

# VERDUGO FIRE COMMUNICATIONS CENTER ANNUAL REPORT

## FY 2014

Serving the Cities and communities for the Fire Departments of:  
Alhambra, Arcadia, Burbank, Glendale, Monrovia, Montebello, Monterey  
Park, Pasadena, San Gabriel, San Marino, Sierra Madre, South Pasadena  
and the Bob Hope Airport

# TABLE OF CONTENTS

**About the Cover:** The Chord Chart represents tabular data in a circular format; which better represents relationships between entities and points. This chart is introduced this year to best show responses between Verdugo Fire and OOV/OOV agencies.

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# TABLE OF CONTENTS

## Contents

To Our Stakeholders & Staff _____	1
Verdugo Fire Communications Center – History _____	5
Benefits _____	7
Governance & Organization _____	8
Fire Department Resources _____	10
Financial Statement _____	12
Emergency Communications _____	13
Phone Calls _____	17
Verdugo System Incidents & Responses _____	24
Strike Team, Overhead, & Single Resource Responses _____	33
Major & Multiple Alarm Incidents _____	36
Hospital Transports _____	38
Fire Department Response Time Performance _____	41
Alhambra Fire Department _____	44
Arcadia Fire Department _____	48
Burbank Fire Department _____	52
Bob Hope Airport Fire Department _____	57
Glendale Fire Department _____	61
Monrovia Fire Department _____	66
Montebello Fire Department _____	70
Monterey Park Fire Department _____	74
Pasadena Fire Department _____	78
San Gabriel Fire Department _____	83
San Marino Fire Department _____	87
Sierra Madre Fire Department _____	91

# TABLE OF CONTENTS

South Pasadena Fire Department \_\_\_\_\_ 95

Appendices \_\_\_\_\_ 99

Department Contact Information \_\_\_\_\_ 142

Communications Center Information \_\_\_\_\_ 142



# TO OUR STAKEHOLDERS & STAFF

## To Our Stakeholders & Staff

### STRATEGIC HIGHLIGHTS

Next-Generation 9-1-1 (NG911), which will ready the Center to accept and process Text-to-9-1-1 and other forms of multi-media, is on the forefront of completion. There are many significant benefits to Center operations with this network. This is due to a great deal of work having been completed this fiscal year to build the first ESInet in California, supporting operations between Verdugo Fire and seven other law agencies in Los Angeles County. Most importantly, it supports Continuity of Operations (CoOp) should any of these centers need to vacate their primary operations and operate at secondary locations.

Emergency/backup radio base stations were replaced this fiscal year to support migration by the ICIS Radio System to P-25 standards and replace aged equipment. Verdugo Fire remains committed to ICIS and its Land-Mobile-Radio (LMR) system which provides both coverage and operational capacity across the majority of Los Angeles County.

We finished an extension of our conventional radio system XLC-ACCESS through installation of a new receiver in Montebello, enhancing coverage in the southern portion of the region. And, to support other local conventional repeaters, we finished power redundancy work through placement of backup battery power at the Billikie Water Tank (South Pasadena) for RED-11 and Courtyard Marriot Hotel (Monrovia) for RED-12.

Center network security was also vastly improved and solidified through completion of the Extranet Project. The network, inclusive of new firewalls and security protocols and a backup internet service provider, ensures that Center has both redundancy and good security measures in place for continued operations.

Verdugo Staff also worked extensively with local allied agencies Los Angeles City, Los Angeles County, and Long Beach Fire Departments to develop a Request for Proposal (RFP) for a grant-funded Computer-aided Dispatch (CAD-to-CAD) project; linking Fire/EMS dispatch centers in the Region together.

Staff also remain engaged with an extensive Request for Information (RFI) process with local police agencies in the region for a new CAD system to replace the existing system. The process and resulting information supports Verdugo's efforts in seeking a new CAD system, slated for FY-18. This is important groundwork to ensure we transition to the best product possible, ensuring we have newer capabilities and efficiencies, at the best possible cost.

Meetings have also been started with the Los Angeles County Geographic Information Services (GIS) committee called Countywide Address Management System (CAMS). This committee ensures that Verdugo, and other LA County agencies, will have access to public-

# TO OUR STAKEHOLDERS & STAFF

safety grade address data for use in any geographically-based equipment/software such as the aforementioned CAD replacement, CAD-to-CAD, or Next-Generation 9-1-1 projects.

And we finalized the inclusion of the Montebello Fire Department as part of Area C Fire/EMS Coordination, with the help and authorization of CALOES and REGION I Fire Chiefs.

## FINANCIAL HIGHLIGHTS

We close this fiscal year with limited Capital Outlay projects/improvements and expenses and well within budget. The Capital Revenue fund remains primarily unchanged in terms of any additional funding increases by Burbank, Glendale and Pasadena and has a healthy balance; of which, those funds will be committed to several large-ticket items in the next several fiscal years. I.e. Computer-Aided Dispatch system replacement, Data System replacement, and Conventional Radio System upgrades.

Some of these project costs might be offset with funds from grants, while other projects such as the NG-9-1-1 phone system, is offset by funding from the State Emergency Telephone Network Account (SETNA) through the State of California Office of Emergency Services (OES).

Contract agency revenue remains static, with any increases being attributed solely to changes in incident volume for the respective agency.

## OPERATING HIGHLIGHTS

While Capital Outlay projects to replace or improve current systems and equipment are a continuing priority, staffing of the Center remains the highest and main concern. The challenge in this area is a limited pool of qualified and skilled people that can perform this type of work. Verdugo Fire is not exclusive with this problem; it is an industry and nationwide issue with no immediate solution at hand.

The La Tuna Canyon (VHF) Radio Communications Plan was implemented, and was in effect for fiscal year 13/14. A name change for fiscal year 14/15 will rename it to the Foothill Plan, and this is due to the expansion of the plan footprint. It has served well during several incipient fires in and outside of the Verdugo System, most recently with the Brand Park incident where numerous outside and cooperating mutual-aid agencies came together and needed radio communications interoperability.

Along with that effort, we finalized interim communications interoperability plans with Los Angeles County Fire Department through distribution of Verdugo agency-owned surplus radios to key fire stations/apparatus surrounding Area C (Verdugo System); the radios will be used by Los Angeles County Fire responders coming into Area C for significant or mutual-aid incidents.

## TO OUR STAKEHOLDERS & STAFF

We also experienced several earthquakes this year. Although they were not immediately localized to the communities we serve, they served as a constant reminder to our staff and our agencies to remain prepared for the high-risk, low-occurring events with our greatest natural hazard. As a result, the Operations Committee and Task Force Committee agreed that planned and unplanned drill exercises should take place and be initiated by the Center.

We transitioned our monthly performance reporting, based on NFPA-1221 standards, to the 2013 version with generally good results. We did have a loss of data from the State 9-1-1 provider in the 1<sup>st</sup> quarter which reflects a downward turn in performance, but once corrected, results were back to where we expected and remain sustained. This means that Verdugo staff continued to perform well even though a loss of data indicated otherwise; great job!

### LOOKING AHEAD

As we complete 35 years of sustained work together, we remain committed to providing the best dispatch services possible to the Fire Departments and communities we serve. We strive to improve our infrastructure, systems, and equipment while also being fiscally responsible. We will also continue to seek grant-funding whenever possible to help offset current or future projects and costs.

As the Los Angeles County region Fire Departments and agencies continue to adjust operationally, economically, and politically, we remain more engaged than ever, to our stakeholders and staff and thank them for their continued support.

For this coming fiscal year we are replacing aged video projectors used during large scale or significant incidents/events, and replacement of a digital logging recorder which captures telephone emergency calls and radio audio. These small projects are all a part of our scheduled replacement plan which we review annually and forecast upon a 12-year model.

We are also authorizing an increase in staffing to two additional Fire Communications Operators during dayshifts to augment phone call processing, but most importantly, to support Incident Commanders on active/working fires and related types of incidents on the radio. This level of support is critical to the successful operation of the Center and outcomes in the field.

### TO OUR CENTER STAFF

We experienced the retirement of Sr. Administrative Analyst, Lenia Scanlon in December, 2013 and are now in the process of seeking a highly-qualified replacement to fill the position in the capacity of Public Safety Business Specialist. A recruitment is well underway and should be finalized shortly.

We also saw the retirement of Julie Goodwin as Fire Communications Operator. She served a dedicated twenty-six years with Verdugo Fire and will be missed for her professionalism and

## TO OUR STAKEHOLDERS & STAFF

detailed level of support to field operations when working Radio Dispatch. She will be remembered as a "Dispatcher's dispatcher".

We had the arrival of Heather LaSota as our newest Fire Communications Operator. Heather brings with her a good deal of experience from Sacramento Regional Fire/EMS Communications Center. Her probationary period is progressing very nicely. Fire Communications Operators Jason Garrett and Kelli Warner also both completed their probationary periods and are doing very well within their teams. Because not everyone can do this type of job, we offer them our congratulations!

***To our Fire Communications Operators and Shift Supervisors, we thank you for your hard work, and best in league performance. Most importantly, we thank you for your dedication in keeping the Center staffed even with numerous vacancies. Each of you continue to meet or exceed our expectations and each of you should know that we recognize and understand the exceedingly hard work that you do.***

Sincerely,



Tom Lenahan, Burbank Fire Chief



Harold Scoggins, Glendale Fire Chief



Calvin Wells, Pasadena Fire Chief

# CENTER HISTORY

## Center History

The Verdugo Fire Communications Center was established August 1, 1979, when the founding cities of Burbank, Glendale, and Pasadena were faced with a number of concerns:

- 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 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, a Hazardous Materials unit, and an Urban Search and Rescue unit.

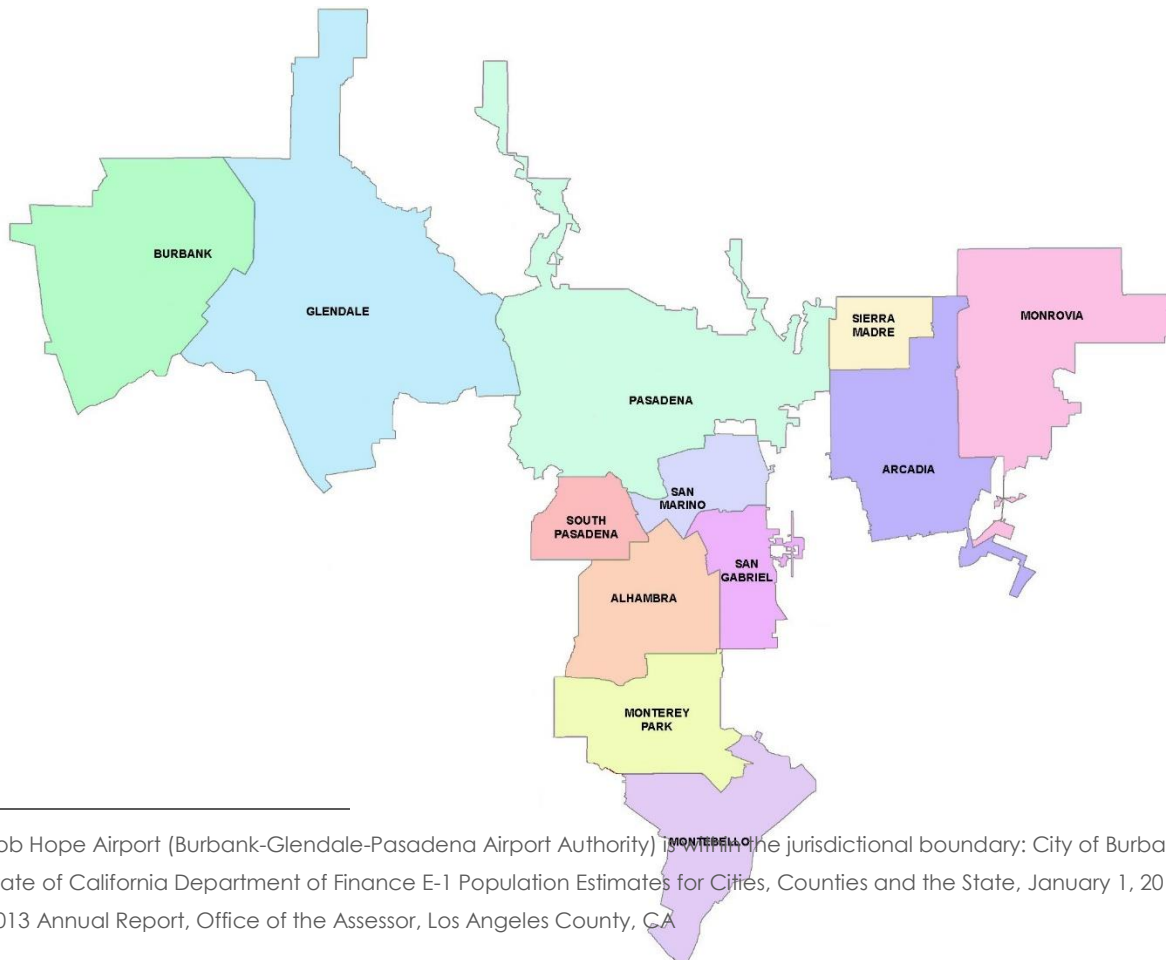
In 1996, the cities of South Pasadena and San Marino contracted for fire dispatch services, which added two more fire stations to the system and an increase of approximately 2,500 incidents per year. Eight more fire stations were added in 1999 when the cities of Monrovia, Arcadia, and Sierra Madre joined 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 (Bob Hope Airport) became the 13th agency to contract for Verdugo's dispatch services, bringing the total to 44 fire stations in the Verdugo System.

The name Verdugo was chosen because of the Verdugo mountain range spanning 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.

# CENTER HISTORY

CITY/AGENCY	POPULATION	PROPERTY VALUE \$B	SQUARE MILES	JOINED VERDUGO FIRE
Alhambra Fire Department	84,697	7,426,258,359	7.62	April 13, 2006
Arcadia Fire Department	57,500	11,832,211,841	12	October 21, 1999
Bob Hope Airport Fire Department <sup>1</sup>	N/A	N/A	N/A	September 2, 2011
Burbank Fire Department	105,543	19,002,294,677	17.15	May 20, 1981
Glendale Fire Department	195,799	24,503,084,246	30.59	August 1, 1979
Monrovia Fire Department	37,162	4,370,216,498	13.73	July 1, 1999
Montebello Fire Department	63,527	4,979,588,790	8.3	February 26, 2009
Monterey Park Fire Department	61,777	6,052,915,662	7.7	February 1, 2005
Pasadena Fire Department	140,879	23,109,076,400	23	September 4, 1979
San Gabriel Fire Department	40,313	4,089,297,310	4.1	April 7, 2000
San Marino Fire Department	13,341	4,920,109,357	3.75	April 17, 1996
Sierra Madre Fire Department	11,094	1,775,962,875	3	October 21, 1999
South Pasadena Fire Department	26,011	3,691,036,598	3.44	April 17, 1996
<b>Totals:</b>	<b>13</b>	<b>837,643<sup>2</sup></b>	<b>\$115,752,052,613<sup>3</sup></b>	<b>134.38</b>



<sup>1</sup> Bob Hope Airport (Burbank-Glendale-Pasadena Airport Authority) is within the jurisdictional boundary: City of Burbank

<sup>2</sup> State of California Department of Finance E-1 Population Estimates for Cities, Counties and the State, January 1, 2014

<sup>3</sup> 2013 Annual Report, Office of the Assessor, Los Angeles County, CA



# BENEFITS

## Benefits

Since its first year of operation, the Verdugo Fire Communications Center has dispatched over 1,400,000 incidents. The regional dispatch system has been very successful, providing the highest level of service to the communities of its 12 cities and the Burbank-Glendale Pasadena Airport Authority, saving significantly both response time and money.

Some of the additional benefits of 13 fire agencies combining resources into a single, regional communication center include:

- Area Coordination within a regionalized zone (Area C Coordinator, Region I, Los Angeles County);
- Costs of personnel and computer, phone, dispatch and radio communication systems are shared between multiple agencies, lowering each agency's portion and eliminating unnecessary and costly redundancy;
- Dispatchers who specialize in fire and rescue and are able to provide Emergency Medical Dispatch (EMD) instructions to callers prior to the arrival of paramedics;
- Coordination of "unified responses" within the automatic aid system, and beyond, is centralized;
- Systematic coverage of Key Fire Stations throughout the system, performed dynamically;
- Fast access to California Office of Emergency Services (CALOES) 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, permits relatively seamless operations on major incidents, increased safety on the fireground, and faster initial responses, and greater communications interoperability;
- Redundancy of critical radio, telephone, and Computer-Aided Dispatch (CAD) systems to help prevent interruptions in service, and supports Continuity of Operations;
- Fire stations are alerted automatically through CAD, which provides a hard-copy printout at the fire station and displays dispatch information on Mobile Computer Terminals (MCT's) which are found in each primary apparatus responding;
- Status changes and apparatus movements are dynamically recorded using MCT's, reducing radio channel traffic and 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 and is available to units in the field over the mobile data system;
- 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.

# GOVERNANCE & ORGANIZATION

## Governance & Organization

The Center is governed by several committees which either have a direct or advisory role. Each meets quarterly with exception of the Task Force Committee which meets monthly:

### City Managers

Mark Scott, Burbank  
Scott Ochoa, Glendale  
Michael Beck, Pasadena

### Executive Committee

Tom Lenahan, Fire Chief, Burbank  
Harold Scoggins, Fire Chief, Glendale  
Calvin Wells, Fire Chief, Pasadena

### Operations Committee

Kenet Robertson, Assistant Chief, Burbank  
Greg Fish, Deputy Chief, Glendale  
Kevin Costa, Deputy Chief, Pasadena

### Finance Committee

Cindy Giraldo, Finance Director, Burbank  
Bob Elliot, Finance Director, Glendale  
Andrew Green, Finance Director, Pasadena

### Technical Committee

Jim Floyd & Kevin Woodruff, Burbank  
Steve Hronek & Eric Brumm, Glendale  
Kevin Hughes & Steven Page, Pasadena

### Task Force Representatives

Kenet Robertson, Assistant Chief, Burbank  
Tom Propst, Battalion Chief, Glendale  
Kevin Costa, Deputy Chief Pasadena  
Tom Phelps, Battalion Chief, Alhambra  
Mike Lang, Deputy Chief, Arcadia  
Chris Fabrizio, Battalion Chief, Monrovia

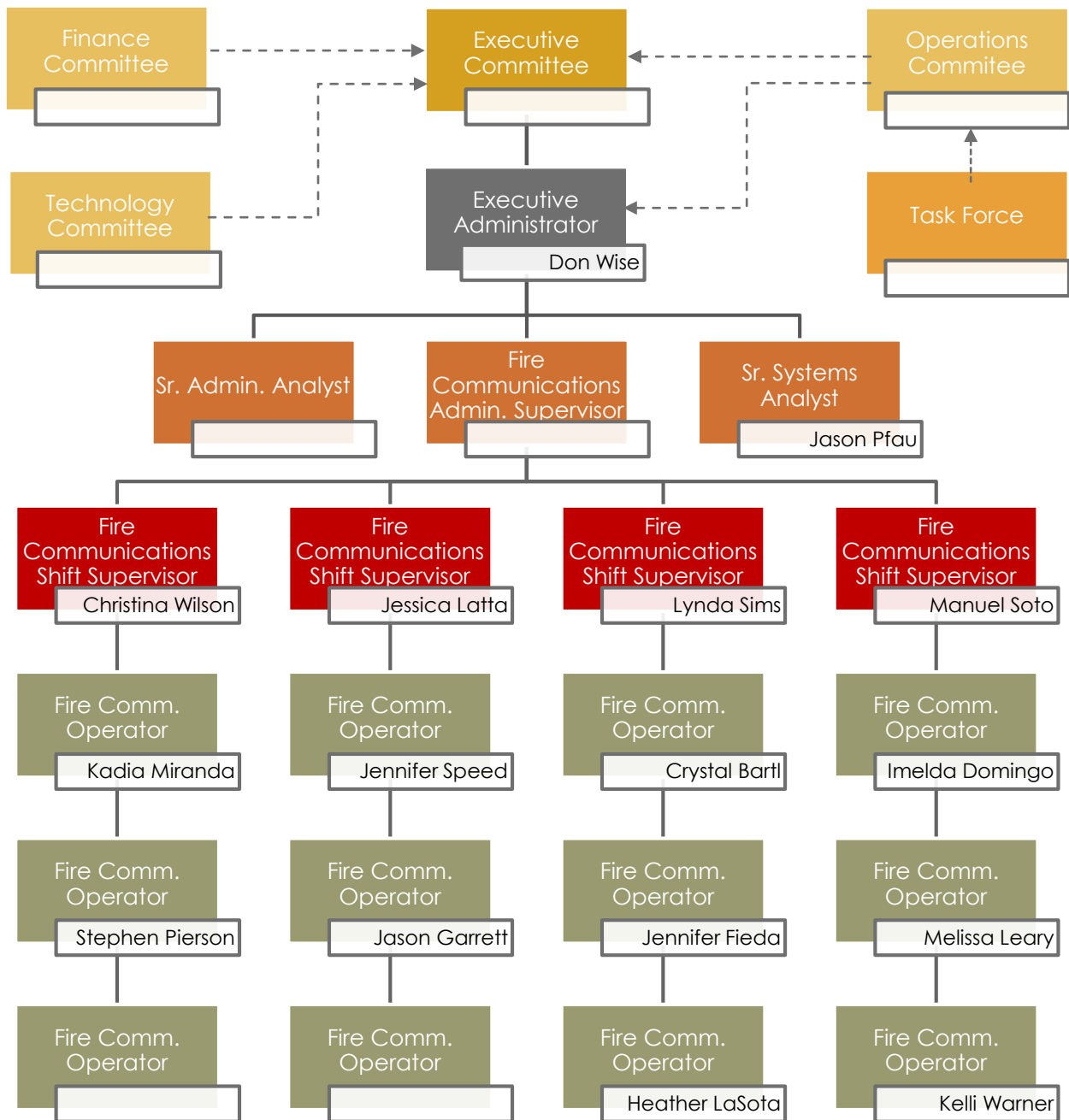
Kevin Collinge, Battalion Chief, Montebello  
Mark Khail, Battalion Chief, Monterey Park  
Bryan Frieders, Battalion Chief, San Gabriel  
Mark Dondanville, Division Chief, San Marino  
Brett Bartlett, Fire Captain, Sierra Madre  
Paul Riddle, Deputy Chief, South Pasadena

John Scanlon, Fire Chief, Bob Hope Airport

### Authorized staffing levels (as of 6/30/14):

CLASSIFICATION	AUTHORIZED	FILLED
Executive Administrator	1	1
Systems Analyst	1	1
Sr. Administrative Analyst	1	0
Fire Communications Supervisor	1	0
Fire Communications Shift Supervisor	4	4
Fire Communications Operator	12	10
<b>Totals:</b>	<b>20</b>	<b>16</b>

# GOVERNANCE & ORGANIZATION



-----> Indicates the committee serves in an advisory role

# FIRE DEPARTMENT RESOURCES

## Fire Department Resources

Throughout the report to save space and be consistent, we use California Agency Designators as outlined in Firescope Fire Department Document MACS-410<sup>4</sup>: ALH = Alhambra, ARC = Arcadia, BRK = Burbank, BUR = Bob Hope Airport, GLN = Glendale, LAC = Los Angeles County, LFD = Los Angeles City, MRV = Monrovia, MPK = Monterey Park, MTB = Montebello, PAS = Pasadena, SGB = San Gabriel, SMD = Sierra Madre, SNM = San Marino, SPS = South Pasadena. Where XAA is seen, indicates use of private ambulances within the incident, but can also refer to less often used non-local resources such as helicopters, non-local brush strike teams, etc.

As of June 30, 2014, the following resources are available within Area C/Verdugo Fire Dispatch:

DAILY RESOURCES	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	TOTAL
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	1	0	6	1	1	1	1	26
SPECIALIZED APPARATUS														
Air Utility	0	1	0	0	1	0	0	1	0	0	0	0	1	4
Brush Engine	0	0	0	0	1	0	0	2	0	0	0	0	0	3
Command	1	1	1	0	1	1	1	1	1	0	1	1	0	10
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	1	0	1	0	1	0	1	0	0	5
CALOES Engine	0	1	0	0	0	0	1	1	0	0	1	0	0	4
CALOES Water Tender	0	0	0	0	1	0	0	0	0	0	0	0	0	1

1. Arcadia and Monrovia each share a USAR, normally stationed in Arcadia.
2. Monterey Park and San Gabriel each share a USAR, normally stationed in San Gabriel.
3. Monterey Park Truck 61 is actually a Quint, meaning it supports delivery of water in addition to truck capabilities, but is classified as a Truck Company.
4. San Gabriel, South Pasadena, and San Marino are served by one Command Vehicle (Battalion 9) for all three cities.
5. Monrovia's ambulance is a Squad; therefore has no transport capabilities.

<sup>4</sup> [Firescope MACS-410-3 \(PDF\)](#)

# FIRE DEPARTMENT RESOURCES

6. BUR (Bob Hope Airport Fire Department) Engine Companies are Aircraft Rescue Fire Fighting (ARFF) apparatus.
7. Glendale Ambulances are each Basic Life Support (BLS).
8. Glendale Engine Companies are Paramedic Engines for Advanced Life Support (ALS).
9. Montebello Engine Companies are Paramedic Engines, Advanced Life Support (ALS).

Additional agencies that Verdugo System agencies regularly interfaces with are: DNY = Downey, SFS = Santa Fe Springs, CMP = Compton, VER = Vernon; all dispatched by Downey Dispatch (Area E Coordinator, Region I).



# FINANCIAL STATEMENT

## Financial Statement

Verdugo Fire Communications is operated as an Enterprise Fund by the City of Glendale. Revenue is derived from three primary sources, two of which are provided by the owner-agencies: City of Burbank, City of Glendale, and City of Pasadena. The third source of revenue is from Contract Agencies, of which there are ten (10) current agencies.

The Contract Agencies are charged on a per-incident basis, for In-City and Out-of-Verdugo (OOV) incidents only. Charges for this fiscal year remained primarily flat for the Contract Agencies with the only changes being that of their per-incident volume, which would rise up/down depending on a number of factors, such as: Natural hazards occurring (earthquake, fires), weather events (wind, rain, mud), manmade incidents (chemical, etc.).

The Tri-Cities share the cost of ownership of the Center through in-kind capital contributions, in equal shares, which sustain a 12-year Capital and Technology Outlay Plan. The plan is structured to distribute costs across multiple years to minimize extremes for year-to-year charges. The Tri-Cities operating costs are calculated using a weighted formula: 70% Incidents, 15% Population, 15% Assessed Property Valuation.

### REVENUE & EXPENDITURES - SUMMARY

REVENUE	TRI-CITIES	CONTRACT AGENCIES	TOTALS
Charges for Service	\$1,450,595	\$1,740,224	\$3,190,819
Capital Contributions	\$577,787		\$577,787
<b>Subtotal</b>			<b>\$3,768,606</b>
Interest & Misc. Revenue			\$58,606
<b>TOTAL:</b>			<b>3,827,213</b>
EXPENDITURES			
Salaries & Benefits			\$2,110,445
Maintenance & Ops.			\$1,047,750
Capital Outlay			\$50,116
<b>TOTAL:</b>			<b>\$3,208,311</b>
<b>Revenue less Expenditures:</b>			<b>\$618,901<sup>5</sup></b>

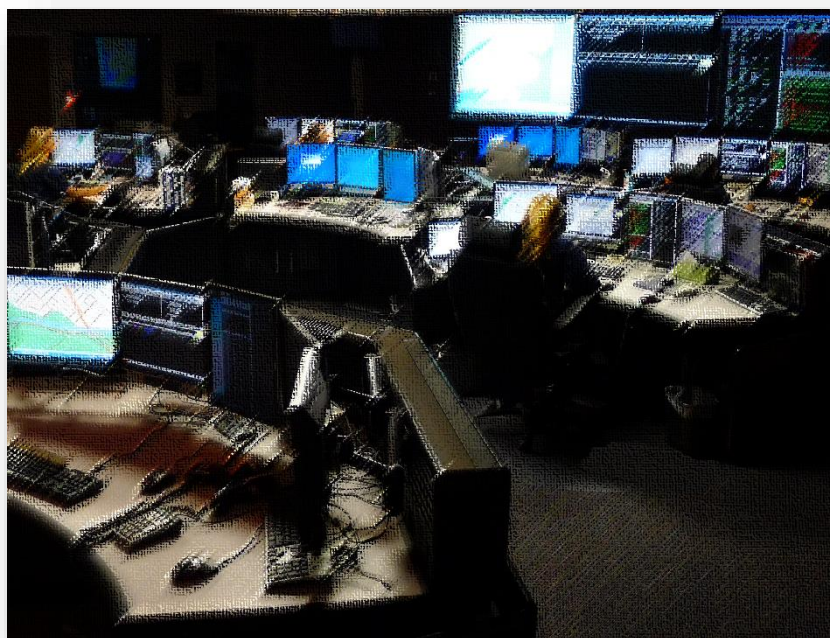
<sup>5</sup> City of Glendale Finance Department, 08/20/14; approximately \$620,000 was not expended for a Capital Outlay project, due to vendor technology not being ready for implementation. This item will be carried over into FY-14/15 Capital Outlay projects.



# EMERGENCY COMMUNICATIONS

## Emergency Communications

Generally, when dialing 9-1-1 in any of the cities served by the Verdugo Fire Communications Center, the 9-1-1 phone system will connect the caller to either the local police department Public Safety Answering Point (PSAP) or to California Highway Patrol call-takers, or allied agencies such as Los Angeles City or Los Angeles County PSAP's. Much of the routing of the call is dependent on two things, the type of phone being used (wired vs. wireless), and if wireless, the Latitude/Longitude location of the caller relative to the PSAP.



Fire, rescue, and medical calls are immediately transferred to Verdugo dispatchers from these primary call centers. When the emergency call is received at Verdugo, an operator enters the pertinent details into the Computer-Aided Dispatch system (CAD) and the incident information is then immediately transmitted via a data system to fire stations and mobile computer terminals and by voice radio to the

closest fire and/or paramedic equipment available.

Emergency personnel are generally responding within a minute or two of receiving the dispatch information 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.

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

# EMERGENCY COMMUNICATIONS

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.

Dispatching for 12 Southern California cities and a municipal airport fire department poses numerous challenges. 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 are often required to extract the necessary information.

Wireless callers also present challenges as they are mobile and additional questioning, and time, is involved in determining accurate incident location information. Another significant challenge is that many residents speak a limited amount of English and have difficulty conveying the details of their emergency until a translator is called to assist.

## LANGUAGE TRANSLATION SERVICES

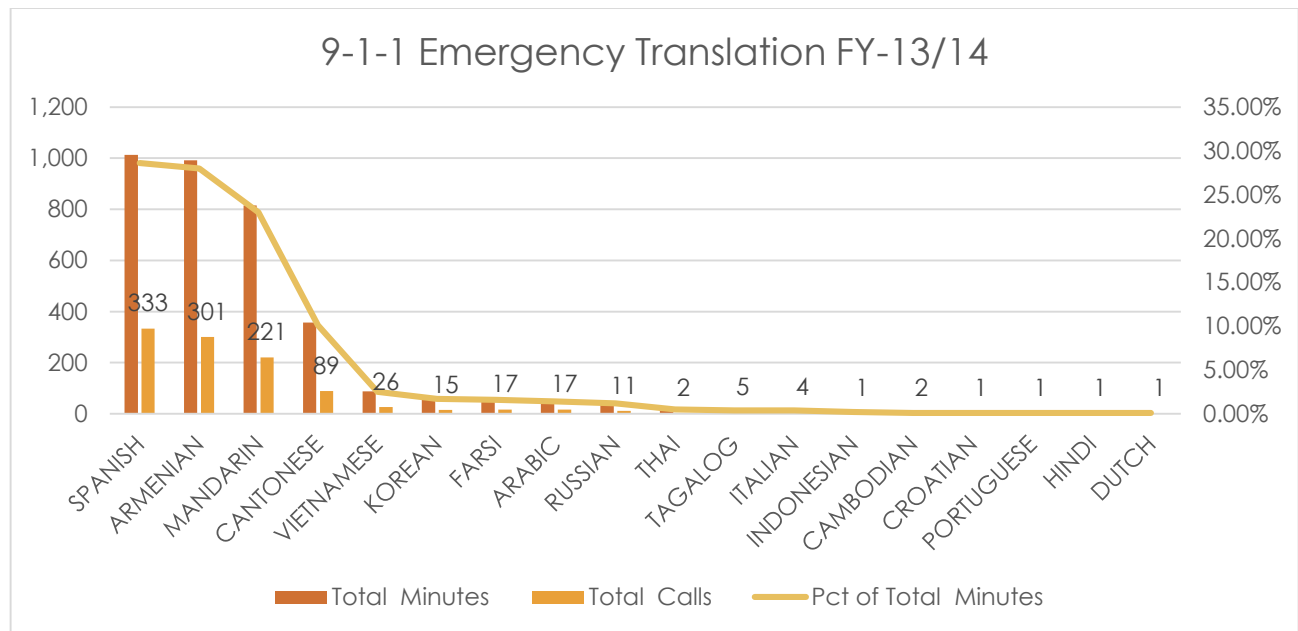
When a call is received for fire or paramedic services and the caller is unable to convey the necessary information in English, the 9-1-1 call-taker will ask what language the caller needs. Many foreign-language callers have sufficient grasp of English to tell the call-taker what language they speak. The call is immediately transferred to an interpreter, and the call-taker transcribes all pertinent information as they direct 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 1,048 calls between July 1, 2013 and June 30, 2014, representing 1% of all dispatched incidents. Eighteen different languages were requested by Verdugo System callers this fiscal year.

# EMERGENCY COMMUNICATIONS



The top five languages used at the Center were the following and were equal to 92% of all minutes for language interpretation. The remaining 8% were a variety of languages:

Field Translation	Total Minutes	Total Calls	Average Length of Call	%
<b>Spanish</b>	1,013	333	2	29%
<b>Armenian</b>	991	301	3.3	28%
<b>Mandarin</b>	816	221	3.7	23%
<b>Cantonese</b>	357	89	4	10%
<b>Vietnamese</b>	88	26	3.4	2%
<b>5</b>	<b>3,265</b>	<b>970</b>	<b>3.28</b>	<b>92.00%</b>

In addition to providing emergency communications for language barriers in the communications center, there is also a need for emergency translation when Firefighters and Paramedics arrive at the scene of an incident. This doesn't occur often, however this service is provided on occasion. The following encompasses all activity for emergency translation in the field:

# EMERGENCY COMMUNICATIONS

Field Translation	Total Minutes	Total Calls	Average Length of Call	%
<b>Mandarin</b>	70	12	5.9	64%
<b>Cantonese</b>	15	3	5	14%
<b>Vietnamese</b>	12	2	6.1	11%
<b>Russian</b>	8	1	8	7%
<b>Cambodian</b>	4	1	4.2	4%
<b>5</b>	<b>110</b>	<b>19</b>	<b>5.8</b>	<b>100%</b>

## TTY/TDD PHONE CALLS

Telecommunications Devices for the deaf are also known as TTY/TDD calls.

Hearing impaired 9-1-1 callers historically use such a device. However, with today's current technology, most physically challenged callers use telephone or video relay services, where a second-party handles the communications between the caller and the 9-1-1 center.

In the near future, with Next-Generation 9-1-1 technology, these callers will be able to "text" to 9-1-1 directly. The center rarely receives calls of this type, but in 2013/14 did receive one call.



# PHONE CALLS

## Phone Calls

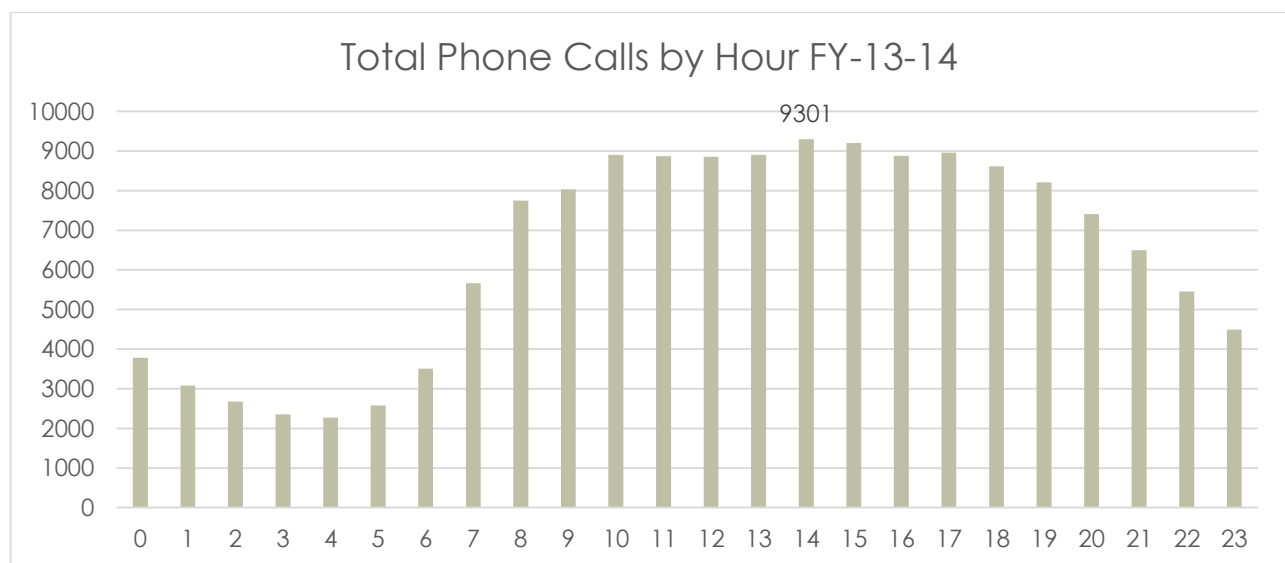
Verdugo Fire Communications personnel answer fire and emergency medical 9-1-1 calls, dispatch appropriate emergency equipment, and ensure that all elements of the emergency response system are in communication with each other. Phone calls are transferred to the center, therefore it is known as a “secondary answering point” or PSAP. The center is staffed with three operators and a supervisor 24 hours a day, 7 days a week.

Over **72,450** incidents are dispatched by Verdugo annually. This is a **1%** increase over last year. Numerous and additional telephone calls and radio transmissions are handled in association with these incidents. For example, a single brush fire can result in numerous calls for the incident, but statistically counts as one incident. Consequently, there will always be more phone calls than dispatched incidents.

Therefore, with 13 agencies, over 150 pieces of apparatus, and 44 fire stations in the Verdugo System and serving a resident population of well over 800,000, telephone and radio traffic may suddenly become heavier at any hour of the day or night.

And, 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. The data provided here is from the State of California 9-1-1 Emergency Call and Tracking System (ECaTS). The center processed **154,234** total phone calls:

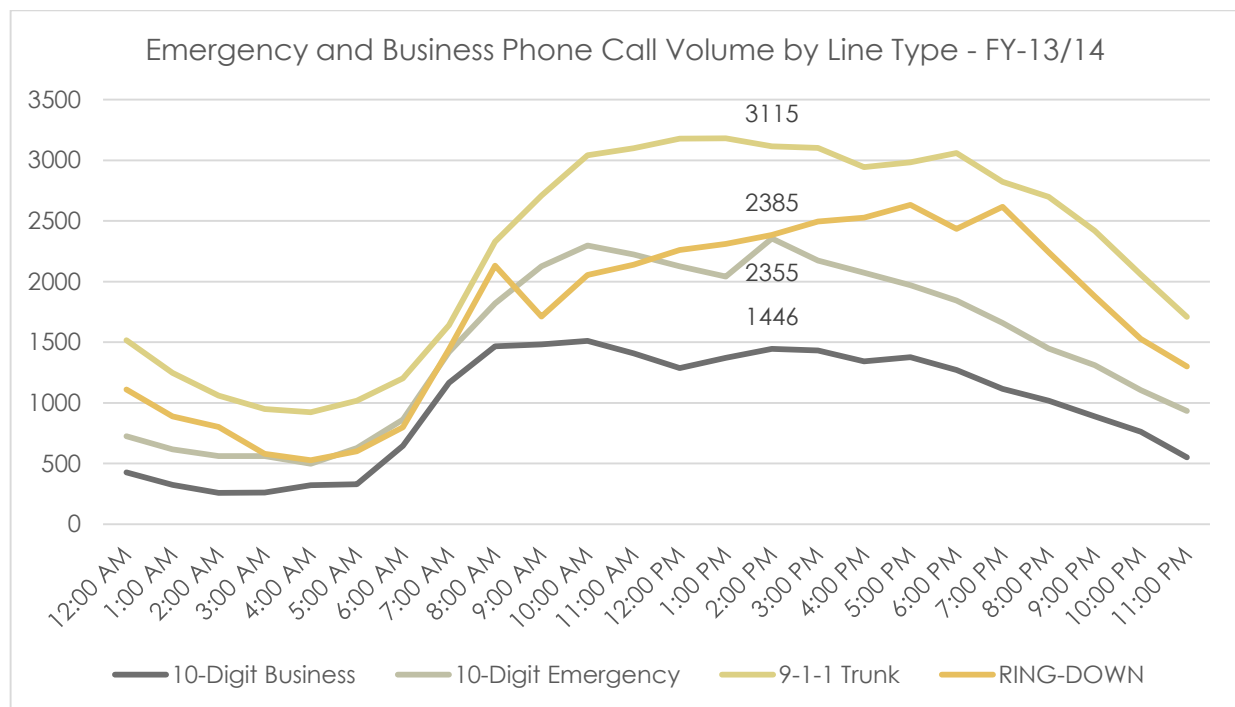
### TOTAL PHONE CALLS BY HOUR OF DAY



# PHONE CALLS

- The peak hour for the year was the 2-PM hour with 9,301 calls.
- The peak month and hour was in the 3-PM hour in January at 702 calls.
- The highest average number of phone calls per hour in the fiscal year was 20.
- The highest average number of phone calls per day in the fiscal year was 462.
- The busiest month was January with phone calls totaling 11,092.
- The slowest hour(s) on average are 3AM and 4AM.
- The least amount of call volume was in the month of March in the 4-AM hour with 114.
- The slowest month was and remains consistently, February at 9,543 calls.
- There were a total abandoned call (caller hung up prior to answer) of 363 for the year.

