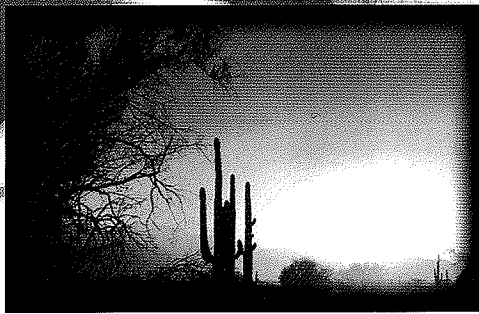


GLENDALE, AZ FIRE DEPARTMENT 2001 ANNUAL REPORT



OUR MISSION STATEMENT

"THE GLENDALE FIRE DEPARTMENT IS DEDICATED
TO THE SAFETY OF OUR COMMUNITY
BY PROVIDING QUALITY FIRE AND LIFE SAFETY SERVICES."



ORGANIZATIONAL VALUES

PEOPLE

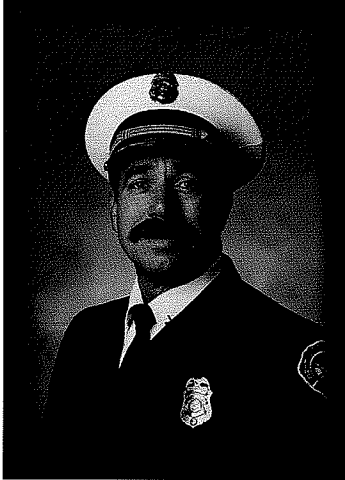
CUSTOMER SERVICE
WORK ENVIRONMENT
TEAM PLAYER
PROFESSIONAL IMAGE

ACTION

SAFETY
PERFORMANCE
WORK ETHIC
EFFICIENCY

RESPONSIBILITY

INTEGRITY
LOYALTY
COMMITMENT TO QUALITY
TRUST
ACCOUNTABILITY



*Acting Fire Chief
Mark Burdick*

MESSAGE FROM THE CHIEF:

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

I would like to present to you the Glendale Fire Department's first Annual Report. This is a summary of your department's activities and accomplishments in 2001. This was another busy year with firefighters responding to more than 25,000 emergency calls. Along with providing fast, effective emergency service, the members of the department have made significant achievements of which I am very proud.

First, it is important I thank every member of our department for their constant dedication and excellent customer service. As evidenced in the tragedy on September 11th, these brave firefighters put their lives on the line every day they arrive at work. They never know what could await them. We still grieve the loss of our fellow firefighters, police officers and emergency service personnel in New York and pray for their families.

Glendale Firefighters, Battalion Chief Mike Harrington, Captain Mark Mann, Captain Alex Morales and Firefighter Joe Tufano directly assisted in some manner with the September 11th recovery efforts. Also, Local 493 conducted a car wash to raise money for the victims' families.

Next, you will be proud to know, your department has become one of 59 cities in the world to be recommended for accreditation by the Commission on Fire Accreditation International. (C.F.A.I.). This three-year effort is the culmination of teamwork by fire department staff, city management and City Council. The department is proud it measured up to C.F.A.I.'s more than 240-performance indicators to be recognized as one of the best fire agencies in the world. Congratulations on a job well done!

We have also placed an emphasis on disaster preparedness. For example, in 2000, the Federal Emergency Management Agency (FEMA) selected Glendale as a "Project Impact" city. We are currently establishing some of the initiatives identified in Project Impact like "Reverse 911" and "Rapid Responder."

Plus, the Glendale Fire Department along with the Mayor's Office has implemented CITY S.A.F.E. (Survival and Family Education). This program brings citizens and community representatives to local fire stations where they're provided with educational materials on preparing for natural or man-made disasters.

We will continue to reach out to our youngest citizens with "Fire Pals" in more than 20 local schools and our S.A.F.E.T.Y. Clowns (Patches, Steamer or Flaco) delivering important fire and life safety messages.

