



ARCADIA FIRE DEPARTMENT

# ANNUAL REPORT

# 2024

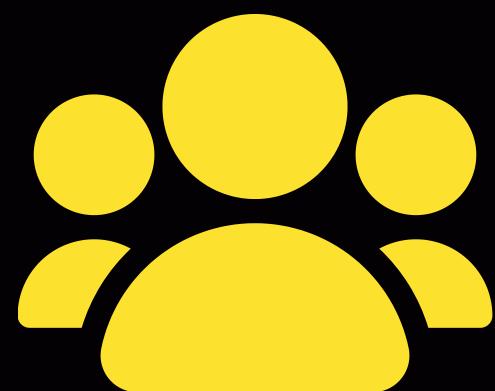


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# City of Arcadia



**56,681**  
POPULATION  
(2020 U.S. CENSUS)



**11.13**  
SQUARE  
MILES

## Arcadia City Council

Arcadia is a charter city governed by a five-member City Council, with each member serving a four-year term. The City Council enact laws and take necessary actions to promote the community's welfare, translating citizens' ideas into municipal action to ensure efficient and effective service delivery.



### MAYOR

Dr. Michael Cao

### MAYOR PRO TEM

Sharon Kwan



### COUNCILMEMBER

Paul P. Cheng



### COUNCILMEMBER

David Fu



### COUNCILMEMBER

Eileen Wang

# MESSAGE FROM THE FIRE CHIEF

Welcome to the Arcadia Fire Department's 2024 Annual Report. As we reflect on this past year, I am honored to serve as the Fire Chief and to share the incredible hard work, dedication, and achievements of our department. This report provides an overview of our department's key initiatives, community impact, and ongoing efforts to ensure the safety and well-being of Arcadia residents. From responding to emergencies to engaging in proactive trainings and community outreach, we have upheld our commitment to excellence.

Looking ahead, we remain committed to our mission of protecting lives, property, and the environment. On behalf of our entire department, I want to thank our community, City Council, and City staff for their continued support. Your unwavering support enables us to deliver exceptional services and maintain the high quality of life that makes Arcadia such a special place to live. Lastly, I would like to extend my heartfelt gratitude to our firefighters, staff, and community partners for their dedication and collaboration. Together, we are building a safer, stronger community.

Thank you for your continued trust in our department.

Sincerely,



CHEN SUEN, ESQ.  
FIRE CHIEF



# About the Department

The Arcadia Fire Department is dedicated to safeguarding the welfare of the people, property, and environment in the community by providing the highest quality services in fire prevention, fire suppression, paramedics, and emergency response. The Department fulfills its duties through a proactive approach to fire protection and rescue services, ongoing personnel training, procurement of safe and quality equipment, and continuous public education on fire and life safety issues.



## ISO CLASS 1 RATING

Represents the highest rating, indicating exceptional fire protection in a community.

### OPERATING BUDGET

**\$20.5 MILLION  
FY 23/24**

**54**

**SWORN  
PERSONNEL**

**8**

**CIVILIAN  
PERSONNEL**

**13**

**PART-TIME  
STAFF**

**3**

**VOLUNTEERS**

*256 hours completed*

# Operational Overview

In 2024, the Arcadia Fire Department responded to **6,136** calls. AFD is a full-service fire agency that offers a variety of services, including fire, rescue, and emergency medical services.

