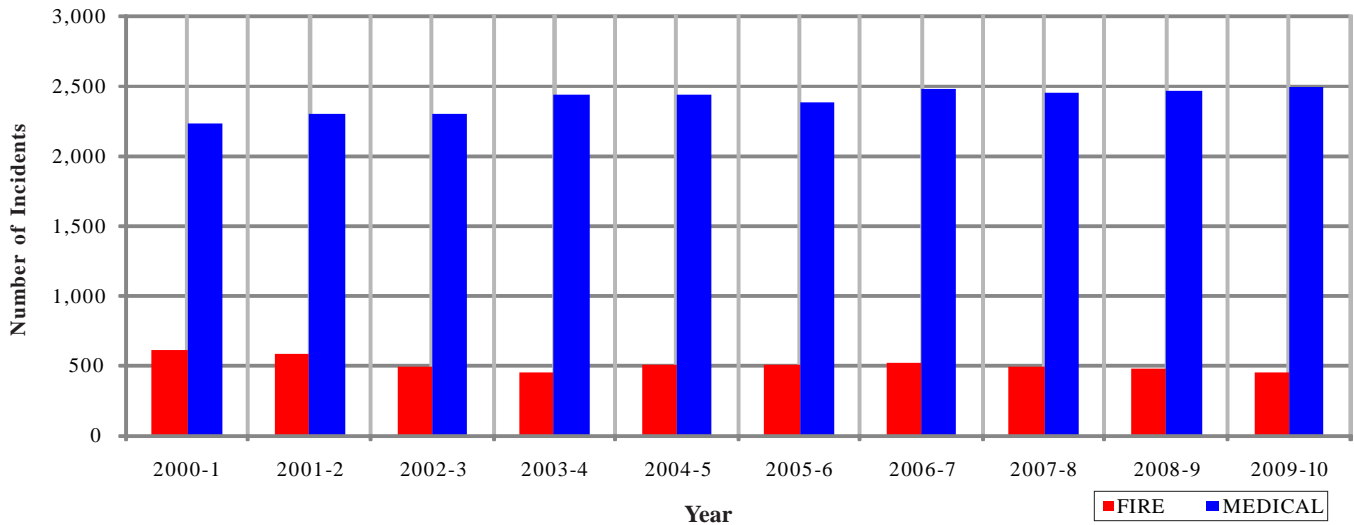
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	28	48	51	47	31	44	37	32	42	31	26	45	462	14.5%
MEDICAL	222	198	207	223	196	232	223	181	207	211	205	189	2,494	78.4%
SERVICE	21	19	12	21	13	21	10	9	9	17	15	17	184	5.8%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	2	8	10	1	3	2	1	4	3	1	3	3	41	1.3%
TOTAL	273	273	280	292	243	299	271	226	261	260	249	254	3,181	

Monrovia Incidents: 10 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	621	597	491	461	504	510	523	501	479	462
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462	2,467	2,494
SERVICE	252	257	265	216	244	238	218	224	186	184
OTHER	2	4	47	7	0	1	3	1	0	0
OVS*	28	47	55	56	47	36	49	58	50	41
TOTAL	3,147	3,214	3,172	3,183	3,244	3,169	3,273	3,246	3,182	3,181

*OVS = Responses Outside the Verdugo System

Monrovia Fire and Medical Incidents: 10 Fiscal Years



Out of Jurisdiction Responses

The Monrovia Fire Department was dispatched to incidents outside their jurisdiction 328 times in FY 2009-10:

Alhambra	1
Arcadia	266
LA County	39
Montebello	1
Monterey Park	1
Pasadena	4
Sierra Madre	14
Other Cities	2
TOTAL	328

Other fire agencies were dispatched to incidents in Monrovia 224 times during the year, in addition to 2,494 responses by other units:

Alhambra	2
Arcadia	174
Burbank	3
Glendale	2
LA County	30
Pasadena	8
San Gabriel	2
San Marino	2
South Pasadena	1
Other*	2,494
TOTAL	2,718

*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 was dispatched to 3,140 incidents within its city borders and an additional 328 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 101	2,075
Engine 102	1,487
Squad 101	1,705
Truck 101	464
Water Tender 101	3





Montebello Fire Department



There were 4,842 incidents in Montebello during fiscal year 2009-10. 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 Montebello for each type code in these categories during FY2009-10, along with the percent of incidents in that category for the year. Of the 116 type codes listed below, the three most frequent incident types were Fire Alarm (61.5% of Fire incidents), Shortness of Breath (11.6% of Medical incidents), and Fall - Minor (9.3% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	7	1.0%
APPLIANCE FIRE - MAJOR	10	1.5%
BRUSH FIRE	3	0.4%
CARBON MONOXIDE ALARM	1	0.1%
ELECTRICAL FIRE	10	1.5%
EXPLOSION	1	0.1%
EXPLOSIVES/BOMB THREATS/CARE	5	0.7%
FIRE ALARM	423	61.5%
FIRE ALARM - FULL ASSIGNMENT	1	0.1%
FIRE ALARM RESET	4	0.6%
FIRE NOW OUT	9	1.3%
HOUSE FIRE	20	2.9%
ILLEGAL BURNING	8	1.2%
MISC OUTSIDE FIRE	18	2.6%
MISC OUTSIDE FIRE ON THE FWY	1	0.1%
REFUSE FIRE	27	3.9%
SMOKE IN A STRUCTURE	18	2.6%
SMOKE IN THE AREA	16	2.3%
SPRINKLER SYSTEM ACTIVATED	2	0.3%
STRUCTURE FIRE	22	3.2%
TRANSFORMER/STREET LIGHT FIRE	7	1.0%
UNKNOWN TYPE FIRE	8	1.2%
VEGETATION FIRE	9	1.3%
VEGETATION FIRE ON THE FWY	5	0.7%
VEHICLE FIRE	42	6.1%
VEHICLE FIRE ON THE FREEWAY	11	1.6%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ASSIST THE INVALID	37	0.9%
BACK PAIN	22	0.6%
BLOOD PRESSURE PROBLEM	22	0.6%
BURN INJURY	5	0.1%
CHEST PAINS - HEART ATTACK	266	6.8%
CVA-NEUROLOGIC	79	2.0%
DIABETIC PROBLEM	92	2.3%
ELECTRICAL SHOCK INJURY	1	0.0%
EMER MEDICAL SVC ON THE FWY	7	0.2%
EMS CALL -- NO DETAILS	18	0.5%
EXPOSURE	2	0.1%
EYE INJURY	5	0.1%
FALL MAJOR	32	0.8%
FALL MINOR	363	9.3%
G.I. BLEED	32	0.8%
GUNSHOT WOUND	10	0.3%
HEAD PAIN	19	0.5%
HEART PROBLEM	80	2.0%
HOSPITAL TRANSFER	1	0.0%
INGESTION-POISONING-INHALATION	61	1.6%
INVESTIGATE THE WELFARE	3	0.1%
MEDICAL ALARM	34	0.9%
MINOR TRAUMA	173	4.4%
MISC MEDICAL	238	6.1%
NOSE BLEED NON-TRAUMATIC	9	0.2%
OBSTETRICS/GYNECOLOGICAL	29	0.7%
OVERDOSE	34	0.9%
PERSON CHOKING	18	0.5%
PERSON DIZZY	94	2.4%
PERSON DOWN	102	2.6%
PERSON HANGING	4	0.1%
PERSON IN SEIZURE	220	5.6%
PERSON NOT BREATHING	73	1.9%
PERSON SICK	61	1.6%
PERSON SICK	8	0.2%
PERSON STABBED	13	0.3%
PERSON UNCONSCIOUS-UNRESPONSIVE	286	7.3%
PSYCHIATRIC	48	1.2%
RESCUE	4	0.1%
RESCUE ON THE FWY	14	0.4%
SEVERE TRAUMA	2	0.1%
SHORTNESS OF BREATH	453	11.6%
SYNCOPE/FAINTED NOW CONS	100	2.6%
TRAFFIC COLLISION	236	6.0%
TRAFFIC COLLISION ON THE FWY	42	1.1%
TRAFFIC COLLISION W/BICYCLE	14	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	14	0.4%
TRAFFIC COLLISION W/PEDESTRIAN	45	1.1%
TRAFFIC COLLISION-RESCUE	23	0.6%
UNKNOWN MEDICAL	39	1.0%
VEHICLE INTO A STRUCTURE	3	0.1%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	7	2.8%
ARCING WIRES	2	0.8%
BEE INVESTIGATION	5	2.0%
BIOHAZARD INVESTIGATION	10	4.0%
BROKEN GAS MAIN	8	3.2%
BROKEN WATER MAIN	18	7.3%
CHEMICAL OUTSIDE	8	3.2%
DAMAGE INVESTIGATION	2	0.8%
ELEVATOR RESCUE	14	5.6%
FLOWING/GUSHING/SHEARED HYDRANT	19	7.7%
FUEL SPILL	10	4.0%
HAZARDOUS MATERIALS RESPONSE	1	0.4%
INVESTIGATE A HAZARDOUS COND	19	7.7%
INVESTIGATE OVERCROWDING	2	0.8%
MAJOR FLOODED CONDITION	6	2.4%
MALFUNCTION	2	0.8%
MINOR FLOODING	23	9.3%
MISC RESPONSE FOR 1 ENGINE	4	1.6%
MISC. ODOUR INVESTIGATION	15	6.0%
MISC. RESPONSE FOR A TRUCK	2	0.8%
MISC. RESPONSE FULL ASSIGNMENT	2	0.8%
ODOR OF NATURAL GAS INSIDE	7	2.8%
ODOR OF NATURAL GAS OUTSIDE	17	6.9%
ONESTORY ROOF CHECK	1	0.4%
PD ASSIST/STAND-BY	7	2.8%
PERSON LOCKED IN - LOCKED OUT	15	6.0%
PUBLIC ASSIST	5	2.0%
ROOF CHECK 2 STORIES & ABOVE	2	0.8%
WIRES DOWN	15	6.0%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	52	1.3%
ABDOMINAL PAIN - ALS	5	0.1%
ABDOMINAL PAIN - BLS	31	0.8%
ALLERGIC REACTION	9	0.2%
ALTERED LEVEL OF CONSCIOUSNESS	101	2.6%
ANIMAL/HUMAN/STINGS	8	0.2%
ANIMAL/STINGS - ALS	1	0.0%
ANIMAL/STINGS - BLS	4	0.1%
ASSAULT VICTIM	119	3.0%

