

# PHOENIX FIRE DEPARTMENT



**2026**

**Firefighter Recruit  
Exam Study Packet**

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## **INTRODUCTION**

The Phoenix Fire Department is committed to providing the highest level of public safety services 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, and Be Nice!

The Phoenix Fire Department cross-trains its firefighters to provide a full range of fire suppression, hazardous materials response, technical rescue, aircraft firefighting and rescue as well as emergency medical services including basic and advanced life support and emergency medical transportation.

The City of Phoenix is an award-winning city. It is considered one of the best-run cities in the world. The Phoenix Fire Department has a national reputation as one of the best fire departments in North America. This reputation has been earned through years of commitment to focusing our mission on providing the best customer service possible, a philosophy based on working together and treating each other and the customers we serve with respect.

The Phoenix Fire Department has a model labor management process, and a culture that is open to change and improving the Department so that future generations of firefighters may benefit from the hard work of current and past members and continue to make the Department better for those who follow them.

This booklet is designed to give you an overview of the Phoenix Fire Department. It will introduce you to the demands of being a firefighter and to the Training Academy experience. The information contained within this document will not only provide you with critical information for the written examination process but also insight into the Phoenix Fire Department for the oral interview process.

**WELCOME from PHOENIX FIRE CHIEF MIKE DURAN and  
IAFF LOCAL 493 INTERIM PRESIDENT BRYAN WILLINGHAM**

On behalf of the members of the Phoenix Fire Department and Local 493, we welcome you to the Firefighter Recruit testing process. We can personally say this is one of the most gratifying careers an individual can choose. Our department is one of the finest in the nation. We are safe, well-trained, and professional. We are a diverse organization seeking people who will uphold our high standards and traditions throughout a long career. A Phoenix Firefighter must possess many critical qualities to be successful throughout a long career. It is a calling that entails selflessness, dedication, and skill.

The career of a Phoenix Firefighter involves much more than fighting fire. We are a customer service-driven organization. Our goal each day is to safely respond to and mitigate any possible emergency that may arise. We are Firefighters, Paramedics, Hazardous Materials Technicians, Technical Rescue Experts, Airport Emergency Response, and much more. Training is an integral part of our career. It never stops. Our Firefighters are expected to be lifelong learners, constantly striving to improve personally and professionally.

The following study guide reflects many of our standard operating procedures, practices, and cultural norms. We urge you to study it closely and absorb the information. Much of it speaks to what is important to our Department, Local 493, and the citizens of Phoenix. Our labor/management process provides the backbone on which these standards exist.


We work closely with City Leaders, Phoenix Firefighters Local 493, Citizens, and special interest groups that represent emergency response at all levels. Our expectations of those who work for this Department and the City of Phoenix are high. The Department has outlined five of the most important focus areas for a Phoenix Firefighter. These will be detailed and discussed further in this Recruit Study Guide. They are:

- Safety
- Professionalism
- Teamwork
- Respect
- Personal Development

We thank you for your interest in the Phoenix Fire Department and wish you the best in the testing process. We hope this will be a window into the dynamic and meaningful career to which Firefighters dedicate themselves.

Sincerely,

  
Mike Duran, Fire Chief

  
Bryan Willingham, Interim President Local 493

**SECTION ONE**  
**MISSION STATEMENT / VISION STATEMENT and MOTTO**

THE PHOENIX FIRE DEPARTMENT 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.

THE PHOENIX FIRE DEPARTMENT VISION STATEMENT

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.

MOTTO

Prevent Harm, Survive and Be Nice.

## **SECTION TWO**

### **THE PHOENIX FIRE DEPT. ORGANIZATIONAL VALUES**

#### **PRIDE AND OWNERSHIP**

- We are committed to honest and ethical behavior both on and off duty.

#### **CUSTOMER SERVICE EXCELLENCE**

- “Be Nice”.
- We will deliver the highest level of internal and external customer service.
- We deliver added value to our customer service by going above and beyond,

#### **TEAMWORK**

- We value the input and opinions of our members at all levels of the organization.
- As a team our members mentor others.
- Teamwork is the building block that drives the labor management process.

#### **COMMUNICATION**

- The PFD is committed to providing effective and responsive means of communication.
- We cooperate locally, regionally, and nationally to improve service delivery and to enhance safety.
- Teamwork and communication are vital aspects in all the work we perform.

#### **INTEGRITY AND PROFESSIONALISM**

- We value public trust.
- We are professional, well trained, humble, dedicated, competent, honest, and hardworking members.

#### **DIVERSITY AND INCLUSION**

- We reflect the community we serve.
- We embrace our members and community’s different cultures, race, religion, ethnicity, sexual orientation, and other social factors.

#### **SAFETY AND PREVENTION**

- The safety of our members and community is our highest priority.
- Members will practice safety through the Risk Management Plan.
- PFD members live by our Standard Operating Procedures.
- Situational awareness and personal accountability are crucial to our safety

#### **TOTAL WELLNESS**

- Physical, mental, spiritual and financial wellness are essential.
- We make healthy choices to promote a long career and life.
- We help members in need.
- We utilize our department’s resources for total wellness.

## HONOR AND RESPECT

- We respect those that came before us, those who are here now, and those yet to come.

## PROGRESSIVE AND INNOVATIVE

- The PFD values personal development and training.
- We understand the need to evolve with our ever-changing emergencies, customers, and members.
- We are committed to seeking out effective methods for service and progressive thinking.
- The PFD embraces new technologies to improve service delivery.

## **SECTION THREE**

### **THE PFD WAY**

#### **INTRODUCTION**

The PFD Way is the philosophy of the Phoenix Fire Department and describes what is expected of every member regardless of rank. Included within are expectations of behavior, performance, and customer service. The PFD Way incorporates many values which include safety, service excellence, integrity, professionalism, communication, teamwork, and respect. These values allow us to provide exceptional internal and external customer service and guide our actions both on and off duty.

The Phoenix Fire Department is committed to its members and their well-being. Through training and education, the organization takes pride in improving its membership. Individuals bring with them unique cultures, traditions, and experiences. The diversity of our members is the strength and foundation of the PFD.

Our diverse membership chose to become part of the Phoenix Fire Department. In turn, we all chose to “buy-in” to the PFD Way and its underlying culture and traditions. This collective buy-in allows us to seamlessly provide exceptional customer service to the citizens, workers, and visitors of Phoenix.

The PFD Way is founded upon six major cornerstones that make up the foundation for our philosophy. These cornerstones are described in detail and are practiced by all members who have chosen to be part of the Phoenix Fire Department. This is a living document that stays relevant and is reviewed on a regular basis.

#### **THE CORNERSTONES OF THE PFD WAY**

##### **CORNERSTONE 1: MAKE THE COMMITMENT**

Members of the Phoenix Fire Department are committed to the public, to the Department, to Local 493, to other members and to themselves.

All who wear a Phoenix Fire Department uniform are held to a high standard. Expectations for behavior and performance are non-negotiable. Firefighters work in an inherently dangerous environment and are prepared for the challenge. We care about safety and about each other. If need be, we put our lives on the line for the public and each other.

We are measured by our daily interactions and performance. We are expected to follow the Phoenix Fire Department Standard of Customer Service: to arrive with a positive attitude and deliver fast, safe, professional service. It is the level of service that our customers, both internal and external, expect. This applies to every member of every rank, sworn, and civilian.



The Phoenix Fire Department recognizes that our diverse membership is the most important resource and foundation of the Department. Prejudice of any kind is not tolerated. Everyone, in every position and job function is essential. Our commitment to working as a team in the firehouse, on the fireground, in your section or battalion, in training, and as part of an RBO committee is the key to the Department's success. We take our commitment seriously, and challenge ourselves to improve every aspect of service delivery by asking, "How can we do better?"

