

# Fire Department

## Mission Statement

The Phoenix Fire Department is committed to providing the highest level of public safety service for our community. We protect lives and property through fire suppression, emergency medical and transportation services, disaster management, fire prevention and public education. Our members will: Prevent Harm, Survive, Be Nice.

## Key Services

Fire suppression, emergency medical & transportation services, disaster management, fire prevention, public education, special operations/technical rescue

### Time First Engine is On Fire Scene

**Target: 90%**

**YTD Actual: 61%**

**Goal:**

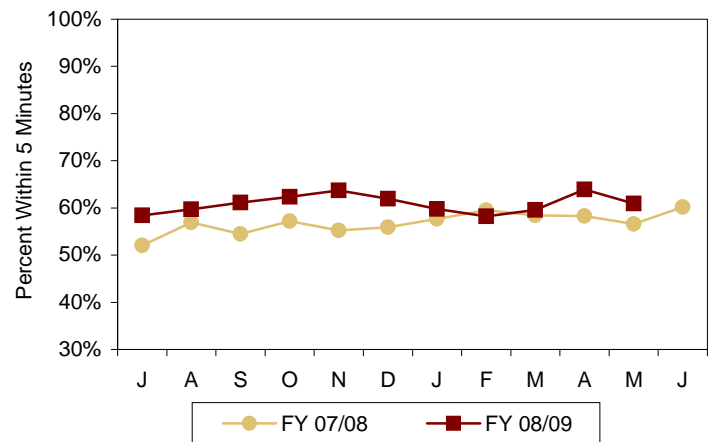
Respond to fire calls in the city in a timely & efficient manner

**Target:**

First engine on scene within 5 minutes 90% of the time

**Significance:**

The time and target are based on a national standard that is used by the Phoenix Fire Department.



### Time First BLS Unit is On Scene at Basic Life Support Incident

**Target: 90%**

**YTD Actual: 58%**

**Goal:**

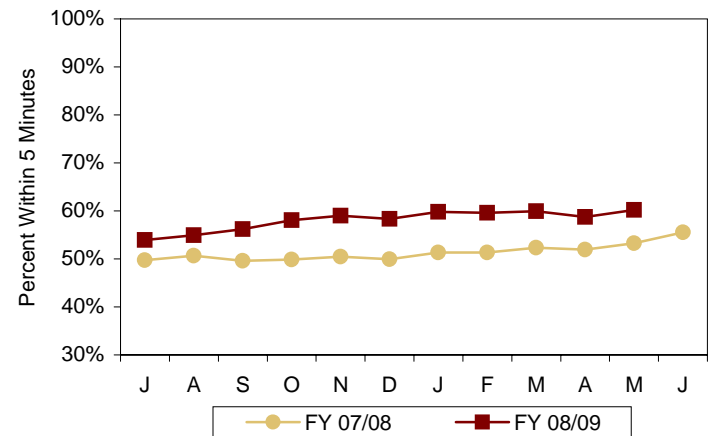
Respond to all calls for Emergency Medical Basic Life Support in a timely and efficient manner

**Target:**

First Basic Life Support unit on scene within 5 minutes 90% of the time

**Significance:**

The time and target are based on a national standard that is used by the Phoenix Fire Department.



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### Time First ALS Unit is On Scene at Advanced Life Support Incident

**Target: 90%**

**YTD Actual: 97%**

**Goal:**

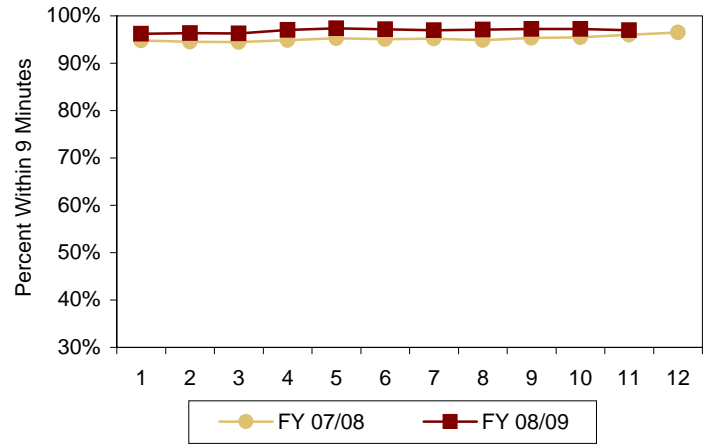
Respond to all calls for Emergency Medical Advanced Life Support in a timely and efficient manner

**Target:**

First Advanced Life Support unit on scene within 9 minutes or less 90% of the time

**Significance:**

The time and target are based on a national standard that is used by the Phoenix Fire Department.



