



Glendale, Arizona

FIRE DEPARTMENT

PERFORMANCE REPORT

2009



FAST. CARING. INNOVATIVE. PROFESSIONAL.

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

2009 was a year of challenge and change in the community. The nationwide economic slowdown that began in 2008 proved to be particularly acute in Arizona, causing many cities to reduce staffing and re-evaluate their service delivery capability. In Glendale, employees at all levels contributed to finding ways to control costs while maintaining services. The fire department routinely evaluates its business practices to find new ways of delivering quality service. It is particularly important at this time to meet the challenges that lie ahead as the local economy begins its slow but welcome recovery. The department continues to earn high marks for efficiency with the Commission on Fire Accreditation International.

2009 was also a year for celebration. The fire department achieved several significant accomplishments despite the trying economy:

- In July, Fire Station 151 opened for business in its new location at 52nd Avenue and Lamar, providing emergency responders more immediate access to arterial streets in the busy downtown area.
- Through an effective Labor/Management Process, a third ladder truck will soon be deployed, using existing resources to provide the city with an alternative fire suppression vehicle.
- The department began the process of converting its three ladder trucks into Advanced Life Support (ALS) units and staffing them with paramedics. This simple service improvement will increase the department's ALS response capability by 20%.
- The department embarked on a year-long evaluation of its equipment deployment plan. Analysis of incident and response data for each square mile in Glendale was used to determine the most strategic apparatus placement options.
- Eight emergency response vehicles were replaced, providing the community with continually reliable, mechanically sound equipment. New vehicles include one ladder truck, two ladder tenders, two engine pumpers, the hazardous materials truck and two battalion chief vehicles.
- In December, Fire Administration celebrated its first full year in its new home in the Bank of America building across from City Hall in downtown Glendale. Bringing fire officials together into one, central location produces a more efficient management process and eliminates the time and expense of traveling between satellite offices.

On behalf of all members of the Glendale Fire Department, I wish to extend our sincere thanks for your continued support of our mission. We are proud of the services we provide to the community and will continue to be responsible stewards of your resources, safety and trust.

Always at your service,



Mark Burdick
Fire Chief



Glendale Arizona Fire Department 2009 Performance Report

Operations Division

In 2009, Glendale received 39,923 total calls for service (multiple-unit dispatches) for 31,425 incidents in the automatic aid system. This is down from the 42,187 total calls for service and 31,951 incidents in 2008. Of the multiple-unit dispatches received, Glendale deployed 31,988 responders. It should be clarified that dual units, such as the ladders and ladder tenders, each receive the alarm, but only one responds, depending on the type of emergency.

Of the total system-wide incidents, 24,465 of them occurred in Glendale, which is 0.8% fewer than in 2008. This reduction was lead primarily by declines in hazardous materials, alarm indications and miscellaneous service incidents. Despite the overall decline in the number of incidents since 2008, house fires actually increased by 38% in 2009 and the number of advanced life support medical emergencies rose by nearly 2%. There is no clear indication of the root cause of these changes, but economic conditions likely contributed to them.

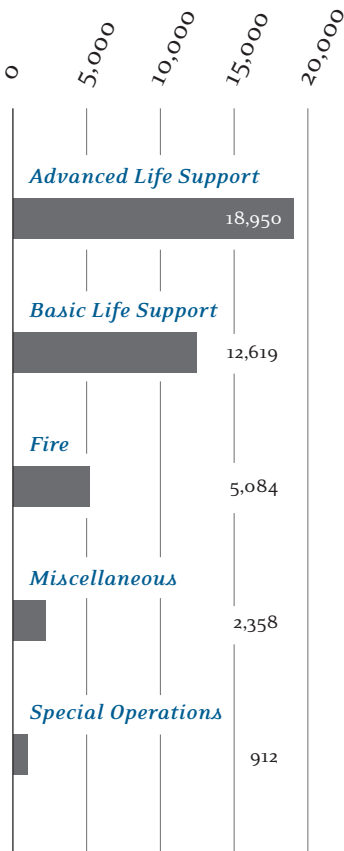
During 2009, the Operations Division underwent an extensive deployment review to determine the effectiveness of the current equipment distribution strategy. Months of discussion and data review by members of labor and administration prompted the redeployment of some equipment to better serve the community. The department also initiated the process of converting the ladder trucks into advanced life support paramedic units in order to meet the increasing demand for emergency medical services. These units will continue to be equipped and respond to fires as before.

