

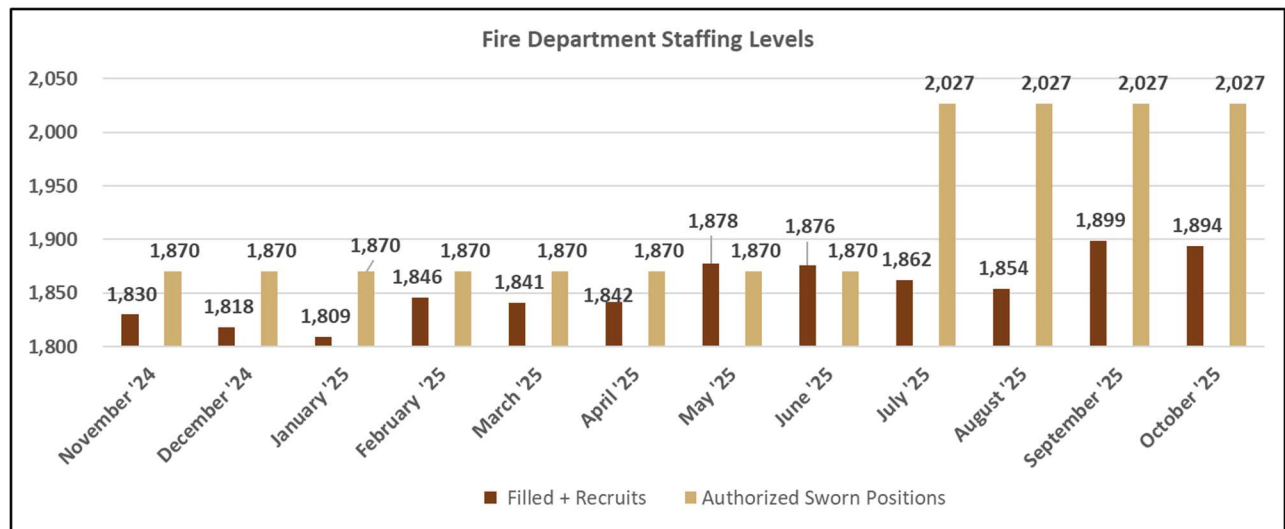


Fire Staffing and Response Time Overview December 2025

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 October 31, 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 October 31, 2025.

Firefighter Recruit Training

On September 22, 48 new recruits started the academy for class 25-3. 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	Started September	48 Recruits	Graduating	01.09.2026
Recruit Class 26-1	Starts January 2026	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 presents key metrics on recent social media interactions and engagement levels for October.

	Posts	Interactions	Reach
Instagram Main PFD	25	17,391	267,796
Instagram Recruiting	4	4,319	46,111
Facebook	24	6,408	252,754
X (Twitter)	14	293	32,842
Nextdoor	2	20	14,268

PFD Social Media Outreach - October 2025

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 new members, 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 October 31, 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 displays response times by Council District for critical emergency medical service (EMS) incidents, including the first-arriving engine to a fire incident, the 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.

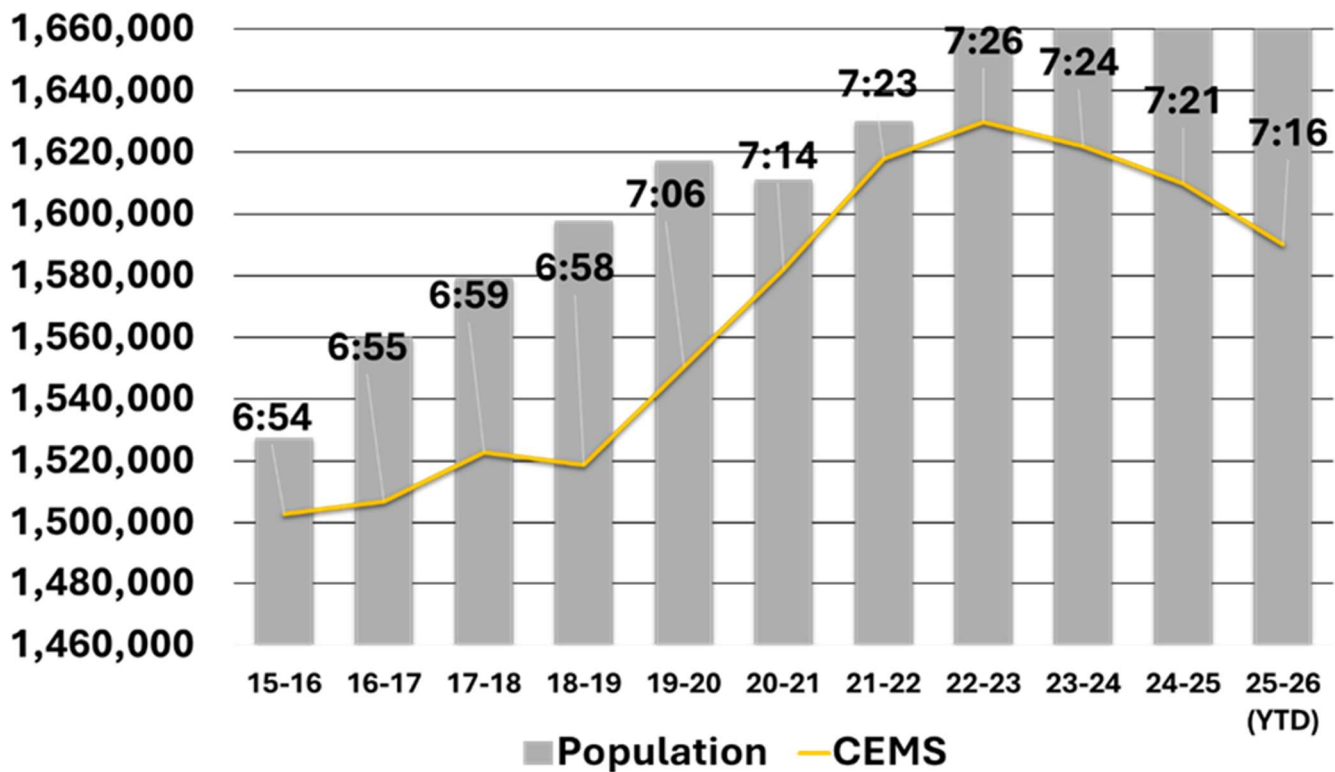
	First Arriving ALS Unit (can be any type) to Critical EMS Incident	First Arriving Engine (Water) to a Fire Incident	First Arriving Ladder to a Fire Incident	Ambulance Critical EMS	Total Incident Call Volume 2025
NFPA Standard	5:00	5:20	9:20	10:00	
District 1	7:26	6:06	9:47	9:18	21,721
District 2	8:22	6:34	10:58	10:38	14,967
District 3	7:28	5:44	9:48	9:01	23,740
District 4	6:31	4:54	8:05	8:16	32,731
District 5	6:54	4:47	9:19	8:57	22,209
District 6	7:30	5:51	9:40	9:29	20,042
District 7	7:26	5:56	11:57	9:44	28,605
District 8	7:07	5:38	11:37	8:59	35,942
Citywide	7:16	5:48	10:07	9:13	199,957