## **CORNERSTONE 2: BE ACCOUNTABLE**

Accountable members take responsibility for their success and for the success of the Department.

Each member is responsible for their behavior and actions and will conduct themselves in a professional manner while on and off duty. Upon entering the fire service, members forfeit the freedom to behave independently. Negative actions or behavior from just one member can tarnish the reputation of the entire organization. Conduct should be commendable at all times.

Our reputation and performance in the Department is reinforced by our conduct. Your reputation is a valuable possession. Guard it and remember that it starts the day you enter the Fire Service and will continue long after your career has ended. Ask yourself, "How do I want to be remembered? How did I contribute to and improve this Department?". Respect is earned and begins with respect for yourself and respect for others.

Own your decisions. Take accountability.

## **CORNERSTONE 3: BE SELF-DISCIPLINED**

Members who have self-discipline are motivated to make choices that result in a positive outcome and avoid choices that cause negative repercussions.

Commitment to self-discipline is a key element of a balanced lifestyle. Maintenance of a balanced lifestyle will optimize individual performance and success within the Phoenix Fire Department. We refer to this approach as Total Wellness which incorporates and prioritizes physical, mental, spiritual, and financial health.

Maintaining a positive approach to your work environment takes a commitment to self-discipline. We are expected to manage our own behavior. We are cooperative and open to supervisory directives. When imposed discipline is necessary, it will be corrective, progressive, and lawful. Disciplinary action is aligned with Departmental expectations and follows established procedure. Corrective punitive action is only considered for serious violations or when progressive actions have not been effective. It is the PFD Way to employ second chance management designed to return a member to positive and productive behavior.

Self-discipline extends to our lives outside of work as well as to the internet and social media. Phoenix Fire Department members are proud of their profession and Department. When we identify ourselves as members of the Phoenix Fire Department in a social media profile, that

site now becomes an extension of the workplace, not solely a personal site. It is not the PFD Way to engage in negative political discussion or brag about unbecoming activities. Consider how the post will reflect on yourself and the Department or if it will be misinterpreted. Be aware of the impact of the social media footprint, as well as the ripple effects. As members of the Phoenix Fire Department and employees of the City of Phoenix, we have a duty to practice self-discipline and post responsibly.

#### **CORNERSTONE 4: BE A RESPONSIBLE LEADER**

Leadership is a process of positive influence which encourages high performance and teamwork to make a positive impact on our community and our department.

The Phoenix Fire Department recognizes formal and informal leaders, earned leadership, and positional leadership. Regardless of rank or time and place, any member may become a leader. Phoenix Fire Department leaders motivate others and have the vision to facilitate change. Leaders live as an example of the Department member we all strive to be and know that their words and behavior can leave a lasting impact. Their expectations for themselves and others are realistic and align with the expectations of the Department.

Leaders put safety first, closely followed by professionalism and courtesy. It is everyone's responsibility to stop dangerous, negative, and unprofessional behaviors and actions whenever they are encountered. PFD leaders remind all members, at all ranks, that we are responsible and accountable for our own actions and conduct and that of our co-workers.

Supervisors of all levels are expected to lead and treat their staff with consideration and respect. Positive reinforcement is more effective than punishing negative behavior and performance. Unacceptable behavior or performance will not be ignored, tolerated, or rewarded. Misconduct is best managed when it is immediately identified and discreetly corrected. Effective supervisors keep problems in perspective, address problems at the proper level, and when possible, turn a negative situation into a positive one.

Supervisors encourage teamwork, most notably in a fire station environment when crews prepare meals together, exercise, train and critique an incident. Supervisors make opportunities for their team to stay connected to each other, to the Department, and to our community.

All leaders are agents of mentorship, positive change, personal growth, and development. They are responsible for developing and instructing future generations of leaders that live and practice the PFD Way. Effective leaders embody servant leadership and serve our members before themselves. They encourage training and continuing education, so members stay current with industry change. Leaders pass along information, processes and lessons learned, to spare new members from making mistakes that could cost them their reputation, their career, or their life.

The Phoenix Fire Department empowers YOU, to be a responsible leader!

## **CORNERSTONE 5: MAINTAIN A POSITIVE ENVIRONMENT**

We are each responsible to create a positive work environment based on trust, integrity, approachability and open communication, superior job performance, teamwork, appreciation, and recognition, giving credit and taking responsibility.

The PFD has outlined four behaviors that are to be practiced by all members. Remember these behaviors and practice them daily as they reinforce the PFD Way and create a positive environment. They are:

1. **Consideration:** Be considerate of one another's values, ideals, possessions, feelings, etc. Respect yourself, your colleagues, and our customers.
2. **Discretion:** Be discreet regarding personal information. If something is shared in confidence, keep it confident unless it jeopardizes someone's safety or well-being. Don't talk about members behind their backs.
3. **Acceptance:** Accept our cultural, ethnic and gender differences. Diversity makes us stronger and better prepared to serve the needs of our diverse community.
4. **Unity:** Value the unity of the Department. Our members are committed to each other. Our strength comes from the ability to work together and take care of one another.

There are no Departmental secrets. Intrigue and gossip over an issue result in distrust in the system. Other than personnel disciplinary actions, issues involving litigation, and politically sensitive matters, the Department is dedicated to transparency and accountability. Our members do not spread rumors. We must remember that there are two sides to every story and withhold judgement. Do not compromise your integrity at the expense of another member. A positive workplace environment starts with you, LIVE YOUR INTERVIEW!

## **CORNERSTONE 6: THE RBO PROCESS**

The partnership of Labor and Management is committed to maintaining and improving safe working conditions and equipment, superior customer service, and succession planning for highly skilled employees. The Relationships By Objective process is guided by the principles set forth in the PFD Way.

The Phoenix Fire Department Way is based on the principle that our members are the foundation of the Department. There is a direct relationship between the quality and professionalism of the Department and the quality and professionalism of our membership. All members are invited to participate in the design and implementation of the procedure and process that forms the framework of our Department through the Relationships By Objective (RBO) process. The RBO process brings United Phoenix Firefighters Local 493 and PFD Management together in an open and honest environment. Together members work through issues and challenges, create effective and fair solutions, and reach agreements without damaging relationships.

It is the PFD Way to manage new ideas and changes for the Department with committees that represent both Labor and Management. These committee meetings are advertised to all members and are always open. The Fire Chief and the Union President appoint co-chairs for each committee. A correlating committee made up of Management's executive staff and Local 493's executive board oversees the RBO process. Any issues that are unable to be resolved through the normal RBO process are discussed and decided on within the correlating committee.

The RBO process is based on the principle that those who are closest to the actual services we provide should be allowed equitable input into the system. The process allows room for differing opinions without inviting disrespect or unhealthy politics. By participating in the RBO process, Department members of every rank and position are vested in and part of the outcome. This ensures that the Phoenix Fire Department remains a fair, efficient, and effective department.

Labor and Management are not always in initial agreement on each issue. The value of their working relationship however is the ability to find solutions on those issues on which they disagree. We will never sacrifice a relationship for an outcome. The RBO process works because both Labor and Management are respectful, offer value to the process and remain open to hearing a different point of view. Both are committed to ensure that the Phoenix Fire Department remains safe, progressive and professional.

The RBO process only works if we get involved. Our experts are the people doing the work each day. Our supervisors communicate information up and down the Chain of Command. We are advocates for all members when we involve ourselves in the RBO process. These are the basic values behind the Department. THE RBO PROCESS IS THE PHOENIX FIRE DEPARTMENT WAY.

