

Glendale, Arizona

# Fire Department

## 2015 Performance Report



FAST

CARING

INNOVATIVE

PROFESSIONAL



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

As I complete my first six months as Fire Chief of the Glendale Fire Department, I am impressed by how much this department has accomplished in such a short time. We successfully completed a comprehensive external audit and presented the results to the City Council. The fiscal year 2016–17 budget was developed and several chief officer promotional processes were completed to fill attrition and retirement vacancies. A new Community Based Strategic Plan was developed, containing customer feedback to ensure our programs reflect the community’s priorities. And several service enhancements were implemented to boost our responsiveness and efficiency.

I am an operations focused fire chief. My two primary values are to always ensure firefighter safety and to continually provide excellent customer service. I feel every dime and every minute we spend should focus on these two principles. Wherever I go throughout the department I encounter receptive, engaged and professional firefighters who share and are truly committed to these primary values.

Glendale’s command officers are second to none. They lead by example and participate in the development of our members. I can say without a doubt our future is bright because our future leaders are so professional, knowledgeable and focused. Behind the scenes, our fire prevention team works hard every day to promote fire safety in the community, and our dedicated support staff ensure that the department continues to operate safely and efficiently. No fire chief could ask for more.

It is a privilege to represent this department and to serve the City of Glendale. Thank you for your continued trust and support.

Terry Garrison  
Fire Chief

## Fire Department Goals/Objectives

1. Prevent and reduce the loss of life and property within our community through fair and consistent fire code management
2. Reduce the loss of life and property within our community through proactive public education programs
3. Provide fast, effective emergency response to our community through proper support and deployment of staffing, apparatus and equipment
4. Prepare for catastrophic events and minimize risk to our community
5. Reduce impact of pain and suffering within our community through crisis intervention and response
6. Improve our internal and external customer service through continuous assessment, progressive management, and quality personnel practices



## Customer Based Strategic Plan

The department developed a Customer Based Strategic Plan to incorporate the community's priorities and feedback into the planning process. The plan is the result of discussions held at community forums, and internally from all levels of the organization, to evaluate the department's mission, goals, objectives, values, needs and services. The plan will be reviewed and updated every three years.

<b>Staffing</b> (Grouped by Program/Function)	<b>Sworn</b>	<b>Civilian</b>
Administration	19	9
Fire Prevention, Investigation, Code, Pub. Ed.	0	12
Operations: Sworn, Crisis Response Civilian	215	2
<b>Sworn Assignments</b>		
Emergency Management	1	2
Emergency Medical Services	3	1
HALO	3	1
Health Center, Infectious Control	1	0
Logistics/Resource Management	2	5
Training Center	3	2
<b>Total FTE:</b>	<b>247</b>	<b>34</b>



## Station Locations and Descriptions

<i>Station Number</i>	<i>Address</i>	<i>ALS Crews*</i>	<i>Year Built</i>	<i>Fire Unit Number</i>
Station 151	6851 N 52nd Ave.	2	2009	E151, E150, BC151
Station 152	6850 W Bethany Home Rd.	2	1979	E152, L152, LT152
Station 153	14061 N 59th Ave.	1	1974	E153
Station 154	4439 W Peoria Ave.	1	1982	E154
Station 155	6255 W Union Hills Dr.	1	1988	L(Q)1555
Station 156	6801 W Deer Valley Rd.	1	1995	E156, BR156
Station 157	9658 N 59th Ave.	2	1997	E157, L157, LT157, HM157
Station 158	6261 N 83rd Ave.	1	2003	E158, LA151**, CR158, WDC
Station 159	17159 N 63rd Ave.	1	2005	E159, SQ159, U159, BC152

\*All 4-member crews consist of 2 EMT firefighters and 2 paramedic firefighters.

\*\*LA151 is staffed by a team of 1 EMT firefighter and 1 paramedic firefighter.

