

FIRE DEPARTMENT

GLENDALE

*Glendale, Arizona*

# Fire Department

2013 Performance Report



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

This is an exciting time for the fire service. We welcome the changes that lie ahead as it evolves in new and interesting directions in concert with Affordable Health Care. Traditional service delivery models are being re-evaluated to find better and faster ways to respond to the needs of the community, while controlling costs, minimizing risk and protecting the safety of our personnel. The use of data will play an increasingly important role in decision making, and allow for a more targeted approach to resource deployment, fire and injury prevention, and public safety and wellness education.

The budget and staffing reductions that occurred over the past few years have raised the bar on operations efficiencies to levels once thought impossible to achieve. I marvel at what we've managed to accomplish, despite the challenges and occasional setbacks. Staff continues to find innovative ways to get the most out of every dollar, enabling our mission and core services to be delivered in the manner our customers have come to expect.

To better align our goals and objectives with what the community wants, we are conducting a Customer Based Strategic Planning process to solicit community feedback on our core services. The information we gather will be invaluable in focusing our efforts on the things that matter most to the community. In addition, we hope to gain insight into innovative ways we might improve services in the future. We appreciate the community's willingness to contribute to this important effort.

As an accredited fire department we must demonstrate our commitment to organizational self-analysis, self-improvement and quality performance—even in times of change. I have complete faith in the men and women of this department to continue their tradition of excellence as we move confidently into the next era of emergency service delivery. To paraphrase a maritime adage, a pessimist complains about the wind; an optimist hopes it will change; a realist adjusts the sails. We choose to be realists.

As always, I wish to thank the community and City leaders whose support makes all of this possible.

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

Mark Burdick  
Fire Chief

## Fire Department Goals

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 pro active 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

Staffing (Grouped by Division)	Sworn	Civilian
Administration	6	9
Emergency Medical Services	5	2
Emergency Management	0	3
Emergency Operations	211	0
Fire Prevention / Community Services	0	14
Logistical Services	8	9
<b>Total Staffing</b> (9 vacant)	<b>230</b>	<b>37</b>

Service Demand	
Number of Incidents <i>incident: individual emergency event</i>	35,904
Number of Emergency Responses <i>response: unit dispatches</i>	39,334
Glendale Population Served	232,118
Glendale Square Miles Served	59

90% Response Time Baselines	
Turnout Time	1:29 or less
Travel Time	5:31 or less
Response Time ( <i>Notify to Arrive</i> )	6:31 or less

Fire Loss to Value	
Structure Fire Loss ( <i>investigated fires</i> )	\$1,932,950
Structure Values Saved ( <i>investigated fires</i> )	\$14,338,500



## Station Locations & Equipment

**Station 151:**  
**6851 N. 52nd Ave.**  
 Units: 2 Engines,  
 1 Battalion Chief

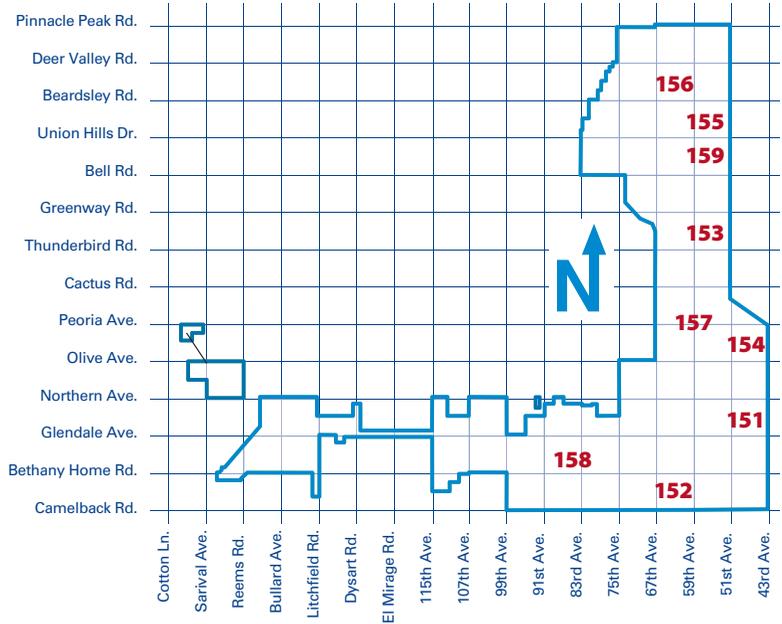
**Station 152:**  
**6850 W. Bethany Home Rd.**  
 Units: 1 Engine, 1 Ladder,  
 1 Ladder Tender