## **SECTION FOUR**

### **THE PHOENIX FIREFIGHTER SAFETY & SURVIVAL GUIDE**

BE SAFE! The Phoenix Fire Department's highest priority is service excellence for our community. The work we perform is often in hazardous environments that pose immediate and long-term dangers to our health and welfare. Our ability to be effective in mitigating emergencies is directly connected to Phoenix Firefighters operating as safely as possible. The purpose of this document is to reinforce safety policies and procedures that dictate firefighter activities and behaviors. As professional firefighters, we must recognize that our policies and procedures are designed to ensure that we function at the highest level of professionalism and as safely as possible. To meet our customer service goals, we must operate effectively in this manner to address life safety, hazard stabilization and property conservation.

Safety is defined as the condition of being protected from or unlikely to cause danger, risk, injury, or loss. To ensure safe conditions are present in all phases of our work, Phoenix Firefighters operate in a safety cycle that has three specific stages: pre-incident, incident, and post-incident. Each stage has its own unique characteristics that foster safe activities and behaviors. These stages directly correspond with the prevention, response, and recovery cycles of emergency management. Through these three stages, we will be successful in performing our job while always remaining as safe as possible. These elements are further supported by supervision, training, review, and most importantly from "buy-in" of the Phoenix Fire Department (PFD) and its members. Safety is a common thread in every aspect of our job. Everyone must embrace it.

#### **SAFETY VALUES ADHERENCE**

- Members will follow all safety policies and procedures.
- Members are not empowered to compromise safety policies and procedures.
- Supervisors will manage the safe and effective work practices and address issues when necessary.
- Command Officers are responsible for managing safety policy and procedure compliance.

#### **ACCOUNTABILITY**

- Each member at every level of the organization is accountable for the safety and welfare of themselves and others.
- As a customer service driven organization, our community expectations are that members will operate in a safe and effective manner at all times.

#### **TRAINING AND EDUCATION**

- Members must continually work towards strengthening current skills and developing new ones.
- Members are encouraged to take advantage of all educational opportunities, inside and outside of the Department.
- The Department continually reviews operations and actions for safety improvement.

## RISK MANAGEMENT PLAN

Our Risk Management Plan is the foundation for the safety of our members. It is an integral part of the overall Strategic Decision-Making Model and represents the “why” we are willing to tolerate any level of risk in our operations. All actions begin with the application of this plan and are continuously reevaluated throughout the incident.

1. We will risk our lives a lot, in a calculated manner, to save SAVABLE lives.
2. We will risk our lives a little, in a calculated manner, to save SAVABLE property.
3. We WILL NOT risk our lives at all, for lives or property that are ALREADY LOST.

## TRAINING

All training will be safe, based on Standard Operating Procedures, and useable in an incident. Training should regularly reinforce fire ground survival skills and MAYDAY readiness to help maintain proficiency. Training will adhere to the Phoenix Fire Department Training Model: Establish expectations, train to those expectations, monitor performance, and manage accountability.

## PHYSICAL AND MENTAL WELLNESS

The Phoenix Fire Department and Local 493 realize the importance of fit and healthy members for safe operations and effective service delivery and support a Total Wellness concept to achieve this. Phoenix Firefighters are prepared and fit for duty physically and mentally. Firefighter safety and survival is heightened when members strive for a healthy, balanced lifestyle and hold themselves accountable for maintaining a “fit for duty” state both physically and mentally.

## INCIDENT

Phoenix Firefighters are expected to respond to, and work in, difficult circumstances and hazardous environments. Such instances include fire, EMS, violent incidents, hazardous materials, technical rescue operations, and urban search and rescue. Though the nature of our calls may change, the tactical objectives for every incident remain the same: life safety, hazard mitigation, and property conservation.

## RESPONSE

The incident begins with the initial dispatch. All responses must be performed safely and in a controlled manner with members wearing seat belts and following Code 3 driving rules. The PFD has developed Rules of Engagement for Emergency Response procedure. These “Rules of Engagement” are clearly defined Department expectations that identify behaviors, actions, and responsibilities that begin at dispatch and are ongoing throughout response, arrival, and while on-scene. All members must commit to the Rules of Engagement. NO EXCEPTIONS!

## ON SCENE

To reduce or eliminate safety hazards, management and members will rely on clearly stated expectations and actions consistent with Department Standard Operating Procedures (SOP's). Standard actions will generate standard outcomes. Proper scene size up and risk management should guide any actions taken on scene. The Incident Command System (ICS) should be implemented when appropriate to enhance safety and accountability. All members must have a constant awareness of the surrounding environment, any ongoing activities, and changing conditions. Command must be aware of the position and function of every member on scene at all times. NO FREELANCING!

## GROSS DECONTAMINATION

Exposure and contamination from the products of combustion can occur on many of the various calls that Phoenix Firefighters respond to. Cancer prevention practices through exposure reduction and decontamination (decon) are critical elements that the PFD has implemented. It is the responsibility of each individual firefighter to complete the necessary steps of personal and equipment decon while on scene to enhance safety and survival.

## ONGOING

All Phoenix Firefighters will complete a "round trip ticket"; crews will enter scenes together, perform tasks together, and exit together. Actions and behaviors while on an incident should always be aimed at avoiding MAYDAY situations. It is important to remember and implement our training, utilize effective communication, and maintain a high level of situational awareness and accountability for avoidance of MAYDAY situations so we can all go home safely following an incident.

## POST-INCIDENT

Post-incident is the last stage of the safety cycle. To promote safety and survival during this stage, our members will return themselves and their equipment to a "ready state" through rehabilitation, review, and ensuring member's mental and emotional wellbeing are cared for. We must be prepared to safely and effectively respond to the next emergency since it will surely come.

## REHABILITATION

Actions performed by firefighters on the scene of a fire, hazardous materials response, technical rescue call, or any other incident may require a great amount of physical exertion. During and/or after an incident, firefighters should participate in rehabilitation (rehab) efforts to help to prevent them from working beyond safe physical levels. Rehab is aimed to return firefighters to a "ready state" by properly hydrating, resting, and providing nourishment following an incident. Injury identification/reporting and toxic/infectious exposure documentation are crucial elements to firefighter safety and survival that shall also take place during rehab following an incident.

## MENTAL AND EMOTIONAL WELLNESS

The duties that Phoenix Firefighters perform require that they be highly resilient, both mentally and emotionally. Due to the nature of our work, there are times when a member may be affected negatively resulting from a high stress incident or from a culmination of high stress events throughout a career. Without intervention these firefighters will suffer with declining work performance, mental and emotional deterioration, as well as increased health issues. Phoenix Fire Department's Member Services Section is comprised of Labor and Management positions working together to provide a myriad of resources and tools to enhance the quality of life for all members. Member Services oversees the High Stress Incident (HSI) protocol which provides supportive interventions after any incident deemed high stress to minimize any mental or emotional stress related injury to members. All Members Services resources can be found on [Firestrong.org](http://Firestrong.org)



## **SECTION FIVE**

### **THE DUTIES OF PHOENIX FIREFIGHTERS**

The Phoenix Fire Department will always be charged with the protection of lives and property from fire. Each year we handle thousands of fire calls. Effective fire suppression begins with notification and ends with extinguishment. As Phoenix Firefighters, we will risk our lives a lot, in a calculated manner, to save savable lives and we do this every day. We will risk our lives a little, in a calculated manner, to save savable property, and by doing this we save the public hundreds of millions of dollars and thousands of jobs each year. We will not risk our lives at all for lives and property that is already lost, as the safety of our members is of top priority to the Phoenix Fire Department. Every member of the Phoenix Fire Department is a participant in fire protection directly or indirectly. Fire protection of the City of Phoenix is our responsibility and we have built an exceptional system and have employed outstanding people to handle it.