### Time Ambulance is On Scene

**Target: 90%**

**YTD Actual: 92%**

**Goal:**

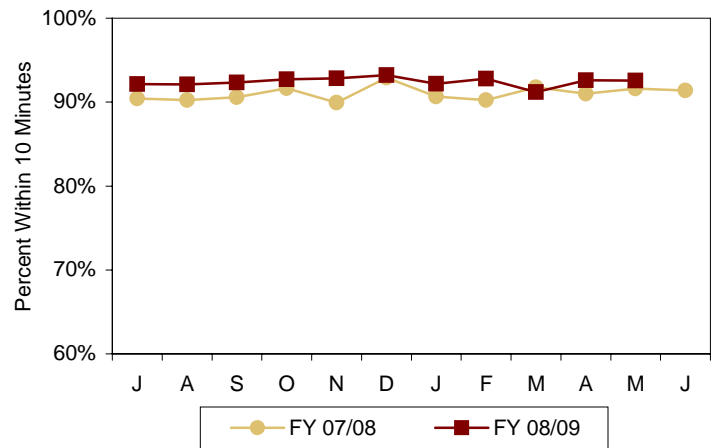
Provide an ambulance to all required emergency medical service calls within the time specified by Arizona State Law

**Target:**

First ambulance on scene of a medical emergency incident within 10 minutes or less 90% of the time

**Significance:**

The time and target are established by Arizona State Law and must be met in order to maintain the Phoenix Fire Department Certificate of Necessity.



### New Construction Plans Reviewed

**Target: 90%**

**YTD Actual: 94%**

**Goal:**

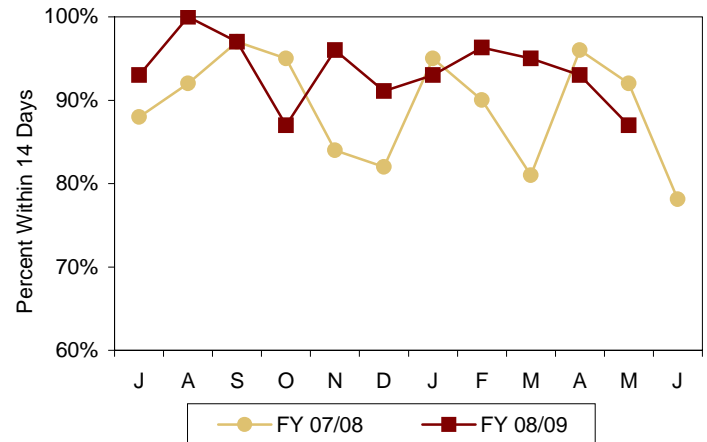
Complete review of submitted fire protection system plans in a

**Target:**

Complete the review of submitted fire protection system plans within 14 business days 90% of the time

**Significance:**

Plans review for new fire protection systems such as automatic sprinklers and fire alarm systems is the first step required by the city of Phoenix Fire Code.



## New Construction Inspections Completed

**Target: 90%**

**YTD Average: 97%**

**Goal:**

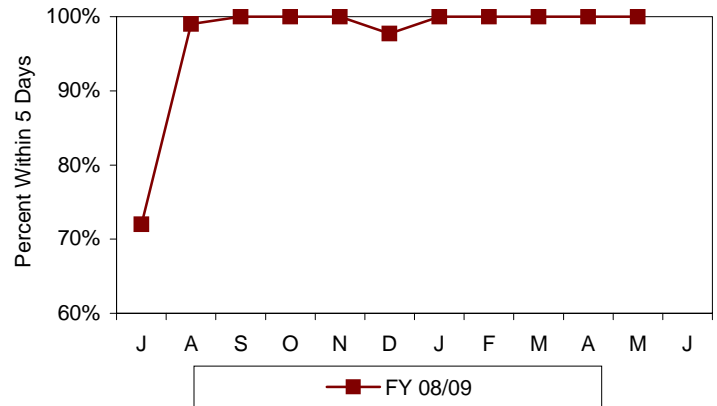
Complete inspections of new fire protection systems in a timely and efficient manner

**Target:**

Complete 90% of new fire protection systems requests within 10 business days

**Significance:**

The on site inspection of fire protection systems for compliance with the city of Phoenix Fire Code is the last step in system installation and is part of the Certificate of Occupancy process.



## Public Education Requests Filled

**Target: 95%**

**YTD Actual: 91%**

**Goal:**

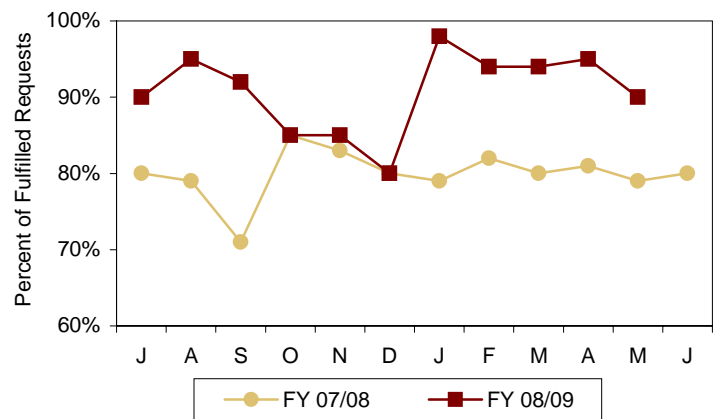
Provide resources for public fire and safety public education events

**Target:**

Fulfill 95% of approved requests for public education events to schools and other public agencies

**Significance:**

The delivery of public education programs by the Phoenix Fire Department is an essential part of our fire and life safety prevention programs for the public.



## Ambulance Billing Fees Collected

**Target: 73%**

**YTD Actual: 78%**

**Goal:**

Collect ambulance transportation fees at a rate that meets city requirements

**Target:**

Collect 73% of all eligible ambulance billing fees

**Significance:**

The collection of ambulance billing fees provides significant income into the city of Phoenix general fund.