**Station 153:**  
**14061 N. 59th Ave.**  
 Units: 1 Engine,  
 1 Light/Air Utility

**Station 154:**  
**4439 W. Peoria Ave.**  
 Units: 1 Engine

**Station 155:**  
**6255 W. Union Hills Dr.**  
 Units: 1 Ladder Tender,  
 1 Quint

**Station 156:**  
**6801 W. Deer Valley Rd.**  
 Units: 1 Engine, 1 Brush Truck  
 MMRS and wildland  
 deployment equipment



**Station 157:**  
**9658 N. 59th Ave.**  
 Units: 1 Engine, 1 Ladder,  
 1 Ladder Tender, 1 Hazmat Unit

**Station 158:**  
**6261 N. 83rd Ave.**  
 Units: 1 Engine, MMRS equipment,  
 1 Shift Commander

**Station 159:**  
**17159 N. 63rd Ave.**  
 Units: 1 Engine, 1 Squad,  
 1 Battalion Chief

## Emergency Services Provided

### Fire Suppression

Search and Rescue  
 Suppression  
 Rehab

### Special Operations - Hazmat

Hazardous Materials Response  
 Hazardous Materials Mitigation  
 Terrorism Liaison Officer

### Emergency Medical Service

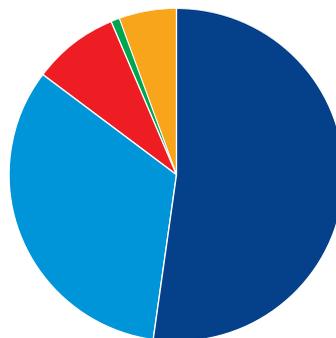
Advanced Life Support  
 Basic Life Support  
 Contract Emergency Transportation

### Crisis Response

### Wildland Firefighting

### Special Operations – Technical Rescue

Trench Rescue  
 Swift Water Rescue  
 High Angle Rescue  
 Confined Space Rescue



### Glendale Incidents

● Adv. Life Support	14,522
● Basic Life Support	9,115
● Fire	2,326
● Special Ops.	257
● Misc. Service	1,479
<b>Total</b>	<b>27,699</b>

### Medical emergencies comprised 85% of all incidents

Peak Demand: 7:00 a.m. - 9:59 p.m.

Busiest Hour: 6:00 - 6:59 p.m.

Busiest Weekday: Friday

## Unit Response Chart

**Response:** various fire department resources (listed below) dispatched to incidents

Units	ALS	BLS	Fire	Haz-Mat	Misc.	Sp-Ops	Total
BC151	186	68	448	13	12	2	729
BC152	110	34	260	207	28	36	675
BR156	4	1	8	0	6	1	20
CR155	121	30	38	0	12	2	203
CR158	764	206	208	1	104	3	1286
E150	1544	1060	348	27	128	5	3112
E151	1569	1035	347	18	158	5	3132
E152	1443	951	455	31	130	7	3017
E153	1679	962	306	19	110	6	3082
E154	1936	1158	323	24	187	10	3638
E1555	2	1	15	0	0	0	18
E156	665	411	242	24	75	10	1427
E157	1298	835	336	20	97	29	2615
E158	936	574	300	22	93	6	1931
E159	1172	814	299	9	102	6	2402
H-151	193	55	8	2	2	6	266
HM157	8	11	6	163	12	1	201
L152	70	50	170	8	22	3	323
L155	320	168	173	9	26	2	698
L157	123	72	107	5	12	1	320
LT152	1403	996	30	9	100	6	2544
LT155	817	512	75	5	65	2	1476
LT157	1499	966	26	11	93	2	2597
M152	0	0	0	0	22	0	22
M155	1421	322	22	0	24	2	1791
M157	509	142	10	0	28	0	689
M158	10	8	0	0	117	0	135
SQ159	14	10	51	69	11	34	189
U159	14	9	194	15	14	5	251
WDC	108	30	352	33	6	16	545
<b>Totals</b>	<b>19,938</b>	<b>11,491</b>	<b>5,157</b>	<b>744</b>	<b>1,796</b>	<b>208</b>	<b>39,334</b>

