



Verdugo Fire Communications Center

Fiscal Year 2011-12

Annual Report

VERDUGO FIRE COMMUNICATIONS CENTER



Ross Benson, FirePictures.com

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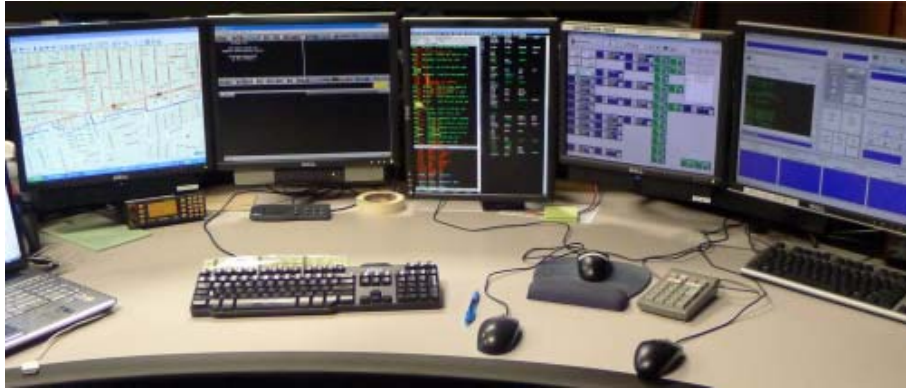
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The Verdugo System expanded to a total of 13 agencies in September 2011 with the addition of the Burbank-Glendale-Pasadena Airport Authority Fire Department. Specialized emergency response units and personnel from Airport Fire are now available to assist with major incidents and have already responded on a gas truck explosion on the 134 Freeway and a small plane crash that occurred in a residential section of Glendale.

A major wind event began the evening of Nov. 30 and lasted several days, with dramatic impacts on the dispatch center and on the fire departments of the Verdugo System. An all-hands effort was required to mitigate the many emergencies, but our joint history of drills, training and cooperation proved effective and there were no serious disasters.

Technology was a primary focus this year, with a number of systems being replaced or upgraded thanks to grant funds and Verdugo's 12-year technology plan. Grant funds provided a new station alerting system for eight Verdugo cities, with ancillary benefits for all System participants. A new card access and video surveillance security system was purchased with grant funds, as was equipment for the new alternative communications center site in Burbank. With budgeted capital outlay funds, seven year old CAD servers were replaced by dual HP servers at Verdugo and a third server was installed in Burbank to provide CAD functionality at the alternate site. Network security was improved with installation of a Verdugo firewall. And last but not least, the Dynamic Vehicle Recommendation (DVR) system designed by Verdugo staff and programmed by Northrop Grumman went live in January 2012 to improve CAD recommendations based on actual unit locations.

The skills required to be a competent public safety operator and to consistently perform well under pressure of call load and long hours cannot be underestimated. In an environment where the public's safety is at stake and the pressure can build to phenomenal levels in seconds, these professionals are to be commended for their expertise and teamwork. We deeply appreciate the dedication and professionalism of the Verdugo dispatchers and those who supervise and support them.

Sincerely,

Ray Krakowski, Fire Chief
Burbank Fire Department

Harold Scoggins, Fire Chief
Glendale Fire Department

Calvin Wells, 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. In September 2011, the Burbank-Glendale-Pasadena Airport Authority became the 13th agency to contract for Verdugo's dispatch services, bringing the total to 44 fire stations in the Verdugo System.



City	Population*	Assessed Property Value**	Area	Joined
Alhambra	83,661	\$6,715,753,248	7.62	4-13-06
Arcadia	56,546	\$10,336,035,029	12	10-21-99
Burbank	104,427	\$16,026,608,884	17.15	5-20-81
Glendale	192,654	\$22,414,830,655	30.59	8-1-79
Monrovia	36,727	\$3,935,840,616	13.73	7-1-99
Montebello	62,857	\$4,415,032,988	8.3	2-26-09
Monterey Park	61,153	\$5,361,491,456	7.7	2-1-05
Pasadena	139,222	\$20,831,556,753	23	9-4-79
San Gabriel	39,926	\$3,734,277,356	4.1	4-7-00
San Marino	13,195	\$4,385,479,496	3.75	4-17-96
Sierra Madre	10,963	\$1,613,246,219	3	10-21-99
South Pasaden	25,725	\$3,324,324,827	3.44	4-17-96
Totals	827,056	\$103,094,477,527	134.38	

* State of California, Department of Finance, E-1 Population Estimates for Cities, Counties, and the State with Annual Percent Change — January 1, 2011 and 2012. Sacramento, California, May 2012.

**County of Los Angeles Taxpayers' Guide, 2011-2012, Secured Property – Taxable Net, pp.138-160.

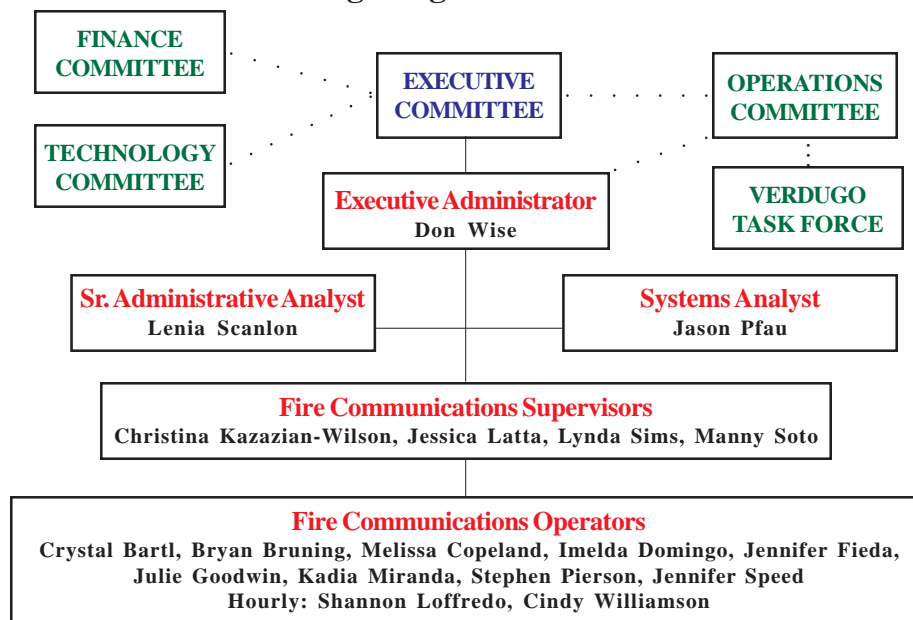
Benefits of Regional Dispatch

Since its first year of operation, Verdugo has dispatched over 1,328,000 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 13 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 fire-ground, 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 2 hourly Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 162 years' experience at the Verdugo dispatch center and 232 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 and an airport fire department 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; 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 employed for 760 calls between July 1, 2011 and June 30, 2012, representing just over 1% of all incidents. Nineteen different languages were requested by Verdugo System callers:

Language	Minutes	Calls	Av. Duration (min.)	% of Translated Calls
Albanian	3	1	3.0	0.1%
Amharic	5	1	5.0	0.1%
Arabic	18	6	3.0	0.8%
Armenian	643	177	3.6	23.3%
Burmese	3	1	3.0	0.1%
Cambodian	6	2	3.0	0.3%
Cantonese	236	61	3.9	8.0%
Farsi	5	2	2.5	0.3%
French	6	1	6.0	0.1%
Japanese	15	3	5.0	0.4%
Korean	38	9	4.2	1.2%
Mandarin	530	122	4.3	16.1%
Punjabi	4	1	4.0	0.1%
Romanian	2	1	2.0	0.1%
Russian	27	7	3.9	0.9%
Spanish	1,218	347	3.5	45.7%
Tagalog	10	2	5.0	0.3%
Thai	4	1	4.0	0.1%
Vietnamese	72	15	4.8	2.0%
Totals:	2,845	760	3.7	100.0%

Fire Department Resources

As of June 30, 2012 there were a total of 44 fire stations, 46 engine companies, 13 truck companies, 25 ambulances, 1 paramedic squad, 4 air utilities, 2 brush engines, 13 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>BUR</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	1	9	3	2	3	8	2	1	1	1	44
Engine Companies	4	3	6	3	9	3	2	3	8	2	1	1	1	46
Truck Companies	1	1	2	0	3	1	1	2	2	0	0	0	0	13
Ambulances	2	2	3	0	6	2	PM Squad	0	6	1	1	1	1	25+Squad
Additional Units:														
Air Utility	0	1	0	0	1	0	0	1	0	0	0	0	1	4
Brush Engine	0	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	1	13
Hazmat	0	0	1	0	1	0	0	0	0	0	0	0	0	2
USAR	1	0.5	0	0	1	0.5	0.5	1	1	0.5	0	0	0	6
Water Tender	0	0	1	0	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 2011-12 Verdugo Fire Communications Financial Overview*

Financially, Verdugo is operated as an Enterprise Fund by the City of Glendale. The ten 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 FY2011-12 included CAD servers for Verdugo and its alternate site in Burbank, a SQL Server software upgrade, dynamic vehicle recommendation (DVR) programming, the first phase of a new firewall for Verdugo's network, and furnishings for the alternate communications site.

Based on the preliminary year-end figures below, revenues exceeded expenditures by \$169,612 during the fiscal year. Surplus funds are earmarked for future capital purchases, as stipulated in the 12-year technology plan.

	<u>Tri-Cities</u>	<u>Contract Cities</u>	<u>Total</u>
Revenue			
Charges for Service	\$1,569,436	\$1,654,029	\$3,223,465
Capital Contribution	\$622,080		\$622,080
Subtotal			\$3,845,545
Interest & Misc. Revenue			\$41,648
TOTAL			\$3,887,193
Expenditures			
Salaries & Benefits			\$2,144,171
Maint. & Operations			\$1,029,057
Capital Outlay			\$544,353
TOTAL			\$3,717,581
Revenue minus expenditures			\$169,612
The Tri-Cities are Burbank, Glendale and Pasadena. Contract agencies include Alhambra, Arcadia, Monrovia, Montebello, Monterey Park, San Gabriel, San Marino, Sierra Madre, and South Pasadena Fire Departments, along with the Burbank-Glendale-Pasadena Airport Authority Fire Department.			

*Editor's Note: This table was updated in August 2013 when it was discovered that FY12/13 revenue estimates had been used in error when this report was first printed.

FY 2011-12 Accomplishments

- A total of 157,019 phone calls were processed by Verdugo dispatchers, including 70,170 incidents that were dispatched to jurisdictions within the Verdugo System and mutual aid responses outside Verdugo boundaries. This represents a 2.7% increase in phone volume and 3.5% increase in incidents over the previous year, and can likely be attributed to the wind event in early December. About 33% of phone calls are on 911 lines. The rest were on other emergency or administrative lines. Ring-time statistics consistently indicate that 99% of all incoming calls are answered in 10 seconds or less.
- The Burbank-Glendale-Pasadena Airport Authority Fire Department was added as a contract dispatch agency on September 2, 2011.
- The seven year old HP Alpha computer-aided dispatch (CAD) servers were replaced with new dual servers equipped with advanced processing capability to accommodate anticipated technological demands for years to come.
- In collaboration with City of Glendale ISD and an outside vendor, a proprietary firewall was installed and configured to improve Verdugo's network security.
- A grant-funded upgrade of the fire station alerting system in eight of the Verdugo cities begun the previous year was completed. The new option of receiving a "pre-alert" when a call is coming in for one of their units is available to the other five Verdugo agencies as well, thanks to programming performed on the CAD system during this project.
- Physical security of the dispatch center was significantly improved through another grant which supplied funds to replace the 17 year old security system at Station 21 with a fully integrated card access and video system.
- In January 2012, new programming was installed on the CAD system which uses the current GPS locations of fire apparatus to identify the closest appropriate unit(s) to send for an emergency response. Verdugo staff designed the system and called it Dynamic Vehicle Recommendation (DVR).
- Verdugo assisted with coordination of grant-funded firmware upgrades and narrow-band programming of all mobile and portable radios in the Verdugo System.
- Furniture and equipment were installed at Verdugo's alternate communications center site at the Burbank Fire and Police headquarters building and a backup CAD server and network appliance were installed at City of Burbank's Data Center in preparation for moving dis-

patch operations should there ever be a need. Residual UASI FY08 grant funds helped with equipment procurement for this site.

- The vacant fifth Fire Communications Shift Supervisor position was reclassified to Fire Communications Supervisor and a recruitment bulletin was opened. Verdugo's Sr. IT Applications Specialist was promoted to Systems Analyst. Both new positions are mid-management level.

FY 2012-13 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 NFPA 1221 and 1710 performance benchmarks and ISO standards, and apply forthcoming benefits/changes.
- Finish equipping the alternate communications center by acquiring phone and radio 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.
- Complete the final phase of Verdugo's network security/firewall upgrade and engage an internet service provider with sufficient bandwidth for anticipated future and backup needs.
- Replace the existing radio console system with state of the art consoles that are Project 25 compliant and integrate to the ASTRO 25 Release 7.9 core of the ICIS trunked radio system.
- Extend the XLC Access simulcast repeater system for greater coverage west and south.
- Complete the remaining sections of the Verdugo policy and procedures manual and publish it on the Unified Response web site.
- Replace eight year old telephone premise equipment by implementing a Next-Generation 9-1-1 system as part of a multi-agency, state-funded pilot project in the Los Angeles area.
- Fill the Fire Communications Supervisor position and three vacant Fire Communications Operator positions. Establish a mini-academy to train the new dispatchers.
- Complete Area C Operations Plan, which supports the Statewide CALEMA mission plan.
- Complete project for interagency exchange of data between CAD systems with Los Angeles County Fire and Verdugo.



Verdugo System

There were 70,170 incidents dispatched by Verdugo Fire Communications in fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 149 Type Codes listed below, the three most frequent incident types were Fire Alarm (61.7% of Fire incidents), Fall - Minor (10.5% of Medical incidents), and Shortness of Breath (9.8% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	186	2.0%
APPLIANCE FIRE - MAJOR	128	1.3%
APPLIANCE FIRE - MINOR	8	0.1%
ARSON INVESTIGATION	2	<0.1%
BRUSH FIRE	32	0.3%
BRUSH FIRE	1	<0.1%
BRUSH STRIKE TEAM XLC-1201A	1	<0.1%
BRUSH STRIKE TEAM XLC-1204A	1	<0.1%
BRUSH STRIKE TEAM XLE-1280A	1	<0.1%
CARBON MONOXIDE ALARM	142	1.5%
ELECTRICAL FIRE	150	1.6%
ELECTRICAL VAULT FIRE	11	0.1%
EMERGENCY LANDING AT AIRPORT	18	0.2%
EXPLOSION	3	<0.1%
EXPLOSIVES/BOMB THREATS/CARE	19	0.2%
FIRE ALARM	5,864	61.7%
FIRE ALARM RESET	81	0.9%
FIRE NOW OUT	117	1.2%
GARAGE FIRE	34	0.4%
HOUSE FIRE	294	3.1%
ILLEGAL BURNING	133	1.4%
MISC OUTSIDE FIRE	174	1.8%
MISC OUTSIDE FIRE ON THE FWY	17	0.2%
MUTUAL AID RESPONSE	6	0.1%
OVERHEAD MUTUAL AID REQUEST	13	0.1%
PERSON ON FIRE	2	<0.1%
PLANE ACCIDENT, DOWN OR FIRE	2	<0.1%
PLANE ACCIDENT, DOWN OR FIRE	1	<0.1%
REFUSE FIRE	184	1.9%
SMOKE IN A STRUCTURE	200	2.1%
SMOKE IN THE AREA	308	3.2%
SPRINKLER SYSTEM ACTIVATED	14	0.1%
STRUCTURE FIRE	368	3.9%
TRANSFORMER/STREET LIGHT FIRE	144	1.5%
UNKNOWN TYPE FIRE	55	0.6%
VEGETATION FIRE	212	2.2%
VEGETATION FIRE ON THE FWY	61	0.6%
VEHICLE FIRE	304	3.2%
VEHICLE FIRE IN A STRUCTURE	19	0.2%
VEHICLE FIRE ON THE FREEWAY	198	2.1%
WATER TENDER REQUEST	1	<0.1%
WATER TENDER REQUEST	1	<0.1%

MEDICAL

ABDOMINAL PAIN - ALS	126	0.2%
ABDOMINAL PAIN - BLS	1,436	2.6%
ALLERGIC REACTION	309	0.6%
ALTERED LEVEL OF CONSCIOUSNESS	1,730	3.1%
ANIMAL/STINGS - ALS	30	0.1%
ANIMAL/STINGS - BLS	113	0.2%
ASSAULT VICTIM	1,073	1.9%
ASSIST THE INVALID	1,020	1.8%
BACK PAIN	712	1.3%
BLOOD PRESSURE PROBLEM	1,062	1.9%
BUILDING COLLAPSE/RESCUE	1	<0.1%
BURN INJURY	45	0.1%
CHEST PAINS - HEART ATTACK	4,150	7.4%
COLLAPSE/EXTRICATION/RESCUE	5	<0.1%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CONFINED SPACE RESCUE	1	<0.1%
CVA-NEUROLOGIC	1,099	2.0%
DIABETIC PROBLEM	884	1.6%
DROWNING/DIVING INCIDENT	15	<0.1%
ELECTRICAL SHOCK INJURY	8	<0.1%
EMER MEDICAL SVC ON THE FWY	150	0.3%
EMS CALL -- NO DETAILS	231	0.4%
EXPOSURE	59	0.1%
EYE INJURY	48	0.1%
FALL MAJOR	337	0.6%
FALL MINOR	5,844	10.5%
G.I. BLEED	485	0.9%
GUNSHOT WOUND	63	0.1%
HEAD PAIN	308	0.6%
HEART PROBLEM	1,249	2.2%
HOSPITAL TRANSFER	63	0.1%
INGESTION-POISONING-INHALATION	761	1.4%
INJURY TC WITH FUEL SPILL	16	<0.1%
INVESTIGATE THE WELFARE	48	0.1%
MEDICAL ALARM	604	1.1%
MINOR TRAUMA	1,866	3.3%
MISC MEDICAL	3,528	6.3%
MISC RESPONSE FOR 1 RA	2	<0.1%
MOUNTAIN RESCUE	81	0.1%
NON-INJURY TRAFFIC COLLISION	10	<0.1%
NOSE BLEED NON-TRAUMATIC	237	0.4%
OBSTETRICS/GYNECOLOGICAL	387	0.7%
OVERDOSE	498	0.9%
PEDIATRIC 0-36 MONTHS	866	1.6%
PERSON CHOKING	178	0.3%
PERSON DIZZY	1,197	2.1%
PERSON DOWN	1,652	3.0%
PERSON HANGING	21	<0.1%
PERSON IN SEIZURE	1,756	3.2%
PERSON NOT BREATHING	887	1.6%
PERSON SICK	825	1.5%
PERSON SICK	4	<0.1%
PERSON STABBED	64	0.1%
PERSON THREATENING TO JUMP	13	<0.1%
PERSON UNCONSCIOUS-UNRESPONS	3,300	5.9%
PSYCHIATRIC	893	1.6%
RESCUE	45	0.1%
RESCUE ON THE FWY	253	0.5%
SEVERE TRAUMA	144	0.3%
SHORTNESS OF BREATH	5,469	9.8%
SYNCOPE/FAINTED NOW CONS	1,507	2.7%
TRAFFIC COLLISION	2,859	5.1%
TRAFFIC COLLISION ON THE FWY	1,138	2.0%
TRAFFIC COLLISION W/BICYCLE	291	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	167	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	568	1.0%
TRAFFIC COLLISION WITH TRAIN	1	<0.1%
TRAFFIC COLLISION-RESCUE	262	0.5%
UNKNOWN MEDICAL	593	1.1%
VEHICLE INTO A STRUCTURE	76	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	4	0.1%
ANIMAL RESCUE/ ASSIST	77	1.9%
ARCING WIRES	99	2.5%
BEE INVESTIGATION	42	1.1%
BIO-CHEMICAL THREAT	3	0.1%
BIOHAZARD INVESTIGATION	81	2.1%
BROKEN GAS MAIN	55	1.4%
BROKEN WATER MAIN	109	2.8%
CHEMICAL OUTSIDE	130	3.3%
DAMAGE INVESTIGATION	75	1.9%
ELEVATOR RESCUE	393	10.0%
FLOWING/GUSHING/SHEARED HYDRANT	77	1.9%
FUEL SPILL	154	3.9%
HAZARDOUS MATERIALS RESPONSE	30	0.8%
INVESTIGATE A HAZARDOUS COND	462	11.7%
INVESTIGATE A MUDSLIDE	1	<0.1%
INVESTIGATE OVERCROWDING	16	0.4%
MAJOR FLOODED CONDITION	111	2.8%
MALFUNCTION	86	2.2%
MINOR FLOODING	160	4.1%
MISC RESPONSE ENGINE & TRUCK	3	0.1%
MISC RESPONSE FOR 1 ENGINE	40	1.0%
MISC. ODOR INVESTIGATION	134	3.4%
MISC. RESPONSE FOR A TRUCK	12	0.3%
MISC. RESPONSE FULL ASSIGNMENT	3	0.1%
ODOR OF NATURAL GAS INSIDE	182	4.6%
ODOR OF NATURAL GAS OUTSIDE	190	4.8%
ONE STORY ROOF CHECK	24	0.6%
PD ASSIST/STAND-BY	82	2.1%
PERSON LOCKED IN - LOCKED OUT	210	5.3%
PUBLIC ASSIST	177	4.5%
ROOF CHECK 2 STORIES & ABOVE	29	0.7%
WIRES DOWN	698	17.7%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE ALARM TESTING	3
FIRE TRAINING	9
FIREWORKS VIOLATION	3
SPECIAL EVENT	39
TRANSFER TO POLICE DEPT	1



Ross Benson, FirePictures.com

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 within each city or jurisdiction, regardless of which fire department(s) responded.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>BUR</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>
Fire	515	716	1,249	43	1,476	370	488	641	2,865	286	96	206	275
Medical	3,988	3,442	7,487	135	13,610	2,899	2,657	3,906	12,629	1,739	698	532	1,242
Service	346	335	494	89	694	176	266	192	779	128	122	86	142
Other	0	6	8	1	9	2	1	0	30	0	0	1	0
TOTAL	4,849	4,499	9,238	268	15,789	3,447	3,412	4,739	16,303	2,153	916	825	1,659

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 elsewhere.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>BUR</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>
Engine	5,537	4,883	10,302	253	17,700	3,917	3,762	5,861	17,149	2,543	354	969	1,815
Ambulance *	4,313	3,538	8,190	–	16,105	3,205	1,804	–	13,554	1,662	831	986	1,252
Truck	704	753	1,263	–	2,719	567	666	970	2,380	–	–	–	–
TOTAL	10,554	9,174	19,755	253	36,524	7,689	6,232	6,831	33,083	4,205	1,185	1,955	3,067

*ALS & BLS ambulance dispatches combined. Paramedic Squad responses included in Ambulance total for MRV.

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>BUR</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>
IVS	734	394	495	83	398	536	392	85	440	356	3	438	415
OVS	2	36	135	0	404	70	29	69	128	33	43	156	5
TOTAL	736	430	630	83	802	606	421	154	568	389	46	594	420

Total Incidents Per Agency

Verdugo Fire Communications provides fire and rescue dispatch services for 12 municipal fire departments and one airport fire department. Calculation of annual fees for each of these agencies includes incidents that occurred within their home jurisdiction plus responses that occurred as a direct result of their automatic or mutual aid agreements with agencies outside the Verdugo System (OVS). When one Verdugo agency responds into another Verdugo agency's city, only one city is charged – the municipality where the incident occurred.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>BUR</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>
Inc. in Juris.	4,849	4,499	9,238	268	15,789	3,447	3,412	4,739	16,303	2,153	916	825	1,659
OVS	2	36	135	0	404	70	29	69	128	33	43	156	5
TOTAL	4,851	4,535	9,373	268	16,193	3,517	3,441	4,808	16,431	2,186	959	981	1,664

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 or jurisdictions 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																				
FY 11-12	ALH	ARC	BRK	BUR*	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	USF	XAA	OOJ	DNY	LAC	LFD	CMP	Sub totals
ALH	X	13			2	183	6	2	49	229	1	46	203					1	1		736
ARC	2	X			1		268		92	6	18	4	3					36			430
BRK	1	4	X	185	269	1	5		25	2		1	2	4		1		24	106		630
BUR			81	X	2																83
GLN	1	8	260	3	X	1	6	2	110	1		1	5	4		1		74	325		802
MPK	287					X	3	139	12	83		2	10	1		1		68			606
MRV		355	1		3		X	1	6		26							29			421
MTB	1				1	80		X	2		1			1		2	31	32	2	1	154
PAS	16	97	9		67	9	16	2	X	15	7	62	140	2				89	37		568
SGB	203	15			1	53	7	2	27	X	1	45	2				1	32			389
SMD		1			1				1		X							43			46
SNM	20	17				6	10		115	128	2	X	140					156			594
SPS	70	5			5	3	3	1	270	4		54	X						5		420
XAA	11	191	44		23	32	2,637	3,883	58	3	25		4		X	1		3	1		6,916
DNY								39									X	1			40
SFS								5									2				7
LAC	1	52			63	66	45	86	37	22	5	28		1	4	1		X	1		412
LFD	3		30		39	1		1	31				12		1	1			X		119
VER								5									1				6
Sub totals	616	758	425	188	477	435	3,006	4,168	835	493	86	243	521	13	5	8	35	588	478	1	13,379

ABBREVIATIONS: ALH=Alhambra; ARC=Arcadia; BRK=Burbank; BUR = Burbank Airport; 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 ambulances but also may refer to helicopters, private company fire engines, or other 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.

