

Alhambra

Arcadia

Burbank

Glendale

Monrovia

Montebello

Monterey Park

Pasadena

San Gabriel

San Marino

Sierra Madre

South Pasadena

Verdugo Fire Communications Center

Annual Report – Fiscal Year 2010-11

VERDUGO FIRE COMMUNICATIONS CENTER



Ross Benson, FirePictures.com

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A recent article in local papers cited Verdugo as a shining example of the tri-cities' successful collaboration in providing a valuable service to the citizens of Burbank, Glendale and Pasadena at far lower cost than each would pay on its own. As the economic climate continues to challenge municipal budgets, Verdugo is striving to further improve its services while containing costs.

For only the second time in Verdugo's history, there was a slight (3%) decrease in the volume of phone calls during the fiscal year. The number of incidents, however, was almost identical to the previous year. This decrease might be attributed to relatively mild weather during the winter months and far less strike team activity than Verdugo normally sees in a fire season.

Progress was made in several areas this year related to disaster preparedness. Verdugo acquired a space that will be equipped and used as an alternative communications center in the event its normal location must be vacated. Development of a software application to be used in place of CAD (the computer-aided dispatch system) was completed and installed on dispatch workstations. In addition, thanks to the efforts of a multi-agency task force, an earthquake procedures field guide was completed and distributed to fire departments in the Verdugo System.

An Assistance to Firefighters grant for upgrading the station alerting system in two-thirds of the Verdugo cities demanded considerable time and effort of management and technical staff this year, with the dual goals of reducing the time between 911 and arrival of help, and improving firefighter safety.

The largest capital equipment project this year was replacement of 14-year-old workstations with ergonomically superior consoles that offer a variety of improvements including the option of standing while working, and improved lighting, computer ventilation, and cable management. In another project, a consultant provided a design and implementation plan to improve Verdugo's network security and remote access to data by Verdugo customers.

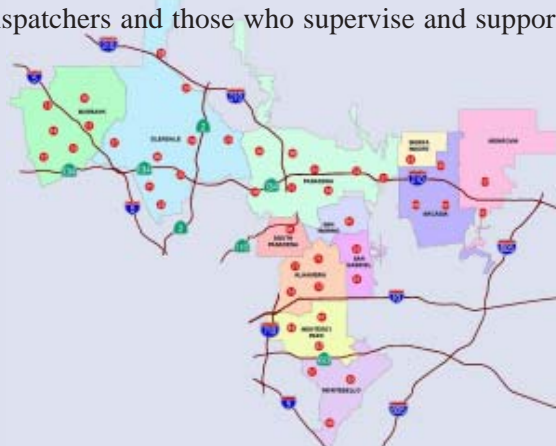
Those who staff a dispatch center are so much more than a voice over the phone or radio. When faced with a 911 caller's crisis, call-taking personnel strive to instill a level of sanity and order to facilitate communication of the nature and location of the emergency. They offer emergency medical dispatch instructions to assist the caller until paramedics arrive, and pre-arrival instructions are given to make certain first responders can quickly locate the victim or hazard. A vast array of factors are taken into account to evaluate which units to dispatch, and the level of complexity increases dramatically in a regional dispatch center where automatic and mutual aid agreements exist between agencies for specific types of incidents in certain locations. We deeply appreciate the dedication and professionalism of the Verdugo dispatchers and those who supervise and support them in this complex but vitally important mission.

Sincerely,

Ray Krakowski, Fire Chief
Burbank Fire Department

Harold Scoggins, Fire Chief
Glendale Fire Department

Calvin Wells, Interim 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	Area (sq.mi.)	Joined Verdugo
Alhambra	83,089	\$6,561,748,818	7.62	4-13-06
Arcadia	56,364	\$10,038,136,238	12	10-21-99
Burbank	103,340	\$15,748,068,155	17.15	5-20-81
Glendale	191,719	\$22,019,010,355	30.59	8-1-79
Monrovia	36,590	\$3,851,769,994	13.73	7-1-99
Montebello	62,500	\$4,329,668,379	8.3	2-26-09
Monterey Park	60,269	\$5,250,409,199	7.7	2-1-05
Pasadena	137,122	\$20,342,980,295	23	9-4-79
San Gabriel	39,718	\$3,657,073,721	4.1	4-7-00
San Marino	13,147	\$4,209,358,043	3.75	4-17-96
Sierra Madre	10,917	\$1,566,019,142	3	10-21-99
South Pasadena	25,619	\$3,220,289,604	3.44	4-17-96
Totals	820,394	\$100,794,531,943	134.38	

*State of California, Department of Finance, E-4 Population Estimates for Cities, Counties and the State, 2001-2010, with 2000 & 2010 Census Counts. Sacramento, California, August 2011.

**County of Los Angeles Taxpayers' Guide, 2010-2011, Secured Property – Taxable Net, pp.138-160.

Benefits of Regional Dispatch

Since its first year of operation, Verdugo has dispatched over 1,282,000 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:

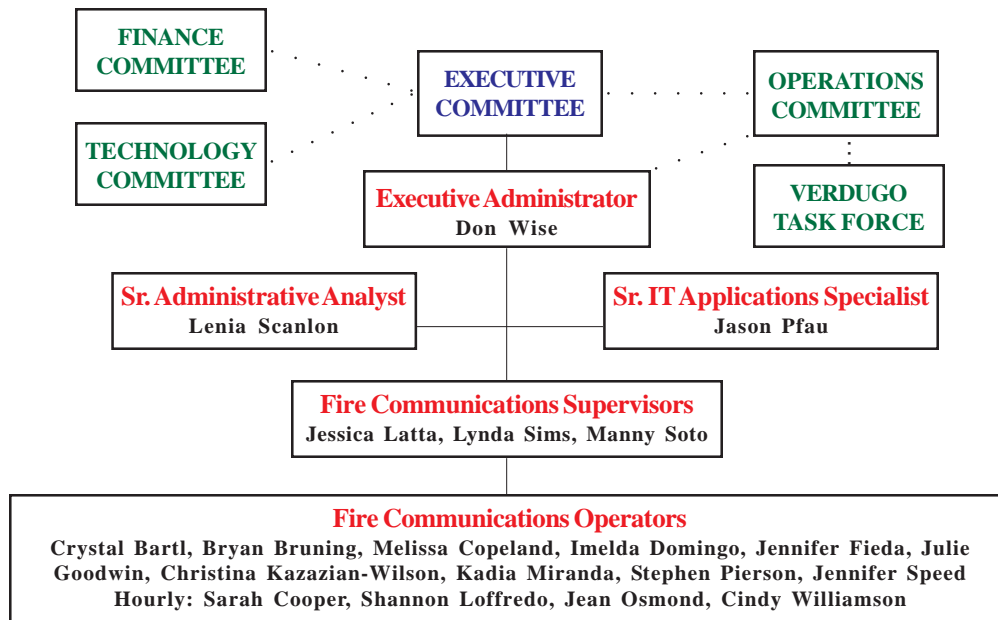
- Costs of personnel and computer, phone, dispatch and radio communication systems are shared between multiple

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 13 full-time and 4 hourly Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 173 years’ experience at the Verdugo dispatch center and 252 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 723 calls between July 1, 2010 and June 30, 2011, representing just over 1% of all incidents. Sixteen different languages were requested by Verdugo System callers:

<u>Language</u>	<u>Minutes</u>	<u>Total Calls</u>	<u>Av. Call Length (min.)</u>	<u>% of Translated Calls</u>
Spanish	1,218	348	3.5	48.1%
Armenian	593	143	4.1	19.8%
Mandarin	598	125	4.8	17.3%
Cantonese	212	43	4.9	5.9%
Vietnamese	93	21	4.4	2.9%
Russian	59	13	4.5	1.8%
Arabic	37	7	5.3	1.0%
Farsi	28	7	4.0	1.0%
Korean	23	5	4.6	0.7%
Japanese	15	3	5.0	0.4%
Tagalog	15	3	5.0	0.4%
Burmese	2	1	2.0	0.1%
Cambodian	3	1	3.0	0.1%
Romanian	3	1	3.0	0.1%
Thai	4	1	4.0	0.1%
Turkish	5	1	5.0	0.1%
Totals:	2,908	723	4.2	

Fire Department Resources

As of June 30, 2011 there were a total of 43 fire stations, 43 engine companies, 13 truck companies, 24 ambulances, 1 paramedic squad, 4 air utilities, 2 brush engines, 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>MTB</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 2010-11 Verdugo Fire Communications Financial Overview

Financially, Verdugo is operated as an Enterprise Fund by the City of Glendale. The nine contract cities pay on a per-incident basis. The tri-cities' shares of operating costs are calculated using a weighted formula (70% incidents, 15% population, 15% assessed property value). Capital contributions by the tri-cities are the same for each agency and are based on a 12-year technology plan that strives to evenly distribute upcoming capital costs to minimize year to year variations in charges. Capital purchases in FY2010-11 included computer equipment for the alternate communications site, a netclock, consulting services for extranet design, and miscellaneous purchases in preparation for replacing two rows of dispatch consoles.

Based on the preliminary year-end figures below, revenues exceeded expenditures by \$828,601 during the fiscal year. Surplus funds are earmarked for future capital purchases, as stipulated in the 12-year plan.

	<u>Tri-Cities</u>	<u>Contract Cities</u>	<u>Total</u>
Revenue			
Charges for Service	\$1,785,782	\$1,569,284	\$3,355,066
Capital Contribution	\$622,080		\$622,080
Subtotal			\$3,977,146
Interest & Misc. Revenue			\$34,944
TOTAL			\$4,012,090
Expenditures			
Salaries & Benefits			\$2,079,216
Maint. & Operations			\$1,067,507
Capital Outlay			\$36,766
TOTAL			\$3,183,489
Revenue minus expenditures			\$828,601
<p><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></p>			

FY 2010-11 Accomplishments

- A total of 152,724 phone calls were processed by Verdugo dispatchers, including 67,823 incidents that were dispatched to the 12 cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries. This represents a 3% decrease in phone volume but virtually identical incident load. About 32.5% 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.
- A grant-funded upgrade of the fire stations in eight of the Verdugo cities began in September 2010. A parallel project was undertaken to complete the redesign of the existing station alerting circuit board to meet NFPA 1221 redundancy standards and allow stations in the other four cities to receive the new pre-alert, if desired.
- A site within the Burbank Fire and Police headquarters was identified for Verdugo's alternate communications center and plans commenced for furnishing and equipping the site.
- Completed development of "Access CAD," an application to be used in the event that all CAD systems are inoperable. It is programmed to provide address verification and fire station order recommendation for dispatchers and will be installed on the laptops that would be used during evacuation of the Center as well as the call-taker and dispatch workstations in Verdugo and the alternate communications center site.
- Following several years' effort and negotiations, an additional radio resource was added to Verdugo radio consoles. The AIRTAC channel allows for immediate hailing of area air/helicopter resources for brush fires in the area.
- A Verdugo System earthquake procedures field guide was completed and distributed following several months' collaboration by a task force comprised of Chief Officers from five cities. A laminated one-page summary of the procedures was distributed to every front-line apparatus in the 12 cities served by Verdugo.
- Moved several software applications from personal computers to a single virtualized server for more reliability and faster processing.
- Scripted, filmed, edited and distributed a training video to assist field users with mobile map operations in the fire apparatus.
- Recruitments for Fire Communications Operator and Fire Communications Shift Supervisor positions resulted in establishment of lists of eligible candidates.

- Six dispatch workstation consoles with sit/stand options were installed to bring the total to nine ergonomic positions for Verdugo call-takers, dispatchers and supervisors. Associated carpet replacement and lighting upgrades resulted in an updated appearance and improved comfort and safety for personnel.
- A consultant was engaged to generate a design and implementation plan to improve Verdugo's firewall and overall network security.

FY 2011-12 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.
- Continue monitoring and improvement of performance benchmarks to NFPA 1221 guidelines and ISO standards and strive to maintain dispatch staffing according to the same guidelines and standards.
- Complete implementation of the alternate communications center by acquiring all necessary furniture, phone, radio, and computer equipment. Perform semi-annual drills including simulated evacuation of the dispatch center and occupation of the alternate site and/or loss of CAD, voice and data radio functions.
- Coordinate grant-funded firmware upgrades and narrow-band programming of all mobile and portable radios in the Verdugo System.
- Add Burbank Airport Fire as a contract dispatch agency.
- Implement security & surveillance system grant.
- Develop a Request for Information related to Verdugo's upcoming radio console system replacement.
- Implement the Dynamic Vehicle Recommendation (DVR) system in CAD to replace outdated programming with an algorithm that uses the actual GPS locations of fire apparatus to determine which units to recommend for dispatch to an incident.
- Replace the seven year old dual CAD servers with new servers equipped with the most rapid processor chip available to accommodate the anticipated processing demands for years to come.
- Work with City of Glendale ISD and an outside contractor to put a new firewall in place to improve Verdugo's network security.
- Complete the remaining sections of the Verdugo policy and procedures manual and publish it on the Unified Response web site.
- Implement Phase I Next-Generation 9-1-1 equipment.



Verdugo System



There were 67,823 incidents dispatched by Verdugo Fire Communications in fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 148 Type Codes listed below, the three most frequent incident types were Fire Alarm (61.8% of Fire incidents), Shortness of Breath (10.2% of Medical incidents), and Fall - Minor (8.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	165	1.8%
APPLIANCE FIRE - MAJOR	146	1.6%
APPLIANCE FIRE - MINOR	4	<0.1%
ARSON INVESTIGATION	2	<0.1%
BRUSH FIRE	36	0.4%
BRUSH FIRE	2	<0.1%
BRUSH STRIKE TEAM	1	<0.1%
BRUSH STRIKE TEAM - MIXED AREA	2	<0.1%
BRUSH STRIKE TEAM XLC-1203A	1	<0.1%
BRUSH STRIKE TEAM XLC-1204A	1	<0.1%
BRUSH STRIKE TEAM XLC-1205A	1	<0.1%
CARBON MONOXIDE ALARM	75	0.8%
ELECTRICAL FIRE	164	1.8%
ELECTRICAL VAULT FIRE	17	0.2%
EMERGENCY LANDING AT AIRPORT	25	0.3%
EXPLOSIVES/BOMB THREAT/CARE	20	0.2%
FIRE ALARM	5,718	61.8%
FIRE ALARM RESET	101	1.1%
FIRE NO W OUT	138	1.5%
GARAGE FIRE	30	0.3%
HOUSE FIRE	238	2.6%
ILLEGAL BURNING	119	1.3%
MISC OUTSIDE FIRE	139	1.5%
MISC OUTSIDE FIRE ON THE FWY	21	0.2%
OVERHEAD MUTUAL AID REQUEST	7	0.1%
REFUSE FIRE	228	2.5%
SMOKE IN A STRUCTURE	273	2.9%
SMOKE IN THE AREA	323	3.5%
SPRINKLER SYSTEM ACTIVATED	18	0.2%
STRUCTURE FIRE	368	4.0%
TRANSFORMER/STREET LIGHT FIRE	123	1.3%
UNKNOWN TYPE FIRE	62	0.7%
VEGETATION FIRE	131	1.4%
VEGETATION FIRE ON THE FWY	46	0.5%
VEHICLE FIRE	298	3.2%
VEHICLE FIRE IN A STRUCTURE	19	0.2%
VEHICLE FIRE ON THE FREEWAY	193	2.1%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-NEUROLOGIC	1,119	2.1%
DIABETIC PROBLEM	928	1.7%
DROWNING/DIVING INCIDENT	11	<0.1%
ELECTRICAL SHOCK INJURY	11	<0.1%
EMER MEDICAL SVC ON THE FWY	153	0.3%
EMS CALL -- NO DETAILS	229	0.4%
EXPOSURE	59	0.1%
EYE INJURY	44	0.1%
FALL MAJOR	1,533	2.8%
FALL MINOR	4,468	8.2%
G.L BLEED	457	0.8%
GUNSHOT WOUND	51	0.1%
HEAD PAIN	301	0.6%
HEART PROBLEM	1,203	2.2%
HOSPITAL TRANSFER	57	0.1%
INGESTION-POISONING-INHALATION	703	1.3%
INJURY TC WITH FUEL SPILL	13	<0.1%
INVESTIGATE THE WELFARE	36	0.1%
MEDICAL ALARM	556	1.0%
MINOR TRAUMA	1,919	3.5%
MISC FULL ASSIGN & RA	1	<0.1%
MISC MEDICAL	3,194	5.9%
MISC RESPONSE ENGINE & RA	1	<0.1%
MISC RESPONSE FOR 1 RA	2	<0.1%
MOUNTAIN RESCUE	65	0.1%
NON-INJURY TRAFFIC COLLISION	29	0.1%
NOSE BLEED NON-TRAUMATIC	246	0.5%
OBSTETRICS/GYNECOLOGICAL	356	0.7%
OVERDOSE	560	1.0%
PEDIATRICS 0-36 MONTHS	596	1.1%
PERSON CHOKING	186	0.3%
PERSON DIZZY	1,183	2.2%
PERSON DOWN	1,516	2.8%
PERSON HANGING	12	<0.1%
PERSON IN SEIZURE	1,876	3.5%
PERSON NOT BREATHING	909	1.7%
PERSON SICK	950	1.8%
PERSON SICK	30	0.1%
PERSON STABBED	68	0.1%
PERSON THREATENING TO JUMP	9	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	3,229	6.0%
PSYCHIATRIC	819	1.5%
RESCUE	35	0.1%
RESCUE ON THE FWY	319	0.6%
SEVERE TRAUMA	99	0.2%
SHORTNESS OF BREATH	5,534	10.2%
SWIFT WATER RESCUE	3	<0.1%
SYNCOPE/FAINTED NOW CONS	1,331	2.5%
TRAFFIC COLLISION	2,833	5.2%
TRAFFIC COLLISION ON THE FWY	1,159	2.1%
TRAFFIC COLLISION W/BICYCLE	259	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	124	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	569	1.0%
TRAFFIC COLLISION WITH TRAIN	2	<0.1%
TRAFFIC COLLISION-RESCUE	253	0.5%
UNKNOWN MEDICAL	637	1.2%
VEHICLE INTO A STRUCTURE	77	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	9	0.3%
ANIMAL RESCUE / ASSIST	75	2.3%
ARCING WIRES	88	2.7%
BEE INVESTIGATION	39	1.2%
BIO-CHEMICAL THREAT	8	0.2%
BIOHAZARD INVESTIGATION	82	2.5%
BROKEN GAS MAIN	45	1.4%
BROKEN WATER MAIN	86	2.6%
CHEMICAL OUTSIDE	119	3.6%
DAMAGE INVESTIGATION	52	1.6%
ELEVATOR RESCUE	343	10.4%
FLOWING/GUSHING/SHEARED HYDRANT	87	2.6%
FUEL SPILL	186	5.7%
HAZARDOUS MATERIALS RESPONSE	21	0.6%
INVESTIGATE A HAZARDOUS COND	355	10.8%
INVESTIGATE A MUDSLIDE	14	0.4%
INVESTIGATE OVERCROWDING	16	0.5%
MAJOR FLOODED CONDITION	90	2.7%
MALFUNCTION	100	3.0%
MINOR FLOODING	201	6.1%
MISC RESPONSE ENGINE & TRUCK	6	0.2%
MISC RESPONSE FOR 1 ENGINE	38	1.2%
MISC. ODOR INVESTIGATION	147	4.5%
MISC. RESPONSE FOR A TRUCK	11	0.3%
MISC. RESPONSE FULL ASSIGNMENT	3	0.1%
ODOR OF NATURAL GAS INSIDE	158	4.8%
ODOR OF NATURAL GAS OUTSIDE	198	6.0%
ONE STORY ROOF CHECK	21	0.6%
PD ASSIST STAND-BY	68	2.1%
PERSON LOCKED IN - LOCKED OUT	209	6.4%
PUBLIC ASSIST	175	5.3%
ROOF CHECK 2 STORIES & ABOVE	24	0.7%
WIRES DOWN	213	6.5%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	283	0.5%
ABDOMINAL PAIN - BLS	1,263	2.3%
ALLERGIC REACTION	288	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	1,485	2.7%
ANIMAL/STINGS - ALS	44	0.1%
ANIMAL/STINGS - BLS	104	0.2%
ASSAULT VICTIM	1,007	1.9%
ASSIST THE INVALID	1,044	1.9%
BACK PAIN	692	1.3%
BLOOD PRESSURE PROBLEM	1,049	1.9%
BUILDING COLLAPSE RESCUE	1	<0.1%
BURN INJURY	55	0.1%
CHEST PAINS - HEART ATTACK	4,025	7.4%
COLLAPSE/EXTRICATION/RESCUE	3	<0.1%
CONFINED SPACE RESCUE	3	<0.1%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE ALARM TESTING	2
FIRE EXTINGUISHER DEMO	1
FIRE TRAINING	6
FIREWORKS VIOLATION	6
SPECIAL EVENT	33
TRANSFER TO POLICE DEPT	10



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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	519	633	1,240	1,460	492	387	685	2,788	265	171	108	235
Medical	3,869	3,344	7,567	13,338	2,357	2,851	3,930	12,154	1,719	550	671	1,128
Service	264	198	478	630	178	176	204	671	84	67	93	144
Other	2	0	15	19	1	5	0	34	1	1	0	1
TOTAL	4,654	4,175	9,300	15,447	3,028	3,419	4,819	15,647	2,069	789	872	1,508

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	5,293	4,635	10,051	16,675	3,478	3,935	5,153	16,865	2,374	913	307	1,561
Ambulance	4,145	3,486	8,181	17,089*	1,612**	3,191	–	13,154	1,676	1,044	863	1,135
Truck	590	628	1,353	2,454	444	553	1,119	1,783	–	–	–	–
TOTAL	10,028	8,749	19,585	36,218	5,534	7,679	6,272	31,802	4,050	1,957	1,170	2,696

*ALS & BLS ambulance dispatches combined.