## TOTAL PHONE CALLS BY LINE TYPE AND HOUR OF DAY



And, not every phone call arrives on a 9-1-1 line. 10-digit emergency lines are needed and are regularly used by fire alarm companies that are sited out-of-state; and RING-DOWN lines, are used by the local police and allied fire agencies for direct communications to the center. In fact, **130,773** of all the calls that arrived at the center are considered “emergency” calls, which represents **85%** of the total activity. The center experienced a 1% increase in phone call volume over last year.

The remaining calls are considered “business” calls, which represents **15%** of the activity, or **23,461** calls. It is important to note that business lines are where staff make notifications outbound to other agencies, fire stations, and any needed personnel for activities occurring



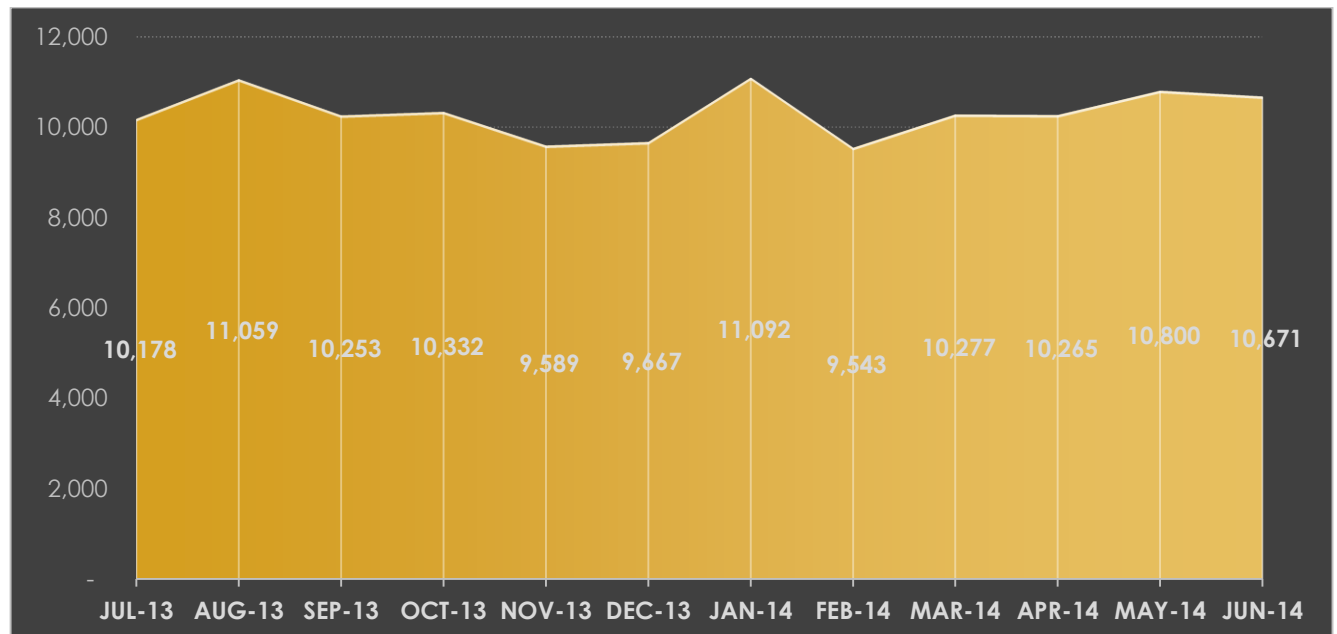
# PHONE CALLS

afterhours. These lines also support incoming calls from firefighters and chief officers. Another important metric that's reviewed is workload between classifications.

Compared to last year there's a 1% decrease in workload by the Supervisor classification, balanced by an increase in the Fire Communications Operator classification.

Line Type	Fire Comm. Operator	% of Total	Fire Comm. Supervisor	% of Total	Total Line Type	% of Total Line Type
<b>10-Digit Business</b>	17,182	73%	6,279	27%	23,461	15%
<b>10-Digit Emergency</b>	31,145	88%	4,227	12%	35,372	23%
<b>9-1-1 Trunk</b>	47,505	88%	6,497	12%	54,002	35%
<b>RING-DOWN</b>	35,833	87%	5,566	13%	41,399	27%
<b>Total:</b>	<b>131,665</b>	<b>85%</b>	<b>22,569</b>	<b>15%</b>	<b>154,234</b>	<b>100%</b>

## TOTAL PHONE CALLS BY MONTH



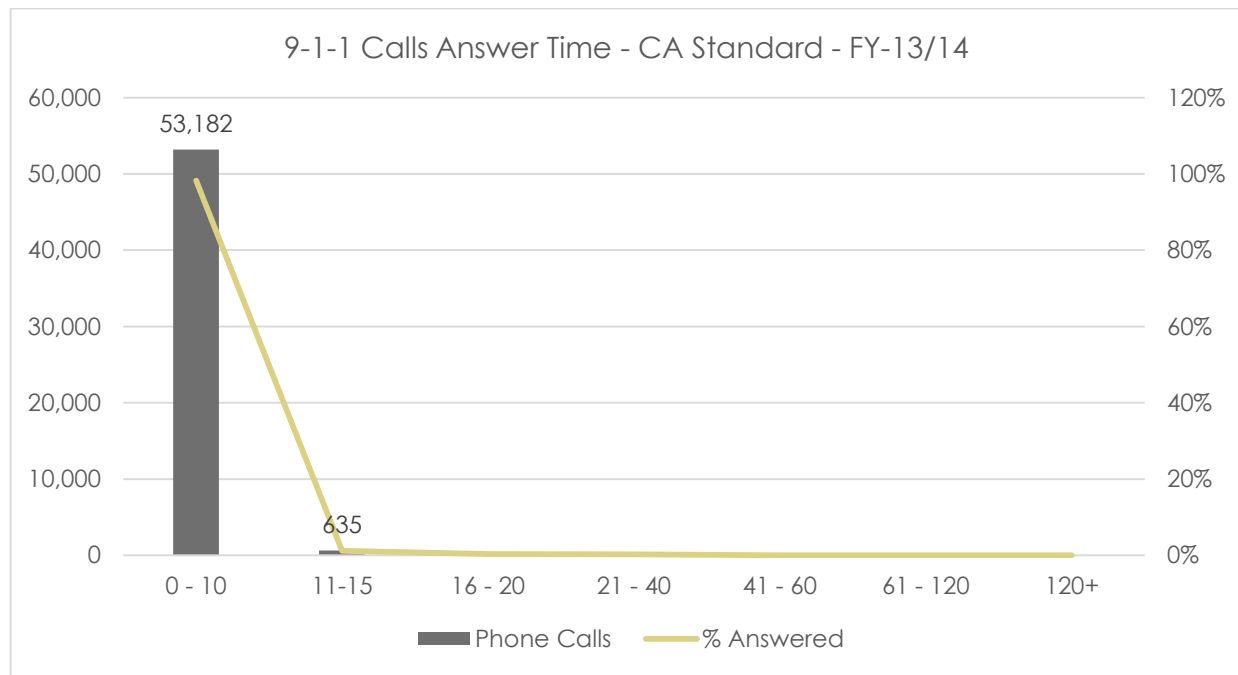
## PERFORMANCE – ANSWER (RING) TIME

Aside from peak and minimal activity indicators, the Center also measure how quickly staff answer phone calls, regardless of whether they are an emergency line or not. The measurement is called Answer (Ring) Time. There are both State of California 9-1-1 standards and National Fire Protection Agency Standards for measuring ring time:

# PHONE CALLS

**State of California (9-1-1 Operations Manual)<sup>6</sup>:** During the busiest hour of any shift, ten seconds shall be the maximum amount of time in which incoming 9-1-1 calls are to be answered. The State realizes that unpredictable spikes may occur and will take that into consideration when reviewing statistics.

Verdugo Staff consistently perform at 98% of all 9-1-1 calls being answered within 10 seconds and 1% answered within 11-15 seconds. The remainder of the 9-1-1 calls answered are under <1%. Of just emergency calls, **41% arrive on 9-1-1 lines.**



**National Fire Protection Agency (NFPA-1221 Guidelines)<sup>7</sup>:** 95% of alarms received on emergency lines shall be answered within 15 seconds, and 99% of alarms shall be answered within 40 seconds.

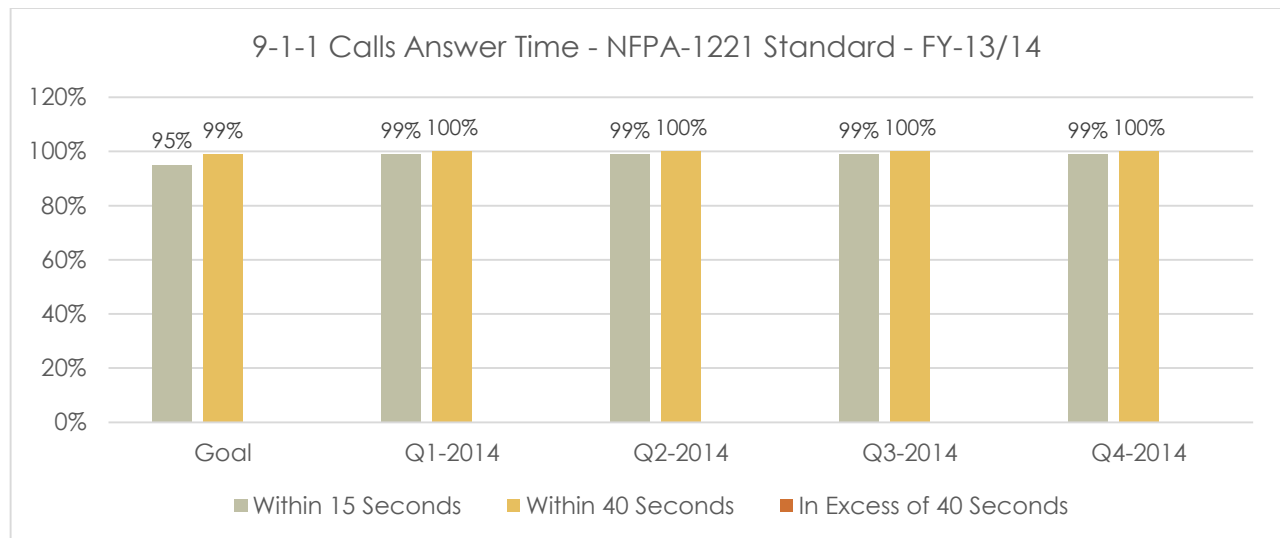
The standard is reviewed and revised as needed on a multi-year cycle by 9-1-1 industry representatives from across the nation. Further, the guidelines are used by the Insurance Services Offices (ISO) to support their surveys in performing Fire Department classification ratings.

Verdugo Staff either meet or exceed this standard, consistently, on all lines:

<sup>6</sup> [State of California 9-1-1 Operations Manual Section 1](#)

<sup>7</sup> [NFPA-1221 Standard](#)

# PHONE CALLS



## PERFORMANCE - PHONE CALL HANDLING TIME

In addition to measuring how quickly phone calls are answered. Center staff are also measured for how quickly they process or handle the call for entry into the Computer-Aided Dispatch (CAD) system. Once the data is entered, it is immediately sent to the Radio Dispatch position for the task of dispatching the closest and most appropriate apparatus to the incident location. 9-1-1 call-takers determine the most appropriate "Type Code" for creation of the incident and then enter it into CAD quickly.

The CAD system automatically provides a recommendation and also, simultaneously, alerts the fire stations and any apparatus that are not in a fire station but are recommended for the incident, to be alerted with the incident data; this process occurs in seconds, and well before the vocal dispatch occurs.

This is accomplished through a "pre-alert" process at the exact time a Call-taker enters the incident in CAD and prior to it being subsequently dispatched by a Radio Dispatcher. The incident location data and call type is immediately evaluated by CAD as part of the normal recommendation to the Radio Dispatcher; this occurs in milliseconds. The same data recommendation also causes alerting messaging to be sent and received to the Fire Station(s) and apparatus being recommended for the call. This feature saves seconds whenever help is needed.

Although the average call handling time was **55 seconds** for emergency calls for the fiscal year, the center follows National Fire Protection Agency Standards (NFPA-1221) for measuring performance. The criteria are very specific and the time stamps measured here are from Received Time to Entered Time. The "boxed" percentages equal 100%:

# PHONE CALLS

## MEDICAL INCIDENTS

	Goal	Q-1	Q-2	Q-3	Q-4
Within 90 seconds	90%	87%	94%	94%	95%
Within 120 seconds	99%	90%	98%	99%	99%
In excess of 120 seconds	0%	10%	2%	1%	1%

## LANGUAGE INTERPRETATION

	Goal	Q-1	Q-2	Q-3	Q-4
Within 90 seconds	90%	87%	85%	83%	89%
Within 120 seconds	99%	90%	95%	93%	96%
In excess of 120 seconds	0%	10%	5%	7%	4%

## VISUAL, VOCAL, OR HEARING IMPAIRED

	Goal	Q-1	Q-2	Q-3	Q-4
Within 90 seconds	90%	NO DATA	100%	NO DATA	NO DATA
Within 120 seconds	99%	NO DATA	0%	NO DATA	NO DATA
In excess of 120 seconds	0%	NO DATA	0%	NO DATA	NO DATA

## INCIDENTS REQUIRING LAW ENFORCEMENT

	Goal	Q-1	Q-2	Q-3	Q-4
Within 90 seconds	90%	59%	93%	90%	92%
Within 120 seconds	99%	64%	97%	98%	98%
In excess of 120 seconds	0%	36%	3%	2%	2%

## TECHNICAL RESCUES

	Goal	Q-1	Q-2	Q-3	Q-4
Within 90 seconds	90%	68%	88%	90%	86%
Within 120 seconds	99%	74%	94%	94%	96%
In excess of 120 seconds	0%	26%	6%	6%	4%

## BASELINE: FIRE, SERVICE, OTHER INCIDENTS

	Goal	Q-1 <sup>8</sup>	Q-2	Q-3	Q-4
Within 60 seconds	80%	59%	59%	59%	63%
Within 106 seconds	95%	81%	93%	93%	94%
In excess of 106 seconds	0%	19%	7%	7%	6%

<sup>8</sup> There was a significant loss of useable 9-1-1 phone data in Q-1 for all criteria from the ECATS data provider, resulting in disparate results between Q-1 and Q-2 through Q-4.

# PHONE CALLS

The process by which the resulting table is produced is very complex, as raw 9-1-1 phone data is “matched” to raw Computer-Aided Dispatch data; meaning two separate and distinct tables of data are used.

The matching occurs based on the phone number received, and the date and time of the phone call arrival and to the identical data found in CAD.

- Medical Incidents remain the core activity at 82%
- Fire Incidents at 13%
- Service Incidents at 5%

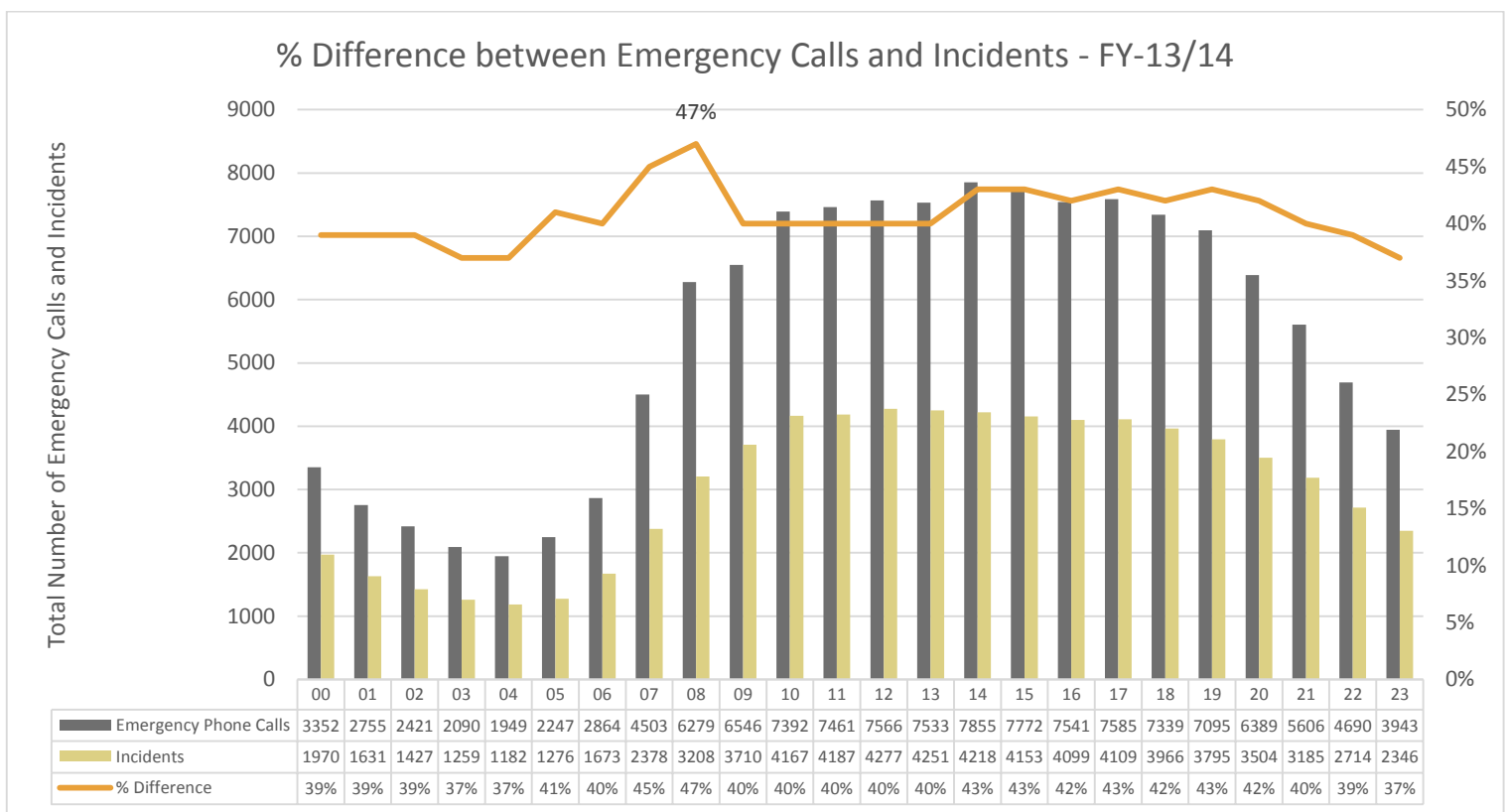


# VERDUGO SYSTEM INCIDENTS & RESPONSES

## Verdugo System Incidents & Responses

### VERDUGO SYSTEM

As already noted, not every phone call causes an incident to be created. Some phone calls don't result in any action, where other calls simply serve as additional/supporting information to an incident already dispatched. In fact, the disparity between total number of emergency calls and incidents can be as high as **47%** and on average is **41%** higher number of phone calls than there are incidents:



There were **72,457 total incidents** dispatched by the center for the fiscal year. This includes In-City and Out-of-Verdugo (OOV) incidents. The call-taker determines the most appropriate "Type Code" and enters related location/contact data into the Computer-Aided Dispatch (CAD) system for dispatch of resources.

Due to a recent enhancement of the Fire Station Alerting System, the fire stations and any apparatus being recommended for dispatch by the CAD system, are automatically alerted through the data system at time of incident entry/creation. The previous section for performance (Call Handling) reflects this "alarm time" and that the Entered timestamp can be



# VERDUGO SYSTEM INCIDENTS & RESPONSES

used as an earlier timestamp for better performance purposes; the Insurance Services Offices (ISO) also accepts this measurement criteria as it falls within NFPA-1221 guidelines.

The average time from incident creation (Call Entered timestamp) to Dispatch (Dispatched timestamp) is **8 seconds**. This is a period of time when the incident is “voice dispatched” or verbalized on the radio system. It is still evaluated and reviewed regularly, but this period of time is no longer included within NFPA-1221 measurement criteria due to the “pre-alert” system.

Each “Type Code” in CAD also falls within a particular category of service, being either: Fire, Medical, Service, or Other. Of the 150+ Type Codes in CAD, the top three In-City incidents are:

- **Fire Alarms** are the primary type of incidents with **6,183** or **9%** of all incidents.
- **Difficulty Breathing** is the second-highest type of incident at **5,802** or **8%** of all incidents.
- **Chest Pains** is the third-highest activity at **4,216** or **6%** of all incidents.

[Click here or turn to Appendix A for detail.](#)

Calculation of annual fees for each of the agencies includes incidents that occurred within their home jurisdiction (In-City) plus responses that occurred as a direct result of their automatic or mutual aid agreements with agencies outside the Verdugo System (OOV).

When one Verdugo agency responds into another Verdugo agency's city, only one city is charged – the municipality where the incident occurred.

## INCIDENTS VERSUS RESPONSES

A single incident usually involves multiple responses from one or more fire departments. For example, when a house fire in Pasadena is reported to Verdugo, the initial dispatch includes three fire engines, two fire trucks, a rescue ambulance and a Battalion Chief – a total of seven responding vehicles or “individual unit responses.”

If additional personnel and equipment are needed, additional engines, trucks, ambulances and other specialized equipment like air utilities and water tenders might be dispatched – sometimes from a neighboring jurisdiction to avoid depleting resources at fire stations nearest 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. The following will be the only instance where we display “responses” to reflect activity within this report. All subsequent sections will reflect the “capstone” or incident values:

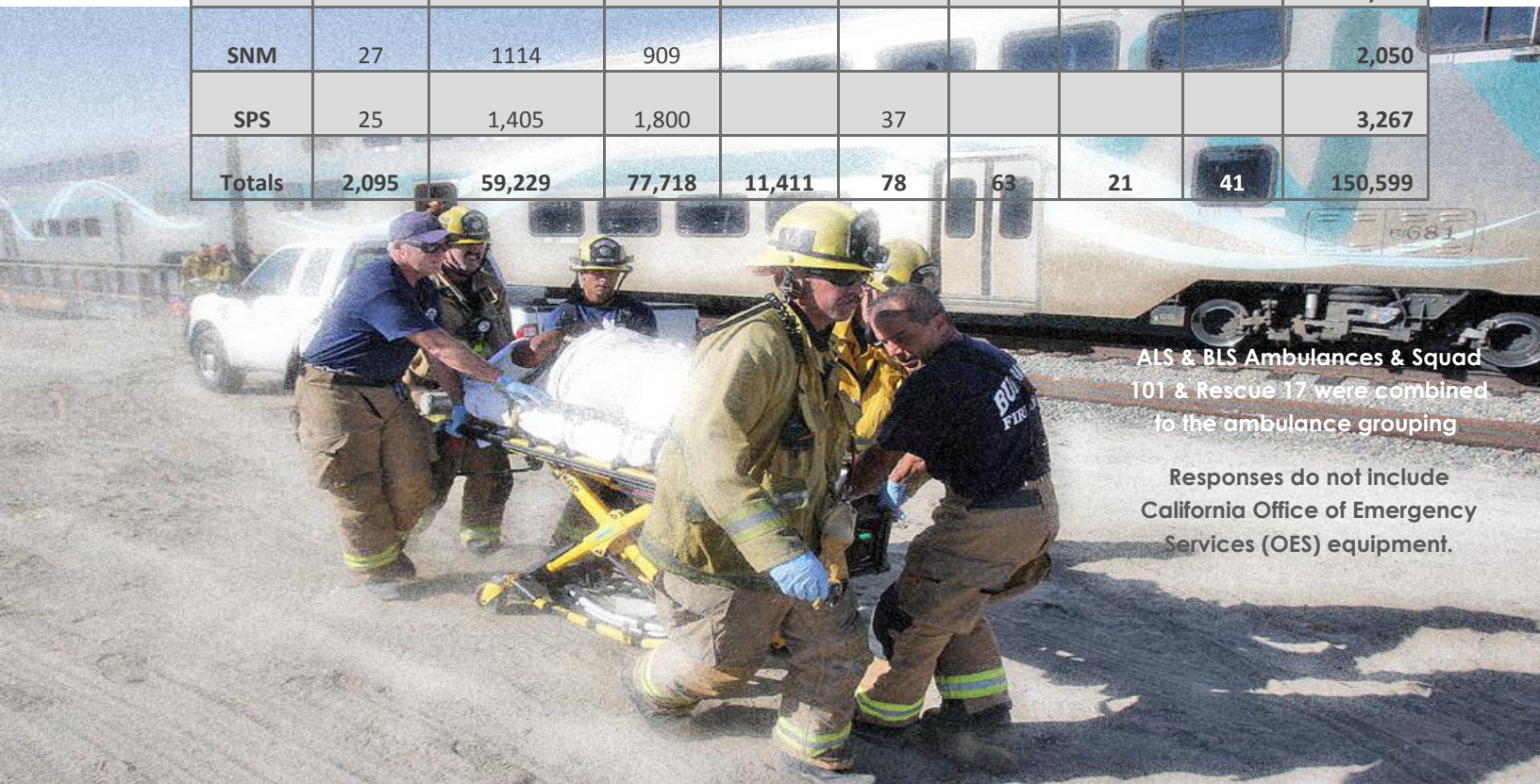
# VERDUGO SYSTEM INCIDENTS & RESPONSES

## TOTAL RESPONSES BY AGENCY BY UNIT TYPE

Agency	Chief Officers	Ambulances	Engines	Trucks	Air Utility	HazMat	Water Tender	USAR	Grand Total
ALH	212	4,439	5,576	777					10,799
ARC	181	3,715	4,753	812	5			7	9,468
BRK	418	8,669	10,681	1,383		36	4		21,191
BUR		276	311						587
GLN	592	16,467	19,384	3,219	28	27	8	13	39,738
MPK	254	3,565	4,320	714					8,195
MRV	157	1,873	3,681	688			5		6,404
MTB	214		5,434	1,034	8				6,690
PAS	518	15,236	17,861	2,784			3	19	36,421
SGB	215	1,778	2,648					2	4,643
SMD	93	692	360				1		1,146
SNM	27	1,114	909						2,050
SPS	25	1,405	1,800		37				3,267
Totals	2,095	59,229	77,718	11,411	78	63	21	41	150,599

ALS & BLS Ambulances & Squad 101 & Rescue 17 were combined to the ambulance grouping

Responses do not include California Office of Emergency Services (OES) equipment.



# VERDUGO SYSTEM INCIDENTS & RESPONSES

## TOTAL INCIDENTS PER AGENCY BY JURISDICTION TYPE

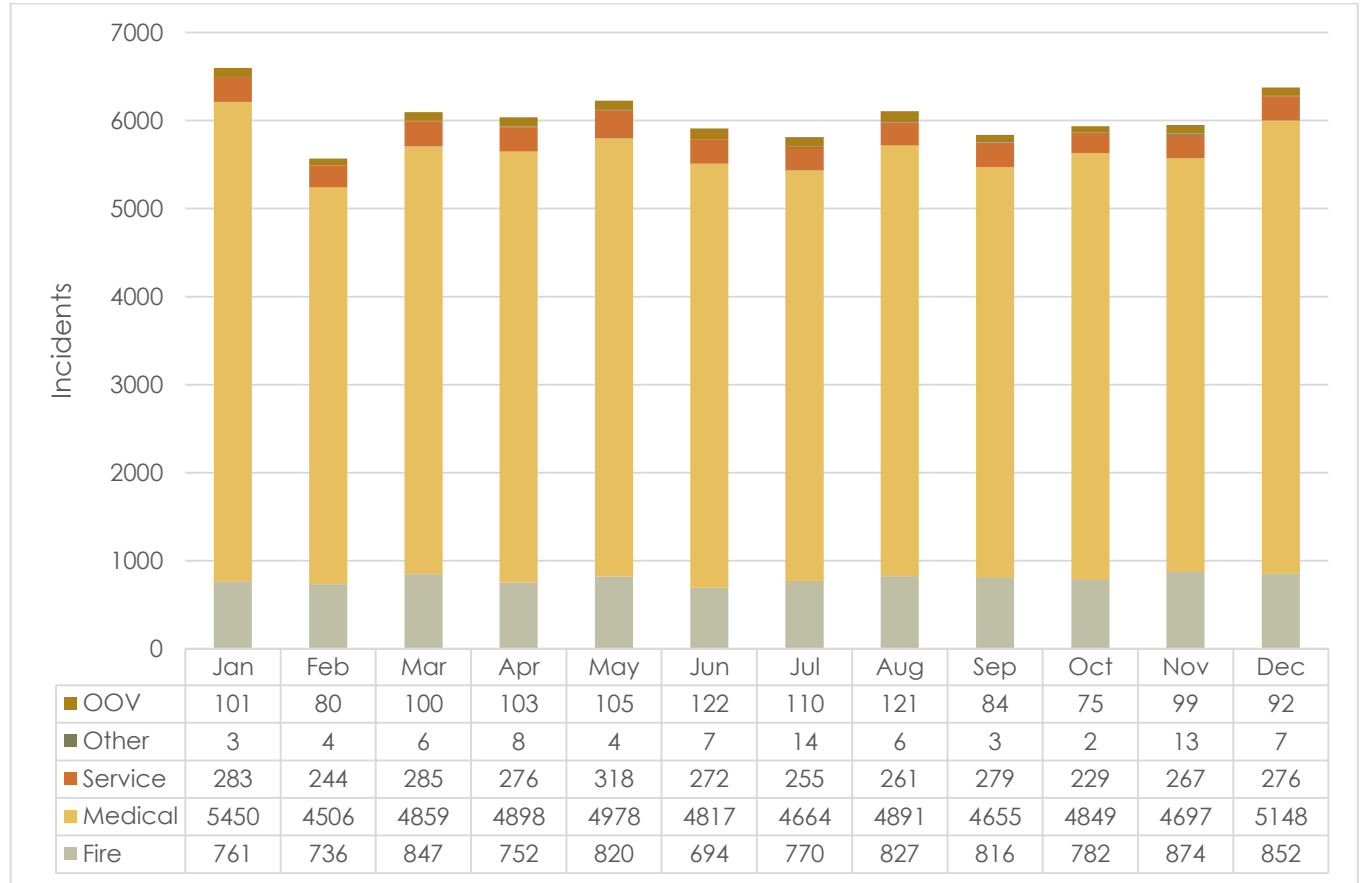
Agency	In-City	% of Total	OOV	% of Total	Total
ALH	5,018	99.86%	7	0.14%	5,025
ARC	4,491	98.96%	47	1.04%	4,538
BRK	9,422	98.41%	152	1.59%	9,574
BUR	269	99.63%	1	0.37%	270
GLN	16,996	97.65%	409	2.35%	17,405
MPK	3,863	97.90%	83	2.10%	3,946
MRV	3,456	99.05%	33	0.95%	3,489
MTB	4,927	98.74%	63	1.26%	4,990
PAS	17,242	99.27%	126	0.73%	17,368
SGB	2,296	98.12%	44	1.88%	2,340
SMD	814	94.10%	51	5.90%	865
SNM	786	82.56%	166	17.44%	952
SPS	1,685	99.41%	10	0.59%	1,695
<b>Totals</b>	<b>71,265</b>	<b>98.35%</b>	<b>1,192</b>	<b>1.65%</b>	<b>72,457</b>

## TOTAL INCIDENTS PER AGENCY BY CATEGORY OF SERVICE (IN-CITY ONLY)

Agency	Fire	% of Total	Medical	% of Total	Service	% of Total	Other	% of Total	Totals
ALH	557	11%	4,194	84%	266	5%	1	0%	5,018
ARC	663	15%	3,606	80%	219	5%	3	0%	4,491
BRK	1,221	13%	7,818	83%	374	4%	9	0%	9,422
BUR	51	19%	137	51%	81	30%	-	0%	269
GLN	1,560	9%	14,748	87%	677	4%	12	0%	16,997
MPK	430	11%	3,252	84%	178	5%	3	0%	3,863
MRV	510	15%	2,751	80%	195	6%	-	0%	3,456
MTB	671	14%	4,064	83%	187	4%	4	0%	4,926
PAS	2,994	17%	13,547	79%	661	4%	40	0%	17,242
SGB	300	13%	1,861	81%	133	6%	2	0%	2,296
SMD	88	11%	642	79%	83	10%	1	0%	814
SNM	201	26%	537	68%	47	6%	1	0%	786
SPS	285	17%	1,256	75%	144	9%	-	0%	1,685
<b>Totals</b>	<b>9,531</b>	<b>13%</b>	<b>58,413</b>	<b>82%</b>	<b>3,245</b>	<b>5%</b>	<b>76</b>	<b>0%</b>	<b>71,265</b>

# VERDUGO SYSTEM INCIDENTS & RESPONSES

## INCIDENTS BY MONTH AND BY CATEGORY OF SERVICE



## OUT-OF-JURISDICTION (OOJ) & OUT-OF-VERDUGO (OOV) INCIDENTS

The following table demonstrates how many times agencies were dispatched by Verdugo to respond outside their home jurisdiction, both OOJ & OOV. The rows indicate which fire department responded and the columns are the cities or jurisdictions they responded into. It should be understood that several agencies may respond to a single large incident at another agency within the Verdugo System.

The numbers represent how many *dispatches* occurred, not necessarily how many completed responses there were (e.g. - 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; Verdugo dispatchers then cancel the "incoming" unit and the "home" unit proceeds with the response).

# VERDUGO SYSTEM INCIDENTS & RESPONSES

		CITY WHERE INCIDENT OCCURRED																					
Response	By:	ALH	ARC	BRK	BUR	DNY	GLN	LAC	LFD	MPK	MRV	MTB	OOJ	PAS	SFS	SGB	SMD	SNM	SPS	USF	VER	XAA	Totals
	ALH	-	3	-	-	-	5	4	1	224	4	8	-	48	-	268	-	47	154	-	-	2	768
	ARC	3	-	-	-	-	5	43	-	6	271	1	2	90	-	5	34	1	1	-	-	2	464
	BRK	5	1	-	266	-	369	21	115	4	1	-	9	23	-	1	-	-	2	5	-	2	824
	BUR	-	-	10	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	11
	DNY	-	-	-	-	-	1	2	-	-	-	24	-	-	-	-	-	-	-	-	-	-	27
	GLN	8	-	266	1	-	-	80	320	5	2	-	4	134	-	1	-	-	2	2	-	3	828
	LAC	1	56	3	-	-	65	-	2	71	41	54	-	40	-	32	1	22	-	3	-	-	391
	LFD	2	2	35	-	-	61	-	-	-	-	-	-	27	-	-	-	-	10	-	-	-	137
	MPK	283	-	1	-	-	3	77	-	-	1	166	4	2	-	104	-	3	7	-	-	2	653
	MRV	1	347	-	-	-	3	30	-	-	-	1	1	8	-	-	13	-	5	-	-	2	411
	MTB	2	-	1	-	25	2	29	-	84	-	-	5	1	2	3	-	-	-	1	-	1	156
	OOJ	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	PAS	21	113	21	-	-	84	82	41	12	16	-	1	-	-	21	5	59	143	-	-	2	621
	SFS	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3
	SGB	226	9	6	-	-	1	33	4	49	1	-	5	9	-	-	-	63	44	-	-	2	452
	SMD	-	1	-	-	-	1	48	-	-	-	-	1	2	-	-	-	-	-	-	-	2	55
	SNM	33	24	-	-	-	1	166	-	8	8	-	-	243	-	147	3	-	149	-	-	-	782
	SPS	81	1	4	-	-	4	4	6	12	2	2	-	300	-	11	-	63	-	-	-	-	490
	USF	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
	VER	-	-	1	-	-	-	-	-	-	-	12	1	-	-	-	-	-	-	-	-	-	14
	XAA	22	213	56	-	5	67	41	3	57	2,701	4,083	-	54	-	10	14	2	11	-	-	-	7,339
Totals		688	770	404	267	30	673	661	493	532	3,048	4,354	33	981	2	603	70	260	528	11	-	20	14,428

Throughout the report to save space and be consistent, we use California Agency Designators as outlined in Firescope Fire Department Document MACS-410<sup>9</sup>: ALH = Alhambra, ARC = Arcadia, BRK = Burbank, BUR = Bob Hope Airport, GLN = Glendale, LAC = Los Angeles County, LFD = Los Angeles City, MRV = Monrovia, MPK = Monterey Park, MTB = Montebello, PAS = Pasadena, SGB = San Gabriel, SMD = Sierra Madre, SNM = San Marino, SPS = South Pasadena.

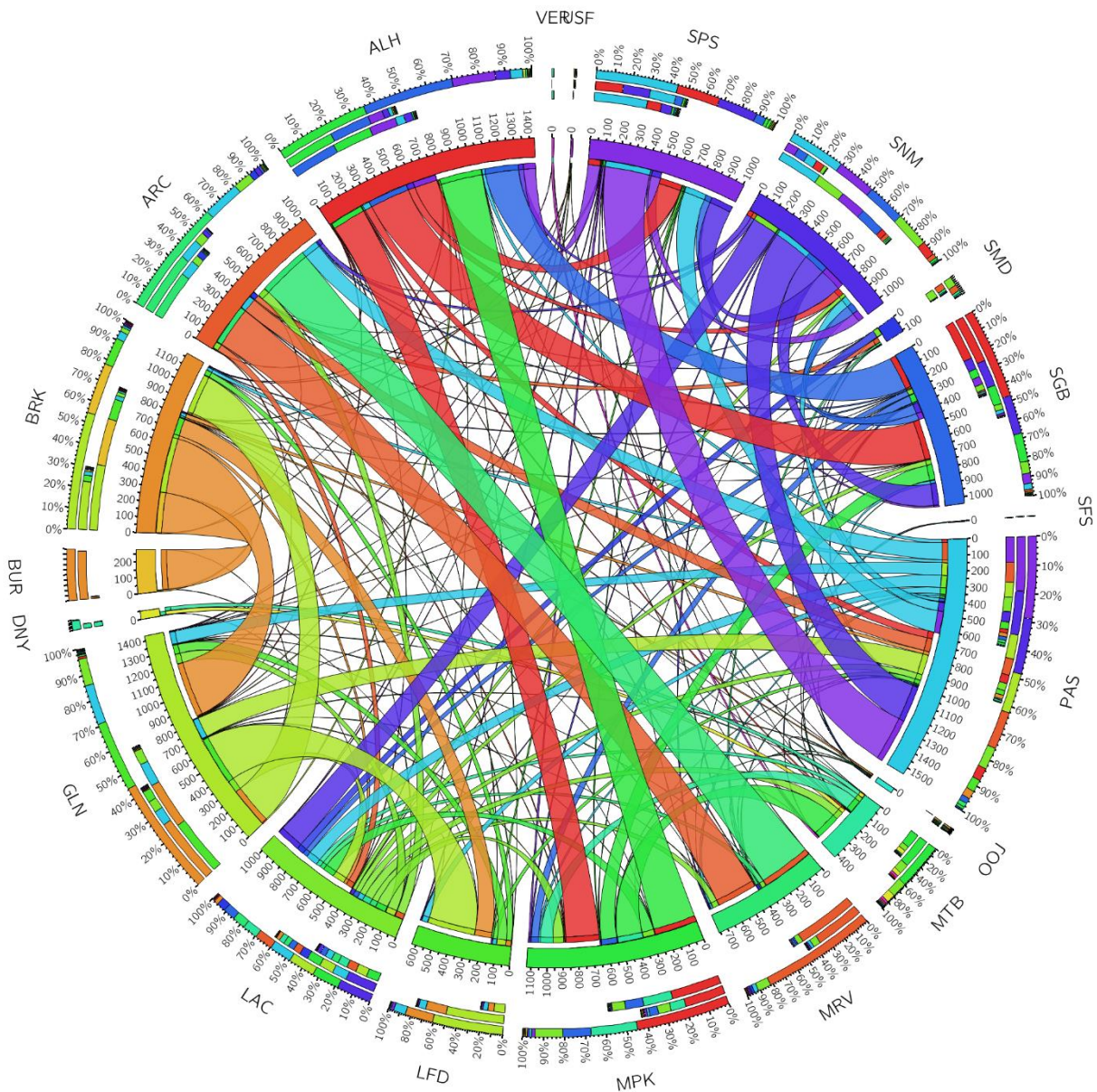
Where XAA is seen, this generally indicates use of private ambulances within the incident, but also refers to less often used non-local resources such as helicopters, non-local brush strike teams, etc.

Additional agencies Verdugo regularly interfaces with are: DNY = Downey, SFS = Santa Fe Springs, CMP = Compton, VER = Vernon; all dispatched by Downey Dispatch (Area E Coordinator, Region I).

