Verdugo Fire Communications Center
2004 Annual Report

VERDUGO FIRE COMMUNICATIONS CENTER

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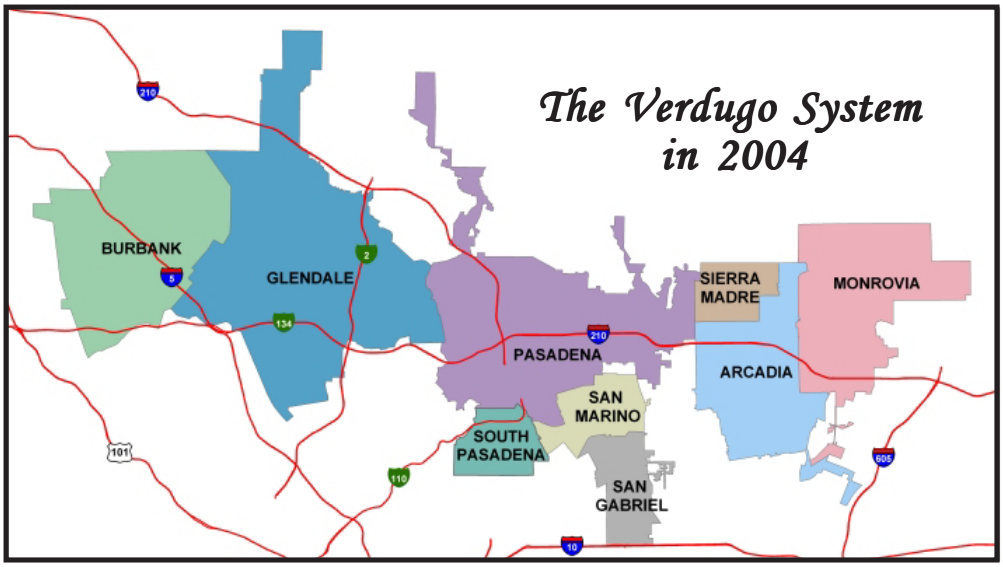


Table of Contents

Introduction

History. 3
Benefits of Regional Dispatch. 3
Verdugo Functional Organization Chart. 4
Emergency Communications. 5
Language Translation Services. 5
Fire Department Resources. 6
Fiscal Year 2003-2004 Verdugo Fire Communications Fund. 6
2004 Accomplishments / 2005 Goals. 7

Verdugo System

Incidents by Type Code. 8
Verdugo Incident Volume. 9
Out of Jurisdiction Responses. 10
Total Incidents Per Agency. 10
Verdugo Fire and Medical Incidents: 20 Years. 11
Number of Incidents Dispatched by the Verdugo System Per Year. 11
Comparison of Incidents Per 10,000 Residents by City 12
Top Ten Incident Types. 13
2004 Strike Team Responses 14
Significant Fire Incidents. 15
Response Time Analysis. 16
Verdugo Call Volume. 17
- Verdugo Incoming Calls and Incidents Per Hour. 17
- Call Handling Times. 18
- Simultaneous Phone Calls. 18
- Verdugo Incidents by Source of Call. 18

Verdugo Agencies

Arcadia Fire Department. 19
Burbank Fire Department. 22
Glendale Fire Department. 25
Monrovia Fire Department 28
Pasadena Fire Department. 31
San Gabriel Fire Department 34
San Marino Fire Department 36
Sierra Madre Fire Department 38
South Pasadena Fire Department 40

April 2005

Area C Coordinator's Message

It is my privilege to present to you the 2004 Annual Report for Verdugo Fire Communications Center. Within the Center, dispatchers handled 50,841 incidents during 2004 – about 600 fewer incidents than the previous year. There was a slight increase in fire incidents systemwide (2.2%) and medical incidents decreased (1.6%). Significantly more calls were referred to a language translation service compared to last year: 530 vs. 405 calls, with 15 different languages requested. The vast majority of this increase was due to requests for Spanish translation.

State 911 funds were used to upgrade the 911 telephone backbone and workstations, and a new logger/recorder device for recording phone and radio traffic was also purchased with these funds.

It was a highly productive year in terms of planning. The Verdugo Task Force worked diligently in collaboration with Verdugo staff to research computer aided dispatch (CAD) systems and the choice was made to upgrade the existing system using the current vendor, Northrop Grumman Information Technology. Mapping, automatic vehicle location, and automatic vehicle recommendation and routing functions will also be added to the new system, along with 26 customizations that will increase efficiency and facilitate the addition of contract agencies to the Verdugo system. The upgrade is expected to be completed in phases and finalized in September 2006. Another planning effort involved preparations for adding Monterey Park to the Verdugo System, which occurred Feb. 1, 2005. Significant work also went into generating and refining the Unified Response Automatic Aid Plan for the 11 cities in Area C. The goal of this plan is to dispatch the closest available resources for fire incidents, regardless of jurisdiction. A total of 20 key fire stations were identified for ongoing coverage, and the extended task force also determined which resources to send to fires under various circumstances such as multiple alarms and brush fires. This plan entered a six-month trial phase in February 2005 and continues to be revised as needed.

Compared to the Fire Siege of 2003, strike team activity in 2004 was moderate. Two brush strike teams were dispatched by Verdugo in early May to the Cerrito fire, and 11 dispatches to brush fires occurred between July 13 and 21 to the Pine, Foothill and Crown fires. Sufficient resources always remained within Area C to handle the incidents that occurred during these periods without compromising response time or service quality.

Special thanks to the highly trained and experienced Verdugo personnel who process hundreds of incoming calls daily and dispatch appropriate resources promptly and accurately. Our Fire Communications Operators and Shift Supervisors represent a vital link in the emergency response chain and their efforts and professionalism are highly commendable. They are the best in the business.

Finally, I would like to express my appreciation for the support of the Fire Chiefs, Task Force Representatives, and City Management of all of the cities in the Verdugo System. This support has enabled us to continue to improve the many services Verdugo provides its member communities, and without it our outstanding Verdugo staff could not accomplish the many important and varied goals we share.

Sincerely,

Christopher Gray, Fire Chief
Area C Coordinator

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 firefighting 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 by the Glendale Fire Department.

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 Vehicle, two Hazardous Materials Units, and three Urban Search and Rescue Units.

In 1996, the cities of South Pasadena and San Marino contracted for dispatching 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.

City	Population*	Property Assessment**	Area (sq.mi.)	Joined Verdugo System
Arcadia	55,900	$6,480,697,263	12.00	10-21-99
Burbank	105,400	$10,250,565,656	17.15	5-20-81
Glendale	205,300	$14,759,318,892	30.59	8-1-79
Monrovia	38,800	$2,512,801,096	13.73	7-1-99
Pasadena	144,000	$12,535,751,509	23.00	9-4-79
San Gabriel	41,900	$2,300,382,449	4.10	4-7-00
San Marino	13,600	$2,841,777,470	3.75	4-17-96
Sierra Madre	11,100	$1,035,611,332	3.00	10-21-99
South Pasadena	25,500	$2,138,130,078	3.44	4-17-96
Total	**641,500**	**$54,855,035,745**	**110.76 sq.mi.**	

*State of California, Department of Finance, *E-1 City/County Population Estimates, with Annual Percent Change, January 1, 2003 and 2004*. Sacramento, California, May 2004.
***City of Los Angeles Tax Payers' Guide, 2003-2004*, Taxable Net, pp.130-150.

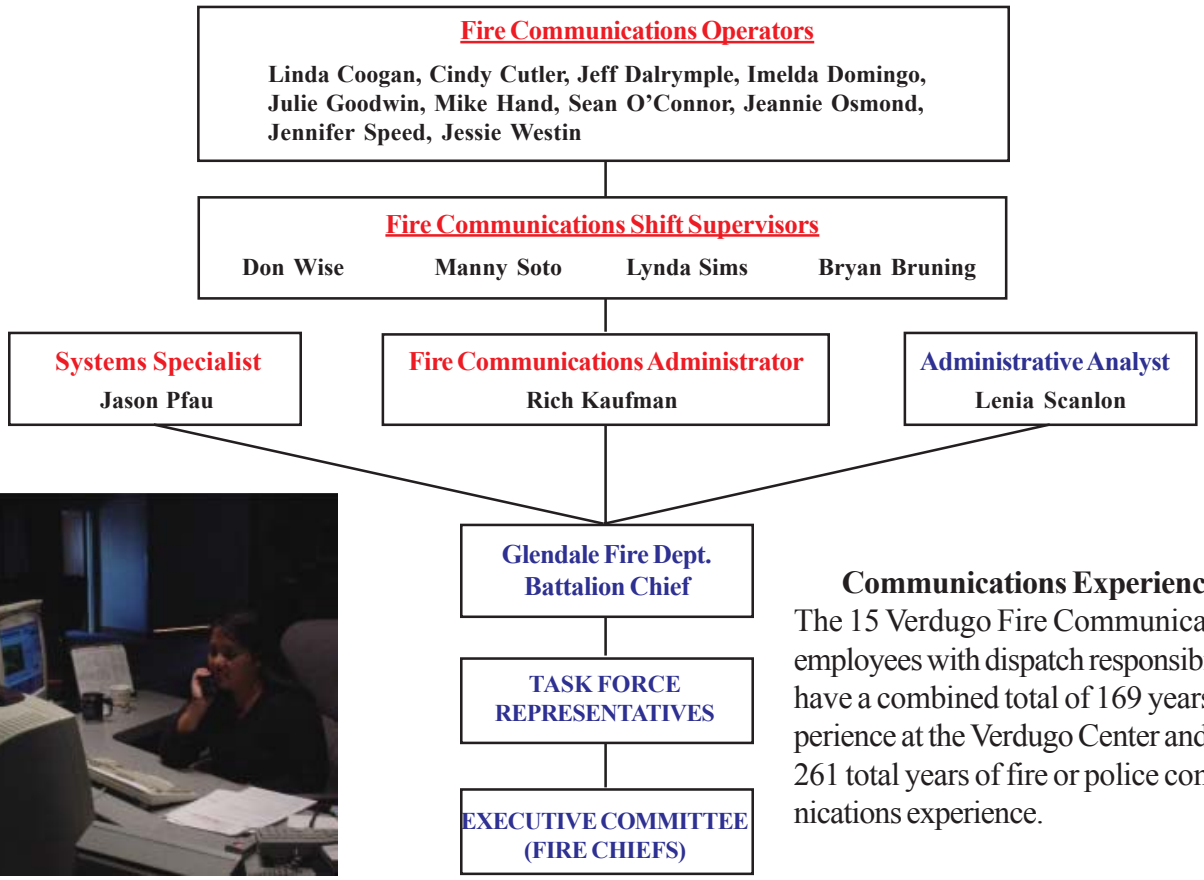
Benefits of Regional Dispatch

Since its first year of operation, Verdugo has dispatched over 875,000 incidents. The Verdugo regional dispatching system has been very successful, providing the highest level of service to the citizens of its nine cities and saving taxpayer dollars. The benefits of nine 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, who are able to provide Emergency Medical Dispatch instructions to callers prior to the arrival of paramedics;
- Centralized coordination of "unified responses" within the Area C mutual aid system;
- Fast access to OES Region I resources;
- Common radio frequencies permit relatively seamless operations on major incidents, increased safety on 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 Battalion Chiefs share in decision making and keep their colleagues in the other Area C agencies updated and informed;
- In-depth statistical analysis of fire and rescue incidents using data captured by the CAD system.

Verdugo Functional Organization Chart



Communications Experience

The 15 Verdugo Fire Communications employees with dispatch responsibilities have a combined total of 169 years' experience at the Verdugo Center and over 261 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 (if using a hard-wired phone) or to California Highway Patrol dispatchers (if using a cellular phone). 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 mobile computer terminal and voice radio 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 five minutes of being dispatched.

Dispatching for nine southern California cities can pose 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 110 square miles. In addition, callers are often in a state of agitation or anxiety due to their emergency situation and it can require patience and ingenuity to extract the necessary information.

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

Language Translation Services

When a call is received for fire or paramedic services and the caller is unable to convey the necessary information in English, the dispatcher will ask what language the caller prefers. The majority of foreign-language callers have sufficient grasp of English to tell the dispatcher what language they speak. The call is immediately transferred to an interpreter, and the dispatcher takes down all pertinent information as he/she directs the interpreter in questioning the caller.

Over the phone translation of foreign language calls is currently provided by Language Line Services, which offers translation in over 150 languages. Translation services were utilized for 530 calls in 2004, representing about 1% of all calls. Fifteen different languages were requested by Verdugo System callers:

Language	Minutes	Calls	Av. Call Length	% of Translated Calls	Fraction of Total Calls
Spanish	724.9	338	2.1 min.	63.8%	1 in every 150 calls
Armenian	293.9	116	2.5 min.	21.9%	1 in every 438 calls
Mandarin	56.7	16	3.5 min.	3.0%	1 in every 3,178 calls
Cantonese	46.0	17	2.7 min.	3.2%	1 in every 2,991 calls
Korean	25.4	11	2.3 min.	2.1%	1 in every 4,622 calls
Russian	24.0	9	2.7 min.	1.7%	1 in every 5,649 calls
Vietnamese	20.9	7	3.0 min.	1.3%	1 in every 7,263 calls
Farsi	14.6	4	3.7 min.	<1%	1 in every 12,710 calls
Arabic	12.9	4	3.2 min.	<1%	1 in every 12,710 calls
German	8.5	1	8.5 min.	<1%	1 in every 50,841 calls
Tagalog	6.0	2	3.0 min.	<1%	1 in every 25,421 calls
Romanian	2.8	2	1.4 min.	<1%	1 in every 25,421 calls
Italian	2.3	1	2.3 min.	<1%	1 in every 50,841 calls
Thai	1.3	1	1.3 min.	<1%	1 in every 50,841 calls
Punjab	1.2	1	1.2 min.	<1%	1 in every 50,841 calls

Fire Department Resources

By the close of 2004 there were a total of 33 fire stations, 33 engine companies, 9 truck companies, 17 rescue ambulances, 1 paramedic squad, 3 air utilities, 9 command vehicles, 2 hazmat vehicles, 7 USARs and 5 water tenders within the Verdugo System.

	Arcadia	Burbank	Glendale	Monrovia	Pasadena	San Gabriel	San Marino	Sierra Madre	South Pasadena
Fire Stations	3	6	9	2	8	2	1	1	1
Engine Companies	3	6	9	2	8	2	1	1	1
Truck Companies	1	2	3	1	2	0	0	0	0
Rescue Ambulances	2	3	4	(PM Squad)	4	1	1	1	1
Additional Units:									
Air Utility	1	0	1	0	0	0	0	0	1
Command	1	1	1	1	1	1	1	1	1
Hazmat	0	1	1	0	0	0	0	0	0
USAR	1	1	1	0	1	1	0	1	1
Water Tender	0	1	2	1	0	0	0	1	0

Fiscal Year 2003-2004 Verdugo Fire Communications Fund

Verdugo Fire Communications Fund is operated as a Special Revenue Fund by the Glendale Fire Department in the City of Glendale. Expenditures exceeded revenues by $308,023 during the fiscal year, in part due to capital outlays associated with the data system upgrade. Verdugo's reserve funds are earmarked for the upcoming CAD system upgrade and continuing capital expenses related to the voice radio system, rear projection system, uninterrubtible power supply, and various other critical systems.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
REVENUE						
Charges for Service	$359,784	$593,698	$457,521	$1,411,003	$459,722	$ 1,870,725
Equipment Replacement	64,641	64,641	64,641	193,923	-	$ 193,923
Subtotal						$ 2,064,648
Interest & Misc. Revenue						$ 40,973
TOTAL						$ 2,105,621
EXPENDITURES						
Salaries						$ 1,471,419
Maint. & Operations						$ 245,556
Capital Outlay						$ 696,669
TOTAL						$ 2,413,644
Revenue minus expenditures						$ (308,023)

Contract Cities include Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena

2004 Accomplishments

- A total of 95,585 phone calls were processed by Verdugo dispatchers in 2004, including 50,841 incidents that were dispatched to the nine cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries.
- Using funds supplied by the State 911 system, the 911 telephone backbone and workstations were upgraded and now have a five-year warranty through SBC. These funds were also used to purchase a new logger/recorder for telephone lines and radio channels.
- A new function was added to CAD that permits dispatching of equipment and personnel based on specialized capabilities and attributes that were not previously included in the dispatch recommendation algorithms.
- A task force completed the research, planning and negotiation phases to upgrade Verdugo's CAD system including migration of current functionality to a new platform with the addition of 26 custom enhancements that will increase both efficiency and effectiveness. This upgrade will also include the addition of mapping, automatic vehicle location, and automatic vehicle recommendation and routing functions.
- Fire Communications Operator Sean O'Connor was hired with four years' dispatch experience working for the City of South Pasadena.
- Additional wireless 911 calls from within the geographical area of the Verdugo System are being routed to Verdugo instead of the CHP dispatch center, depending on the cell antenna location and service provider.
- A manual status board was placed into service to track all response vehicles within the Verdugo system in the event of a CAD failure or downtime due to scheduled maintenance and software updates. The board was developed by Fire Cadet Jeff Brooks and the stand was designed and fabricated by Will Williams at the GFD Mechanical Maintenance Shop.
- Burbank and Pasadena Fire Departments transitioned to the FireHouse application for NFIRS reporting and Glendale Fire Department contracted to have a custom NFIRS application written that would interface with other fire records systems in the department. The vendor for each NFIRS application programmed an interface to function between the CAD records management server and the fire department's NFIRS server, taking pertinent data fields exported by CAD and importing them to the appropriate fields in the application. This time-saving enhancement assures that accurate and consistent incident data are automatically supplied for those writing incident reports.
- Systems were implemented to better track Strike Team and Leader qualifications, response opportunities, availability and assignments.

2005 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.
- Begin implementing the planned CAD upgrade, starting with the alpha migration, then mapping. The entire $1.2 million project is scheduled for completion in September 2006.
- In collaboration with the Verdugo Task Force, implement the Unified Response automatic aid plan and revise as needed throughout a six-month trial period.
- Develop and implement a performance measurement system for the Center, including attributes related to personnel, operations and efficiency.
- Implement a new software interface on the Motorola Gold Elite radio consoles at the dispatch workstations.
- Develop a system for sharing incident reports between fire departments that use different NFIRS applications and provide access to all Verdugo agencies via virtual private network.
- Design and develop a replacement video wall to display location of telephone calls received, unit locations using GPS and emergency incident events on a map being implemented as part of the CAD upgrade.
- Add Monterey Park Fire Department as a contract dispatch agency.
- Work with Alhambra Fire Department to bring them into the Verdugo System as the last remaining agency, to complete the Regional Dispatch and Unified Response progam within Area C.
- Design, build and place into service an Area C map depicting fire station and apparatus locations in order to efficiently visualize the location and status of resources in order to effect appropriate and necessary re-distribution of equipment through move-ups.
- Implement Reddinet (hospital status) screens at each work position.
- Continue working on a project to provide CAD interconnectivity and enhance radio communication interoperability between dispatch centers and Los Angeles County fire agencies.
- Add Los Angeles Regional Tactical Communications System (LARTCS) radio capability access at Verdugo on existing radio consoles.
- Install, connect and place into operation replacement radio control and base station hardware at Verdugo for use as back-up communications.
- Improve radio coverage in Monterey Park and other east-end Verdugo contract agencies.
- Adapt TeleStaff personnel scheduling software for use by Verdugo.

