

# PHOENIX FIRE DEPARTMENT ANNUAL REPORT



2024







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# MESSAGE FROM FIRE CHIEF MIKE DURAN III

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The Phoenix Fire Department takes pride in providing fire and life safety services 24/7 to over 1.6 million residents within our jurisdiction that is rapidly growing as the fifth-most populated city in the United States. As the communities we serve grow and diversify, our department continues to keep up and adjust with changing demands and needs. Together, with the City of Phoenix's leadership, United Phoenix Firefighters Local 493, and our Automatic Aid partners -



we collaborate on the many challenging issues confronting our communities (i.e., epidemics, homelessness, mental health, youth programs, etc.). This Annual Report reflects the many accomplishments, incidents, and programs our fire department and its team members have initiated, responded to, or been actively involved with in 2024. This Annual Report documents not only our achievements and successes but also showcases the short- and long-term challenges we have overcome and continue to work through. As you review this Annual Report, I hope you consider the critical role our team members play in the success of our Fire Department and how valuable they are in completing our daily mission. Our Fire Department is built upon our core values and the people who exemplify them every day.

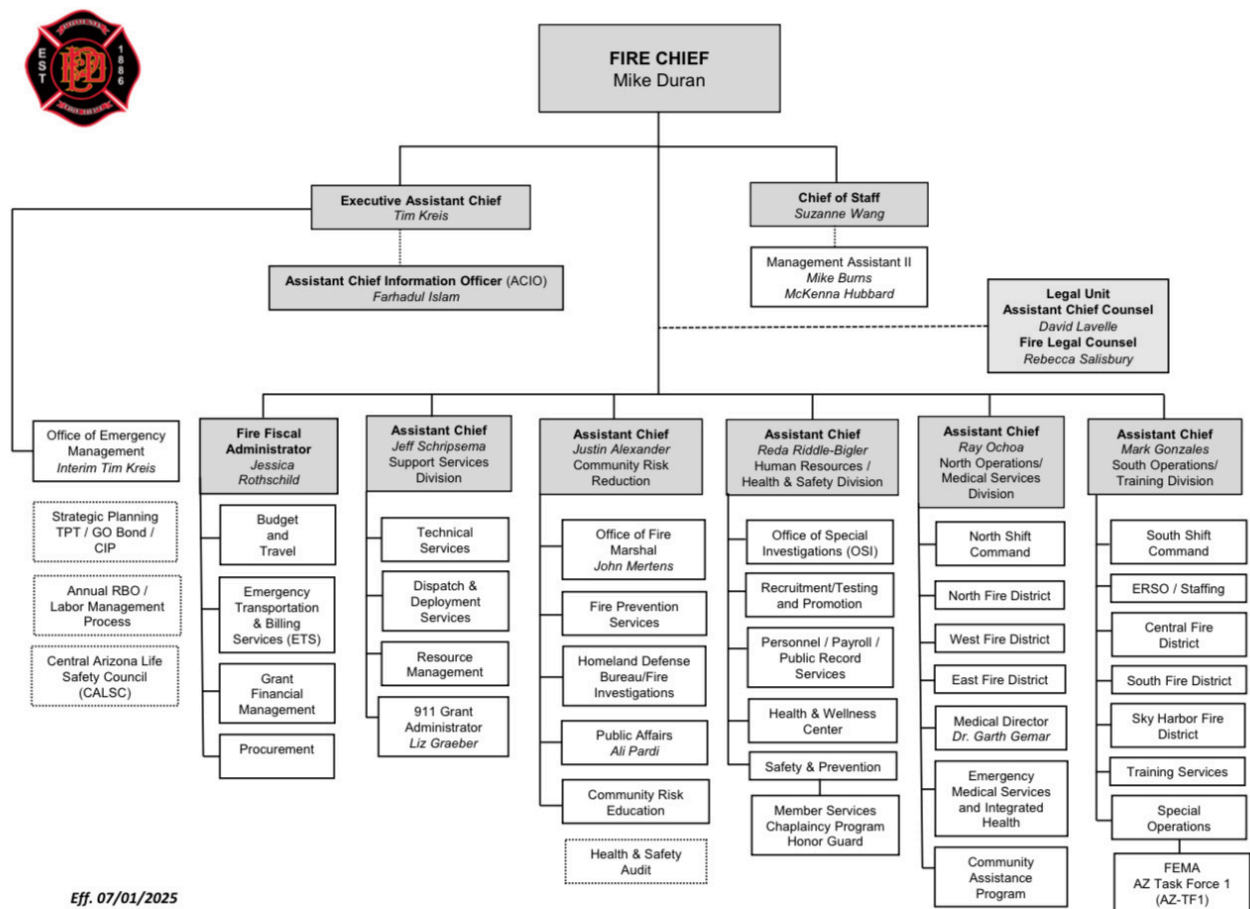
Thank you for your professionalism and commitment to making Phoenix a better and safer place to work, live, and play.

Mike Duran  
Phoenix Fire Chief

A handwritten signature in black ink, appearing to read "Mike Duran", written over a light gray horizontal line.



# ORGANIZATIONAL CHART







## **MISSION STATEMENT**

The Phoenix Fire Department is committed to providing the highest level of customer service and resources to our community and members. We save lives and protect property through fire suppression, emergency medical and transportation services, all-hazards incident management, and community risk reduction efforts.

