

Glendale Fire Department
2014 Performance Report





To the Mayor, City Council, City Manager and Citizens of Glendale:

This Annual Report marks my final edition as Fire Chief of the Glendale Fire Department. I leave the department in the capable hands of a highly skilled executive team that is well prepared to advance our tradition of quality service into the changes and opportunities that lie ahead.

During the past year, we welcomed citizen participation into the strategic planning process, which provided valuable insight into the community's service priorities. Their feedback, which was tabulated and presented to City Council, helped us to better define the department's mission and goals. I hope this important dialogue will continue in the future.

Medical emergencies continue to make up a solid 86% of the department's response load, which is increasing by over two percent every year. Community participants in the strategic planning process challenged us to explore new ways to deliver a more precise level of care, in the most cost-effective manner possible, and provide adequate personnel and resources to maintain optimal response times and service levels. Our analysis has shown the community is in need of additional equipment and personnel to keep up with the steadily rising service demand. We are actively pursuing options to fulfill these citizen expectations, and to overcome the budget constraints encountered in the current fiscal environment.

Patient charting is evolving into the digital age, and our paramedics will soon be able to exchange vital patient information electronically between the emergency scene and the hospital doctors. And the concept of providing our own ambulance service is being explored as a means to ensure expedient service while producing additional revenue.

The city's building and fire codes, first adopted in 1985, have been highly effective in helping to control fire loss and prevent injury. However, accidents will always happen; a forgotten pot on the stove, an unattended candle, a curious child. As long as these occur, there will be a need for people willing to rush into burning buildings while everyone else is rushing out. Recent Underwriters Laboratories studies conclude that today's fires burn hotter, faster and produce more toxic smoke, making them more dangerous to fight and difficult to escape. It will take fire service leaders with the foresight and experience to proactively confront these environmental changes and better protect the community and firefighters, as I believe Glendale's leaders can.

In closing, I offer my sincere thanks to all the men and women of the Glendale Fire Department, past and present with whom it has been my privilege to serve. To the Mayor, City Council, City Manager and Citizens of Glendale, I thank you for your steadfast support and your trust.

A handwritten signature in black ink, appearing to read "Mark Burdick".

Mark Burdick
Fire Chief

Fire Department Goals

1. Prevent and reduce the loss of life and property within our community through fair and consistent fire code management
2. Reduce the loss of life and property within our community through proactive public education programs
3. Provide fast, effective emergency response to our community through proper support and deployment of staffing, apparatus and equipment
4. Prepare for catastrophic events and minimize risk to our community
5. Reduce impact of pain and suffering within our community through crisis intervention and response
6. Improve our internal and external customer service through continuous assessment, progressive management, and quality personnel practices

Vital Statistics

Number of Incidents	36,852
Number of Emergency Responses	39,808
Population Served	234,632
Square Miles Served	59.9
Sworn Personnel	247
Civilian Staff	34
Investigated Structure Fires	72
Structure Fire Loss	\$1,823,400
Structure Values Saved	\$16,443,200
Structure Fire Injuries	8
Structure Fire Fatalities	3
Arson Fires	9
Arson Arrests	4



Total Response Times

Measured from initial dispatch pickup to the first unit arriving on scene

<i>Incident Type</i>	<i>Dispatching</i>	<i>Turnout</i>	<i>Travel</i>	<i>1st on-scene</i>
Fire	1:38	1:12	5:07	8:18
Medical	1:53	1:31	5:36	7:44

Emergency Services

The 215 Emergency Operations personnel work a 24-hour, 3-shift rotation, A-B-C Shift. There is an average of 71 firefighters assigned to each shift. The 23 administrative sworn personnel include the fire chief and executive officers who conduct the business of operating a large metropolitan fire department. Logistical Services manages facilities, equipment, and fleet maintenance, supplies distribution and purchasing, radio and dispatch communications, etc. The Training Center and Health Center functions operate out of Glendale's Regional Public Safety Training Center. HALO is the department's paramedic air ambulance service provided via contract with AirEvac, who provides the helicopter and pilot.