The department regularly analyzes the time it takes for the first arriving units to reach an emergency scene. In 2009, for Glendale incidents, a Glendale unit arrived on scene within an average of 4 minutes and 26 seconds travel time (measured from station departure to arrival on-scene). The average response time for Glendale units in Glendale (measured from alarm notification to arrival on scene) was 5 minutes and 22 seconds. The difference between the two times is the amount of time it took for the crews to board the vehicle, buckle up and leave the station. A Glendale emergency unit arrived on scene within 5 minutes and 25 seconds of notification for 90% of Glendale responses.



2009 Response History

39,923 total calls for service



Engine Companies

UNIT	AVERAGE*	TOTAL
E154	8.58	3,130
E157	8.11	2,960
E151	7.91	2,886
E152	7.78	2,838
E150	7.71	2,814
E153	7.67	2,798
E158	4.65	1,697
E155	3.88	1,417
E159	3.66	1,337
E156	3.56	1,301

Ladder Companies

UNIT	AVERAGE*	TOTAL
L152	1.82	664
LT152	4.12	1504
L159	0.30	109
LT159	2.82	1,028

Battalion Companies

UNIT	AVERAGE*	TOTAL
BC151	0.85	309
BC152	1.06	388
BC153	0.00	1
WDC	1.10	402

Medic Unit

UNIT	AVERAGE*	TOTAL
M152	0.11	41
M155	3.78	1,378
M157	1.16	423
M158	0.39	144

Specialty Units

UNIT	AVERAGE*	TOTAL
HALO-151	0.52	188
U153	0.51	187
SQ159	0.32	118
HM157	0.26	96

Crisis Response

UNIT	AVERAGE*	TOTAL
CR155	2.12	774
CR158	2.89	1,056

*Average number of calls per day



Glendale Arizona Fire Department 2009 Performance Report

Helicopter Air Logistical Operations (HALO)

Glendale continues to partner with AirEvac to provide the most innovative air ambulance service in Arizona. In 2009, HALO-151 responded to 186 emergency scenes, with an average arrival time of 10 minutes and 56 seconds. The most frequently visited cities were Glendale, Surprise and Avondale, with responses as far away as Gila Bend. Of HALO-151's responses, 94% were medical emergencies, 3% were fires and 3% were technical rescue incidents.

Emergency Medical Services

In 2009, the Emergency Medical Services (EMS) Division coordinated the recertification and continuing education of approximately half of its paramedics and emergency medical technicians (65 paramedics, 53 emergency medical technicians). The recertification schedule alternates years, so the other half of the certifications will be renewed in 2010. Each paramedic is required by the Arizona Department of Health Services to complete a minimum of 60 training hours within a two-year cycle, including advanced cardiac life support (ACLS) and pediatric education for pre-hospital providers (PEPP).

In 2009, Glendale paramedics partnered with the Maricopa County Department of Public Health to immunize over 4,000 Glendale schoolchildren against childhood diseases and seasonal influenza. Funding for the program was provided by the Centers for Disease Control. Glendale was one of 17 communities selected throughout the country to participate in the Rapid Anticonvulsant Medication Prior to Arrival Trial (RAMPART) study, a clinical trial spearheaded by the University of Arizona and the National Institute of Health, to determine the best course of pre-hospital treatment for prolonged seizures. Since July 2009, 23 patients have been enrolled in the study. Glendale is also participating in Save Hearts in Arizona Registry & Education (SHARE), an Arizona Department of Health Services initiative to promote public awareness, education, data collection and research of cardiac arrest.



Special Operations Division

2009 was a monumental year for Special Operations in both acquisitions and training. The division managed over \$1.2 million in federal grant money for projects ranging from station security and special operations training to terrorism determent and mitigation.

Special operations crews had a productive year in maintaining their technical skills. Each crew member is required to participate in approximately 200 hours of initial training and, approximately 150 hours of annual, continued education. Rescue training exercises included swift water, high angle, mountain and confined space. Other courses included chemical release and catastrophe management. Twenty Glendale team members attended a week-long, grant-funded course in advanced nuclear emergencies held at a secured military installation in Nevada. Four new hazardous material technicians, six technical rescue technicians and one terrorism liaison officer was added to the team.

The Special Operations Division partnered with the Glendale Regional Public Safety Training Center (GRPSTC) to host a series of classes that attracted students from across the nation. Courses were designed for terrorism liaison officers, incident commanders, planning and logistics personnel and public information officers. In addition, Glendale was selected to serve as a beta test site, one of four in the nation, for the National Hazmat Fusion Center's new database system. Participation in this program will place Glendale in the forefront of hazardous situation mitigation nationwide.

