



GLENDALE, AZ FIRE DEPARTMENT 2002 ANNUAL REPORT



*"The Glendale Fire Department is Dedicated
to the Safety of Our Community
by Providing Quality Fire and Life Safety Services."*

ORGANIZATIONAL VALUES

PEOPLE

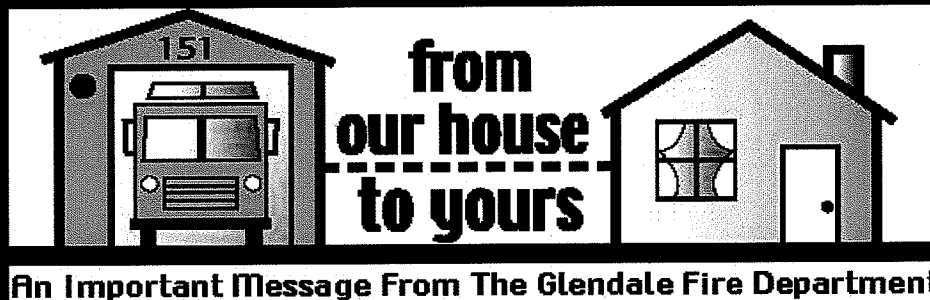
CUSTOMER SERVICE
WORK ENVIRONMENT
TEAM PLAYER
PROFESSIONAL IMAGE

ACTION

SAFETY
PERFORMANCE
WORK ETHIC
EFFICIENCY

RESPONSIBILITY

INTEGRITY
LOYALTY
COMMITMENT TO QUALITY
TRUST
ACCOUNTABILITY





MESSAGE FROM THE CHIEF

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

Whether you've driven by one of our seven Glendale fire stations, seen a bright yellow truck on a city street, or have had a personal visit from us, you know that the Glendale Fire Department is all over the city. It is our job to be dedicated to the safety of our community.

With the growth of this great city comes an increase in the number of calls. In 2002, Glendale Firefighters responded to over 26,000 emergency calls. We are proud to once again provide quick, caring and competent service to our customers.

But the increase in the number of calls was not the only growth for Glendale Fire. Our department has grown with new employees, programs, equipment, a new accreditation seal and soon a brand new fire station! The contents of the 2002 Annual Report reflect the outstanding work of every member of this department. I want to thank the entire staff for helping us to achieve success through hard work, creativity and loyalty... while often on a tight budget.

The next time you see a bright yellow Glendale fire truck, remember; "From Our House to Yours," we are there for every member of the community providing quality fire and life safety services.

Always At Your Service,

Mark Burdick
Fire Chief

Mark Burdick, a 19-year veteran of the Glendale Fire Department was promoted to Fire Chief in August 2002.



KEEPING YOU SAFE AND AWARE

HAZARDOUS MATERIALS TEAM

- ⊗ Over one million dollars in grant money committed this year in domestic preparedness programs.
- ⊗ Disaster management systems in place including:
 - Rapid Responder
 - Reverse 911
 - Project Impact completed
- ⊗ Weapons of Mass Destruction vehicle acquired through cooperative partnership with Swift Transportation.
- ⊗ Committed to leading the West Valley in WMD Preparedness.

GRANTS

- ⊗ The fire department successfully applied for and received its second Fire Act grant for \$131,000. The money will be used for a Senior Safety Program, a Fire Safety House Trailer, the Youth Firesetter Intervention Program and a multi-housing inspection program.
- ⊗ A grant for \$280,000 was received from the Department of Justice for the purchase of equipment to increase our police and fire capability to respond to WMD incidents.

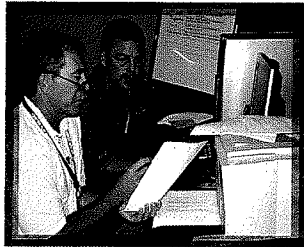
FIRE MARSHALS OFFICE

- ⊗ 576 permits issued collecting \$97,928.
- ⊗ Inspected 325 buildings (7% of existing buildings).
- ⊗ Investigated 185 fires.
- ⊗ 12 arrests or complaints were filed.
- ⊗ 766 total plan reviews.