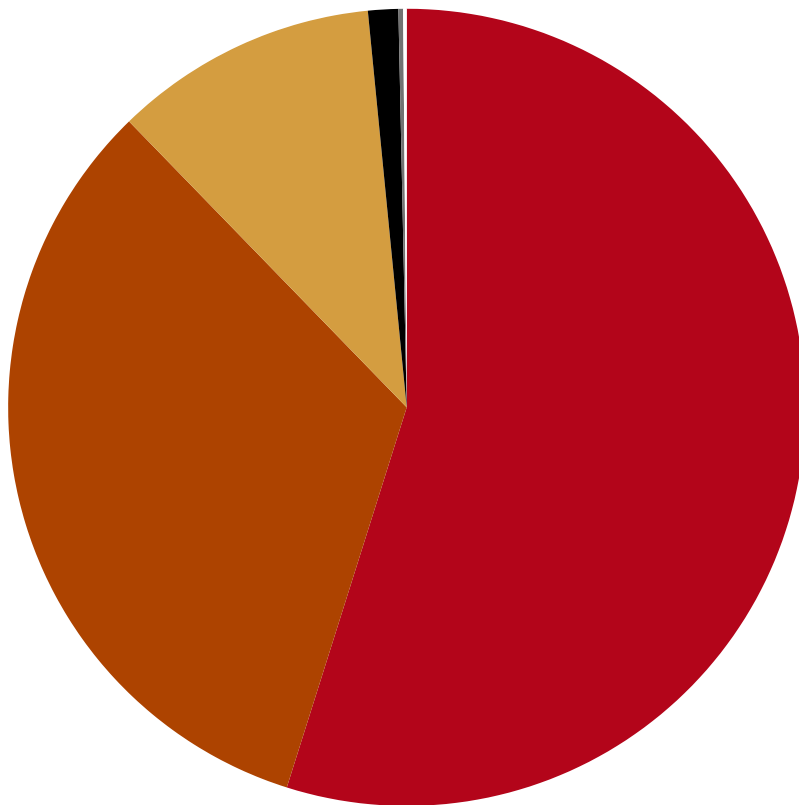
## **ABOUT US**

As an innovative and data-driven leader in the International Fire Service, the Phoenix Fire Department will continue to evolve with the modern world. We remain committed to delivering customer service excellence to our communities through pride and professionalism. We will honor our diversity and inclusion while striving to improve the well-being of our Fire Department family, respecting our past while planning for the future.

# **"BE NICE"**



## 2024 PFD RESPONSES



**Advanced Life Support:**  
**127,472**

**Basic Life Support:**  
**76,366**

**Fire:**  
**24,885**

**Hazardous Material:**  
**2,840**

**Technical Rescue:**  
**441**

**Mountain Rescue:**  
**335**

### BUSIEST ENGINES

	CALLS FOR SERVICES
E7	5,263
E33	4,676
E18	4,504
E42	4,515
E15	4,497
E918	4,469
E27	4,403
E13	4,407
E40	4,399

### BUSIEST LADDERS/LTS

	CALLS FOR SERVICES
33	4,410
11	3,556
24	3,513
20	3,328
37	3,313
22	3,105
12	2,989
1	2,452

### BUSIEST RESCUES

	CALLS FOR SERVICES
R33	5,270
R8	5,205
R11	5,075
R18	4,760
R7	4,709
R15	4,589
R30	4,586
R40	4,480
R3	4,468



# BUDGET & FINANCE

## Program Goal

The Fire Department provides the highest level of life and property safety through fire prevention, fire control and emergency medical and public education services.

## Budget Allowance Explanation

The Fire Department 2023-24 operating budget allowance of \$565,019,000 is \$63,959,000 or 12.8 percent more than 2022-23 estimated expenditures. The increase is primarily in the General Fund and Other Restricted Fund, which is partially offset by a decrease in the Grants Fund.

The General Fund 2023-24 budget allowance of \$481,278,000 is \$56,890,000 or 13.4 percent more than 2022-23 estimated expenditures. The increase is primarily due to negotiated increases in employee compensation, to implement the results from the Classification and Compensation study, and to make a significant one-time purchase of Fire apparatus. In addition, included in the 2023-24 budget is funding for: twenty-four sworn positions to provide dedicated staffing for the new Fire Station 74, located at 19th Avenue and Chandler Boulevard; seven sworn positions and one new vehicle (ambulance) for one new Rescue unit; and one new Human Resources position to support the processing of payroll and leave transactions.

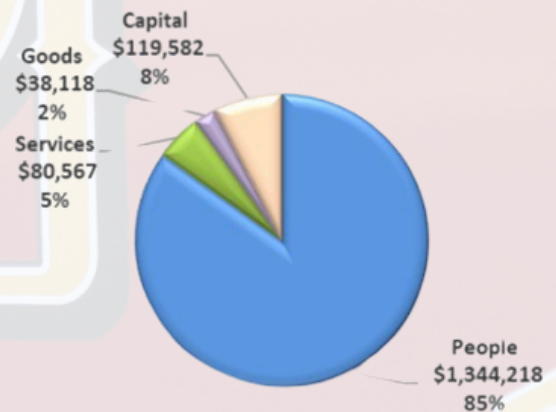
The Grants Fund 2023-24 budget allowance of \$19,075,000 is \$3,009,000 or 13.6 percent lower than 2022-23 estimated expenditures. This is due to decreased funding for the Arizona 9-1-1 Grant Program because of the transition to a new 9-1-1 platform which will reduce telecommunication expenditures.

## Public Safety Expenses —>

FY24 = \$1,582,485

(in thousands)

The City's largest expense category is Public Safety. This includes the Police and Fire departments. The Police Department provides law enforcement and community resources for police services and the protection of the lives and property of our residents. The Fire Department provides safety of life and property through fire prevention, fire control, and emergency medical and public education services.



## Fire Protection

The \$54.6 million Fire Protection program is funded by General, Other Restricted, Other Bonds and Impact Fee funds.

The program consists of infrastructure in growth areas, implementation of new Computer Aided Dispatch System, a Records Management System, and construction of new Fire Station 62 at 99th Avenue and Lower Buckeye Road and construction of new Fire Station 74 at 19th Avenue and Chandler Boulevard.

**Infrastructure** – Funding and Building Fire Stations – In 2023-2024, Fire staff completed two fire station remodeling efforts to mitigate sleep deprivation issues. Fire Station 38 completed eight dorm room remodels over five months totaling 1,100 square feet. Fire Station 41 completed a remodel in 13 dorms totaling 1,330 square feet. The 2023 GO Bond Program includes four new fire stations in Phoenix. Planning and implementation efforts are underway to prepare for the relocation of Fire Stations 7, 13, and 15. Fire Station 51 will be built near the TSMC plant and the growing region of North Phoenix. This year, Fire staff also successfully purchased over \$15 million of fire vehicles



## NEW RESOURCES

### NEW VEHICLES & APPARATUS

Over the past year, the Fire Department, in partnership with Public Works, delivered 95 vehicles, including eight engines, two ladders, two ladder tenders, two tankers, two Battalion Chief trucks, 13 rescues, and 72 staff and support vehicles. The Fleet Section also managed its largest-ever \$32 million budget, procuring all approved apparatus while staying within budget.



