



2025 YEAR IN REVIEW





FIRE CHIEF MESSAGE

TOM SHANNON

The men and women of the Scottsdale Fire Department continue to honor their oath of *Caring*, even as our community and profession face sustained and complex change. Scottsdale's role as an international destination brings growing demand for emergency and public safety services, while rising call volume and service complexity challenge us to deliver more with limited resources. At the same time, we are preparing for a significant workforce transition that requires careful planning, disciplined execution, and unwavering commitment to operational consistency.

Our priority remains clear: uninterrupted, reliable, high-quality service for residents, visitors, and businesses. Looking ahead, we will deliberately replace critical skills, strengthen leadership, and set a clear strategic direction. Engagement with policymakers, practitioners, and the community will ensure transparency and shared understanding as we shape the future of all-hazards fire and emergency medical services in Scottsdale.

Our greatest asset is our people. Their professionalism, resilience, and dedication—often while balancing personal challenges—form the foundation of our success. Keeping our workforce safe, healthy, and supported is essential to maintaining readiness across the city.

At a time when civil discourse can be strained, Scottsdale Fire Department remains committed to dignity, respect, and professionalism.

Our most fundamental mission is to Care, guiding every interaction, every response, and every service we provide.

BUDGET

* FY 2024-2025

\$74,191,946

* FY 2024-2025 Grants

\$275,510

* FY 2025-2026

\$84,951,327



FAST FACTS

* Number of Emergency Calls
41,705

* Number of Medical Calls
28,721

* Average Travel Time Code 3
5:45

* Fire Investigations
30

* Civilian Fire Fatalities/Injuries
0/1

* Property Saved
\$656.17 million

* Total Fire Property Damage
\$1.94 million

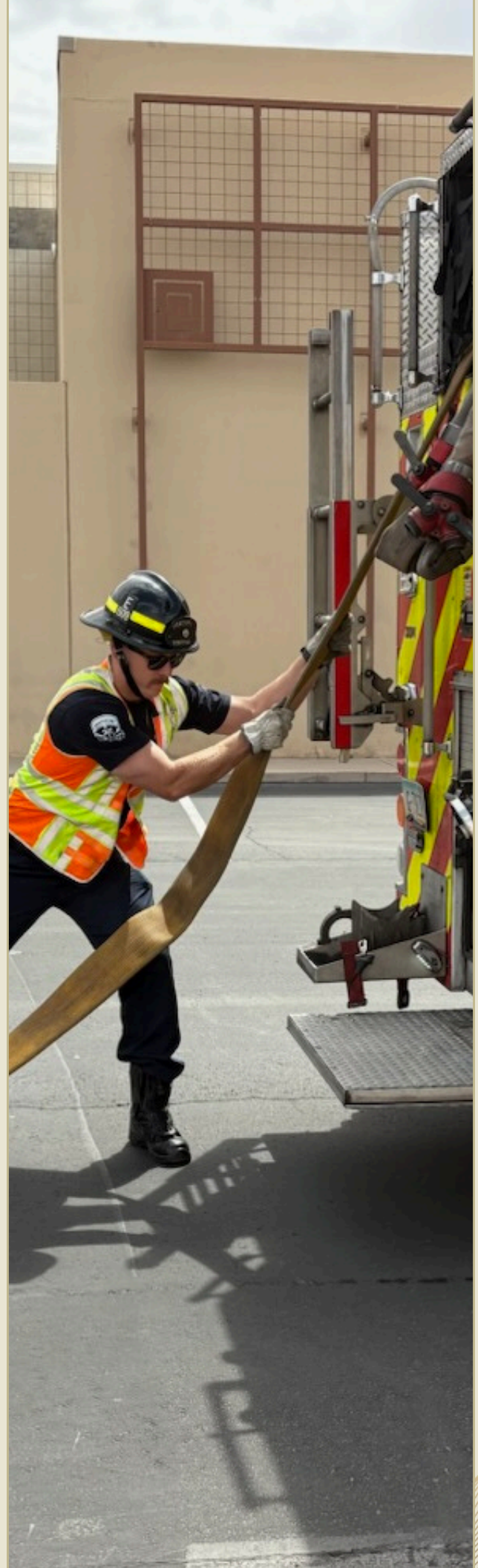
* Building Inspections
7,353

* Plan Reviews
3,268

* Sworn/Civilian Staff
345/42

* Daily Positions
94 (+8 during Wildfire Season)

* Volunteers/Hours
88/3,341.75





Scottsdale Fire Becomes Metro Department

July 1, 2025, Scottsdale Fire celebrated its 20th Anniversary. This occasion was also marked as SFD became a member of the Metropolitan Fire Chiefs Association. This is an important designation for the City of Scottsdale — where we've long led in local, regional, and national fire service initiatives. As part of the Metro Fire Chiefs community, Scottsdale not only implements cutting-edge fire safety strategies but helps define the direction of fire service policy across the United States.