ALS - Advanced Life Support

BLS - Basic Life Support

Haz-Mat - Hazardous Materials

Sp-Ops - Special Operations



## Fire Suppression

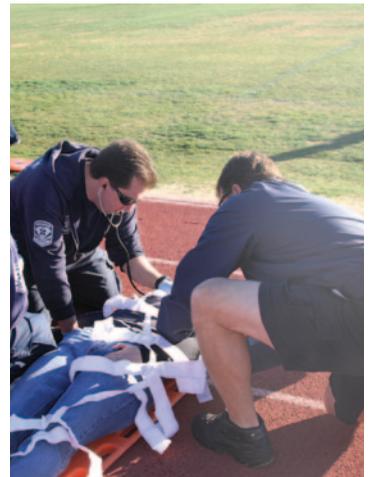
Fires (by type)	Fires	Fatalities	Injuries
Residential	70	1	9
Other Structures	4	0	0
Vehicles	170	0	1
Outside Fires	41	0	0
Brush/Grass	94	0	0
Dumpster/Trash	264	0	0
Other Fires	637	0	0
<b>Fire Totals</b>	<b>1,280</b>	<b>1</b>	<b>9</b>
<i>False Alarms</i>	<i>1,046</i>		



## Emergency Medical Services

### Top 10 Medical Emergencies

Difficulty Breathing	2479	Altered Consciousness	1594
Car Accident	1925	Serious Illness	1586
Illness	1787	Injury	971
Fall	1742	Diabetic Problem	657
Chest Pain	1699	Overdose	627



## Critical tasks performed at medical emergencies

### EMT Level:

- Airway Maintenance
- Ventilation
- CPR/CCR
- Hemorrhage Control
- Splinting of Fractures
- C-Spinal Stabilization
- Splinting of Fractures
- Blood Pressures and Pulses
- Lift Assist

### Paramedic Level:

- Any of the EMT Functions
- Hospital Patch and Communication
- Invasive Medical Procedures
- Cardiac Defibrillation
- Administration of Medications/Solutions
- Intubation/Ventilation Devices
- Other Procedures Prescribed by Medical Control
- Patient Charting and Documentation
- Patient Protection, Transport
- Treatment During Transport





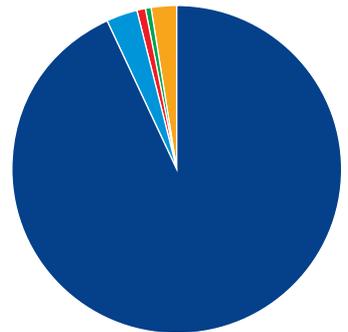
## Helicopter Air Logistical Operations HALO

Incident Location	Departures	Average Arrival
Surprise	74	11:13
Peoria	50	13:36
Avondale	40	08:45
Glendale	31	09:44
Sun City West	17	11:09
El Mirage	12	07:47
Other, non-transport	42	

## Special Event Paramedic Coverage

Location	Events	Patients
University of Phoenix Stadium	95	420
Jobing.com Arena	66	132
Camelback Ranch	33	99
City of Glendale	13	20

## HALO Responses



Medical Emergencies	248
Fire	8
Hazardous Materials	2
Miscellaneous	2
Special Operations	6
<b>Total</b>	<b>266</b>