Our future as a provider of many critical services is dependent on our ability to recognize and implement positive change. The Phoenix Fire Department was initially formed only to extinguish fires, but we have changed vastly over the years to adapt to the needs of the public. In the 1980's we adopted the responsibility of providing Emergency Medical Services, which was a major improvement in our service delivery system. The Phoenix Fire Department's system of providing Fire-Based Emergency Medical Services is extremely effective and efficient. As Emergency Medical Technicians and Paramedics, we literally save lives every day.

It is our responsibility to arrive on the scene with a positive attitude and deliver fast, safe, professional service. This is our charge as defined by the Fire Chief, United Phoenix Firefighters Association Local 493, the City Manager, the Mayor and Council, and the citizens of Phoenix. Every single one of our members is expected to comply with this ongoing mission throughout their careers.

Our primary function is Fire Protection and Emergency Medical Services; however, we are paid to perform a variety of tasks, some of which represent the best example of government innovation and efficiency. Occasionally, our various customer encounters present an opportunity to simply do "what is right" and we are empowered to do so.

Professionals don't judge these encounters in level of importance. Professionals arrive ready, willing, and able to assist in any endeavor, large or small, that we are called upon to help. While we proudly wear "Phoenix Fire Department" on uniform shirts we serve in many other roles. It is crucial that we understand that we must be many things to many people and the services we provide cover a very broad range.

The Phoenix Fire Department is continually exploring innovative and efficient opportunities to serve and protect the citizens of our community.

When there is a major fire, people trapped at an auto accident, or a child drowning, we perform and function under very stressful conditions. Firefighters are expected to hustle to the truck, safely respond and deliver our problem-solving services with great skill. As professional members of this organization we provide quality service on every emergency and with each customer encounter.

It is the consistent performance on every dispatch, shift after shift, which defines us as professionals. Because of the high volume of calls we respond to we are resilient in our performance and commitment to customer service. Each call is important; we must perform every single time.

Always remember, we provide various services extremely efficiently. Our customers have high expectations, but our expectations are higher. Our customers are always watching us with great respect. What we do is admired but it is also subject to the scrutiny of our customers, those observing our response and treatment, city officials, our supervisors, and our peers.

**SECTION SIX**  
**PHOENIX FIRE DEPARTMENT**  
**FIREFIGHTER RECRUIT TRAINING AND EXPECTATIONS**

The Recruit Training process is an exciting, dynamic, challenging and extremely rewarding experience. In fourteen weeks, Recruit Training Officers (RTOs), Firefighter or Engineer Mentors, Fire Department Managers, Field Units, Local Labor Leaders, and other experts educate and train new hires to be Phoenix Firefighters. This is accomplished through a combination of classroom sessions, hands-on demonstrations, reading assignments, physical practice, and home study. The Recruit Training process is physically, mentally, and emotionally demanding but so is the job of a firefighter. In just twelve weeks a new hire will be required to perform as an integrated part of an emergency response crew.

The primary focus of everything the Phoenix Fire Department does is Customer Service. In this sense, our customers design, teach, manage, and appreciate the Training Academy. Both RTOs and Recruits should never lose this focus. Customer Service is the thread that holds all areas of training together. It provides purpose for the training.

In order to actualize the Mission Statement of Being Nice, Preventing Harm and Surviving, four key areas must be addressed. These areas are tied together with customer service. If any of these are not accomplished, customer service suffers. The four areas of focus for recruit training are:

- Safety
- Technical Skills
- Wellness for Life
- Critical Thinking

**Recruit Training Policies, Rules, and Requirements**

The Phoenix Fire Department has some policies, rules, and requirements during the Recruit Training process to provide the Recruits with a fair, consistent, and organized Training Academy. It is the intent of these rules to provide the Recruit with clarity and understanding of the expectations placed upon them. The Recruit is expected to provide self-discipline, self-motivation, and initiative to follow these rules.

**General Rules and Regulations**

1. Working hours are 0600-1500 hours unless stated otherwise, or unless the Recruit requests to stay late for assisted practice. Recruits will also be given one hour for lunch.
2. Recruits shall be prepared to accept assignments at 0600 hours.
3. Absence or tardiness, without prior permission, is unacceptable behavior and may lead to disciplinary action.

4. If unable to attend class for any reason, the recruit shall call and notify an RTO by 0530 hours. Each RTO can be reached by cell, pager or at their home.
5. Unusual incidents such as birth, serious illness, or family member death, etcetera, which may result in unanticipated absence or tardiness, will be reported to their RTO as soon as possible.
6. Recruits shall follow the chain of command: (Recruit Firefighter to RTO to Division Chief to Deputy Chief).
7. If a Recruit receives an order that conflicts with a previous order, the Recruit shall advise the person giving the second order of the conflict and then comply with the second person's instructions.
8. Recruits shall immediately report any injury or illness to their RTO and complete the necessary forms as directed.
9. Recruits contacted by any news media while on duty MUST notify an RTO immediately before answering any questions. Recruits shall NOT grant interviews without the consent of the Director of Training.
10. Recruits shall possess a valid Arizona Driver's License.
11. Recruits shall park their personal vehicles in designated parking areas only.
12. Recruits shall keep lockers and personal vehicles secured at all times. The locker rooms, classrooms, and apparatus bay shall be kept clean at all times.
13. Refrigerators will be furnished for recruit use. It is the responsibility of the Recruits to keep it CLEAN.
14. The Training Academy is a closed campus.
15. Messages may be received for Recruits in the office, 602-262-6393, for referral to Recruits.
16. Recruits shall address all personnel by rank and last name.
17. When entering the RTO offices (2nd floor), knock loudly and announce their presence.
18. Be clean and in designated uniform when reporting to the classroom or RTO office.
19. Recruits shall adhere to all Federal, State, and Local statutes and all City and Department rules and regulations.

20. Disruptive behavior will not be tolerated. Recruits will not engage in behavior that may risk injury to self or others through unsafe acts.
21. A breach of scholastic ethics by any form of cheating, plagiarism or other dishonest activity is unacceptable behavior and will lead to termination.
22. Anyone caught stealing personal or City property will be terminated.
23. Teamwork is what the Fire Service is all about. All Recruits are expected to help each other during tasks, including getting ready for the day and clean up.
24. Show respect for each other and to all crews or instructors at all times (on and off duty).
25. Maintain excellent rapport with all agencies.
26. Be professional at all times (on and off duty).
27. Do not engage in any sexual activity on Fire Department property or while on duty. Violation may lead to termination.
28. Do not engage in any drug or alcohol use on Fire Department property or while on duty. Violation may lead to termination.
29. Recruits must be well-groomed and clean shaven (men) each day.
30. No pagers or cell phones shall be worn without the prior approval of an RTO.
31. Recruits shall maintain a positive attitude and deliver excellent Customer Service at all times.

## **Discrimination**

Discrimination and/or harassment of any employee by another are strictly forbidden. The City of Phoenix, and all participating cities, maintains a workplace free of discrimination on the basis of race, national origin, color, disability, religion, gender, or marital status. Additionally, the city maintains a workplace free of sexual harassment and all forms of sexual intimidation or exploitation. Sexual Harassment may take the form of offensive sexual behavior and/or intimidation, as well as other forms such as posters, magazines, calendars, cartoons, photographs, jokes, gestures, or comments of sexual, hostile, or degrading nature which are not appropriate within the workplace. Both men and women can be the victims of harassment.

All employees shall be aware that the City of Phoenix, and all participating cities, will take action to prevent and correct such behavior. Furthermore, individuals who engage in such behavior are subject to disciplinary action up to and including termination.

## **The Phoenix Regional Training Academy's Commitment**

The career of a Phoenix firefighter is physically, emotionally, and mentally demanding. The selection process has selected you as a candidate for this career. The responsibility of the Training Academy and the probationary training staff is to instruct, train and evaluate those chosen through the selection process and determine whether candidates are qualified to graduate from the Phoenix Fire Department Training Academy.