Through SFD's early adoption of forward-thinking solutions like mandatory residential fire sprinklers, regional automatic aid response, and advanced EMS integration, Scottsdale continues to serve as a model for innovation and collaboration in public safety.

Scottsdale Fire's involvement with the Metro Chiefs — a national network of fire service leaders representing the largest and most complex fire departments in the country — ensures Scottsdale's voice and experience help shape best practices and national standards. From wildfire preparedness to emergency medical services, SFD leadership is not just recognized — it's helping to lead the way for communities across the nation.



20 YEARS OF EXCELLENCE

Since its establishment as a municipal fire department in 2005, Scottsdale Fire Department has remained committed to a clear mission: caring for and protecting our residents and visitors through exceptional emergency response, prevention, education, and community engagement.

Built on a foundation of service, Scottsdale Fire operates on the belief that every call is an opportunity to make a meaningful difference in someone's life.

In its first 20 years, Scottsdale Fire has responded to nearly 600,000 calls for service. The grid shown above represents those calls, along with the evolution of Scottsdale's fire stations over time—strategically adapting to meet growing demand and ensure the highest quality of service now and into the future.

Training Center Opens

In January 2025, Scottsdale Fire Department dedicated its newly modernized and expanded training facility, designed to support not only the city's own fire and police personnel but also first responders throughout the region. Two recruit classes have already graduated from this regional training center.

The upgrades are part of a broader effort to enhance public safety and provide state-of-the-art training for all personnel. The just under \$29 million project is the result of three bond initiatives aimed at replacing, modernizing, and expanding the fire and police training buildings at the Scottsdale Public Safety Training Center.

These enhancements will ensure that first responders are equipped with the latest tools and technologies to meet the challenges of an ever-evolving public safety landscape.

Training Hosted in 2025

- 25-1 Recruit academy - 33 Scottsdale recruits
- 25-2 Regional academy - 23 Scottsdale; 3 Tempe; 5 Superstition Fire Recruits
- Fire Department Safety Officers Association - 15 members received their incident safety officer certification
- Realtors Academy
- Leadership Academy
- COS Government 101 - Fire Day
- Scottsdale Mayor's Youth Council
- City Treasurers Retreat
- Regional Chaplains Meeting
- Captains Academy - 16-week program
- 2 Engineer Promotional Processes
- BC Promotional Processes
- Annual Wildland Training
- Annual Defensive Driver Training
- Rescue Driver Training
- Annual Live Fire Training
- East Valley Steering Committee





Retirements Drive Hiring, Promotional Efforts

In 2025, the Scottsdale Fire Department experienced unprecedented retirement attrition, driving one of the most significant periods of hiring and promotional activity in its history. The department filled critical leadership and operational vacancies created by retirements.

These transitions required extensive internal promotions to maintain continuity of command and service delivery. Deputy Chiefs — serving just two levels below the Fire Chief in both field operations and administrative divisions — were advanced to sustain strategic oversight, while Battalion Chiefs continued to provide multi-station supervision, leadership development, and incident command. At the company level, newly-promoted Captains assumed responsibility for station supervision and all-hazards response, leading crews of engineers and firefighters in emergency and EMS operations.

Despite this historic turnover, SFD successfully maintained operational readiness and leadership depth through focused succession planning and workforce development.

Training and development in conjunction with promotional processes produced:
2 Deputy Chiefs,
5 Battalion Chiefs,
14 Captains,
21 Engineers,
65 Firefighters

SFD Harnessing Technology to Elevate Fire Training

Scottsdale Fire Department continues to lead in innovation by integrating advanced technology into its training programs. Two standout initiatives — Digital Combustion Fire Studios and the F.AI.T.H. platform— are reshaping how firefighters prepare for real-world emergencies. Together, these technologies exemplify SFD’s commitment to leveraging innovation for safer, smarter, and more effective firefighter training.

Digital Combustion Fire Studios

This powerful fire simulator software enables the creation of highly realistic emergency scenarios, including fire incidents, hazardous materials situations, and more. It is a cornerstone of both promotional assessments and routine training. Seven SFD personnel have been trained to operate the system, including four field staff who actively assist with scenario setup and repetitions, ensuring that training remains grounded in operational reality.

