



GLENDALE FIRE DEPARTMENT
2016 PERFORMANCE REPORT

FAST | CARING | INNOVATIVE | PROFESSIONAL





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

The two primary areas of focus for the Glendale Fire Department are to always provide the highest level of customer service while constantly ensuring firefighter safety. We couple those two areas with maintaining our fiscal responsibilities by being good stewards of our city resources; time, money, equipment, and people. We recognize that our greatest value is providing the highest level of service possible. This service is delivered out of nine fire stations and by some of the best trained and most professional firefighters in the American Fire Service. We also have an engaged and committed workforce consisting of sworn and staff personnel that support our first responders in an exceptional way. Our fire prevention, public education and public information members are ready and willing to answer any questions you may have.

We also understand that we are not a department of one, but work in conjunction with all city departments, including the City Manager and our elected officials. Presently we are working with all city departments in the development of our City of Glendale Strategic Plan. The plan, once developed, will ensure that we provide an even higher level of service to our customers by working as one Glendale Team.

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

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



Station Locations and Descriptions

Station Number	Address	Staffing Per Shift	Year Built	Fire Unit Number
Station 151	6851 N. 52nd Ave.	12	2009	E151, E150, BC151, LA151
Station 152	6850 W. Bethany Home Rd.	8	1979	E152, L152
Station 153	14061 N. 59th Ave.	4	1974	E153
Station 154	4439 W. Peoria Ave.	8	1982	E154
Station 155	6255 W. Union Hills Dr.	4	1988	L/LT155
Station 156	6801 W. Deer Valley Rd.	4	1995	E156, BR156
Station 157	9658 N. 59th Ave.	10	1997	E157, L/LT157, HM157, LA157
Station 158	6261 N. 83rd Ave.	6	2003	E158, WDC
Station 159	17159 N. 63rd Ave.	8	2005	E159, SQ159, U159, BC152

Emergency Services

- **Fire Suppression**

Search and Rescue
Suppression
Rehab
Wildland (State Program)

- **Emergency Medical Service**

Advanced Life Support
Basic Life Support – Low Acuity
Contract Ambulance Transport

- **Special Operations – Technical Rescue**

Trench
Swift Water
Confined Space
High/Steep Angle

- **Special Operations - Hazmat**

Hazardous Materials Response
Hazardous Materials Mitigation

- **Crisis Response**

2016 Service Enhancements

- Two Low Acuity (LA) units were deployed to cover non-emergency incidents using smaller, 2-person vehicles. The LA units are in service 10 hours per day, during peak demand weekdays and times: Mondays through Fridays, 9:00 a.m. to 7:00 p.m. The LA concept is growing among fire departments, and was a recommendation made during the department's community-based strategic planning workshops. LA crews consist of one fire captain and one firefighter, which includes one paramedic.
- A pilot program was initiated to deploy an additional, fully staffed paramedic fire engine to supplement coverage in the areas of greatest demand. "E1553" is in operation Mondays through Fridays, 7:30 a.m. to 5:30 p.m.
- Electronic Patient Care Reporting (ePCR), a tablet-based patient charting system replaced the old pen-and-paper process. A similar reporting system was implemented by the Fire Marshal's Office, enabling fire officials to record inspection data electronically, on-site, using iPad technology. In addition, the department migrated to an improved process of exporting dispatch data directly from the regional dispatch system, to boost the quality of incident and response data.



Call Type

Years and Numbers of Incidents Systemwide

Year	2012	2013	2014	2015	2016
EMS	30,040	29,857	31,006	33,225	35,247
Fire	3,570	3,610	3,380	3,341	3,447
Special Ops	619	632	674	676	981
Misc. Services	2,238	1,805	1,792	1,867	1,891
Total Incidents	36,467	35,904	36,852	39,109	41,566

Emergency Medical Services

- Electronic Patient Care Reporting (ePCR) completed its first year of service; 29,749 patient care reports were created.
- Low Acuity unit "LA151" completed its first year of deployment, responding out of Fire Station 151 (located at 52nd Ave. and Glendale Ave.). The unit's 1,509 responses generated 1,178 patient care reports.
- A second Low Acuity unit, "LA157", was deployed out of Fire Station 157 (located at 59th Ave. and MountainView Rd.). In its first 6 months of service it responded to 732 incidents and generated 610 patient care reports.
- Eleven GFD members attended paramedic school at Glendale Community College and will graduate in January 2017.
- The department received recertification as a Certified Training Center through AZ Department of Health Services, to conduct in-house EMT and paramedic instruction.
- All Paramedics and EMTs successfully transitioned to the new certification standards required by the National Registry of Emergency Medical Technicians.