<sup>9</sup> [Firescope MACS-410-3 \(PDF\)](#)



# VERDUGO SYSTEM INCIDENTS & RESPONSES



## CHORD CHART

This year we introduce a very creative and new method of visualizing data to help readers better interpret the prior table of information. The following diagram is known as a Chord Chart; picturing data in a circular layout. It is not only visually appealing, it simply better represents the relationships between the agencies in the Verdugo System. It also best

# VERDUGO SYSTEM INCIDENTS & RESPONSES

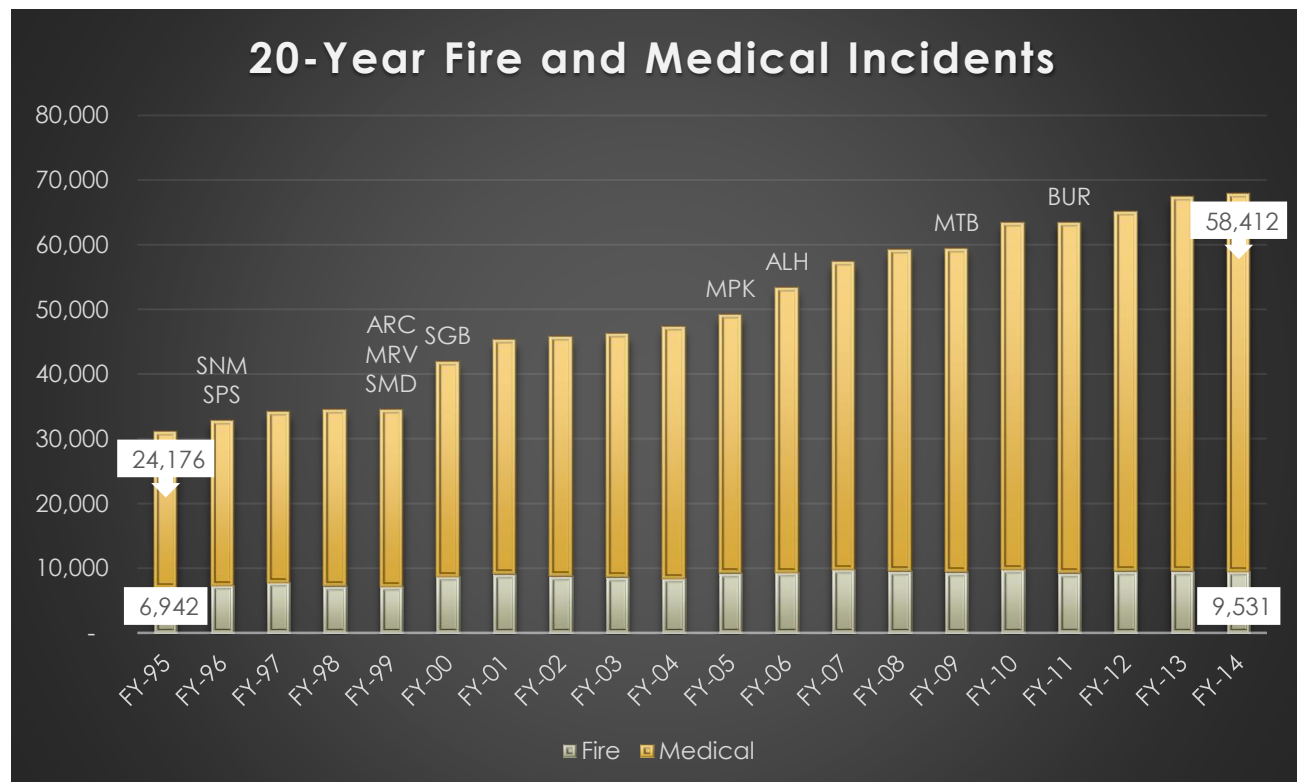
represents the level or depth of interaction with each other as well as outside of the system through any Mutual-Aid and Automatic-Aid agreements with other allied agencies.

The “ribbons” are sized based on the number of incidents. Incidents responded by the agency will show a complete join to the “home” agency name. Incidents where other agencies came in to support that agency’s incident are displayed in that agency’s ribbon color and will not be “joined” – there will be a separation of white space at the “home” agency.

The outer rings represent several things, but are primarily meant to show percent of distribution and corresponding relationships. For each agency’s breakout, in their portions of this annual report, there will be a new Chord Chart which will both separate and represent just their relationships and incident responses for both OOJ/OOV activity with any other agencies.

## MEDICAL VERSUS FIRE INCIDENTS 20-YEAR HISTORICAL DATA

Until April 1996, the Verdugo System consisted only of the Tri-Cities 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.





# VERDUGO SYSTEM INCIDENTS & RESPONSES

In the 17 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 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, however this would be due to the larger number of Automatic-Aid and Mutual-Aid agreements that required support as additional agencies were brought into the system.

	FY-95	FY-96	FY-97	FY-98	FY-99	FY-00	FY-01	FY-02	FY-03	FY-04	FY-05
<b>Fire</b>	6,942	7,361	7,791	7,245	7,205	8,655	9,129	8,770	8,635	8,381	9,208
<b>Medical</b>	24,176	25,514	26,429	27,362	27,331	33,299	36,239	37,035	37,622	39,077	40,019
<b>Service</b>	2,451	2,384	2,793	2,596	2,597	3,242	3,434	3,387	3,348	2,802	3,809
<b>Other</b>	323	178	85	58	111	152	112	245	270	171	98
<b>OOV</b>	317	346	528	491	522	552	592	644	779	729	835
<b>Total</b>	34,209	35,783	37,626	37,752	37,766	45,900	49,506	50,081	50,654	51,160	53,969

	FY-06	FY-07	FY-08	FY-09	FY-10	FY-11	FY-12	FY-13	FY-14	Totals	% of Category
<b>Fire</b>	9,361	9,804	9,579	9,408	9,768	9,293	9,556	9,569	9,531	<b>175,191</b>	16.17%
<b>Medical</b>	44,028	47,648	49,670	50,092	53,783	54,144	55,586	57,998	58,412	<b>825,464</b>	76.18%
<b>Service</b>	3,277	3,449	3,465	3,017	3,224	3,212	3,843	3,116	3,245	<b>62,691</b>	5.79%
<b>Other</b>	609	150	67	53	73	82	57	59	77	<b>3,030</b>	0.28%
<b>OOV</b>	988	1,214	1,380	1,328	1,226	1,092	1,128	1,311	1,192	<b>17,194</b>	1.59%
<b>Total</b>	58,263	62,265	64,161	63,898	68,074	67,823	70,170	72,053	72,457	<b>1,083,570</b>	100.00%

# STRIKE TEAM, OVERHEAD, & SINGLE RESOURCE RESPONSES

## Strike Team, Overhead, & Single Resource Responses

The climate of the Western States has changed dramatically in the last several years with most experiencing drought conditions that carry significant impacts for Brush and Wildland fire incidents. Fire season was considered a certain period of time in California; no longer. It is now year-round.



As such, the agencies dispatched by Verdugo Fire Communications are also a part of the California Master Mutual-Aid System to support that mission. Within that system are large "regions" which are further broken out as "area coordinators". Verdugo serves as the area coordination point within Region I (Los Angeles County Fire), and is known as "Area C". Area C directly touches and interfaces with Area A (Los Angeles City Fire), Area B (Los Angeles County Fire), and Area E (Downey Dispatch).

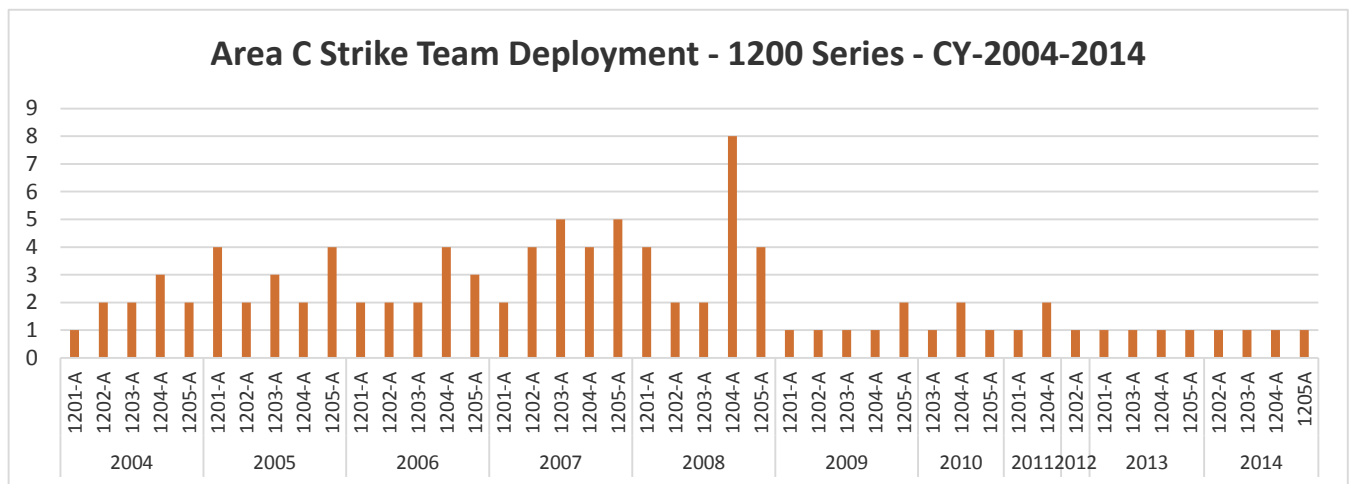
With Verdugo Fire being a regional dispatch center, this greatly helps with daily strike team formation and dispatching as well as being the coordination point for specially trained Overhead personnel (i.e. Safety Officer assignment) from within the area and Single Resource equipment (i.e. Water Tender) for a large fire outside of the area. Following are the assignments that were dispatched this last fiscal year for those categories of need.

# STRIKE TEAM, OVERHEAD, & SINGLE RESOURCE RESPONSES

## STRIKE TEAM RESPONSES

A Strike Team is composed of five Fire Engines, a Strike Team Leader, and if available a Trainee. Generally, the system can support up to two teams being dispatched immediately within 10 minutes, and additional teams within four hours thereafter on a "planned" need. **Seven** teams were dispatched last year, with one being an Office of Emergency Services (OES) Strike Team. State of California owned OES engines are strategically placed throughout California for use on local and out-of-area fires. Historically, the area has been very active with Strike Team deployments:

Team	Incident Name	Dispatch Date	Leader	Trainee	Release Date	Total Time	VFC #
<b>1201-A</b>	Sharp	8/9/2013	BC1 Howe	BC2 Gulli	8/9/2013	15:31	VFC1347078
<b>1205-A</b>	Rim	8/23/2013	BC1 Howe	BC10 Pelham	8/30/2013	7 days	VFC1350247
<b>1802-A</b>	Rim	8/23/2013	BC2 Fish	BC5 Doehler	8/30/2013	7 days	VFC1350245
<b>1202-A</b>	Colby	1/16/2014	TO2 Propst	BC2 Marchant	1/18/2014	2 days	VFC1403547
<b>1204-A</b>	Colby	1/16/2014	BC6 Khail	BC105 Lang	1/17/2014	1 day	VFC1403549
<b>1203-A</b>	Colby	1/16/2014	BC3 Rosetti	BC3 Trautwein	1/17/2014	1 day	VFC1403565
<b>1205-A</b>	MVU MAY	5/14/2014	BC5 Beckman	BC3 Trautwein	5/17/2014	3 days	VFC1429648



## OVERHEAD RESOURCES

This year twenty-six (26) overhead resources were dispatched to support various fires locally in Los Angeles County or throughout the State of California. Staff were dispatched based on their training for these specialized positions:

# STRIKE TEAM, OVERHEAD, & SINGLE RESOURCE RESPONSES

First Name	Last Name	Incident Name	Location	Position Title	Start Date	End Date	Duration
Derrick	Doehler	ASPEN	CHINA PEAK	Fireline EMT	8/2/2013	8/10/2013	8
Paul	Cubak	ASPEN	CHINA PEAK	Fireline Paramedic	8/2/2013	8/12/2013	10
Steve	Rushing	BEE	ANGELES FOREST	Crew Boss	8/10/2013	9/18/2013	39
John	Owings	BEE	ANGELES FOREST	Crew Boss	8/10/2013	8/18/2013	8
Steve	Briggs	SHARP	WRIGHTWOOD	Resource Unit Leader	8/10/2013	8/14/2013	4
Newton	Ong	CORRAL	WILLOW CREEK	Fireline EMT	8/15/2013	9/7/2013	23
James	Lega	CORRAL	WILLOW CREEK	Fireline Paramedic	8/15/2013	9/6/2013	22
James	Lega	CORRAL	WILLOW CREEK	Fireline Paramedic	8/15/2013	9/6/2013	22
Tom	Marchant	AMERICAN	TAHOE FOREST	Resource Unit Leader	8/16/2013	9/3/2013	18
John	Owings	SHARP	WRIGHTWOOD	Crew Boss	8/18/2013	8/25/2013	7
Steve	Briggs	SALMON RIVER	ETNA, CA	Resource Unit Leader	8/18/2013	8/27/2013	9
Steve	Rushing	SHARP	WRIGHTWOOD	Crew Boss	8/18/2013	8/25/2013	7
Daniel	Cline	CORRAL	WILLOW CREEK, CA	Fireline Paramedic	8/20/2013	9/6/2013	17
Adam	Malouf	CORRAL	WILLOW CREEK, CA	Fireline Paramedic	8/20/2013	9/6/2013	17
Andrew	Chest	ANF	SAUGUS, CA	Crew Boss	1/5/2014	1/16/2014	11
Steve	Rushing	ANF	SAUGUS, CA	Crew Boss	1/5/2014	1/16/2014	11
John	Owings	ANF	SAUGUS, CA	Crew Boss	1/5/2014	1/16/2014	11
John	Owings	COLBY INC	GLENDORA, CA	Crew Boss	1/16/2014	1/19/2014	3
Andrew	Chest	COLBY INC	GLENDORA, CA	Crew Boss	1/16/2014	1/19/2014	3
Steve	Rushing	COLBY INC	GLENDORA, CA	Crew Boss	1/16/2014	1/19/2014	3
Steve	Briggs	COLBY INC	GLENDORA, CA	Resource Unit Leader	1/16/2014	1/22/2014	6
Derrick	Doehler	COLBY INC	GLENDORA, CA	Fireline Paramedic	1/16/2014	1/21/2014	5
Carlos	Guerrero	ETIWANDA	RANCHO CUCAMONGA	PIO Type 2 (Trainee)	4/30/2014	5/4/2014	4
Jorge	Martinez	ETIWANDA	RANCHO CUCAMONGO	Supply Unit Leader	4/30/2014	5/4/2014	4
Newton	Ong	BASILONE	CAMP PENDLETON ST4	Fireline Paramedic	5/17/2014	5/19/2014	2
Carlos	Guerrero	SAN DIEGO	SAN DIEGO	Public Information Officer	5/17/2014	5/20/2014	3

## SINGLE RESOURCE EQUIPMENT

Team	Incident Name	Dispatched	Leader	Released	Total Time	VFC #
OES Water Tender 11	Falls	8/7/2013	Gorrindo/Dawson	8/8/2013	1 day	VFC1346662
Water Tender 101	Sharp	8/9/2013	Patrick/Bagheri	8/9/2013	12 hours	VFC1347058
Water Tender 16	Sharp	8/9/2013	Johnson/Stockton	8/9/2013	12 hours	VFC1347056
OES Water Tender 11	Rim	8/23/2013	Ortiz/Genovese	9/2/2013	10 days	VFC1350262
OES Engine 285	Rim	8/23/2013	ST1860-A with OCFD	9/1/2013	9 days	VFC1350284
Water Tender 27	Colby	1/16/2014	Bail/Pryor	1/20/2014	4 days	VFC1403556
Brush Engine 55	Colby	1/16/2014	E55 CREW	1/17/2014	1 day	VFC1403563
Water Tender 101	Colby	1/17/2014	Dover/Arellano	1/20/2014	3 days	VFC1403779
Water Tender 16	Colby	1/17/2014	Johnson/Stockton	1/20/2014	3 days	VFC1403780
OES Engine 285	Cocos	5/14/2014	ST1860-A with OCFD	5/19/2014	5 days	VFC1429650
OES Engine 343	Cocos	5/14/2014	ST1860-A with OCFD	5/19/2014	5 days	VFC1429650

# MAJOR & MULTIPLE ALARM INCIDENTS

## Major & Multiple Alarm Incidents

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 on the radio and the Radio Dispatcher immediately dispatches additional units.

During FY-2013-14, Verdugo dispatched **30** multiple-alarm fires in the Verdugo cities:

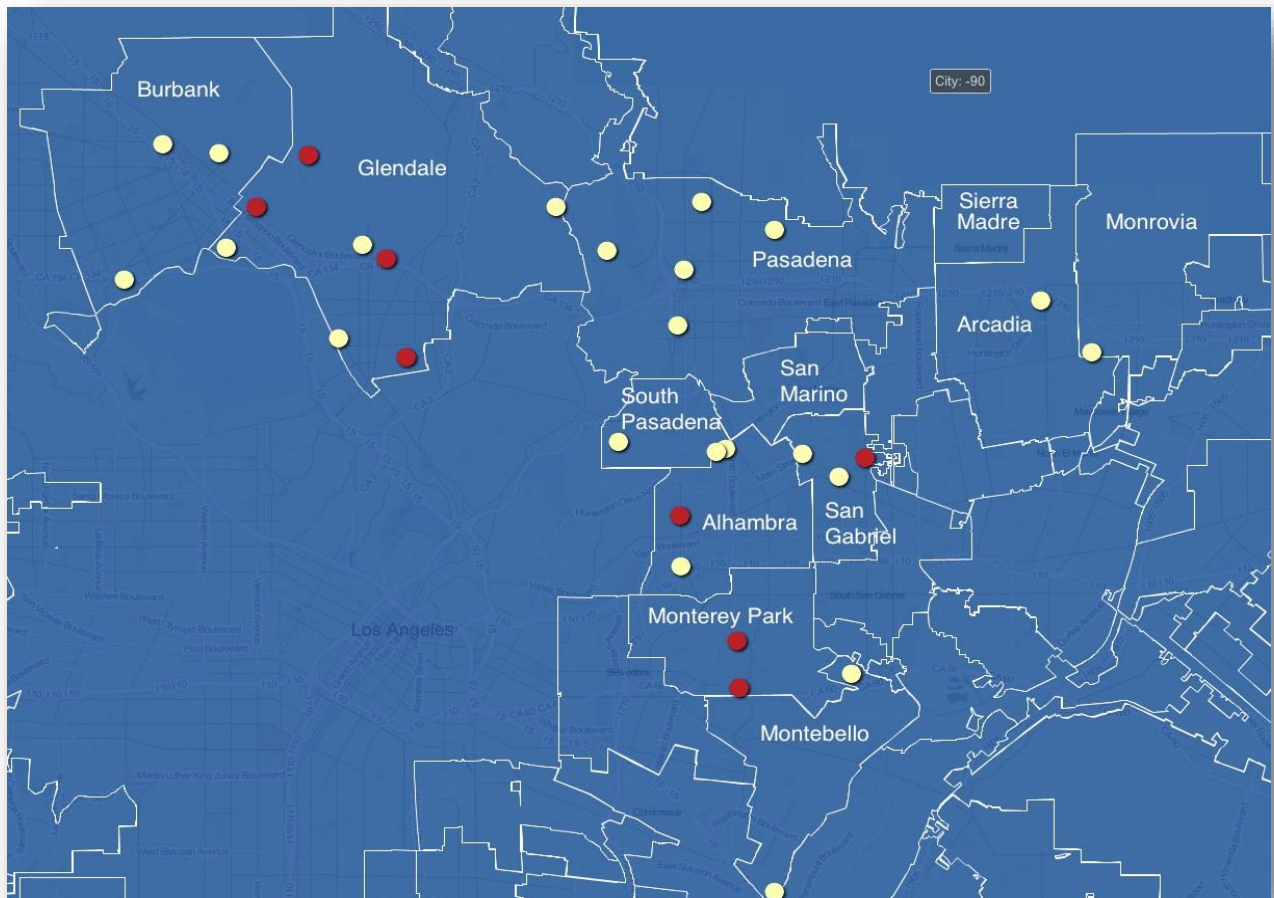
Date	INC	Type	Alarm	City	Address
07/10/13	VFC1341041	FULL	2	MTB	1736 CHAPIN RD ,MTB
08/02/13	VFC1345770	STR	2	GLN	531 W GARFIELD AV ,GLN
08/13/13	VFC1347914	STR	2	BRK	1517 N SAN FERNANDO BL ,BRK
08/30/13	VFC1351712	BRUSH	3	MPK	1031 S BRADSHAW AV ,MPK
09/02/13	VFC1352385	SMOKEI	2	ALH	1306 PINE ST ,ALH
09/15/13	VFC1355078	STR	2	PAS	542 N FAIR OAKS AV ,PAS
09/25/13	VFC1357183	HOUSE	2	SPS	1713 LAS PALMITAS ,SPS
10/06/13	VFC1359462	HOUSE	3	MPK	243 W MARKLAND DR ,MPK
11/06/13	VFC1366059	STR	3	ALH	875 S FREMONT AV ,ALH
12/05/13	VFC1372242	HOUSE	2	SPS	923 N ELECTRIC AV ,ALH
12/08/13	VFC1372851	APT	2	PAS	585 N HILL AV #13 ,PAS
12/12/13	VFC1373909	STR	2	SGB	812 W LAS TUNAS DR ,SGB
12/14/13	VFC1374273	STR	3	GLN	1825 W GLENOAKS BL ,GLN
12/16/13	VFC1374838	HOUSE	2	ALH	2021 S FREMONT AV ,ALH
01/20/14	VFC1404524	APT	2	PAS	617 S PASADENA AV #2 ,PAS
02/10/14	VFC1409247	STR	3	GLN	621 E GLENOAKS BL #D ,GLN
02/16/14	VFC1410600	BRUSH	3	GLN	1319 COLUMBIA DR ,GLN
02/17/14	VFC1410709	HOUSE	2	PAS	1237 RANCHEROS RD ,PAS
02/17/14	VFC1410711	APT	2	PAS	277 PENN ST #C ,PAS
03/05/14	VFC1414323	STR	2	SGB	507 S DEL MAR AV ,SGB
03/12/14	VFC1416032	HOUSE	2	BRK	722 E PALM AV ,BRK

# MAJOR & MULTIPLE ALARM INCIDENTS

Date	INC	Type	Alarm	City	Address
05/03/14	VFC1427265	APT	2	ARC	605 WINDSOR RD #7 ,ARC
05/07/14	VFC1428135	APT	2	MTB	1661 NEIL ARMSTRONG ST #230 ,MTB
05/15/14	VFC1429966	STR	3	SGB	205 S SAN GABRIEL BL ,SGB
05/17/14	VFC1430308	SMOKEI	2	GLN	1136 N CENTRAL AV #205 ,GLN
06/04/14	VFC1434228	BRUSHF	2	LAC	3335 FIGUEROA ST ,GLN
06/11/14	VFC1435572	HOUSE	2	GLN	240 JESSE AV ,GLN
06/21/14	VFC1437833	VEHSTR	2	MRV	810 W DUARTE RD ,MRV
06/21/14	VFC1437981	SMOKEI	2	BRK	3300 RIVERSIDE DR ,BRK
06/22/14	VFC1438084	BRUSH	3	GLN	1601 W MOUNTAIN ST ,GLN

## MULTIPLE ALARMS MAPPED

Second Alarms are mapped in yellow and third alarms are in red.





# HOSPITAL TRANSPORTS

## Hospital Transports

### COUNT OF TRANSPORTS

Transports (Count)	Transported by:														
Hospital Transported to:	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	Grand Total	% of Total
ACH ALHAMBRA	996				1	20	1	4	4	25		2	53	1,106	3.21%
AMH ARCADIA METHODIST	7	2381			2	1	982		644	52	322	42	4	4,437	12.87%
BEV BEVERLY						33		1133	2					1,168	3.39%
CHH CHILDRENS	2		22		67						1			92	0.27%
CITRUS VALLEY							1							1	0.00%
FPH FOOTHILL PRES		1					4			1		1		7	0.02%
GAR GARFIELD	691				1	1213		48		133		5	1	2,092	6.07%
GEM GREATER EL MONTE					2			14						16	0.05%
GMH GLENDALE MEMORIAL	1		6		3074		3	2	21			1	1	3,109	9.02%
GWT GLN ADVENTIST			8		4751		1	3	130				3	4,896	14.20%
HCH HOLY CROSS			37		1									38	0.11%
HEV EAST VALLEY HOSP	2								1					3	0.01%
HMH HUNTINGTON	126	104	4		96	2	107		7518	91	67	200	609	8,924	25.88%
KFA KAISER BP		12			5		36	3						56	0.16%
KFL KAISER HOLLYWOOD					13		1		1					15	0.04%
MPH MONTEREY PARK	10					492		15		1				518	1.50%
PIH HEALTH WHITTIER								57						57	0.17%
QUEEN OF THE VALLEY							1							1	0.00%
SFM ST FRANCIS								2						2	0.01%
SGC SAN GABRIEL MC	771	6				65	1		18	1050	1	64	6	1,982	5.75%
SIJ ST JOSEPHS			3412	36	844			1						4,293	12.45%
USC LA CO/USC MED	61	7	56		206	128	7	115	13	43	1	1	7	645	1.87%
VHH VERDUGO HILLS					986				37					1,023	2.97%
WHITE MEMORIAL								2						2	0.01%
WHITTIER PRESBYTERIAN								3						3	0.01%
<b>Grand Total</b>	<b>2,667</b>	<b>2,511</b>	<b>3,545</b>	<b>36</b>	<b>10,049</b>	<b>1,954</b>	<b>1,145</b>	<b>1,402</b>	<b>8,389</b>	<b>1,396</b>	<b>392</b>	<b>316</b>	<b>684</b>	<b>34,486</b>	<b>100%</b>

The majority of the Verdugo agencies each have transport apparatus. However Monrovia contracts with private ambulance companies as does Montebello. Therefore, to more accurately reflect transports for those two agencies, Squad 101 and Paramedic Engine 102 for MRV and the Paramedic Engines for MTB were counted if there was an indication of a transport. Consequently, the total count may be slightly underestimated. Overall, transports appear to be down by **2%** compared to last years' number of 35,098.

Two other areas that are also reviewed annually are the wait or "wall" times that ambulances and paramedic resources are held at the hospital as they either wait for a nurse to take custodial process of the arriving patient or as they wait for beds to become available in the Emergency Room.

The following two charts reflect the averaged "Wait/Wall Time" and the maximum time for each hospital where a transport occurred, by each agency in the system. The tables are presented in a "heat map" format to identify the highest or longest periods of time in red, and



# HOSPITAL TRANSPORTS

the lesser timeframes in green. These “hot spots” are usually the result of single instances and are not always reflective of normally averaged activity.

These snapshots represent just Verdugo Fire system activity and does not include other agency's that may also transport to the same hospitals, such as Los Angeles City or County Fire Departments.

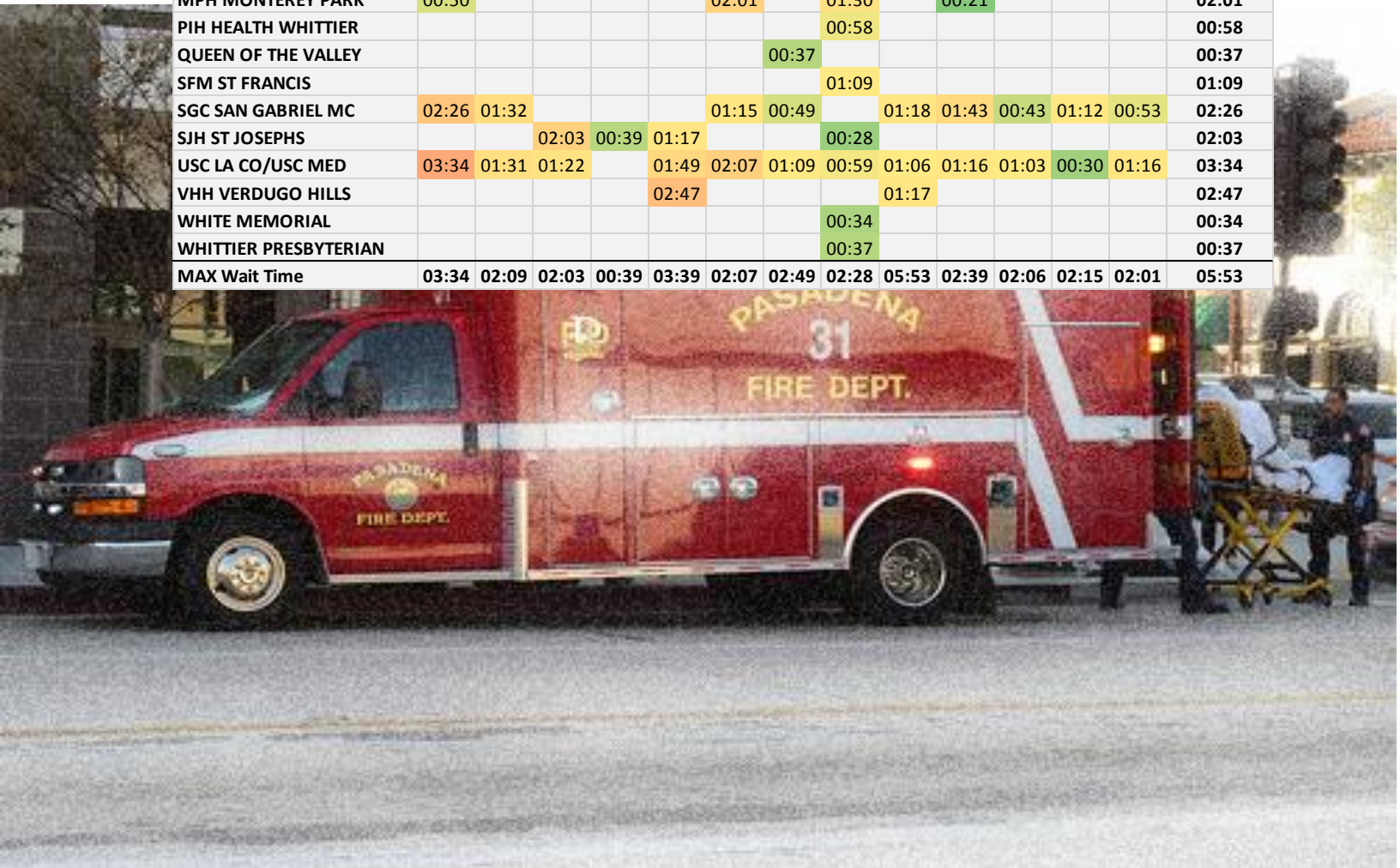
## AVERAGE HOSPITAL WALL/WAIT TIME

Average Wait Time	Transported by:													Averaged Wait Time
Hospital Transported to:	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	
ACH ALHAMBRA	00:22				00:23	00:28	00:17	00:11	00:37	00:30		00:20	00:19	00:22
AMH ARCADIA METHODIST	00:38	00:27			00:12	01:11	00:22		00:38	00:34	00:25	00:28	00:28	00:27
BEV BEVERLY						00:27		00:16	00:45					00:17
CHH CHILDRENS	00:32		00:40		00:30						01:12			00:33
CITRUS VALLEY							00:28							00:28
FPH FOOTHILL PRES		00:27					00:46			00:20		00:12		00:35
GAR GARFIELD	00:24				00:11	00:22		00:19		00:26		00:26	00:13	00:23
GEM GREATER EL MONTE					00:07			00:19						00:18
GMH GLENDALE MEMORIAL	00:12		00:23		00:18		00:33	00:19	00:36			00:39	00:26	00:18
GWT GLN ADVENTIST			00:40		00:21		01:00	00:25	00:37				00:36	00:22
HCH HOLY CROSS			00:38		00:35									00:38
HEV EAST VALLEY HOSP	00:15								00:30					00:20
HMH HUNTINGTON	00:32	00:46	00:42		00:35	00:55	00:39		00:34	00:40	00:33	00:30	00:23	00:33
KFA KAISER BP		00:38			00:42		00:28	00:29						00:32
KFL KAISER HOLLYWOOD					00:39		00:11		00:29					00:36
MPH MONTEREY PARK	00:27					00:21		00:21		00:21				00:21
PIH HEALTH WHITTIER								00:25						00:25
QUEEN OF THE VALLEY							00:37							00:37
SFM ST FRANCIS								00:48						00:48
SGC SAN GABRIEL MC	00:25	00:45				00:28	00:49		00:37	00:23	00:43	00:26	00:28	00:24
SJH ST JOSEPHS			00:22	00:23	00:27			00:28						00:23
USC LA CO/USC MED	00:45	00:59	00:39		00:38	00:36	00:50	00:29	00:39	00:41	01:03	00:30	00:37	00:37
VHH VERDUGO HILLS					00:21				00:33					00:22
WHITE MEMORIAL								00:28						00:28
WHITTIER PRESBYTERIAN								00:22						00:22
Averaged Wait Time	00:24	00:28	00:22	00:23	00:21	00:23	00:24	00:18	00:34	00:25	00:27	00:29	00:23	00:26

# HOSPITAL TRANSPORTS

## MAXIMUM WALL/WAIT TIME

Maximum Wait Time	Transported by:													MAX Wait
Hospital Transported to:	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	Time
ACH ALHAMBRA	02:02				00:23	01:11	00:17	00:14	00:54	00:51		00:26	00:57	02:02
AMH ARCADIA METHODIST	01:06	02:09			00:13	01:11	02:49		02:22	01:17	02:06	01:09	00:47	02:49
BEV BEVERLY						00:40		02:17	00:51					02:17
CHH CHILDRENS	00:33		01:03		00:53						01:12			01:12
CITRUS VALLEY							00:28							00:28
FPH FOOTHILL PRES		00:27					01:19			00:20		00:12		01:19
GAR GARFIELD	01:48				00:11	01:28		01:37		01:05		00:34	00:13	01:48
GEM GREATER EL MONTE					00:08			00:47						00:47
GMH GLENDALE MEMORIAL	00:12		00:31		01:38		00:48	00:23	01:07			00:39	00:26	01:38
GWT GLN ADVENTIST			01:18		03:39		01:00	00:43	03:14				00:47	03:39
HCH HOLY CROSS			01:11		00:35									01:11
HEV EAST VALLEY HOSP	00:17								00:30					00:30
HMH HUNTINGTON	01:03	01:49	01:42		01:35	01:06	01:29		05:53	02:39	01:21	02:15	02:01	05:53
KFA KAISER BP		01:02			00:58		00:45	00:38						01:02
KFL KAISER HOLLYWOOD					01:03		00:11		00:29					01:03
MPH MONTEREY PARK	00:50					02:01		01:30		00:21				02:01
PIH HEALTH WHITTIER								00:58						00:58
QUEEN OF THE VALLEY							00:37							00:37
SFM ST FRANCIS								01:09						01:09
SGC SAN GABRIEL MC	02:26	01:32				01:15	00:49		01:18	01:43	00:43	01:12	00:53	02:26
SIH ST JOSEPHS			02:03	00:39	01:17			00:28						02:03
USC LA CO/USC MED	03:34	01:31	01:22		01:49	02:07	01:09	00:59	01:06	01:16	01:03	00:30	01:16	03:34
VHH VERDUGO HILLS					02:47				01:17					02:47
WHITE MEMORIAL								00:34						00:34
WHITTIER PRESBYTERIAN								00:37						00:37
MAX Wait Time	03:34	02:09	02:03	00:39	03:39	02:07	02:49	02:28	05:53	02:39	02:06	02:15	02:01	05:53



# FIRE DEPARTMENT RESPONSE PERFORMANCE

## Fire Department Response Performance

### NFPA-1710<sup>10</sup>

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. 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.

Statistics are generated for Turnout Time (the time it takes from being dispatched to leaving the station), Travel Time (from leaving the station to arrival or on-scene), and Total Response Time (from dispatch to arrival on-scene of the first unit). These statistics 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 2010 version of the NFPA-1710 standard reflects the following:

- **4.1.2.1 The fire department shall establish the following objectives:**
- **Alarm handling time to be completed in accordance with 4.1.2.3.**
- **80 seconds turnout time, fire and special operations response, and 60 seconds turnout time for EMS response.**
- **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.**
- **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.**
- **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.

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<sup>10</sup> [NFPA-1710 Standard](#)

# FIRE DEPARTMENT RESPONSE PERFORMANCE

## PERFORMANCE MEASUREMENT

Verdugo uses three statistics to track response time performance for each fire department:

**Average Time, 90th Percentile Time, 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. E.g. 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 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 meet the NFPA standard, and section 4.1.2.4 above sets this objective at 90%. All incident types are included in the calculations, regardless of whether travel is code-2 or code-3.

It is extremely important to not compare agency-to-agency for Travel and Total Response Time. Each agency is geographically situated differently to each other, each agency is of a different geographic size and community structure, not to mention fire department size and number of available apparatus and resources. Therefore, agencies should only compare themselves to the standard as much as possible. Of 72,457 incidents, a total of 71,188 were measured<sup>11</sup>.

## TURNOUT TIME (DISPATCHED TIME TO ENROUTE TIME)

Average Turnout <sup>12</sup>				90th Percentile Goal: 01:00 or 01:20 for Fire & Special Operations <sup>13</sup>				Goal: 90% (% of Responses Meeting NFPA Standard)			
Category	Fire	Medical	Service	Category	Fire	Medical	Service	Category	Fire	Medical	Service
ALH	01:19	01:03	01:19	ALH	02:20	01:48	02:26	ALH	56%	50%	38%
ARC	01:07	00:50	01:07	ARC	01:56	01:31	01:58	ARC	61%	68%	45%
BRK	01:04	00:52	01:07	BRK	01:51	01:33	01:59	BRK	70%	65%	47%
BUR	00:38	00:32	00:20	BUR	01:19	01:12	00:40	BUR	91%	85%	99%
GLN	01:02	00:42	00:59	GLN	01:58	01:30	01:49	GLN	69%	77%	54%
MPK	01:15	01:07	01:24	MPK	02:15	01:54	02:26	MPK	60%	47%	31%
MRV	01:13	00:43	01:04	MRV	02:10	01:15	01:52	MRV	56%	80%	46%
MTB	01:01	01:01	01:07	MTB	01:49	01:44	02:13	MTB	75%	55%	53%
PAS	01:07	00:52	01:00	PAS	02:02	01:42	01:54	PAS	66%	64%	53%
SGB	00:55	00:43	00:58	SGB	01:40	01:18	01:52	SGB	75%	77%	59%
SMD	01:08	01:12	01:03	SMD	02:04	02:12	02:07	SMD	71%	45%	56%
SNM	00:55	00:47	00:50	SNM	01:41	01:22	01:47	SNM	81%	73%	71%
SPS	01:16	01:05	01:18	SPS	02:00	01:46	02:11	SPS	52%	44%	33%

<sup>11</sup> Data excluded: Turnout Times over 5 minutes, Travel Times over 20 minutes, and Total Response Times over 20 minutes due to the likelihood that human or mechanical error prevented the status change from being recorded on the mobile computer. This represents less than 0.001% of all incidents.

<sup>12</sup> Data exclusions for Averages tables: Any "Null" values (no timestamps). Amount measured: 67,889. Amount excluded: 3,299 or 4.63%

<sup>13</sup> Data exclusions for 90th Turnout tables: Any "Null" values (no timestamps). Amount measured: 68,499. Amount excluded: 2,689 or 3.93%

# FIRE DEPARTMENT RESPONSE PERFORMANCE

## TRAVEL TIME (ENROUTE TIME TO ONSCENE TIME)

Average Travel Time				90th Percentile Goal: 04:00 for all incident types <sup>14</sup>				Goal: 90% (% of Responses Meeting NFPA Standard)			
Category	Fire	Medical	Service	Category	Fire	Medical	Service	Category	Fire	Medical	Service
ALH	03:35	03:19	04:05	ALH	05:43	05:03	06:20	ALH	66%	74%	51%
ARC	03:48	03:20	03:53	ARC	06:11	05:16	06:32	ARC	63%	72%	56%
BRK	03:35	03:15	03:49	BRK	05:47	04:58	06:19	BRK	66%	76%	62%
BUR	01:40	02:04	02:02	BUR	03:46	03:45	03:20	BUR	98%	91%	94%
GLN	04:10	03:41	04:08	GLN	06:52	05:28	06:50	GLN	55%	65%	54%
MPK	03:49	03:47	04:27	MPK	07:00	06:03	07:25	MPK	61%	63%	47%
MRV	03:55	03:36	04:06	MRV	06:34	05:32	06:29	MRV	55%	65%	51%
MTB	04:35	04:14	05:09	MTB	07:03	06:25	08:26	MTB	41%	51%	34%
PAS	04:15	03:18	04:00	PAS	07:13	05:15	07:19	PAS	52%	72%	57%
SGB	03:21	03:07	03:47	SGB	05:39	04:36	05:54	SGB	72%	82%	66%
SMD	03:53	03:01	04:18	SMD	05:54	05:47	06:55	SMD	51%	75%	44%
SNM	03:28	03:04	03:35	SNM	05:33	04:50	05:48	SNM	72%	77%	53%
SPS	03:46	03:13	04:11	SPS	06:31	05:22	07:20	SPS	65%	75%	55%

## TOTAL RESPONSE TIME (DISPATCHED TIME TO ONSCENE TIME)

Average Response Time				90th Percentile Goal: 05:00 or 05:20 for Fire & Special Operations <sup>15</sup>				Goal: 90% (% of Responses Meeting NFPA Standard)			
Category	Fire	Medical	Service	Category	Fire	Medical	Service	Category	Fire	Medical	Service
ALH	04:54	04:22	05:23	ALH	07:02	06:13	08:03	ALH	69%	71%	43%
ARC	04:55	04:10	05:00	ARC	07:05	06:11	07:25	ARC	66%	74%	54%
BRK	04:39	04:07	04:56	BRK	07:00	05:57	07:47	BRK	70%	77%	57%
BUR	02:18	02:36	02:22	BUR	04:15	04:24	04:05	BUR	98%	95%	95%
GLN	05:12	04:23	05:07	GLN	07:51	06:17	07:54	GLN	61%	71%	54%
MPK	05:04	04:54	05:51	MPK	08:20	07:08	09:10	MPK	64%	58%	34%
MRV	05:09	04:19	05:10	MRV	07:48	06:20	08:08	MRV	58%	72%	47%
MTB	05:35	05:14	06:16	MTB	08:09	07:30	09:45	MTB	50%	50%	32%
PAS	05:21	04:10	05:00	PAS	08:18	06:11	08:34	PAS	54%	73%	55%
SGB	04:16	03:49	04:45	SGB	06:20	05:25	07:14	SGB	79%	85%	65%
SMD	05:01	04:13	05:22	SMD	06:58	07:08	08:35	SMD	54%	72%	44%
SNM	04:23	03:51	04:24	SNM	06:20	05:47	06:48	SNM	78%	79%	62%
SPS	05:03	04:18	05:29	SPS	07:42	06:26	08:51	SPS	66%	71%	45%

<sup>14</sup>Data exclusions for 90<sup>th</sup> Travel tables: Any "Null" values (no timestamps). Amount measured: 68,367. Amount excluded: 2,821 or 3.96%

<sup>15</sup> Data exclusions for 90<sup>th</sup> Response tables: Any "Null" values (no timestamps). Amount measured: 68,367. Amount excluded: 2,821 or 3.96%

# ALHAMBRA FIRE DEPARTMENT

## Alhambra Fire Department



Fire Chief: Bill Walker  
 Address: 301 N. First Street  
 City, State, Zip: Alhambra, CA 91801  
 Administration Phone: (626) 570-5190  
 Website: [Alhambra Fire Department City Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
ALH	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	41	34	48	45	41	39	56	52	51	43	60	47	557	11.08%
Medical	384	352	343	375	353	352	307	340	332	342	330	384	4,194	83.46%
Service	15	21	19	24	30	19	28	21	27	18	28	16	266	5.29%
Other	0	0	0	0	0	1	0	0	0	0	0	0	1	0.02%
OOV	1	0	3	0	1	1	0	1	0	0	0	0	7	0.14%
Totals	441	407	413	444	425	412	391	414	410	403	418	447	5,025	100%

### HISTORICAL FISCAL YEAR INCIDENTS

ALH	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Totals	% of Total
Fire	798	748	551	559	519	515	519	557	4,766	12.67%
Medical	3,127	3,319	3,887	3,899	3,869	3,988	4,213	4,194	30,496	81.08%
Service	240	244	278	250	264	346	291	266	2,179	5.79%
Other	6	0	1	4	2	0	1	1	15	0.04%
OOV	61	60	11	5	6	2	6	7	158	0.42%
Totals	4,232	4,371	4,728	4,717	4,660	4,851	5,030	5,025	37,614	100%

### HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

Since Alhambra Fire joined the Center their trended activity has changed somewhat for the two primary service categories of Fire and Medical incidents. The averaged change for those two service categories year-over-year, is **4%**. Over 8-years this is a **21%** increase between 2007 and 2014.