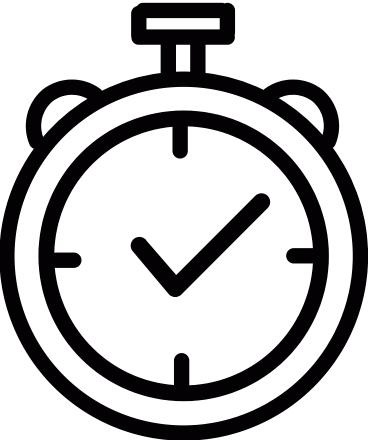


## Busiest Month of 2024



**510  
CALLS**

## Average Response Time

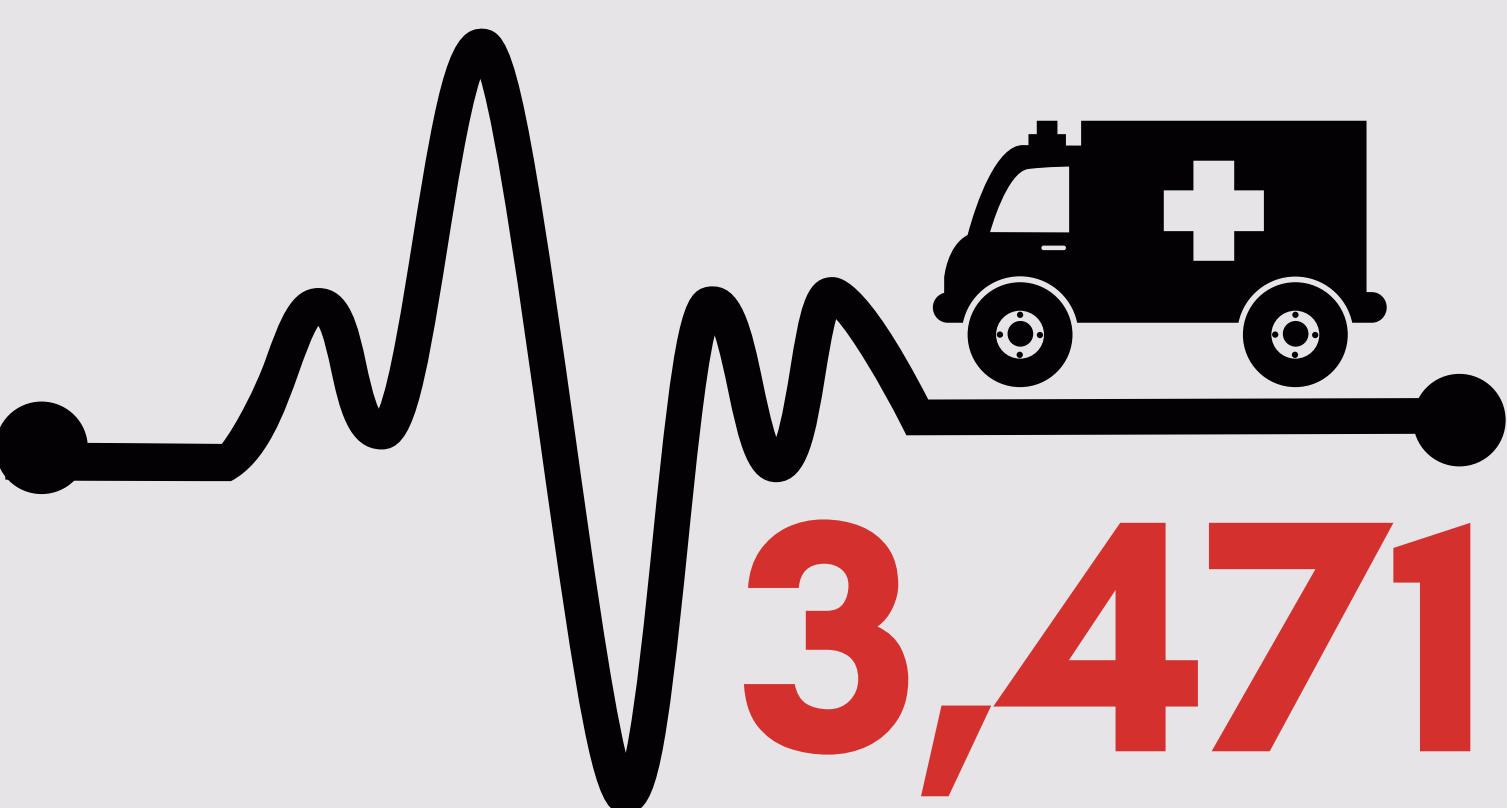


**FIRE: 5:28  
EMS: 4:55**

Response times start when the resource is dispatched and end when it arrives at the scene.



