



Glendale, Arizona

FIRE DEPARTMENT

PERFORMANCE REPORT

2008



FAST. CARING. INNOVATIVE. PROFESSIONAL.

Credits

Cover Photo: Shapiro Photography
Department Photos: Dr. Janet Boberg
Design & Layout: John Doyle

Equipment

2.4 GHz Intel Core 2 Duo Apple iMac
Adobe InDesign CS3
Adobe Photoshop CS3
Adobe Illustrator CS3

Type

Headers: 12pt. Eidetic Neo Bold Italic
Body Copy: 10pt. Eidetic Neo Roman

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100# Topkote Text

Printing

Xerox iGen Digital Press



*To the Mayor, City Council,
City Manager and the Citizens
of Glendale -*



2008 was a milestone year for Glendale as we gained international attention by successfully hosting Super Bowl XLII. Thousands of staff hours went into planning and coordinating our fire safety and emergency medical presence at the game, the NFL Experience and various pregame festivities. Resources and personnel from public safety agencies at every level united to form a cooperative security network never before attempted in Arizona. The result was a resounding success that other Super Bowl host cities are seeking to emulate. It is a testament to the creativity and can-do spirit of our organization and all city staff.

Local businesses stand to benefit from an Insurance Service Office (ISO) review of the city's capacity to prevent, control and respond to fires. The ISO rating signifies, on a scale of 1 to 10, the level at which we are able to mitigate structure fires in our community. A favorable rating can lower the cost of fire insurance premiums paid by local businesses and is an enticement to new businesses looking to locate in the Valley. While Glendale's previous rating of 3 was already strong, we raised the bar to an impressive rating of 2 in this latest ISO analysis. This reflects the city's level of commitment to protecting the lives and property of our citizens.

Several service enhancements were undertaken in 2008. In December, we became the first fire department in the country to enlist a K-9 member to our Crisis Response Team. In May, ground was broken for the construction of new Fire Station 151, which is being moved from its current location at 55th Avenue and Orangewood to its new home at 52nd Avenue and Lamar. The new site will enable faster access to major arterial streets, which will improve response times, and it will eliminate the daily emergency vehicle traffic on residential Orangewood Avenue. Other capital projects begun in 2008 include the relocation of fire administration to the Bank of America Plaza and the replacement of two pumpers, two ladder trucks, two ladder tender vehicles and the hazardous materials unit.

Our Glendale Regional Public Safety Training Center (GRPSTC) received national attention when it was awarded *Fire Chief Magazine's* 2008 Station Style Design Award, praising its appearance and functionality. The facility has proven to be a valuable resource for all of its partners. In its first full year of operation, over 35,000 hours of training were provided to our personnel, enhancing their skills and safety awareness.

Through the diligence and creativity of our personnel, Glendale Fire Department has become a leader among fire departments nationally. I am honored to represent this talented and dedicated group of professionals, both sworn and civilian. Their service to the community is second to none, and the people who live, work, play and shop in Glendale can rest assured that they are always in caring, capable hands. Thank you for your continued support, encouragement and commitment to the mission of the Glendale Fire Department.

Always at your service,

Mark Burdick
Fire Chief

Operations Division

In 2008, Glendale received 42,187 total calls for service (multiple-unit dispatches) for 31,951 incidents in the automatic aid system. This is up from 41,439 total calls for service for 31,535 incidents in 2007. Of the multiple-unit dispatches received, Glendale deployed 37,962 responders. It should be clarified that dual units, such as the ladders and ladder tenders, each receive the alarm, but only one responds according to the type of emergency. The department's improved data analysis program developed in 2008 filters out these dual unit alarms to produce a more accurate response count for each unit.

