KAREN BASS
MAYOR

EXECUTIVE DIRECTIVE NO. 22

Issue Date: September 29, 2026

Subject: Addressing the Los Angeles Fire Department's Response to Low-Acuity and Non-Emergency Calls for Service

The LAFD delivers an all-hazard emergency response in the City of Los Angeles to protect the lives and property of over 3.8 million residents across 464 square miles. From August 2025 to August 2026, the LAFD responded to 590,233 calls for service, an average of 1,617 calls per day. Given the high call volume, LAFD resources should be prioritized for emergency response.

The Los Angeles Fire Department's (LAFD) response to low-acuity and non-emergency calls for service utilizes significant personnel and resources. The responding companies or ambulance may be unavailable for another emergency while responding, evaluating, transporting and returning to service. A structured low-acuity system can reduce avoidable resource utilization without eliminating emergency access for patients whose symptoms warrant it.

The LAFD successfully responds to 9-1-1 calls for service for non-emergency events and transportation such as transporting inmates from Men's Central Jail and Twin Towers to LA General Medical Center. Similarly, assisted-living facilities call 9-1-1 for low-acuity and non-emergency reasons: transporting residents to the hospital when no emergency exists. These institutions have medical staff on hand, but utilize LAFD resources. The LAFD is also routinely called by the public for non-emergency reasons, such as using LAFD resources as a ride-share for transport to medical appointments.

Responding to these calls places an unnecessary burden on the LAFD's emergency resources. While the LAFD will always remain committed to helping those in need of assistance and providing emergency service to these facilities and to the public at-large, city resources should be prioritized for emergency calls and tax-payer dollars should not be used to subsidize services.

To curb misuse of the 9-1-1 system for non-emergency reasons, I hereby request the Board of Fire Commissioners (BOFC) to direct the LAFD to take the following actions, within 30 days of the issuance of this order:

1. Evaluate the LAFD's dispatch protocol, including current policy for responding to non-emergency calls for services by call type, and collections generated from the fee structure;

2. Evaluate calls identified with Nurse Practitioner designations to review whether facilities with trained staff and access to medical providers can use clearer clinical criteria for emergency 9-1-1 activation versus non-emergency medical transportation;

3. Evaluate current dispatch criteria to determine if a “no send” category can be created.

4. Evaluate the need for an increase or new fees for certain non-emergency calls.

5. Make recommendations for additional resources, such as the Advanced Provider Response Unit program and Fast Response Vehicles, as these resources can triage calls and keep engines and trucks available to respond to emergencies.

I further request the Board of Fire Commissioners to direct the LAFD to develop a communications plan to inform the public of when to use the 9-1-1 system and provide notice of the changes to the LAFD’s fee schedule. The LAFD shall report back to the BOFC with the plan within 30 days of receiving the directive.

Executed this 29th day of September, 2026

Karen Bass

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Mayor