Verdugo Incidents by Month and Category

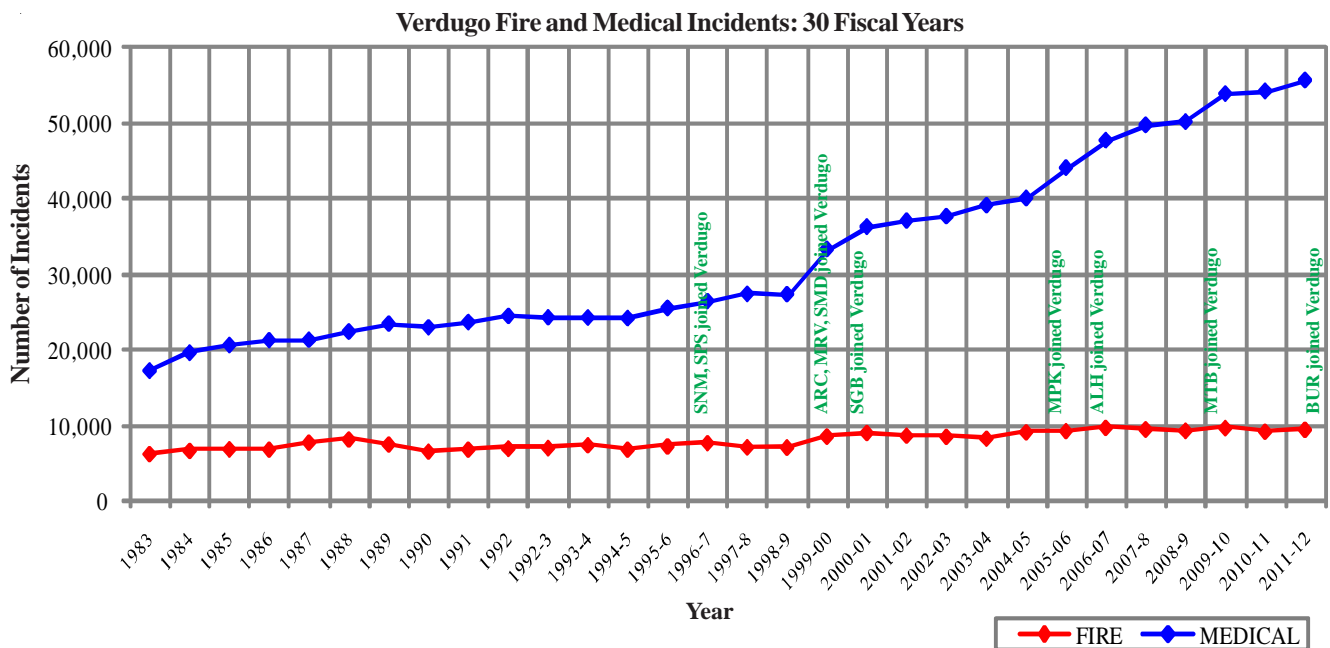
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	799	741	768	849	849	1,112	874	658	742	690	726	748	9,556	13.6%
MEDICAL	4,475	4,515	4,301	4,755	4,411	5,009	4,792	4,569	4,963	4,500	4,646	4,650	55,586	79.2%
SERVICE	299	290	245	280	363	913	272	230	256	221	229	245	3,843	5.5%
OTHER	5	2	4	9	5	11	5	0	1	7	3	5	57	0.1%
OVS*	95	92	121	114	92	101	78	90	95	72	88	90	1,128	1.6%
TOTAL	5,673	5,640	5,439	6,007	5,720	7,146	6,021	5,547	6,057	5,490	5,692	5,738	70,170	

* 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 September 2011, the Burbank-Glendale-Pasadena Airport Authority Fire Department contracted for dispatch service, bringing the total to 13 agencies.

In the 16 years since Verdugo began adding contract cities, the total Verdugo incident volume has nearly doubled, 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 vast 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 - 20 Years

	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-2000	2000-1	2001-2
FIRE	7,133	7,496	6,942	7,361	7,791	7,245	7,205	8,655	9,129	8,770
MEDICAL	24,287	24,258	24,176	25,514	26,429	27,362	27,331	33,299	36,239	37,035
SERVICE	2,349	2,765	2,451	2,384	2,793	2,596	2,597	3,242	3,434	3,387
OTHER	57	124	323	178	85	58	111	152	112	245
OVS*	14	38	317	346	528	491	522	552	592	644
TOTAL	33,840	34,681	34,209	35,783	37,626	37,752	37,766	45,900	49,506	50,081

	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	8,635	8,381	9,208	9,361	9,804	9,579	9,408	9,768	9,293	9,556
MEDICAL	37,622	39,077	40,019	44,028	47,648	49,670	50,092	53,783	54,144	55,586
SERVICE	3,348	2,802	3,809	3,277	3,449	3,465	3,017	3,224	3,212	3,843
OTHER	270	171	98	609	150	67	53	73	82	57
OVS*	779	729	835	988	1,214	1,380	1,328	1,226	1,092	1,128
TOTAL	50,654	51,160	53,969	58,263	62,265	64,161	63,898	68,074	67,823	70,170

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

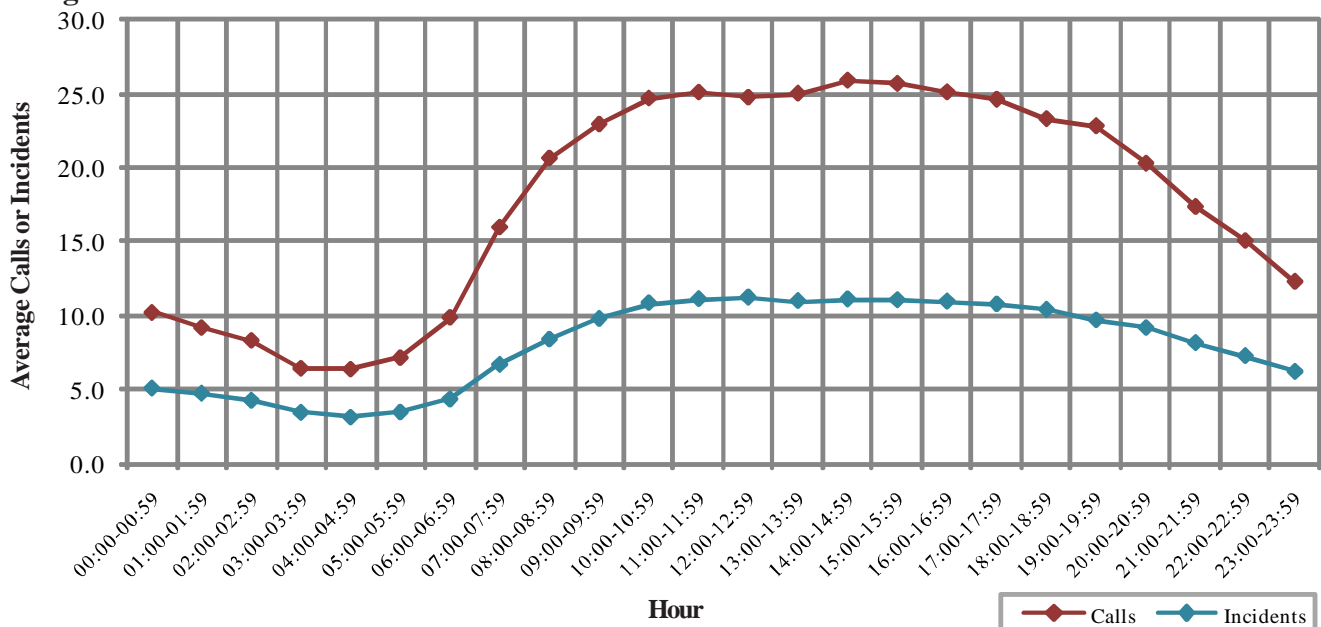
Verdugo Call Volume

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 70,000 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 44 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 FY2011-12, Verdugo handled an average of 429 telephone calls per day or 18 calls per hour. About 33% of these calls were taken on 911 lines, 47% were on direct-connect or ring-down lines, and 20% were handled on the four administrative lines.
- There were about 2.2 calls per incident, an average of 192 incidents per day or 8 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. 1 with an all-time record of 2,386 phone calls. The second-highest call day was one day earlier, Nov. 30, at 1,106 calls. The primary cause of the increased call volume was a major wind storm. The fewest total calls occurred on Feb. 12, with only 284.
- The busiest month in terms of call volume was December 2011, with 16,847 total phone calls. April was the slowest month, with an average of 392 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: 98.8% of 911 calls were answered within 10 seconds and 99.8% were answered within 30 seconds. In the entire year, there were only three calls where the answering time was over two minutes and these were not on 911 lines.
- There were 569 abandoned calls during the year, between one and two per day. Only 126 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.

Verdugo Calls* and Incidents Per Hour



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

Call Handling Times

Thanks to a recent upgrade in the station alerting system, the call-taking/station-notification process has been shortened. The received-to-entered time is from answering the phone until the incident is entered into the CAD system. Entered-to-dispatched time is normally from entry into CAD until the vocal dispatch goes out over the radio. However, the recent upgrade provides a “pre-alert” over Verdugo’s RD-LAP data system that notifies stations and units of an incoming dispatch when the dispatcher enters the call into CAD – from several seconds to a full minute earlier than before the upgrade.

Average received-to-entered time during FY2011-12 was 49 seconds. Entered-to-dispatched time averaged 18 seconds. 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 76% of the time and the 90-second standard 95% of the time. This is a significant improvement over past years’ statistics.

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.*” Methodology for calculating this statistic from 911 call data is in progress at the State level.

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. For example, during an exceptionally severe wind storm the night of Nov. 30, extra personnel assisted with taking 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.

The results of the FY2011-12 call volume study indicate that there were 505 instances, about 1.4 times per day on average, when call volume exceeded staffing (all phone dispatchers were on calls when an additional call came in). This analysis includes both emergency calls and incoming administrative calls, and the first 24 hours of the Nov. 30 wind storm were excluded (see p.16 for details of this storm).

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in FY 2011-12 are listed below, along with the percent of all Verdugo incidents. For comparison, the percents of the same incident types for each of the agencies 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 Agency's Incidents													
	VFCC	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	
Fire Alarm	8.5%	4.8%	10.3%	8.7%	3.4%	5.0%	5.5%	8.1%	8.9%	13.1%	8.8%	3.7%	19.1%	8.9%	
Fall - Minor	8.4%	8.8%	10.9%	9.2%	6.3%	8.2%	8.3%	8.9%	7.9%	7.5%	7.8%	11.1%	11.2%	10.4%	
Shortness of Breath	7.9%	8.3%	7.0%	8.2%	2.2%	9.7%	7.9%	6.2%	7.5%	7.1%	9.9%	6.9%	4.5%	6.3%	
Chest Pains - Heart Attack	6.0%	5.2%	5.0%	6.3%	1.1%	7.8%	4.4%	5.5%	6.8%	5.6%	5.2%	4.1%	3.1%	4.2%	
Misc Medical	5.1%	5.3%	4.5%	5.5%	5.2%	6.0%	5.4%	4.7%	5.1%	4.6%	4.0%	6.3%	4.0%	5.4%	
Person Unconscious-Unresponsive	4.8%	5.6%	4.8%	4.2%	3.4%	5.1%	6.7%	2.9%	5.5%	4.4%	7.2%	3.8%	3.4%	3.7%	
Traffic Collision	4.1%	4.5%	4.9%	3.9%	1.1%	3.9%	4.3%	4.5%	4.8%	4.0%	5.3%	1.2%	5.4%	4.0%	
Minor Trauma	2.7%	2.8%	2.6%	2.6%	5.6%	2.2%	3.1%	3.0%	2.9%	3.1%	2.5%	3.6%	3.1%	1.6%	
Person in Seizure	2.5%	2.5%	2.0%	2.7%	3.0%	2.4%	2.5%	1.9%	2.9%	3.2%	1.9%	1.2%	1.1%	1.9%	
Altered Level of Consciousness	2.5%	2.3%	3.0%	2.6%	0.7%	2.5%	2.3%	2.2%	2.9%	2.3%	3.3%	3.7%	2.8%	2.8%	

FY2011-12 Strike Team Responses



In the dry climate of Southern California, fire season may be considered year-round; wildfires can occur throughout the year. Fire departments must remain in a constant state of readiness to protect not only the people and property within their own jurisdiction but also to assist other fire agencies when a major incident occurs. During FY2011-12, Verdugo dispatched strike teams, overhead resources, and single-unit assignments:

Strike Team Responses:

Team #	Incident Name	Dispatch Date/Time	Units / Staff	Leader	Trainee	Release Date/Time
1201A	Wagon	9/5/11 15:58	E12, E21, E26, E31, E33	BC1 Robertson	BC105 Lang	9/6/11 0:08
1204A	Keene, Comanche	9/10/11 14:13	E74, E106, E61, E52, E101	BC7 Cermak	BC105 Lang	9/13/11 19:33
1870C	5 Mile	6/9/12 4:37	BR56, 4 OES units	–	–	6/9/12 20:04

Overhead Assignments:

Incident Number	Location	Agency/Name	Dispatched	Closed
VFC1147922	Motor Incident, USF	BRK - Steven Rushing, Jeff Carlon	8/28/11 10:00	9/1/11 1:13
VFC1148799	Ferguson Incident, USF	GLN - Robert Doyle	9/1/11 22:00	9/12/11 22:24
VFC1149421	Canyon Incident, KRN	MPK - Mario Ienni, Robert DeRosa	9/5/11 13:15	9/7/11 17:43
VFC1149732	TX Fire Complex, TX	GLN - Tom Marchant	9/6/11 23:18	9/30/11 10:32
VFC1150131	Garwood Incident, Toketee, OR	BRK - Jorge Martinez	9/8/11 21:05	9/21/11 16:29
VFC1150550	Hurricane Complex, Los Padres	PAS - Gerry Gardner	9/11/11 5:45	9/15/11 17:22
VFC1150716	Comanche Incident, KERN	GLN - Bill Lynch	9/12/11 5:17	9/15/11 17:29
VFC1151759	Mint Incident, ANF	MPK - Rick Burroughs	9/17/11 21:54	9/18/11 21:07
VFC1153044	Quail Incident, Weldon	PAS - Gerry Gardner, Ray Gordon	9/24/11 5:25	9/24/11 9:53
VFC1235793	Frazier Park	BRK - John Owings	6/24/12 10:29	7/9/12 16:00
VFC1235794	Frazier Park	BRK - Jeff Carlon	6/24/12 10:34	7/9/12 16:00
VFC1236178	Flagstaff Incident, Colorado	GLN - Tom Marchant	6/26/12 9:48	7/11/12 14:08
VFC1236480	Clay Springs, Utah	BRK - Jorge Martinez	6/27/12 17:18	7/11/12 12:34

Single-Resource Assignments:

Incident Name	Dispatch Date/Time	Unit	Staffing	Release Date/Time
Wagon	9/6/11 5:00	WT101	Vita / Rooks	9/6/2011 17:17
Wagon	9/6/11 5:00	WT16	Meilkus / Sheehey	9/6/2011 17:17
Wagon	9/6/11 5:00	WT37	Ambler / Sepulveda	9/6/2011 17:17
Keene	9/11/11 3:53	OES WT11	Menier / Gorrindo	9/13/2011 16:28
CSR 53	9/8/11 1:29	BR56	E56 Crew	9/9/11 11:53



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 FY2011-12, Verdugo dispatched 17 multiple-alarm fires in and around the Verdugo cities:



City	Date	Incident Type	Alarm Level	Street Address	Units Dispatched by Verdugo
ALH	9/7/11 10:23:03	HOUSE	2	421 S Fifth St, ALH	AU81, BC5, BC6, E51, E52, E71, E72, E73, E74, RA71, RA74, T32, T61, T71
ALH	4/23/12 14:18:57	APT	2	108 N Chapel Av #1, ALH	AU81, BC5, BC7, E33, E61, E71, E72, E73, E74, E91, RA74, T31, T61, T71
ARC	6/6/12 00:55:31	STR	2	701 N Santa Anita Av, ARC	AU81, BC10, BC105, E101, E102, E105, E106, E107, E37, RA105, T101, T105, T32
BRK	7/10/11 22:07:58	STR	2	1121 N San Fernando Bl, BRK	AU28, BC1, BC2, E11, E13, E14, E15, E16, E26, E27, PR1, RA11, RA13, T11, T12, T26
BRK	8/3/11 14:55:46	APT	2	725 E Providencia Av, BRK	AC1, AU28, BC1, BC2, E11, E13, E14, E15, E16, E27, RA11, RA13, RA21, T11, T12, T26
GLN	7/7/11 06:45:03	HOUSE	2	1145 N Isabel St, GLN	AU28, BC1, BC2, E23, E24, E25, E26, E27, E28, E29, HM12, HM24, MD2, RA25, RA26, T21, T26, T29, T02
GLN	8/6/11 04:24:32	GARAGE	2	2908 Graceland Way, GLN	BC1, BC2, COE82, E23, E24, E25, E26, E38, RA25, T21, T26, T29
GLN	12/31/11 22:08:15	APT	3	800 E Acacia Av, GLN	AU81, BC1, BC2, BC3, CH2, DEP2, E21, E22, E23, E24, E25, E26, E27, E29, E31, E38, RA21, RA25, RA26, S2, T11, T21, T26, T31
MPK	7/21/11 14:22:42	STR	2	234 N Rural Dr, MPK	AU81, BC5, BC6, COE4, E51, E52, E61, E62, E72, E74, RA61, T55, T61, T71, T061
MPK	10/23/11 16:23:40	HOUSE	2	130 E Newmark Av, MPK	AU81, BC5, BC6, COE4, E51, E57, E61, E62, E63, E74, RA61, RA62, T55, T61, T71
MRV	9/14/11 17:47:46	STR	3	1120 S Shamrock Av, MRV	AU106, AU81, BC10, BC105, BC5, BC9, CH10, CO169, CO244, COE44, E101, E102, E105, E106, E107, E32, E52, E91, HM12, HM211, HM212, HM24, RA105, RA34, SQ101, T101, T105, T32, T71
PAS	10/4/11 02:16:09	HOUSE	2	191 Sequioa Dr, PAS	AU28, AU81, BC2, BC3, DEP3, E25, E31, E33, E36, E38, E81, LABC2, LAE42, LF50, RA31, RA36, T31, T32, T71
PAS	12/1/11 00:49:23	APT	2	987 E Del Mar Bl, PAS	AU28, AU81, BC2, BC5, E105, E11, E23, E29, E31, E32, E33, E36, E72, E733, E74, RA36, T105, T29, T31, T61
PAS	6/28/12 19:35:49	APT	2	1001 E Villa St #18, PAS	AU81, BC3, BC8, E31, E32, E33, E34, E36, E37, E91, RA34, T31, T32, T71
SNM	7/25/11 02:38:44	HOUSE	2	1552 Bradbury Rd, SNM	AU81, BC3, BC5, BC9, BC92, CBC10, COE5, E32, E34, E52, E71, E81, E91, RA91, T26, T32, T71
SNM	1/27/12 01:17:42	STR	3	2476 Huntington Dr, SNM	AU81, BC3, BC5, BC8, BC9, BC92, CH9, COE5, E106, E24, E32, E33, E34, E37, E52, E63, E71, E73, E81, E91, RA91, T26, T31, T32, T71
SPS	6/8/12 09:31:44	STR	2	525 Mission St, SPS	AU106, AU81, BC7, BC8, E106, E31, E34, E71, E73, E81, E91, RA71, RA81, T31, T32, T71

Major Wind Storm

Beginning the evening of Nov. 30 and lasting several days, severe winds challenged dispatch operations and first responders with an exceptionally high volume of activity. In the first 24 hours alone (8 p.m. Nov. 30 to the same time the following evening), Verdugo handled 2,301 calls and dispatched 940 incidents – five times the normal volume for a 24-hour period. Additional staff assisted on the dispatch floor to handle calls and help coordinate with Emergency Operations Centers in several Verdugo cities. The following table shows how many incidents occur per day, on average, in each of the Verdugo cities, compared with the volume during the first 24 hours of the wind storm:

City	Incidents Per 24 Hr	
	Normal 24 Hours	First 24 hrs of Storm
Alhambra	13	84
Arcadia	12	148
Burbank	25	50
Glendale	43	133
Monterey Park	9	34
Monrovia	9	85
Montebello	13	19
Pasadena	45	236
San Gabriel	6	52
San Marino	3	27
Sierra Madre	2	21
South Pasadena	5	47

Peak phone activity occurred in the six hours between 9 p.m. Nov. 30 and 3 a.m. Dec. 1, with 1,054 incoming and outgoing calls handled by operators.

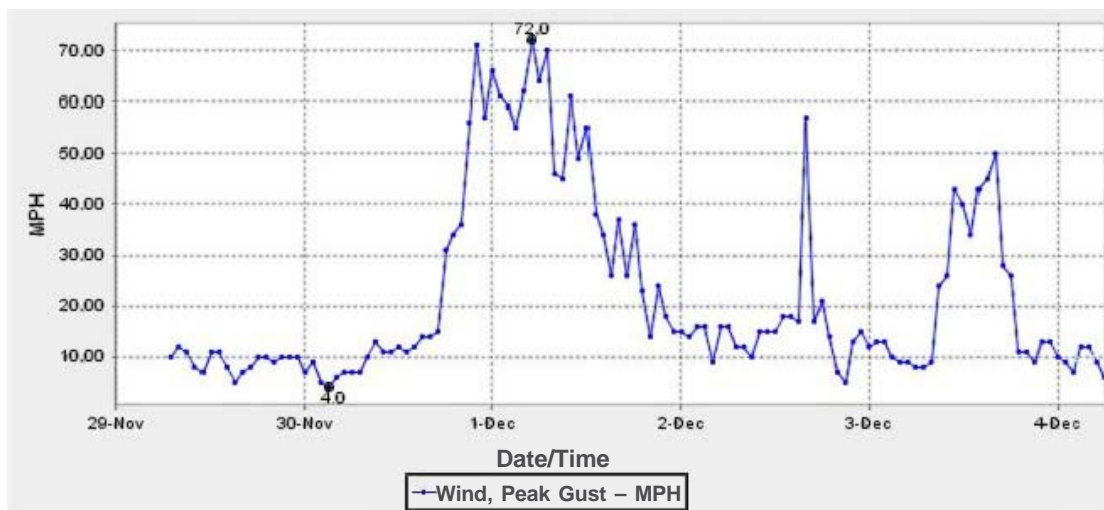
Incident types during the first 24 hours included:

- 300 Wires down
- 179 Emergency Medical Service
- 113 Hazardous condition investigations
- 67 Fire or carbon monoxide alarms
- 47 Vegetation fires
- 45 Damage investigations
- 44 Transformer/street light fires
- 38 Arcing wires
- 30 Natural gas related (odor investigation or gas main)
- 28 Structure fires (house, apartment, garage, etc.)
- 27 Miscellaneous outside fires
- 8 Water-related (hydrant, flooding, water main)
- 8 Elevator rescues
- 6 Miscellaneous other incidents



Photo contributed by Tom Probst

Wind Speed During Storm



<http://cdec.water.ca.gov/cgi-progs/queryF?sra&d=now&span=24hours>

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 lists the number of transports to each hospital by each agency. It also shows average and maximum time spent during patient drop-off at each hospital for FY11-12. This time was calculated by subtracting the ambulance's "Available on Radio" time from its "Transport Complete" time. Note that the numbers of transports may be somewhat underestimated due to the way some transports are entered on the mobile computer.