Of the total, system-wide incidents, 24,665 of them occurred in Glendale, which is 1.3% more than 2007. Most of the increase was due to a 9.2% rise in medical incidents. However, the overall number of Glendale responses to medical incidents declined by 2.8%. This is attributed to the mid-year reduction in 2-person medic units, which were impacted by economic conditions that reduced the overtime appropriation to staff them. Glendale Fire/EMS responders actually saw an increase (13.9%) in activity to cover both the heightened demand and the absence of the medic units. Automatic aid code-3 responses into Glendale, by units from neighboring communities, rose by 4.2%. The number of fire and miscellaneous service responses in Glendale declined by 5.6% and 14.6% respectively.

The fire department regularly analyzes the time it takes for the first arriving units to reach the emergency scene. In 2008, the average travel time in Glendale (measured from station departure to arrival on-scene) was 4 minutes and 33 seconds. The average response time in Glendale (measured from alarm notification to arrival on scene) was 5 minutes and 27 seconds. The difference is the amount of time it took for the crews to board the vehicle, buckle-up and leave the station. For 90% of fires and EMS responses, the primary units arrived on scene within 5 minutes and 50 seconds of notification.

Emergency Medical Services Division

Our department collaborated with the Sarver Heart Center at the University of Arizona and the Arizona Department of Health Services Bureau of Emergency Medical Services to participate in a program known as S.H.A.R.E. (Save Hearts in Arizona Registry & Education). This program utilizes state-of-the-art methods that drastically improve the survival rates for victims of Sudden Cardiac Arrest (SCA), one of the leading causes of death in the United States. In Arizona, the average survival rate from SCA outside the hospital is 8% without the aid of bystander CPR. Through the public education promoted in S.H.A.R.E., the survival rate increases to 34%.

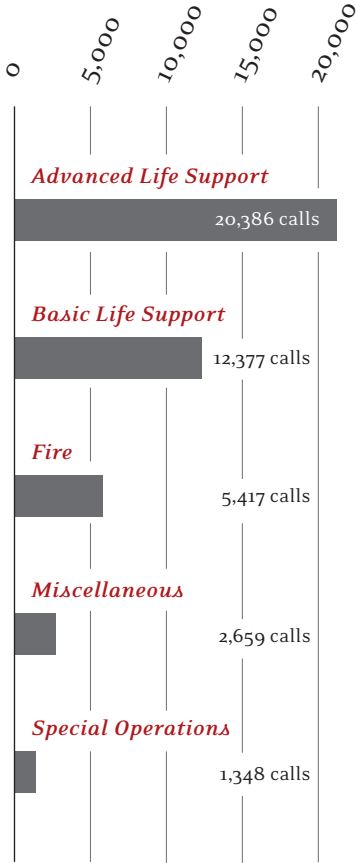
New SCA survival techniques include Cardio Cerebral Resuscitation (CCR) using chest compression to profuse blood into the heart and brain while other life preserving measures are applied. In 2008, we began offering free Continuous Chest Compressions (CCC) classes to the community, and over 1,200 citizens received training on this simple, yet highly effective life saving procedure. CCC and our department received international recognition when a story about CCC was televised on CNN. Additionally, the American Heart Association initiated an extremely rare, mid-cycle curriculum change to add CCC to their instruction program.

Our EMS division continued to develop service enhancements through programs such as HALO-151, a medical helicopter operated in a partnership with Air Evac Inc.; Medic 155, a training ambulance operated in a partnership with Southwest Ambulance; and the federal grant funded Metropolitan Medical Response System (MMRS). The Glendale Fire Department became the first agency in the West Valley to employ an administrative medical director, Dr. Garth Gemar. Dr. Gemar's considerable experience as a prehospital medical director and emergency physician has enhanced and brought consistency to the emergency medical service delivered by our personnel.



