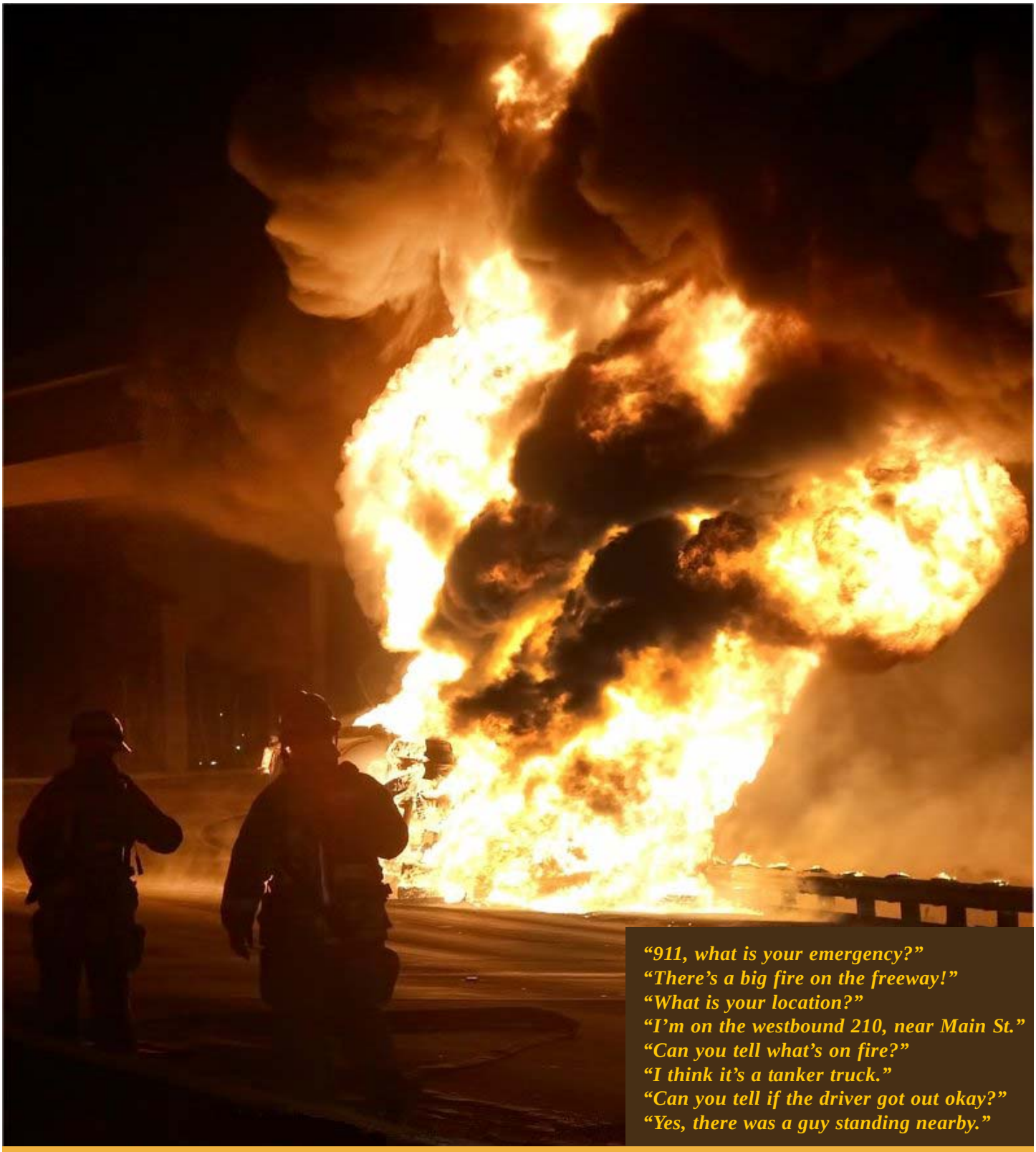


"911, what is your emergency?"
"There's a big fire on the freeway!"
"What is your location?"
"I'm on the westbound 210, near Main St."
"Can you tell what's on fire?"
"I think it's a tanker truck."
"Can you tell if the driver got out okay?"
"Yes, there was a guy standing nearby."

Verdugo Fire Communications Center

Fiscal Year 2012-13

Annual Report



The Verdugo Task Force, comprised of representatives from all 13 agencies and Verdugo staff, meets monthly at Verdugo. (Photo by Ross Benson, FirePictures.com)

VERDUGO FIRE COMMUNICATIONS CENTER

FY12-13 Committee Members

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

Operations Committee
Kenet Robertson, Assistant Fire Chief, Burbank
Tom Propst, Battalion Chief, Glendale
Michael Maas, Battalion Chief, Pasadena

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

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

Task Force Representatives

Kenet Robertson, Assistant Chief, Burbank
Tom Propst, Battalion Chief, Glendale
Michael Maas, Battalion Chief, Pasadena
Tom Phelps, Battalion Chief, Alhambra
Kurt Norwood, Deputy Chief, Arcadia
Chris Fabrizio, Division Chief, Monrovia
Kevin Collinge, Division Chief, Montebello
Randy Harper, Battalion Chief, Monterey Park
Bryan Frieders, Battalion Chief, San Gabriel
Mark Dondanville, Division Chief, San Marino
Todd Conrad, Vol. Fire Captain, Sierra Madre
Paul Riddle, Fire Captain, South Pasadena
John Scanlon, Fire Chief, Burbank-Glendale-Pasadena Airport Authority

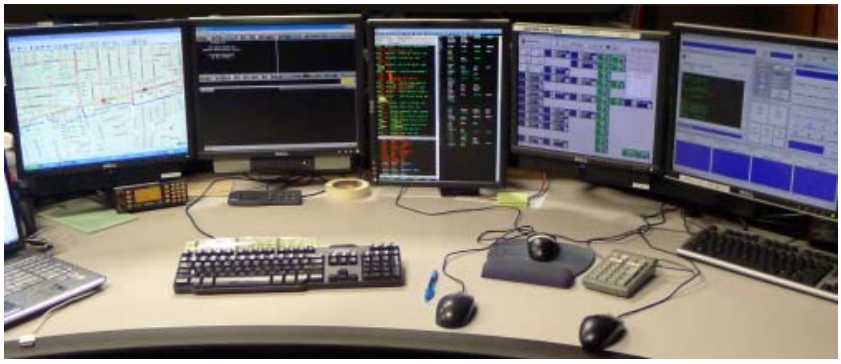
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Verdugo Annual Report FY2012-13

It is our pleasure to present the latest edition of the Verdugo Fire Communications Center's annual report, a comprehensive summary of dispatch operations from July 1, 2012 to June 30, 2013.

Verdugo's incident volume has increased by over 40% in the past decade, primarily due to the addition of Monterey Park, Alhambra, Montebello and the Burbank-Glendale-Pasadena Airport Authority Fire Department as contract dispatch agencies. Medical incidents now represent over 80% of Verdugo's incidents, compared to 76% ten years ago. Automatic and mutual aid responses have more than doubled in this time, in part thanks to implementation of the Unified Response system in 2006. During this past fiscal year, incidents were up 2.7% over the previous year and total out of jurisdiction responses increased 1.3%.

This fiscal year was unusual in terms of capital spending. Although over $824,000 was budgeted for capital outlay projects, only about 7% of this amount was spent. Most of the planned projects had to be postponed due to technological issues on the vendor's side, so funds were carried over to the next fiscal year. Noteworthy projects completed include the design and transition plan for Verdugo's network upgrade and creation of a fire block polygon layer for Verdugo's mapping system, to further refine the dynamic vehicle recommendation enhancement of Verdugo's computer-aided dispatch system.

Staffing was another major focus this year. A bulletin posted in July 2012 yielded a new list of Fire Communications Operator candidates, with four being hired in mid-February 2013. Training of new dispatchers requires six months or more of intensive study and on-the-job experience to learn the fundamentals of the Center.

When faced with a 911 caller's crisis, call-taking personnel strive to instill a level of calm and order to facilitate communications for the nature and location of the emergency. They offer emergency medical dispatch instructions to assist the caller until paramedics arrive, and pre-arrival instructions are given to support the victim or scene safety. A vast array of factors are taken into account to evaluate which units to dispatch, and the level of complexity increases dramatically in a regional dispatch center where automatic and mutual aid agreements exist between agencies for specific types of incidents in certain locations. We deeply appreciate the dedication and professionalism of the Verdugo dispatchers and those who supervise and support them in this complex but vitally important mission.

Sincerely,

Tom Lenahan, Fire Chief
Burbank Fire Department

Harold Scoggins, Fire Chief
Glendale Fire Department

Calvin E. Wells, Fire Chief
Pasadena Fire Department



Introduction

History



Verdugo Fire Communications Center was established August 1, 1979, when the founding cities of Burbank, Glendale, and Pasadena were faced with limited local resources, voluntary mutual aid with an average 45-minute delay, unfamiliarity with neighboring cities' geography, nonstandard fire-fighting tactics, incompatible equipment, and a lack of common radio frequencies.

The name Verdugo was chosen because the Verdugo mountain range spanned the three cities. Glendale was chosen for the Center's site due to its central location. The Center is overseen jointly by the Burbank, Glendale, and Pasadena Fire Chiefs.

The benefits of a regional dispatch center were recognized immediately. In its first year of operation, Verdugo dispatched over 19,000 incidents. The agreement among the three cities included a "no borders" clause – the closest fire engine responded to calls regardless of jurisdiction.

There were 23 fire stations in the borderless system, and up to 15 fire engines could be dispatched to a major incident without delay. Specialized equipment was shared among the three cities, including an Air Utility, 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 became the 13th agency to contract for Verdugo's dispatch services, bringing the total to 44 fire stations in the Verdugo System.

City	Population*	Assessed Property Value**	Area (sq.mi.)	Joined Verdugo
Alhambra	84,240	$6,885,116,643	7.62	4-13-06
Arcadia	56,866	$10,848,615,545	12	10-21-99
Burbank	104,982	$16,219,096,816	17.15	5-20-81
Glendale	193,652	$22,601,991,516	30.59	8-1-79
Monrovia	36,943	$4,049,028,799	13.73	7-1-99
Montebello	63,184	$4,509,378,999	8.3	2-26-09
Monterey Park	61,445	$5,617,836,448	7.7	2-1-05
Pasadena	140,020	$21,231,921,514	23	9-4-79
San Gabriel	40,153	$3,836,986,810	4.1	4-7-00
San Marino	13,246	$4,602,326,543	3.75	4-17-96
Sierra Madre	11,023	$1,662,576,790	3	10-21-99
South Pasadena	25,857	$3,460,822,055	3.44	4-17-96
Totals	**831,611**	**$105,525,698,478**	**134.38**	

** State of California, Department of Finance, E-1 Population Estimates for Cities, Counties, and the State with Annual Percent Change — January 1, 2012 and 2013.* Sacramento, California, May 2013.
***County of Los Angeles Taxpayers' Guide, 2012-2013*, Secured Property – Taxable Net, pp.140-166.

Benefits of Regional Dispatch

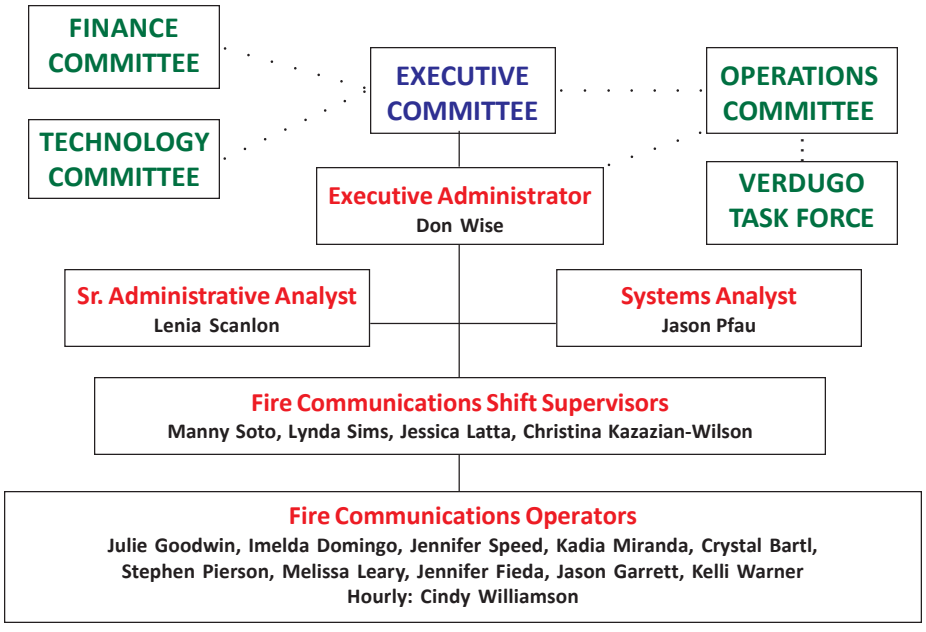
Since its first year of operation, Verdugo has dispatched over 1,400,000 incidents. The Verdugo regional dispatch system has been very successful, providing the highest level of service to the citizens of its 12 cities and the Bob Hope Airport, saving taxpayer dollars.

The benefits of 13 fire agencies combining resources into this single, regional communication center include:



- Costs of personnel and computer, phone, dispatch and radio communication systems are shared between multiple agencies, lowering each agency's share and eliminating unnecessary and costly redundancy;
- Dispatchers who specialize in fire and rescue and are able to provide Emergency Medical Dispatch instructions to callers prior to the arrival of paramedics;
- Coordination of "unified responses" within the Area C automatic aid system and beyond is centralized;
- Fast access to OES resources through ROSS (Resource Ordering and Status System), a national system for dispatch of mutual aid resources to another jurisdiction's fire or requests for resources for larger scale incidents within the Verdugo System.
- Common radio frequencies permit relatively seamless operations on major incidents, increased safety on the fireground, and faster initial responses;
- Redundancy of critical radio, telephone, and computer-aided dispatch (CAD) systems prevents unnecessary interruptions in service;
- Fire stations are alerted automatically through CAD, which provides a hard-copy printout and displays dispatch information on mobile computer terminals (MCT's);
- Status changes and movements are recorded using MCT's, reducing radio channel congestion;
- Notifications to key personnel are automatically triggered by alarm level or incident type through CAD, or manually by the dispatchers;
- Detailed incident history information is recorded through CAD;
- The ReddiNet hospital status system displays local hospital emergency department status for EMS incidents;
- Monthly Task Force meetings are held where Chief Officers share in decision making and keep their colleagues in the other Verdugo System agencies updated and informed;
- In-depth statistical analysis of fire and rescue incidents using data captured by the CAD system.

Verdugo Organization Chart



· · · *Indicates an advisory role*

Communications Experience

The 14 full-time and 1 hourly Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 162 years' experience at the Verdugo dispatch center and 207 total years of fire or police communications experience.

Emergency Communications



Dialing 9-1-1 in any of the cities served by Verdugo Fire Communications Center will connect the caller to either the local police department or to California Highway Patrol dispatchers. Fire, rescue, and medical calls are immediately transferred to Verdugo dispatchers. When the emergency call is received at Verdugo, an operator enters the pertinent details into the computer and these are immediately transmitted via both voice radio and mobile computer terminal to the closest fire and/or paramedic equipment available. Emergency personnel are on the road within a minute or two of receiving the radio call and remain in constant radio contact with the Communications Center as additional details are received. Under most circumstances, emergency response equipment and personnel begin to arrive at the scene of the incident within 4-5 minutes of being dispatched.

Dispatching for 12 Southern California cities and an airport fire department poses numerous challenges. Many residents speak a limited amount of English and have difficulty conveying the details of their emergency until a translator is called to assist. Verdugo dispatchers must be familiar with streets and freeways in a densely populated, highly diverse geographic area covering over 134 square miles. In addition, callers are often in a state of agitation or anxiety due to their emergency situation; patience and ingenuity may be required to extract the necessary information.

Verdugo dispatchers are highly trained and experienced individuals who process hundreds of incoming calls each day and strive to dispatch appropriate resources promptly and accurately. All are trained in Emergency Medical Dispatch procedures and frequently instruct callers on delivery of First Aid or CPR until emergency medical personnel arrive. This vital link in the emergency response chain can help to mitigate an emergency and even save lives during the few minutes it takes for firefighters and paramedics to arrive.

Language Translation Services

When a call is received for fire or paramedic services and the caller is unable to convey the necessary information in English, the 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 858 calls between July 1, 2012 and June 30, 2013, representing just over 1% of all incidents. Twenty-one different languages were requested by Verdugo System callers.

Language	Minutes	Calls	Av. Duration (min.)	% of Translated Calls
Arabic	51	10	5.1	1.2%
Armenian	685	193	3.5	22.5%
Bengali	2	1	2	0.1%
Cambodian	23	3	7.7	0.3%
Cantonese	235	61	3.9	7.1%
Farsi	31	10	3.1	1.2%
French	2	1	2	0.1%
German	3	1	3	0.1%
Haitian Creole	2	1	2	0.1%
Hindi	1	1	1	0.1%
Japanese	18	4	4.5	0.5%
Korean	52	10	5.2	1.2%
Mandarin	637	158	4.0	18.4%
Portuguese	3	1	3	0.1%
Russian	47	13	3.6	1.5%
Spanish	1,248	359	3.5	41.8%
Tagalog	18	6	3	0.7%
Taiwanese	3	1	3	0.1%
Thai	18	3	6	0.3%
Turkish	6	1	6	0.1%
Vietnamese	63	20	3.2	2.3%
Totals:	**3,148**	**858**	**3.7**	**100.0%**

Fire Department Resources

As of June 30, 2013, there were a total of 44 fire stations, 46 engine companies or airport crash apparatus, 13 truck companies, 25 ambulances, 1 paramedic squad, 4 air utilities, 3 brush engines, 13 command vehicles, 2 hazmat vehicles, 6 USARs, and 6 water tenders within the Verdugo System.

	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	PM Squad	0	6	1	1	1	1	25+Squad
Additional Units:														
Air Utility	0	1	0	0	1	0	0	1	0	0	0	0	1	4
Brush Engine	0	0	0	0	1	0	0	2	0	0	0	0	0	3
Command	1	1	1	1	1	1	1	1	1	1	1	1	1	13
Hazmat	0	0	1	0	1	0	0	0	0	0	0	0	0	2
USAR	1	0.5	0	0	1	0.5	0.5	1	1	0.5	0	0	0	6
Water Tender	0	0	1	0	2	0	1	0	1	0	1	0	0	6

*Arcadia and Monrovia share a USAR, as do Monterey Park and San Gabriel. These are indicated by 0.5 each. Monterey Park's Quint, Q61, is included as a Truck.

Fiscal Year 2012-13 Verdugo Fire Communications Financial Overview

Financially, Verdugo is operated as an Enterprise Fund by the City of Glendale. The ten contract cities pay on a per-incident basis. The tri-cities' shares of operating costs are calculated using a weighted formula (70% incidents, 15% population, 15% assessed property value). Capital contributions by the tri-cities are the same for each agency and are based on a 12-year technology plan that strives to evenly distribute upcoming capital costs to minimize year to year variations in charges. Capital purchases in FY2012-13 included consulting services related to a network upgrade and the final payment for the CAD servers purchased in FY2011-12.

Based on the preliminary year-end figures below, revenues exceeded expenditures by $753,919 during the fiscal year. A total of $720,245 was carried over to the next fiscal year for projects postponed by the vendor or in progress but not yet completed. The remaining surplus funds are earmarked for future capital purchases, as stipulated in the 12-year technology plan.

	Tri-Cities	Contract Cities	Total
Revenue			
Charges for Service	$1,581,068	$1,706,957	$3,288,025
Capital Contribution	$622,080		$622,080
Subtotal			$3,910,105
Interest & Misc. Revenue			$32,297
TOTAL			**$3,942,402**
Expenditures			
Salaries & Benefits			$2,097,248
Maint. & Operations			$1,032,630
Capital Outlay			$58,605
TOTAL			**$3,188,483**
Revenue minus expenditures			**$753,919**

The Tri-Cities are Burbank, Glendale and Pasadena. Contract agencies include Alhambra, Arcadia, Monrovia, Montebello, Monterey Park, San Gabriel, San Marino, Sierra Madre, and South Pasadena Fire Departments, along with the Burbank-Glendale-Pasadena Airport Authority Fire Department.

FY2012-13 Accomplishments

- 149,712 phone calls were processed by Verdugo dispatchers, including 72,053 incidents that were dispatched to jurisdictions within the Verdugo System and mutual aid responses outside Verdugo boundaries. This represents a 2.7% increase in incidents compared to the previous year. Ring-time statistics indicate that over 99% of calls on emergency lines were answered in 15 seconds or less.
- A network upgrade design and transition plan were completed by an outside vendor to improve Verdugo's network security. Fiber based internet service was obtained with sufficient bandwidth for anticipated future and backup needs.
- Motorola MCC7500 Conventional Site Controller and Gateways were procured using tri-city grant funds. These will allow agencies using MCC7500 consoles to share radio base stations installed at Verdugo, and Verdugo to access its backup resources when operating from an MCC7500-equipped dispatch center.
- The final phase of a grant-funded upgrade of the fire station alerting system was completed with the addition of two Monrovia fire stations and equipment installations in seven Glendale fire stations in the Verdugo System. The Westnet First-In alerting system is now in 30 of the 44 Verdugo System fire stations.
- At no net cost to Verdugo, a decommissioned radio network controller (RNC) and 58 vehicle radio modems (VRMs) were obtained from another public safety agency to meet potential needs during the final years of Verdugo's RD-LAP data system. Twenty-four surplus portable radios were supplied in exchange for this equipment.

FY 2013-14 Goals

- Continue providing prompt, efficient and professional handling of all calls for fire and paramedic assistance and supply emergency pre-arrival instructions to callers as needed until help arrives. Continue to exceed NFPA 1221 standards by answering 99% of emergency calls (standard is 95%) in 15 seconds or less.
- Continue monitoring compliance with NFPA 1221 and 1710 performance benchmarks and ISO standards, and contact NFPA Review Board regarding the need for revisions to new monthly reporting standards.
- Implement the first end-to-end IP-based 9-1-1 system in California, in collaboration with eight local police dispatch agencies. This will replace legacy telephone premise equipment on the dispatch floor and "back room" supporting infrastructure.
- Finish equipping Verdugo's disaster recovery site in Burbank by acquiring phone and radio equipment. Perform semi-annual drills including simulated evacuation of the dispatch center and occupation of the alternate site and/or loss of CAD, voice and data radio functions.
- Implement the La Tuna Canyon VHF Radio Communications Plan after programming and training have been completed.
- Install a system of backup base station radio consolettes in the Verdugo Radio Room to monitor the ICIS radio system cells for Failsoft, Site Trunking and any other types of system failure.
- Work toward replacing the existing radio console workstations with state of the art consoles that are Project 25 compliant and integrate to the ASTRO 25 core of the ICIS trunked radio system. Continue interviewing vendors and develop a Request for Proposal (RFP).
- Extend the XLC Access simulcast repeater system for improved coverage in the southernmost section of the Verdugo System and surrounding mutual aid areas.
- Purchase and install backup battery power at the Bilike radio site for the RED11 equipment and the Monrovia hotel location of the RED12 equipment to support operation through a power outage lasting 10-12 hours.
- Complete the remaining sections of the Verdugo policies and procedures manual and publish it on the Unified Response web site.
- Fill the Fire Communications Supervisor position and three vacant Fire Communications Operator positions. Establish a mini-academy to train the new dispatchers.
- Collaborate with the Area C Coordinator to complete and distribute an Area C / Cal OES Operational Plan.
- Together with several regional communications centers, hire a consultant with grant funds to prepare and implement an RFP for interagency exchange of incident and unit data between CAD systems supporting reciprocal mutual aid.