MMRS: METROPOLITAN MEDICAL RESPONSE SYSTEM

The Glendale Fire Department received a grant from the U.S. Department of Health & Human Services to develop its Metropolitan Medical Response System (MMRS). The purpose of MMRS is to enhance our capabilities to manage the medical consequences of a chemical, biological, nuclear, incendiary or explosive event. The fire department's been working in coordination with other fire departments, county, state and federal agencies to develop integrated plans for these types of events. In addition, MMRS will also include crisis communication, mental health intervention and a pharmaceutical plan.



CHEMICAL TABLE TOP EXERCISE

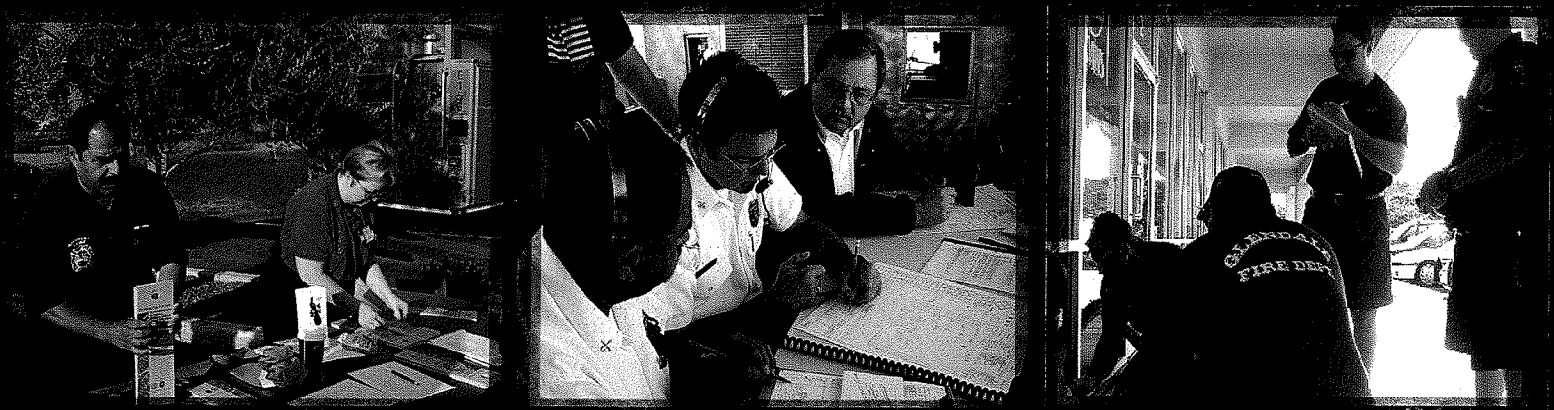
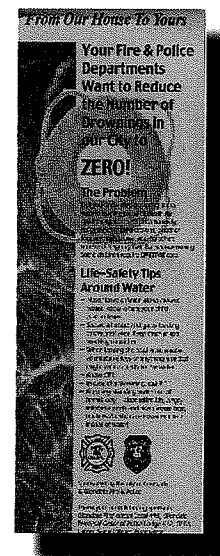
More than 200 participants from the city, county, state and federal level gathered for a daylong tabletop exercise hosted by Glendale Fire. The event involved role playing with the goal being to determine what to do in a real situation involving a chemical nerve agent.

EMS: EMERGENCY MEDICAL SERVICE

- ⊗ 7 new paramedics trained.
- ⊗ 4 medic refresher programs with 100 medics updated to new standards.
- ⊗ M157 (training vehicle) in service for six weeks giving the new medics hands on training.
- ⊗ New lightweight EMS boxes to reduce back injuries.
- ⊗ Twelve week field study of 2 heart monitors.
- ⊗ New charting design taken to the field.
- ⊗ Call tracking in "Firehouse" (Records Management System).
- ⊗ Combi-tube and Sternal IO added to supply.