2008 Response History

42,187 total calls for service



Specialty Units

UNIT	AVERAGE*	TOTAL
HALO-151	0.57	209
U153	0.87	316
SQ159	0.53	192
HM157	0.55	199
BR156	0.05	19

Engine Companies

UNIT	AVERAGE*	TOTAL
E154	9.43	3,441
E157	8.77	3,201
E151	8.33	3,039
E152	8.15	2,973
E153	8.11	2,960
E150	8.02	2,929
E158	5.08	1,854
E155	4.68	1,707
E159	4.54	1,657
E156	3.75	1,368

Ladder Companies

UNIT	AVERAGE*	TOTAL
L152	6.45	2,356 Incl. LT152
L159	4.17	1,521 Incl. LT159

Battalion Companies

UNIT	AVERAGE*	TOTAL
BC151	1.24	453
BC152	2.30	838
WDC	1.47	535

Medic Unit

UNIT	AVERAGE*	TOTAL
M150	0.06	21
M152	0.28	102
M155	4.94	1,804
M157	3.76	1,372
M158	2.19	799

Crisis Response

UNIT	AVERAGE*	TOTAL
CR155	2.12	775
CR158	3.62	1,322

*Average number of calls per day



Helicopter Air-medical Logistical Operations (HALO)

The HALO program has grown significantly in its second year of operation and continues to push the limits of service delivery by a traditional medical helicopter. With HALO, Glendale is able to deliver its emergency response expertise to literally any location in the state. HALO is becoming a standard level of care in the West Valley. All of our HALO paramedics have completed over 60 hours of individual training, above and beyond their required ongoing paramedic education. In 2008, HALO-151 was dispatched 228 times to fires and trauma incidents inside Glendale, in other West Valley cities, out to remote state highway locations and to emergencies as far away as Gila Bend and Tonopah. Emergency medical transports included child drownings, critically injured victims of serious car accidents, recreational injuries, burn patients, highway accident patients, seriously ill children in need of immediate, critical care and other trauma-related events.

In addition to emergency medical incidents, HALO-151 assisted several Valley agencies and fire departments with 1st Alarm Structure Fires, mountain rescues, missing persons search and rescue operations, and performed visual reconnaissance on brush fires. HALO-151 participated in Valley TRT training and in four Luke Air Force Base exercises, including their accreditation drill. HALO-151 made appearances at multiple public relations events, including April Pools Day, Operation Prom/Grad, several community safety fairs, the American Cancer Society "Relay for Life" and various charity events.



Special Operations Division

This division is comprised of the Hazardous Materials Team, the Technical Rescue Team Squad, the Terrorism Liaison Officer (TLO), the Incident Management Teams and Battalion 152. These personnel are qualified to respond to nearly any type of incident that may occur in the Valley, state and, with recent additions, the nation. This past year was focused on building logistical support for the teams, equipment acquisition, training and exercises. In addition to the routine training required to maintain multiple technical skills, the crews are expanding their expertise, becoming a functioning support mechanism for all-hazard incident management teams.

Major incidents of 2008 included a mine shaft rescue in New River; the rescue of trapped workers from the collapse of a large culvert system in Surprise; multiple calls for rescues of persons trapped in submerged vehicles in Glendale; two weeks of Super Bowl hazardous condition detection by TLOs and Hazardous Material teams; mitigation of an imploded rail tanker car in Buckeye; mitigation of an overturned diesel tanker full of fuel in Phoenix; and TLO operations in multiple high level cases under review by the Federal Bureau of Investigation, the Bureau of Alcohol, Tobacco, Firearms and Explosives, and the Secret Service. The team continued to grow as nine new Hazardous Material Technicians, seven Technical Rescue Technicians and four Terrorism Liaison Officers were trained. The Special Operations Division is also responsible for managing over \$1.3 million in federal grant money for projects ranging from station security to special operations training and terrorism determent and mitigation.

Crisis Response

The department's Crisis Response (CR) Program continued to deliver immediate crisis intervention services to the community through our team of highly trained crisis professionals. In 2008, the CR units ran on a total of 2,097 calls, 1,611 of them in Glendale, providing kind, caring and compassionate assistance during traumatic events. The Crisis Response Van, staffed entirely by volunteers giving unselfishly of their time and skill, provided services valued at over \$369,000. We are very proud of these volunteers who give so much comfort and support to traumatized victims, their families and witnesses during their most vulnerable moments. The Crisis Response Division successfully hired two new staff members, to assist with recruitment, training, mentoring and supervision of volunteers and interns. The division is now staffed with a trained counselor, an emergency medical technician, and a social worker. With these added personnel, the CR program was able to expand its services to include follow-up visits to assist community members in obtaining post-event information and resources. Providing this service prevents crisis victims from utilizing the 911 system for referrals to the help they need. The staff also supervised 15 physician assistant students and four doctoral students from Midwestern University and 12 social work students from Arizona State University and Northern Arizona University.

