

Glendale, Arizona

FIRE DEPARTMENT

PERFORMANCE REPORT

2006



Fast, Caring, Innovative, Professional

Credits

Cover Photo: Firefighter Scott Saxman
Design & Layout: John Doyle

Equipment

1.8 GHz Apple G5 iMac
Adobe InDesign CS
Adobe Photoshop CS
Adobe Illustrator CS
Canon 5D digital SLR

Type

Headers: 11pt. Eidetic Neo Bold Italic
Body Copy: 10pt. Eidetic Neo Roman

Paper

78# Topkote Cover
100# Topkote Text

Printing

Xerox iGen Digital Press



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

We often refer to a fire department career as working in the “fire service.” The fact is, most of our calls do not involve fire; but all of the calls we answer involve service. The year 2006 revolved around efforts to enhance, improve or expand our service by drawing upon our core values and beliefs; being Fast, Caring, Innovative and Professional.

Fast service for our customers:

One of our achievements for 2006 was the acquisition of the Philips MRX heart monitors for our paramedics. This piece of equipment encompasses the latest technology available for pre-hospital cardiac care. Glendale Fire, being one of the first departments in the Valley to use this equipment, now has the ability to more rapidly identify a patient who may be experiencing a heart attack and transmit this vital information to the hospital.

Caring service in support of our citizens:

The Community Services Division of Glendale Fire administers a number of programs that impact the quality of life for our residents. The Crisis Response Team, relying solely upon a staff of caring volunteers, logged over 21,000 hours of on-scene crisis care in 2006. Our trained technicians of the Car Seat Program installed over 200 free seats to citizens in need and checked over 800 residents car seats to ensure they were being used properly.

Innovative service designed for our city’s visitors:

The 2006 opening of the University of Phoenix Stadium involved a unique partnership between Glendale Fire and Southwest Ambulance. Our two organizations worked together to be the sole providers of EMS care during events being held at the stadium. This professional collaboration involved countless hours of planning, scheduling and implementation. Our innovative approach may become a nationwide model for success for other fire service partnerships in the future.

Professional service to benefit our firefighters:

The 2006 groundbreaking for a state-of-the-art Glendale Regional Public Safety Training Center is a result of our professional relationships with neighbor communities and organizations. Our fire personnel will be surrounded by the latest technology and training tools, enabling us to produce the most capable and well-trained firefighters in the valley.

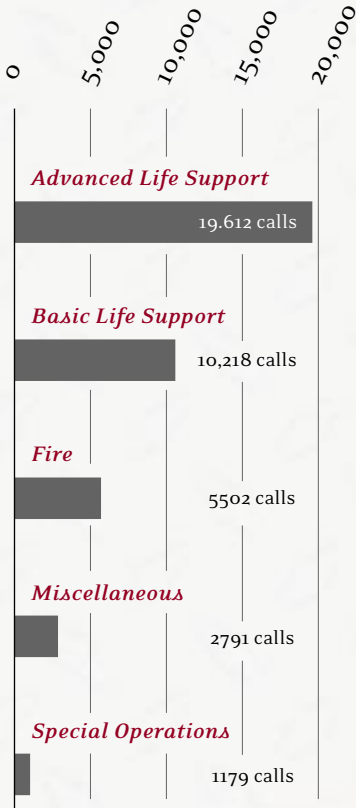
Some of our proudest moments and many accomplishments of 2006 are outlined in the following pages. It is my distinct pleasure to be a part of the Glendale Fire Department’s service to our City, Citizens, Customers, and Fire Department staff. Thank you for your continued support and commitment to our organization.

Always at your service,

Mark Burdick
Fire Chief

2006 Response History

39,302 total calls for service



Engine Companies

UNIT	AVERAGE*	TOTAL
E154	10.12	3692
E157	9.51	3471
E150	8.57	3128
E151	8.49	3098
E152	8.16	2980
E153	8.06	2942
E158	4.79	1747
E155	4.51	1645
E159	4.19	1530
E156	3.36	1225