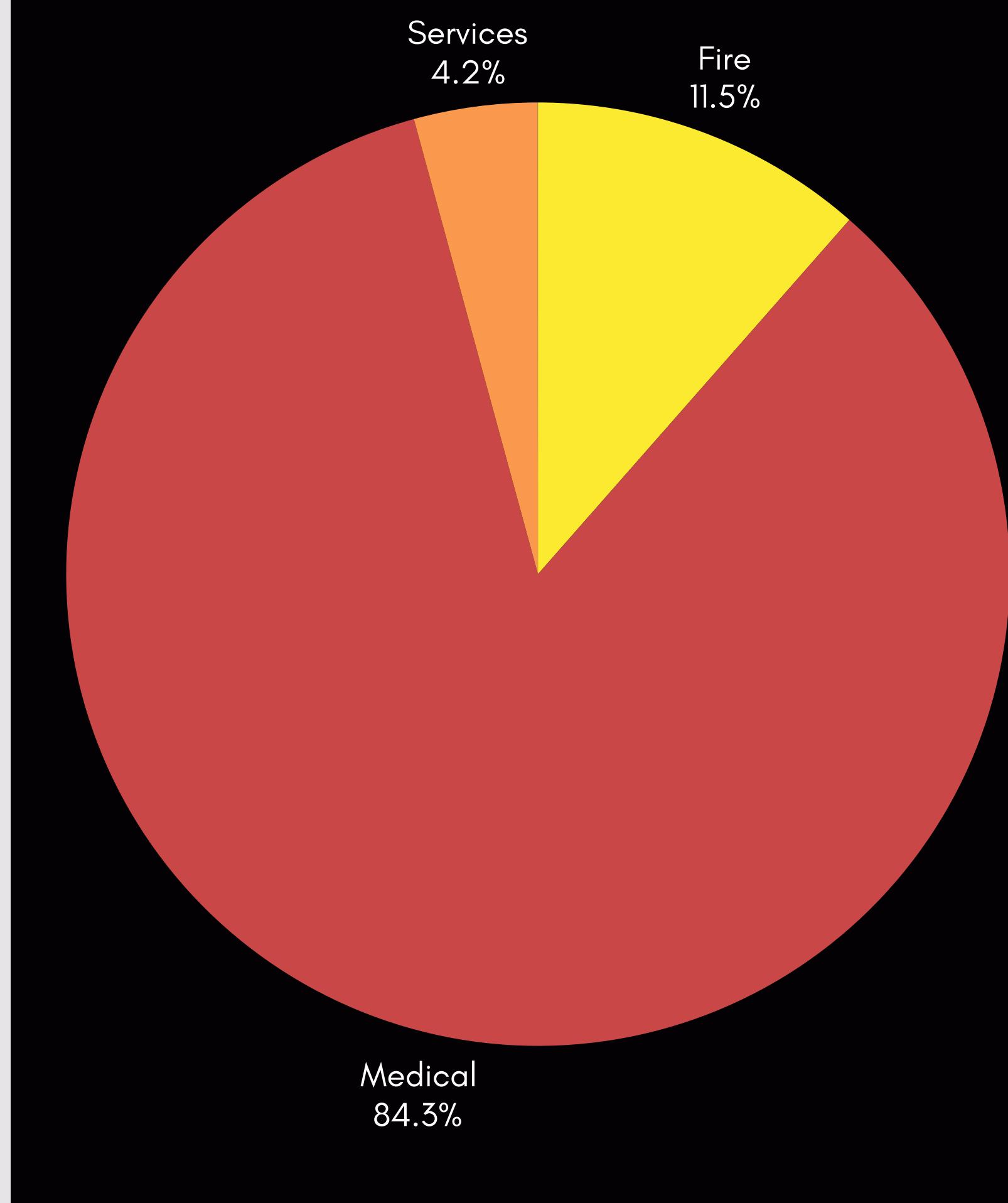
AFD responded to **5,150** medical related incidents and **701** fire related incidents. Services/public assistance calls typically involve issues that require attention such as elevator rescues, leaking hydrants, or assistance with malfunctioning appliances. Other incident types reported include hazardous conditions, false alarms, special incidents, overpressure ruptures, and natural disasters.