## Special Operations

### Emergency Responses

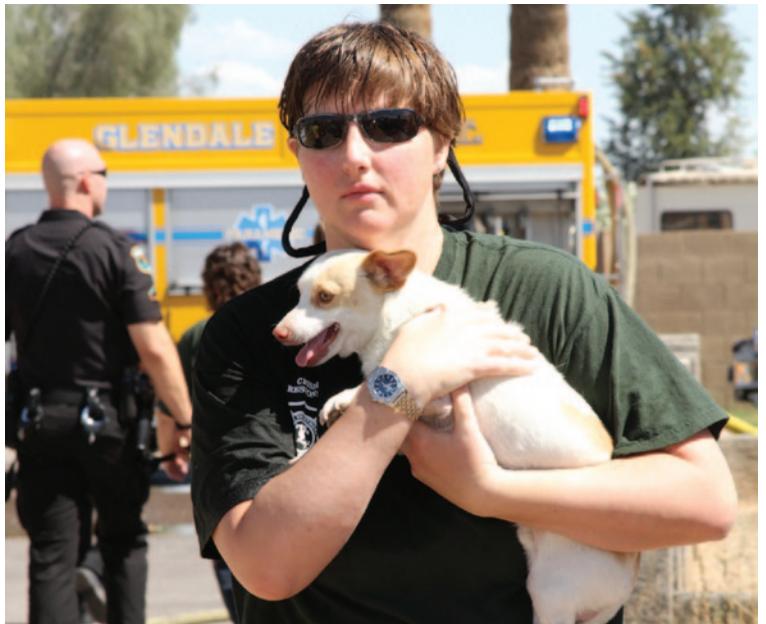
Confined Space Rescue	2
Vehicle into Water	17
Mountain Rescue	105
Terrorism Liaison	54
Water Rescue	30
Broken Natural Gas Main	16
Natural Gas Leaks	383
Hazmat Assignment	60
Hazardous Situation	132
Check Hazardous Situation	98
Drug Laboratory	4
Fuel Spill	36
Vehicle Accident Hazmat	14
Hazardous Materials Fire	1



