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 and transportation services, disaster management, fire prevention, public education, special operations/technical rescue

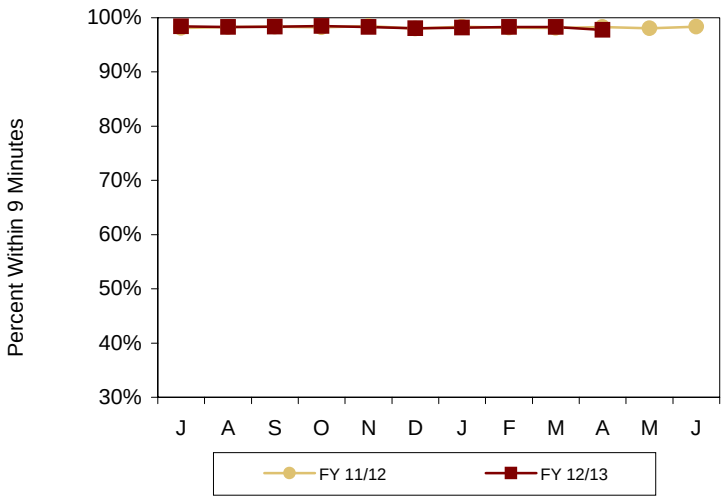
Time First ALS Unit is On Scene at Advanced Life Support Incident

Target: 90%	YTD Actual: 98%

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.



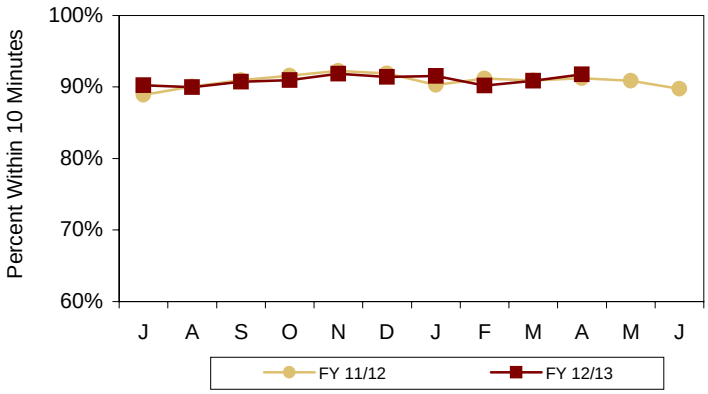
Time Ambulance is On Scene

Target: 90%	YTD Actual: 91%

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 maintain the Phoenix Fire Department Certificate of Necessity.



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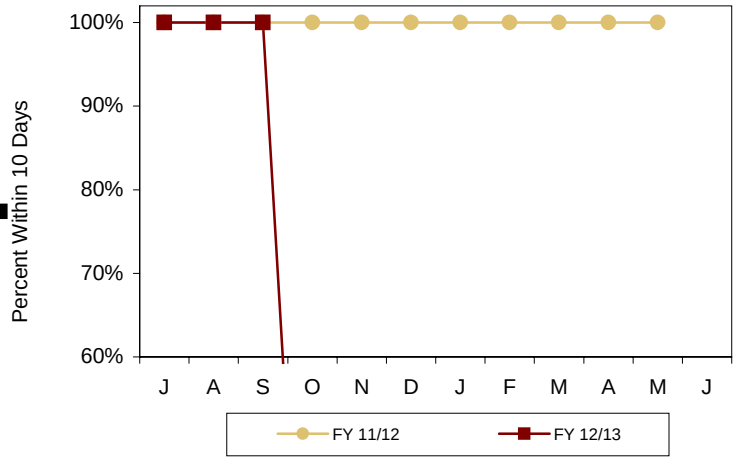
New Construction Inspections Started

Target: 90% | **YTD Actual: 100%**

Goal:
Start inspections of new fire protection systems in a timely and efficient manner

Target:
Start 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.



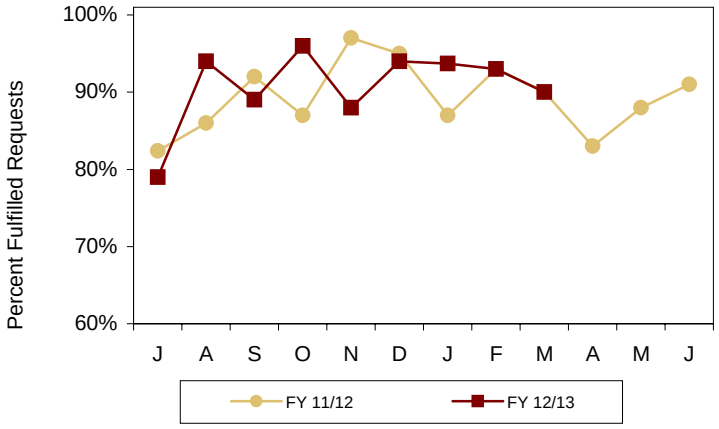
Public Education Requests Filled

Target: 90% | **YTD Actual: 91%**

Goal:
Provide resources for public fire and safety public education

Target:
Fulfill 90% of approved requests for public education events to schools and other public agencies

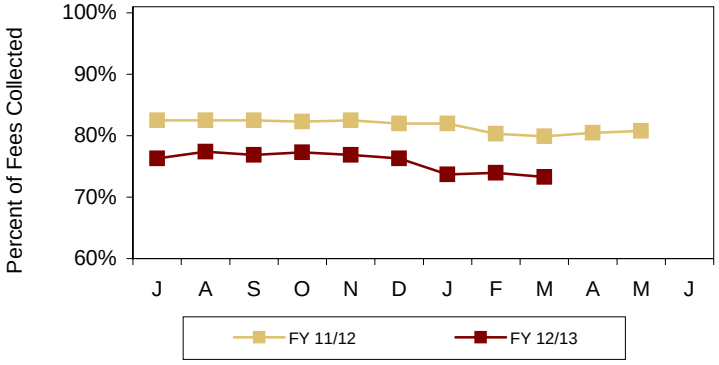
Significance:
The delivery of public education programs by the Phoenix Fire Department is an essential part of our fire and life safety prevention programs for the public.



Ambulance Billing Fees Collected

Target: 73% | **YTD Average: 76%**

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.