VERDUGO SYSTEM

There were 50,841 incidents dispatched by Verdugo Fire Communications in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 124 Type Codes listed below, the three most frequent incident types were Fire Alarm (63.1% of Fire incidents), Shortness of Breath (11.5% of Medical incidents), and Fall - Minor (10.4% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	5459	63.1
ALARMF	Fire Alarm - Full Assignment	55	0.6
ALERT2	Emergency Landing at Airport	28	<0.5
APPL	Appliance Fire	117	1.4
APT	Apartment House Fire	98	1.1
BOMB	Explosives/Bomb Threat/Scare	11	<0.5
BRUSH	Brush Fire	32	<0.5
BST1	Brush Strike Team XLC-1201A	1	<0.5
BST2	Brush Strike Team XLC-1202A	2	<0.5
BST3	Brush Strike Team XLC-1203A	2	<0.5
BST4	Brush Strike Team XLC-1204A	3	<0.5
BST5	Brush Strike Team XLC-1205A	2	<0.5
CARBON	Carbon Monoxide Alarm	37	<0.5
ELECF	Electrical Fire	157	1.8
FLOW	Sprinkler System Activated	10	<0.5
FNO	Fire Now Out	147	1.7
GARAGE	Garage Fire	24	<0.5
HOUSE	House Fire	149	1.7
ILLEG	Illegal Burning	114	1.3
MUTUAL	Mutual Aid Response	8	<0.5
OUT	Miscellaneous Outside Fire	97	1.1
OUTFWY	Misc. Outside on the Freeway	6	<0.5
POLE	Transformer/Street Light Fire	71	0.8
RAIL	Train Fire	1	<0.5
REFUSE	Refuse Fire	210	2.4
RESET	Fire Alarm Reset	124	1.4
SMOKEI	Smoke in a Structure	248	2.9
SMOKEO	Smoke in the Area	249	2.9
STR	Structure Fire	336	3.9
UNKF	Unknown Type of Fire	56	0.6
VAULT	Electrical Vault Fire	7	<0.5
VEG	Vegetation Fire	146	1.7
VEGFWY	Vegitation Fire on the Freeway	15	<0.5
VEH	Vehicle Fire	401	4.6
VEHFWY	Vehicle Fire on the Freeway	212	2.4
VEHSTR	Vehicle Fire in a Structure	22	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	1051	2.7
ALERGY	Allergic Reaction	201	0.5
ALOC	Altered Level of Consciousness	1037	2.7
ASLT	Assault	699	1.8
BACK	Back Pain	492	1.3
BITE	Animal/Human/Stings	86	<0.5
BREATH	Shortness of Breath	4420	11.5
BURN	Burn Injury	49	<0.5
CHEST	Chest Pains - Heart Attack	2956	7.7
CHOKE	Person Choking	168	<0.5
DIAB	Diabetic Problem	742	1.9
DIZZY	Person Dizzy	557	1.5
DOWN	Person Down	1052	2.7
DROWN	Drowning/Diving Incident	10	<0.5
EMS	EMS Call - No Details	216	0.6
EMSFWY	EMS - Freeway	72	<0.5
ENGRA	Misc. Response for Engine+RA	8	<0.5
FALL1	Fall - Major	97	<0.5
FALL2	Fall - Minor	4071	10.4
GIB	G.I. Bleed	330	0.9
GSW	Gunshot Wound	69	<0.5
HANG	Person Hanging	9	<0.5
HEADPN	Head Pain	131	<0.5
HEART	Heart Problem	820	2.1
INVL	Assist the Invalid	706	1.8
MED	Misc. Medical	2891	7.5
MEDALR	Medical Alarm	231	0.6
NOSE	Nosebleed Non-Tramatic	119	<0.5
NOTBR	Person Not Breathing	730	1.9
OBGYN	Obstetrics/Gynecological	227	0.6
OD	Overdose	487	1.3
PSYCH	Psychiatric	452	1.2
RA	Misc. Response for 1 RA	2	<0.5
RESCUE	Rescue	63	<0.5
RESFWY	Traffic Collision Rescue/Fwy	214	0.6
SEIZ	Person in Seizure	1582	4.1
SHOCK	Electrical Shock Injury	9	<0.5
SICK	Person Sick	852	2.2
STAB	Person Stabbed	54	<0.5
STROKE	CVA - Neurological	744	1.9
SWR	Swift Water Rescue	4	<0.5
SYNCO	Syncope/Fainted Now Cons.	616	1.6
TC	Traffic Collision	3043	7.9
TCFUEL	Injury TC with Fuel Spill	5	<0.5
TCFWY	Traffic Collision - Freeway	744	1.9
TCPED	Traffic Collision - Pedestrian	458	1.2
TCRAIL	Traffic Collision with Train	1	<0.5
TCRES	Traffic Collision Rescue	235	0.6
TCSTR	Vehicle into Structure	62	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	315	0.8

MEDICAL (cont.)

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
TR1	Severe Trauma	25	<0.5
TR2	Minor Trauma	1610	4.2
TRENCH	Trench Rescue	1	<0.5
UNCON	Person Unconsc/Unresponsive	2053	5.4
UNKMED	Unknown Medical	480	1.3
USAR	Collapse/Extrication/Rescue	2	<0.5

SERVICE

ANIMAL	Animal Rescue/Assist	53	1.8
ARC	Arcing Wires	20	0.7
BEES	Bee Investigation	51	1.7
BIO	Biohazard Investigation	63	2.1
CHEMO	Chemical Outside	175	5.8
CROWD	Overcrowding Investigation	19	0.6
DAMAGE	Damage Investigation	26	0.9
ELEV	Elevator Rescue	234	7.8
ENG	Misc. Response for 1 Engine	53	1.8
ENGTRK	Misc. Response-Engine & Truck	6	<0.5
FLOOD	Major Flooded Condition	117	3.9
FUEL	Fuel Spill	171	5.7
FULL	Misc. Response-Full Assignment	4	<0.5
GASI	Odor of Natural Gas - Inside	119	4.0
GASO	Odor of Natural Gas - Outside	141	4.7
GMAIN	Broken Gas Main	55	1.8
HAZARD	Investigate Hazardous Condition	237	7.9
HAZMAT	Hazardous Materials Response	15	0.5
HYD	Flowing/Gushing/Sheared Hydrant	64	2.1
LAW	PD Assist/Stand-By	53	1.8
LOCK	Person Locked In/Locked Out	248	8.2
MALF	Malfunction	95	3.2
ODOR	Misc. Odor Investigation	133	4.4
PUBLIC	Public Assist	144	4.8
REFRIG	Abandoned Refrigerator	61	2.0
ROOF1	One Story Roof Check	34	1.1
ROOF2	Roof Check 2 Stories & Above	34	1.1
THREAT	Bio-Chemical Threat	2	<0.5
TRK	Misc. Response for a Truck	7	<0.5
WATER	Minor Flooding	373	12.4
WIRES	Wires Down	142	4.7
WMAIN	Broken Water Main	63	2.1

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	23
FWORKS	Fireworks Violation	26
PD	Transfer to Police Dept.	2

Verdugo Incident Volume

"Incidents" Versus "Responses"

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

Total Incidents Per City

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

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
FIRE	832	1,349	1,579	494	3,144	340	178	83	274
MEDICAL	2,948	6,576	11,471	2,469	10,910	1,617	554	446	1,027
SERVICE	247	488	799	210	769	119	108	75	167
OTHER	4	9	29	1	43	5	3	4	7
INC. TOTAL	**4,031**	**8,422**	**13,878**	**3,174**	**14,866**	**2,081**	**843**	**608**	**1,475**

Total Responses Per Fire Department

Although fire departments generally have numerous types of response vehicles including hazmat, air utility, water tender and so forth, the vast majority of responses are by fire engines, rescue ambulances and fire trucks. The totals below include all responses by these 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.

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
ENGINE	4,493	9,390	15,017	3,588	16,489	2,364	1,160	183	1,532
AMBULANCE*	3,291	7,243	12,765	1,732	12,008	1,552	1,249	633	1,116
TRUCK*	535	1,209	2,215	605	1,722	-	-	-	-
RESP. TOTAL	**8,319**	**17,842**	**29,997**	**5,925**	**30,219**	**3,916**	**2,409**	**816**	**2,648**

**Ambulance totals include Paramedic Squad responses; Truck totals include Light Force responses.*

Total Out of Jurisdiction Incidents Per Fire Department

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

	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
IVS	289	277	310	265	264	47	632	4	491
OVS	57	42	196	54	109	119	127	5	51
TOTAL	**346**	**319**	**506**	**319**	**373**	**166**	**759**	**9**	**542**

Out of Jurisdiction Responses

The following table shows the number of incidents where agenices responded outside their home jurisdiction. When necessary, several agencies may respond to a single large incident.

	City Where Incident Occurred														
Responding Agency	Arcadia	Burbank	Glendale	Monrovia	Pasadena	San Gabriel	San Marino	Sierra Madre	South Pasadena	Alhambra	LA County	LA City	Monterey Park	Other Locations	Subtotal
Arcadia	X	1	2	223	49	11	1	1	1	1	52		2	2	**346**
Burbank	2	X	258	2	11	3			1		18	21		3	**319**
Glendale	2	218	X		90						82	113		1	**506**
Monrovia	262		1	X		1		1			52		1	1	**319**
Pasadena	56	4	43	9	X	4	45	1	102	1	94	12		2	**373**
San Gabriel	4			3	7	X	31		2	66	45		5	3	**166**
San Marino	8	1		7	193	257	X		166	30	94		1	2	**759**
Sierra Madre	1		2	1				X			4			1	**9**
South Pas.	1		1		378	27	84		X	40	2	7	1	1	**542**
Alhambra	5			5	1	131	20		36	X	3		1	2	**204**
LA County	40	1	53	39	24	33	14	1			X	1		3	**209**
LA City		1	9		2				17			X			**29**
Mont.Park				1		20			3		2		X	1	**27**
Other*	69	88	11	2,410	10	3	1	1	1		5	1		X	**2,600**
Subtotal	**450**	**314**	**380**	**2,700**	**765**	**490**	**196**	**5**	**329**	**137**	**453**	**155**	**11**	**22**	**6,407**

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles. 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.

Total Incidents Per Agency

Verdugo Fire Communications has contracted to provide fire and rescue dispatch services for six cities: Arcadia, Monrovia, San Gabriel, San Marino, Sierra Madre and South Pasadena. Calculation of annual fees for each of these fire departments includes incidents that occurred within each agency's home city plus responses that occurred as a direct result of the fire department's automatic or mutual aid agreements with agencies outside the Verdugo System (**OVS**). Contract cities are not billed for responses to cities within the Verdugo System.

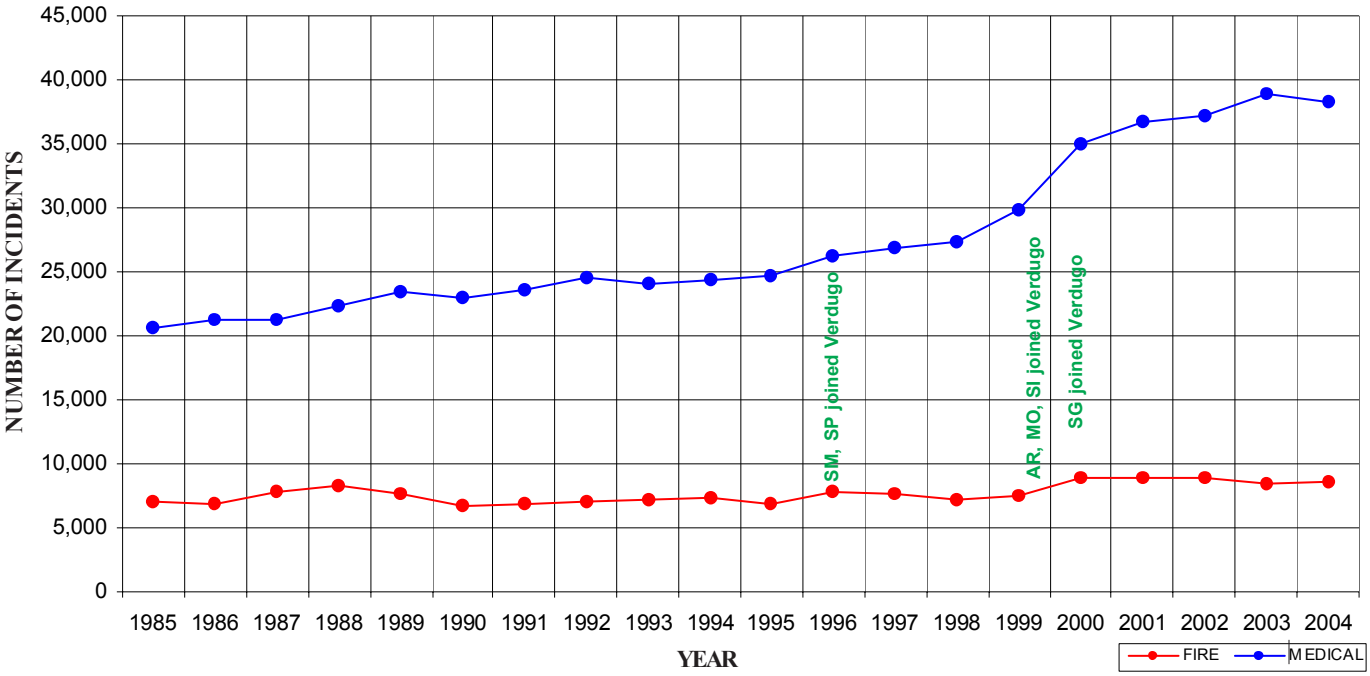
	ARCADIA	BURBANK	GLENDALE	MONROVIA	PASADENA	SAN GABRIEL	SAN MARINO	SIERRA MADRE	SOUTH PASADENA
INC. TOTAL	4,031	8,422	13,878	3,174	14,866	2,081	843	608	1,475
OVS	57	42	196	54	109	119	127	5	51
TOTAL	**4,088**	**8,464**	**14,074**	**3,228**	**14,975**	**2,200**	**970**	**613**	**1,526**

VERDUGO INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	641	671	694	700	635	607	789	723	726	837	773	846	**8,642**	**17.0%**
MEDICAL	3,323	3,241	3,370	3,129	3,191	2,916	3,228	3,068	3,077	3,171	3,101	3,513	**38,328**	**75.4%**
SERVICE	210	268	222	218	212	204	274	239	241	369	235	313	**3,005**	**5.9%**
OTHER	12	4	5	11	11	8	22	4	5	12	7	4	**105**	**0.2%**
O.V.S.	70	53	60	62	63	46	96	75	58	66	54	58	**761**	**1.5%**
TOTAL	**4,256**	**4,237**	**4,351**	**4,120**	**4,112**	**3,781**	**4,409**	**4,109**	**4,107**	**4,455**	**4,170**	**4,734**	**50,841**	

Verdugo Fire and Medical Incidents: 20 Years

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 in 2000 for a total of nine Verdugo cities. In the nine years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 37%, 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 show, the majority of this increase has occurred in Medical incidents. It is also noteworthy that the number of "Outside Verdugo System" responses has nearly doubled in this period of time.



Number of Incidents Dispatched by the Verdugo System Per Year

	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994
FIRE	6,969	6,933	7,861	8,268	7,601	6,671	6,939	7,071	7,231	7,360
MEDICAL	20,626	21,281	21,318	22,406	23,440	22,971	23,661	24,464	23,986	24,415
SERVICE					1,049	2,372	2,474	2,367	2,400	2,771
OTHER					35	573	10	35	49	339
O.V.S.					90	47			31	170
TOTAL	**27,595**	**28,214**	**29,179**	**30,674**	**32,215**	**32,634**	**33,084**	**33,937**	**33,697**	**35,055**

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
FIRE	6,888	7,801	7,612	7,210	7,498	8,901	8,964	8,834	8,457	8,642
MEDICAL	24,662	26,188	26,863	27,274	29,791	34,977	36,787	37,112	38,935	38,328
SERVICE	2,493	2,493	2,719	2,722	2,736	3,441	3,577	3,157	3,156	3,005
OTHER	208	118	64	108	139	113	226	278	172	105
O.V.S.	334	436	563	459	562	562	591	774	721	761
TOTAL	**34,585**	**37,036**	**37,821**	**37,773**	**40,726**	**47,994**	**50,145**	**50,155**	**51,441**	**50,841**

O.V.S. = Responses Outside the Verdugo System to jurisdictions such as LA City, LA County, Alhambra and Monterey Park.

Comparison of Incidents Per 10,000 Residents By City

When the frequencies of different types of incidents are expressed on a per capita basis, interesting patterns may emerge. Higher values for certain types of incidents generally reflect basic differences between cities, for example one city may have a higher median age of residents, somewhat older buildings, or a greater influx of workers or shoppers during business hours. The following table shows how many incidents of certain type codes occurred in each city during 2004 per 10,000 residents of that city.

FIRE INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Apartment House Fire	1.5	1.3	1.2	1.4	1.8	1.3	1.4	0.0	0.0	3.1
Appliance Fire	1.8	1.3	2.0	1.4	2.1	2.6	0.7	0.7	5.4	0.8
Brush Fire	0.5	0.0	0.1	0.5	0.8	0.3	0.0	0.7	0.0	0.4
Carbon Monoxide Alarm	0.6	0.0	1.1	0.2	1.0	1.0	0.0	0.7	0.0	0.4
Electrical Fire	2.4	2.0	2.9	1.5	3.1	2.8	2.6	4.4	4.5	3.9
Fire Alarm	85.1	111.6	73.9	42.6	76.5	163.1	51.6	90.4	22.5	59.6
Fire Alarm - Full Assignment	0.9	0.5	0.5	0.9	0.8	1.2	0.2	1.5	0.9	0.8
Fire Now Out	2.3	2.3	2.6	2.1	1.8	2.6	0.5	2.2	4.5	3.5
Garage Fire	0.4	0.0	0.4	0.1	0.3	0.8	0.5	0.0	0.9	0.4
House Fire	2.3	1.3	2.5	1.0	1.8	2.8	2.9	5.1	2.7	5.1
Illegal Burning	1.8	1.4	2.6	1.9	1.0	1.9	0.2	1.5	0.9	2.0
Miscellaneous Outside Fire	1.5	1.6	1.6	0.8	2.3	2.1	1.4	0.0	0.9	2.4
Refuse Fire	3.3	2.5	4.1	2.5	3.4	4.5	2.6	0.7	4.5	2.0
Smoke in a Structure	3.9	3.8	4.9	3.0	5.7	4.4	1.9	3.7	2.7	3.9
Smoke in the Area	3.9	2.5	6.1	2.5	3.1	4.1	1.4	8.1	11.7	5.9
Structure Fire	5.2	2.7	3.5	1.5	2.1	3.2	3.6	2.2	0.0	0.4
Unknown Type of Fire	0.9	0.4	0.5	0.7	0.5	1.3	0.2	0.7	0.0	0.0
Vegetation Fire	2.3	2.3	1.6	1.7	2.3	2.3	4.1	0.7	3.6	2.0
Vehicle Fire	6.3	6.4	7.1	4.7	8.2	8.9	2.6	3.7	3.6	4.3
Vehicle Fire on the Freeway	3.3	1.6	2.0	2.7	2.6	3.1	1.2	0.0	0.0	1.2

MEDICAL INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Abdominal Pain	16.4	13.4	17.6	15.8	14.9	22.2	9.3	8.8	6.3	11.0
Allergic Reaction	3.1	2.5	4.0	1.9	5.2	4.4	1.4	3.7	2.7	3.1
Altered Level of Consciousness	16.2	14.0	18.2	14.1	19.8	20.3	11.2	8.1	14.4	12.9
Assault	10.9	9.8	6.9	8.0	17.3	18.1	11.2	2.2	8.1	5.1
Assist the Invalid	11.0	16.8	15.0	7.1	14.9	10.1	8.4	16.9	12.6	12.5
Back Pain	7.7	4.7	11.8	7.3	9.0	7.2	4.3	3.7	8.1	6.3
CheChest Pains - Heart Attack	46.1	31.5	52.3	51.3	40.5	56.0	19.1	16.9	30.6	23.5
CVA - Neurological	11.6	13.4	12.4	10.7	11.1	12.4	8.4	10.3	13.5	9.8
Diabetic Problem	11.6	9.5	13.9	9.3	15.7	13.7	11.5	4.4	9.0	9.4
Fall - Major	1.5	1.6	2.2	0.9	0.3	2.1	0.7	1.5	1.8	3.5
Fall - Minor	63.5	67.8	80.4	54.1	61.9	73.1	37.2	72.1	51.4	44.7
G.I. Bleed	5.1	4.8	5.2	4.4	4.4	7.0	4.1	3.7	4.5	4.3
Gunshot Wound	1.1	1.8	0.9	0.6	0.8	1.7	1.9	0.0	0.0	0.0
Head Pain	2.0	0.9	1.0	2.6	1.8	3.1	1.4	0.7	0.0	1.2
Heart Problem	12.8	10.6	14.9	15.4	12.4	11.5	6.0	6.6	15.3	8.2
Ingestion-Poisoning-Inhalation	4.9	2.9	3.0	4.0	11.1	8.1	2.4	2.2	1.8	3.1
Medical Alarm	3.6	3.6	3.2	3.4	3.1	4.6	1.9	6.6	0.9	3.5
Minor Trauma	25.1	23.1	29.8	18.8	33.2	32.8	14.3	22.1	23.4	18.0
Misc. Medical	45.1	34.7	50.7	48.6	38.9	53.7	23.9	26.5	25.2	26.7
Misc. Response for Engine+RA	0.1	0.0	0.2	0.1	0.0	0.3	0.0	0.0	0.0	0.0
Nosebleed Non-Traumatic	1.9	1.8	2.3	2.1	1.3	2.0	0.5	0.0	0.9	1.6
Obstetrics/Gynecological	3.5	2.3	3.4	2.6	5.9	6.3	1.7	2.2	0.0	0.4
Overdose	7.6	5.0	7.5	5.8	14.2	11.0	2.9	2.9	7.2	7.1
Person Choking	2.6	2.3	2.8	2.1	3.9	2.8	2.9	4.4	0.9	2.4
Person Dizzy	8.7	7.0	9.6	9.8	7.0	10.1	3.3	4.4	5.4	6.3
Person Down	16.4	15.2	11.9	17.5	13.9	22.5	8.6	8.8	9.9	16.1

