

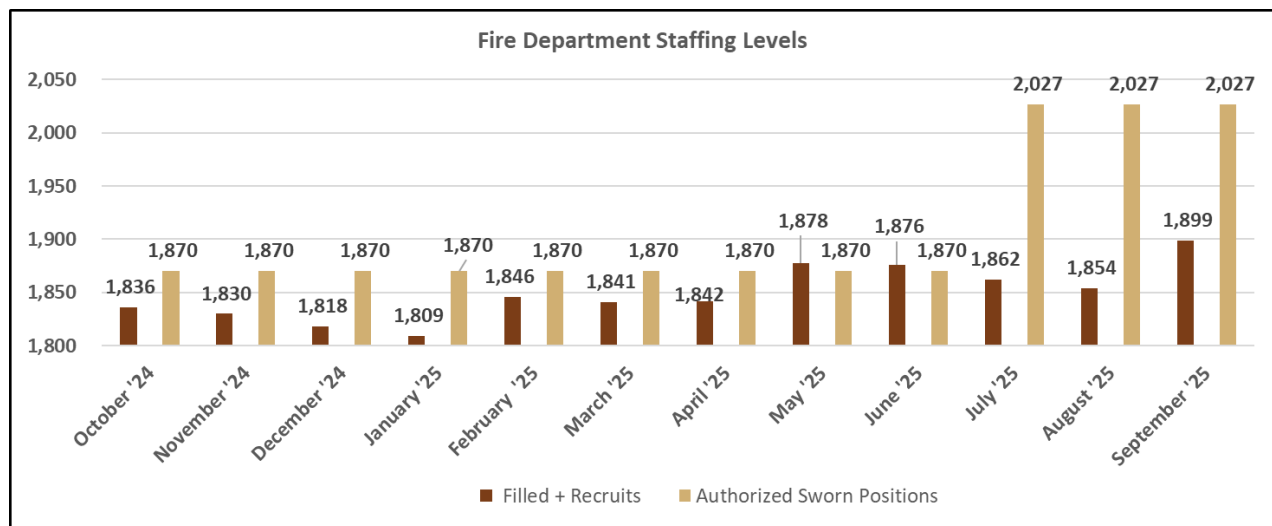


Fire Staffing and Response Time Overview with TPT Plan Update

Fire Department Staffing

Thanks to the continued prioritization and support of the Mayor and Council, as well as funding from Transaction Privilege Tax (TPT) revenues, the number of authorized sworn positions has continued to increase. The current number of authorized sworn positions increased by 157 on July 1, from 1,870 to 2,027.

The increase in authorized sworn positions is driving the department to move forward aggressively with accelerated recruit training academies to ensure these new roles are filled quickly and effectively. These academies are structured to align with the opening of new fire stations, the deployment of additional apparatus, and the procurement of critical equipment. In addition, supplemental sworn positions are being advanced to strengthen emergency transportation services (i.e., ambulances) across the City of Phoenix, addressing rising service demands and ensuring timely response to the community's needs.



Note: Report Data Through September 30, 2025.



Firefighter Recruitment and Hiring

The Fire Department recruits, hires, and trains new firefighters year-round to meet staffing needs. The Training Section ensures that each graduating firefighter is fully prepared to serve the residents of Phoenix. Testing frequency is determined by the number of applicants and available full-time positions, maintaining a strong candidate pool. Recently, the department hosted the Recruit Entrance Written Exam, with approximately 803 candidates participating. The table below compares testing and recruits trained over the past five years.

Year	Applicants	Applicants Tested	Selected for Interview	Recruits Trained
FY25-26	1034	803	405	
FY24-25	1267	765	516	88
FY23-24	1105	600	407	154
FY22-23	1271	730	467	135
FY21-22	1445	921	634	68

Online Recruitment Process

As of August 4, the Phoenix Fire Department has officially transitioned from an in-person written exam to a fully online testing format for firefighter recruitment. The first online testing cycle has already been completed, with the application window running from August 4 to August 25, and the online testing period closed on August 29.

This process requires candidates to complete two separate exams: a public safety general exam (approximately 224 questions) and a department-specific exam (100 questions based on the official study packet). Although written testing is now conducted online, the first and second round interviews still take place in person.