Services Offered

Fire Suppression

Search and Rescue
 Suppression
 Rehab

Special Operations Hazmat

Hazardous Materials Response
 Hazardous Materials Mitigation
 Terrorism Liaison Officer

Special Operations

Technical Rescue

Trench Rescue
 Swift Water Rescue
 High Angle Rescue
 Confined Space Rescue

Crisis Response

Wildland Firefighting

Emergency Medical Service

Advanced Life Support
 Basic Life Support
 Contract Emergency Transportation



<i>Staffing</i> (Grouped by Division)	<i>Sworn</i>	<i>Civilian</i>
Emergency Operations (incl. SAFER Grant)	215	0
Administration	23	11
Fire Prevention, Investigation	0	10
Community Services	0	4
Logistical Services	2	6
Training Center	3	2
Health Center, Infectious Control	1	0
HALO	3	1
Total FTE:	247	34

Stations, Crews and Equipment

All Glendale fire stations are in operation every day, around the clock. Each Engine and Ladder crew is staffed by four firefighters, in compliance with National Fire Protection Agency standards. All four crewmembers are state certified EMTs, and two of them are also certified at the Paramedic level. The Hazardous Materials and Technical Rescue crews are trained and state certified at the Technical level. This means the community receives highly trained, qualified personnel arriving on scene, ready to deliver immediate service, regardless of the emergency.

Station 151:
6851 N. 52nd Ave.
 Units: 2 Engines,
 1 Battalion Chief

Station 152:
6850 W. Bethany Home Rd.
 Units: 1 Engine, 1 Ladder,
 1 Ladder Tender

Station 153:
14061 N. 59th Ave.
 Units: 1 Engine,
 1 Light/Air Utility

Station 154:
4439 W. Peoria Ave.
 Units: 1 Engine

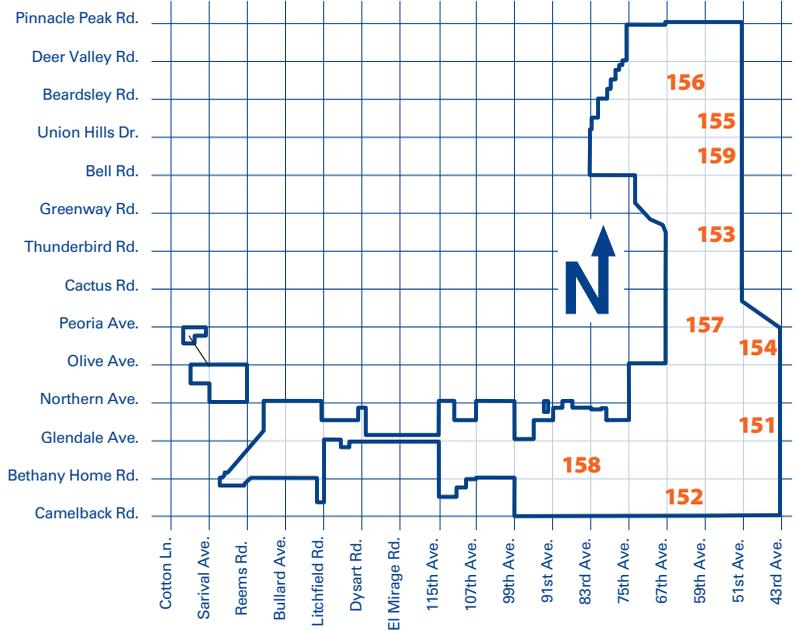
Station 155:
6255 W. Union Hills Dr.
 Units: 1 Ladder Tender,
 1 Quint

Station 156:
6801 W. Deer Valley Rd.
 Units: 1 Engine

Station 157:
9658 N. 59th Ave.
 Units: 1 Engine, 1 Ladder,
 1 Ladder Tender,
 1 Hazmat Unit

Station 158:
6261 N. 83rd Ave.
 Units: 1 Engine, 1 Command,
 1 Crisis Response Van,
 1 Brush

Station 159:
17159 N. 63rd Ave.
 Units: 1 Engine, 1 Squad,
 1 Battalion Chief, 1 Utility

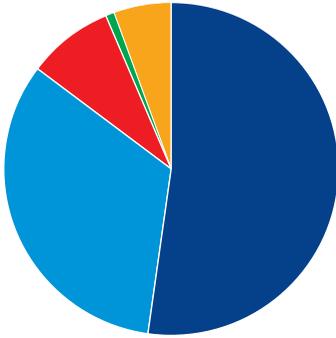


Unit Response Chart

Response: various fire department resources (listed below) dispatched to incidents