OTHER

INCIDENT TYPE	#INCIDENTS
TRANSFER TO POLICE DEPT	1

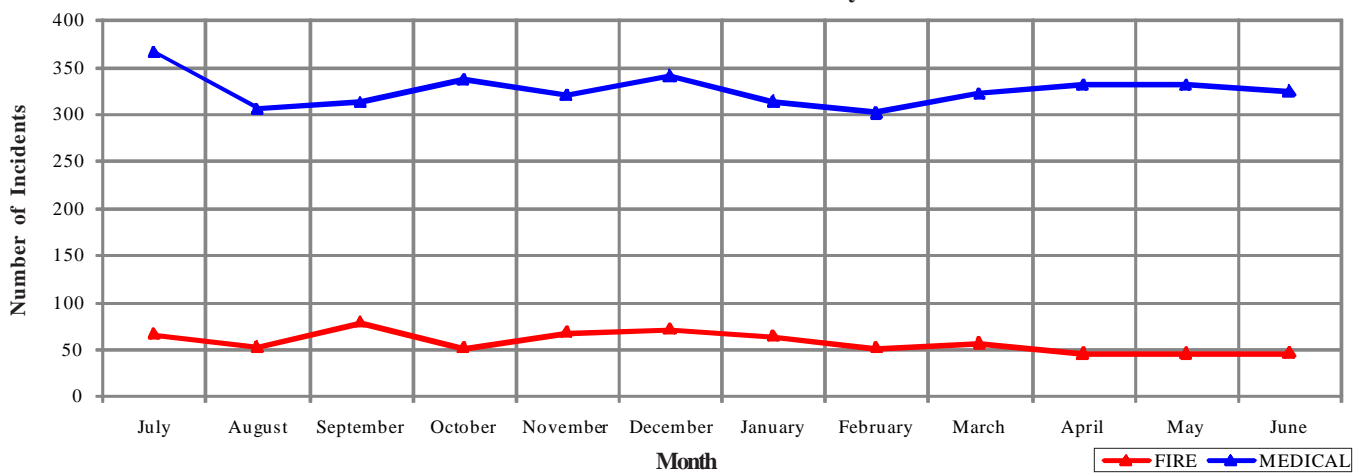


Montebello Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	66	52	79	51	68	71	64	51	56	45	45	46	694	14.1%
MEDICAL	366	306	313	337	321	341	314	302	322	331	331	325	3,909	79.2%
SERVICE	19	16	15	23	12	27	24	17	24	21	22	18	238	4.8%
OTHER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0%
OVS*	10	11	8	9	9	11	7	2	10	7	6	3	93	1.9%
TOTAL	461	385	415	420	410	450	410	372	412	404	404	392	4,935	

*OVS = Responses Outside the Verdugo System

Montebello Fire and Medical Incidents by Month



Out of Jurisdiction Responses

The Montebello Fire Department was dispatched to incidents outside their jurisdiction 210 times in FY 2009-10:

Arcadia	1	San Gabriel	3
Glendale	1	South Pasadena	1
LA County	48	Other Cities	45
Monterey Park	110	TOTAL	210
Pasadena	1		

Other fire agencies were dispatched to incidents in Montebello 345 times during the year, in addition to 4,052 responses by other units:

Alhambra	5	Monterey Park	286
Arcadia	1	San Gabriel	6
Glendale	2	Other*	4,052
LA County	44	TOTAL	4,397
Monrovia	1		

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses. The high total in Montebello is due to the use of private ambulances for EMS incidents.

Responses Per Unit

The Montebello Fire Department was dispatched to 4,842 incidents within its city borders and an additional 210 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Air Utility 55	7	Engine 57	1,711
Brush Engine 55	12	Truck 55	992
Brush Engine 56	16	Truck 56	279
Engine 55	2,406	USR55	13
Engine 56	1,292		





Monterey Park Fire Department



There were 3,583 incidents in Monterey Park during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 120 type codes listed below, the three most frequent incident types were Fire Alarm (52.6% of Fire incidents), Shortness of Breath (11.3% of Medical incidents), and Fall - Minor (10.5% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	7	1.7%
APPLIANCE FIRE - MAJOR	3	0.7%
BRUSH FIRE	1	0.2%
CARBON MONOXIDE ALARM	3	0.7%
ELECTRICAL FIRE	5	1.2%
ELECTRICAL VAULT FIRE	1	0.2%
EXPLOSION	1	0.2%
EXPLOSIVES/BO M B THREATS/CARE	1	0.2%
FIRE ALARM	219	52.6%
FIRE ALARM - FULL ASSIGNMENT	4	1.0%
FIRE ALARM RESET	2	0.5%
FIRE NOW OUT	12	2.9%
HOUSE FIRE	12	2.9%
ILLEGAL BURNING	6	1.4%
MISC OUTSIDE FIRE	4	1.0%
MISC OUTSIDE FIRE ON THE FWY	1	0.2%
REFUSE FIRE	22	5.3%
SMOKE IN A STRUCTURE	8	1.9%
SMOKE IN THE AREA	10	2.4%
STRUCTURE FIRE	10	2.4%
TRANSFORMER/STREET LIGHT FIRE	11	2.6%
UNKNOWN TYPE FIRE	4	1.0%
VEGETATION FIRE	25	6.0%
VEGETATION FIRE ON THE FWY	9	2.2%
VEHICLE FIRE	19	4.6%
VEHICLE FIRE ON THE FREEWAY	16	3.8%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
BUILDING COLLAPSE RESCUE	1	0.0%
BURN INJURY	3	0.1%
CHEST PAINS - HEART ATTACK	169	5.6%
CVA-NEUROLOGIC	77	2.6%
DIABETIC PROBLEM	55	1.8%
DROWNING/DIVING INCIDENT	1	0.0%
EMER MEDICAL SVC ON THE FWY	19	0.6%
EMS CALL -- NO DETAILS	22	0.7%
EXPOSURE	1	0.0%
EYE INJURY	4	0.1%
FALL MAJOR	34	1.1%
FALL MINOR	314	10.5%
G.I BLEED	24	0.8%
GUNSHOT WOUND	5	0.2%
HEAD PAIN	14	0.5%
HEART PROBLEM	63	2.1%
INGESTION-POISONING-INHALATION	29	1.0%
INVESTIGATE THE WELFARE	1	0.0%
MEDICAL ALARM	38	1.3%
MINOR TRAUMA	99	3.3%
MISC MEDICAL	164	5.5%
MISC RESPNSE ENGINE & RA	1	0.0%
NON-INJURY TRAFFIC COLLISION	1	0.0%
NOSE BLEED NON-TRAUMATIC	11	0.4%
OBS/TETRICS/GYNECOLOGICAL	16	0.5%
OVERDOSE	23	0.8%
PERSON CHOKING	12	0.4%
PERSON DIZZY	71	2.4%
PERSON DOWN	95	3.2%
PERSON HANGING	2	0.1%
PERSON IN SEIZURE	112	3.7%
PERSON NOT BREATHING	54	1.8%
PERSON SICK	59	2.0%
PERSON SICK	3	0.1%
PERSON STABBED	10	0.3%
PERSON UNCONSCIOUS-UNRESPONSIVE	220	7.3%
PSYCHIATRIC	40	1.3%
RESCUE	4	0.1%
RESCUE ON THE FWY	22	0.7%
SEVERE TRAUMA	3	0.1%
SHORTNESS OF BREATH	340	11.3%
SYNCOPE/FAINTED NOW CONS	60	2.0%
TRAFFIC COLLISION	148	4.9%
TRAFFIC COLLISION ON THE FWY	80	2.7%
TRAFFIC COLLISION W/BICYCLE	9	0.3%
TRAFFIC COLLISION W/MOTORCYCLE	8	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	34	1.1%
TRAFFIC COLLISION-RESCUE	13	0.4%
UNKNOWN MEDICAL	45	1.5%
VEHICLE INTO A STRUCTURE	8	0.3%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	3	1.8%
ARCING WIRES	2	1.2%
BEE INVESTIGATION	4	2.4%
BIO-CHEMICAL THREAT	2	1.2%
BIOHAZARD INVESTIGATION	6	3.6%
BROKEN GAS MAIN	2	1.2%
BROKEN WATER MAIN	3	1.8%
CHEMICAL OUTSIDE	6	3.6%
DAMAGE INVESTIGATION	3	1.8%
ELEVATOR RESCUE	13	7.7%
FLOWING/GUSHING/SHEARED HYDRNT	4	2.4%
FUEL SPILL	4	2.4%
HAZARDOUS MATERIALS RESPONSE	2	1.2%
INVESTIGATE A HAZARDOUS COND	22	13.0%
INVESTIGATE A MUDSLIDE	1	0.6%
MAJOR FLOODED CONDITION	3	1.8%
MALFUNCTION	2	1.2%
MINOR FLOODING	12	7.1%
MISC RESPONSE FOR 1 ENGINE	3	1.8%
MISC. ODOR INVESTIGATION	8	4.7%
MISC. RESPONSE FULL ASSIGNMENT	1	0.6%
ODOR OF NATURAL GAS INSIDE	6	3.6%
ODOR OF NATURAL GAS OUTSIDE	8	4.7%
ONE STORY ROOF CHECK	3	1.8%
PD ASSIST/STAND-BY	4	2.4%
PERSON LOCKED IN - LOCKED OUT	6	3.6%
PUBLIC ASSIST	7	4.1%
ROOF CHECK 2 STORIES & ABOVE	1	0.6%
WIRES DOWN	28	16.6%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	35	1.2%
ABDOMINAL PAIN - ALS	9	0.3%
ABDOMINAL PAIN - BLS	18	0.6%
ALLERGIC REACTION	16	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	75	2.5%
ANIMAL/HUMAN/STINGS	8	0.3%
ANIMAL/STINGS - ALS	1	0.0%
ANIMAL/STINGS - BLS	5	0.2%
ASSAULT VICTIM	75	2.5%
ASSIST THE INVALID	77	2.6%
BACK PAIN	24	0.8%
BLOOD PRESSURE PROBLEM	14	0.5%

OTHER

INCIDENT TYPE	#INCIDENTS
FIREWORKS VIOLATION	1
SPECIAL EVENT	2
TRANSFER TO CHP	1



Monterey Park Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	32	35	45	40	39	31	36	43	25	24	31	33	414	11.3%
MEDICAL	212	241	238	261	269	266	255	235	288	247	248	235	2,995	81.7%
SERVICE	13	15	11	13	14	10	19	20	14	9	9	23	170	4.6%
OTHER	0	0	0	1	2	1	0	0	0	0	0	0	4	0.1%
OVS*	8	12	6	10	9	11	5	5	6	1	7	5	85	2.3%
TOTAL	265	303	300	325	333	319	315	303	333	281	295	296	3,668	

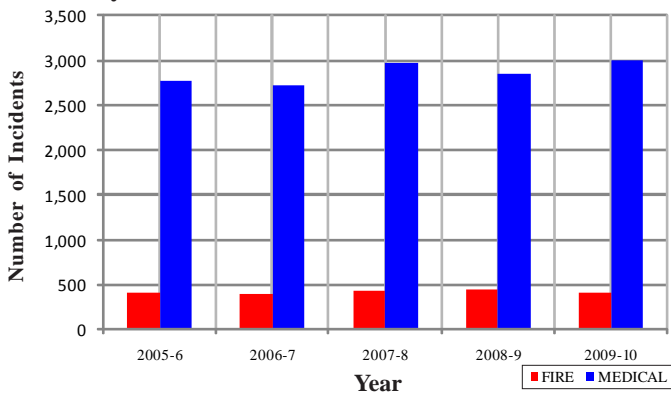
*OVS = Responses Outside the Verdugo System

Monterey Park Incidents: 5 Fiscal Year History

	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	413	400	425	440	414
MEDICAL	2,767	2,722	2,969	2,847	2,995
SERVICE	187	188	185	161	170
OTHER	2	1	1	1	4
OVS*	259	207	161	131	85
TOTAL	3,628	3,518	3,741	3,580	3,668



Monterey Park Fire and Medical Incidents: 5 Fiscal Years



Out of Jurisdiction Responses

The Monterey Park Fire Department was dispatched to incidents outside their jurisdiction 747 times during FY2009-10:

Alhambra	289	San Gabriel	81
LA City	1	South Pasadena	2
LA County	81	Other Cities	3
Montebello	286	TOTAL	747
Pasadena	3		

Other fire agencies were dispatched to incidents in Monterey Park 432 times during the same time period.

