

# UNIFIED



# RESPONSE

## Area C Quarterly Bulletin Fall 2008

### *Serving the cities of:*

*Alhambra, Arcadia, Burbank,  
Glendale, Monrovia, Monterey Park,  
Pasadena, San Gabriel, San Marino,  
Sierra Madre and South Pasadena*



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<http://www.Unified-Response.org>

### Coordinator's Update

Well, it looks like fire season has migrated from Northern California to Southern California. Actually, it arrived a few weeks sooner than normal. A few simple words: keep hydrated, and follow the 10 and 18 fire orders and watch outs. Keep a high level of training and watch heat exhaustion. In the event we have another local wildland fire that develops into an "extended attack" fire, we have put a new tool in place.

We are pleased to announce the development of a new concept within Area C. The idea arose as a result of the Sierra Madre wildland incident from earlier this year. Personnel at that event realized they needed qualified people to help with the management of the fire until an Incident Management Team (IMT) could be activated and respond. The consequence of this was the idea and formation of a small Incident Management Team (Short Team) which could be activated locally and put into place when requested by the Incident Commander or Fire Chief. If requested, the team would assimilate into the command structure already in place. The place of the Short Team is not to take over the fire from the local jurisdiction, only to provide assistance where requested. Please consider this as just one more tool in the box with which to manage a fire of consequence or even a planned event.

A group of ROSS-qualified and skilled personnel were identified from within Area C as well as trainees to form the foundation of the team. The group was selected not by agency, or by level of rank, but as structured within the Incident Command System (ICS), *by position*. These individuals have ICS backgrounds in Operations, Plans, Logistics and Finance as well as safety and PIO functions. The team is strictly voluntary, and if needed, will be filled on an as-available basis.

The formation of team members will be fluid as new people become qualified in ICS positions and/or when other cities join Verdugo and have qualified members. To request the Short Team, simply notify Verdugo Fire Communications, which will then make the subsequent notifications via a paging group.

On another note, I was directed by all Area C Fire Chiefs to meet with LA County Fire Department, USFS and LAFD to consolidate all of our individual agreements into one single operating plan. Per their direction, so far, I was able to meet with LACOFD to discuss wrapping all of our agreements into one document. LACOFD



was very supportive of the concept and is putting together new agreements with all Verdugo cities. What we are striving for is one updated agreement per city that we have now, excluding resources. The agreements will refer to having an Annual Operating Plan (AOP) that will address all resources, overhead, and annual training that will be updated annually by the Chiefs and the Area Coordinator. The AOP will give all agencies more flexibility when changes need to take place. It will standardize all of our responses, which will make it easier for our Incident Commanders and our dispatchers. In addition, by having only one AOP Verdugo-wide, we will be able to leverage all resources to the County

and vice-versa. This is truly what Unified Response is all about. We will meet again in November to further this endeavor.

In closing, thanks to everyone for the job you do, from firefighters, dispatchers, prevention, administrative staffs, and mechanical divisions to everyone else that makes our fire departments the best they can be. Continue to strive for the best that we can give to our communities, our departments, and ourselves. I wish you and your families my very best.

Respectfully,

*Tracy Pansini*  
*Area C Coordinator*

## FOOTHILL TRAINING OFFICERS NEWS

*by BC Richard Beckman*

### Ventilation

The Foothill Training Officers' Association is currently assisting in the development of an Area C standardized ventilation procedures training program. This program will include a ground school and a manipulative portion. The first meeting of the ventilation coordinating group was held in Glendale on October 6 with representation from most Area C departments. The next meeting will occur in Pasadena at Station 33 on October 28 at 0900. It is our hope that we can get the class presented early in 2009, but quality is our primary concern. The class is intended for all personnel, including Chief Officers.



### RIC

The RIC Committee recognizes that the official policy guiding rapid intervention for Area C is a year old and in need of revision. We want to make all changes in the policy at one time. We have already framed-up the radio changes to RIC in the ICIS environment, and we are waiting for the L.A. County standardized SCBA issue to be resolved before we pen those changes to the policy. Until then, RIC Group Supervisors should remember that there can be as many as six frequencies that they may be required to monitor on any given incident.

### Wildland Standardization

The last two years have shown quite a bit of variety in the makeup of Type-1 Engine Strike Teams out of Area C. Units that in the past were relegated to 1201, 1202 and 1203 teams are now being included with 1204 and 1205 teams when the 1204 and 1205 teams do not have a total of five Engines. What is coming out of these experiences is that we need to evaluate our common capabilities. The Foothill Training Officers have put together a matrix of wildland equipment, operations and capabilities for each Area C agency. This matrix will be used by a committee exploring the possibility of standardizing all Area C resources slated for wildland response. If you have an interest in this project, check with your Training Officer, who will be receiving information on the next meeting date of the Wildland Standardization Committee.

### Training Announcements Online

The Unified Response website now has a link for users to look up classes that are scheduled in the region. To access this site, follow the link <http://www.unified-response.org/training.html> and you can pick from Level 1 and 2 CSFM courses; NWCG S, L, and I courses; NFA distance learning courses; and others. It's easy, check it out! If you have any classes to add to this site, go through your Training Officer and have them submit the information to Lenia Scanlon (LScanlon@ci.glendale.ca.us) for approval and addition to the site.

## UNIFIED RESPONSE

**Editor:** Tracy Pansini

**Editorial Staff:** Lenia Scanlon, Mike Matlock, Janet Scollard

**Fire Chiefs:** Chris Donovan, Dennis Downs, Steve Heydorff, Vince Kemp, Cathleen Orchard, Joe Nestor, Tracy Pansini, John Penido, Harold Scoggins, Tony Trabbie, Jerry Wallace

**Contributors**(In addition to the Fire Chiefs mentioned above): David Haney, Rich Garstang, Richard Beckman, Jim Anderson, Michael Bamberger, James Birrell, Phil Guiral, Ron Bell, Scott Brannigan, Stu Stefani, Don Wise, Lenia Scanlon, Diana Albelo, Shari Miller, Lisa Derderian, Jerry Jacobs, Ross Benson, Mylene Tam

## ALHAMBRA

Population: 89,259

Area: 7.62 sq.mi.

Assessed Value:  
\$6,058,041,932

### Chief Kemp Retires

Fire Chief Vincent Kemp was hired in April 1977 as a Firefighter with the City of Alhambra. When hired, he had already served five years with LA County's camp crew as a Fire Crewman. In December 1982, he was promoted to the rank of Fire Engineer, and then to Fire Captain less than a year later in 1983. He served as a Fire Captain for over eight years, and was then promoted to the rank of Battalion Chief in 1992. His position was reclassified to Fire Division Chief in 1995, and he was appointed Deputy Chief in 1997. When former Fire Chief James Ballard retired in 2002, Chief Kemp was appointed to the Fire Chief's position.

The accomplishments made during Chief Kemp's tenure of service have greatly benefitted the Alhambra Fire Department. Under his direction



and command, the Alhambra Fire Department was able to build the Department's first Fire Training Facility, purchase a Fire Safety House Trailer, acquire a new USAR apparatus, obtain Homeland Security Grant funding, expand advance life support treatment and reduce Paramedic Service response times, develop a direct purchase program for fire apparatus and equipment, and implement the Department's Training and Auxiliary Fire Fighter Programs, among many other positive changes.

Under Chief Kemp's leadership, the Alhambra Fire Department also secured an agreement to become a member of the Verdugo Fire Communications Center and Area C - Unified Response.

Chief Kemp has also been active in Alhambra's community organizations, including his membership in the Alhambra Rotary Club and West San Gabriel Valley YMCA. He will enjoy hiking, fishing, and spending time with his wife and daughters during his retirement. The Alhambra Fire Department would like to take this opportunity to thank Chief Kemp for his many contributions and achievements during his tenure as Fire Chief.

### C.E.R.T.

At the present time, the Alhambra Fire Department is running two C.E.R.T classes which will graduate with over 50 citizens on November 5. The AFD recently held our biannual C.E.R.T refresher training days for "hands on" practice and experience. The new students were assisted in the training by many returning graduate C.E.R.T.



members. As of today, Alhambra has over 250 C.E.R.T.-qualified residents in the program.



### Recent Incidents



## ARCADIA

Population: 56,491

Area: 12.00 sq. mi.

Assessed Value:  
\$8,857,746,981

### Emergency Medical Services

The Arcadia Fire Department recently received a \$5,000 grant from the Fireman's Fund and plans to purchase one carbon monoxide monitor that can determine the amount of carbon monoxide present in the blood of a person. It works in a fashion similar to that of a pulse oximeter; you place a sensor on the finger of the patient or firefighter and the carbon monoxide level is displayed on the unit's digital screen in parts per million. Also with the grant money, three pediatric immobilization splints will be purchased. These will be used to bridge the gap between the "Papoose Board" and adult-sized spinal immobilization equipment.