## Emergency Services

Emergency Operations personnel work a 24-hour, 3-shift rotation, A-B-C Shift. All units are constant staffed to maintain full, 4-member crews on every shift.

### Services Offered:

#### Fire Suppression

Search and Rescue  
 Suppression  
 Rehab

#### Emergency Medical Services

Advanced Life Support  
 Basic Life Support  
 Contract Emergency Transportation

#### Crisis Response

#### Special Operations Hazmat

Hazardous Materials Response  
 Hazardous Materials Mitigation

#### Terrorism Liaison Officer

#### Special Operations— Technical Rescue

Trench Rescue  
 Swift Water Rescue  
 High/Steep Angle Rescue  
 Confined Space Rescue





## Incident Chart

<i><b>Incident Type</b></i>	<i><b>2011</b></i>	<i><b>2012</b></i>	<i><b>2013</b></i>	<i><b>2014</b></i>	<i><b>2015</b></i>	<i><b>5 year change</b></i>	<i><b>1 year change</b></i>
Advanced Life Support	13,510	14,310	14,522	15,226	16,007	18%	5%
Basis Life Support	9,125	9,510	9,115	9,209	10,047	10%	9%
Non-Structure Fire	1,042	1,088	1,041	899	812	-22%	-10%
Structure/Working Fire	232	246	239	255	288	24%	13%
Fire Alarm	863	924	1,046	1,022	1,059	23%	4%
Hazardous Materials	126	148	188	147	199	58%	35%
Terrorism Liaison (Jan. – May)	45	65	55	70	55	22%	-21%
Technical Rescue	23	22	14	23	26	13%	13%
Misc. Service	1,508	1,462	1,293	1,246	1,299	-14%	4%
Events	204	189	186	212	235	15%	11%
	<b>26,678</b>	<b>27,964</b>	<b>27,699</b>	<b>28,309</b>	<b>30,027</b>	<b>13%</b>	<b>6%</b>

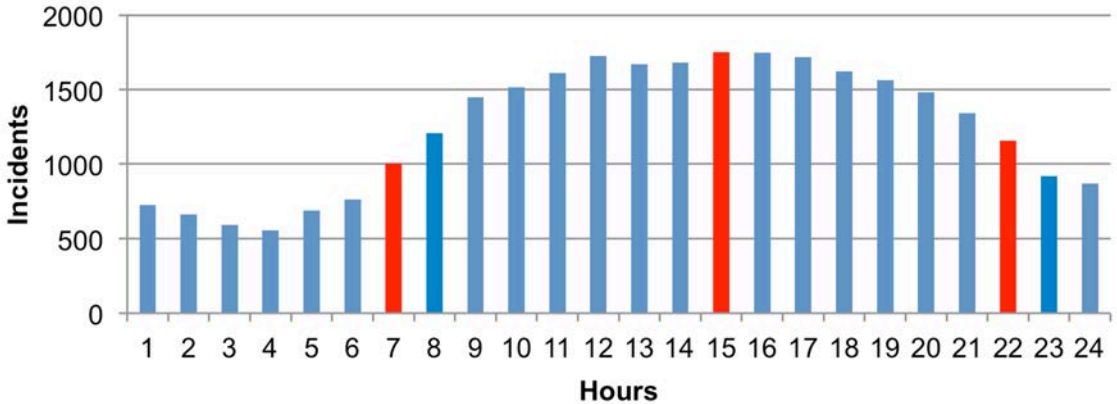
The 5% rise in medical emergencies was lead primarily by Seizures and Fall injuries. The 13% increase in Structure/Working fires was attributed mostly to residential occupancies, and particularly apartments. The federal grant-funded Terrorism Liaison program was discontinued in May.