### FLEET MANAGEMENT

The fire department has maintained and repaired 297 emergency response apparatus and 150 staff and support vehicles. Fleet management responded to over 2,400 calls for service related to frontline apparatus. Fleet management transitioned to digital tracking systems for improved efficiency and completed a full fleet audit with a year-by-year turnover plan.



### FIRE STATION 74 GROUNDBREAKING

Phoenix Fire broke ground on October 22nd, 2024, for Station 74 which will be the fourth fire station addition to Ahwatukee. This will complete the firefighting force for the community and greatly reduce response teams by crews.



### FIRE STATION 62 OPENED

On November 25th, 2024, Fire Station 62 officially opened. Located near 93rd Ave. and Lower Buckeye Rd., this new station will help our firefighters get to emergencies faster, saving lives and protecting our communities.





# HIGHLIGHTS & ACCOMPLISHMENTS

## General Obligation Bond Program

As part of the 2023 General Obligation (GO) Bond approval, the Fire Department has four fire stations under development. We work closely with City Engineering and Finance to secure land, design, and build new fire stations. The first station under design is Fire Station 15, which will replace the existing fire station that will become a hub for the Community Assistance Program (CAP).

## Grant Funding

The Fire Department secured over \$3.5 million in federal, state, and local grant awards in 2024. These funds will enhance department operations, training, and equipment, ensuring that the department continues to provide high-quality services and maintain strong emergency response capabilities for the community.

## Dispatch Hiring and Staffing

The Fire Department Dispatch Center hired over 30 new dispatchers, bringing the total to more than 70 over the last three years—marking the largest hiring classes in Alarm Room history. Fire Department Dispatch Center achieved 100 percent staffing at the dispatch center for the first time, with all dispatcher positions fully filled. This significant milestone enhances the department's ability to reduce response times and improve operational efficiency, ensuring we can provide even greater support to the community we serve.

## MCSO Jail Operations

The Fire Department revised MP 205.05, MCSO Jail Operations, resulting in an improved service delivery model for the MCSO jail population and staff. This updated policy enhances operational procedures, ensuring more effective and efficient services are provided, ultimately contributing to a safer and more supportive environment for inmates and personnel.



## HIGHLIGHTS & ACCOMPLISHMENTS

### **Fire Data Switch (FDS)**

The Fire Department successfully implemented the Fire Data Switch (FDS), a multi-server application that integrates data across various platforms to improve data efficiency. The FDS processes nearly one million Computer-Aided Dispatch (CAD) messages daily, consuming real-time information from the department's legacy CAD system and other databases.

### **Emergency Transport Services (ETS) Electronic Billing**

The Fire Department successfully implemented commercial electronic billing with the vendor Zoll/Inovalon, enabling the Emergency Transport Services (ETS) to bill commercial insurance electronically. Workflow efficiency improvements have been made to streamline the billing process and enhance efficiencies.

### **Records Management System (RMS)**

The Fire Department successfully implemented ImageTrend's Fire Elite Records Management System (RMS), enhancing its reporting capabilities. With the new RMS, PFD now submits all fire incident reports to FEMA's National Fire Incident Reporting System (NFIRS). The system streamlines and centralizes exposure reporting for high-stress incidents, injuries, and infectious/toxic exposures, providing better support for our personnel. Additionally, this implementation enables PFD to track and monitor false alarm incidents, potentially generating increased revenue for the City.

### **Ambulance (Rescue) Restructure**

With the leadership of the Mayor, City Council, and City Leadership, the Fire Department was able to restructure the current ambulance (rescue) model to improve our ability to staff and meet rising transportation demands. With the Mayor and Council's approval, the rescue restructuring plan converted ten part-time units to six full-time units, effectively increasing the full-time units to 35. Due to the rise in demand for transportation services, four civilian positions were added to support ambulance billing operations.



# HIGHLIGHTS & ACCOMPLISHMENTS

## Medical Vending Machines

The Fire Department has continued to install medical vending machines at strategic fire facility locations throughout the city. Staff has installed 42 machines, with an additional 10 planned for this fiscal year. These machines offer convenience and accountability to fire crews restocking equipment, supplies, and narcotics for patient treatment and care.

## Vaccination Program

The Fire Department's vaccination program was able to see 796 patients (290 Adults, 506 Children) and administer 1812 vaccines (506 to Adults, 1306 to Children) in over 28 clinics throughout the City.

## Men's NCAA Basketball Final Four

The Phoenix Fire Department and Phoenix Incident Management Team (IMT) successfully managed downtown Phoenix's NCAA Final Four events.

## Brain Mapping Technology

The Fire Department Alarm Room secured a prestigious grant to implement Vitanya brain mapping technology, specifically aimed at enhancing the mental wellness of dispatchers. This innovative tool will bolster efforts to improve mental health outcomes and build resilience among team members who face high-stress, high-pressure environments.

## Tres Rios Controlled Burn

The City of Phoenix, in coordination with the Arizona Department of Forestry and Fire Management (DFFM), conducted a prescribed burn at the Tres Rios Wetlands in October 2024. The primary purpose of the operation was to reduce dense vegetation and is part of the ongoing process of restoring vital riparian habitat. The prescribed burn also served as a training opportunity for the Phoenix Fire Department's Wildland Urban Interface program, which provided Phoenix firefighters with the necessary skills, certification, and experience to battle wildfires that threaten the City of Phoenix.



# PHOENIX FIRE REGIONAL DISPATCH CENTER (PFRDC)

1,019,836  
CALLS FOR SERVICE

## Technological Integration

PFRDC successfully implemented RapidDeploy Radius and expanded RapidSOS within our Center, which enhance location accuracy and reduce response times for critical incidents. These tools have already proven invaluable on complex calls like Mountain Rescues, and continue to demonstrate measurable benefits for field operations and incident outcomes.