In addition to the new staff, the Crisis Response program added a specially trained "Fire Department Crisis Response Canine" to the team, the first of its kind in the country. Topaz, a 2-year-old yellow labrador retriever, is an essential addition to the program, providing a communication bridge between victims and crisis responders. Topaz has already assisted in two large-scale school bus crashes, a plane crash and other crisis situations directly involving children.



Event Operations Division

In total, over 12,000 hours of EMS coverage were provided to events held at the city's various entertainment venues.

Once again, the Super Bowl proved to be the department's preeminent event for 2008. Virtually all staff participated, either during event preparations, the six days of NFL Experience festivities or on game day itself. Emergency Medical Services provided 27 days of standby coverage at various game-related events. The Fiesta Bowl, held one month before the Super Bowl, was equally successful.

The 2008 NFL football season resulted in 10 Cardinals home games at University of Phoenix Stadium. During the last home game of the regular season, the department treated its first Sudden Cardiac Arrest at the stadium. Thanks to quick intervention by paramedics at the scene the patient made a full recovery. Glendale EMS also covered Club Soccer, the NCAA Shootout, the AIA High School Football Championships, and Arizona versus Nevada Champions Football at this venue. In addition to sporting events, there were 33 trade shows and expos including job fairs, car expos, gifts shows, graduations and bridal shows. One major concert, Kenny Chesney, was also covered.

At the Jobing.com Arena, Glendale paramedics covered 43 NHL hockey home games, the PBR Rodeo, and the AIA High School Basketball, Hockey and Wrestling State Championships. Non-sporting events included 26 concerts, including Tom Petty, Foo Fighters, Neil Diamond, Metallica, American Idol auditions, and numerous graduation commencements.

The Westgate entertainment district hosted nine events covered by Glendale paramedics, and Downtown Glendale held 18 events in Murphy Park, including the annual Glitter and Glow, Chocolate Affaire and the Jazz and Blues Festival.

Office of the Fire Marshal

The Office of the Fire Marshal was busy in 2008, performing thousands of inspections, and several hundred fire investigations and plan reviews. We also enhanced our inspection services through a creative partnership with the Glendale Police Department.

- Conducted 3,003 existing occupancy inspections
- Investigated 111 fires, 64 were declared arsons. Five arson related arrests were made
- Performed 570 new construction and tenant improvement plan reviews
- Conducted 748 new construction and tenant improvement inspections
- Inspected and monitored 243 special event related activities
- Represented the City of Glendale at the 2008/2009 International Code Council, Code Development Hearings, which successfully adopted residential sprinklers into the 2009 International Residential Code
- Hired a Deputy Fire Marshal assigned to new construction
- Implemented a new "After-Hours Inspections" program, a cooperative safety assurance partnership with the Glendale Police Department. The program addresses overcrowding and life safety concerns at nightclubs, bars and taverns during their peak business hours



Resource Management and Support Services Division

The Resource Management Division coordinated several capital projects in 2008. We assisted in the design and oversaw the tenant improvements to the new Fire Administration suite in the Bank of America Plaza. The relocation of offices, completed in December, moved all division administrators and most staff into one, central location. The purchase of seven new apparatus was initiated, including one SVI/Spartan Hazmat Truck; two E-One Hush Mid-engine Pumpers; two E-One HP 100' Platforms/Ladders and two SVI/Spartan Ladder Tenders. Since its groundbreaking on May 28th, the division has been closely monitoring the progress of the construction of new Fire Station 151, located at 52nd Avenue and Lamar, with a projected move-in date of July 3, 2009.