The Phoenix Fire Department's Labor/Management RBO process has clearly defined behavioral, cognitive, and physical skill standards that are critical to success in the fire service. You must meet these standards to successfully complete the training academy and the subsequent probationary period. This document will clearly identify these expectations and will explain the consequences if these expectations are not met.

## **Expectations**

The Phoenix Fire Department Professional Standards Guide is the foundation for behavior for our members. The Professional Standards Guide provides the mission, vision and values that are the focus of service delivery and behavior for all our members.

**PREVENT HARM:** We are committed to the community and our organization by being well trained, physically, and mentally prepared at all times, by understanding the value of ongoing education and training, by using innovation and technology to be progressive, and by providing internal customer service programs and by promoting external customer service programs to prevent harm.

**SURVIVE:** Safety is critical in everything we do. We recognize this and will respond to the community's needs safely, follow our policies and procedures at all times and communicate effectively, work as a team to always support each other, and maintain constant situational awareness and accountability to ourselves, to each other and to the customers we serve.

**BE NICE:** We honor and respect our diverse workforce and embrace and uphold the Phoenix Fire Department Way at all times. Our goal is to always provide exceptional customer service through professionalism and integrity to our members and to those who need our assistance in our community.

### **Organizational Values**

Organizational values are intended to govern the ethical responsibilities of all members within an organization. The Phoenix Fire Department has identified and defined the following as our Organizational Values:

*Safety*

*Teamwork*

*Service Excellence*

*Innovation and Empowerment*

*Diversity*

*Health and Wellness*

*Honor and Respect*

*Communication and Relationships*

*Integrity and Honesty*

*Sustainability*

### **Safety**

The safety of Phoenix Fire Department members and the community is our primary objective. It is the driving force in all we do and the essence of the service we provide. We are unconditionally accountable to accepted safety standards and overall situational awareness.

### **Teamwork**

We work and train as a team. Teamwork is the building block that drives the Department's labor/management process. We seek out and value the input and opinions of members at all levels of the organization. We cooperate locally, regionally, and nationally to improve service to the public and maintain a safe, effective work environment. As a team, we believe that all members have a responsibility to mentor others.

### **Service Excellence**

We deliver exceptional service to our organization and our community through professional, well-trained, humble, dedicated, competent, hardworking, and safe members. We are active participants in the communities where we live and work.

### **Innovation and Empowerment**

We embrace personal development, training, and adaptation to the ever-evolving needs of our customers and members. We empower our members to professionally implement effective methods and creative solutions.

**Diversity**

Every person is unique; we value our organizational diversity and leverage it to provide the best possible service to our community. We are dedicated to reflecting and respecting diversity throughout the community and our organization.

**Health and Wellness**

We are individually and collectively responsible for physical, mental, spiritual, and financial wellness. We are committed to the resilience of the community and our organization through healthy life-style education and resources

**Honor and Respect**

As a fire department family, tradition is important to us. We respect the contributions of our past, present, and future members. We are committed and accountable to each other and our community at all times because lives depend on it. We value the role that each member plays in our organization and this enhances the services we provide.

**Communication and Relationships**

We believe communication and relationships are essential to the unity and performance of our organization. We are committed to providing effective and responsive means of communication throughout our organization and community. Investing in alliances with our partners allows us to respond and connect to their needs.

**Integrity and Honesty**

We value the public's trust and are committed to honest and ethical behavior both on and off duty. Self-discipline is our foundation for managing our behavior. We hold ourselves accountable to these values. We believe in personal commitment to the organization and the community.

**Sustainability**

We believe in holistic sustainability of our members, organization, and community. Our actions and decisions are driven by social, environmental, and economic factors. These factors are woven into everything we do.



## **Performance Requirements**

The following are specific performance requirements determined to be necessary to successfully complete the Phoenix Fire Department Recruit Training Academy.

Ability to work in a confined space.

Ability to work from heights.

Ability to function while wearing PPE including an SCBA.

Ability to work in hot and/or dark environments.

Ability to perform required firefighter skills (these will be spelled out in detail throughout the academy).

## **Recruit and Probationary Peer Review**

The Recruit and Probationary Peer Review Group (Peer Review) has been developed to manage the Recruit and Probationary Training system. It is meant to evaluate Recruit and Probationary Firefighter's performance and provide expertise and planning for the performance improvement process. It is the goal of the Peer Review group to protect the integrity of Firefighter Recruit and Probationary Training as well as provide for the success of our Recruit and Probationary Firefighters.

Firefighter Recruits and Probationary Firefighters are evaluated on a set of basic skills that are foundational to the successful performance of a firefighter's job. Firefighter Recruits and Probationary firefighters are also evaluated on their ability to successfully demonstrate these skills in a functional environment.

This includes demonstrating multiple skills in succession to complete tasks that are required to achieve tactical objectives on the fireground. These include:

· All Clear · Under Control · Loss Stopped

The Peer Review group is made up of the Director of Training, Division Chief of Recruit Training, the HR/Personnel Deputy Chief and the IAFF Local 493 Training Representative.

The Recruit Training program is delivered by the Recruit Training Officers (RTO's). The responsibilities of the RTO's are to teach, coach and evaluate the performance of the basic and advanced skills required to graduate from the Phoenix Fire Department Training Academy. RTO's are dedicated to the success of Firefighter Recruits. They will be accessible, open, and honest. They will also function in a manner that protects the integrity of the Phoenix Fire Department and its members. Firefighter Recruit performance is to be documented through the standard process for the Phoenix Fire Department and as set forth by Peer Review and the recruit phased training program.

The written performance standards and video demonstration of each skill are the expected standards for all skills performance reviews. These standards are available in every Firefighter Recruits' Training Manual. The Phoenix Fire Department Professional Standards Guide is the foundation for all behavioral performance.

Each RTO will complete a weekly review/grading for each individual Firefighter Recruit assigned to them. This review is a performance evaluation documented each week during Recruit Training. Behavioral and attitudinal performance will be reviewed as well during each weekly period. Each individual RTO will complete a written summative evaluation, which is compiled using written and oral evaluations from the entire training staff.

Each Firefighter Recruit will receive a weekly performance review/grading. This will be assessed and delivered by the direct supervising RTO for each Firefighter Recruit. Concerns in any areas of training and performance will be identified, documented, and addressed by the RTO's. The Division Chief of Recruit Training and/or the Director of Training will review all documentation for each Firefighter Recruit as necessary.

Performance that does not meet standards on a consistent basis will result in the generation of a plan for improvement. This includes performance that displays significant safety concerns. The plan for improvement will clearly identify the performance failures or shortcomings. It will also clearly define the Training Academy's expectations and performance standards. This plan will present a clear illustration of the resources and personnel available to improve this performance. It will be Firefighter Recruit's responsibility to seek assistance, perform extra attempts or take any other steps necessary to perform skills to standard while working within a plan for improvement.

The RTO's will be available at lunch and at the end of the day for additional help and assessment. It is each Firefighter Recruit's responsibility to request and initiate this assistance.

The Peer Review group will be notified and review all plans for improvement. The Peer Review group will offer support to this plan and can provide direction to specifically assist with performance improvement. If improvement is not seen by the following grading period, the Peer Review group will determine the action to be taken up to and including dismissal.

The Director of Training can remove any Firefighter Recruit from Recruit Training that has been deemed unsafe or unable to perform in a safe manner. This is meant to provide for the safety of all PFD members working in Recruit Training including each individual Firefighter Recruit. Removal will be assessed by the Peer Review group to determine actions moving forward up to and including dismissal. Additionally, if significant safety concerns arise before the next grading period, the Peer Review group may determine that immediate action be taken up to and including dismissal, in the best interest of the Recruits and Training Academy staff.