## Staff Development and Promotion

Multiple internal promotions took place in 2024, reinforcing our commitment to professional growth. We introduced a rotation of personnel into specialty roles two days a week which has expanded our effectiveness, ensured knowledge transfer, created leadership development opportunities, and allowed us to flexibly respond to changes with greater speed, all without incurring any additional cost.

## Training Enhancements

The Alarm Room revamped both its onboarding and continuing education programs, resulting in both increased retention and increased trainee success rates.

## Wellness and Peer Support

Access to mental health resources expanded for 911 dispatchers by conducting regular wellness check-ins, identifying high-propensity traumatic calls, and designing an instant support system for those calls and other critical incidents.



## ACCOMPLISHMENTS IN FIRE PREVENTION



In 2024, the Fire Prevention Section achieved several milestones to enhance fire and life safety in the Phoenix community. The team implemented the 2024 Fire Code Amendment's Package, addressing clerical corrections, incorporating technological advancements to reflect evolving materials and industry trends, and streamlining the fee schedule and permitting process for renewable energy systems. Following a severe monsoon storm that caused

significant structural damage, the section conducted outreach to over 300 businesses and properties, providing critical guidance to ensure Fire and Life Safety Systems were operational. Additionally, the Outside Combustible Storage (OCS) Program inspected hundreds of sites, resulting in a 50% reduction in fire incidents compared to the previous year and eliminating multiple-day campaign fires, underscoring the program's effectiveness in reducing fire risks.





# PHOENIX FIRE INVESTIGATIONS TASK FORCE

## 2024 RECAP

The single-family residence remains the most investigated structure type (195 cases), with multi-family dwellings (apartment/condo) secondary (114 cases). Overall fire investigations decreased by 5%. Fires classified as incendiary increased by 10%. Arrest numbers were significantly lower in 2024, 56 arrests versus 70 in 2023.

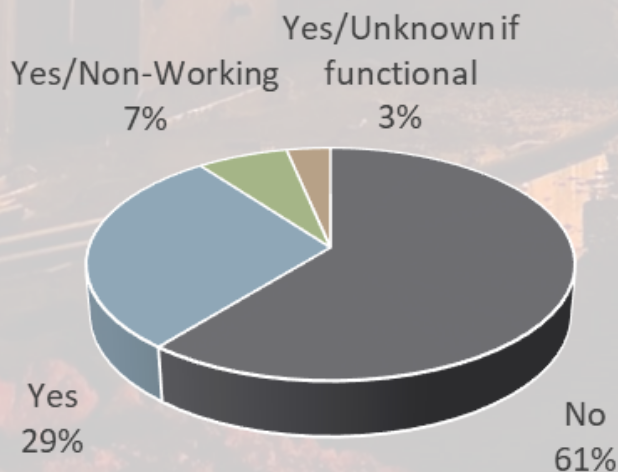
## OFFICER REFERRALS

There were 231 referrals from Phoenix PD Officers in 2024. The investigations unit ended the year with three full-time Detectives and two additional detectives assisting with callouts. The average auto-assign caseload for Detectives was around 77 cases. This does not include the criminal cases they picked up as a result of a task force investigation.

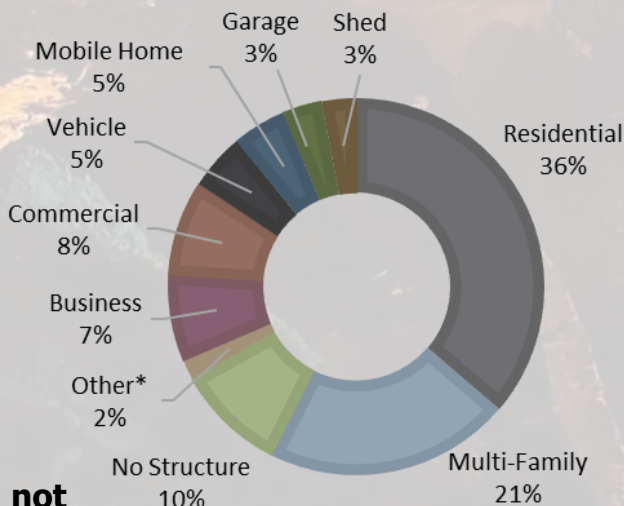
## FIRE SCENE ASSISTS/CRIMINAL INVESTIGATION

PPD Detectives assigned to the Phoenix Fire Investigations Task Force responded to assist with scene documentation and interviews on over 100 non-criminal fire scenes, and an additional 64 fire scenes where criminal intent was suspected, and they were the primary case agent.

**Smoke Detectors**



**By structure Type**



**Sixty-one percent of structural fires in 2024 did not have a functioning smoke detector.**



# MEMBERSHIP DEVELOPMENT

## Recruit Classes

The Fire Department completed three firefighter recruit classes, successfully hiring over 154 new recruits to meet its staffing needs. As of October 2024, the department has filled 99 percent of all sworn positions, demonstrating strong progress in maintaining a fully staffed and operational workforce.

## New Paramedics

The Fire Department has continued to increase the number of paramedics trained and certified yearly. This program has been tremendously successful with 163 new paramedics.

## Specialized Training

The Fire Department successfully trained 200 members in Hazardous Materials (Hazmat) operations. This included members from Phoenix and regional partners. Additionally, 200 members were trained in Technical Rescue (TRT) operations in 2024, with four from Phoenix and 25 from regional departments. This training effort highlights the department's commitment to maintaining a highly skilled and capable response team for specialized emergencies.









## INNOVATION & DATA DRIVEN SOLUTIONS



### Hyperthermia Treatment Protocol

Ahead of Summer 2024, the Phoenix Fire Department partnered with multiple hospitals throughout the city to implement a new treatment protocol for hyperthermia patients. Members developed this treatment to rapidly cool patients experiencing heat emergencies, especially among the most vulnerable populations. This new treatment effectively decreased mortality and long-term deficits across the 311 incidents from May 1st to October 15th. The treatment received national attention, and EMS has been contacted by multiple agencies regarding these protocols to expand its reach.