## Crisis Response Programs

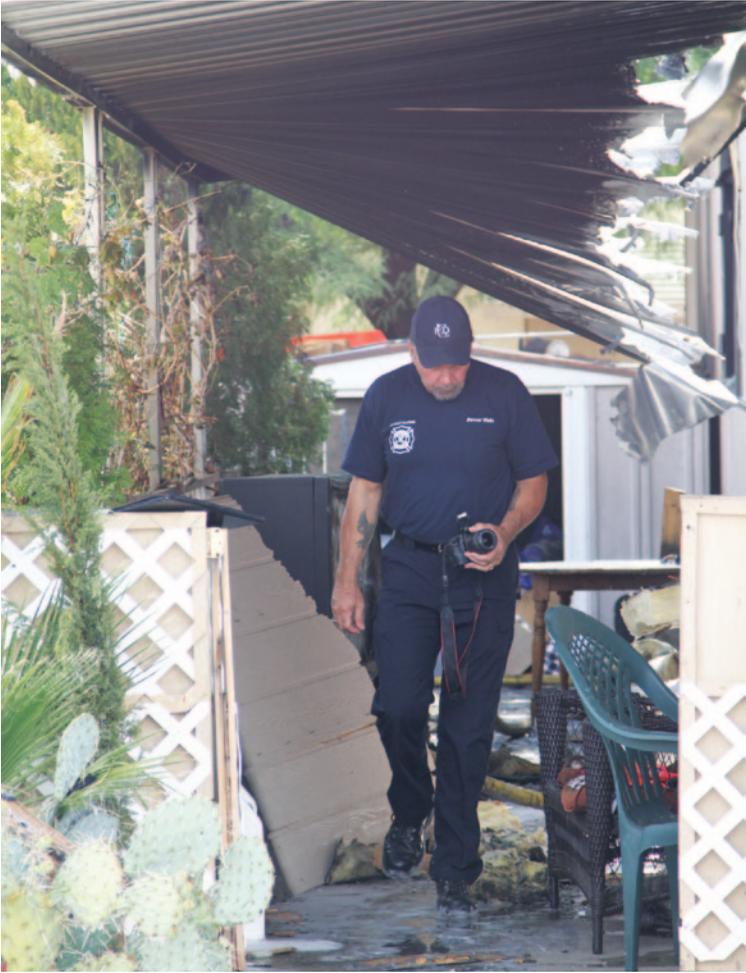
### CR Statistics

CR Unit Responses	1,489
Hours spent on-scene	960
CR Volunteers	50
Volunteered Hours	21,342
Value of Vol. Time	\$472,528



## Incidents Receiving Crisis Response Services

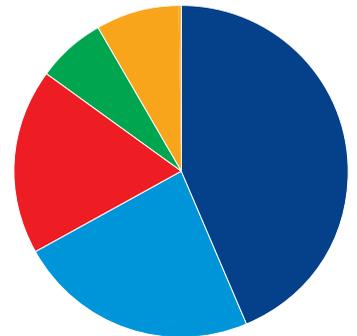
House Fires	Traffic Accidents	Mentally Ill
Drowning	Child/Elder Abuse	Grief Support
Assaults	Police Requests	Occupant Services
Shootings	Large Scale Evacuations	Special Events
Domestic Violence	Greater Alarm Structure Fires	Suicides
Death Notification	Codes	Lost Children/Elderly
Pediatric Emergencies	Stabbings	Any Special Ops Incidents
Mass Casualty Incidents	Sexual Assaults	Glendale Airport Emergencies



## Fleet Information

Front Line Vehicles	Qty
Pumpers	10
Light and Air Utility Vehicle	1
Heavy Rescue/Squad	1
Crisis Response Vans	2
Potable Water Truck	1
Small Trucks	7
Cars	6
Ladder Trucks	4
Ladder Tenders	4
Brush Truck	1
Haz Mat Vehicle	1
Heavy Trucks	5
Heavy Utility Truck	1
Fleet Miles Driven	549,832

## Fleet Maintenance Cost Breakdown



Fuel	37%
Labor	28%
Parts	21%
Tires	9%
Sublet	5%

## Logistical Services

Service Requests Fulfilled	2,520
Service Requests Pending	43

## Fire Investigation

Investigated Fires	87
Fire Injuries	10
Fire Fatalities	1
Arson Fires	24
Arson Arrests	7
Juvenile Firesetter Referrals	2

## Fire Prevention

Existing Building Inspections	2,419
Building Re-inspections	847
Licensing & Event Inspections	288
New Construction Inspections	969
Total Inspections	4,523

## Plans Examination

New Construction Plans	60
Special Events	215
Tenant Improvements	291
Planning Reviews	126
Fire Protection Systems	554
Fire Permits Issued	832
Plan Submittals Received	1,246

## Health Center

Firefighter Physicals	666
Police Physicals	51
Firefighter Injuries	27
Sprain/Strain	15
Burns	1
Cuts	7
Other Injuries	4
Infectious Exposures	8

