

GLENDALE
FIRE DEPT



GLENDALE FIRE

2003 Performance Report

2003

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GLENDAL

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

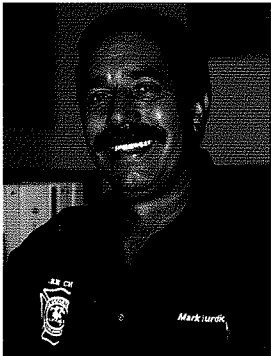


- Responsibility
- Integrity
- Loyalty
- Commitment to Quality
- Trust
- Accountability

2003

A Message from the Chief

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



We are constantly evolving. The year 2003 made that clear. From building a new fire station in western Glendale, hosting one of the largest Weapons of Mass Destruction drills, decreasing our drowning statistics and welcoming the grand opening of a sports facility, the progression of the fire department continues alongside the evolution of our community.

Most important, the day-to-day business of responding to the needs of our citizens continues to be taken care of. In 2003, our call volume increased from 26,030 calls to 28,243 calls. And whether it's 3:00 in the morning or 3:00 in the afternoon, Glendale Firefighters are committed to taking care of the person on the other end of the call.

We remain dedicated to the safety of our community by providing quality fire and life safety services. The evolution will continue. We look forward to it. And we look forward to the future.

Always At Your Service —

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

Mark Burdick, Fire Chief



Response History

Glendale Fire Unit	Support Incidents	Support Incidents	Fire Incidents	Special Operations Incidents	Misc. Incidents	TOTAL
AP155	815	172	259	14	195	1,455
BC151	259	41		57	30	1,153
BR155	8	7	50	1	3	49
BR156	7	4	45	5	0	61
E150	1,167	1,065	443	19	265	2,959
E151	1,126	1,034	431	24	260	2,875
E152	1,008	728	483	11	70	2,941
E153	1,442	1,037	321	14	146	2,761
E154	1,294	1,240	448	28	137	3,147
E155	908	764	340	12	134	2,158
E156	451	462	265	19	92	1,289
E157	1,294	1,226	363	166	294	3,343
E158*	229	179	126	5	33	572
L15	11	6	20	157	74	268
L15*	6	1,401	326	39	157	2,559
L15*		221	40	5	49	412
			190	20	16	241
TOTALS	11,195	9,601	4,896	596	1,955	28,243

* E158 INSERVICE SEPTEMBER 2003

**L155 INSERVICE MAY 16 TO SEPTEMBER 12, 2003

Emergency Medical Services

- The EMS Division devoted hundreds of hours creating a plan to provide service for the Glendale Arena. Two Advanced Life Support EMS rooms were designed and equipped for the arena.
- Medic 158, in partnership with Southwest Ambulance, is a new two-person paramedic unit went that into service only for arena events. This vehicle stages at the ice level of the hockey rink during games.
- The EMS Division was utilized regionally to recertify more than 80-paramedics from Glendale and several Valley agencies.



- Under the direction of the department's Medical Director, a new "Rapid Sequence Intubation" program was adopted for all Glendale Fire Paramedics. This process allows Paramedics to aggressively treat and manage critical patients thus, greatly increasing the level of care received.



Local 493 Glendale Chapter

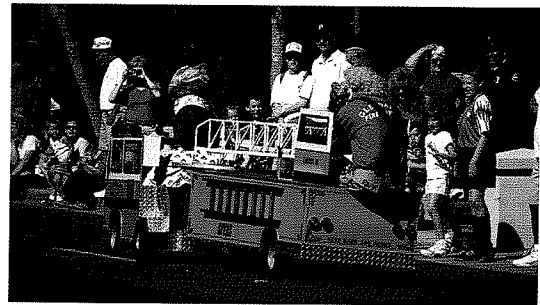
- Built their 2nd Habitat for Humanity house
- Provided toys and clothing to hundreds of families through a holiday fundraiser with the Glendale Elementary School District and K-Mart.