Two large national football games, the annual Fiesta Bowl and Super Bowl XLII, were played at Glendale's University of Phoenix Stadium within one month of each other. The Resource Division is credited with the logistical success of both games, by effectively planning, purchasing and delivering fire department resources to these events while maintaining regular services to the community.

Information Technology had another busy year, assisting in the implementation of Salamander fireTRAX software, to manage personnel and equipment deployed during the Fiesta Bowl and Super Bowl events. We collaborated with members of Support Services and the Surprise Fire Department to develop a truck and station inventory system in FireHouse software. Thirty desktop computers and numerous printers and laptops were installed or replaced. A department-wide upgrade of FireHouse software, to v7.3.15, was successfully completed, along with the migration of the existing Request for Service system into Track-IT v.8.5.1. Staff and field personnel were provided with FireHouse queries, reports, tutorials and general software assistance. Glendale's emergency response data files were provided to the National Fire Incident Reporting System each month.

Support Services staff kept the stations and engines well equipped. They processed 2,478 requests for service and facilitated the purchase of 13 Motorola XTS 5000 portable radios, seven mobile radios and all of the equipment to be carried on the new ladder and ladder tenders. They coordinated station renovations including the remodel of the kitchen, work stations and flooring at Fire Station 152. Two service workers were trained to be MSA breathing apparatus repair technicians, and the department's 216 SCBAs were upgraded to current NFPA standards.



Community Services

The Glendale Fire Department Community Services Division is devoted to educating the community, taking a hands-on approach to safety. Adult education was delivered through 21 presentations, a 4-month citizen fire academy, a 3-month youth fire academy and numerous community events. By visiting the Glendale fire safety trailer, over 5,100 citizens learned the significance of crawling low under smoke, the value of having and practicing a home escape plan and the importance of installing and maintaining smoke detectors.

Twenty-two Fire Pals visited 43 Glendale schools, educating approximately 12,600 students each month on fire and life safety topics for children and youth. Due to the effectiveness of our Fire Pal program, there were two documented saves in 2008, performed by children using the techniques they learned from their Fire Pal. One first grader called 911 when his grandmother suffered a stroke, and another first grader saved a 3-year-old neighbor from drowning in a swimming pool. These two “little heroes” were commended by the Fire Chief for their courageous actions.

Car seat technicians installed and inspected 500 child safety seats and provided 76 free seats to families in need. An additional 342 parents were educated on proper car seat use. Over 330 Head Start parents and 450 Head Start students received fire and water safety training, and over 880 citizens participated in drowning prevention programs, including an event at Rose Lane Aquatics Center that featured a mock drowning demonstration. Twenty-eight Youth Fire Setter classes were taught to over 450 students in schools and in small groups, emphasizing the serious consequences of experimenting with fire.

Volunteer Programs

Our volunteer safety educators logged over 800 hours and taught over 4,500 citizens on a variety of adult safety topics. Class subjects included senior fall prevention, fire safety in the home, emergency preparedness and other timely lessons. We cannot begin to express our gratitude to this group of dedicated volunteers who make such an important and valuable contribution to the community.

Our Fire Cadet Program contributed over \$250,000 worth of volunteer time in 2008, assisting the department and the community in a multitude of service projects. In return, our cadets received firefighter mentorship and many hours of drilling and training to help them prepare for a career in public safety. Through this co-beneficial relationship, many of our cadets move on to rewarding careers as professional firefighters, while the chief officers and firefighter mentors, who also volunteer in this program, help to shape the future of the fire service.

This year, Glendale Fire Department Cadets formed an alliance with Peoria Fire Department Cadets to create a stronger West Valley partnership in community service. They provided ready assistance at numerous events throughout the city, including the annual American Cancer Society’s “Relay for Life”, Glendale’s Water Safety Day, the annual MDA Fill the Boot campaign, the firefighters’ annual Holiday Toy and Clothing Drive, and many other city of Glendale and parks and recreation events. The fire department takes great pride in this tireless cadre of future leaders.