### Fire Activity Assessments

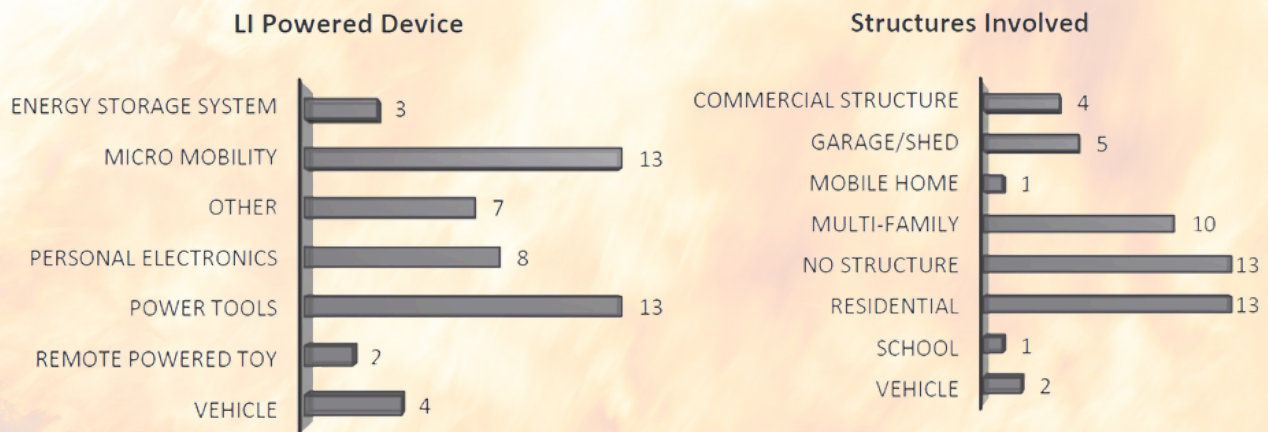
The Fire Department implemented a data-informed strategy involving Fire Prevention, Public Affairs, Community Risk Education, and other divisions to reduce fire-related incidents. The Fire Investigations Task Force completed its fire activity assessment for firework related activities on July 4, 2024, using the same methodology as in 2023. The findings revealed a 37.5 percent decrease in fire activity compared to the previous year, showcasing the effectiveness of the coordinated efforts to mitigate fire risks during high-activity periods.



## DATA DRIVEN SOLUTIONS

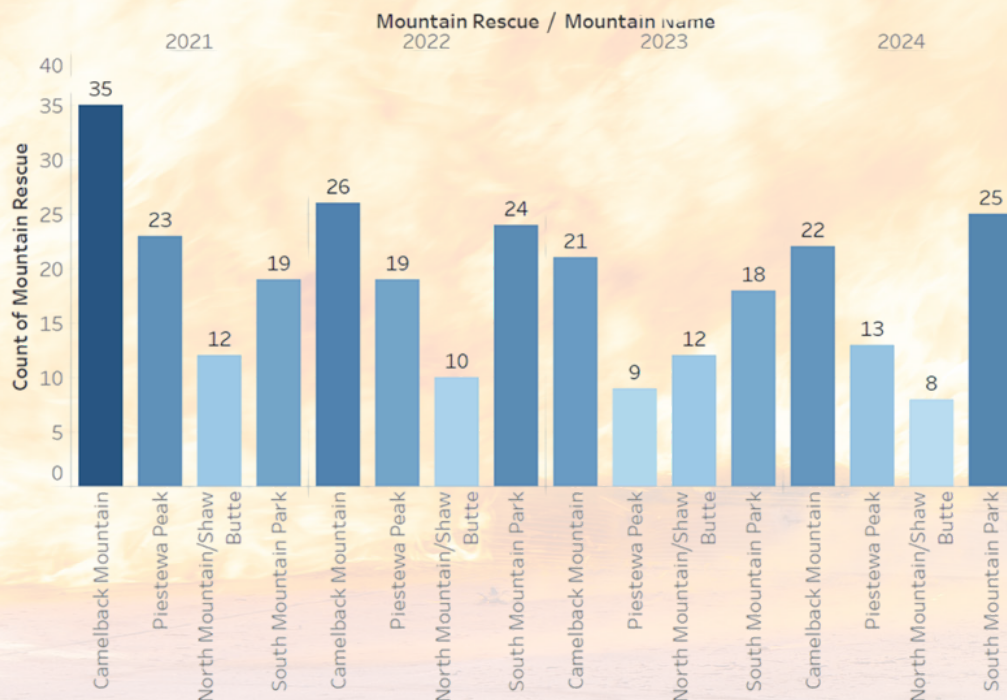
### Lithium-Ion Battery Fires and Safety

There were around 50 fire incidents in Phoenix during 2024 where a lithium-ion battery was found in the area of origin. Five incidents were reported by C99/Fire Prevention, 29 were report by Captain/Investigators and the remaining incidents were reported by operations Captains. For those scenes where the device powered information was available, micro mobility and power tools were the primary device type powered. When compared to all other lithium-ion battery fire incidents submitted to the database for last year, 71 incidents from 10 agencies, the same two device types were still the most common.



### Mountain Rescues Decline

In 2024, Phoenix implemented extended trail closures from 8 am to 5 pm on excessively hot days, up from the previous 11 am to 5 pm closure. This change helped significantly reduce the number of mountain rescues, as it limited hikers' exposure to the most dangerous heat of the day.





# 2024 EVENT SUPPORT



## Planning and Coordination

In 2024, the City of Phoenix's Office of Homeland Security played a pivotal role in planning and preparing for over 50 major events, ensuring public safety and smooth operations. These included significant events such as the National Fallen Firefighters Hero Conference in Mesa, Phoenix Police Officer Zane Coolidge LODD Funeral, and Operation Full Court Press. The office also supported large-scale public demonstrations like the Peace for Palestine rallies at both the PACC Action Rally and Sky Harbor.