- Participated in the following events:
 - MDA "Fill the Boot" campaign raising nearly \$10,000.
 - United Way Campaign.
 - GEMS Thanksgiving Food Drive
 - Local 493 Holiday Food Drive
 - Camp Courage for Arizona Burns and Trauma
 - Youthfest 2003
 - Water Safety Walks
 - March of Dimes "WalkAmerica"
 - "Dry Heat" Golf Classic for Local 493 Charities

2003

Community Relations

- The Alternative Response (A.R.) Program increased to more than 150 volunteers and is in service 24-hours a day, 7 days a week.
- Ten Senior Educators were hired to volunteer their time delivering safety and injury prevention seminars to senior citizens in Glendale.
- A Life Safety Trailer was purchased through a FEMA grant. Thousands of children and seniors can learn fire safety in a real to life scenario.
- Six Multi-Housing Inspectors were hired to volunteer their time providing safety inspections in the city of Glendale.
- The Glendale Fire Cadet program increased to more than 75 members.
- More than 10,000 kids continue to learn fire safety through the Fire Pal Program.
- Southwest Gas sponsored the 2003 Fire Prevention Parade.



Services Provided

Emergency Medical Services (EMS)

- Basic & Advanced Life Support

Fire Suppression

- Rescue
- Fire Control
- Property Conservation

Fire Prevention

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

Special Operations/Hazardous Materials Response

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

Community Relations

- Fire-PALS
- Domestic Violence Intervention
- Fire Safety Clown Program
- Sound Advice for Educating Today's Youth
- Citizens Academy
- CPR/AED Program
- High School Recruit Program

Volunteer Program

- Alternative Response Unit
- Senior Educators
- Cadets

Disaster Management

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

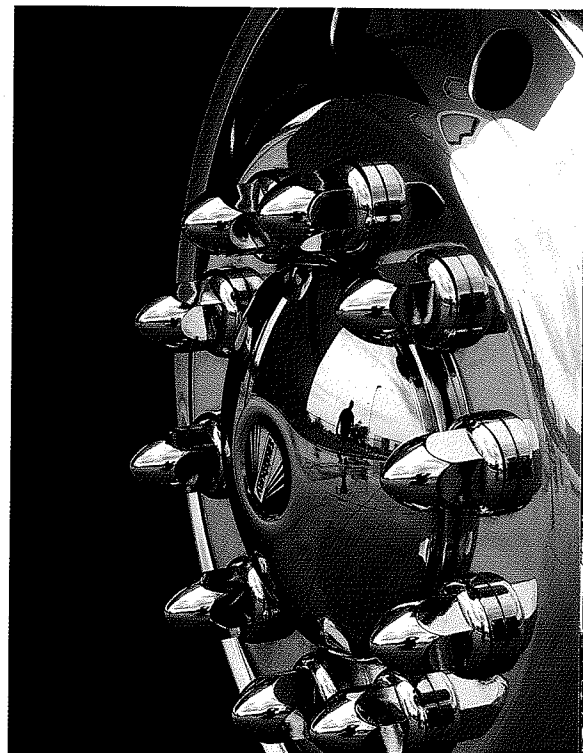
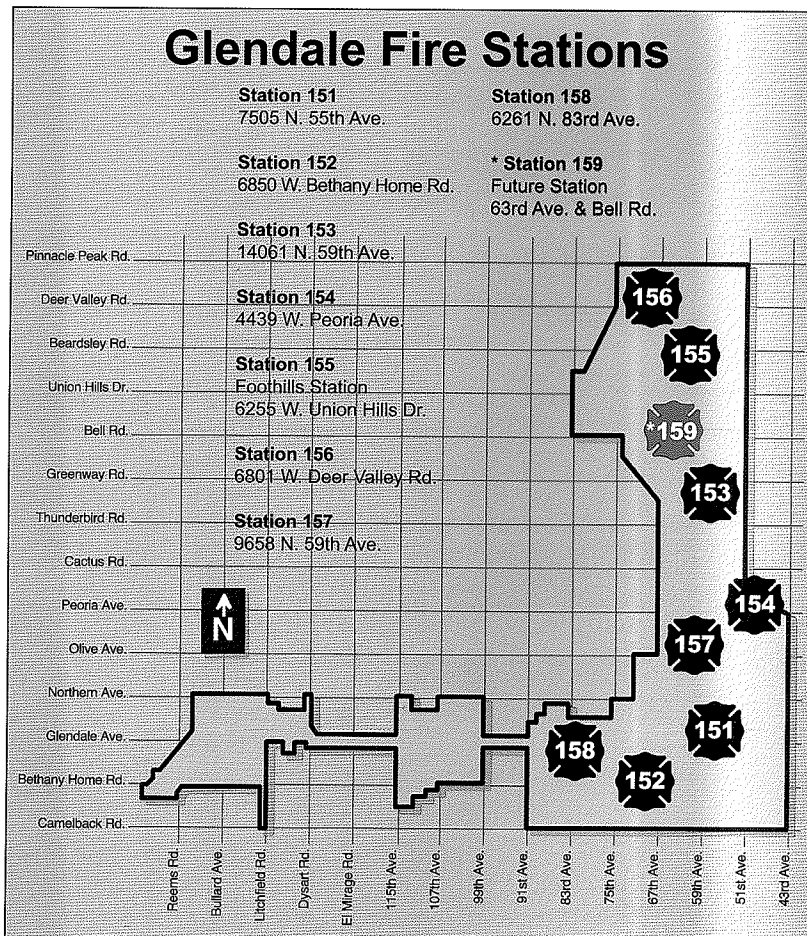
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Fire Marshal's Office