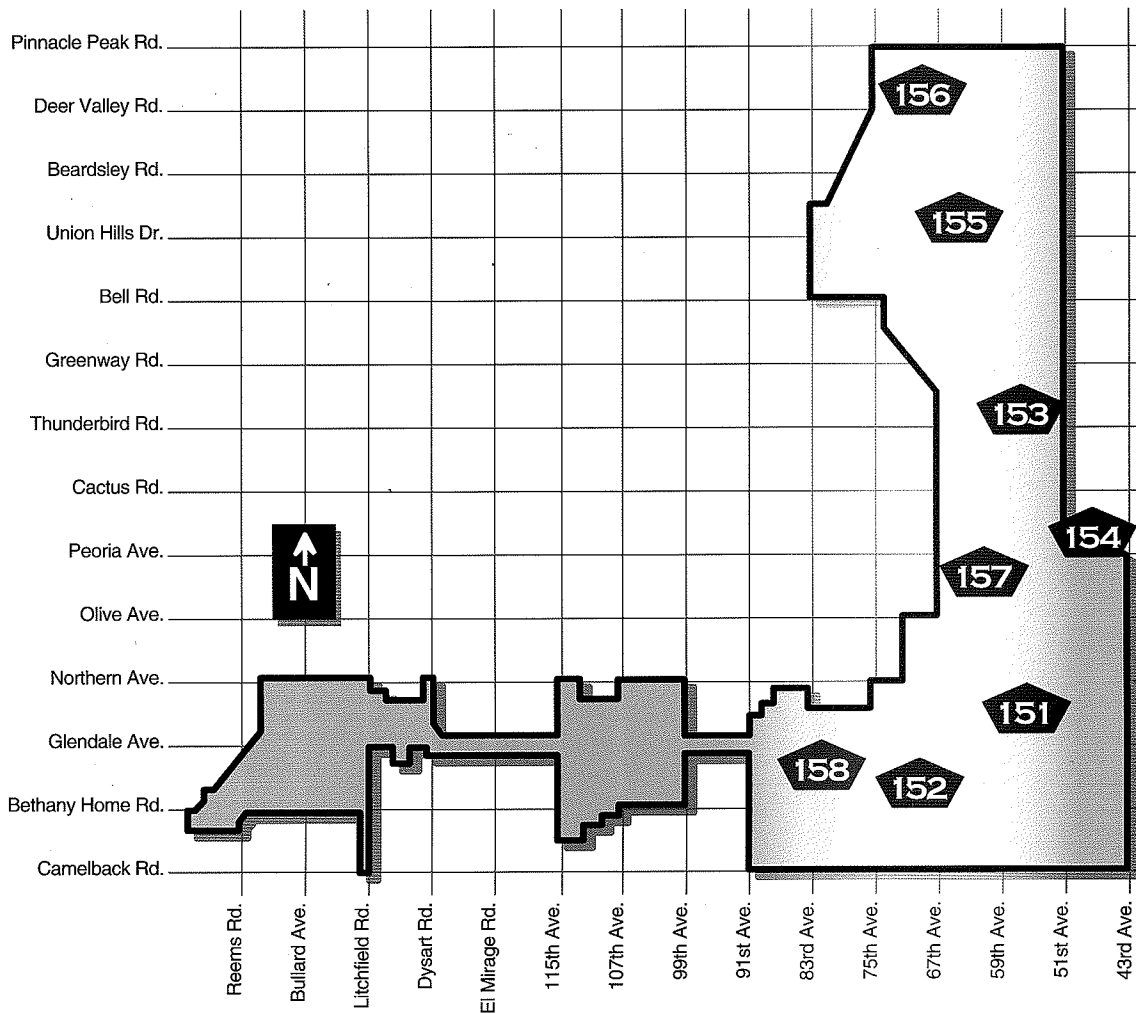
But most of all, we will continue to work hard everyday providing quality fire and life-safety services to our valued customers, the citizens of Glendale.

Always at your service,

A handwritten signature in black ink, appearing to read "Mark Burdick". The signature is fluid and cursive, with a large loop at the end.

Mark Burdick
Acting Fire Chief

GLENDALE FIRE STATIONS



GLENDALE FIRE STATIONS

- No. 151**
7505 N. 55th Ave.
- No. 152**
6850 W. Bethany Home Rd.
- No. 153**
14061 N. 59th Ave.
- No. 154**
4439 W. Peoria Ave.
- No. 155**
Foothills Station
6255 W. Union Hills Dr.
- No. 156**
6801 W. Deer Valley Rd.
- No. 157**
9658 N. 59th Ave.
- No. 158**
Future Station



THANK YOU TO OUR PROJECT IMPACT PARTNER AGENCIES

- Arizona Civil Air Patrol
- Arizona Division of Emergency Management
- Arizona Public Service
- Banner Health
- City of Glendale
- Cox Business Services
- Deer Valley Unified School District
- Discover Financial Services
- e-Funds Corporation
- Glendale Chamber of Commerce
- Glendale Elementary School District
- Glendale Human Services Council
- Glendale Police Department
- Home Depot
- Honeywell Aerospace Electronic Systems
- Luke Air Force Base
- Maricopa County Dept. of Emergency Management
- Midwestern University
- NASA/Prescott College
- Peoria Unified School District
- Salvation Army
- Salt River Project
- Southwest Ambulance
- Student Volunteer League
- Thunderbird Samaritan Medical Center
- United States Small Business Administration