WATER SAFETY WALKS

- ⊗ Went door to door in four different neighborhoods putting a door hanger with a water safety message on front doors.
- ⊗ Reached 15,000 homes in four months.



GETTING OUR CITIZENS INVOLVED

GROUNDBREAKING AT FIRE STATION 158

- ⊗ City leaders broke ground on a new 32,000 square foot public safety building. Glendale Firefighters and Police Officers will share Station #158. It will open in July 2003 at 83rd Ave and Maryland Rd. The location of the building is critical to the ongoing growth in the West Valley. The new facility will meet the needs of a growing community and cut down on travel time when it comes to responding to calls.

20TH ANNUAL FIRE PREVENTION PARADE

- ⊗ The annual parade during Fire Prevention Week was the largest ever put on by the fire department. More than 100 entries lined the downtown area. The Grand Marshal was local role model and Phoenix Police Officer Jason Schechterle who was severely burned after his squad car was rear-ended.

PUBLIC INFORMATION OFFICE

- ⊗ For the first time in the history of the department, a PIO office was created. A Division Chief and a Captain are the PIO's who work with the media.

GLENDALE SAFETY HOTLINE - 930-KIDS

- ⊗ Citizens can receive information on CPR classes, report possible code violations on swimming pools, have their pool fence inspected and receive information on CITY S.A.F.E.



HEARTSAFE CITY



- ⊗ More than 33 Automatic External Defibrillators were placed throughout the city including public buildings.
- ⊗ More than 350 city employees were trained on how to use an AED.

SAFETY MESSAGES FOR CITIZENS

- ⊗ Mobile home safety brochure delivered to more than 4,000 residents.
- ⊗ Partnered with the Glendale Public Library to create water safety bookmarks to be passed out at all 3 Glendale Libraries.
- ⊗ Water safety magnets distributed at malls.



ALTERNATIVE RESPONSE VAN - C.E.R.T

(Community Emergency Response Team)

The Glendale Fire Department introduced A.R.155 to the Automatic Aide System on November 1, 2002. The van provides support by responding to emergency scenes to assist victims so firefighters and police officers can go back in service. Other facts:

- ⊗ More than 100 volunteers trained in Basic Crisis Intervention staff the van.
- ⊗ More than 50 of the volunteers are certified EMT's.
- ⊗ The van is in service 5 days a week, 12 hours a day.
- ⊗ In 2003 the van will be in operation 7 days a week with Friday & Saturdays running 24 hours.



PARTNERS REACHING OUT

SAFE HAVEN

- ⌘ First fire department in the state to have signs placed outside fire stations letting citizens know the law considers fire stations 'safe havens' for abandoned newborns.



CITY S.A.F.E.

Mayor Elaine Scruggs and the Fire Department hosted seven CITY S.A.F.E. (Survival and Family Education) breakfasts. The Saturday morning events rotated among the seven fire stations. More than 1,300 citizens and business owners met in a relaxed setting and learned how to prepare for and protect their families, neighborhoods and businesses from natural and man-made emergencies. The citizens joined the Mayor, Council members and public safety personnel in taking the first steps to be prepared for an emergency.

Corporate partners and city departments set up informational booths, safety displays and provided handouts. CITY S.A.F.E. partners include the American Red Cross Grand Canyon Chapter, APS, Arizona Search Dogs, Arrowhead Community Hospital, Code Compliance, Community Partnerships, Field Operations, Kids At Hope/Mayor's Alliance for Youth, Library, Luke A.F.B., Midwestern University, Parks & Recreation, Police Department, CAT Teams, Project Impact, Southwest Ambulance, SRP, Thunderbird Samaritan Hospital and the Westside Food Bank.