Verdugo System

There were 72,053 incidents dispatched by Verdugo Fire Communications in fiscal year 2012-13. The dispatcher determines and enters the most appropriate and descriptive type code for each incident into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 149 Type Codes listed below, the three most frequent incident types were Shortness of Breath (10.5% of Medical incidents), Fire Alarm (62.1% of Fire incidents), and Fall - Minor (9.7% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
AIRPORT ALERT 1--STAND BY	1	<0.1%
APARTMENT HOUSE FIRE	149	1.6%
APPLIANCE FIRE - MAJOR	135	1.4%
APPLIANCE FIRE - MINOR	10	0.1%
ARSON INVESTIGATION	3	<0.1%
BRUSH FIRE	40	0.4%
BRUSH STRIKE TEAM	1	<0.1%
BRUSH STRIKE TEAM	1	<0.1%
BRUSH STRIKE TEAM XLC-1202A	1	<0.1%
BRUSH STRIKE TEAM XLC-1203A	1	<0.1%
BRUSH STRIKE TEAM XLC-1204A	1	<0.1%
BRUSH STRIKE TEAM XLC-1205A	1	<0.1%
CARBON MONOXIDE ALARM	190	2.0%
ELECTRICAL FIRE	155	1.6%
ELECTRICAL VAULT FIRE	20	0.2%
EMERGENCY LANDING AT AIRPORT	22	0.2%
EXPLOSION	3	<0.1%
EXPLOSIVES/BOMB THREAT/SCARE	31	0.3%
FIRE ALARM	5,909	62.1%
FIRE ALARM RESET	96	1.0%
FIRE NOW OUT	100	1.1%
GARAGE FIRE	26	0.3%
HOUSE FIRE	263	2.8%
ILLEGAL BURNING	135	1.4%
MISC OUTSIDE FIRE	152	1.6%
MISC OUTSIDE FIRE ON THE FWY	23	0.2%
MUTUAL AID RESPONSE	4	<0.1%
OVERHEAD MUTUAL AID REQUEST	36	0.4%
REFUSE FIRE	201	2.1%
SMOKE IN A STRUCTURE	223	2.3%
SMOKE IN THE AREA	330	3.5%
SPRINKLER SYSTEM ACTIVATED	13	0.1%
STRUCTURE FIRE	353	3.7%
TRAIN FIRE	1	<0.1%
TRANSFORMER/STREET LIGHT FIRE	120	1.3%
UNKNOWN TYPE FIRE	43	0.5%
VEGETATION FIRE	154	1.6%
VEGETATION FIRE ON THE FWY	67	0.7%
VEHICLE FIRE	299	3.1%
VEHICLE FIRE IN A STRUCTURE	14	0.1%
VEHICLE FIRE ON THE FREEWAY	184	1.9%
WATER TENDER REQUEST	5	0.1%
WATER TENDER REQUEST	2	<0.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	404	0.7%
ABDOMINAL PAIN - BLS	1,309	2.3%
ALLERGIC REACTION	307	0.5%
ALTERED LEVEL OF CONSCIOUSNES	1,806	3.1%
ANIMAL/STINGS - ALS	39	0.1%
ANIMAL/STINGS - BLS	100	0.2%
ASSAULT VICTIM	1,104	1.9%
ASSIST THE INVALID	1,036	1.8%
BACK PAIN	669	1.2%
BLOOD PRESSURE PROBLEM	1,161	2.0%
BUILDING COLLAPSE RESCUE	1	<0.1%
BURN INJURY	36	0.1%
CHEST PAINS - HEART ATTACK	4,129	7.1%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
COLLAPSE/EXTRICATION/RESCUE	3	<0.1%
CVA-NEUROLOGIC	1,242	2.1%
DIABETIC PROBLEM	910	1.6%
DROWNING/DIVING INCIDENT	17	<0.1%
ELECTRICAL SHOCK INJURY	15	<0.1%
EMER MEDICAL SVC ON THE FWY	151	0.3%
EMS CALL -- NO DETAILS	328	0.6%
EXPOSURE	92	0.2%
EYE INJURY	49	0.1%
FALL MAJOR	1,053	1.8%
FALL MINOR	5,638	9.7%
G.I. BLEED	481	0.8%
GUNSHOT WOUND	71	0.1%
HEAD PAIN	320	0.6%
HEART PROBLEM	1,414	2.4%
HOSPITAL TRANSFER	69	0.1%
INGESTION-POISONING-INHALATIO	621	1.1%
INJURY TC WITH FUEL SPILL	14	<0.1%
INVESTIGATE THE WELFARE	40	0.1%
MEDICAL ALARM	659	1.1%
MINOR TRAUMA	1,788	3.1%
MISC MEDICAL	3,477	6.0%
MISC RESPONSE ENGINE & RA	2	<0.1%
MISC RESPONSE FOR 1 RA	1	<0.1%
MOUNTAIN RESCUE	80	0.1%
NON-INJURY TRAFFIC COLLISION	9	<0.1%
NOSE BLEED NON-TRAUMATIC	195	0.3%
OBSTETRICS/GYNECOLOGICAL	352	0.6%
OVERDOSE	725	1.2%
PEDIATRIC 0-36 MONTHS	797	1.4%
PERSON CHOKING	198	0.3%
PERSON DIZZY	1,032	1.8%
PERSON DOWN	1,920	3.3%
PERSON HANGING	13	<0.1%
PERSON IN SEIZURE	1,908	3.3%
PERSON NOT BREATHING	905	1.6%
PERSON SICK	893	1.5%
PERSON STABBED	65	0.1%
PERSON THREATENING TO JUMP	24	<0.1%
PERSON UNCONSCIOUS-UNRESPON	3,211	5.5%
PSYCHIATRIC	874	1.5%
RESCUE	51	0.1%
RESCUE ON THE FWY	251	0.4%
SEVERE TRAUMA	327	0.6%
SHORTNESS OF BREATH	6,077	10.5%
SWIFT WATER RESCUE	2	0.0%
SYNCOPE/FAINTED NOW CONS	1,425	2.5%
TRAFFIC COLLISION	2,896	5.0%
TRAFFIC COLLISION ON THE FWY	1,061	1.8%
TRAFFIC COLLISION W/BICYCLE	305	0.5%
TRAFFIC COLLISION W/MOTORCYCL	164	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	554	1.0%
TRAFFIC COLLISION WITH TRAIN	4	<0.1%
TRAFFIC COLLISION-RESCUE	290	0.5%
UNKNOWN MEDICAL	781	1.3%
VEHICLE INTO A STRUCTURE	87	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	7	0.2%
ANIMAL RESCUE / ASSIST	73	2.3%
ARCING WIRES	63	2.0%
BEE INVESTIGATION	41	1.3%
BIO-CHEMICAL THREAT	3	0.1%
BIOHAZARD INVESTIGATION	89	2.8%
BROKEN GAS MAIN	45	1.4%
BROKEN WATER MAIN	90	2.9%
CHEMICAL OUTSIDE	116	3.7%
DAMAGE INVESTIGATION	21	0.7%
ELEVATOR RESCUE	402	12.8%
FLOWING/GUSHING/SHEARED HYD	78	2.5%
FUEL SPILL	151	4.8%
HAZARDOUS MATERIALS RESPONSE	24	0.8%
INVESTIGATE A HAZARDOUS COND	348	11.0%
INVESTIGATE A MUDLSIDE	2	0.1%
INVESTIGATE OVERCROWDING	12	0.4%
MAJOR FLOODED CONDITION	97	3.1%
MALFUNCTION	80	2.5%
MINOR FLOODING	164	5.2%
MISC RESPONSE ENGINE & TRUCK	5	0.2%
MISC RESPONSE FOR 1 ENGINE	48	1.5%
MISC. ODOR INVESTIGATION	132	4.2%
MISC. RESPONSE FOR A TRUCK	13	0.4%
ODOR OF NATURAL GAS INSIDE	142	4.5%
ODOR OF NATURAL GAS OUTSIDE	191	6.1%
ONE STORY ROOF CHECK	32	1.0%
PD ASSIST/STAND-BY	47	1.5%
PERSON LOCKED IN - LOCKED OUT	183	5.8%
PUBLIC ASSIST	153	4.9%
ROOF CHECK 2 STORIES & ABOVE	25	0.8%
WIRES DOWN	275	8.7%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE TRAINING	7
FIREWORKS VIOLATION	25
SPECIAL EVENT	37
TRANSFER TO POLICE DEPT	4

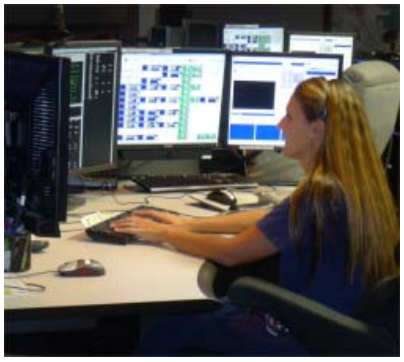


Ross Benson, FirePictures.com

Verdugo Incident Volume

"Incidents" Versus "Responses"

A single incident might involve multiple responses from one or more fire departments. For example, when a house fire in Pasadena is reported to Verdugo, the initial dispatch might include three fire engines, two fire trucks, a rescue ambulance and a Battalion Chief – a total of seven responding vehicles or "unit responses." If additional personnel and equipment are needed, additional engines, trucks, ambulances and other equipment like air utilities and water tenders might be dispatched – sometimes from a neighboring jurisdiction to avoid depleting resources at fire stations near the incident. Each unit dispatched counts as one response, hence a single incident might involve a dozen or more responses, some of which might be providing automatic or mutual aid from another jurisdiction.



Total Incidents Per City

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

	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS
Fire	519	705	1,218	48	1,454	420	386	714	2,915	276	103	184	266
Medical	4,213	3,594	7,818	147	14,350	3,169	2,749	3,898	13,006	1,914	636	588	1,188
Service	291	212	406	64	599	170	192	187	621	93	80	47	131
Other	1	3	9	0	9	2	1	1	28	0	0	2	2
TOTAL	5,024	4,514	9,451	259	16,412	3,761	3,328	4,800	16,570	2,283	819	821	1,587

Total Unit Responses Per Fire Department

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

	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS
Engine	5,503	4,731	10,575	171	18,524	4,150	3,542	5,520	17,314	2,631	330	932	1,693
Ambulance *	4,478	3,705	8,576	256	15,969	542	1,792	–	14,898	1,800	689	1,016	1,267
Truck	757	854	1,389	–	2,958	3,455	683	1,030	2,597	–	–	–	–
TOTAL	10,738	9,290	20,540	427	37,451	8,147	6,017	6,550	34,809	4,431	1,019	1,948	2,960

**ALS & BLS ambulance dispatches combined. Paramedic Squad 102 and Rescue 17 responses included in Ambulance totals.*

Total Out of Jurisdiction Incidents Per Fire Department

For those incidents requiring additional equipment and personnel, fire departments negotiate automatic or mutual aid agreements with neighboring agencies. There are currently several dozen such agreements within the Verdugo System. The following table shows the number of incidents where a fire department provided automatic or mutual aid to other jurisdictions, either to another city within the Verdugo System (**IVS**) or to a jurisdiction outside the Verdugo System (**OVS**) such as Los Angeles City, Los Angeles County, or elsewhere.

	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS
IVS	714	331	646	3	368	504	361	54	500	374	7	443	368
OVS	6	30	153	3	473	72	43	60	164	35	42	168	7
TOTAL	720	361	799	6	841	576	404	114	664	409	49	611	375

Total Incidents Per Agency

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

	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS
Inc. in Juris.	5,024	4,514	9,451	259	16,412	3,761	3,328	4,800	16,570	2,283	819	821	1,587
OVS	6	30	153	3	473	72	43	60	164	35	42	168	7
TOTAL	5,030	4,544	9,604	262	16,885	3,833	3,371	4,860	16,734	2,318	861	989	1,594

Out of Jurisdiction Incidents

The following table shows how many times agencies were dispatched by Verdugo to respond outside their home jurisdiction. The rows indicate which fire department responded and the columns are the cities or jurisdictions they responded into. Several agencies may respond to a single large incident. The numbers represent how many *dispatches* occurred, not necessarily how many completed responses there were (occasionally, a unit will be dispatched to assist with an emergency in another city but one of the local units becomes available while they're enroute to the incident so Verdugo cancels the "incoming" unit and the "home" unit proceeds with the response). The tables on p.18 break down these responses by category – Fire, Medical, Service & Other.

Responding Agency	City Where Incident Occurred																						
FY 12-13	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	CMP	DNY	LAC	LFD	OOJ	SFS	USF	VER	XAA	Subtotals
ALH	X	2	4		3	214	2	2	45	261		40	141			5	1						720
ARC	5	X	5	1			210		76	11	19	3	1			28	1	1					361
BRK	3	4	X	256	352	3	2	1	23	1			1			25	111	6		11			799
BUR			3	X													3						6
GLN	4	5	268	6	X	4	3	1	74		1		2			98	365	2		8			841
MPK	248		3		1	X	2	145	1	99		1	4			66		2		4			576
MRV	2	324			9		X	1	6		19					41		1		1			404
MTB				1	1	51	1	X						3	22	19	2	5	1	6	2		114
PAS	20	87	28	2	108	13	14	2	X	17	1	57	151			110	52			1		1	664
SGB	207	4	5		6	59	7	2	11	X	1	66	6			33	1			1			409
SMD		3			1	1		1	1		X					41		1					49
SNM	15	21			1	1	7		135	149	1	X	113			168							611
SPS	94	4	3		3	12		1	182	8		61	X			1	6						375
CMP								2						X									2
DNY			1					25							X	1							27
LAC		41			53	65	32	89	55	22	6	22				X				1			386
LFD	1		29		63		1		44				12			3	X						153
SFS								6							2				X				8
VER								11							1						X		12
XAA	7	165	36		36	42	2,685	3,924	56	7	25	2	7			38	7	2				X	7,039
Subtotals	606	660	385	266	637	465	2,966	4,213	709	575	73	252	438	3	25	677	549	20	1	33	2	1	13,556

ABBREVIATIONS: ALH=Alhambra; **ARC**=Arcadia; **BRK**=Burbank; **BUR**=Burbank Airport; **GLN**=Glendale; **LAC**=LA County; **LFD**=LA City; **MRV**=Monrovia; **MPK**=Monterey Park; **MTB**=Montebello; **PAS**=Pasadena; **SGB**=San Gabriel; **SMD**=Sierra Madre; **SNM**=San Marino; **SPS**=South Pasadena; **XAA**=Usually private ambulances but also may refer to helicopters, private company fire engines, or other units. The high number of responses into Monrovia and Montebello are due to the use of private ambulances for EMS incidents. **DNY**=Downey; **SFS**=Santa Fe Springs; **CMP**=Compton; **VER**=Vernon.

Verdugo Incidents by Month and Category

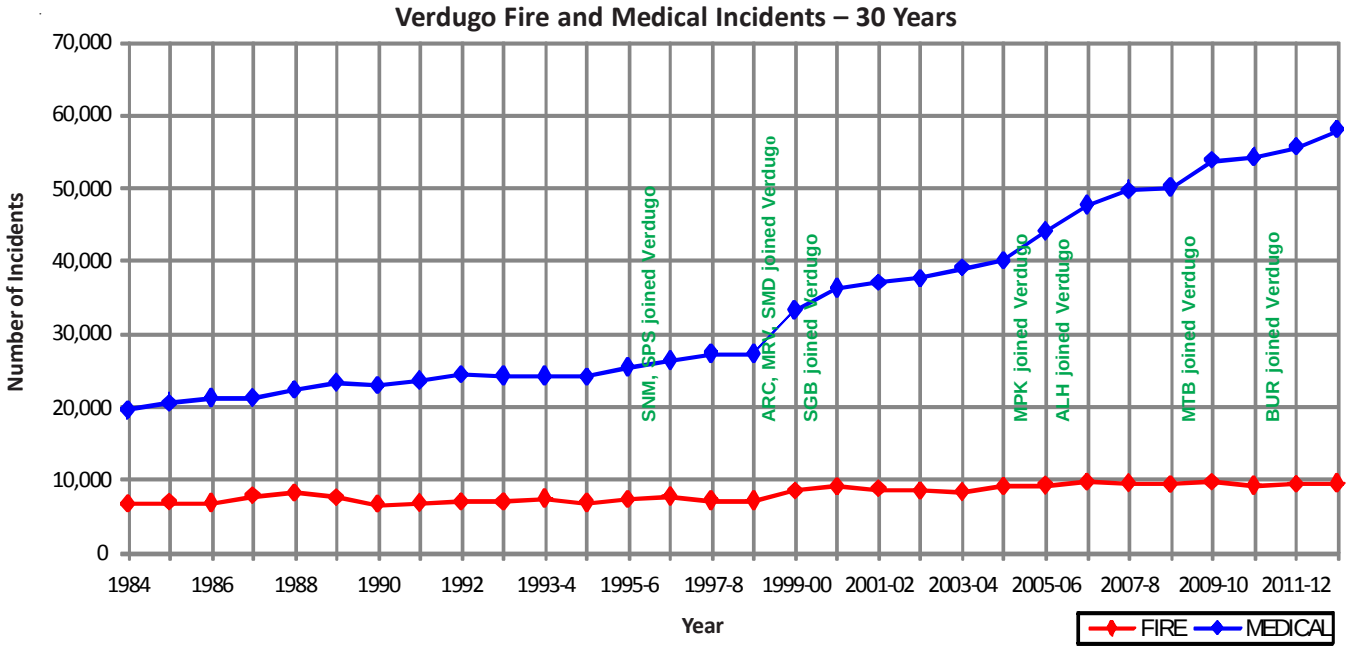
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	810	841	759	785	820	847	883	720	732	779	861	732	**9,569**	13.3%
MEDICAL	4,549	4,873	4,804	4,836	4,869	4,900	5362	4629	4947	4775	4821	4633	**57,998**	80.5%
SERVICE	258	320	277	270	244	252	257	197	231	254	293	263	**3,116**	4.3%
OTHER	9	3	4	4	8	3	2	5	5	6	5	5	**59**	0.1%
OVS*	83	127	105	100	111	102	119	118	108	79	157	102	**1,311**	1.8%
TOTAL	**5,709**	**6,164**	**5,949**	**5,995**	**6,052**	**6,104**	**6,623**	**5,669**	**6,023**	**5,893**	**6,137**	**5,735**	**72,053**	

**OVS = Outside the Verdugo System (jurisdictions such as LA County, Compton, Downey and Vernon)*

Verdugo Fire and Medical Incidents

Until April 1996, the Verdugo System consisted only of Burbank, Glendale and Pasadena. Two additional cities were added in 1996, three more in 1999 and one each in 2000, 2005, 2006 and 2009 for a total of 12 Verdugo cities. In September 2011, the Burbank-Glendale-Pasadena Airport Authority Fire Department contracted for dispatch service, bringing the total to 13 agencies.

In the 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 below demonstrate, the vast majority of this increase has occurred in Medical incidents. It is also noteworthy that the number of "Outside Verdugo System" responses has more than doubled in this period of time.



Number of Incidents Dispatched by the Verdugo System Per Fiscal Year – 20 Years

	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-2000	2000-1	2001-2	2002-3
FIRE	7,496	6,942	7,361	7,791	7,245	7,205	8,655	9,129	8,770	8,635
MEDICAL	24,258	24,176	25,514	26,429	27,362	27,331	33,299	36,239	37,035	37,622
SERVICE	2,765	2,451	2,384	2,793	2,596	2,597	3,242	3,434	3,387	3,348
OTHER	124	323	178	85	58	111	152	112	245	270
OVS*	38	317	346	528	491	522	552	592	644	779
TOTAL	**34,681**	**34,209**	**35,783**	**37,626**	**37,752**	**37,766**	**45,900**	**49,506**	**50,081**	**50,654**

	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	8,381	9,208	9,361	9,804	9,579	9,408	9,768	9,293	9,556	9,569
MEDICAL	39,077	40,019	44,028	47,648	49,670	50,092	53,783	54,144	55,586	57,998
SERVICE	2,802	3,809	3,277	3,449	3,465	3,017	3,224	3,212	3,843	3,116
OTHER	171	98	609	150	67	53	73	82	57	59
OVS*	729	835	988	1,214	1,380	1,328	1,226	1,092	1,128	1,311
TOTAL	**51,160**	**53,969**	**58,263**	**62,265**	**64,161**	**63,898**	**68,074**	**67,823**	**70,170**	**72,053**

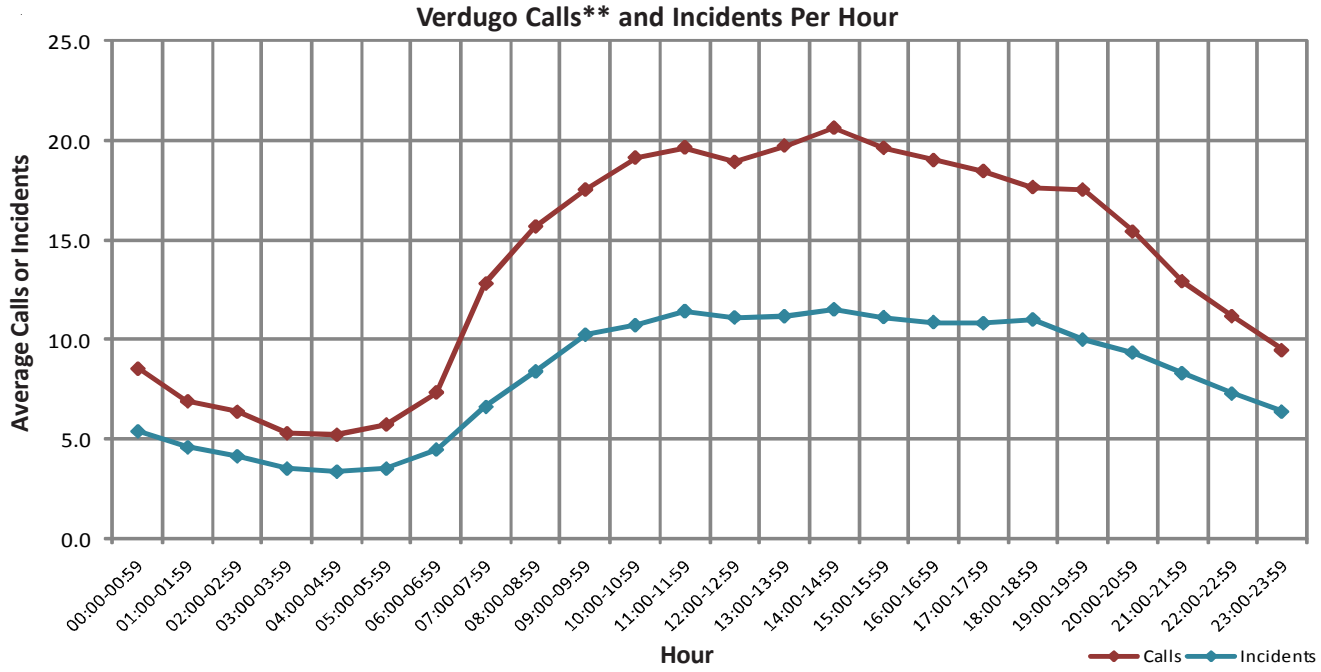
** OVS = Responses Outside the Verdugo System to jurisdictions such as LA City and LA County.*

Verdugo Call Volume

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

Approximately 72,000 incidents are dispatched by Verdugo annually. Numerous additional telephone calls and radio transmissions are handled in association with these incidents and with the everyday operations of the 44 fire stations in the Verdugo System, resulting in telephone and radio traffic that may suddenly become heavier at any hour of the day or night. In fire and medical emergency situations, time is critical. A delay in getting through on the phone can potentially make a difference in the outcome of an emergency. For this reason, numerous statistics related to incoming telephone calls are monitored routinely in emergency communications centers.

- During FY2012-13, Verdugo handled an average of 410 telephone calls per day or 17 calls per hour. About 36% of these calls were taken on 911 lines, 22% were on 10-digit emergency lines, and 42% were considered administrative. Note: Due to a technical issue, data for 10-digit emergency and administrative lines were not captured for July 1-19, 2012, which resulted in a slight underestimate of total calls.
- There were about 2.1 calls per incident, an average of 197 incidents per day or 8.2 incidents per hour.
- The highest call volume in a single day, including incoming 911, 10-digit emergency and administrative lines plus outgoing calls, occurred April 20, 2013 with 889 phone calls. A brush fire occurred in Monrovia on this day. A brush fire in Glendale led to the second-highest call day two weeks later on May 3, with 824 calls. The fewest total calls occurred on Feb. 10, with only 290.
- The busiest month in terms of call volume was May 2013, with 14,372 total phone calls. February 2013 was the slowest month, with an average of 404 calls per day.
- NFPA 1221 standard 7.4.1 from 2013 states, *"Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds."* Verdugo's call answering statistics were 99.04% within 15 seconds and 99.98% within 40 seconds*. In the entire year, there were only three calls where the answering time was over a minute, and only one of these was on a 911 line.
- There were 332 abandoned calls during the year, less than one per day. Only 104 of the abandoned calls (about 9 per month) were on 911 lines and the remainder were on other lines. A call is considered abandoned



**Ring time data from May and June 2013 were not included due to a mechanical issue in the State-funded emergency call tracking system.*
***Includes incoming calls on all lines: 911, other emergency lines, and administrative lines. Outgoing calls were not included.*

if the caller hangs up after it has begun to ring but before the call is answered. Follow-up is conducted as quickly as possible to contact the caller and determine whether an actual emergency exists.

Call Handling Times



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

Average received-to-entered time for 911 calls during FY2012-13 was 50 seconds. Entered-to-dispatched time for these calls averaged 9 seconds. Emergency alarm processing encompasses the time from call receipt to dispatch. NFPA 1221 Section 7.4.2 was updated in 2013: *"With the exception of the call types identified in 7.4.2.2, 80 percent of emergency alarm processing shall be completed within 60 seconds, and 95 percent of alarm processing shall be completed within 106 seconds."* If this 2013 standard were applied to received-to-dispatched data from CAD for all incident types between July 1, 2012 and June 30, 2013, Verdugo would meet the 60-second criterion 65% of the time and the 106-second criterion 95% of the time. The exception mentioned above applies a somewhat less stringent standard to certain subcategories of incidents that require more time to process and would result in even better compliance statistics. This exception reads as follows:

7.4.2.2 Emergency alarm processing for the following call types shall be completed within 90 seconds 90 percent of the time and within 120 seconds 99 percent of the time:

(1) Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions
(2) Calls requiring language translation
(3) Calls requiring the use of a TTY/TDD device or audio/video relay services
(4) Calls of criminal activity that require information vital to emergency responder safety prior to dispatching units
(5) Hazardous material incidents
(6) Technical rescue

Statistics related to these exceptions will be applied in future annual reports, after a year's worth of data have been acquired.

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in FY 2012-13 are listed below, along with the percent of all Verdugo incidents. For comparison, the percents of the same incident types for each of the agencies in the Verdugo System are also included. Values significantly higher or lower than those in the Verdugo column reveal how one city may be different from the others.