AR=Arcadia; BU=Burbank; GL=Glendale; MO=Monrovia; PA=Pasadena; SG=San Gabriel; SM=San Marino; SI=Sierra Madre; SP=South Pasadena

MEDICAL INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Person in Seizure	24.7	16.5	25.0	17.9	26.0	41.9	19.1	9.6	11.7	14.9
Person Not Breathing	11.4	7.5	11.1	10.9	12.4	14.4	10.5	8.8	10.8	5.5
Person Sick	13.3	8.8	11.7	14.9	10.8	16.0	8.6	11.0	7.2	7.8
Person Stabbed	0.8	0.7	0.8	0.6	1.0	1.5	0.7	0.0	0.0	0.4
Person Unconsc./Unresponsive	32.0	30.6	30.2	31.8	32.7	39.0	29.4	16.9	22.5	15.7
Psychiatric	7.0	3.8	6.1	6.2	8.8	12.1	2.4	5.9	2.7	3.1
Severe Trauma	0.4	0.2	0.7	0.3	0.0	0.6	0.2	0.0	0.9	0.0
Shortness of Breath	68.9	57.1	72.3	70.2	66.5	85.6	44.9	29.4	57.7	38.4
Syncope/Fainted Now Cons.	9.6	9.7	12.7	8.4	9.5	11.5	5.3	5.1	8.1	5.5
Traffic Collision	47.4	54.6	36.9	39.9	56.4	62.2	43.9	56.6	16.2	40.0
Traffic Collision - Freeway	11.6	10.7	11.8	9.4	16.0	15.6	3.6	0.0	0.0	9.8
Traffic Collision Rescue	3.7	3.9	2.6	2.7	5.2	5.8	1.2	5.9	0.0	3.1
Traffic Collision Rescue/Freeway	3.3	1.8	3.0	3.7	3.1	3.9	1.9	0.0	0.0	2.4
Traffic Collision with Pedestrian	7.1	4.8	5.3	6.6	6.4	10.8	7.9	3.7	0.0	5.1

SERVICE INCIDENTS	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Abandoned Refrigerator	1.0	0.0	2.1	0.9	0.0	1.0	0.2	0.0	0.0	2.4
Animal Rescue/Assist	0.8	0.5	0.6	0.6	0.8	1.0	0.5	0.7	3.6	2.7
Arcing Wires	0.3	0.9	0.3	0.2	0.3	0.1	0.0	0.7	2.7	0.0
Bee Investigation	0.8	0.9	0.6	0.3	0.8	0.5	0.0	8.1	0 .0	4.7
Biohazard Investigation	1.0	0.7	0.9	0.6	2.6	1.3	1.0	0.0	0.9	1.2
Broken Gas Main	0.9	0.9	0.6	0.5	0.3	1.3	0.7	0.0	5.4	1.6
Broken Water Main	1.0	0.5	0.9	1.1	0.3	1.0	0.7	2.9	1.8	1.2
Chemical Outside	2.7	3.4	2.8	3.6	2.8	2.4	0.5	1.5	2.7	0.4
Elevator Rescue	3.6	2.3	3.9	3.8	1.5	6.0	1.4	1.5	0.0	0.8
Flowing/Gushing/Sheared Hydrant	1.0	0.9	1.3	0.8	1.3	1.2	0.2	2.9	0.0	0.4
Fuel Spill	2.7	2.7	3.7	1.8	3.4	3.1	1.7	1.5	1.8	2.4
Investigate Hazardous Condition	3.7	3.2	3.0	3.7	3.1	4.7	1.0	7.4	2.7	5.9
Major Flooded Condition	1.8	1.8	1.7	1.9	0.8	1.9	1.0	0.7	6.3	2.4
Minor Flooding	5.8	4.1	4.3	4.7	7.0	6.3	4.8	25.0	12.6	9.0
Misc. Odor Investigation	2.1	2.0	3.1	1.6	2.1	2.3	0.2	3.7	2.7	2.4
Odor of Natural Gas - Inside	1.9	0.7	2.6	1.0	3.1	2.2	0.5	2.9	4.5	2.0
Odor of Natural Gas - Outside	2.2	1.4	2.2	2.1	3.6	2.3	0.7	2.2	5.4	3.1
Person Locked In/Locked Out	3.9	5.0	2.2	3.3	4.6	5.1	2.9	6.6	0.9	6.3
Wires Down	2.2	3.2	2.3	0.8	6.4	1.0	2.9	4.4	0.9	9.8

AR=Arcadia; BU=Burbank; GL=Glendale; MO=Monrovia; PA=Pasadena; SG=San Gabriel; SM=San Marino; SI=Sierra Madre; SP=South Pasadena

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in 2004 are listed below, along with the percent of all Verdugo incidents. For comparison, the percents of the same incident types for each of the cities in the Verdugo System are also included.

INCIDENT TYPE	PERCENT OF ALL INCIDENTS									
	VFCC	AR	BU	GL	MO	PA	SG	SM	SI	SP
Fire Alarm	10.7	15.3	9.2	6.2	9.2	15.7	9.8	12.7	4.1	10.0
Shortness of Breath	8.7	7.8	9.0	10.2	8.0	8.2	8.5	4.1	10.4	6.4
Fall - Minor	8.0	9.3	10.0	7.9	7.4	7.0	7.1	10.1	9.3	7.5
Traffic Collision	6.0	7.5	4.6	5.8	6.8	6.0	8.4	7.9	2.9	6.7
Chest Pains - Heart Attack	5.8	4.3	6.5	7.5	4.9	5.4	3.6	2.4	5.5	3.9
Misc. Medical	5.7	4.7	6.3	7.1	4.7	5.2	4.5	3.7	4.6	4.5
Person Unconscious/Unresponsive	4.0	4.2	3.8	4.6	3.9	3.8	5.6	2.4	4.1	2.6
Minor Trauma	3.2	3.2	3.7	2.7	4.0	3.2	2.7	3.1	4.2	3.0
Person in Seizure	3.1	2.3	3.1	2.6	3.1	4.0	3.6	1.3	2.1	2.5
Person Down	2.1	2.1	1.5	2.6	1.7	2.2	1.6	1.2	1.8	2.7

2004 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.

Area C of OES Region I includes the 9 Verdugo System cities plus Monterey Park and Alhambra. During 2004, Verdugo dispatched 13 strike team responses to 4 major fires in the southland, but all 40 fire stations in the area remained fully staffed and functioning, covering the home front. The personnel who remained at home to protect the 11 Area C jurisdictions made certain the service expectations of the public were met or exceeded and ensured the departments' local efforts did not skip a beat. Many valuable lessons were learned in this process that will further enrich the excellent teamwork and collaboration within Area C that we now call **Unified Response**.

2004 Strike Team Responses

Team	Incident Name	Dispatch Date & Time	Leader	Trainee	Release Date & Time
1202A	Cerrito	5/4/2004 16:48	BC2 - Creasey	BC2 - Scoggins	5/6/2004 21:00
1204A	Cerrito	5/4/2004 16:50	BC3 - Gordon	BC10 - Lennox	5/6/2004 21:00
1803A	Pine	7/13/2004 13:20	BC10 - Cruz	BC10 - Young	7/17/2004 12:10
WT11	Pine	7/13/2004 17:01	Engr. McGee	Engr. McGaffin	7/19/2004 10:20
1203A	Pine	7/14/2004 21:18	BC3 - Law	BC105 - Norwood	7/17/2004 10:22
1205A	Pine	7/15/2004 4:02	BC5 - Beckman	BC7 - Khail	7/17/2004 10:47
1201A	Foothill	7/17/2004 16:19	BC1 - Pansini	Capt. Walbert	7/17/2004 21:00
1204A	Foothill	7/17/2004 16:36	BC2 - Howard	BC43 - Bamberger	7/17/2004 21:00
1202A	Foothill	7/18/2004 4:35	BC2 - Howard	BC6 - Donovan	7/20/2004 15:08
1205A	Foothill	7/18/2004 4:29	BC1 - Pansini	Capt. Walbert	7/20/2004 13:05
1203A	Crown	7/20/2004 16:24	BC3 - Law	BC5 - Terry	7/22/2004 10:56
1204A	Crown	7/21/2004 0:12	BC7 - Stedman	BC105 - Marston	7/22/2004 9:27
E13	Crown	7/21/2004 1:37	Capt. Barone	Single Res. - Helispot Prot.	7/22/2004 21:10

El Cerrito Brush Fire

A brush fire began the afternoon of May 3, 2004 in the El Cerrito area of Riverside County, about 70 miles southeast of Los Angeles. Over 1,000 people were evacuated from homes northeast of the Lake Elsinore area. A total of 16,460 acres burned, with 14 residences and 10 outbuildings destroyed. There were no fatalities, but ten people were injured. Strike Teams 1202A and 1204A were dispatched from Area C on May 4 to assist. One suspect was apprehended following reports that the fire was started by sparks from a piece of steel being dragged behind a vehicle.

AP Photos/Ringo H.W. Chiu

AP Photo/Nick Ut

Significant Fire Incidents

A significant fire incident involves at least $100,000 damage to structure and contents, and/or multiple alarm status, and/or loss of human life.

Date	Location	Type	Alarm	Estimated Loss
ARCADIA:				
Aug. 13	1220 Rodeo	HOUSE	Third	$1,300,000
Oct. 10	328 Genoa St.	STR	First	$110,000
BURBANK:				
Jan. 22	2243 N. Buena Vista	HOUSE	First	$180,000
Feb. 10	2515 W. Magnolia	SMOKEI	Second	$150,000
Feb. 15	531 E. Santa Anita Ave.	APT	Second	$150,000
May 1	126 E. Olive	STR	Second	$250,000
May 14	514 E. San Jose	HOUSE	First	$106,000
Aug. 11	619 S. Glenwood	STR	First	$550,000
Oct. 10	75 E. Santa Anita Ave.	STR	Second	$7,500,000
GLENDALE:				
Feb. 15	4121 Pennsylvania	STR	Third	$1,400,000
Mar. 17	440 E. Acacia, #3	APT	First	$130,000
Mar. 20	656 Salem	HOUSE	First	$135,000
Aug. 8	4717 Dunsmore	STR	First	$125,000
Dec. 5	145 S. Central Ave.	ALARMF	First	$100,000
Dec. 19	1224 Crescent Dr.	HOUSE	First	$375,000
Dec. 23	1419 W. Kenneth Rd.	STR	First	$250,000
Dec. 26	2516 E. Glenoaks	HOUSE	First	$210,000
MONROVIA:				
Sep. 24	136 Fig	HOUSE	First	$120,000
Sep. 26	590 E. Olive	APT	Second	$600,000
PASADENA:				
Jan. 17	70 N. Roosevelt	HOUSE	First	$150,000
Feb. 29	1635 Poppy Peak	HOUSE	Second	$500,000
Apr. 5	2030 N. Raymond	HOUSE	First	$250,000
May 13	1422 N. Garfield	HOUSE	First	$315,000
May 16	2097 E. Colorado	STR	First	$350,000
June 23	430 Martelo	GARAGE	First	$125,000
July 28	1551 Elizabeth	HOUSE	First	$120,000
Sep. 18	1767 Navarro Ave.	GARAGE	First	$40,000 + 1 Fatality
Nov. 23	279 Penn St.	APPL	First	$205,000
Dec. 27	1145 Rexford Ave.	GARAGE	First	$170,000
SAN GABRIEL:				
Feb. 6	1330 Stevens	APT	Third	$600,000
Apr. 4	301 E. Marshall	HOUSE	Second	$325,000
Apr. 19	604 E. Angeleno	HOUSE	First	$104,500
Dec. 27	1530 Delta St.	STR	Second	$180,000
SIERRA MADRE:				
Oct. 14	34 W. Bonita	HOUSE	Second	$150,000
SOUTH PASADENA:				
Oct. 8	163 Monterey, #1	APT	First	$200,000

Response Time Analysis

Statistics are also generated for the time it takes from dispatch to the arrival onscene of the first assigned unit. Dispatch to arrival statistics may vary due to a variety of factors such as the city's geographical layout, the time of day or night, traffic density, road conditions and emergency unit availability.

These statistics represent the closest possible approximation of response times achievable with the current Management Information System software.

DISPATCH TO ARRIVAL: PERCENT OF RESPONSES

	< 3 min.	< 4 min.	< 5 min.	< 6 min.	< 7 min.
Verdugo	25.7%	53.4%	77.0%	89.4%	94.8%
Arcadia	26.8%	54.1%	75.9%	89.1%	93.9%
Burbank	22.9%	49.5%	75.8%	89.5%	95.0%
Glendale	22.1%	53.0%	78.4%	90.9%	95.6%
Monrovia	25.0%	48.5%	72.4%	87.5%	94.2%
Pasadena	28.0%	55.4%	77.7%	89.2%	94.8%
San Gabriel	20.9%	55.0%	78.8%	91.3%	96.5%
San Marino	44.6%	67.8%	85.0%	93.1%	96.1%
Sierra Madre	26.8%	48.9%	70.0%	82.8%	90.6%
South Pas.	32.1%	58.4%	78.0%	88.7%	94.3%

Average Response Time

According to NFPA 1710 guidelines, the first responding unit should be onscene within 5 minutes of dispatch at least 90% of the time. On average, throughout the Verdugo System it takes 1.03 minutes for the first unit to leave the station after dispatch and 4.07 minutes after dispatch to arrive at an incident. This includes all types of incidents – Fire, Medical, Service and Other.

	Av. Dispatch to Enroute Time (min.)
Verdugo	1.03
Arcadia	1.15
Burbank	0.96
Glendale	1.04
Monrovia	1.06
Pasadena	1.03
San Gabriel	1.09
San Marino	0.71
Sierra Madre	1.72
South Pasadena	1.03

	Av. Dispatch to Arrival Time (min.)
Verdugo	4.07
Arcadia	4.06
Burbank	4.12
Glendale	4.09
Monrovia	4.23
Pasadena	3.98
San Gabriel	4.04
San Marino	3.46
Sierra Madre	4.39
South Pasadena	3.93

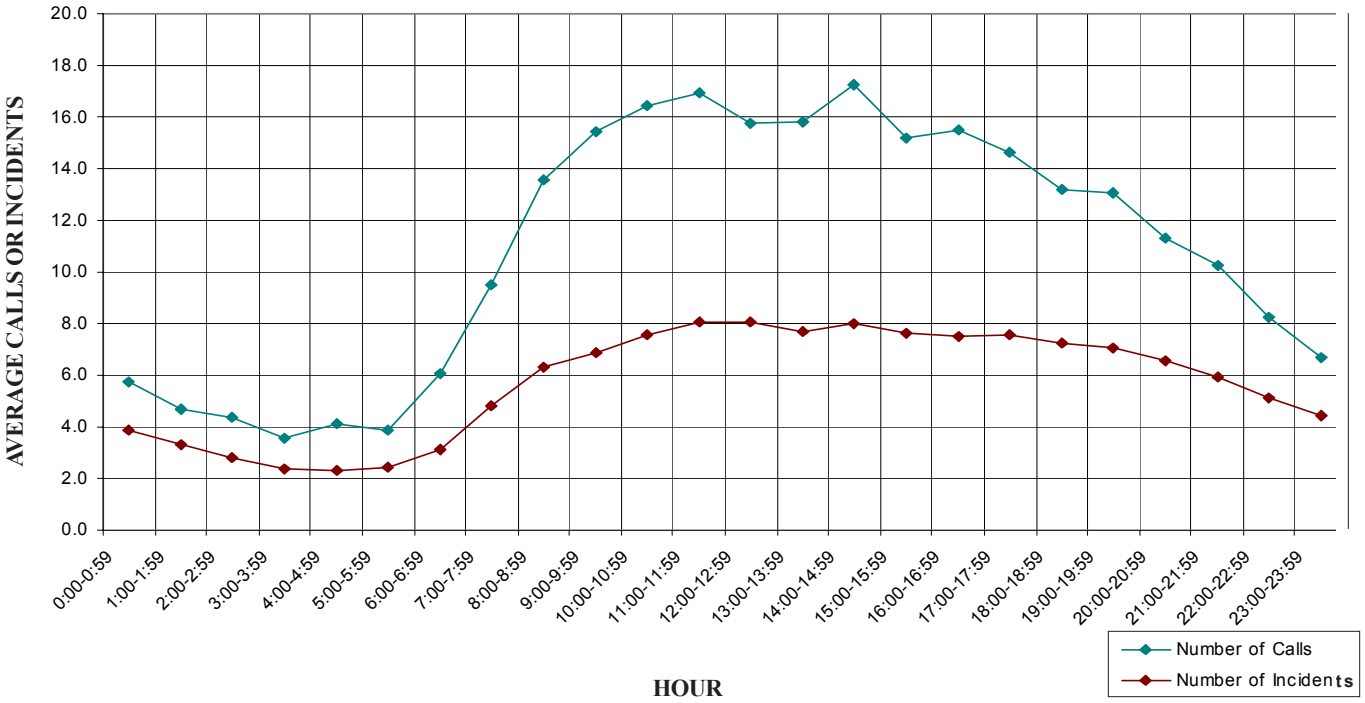
Verdugo Call Volume

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 two operators and a supervisor during day and night shifts, and an additional operator is on duty during the busiest hours, 8 a.m. to 8 p.m., when two-thirds of Verdugo's incidents occur. The Fire Communications Administrator is present during business hours, along with an Administrative Analyst and Systems Specialist.

Nearly 51,000 incidents are dispatched by Verdugo annually. Numerous additional telephone calls and radio transmissions are handled in association with these incidents or with the everyday operations of the 33 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 the emergency. For this reason, numerous statistics related to incoming telephone calls are monitored routinely in emergency communications centers.

- During 2004, Verdugo handled an average of 262 telephone calls per day or 10.9 calls per hour. About 35% of those calls were taken on 911 lines, 47% came through 7-digit emergency lines or the four administrative lines, and 18% were outgoing calls.
- There were about two calls per incident, an average of 137 incidents per day or 5.7 incidents per hour.
- The greatest number of incidents in a single hour occurred on October 20, with 31 incidents between midnight and 1 a.m. during a rain storm.
- The busiest day of the year was also October 20, with 302 incidents, followed by December 28 with 247 incidents.
- The longest interval without a single incident occurred June 5 from 2:45 to 6:34 a.m. It is very unusual to have such a lengthy period without an incident, even during the night hours.

Verdugo Incoming Calls and Incidents Per Hour



- The fewest incidents occurred on May 25, with only 101.
- The day of the week with the fewest calls and incidents is Sunday.
- The busiest month in terms of incident volume was December, with 4,734 incidents.
- On average, there are 6 to 8 incidents per hour between 8 a.m. and 8 p.m. and 2 to 7 incidents per hour during the night, and about twice as many calls as incidents in each hour.
- Average telephone call duration for the year was 65.2 seconds.
- Call answering time is another important statistic and 96.2% of calls were answered in less than 6 seconds, 99.5% in under 11 seconds.
- There were 390 abandoned calls during the year, a little over one per day. There were 394 the previous year. Only 75 of the abandoned calls (about 6 per month) were on 911 lines and the remainder were on administrative lines. A call is considered abandoned if the caller hangs up after it has begun to ring but before the call is answered. Follow-up is conducted as quickly as possible to contact the caller and determine whether an actual emergency exists.