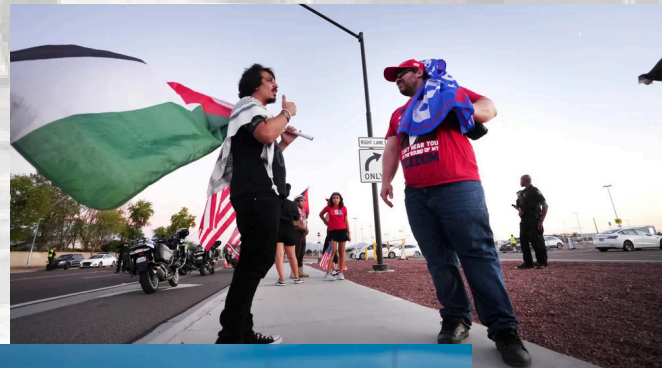
Other key events included the PFD Firefighter Orientation Pilot Program, three Presidential visits, and the Presidential Election Primary. The office also managed crowd safety at the Pride Festival, Pride Parade, and Rainbow Festival. Additionally, high-profile sports events like the Guarantee Rate Bowl, NCAA Final Four Basketball Tournament activities, Rock and Roll Marathon, WNBA All-Star Game, and the Veterans Day Parade were efficiently coordinated.

Other significant events managed included a Structural Collapse Incident, six Vice Presidential visits, and the Viva Phoenix Event. The Office of Homeland Security's comprehensive planning and coordination ensured these diverse events were handled with professionalism, maintaining public safety throughout the year.



# 2024 EVENT SUPPORT

- America Fest
- AZ Fallen Officers 5k Walk and Run
- A March for Life
- AZ Peace Officers Memorial
- AZNG Active Shooter Drill
- BC/DC Tactical Training
- Buds Apoloza
- City of Phoenix Employee Memorial
- City of Phoenix Fallen Officers Memorial
- 14- Dignitary Visits
- Election Day 2024
- Electric Light Parade
- Fabulous Fourth
- Fan Fusion
- FF Adam Cauthron Funeral
- FF John Tomazin Funeral
- Fiesta Bowl Parade
- Final Four
- AZ Firefighter Memorial
- 3 - First Lady visits
- 13 – Former President visits
- Girls on the Run 5k
- 4- Governor Tim Walz visits
- Heart Walk March
- Heat Ready Program planning and support
- 5 – Senator JD Vance visits
- Legislative event planning
- M3F Festival
- MLK Day March and Festival
- National Fallen Firefighters Hero Conference in Mesa
- Phoenix Police Officer Zane Coolidge LODD Funeral
- Operation Full Court Press
- PACC Action Rally
- Peace for Palestine Public Demonstration
- Peace for Palestine Public Demonstration – Sky Harbor
- PFD Firefighter Orientation Pilot Program
- 3- Presidential visits
- Presidential Election Primary
- Pride Festival
- Pride Parade
- Rainbow Festival
- Guarantee Rate Bowl
- Rock and Roll Marathon
- Structural Collapse Incident – IMT
- Veterans Day Parade
- Viva Phoenix Event
- 6 – Vice Presidential visits
- WNBA All Star Game





## FIREFIGHTER SAFETY



### **Lithium-Ion exposure response**

PFD developed a process to reduce exposures to lithium-ion battery fires. This includes on-scene decontamination, special PPE collection bags, unique cleaning process at our in-house advanced cleaning center, lithium-ion exposure documentation, and are working with the Health Center to expand lab work to include thyroid testing.

### **New Mask Fit testing machines**

State of the art SCBA mask fit testing machines provide the highest level of testing to ensure complete seal, eliminating airway exposure to contaminants when SCBA is worn.

### **Dermal wipes**

PFD introduced dermal wipes on apparatus for post incident decontamination of skin (studies show dermal wipes can remove up to 54% of skin contaminants). This removes any toxic substances on skin to reduce absorption prior to showering.

### **Partnered with UofA Medical center to test PFAS blood serum levels**

Over 200 PFD members were involved in a study to test ways to remove PFAS (Forever chemicals) from our bodies.

### **Cancer prevention training for recruits**

Our cancer prevention team delivered comprehensive training to all new recruits prior to their first live burn. Training includes pathology, exposure types, exposure reduction tools and processes, personal cancer prevention strategies.



# OFFICE OF EMERGENCY MANAGEMENT

## **2024 Heat Response Plan**

The 2024 Heat Response Plan was developed through collaboration between the Office of Emergency Management, Heat Response, Human Services, Public Health, Office of Homeless Solutions, Library, Police, and Fire Departments. Significant updates include adding two overnight respite centers and extended hours at three key library cooling centers. These five locations, selected based on Fire Department data, serve as cooling and navigation centers. The centers have recorded over 35,000 visits, with hundreds of individuals experiencing homelessness connecting to shelter solutions. Heat-related calls for service to the Fire Department decreased by 20 percent compared to the same period in 2023.

## **Monsoon Preparedness Day**

The Office of Emergency Management hosted ResilientPHX: Monsoon Preparedness Day to unite City departments, external stakeholders, and community partners in preparation for the monsoon season. This annual event emphasized collaboration across all phases of emergency management. A key highlight was including a City of Phoenix Youth and Education Commissioner and newly appointed FEMA Region 9 National Youth Preparedness Council Representative, who shared valuable tips on engaging youth in preparedness.

## **Continuity of Operations Planning (COOP) program**

The Office of Emergency Management (OEM) re-launched its Continuity of Operations Planning (COOP) program in January 2024, renewing its focus on emergency preparedness. As part of this effort, OEM initiated a monthly outreach program and held two city-wide trainings to maintain awareness of COOP principles and integrate them into departmental planning.

## **Community Emergency Response Team (CERT) Program**

The Community Emergency Response Team (CERT) program was successfully transitioned to the Office of Emergency Management (OEM), involving relocating assets, procedural updates, and enhancements to the training program. The CERT training program was revamped to better serve volunteers and the community, updating course content and delivery methods while incorporating accessibility for individuals with disabilities in compliance with ADA requirements. As of September 27, 2024, the Phoenix CERT team had staffed over 40 assignments, providing 2,591 support hours, resulting in \$77,619 in cost savings for the City.



# PUBLIC AFFAIRS & COMMUNITY RISK EDUCATION

## Award Winning Communications

The Phoenix Fire Department's Public Affairs Team won four Copper Anvil Awards, recognizing their excellence in various areas of public relations. The awards were for campaigns in community relations, written test promotion, inclusive excellence and crisis communications. These honors highlight the team's effective communication strategies in building relationships with the community, promoting career opportunities, advancing DEI initiatives, and handling critical situations by providing clear, accurate recaps of incidents.