F.AI.T.H. (Fire Artificial Intelligence Training Helper)

In collaboration with City of Scottsdale IT and Fire IT, SFD is piloting an AI-driven platform designed to streamline training content development. F.AI.T.H. leverages internal fire databases—such as Volume 2 and fire policies—to rapidly review materials, generate test questions, and extract textbook references. Though still in its testing phase, the platform is being evaluated by a diverse group including training captains, the training coordinator, SFD IT, administrative staff, and field members. Their feedback is helping refine the tool for future deployment.



The program completed more than 3,200 transports in the first 6 months of operation and responded to more than 8,500 calls for service during the first 12 months of operation.

New Rescue Units Deployed in Phase II of Ground Ambulance Program

In November, Scottsdale Fire Department marked a significant milestone in its municipal ambulance expansion by placing three new rescue units—Rescue 601, Rescue 605, and Rescue 614—into full service. These additions are part of the city’s strategic effort to enhance emergency medical services and reduce reliance on private ambulance providers.

Following rigorous inspections by the Arizona Department of Health Services Bureau of EMS, the new units were certified as fully equipped and compliant for emergency medical transport. Their deployment boosts SFD’s 24/7 transport capacity, enabling faster turnaround for fire suppression units and improving continuity of care from the scene to the hospital.

This rollout completes Phase II of Scottsdale’s municipal ambulance initiative, expanding the system to six transport units. In the first six months of operation, 3,200 transports were completed and responded to more than 8,500 calls during the first 12 months of operation. The new units have been seamlessly integrated into regional automatic aid and dispatch systems without compromising performance.

To support the growing operation, SFD has enhanced its Revenue Cycle Management processes, developed robust performance metrics, and maintained full regulatory compliance, including HIPAA and billing standards. The department continues to refine policies and procedures while investing in workforce development through training and onboarding of new personnel.

With data-driven planning and a commitment to service excellence, Scottsdale is building a resilient, city-operated ambulance system designed to meet the evolving needs of its residents and visitors.

EMS Division is Growing



11 Firefighters graduated as Paramedics



Performance Improvement Coordinator hired



EMS Training Educator on boarded



Dr. Casey Solem hired as Medical Director



A standout example of Scottsdale Fire's exemplary care occurred during a pediatric drowning incident. Upon arrival, crews found CPR already in progress, initiated by a Scottsdale law enforcement partner.

SFD personnel quickly assumed care, identified the patient to be in a shockable rhythm, and promptly defibrillated. Pulses were successfully restored, and the patient was transported to the hospital.

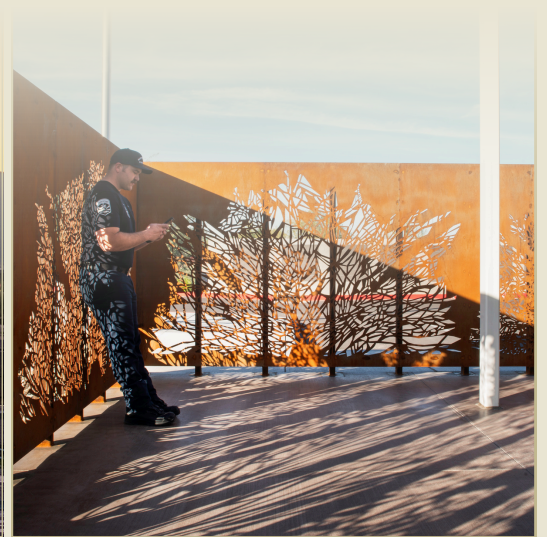
The child was later discharged, marking an outstanding outcome made possible through rapid intervention and effective interagency teamwork.

Station 612 Opens to Enhance Emergency Response to the North

Scottsdale has unveiled its latest addition to its emergency response arsenal with the opening of Fire Station 612, situated at the northeast corner of Hayden Road and Mayo Boulevard. The station commenced operations on Sept. 22.

The \$13.7 million project, funded through the 2019 Bond Election, has furnished the 12,000-square-foot station with a four-person engine company, a two-person battalion chief unit and an array of specialized vehicles, which includes a wildland interface fire attack vehicle and a utility support vehicle. The station also features four apparatus bays, sleeping quarters for a dozen firefighters, and an OSHA-compliant decontamination area, which ensures the safety and efficiency of Scottsdale's finest.

In sync with the city's aesthetic and cultural values, the station also showcases a public art installation titled Wholeness by Maria Salenger—a tribute to the firefighters' dedicated service—creating patterns of desert life and the iconic Maltese cross with sunlight and steel.