Alhambra	162	Montebello	110
Arcadia	4	Pasadena	7
Burbank	5	San Gabriel	41
Glendale	7	San Marino	3
LA City	2	South Pasadena	8
LA County	51	Other*	31
Monrovia	1	TOTAL	432

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

Responses Per Unit

The Monterey Park Fire Department was dispatched to 3,583 incidents within its city borders and an additional 747 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 61	1,741
Engine 62	1,440
Engine 63	1,081
Ambulance 61	1,798
Ambulance 62	1,479
Truck 61	529



Pasadena Fire Department



There were 15,441 incidents in Pasadena during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 133 type codes listed below, the three most frequent incident types were Fire Alarm (75.0% of Fire incidents), Shortness of Breath (10.4% of Medical incidents), and Fall - Minor (10.0% 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	23	0.8%	COLLAPSE/EXTRICATION/RESCUE	1	0.0%	ABANDONED REFRIGERATOR	2	0.3%
APPLIANCE FIRE - MAJOR	34	1.2%	CVA-NEUROLOGIC	200	1.7%	ANIMAL RESCUE/ ASSIST	6	0.9%
APPLIANCE FIRE - MINOR	2	0.1%	DIABETIC PROBLEM	175	1.5%	ARCING WIRES	2	0.3%
BRUSH FIRE	3	0.1%	DROWNING/DIVING INCIDENT	2	0.0%	BEE INVESTIGATION	4	0.6%
CARBON MONOXIDE ALARM	17	0.6%	ELECTRICAL SHOCK INJURY	3	0.0%	BIO-CHEMICAL THREAT	1	0.2%
ELECTRICAL FIRE	44	1.6%	EMER MEDICAL SVC ON THE FWY	20	0.2%	BIOHAZARD INVESTIGATION	19	2.9%
ELECTRICAL VAULT FIRE	3	0.1%	EMS CALL -- NO DETAILS	48	0.4%	BROKEN GAS MAIN	13	2.0%
EXPLOSION	3	0.1%	EXPOSURE	10	0.1%	BROKEN WATER MAIN	5	0.8%
EXPLOSIVES/BOMB THREAT/CARE	2	0.1%	EYE INJURY	13	0.1%	CHEMICAL OUTSIDE	24	3.7%
FIRE ALARM	2,121	75.0%	FALL MAJOR	145	1.2%	DAMAGE INVESTIGATION	3	0.5%
FIRE ALARM - FULL ASSIGNMENT	8	0.3%	FALL MINOR	1,195	10.0%	ELEVATOR RESCUE	87	13.4%
FIRE ALARM RESET	25	0.9%	G.I. BLEED	111	0.9%	FLOWING/GUSHING/SHEARED HYDRNT	16	2.5%
FIRE NOW OUT	29	1.0%	GUNSHOT WOUND	12	0.1%	FUEL SPILL	30	4.6%
GARAGE FIRE	5	0.2%	HEAD PAIN	75	0.6%	HAZARDOUS MATERIALS RESPONSE	3	0.5%
HOUSE FIRE	48	1.7%	HEART PROBLEM	285	2.4%	INVESTIGATE A HAZARDOUS COND	73	11.3%
ILLEGAL BURNING	30	1.1%	INGESTION-POISONING-INHALATION	196	1.6%	INVESTIGATE A MUDSLIDE	1	0.2%
MISC OUTSIDE FIRE	37	1.3%	INJURY TC WITH FUEL SPILL	3	0.0%	INVESTIGATE OVERCROWDING	5	0.8%
MISC OUTSIDE FIRE ON THE FWY	1	0.0%	INVESTIGATE THE WELFARE	4	0.0%	MAJOR FLOODED CONDITION	18	2.8%
REFUSE FIRE	44	1.6%	MEDICAL ALARM	113	0.9%	MAJUNCTION	20	3.1%
SMOKE IN A STRUCTURE	65	2.3%	MINOR TRAUMA	477	4.0%	MINOR FLOODING	37	5.7%
SMOKE IN THE AREA	67	2.4%	MISC MEDICAL	828	6.9%	MISC RESPONSE ENGINE & TRUCK	1	0.2%
SPRINKLER SYSTEM ACTIVATED	1	0.0%	MOUNTAIN RESCUE	11	0.1%	MISC RESPONSE FOR 1 ENGINE	2	0.3%
STRUCTURE FIRE	44	1.6%	NON-INJURY TRAFFIC COLLISION	4	0.0%	MISC. ODOR INVESTIGATION	36	5.6%
TRAIN FIRE	1	0.0%	NOSE BLEED NON-TRAUMATIC	57	0.5%	MISC. RESPONSE FOR A TRUCK	1	0.2%
TRANSFORMER/STREET LIGHT FIRE	11	0.4%	OBSTETRICS/GYNECOLOGICAL	88	0.7%	ODOR OF NATURAL GAS INSIDE	41	6.3%
UNKNOWN TYPE FIRE	6	0.2%	OVERDOSE	137	1.1%	ODOR OF NATURAL GAS OUTSIDE	31	4.8%
VEGETATION FIRE	28	1.0%	PERSON CHOKING	53	0.4%	ONESTORY ROOF CHECK	3	0.5%
VEGETATION FIRE ON THE FWY	7	0.2%	PERSON DIZZY	256	2.1%	PD ASSIST/STAND-BY	20	3.1%
VEHICLE FIRE	81	2.9%	PERSON DOWN	434	3.6%	PERSON LOCKED IN - LOCKED OUT	63	9.7%
VEHICLE FIRE IN A STRUCTURE	8	0.3%	PERSON HANGING	6	0.1%	PUBLIC ASSIST	55	8.5%
VEHICLE FIRE ON THE FREEWAY	30	1.1%	PERSON IN SEIZURE	532	4.4%	ROOF CHECK 2 STORIES & ABOVE	10	1.5%
			PERSON NOT BREATHING	148	1.2%	WIRES DOWN	16	2.5%
			PERSON SICK	218	1.8%			
			PERSON SICK	25	0.2%			
			PERSON STABBED	12	0.1%			
			PERSON THREATENING TO JUMP	4	0.0%			
			PERSON UNCONSCIOUS-UNRESPONSIVE	666	5.6%			
			PSYCHIATRIC	190	1.6%			
			RESCUE	13	0.1%			
			RESCUE ON THE FWY	58	0.5%			
			SEVERE TRAUMA	9	0.1%			
			SHORTNESS OF BREATH	1,247	10.4%			
			SYNCOPE/FAINTED NOW CONS	322	2.7%			
			TRAFFIC COLLISION	622	5.2%			
			TRAFFIC COLLISION ON THE FWY	215	1.8%			
			TRAFFIC COLLISION W/BICYCLE	61	0.5%			
			TRAFFIC COLLISION W/MOTORCYCLE	31	0.3%			
			TRAFFIC COLLISION W/PEDESTRIAN	122	1.0%			
			TRAFFIC COLLISION WITH TRAIN	1	0.0%			
			TRAFFIC COLLISION-RESCUE	64	0.5%			
			UNKNOWN MEDICAL	127	1.1%			
			VEHICLE INTO A STRUCTURE	15	0.1%			

MEDICAL		
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	194	1.6%
ABDOMINAL PAIN - ALS	28	0.2%
ABDOMINAL PAIN - BLS	92	0.8%
ALLERGIC REACTION	84	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	299	2.5%
ANIMAL/HUMAN/STINGS	28	0.2%
ANIMAL/STINGS - ALS	3	0.0%
ANIMAL/STINGS - BLS	10	0.1%
ASSAULT VICTIM	296	2.5%
ASSIST THE INVALID	147	1.2%
BACK PAIN	141	1.2%
BLOOD PRESSURE PROBLEM	71	0.6%
BURN INJURY	13	0.1%
CHEST PAINS - HEART ATTACK	902	7.5%

OTHER	
INCIDENT TYPE	# INCIDENTS
FIRE TRAINING	1
FIREWORKS VIOLATION	1
SPECIAL EVENT	37
TRANSFER TO POLICE DEPT	1

Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	228	240	236	251	242	293	235	233	213	213	226	216	2,826	18.1%
MEDICAL	1,007	941	962	1,074	977	982	1,114	942	992	1,030	980	934	11,935	76.5%
SERVICE	52	45	44	50	60	59	82	47	49	51	46	54	639	4.1%
OTHER	4	1	3	6	5	8	2	2	2	3	2	3	41	0.3%
OVS*	17	19	8	9	9	14	16	15	11	14	6	13	151	1.0%
TOTAL	1,308	1,246	1,253	1,390	1,293	1,356	1,449	1,239	1,267	1,311	1,260	1,220	15,592	

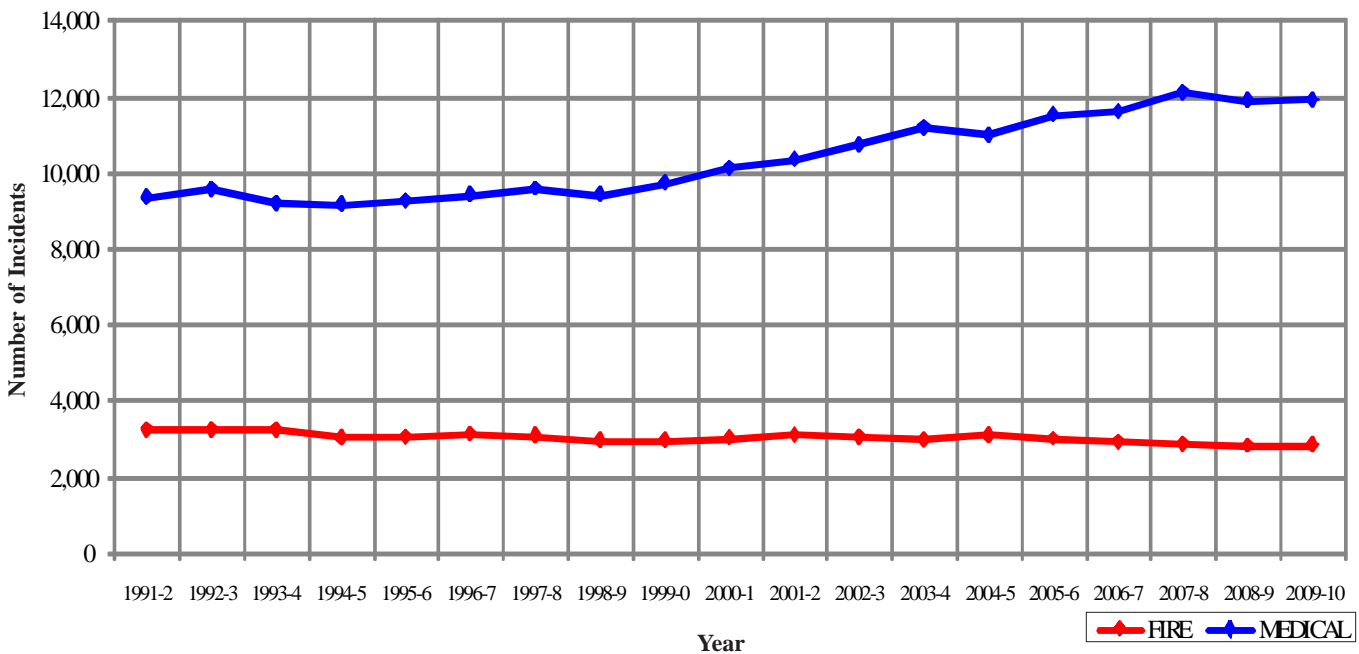
Pasadena Incidents: 19 Fiscal Year History