Firefighter Mike Herdman will be graduating from PTI on October 14. Once he obtains his National Certification, he will be a welcome addition to the Department's Paramedic ranks.

### Training

Over the past year, the Arcadia Fire Department has been hosting State Fire Marshal Fire Officer courses, providing department personnel opportunities to obtain valuable training as they prepare for future promotional exams. With future retirements, succession planning remains a priority of the Training Division.

In July and August, the Arcadia Fire Department Training Division, in conjunction with Rio Hondo College, hosted Instructor 1A and 1B, taught by Battalion Chief Richard Beckman

from San Gabriel Fire. The classes focused on fire department training and presentation techniques and were attended by members from Arcadia, Pasadena, Glendale, Vista, and Los Angeles County Fire Departments.

The Arcadia Fire Department will continue to offer the remainder of the Fire Officer series, with Management I being offered the week of Nov. 10-14. Other courses being scheduled will be I-300 in January 2009, Command 1C, and Prevention 1A & 1B in spring and summer of 2009. Personnel interested in attending any of the future classes can contact the Arcadia Fire Department Training Division, Battalion Chief Kurt Norwood, at [knorwood@ci.arcadia.ca.us](mailto:knorwood@ci.arcadia.ca.us).

### Personnel

During the past three months, the Arcadia Fire Department conducted two promotional examinations, Battalion Chief and Captain. A number of Area C members assisted with the testing process and the Department would like to thank each of you who spent the day with us again. Your assistance was greatly appreciated.

The Department is proud to announce the promotions of Barry Spriggs to Battalion Chief, Carl Alexander to Captain, and Matt Hinig to Engineer.

Chief Spriggs was assigned to the C shift and has taken on the Emergency Medical Division and is the Emergency Operations Center Coordinator for the City. Captain Alexander was assigned to Engine 106A, and Engineer Hinig to Engine 107B.

### Apparatus/Equipment

August 22, the Arcadia Fire Department proudly took delivery of OES 343, replacing 20-year-old OES 230. OES 343 is a 2008 HME/Ahren Fox, 1871 Series, 1250 GPM pumper, and Urban Search and Rescue Type 3, all-risk, State-owned Fire Engine.

All three shifts received in-service training on OES 343 and it was then placed in service with Verdugo.

A dedication ceremony was conducted on September 5 at Fire Station 105, to commemorate and honor the 343 firefighters whose lives were lost on September 11, 2001 and to dedicate OES 343, which number designator corresponds to the exact number of firefighters lost in the September 11 attacks. Dignitaries present at this ceremony included OES Chief Kim Zagaris, OES Chief Deputy Director Frank McCarton, and Arcadia Fire Chief Tony Trabbie, along with Arcadia City Council members and Don Penman, Arcadia City Manager. Tours of the new Fire Station 105 were conducted at the conclusion of the ceremony as well.



September 2, Arcadia City Council approved the purchase of a 2009 E450 Type III Rescue Ambulance from Road Rescue Inc. A pre-construction meeting was held on September 30 and delivery is anticipated in mid-January 2009. This Rescue will replace a ten-year-old reserve Rescue.

### Facilities

After much anticipation, overcrowded conditions, and stretched patience, the Administrative Staff of the Fire Department, the Fire Prevention Bureau, Truck 105, Engine 105, Rescue Ambulance 105, and Battalion 105 moved into their new Fire Station located at 710 South Santa Anita on July 8. With most of the bugs

worked out, a community open house was held at Station 105 on September 27 from 10:00 to 3:00. Apparatus and station tours were provided to more than 500 community members as well as area fire departments. If



you are in the area, please feel free to stop by and visit.

Arcadia Fire Department Chaplain Rick Seely delivered his first official duties at the OES 343 dedication ceremony held on September 5.



Chaplain Seely gave a wonderful invocation and blessing of the new Fire Station and OES 343.

<b>UNIFIED RESPONSE</b>	
<b>Upcoming Deadlines</b>	
<u>Issue</u>	<u>Deadline</u>
<b>Winter 2009</b>	<b>Jan. 12</b>
<b>Spring 2009</b>	<b>Apr. 13</b>
<b>Summer 2009</b>	<b>Jul. 13</b>
<b>Fall 2009</b>	<b>Oct. 12</b>

## **BURBANK**

Population: 108,029

Area: 17.15 sq.mi.

Assessed Value:  
\$14,512,674,882

We are thankful to report that our personnel have been deployed and safely returned from several large campaign fires that have ravaged our state. We are proud of them for their contributions to the overall effort and the wildfire field experience they have gained and brought home as a result. Burbank Fire continues to train and support overhead positions working within the U.S. Forest Service.

Another joint firefighter recruit academy is underway. Many thanks to all that participate in the making of these academies. These are dependent on a great teamwork effort from each department and every member. It seems that there are new rookie faces showing up in each firehouse on a continuing basis and our coffee cups are always full.

Our 4<sup>th</sup> of July fireworks display

was a great success. We had two small spot fires in the area below the launch site that were handled by the two Engine companies that were assigned to the Starlight Bowl. There were few reported illegal fireworks reported in Burbank. The Burbank Police had patrols out, as well as our volunteer Arson Watch, and they confiscated a limited amount of illegal fireworks. Just a few citations and no arrests were made. There were no reports of injuries caused by fireworks in Burbank. Remember when the 4<sup>th</sup> of July meant an evening of multiple roof fires and burn injuries?

Our apparatus division has been very active and we are happy to receive and put into service three new Seagrave engine companies equipped with compressed air foam, a patrol, and a heavy utility vehicle.

The Fire Prevention Bureau planned several events for Fire Prevention Week. Our annual presentation on the Paseo Del Fuego at the AMC walkway provided good information to the dinner and movie crowds. Our Disaster Volunteers and Lil Squirt are always the most popular and draw the crowds. Fire drills at our schools and local businesses



stressed the prevention of fires at home and at work.

There were several notable incidents:

An apartment fire occurred on East Palm Ave. The fire was limited to the attic and the cause was attributed to an electrical malfunction of a bathroom exhaust fan. Damage was estimated at \$70,000.

Another apartment fire, on East Elmwood Ave, originated in the mas-

ter bedroom. The cause was a failure of a 15-amp electrical cord. Estimated loss was determined to be \$95,000. Both of these fires were handled by first-alarm assignments.



In August, a traffic accident at the intersection of Buena Vista and Kenneth launched a Mercedes airborne and into a front porch and living room of the nearest home. Luckily, the resident heard the rumble and had just moved from her chair when the car came through the wall and door. Fire units shored the building and worked closely with Girard and

Peterson Towing, the city Building Department, and the utilities to coordinate the entire operation.

The Burbank Fire Department also participated in the annual National Night Out event on August 5. Pictured below are Firefighter Stephen Sheehey with a visitor in Engine 16, and BC/Fire Marshal Frank Walbert with a Burbank Police Officer and two children.



### Other Burbank Events and Incidents (July - September 2008)

Photos by Ross Benson



## Area C CICCS Committee

The Committee met again last month and had the opportunity to review and approve several applications. As we continue down this road together, we are noticing an increase in the quality of the applications in terms of completeness and a thoroughness with respect to content of the performance evaluations. We are grateful for that and ask that you continue with that level of professionalism. As a member of the State CICCS Taskforce, I can assure you many other Areas are looking at what we are doing and shaping their program following our Area's example.

We have added some new products to the Unified Response website <http://www.unified-response.org/authorized.asp>. You can now find a quick reference check sheet to work from to ensure you have met all of the requisite training requirements for Engine Boss and Strike Team Leader. This checklist offers pull-down menus for the dates; simply click in the "date completed" fields and select the date for auto-entry. You will also notice Reset and Print buttons at the top right of the screen. We have also added a link to the State website where you can download the application and review all things CICCS related. Finally, you now find the minutes from our 300-Level meetings archived on the website.

Keep on your S/A, the season is not over yet.

*Bob Doyle  
Op Area C 300 Level  
CICCS Chairman*

## GLENDALE

Population: 207,157

Area: 30.59 sq.mi.

Assessed Value:  
\$20,611,375,045



### Apparatus

Glendale Fire has taken delivery of three new Pierce fire engines and an air & lights utility with the following noteworthy attributes:

#### Engines

- Frontal air bags for Engineer and Captain.
- Electronic Stability Control (ESC), an automatic safety management braking system, enhances the directional and roll stability of fire apparatus during evasive maneuvers.
- Full LED light package will reduce the amperage draw on our alternators.
- A 2000-watt portable generator will take the place of the on-board generator.
- Illuminated rear hose beds (new NFPA standard) provides a safer work area at night.
- New exhaust system, AQMD compliant.