**Paramedic Squad responses included in 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	629	343	306	443	307	533	117	354	289	452	1	236
OVS	6	42	124	393	30	79	51	122	33	145	35	8
TOTAL	635	385	430	836	337	612	168	476	322	597	36	244

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	4,654	4,175	9,300	15,447	3,028	3,419	4,819	15,647	2,069	789	872	1,508
OVS*	6	42	124	393	30	79	51	122	33	145	35	8
TOTAL	4,660	4,217	9,424	15,840	3,058	3,498	4,870	15,769	2,102	934	907	1,516

Out of Jurisdiction Responses

The following table shows how many times agencies were dispatched by Verdugo to respond outside their home jurisdiction. The rows indicate which fire department responded and the columns are the cities they responded into. Several agencies may respond to a single large incident. The numbers represent how many *dispatches* occurred, not necessarily how many completed responses there were (occasionally, 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).

Responding Agencies	City Where Incident Occurred																		Subtotals			
	FY10/11	ALH	ARC	BRK	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	USF	XAA	OJ	DNY	SFS		LAC	LFD	CMP
ALH		4			191	3	3	22	220		34	152		1					3	2		635
ARC	2			1		238	1	86	3	11	1				1				41			385
BRK	1	3		278	2	3		17	1			1	3						14	107		430
GLN	2	3	353		2	3	1	75	1			3	3	2	1				65	322		836
MPK	263						1	152	4	98		1	14						79			612
MRV	5	275		1			1	9		16						1			29			337
MTB					116	1								1		4	15	2	27	1	1	168
PAS	20	91	15	66	9	10	3		13	6	37	84							85	37		476
SGB	177	4	1		53	3	7	7			36	1							33			322
SMD								1								1			34			36
SNM	28	15				4		147	131	1		126							145			597
SPS	35	2	1		6			145	2		45									8		244
USF			1			1													7			9
XAA	2		46	6	46	2,362	4,002	8	1	15		1				2	2		5			6,498
OJ																						0
DNY							100												1			101
SFS							8															8
LAC		48		57	64	58	92	43	24	2	20	1		1		1				1		412
LFD	1		29	64	1			22				13		2					2			134
CMP							3															3
VER		140					13															153
Sub totals	536	585	446	473	490	2,687	4,386	586	494	51	174	396	7	6	10	18	2	570	478	1	12,396	

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. DNY = Downey; SFS = Santa Fe Springs; CMP = Compton; VER = Vernon. XBB=Other locations outside the Verdugo System not specifically listed.

Verdugo Incidents by Month and Category

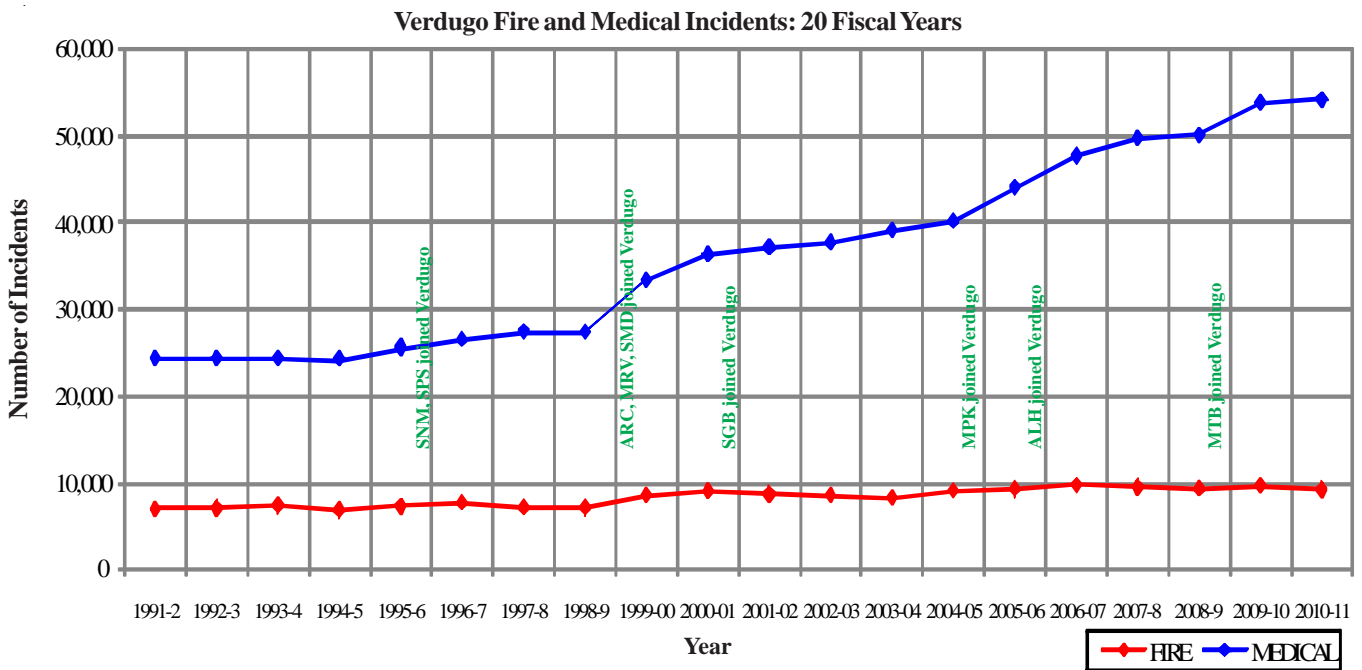
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	784	792	797	802	832	987	824	688	737	643	698	709	9,293	13.7%
MEDICAL	4,464	4,433	4,476	4,492	4,430	4,718	4,659	4,412	4,832	4,406	4,454	4,368	54,144	79.8%
SERVICE	267	272	267	277	253	434	207	202	254	244	273	262	3,212	4.7%
OTHER	12	5	4	5	5	20	5	2	4	3	9	8	82	0.1%
OVS*	86	102	94	83	111	117	81	82	93	82	72	89	1,092	1.6%
TOTAL	5,613	5,604	5,638	5,659	5,631	6,276	5,776	5,386	5,920	5,378	5,506	5,436	67,823	

* 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 15 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 doubled 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>	<u>2010-11</u>
FIRE	8,770	8,635	8,381	9,208	9,361	9,804	9,579	9,408	9,768	9,293
MEDICAL	37,035	37,622	39,077	40,019	44,028	47,648	49,670	50,092	53,783	54,144
SERVICE	3,387	3,348	2,802	3,809	3,277	3,449	3,465	3,017	3,224	3,212
OTHER	245	270	171	98	609	150	67	53	73	82
OVS*	644	779	729	835	988	1,214	1,380	1,328	1,226	1,092
TOTAL	50,081	50,654	51,160	53,969	58,263	62,265	64,161	63,898	68,074	67,823

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

FY2010-11 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.

FY2010-11 was relatively quiet in terms of incidents involving strike teams. Verdugo dispatched only four strike team responses to two major fires in California:



Team #	Incident Name	Dispatch Date/Time	Units	LEADER	Trainee	Release Date/Time
XLC-1204A	Crown	7/29/10 15:15	E74, E105, E61, E52, E101	MRV - Dennis	SGB - Frieders	7/31/10 18:44
XLC-1203A	Crown	7/29/10 18:50	E11, E15, E25, E26, E36	PAS - Gordon	GLN - Godfrey	7/31/10 19:14
XLC-1205A	Crown	7/29/10 20:00	E12, E14, E29, E31, E91	ALH - Cermak	BRK - Capt Howe	7/31/10 19:48
OES 1800-A	Post	8/24/10 17:19	ARC-E343, MRV-E341, SMD-E285, MTB-E281, LHH-	ARC - Norwood	GLN - Godfrey	8/26/10 17:18

Overhead Assignments:

Incident Number	Location	Agency/Name	Dispatched	Closed
VFC1041362	Bull Incident, Sequoia	GLN - Marchant	7/26/10 19:32	8/5/10 10:12
VFC1041977	Briggs Incident, Acton	BRK - Carlon, Owings	7/30/10 7:53	8/5/10 6:19
VFC1046362	Monte Incident, Lakeside, CA	BRK - Martinez	8/21/10 21:16	8/26/10 8:14
VFC1046385	Monte Incident, Lakeside, CA	MTB - Jimenez	8/21/10 23:59	8/29/10 0:40
VFC1046949	Post Incident, Lebec	GLN - Marchant	8/24/10 18:09	8/30/10 15:00
VFC1051214	Sequoia, CA	GLN - Marchant	9/16/10 8:05	9/17/10 11:43
VFC1133548	Wallow Incident, AZ	BRK - Williamson	6/18/11 5:13	7/6/11 20:17



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 FY2010-11, Verdugo dispatched 14 multiple-alarm fires in and around the Verdugo cities:



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City	Date	Incident Type	Alarm Level	Street Address	Units Dispatched by Verdugo
PAS	7/9/10	Structure Fire	2	2361 E. Colorado Bl.	AU81, BC105, BC2, BC3, E31, E32, E33, E34, E37, E38, E39, RA32, RA33, RA34, T105, T31
BRK	7/27/10	Structure Fire	2	507 S. San Fernando Bl.	AU28, BC1, BC2, E11, E13, E14, E15, E16, E26, E27, HM12, HM24, RA11, RA15, T11, T12, T26
MRV	8/23/10	Brush Fire	3	1200 N. Canyon Bl.	BC10, BC105, BC3, BC9, BR56, CBC16, CC191, CC193, CC22, COE29, CO44, COE82, E101, E102, E105, E106, E107, E14, E22, E24, E261, E27, E32, E34, E37, E52, E701, E705, E91, RA106, RA32, RA51, RA91, SQ101, USFS, WT101, WT27
MTB	12/5/10	Structure Fire	2	1215 W. Whittier Bl.	AU428, BC55, BC6, DNE63, DNYE1, E55, E57, E61, E62, E63, E73, T55, T61
MTB	12/18/10	Structure Fire	2	760 S. Vail Av.	AU828, BC55, BC6, CME44, COE50, DNE63, DNYB1, DNYE1, DNYE2, DNYE3, DNYT1, DNYT2, E256, E55, E56, E57, E62, SFE82, SQ642, T55, T61, T611, VEE13, VEE14
MTB	2/17/11	Structure Fire	2	1521 Beach St.	AU828, BC55, BC6, BC604, CIE50, DNE63, DNYB1, DNYE1, DNYE2, DNYE3, DNYE4, DNYT1, E55, E57, E61, E62, RA61, RA62, T55, T61, T611
MPK	3/3/11	Structure Fire	2	525 N. Garfield Av.	AU81, BC5, BC6, COE4, E51, E61, E62, E63, E72, E74, RA61, RA62, T32, T61
LAC	3/3/11	Brush Fire	2	4000 Main St.	BC2, BC3, E2, E209, E3, E8, E9, RA2, WT3
ALH	3/11/11	Structure Fire	2	700 Date Av.	BC7, E71, E73, E74, RA74, T61, T71
ALH	5/12/11	Structure Fire	3	1412 S. Garfield Av.	AU81, BC3, BC5, BC6, BC7, E107, E34, E51, E52, E61, E62, E63, E71, E72, E73, E74, RA105, RA74, RA91, T105, T31, T32, T61, T71
ARC	5/15/11	Apartment Fire	2	1119 Arcadia Av.	AU81, BC10, BC105, BC3, COE47, E101, E105, E106, E107, E37, E91, RA105, RA106, T101, T105, T32
LAC	5/16/11	Vehicle Into Structure	2	2000 Main St.	BC2, BC3, E2, E209, E3, E8, E9, RA2, RA8, T2, T8, T9
GLN	6/1/11	Structure Fire	2	Rosslyn St. / San Fernando Rd.	AU28, BC1, BC2, E21, E22, E24, E25, E26, E27, RA21, RA26, T21, T26, T29, T02, T021
GLN	6/11/11	Structure Fire	2	660 W. Wilson Av.	AU28, BC1, BC2, E21, E22, E24, E25, E26, E27, RA26, T21, T26, T29

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 2010-11)

Fire Dept.	# of Fire Incidents	# of Medical Incidents	# of Service Incidents
ALH	519	3,869	264
ARC	633	3,344	198
BRK	1,240	7,567	478
GLN	1,460	13,338	630
MRV	492	2,357	178
MTB	685	3,930	204
MPK	387	2,851	176
PAS	2,788	12,154	671
SGB	265	1,719	84
SNM	171	550	67
SMD	108	671	93
SPS	235	1,128	144

Turnout Time (Dispatch to Enroute)

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

Fire Department	90th Percentile: FIRE	90th Percentile: MEDICAL	90th Percentile: SERVICE
Alhambra	02:04	01:39	02:24
Arcadia	02:04	01:40	02:20
Burbank	01:43	01:43	01:56
Glendale	01:35	01:40	01:46
Monrovia	01:54	01:36	01:54
Montebello	01:23	01:38	01:25
Monterey Park	01:52	01:57	02:17
Pasadena	01:50	01:45	01:51
San Gabriel	01:51	01:36	02:14
San Marino	01:54	01:45	01:51
Sierra Madre	01:34	02:05	02:09
South Pasadena	01:50	01:53	01:55

NFPA Standard: 90%

Fire Department	% of FIRE Responses	% of MEDICAL Responses	% of SERVICE Responses
Alhambra	58.7%	52.2%	27.4%
Arcadia	67.0%	57.6%	40.0%
Burbank	79.0%	50.3%	44.4%
Glendale	81.2%	58.9%	43.3%
Monrovia	73.2%	51.0%	43.4%
Montebello	87.8%	61.3%	63.5%
Monterey Park	70.6%	41.6%	27.3%
Pasadena	72.5%	56.0%	50.8%
San Gabriel	70.8%	64.0%	46.8%
San Marino	61.3%	50.8%	45.8%
Sierra Madre	85.0%	37.8%	59.2%
South Pasadena	72.3%	44.7%	40.0%

Travel Time (Enroute to Onscene)

NFPA Standard: 4:00 For All Incident Types

Fire Department	90th Percentile: FIRE	90th Percentile: MEDICAL	90th Percentile: SERVICE
Alhambra	05:55	05:08	05:49
Arcadia	05:31	05:20	08:31
Burbank	05:38	04:50	06:22
Glendale	06:10	05:12	05:34
Monrovia	05:12	05:20	05:25
Montebello	07:31	06:37	08:38
Monterey Park	06:54	05:30	07:22
Pasadena	05:53	05:03	06:09
San Gabriel	05:52	04:59	05:43
San Marino	05:11	05:08	07:04
Sierra Madre	03:47	05:15	05:31
South Pasadena	05:22	05:12	06:49

NFPA Standard: 90%

Fire Department	% of FIRE Responses	% of MEDICAL Responses	% of SERVICE Responses
Alhambra	59.2%	72.6%	60.7%
Arcadia	60.0%	72.4%	56.5%
Burbank	66.8%	78.2%	67.9%
Glendale	58.2%	72.7%	68.9%
Monrovia	66.1%	69.9%	55.6%
Montebello	32.0%	47.5%	24.0%
Monterey Park	51.5%	67.5%	54.5%
Pasadena	60.2%	76.2%	60.5%
San Gabriel	57.3%	74.2%	55.3%
San Marino	64.5%	71.1%	45.8%
Sierra Madre	90.0%	77.0%	71.4%
South Pasadena	67.7%	74.2%	60.0%

Total Response Time (Dispatch to Onscene)

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

Fire Department	90th Percentile: FIRE	90th Percentile: MEDICAL	90th Percentile: SERVICE
Alhambra	07:16	06:14	07:31
Arcadia	07:00	06:23	09:45
Burbank	06:38	05:57	07:34
Glendale	06:59	06:12	06:54
Monrovia	06:17	06:32	06:52
Montebello	08:21	07:37	09:47
Monterey Park	07:48	06:44	08:46
Pasadena	06:54	06:05	07:23
San Gabriel	06:50	05:57	07:17
San Marino	06:07	06:23	08:42
Sierra Madre	05:32	06:36	06:34
South Pasadena	06:08	06:27	08:07

NFPA Standard: 90%

Fire Department	% of FIRE Responses	% of MEDICAL Responses	% of SERVICE Responses
Alhambra	59.7%	70.7%	51.8%
Arcadia	67.0%	73.6%	46.1%
Burbank	75.5%	76.3%	60.7%
Glendale	69.7%	72.6%	62.5%
Monrovia	69.3%	68.3%	55.6%
Montebello	42.3%	48.0%	24.0%
Monterey Park	59.6%	61.7%	38.6%
Pasadena	68.9%	76.2%	58.3%
San Gabriel	59.6%	74.5%	51.1%
San Marino	64.5%	68.6%	41.7%
Sierra Madre	87.5%	71.0%	69.4%
South Pasadena	73.8%	69.7%	57.5%

Verdugo Call Volume

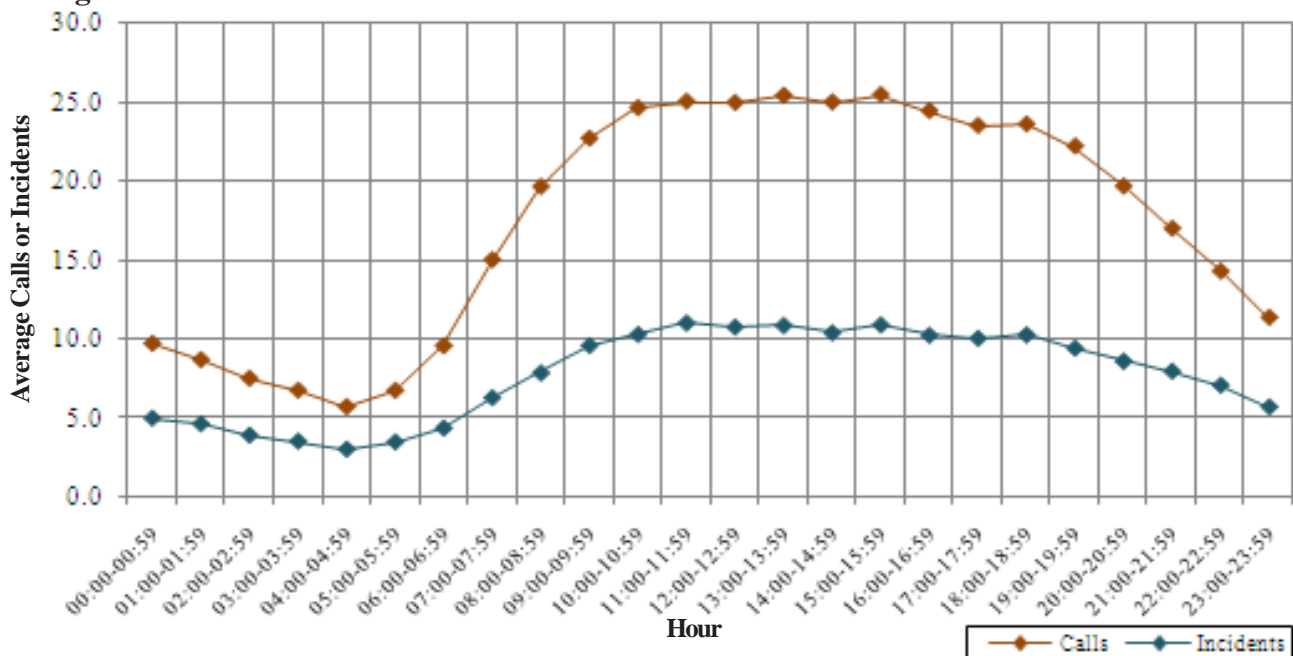
Verdugo Fire Communications personnel answer fire and emergency medical 911 calls, dispatch appropriate emergency equipment, and ensure that all elements of the emergency response system are in communication with each other. Verdugo is staffed with three operators and a supervisor 24 hours a day, 7 days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



Approximately 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 FY2010-11, Verdugo handled an average of 418 telephone calls per day or 17.4 calls per hour. About 32.5% of these calls were taken on 911 lines, 47.5% 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 185 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 Dec. 22, with 745 phone calls. The second-highest call day was two days earlier, Dec. 20, at 715 calls. The primary cause of the increased call volume was a major rainstorm. The fewest total calls occurred on May 22, with only 291.
- The busiest month in terms of call volume was December 2010, with 14,447 total phone calls, or an average of 466 calls per day. May was the slowest month, with an average of 400 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: 97.8% of 911 calls were answered within 10 seconds and 99.94% were answered within 30 seconds. In the entire year, there was only one call where the answering time was over a minute and it was not on a 911 line.