Special Operations

- A new training manual was developed to ensure all technicians maintain proficiency in both hazardous materials and technical rescue expertise.
- Urban Area Security Initiative Rapid Response Team (UASI RRT) Grants:
 - Completed the 2015 UASI RRT grant, \$100,000.
 - Approved for 2016 UASI RRT grant, \$100,000.
 - This grant paid for training three of the new dual technicians.
 - Approved for 2015 UASI RRT Reallocation funds, \$20,000, to purchase new communications equipment.
- Wildland Firefighting
 - Fifty-three fire personnel were deployed to 32 separate wildfires across the nation.



Crisis Response

- Crisis Response Volunteers donated over 13,000 hours to the Glendale Fire Department.
- Internships were expanded to out-of-state universities including University of Southern California, Weldon University and University of Boston.
- Received approval to add a Crisis Intervention Specialist to the team, bringing total staffing to 3.
- Crisis Response volunteers logged 1,156 responses on 1,164 incidents system-wide.
- A new Crisis Response van was received, and will be equipped to respond in early 2017.





Number of Unit Responses System-wide

Units	Medical	Fire	Special Ops	Miscellaneous Service	Station Departures
BC151	281	411	49	11	752
BC152	146	229	782	17	1,174
WDC	155	356	47	6	564
E150	2,724	354	27	68	3,173
E151	2,779	372	32	66	3,249
E152	2,693	366	20	56	3,135
E153	3,110	345	18	67	3,540
E154	3,813	370	30	83	4,296
E1553 <i>pilot program</i>	71	8	2	14	95
E156	1,399	285	28	84	1,796
E157	2,564	336	37	63	3,000
E158	1,892	349	11	73	2,325
E159	2,228	338	7	74	2,647
L152	165	199	4	8	376
L155	117	96	5	3	221
L157	240	121	7	8	376
LT152	2,717	81	6	44	2,848
LT155	1,773	96	8	48	1,925
LT157	2,758	88	8	45	2,899
SQ159	23	97	77	4	201
HM157	4	120	76	3	203
U159	16	212	13	6	247
BR156	0	13	0	0	13
LA151	1,335	107	8	59	1,509
LA157	655	59	4	14	732
Total	33,658	5,408	1,306	924	41,296

Support Units

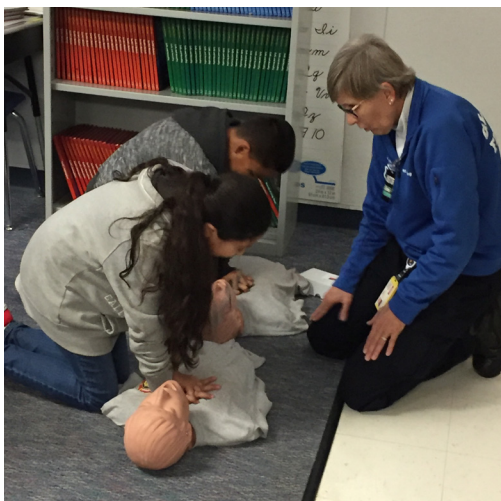
H-151	137	4	5	3	149
Crisis Response	844	202	8	102	1,156
Medic Response	17	0	0	139	156
Total Support	998	206	13	244	1,461
Total Responses	34,656	5,614	1,319	1,168	42,757



Public Education

Class and Events

• Presentations and Events	543
Bilingual/Multilingual	34
Attendees – Youth	12,265
Attendees – Adult	5,698
Total Attendees	17,963
• Fire Pal Schools	14
• Volunteer Hours	787.5
	monetary value: \$18,554



Fire Prevention – Fire Marshal’s Office

• Total Inspections	4,216
Special Event Inspections	275
New Construction	915
Annual Inspections & Other	3,026
• Plans Review	1,955
Turnaround Compliance	96%
• Structure Fire Investigations	97
Cause Determination	65%

Glendale Division of Emergency Management (GDEM)

- GDEM hosted a Glendale specific “Senior Officials Workshop” presented by Texas A&M Engineering Extension Service. Approximately 30 Glendale senior officials participated.
- The annual Glendale Emergency Operations Center (EOC) Activation Exercise was held with 37 EOC contacts from various city departments.
 Departments/Divisions represented included Fire, Police, Human Resources (HR, Risk Management), IT, Public Works (Field Operations, Transportation), Water Services (Environmental Resources, Operations), City Clerk, Public information and Budget & Finance.
- The federal documentation and reimbursement process was completed for approximately \$150,000 in flood damages incurred in 2014.
- The EOC was activated to monitor security for the College Football Playoffs Championship Game and the Fiesta Bowl.



Resource Management

- Vehicle specifications and completed purchases of 6 new pumpers, 1 new Crisis Response van, 1 new Medic truck and 3 new staff cars.
- The department completed specifications and purchased second sets of turnout gear for firefighters, in compliance with the department's firefighter cancer awareness initiative.
- Carpeting was removed from fire stations 154, 155 and 156 in compliance with the department's firefighter cancer awareness initiative.
- Emergency water support was provided for the City's Water Department during waterline disruptions in the community. Ten thousand bottles of water were distributed and 15,000 gallons of potable water were dispensed from the department's water tanker.