Call Handling Times

Data for two incident processing functions are used to monitor the speed with which calls are handled: emergency call processing and radio dispatch handling time. All 911 calls are measured from the time the dispatcher answers the telephone until the incident is entered into the Computer Assisted Dispatch (CAD) system and transferred to the radio dispatcher. Dispatched calls are measured from the time the incident is received by the radio dispatcher until the alert is sent to fire stations and apparatus.

The average call handling times in the Verdugo System during 2003 were 42 seconds for 911 call processing and 8.3 seconds for radio dispatching.

Simultaneous Phone Calls

Because time is of the essence, one of the most vital considerations in a communications center is whether the staffing level is sufficient to answer all calls within a reasonable period of time. A study begun in 2002 was continued through 2004 to determine how often the call volume exceeded staffing levels. During a major incident such as a brush fire or a multiple-alarm structure fire, if the three daytime dispatchers or two nighttime dispatchers on phone duty are taking calls simultaneously, any additional calls must be answered and placed on hold or continue ringing. During business hours, additional personnel are available to handle calls on the four business lines, when needed. Additional dispatchers are also called in for major incidents of longer duration, regardless of time of day.

The results of the 2004 call volume study indicate that it was rare for call volume to exceed staffing. In the entire year, there were only 54 daytime instances and 212 nighttime instances when all phone dispatchers were on calls and an additional call came in.

Verdugo Incidents By Source of Call

Requests for fire and medical assistance are received through 911 calls, transfers from other agencies such as California Highway Patrol, calls from fire or police departments in the Verdugo System ("7-Digit Lines"), and radio communications. The relative proportions of these call sources vary from city to city.

NUMBER OF INCIDENTS BY SOURCE OF CALL

SOURCE	AR	BU	GL	MO	PA	SG	SM	SI	SP	VFCC	VFCC%
9-1-1 CALLS	2,230	5,120	9,084	1,714	8,178	1,110	391	318	733	28,889	56.8%
OTHER AGENCY	853	1,498	2,803	871	2,813	684	345	165	454	11,090	21.9%
7-DIGIT LINES	961	1,762	2,056	590	3,749	375	194	112	298	10,167	20.0%
RADIO	44	84	131	53	235	31	40	18	41	695	1.4%
TOTAL	**4,088**	**8,464**	**14,074**	**3,228**	**14,975**	**2,200**	**970**	**613**	**1,526**	**50,841**	

AR=Arcadia; BU=Burbank; GL=Glendale; MO=Monrovia; PA=Pasadena; SG=San Gabriel; SM=San Marino; SI=Sierra Madre; SP=South Pasadena

ARCADIA FIRE DEPARTMENT

There were 4,031 incidents reported for Arcadia in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 98 type codes listed below, the three most frequent incident types were Fire Alarm (74.3% of Fire incidents), Fall - Minor (12.9% of Medical incidents), Shortness of Breath (10.8% of Medical incidents)

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	624	74.3
ALARMF	Fire Alarm - Full Assignment	3	<0.5
APPL	Appliance Fire	7	0.8
APT	Apartment House Fire	7	0.8
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
ELECF	Electrical Fire	11	1.3
FNO	Fire Now Out	13	1.5
HOUSE	House Fire	7	0.8
ILLEG	Illegal Burning	8	1.0
OUT	Miscellaneous Outside Fire	9	1.1
POLE	Transformer/Street Light Fire	11	1.3
REFUSE	Refuse Fire	14	1.7
RESET	Fire Alarm Reset	12	1.4
SMOKEI	Smoke in a Structure	21	2.5
SMOKEO	Smoke in the Area	14	1.7
STR	Structure Fire	15	1.8
UNKF	Unknown Type of Fire	2	<0.5
VEG	Vegetation Fire	13	1.5
VEGFWY	Vegetation Fire on the Freeway	9	1.1
VEH	Vehicle Fire	36	4.3
VEHFWY	Vehicle Fire on the Freeway	9	1.1
VEHSTR	Vehicle Fire in a Structure	2	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	75	2.5
ALERGY	Allergic Reaction	14	0.5
ALOC	Altered Level of Consciousness	78	2.6
ASLT	Assault	55	1.9
BACK	Back Pain	26	0.9
BITE	Animal/Human/Stings	6	<0.5
BREATH	Shortness of Breath	319	10.8
BURN	Burn Injury	6	<0.5
CHEST	Chest Pains - Heart Attack	176	6.0
CHOKE	Person Choking	13	<0.5
DIAB	Diabetic Problem	53	1.8
DIZZY	Person Dizzy	39	1.3
DOWN	Person Down	85	2.9
DROWN	Drowning/Diving Incident	6	<0.5
EMS	EMS Call - No Details	21	0.7
EMSFWY	EMS - Freeway	11	<0.5
FALL1	Fall - Major	9	<0.5
FALL2	Fall - Minor	379	12.9
GIB	G.I. Bleed	27	0.9
GSW	Gun Shot Wound	10	<0.5
HEADPN	Head Pain	5	<0.5
HEART	Heart Problem	59	2.0
INVL	Assist the Invalid	94	3.2
MED	Misc. Medical	194	6.6
MEDALR	Medical Alarm	20	0.7
NOSE	Nose Bleed Non-Tramatic	10	<0.5
NOTBR	Person Not Breathing	42	1.4
OBGYN	Obstetrics/Gynecological	13	< 0.5
OD	Overdose	28	0.9
PSYCH	Psychiatric	21	0.7
RESCUE	Rescue	2	<0.5
RESFWY	Traffic Collision Rescue/Fwy	10	<0.5
SEIZ	Person in Seizure	92	3.1
SICK	Person Sick	49	1.7
STAB	Person Stabbed	4	<0.5
STROKE	CVA - Neurological	75	2.5
SYNCOP	Syncope/Fainted Now Cons.	54	1.8
TC	Traffic Collision	305	10.3
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	60	2.0
TCPED	Traffic Collision - Pedestrian	27	0.9
TCRES	Traffic Collision Rescue	22	0.7
TCSTR	Vehicle into Structure	4	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	16	0.5
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	129	4.4
UNCON	Person Unconsc./Unresponsive	171	5.8
UNKMED	Unknown Medical	33	1.1

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	3	1.3
ARC	Arcing Wires	5	2.1
BEES	Bee Investigation	5	2.1
BIO	Biohazard Investigation	4	1.7
CHEMO	Chemical Outside	19	7.9
DAMAGE	Damage Investigation	2	0.8
ELEV	Elevator Rescue	13	5.4
ENG	Misc. Response for 1 Engine	2	0.8
FLOOD	Major Flooded Condition	10	4.2
FUEL	Fuel Spill	15	6.3
GASI	Odor of Natural Gas - Inside	4	1.7
GASO	Odor of Natural Gas - Outside	8	3.3
GMAIN	Broken Gas Main	5	2.1
HAZARD	Investigate Hazardous Condition	18	7.5
HAZMAT	Hazardous Materials Response	1	<0.5
HYD	Flowing/Gushing/Sheared Hydrant	5	2.1
LAW	PD Assist/Stand-By	3	1.3
LOCK	Person Locked In/Locked Out	28	11.7
MALF	Malfunction	16	6.7
ODOR	Misc. Odor Investigation	11	4.6
PUBLIC	Public Assist	15	6.3
ROOF1	One Story Roof Check	1	<0.5
ROOF2	Roof Check 2 Stories & Above	2	0.8
TRK	Misc. Repsonse for a Truck	1	<0.5
WATER	Minor Flooding	23	9.6
WIRES	Wires Down	18	7.5
WMAIN	Broken Water Main	3	1.3

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	2

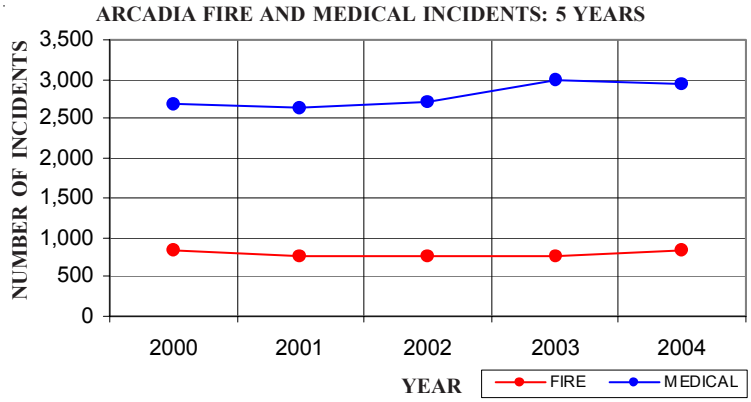
ARCADIA INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	55	47	71	55	57	63	74	70	70	97	85	88	**832**	**20.4%**
MEDICAL	261	261	273	251	228	210	239	203	234	261	252	275	**2,948**	**72.1%**
SERVICE	16	22	20	19	19	16	28	23	21	27	16	20	**247**	**6.0%**
OTHER	0	0	0	0	1	1	1	0	0	1	0	0	**4**	**0.1%**
O.V.S.	12	5	3	2	5	5	7	5	5	4	0	4	**57**	**1.4%**
TOTAL	**344**	**335**	**367**	**327**	**310**	**295**	**349**	**301**	**330**	**390**	**353**	**387**	**4,088**	

O.V.S. = Responses Outside the Verdugo System

ARCADIA INCIDENTS: 5-YEAR HISTORY

CATEGORY	2000	2001	2002	2003	2004
FIRE	845	758	750	761	832
MEDICAL	2,695	2,638	2,709	2,997	2,948
SERVICE	365	258	244	287	247
OTHER	5	3	4	4	4
O.V.S.	16	35	44	41	57
TOTAL	**3,926**	**3,692**	**3,751**	**4,090**	**4,088**



Out of Jurisdiction Responses

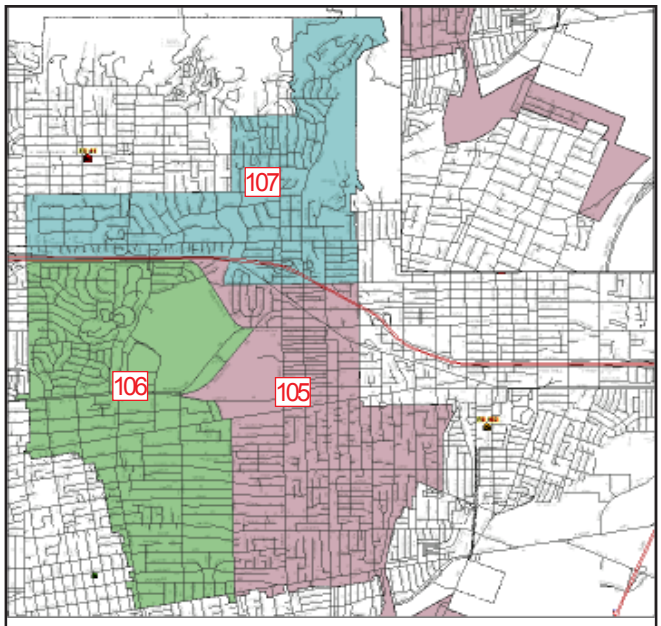
The Arcadia Fire Department responded to incidents outside their jurisdiction 346 times in 2004:

Alhambra	1
Burbank	1
Glendale	2
Monrovia	223
Pasadena	49
LA County	52
Monterey Park	2
San Gabriel	11
San Marino	1
Sierra Madre	1
South Pasadena	1
Other Cities	2
TOTAL	**346**

Other agencies responded to incidents in Arcadia 450 times during the year:

Alhambra	5
Burbank	2
Glendale	2
LA County	40
Monrovia	262
Pasadena	56
San Gabriel	4
San Marino	8
Sierra Madre	1
South Pasadena	1
Other*	69
TOTAL	**450**

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.



The Arcadia Fire Department has 3 fire stations and each station lies within a fire district. There is a fire engine at each station, and the ladder truck and 2 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

Responses Per Unit

The Arcadia Fire Department responded to 4,031 incidents within its city borders and an additional 346 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 106	5
Engine 105	1,613
Engine 106	2,120
Engine 107	760
Ambulance 105	1,579
Ambulance 106	1,712
Truck 105	535
USAR 106	1

BURBANK FIRE DEPARTMENT

There were 8,422 incidents reported for Burbank in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 112 type codes listed below, the three most frequent incident types were Fire Alarm (57.7% of Fire incidents), Fall - Minor (12.9% of Medical incidents), and Shortness of Breath (11.6% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	779	57.7
ALARMF	Fire Alarm - Full Assignment	5	<0.5
ALERT2	Emergency Landing at Airport	28	2.1
APPL	Appliance Fire	21	1.6
APT	Apartment House Fire	13	1.0
BOMB	Explosives/Bomb Threat/Scare	2	<0.5
BRUSH	Brush Fire	1	<0.5
CARBON	Carbon Monoxide Alarm	12	0.9
ELECF	Electrical Fire	31	2.3
FLOW	Sprinkler System Activated	1	<0.5
FNO	Fire Now Out	27	2.0
GARAGE	Garage Fire	4	<0.5
HOUSE	House Fire	26	1.9
ILLEG	Illegal Burning	27	2.0
OUT	Miscellaneous Outside Fire	17	1.3
OUTFWY	Misc. Outside Fire on Freeway	1	<0.5
POLE	Transformer/Street Light Fire	14	1.0
REFUSE	Refuse Fire	43	3.2
RESET	Fire Alarm Reset	20	1.5
SMOKEI	Smoke in a Structure	52	3.9
SMOKEO	Smoke in the Area	64	4.7
STR	Structure Fire	37	2.7
UNKF	Unknown Type of Fire	5	<0.5
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	17	1.3
VEGFWY	Vegetation Fire on the Freeway	2	<0.5
VEH	Vehicle Fire	75	5.6
VEHFWY	Vehicle Fire on the Freeway	21	1.6
VEHSTR	Vehicle Fire in a Structure	4	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	185	2.8
ALERGY	Allergic Reaction	42	0.6
ALOC	Altered Level of Consciousness	192	2.9
ASLT	Assault	73	1.1
BACK	Back Pain	124	1.9
BITE	Animal/Human/Stings	6	<0.5
BREATH	Shortness of Breath	762	11.6
BURN	Burn Injury	7	<0.5
CHEST	Chest Pains - Heart Attack	551	8.4
CHOKE	Person Choking	29	<0.5
DIAB	Diabetic Problem	146	2.2
DIZZY	Person Dizzy	101	1.5
DOWN	Person Down	125	1.9
EMS	EMS Call - No Details	24	<0.5
EMSFWY	EMS - Freeway	12	<0.5
ENGRA	Misc. Response for Engine+RA	2	<0.5
FALL1	Fall - Major	23	<0.5
FALL2	Fall - Minor	847	12.9
GIB	G.I. Bleed	55	0.8
GSW	Gunshot Wound	9	<0.5
HANG	Person Hanging	2	<0.5
HEADPN	Head Pain	11	<0.5
HEART	Heart Problem	157	2.4
INVL	Assist the Invalid	158	2.4
MED	Misc. Medical	534	8.1
MEDALR	Medical Alarm	34	0.5
NOSE	Nosebleed Non-Tramatic	24	<0.5
NOTBR	Person Not Breathing	117	1.8
OBGYN	Obstetrics/Gynecological	36	0.5
OD	Overdose	79	1.2
PSYCH	Psychiatric	64	1.0
RESCUE	Rescue	12	<0.5
RESFWY	Traffic Collision Rescue/Fwy	32	0.5
SEIZ	Person in Seizure	264	4.0
SHOCK	Electrical Shock Injury	4	<0.5
SICK	Person Sick	123	1.9
STAB	Person Stabbed	8	<0.5
STROKE	CVA - Neurological	131	2.0
SYNCO	Syncope/Fainted Now Cons.	134	2.0
TC	Traffic Collision	389	5.9
TCFWY	Traffic Collision - Freeway	124	1.9
TCPED	Traffic Collision - Pedestrian	56	0.9
TCRES	Traffic Collision Rescue	27	<0.5
TCSTR	Vehicle into Structure	10	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	32	0.5
TR1	Severe Trauma	7	<0.5
TR2	Minor Trauma	314	4.8
UNCON	Person Unconsc/Unresp.	318	4.8
UNKMED	Unknown Medical	62	0.9
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	6	1.2
ARC	Arcing Wires	3	0.6
BEES	Bee Investigation	6	1.2
BIO	Biohazard Investigation	10	2.0
CHEMO	Chemical Outside	29	5.9
CROWD	Overcrowding Investigation	1	<0.5
DAMAGE	Damage Investigation	2	0.6
ELEV	Elevator Rescue	41	8.4
ENG	Misc. Response for 1 Engine	7	1.4
ENGTRK	Misc. Response - Engine & Truck	2	<0.5
FLOOD	Major Flooded Condition	18	3.7
FUEL	Fuel Spill	39	7.9
FULL	Misc. Response - Full Assignment	1	<0.5
GASI	Odor of Natural Gas - Inside	27	5.5
GASO	Odor of Natural Gas - Outside	23	4.7
GMAIN	Broken Gas Main	6	1.2
HAZARD	Investigate Hazardous Cond.	32	6.5
HAZMAT	Hazardous Materials Response	5	1.0
HYD	Flowing/Gushing/Sheared Hydrant	14	2.9
LAW	PD Assist/Stand-By	5	1.0
LOCK	Person Locked In/Locked Out	23	4.7
MALF	Malfunction	23	4.7
ODOR	Misc. Odor Investigation	33	6.7
PUBLIC	Public Assist	24	4.9
REFRIG	Abandoned Refrigerator	22	4.5
ROOF1	One Story Roof Check	7	1.4
ROOF2	Roof Check 2 Stories & Above	3	0.6
WATER	Minor Flooding	45	9.2
WIRES	Wires Down	24	4.9
WMAIN	Broken Water Main	10	2.0

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1
PD	Transfer to Police Dept	1

BURBANK INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	96	101	103	89	98	98	126	113	119	143	120	143	**1,349**	**15.9%**
MEDICAL	515	557	571	514	512	500	548	576	524	580	531	648	**6,576**	**77.7%**
SERVICE	35	27	43	36	33	32	43	32	43	64	37	63	**488**	**5.8%**
OTHER	1	1	1	3	0	0	0	0	1	2	0	0	**9**	**0.1%**
O.V.S.	2	1	4	4	3	2	9	7	3	4	0	3	**42**	**0.5%**
TOTAL	**649**	**687**	**722**	**646**	**646**	**632**	**726**	**728**	**690**	**793**	**688**	**857**	**8,464**	

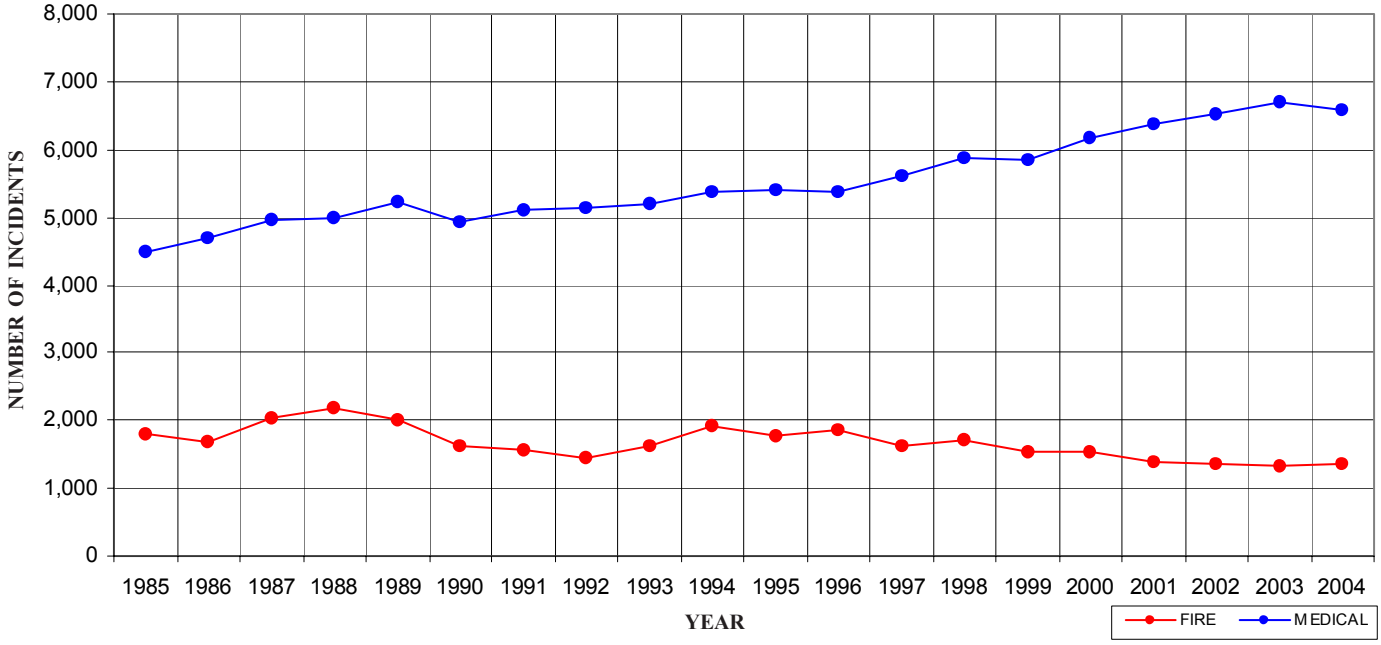
O.V.S. = Responses Outside the Verdugo System