The division's terrorism liaison officer (TLO) captain was recently appointed to the post of incident commander for all TLO operations occurring in Maricopa County. He continues to participate in the investigation of several, high-level cases currently under review by federal authorities.

Plans are underway to build training props at GRPSTC that will provide realistic disaster site obstacles for rescue crew training. The site will include two large debris piles to simulate collapsed buildings, a concrete vault to simulate a freeway collapse and a trench for trench rescue training.

Major Glendale incidents in 2009 included hazard mitigation and terrorism determent for the Fiesta Bowl and incidents involving ricin, anthrax and other biological threats. There were three water rescues, 57 mountain rescues, four confined space/trench rescues, six chemical releases, 30 broken gas mains, 226 gas leaks, 42 hazardous materials responses, including a tanker fire, and 41 miscellaneous hazardous situations.





Glendale Arizona Fire Department 2009 Performance Report

Crisis Response

In 2009, the department's two Crisis Response units were dispatched a total of 2,677 times. The incident locations were scattered throughout the Valley, but 80% of them occurred within Glendale. Of those, 11% were fires, 80% were medical emergencies and 9% were miscellaneous service calls. In addition to running calls, the Crisis Response crews participated in community events, such as Water Safety Days, Luke Days, Fire Prevention Day, the annual American Cancer Society's Relay for Life in Glendale and various firefighter charity events.

Topaz, the program's crisis dog, completed his first year with the department and continues to be a vital resource. He and his handler earned certification from Delta Society's Pet Partners program that screens "both ends of the leash" for preparedness to participate in animal-assisted activity and animal-assisted therapy programs in hospitals, nursing homes, rehabilitation centers, schools and other facilities.

This division's dedicated volunteers contributed 19,622.5 hours to the program, with an estimated value of \$397,356. Among them are 14 college interns who each gained valuable social work and criminal justice field experience, in exchange for contributing approximately 760 hours of volunteer service to the program. Universities already participating in this internship program are Arizona State University, ASU-West, Northern Arizona University and Midwestern University. Southwestern College, University of Arizona and Glendale Community College are also considering this internship program.

Awards received include Distinguished Service Awards from both Glendale Community College and Estrella Mountain Community College, and an Innovative Program Award from North American Volunteer Programs in Local Government.

Most of the resources used by this division are either volunteer, donated, purchased with donations or created in-house. This year's donations include \$2,000 from the Glendale Civic Pride organization and \$3,000 from WalMart. HarBro donated 160 cases of bottled water. We are truly grateful for their support of this essential core service.



Event Operations Division

The department's Event Operations Division played an integral role in providing citizens and visitors a safe and fun special event experience. Key partners in these efforts include Global Spectrum (the management team for University of Phoenix Stadium), Jobing.com Arena, the Fiesta Bowl Committee and Westgate City Center. We also worked very closely with the city's Marketing Department to help provide a safe environment for major downtown events such as the annual Glendale Glitter and Glow Block Party and the Glendale Chocolate Affaire, which attract tens of thousands of attendees. In 2010, our firefighters, in partnership with Southwest Ambulance, will provide emergency medical services to spring training baseball and other events hosted at Camelback Ranch Glendale.

Glendale paramedics and emergency medical technicians provide a level of customer service and event expertise at major sporting and entertainment events that is unrivaled in the state of Arizona.

Glendale Chapter of Local 493

Glendale firefighters continued to meet the needs of the community, both on and off duty. In 2009, off-duty firefighters participated in community efforts such as the American Cancer Society's Relay for Life, Muscular Dystrophy Association's Fill the Boot campaign and the Foundation for Burns and Trauma "Camp Courage." For the eighth consecutive year, Glendale firefighters gathered at least \$40,000 in merchandise during their annual "Toy and Clothing Drive" and over 9,000 pounds of food and gift items were collected for children and families in need during the holidays.

The 2009, Glendale Fire Department's Fire Pal program, which teaches elementary school children the importance of fire and life safety, was supported by firefighter volunteer efforts due to program budget limitations. Glendale firefighters also took the opportunity to read to over 1,000 students during Read Across America Week. In addition, they participated in three residential smoke alarm installation events, with hundreds of grant-funded smoke alarms installed at no cost to residents, and educated neighborhoods on the importance of home fire safety. When there is a need in the community, Glendale firefighters take it personally.