Units	Medical	Fire	Special Ops	Misc.	Total
BC151	220	410	20	32	682
BC152	116	172	250	31	569
BR156	1	13	0	0	14
CR155	162	29	2	12	205
CR158	875	167	4	74	1,120
E150	2,615	329	19	144	3,107
E151	2,524	390	18	131	3,063
E152	2,631	387	20	111	3,149
E153	2,678	316	16	105	3,115
E154	3,186	314	24	156	3,680
E156	1,182	227	31	90	1,530
E157	2,211	288	46	102	2,647
E158	1,633	271	19	72	1,995
E159	1,937	264	29	97	2,327
H-151	178	4	6	11	199
HM157	9	24	121	35	189
L152	295	131	10	19	455
L155	596	147	14	40	797
L157	169	107	7	7	290
LT152	2,438	28	7	96	2,569
LT155	1,570	65	14	91	1,740
LT157	2,543	21	6	84	2,654
M152	1	0	0	6	7
M155	926	13	2	9	950
M157	1,285	14	0	73	1,372
M158	156	0	0	116	272
SQ159	41	73	123	16	253
U159	8	176	10	16	210
WDC	133	342	106	67	648
Totals	32,319	4,722	924	1,843	39,808

Peak Demand: 7 a.m. – 9:59 p.m. | Busiest Hour: 5 – 5:59 p.m. | Busiest Day: Saturday



Glendale Incidents

● Adv. Life Support	15,226
● Basic Life Support	9,209
● Fire	2,176
● Special Ops.	240
● Misc. Service	1,458
Total	28,309

Incident: an emergency event such as a heart attack, car accident or fire that requires fire department services

<i>Incident Type</i>	<i>Glendale Incidents</i>	<i>All Incidents</i> (Including Automatic Aid)
Advanced Life Support	15,226	19,662
Basic Life Support	9,209	11,344
Fires	2,176	3,380
Misc. Services	1,458	1,792
Special Operations	240	674
Total	28,309	36,852





Fire Suppression

Fires (by type)

Residential	76
Other Structures	12
Vehicles	144
Outside Fires	49
Brush/Grass	81
Dumpster/Trash	226
Other Fires	568
Fire Totals	1,156
False Alarms	1,020



Fire Prevention & Investigation

Statistics

Investigated Structure Fires:	72
Structure Fire Loss:	\$1,823,400
Structure Fire Save:	\$16,443,200
Fire Injuries:	5 civilians, 3 firefighters
Fire Fatalities	3 civilians
Arson Fires:	9
Arson Arrests:	4
Plan Review	1,143
Permits Requested	893
Permits Issued	774



Special Event Paramedic Coverage

<i>Venue</i>	<i>Events</i>	<i>Patients</i>
University of Phoenix Stadium	110	537
Gila River Arena	76	178
Camelback Ranch - Glendale	24	67
Glendale Events	5	17
Totals	215	799

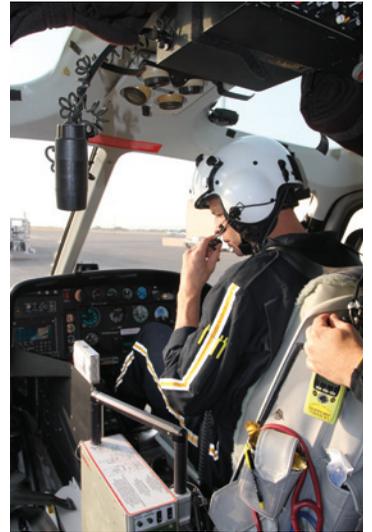
Special Operations

Confined Space Rescue	11
Vehicle into Water	3
Mountain Rescue	135
Water Rescue	59
Other Rescue	23
Terrorism Liaison	66
Broken Gas Main	7
Gas Leak	336
Hazmat Assignment	54
Hazardous Situation	107
Check Hazard	75
Fuel Spill	34
Vehicle Accident w/Haz.	14
Total	924



Helicopter Air Logistical Operations (HALO)