This new process will take place twice a year and is designed to offer greater flexibility and accessibility for applicants. By enabling remote testing over a longer window, candidates can better prepare and complete their exams at their convenience. The biannual schedule provides more frequent opportunities to apply, helping to streamline recruitment efforts and maintain a steady flow of qualified candidates for the department.



Note: Report Data Through September 30, 2025.

Firefighter Recruit Training

On September 5, the Fire Department graduated 45 new firefighters from class 25-2. The chart below outlines the progress and graduation dates for the 2025 recruit academies. Enrollment in each session is maximized whenever possible, with space also reserved for students from regional partners. Final graduation numbers may vary as the process advances.

Recruit Class 25-1		43 Recruits	Graduated	05.23.2025
Recruit Class 25-2		45 Recruits	Graduated	09.05.2025
Recruit Class 25-3	Starts in October	48 Recruits	Graduating	01.09.2026
Recruit Class 26-1	Starts in January	65 Recruits	Graduating	05.26.2026

Community Engagement

The Fire Department actively engages with the community through social media and public events, ensuring consistent communication and outreach. The chart below provides key metrics on recent social media interactions and engagement levels for the month of September.

	Posts	Interactions	Reach
Instagram Main PFD	37	44,222	896,296
Instagram Recruiting	5	7,004	60,800
Facebook	44	20,463	1,254,041
X (Twitter)	13	149	16,235
Nextdoor	4	113	39,158

PFD Social Media Outreach

Community engagement extends beyond digital outreach to include social and community events, which are vital in strengthening connections with residents. The Fire Department actively hosts and participates in various events throughout the year to recruit, foster relationships, promote safety, and enhance public awareness. For more information on upcoming events and outreach programs, visit the Fire Department website:

<https://www.phoenix.gov/administration/departments/fire/community-outreach.html>.

Note: Report Data Through September 30, 2025.



Response Times & Call Volumes

Response times are measured, monitored, and managed daily to maximize coverage and resource deployment. The National Fire Protection Association (NFPA) established response time standards for fire and emergency medical service delivery, and the Arizona Department of Health Services (AZDHS) established the response time standard for emergency transportation services.

The chart below shows response times by Council District for critical emergency medical service (EMS) incidents, first arriving engine to a fire incident, first arriving ladder to a fire incident, ambulance response times for critical EMS, total incident call volume for each Council District, citywide totals, and the associated standard.