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0	2000-1
FIRE	3,256	3,264	3,253	3,034	3,073	3,146	3,090	2,963	2,962	3,020
MEDICAL	9,340	9,569	9,196	9,139	9,254	9,389	9,574	9,417	9,731	10,136
SERVICE	770	812	773	833	817	803	759	784	789	784
OTHER	2	7	31	107	114	66	37	81	96	56
OVS*	0	0	0	0	40	110	42	67	66	43
TOTAL	13,368	13,652	13,253	13,113	13,298	13,514	13,502	13,312	13,644	14,039

	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	3,105	3,065	2,986	3,099	3,013	2,939	2,870	2,822	2,826
MEDICAL	10,333	10,745	11,194	10,996	11,526	11,623	12,141	11,906	11,935
SERVICE	786	739	675	915	766	744	840	641	639
OTHER	154	125	92	32	20	39	33	34	41
OVS*	66	97	98	107	103	141	205	174	151
TOTAL	14,444	14,771	15,045	15,149	15,428	15,486	16,089	15,577	15,592

*OVS = Responses Outside the Verdugo System

Pasadena Fire and Medical Incidents: 19 Fiscal Years



Out of Jurisdiction Responses

The Pasadena Fire Department was dispatched to incidents outside their jurisdiction 507 times in FY 2009-10:

Alhambra	20
Arcadia	76
Burbank	6
Glendale	62
LA City	43
LA County	102
Monrovia	8
Monterey Park	7
San Gabriel	16
San Marino	52
Sierra Madre	12
South Pasadena	97
Other Cities	6
TOTAL	507

Other agencies were dispatched to incidents in Pasadena 544 times during the year:

Alhambra	33
Arcadia	83
Burbank	13
Glendale	62
LA City	15
LA County	43
Monrovia	4
Montebello	1
Monterey Park	3
San Gabriel	8
San Marino	102
Sierra Madre	2
South Pasadena	155
Other*	20
TOTAL	544

*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 was dispatched to 15,441 incidents within its city borders and an additional 507 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	3,563	Ambulance 31	2,840
Engine 32	1,842	Ambulance 32	2,264
Engine 33	3,137	Ambulance 33	2,977
Engine 34	2,090	Ambulance 34	2,104
Engine 36	3,142	Ambulance 36	2,925
Engine 37	1,414	Truck 31	1,446
Engine 38	695	Truck 32	741
Engine 39	652	USAR 32	28





San Gabriel Fire Department

There were 1,983 incidents in San Gabriel during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 108 type codes listed below, the three most frequent incident types were Fire Alarm (59.7% of Fire incidents), Shortness of Breath (13.4% of Medical incidents), and Person Unconscious-Unresponsive (10.8% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	6	2.3%
APPLIANCE FIRE - MAJOR	7	2.7%
CARBON MONOXIDE ALARM	4	1.5%
ELECTRICAL FIRE	2	0.8%
FIRE ALARM	157	59.7%
FIRE ALARM - FULL ASSIGNMENT	1	0.4%
FIRE ALARM RESET	1	0.4%
FIRE NOW OUT	3	1.1%
GARAGE FIRE	3	1.1%
HOUSE FIRE	13	4.9%
ILLEGAL BURNING	4	1.5%
MISC OUTSIDE FIRE	1	0.4%
PERSON ON FIRE	1	0.4%
PLANE ACCIDENT, DOWN OR FIRE	1	0.4%
REFUSE FIRE	12	4.6%
SMOKE IN A STRUCTURE	4	1.5%
SMOKE IN THE AREA	4	1.5%
STRUCTURE FIRE	9	3.4%
TRANSFORMER/STREET LIGHT FIRE	7	2.7%
UNKNOWN TYPE FIRE	2	0.8%
VEGETATION FIRE	7	2.7%
VEHICLE FIRE	8	3.0%
VEHICLE FIRE IN A STRUCTURE	2	0.8%
VEHICLE FIRE ON THE FREEWAY	4	1.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-NEUROLOGIC	31	1.9%
DIABETIC PROBLEM	39	2.4%
EMER MEDICAL SVC ON THE FWY	3	0.2%
EMS CALL -- NO DETAILS	8	0.5%
EXPOSURE	2	0.1%
EYE INJURY	1	0.1%
FALL MAJOR	16	1.0%
FALL MINOR	142	8.7%
G.I BLEED	8	0.5%
GUNSHOT WOUND	1	0.1%
HEAD PAIN	5	0.3%
HEART PROBLEM	32	2.0%
HOSPITAL TRANSFER	22	1.3%
INGESTION-POISONING-INHALATION	13	0.8%
INVESTIGATE THE WELFARE	1	0.1%
MEDICAL ALARM	20	1.2%
MINOR TRAUMA	52	3.2%
MISC MEDICAL	83	5.1%
MISC RESPONSE ENGINE & RA	1	0.1%
NON-INJURY TRAFFIC COLLISION	2	0.1%
NOSE BLEED NON-TRAUMATIC	4	0.2%
OBSTETRIC/S/GYNECOLOGICAL	11	0.7%
OVERDOSE	20	1.2%
PERSON CHOKING	7	0.4%
PERSON DIZZY	24	1.5%
PERSON DOWN	25	1.5%
PERSON HANGING	1	0.1%
PERSON IN SEIZURE	68	4.2%
PERSON NOT BREATHING	33	2.0%
PERSON SICK	31	1.9%
PERSON SICK	2	0.1%
PERSON STABBED	5	0.3%
PERSON UNCONSCIOUS-UNRESPONSIVE	177	10.8%
PSYCHIATRIC	16	1.0%
RESCUE	4	0.2%
RESCUE ON THE FWY	2	0.1%
SEVERE TRAUMA	1	0.1%
SHORTNESS OF BREATH	219	13.4%
SYNCOPE/FAINTED NOW CONS	34	2.1%
TRAFFIC COLLISION	104	6.3%
TRAFFIC COLLISION ON THE FWY	18	1.1%
TRAFFIC COLLISION W/BICYCLE	13	0.8%
TRAFFIC COLLISION W/MOTORCYCLE	5	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	32	2.0%
TRAFFIC COLLISION-RESCUE	9	0.5%
UNKNOWN MEDICAL	12	0.7%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ASSIST	2	2.2%
ARCING WIRES	6	6.7%
BEE INVESTIGATION	12	13.5%
BROKEN GAS MAIN	3	3.4%
BROKEN WATER MAIN	3	3.4%
CHEMICAL OUTSIDE	1	1.1%
DAMAGE INVESTIGATION	1	1.1%
ELEVATOR RESCUE	2	2.2%
FLOWING/GUSHING/SHEARED HYDRANT	3	3.4%
FUEL SPILL	8	9.0%
INVESTIGATE A HAZARDOUS COND	6	6.7%
INVESTIGATE OVERCROWDING	2	2.2%
MAJOR FLOODED CONDITION	3	3.4%
MALFUNCTION	2	2.2%
MINOR FLOODING	2	2.2%
MISC RESPONSE FOR 1 ENGINE	4	4.5%
MISC. ODOR INVESTIGATION	3	3.4%
ODOR OF NATURAL GAS INSIDE	4	4.5%
ODOR OF NATURAL GAS OUTSIDE	1	1.1%
ONE STORY ROOF CHECK	4	4.5%
PD ASSIST/STAND-BY	3	3.4%
PERSON LOCKED IN - LOCKED OUT	3	3.4%
PUBLIC ASSIST	2	2.2%
ROOF CHECK 2 STORIES & ABOVE	2	2.2%
WIRES DOWN	7	7.9%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	24	1.5%
ABDOMINAL PAIN - ALS	6	0.4%
ABDOMINAL PAIN - BLS	18	1.1%
ALLERGIC REACTION	5	0.3%
ALTERED LEVEL OF CONSCIOUSNESS	46	2.8%
ANIMAL/HUMAN BITINGS	5	0.3%
ASSAULT VICTIM	27	1.6%
ASSIST THE INVALID	16	1.0%
BACK PAIN	20	1.2%
BLOOD PRESSURE PROBLEM	9	0.5%
BURN INJURY	2	0.1%
CHEST PAINS - HEART ATTACK	101	6.2%

OTHER

INCIDENT TYPE	# INCIDENTS
TRANSFER TO POLICE DEPT	1



San Gabriel Incidents by Month and Category

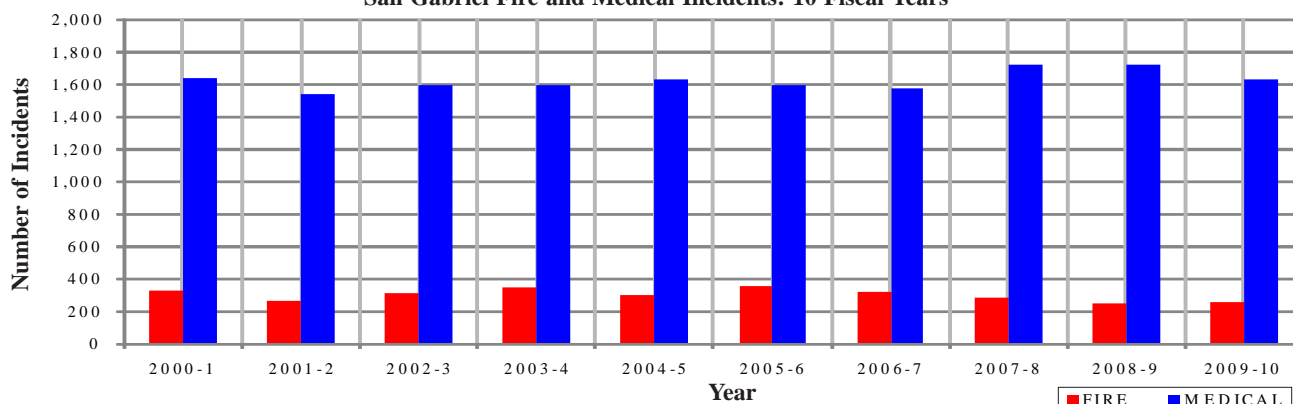
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	26	18	22	24	25	28	26	14	22	16	16	23	260	12.9%
MEDICAL	124	129	140	141	130	138	148	121	152	127	142	141	1,633	81.3%
SERVICE	7	6	5	10	4	5	13	5	9	9	7	7	87	4.3%
OTHER	1	0	0	0	0	0	0	0	1	1	0	0	3	0.1%
OVS*	3	3	5	2	1	4	1	2	1	1	1	1	25	1.2%
TOTAL	161	156	172	177	160	175	188	142	185	154	166	172	2,008	