Location	Deployments	Average Arrival
Surprise	77	0:09:53
Peoria	56	0:13:38
Glendale	13	0:10:19
Avondale	13	0:10:19
El Mirage	8	0:13:22
Sun City West	8	0:13:53
Goodyear	5	0:10:46
Other	19	



Emergency Medical Services

Top 10 Medical Emergencies

Difficulty Breathing	2,588	Serious Illness	1,724
Car Accident	2,033	Altered Consciousness	1,687
Fall	1,960	Injury	922
Illness	1,918	Unconscious	669
Chest Pain	1,752	Serious Fall	646



Public Education

Activity	Events/Classes	Youth	Adult	Fire Prevention Events	
CCC/CPR & AED Class	63	981	772	Safety Events	15
Fire & Life Safety Class/Events	31	66	367	General Attendance	2,718
Youth Firesetter Instructor	13		298	Smoke Alarm Walks	2
Youth Firesetter Intervention	4	4	4	Smoke Alarms Distributed	179
Safety Trailer Classes	106	767	286	Alarm Batteries Installed	102
Total	217	1,818	1,727		

Crisis Response Programs

Crisis Response Statistics

Program Volunteers	75	
Hours Volunteered	17,098.75	
Value of Volunteered Time	\$385,063.85	
CR Station Departures	1,325	
CR Arrivals On-Scene	715	
Avg. On-Scene Time/Incident	CR155 – 1:18:51	CR158 – 1:19:24

Health Center

Firefighter Physicals	673
Police Physicals	99
Infectious Exposures	15
Wound/Cut	3
Sprain/Strain	11
Other	8

RESOURCE

Fleet Miles Driven: 515,442

Internal Service Requests: 2,830

**New Pumper at Station 151:
\$485,000 delivered
1,500 GPM water tank,
40% more compartment space on
an 18" shorter wheelbase; 11 MPG**





Training/GRPSTC

Training Attendees: 62,550

Hours of Instruction: 21,591.3

Firefighter Academies: 2

Honor Guard

The Glendale Fire Department Honor Guard remained active in 2014 as our requests for service continued to grow. The Honor Guard performs at many events throughout the year, but our ultimate function is to provide Line of Duty Death (LODD) and memorial services in the event of a fallen brother or sister firefighter. In addition, it's our responsibility to protect, post, present and fold the US flag in the most dignified and respectful manner according to the US Flag Code.

We work closely with outside agencies, including local fire and law enforcement, as we share the many roles and duties of honoring our fallen. This was recently the case with Phoenix Firefighter Bradley Harper and the 19 Granite Mountain Hotshots, two significant events that required a tremendous amount of resources from all over the Valley. Glendale Fire Honor Guard has always played a significant role in assuring their success.

Every year our Honor Guard supports the International Association of Fire Fighters (IAFF) Local 5 with their Fallen Firefighter's Memorial in Colorado Springs, CO. In 2014, we honored and added 19 Granite Mountain Hot Shots to the wall. 19 Arizona flags, representing each member, were carried by Honor Guard representatives from all over the country and 19 IAFF flags were presented to families. Two Glendale Honor Guard members, Engineer Ron Hart and Firefighter Cory Johnson were selected and assigned to the IAFF Honor Guard as sector commanders. They each worked with other departments coordinating the "Presenters" and the "Axes and Pike Pole Bearers" respectively. Once again, Glendale membership represented the department in the highest traditions of the fire service.



New Hires



Vincent Biancamano



Taylor Cantu



James Gibson, Jr.