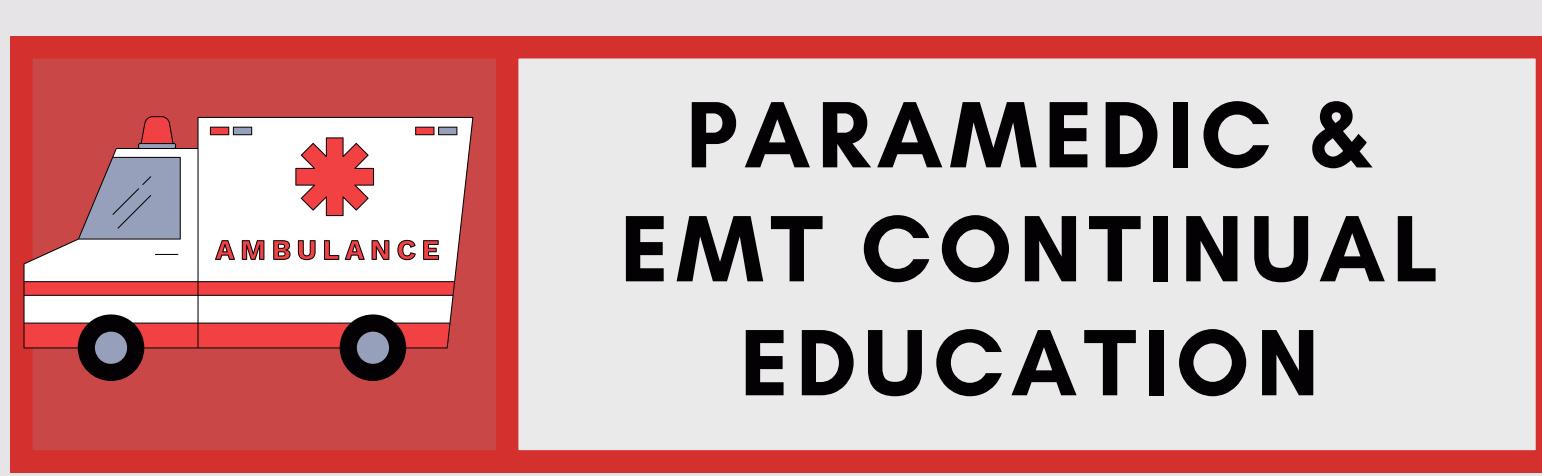
Patients transported to local hospitals



Fire Medical Services Other



Our firefighters dedicated **14,759** hours to training in 2024, ensuring top-level preparedness and safety for our community. Training covered key areas such as:



In 2024, AFD responded to **9** Strike Team deployments. A strike team is a group of fire engines and personnel deployed to assist in large-scale emergencies, such as wildfires, disasters, and mutual aid requests from other cities or county. AFD deployed a total of **13** resources to various incidents, ensuring swift and effective emergency response.



**5** TYPE 1 ENGINES



**3** OES TYPE 6 ENGINES



**5** SINGLE RESOURCES

## KEY DEPLOYMENTS



Thompson Fire



Park Fire



Shelly Fire



Nixon Fire



French Fire



Line Fire



Apache Fire



Airport Fire



Borel Fire



# Notable Incidents

## **Tuesday, February 13**

At 1:02 p.m., Engine 105 and Urban Search and Rescue (USAR) 106 responded to a reported swift water rescue in Monrovia. Upon arrival, fire personnel found a person who had fallen about 20 feet into the flood control area. Training 105 was assigned to safety officer, ensuring all safety checks of equipment for the patient and fire personnel prior to initiating the operation. USAR 106 personnel assisted with patient packaging and removal from the bottom of the flood control. The patient was transported via a private ambulance for further evaluation and treatment.

## **Wednesday, May 8**

At 6:46 p.m., USAR 106 and Battalion 105 assisted Sierra Madre Fire Department with a reported mountain rescue. Upon arrival, Arcadia units were notified of an elderly male hiker that had fallen off the Mount Wilson Trail approximately 1.5 miles up the trail. Arcadia units along with Sierra Madre Search and Rescue members ascended the trail and found the patient 100 feet below the trail in steep rocky terrain. Rope rescue systems were established to raise the patient back up to the trail, where he was evaluated as stable. The patient was loaded into a stokes basket for extrication off the mountain side and was transferred into an awaiting ambulance for further evaluation and treatment.

**Tuesday, October 8**

Engine 106, Engine 105, Engine 107, Truck 105, Truck 32, Rescue Ambulance 105, and Battalion 105 responded to the 1400 block of South Baldwin Avenue for a reported structure fire. Fire suppression personnel arrived to find a fire within the main electrical panel within the kitchen of a restaurant. Due to the electrical energy, carbon dioxide fire extinguishers were utilized to extinguish the fire. No structural damage and no injuries occurred during this incident. Southern California Edison (SCE) disconnected the power to remove the electrical hazard and the possibility of reignition.