## **Phased Recruit Training**

Recruit training will be conducted in phases of learning and evaluation. **Demonstration**

### **Phase (1)**

During this phase, each Firefighter Recruit will be introduced to the skills and standards that will be required to perform. The specifics will be demonstrated to each Firefighter Recruit. The video demonstration for all required skills is available on the PHXYou training platform. Each Recruit will walk through the steps in a non-evaluative manner and will be required to pass a written quiz on the steps required to complete the skill. You will be required to pass each quiz with a minimum score of **80%**.

### **Instructional Phase (2)**

During this phase, each Firefighter Recruit will get repetition with the specific skills. They will have a minimum of (3) attempts at each skill with feedback on their performance. This feedback will focus on areas of concern as well as successful execution. There will be constructive and informative critiques designed to assist each Firefighter Recruit with improved performance.

It is expected that each Firefighter Recruit will be receptive to coaching, constructive criticism and teaching. It is each Firefighter Recruit's responsibility to be aware of their performance and actively seek to improve always. It is each Firefighter Recruit's responsibility to be aware of which training phase they are working in always. If any confusion exists, clarification with an RTO is the responsibility of the Firefighter Recruit.

It is the responsibility of each RTO to meet the standards for all supervisors within the Phoenix Fire Department Professional Standards Guide. RTOs are expected to be patient, calm and respectful. Each RTO shall provide effective communications and clear direction for all Recruit Firefighters.

### **Evaluation Phase (3)**

During this phase, each Firefighter Recruit will be required to perform skills to ***“Standard”***. If they meet the standard for each skill they will continue in the academy and will learn additional skills in the same phase process. If any Firefighter Recruit fails to meet standards, the RTO's will meet to discuss the situation and work through a plan for improvement. This will include the notification of the Peer Review Group. If unable to meet standards, the Peer Review group will determine action to be taken up to and including dismissal.

## **Evaluation Phase (4)**

During this phase, each Firefighter Recruit will be required to pass an evaluation of the basic firefighting skills taught at the Phoenix Fire Department Training Academy. This typically occurs following the completion of Phase 3 for all basic skills. Each Firefighter Recruit will be evaluated on the performance of all the skills taught throughout the Training Academy. Each Firefighter Recruit will have (2) attempts to successfully perform each skill to standard. Successful completion of these evals will allow each Firefighter Recruit to continue in learning more functional skills and progress toward graduation from the Academy.

Failure to pass the evaluations to standard within the (2) attempts will require the Peer Review group to meet and discuss the specific situation and determine action up to and including dismissal. A third attempt will be scheduled based on the Peer Review Group's recommendations. If the skill standards are not met within the 3 attempts, the Peer Review Group will determine the required steps up to and including dismissal.

Also, near completion the of Firefighter Recruit Training Academy is the evaluation of functional skills. These are defined as the application of the basic skills in series, as necessary to achieve tactical objectives on the fireground in a timely manner. This would include applying the basic skills in a series to achieve the assigned task or tasks that are common during work on the fireground.

For example:

1. Taking a hydrant
2. Forcing entry on a door
3. Advancing a hose line into a structure
4. Executing search and rescue
5. Removing victims
6. Checking for fire extension using hand tools (overhead in an attic space, below in a floor or in an adjacent wall)
7. Salvage savable property
8. Hand ladder placement
9. Vertical ventilation

Functional skills will be evaluated in their individual components as basic skills as well as the effectiveness of the entire evolution to meet the task requested in a safe and timely manner while considering communications skills, air management skills, situational awareness, and accountability.

## **Probationary Training**

During the Probationary Phase, each Firefighter will be required to attend all mandatory training modules that will be conducted at the Training Academy and offsite locations, as they are available. The Probationary training will build on what each Firefighter has learned in the academy to further develop the Emergency Medical Skills (EMS), critical decision-making, fireground communications and the ability to work as part of a team.

Concerns in any of these areas of training and performance during each Firefighter's probationary period will result in the generation of documentation to clearly identify the Probationary Training staffs' expectations. The Probationary Management Officers at the Training Academy are responsible for the coordination with the Field Training Officers. The Peer Review group will also be notified and will review the documentation. If improvement is not seen by the following grading period, the Peer Review group will determine action to be taken, up to and including dismissal.

This will be followed by a probationary final evaluation process, which each Firefighter will be required to pass. This is an evaluation of the basic skills taught and demonstrated in Firefighter Recruit Training as well as the functional aspect required to be successful on an actual fire scene. Failure to meet standards within the (2) attempts will require the Peer Review group to meet and discuss the situation and determine action up to and including dismissal.

The training process is designed to help each Firefighter be successful. It is the Training Academy's goal to take capable, willing qualified recruits and turn them into capable, qualified firefighters. We are committed to that end.

## **SECTION SEVEN**

### **PHOENIX FIREFIGHTER SWORN MEMBER CAREER PATHS**

What to expect during my career... After successful completion of the 15-week Phoenix Fire Training Academy you will graduate from recruit firefighter and officially become a firefighter on probation. Your career has begun!!

Your time spent in the academy counts as your first three months of your probationary year. The balance of the year will consist of being assigned to three different stations/apparatus for approximately three months each. You will be under the supervision of a company officer (captain). During your assignment at these stations, you will experience working on both engines and ladders. You are expected to participate in probationary training at your assigned stations as well as continued training, education and testing at the Phoenix Fire Department Training Academy.

Probationary firefighters take pride in working hard and learning as much as they can. They will continue to be monitored on their performance and attitude just like in the academy. Relying on your peers, mentors, RTO's and senior firefighters is extremely helpful during your probationary year. After completion of your probationary year firefighters are then obligated to complete a total of 200 rescue (ambulance) shifts.

Members can expect this obligation to take anywhere from 2-3 years to finish depending on shifts taken off for vacation or sick leave. Since most of the Phoenix Fire Department calls for assistance are medical in nature, transportation of patients to the hospital in a rescue is an essential part of our daily routines. Rescue personnel can expect to make multiple transports to the hospital during their 24hr shift. (2023 EMS incident call volume 198,097. 2023 Fire incident call volume 24,852.) All Phoenix Fire Department rescues are staffed with one EMT and one Paramedic.

Some newly hired firefighters may choose to go through a Paramedic program before their 200- shift obligation and after probation. Paramedic classes are offered by the Phoenix Fire Department, some local community colleges and other medical learning institutions. The Phoenix Fire Department hosts the paramedic program at random intervals approximately every 1-2 years and as paramedics are needed in the system. Candidates are selected for the program based on their written scores and oral board interview. Due to timing, some firefighters may choose not to go through a Phoenix Fire Paramedic program but rather attend a Paramedic program offered by a local college or medical learning institution. Tuition reimbursement can be used for these classes, however, scheduling time off to take an outside program is up to the employee.

After completion of your 200-shift rescue obligation, firefighters may choose to rove from station to station or bid on a permanent spot to work. Bidding for a spot means that there is a position open on an apparatus that needs to be filled. Certain qualifications may need to be met in order to bid on a spot. Individuals who bid and get the spot must permanently occupy the position for at least 6 months. Bidding is based on seniority and the position will go to the individual with the most time on the job.

Often new firefighters will become rovers. Rovers fill in spots around the city where there is an absent employee who normally holds that position. Rovers are an essential part of our fire department. Rovers have a great advantage of seeing different first dues, stations, battalions, crews, mentors, apparatus etc. Being a rover can greatly increase your skills and job knowledge.