Incident Type		Percent of Agency's Incidents												
	Verdugo	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS
Shortness of Breath	8.4%	8.9%	7.6%	8.4%	3.4%	10.1%	7.9%	8.2%	8.3%	7.6%	11.0%	6.4%	4.8%	6.8%
Fire Alarm	8.2%	5.2%	11.2%	7.9%	8.4%	4.7%	5.9%	5.9%	8.8%	13.3%	7.4%	5.1%	14.6%	8.7%
Fall - Minor	7.8%	8.4%	10.9%	8.8%	5.3%	7.4%	9.2%	9.2%	7.4%	6.3%	8.6%	9.5%	7.6%	8.8%
Chest Pains - Heart Attack	5.7%	5.0%	4.3%	6.4%	3.4%	7.5%	4.4%	5.0%	5.7%	5.4%	5.1%	3.1%	2.6%	4.8%
Misc Medical	4.8%	5.5%	5.3%	5.4%	8.0%	5.6%	4.7%	5.5%	4.1%	3.9%	4.1%	5.8%	3.5%	4.3%
Person Unconscious-Unresponsive	4.5%	4.9%	4.3%	4.2%	2.7%	4.3%	5.9%	3.8%	4.7%	4.4%	7.4%	2.9%	2.8%	3.1%
Traffic Collision	4.0%	4.2%	5.0%	3.7%	2.7%	3.8%	3.8%	5.2%	5.1%	3.7%	5.0%	2.3%	4.9%	4.3%
Person Down	2.7%	2.1%	1.9%	2.0%	1.1%	2.7%	2.2%	2.2%	2.7%	4.0%	1.6%	2.0%	1.1%	2.5%
Person in Seizure	2.6%	3.0%	1.9%	2.7%	2.7%	2.3%	2.6%	2.6%	3.2%	3.2%	2.3%	1.7%	1.3%	2.4%
Altered Level of Consciousness	2.5%	2.5%	3.0%	2.6%	0.0%	2.6%	2.3%	2.2%	2.6%	2.5%	2.6%	2.7%	1.9%	2.8%

FY2012-13 Strike Team Responses

In the dry climate of Southern California, fire season may be considered year-round; wildfires can occur throughout the year. Fire departments must remain in a constant state of readiness to protect not only the people and property within their own jurisdiction but also to assist other fire agencies when a major incident occurs. During FY2012-13, Verdugo dispatched the following strike teams, overhead resources, and single-unit assignments:



(Photo by Dustin Pierson)

Strike Team Responses:

Team #	Incident Name	Dispatch Date/Time	Units / Staff	Leader	Trainee	Release Date/Time
1202A	Williams Inc, Azusa Cyn	9/2/12 16:09	E11, E16, E21, E31, E34	BC5-Beckman	BC2-Rifino	9/3/12 2:14
1205A	Camarillo Springs Inc	5/2/13 10:48	E101 E105 E61 E71 E91	BC7-Cermak	BC6-Harper	5/4/13 15:13
1203A	Camarillo Springs Inc	5/2/13 10:52	E11, E14, E26, E29, E31	T02-Propst	BC3-Trautwein	5/4/13 16:25
1206A	Camarillo Springs Inc	5/2/13 14:04	E15, E21, E52, E63, E74	BC5-Beckman	BC2-Marchant	5/4/13 13:53
BSTOES	Camarillo Springs Inc	5/3/13 4:01	OE263, OE281, OE317, OE341, OE343	BC105-Spriggs		5/5/13 14:14
WT's	Magic Inc, LAC	5/28/13 12:46	COE76, WT101, WT16, WT27			5/28/13 19:57
1204A	Powerhouse Inc, ANF	5/30/13 17:36	E101, E105, E52, E61, E71	BC5-Beckman	BC9-Phillips	5/31/13 0:18

Overhead Assignments:

Incident Number	Personnel	Incident Name or Location	Dispatched
VFC1243624	G153	CHIPS CREEK, PNF	8/1/12 22:02
VFC1244609	B902	PEACEKEEPER WAY, MCCLELLAN	8/6/12 21:46
VFC1244981	B199	LITTLE TUJUNGA, ANF	8/8/12 19:02
VFC1244983	B208	LITTLE TUJUNGA, ANF	8/8/12 19:09
VFC1245002	L066	MANZANITA LAKE CAMPGR., LNP	8/8/12 22:29
VFC1245091	B902	FORT COMPLEX, YREKA CA	8/9/12 11:25
VFC1245395	B199	JAWBONE INC,CA DESERT	8/10/12 17:11
VFC1245397	B208	JAWBONE INC,CA DESERT	8/10/12 17:14
VFC1245987	B133	INDIAN INC, OVD	8/13/12 14:16
VFC1246826	G181	CHIPS INC, PNF	8/17/12 8:13
VFC1247397	B133	NORTH PASS, MNF	8/19/12 20:17
VFC1248495	G216	NORTH PASS, MNF	8/24/12 22:52
VFC1249602	B902	NORTH PASS, MNF	8/30/12 9:36
VFC1249667	G180	NORTH PASS, MNF	8/30/12 15:43
VFC1248577	G153	BAGLEY COMPLEX, SHF	8/25/12 12:09
VFC1249825	F251	BAGLEY COMPLEX, SHF	8/31/12 10:12
VFC1251917	L039	BAGLEY COMPLEX, SHF	9/10/12 8:54
VFC1251918	L066	BAGLEY COMPLEX, SHF	9/10/12 8:55

Incident Number	Personnel	Incident Name or Location	Dispatched
VFC1250758	F191	WILLIAMS, ANF	9/4/12 18:55
VFC1251195	B220	WILLIAMS, ANF	9/6/12 21:20
VFC1251196	B208	WILLIAMS, ANF	9/6/12 21:20
VFC1251197	B164	WILLIAMS, ANF	9/6/12 21:21
VFC1251547	F236	HWY 395, LIKELY, CA	9/8/12 13:42
VFC1263258	G181	2270 ROUTE 68, NJ	11/3/12 6:11
VFC1326705	L039	REINO RD, NEWBURY PK	5/2/13 17:37
VFC1326706	L065	REINO RD, NEWBURY PK	5/2/13 17:44
VFC1332070	F226, F236	WHITE INC, LPF	5/28/13 8:18
VFC1332071	F251	WHITE INC, LPF	5/28/13 8:33
VFC1332671	B902	POWERHOUSE INC, ANF	5/31/13 5:47
VFC1332979	F236	POWERHOUSE INC, ANF	6/1/13 14:28
VFC1332981	G334, G525	POWERHOUSE INC, ANF	6/1/13 14:43
VFC1332983	L066	POWERHOUSE INC, ANF	6/1/13 14:47
VFC1333208	G178	POWERHOUSE INC, ANF	6/2/13 17:06
VFC1337551	B199	POWERHOUSE, ANF	6/23/13 19:15
VFC1337552	B164	POWERHOUSE, ANF	6/23/13 19:17

Single-Resource Assignments:

Incident Name	Dispatch Date/Time	Unit	Release Date/Time
26320 CITRUS ST, SANTA	8/21/12 18:05	BR56	8/23/12 12:29
WILLIAMS, ANF	9/4/12 5:29	WT101	9/7/12 7:23
FILLMORE, VNC	4/8/13 20:00	BR56	4/9/13 12:40
CONEJO GRADE, VENTURA	5/2/13 11:17	BR56	5/5/13 16:57
3149 SAN CARLOS TRAIL,	5/16/13 17:49	OWT11	5/18/13 11:35
GRAND INCIDENT, LPF	5/17/13 3:55	BR56	5/18/13 18:27
POWERHOUSE INC, ANF	5/31/13 7:11	OWT11	6/5/13 16:19
POWERHOUSE INC, ANF	5/31/13 7:11	WT37	6/5/13 21:31
POWERHOUSE INC, ANF	6/2/13 4:05	WT16	6/6/13 11:54

Multiple-Alarm Fires

In the fire service, an alarm level represents a single complement of apparatus and personnel. For example, if a first-alarm incident calls for 3 engines, 1 truck, 1 ambulance, and a Battalion Chief, a second alarm will have a total of 6 engines, 2 trucks, 2 ambulances, and 2 Battalion Chiefs. Any additional units from the second alarm that will not be needed are cancelled promptly, often before they have left the station. Unusually large fires sometimes require a third or fourth alarm, but these are rare.

Normally, the first unit arriving at a fire will dictate a "size-up" of the incident over the radio, such as, "Smoke showing from rear of two-story apartment building with exterior corridors." If it becomes apparent that the complement of apparatus and personnel already dispatched will not be sufficient, an additional alarm is requested over the radio and Verdugo immediately dispatches additional units.

During FY2012-13, Verdugo dispatched 26 multiple-alarm fires in and around the Verdugo cities:

City	Date/Time	Incident Type	Alarm Level	Street Address	Verdugo System Units Dispatched
BRK	11/9/12 03:28:47	Structure Fire	3	4410 W VICTORY BL	AU28, BC1, BC3, BC8, CH1, E11, E12, E13, E14, E15, E16, E25, E26, E27, RA13, RA15, RP11, T11, T12, T26, T29, T31
BRK	5/20/13 12:51:13	Vegetation Fire	2	1500 WALNUT AV	BC1, BC2, BC3, BR21, CH1, CH11, E11, E12, E13, E14, E15, E16, E21, E23, E26, E27, RA11, RA15, WT27
BRK	5/27/13 10:34:04	Structure Fire	4	140 S GLENOAKS BL	AU28, AU81, BC1, BC2, BC21, BC3, E11, E12, E13, E14, E15, E16, E21, E23, E24, E25, E26, E37, E52, E73, RA11, RA13, RA15, T11, T12, T21, T26, T29
GLN	7/20/12 12:13:12	Veg. Fire on Fwy	2	NB 2 FWY NO MOUNTAIN ST	BC1, BC2, BC3, BLS21, E11, E21, E22, E23, E24, E25, E26, E27, E28, E29, E34, WT16, WT27
GLN	8/1/12 14:45:42	Brush Fire	2	1925 DEERMONT RD	BC1, BC2, BC8, BLS26, BR56, E14, E16, E21, E22, E23, E24, E25, E26, E27, E28, E29, E33, RA32, RA91, T21, T26, WT27
GLN	8/21/12 16:48:05	Apt. Fire	3	320 MC HENRY RD	BC1, BC2, BC3, BLS25, E21, E22, E23, E24, E25, E26, E27, E28, E29, E33, T11, T21, T26, T29
GLN	11/30/12 13:44:31	House Fire	2	1316 JACKSON ST	AU28, BC1, BC2, BLS25, E21, E23, E24, E25, E26, E27, E29, T11, T21, T26, T29
GLN	3/19/13 15:28:24	Structure Fire	2	611 E CHEVY CHASE DR	AU28, BC1, BC2, BLS22, E21, E22, E24, E25, E26, E27, T21, T26, T29
GLN	5/3/13 14:07:38	Veg. Fire on Fwy	3	SB 2 FWY TO WB 134 FWY	BC11, BC31, BC8, BR21, E16, E23, E24, E25, E27, E28, E711, E721, E726, E729, OWT11, WT27, WT41
GLN	5/27/13 00:19:50	Apt. Fire	3	235 N BRAND BL	AU28, BC1, BC2, BC3, BLS25, BLS26, E11, E15, E16, E22, E23, E24, E25, E26, E27, E28, E29, T11, T21, T26, T29
GLN	5/27/13 19:16:31	Structure Fire	3	235 N BRAND BL	BC1, BC2, BC3, BLS21, E11, E21, E22, E23, E24, E25, E26, E27, E28, E29, T11, T21, T26, T29
LFD	10/30/12 10:59:40	Brush Fire	2	WB 134 FWY EO 2 FWY	BC1, BC2, BC3, E11, E21, E22, E25, E26, E27, E28, E31, E32, E33, E34, E36, E38, WT27, WT37
MPK	9/19/12 07:06:17	Structure Fire	2	2095 S ATLANTIC BL #K	AU81, BC5, BC6, E57, E61, E62, E63, E72, E74, Q61, RA61, RA62, T31, T32, T55
MPK	6/22/13 15:14:46	House Fire	2	518 S GARFIELD AV	AU81, BC5, BC6, E61, E62, E63, E71, E73, E74, Q61, RA61, RA62, T31, T71
MRV	4/20/13 11:07:02	Brush Fire	3	322 N MADISON AV	BC10, BC105, BC3, BC5, BC7, BR21, BR56, CH10, E101, E102, E105, E106, E107, E22, E24, E32, E33, E34, E37, E52, E63, E701, E702, E72, E72, E91, RA106, RE32, RA706, SQ101, T101, WT101, WT32
MTB	10/20/12 21:23:14	Apt. Fire	2	316 WILBER PL	AU55, BC55, BC6, CARE1, E55, E56, E57, E62, T55
MTB	11/14/12 10:47:09	Structure Fire	2	716 WASHINGTON BL	BC55, CARE1, CH55, E55, E57, E62, T55
MTB	2/3/13 15:37:24	Structure Fire	2	630 S MAPLE AV	BC55, CARE1, E55, E56, E57, E62, T55
MTB	3/16/13 07:00:42	Structure Fire	2	1212 W BEVERLY BL	BC55, BC6, CARE1, E55, E56, E57, E62, Q61, T55
PAS	7/3/12 20:25:42	House Fire	2	730 PALISADE ST	AU81, BC2, BC3, E31, E32, E33, E34, E36, E38, RA31, RA32, RA34, RA36, RA39, T31, T32, T71
PAS	2/24/13 17:30:17	Apt. Fire	2	775 WORCESTER AV	AU81, BC2, BC3, CH3, E31, E32, E33, E36, E37, E38, RA31, RA34, RA36, RA39, T26, T31, T32
SGB	4/13/13 08:27:38	Apt. Fire	2	1120 E LAS TUNAS DR #A	AU106, BC5, BC7, E106, E34, E51, E52, E71, E72, E91, Q61, RA51, T31, T32, T71
SGB	5/12/13 05:07:51	House Fire	2	108 W ANGELENO AV	AU81, BC5, BC7, E51, E52, E71, E72, E73, E91, Q61, RA51, T32, T71
SGB	5/17/13 01:37:20	Garage Fire	2	1026 S SAN GABRIEL BL	AU81, BC5, BC6, BC7, E51, E52, E61, E71, E72, E73, Q61, RA51, T32, T71
SPS	11/30/12 23:10:20	House Fire	2	1300 MILAN AV	AU28, AU81, BC7, BC8, E52, E71, E72, E73, E74, E81, RA81, T21, T31, T71
SPS	2/4/13 22:39:00	Apt. Fire	2	1511 HUNTINGTON DR	AU106, BC7, BC8, E106, E31, E52, E71, E72, E73, E81, Q61, RA81, T31, T71

Response Time Analysis

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

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

4.1.2.1 The fire department shall establish the following objectives:

(1) Alarm handling time to be completed in accordance with 4.1.2.3.

(2) 80 seconds for turnout time for fire and special operations response and 60 seconds turnout time for EMS response.

(3) 240 seconds or less travel time for the arrival of the first arriving engine company at a fire suppression incident and 480 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident.

(4) 240 seconds or less travel time for the arrival of a unit with first responder with automatic external defibrillator (AED) or higher level capability at an emergency medical incident.

(5) 480 seconds or less travel time for the arrival of an advanced life support (ALS) unit at an emergency medical incident, where this service is provided by the fire department provided a first responder with AED or basic life support (BLS) unit arrived in 240 seconds or less travel time.

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

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

Performance Measurement

Verdugo uses three statistics to track response time performance for each fire department: **Average Time, 90th Percentile,** and **Percent Meeting Standards**. The 90th percentile travel time for a particular agency is the time where 90% of that agency's travel times are lower. When 1,000 response times are listed from lowest to highest, the 90th percentile time is the 900th entry in that list. Based on the above NFPA standards, if an agency's 90th percentile travel time is 240 seconds (4 minutes) or less, the standard has been met or exceeded. Results are calculated separately for Fire, Medical and Service incidents because different turnout time standards apply. The Service category includes such incident types as Arcing Wires, Broken Gas Main, Major Flooded Condition, and Wires Down. Percent Meeting Standards is the fraction of responses that 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. Data excluded: Turnout Times over 5 minutes, Travel Times over 19 minutes, and Total Response Times over 20 minutes due to the likelihood that human or mechanical error prevented the status change from being recorded on the mobile computer. This represents less than 0.3% of all incidents.

Number of Incidents
(FY 2012-13)

Agency	# of Fire Incidents	# of Medical Incidents	# of Service Incidents
ALH	519	4,213	291
ARC	705	3,594	212
BRK	1,218	7,818	406
BUR	48	147	64
GLN	1,454	14,350	599
MPK	420	3,169	170
MRV	386	2,749	192
MTB	714	3,898	187
PAS	2,915	13,006	621
SGB	276	1,914	93
SMD	103	636	80
SNM	184	588	47
SPS	266	1,188	131

Turnout Time (Dispatch to Enroute):

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

Average Time			
Agency	FIRE	MEDICAL	SERVICE
ALH	01:19	01:01	01:18
ARC	01:14	00:53	01:09
BRK	01:08	00:58	01:11
BUR	00:33	00:26	00:18
GLN	01:04	00:41	01:07
MPK	01:19	01:08	01:24
MRV	01:16	00:52	01:19
MTB	01:05	00:59	01:13
PAS	01:11	00:55	01:04
SGB	01:07	00:47	01:00
SMD	01:08	01:14	01:14
SNM	01:00	00:53	01:03
SPS	01:23	01:09	01:10

90th Percentile Time			
Agency	FIRE	MEDICAL	SERVICE
ALH	02:15	01:45	02:10
ARC	02:11	01:36	02:02
BRK	01:59	01:40	01:58
BUR	01:28	01:00	00:41
GLN	02:00	01:20	01:57
MPK	02:19	01:55	02:12
MRV	02:10	01:25	02:09
MTB	01:58	01:38	02:18
PAS	02:07	01:45	02:00
SGB	01:51	01:24	01:45
SMD	02:27	02:06	02:18
SNM	01:50	01:33	02:03
SPS	02:05	01:52	01:59

Goal: 90%

% of Responses Meeting NFPA Standard			
Agency	FIRE	MEDICAL	SERVICE
ALH	53%	52%	38%
ARC	56%	65%	42%
BRK	66%	56%	40%
BUR	85%	90%	100%
GLN	68%	80%	47%
MPK	55%	45%	30%
MRV	52%	67%	32%
MTB	75%	55%	46%
PAS	61%	60%	48%
SGB	59%	73%	53%
SMD	73%	39%	46%
SNM	77%	64%	53%
SPS	42%	43%	42%

Travel Time (Enroute to Onscene):

NFPA Std: 4:00 for all incident types

Average Time			
Agency	FIRE	MEDICAL	SERVICE
ALH	03:23	03:18	03:41
ARC	03:53	03:13	04:04
BRK	03:40	03:13	03:54
BUR	01:17	01:50	01:54
GLN	04:06	03:38	03:51
MPK	03:42	03:30	04:09
MRV	03:44	03:35	03:55
MTB	04:39	04:09	05:11
PAS	04:18	03:16	04:05
SGB	03:16	03:07	03:22
SMD	03:45	02:58	03:54
SNM	03:39	03:21	04:20
SPS	03:23	03:17	04:07

90th Percentile Time			
Agency	FIRE	MEDICAL	SERVICE
ALH	05:29	04:59	06:04
ARC	06:16	05:11	07:33
BRK	06:04	04:52	07:08
BUR	02:35	03:19	04:18
GLN	06:38	05:28	06:06
MPK	06:19	05:35	07:04
MRV	05:53	05:35	06:36
MTB	07:12	06:18	08:23
PAS	07:16	05:16	07:10
SGB	05:24	04:34	05:13
SMD	05:31	05:17	06:02
SNM	05:34	05:03	06:34
SPS	05:47	05:28	07:25

Goal: 90%

% of Responses Meeting NFPA Standard			
Agency	FIRE	MEDICAL	SERVICE
ALH	68%	75%	62%
ARC	59%	75%	57%
BRK	66%	77%	58%
BUR	98%	95%	87%
GLN	55%	66%	60%
MPK	59%	69%	53%
MRV	61%	67%	54%
MTB	38%	54%	35%
PAS	52%	73%	56%
SGB	76%	82%	69%
SMD	57%	79%	60%
SNM	56%	69%	58%
SPS	72%	75%	59%

Total Response Time (Dispatch to Onscene):

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

Average Time			
Agency	FIRE	MEDICAL	SERVICE
ALH	04:43	04:19	04:59
ARC	05:07	04:05	05:13
BRK	04:48	04:11	05:05
BUR	01:51	02:16	02:12
GLN	05:10	04:19	04:58
MPK	05:01	04:37	05:33
MRV	05:00	04:26	05:14
MTB	05:44	05:08	06:24
PAS	05:29	04:11	05:09
SGB	04:23	03:54	04:22
SMD	04:54	04:12	05:08
SNM	04:40	04:14	05:23
SPS	04:47	04:26	05:18

90th Percentile Time			
Agency	FIRE	MEDICAL	SERVICE
ALH	06:39	06:02	07:43
ARC	07:16	06:03	08:06
BRK	07:22	05:57	08:13
BUR	03:52	04:06	04:24
GLN	07:49	06:10	07:35
MPK	08:01	06:37	08:46
MRV	07:11	06:31	08:11
MTB	08:14	07:20	10:37
PAS	08:25	06:11	08:33
SGB	06:19	05:30	06:56
SMD	07:02	06:22	07:25
SNM	06:44	06:07	07:48
SPS	07:14	06:41	09:30

Goal: 90%

% of Responses Meeting NFPA Standard			
Agency	FIRE	MEDICAL	SERVICE
ALH	71%	73%	52%
ARC	66%	76%	52%
BRK	67%	75%	52%
BUR	97%	95%	92%
GLN	64%	73%	58%
MPK	60%	64%	44%
MRV	62%	69%	43%
MTB	50%	54%	32%
PAS	55%	74%	56%
SGB	80%	84%	67%
SMD	66%	75%	53%
SNM	64%	70%	43%
SPS	72%	69%	51%

Out of Jurisdiction Incidents by Category

(Total Out of Jurisdiction Incidents by Agency: see p.10)

FIRE Incidents

FIRE	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	CMP	DNY	LAC	LFD	OOJ	SFS	USF	VER	XAA	Subtotals
ALH	X	1	2		1	89	1	1	34	53		23	59			3							267
ARC	3	X	1				69		35	3	4	2	1			14		1					133
BRK		1	X	46	89		2	1	6	1						18	15	6		11			196
BUR			1	X																			1
GLN	1	2	75	1	X	1	1	1	28				1			41	63	2		8			225
MPK	103				1	X	1	76		35			4			66		2		4			292
MRV	1	93			4		X	1	1		1					32		1		1			135
MTB					1	14	1	X						3	7	17		5	1	6	2		57
PAS	11	37	9		39	9	10	1	X	16	1	26	63			20	19			1		1	263
SGB	44	1	1		3	14	1	1	1	X	1	29	3			30				1			130
SMD		1			1			1			X					2		1					6
SNM	2	5			1		1		30	25		X	8			10							82
SPS	8	1	2		2	3		1	78	2		4	X			1	6						108
CMP								1						X									1
DNY								15							X	1							16
LAC		31			45	53	29	36	29	16		20				X				1			260
LFD	1		5		13		1		28				9			2	X						59
SFS								6											X				6
VER								9							1						X		10
XAA	5	6	17		29	7	53	117	27	5		1	4			27	3	2				X	303
Subtotals	179	179	113	47	229	190	170	268	297	156	7	105	152	3	8	284	106	20	1	33	2	1	2,550

MEDICAL Incidents

MEDICAL	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	DNY	LAC	LFD	Subtotals
ALH	X	1	2		2	120	1	1	9	196		14	69		2	1	418
ARC	2	X	4	1			127		37	8	14	1			13	1	208
BRK	1		X	146	242				11						1	95	496
BUR			2	X												2	4
GLN	1		180	5	X	1	2		37		1				54	296	577
MPK	143		3			X	1	63	1	63		1					275
MRV	1	219			5		X		5		18				9		257
MTB				1		36		X						14	2	2	55
PAS	8	48	18	2	69	4	4	1	X	1		27	72		87	33	374
SGB	159	3	4		2	45	6	1	4	X		33	3		3	1	264
SMD		2				1			1		X				39		43
SNM	13	16				1	6		93	122	1	X	102		158		512
SPS	85		1			7			87	6		57	X				243
CMP								1									1
DNY			1					9						X			10
LAC		8			8	5		52	22	4	5	1			X		105
LFD			23		50				14						1	X	88
SFS														2			2
VER								2									2
XAA	2	155	17		5	32	2,618	3,792	24	2	25	1	2		11	4	6,690
Subtotals	415	452	255	155	383	252	2,765	3,922	345	402	64	135	248	16	380	435	10,624

SERVICE & OTHER Incidents

SERVICE & OTHER	ALH	ARC	BRK	BUR	GLN	MPK	MRV	MTB	PAS	SGB	SMD	SNM	SPS	DNY	LAC	LFD	Subtotals
ALH	X					5			2	12		3	13				35
ARC		X					14		4		1				1		20
BRK	2	3	X	64	21	3			6				1		6	1	107
BUR				X												1	1
GLN	2	3	13		X	2			9				1		3	6	39
MPK	2					X		6		1							9
MRV		12					X										12
MTB						1		X						1			2
PAS	1	2	1						X			4	16		3		27
SGB	4				1				6	X		4					15
SNM									12	2		X	3				17
SPS	1	3			1	2			17				X				24
DNY								1						X			1
LAC		2				7	3	1	4	2	1	1			X		21
LFD			1						2				3			X	6
XAA		4	2		2	3	14	15	5				1				46
Subtotals	12	29	17	64	25	23	31	23	67	17	2	12	38	1	13	8	382

Hospital Transports

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

The table below lists the number of transports to each hospital by each agency. It also shows average and maximum time spent during patient drop-off at each hospital for FY12-13. This time was calculated by subtracting the ambulance's "Available on Radio" time from its "Transport Complete" time. Note that the numbers of transports may be somewhat underestimated due to the way some transports are entered on the mobile computer.