**Friday, November 29**

Engine 106 and Truck 105 responded to a report of people trapped inside an elevator in the 400 block of South Baldwin Avenue. Upon arrival, seven people were trapped inside an elevator that was stuck between the first and second floors. Fire suppression personnel reset the system, lowered the elevator to the first floor, and used an elevator kit to safely extricate the passengers. There were no injuries associated with this incident and the elevator was placed out of service.

**Tuesday, December 31**

Engine 105 and Rescue Ambulance 105 responded to the 100 block of East Huntington Drive for a reported person down. Fire suppression personnel arrived at a restaurant and found a 75-year-old female not breathing and without a pulse following a choking incident. Paramedics quickly began CPR and performed airway management techniques to clear the airway. The care revived the patient, and the patient received medications, electrocardiogram (EKG), and was transported to USC Arcadia Hospital for further treatment.



1/24/24 - SECOND AVE.



2/18/24 - CALIFORNIA ST.



7/27/24 - SINGING WOOD DR.



8/26/24 - LOUISE AVE.



12/07/24 - FOREST AVE.

© Jamie Nicholson Photography

# Fire Prevention Bureau

Under the direction of the Fire Marshal, the Fire Prevention Bureau (FPB) is dedicated to increasing safety, preventing and reducing fire losses, and ensuring compliance with applicable codes and ordinances. FPB's goal of safeguarding the community from fire and environmental hazards are achieved through programs which require adherence to fire regulations, public education, and hazard mitigation.



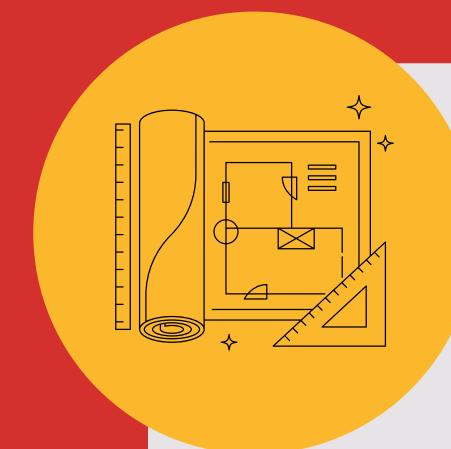
## ANNUAL INSPECTIONS

**2,912**



## NEW CONSTRUCTION INSPECTIONS

**461**



## IN HOUSE PLAN CHECKS

**296**



## BRUSH CLEARANCE INSPECTIONS

**204**



Fire Extinguisher Demonstration



Circus Tent Permit Inspection

# Paramedic Membership Program

Since 1994, the City of Arcadia has offered the Paramedic Membership Program, designed to protect residents and business owners from the high cost of emergency medical care. For a low annual fee, the Paramedic Membership Program provides unlimited emergency paramedic and ambulance services. The program covers any remaining balance not paid by insurance, potentially saving members thousands of dollars. Open to all Arcadia residents and business owners, the program ensures no out-of-pocket costs for paramedic and ambulance services within city limits.

## 2,300

## ACTIVE ENROLLMENTS

### Annual Membership Fee

Residents: \$51/year (regular), \$24/year (qualifying low-income residents), \$27/year (retirement facility)

Businesses: \$54/year (based on number of employees)

### CONTACT INFORMATION

**Maria Lourdes A. Taylor**  
Senior Management Analyst



(626) 574-5126

**Rita Chen**  
Administrative Assistant



(626) 574-5104

# Community Outreach & Education



AFD participated in **147** community events in 2024, including station tours, visits, educational programs, presentations, and City events.





# Accomplishments

- Outfitted Fire Truck 705 and Urban Search and Rescue 106 with battery-powered vehicle extrication Hurst "e-draulic" rescue tools for enhanced performance.
- Successfully promoted and expanded user registration for the Arcadia Community Connect program.
- Extended the Administrative/Training Captain role to full-time to address vacancies and support training and administrative tasks.
- Hired a full-time Fire Prevention Specialist to manage increasing residential and commercial fire inspections.
- Purchased an all-electric vehicle and charging station to support Fire Prevention Bureau expansion.
- Completed Centers for Medicare and Medicaid Services (CMS)'s Medicare Ground Ambulance Data Collection system to assess and inform future reimbursement rates.
- Replaced and upgraded to battery-powered LED emergency lighting for incident use.
- Led Los Angeles County with an outstanding 93% compliance rate in the PediDOSE trial, for pediatric seizure treatments, surpassing the county average of 49%
- Upgraded technology, replacing Mobile Data Computer (MDCs) and implementing Tablet Command for improved incident management.
- Continued firefighter training with advanced techniques for fireground safety.
- Researched and applied for grants for firefighter training and equipment.
- Utilized a Fire Services Impact Fee to fund capital improvement projects due to construction growth.
- Purchased two battery-powered ventilation fans for Fire stations to enhance smoke removal during operations.
- Acquired a new Utility Fire Truck for enhanced support of daily operations and wildland firefighting.
- Built and placed in service new engine and command vehicles.
- Upgraded Self-Contained Breathing Apparatus (SCBA) compressors and update respiratory protection policies to comply with California Division of Occupational Safety and Health (Cal/OSHA) and National Institute for Occupational Safety and Health (NIOSH).
- Launched Basic Life Support (BLS) ambulance program.