Training

- Approximately 70,000 students visited GRPSTC in 2016.
- Recruit Academies
 - Class 16-1 was the training center's largest recruit class since the facility opened in 2007. Thirty-four recruits completed training, representing Glendale, Peoria, Tolleson and Avondale Fire Departments.
 - Class 16-2 trained 11 new recruits for the departments of Glendale and Peoria.
- Drivers Training: Approximately 135 members completed practical hands-on drivers training.
- Acting Engineer Certification and Engineer Academy: Approximately 40 members participated in Engineer training and the Acting Engineer Certification course.
- West Side Training Consortium: Approximately 100 members attended fire alarm, detection and sprinkler training, and 40 members attended forcible entry training.
- Blue Card Incident Command Certification: Approximately 80 members completed Blue Card simulations for initial certification or renewal.
- Arizona State Fire School: 14 members attended.
- Phoenix Fire Department 80-hour Incident Scene Officer (ISOS) training: 13 members attended.



Glendale Firefighters Honor Guard Pipes and Drums

The Glendale Firefighters Honor Guard Pipes and Drums, organized in 1997, continues to remain active in the community. The Honor Guard is aligned under Glendale Fire Charities and is a 501c3 charitable organization relying on donations to continue our mission of "Honoring the Fallen." Members are active Glendale firefighters who volunteer their time to represent the department at special events, patriotic parades, memorials, funerals and other civic functions. There are about 20 total members comprising the color guard, the funeral team and traditional bagpipers and drummers. The group participates in dozens of events throughout Arizona each year and at the National Fallen Firefighters Memorial held annually in Colorado Springs. The Honor Guard also conducts various ceremonial presentations, community-based events and fundraising events to support their mission. The Honor Guard commander, Battalion Chief Alex Morales, is an original member and has over 30 years of experience in the fire service.



Personnel Division

- Hiring processes completed:
 - 2nd practical and hiring from 2015 Firefighter trainee process
 - 2016 firefighter hiring process
- Promotional processes completed:
 - Battalion Chief process
 - Deputy Chief process
 - Assistant Chief process
 - Captain process
 - Two civilian job studies/reclassifications



Promotions



*Mark Hubler,
Deputy Chief*



*Eric Keppler,
Deputy Chief*



*Jeffrey McMenemy,
Deputy Chief*



*Linda Rider,
Deputy Chief*



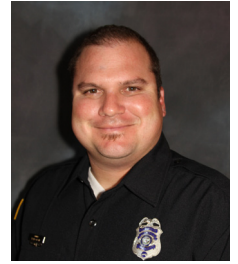
*Eric Eckert,
Battalion Chief*



*Eugene Lorence,
Battalion Chief*



*Mark Manor,
Battalion Chief*



*David Colson,
Captain*



*Billie Grubb,
Captain*



*Timothy Guerrero,
Captain*



*Ronald Hart,
Captain*



*Daniel Padilla,
Captain*



*Randy Rodriguez,
Captain*



*Jarrett White,
Captain*



*Jason Zeller,
Captain*



*Amber Campbell,
Engineer*



*Amber Johnson,
Engineer*



*John Loomis,
Engineer*



*Anthony Valverde,
Engineer*



*Anthony Vargas,
Engineer*

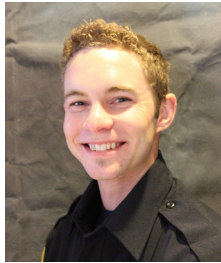


*Matthew Zongas,
Engineer*

New Hires



*Travis Azevedo,
Firefighter*



*Timothy Benson,
Firefighter*



*Michael Fernandez,
Firefighter*



*Nicholas Haney,
Firefighter*



*Michael Harris,
Firefighter*



*Shawn Jenkins,
Firefighter*



*Ryan Kiser,
Firefighter*



*Garrett Lee,
Firefighter*



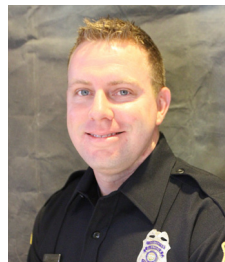
*Joshua Moore,
Firefighter*



*Stephen Orsini,
Firefighter*



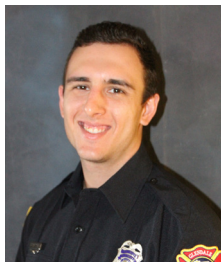
*Daniel Petro,
Firefighter*



*Daniel Rogers,
Firefighter*



*Kurt Schupe,
Firefighter*



*Justin Smith,
Firefighter*



*Kyle Taylor,
Firefighter*



Retirements



*Elio Pompa,
Assistant Chief*



*Jeff Levario,
Deputy Chief*



*Richard Franklin,
Captain*



*John Walter II,
Captain*



*Dan Wintrow,
Captain*



*Steve Dudzinski,
Firefighter*





Glendale Fire Department

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www.glendaleaz.com/fire



/GlendaleFire



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