#### Air Utility

- Crew Cab
- Four air bottle re-service station
- Large compartments for equipment storage
- Remote air (600-foot tethered air line)

- Scene lighting with light mast and tripod lighting
- Storage for rehab component
- Full LED light package
- High capacity air storage

All of these apparatus have mobile radios, chargers, GPS & MCT docking stations installed by Pierce Manufacturing. South Coast is doing the fabrication work.

Congratulations to our Hazmat Team on being typed as a Type I response team by OES. This is great news and there are many commendable individuals who worked together to make it a reality.

### Personnel



Congratulations to Brent Mason and Trevor Welch on their promotions to Fire Engineer, effective Aug. 4 and Oct. 1, respectively. Badge presentations were held on the apparatus floor of Station 21.

Twelve new probationary Firefighters were welcomed to the department on August 1: David An, Tony Carcioppolo, Daniel Claridge, Brendan Edwards, Joseph Flahavan, Andrew



Franco, Christopher Gonzales, Daniel Haleen, Charles Inglis, Andrew Jimenez, Matthew Safranek, and Julian Young. This was the third tri-city Verdugo Fire Recruit Academy. The cooperation of the tri-cities has been outstanding and the level of training has been raised with each academy. We continue to look for opportunities to bring our fire ground operations into alignment in this training environment, which will improve our operations when responding into our neighbors' jurisdictions.

The past several months saw several retirements: Captains Jeff Muis and Greg Phipps, Engineers Clark Cumbess and Patrick Shelton, and Firefighters Scott French and James Kaufmann, and Sr. Equipment Mechanic Steve Stenhouse.

And finally, congratulations to Jim Frawley, who was appointed Division Chief of the San Marino Fire Department. He was with the GFD just under 19 years and made many very significant contributions during his tenure here.



### Fireman's Fund Grant

A \$78,761 Heritage Grant was received from International E&S Insurance Brokers, Inc. and the Fireman's Fund Insurance Company. It will be used for training and to purchase thermal imaging cameras and an Air-Kwik system. A portion will also go toward disaster preparedness supplies and for textbooks for the Fire Explorer Program. This is the largest Heritage Grant the department has ever received, over three times last year's amount.

## Emergency Medical Services

There are also several significant changes to the paramedic scope of practice. These changes took effect on Oct. 1, 2008.

We have just purchased four new Ferno 28Z gurneys to replace some of our older model 28's. We are also in the process of replacing some of our older Zoll monitors.



## Hazmat Training

Hazmat First Responder Operations (FRO) Training was held Sept. 23-25 at Station 21 for all three platoons.

## Strike Teams

During the recent siege of fires in Northern California during July and August, at one point GFD had 29 personnel deployed to several large fires as far north as Shasta County. Overall, 67 personnel were deployed to different incidents from June to August.



## Shake, Rattle & Roll

On July 29, we experienced a 5.4 earthquake and our readiness was tested. This was a very timely event, since we are in the process of updating our Earthquake Emergency Plan and the State is preparing for the Great Southern California ShakeOut in November. During this statewide exercise, we will have a full activation of the EOC. This will give us an opportunity to learn in a simulated environment and test our readiness. Our CERT training will also be offered to all City employees in the future through Glendale University, and this training will continue to enhance the city's overall preparedness.

## Embassy Suites Orientation

The Fire Prevention & Environmental Management Center staff provided familiarization tours of the new 12-story Embassy Suites hotel to all Fire Operations companies. The facility is almost 90% complete and going through various final tests, certifications, and inspections prior its grand opening.

The Fire companies had the chance to see various fire prevention and protection equipment and systems, including dual water pumps, automatic fire alarm system panel, main emergency exits, rooftop heliport, public assembly rooms, and mechanical smoke control system. Presently, the facility is operating under Temporary Certificate of Occupancy (TCO) for the purpose of furnishing of all 270 guest rooms.



## Recent Incidents



## MONROVIA

Population: 39,327

Area: 13.73 sq.mi.

Assessed Value:  
\$3,566,033,952

### Promotions

The Monrovia Fire Department recently completed promotional exams for the positions of Battalion Chief and Fire Captain. These exams were designed to test the knowledge, skills and abilities to be an effective Chief Officer (Battalion Chief) and Fire Officer (Fire Captain) in today's fire service. The remarks from the participants indicated the test was found to be very difficult, just as the jobs of Battalion Chief and Fire Captain are difficult. The remarks from the raters indicated that we have a very good talent pool here in Monrovia and we are well on our way to improved organizational development through increased training, education, and the cultural understanding of the demands of modern fire departments.

The decision of whom to promote was very difficult. After meeting with each of the candidates, it was evident just how engaged the candidates were with the Monrovia Fire Department and how much each wanted to make a difference through increased influence on what we are doing and where we are going. Each of the candidates should feel proud of their accomplishments and have certainly gained/maintained admiration for their dedication. In the end, however, the department could only promote three individuals. The Monrovia Fire Department is proud to announce the following promotions which became effective October 12:



***Ron Pelham – Battalion Chief***

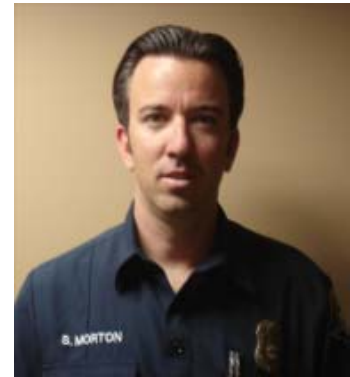
Battalion Chief Pelham joined the Monrovia Fire Department in 1989 and has been a Fire Captain for 5½ years. Ron will be assigned to Fire Administration on a 40-hour work week. He will continue to work on the citywide Disaster Preparedness functions (assuring we exceed the requirements of the upcoming State-wide disaster drill called “Golden Guardian” to be held in November). He will also start efforts towards improving daily business activities through updating the policy and procedures manuals and will be assisting with various administrative functions such as budgeting, performance indicators, and strategic planning efforts, to name a few.



***Brannigan Scott – Fire Captain***

Fire Captain Brannigan (BJ) Scott joined the Monrovia Fire Department in 2001 and has been a Paramedic his entire career. He has worked on both the Squad and Engine as a Paramedic and will be assigned to Engine 101 on the C shift. Captain Scott will be responsible for the day-to-day operational readiness and response issues that are critical

to the effectiveness of the department and will continue his efforts in brush abatement processes.



***Shawn Morton – Fire Captain***

Fire Captain Shawn Morton joined the Monrovia Fire Department in 1996 and has been a Paramedic his entire career. He has worked on both the Squad and Engine as a Paramedic and will be assigned to Engine 101 on the A shift. In addition to the day-to-day operational readiness and response issues that are critical to the effectiveness of the department, Captain Morton will also continue his efforts in managing the daily staffing of personnel through Telestaff.

### Firefighter of the Year

The Kiwanis Club of Monrovia honored a Police Officer and a Firefighter as Public Safety employees of the year. It is with great pleasure that the Monrovia Fire Department announced that Firefighter/Paramedic Ken Struckus was this year's recipient. Ken has many great attributes that make him deserving of the award. He is hard-working, trustworthy, compassionate, and dedicated to the profession of firefighting and to the community of Monrovia. He has served the community for 27 years and will celebrate his 25th year as a certified Paramedic this week (that is a long time to be providing life-saving services). Ken also has an A.S. degree in Fire Technology and an A.S. degree in EMS. He is also working on his B.S. degree from California State University, Long Beach.



In addition to his education and experience, Ken has been instrumental with many great programs within the department.

Ken has many ancillary assignments, including Shift Fire Investigator, Acting Engineer, Acting Captain, CERT Trainer, AED Trainer, grant committee member, Critical Stress Peer Counselor, and he is the MFD recycling coordinator. He also manages business, apartment and brush inspections and the hazardous materials program files, along with the house fund at Station 102. Our thanks to the Kiwanis for their continued support in the community and to FF/PM Ken Struckus for his continued positive influence within the Monrovia Fire Department!

### **Wilderness Fire Station**

After several years of looking for a suitable tenant for the wilderness fire station, the City was able to secure a facility user agreement with the Rio Hondo College Type II hand crew. This agreement will begin a relationship whereby the hand crew will occupy the wilderness fire station and conduct field exercises within the urban-interface, and in return, the City gains another valuable resource to add to the current arsenal of brush abatement processes. In addition, if a fire were to occur within the wilderness preserve and this team was available, they could be another resource used for control and containment of the fire. This is certainly an exciting venture and the City is glad to have the extra help in dealing with our number one target hazard!

### **Fire Prevention Week**

Fire Prevention Week was October 5-11. The theme was "Prevent Home Fires." This message was disseminated to the fourth-graders at our five public elementary schools, two private elementary schools, three pre-schools and after-school care programs, and to seniors in our mobile home parks, community centers, and assisted living facilities. Approximately **1,567** people were reached with this message. At the elementary schools, a fire evacuation poster contest was conducted. One student per fourth-grade class in each school will win a fire engine ride to school.