## **SECTION EIGHT**

### **RULES of CONDUCT**

The following list of directives along with the PFD Way represents the philosophy and conduct standards for members of the Phoenix Fire Department. The basis for these regulations is the following policy: Every member of the Phoenix Fire Department is expected to operate in a highly self-disciplined manner and is responsible to regulate his/her own conduct in a positive manner, productive and mature way. Failure to do so may result in disciplinary action ranging from counseling to dismissal.

#### **ALL MEMBERS SHALL:**

1. Follow Operation Manuals and written directives of both the Phoenix Fire Department and the City of Phoenix.
2. Use their training and capabilities to protect the public at all times, both on and off duty.
3. Work competently in their positions to cause all department programs to operate effectively.
4. Always conduct themselves to reflect credit on the Department.
5. Supervisor will manage in an effective, considerate manner/subordinates will follow instructions in a positive, cooperative manner.
6. Always conduct themselves in a manner that creates good order, inside the Department.
7. Keep themselves informed to do their jobs effectively.
8. Be concerned and protective of each member's welfare.
9. Operate safely and use good judgment.
10. Keep themselves physically fit.
11. Observe the work hours of their position.
12. Obey the law.
13. Be careful of Department equipment and property.

#### **MEMBERS SHALL NOT:**

14. Engage in any activity that is detrimental to the Department.
15. Engage in a conflict of interest to the Department or use their position with the Department for personal gain or influence.
16. Fight.
17. Abuse their sick leave.
18. Steal.
19. Use alcoholic beverages, debilitating drugs, or any substance which could impair their physical or mental capacities while on duty.
20. Engage in any sexual activity while on duty.



## **SECTION NINE**

### **REPORTING INJURY OR ILLNESS**

#### **In Case of Injury**

All injuries, including minor injuries, occurring in training must be reported to your training officers. Appropriate treatment will be provided on-site or at the Department's Health Clinic and/or hospital. All injuries are covered by the state industrial compensation program. You will not be billed for services.

#### **In Case of Illness**

If you become ill during training, you must immediately notify the Training Academy staff. You will be provided with the Recruit Training Officer's cell phone number. Notice of illness should be placed between the hours of 0530 and 0600 of your duty day. If it is obvious the night before that you will be too ill to attend training, call the night before.

## **SECTION TEN**

### **FIRESTRONG**

FIRESTRONG / PHOENIX FIRE DEPARTMENT / LOCAL 493 / PUBLIC SAFETY  
CRISIS SOLUTIONS / EAP

Firefighters continuously deal with stress and difficult situations. It is important to evaluate the stressors in your lives as professional firefighters as well as personally.

Firefighter stressors may include:

- Ongoing exposure to scenes of human suffering, massive destruction, and civil unrest.
- Risk for personal harm.
- Life-and-death decision making.
- Intense workloads.
- Limited resources.
- Separation from family members who may also be in harm's way.
- Grief and loss of those close to us.

Remember: Self-care is #1 priority.

Stress and exhaustion cause lack of focus; Eat and sleep and watch out for each other.

- The unknowns take a lot of time and energy, and we can't make an effect on them so set those aside.
- What stress or worry can you take action on or what can you hand off to someone else or table to deal with later.
- Talk to your family and friends to calm their worries and yours.
- Tiredness and lack of focus are number the one cause of accidents.

Practice Stress Management: Make Stress Management #1 on Your List

- Know your personal signs of stress and identify how you deal with stress.
- As a unit how can you help each other and find at least one person buddy up and help each other. If you see them stressing, point it out and ask to help and accept help if you are approached with concern.
- Identify everyone is different, some might talk, some don't want to talk, some sleep, some don't, some get angry, some isolate, some work out etc.
- Start a discussion with each other and share how you deal with stress, so others know and be there for each other.

Understanding functional roles of group membership with Communication and teamwork.

- How you interact with others is an important factor in the fire service whether that is within the department or serving the community. Personality traits of being helpful, compassionate, and supportive of others is imperative.
- Task roles/actions move a team toward accomplishing their objectives.
- Learn to set goals, identify tasks, gather facts, provide information,
- clarify and summarize ideas and build consensus.

- Interactive roles/actions are directed at the operation of a team or how the team works together. These actions include encouraging participation, expressing feelings, reconciling disagreements, keeping communication open, setting and applying standards for group performance, and building on each other's ideas.
- Self-oriented roles/actions put the needs of the individual ahead of the needs of the team. They include dominating the discussion, interrupting, wasting time, not listening, withdrawing from the conversation, and holding side conversations.

#### Understanding Communication skills.

- **Listening:** Listening actively involves looking directly at the person who is speaking (taking into consideration cultural appropriateness), focusing intently on what is being said, and nodding to indicate attentiveness, understanding, or approval.
- **Contributing ideas and solutions:** Sharing suggestions, ideas, solutions, and proposals with team members is another important communication skill. The ability and willingness to share increases when levels of trust are high.
- **Respecting and valuing:** All forms of communication are enhanced within a team when the members respect and value each other, regardless of their strengths and/or weaknesses. Team communication is strengthened when members encourage and support the ideas and efforts of others.
- **Questioning and clarifying:** If there is uncertainty about something being said, it is important to ask for more information to clear up any confusion before moving on.
- **Asking probing questions and paraphrasing points that have been made** (restating them in different words) are also effective ways to ensure deeper understanding and clear and accurate communication.
- **Persuading and defending:** The power of positive communication is evident when members exchange, defend, and rethink ideas. Presenting points of view and the reasons for them improves the decision-making process. At times, compromising may be necessary to avoid blocking team progress.
- **Helping and caring:** Seeking and giving assistance strengthens team cohesiveness. Asking for help should be viewed as a valuable skill necessary for the advancement of a team goal. Successful teams have members that freely seek help and willingly offer help to others. Helping and caring contribute to building positive, cooperative, and collaborative relationships.
- **Participating and committing:** Each team member demonstrates dedication to the goals of the team by participating in and committing to completing assigned tasks to a high standard. These skills are often forms of non-verbal communication indicating to others the willingness to be an active participant in finding the solution to a problem.

## **SECTION ELEVEN**

### **GLOSSARY of TERMS**

***Chain Saw*** – A gas powered saw primarily used for cutting ventilation holes in wooden roofs. These saws are carried on all ladder trucks, ladder tenders and squad companies.

***Chow*** – Lunch or dinner. At the fire station everyone who is working that shift puts in money, usually around \$20, at the beginning of the day to buy food for the day. The firefighters often take turns cooking. This is a fire service tradition.

***Class A Burn Building*** – The multi-story building where fire suppression training utilizing live fire with Class A ordinary combustibles is done at the Training Academy for recruits as well as for continued training for the Department.

***Class B Burn Building*** - The multi-story building where fire suppression training utilizing live fire with Class B natural gas props is done at the Training Academy for recruits as well as for continued training for the Department.

***Crew*** – A group of firefighters assigned to the same piece of apparatus or station.

***Customer*** – Anyone the Fire Department encounters either directly or indirectly. Customers may be internal, within the Department, or external, outside of the Department.

***Engine Company*** – A piece of fire apparatus staffed with 4 to 5 crew members that carries hose, water and has a pump. Its primary function on a fire is to provide water to extinguish the fire. All engine companies in the City of Phoenix also have ALS or advanced life support capabilities.

***Extrication*** – The removal of trapped victims from smashed automobiles, equipment, or any other place someone may be mechanically trapped. Extrication can be done with hand tools but usually involves the use of power tools.

***Firefighter Mentor*** – a firefighter or engineer who is assigned to the Training Academy to assist the RTOs with training the Recruit Firefighters and to help Recruit Firefighters overcome any difficulties they may be experiencing.