Public Information

The Glendale Fire Department's Public Information Office continued its proactive approach of communicating important safety messages to the community, employing all aspects of media including television, print, web and radio. In 2008, the Glendale Fire Department was featured in over 150 print and broadcast stories, allowing our safety messages to be heard and seen Valleywide. In addition to promoting several safety campaigns, the department continued its efforts in training as many people as possible in CCC-CPR (Continuous Chest Compressions). As a result, the Glendale bystander CPR intervention rate increased from 24% in 2007 to 31% in 2008, compared to 20% nationally.

But even more encouraging is the bystander rate for CCC intervention, which was dramatically higher at 85%. We remain committed to our goal of teaching all citizens the life-saving skill of CCC-CPR and constantly strive for excellence in bringing up-to-date safety information to the community.



Training Division

Fire Department personnel attended over 87,000 hours of training in 2008. From the training of new recruits to exercises and continuing education for all personnel, our organization demonstrated its commitment to producing the best, most qualified firefighters possible. Some examples of this training included:

<i>Training Topic</i>	<i>Instruction Hours</i>
Professional Development: Target Safety online OSHA training; Captains' meetings and Academy; Battalion Chiefs' meetings and Academy; all levels of the National Incident Management System, and Instructor training.	14,625
Recruit Training	22,808
Driver Training	5,362
Human Resources Topics (Ethics, Harassment, etc.)	290
Didactic Training: Volume 1, Volume 2, Volume 7, Volume 10 and International Fire Service Training Assn. (IFSTA) Manuals	1,112
HazMat & TRT Training	7,150
EMS Training- Paramedic and EMT	4,150
HALO Training	170
Minimum Company Standards	358
Firefighter Field Training	8,415
Miscellaneous	638

Health and Safety Division

A wellness/fitness initiative between the International Association of Fire Chiefs and the International Association of Firefighters prompted the fire department's Health and Safety Division to develop and equip a regional public safety health center. The center, located at the Glendale Regional Public Safety Training Center, will provide annual physical examinations, medical, health and wellness screenings, and education on health hazards frequently encountered by firefighters and police officers. Scheduling and professional medical staffing is provided by Scottsdale Health Care, and the program is managed through an intergovernmental agreement with Daisy Mountain Fire District and Strength Training Incorporated. The center will be opening in February 2009.

Planning Division

A formal Planning and Assessment Division, initiated in 2007, continued to develop in response to an accreditation recommendation to enhance this area of operation. The division is staffed by a deputy chief and a fire analyst, who conducts data studies and produces reports on all aspects of fire department service delivery. It has become the central source of fire data and geographic mapping in the department.

Major projects in 2008 include producing statistics for the 2007 Annual Report; conducting a study of nursing and care home facilities in Glendale; mapping the location and enrollment size of Glendale schools; numerous GIS mapping projects to analyze station locations; and various apparatus redeployment scenarios. Response time studies were conducted for areas of proposed new development; ambulance and medic unit performance; analysis of the "Brake-to-Brake" protocol's effect on turnout and travel times; analysis of the impact of new automatic aid stations; and a variety of ad hoc data requests received from inside and outside the department.

Glendale Chapter of Local 493

Glendale firefighters continued to meet the needs of the community, both on and off duty. In 2008, off-duty firefighters joined over 1,500 members of the community in the fight against cancer, by participating in the American Cancer Society's "Relay for Life" in Glendale. A record \$117,000 was raised for cancer research. Glendale firefighters continued their support of the Muscular Dystrophy Association's annual "Fill the Boot" campaign, raising \$15,000 for the cause. Firefighters also teamed up with Valley of the Sun United Way in a water safety campaign that targeted Glendale's 85301 Zip Code, which experienced more drowning incidents than any other Glendale postal area. Several families received new pool fences while other families had their existing pool fences repaired. And for the 7th consecutive year, Glendale firefighters gathered approximately \$40,000 in merchandise for children and families in need during their annual Toy and Clothing Drive.