Jacob Giuntoli



Connor Healy



Makayla Higgins



Nathaniel Holmeyer



Andrew Huerta



Kyle Knight



Quinn Koehler



Matthew O'Brien



Donald Rowley



Kevin Schneider



Mitchell Schuitema



Sean Sine



Brian Stewart



Ian Winterstein



Kyle Zieder

Promotions



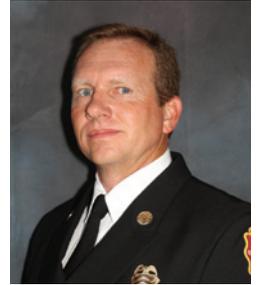
Elio Pompa
Assistant Fire Chief



David Jensen
Deputy Fire Chief



Eric Keppler
Battalion Chief



Chris Gustafson
Battalion Chief



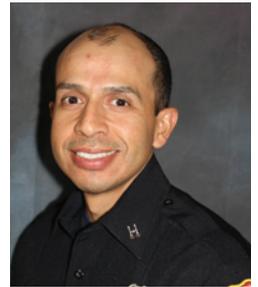
Linda Rider
Battalion Chief



Scott Ernster
Captain



Jason Pool
Captain



Paul Medina
Captain



Anthony Butch
Captain



Mark Herrmann
Captain



Jeremy Krossman
Captain



Mike O'Neill
Captain

Retirements



Jim Higgins
Assistant Fire Chief
34 Years

2014 Awards



Dave Colson
Firefighter of the Year



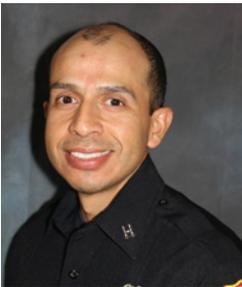
Patrick Hourihan
Individual Sworn
Professional Service Award



Matt Fowler
Life Saver Award



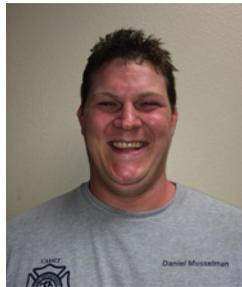
Jeremy Krossman
Community Service
Award



Paul Medina
Fire Chief's Award for
Excellence - Sworn



Tony Gavalyas
Civilian Professional
Service Award



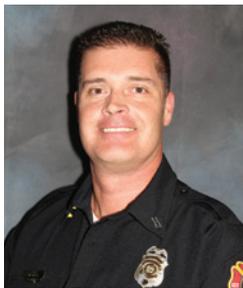
Dan Musselman
Volunteer of the Year



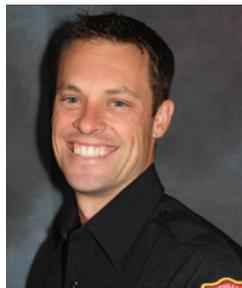
Elio Pompa
Don Heatwole
Career Achievement
Award



Adam Ellis
Community Service
Award & Company
Sworn Professional
Service Award



Dan LaFond
Company Sworn
Professional Service Award



Jason Zeller
Company Sworn
Professional Service Award



Byron Ely Jr.
Company Sworn
Professional Service Award



Chuck Jenkins
Fire Chief's Award for
Excellence - Civilian



Meritorious Service Award

For Outstanding Dedication and Service Beyond the Call of Duty...

Yarnell Hill Fire Crew:
Steve Dudzinski, Jeremy Jacks,
Jarrett White, Walter Reed,
Dylan Nolan

Call of the Year

On the morning of August 10th, Engine Company 152 was dispatched to an incident involving an injured 1-year-old who was reported to have a persistent nose bleed after being struck by a falling television. However, upon arrival, they found a severely injured child, unconscious and unresponsive with catastrophic head and facial injuries from the 40-inch tube television that had fallen on his head. HALO-151 was requested for immediate dispatch to fly the child to Phoenix Children's Hospital. Meanwhile the on scene medics performed spinal immobilization, gained interosseous oxygen access and established an airway, while the crew of ambulance SW158 quickly transported them to the helicopter landing zone a short distance away. When HALO 151 arrived, the flight medics continued administering advanced life support and the child was flown to Phoenix Children's Hospital where he arrived five minutes later. The total incident duration, from initial dispatch to HALO landing at the hospital, was 36 minutes. The work performed by all personnel involved in this call was exceptional and gave this child a chance to survive. Despite his many severe injuries, he was discharged to a rehab facility two months later.



E-152: Andy Padron, Hugh McGeough, Tony Love, Steve Thompson | M-155: Rob Johnsson, Daniel Valenzuela
LT-152: Ray Marquez, Ruben Flores, Mark Manor, Paul Thomson | CR-151: Mark Hubler, Chris Cetwinski
HALO-151: Mike Patten, Brian Millick, HALO Pilot Reid Birrell | West Deputy: Gary Benson, Steve Heenan
CR158: Dan Younkin, Deen Core | SW158: Brandon Boeckholt, Bart Flaherty



Glendale Fire Department

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www.glendaleaz.com/fire



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