Verdugo Calls* and Incidents Per Hour



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

- There were 471 abandoned calls during the year, between one and two per day. Only 119 of the abandoned calls (about 10 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 FY2010-11 averaged 59 seconds for 911 call processing and 9 seconds for radio dispatching. According to NFPA 1221 standard 7.4.2, “Ninety percent of emergency alarm processing shall be completed within 60 seconds, and 99 percent of alarm processing shall be completed within 90 seconds.” Verdugo meets the 60-second standard 64% of the time and the 90-second standard 89% 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 47.5% 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 FY2010-11 call volume study indicate that there were 589 instances when call volume exceeded staffing (all phone dispatchers were on calls when an additional call came in) or fewer than 2 instances per day. 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 quickly 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 2010-11 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												
	Verdug	ALH	ARC	BRK	GLN	MPK	MRV	MIB	PAS	SGB	SMD	SNM	SPS
Fire Alarm	8.4%	5.6%	11.5%	7.9%	5.2%	6.0%	10.0%	8.1%	13.3%	7.6%	4.9%	16.9%	9.0%
Shortness of Breath	8.2%	8.2%	7.1%	8.5%	10.0%	7.8%	6.8%	8.9%	7.7%	10.9%	5.0%	4.4%	5.5%
Fall - Minor	6.6%	5.9%	9.6%	7.6%	6.0%	8.0%	7.1%	6.3%	6.1%	6.1%	8.7%	8.7%	7.0%
Chest Pains - Heart Attack	5.9%	4.7%	4.7%	6.2%	8.1%	4.1%	5.7%	6.1%	5.8%	4.6%	4.8%	3.2%	4.9%
Person Unconscious-Unresponsive	4.8%	6.1%	5.5%	4.6%	4.8%	6.8%	3.2%	5.9%	4.1%	8.0%	3.4%	3.0%	3.8%
Misc. Medical	4.7%	4.3%	4.7%	5.1%	5.7%	4.3%	4.5%	3.9%	4.6%	4.6%	5.2%	3.5%	4.2%
Traffic Collision	4.2%	5.6%	5.3%	3.6%	4.1%	4.0%	4.2%	5.1%	3.8%	5.8%	2.6%	7.1%	4.6%
Minor Trauma	2.8%	3.2%	2.7%	3.1%	2.4%	2.9%	3.4%	3.1%	3.0%	2.7%	3.8%	2.7%	2.6%
Person in Seizure	2.8%	3.5%	2.3%	2.6%	2.3%	2.7%	2.9%	3.6%	3.3%	2.8%	1.6%	2.3%	3.2%
Fall - Major	2.3%	1.9%	3.1%	2.7%	2.5%	2.4%	2.7%	1.5%	2.0%	1.8%	3.3%	2.8%	1.9%

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 FY10-11. 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	Greater El Monte	Huntington Memorial Hospital	Kaiser - Baldwin Pk.	Kaiser - Los Angeles	LAC/USC Med. Ctr.	Methodist Hospital of S. California	Monterey Park Hospital	Olive View	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)	20:37	25:16	31:53	27:24	29:58	20:17	18:38	19:10	35:33	31:04	34:09	31:45	34:04	27:24	21:26	39:55	32:20	19:48	22:15	20:06	30:02
Maximum Time at Hospital (hr:min:sec)	2:12:56	1:05:32	1:28:23	49:10	44:18	1:42:11	2:23:51	1:49:57	35:33	2:34:38	58:56	46:59	1:46:55	2:11:32	2:16:43	1:00:10	51:32	2:43:29	1:33:29	2:09:53	52:08

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	Greater El Monte	Huntington Memorial Hospital	Kaiser - Baldwin Pk.	Kaiser - Los Angeles	LAC/USC Med. Ctr.	Methodist Hospital of S. California	Monterey Park Hospital	Olive View	Providence Holy Cross Med. Ctr.	Providence St. Joseph Med. Cntr.	San Gabriel Valley Medical Center	Verdugo Hills Hospital	White Memorial Hospital	TOTAL	
ALH	946					548				107			64	7	10					787			2,469
ARC					1				1	116	15		1	1,971						68			2,173
BRK			18				29	9		3	1		41			2	26	3,362					3,491
GLN			66	2	1	1	4,265	2,562		95	1	55	123	2				448			738		8,359
MRV				1	14					83	19									2			561
MTB*																							
MPK	48	53	1			985				4			115		477					62		32	1,777
PAS	4			1		2	383	12		7,122			7	745	1			1		68	183		8,529
SGB	13		1			76		1		63			20	54	4					900			1,132
SNM	6						1			253			1	63						202	2		528
SMD	124									69				340						4			537
SPS						1	9			477	1	1	3	2						21	3		518
TOTAL	1,141	53	86	4	16	1,613	4,687	2,584	1	8,392	37	56	375	3,626	492	2	26	3,811	2,114	926	32		30,074

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



Alhambra Fire Department



There were 4,654 incidents in Alhambra during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 112 type codes listed below, the three most frequent incident types were Fire Alarm (50.7% of Fire incidents), Shortness of Breath (9.8% of Medical incidents), and Person Unconscious-Unresponsive (7.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	11	2.2%
APPLIANCE FIRE - MAJOR	12	2.3%
CARBON MONOXIDE ALARM	1	0.2%
ELECTRICAL FIRE	11	2.2%
EXPLOSIVES/BOMB THREATS/CARE	1	0.2%
FIRE ALARM	259	50.7%
FIRE ALARM RESET	2	0.4%
FIRE NOW OUT	12	2.3%
GARAGE FIRE	1	0.2%
HOUSE FIRE	17	3.3%
ILLEGAL BURNING	23	4.5%
MISC OUTSIDE FIRE	13	2.5%
REFUSE FIRE	33	6.5%
SMOKE IN A STRUCTURE	17	3.3%
SMOKE IN THE AREA	15	2.9%
STRUCTURE FIRE	21	4.1%
TRANSFORMER/STREET LIGHT FIRE	9	1.8%
UNKNOWN TYPE FIRE	6	1.2%
VEGETATION FIRE	10	2.0%
VEGETATION FIRE ON THE FWY	2	0.4%
VEHICLE FIRE	22	4.3%
VEHICLE FIRE ON THE FREEWAY	13	2.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
FALL MINOR	276	7.1%
G.I. BLEED	32	0.8%
GUNSHOT WOUND	5	0.1%
HEAD PAIN	22	0.6%
HEART PROBLEM	57	1.5%
HOSPITAL TRANSFER	7	0.2%
INGESTION-POISONING-INHALATION	51	1.3%
INJURY TC WITH FUEL SPILL	1	<0.1%
INVESTIGATE THE WELFARE	4	0.1%
MEDICAL ALARM	46	1.2%
MINOR TRAUMA	149	3.8%
MISC MEDICAL	200	5.2%
MISC RESPONSE FOR 1 RA	1	<0.1%
NON-INJURY TRAFFIC COLLISION	2	0.1%
NOSE BLEED NON-TRAUMATIC	20	0.5%
OBSTETRICS/GYNECOLOGICAL	31	0.8%
OVERDOSE	48	1.2%
PEDIATRICS 0-36 MONTHS	53	1.4%
PERSON CHOKING	9	0.2%
PERSON DIZZY	93	2.4%
PERSON DOWN	129	3.3%
PERSON HANGING	2	0.1%
PERSON IN SEIZURE	162	4.2%
PERSON NOT BREATHING	73	1.9%
PERSON SICK	57	1.5%
PERSON SICK	1	<0.1%
PERSON STABBED	3	0.1%
PERSON THREATENING TO JUMP	1	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	283	7.3%
PSYCHIATRIC	61	1.6%
RESCUE	3	0.1%
RESCUE ON THE FWY	15	0.4%
SEVERE TRAUMA	8	0.2%
SHORTNESS OF BREATH	381	9.8%
SYNCOPE/FAINTED NOW CONS	91	2.3%
TRAFFIC COLLISION	262	6.8%
TRAFFIC COLLISION ON THE FWY	92	2.4%
TRAFFIC COLLISION W/BICYCLE	14	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	9	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	64	1.6%
TRAFFIC COLLISION-RESCUE	22	0.6%
UNKNOWN MEDICAL	39	1.0%
VEHICLE INTO A STRUCTURE	5	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	11	4.0%
ARCING WIRES	5	1.8%
BEE INVESTIGATION	2	0.7%
BIOHAZARD INVESTIGATION	4	1.4%
BROKEN GAS MAIN	6	2.2%
BROKEN WATER MAIN	1	0.4%
CHEMICAL OUTSIDE	8	2.9%
DAMAGE INVESTIGATION	3	1.1%
ELEVATOR RESCUE	25	9.1%
FLOWING/GUSHING/SHEARED HYDRNT	7	2.5%
FUEL SPILL	8	2.9%
INVESTIGATE A HAZARDOUS COND	56	20.3%
INVESTIGATE OVERCROWDING	2	0.7%
MAJOR FLOODED CONDITION	4	1.4%
MALFUNCTION	4	1.4%
MINOR FLOODING	17	6.2%
MISC RESPONSE FOR 1 ENGINE	5	1.8%
MISC. ODOR INVESTIGATION	4	1.4%
MISC. RESPONSE FOR A TRUCK	1	0.4%
ODOR OF NATURAL GAS INSIDE	9	3.3%
ODOR OF NATURAL GAS OUTSIDE	12	4.3%
ONE STORY ROOF CHECK	3	1.1%
PD ASSIST/STAND-BY	8	2.9%
PERSON LOCKED IN - LOCKED OUT	29	10.5%
PUBLIC ASSIST	13	4.7%
ROOF CHECK 2 STORIES & ABOVE	3	1.1%
WIRES DOWN	26	9.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	24	0.6%
ABDOMINAL PAIN - BLS	83	2.1%
ALLERGIC REACTION	16	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	103	2.7%
ANIMALS/BITS - ALS	3	0.1%
ANIMALS/BITS - BLS	9	0.2%
ASSAULT VICTIM	105	2.7%
ASSIST THE INVALID	51	1.3%
BACK PAIN	39	1.0%
BLOOD PRESSURE PROBLEM	59	1.5%
BURN INJURY	1	<0.1%
CHEST PAINS - HEART ATTACK	219	5.6%
CVA-NEUROLOGIC	70	1.8%
DIABETIC PROBLEM	73	1.9%
EMER MEDICAL SVC ON THE FWY	13	0.3%
EMS CALL -- NO DETAILS	30	0.8%
EXPOSURE	2	0.1%
EYE INJURY	5	0.1%
FALL MAJOR	90	2.3%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	1



Alhambra Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	38	52	42	56	37	57	41	34	41	39	43	39	519	11.1%
MEDICAL	329	316	321	339	300	341	346	286	333	325	301	332	3,869	83.0%
SERVICE	25	19	28	19	20	41	12	12	18	25	28	17	264	5.7%
OTHER	0	0	0	0	0	1	0	0	0	0	0	1	2	0.0%
OVS*	3	0	0	0	0	1	0	0	1	1	0	0	6	0.1%
TOTAL	395	387	391	414	357	441	399	332	393	390	372	389	4,660	

Responses Per Unit

The Alhambra Fire Department was dispatched to 4,654 incidents within its city borders and an additional 635 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 71	1,712
Engine 72	1,394
Engine 73	1,008
Engine 74	1,179
Ambulance 71	2,373
Ambulance 74	1,772
Truck 71	590
USR71	4

Out of Jurisdiction Responses

The Alhambra Fire Department was dispatched to incidents outside their jurisdiction 635 times in FY2010-11:

Arcadia	4	Pasadena	22
LA City	2	San Gabriel	220
LA County	3	San Marino	34
Monrovia	3	South Pasadena	152
Montebello	3	Other Cities	1
Monterey Park	191	TOTAL	635

Other agencies were dispatched to incidents in Alhambra 536 times during the same time period:

Arcadia	2
Burbank	1
Glendale	2
Monrovia	5
Monterey Park	263
Pasadena	20
San Gabriel	177
San Marino	28
South Pasadena	35
Other*	3
TOTAL	536

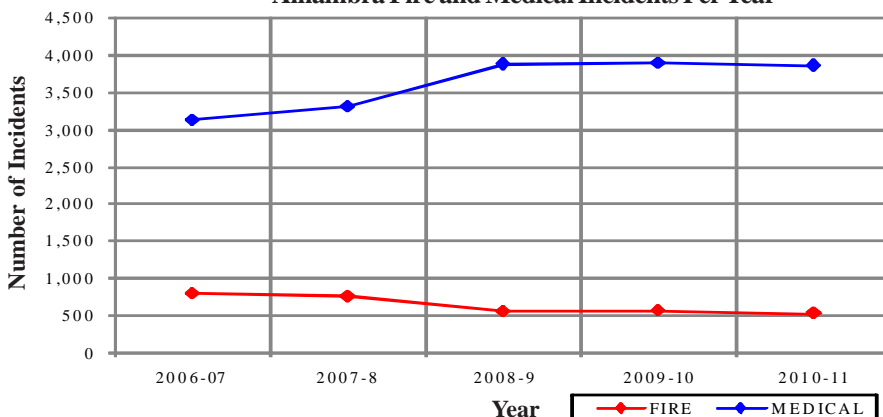
*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Alhambra Incidents: 5 Fiscal Years

	2006-07	2007-8	2008-9	2009-10	2010-11
FIRE	798	748	551	559	519
MEDICAL	3,127	3,319	3,887	3,899	3,869
SERVICE	240	244	278	250	264
OTHER	6	0	1	4	2
OVS*	61	60	11	5	6
TOTAL	4,232	4,371	4,728	4,717	4,660

*OVS = Responses Outside the Verdugo System

Alhambra Fire and Medical Incidents Per Year





Arcadia Fire Department



There were 4,175 incidents in Arcadia during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 112 type codes listed below, the three most frequent incident types were Fire Alarm (75.6% of Fire incidents), Fall - Minor (11.9% of Medical incidents), and Shortness of Breath (8.9% 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	0.8%	ELECTRICAL SHOCK INJURY	1	<0.1%	ANIMAL RESCUE/ ASSIST	5	2.5%
APPLIANCE FIRE - MAJOR	6	0.9%	EMER MEDICAL SVC ON THE FWY	10	0.3%	ARCING WIRES	15	7.5%
CARBON MONOXIDE ALARM	3	0.5%	EMS CALL -- NO DETAILS	18	0.5%	BEE INVESTIGATION	3	1.5%
ELECTRICAL FIRE	11	1.7%	EXPOSURE	3	0.1%	BIOHAZARD INVESTIGATION	4	2.0%
ELECTRICAL VAULT FIRE	2	0.3%	EYE INJURY	2	0.1%	BROKEN GAS MAIN	2	1.0%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.3%	FALL MAJOR	128	3.8%	BROKEN WATER MAIN	4	2.0%
FIRE ALARM	481	75.6%	FALL MINOR	399	11.9%	CHEMICAL OUTSIDE	8	4.0%
FIRE ALARM RESET	4	0.6%	G.I BLEED	25	0.7%	DAMAGE INVESTIGATION	2	1.0%
FIRE NOW OUT	6	0.9%	GUNSHOT WOUND	3	0.1%	ELEVATOR RESCUE	11	5.5%
HOUSE FIRE	16	2.5%	HEAD PAIN	13	0.4%	FLOWING/GUSHING/SHEARED HYDRNT	4	2.0%
ILLEGAL BURNING	4	0.6%	HEART PROBLEM	64	1.9%	FUEL SPILL	13	6.5%
MISC OUTSIDE FIRE	6	0.9%	INGESTION-POISONING-INHALATION	27	0.8%	HAZARDOUS MATERIALS RESPONSE	1	0.5%
MISC OUTSIDE FIRE ON THE FWY	2	0.3%	INJURY TC WITH FUEL SPILL	2	0.1%	INVESTIGATE A HAZARDOUS COND	24	12.1%
REFUSE FIRE	10	1.6%	INVESTIGATE THE WELFARE	2	0.1%	MAJOR FLOODED CONDITION	12	6.0%
SMOKE IN A STRUCTURE	18	2.8%	MEDICAL ALARM	52	1.6%	MALFUNCTION	9	4.5%
SMOKE IN THE AREA	13	2.0%	MINOR TRAUMA	114	3.4%	MINOR FLOODING	12	6.0%
SPRINKLER SYSTEM ACTIVATED	1	0.2%	MISC MEDICAL	195	5.8%	MISC RESPONSE FOR 1 ENGINE	1	0.5%
STRUCTURE FIRE	9	1.4%	NOSE BLEED NON-TRAUMATIC	8	0.2%	MISC. ODOR INVESTIGATION	5	2.5%
TRANSFORMER/STREET LIGHT FIRE	5	0.8%	OBSTETRICS/GYNECOLOGICAL	14	0.4%	MISC. RESPONSE FOR A TRUCK	1	0.5%
UNKNOWN TYPE FIRE	1	0.2%	OVERDOSE	24	0.7%	ODOR OF NATURAL GAS INSIDE	7	3.5%
VEGETATION FIRE	9	1.4%	PEDIATRICS 0-36 MONTHS	27	0.8%	ODOR OF NATURAL GAS OUTSIDE	9	4.5%
VEGETATION FIRE ON THE FWY	1	0.2%	PERSON CHOKING	11	0.3%	ONE STORY RO OF CHECK	1	0.5%
VEHICLE FIRE	15	2.4%	PERSON DIZZY	70	2.1%	PD ASSIST/STAND-BY	6	3.0%
VEHICLE FIRE IN A STRUCTURE	1	0.2%	PERSON DOWN	72	2.1%	PERSON LOCKED IN - LOCKED OUT	8	4.0%
VEHICLE FIRE ON THE FREEWAY	5	0.8%	PERSON HANGING	1	<0.1%	PUBLIC ASSIST	8	4.0%
			PERSON IN SEIZURE	94	2.8%	RO OF CHECK 2 STORIES & ABOVE	2	1.0%
			PERSON NOT BREATHING	47	1.4%	WIRES DOWN	22	11.1%
			PERSON SICK	65	1.9%			
			PERSON STABBED	2	0.1%			
			PERSON UNCONSCIOUS-UNRESPONSIVE	231	6.9%			
			PSYCHIATRIC	42	1.3%			
			RESCUE	3	0.1%			
			RESCUE ON THE FWY	15	0.4%			
			SEVERE TRAUMA	4	0.1%			
			SHORTNESS OF BREATH	297	8.9%			
			SYNCOPE/FAINTED NOW CONS	104	3.1%			
			TRAFFIC COLLISION	222	6.6%			
			TRAFFIC COLLISION ON THE FWY	58	1.7%			
			TRAFFIC COLLISION W/BICYCLE	18	0.5%			
			TRAFFIC COLLISION W/MOTORCYCLE	2	0.1%			
			TRAFFIC COLLISION W/PEDESTRIAN	23	0.7%			
			TRAFFIC COLLISION-RESCUE	21	0.6%			
			UNKNOWN MEDICAL	37	1.1%			
			VEHICLE INTO A STRUCTURE	7	0.2%			

MEDICAL		
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	18	0.5%
ABDOMINAL PAIN - BLS	51	1.5%
ALLERGIC REACTION	24	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	106	3.2%
ANIMAL/S/INGS - BLS	5	0.1%
ASSAULT VICTIM	39	1.2%
ASSIST THE INVALID	112	3.3%
BACK PAIN	33	1.0%
BLOOD PRESSURE PROBLEM	57	1.7%
BURN INJURY	2	0.1%
CHEST PAINS - HEART ATTACK	196	5.9%
CONFINED SPACE RESCUE	2	0.1%
CVA-NEUROLOGIC	78	2.3%
DIABETIC PROBLEM	47	1.4%
DROWNING/DIVING INCIDENT	2	0.1%



Arcadia Incidents by Month and Category

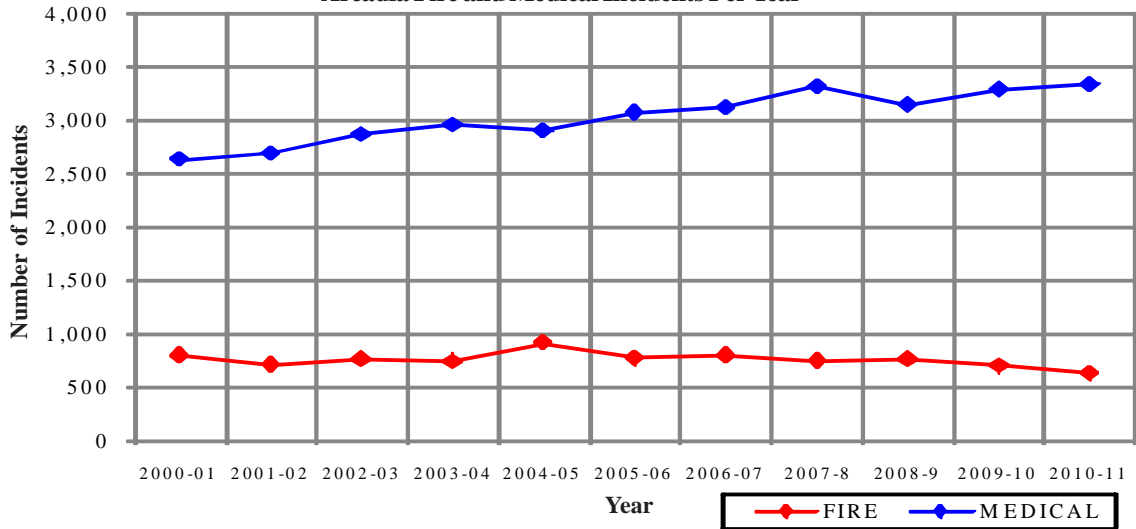
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	52	68	43	61	57	69	68	55	44	34	38	44	633	15.0%
MEDICAL	272	296	252	253	274	290	263	294	305	263	312	270	3,344	79.3%
SERVICE	15	14	17	13	10	31	28	11	17	15	13	14	198	4.7%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	7	2	4	3	6	3	4	4	2	2	1	4	42	1.0%
TOTAL	346	380	316	330	347	393	363	364	368	314	364	332	4,217	

Arcadia Incidents: 11 Fiscal Years

	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-8	2008-9	2009-10	2010-11
FIRE	796	713	761	743	914	773	798	748	762	703	633
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319	3,154	3,296	3,344
SERVICE	318	244	285	245	267	249	240	244	223	218	198
OTHER	3	3	4	5	2	6	6	0	3	4	0
OVS*	35	34	46	52	37	49	61	60	41	36	42
TOTAL	3,785	3,685	3,973	4,013	4,127	4,156	4,232	4,371	4,183	4,257	4,217

*OVS = Responses Outside the Verdugo System

Arcadia Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Arcadia Fire Department was dispatched to incidents outside their jurisdiction 385 times in FY2010-11:

Alhambra	2	San Gabriel	3
Glendale	1	San Marino	1
LA County	41	Sierra Madre	11
Monrovia	238	Other Cities	1
Montebello	1	TOTAL	385
Pasadena	86		