### **Disaster Preparedness**

This year brought many new and exciting changes to the Monrovia Fire Department Disaster Preparedness Programs. The Emergency Operations Center (EOC) Team, normally comprised of city departments, has integrated the Monrovia Unified School District (MUSD), the Chamber of Commerce, and a liaison from the CERT Team into the program. This integrated approach has assisted the department with communicating the need for a heightened disaster awareness within the community. In addition, the City will be tested during the State-wide Golden Guardian disaster preparedness exercise to take place on November 13. This valuable team met on several occasions this year and also participated in Golden Guardian workshops, including evaluating the MUSD disaster drill.

### **CERT**

In 2008, the fire department held quarterly Community Emergency Response Team (CERT) classes. Four classes were held this year, with new 60 graduates. To date, the CERT program has graduated 82 citizens. In addition to the 20-hour CERT classes, graduates receive quarterly refresher training to keep their skills

sharp. For those interested in CERT training, go to <http://www.monroviacert.com> or call (626) 256-8144.



### **New Fire Patrol**

The Department took delivery of its newest vehicle in the fleet, a 2008 Chevrolet 4-wheel drive pickup truck which will be placed into service as Patrol 101. This heavy duty truck has been outfitted with emergency response capabilities. We are also looking to get the vehicle certified as a wild-land type 6 Engine, so a drop in pump has been ordered which will have a minimum 140 gallon water tank and have a minimum 30 GPM capability. The new Patrol will also be outfitted with all equipment that is mandated to meet NWCG specifications.

### **New OES Engine**

The Monrovia Fire Department is proud to announce that a replacement Fire Engine from the State Office of Emergency Services (OES) has been approved for our use. Engineer Chris Mellinger and Firefighter/Paramedic John Rivas traveled to Sacramento to pick it up. OES 341 will replace the current engine that is over 20 years old. Over the next few weeks, firefighters completed training with the new engine and it was placed into service. It is important to note that its first call for service was to be dispatched to the Seson Fire in Porter Ranch!



## MONTEREY PARK

Population: 64,434

Area: 7.70 sq.mi.

Assessed Value:  
\$4,830,397,006



### Personnel

Chief Cathleen Orchard is pleased to announce a promotional ceremony, which took place on October 1 at City Hall. Family members, City staff and Council members were present to help celebrate the achievements of these fine personnel.

Pictured above, from left to right, are Captain Shannon Files, Engineer Matt Hallock, Fire Chief Cathleen Orchard, Battalion Chief Ken Leasure and Engineer Ryan Weddle. We congratulate these members of the Monterey Park Fire Department on their new promotions and offer our support and confidence. Congratulations and good luck!

The Eastside Optimist Club of Monterey Park named Battalion Chief Jim Birrell 2008 Firefighter of the Year. Pictured from left to right: Fire Chief Cathleen Orchard, Optimist



President John Rosolanka and Battalion Chief Jim Birrell.

### Emergency Preparedness

Monterey Park Fire Department is hosting training for a new CERT Team beginning October 18. The training now involves seven additional hours, which includes CPR and additional EMS training. "Our goal is to activate our CERT Teams when needed with the best available training we can provide," said Captain Rich Tullius, CERT Program Director.

Captain Shannon Files has been busy with the five-year rewrite and update of the City's Local Hazard Mitigation Plan. The plan was adopted by the City Council and sent to the State and FEMA for approval.

The Emergency Preparedness Division has been busy writing the Emergency Operation Plan (EOP) for the City. Engineer Matt Hallock is coordinating this endeavor.

The department hosted ICS training for all department heads as well as city personnel assigned to the EOC.



### Operations

Monterey Park Fire has been busy working to complete several critical operational projects and equipment purchases this quarter. The expansion of the office area at Station 61 is breaking ground in November.

Department staff is exploring different options on expansion and remodeling of second floor dormitories at Station 61.

Station 63 is adding a new Butler building to the rear lot for an expand-

ing fleet.

The department is also purchasing a new Command Vehicle for Battalion 6.

### Strategic Planning

The department has completed a Strategic Planning process, which has provided a plan for the future of the Monterey Park Fire Department. Preparation of this systematic planning process involved a number of steps that identified the current status of the department, as well as our mission, vision for the future, operating values, needs and goals. We prioritized actions and strategies, developed an action plan, and are currently working on the action items and monitoring our progress.

### Major Incidents

During the past quarter, the Monterey Park Fire Department had several notable incidents. Though we have experienced our normal Fire, Hazmat, EMS, and Rescue related responses, there have been a few significant incidents to report, including responses to:

- A fully involved residential fire directly across the street from Headquarters,
- Assisted LA County on a second-alarm fire,
- A successful save with external pacing,
- Monterey Park Engine Companies deployed to:

- ~ Strike Team on the Gap Fire
- ~ Strike Team on the Piute Fire
- ~ Strike Team on the SHU Lightning Fire
- ~ Strike Team on the Telegraph Fire
- ~ Strike Team on the Butte Fire





### Community Outreach

Monterey Park Fire Department is working hard to get the word out on the upcoming “Great Southern California Shakeout” by facilitating an informative presentation to the City Council and hosting a presentation for all city employees by Margaret Vinci of Cal Tech. The City of Monterey Park will be opening the EOC on November 13 for Golden Guardian following a drop, cover and hold drill by all city employees.

### Safe Kids

International Walk to School

Month occurs in October and raises community and global awareness about children’s environmental safety and promotes healthy behaviors. Organizers highlight important local issues, including unsafe intersections, streets that lack safe sidewalks, and dangerous areas where more than one pedestrian has either been hit or almost injured by a car.

The Monterey Park Fire Department hosts this event each year and is successful due to the efforts of Engineer Chris Thompson. This year’s Safe Kids walk drew more than 200 elementary school children and was a huge success. Pictured to the right: Engineer Chris Thompson facilitating the Safe Kids Walk to School.



<b>PASADENA</b>
Population: 148,126
Area: 23.0 sq.mi.
Assessed Value: \$18,205,023,771

### Incidents

Pasadena fire units responded to a reported house fire, and upon arrival, E36 found smoke coming from a one-story home. E36 made forcible entry into the home and started to extinguish a fire in the kitchen area, along with conducting a primary search for occupants. E33 assisted with the search and found several cats in the home, unconscious. E33 and RA33 removed the cats from the home and started treatment, successfully resuscitating two of the three cats. The Humane Society was requested to assist with care of the cats and the Fire Investigator from Burbank was asked to assist with investigation. Estimated total damage was \$125,000.

Pasadena Fire units were dispatched to a reported structure fire. While enroute to the incident, an onscene report was received that the building was well involved in fire. One additional Engine Company was requested to assist units already enroute. E37 reported smoke showing and proceeded to establish a water supply. The initial report of conditions was a single-story strip mall with moderate to heavy smoke from the south end of the complex. Also noted was moderate smoke issuing from the roof area over several of the storefront businesses. Initial action included evacuation of several addresses. Pasadena Police reported one minor burn injury, and after a quick assessment of the patient, additional resources were requested for



patient care. A second alarm was requested to support an offensive attack on the fire. Knockdown of the fire was obtained after 30 minutes, however, companies remained onscene several hours, overhauling the premises. The burn patient was a business owner. Damage was estimated at \$300,000.

Pasadena Fire units were dispatched to a reported hazardous materials incident involving a person planning a suicide in his vehicle with chemicals. Upon arrival, E37 established a staging area downwind for incoming units and contacted PPD to gather more information. Battalion 3 arrived onscene and established Halstead command. Upon further investigation and information gathered from PPD, it was determined that the LACO specialized hazmat unit would be needed. The chemicals were unknown so the area, including several businesses, was evacuated as a precaution. The hazmat team approached and evaluated the vehicle and surrounding area. The individual was pronounced deceased at the scene, given the visual signs. Samples were taken and the chemical com-

position was determined to be hazardous to humans and the environment. All notifications were made and a unified command was established with all responding agencies. The Los Angeles County Coroners Office entered the vehicle, removed and decontaminated the body. The vehicle was decontaminated and all chemicals were removed by a private hazardous materials company. Fire personnel time committed onscene was six hours and 17 minutes.

### Personnel

Firefighter Christina Terrazas-Woolsey and Firefighter Greg Quon were promoted to Fire Engineer, effective October 27. Engineer Terrazas-Woolsey will be assigned to Engine 31B. Engineer Quon will be assigned

to Engine 31C.

Verdugo Fire Recruit Academy Class 4 started on September 15. Captain Rich Clark is the Drill Master for the Academy, with FF/PM Trey Sorenson as the Pasadena Fire Department lead instructor. The following personnel were selected as Shift Instructors with two alternates: Anthony James, Jessica Schuman, Brad Sims, Jon Bondarczuk, Harry Kurdoghlian, Matthew Caffey, Daniel Nausha, Paul Porraz and Kimo Pasimio.