DEPARTMENT ACCOMPLISHMENTS

✿ The Glendale Fire Department measured its services against the Commission on Fire Accreditation International's (C.F.A.I.) more than 240 performance indicators. The self-assessment process provided a detailed evaluation of all services provided. The community can take great pride in knowing that the Glendale Fire Department met or exceeded C.F.A.I.'s rigorous benchmarks and as a result will be recommended for accreditation to the Commission in March 2002. The success in attaining accreditation is a result of a strong team effort by City Council, city management and the fire department.

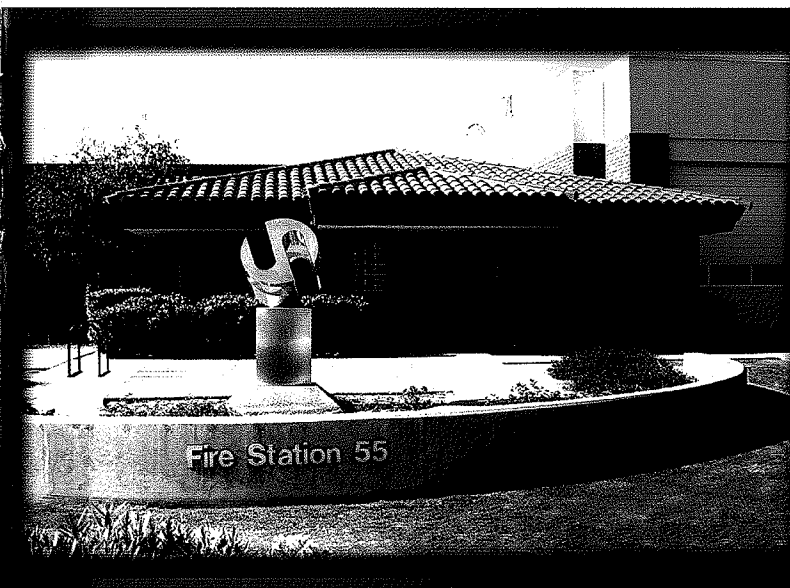


✿ Glendale Fire Department was awarded a \$310,000 Nunn-Lugar-Domenici Grant to train and equip firefighters and law enforcement to respond to incidents involving weapons of mass destruction.



✿ Glendale Fire Department received a \$280,000 grant through Arizona's Preparedness Program and the U.S. Department of Justice to purchase personal protective equipment, decontamination equipment, detection devices and communication equipment. This grant was issued as a result of a comprehensive threat assessment conducted by the department in cooperation with the Federal Bureau of Investigations and Department of Justice.

✿ Glendale Fire Department was selected out of 31,295 applications and awarded a \$75,000 federal grant through the Fire Act to conduct a regional training program. The training program addressed OSHA-mandated requirements.