Based on 90th percentile response times, not averages from January 1, 2025, to October 31, 2025.

Note: Report Data Through October 31, 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.

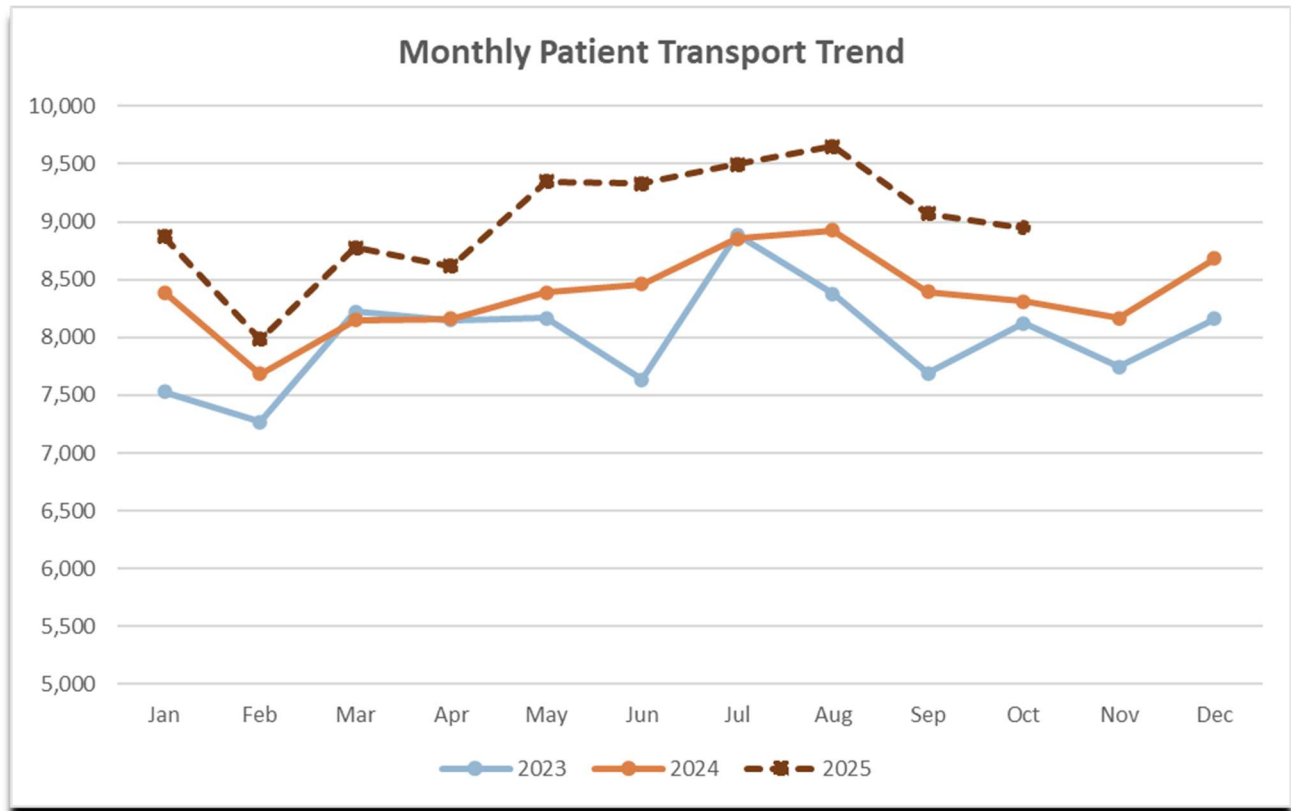


Note: Report Data Through October 31, 2025.

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 October 2025 was 8,944, a 7.6 percent increase from the 8,313 transports recorded in October 2024.



Note: Report Data Through October 31, 2025.