### PERT

As part of the Fire Department's goals to better prepare members of our community, Council members have been encouraged to host district-wide Pasadena Emergency Response

Team (PERT) training. Council member Jacque Robinson hosted a first-ever "PERT Boot Camp" with approximately 120 attendees. Although the full course of completion for PERT is 12 hours, Ms. Robinson believed that more constituents would enroll if a condensed course was offered. The goal of the "PERT Boot Camp" was to give an overview of disaster preparedness tips and hands-on training which would, in-turn, entice attendees to sign up for the full course. The training was divided into four one-hour modules, each of which was presented four times as groups were rotated through. The modules included Disaster Preparedness, Fire Suppression, Medical, and Light Search & Rescue.

## SAN GABRIEL

Population: 42,762

Area: 4.10 sq.mi.

Assessed Value:  
\$3,217,547,319

It's those promotional tests again, the filing dates are past and it's time to show what you know. The Battalion Chief's exam is scheduled for the last week of October / first week of November. If everything works out, the new BC could be representing San Gabriel at the November Verdugo Task Force meeting. The Captain's exam will take place early in November, with a position open, just waiting for that lucky person who impresses the examiners (who will never have to work with, or under, their decision!?)

Station 52, originally constructed in 1949, is having a kitchen remodel



and dayroom makeover. Not just patch and paint this time, but a complete move-everything-out-and-go-into-the-walls remodel. New refrigerator, stove, microwave, cabinets, fixtures, sink, you name it. Martha Stewart would be proud; there's even more than a single color of paint! After almost 60 years, change. And the dayroom! Nice colors, with different trim accent. New sliding win-

dows to replace the original casement windows. And the guys bought a new television...big and HD, of course. Almost makes one want to bid into 52's again...almost.

I would have added pictures of the dayroom, but it's minus carpet, painting is still being completed, construction stuff is laying all around, and...they get angry if you wake 'em up.

On October 6, the Department sent a delegation to the funeral of a retired Department member. Battalion Chief Bill Knight retired in 1979 and enjoyed a long retirement, but lately had been in declining health. Chief Nestor, Engine 52 (with Captain Derrick Doehler, Engineer Art Stafford, Firefighter Wayne Eggleston, and Firefighter Paramedic Steve Wallace), BC Mike Terry and BC Rich Garstang represented the Department at a simple but very moving ceremony. The family was very appreciative of the Department's attendance; after all these years to have Grandad's Fire Department remem-

ber him was a very pleasant surprise to the family.

The brush incidents in the San Fernando Valley saw Battalion 5 Richard Beckman spending the day with Strike Team 1205A on Sunday, Oct. 12. From 0600-2100, that strike team (E101, E105, E91, E61, E74) worked the Marek Incident and was assigned to structure protection on Lopez Canyon. On Monday, Oct. 13, Engine 51 (Captain Bryan Frieders, Engineer Dennis Barwick, Firefighter Paramedics Eric Calisher and Brad Davis) was dispatched, along with Monterey Park E61, to join Strike Team 1361A. They were originally assigned to Strike Team 1204A but were reassigned to ST1361A, made up of Redondo Beach, El Segundo, and Long Beach, with the STL from Redondo Beach. On arrival at the Sesnon incident, they were assigned immediately to the fire line, had heavy fire and were able to save two structures. From that point they were in standby / base-camp / standby mode as the fire died down. Engine 51 returned, clothed in glory, at 1700 on Thursday, Oct. 16.

San Gabriel took delivery of 11 new Sperian "Warrior" 45-minute SCBA, purchased through a recent grant process. Included were 33 spare bottles, and the regulator / bag / and manifold for the RIC set-up. However, because of a lawsuit filed by All Star Fire Equipment against the bid



*Captain Scott Harvey reads through the manufacturer's handbook while FF/PM Steven Wallace and Auxiliary Dan Stayne try to keep up.*



*Rookie Firefighter Paramedic Steven Wallace with the new Sperian SCBA.*

system that awarded the manufacturing contract, the new Sperian units will not be placed in service unless, or until, the lawsuit is settled.

Our new utility, which has already had its "baptism of fire" on strike team assignment earlier this year, has been equipped with a shell for the bed. When used for strike team action, this shell will allow the STL to stack / pile safely the steadily accumulating amount of stuff that a Strike Team Leader finds himself



needing to carry.

A last note...by the time you read this, if I'm not out the door, I'm in the doorway. Unbelievably, it has been almost 30 years since I walked onto the floor at Fire Station 51; I know I've lived every day of those years even if I can't remember most of them. Lately, the years have been

passing by with steadily increasing speed, and I find myself at the point at which it's time to get out of the way. When I think of my Department's memorable moments over the years, I think San Gabriel's decision to join the Verdugo dispatch system was our moment of greatest opportunity. The move from a "You're on the radio today" dispatch point to a first-rate dispatching organization was the moment that San Gabriel jumped light years ahead of where it had been, into the realm of the "big kids." As an Officer, I've been very grateful for the help of those Verdugo voices that give helpful prompts, answer questions, and who are always just a microphone click away when I have a problem. Unless you've had experience with less (and I've had long experience with less) you'll never fully appreciate what Verdugo dispatchers offer.

So thank you Don, Manny, Lynda, Jessie, and all the others; you always made my day a lot better and a heck of a lot easier. I have also been fortunate to represent San Gabriel at the Task Force meetings, and I have immense respect for this group and the quality of the individuals representing the member agencies. I think the results of their efforts are visible in how well the system operates on a daily basis: Eleven different agencies, all working from the same playbook. It's pretty darn impressive when you stop and think about it. And finally, a thank-you to the person who keeps that Task Force informed, up-to-date, sends the minutes, nags (albeit very nicely) for follow-up, and generally keeps the Task Force moving...Lenia. Without her, well, do we want the minutes out today...or can someone... anyone...get them out this month? I wish all of you the very best, and hope your days are at least as blessed as mine have been.

*– Battalion Chief Rich Garstang*

## SAN MARINO

Population: 13,455

Area: 3.75 sq.mi.

Assessed Value:  
\$3,730,115,912

and have settled in to their new assignments.

Jim Frawley, former Fire Captain at Glendale Fire Department, began as Support Division Chief on August 4. Chief Frawley will also be responsible for emergency preparedness and grants.

Rick Mayhew, former Battalion Chief at South Pasadena Fire Department, began as Operations Division Chief on September 1.

His responsibilities also include personnel and training. We are looking forward to tapping the knowledge and experience they bring to the department.



### New Division Chiefs Hired!

Under the heading of “old news,” two new Division Chiefs were hired

## SIERRA MADRE

Population: 11,116

Area: 3.0 sq.mi.

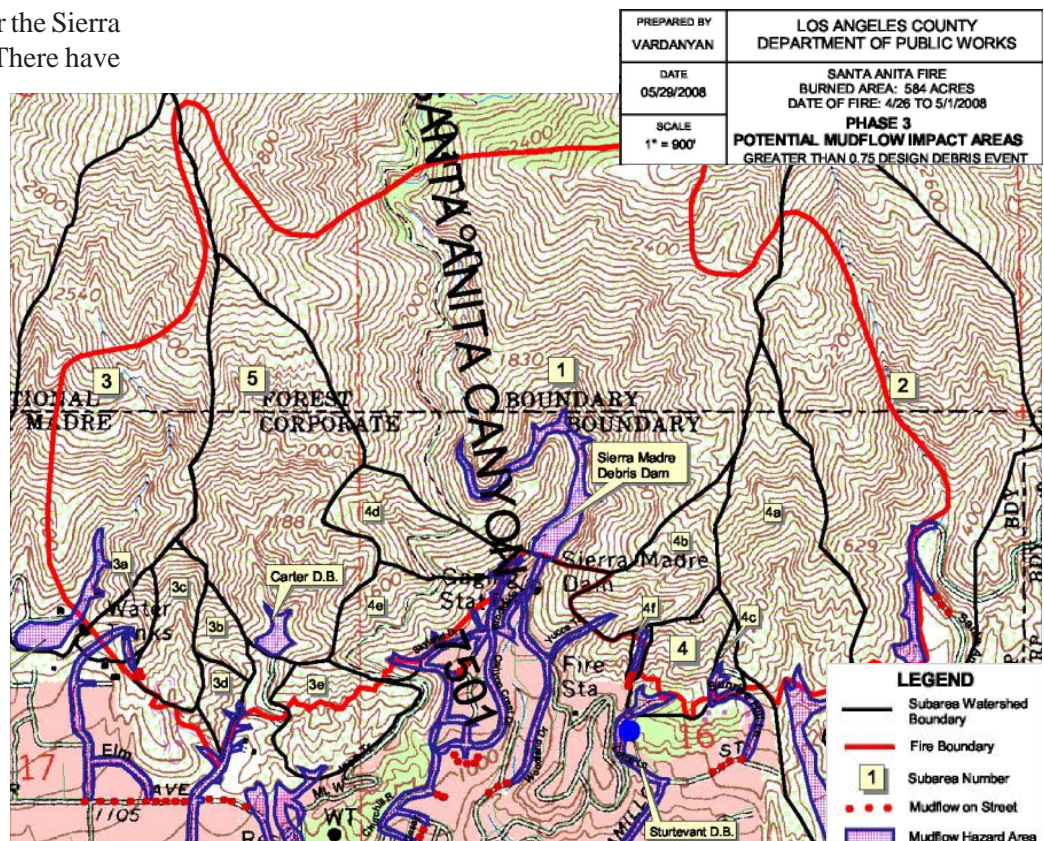
Assessed Value:  
\$1,466,024,282

cally, the program calls for three phases when rain is in the forecast – the first phase is heightened preparedness and awareness (Ready). The second is implemented when rain on the burn area is imminent and residents are encouraged to pack their belongings and the impacted streets will be cleared (Set). The third phase calls for evacuation of the areas the