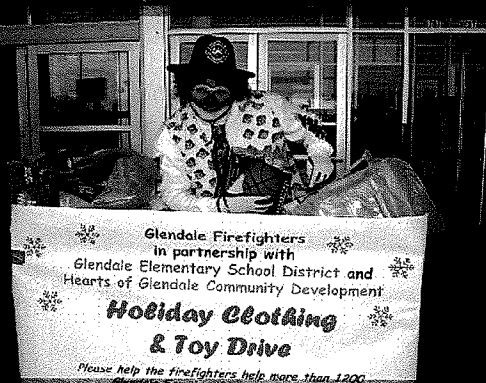




LOCAL 493 GLENDALE CHAPTER ACTIVITIES

Glendale Firefighters, in an effort to get our citizens involved, were active throughout the year in a variety of different activities and charity events.

- ✘ Youthfest co-sponsorship with the Mayors Alliance for Youth.
- ✘ United Way.
- ✘ March of Dimes "Walk America" raised over \$500.00.
- ✘ Westside Food Bank Holiday Food Drive.
- ✘ Various Yard Clean-Ups.
- ✘ West Valley Child Crisis Center Community Partners.
- ✘ Annual Gems Holiday Turkey Donation.
- ✘ Derrick Washington Fundraiser.
- ✘ Swift Trucking Fire Brigade Training.
- ✘ MDA Fill the Boot.
- ✘ Christmas Toy Drive.



CARING FOR OUR KIDS

YOUTH FIRESETTER INTERVENTION PROGRAM

The West Valley Youth Firesetter Intervention Program took place from March to November. This pro-active program would not be possible without the support of dedicated fire department employees from Phoenix, Surprise, Luke AFB and Glendale.

- ⊗ 107 children attended class.
- ⊗ 97 parents and/or guardians attended classes.
- ⊗ Phoenix Fire Department's program, our parent program, saw more than 500 children during the 2002 year.
- ⊗ Both programs have a less than 3% return rate for children that set fires.

FIRE PALS

- ⊗ 20 Firefighters in 22 Glendale schools.
- ⊗ 1,050 hours in 7 months.
- ⊗ Average of 4,800 children seen each month.

CLOWNS

The Glendale Fire Department SAFETY Clowns are dedicated to safety events and educating kindergarten through third grade children in fire prevention and life safety issues.

- ⊗ Dia de los Ninos event, MDA's "Fill The Boot," CITY S.A.F.E. and the 20th Annual Fire Prevention Parade.



ALWAYS AT YOUR SERVICE



ACCREDITATION

The Glendale Fire Department received one of the highest honors in the fire fighting industry in 2002 when it officially received "Accredited Agency" status with the Commission on Fire Accreditation International Inc. (CFAI). The department is one of 65 in the world and the fourth in Arizona to have this official seal of approval.

Part of the process required meeting 250-performance indicators (tests). Sustaining the accreditation seal is now an annual process for the department. In 2007, the fire department will re-submit another formal document to maintain the accreditation.

ON THE HORIZON

- ⊗ Full-scale chemical exercise to test Glendale's Metropolitan Medical Response System.
- ⊗ Plans Review to provide appropriate fire protection for new Arizona Cardinals Football Stadium and Coyotes Hockey Arena.
- ⊗ Develop a comprehensive business plan.
- ⊗ Begin training personnel on new 800-megahertz public safety radio system.
- ⊗ Secure equipment and pharmaceuticals to be better prepared for incidents involving weapons of mass destruction.
- ⊗ Implement 911 emergency call back system.
- ⊗ Free CPR training at local fire stations.
- ⊗ Pre-plan schools and other structures indicated as likely targets in the department's threat assessment.
- ⊗ Open fire station #158 at 83rd Ave. & Maryland Ave.
- ⊗ Purchase property for fire station #159 at 63rd Ave. & Bell.