Ladder Companies

UNIT	AVERAGE*	TOTAL
L152	5.76	2740
		Incl. LT152
L159	4.11	1501
		Incl. LT159

Battalion Companies

UNIT	AVERAGE*	TOTAL
BC151	2.70	986
BC152	1.62	596

Medic Unit

UNIT	AVERAGE*	TOTAL
M155	7.90	2883
M158	7.80	2846
M157	2.35	858

Specialty Units

UNIT	AVERAGE*	TOTAL
CAR 1557	2.86	1047
UI53	.95	349
SQ159 (OCT - DEC)		48

Crisis Response

UNIT	AVERAGE*	TOTAL
CR158	2.13	776
CR155	.98	357

*Average number of calls per day





Office of the Fire Marshal

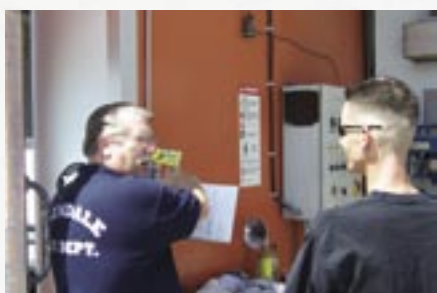
Exciting growth in the City of Glendale in 2006 impacted the Fire Marshall's Office from plans reviews to new construction and business inspections. The office welcomed three new inspectors and a plan review specialist to handle the additional responsibilities. 1,064 plans were reviewed and 568 permits were issued. We performed 991 new construction inspections and 1,664 existing buildings were inspected, which equates to nearly 21.6 million square feet of inspected space. The late summer opening of the University of Phoenix Stadium called upon our inspectors to be present at planning sessions, monitor, and attend a record number of special events. Out of 197 fires investigated, we had zero fire fatalities in 2006. During this period of growth, our fire investigators also solved the Wal-Mart arson investigation and were considered instrumental in the apprehension of two serial killers who were being sought by the Phoenix Police Department and a task force of state and federal investigators.

Events Operations Division

The Event Operations Division was created in July of 2006. We were tasked with planning and facilitating the Fire Department emergency services workload created by rapid growth of sports and entertainment venues in the City of Glendale. Event Operations also maintains working relationships with our partners at each of the major venues in the City of Glendale, and with our operational partner at the stadium, Southwest Ambulance. In 2006, the division provided emergency medical services during events at Luke Air Force Base, Westgate City Center, downtown Glendale, and 84 events in the arena and stadium alone, including ten Arizona Cardinals home games and the first half of the Phoenix Coyotes season. Approximately 500 patients were treated at events with a total attendance of over one million people.

Glendale Regional Public Safety Training Center

Major construction on the West Valley's first public safety training center continued in 2006. The facility is a partnership between Glendale and four other agencies: Avondale Fire Department, Peoria Fire Department, Surprise Fire Department, and the Maricopa County Community College District. It is located at 11550 West Glendale Avenue and is scheduled to open in the summer of 2007. Some of the state-of-the-art amenities include an academic and administrative building, fire training props, and a driver's training track.



Personnel Division

2006 RETIREES



Plans Examiner
32 years of service
Lee Lloyd



Battalion Chief
32 years of service
Joe Toung



Firefighter/Paramedic
28 years of service
Willie Haro



Captain/Paramedic
26 years of service
John Morin



Promoted
2 Battalion Chiefs



Promoted
9 Captains



Promoted
1 Engineer



16 Firefighters
trained

Public Information

Among daily media duties, our public information office hosted many widely covered media events. We held a press conference to promote seat belt safety which included several public safety PIO's from across the valley. In June we recognized two women for saving the life of a child by performing CPR. We awarded life saving certificates to two men for saving a woman's life by pulling her from a burning home in July. We were also successful in dealing with state and nation-wide media inquiries due to the multi-faceted issues of the Wal-Mart fires arrests.





Training Division

Fire department staff attended over 21,000 hours of training in 2006. From the training of new recruits, to exercises and instruction for continuing education, our organization demonstrated its commitment to turning out the best, most qualified firefighters possible.

<i>Training Topic</i>	<i>Instruction Hours</i>
Hazardous Materials Technician Continuing Education	7279
Technician Rescue Continuing Education	2223
Thermal Imaging Cameras	62
Command Training Center	164
Emergency Paramedic Continuing Education	1636
National Incident Management System	600
New Driver Training	448
Minimum Company Standards	1241
Basic Terrorism Awareness	289
Weapons of Mass Destruction	1926
Recruit Training	4800
Hazardous Materials Operations & Blood Borne Pathogens	600
Total:	21,268

Emergency Medical Services Division

In order to support education and certifications, as well as to increase service delivery for EMS incidents, the EMS Division added two Captain positions in 2006. The additional staff was instrumental in the research and purchasing of 23 new Philips MRX heart monitors which allowed Glendale Fire paramedics to continue our tradition of offering the latest state-of-the-art care to our cardiac patients. Due to an increasing volume of EMS incidents in Glendale, Medic 157 and Medic 158 were placed into service to assist engine and ladder companies on-scene. We also reached a milestone in EMS public/private partnerships by celebrating our 20 year affiliation with Southwest Ambulance.