County engineers have identified (Go). In a series of public education opportunities, we have been working hard to obtain maximum awareness and preparedness on the part of our residents. The brief episode of mudflow last May gave an indication of what is to come, and almost all in Sierra Madre are beginning to grasp the potential problems we face.

Summer and early fall have been a relatively quiet period for the Sierra Madre Fire Department. There have been no major events, although we have experienced an increase of our general call load of approximately 10% during this period, compared to previous years.

One of our major initiatives at present is preparation of our community for the rains that will probably be followed by mudflow and debris from the burn area of last April’s Santa Anita Fire. In concert with Public Works and our Police Department, we have instituted a protocol for notifying the residents in the affected area as decision points are reached. Basi-



## SOUTH PASADENA

Population: 25,792

Area: 3.44 sq.mi.

Assessed Value:  
\$2,944,221,824

The South Pasadena Fire Department wants to congratulate B.C. Rick Mayhew for his successful transition to Division Chief for the San Marino Fire Department. He was a 27-year employee for our department and will be missed by all of us. We wish him the best in his new position.

Captain Rudy Pock was promoted to Battalion Chief and has been assigned the Fire Prevention and Disaster Preparedness duties for

the department. He is busy working on the "Golden Guardian" State-wide drill in November. Firefighter Rich Jenkins will replace B.C. Pock as the new B-shift Captain.

Our department is having the same difficulties in recruiting firefighter/paramedics that face many small departments in the area. An entrance exam in September re-

sulted in the hiring of Danny Arellano. He was an apprentice firefighter for the LaVerne Fire Department for three

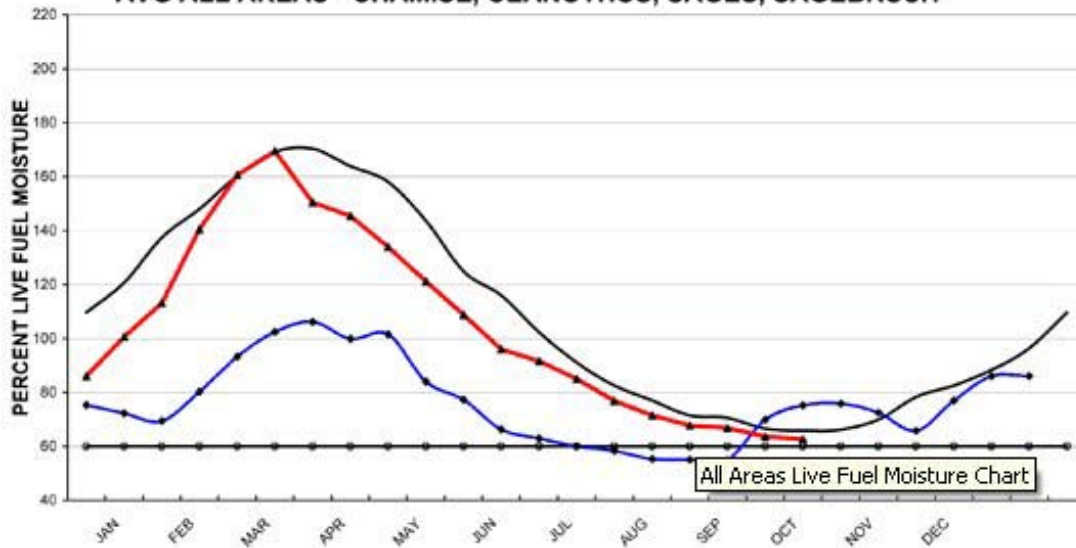
years. This leaves us with one opening and we will soon be testing for that open position.

We are waiting for the results of a grant request for a new RA. We were still in the running after the first round of the selection process and hope for some good news by the end of the year.

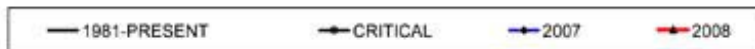


### VEGETATION MANAGEMENT PROGRAM LIVE FUEL MOISTURE 1981-2008

AVG ALL AREAS - CHAMISE, CEANOTHUS, SAGES, SAGEBRUSH



**COUNTY OF LOS ANGELES FIRE DEPARTMENT**



<http://fire.lacounty.gov/Forestry/PDF/LFMAllArea.pdf>

## Personnel

Don Wise was appointed Interim Fire Communications Administrator in August. He was hired nearly 18 years ago as a Fire Communications Operator and promoted to Fire Communications Shift Supervisor in 1997. For the past several years, Don has been capably filling the role of Fire Communications Administrative Supervisor, so he was the natural choice for filling the Interim Administrator position. Verdugo's previous Administrator retired in November 2006.

We are pleased to announce that Fire Communications Operators Crystal Bartl and Kadia Miranda have successfully completed their 12-month probation period.

Congratulations to Sarah Cohan and Shannon Loffredo on becoming our newest hourly dispatchers. They will be supplementing the existing staff as needed to cover during vacations, sick leave, vacant positions, etc.

## Earthquake

Just before noon on July 29, a magnitude 5.4 earthquake occurred 8.5 miles below Chino Hills, causing much shaking but little damage in the 11 Verdugo System cities. This proved to be an excellent exercise in Verdugo's emergency preparedness. One of the successful tests involved the GETS cards (Government Emergency Telecommunications Service <http://gets.ncs.gov/faq.html>) that were recently acquired for situations where a disaster has occurred and personnel could not dial out due to "all circuits busy." This card is only for landline, not wireless, communications and allows for priority access to the telephone network. Text messaging worked very well around the time of the earthquake, but currently that system does not apply to 9-1-1 system access.

On November 13 at 10 a.m., a statewide drill called the Great Southern California Shakeout or Golden Guardian 2008 will occur. In the scenario, 1,800 people have been killed, there are 50,000 injuries, and damage totals \$200 billion. The fictitious earthquake will occur on the San Andreas Fault and outcomes are based on scientists' best predictions of what might actually occur in a quake of this magnitude. Representatives from the Area C cities were queried about their level of involvement in this exercise. The majority will be holding tabletop exercises and drills, some with involvement of their Public Works Departments and school districts. Verdugo will be working closely with all 11 fire departments to meet their communications needs while at the same time continuing to handle routine 911 calls that will continue to come in to Verdugo during the exercise.



## Publications

Verdugo's FY2007-8 Annual Report has been completed and a digital version may be found at [www.unified-response.org](http://www.unified-response.org), under Publications.

Verdugo has also published the section of its policy & procedures manual pertaining to radio usage on the Unified Response web site, but it is password-protected. Please see one of your Chief Officers for the password.

An initial printing of pocket-sized booklets of the 2008 TICP (Tactical Interoperability Communications Plan) have been distributed to the 11 Verdugo fire departments and additional copies are being produced. Each booklet includes the VHF and UHF channel plans, along with a directory of channels listed by frequency.

An 11-page Frequently Asked Questions document for Automatic Vehicle Location (AVL) installations and troubleshooting has been prepared and may be found at [www.verdugofire.org](http://www.verdugofire.org).

## Computer

A new feature is being tested that will permit fire personnel to access up-to-the-minute hospital status information with the push of a button on the mobile computer terminals in their fire apparatus. The display includes the three-letter abbreviation for 16 hospitals in Area C (including Montebello's hospitals), along with any applicable diversion status and the date and time the hospital last updated their status. This will enable paramedics to determine which hospital to use for transporting a patient, without having to contact Verdugo dispatchers via radio for an update on emergency room status. This new feature was designed by Verdugo personnel in collaboration with paramedic coordinators, then it was programmed by the CAD (computer aided dispatch) system vendor.