# ALHAMBRA FIRE DEPARTMENT

ALH	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Avg.
<b>Fire</b>	798	748	551	559	519	515	519	557	<b>596</b>
<b>Medical</b>	3,127	3,319	3,887	3,899	3,869	3,988	4,213	4,194	<b>3,812</b>
<b>Totals</b>	3,925	4,067	4,438	4,458	4,388	4,503	4,732	4,751	<b>4,408</b>
<b>Change</b>		<b>6%</b>	<b>17%</b>	<b>0%</b>	<b>-1%</b>	<b>3%</b>	<b>6%</b>	<b>0%</b>	<b>4%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Alhambra for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Apparatus	Responses by Unit
<b>Battalion Chief 7</b>	212
<b>Engine 71</b>	1,761
<b>Engine 72</b>	1,465
<b>Engine 73</b>	1,183
<b>Engine 74</b>	1,167
<b>Rescue Ambulance 71</b>	2,506
<b>Rescue Ambulance 74</b>	1,933
<b>Truck 71</b>	777
<b>USAR 71</b>	7
<b>Total Responses</b>	<b>10,799</b>

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

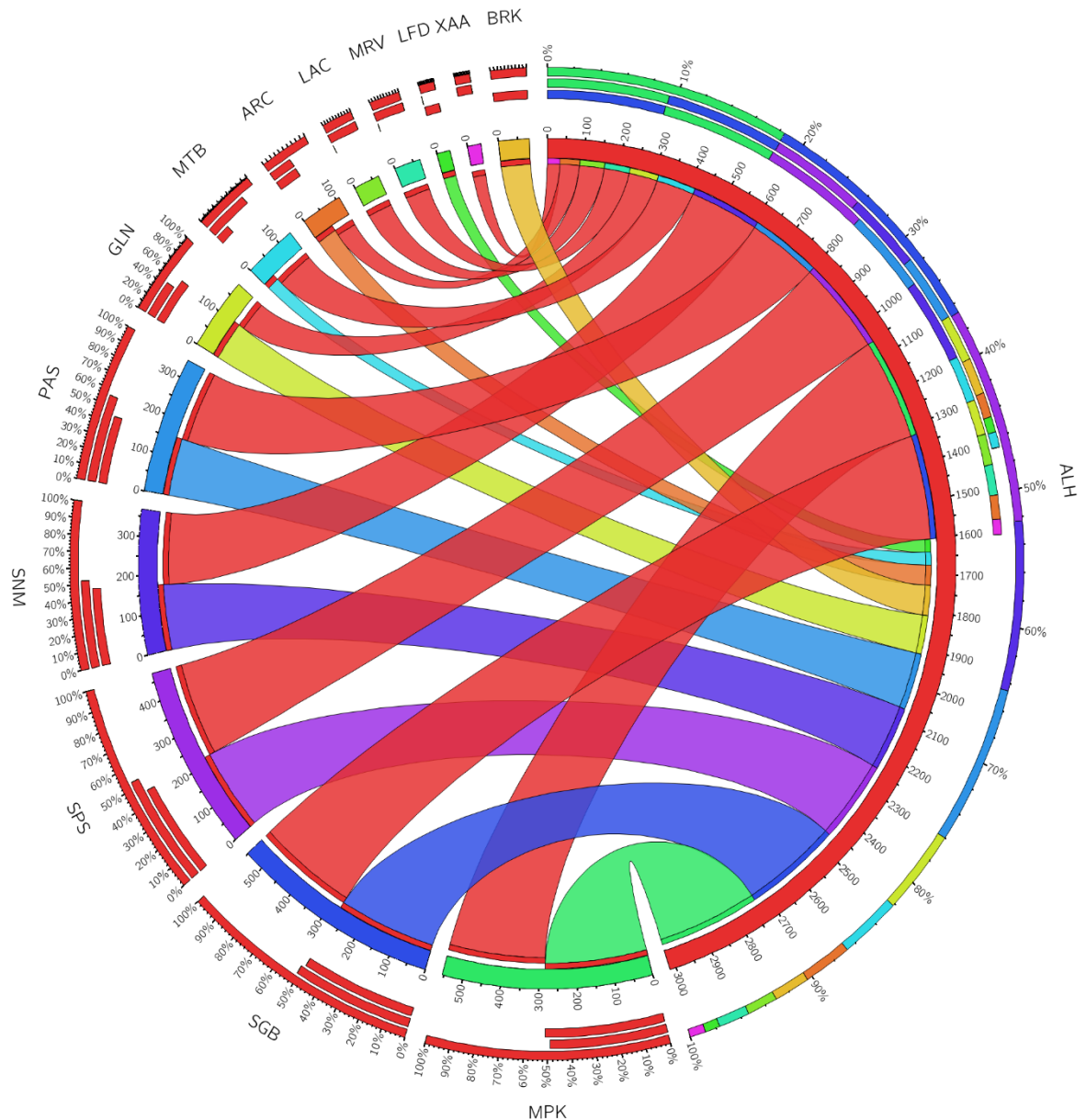




# ALHAMBRA FIRE DEPARTMENT

## OUT-OF-JURISDICTION INCIDENTS

This section represents the activity by Alhambra Fire to other agencies and other agencies into Alhambra or OOO/OOV combined activity.



The chord chart further represents the relationships and supporting roles between the agencies. In this case the red streams indicate Alhambra Fire responses outbound to other

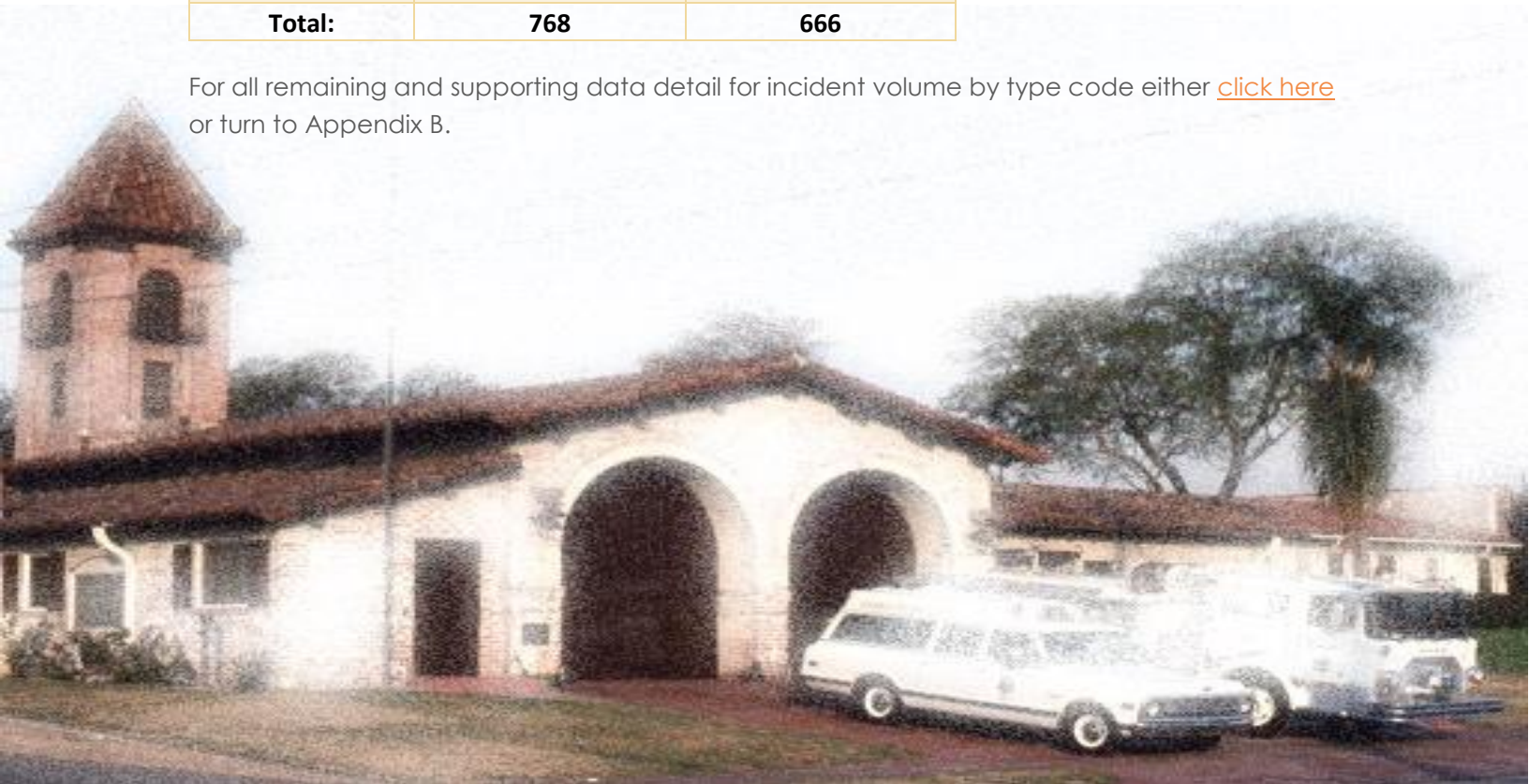
# ALHAMBRA FIRE DEPARTMENT

agencies, and other agencies into Alhambra are represented by other colors. Smallest values are attenuated for clarity.

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Alhambra Fire to Other Agencies:	Other Agencies to City of Alhambra:
Arcadia	3	3
Burbank	0	5
Glendale	5	8
LA County	4	1
LA City	1	2
Monterey Park	224	283
Monrovia	4	1
Montebello	8	2
Pasadena	48	21
San Gabriel	268	226
San Marino	47	33
South Pasadena	154	81
Outside Verdugo	2	0
<b>Total:</b>	<b>768</b>	<b>666</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix B.



# ARCADIA FIRE DEPARTMENT

## Arcadia Fire Department



Fire Chief: Kurt Norwood  
 Address: 710 S. Santa Anita Avenue  
 City, State, Zip: Arcadia, CA 91006  
 Administration Phone: (626) 574-5100  
 Website: [Arcadia Fire Department City Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
ARC	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	60	53	61	44	57	52	58	60	54	58	50	56	663	14.61%
Medical	346	297	289	285	336	312	296	315	267	272	293	298	3,606	79.46%
Service	17	14	20	20	17	18	18	23	24	16	13	19	219	4.83%
Other	0	0	1	0	0	0	0	0	0	0	2	0	3	0.07%
OOV	3	4	6	2	5	5	3	6	6	1	5	1	47	1.04%
Totals	426	368	377	351	415	387	375	404	351	347	363	374	4,538	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

ARC	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Fire	796	713	761	743	914	773	798	748
Medical	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319
Service	318	244	285	245	267	249	240	244
Other	3	3	4	5	2	6	6	-
OOV	5	34	46	52	37	49	61	60
Total	3,755	3,685	3,973	4,013	4,127	4,156	4,232	4,371

ARC	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Totals	% of Cat
Fire	762	703	633	716	705	663	10,428	17.80%
Medical	3,154	3,296	3,344	3,442	3,594	3,606	44,037	75.17%
Service	223	218	198	335	212	219	3,497	5.97%
Other	3	4	-	6	3	3	48	0.08%
OOV	41	36	42	36	30	47	576	0.98%
Total	4,183	4,257	4,217	4,535	4,544	4,538	58,586	100.00%

# ARCADIA FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

Since Arcadia Fire joined the Center their trended activity has changed slightly for the two primary service categories of Fire and Medical incidents. The averaged change for those two service categories year-over-year, is **2%**. The 14-year increase is significant at **24%**.

ARC	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
<b>Fire</b>	796	713	761	743	914	773	798	748
<b>Medical</b>	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319
<b>Totals</b>	3,429	3,404	3,638	3,711	3,821	3,852	3,925	4,067
<b>% Change</b>		-1%	7%	2%	3%	1%	2%	4%

ARC	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	762	703	633	716	705	663	<b>745</b>
<b>Medical</b>	3,154	3,296	3,344	3,442	3,594	3,606	<b>3,146</b>
<b>Totals</b>	3,916	3,999	3,977	4,158	4,299	4,269	<b>3,890</b>
<b>% Change</b>	-4%	2%	-1%	5%	3%	-1%	<b>2%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Arcadia for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

The table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where units will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

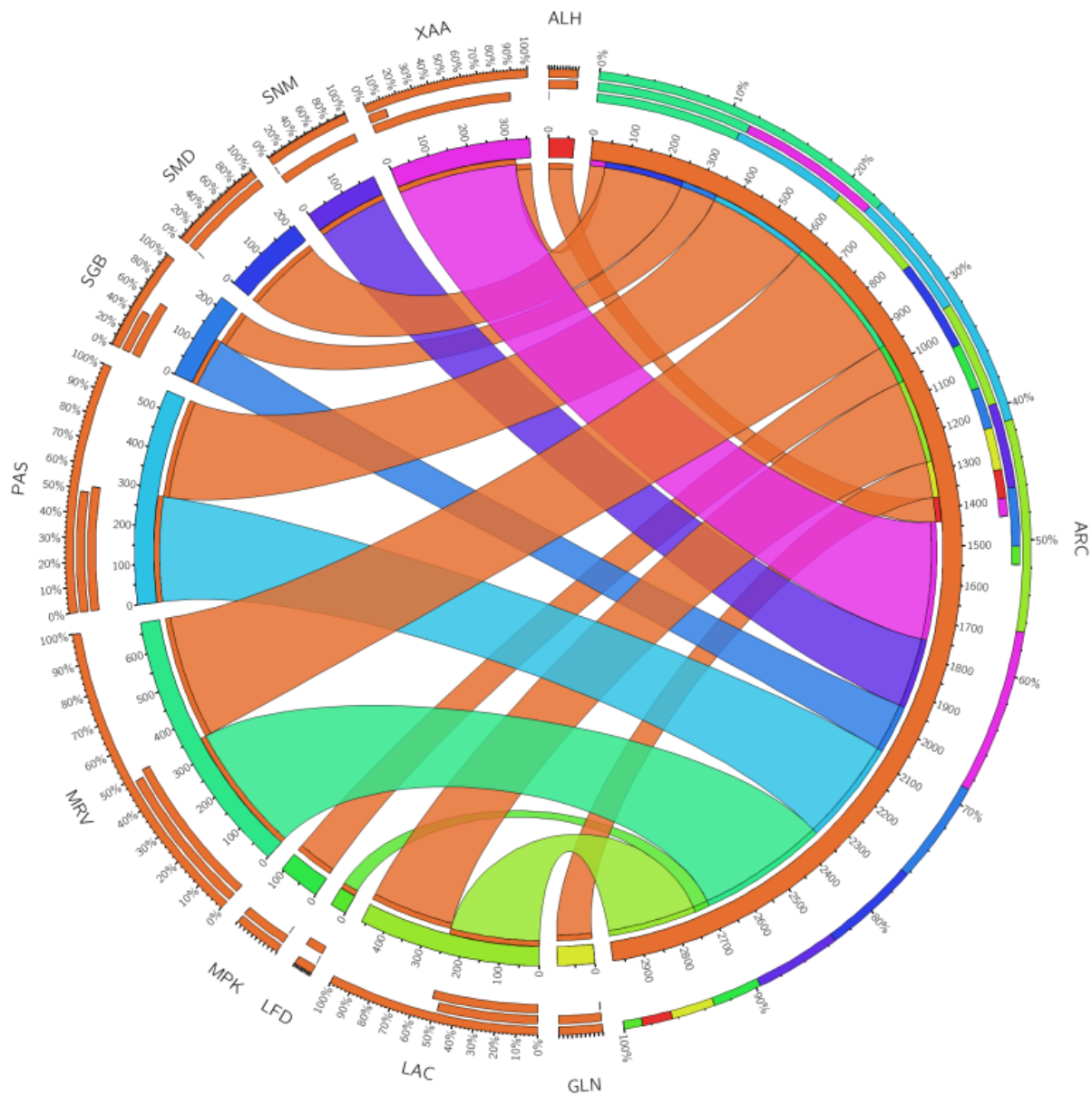
Apparatus	Responses by Unit
<b>Air Utility 106</b>	5
<b>Battalion Chief 105</b>	181
<b>Engine 105</b>	1,620
<b>Engine 106</b>	2,212
<b>Engine 107</b>	921
<b>Rescue Ambulance 105</b>	1,803
<b>Rescue Ambulance 106</b>	1,912
<b>Truck 105</b>	812
<b>USAR 106</b>	7
<b>Total Responses</b>	<b>9,473</b>



# ARCADIA FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Arcadia Fire to other agencies and other agencies into Arcadia or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the orange streams indicate Arcadia Fire responses outbound to other agencies, and other agencies into Arcadia are represented by other colors. Smallest values are attenuated for clarity.

# ARCADIA FIRE DEPARTMENT

The table following is the data associated with the chart.

Agency	Arcadia Fire to Other Agencies:	Other Agencies to City of Arcadia:	Out-of-Verdugo (XAA Removed)
Alhambra	3	0	0
Arcadia	0	0	0
Burbank	0	1	1
Glendale	5	0	0
LA County	43	56	56
LA City	0	2	2
Monterey Park	6	0	0
Monrovia	271	347	347
Montebello	1	0	0
Pasadena	90	113	113
San Gabriel	5	9	9
Sierra Madre	34	1	1
San Marino	1	24	24
South Pasadena	1	1	1
Out-of-Verdugo	2	213	0
<b>Total</b>	<b>462</b>	<b>767<sup>16</sup></b>	<b>554</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix C.

<sup>16</sup> Includes XAA apparatus to document private ambulances into Arcadia; therefore parity may be unequal to incidents handled by Arcadia Fire into other jurisdictions. A separate column with XAA removed has been provided.

# BURBANK FIRE DEPARTMENT

## Burbank Fire Department



Fire Chief: Tom Lenahan  
 Address: 311 E. Orange Grove Avenue  
 City, State, Zip: Burbank, CA 91006  
 Administration Phone: (818) 238-3473  
 Website: [Burbank Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
BRK	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	87	80	97	116	112	83	90	105	114	114	115	108	1,221	12.75%
Medical	743	534	630	630	727	649	654	613	642	670	657	669	7,818	81.66%
Service	30	32	31	41	29	32	27	25	37	26	33	31	374	3.91%
Other	0	0	1	4	0	0	2	1	0	0	0	1	9	0.09%
OOV	18	11	15	19	14	13	10	18	10	9	9	6	152	1.59%
Totals	878	657	774	810	882	777	783	762	803	819	814	815	9,574	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

BRK	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03
Fire	1,739	1,858	1,756	1,581	1,642	1,621	1,457	1,365	1,349
Medical	5,368	5,490	5,378	5,775	5,812	6,075	6,262	6,444	6,497
Service	652	619	648	598	687	655	631	557	548
Other	53	33	4	5	6	13	9	21	14
OOV	-	7	17	25	21	31	36	34	50
Total	7,812	8,007	7,803	7,984	8,168	8,395	8,395	8,421	8,458

BRK	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Fire	1,253	1,532	1,478	1,554	1,392	1,348	1,293	1,240	1,249
Medical	6,651	6,612	6,893	7,146	7,350	7,136	7,418	7,567	7,487
Service	452	552	504	529	485	452	443	478	494
Other	8	9	4	13	6	3	1	15	8
OOV	56	52	66	141	152	148	144	124	135
Total	8,420	8,757	8,945	9,383	9,385	9,087	9,299	9,424	9,373



# BURBANK FIRE DEPARTMENT

BRK	2012-13	2013-14	Total by Category	% of Category
Fire	1,218	1,221	29,146	16.68%
Medical	7,818	7,818	132,997	76.13%
Service	406	374	10,764	6.16%
Other	9	9	243	0.14%
OOV	153	152	1,544	0.88%
Total	9,604	9,574	174,694	100.00%

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Burbank Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a twenty-year period. The averaged change for those two service categories year-over-year, is **1%**. However, the difference from twenty years ago is a **14%** increase.

BRK	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Fire	1,739	1,858	1,756	1,581	1,642	1,621	1,457	1,365	1,349	1,253	1,532
Medical	5,368	5,490	5,378	5,775	5,812	6,075	6,262	6,444	6,497	6,651	6,612
Total	7,107	7,348	7,134	7,356	7,454	7,696	7,719	7,809	7,846	7,904	8,144
Change		3%	-3%	3%	1%	3%	0%	1%	0%	1%	3%

BRK	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
Fire	1,478	1,554	1,392	1,348	1,293	1,240	1,249	1,218	1,221	1,457
Medical	6,893	7,146	7,350	7,136	7,418	7,567	7,487	7,818	7,818	6,650
Total	8,371	8,700	8,742	8,484	8,711	8,807	8,736	9,036	9,039	8,107
Change	3%	4%	0%	-3%	3%	1%	-1%	3%	0%	1%

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Burbank Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

# BURBANK FIRE DEPARTMENT

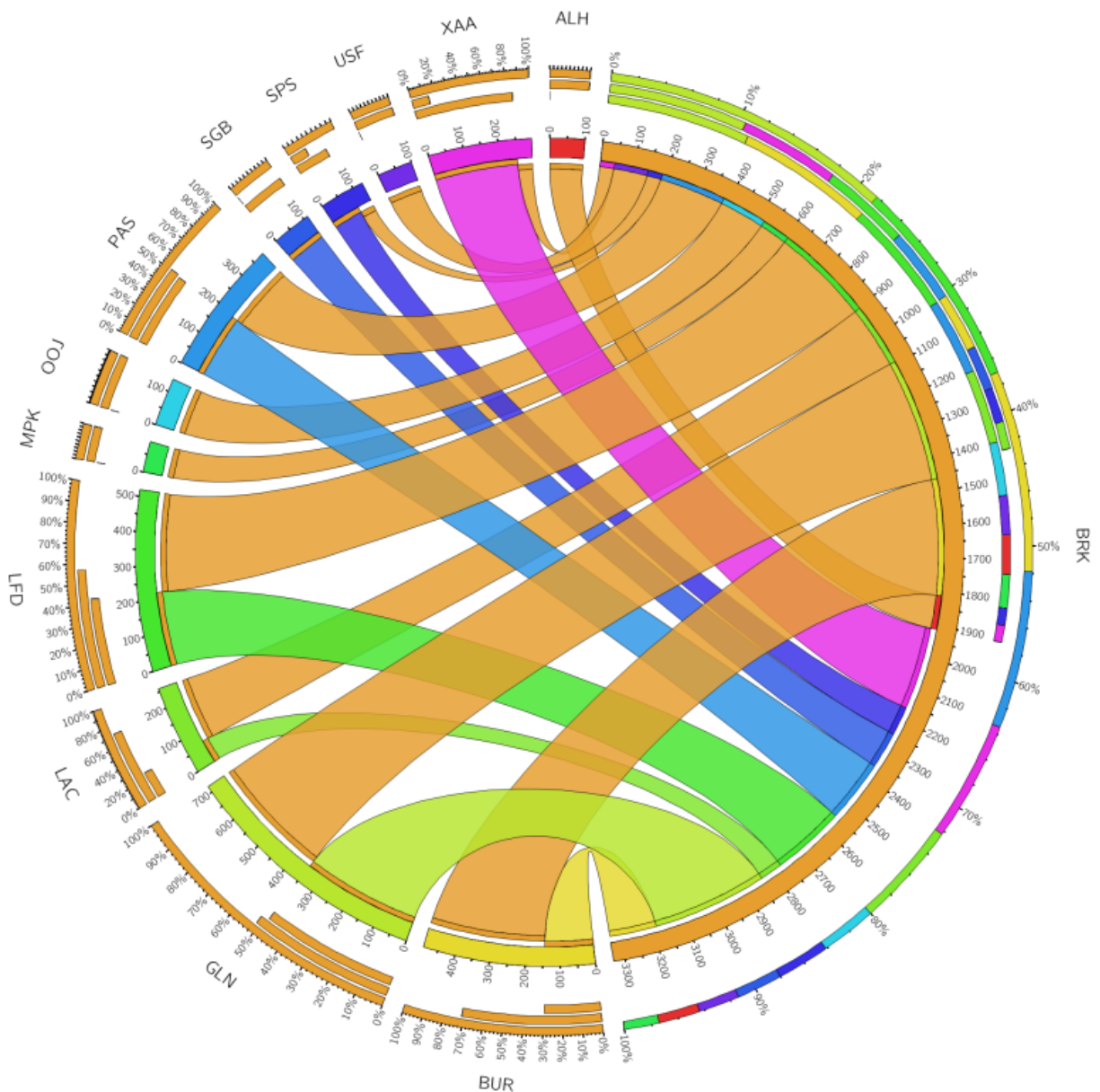
Apparatus	Responses by Unit
Battalion Chief 1	418
Engine 11	2,924
Engine 12	1,498
Engine 13	1,660
Engine 14	1,434
Engine 15	2,130
Engine 16	1,035
HazMat 12	36
Rescue Ambulance 11	3,114
Rescue Ambulance 13	2,347
Rescue Ambulance 15	3,208
Truck 11	792
Truck 12	591
Water Tender 16	4
<b>Grand Total</b>	<b>21,191</b>



# BURBANK FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Burbank Fire to other agencies and other agencies into Burbank or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the orange streams indicate Burbank Fire responses outbound to other agencies, and other agencies into Burbank are represented by other colors. Smallest values are attenuated for clarity.



# BURBANK FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Burbank Fire to Other Agencies:	Other Agencies to City of Burbank:
Alhambra	5	0
Arcadia	1	0
Burbank Airport	266	10
Glendale	369	266
LA County	21	3
LA City	115	35
Monterey Park	4	1
Monrovia	1	0
Montebello	0	1
Pasadena	23	21
San Gabriel	1	6
South Pasadena	2	4
US Forest Service	5	0
Vernon	0	1
Out-of-Verdugo	11	56
<b>Totals</b>	<b>824</b>	<b>404</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix D.



# BOB HOPE AIRPORT FIRE DEPARTMENT

## Bob Hope Airport Fire Department



Fire Chief: John Scanlon  
 Address: 2627 N. Hollywood Way  
 City, State, Zip: Burbank, CA 91505  
 Administration Phone: (818) 840-8840  
 Website: [Bob Hope Airport Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
BUR	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	9	1	7	11	2	6	7	1	2	2	2	1	51	18.89%
Medical	9	9	8	7	9	15	12	17	14	10	15	12	137	50.74%
Service	12	7	11	7	10	12	1	0	4	0	11	6	81	30.00%
Other	0	0	0	0	0	0	0	0	0	0	0	0	-	0.00%
OOV	0	0	1	0	0	0	0	0	0	0	0	0	1	0.37%
Totals	30	17	27	25	21	33	20	18	20	12	28	19	270	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

BUR	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	43	48	51	142	17.75%
Medical	135	147	137	419	52.38%
Service	89	64	81	234	29.25%
Other	1	0	0	1	0.13%
OOV	0	3	1	4	0.50%
Total	268	262	270	800	100.00%



# BOB HOPE AIRPORT FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

Bob Hope Airport Fire Department's trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents. The averaged change for those two service categories year-over-year for a three-year period, is **3%**. The overall difference between 2012 and 2014 is a **5%** increase.

BUR	2011-12	2012-13	2013-14	Average
Fire	43	48	51	47
Medical	135	147	137	140
Total	178	195	188	187
Change		10%	-4%	3%

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Bob Hope Airport Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

The uniqueness of the Airport Fire Department dictates that apparatus will always arrive within certain FAA timeframes. Depending on the nature of the incident, a joint response by Burbank City Fire Department will also automatically be dispatched to airport property for support purposes.

Generally apparatus is not dispatched off of airport property; however, on occasion this occurs for distinct types of incidents, such as gas-fuel tanker fires.

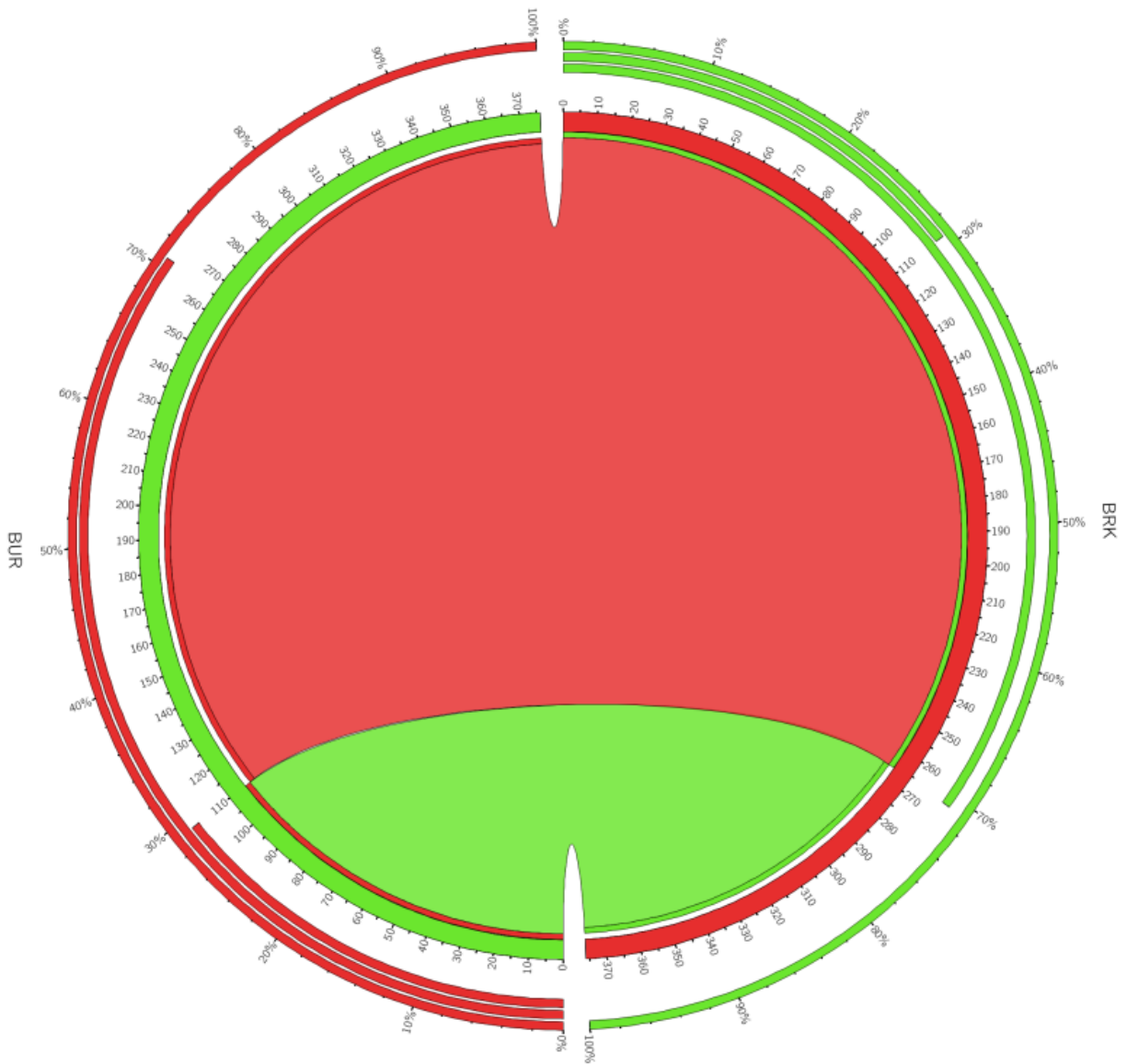
Apparatus	Responses by Unit
Crash 1	143
Crash 2	88
Crash 3	69
Crash 4	11
Rescue Ambulance 17	276
Grand Total	587



# BOB HOPE AIRPORT FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Bob Hope Airport Fire to other agencies and other agencies into Airport Property or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the green streams indicate Bob Hope Airport Fire responses outbound to other agencies, and City of Burbank Fire onto Airport property is represented by the color red.

# BOB HOPE AIRPORT FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart. Smallest values are attenuated for clarity.

The table following is the data associated with the chart:

Agency	Burbank Airport Fire to Other Agencies:	Other Agencies to Burbank Airport:
Burbank	10	266
Glendale	0	1
LA City Fire	1	0
Total	11	267

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix E.





# GLENDALE FIRE DEPARTMENT

## Glendale Fire Department



Fire Chief: Harold Scoggins  
 Address: 421 Oak Street  
 City, State, Zip: Glendale, CA 91204  
 Administration Phone: (818) 548-4814  
 Website: [Glendale Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
GLN	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	137	132	149	112	143	114	118	132	126	126	136	135	1,560	8.96%
Medical	1421	1146	1208	1272	1241	1165	1120	1223	1177	1232	1191	1351	14,747	84.73%
Service	50	54	57	65	79	49	49	53	61	51	40	69	677	3.89%
Other	0	2	0	0	1	1	2	0	1	1	3	1	12	0.07%
OOV	36	19	36	33	44	44	34	27	28	33	35	40	409	2.35%
Totals	1644	1353	1450	1482	1508	1373	1323	1435	1393	1443	1405	1596	17,405	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

GLN	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03
Fire	2,077	2,304	2,340	2,087	2,089	2,121	1,968	1,799	1,700
Medical	9,644	10,479	10,213	10,544	10,608	11,020	11,062	11,442	11,235
Service	961	888	998	959	871	926	921	991	932
Other	163	28	10	12	23	36	30	46	64
OOV	0	106	200	171	172	165	154	155	190
Total	12,845	13,805	13,761	13,773	13,763	14,268	14,135	14,433	14,121

GLN	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Fire	1,701	1,733	1,702	1,649	1,668	1,564	1,602	1,460	1,476
Medical	11,795	11,850	12,261	12,522	12,862	12,685	13,156	13,338	13,610
Service	770	1024	789	718	706	668	653	630	694
Other	28	26	7	17	17	6	13	19	9
OOV	180	204	211	415	476	541	426	393	404
Total	14,474	14,837	14,970	15,321	15,729	15,464	15,850	15,840	16,193

# GLENDALE FIRE DEPARTMENT

GLN	2012-13	2013-14	Total by Category	% of Category
Fire	1,454	1,560	36,054	12.10%
Medical	14,350	14,747	239,423	80.38%
Service	599	677	16,375	5.50%
Other	9	12	575	0.19%
OOV	473	409	5,445	1.83%
Total	16,885	17,405	297,872	100.00%

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Glendale Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a twenty-year period. The averaged change for those two service categories year-over-year, is **2%**. However, the difference from twenty years ago is **39%** and the 5-year change is a **10%** increase.

GLN	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Fire	2,077	2,304	2,340	2,087	2,089	2,121	1,968	1,799	1,700	1,701
Medical	9,644	10,479	10,213	10,544	10,608	11,020	11,062	11,442	11,235	11,795
Total	11,721	12,783	12,553	12,631	12,697	13,141	13,030	13,241	12,935	13,496
Change		9%	-2%	1%	1%	3%	-1%	2%	-2%	4%

GLN	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
Fire	1,733	1,702	1,649	1,668	1,564	1,602	1,460	1,476	1,454	1,560	1,803
Medical	11,850	12,261	12,522	12,862	12,685	13,156	13,338	13,610	14,350	14,747	11,971
Total	13,583	13,963	14,171	14,530	14,249	14,758	14,798	15,086	15,804	16,307	13,774
Change	1%	3%	1%	3%	-2%	4%	0%	2%	5%	3%	2%

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Glendale Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

# GLENDALE FIRE DEPARTMENT

Apparatus	Responses by Unit
Air Utility 28	28
Battalion Chief 2	592
BLS Ambulance 21	4,003
BLS Ambulance 22	1,807
BLS Ambulance 25	3,869
BLS Ambulance 26	3,494
BLS Ambulance 27	1,345
BLS Ambulance 29	1,949
Brush Engine 21	21
Paramedic Engine 21	3,593
Paramedic Engine 22	2,997
Paramedic Engine 229	8
Paramedic Engine 23	433

Apparatus	Responses by Unit
Paramedic Engine 24	1,301
Paramedic Engine 25	3,564
Paramedic Engine 26	3,096
Paramedic Engine 27	2,395
Paramedic Engine 28	823
Paramedic Engine 29	1,153
HazMat 24	27
Truck 21	1,551
Truck 26	1,300
Truck 29	368
USAR 22	13
Water Tender 27	8
<b>Total</b>	<b>39,738</b>



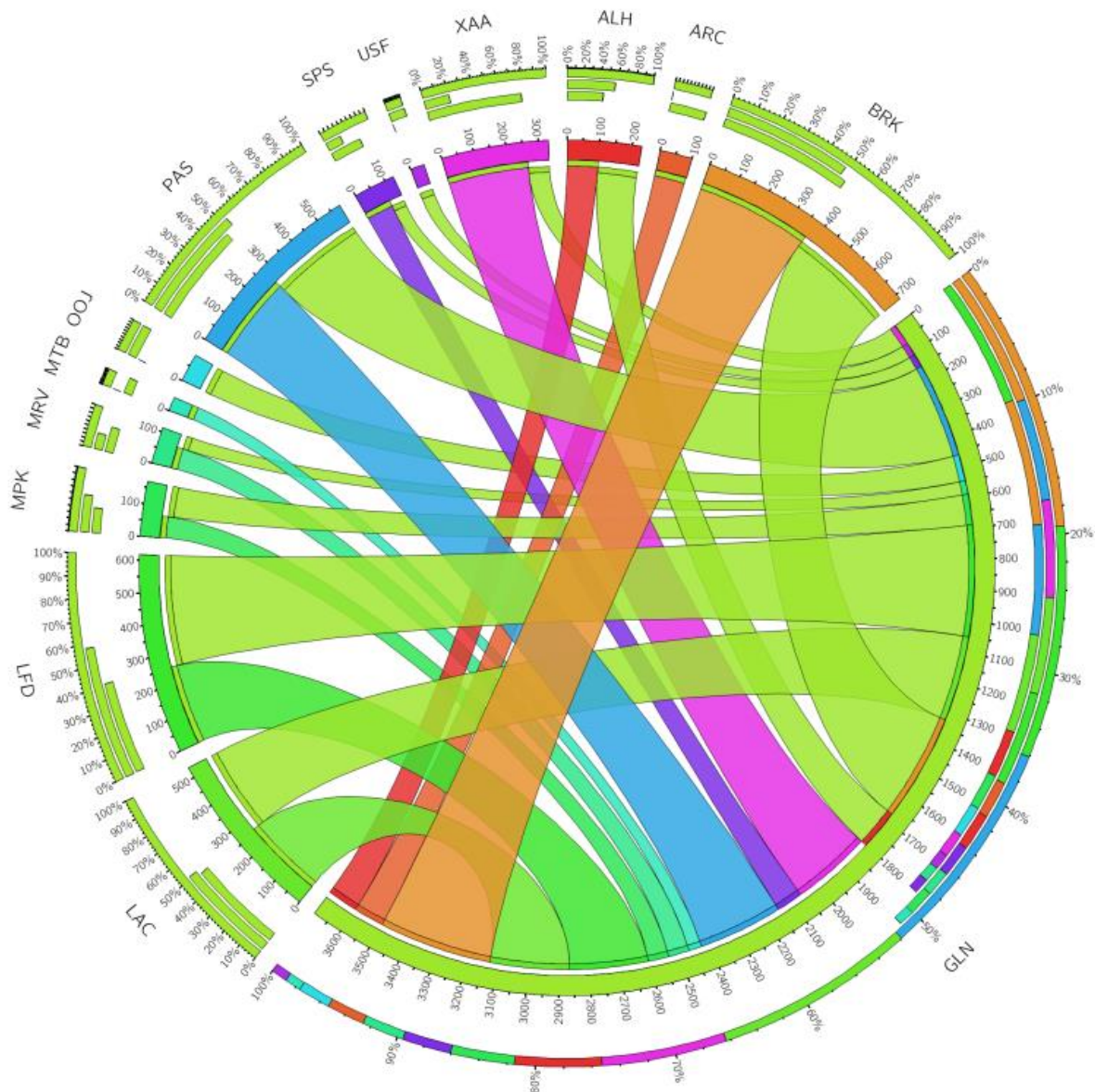
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# GLENDALE FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Glendale Fire to other agencies and other agencies into Glendale or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the green streams indicate Glendale Fire responses outbound to other agencies, and other agencies into Glendale are represented by other colors. Smallest values are attenuated for clarity.