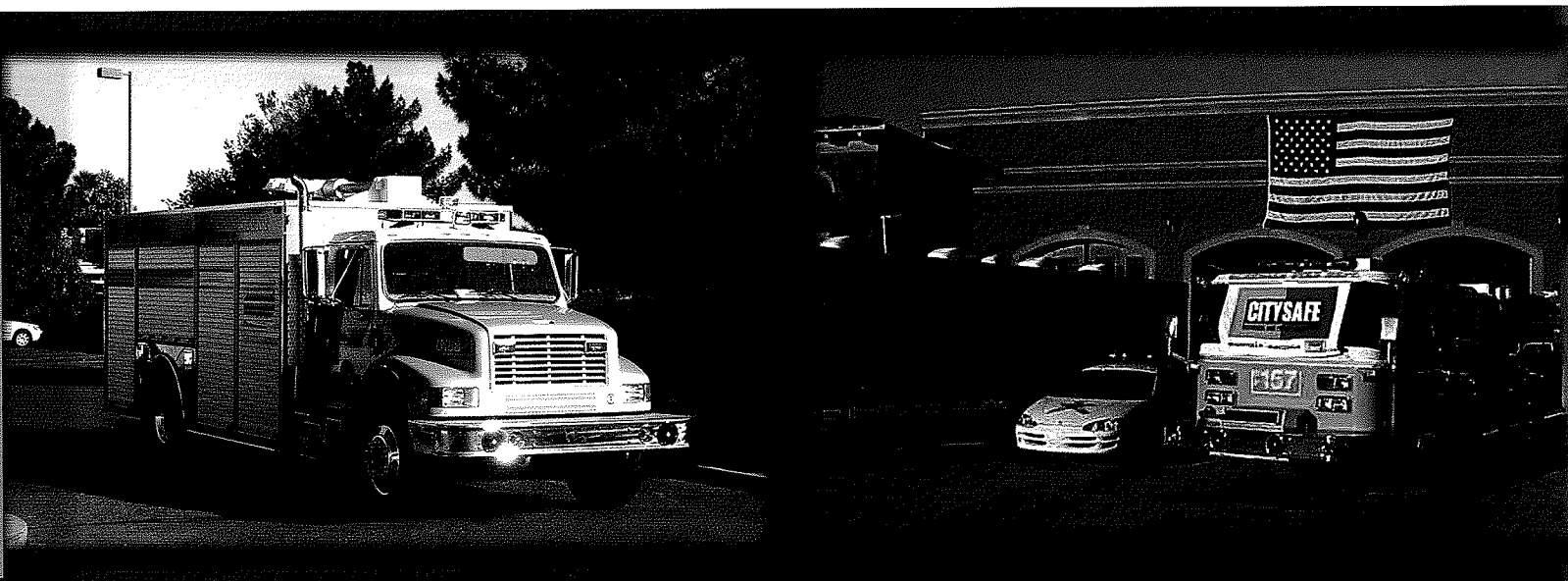
SPECIAL HIGHLIGHTS FOR 2001

- Continued Project Impact programs to improve disaster resistance for the residents and businesses of Glendale.
- Scene support truck placed into service to provide lighting, air supply and rehab support for firefighters at working fire and rescue incidents.
- Two new thermal imaging cameras placed into service to provide the latest technology for rescuing fire victims or lost firefighters.
- The department's Career Development Guide was revised and distributed to all fire stations.
- A Rapid Sequence Intubation Pilot Program was implemented to assess the benefits of providing paramedics with this advanced airway management skill.
- Twenty-five citizens were provided with a complete overview of department programs and services by attending the Glendale Fire Department Citizens Academy.
- Firefighters Union (Local 493) partnered with Swift Trucking to build a Habitat for Humanity home in Glendale.



Firefighters Union (Local 493) organized a Disaster Relief car wash for victims of September 11 raising over \$5,000.

- Glendale firefighters and the Union (Local 493) raised \$11,679 for the Muscular Dystrophy Association (MDA) during the annual "Fill the Boot" campaign.
- A special unit was temporarily placed into service to respond to a rash of anthrax incidents.
- The 19th annual Fire Prevention Day Parade was held in downtown Glendale.
- Standard Operating Procedures were developed to provide direction for emergency response at the city landfill and airport.



- ◆ Emergency Evacuation Plans were developed for the Glendale Municipal Office Complex.
- ◆ The city of Glendale Emergency Operations Plan was updated.
- ◆ Fire stations were designated as “Safe Havens” for unwanted infants.
- ◆ Public safety announcements were developed for manufactured home safety, water safety and fire safety.
- ◆ Five department members were trained and certified as Child Safety Seat Inspectors.
- ◆ An Internet-based safety training program was implemented to deliver OSHA-mandated training to firefighters.
- ◆ Twelve new firefighter recruits successfully completed training at the Phoenix Fire Department Training Academy.
- ◆ West Valley Training Consortium conducted a minimum company standard evaluation for over 545 firefighters, taking advantage of vacant buildings at the Manistee Town Center prior to its demolition.
- ◆ Each Glendale firefighter received an average of 96 hours of company scheduled training addressing areas such as: confined space training, drivers training, wildland firefighting, civility training and swift water rescue training.
- ◆ The Fire Marshal’s Office conducted 1,824 inspections; handled 153 service requests; completed 95 fire investigations; 39 arson fire investigations; and reviewed 730 construction plans.
- ◆ The department’s Urban Survival Program reached 24,639 children.



DEPARTMENT PROFILE

Sworn Personnel:	163
Civilian Personnel:	16
Total Personnel:	179
Fire Stations:	7
Engines/Pumpers:	8
Ladder Truck:	1
Ladder Tender:	1
Incident Command Vehicle:	1
Utility Truck:	1
Budget:	\$14,900,000

CITY PROFILE

Incorporated:	1910
Population:	218,000
Square Miles Protected:	59
Colleges:	3
Schools:	40
Libraries:	3
Police Stations:	3
Airport:	1
Housing Units:	79,667

Major Employers:

Luke Air Force Base; Honeywell; Thunderbird Samaritan Medical Center; Glendale Unified School District; Schuck Components; Arizona Public Service; City of Glendale