Number of Transports in FY 11-12

Agency Providing Transport:	ALHAMBRA	ARCADIA	BURBANK	GLENDALE	MONROVIA	MONTEREY PARK	MONTEBELLO	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA	TOTAL	Average Time at Hospital (min:sec)	Maximum Time at Hospital* (hr:min:sec)
Alhambra Hospital	980			1		28	3	1	23	9		114	1,159	20:44	1:35:51
Beverly Hospital						51	1,224						1,275	16:42	1:41:30
Children's Hospital Los Angeles			10	70			1	1		1		1	84	31:07	1:08:28
East LA Doctors Hospital							1						1	22:38	22:38
East Valley Hospital				2			2						4	15:34	27:53
Foothill Presbyterian Hospital	2	1			11		3	1					18	29:44	1:03:13
Garfield Medical Center	715			1		1,120	28	1	126	4		1	1,996	22:30	2:32:12
Glendale Adventist Medical Center			33	4,786			1	263		1		7	5,091	18:07	1:53:45
Glendale Memorial Hospital			5	2,467				14		1			2,487	17:50	2:23:11
Greater El Monte		1					25						26	17:26	34:07
Huntington Memorial Hospital	113	117	4	104	88			7,689	87	228	88	573	9,091	28:29	2:20:35
Kaiser - Baldwin Pk.		11		6	18		4		1				40	36:14	1:15:25
Kaiser - Los Angeles				30									30	34:15	1:00:07
LAC/USC Med. Ctr.	99	4	54	156	2	111	96	10	26	3	1	3	565	33:49	1:29:30
Methodist Hospital of S. California	5	2,181		2	837			613	32	64	317	3	4,054	27:38	2:41:33
Monterey Park Hospital	13					462	23	1				1	500	23:45	1:44:38
Olive View			1										1	29:47	55:06
Providence Holy Cross Med. Ctr.			17	3								1	21	39:30	1:07:10
Providence St. Joseph Med. Cntr.			3,238	519				3					3,760	21:15	2:04:33
San Gabriel Valley Medical Center	816	36				83	3	29	927	183	3	17	2,097	22:24	2:21:02
St. Francis Medical Center							57						57	35:29	43:25
Verdugo Hills Hospital				730				68				5	803	18:30	2:11:20
White Memorial Hospital						6							6	33:42	54:29
	2,743	2,351	3,362	8,877	956	1,861	1,471	8,694	1,222	494	409	726	33,166		

* Maximum time at hospital is calculated using the time a unit went Available on Radio or Available in Quarters following a patient transport. If the AOR or AIQ status change was not entered immediately upon leaving the hospital, time at hospital is overestimated.

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 provides 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 three statistics to track response time performance for each fire department: **Average Time**, **90th Percentile**, and **Percent Meeting Standards**. 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.

In the past, only Code-3 (lights & sirens) incident types were included in these measurements. As of this report, all incident types are included in the calculations. 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 2011-12)			
Agency	# of Fire Incidents	# of Medical Incidents	# of Service Incidents
ALH	515	3,988	346
ARC	716	3,442	335
BRK	1,249	7,487	494
BUR	43	135	89
GLN	1,476	13,610	694
MRV	488	2,657	266
MTB	641	3,906	192
MPK	370	2,899	176
PAS	2,865	12,629	779
SGB	286	1,739	128
SNM	206	532	86
SMD	96	698	122
SPS	275	1,242	142

Turnout Time (Dispatch to Enroute):

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

Goal: 90%

Average Time				90th Percentile Time				% of Responses Meeting NFPA Standard			
Agency	FIRE	MEDICAL	SERVICE	Agency	FIRE	MEDICAL	SERVICE	Agency	FIRE	MEDICAL	SERVICE
ALH	1:19	1:01	1:19	ALH	2:15	1:45	2:17	ALH	53.5%	52.0%	36.6%
ARC	1:13	0:55	1:12	ARC	2:10	1:39	2:14	ARC	56.4%	60.7%	46.1%
BRK	1:15	1:02	1:11	BRK	2:10	1:43	2:02	BRK	60.5%	49.5%	42.4%
BUR	0:47	0:40	0:51	BUR	1:38	1:13	1:21	BUR	82.1%	75.8%	65.5%
GLN	1:06	0:49	1:12	GLN	2:02	1:33	2:05	GLN	64.4%	67.7%	42.0%
MRV	1:14	1:01	1:13	MRV	2:08	1:40	2:02	MRV	54.3%	49.9%	39.8%
MTB	1:06	0:58	1:13	MTB	1:56	1:38	2:21	MTB	70.9%	57.1%	43.7%
MPK	1:19	1:03	1:20	MPK	2:11	1:45	2:13	MPK	52.5%	50.1%	35.8%
PAS	1:10	0:56	1:03	PAS	2:02	1:45	1:57	PAS	61.6%	58.0%	49.7%
SGB	1:18	0:51	1:01	SGB	2:09	1:35	2:02	SGB	50.0%	67.9%	53.9%
SNM	1:13	0:58	1:09	SNM	2:00	1:42	2:05	SNM	57.9%	54.2%	42.5%
SMD	1:04	1:09	1:00	SMD	2:02	1:55	1:50	SMD	76.6%	42.2%	57.0%
SPS	1:14	1:10	1:22	SPS	2:09	1:54	2:08	SPS	53.0%	40.5%	30.0%

Travel Time (Enroute to Onscene):

NFPA Standard: 4:00 For All Incident Types

Goal: 90%

Average Time				90th Percentile Time				% of Responses Meeting NFPA Standard			
Agency	FIRE	MEDICAL	SERVICE	Agency	FIRE	MEDICAL	SERVICE	Agency	FIRE	MEDICAL	SERVICE
ALH	3:31	3:17	3:56	ALH	5:41	4:55	6:32	ALH	66.6%	75.4%	58.7%
ARC	3:57	3:11	4:30	ARC	6:34	5:07	7:33	ARC	58.4%	74.5%	48.4%
BRK	3:38	3:10	3:46	BRK	6:11	4:49	6:31	BRK	66.1%	78.3%	57.6%
BUR	1:57	1:56	1:42	BUR	3:21	3:54	3:42	BUR	92.9%	90.1%	94.5%
GLN	3:49	3:25	3:58	GLN	6:27	5:15	6:57	GLN	64.2%	71.8%	59.7%
MRV	3:53	3:32	4:12	MRV	6:36	5:31	7:06	MRV	62.4%	69.0%	50.0%
MTB	4:28	4:03	5:39	MTB	6:53	6:16	9:53	MTB	44.6%	55.6%	28.1%
MPK	3:46	3:33	4:06	MPK	6:46	5:38	6:45	MPK	63.9%	65.9%	54.1%
PAS	4:10	3:08	4:17	PAS	7:09	5:06	7:54	PAS	53.8%	76.5%	53.6%
SGB	3:13	3:16	4:07	SGB	5:20	4:50	7:15	SGB	76.3%	78.7%	59.1%
SNM	3:42	3:11	4:25	SNM	6:08	4:59	6:35	SNM	64.8%	72.0%	45.0%
SMD	3:19	2:59	3:41	SMD	5:29	5:15	6:21	SMD	69.1%	77.9%	67.5%
SPS	3:23	3:18	4:39	SPS	5:31	5:31	7:33	SPS	70.0%	73.7%	46.2%

Total Response Time (Dispatch to Onscene):

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

Goal: 90%

Average Time				90th Percentile Time				% of Responses Meeting NFPA Standard			
Agency	FIRE	MEDICAL	SERVICE	Agency	FIRE	MEDICAL	SERVICE	Agency	FIRE	MEDICAL	SERVICE
ALH	4:50	4:18	5:15	ALH	6:39	6:06	8:16	ALH	71.3%	72.5%	49.5%
ARC	5:10	4:05	5:41	ARC	7:38	6:10	9:01	ARC	60.4%	74.9%	44.0%
BRK	4:53	4:12	4:57	BRK	7:10	5:57	7:48	BRK	66.9%	75.4%	54.0%
BUR	2:45	2:36	2:33	BUR	4:31	4:32	4:21	BUR	100.0%	92.3%	94.5%
GLN	4:56	4:14	5:09	GLN	7:23	6:11	8:05	GLN	68.0%	73.1%	55.7%
MRV	5:07	4:33	5:25	MRV	7:32	6:34	8:35	MRV	62.8%	67.5%	45.6%
MTB	5:34	5:01	6:51	MTB	8:24	7:29	11:50	MTB	49.1%	52.1%	24.9%
MPK	5:05	4:36	5:26	MPK	7:50	6:36	8:34	MPK	60.5%	63.6%	44.9%
PAS	5:20	4:05	5:20	PAS	8:21	6:09	8:45	PAS	56.6%	75.8%	51.8%
SGB	4:31	4:07	5:08	SGB	6:33	5:53	8:26	SGB	73.3%	77.2%	55.3%
SNM	4:55	4:10	5:34	SNM	7:11	6:12	8:45	SNM	61.8%	70.2%	38.0%
SMD	4:22	4:08	4:42	SMD	6:16	6:43	7:19	SMD	74.4%	73.0%	66.2%
SPS	4:37	4:28	6:01	SPS	6:42	6:43	9:07	SPS	70.8%	66.9%	37.8%



Alhambra Fire Department



There were 4,849 incidents in Alhambra during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 113 type codes listed below, the three most frequent incident types were Fall - Minor (10.7% of Medical incidents), Shortness of Breath (10.2% of Medical incidents), and Person Unconscious-Unresponsive (6.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	11	2.2%
APPLIANCE FIRE - MAJOR	16	3.2%
ARSON INVESTIGATION	1	0.2%
CARBON MONOXIDE ALARM	11	2.2%
ELECTRICAL FIRE	13	2.6%
ELECTRICAL VAULT FIRE	1	0.2%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.4%
FIRE ALARM	236	47.4%
FIRE ALARM RESET	4	0.8%
FIRE NOW OUT	8	1.6%
GARAGE FIRE	4	0.8%
HOUSE FIRE	30	6.0%
ILLEGAL BURNING	17	3.4%
MISC OUTSIDE FIRE	23	4.6%
REFUSE FIRE	14	2.8%
SMOKE IN A STRUCTURE	11	2.2%
SMOKE IN THE AREA	15	3.0%
STRUCTURE FIRE	13	2.6%
TRANSFORMER/STREET LIGHT FIRE	10	2.0%
UNKNOWN TYPE FIRE	2	0.4%
VEGETATION FIRE	10	2.0%
VEGETATION FIRE ON THE FWY	1	0.2%
VEHICLE FIRE	23	4.6%
VEHICLE FIRE IN A STRUCTURE	4	0.8%
VEHICLE FIRE ON THE FREEWAY	18	3.6%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS CALL -- NO DETAILS	17	0.4%
EXPOSURE	4	0.1%
EYE INJURY	1	<0.1%
FALL MAJOR	22	0.6%
FALL MINOR	427	10.7%
G.I. BLEED	42	1.1%
GUNSHOT WOUND	5	0.1%
HEAD PAIN	28	0.7%
HEART PROBLEM	85	2.1%
HOSPITAL TRANSFER	16	0.4%
INGESTION-POISONING-INHALATION	54	1.4%
INJURY TC WITH FUEL SPILL	2	0.1%
INVESTIGATE THE WELFARE	4	0.1%
MEDICAL ALARM	41	1.0%
MINOR TRAUMA	134	3.4%
MISC MEDICAL	256	6.4%
MISC RESPONSE FOR 1 RA	2	0.1%
NOSE BLEED NON-TRAUMATIC	17	0.4%
OBSTETRICS/GYNECOLOGICAL	25	0.6%
OVERDOSE	46	1.2%
PEDIATRIC 0-36 MONTHS	66	1.7%
PERSON CHOKING	13	0.3%
PERSON DIZZY	88	2.2%
PERSON DOWN	93	2.3%
PERSON HANGING	5	0.1%
PERSON IN SEIZURE	122	3.1%
PERSON NOT BREATHING	72	1.8%
PERSON SICK	51	1.3%
PERSON STABBED	9	0.2%
PERSON THREATENING TO JUMP	1	<0.1%
PERSON UNCONSCIOUS-UNRESPONS.	274	6.9%
PSYCHIATRIC	74	1.9%
RESCUE	2	0.1%
RESCUE ON THE FWY	18	0.5%
SEVERE TRAUMA	6	0.2%
SHORTNESS OF BREATH	406	10.2%
SYNCOPE/FAINTED NOW CONS	96	2.4%
TRAFFIC COLLISION	217	5.4%
TRAFFIC COLLISION ON THE FWY	77	1.9%
TRAFFIC COLLISION W/BICYCLE	20	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	13	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	58	1.5%
TRAFFIC COLLISION-RESCUE	27	0.7%
UNKNOWN MEDICAL	50	1.3%
VEHICLE INTO A STRUCTURE	5	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	1	0.3%
ANIMAL RESCUE/ ASSIST	10	2.7%
ARCING WIRES	10	2.7%
BEE INVESTIGATION	2	0.5%
BIOHAZARD INVESTIGATION	8	2.1%
BROKEN GAS MAIN	2	0.5%
BROKEN WATER MAIN	12	3.2%
CHEMICAL OUTSIDE	7	1.9%
DAMAGE INVESTIGATION	10	2.7%
ELEVATOR RESCUE	21	5.6%
FLOWING/GUSHING/SHEARED HYDRANT	3	0.8%
FUEL SPILL	5	1.3%
INVESTIGATE A HAZARDOUS COND	62	16.6%
INVESTIGATE OVERCROWDING	1	0.3%
MAJOR FLOODED CONDITION	8	2.1%
MALFUNCTION	8	2.1%
MINOR FLOODING	16	4.3%
MISC RESPONSE FOR 1 ENGINE	1	0.3%
MISC. ODOR INVESTIGATION	11	2.9%
MISC. RESPONSE FOR A TRUCK	1	0.3%
ODOR OF NATURAL GAS INSIDE	18	4.8%
ODOR OF NATURAL GAS OUTSIDE	17	4.5%
ONE STORY ROOF CHECK	2	0.5%
PD ASSIST/STAND-BY	10	2.7%
PERSON LOCKED IN - LOCKED OUT	28	7.5%
PUBLIC ASSIST	13	3.5%
ROOF CHECK 2 STORIES & ABOVE	3	0.8%
WIRES DOWN	84	22.5%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	5	0.1%
ABDOMINAL PAIN - BLS	90	2.3%
ALLERGIC REACTION	17	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	114	2.9%
ANIMAL/STINGS - ALS	3	0.1%
ANIMAL/STINGS - BLS	14	0.4%
ASSAULT VICTIM	103	2.6%
ASSIST THE INVALID	55	1.4%
BACK PAIN	33	0.8%
BLOOD PRESSURE PROBLEM	57	1.4%
BURN INJURY	3	0.1%
CHEST PAINS - HEART ATTACK	255	6.4%
CVA-NEUROLOGIC	73	1.8%
DIABETIC PROBLEM	68	1.7%
EMER MEDICAL SVC ON THE FWY	13	0.3%



Alhambra Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	59	32	34	46	36	54	59	34	40	35	42	44	515	10.6%
MEDICAL	303	325	299	317	333	334	380	360	377	301	341	318	3,988	82.2%
SERVICE	27	28	13	24	21	100	25	24	20	18	18	28	346	7.1%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	0	0	1	0	0	0	0	0	1	0	0	0	2	0.0%
TOTAL	389	385	347	387	390	488	464	418	438	354	401	390	4,851	

Responses Per Unit

The Alhambra Fire Department was dispatched to 4,849 incidents within its city borders and an additional 736 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 71	1,765
Engine 72	1,486
Engine 73	1,123
Engine 74	1,163
Ambulance 71	2,489
Ambulance 74	1,824
Truck 71	704
USR71	15

Out of Jurisdiction Responses

The Alhambra Fire Department was dispatched to incidents outside their jurisdiction 736 times in FY2011-12:

Arcadia	13	Monterey Park	183
LA City	1	Pasadena	49
LA County	1	San Gabriel	229
Glendale	2	San Marino	46
Monrovia	6	Sierra Madre	1
Montebello	2	South Pasadena	203
TOTAL		TOTAL	736

Other agencies were dispatched to incidents in Alhambra 616 times during the same time period:

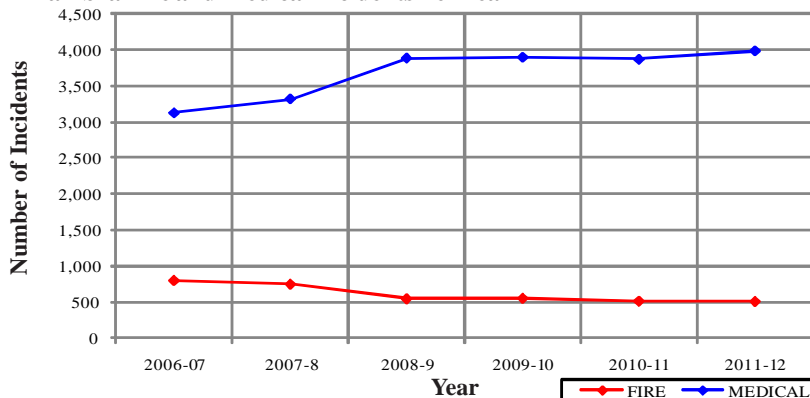
Arcadia	2	Montebello	1
Burbank	1	Pasadena	16
Glendale	1	San Gabriel	203
LA City	3	San Marino	20
LA County	1	South Pasadena	70
Monterey Park	287	Other Agencies	11
TOTAL		TOTAL	616

Alhambra Incidents: 6 Fiscal Years

	2006-07	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	798	748	551	559	519	515
MEDICAL	3,127	3,319	3,887	3,899	3,869	3,988
SERVICE	240	244	278	250	264	346
OTHER	6	0	1	4	2	0
OVS*	61	60	11	5	6	2
TOTAL	4,232	4,371	4,728	4,717	4,660	4,851

*OVS = Responses Outside the Verdugo System

Alhambra Fire and Medical Incidents Per Year





Arcadia Fire Department



There were 4,499 incidents in Arcadia during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 114 type codes listed below, the three most frequent incident types were Fall - Minor (14.2% of Medical incidents), Fire Alarm (64.5% of Fire incidents), and Shortness of Breath (9.1% of Medical incidents).

FIRE			MEDICAL (cont.)			SERVICE		
INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS	INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS	INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
APARTMENT HOUSE FIRE	10	1.4%	EMER MEDICAL SVC ON THE FWY	7	0.2%	ANIMAL RESCUE/ ASSIST	1	0.3%
APPLIANCE FIRE - MAJOR	11	1.5%	EMS CALL -- NO DETAILS	24	0.7%	ARCING WIRES	9	2.7%
BRUSH FIRE	1	0.1%	EXPOSURE	4	0.1%	BEE INVESTIGATION	1	0.3%
CARBON MONOXIDE ALARM	14	1.9%	EYE INJURY	1	<0.1%	BIO-CHEMICAL THREAT	1	0.3%
ELECTRICAL FIRE	9	1.3%	FALL MAJOR	33	1.0%	BROKEN GAS MAIN	5	1.5%
EXPLOSION	1	0.1%	FALL MINOR	491	14.2%	BROKEN WATER MAIN	5	1.5%
EXPLOSIVES/BOMB THREAT/SCARE	1	0.1%	G.I BLEED	25	0.7%	CHEMICAL OUTSIDE	2	0.6%
FIRE ALARM	463	64.5%	HEAD PAIN	12	0.3%	DAMAGE INVESTIGATION	4	1.2%
FIRE ALARM RESET	5	0.7%	HEART PROBLEM	75	2.2%	ELEVATOR RESCUE	14	4.2%
FIRE NOW OUT	6	0.8%	HOSPITAL TRANSFER	2	0.1%	FLOWING/GUSHING/SHEARED HYDRNT	6	1.8%
GARAGE FIRE	3	0.4%	INGESTION-POISONING-INHALATION	48	1.4%	FUEL SPILL	9	2.7%
HOUSE FIRE	21	2.9%	INJURY TC WITH FUEL SPILL	1	<0.1%	HAZARDOUS MATERIALS RESPONSE	1	0.3%
ILLEGAL BURNING	5	0.7%	INVESTIGATE THE WELFARE	2	0.1%	INVESTIGATE A HAZARDOUS COND	44	13.1%
MISC OUTSIDE FIRE	16	2.2%	MEDICAL ALARM	57	1.7%	INVESTIGATE OVERCROWDING	1	0.3%
MISC OUTSIDE FIRE ON THE FWY	1	0.1%	MINOR TRAUMA	118	3.4%	MAJOR FLOODED CONDITION	11	3.3%
REFUSE FIRE	14	1.9%	MISC MEDICAL	201	5.8%	MAJUNCTION	7	2.1%
SMOKE IN A STRUCTURE	14	1.9%	NON-INJURY TRAFFIC COLLISION	1	<0.1%	MINOR FLOODING	17	5.1%
SMOKE IN THE AREA	26	3.6%	NOSE BLEED NON-TRAUMATIC	14	0.4%	MISC RESPONSE ENGINE & TRUCK	1	0.3%
STRUCTURE FIRE	16	2.2%	OBSTETRICS/GYNECOLOGICAL	13	0.4%	MISC RESPONSE FOR 1 ENGINE	4	1.2%
TRANSFORMER/STREET LIGHT FIRE	21	2.9%	OVERDOSE	20	0.6%	MISC. ODOR INVESTIGATION	8	2.4%
UNKNOWN TYPE FIRE	2	0.3%	PEDIATRIC 0-36 MONTHS	42	1.2%	MISC. RESPONSE FOR A TRUCK	1	0.3%
VEGETATION FIRE	34	4.7%	PERSON CHOKING	9	0.3%	ODOR OF NATURAL GAS INSIDE	5	1.5%
VEGETATION FIRE ON THE FWY	2	0.3%	PERSON DIZZY	59	1.7%	ODOR OF NATURAL GAS OUTSIDE	9	2.7%
VEHICLE FIRE	16	2.2%	PERSON DOWN	83	2.4%	ONES TORY ROOF CHECK	2	0.6%
VEHICLE FIRE ON THE FREEWAY	6	0.8%	PERSON HANGING	2	0.1%	PD ASSIST/STAND-BY	2	0.6%
			PERSON IN SEIZURE	92	2.7%	PERSON LOCKED IN - LOCKED OUT	17	5.1%
			PERSON NOT BREATHING	47	1.4%	PUBLIC ASSIST	14	4.2%
			PERSON SICK	42	1.2%	WIRES DOWN	135	40.2%
			PERSON STABBED	1	<0.1%			
			PERSON UNCONSCIOUS-UNRESPONS.	216	6.3%			
			PSYCHIATRIC	59	1.7%			
			RESCUE	1	<0.1%			
			RESCUE ON THE FWY	6	0.2%			
			SEVERE TRAUMA	13	0.4%			
			SHORTNESS OF BREATH	314	9.1%			
			SYNCOPE/FAINTED NOW CONS	114	3.3%			
			TRAFFIC COLLISION	222	6.4%			
			TRAFFIC COLLISION ON THE FWY	50	1.4%			
			TRAFFIC COLLISION W/BICYCLE	23	0.7%			
			TRAFFIC COLLISION W/MOTORCYCLE	4	0.1%			
			TRAFFIC COLLISION W/PEDESTRIAN	29	0.8%			
			TRAFFIC COLLISION-RESCUE	16	0.5%			
			UNKNOWN MEDICAL	25	0.7%			
			VEHICLE INTO A STRUCTURE	4	0.1%			
MEDICAL			OTHER					
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS	INCIDENT TYPE	# INCIDENTS		INCIDENT TYPE	# INCIDENTS	
ABDOMINAL PAIN - ALS	5	0.1%	ABDOMINAL PAIN - BLS	82	2.4%	FIRE TRAINING	3	
ALLERGIC REACTION	14	0.4%	ALTERED LEVEL OF CONSCIOUSNESS	137	4.0%	SPECIAL EVENT	2	
ANIMAL/STINGS - ALS	2	0.1%	ANIMAL/STINGS - BLS	5	0.1%			
ASSAULT VICTIM	47	1.4%	ASSIST THE INVALID	89	2.6%			
BACK PAIN	31	0.9%	BLOOD PRESSURE PROBLEM	52	1.5%			
BURN INJURY	2	0.1%	CHEST PAINS - HEART ATTACK	226	6.5%			
CVA-NEUROLOGIC	78	2.3%	DIABETIC PROBLEM	57	1.7%			
DROWNING/DIVING INCIDENT	4	0.1%						