Number of Transports in FY 12-13:

Agency Providing Transport:	ALHAMBRA	ARCADIA	BURBANK	GLENDALE	MONROVIA	MONTEREY PARK	MONTEBELLO	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA	TOTAL	Average Time at Hospital (min:sec)	Maximum Time at Hospital* (hr:min:sec)
Alhambra Hospital	1,041	1	1			22	5	3	32	13		80	**1,198**	0:22:46	1:54:12
Beverly Hospital	1					71	1,199	1					**1,272**	0:15:59	2:11:33
Children's Hospital Los Angeles	1		17	55								1	**74**	0:33:01	1:16:34
East Valley Hospital							5			1			**6**	0:28:45	0:57:49
Garfield Medical Center	704					1,112	38		156	8		7	**2,025**	0:23:47	2:34:24
Glendale Adventist Medical Center	1		25	5,122			6	193		1	1	6	**5,355**	0:20:36	2:16:20
Glendale Memorial Hospital			7	2,886	2			13		4			**2,912**	0:17:38	1:38:55
Greater El Monte							18						**18**	0:20:18	0:44:58
Huntington Memorial Hospital	140	103	1	134	102			8,118	87	281	61	509	**9,536**	0:28:58	2:46:11
Kaiser - Baldwin Pk.		12		7	33								**52**	0:35:52	1:08:26
Kaiser - Los Angeles				27	1								**28**	0:38:58	1:02:28
LAC/USC Med. Ctr.	73	9	65	178	1	114	116	7	32	3	2	3	**603**	0:36:19	2:16:20
Methodist Hospital of S. California	7	2,344			769	1		696	52	79	318	10	**4,276**	0:27:38	2:28:42
Monterey Park Hospital	12					390	8		1			1	**412**	0:23:37	1:20:57
Whittier Presbyterian Intercommunity Hospital							66						**66**	0:25:34	0:50:05
Providence Holy Cross Med. Ctr.			34										**34**	0:39:06	1:12:22
Providence St. Joseph Med. Ctr.			3,324	792				2					**4,118**	0:23:38	2:04:37
San Gabriel Valley Medical Center	847	11				74		7	1,006	161	1	14	**2,121**	0:22:51	1:58:46
St. Francis Medical Center							7						**7**	0:38:48	1:02:50
Verdugo Hills Hospital			1	918			1	54		1			**975**	0:18:28	1:43:46
Other Hospitals**					3	3	2	1	1				**10**		
	2,827	**2,480**	**3,475**	**10,119**	**911**	**1,787**	**1,471**	**9,095**	**1,367**	**552**	**383**	**631**	**35,098**		

** Maximum time at hospital is calculated using the time a unit went Available on Radio or Available in Quarters following a patient transport. If the AOR or AIQ status change was not entered immediately upon leaving the hospital, time at hospital is overestimated. Wait times over 2 hours that could not be verified were not included here.*

*** Hospitals with 5 or fewer total transports: Downey Community, Foothill Presbyterian, Pomona Valley, White Memorial.*

Alhambra Fire Department



There were 5,024 incidents in Alhambra during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Alhambra for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 114 type codes listed below, the three most frequent incident types were Shortness of Breath (10.6% of Medical incidents), Fall - Minor (10.0% of Medical incidents), and Miscellaneous Medical (6.5% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	10	1.9%
APPLIANCE FIRE - MAJOR	11	2.1%
CARBON MONOXIDE ALARM	13	2.5%
ELECTRICAL FIRE	14	2.7%
EXPLOSIVES/BOMB THREAT/SCARE	1	0.2%
FIRE ALARM	263	51.3%
FIRE ALARM RESET	4	0.8%
FIRE NOW OUT	7	1.4%
HOUSE FIRE	24	4.7%
ILLEGAL BURNING	15	2.9%
MISC OUTSIDE FIRE	10	1.9%
MISC OUTSIDE FIRE ON THE FWY	2	0.4%
REFUSE FIRE	22	4.3%
SMOKE IN A STRUCTURE	13	2.5%
SMOKE IN THE AREA	15	2.9%
SPRINKLER SYSTEM ACTIVATED	3	0.6%
STRUCTURE FIRE	12	2.3%
TRANSFORMER/STREET LIGHT FIRE	13	2.5%
UNKNOWN TYPE FIRE	4	0.8%
VEGETATION FIRE	9	1.8%
VEGETATION FIRE ON THE FWY	4	0.8%
VEHICLE FIRE	23	4.5%
VEHICLE FIRE IN A STRUCTURE	1	0.2%
VEHICLE FIRE ON THE FREEWAY	20	3.9%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	20	0.5%
ABDOMINAL PAIN - BLS	95	2.3%
ALLERGIC REACTION	10	0.2%
ALTERED LEVEL OF CONSCIOUSNESS	126	3.0%
ANIMAL/STINGS - ALS	2	<0.1%
ANIMAL/STINGS - BLS	6	0.1%
ASSAULT VICTIM	110	2.6%
ASSIST THE INVALID	51	1.2%
BACK PAIN	38	0.9%
BLOOD PRESSURE PROBLEM	79	1.9%
BURN INJURY	3	0.1%
CHEST PAINS - HEART ATTACK	252	6.0%
CVA-NEUROLOGIC	87	2.1%
DIABETIC PROBLEM	71	1.7%
DROWNING/DIVING INCIDENT	3	0.1%
ELECTRICAL SHOCK INJURY	1	<0.1%
EMER MEDICAL SVC ON THE FWY	13	0.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS CALL -- NO DETAILS	36	0.9%
EXPOSURE	6	0.1%
EYE INJURY	7	0.2%
FALL MAJOR	54	1.3%
FALL MINOR	422	10.0%
G.I. BLEED	32	0.8%
GUNSHOT WOUND	12	0.3%
HEAD PAIN	27	0.6%
HEART PROBLEM	74	1.8%
HOSPITAL TRANSFER	13	0.3%
INGESTION-POISONING-INHALATION	47	1.1%
INJURY TC WITH FUEL SPILL	1	<0.1%
INVESTIGATE THE WELFARE	2	<0.1%
MEDICAL ALARM	51	1.2%
MINOR TRAUMA	147	3.5%
MISC MEDICAL	275	6.5%
NOSE BLEED NON-TRAUMATIC	8	0.2%
OBSTETRICS/GYNECOLOGICAL	24	0.6%
OVERDOSE	61	1.4%
PEDIATRIC 0-36 MONTHS	63	1.5%
PERSON CHOKING	11	0.3%
PERSON DIZZY	87	2.1%
PERSON DOWN	107	2.5%
PERSON HANGING	1	<0.1%
PERSON IN SEIZURE	153	3.6%
PERSON NOT BREATHING	72	1.7%
PERSON SICK	49	1.2%
PERSON STABBED	5	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	244	5.8%
PSYCHIATRIC	76	1.8%
RESCUE	5	0.1%
RESCUE ON THE FWY	8	0.2%
SEVERE TRAUMA	23	0.5%
SHORTNESS OF BREATH	447	10.6%
SYNCOPE/FAINTED NOW CONS	96	2.3%
TRAFFIC COLLISION	213	5.1%
TRAFFIC COLLISION ON THE FWY	86	2.0%
TRAFFIC COLLISION W/BICYCLE	31	0.7%
TRAFFIC COLLISION W/MOTORCYCLE	22	0.5%
TRAFFIC COLLISION W/PEDESTRIAN	65	1.5%
TRAFFIC COLLISION WITH TRAIN	1	<0.1%
TRAFFIC COLLISION-RESCUE	14	0.3%
UNKNOWN MEDICAL	65	1.5%
VEHICLE INTO A STRUCTURE	4	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	12	4.0%
ARCING WIRES	7	2.4%
BEE INVESTIGATION	1	0.3%
BIO-CHEMICAL THREAT	2	0.7%
BIOHAZARD INVESTIGATION	7	2.4%
BROKEN GAS MAIN	6	2.0%
BROKEN WATER MAIN	4	1.3%
CHEMICAL OUTSIDE	9	3.0%
DAMAGE INVESTIGATION	5	1.7%
ELEVATOR RESCUE	23	7.7%
FLOWING/GUSHING/SHEARED HYDRNT	9	3.0%
FUEL SPILL	9	3.0%
HAZARDOUS MATERIALS RESPONSE	1	0.3%
INVESTIGATE A HAZARDOUS COND	56	18.9%
INVESTIGATE OVERCROWDING	3	1.0%
MAJOR FLOODED CONDITION	13	4.4%
MALFUNCTION	2	0.7%
MINOR FLOODING	14	4.7%
MISC RESPONSE FOR 1 ENGINE	5	1.7%
MISC. ODOR INVESTIGATION	13	4.4%
ODOR OF NATURAL GAS INSIDE	6	2.0%
ODOR OF NATURAL GAS OUTSIDE	10	3.4%
ONE STORY ROOF CHECK	5	1.7%
PD ASSIST/STAND-BY	13	4.4%
PERSON LOCKED IN - LOCKED OUT	11	3.7%
PUBLIC ASSIST	13	4.4%
ROOF CHECK 2 STORIES & ABOVE	7	2.4%
WIRES DOWN	31	10.4%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	1



Alhambra Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	54	38	48	44	45	48	47	32	50	47	31	35	**519**	10.3%
MEDICAL	333	353	385	364	340	327	378	335	369	375	342	312	**4,213**	83.8%
SERVICE	18	29	30	33	23	14	21	19	13	36	33	22	**291**	5.8%
OTHER	0	0	0	0	0	0	0	0	0	0	1	0	**1**	0.0%
OVS*	0	0	0	0	0	0	0	1	0	2	3	0	**6**	0.1%
TOTAL	**405**	**420**	**463**	**441**	**408**	**389**	**446**	**387**	**432**	**460**	**410**	**369**	5,030	

Responses Per Unit

The Alhambra Fire Department was dispatched to 5,024 incidents within its city borders and an additional 720 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Battalion 7	179
Engine 71	1,751
Engine 72	1,475
Engine 73	1,087
Engine 74	1,190
Ambulance 71	2,547
Ambulance 74	1,931
Truck 71	757
USR71	6

Out of Jurisdiction Responses

The Alhambra Fire Department was dispatched to incidents outside their jurisdiction 720 times in FY2012-13:

Arcadia	2	Monterey Park	214
Burbank	4	Pasadena	45
Glendale	3	San Gabriel	261
LA City	1	San Marino	40
LA County	5	South Pasadena	141
Monrovia	2	**TOTAL**	**720**
Montebello	2		

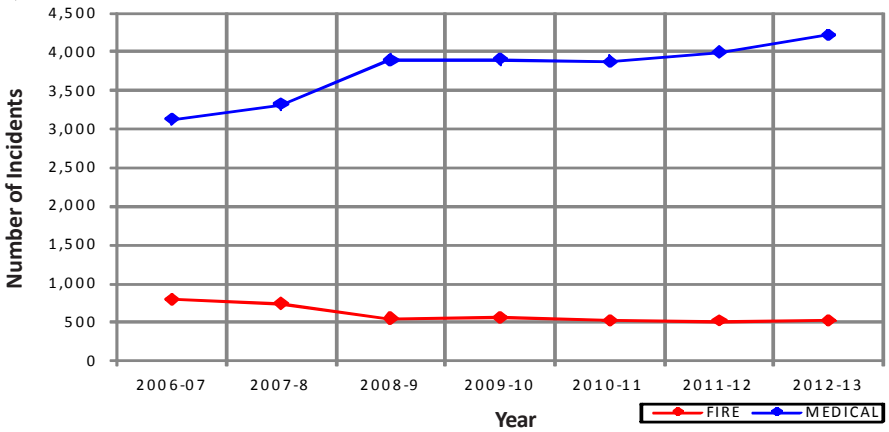
Other agencies were dispatched to incidents in Alhambra 606 times during the same time period:

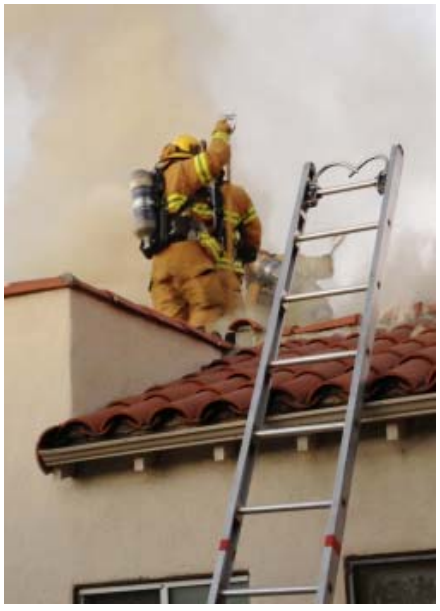
Arcadia	5	Pasadena	20
Burbank	3	San Gabriel	207
Glendale	4	San Marino	15
LA City	1	South Pasadena	94
Monterey Park	248	Other Agencies	7
Monrovia	2	**TOTAL**	**606**

Alhambra Incidents: 7 Fiscal Years

	2006-07	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	798	748	551	559	519	515	519
MEDICAL	3,127	3,319	3,887	3,899	3,869	3,988	4,213
SERVICE	240	244	278	250	264	346	291
OTHER	6	0	1	4	2	0	1
OVS*	61	60	11	5	6	2	6
TOTAL	**4,232**	**4,371**	**4,728**	**4,717**	**4,660**	**4,851**	**5,030**

**OVS = Responses Outside the Verdugo System*





Arcadia Fire Department



There were 4,514 incidents in Arcadia during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Arcadia for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 114 type codes listed below, the three most frequent incident types were Fire Alarm (72.5% of Fire incidents), Fall - Minor (13.7% of Medical incidents), and Shortness of Breath (9.6% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	5	0.7%
APPLIANCE FIRE - MAJOR	7	1.0%
CARBON MONOXIDE ALARM	5	0.7%
ELECTRICAL FIRE	10	1.4%
ELECTRICAL VAULT FIRE	3	0.4%
EXPLOSION	1	0.1%
EXPLOSIVES/BOMB THREAT/SCARE	3	0.4%
FIRE ALARM	511	72.5%
FIRE ALARM RESET	7	1.0%
FIRE NOW OUT	6	0.9%
GARAGE FIRE	3	0.4%
HOUSE FIRE	18	2.6%
ILLEGAL BURNING	5	0.7%
MISC OUTSIDE FIRE	11	1.6%
REFUSE FIRE	10	1.4%
SMOKE IN A STRUCTURE	11	1.6%
SMOKE IN THE AREA	14	2.0%
SPRINKLER SYSTEM ACTIVATED	3	0.4%
STRUCTURE FIRE	10	1.4%
TRANSFORMER/STREET LIGHT FIRE	14	2.0%
UNKNOWN TYPE FIRE	1	0.1%
VEGETATION FIRE	18	2.6%
VEGETATION FIRE ON THE FWY	4	0.6%
VEHICLE FIRE	13	1.8%
VEHICLE FIRE IN A STRUCTURE	1	0.1%
VEHICLE FIRE ON THE FREEWAY	11	1.6%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	26	0.7%
ABDOMINAL PAIN - BLS	76	2.1%
ALLERGIC REACTION	12	0.3%
ALTERED LEVEL OF CONSCIOUSNESS	138	3.8%
ANIMAL/STINGS - ALS	2	0.1%
ANIMAL/STINGS - BLS	9	0.3%
ASSAULT VICTIM	65	1.8%
ASSIST THE INVALID	100	2.8%
BACK PAIN	28	0.8%
BLOOD PRESSURE PROBLEM	54	1.5%
BURN INJURY	1	<0.1%
CHEST PAINS - HEART ATTACK	195	5.4%
CVA-NEUROLOGIC	94	2.6%
DIABETIC PROBLEM	46	1.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DROWNING/DIVING INCIDENT	2	0.1%
EMER MEDICAL SVC ON THE FWY	11	0.3%
EMS CALL -- NO DETAILS	17	0.5%
EXPOSURE	7	0.2%
EYE INJURY	2	0.1%
FALL MAJOR	65	1.8%
FALL MINOR	494	13.7%
G.I. BLEED	34	0.9%
GUNSHOT WOUND	2	0.1%
HEAD PAIN	14	0.4%
HEART PROBLEM	77	2.1%
HOSPITAL TRANSFER	1	<0.1%
INGESTION-POISONING-INHALATION	33	0.9%
INVESTIGATE THE WELFARE	6	0.2%
MEDICAL ALARM	54	1.5%
MINOR TRAUMA	131	3.6%
MISC MEDICAL	241	6.7%
NON-INJURY TRAFFIC COLLISION	1	<0.1%
NOSE BLEED NON-TRAUMATIC	15	0.4%
OBSTETRICS/GYNECOLOGICAL	12	0.3%
OVERDOSE	27	0.8%
PEDIATRIC 0-36 MONTHS	38	1.1%
PERSON CHOKING	18	0.5%
PERSON DIZZY	75	2.1%
PERSON DOWN	85	2.4%
PERSON HANGING	1	<0.1%
PERSON IN SEIZURE	87	2.4%
PERSON NOT BREATHING	47	1.3%
PERSON SICK	46	1.3%
PERSON STABBED	2	0.1%
PERSON THREATENING TO JUMP	2	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	196	5.5%
PSYCHIATRIC	41	1.1%
RESCUE	2	0.1%
RESCUE ON THE FWY	21	0.6%
SEVERE TRAUMA	18	0.5%
SHORTNESS OF BREATH	346	9.6%
SYNCOPE/FAINTED NOW CONS	93	2.6%
TRAFFIC COLLISION	227	6.3%
TRAFFIC COLLISION ON THE FWY	46	1.3%
TRAFFIC COLLISION W/BICYCLE	25	0.7%
TRAFFIC COLLISION W/MOTORCYCLE	9	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	28	0.8%
TRAFFIC COLLISION-RESCUE	25	0.7%
UNKNOWN MEDICAL	21	0.6%
VEHICLE INTO A STRUCTURE	5	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	3	1.4%
ARCING WIRES	4	1.9%
BEE INVESTIGATION	2	0.9%
BIOHAZARD INVESTIGATION	3	1.4%
BROKEN GAS MAIN	1	0.5%
BROKEN WATER MAIN	4	1.9%
CHEMICAL OUTSIDE	6	2.8%
DAMAGE INVESTIGATION	1	0.5%
ELEVATOR RESCUE	14	6.6%
FLOWING/GUSHING/SHEARED HYDRNT	4	1.9%
FUEL SPILL	11	5.2%
HAZARDOUS MATERIALS RESPONSE	3	1.4%
INVESTIGATE A HAZARDOUS COND	24	11.3%
MAJOR FLOODED CONDITION	12	5.6%
MALFUNCTION	10	4.7%
MINOR FLOODING	16	7.5%
MISC RESPONSE ENGINE & TRUCK	1	0.5%
MISC RESPONSE FOR 1 ENGINE	2	0.9%
MISC. ODOR INVESTIGATION	5	2.3%
ODOR OF NATURAL GAS INSIDE	5	2.3%
ODOR OF NATURAL GAS OUTSIDE	17	8.0%
ONE STORY ROOF CHECK	2	0.9%
PD ASSIST/STAND-BY	3	1.4%
PERSON LOCKED IN - LOCKED OUT	11	5.2%
PUBLIC ASSIST	16	7.5%
ROOF CHECK 2 STORIES & ABOVE	4	1.9%
WIRES DOWN	29	13.6%

OTHER

INCIDENT TYPE	# INCIDENTS
SPECIAL EVENT	2



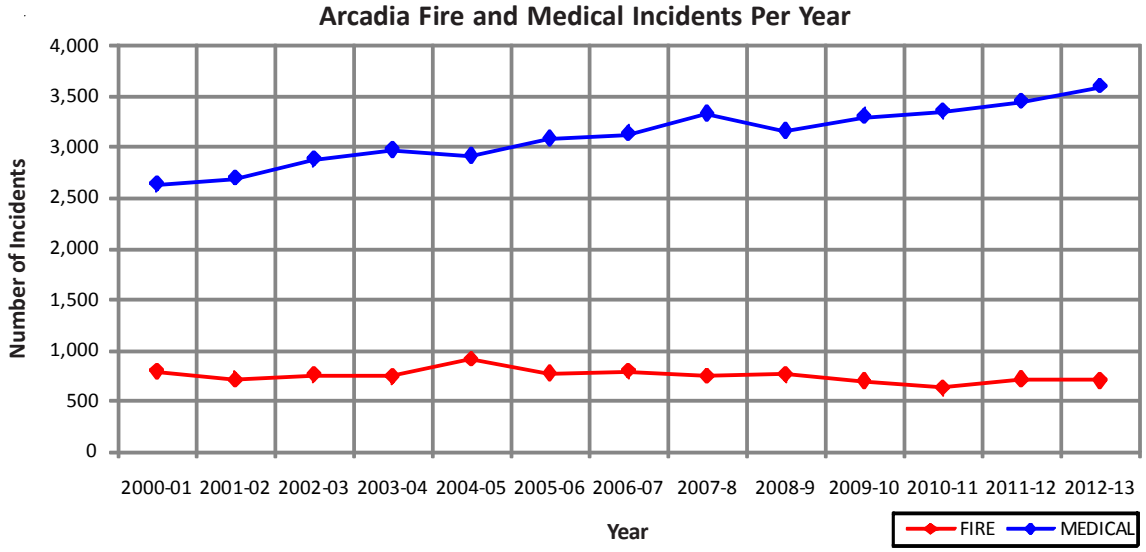
Arcadia Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	67	73	65	60	29	50	65	69	45	48	72	62	705	15.5%
MEDICAL	301	288	279	321	295	336	311	281	308	296	289	289	3,594	79.1%
SERVICE	18	18	19	18	15	21	19	14	19	15	14	22	212	4.7%
OTHER	0	0	0	1	2	0	0	0	0	0	0	0	3	0.1%
OVS*	1	1	3	4	2	4	1	3	3	3	5	0	30	0.7%
TOTAL	**387**	**380**	**366**	**404**	**343**	**411**	**396**	**367**	**375**	**362**	**380**	**373**	**4,544**	

Arcadia Incidents: 13 Fiscal Years

	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	796	713	761	743	914	773	798	748	762	703	633	716	705
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319	3,154	3,296	3,344	3,442	3,594
SERVICE	318	244	285	245	267	249	240	244	223	218	198	335	212
OTHER	3	3	4	5	2	6	6	0	3	4	0	6	3
OVS*	35	34	46	52	37	49	61	60	41	36	42	36	30
TOTAL	**3,785**	**3,685**	**3,973**	**4,013**	**4,127**	**4,156**	**4,232**	**4,371**	**4,183**	**4,257**	**4,217**	**4,535**	**4,544**

**OVS = Responses Outside the Verdugo System*







Out of Jurisdiction Responses

The Arcadia Fire Department was dispatched to incidents outside their jurisdiction 361 times in FY2012-13:

Alhambra	5	San Gabriel	11
Burbank	5	San Marino	3
Bur. Airport	1	Sierra Madre	19
LA City	1	South Pasadena	1
LA County	28	Other Cities	1
Monrovia	210	**TOTAL**	**361**
Pasadena	76		

Other agencies were dispatched to incidents in Arcadia 660 times during the same time period:

Alhambra	2	San Gabriel	4
Burbank	4	San Marino	21
Glendale	5	Sierra Madre	3
LA County	41	South Pasadena	4
Monrovia	324	Other Agencies	165
Pasadena	87	**TOTAL**	**660**

Responses Per Unit

The Arcadia Fire Department was dispatched to 4,514 incidents within its city borders and an additional 361 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 106	3
Battalion 105	177
Engine 105	1,752
Engine 106	2,166
Engine 107	813
Ambulance 105	1,818
Ambulance 106	1,887
Truck 105	854
USAR 106	8