## Recruitment Through Social Media

The Phoenix Fire Department launched its dedicated recruitment account, @JoinPhxFire, on Instagram to connect with future recruits and highlight career opportunities. While the initial focus is on firefighter positions, the account showcases openings in other areas, such as the Community Assistance Program and Tech Services. Launching on Instagram is the first step in a larger strategy to expand the department's recruitment presence across multiple social media platforms. After ramping up social media efforts, the Phoenix Fire Department saw a significant increase in applicants for the written exam, with a total of 1,265 individuals applying. This surge in interest is attributed to the department's enhanced online presence, including targeted outreach through platforms like the JOINPHXFIRE Instagram account, which effectively engaged and informed potential candidates about career opportunities.

## Community Risk Education

In 2024, the Phoenix Fire Department's Community Risk Education Section made significant strides in promoting safety and preparedness throughout the community. Key highlights include the launch of a new Stop the Bleed program in partnership with local hospitals, aimed at teaching bystanders how to provide life-saving care in emergency situations. Additionally, the department hosted several Survive the Drive events, a public awareness initiative focused on driving safety and accident prevention for teen drivers. A major milestone was their participation in the City of Phoenix's first-ever 602 Day, where the Phoenix Fire Department gave away 602 smoke detectors to residents, furthering their commitment to fire safety and ensuring that more homes in the community were equipped with life-saving equipment. These efforts underscore the department's ongoing dedication to reducing risks and enhancing safety education across Phoenix.



## UNMANNED AIRCRAFT SYSTEMS

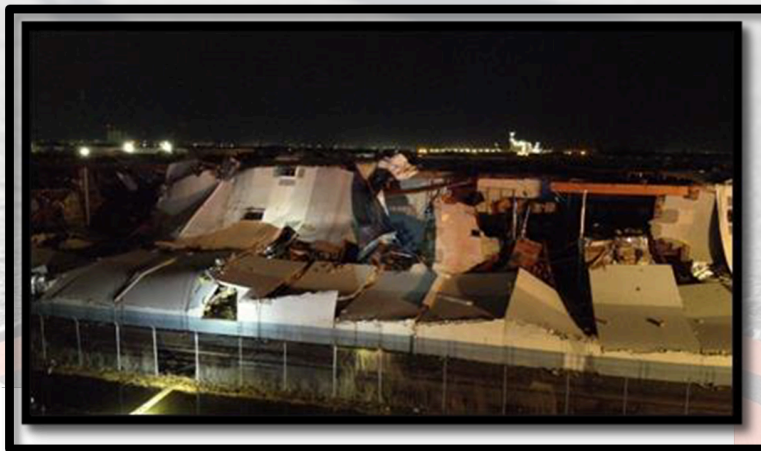
### Large Events



3rd Alarm Structure Fire.



Mountain Rescue - Camelback



Building collapse



Brush fire



Storm damage



# UNMANNED AIRCRAFT SYSTEMS

**971 flights    146.2 hours    9 drones    10 pilots    2 visual observers**

In 2024, the Phoenix Fire Department's Unmanned Aerial Systems (UAS) program continued to expand its capabilities and impact, solidifying its role as an essential tool for emergency response and operational efficiency. Equipped with both tethered and non-tethered drones, the program provided critical support for incident assessments, including Fires, Prevention, Special Operations, as well as Special Events. With a focus on innovation and member engagement, the program delivered real-time aerial intelligence, improved situational awareness, and helped ensure the safety of first responders and the community alike.

## Advancements

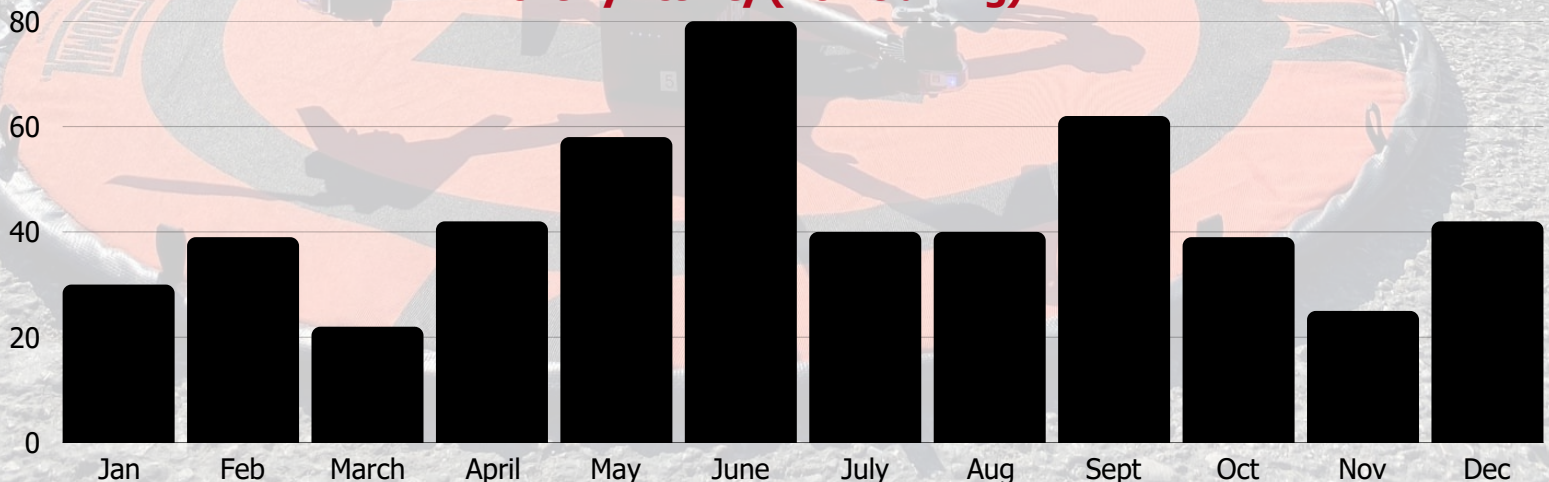


AZ Task Force-1 utilized UAS for the first time when deployed to New Mexico.