San Gabriel Incidents: 10 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	327	261	308	346	300	356	317	287	250	260
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724	1,726	1,633
SERVICE	119	132	101	110	136	105	120	117	94	87
OTHER	3	5	2	7	3	1	1	0	0	3
OVS*	124	130	109	108	107	86	46	45	55	25
TOTAL	2,219	2,068	2,113	2,165	2,177	2,142	2,066	2,173	2,125	2,008

*OVS = Responses Outside the Verdugo System

San Gabriel Fire and Medical Incidents: 10 Fiscal Years



Responses Per Unit

The San Gabriel Fire Department was dispatched to 1,983 incidents within its city borders and an additional 279 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,126
Engine 52	1,154
Ambulance 51	1,590

Out of Jurisdiction Responses

The San Gabriel Fire Department was dispatched to incidents outside their jurisdiction 279 times in FY 2009-10:

Alhambra	155	Monterey Park	41
Arcadia	2	Pasadena	8
Glendale	1	San Marino	38
LA County	23	South Pasadena	1
Monrovia	2	Other Cities	2
Montebello	6	TOTAL	279

Other fire agencies were dispatched to incidents in San Gabriel 449 times during the year:

Alhambra	192	Pasadena	16
Arcadia	1	San Marino	124
Glendale	1	Sierra Madre	1
LA County	26	South Pasadena	3
Montebello	3	Other*	1
Monterey Park	81	TOTAL	449

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



San Marino Fire Department



There were 782 incidents in San Marino during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 82 type codes listed below, the three most frequent incident types were Fire Alarm (68.9% of Fire incidents), Fall - Minor (17.1% of Medical incidents), and Traffic Collision (9.2% 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
APPLIANCE FIRE - MAJOR	3	1.8%	ASSIST THE INVALID	39	6.9%	ANIMAL RESCUE/ ASSIST	1	2.0%
CARBON MONOXIDE ALARM	2	1.2%	BACK PAIN	5	0.9%	BEE INVESTIGATION	2	4.1%
ELECTRICAL FIRE	5	3.0%	BURN INJURY	1	0.2%	BIO HAZARD INVESTIGATION	1	2.0%
EXPLOSIVES/BOMB THREATS CARE	1	0.6%	CHEST PAINS - HEART ATTACK	25	4.4%	BROKEN GAS MAIN	1	2.0%
FIRE ALARM	115	68.9%	CVA-NEUROLOGIC	13	2.3%	BROKEN WATER MAIN	4	8.2%
FIRE ALARM RESET	1	0.6%	DIABETIC PROBLEM	6	1.1%	CHEMICAL OUTSIDE	2	4.1%
FIRE NOW OUT	1	0.6%	EMS CALL -- NO DETAILS	1	0.2%	ELEVATOR RESCUE	1	2.0%
GARAGE FIRE	1	0.6%	EXPOSURE	1	0.2%	FUEL SPILL	2	4.1%
HOUSE FIRE	9	5.4%	FALL MAJOR	8	1.4%	INVESTIGATE A HAZARDOUS COND	1	2.0%
MISC OUTSIDE FIRE	3	1.8%	FALL MINOR	97	17.1%	MALFUNCTION	2	4.1%
SMOKE IN A STRUCTURE	8	4.8%	G.I BLEED	3	0.5%	MINOR FLOODING	9	18.4%
SMOKE IN THE AREA	2	1.2%	HEAD PAIN	4	0.7%	MISC. ODOR INVESTIGATION	4	8.2%
STRUCTURE FIRE	1	0.6%	HEART PROBLEM	7	1.2%	ODOR OF NATURAL GAS INSIDE	4	8.2%
TRANSFORMER/STREET LIGHT FIRE	7	4.2%	INGESTION-POISONING-INHALATION	3	0.5%	ODOR OF NATURAL GAS OUTSIDE	2	4.1%
UNKNOWN TYPE FIRE	1	0.6%	MEDICAL ALARM	18	3.2%	PD ASSIST/STAND-BY	1	2.0%
VEGETATION FIRE	4	2.4%	MINOR TRAUMA	24	4.2%	PERSON LOCKED IN - LOCKED OUT	2	4.1%
VEHICLE FIRE	3	1.8%	MISC MEDICAL	39	6.9%	PUBLIC ASSIST	3	6.1%
			NOSE BLEED NON-TRAUMATIC	2	0.4%	WIRES DOWN	7	14.3%
			OBSTETRICS/GYNECOLOGICAL	3	0.5%			
			OVERDOSE	3	0.5%			
			PERSON CHOKING	2	0.4%			
			PERSON DIZZY	14	2.5%			
			PERSON DOWN	9	1.6%			
			PERSON IN SEIZURE	15	2.6%			
			PERSON NOT BREATHING	12	2.1%			
			PERSON SICK	8	1.4%			
			PERSON SICK	1	0.2%			
			PERSON UNCONSCIOUS-UNRESPONSIVE	34	6.0%			
			PSYCHIATRIC	6	1.1%			
			RESCUE	2	0.4%			
			SHORTNESS OF BREATH	38	6.7%			
			SYNCOPE/FAINTED NOW CONS	12	2.1%			
			TRAFFIC COLLISION	52	9.2%			
			TRAFFIC COLLISION W/BICYCLE	5	0.9%			
			TRAFFIC COLLISION W/MOTORCYCLE	2	0.4%			
			TRAFFIC COLLISION W/PEDESTRIAN	10	1.8%			
			TRAFFIC COLLISION-RESCUE	3	0.5%			
			UNKNOWN MEDICAL	6	1.1%			
			VEHICLE INTO A STRUCTURE	1	0.2%			



San Marino Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	11	12	11	23	7	19	15	9	17	13	17	13	167	17.9%
MEDICAL	48	49	40	51	46	53	53	50	50	47	45	35	567	60.6%
SERVICE	4	3	4	5	2	4	11	4	4	4	0	3	48	5.1%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	11	19	12	21	6	14	11	13	13	8	14	11	153	16.4%
TOTAL	74	83	67	100	61	90	90	76	84	72	76	62	935	

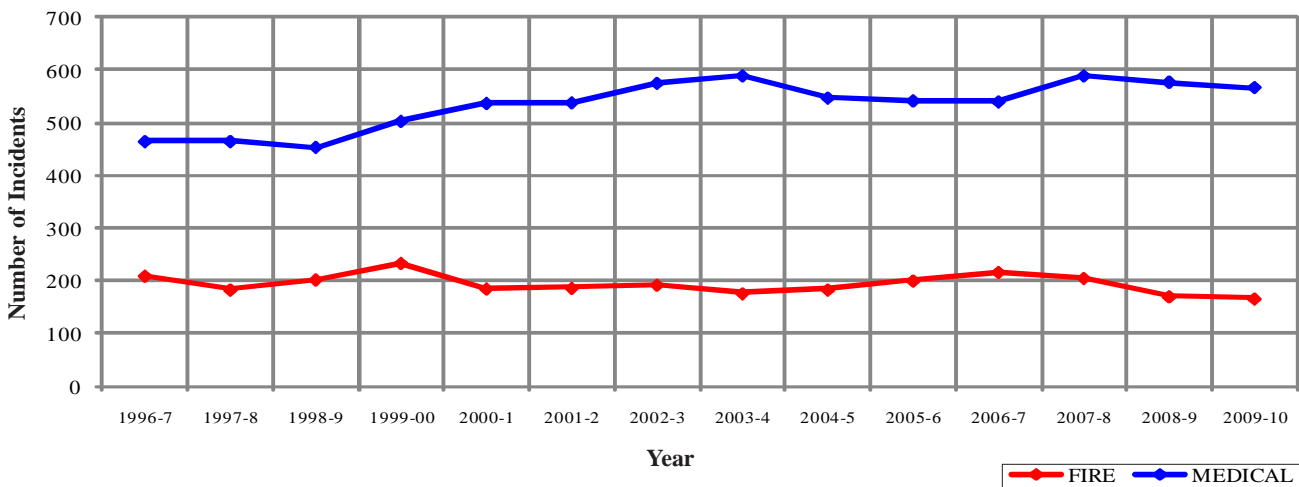
*OVS = Responses Outside the Verdugo System

San Marino Incidents: 14 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	2008-9	2009-10
FIRE	210	184	203	234	186	187	193	177	184	201	217	206	171	167
MEDICAL	465	465	454	503	537	538	575	589	547	542	540	589	577	567
SERVICE	111	114	106	116	118	121	97	71	165	73	80	80	54	48
OTHER	3	1	0	0	1	3	2	7	7	0	1	0	1	0
OVS*	178	220	224	205	117	116	149	120	126	125	102	141	131	153
TOTAL	967	984	987	1,058	959	965	1,016	964	1,029	941	940	1,016	934	935

*OVS = Responses Outside the Verdugo System

San Marino Fire and Medical Incidents: 14 Fiscal Years



Out of Jurisdiction Responses

The San Marino Fire Department was dispatched to incidents outside their jurisdiction 524 times in FY2009-10:

Alhambra	30	Pasadena	102
Arcadia	13	San Gabriel	124
LA County	152	South Pasadena	97
Monrovia	2	Other Cities	1
Monterey Park	3	TOTAL	524

Other fire agencies were dispatched to incidents in San Marino 223 times during the year:

Alhambra	47
Arcadia	4
LA County	27
Pasadena	52
San Gabriel	38
South Pasadena	55
TOTAL	223

Responses Per Unit

The San Marino Fire Department was dispatched to 782 incidents within its city borders and an additional 524 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 91	866
Ambulance 91	1,007