Fire Stations Construction and Remodels

- Opening of FS612
- Opening of Temp FS606: This station is a partnership between Scottsdale Unified School District, and Miracle League of Arizona and Scottsdale Fire Department; It will house E606 and C6059 during the one-year remodel and construction of current FS606
- Fire Station 614 remodel to account for an ambulance and the NFPA Firefighter Safety requirements
- FS601 Temporary Ambulance quarters in the fire station to house and accommodate Rescue 601
- Pre-Construction of Fire Station 618 started, which will house ambulances next to Fire Station 601
- Pre-Construction of Fire Station 604 started





SFD Warehouse Keeps Department Running

EMS VENDING MACHINES

Scottsdale Fire added vending machines to all 16 fire stations to dispense medications. These machines can provide quick and secure access to all the required drugs and high-dollar EMS supplies that are needed on each truck. This solution enhances convenience, ensures that critical supplies are available 24/7, reduces out of service time, maintains better inventory control, tracks usage, and minimizes the need for manual restocking.

NEW LADDER, 3 NEW ENGINES, 5 NEW RESCUES

The department received a new ladder truck, 3 new engines (606, 609, 612), as well as 5 new Rescues in 2025. Warehouse staff procured everything from the equipment mounts to all equipment such as hoses, ladders, radios, medical gear, extrication equipment and everything in between.

SPECIAL EVENT ROOM

With the addition of the fire warehouse, all vehicles and equipment that support special events were consolidated to one place instead of multiple stations. This ensures all needed equipment is available at time of events, reducing the loss and damage of equipment.

HIRING OF 70 NEW FIREFIGHTERS

Purchasing personal protective equipment (PPE) for firefighter recruits is a critical component of ensuring their safety and readiness for duty. Each recruit must be equipped with high-quality gear, including turnout coats, pants, helmets, gloves, boots, and self-contained breathing apparatus, to protect against extreme heat, smoke, and hazardous conditions. Investing in durable and compliant PPE not only meets regulatory standards but also reinforces the department's commitment to firefighter health and operational effectiveness. Proper outfitting from day one allows recruits to train and respond confidently, reducing risk and enhancing overall emergency response capabilities. There are more than 10 different vendors outfitting every recruit at the cost of more than \$12,000.

OPERATIVE IQ

Implementation continues for the asset tracking software, OPIQ. All high-dollar resource items, all new purchasing information, and repair/maintenance data are now stored in the platform. EMS distribution process within the application is being refined. Additionally, an end user 30-day inspection process for all structure PPE was added. RFID tags into all turnout pants and coats allows for faster check in/out process from the third-party cleaner.



Scottsdale Sprinkler Ordinance Marks 40th Anniversary

In May, Scottsdale marked a major milestone: the 40th anniversary of Scottsdale's groundbreaking home fire sprinkler ordinance!

In 1985, Scottsdale became the first city in the nation to require fire sprinklers in all new single-family homes. This bold, life-saving move has helped make Scottsdale one of the safest places to live in the country. For four decades, this ordinance has protected lives, property, and our community. SFD is proud to continue leading the way in fire safety innovation.



It is estimated that more than 64 percent of single-family homes in Scottsdale have a lifesaving fire sprinkler system, resulting in our city's fire loss being drastically below the national average. In 2025 the average fire loss for a comparable city was \$12-18 Million, while Scottsdale's fire loss in 2025 was less than \$2 Million.

Prevention Division Tackles Safety with Technology



In 2025, the Prevention Division began tracking fires that were contained to the room or object of origin, using reports generated in Image Trend. This monitoring will study success in reducing spread of fires. Efforts also included tracking the number of fire inspections, residential fire inspections, after hours inspections, and completed plan reviews to better assess staffing needs and determine appropriate levels of upstaffing.



During this year, Scottsdale Fire marked five years of success with The Compliance Engine program. Using this system, SFD strengthened community safety by reducing deficiencies in fire and life safety systems and cutting overdue inspections. Streamlined oversight has lowered the risk of critical failures, ensuring life-saving equipment stays reliable and ready. This commitment to technology continues to provide a safer environment for Scottsdale year after year.

After development and training in 2025, Scottsdale launched its new Enterprise Permitting and Licensing system, SPUR, along with the iG Inspect application in January 2026. This new tool incorporates GIS mapping and additional features designed to streamline and enhance the accuracy of remote field inspections.