STATISTICS FOR 2001

Fire Calls:	2,196
E.M.S./ Basic Life Support Calls:	7,385
E.M.S./ Advanced Life Support Calls:	7,425
Special Operations Calls:	114
Other Calls:	<u>1,514</u>

Total Incidents, City of Glendale: 18,634

Total Apparatus Responses: 25,717

Average Response Time: 4 Min., 30 Sec.
(Dispatch to First Unit On-Scene)

Fires Investigated:	104
Property Value:	\$21,182,675
Property Loss:	\$6,278,374
Cause, Accidental:	51
Cause, Arson:	31
Cause, Undetermined:	21
Cause, Natural:	1

Fire Fatalities:	2
Drowning, Child:	3
Drowning, Adult:	1



SERVICES PROVIDED

EMERGENCY MEDICAL SERVICES (EMS)

- Basic Life Support
- Advanced Life Support

FIRE SUPPRESSION

- Rescue
- Fire Control
- Property Conservation

SPECIAL OPERATIONS/ HAZARDOUS MATERIALS RESPONSE

- Isolation, Evacuation, Decontamination
- Mitigation
- Facilitate Clean-up and Disposal

FIRE PREVENTION

- Plans Review
- Code Adoption and Enforcement
- Business Inspections
- Arson Investigation

COMMUNITY RELATIONS

- Urban Survival Program
- Youth Firesetter Intervention Program
- S.A.F.E.T.Y. Clown Program (Sound Advice For Educating Today's Youth)

DISASTER MANAGEMENT

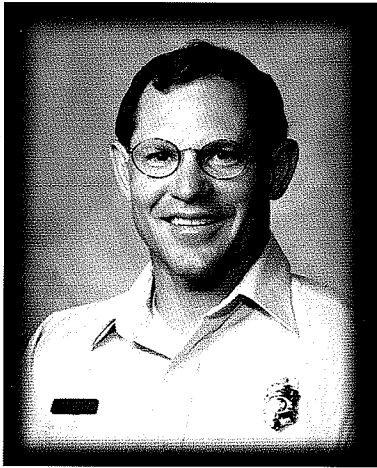
- Community Disaster Preparedness Programs
- Emergency Operations Planning
- Emergency Operations Center

ON THE HORIZON

- CITY S.A.F.E. meetings will be held at each fire station to educate community on disaster preparedness.
- The department will be formally recognized in 2002 as one of 59 cities in the world to achieve accreditation through the Commission on Fire Accreditation International.
- All businesses storing hazardous materials will be identified and inspected to ensure compliance with fire code.
- All personnel will receive training on responding to incidents of mass destruction. Additional supplies and equipment will be provided as a result of federal grants.
- New Mobile Computer Terminals (MCT) will be installed in all fire apparatus to provide improved mapping and emergency response data.



AWARDS AND HONORS



*Firefighter of the Year
Gary Benson*



◆ **FIREFIGHTER OF THE YEAR AWARD:**

Gary Benson, Engineer/Paramedic

◆ **CHIEF'S QUARTERLY AWARD OF EXCELLENCE:**

Steve Schell, Captain/Paramedic

Jim Gibson, Battalion Chief

Wayne Smith, Captain

Tom Cole, Firefighter/Paramedic

◆ **CITIZEN LIFE SAVING AWARD:**

Jacob Celaya

◆ **COMMUNITY SERVICE AWARD:**

Chris DeChant, Engineer/Paramedic

◆ **DEPARTMENT SERVICE AWARD:**

Elio Pompa, Captain

Rob Johnsson, Firefighter/Paramedic

Jeff Levario, Captain/Paramedic

◆ **URBAN SURVIVAL INSTRUCTOR OF THE YEAR AWARD:**

Rob Tutrone, Firefighter

◆ **SAFETY AWARD:**

Todd Mills, Captain/Paramedic

HOW TO CONTACT US

For information about the Glendale Fire Department contact us at one of the following numbers.

ADMINISTRATION: 623-930-3400

COMMUNITY RELATIONS: 623-930-3473

- ◆ School Programs
- ◆ Child Seat Installations
- ◆ Youth Firesetter Intervention

FIRE MARSHAL'S OFFICE: 623-930-3401

- ◆ Citizen CPR Program

WEB SITE: www.glendaleaz.com

EMPLOYMENT HOTLINE: 623-930-3699



THIS REPORT WAS PRODUCED
BY THE CITY OF GLENDALE
MARKETING/COMMUNICATIONS DEPARTMENT



CITY OF GLENDALE FIRE DEPARTMENT
6835 NORTH 57TH DRIVE
GLENDALE, AZ 85301
(623) 930-3400