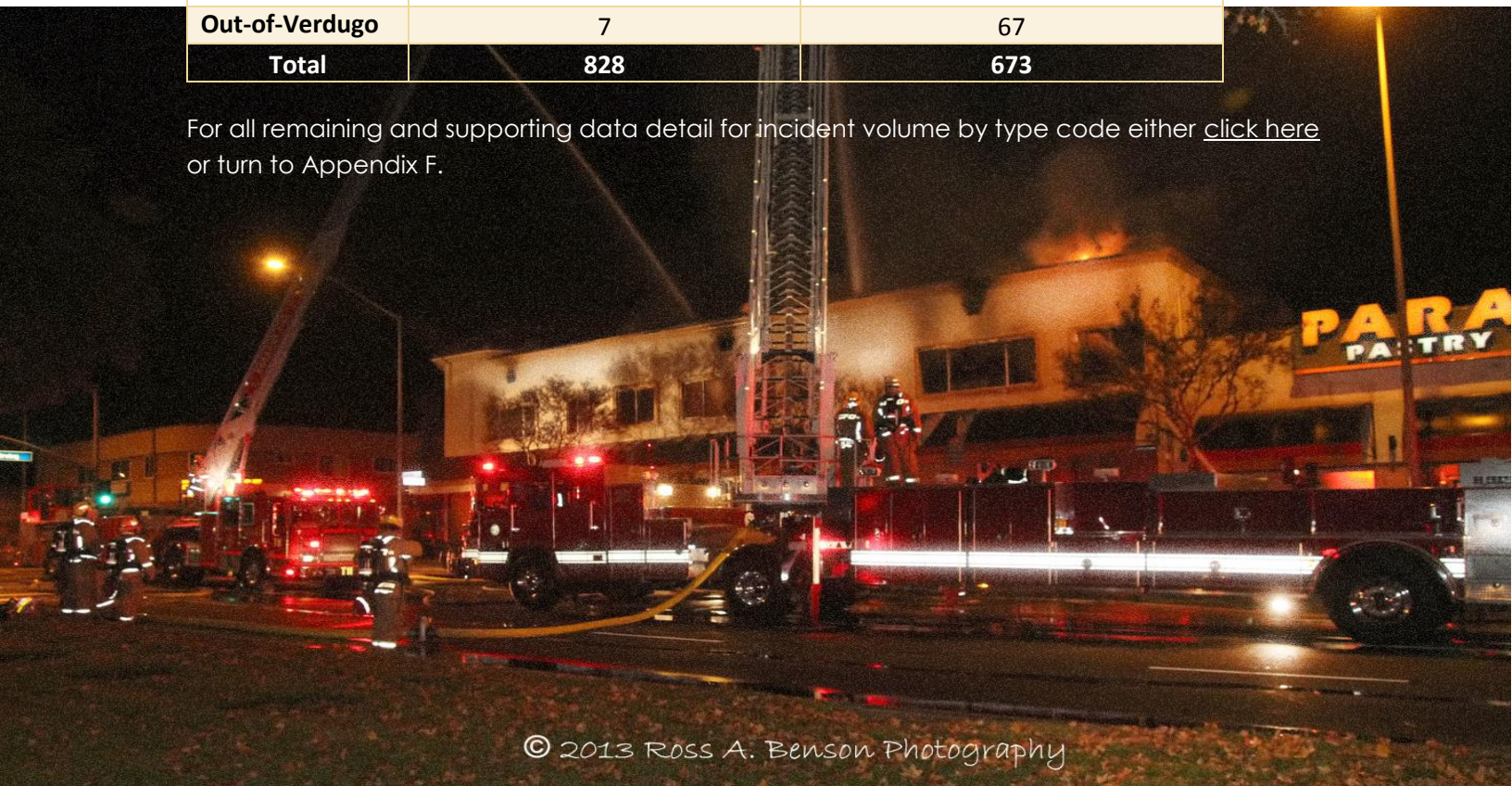


# GLENDALE FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Glendale Fire to Other Agencies:	Other Agencies to City of Glendale:
Alhambra	8	5
Arcadia	0	5
Burbank	266	369
Burbank Airport	1	0
Downey	0	1
LA County	80	65
LA Fire	320	61
Monterey Park	5	3
Monrovia	2	3
Montebello	0	2
Pasadena	134	84
San Gabriel	1	1
Sierra Madre	0	1
San Marino	0	1
South Pasadena	2	4
US Forest Service	2	1
Out-of-Verdugo	7	67
<b>Total</b>	<b>828</b>	<b>673</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix F.



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# MONROVIA FIRE DEPARTMENT

## Monrovia Fire Department



Fire Chief: Chris Donovan  
 Address: 141 E. Lemon Avenue  
 City, State, Zip: Monrovia, CA 91016  
 Administration Phone: (626) 256-8181  
 Website: [Monrovia Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
MRV	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	32	53	57	44	41	17	28	43	46	36	60	53	510	14.62%
Medical	233	200	221	228	233	243	218	253	254	209	236	223	2,751	78.85%
Service	17	13	15	12	25	20	13	23	9	13	23	12	195	5.59%
Other	0	0	0	0	0	0	0	0	0	0	0	0	-	0.00%
OOV	4	2	4	1	1	2	2	8	4	1	1	3	33	0.95%
Totals	286	268	297	285	300	282	261	327	313	259	320	291	3,489	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

MRV	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Fire	621	597	491	461	504	510	523	501
Medical	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462
Service	252	257	265	216	244	238	218	224
Other	2	4	47	7	-	1	3	1
OOV	28	47	55	56	47	36	49	58
Total	3,147	3,214	3,172	3,183	3,244	3,169	3,273	3,246

MRV	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	479	462	492	488	386	510	4,208	16.41%
Medical	2,467	2,494	2,357	2,657	2,749	2,751	19,085	74.41%
Service	186	184	178	266	192	195	1,914	7.46%
Other	-	-	1	1	1	-	65	0.25%
OOV	50	41	30	29	43	33	376	1.47%
Total	3,182	3,181	3,058	3,441	3,371	3,489	25,648	100.00%

# MONROVIA FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Monrovia Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a fourteen-year period. The averaged change for those two service categories year-over-year, is **1%**. However, the difference from 14 years ago is **14%** and the 5-year difference is a **10%** increase.

MRV	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07
<b>Fire</b>	621	597	491	461	504	510	523
<b>Medical</b>	2,244	2,309	2,314	2,443	2,449	2,384	2,480
<b>Total</b>	2,865	2,906	2,805	2,904	2,953	2,894	3,003
<b>Change</b>		1%	-3%	4%	2%	-2%	4%

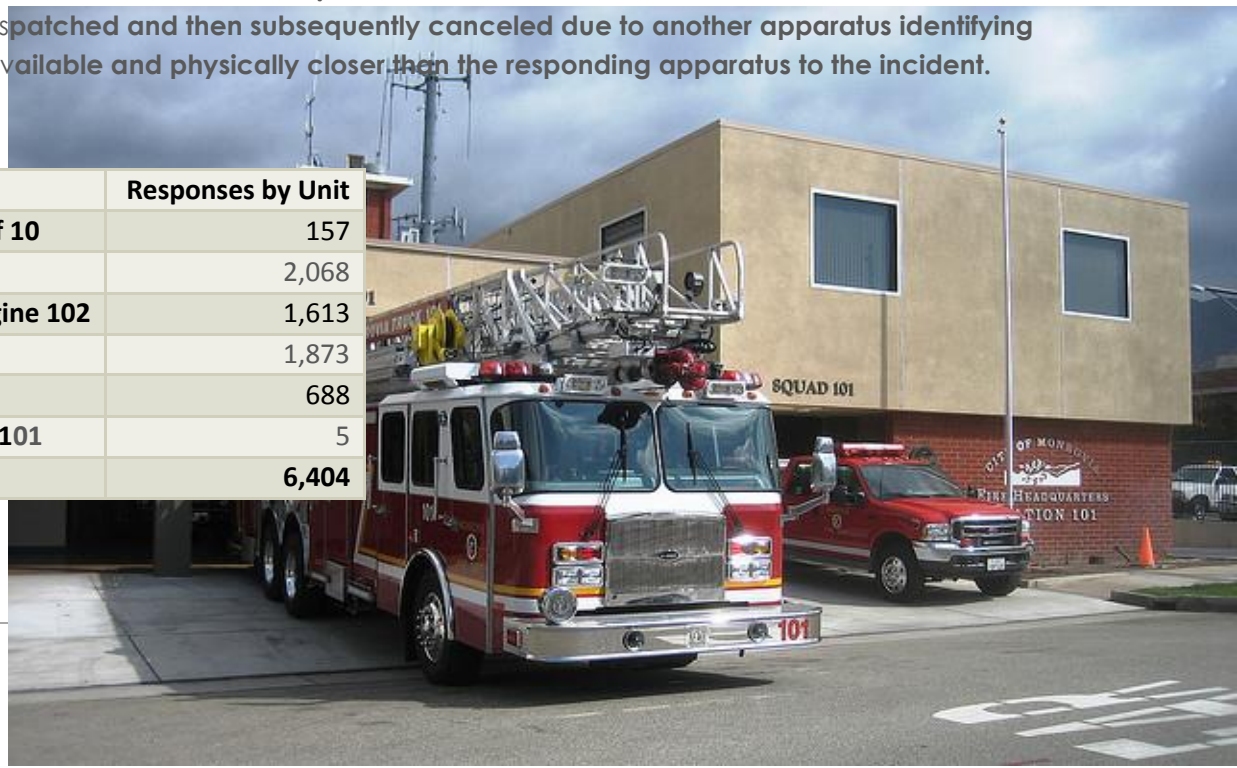
MRV	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	501	479	462	492	488	386	510	<b>502</b>
<b>Medical</b>	2,462	2,467	2,494	2,357	2,657	2,749	2,751	<b>2,469</b>
<b>Total</b>	2,963	2,946	2,956	2,849	3,145	3,135	3,261	<b>2,970</b>
<b>Change</b>	-1%	-1%	0%	-4%	10%	0%	4%	<b>1%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Monrovia Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

Apparatus	Responses by Unit
<b>Battalion Chief 10</b>	157
<b>Engine 101</b>	2,068
<b>Paramedic Engine 102</b>	1,613
<b>Squad 101</b>	1,873
<b>Truck 101</b>	688
<b>Water Tender 101</b>	5
<b>Total</b>	<b>6,404</b>

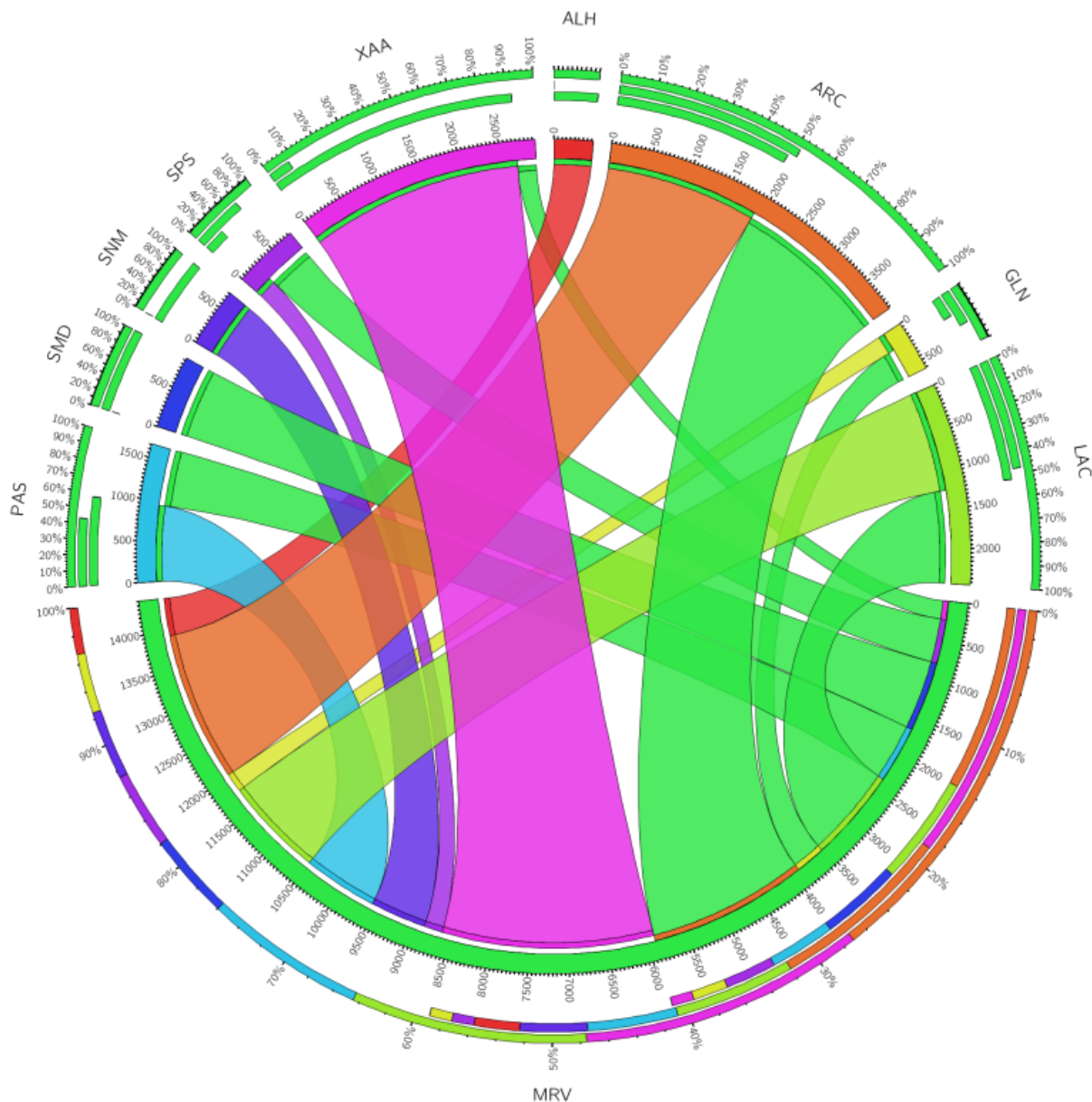




# MONROVIA FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Monrovia Fire to other agencies and other agencies into Monrovia or OoJ/OoV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the green streams indicate Monrovia Fire responses outbound to other agencies, and other agencies into Monrovia are represented by other colors. Smallest values are attenuated for clarity.

# MONROVIA FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Monrovia Fire to Other Agencies:	Other Agencies to City of Monrovia:	Out-of-Verdugo (XAA Removed)
Alhambra	1	4	4
Arcadia	347	271	271
Burbank	0	1	1
Glendale	3	2	2
LA County	30	41	41
Monterey Park	0	1	1
Montebello	1	0	0
Pasadena	8	16	16
San Gabriel	0	1	1
Sierra Madre	13	0	0
San Marino	0	8	8
South Pasadena	5	2	2
Out-of-Verdugo	3	2701	0
<b>Total</b>	<b>411</b>	<b>3048<sup>17</sup></b>	<b>347</b>

For all remaining and supporting data, click for incident volume by type code either [click here](#) or turn to Appendix G.

<sup>17</sup> Includes XAA apparatus to document private ambulances into Monrovia, where the number may be unequal to incidents handled by Monrovia Fire into other jurisdictions. A separate column in the chart is adjusted.



# MONTEBELLO FIRE DEPARTMENT

## Montebello Fire Department



Fire Chief: Dominic Hebert  
 Address: 600 N. Montebello Rd.  
 City, State, Zip: Montebello, CA 90640  
 Administration Phone: (323) 887-4510  
 Website: [Montebello Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
MTB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	57	56	61	58	52	57	61	70	42	60	40	57	671	13.45%
Medical	323	307	356	335	370	339	336	338	311	370	339	340	4,064	81.44%
Service	14	18	14	14	14	13	25	17	13	18	16	11	187	3.75%
Other	0	0	0	1	1	0	1	0	1	0	0	1	5	0.10%
OOV	5	7	1	8	3	5	8	6	3	5	9	3	63	1.26%
Totals	399	388	432	416	440	414	431	431	370	453	404	412	4,990	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

MTB	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	694	685	641	714	671	3,405	13.92%
Medical	3,909	3,930	3,906	3,898	4,064	19,707	80.56%
Service	238	204	192	187	187	1,008	4.12%
Other	1	-	-	1	5	7	0.03%
OOV	93	51	69	60	63	336	1.37%
Total	4,935	4,870	4,808	4,860	4,990	24,463	100.00%

### HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Montebello's Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a five-year period. The averaged change for those two service categories year-over-year, is **1%**. There are no statistical differences over the 5-year period.



# MONTEBELLO FIRE DEPARTMENT

MTB	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	694	685	641	714	671	681
<b>Medical</b>	3,909	3,930	3,906	3,898	4,064	3,941
<b>Total</b>	4,603	4,615	4,547	4,612	4,735	4,622
<b>Change</b>		0%	-1%	1%	3%	1%

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Montebello Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

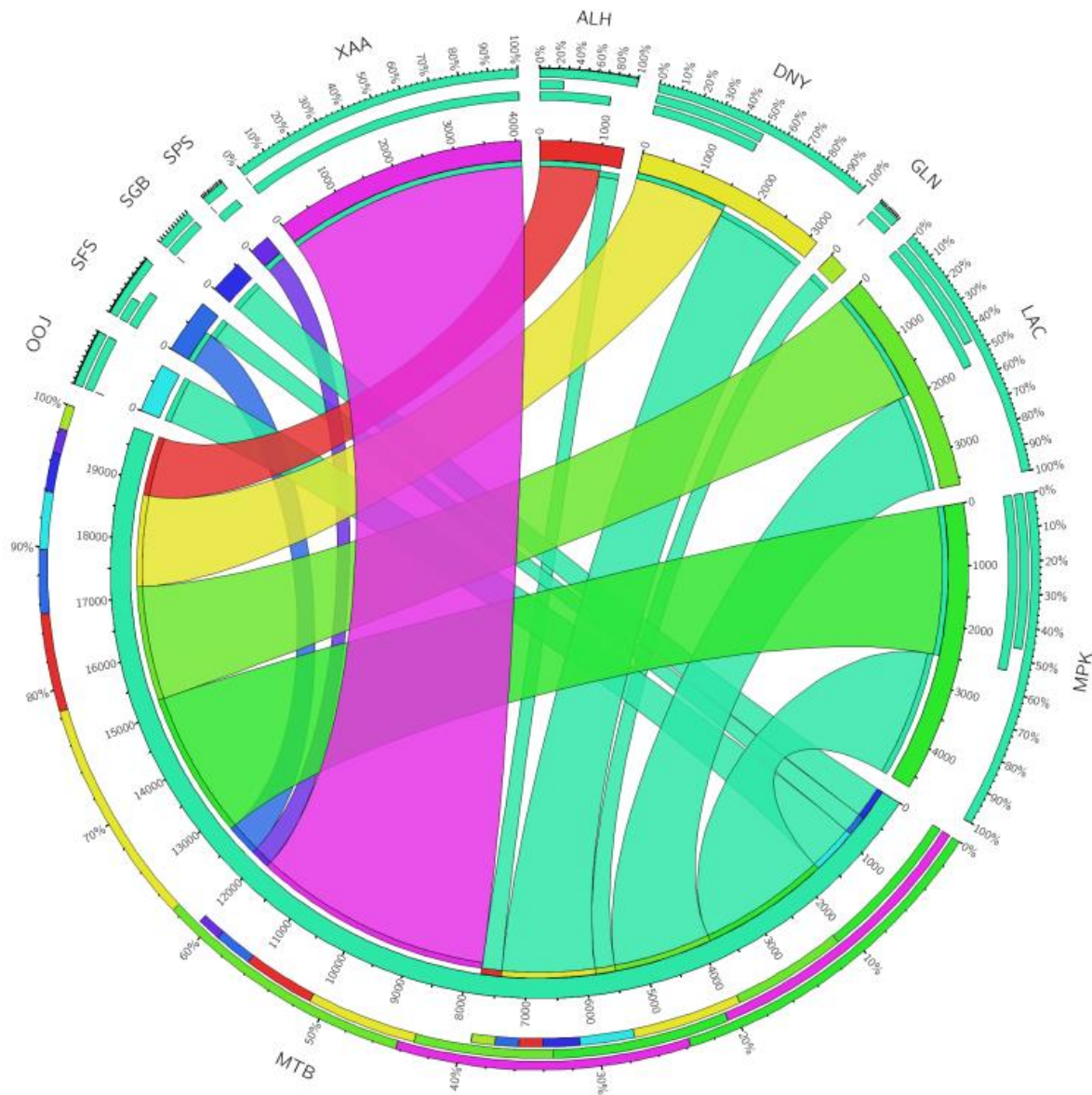
Apparatus	Responses by Unit
<b>Air Utility 55</b>	8
<b>Battalion Chief 55</b>	214
<b>Brush Engine 55</b>	11
<b>Brush Engine 56</b>	4
<b>Paramedic Engine 55</b>	2,444
<b>Paramedic Engine 56</b>	1,190
<b>Paramedic Engine 57</b>	1,785
<b>Truck 55</b>	1,034
<b>USAR 55</b>	-
<b>Total</b>	6,690



# MONTEBELLO FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Montebello Fire to other agencies and other agencies into Montebello or OOV/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the green streams indicate Montebello Fire responses outbound to other agencies, and other agencies into Montebello are represented by other colors. Smallest values are attenuated for clarity.

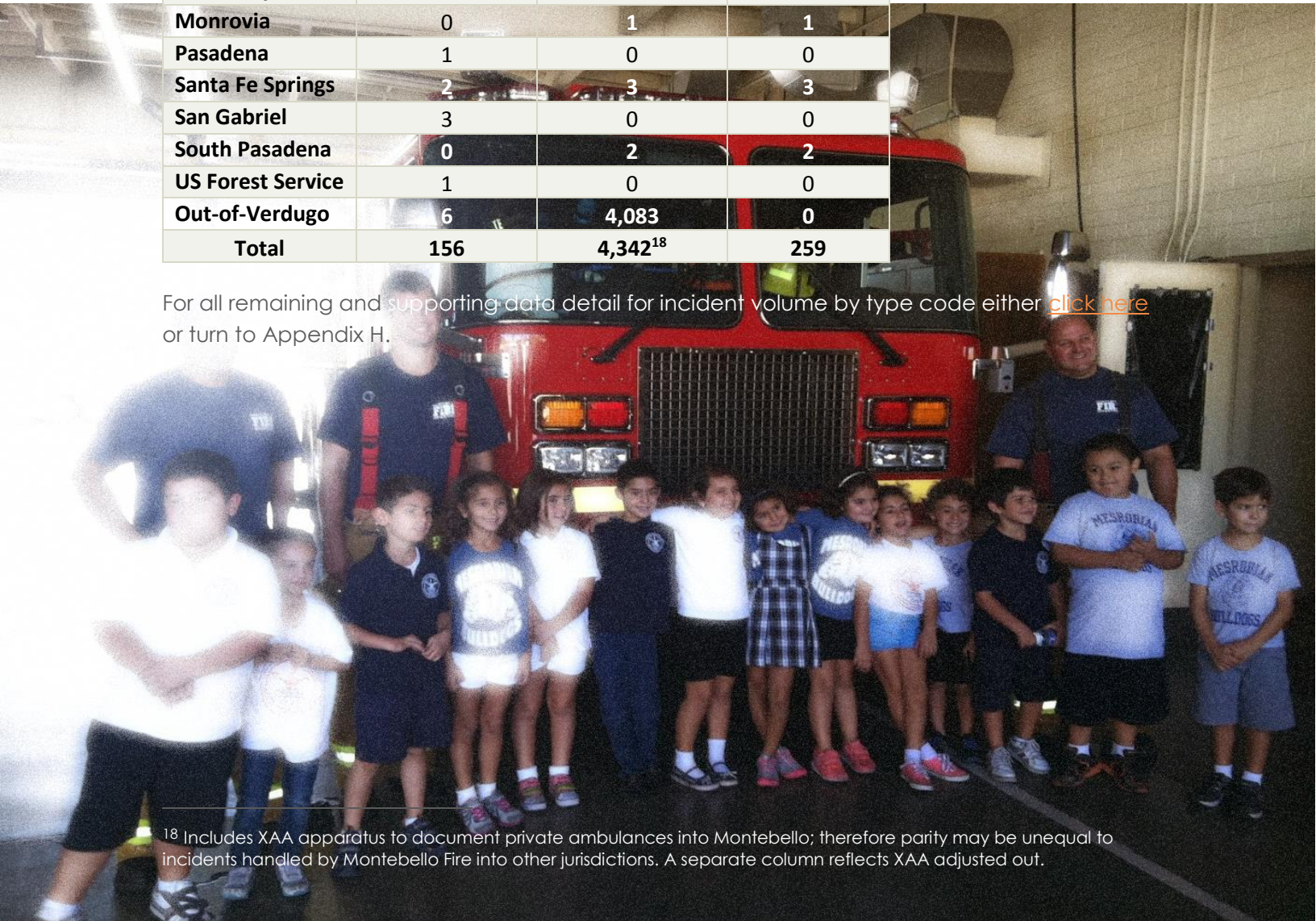


# MONTEBELLO FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Montebello Fire to Other Agencies:	Other Agencies to City of Montebello:	Out-of-Verdugo (XAA Removed)
Alhambra	2	8	8
Arcadia	0	1	1
Burbank	1	0	0
Downey	25	24	24
Glendale	2	0	0
LA County	29	54	54
Monterey Park	84	166	166
Monrovia	0	1	1
Pasadena	1	0	0
Santa Fe Springs	2	3	3
San Gabriel	3	0	0
South Pasadena	0	2	2
US Forest Service	1	0	0
Out-of-Verdugo	6	4,083 <sup>18</sup>	0
<b>Total</b>	<b>156</b>	<b>4,342<sup>18</sup></b>	<b>259</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix H.



<sup>18</sup> Includes XAA apparatus to document private ambulances into Montebello; therefore parity may be unequal to incidents handled by Montebello Fire into other jurisdictions. A separate column reflects XAA adjusted out.

# MONTEREY PARK FIRE DEPARTMENT

## Monterey Park Fire Department



Fire Chief: Scott Haberle  
 Address: 350 W. Newmark Avenue  
 City, State, Zip: Monterey Park, CA 91754  
 Administration Phone: (626) 307-1262  
 Website: [Monterey Park Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
MPK	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	37	30	41	31	52	32	33	40	33	29	31	41	430	10.90%
Medical	290	253	282	267	253	261	252	263	287	254	293	297	3,252	82.41%
Service	17	8	18	18	16	19	11	12	15	11	18	15	178	4.51%
Other	2	0	0	1	0	0	0	0	0	0	0	0	3	0.08%
OOV	6	7	7	5	5	7	8	13	6	8	3	8	83	2.10%
Totals	352	298	348	322	326	319	304	328	341	302	345	361	3,946	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

MPK	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	413	400	425	440	414	387	370	420	430	3,699	11.23%
Medical	2,767	2,722	2,969	2,847	2,995	2,851	2,899	3,169	3,252	26,471	80.39%
Service	187	188	185	161	170	176	176	170	178	1,591	4.83%
Other	2	1	1	1	4	5	2	2	3	21	0.06%
OOV	259	207	161	131	85	79	70	72	83	1,147	3.48%
Total	3,628	3,518	3,741	3,580	3,668	3,498	3,517	3,833	3,946	32,929	100.00%

### HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Monterey Park's Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a nine-year period. The averaged change for those two service categories year-over-year, is **2%**. However, the difference over 9-year's is a **16%** increase. The 5-year difference is an **8%** increase.



# MONTEREY PARK FIRE DEPARTMENT

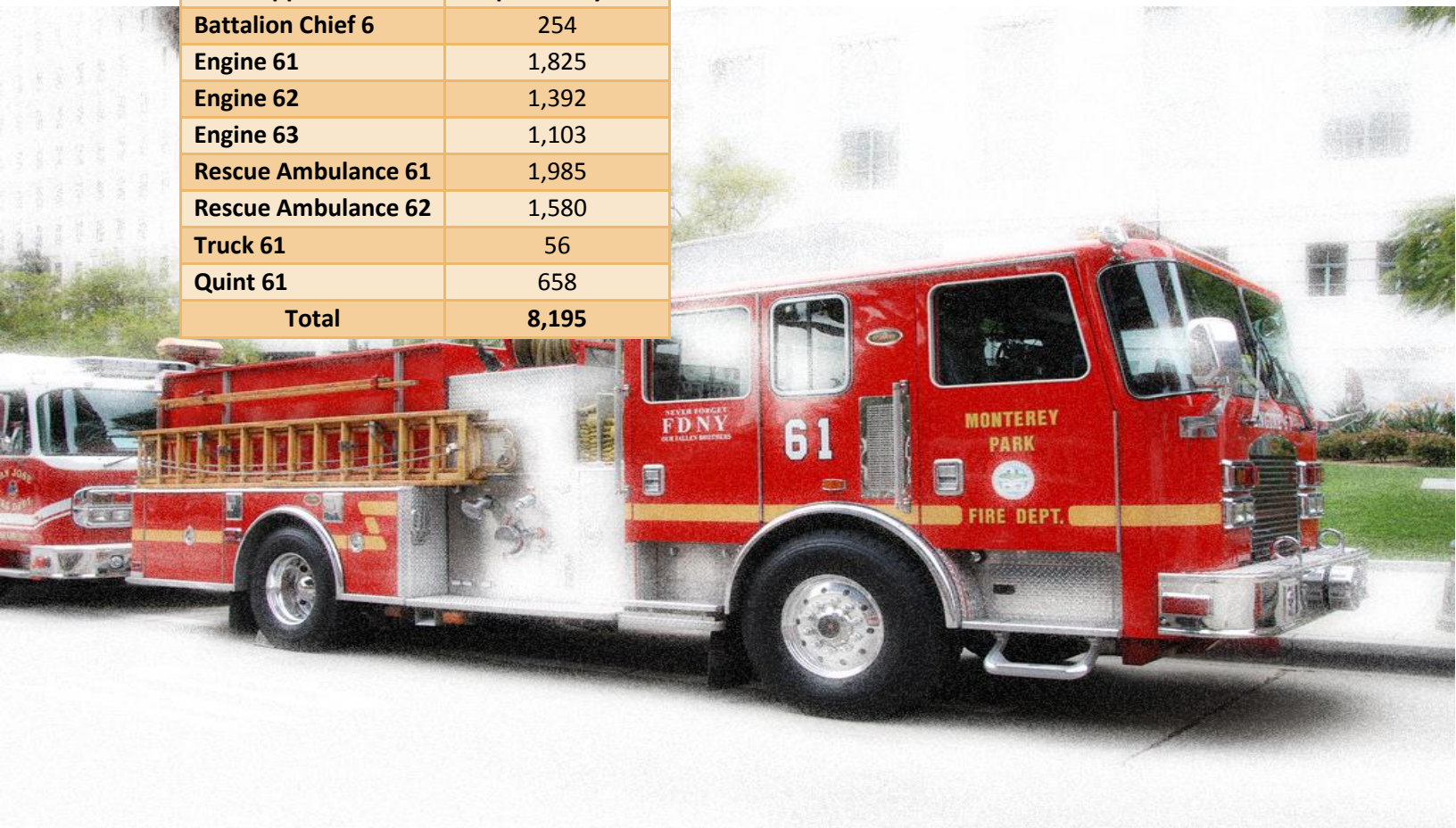
MPK	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Avg
<b>Fire</b>	413	400	425	440	414	387	370	420	430	<b>411</b>
<b>Medical</b>	2,767	2,722	2,969	2,847	2,995	2,851	2,899	3,169	3,252	<b>2,941</b>
<b>Total</b>	3,180	3,122	3,394	3,287	3,409	3,238	3,269	3,589	3,682	<b>3,352</b>
<b>Change</b>		-2%	9%	-3%	4%	-5%	1%	10%	3%	<b>2%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Monterey Park Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

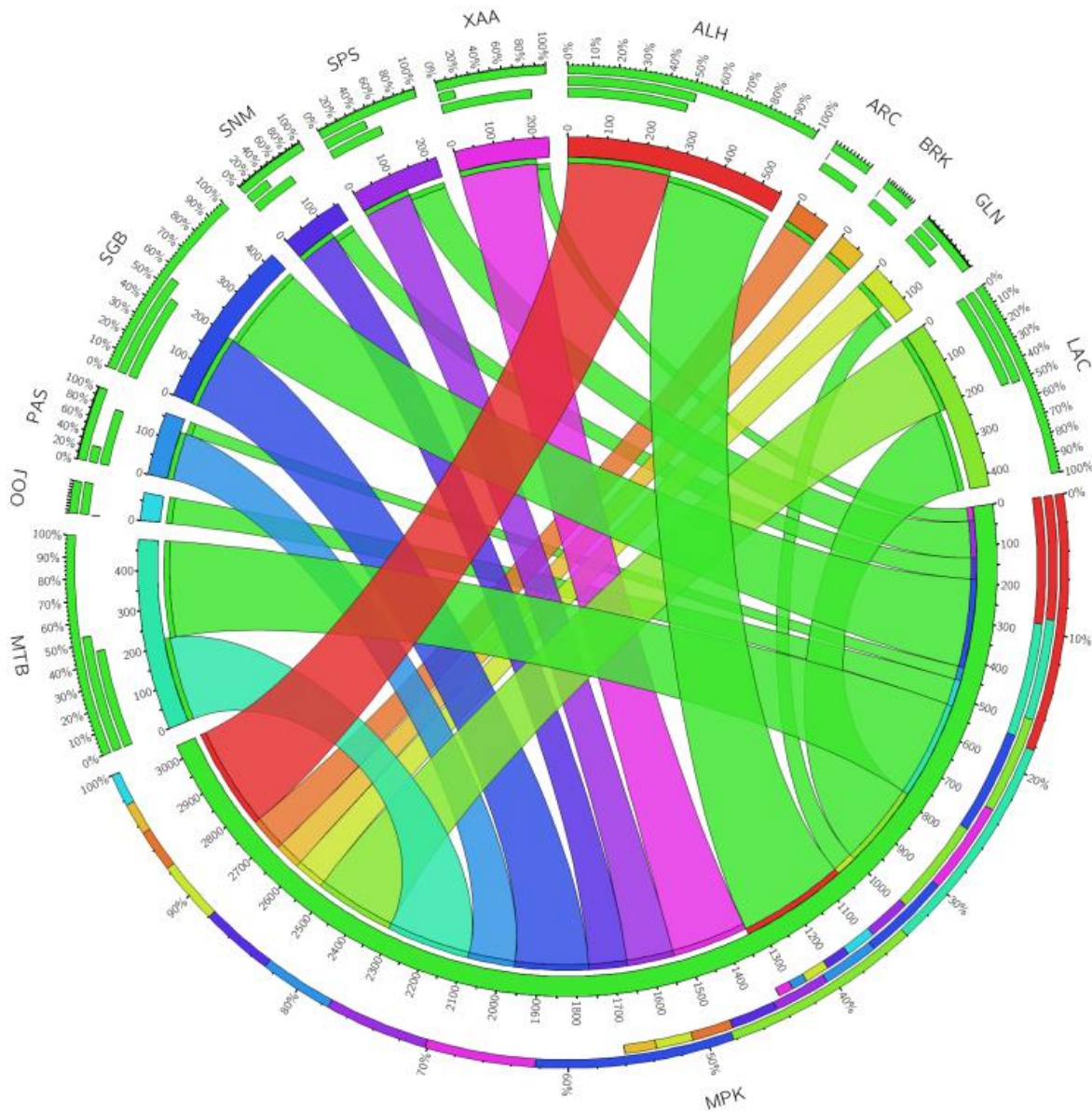
Apparatus	Responses by Unit
<b>Battalion Chief 6</b>	254
<b>Engine 61</b>	1,825
<b>Engine 62</b>	1,392
<b>Engine 63</b>	1,103
<b>Rescue Ambulance 61</b>	1,985
<b>Rescue Ambulance 62</b>	1,580
<b>Truck 61</b>	56
<b>Quint 61</b>	658
<b>Total</b>	<b>8,195</b>



# MONTEREY PARK FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Monterey Park Fire to other agencies and other agencies into Monterey Park or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the green streams indicate Monterey Park Fire responses outbound to other agencies, and other agencies into Monterey Park are represented by other colors. Smallest values are attenuated for clarity.



# MONTEREY PARK FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Monterey Park Fire to Other Agencies:	Other Agencies to City of Monterey Park:
Alhambra	283	224
Arcadia	0	6
Burbank	1	4
Glendale	3	5
LA County	77	71
Monterey Park	0	0
Monrovia	1	0
Montebello	166	84
Pasadena	2	12
San Gabriel	104	49
San Marino	3	8
South Pasadena	7	12
Out-of-Verdugo	6	57
<b>Total</b>	<b>653</b>	<b>532</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix I.



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# PASADENA FIRE DEPARTMENT

## Pasadena Fire Department



Fire Chief: Calvin Wells

Address: 215 N. Marengo Avenue, Suite 195

City, State, Zip: Pasadena, CA 91101

Administration Phone: (626) 744-4655

Website: [Pasadena Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
PAS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	241	242	249	222	244	223	243	251	255	248	304	272	2,994	17.24%
Medical	1308	1072	1132	1147	1089	1112	1157	1173	1024	1145	1009	1179	13,547	78.00%
Service	80	49	64	43	65	58	48	58	52	37	53	54	661	3.81%
Other	1	1	3	2	2	5	8	5	1	1	7	4	40	0.23%
OOV	9	14	10	15	9	12	13	7	9	5	12	11	126	0.73%
Totals	1639	1378	1458	1429	1409	1410	1469	1494	1341	1436	1385	1520	17,368	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

PAS	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03
Fire	3,034	3,073	3,146	3,090	2,963	2,962	3,020	3,105	3,065
Medical	9,139	9,254	9,389	9,574	9,417	9,731	10,136	10,333	10,745
Service	833	817	803	759	784	789	784	786	739
Other	107	114	66	37	81	96	56	154	125
OOV	0	40	110	42	67	66	43	66	97
Total	13,113	13,298	13,514	13,502	13,312	13,644	14,039	14,444	14,771

PAS	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Fire	2,986	3,099	3,013	2,939	2,870	2,822	2,826	2,788	2,865
Medical	11,194	10,996	11,526	11,623	12,141	11,906	11,935	12,154	12,629
Service	675	915	766	744	840	641	639	671	779
Other	92	32	20	39	33	34	41	34	30
OOV	98	107	103	141	205	174	151	122	128
Total	15,045	15,149	15,428	15,486	16,089	15,577	15,592	15,769	16,431

# PASADENA FIRE DEPARTMENT

PAS	2012-13	2013-14	Total by Category	% of Category
Fire	2,915	2,994	59,575	19.97%
Medical	13,006	13,547	220,375	73.88%
Service	621	661	15,046	5.04%
Other	28	40	1,259	0.42%
OOV	164	126	2,050	0.69%
Total	16,734	17,368	298,305	100.00%

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Pasadena Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a twenty-year period. The averaged change for those two service categories year-over-year, is **2%**. However, the difference over a twenty-year period is a **36%** increase. The 5-year difference is a **12%** increase.

PAS	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Fire	3,034	3,073	3,146	3,090	2,963	2,962	3,020	3,105	3,065	2,986	3,099
Medical	9,139	9,254	9,389	9,574	9,417	9,731	10,136	10,333	10,745	11,194	10,996
Total	12,173	12,327	12,535	12,664	12,380	12,693	13,156	13,438	13,810	14,180	14,095
Change		1%	2%	1%	-2%	3%	4%	2%	3%	3%	-1%

PAS	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
Fire	3,013	2,939	2,870	2,822	2,826	2,788	2,865	2,915	2,994	2,979
Medical	11,526	11,623	12,141	11,906	11,935	12,154	12,629	13,006	13,547	11,019
Total	14,539	14,562	15,011	14,728	14,761	14,942	15,494	15,921	16,541	13,998
Change	3%	0%	3%	-2%	0%	1%	4%	3%	4%	2%

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Pasadena Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.



# PASADENA FIRE DEPARTMENT

Apparatus	Responses by Unit	Apparatus	Responses by Unit
Battalion Chief 3	518	Rescue Ambulance 32	2,649
BLS Ambulance 33	2,597	Rescue Ambulance 33	4
Engine 31	4,066	Rescue Ambulance 34	2,824
Engine 32	2,022	Rescue Ambulance 36	3,345
Engine 33	3,555	Rescue Ambulance 39	616
Engine 34	2,090	Rescue Cushion 32	26
Engine 36	3,101	Truck 31	1,805
Engine 37	1,699	Truck 32	979
Engine 38	925	USAR 32	19
Engine 39	403	Water Tender 37	3
Rescue Ambulance 31	3,201	Total	36,447

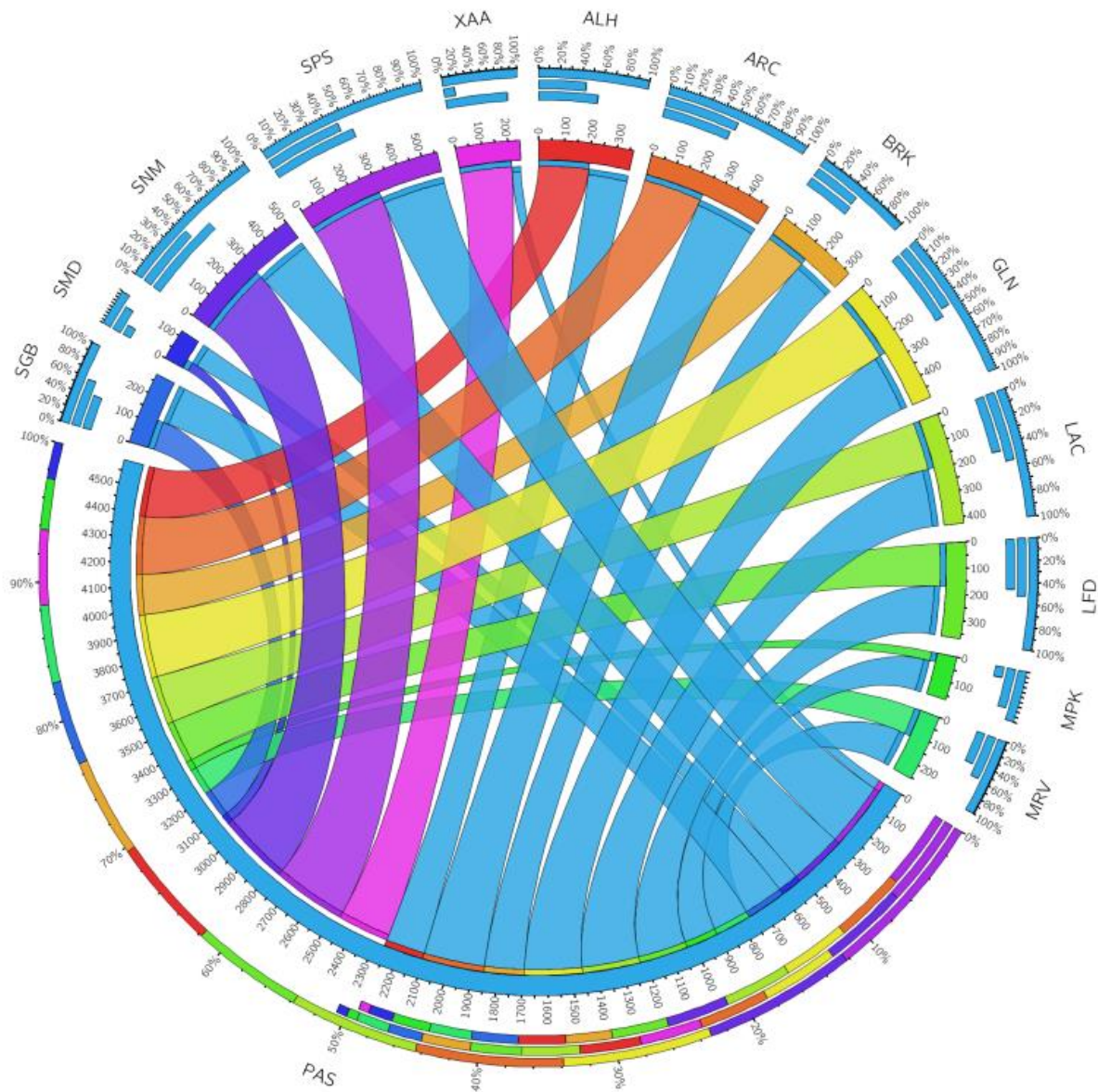




# PASADENA FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Pasadena Fire to other agencies and other agencies into Pasadena or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the blue streams indicate Pasadena Fire responses outbound to other agencies, and other agencies into Pasadena are represented by other colors. Smallest values are attenuated for clarity.