Arcadia Incidents by Month and Category

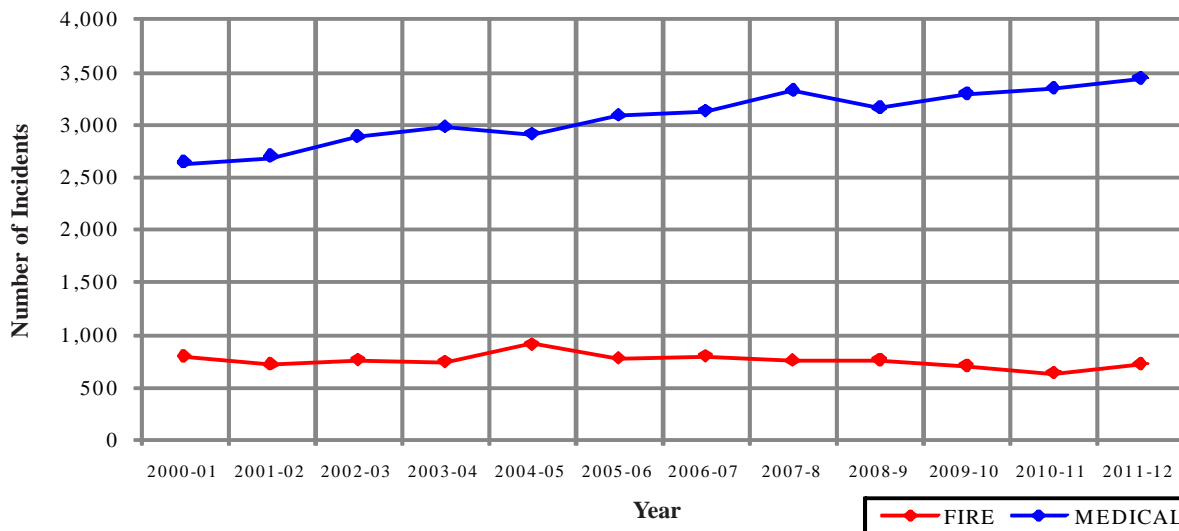
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	55	54	44	72	68	134	72	34	41	35	55	52	716	15.8%
MEDICAL	255	277	260	281	302	349	303	273	305	254	282	301	3,442	75.9%
SERVICE	20	24	19	15	25	162	12	11	16	8	9	14	335	7.4%
OTHER	0	0	1	0	0	1	0	0	0	1	0	3	6	0.1%
OVS*	3	1	6	1	1	5	4	3	2	2	6	2	36	0.8%
TOTAL	333	356	330	369	396	651	391	321	364	300	352	372	4,535	

Arcadia Incidents: 12 Fiscal Years

	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	796	713	761	743	914	773	798	748	762	703	633	716
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319	3,154	3,296	3,344	3,442
SERVICE	318	244	285	245	267	249	240	244	223	218	198	335
OTHER	3	3	4	5	2	6	6	0	3	4	0	6
OVS*	35	34	46	52	37	49	61	60	41	36	42	36
TOTAL	3,785	3,685	3,973	4,013	4,127	4,156	4,232	4,371	4,183	4,257	4,217	4,535

*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 430 times in FY2011-12:

Alhambra	2	San Gabriel	6
Glendale	1	San Marino	4
LA County	36	Sierra Madre	18
Monrovia	268	South Pasadena	3
Pasadena	92	TOTAL	430

Other agencies were dispatched to incidents in Arcadia 758 times during the year:

Alhambra	13	San Gabriel	15
Burbank	4	San Marino	17
Glendale	8	Sierra Madre	1
LA County	52	South Pasadena	5
Monrovia	355	Other*	191
Pasadena	97	TOTAL	758

*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 4,499 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>Responses</u>
Air Utility 106	3
Engine 105	1,736
Engine 106	2,283
Engine 107	864
Ambulance 105	1,693
Ambulance 106	1,845
Truck 105	753
USAR 106	26



<http://www.ci.arcadia.ca.us/home/index.asp?page=662>



Photo by Jerry Jacobs





Burbank Fire Department



There were 9,238 incidents in Burbank during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 124 type codes listed below, the three most frequent incident types were Fall - Minor (11.4% of Medical incidents), Fire Alarm (64.4% of Fire incidents), and Shortness of Breath (10.1% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	25	2.0%
APPLIANCE FIRE - MAJOR	22	1.8%
APPLIANCE FIRE - MINOR	2	0.2%
BRUSH FIRE	2	0.2%
CARBON MONOXIDE ALARM	19	1.5%
ELECTRICAL FIRE	14	1.1%
EMERGENCY LANDING AT AIRPORT	5	0.4%
EXPLOSIVES/BOMB THREAT/SCARE	4	0.3%
FIRE ALARM	806	64.4%
FIRE ALARM RESET	12	1.0%
FIRE NOW OUT	20	1.6%
GARAGE FIRE	2	0.2%
HOUSE FIRE	36	2.9%
ILLEGAL BURNING	20	1.6%
MISC. OUTSIDE FIRE	17	1.4%
MISC. OUTSIDE FIRE ON THE FWY	5	0.4%
REFUSE FIRE	26	2.1%
SMOKE IN A STRUCTURE	26	2.1%
SMOKE IN THE AREA	47	3.8%
SPRINKLER SYSTEM ACTIVATED	3	0.2%
STRUCTURE FIRE	30	2.4%
TRANSFORMER/STREET LIGHT FIRE	7	0.6%
UNKNOWN TYPE FIRE	6	0.5%
VEGETATION FIRE	20	1.6%
VEGETATION FIRE ON THE FWY	8	0.6%
VEHICLE FIRE	40	3.2%
VEHICLE FIRE IN A STRUCTURE	2	0.2%
VEHICLE FIRE ON THE FREEWAY	26	2.1%

MEDICAL

ABDOMINAL PAIN - ALS	18	0.2%
ABDOMINAL PAIN - BLS	184	2.5%
ALLERGIC REACTION	49	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	239	3.2%
ANIMAL/STINGS - ALS	4	0.1%
ANIMAL/STINGS - BLS	15	0.2%
ASSAULT VICTIM	95	1.3%
ASSIST THE INVALID	155	2.1%
BACK PAIN	110	1.5%
BLOOD PRESSURE PROBLEM	158	2.1%
BURN INJURY	2	<0.1%
CHEST PAINS - HEART ATTACK	579	7.7%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-NEUROLOGIC	194	2.6%
DIABETIC PROBLEM	112	1.5%
DROWNING/DIVING INCIDENT	1	<0.1%
ELECTRICAL SHOCK INJURY	2	<0.1%
EMER MEDICAL SVC ON THE FWY	16	0.2%
EMS CALL -- NO DETAILS	29	0.4%
EXPOSURE	9	0.1%
EYE INJURY	12	0.2%
FALL MAJOR	45	0.6%
FALL MINOR	853	11.4%
G.I. BLEED	78	1.0%
GUNSHOT WOUND	4	0.1%
HEAD PAIN	42	0.6%
HEART PROBLEM	180	2.4%
HOSPITAL TRANSFER	1	<0.1%
INGESTION-POISONING-INHALATION	79	1.1%
INJURY TC WITH FUEL SPILL	2	<0.1%
INVESTIGATE THE WELFARE	7	0.1%
MEDICAL ALARM	71	0.9%
MINOR TRAUMA	239	3.2%
MISC. MEDICAL	506	6.7%
MOUNTAIN RESCUE	4	0.1%
NON-INJURY TRAFFIC COLLISION	1	<0.1%
NOSE BLEEDS/NON-TRAUMATIC	33	0.4%
OBSTETRICS/GYNECOLOGICAL	58	0.8%
OVERDOSE	81	1.1%
PEDIATRIC 0-36 MONTHS	112	1.5%
PERSON CHOKING	31	0.4%
PERSON DIZZY	194	2.6%
PERSON DOWN	172	2.3%
PERSON HANGING	1	<0.1%
PERSON IN SEIZURE	246	3.3%
PERSON NOT BREATHING	121	1.6%
PERSON SICK	100	1.3%
PERSON SICK	1	<0.1%
PERSON STABBED	3	<0.1%
PERSON UNCONSCIOUS-UNRESPONS.	392	5.2%
PSYCHIATRIC	96	1.3%
RESCUE	4	0.1%
RESCUE ON THE FWY	37	0.5%
SEVERE TRAUMA	24	0.3%
SHORTNESS OF BREATH	755	10.1%
SYNCOPE/FAINTED NOW CONS	217	2.9%
TRAFFIC COLLISION	362	4.8%
TRAFFIC COLLISION ON THE FWY	141	1.9%
TRAFFIC COLLISION W/BICYCLE	35	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	33	0.4%
TRAFFIC COLLISION W/PEDESTRIAN	61	0.8%
TRAFFIC COLLISION-RESCUE	33	0.4%
UNKNOWN MEDICAL	57	0.8%
VEHICLE INTO A STRUCTURE	6	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	1	0.2%
ANIMAL RESCUE / ASSIST	8	1.6%
ARCING WIRES	11	2.2%
BEE INVESTIGATION	2	0.4%
BIOHAZARD INVESTIGATION	14	2.8%
BROKEN GAS MAIN	7	1.4%
BROKEN WATER MAIN	12	2.4%
CHEMICAL OUTSIDE	43	8.7%
DAMAGE INVESTIGATION	3	0.6%
ELEVATOR RESCUE	74	14.9%
FLOWING/GUSHING/SHEARED HYDRANT	7	1.4%
FUEL SPILL	40	8.0%
HAZARDOUS MATERIALS RESPONSE	5	1.0%
INVESTIGATE A HAZARDOUS COND	51	10.3%
INVESTIGATE A MUDSLIDE	1	0.2%
INVESTIGATE OVERCROWDING	2	0.4%
MAJOR FLOODED CONDITION	18	3.6%
MALFUNCTION	21	4.2%
MINOR FLOODING	20	4.0%
MISC. RESPONSE FOR 1 ENGINE	3	0.6%
MISC. ODOR INVESTIGATION	18	3.6%
MISC. RESPONSE FOR A TRUCK	2	0.4%
MISC. RESPONSE FULL ASSIGNMENT	1	0.2%
ODOR OF NATURAL GAS INSIDE	31	6.2%
ODOR OF NATURAL GAS OUTSIDE	37	7.4%
ONE STORY ROOF CHECK	2	0.4%
PD ASSIST/STAND-BY	15	3.0%
PERSON LOCKED IN - LOCKED OUT	12	2.4%
PUBLIC ASSIST	11	2.2%
ROOF CHECK 2 STORIES & ABOVE	2	0.4%
WIRES DOWN	23	4.6%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE TRAINING	4
SPECIAL EVENT	3



Ross A. Benson Photography

Burbank Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	81	96	112	116	122	110	125	84	113	91	107	92	1,249	13.3%
MEDICAL	652	640	572	618	583	616	641	635	721	582	633	594	7,487	79.9%
SERVICE	46	56	42	46	67	49	33	26	39	37	32	21	494	5.3%
OTHER	1	0	0	4	0	3	0	0	0	0	0	0	8	0.1%
OVS*	13	12	15	17	11	8	9	8	16	7	10	9	135	1.4%
TOTAL	793	804	741	801	783	786	808	753	889	717	782	716	9,373	

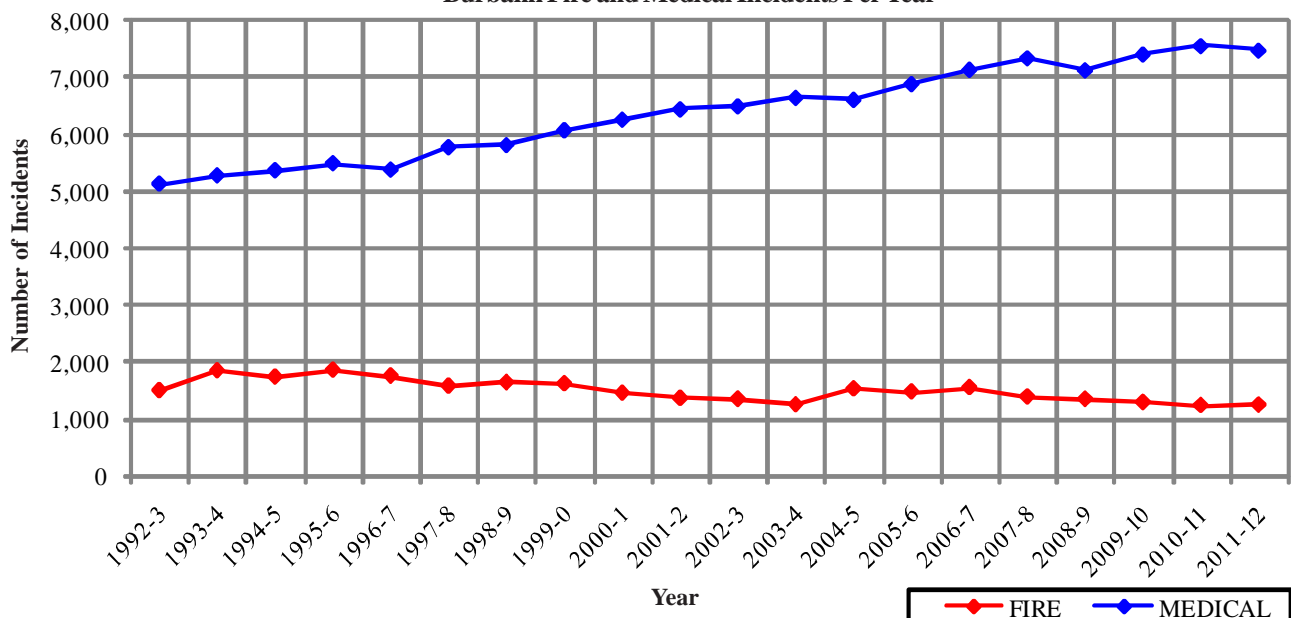
Burbank Incidents: 20 Fiscal Year History

	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2
FIRE	1,501	1,849	1,739	1,858	1,756	1,581	1,642	1,621	1,457	1,365
MEDICAL	5,129	5,276	5,368	5,490	5,378	5,775	5,812	6,075	6,262	6,444
SERVICE	643	775	652	619	648	598	687	655	631	557
OTHER	40	32	53	33	4	5	6	13	9	21
OVS*	0	0	0	7	17	25	21	31	36	34
TOTAL	7,313	7,932	7,812	8,007	7,803	7,984	8,168	8,395	8,395	8,421

	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	1,349	1,253	1,532	1,478	1,554	1,392	1,348	1,293	1,240	1,249
MEDICAL	6,497	6,651	6,612	6,893	7,146	7,350	7,136	7,418	7,567	7,487
SERVICE	548	452	552	504	529	485	452	443	478	494
OTHER	14	8	9	4	13	6	3	1	15	8
OVS*	50	56	52	66	141	152	148	144	124	135
TOTAL	8,458	8,420	8,757	8,945	9,383	9,385	9,087	9,299	9,424	9,373

*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 city 445 times in FY2011-12:

Alhambra	1	Monterey Park	1
Arcadia	4	Pasadena	25
Glendale	269	San Gabriel	2
LA City	106	San Marino	1
LA County	24	South Pasadena	2
Monrovia	5	Other Cities	5
TOTAL		445	

Other agencies were dispatched to incidents in Burbank 344 times during the year:

	Glendale	260
	LA City	30
	Monrovia	1
	Pasadena	9
	Other*	44
	TOTAL	344

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or other units.

Responses Per Unit

The Burbank Fire Department was dispatched to 9,238 incidents within its city borders and an additional 445 incidents in other cities. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Total Responses</u>
Engine 11	2,796
Engine 12	1,447
Engine 13	1,742
Engine 14	1,369
Engine 15	2,054
Engine 16	894
Hazmat 12	53
Ambulance 11	2,879
Ambulance 13	2,344
Ambulance 15	2,967
Truck 11	780
Truck 12	483
Water Tender 16	2





Burbank-Glendale-Pasadena Airport Authority Fire Department

The Burbank-Glendale-Pasadena Airport Authority Fire Department joined the Verdugo System on September 2, 2011. Between September 2 and June 30, Verdugo dispatched 268 incidents involving this agency. Each emergency call was assigned a type code by the dispatcher. Each type code in Verdugo's Computer-Aided Dispatch (CAD) system falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for this agency for each type code in these categories during these ten months, along with the percent of incidents in that category. Of the 49 type codes listed below, the three most frequent incident types were Fuel Spill (32.6% of Service incidents), Chemical Outside (25.8% of Service incidents), and Emergency Landing at Airport (39.5% of Fire incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
ELECTRICAL FIRE	4	9.3%
EMERGENCY LANDING AT AIRPORT	17	39.5%
EXPLOSIVES/BOMB THREAT/SCARE	1	2.3%
FIRE ALARM	9	20.9%
MISC OUTSIDE FIRE	1	2.3%
PLANE ACCIDENT, DOWN OR FIRE	2	4.7%
REFUSE FIRE	2	4.7%
SMOKE IN A STRUCTURE	5	11.6%
VEGETATION FIRE	1	2.3%
VEHICLE FIRE	1	2.3%



MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ALTERED LEVEL OF CONSCIOUSNESS	2	1.5%
ANIMAL/STINGS - BLS	1	0.7%
BACK PAIN	2	1.5%
CHEST PAINS - HEART ATTACK	3	2.2%
CVA-NEUROLOGIC	1	0.7%
DIABETIC PROBLEM	1	0.7%
EMS CALL -- NO DETAILS	1	0.7%
FALL MAJOR	1	0.7%
FALL MINOR	17	12.6%
HEAD PAIN	2	1.5%
HEART PROBLEM	3	2.2%
INGESTION-POISONING-INHALATION	1	0.7%
MINOR TRAUMA	15	11.1%
MISC MEDICAL	14	10.4%
NOSE BLEED NON-TRAUMATIC	2	1.5%
OVERDOSE	1	0.7%
PEDIATRIC 0-36 MONTHS	2	1.5%
PERSON CHOKING	1	0.7%
PERSON DIZZY	6	4.4%
PERSON DOWN	1	0.7%
PERSON IN SEIZURE	8	5.9%
PERSON NOT BREATHING	1	0.7%
PERSON SICK	9	6.7%
PERSON UNCONSCIOUS-UNRESPONS.	9	6.7%
PSYCHIATRIC	1	0.7%
SHORTNESS OF BREATH	6	4.4%
SYNCOPE/FAINTED NOW CONS	12	8.9%
TRAFFIC COLLISION	3	2.2%
TRAFFIC COLLISION W/PEDESTRIAN	1	0.7%
UNKNOWN MEDICAL	8	5.9%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
BIOHAZARD INVESTIGATION	16	18.0%
CHEMICAL OUTSIDE	23	25.8%
FUEL SPILL	29	32.6%
MAJOR FLOODED CONDITION	1	1.1%
MISC RESPONSE FOR 1 ENGINE	1	1.1%
ODOR OF NATURAL GAS INSIDE	8	9.0%
ODOR OF NATURAL GAS OUTSIDE	9	10.1%
PERSON LOCKED IN - LOCKED OUT	2	2.2%

RESOURCES

- Four Crash units (three front-line and one reserve) are each equipped with 1,500 gallons of water, 200 gallons of 3% AFFF, and 500 lbs. Halotron or PPK Dry Powder.
- Rescue 17 is a squad vehicle with medical equipment, rescue tools, and firefighting equipment.
- Utility 17 carries 120 gallons of water/foam AirQuik FF System.
- Foam Tender has 600 gallons of 3% AFFF.
- Triage Trailer is capable of treating 100 casualties.

CATEGORY	Jul.*	Aug.*	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE			3	4	4	5	4	4	5	4	3	7	43	16.0%
MEDICAL			9	14	12	19	14	9	14	11	19	14	135	50.4%
SERVICE			5	11	8	7	17	10	10	9	5	7	89	33.2%
OTHER			0	0	0	1	0	0	0	0	0	0	1	0.4%
OVS*			0	0	0	0	0	0	0	0	0	0	0	0.0%
TOTAL	0	0	17	29	24	32	35	23	29	24	27	28	268	

*Joined the Verdugo System on Sept. 2, 2011.



Glendale Fire Department



There were 15,789 incidents in Glendale during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 129 type codes listed below, the three most frequent incident types were Shortness of Breath (11.3% of Medical incidents), Fall - Minor (9.5% of Medical incidents) and Chest Pains - Heart Attack (9.1% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	46	3.2%
APPLIANCE FIRE - MAJOR	27	1.9%
APPLIANCE FIRE - MINOR	1	0.1%
BRUSH FIRE	10	0.7%
CARBON MONOXIDE ALARM	25	1.7%
ELECTRICAL FIRE	30	2.1%
ELECTRICAL VAULT FIRE	4	0.3%
EXPLOSION	2	0.1%
EXPLOSIVES/BOMB THREAT/SCARE	3	0.2%
FIRE ALARM	786	54.4%
FIRE ALARM RESET	21	1.5%
FIRE NOW OUT	17	1.2%
GARAGE FIRE	6	0.4%
HOUSE FIRE	43	3.0%
ILLEGAL BURNING	37	2.6%
MISC OUTSIDE FIRE	22	1.5%
MISC OUTSIDE FIRE ON THE FWY	4	0.3%
PERSON ON FIRE	1	0.1%
PLANE ACCIDENT, DOWN OR FIRE	1	0.1%
REFUSE FIRE	34	2.4%
SMOKE IN A STRUCTURE	54	3.7%
SMOKE IN THE AREA	74	5.1%
SPRINKLER SYSTEM ACTIVATED	4	0.3%
STRUCTURE FIRE	35	2.4%
TRANSFORMER/STREET LIGHT FIRE	29	2.0%
UNKNOWN TYPE FIRE	7	0.5%
VEGETATION FIRE	19	1.3%
VEGETATION FIRE ON THE FWY	16	1.1%
VEHICLE FIRE	58	4.0%
VEHICLE FIRE IN A STRUCTURE	2	0.1%
VEHICLE FIRE ON THE FREEWAY	27	1.9%

MEDICAL

ABDOMINAL PAIN - ALS	35	0.3%
ABDOMINAL PAIN - BLS	389	2.9%
ALLERGIC REACTION	60	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	395	2.9%
ANIMAL/STINGS - ALS	6	<0.1%
ANIMAL/STINGS - BLS	14	0.1%
ASSAULT VICTIM	171	1.3%
ASSIST THE INVALID	210	1.5%
BACK PAIN	226	1.7%
BLOOD PRESSURE PROBLEM	425	3.1%
BUILDING COLLAPSE RESCUE	1	<0.1%
BURN INJURY	11	0.1%
CHEST PAINS - HEART ATTACK	1237	9.1%
CVA-NEUROLOGIC	251	1.8%
DIABETIC PROBLEM	200	1.5%
DROWNING/DIVING INCIDENT	4	<0.1%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMER MEDICAL SVC ON THE FWY	24	0.2%
EMS CALL -- NO DETAILS	43	0.3%
EXPOSURE	9	0.1%
EYE INJURY	6	<0.1%
FALL MAJOR	110	0.8%
FALL MINOR	1297	9.5%
G.I. BLEED	103	0.8%
GUNSHOT WOUND	9	0.1%
HEAD PAIN	93	0.7%
HEART PROBLEM	427	3.1%
HOSPITAL TRANSFER	17	0.1%
INGESTION-POISONING-INHALATION	146	1.1%
INJURY TC WITH FUEL SPILL	3	<0.1%
INVESTIGATE THE WELFARE	8	0.1%
MEDICAL ALARM	99	0.7%
MINOR TRAUMA	349	2.6%
MISC MEDICAL	945	6.9%
MOUNTAIN RESCUE	14	0.1%
NON-INJURY TRAFFIC COLLISION	6	<0.1%
NOSE BLEED NON-TRAUMATIC	75	0.5%
OBSTETRICS/GYNECOLOGICAL	95	0.7%
OVERDOSE	85	0.6%
PEDIATRIC 0-36 MONTHS	225	1.6%
PERSON CHOKING	46	0.3%
PERSON DIZZY	311	2.3%
PERSON DOWN	384	2.8%
PERSON HANGING	4	<0.1%
PERSON IN SEIZURE	372	2.7%
PERSON NOT BREATHING	219	1.6%
PERSON SICK	242	1.8%
PERSON SICK	2	<0.1%
PERSON STABBED	12	0.1%
PERSON THREATENING TO JUMP	2	<0.1%
PERSON UNCONSCIOUS-UNRESPONS.	800	5.9%
PSYCHIATRIC	206	1.5%
RESCUE	10	0.1%
RESCUE ON THE FWY	52	0.4%
SEVERE TRAUMA	39	0.3%
SHORTNESS OF BREATH	1535	11.3%
SYNCOPE/FAINTED NOW CONS	327	2.4%
TRAFFIC COLLISION	618	4.5%
TRAFFIC COLLISION ON THE FWY	202	1.5%
TRAFFIC COLLISION W/BICYCLE	44	0.3%
TRAFFIC COLLISION W/MOTORCYCLE	46	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	101	0.7%
TRAFFIC COLLISION-RESCUE	54	0.4%
UNKNOWN MEDICAL	172	1.3%
VEHICLE INTO A STRUCTURE	18	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	1	0.1%
ANIMAL RESCUE/ASSIST	21	2.9%
ARCING WIRES	13	1.8%
BEE INVESTIGATION	10	1.4%
BIOHAZARD INVESTIGATION	8	1.1%
BROKEN GAS MAIN	8	1.1%
BROKEN WATER MAIN	20	2.7%
CHEMICAL OUTSIDE	34	4.6%
DAMAGE INVESTIGATION	11	1.5%
ELEVATOR RESCUE	116	15.8%
FLOWING/GUSHING/SHEARED HYDRANT	18	2.4%
FUEL SPILL	30	4.1%
HAZARDOUS MATERIALS RESPONSE	6	0.8%
INVESTIGATE A HAZARDOUS COND	97	13.2%
INVESTIGATE OVERCROWDING	1	0.1%
MAJOR FLOODED CONDITION	22	3.0%
MALFUNCTION	16	2.2%
MINOR FLOODING	38	5.2%
MISC RESPONSE ENGINE & TRUCK	1	0.1%
MISC RESPONSE FOR 1 ENGINE	6	0.8%
MISC. ODOR INVESTIGATION	26	3.5%
MISC. RESPONSE FOR A TRUCK	5	0.7%
MISC. RESPONSE FULL ASSIGNMENT	1	0.1%
ODOR OF NATURAL GAS INSIDE	33	4.5%
ODOR OF NATURAL GAS OUTSIDE	26	3.5%
ONE STORY ROOF CHECK	6	0.8%
PD ASSIST/STAND-BY	16	2.2%
PERSON LOCKED IN - LOCKED OUT	32	4.3%
PUBLIC ASSIST	37	5.0%
ROOF CHECK 2 STORIES & ABOVE	8	1.1%
WIRES DOWN	69	9.4%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE ALARM TESTING	1
FIREWORKS VIOLATION	1
SPECIAL EVENT	3