# Future Goals

- Implement an electronic plan review process in coordination with City departments.
- Maintain an effective Physical Wellness Program in partnership with a local college for high job performance.
- Update Fire station alerting systems with digital mapping and resource deployment as part of a multi-year project.
- Place two new Type 1 ambulances into service to enhance fleet reliability and support emergency response operations.
- Continue active participation in the state's Public Provider Ground Emergency Medical Transportation (PP GEMT IGT) Program, which requires ongoing administrative coordination and compliance efforts to secure higher cost recovery from MediCal transports.
- Update and adopt the 2025 California Fire Code.
- Enhance community outreach through programs like Fire Explorer, Sidewalk CPR, and partnerships with Arcadia Unified School District.
- Explore the creation of a Community Emergency Response Team (CERT) program.
- Educate, implement and adopt the new local fire severity maps.
- Continue the collaboration with San Gabriel Valley Council of Government (SGVCOG) on the implementation of California Wildfire Protection Plan (CWPP).
- Continue to explore funding opportunities for a regional fire training facility.

# History of Arcadia Fire Department

**1938**  
J.M. Nellis became Fire Chief, and 19 full-time firefighters were hired, ending the volunteer system.

**1958**  
New fire stations built.

**1973**  
First ambulance service launched with paramedics on duty. Gene Mahoney appointed Fire Chief; department reorganized.

**1977**  
Gerald R. Gardner appointed Fire Chief, served 19 years, achieved Class 1 service rating.

**2014**  
Tony Trabbie retired; Kurt Norwood and Michael Lang served as chiefs.

**2022**  
Chen Suen appointed as Fire Chief.

**1909**

Arcadia Fire Department formed under Fire Chief Charles S. Smith, who also served as Chief of Police. Department initially used a Seagrave pumper and volunteers.

**1952**

Fire prevention division established, focusing on inspections.

**1963**

First truck company formed, equipped with an elevated rescue platform.

**1975**

Captain Jerry Lee Broadwell died in the line of duty.

**1996**

Chief Gardner retired; several chiefs followed, including Wayne Crabb, James Reid, and Tony Trabbie.

**2021**

Michael Lang resigned; Barry Spriggs, Deputy Fire Chief, became Fire Chief and retired in 2022.



# Mission, Purpose, & Values

## Mission Statement

The Mission of the Arcadia Fire Department is to deliver the services necessary to minimize the loss of life and property threatened by the hazards of fire, medical and rescue emergencies, hazardous materials incidents, and disaster situations in our community.

We will accomplish our Mission through a proactive approach to fire protection and rescue services, ongoing training and community education programs, procurement of quality equipment, and a dedicated and professional staff.