Other agencies were dispatched to incidents in Arcadia 585 times during the year:

Alhambra	4	San Gabriel	4
Burbank	3	San Marino	15
Glendale	3	South Pasadena	2
LA County	48	Other*	140
Monrovia	275	TOTAL	585
Pasadena	91		

*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 4,175 incidents within its city borders and an additional 385 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Air Utility 106	4
Engine 105	1,647
Engine 106	2,117
Engine 107	871
Ambulance 105	1,652
Ambulance 106	1,834
Truck 105	628
USAR 106	10





Burbank Fire Department



There were 9,300 incidents in Burbank during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 128 type codes listed below, the three most frequent incident types were Fire Alarm (59.0% of Fire incidents), Shortness of Breath (10.4% of Medical incidents), and Fall - Minor (9.4% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HO USE FIRE	16	1.3%
APPLIANCE FIRE - MAJOR	28	2.3%
APPLIANCE FIRE - MINOR	2	0.2%
BRUSH FIRE	5	0.4%
BRUSH FIRE	1	0.1%
CARBON MONOXIDEALARM	13	1.0%
ELECTRICAL FIRE	23	1.9%
ELECTRICAL VAULT FIRE	1	0.1%
EMERGENCY LANDING AT AIRPORT	25	2.0%
EXPLOSIVES/BOMB THREAT/SCARE	6	0.5%
FIRE ALARM	732	59.0%
FIRE ALARM RESET	18	1.5%
FIRE NOW OUT	26	2.1%
GARAGE FIRE	4	0.3%
HOUSE FIRE	30	2.4%
ILLEGAL BURNING	15	1.2%
MISC OUTSIDE FIRE	22	1.8%
MISC OUTSIDE FIRE ON THE FWY	2	0.2%
REFUSE FIRE	26	2.1%
SMOKE IN A STRUCTURE	55	4.4%
SMOKE IN THE AREA	52	4.2%
SPRINKLER SYSTEM ACTIVATED	8	0.6%
STRUCTURE FIRE	33	2.7%
TRANSFORMERS/STREET LIGHT FIRE	10	0.8%
UNKNOWN TYPE FIRE	7	0.6%
VEGETATION FIRE	16	1.3%
VEGETATION FIRE ON THE FWY	5	0.4%
VEHICLE FIRE	40	3.2%
VEHICLE FIRE IN A STRUCTURE	3	0.2%
VEHICLE FIRE ON THE FREEWAY	17	1.4%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
CONFINED SPACE RESCUE	1	<0.1%
CVA-NEUROLOGIC	192	2.5%
DIABETIC PROBLEM	126	1.7%
DROWNING/DIVING INCIDENT	2	<0.1%
ELECTRICAL SHOCK INJURY	1	<0.1%
EMER MEDICAL SVC ON THE FWY	9	0.1%
EMS CALL -- NO DETAILS	28	0.4%
EXPOSURE	8	0.1%
EYE INJURY	5	0.1%
FALL MAJOR	250	3.3%
FALL MINOR	711	9.4%
G.I BLEED	84	1.1%
GUNSHOT WOUND	7	0.1%
HEAD PAIN	42	0.6%
HEART PROBLEM	185	2.4%
INGESTION-POISONING-INHALATION	83	1.1%
INJURY TO WITH FUEL SPILL	2	<0.1%
INVESTIGATE THE WELFARE	3	<0.1%
MEDICAL ALARM	70	0.9%
MINOR TRAUMA	290	3.8%
MISC MEDICAL	477	6.3%
MISC RESPONSE FOR 1 RA	1	<0.1%
MO MOUNTAIN RESCUE	3	<0.1%
NON-INJURY TRAFFIC COLLISION	4	0.1%
NO SEBLED NON-TRAUMATIC	42	0.6%
OBS/ETRICS/GYNECOLOGICAL	41	0.5%
OVERDOSE	85	1.1%
PEDIATRICS 0-36 MONTHS	77	1.0%
PERSON CHOKING	28	0.4%
PERSON DIZZY	181	2.4%
PERSON DOWN	165	2.2%
PERSON IN SEIZURE	244	3.2%
PERSON NOT BREATHING	111	1.5%
PERSON SICK	149	2.0%
PERSON SICK	3	<0.1%
PERSON STABBED	11	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	424	5.6%
PSYCHIATRIC	80	1.1%
RESCUE	5	0.1%
RESCUE ON THE FWY	34	0.4%
SEVERE TRAUMA	10	0.1%
SHORTNESS OF BREATH	786	10.4%
SWIFT WATER RESCUE	1	<0.1%
SYNCOPE/FAINTED NOW CONS	207	2.7%
TRAFFIC COLLISION	331	4.4%
TRAFFIC COLLISION ON THE FWY	128	1.7%
TRAFFIC COLLISION W/BICYCLE	40	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	28	0.4%
TRAFFIC COLLISION W/PEDESTRIAN	64	0.8%
TRAFFIC COLLISION-RESCUE	28	0.4%
UNKNOWN MEDICAL	87	1.1%
VEHICLE INTO A STRUCTURE	7	0.1%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	3	0.6%
ANIMAL RESCUE/ ASSIST	4	0.8%
ARCING WIRES	12	2.5%
BIO-CHEMICAL THREAT	1	0.2%
BIOHAZARD INVESTIGATION	9	1.9%
BROKEN GAS MAIN	7	1.5%
BROKEN WATER MAIN	12	2.5%
CHEMICAL OUTSIDE	21	4.4%
DAMAGE INVESTIGATION	3	0.6%
ELEVATOR RESCUE	67	14.0%
FLOWING/GUSHING/SHEARED HYDRANT	10	2.1%
FUEL SPILL	59	12.3%
HAZARDOUS MATERIALS RESPONSE	7	1.5%
INVESTIGATE A HAZARDOUS COND	44	9.2%
INVESTIGATE A MUDSLIDE	1	0.2%
INVESTIGATE OVERCROWDING	3	0.6%
MAJOR FLOODED CONDITION	17	3.5%
MALFUNCTION	20	4.2%
MINOR FLOODING	19	4.0%
MISC RESPONSE ENGINE & TRUCK	3	0.6%
MISC RESPONSE FOR 1 ENGINE	8	1.7%
MISC. ODOR INVESTIGATION	29	6.1%
MISC. RESPONSE FULL ASSIGNMENT	1	0.2%
ODOR OF NATURAL GAS INSIDE	28	5.8%
ODOR OF NATURAL GAS OUTSIDE	31	6.5%
ONE STORY ROOF CHECK	2	0.4%
PD ASSIST/STAND-BY	8	1.7%
PERSON LOCKED IN - LOCKED OUT	15	3.1%
PUBLIC ASSIST	20	4.2%
ROOF CHECK 2 STORIES & ABOVE	3	0.6%
WIRES DOWN	12	2.5%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	35	0.5%
ABDOMINAL PAIN - BLS	165	2.2%
ALLERGIC REACTION	51	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	219	2.9%
ANIMAL STINGS - ALS	4	0.1%
ANIMAL STINGS - BLS	13	0.2%
ASSAULT VICTIM	88	1.2%
ASSIST THE INVALID	182	2.4%
BACK PAIN	118	1.6%
BLOOD PRESSURE PROBLEM	149	2.0%
BURN INJURY	8	0.1%
CHEST PAINS - HEART ATTACK	572	7.5%

OTHER

INCIDENT TYPE	#INCIDENTS
FIRE TRAINING	6
SPECIAL EVENT	1
TRANSFER TO POLICE DEPT	3



Burbank Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	104	94	100	98	110	111	124	80	96	97	106	120	1,240	13.2%
MEDICAL	589	608	633	707	625	635	626	619	661	649	619	596	7,567	80.3%
SERVICE	43	40	34	45	36	52	18	30	40	39	55	46	478	5.1%
OTHER	2	1	0	0	1	5	0	1	3	0	0	2	15	0.2%
OVS*	9	9	6	3	17	11	8	11	13	17	7	13	124	1.3%
TOTAL	747	752	773	853	789	814	776	741	813	802	787	777	9,424	

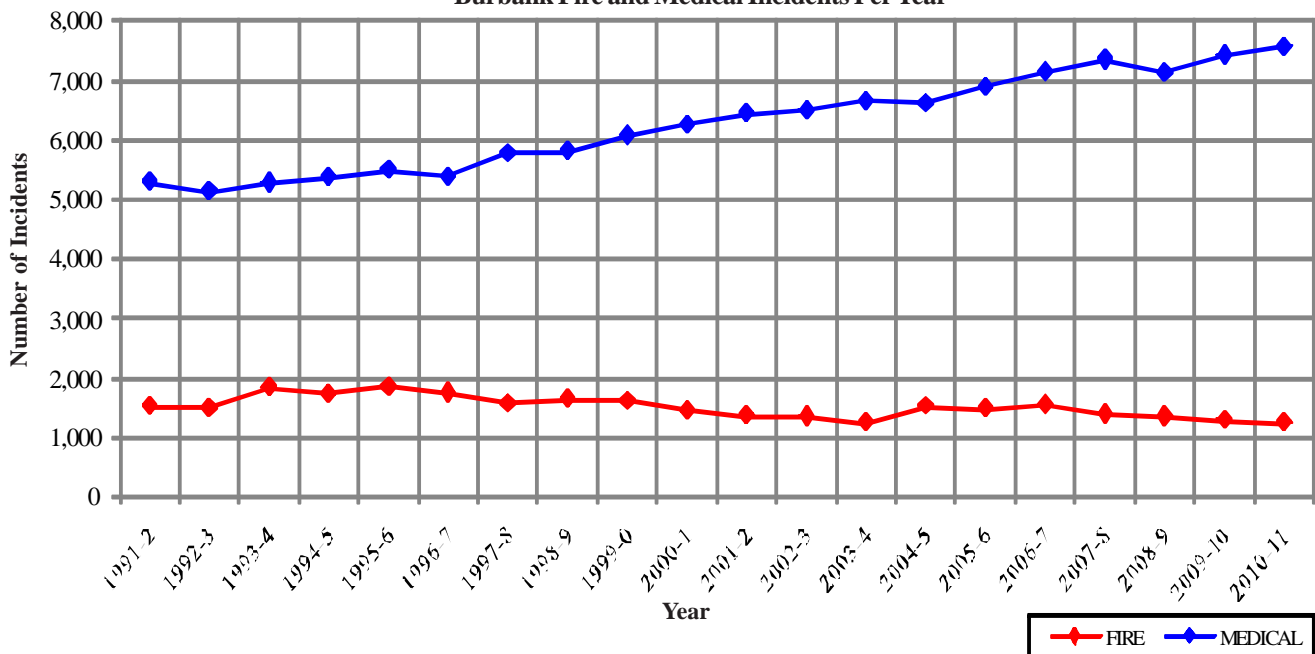
Burbank Incidents: 20 Fiscal Year History

	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	2010-11
FIRE	1,365	1,349	1,253	1,532	1,478	1,554	1,392	1,348	1,293	1,240
MEDICAL	6,444	6,497	6,651	6,612	6,893	7,146	7,350	7,136	7,418	7,567
SERVICE	557	548	452	552	504	529	485	452	443	478
OTHER	21	14	8	9	4	13	6	3	1	15
OVS*	34	50	56	52	66	141	152	148	144	124
TOTAL	8,421	8,458	8,420	8,757	8,945	9,383	9,385	9,087	9,299	9,424

*OVS = Responses Outside the Verdugo System

Burbank Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Burbank Fire Department was dispatched to incidents outside their jurisdiction 430 times in FY2010-11:

Alhambra	1	Monterey Park	2
Arcadia	3	Pasadena	17
Glendale	278	San Gabriel	1
LA City	107	South Pasadena	1
LA County	14	Other Cities	3
Monrovia	3	TOTAL	430

Other agencies were dispatched to incidents in Burbank 446 times during the year:



Glendale	353
LA City	29
Pasadena	15
San Gabriel	1
South Pasadena	1
Other*	47
TOTAL	446

*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 9,300 incidents within its city borders and an additional 430 incidents in other jurisdictions. At least two units are dispatched to most incidents.

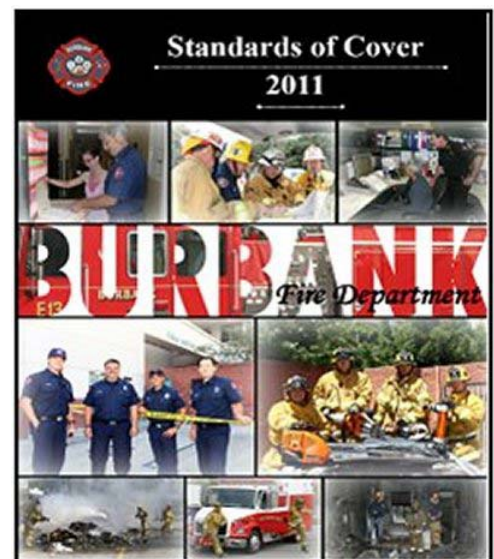
<u>Unit ID</u>	<u>Total Responses</u>
Engine 11	2,696
Engine 12	1,437
Engine 13	1,624
Engine 14	1,333
Engine 15	2,093
Engine 16	868
Hazmat 12	34
Ambulance 11	2,958
Ambulance 13	2,390
Ambulance 15	2,833
Truck 11	818
Truck 12	535
Water Tender 16	5



Ross Benson, FirePictures.com



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Glendale Fire Department



There were 15,447 incidents in Glendale during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 128 type codes listed below, the three most frequent incident types were Fire Alarm (55.9% of Fire incidents), Shortness of Breath (11.5% of Medical incidents), and Chest Pains - Heart Attack (9.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	44	3.1%
APPLIANCE FIRE - MAJOR	29	2.0%
BRUSH FIRE	9	0.6%
CARBON MONOXIDE ALARM	12	0.8%
ELECTRICAL FIRE	35	2.4%
ELECTRICAL VAULT FIRE	2	0.1%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.1%
FIRE ALARM	800	55.9%
FIRE ALARM RESET	24	1.7%
FIRE NOW OUT	26	1.8%
GARAGE FIRE	5	0.3%
HOUSE FIRE	38	2.7%
ILLEGAL BURNING	19	1.3%
MISC OUTSIDE FIRE	17	1.2%
MISC OUTSIDE FIRE ON THE FWY	1	0.1%
REFUSE FIRE	37	2.6%
SMOKE IN A STRUCTURE	48	3.4%
SMOKE IN THE AREA	70	4.9%
SPRINKLER SYSTEM ACTIVATED	3	0.2%
STRUCTURE FIRE	45	3.1%
TRANSFORMER/STREET LIGHT FIRE	23	1.6%
UNKNOWN TYPE FIRE	7	0.5%
VEGETATION FIRE	17	1.2%
VEGETATION FIRE ON THE FWY	11	0.8%
VEHICLE FIRE	63	4.4%
VEHICLE FIRE IN A STRUCTURE	5	0.3%
VEHICLE FIRE ON THE FREEWAY	40	2.8%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMER MEDICAL SVC ON THE FWY	26	0.2%
EMS CALL -- NO DETAILS	35	0.3%
EXPOSURE	6	<0.1%
EYE INJURY	9	0.1%
FALL MAJOR	387	2.9%
FALL MINOR	923	6.9%
G.I BLEED	97	0.7%
GUNSHOT WOUND	4	<0.1%
HEAD PAIN	92	0.7%
HEART PROBLEM	421	3.1%
HOSPITAL TRANSFER	25	0.2%
INGESTION-POISONING-INHALATION	128	1.0%
INJURY TC WITH FUEL SPILL	3	<0.1%
INVESTIGATE THE WELFARE	9	0.1%
MEDICAL ALARM	124	0.9%
MINOR TRAUMA	378	2.8%
MISC MEDICAL	887	6.6%
MISC RESPONSE ENGINE & RA	1	<0.1%
MOUNTAIN RESCUE	3	<0.1%
NON-INJURY TRAFFIC COLLISION	8	0.1%
NOSE BLEED NON-TRAUMATIC	68	0.5%
OBSTETRICS/GYNECOLOGICAL	85	0.6%
OVERDOSE	116	0.9%
PEDIATRICS 0-36 MONTHS	147	1.1%
PERSON CHOKING	42	0.3%
PERSON DIZZY	300	2.2%
PERSON DOWN	355	2.7%
PERSON HANGING	2	<0.1%
PERSON IN SEIZURE	357	2.7%
PERSON NOT BREATHING	215	1.6%
PERSON SICK	270	2.0%
PERSON SICK	12	0.1%
PERSON STABBED	15	0.1%
PERSON THREATENING TO JUMP	4	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	735	5.5%
PSYCHIATRIC	175	1.3%
RESCUE	6	0.0%
RESCUE ON THE FWY	73	0.5%
SEVERE TRAUMA	30	0.2%
SHORTNESS OF BREATH	1,543	11.5%
SWIFT WATER RESCUE	1	<0.1%
SYNCOPE/FAINTED NO W CONS	329	2.5%
TRAFFIC COLLISION	634	4.7%
TRAFFIC COLLISION ON THE FWY	237	1.8%
TRAFFIC COLLISION W/BICYCLE	51	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	25	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	136	1.0%
TRAFFIC COLLISION-RESCUE	47	0.4%
UNKNOWN MEDICAL	169	1.3%
VEHICLE INTO A STRUCTURE	13	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	2	0.3%
ANIMAL RESCUE / ASSIST	16	2.4%
ARCING WIRES	18	2.7%
BEE INVESTIGATION	6	0.9%
BIO-CHEMICAL THREAT	2	0.3%
BIOHAZARD INVESTIGATION	15	2.3%
BROKEN GAS MAIN	5	0.8%
BROKEN WATER MAIN	24	3.6%
CHEMICAL OUTSIDE	24	3.6%
DAMAGE INVESTIGATION	16	2.4%
ELEVATOR RESCUE	96	14.5%
FLOWING/GUSHING/SHEARED HYDRANT	19	2.9%
FUEL SPILL	30	4.5%
HAZARDOUS MATERIALS RESPONSE	4	0.6%
INVESTIGATE A HAZARDOUS COND	65	9.8%
INVESTIGATE A MUDSLIDE	4	0.6%
INVESTIGATE OVERCROWDING	1	0.2%
MAJOR FLOODED CONDITION	20	3.0%
MALFUNCTION	17	2.6%
MINOR FLOODING	44	6.6%
MISC RESPONSE ENGINE & TRUCK	1	0.2%
MISC RESPONSE FOR 1 ENGINE	3	0.5%
MISC. ODO INVESTIGATION	33	5.0%
MISC. RESPONSE FOR A TRUCK	4	0.6%
ODOR OF NATURAL GAS INSIDE	31	4.7%
ODOR OF NATURAL GAS OUTSIDE	33	5.0%
ONE STORY ROOF CHECK	2	0.3%
PD ASSIST/STAND-BY	10	1.5%
PERSON LOCKED IN - LOCKED OUT	33	5.0%
PUBLIC ASSIST	48	7.2%
ROOF CHECK 2 STORIES & ABOVE	4	0.6%
WIRES DOWN	34	5.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	80	0.6%
ABDOMINAL PAIN - BLS	369	2.8%
ALLERGIC REACTION	63	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	354	2.6%
ANIMAL/STINGS - ALS	6	0.0%
ANIMAL/STINGS - BLS	21	0.2%
ASSAULT VICTIM	145	1.1%
ASSIST THE INVALID	181	1.4%
BACK PAIN	223	1.7%
BLOOD PRESSURE PROBLEM	419	3.1%
BURN INJURY	10	0.1%
CHEST PAINS - HEART ATTACK	1,246	9.3%
CVA-NEUROLOGIC	249	1.9%
DIABETIC PROBLEM	240	1.8%
DROWNING/DIVING INCIDENT	1	<0.1%
ELECTRICAL SHOCK INJURY	4	<0.1%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	3
SPECIAL EVENT	4
TRANSFER TO POLICE DEPT	3



Glendale Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	145	119	138	128	131	154	115	94	115	116	112	93	1,460	9.2%
MEDICAL	1,068	1,084	1,109	1,083	1,058	1,189	1,136	1,131	1,226	1,070	1,135	1,049	13,338	84.2%
SERVICE	53	54	58	60	63	80	35	44	42	42	52	47	630	4.0%
OTHER	6	0	1	2	1	5	1	0	0	0	2	1	19	0.1%
OVS*	26	34	35	38	44	46	23	24	38	28	23	34	393	2.5%
TOTAL	1,298	1,291	1,341	1,311	1,297	1,474	1,310	1,293	1,421	1,256	1,324	1,224	15,840	