Glendale Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	131	116	140	118	120	151	135	108	133	120	98	106	1,476	9.1%
MEDICAL	1,132	1,092	1,051	1,175	1,066	1,217	1,129	1,176	1,198	1,092	1,142	1,140	13,610	84.0%
SERVICE	60	47	59	54	75	109	54	34	55	41	47	59	694	4.3%
OTHER	0	2	1	2	1	1	0	0	1	0	0	1	9	0.1%
OVS*	36	35	43	36	37	38	21	33	29	30	30	36	404	2.5%
TOTAL	1,359	1,292	1,294	1,385	1,299	1,516	1,339	1,351	1,416	1,283	1,317	1,342	16,193	

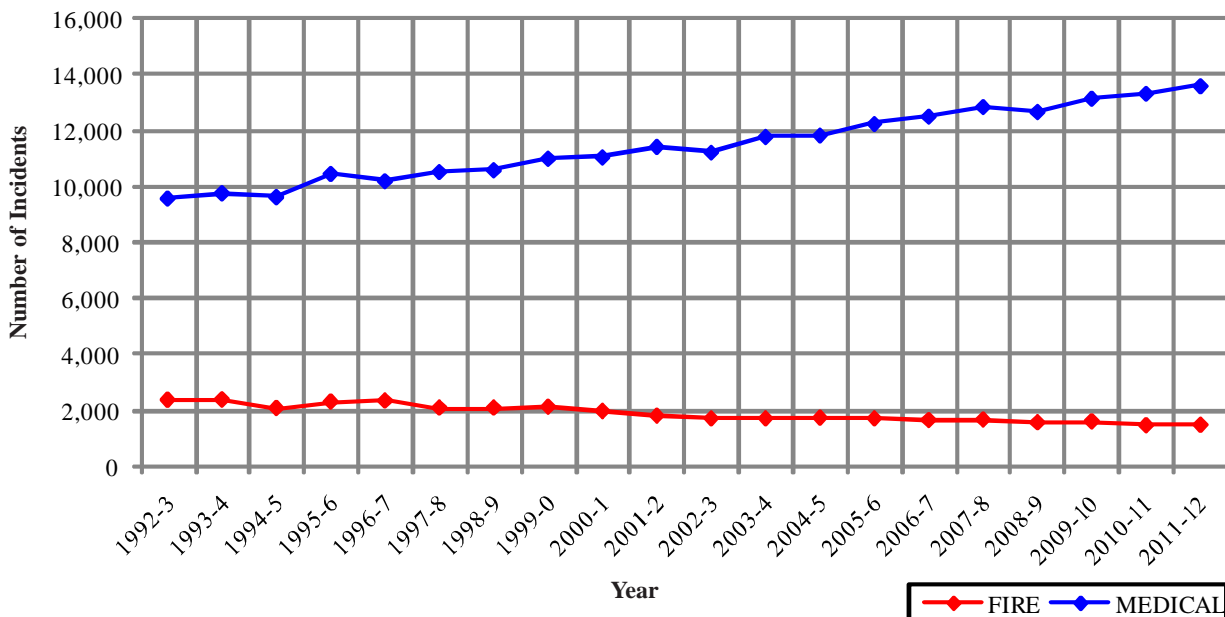
Glendale Incidents: 20 Fiscal Year History

	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0	2000-1	2001-2
FIRE	2,368	2,377	2,077	2,304	2,340	2,087	2,089	2,121	1,968	1,799
MEDICAL	9,589	9,782	9,644	10,479	10,213	10,544	10,608	11,020	11,062	11,442
SERVICE	894	1,217	961	888	998	959	871	926	921	991
OTHER	10	61	163	28	10	12	23	36	30	46
OVS*	0	0	0	106	200	171	172	165	154	155
TOTAL	12,861	13,437	12,845	13,805	13,761	13,773	13,763	14,268	14,135	14,433

	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	1,700	1,701	1,733	1,702	1,649	1,668	1,564	1,602	1,460	1,476
MEDICAL	11,235	11,795	11,850	12,261	12,522	12,862	12,685	13,156	13,338	13,610
SERVICE	932	770	1,024	789	718	706	668	653	630	694
OTHER	64	28	26	7	17	17	6	13	19	9
OVS*	190	180	204	211	415	476	541	426	393	404
TOTAL	14,121	14,474	14,837	14,970	15,321	15,729	15,464	15,850	15,840	16,193

*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 802 times in FY 2011-12:

Alhambra	1
Arcadia	8
Burbank	260
Burbank Airport	3
LA City	325
LA County	74
Monrovia	6
Montebello	2
Monterey Park	1
Pasadena	110
San Gabriel	1
San Marino	1
South Pasadena	5
Other Cities	5
TOTAL	802

Other agencies were dispatched to incidents in Glendale 477 times during the year:

Alhambra	2
Arcadia	1
Burbank	269
Burbank Airport	2
LA City	39
LA County	63
Monrovia	3
Montebello	1
Pasadena	67
San Gabriel	1
Sierra Madre	1
South Pasadena	5
Other*	23
TOTAL	477

*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 15,789 incidents within its city borders and an additional 802 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	24	Engine 27	2,260
BLS21	3,005	Engine 28	755
BLS22	792	Engine 29	1,065
BLS25	2,819	HazMat 24	51
BLS26	1,533	Ambulance 21	2,099
BLS27	726	Ambulance 25	1,866
BLS29	767	Ambulance 26	1,690
Engine 21	3,421	Ambulance 29	808
Engine 22	2,622	Truck 21	1,308
Engine 23	328	Truck 26	1,096
Engine 24	1,186	Truck 29	315
Engine 25	3,297	USAR 22	27
Engine 26	2,766	WT27	4



Photos by Jerry Jacobs



Monrovia Fire Department



There were 3,412 incidents in Monrovia during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 111 type codes listed below, the three most frequent incident types were Fall - Minor (11.4% of Medical incidents), Fire Alarm (57% of Fire incidents), and Shortness of Breath (8% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	6	1.2%
APPLIANCE FIRE - MAJOR	5	1.0%
CARBON MONOXIDE ALARM	13	2.7%
ELECTRICAL FIRE	8	1.6%
FIRE ALARM	278	57.0%
FIRE ALARM RESET	2	0.4%
FIRE NOW OUT	14	2.9%
GARAGE FIRE	2	0.4%
HOUSE FIRE	15	3.1%
ILLEGAL BURNING	8	1.6%
MISC OUTSIDE FIRE	12	2.5%
PERSON ON FIRE	1	0.2%
REFUSE FIRE	10	2.0%
SMOKE IN A STRUCTURE	7	1.4%
SMOKE IN THE AREA	24	4.9%
STRUCTURE FIRE	12	2.5%
TRANSFORMER/STREET LIGHT FIRE	14	2.9%
UNKNOWN TYPE FIRE	3	0.6%
VEGETATION FIRE	18	3.7%
VEGETATION FIRE ON THE FWY	5	1.0%
VEHICLE FIRE	22	4.5%
VEHICLE FIRE ON THE FREEWAY	9	1.8%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
FALL MINOR	304	11.4%
G.I. BLEED	20	0.8%
GUNSHOT WOUND	3	0.1%
HEAD PAIN	17	0.6%
HEART PROBLEM	57	2.1%
INGESTION-POISONING-INHALATION	44	1.7%
INVESTIGATE THE WELFARE	4	0.2%
MEDICAL ALARM	33	1.2%
MINOR TRAUMA	102	3.8%
MISC MEDICAL	160	6.0%
MOUNTAIN RESCUE	11	0.4%
NON-INJURY TRAFFIC COLLISION	1	<0.1%
NOSE BLEED NON-TRAUMATIC	12	0.5%
OBSTETRICS/GYNECOLOGICAL	21	0.8%
OVERDOSE	37	1.4%
PEDIATRIC 0-36 MONTHS	56	2.1%
PERSON CHOKING	7	0.3%
PERSON DIZZY	54	2.0%
PERSON DOWN	83	3.1%
PERSON HANGING	2	0.1%
PERSON IN SEIZURE	65	2.4%
PERSON NOT BREATHING	29	1.1%
PERSON SICK	46	1.7%
PERSON STABBED	5	0.2%
PERSON UNCONSCIOUS-UNRESPONS.	98	3.7%
PSYCHIATRIC	41	1.5%
RESCUE ON THE FWY	9	0.3%
SEVERE TRAUMA	5	0.2%
SHORTNESS OF BREATH	212	8.0%
SYNCOPE/FAINTED NOW CONS	66	2.5%
TRAFFIC COLLISION	154	5.8%
TRAFFIC COLLISION ON THE FWY	78	2.9%
TRAFFIC COLLISION W/BICYCLE	9	0.3%
TRAFFIC COLLISION W/MOTORCYCLE	3	0.1%
TRAFFIC COLLISION W/PEDESTRIAN	29	1.1%
TRAFFIC COLLISION-RESCUE	18	0.7%
UNKNOWN MEDICAL	25	0.9%
VEHICLE INTO A STRUCTURE	3	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	8	3.0%
ARCING WIRES	5	1.9%
BEE INVESTIGATION	1	0.4%
BIO-CHEMICAL THREAT	1	0.4%
BROKEN GAS MAIN	4	1.5%
BROKEN WATER MAIN	2	0.7%
CHEMICAL OUTSIDE	5	1.9%
DAMAGE INVESTIGATION	9	3.4%
ELEVATOR RESCUE	13	4.9%
FLOWING/GUSHING/SHEARED HYDRANT	4	1.5%
FUEL SPILL	5	1.9%
HAZARDOUS MATERIALS RESPONSE	1	0.4%
INVESTIGATE A HAZARDOUS COND	30	11.2%
MAJOR FLOODED CONDITION	3	1.1%
MALFUNCTION	5	1.9%
MINOR FLOODING	7	2.6%
MISC RESPONSE ENGINE & TRUCK	1	0.4%
MISC RESPONSE FOR 1 ENGINE	1	0.4%
MISC. ODOR INVESTIGATION	15	5.6%
MISC. RESPONSE FOR A TRUCK	1	0.4%
MISC. RESPONSE FULL ASSIGNMENT	1	0.4%
ODOR OF NATURAL GAS INSIDE	6	2.2%
ODOR OF NATURAL GAS OUTSIDE	17	6.4%
ONE STORY ROOF CHECK	5	1.9%
PD ASSIST/STAND-BY	4	1.5%
PERSON LOCKED IN - LOCKED OUT	15	5.6%
PUBLIC ASSIST	12	4.5%
ROOF CHECK 2 STORIES & ABOVE	2	0.7%
WIRES DOWN	84	31.5%

MEDICAL

ABDOMINAL PAIN - ALS	9	0.3%
ABDOMINAL PAIN - BLS	75	2.8%
ALLERGIC REACTION	19	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	74	2.8%
ANIMAL/STINGS - BLS	7	0.3%
ASSAULT VICTIM	59	2.2%
ASSIST THE INVALID	70	2.6%
BACK PAIN	36	1.4%
BLOOD PRESSURE PROBLEM	25	0.9%
BURN INJURY	6	0.2%
CHEST PAINS - HEART ATTACK	189	7.1%
CONFINED SPACE RESCUE	1	<0.1%
CVA-NEUROLOGIC	65	2.4%
DIABETIC PROBLEM	56	2.1%
ELECTRICAL SHOCK INJURY	1	<0.1%
EMER MEDICAL SVC ON THE FWY	12	0.5%
EMS CALL -- NO DETAILS	20	0.8%
EXPOSURE	2	0.1%
EYE INJURY	2	0.1%
FALL MAJOR	15	0.6%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE ALARM TESTING	1
SPECIAL EVENT	1



Monrovia Incidents by Month and Category

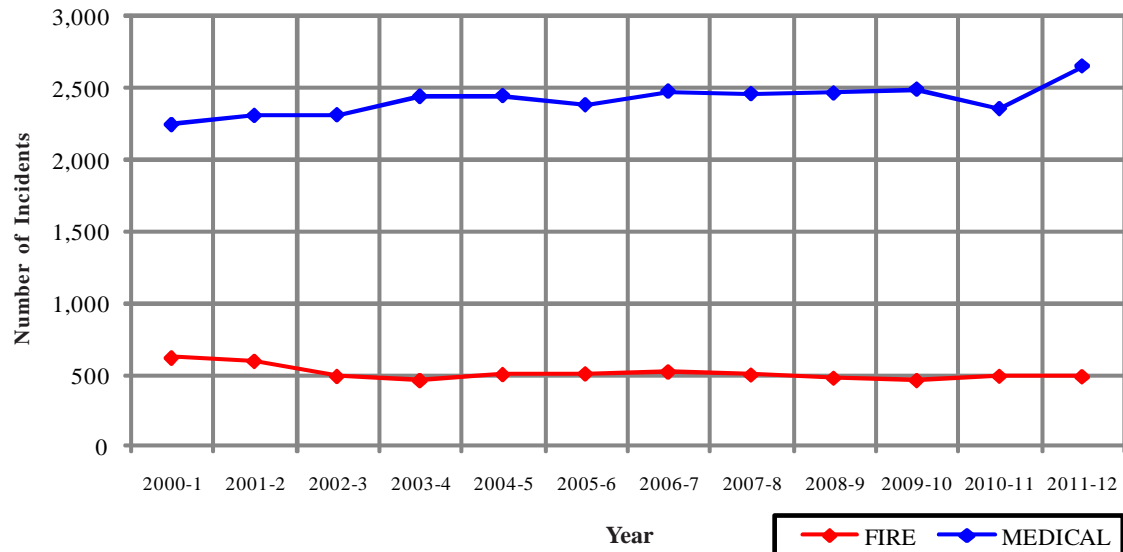
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	47	32	40	49	39	76	44	35	33	30	29	34	488	14.2%
MEDICAL	206	234	221	247	232	247	203	196	216	214	239	202	2,657	77.2%
SERVICE	19	17	12	13	15	86	20	24	10	13	20	17	266	7.7%
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.0%
OVS*	0	2	4	1	0	8	3	0	3	2	3	3	29	0.8%
TOTAL	273	285	277	310	286	417	270	255	262	259	291	256	3,441	

Monrovia Incidents: 12 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	2011-12
FIRE	621	597	491	461	504	510	523	501	479	462	492	488
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462	2,467	2,494	2,357	2,657
SERVICE	252	257	265	216	244	238	218	224	186	184	178	266
OTHER	2	4	47	7	0	1	3	1	0	0	1	1
OVS*	28	47	55	56	47	36	49	58	50	41	30	29
TOTAL	3,147	3,214	3,172	3,183	3,244	3,169	3,273	3,246	3,182	3,181	3,058	3,441

*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 421 times in FY 2011-12:

Arcadia	355
Burbank	1
Glendale	3
LA County	29
Montebello	1
Pasadena	6
Sierra Madre	26
TOTAL	421

Other fire agencies were dispatched to incidents in Monrovia 369 times during the year, in addition to 2,637 responses by other units:

Alhambra	6
Arcadia	268
Burbank	5
Glendale	6
LA County	45
Monterey Park	3
Pasadena	16
San Gabriel	7
San Marino	10
South Pasadena	3
Other*	2,637
TOTAL	3,006

*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 3,412 incidents within its city borders and an additional 421 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 101	2,097
Engine 102	1,665
Squad 101	1,804
Truck 101	666
Water Tender 101	3



Photo by Jerry Jacobs





Montebello Fire Department



There were 4,739 incidents in Montebello during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 108 type codes listed below, the three most frequent incident types were Fire Alarm (66.8% of Fire incidents), Fall - Minor (9.6% of Medical incidents), and Shortness of Breath (9.1% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	5	0.8%
APPLIANCE FIRE - MAJOR	7	1.1%
BRUSH FIRE	3	0.5%
CARBON MONOXIDE ALARM	3	0.5%
ELECTRICAL FIRE	7	1.1%
ELECTRICAL VAULT FIRE	1	0.2%
FIRE ALARM	423	66.8%
FIRE ALARM RESET	5	0.8%
FIRE NOW OUT	9	1.4%
GARAGE FIRE	3	0.5%
HOUSE FIRE	12	1.9%
ILLEGAL BURNING	9	1.4%
MISC OUTSIDE FIRE	9	1.4%
REFUSE FIRE	12	1.9%
SMOKE IN A STRUCTURE	12	1.9%
SMOKE IN THE AREA	13	2.1%
SPRINKLER SYSTEM ACTIVATED	1	0.2%
STRUCTURE FIRE	20	3.2%
TRANSFORMER/STREET LIGHT FIRE	13	2.1%
UNKNOWN TYPE FIRE	6	0.9%
VEGETATION FIRE	17	2.7%
VEGETATION FIRE ON THE FWY	3	0.5%
VEHICLE FIRE	30	4.7%
VEHICLE FIRE IN A STRUCTURE	2	0.3%
VEHICLE FIRE ON THE FREEWAY	8	1.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DIABETIC PROBLEM	89	2.3%
ELECTRICAL SHOCK INJURY	1	<0.1%
EMER MEDICAL SVC ON THE FWY	8	0.2%
EMS CALL -- NO DETAILS	16	0.4%
EXPOSURE	2	0.1%
EYE INJURY	3	0.1%
FALL MAJOR	22	0.6%
FALL MINOR	376	9.6%
G.I. BLEED	29	0.7%
GUNSHOT WOUND	7	0.2%
HEAD PAIN	21	0.5%
HEART PROBLEM	60	1.5%
INGESTION-POISONING-INHALATION	48	1.2%
INVESTIGATE THE WELFARE	6	0.2%
MEDICAL ALARM	32	0.8%
MINOR TRAUMA	137	3.5%
MISC MEDICAL	243	6.2%
NOSE BLEED NON-TRAUMATIC	13	0.3%
OBSTETRICS/GYNECOLOGICAL	21	0.5%
OVERDOSE	43	1.1%
PEDIATRIC 0-36 MONTHS	81	2.1%
PERSON CHOKING	8	0.2%
PERSON DIZZY	65	1.7%
PERSON DOWN	111	2.8%
PERSON HANGING	1	<0.1%
PERSON IN SEIZURE	140	3.6%
PERSON NOT BREATHING	83	2.1%
PERSON SICK	58	1.5%
PERSON STABBED	15	0.4%
PERSON THREATENING TO JUMP	1	<0.1%
PERSON UNCONSCIOUS-UNRESPONS.	259	6.6%
PSYCHIATRIC	56	1.4%
RESCUE	5	0.1%
RESCUE ON THE FWY	10	0.3%
SEVERE TRAUMA	6	0.2%
SHORTNESS OF BREATH	354	9.1%
SYNCOPE/FAINTED NOW CONS	89	2.3%
TRAFFIC COLLISION	226	5.8%
TRAFFIC COLLISION ON THE FWY	42	1.1%
TRAFFIC COLLISION W/BICYCLE	23	0.6%
TRAFFIC COLLISION W/MOTORCYCLE	10	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	53	1.4%
TRAFFIC COLLISION-RESCUE	14	0.4%
UNKNOWN MEDICAL	40	1.0%
VEHICLE INTO A STRUCTURE	8	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	6	2.9%
ARCING WIRES	6	2.9%
BEE INVESTIGATION	3	1.5%
BIOHAZARD INVESTIGATION	8	3.9%
BROKEN GAS MAIN	3	1.5%
BROKEN WATER MAIN	13	6.4%
CHEMICAL OUTSIDE	7	3.4%
DAMAGE INVESTIGATION	4	2.0%
ELEVATOR RESCUE	10	4.9%
FLOWING/GUSHING/SHEARED HYDRANT	10	4.9%
FUEL SPILL	8	3.9%
HAZARDOUS MATERIALS RESPONSE	2	1.0%
INVESTIGATE A HAZARDOUS COND	18	8.8%
INVESTIGATE OVERCROWDING	2	1.0%
MAJOR FLOODED CONDITION	5	2.5%
MINOR FLOODING	9	4.4%
MISC RESPONSE FOR 1 ENGINE	1	0.5%
MISC. ODOR INVESTIGATION	6	2.9%
ODOR OF NATURAL GAS INSIDE	9	4.4%
ODOR OF NATURAL GAS OUTSIDE	10	4.9%
PD ASSIST/STAND-BY	5	2.5%
PERSON LOCKED IN - LOCKED OUT	11	5.4%
PUBLIC ASSIST	10	4.9%
ROOF CHECK 2 STORIES & ABOVE	3	1.5%
WIRES DOWN	35	17.2%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	5	0.1%
ABDOMINAL PAIN - BLS	97	2.5%
ALLERGIC REACTION	11	0.3%
ALTERED LEVEL OF CONSCIOUSNESS	137	3.5%
ANIMAL/STINGS - ALS	4	0.1%
ANIMAL/STINGS - BLS	9	0.2%
ASSAULT VICTIM	126	3.2%
ASSIST THE INVALID	90	2.3%
BACK PAIN	39	1.0%
BLOOD PRESSURE PROBLEM	65	1.7%
BURN INJURY	4	0.1%
CHEST PAINS - HEART ATTACK	324	8.3%
CVA-NEUROLOGIC	65	1.7%



Montebello Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	73	48	42	82	51	53	60	46	53	29	56	48	641	13.3%
MEDICAL	322	304	304	350	316	334	328	311	363	316	306	352	3,906	81.2%
SERVICE	24	17	9	15	14	26	10	15	14	12	17	19	192	4.0%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	4	5	3	4	5	3	10	6	11	5	5	8	69	1.4%
TOTAL	423	374	358	451	386	416	408	378	441	362	384	427	4,808	

*OVS = Responses Outside the Verdugo System

Out of Jurisdiction Responses

The Montebello Fire Department was dispatched to incidents outside their jurisdiction 154 times in FY 2011-12:

Alhambra	1	Monterey Park	80
Glendale	1	Pasadena	2
LA City	2	Sierra Madre	1
LA County	32	Other Cities	35
TOTAL			154

Other fire agencies were dispatched to incidents in Montebello 285 times during the year, in addition to 3,883 responses by other units:

Alhambra	2	Pasadena	2
Glendale	2	San Gabriel	2
LA City	1	South Pasadena	1
LA County	86	Other Agencies	49
Monrovia	1	Other Units*	3,883
Monterey Park	139	TOTAL	4,168

*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 Incidents: 3 Fiscal Year History