- Completed life safety and construction inspections on the Glendale Arena and approved a Temporary Certificate of Occupancy so the arena could open safely and on time.
- Investigated more than 130 fires that caused more than \$5 million dollars in damage, including seven arson related arrests and convictions.
- Developed a Fire Inspector I Training Program.



- Existing building inspections for 2003 was 1,159.
- Hired and trained two Fire Inspectors.
- Began working with the design team on the new Cardinals Stadium.



Training

- Training included:
 - Hazardous Materials
 - Confined Space
 - Weapons of Mass Destruction
 - Swift Water Rescue
 - OSHA Safety
 - Arena Training
 - New 800 MHz Radio System Awareness

- Conducted Acting Engineers classes and Engineers promotional exam.
- 12 Firefighter recruits completed training at the Phoenix Regional Training Academy.

- Successfully completed Minimum Company Standards annual evaluations at Luke Air Force Base.

- Participated in Quarterly Training with Westside Training Consortium.

Safety

- Conducted annual drivers training for all personnel in the field.
- Provided OSHA mandated safety classes with computer based on line training.
- Safety Committee reviewed all accidents, injuries and exposures and communicated safety and health alerts.
- All sworn personnel participated in a comprehensive annual wellness physical.

Support Services

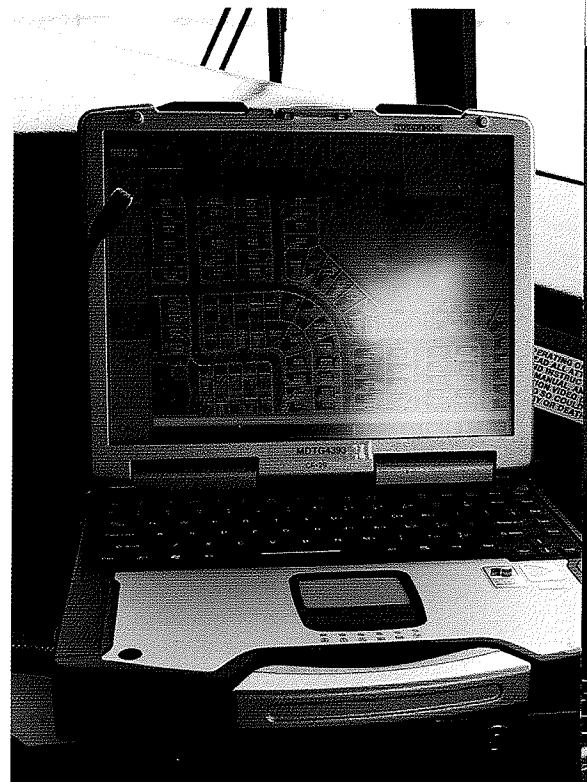
- Four fire engines and a 114 foot ladder truck were ordered to be received in 2004.