Crisis Response Program

Our fifty-four Crisis Team members volunteered a total of 21,545 hours of service to the community in 2006. The estimated value of our volunteer activity was \$388,671. The past year brought enhancements to the program; a partnership with Midwestern University for physician assistant intern training, and an affiliation with the Glendale Unified School District Teacher/Counselor Association to provide licensed counselors to help facilitate critical incident stress management briefings. As always, our Crisis Response volunteers were often on call 24/7, embracing their core values of kindness, integrity, caring, and compassion. Whether they made a difference by consoling grieving loved ones, reaching out to victims of violence, securing shelter and food for those in need, or offering resources to struggling citizens, our Crisis Response team supported residents and public safety personnel alike.

Special Operations Division

Whether conducting, lecturing, or participating in drills, trainings or exercises, the Special Operations Division was full of activity in 2006. Highlights of the year included an MMRS article published in Fire Chief Magazine, a major federal MMRS grant procurement, participation in several region-wide tabletop exercises to enhance preparedness, and a collaboration with Peoria Fire Department, John C. Lincoln Hospital, and Banner Thunderbird Medical Center to conduct a Mass Casualty Drill at the Peoria Sports Complex. Nine new Technical Rescue Technicians and five new Hazardous Materials Technicians were trained and certified in 2006.





Community Services

Our efforts to educate residents and promote safety in our community took on many forms in 2006. 23 residents graduated from our Citizen's Academy in the spring. Child passenger safety technicians installed 810 car seats and provided 212 free car seats to Glendale families. Our Safety Trailer, which simulates a smoke-filled home, taught more than 10,000 parents, children, and citizens about fire safety, smoke detectors, and exit drills. Glendale Fire participated in more than 100 public events and health fairs to share information about our educational programs and services. We targeted families with our drowning prevention message through an aggressive public information media campaign, water walks, and our first annual Water Safety Day at Arrowhead Towne Center. Our 24th Annual Fire Prevention Parade brought over 5,000 residents and apparatus from all over Arizona to downtown Glendale. 344 Glendale citizens received CPR certification from fire department instructors. Glendale's children and senior citizens benefited as elementary students received over 1,100 hours of Fire Pal instruction and our Senior Educators taught over 3,000 hours of safety education.

Glendale Chapter of Local 493

A Memorandum of Understanding was reached in 2006, marking a proud and historic moment in labor/management relations for the Glendale Fire Department. Our firefighters were also very busy in the spring as they partnered with Rock Bottom Restaurant & Brewery to raise \$2,000 for the Foundation for Burns and Trauma during its Fire Chief Ale Celebration. They also raised \$15,000 at their annual "Fill the Boot" campaign to benefit MDA research, and they built their fourth Habitat for Humanity house in downtown Glendale. Firefighters rounded out the year by collecting approximately \$40,000 worth of new clothing, toys, and household items for needy Glendale families.



Awards and Honors



Firefighter of the Year
Steve Schell



*Chief Don Heatwole
Career Achievement
Award*
James Gibson



Fire Chiefs Award
Lorrie Moreno



*Service Award
of the Year*
Don Jessee



*Community Service
Award*
Penny Allen



*Professional Service
Award*
Richard Franklin



Fire Pal of the Year
Johnny Morales



*Crisis Response
Volunteer of the Year*
John Edmonson



*Fire Cadet Volunteer
of the Year*
Wendy Auerbach &
James Robinson



Call of the Year

On September 23, 2006, Glendale firefighters from Station 157 and Medic 158 responded to a car/motorcycle crash involving Laura Graff. Laura was riding her motorcycle at 59th Avenue and Mercer Lane in Glendale. They found Graff clinging to life from severe injuries. She was transported to John C. Lincoln Hospital where she underwent emergency surgery to repair a torn aorta, which is often fatal.

On March 15, Laura was joined by her family and hospital staff to visit Fire Station 157 to meet and thank her heroes. She presented an award to the medical personnel who saved her life.

Doctors credit the quick response from firefighters and aggressive treatment in the emergency room with saving her life. This incident was recently awarded the 2006 "Call of the Year" at the 20th Anniversary Awards Banquet held March 9th, 2007.

Call of the Year Award Recipients

MEDIC 158:

Jeff Thomas, John Slamka

ENGINE 157:

Steve Cannon, Jeff Dick, Louis Barbone,
Dennis Dorrance

SOUTHWEST AMBULANCE 151:

Jennifer Hoffman & Robert Arnott



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

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www.glendaleaz.com

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