Sierra Madre Fire Department



There were 826 incidents in Sierra Madre during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 89 type codes listed below, the three most frequent incident types were Fall - Minor (13.3% of Medical incidents), Shortness of Breath (8.3% of Medical incidents), and Miscellaneous Medical (7.3% 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	1	1.0%	BACK PAIN	9	1.4%	ANIMAL RESCUE/ ASSIST	1	1.1%
APPLIANCE FIRE - MAJOR	3	2.9%	BLOOD PRESSURE PROBLEM	5	0.8%	ARCING WIRES	4	4.2%
CARBON MONOXIDE ALARM	1	1.0%	BURN INJURY	2	0.3%	BEE INVESTIGATION	2	2.1%
ELECTRICAL FIRE	2	1.9%	CHEST PAINS - HEART ATTACK	28	4.4%	BROKEN WATER MAIN	1	1.1%
EXPLOSIVES/BOMB THREATS/CARE	1	1.0%	CVA-NEUROLOGIC	18	2.9%	CHEMICAL OUTSIDE	2	2.1%
FIRE ALARM	38	36.9%	DIABETIC PROBLEM	8	1.3%	FLOWING/GUSHING/SHEARED HYDRANT	5	5.3%
FIRE ALARM RESET	2	1.9%	EMS CALL -- NO DETAILS	4	0.6%	FUEL SPILL	3	3.2%
FIRE NOW OUT	5	4.9%	EXPOSURE	2	0.3%	INVESTIGATE A HAZARDOUS COND	19	20.0%
HOUSE FIRE	7	6.8%	FALL MAJOR	15	2.4%	INVESTIGATE A MUDSLIDE	5	5.3%
ILLEGAL BURNING	1	1.0%	FALL MINOR	84	13.3%	MAJOR FLOODED CONDITION	2	2.1%
REFUSE FIRE	1	1.0%	G.I BLEED	10	1.6%	MALFUNCTION	2	2.1%
SMOKE IN A STRUCTURE	1	1.0%	HEAD PAIN	1	0.2%	MINOR FLOODING	7	7.4%
SMOKE IN THE AREA	20	19.4%	HEART PROBLEM	18	2.9%	MISC. ODOR INVESTIGATION	5	5.3%
STRUCTURE FIRE	3	2.9%	INGESTION-POISONING-INHALATION	3	0.5%	ODOR OF NATURAL GAS INSIDE	2	2.1%
TRANSFORMER/STREET LIGHT FIRE	6	5.8%	INVESTIGATE THE WELFARE	2	0.3%	ODOR OF NATURAL GAS OUTSIDE	4	4.2%
UNKNOWN TYPE FIRE	1	1.0%	MEDICAL ALARM	15	2.4%	ONESTORY ROOF CHECK	2	2.1%
VEHICLE FIRE	9	8.7%	MINOR TRAUMA	13	2.1%	PD ASSIST/STAND-BY	5	5.3%
VEHICLE FIRE IN A STRUCTURE	1	1.0%	MISC MEDICAL	46	7.3%	PERSON LOCKED IN - LOCKED OUT	7	7.4%
			MOUNTAIN RESCUE	13	2.1%	PUBLIC ASSIST	5	5.3%
			NOSE BLEED NON-TRAUMATIC	1	0.2%	WIRES DOWN	12	12.6%
			OBSTETRICS/GYNECOLOGICAL	3	0.5%			
			OVERDOSE	11	1.7%			
			PERSON CHOKING	4	0.6%			
			PERSON DIZZY	14	2.2%			
			PERSON DOWN	16	2.5%			
			PERSON IN SEIZURE	21	3.3%			
			PERSON NOT BREATHING	10	1.6%			
			PERSON SICK	11	1.7%			
			PERSON SICK	2	0.3%			
			PERSON UNCONSCIOUS-UNRESPONSIVE	27	4.3%			
			PSYCHIATRIC	4	0.6%			
			RESCUE	1	0.2%			
			SEVERE TRAUMA	1	0.2%			
			SHORTNESS OF BREATH	52	8.3%			
			SYNCOPE/FAINTED NOW CONS	13	2.1%			
			TRAFFIC COLLISION	23	3.7%			
			TRAFFIC COLLISION W/BICYCLE	2	0.3%			
			TRAFFIC COLLISION W/MOTORCYCLE	2	0.3%			
			TRAFFIC COLLISION W/PEDESTRIAN	5	0.8%			
			TRAFFIC COLLISION-RESCUE	1	0.2%			
			UNKNOWN MEDICAL	10	1.6%			
			VEHICLE INTO A STRUCTURE	1	0.2%			



Sierra Madre Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TO TAL	PERCENT
FIRE	14	15	11	15	5	13	9	2	4	4	7	4	103	12.2%
MEDICAL	54	59	49	55	40	49	58	46	63	49	55	51	628	74.6%
SERVICE	7	9	5	10	9	15	10	8	4	6	4	8	95	11.3%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	0	2	3	1	1	1	1	0	0	0	4	3	16	1.9%
TOTAL	75	85	68	81	55	78	78	56	71	59	70	66	842	

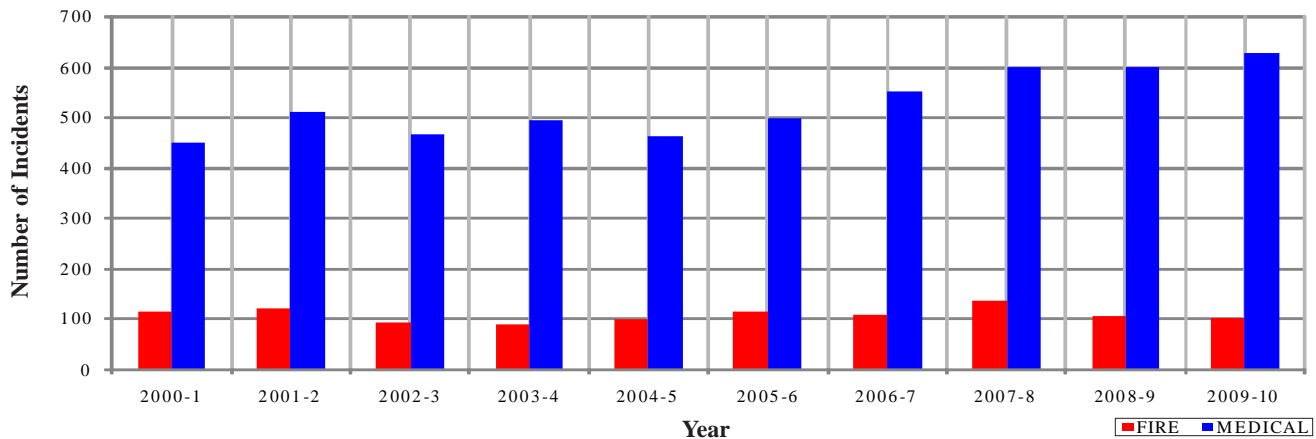
*OVS = Responses Outside the Verdugo System

Sierra Madre Incidents: 10 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10
FIRE	116	120	92	91	100	114	110	137	106	103
MEDICAL	452	512	467	497	464	498	553	602	600	628
SERVICE	107	97	136	70	81	114	95	89	84	95
OTHER	2	3	4	6	3	2	2	1	0	0
OVS*	3	14	12	7	3	6	13	20	7	16
TOTAL	680	746	711	671	651	734	773	849	797	842

*OVS = Responses Outside the Verdugo System

Sierra Madre Fire and Medical Incidents: 10 Fiscal Years



Out of Jurisdiction Responses

The Sierra Madre Fire Department was dispatched to incidents outside their jurisdiction 21 times in FY 2009-10:

Arcadia	1
Glendale	1
LA County	15
Pasadena	2
San Gabriel	1
Other Cities	1
TOTAL	21

Other agencies were dispatched to incidents in Sierra Madre 65 times during the year.

Arcadia	22
Glendale	1
Monrovia	14
LA County	5
Pasadena	12
Other*	11
TOTAL	65

*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 was dispatched to 826 incidents within its city borders and an additional 21 incidents in other jurisdictions. A typical response is one or two units.

<u>Unit ID</u>	<u>Responses</u>
Engine 41	304
Ambulance 41	807
Water Tender 41	0





South Pasadena Fire Department



There were 1,589 incidents in South Pasadena during fiscal year 2009-10. 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 FY2009-10, along with the percent of incidents in that category for the year. Of the 100 type codes listed below, the three most frequent incident types were Fire Alarm (59.9% of Fire incidents), Fall - Minor (12.2% of Medical incidents), and Chest Pains - Heart Attack (7.6% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	7	2.6%
APPLIANCE FIRE - MAJOR	8	3.0%
BRUSH FIRE	2	0.7%
CARBON MONOXIDE ALARM	2	0.7%
ELECTRICAL FIRE	3	1.1%
FIRE ALARM	160	59.9%
FIRE ALARM - FULL ASSIGNMENT	1	0.4%
FIRE ALARM RESET	1	0.4%
FIRE NOW OUT	5	1.9%
HOUSE FIRE	9	3.4%
MISC OUTSIDE FIRE	6	2.2%
REFUSE FIRE	5	1.9%
SMOKE IN A STRUCTURE	13	4.9%
SMOKE IN THE AREA	12	4.5%
STRUCTURE FIRE	4	1.5%
TRANSFORMER/STREET LIGHT FIRE	10	3.7%
VEGETATION FIRE	3	1.1%
VEGETATION FIRE ON THE FWY	3	1.1%
VEHICLE FIRE	11	4.1%
VEHICLE FIRE ON THE FREEWAY	2	0.7%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DIABETIC PROBLEM	12	1.0%
EMER MEDICAL SVC ON THE FWY	2	0.2%
EMS CALL -- NO DETAILS	11	0.9%
EYE INJURY	1	0.1%
FALL MAJOR	14	1.2%
FALL MINOR	142	12.2%
G.I. BLEED	6	0.5%
GUNSHOT WOUND	2	0.2%
HEAD PAIN	8	0.7%
HEART PROBLEM	24	2.1%
INGESTION-POISONING-INHALATION	16	1.4%
INVESTIGATE THE WELFARE	1	0.1%
MEDICAL ALARM	19	1.6%
MINOR TRAUMA	51	4.4%
MISC MEDICAL	59	5.1%
NOSE BLEED NON-TRAUMATIC	5	0.4%
OBSTETRICS/GYNECOLOGICAL	4	0.3%
OVERDOSE	16	1.4%
PERSON CHOKING	5	0.4%
PERSON DIZZY	38	3.3%
PERSON DOWN	39	3.4%
PERSON HANGING	2	0.2%
PERSON IN SEIZURE	36	3.1%
PERSON NOT BREATHING	25	2.1%
PERSON SICK	14	1.2%
PERSON SICK	3	0.3%
PERSON UNCONSCIOUS-UNRESPONSIVE	82	7.0%
PSYCHIATRIC	23	2.0%
RESCUE	1	0.1%
RESCUE ON THE FWY	5	0.4%
SEVERE TRAUMA	2	0.2%
SHORTNESS OF BREATH	88	7.6%
SYNCOPE/FAINTED NOW CONS	24	2.1%
TRAFFIC COLLISION	70	6.0%
TRAFFIC COLLISION ON THE FWY	20	1.7%
TRAFFIC COLLISION W/BICYCLE	6	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	9	0.8%
TRAFFIC COLLISION W/PEDESTRIAN	12	1.0%
TRAFFIC COLLISION-RESCUE	5	0.4%
UNKNOWN MEDICAL	7	0.6%
VEHICLE INTO A STRUCTURE	1	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ARCING WIRES	7	4.3%
BEE INVESTIGATION	2	1.2%
BIO-CHEMICAL THREAT	1	0.6%
BIOHAZARD INVESTIGATION	8	4.9%
BROKEN GAS MAIN	2	1.2%
BROKEN WATER MAIN	10	6.2%
CHEMICAL OUTSIDE	2	1.2%
DAMAGE INVESTIGATION	2	1.2%
ELEVATOR RESCUE	4	2.5%
FLOWING/GUSHING/SHEARED HYDRANT	2	1.2%
FUEL SPILL	2	1.2%
HAZARDOUS MATERIALS RESPONSE	1	0.6%
INVESTIGATE A HAZARDOUS COND	20	12.3%
MAJOR FLOODED CONDITION	6	3.7%
MALFUNCTION	5	3.1%
MINOR FLOODING	5	3.1%
MISC RESPONSE FOR 1 ENGINE	1	0.6%
MISC. ODOR INVESTIGATION	8	4.9%
ODOR OF NATURAL GAS INSIDE	6	3.7%
ODOR OF NATURAL GAS OUTSIDE	9	5.6%
ONE STORY ROOF CHECK	3	1.9%
PD ASSIST/STAND-BY	7	4.3%
PERSON LOCKED IN - LOCKED OUT	11	6.8%
PUBLIC ASSIST	17	10.5%
WIRES DOWN	20	12.3%
FIRE TRAINING	1	0.6%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN	14	1.2%
ABDOMINAL PAIN - ALS	2	0.2%
ABDOMINAL PAIN - BLS	10	0.9%
ALLERGIC REACTION	10	0.9%
ALTERED LEVEL OF CONSCIOUSNESS	32	2.7%
ANIMAL/HUMAN BITINGS	3	0.3%
ASSAULT VICTIM	14	1.2%
ASSIST THE INVALID	27	2.3%
BACK PAIN	16	1.4%
BLOOD PRESSURE PROBLEM	10	0.9%
BURN INJURY	2	0.2%
CHEST PAINS - HEART ATTACK	89	7.6%
CVA-NEUROLOGIC	25	2.1%