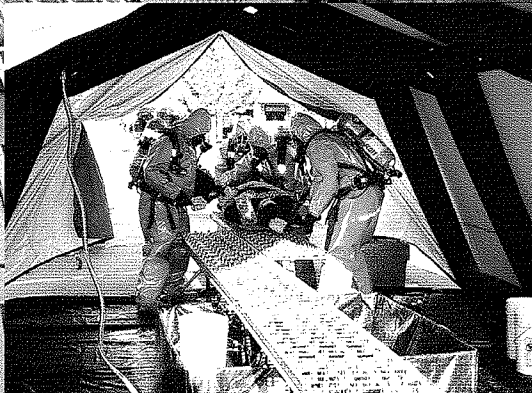
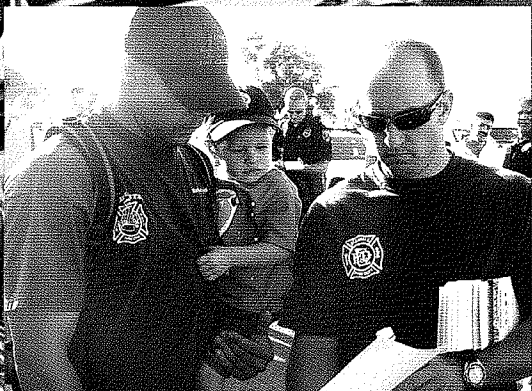
- Land was purchased for Fire Station #159 located at 63rd Avenue and Bell Road. (Anticipated opening of July 2005.)

2003

Office of Emergency Management

- Created and completed Emergency Response Plan for the Glendale Arena.
- Implemented the largest Full Scale Chemical Exercise to date under a Department of Justice program. Participation included more than 300 first responders from throughout the state and 200 victims.
- Drills: Participated in the Bi-national WMD (Weapons of Mass Destruction) Exercise in Nogales, Arizona and the National Disaster Medical System Drill.
- Tabletop Exercises: Presented two tabletop exercises for local and state first responders, including a biological tabletop exercise and a tabletop exercise involving the Glendale Arena.
- Successful completion of the first 18 months of the Metropolitan Medical Response System and continued funding through 2006.
- Expanded statewide WMD response through the development and implementation of a semi-truck and trailer donated by the Swift Trucking Corporation.
- Utilized Emergency Notification System (ENS) for a 2nd alarm chemical leak. This is a phone system that calls homes in a neighborhood affected by an emergency.
- Activated Emergency Operations Center for emergency storm deployment, a power outage and a chemical leak.
- Relocated the EOC to a temporary location for construction of the new Traffic Management Center (TMC).

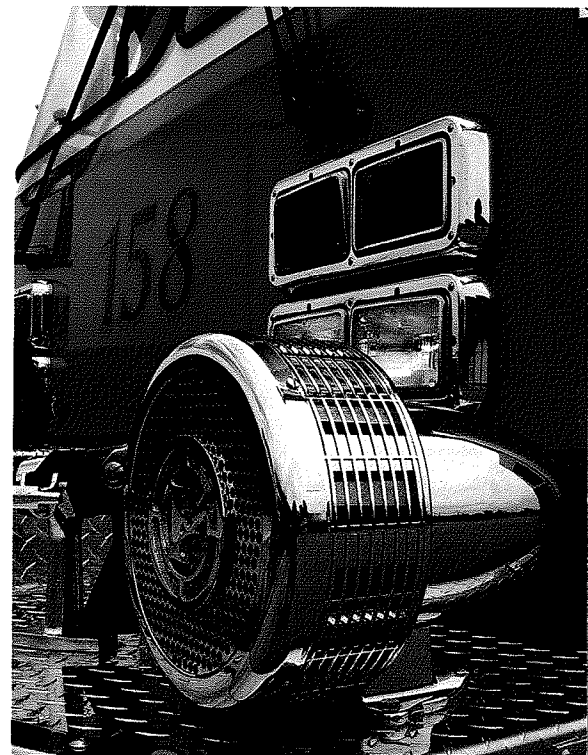




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Year In Review Highlights

- ZERO child drownings: For the first time in three years, there were no child drownings in Glendale. The low statistics are attributed to the department's Water Safety Walks. In 2003, approximately 35,000 door hangers with a water safety message printed on them in English and Spanish were hand delivered to homes.
- The Fire Marshal's Office, with the help of the ATF, assisted in the conviction of an arsonist who was sentenced in federal court to ten years in prison. This investigation is believed to be the longest and most intensive ever conducted by the Glendale Fire Department. The arson caused \$700,000 in damage and left more than 20-victims with damaged or destroyed property.
- Using his belt, a citizen rescues a 13-year-old boy from the Skunk Creek Wash after major flooding hits the area. Glendale Fire gives the citizen a "Life Safety Award."
- 2nd Alarm Hazardous Material call involving a chlorine leak at 49th Ave. & Pasadena forces evacuations and people treated for chlorine related symptoms. There were no significant civilian or firefighter injuries.
- A new public safety building was opened in 2003. Fire Station #158 is located at 83rd Avenue and Maryland.
- Changes in leadership, with two veteran Glendale Firefighters being promoted to Assistant Chief.
- Glendale Firefighters built their 2nd Habitat for Humanity Home. A single mother of four children worked side-by-side with the firefighters on the home for her and her children.
- Glendale Firefighter Dave Graybill spent eight months raising money for children's charities while being the leader for "Golf Across the USA."