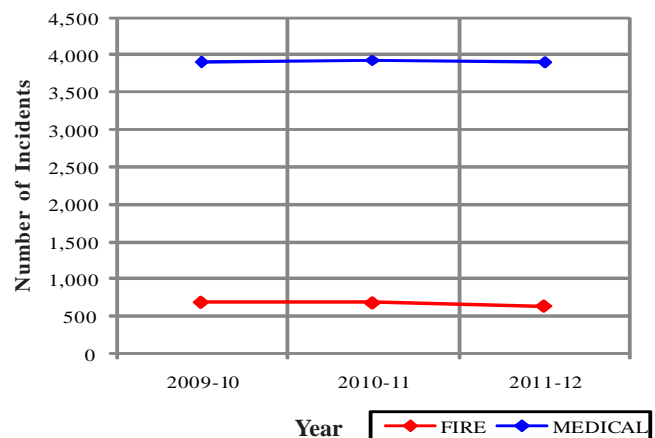
	2009-10	2010-11	2011-12
FIRE	694	685	641
MEDICAL	3,909	3,930	3,906
SERVICE	238	204	192
OTHER	1	0	0
OVS*	93	51	69
TOTAL	4,935	4,870	4,808

Responses Per Unit

The Montebello Fire Department was dispatched to 4,739 incidents within its city borders and an additional 154 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 55	3
Brush Engine 55	2
Brush Engine 56	7
Engine 55	2,702
Engine 56	1,049
Engine 57	2,110
Truck 55	970

Montebello Fire and Medical Incidents Per Year



Photos by Code2High.com



Monterey Park Fire Department



There were 3,447 incidents in Monterey Park during fiscal year 2011-12. 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 FY2011-12, 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 Fall - Minor (9.8% of Medical incidents), Shortness of Breath (9.4% of Medical incidents), and Person Unconscious/Unresponsive (7.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	8	2.2%
APPLIANCE FIRE - MAJOR	4	1.1%
BRUSH FIRE	1	0.3%
CARBON MONOXIDE ALARM	3	0.8%
ELECTRICAL FIRE	5	1.4%
ELECTRICAL VAULT FIRE	1	0.3%
EXPLOSIVES/BOMB THREATS/CARE	1	0.3%
FIRE ALARM	191	51.6%
FIRE ALARM RESET	3	0.8%
FIRE NOW OUT	6	1.6%
GARAGE FIRE	1	0.3%
HOUSE FIRE	15	4.1%
ILLEGAL BURNING	4	1.1%
MISC OUTSIDE FIRE	7	1.9%
MISC OUTSIDE FIRE ON THE FWY	3	0.8%
REFUSE FIRE	24	6.5%
SMOKE IN A STRUCTURE	8	2.2%
SMOKE IN THE AREA	11	3.0%
SPRINKLER SYSTEM ACTIVATED	1	0.3%
STRUCTURE FIRE	14	3.8%
TRANSFORMER/STREET LIGHT FIRE	10	2.7%
UNKNOWN TYPE FIRE	1	0.3%
VEGETATION FIRE	10	2.7%
VEGETATION FIRE ON THE FWY	6	1.6%
VEHICLE FIRE	15	4.1%
VEHICLE FIRE ON THE FREEWAY	17	4.6%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DIABETIC PROBLEM	44	1.5%
DROWNING/DIVING INCIDENT	1	<0.1%
EMER MEDICAL SVC ON THE FWY	15	0.5%
EMS CALL -- NO DETAILS	23	0.8%
EXPOSURE	3	0.1%
EYE INJURY	4	0.1%
FALL MAJOR	19	0.7%
FALL MINOR	286	9.8%
G.I. BLEED	28	1.0%
GUNSHOT WOUND	5	0.2%
HEAD PAIN	11	0.4%
HEART PROBLEM	63	2.2%
HOSPITAL TRANSFER	5	0.2%
INGESTION-POISONING-INHALATION	29	1.0%
INJURY TO WITH FUEL SPILL	1	<0.1%
INVESTIGATE THE WELFARE	4	0.1%
MEDICAL ALARM	39	1.3%
MINOR TRAUMA	106	3.6%
MISC MEDICAL	186	6.4%
NOSE BLEED NON-TRAUMATIC	8	0.3%
OBSTETRICS/GYNECOLOGICAL	29	1.0%
OVERDOSE	16	0.6%
PEDIATRIC 0-36 MONTHS	44	1.5%
PERSON CHOKING	12	0.4%
PERSON DIZZY	67	2.3%
PERSON DOWN	63	2.2%
PERSON HANGING	1	<0.1%
PERSON IN SEIZURE	88	3.0%
PERSON NOT BREATHING	70	2.4%
PERSON SICK	28	1.0%
PERSON STABBED	3	0.1%
PERSON THREATENING TO JUMP	1	<0.1%
PERSON UNCONSCIOUS-UNRESPONS.	230	7.9%
PSYCHIATRIC	32	1.1%
RESCUE	4	0.1%
RESCUE ON THE FWY	22	0.8%
SEVERE TRAUMA	6	0.2%
SHORTNESS OF BREATH	274	9.4%
SYNCOPE/FAINTED NOW CONS	92	3.2%
TRAFFIC COLLISION	148	5.1%
TRAFFIC COLLISION ON THE FWY	69	2.4%
TRAFFIC COLLISION W/BICYCLE	25	0.9%
TRAFFIC COLLISION W/MOTORCYCLE	10	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	43	1.5%
TRAFFIC COLLISION-RESCUE	16	0.6%
UNKNOWN MEDICAL	37	1.3%
VEHICLE INTO A STRUCTURE	8	0.3%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	5	2.8%
ARCING WIRES	6	3.4%
BEE INVESTIGATION	3	1.7%
BIOHAZARD INVESTIGATION	5	2.8%
BROKEN GAS MAIN	2	1.1%
BROKEN WATER MAIN	2	1.1%
CHEMICAL OUTSIDE	4	2.2%
DAMAGE INVESTIGATION	4	2.2%
ELEVATOR RESCUE	12	6.7%
FLOWING/GUSHING/SHEARED HYDRNT	3	1.7%
FUEL SPILL	3	1.7%
HAZARDOUS MATERIALS RESPONSE	1	0.6%
INVESTIGATE A HAZARDOUS COND	21	11.8%
MAJOR FLOODED CONDITION	3	1.7%
MALFUNCTION	7	3.9%
MINOR FLOODING	9	5.1%
MISC RESPONSE FOR 1 ENGINE	1	0.6%
MISC. ODOR INVESTIGATION	8	4.5%
ODOR OF NATURAL GAS INSIDE	8	4.5%
ODOR OF NATURAL GAS OUTSIDE	5	2.8%
ONE STORY ROOF CHECK	3	1.7%
PD ASSIST/STAND-BY	8	4.5%
PERSON LOCKED IN - LOCKED OUT	12	6.7%
PUBLIC ASSIST	5	2.8%
ROOF CHECK 2 STORIES & ABOVE	1	0.6%
WIRES DOWN	37	20.8%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	4	0.1%
ABDOMINAL PAIN - BLS	79	2.7%
ALLERGIC REACTION	12	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	81	2.8%
ANIMAL/STINGS - BLS	3	0.1%
ASSAULT VICTIM	60	2.1%
ASSIST THE INVALID	63	2.2%
BACK PAIN	40	1.4%
BLOOD PRESSURE PROBLEM	42	1.4%
BURN INJURY	1	<0.1%
CHEST PAINS - HEART ATTACK	153	5.3%
CVA-NEUROLOGIC	52	1.8%

OTHER

INCIDENT TYPE	# INCIDENTS
SPECIAL EVENT	2



Monterey Park Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	32	27	29	35	44	44	27	21	28	20	26	37	370	10.5%
MEDICAL	217	249	248	238	224	283	242	213	261	227	229	268	2,899	82.4%
SERVICE	16	15	12	19	12	38	13	17	11	8	6	9	176	5.0%
OTHER	0	0	0	0	0	0	2	0	0	0	0	0	2	0.1%
OVS*	5	10	9	6	6	7	10	8	3	3	1	2	70	2.0%
TOTAL	270	301	298	298	286	372	294	259	303	258	262	316	3,517	

*OVS = Responses Outside the Verdugo System

Out of Jurisdiction Responses

The Monterey Park Fire Department was dispatched to incidents outside their jurisdiction 606 times during FY2011-12:

Alhambra	287	San Gabriel	83
LA County	68	San Marino	2
Monrovia	3	South Pasadena	10
Montebello	139	Other Agencies	2
Pasadena	12	TOTAL	606

Other fire agencies were dispatched to incidents in Monterey Park 435 times during the same time period:

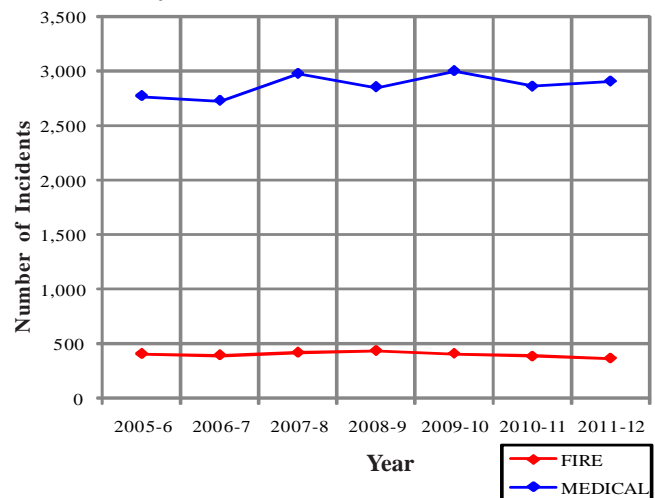
Alhambra	183	Pasadena	9
Burbank	1	San Gabriel	53
Glendale	1	San Marino	6
LA City	1	South Pasadena	3
LA County	66	Other*	32
Montebello	80	TOTAL	435

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

Responses Per Unit

The Monterey Park Fire Department was dispatched to 3,447 incidents within its city borders and an additional 606 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 61	1,726
Engine 62	1,241
Engine 63	950
Ambulance 61	1,801
Ambulance 62	1,404
Truck 61	567

Monterey Park Fire and Medical Incidents Per YearMonterey Park Incidents: 7 Fiscal Year History

	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	413	400	425	440	414	387	370
MEDICAL	2,767	2,722	2,969	2,847	2,995	2,851	2,899
SERVICE	187	188	185	161	170	176	176
OTHER	2	1	1	1	4	5	2
OVS*	259	207	161	131	85	79	70
TOTAL	3,628	3,518	3,741	3,580	3,668	3,498	3,517



Pasadena Fire Department



There were 16,303 incidents in Pasadena during fiscal year 2011-12. 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 FY2011-12, 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 (74.8% of Fire incidents), Fall - Minor (9.7% of Medical incidents), and Shortness of Breath (9.1% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	36	1.3%
APPLIANCE FIRE - MAJOR	18	0.6%
APPLIANCE FIRE - MINOR	3	0.1%
ARSON INVESTIGATION	1	<0.1%
BRUSH FIRE	3	0.1%
CARBON MONOXIDE ALARM	35	1.2%
ELECTRICAL FIRE	35	1.2%
ELECTRICAL VAULT FIRE	3	0.1%
EXPLOSIVES/BOMB THREAT/SCARE	4	0.1%
FIRE ALARM	2,145	74.8%
FIRE ALARM RESET	25	0.9%
FIRE NOW OUT	23	0.8%
GARAGE FIRE	8	0.3%
HOUSE FIRE	58	2.0%
ILLEGAL BURNING	29	1.0%
MISC OUTSIDE FIRE	51	1.8%
MISC OUTSIDE FIRE ON THE FWY	3	0.1%
REFUSE FIRE	34	1.2%
SMOKE IN A STRUCTURE	52	1.8%
SMOKE IN THE AREA	62	2.2%
SPRINKLER SYSTEM ACTIVATED	4	0.1%
STRUCTURE FIRE	40	1.4%
TRANSFORMER/STREET LIGHT FIRE	24	0.8%
UNKNOWN TYPE FIRE	8	0.3%
VEGETATION FIRE	54	1.9%
VEGETATION FIRE ON THE FWY	4	0.1%
VEHICLE FIRE	68	2.4%
VEHICLE FIRE IN A STRUCTURE	5	0.2%
VEHICLE FIRE ON THE FREEWAY	34	1.2%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DROWNING/DIVING INCIDENT	3	<0.1%
ELECTRICAL SHOCK INJURY	4	<0.1%
EMER MEDICAL SVC ON THE FWY	30	0.2%
EMS CALL -- NO DETAILS	37	0.3%
EXPOSURE	24	0.2%
EYE INJURY	14	0.1%
FALL MAJOR	50	0.4%
FALL MINOR	1,232	9.7%
G.I. BLEED	117	0.9%
GUNSHOT WOUND	22	0.2%
HEAD PAIN	64	0.5%
HEART PROBLEM	239	1.9%
INGESTION-POISONING-INHALATION	254	2.0%
INJURY TC WITH FUEL SPILL	5	<0.1%
INVESTIGATE THE WELFARE	10	0.1%
MEDICAL ALARM	126	1.0%
MINOR TRAUMA	500	3.9%
MISC MEDICAL	745	5.9%
MOUNTAIN RESCUE	12	0.1%
NOSE BLEED NON-TRAUMATIC	41	0.3%
OBSTETRICS/GYNECOLOGICAL	104	0.8%
OVERDOSE	130	1.0%
PEDIATRIC 0-36 MONTHS	183	1.4%
PERSON CHOKING	36	0.3%
PERSON DIZZY	250	2.0%
PERSON DOWN	569	4.5%
PERSON HANGING	4	<0.1%
PERSON IN SEIZURE	523	4.1%
PERSON NOT BREATHING	143	1.1%
PERSON SICK	189	1.5%
PERSON SICK	1	<0.1%
PERSON STABBED	12	0.1%
PERSON THREATENING TO JUMP	7	0.1%
PERSON UNCONSCIOUS-UNRESPONS.	712	5.6%
PSYCHIATRIC	241	1.9%
RESCUE	12	0.1%
RESCUE ON THE FWY	42	0.3%
SEVERE TRAUMA	29	0.2%
SHORTNESS OF BREATH	1,158	9.1%
SYNCOPE/FAINTED NOW CONS	379	3.0%
TRAFFIC COLLISION	648	5.1%
TRAFFIC COLLISION ON THE FWY	234	1.8%
TRAFFIC COLLISION W/BICYCLE	84	0.7%
TRAFFIC COLLISION W/MOTORCYCLE	41	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	146	1.2%
TRAFFIC COLLISION WITH TRAIN	1	<0.1%
TRAFFIC COLLISION-RESCUE	62	0.5%
UNKNOWN MEDICAL	132	1.0%
VEHICLE INTO A STRUCTURE	13	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ASSIST	12	1.5%
ARCING WIRES	19	2.4%
BEE INVESTIGATION	7	0.9%
BIO-CHEMICAL THREAT	1	0.1%
BIOHAZARD INVESTIGATION	25	3.2%
BROKEN GAS MAIN	16	2.0%
BROKEN WATER MAIN	20	2.5%
CHEMICAL OUTSIDE	9	1.1%
DAMAGE INVESTIGATION	17	2.2%
ELEVATOR RESCUE	124	15.8%
FLOWING/GUSHING/SHEARED HYDRANT	17	2.2%
FUEL SPILL	27	3.4%
HAZARDOUS MATERIALS RESPONSE	8	1.0%
INVESTIGATE A HAZARDOUS COND	83	10.5%
INVESTIGATE OVERCROWDING	8	1.0%
MAJOR FLOODED CONDITION	23	2.9%
MALFUNCTION	12	1.5%
MINOR FLOODING	23	2.9%
MISC RESPONSE FOR 1 ENGINE	7	0.9%
MISC. ODOR INVESTIGATION	24	3.0%
MISC. RESPONSE FOR A TRUCK	2	0.3%
ODOR OF NATURAL GAS INSIDE	43	5.5%
ODOR OF NATURAL GAS OUTSIDE	46	5.8%
ONE STORY ROOF CHECK	3	0.4%
PD ASSIST/STAND-BY	13	1.7%
PERSON LOCKED IN - LOCKED OUT	55	7.0%
PUBLIC ASSIST	47	6.0%
ROOF CHECK 2 STORIES & ABOVE	7	0.9%
WIRES DOWN	89	11.3%

MEDICAL

ABDOMINAL PAIN - ALS	33	0.3%
ABDOMINAL PAIN - BLS	308	2.4%
ALLERGIC REACTION	84	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	373	2.9%
ANIMAL/STINGS - ALS	8	0.1%
ANIMAL/STINGS - BLS	30	0.2%
ASSAULT VICTIM	344	2.7%
ASSIST THE INVALID	200	1.6%
BACK PAIN	141	1.1%
BLOOD PRESSURE PROBLEM	182	1.4%
BURN INJURY	13	0.1%
CHEST PAINS - HEART ATTACK	908	7.2%
COLLAPSE/EXTRICATION/RESCUE	3	<0.1%
CVA-NEUROLOGIC	225	1.8%
DIABETIC PROBLEM	196	1.5%



Jerry Jacobs

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	1
NON-INJURY TRAFFIC COLLISION	1
SPECIAL EVENT	27
TRANSFER TO POLICE DEPT	1

Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	229	229	214	242	256	316	237	214	238	237	231	222	2,865	17.4%
MEDICAL	991	974	972	1,098	987	1,127	1,148	1,001	1,115	1,090	1,043	1,083	12,629	76.9%
SERVICE	54	61	58	65	99	152	57	40	58	45	47	43	779	4.7%
OTHER	2	0	2	3	4	6	3	0	0	6	3	1	30	0.2%
OVS*	8	7	14	19	15	12	5	10	7	10	11	10	128	0.8%
TOTAL	1,284	1,271	1,260	1,427	1,361	1,613	1,450	1,265	1,418	1,388	1,335	1,359	16,431	

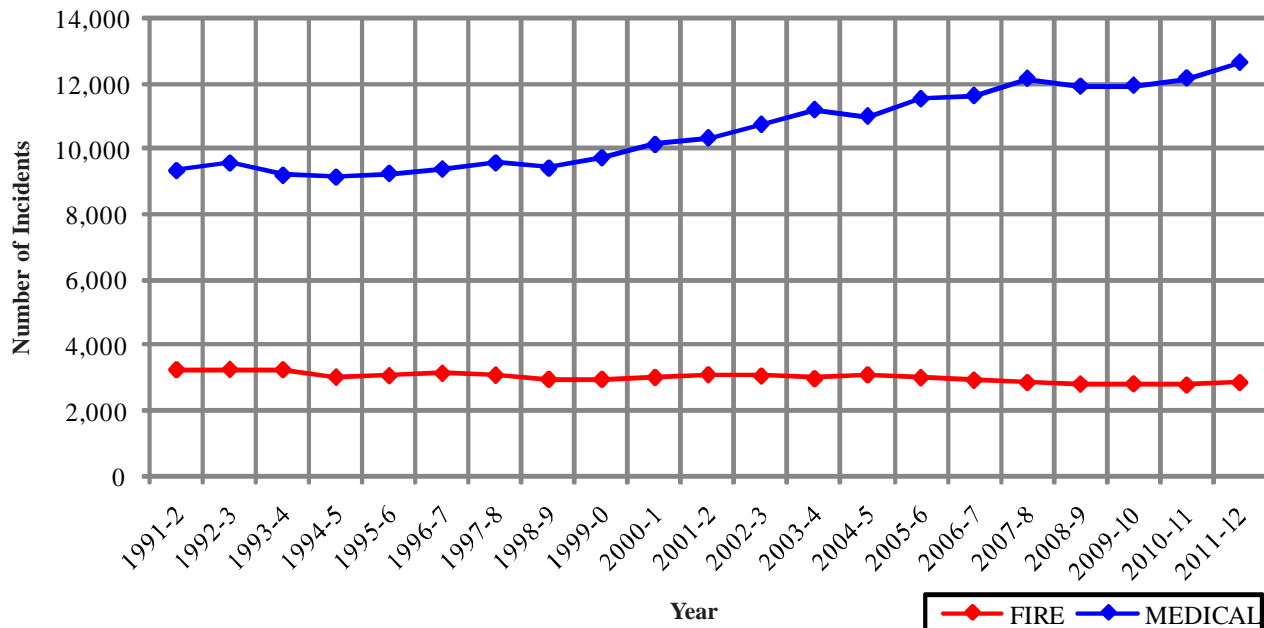
Pasadena Incidents: 20 Fiscal Year History

	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0	2000-1	2001-2
FIRE	3,264	3,253	3,034	3,073	3,146	3,090	2,963	2,962	3,020	3,105
MEDICAL	9,569	9,196	9,139	9,254	9,389	9,574	9,417	9,731	10,136	10,333
SERVICE	812	773	833	817	803	759	784	789	784	786
OTHER	7	31	107	114	66	37	81	96	56	154
OVS*	0	0	0	40	110	42	67	66	43	66
TOTAL	13,652	13,253	13,113	13,298	13,514	13,502	13,312	13,644	14,039	14,444

	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
FIRE	3,065	2,986	3,099	3,013	2,939	2,870	2,822	2,826	2,788	2,865
MEDICAL	10,745	11,194	10,996	11,526	11,623	12,141	11,906	11,935	12,154	12,629
SERVICE	739	675	915	766	744	840	641	639	671	779
OTHER	125	92	32	20	39	33	34	41	34	30
OVS*	97	98	107	103	141	205	174	151	122	128
TOTAL	14,771	15,045	15,149	15,428	15,486	16,089	15,577	15,592	15,769	16,431

*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 568 times in FY 2011-12:

Alhambra	16
Arcadia	97
Burbank	9
Glendale	67
LA City	37
LA County	89
Monrovia	16
Montebello	2
Monterey Park	9
San Gabriel	15
San Marino	62
Sierra Madre	7
South Pasadena	140
Other Juris.	2
TOTAL	568

Other agencies were dispatched to incidents in Pasadena 835 times during the year:

Alhambra	49
Arcadia	92
Burbank	25
Glendale	110
LA City	31
LA County	37
Monrovia	6
Montebello	2
Monterey Park	12
San Gabriel	27
San Marino	115
Sierra Madre	1
South Pasadena	270
Other*	58
TOTAL	835



Responses Per Unit

The Pasadena Fire Department was dispatched to 16,303 incidents within its city borders and an additional 568 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>
Ambulance 31	2,756	Engine 34	2,074
Ambulance 32	2,260	Engine 36	3,243
Ambulance 33	2,941	Engine 37	1,650
Ambulance 34	2,456	Engine 38	931
Ambulance 36	3,051	Engine 39	20
Ambulance 39	43	Rescue Cushion 32	14
BLS33	47	Truck 31	1,580
Engine 31	3,916	Truck 32	800
Engine 32	1,938	USAR 32	29
Engine 33	3,377	WT37	3



Photo by Jerry Jacobs

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



San Gabriel Fire Department



There were 2,153 incidents in San Gabriel during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 105 type codes listed below, the three most frequent incident types were Shortness of Breath (12.3% of Medical incidents), Fire Alarm (66.8% of Fire incidents), and Fall - Minor (9.7% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	7	2.4%
APPLIANCE FIRE - MAJOR	3	1.0%
APPLIANCE FIRE - MINOR	1	0.3%
BRUSH FIRE	1	0.3%
CARBON MONOXIDE ALARM	4	1.4%
ELECTRICAL FIRE	7	2.4%
EXPLOSIVES/BOMB THREAT/SCARE	1	0.3%
FIRE ALARM	191	66.8%
FIRE ALARM RESET	2	0.7%
FIRE NOW OUT	4	1.4%
GARAGE FIRE	2	0.7%
HOUSE FIRE	10	3.5%
ILLEGAL BURNING	1	0.3%
MISC OUTSIDE FIRE	6	2.1%
REFUSE FIRE	7	2.4%
SMOKE IN A STRUCTURE	3	1.0%
SMOKE IN THE AREA	3	1.0%
STRUCTURE FIRE	7	2.4%
TRANSFORMER/STREET LIGHT FIRE	5	1.7%
VEGETATION FIRE	10	3.5%
VEGETATION FIRE ON THE FWY	1	0.3%
VEHICLE FIRE	9	3.1%
VEHICLE FIRE IN A STRUCTURE	1	0.3%