BURBANK INCIDENTS: 20-YEAR HISTORY

CATEGORY	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994
FIRE	1,800	1,691	2,028	2,175	2,010	1,627	1,562	1,460	1,613	1,914
MEDICAL	4,489	4,684	4,949	4,997	5,220	4,942	5,118	5,145	5,207	5,386
SERVICE	*	*	*	*	316	679	676	638	629	803
OTHER	*	*	*	*	5	143	1	27	30	58
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	**6,289**	**6,375**	**6,977**	**7,172**	**7,551**	**7,391**	**7,357**	**7,270**	**7,479**	**8,161**

CATEGORY	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
FIRE	1,763	1,872	1,620	1,710	1,543	1,524	1,399	1,371	1,326	1,349
MEDICAL	5,410	5,372	5,611	5,873	5,842	6,183	6,366	6,513	6,715	6,576
SERVICE	648	613	622	678	673	612	630	521	516	488
OTHER	39	15	3	5	12	11	18	14	8	9
O.V.S.	*	15	24	26	19	34	31	50	62	42
TOTAL	**7,860**	**7,887**	**7,880**	**8,292**	**8,089**	**8,364**	**8,444**	**8,469**	**8,627**	**8,464**

BURBANK FIRE AND MEDICAL INCIDENTS: 20 YEARS



Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 319 times in 2004:

Arcadia	2
Glendale	258
LA City	21
LA County	18
Monrovia	2
Pasadena	11
San Gabriel	3
South Pasadena	1
Other Cities	3
TOTAL	**319**

Other agencies responded to incidents in Burbank 314 times during the year:

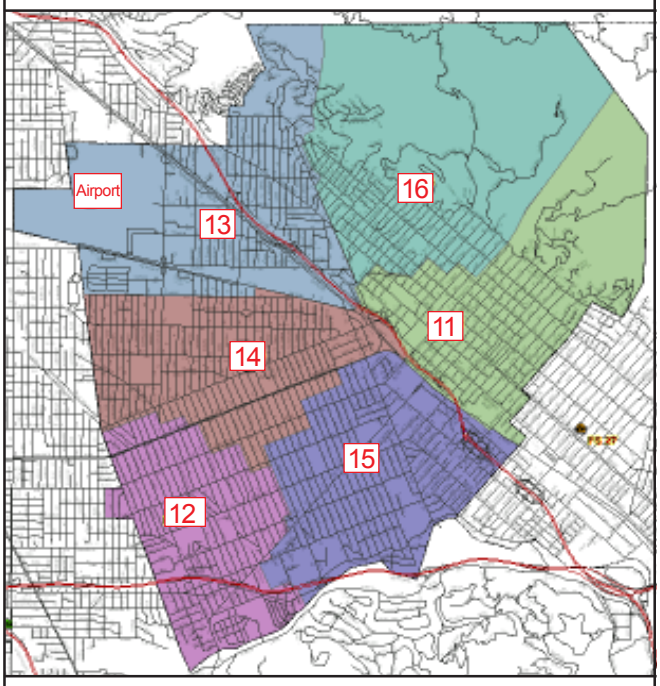
Arcadia	1
Glendale	218
LA City	1
LA County	1
Pasadena	4
San Marino	1
Other*	88
TOTAL	**314**

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.

Responses Per Unit

The Burbank Fire Department responded to 8,422 incidents within its city borders and an additional 319 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Total Responses
Engine 11	2,355
Engine 12	1,480
Engine 13	1,564
Engine 14	1,254
Engine 15	1,919
Engine 16	736
Engine 18	82
Hazmat 12	25
Ambulance 11	2,471
Ambulance 13	2,121
Ambulance 15	2,651
Truck 11	713
Truck 12	496
USAR11	16



The Burbank Fire Department has 6 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 2 ladder trucks and 3 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

GLENDALE FIRE DEPARTMENT

There were 13,878 incidents reported for Glendale in 2004. 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 the Fire, Medical, Service and Other categories during 2004, 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 Fire Alarm (55.4% of Fire incidents), Shortness of Breath (12.6% of Medical incidents), and Fall - Minor (9.7% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	875	55.4
ALARMF	Fire Alarm - Full Assignment	19	1.2
APPL	Appliance Fire	29	1.8
APT	Apartment House Fire	28	1.8
BOMB	Explosives/Bomb Threat/Scare	3	<0.5
BRUSH	Brush Fire	10	0.6
CARBON	Carbon Monoxide Alarm	4	<0.5
ELECF	Electrical Fire	30	1.9
FLOW	Sprinkler System Activated	3	<0.5
FNO	Fire Now Out	43	2.7
GARAGE	Garage Fire	2	<0.5
HOUSE	House Fire	20	1.3
ILLEG	Illegal Burning	38	2.4
OUT	Miscellaneous Outside Fire	17	1.1
OUTFWY	Misc. Outside Fire on Freeway	1	<0.5
POLE	Transformer/Street Light Fire	10	0.6
REFUSE	Refuse Fire	51	3.2
RESET	Fire Alarm Reset	39	2.5
SMOKEI	Smoke in a Structure	62	3.9
SMOKEO	Smoke in the Area	52	3.3
STR	Structure Fire	31	2.0
UNKF	Unknown Type of Fire	14	0.9
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	35	2.2
VEGFWY	Vegetation Fire on the Freeway	4	<0.5
VEH	Vehicle Fire	97	6.1
VEHFWY	Vehicle Fire on the Freeway	55	3.5
VEHSTR	Vehicle Fire in a Structure	7	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	325	2.8
ALERGY	Allergic Reaction	40	<0.5
ALOC	Altered Level of Consciousness	289	2.5
ASLT	Assault	165	1.4
BACK	Back Pain	149	1.3
BITE	Animal/Human/Stings	25	<0.5
BREATH	Shortness of Breath	1441	12.6
BURN	Burn Injury	23	<0.5
CHEST	Chest Pains - Heart Attack	1053	9.2
CHOKE	Person Choking	43	<0.5
DIAB	Diabetic Problem	191	1.7
DIZZY	Person Dizzy	202	1.8
DOWN	Person Down	359	3.1
DROWN	Drowning/Diving Incident	2	<0.5
EMS	EMS Call - No Details	56	0.5
EMSFWY	EMS - Freeway	6	<0.5
ENGRA	Misc. Response for Engine+RA	2	<0.5
FALL1	Fall - Major	18	<0.5
FALL2	Fall - Minor	1110	9.7
GIB	G.I. Bleed	91	0.8
GSW	Gunshot Wound	12	<0.5
HANG	Person Hanging	5	<0.5
HEADPN	Head Pain	53	0.5
HEART	Heart Problem	317	2.8
INVL	Assist the Invalid	146	1.3
MED	Misc. Medical	997	8.7
MEDALR	Medical Alarm	69	0.6
NOSE	Nosebleed Non-Tramatic	44	<0.5
NOTBR	Person Not Breathing	224	2.0
OBGYN	Obstetrics/Gynecological	53	0.5
OD	Overdose	120	1.0
PSYCH	Psychiatric	127	1.1
RESCUE	Rescue	14	<0.5
RESFWY	Traffic Collision Rescue/Fwy	75	0.7
SEIZ	Person in Seizure	368	3.2
SICK	Person Sick	306	2.7
STAB	Person Stabbed	13	<0.5
STROKE	CVA - Neurological	220	1.9
SYNCO	Syncope/Fainted Now Cons.	173	1.5
TC	Traffic Collision	820	7.1
TCFUEL	Injury TC with Fuel Spill	2	<0.5
TCFWY	Traffic Collision - Freeway	194	1.7
TCPED	Traffic Collision - Pedestrian	136	1.2
TCRES	Traffic Collision Rescue	55	0.5
TCSTR	Vehicle into Structure	25	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	83	0.7
TR1	Severe Trauma	6	<0.5
TR2	Minor Trauma	386	3.4
UNCON	Person Unconsc./Unresponsive	653	5.7
UNKMED	Unknown Medical	194	1.7

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	13	1.6
ARC	Arcing Wires	5	0.6
BEES	Bee Investigation	7	1.9
BIO	Biohazard Investigation	12	1.5
CHEMO	Chemical Outside	74	9.2
CROWD	Overcrowding Investigation	10	1.2
DAMAGE	Damage Investigation	7	0.9
ELEV	Elevator Rescue	77	9.6
ENG	Misc. Response for 1 Engine	17	2.1
ENGTRK	Misc. Response-Engine & Truck	1	<0.5
FLOOD	Major Flooded Condition	40	5.0
FUEL	Fuel Spill	37	4.6
GASI	Odor of Natural Gas - Inside	21	2.6
GASO	Odor of Natural Gas - Outside	43	5.4
GMAIN	Broken Gas Main	10	1.2
HAZARD	Investigate Hazardous Condition	76	9.5
HAZMAT	Hazardous Materials Response	1	<0.5
HYD	Flowing/Gushing/Sheared Hydrant	17	2.1
LAW	PD Assist/Stand-By	10	1.2
LOCK	Person Locked In/Locked Out	68	8.5
MALF	Malfunction	17	2.1
ODOR	Misc. Odor Investigation	33	4.1
PUBLIC	Public Assist	25	3.1
REFRIG	Abandoned Refrigerator	18	2.2
ROOF1	One Story Roof Check	9	1.1
ROOF2	Roof Check 2 Stories & Above	13	1.6
THREAT	Bio-Chemical Threat	2	<0.5
TRK	Misc. Response for a Truck	3	<0.5
WATER	Minor Flooding	97	12.1
WIRES	Wires Down	16	2.1
WMAIN	Broken Water Main	22	2.7

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	16
PD	Transfer to Police Dept.	1

GLENDALE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	113	143	134	126	126	93	137	149	123	135	140	160	**1,579**	**11.2%**
MEDICAL	985	972	984	933	957	930	948	905	936	915	938	1,068	**11,471**	**81.5%**
SERVICE	60	72	51	55	62	66	73	54	64	82	64	96	**799**	**5.7%**
OTHER	2	1	1	2	2	3	15	0	1	2	0	0	**29**	**0.2%**
O.V.S.	13	15	16	13	19	9	25	20	15	25	13	13	**196**	**1.4%**
TOTAL	**1,173**	**1,203**	**1,186**	**1,129**	**1,166**	**1,101**	**1,198**	**1,128**	**1,139**	**1,159**	**1,155**	**1,337**	**14,074**	

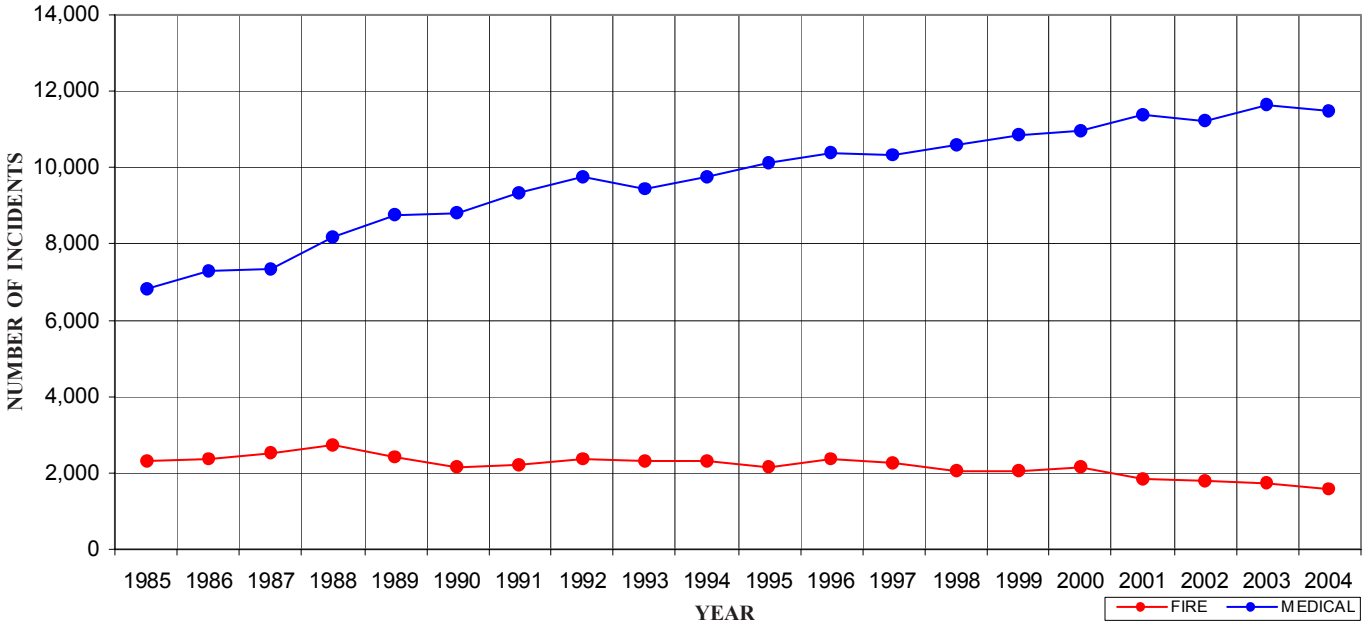
O.V.S. = Responses Outside the Verdugo System

GLENDALE INCIDENTS: 20-YEAR HISTORY

CATEGORY	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994
FIRE	2,306	2,336	2,518	2,747	2,435	2,153	2,188	2,363	2,307	2,313
MEDICAL	6,801	7,302	7,317	8,164	8,758	8,817	9,351	9,769	9,445	9,760
SERVICE	*	*	*	*	389	880	997	949	974	1,169
OTHER	*	*	*	*	15	222	8	5	13	184
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	**9,107**	**9,638**	**9,835**	**10,911**	**11,597**	**12,072**	**12,544**	**13,086**	**12,739**	**13,426**

CATEGORY	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
FIRE	2,131	2,381	2,274	2,028	2,036	2,147	1,827	1,791	1,737	1,579
MEDICAL	10,121	10,375	10,309	10,588	10,871	10,952	11,398	11,224	11,662	11,471
SERVICE	980	887	985	978	838	949	1,003	908	862	799
OTHER	53	16	10	24	38	26	44	59	30	29
O.V.S.	*	211	195	164	159	174	147	176	182	196
TOTAL	**13,285**	**13,870**	**13,773**	**13,782**	**13,942**	**14,248**	**14,419**	**14,158**	**14,473**	**14,074**

GLENDALE FIRE AND MEDICAL INCIDENTS: 20 YEARS



Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 506 times in 2004:

Arcadia	2
Burbank	218
LA City	113
LA County	82
Pasadena	90
Other Cities	1
TOTAL	**506**

Other agencies responded to incidents in Glendale 380 times during the year:

Arcadia	2
Burbank	258
LA City	9
LA County	53
Monrovia	1
Pasadena	43
Sierra Madre	2
South Pasadena	1
Other*	11
TOTAL	**380**

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.

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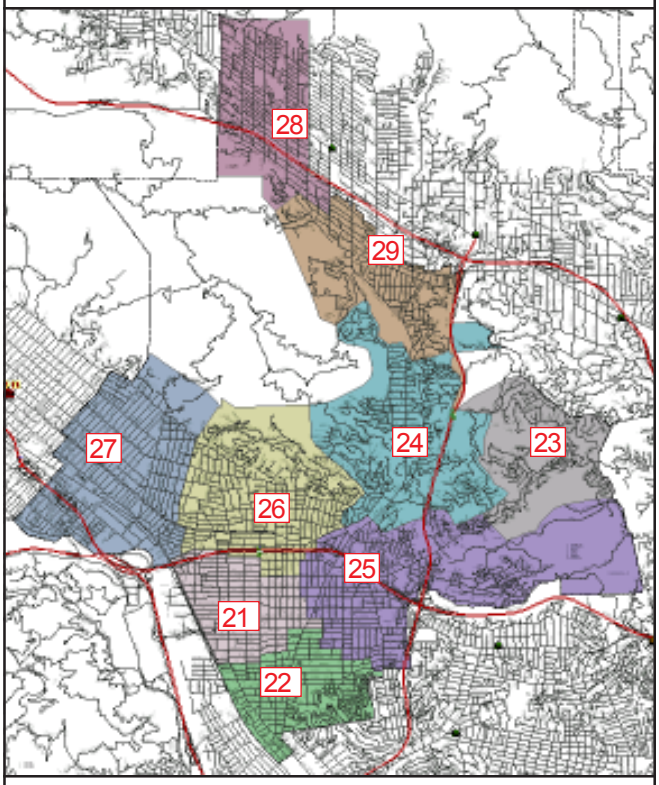
Responses Per Unit

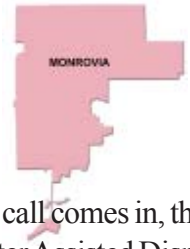
The Glendale Fire Department responded to 13,878 incidents within its city borders and an additional 506 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Air Utility 21	24	HazMat 27	28
Engine 21	2,875	Ambulance 21	4,016
Engine 22	2,205	Ambulance 25	3,697
Engine 23	252	Ambulance 26	3,309
Engine 24	915	Ambulance 29	1,743
Engine 25	2,890	Truck 21	970
Engine 26	2,324	Truck 26	904
Engine 27	1,879	Truck 29	341
Engine 28	716	USAR 26	6
Engine 29	961		



The Glendale Fire Department has 9 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 3 ladder trucks and 4 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