South Pasadena Incidents by Month and Category

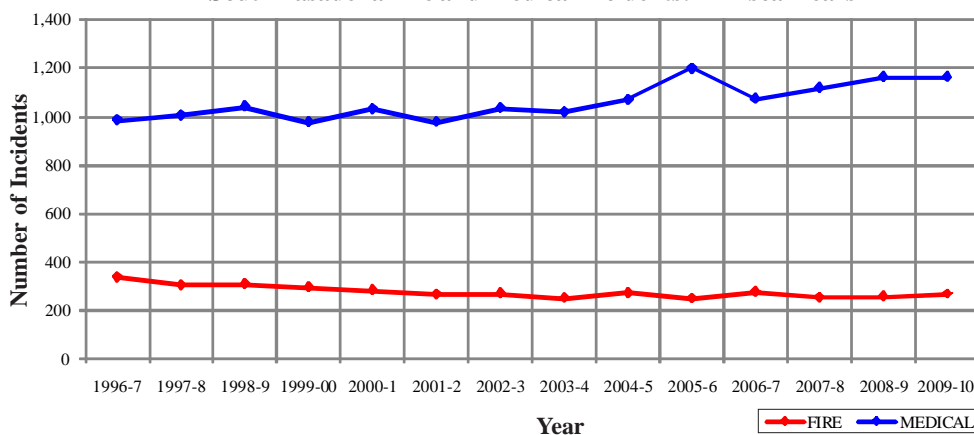
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	20	25	27	35	22	30	26	15	17	9	20	21	267	16.7%
MEDICAL	100	100	85	87	98	125	91	86	104	104	108	74	1,162	72.6%
SERVICE	8	18	13	15	13	16	24	18	8	5	9	12	159	9.9%
OTHER	0	0	0	1	0	0	0	0	0	0	0	0	1	0.1%
OVS*	1	0	1	1	0	1	1	1	1	2	0	2	11	0.7%
TOTAL	129	143	126	139	133	172	142	120	130	120	137	109	1,600	

South Pasadena Incidents: 14 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	2008-9	2009-10
FIRE	339	303	308	294	281	266	268	251	271	247	275	253	257	267
MEDICAL	984	1,004	1,040	974	1,031	977	1,033	1,018	1,069	1,197	1,072	1,115	1,161	1,162
SERVICE	233	166	149	149	173	191	204	172	231	144	168	137	101	159
OTHER	2	3	1	3	2	3	7	10	11	2	1	1	0	1
OVS*	23	33	38	41	52	48	71	51	43	32	8	20	9	11
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	1,528	1,600

*OVS = Responses Outside of the Verdugo System

South Pasadena Fire and Medical Incidents: 14 Fiscal Years



Responses Per Unit

The South Pasadena Fire Department was dispatched to 1,589 incidents within its city borders and an additional 264 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 81	206
Engine 81	1,660
Ambulance 81	1,221

Out of Jurisdiction Responses

The South Pasadena Fire Department was dispatched to incidents outside their jurisdiction 264 times in FY 2009-10:

Alhambra	22	Pasadena	210
Arcadia	4	San Gabriel	1
Glendale	2	San Marino	43
LA City	8	Other Cities	1
Monrovia	3	TOTAL	264
Monterey Park	4		

Other fire agencies were dispatched to incidents in South Pasadena 331 times during the year:

Alhambra	92	Monterey Park	8
Burbank	2	Pasadena	69
Glendale	3	San Gabriel	2
LA City	9	San Marino	118
LA County	1	TOTAL	331
Montebello	1		