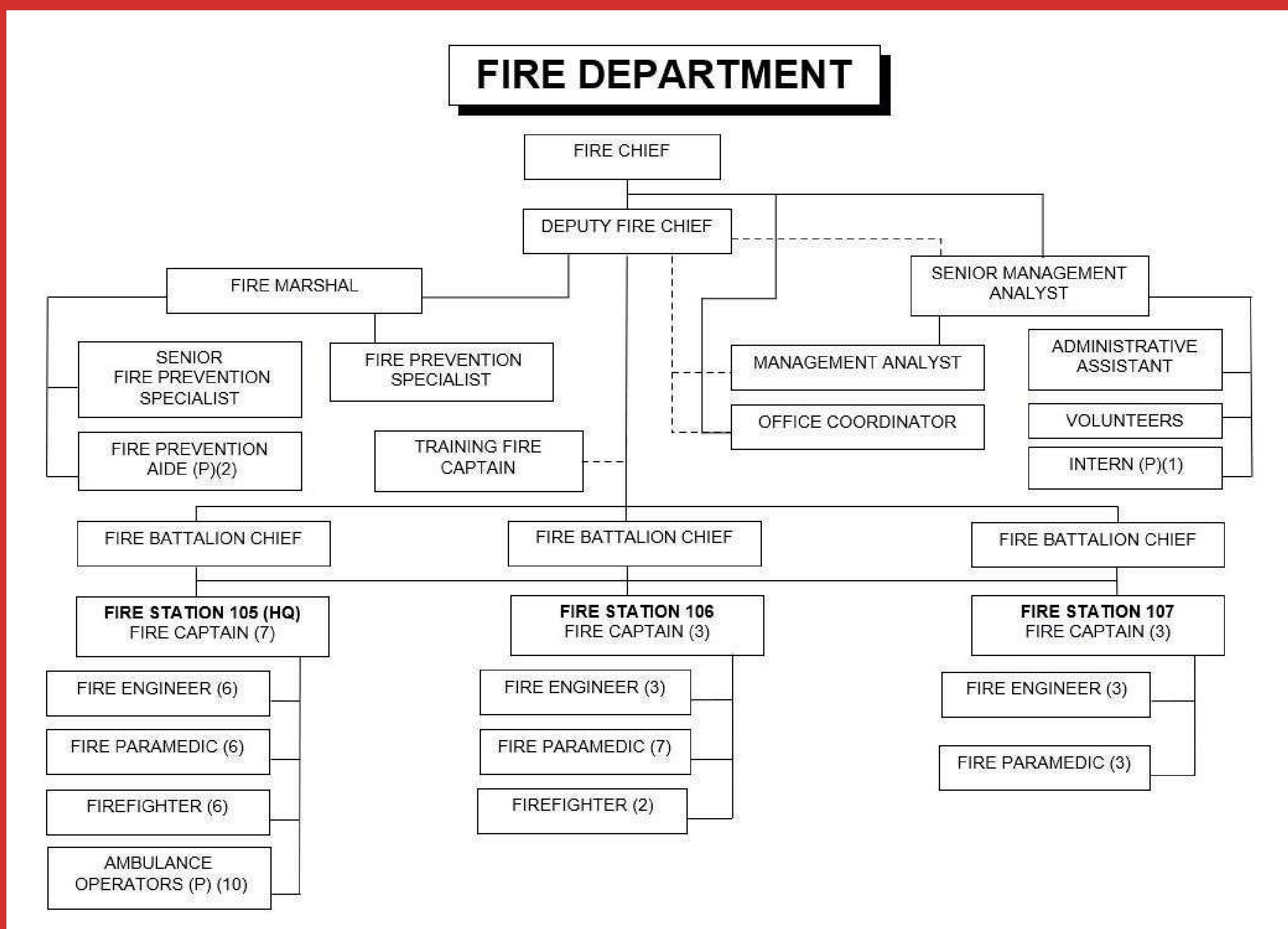
## Purpose Statement

“Duty to Serve, Dedicated to Excellence Since 1909.”

## Core Values

Trust • Integrity • Family • Empathy • Grit

# Organizational Chart



## Administration

- Provides overall leadership management, and administrative support of the department.
- Prepares, monitors, and manages budget and grant applications.
- Coordinates all support services for the Department including personnel management, labor relations, procurement, and payroll.
- Provides customer service to members of the public.