# PASADENA FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Pasadena Fire to Other Agencies:	Other Agencies to City of Pasadena:
Alhambra	21	48
Arcadia	113	90
Burbank	21	23
Glendale	84	134
LA County	82	40
LA City	41	27
Monterey Park	12	2
Monrovia	16	8
Montebello	0	1
San Gabriel	21	9
Sierra Madre	5	2
San Marino	59	243
South Pasadena	143	300
Out-of-Verdugo	3	54
<b>Total</b>	<b>621</b>	<b>981</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to **Appendix J**



# SAN GABRIEL FIRE DEPARTMENT

## San Gabriel Fire Department



Fire Chief: James Frawley  
 Address: 1303 S. Del Mar Avenue  
 City, State, Zip: San Gabriel, CA 91776  
 Administration Phone: (626) 308-2880  
 Website: [San Gabriel Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
SGB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	22	17	39	29	14	26	24	29	35	18	26	21	300	12.82%
Medical	172	160	172	151	146	155	126	155	145	139	153	187	1,861	79.53%
Service	11	6	16	12	10	10	8	7	12	13	10	18	133	5.68%
Other	0	1	0	0	0	0	0	0	0	0	1	0	2	0.09%
OOV	4	1	3	5	6	5	3	6	0	0	6	5	44	1.88%
Totals	209	185	230	197	176	196	161	197	192	170	196	231	2,340	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

SGB	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Fire	327	261	308	346	300	356	317	287
Medical	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724
Service	119	132	101	110	136	105	120	117
Other	3	5	2	7	3	1	1	-
OOV	124	130	109	108	107	86	46	45
Total	2,219	2,068	2,113	2,165	2,177	2,142	2,066	2,173

SGB	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	250	260	265	286	276	300	4,139	13.70%
Medical	1,726	1,633	1,719	1,739	1,914	1,861	23,496	77.80%
Service	94	87	84	128	93	133	1,559	5.16%
Other	-	3	1	-	-	2	28	0.09%
OOV	55	25	33	33	35	44	980	3.24%
Total	2,125	2,008	2,102	2,186	2,318	2,340	30,202	100.00%



# SAN GABRIEL FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The San Gabriel Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a fourteen-year period. The averaged change for those two service categories year-over-year, is **-9%**. However, the difference over a fourteen-year period is a **14%** increase. The 5-year difference is a **10%** increase in incidents.


SGB	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
<b>Fire</b>	327	261	308	346	300	356	317	287
<b>Medical</b>	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724
<b>Total</b>	1,973	1,801	1,901	1,940	1,931	1,950	1,899	2,011
<b>Change</b>		0%	0%	0%	0%	0%	0%	0%

SGB	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	250	260	265	286	276	300	<b>296</b>
<b>Medical</b>	1,726	1,633	1,719	1,739	1,914	1,861	<b>1,678</b>
<b>Total</b>	1,976	1,893	1,984	2,025	2,190	2,161	<b>1,974</b>
<b>Change</b>	-2%	-4%	5%	2%	8%	-1%	<b>-9%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by San Gabriel Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.



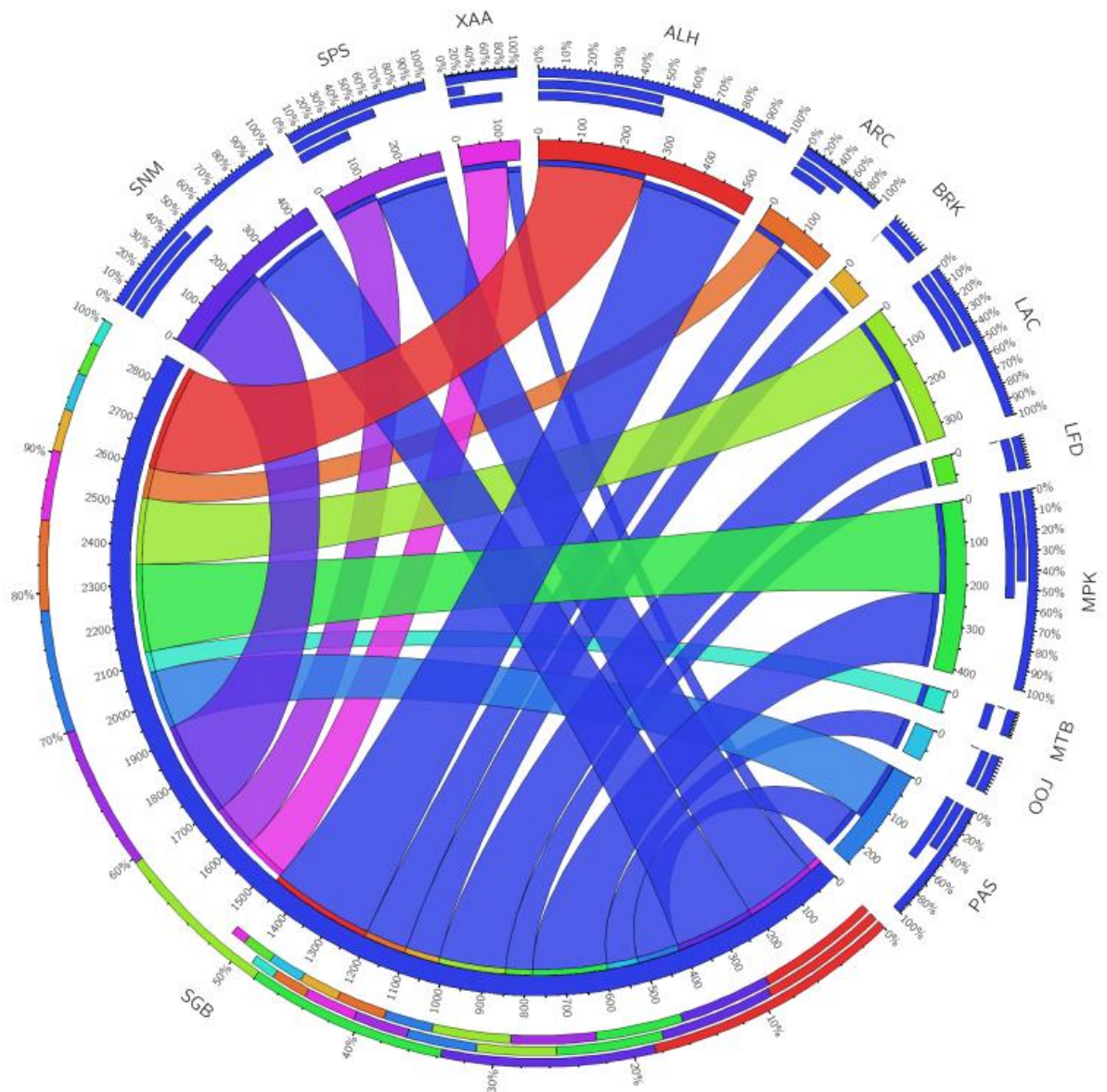
Apparatus	Responses by Unit
<b>Battalion Chief 5</b>	215
<b>Engine 51</b>	1,386
<b>Engine 52</b>	1,262
<b>Rescue Ambulance 51</b>	1,778
<b>USAR 51</b>	2
<b>Total</b>	<b>4,643</b>



# SAN GABRIEL FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by San Gabriel Fire to other agencies and other agencies into San Gabriel or OOO/OOV activity.



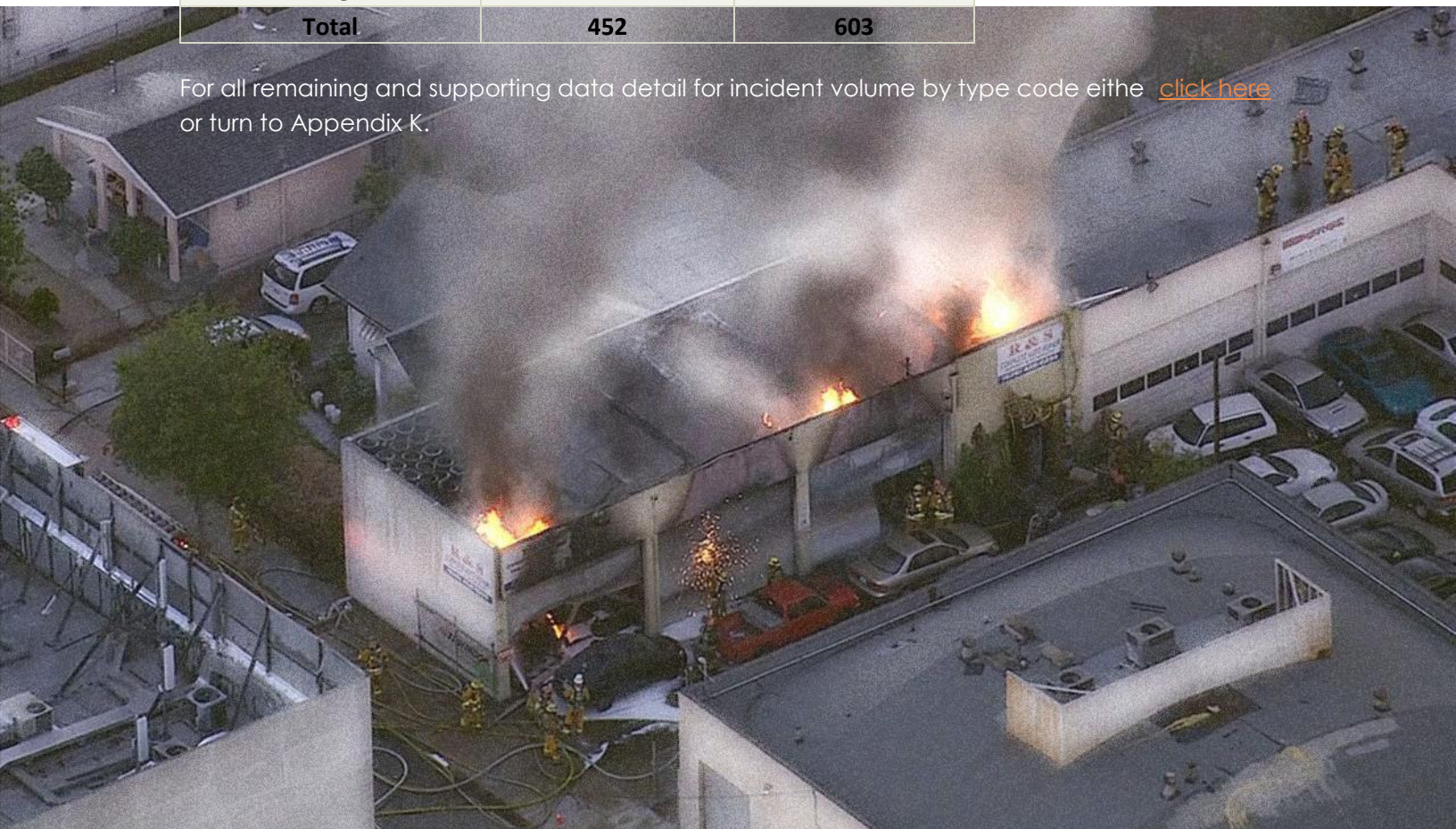
The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the blue streams indicate San Gabriel Fire responses outbound to other agencies, and other agencies into San Gabriel are represented by other colors. Smallest values are attenuated for clarity.

# SAN GABRIEL FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	San Gabriel Fire to Other Agencies:	Other Agencies to City of San Gabriel:
Alhambra	226	268
Arcadia	9	5
Burbank	6	1
Glendale	1	1
LA County	33	32
LA City	4	0
Monterey Park	49	104
Monrovia	1	0
Montebello	0	3
Pasadena	9	21
San Marino	63	147
South Pasadena	44	11
Out-of-Verdugo	7	10
<b>Total</b>	<b>452</b>	<b>603</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix K.





# SAN MARINO FIRE DEPARTMENT

## San Marino Fire Department



Fire Chief: James Frawley  
 Address: 2200 Huntington Drive  
 City, State, Zip: San Marino, CA 91108  
 Administration Phone: (626) 300-0735  
 Website: [San Marino Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
SNM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	10	16	14	22	19	19	18	8	21	16	17	21	201	21.11%
Medical	46	36	33	43	48	47	45	52	42	47	43	55	537	56.41%
Service	3	3	6	3	2	5	2	8	4	4	4	3	47	4.94%
Other	0	0	0	0	0	0	1	0	0	0	0	0	1	0.11%
OOV	10	13	10	11	13	20	17	19	12	12	15	14	166	17.44%
Totals	69	68	63	79	82	91	83	87	79	79	79	93	952	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

SNM	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Fire	210	184	203	234	186	187	193	177	184	201
Medical	465	465	454	503	537	538	575	589	547	542
Service	111	114	106	116	118	121	97	71	165	73
Other	3	1	-	-	1	3	2	7	7	-
OOV	178	220	224	205	117	116	149	120	126	125
Total	967	984	987	1,058	959	965	1,016	964	1,029	941

SNM	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	217	206	171	167	171	206	184	201	3,482	19.84%
Medical	540	589	577	567	550	532	588	537	9,695	55.24%
Service	80	80	54	48	67	86	47	47	1,601	9.12%
Other	1	-	1	-	1	1	2	1	31	0.18%
OOV	102	141	131	153	145	156	168	166	2,742	15.62%
Total	940	1,016	934	935	934	981	989	952	17,551	100.00%

# SAN MARINO FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The San Marino Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a fourteen-year period. The averaged change for those two service categories year-over-year, is **1%**. The 5-year difference is a **2%** increase in incidents.

SNM	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
<b>Fire</b>	210	184	203	234	186	187	193	177	184	201
<b>Medical</b>	465	465	454	503	537	538	575	589	547	542
<b>Total</b>	675	649	657	737	723	725	768	766	731	743
<b>Change</b>		-4%	1%	12%	-2%	0%	6%	0%	-5%	2%

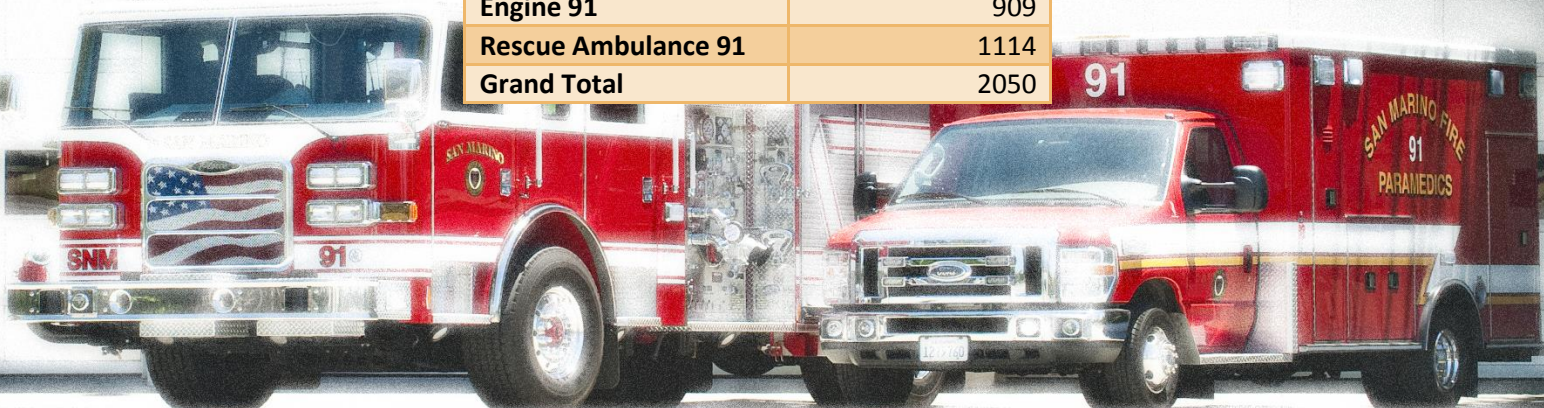
SNM	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	217	206	171	167	171	206	184	201	193
<b>Medical</b>	540	589	577	567	550	532	588	537	539
<b>Total</b>	757	795	748	734	721	738	772	738	732
<b>Change</b>	2%	5%	-6%	-2%	-2%	2%	5%	-4%	1%

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by San Marino Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.

Apparatus	Responses by Unit
<b>Battalion Chief 9</b>	27
<b>Engine 91</b>	909
<b>Rescue Ambulance 91</b>	1114
<b>Grand Total</b>	2050

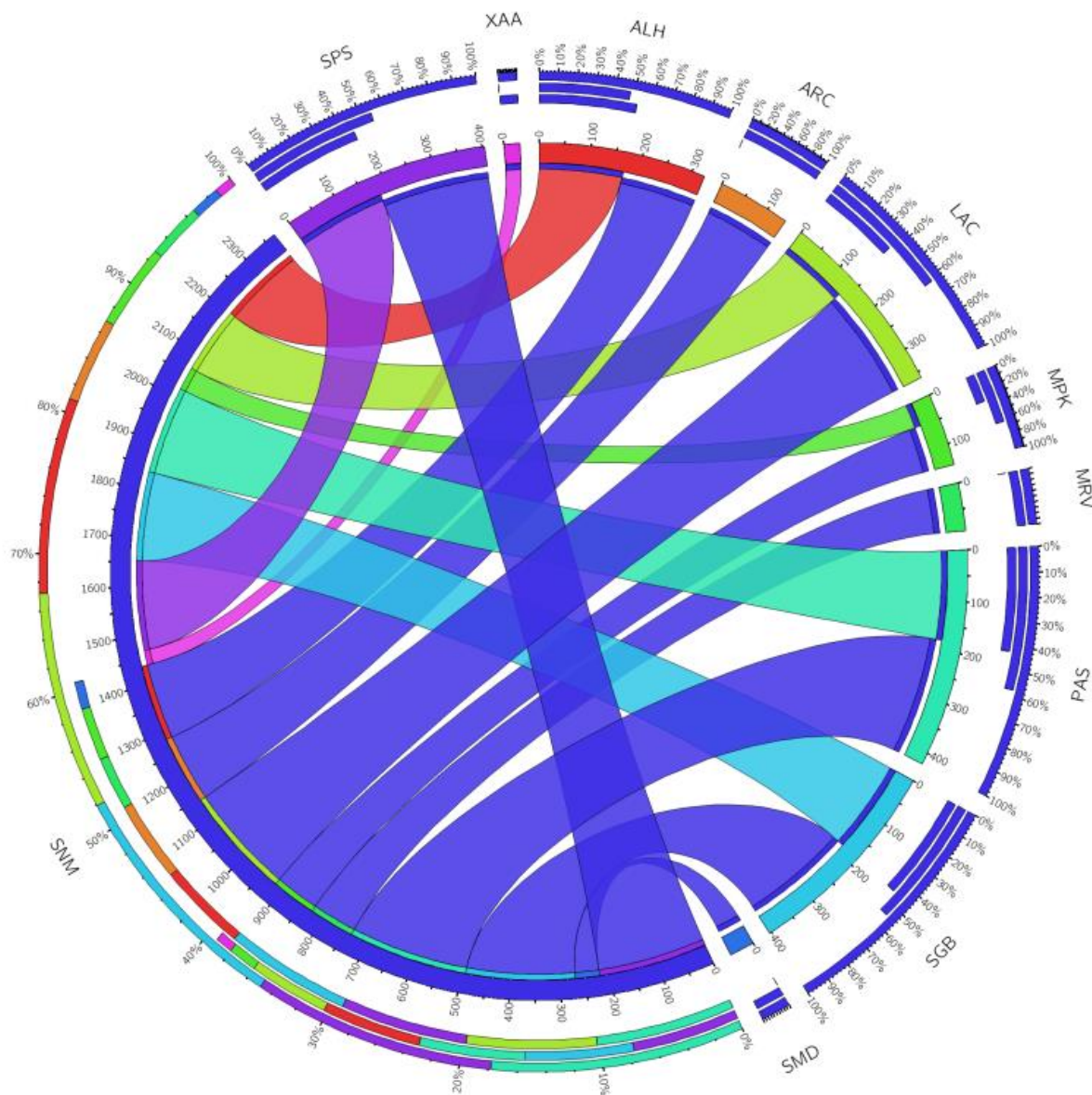




# SAN MARINO FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by San Marino Fire to other agencies and other agencies into San Marino or OOV/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the blue streams indicate San Marino Fire responses outbound to other agencies, and other agencies into San Marino are represented by other colors. Smallest values are attenuated for clarity.

# SAN MARINO FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	San Marino Fire to Other Agencies:	Other Agencies to City of San Marino:
Alhambra	33	47
Arcadia	24	1
Glendale	1	0
LA County	166	22
Monterey Park	8	3
Monrovia	8	0
Pasadena	243	59
San Gabriel	147	63
Sierra Madre	3	0
South Pasadena	149	63
Out-of-Verdugo	0	2
<b>Total</b>	<b>782</b>	<b>260</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix L.



# SIERRA MADRE FIRE DEPARTMENT

## Sierra Madre Fire Department



Fire Chief: Steve Heydorff  
 Address: 242 W. Sierra Madre Blvd.  
 City, State, Zip: Sierra Madre, CA 91024  
 Administration Phone: (626) 355-3611  
 Website: [Sierra Madre Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
SMD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	7	5	5	3	9	6	9	5	11	5	9	14	88	10.17%
Medical	66	51	72	42	54	52	49	40	47	56	54	59	642	74.22%
Service	8	6	3	6	9	6	7	5	7	12	8	6	83	9.60%
Other	0	0	1	0	0	0	0	0	0	0	0	0	1	0.12%
OOV	4	2	2	3	3	7	11	10	4	1	3	1	51	5.90%
Totals	85	64	83	54	75	71	76	60	69	74	74	80	865	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

SMD	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Fire	116	120	92	91	100	114	110	137
Medical	452	512	467	497	464	498	553	602
Service	107	97	136	70	81	114	95	89
Other	2	3	4	6	3	2	2	1
OOV	3	14	12	7	3	6	13	20
Total	680	746	711	671	651	734	773	849

SMD	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	106	103	108	96	103	88	1,484	13.43%
Medical	600	628	671	698	636	642	7,920	71.70%
Service	84	95	93	122	80	83	1,346	12.19%
Other	0	0	0	0	0	1	24	0.22%
OOV	7	16	35	43	42	51	272	2.46%
Total	797	842	907	959	861	865	11,046	100.00%



# SIERRA MADRE FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The Sierra Madre Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over a fourteen-year period. The averaged change for those two service categories year-over-year, is **2%**. The 14-year difference however is a **29%** increase in incidents.

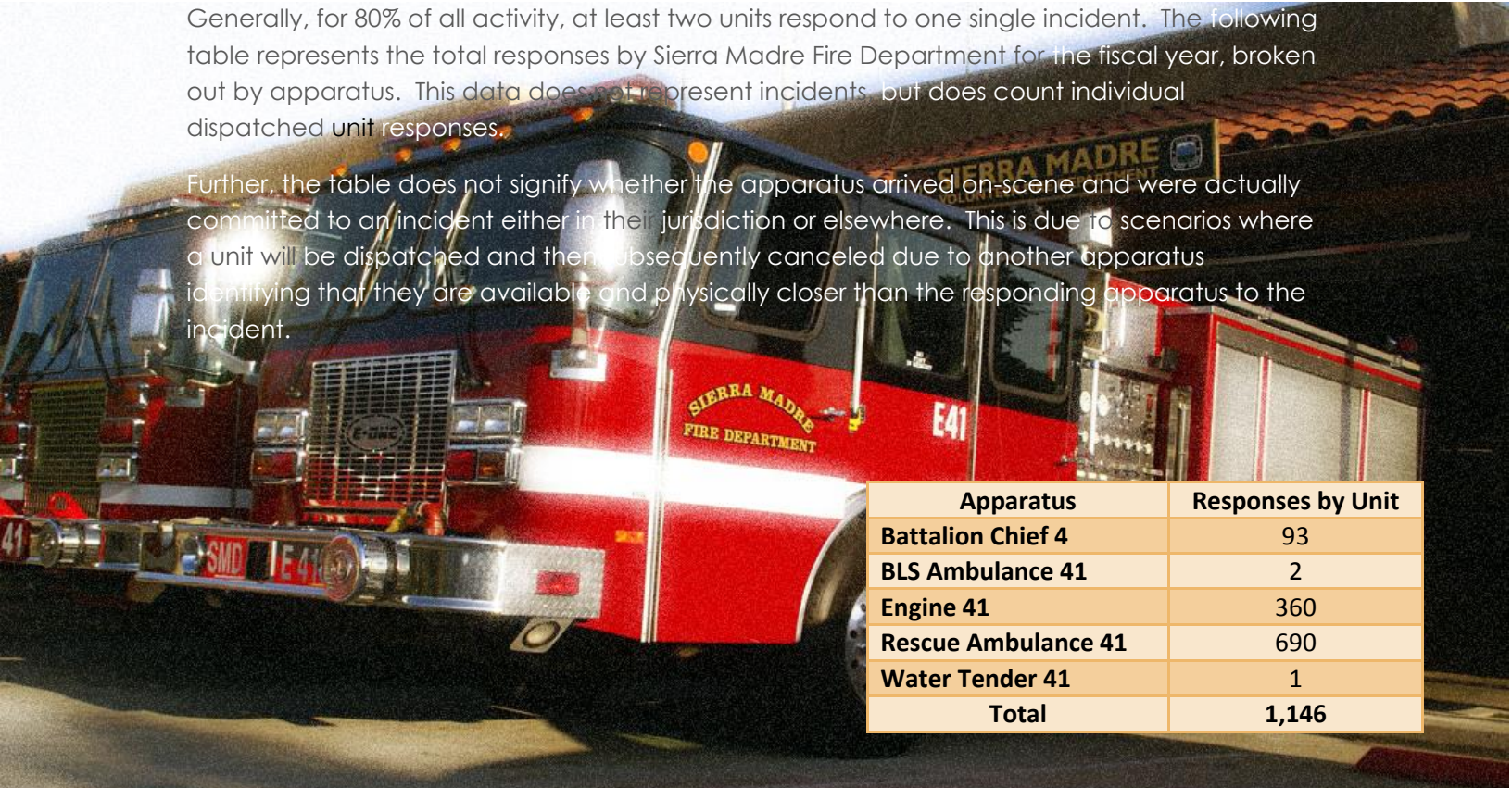
SMD	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
<b>Fire</b>	116	120	92	91	100	114	110	137
<b>Medical</b>	452	512	467	497	464	498	553	602
<b>Total</b>	568	632	559	588	564	612	663	739
<b>Change</b>		11%	-12%	5%	-4%	9%	8%	11%

SMD	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	106	103	108	96	103	88	<b>106</b>
<b>Medical</b>	600	628	671	698	636	642	<b>566</b>
<b>Total</b>	706	731	779	794	739	730	<b>672</b>
<b>Change</b>	-4%	4%	7%	2%	-7%	-1%	<b>2%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by Sierra Madre Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.



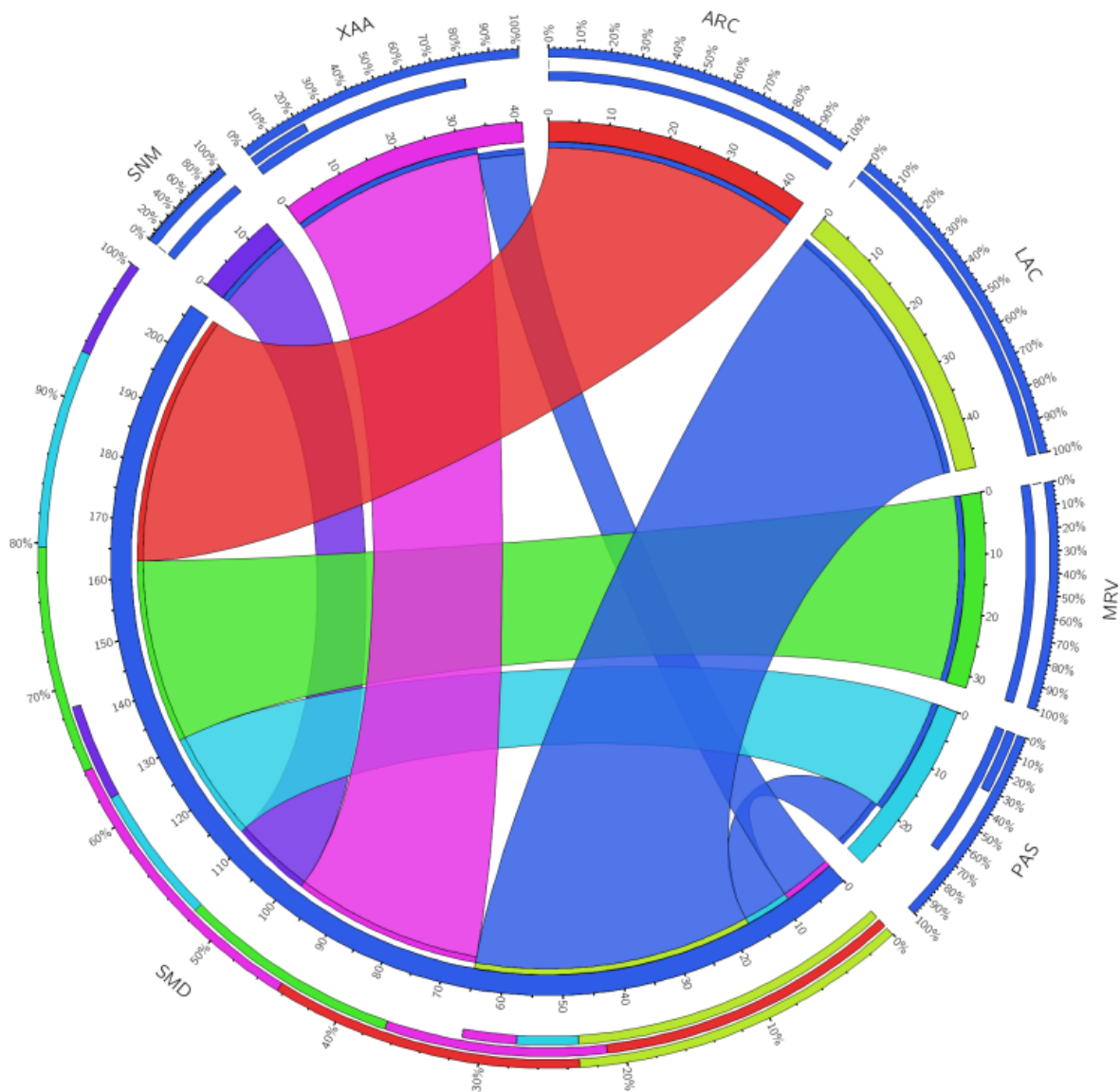
Apparatus	Responses by Unit
<b>Battalion Chief 4</b>	93
<b>BLS Ambulance 41</b>	2
<b>Engine 41</b>	360
<b>Rescue Ambulance 41</b>	690
<b>Water Tender 41</b>	1
<b>Total</b>	<b>1,146</b>



# SIERRA MADRE FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by Sierra Madre Fire to other agencies and other agencies into Sierra Madre or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the blue streams indicate Sierra Madre Fire responses outbound to other agencies, and other agencies into Sierra Madre are represented by other colors. Smallest values are attenuated for clarity.

# SIERRA MADRE FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	Sierra Madre Fire to Other Agencies:	Other Agencies to City of Sierra Madre:
Arcadia	1	34
Glendale	1	0
LA County	48	1
Monrovia	0	13
Pasadena	2	5
San Marino	0	3
Out-of-Verdugo	3	14
<b>Total</b>	<b>55</b>	<b>70</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix M.



# SOUTH PASADENA FIRE DEPARTMENT

## South Pasadena Fire Department



Fire Chief: James Frawley  
 Address: 817 Mound Avenue  
 City, State, Zip: South Pasadena, CA 91030  
 Administration Phone: (626) 403-7300  
 Website: [South Pasadena Fire Department Agency Website Link](#)

### CURRENT FISCAL YEAR INCIDENTS

Incidents by Month and Category of Service														
SPS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total by Category	% of Category
Fire	21	17	19	15	34	20	25	31	26	27	24	26	285	16.81%
Medical	109	89	113	116	119	115	92	109	113	103	84	94	1,256	74.10%
Service	9	13	11	11	12	11	18	9	14	10	10	16	144	8.50%
Other	0	0	0	0	0	0	0	0	0	0	0	0	-	0.00%
OOV	1	0	2	1	1	1	1	0	2	0	1	0	10	0.59%
Totals	140	119	145	143	166	147	136	149	155	140	119	136	1,695	100.00%

### HISTORICAL FISCAL YEAR INCIDENTS

SPS	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Fire	339	303	308	294	281	266	268	251	271	247
Medical	984	1,004	1,040	974	1,031	977	1,033	1,018	1,069	1,197
Service	233	166	149	149	173	191	204	172	231	144
Other	2	3	1	3	2	3	7	10	11	2
OOV	23	33	38	41	52	48	71	51	43	32
Total	1,581	1,509	1,536	1,461	1,539	1,485	1,583	1,502	1,625	1,622

SPS	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total by Category	% of Category
Fire	275	253	257	267	235	275	266	285	4,941	17.59%
Medical	1,072	1,115	1,161	1,162	1,128	1,242	1,188	1,256	19,651	69.96%
Service	168	137	101	159	144	142	131	144	2,938	10.46%
Other	1	1	-	1	1	-	2	-	50	0.18%
OOV	8	20	9	11	8	5	7	10	510	1.82%
Total	1,524	1,526	1,528	1,600	1,516	1,664	1,594	1,695	28,090	100.00%



# SOUTH PASADENA FIRE DEPARTMENT

## HISTORICAL FIRE & MEDICAL INCIDENTS – PERCENT CHANGE

The South Pasadena Fire Department's averaged trended activity has not significantly changed for the two primary service categories of Fire and Medical incidents over an eighteen-year period. The averaged change for those two service categories year-over-year, is **1%**. The 18-year difference however is a **16%** increase in incidents. In the last 5 years, it has increased **8%**.

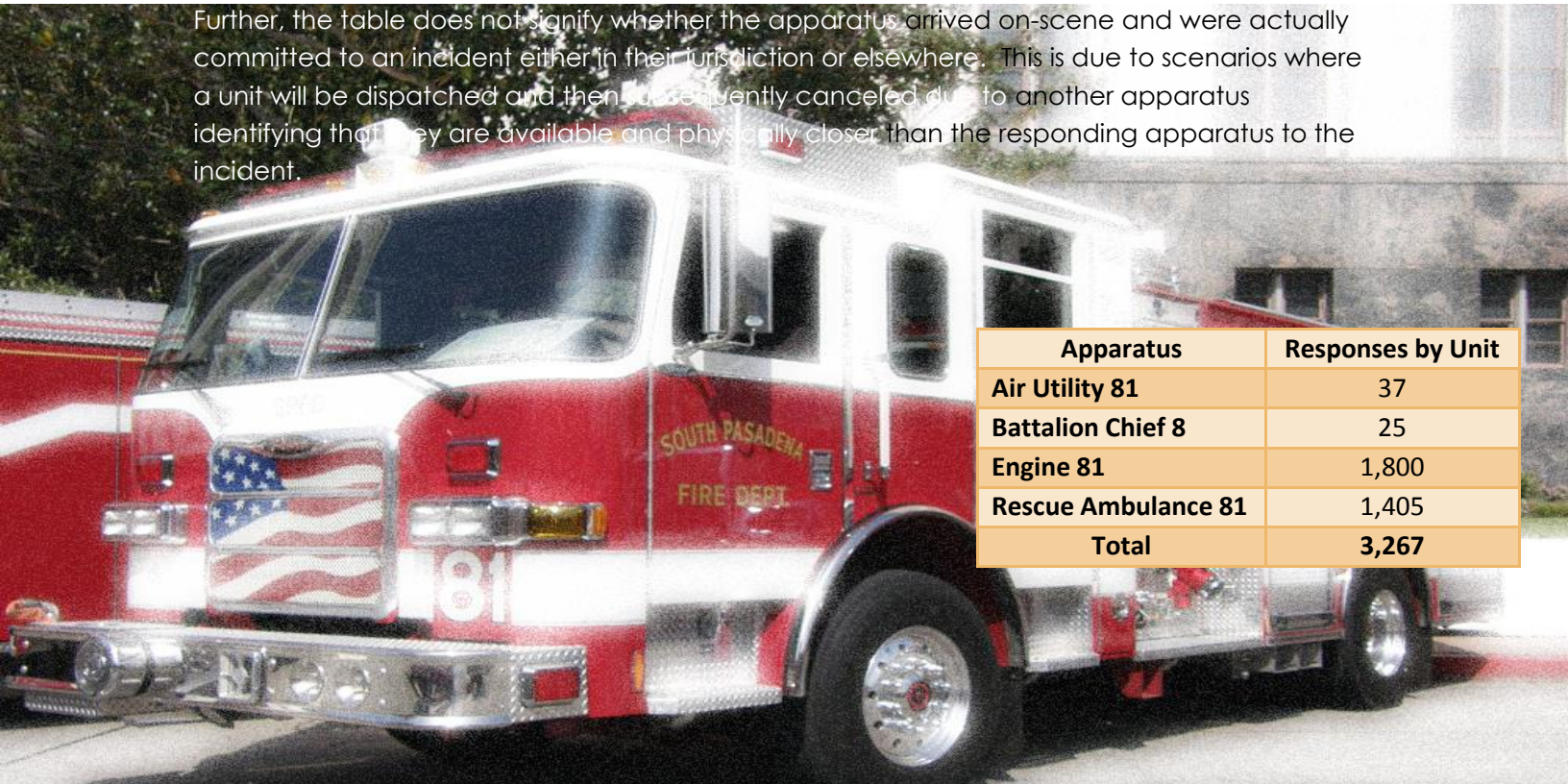
SPS	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
<b>Fire</b>	339	303	308	294	281	266	268	251	271	247
<b>Medical</b>	984	1,004	1,040	974	1,031	977	1,033	1,018	1,069	1,197
<b>Total</b>	1,323	1,307	1,348	1,268	1,312	1,243	1,301	1,269	1,340	1,444
<b>Change</b>		-1%	3%	-6%	3%	-5%	5%	-2%	6%	8%

SPS	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Average
<b>Fire</b>	275	253	257	267	235	275	266	285	<b>275</b>
<b>Medical</b>	1,072	1,115	1,161	1,162	1,128	1,242	1,188	1,256	<b>1,092</b>
<b>Total</b>	1,347	1,368	1,418	1,429	1,363	1,517	1,454	1,541	<b>1,366</b>
<b>Change</b>	-7%	2%	4%	1%	-5%	11%	-4%	6%	<b>1%</b>

## UNIT RESPONSES

Generally, for 80% of all activity, at least two units respond to one single incident. The following table represents the total responses by South Pasadena Fire Department for the fiscal year, broken out by apparatus. This data does not represent incidents, but does count individual dispatched unit responses.

Further, the table does not signify whether the apparatus arrived on-scene and were actually committed to an incident either in their jurisdiction or elsewhere. This is due to scenarios where a unit will be dispatched and then subsequently canceled due to another apparatus identifying that they are available and physically closer than the responding apparatus to the incident.