MONROVIA FIRE DEPARTMENT



There were 3,174 incidents reported for Monrovia in 2004. 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 the Fire, Medical, and Service categories during 2004, along with the percent of incidents in that category for the year. Of the 101 type codes listed below, the three most frequent incident types were Fire Alarm (60.1% of Fire incidents), Shortness of Breath (10.4% of Medical incidents), and Fall - Minor (9.7% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	297	60.1
ALARMF	Fire Alarm - Full Assignment	3	0.6
APPL	Appliance Fire	8	1.6
APT	Apartment House Fire	7	1.4
BOMB	Explosives/Bomb Threat/Scare	2	<0.5
BRUSH	Brush Fire	3	0.6
CARBON	Carbon Monoxide Alarm	4	0.8
ELECF	Electrical Fire	12	2.4
FLOW	Sprinkler System Activated	1	<0.5
FNO	Fire Now Out	7	1.4
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	7	1.4
ILLEG	Illegal Burning	4	0.8
OUT	Miscellaneous Outside Fire	9	1.8
POLE	Transformer/Street Light Fire	5	1.0
REFUSE	Refuse Fire	13	2.6
RESET	Fire Alarm Reset	8	1.6
SMOKEI	Smoke in a Structure	22	4.5
SMOKEO	Smoke in the Area	12	2.4
STR	Structure Fire	8	1.6
UNKF	Unknown Type of Fire	2	<0.5
VAULT	Electrical Vault Fire	2	<0.5
VEG	Vegetation Fire	9	1.8
VEGFWY	Vegetation Fire on Freeway	4	0.8
VEH	Vehicle Fire	32	6.5
VEHFWY	Vehicle Fire on the Freeway	10	2.0
VEHSTR	Vehicle Fire in a Structure	2	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	58	2.3
ALERGY	Allergic Reaction	20	0.8
ALOC	Altered Level of Consciousness	77	3.1
ASLT	Assault	67	2.7
BACK	Back Pain	35	1.4
BITE	Animal/Human/Stings	6	<0.5
BREATH	Shortness of Breath	258	10.4
BURN	Burn Injury	2	<0.5
CHEST	Chest Pains - Heart Attack	157	6.4
CHOKE	Person Choking	15	0.6
DIAB	Diabetic Problem	61	2.5
DIZZY	Person Dizzy	27	1.1
DOWN	Person Down	54	2.2
EMS	EMS Call - No Details	26	1.1
EMSFWY	EMS - Freeway	10	<0.5
FALL1	Fall - Major	1	<0.5
FALL2	Fall - Minor	240	9.7
GIB	G.I. Bleed	17	0.7
GSW	Gunshot Wound	3	<0.5
HEADPN	Head Pain	7	<0.5
HEART	Heart Problem	48	1.9
INVL	Assist the Invalid	58	2.3
MED	Misc. Medical	151	6.1
MEDALR	Medical Alarm	12	0.5
NOSE	Nosebleed Non-Tramatic	5	<0.5
NOTBR	Person Not Breathing	48	1.9
OBGYN	Obstetrics/Gynecological	23	0.9
OD	Overdose	55	2.2
PSYCH	Psychiatric	34	1.4
RA	Misc. Response for 1 RA	1	<0.5
RESCUE	Rescue	6	<0.5
RESFWY	Traffic Collision Rescue/Fwy	12	0.5
SEIZ	Person in Seizure	101	4.1
SICK	Person Sick	42	1.7
STAB	Person Stabbed	4	<0.5
STROKE	CVA - Neurological	43	1.7
SYNCO	Syncope/Fainted Now Cons.	37	1.5
TC	Traffic Collision	219	8.9
TCFWY	Traffic Collision - Freeway	62	2.5
TCPED	Traffic Collision - Pedestrian	25	1.0
TCRES	Traffic Collision Rescue	20	0.8
TCSTR	Vehicle into Structure	2	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	43	1.7
TR2	Minor Trauma	129	5.2
UNCON	Person Unconsc./Unrespons.	127	5.1
UNKMED	Unknown Medical	21	0.9
USAR	Collapse/Extrication/Rescue	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	3	1.4
ARC	Arcing Wires	1	0.5
BEES	Bee Investigation	3	1.4
BIO	Biohazard Investigation	10	4.8
CHEMO	Chemical Outside	11	5.2
DAMAGE	Damage Investigation	3	1.4
ELEV	Elevator Rescue	6	2.9
ENG	Misc. Response for 1 Engine	4	1.9
ENGTRK	Misc. Response - Engine & Truck	2	1.0
FLOOD	Major Flooded Condition	3	1.4
FUEL	Fuel Spill	13	6.2
GASI	Odor of Natural Gas - Inside	12	5.7
GASO	Odor of Natural Gas - Outside	14	6.7
GMAIN	Broken Gas Main	1	0.5
HAZARD	Investigate Hazardous Condition	12	5.7
HAZMAT	Hazardous Materials Response	3	1.4
HYD	Flowing/Gushing/Sheared Hydrant	5	2.4
LAW	PD Assist/Stand-By	4	1.9
LOCK	Person Locked In/Locked Out	18	8.6
MALF	Malfunction	3	1.4
ODOR	Misc. Odor Investigation	8	3.8
PUBLIC	Public Assist	12	5.7
ROOF1	One Story Roof Check	4	0.9
ROOF2	Roof Check 2 Stories & Above	2	1.0
WATER	Minor Flooding	27	12.9
WIRES	Wires Down	25	11.9
WMAIN	Broken Water Main	1	0.5

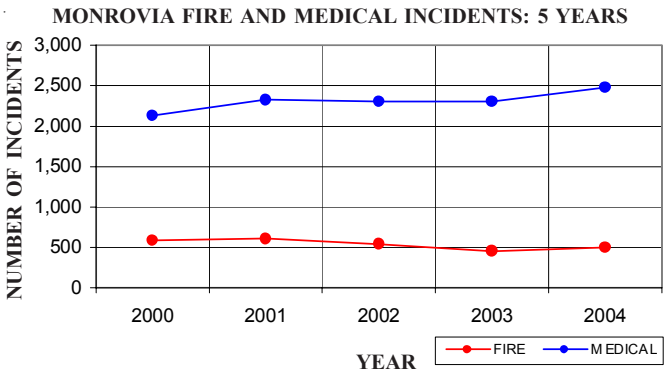
MONROVIA INCIDENTS BY MONTH AND CATEGORY

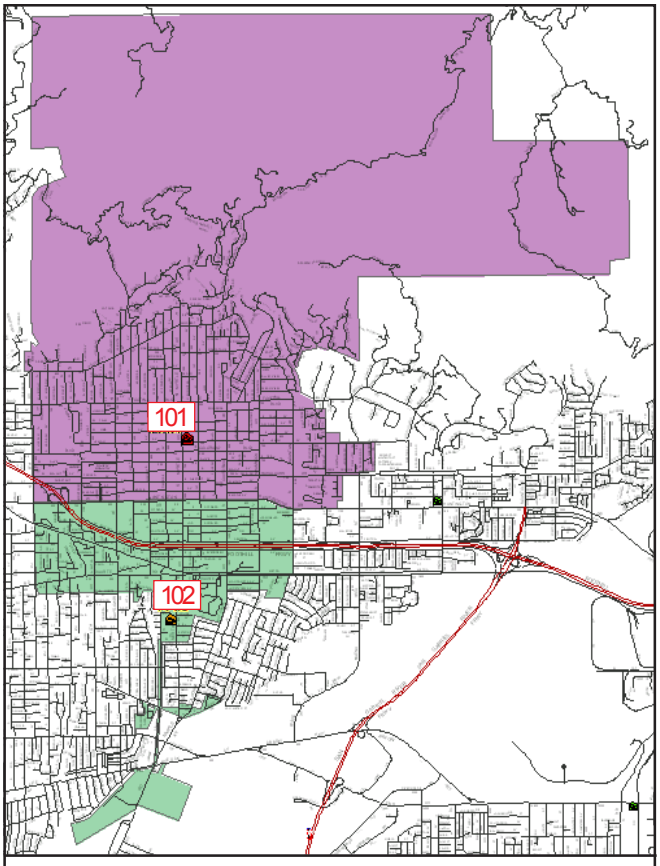
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	29	32	47	47	46	32	39	48	43	46	39	46	**494**	**15.3%**
MEDICAL	204	206	244	197	241	185	214	168	221	190	199	200	**2,469**	**76.5%**
SERVICE	18	16	18	13	17	14	18	16	19	18	24	19	**210**	**6.5%**
OTHER	0	1	0	0	0	0	0	0	0	0	0	0	**1**	**0.0%**
O.V.S.	2	6	1	7	6	5	9	7	0	2	4	5	**54**	**1.7%**
TOTAL	**253**	**261**	**310**	**264**	**310**	**236**	**280**	**239**	**283**	**256**	**266**	**270**	**3,228**	

O.V.S. = Responses Outside the Verdugo System

MONROVIA INCIDENTS: 5-YEAR HISTORY

CATEGORY	2000	2001	2002	2003	2004
FIRE	588	609	549	458	494
MEDICAL	2,122	2,328	2,303	2,311	2,469
SERVICE	228	273	243	262	210
OTHER	1	2	47	9	1
O.V.S.	30	36	61	48	54
TOTAL	**2,969**	**3,248**	**3,203**	**3,088**	**3,228**





The Monrovia Fire Department has 2 fire stations and each station lies within a fire district. There is a fire engine at each station, and the ladder truck and paramedic squad are dispatched as needed throughout the city (and occasionally beyond city borders).

Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 319 times in 2004:

Arcadia	262
Glendale	1
LA County	52
Monterey Park	1
San Gabriel	1
Sierra Madre	1
Other Cities	1
TOTAL	**319**

Other fire agencies responded to incidents in Monrovia 290 times during the year, in addition to 2,410 responses by private ambulances:

Alhambra	5
Arcadia	223
Burbank	2
LA County	39
Monterey Park	1
Pasadena	9
San Gabriel	3
San Marino	7
Sierra Madre	1
Other*	2,410
TOTAL	**2,700**

*These responses are usually by private ambulances but may also refer to helicopters or private company fire engines. 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 responded to 3,174 incidents within its city borders and an additional 319 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 101	2,036
Engine 102	1,552
Squad 101	1,732
Light Force 101	605
USAR 101	309

PASADENA FIRE DEPARTMENT

There were 14,866 incidents reported for Pasadena in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 113 type codes listed below, the three most frequent incident types were Fire Alarm (74.6% of Fire incidents), Shortness of Breath (11.3% of Medical incidents), and Fall - Minor (9.6% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	2348	74.6
ALARMF	Fire Alarm - Full Assignment	17	0.5
APPL	Appliance Fire	37	1.2
APT	Apartment House Fire	18	0.6
BOMB	Explosives/Bomb Threat/Scare	2	<0.5
BRUSH	Brush Fire	4	<0.5
CARBON	Carbon Monoxide Alarm	15	0.5
ELECF	Electrical Fire	41	1.3
FLOW	Sprinkler System Activated	4	<0.5
FNO	Fire Now Out	38	1.2
GARAGE	Garage Fire	11	<0.5
HOUSE	House Fire	40	1.3
ILLEG	Illegal Burning	28	0.9
OUT	Miscellaneous Outside Fire	30	1.0
POLE	Transformer/Street Light Fire	9	<0.5
RAIL	Train Fire	1	<0.5
REFUSE	Refuse Fire	65	2.1
RESET	Fire Alarm Reset	39	1.2
SMOKEI	Smoke in a Structure	63	2.0
SMOKEO	Smoke in the Area	59	1.9
STR	Structure Fire	46	1.5
UNKF	Unknown Type of Fire	18	0.6
VAULT	Electrical Vault Fire	2	<0.5
VEG	Vegetation Fire	33	1.0
VEGFWY	Vegetation Fire on the Freeway	1	<0.5
VEH	Vehicle Fire	128	4.1
VEHFWY	Vehicle Fire on the Freeway	44	1.4
VEHSTR	Vehicle Fire in a Structure	4	<0.5
OUTFWY	Misc. Outside Fire on Freeway	2	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	320	2.9
ALERGY	Allergic Reaction	63	0.6
ALOC	Altered Level of Consciousness	293	2.7
ASLT	Assault	260	2.4
BACK	Back Pain	103	0.9
BITE	Animal/Human/Stings	32	<0.5
BREATH	Shortness of Breath	1233	11.3
BURN	Burn Injury	10	<0.5
CHEST	Chest Pains - Heart Attack	806	7.4
CHOKE	Person Choking	41	<0.5
DIAB	Diabetic Problem	197	1.8
DIZZY	Person Dizzy	145	1.3
DOWN	Person Down	324	3.0
DROWN	Drowning/Diving Incident	2	<0.5
EMS	EMS Call - No Details	55	0.5
EMSFWY	EMS - Freeway	23	<0.5
ENGRA	Misc. Response for Engine+RA	4	<0.5
FALL1	Fall - Major	30	<0.5
FALL2	Fall - Minor	1053	9.6
GIB	G.I. Bleed	101	0.9
GSW	Gunshot Wound	24	<0.5
HANG	Person Hanging	5	<0.5
HEADPN	Head Pain	44	<0.5
HEART	Heart Problem	165	1.5
INVL	Assist the Invalid	146	1.3
MED	Misc. Medical	773	7.1
MEDALR	Medical Alarm	66	0.6
NOSE	Nosebleed Non-Tramatic	29	<0.5
NOTBR	Person Not Breathing	208	1.9
OBGYN	Obstetrics/Gynecological	91	0.8
OD	Overdose	158	1.4
PSYCH	Psychiatric	174	1.6
RESCUE	Rescue	18	<0.5
RESFWY	Traffic Collision Rescue/Fwy	56	0.5
SEIZ	Person in Seizure	603	5.5
SHOCK	Electrical Shock Injury	3	<0.5
SICK	Person Sick	230	2.1
STAB	Person Stabbed	21	<0.5
STROKE	CVA - Neurological	179	1.6
SYNCO	Syncope/Fainted Now Cons.	165	1.5
TC	Traffic Collision	896	8.2
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	224	2.1
TCPED	Traffic Collision - Pedestrian	156	1.4
TCRES	Traffic Collision Rescue	84	0.8
TCSTR	Vehicle into Structure	16	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	117	1.1
TR1	Severe Trauma	8	<0.5
TR2	Minor Trauma	473	4.3
UNCON	Person Unconsc./Unresponsive	562	5.1
UNKMED	Unknown Medical	136	1.2

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	14	1.8
ARC	Arcing Wires	2	<0.5
BEES	Bee Investigation	7	0.9
BIO	Biohazard Investigation	19	2.5
CHEMO	Chemical Outside	34	4.4
CROWD	Overcrowding Investigation	6	0.8
DAMAGE	Damage Investigation	7	0.9
ELEV	Elevator Rescue	87	11.3
ENG	Misc. Response for 1 Engine	12	1.6
ENGTRK	Misc. Response-Engine & Truck	1	<0.5
FLOOD	Major Flooded Condition	27	3.5
FUEL	Fuel Spill	45	5.8
FULL	Misc. Response-Full Assignment	3	<0.5
GASI	Odor of Natural Gas - Inside	32	4.1
GASO	Odor of Natural Gas - Outside	33	4.3
GMAIN	Broken Gas Main	19	1.1
HAZARD	Investigate Hazardous Condition	67	8.7
HAZMAT	Hazardous Materials Response	2	<0.5
HYD	Flowing/Gushing/Sheared Hydran	17	2.2
LAW	PD Assist/Stand-By	16	2.1
LOCK	Person Locked In/Locked Out	73	9.5
MALF	Malfunction	24	3.1
ODOR	Misc. Odor Investigation	33	4.3
PUBLIC	Public Assist	36	4.7
REFRIG	Abandoned Refrigerator	14	1.8
ROOF1	One Story Roof Check	7	0.9
ROOF2	Roof Check 2 Stories & Above	12	1.6
TRK	Misc. Response for a Truck	3	<0.5
WATER	Minor Flooding	90	11.7
WIRES	Wires Down	15	1.9
WMAIN	Broken Water Main	15	1.9

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	21
FWORKS	Fireworks Violation	2

PASADENA INCIDENTS BY MONTH AND CATEGORY

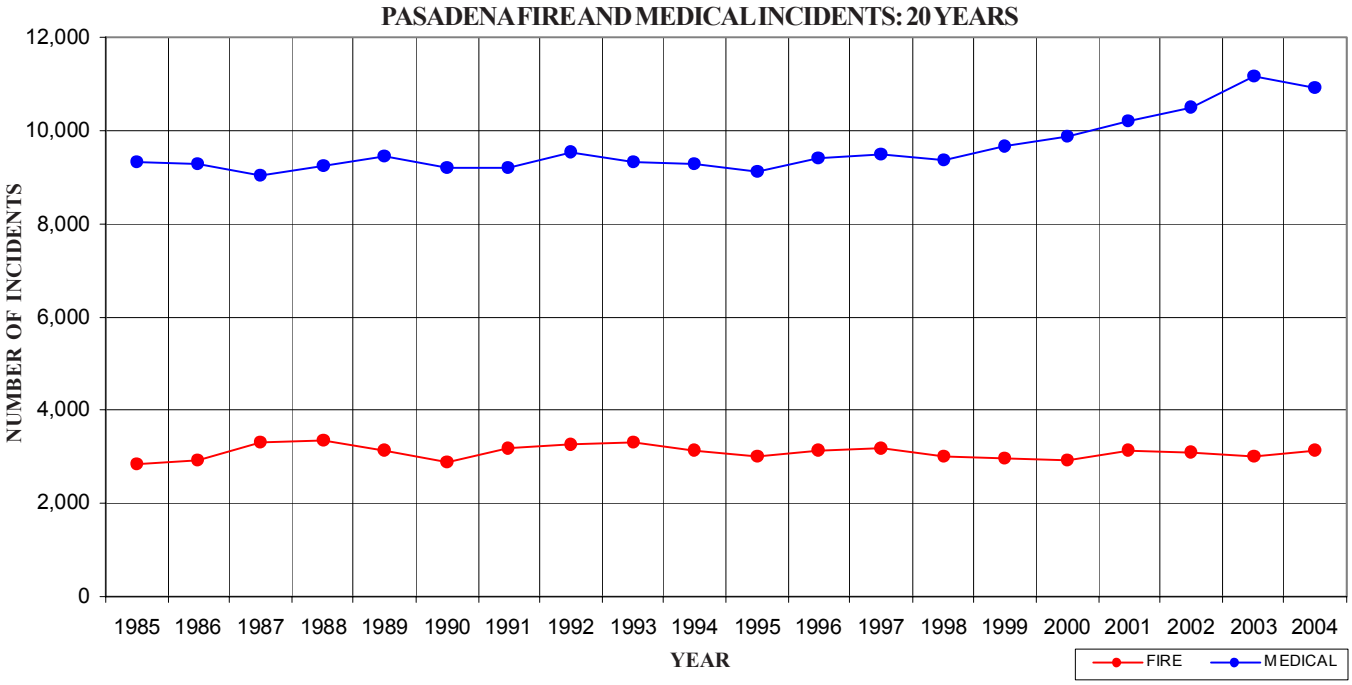
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	236	238	243	267	219	244	290	242	275	304	286	300	**3,144**	**21.0%**
MEDICAL	1,022	915	962	913	916	795	920	870	830	908	883	976	**10,910**	**72.9%**
SERVICE	56	77	45	61	56	44	61	71	56	99	61	82	**769**	**5.1%**
OTHER	8	1	2	4	5	3	4	1	2	3	7	3	**43**	**0.3%**
O.V.S.	9	6	7	11	13	5	11	6	12	8	9	12	**109**	**0.7%**
TOTAL	**1,331**	**1,237**	**1,259**	**1,256**	**1,209**	**1,091**	**1,286**	**1,190**	**1,175**	**1,322**	**1,246**	**1,373**	**14,975**	

O.V.S. = Responses Outside the Verdugo System

PASADENA INCIDENTS: 20-YEAR HISTORY

CATEGORY	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994
FIRE	2,863	2,906	3,315	3,346	3,156	2,891	3,189	3,248	3,311	3,133
MEDICAL	9,336	9,295	9,052	9,245	9,462	9,212	9,192	9,550	9,334	9,269
SERVICE	*	*	*	*	344	813	801	780	797	799
OTHER	*	*	*	*	15	208	1	3	6	97
O.V.S.	*	*	*	*	*	*	*	*	*	*
TOTAL	**12,199**	**12,201**	**12,367**	**12,591**	**12,977**	**13,124**	**13,183**	**13,581**	**13,448**	**13,298**

CATEGORY	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
FIRE	2,994	3,146	3,173	2,996	2,955	2,945	3,131	3,074	2,995	3,144
MEDICAL	9,131	9,409	9,487	9,378	9,650	9,852	10,216	10,493	11,156	10,910
SERVICE	865	765	817	760	782	789	825	733	695	769
OTHER	116	80	49	75	87	62	142	141	87	43
O.V.S.	*	97	72	51	81	48	47	91	91	109
TOTAL	**13,106**	**13,497**	**13,598**	**13,260**	**13,555**	**13,696**	**14,361**	**14,532**	**15,024**	**14,975**



Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 373 times in 2004:

Alhambra	1
Arcadia	56
Burbank	4
Glendale	43
LA City	12
LA County	94
Monrovia	9
San Gabriel	4
San Marino	45
Sierra Madre	1
South Pasadena	102
Other Cities	2
TOTAL	**373**

Other agencies responded to incidents in Pasadena 765 times during the year:

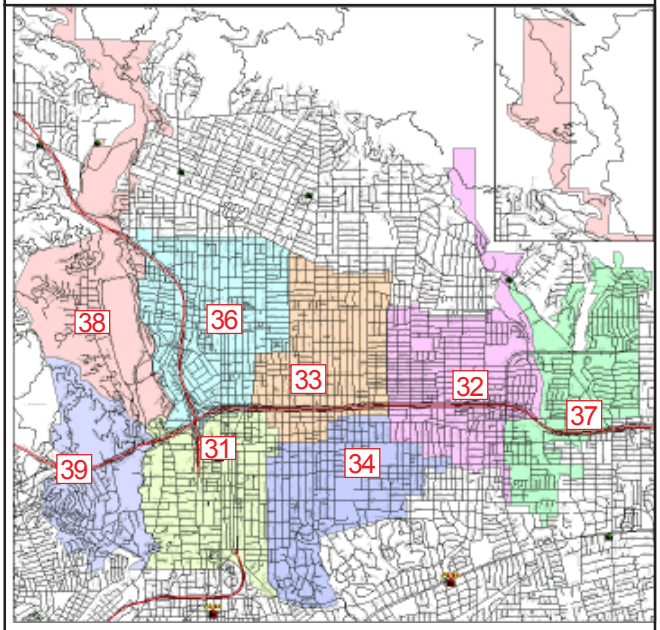
Alhambra	1
Arcadia	49
Burbank	11
Glendale	90
LA City	2
LA County	24
San Gabriel	7
San Marino	193
South Pasadena	378
Other*	10
TOTAL	**765**

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.