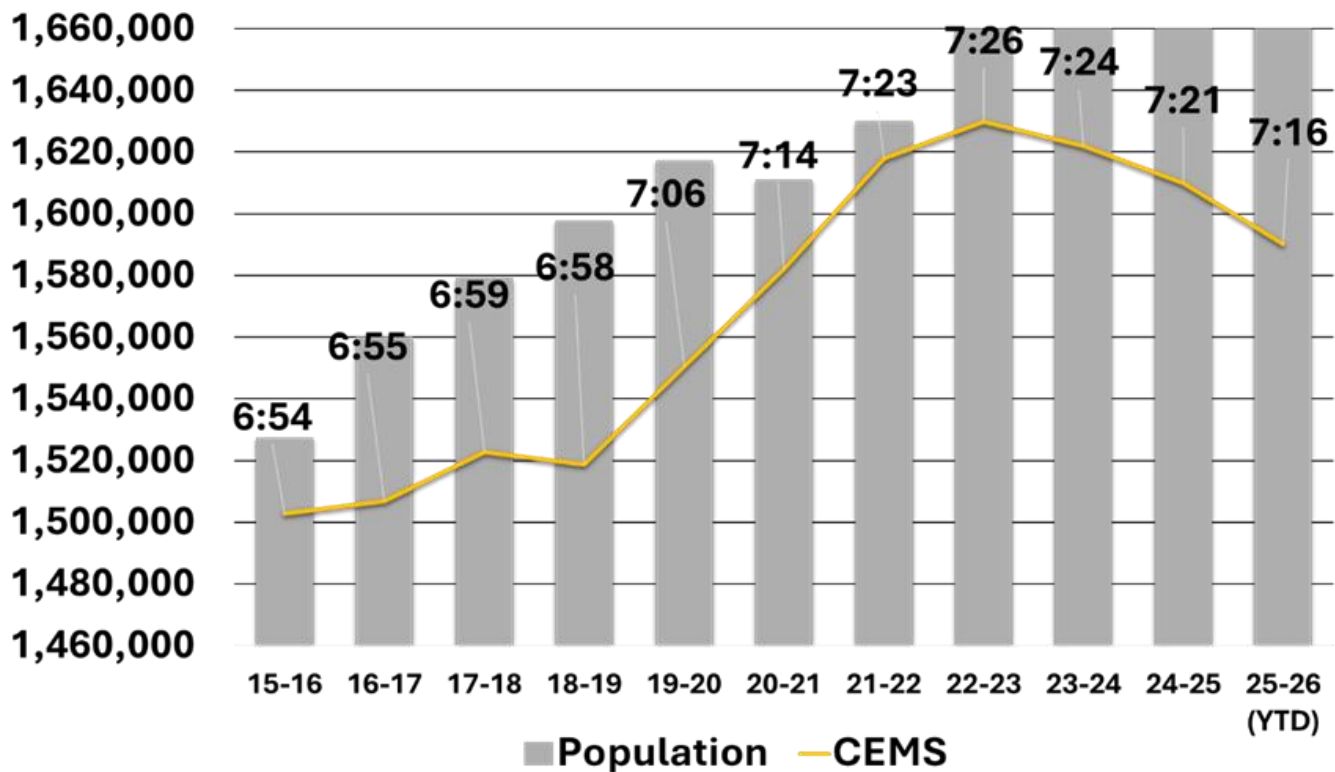
	First Arriving ALS Unit (can be any type) to Critical EMS Incident	First Arriving Engine (Water) to a Fire Incident	First Arriving Ladder to a Fire Incident	Ambulance Critical EMS	Total Incident Call Volume 2025
NFPA Standard	5:00	5:20	9:20	10:00	
District 1	7:26	6:01	9:11	9:19	19,618
District 2	8:24	6:32	10:53	10:34	13,527
District 3	7:29	5:44	9:59	9:01	21,514
District 4	6:32	4:56	7:54	8:16	29,504
District 5	6:53	4:49	9:08	8:58	19,987
District 6	7:30	5:51	9:45	9:33	18,024
District 7	7:26	5:56	12:04	9:45	25,821
District 8	7:07	5:38	11:48	8:59	32,385
Citywide	7:16	5:48	10:11	9:14	180,380

Based on 90th percentile response times, not averages from January 1, 2025 – September 30, 2025.

Note: Report Data Through September 30, 2025.



Ten-Year Response Time Trend



This chart shows the citywide 90th percentile (CEMS) critical emergency medical service response time in relation to the population from 2015 to the present.

Over the past decade, the city has seen steady population growth, reflecting the region's rapid urban development. For much of this period, the Fire Department's emergency service capacity did not increase at a corresponding rate, resulting in rising response times. Response times have stabilized in recent years due to the positive impact of adding emergency service resources to the system. This overall trend demonstrates that the city's strategic investments in emergency services personnel, equipment, and infrastructure, including the construction of new fire stations, expansion of ambulance services, and technology upgrades, are positively impacting response times amid the city's growth.