PROFILE

DEPARTMENT

Sworn Personnel	168
Civilian Personnel	17
Total Personnel	185
Fire Stations	7
Engines/Pumpers	8
Ladder Trucks	1
Incident Command Vehicle	1
Utility Truck	1
Budget	\$16,318,981

CITY

Incorporated	1910
Estimated Population	229,000
Square Miles Protected	56
Colleges	3
Schools	40
Libraries	3
Police Stations	3
Airport	1
Housing Units	91,169

DEPARTMENT STATISTICS

Fire Calls	2,133
EMS/Basic Life Support	7,657
EMS/Advanced Life Support	7,668
Special Operations Calls	1,077
Total Incidents, City of Glendale	19,079
Total Apparatus Response	26,030

Average Response Time
(Dispatch to First Unit On-scene) 4:27

Structure Fires	113
Property Value	\$22,474,950
Property Loss	\$ 5,295,304
Cause, Accidental	62
Cause, Arson	36
Cause, Undetermined	49
Cause, Natural	0
Fire Fatalities	2
Drowning, Child	4
Drowning, Adult	1



SERVICES PROVIDED

EMERGENCY MEDICAL SERVICES

- ⊗ Basic & Advanced Life Support

FIRE SUPPRESSION

- ⊗ Rescue, Fire Control & Property Conservation

SPECIAL OPERATIONS/HAZARDOUS MATERIALS RESPONSE

- ⊗ Isolation, Evacuation, Decontamination
- ⊗ Mitigation
- ⊗ Facilitate Clean-Up & Disposal

FIRE PREVENTION

- ⊗ Plans Review
- ⊗ Arson Investigations
- ⊗ Business Inspections
- ⊗ Code Adoption & Enforcement

COMMUNITY RELATIONS

- ⊗ Fire Pals
- ⊗ Youth Firesetter Intervention Program
- ⊗ S.A.F.E.T.Y. Clown Program (Sound Advice For Educating Today's Youth)
- ⊗ CERT/AR Program
- ⊗ Citizens Academy
- ⊗ CPR-AED Program

DISASTER MANAGEMENT

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

COMPANY TRAINING BY QUARTER

- ⊗ **First**- Mass Casualty Drill
- ⊗ **Second** – Confined Space and Hazardous Materials
- ⊗ **Third** – RIC bag and SCBA
- ⊗ **Fourth** – Minimum Company Standard



AWARDS AND HONORS

FIREFIGHTER OF THE YEAR AWARD:

✧ *Eric Képpler, Captain/Paramedic*

CHIEF'S AWARD OF EXCELLENCE:

✧ *Elio Pompa, Captain*

COMMUNITY SERVICE AWARD:

✧ *Gary Benson, Engineer/Paramedic*

SERVICE AWARD:

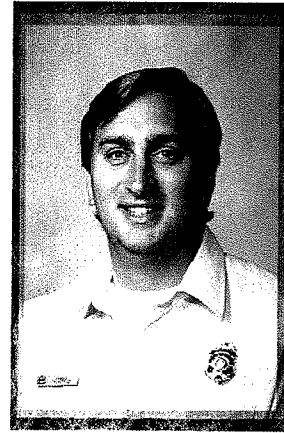
✧ *Lynette Jelinek, AR Coordinator*

FIREPAL OF THE YEAR AWARD:

✧ *Dale Largent, Captain*

CITIZEN LIFE SAVING AWARD:

✧ *Aaron York*



FIREFIGHTER OF THE YEAR





How To Contact Us

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

Administration: 623-930-3400

Web Site: www.glendaleaz.com

Community Relations: 623-930-3473

Fire Marshal's Office: 623-930-3401

Employment Hotline: 623-930-3699



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6835 NORTH 57TH DRIVE
GLENDALE, AZ 85301
(623) 930-3400**