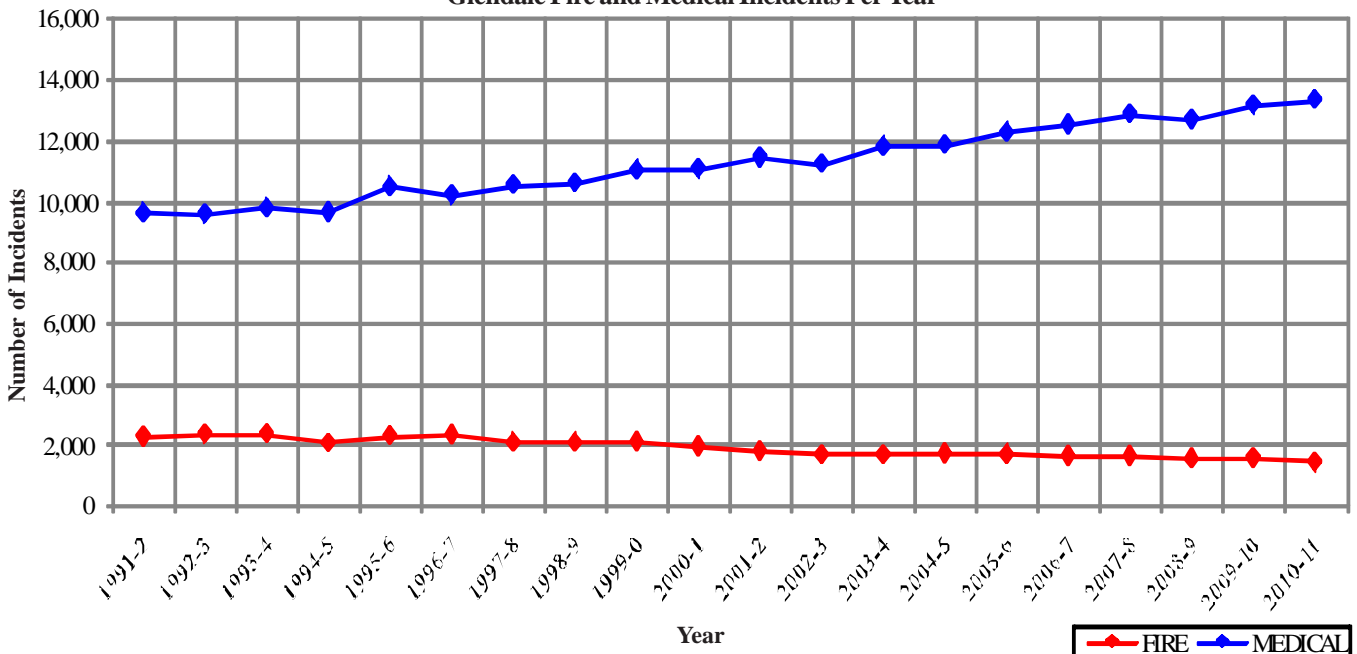
Glendale Incidents: 20 Fiscal Year History

	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	2010-11
FIRE	1,799	1,700	1,701	1,733	1,702	1,649	1,668	1,564	1,602	1,460
MEDICAL	11,442	11,235	11,795	11,850	12,261	12,522	12,862	12,685	13,156	13,338
SERVICE	991	932	770	1,024	789	718	706	668	653	630
OTHER	46	64	28	26	7	17	17	6	13	19
OVS*	155	190	180	204	211	415	476	541	426	393
TOTAL	14,433	14,121	14,474	14,837	14,970	15,321	15,729	15,464	15,850	15,840

*OVS = Responses Outside the Verdugo System

Glendale Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Glendale Fire Department was dispatched to incidents outside their jurisdiction 836 times in FY 2010-11:

Alhambra	2
Arcadia	3
Burbank	353
LA City	322
LA County	65
Monrovia	3
Montebello	1
Monterey Park	2
Pasadena	75
San Gabriel	1
South Pasadena	3
Other Cities	6
TOTAL	836

Other agencies were dispatched to incidents in Glendale 473 times during the year:

Arcadia	1
Burbank	278
LA City	64
LA County	57
Monrovia	1
Pasadena	66
Other*	6
TOTAL	473

*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 15,447 incidents within its city borders and an additional 836 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	17	HazMat 24	35
BLS21	2,290	Ambulance 21	3,973
BLS25	1,955	Ambulance 25	3,689
Engine 21	3,295	Ambulance 26	3,494
Engine 22	2,300	Ambulance 29	1,688
Engine 23	277	Truck 21	1,137
Engine 24	1,094	Truck 26	1,033
Engine 25	3,069	Truck 29	284
Engine 26	2,758	USAR 22	16
Engine 27	2,155	WT27	2
Engine 28	709	OES WT11	1
Engine 29	1,018		





Monrovia Fire Department



There were 3,028 incidents in Monrovia during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 109 type codes listed below, the three most frequent incident types were Fire Alarm (61.3% of Fire incidents), Fall - Minor (9.1% of Medical incidents), and Shortness of Breath (8.8% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HO USE FIRE	6	1.2%
APPLIANCE FIRE - MAJOR	10	2.0%
BRUSH FIRE	1	0.2%
CARBON MONOXIDEALARM	8	1.6%
ELECTRICAL FIRE	14	2.8%
ELECTRICAL VAULT FIRE	1	0.2%
FIRE ALARM	303	61.3%
FIRE ALARM RESET	6	1.2%
FIRE NOW OUT	9	1.8%
GARAGEFIRE	5	1.0%
HOUSE FIRE	19	3.8%
ILLEGAL BURNING	5	1.0%
MISC OUTSIDE FIRE	4	0.8%
MISC OUTSIDE FIRE ON THE FWY	2	0.4%
REFUSE FIRE	8	1.6%
SMOKE IN A STRUCTURE	11	2.2%
SMOKE IN THE AREA	18	3.6%
STRUCTURE FIRE	11	2.2%
TRANSFORMER/STREET LIGHT FIRE	15	3.0%
UNKNOWN TYPE FIRE	2	0.4%
VEGETATION FIRE	4	0.8%
VEGETATION FIRE ON THE FWY	1	0.2%
VEHICLE FIRE	19	3.8%
VEHICLE FIRE IN A STRUCTURE	1	0.2%
VEHICLE FIRE ON THE FREEWAY	11	2.2%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
COLLAPSE/EXTRICATION/RESCUE	1	<0.1%
CVA-NEUROLOGIC	46	1.9%
DIABETIC PROBLEM	40	1.7%
DROWNING/DIVING INCIDENT	1	<0.1%
ELECTRICAL SHOCK INJURY	1	<0.1%
EMER MEDICAL SVC ON THE FWY	8	0.3%
EMS CALL -- NO DETAILS	15	0.6%
EXPOSURE	4	0.2%
EYE INJURY	2	0.1%
FALL MAJOR	83	3.5%
FALL MINOR	216	9.1%
G.I BLEED	21	0.9%
GUNSHOT WOUND	1	<0.1%
HEAD PAIN	11	0.5%
HEART PROBLEM	25	1.1%
INGESTION-POISONING-INHALATION	37	1.6%
INJURY TC WITH FUEL SPILL	1	<0.1%
INVESTIGATE THE WELFARE	2	0.1%
MEDICAL ALARM	25	1.1%
MINOR TRAUMA	103	4.4%
MISC MEDICAL	137	5.8%
MOUNTAIN RESCUE	8	0.3%
NOSE BLEED NON-TRAUMATIC	10	0.4%
OBSTETRICS/GYNECOLOGICAL	11	0.5%
OVERDOSE	33	1.4%
PEDIATRICS 0-36 MONTHS	30	1.3%
PERSON CHOKING	10	0.4%
PERSON DIZZY	59	2.5%
PERSON DOWN	65	2.8%
PERSON IN SEIZURE	89	3.8%
PERSON NOT BREATHING	36	1.5%
PERSON SICK	34	1.4%
PERSON STABBED	3	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	96	4.1%
PSYCHIATRIC	48	2.0%
RESCUE	2	0.1%
RESCUE ON THE FWY	17	0.7%
SEVERE TRAUMA	7	0.3%
SHORTNESS OF BREATH	207	8.8%
SYNCOPE/FAINTED NOW CONS	52	2.2%
TRAFFIC COLLISION	127	5.4%
TRAFFIC COLLISION ON THE FWY	69	2.9%
TRAFFIC COLLISION W/BICYCLE	9	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	2	0.1%
TRAFFIC COLLISION W/PEDESTRIAN	19	0.8%
TRAFFIC COLLISION-RESCUE	10	0.4%
UNKNOWN MEDICAL	20	0.8%
VEHICLE INTO A STRUCTURE	3	0.1%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	5	2.7%
ARCING WIRES	5	2.7%
BROKEN WATER MAIN	4	2.2%
CHEMICAL OUTSIDE	7	3.8%
DAMAGE INVESTIGATION	6	3.3%
ELEVATOR RESCUE	7	3.8%
FLOWING/GUSHING/SHEARED HYDRNT	8	4.4%
FUEL SPILL	9	4.9%
INVESTIGATE A HAZARDOUS COND	26	14.3%
INVESTIGATE A MUDSLIDE	1	0.5%
INVESTIGATE OVERCROWDING	1	0.5%
MAJOR FLOODED CONDITION	3	1.6%
MALFUNCTION	4	2.2%
MINOR FLOODING	7	3.8%
MISC. ODOR INVESTIGATION	9	4.9%
ODOR OF NATURAL GAS INSIDE	6	3.3%
ODOR OF NATURAL GAS OUTSIDE	21	11.5%
ONE STORY ROOF CHECK	2	1.1%
PD ASSIST/STAND-BY	4	2.2%
PERSON LOCKED IN - LOCKED OUT	15	8.2%
PUBLIC ASSIST	12	6.6%
ROOF CHECK 2 STORIES & ABOVE	2	1.1%
WIRES DOWN	18	9.9%

OTHER

INCIDENT TYPE	#INCIDENTS
SPECIAL EVENT	1



MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	6	0.3%
ABDOMINAL PAIN - BLS	51	2.2%
ALLERGIC REACTION	15	0.6%
ALTERED LEVEL OF CONSCIOUSNESS	61	2.6%
ANIMAL/STINGS - ALS	3	0.1%
ANIMAL/STINGS - BLS	4	0.2%
ASSAULT VICTIM	62	2.6%
ASSIST THE INVALID	77	3.3%
BACK PAIN	22	0.9%
BLOOD PRESSURE PROBLEM	27	1.1%
BURN INJURY	3	0.1%
CHESTPAINS - HEART ATTACK	174	7.4%

The Pride of Monrovia



Helping Anyone In Need

Monrovia Incidents by Month and Category

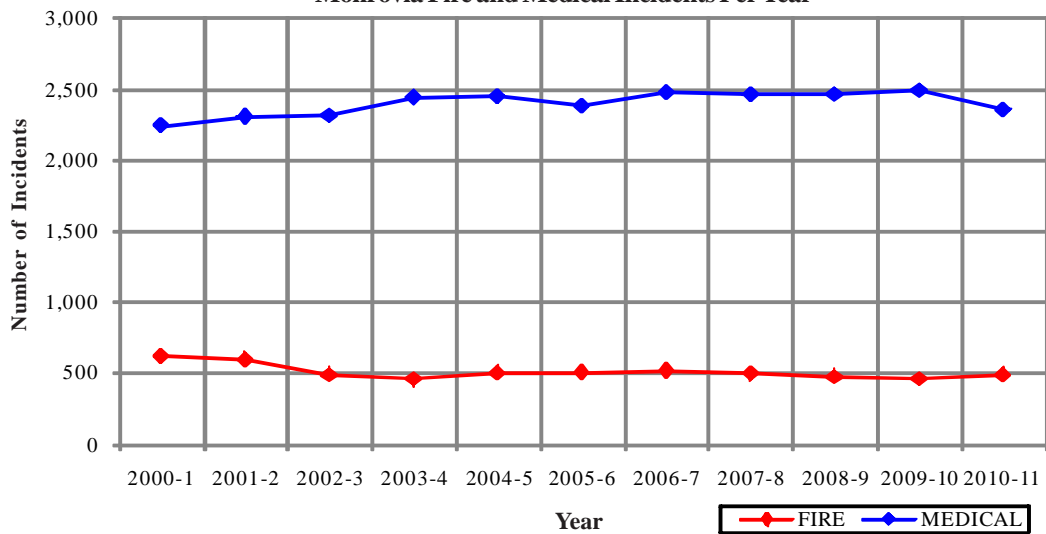
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	38	39	44	55	45	51	48	41	40	32	29	30	492	16.1%
MEDICAL	206	193	208	184	177	196	188	171	205	206	203	220	2,357	77.1%
SERVICE	13	16	15	22	12	27	12	5	13	16	10	17	178	5.8%
OTHER	0	0	0	0	0	0	0	0	0	0	1	0	1	0.0%
OVS*	2	4	3	4	5	2	3	0	2	3	1	1	30	1.0%
TOTAL	259	252	270	265	239	276	251	217	260	257	244	268	3,058	

Monrovia Incidents: 11 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11
FIRE	621	597	491	461	504	510	523	501	479	462	492
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462	2,467	2,494	2,357
SERVICE	252	257	265	216	244	238	218	224	186	184	178
OTHER	2	4	47	7	0	1	3	1	0	0	1
OVS*	28	47	55	56	47	36	49	58	50	41	30
TOTAL	3,147	3,214	3,172	3,183	3,244	3,169	3,273	3,246	3,182	3,181	3,058

*OVS = Responses Outside the Verdugo System

Monrovia Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Monrovia Fire Department was dispatched to incidents outside their jurisdiction 337 times in FY 2010-11:

Alhambra	5
Arcadia	275
Glendale	1
LA County	29
Montebello	1
Pasadena	9
Sierra Madre	16
Other Cities	1
TOTAL	337

Other fire agencies were dispatched to incidents in Monrovia 325 times during the year, in addition to 2,362 responses by other units:

Alhambra	3
Arcadia	238
Burbank	3
Glendale	3
LA County	58
Montebello	1
Monterey Park	1
Pasadena	10
San Gabriel	3
San Marino	4
Other*	2,363
TOTAL	2,687

*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 3,028 incidents within its city borders and an additional 337 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 101	1,934
Engine 102	1,544
Squad 101	1,612
Truck 101	444
Water Tender 101	3





Montebello Fire Department



There were 4,819 incidents in Montebello during fiscal year 2010-11. 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 FY2010-11, 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 (57.5% of Fire incidents), Shortness of Breath (10.9% of Medical incidents), and Fall - Minor (7.7% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	11	1.6%
APPLIANCE FIRE - MAJOR	8	1.2%
APPLIANCE FIRE - MINOR	1	0.1%
BRUSH FIRE	2	0.3%
BRUSH STRIKE TEAM - MIXED AREA	1	0.1%
CARBON MONOXIDE ALARM	4	0.6%
ELECTRICAL FIRE	12	1.8%
ELECTRICAL VAULT FIRE	1	0.1%
EXPLOSIVES/BOMB THREATS/CARE	2	0.3%
FIRE ALARM	388	57.5%
FIRE ALARM RESET	5	0.7%
FIRE NOW OUT	12	1.8%
GARAGE FIRE	1	0.1%
HOUSE FIRE	18	2.7%
ILLEGAL BURNING	12	1.8%
MISC OUTSIDE FIRE	18	2.7%
MISC OUTSIDE FIRE ON THE FWY	2	0.3%
REFUSE FIRE	32	4.7%
SMOKE IN A STRUCTURE	17	2.5%
SMOKE IN THE AREA	15	2.2%
STRUCTURE FIRE	24	3.6%
TRANSFORMER/STREET LIGHT FIRE	20	3.0%
UNKNOWN TYPE FIRE	7	1.0%
VEGETATION FIRE	16	2.4%
VEGETATION FIRE ON THE FWY	1	0.1%
VEHICLE FIRE	28	4.1%
VEHICLE FIRE IN A STRUCTURE	2	0.3%
VEHICLE FIRE ON THE FREEWAY	15	2.2%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
CVA-NEUROLOGIC	85	2.2%
DIABETIC PROBLEM	88	2.2%
DROWNING/DIVING INCIDENT	1	<0.1%
EMER MEDICAL SVC ON THE FWY	11	0.3%
EMS CALL -- NO DETAILS	16	0.4%
EXPOSURE	2	0.1%
EYE INJURY	8	0.2%
FALL MAJOR	74	1.9%
FALL MINOR	305	7.7%
G.I BLEED	36	0.9%
GUNSHOT WOUND	9	0.2%
HEAD PAIN	27	0.7%
HEART PROBLEM	78	2.0%
INGESTION-POISONING-INHALATION	46	1.2%
INVESTIGATE THE WELFARE	3	0.1%
MEDICAL ALARM	28	0.7%
MINOR TRAUMA	147	3.7%
MISC MEDICAL	189	4.8%
NOSE BLEED NON-TRAUMATIC	18	0.5%
OBSTETRICS/GYNECOLOGICAL	29	0.7%
OVERDOSE	42	1.1%
PEDIATRICS 0-36 MONTHS	56	1.4%
PERSON CHOKING	19	0.5%
PERSON DIZZY	77	2.0%
PERSON DOWN	107	2.7%
PERSON IN SEIZURE	174	4.4%
PERSON NOT BREATHING	90	2.3%
PERSON SICK	50	1.3%
PERSON SICK	5	0.1%
PERSON STABBED	11	0.3%
PERSON UNCONSCIOUS-UNRESPONSIVE	286	7.3%
PSYCHIATRIC	74	1.9%
RESCUE	1	<0.1%
RESCUE ON THE FWY	12	0.3%
SEVERE TRAUMA	5	0.1%
SHORTNESS OF BREATH	429	10.9%
SYNCOPE/FAINTED NOW CONS	83	2.1%
TRAFFIC COLLISION	247	6.3%
TRAFFIC COLLISION ON THE FWY	55	1.4%
TRAFFIC COLLISION W/BICYCLE	15	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	9	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	49	1.2%
TRAFFIC COLLISION WITH TRAIN	1	<0.1%
TRAFFIC COLLISION-RESCUE	20	0.5%
UNKNOWN MEDICAL	53	1.3%
VEHICLE INTO A STRUCTURE	5	0.1%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	8	3.7%
ARCING WIRES	8	3.7%
BEE INVESTIGATION	5	2.3%
BIOHAZARD INVESTIGATION	6	2.8%
BROKEN GAS MAIN	5	2.3%
BROKEN WATER MAIN	9	4.2%
CHEMICAL OUTSIDE	12	5.6%
DAMAGE INVESTIGATION	6	2.8%
ELEVATOR RESCUE	9	4.2%
FLOWING/GUSHING/SHEARED HYDRANT	10	4.7%
FUEL SPILL	8	3.7%
HAZARDOUS MATERIALS RESPONSE	1	0.5%
INVESTIGATE A HAZARDOUS COND	14	6.5%
INVESTIGATE OVERCROWDING	1	0.5%
MAJOR FLOODED CONDITION	4	1.9%
MALFUNCTION	5	2.3%
MINOR FLOODING	12	5.6%
MISC RESPONSE ENGINE & TRUCK	1	0.5%
MISC RESPONSE FOR 1 ENGINE	7	3.3%
MISC. ODOR INVESTIGATION	8	3.7%
MISC. RESPONSE FOR A TRUCK	1	0.5%
MISC. RESPONSE FULL ASSIGNMENT	1	0.5%
ODOR OF NATURAL GAS INSIDE	12	5.6%
ODOR OF NATURAL GAS OUTSIDE	14	6.5%
ONE STORY ROOF CHECK	1	0.5%
PD ASSIST/STAND-BY	4	1.9%
PERSON LOCKED IN - LOCKED OUT	11	5.1%
PUBLIC ASSIST	13	6.0%
WIRES DOWN	19	8.8%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	13	0.3%
ABDOMINAL PAIN - BLS	100	2.5%
ALLERGIC REACTION	12	0.3%
ALTERED LEVEL OF CONSCIOUSNESS	99	2.5%
ANIMAL/STINGS - ALS	2	0.1%
ANIMAL/STINGS - BLS	3	0.1%
ASSAULT VICTIM	95	2.4%
ASSIST THE INVALID	50	1.3%
BACK PAIN	24	0.6%
BLOOD PRESSURE PROBLEM	64	1.6%
BURN INJURY	6	0.2%
CHEST PAINS - HEART ATTACK	294	7.5%



Montebello Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	53	48	62	50	59	75	74	58	61	55	41	49	685	14.1%
MEDICAL	311	265	298	311	362	353	353	330	357	332	321	337	3,930	80.7%
SERVICE	16	21	18	17	16	23	10	19	16	15	18	15	204	4.2%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	6	8	6	0	6	3	8	4	5	1	2	2	51	1.0%
TOTAL	386	342	384	378	443	454	445	411	439	403	382	403	4,870	

*OVS = Responses Outside the Verdugo System

Responses Per Unit

The Montebello Fire Department was dispatched to 4,819 incidents within its city borders and an additional 168 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Air Utility 55	2	Engine 57	1,778
Brush Engine 55	2	Truck 55	1,119
Brush Engine 56	2	Truck 56	0
Engine 55	2,731	USR55	3
Engine 56	644		

Out of Jurisdiction Responses

The Montebello Fire Department was dispatched to incidents outside their jurisdiction 168 times in FY 2010-11:

LA City	1	Monterey Park	116
LA County	27	Other Cities	23
Monrovia	1	TOTAL	168

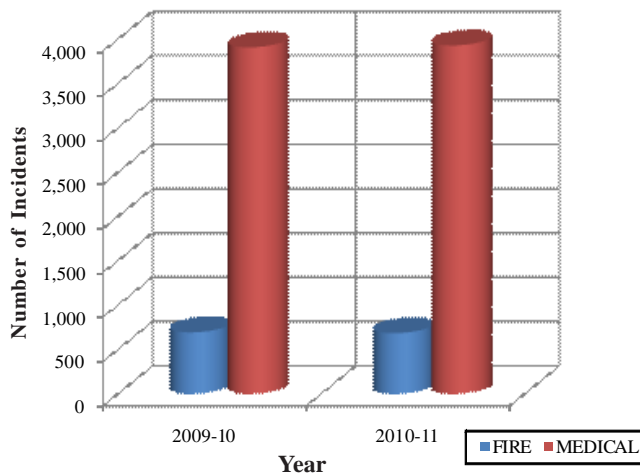
Other fire agencies were dispatched to incidents in Montebello 384 times during the year, in addition to 4,002 responses by other units:

Alhambra	3	Monterey Park	152
Arcadia	1	Pasadena	3
Glendale	1	San Gabriel	7
LA County	92	Other*	4,126
Monrovia	1	TOTAL	4,386

*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.