Responses Per Unit

The Pasadena Fire Department responded to 14,866 incidents within its city borders and an additional 373 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses	Unit ID	Responses
Engine 31	3,722	Ambulance 31	3,039
Engine 32	1,710	Ambulance 32	2,381
Engine 33	3,285	Ambulance 33	3,635
Engine 34	2,183	Ambulance 36	2,927
Engine 36	2,951	Ambulance 737	26
Engine 37	1,423	Truck 31	1,028
Engine 38	640	Truck 32	694
Engine 39	575	USAR 32	16



The Pasadena Fire Department has 8 fire stations and each station lies within a fire district. There is a fire engine at each station, and the 2 ladder trucks and 4 rescue ambulances are dispatched as needed throughout the city (and occasionally beyond city borders).

SAN GABRIEL FIRE DEPARTMENT

There were 2,081 incidents reported for San Gabriel in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 94 type codes listed below, the three most frequent incident types were Fire Alarm (63.5% of Fire incidents), Shortness of Breath (11.6% of Medical incidents), and Traffic Collision (11.4% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	216	63.5
ALARMF	Fire Alarm - Full Assignment	1	<0.5
APPL	Appliance Fire	3	0.9
APT	Apartment House Fire	6	1.8
ELECF	Electrical Fire	11	3.2
FLOW	Sprinkler System Activated	1	<0.5
FNO	Fire Now Out	2	0.6
GARAGE	Garage Fire	2	0.6
HOUSE	House Fire	12	3.5
ILLEG	Illegal Burning	1	<0.5
OUT	Miscellaneous Outside Fire	6	1.8
POLE	Transformer/Street Light Fire	2	0.6
REFUSE	Refuse Fire	11	3.2
SMOKEI	Smoke in a Structure	8	2.4
SMOKEO	Smoke in the Area	6	1.8
STR	Structure Fire	15	4.4
UNKF	Unknown Type of Fire	1	<0.5
VEG	Vegetation Fire	15	5.0
VEH	Vehicle Fire	11	3.2
VEHFWY	Vehicle Fire on the Freeway	5	1.5
VEHSTR	Vehicle Fire in a Structure	1	<0.5

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	39	2.4
ALERGY	Allergic Reaction	6	<0.5
ALOC	Altered Level of Consciousness	47	2.9
ASLT	Assault	47	2.9
BACK	Back Pain	18	1.1
BITE	Animal/Human/Stings	3	<0.5
BREATH	Shortness of Breath	188	11.6
BURN	Burn Injury	1	<0.5
CHEST	Chest Pains - Heart Attack	80	4.9
CHOKE	Person Choking	12	0.7
DIAB	Diabetic Problem	48	3.0
DIZZY	Person Dizzy	14	0.9
DOWN	Person Down	36	2.2
EMS	EMS Call - No Details	16	1.0
EMSFWY	EMS - Freeway	3	<0.5
FALL1	Fall - Major	3	<0.5
FALL2	Fall - Minor	156	9.6
GIB	G.I. Bleed	17	1.0
GSW	Gunshot Wound	8	0.5
HEADPN	Head Pain	6	<0.5
HEART	Heart Problem	25	1.5
INVL	Assist the Invalid	35	2.2
MED	Misc. Medical	100	6.2
MEDALR	Medical Alarm	8	0.5
NOSE	Nosebleed Non-Tramatic	2	<0.5
NOTBR	Person Not Breathing	44	2.7
OBGYN	Obstetrics/Gynecological	7	<0.5
OD	Overdose	12	0.7
PSYCH	Psychiatric	10	0.6
RESCUE	Rescue	1	<0.5
RESFWY	Traffic Collision Rescue/Freeway	8	0.5
SEIZ	Person in Seizure	80	4.9
SHOCK	Electrical Shock Injury	1	<0.5
SICK	Person Sick	36	2.2
STAB	Person Stabbed	3	<0.5
STROKE	CVA - Neurological	35	2.2
SYNCO	Syncope/Fainted Now Cons.	22	1.4
TC	Traffic Collision	184	11.4
TCFUEL	Injury TC with Fuel Spill	1	<0.5
TCFWY	Traffic Collision - Freeway	15	0.9
TCPED	Traffic Collision - Pedestrian	33	2.0
TCRES	Traffic Collision Rescue	5	<0.5
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	10	0.6
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	60	3.7
UNCON	Person Unconsc./Unresponsive	123	7.6
UNKMED	Unknown Medical	11	0.7

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	2	1.7
BIO	Biohazard Investigation	4	3.4
CHEMO	Chemical Outside	2	1.7
DAMAGE	Damage Investigation	1	0.8
ELEV	Elevator Rescue	6	5.0
ENG	Misc. Response for 1 Engine	7	5.9
FLOOD	Major Flooded Condition	4	3.4
FUEL	Fuel Spill	7	5.9
GASI	Odor of Natural Gas - Inside	2	1.7
GASO	Odor of Natural Gas - Outside	3	2.5
GMAIN	Broken Gas Main	3	2.5
HAZARD	Investigate Hazardous Condition	4	3.4
HYD	Flowing/Gushing/Sheared Hydrant	1	0.8
LAW	PD Assist/Stand-By	6	5.0
LOCK	Person Locked In/Locked Out	12	10.1
MALF	Malfuntion	5	4.2
ODOR	Misc. Odor Investigation	1	0.8
PUBLIC	Public Assist	7	5.9
REFRIG	Abandoned Refrigerator	1	0.8
ROOF1	One Story Roof Check	5	4.2
ROOF2	Roof Check 2 Stories & Above	1	0.8
WATER	Minor Flooding	20	16.8
WIRES	Wires Down	12	10.1
WMAIN	Broken Water Main	3	2.5

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1

SAN GABRIEL INCIDENTS BY MONTH AND CATEGORY

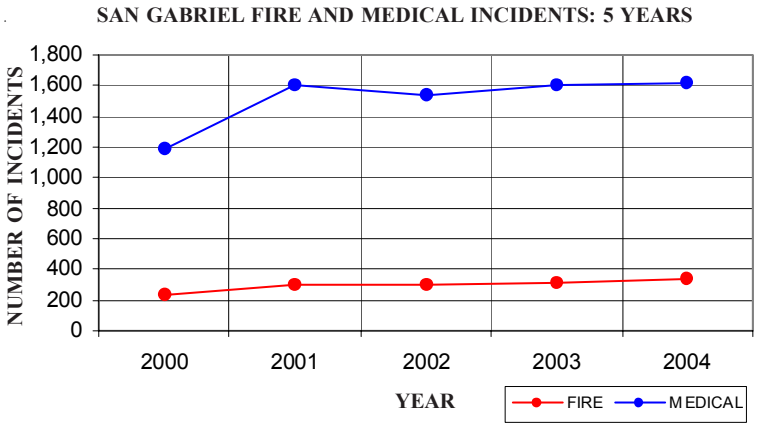
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	30	31	27	48	30	15	28	20	30	25	26	30	**340**	**15.5%**
MEDICAL	143	136	148	132	134	122	143	134	133	122	118	152	**1,617**	**73.5%**
SERVICE	6	13	10	8	5	8	15	8	13	18	7	8	**119**	**5.4%**
OTHER	0	0	0	2	0	0	1	2	0	0	0	0	**5**	**0.2%**
O.V.S.	13	7	14	9	4	9	15	8	8	10	14	8	**119**	**5.4%**
TOTAL	**192**	**187**	**199**	**199**	**173**	**154**	**202**	**172**	**184**	**175**	**165**	**198**	**2,200**	

O.V.S. = Responses Outside the Verdugo System

SAN GABRIEL INCIDENTS: 5-YEAR HISTORY

CATEGORY	2000*	2001	2002	2003	2004
FIRE	230	298	297	307	340
MEDICAL	1,182	1,607	1,539	1,602	1,617
SERVICE	96	131	107	110	119
OTHER	1	5	2	7	5
O.V.S.	87	116	129	101	119
TOTAL	**1,596**	**2,157**	**2,074**	**2,127**	**2,200**

San Gabriel joined the Verdugo System on April 7, 2000



Out of Jurisdiction Responses

The San Gabriel Fire Department responded to incidents outside their jurisdiction 166 times in 2004:

Alhambra	66
Arcadia	4
LA County	45
Monrovia	3
Monterey Park	5
Pasadena	7
San Marino	31
South Pasadena	2
Other Cities	3
TOTAL	**166**

Other fire agencies responded to incidents in San Gabriel 490 times during the year:

Alhambra	131
Arcadia	11
Burbank	3
LA County	33
Monrovia	1
Monterey Park	20
Pasadena	4
San Marino	257
South Pasadena	27
Other*	3
TOTAL	**490**

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

Responses Per Unit

The San Gabriel Fire Department responded to 2,081 incidents within its city borders and an additional 166 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,318
Engine 52	1,046
Ambulance 51	1,552

SAN MARINO FIRE DEPARTMENT

There were 843 incidents reported for San Marino in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 77 type codes listed below, the three most frequent incident types were Fire Alarm (69.1% of Fire incidents), Fall - Minor (17.7% of Medical incidents), Traffic Collision (13.9% of Medical incidents)

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	123	69.1
ALARMF	Fire Alarm - Full Assignment	2	1.1
APPL	Appliance Fire	1	0.6
BRUSH	Brush Fire	1	0.6
CARBON	Carbon Monoxide Alarm	1	0.6
ELECF	Electrical Fire	6	3.4
FNO	Fire Now Out	3	1.7
HOUSE	House Fire	7	3.9
ILLEG	Illegal Burning	2	1.1
POLE	Transformer/Street Light Fire	5	2.8
REFUSE	Refuse Fire	1	0.6
SMOKEI	Smoke in a Structure	5	2.8
SMOKEO	Smoke in the Area	11	6.2
STR	Structure Fire	3	1.7
UNKF	Unknown Type of Fire	1	0.6
VEG	Vegetation Fire	1	0.6
VEH	Vehicle Fire	5	2.8

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	12	2.2
ALERGY	Allergic Reaction	5	0.9
ALOC	Altered Level of Consciousness	11	2.0
ASLT	Assault	3	0.5
BACK	Back Pain	5	0.9
BITE	Animal/Human/Stings	5	0.9
BREATH	Shortness of Breath	40	7.2
CHEST	Chest Pains - Heart Attack	23	4.2
CHOKE	Person Choking	6	1.1
DIAB	Diabetic Problem	6	1.1
DIZZY	Person Dizzy	6	1.1
DOWN	Person Down	12	2.2
EMS	EMS Call - No Details	5	0.9
FALL1	Fall - Major	2	<0.5
FALL2	Fall - Minor	98	17.7
GIB	G.I. Bleed	5	0.9
HEADPN	Head Pain	1	<0.5
HEART	Heart Problem	9	1.6
INVL	Assist the Invalid	23	4.2
MED	Misc. Medical	36	6.5
MEDALR	Medical Alarm	9	1.6
NOTBR	Person Not Breathing	12	2.2
OBGYN	Obstetrics/Gynecological	3	0.5
OD	Overdose	4	0.7
PSYCH	Psychiatric	8	1.4
RESCUE	Rescue	3	0.5
SEIZ	Person in Seizure	13	2.3
SICK	Person Sick	15	2.7
STROKE	CVA - Neurological	14	2.5
SWR	Swift Water Rescue	1	<0.5
SYNCO	Syncope/Fainted Now Cons.	7	1.3
TC	Traffic Collision	77	13.9
TCPED	Traffic Collision - Pedestrian	5	0.9
TCRES	Traffic Collision Rescue	8	1.4
TCSTR	Vehicle into Structure	2	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	3	0.5
TR2	Minor Trauma	30	5.4
UNCON	Person Unconsc./Unresponsive	23	4.2
UNKMED	Unknown Medical	4	0.7

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	1	0.9
ARC	Arcing Wires	1	0.9
BEES	Bee Investigation	11	10.0
CHEMO	Chemical Outside	2	1.8
ELEV	Eleveator Rescue	2	1.8
ENG	Misc. Response for 1 Engine	1	0.9
FLOOD	Major Flooded Condition	1	0.9
FUEL	Fuel Spill	2	1.8
GASI	Odor of Natural Gas - Inside	4	3.6
GASO	Odor of Natural Gas - Outside	3	2.7
HAZARD	Investigate Hazardous Condition	10	9.1
HYD	Flowing/Gushing/Sheared Hydrant	4	3.6
LAW	PD Assist/Stand-By	3	2.7
LOCK	Person Locked In/Locked Out	9	8.2
MALF	Malfunction	3	2.7
ODOR	Misc. Odor Investigation	5	4.5
PUBLIC	Public Assist	4	3.6
WATER	Minor Flooding	34	30.9
WIRES	Wires Down	6	5.5
WMAIN	Broken Water Main	4	3.6

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	1

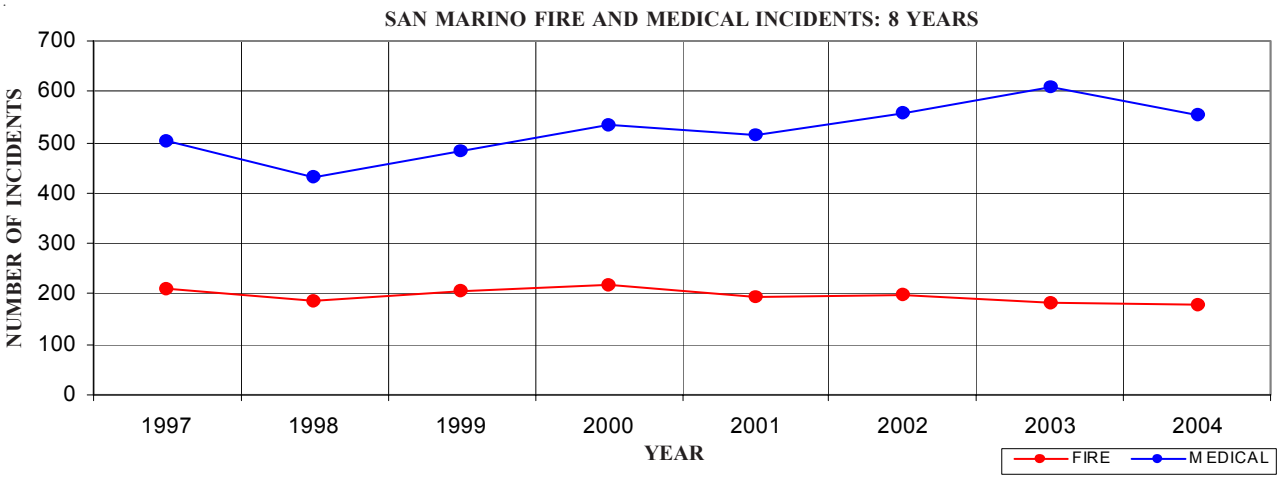
SAN MARINO INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	15	14	13	11	6	19	20	19	14	14	20	13	**178**	**18.4%**
MEDICAL	41	53	47	44	45	47	46	50	52	44	46	39	**554**	**57.1%**
SERVICE	2	11	7	9	5	4	11	11	8	24	7	9	**108**	**11.1%**
OTHER	0	0	0	0	0	0	1	0	1	1	0	0	**3**	**0.3%**
O.V.S.	13	10	8	11	8	6	10	17	11	10	12	11	**127**	**13.1%**
TOTAL	**71**	**88**	**75**	**75**	**64**	**76**	**88**	**97**	**86**	**93**	**85**	**72**	**970**	

O.V.S. = Responses Outside the Verdugo System

SAN MARINO INCIDENTS: 8-YEAR HISTORY

CATEGORY	1997	1998	1999	2000	2001	2002	2003	2004
FIRE	208	185	206	216	195	196	183	178
MEDICAL	502	432	481	535	513	559	609	554
SERVICE	103	133	104	106	139	102	88	108
OTHER	1	1	0	1	2	1	9	3
O.V.S.	231	187	249	135	127	134	131	127
TOTAL	**1,045**	**938**	**1,040**	**993**	**976**	**992**	**1,020**	**970**



Out of Jurisdiction Responses

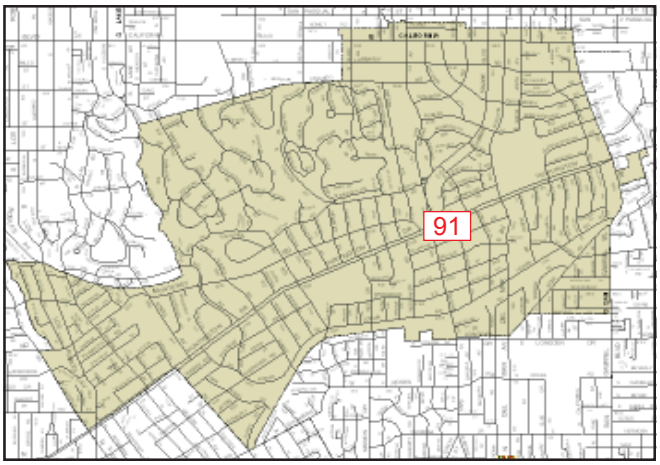
The San Marino Fire Department responded to incidents outside their jurisdiction 759 times in 2004:

Alhambra	30	Pasadena	193
Arcadia	8	San Gabriel	257
Burbank	1	South Pasadena	166
LA County	94	Other Cities	2
Monrovia	7	**TOTAL**	**759**
Monterey Park	1		

Other fire agencies responded to incidents in San Marino 196 times during the year:

Alhambra	20
Arcadia	1
LA County	14
Pasadena	45
San Gabriel	31
South Pasadena	84
Other*	1
TOTAL	**196**

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



The San Marino Fire Department has one fire station. A fire engine and a rescue ambulance are dispatched from Station 91 as needed throughout the city and often beyond city borders.