Glendale Regional Public Safety Training Center (GRPSTC)

The Glendale Regional Public Safety Training Center opened its doors to training in April of 2007. This state-of-the-art regional public safety training facility, located at 11550 W. Glendale Avenue, is a unique partnership between the city of Avondale, city of Peoria, city of Surprise and the Maricopa County Community College District (MCCCD).

During this past year, GRPSTC has provided over 35,000 hours of classroom, conference room and training prop time to public safety personnel. The city of Glendale Field Operations Department hosted the annual Solid Waste Association of North America (SWANA) Road-E-O at GRPSTC. Field Operations personnel from throughout the state competed for trophies and bragging rights as they drove heavy equipment through obstacle courses in timed events. Other city departments have held budget retreats and training symposiums at GRPSTC. Federal and Arizona State agencies have used GRPSTC to provide National Incident Management System training, All Hazards Incident Management Team training, the USDA Forest Service Engine Academy and State Fire Academy training at our facility. Tours have been provided to public safety representatives from agencies throughout the United States, and we have hosted visitors from as far away as Korea and Kazakhstan.

Since the facility opened, 78 highly skilled fire recruits, representing six Valley cities, have graduated from GRPSTC fire training academy. The Glendale Police Department and the MCCCD recently joined forces to graduate the first full-time Police Academy at GRPSTC. From the convenient geographical location of this westside training facility to its realistic streetscape and training props, GRPSTC continues to provide real-life, scenario-based training, designed to enhance skills while reducing firefighter and police officer injury. Citizens can depend on Glendale's well-trained public safety personnel to ensure their neighborhoods are safe places to live and raise their families.

In 2008, GRPSTC received the Desert Peaks Award for the innovative partnerships responsible for financing the construction and operation of the facility. Also in 2008, this training facility received *Fire Chief Magazine's* Station Style Design Award for its appearance and functionality.



Personnel Division

There were several promotions, recruitments and new positions added in 2008. We conducted a successful engineer process and also held firefighter and lateral firefighter recruitment processes. We used our prior firefighter candidate list to hire one firefighter trainee and our new list to hire two additional firefighter trainees. From the lateral firefighter recruitment process we hired one lateral firefighter from an outside agency.

Within the fire department, we promoted nine sworn members, certified 17 new paramedics and hired 15 civilians. However, due to economic conditions, we were forced to freeze four chief officer vacancies, three firefighter positions and five civilian positions.

2008 RETIREES



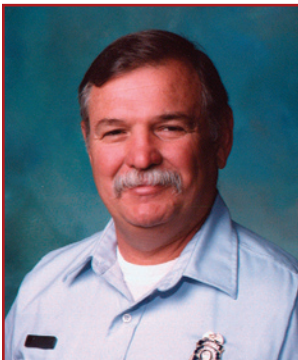
Assistant Chief
Tom Shannon, 20 years



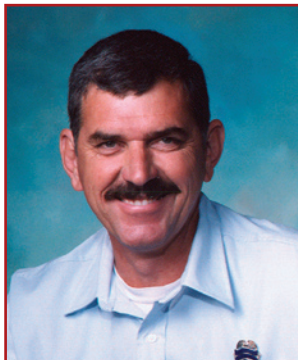
Assistant Chief
David Villalovos, 33 years