## Response Chart

<i>Units</i>	<i>Medical</i>	<i>Fire</i>	<i>Special Ops</i>	<i>Misc.</i>	<i>All Resp.</i>	<i>Glendale Resp.</i>	<i>% in Glendale</i>
BC151	210	364	7	17	598	398	67%
BC152	116	232	328	19	695	296	43%
BR156	0	8	0	4	12	7	58%
CR155	108	23	0	8	139	71	51%
CR158	948	194	4	79	1225	554	45%
E150	2651	327	31	123	3132	2824	90%
E151	2558	332	37	116	3043	2746	90%
E152	2601	374	35	104	3114	2918	94%
E153	2894	280	30	88	3292	2418	73%
E154	3459	323	25	156	3963	1602	40%
E156	1191	287	31	71	1580	976	62%
E157	2481	311	56	131	2979	2532	85%
E158	1724	287	24	81	2116	1695	80%
E159	2022	305	18	113	2458	1796	73%
H-151	140	4	8	13	165	15	9%
HM157	8	13	135	7	163	51	31%
L152	383	185	16	29	613	489	80%
L155	292	90	3	18	403	296	73%
L157	336	105	7	16	464	385	83%
LA151*	435	31	3	41	510	510	100%
LT152	2249	36	13	85	2383	2228	93%
LT155	1682	35	4	77	1798	1353	75%
LT157	2466	41	11	100	2618	2252	86%
M152	0	0	0	10	10	10	100%
M155	9	0	0	7	16	16	100%
M157	1496	26	1	58	1581	1562	99%
M158	162	5	0	112	279	246	88%
SQ159	21	54	112	5	192	67	35%
U159	17	170	16	5	208	105	50%
WDC	164	359	60	7	590	371	63%
<b>Totals</b>	<b>32823</b>	<b>4801</b>	<b>1015</b>	<b>1700</b>	<b>40339</b>	<b>30789</b>	<b>76%</b>

## 2015 Peak Demand Incidents by Hour



## Fire Suppression

The 2013 Staffing for Adequate Fire and Emergency Response (SAFER) grant entered the second year of its two-year period of performance. The fifteen firefighters hired through this grant restored vacant positions lost during the recession. They continued to have a positive impact on shift staffing, helping to better maintain compliance with national standards. Four of the SAFER firefighters are certified paramedics, which strengthens paramedic coverage in the field.

## Emergency Medical Services

One of the most significant advances in pre-hospital emergency care is the introduction of Electronic Patient Care Reporting (EPCR), which eliminates the need for handwritten paper reports in the field. The EPCR system uses electronic handheld devices to chart and transmit patient condition, treatments performed, etc., and enables the review and statistical analysis of medical services provided by fire department personnel. All Glendale paramedic units are now equipped with these devices.

Glendale has joined other Valley fire department in developing a “Low Acuity” program to help reduce the response load on busy engine companies. The 1-year pilot program was launched in September, deploying a 2-person “low acuity” unit to cover less urgent incident types in targeted areas of the city. LA151 is in operation 40-hours per week, during peak demand times, responding in the areas where concentrations of these incidents occur. The unit averages 10 calls a day.

Seven firefighters completed Glendale Community College’s rigorous paramedic training program, attending classes five days a week for six months. These new medics will help to alleviate the shortage of medics in the field as seasoned medics promote or retire.



## Incident Management Team

Glendale Fire Department provides a high level of public safety all year long to the Westgate shopping and entertainment district, University of Phoenix Stadium and Gila River Arena. The Emergency Operations Center was activated to support certain mega-events like the Super Bowl, College Pro Bowl and the Fiesta Bowl. During the planning for these events and the activation of our EOC, the Glendale Division of Emergency Management coordinated and communicated with various fire, local and federal law enforcement, US Military, public health, private stakeholders, multiple city of Glendale Departments and the Glendale Incident Management Team to ensure the safety of the public.

## Wildland

Glendale participates in the AZ State Forestry Division’s wildland firefighting program, providing emergency fire suppression assistance if needed during large scale fires on state lands. Glendale firefighters are a recognized National resource during the wildfire season. In 2015, Glendale wildfire teams deployed to the states of CA, WA, and ID, and assisted state and local agencies with fire suppression and emergency medical coverage during wildfire operations.