Burbank Fire Department



There were 9,451 incidents in Burbank during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Burbank for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 121 type codes listed below, the three most frequent incident types were Fall - Minor (10.8% of Medical incidents), Shortness of Breath (10.3% of Medical incidents), and Fire Alarm (61.9% of Fire incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	12	1.0%
APPLIANCE FIRE - MAJOR	23	1.9%
APPLIANCE FIRE - MINOR	3	0.2%
ARSON INVESTIGATION	1	0.1%
BRUSH FIRE	3	0.2%
CARBON MONOXIDE ALARM	27	2.2%
ELECTRICAL FIRE	20	1.6%
EXPLOSIVES/BOMB THREAT/SCARE	4	0.3%
FIRE ALARM	754	61.9%
FIRE ALARM RESET	9	0.7%
FIRE NOW OUT	21	1.7%
GARAGE FIRE	6	0.5%
HOUSE FIRE	30	2.5%
ILLEGAL BURNING	20	1.6%
MISC OUTSIDE FIRE	26	2.1%
MISC OUTSIDE FIRE ON THE FWY	4	0.3%
REFUSE FIRE	22	1.8%
SMOKE IN A STRUCTURE	40	3.3%
SMOKE IN THE AREA	49	4.0%
SPRINKLER SYSTEM ACTIVATED	1	0.1%
STRUCTURE FIRE	36	3.0%
TRANSFORMER/STREET LIGHT FIRE	15	1.2%
UNKNOWN TYPE FIRE	4	0.3%
VEGETATION FIRE	21	1.7%
VEGETATION FIRE ON THE FWY	8	0.7%
VEHICLE FIRE	41	3.4%
VEHICLE FIRE ON THE FREEWAY	18	1.5%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	53	0.7%
ABDOMINAL PAIN - BLS	182	2.3%
ALLERGIC REACTION	53	0.7%
ALTERED LEVEL OF CONSCIOUSNESS	252	3.2%
ANIMAL/STINGS - ALS	5	0.1%
ANIMAL/STINGS - BLS	14	0.2%
ASSAULT VICTIM	92	1.2%
ASSIST THE INVALID	167	2.1%
BACK PAIN	94	1.2%
BLOOD PRESSURE PROBLEM	159	2.0%
BURN INJURY	3	<0.1%
CHEST PAINS - HEART ATTACK	616	7.9%
CVA-NEUROLOGIC	194	2.5%
DIABETIC PROBLEM	103	1.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DROWNING/DIVING INCIDENT	4	0.1%
ELECTRICAL SHOCK INJURY	2	<0.1%
EMER MEDICAL SVC ON THE FWY	12	0.2%
EMS CALL -- NO DETAILS	31	0.4%
EXPOSURE	12	0.2%
EYE INJURY	6	0.1%
FALL MAJOR	149	1.9%
FALL MINOR	846	10.8%
G.I. BLEED	65	0.8%
GUNSHOT WOUND	3	<0.1%
HEAD PAIN	46	0.6%
HEART PROBLEM	239	3.1%
HOSPITAL TRANSFER	1	<0.1%
INGESTION-POISONING-INHALATION	62	0.8%
INJURY TC WITH FUEL SPILL	3	<0.1%
INVESTIGATE THE WELFARE	5	0.1%
MEDICAL ALARM	90	1.2%
MINOR TRAUMA	229	2.9%
MISC MEDICAL	516	6.6%
MISC RESPONSE ENGINE & RA	1	<0.1%
MISC RESPONSE FOR 1 RA	1	<0.1%
MOUNTAIN RESCUE	7	0.1%
NON-INJURY TRAFFIC COLLISION	1	<0.1%
NOSE BLEED NON-TRAUMATIC	29	0.4%
OBSTETRICS/GYNECOLOGICAL	43	0.5%
OVERDOSE	102	1.3%
PEDIATRIC 0-36 MONTHS	110	1.4%
PERSON CHOKING	26	0.3%
PERSON DIZZY	155	2.0%
PERSON DOWN	194	2.5%
PERSON IN SEIZURE	256	3.3%
PERSON NOT BREATHING	114	1.5%
PERSON SICK	121	1.5%
PERSON STABBED	3	<0.1%
PERSON THREATENING TO JUMP	3	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	403	5.2%
PSYCHIATRIC	94	1.2%
RESCUE	6	0.1%
RESCUE ON THE FWY	27	0.3%
SEVERE TRAUMA	50	0.6%
SHORTNESS OF BREATH	803	10.3%
SYNCOPE/FAINTED NOW CONS	202	2.6%
TRAFFIC COLLISION	351	4.5%
TRAFFIC COLLISION ON THE FWY	124	1.6%
TRAFFIC COLLISION W/BICYCLE	43	0.5%
TRAFFIC COLLISION W/MOTORCYCLE	30	0.4%
TRAFFIC COLLISION W/PEDESTRIAN	67	0.9%
TRAFFIC COLLISION-RESCUE	46	0.6%
UNKNOWN MEDICAL	93	1.2%
VEHICLE INTO A STRUCTURE	11	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	3	0.7%
ANIMAL RESCUE / ASSIST	9	2.2%
ARCING WIRES	12	2.9%
BEE INVESTIGATION	4	1.0%
BIOHAZARD INVESTIGATION	6	1.5%
BROKEN GAS MAIN	6	1.5%
BROKEN WATER MAIN	14	3.4%
CHEMICAL OUTSIDE	21	5.2%
DAMAGE INVESTIGATION	4	1.0%
ELEVATOR RESCUE	70	17.2%
FLOWING/GUSHING/SHEARED HYDRNT	11	2.7%
FUEL SPILL	25	6.1%
HAZARDOUS MATERIALS RESPONSE	3	0.7%
INVESTIGATE A HAZARDOUS COND	47	11.5%
INVESTIGATE OVERCROWDING	2	0.5%
MAJOR FLOODED CONDITION	11	2.7%
MALFUNCTION	16	3.9%
MINOR FLOODING	19	4.7%
MISC RESPONSE FOR 1 ENGINE	3	0.7%
MISC. ODOR INVESTIGATION	17	4.2%
MISC. RESPONSE FOR A TRUCK	1	0.2%
ODOR OF NATURAL GAS INSIDE	22	5.4%
ODOR OF NATURAL GAS OUTSIDE	31	7.6%
ONE STORY ROOF CHECK	1	0.2%
PD ASSIST/STAND-BY	5	1.2%
PERSON LOCKED IN - LOCKED OUT	13	3.2%
PUBLIC ASSIST	13	3.2%
WIRES DOWN	18	4.4%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE TRAINING	5
SPECIAL EVENT	3



Burbank Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	117	115	103	90	108	84	101	100	89	94	115	102	1,218	12.7%
MEDICAL	591	650	629	622	689	673	712	631	674	657	666	624	7,818	81.4%
SERVICE	31	48	37	33	35	33	33	23	33	25	45	30	406	4.2%
OTHER	1	0	0	1	0	2	0	1	3	1	0	0	9	0.1%
OVS*	7	24	22	9	9	4	13	16	9	6	18	16	153	1.6%
TOTAL	**747**	**837**	**791**	**755**	**841**	**796**	**859**	**771**	**808**	**783**	**844**	**772**	**9,604**	

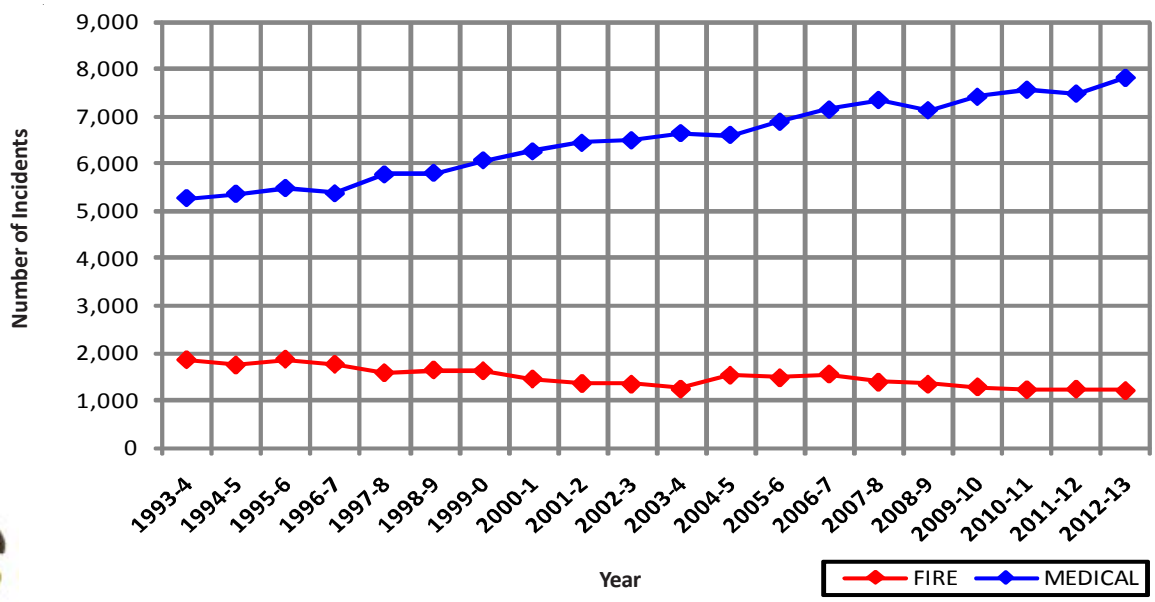
Burbank Incidents: 20 Fiscal Year History

	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3
FIRE	1,849	1,739	1,858	1,756	1,581	1,642	1,621	1,457	1,365	1,349
MEDICAL	5,276	5,368	5,490	5,378	5,775	5,812	6,075	6,262	6,444	6,497
SERVICE	775	652	619	648	598	687	655	631	557	548
OTHER	32	53	33	4	5	6	13	9	21	14
OVS*	0	0	7	17	25	21	31	36	34	50
TOTAL	**7,932**	**7,812**	**8,007**	**7,803**	**7,984**	**8,168**	**8,395**	**8,395**	**8,421**	**8,458**

	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	1,253	1,532	1,478	1,554	1,392	1,348	1,293	1,240	1,249	1,218
MEDICAL	6,651	6,612	6,893	7,146	7,350	7,136	7,418	7,567	7,487	7,818
SERVICE	452	552	504	529	485	452	443	478	494	406
OTHER	8	9	4	13	6	3	1	15	8	9
OVS*	56	52	66	141	152	148	144	124	135	153
TOTAL	**8,420**	**8,757**	**8,945**	**9,383**	**9,385**	**9,087**	**9,299**	**9,424**	**9,373**	**9,604**

**OVS = Responses Outside the Verdugo System*

Burbank Fire and Medical Incidents Per Year





Out of Jurisdiction Responses

The Burbank Fire Department was dispatched to incidents outside their jurisdiction 543 times in FY2012-13:

Alhambra	3	Montebello	1
Arcadia	4	Pasadena	23
Glendale	352	San Gabriel	1
LA City	111	South Pasadena	1
LA County	25	Other Cities	17
Monrovia	2	**TOTAL**	**543**
Monterey Park	3		

Other agencies were dispatched to incidents in Burbank 382 times during the same time period:

Alhambra	4	Pasadena	28
Arcadia	5	San Gabriel	5
Glendale	268	South Pasadena	3
LA City	29	Other Agencies	37
Monterey Park	3	**TOTAL**	**382**

Responses Per Unit

The Burbank Fire Department was dispatched to 9,451 incidents within its city borders and an additional 543 incidents in other cities. At least two units are dispatched to most incidents.

Unit ID	Responses
Battalion 1	404
Engine 11	3,029
Engine 12	1,409
Engine 13	1,656
Engine 14	1,399
Engine 15	2,170
Engine 16	912
Hazmat 12	38
Ambulance 11	3,076
Ambulance 13	2,368
Ambulance 15	3,132
Truck 11	855
Truck 12	534
Water Tender 16	3









Burbank Photos by Ross A. Benson Photography

Burbank-Glendale-Pasadena Airport Authority Fire Department

There were 259 incidents within airport jurisdiction during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Airport Fire for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 39 type codes listed below, the four most frequent incident types were Fuel Spill (42.2% of Service incidents), Chemical Outside (40.6% of Service incidents), Emergency Landing at Airport (45.8% of Fire incidents) and Fire Alarm (45.8% of Fire incidents.)

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	1	3	5	4	5	7	2	3	2	1	8	7	48	18.3%
MEDICAL	11	15	15	6	13	17	7	15	9	9	16	14	147	56.1%
SERVICE	10	7	9	7	4	5	6	1	6	2	3	4	64	24.4%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	0	0	0	0	0	0	0	1	0	0	1	1	3	1.1%
TOTAL	**22**	**25**	**29**	**17**	**22**	**29**	**15**	**20**	**17**	**12**	**28**	**26**	**262**	

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
AIRPORT ALERT 1--STAND BY	1	2.1%
EMERGENCY LANDING AT AIRPORT	22	45.8%
FIRE ALARM	22	45.8%
REFUSE FIRE	1	2.1%
VEGETATION FIRE	1	2.1%
VEHICLE FIRE	1	2.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	1	0.7%
ABDOMINAL PAIN - BLS	1	0.7%
ALLERGIC REACTION	1	0.7%
BACK PAIN	2	1.4%
BURN INJURY	2	1.4%
CHEST PAINS - HEART ATTACK	9	6.1%
CVA-NEUROLOGIC	3	2.0%
FALL MAJOR	1	0.7%
FALL MINOR	14	9.5%
HEAD PAIN	2	1.4%
HEART PROBLEM	4	2.7%
INGESTION-POISONING-INHALATION	2	1.4%
MINOR TRAUMA	14	9.5%
MISC MEDICAL	21	14.3%
PEDIATRIC 0-36 MONTHS	3	2.0%
PERSON DOWN	3	2.0%
PERSON IN SEIZURE	7	4.8%
PERSON SICK	9	6.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	7	4.8%
PSYCHIATRIC	2	1.4%
RESCUE	1	0.7%
SHORTNESS OF BREATH	9	6.1%
SYNCOPE/FAINTED NOW CONS	10	6.8%
TRAFFIC COLLISION	7	4.8%
TRAFFIC COLLISION W/PEDESTRIAN	3	2.0%
UNKNOWN MEDICAL	9	6.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
BIOHAZARD INVESTIGATION	5	7.8%
CHEMICAL OUTSIDE	26	40.6%
ELEVATOR RESCUE	3	4.7%
FUEL SPILL	27	42.2%
MISC. ODOR INVESTIGATION	1	1.6%
ODOR OF NATURAL GAS OUTSIDE	1	1.6%
PERSON LOCKED IN - LOCKED OUT	1	1.6%

Responses Per Unit

Airport Fire units were dispatched to 259 incidents within their jurisdiction and 6 additional incidents in other jurisdictions. At least three units are dispatched to most incidents:

Unit ID	Responses
Crash 1	108
Crash 2	34
Crash 3	27
Crash 4	2
Rescue 17	256
Utility 17	4

Airport Fire Incidents: 2 Fiscal Years

	2011-12	2012-13
FIRE	43	48
MEDICAL	135	147
SERVICE	89	64
OTHER	1	0
OVS*	0	3
TOTAL	**268**	**262**







**OVS = Responses Outside the Verdugo System*

Glendale Fire Department

There were 16,412 incidents in Glendale during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Glendale for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 126 type codes listed below, the three most frequent incident types were Shortness of Breath (11.9% of Medical incidents), Chest Pains - Heart Attack (8.8% of Medical incidents), and Fall - Minor (8.7% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	36	2.5%
APPLIANCE FIRE - MAJOR	26	1.8%
APPLIANCE FIRE - MINOR	3	0.2%
ARSON INVESTIGATION	1	0.1%
BRUSH FIRE	20	1.4%
CARBON MONOXIDE ALARM	38	2.7%
ELECTRICAL FIRE	25	1.8%
ELECTRICAL VAULT FIRE	4	0.3%
EXPLOSION	2	0.1%
EXPLOSIVES/BOMB THREAT/SCARE	6	0.4%
FIRE ALARM	786	55.5%
FIRE ALARM RESET	22	1.6%
FIRE NOW OUT	17	1.2%
GARAGE FIRE	3	0.2%
HOUSE FIRE	40	2.8%
ILLEGAL BURNING	19	1.3%
MISC OUTSIDE FIRE	23	1.6%
MISC OUTSIDE FIRE ON THE FWY	6	0.4%
REFUSE FIRE	35	2.5%
SMOKE IN A STRUCTURE	48	3.4%
SMOKE IN THE AREA	81	5.7%
SPRINKLER SYSTEM ACTIVATED	3	0.2%
STRUCTURE FIRE	23	1.6%
TRANSFORMER/STREET LIGHT FIRE	18	1.3%
UNKNOWN TYPE FIRE	6	0.4%
VEGETATION FIRE	17	1.2%
VEGETATION FIRE ON THE FWY	15	1.1%
VEHICLE FIRE	63	4.4%
VEHICLE FIRE IN A STRUCTURE	5	0.4%
VEHICLE FIRE ON THE FREEWAY	26	1.8%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	105	0.7%
ABDOMINAL PAIN - BLS	378	2.6%
ALLERGIC REACTION	63	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	438	3.1%
ANIMAL/STINGS - ALS	8	0.1%
ANIMAL/STINGS - BLS	17	0.1%
ASSAULT VICTIM	196	1.4%
ASSIST THE INVALID	167	1.2%
BACK PAIN	233	1.6%
BLOOD PRESSURE PROBLEM	452	3.1%
BURN INJURY	8	0.1%
CHEST PAINS - HEART ATTACK	1,265	8.8%
COLLAPSE/EXTRICATION/RESCUE	1	<0.1%
CVA-NEUROLOGIC	265	1.8%
DIABETIC PROBLEM	218	1.5%
DROWNING/DIVING INCIDENT	1	<0.1%
ELECTRICAL SHOCK INJURY	4	<0.1%
EMER MEDICAL SVC ON THE FWY	27	0.2%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMS CALL -- NO DETAILS	71	0.5%
EXPOSURE	15	0.1%
EYE INJURY	9	0.1%
FALL MAJOR	241	1.7%
FALL MINOR	1,247	8.7%
G.I. BLEED	123	0.9%
GUNSHOT WOUND	11	0.1%
HEAD PAIN	101	0.7%
HEART PROBLEM	496	3.5%
HOSPITAL TRANSFER	16	0.1%
INGESTION-POISONING-INHALATION	120	0.8%
INJURY TC WITH FUEL SPILL	2	<0.1%
INVESTIGATE THE WELFARE	9	0.1%
MEDICAL ALARM	134	0.9%
MINOR TRAUMA	354	2.5%
MISC MEDICAL	944	6.6%
MOUNTAIN RESCUE	3	<0.1%
NON-INJURY TRAFFIC COLLISION	4	<0.1%
NOSE BLEED NON-TRAUMATIC	60	0.4%
OBSTETRICS/GYNECOLOGICAL	82	0.6%
OVERDOSE	157	1.1%
PEDIATRIC 0-36 MONTHS	206	1.4%
PERSON CHOKING	37	0.3%
PERSON DIZZY	250	1.7%
PERSON DOWN	461	3.2%
PERSON HANGING	4	<0.1%
PERSON IN SEIZURE	395	2.8%
PERSON NOT BREATHING	211	1.5%
PERSON SICK	283	2.0%
PERSON STABBED	6	<0.1%
PERSON THREATENING TO JUMP	5	<0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	734	5.1%
PSYCHIATRIC	184	1.3%
RESCUE	11	0.1%
RESCUE ON THE FWY	48	0.3%
SEVERE TRAUMA	58	0.4%
SHORTNESS OF BREATH	1,706	11.9%
SWIFT WATER RESCUE	2	<0.1%
SYNCOPE/FAINTED NOW CONS	346	2.4%
TRAFFIC COLLISION	634	4.4%
TRAFFIC COLLISION ON THE FWY	206	1.4%
TRAFFIC COLLISION W/BICYCLE	40	0.3%
TRAFFIC COLLISION W/MOTORCYCLE	30	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	116	0.8%
TRAFFIC COLLISION-RESCUE	44	0.3%
UNKNOWN MEDICAL	271	1.9%
VEHICLE INTO A STRUCTURE	25	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	2	0.3%
ANIMAL RESCUE / ASSIST	13	2.0%
ARCING WIRES	17	2.7%
BEE INVESTIGATION	5	0.8%
BIOHAZARD INVESTIGATION	18	2.8%
BROKEN GAS MAIN	10	1.6%
BROKEN WATER MAIN	20	3.1%
CHEMICAL OUTSIDE	29	4.6%
DAMAGE INVESTIGATION	5	0.8%
ELEVATOR RESCUE	99	15.6%
FLOWING/GUSHING/SHEARED HYDRNT	17	2.7%
FUEL SPILL	22	3.5%
HAZARDOUS MATERIALS RESPONSE	3	0.5%
INVESTIGATE A HAZARDOUS COND	74	11.6%
INVESTIGATE A MUDLSIDE	1	0.2%
MAJOR FLOODED CONDITION	16	2.5%
MALFUNCTION	17	2.7%
MINOR FLOODING	34	5.3%
MISC RESPONSE FOR 1 ENGINE	11	1.7%
MISC. ODOR INVESTIGATION	23	3.6%
MISC. RESPONSE FOR A TRUCK	4	0.6%
ODOR OF NATURAL GAS INSIDE	41	6.4%
ODOR OF NATURAL GAS OUTSIDE	32	5.0%
ONE STORY ROOF CHECK	4	0.6%
PD ASSIST/STAND-BY	6	0.9%
PERSON LOCKED IN - LOCKED OUT	38	6.0%
PUBLIC ASSIST	39	6.1%
ROOF CHECK 2 STORIES & ABOVE	4	0.6%
WIRES DOWN	32	5.0%

OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	2
SPECIAL EVENT	4



Glendale Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	112	122	112	121	123	143	122	116	107	135	148	93	1,454	8.6%
MEDICAL	1,073	1,213	1,175	1,126	1,180	1,211	1409	1160	1249	1204	1219	1131	14,350	85.0%
SERVICE	49	66	49	51	38	50	62	38	35	47	62	52	599	3.5%
OTHER	2	1	0	1	1	0	0	1	0	2	1	0	9	0.1%
OVS*	36	49	36	37	48	39	40	46	37	21	47	37	473	2.8%
TOTAL	**1,272**	**1,451**	**1,372**	**1,336**	**1,390**	**1,443**	**1,633**	**1,361**	**1,428**	**1,409**	**1,477**	**1,313**	**16,885**	

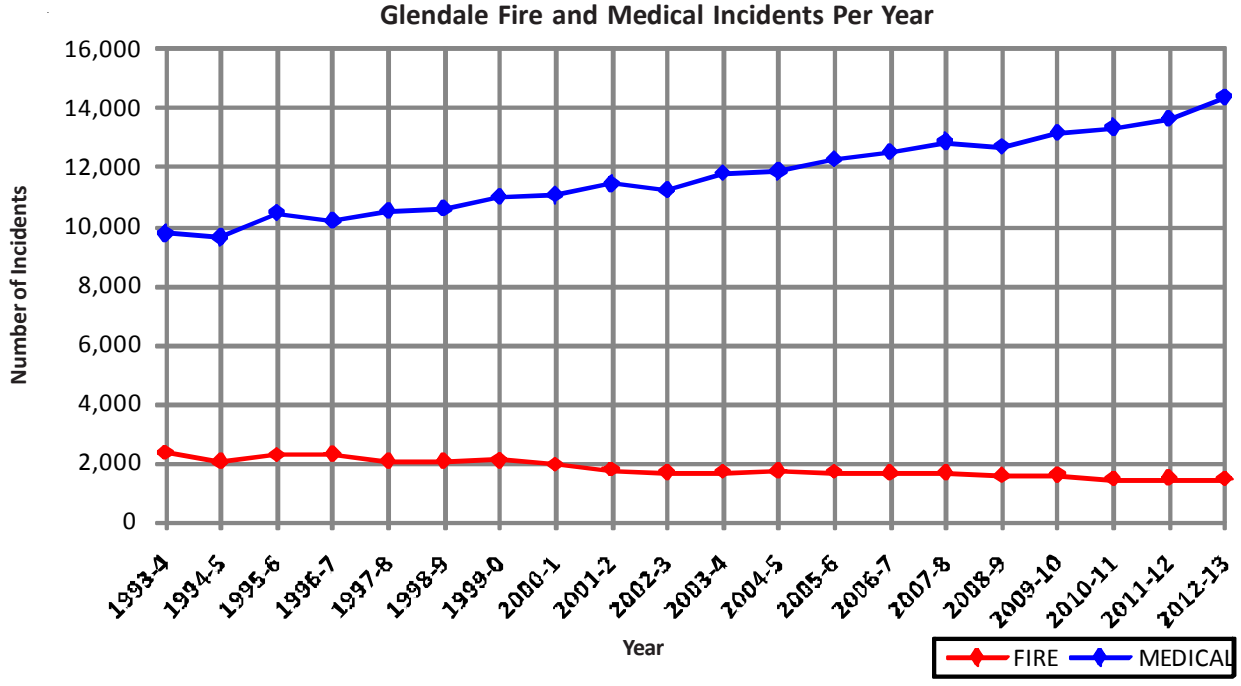
Glendale Incidents: 20 Fiscal Year History

	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0	2000-1	2001-2	2002-3
FIRE	2,377	2,077	2,304	2,340	2,087	2,089	2,121	1,968	1,799	1,700
MEDICAL	9,782	9,644	10,479	10,213	10,544	10,608	11,020	11,062	11,442	11,235
SERVICE	1,217	961	888	998	959	871	926	921	991	932
OTHER	61	163	28	10	12	23	36	30	46	64
OVS*	0	0	106	200	171	172	165	154	155	190
TOTAL	**13,437**	**12,845**	**13,805**	**13,761**	**13,773**	**13,763**	**14,268**	**14,135**	**14,433**	**14,121**

	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	1,701	1,733	1,702	1,649	1,668	1,564	1,602	1,460	1,476	1,454
MEDICAL	11,795	11,850	12,261	12,522	12,862	12,685	13,156	13,338	13,610	14,350
SERVICE	770	1,024	789	718	706	668	653	630	694	599
OTHER	28	26	7	17	17	6	13	19	9	9
OVS*	180	204	211	415	476	541	426	393	404	473
TOTAL	**14,474**	**14,837**	**14,970**	**15,321**	**15,729**	**15,464**	**15,850**	**15,840**	**16,193**	**16,885**

**OVS = Responses Outside the Verdugo System*

Glendale Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Glendale Fire Department was dispatched to incidents outside their jurisdiction 841 times in FY2012-13:

Alhambra	4	Monterey Park	4
Arcadia	5	Montebello	1
Burbank	268	Pasadena	74
Bur. Airport	6	Sierra Madre	1
LA City	365	South Pasadena	2
LA County	98	Other Cities	10
Monrovia	3	**TOTAL**	**841**

Other agencies were dispatched to incidents in Glendale 637 times during the same time period:

Alhambra	3	Pasadena	108
Burbank	352	San Gabriel	6
LA City	63	San Marino	1
LA County	53	Sierra Madre	1
Monrovia	9	South Pasadena	3
Montebello	1	Other Agencies	36
Monterey Park	1	**TOTAL**	**637**

Responses Per Unit

The Glendale Fire Department was dispatched to 16,412 incidents within its city borders and an additional 841 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Air Utility 28	18	Engine 25	3,172
Battalion 2	572	Engine 26	2,953
BLS21	4,084	Engine 27	2,355
BLS22	1,532	Engine 28	782
BLS25	3,689	Engine 29	1,223
BLS26	3,423	HazMat 24	43
BLS27	1,377	OWT11	5
BLS29	1,864	Truck 21	1,443
Brush 21	14	Truck 26	1,206
Engine 21	3,519	Truck 29	309
Engine 22	2,840	USAR 22	10
Engine 23	408	Water Tender 27	14
Engine 24	1,272		