## Radio

A prototype Fire Station alerting board has been successfully produced and a proof of concept process has begun. This board was designed by the Burbank Radio Shop and revised by the Pasadena Radio Shop with input from members of the ICIS Technical Committee. It will provide a level of consistency systemwide for station alerting so any one of the vendors or radio shop personnel can go to any station and efficiently resolve any issues.

Area C fire agencies were given an Oct. 1 deadline to finish installing the current software for AVL. Having met this deadline, Verdugo will proceed with testing the Automatic Vehicle Routing & Recommendation (AVRR) software that was installed a year ago.

## NUMBER OF INCIDENTS: Summer 2008 vs. Summer 2007

### July - September 2008

CATEGORY	Verdugo		Alhambra		Arcadia		Burbank		Glendale		Monrovia	
FIRE	2,278	14.7%	170	13.8%	217	20.3%	339	15.2%	373	9.7%	101	13.9%
MEDICAL	12,042	77.7%	975	79.1%	786	73.7%	1,723	77.2%	3,141	81.9%	551	76.0%
SERVICE	794	5.1%	86	7.0%	54	5.1%	120	5.4%	165	4.3%	59	8.1%
OTHER	20	0.1%	1	0.1%	1	0.1%	1	0.0%	3	0.1%	0	0.0%
OOV*	358	2.3%	1	0.1%	9	0.8%	48	2.2%	155	4.0%	14	1.9%
<b>TOTAL</b>	<b>15,492</b>		<b>1,233</b>		<b>1,067</b>		<b>2,231</b>		<b>3,837</b>		<b>725</b>	

CATEGORY	Monterey Park		Pasadena		San Gabriel		San Marino		Sierra Madre		South Pasadena	
FIRE	89	10.2%	683	17.5%	49	10.3%	44	18.4%	24	11.4%	50	13.2%
MEDICAL	694	79.8%	2,984	76.6%	385	81.1%	155	64.9%	162	76.8%	305	80.5%
SERVICE	45	5.2%	170	4.4%	28	5.9%	18	7.5%	24	11.4%	22	5.8%
OTHER	0	0.0%	13	0.3%	0	0.0%	1	0.4%	0	0.0%	0	0.0%
OOV*	42	4.8%	47	1.2%	13	2.7%	21	8.8%	1	0.5%	2	0.5%
<b>TOTAL</b>	<b>870</b>		<b>3,897</b>		<b>475</b>		<b>239</b>		<b>211</b>		<b>379</b>	

### July - September 2007

CATEGORY	Verdugo		Alhambra		Arcadia		Burbank		Glendale		Monrovia	
FIRE	2,491	15.9%	183	15.7%	196	18.6%	384	16.1%	443	11.5%	127	17.0%
MEDICAL	11,918	75.9%	883	75.9%	767	73.0%	1,835	77.0%	3,083	80.3%	557	74.5%
SERVICE	942	6.0%	89	7.7%	70	6.7%	124	5.2%	198	5.2%	51	6.8%
OTHER	17	0.1%	2	0.2%	0	0.0%	0	0.0%	5	0.1%	0	0.0%
OOV*	344	2.2%	6	0.5%	18	1.7%	41	1.7%	112	2.9%	13	1.7%
<b>TOTAL</b>	<b>15,712</b>		<b>1,163</b>		<b>1,051</b>		<b>2,384</b>		<b>3,841</b>		<b>748</b>	

CATEGORY	Monterey Park		Pasadena		San Gabriel		San Marino		Sierra Madre		South Pasadena	
FIRE	120	13.1%	673	16.9%	88	16.7%	52	22.3%	38	19.1%	69	18.5%
MEDICAL	706	76.8%	3,015	75.5%	403	76.6%	125	53.6%	139	69.8%	254	68.1%
SERVICE	44	4.8%	251	6.3%	26	4.9%	22	9.4%	18	9.0%	43	11.5%
OTHER	0	0.0%	9	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
OOV*	49	5.3%	45	1.1%	9	1.7%	34	14.6%	4	2.0%	7	1.9%
<b>TOTAL</b>	<b>919</b>		<b>3,993</b>		<b>526</b>		<b>233</b>		<b>199</b>		<b>373</b>	

\*OOV = Responses outside the 11 Verdugo cities to such locations as Montebello, Los Angeles City and Los Angeles County.

## RESPONSE TIME ANALYSIS: Summer 2008

Agency	Av. Dispatch to Enroute (min:sec)	Av. Enroute to Onscene (min:sec)	Av. Dispatch to Onscene (min:sec)	Percent 5 Min. or Less	Total Incidents
<b>ALH</b>	1:03	3:25	4:28	69.2%	<b>1,233</b>
<b>ARC</b>	1:09	3:08	4:17	70.7%	<b>1,067</b>
<b>BRK</b>	1:00	3:18	4:18	73.4%	<b>2,231</b>
<b>GLN</b>	1:02	3:04	4:06	79.4%	<b>3,837</b>
<b>MPK</b>	1:11	3:19	4:31	67.7%	<b>870</b>
<b>MRV</b>	1:04	3:15	4:19	71.0%	<b>725</b>
<b>PAS</b>	1:03	3:12	4:15	73.2%	<b>3,897</b>
<b>SGB</b>	0:50	3:29	4:19	73.3%	<b>475</b>
<b>SMD</b>	1:20	3:06	4:25	72.9%	<b>211</b>
<b>SNM</b>	0:55	2:51	3:46	80.1%	<b>239</b>
<b>SPS</b>	1:00	3:11	4:11	72.1%	<b>379</b>

**Dispatch to Enroute:** From dispatch to leaving the station (all personnel suited up and belted in). Also known as turnout time, the NFPA recommends 60 seconds for this phase of the response.

**Enroute & Onscene Times:** These come solely from field personnel pressing buttons on the mobile computer terminal; announcing a unit's status over the radio does not record the time of the status change where it would be picked up for statistical analysis.

**Percent 5 Min. or Less:** The goal is for the entire response, from dispatch to arriving onscene, to be 5 minutes or less as often as possible. Travel time may vary due to many factors such as the city's geographical layout, the time of day or night, traffic density, and road conditions. Area served by each fire station is also a factor – the average fire district in Area C is 3 square miles, but the range is from 1.3 to 11.9 sq.mi.

## UNITS DISPATCHED BY VERDUGO: Summer 2008 vs. Summer 2007

Agency	Unit	Jul-Sept. 2008	Jul-Sept. 2007	Jul-Sept. 2006	
<b>ALH</b>	E71	467	421	462	
	E72	365	362	363	
	E73	234	261	207	
	E74	299	311	282	
	RA71	620	583	579	
	RA74	457	397	385	
	T71	194	170	190	
	USR71	2	n/a	n/a	
<b>ARC</b>	E105	431	378	374	
	E106	531	508	533	
	E107	194	236	196	
	RA105	409	381	364	
	RA106	432	443	425	
	T105	160	162	156	
	AU106	0	1	3	
	USR106	0	1	5	
<b>BRK</b>	E11	628	700	639	
	E12	345	369	369	
	E13	371	433	431	
	E14	319	338	304	
	E15	482	501	528	
	E16	203	203	198	
	E18	25	44	27	
	HM12	8	6	8	
	RA11	618	731	692	
	RA13	547	584	549	
	RA15	704	673	688	
	T11	194	206	195	
	T12	124	130	118	
	WT16	0	2	1	
	<b>GLN</b>	AU28	5	6	4
		E21	826	816	776
		E22	591	585	549
		E23	74	75	66
E24		223	259	235	
E25		715	776	755	
E26		673	636	643	
E27		539	562	527	
E28		175	157	163	
E29		249	248	258	
HM24		9	9	7	
RA21		857	842	1,080	
RA22		606	565	n/a	
RA25		812	813	933	
RA26		870	849	909	
RA29		349	353	411	
T21		286	245	197	
T26		217	228	221	
T29	67	74	56		
USR29	5	1	6		
WT21	1	3	1		
WT27	0	2	1		