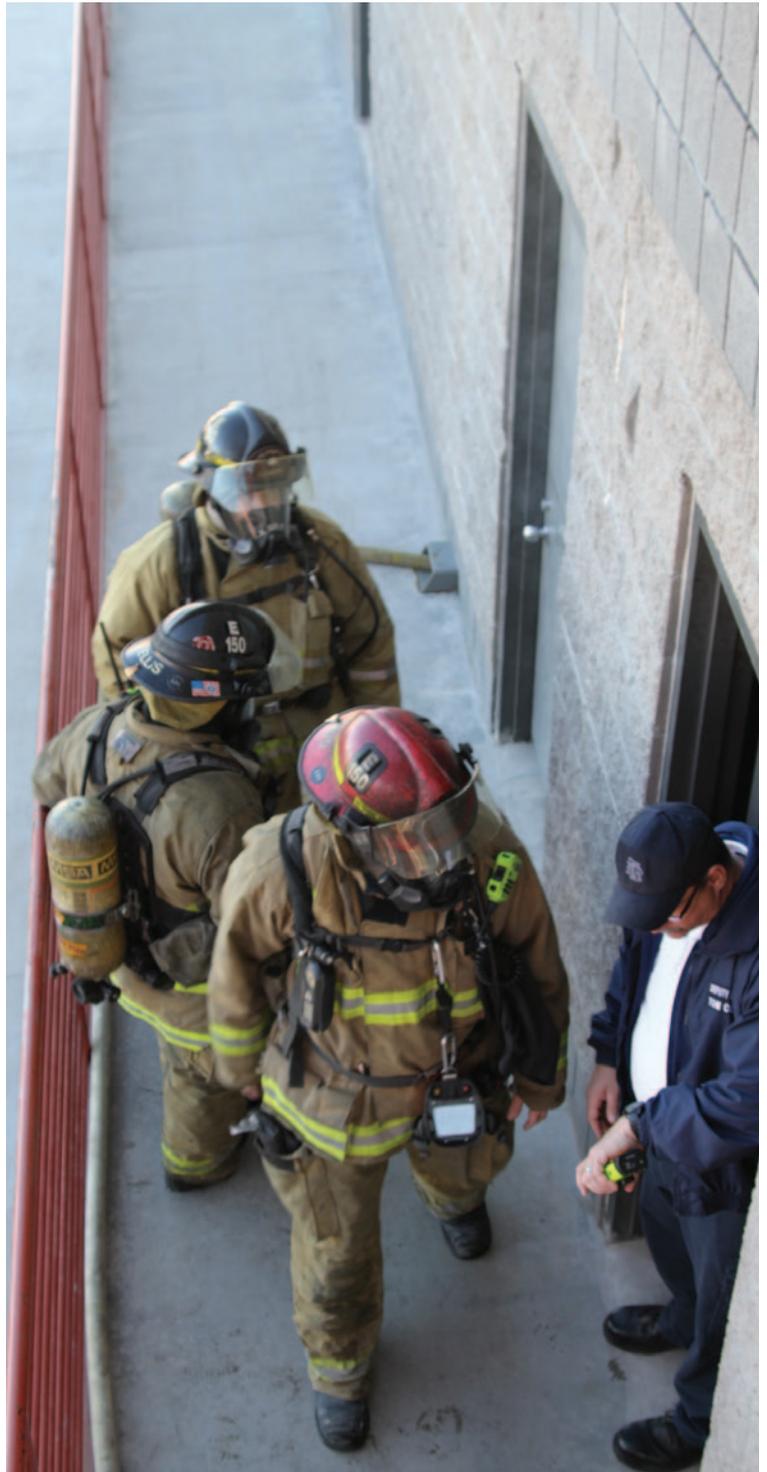


## Training Center

A new Rescue Air System was installed at the training center at no cost to the city or department. The system provides a ready supply of clean, breathable air to refill SCBA bottles depleted during firefighting operations, without having to tote and swap out empty bottles.

The training center hosted the first ever Propane Safety Conference on February 13th and 14th, on the 40th anniversary of the 1973 Kingman, AZ railroad tanker explosion that took the lives of 11 firefighters.

GRPSTC became the first West Valley training hub on Google.



2013 Training Center	Training Hours	Attendees
January – March	9,032.75	14,020
April – June	7,294.50	11,245
July – September	6,297.75	12,032
October – December	9,273.25	15,551
<b>Total</b>	<b>31,898.25</b>	<b>52,848</b>



## Charities

The department participated in a number of local charity events and hosted fundraisers to benefit a variety of organizations.