Montebello Fire and Medical Incidents Per Year

	2009-10	2010-11
FIRE	694	685
MEDICAL	3,909	3,930
SERVICE	238	204
OTHER	1	0
OVS*	93	51
TOTAL	4,935	4,870





Monterey Park Fire Department



There were 3,419 incidents in Monterey Park during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 115 type codes listed below, the three most frequent incident types were Fire Alarm (52.7% of Fire incidents), Fall - Minor (9.6% of Medical incidents), and Shortness of Breath (9.4% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	7	1.8%
APPLIANCE FIRE - MAJOR	11	2.8%
BRUSH FIRE	3	0.8%
BRUSH FIRE	1	0.3%
CARBON MONOXIDE ALARM	2	0.5%
ELECTRICAL FIRE	10	2.6%
EXPLOSIVES/BOMB THREATS/CARE	1	0.3%
FIRE ALARM	204	52.7%
FIRE ALARM RESET	4	1.0%
FIRE NOW OUT	7	1.8%
GARAGE FIRE	4	1.0%
HOUSE FIRE	8	2.1%
ILLEGAL BURNING	5	1.3%
MISC OUTSIDE FIRE	9	2.3%
MISC OUTSIDE FIRE ON THE FWY	4	1.0%
REFUSE FIRE	23	5.9%
SMOKE IN A STRUCTURE	8	2.1%
SMOKE IN THE AREA	11	2.8%
STRUCTURE FIRE	16	4.1%
TRANSFORMER/STREET LIGHT FIRE	10	2.6%
VEGETATION FIRE	13	3.4%
VEGETATION FIRE ON THE FWY	3	0.8%
VEHICLE FIRE	10	2.6%
VEHICLE FIRE ON THE FREEWAY	13	3.4%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
CVA-NEUROLOGIC	50	1.8%
DIABETIC PROBLEM	54	1.9%
DROWNING/DIVING INCIDENT	2	0.1%
ELECTRICAL SHOCK INJURY	2	0.1%
EMER MEDICAL SVC ON THE FWY	15	0.5%
EMS CALL -- NO DETAILS	21	0.7%
EXPOSURE	4	0.1%
EYE INJURY	1	<0.1%
FALL MAJOR	82	2.9%
FALL MINOR	275	9.6%
G.I. BLEED	24	0.8%
GUNSHOT WOUND	4	0.1%
HEAD PAIN	10	0.4%
HEART PROBLEM	50	1.8%
HOSPITAL TRANSFER	2	0.1%
INGESTION-POISONING-INHALATION	21	0.7%
INVESTIGATE THE WELFARE	3	0.1%
MEDICAL ALARM	28	1.0%
MINOR TRAUMA	100	3.5%
MISC MEDICAL	147	5.2%
NON-INJURY TRAFFIC COLLISION	2	0.1%
NONSE BLEED NON-TRAUMATIC	13	0.5%
OBSTETRICS/GYNECOLOGICAL	18	0.6%
OVERDOSE	14	0.5%
PEDIATRICS 0-36 MONTHS	26	0.9%
PERSON CHOKING	8	0.3%
PERSON DIZZY	76	2.7%
PERSON DOWN	85	3.0%
PERSON IN SEIZURE	94	3.3%
PERSON NOT BREATHING	69	2.4%
PERSON SICK	46	1.6%
PERSON STABBED	1	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	234	8.2%
PSYCHIATRIC	39	1.4%
RESCUE	1	<0.1%
RESCUE ON THE FWY	38	1.3%
SEVERE TRAUMA	3	0.1%
SHORTNESS OF BREATH	268	9.4%
SYNCOPE/FAINTED NOW CONS	68	2.4%
TRAFFIC COLLISION	136	4.8%
TRAFFIC COLLISION ON THE FWY	86	3.0%
TRAFFIC COLLISION W/BICYCLE	12	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	4	0.1%
TRAFFIC COLLISION W/PEDESTRIAN	41	1.4%
TRAFFIC COLLISION-RESCUE	10	0.4%
UNKNOWN MEDICAL	37	1.3%
VEHICLE INTO A STRUCTURE	9	0.3%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	3	1.7%
ARCING WIRES	6	3.4%
BEE INVESTIGATION	4	2.3%
BIO-CHEMICAL THREAT	1	0.6%
BIOHAZARD INVESTIGATION	12	6.8%
BROKEN GAS MAIN	2	1.1%
BROKEN WATER MAIN	4	2.3%
CHEMICAL OUTSIDE	3	1.7%
DAMAGE INVESTIGATION	2	1.1%
ELEVATOR RESCUE	14	8.0%
FLOWING/GUSHING/SHEARED HYDRANT	6	3.4%
FUEL SPILL	6	3.4%
HAZARDOUS MATERIALS RESPONSE	1	0.6%
INVESTIGATE A HAZARDOUS COND	9	5.1%
INVESTIGATE A MUDSLIDE	3	1.7%
INVESTIGATE OVERCROWDING	1	0.6%
MAJOR FLOODED CONDITION	5	2.8%
MALFUNCTION	4	2.3%
MINOR FLOODING	12	6.8%
MISC RESPONSE FOR 1 ENGINE	1	0.6%
MISC. ODOR INVESTIGATION	7	4.0%
MISC. RESPONSE FOR A TRUCK	1	0.6%
ODOR OF NATURAL GAS INSIDE	6	3.4%
ODOR OF NATURAL GAS OUTSIDE	13	7.4%
ONE STORY ROOF CHECK	3	1.7%
PD ASSIST/STAND-BY	3	1.7%
PERSON LOCKED IN - LOCKED OUT	12	6.8%
PUBLIC ASSIST	7	4.0%
ROOF CHECK 2 STORIES & ABOVE	3	1.7%
WIRES DOWN	22	12.5%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	16	0.6%
ABDOMINAL PAIN - BLS	61	2.1%
ALLERGIC REACTION	11	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	74	2.6%
ANIMAL/STINGS - ALS	2	0.1%
ANIMAL/STINGS - BLS	14	0.5%
ASSAULT VICTIM	68	2.4%
ASSIST THE INVALID	62	2.2%
BACK PAIN	25	0.9%
BLOOD PRESSURE PROBLEM	44	1.5%
BURN INJURY	4	0.1%
CHEST PAINS - HEART ATTACK	140	4.9%

OTHER

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



Monterey Park Incidents by Month and Category

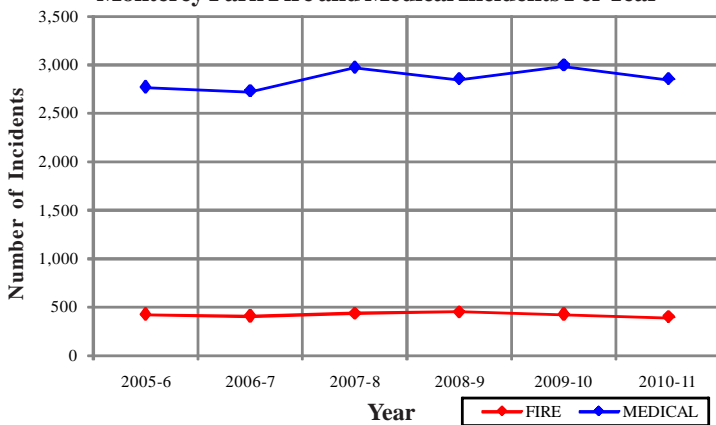
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	37	37	31	28	35	39	32	31	32	28	24	33	387	11.1%
MEDICAL	270	226	263	214	258	274	228	207	225	230	240	216	2,851	81.5%
SERVICE	19	22	9	11	10	21	10	11	13	14	19	17	176	5.0%
OTHER	0	0	0	0	0	1	3	0	0	0	1	0	5	0.1%
OVS*	6	7	7	2	8	12	3	10	4	5	5	10	79	2.3%
TOTAL	332	292	310	255	311	347	276	259	274	277	289	276	3,498	

*OVS = Responses Outside the Verdugo System

Monterey Park Incidents: 6 Fiscal Year History

	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11
FIRE	413	400	425	440	414	387
MEDICAL	2,767	2,722	2,969	2,847	2,995	2,851
SERVICE	187	188	185	161	170	176
OTHER	2	1	1	1	4	5
OVS*	259	207	161	131	85	79
TOTAL	3,628	3,518	3,741	3,580	3,668	3,498

Monterey Park Fire and Medical Incidents Per Year



Responses Per Unit

The Monterey Park Fire Department was dispatched to 3,419 incidents within its city borders and an additional 612 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 61	1,678
Engine 62	1,247
Engine 63	1,010
Ambulance 61	1,810
Ambulance 62	1,381
Truck 61	553

Out of Jurisdiction Responses

The Monterey Park Fire Department was dispatched to incidents outside their jurisdiction 612 times during FY2010-11:

Alhambra	263	San Gabriel	98
LA County	79	San Marino	1
Monrovia	1	South Pasadena	14
Montebello	152	TOTAL	612
Pasadena	4		

Other fire agencies were dispatched to incidents in Monterey Park 490 times during the same time period:

Alhambra	191	Pasadena	9
Burbank	2	San Gabriel	53
Glendale	2	South Pasadena	6
LA City	1	Other*	46
LA County	64	TOTAL	490
Montebello	116		

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



Pasadena Fire Department



There were 15,647 incidents in Pasadena during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 128 type codes listed below, the three most frequent incident types were Fire Alarm (74.5% of Fire incidents), Shortness of Breath (9.8% of Medical incidents), and Fall - Minor (7.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	28	1.0%
APPLIANCE FIRE - MAJOR	29	1.0%
ARSON INVESTIGATION	1	<0.1%
BRUSH FIRE	3	0.1%
CARBON MONOXIDE ALARM	25	0.9%
ELECTRICAL FIRE	31	1.1%
ELECTRICAL VAULT FIRE	5	0.2%
EXPLOSIVES/BOMB THREAT/CARE	4	0.1%
FIRE ALARM	2,078	74.5%
FIRE ALARM RESET	34	1.2%
FIRE NO W O U T	30	1.1%
GARAGE FIRE	8	0.3%
HOUSE FIRE	45	1.6%
ILLEGAL BURNING	28	1.0%
MISC OUTSIDE FIRE	32	1.1%
MISC OUTSIDE FIRE ON THE FWY	6	0.2%
REFUSE FIRE	41	1.5%
SMOKE IN A STRUCTURE	63	2.3%
SMOKE IN THE AREA	81	2.9%
SPRINKLER SYSTEM ACTIVATED	5	0.2%
STRUCTURE FIRE	36	1.3%
TRANSFORMER/STREET LIGHT FIRE	10	0.4%
UNKNOWN TYPE FIRE	11	0.4%
VEGETATION FIRE	25	0.9%
VEGETATION FIRE ON THE FWY	6	0.2%
VEHICLE FIRE	77	2.8%
VEHICLE FIRE IN A STRUCTURE	6	0.2%
VEHICLE FIRE ON THE FREEWAY	41	1.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMER MEDICAL SVC ON THE FWY	35	0.3%
EMS CALL -- NO DETAILS	35	0.3%
EXPOSURE	18	0.1%
EYE INJURY	12	0.1%
FALL MAJOR	315	2.6%
FALL MINOR	960	7.9%
G.L BLEED	108	0.9%
GUNSHOT WOUND	16	0.1%
HEAD PAIN	71	0.6%
HEART PROBLEM	226	1.9%
INGESTION-POISONING-INHALATION	260	2.1%
INJURY TC WITH FUEL SPILL	4	<0.1%
INVESTIGATE THE WELFARE	8	0.1%
MEDICAL ALARM	112	0.9%
MINOR TRAUMA	463	3.8%
MISC FULL ASSIGN & RA	1	<0.1%
MISC MEDICAL	724	5.9%
MO UNTAIN RESCUE	15	0.1%
NON-INJURY TRAFFIC COLLISION	9	0.1%
NOSE BLEED NON-TRAUMATIC	52	0.4%
OBSTETRICS/GYNECOLOGICAL	109	0.9%
OVERDOSE	155	1.3%
PEDIATRICS 0-36 MONTHS	131	1.1%
PERSON CHOKING	43	0.4%
PERSON DIZZY	251	2.1%
PERSON DOWN	465	3.8%
PERSON HANGING	4	<0.1%
PERSON IN SEIZURE	515	4.2%
PERSON NOT BREATHING	178	1.5%
PERSON SICK	177	1.5%
PERSON SICK	5	<0.1%
PERSON STABBED	18	0.1%
PERSON THREATENING TO JUMP	4	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	640	5.3%
PSYCHIATRIC	214	1.8%
RESCUE	11	0.1%
RESCUE ON THE FWY	55	0.5%
SEVERE TRAUMA	26	0.2%
SHORTNESS OF BREATH	1,197	9.8%
SYNCOPE/FAINTED NOW CONS	289	2.4%
TRAFFIC COLLISION	587	4.8%
TRAFFIC COLLISION ON THE FWY	207	1.7%
TRAFFIC COLLISION W/BICYCLE	73	0.6%
TRAFFIC COLLISION W/MOTORCYCLE	34	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	126	1.0%
TRAFFIC COLLISION WITH TRAIN	1	<0.1%
TRAFFIC COLLISION-RESCUE	66	0.5%
UNKNOWN MEDICAL	146	1.2%
VEHICLE INTO A STRUCTURE	17	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	2	0.3%
ANIMAL RESCUE/ ASSIST	16	2.4%
ARCING WIRES	3	0.4%
BEE INVESTIGATION	8	1.2%
BIO-CHEMICAL THREAT	3	0.4%
BIOHAZARD INVESTIGATION	23	3.4%
BROKEN GAS MAIN	10	1.5%
BROKEN WATER MAIN	13	1.9%
CHEMICAL OUTSIDE	27	4.0%
DAMAGE INVESTIGATION	5	0.7%
ELEVATOR RESCUE	102	15.0%
FLOWING/GUSHING/SHEARED HYDRNT	13	1.9%
FUEL SPILL	39	5.7%
HAZARDOUS MATERIALS RESPONSE	3	0.4%
INVESTIGATE A HAZARDOUS COND	71	10.4%
INVESTIGATE A MUDSLIDE	3	0.4%
INVESTIGATE O VERCROWDING	6	0.9%
MAJOR FLOODED CONDITION	16	2.4%
MALFUNCTION	24	3.5%
MINOR FLOODING	37	5.4%
MISC RESPONSE ENGINE & TRUCK	1	0.1%
MISC RESPONSE FOR 1 ENGINE	5	0.7%
MISC. ODOR INVESTIGATION	34	5.0%
MISC. RESPONSE FOR A TRUCK	3	0.4%
MISC. RESPONSE FULL ASSIGNMENT	1	0.1%
ODOR OF NATURAL GAS INSIDE	41	6.0%
ODOR OF NATURAL GAS OUTSIDE	49	7.2%
ONE STORY ROOF CHECK	3	0.4%
PD ASSIST/STAND-BY	14	2.1%
PERSON LOCKED IN - LOCKED OUT	55	8.1%
PUBLIC ASSIST	32	4.7%
ROOF CHECK 2 STORIES & ABOVE	4	0.6%
WIRES DOWN	14	2.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	62	0.5%
ABDOMINAL PAIN - BLS	312	2.6%
ALLERGIC REACTION	67	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	348	2.9%
ANIMAL/STINGS - ALS	15	0.1%
ANIMAL/STINGS - BLS	21	0.2%
ASSAULT VICTIM	314	2.6%
ASSIST THE INVALID	198	1.6%
BACK PAIN	161	1.3%
BLOOD PRESSURE PROBLEM	175	1.4%
BURN INJURY	15	0.1%
CHEST PAINS - HEART ATTACK	905	7.4%
COLLAPSE/EXTRICATION/RESCUE	1	<0.1%
CVA-NEUROLOGIC	226	1.9%
DIABETIC PROBLEM	180	1.5%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE ALARM TESTING	1
SPECIAL EVENT	24
TRANSFER TO POLICE DEPT	3

Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	220	210	240	253	253	326	231	214	229	172	224	216	2,788	17.7%
MEDICAL	1,060	1,039	974	1,002	995	1,014	1,107	1,031	1,097	951	917	967	12,154	77.1%
SERVICE	51	51	47	62	60	96	50	42	55	54	49	54	671	4.3%
OTHER	3	3	3	3	2	7	0	1	1	3	5	3	34	0.2%
OVS*	13	11	7	15	12	10	14	12	6	8	8	6	122	0.8%
TOTAL	1,347	1,314	1,271	1,335	1,322	1,453	1,402	1,300	1,388	1,188	1,203	1,246	15,769	

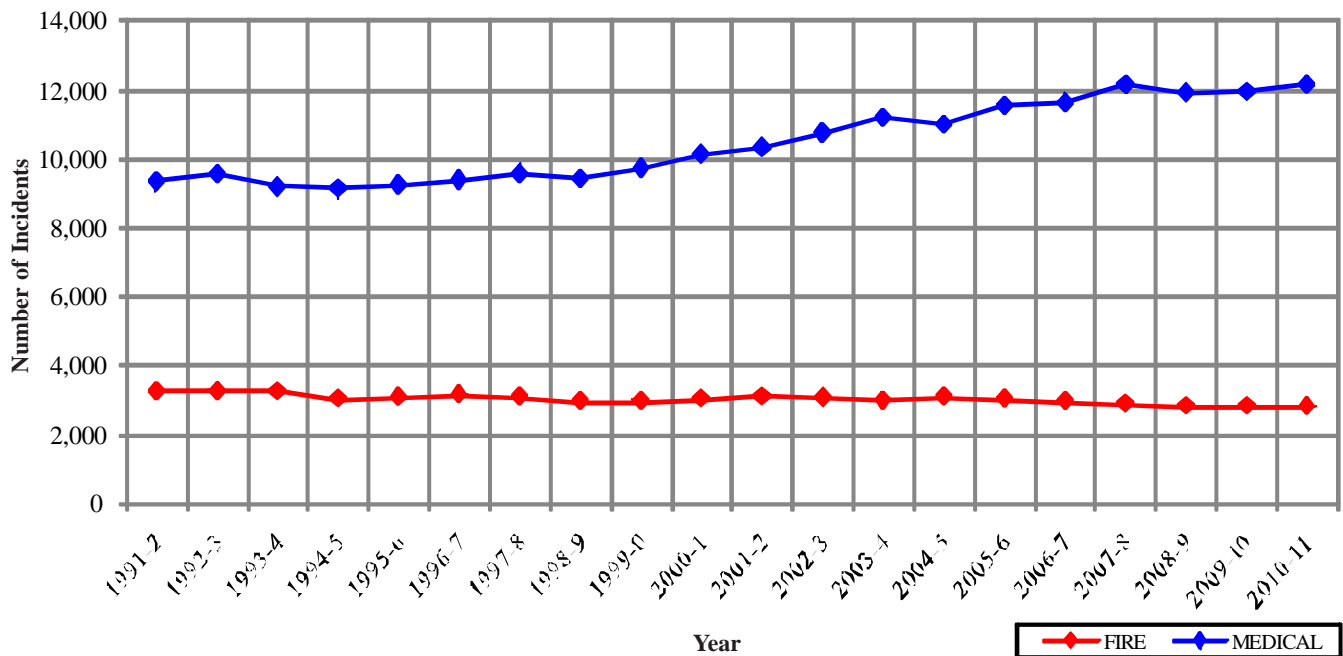
Pasadena Incidents: 20 Fiscal Year History

	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	2010-11
FIRE	3,105	3,065	2,986	3,099	3,013	2,939	2,870	2,822	2,826	2,788
MEDICAL	10,333	10,745	11,194	10,996	11,526	11,623	12,141	11,906	11,935	12,154
SERVICE	786	739	675	915	766	744	840	641	639	671
OTHER	154	125	92	32	20	39	33	34	41	34
OVS*	66	97	98	107	103	141	205	174	151	122
TOTAL	14,444	14,771	15,045	15,149	15,428	15,486	16,089	15,577	15,592	15,769

*OVS = Responses Outside the Verdugo System

Pasadena Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Pasadena Fire Department was dispatched to incidents outside their jurisdiction 476 times in FY 2010-11:

Alhambra	20
Arcadia	91
Burbank	15
Glendale	66
LA City	37
LA County	85
Monrovia	10
Montebello	3
Monterey Park	9
San Gabriel	13
San Marino	37
Sierra Madre	6
South Pasadena	84
TOTAL	476

Other agencies were dispatched to incidents in Pasadena 586 times during the year:

Alhambra	22
Arcadia	86
Burbank	17
Glendale	75
LA City	22
LA County	43
Monrovia	9
Monterey Park	4
San Gabriel	7
San Marino	147
Sierra Madre	1
South Pasadena	145
Other*	8
TOTAL	586

*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 15,647 incidents within its city borders and an additional 476 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	3,645	Ambulance 31	2,806
Engine 32	1,816	Ambulance 32	2,177
Engine 33	3,415	Ambulance 33	3,131
Engine 34	2,051	Ambulance 34	2,143
Engine 36	3,142	Ambulance 36	2,897
Engine 37	1,533	Truck 31	1,350
Engine 38	737	Truck 32	433
Engine 39	526	USAR 32	35
		WT37	2