Glendale Arizona Fire Department 2009 Performance Report

Community Services

The Community Services Division continues to deliver a variety of programs and events, presenting timely fire and life safety information to Glendale citizens of all ages.

Division employees held 24 CCC-CPR classes and trained 875 citizens on this vital lifesaving technique. The continuous chest compression (CCC) technique of cardio-only resuscitation is proving to be a simple and highly effective means of preserving life following cardiac arrest. The survival rate continues to be in the 30-to 40-percent range, compared to only 8 percent using traditional CPR.

Community Education staff conducted 41 fire and life safety classes, reaching 1,575 attendees, and classes conducted in the Headstart Preschool program educated 774 students and 274 adult attendees. The department's interactive Fire Safety Trailer opened its doors to 3,651 participants, and 20 citizens completed the Community Emergency Response Team (CERT) training course. Youth firesetter intervention staff conducted 14 classes with 26 student and 22 parent attendees, and 18 prevention classes reached 407 attendees. The department's 13 volunteer safety educators conducted 42 events and presentations that reached 10,877 attendees. The dollar value of their 720.5 volunteer hours was \$14,772, but the generosity they continue to provide, both to the department and the community, is beyond measure.

The Child Car Seat Program, now celebrating its fifth year in operation, installed and inspected 705 infant and child safety seats. There were 13 parent classes that reached 464 attendees, offering helpful information on proper safety seat installation, use and maintenance. In addition, there were seven safety seat check-up events, and 54 seats were distributed and installed by the department's certified safety seat technicians. Four new technicians were certified and added to the team.

The fire department sponsored several community events, which included three smoke alarm walks, two high school prom grad mock-crash demonstrations, a Water Safety Day at Rose Lane Aquatics Center and the Fire Prevention Day Parade.



Cadet Program

Our Fire Cadet Program contributed over 4,000 hours or \$250,000 worth of volunteer time in 2009, assisting in a multitude of service projects. In return, our cadets received firefighter mentorship and hours of training to help them prepare for a career in public safety.

Glendale's cadets continued to build an alliance with Peoria's cadets to create a stronger West Valley partnership in community service. Together, they provided ready assistance at numerous annual events including the Arizona Fire Chief's Association Conference, the American Cancer Society Relay for Life, Glendale's Water Safety Day, the MDA Fill the Boot campaign, the firefighter Holiday Toy and Clothing Drive, Civic Pride events and many others. The fire department takes great pride in this tireless cadre of future leaders.

Public Information

This year the fire department began using a media monitoring tool called Cision to track televised news coverage of our public information and safety campaigns. Broadcast coverage, both national and local, reached approximately 5.9 million viewers, with an estimated publicity value of \$304,000. In addition, 68 press releases appeared in various print media, there were 52 public information officer call-outs to incident scenes, 29 radio broadcasts and four city cable "Glendale 911" broadcasts.

Television Exposure by Quarter

First quarter topics: Glendale firefighter presence at University of Phoenix Stadium Events; Topaz, the Crisis Response canine; the Glendale Safety Fair; fire escape planning; fire department participation in Read Across America and a variety of seasonal safety messages

Second Quarter topics: Water safety; a smoke alarm event; participation in the American Cancer Society Relay for Life; a child safety fair; an Operation Prom Grad car accident demonstration; fire personnel stories and a variety of seasonal safety messages

Third Quarter topics: disaster preparedness; pool and water safety; Glendale Fire Department and AZ Department of Health Services Health Fair; heat safety; Camp Courage burn camp and a variety of seasonal safety messages

Fourth Quarter topics: firefighter training; continuous chest compression training in Glendale schools; the annual firefighter toy drive; and annual fire department food drive and a variety of seasonal safety messages

Department publications include a juvenile firesetter and bullying research article published in the spring 2009 "School Social Work Journal;" the youth firesetter intervention handbook for school personnel.





Glendale Arizona Fire Department 2009 Performance Report

Fire Marshal's Office

The Fire Marshal's Office experienced another busy year in 2009, providing fire prevention and investigation, life safety education and code enforcement service to the public. Early this year, we partnered with the city's Building Safety Department in a cross training and team building program. This temporary reassignment of three building inspectors to the fire prevention division provided a unique opportunity to work and share technical knowledge and skills. Additionally, the Fire Marshal's Office welcomed a new fire inspector who has been assigned to the existing building inspection program.