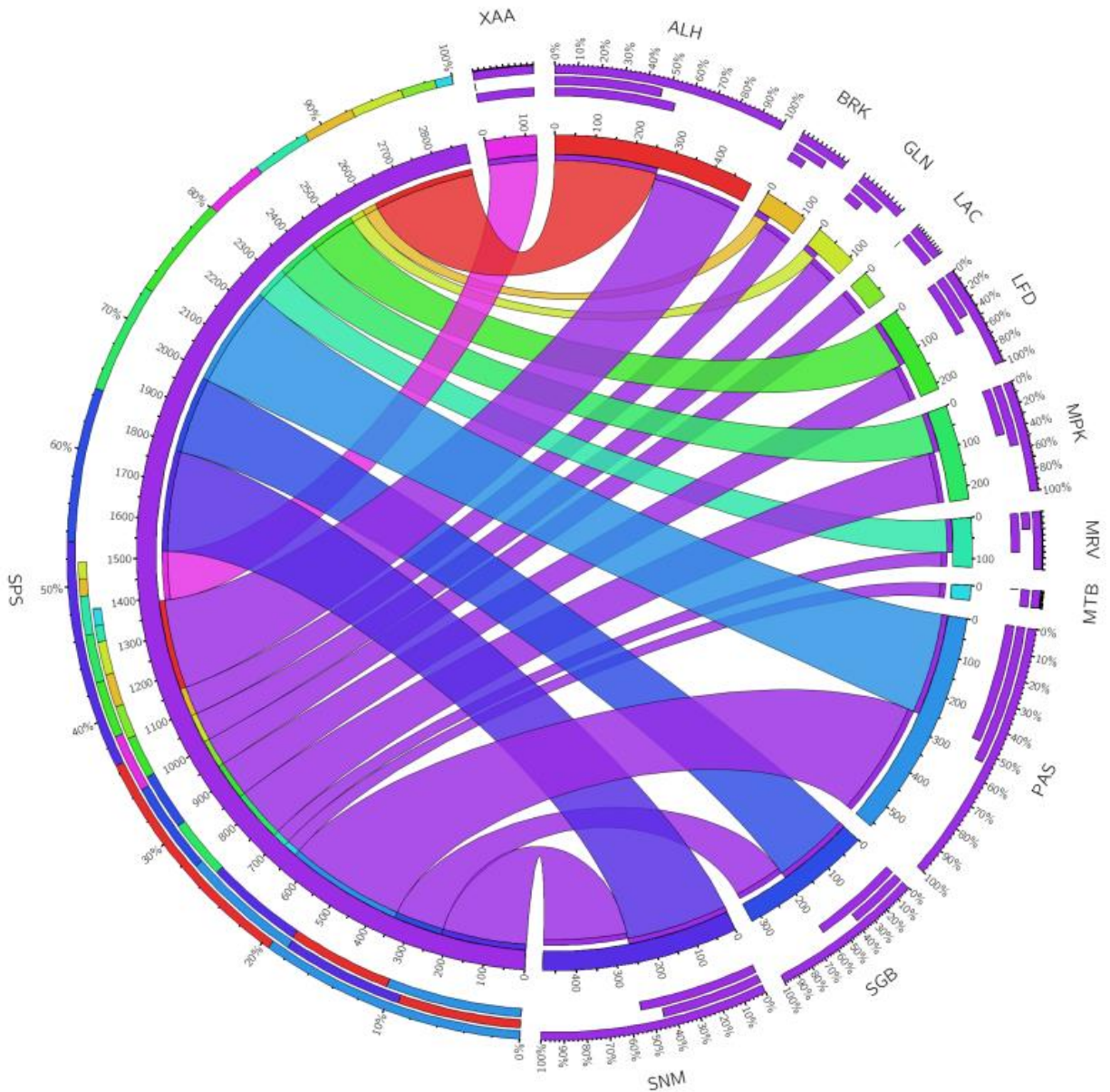
Apparatus	Responses by Unit
<b>Air Utility 81</b>	37
<b>Battalion Chief 8</b>	25
<b>Engine 81</b>	1,800
<b>Rescue Ambulance 81</b>	1,405
<b>Total</b>	<b>3,267</b>



# SOUTH PASADENA FIRE DEPARTMENT

## OUT OF JURISDICTION INCIDENTS

This section represents the activity by South Pasadena Fire to other agencies and other agencies into South Pasadena or OOO/OOV activity.



The Chord Chart further represents the relationships and supporting roles between the agencies. In this case the purple streams indicate South Pasadena Fire responses outbound to other agencies, and other agencies into South Pasadena are represented by other colors. Smallest values are attenuated for clarity.

# SOUTH PASADENA FIRE DEPARTMENT

The outer rings support the overall percentages and incident counts from the table below. The table following is the data associated with the chart.

Agency	South Pasadena Fire to Other Agencies:	Other Agencies to City of South Pasadena:
Alhambra	81	154
Arcadia	1	1
Burbank	4	2
Glendale	4	2
LA County	4	0
LA City	6	10
Monterey Park	12	7
Monrovia	2	5
Montebello	2	0
Pasadena	300	143
San Gabriel	11	44
San Marino	63	149
Out-of-Verdugo	0	11
<b>Total</b>	<b>490</b>	<b>528</b>

For all remaining and supporting data detail for incident volume by type code either [click here](#) or turn to Appendix N.



# APPENDICES

## Appendices

### APPENDIX A – VERDUGO SYSTEM – INCIDENT VOLUME BY TYPE CODE

TYPE CODE	SERVICE CATEGORY	INCIDENT DESCRIPTION	TOTAL	% TOTAL
ABD1	Medical	ABDOMINAL PAIN - ALS	1105	1.53%
ABD2	Medical	ABDOMINAL PAIN - BLS	802	1.11%
ADV	Other	NON-DISPATCHED ADVISED CALL	1	0.00%
ALARM	Fire	FIRE ALARM	6183	8.55%
ALLERGY	Medical	ALLERGIC REACTION	346	0.48%
ALERT1	Fire	AIRPORT ALERT 1--STAND BY	1	0.00%
ALERT2	Fire	EMERGENCY LANDING AT AIRPORT	10	0.01%
ALERT3	Fire	PLANE ACCIDENT, DOWN OR FIRE	1	0.00%
ALOC	Medical	ALTERED LEVEL OF CONSCIOUSNESS	2693	3.72%
ANIMAL	Service	ANIMAL RESCUE / ASSIST	65	0.09%
APPL1	Fire	APPLIANCE FIRE - MAJOR	120	0.17%
APPL2	Fire	APPLIANCE FIRE - MINOR	11	0.02%
APT	Fire	APARTMENT HOUSE FIRE	171	0.24%
ARC	Service	ARCING WIRES	55	0.08%
ARSON	Fire	ARSON INVESTIGATION	3	0.00%
ASLT	Medical	ASSAULT VICTIM	1054	1.46%
BACK	Medical	BACK PAIN	663	0.92%
BEES	Service	BEE INVESTIGATION	31	0.04%
BIO	Service	BIOHAZARD INVESTIGATION	72	0.10%
BITE1	Medical	ANIMAL/STINGS - ALS	62	0.09%
BITE2	Medical	ANIMAL/STINGS - BLS	73	0.10%
BOMB	Fire	EXPLOSIVES/BOMB THREAT/SCARE	19	0.03%
BP	Medical	BLOOD PRESSURE PROBLEM	1303	1.80%
BREATH	Medical	SHORTNESS OF BREATH	5802	8.02%
BRUSH	Fire	BRUSH FIRE	34	0.05%
BRUSHF	Fire	BRUSH FIRE	5	0.01%
BST1	Fire	BRUSH STRIKE TEAM XLC-1201A	1	0.00%
BST2	Fire	BRUSH STRIKE TEAM XLC-1202A	1	0.00%
BST3	Fire	BRUSH STRIKE TEAM XLC-1203A	1	0.00%
BST4	Fire	BRUSH STRIKE TEAM XLC-1204A	1	0.00%
BST5	Fire	BRUSH STRIKE TEAM XLC-1205A	2	0.00%
BSTOES	Fire	BRUSH STRIKE TEAM	3	0.00%
BUILD	Medical	BUILDING COLLAPSE RESCUE	1	0.00%
BURN	Medical	BURN INJURY	46	0.06%

# APPENDICES

<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	195	0.27%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	100	0.14%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	4216	5.83%
<b>CHOK</b>	Medical	PERSON CHOKING	177	0.24%
<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	11	0.02%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	30	0.04%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	974	1.35%
<b>DIZZY</b>	Medical	PERSON DIZZY	786	1.09%
<b>DOWN</b>	Medical	PERSON DOWN	1896	2.62%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	20	0.03%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	134	0.19%
<b>ELEV</b>	Service	ELEVATOR RESCUE	427	0.59%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	339	0.47%
<b>EMSFY</b>	Medical	EMER MEDICAL SVC ON THE FWY	166	0.23%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	50	0.07%
<b>EQUAKE</b>	Fire	EARTHQUAKE EVENT	2	0.00%
<b>EVENT</b>	Other	SPECIAL EVENT	48	0.07%
<b>EXPLO</b>	Fire	EXPLOSION	4	0.01%
<b>EXPOS</b>	Medical	EXPOSURE	67	0.09%
<b>EYE</b>	Medical	EYE INJURY	54	0.07%
<b>FALL1</b>	Medical	FALL MAJOR	3901	5.40%
<b>FALL2</b>	Medical	FALL MINOR	3097	4.28%
<b>FIRETR</b>	Other	FIRE TRAINING	4	0.01%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	108	0.15%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	10	0.01%
<b>FNO</b>	Fire	FIRE NOW OUT	88	0.12%
<b>FUEL</b>	Service	FUEL SPILL	182	0.25%
<b>FULL</b>	Service	MISC. RESPONSE FULL ASSIGNMENT	2	0.00%
<b>FWORKS</b>	Other	FIREWORKS VIOLATION	8	0.01%
<b>GARAGE</b>	Fire	GARAGE FIRE	39	0.05%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	174	0.24%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	200	0.28%
<b>GIB</b>	Medical	G.I. BLEED	492	0.68%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	57	0.08%
<b>GSW</b>	Medical	GUNSHOT WOUND	62	0.09%
<b>HANG</b>	Medical	PERSON HANGING	19	0.03%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	274	0.38%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	22	0.03%
<b>HEADPN</b>	Medical	HEAD PAIN	263	0.36%



# APPENDICES

<b>HEART</b>	Medical	HEART PROBLEM	1379	1.91%
<b>HOUSE</b>	Fire	HOUSE FIRE	218	0.30%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	75	0.10%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	151	0.21%
<b>INVL</b>	Medical	ASSIST THE INVALID	1053	1.46%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	28	0.04%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	46	0.06%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	206	0.28%
<b>MALF</b>	Service	MALFUNCTION	74	0.10%
<b>MED</b>	Medical	MISC MEDICAL	2234	3.09%
<b>MEDALR</b>	Medical	MEDICAL ALARM	722	1.00%
<b>MTNRES</b>	Medical	MOUNTAIN RESCUE	65	0.09%
<b>MUD</b>	Service	INVESTIGATE A MUDLSIDE	3	0.00%
<b>MUTUAL</b>	Fire	MUTUAL AID RESPONSE	3	0.00%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	263	0.36%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	944	1.31%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	356	0.49%
<b>OD</b>	Medical	OVERDOSE	1218	1.68%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	169	0.23%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	195	0.27%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	27	0.04%
<b>OVERHD</b>	Fire	OVERHEAD MUTUAL AID REQUEST	28	0.04%
<b>PD</b>	Other	TRANSFER TO POLICE DEPT	2	0.00%
<b>PEDI</b>	Medical	PEDIATRIC	815	1.13%
<b>PLANE</b>	Fire	PLANE ACCIDENT, DOWN OR FIRE	1	0.00%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	115	0.16%
<b>PSYCH</b>	Medical	PSYCHIATRIC	1010	1.40%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	161	0.22%
<b>REFUSE</b>	Fire	REFUSE FIRE	219	0.30%
<b>RESCUE</b>	Medical	RESCUE	61	0.08%
<b>RESET</b>	Fire	FIRE ALARM RESET	92	0.13%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	202	0.28%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	21	0.03%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	27	0.04%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	1861	2.57%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	18	0.02%
<b>SICK</b>	Medical	PERSON SICK	934	1.29%
<b>SICK2</b>	Medical	PERSON SICK	175	0.24%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	261	0.36%

# APPENDICES

<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	398	0.55%
<b>STAB</b>	Medical	PERSON STABBED	91	0.13%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	68	0.09%
<b>STR</b>	Fire	STRUCTURE FIRE	356	0.49%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	1381	1.91%
<b>SWR</b>	Medical	SWIFT WATER RESCUE	1	0.00%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	1470	2.03%
<b>TC</b>	Medical	TRAFFIC COLLISION	2992	4.14%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	312	0.43%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	23	0.03%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	1140	1.58%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	193	0.27%
<b>TCNON</b>	Medical	NON-INJURY TRAFFIC COLLISION	8	0.01%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	611	0.85%
<b>TCRAIL</b>	Medical	TRAFFIC COLLISION WITH TRAIN	3	0.00%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	213	0.29%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	92	0.13%
<b>THREAT</b>	Service	BIO-CHEMICAL THREAT	2	0.00%
<b>TOUR</b>	Other	FIRE STATION TOUR	7	0.01%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	219	0.30%
<b>TR1</b>	Medical	SEVERE TRAUMA	1037	1.43%
<b>TR2</b>	Medical	MINOR TRAUMA	1269	1.76%
<b>TRK</b>	Service	MISC. RESPONSE FOR A TRUCK	13	0.02%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	3194	4.42%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	58	0.08%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	896	1.24%
<b>USAR</b>	Medical	COLLAPSE/EXTRICATION/RESCUE	2	0.00%
<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	14	0.02%
<b>VEG</b>	Fire	VEGETATION FIRE	128	0.18%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	60	0.08%
<b>VEH</b>	Fire	VEHICLE FIRE	295	0.41%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	192	0.27%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	26	0.04%
<b>WATER</b>	Service	MINOR FLOODING	211	0.29%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	46	0.06%
<b>WIRES</b>	Service	WIRES DOWN	303	0.42%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	99	0.14%
<b>WT</b>	Fire	WATER TENDER REQUEST	6	0.01%
<b>WTOES</b>	Fire	WATER TENDER REQUEST	2	0.00%

# APPENDICES

## APPENDIX B – ALHAMBRA FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	58	1.16%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	55	1.10%
<b>ALARM</b>	Fire	FIRE ALARM	287	5.72%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	21	0.42%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	192	3.83%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	11	0.22%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	13	0.26%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	14	0.28%
<b>ARC</b>	Service	ARCING WIRES	5	0.10%
<b>ASLT</b>	Medical	ASSAULT VICTIM	128	2.55%
<b>BACK</b>	Medical	BACK PAIN	51	1.02%
<b>BEES</b>	Service	BEE INVESTIGATION	1	0.02%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	2	0.04%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	3	0.06%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	8	0.16%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	2	0.04%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	58	1.16%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	407	8.11%
<b>BRUSH</b>	Fire	BRUSH FIRE	1	0.02%
<b>BURN</b>	Medical	BURN INJURY	3	0.06%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	8	0.16%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	5	0.10%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	225	4.48%
<b>CHOK</b>	Medical	PERSON CHOKING	5	0.10%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	7	0.14%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	80	1.59%
<b>DIZZY</b>	Medical	PERSON DIZZY	46	0.92%
<b>DOWN</b>	Medical	PERSON DOWN	107	2.13%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	1	0.02%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	15	0.30%
<b>ELEV</b>	Service	ELEVATOR RESCUE	19	0.38%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	50	1.00%
<b>EMSFY</b>	Medical	EMER MEDICAL SVC ON THE FWY	17	0.34%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	5	0.10%
<b>EXPLO</b>	Fire	EXPLOSION	1	0.02%

# APPENDICES

<b>EXPOS</b>	Medical	EXPOSURE	6	0.12%
<b>EYE</b>	Medical	EYE INJURY	5	0.10%
<b>FALL1</b>	Medical	FALL MAJOR	258	5.14%
<b>FALL2</b>	Medical	FALL MINOR	256	5.10%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	4	0.08%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.02%
<b>FNO</b>	Fire	FIRE NOW OUT	6	0.12%
<b>FUEL</b>	Service	FUEL SPILL	8	0.16%
<b>FWORKS</b>	Other	FIREWORKS VIOLATION	1	0.02%
<b>GARAGE</b>	Fire	GARAGE FIRE	3	0.06%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	12	0.24%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	17	0.34%
<b>GIB</b>	Medical	G.I. BLEED	38	0.76%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	8	0.16%
<b>GSW</b>	Medical	GUNSHOT WOUND	6	0.12%
<b>HANG</b>	Medical	PERSON HANGING	2	0.04%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	37	0.74%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	2	0.04%
<b>HEADPN</b>	Medical	HEAD PAIN	16	0.32%
<b>HEART</b>	Medical	HEART PROBLEM	77	1.53%
<b>HOUSE</b>	Fire	HOUSE FIRE	14	0.28%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	6	0.12%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	12	0.24%
<b>INVL</b>	Medical	ASSIST THE INVALID	48	0.96%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	4	0.08%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	15	0.30%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	11	0.22%
<b>MALF</b>	Service	MALFUNCTION	8	0.16%
<b>MED</b>	Medical	MISC MEDICAL	153	3.05%
<b>MEDALR</b>	Medical	MEDICAL ALARM	62	1.24%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	19	0.38%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	89	1.77%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	30	0.60%
<b>OD</b>	Medical	OVERDOSE	83	1.65%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	13	0.26%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	17	0.34%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	1	0.02%



# APPENDICES

<b>PEDI</b>	Medical	PEDIATRIC	58	1.16%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	13	0.26%
<b>PSYCH</b>	Medical	PSYCHIATRIC	82	1.63%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	13	0.26%
<b>REFUSE</b>	Fire	REFUSE FIRE	29	0.58%
<b>RESCUE</b>	Medical	RESCUE	3	0.06%
<b>RESET</b>	Fire	FIRE ALARM RESET	9	0.18%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	9	0.18%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	3	0.06%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	6	0.12%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	131	2.61%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	2	0.04%
<b>SICK</b>	Medical	PERSON SICK	74	1.47%
<b>SICK2</b>	Medical	PERSON SICK	13	0.26%
<b>SMOKE1</b>	Fire	SMOKE IN A STRUCTURE	18	0.36%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	24	0.48%
<b>STAB</b>	Medical	PERSON STABBED	8	0.16%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	11	0.22%
<b>STR</b>	Fire	STRUCTURE FIRE	17	0.34%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	108	2.15%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	79	1.57%
<b>TC</b>	Medical	TRAFFIC COLLISION	230	4.58%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	39	0.78%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	2	0.04%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	108	2.15%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	7	0.14%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	49	0.98%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	16	0.32%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	8	0.16%
<b>THREAT</b>	Service	BIO-CHEMICAL THREAT	1	0.02%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	19	0.38%
<b>TR1</b>	Medical	SEVERE TRAUMA	55	1.10%
<b>TR2</b>	Medical	MINOR TRAUMA	119	2.37%
<b>TRK</b>	Service	MISC. RESPONSE FOR A TRUCK	3	0.06%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	234	4.66%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	5	0.10%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	61	1.22%

# APPENDICES

<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	2	0.04%
<b>VEG</b>	Fire	VEGETATION FIRE	7	0.14%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	2	0.04%
<b>VEH</b>	Fire	VEHICLE FIRE	24	0.48%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	12	0.24%
<b>WATER</b>	Service	MINOR FLOODING	17	0.34%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	2	0.04%
<b>WIRES</b>	Service	WIRES DOWN	20	0.40%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	7	0.14%

## APPENDIX C – ARCADIA FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	51	1.14%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	43	0.96%
<b>ALARM</b>	Fire	FIRE ALARM	465	10.35%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	24	0.53%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	180	4.01%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	3	0.07%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	7	0.16%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	10	0.22%
<b>ARC</b>	Service	ARCING WIRES	7	0.16%
<b>ARSON</b>	Fire	ARSON INVESTIGATION	1	0.02%
<b>ASLT</b>	Medical	ASSAULT VICTIM	48	1.07%
<b>BACK</b>	Medical	BACK PAIN	31	0.69%
<b>BEEES</b>	Service	BEE INVESTIGATION	5	0.11%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	3	0.07%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	2	0.04%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	3	0.07%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	58	1.29%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	304	6.77%
<b>BRUSHF</b>	Fire	BRUSH FIRE	1	0.02%
<b>BURN</b>	Medical	BURN INJURY	3	0.07%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	7	0.16%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	6	0.13%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	225	5.01%
<b>CHOK</b>	Medical	PERSON CHOKING	16	0.36%
<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	3	0.07%

# APPENDICES

<b>DIAB</b>	Medical	DIABETIC PROBLEM	57	1.27%
<b>DIZZY</b>	Medical	PERSON DIZZY	66	1.47%
<b>DOWN</b>	Medical	PERSON DOWN	70	1.56%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	5	0.11%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	15	0.33%
<b>ELEV</b>	Service	ELEVATOR RESCUE	28	0.62%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	28	0.62%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	10	0.22%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	2	0.04%
<b>EVENT</b>	Other	SPECIAL EVENT	3	0.07%
<b>EXPOS</b>	Medical	EXPOSURE	5	0.11%
<b>EYE</b>	Medical	EYE INJURY	2	0.04%
<b>FALL1</b>	Medical	FALL MAJOR	303	6.75%
<b>FALL2</b>	Medical	FALL MINOR	266	5.92%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	20	0.45%
<b>FNO</b>	Fire	FIRE NOW OUT	9	0.20%
<b>FUEL</b>	Service	FUEL SPILL	13	0.29%
<b>GARAGE</b>	Fire	GARAGE FIRE	1	0.02%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	10	0.22%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	14	0.31%
<b>GIB</b>	Medical	G.I. BLEED	33	0.73%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	1	0.02%
<b>GSW</b>	Medical	GUNSHOT WOUND	1	0.02%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	15	0.33%
<b>HEADPN</b>	Medical	HEAD PAIN	6	0.13%
<b>HEART</b>	Medical	HEART PROBLEM	75	1.67%
<b>HOUSE</b>	Fire	HOUSE FIRE	12	0.27%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	1	0.02%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	7	0.16%
<b>INVL</b>	Medical	ASSIST THE INVALID	100	2.23%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	1	0.02%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	10	0.22%
<b>MALF</b>	Service	MALFUNCTION	2	0.04%
<b>MED</b>	Medical	MISC MEDICAL	160	3.56%
<b>MEDALR</b>	Medical	MEDICAL ALARM	63	1.40%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	24	0.53%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	49	1.09%

# APPENDICES

<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	14	0.31%
<b>OD</b>	Medical	OVERDOSE	60	1.34%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	12	0.27%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	8	0.18%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	2	0.04%
<b>PEDI</b>	Medical	PEDIATRIC	41	0.91%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	9	0.20%
<b>PSYCH</b>	Medical	PSYCHIATRIC	57	1.27%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	8	0.18%
<b>REFUSE</b>	Fire	REFUSE FIRE	13	0.29%
<b>RESCUE</b>	Medical	RESCUE	3	0.07%
<b>RESET</b>	Fire	FIRE ALARM RESET	4	0.09%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	6	0.13%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	2	0.04%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	98	2.18%
<b>SICK</b>	Medical	PERSON SICK	51	1.14%
<b>SICK2</b>	Medical	PERSON SICK	5	0.11%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	18	0.40%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	24	0.53%
<b>STAB</b>	Medical	PERSON STABBED	6	0.13%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	1	0.02%
<b>STR</b>	Fire	STRUCTURE FIRE	9	0.20%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	95	2.12%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	98	2.18%
<b>TC</b>	Medical	TRAFFIC COLLISION	225	5.01%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	20	0.45%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	3	0.07%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	51	1.14%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	5	0.11%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	42	0.94%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	16	0.36%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	10	0.22%
<b>THREAT</b>	Service	BIO-CHEMICAL THREAT	1	0.02%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	13	0.29%
<b>TR1</b>	Medical	SEVERE TRAUMA	63	1.40%
<b>TR2</b>	Medical	MINOR TRAUMA	74	1.65%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	198	4.41%



# APPENDICES

<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	1	0.02%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	40	0.89%
<b>VEG</b>	Fire	VEGETATION FIRE	14	0.31%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	1	0.02%
<b>VEH</b>	Fire	VEHICLE FIRE	17	0.38%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	8	0.18%
<b>WATER</b>	Service	MINOR FLOODING	14	0.31%
<b>WIRES</b>	Service	WIRES DOWN	34	0.76%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	4	0.09%

## APPENDIX D – BURBANK FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	146	1.55%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	117	1.24%
<b>ALARM</b>	Fire	FIRE ALARM	729	7.74%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	59	0.63%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	333	3.53%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	3	0.03%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	23	0.24%
<b>APPL2</b>	Fire	APPLIANCE FIRE - MINOR	2	0.02%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	18	0.19%
<b>ARC</b>	Service	ARCING WIRES	9	0.10%
<b>ASLT</b>	Medical	ASSAULT VICTIM	93	0.99%
<b>BACK</b>	Medical	BACK PAIN	88	0.93%
<b>BEEES</b>	Service	BEE INVESTIGATION	2	0.02%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	7	0.07%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	4	0.04%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	8	0.08%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	4	0.04%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	199	2.11%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	767	8.14%
<b>BRUSH</b>	Fire	BRUSH FIRE	7	0.07%
<b>BURN</b>	Medical	BURN INJURY	7	0.07%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	36	0.38%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	11	0.12%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	572	6.07%
<b>CHOKE</b>	Medical	PERSON CHOKING	31	0.33%

# APPENDICES

<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	2	0.02%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	1	0.01%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	146	1.55%
<b>DIZZY</b>	Medical	PERSON DIZZY	127	1.35%
<b>DOWN</b>	Medical	PERSON DOWN	156	1.66%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	1	0.01%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	14	0.15%
<b>ELEV</b>	Service	ELEVATOR RESCUE	68	0.72%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	30	0.32%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	16	0.17%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	3	0.03%
<b>EVENT</b>	Other	SPECIAL EVENT	3	0.03%
<b>EXPOS</b>	Medical	EXPOSURE	6	0.06%
<b>EYE</b>	Medical	EYE INJURY	7	0.07%
<b>FALL1</b>	Medical	FALL MAJOR	549	5.83%
<b>FALL2</b>	Medical	FALL MINOR	481	5.11%
<b>FIRETR</b>	Other	FIRE TRAINING	4	0.04%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	18	0.19%
<b>FNO</b>	Fire	FIRE NOW OUT	18	0.19%
<b>FUEL</b>	Service	FUEL SPILL	25	0.27%
<b>FWORKS</b>	Other	FIREWORKS VIOLATION	1	0.01%
<b>GARAGE</b>	Fire	GARAGE FIRE	6	0.06%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	39	0.41%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	22	0.23%
<b>GIB</b>	Medical	G.I. BLEED	69	0.73%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	6	0.06%
<b>GSW</b>	Medical	GUNSHOT WOUND	7	0.07%
<b>HANG</b>	Medical	PERSON HANGING	5	0.05%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	26	0.28%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	4	0.04%
<b>HEADPN</b>	Medical	HEAD PAIN	38	0.40%
<b>HEART</b>	Medical	HEART PROBLEM	222	2.36%
<b>HOUSE</b>	Fire	HOUSE FIRE	30	0.32%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	13	0.14%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	20	0.21%
<b>INVL</b>	Medical	ASSIST THE INVALID	169	1.79%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	2	0.02%

# APPENDICES

<b>LAW</b>	Service	PD ASSIST/STAND-BY	1	0.01%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	13	0.14%
<b>MALF</b>	Service	MALFUNCTION	13	0.14%
<b>MED</b>	Medical	MISC MEDICAL	292	3.10%
<b>MEDALR</b>	Medical	MEDICAL ALARM	95	1.01%
<b>MTNRES</b>	Medical	MOUNTAIN RESCUE	3	0.03%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	42	0.45%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	116	1.23%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	40	0.42%
<b>OD</b>	Medical	OVERDOSE	141	1.50%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	25	0.27%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	18	0.19%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	5	0.05%
<b>PEDI</b>	Medical	PEDIATRIC	111	1.18%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	13	0.14%
<b>PSYCH</b>	Medical	PSYCHIATRIC	107	1.14%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	11	0.12%
<b>REFUSE</b>	Fire	REFUSE FIRE	30	0.32%
<b>RESCUE</b>	Medical	RESCUE	8	0.08%
<b>RESET</b>	Fire	FIRE ALARM RESET	9	0.10%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	25	0.27%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	2	0.02%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	2	0.02%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	256	2.72%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	4	0.04%
<b>SICK</b>	Medical	PERSON SICK	130	1.38%
<b>SICK2</b>	Medical	PERSON SICK	27	0.29%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	37	0.39%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	76	0.81%
<b>STAB</b>	Medical	PERSON STABBED	1	0.01%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	1	0.01%
<b>STR</b>	Fire	STRUCTURE FIRE	31	0.33%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	173	1.84%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	221	2.35%
<b>TC</b>	Medical	TRAFFIC COLLISION	387	4.11%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	35	0.37%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	162	1.72%

# APPENDICES

<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	36	0.38%
<b>TCNON</b>	Medical	NON-INJURY TRAFFIC COLLISION	1	0.01%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	74	0.79%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	32	0.34%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	12	0.13%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	31	0.33%
<b>TR1</b>	Medical	SEVERE TRAUMA	123	1.31%
<b>TR2</b>	Medical	MINOR TRAUMA	167	1.77%
<b>TRK</b>	Service	MISC. RESPONSE FOR A TRUCK	3	0.03%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	407	4.32%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	8	0.08%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	97	1.03%
<b>VEG</b>	Fire	VEGETATION FIRE	16	0.17%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	4	0.04%
<b>VEH</b>	Fire	VEHICLE FIRE	41	0.44%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	20	0.21%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	6	0.06%
<b>WATER</b>	Service	MINOR FLOODING	29	0.31%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	7	0.07%
<b>WIRES</b>	Service	WIRES DOWN	6	0.06%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	10	0.11%

## APPENDIX E – BOB HOPE AIRPORT FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	4	1.49%
<b>ALARM</b>	Fire	FIRE ALARM	29	10.78%
<b>ALERT1</b>	Fire	AIRPORT ALERT 1--STAND BY	1	0.37%
<b>ALERT2</b>	Fire	EMERGENCY LANDING AT AIRPORT	10	3.72%
<b>ALERT3</b>	Fire	PLANE ACCIDENT, DOWN OR FIRE	1	0.37%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	1	0.37%
<b>BACK</b>	Medical	BACK PAIN	1	0.37%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	8	2.97%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	1	0.37%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	1	0.37%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	1	0.37%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	14	5.20%
<b>BURN</b>	Medical	BURN INJURY	2	0.74%



# APPENDICES

<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	23	8.55%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	5	1.86%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	1	0.37%
<b>DIZZY</b>	Medical	PERSON DIZZY	3	1.12%
<b>DOWN</b>	Medical	PERSON DOWN	6	2.23%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	1	0.37%
<b>ELEV</b>	Service	ELEVATOR RESCUE	1	0.37%
<b>EYE</b>	Medical	EYE INJURY	1	0.37%
<b>FALL1</b>	Medical	FALL MAJOR	4	1.49%
<b>FALL2</b>	Medical	FALL MINOR	18	6.69%
<b>FUEL</b>	Service	FUEL SPILL	39	14.50%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	2	0.74%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	4	1.49%
<b>HEART</b>	Medical	HEART PROBLEM	4	1.49%
<b>MALF</b>	Service	MALFUNCTION	1	0.37%
<b>MED</b>	Medical	MISC MEDICAL	15	5.58%
<b>MEDALR</b>	Medical	MEDICAL ALARM	1	0.37%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	1	0.37%
<b>OD</b>	Medical	OVERDOSE	1	0.37%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	2	0.74%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	1	0.37%
<b>PEDI</b>	Medical	PEDIATRIC	2	0.74%
<b>PSYCH</b>	Medical	PSYCHIATRIC	1	0.37%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	3	1.12%
<b>SICK</b>	Medical	PERSON SICK	5	1.86%
<b>SICK2</b>	Medical	PERSON SICK	1	0.37%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	5	1.86%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	1	0.37%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	1	0.37%
<b>TC</b>	Medical	TRAFFIC COLLISION	2	0.74%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	3	1.12%
<b>TR1</b>	Medical	SEVERE TRAUMA	3	1.12%
<b>TR2</b>	Medical	MINOR TRAUMA	8	2.97%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	11	4.09%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	12	4.46%
<b>VEH</b>	Fire	VEHICLE FIRE	1	0.37%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	1	0.37%

# APPENDICES

<b>WIRES</b>	Service	WIRES DOWN	1	0.37%
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## APPENDIX F – GLENDAL FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	312	1.84%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	236	1.39%
<b>ALARM</b>	Fire	FIRE ALARM	865	5.09%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	71	0.42%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	718	4.22%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	14	0.08%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	24	0.14%
<b>APPL2</b>	Fire	APPLIANCE FIRE - MINOR	1	0.01%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	39	0.23%
<b>ARC</b>	Service	ARCING WIRES	9	0.05%
<b>ASLT</b>	Medical	ASSAULT VICTIM	172	1.01%
<b>BACK</b>	Medical	BACK PAIN	214	1.26%
<b>BEES</b>	Service	BEE INVESTIGATION	4	0.02%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	15	0.09%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	13	0.08%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	13	0.08%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	3	0.02%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	504	2.97%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	1698	9.99%
<b>BRUSH</b>	Fire	BRUSH FIRE	7	0.04%
<b>BRUSHF</b>	Fire	BRUSH FIRE	1	0.01%
<b>BUILD</b>	Medical	BUILDING COLLAPSE RESCUE	1	0.01%
<b>BURN</b>	Medical	BURN INJURY	3	0.02%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	47	0.28%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	24	0.14%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	1319	7.76%
<b>CHOK</b>	Medical	PERSON CHOKING	31	0.18%
<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	1	0.01%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	10	0.06%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	196	1.15%
<b>DIZZY</b>	Medical	PERSON DIZZY	184	1.08%
<b>DOWN</b>	Medical	PERSON DOWN	452	2.66%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	3	0.02%

# APPENDICES

<b>ELECF</b>	Fire	ELECTRICAL FIRE	12	0.07%
<b>ELEV</b>	Service	ELEVATOR RESCUE	104	0.61%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	62	0.36%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	26	0.15%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	6	0.04%
<b>EVENT</b>	Other	SPECIAL EVENT	6	0.04%
<b>EXPOS</b>	Medical	EXPOSURE	11	0.06%
<b>EYE</b>	Medical	EYE INJURY	15	0.09%
<b>FALL1</b>	Medical	FALL MAJOR	986	5.80%
<b>FALL2</b>	Medical	FALL MINOR	667	3.92%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	25	0.15%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	3	0.02%
<b>FNO</b>	Fire	FIRE NOW OUT	17	0.10%
<b>FUEL</b>	Service	FUEL SPILL	24	0.14%
<b>FWORKS</b>	Other	FIREWORKS VIOLATION	1	0.01%
<b>GARAGE</b>	Fire	GARAGE FIRE	10	0.06%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	40	0.24%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	34	0.20%
<b>GIB</b>	Medical	G.I. BLEED	123	0.72%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	5	0.03%
<b>GSW</b>	Medical	GUNSHOT WOUND	8	0.05%
<b>HANG</b>	Medical	PERSON HANGING	3	0.02%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	78	0.46%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	5	0.03%
<b>HEADPN</b>	Medical	HEAD PAIN	80	0.47%
<b>HEART</b>	Medical	HEART PROBLEM	471	2.77%
<b>HOUSE</b>	Fire	HOUSE FIRE	37	0.22%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	11	0.06%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	28	0.16%
<b>INVL</b>	Medical	ASSIST THE INVALID	201	1.18%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	6	0.04%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	5	0.03%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	52	0.31%
<b>MALF</b>	Service	MALFUNCTION	17	0.10%
<b>MED</b>	Medical	MISC MEDICAL	588	3.46%
<b>MEDALR</b>	Medical	MEDICAL ALARM	131	0.77%
<b>MTNRES</b>	Medical	MOUNTAIN RESCUE	8	0.05%

# APPENDICES

<b>MUD</b>	Service	INVESTIGATE A MUDLSIDE	3	0.02%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	73	0.43%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	229	1.35%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	80	0.47%
<b>OD</b>	Medical	OVERDOSE	280	1.65%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	34	0.20%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	39	0.23%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	8	0.05%
<b>PEDI</b>	Medical	PEDIATRIC	216	1.27%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	22	0.13%
<b>PSYCH</b>	Medical	PSYCHIATRIC	217	1.28%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	30	0.18%
<b>REFUSE</b>	Fire	REFUSE FIRE	49	0.29%
<b>RESCUE</b>	Medical	RESCUE	17	0.10%
<b>RESET</b>	Fire	FIRE ALARM RESET	23	0.14%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	46	0.27%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	3	0.02%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	7	0.04%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	354	2.08%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	4	0.02%
<b>SICK</b>	Medical	PERSON SICK	265	1.56%
<b>SICK2</b>	Medical	PERSON SICK	53	0.31%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	56	0.33%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	81	0.48%
<b>STAB</b>	Medical	PERSON STABBED	14	0.08%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	22	0.13%
<b>STR</b>	Fire	STRUCTURE FIRE	44	0.26%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	336	1.98%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	355	2.09%
<b>TC</b>	Medical	TRAFFIC COLLISION	606	3.57%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	31	0.18%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	7	0.04%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	196	1.15%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	44	0.26%
<b>TCNON</b>	Medical	NON-INJURY TRAFFIC COLLISION	4	0.02%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	124	0.73%
<b>TCRAIL</b>	Medical	TRAFFIC COLLISION WITH TRAIN	1	0.01%



# APPENDICES

<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	39	0.23%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	30	0.18%
<b>TOUR</b>	Other	FIRE STATION TOUR	1	0.01%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	51	0.30%
<b>TR1</b>	Medical	SEVERE TRAUMA	250	1.47%
<b>TR2</b>	Medical	MINOR TRAUMA	250	1.47%
<b>TRK</b>	Service	MISC. RESPONSE FOR A TRUCK	3	0.02%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	767	4.51%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	5	0.03%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	258	1.52%
<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	2	0.01%
<b>VEG</b>	Fire	VEGETATION FIRE	16	0.09%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	12	0.07%
<b>VEH</b>	Fire	VEHICLE FIRE	65	0.38%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	41	0.24%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	3	0.02%
<b>WATER</b>	Service	MINOR FLOODING	49	0.29%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	7	0.04%
<b>WIRES</b>	Service	WIRES DOWN	37	0.22%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	28	0.16%

## APPENDIX G – MONROVIA FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	41	1.19%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	43	1.24%
<b>ALARM</b>	Fire	FIRE ALARM	321	9.29%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	11	0.32%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	108	3.13%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	1	0.03%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	6	0.17%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	8	0.23%
<b>ARC</b>	Service	ARCING WIRES	3	0.09%
<b>ASLT</b>	Medical	ASSAULT VICTIM	69	2.00%
<b>BACK</b>	Medical	BACK PAIN	22	0.64%
<b>BEEES</b>	Service	BEE INVESTIGATION	1	0.03%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	4	0.12%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	2	0.06%

# APPENDICES

<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	1	0.03%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	43	1.24%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	248	7.18%
<b>BURN</b>	Medical	BURN INJURY	1	0.03%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	11	0.32%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	7	0.20%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	187	5.41%
<b>CHOKE</b>	Medical	PERSON CHOKING	13	0.38%
<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	1	0.03%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	2	0.06%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	45	1.30%
<b>DIZZY</b>	Medical	PERSON DIZZY	46	1.33%
<b>DOWN</b>	Medical	PERSON DOWN	75	2.17%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	9	0.26%
<b>ELEV</b>	Service	ELEVATOR RESCUE	11	0.32%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	23	0.67%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	4	0.12%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	2	0.06%
<b>EXPOS</b>	Medical	EXPOSURE	3	0.09%
<b>FALL1</b>	Medical	FALL MAJOR	149	4.31%
<b>FALL2</b>	Medical	FALL MINOR	186	5.38%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	3	0.09%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.03%
<b>FNO</b>	Fire	FIRE NOW OUT	2	0.06%
<b>FUEL</b>	Service	FUEL SPILL	18	0.52%
<b>GARAGE</b>	Fire	GARAGE FIRE	2	0.06%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	5	0.14%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	10	0.29%
<b>GIB</b>	Medical	G.I. BLEED	24	0.69%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	1	0.03%
<b>GSW</b>	Medical	GUNSHOT WOUND	4	0.12%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	16	0.46%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	1	0.03%
<b>HEADPN</b>	Medical	HEAD PAIN	16	0.46%
<b>HEART</b>	Medical	HEART PROBLEM	42	1.22%
<b>HOUSE</b>	Fire	HOUSE FIRE	8	0.23%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	7	0.20%

# APPENDICES

<b>ILLEG</b>	Fire	ILLEGAL BURNING	14	0.41%
<b>INVL</b>	Medical	ASSIST THE INVALID	92	2.66%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	2	0.06%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	3	0.09%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	15	0.43%
<b>MALF</b>	Service	MALFUNCTION	3	0.09%
<b>MED</b>	Medical	MISC MEDICAL	116	3.36%
<b>MEDALR</b>	Medical	MEDICAL ALARM	44	1.27%
<b>MTNRES</b>	Medical	MOUNTAIN RESCUE	2	0.06%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	13	0.38%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	29	0.84%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	20	0.58%
<b>OD</b>	Medical	OVERDOSE	64	1.85%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	7	0.20%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	9	0.26%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	2	0.06%
<b>PEDI</b>	Medical	PEDIATRIC	49	1.42%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	13	0.38%
<b>PSYCH</b>	Medical	PSYCHIATRIC	50	1.45%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	14	0.41%
<b>REFUSE</b>	Fire	REFUSE FIRE	9	0.26%
<b>RESCUE</b>	Medical	RESCUE	1	0.03%
<b>RESET</b>	Fire	FIRE ALARM RESET	1	0.03%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	6	0.17%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	3	0.09%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	2	0.06%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	64	1.85%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	1	0.03%
<b>SICK</b>	Medical	PERSON SICK	51	1.48%
<b>SICK2</b>	Medical	PERSON SICK	7	0.20%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	13	0.38%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	28	0.81%
<b>STAB</b>	Medical	PERSON STABBED	7	0.20%
<b>STR</b>	Fire	STRUCTURE FIRE	8	0.23%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	65	1.88%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	52	1.50%
<b>TC</b>	Medical	TRAFFIC COLLISION	180	5.21%