DISCHARGE 6

City Profile

Statistics

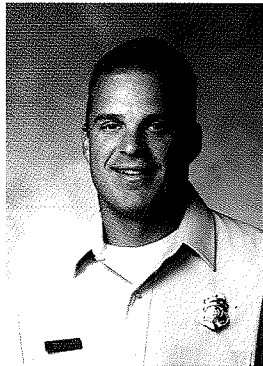
Incorporated 1910
 Estimated Population 232,000
 Square Miles Protected 10.5
 Colleges 1
 Schools 10
 Libraries 1
 Fire Stations 1
 Airport 1
 Housing Units 86,383

Total number of employees 195
 Number of sworn personnel 174
 Number of non-sworn personnel 21
 Engines/Pumpers 9
 Ladder Trucks 1
 Battalion Responder 1
 Hazardous Materials Unit 1
 Utility Truck 1

Calls:
 Within the Automatic Aid System 28,243
 Within the City of Glendale: 20,036

2003

Awards & Honors



■
"Firefighter of the Year"
Firefighter/Paramedic
Tim Wayne



■ "Chief Don
Heatwole Career
Achievement Award"
Acting Battalion Chief
Pat Becker



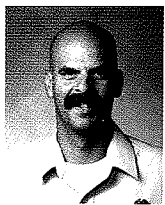
■ "Volunteer of the Year
by Peers"
Pete Adams



■ "Community
Service Award"
Glendale Fire Chaplain
Raul Ochoa



■ "Volunteer of the Year"
Trent Wittman



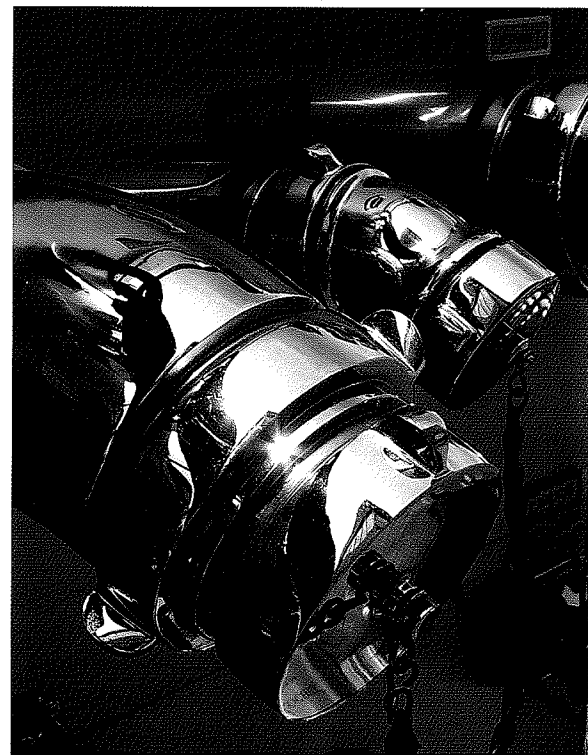
■ "Fire Chief's Award"
Firefighter Mark Bernal

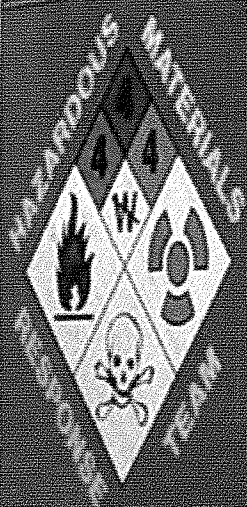


■ "Professional Service
Award for Non-Sworn"
Public Information
Supervisor
Julie Watters



■ "Professional Service
Award for E.M.S."
Fire Engineer
Matt Juscus





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