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	5	0.3%
EXPOSURE	1	0.1%
EYE INJURY	1	0.1%
FALL MAJOR	4	0.2%
FALL MINOR	170	9.7%
G.I. BLEED	13	0.7%
GUNSHOT WOUND	4	0.2%
HEAD PAIN	9	0.5%
HEART PROBLEM	34	1.9%
HOSPITAL TRANSFER	22	1.3%
INGESTION-POISONING-INHALATION	12	0.7%
INJURY TO WITH FUEL SPILL	2	0.1%
MEDICAL ALARM	25	1.4%
MINOR TRAUMA	55	3.1%
MISC MEDICAL	87	5.0%
NOSE BLEED NON-TRAUMATIC	10	0.6%
OBSTETRICS/GYNECOLOGICAL	12	0.7%
OVERDOSE	11	0.6%
PEDIATRIC 0-36 MONTHS	24	1.4%
PERSON CHOKING	6	0.3%
PERSON DIZZY	45	2.6%
PERSON DOWN	33	1.9%
PERSON HANGING	1	0.1%
PERSON IN SEIZURE	41	2.3%
PERSON NOT BREATHING	48	2.7%
PERSON SICK	15	0.9%
PERSON STABBED	1	0.1%
PERSON UNCONSCIOUS-UNRESPONS.	157	9.0%
PSYCHIATRIC	25	1.4%
RESCUE	2	0.1%
RESCUE ON THE FWY	1	0.1%
SEVERE TRAUMA	4	0.2%
SHORTNESS OF BREATH	215	12.3%
SYNCOPE/FAINTED NOW CONS	40	2.3%
TRAFFIC COLLISION	114	6.5%
TRAFFIC COLLISION ON THE FWY	15	0.9%
TRAFFIC COLLISION W/BICYCLE	7	0.4%
TRAFFIC COLLISION W/MOTORCYCLE	4	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	26	1.5%
TRAFFIC COLLISION-RESCUE	9	0.5%
UNKNOWN MEDICAL	25	1.4%
VEHICLE INTO A STRUCTURE	3	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ARCING WIRES	2	1.5%
BEE INVESTIGATION	9	6.8%
BIOHAZARD INVESTIGATION	1	0.8%
BROKEN GAS MAIN	1	0.8%
BROKEN WATER MAIN	6	4.5%
DAMAGE INVESTIGATION	8	6.1%
ELEVATOR RESCUE	3	2.3%
FLOWING/GUSHING/SHEARED HYDRANT	3	2.3%
FUEL SPILL	4	3.0%
HAZARDOUS MATERIALS RESPONSE	1	0.8%
INVESTIGATE A HAZARDOUS COND	16	12.1%
INVESTIGATE OVERCROWDING	1	0.8%
MAJOR FLOODED CONDITION	6	4.5%
MALFUNCTION	2	1.5%
MINOR FLOODING	4	3.0%
MISC RESPONSE FOR 1 ENGINE	5	3.8%
MISC. ODOR INVESTIGATION	2	1.5%
ODOR OF NATURAL GAS INSIDE	4	3.0%
PD ASSIST/STAND-BY	1	0.8%
PERSON LOCKED IN - LOCKED OUT	4	3.0%
PUBLIC ASSIST	4	3.0%
ROOF CHECK 2 STORIES & ABOVE	1	0.8%
WIRES DOWN	44	33.3%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	7	0.4%
ABDOMINAL PAIN - BLS	52	3.0%
ALLERGIC REACTION	9	0.5%
ALTERED LEVEL OF CONSCIOUSNESS	72	4.1%
ANIMAL/STINGS - ALS	1	0.1%
ANIMAL/STINGS - BLS	2	0.1%
ASSAULT VICTIM	39	2.2%
ASSIST THE INVALID	16	0.9%
BACK PAIN	15	0.9%
BLOOD PRESSURE PROBLEM	26	1.5%
BURN INJURY	1	0.1%
CHEST PAINS - HEART ATTACK	113	6.5%
COLLAPSE/EXTRICATION/RESCUE	1	0.1%
CVA-NEUROLOGIC	33	1.9%
DIABETIC PROBLEM	23	1.3%



San Gabriel Incidents by Month and Category

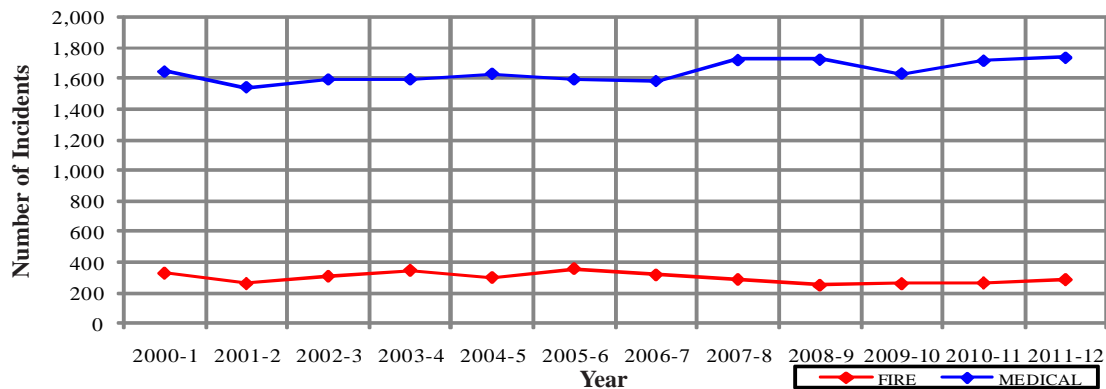
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	22	30	18	22	28	31	29	19	14	23	22	28	286	13.1%
MEDICAL	148	140	143	117	129	176	169	137	151	149	138	142	1,739	79.6%
SERVICE	8	4	4	8	6	53	6	5	7	10	12	5	128	5.9%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	3	3	5	1	4	2	2	3	3	2	2	3	33	1.5%
TOTAL	181	177	170	148	167	262	206	164	175	184	174	178	2,186	

San Gabriel Incidents: 12 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	2011-12
FIRE	327	261	308	346	300	356	317	287	250	260	265	286
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724	1,726	1,633	1,719	1,739
SERVICE	119	132	101	110	136	105	120	117	94	87	84	128
OTHER	3	5	2	7	3	1	1	0	0	3	1	0
OVS*	124	130	109	108	107	86	46	45	55	25	33	33
TOTAL	2,219	2,068	2,113	2,165	2,177	2,142	2,066	2,173	2,125	2,008	2,102	2,186

*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 2,153 incidents within its city borders and an additional 389 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID Responses

Unit ID	Responses
Engine 51	1,302
Engine 52	1,241
Ambulance 51	1,662
USR51	9

Out of Jurisdiction Responses

The San Gabriel Fire Department was dispatched to incidents outside their jurisdiction 389 times in FY 2011-12:

Alhambra	203	Monterey Park	53
Arcadia	15	Pasadena	27
Glendale	1	San Marino	45
LA County	32	Sierra Madre	1
Monrovia	7	South Pasadena	2
Montebello	2	Other Juris.	1
TOTAL	389		

Other fire agencies were dispatched to incidents in San Gabriel 493 times during the year:

Alhambra	229	Pasadena	15
Arcadia	6	San Marino	128
Burbank	2	South Pasadena	4
Glendale	1	Other*	3
LA County	22	TOTAL	493
Monterey Park	83		

*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 825 incidents in San Marino during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 80 type codes listed below, the three most frequent incident types were Fire Alarm (76.7% of Fire incidents), Fall - Minor (17.5% of Medical incidents), and Traffic Collision (8.5% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APPLIANCE FIRE - MAJOR	4	1.9%
CARBON MONOXIDE ALARM	2	1.0%
ELECTRICAL FIRE	4	1.9%
ELECTRICAL VAULT FIRE	1	0.5%
FIRE ALARM	158	76.7%
GARAGE FIRE	1	0.5%
HOUSE FIRE	10	4.9%
ILLEGAL BURNING	1	0.5%
MISC OUTSIDE FIRE	5	2.4%
REFUSE FIRE	2	1.0%
SMOKE IN A STRUCTURE	2	1.0%
SMOKE IN THE AREA	2	1.0%
STRUCTURE FIRE	3	1.5%
UNKNOWN TYPE FIRE	1	0.5%
VEGETATION FIRE	4	1.9%
VEHICLE FIRE	6	2.9%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS CALL -- NO DETAILS	8	1.5%
EYE INJURY	2	0.4%
FALL MAJOR	2	0.4%
FALL MINOR	93	17.5%
G.I. BLEED	2	0.4%
GUNSHOT WOUND	1	0.2%
HEAD PAIN	3	0.6%
HEART PROBLEM	5	0.9%
INGESTION-POISONING-INHALATION	6	1.1%
MEDICAL ALARM	15	2.8%
MINOR TRAUMA	26	4.9%
MISC MEDICAL	33	6.2%
NOSE BLEED NON-TRAUMATIC	4	0.8%
OVERDOSE	2	0.4%
PEDIATRIC 0-36 MONTHS	4	0.8%
PERSON CHOKING	2	0.4%
PERSON DIZZY	11	2.1%
PERSON DOWN	8	1.5%
PERSON IN SEIZURE	9	1.7%
PERSON NOT BREATHING	11	2.1%
PERSON SICK	7	1.3%
PERSON UNCONSCIOUS-UNRESPONS.	28	5.3%
PSYCHIATRIC	6	1.1%
SEVERE TRAUMA	3	0.6%
SHORTNESS OF BREATH	37	7.0%
SYNCOPE/FAINTED NOW CONS	17	3.2%
TRAFFIC COLLISION	45	8.5%
TRAFFIC COLLISION W/BICYCLE	5	0.9%
TRAFFIC COLLISION W/MOTORCYCLE	1	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	5	0.9%
TRAFFIC COLLISION-RESCUE	2	0.4%
UNKNOWN MEDICAL	5	0.9%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	2	2.2%
ARCING WIRES	2	2.2%
BEE INVESTIGATION	4	4.5%
BROKEN GAS MAIN	2	2.2%
BROKEN WATER MAIN	2	2.2%
CHEMICAL OUTSIDE	1	1.1%
ELEVATOR RESCUE	1	1.1%
FLOWING/GUSHING/SHEARED HYDRANT	1	1.1%
INVESTIGATE A HAZARDOUS COND	9	10.1%
MAJOR FLOODED CONDITION	3	3.4%
MALFUNCTION	1	1.1%
MINOR FLOODING	8	9.0%
MISC. ODOR INVESTIGATION	7	7.9%
ODOR OF NATURAL GAS INSIDE	3	3.4%
ODOR OF NATURAL GAS OUTSIDE	4	4.5%
PD ASSIST/STAND-BY	2	2.2%
PERSON LOCKED IN - LOCKED OUT	5	5.6%
PUBLIC ASSIST	9	10.1%
WIRES DOWN	23	25.8%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - BLS	13	2.4%
ALLERGIC REACTION	6	1.1%
ALTERED LEVEL OF CONSCIOUSNESS	23	4.3%
ANIMAL/STINGS - BLS	1	0.2%
ASSAULT VICTIM	2	0.4%
ASSIST THE INVALID	23	4.3%
BACK PAIN	5	0.9%
BLOOD PRESSURE PROBLEM	5	0.9%
CHEST PAINS - HEART ATTACK	26	4.9%
CVA-NEUROLOGIC	14	2.6%
DIABETIC PROBLEM	6	1.1%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	1
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	18	21	17	18	22	36	16	11	7	13	14	13	206	21.0%
MEDICAL	35	52	36	46	34	58	44	49	41	48	45	44	532	54.2%
SERVICE	5	4	6	5	7	39	1	6	2	5	1	5	86	8.8%
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
OVS*	15	9	11	23	11	16	8	16	15	7	14	11	156	15.9%
TOTAL	74	86	70	92	74	149	69	82	65	73	74	73	981	

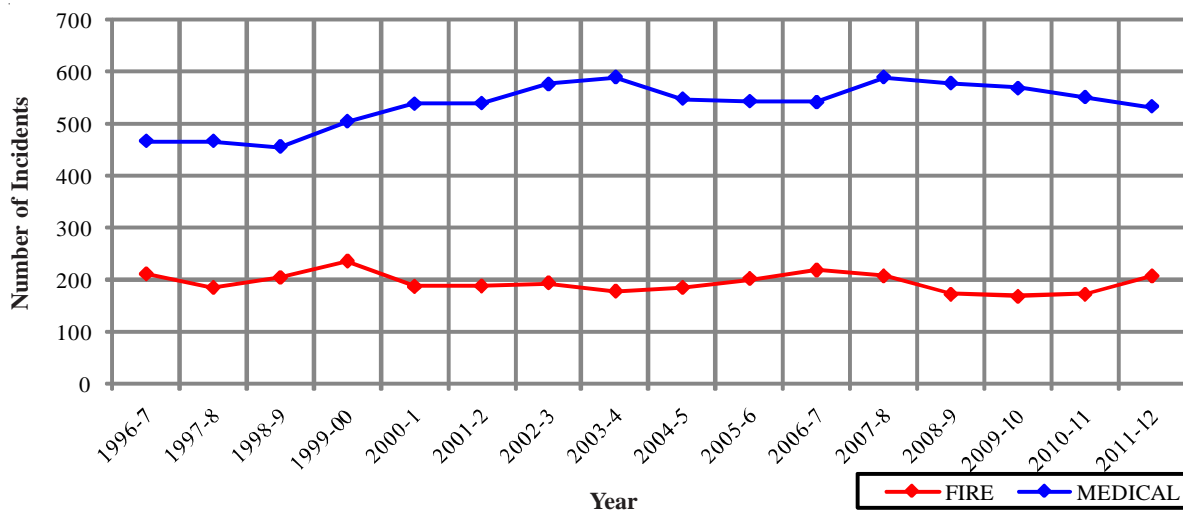
*OVS = Responses Outside the Verdugo System

San Marino Incidents: 16 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	2011-12
FIRE	210	184	203	234	186	187	193	177	184	201	217	206	171	167	171	206
MEDICAL	465	465	454	503	537	538	575	589	547	542	540	589	577	567	550	532
SERVICE	111	114	106	116	118	121	97	71	165	73	80	80	54	48	67	86
OTHER	3	1	0	0	1	3	2	7	7	0	1	0	1	0	1	1
OVS*	178	220	224	205	117	116	149	120	126	125	102	141	131	153	145	156
TOTAL	967	984	987	1,058	959	965	1,016	964	1,029	941	940	1,016	934	935	934	981

*OVS = Responses Outside the Verdugo System

San Marino Fire and Medical Incidents Per Year

Out of Jurisdiction Responses

The San Marino Fire Department was dispatched to incidents outside their jurisdiction 594 times in FY2011-12:

Alhambra	20	Pasadena	115
Arcadia	17	San Gabriel	128
LA County	156	Sierra Madre	2
Monrovia	10	South Pasadena	140
Monterey Park	6	TOTAL	594

Other fire agencies were dispatched to incidents in San Marino 243 times during the year:

Alhambra	46	Monterey Park	2
Arcadia	4	Pasadena	62
Burbank	1	San Gabriel	45
Glendale	1	South Pasadena	54
LA County	28	TOTAL	243

Responses Per Unit

The San Marino Fire Department was dispatched to 825 incidents within its city borders and an additional 594 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 91	969
Ambulance 91	986





Sierra Madre Fire Department



There were 916 incidents in Sierra Madre during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 85 type codes listed below, the three most frequent incident types were Fall - Minor (14.6% of Medical incidents), Shortness of Breath (9.0% of Medical incidents), and Miscellaneous Medical (8.3% of Medical incidents).

FIRE

INCIDENT TYPE	#INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	3	3.1%
APPLIANCE FIRE - MAJOR	1	1.0%
APPLIANCE FIRE - MINOR	1	1.0%
CARBON MONOXIDE ALARM	11	11.5%
ELECTRICAL FIRE	3	3.1%
FIRE ALARM	34	35.4%
FIRE ALARM RESET	1	1.0%
FIRE NOW OUT	2	2.1%
HOUSE FIRE	10	10.4%
MISC OUTSIDE FIRE	2	2.1%
SMOKE IN A STRUCTURE	2	2.1%
SMOKE IN THE AREA	11	11.5%
STRUCTURE FIRE	1	1.0%
TRANSFORMER/STREET LIGHT FIRE	4	4.2%
VEGETATION FIRE	3	3.1%
VEHICLE FIRE	6	6.3%
VEHICLE FIRE IN A STRUCTURE	1	1.0%

MEDICAL (cont.)

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
CHEST PAINS - HEART ATTACK	38	5.4%
CVA-NEUROLOGIC	11	1.6%
DIABETIC PROBLEM	6	0.9%
EMS CALL -- NO DETAILS	3	0.4%
FALL MAJOR	6	0.9%
FALL MINOR	102	14.6%
G.I. BLEED	12	1.7%
GUNSHOT WOUND	1	0.1%
HEAD PAIN	4	0.6%
HEART PROBLEM	14	2.0%
INGESTION-POISONING-INHALATION	10	1.4%
INVESTIGATE THE WELFARE	1	0.1%
MEDICAL ALARM	37	5.3%
MINOR TRAUMA	33	4.7%
MISC MEDICAL	58	8.3%
MOUNTAIN RESCUE	5	0.7%
NOSE BLEED NON-TRAUMATIC	1	0.1%
OBSTETRICS/GYNECOLOGICAL	2	0.3%
OVERDOSE	9	1.3%
PEDIATRIC 0-36 MONTHS	7	1.0%
PERSON DIZZY	17	2.4%
PERSON DOWN	12	1.7%
PERSON IN SEIZURE	11	1.6%
PERSON NOT BREATHING	15	2.1%
PERSON SICK	6	0.9%
PERSON UNCONSCIOUS-UNRESPONS.	35	5.0%
PSYCHIATRIC	13	1.9%
RESCUE	2	0.3%
SEVERE TRAUMA	2	0.3%
SHORTNESS OF BREATH	63	9.0%
SYNCOPE/FAINTED NOW CONS	21	3.0%
TRAFFIC COLLISION	11	1.6%
TRAFFIC COLLISION W/BICYCLE	2	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	3	0.4%
TRAFFIC COLLISION-RESCUE	1	0.1%
UNKNOWN MEDICAL	8	1.1%
VEHICLE INTO A STRUCTURE	4	0.6%

SERVICE

INCIDENT TYPE	#INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	3	2.4%
ARCING WIRES	11	8.9%
BIOHAZARD INVESTIGATION	1	0.8%
BROKEN GAS MAIN	1	0.8%
BROKEN WATER MAIN	3	2.4%
DAMAGE INVESTIGATION	2	1.6%
FLOWING/GUSHING/SHEARED HYDRANT	2	1.6%
FUEL SPILL	1	0.8%
HAZARDOUS MATERIALS RESPONSE	1	0.8%
INVESTIGATE A HAZARDOUS COND	19	15.3%
MAJOR FLOODED CONDITION	3	2.4%
MALFUNCTION	4	3.2%
MINOR FLOODING	3	2.4%
MISC RESPONSE FOR 1 ENGINE	1	0.8%
MISC. ODOR INVESTIGATION	3	2.4%
ODOR OF NATURAL GAS INSIDE	5	4.0%
ODOR OF NATURAL GAS OUTSIDE	8	6.5%
PD ASSIST/STAND-BY	2	1.6%
PERSON LOCKED IN - LOCKED OUT	4	3.2%
PUBLIC ASSIST	8	6.5%
WIRES DOWN	39	31.5%

MEDICAL

INCIDENT TYPE	#INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	2	0.3%
ABDOMINAL PAIN - BLS	15	2.1%
ALLERGIC REACTION	6	0.9%
ALTERED LEVEL OF CONSCIOUSNESS	34	4.9%
ANIMAL/STINGS - ALS	1	0.1%
ANIMAL/STINGS - BLS	8	1.1%
ASSAULT VICTIM	9	1.3%
ASSIST THE INVALID	14	2.0%
BACK PAIN	11	1.6%
BLOOD PRESSURE PROBLEM	13	1.9%



Sierra Madre Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	5	4	8	11	9	11	6	5	3	9	13	12	96	10.0%
MEDICAL	69	59	55	58	53	84	58	53	46	49	59	55	698	72.8%
SERVICE	9	7	4	6	13	48	11	7	5	5	1	6	122	12.7%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	8	8	5	1	1	0	2	0	3	4	5	6	43	4.5%
TOTAL	91	78	72	76	76	143	77	65	57	67	78	79	959	

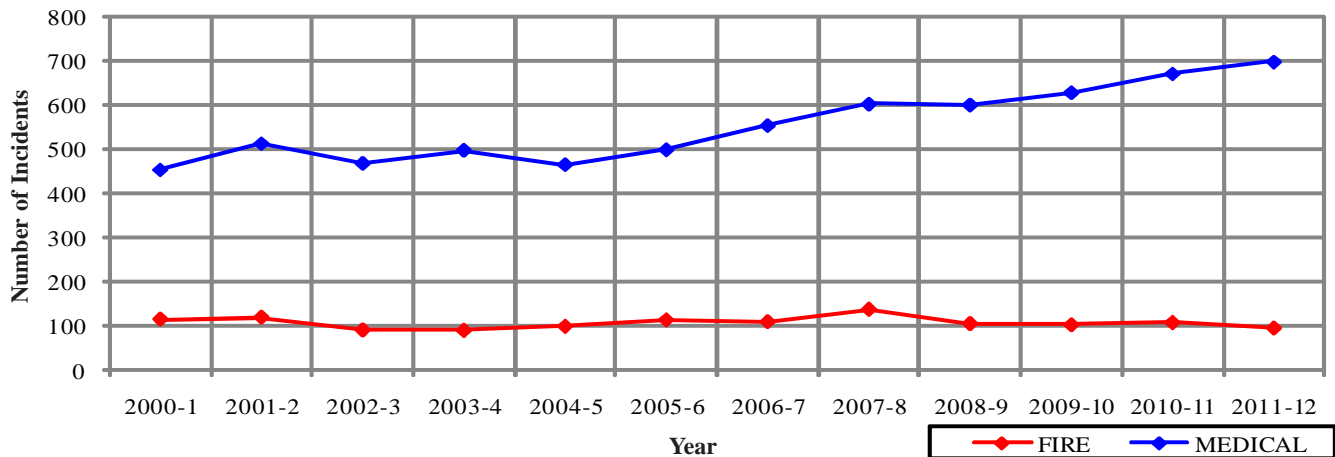
*OVS = Responses Outside the Verdugo System

Sierra Madre Incidents: 12 Fiscal Year History

	<u>2000-1</u>	<u>2001-2</u>	<u>2002-3</u>	<u>2003-4</u>	<u>2004-5</u>	<u>2005-6</u>	<u>2006-7</u>	<u>2007-8</u>	<u>2008-9</u>	<u>2009-10</u>	<u>2010-11</u>	<u>2011-12</u>
FIRE	116	120	92	91	100	114	110	137	106	103	108	96
MEDICAL	452	512	467	497	464	498	553	602	600	628	671	698
SERVICE	107	97	136	70	81	114	95	89	84	95	93	122
OTHER	2	3	4	6	3	2	2	1	0	0	0	0
OVS*	3	14	12	7	3	6	13	20	7	16	35	43
TOTAL	680	746	711	671	651	734	773	849	797	842	907	959

*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 46 times in FY 2011-12:

Arcadia	1
Glendale	1
LA County	43
Pasadena	1
TOTAL	46

Other agencies were dispatched to incidents in Sierra Madre 86 times during the year.

Alhambra	1
Arcadia	18
LA County	5
Monrovia	26
Montebello	1
Pasadena	7
San Gabriel	1
San Marino	2
Other*	25
TOTAL	86

*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 916 incidents within its city borders and an additional 46 incidents in other jurisdictions. A typical response is one or two units.

<u>Unit ID</u>	<u>Responses</u>
Ambulance 41	831
Battalion 4	96
BLS 41	39
Engine 41	354





South Pasadena Fire Department



There were 1,659 incidents in South Pasadena during fiscal year 2011-12. 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 FY2011-12, along with the percent of incidents in that category for the year. Of the 103 type codes listed below, the three most frequent incident types were Fall - Minor (13.8% of Medical incidents), Fire Alarm (53.5% of Fire incidents), and Shortness of Breath (8.4% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	4	1.5%
APPLIANCE FIRE - MAJOR	7	2.5%
BRUSH FIRE	1	0.4%
CARBON MONOXIDE ALARM	2	0.7%
ELECTRICAL FIRE	9	3.3%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.7%
FIRE ALARM	147	53.5%
FIRE ALARM RESET	1	0.4%
FIRE NOW OUT	8	2.9%
GARAGE FIRE	2	0.7%
HOUSE FIRE	14	5.1%
ILLEGAL BURNING	2	0.7%
MISC OUTSIDE FIRE	4	1.5%
REFUSE FIRE	6	2.2%
SMOKE IN A STRUCTURE	4	1.5%
SMOKE IN THE AREA	18	6.5%
SPRINKLER SYSTEM ACTIVATED	1	0.4%
STRUCTURE FIRE	13	4.7%
TRANSFORMER/STREET LIGHT FIRE	7	2.5%
UNKNOWN TYPE FIRE	2	0.7%
VEGETATION FIRE	10	3.6%
VEGETATION FIRE ON THE FWY	1	0.4%
VEHICLE FIRE	7	2.5%
VEHICLE FIRE ON THE FREEWAY	3	1.1%

MEDICAL (cont.)