San Gabriel Fire Department



There were 2,069 incidents in San Gabriel during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 104 type codes listed below, the three most frequent incident types were Fire Alarm (59.2% of Fire incidents), Shortness of Breath (13.1% of Medical incidents), and Person Unconscious-Unresponsive (9.6% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	3	1.1%
APPLIANCE FIRE - MAJOR	5	1.9%
ARSON INVESTIGATION	1	0.4%
BRUSH FIRE	1	0.4%
CARBON MONOXIDE ALARM	1	0.4%
ELECTRICAL FIRE	7	2.6%
FIRE ALARM	157	59.2%
FIRE ALARM RESET	3	1.1%
FIRE NO W O U T	3	1.1%
HOUSE FIRE	8	3.0%
ILLEGAL BURNING	2	0.8%
MISC OUTSIDE FIRE	6	2.3%
REFUSE FIRE	14	5.3%
SMOKE IN A STRUCTURE	10	3.8%
SMOKE IN THE AREA	4	1.5%
SPRINKLER SYSTEM ACTIVATED	1	0.4%
STRUCTURE FIRE	9	3.4%
TRANSFORMER/STREET LIGHT FIRE	8	3.0%
UNKNOWN TYPE FIRE	2	0.8%
VEGETATION FIRE	8	3.0%
VEGETATION FIRE ON THE FWY	1	0.4%
VEHICLE FIRE	9	3.4%
VEHICLE FIRE ON THE FREEWAY	2	0.8%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DROWNING/DIVING INCIDENT	1	0.1%
EMER MEDICAL SVC ON THE FWY	1	0.1%
EMS CALL -- NO DETAILS	7	0.4%
EXPOSURE	5	0.3%
FALL MAJOR	37	2.1%
FALL MINOR	126	7.3%
G.I BLEED	9	0.5%
GUNSHOT WOUND	1	0.1%
HEAD PAIN	5	0.3%
HEART PROBLEM	45	2.6%
HOSPITAL TRANSFER	23	1.3%
INGESTION-POISONING-INHALATION	16	0.9%
MEDICAL ALARM	13	0.8%
MINOR TRAUMA	56	3.3%
MISC MEDICAL	96	5.6%
NON-INJURY TRAFFIC COLLISION	1	0.1%
NOSE BLEED NON-TRAUMATIC	5	0.3%
OBSTETRICS/GYNECOLOGICAL	7	0.4%
OVERDOSE	10	0.6%
PEDIATRICS 0-36 MONTHS	24	1.4%
PERSON CHOKING	7	0.4%
PERSON DIZZY	28	1.6%
PERSON DOWN	23	1.3%
PERSON IN SEIZURE	57	3.3%
PERSON NOT BREATHING	41	2.4%
PERSON SICK	20	1.2%
PERSON SICK	1	0.1%
PERSON STABBED	1	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	165	9.6%
PSYCHIATRIC	18	1.0%
RESCUE ON THE FWY	3	0.2%
SEVERE TRAUMA	3	0.2%
SHORTNESS OF BREATH	226	13.1%
SYNCOPE/FAINTED NOW CONS	49	2.8%
TRAFFIC COLLISION	120	7.0%
TRAFFIC COLLISION ON THE FWY	21	1.2%
TRAFFIC COLLISION W/BICYCLE	8	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	3	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	21	1.2%
TRAFFIC COLLISION-RESCUE	7	0.4%
UNKNOWN MEDICAL	17	1.0%
VEHICLE INTO A STRUCTURE	4	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	6	7.1%
ARCING WIRES	4	4.7%
BEE INVESTIGATION	5	5.9%
BIOHAZARD INVESTIGATION	4	4.7%
BROKEN GAS MAIN	4	4.7%
BROKEN WATER MAIN	1	1.2%
CHEMICAL OUTSIDE	2	2.4%
DAMAGE INVESTIGATION	1	1.2%
ELEVATOR RESCUE	6	7.1%
FLOWING/GUSHING/SHEARED HYDRANT	3	3.5%
FUEL SPILL	4	4.7%
INVESTIGATE A HAZARDOUS COND	5	5.9%
INVESTIGATE OVERCROWDING	1	1.2%
MAJOR FLOODED CONDITION	3	3.5%
MALFUNCTION	1	1.2%
MINOR FLOODING	9	10.6%
MISC. ODOR INVESTIGATION	3	3.5%
ODOR OF NATURAL GAS INSIDE	4	4.7%
ODOR OF NATURAL GAS OUTSIDE	4	4.7%
ONE STORY ROOF CHECK	2	2.4%
PD ASSIST/STAND-BY	1	1.2%
PERSON LOCKED IN - LOCKED OUT	3	3.5%
PUBLIC ASSIST	2	2.4%
ROOF CHECK 2 STORIES & ABOVE	1	1.2%
WIRES DOWN	6	7.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	9	0.5%
ABDOMINAL PAIN - BLS	33	1.9%
ALLERGIC REACTION	9	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	38	2.2%
ANIMAL/STINGS - ALS	1	0.1%
ANIMAL/STINGS - BLS	4	0.2%
ASSAULT VICTIM	49	2.8%
ASSIST THE INVALID	40	2.3%
BACK PAIN	14	0.8%
BLOOD PRESSURE PROBLEM	25	1.5%
BURN INJURY	3	0.2%
CHEST PAINS - HEART ATTACK	96	5.6%
CVA-NEUROLOGIC	35	2.0%
DIABETIC PROBLEM	35	2.0%



San Gabriel Incidents by Month and Category

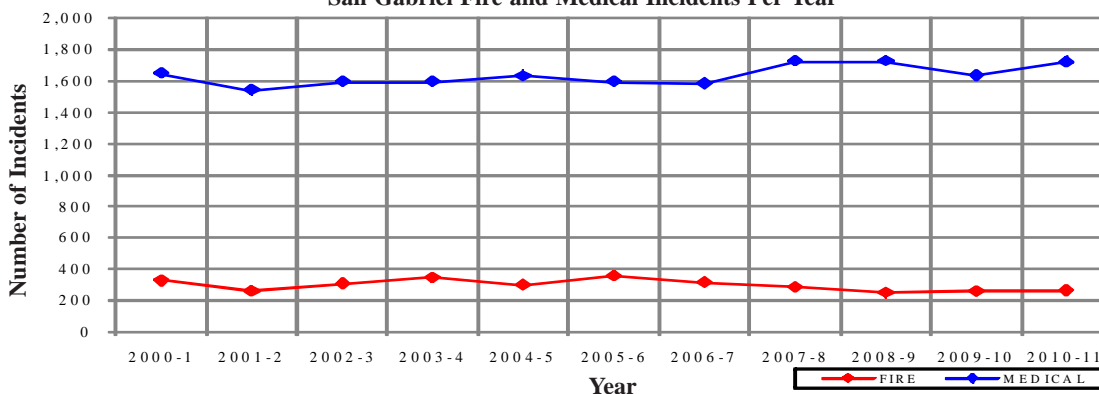
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	29	25	23	16	16	22	26	30	19	19	23	17	265	12.6%
MEDICAL	127	160	139	140	152	153	156	123	153	137	144	135	1,719	81.8%
SERVICE	10	4	4	5	5	11	8	9	10	2	7	9	84	4.0%
OTHER	0	1	0	0	0	0	0	0	0	0	0	0	1	0.0%
OVS*	2	7	1	3	5	4	2	2	1	4	1	1	33	1.6%
TOTAL	168	197	167	164	178	190	192	164	183	162	175	162	2,102	

San Gabriel Incidents: 11 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11
FIRE	327	261	308	346	300	356	317	287	250	260	265
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724	1,726	1,633	1,719
SERVICE	119	132	101	110	136	105	120	117	94	87	84
OTHER	3	5	2	7	3	1	1	0	0	3	1
OVS*	124	130	109	108	107	86	46	45	55	25	33
TOTAL	2,219	2,068	2,113	2,165	2,177	2,142	2,066	2,173	2,125	2,008	2,102

*OVS = Responses Outside the Verdugo System

San Gabriel Fire and Medical Incidents Per Year



Responses Per Unit

The San Gabriel Fire Department was dispatched to 2,069 incidents within its city borders and an additional 322 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,256
Engine 52	1,118
Ambulance 51	1,676
USR51	3

Out of Jurisdiction Responses

The San Gabriel Fire Department was dispatched to incidents outside their jurisdiction 322 times in FY 2010-11:

Alhambra	177	Monterey Park	53
Arcadia	4	Pasadena	7
Burbank	1	San Marino	36
LA County	33	South Pasadena	1
Monrovia	3	TOTAL	322
Montebello	7		

Other fire agencies were dispatched to incidents in San Gabriel 494 times during the year:

Alhambra	220	Pasadena	13
Arcadia	3	San Marino	131
Burbank	1	South Pasadena	2
Glendale	1	Other*	1
LA County	24	TOTAL	494
Monterey Park	98		

*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 789 incidents in San Marino during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 79 type codes listed below, the three most frequent incident types were Fire Alarm (77.8% of Fire incidents), Fall - Minor (12.5% of Medical incidents), and Traffic Collision (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
APPLIANCE FIRE - MAJOR	3	1.8%	CVA-NEUROLOGIC	22	4.0%	ARCING WIRES	2	2.9%
CARBON MONOXIDE ALARM	2	1.2%	DIABETIC PROBLEM	5	0.9%	BEE INVESTIGATION	4	5.8%
ELECTRICAL FIRE	5	2.9%	EMS CALL -- NO DETAILS	9	1.6%	BROKEN GAS MAIN	1	1.4%
FIRE ALARM	133	77.8%	EXPOSURE	1	0.2%	BROKEN WATER MAIN	8	11.6%
FIRE NOW OUT	1	0.6%	FALL MAJOR	22	4.0%	CHEMICAL OUTSIDE	2	2.9%
HOUSE FIRE	4	2.3%	FALL MINOR	69	12.5%	DAMAGE INVESTIGATION	1	1.4%
MISC OUTSIDE FIRE	2	1.2%	G.I. BLEED	3	0.5%	FLOWING/GUSHING/SHEARED HYDRNT	1	1.4%
REFUSE FIRE	1	0.6%	HEAD PAIN	1	0.2%	FUEL SPILL	1	1.4%
SMOKE IN A STRUCTURE	7	4.1%	HEART PROBLEM	8	1.5%	INVESTIGATE A HAZARDOUS COND	7	10.1%
SMOKE IN THE AREA	4	2.3%	INGESTION-POISONING-INHALATION	3	0.5%	MAJOR FLOODED CONDITION	3	4.3%
TRANSFORMER/STREET LIGHT FIRE	4	2.3%	MEDICAL ALARM	15	2.7%	MALFUNCTION	2	2.9%
VEGETATION FIRE	2	1.2%	MINOR TRAUMA	21	3.8%	MINOR FLOODING	14	20.3%
VEHICLE FIRE	3	1.8%	MISC MEDICAL	28	5.1%	MISC RESPONSE FOR 1 ENGINE	1	1.4%
			NOSE BLEED NON-TRAUMATIC	5	0.9%	MISC. ODOR INVESTIGATION	6	8.7%
			OBSYETRICS/GYNECOLOGICAL	2	0.4%	ODOR OF NATURAL GAS INSIDE	3	4.3%
			OVERDOSE	3	0.5%	ODOR OF NATURAL GAS OUTSIDE	1	1.4%
			PEDIATRICS 0-36 MONTHS	7	1.3%	PD ASSIST/STAND-BY	1	1.4%
			PERSON CHOKING	1	0.2%	PERSON LOCKED IN - LOCKED OUT	2	2.9%
			PERSON DIZZY	15	2.7%	PUBLIC ASSIST	4	5.8%
			PERSON DOWN	3	0.5%	WIRES DOWN	5	7.2%
			PERSON IN SEIZURE	18	3.3%			
			PERSON NOT BREATHING	10	1.8%			
			PERSON SICK	5	0.9%			
			PERSON UNCONSCIOUS-UNRESPONSIVE	24	4.4%			
			PSYCHIATRIC	10	1.8%			
			SHORTNESS OF BREATH	35	6.4%			
			SYNCOPE/FAINTED NOW CONS	22	4.0%			
			TRAFFIC COLLISION	56	10.2%			
			TRAFFIC COLLISION W/BICYCLE	6	1.1%			
			TRAFFIC COLLISION W/MOTORCYCLE	4	0.7%			
			TRAFFIC COLLISION W/PEDESTRIAN	3	0.5%			
			TRAFFIC COLLISION-RESCUE	4	0.7%			
			UNKNOWN MEDICAL	3	0.5%			
			VEHICLE INTO A STRUCTURE	2	0.4%			

MEDICAL		
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	4	0.7%
ABDOMINAL PAIN - BLS	7	1.3%
ALLERGIC REACTION	5	0.9%
ALTERED LEVEL OF CONSCIOUSNESS	13	2.4%
ANIMAL/STINGS - ALS	1	0.2%
ANIMAL/STINGS - BLS	1	0.2%
ASSAULT VICTIM	3	0.5%
ASSIST THE INVALID	28	5.1%
BACK PAIN	11	2.0%
BLOOD PRESSURE PROBLEM	7	1.3%
CHEST PAINS - HEART ATTACK	25	4.5%

OTHER	
INCIDENT TYPE	# INCIDENTS
SPECIAL EVENT	1



San Marino Incidents by Month and Category

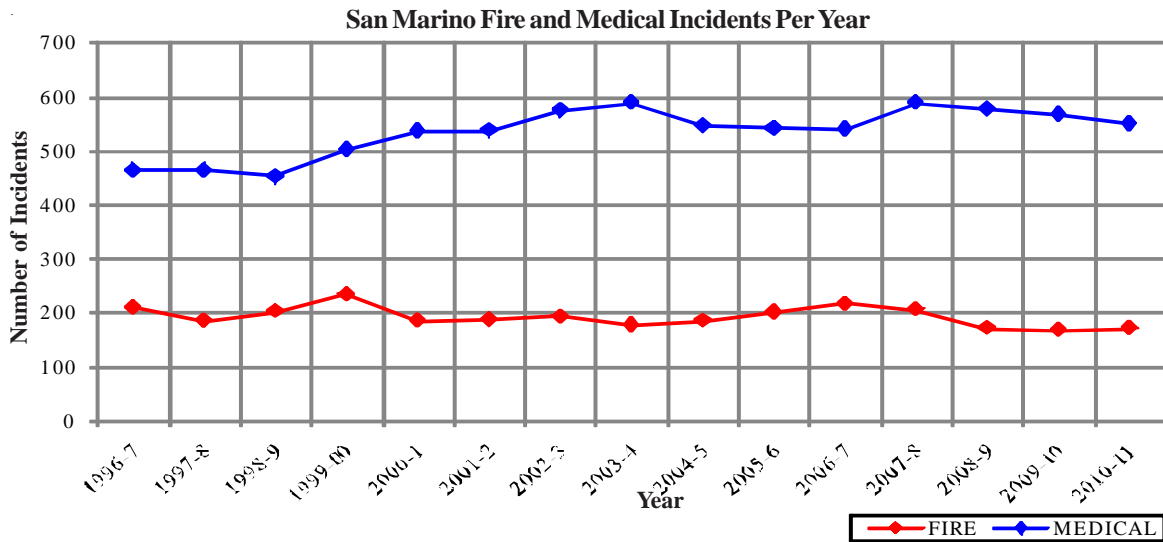
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	11	23	12	13	18	18	14	8	16	12	12	14	171	18.3%
MEDICAL	34	39	55	42	41	45	46	49	51	51	50	47	550	58.9%
SERVICE	8	7	6	4	6	8	3	5	4	5	4	7	67	7.2%
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
OVS*	10	10	14	13	7	20	12	10	14	6	17	12	145	15.5%
TOTAL	64	79	87	72	72	91	75	72	85	74	83	80	934	

*OVS = Responses Outside the Verdugo System

San Marino Incidents: 15 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	2010-11
FIRE	210	184	203	234	186	187	193	177	184	201	217	206	171	167	171
MEDICAL	465	465	454	503	537	538	575	589	547	542	540	589	577	567	550
SERVICE	111	114	106	116	118	121	97	71	165	73	80	80	54	48	67
OTHER	3	1	0	0	1	3	2	7	7	0	1	0	1	0	1
OVS*	178	220	224	205	117	116	149	120	126	125	102	141	131	153	145
TOTAL	967	984	987	1,058	959	965	1,016	964	1,029	941	940	1,016	934	935	934

*OVS = Responses Outside the Verdugo System



Out of Jurisdiction Responses

The San Marino Fire Department was dispatched to incidents outside their jurisdiction 597 times in FY2010-11:

Alhambra	28	San Gabriel	131
Arcadia	15	Sierra Madre	1
LA County	145	South Pasadena	126
Monrovia	4	Other Cities	1
Pasadena	147	TOTAL	597

Other fire agencies were dispatched to incidents in San Marino 174 times during the year:

Alhambra	34
Arcadia	1
LA County	20
Monterey Park	1
Pasadena	37
San Gabriel	36
South Pasadena	45
TOTAL	174

Responses Per Unit

The San Marino Fire Department was dispatched to 789 incidents within its city borders and an additional 597 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 91	913
Ambulance 91	1,044





Sierra Madre Fire Department



There were 872 incidents in Sierra Madre during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 86 type codes listed below, the three most frequent incident types were Fall - Minor (11.3% of Medical incidents), Miscellaneous Medical (6.7% of Medical incidents), and Shortness of Breath (6.6% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	1	0.9%
APPLIANCE FIRE - MINOR	1	0.9%
CARBON MONOXIDE ALARM	2	1.9%
ELECTRICAL FIRE	3	2.8%
EXPLOSIVES/BOMB THREATS/CARE	1	0.9%
FIRE ALARM	43	39.8%
FIRE ALARM RESET	1	0.9%
FIRE NOW OUT	1	0.9%
GARAGE FIRE	2	1.9%
HOUSE FIRE	6	5.6%
ILLEGAL BURNING	2	1.9%
MISC OUTSIDE FIRE	4	3.7%
SMOKE IN A STRUCTURE	6	5.6%
SMOKE IN THE AREA	18	16.7%
STRUCTURE FIRE	4	3.7%
TRANSFORMER/STREET LIGHT FIRE	4	3.7%
UNKNOWN TYPE FIRE	1	0.9%
VEGETATION FIRE	4	3.7%
VEHICLE FIRE	4	3.7%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
BURN INJURY	2	0.3%
CHEST PAINS - HEART ATTACK	42	6.3%
CVA-NEUROLOGIC	20	3.0%
DIABETIC PROBLEM	5	0.7%
EMS CALL -- NO DETAILS	5	0.7%
EXPOSURE	1	0.1%
FALL MAJOR	29	4.3%
FALL MINOR	76	11.3%
G.I. BLEED	4	0.6%
HEART PROBLEM	28	4.2%
INGESTION-POISONING-INHALATION	10	1.5%
MEDICAL ALARM	21	3.1%
MINOR TRAUMA	33	4.9%
MISC MEDICAL	45	6.7%
MOUNTAIN RESCUE	1	0.1%
NOSE BLEED NON-TRAUMATIC	1	0.1%
OBSTETRICS/GYNECOLOGICAL	6	0.9%
OVERDOSE	7	1.0%
PEDIATRICS 0-36 MONTHS	3	0.4%
PERSON CHOKING	2	0.3%
PERSON DIZZY	13	1.9%
PERSON DOWN	12	1.8%
PERSON IN SEIZURE	14	2.1%
PERSON NOT BREATHING	14	2.1%
PERSON SICK	16	2.4%
PERSON SICK	1	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	30	4.5%
PSYCHIATRIC	24	3.6%
RESCUE	1	0.1%
SEVERE TRAUMA	2	0.3%
SHORTNESS OF BREATH	44	6.6%
SYNCOPE/FAINTED NOW CONS	12	1.8%
TRAFFIC COLLISION	23	3.4%
TRAFFIC COLLISION W/PEDESTRIAN	4	0.6%
TRAFFIC COLLISION-RESCUE	3	0.4%
UNKNOWN MEDICAL	8	1.2%
VEHICLE INTO A STRUCTURE	1	0.1%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	1	1.1%
ARCING WIRES	6	6.5%
BROKEN GAS MAIN	1	1.1%
BROKEN WATER MAIN	3	3.2%
CHEMICAL OUTSIDE	1	1.1%
DAMAGE INVESTIGATION	1	1.1%
FLOWING/GUSHING/SHEARED HYDRANT	4	4.3%
INVESTIGATE A HAZARDOUS COND	14	15.1%
INVESTIGATE A MUDSLIDE	1	1.1%
MALFUNCTION	7	7.5%
MINOR FLOODING	8	8.6%
MISC. ODOR INVESTIGATION	3	3.2%
ODOR OF NATURAL GAS INSIDE	4	4.3%
ODOR OF NATURAL GAS OUTSIDE	2	2.2%
ONE STORY ROOF CHECK	2	2.2%
PD ASSIST/STAND-BY	3	3.2%
PERSON LOCKED IN - LOCKED OUT	1	1.1%
PUBLIC ASSIST	10	10.8%
ROOF CHECK 2 STORIES & ABOVE	1	1.1%
WIRES DOWN	20	21.5%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	5	0.7%
ABDOMINAL PAIN - BLS	10	1.5%
ALLERGIC REACTION	6	0.9%
ALTERED LEVEL OF CONSCIOUSNESS	23	3.4%
ANIMAL/STINGS - ALS	2	0.3%
ANIMAL/STINGS - BLS	4	0.6%
ASSAULT VICTIM	13	1.9%
ASSIST THE INVALID	27	4.0%
BACK PAIN	7	1.0%
BLOOD PRESSURE PROBLEM	11	1.6%



Sierra Madre Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	7	14	11	8	10	17	5	7	9	5	5	10	108	11.9%
MEDICAL	59	57	65	57	49	50	65	47	52	53	57	60	671	74.0%
SERVICE	3	9	16	12	6	15	6	2	9	5	6	4	93	10.3%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	1	5	6	2	0	1	1	1	5	5	4	4	35	3.9%
TOTAL	70	85	98	79	65	83	77	57	75	68	72	78	907	

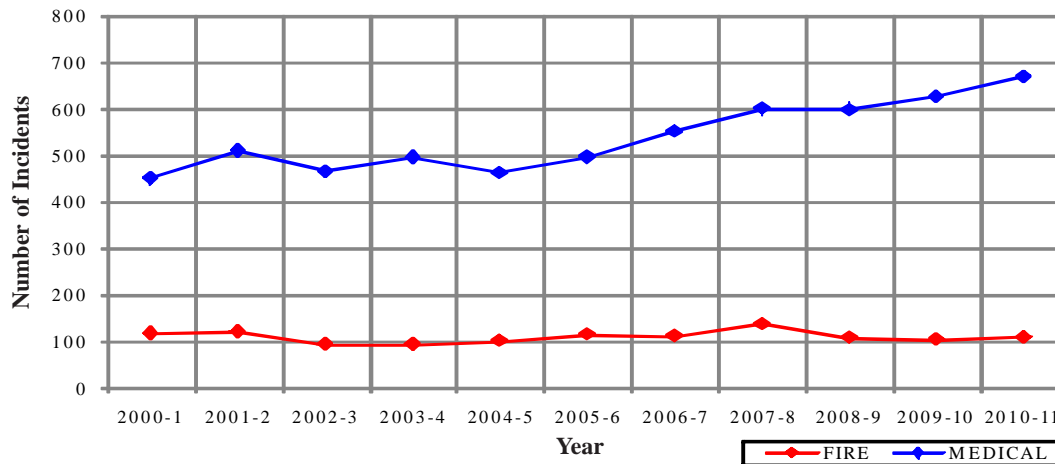
*OVS = Responses Outside the Verdugo System

Sierra Madre Incidents: 11 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11
FIRE	116	120	92	91	100	114	110	137	106	103	108
MEDICAL	452	512	467	497	464	498	553	602	600	628	671
SERVICE	107	97	136	70	81	114	95	89	84	95	93
OTHER	2	3	4	6	3	2	2	1	0	0	0
OVS*	3	14	12	7	3	6	13	20	7	16	35
TOTAL	680	746	711	671	651	734	773	849	797	842	907

*OVS = Responses Outside the Verdugo System

Sierra Madre Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Sierra Madre Fire Department was dispatched to incidents outside their jurisdiction 36 times in FY 2010-11:

LA County	34
Pasadena	1
Other Cities	1
TOTAL	36

Other agencies were dispatched to incidents in Sierra Madre 51 times during the year.