Photos by Jerry Jacobs

Monrovia Fire Department



There were 3,328 incidents in Monrovia during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Monrovia for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 111 type codes listed below, the three most frequent incident types were Fall - Minor (11.3% of Medical incidents), Shortness of Breath (10.1% of Medical incidents), and Fire Alarm (51.6% of Fire incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	6	1.6%
APPLIANCE FIRE - MAJOR	5	1.3%
BRUSH FIRE	2	0.5%
CARBON MONOXIDE ALARM	18	4.7%
ELECTRICAL FIRE	5	1.3%
ELECTRICAL VAULT FIRE	1	0.3%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.5%
FIRE ALARM	199	51.6%
FIRE ALARM RESET	2	0.5%
FIRE NOW OUT	7	1.8%
GARAGE FIRE	3	0.8%
HOUSE FIRE	8	2.1%
ILLEGAL BURNING	10	2.6%
MISC OUTSIDE FIRE	7	1.8%
REFUSE FIRE	10	2.6%
SMOKE IN A STRUCTURE	12	3.1%
SMOKE IN THE AREA	36	9.3%
STRUCTURE FIRE	8	2.1%
TRANSFORMER/STREET LIGHT FIRE	12	3.1%
UNKNOWN TYPE FIRE	1	0.3%
VEGETATION FIRE	7	1.8%
VEGETATION FIRE ON THE FWY	1	0.3%
VEHICLE FIRE	12	3.1%
VEHICLE FIRE ON THE FREEWAY	11	2.8%
WATER TENDER REQUEST	1	0.3%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	16	0.6%
ABDOMINAL PAIN - BLS	56	2.0%
ALLERGIC REACTION	21	0.8%
ALTERED LEVEL OF CONSCIOUSNESS	75	2.7%
ANIMAL/STINGS - ALS	3	0.1%
ANIMAL/STINGS - BLS	10	0.4%
ASSAULT VICTIM	79	2.9%
ASSIST THE INVALID	109	4.0%
BACK PAIN	39	1.4%
BLOOD PRESSURE PROBLEM	23	0.8%
BURN INJURY	2	0.1%
CHEST PAINS - HEART ATTACK	169	6.1%
CVA-NEUROLOGIC	33	1.2%
DIABETIC PROBLEM	52	1.9%
ELECTRICAL SHOCK INJURY	2	0.1%
EMER MEDICAL SVC ON THE FWY	11	0.4%
EMS CALL -- NO DETAILS	23	0.8%
EXPOSURE	2	0.1%
FALL MAJOR	38	1.4%
FALL MINOR	310	11.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
G.I. BLEED	21	0.8%
GUNSHOT WOUND	3	0.1%
HEAD PAIN	12	0.4%
HEART PROBLEM	52	1.9%
INGESTION-POISONING-INHALATION	32	1.2%
INJURY TC WITH FUEL SPILL	1	<0.1%
MEDICAL ALARM	27	1.0%
MINOR TRAUMA	92	3.3%
MISC MEDICAL	184	6.7%
MOUNTAIN RESCUE	3	0.1%
NOSE BLEED NON-TRAUMATIC	3	0.1%
OBSTETRICS/GYNECOLOGICAL	20	0.7%
OVERDOSE	39	1.4%
PEDIATRIC 0-36 MONTHS	38	1.4%
PERSON CHOKING	9	0.3%
PERSON DIZZY	55	2.0%
PERSON DOWN	73	2.7%
PERSON HANGING	2	0.1%
PERSON IN SEIZURE	86	3.1%
PERSON NOT BREATHING	38	1.4%
PERSON SICK	27	1.0%
PERSON STABBED	2	0.1%
PERSON THREATENING TO JUMP	2	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	128	4.7%
PSYCHIATRIC	51	1.9%
RESCUE	2	0.1%
RESCUE ON THE FWY	10	0.4%
SEVERE TRAUMA	13	0.5%
SHORTNESS OF BREATH	278	10.1%
SYNCOPE/FAINTED NOW CONS	53	1.9%
TRAFFIC COLLISION	174	6.3%
TRAFFIC COLLISION ON THE FWY	66	2.4%
TRAFFIC COLLISION W/BICYCLE	17	0.6%
TRAFFIC COLLISION W/MOTORCYCLE	8	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	20	0.7%
TRAFFIC COLLISION-RESCUE	8	0.3%
UNKNOWN MEDICAL	27	1.0%
VEHICLE INTO A STRUCTURE	2	0.1%

The Pride of Monrovia

MONROVIA FIRE DEPT 1910

Helping Anyone In Need

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	5	2.6%
ARCING WIRES	5	2.6%
BIOHAZARD INVESTIGATION	1	0.5%
BROKEN GAS MAIN	2	1.0%
BROKEN WATER MAIN	8	4.2%
CHEMICAL OUTSIDE	4	2.1%
DAMAGE INVESTIGATION	1	0.5%
ELEVATOR RESCUE	10	5.2%
FLOWING/GUSHING/SHEARED HYDRNT	6	3.1%
FUEL SPILL	3	1.6%
INVESTIGATE A HAZARDOUS COND	22	11.5%
INVESTIGATE A MUDLSIDE	1	0.5%
MAJOR FLOODED CONDITION	3	1.6%
MALFUNCTION	6	3.1%
MINOR FLOODING	7	3.6%
MISC RESPONSE ENGINE & TRUCK	2	1.0%
MISC RESPONSE FOR 1 ENGINE	6	3.1%
MISC. ODOR INVESTIGATION	9	4.7%
MISC. RESPONSE FOR A TRUCK	2	1.0%
ODOR OF NATURAL GAS INSIDE	5	2.6%
ODOR OF NATURAL GAS OUTSIDE	13	6.8%
ONE STORY ROOF CHECK	3	1.6%
PD ASSIST/STAND-BY	1	0.5%
PERSON LOCKED IN - LOCKED OUT	8	4.2%
PUBLIC ASSIST	8	4.2%
ROOF CHECK 2 STORIES & ABOVE	2	1.0%
WIRES DOWN	49	25.5%

OTHER

INCIDENT TYPE	# INCIDENTS
SPECIAL EVENT	1



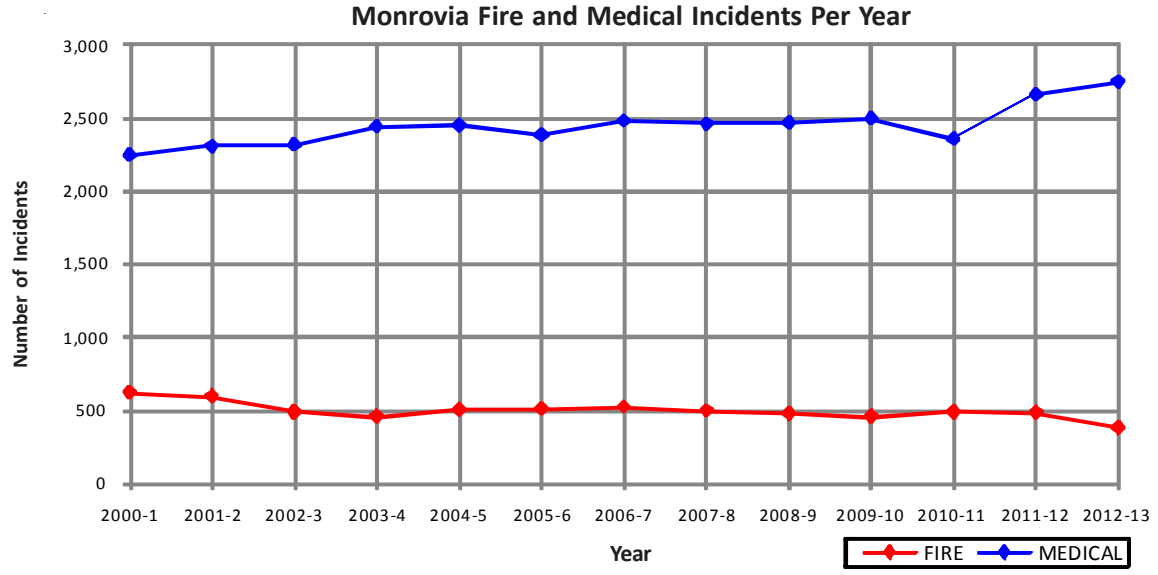
Monrovia Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	34	35	27	27	37	39	48	21	37	21	29	31	386	11.5%
MEDICAL	218	226	247	236	248	251	247	191	234	222	220	209	2,749	81.5%
SERVICE	12	22	16	8	21	14	12	12	11	22	23	19	192	5.7%
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.0%
OVS*	4	4	2	3	4	4	5	2	2	2	8	3	43	1.3%
TOTAL	**269**	**287**	**292**	**274**	**310**	**308**	**312**	**226**	**284**	**267**	**280**	**262**	**3,371**	

Monrovia Incidents: 13 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	621	597	491	461	504	510	523	501	479	462	492	488	386
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462	2,467	2,494	2,357	2,657	2,749
SERVICE	252	257	265	216	244	238	218	224	186	184	178	266	192
OTHER	2	4	47	7	0	1	3	1	0	0	1	1	1
OVS*	28	47	55	56	47	36	49	58	50	41	30	29	43
TOTAL	**3,147**	**3,214**	**3,172**	**3,183**	**3,244**	**3,169**	**3,273**	**3,246**	**3,182**	**3,181**	**3,058**	**3,441**	**3,371**

**OVS = Responses Outside the Verdugo System*







Out of Jurisdiction Responses

The Monrovia Fire Department was dispatched to incidents outside their jurisdiction 404 times in FY2012-13:

Alhambra	2	Pasadena	6
Arcadia	324	Sierra Madre	19
Glendale	9	Other Cities	2
LA County	41	**TOTAL**	**404**
Montebello	1		

Other agencies were dispatched to incidents in Monrovia 281 times during the same time period, in addition to 2,685 responses by other* units:

Alhambra	2	Monterey Park	2
Arcadia	210	Pasadena	14
Burbank	2	San Gabriel	7
Glendale	3	San Marino	7
LA City	1	Other*	2,685
LA County	32	**TOTAL**	**2,996**
Montebello	1		

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses. The high total in Monrovia is due to the use of private ambulances for EMS incidents; a Fire Department Squad and Engine are also dispatched in most instances.



Responses Per Unit

The Monrovia Fire Department was dispatched to 3,328 incidents within its city borders and an additional 404 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Battalion 10	138
Engine 101	1,953
Engine 102	1,589
Squad 101	1,792
Truck 101	683
Water Tender 101	8







Montebello Fire Department



There were 4,800 incidents in Montebello during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Montebello for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 114 type codes listed below, the three most frequent incident types were Fire Alarm (60.9% of Fire incidents), Shortness of Breath (10.3% of Medical incidents), and Fall - Minor (9.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	11	1.6%
APPLIANCE FIRE - MAJOR	11	1.6%
APPLIANCE FIRE - MINOR	1	0.1%
ARSON INVESTIGATION	1	0.1%
BRUSH FIRE	1	0.1%
CARBON MONOXIDE ALARM	16	2.3%
ELECTRICAL FIRE	8	1.1%
ELECTRICAL VAULT FIRE	1	0.1%
EXPLOSIVES/BOMB THREAT/SCARE	8	1.1%
FIRE ALARM	430	60.9%
FIRE ALARM RESET	2	0.3%
FIRE NOW OUT	6	0.8%
GARAGE FIRE	2	0.3%
HOUSE FIRE	26	3.7%
ILLEGAL BURNING	13	1.8%
MISC OUTSIDE FIRE	24	3.4%
MISC OUTSIDE FIRE ON THE FWY	1	0.1%
REFUSE FIRE	13	1.8%
SMOKE IN A STRUCTURE	11	1.6%
SMOKE IN THE AREA	10	1.4%
STRUCTURE FIRE	22	3.1%
TRANSFORMER/STREET LIGHT FIRE	17	2.4%
UNKNOWN TYPE FIRE	3	0.4%
VEGETATION FIRE	17	2.4%
VEGETATION FIRE ON THE FWY	4	0.6%
VEHICLE FIRE	36	5.1%
VEHICLE FIRE IN A STRUCTURE	1	0.1%
VEHICLE FIRE ON THE FREEWAY	10	1.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	19	0.5%
ABDOMINAL PAIN - BLS	64	1.6%
ALLERGIC REACTION	15	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	125	3.2%
ANIMAL/STINGS - ALS	3	0.1%
ANIMAL/STINGS - BLS	5	0.1%
ASSAULT VICTIM	115	2.9%
ASSIST THE INVALID	68	1.7%
BACK PAIN	30	0.8%
BLOOD PRESSURE PROBLEM	76	1.9%
BURN INJURY	6	0.2%
CHEST PAINS - HEART ATTACK	275	7.1%
CVA-NEUROLOGIC	81	2.1%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DIABETIC PROBLEM	88	2.3%
EMER MEDICAL SVC ON THE FWY	8	0.2%
EMS CALL -- NO DETAILS	33	0.8%
EXPOSURE	5	0.1%
EYE INJURY	5	0.1%
FALL MAJOR	54	1.4%
FALL MINOR	361	9.3%
G.I. BLEED	34	0.9%
GUNSHOT WOUND	11	0.3%
HEAD PAIN	14	0.4%
HEART PROBLEM	78	2.0%
INGESTION-POISONING-INHALATION	43	1.1%
INJURY TC WITH FUEL SPILL	1	<0.1%
INVESTIGATE THE WELFARE	1	<0.1%
MEDICAL ALARM	41	1.1%
MINOR TRAUMA	136	3.5%
MISC MEDICAL	201	5.2%
MISC RESPONSE ENGINE & RA	1	<0.1%
NOSE BLEED NON-TRAUMATIC	7	0.2%
OBSTETRICS/GYNECOLOGICAL	24	0.6%
OVERDOSE	47	1.2%
PEDIATRIC 0-36 MONTHS	66	1.7%
PERSON CHOKING	16	0.4%
PERSON DIZZY	51	1.3%
PERSON DOWN	132	3.4%
PERSON IN SEIZURE	155	4.0%
PERSON NOT BREATHING	81	2.1%
PERSON SICK	51	1.3%
PERSON STABBED	7	0.2%
PERSON UNCONSCIOUS-UNRESPONSIVE	227	5.8%
PSYCHIATRIC	74	1.9%
RESCUE	4	0.1%
RESCUE ON THE FWY	11	0.3%
SEVERE TRAUMA	25	0.6%
SHORTNESS OF BREATH	403	10.3%
SYNCOPE/FAINTED NOW CONS	86	2.2%
TRAFFIC COLLISION	250	6.4%
TRAFFIC COLLISION ON THE FWY	42	1.1%
TRAFFIC COLLISION W/BICYCLE	25	0.6%
TRAFFIC COLLISION W/MOTORCYCLE	11	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	42	1.1%
TRAFFIC COLLISION WITH TRAIN	3	0.1%
TRAFFIC COLLISION-RESCUE	19	0.5%
UNKNOWN MEDICAL	40	1.0%
VEHICLE INTO A STRUCTURE	4	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	4	2.0%
ARCING WIRES	3	1.5%
BEE INVESTIGATION	1	0.5%
BIOHAZARD INVESTIGATION	7	3.6%
BROKEN GAS MAIN	4	2.0%
BROKEN WATER MAIN	7	3.6%
CHEMICAL OUTSIDE	4	2.0%
DAMAGE INVESTIGATION	1	0.5%
ELEVATOR RESCUE	10	5.1%
FLOWING/GUSHING/SHEARED HYDRNT	5	2.6%
FUEL SPILL	5	2.6%
HAZARDOUS MATERIALS RESPONSE	2	1.0%
INVESTIGATE A HAZARDOUS COND	19	9.7%
MAJOR FLOODED CONDITION	8	4.1%
MALFUNCTION	4	2.0%
MINOR FLOODING	13	6.6%
MISC RESPONSE FOR 1 ENGINE	4	2.0%
MISC. ODOR INVESTIGATION	6	3.1%
MISC. RESPONSE FOR A TRUCK	2	1.0%
ODOR OF NATURAL GAS INSIDE	10	5.1%
ODOR OF NATURAL GAS OUTSIDE	16	8.2%
ONE STORY ROOF CHECK	3	1.5%
PD ASSIST/STAND-BY	5	2.6%
PERSON LOCKED IN - LOCKED OUT	18	9.2%
PUBLIC ASSIST	4	2.0%
ROOF CHECK 2 STORIES & ABOVE	1	0.5%
WIRES DOWN	30	15.3%

OTHER

INCIDENT TYPE	# INCIDENTS
FIRE TRAINING	1



Montebello Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	51	64	56	57	57	67	77	58	56	60	57	54	714	14.7%
MEDICAL	303	304	345	385	303	313	331	285	336	338	337	318	3,898	80.2%
SERVICE	14	20	18	24	12	18	13	10	13	21	13	11	187	3.8%
OTHER	0	1	0	0	0	0	0	0	0	0	0	0	1	0.0%
OVS*	3	6	7	2	3	5	8	1	5	5	8	7	60	1.2%
TOTAL	**371**	**395**	**426**	**468**	**375**	**403**	**429**	**354**	**410**	**424**	**415**	**390**	**4,860**	

**OVS = Responses Outside the Verdugo System*

Out of Jurisdiction Responses

The Montebello Fire Department was dispatched to incidents outside their jurisdiction 114 times in FY2012-13:

Bur. Airport	1	Monrovia	1
Glendale	1	Monterey Park	51
LA City	2	Other Cities	39
LA County	19	**TOTAL**	**114**

Other agencies were dispatched to incidents in Montebello 289 times during the same time period, in addition to 3,924 responses by other* units::

Alhambra	2	San Gabriel	2
Burbank	1	Sierra Madre	1
Glendale	1	South Pasadena	1
LA County	89	Other Agencies	44
Monrovia	1	Other Units*	3,924
Monterey Park	145	**TOTAL**	**4,213**
Pasadena	2		

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

Responses Per Unit

The Montebello Fire Department was dispatched to 4,800 incidents within its city borders and an additional 114 incidents in other jurisdictions. At least two units are dispatched to most incidents.

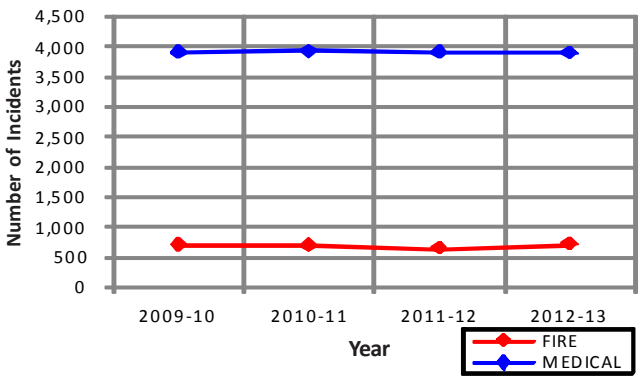
Unit ID	Responses
Air Utility 55	11
Battalion 55	197
Brush Engine 55	2
Brush Engine 56	8
Engine 55	2,495
Engine 56	1,158
Engine 57	1,857
Truck 55	1,030
USR55	1



Montebello Incidents: 4 Fiscal Year History

	2009-10	2010-11	2011-12	2012-13
FIRE	694	685	641	714
MEDICAL	3,909	3,930	3,906	3,898
SERVICE	238	204	192	187
OTHER	1	0	0	1
OVS*	93	51	69	60
TOTAL	**4,935**	**4,870**	**4,808**	**4,860**

Montebello Fire and Medical Incidents Per Year



Monterey Park Fire Department

There were 3,761 incidents in Monterey Park during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Monterey Park for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 115 type codes listed below, the three most frequent incident types were Fall - Minor (11.1% of Medical incidents), Shortness of Breath (9.6% of Medical incidents), and Person Unconscious/Unresponsive (7.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	8	1.9%
APPLIANCE FIRE - MAJOR	8	1.9%
APPLIANCE FIRE - MINOR	1	0.2%
BRUSH FIRE	1	0.2%
CARBON MONOXIDE ALARM	7	1.7%
ELECTRICAL FIRE	10	2.4%
ELECTRICAL VAULT FIRE	1	0.2%
FIRE ALARM	226	53.8%
FIRE ALARM RESET	4	1.0%
FIRE NOW OUT	5	1.2%
GARAGE FIRE	1	0.2%
HOUSE FIRE	17	4.0%
ILLEGAL BURNING	7	1.7%
MISC OUTSIDE FIRE	9	2.1%
MISC OUTSIDE FIRE ON THE FWY	2	0.5%
REFUSE FIRE	23	5.5%
SMOKE IN A STRUCTURE	12	2.9%
SMOKE IN THE AREA	13	3.1%
SPRINKLER SYSTEM ACTIVATED	2	0.5%
STRUCTURE FIRE	6	1.4%
TRANSFORMER/STREET LIGHT FIRE	12	2.9%
UNKNOWN TYPE FIRE	3	0.7%
VEGETATION FIRE	8	1.9%
VEGETATION FIRE ON THE FWY	3	0.7%
VEHICLE FIRE	16	3.8%
VEHICLE FIRE IN A STRUCTURE	1	0.2%
VEHICLE FIRE ON THE FREEWAY	14	3.3%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	10	0.3%
ABDOMINAL PAIN - BLS	66	2.1%
ALLERGIC REACTION	13	0.4%
ALTERED LEVEL OF CONSCIOUSNESS	87	2.7%
ANIMAL/STINGS - ALS	2	0.1%
ANIMAL/STINGS - BLS	4	0.1%
ASSAULT VICTIM	70	2.2%
ASSIST THE INVALID	54	1.7%
BACK PAIN	29	0.9%
BLOOD PRESSURE PROBLEM	45	1.4%
CHEST PAINS - HEART ATTACK	169	5.3%
CVA-NEUROLOGIC	70	2.2%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DIABETIC PROBLEM	54	1.7%
DROWNING/DIVING INCIDENT	1	<0.1%
ELECTRICAL SHOCK INJURY	2	0.1%
EMER MEDICAL SVC ON THE FWY	7	0.2%
EMS CALL -- NO DETAILS	35	1.1%
EXPOSURE	3	0.1%
EYE INJURY	2	0.1%
FALL MAJOR	58	1.8%
FALL MINOR	353	11.1%
G.I. BLEED	29	0.9%
GUNSHOT WOUND	6	0.2%
HEAD PAIN	11	0.3%
HEART PROBLEM	61	1.9%
HOSPITAL TRANSFER	13	0.4%
INGESTION-POISONING-INHALATION	40	1.3%
INJURY TC WITH FUEL SPILL	1	<0.1%
INVESTIGATE THE WELFARE	2	0.1%
MEDICAL ALARM	38	1.2%
MINOR TRAUMA	99	3.1%
MISC MEDICAL	180	5.7%
NOSE BLEED NON-TRAUMATIC	8	0.3%
OBSTETRICS/GYNECOLOGICAL	24	0.8%
OVERDOSE	41	1.3%
PEDIATRIC 0-36 MONTHS	40	1.3%
PERSON CHOKING	10	0.3%
PERSON DIZZY	84	2.6%
PERSON DOWN	85	2.7%
PERSON IN SEIZURE	101	3.2%
PERSON NOT BREATHING	64	2.0%
PERSON SICK	47	1.5%
PERSON STABBED	7	0.2%
PERSON THREATENING TO JUMP	2	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	228	7.2%
PSYCHIATRIC	43	1.4%
RESCUE	1	<0.1%
RESCUE ON THE FWY	25	0.8%
SEVERE TRAUMA	14	0.4%
SHORTNESS OF BREATH	304	9.6%
SYNCOPE/FAINTED NOW CONS	77	2.4%
TRAFFIC COLLISION	144	4.5%
TRAFFIC COLLISION ON THE FWY	68	2.1%
TRAFFIC COLLISION W/BICYCLE	11	0.3%
TRAFFIC COLLISION W/MOTORCYCLE	11	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	54	1.7%
TRAFFIC COLLISION-RESCUE	21	0.7%
UNKNOWN MEDICAL	34	1.1%
VEHICLE INTO A STRUCTURE	8	0.3%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	3	1.8%
ARCING WIRES	5	2.9%
BEE INVESTIGATION	9	5.3%
BIOHAZARD INVESTIGATION	14	8.2%
BROKEN GAS MAIN	1	0.6%
BROKEN WATER MAIN	5	2.9%
CHEMICAL OUTSIDE	4	2.4%
DAMAGE INVESTIGATION	1	0.6%
ELEVATOR RESCUE	14	8.2%
FLOWING/GUSHING/SHEARED HYDRNT	4	2.4%
FUEL SPILL	9	5.3%
HAZARDOUS MATERIALS RESPONSE	3	1.8%
INVESTIGATE A HAZARDOUS COND	11	6.5%
MAJOR FLOODED CONDITION	4	2.4%
MALFUNCTION	4	2.4%
MINOR FLOODING	12	7.1%
MISC RESPONSE ENGINE & TRUCK	1	0.6%
MISC RESPONSE FOR 1 ENGINE	1	0.6%
MISC. ODOR INVESTIGATION	8	4.7%
MISC. RESPONSE FOR A TRUCK	1	0.6%
ODOR OF NATURAL GAS INSIDE	6	3.5%
ODOR OF NATURAL GAS OUTSIDE	8	4.7%
ONE STORY ROOF CHECK	3	1.8%
PD ASSIST/STAND-BY	4	2.4%
PERSON LOCKED IN - LOCKED OUT	11	6.5%
PUBLIC ASSIST	8	4.7%
ROOF CHECK 2 STORIES & ABOVE	3	1.8%
WIRES DOWN	13	7.6%

OTHER

INCIDENT TYPE	# INCIDENTS
SPECIAL EVENT	2



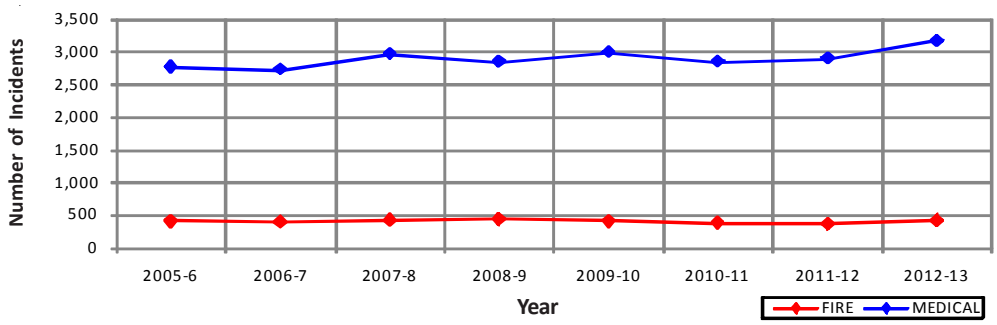
Monterey Park Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	38	26	21	42	43	41	48	31	38	26	41	25	420	11.0%
MEDICAL	251	252	257	260	282	293	302	265	275	243	235	254	3,169	82.7%
SERVICE	12	30	16	13	12	7	15	9	12	14	17	13	170	4.4%
OTHER	0	0	0	0	0	0	0	2	0	0	0	0	2	0.1%
OVS*	4	5	7	5	5	1	7	8	7	8	11	4	72	1.9%
TOTAL	**305**	**313**	**301**	**320**	**342**	**342**	**372**	**315**	**332**	**291**	**304**	**296**	**3,833**	