### Special Operations

Check Hazard	80
Terrorism Liaison Operation	55
Gas Leak	43
Larger Gas Leak	29
Fuel Spill	26
Mountain Rescue	20
Hazardous Situation	15
Larger Hazardous Situation	5
Water Rescue	4
Vehicle Water Rescue	1
Tree Rescue	1
Vehicle Accident with Hazmat	1
<b>Total</b>	<b>280</b>





## Special Event coverage

Special Events was very busy in 2015, staffing over 240 events. With over 10 years of event coverage experience, the division is very proficient at serving the needs of event customers.

Some of the larger events at University of Phoenix Stadium include Super Bowl 49, NFL Pro Bowl, Annual Fiesta Bowl, and all 10 Arizona Cardinals games. We also had COPA Soccer, Monster Truck and Super Cross events, as well as Luke Days, all NHL Hockey and a month of Spring Training Baseball games. Other events included Glendale Glitters and the Chocolate Affaire, and several Arena concerts including Taylor Swift and Justin Bieber.

Over 1,500 paramedic and EMT positions staffed these events, logging over 8,800 work hours, and treating over 1,000 patients. Some of the specialized equipment available specifically for events include backpacks for the walking paramedic teams, golf carts, Segways, Gators, and a compact ambulance called an "ASAP" (Alternative Support Apparatus), for transporting patients easily through crowds while paramedics treat them inside the enclosed vehicle.

## Crisis Response

Crisis units are dispatched as Code-2 first responders through the Phoenix regional dispatch system. The call volume for Crisis Response units in Fiscal Year 2014-2015 was 1509 incidents. Crisis Response volunteers contributed 17,494.75 hours of service, valued at \$393,981.77 ([www.nationalservice.gov](http://www.nationalservice.gov)). These volunteers provided victims with comfort and emotional support, in addition to emergency supplies of clothing, ice chests, snacks, chairs, hygiene items, diapers, baby bottles, water, stuffed animals and burn-out boxes. The program, which is celebrating its 10th anniversary this year, continues to operate almost entirely on donations received from the community.

## Fire Prevention

### *Prevention and Inspection Stats*

Investigated Fires	65
Est. Structure Values	\$13,909,500
Est. Values Saved	\$11,713,850
Est. Fire Loss	\$2,195,650
Arson-caused	17 fires
Est. Arson Fire Loss	\$69,050
Fire Injury	9
Fire Death	0
Fire Inspections	2,466
Plan Review	1,736
Special Events Inspections	387



## Public Education

<i>Activity</i>	<i>Events/Classes</i>	<i>Participants</i>
CCC-CPR Classes	72	1,439
Fire and Life Safety Ed.	66	1,763
Fire Pal Program	132 classes in 11 schools	5,160
Community Events	19	4,244
Safety Trailer	92	2,637
Youth Firesetter	9	26
AED Program	54 AEDs tested, updated	1
Volunteers	909 hours valued at \$20,471	18



The Public Education division conducted 390 events and classes, logging a total participant count of 15,269 citizens. Eighteen volunteer educators contributed 909 hours of their time at a value of \$20,471.

## Logistical Services

The department added two new engine pumpers to the fleet during 2015. The apparatus replacement program is in the process of being reinstated to resume a regular schedule of front line apparatus replacement.

## GRPSTC/Training

Glendale Fire Fighters completed 34,028 hours of fire and emergency services training.

## Health Center

The new Health Center contract was awarded to Strength Training Inc. (STI) in March of 2015. Partner agency physicals will soon be offered at the Health Center.