***Forcible Entry*** – Forcing a door or other access point with tools or a foot to get inside of a locked structure.

***Grinder*** – The cement area outside at the Training Academy where most hands-on training occurs.

***Health Center*** – A clinic run by the Phoenix Fire Department that provides medical exams, fitness evaluations, industrial injury management, infectious exposure management and many other medical services to firefighters from across the Valley.

***Kitty*** – A fund that is created at every fire station and at the Training Academy to buy snacks, condiments, cable TV, newspaper, coffee, etcetera. Every firefighter contributes to this fund on payday. The amount varies depending on the strength of the kitty but is typically about \$4.00 per shift.

***K-12 Saw (Rescue Saw)*** – A gas powered circular saw used for forcible entry, extrication, and ventilation. These saws are carried on all ladder trucks, ladder tenders and squad companies. Many engines have also begun carrying the K-12. The saw comes with three blades (wood, metal, and masonry). Most companies carry this saw with a metal blade in place to be used for forcible entry operations.

***Ladder Company*** – A piece of fire apparatus that has a large aerial ladder or platform (usually 100 feet) and carries additional ground ladders and tools. Its primary function on a fire is to support the fire attack by forcing entry, ventilating the structure, providing lighting, securing the utilities, providing salvage and overhaul, and many other support functions. Ladders companies are also responsible for extrication.

***Lay a Line*** – The task of connecting fire hose to a fire hydrant as the engine is driven closer to the fire. This connects the engine to the fire hydrant for an uninterrupted water supply to supplement the 500 gallons of water carried by PFD apparatus.

***Local 493*** – Firefighters, after successful completion of the Training Academy, are invited to become part of an organized Labor Union called the International Association of Firefighters. The Phoenix, Glendale, Tempe, Surprise and Peoria Chapter are Local 493. The Union bargains for firefighter wages and benefits and participates in all functions of the Fire Department.

***Member's Assistance Program*** – a comprehensive program that may be accessed by any Fire Department member to provide short-term counseling and help in times of need. The MAP can help with drugs and alcohol, marital problems, emotional issues and family issues to name a few.

***PFD*** – The Phoenix Fire Department

***PIO*** – Public Information Officer – This is a Fire Department representative that is assigned to and specializes in the news media. The Fire Department depends on public support and responds to customers in the most dire of circumstances. This requires a constant flow of information to all avenues of the media.

***Plug*** – A fire hydrant.

***Recruit Engine Company*** – The team each recruit is assigned to while in the Academy. The Recruit Engine Company usually consists of 4-6 recruits and one RTO.

***Rescue Company*** – A piece of fire apparatus that is used primarily to transport sick and injured people. It has a two-person crew and responds to fires where the crew is used for manpower.

***Ride Along*** – A program the Fire Department has that allows civilians such as family, friends, EMS personnel, and citizens, etcetera to familiarize them with what the Fire Department does. Riders are required to go through the background check process and sign a waiver and then they can ride with the fire company to emergency incidents and shadow the daily work.

***RBO***- Relationships by Objective is how the Department's Administration and the Local 493 interact and develop plans and problem-solves to achieve the necessary results to move the Department forward and accomplish our goals.

***RTO*** – Recruit Training Officer - a Fire Captain that is assigned to the Training Academy to train Recruits.

***SCBA*** – Self Contained Breathing Apparatus – The air pack used by firefighters to breathe fresh air in smoky, oxygen deficient, or otherwise contaminated atmospheres.

***Search and Rescue*** – An activity that is performed on fire incidents by fire crews to systematically locate and then remove fire victims. Rescue is always the priority at any incident.

***Shift*** – The 24-hour period that a firefighter works. This is 0800 hours to 0800 hours every third day. The Phoenix Fire Department has 3 shifts (A, B and C) to provide coverage 24 hours a day, 365 days a year.

***Tool*** – Usually a hand tool such as an axe, sledgehammer, pike pole or other manually operated equipment.

***Ventilate*** – The physical act of removing smoke from a fire involved building. Ventilation can be performed by cutting holes in the roof, using fans, breaking windows, or using hose lines.

**SECTION TWELVE**  
**MATHEMATICAL PROBLEMS**

1. Engine 4 responded to a hazardous materials emergency. Engine 4 spent  $\frac{1}{2}$  hour identifying the name of the spilled product, one and three-quarter hours to contain the product, and three hours to assist in cleaning up. How much time did Engine 4 spend on the scene?

- a. 5.25 hours
- b. 5.75 hours
- c. 6.00 hours
- d. 6.75 hours

2. The fire department's budget for purchasing new apparatus was \$1,600,000 in 2001. This budget was increased by 20% for 2002. What was the budget for new apparatus purchases in 2002?

- a. \$320,000
- b. \$660,000
- c. \$1,300,000
- d. \$1,920,000

3. Sixteen-hundred candidates competed for 80 Firefighter Recruit positions, The ratio of candidates to Firefighter Recruit positions were \_\_\_\_ to 1?

- a. 10
- b. 15
- c. 20
- d. 25

4. Captain Robnett and his family traveled to Maine on vacation. He purchased 600 gallons of fuel for \$726. What is the cost per gallon of fuel?

- a. \$1.09
- b. \$1.13
- c. \$1.17
- d. \$1.21

5. Engine 7's odometer read 4730.8 on June 4<sup>th</sup>. The odometer read 4957.6 on June 6<sup>th</sup>. E7's tank was filled with eighteen gallons of fuel on June 6<sup>th</sup>. What was E7's miles per gallon (mpg)?

- a. 10.8
- b. 12.6
- c. 14.4
- d. 16.2

QUESTIONS NUMBERED 6 AND 7 ARE BASED UPON THE FOLLOWING INFORMATION:

The following information is a given:

- \* A container measuring 1 foot by 1 foot (1 cubic foot) can hold approximately 7.5 gallons of water.
- \* A cubic foot container filled with water weighs approximately 62.5 pounds.

6. A fire apparatus has a rectangular water tank which measures 4 feet by 4 feet by 1 foot high. The number of gallons of water the tank can hold at its capacity is:

- a. 120
- b. 900
- c. 1500
- d. 7500

7. A fire apparatus has a rectangular water tank which measures 10 feet by 4 feet by 2.5 feet high. When the tank is filled, the water in the tank weighs:

- a. 800
- b. 1200
- c. 5000
- d. 6250



**QUESTIONS NUMBERED 8 THRU 10 ARE BASED UPON THE FOLLOWING INFORMATION:**

On December 20, 2001, Engine 1, Engine 2, and Ladder 3 responded to a working fire in & strip mall. During the fire operation, Engine 1 flowed 100 gallons per minute for 10 minutes using 150 feet of hose. Engine 2 flowed 200 gallons per minute for 20 minutes using 200 feet of hose. Ladder 3 operated a master stream flowing 1000 gallons per minute for 20 minutes using 500 foot of supply hose line. NOTE: Each hose used on the fire ground was comprised of 50ft sections.

**8.** The total gallons of water pumped on the fire by all apparatus were:

- a. 9,250 gallons
- b. 25,000 gallons
- c. 35,650 gallons
- d. 40,000 gallons

**9.** Given the information above, the statement below that is most accurate is:

- a. Engine 1 pumped approximately 50% longer on the fire than Engine 2.
- b. Engines 1 & 2 combined, pumped approximately 40% of total water on the fire.
- c. Ladder 3 used approximately 50% more hose on the fire than Engines 1 & 2 combined.
- d. Engine 1 supplied approximately 25% of the water on the fire compared to that water supplied by Engine 2.

**10.** True or False: The amount of water flowed by Engine 1 and Engine 2 combined was approximately 20% of total water flowed.

True

False

## **MATH ANSWER KEY**

1. A
2. D
3. C
4. D
5. B
6. A
7. D
8. B
9. D
10. TRUE