Monterey Park Incidents: 8 Fiscal Year History

	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	413	400	425	440	414	387	370	420
MEDICAL	2,767	2,722	2,969	2,847	2,995	2,851	2,899	3,169
SERVICE	187	188	185	161	170	176	176	170
OTHER	2	1	1	1	4	5	2	2
OVS*	259	207	161	131	85	79	70	72
TOTAL	**3,628**	**3,518**	**3,741**	**3,580**	**3,668**	**3,498**	**3,517**	**3,833**

**OVS = Responses Outside the Verdugo System*



Out of Jurisdiction Responses

The Monterey Park Fire Department was dispatched to incidents outside their jurisdiction 576 times in FY2012-13:

Alhambra	248	Pasadena	1
Burbank	3	San Gabriel	99
Glendale	1	San Marino	1
LA County	66	South Pasadena	4
Monrovia	2	Other Cities	6
Montebello	145	**TOTAL**	**576**

Other agencies were dispatched to incidents in Monterey Park 465 times during the same time period:

Alhambra	214	San Gabriel	59
Burbank	3	San Marino	1
Glendale	4	Sierra Madre	1
LA County	65	South Pasadena	12
Montebello	51	Other Agencies	42
Pasadena	13	**TOTAL**	**465**

Responses Per Unit

The Monterey Park Fire Department was dispatched to 3,761 incidents within its city borders and an additional 576 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Battalion 6	270
Engine 61	1,751
Engine 62	1,363
Engine 63	1,036
Ambulance 61	1,936
Ambulance 62	1,519
Quint 61	542
Truck 61	162



Pasadena Fire Department



There were 16,570 incidents in Pasadena during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Pasadena for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 126 type codes listed below, the three most frequent incident types were Fire Alarm (76.1% of Fire incidents), Shortness of Breath (9.8% of Medical incidents), and Fall - Minor (8.1% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	21	0.7%
APPLIANCE FIRE - MAJOR	26	0.9%
BRUSH FIRE	4	0.1%
CARBON MONOXIDE ALARM	46	1.6%
ELECTRICAL FIRE	34	1.2%
ELECTRICAL VAULT FIRE	5	0.2%
EXPLOSIVES/BOMB THREAT/SCARE	4	0.1%
FIRE ALARM	2,218	76.1%
FIRE ALARM RESET	39	1.3%
FIRE NOW OUT	17	0.6%
GARAGE FIRE	6	0.2%
HOUSE FIRE	56	1.9%
ILLEGAL BURNING	36	1.2%
MISC OUTSIDE FIRE	29	1.0%
MISC OUTSIDE FIRE ON THE FWY	4	0.1%
REFUSE FIRE	52	1.8%
SMOKE IN A STRUCTURE	50	1.7%
SMOKE IN THE AREA	64	2.2%
SPRINKLER SYSTEM ACTIVATED	1	<0.1%
STRUCTURE FIRE	57	2.0%
TRAIN FIRE	1	<0.1%
TRANSFORMER/STREET LIGHT FIRE	9	0.3%
UNKNOWN TYPE FIRE	4	0.1%
VEGETATION FIRE	30	1.0%
VEGETATION FIRE ON THE FWY	6	0.2%
VEHICLE FIRE	59	2.0%
VEHICLE FIRE IN A STRUCTURE	5	0.2%
VEHICLE FIRE ON THE FREEWAY	32	1.1%

MEDICAL

ABDOMINAL PAIN - ALS	128	1.0%
ABDOMINAL PAIN - BLS	289	2.2%
ALLERGIC REACTION	80	0.6%
ALTERED LEVEL OF CONSCIOUSNESS	411	3.2%
ANIMAL/STINGS - ALS	9	0.1%
ANIMAL/STINGS - BLS	23	0.2%
ASSAULT VICTIM	310	2.4%
ASSIST THE INVALID	205	1.6%
BACK PAIN	133	1.0%
BLOOD PRESSURE PROBLEM	206	1.6%
BURN INJURY	5	<0.1%
CHEST PAINS - HEART ATTACK	908	7.0%
COLLAPSE/EXTRICATION/RESCUE	1	<0.1%
CVA-NEUROLOGIC	295	2.3%
DIABETIC PROBLEM	212	1.6%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
DROWNING/DIVING INCIDENT	2	<0.1%
ELECTRICAL SHOCK INJURY	3	<0.1%
EMER MEDICAL SVC ON THE FWY	27	0.2%
EMS CALL -- NO DETAILS	50	0.4%
EXPOSURE	35	0.3%
EYE INJURY	16	0.1%
FALL MAJOR	317	2.4%
FALL MINOR	1,059	8.1%
G.I. BLEED	103	0.8%
GUNSHOT WOUND	21	0.2%
HEAD PAIN	78	0.6%
HEART PROBLEM	241	1.9%
HOSPITAL TRANSFER	1	<0.1%
INGESTION-POISONING-INHALATION	206	1.6%
INJURY TC WITH FUEL SPILL	4	<0.1%
INVESTIGATE THE WELFARE	10	0.1%
MEDICAL ALARM	137	1.1%
MINOR TRAUMA	427	3.3%
MISC MEDICAL	652	5.0%
MOUNTAIN RESCUE	22	0.2%
NON-INJURY TRAFFIC COLLISION	2	<0.1%
NOSE BLEED NON-TRAUMATIC	39	0.3%
OBSTETRICS/GYNECOLOGICAL	99	0.8%
OVERDOSE	200	1.5%
PEDIATRIC 0-36 MONTHS	179	1.4%
PERSON CHOKING	44	0.3%
PERSON DIZZY	200	1.5%
PERSON DOWN	667	5.1%
PERSON HANGING	5	<0.1%
PERSON IN SEIZURE	533	4.1%
PERSON NOT BREATHING	186	1.4%
PERSON SICK	161	1.2%
PERSON STABBED	31	0.2%
PERSON THREATENING TO JUMP	8	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	728	5.6%
PSYCHIATRIC	241	1.9%
RESCUE	13	0.1%
RESCUE ON THE FWY	40	0.3%
SEVERE TRAUMA	103	0.8%
SHORTNESS OF BREATH	1,272	9.8%
SYNCOPE/FAINTED NOW CONS	363	2.8%
TRAFFIC COLLISION	613	4.7%
TRAFFIC COLLISION ON THE FWY	197	1.5%
TRAFFIC COLLISION W/BICYCLE	74	0.6%
TRAFFIC COLLISION W/MOTORCYCLE	29	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	107	0.8%
TRAFFIC COLLISION-RESCUE	77	0.6%
UNKNOWN MEDICAL	161	1.2%
VEHICLE INTO A STRUCTURE	17	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ABANDONED REFRIGERATOR	2	0.3%
ANIMAL RESCUE / ASSIST	14	2.3%
ARCING WIRES	2	0.3%
BEE INVESTIGATION	3	0.5%
BIO-CHEMICAL THREAT	1	0.2%
BIOHAZARD INVESTIGATION	18	3.0%
BROKEN GAS MAIN	12	2.0%
BROKEN WATER MAIN	10	1.7%
CHEMICAL OUTSIDE	9	1.5%
DAMAGE INVESTIGATION	2	0.3%
ELEVATOR RESCUE	147	24.4%
FLOWING/GUSHING/SHEARED HYDRNT	14	2.3%
FUEL SPILL	22	3.7%
HAZARDOUS MATERIALS RESPONSE	5	0.8%
INVESTIGATE A HAZARDOUS COND	61	10.1%
INVESTIGATE OVERCROWDING	6	1.0%
MAJOR FLOODED CONDITION	22	3.7%
MALFUNCTION	9	1.5%
MINOR FLOODING	21	3.5%
MISC RESPONSE ENGINE & TRUCK	1	0.2%
MISC RESPONSE FOR 1 ENGINE	8	1.3%
MISC. ODOR INVESTIGATION	26	4.3%
MISC. RESPONSE FOR A TRUCK	3	0.5%
ODOR OF NATURAL GAS INSIDE	30	5.0%
ODOR OF NATURAL GAS OUTSIDE	43	7.1%
ONE STORY ROOF CHECK	6	1.0%
PD ASSIST/STAND-BY	5	0.8%
PERSON LOCKED IN - LOCKED OUT	43	7.1%
PUBLIC ASSIST	28	4.7%
ROOF CHECK 2 STORIES & ABOVE	4	0.7%
WIRES DOWN	25	4.2%



OTHER

INCIDENT TYPE	# INCIDENTS
FIREWORKS VIOLATION	22
SPECIAL EVENT	23
TRANSFER TO POLICE DEPT	3

Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	239	234	229	251	258	275	269	221	214	232	246	247	2,915	17.4%
MEDICAL	1,073	1,128	1,077	1,087	1,073	1,043	1,190	1,061	1,047	1,027	1,092	1,108	13,006	77.7%
SERVICE	70	47	50	47	53	62	50	52	48	35	49	58	621	3.7%
OTHER	3	1	4	1	5	1	2	1	2	2	2	4	28	0.2%
OVS*	8	12	10	17	15	18	16	16	21	8	16	7	164	1.0%
TOTAL	**1,393**	**1,422**	**1,370**	**1,403**	**1,404**	**1,399**	**1,527**	**1,351**	**1,332**	**1,304**	**1,405**	**1,424**	**16,734**	

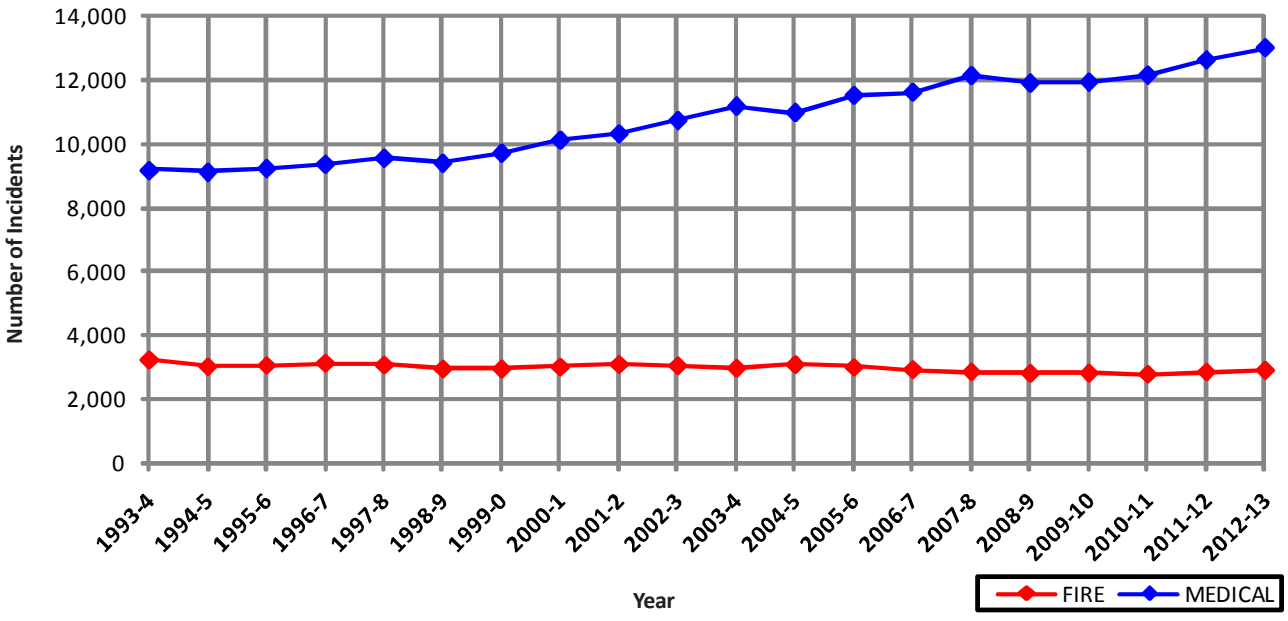
Pasadena Incidents: 20 Fiscal Year History

	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0	2000-1	2001-2	2002-3
FIRE	3,253	3,034	3,073	3,146	3,090	2,963	2,962	3,020	3,105	3,065
MEDICAL	9,196	9,139	9,254	9,389	9,574	9,417	9,731	10,136	10,333	10,745
SERVICE	773	833	817	803	759	784	789	784	786	739
OTHER	31	107	114	66	37	81	96	56	154	125
OVS*	0	0	40	110	42	67	66	43	66	97
TOTAL	**13,253**	**13,113**	**13,298**	**13,514**	**13,502**	**13,312**	**13,644**	**14,039**	**14,444**	**14,771**

	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	2,986	3,099	3,013	2,939	2,870	2,822	2,826	2,788	2,865	2,915
MEDICAL	11,194	10,996	11,526	11,623	12,141	11,906	11,935	12,154	12,629	13,006
SERVICE	675	915	766	744	840	641	639	671	779	621
OTHER	92	32	20	39	33	34	41	34	30	28
OVS*	98	107	103	141	205	174	151	122	128	164
TOTAL	**15,045**	**15,149**	**15,428**	**15,486**	**16,089**	**15,577**	**15,592**	**15,769**	**16,431**	**16,734**

**OVS = Responses Outside the Verdugo System*

Pasadena Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Pasadena Fire Department was dispatched to incidents outside their jurisdiction 664 times in FY2012-13:

Alhambra	20	Montebello	2
Arcadia	87	Monterey Park	13
Burbank	28	San Gabriel	17
Bur. Airport	2	San Marino	57
Glendale	108	Sierra Madre	1
LA City	52	South Pasadena	151
LA County	110	Other Cities	2
Monrovia	14	**TOTAL**	**664**

Other agencies were dispatched to incidents in Pasadena 709 times during the same time period:

Alhambra	45	Monterey Park	1
Arcadia	76	San Gabriel	11
Burbank	23	San Marino	135
Glendale	74	Sierra Madre	1
LA City	44	South Pasadena	182
LA County	55	Other Agencies*	56
Monrovia	6	**TOTAL**	**709**

Responses Per Unit

The Pasadena Fire Department was dispatched to 16,570 incidents within its city borders and an additional 664 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Ambulance 31	2,934	Engine 33	3,596
Ambulance 32	2,309	Engine 34	2,056
Ambulance 33	2	Engine 36	3,191
Ambulance 34	2,336	Engine 37	1,591
Ambulance 36	3,064	Engine 38	929
Ambulance 39	1,030	Rescue Cushion 32	24
Battalion 3	587	Truck 31	1,717
BLS33	3,223	Truck 32	880
BLS833	14	USAR 32	44
Engine 31	4,025	WT32	1
Engine 32	1,926	WT37	3

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









San Gabriel Fire Department

There were 2,283 incidents in San Gabriel during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for San Gabriel for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 105 type codes listed below, the three most frequent incident types were Shortness of Breath (13.3% of Medical incidents), Fall - Minor (10.4% of Medical incidents), and Fire Alarm (62.0% of Fire incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	7	2.5%
APPLIANCE FIRE - MAJOR	5	1.8%
CARBON MONOXIDE ALARM	5	1.8%
ELECTRICAL FIRE	8	2.9%
ELECTRICAL VAULT FIRE	2	0.7%
EXPLOSIVES/BOMB THREAT/SCARE	1	0.4%
FIRE ALARM	171	62.0%
FIRE ALARM RESET	3	1.1%
FIRE NOW OUT	5	1.8%
GARAGE FIRE	1	0.4%
HOUSE FIRE	9	3.3%
ILLEGAL BURNING	3	1.1%
MISC OUTSIDE FIRE	6	2.2%
REFUSE FIRE	8	2.9%
SMOKE IN A STRUCTURE	9	3.3%
SMOKE IN THE AREA	5	1.8%
STRUCTURE FIRE	5	1.8%
TRANSFORMER/STREET LIGHT FIRE	4	1.4%
UNKNOWN TYPE FIRE	1	0.4%
VEGETATION FIRE	5	1.8%
VEGETATION FIRE ON THE FWY	1	0.4%
VEHICLE FIRE	9	3.3%
VEHICLE FIRE ON THE FREEWAY	3	1.1%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	15	0.8%
ABDOMINAL PAIN - BLS	40	2.1%
ALLERGIC REACTION	11	0.6%
ALTERED LEVEL OF CONSCIOUSNESS	61	3.2%
ANIMAL/STINGS - ALS	2	0.1%
ANIMAL/STINGS - BLS	4	0.2%
ASSAULT VICTIM	29	1.5%
ASSIST THE INVALID	29	1.5%
BACK PAIN	12	0.6%
BLOOD PRESSURE PROBLEM	35	1.8%
BURN INJURY	1	0.1%
CHEST PAINS - HEART ATTACK	118	6.2%
CVA-NEUROLOGIC	39	2.0%
DIABETIC PROBLEM	22	1.1%
DROWNING/DIVING INCIDENT	3	0.2%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
EMER MEDICAL SVC ON THE FWY	1	0.1%
EMS CALL -- NO DETAILS	14	0.7%
EXPOSURE	3	0.2%
EYE INJURY	1	0.1%
FALL MAJOR	24	1.3%
FALL MINOR	200	10.4%
G.I. BLEED	12	0.6%
GUNSHOT WOUND	2	0.1%
HEAD PAIN	8	0.4%
HEART PROBLEM	31	1.6%
HOSPITAL TRANSFER	24	1.3%
INGESTION-POISONING-INHALATION	15	0.8%
INJURY TC WITH FUEL SPILL	1	0.1%
INVESTIGATE THE WELFARE	2	0.1%
MEDICAL ALARM	29	1.5%
MINOR TRAUMA	46	2.4%
MISC MEDICAL	95	5.0%
NOSE BLEED NON-TRAUMATIC	5	0.3%
OBSTETRICS/GYNECOLOGICAL	11	0.6%
OVERDOSE	14	0.7%
PEDIATRIC 0-36 MONTHS	21	1.1%
PERSON CHOKING	8	0.4%
PERSON DIZZY	24	1.3%
PERSON DOWN	38	2.0%
PERSON IN SEIZURE	54	2.8%
PERSON NOT BREATHING	51	2.7%
PERSON SICK	33	1.7%
PERSON THREATENING TO JUMP	1	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	171	8.9%
PSYCHIATRIC	19	1.0%
RESCUE	2	0.1%
RESCUE ON THE FWY	4	0.2%
SEVERE TRAUMA	8	0.4%
SHORTNESS OF BREATH	255	13.3%
SYNCOPE/FAINTED NOW CONS	36	1.9%
TRAFFIC COLLISION	115	6.0%
TRAFFIC COLLISION ON THE FWY	23	1.2%
TRAFFIC COLLISION W/BICYCLE	20	1.0%
TRAFFIC COLLISION W/MOTORCYCLE	7	0.4%
TRAFFIC COLLISION W/PEDESTRIAN	28	1.5%
TRAFFIC COLLISION-RESCUE	7	0.4%
UNKNOWN MEDICAL	28	1.5%
VEHICLE INTO A STRUCTURE	2	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	4	4.3%
ARCING WIRES	1	1.1%
BEE INVESTIGATION	9	9.6%
BIOHAZARD INVESTIGATION	5	5.3%
BROKEN GAS MAIN	1	1.1%
BROKEN WATER MAIN	2	2.1%
CHEMICAL OUTSIDE	2	2.1%
ELEVATOR RESCUE	6	6.4%
FLOWING/GUSHING/SHEARED HYDRNT	3	3.2%
FUEL SPILL	4	4.3%
INVESTIGATE A HAZARDOUS COND	2	2.1%
INVESTIGATE OVERCROWDING	1	1.1%
MAJOR FLOODED CONDITION	1	1.1%
MALFUNCTION	2	2.1%
MINOR FLOODING	4	4.3%
MISC RESPONSE FOR 1 ENGINE	2	2.1%
MISC. ODOR INVESTIGATION	5	5.3%
ODOR OF NATURAL GAS INSIDE	4	4.3%
ODOR OF NATURAL GAS OUTSIDE	7	7.4%
ONE STORY ROOF CHECK	3	3.2%
PD ASSIST/STAND-BY	1	1.1%
PERSON LOCKED IN - LOCKED OUT	5	5.3%
PUBLIC ASSIST	6	6.4%
WIRES DOWN	14	14.9%



San Gabriel Incidents by Month and Category

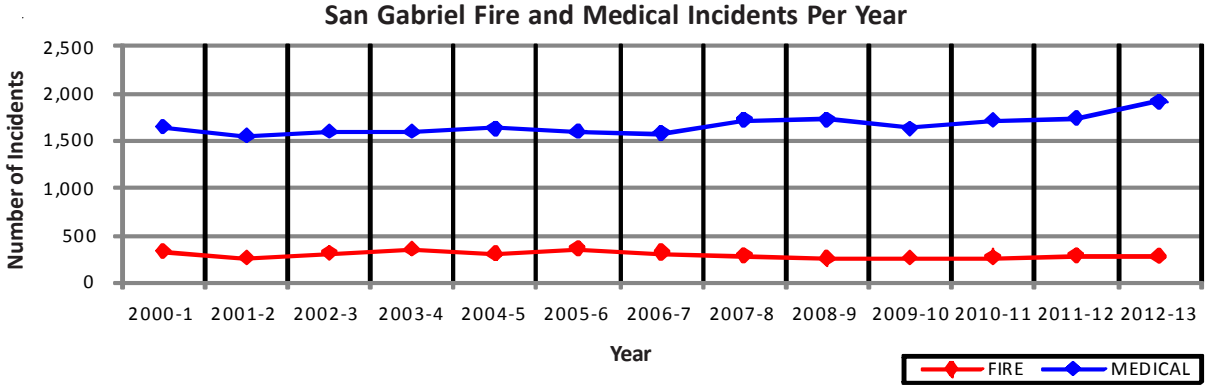
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	23	31	27	17	30	18	26	17	20	35	19	13	276	11.9%
MEDICAL	154	149	152	167	145	167	195	153	179	170	140	143	1,914	82.6%
SERVICE	4	15	8	6	6	9	4	0	10	16	8	7	93	4.0%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	2	3	3	2	2	2	3	2	3	4	5	4	35	1.5%
TOTAL	**183**	**198**	**190**	**192**	**183**	**196**	**228**	**172**	**212**	**225**	**172**	**167**	**2,318**	

San Gabriel Incidents: 13 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	327	261	308	346	300	356	317	287	250	260	265	286	276
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724	1,726	1,633	1,719	1,739	1,914
SERVICE	119	132	101	110	136	105	120	117	94	87	84	128	93
OTHER	3	5	2	7	3	1	1	0	0	3	1	0	0
OVS*	124	130	109	108	107	86	46	45	55	25	33	33	35
TOTAL	**2,219**	**2,068**	**2,113**	**2,165**	**2,177**	**2,142**	**2,066**	**2,173**	**2,125**	**2,008**	**2,102**	**2,186**	**2,318**

**OVS = Responses Outside the Verdugo System*

San Gabriel Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The San Gabriel Fire Department was dispatched to incidents outside their jurisdiction 409 times in FY2012-13:

Alhambra	207	LA County	33	San Marino	66
Arcadia	4	Monrovia	7	Sierra Madre	1
Burbank	5	Montebello	2	South Pasadena	6
Glendale	6	Monterey Park	59	Other Cities	1
LA City	1	Pasadena	11	**TOTAL**	**409**

Other agencies were dispatched to incidents in San Gabriel 575 times during the same time period:

Alhambra	261	Pasadena	17
Arcadia	11	San Marino	149
Burbank	1	South Pasadena	8
LA County	22	Other Cities	7
Monterey Park	99	**TOTAL**	**575**

Responses Per Unit

The San Gabriel Fire Department was dispatched to 2,283 incidents within its city borders and an additional 409 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Battalion 5	162
Engine 51	1,357
Engine 52	1,274
Ambulance 51	1,800
USR51	1