- Conducted plan reviews for 843 new construction and tenant improvement projects
- Issued 607 construction and special event permits
- Performed compliance inspections at 565 construction sites
- Provided life-safety inspection service at 193 special events
- Conducted 4,797 fire inspections at existing businesses
- Investigated 150 fires, of which 81 were declared arson
- Seven arson-related arrests were made



Health and Safety Division

Since opening in February 2009, the Glendale Health Center, located at the Glendale Regional Public Safety Training Center (GRPSTC), conducted over 600 physicals and health screenings for Glendale firefighters and police officers, as well as eight West Valley fire departments. The comprehensive exams are specifically designed for the strenuous and dangerous work conditions of firefighters and tactical operations police officers and conform to national standards. The department-specific health profiles created in this division allow each fire department to develop a health and wellness program tailored to their demonstrated needs and monitor its effectiveness.

Easily the most significant advantage to these physicals and health screenings is early detection of potentially catastrophic health conditions. In the first 11 months of the center's operation, an estimated 12 "saves" were made, including cardio-vascular conditions, diabetes and previously undetected, potential cancers.

Resource Management and Support Services Division

This was another productive year for the Resource Management Division. In the first quarter, the relocation of Fire Administration was completed. Satellite offices located throughout the city were brought together into one central location in the Bank of America building in Downtown Glendale. In July, Fire Station 151 opened at its new site at 52nd Avenue and Lamar Road, and the old station building was converted into a support services facility. Eight new replacement apparatus were received, up-fitted and placed into service, including one Hazmat Truck, two Mid-engine Pumpers, one 100-foot Platform/Ladder truck, two Ladder Tenders and two Battalion Responder Vehicles.

The Resource Management Division provides logistical support for fire and emergency medical services at sporting events and concerts at Westgate's two entertainment venues. The most notable events in 2009 were the Fiesta Bowl, an Arizona Cardinals NFL Championship Playoff game, and a well-attended U2 concert. Through effective planning, the fire department is able to deliver resources to these events without affecting regular service to the community.

Information Technology staff completed a number of major projects in 2009. TRAX inventory software was implemented to manage all personnel and equipment deployed in the department. FireHouse software was successfully upgraded and user access was expanded. A truck and station inventory system was developed through a collaborative effort involving users from Glendale and other Valley fire departments.

The department's automated Request For Service (RFS) system, used to coordinate logistical and technical support requests, was fine-tuned and is now used department-wide to initiate service requests. A total of 2,308 RFS requests were completed in 2009.

Operations equipment was inspected and repaired or replaced as needed. All first-line apparatus received 800MHz mobile radio chargers. All firefighter protective turnout gear (coats, pants, boots, helmets, etc.) was inspected and inventoried. A service worker was assigned full time to manage the department's 139 self-contained breathing apparatus, performing inventory, repairs and testing to comply with NFPA 1500 standards.





Glendale Arizona Fire Department 2009 Performance Report

Planning Division

During 2009, the Planning Division produced several performance evaluation tools including the 2008 Accreditation Compliance Report, the 2008 Annual Report and the 2009 Business Plan. A comprehensive revision of the department's Standards of Coverage document is also underway.

Incident and response data, mapping and statistics were provided to the department's redeployment committee to evaluate emergency equipment placement. Home fire statistics were produced for the Community Services Division to target neighborhoods for smoke alarm distribution. Operations data was used to identify peak demand times and the busiest square miles in the city, along with unit availability, battalion responses, Special Operations responses inside and outside of Glendale and vehicle usage analysis.

The division contributed to several national fire service surveys including the United States Fire Administration's Fire Department Census, the Department of Homeland Security's National Geospatial-Intelligence Agency database and the *Journal of Emergency Medicine's* (JEMS) annual survey of emergency medical services providers.

Training Division

Members of the department participated in 58,116 hours of training during 2009. Focus areas included recruit training, chief and company officer training, driver-specific training and a curriculum of other topics specific to firefighting, rescue and safety. Below is a sampling of the categories covered.