<b>Glendale Firefighter Physicals</b>	<b>213</b>
<i>Exposures:</i>	
<b>Infectious Exposures Reported</b>	<b>3</b>
<b>Hazardous Exposures</b>	<b>3,305</b>
<i>Injuries:</i>	
<b>Fireground Injuries</b>	<b>2</b>
<b>Non-Fire Injuries</b>	<b>1</b>
<b>Training Injuries</b>	<b>6</b>
<b>Responding Injuries</b>	<b>2</b>
<b>Wound/Cut</b>	<b>6</b>
<b>Sprain/Strain</b>	<b>12</b>
<b>Other</b>	<b>4</b>



## Honor Guard

The Glendale Fire Department Honor Guard, created in 1997, is a highly trained ceremonial unit of the fire department. It consists of over 20 Glendale firefighters who volunteer their time to represent the department at solemn ceremonies and special events throughout the state. This includes parades, posting and presentation of colors, Line of Duty Death memorials and various civic events. In addition, the unit travels to Colorado Springs each year, representing Arizona at the International Association of Firefighters Memorial where more than 700 pipers, drummers and flag bearers gather from all over the U.S. to honor the fallen.



## Promotions



*Mark Hubler,  
Battalion Chief*



*Ken Barnes,  
Battalion Chief*



*Pat Martin,  
Battalion Chief*



*Mark Norton, Captain*



*Michael Young, Captain*



*Roman Barriga, Captain*



*Raymond Marquez, Captain*



*Adam Ellis, Captain*



*Joshua Brayer, Captain*



*Jeffrey Hite, Engineer*



*Matt Miltner, Engineer*



*Cecil Tudor, Engineer*



*Daniel Shaw, Engineer*



*Steve Kennedy, Engineer*



*Billie Grubb, Engineer*



*Trent Ryberg, Engineer*



*Chris Markobrad,  
Engineer*



*John Walter III, Engineer*



*Jo Lungren,  
Management Aide*

## New Hires



*Alexander Yates, Firefighter*



*Markell Williams,  
Firefighter*



*Kyle Borg, Firefighter*



*John Hansen, Firefighter*



*William Young, Firefighter*



*Douglass Carrington,  
Firefighter*



*Thomas Lee,  
Firefighter*



*Joe Librandi, Firefighter*



*Steven Konik, Firefighter*



*Tyler Shelton, Firefighter*



*Leigha Graziano,  
Firefighter*



*Stephen Neal, Firefighter*



*Mary Eismann,  
Management Aide*



*Robert Popa,  
Assistant Fire Marshal*



*Robert Perez, Plans  
Examiner*



*Eric Davis,  
Fire Inspector I*



*Jennie Levario,  
Fire Inspector I*



*Jeff Ashley,  
Fire Inspector II*



*Kris Campbell,  
GRPSTC Secretary*

## Retirements



*Valeri Eddings,  
Battalion Chief*



*Mark Burdick,  
Fire Chief*



*Pat Becker,  
Battalion Chief*



*Patty Frey,  
Deputy Chief*



*Scott Phillips,  
Captain*



*Larry Randall,  
Assistant Fire Marshal*



*Denver Wells,  
Fire Investigator*



*Kim Bushong,  
Fire Inspector II*



## 2015 Awards



*Firefighter of the Year,  
Steve Matousek, Captain*



*Don Heatwole Career  
Achievement Award,  
Jeff Levario, Battalion Chief*



*Fire Chief's Award for  
Excellence, Dennis Dorrance,  
Fire Captain*



*Mark Burdick Innovation Award,  
Gary Benson,  
Battalion Chief*



*Mark Burdick Innovation Award,  
Mike Patten, Captain*



*Mark Burdick Innovation Award,  
Eric Eckert, Captain*



*Professional Civilian  
Award, Jo Lungren,  
Management Aide*



*Volunteer of the Year,  
Bill Kelly (Public  
Education/CR Volunteer)*



*MADD Award Responder  
of the Year,  
Chaplain Raul Ochoa*





**Glendale Fire Department**

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