**Toy & Clothing Drives: \$60,000**  
benefitted 300 families

**Muscular Dystrophy Fill the Boot: \$13,580**

**Honor Guard Postings: \$3,250**

**United Way: \$2,140**

**Rock Bottom Fire Chief Ale Sales: \$6,000**

**Granite Mountain Hotshot Families: \$179,000**

**Fire/PD Charity Softball Game: \$58,000**

## Public Education Program

Glendale's Community Education program manager was presented with a "Heart Safe City" award from the Arizona Department of Health for delivering hands-only CPR training to over 20,000 citizens in the past five years.

**Water Safety Walk: 1,100 Homes  
Canvassed with Water Safety  
Information**

**Youth Firesetter Interventions: 14  
Classes to 20 Youth and 22 Adults**

**Fire and Life Safety Classes: 52  
Classes to 1,387 Adult and Youth  
Attendees**

**Safety Trailer Events: 7 Events: 837  
Adults and Youth Trained on How  
to Escape a Fire**

**Smoke Alarm Walk at Grand  
Missouri Mobile Home Park: 93  
Smoke Alarm Installs and 47 New  
Battery Installs**

**CCC-CPR Classes: 66 Classes  
taught to 1,452 youth and 667  
Adults**

**CERT 21-Hour Basic Class: 1 Adult  
Class with 19 Graduates**

**CERT Volunteer Training: 9 Train-  
ing Classes to 110 Adults**

**Community Events with Safety  
Booths: 23 Events; 3,523 Adult and  
Youth Safety Information Contacts  
Made**

**Events and Calls Photographed: 88**

**Volunteer Information:  
15 CERT and Safety Educator  
Volunteers  
1,978 Volunteer Hours Donated**





## Honor Guard

The Glendale Fire Honor Guard was active throughout the Valley and State in 2013.

An Honor Guard training symposium was conducted in June. The two-day program trained 15 firefighters from 4 fire departments, Sedona, Surprise, Verde Valley and El Mirage, to help them establish their own ceremonial units. Luke Air Force Honor Guard Senior Trainers assisted in teaching marching, casket movement and posting of colors. Glendale Dignity Memorial's West Resthaven Funeral Home and cemetery on Northern Avenue opened their doors to the trainees to practice ceremonial burials at their facility.

Honor Guard Units from around the state assisted with memorial services and "Silent Sentry" duty for the 19 Granite Mountain Hotshots who died in the line of duty in July. Glendale's Honor Guard and Member Services coordinators worked with the Andrew Ashcraft family, assisting them with burial procedures. The Honor Guard had the privilege of laying Andrew to rest.

The Honor Guard also assisted Phoenix Fire Department with the Line of Duty Death services for Firefighter Bradley Harper, assuming the role of Primary Colors during Harper's funeral.

## 2013 Retirees



***Karla Houston***  
Crisis Response  
Volunteer Coordinator  
6 years



***Juan Rivera***  
Deputy Fire Marshal  
27 years



***Armando Hernandez***  
Captain  
34 years



***Lex Worthy***  
Captain  
33 years



***Blair Petersen***  
Captain  
29 years



***Dale Largent***  
Captain  
36 years



***Bill McGonigle***  
Battalion Chief  
36 years

## In Memory

We wish to dedicate this Annual Report to the 19 Granite Mountain Hotshots, and to Phoenix Firefighter Bradley Harper, who lost their lives in the line of duty in 2013.

**Andrew Ashcraft, 29**

**Robert Caldwell, 23**

**Travis Carter, 31**

**Dustin Deford, 24**

**Chris MacKenzie, 30**

**Eric Marsh, 43**

**Grant McKee, 21**

**Sean Misner, 26**

**Scott Norris, 28**

**Wade Parker, 22**

**John Percin, 24**

**Anthony Rose, 23**

**Jesse Steed, 36**

**Joe Thurston, 32**

**Travis Turbyfill, 27**

**William Warneke, 25**

**Clayton Whitted, 28**

**Kevin Woyjeck, 21**

**Garret Zuppinger, 27**

—————  
**Bradley Harper, 23**



*This photo was taken on June 30, 2013  
by Granite Mountain Hotshot Andrew Ashcraft  
as they headed into the Yarnell Hill Fire.*



**Glendale Fire Department**

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