Appendix A

INCIDENT TYPE CODES - Alphabetical

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
911M	911 Hang Up	Medical	DIAB	Diabetic Problem	Medical	PD	Transfer to Police Dept	Other
ABD1	Abdominal Pain - ALS	Medical	DIZZY	Person Dizzy	Medical	PERSON	Person on Fire	Fire
ABD2	Abdominal Pain - BLS	Medical	DOWN	Person Down	Medical	PLANE	Plane Accident, Down or Fire	Fire
ADV	Non-Dispatched Advised Call	Other	DROWN	Drowning/Diving Incident	Medical	POLE	Transformer/Street Light Fire	Fire
ALARM	Fire Alarm	Fire	ELECF	Electrical Fire	Fire	PSYCH	Psychiatric	Medical
ALLERGY	Allergic Reaction	Medical	ELEV	Elevator Rescue	Service	PUBLIC	Public Assist	Service
ALERT1	Airport Alert 1 - Stand By	Fire	EMS	EMS Call - No Details	Medical	RA	Misc Response for 1 RA	Medical
ALERT2	Emergency Landing at Airport	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	RAIL	Train Fire	Fire
ALERT3	Plane Accident, Down or Fire	Fire	ENG	Misc Response for 1 Engine	Service	REFRIG	Abandoned Refrigerator	Service
ALOC	Altered Level of Consciousness	Medical	ENGR	Misc Response Engine & RA	Medical	REFUSE	Refuse Fire	Fire
ANIMAL	Animal Rescue/Assist	Service	ENGTRK	Misc Response Engine & Truck	Service	RESCUE	Rescue	Medical
APPL1	Appliance Fire - Major	Fire	EQUAKE	Earthquake Emergency Mode	Fire	RESET	Fire Alarm Reset	Fire
APPL2	Appliance Fire - Minor	Fire	EVENT	Special Event	Other	RESFWY	TC-Rescue on the Freeway	Medical
APT	Apartment House Fire	Fire	EXPLO	Explosion Seen or Heard	Medical	ROOF1	One Story Roof Check	Service
ARC	Arcing Wires	Service	EXPOS	Exposure - Heat or Cold	Medical	ROOF2	Roof Check 2 Stories & Above	Service
ARSON	Arson Investigation	Fire	EYE	Eye Injury	Medical	SEIZ	Person in Seizure	Medical
ASLT	Assault Victim	Medical	FALL1	Fall - Major	Medical	SHOCK	Electrical Shock Injury	Medical
BACK	Back Pain	Medical	FALL2	Fall - Minor	Medical	SICK	Person Sick	Medical
BEE	Bee Investigation	Service	FIRETR	Fire Training	Other	SICK2	Person Sick	Medical
BIO	Biohazard Investigation	Service	FLOOD	Major Flooded Condition	Service	SMOKEI	Smoke in a Structure	Fire
BITE1	Animal/Human/Stings - ALS	Medical	FLOW	Sprinkler System Activated	Fire	SMOKEO	Smoke in the Area	Fire
BITE2	Animal/Human/Stings - BLS	Medical	FNO	Fire Now Out	Fire	STAB	Person Stabbed	Medical
BOMB	Explosives/BombThreat/Scare	Fire	FUEL	Fuel Spill	Service	STEMI	STEMI Hospital Transfer	Medical
BP	Blood Pressure Problem	Medical	FULL	Misc Response Full Assignment	Service	STR	Structure Fire	Fire
BREATH	Shortness of Breath	Medical	FULLRA	Misc Full Assignment & RA	Medical	STROKE	CVA-Neurologic	Medical
BRUSH	Brush Fire	Fire	FWORKS	Fireworks Violation	Other	SWR	Swift Water Rescue	Medical
BRUSHF	Brush Fire	Fire	GARAGE	Garage Fire	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical
BST1	Brush Strike team-XLC-1201A	Fire	GAS1	Odor of Natural Gas Inside	Service	TC	Traffic Collision	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	GASO	Odor of Natural Gas Outside	Service	TCBIKE	Traffic Collision w/ Bicycle	Medical
BST3	Brush Strike Team-XLC-1203A	Fire	GIB	G.I. Bleed	Medical	TCFUEL	Injury TC with Fuel Spill	Medical
BST4	Brush Strike Team-XLC-1204A	Fire	GMAIN	Broken Gas Main	Service	TCFWY	Traffic Collision on the Fwy	Medical
BST5	Brush Strike Team-XLC-1205A	Fire	GSW	Gunshot Wound	Medical	TCMC	Traffic Collision w/ Motorcycle	Medical
BST6	Brush Strike Team-XLC-1206A	Fire	HANG	Person Hanging	Medical	TCNON	Non-Injury Traffic Collision	Medical
BST7	Brush Strike Team-XLC-1207A	Fire	HAZARD	Investigate a Hazardous Condi	Service	TCPED	Traffic Collision w/ Pedestrian	Medical
BST8	Brush Strike Team-XLC-1208A	Fire	HAZMAT	Hazardous Materials Response	Service	TCRAIL	Traffic Collision w/ Train	Medical
BST9	Brush Strike Team-XLC-1209A	Fire	HEADPN	Head Pain	Medical	TCRES	Traffic Collision - Rescue	Medical
BST10	Brush Strike Team-Misc Equip	Fire	HEART	Heart Problem	Medical	TCSTR	Vehicle Into a Structure	Medical
BST11	Brush Strike Team-XLC-1211A	Fire	HOUSE	House Fire	Fire	TEST	Fire Alarm Testing	Other
BST12	Brush Strike Team-XLC-1212A	Fire	HYD	Flowing/Gushing/Sheared Hydrant	Service	THREAT	Bio-Chemical Threat	Service
BST13	Brush Strike Team-XLC-1213A	Fire	IA	Initial Action Response	Fire	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	ILLEG	Illegal Burning	Fire	TR1	Severe Trauma	Medical
BST15	Brush Strike Team-XLC-1215A	Fire	INVL	Assist the Invalid	Medical	TR2	Minor Trauma	Medical
BST16	Brush Strike Team-XLC-1216A	Fire	JUMPER	Person Threatening to Jump	Medical	TRENCH	Trench Rescue	Medical
BST17	Brush Strike Team-XLC-1217A	Fire	LAW	PD Assist/Stand-By	Service	TRK	Misc Response for a Truck	Service
BST18	Brush Strike Team-XLC-1218A	Fire	LOCK	Person Locked In/Locked Out	Service	UNCON	Person Unconscious/Unresponsiv	Medical
BST19	Brush Strike Team-XLC-1219A	Fire	MALF	Malfunction	Service	UNKF	Unknown Type Fire	Fire
BST20	Brush Strike Team-XLC-1220A	Fire	MED	Misc Medical	Medical	UNKMED	Unknown Medical	Medical
BSTMIX	Brush Strike Team - Mixed Area	Fire	MEDALR	Medical Alarm	Medical	USAR	Collapse/Extrication/Rescue	Medical
BSTOES	OES Engine Strike Team	Fire	MOSCAD	MOSCAD Alert Notificataion	Other	VAULT	Electrical Vault Fire	Fire
BUILD	Building Collapse Rescue	Medical	MTNRES	Mountain Rescue	Medical	VEG	Vegetation Fire	Fire
BURN	Burn Injury	Medical	MUD	Investigate a Mudslide	Service	VEGFY	Vegetation Fire on the Freeway	Fire
CADTST	CAD Station Alerting Testing	Other	MUTUAL	Mutual Aid Request	Fire	VEH	Vehicle Fire	Fire
CARBON	Carbon Monoxide Alarm	Fire	NOSE	Nosebleed Non-Traumatic	Medical	VEHFWY	Vehicle Fire on the Freeway	Fire
CHEMO	Chemical Outside	Service	NOTBR	Person Not Breathing	Medical	VEHSTR	Vehicle Fire in a Structure	Fire
CHEST	Chest Pains - Heart Attack	Medical	OBYGN	Obstetrics/Gynecological	Medical	WATER	Minor Flooding	Service
CHOKE	Person Choking	Medical	OD	Overdose	Medical	WELFAR	Investigate the Welfare	Medical
CHP	Transfer to CHP	Other	ODOR	Misc Odor Investigation	Service	WIRES	Wires Down	Service
CONFIN	Confined Space Rescue	Medical	OUT	Misc Outside Fire	Fire	WMAIN	Broken Water Main	Service
CROWD	Investigate Overcrowding	Service	OUTAGE	Power Outage	Other	WMD	Weapons Mass Destr. Event	Medical
DAMAGE	Damage Investigation	Service	OUTFWY	Misc Outside Fire on the Fwy	Fire	WT	Water Tender Request	Fire
DERAIL	Train Derailment	Fire	OVERHD	Overhead Mutual Aid Request	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	VEHFWY	Vehicle Fire on the Freeway	Fire	TCBIKE	Traffic Collision w/ Bicycle	Medical
ALARMF	Fire Alarm - Full Assignment	Fire	VEHSTR	Vehicle Fire in a Structure	Fire	TCFUEL	Injury TC with Fuel Spill	Medical
ALERT1	Airport Alert 1 - Stand By	Fire	WT	Water Tender Request	Fire	TCFWY	Traffic Collision on the Fwy	Medical
ALERT2	Emergency Landing at Airport	Fire	WTOES	OES Water Tender Request	Fire	TCCM	Traffic Collision w/ Motorcycle	Medical
ALERT3	Plane Accident, Down or Fire	Fire	911M	911 Hang Up	Medical	TCNON	Non-Injury Traffic Collision	Medical
APPL1	Appliance Fire - Major	Fire	ABD1	Abdominal Pain - ALS	Medical	TCPED	Traffic Collision w/ Pedestrian	Medical
APPL2	Appliance Fire - Minor	Fire	ABD2	Abdominal Pain - BLS	Medical	TCRAIL	Traffic Collision w/ Train	Medical
APT	Apartment House Fire	Fire	ALLERGY	Allergic Reaction	Medical	TCRES	Traffic Collision - Rescue	Medical
ARSON	Arson Investigation	Fire	ALOC	Altered Level of Consciousness	Medical	TCSTR	Vehicle Into a Structure	Medical
BOMB	Explosives/BombThreat/Scare	Fire	ASLT	Assault Victim	Medical	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BRUSH	Brush Fire	Fire	BACK	Back Pain	Medical	TR1	Severe Trauma	Medical
BST1	Brush Strike team-XLC-1201A	Fire	BITE1	Animal/Human/Stings - ALS	Medical	TR2	Minor Trauma	Medical
BST10	Brush Strike Team-Misc Equip	Fire	BITE2	Animal/Human/Stings - BLS	Medical	TRENCH	Trench Rescue	Medical
BST11	Brush Strike Team-XLC-1211A	Fire	BP	Blood Pressure Problem	Medical	UNCON	Person Unconscious/Unresponsiv	Medical
BST12	Brush Strike Team-XLC-1212A	Fire	BREATH	Shortness of Breath	Medical	UNKMED	Unknown Medical	Medical
BST13	Brush Strike Team-XLC-1213A	Fire	BUILD	Building Collapse Rescue	Medical	USAR	Collapse/Extrication/Rescue	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	BURN	Burn Injury	Medical	WELFAR	Investigate the Welfare	Medical
BST15	Brush Strike Team-XLC-1215A	Fire	CHEST	Chest Pains - Heart Attack	Medical	WMD	Weapons Mass Destr. Event	Medical
BST16	Brush Strike Team-XLC-1216A	Fire	CHOK	Person Choking	Medical	ADV	Non-Dispatched Advised Call	Other
BST17	Brush Strike Team-XLC-1217A	Fire	CONFIN	Confined Space Rescue	Medical	CADTST	CAD Station Alerting Testing	Other
BST18	Brush Strike Team-XLC-1218A	Fire	DIAB	Diabetic Problem	Medical	CHP	Transfer to CHP	Other
BST19	Brush Strike Team-XLC-1219A	Fire	DIZZY	Person Dizzy	Medical	EVENT	Special Event	Other
BST2	Brush Strike Team-XLC-1202A	Fire	DOWN	Person Down	Medical	FIRETR	Fire Training	Other
BST20	Brush Strike Team-XLC-1220A	Fire	DROWN	Drowning/Diving Incident	Medical	FWORKS	Fireworks Violation	Other
BST3	Brush Strike Team-XLC-1203A	Fire	EMS	EMS Call - No Details	Medical	MOSCAD	MOSCAD Alert Notification	Other
BST4	Brush Strike Team-XLC-1204A	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	OUTAGE	Power Outage	Other
BST5	Brush Strike Team-XLC-1205A	Fire	ENGR	Misc Response Engine & RA	Medical	PD	Transfer to Police Dept	Other
BST6	Brush Strike Team-XLC-1206A	Fire	EXPLO	Explosion Seen or Heard	Medical	TEST	Fire Alarm Testing	Other
BST7	Brush Strike Team-XLC-1207A	Fire	EXPOS	Exposure - Heat or Cold	Medical	ANIMAL	Animal Rescue/Assist	Service
BST8	Brush Strike Team-XLC-1208A	Fire	EYE	Eye Injury	Medical	ARC	Arcing Wires	Service
BST9	Brush Strike Team-XLC-1209A	Fire	FALL1	Fall - Major	Medical	BEES	Bee Investigation	Service
BSTMIX	Brush Strike Team - Mixed Area	Fire	FALL2	Fall - Minor	Medical	BIO	Biohazard Investigation	Service
BSTOES	OES Engine Strike Team	Fire	FULLRA	Misc Full Assignment & RA	Medical	CHEMO	Chemical Outside	Service
CARBON	Carbon Monoxide Alarm	Fire	GIB	G.I. Bleed	Medical	CROWD	Investigate Overcrowding	Service
DERAIL	Train Derailment	Fire	GSW	Gunshot Wound	Medical	DAMAGE	Damage Investigation	Service
ELECF	Electrical Fire	Fire	HANG	Person Hanging	Medical	ELEV	Elevator Rescue	Service
EQUAKE	Earthquake Emergency Mode	Fire	HEADPN	Head Pain	Medical	ENG	Misc Response for 1 Engine	Service
FLOW	Sprinkler System Activated	Fire	HEART	Heart Problem	Medical	ENGRK	Misc Response Engine & Truck	Service
FNO	Fire Now Out	Fire	INVL	Assist the Invalid	Medical	FLOOD	Major Flooded Condition	Service
GARAGE	Garage Fire	Fire	JUMPER	Person Threatening to Jump	Medical	FUEL	Fuel Spill	Service
HOUSE	House Fire	Fire	MED	Misc Medical	Medical	FULL	Misc Response Full Assignment	Service
IA	Initial Action Response	Fire	MEDALR	Medical Alarm	Medical	GASI	Odor of Natural Gas Inside	Service
ILLEG	Illegal Burning	Fire	MTNRES	Mountain Rescue	Medical	GASO	Odor of Natural Gas Outside	Service
MUTUAL	Mutual Aid Request	Fire	NOSE	Nosebleed Non-Traumatic	Medical	GMAIN	Broken Gas Main	Service
OUT	Misc Outside Fire	Fire	NOTBR	Person Not Breathing	Medical	HAZARD	Investigate a Hazardous Condition	Service
OUTFWY	Misc Outside Fire on the Fwy	Fire	OBYGN	Obstetrics/Gynecological	Medical	HAZMAT	Hazardous Materials Response	Service
OVERHD	Overhead Mutual Aid Request	Fire	OD	Overdose	Medical	HYD	Flowing/Gushing/Sheared Hydrant	Service
PERSON	Person on Fire	Fire	PSYCH	Psychiatric	Medical	LAW	PD Assist/Stand-By	Service
PLANE	Plane Accident, Down or Fire	Fire	RA	Misc Response for 1 RA	Medical	LOCK	Person Locked In/Locked Out	Service
POLE	Transformer/Street Light Fire	Fire	RESCUE	Rescue	Medical	MALF	Malfunction	Service
RAIL	Train Fire	Fire	RESFWY	TC-Rescue on the Freeway	Medical	MUD	Investigate a Mudslide	Service
REFUSE	Refuse Fire	Fire	SEIZ	Person in Seizure	Medical	ODOR	Misc Odor Investigation	Service
RESET	Fire Alarm Reset	Fire	SHOCK	Electrical Shock Injury	Medical	PUBLIC	Public Assist	Service
SMOKEI	Smoke in a Structure	Fire	SICK	Person Sick	Medical	REFRIG	Abandoned Refrigerator	Service
SMOKEO	Smoke in the Area	Fire	SICK2	Person Sick	Medical	ROOF1	One Story Roof Check	Service
STR	Structure Fire	Fire	STAB	Person Stabbed	Medical	ROOF2	Roof Check 2 Stories & Above	Service
UNKF	Unknown Type Fire	Fire	STEMI	STEMI Hospital Transfer	Medical	THREAT	Bio-Chemical Threat	Service
VAULT	Electrical Vault Fire	Fire	STROKE	CVA-Neurologic	Medical	TRK	Misc Response for a Truck	Service
VEG	Vegetation Fire	Fire	SWR	Swift Water Rescue	Medical	WATER	Minor Flooding	Service
VEGFWY	Vegetation Fire on the Freeway	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical	WIRES	Wires Down	Service
VEH	Vehicle Fire	Fire	TC	Traffic Collision	Medical	WMAIN	Broken Water Main	Service