To further strengthen community risk reduction, a Community Risk Reduction (CRR) Captain has been assigned to address a backlog of more than 500 outstanding Target inspections, with a primary focus on bars and restaurants. This initiative aims to improve fire and life safety for both the community and Scottsdale Fire Department personnel.



SFD Continues to Battle Wildland Fire Risks

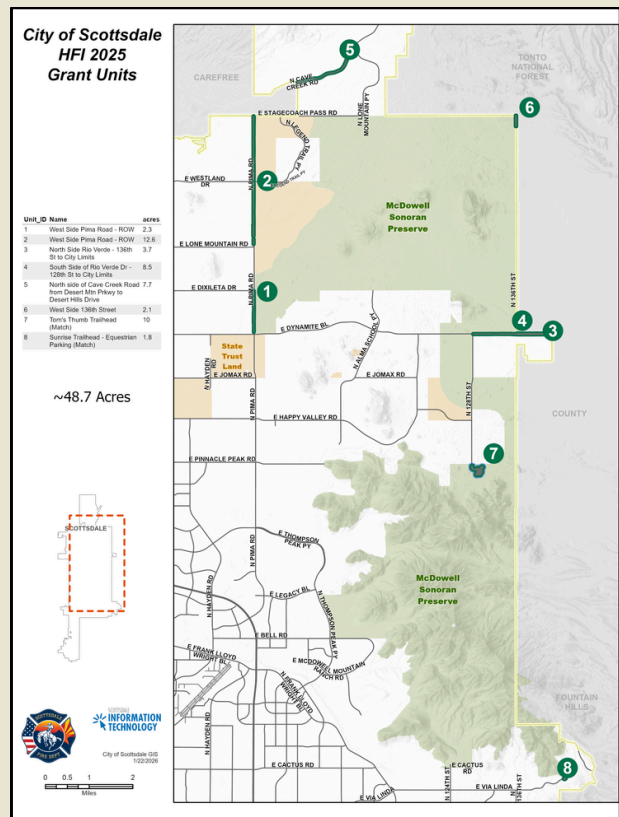
Scottsdale Fire Department is committed to protecting the Sonoran Desert, including the McDowell Sonoran Preserve, as well as the entire Wildland Urban Interface, through multiple proactive strategies. Years ago, Scottsdale recognized that simply upstaffing brush trucks and staging equipment wasn't enough. A stronger, sustained focus on prevention and public education was needed.

Today, SFD surveys more than 42,000 properties that face an urban interface threat. After the initial assessment by on-duty suppression crews, residents receive mailed follow-up information along with door-hanger flyers outlining practical steps they can take to reduce risk. Additionally, personnel certified in Firewise USA® home assessments walk properties with homeowners to identify vulnerabilities and provide tailored guidance.

In addition to the Hazardous Vegetation Fuel Assessment program, Scottsdale Fire supports Firewise initiatives, carries out fuel-mitigation projects, and distributes educational materials to contractors working in the area. The City of Scottsdale is a national leader in the Firewise program, with 33 participating communities either active, pending or in the queue.

And finally, SFD received grants to mitigate fuels along roadways. In 2025, 64 acres were treated.

Action	Details
Critical Infrastructure Mitigation (Trailheads)	2.0 Acres/2 Structures
Completed Chemical Treatments	25 miles of Roadway/ 11 Structures and Trailheads
Healthy Forest Initiative Grant	\$176,500
Firewise Communities Certified	24: 5,600 homes, 4,710 Acres
Firewise Communities Pending/Que	4/5
Property Reviewed by Firefighters	34,832
Property Tagged Red and Re-assessed	119





E-Bikes enhancing Rescue Response in Scottsdale McDowell Sonoran Preserve

Scottsdale Fire Department has incorporated electric bikes (e-bikes) into its mountain rescue operations to improve response times and enhance patient care in remote areas. This capability was demonstrated during a rescue on the Saguaro Canyon Trail, where crews responded to a report of a missing hiker in July.

Firefighters located the woman, who was experiencing heat exhaustion, approximately 5.5 miles into the trail. Using e-bikes, responders were able to travel over 2.5 miles into the McDowell Sonoran Preserve within 10–15 minutes, enabling them to initiate advanced life support treatment on-site.

The rescue operation was supported by the Phoenix Police Department's Firebird 10 helicopter, which hoisted the patient from the mountain for further medical care.

The use of e-bikes in rugged terrain has proven to be an effective tool for improving both patient outcomes and responder safety, reinforcing Scottsdale Fire's commitment to rapid, high-quality emergency response in the Preserve.





We Care for You.

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