San Marino Fire Department



There were 821 incidents in San Marino during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for San Marino for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 86 type codes listed below, the three most frequent incident types were Fire Alarm (78.3% of Fire incidents), Fall - Minor (12.8% of Medical incidents), and Traffic Collision (8.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APPLIANCE FIRE - MAJOR	1	0.5%
BRUSH FIRE	1	0.5%
CARBON MONOXIDE ALARM	2	1.1%
ELECTRICAL FIRE	8	4.3%
FIRE ALARM	144	78.3%
FIRE ALARM RESET	2	1.1%
FIRE NOW OUT	3	1.6%
GARAGE FIRE	1	0.5%
HOUSE FIRE	5	2.7%
MISC OUTSIDE FIRE	1	0.5%
REFUSE FIRE	1	0.5%
SMOKE IN A STRUCTURE	4	2.2%
SMOKE IN THE AREA	3	1.6%
STRUCTURE FIRE	1	0.5%
TRANSFORMER/STREET LIGHT FIRE	2	1.1%
UNKNOWN TYPE FIRE	1	0.5%
VEGETATION FIRE	3	1.6%
VEHICLE FIRE	1	0.5%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	2	0.3%
ABDOMINAL PAIN - BLS	17	2.9%
ALLERGIC REACTION	8	1.4%
ALTERED LEVEL OF CONSCIOUSNESS	19	3.2%
ANIMAL/STINGS - BLS	1	0.2%
ASSAULT VICTIM	5	0.9%
ASSIST THE INVALID	25	4.3%
BACK PAIN	7	1.2%
BLOOD PRESSURE PROBLEM	7	1.2%
BURN INJURY	2	0.3%
CHEST PAINS - HEART ATTACK	26	4.4%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-NEUROLOGIC	14	2.4%
DIABETIC PROBLEM	9	1.5%
DROWNING/DIVING INCIDENT	1	0.2%
ELECTRICAL SHOCK INJURY	1	0.2%
EMS CALL -- NO DETAILS	4	0.7%
EXPOSURE	2	0.3%
FALL MAJOR	17	2.9%
FALL MINOR	75	12.8%
G.I. BLEED	4	0.7%
HEAD PAIN	1	0.2%
HEART PROBLEM	10	1.7%
INGESTION-POISONING-INHALATION	4	0.7%
MEDICAL ALARM	8	1.4%
MINOR TRAUMA	19	3.2%
MISC MEDICAL	35	6.0%
NOSE BLEED NON-TRAUMATIC	9	1.5%
OBSTETRICS/GYNECOLOGICAL	4	0.7%
OVERDOSE	7	1.2%
PEDIATRIC 0-36 MONTHS	11	1.9%
PERSON CHOKING	2	0.3%
PERSON DIZZY	8	1.4%
PERSON DOWN	11	1.9%
PERSON IN SEIZURE	13	2.2%
PERSON NOT BREATHING	11	1.9%
PERSON SICK	5	0.9%
PERSON STABBED	1	0.2%
PERSON UNCONSCIOUS-UNRESPONSIVE	28	4.8%
PSYCHIATRIC	6	1.0%
RESCUE	1	0.2%
SEVERE TRAUMA	6	1.0%
SHORTNESS OF BREATH	47	8.0%
SYNCOPE/FAINTED NOW CONS	17	2.9%
TRAFFIC COLLISION	48	8.2%
TRAFFIC COLLISION W/BICYCLE	8	1.4%
TRAFFIC COLLISION W/MOTORCYCLE	2	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	4	0.7%
TRAFFIC COLLISION-RESCUE	6	1.0%
UNKNOWN MEDICAL	9	1.5%
VEHICLE INTO A STRUCTURE	1	0.2%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	1	2.1%
ARCING WIRES	1	2.1%
BROKEN WATER MAIN	5	10.6%
DAMAGE INVESTIGATION	1	2.1%
ELEVATOR RESCUE	2	4.3%
FLOWING/GUSHING/SHEARED HYDRNT	2	4.3%
INVESTIGATE A HAZARDOUS COND	8	17.0%
MAJOR FLOODED CONDITION	2	4.3%
MALFUNCTION	1	2.1%
MINOR FLOODING	8	17.0%
MISC. ODOR INVESTIGATION	3	6.4%
ODOR OF NATURAL GAS INSIDE	1	2.1%
ODOR OF NATURAL GAS OUTSIDE	3	6.4%
PD ASSIST/STAND-BY	2	4.3%
PERSON LOCKED IN - LOCKED OUT	2	4.3%
PUBLIC ASSIST	4	8.5%
WIRES DOWN	1	2.1%

OTHER

INCIDENT TYPE	# INCIDENTS
SPECIAL EVENT	2



San Marino Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	23	11	15	18	18	14	17	9	14	16	16	13	184	18.6%
MEDICAL	47	52	51	50	58	45	46	53	49	54	49	34	588	59.5%
SERVICE	5	4	2	8	2	2	3	3	5	3	4	6	47	4.8%
OTHER	1	0	0	0	0	0	0	0	0	1	0	0	2	0.2%
OVS*	11	9	9	14	16	17	19	16	19	13	15	10	168	17.0%
TOTAL	**87**	**76**	**77**	**90**	**94**	**78**	**85**	**81**	**87**	**87**	**84**	**63**	**989**	

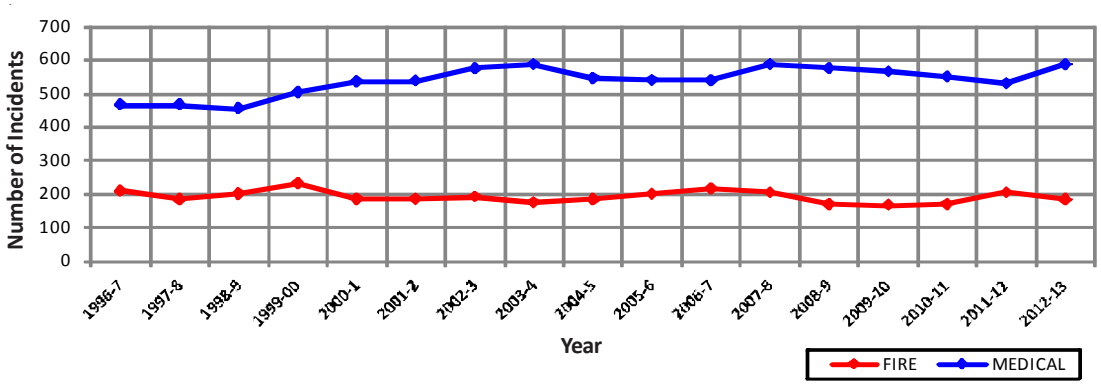
**OVS = Responses Outside the Verdugo System*

San Marino Incidents: 17 Fiscal Year History

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5
FIRE	210	184	203	234	186	187	193	177	184
MEDICAL	465	465	454	503	537	538	575	589	547
SERVICE	111	114	106	116	118	121	97	71	165
OTHER	3	1	0	0	1	3	2	7	7
OVS*	178	220	224	205	117	116	149	120	126
TOTAL	**967**	**984**	**987**	**1,058**	**959**	**965**	**1,016**	**964**	**1,029**

	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	201	217	206	171	167	171	206	184
MEDICAL	542	540	589	577	567	550	532	588
SERVICE	73	80	80	54	48	67	86	47
OTHER	0	1	0	1	0	1	1	2
OVS*	125	102	141	131	153	145	156	168
TOTAL	**941**	**940**	**1,016**	**934**	**935**	**934**	**981**	**989**

**OVS = Responses Outside the Verdugo System*



Out of Jurisdiction Responses

The San Marino Fire Department was dispatched to incidents outside their jurisdiction 611 times in FY2012-13:

Alhambra	15	Pasadena	135
Arcadia	21	San Gabriel	149
Glendale	1	Sierra Madre	1
LA County	168	South Pasadena	113
Monrovia	7	**TOTAL**	**611**
Monterey Park	1		

Other agencies were dispatched to incidents in San Marino 252 times during the same time period:

Alhambra	40	San Gabriel	66
Arcadia	3	South Pasadena	61
LA County	22	Other Agencies	2
Monterey Park	1	**TOTAL**	**252**
Pasadena	57		

Responses Per Unit

The San Marino Fire Department was dispatched to 821 incidents within its city borders and an additional 611 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Battalion 9	19
Engine 91	932
Ambulance 91	1,016



Sierra Madre Fire Department



There were 819 incidents in Sierra Madre during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Sierra Madre for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 82 type codes listed below, the three most frequent incident types were Fall - Minor (12.9% of Medical incidents), Shortness of Breath (8.6% of Medical incidents), and Miscellaneous Medical (7.8% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APPLIANCE FIRE - MAJOR	2	1.9%
CARBON MONOXIDE ALARM	6	5.8%
ELECTRICAL FIRE	7	6.8%
FIRE ALARM	44	42.7%
FIRE ALARM RESET	1	1.0%
FIRE NOW OUT	1	1.0%
HOUSE FIRE	7	6.8%
MISC OUTSIDE FIRE	1	1.0%
REFUSE FIRE	1	1.0%
SMOKE IN THE AREA	25	24.3%
TRANSFORMER/STREET LIGHT FIRE	2	1.9%
UNKNOWN TYPE FIRE	1	1.0%
VEGETATION FIRE	2	1.9%
VEHICLE FIRE	3	2.9%



MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	4	0.6%
ABDOMINAL PAIN - BLS	12	1.9%
ALLERGIC REACTION	7	1.1%
ALTERED LEVEL OF CONSCIOUSNESS	23	3.6%
ANIMAL/STINGS - ALS	1	0.2%
ANIMAL/STINGS - BLS	3	0.5%
ASSAULT VICTIM	8	1.3%
ASSIST THE INVALID	27	4.2%
BACK PAIN	9	1.4%
BLOOD PRESSURE PROBLEM	6	0.9%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CHEST PAINS - HEART ATTACK	27	4.2%
CVA-NEUROLOGIC	26	4.1%
DIABETIC PROBLEM	4	0.6%
EMS CALL -- NO DETAILS	5	0.8%
EYE INJURY	1	0.2%
FALL MAJOR	12	1.9%
FALL MINOR	82	12.9%
G.I. BLEED	5	0.8%
HEAD PAIN	4	0.6%
HEART PROBLEM	14	2.2%
INGESTION-POISONING-INHALATION	7	1.1%
INVESTIGATE THE WELFARE	1	0.2%
MEDICAL ALARM	19	3.0%
MINOR TRAUMA	28	4.4%
MISC MEDICAL	50	7.8%
MOUNTAIN RESCUE	7	1.1%
NOSE BLEED NON-TRAUMATIC	8	1.3%
OBSTETRICS/GYNECOLOGICAL	3	0.5%
OVERDOSE	12	1.9%
PEDIATRIC 0-36 MONTHS	10	1.6%
PERSON CHOKING	7	1.1%
PERSON DIZZY	16	2.5%
PERSON DOWN	17	2.7%
PERSON IN SEIZURE	15	2.4%
PERSON NOT BREATHING	12	1.9%
PERSON SICK	7	1.1%
PERSON STABBED	1	0.2%
PERSON UNCONSCIOUS-UNRESPONSIVE	25	3.9%
PSYCHIATRIC	10	1.6%
RESCUE	2	0.3%
SEVERE TRAUMA	1	0.2%
SHORTNESS OF BREATH	55	8.6%
SYNCOPE/FAINTED NOW CONS	12	1.9%
TRAFFIC COLLISION	20	3.1%
TRAFFIC COLLISION W/BICYCLE	1	0.2%
TRAFFIC COLLISION W/MOTORCYCLE	1	0.2%
TRAFFIC COLLISION W/PEDESTRIAN	6	0.9%
TRAFFIC COLLISION-RESCUE	2	0.3%
UNKNOWN MEDICAL	3	0.5%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	3	3.8%
ARCING WIRES	3	3.8%
BEE INVESTIGATION	3	3.8%
BROKEN WATER MAIN	1	1.3%
FLOWING/GUSHING/SHEARED HYDRNT	1	1.3%
FUEL SPILL	3	3.8%
INVESTIGATE A HAZARDOUS COND	11	13.8%
MAJOR FLOODED CONDITION	3	3.8%
MALFUNCTION	6	7.5%
MINOR FLOODING	8	10.0%
MISC RESPONSE FOR 1 ENGINE	1	1.3%
MISC. ODOR INVESTIGATION	4	5.0%
ODOR OF NATURAL GAS INSIDE	3	3.8%
ODOR OF NATURAL GAS OUTSIDE	5	6.3%
ONE STORY ROOF CHECK	2	2.5%
PD ASSIST/STAND-BY	1	1.3%
PERSON LOCKED IN - LOCKED OUT	2	2.5%
PUBLIC ASSIST	6	7.5%
WIRES DOWN	14	17.5%



Sierra Madre Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	10	7	4	9	13	7	12	2	13	7	11	8	103	12.0%
MEDICAL	56	62	49	54	60	60	50	40	49	52	56	48	636	73.9%
SERVICE	3	5	8	10	7	7	5	7	9	4	4	11	80	9.3%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	7	8	3	2	2	0	1	1	1	4	5	8	42	4.9%
TOTAL	**76**	**82**	**64**	**75**	**82**	**74**	**68**	**50**	**72**	**67**	**76**	**75**	**861**	

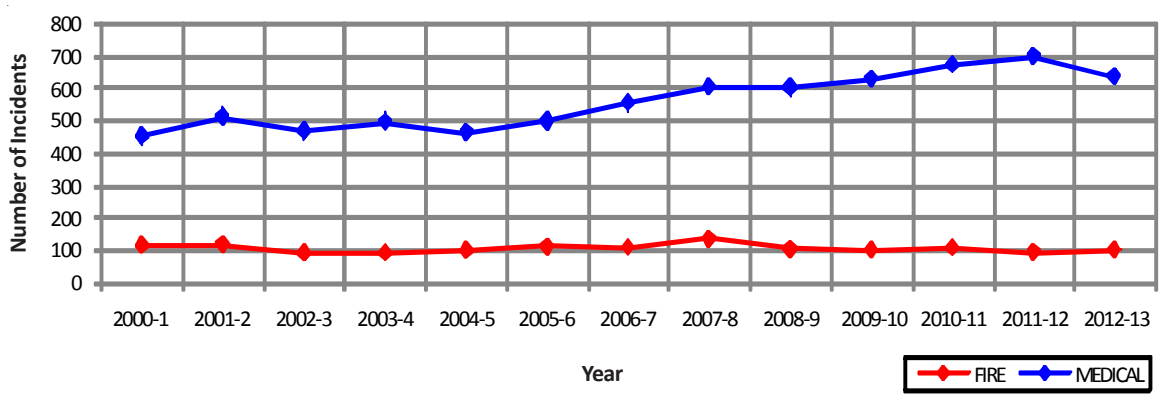
**OVS = Responses Outside the Verdugo System*

Sierra Madre Incidents: 12 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	116	120	92	91	100	114	110	137	106	103	108	96	103
MEDICAL	452	512	467	497	464	498	553	602	600	628	671	698	636
SERVICE	107	97	136	70	81	114	95	89	84	95	93	122	80
OTHER	2	3	4	6	3	2	2	1	0	0	0	0	0
OVS*	3	14	12	7	3	6	13	20	7	16	35	43	42
TOTAL	**680**	**746**	**711**	**671**	**651**	**734**	**773**	**849**	**797**	**842**	**907**	**959**	**861**

**OVS = Responses Outside the Verdugo System*

Sierra Madre Fire and Medical Incidents Per Year



Out of Jurisdiction Responses

The Sierra Madre Fire Department was dispatched to incidents outside their jurisdiction 49 times in FY2012-13:

Arcadia	3
Glendale	1
LA County	41
Montebello	1
Monterey Park	1
Pasadena	1
Other Cities	1
TOTAL	**49**

Other agencies were dispatched to incidents in Sierra Madre 73 times during the same time period:

Arcadia	19
Glendale	1
LA County	6
Monrovia	19
Pasadena	1
San Gabriel	1
San Marino	1
Other Agencies	25
TOTAL	**73**

Responses Per Unit

The Sierra Madre Fire Department was dispatched to 819 incidents within its city borders and an additional 49 incidents in other jurisdictions. A typical response is one or two units.

Unit ID	Responses
Ambulance 41	677
Battalion 4	80
BLS 41	12
Engine 41	330
Water Tender 41	4



South Pasadena Fire Department



There were 1,587 incidents in South Pasadena during fiscal year 2012-13. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for South Pasadena for each type code in these categories during FY2012-13, along with the percent of incidents in that category for the year. Of the 112 type codes listed below, the three most frequent incident types were Fall - Minor (11.8% of Medical incidents), Fire Alarm (46.3% of Fire incidents), and Shortness of Breath (9.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
APARTMENT HOUSE FIRE	9	3.0%
APPLIANCE FIRE - MAJOR	5	1.7%
APPLIANCE FIRE - MINOR	2	0.7%
BRUSH FIRE	3	1.0%
BRUSH STRIKE TEAM XLC-1202A	1	0.3%
CARBON MONOXIDE ALARM	7	2.3%
ELECTRICAL FIRE	5	1.7%
EXPLOSIVES/BOMB THREAT/SCARE	2	0.7%
FIRE ALARM	139	46.3%
FIRE ALARM	1	0.3%
FIRE ALARM RESET	1	0.3%
FIRE NOW OUT	5	1.7%
HOUSE FIRE	9	3.0%
ILLEGAL BURNING	5	1.7%
MISC OUTSIDE FIRE	2	0.7%
MISC OUTSIDE FIRE ON THE FWY	1	0.3%
MUTUAL AID RESPONSE	2	0.7%
OVERHEAD MUTUAL AID REQUEST	24	8.0%
REFUSE FIRE	3	1.0%
SMOKE IN A STRUCTURE	11	3.7%
SMOKE IN THE AREA	12	4.0%
STRUCTURE FIRE	3	1.0%
STRUCTURE FIRE	2	0.7%
STRUCTURE FIRE	1	0.3%
TRANSFORMER/STREET LIGHT FIRE	2	0.7%
UNKNOWN TYPE FIRE	1	0.3%
VEGETATION FIRE	15	5.0%
VEGETATION FIRE ON THE FWY	3	1.0%
VEHICLE FIRE	19	6.3%
VEHICLE FIRE ON THE FREEWAY	2	0.7%
WATER TENDER REQUEST	2	0.7%
WATER TENDER REQUEST	1	0.3%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
ABDOMINAL PAIN - ALS	4	0.3%
ABDOMINAL PAIN - BLS	22	1.8%
ALLERGIC REACTION	11	0.9%
ALTERED LEVEL OF CONSCIOUSNESS	44	3.7%
ANIMAL/STINGS - ALS	1	0.1%
ANIMAL/STINGS - BLS	3	0.3%
ASSAULT VICTIM	14	1.2%
ASSIST THE INVALID	34	2.9%
BACK PAIN	12	1.0%
BLOOD PRESSURE PROBLEM	18	1.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
BUILDING COLLAPSE RESCUE	1	0.1%
CHEST PAINS - HEART ATTACK	77	6.5%
CVA-NEUROLOGIC	29	2.4%
DIABETIC PROBLEM	20	1.7%
EMER MEDICAL SVC ON THE FWY	3	0.3%
EMS CALL -- NO DETAILS	9	0.8%
EXPOSURE	2	0.2%
FALL MAJOR	19	1.6%
FALL MINOR	141	11.8%
G.I. BLEED	15	1.3%
HEAD PAIN	2	0.2%
HEART PROBLEM	30	2.5%
HEART PROBLEM	1	0.1%
INGESTION-POISONING-INHALATION	8	0.7%
INVESTIGATE THE WELFARE	2	0.2%
MEDICAL ALARM	26	2.2%
MINOR TRAUMA	39	3.3%
MISC MEDICAL	69	5.8%
NON-INJURY TRAFFIC COLLISION	1	0.1%
NOSE BLEED NON-TRAUMATIC	4	0.3%
OBSTETRICS/GYNECOLOGICAL	4	0.3%
OVERDOSE	15	1.3%
PEDIATRIC 0-36 MONTHS	8	0.7%
PERSON CHOKING	7	0.6%
PERSON DIZZY	25	2.1%
PERSON DOWN	40	3.4%
PERSON IN SEIZURE	38	3.2%
PERSON NOT BREATHING	15	1.3%
PERSON SICK	12	1.0%
PERSON THREATENING TO JUMP	1	0.1%
PERSON UNCONSCIOUS-UNRESPONSIVE	50	4.2%
PSYCHIATRIC	28	2.4%
RESCUE	1	0.1%
RESCUE ON THE FWY	5	0.4%
SEVERE TRAUMA	6	0.5%
SHORTNESS OF BREATH	109	9.2%
SYNCOPE/FAINTED NOW CONS	30	2.5%
TRAFFIC COLLISION	68	5.7%
TRAFFIC COLLISION ON THE FWY	23	1.9%
TRAFFIC COLLISION W/BICYCLE	9	0.8%
TRAFFIC COLLISION W/MOTORCYCLE	3	0.3%
TRAFFIC COLLISION W/PEDESTRIAN	10	0.8%
TRAFFIC COLLISION-RESCUE	6	0.5%
UNKNOWN MEDICAL	15	1.3%
VEHICLE INTO A STRUCTURE	1	0.1%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
ANIMAL RESCUE / ASSIST	2	1.5%
ARCING WIRES	3	2.2%
BEE INVESTIGATION	4	3.0%
BIOHAZARD INVESTIGATION	5	3.7%
BROKEN GAS MAIN	2	1.5%
BROKEN WATER MAIN	10	7.4%
CHEMICAL OUTSIDE	2	1.5%
ELEVATOR RESCUE	3	2.2%
FLOWING/GUSHING/SHEARED HYDRNT	2	1.5%
FUEL SPILL	2	1.5%
HAZARDOUS MATERIALS RESPONSE	1	0.7%
INVESTIGATE A HAZARDOUS COND	13	9.6%
MAJOR FLOODED CONDITION	2	1.5%
MALFUNCTION	3	2.2%
MINOR FLOODING	8	5.9%
MISC RESPONSE FOR 1 ENGINE	1	0.7%
MISC RESPONSE FOR 1 ENGINE	4	3.0%
MISC. ODOR INVESTIGATION	12	8.9%
ODOR OF NATURAL GAS INSIDE	5	3.7%
ODOR OF NATURAL GAS OUTSIDE	5	3.7%
PD ASSIST/STAND-BY	1	0.7%
PERSON LOCKED IN - LOCKED OUT	19	14.1%
PUBLIC ASSIST	7	5.2%
WIRES DOWN	19	14.1%

OTHER

INCIDENT TYPE	# INCIDENTS
TRANSFER TO POLICE DEPT	1



South Pasadena Incidents by Month and Category

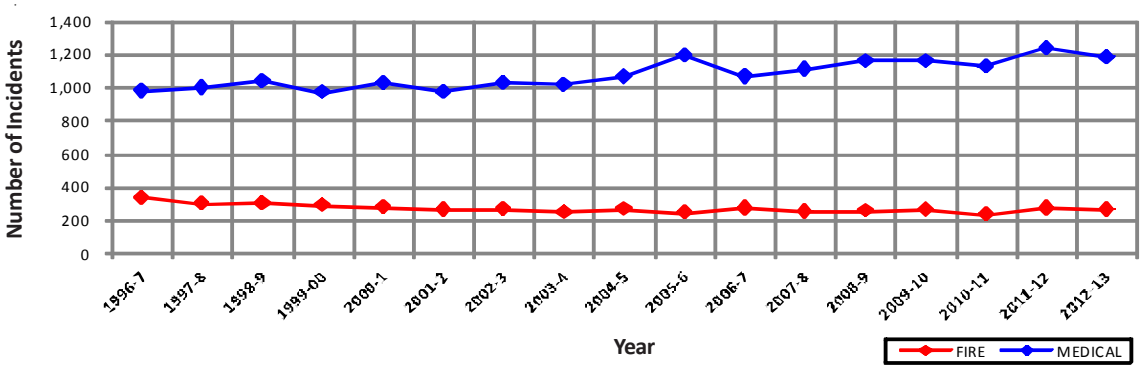
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	12	32	15	22	25	28	23	17	22	33	20	17	266	16.7%
MEDICAL	90	121	87	98	121	102	110	91	102	79	100	87	1,188	74.5%
SERVICE	10	7	10	12	16	6	12	7	14	14	16	7	131	8.2%
OTHER	1	0	0	0	0	0	0	0	0	0	0	1	2	0.1%
OVS*	0	1	0	1	0	0	0	1	0	0	4	0	7	0.4%
TOTAL	**113**	**161**	**112**	**133**	**162**	**136**	**145**	**116**	**138**	**126**	**140**	**112**	**1,594**	

South Pasadena Incidents: 17 Fiscal Year History

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

	2005-6	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12	2012-13
FIRE	247	275	253	257	267	235	275	266
MEDICAL	1,197	1,072	1,115	1,161	1,162	1,128	1,242	1,188
SERVICE	144	168	137	101	159	144	142	131
OTHER	2	1	1	0	1	1	0	2
OVS*	32	8	20	9	11	8	5	7
TOTAL	**1,622**	**1,524**	**1,526**	**1,528**	**1,600**	**1,516**	**1,664**	**1,594**

**OVS = Responses Outside the Verdugo System*







Out of Jurisdiction Responses

The South Pasadena Fire Department was dispatched to incidents outside their jurisdiction 375 times in FY2012-13:

Alhambra	94	Montebello	1
Arcadia	4	Monterey Park	12
Burbank	3	Pasadena	182
Glendale	3	San Gabriel	8
LA City	6	San Marino	61
LA County	1	**TOTAL**	**375**

Other agencies were dispatched to incidents in San Marino 438 times during the same time period:

Alhambra	141	Pasadena	151
Arcadia	1	San Gabriel	6
Burbank	1	San Marino	113
Glendale	2	Other Agencies	7
LA City	12	**TOTAL**	**438**
Monterey Park	4		

Responses Per Unit

The South Pasadena Fire Department was dispatched to 1,587 incidents within its city borders and an additional 375 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 81	28
Battalion 8	101
Engine 81	1,693
Ambulance 81	1,267





Appendix A
INCIDENT TYPE CODES - Alphabetical

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

Appendix B
INCIDENT TYPE CODES - By Category

CODE	INCIDENT TYPE	CATEGORY
ALARM	Fire Alarm	Fire
ALERT1	Airport Alert 1 - Stand By	Fire
ALERT2	Emergency Landing at Airport	Fire
ALERT3	Plane Accident, Down or Fire	Fire
APPL1	Appliance Fire - Major	Fire
APPL2	Appliance Fire - Minor	Fire
APT	Apartment House Fire	Fire
BOMB	Explosives/BombThreat/Scare	Fire
BRUSH	Brush Fire	Fire
BST1	Brush Strike team-XLC-1201A	Fire
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DERAIL	Train Derailment	Fire
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ILLEG	Illegal Burning	Fire
MUTUAL	Mutual Aid Request	Fire
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OUTFWY	Misc Outside Fire on the Fwy	Fire
OVERHD	Overhead Mutual Aid Request	Fire
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POLE	Transformer/Street Light Fire	Fire
RAIL	Train Fire	Fire
REFUSE	Refuse Fire	Fire
RESET	Fire Alarm Reset	Fire
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PUBLIC	Public Assist	Service
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ROOF1	One Story Roof Check	Service
ROOF2	Roof Check 2 Stories & Above	Service
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TRK	Misc Response for a Truck	Service
WATER	Minor Flooding	Service
WIRES	Wires Down	Service
WMAIN	Broken Water Main	Service