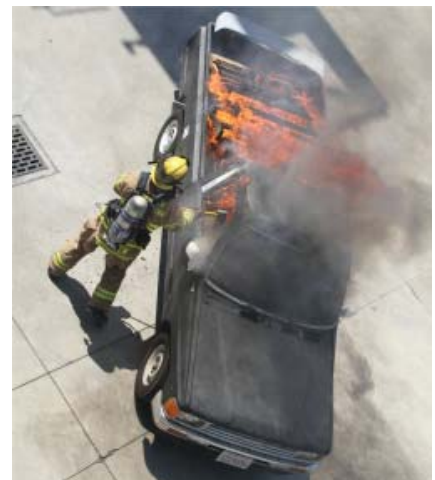
INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS CALL -- NO DETAILS	4	0.3%
EYE INJURY	1	0.1%
FALL MAJOR	6	0.5%
FALL MINOR	172	13.8%
G.I. BLEED	14	1.1%
GUNSHOT WOUND	1	0.1%
HEAD PAIN	3	0.2%
HEART PROBLEM	5	0.4%
INGESTION-POISONING-INHALATION	29	2.3%
INVESTIGATE THE WELFARE	2	0.2%
MEDICAL ALARM	24	1.9%
MINOR TRAUMA	27	2.2%
MISC MEDICAL	90	7.2%
NOSE BLEED NON-TRAUMATIC	6	0.5%
OBSTETRICS/GYNECOLOGICAL	5	0.4%
OVERDOSE	10	0.8%
PEDIATRIC 0-36 MONTHS	20	1.6%
PERSON CHOKING	4	0.3%
PERSON DIZZY	32	2.6%
PERSON DOWN	32	2.6%
PERSON IN SEIZURE	32	2.6%
PERSON NOT BREATHING	23	1.9%
PERSON SICK	11	0.9%
PERSON STABBED	1	0.1%
PERSON THREATENING TO JUMP	1	0.1%
PERSON UNCONSCIOUS-UNRESPONS.	62	5.0%
PSYCHIATRIC	33	2.7%
RESCUE	1	0.1%
RESCUE ON THE FWY	8	0.6%
SEVERE TRAUMA	5	0.4%
SHORTNESS OF BREATH	104	8.4%
SYNCOPE/FAINTED NOW CONS	38	3.1%
TRAFFIC COLLISION	67	5.4%
TRAFFIC COLLISION ON THE FWY	21	1.7%
TRAFFIC COLLISION W/BICYCLE	13	1.0%
TRAFFIC COLLISION W/MOTORCYCLE	1	0.1%
TRAFFIC COLLISION W/PEDESTRIAN	11	0.9%
TRAFFIC COLLISION-RESCUE	2	0.2%
UNKNOWN MEDICAL	10	0.8%
VEHICLE INTO A STRUCTURE	1	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE/ ASSIST	1	0.7%
ARCING WIRES	5	3.5%
BROKEN GAS MAIN	1	0.7%
BROKEN WATER MAIN	11	7.7%
CHEMICAL OUTSIDE	2	1.4%
DAMAGE INVESTIGATION	3	2.1%
ELEVATOR RESCUE	3	2.1%
FLOWING/GUSHING/SHEARED HYDRANT	3	2.1%
FUEL SPILL	2	1.4%
HAZARDOUS MATERIALS RESPONSE	1	0.7%
INVESTIGATE A HAZARDOUS COND	12	8.5%
MAJOR FLOODED CONDITION	5	3.5%
MALFUNCTION	3	2.1%
MINOR FLOODING	6	4.2%
MISC RESPONSE FOR 1 ENGINE	4	2.8%
MISC. ODOR INVESTIGATION	6	4.2%
ODOR OF NATURAL GAS INSIDE	6	4.2%
ODOR OF NATURAL GAS OUTSIDE	6	4.2%
ONE STORY ROOF CHECK	1	0.7%
PD ASSIST/STAND-BY	3	2.1%
PERSON LOCKED IN - LOCKED OUT	13	9.2%
PUBLIC ASSIST	7	4.9%
ROOF CHECK 2 STORIES & ABOVE	2	1.4%
WIRES DOWN	36	25.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	3	0.2%
ABDOMINAL PAIN - BLS	44	3.5%
ALLERGIC REACTION	16	1.3%
ALTERED LEVEL OF CONSCIOUSNESS	47	3.8%
ANIMAL BITES - BLS	3	0.2%
ASSAULT VICTIM	12	1.0%
ASSIST THE INVALID	35	2.8%
BACK PAIN	18	1.4%
BLOOD PRESSURE PROBLEM	11	0.9%
BURN INJURY	2	0.2%
CHEST PAINS - HEART ATTACK	69	5.6%
CVA-NEUROLOGIC	27	2.2%
DIABETIC PROBLEM	21	1.7%
DROWNING/DIVING INCIDENT	1	0.1%
EMER MEDICAL SVC ON THE FWY	2	0.2%



South Pasadena Incidents by Month and Category

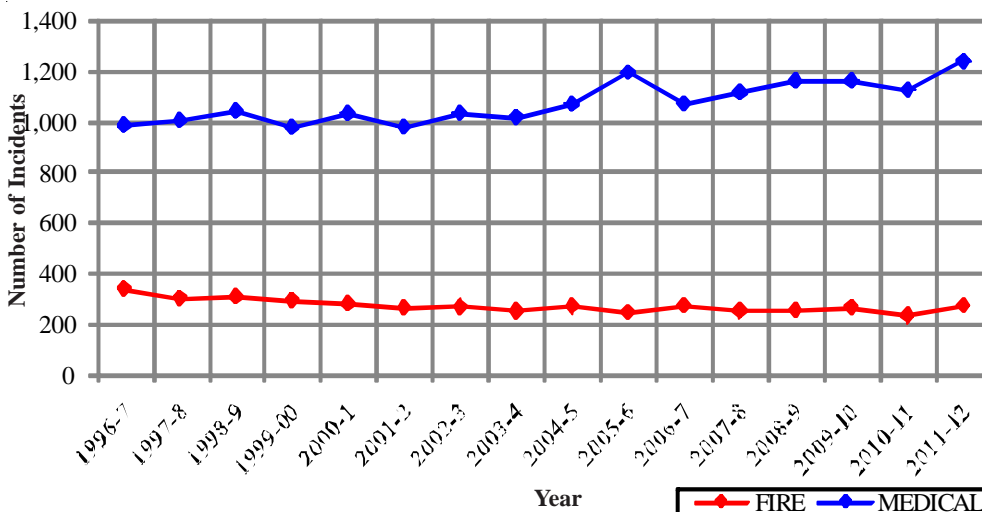
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	23	24	20	12	25	55	27	20	11	27	14	17	275	16.5%
MEDICAL	83	115	90	128	98	119	98	95	98	122	110	86	1,242	74.6%
SERVICE	9	8	7	7	8	45	11	9	7	7	12	12	142	8.5%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	0	0	1	0	1	1	1	0	1	0	0	0	5	0.3%
TOTAL	115	147	118	147	132	220	137	124	117	156	136	115	1,664	

South Pasadena Incidents: 16 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	2011-12
FIRE	339	303	308	294	281	266	268	251	271	247	275	253	257	267	235	275
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	1,242
SERVICE	233	166	149	149	173	191	204	172	231	144	168	137	101	159	144	142
OTHER	2	3	1	3	2	3	7	10	11	2	1	1	0	1	1	0
OVS*	23	33	38	41	52	48	71	51	43	32	8	20	9	11	8	5
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	1,664

*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 1,659 incidents within its city borders and an additional 420 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 81	49
Engine 81	1,815
Ambulance 81	1,252

Out of Jurisdiction Responses

The South Pasadena Fire Department was dispatched to incidents outside their jurisdiction 420 times in FY 2011-12:

Alhambra	70	Monrovia	3
Arcadia	5	Montebello	1
Glendale	5	Pasadena	270
LA City	5	San Gabriel	4
Monterey Park	3	San Marino	54
TOTAL		420	

Other fire agencies were dispatched to incidents in South Pasadena 521 times during the year:

Alhambra	203	Pasadena	140
Arcadia	3	San Gabriel	2
Burbank	2	San Marino	140
Glendale	5	Other	4
LA City	12	TOTAL	521
Monterey Park	10		

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	PEDI	Pediatrics 0-36 Months	Medical
ABD1	Abdominal Pain - ALS	Medical	DIZZY	Person Dizzy	Medical	PERSON	Person on Fire	Fire
ABD2	Abdominal Pain - BLS	Medical	DOWN	Person Down	Medical	PLANE	Plane Accident, Down or Fire	Fire
ADV	Non-Dispatched Advised Call	Other	DROWN	Drowning/Diving Incident	Medical	POLE	Transformer/Street Light Fire	Fire
ALARM	Fire Alarm	Fire	ELECF	Electrical Fire	Fire	PSYCH	Psychiatric	Medical
ALLERGY	Allergic Reaction	Medical	ELEV	Elevator Rescue	Service	PUBLIC	Public Assist	Service
ALERT1	Airport Alert 1 - Stand By	Fire	EMS	EMS Call - No Details	Medical	RA	Misc Response for 1 RA	Medical
ALERT2	Emergency Landing at Airport	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	RAIL	Train Fire	Fire
ALERT3	Plane Accident, Down or Fire	Fire	ENG	Misc Response for 1 Engine	Service	REFRIG	Abandoned Refrigerator	Service
ALOC	Altered Level of Consciousness	Medical	ENGR	Misc Response Engine & RA	Medical	REFUSE	Refuse Fire	Fire
ANIMAL	Animal Rescue/Assist	Service	ENGTRK	Misc Response Engine & Truck	Service	RESCUE	Rescue	Medical
APPL1	Appliance Fire - Major	Fire	EQUAKE	Earthquake Emergency Mode	Fire	RESET	Fire Alarm Reset	Fire
APPL2	Appliance Fire - Minor	Fire	EVENT	Special Event	Other	RESFWY	TC-Rescue on the Freeway	Medical
APT	Apartment House Fire	Fire	EXPLO	Explosion Seen or Heard	Medical	ROOF1	One Story Roof Check	Service
ARC	Arcing Wires	Service	EXPOS	Exposure - Heat or Cold	Medical	ROOF2	Roof Check 2 Stories & Above	Service
ASLT	Assault Victim	Medical	EYE	Eye Injury	Medical	SEIZ	Person in Seizure	Medical
BACK	Back Pain	Medical	FALL1	Fall - Major	Medical	SHOCK	Electrical Shock Injury	Medical
BEES	Bee Investigation	Service	FALL2	Fall - Minor	Medical	SICK	Person Sick	Medical
BIO	Biohazard Investigation	Service	FLOOD	Major Flooded Condition	Service	SICK2	Person Sick	Medical
BITE1	Animal/Human/Stings - ALS	Medical	FLOW	Sprinkler System Activated	Fire	SMOKEI	Smoke in a Structure	Fire
BITE2	Animal/Human/Stings - BLS	Medical	FNO	Fire Now Out	Fire	SMOKEO	Smoke in the Area	Fire
BOMB	Explosives/Bomb Threat/Scare	Fire	FUEL	Fuel Spill	Service	STAB	Person Stabbed	Medical
BP	Blood Pressure Problem	Medical	FULL	Misc Response Full Assignment	Service	STEMI	STEMI Hospital Transfer	Medical
BREATH	Shortness of Breath	Medical	FULLRA	Misc Full Assignment & RA	Medical	STR	Structure Fire	Fire
BRUSH	Brush Fire	Fire	FWORKS	Fireworks Violation	Other	STROKE	CVA-Neurologic	Medical
BST1	Brush Strike team-XLC-1201A	Fire	GARAGE	Garage Fire	Fire	SWR	Swift Water Rescue	Medical
BST10	Brush Strike Team-Misc Equip	Fire	GASI	Odor of Natural Gas Inside	Service	SYNCO	Syncope/Fainted Now Conscious	Medical
BST11	Brush Strike Team-XLC-1211A	Fire	GASO	Odor of Natural Gas Outside	Service	TC	Traffic Collision	Medical
BST12	Brush Strike Team-XLC-1212A	Fire	GIB	G.I. Bleed	Medical	TCBIKE	Traffic Collision w/ Bicycle	Medical
BST13	Brush Strike Team-XLC-1213A	Fire	GMAIN	Broken Gas Main	Service	TCFUEL	Injury TC with Fuel Spill	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	GSW	Gunshot Wound	Medical	TCFWY	Traffic Collision on the Fwy	Medical
BST15	Brush Strike Team-XLC-1215A	Fire	HANG	Person Hanging	Medical	TCMC	Traffic Collision w/ Motorcycle	Medical
BST16	Brush Strike Team-XLC-1216A	Fire	HAZARD	Investigate a Hazardous Condition	Service	TCNON	Non-Injury Traffic Collision	Other
BST17	Brush Strike Team-XLC-1217A	Fire	HAZMAT	Hazardous Materials Response	Service	TCPED	Traffic Collision w/ Pedestrian	Medical
BST18	Brush Strike Team-XLC-1218A	Fire	HEADPN	Head Pain	Medical	TCRAIL	Traffic Collision w/ Train	Medical
BST19	Brush Strike Team-XLC-1219A	Fire	HEART	Heart Problem	Medical	TCRES	Traffic Collision - Rescue	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	HOUSE	House Fire	Fire	TCSTR	Vehicle Into a Structure	Medical
BST20	Brush Strike Team-XLC-1220A	Fire	HYD	Flowing/Gushing/Sheared Hydrant	Service	THREAT	Bio-Chemical Threat	Service
BST3	Brush Strike Team-XLC-1203A	Fire	IA	Initial Action Response	Fire	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BST4	Brush Strike Team-XLC-1204A	Fire	ILLEG	Illegal Burning	Fire	TR1	Severe Trauma	Medical
BST5	Brush Strike Team-XLC-1205A	Fire	INVL	Assist the Invalid	Medical	TR2	Minor Trauma	Medical
BST6	Brush Strike Team-XLC-1206A	Fire	JUMPER	Person Threatening to Jump	Medical	TRENCH	Trench Rescue	Medical
BST7	Brush Strike Team-XLC-1207A	Fire	LAW	PD Assist/Stand-By	Service	TRK	Misc Response for a Truck	Service
BST8	Brush Strike Team-XLC-1208A	Fire	LOCK	Person Locked In/Locked Out	Service	UNCON	Person Unconscious/Unresponsive	Medical
BST80	Brush Strike Team-XLC-1280A	Fire	MALF	Malfunction	Service	UNKF	Unknown Type Fire	Fire
BST9	Brush Strike Team-XLC-1209A	Fire	MED	Misc Medical	Medical	UNKMED	Unknown Medical	Medical
BSTMIX	Brush Strike Team - Mixed Area	Fire	MEDALR	Medical Alarm	Medical	USAR	Collapse/Extrication/Rescue	Medical
BSTOES	OES Engine Strike Team	Fire	MTNRES	Mountain Rescue	Medical	VAULT	Electrical Vault Fire	Fire
BUILD	Building Collapse Rescue	Medical	MUD	Investigate a Mudslide	Service	VEG	Vegetation Fire	Fire
BURN	Burn Injury	Medical	MUTUAL	Mutual Aid Request	Fire	VEGFWY	Vegetation Fire on the Freeway	Fire
CADTST	CAD Station Alerting Testing	Other	NOSE	Nosebleed Non-Traumatic	Medical	VEH	Vehicle Fire	Fire
CARBON	Carbon Monoxide Alarm	Fire	NOTBR	Person Not Breathing	Medical	VEHFWY	Vehicle Fire on the Freeway	Fire
CHEMO	Chemical Outside	Service	OBGYN	Obstetrics/Gynecological	Medical	VEHSTR	Vehicle Fire in a Structure	Fire
CHEST	Chest Pains - Heart Attack	Medical	OD	Overdose	Medical	WATER	Minor Flooding	Service
CHOKE	Person Choking	Medical	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
						WTOES	OES Water Tender Request	Fire

Appendix B

INCIDENT TYPE CODES - By Category

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
ALARM	Fire Alarm	Fire	VEH	Vehicle Fire	Fire	STROKE	CVA-Neurologic	Medical
ALERT1	Airport Alert 1 - Stand By	Fire	VEHFWY	Vehicle Fire on the Freeway	Fire	SWR	Swift Water Rescue	Medical
ALERT2	Emergency Landing at Airport	Fire	VEHSTR	Vehicle Fire in a Structure	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical
ALERT3	Plane Accident, Down or Fire	Fire	WT	Water Tender Request	Fire	TC	Traffic Collision	Medical
APPL1	Appliance Fire - Major	Fire	WTOES	OES Water Tender Request	Fire	TCBIKE	Traffic Collision w/ Bicycle	Medical
APPL2	Appliance Fire - Minor	Fire	911M	911 Hang Up	Medical	TCFUEL	Injury TC with Fuel Spill	Medical
APT	Apartment House Fire	Fire	ABD1	Abdominal Pain - ALS	Medical	TCFWY	Traffic Collision on the Fwy	Medical
BOMB	Explosives/BombThreat/Scare	Fire	ABD2	Abdominal Pain - BLS	Medical	TCMC	Traffic Collision w/ Motorcycle	Medical
BRUSH	Brush Fire	Fire	ALLERGY	Allergic Reaction	Medical	TCPED	Traffic Collision w/ Pedestrian	Medical
BST1	Brush Strike team-XLC-1201A	Fire	ALOC	Altered Level of Consciousness	Medical	TCRAIL	Traffic Collision w/ Train	Medical
BST10	Brush Strike Team-Misc Equip	Fire	ASLT	Assault Victim	Medical	TCRES	Traffic Collision - Rescue	Medical
BST11	Brush Strike Team-XLC-1211A	Fire	BACK	Back Pain	Medical	TCSTR	Vehicle Into a Structure	Medical
BST12	Brush Strike Team-XLC-1212A	Fire	BITE1	Animal/Human/Stings - ALS	Medical	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BST13	Brush Strike Team-XLC-1213A	Fire	BITE2	Animal/Human/Stings - BLS	Medical	TR1	Severe Trauma	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	BP	Blood Pressure Problem	Medical	TR2	Minor Trauma	Medical
BST15	Brush Strike Team-XLC-1215A	Fire	BREATH	Shortness of Breath	Medical	TRENCH	Trench Rescue	Medical
BST16	Brush Strike Team-XLC-1216A	Fire	BUILD	Building Collapse Rescue	Medical	UNCON	Person Unconscious/Unresponsiv	Medical
BST17	Brush Strike Team-XLC-1217A	Fire	BURN	Burn Injury	Medical	UNKMED	Unknown Medical	Medical
BST18	Brush Strike Team-XLC-1218A	Fire	CHEST	Chest Pains - Heart Attack	Medical	USAR	Collapse/Extrication/Rescue	Medical
BST19	Brush Strike Team-XLC-1219A	Fire	CHOKO	Person Choking	Medical	WELFAR	Investigate the Welfare	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	CONFIN	Confined Space Rescue	Medical	WMD	Weapons Mass Destr. Event	Medical
BST20	Brush Strike Team-XLC-1220A	Fire	DIAB	Diabetic Problem	Medical	ADV	Non-Dispatched Advised Call	Other
BST3	Brush Strike Team-XLC-1203A	Fire	DIZZY	Person Dizzy	Medical	CADTST	CAD Station Alerting Testing	Other
BST4	Brush Strike Team-XLC-1204A	Fire	DOWN	Person Down	Medical	EVENT	Special Event	Other
BST5	Brush Strike Team-XLC-1205A	Fire	DROWN	Drowning/Diving Incident	Medical	FWORKS	Fireworks Violation	Other
BST6	Brush Strike Team-XLC-1206A	Fire	EMS	EMS Call - No Details	Medical	OUT AGE	Power Outage	Other
BST7	Brush Strike Team-XLC-1207A	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	TCNON	Non-Injury Traffic Collision	Other
BST8	Brush Strike Team-XLC-1208A	Fire	ENGRA	Misc Response Engine & RA	Medical	ANIMAL	Animal Rescue/Assist	Service
BST80	Brush Strike Team-XLC-1280A	Fire	EXPLO	Explosion Seen or Heard	Medical	ARC	Arcing Wires	Service
BST9	Brush Strike Team-XLC-1209A	Fire	EXPOS	Exposure - Heat or Cold	Medical	BEEES	Bee Investigation	Service
BSTMIX	Brush Strike Team - Mixed Area	Fire	EYE	Eye Injury	Medical	BIO	Biohazard Investigation	Service
BSTOES	OES Engine Strike Team	Fire	FALL1	Fall - Major	Medical	CHEMO	Chemical Outside	Service
CARBON	Carbon Monoxide Alarm	Fire	FALL2	Fall - Minor	Medical	CROWD	Investigate Overcrowding	Service
DERAIL	Train Derailment	Fire	FULLRA	Misc Full Assignment & RA	Medical	DAMAGE	Damage Investigation	Service
ELECF	Electrical Fire	Fire	GIB	G.I. Bleed	Medical	ELEV	Elevator Rescue	Service
EQUAKE	Earthquake Emergency Mode	Fire	GSW	Gunshot Wound	Medical	ENG	Misc Response for 1 Engine	Service
FLOW	Sprinkler System Activated	Fire	HANG	Person Hanging	Medical	ENGTRK	Misc Response Engine & Truck	Service
FNO	Fire Now Out	Fire	HEADPN	Head Pain	Medical	FLOOD	Major Flooded Condition	Service
GARAGE	Garage Fire	Fire	HEART	Heart Problem	Medical	FUEL	Fuel Spill	Service
HOUSE	House Fire	Fire	INVL	Assist the Invalid	Medical	FULL	Misc Response Full Assignment	Service
IA	Initial Action Response	Fire	JUMPER	Person Threatening to Jump	Medical	GASI	Odor of Natural Gas Inside	Service
ILLEG	Illegal Burning	Fire	MED	Misc Medical	Medical	GASO	Odor of Natural Gas Outside	Service
MUTUAL	Mutual Aid Request	Fire	MEDALR	Medical Alarm	Medical	GMAIN	Broken Gas Main	Service
OUT	Misc Outside Fire	Fire	MTNRES	Mountain Rescue	Medical	HAZARD	Investigate a Hazardous Condition	Service
OUTFWY	Misc Outside Fire on the Fwy	Fire	NOSE	Nosebleed Non-Traumatic	Medical	HAZMAT	Hazardous Materials Response	Service
OVERHD	Overhead Mutual Aid Request	Fire	NOTBR	Person Not Breathing	Medical	HYD	Flowing/Gushing/Sheared Hydrant	Service
PERSON	Person on Fire	Fire	OBYGYN	Obstetrics/Gynecological	Medical	LAW	PD Assist/Stand-By	Service
PLANE	Plane Accident, Down or Fire	Fire	OD	Overdose	Medical	LOCK	Person Locked In/Locked Out	Service
POLE	Transformer/Street Light Fire	Fire	PEDI	Pediatric 0-36 Months	Medical	MALF	Malfunction	Service
RAIL	Train Fire	Fire	PSYCH	Psychiatric	Medical	MUD	Investigate a Mudslide	Service
REFUSE	Refuse Fire	Fire	RA	Misc Response for 1 RA	Medical	ODOR	Misc Odor Investigation	Service
RESET	Fire Alarm Reset	Fire	RESCUE	Rescue	Medical	PUBLIC	Public Assist	Service
SMOKEI	Smoke in a Structure	Fire	RESFWY	TC-Rescue on the Freeway	Medical	REFRIG	Abandoned Refrigerator	Service
SMOKEO	Smoke in the Area	Fire	SEIZ	Person in Seizure	Medical	ROOF1	One Story Roof Check	Service
STR	Structure Fire	Fire	SHOCK	Electrical Shock Injury	Medical	ROOF2	Roof Check 2 Stories & Above	Service
UNKF	Unknown Type Fire	Fire	SICK	Person Sick	Medical	THREAT	Bio-Chemical Threat	Service
VAULT	Electrical Vault Fire	Fire	SICK2	Person Sick	Medical	TRK	Misc Response for a Truck	Service
VEG	Vegetation Fire	Fire	STAB	Person Stabbed	Medical	WATER	Minor Flooding	Service
VEGFWY	Vegetation Fire on the Freeway	Fire	STEMI	STEMI Hospital Transfer	Medical	WIRES	Wires Down	Service
						WMAIN	Broken Water Main	Service