Arcadia	11
Monrovia	16
LA County	2
Pasadena	6
San Marino	1
Other*	15
TOTAL	51

*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 872 incidents within its city borders and an additional 36 incidents in other jurisdictions. A typical response is one or two units.

<u>Unit ID</u>	<u>Responses</u>
Engine 41	307
Ambulance 41	863
BLS 41	29





South Pasadena Fire Department



There were 1,508 incidents in South Pasadena during fiscal year 2010-11. 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 FY2010-11, along with the percent of incidents in that category for the year. Of the 104 type codes listed below, the three most frequent incident types were Fire Alarm (57.9% of Fire incidents), Fall - Minor (9.4% of Medical incidents), and Shortness of Breath (7.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	8	3.4%
APPLIANCE FIRE - MAJOR	4	1.7%
BRUSH FIRE	2	0.9%
CARBON MONOXIDE ALARM	2	0.9%
ELECTRICAL FIRE	2	0.9%
ELECTRICAL VAULT FIRE	1	0.4%
EXPLOSIVES/BOMB THREATS/CARE	1	0.4%
FIRE ALARM	136	57.9%
FIRE NOW OUT	4	1.7%
HOUSE FIRE	9	3.8%
ILLEGAL BURNING	3	1.3%
MISC OUTSIDE FIRE	5	2.1%
MISC OUTSIDE FIRE ON THE FWY	1	0.4%
REFUSE FIRE	3	1.3%
SMOKE IN A STRUCTURE	11	4.7%
SMOKE IN THE AREA	19	8.1%
STRUCTURE FIRE	3	1.3%
TRANSFORMER/STREET LIGHT FIRE	5	2.1%
VEGETATION FIRE	6	2.6%
VEGETATION FIRE ON THE FWY	1	0.4%
VEHICLE FIRE	6	2.6%
VEHICLE FIRE ON THE FREEWAY	3	1.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMER MEDICAL SVC ON THE FWY	1	0.1%
EMS CALL -- NO DETAILS	10	0.9%
EXPOSURE	5	0.4%
FALL MAJOR	28	2.5%
FALL MINOR	106	9.4%
G.I. BLEED	10	0.9%
HEAD PAIN	6	0.5%
HEART PROBLEM	14	1.2%
INGESTION-POISONING-INHALATION	20	1.8%
INVESTIGATE THE WELFARE	1	0.1%
MEDICAL ALARM	17	1.5%
MINOR TRAUMA	39	3.5%
MISC MEDICAL	63	5.6%
NON-INJURY TRAFFIC COLLISION	1	0.1%
NOSE BLEED NON-TRAUMATIC	2	0.2%
OBSTETRICS/GYNECOLOGICAL	2	0.2%
OVERDOSE	20	1.8%
PEDIATRICS 0-36 MONTHS	11	1.0%
PERSON CHOKING	4	0.4%
PERSON DIZZY	19	1.7%
PERSON DOWN	26	2.3%
PERSON HANGING	1	0.1%
PERSON IN SEIZURE	48	4.2%
PERSON NOT BREATHING	15	1.3%
PERSON SICK	24	2.1%
PERSON SICK	2	0.2%
PERSON STABBED	3	0.3%
PERSON UNCONSCIOUS-UNRESPONSIVE	58	5.1%
PSYCHIATRIC	25	2.2%
RESCUE	1	0.1%
RESCUE ON THE FWY	10	0.9%
SHORTNESS OF BREATH	83	7.3%
SYNCOPE/FAINTED NOW CONS	20	1.8%
TRAFFIC COLLISION	70	6.2%
TRAFFIC COLLISION ON THE FWY	16	1.4%
TRAFFIC COLLISION W/BICYCLE	13	1.2%
TRAFFIC COLLISION W/MOTORCYCLE	3	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	17	1.5%
TRAFFIC COLLISION-RESCUE	7	0.6%
UNKNOWN MEDICAL	11	1.0%
VEHICLE INTO A STRUCTURE	2	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ARCING WIRES	4	2.8%
BEE INVESTIGATION	2	1.4%
BIOHAZARD INVESTIGATION	5	3.5%
BROKEN GAS MAIN	1	0.7%
BROKEN WATER MAIN	3	2.1%
CHEMICAL OUTSIDE	4	2.8%
DAMAGE INVESTIGATION	6	4.2%
ELEVATOR RESCUE	5	3.5%
FLOWING/GUSHING/SHEARED HYDRANT	2	1.4%
FUEL SPILL	8	5.6%
HAZARDOUS MATERIALS RESPONSE	1	0.7%
INVESTIGATE A HAZARDOUS COND	19	13.2%
INVESTIGATE A MUDSLIDE	1	0.7%
MAJOR FLOODED CONDITION	2	1.4%
MALFUNCTION	3	2.1%
MINOR FLOODING	8	5.6%
MISC RESPONSE FOR 1 ENGINE	2	1.4%
MISC. ODOR INVESTIGATION	6	4.2%
ODOR OF NATURAL GAS INSIDE	5	3.5%
ODOR OF NATURAL GAS OUTSIDE	8	5.6%
PD ASSIST/STAND-BY	5	3.5%
PERSON LOCKED IN - LOCKED OUT	22	15.3%
PUBLIC ASSIST	6	4.2%
ROOF CHECK 2 STORIES & ABOVE	1	0.7%
WIRES DOWN	15	10.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	8	0.7%
ABDOMINAL PAIN - BLS	17	1.5%
ALLERGIC REACTION	5	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	40	3.5%
ANIMAL/STINGS - ALS	3	0.3%
ANIMAL/STINGS - BLS	4	0.4%
ASSAULT VICTIM	18	1.6%
ASSIST THE INVALID	36	3.2%
BACK PAIN	14	1.2%
BLOOD PRESSURE PROBLEM	12	1.1%
BURN INJURY	1	0.1%
CHEST PAINS - HEART ATTACK	74	6.5%
CVA-NEUROLOGIC	38	3.4%
DIABETIC PROBLEM	25	2.2%
DROWNING/DIVING INCIDENT	1	0.1%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	1



South Pasadena Incidents by Month and Category

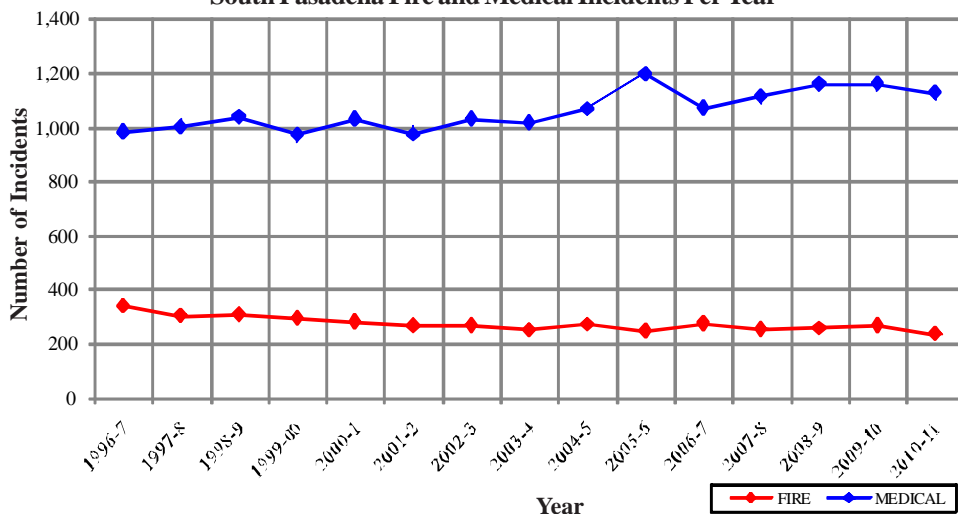
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	23	22	23	21	22	23	24	14	11	12	19	21	235	15.5%
MEDICAL	100	108	104	100	82	105	95	75	83	93	96	87	1,128	74.4%
SERVICE	11	11	15	7	8	24	13	12	12	10	8	13	144	9.5%
OTHER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.1%
OVS*	0	1	1	0	0	2	0	2	0	1	1	0	8	0.5%
TOTAL	134	142	143	128	112	154	133	103	106	116	124	121	1,516	

South Pasadena Incidents: 15 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	2010-11
FIRE	339	303	308	294	281	266	268	251	271	247	275	253	257	267	235
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	1,128
SERVICE	233	166	149	149	173	191	204	172	231	144	168	137	101	159	144
OTHER	2	3	1	3	2	3	7	10	11	2	1	1	0	1	1
OVS*	23	33	38	41	52	48	71	51	43	32	8	20	9	11	8
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	1,516

*OVS = Responses Outside of the Verdugo System

South Pasadena Fire and Medical Incidents Per Year



Responses Per Unit

The South Pasadena Fire Department was dispatched to 1,508 incidents within its city borders and an additional 244 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 81	114
Engine 81	1,561
Ambulance 81	1,135

Out of Jurisdiction Responses

The South Pasadena Fire Department was dispatched to incidents outside their jurisdiction 244 times in FY 2010-11:

Alhambra	35	Pasadena	145
Arcadia	2	San Gabriel	2
Burbank	1	San Marino	45
LA City	8	TOTAL	244
Monterey Park	6		

Other fire agencies were dispatched to incidents in South Pasadena 396 times during the year:

Alhambra	152	Pasadena	84
Burbank	1	San Gabriel	1
Glendale	3	San Marino	126
LA City	13	Other	1
LA County	1	TOTAL	396
Monterey Park	14		

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	PEDI	Pediatrics 0-36 Months	Medical
ABD2	Abdominal Pain - BLS	Medical	DOWN	Person Down	Medical	PERSON	Person on Fire	Fire
ADV	Non-Dispatched Advised Call	Other	DROWN	Drowning/Diving Incident	Medical	PLANE	Plane Accident, Down or Fire	Fire
ALARM	Fire Alarm	Fire	ELECF	Electrical Fire	Fire	POLE	Transformer/Street Light Fire	Fire
ALARMF	Fire Alarm - Full Assignment	Fire	ELEV	Elevator Rescue	Service	PSYCH	Psychiatric	Medical
ALERGY	Allergic Reaction	Medical	EMS	EMS Call - No Details	Medical	PUBLIC	Public Assist	Service
ALERT1	Airport Alert 1 - Stand By	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	RA	Misc Response for 1 RA	Medical
ALERT2	Emergency Landing at Airport	Fire	ENG	Misc Response for 1 Engine	Service	RAIL	Train Fire	Fire
ALERT3	Plane Accident, Down or Fire	Fire	ENGR	Misc Response Engine & RA	Medical	REFRIG	Abandoned Refrigerator	Service
ALOC	Altered Level of Consciousness	Medical	ENGTRK	Misc Response Engine & Truck	Service	REFUSE	Refuse Fire	Fire
ANIMAL	Animal Rescue/Assist	Service	EQUAKE	Earthquake Emergency Mode	Fire	RESCUE	Rescue	Medical
APPL1	Appliance Fire - Major	Fire	EVENT	Special Event	Other	RESET	Fire Alarm Reset	Fire
APPL2	Appliance Fire - Minor	Fire	EXPLO	Explosion Seen or Heard	Medical	RESFWY	TC-Rescue on the Freeway	Medical
APT	Apartment House Fire	Fire	EXPOS	Exposure - Heat or Cold	Medical	ROOF1	One Story Roof Check	Service
ARC	Arcing Wires	Service	EYE	Eye Injury	Medical	ROOF2	Roof Check 2 Stories & Above	Service
ARSON	Arson Investigation	Fire	FALL1	Fall - Major	Medical	SEIZ	Person in Seizure	Medical
ASLT	Assault Victim	Medical	FALL2	Fall - Minor	Medical	SHOCK	Electrical Shock Injury	Medical
BACK	Back Pain	Medical	FIRETR	Fire Training	Other	SICK	Person Sick	Medical
BEEES	Bee Investigation	Service	FLOOD	Major Flooded Condition	Service	SICK2	Person Sick	Medical
BIO	Biohazard Investigation	Service	FLOW	Sprinkler System Activated	Fire	SMOKEI	Smoke in a Structure	Fire
BITE1	Animal/Human/Stings - ALS	Medical	FNO	Fire Now Out	Fire	SMOKEO	Smoke in the Area	Fire
BITE2	Animal/Human/Stings - BLS	Medical	FUEL	Fuel Spill	Service	STAB	Person Stabbed	Medical
BOMB	Explosives/BombThreat/Scare	Fire	FULL	Misc Response Full Assignment	Service	STEMI	STEMI Hospital Transfer	Medical
BP	Blood Pressure Problem	Medical	FULLRA	Misc Full Assignment & RA	Medical	STR	Structure Fire	Fire
BREATH	Shortness of Breath	Medical	FWORKS	Fireworks Violation	Other	STROKE	CVA-Neurologic	Medical
BRUSH	Brush Fire	Fire	GARAGE	Garage Fire	Fire	SWR	Swift Water Rescue	Medical
BST1	Brush Strike team-XLC-1201A	Fire	GASI	Odor of Natural Gas Inside	Service	SYNCO	Syncope/Fainted Now Conscious	Medical
BST10	Brush Strike Team-Misc Equip	Fire	GASO	Odor of Natural Gas Outside	Service	TC	Traffic Collision	Medical
BST11	Brush Strike Team-XLC-1211A	Fire	GIB	G.I. Bleed	Medical	TCBIKE	Traffic Collision w/ Bicycle	Medical
BST12	Brush Strike Team-XLC-1212A	Fire	GMAIN	Broken Gas Main	Service	TCFUEL	Injury TC with Fuel Spill	Medical
BST13	Brush Strike Team-XLC-1213A	Fire	GSW	Gunshot Wound	Medical	TCFWY	Traffic Collision on the Fwy	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	HANG	Person Hanging	Medical	TCMC	Traffic Collision w/ Motorcycle	Medical
BST15	Brush Strike Team-XLC-1215A	Fire	HAZARD	Investigate a Hazardous Condition	Service	TCNON	Non-Injury Traffic Collision	Medical
BST16	Brush Strike Team-XLC-1216A	Fire	HAZMAT	Hazardous Materials Response	Service	TCPED	Traffic Collision w/ Pedestrian	Medical
BST17	Brush Strike Team-XLC-1217A	Fire	HEADPN	Head Pain	Medical	TCRAIL	Traffic Collision w/ Train	Medical
BST18	Brush Strike Team-XLC-1218A	Fire	HEART	Heart Problem	Medical	TCRES	Traffic Collision - Rescue	Medical
BST19	Brush Strike Team-XLC-1219A	Fire	HOUSE	House Fire	Fire	TCSTR	Vehicle Into a Structure	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	HYD	Flowing/Gushing/Sheared Hydrant	Service	TEST	Fire Alarm Testing	Other
BST20	Brush Strike Team-XLC-1220A	Fire	IA	Initial Action Response	Fire	THREAT	Bio-Chemical Threat	Service
BST3	Brush Strike Team-XLC-1203A	Fire	ILLEG	Illegal Burning	Fire	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BST4	Brush Strike Team-XLC-1204A	Fire	INVL	Assist the Invalid	Medical	TR1	Severe Trauma	Medical
BST5	Brush Strike Team-XLC-1205A	Fire	JUMPER	Person Threatening to Jump	Medical	TR2	Minor Trauma	Medical
BST6	Brush Strike Team-XLC-1206A	Fire	LAW	PD Assist/Stand-By	Service	TRENCH	Trench Rescue	Medical
BST7	Brush Strike Team-XLC-1207A	Fire	LOCK	Person Locked In/Locked Out	Service	TRK	Misc Response for a Truck	Service
BST8	Brush Strike Team-XLC-1208A	Fire	MALF	Malfunction	Service	UNCON	Person Unconscious/Unresponsiv	Medical
BST9	Brush Strike Team-XLC-1209A	Fire	MED	Misc Medical	Medical	UNKF	Unknown Type Fire	Fire
BSTMIX	Brush Strike Team - Mixed Area	Fire	MEDALR	Medical Alarm	Medical	UNKMED	Unknown Medical	Medical
BSTOES	OES Engine Strike Team	Fire	MOSCAD	MOSCAD Alert Notification	Other	USAR	Collapse/Extrication/Rescue	Medical
BUILD	Building Collapse Rescue	Medical	MTNRES	Mountain Rescue	Medical	VAULT	Electrical Vault Fire	Fire
BURN	Burn Injury	Medical	MUD	Investigate a Mudslide	Service	VEG	Vegetation Fire	Fire
CADTST	CAD Station Alerting Testing	Other	MUTUAL	Mutual Aid Request	Fire	VEGFY	Vegetation Fire on the Freeway	Fire
CARBON	Carbon Monoxide Alarm	Fire	NOSE	Nosebleed Non-Traumatic	Medical	VEH	Vehicle Fire	Fire
CHEMO	Chemical Outside	Service	NOTBR	Person Not Breathing	Medical	VEHFWY	Vehicle Fire on the Freeway	Fire
CHEST	Chest Pains - Heart Attack	Medical	OBYGN	Obstetrics/Gynecological	Medical	VEHSTR	Vehicle Fire in a Structure	Fire
CHOKE	Person Choking	Medical	OD	Overdose	Medical	WATER	Minor Flooding	Service
CHP	Transfer to CHP	Other	ODOR	Misc Odor Investigation	Service	WELFAR	Investigate the Welfare	Medical
CONFIN	Confined Space Rescue	Medical	OUT	Misc Outside Fire	Fire	WIRES	Wires Down	Service
CROWD	Investigate Overcrowding	Service	OUTAGE	Power Outage	Other	WMAIN	Broken Water Main	Service
DAMAGE	Damage Investigation	Service	OUTFWY	Misc Outside Fire on the Fwy	Fire	WMD	Weapons Mass Destr. Event	Medical
DERAIL	Train Derailment	Fire	OVERHD	Overhead Mutual Aid Request	Fire	WT	Water Tender Request	Fire
						WT OES	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	TCMC	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
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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
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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
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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
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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	ENGTRK	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	OBGYN	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	PEDI	Pediatric 0-36 Months	Medical	LAW	PD Assist/Stand-By	Service
PLANE	Plane Accident, Down or Fire	Fire	PSYCH	Psychiatric	Medical	LOCK	Person Locked In/Locked Out	Service
POLE	Transformer/Street Light Fire	Fire	RA	Misc Response for 1 RA	Medical	MALF	Malfunction	Service
RAIL	Train Fire	Fire	RESCUE	Rescue	Medical	MUD	Investigate a Mudslide	Service
REFUSE	Refuse Fire	Fire	RESFWY	TC-Rescue on the Freeway	Medical	ODOR	Misc Odor Investigation	Service
RESET	Fire Alarm Reset	Fire	SEIZ	Person in Seizure	Medical	PUBLIC	Public Assist	Service
SMOKEI	Smoke in a Structure	Fire	SHOCK	Electrical Shock Injury	Medical	REFRIG	Abandoned Refrigerator	Service
SMOKEO	Smoke in the Area	Fire	SICK	Person Sick	Medical	ROOF1	One Story Roof Check	Service
STR	Structure Fire	Fire	SICK2	Person Sick	Medical	ROOF2	Roof Check 2 Stories & Above	Service
UNKF	Unknown Type Fire	Fire	STAB	Person Stabbed	Medical	THREAT	Bio-Chemical Threat	Service
VAULT	Electrical Vault Fire	Fire	STEMI	STEMI Hospital Transfer	Medical	TRK	Misc Response for a Truck	Service
VEG	Vegetation Fire	Fire	STROKE	CVA-Neurologic	Medical	WATER	Minor Flooding	Service
VEGFWY	Vegetation Fire on the Freeway	Fire	SWR	Swift Water Rescue	Medical	WIRES	Wires Down	Service
VEH	Vehicle Fire	Fire	SYNCO	Syncope/Fainted Now Consciou	Medical	WMAIN	Broken Water Main	Service
			TC	Traffic Collision	Medical			