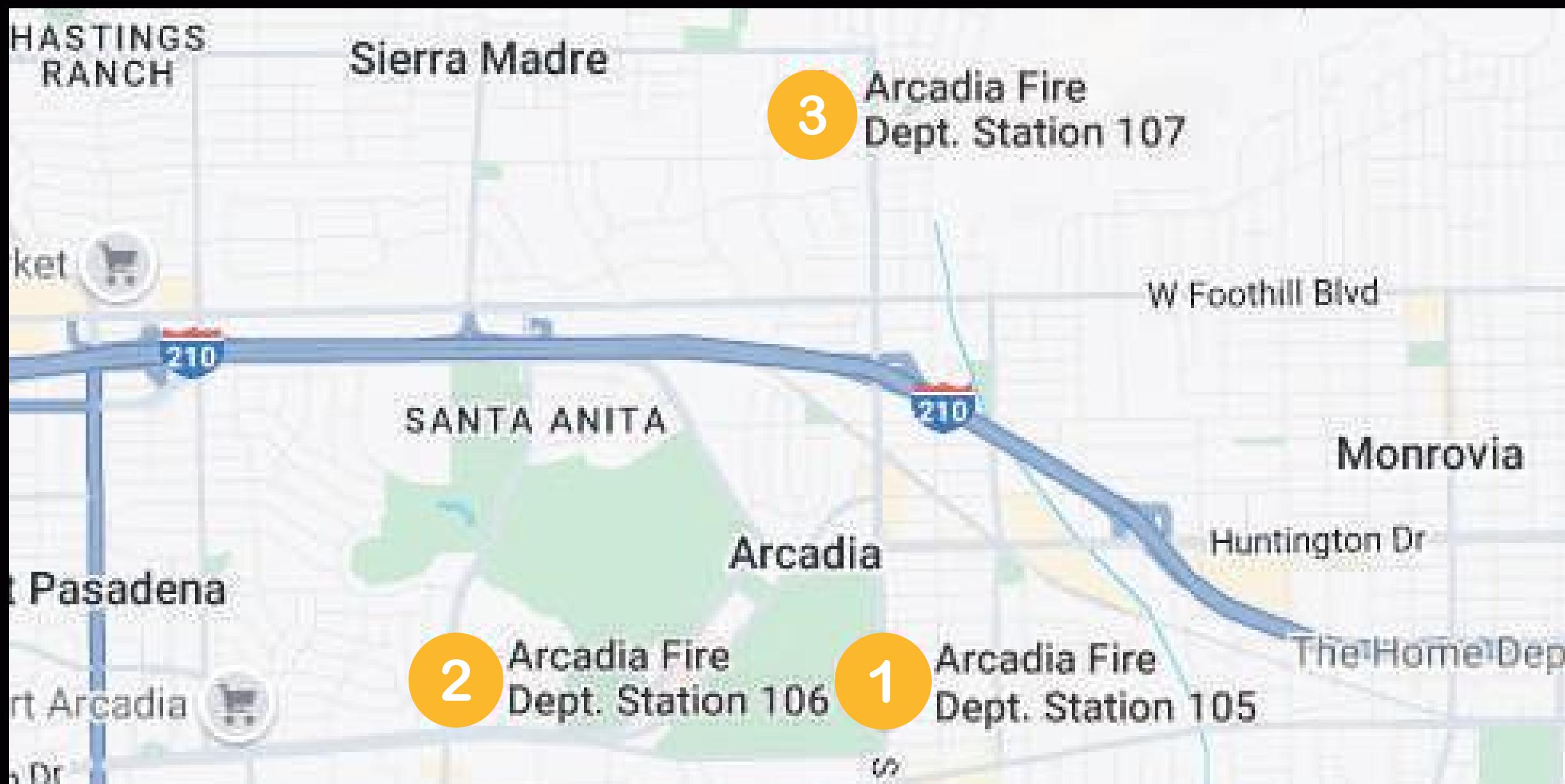
## Fire Prevention

- Conducts fire safety inspections at commercial and residential plans for compliance.
- Reviews all specialty systems for fire and life safety code compliance.
- Provides public education and safety awareness programs.

## Suppression

- Protects life and property by responding to all fire and non-fire emergencies and rescues within the City of Arcadia
- Responds to and provides first response basic and advanced life support care to those who are sick and/or injured.

# Fire Stations



## 1 Station 105 (Headquarters) 710 S Santa Anita Avenue



## 2 Station 106 630 S Baldwin Ave

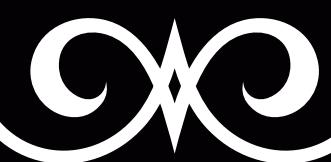


## 3 Station 107 79 W Orange Grove Ave





We are grateful for the trust you place in us to protect you and your loved ones. Thank you for being such an integral part of what makes our community exceptional.





# Arcadia Fire Department

710 S. Santa Anita Ave, Arcadia, CA 91006



@arcadiafire



@arcadiafiredept



@arcadiafiredept



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[www.arcadiaca.gov/fire](http://www.arcadiaca.gov/fire)