<i>Training Topic</i>	<i>Instruction Hours</i>
Professional Development - Target Safety, Captain's Meetings, Captain's Academies, Battalion Chief Meetings, Battalion Chief Academies, NIMS all levels, Instructor training	14,321
Didactic Training - Volume 1, 2, 7, 10; IFSTA Manuals	948
Driver Training	2,548
Human Resources	272
HazMat and Technical Rescue Team Training	7,240
EMS Training - Paramedic and EMT	9,315
Helicopter Air/Logistical Operations (HALO) Training	188
Minimum Company Standards	326
Firefighter Field Training	7,681
Recruit Training	14,746
Miscellaneous Subject	531

Glendale Regional Public Safety Training Center (GRPSTC)

The GRPSTC continues to be a prime location for all types of public safety training. GRPSTC recently graduated its fifth fire recruit academy, attended by trainees from five Valley agencies. Each 14-week academy teaches the basic principles and skills needed to thrive and survive in the real world of emergency response. To date, 88 firefighters have graduated from this facility. In total, GRPSTC provided 34,310 hours of training in 2009 to police officers, firefighters and students of Glendale Community College. In addition, GRPSTC now offers its defensive driver training course to neighboring cities, such as Tolleon and Sun City.

During the past year, GRPSTC hosted a variety of training seminars and presentations, featuring nationally known speakers, for both fire and police personnel. This highly regarded facility was recently toured by public safety officials visiting from Belgium and the Netherlands. The city's Field Operations Department hosted the American Public Works Association Conference at GPRTSC, and the facility hosted the U.S. District Court System's Train the Trainer, Judgmental Shooting Course for federal probation officers. GRPSTC was the training site used in most of the regional exercises for the Technical Rescue Team, the Helicopter Air/Medical Logistical Operations and the Westside Training Consortium.

As part of GRPSTC's state-of-the-art training, firefighters were introduced to a new, environmentally safe extinguishing agent that "freezes" all types of oil, hazardous materials or fire for containment. Glendale firefighters were trained on the evolution of hybrid vehicles and the potential dangers their specialized power source presents during vehicle accident extrications. The instructors and hybrid vehicles needed for this exercise were provided by Toyota Motor Company.

GRPSTC received the 2009 Fire Chief Magazine Gold Design Excellence Award for its esthetic appeal in architecture. With the assistance of the city's Marketing Department, GRPSTC's web page went live, providing continuous access to information about the facility and its uses. The site link is: www.glendaleaz.com/GRPSTC

Training center staff continues to seek innovative partnerships to bring realistic training opportunities to GRPSTC while reducing or eliminating construction and operating costs. One recent addition to the facility is a concrete pad with a water capture/recycle system for conducting vehicle fire exercises. In addition, GRPSTC recently received a donation of concrete vaults, concrete pipe, and the labor and equipment to construct a simulated collapsed building debris field for training search-and-rescue teams and canines. Once this prop is completed, the department will seek to become a FEMA-certified Urban Search & Rescue training site.





Glendale Arizona Fire Department 2009 Performance Report

Personnel Division

The Personnel Division oversees department employee programs that motivate, attract and retain members who can benefit the organization. During the past year, the division worked with city staff to review several areas of compensation for market compatibility. The division also identified in-house and cost-effective professional development opportunities for education and training at all levels of the department.

Despite challenging economic conditions during 2009, the fire department was permitted to fill key positions that were not frozen by budgetary constraints. A lateral firefighter recruitment process that started in 2008 was finalized and hiring was completed for other strategic field positions using existing eligibility lists. The Fire Marshal's Office gained a new Fire Inspector I and the Support Services Division filled two vacancies for Service Worker II. During this year, the department also promoted two captains and one engineer who officially received their fire department badges in a pinning ceremony in December.

2009 Retirees



Assist. Fire Marshal
Deborah Oso
28 years



Deputy Fire Chief
Pat Berkel
32 years



Fire Captain
Jim Wetherald
21 years



Fire Captain
Bruce Cowan
30 years

2009 Promotions



Captain
Scott Kohoutek



Captain
Wade Williams



Engineer
Maximo Moreno

2009 Awards and Honors



Firefighter of the Year
Jerry Krossman



Fire Chief's Award
Troy Lutrick



*Don Heatwole Career
Achievement Award*
John Holland



*Professional
Service Award*
David Colson



*Community Service
Award*
Chaplain Raul Ochoa



Volunteer of the Year
Bobbie Garland



*Crisis Response
Volunteer of the Year*
Barbara Thomas



Cadet of the Year
Brandon White



*Non-Sworn
Professional
Excellence Award*
GRPSTC
Administrative Team
Terry Fooks



*Non-Sworn
Professional
Excellence Award*
GRPSTC
Administrative Team
Jo Lundgren



*Non-Sworn
Professional
Excellence Award*
GRPSTC
Administrative Team
Lis Cortes



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