# APPENDICES

<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	17	0.49%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	82	2.37%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	4	0.12%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	23	0.67%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	15	0.43%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	1	0.03%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	14	0.41%
<b>TR1</b>	Medical	SEVERE TRAUMA	43	1.24%
<b>TR2</b>	Medical	MINOR TRAUMA	72	2.08%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	122	3.53%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	3	0.09%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	31	0.90%
<b>VEG</b>	Fire	VEGETATION FIRE	5	0.14%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	2	0.06%
<b>VEH</b>	Fire	VEHICLE FIRE	23	0.67%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	9	0.26%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	2	0.06%
<b>WATER</b>	Service	MINOR FLOODING	12	0.35%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	3	0.09%
<b>WIRES</b>	Service	WIRES DOWN	38	1.10%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	9	0.26%

## APPENDIX H – MONTEBELLO FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	53	1.08%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	40	0.81%
<b>ALARM</b>	Fire	FIRE ALARM	414	8.40%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	14	0.28%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	151	3.07%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	6	0.12%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	8	0.16%
<b>APPL2</b>	Fire	APPLIANCE FIRE - MINOR	3	0.06%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	10	0.20%
<b>ARC</b>	Service	ARCING WIRES	4	0.08%
<b>ASLT</b>	Medical	ASSAULT VICTIM	89	1.81%
<b>BACK</b>	Medical	BACK PAIN	37	0.75%
<b>BEEES</b>	Service	BEE INVESTIGATION	2	0.04%



# APPENDICES

<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	6	0.12%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	7	0.14%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	3	0.06%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	2	0.04%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	88	1.79%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	369	7.49%
<b>BRUSH</b>	Fire	BRUSH FIRE	6	0.12%
<b>BRUSHF</b>	Fire	BRUSH FIRE	1	0.02%
<b>BURN</b>	Medical	BURN INJURY	3	0.06%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	14	0.28%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	4	0.08%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	273	5.54%
<b>CHOKE</b>	Medical	PERSON CHOKING	12	0.24%
<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	2	0.04%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	2	0.04%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	91	1.85%
<b>DIZZY</b>	Medical	PERSON DIZZY	46	0.93%
<b>DOWN</b>	Medical	PERSON DOWN	134	2.72%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	2	0.04%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	15	0.30%
<b>ELEV</b>	Service	ELEVATOR RESCUE	12	0.24%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	39	0.79%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	8	0.16%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	5	0.10%
<b>EXPLO</b>	Fire	EXPLOSION	1	0.02%
<b>EXPOS</b>	Medical	EXPOSURE	7	0.14%
<b>EYE</b>	Medical	EYE INJURY	1	0.02%
<b>FALL1</b>	Medical	FALL MAJOR	198	4.02%
<b>FALL2</b>	Medical	FALL MINOR	235	4.77%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.02%
<b>FNO</b>	Fire	FIRE NOW OUT	8	0.16%
<b>FUEL</b>	Service	FUEL SPILL	7	0.14%
<b>FULL</b>	Service	MISC. RESPONSE FULL ASSIGNMENT	1	0.02%
<b>FWORKS</b>	Other	FIREWORKS VIOLATION	1	0.02%
<b>GARAGE</b>	Fire	GARAGE FIRE	2	0.04%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	4	0.08%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	18	0.37%

# APPENDICES

<b>GIB</b>	Medical	G.I. BLEED	27	0.55%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	2	0.04%
<b>GSW</b>	Medical	GUNSHOT WOUND	14	0.28%
<b>HANG</b>	Medical	PERSON HANGING	2	0.04%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	10	0.20%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	3	0.06%
<b>HEADPN</b>	Medical	HEAD PAIN	15	0.30%
<b>HEART</b>	Medical	HEART PROBLEM	74	1.50%
<b>HOUSE</b>	Fire	HOUSE FIRE	8	0.16%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	13	0.26%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	12	0.24%
<b>INVL</b>	Medical	ASSIST THE INVALID	63	1.28%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	2	0.04%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	3	0.06%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	9	0.18%
<b>MALF</b>	Service	MALFUNCTION	3	0.06%
<b>MED</b>	Medical	MISC MEDICAL	177	3.59%
<b>MEDALR</b>	Medical	MEDICAL ALARM	36	0.73%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	19	0.39%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	69	1.40%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	31	0.63%
<b>OD</b>	Medical	OVERDOSE	82	1.66%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	8	0.16%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	22	0.45%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	2	0.04%
<b>PD</b>	Other	TRANSFER TO POLICE DEPT	2	0.04%
<b>PEDI</b>	Medical	PEDIATRIC	64	1.30%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	7	0.14%
<b>PSYCH</b>	Medical	PSYCHIATRIC	81	1.64%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	8	0.16%
<b>REFUSE</b>	Fire	REFUSE FIRE	17	0.35%
<b>RESCUE</b>	Medical	RESCUE	3	0.06%
<b>RESET</b>	Fire	FIRE ALARM RESET	1	0.02%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	14	0.28%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	1	0.02%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	156	3.17%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	1	0.02%

# APPENDICES

<b>SICK</b>	Medical	PERSON SICK	44	0.89%
<b>SICK2</b>	Medical	PERSON SICK	6	0.12%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	16	0.32%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	18	0.37%
<b>STAB</b>	Medical	PERSON STABBED	16	0.32%
<b>STR</b>	Fire	STRUCTURE FIRE	20	0.41%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	97	1.97%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	95	1.93%
<b>TC</b>	Medical	TRAFFIC COLLISION	287	5.83%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	27	0.55%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	3	0.06%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	49	0.99%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	23	0.47%
<b>TCNON</b>	Medical	NON-INJURY TRAFFIC COLLISION	1	0.02%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	53	1.08%
<b>TCRAIL</b>	Medical	TRAFFIC COLLISION WITH TRAIN	1	0.02%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	18	0.37%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	4	0.08%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	10	0.20%
<b>TR1</b>	Medical	SEVERE TRAUMA	70	1.42%
<b>TR2</b>	Medical	MINOR TRAUMA	104	2.11%
<b>TRK</b>	Service	MISC. RESPONSE FOR A TRUCK	1	0.02%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	248	5.03%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	5	0.10%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	73	1.48%
<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	1	0.02%
<b>VEG</b>	Fire	VEGETATION FIRE	8	0.16%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	2	0.04%
<b>VEH</b>	Fire	VEHICLE FIRE	31	0.63%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	12	0.24%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	4	0.08%
<b>WATER</b>	Service	MINOR FLOODING	9	0.18%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	6	0.12%
<b>WIRES</b>	Service	WIRES DOWN	35	0.71%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	9	0.18%

# APPENDICES

## APPENDIX I – MONTEREY PARK FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	56	1.45%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	49	1.27%
<b>ALARM</b>	Fire	FIRE ALARM	239	6.19%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	24	0.62%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	160	4.14%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	5	0.13%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	6	0.16%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	4	0.10%
<b>ARC</b>	Service	ARCING WIRES	7	0.18%
<b>ASLT</b>	Medical	ASSAULT VICTIM	73	1.89%
<b>BACK</b>	Medical	BACK PAIN	27	0.70%
<b>BEES</b>	Service	BEE INVESTIGATION	2	0.05%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	4	0.10%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	6	0.16%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	10	0.26%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	50	1.29%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	302	7.82%
<b>BRUSH</b>	Fire	BRUSH FIRE	2	0.05%
<b>BRUSHF</b>	Fire	BRUSH FIRE	1	0.03%
<b>BURN</b>	Medical	BURN INJURY	3	0.08%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	8	0.21%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	5	0.13%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	190	4.92%
<b>CHOK</b>	Medical	PERSON CHOKING	9	0.23%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	2	0.05%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	56	1.45%
<b>DIZZY</b>	Medical	PERSON DIZZY	54	1.40%
<b>DOWN</b>	Medical	PERSON DOWN	101	2.61%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	2	0.05%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	4	0.10%
<b>ELEV</b>	Service	ELEVATOR RESCUE	14	0.36%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	24	0.62%
<b>EMSFY</b>	Medical	EMER MEDICAL SVC ON THE FWY	14	0.36%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	3	0.08%
<b>EVENT</b>	Other	SPECIAL EVENT	2	0.05%



# APPENDICES

<b>EXPLO</b>	Fire	EXPLOSION	1	0.03%
<b>EXPOS</b>	Medical	EXPOSURE	1	0.03%
<b>EYE</b>	Medical	EYE INJURY	2	0.05%
<b>FALL1</b>	Medical	FALL MAJOR	174	4.50%
<b>FALL2</b>	Medical	FALL MINOR	171	4.43%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	6	0.16%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.03%
<b>FNO</b>	Fire	FIRE NOW OUT	5	0.13%
<b>FUEL</b>	Service	FUEL SPILL	12	0.31%
<b>FULL</b>	Service	MISC. RESPONSE FULL ASSIGNMENT	1	0.03%
<b>GARAGE</b>	Fire	GARAGE FIRE	5	0.13%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	6	0.16%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	10	0.26%
<b>GIB</b>	Medical	G.I. BLEED	26	0.67%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	3	0.08%
<b>GSW</b>	Medical	GUNSHOT WOUND	3	0.08%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	10	0.26%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	2	0.05%
<b>HEADPN</b>	Medical	HEAD PAIN	8	0.21%
<b>HEART</b>	Medical	HEART PROBLEM	64	1.66%
<b>HOUSE</b>	Fire	HOUSE FIRE	11	0.28%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	4	0.10%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	10	0.26%
<b>INVL</b>	Medical	ASSIST THE INVALID	62	1.60%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	1	0.03%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	3	0.08%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	16	0.41%
<b>MALF</b>	Service	MALFUNCTION	2	0.05%
<b>MED</b>	Medical	MISC MEDICAL	134	3.47%
<b>MEDALR</b>	Medical	MEDICAL ALARM	57	1.48%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	13	0.34%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	76	1.97%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	22	0.57%
<b>OD</b>	Medical	OVERDOSE	40	1.04%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	7	0.18%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	9	0.23%
<b>PEDI</b>	Medical	PEDIATRIC	51	1.32%

# APPENDICES

<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	11	0.28%
<b>PSYCH</b>	Medical	PSYCHIATRIC	42	1.09%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	5	0.13%
<b>REFUSE</b>	Fire	REFUSE FIRE	15	0.39%
<b>RESCUE</b>	Medical	RESCUE	4	0.10%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	19	0.49%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	2	0.05%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	2	0.05%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	100	2.59%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	1	0.03%
<b>SICK</b>	Medical	PERSON SICK	49	1.27%
<b>SICK2</b>	Medical	PERSON SICK	10	0.26%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	14	0.36%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	19	0.49%
<b>STAB</b>	Medical	PERSON STABBED	7	0.18%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	10	0.26%
<b>STR</b>	Fire	STRUCTURE FIRE	12	0.31%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	66	1.71%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	94	2.43%
<b>TC</b>	Medical	TRAFFIC COLLISION	170	4.40%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	14	0.36%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	1	0.03%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	71	1.84%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	5	0.13%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	53	1.37%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	9	0.23%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	13	0.34%
<b>TOUR</b>	Other	STATION TOUR	1	0.03%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	8	0.21%
<b>TR1</b>	Medical	SEVERE TRAUMA	40	1.04%
<b>TR2</b>	Medical	MINOR TRAUMA	81	2.10%
<b>TRK</b>	Service	MISC. RESPONSE FOR A TRUCK	3	0.08%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	202	5.23%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	9	0.23%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	65	1.68%
<b>USAR</b>	Medical	COLLAPSE/EXTRICATION/RESCUE	1	0.03%
<b>VEG</b>	Fire	VEGETATION FIRE	7	0.18%

## APPENDICES

<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	4	0.10%
<b>VEH</b>	Fire	VEHICLE FIRE	17	0.44%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	14	0.36%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	2	0.05%
<b>WATER</b>	Service	MINOR FLOODING	12	0.31%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	2	0.05%
<b>WIRES</b>	Service	WIRES DOWN	27	0.70%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	3	0.08%

### APPENDIX J – PASADENA FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	325	1.88%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	153	0.89%
<b>ALARM</b>	Fire	FIRE ALARM	2291	13.29%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	92	0.53%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	638	3.70%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	14	0.08%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	16	0.09%
<b>APPL2</b>	Fire	APPLIANCE FIRE - MINOR	3	0.02%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	32	0.19%
<b>ARC</b>	Service	ARCING WIRES	2	0.01%
<b>ARSON</b>	Fire	ARSON INVESTIGATION	2	0.01%
<b>ASLT</b>	Medical	ASSAULT VICTIM	308	1.79%
<b>BACK</b>	Medical	BACK PAIN	151	0.88%
<b>BEEES</b>	Service	BEE INVESTIGATION	1	0.01%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	21	0.12%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	13	0.08%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	17	0.10%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	3	0.02%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	212	1.23%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	1223	7.09%
<b>BRUSH</b>	Fire	BRUSH FIRE	2	0.01%
<b>BURN</b>	Medical	BURN INJURY	17	0.10%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	50	0.29%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	14	0.08%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	963	5.58%
<b>CHOKE</b>	Medical	PERSON CHOKING	38	0.22%

# APPENDICES

<b>CROWD</b>	Service	INVESTIGATE OVERCROWDING	2	0.01%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	2	0.01%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	237	1.37%
<b>DIZZY</b>	Medical	PERSON DIZZY	140	0.81%
<b>DOWN</b>	Medical	PERSON DOWN	689	4.00%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	2	0.01%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	25	0.14%
<b>ELEV</b>	Service	ELEVATOR RESCUE	140	0.81%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	60	0.35%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	38	0.22%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	11	0.06%
<b>EVENT</b>	Other	SPECIAL EVENT	32	0.19%
<b>EXPLO</b>	Fire	EXPLOSION	1	0.01%
<b>EXPOS</b>	Medical	EXPOSURE	19	0.11%
<b>EYE</b>	Medical	EYE INJURY	19	0.11%
<b>FALL1</b>	Medical	FALL MAJOR	987	5.72%
<b>FALL2</b>	Medical	FALL MINOR	544	3.15%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	21	0.12%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.01%
<b>FNO</b>	Fire	FIRE NOW OUT	17	0.10%
<b>FUEL</b>	Service	FUEL SPILL	27	0.16%
<b>FWORKS</b>	Other	FIREWORKS VIOLATION	4	0.02%
<b>GARAGE</b>	Fire	GARAGE FIRE	7	0.04%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	34	0.20%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	42	0.24%
<b>GIB</b>	Medical	G.I. BLEED	120	0.70%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	21	0.12%
<b>GSW</b>	Medical	GUNSHOT WOUND	15	0.09%
<b>HANG</b>	Medical	PERSON HANGING	4	0.02%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	51	0.30%
<b>HAZMAT</b>	Service	HAZARDOUS MATERIALS RESPONSE	3	0.02%
<b>HEADPN</b>	Medical	HEAD PAIN	67	0.39%
<b>HEART</b>	Medical	HEART PROBLEM	272	1.58%
<b>HOUSE</b>	Fire	HOUSE FIRE	52	0.30%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	10	0.06%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	34	0.20%
<b>INVL</b>	Medical	ASSIST THE INVALID	213	1.24%



# APPENDICES

<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	10	0.06%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	10	0.06%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	56	0.32%
<b>MALF</b>	Service	MALFUNCTION	17	0.10%
<b>MED</b>	Medical	MISC MEDICAL	423	2.45%
<b>MEDALR</b>	Medical	MEDICAL ALARM	139	0.81%
<b>MTNRES</b>	Medical	MOUNTAIN RESCUE	4	0.02%
<b>MUTUAL</b>	Fire	MUTUAL AID RESPONSE	1	0.01%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	49	0.28%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	170	0.99%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	99	0.57%
<b>OD</b>	Medical	OVERDOSE	396	2.30%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	42	0.24%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	50	0.29%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	2	0.01%
<b>PEDI</b>	Medical	PEDIATRIC	168	0.97%
<b>PLANE</b>	Fire	PLANE ACCIDENT, DOWN OR FIRE	1	0.01%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	2	0.01%
<b>PSYCH</b>	Medical	PSYCHIATRIC	286	1.66%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	41	0.24%
<b>REFUSE</b>	Fire	REFUSE FIRE	44	0.26%
<b>RESCUE</b>	Medical	RESCUE	15	0.09%
<b>RESET</b>	Fire	FIRE ALARM RESET	41	0.24%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	32	0.19%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	3	0.02%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	7	0.04%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	553	3.21%
<b>SHOCK</b>	Medical	ELECTRICAL SHOCK INJURY	5	0.03%
<b>SICK</b>	Medical	PERSON SICK	187	1.08%
<b>SICK2</b>	Medical	PERSON SICK	34	0.20%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	53	0.31%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	70	0.41%
<b>STAB</b>	Medical	PERSON STABBED	30	0.17%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	1	0.01%
<b>STR</b>	Fire	STRUCTURE FIRE	36	0.21%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	322	1.87%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	363	2.10%

## APPENDICES

<b>TC</b>	Medical	TRAFFIC COLLISION	611	3.54%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	88	0.51%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	6	0.03%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	188	1.09%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	48	0.28%
<b>TCNON</b>	Medical	NON-INJURY TRAFFIC COLLISION	1	0.01%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	131	0.76%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	43	0.25%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	7	0.04%
<b>TOUR</b>	Other	STATION TOUR	3	0.02%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	58	0.34%
<b>TR1</b>	Medical	SEVERE TRAUMA	320	1.86%
<b>TR2</b>	Medical	MINOR TRAUMA	272	1.58%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	708	4.11%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	11	0.06%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	194	1.12%
<b>USAR</b>	Medical	COLLAPSE/EXTRICATION/RESCUE	1	0.01%
<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	4	0.02%
<b>VEG</b>	Fire	VEGETATION FIRE	34	0.20%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	12	0.07%
<b>VEH</b>	Fire	VEHICLE FIRE	62	0.36%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	30	0.17%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	5	0.03%
<b>WATER</b>	Service	MINOR FLOODING	31	0.18%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	13	0.08%
<b>WIRES</b>	Service	WIRES DOWN	23	0.13%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	15	0.09%

### APPENDIX K – SAN GABRIEL FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	24	1.05%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	31	1.35%
<b>ALARM</b>	Fire	FIRE ALARM	191	8.32%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	7	0.30%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	93	4.05%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	3	0.13%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	4	0.17%

# APPENDICES

<b>APPL2</b>	Fire	APPLIANCE FIRE - MINOR	1	0.04%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	10	0.44%
<b>ARC</b>	Service	ARCING WIRES	2	0.09%
<b>ASLT</b>	Medical	ASSAULT VICTIM	28	1.22%
<b>BACK</b>	Medical	BACK PAIN	12	0.52%
<b>BEES</b>	Service	BEE INVESTIGATION	12	0.52%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	5	0.22%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	2	0.09%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	1	0.04%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	1	0.04%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	40	1.74%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	246	10.71%
<b>BURN</b>	Medical	BURN INJURY	1	0.04%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	3	0.13%
<b>CHEMO</b>	Service	CHEMICAL OUTSIDE	1	0.04%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	112	4.88%
<b>CHOKE</b>	Medical	PERSON CHOKING	6	0.26%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	2	0.09%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	27	1.18%
<b>DIZZY</b>	Medical	PERSON DIZZY	28	1.22%
<b>DOWN</b>	Medical	PERSON DOWN	29	1.26%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	7	0.30%
<b>ELEV</b>	Service	ELEVATOR RESCUE	19	0.83%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	11	0.48%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	4	0.17%
<b>EXPOS</b>	Medical	EXPOSURE	2	0.09%
<b>EYE</b>	Medical	EYE INJURY	1	0.04%
<b>FALL1</b>	Medical	FALL MAJOR	107	4.66%
<b>FALL2</b>	Medical	FALL MINOR	85	3.70%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	6	0.26%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.04%
<b>FNO</b>	Fire	FIRE NOW OUT	1	0.04%
<b>FUEL</b>	Service	FUEL SPILL	1	0.04%
<b>GARAGE</b>	Fire	GARAGE FIRE	1	0.04%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	4	0.17%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	4	0.17%
<b>GIB</b>	Medical	G.I. BLEED	16	0.70%

# APPENDICES

<b>GMAIN</b>	Service	BROKEN GAS MAIN	4	0.17%
<b>GSW</b>	Medical	GUNSHOT WOUND	1	0.04%
<b>HANG</b>	Medical	PERSON HANGING	2	0.09%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	8	0.35%
<b>HEADPN</b>	Medical	HEAD PAIN	5	0.22%
<b>HEART</b>	Medical	HEART PROBLEM	36	1.57%
<b>HOUSE</b>	Fire	HOUSE FIRE	10	0.44%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	5	0.22%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	3	0.13%
<b>INVL</b>	Medical	ASSIST THE INVALID	26	1.13%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	4	0.17%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	7	0.30%
<b>MALF</b>	Service	MALFUNCTION	1	0.04%
<b>MED</b>	Medical	MISC MEDICAL	58	2.53%
<b>MEDALR</b>	Medical	MEDICAL ALARM	19	0.83%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	3	0.13%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	59	2.57%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	5	0.22%
<b>OD</b>	Medical	OVERDOSE	24	1.05%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	8	0.35%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	9	0.39%
<b>PEDI</b>	Medical	PEDIATRIC	26	1.13%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	5	0.22%
<b>PSYCH</b>	Medical	PSYCHIATRIC	24	1.05%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	8	0.35%
<b>REFUSE</b>	Fire	REFUSE FIRE	6	0.26%
<b>RESCUE</b>	Medical	RESCUE	1	0.04%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	4	0.17%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	44	1.92%
<b>SICK</b>	Medical	PERSON SICK	23	1.00%
<b>SICK2</b>	Medical	PERSON SICK	7	0.30%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	8	0.35%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	9	0.39%
<b>STAB</b>	Medical	PERSON STABBED	2	0.09%
<b>STEMI</b>	Medical	HOSPITAL TRANSFER	22	0.96%
<b>STR</b>	Fire	STRUCTURE FIRE	9	0.39%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	50	2.18%



# APPENDICES

<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	44	1.92%
<b>TC</b>	Medical	TRAFFIC COLLISION	113	4.92%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	18	0.78%
<b>TCFUEL</b>	Medical	INJURY TC WITH FUEL SPILL	1	0.04%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	30	1.31%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	8	0.35%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	32	1.39%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	8	0.35%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	3	0.13%
<b>TOUR</b>	Other	STATION TOUR	2	0.09%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	6	0.26%
<b>TR1</b>	Medical	SEVERE TRAUMA	23	1.00%
<b>TR2</b>	Medical	MINOR TRAUMA	34	1.48%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	168	7.32%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	1	0.04%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	23	1.00%
<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	3	0.13%
<b>VEG</b>	Fire	VEGETATION FIRE	8	0.35%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	1	0.04%
<b>VEH</b>	Fire	VEHICLE FIRE	5	0.22%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	1	0.04%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	2	0.09%
<b>WATER</b>	Service	MINOR FLOODING	5	0.22%
<b>WIRES</b>	Service	WIRES DOWN	16	0.70%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	4	0.17%

## APPENDIX L – SAN MARINO FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	8	1.02%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	5	0.64%
<b>ALARM</b>	Fire	FIRE ALARM	162	20.61%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	3	0.38%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	25	3.18%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	3	0.38%
<b>ASLT</b>	Medical	ASSAULT VICTIM	2	0.25%
<b>BACK</b>	Medical	BACK PAIN	7	0.89%
<b>BEEES</b>	Service	BEE INVESTIGATION	1	0.13%

# APPENDICES

<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	2	0.25%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	3	0.38%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	10	1.27%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	34	4.33%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	1	0.13%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	26	3.31%
<b>CHOKE</b>	Medical	PERSON CHOKING	3	0.38%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	8	1.02%
<b>DIZZY</b>	Medical	PERSON DIZZY	12	1.53%
<b>DOWN</b>	Medical	PERSON DOWN	7	0.89%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	3	0.38%
<b>ELEV</b>	Service	ELEVATOR RESCUE	1	0.13%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	5	0.64%
<b>EVENT</b>	Other	SPECIAL EVENT	1	0.13%
<b>EXPOS</b>	Medical	EXPOSURE	2	0.25%
<b>FALL1</b>	Medical	FALL MAJOR	47	5.98%
<b>FALL2</b>	Medical	FALL MINOR	36	4.58%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	2	0.25%
<b>FNO</b>	Fire	FIRE NOW OUT	2	0.25%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	2	0.25%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	5	0.64%
<b>GIB</b>	Medical	G.I. BLEED	2	0.25%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	1	0.13%
<b>HEADPN</b>	Medical	HEAD PAIN	2	0.25%
<b>HEART</b>	Medical	HEART PROBLEM	4	0.51%
<b>HOUSE</b>	Fire	HOUSE FIRE	6	0.76%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	2	0.25%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	2	0.25%
<b>INVL</b>	Medical	ASSIST THE INVALID	24	3.05%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	3	0.38%
<b>MED</b>	Medical	MISC MEDICAL	20	2.54%
<b>MEDALR</b>	Medical	MEDICAL ALARM	14	1.78%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	1	0.13%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	13	1.65%
<b>OD</b>	Medical	OVERDOSE	4	0.51%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	5	0.64%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	1	0.13%

# APPENDICES

<b>PEDI</b>	Medical	PEDIATRIC	5	0.64%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	1	0.13%
<b>PSYCH</b>	Medical	PSYCHIATRIC	9	1.15%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	4	0.51%
<b>REFUSE</b>	Fire	REFUSE FIRE	1	0.13%
<b>RESCUE</b>	Medical	RESCUE	1	0.13%
<b>RESET</b>	Fire	FIRE ALARM RESET	1	0.13%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	16	2.04%
<b>SICK</b>	Medical	PERSON SICK	3	0.38%
<b>SICK2</b>	Medical	PERSON SICK	2	0.25%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	7	0.89%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	3	0.38%
<b>STR</b>	Fire	STRUCTURE FIRE	4	0.51%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	22	2.80%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	13	1.65%
<b>TC</b>	Medical	TRAFFIC COLLISION	62	7.89%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	7	0.89%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	4	0.51%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	2	0.25%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	3	0.38%
<b>TCSTR</b>	Medical	VEHICLE INTO A STRUCTURE	1	0.13%
<b>TR1</b>	Medical	SEVERE TRAUMA	10	1.27%
<b>TR2</b>	Medical	MINOR TRAUMA	14	1.78%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	23	2.93%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	1	0.13%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	11	1.40%
<b>VAULT</b>	Fire	ELECTRICAL VAULT FIRE	1	0.13%
<b>VEG</b>	Fire	VEGETATION FIRE	1	0.13%
<b>VEH</b>	Fire	VEHICLE FIRE	1	0.13%
<b>WATER</b>	Service	MINOR FLOODING	7	0.89%
<b>WIRES</b>	Service	WIRES DOWN	12	1.53%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	2	0.25%

## APPENDIX M – SIERRA MADRE FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	15	1.84%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	7	0.86%

# APPENDICES

<b>ALARM</b>	Fire	FIRE ALARM	35	4.30%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	3	0.37%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	29	3.56%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	3	0.37%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	4	0.49%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	2	0.25%
<b>ARC</b>	Service	ARCING WIRES	2	0.25%
<b>ASLT</b>	Medical	ASSAULT VICTIM	13	1.60%
<b>BACK</b>	Medical	BACK PAIN	4	0.49%
<b>BIO</b>	Service	BIOHAZARD INVESTIGATION	1	0.12%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	3	0.37%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	2	0.25%
<b>BOMB</b>	Fire	EXPLOSIVES/BOMB THREAT/SCARE	1	0.12%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	10	1.23%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	57	7.00%
<b>BURN</b>	Medical	BURN INJURY	2	0.25%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	5	0.61%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	38	4.67%
<b>CHOK</b>	Medical	PERSON CHOKING	4	0.49%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	7	0.86%
<b>DIZZY</b>	Medical	PERSON DIZZY	9	1.11%
<b>DOWN</b>	Medical	PERSON DOWN	11	1.35%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	1	0.12%
<b>ELECF</b>	Fire	ELECTRICAL FIRE	2	0.25%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	1	0.12%
<b>EVENT</b>	Other	SPECIAL EVENT	1	0.12%
<b>EXPOS</b>	Medical	EXPOSURE	3	0.37%
<b>FALL1</b>	Medical	FALL MAJOR	46	5.65%
<b>FALL2</b>	Medical	FALL MINOR	48	5.90%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	1	0.12%
<b>FLOW</b>	Fire	SPRINKLER SYSTEM ACTIVATED	1	0.12%
<b>FNO</b>	Fire	FIRE NOW OUT	1	0.12%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	2	0.25%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	10	1.23%
<b>GIB</b>	Medical	G.I. BLEED	3	0.37%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	2	0.25%
<b>GSW</b>	Medical	GUNSHOT WOUND	1	0.12%



## APPENDICES

<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	9	1.11%
<b>HEADPN</b>	Medical	HEAD PAIN	2	0.25%
<b>HEART</b>	Medical	HEART PROBLEM	12	1.47%
<b>HOUSE</b>	Fire	HOUSE FIRE	4	0.49%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	1	0.12%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	3	0.37%
<b>INVL</b>	Medical	ASSIST THE INVALID	29	3.56%
<b>LAW</b>	Service	PD ASSIST/STAND-BY	1	0.12%
<b>MALF</b>	Service	MALFUNCTION	4	0.49%
<b>MED</b>	Medical	MISC MEDICAL	29	3.56%
<b>MEDALR</b>	Medical	MEDICAL ALARM	20	2.46%
<b>MTNRES</b>	Medical	MOUNTAIN RESCUE	4	0.49%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	4	0.49%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	17	2.09%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	4	0.49%
<b>OD</b>	Medical	OVERDOSE	13	1.60%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	2	0.25%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	1	0.12%
<b>PEDI</b>	Medical	PEDIATRIC	6	0.74%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	2	0.25%
<b>PSYCH</b>	Medical	PSYCHIATRIC	14	1.72%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	9	1.11%
<b>REFUSE</b>	Fire	REFUSE FIRE	1	0.12%
<b>RESCUE</b>	Medical	RESCUE	1	0.12%
<b>RESET</b>	Fire	FIRE ALARM RESET	2	0.25%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	24	2.95%
<b>SICK</b>	Medical	PERSON SICK	10	1.23%
<b>SICK2</b>	Medical	PERSON SICK	6	0.74%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	5	0.61%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	16	1.97%
<b>STR</b>	Fire	STRUCTURE FIRE	1	0.12%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	15	1.84%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	18	2.21%
<b>TC</b>	Medical	TRAFFIC COLLISION	22	2.70%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	5	0.61%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	3	0.37%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	2	0.25%

# APPENDICES

<b>TR1</b>	Medical	SEVERE TRAUMA	12	1.47%
<b>TR2</b>	Medical	MINOR TRAUMA	23	2.83%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	16	1.97%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	10	1.23%
<b>VEG</b>	Fire	VEGETATION FIRE	2	0.25%
<b>WATER</b>	Service	MINOR FLOODING	10	1.23%
<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	4	0.49%
<b>WIRES</b>	Service	WIRES DOWN	23	2.83%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	3	0.37%

## APPENDIX N – SOUTH PASADENA FIRE DEPARTMENT

Type	Category	Description	Total	% of Total
<b>ABD1</b>	Medical	ABDOMINAL PAIN - ALS	13	0.77%
<b>ABD2</b>	Medical	ABDOMINAL PAIN - BLS	13	0.77%
<b>ALARM</b>	Fire	FIRE ALARM	155	9.20%
<b>ALLERGY</b>	Medical	ALLERGIC REACTION	16	0.95%
<b>ALOC</b>	Medical	ALTERED LEVEL OF CONSCIOUSNESS	60	3.56%
<b>ANIMAL</b>	Service	ANIMAL RESCUE / ASSIST	2	0.12%
<b>APPL1</b>	Fire	APPLIANCE FIRE - MAJOR	5	0.30%
<b>APPL2</b>	Fire	APPLIANCE FIRE - MINOR	1	0.06%
<b>APT</b>	Fire	APARTMENT HOUSE FIRE	7	0.42%
<b>ARC</b>	Service	ARCING WIRES	5	0.30%
<b>ASLT</b>	Medical	ASSAULT VICTIM	25	1.48%
<b>BACK</b>	Medical	BACK PAIN	10	0.59%
<b>BITE1</b>	Medical	ANIMAL/STINGS - ALS	3	0.18%
<b>BITE2</b>	Medical	ANIMAL/STINGS - BLS	2	0.12%
<b>BP</b>	Medical	BLOOD PRESSURE PROBLEM	26	1.54%
<b>BREATH</b>	Medical	SHORTNESS OF BREATH	95	5.64%
<b>BRUSH</b>	Fire	BRUSH FIRE	1	0.06%
<b>CARBON</b>	Fire	CARBON MONOXIDE ALARM	4	0.24%
<b>CHEST</b>	Medical	CHEST PAINS - HEART ATTACK	59	3.50%
<b>CHOKE</b>	Medical	PERSON CHOKING	7	0.42%
<b>DAMAGE</b>	Service	DAMAGE INVESTIGATION	2	0.12%
<b>DIAB</b>	Medical	DIABETIC PROBLEM	17	1.01%
<b>DIZZY</b>	Medical	PERSON DIZZY	23	1.36%
<b>DOWN</b>	Medical	PERSON DOWN	53	3.15%
<b>DROWN</b>	Medical	DROWNING/DIVING INCIDENT	2	0.12%

## APPENDICES

<b>ELECF</b>	Fire	ELECTRICAL FIRE	5	0.30%
<b>ELEV</b>	Service	ELEVATOR RESCUE	8	0.47%
<b>EMS</b>	Medical	EMS CALL -- NO DETAILS	5	0.30%
<b>EMSFYW</b>	Medical	EMER MEDICAL SVC ON THE FWY	2	0.12%
<b>ENG</b>	Service	MISC RESPONSE FOR 1 ENGINE	3	0.18%
<b>EXPOS</b>	Medical	EXPOSURE	2	0.12%
<b>EYE</b>	Medical	EYE INJURY	1	0.06%
<b>FALL1</b>	Medical	FALL MAJOR	78	4.63%
<b>FALL2</b>	Medical	FALL MINOR	91	5.40%
<b>FLOOD</b>	Service	MAJOR FLOODED CONDITION	2	0.12%
<b>FNO</b>	Fire	FIRE NOW OUT	2	0.12%
<b>FUEL</b>	Service	FUEL SPILL	5	0.30%
<b>GASI</b>	Service	ODOR OF NATURAL GAS INSIDE	9	0.53%
<b>GASO</b>	Service	ODOR OF NATURAL GAS OUTSIDE	10	0.59%
<b>GIB</b>	Medical	G.I. BLEED	10	0.59%
<b>GMAIN</b>	Service	BROKEN GAS MAIN	2	0.12%
<b>GSW</b>	Medical	GUNSHOT WOUND	2	0.12%
<b>HANG</b>	Medical	PERSON HANGING	1	0.06%
<b>HAZARD</b>	Service	INVESTIGATE A HAZARDOUS COND	13	0.77%
<b>HEADPN</b>	Medical	HEAD PAIN	7	0.42%
<b>HEART</b>	Medical	HEART PROBLEM	26	1.54%
<b>HOUSE</b>	Fire	HOUSE FIRE	4	0.24%
<b>HYD</b>	Service	FLOWING/GUSHING/SHEARED HYDRNT	2	0.12%
<b>ILLEG</b>	Fire	ILLEGAL BURNING	6	0.36%
<b>INVL</b>	Medical	ASSIST THE INVALID	26	1.54%
<b>JUMPER</b>	Medical	PERSON THREATENING TO JUMP	1	0.06%
<b>LOCK</b>	Service	PERSON LOCKED IN - LOCKED OUT	13	0.77%
<b>MALF</b>	Service	MALFUNCTION	3	0.18%
<b>MED</b>	Medical	MISC MEDICAL	63	3.74%
<b>MEDALR</b>	Medical	MEDICAL ALARM	29	1.72%
<b>NOSE</b>	Medical	NOSE BLEED NON-TRAUMATIC	2	0.12%
<b>NOTBR</b>	Medical	PERSON NOT BREATHING	22	1.31%
<b>OBGYN</b>	Medical	OBSTETRICS/GYNECOLOGICAL	9	0.53%
<b>OD</b>	Medical	OVERDOSE	25	1.48%
<b>ODOR</b>	Service	MISC. ODOR INVESTIGATION	4	0.24%
<b>OUT</b>	Fire	MISC OUTSIDE FIRE	6	0.36%
<b>OUTFWY</b>	Fire	MISC OUTSIDE FIRE ON THE FWY	2	0.12%

# APPENDICES

<b>PEDI</b>	Medical	PEDIATRIC	13	0.77%
<b>POLE</b>	Fire	TRANSFORMER/STREET LIGHT FIRE	16	0.95%
<b>PSYCH</b>	Medical	PSYCHIATRIC	34	2.02%
<b>PUBLIC</b>	Service	PUBLIC ASSIST	8	0.47%
<b>REFUSE</b>	Fire	REFUSE FIRE	5	0.30%
<b>RESCUE</b>	Medical	RESCUE	3	0.18%
<b>RESET</b>	Fire	FIRE ALARM RESET	1	0.06%
<b>RESFWY</b>	Medical	RESCUE ON THE FWY	2	0.12%
<b>ROOF1</b>	Service	ONE STORY ROOF CHECK	1	0.06%
<b>ROOF2</b>	Service	ROOF CHECK 2 STORIES & ABOVE	1	0.06%
<b>SEIZ</b>	Medical	PERSON IN SEIZURE	49	2.91%
<b>SICK</b>	Medical	PERSON SICK	15	0.89%
<b>SICK2</b>	Medical	PERSON SICK	3	0.18%
<b>SMOKEI</b>	Fire	SMOKE IN A STRUCTURE	9	0.53%
<b>SMOKEO</b>	Fire	SMOKE IN THE AREA	26	1.54%
<b>STR</b>	Fire	STRUCTURE FIRE	5	0.30%
<b>STROKE</b>	Medical	CVA-NEUROLOGIC	21	1.25%
<b>SYNCO</b>	Medical	SYNCOPE/FAINTED NOW CONS	35	2.08%
<b>TC</b>	Medical	TRAFFIC COLLISION	67	3.98%
<b>TCBIKE</b>	Medical	TRAFFIC COLLISION W/BICYCLE	15	0.89%
<b>TCFWY</b>	Medical	TRAFFIC COLLISION ON THE FWY	16	0.95%
<b>TCMC</b>	Medical	TRAFFIC COLLISION W/MOTORCYCLE	8	0.47%
<b>TCPED</b>	Medical	TRAFFIC COLLISION W/PEDESTRIAN	13	0.77%
<b>TCRAIL</b>	Medical	TRAFFIC COLLISION WITH TRAIN	1	0.06%
<b>TCRES</b>	Medical	TRAFFIC COLLISION-RESCUE	2	0.12%
<b>TOXIC</b>	Medical	INGESTION-POISONING-INHALATION	6	0.36%
<b>TR1</b>	Medical	SEVERE TRAUMA	19	1.13%
<b>TR2</b>	Medical	MINOR TRAUMA	34	2.02%
<b>UNCON</b>	Medical	PERSON UNCONSCIOUS-UNRESPONSIV	55	3.26%
<b>UNKF</b>	Fire	UNKNOWN TYPE FIRE	1	0.06%
<b>UNKMED</b>	Medical	UNKNOWN MEDICAL	17	1.01%
<b>VEG</b>	Fire	VEGETATION FIRE	8	0.47%
<b>VEGFWY</b>	Fire	VEGETATION FIRE ON THE FWY	4	0.24%
<b>VEH</b>	Fire	VEHICLE FIRE	8	0.47%
<b>VEHFWY</b>	Fire	VEHICLE FIRE ON THE FREEWAY	3	0.18%
<b>VEHSTR</b>	Fire	VEHICLE FIRE IN A STRUCTURE	1	0.06%
<b>WATER</b>	Service	MINOR FLOODING	16	0.95%



# APPENDICES

<b>WELFAR</b>	Medical	INVESTIGATE THE WELFARE	2	0.12%
<b>WIRES</b>	Service	WIRES DOWN	31	1.84%
<b>WMAIN</b>	Service	BROKEN WATER MAIN	4	0.24%

## APPENDIX O – PHOTO CREDITS

Unless otherwise noted below all photo credit is displayed on each photo.

Strike Teams - Page 37 - Photo Credit: Gene Blevins

ALH - Page 47 - 1001 A Dream - Website

- [http://www.crownfireapparatus.com/crownfireapparatus.com/F\\_1001/Pages/A\\_Dream\\_files/Media/img177/thumb.jpg](http://www.crownfireapparatus.com/crownfireapparatus.com/F_1001/Pages/A_Dream_files/Media/img177/thumb.jpg) - circa 1976, Engine and Rescue #2, a 1969 Chevrolet and a 1970 CF Mack.

BRK - Page 60 - Burbank Leader - 700 E. Palm - Triplex Fire - March 13, 2014

- <http://www.trbimg.com/img-5322281d/turbine/tn-blr-officials-say-electrical-wiring-caused--002/2000/2000x1336>

MRV - Page 69 - [http://www.gemcityimages.com/2012\\_05\\_01\\_archive.html](http://www.gemcityimages.com/2012_05_01_archive.html) "Tommy" The city's very first Seagrave fire engine dated circa 1917

MTB - Page 73 - Sept/2013 - Armenian Mesrobian School Tour [http://4.bp.blogspot.com/-HtuFvyW9IIQ/Ukltn7efSOI/AAAAAAAAADCw/zrHeOHYzvsg/s1600/image+\(1\).jpeg](http://4.bp.blogspot.com/-HtuFvyW9IIQ/Ukltn7efSOI/AAAAAAAAADCw/zrHeOHYzvsg/s1600/image+(1).jpeg)

PAS - Page 82 - The Pasadena Citizen Blog - Oct. 8, 2014

- <http://bloximages.chicago2.vip.townnews.com/yourhoustonnews.com/content/tncms/assets/v3/editorial/5/ea/5ea10181-2940-56fc-98a2-24a23cacda7b/4e90bf38a9788.image.jpg>

SGB - Page 86 - KABC local news

- [http://cdn.abclocal.go.com/content/kabc/images/cms/322078\\_1280x720.jpg](http://cdn.abclocal.go.com/content/kabc/images/cms/322078_1280x720.jpg)

SPS - Page 98 - South Pasadena Review - Now Section - Nov 2014

- <http://south.pasadenanow.com>

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