Responses Per Unit

The San Marino Fire Department responded to 843 incidents within its city borders and an additional 759 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 91	1,160
Ambulance 91	1,249

SIERRA MADRE FIRE DEPARTMENT

There were 608 incidents reported for Sierra Madre in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 74 type codes listed below, the three most frequent incident types were Shortness of Breath (14.3% of Medical incidents), Fall - Minor (12.8% of Medical incidents), and Chest Pains - Heart Attack (7.6% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	25	30.1
ALARMF	Fire Alarm - Full Assignment	1	1.2
APPL	Appliance Fire	6	7.2
ELECF	Electrical Fire	5	6.0
FNO	Fire Now Out	5	6.0
GARAGE	Garage Fire	1	1.2
HOUSE	House Fire	3	3.6
ILLEG	Illegal Burning	1	1.2
OUT	Miscellaneous Outside Fire	1	1.2
POLE	Transformer/Street Light Fire	4	4.8
REFUSE	Refuse Fire	5	6.0
RESET	Fire Alarm Reset	2	2.4
SMOKEI	Smoke in a Structure	3	3.6
SMOKEO	Smoke in the Area	13	15.7
VEG	Vegetation Fire	4	4.8
VEH	Vehicle Fire	4	4.8

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	7	1.6
ALERGY	Allergic Reaction	3	0.7
ALOC	Altered Level of Consciousness	16	3.6
ASLT	Assault	9	2.0
BACK	Back Pain	9	2.0
BITE	Animal/Human/Stings	3	0.7
BREATH	Shortness of Breath	64	14.3
CHEST	Chest Pains - Heart Attack	34	7.6
CHOKE	Person Choking	1	<0.5
DIAB	Diabetic Problem	10	2.2
DIZZY	Person Dizzy	6	1.3
DOWN	Person Down	11	2.5
EMS	EMS Call - No Details	4	0.9
FALL1	Fall - Major	2	<0.5
FALL2	Fall - Minor	57	12.8
GIB	G.I. Bleed	5	1.1
HEART	Heart Problem	17	3.8
INVL	Assist the Invalid	14	3.1
MED	Misc. Medical	28	6.3
MEDALR	Medical Alarm	1	<0.5
NOSE	Nosebleed Non-Tramatic	1	<0.5
NOTBR	Person Not Breathing	12	2.7
OD	Overdose	8	1.8
PSYCH	Psychiatric	3	0.7
RESCUE	Rescue	2	<0.5
SEIZ	Person in Seizure	13	2.9
SICK	Person Sick	8	1.8
STROKE	CVA - Neurological	15	3.4
SYNCOP	Syncope/Fainted Now Cons.	9	2.0
TC	Traffic Collision	18	4.0
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	2	<0.5
TR1	Severe Trauma	1	<0.5
TR2	Minor Trauma	26	5.8
UNCON	Person Unconsc./Unresponsive	25	5.6
UNKMED	Unknown Medical	1	<0.5

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	4	5.3
ARC	Arcing Wires	3	3.9
BIO	Biohazard Investigation	1	1.3
CHEMO	Chemical Outside	3	3.9
DAMAGE	Damage Investigation	1	1.3
FLOOD	Major Flooded Condition	7	9.2
FUEL	Fuel Spill	2	2.6
GASI	Odor of Natural Gas - Inside	5	6.6
GASO	Odor of Natural Gas - Outside	6	7.9
GMAIN	Broken Gas Main	6	7.9
HAZARD	Investigate Hazardous Condition	3	3.9
LAW	PD Assist/Stand-By	2	2.6
LOCK	Person Locked In/Locked Out	1	1.3
MALF	Malfunction	2	2.6
ODOR	Misc. Odor Investigation	3	3.9
PUBLIC	Public Assist	9	11.8
ROOF1	One Story Roof Check	1	1.3
WATER	Minor Flooding	14	18.4
WIRES	Wires Down	1	1.3
WMAIN	Broken Water Main	2	2.6

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
EVENT	Special Event	2
FWORKS	Fireworks Violation	1

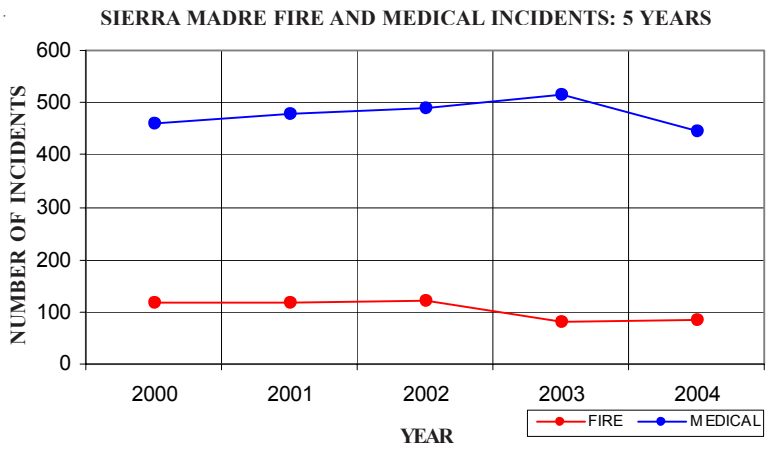
SIERRA MADRE INCIDENTS BY MONTH AND CATEGORY

CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	12	7	2	5	6	5	6	5	10	9	11	5	**83**	**13.5%**
MEDICAL	39	43	37	35	34	29	47	33	35	39	40	35	**446**	**72.8%**
SERVICE	5	11	11	3	6	4	8	6	5	6	8	2	**75**	**12.2%**
OTHER	1	0	1	0	1	0	0	0	0	1	0	0	**4**	**0.7%**
O.V.S.	0	0	0	0	1	1	3	0	0	0	0	0	**5**	**0.8%**
TOTAL	**57**	**61**	**51**	**43**	**48**	**39**	**64**	**44**	**50**	**55**	**59**	**42**	**613**	

O.V.S. = Responses Outside of the Verdugo System

SIERRA MADRE INCIDENTS: 5-YEAR HISTORY

CATEGORY	2000	2001	2002	2003	2004
FIRE	116	116	120	82	83
MEDICAL	461	478	490	517	446
SERVICE	140	104	100	106	75
OTHER	0	2	3	7	4
O.V.S.	0	4	21	9	5
TOTAL	717	704	734	721	613



Out of Jurisdiction Responses

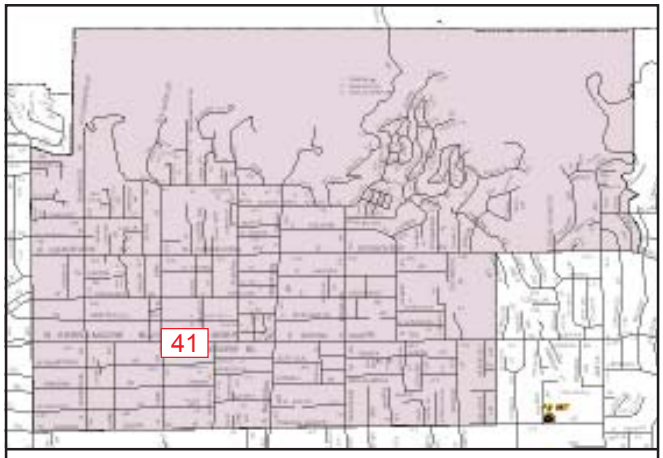
The Sierra Madre Fire Department responded to incidents outside their jurisdiction 9 times in 2004:

Arcadia	1
Glendale	2
LA County	4
Monrovia	1
Other*	1
TOTAL	**9**

Other agencies responded to incidents in Sierra Madre 5 times during the year.

Arcadia	1
LA County	1
Monrovia	1
Pasadena	1
Other*	1
TOTAL	**5**

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



The Sierra Madre Fire Department is the only all-volunteer fire department in Los Angeles County. The fire engine, 2 rescue ambulances, water tender and Urban Search and Rescue apparatus are dispatched from Station 41 as needed throughout the city and sometimes beyond city borders.

Responses Per Unit

The Sierra Madre Fire Department responded to 608 incidents within its city borders and an additional 9 incidents in other jurisdictions. A typical response is one or two units.

Unit ID	Responses
Engine 41	183
Ambulance 41	633

SOUTH PASADENA FIRE DEPARTMENT

There were 1,475 incidents reported for South Pasadena in 2004. 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 the Fire, Medical, Service and Other categories during 2004, along with the percent of incidents in that category for the year. Of the 90 type codes listed below, the three most frequent incident types were Fire Alarm (55.1% of Fire incidents), Fall - Minor (11.1% of Medical incidents), and Traffic Collision (9.9% of Medical incidents).

FIRE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF FIRE CALLS
ALARM	Fire Alarm	152	55.1
ALARMF	Fire Alarm - Full Assignment	2	0.7
APPL	Appliance Fire	2	0.7
APT	Apartment House Fire	8	2.9
BOMB	Explosives/Bomb Threat/Scare	1	<0.5
BRUSH	Brush Fire	1	<0.5
CARBON	Carbon Monoxide Alarm	1	<0.5
ELECF	Electrical Fire	10	3.6
FNO	Fire Now Out	9	3.3
GARAGE	Garage Fire	1	<0.5
HOUSE	House Fire	13	4.7
ILLEG	Illegal Burning	5	1.8
OUT	Miscellaneous Outside Fire	6	2.2
OUTFWY	Misc. Outside on the Freeway	1	<0.5
POLE	Transformer/Street Light Fire	11	4.0
REFUSE	Refuse Fire	5	1.8
RESET	Fire Alarm Reset	2	0.7
SMOKEI	Smoke in a Structure	10	3.6
SMOKEO	Smoke in the Area	15	5.4
STR	Structure Fire	1	<0.5
VAULT	Electrical Vault Fire	1	<0.5
VEG	Vegetation Fire	5	1.8
VEH	Vehicle Fire	11	4.0
VEHFWY	Vehicle Fire on the Freeway	3	1.1

MEDICAL

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF MED. CALLS
ABD	Abdominal Pain	28	2.7
ALERGY	Allergic Reaction	8	0.8
ALOC	Altered Level of Consciousness	33	3.2
ASLT	Assault	13	1.3
BACK	Back Pain	16	1.6
BREATH	Shortness of Breath	98	9.5
CHEST	Chest Pains - Heart Attack	60	5.8
CHOKE	Person Choking	6	0.6
DIAB	Diabetic Problem	24	2.3
DIZZY	Person Dizzy	16	1.6
DOWN	Person Down	41	4.0
EMS	EMS Call - No Details	8	0.8
EMSFWY	EMS - Freeway	1	<0.5
FALL1	Fall - Major	9	0.9
FALL2	Fall - Minor	114	11.1
GIB	G.I. Bleed	11	1.1
HEADPN	Head Pain	3	<0.5
HEART	Heart Problem	21	2.0
INVL	Assist the Invalid	32	3.1
MED	Misc. Medical	68	6.6
MEDALR	Medical Alarm	9	0.9
NOSE	Nosebleed Non-Tramatic	4	<0.5
NOTBR	Person Not Breathing	14	1.4
OBGYN	Obstetrics/Gynecological	1	<0.5
OD	Overdose	18	1.8
PSYCH	Psychiatric	8	0.8
RESCUE	Rescue	3	<0.5
RESFWY	Traffic Collision Rescue/Fwy	6	0.6
SEIZ	Person in Seizure	38	3.7
SICK	Person Sick	20	1.9
STROKE	CVA - Neurological	25	2.4
SYNCOP	Syncope/Fainted Now Cons.	14	1.4
TC	Traffic Collision	102	9.9
TCFWY	Traffic Collision - Freeway	25	2.4
TCRAIL	Traffic Collision with Train	1	<0.5
TCRES	Traffic Collision Rescue	8	0.8
TCSTR	Vehicle into Structure	1	<0.5
TOXIC	Ingestion-Poisoning-Inhalation	8	0.8
TR2	Minor Trauma	46	4.5
UNCON	Person Unconsc./Unresponsive	40	3.9
UNKMED	Unknown Medical	12	1.2

SERVICE

TYPE CODE	INCIDENT DESCRIPTION	# OF INCI-DENTS	% OF SERV. CALLS
ANIMAL	Animal Rescue/Assist	7	4.1
BEES	Bee Investigation	12	7.1
BIO	Biohazard Investigation	3	1.8
CHEMO	Chemical Outside	1	0.6
CROWD	Overcrowding Investigation	2	1.2
DAMAGE	Damage Investigation	3	1.8
ELEV	Elevator Rescue	2	1.2
ENG	Misc. Response for 1 Engine	2	1.2
FLOOD	Major Flooded Condition	6	3.5
FUEL	Fuel Spill	6	3.5
GASI	Odor of Natural Gas - Inside	5	2.9
GASO	Odor of Natural Gas - Outside	8	4.7
GMAIN	Broken Gas Main	4	2.4
HAZARD	Investigate Hazardous Condition	15	8.8
HYD	Flowing/Gushing/Sheared Hydrant	1	0.6
LOCK	Person Locked In/Locked Out	16	9.4
MALF	Malfunction	2	1.2
ODOR	Misc. Odor Investigation	6	3.5
PUBLIC	Public Assist	11	6.5
REFRIG	Abandoned Refrigerator	6	3.5
ROOF2	Roof Check 2 Stories & Above	1	0.6
WATER	Minor Flooding	23	13.5
WIRES	Wires Down	25	14.7
WMAIN	Broken Water Main	3	1.8

OTHER

TYPE CODE	INCIDENT DESCRIPTION	# OF INCIDENTS
FWORKS	Fireworks Violation	2

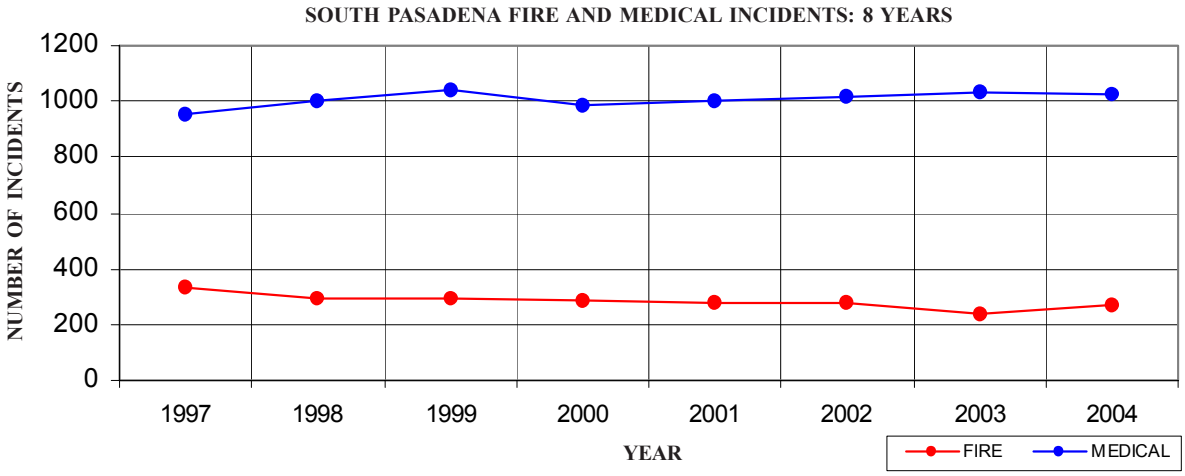
SOUTH PASADENA INCIDENTS BY MONTH AND CATEGORY

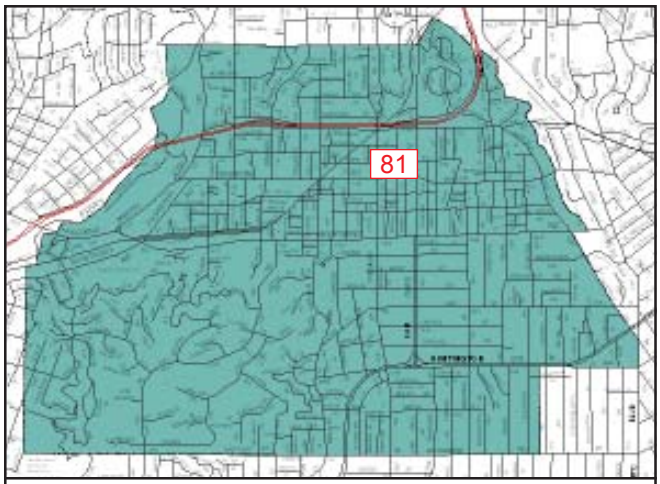
CATEGORY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	PERCENT
FIRE	19	23	27	20	21	14	21	27	17	33	23	29	**274**	**18.0%**
MEDICAL	83	80	74	82	96	85	102	97	84	80	68	96	**1,027**	**67.3%**
SERVICE	11	19	15	14	8	13	12	13	9	30	10	13	**167**	**10.9%**
OTHER	0	0	0	0	2	1	0	1	0	2	0	1	**7**	**0.5%**
O.V.S.	6	3	7	5	4	3	7	5	4	3	2	2	**51**	**3.3%**
TOTAL	**119**	**125**	**123**	**121**	**131**	**116**	**142**	**143**	**114**	**148**	**103**	**141**	**1,526**	

O.V.S. = Responses Outside of the Verdugo System

SOUTH PASADENA INCIDENTS: 8-YEAR HISTORY

CATEGORY	1997	1998	1999	2000	2001	2002	2003	2004
FIRE	337	291	294	289	282	282	242	274
MEDICAL	954	1,003	1,040	989	998	1,017	1,037	1,027
SERVICE	192	173	137	155	201	176	205	167
OTHER	1	3	1	4	2	6	9	7
O.V.S.	41	31	45	38	48	68	56	51
TOTAL	**1,525**	**1,501**	**1,517**	**1,475**	**1,531**	**1,549**	**1,549**	**1,526**





The South Pasadena Fire Department has one fire station. A fire engine, rescue ambulance and air utility are dispatched from Station 81 as needed throughout the city and often beyond city borders.

Responses Per Unit

The South Pasadena Fire Department responded to 1,475 incidents within its city borders and an additional 542 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 81	566
Ambulance 81	1,532
Air Utility 81	1,116

Out of Jurisdiction Responses

The South Pasadena Fire Department responded to incidents outside their jurisdiction 542 times in 2004:

Alhambra	40
Arcadia	1
Glendale	1
LA City	7
LA County	2
Monterey Park	1
Pasadena	378
San Gabriel	27
San Marino	84
Other Cities	1
TOTAL	**542**

Other fire agencies responded to incidents in South Pasadena 329 times during the year:

Alhambra	36
Arcadia	1
Burbank	1
LA City	17
Monterey Park	3
Pasadena	102
San Gabriel	2
San Marino	166
Other*	1
TOTAL	**329**

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

Appendix A
INCIDENT TYPE CODES

CODE	INCIDENT TYPE	CATEGORY
ABD	Abdominal Pain	Medical
ADV	Non-dispatched Advised Call	Other
ALARM	Fire Alarm	Fire
ALARMF	Fire Alarm - Full Assignment	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
APPL	Appliance Fire	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
BITE	Animal/Human/Stings	Medical
BOMB	Explosives/Bomb Threat/Scare	Fire
BREATH	Shortness of Breath	Medical
BRUSH	Brush Fire	Fire
BST1	Brush Strike Team XLC-1201A	Fire
BST2	Brush Strike Team XLC-1202A	Fire
BST3	Brush Strike Team XLC-1203A	Fire
BST4	Brush Strike Team XLC-1204A	Fire
BST5	Brush Strike Team XLC-1205A	Fire
BST10	Brush Strike Team-Misc. Equip.	Fire
BUILD	Building Collapse Rescue	Medical
BURN	Burn Injury	Medical
CARBON	Carbon Monoxide Alarm	Fire
CHEMO	Chemical Outside	Service
CHEST	Chest Pains - Heart Attack	Medical
CHOKE	Person Choking	Medical
CHP	Transfer to CHP	Other
CONFIN	Confined Space Rescue	Medical
CROWD	Investigate Overcrowding	Service
DAMAGE	Damage Investigation	Service
DERAIL	Train Derailment	Fire
DIAB	Diabetic Problem	Medical
DOWN	Person Down	Medical
DROWN	Drowning/Diving Incident	Medical
DIZZY	Person Dizzy	Medical
ELECF	Electrical Fire	Fire
ELEV	Elevator Rescue	Service
EMS	EMS Call - No Details	Medical
EMSFWY	EMS on the Freeway	Medical
ENG	Misc. Response for 1 Engine	Service
ENGRA	Misc. Response Engine+RA	Medical
ENGTRK	Misc. Response Engine & Truck	Service
EVENT	Special Event	Other
FALL1	Fall Major	Medical
FALL2	Fall Minor	Medical
FD	Transfer to Another Fire Dept	Other
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	Investig. 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
INSP	Inspection	Other
INVL	Assist the Invalid	Medical
LAW	PD Assist - Stand By	Service
LOCK	Person Locked In-Locked Out	Service
MALF	Malfunction	Service
MANPWR	Insufficient Manpower	Other
MED	Misc. Medical	Medical
MEDALR	Medical Alarm	Medical
MUTUAL	Mutual Aid Response	Fire
NOSE	Nosebleed Non-Traumatic	Medical
NOTBR	Person Not Breathing	Medical
NOTIF	Miscellaneous Notification	Other
OBGYN	Obstetrics/Gynecological	Medical
OD	Overdose	Medical
ODOR	Misc. Odor Investigation	Service
OUT	Miscellaneous Outside Fire	Fire
OUTFWY	Misc. Outside Fire on Fwy	Fire
OUTAGE	Power Outage	Other
PD	Transfer to Police Dept.	Other
PERSON	Person on Fire	Fire
PLANE	Plane accident, down or fire	Fire
POLE	Transformer/Street Light Fire	Fire
PSYCH	Psychiatric	Medical
PUBED	Public Education Detail	Other
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
SMOKEI	Smoke in a Structure	Fire
SMOKEO	Smoke in the Area	Fire
STAB	Person Stabbed	Medical
STR	Structure Fire	Fire
STROKE	CVA - Neurologic	Medical
SWR	Swift Water Rescue	Medical
SYNCO	Syncope/Fainted Now Cons.	Medical
TC	Traffic Collision	Medical
TCFUEL	Injury TC with Fuel Spill	Medical
TCFWY	Traffic Collision - Freeway	Medical
TCRES	Traffic Collision - Rescue	Medical
TCPED	Traffic Collision w/Pedestrian	Medical
TCRAIL	Traffic Collision with Train	Medical
TCSTR	Vehicle into Structure	Medical
TEST	Fire Alarm Testing	Other
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 Unconsc./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
WIRES	Wires Down	Service
WMAIN	Broken Water Main	Service