Implemented Tethered Drones

### Monthly Activity (Non-training)





# COMMUNITY ASSISTANCE PROGRAM (CAP) GROWTH

- **10,182 CALLS FOR SERVICE IN 2024**
- **157% INCREASE IN CALLS TRANSFERRED FROM POLICE**
- **129% INCREASE IN BEHAVIORAL HEALTH CALLS**

## **New Job Family & Hiring Outcomes**

In 2024, CAP worked with Class and Compensation to create new job family specific to the program to offer competitive wages for their line of work, including the positions of Crisis Intervention Supervisor (formerly Caseworker III) Crisis Intervention Specialist (formerly Caseworker II). CAP completed several rounds of recruitments and hiring. The result was adding 48 new employees to CAP.

## **Behavioral Health Unit (BHU) and Crisis Response Unit (CRU)**

In 2024, CAP continued to build-out the BHU and CRU. BHU teams increased from four to five units and CRU increased from five to six. Both unit types increased calls for service compared to the previous year. BHU call volume increased 164 percent in the first nine months of 2024 in comparison to 2023. CRUs experienced an 18 percent increase in call volume compared to the same timeframe.

## **Training Program**

In July and August, CAP provided training on program operations to Phoenix Fire Department sworn members. The training was a success and provided an opportunity to continue to build rapport for both CAP and firefighters. Providing this training required significant input from the CAP Curriculum Coordinator and significant CAP leadership participation as the training was provided to over 1,000 members! Following this training, CAP experienced an increase in calls for both CRU and BHU from Fire personnel.

## **Harvard Kennedy School of Government Performance Lab (GPL)**

In July 2024, CAP was selected by the Harvard Kennedy School of Government Performance Lab (GPL) to participate as one of six jurisdictions to participate in the CY 2024-25 technical assistance cohort. As a participant, CAP will receive up to 10 months of pro bono applied research support and technical assistance. This includes coaching with GPL staff, access to templates, and program materials from government running alternative response teams, and participation in monthly GPL-facilitated calls with peer cohort governments.



# COMMUNITY ASSISTANCE PROGRAM (CAP) GROWTH

## SolarSPELL Technology

On October 1, the CAP received new technology, SolarSPELL to support crisis scenes and community resource distribution. CAP staff received education on SolarSPELL technology developed by ASU for the Crisis Response units. SolarSPELL provides literacy level appropriate materials/electronic games to support children on crisis scenes. Resources available in the SolarSPELL library were initially provided to ASU by CAP. ASU doctoral students updated the language in the resources to create digestible material for the community. CAP is very excited to start providing downloadable materials that customers can reference electronically! The SolarSPELL library is never finished, so new materials will be added over time.

## Police Communications

In July, to support Police Communications and identifying calls to be transferred, the CAP assigned a CAP supervisor to Police Communications three times a week. The goal of the collaboration is to answer questions from Police Communications staff in real time regarding calls which BHU teams can respond to without Police or Fire personnel. In 2024, calls transferred from Police Communications to Behavioral Health dispatchers increased by 227 percent compared to the previous year.





# ARIZONA TASK FORCE-1 DEPLOYMENTS



Arizona Task Force 1 (AZ-TF1) is dedicated to maintaining readiness for urban search and rescue operations locally and nationally. The team continuously enhances its capabilities to plan, prepare, and respond to communities impacted by large-scale incidents.

## Wildfires & Flooding

On June 21, 2024 the Phoenix Fire Department deployed a team of 51 Arizona Task Force One (AZ-TF1) members for a Type 3 response to assist with rescue and recovery operations in Ruidoso, New Mexico after wildfires and heavy rain caused extreme flooding in the region.

## Hurricane Relief

On September 27th, 2024 AZ-TF1 deployed for a Type-3 mission to assist with rescue and relief efforts in North Carolina following the devastation caused by Hurricane Helene. The 45-member task force + two canines then received orders to reposition in Georgia to respond to Hurricane Milton. The 20-day mission included search + rescue operations, medical support, and logistics as part of a coordinated national response to these natural disasters. In addition, two members were deployed to support relief efforts for Tropical Cyclone Debby.



196

Members



13

Search Dogs



3

Deployments



# PLANNING FOR THE FUTURE

## Strategic Plan

The Fire Department published a 2024 to 2027 Strategic Plan to the membership in early 2024. The goals and objectives were crafted with thoughtful input from both internal and external stakeholders - including City leadership. The plan will be used as the compass to advance the department's strategy and efforts over the next three years. The full report can be viewed online at [Phoenix.gov/Fire](https://phoenix.gov/Fire) under 'About Us'.

## PFD Strategic Goals

1. Promote the health, wellness and safety of our members.
2. Foster total workforce development and succession to meet the current and future fire department needs.
3. Forecast, build, and maintain fire infrastructure resources to align with the current needs and anticipated growth.
4. Explore, implement, and integrate innovative ways to reduce non-emergency call volumes.
5. Embody "The PFD Way" ethos to provide a safe and productive work environment for all members.
6. Strive to be a leader in the fire service through innovation and technology.
7. Build communications and relationships with internal members and external stakeholders.

**The annual RBO recapping 2024's action items was held at the Phoenix Zoo on December 3rd. The event was sponsored by Core Construction & the Phoenix Fire Foundation.**





## IN MEMORIAM

In 2024, the Phoenix Fire Department mourned the loss of three dedicated firefighters:

**Retired Deputy Chief Don Williams:** A respected leader with 37 years of service, he spent his entire career in Operations, beginning on Engine 33 and retiring as a Deputy Chief. He passed away in late September of 2024.

**Firefighter Adam Cauthron:** An 18-year veteran of the department, Cauthron passed away unexpectedly in late September after an off-duty health emergency. His passing was deeply felt within the community, and a memorial service was held in Peoria to honor his life and service.

**Firefighter John Tomazin Sr.:** With 27 years of dedicated service, Tomazin passed away off-duty in early October. He was remembered with a memorial service in Peoria where friends and family described his love for his family and passion towards the PFD's Baby Shot Program.



**Don Williams**



**Adam Cauthron**



**John Tomazin Sr.**



# **PHOENIX FIRE DEPARTMENT ANNUAL REPORT: 2024**



**Phoenix Fire Department**  
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