Deputy Chief
Carl Ray Austerman,
31 years



Engineer
Gary Flannery, 37 years



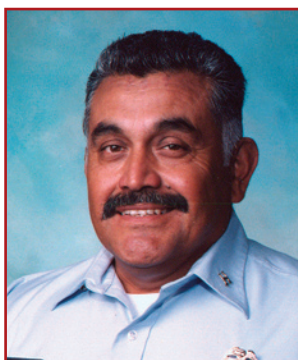
Firefighter
Clint Summers, 30 years



Engineer
Don Jesse, 30 years



Engineer
Mike McClain, 33 years



Captain
Julio Arenas, 33 years



Assistant Chief
Chris DeChant



Deputy Chief
Tom Cole



Captain
Matt Graner



Captain
Dave Jensen



Engineer
Tim Guerrero



Engineer
Kelly McInroy



Engineer
Louis Barbone



Engineer
Josh Brayer



Engineer
Mark Herrmann

Awards and Honors



2008 Firefighter of the Year
Engineer
Ron Hart



Fire Chief's Award
Deputy Chief
Pat Berkel



*Chief Don Heatwole
Career Achievement Award*
Assistant Fire Marshal
Deborah Oso



Professional Service Award - EMS

Firefighter Brian Triggs, Engineer Jason Zeller, Captain Rob Tutrone & Firefighter Jim Robinson



*Fire Marshal's Office
Professional Services Award*
Larry Randall



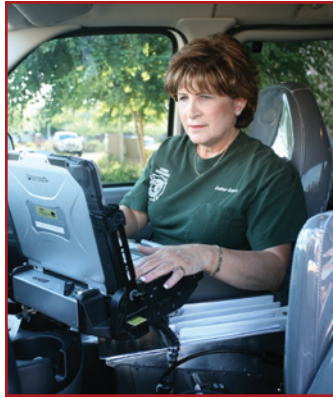
Service Award of the Year
Captains
Pat Martin & Mark Mann



*Service Award of the Year
(Civilian)*
Chaplain Raul Ochoa



*Community Service
Award*
Battalion Chief
Gary Benson



*Crisis Response
Volunteer of the Year*
Esther Gillett



*Safety Educator
of the Year*
Angela Cabagnaro



Fire Pal of the Year
Firefighter Adam Pottle



Cadet of the Year
Josh Slagle



Cadet of the Year
Eddie Villa

2008 Call of the Year

On Thursday morning, June 19, 2008, E151-C was driving back from swift water training when they heard a dispatch for a water emergency that occurred just down the street from their location. They added E151 to the call, and as they arrived on scene, still in flip flops and swimsuits from their training exercise, they realized this was no ordinary incident. In fact, it would likely be the call of their careers.

Bystanders notified the crew that, just moments before, an SUV had plunged to the bottom of a lake in front of an apartment complex, and no one had emerged. From the crew's perspective, there was no way an SUV could be completely submerged in the water, but they soon discovered the lake was at least 8 feet deep.

The crew did exactly as they were trained—they donned their safety equipment, and without hesitation, Firefighter Michael Higgins and Engineer Dave Green (*pictured right*) dove into the murky water, intent on rescuing the occupants of the vehicle. Acting Captain Ashley Vandertoorn coordinated activities from the embankment, while Firefighters Kyle Port and Adam Pottle geared up and acted as spotters for Higgins and Green. After repeated attempts, and with the assistance of the Technical Rescue Team, Higgins and Green were able to extricate a 21-year-old female, the only person in the vehicle, and began resuscitation efforts. On the way to the hospital she regained pulses and a blood pressure, but ultimately succumbed to her injuries.

The crew's courage and unwavering dedication was both impressive and inspiring in this extremely difficult rescue. The presence of mind, and the determination shown by both Firefighter Higgins and Engineer Green, was unparalleled. They faced what had the potential to be an overwhelming, and extremely difficult task, and they tackled it without a second thought. Every day, people call us heroes, and sometimes we laugh and brush it off. On June 19, 2008, these two men clearly earned that distinction.





| GLENDALE ARIZONA | FIRE DEPARTMENT PERFORMANCE REPORT | 2008 |



GLENDALE FIRE DEPARTMENT

Fast

Rapid response to customer needs

Caring

Caring service for everyone

Innovative

Innovative efforts to save life & property

Professional

Professional performance at all times

Glendale Fire Department

5800 W Glenn Drive, Suite 350 | Glendale, Arizona 85301
623.930.4400 | firedept@glendaleaz.com | www.glendaleaz.com
Job Hotline: 623.930.3699