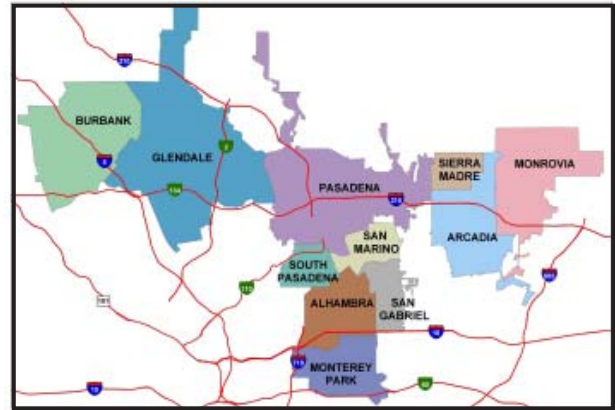
Agency	Unit	Jul-Sept. 2008	Jul-Sept. 2007	Jul-Sept. 2006	
<b>MPK</b>	E61	425	446	391	
	E62	290	313	282	
	E63	249	297	221	
	RA61	432	446	386	
	RA62	350	340	325	
	T61	141	142	127	
	<b>MRV</b>	E101	476	468	447
E102		352	389	402	
SQ101		386	374	379	
T101		89	96	116	
<b>PAS</b>	WT101	2	2	0	
	E31	916	901	874	
	E32	428	479	462	
<b>PAS</b>	E33	811	822	835	
	E34	531	557	585	
	E36	777	830	759	
	E37	347	375	401	
	E38	176	174	195	
	E39	173	171	149	
	RA31	726	735	790	
	RA32	536	562	671	
	RA33	753	758	920	
	RA34	531	543	n/a	
	RA36	740	747	780	
	T31	316	311	328	
	T32	209	177	255	
	USR32	4	3	11	
	<b>SGB</b>	E51	282	321	302
		E52	243	268	269
		RA51	362	383	379
		USR51	0	1	n/a
<b>SMD</b>	E41	53	68	72	
	RA41	214	209	189	
	WT41	0	0	0	
<b>SNM</b>	E91	242	240	236	
	RA91	236	237	254	
<b>SPS</b>	AU81	69	47	62	
	E81	399	383	420	
	RA81	310	256	278	

### Notes:

- Total *unit responses* for a given agency will be much higher than the number of *incidents* they responded on because two or more units respond on most types of incidents.
- Reserve rigs are included in the total for their assigned station. For example, the E21 total includes E721 and E821 responses.
- Total *completed responses* for each unit will be somewhat lower if the unit was occasionally cancelled enroute to an incident.

## OUT OF JURISDICTION RESPONSES: Summer 2008 vs. Summer 2007

The following tables show the number of out of jurisdiction responses for each fire department in July through September 2008. This includes only those incidents that were dispatched by Verdugo Fire Communications Center. The leftmost column shows which agency responded; columns to the right show where that agency responded and how many times they responded to that jurisdiction during the year. "XBB" refers to locations outside the normal Area C/Los Angeles response region. "XAA" includes units such as private ambulances, private company fire engines, airport crash-related vehicles, and helicopters.



### Summer 2008

Responding Agencies	City Where Incident Occurred														Subtotals
	Jul.-Sep.08	ALH	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS	LAC	LFD	
ALH	X			1	1	49	9	44	6		26		1		137
ARC	1	X	1		39		19	2	2	2		9		75	
BRK	2	2	X	57			8					5	25	18	117
GLN	1	2	79	X	2		9				1	26	120	9	249
MRV		73			X					2		10		4	89
MPK	76					X	1	15			3	19		23	137
PAS	3	27	1	15	2	4	X	3	6	1	17	30	10	7	126
SGB	33	1	1		1	3		X	5			10		3	57
SNM	8	2		1			39	19	X		25	20		1	115
SMD							2			X		2			4
SPS	7	2		2	2	1	66		13		X		2		95
LAC		16		10	5	17	13	4	2	1		X			68
LFD			3	14			3				3	1	X		24
XAA		30	28	3	554	19	4		1			1		X	640
Subtotals	131	155	113	103	606	93	173	87	35	6	75	133	158	65	1,933

### Summer 2007

Responding Agencies	City Where Incident Occurred														Subtotals	
	Jul-Sep 07	ALH	ARC	BRK	GLN	MRV	MPK	PAS	SGB	SNM	SMD	SPS	LAC	LFD		XBB
ALH	X	1					64	3	44	8		30	2	3	1	156
ARC	3	X				68	1	26	5		1	1	16		2	123
BRK			X	53			1	2				2	9	29	3	99
GLN	1		91	X			1	28	1			1	21	89	2	235
MRV		68				X	1						11		2	82
MPK	73					X		21				2	29		20	145
PAS	8	19	1	8	2	4	X	1	7	1	26	34	11			122
SGB	44		1				14		X	4		1	8		1	73
SNM	4	1				1	1	35	46	X		31	33		1	153
SMD											X		2		2	4
SPS	6						1	37		14		X	2	4	1	65
LAC		8		14	13	20	11	9	4	1		X				80
LFD	1		8	9			1					3		X		22
XAA		23	48	3	568	18	5						2	1	X	668
Subtotals	140	120	149	87	652	126	148	127	37	3	97	169	137	35	2027	

## Verdugo Fire Academy – Drill @ Warner Bros



*Verdugo Fire Academy training at Warner Bros. Studios, amidst a variety of well known movie and tv show sets.*



*From the opening sequence of the tv series “Friends,” when they were in the fountain dancing.*



*Does anyone remember “The Patridge Family” tv series from the early ‘70’s?*



*How about “Bewitched”?*



*Behind Glendale’s engine is the set for “Lethal Weapon.”*



*This house is part of the set for exterior shots of the current tv series, “Pushing Daisies.”*

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No one ever looked forward to dealing with a difficult person, whether it is an employee, customer or co-worker. But inevitably, problems arise, and at some time it will be your turn to address them. It is not only important that we deal with people in difficult situations, but we need to learn how to deal with people in general.

There are some common mistakes professionals make when dealing with difficult people, and a few simple actions can ease the situation. The first step is to identify what type of person you're working with and the rationale behind their actions. Understand that you might need to communicate differently with various types of people. The quiet person, for example, might need some advance warning about your meeting and some prompting in order to share ideas. The complainer wants some assurance that his or her voice will be heard and that you'll actually take some action in response.

All employees should receive some kind of training in communication skills and it is helpful to keep a "tool box" of techniques you can use to address difficult situations. Here are a few of the tools from my toolbox:

- 1) Step back from the situation. Often, people think they need a quick comeback when faced with a difficult situation, or they make assumptions about the problem at hand. Take the time to step back and try to get the other person talking. Find out what their style of communication is and try to accommodate it. People forget that the person they're facing isn't exactly like them, so take the time to find out as much as you can before you address the problem.
- 2) If you can, practice your response. When situations don't have to be dealt with on the spot, take the time to practice your response. Try to think like the other person. It's helpful to say things out loud so you hear what you could be saying to the other person. Anticipate their responses and adjust your delivery. Practice helps us make the mistakes beforehand and reduce misinterpretation once you are face to face.
- 3) Stay in the "adult" mode. There are three modes of communication – child, parent and adult. When dealing with conflict, it's important to stay in the adult mode. Don't act like a parent and be judgmental or a child and be defensive. Accept any responsibility that may be yours. Realize that it's okay to agree to disagree. Ultimately, if tempers begin to flare, realize that you may need to take a break and get back together later on.
- 4) Try to find an agreement. It is always helpful to find some agreement to the problem at hand, even if it's only that the problem exists. Coming to an agreement conveys understanding and works to move the conversation along. It can also be beneficial to speak in positive terms, by telling the person what you can do as opposed to what you can't do.
- 5) Communicate and explore alternatives. Never assume you can't help someone. By thinking about alternatives and offering suggestions about what you can do, you keep the conversation on a positive plane. You can also ask the person, "What would you like me to do?" Not only could you help solve their problem, but you might also find that what they want is less than you imagined.
- 6) Establish some boundaries for yourself. Know what you are going to be able to put up with. Sometimes you might want to communicate those boundaries; sometimes you may not.
- 7) Speak in private. If you're dealing with a difficult issue, speak with the person in private. Remember the adage: Praise in public, criticize in private.
- 8) Use more "I" language than "you" language. "You" language can make a person become defensive. Instead of saying "you should" or "you must," try "I was expecting" or "I encourage you to..."
- 9) Don't take things personally. It's hard not to, but it's not necessarily about you. You need to separate yourself from the issue. People often don't realize the reason their co-worker is upset does not have anything to do with them.
- 10) Find agreement. See if you can find any agreement at all, or at least acknowledge that you understand the person's perspective. Say, "I can see your point." In a worst-case scenario, agree to disagree: "Evidently we both have different opinions on this, and that's okay."
- 11) Focus on what you can do. Tell the person what you can do, not what you can't do, about their request or complaint.
- 12) Rehearse, if you need to, before communicating a difficult message.
- 13) Keep your cool. If one or both parties start to get upset, suggest resuming the conversation in 20 minutes, after you calm down and collect your thoughts.
- 14) Keep the lines of communication open. Remember that 70 to 90 percent of the message is screened by the receiver. For example, if you tell a co-worker you want to meet biweekly, he or she might interpret that to be either twice a week or every other week. Ask questions, listen, repeat the problem/solution, and restate or rephrase your message. Checking for understanding is a great way to make sure the message you sent is the same message they received. Engage the person you are speaking with in the process.

When dealing with a difficult person, we forget we have all these choices. Slow the whole process down to give yourself some ability to think before you respond. Don't get rattled when confronting the negative employee; they're likely more nervous than you are!

*Chief Sam DiGiovanna  
Verdugo Fire Academy*