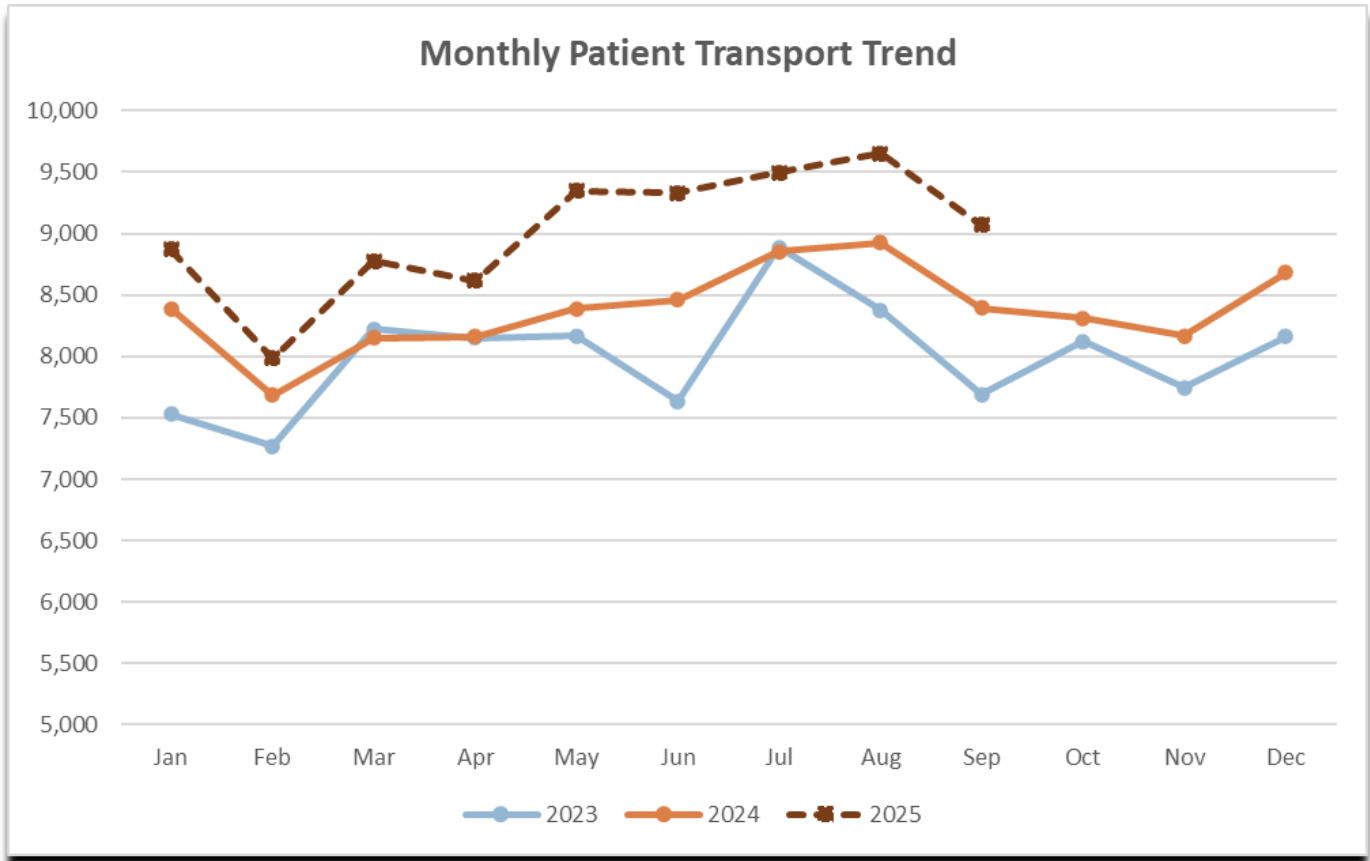


Note: Report Data Through September 30, 2025.

Emergency Patient Transportation Activity

The Fire Department has operated its emergency transportation service for nearly four decades. Analyzing the monthly average activity levels over the past three years reveals a consistent upward trend in service demand.

The total number of patient transports in September 2025 was 9,068, an 8.0 percent increase from the 8,394 transports recorded in September 2024.



Note: Report Data Through September 30, 2025.



TPT Plan Update

Following the City Council's approval of the Transaction Privilege Tax (TPT) increase, the Phoenix Fire Department received a dedicated \$25 million boost to expand emergency response capacity. This funding aims to cut response times by hiring 134 new sworn full-time personnel and 19 civilian staff members. Additional funds support new fire trucks, vital equipment, and the building of two fire stations. To ensure smooth implementation, the Department established a program management structure inclusive of an Executive Committee, Core Team, and several subcommittees to oversee infrastructure upgrades, equipment procurement, hiring, and training.

The Department has made significant progress in executing its TPT Plan by strategically aligning resources to enhance operational readiness and workforce sustainability. In July 2025, Battalion 8 was brought into service, expanding command coverage and improving emergency response. Two Human Resource Aides were also hired to boost personnel management and administrative efficiency. In August, the Department completed improvements to the Member Services program and appointed a Community Risk Reduction Planning Captain. Fire Resource added a Supply Clerk and a Building Maintenance Worker to support logistics and facility operations.

Further expansion continued in September 2025 with the activation of Rescue 12, enhancing emergency transport capacity in high-demand areas. The Department also strengthened its training and operational support by adding two Department Training Officers, a Paramedic Training Program Director, a Fire Equipment Service Worker, and an Administrative Aide for the Emergency Response Staffing Office. Together, these TPT-funded improvements bolster the Department's core operations, training, logistics, and support services, ensuring the Phoenix Fire Department remains well equipped to meet the city's increasing emergency service needs.



Note: Report Data Through September 30, 2025.