



2025 ANNUAL REPORT



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Message from the Fire Chief



I am honored to reflect on another remarkable year at Lubbock Fire Rescue. This year revolved around breaking records and bringing infrastructure and projects to better our citizens and our Lubbock Fire Rescue team. I am excited to present to you the 2025 annual report which highlights and summarizes statistical data, key activities, and notable accomplishments.

I would be remiss if I didn't give credit to the incredible Lubbock Fire Rescue team behind these accomplishments. From our dispatchers and administrative staff to our shop personnel and frontline crews on the streets, every member of our 470-person team played a vital role in our success in 2025 and will carry that momentum forward into 2026.

A growing city means the growing need for emergency services. In 2025, we opened our state-of-the-art Fire Station 20, near 142nd and Indiana Avenue. This station houses Engine 20 and our wildland crew.

At Lubbock Fire Rescue, every decision we make as a department is guided by our responsibility to the community. That's why we were excited to move our dispatch center to the Phoenix G2 system in 2025. Prior to Phoenix G2, our dispatchers were working with an antiquated system that added valuable time to sending units to emergencies across the city. Now, stations are alerted simultaneously within seconds of the computer-aided dispatch (CAD) system determining the nature and location of a call, helping improve response times from the very start of a 911 call. Stations are also equipped with alert lighting to visually notify crews, along with rolling message boards that display the nature and location of each incident.

It is my hope that you find this report informative, and that we continue to have your trust and support. We are honored each and every day to serve you.

Respectfully,

Richard Stewart
Fire Chief



Message from the Mayor



This past year was full of remarkable achievements, new opportunities, and continued success at Lubbock Fire Rescue. I speak for all citizens when I say thank you to the men and women at Lubbock Fire Rescue for protecting lives and property throughout Lubbock while advancing the professionalism and preparedness that make our fire department one of the best in the entire country.

The recent annual report shows Lubbock Fire Rescue continues its mission of excellence. The calls for service, hours of continuing education, inspections and public outreach events are all promising and reflective of Lubbock Fire Rescue's commitment to excellence and service to our community.

City Council and City Management will continue to invest and do what's necessary to make sure Lubbock Fire Rescue has the resources to respond quickly. We opened our latest fire station, the Lieutenant Eric Hill Memorial Fire Station 20, located far south on Indiana Avenue to serve the growing needs of that area. We will continue planning and investing to meet the needs of our citizens.

Lubbock Fire Rescue broke the record for most applicants in the first recruiting class of 2025, which proves public outreach is effective and it is a great place to work. I am particularly proud that the first baby legally surrendered in Texas was at Lubbock Fire Rescue's Save Haven Baby Box last year – a reminder that Lubbock honors the sanctity of life and remains committed to the safety of our newborns.

Lubbock Fire Rescue once again retained its ISO Class 1 Rating, which is the highest possible rating and places Lubbock in the top 1% of fire departments nationally. I want to thank and applaud another great year at Lubbock Fire Rescue and wish them continued success as we continue their out-standing service to our growing community.

Sincerely,

A handwritten signature in black ink that reads "Mayor Mark McBrayer". The signature is fluid and cursive.

Mark McBrayer
City of Lubbock Mayor



Message from the City Manager



Each year, the men and women of Lubbock Fire Rescue (LFR) continue to set new standards of excellence, and this past year was no exception. LFR is a tremendous team of professionals who exhibit unwavering dedication to protecting our community. This team reached the highest standard of recognition, ISO 1, many years ago, and continues to meet the most rigorous standards possible. Our community is safer because of them, and their success is known nationwide.

In 2025, LFR had a record-breaking recruitment year. When the hiring process opened, 1,228 applicants came forth. While many of these were local to Lubbock, the department saw other applications from Arizona, New York, Florida, Wyoming, and many other states. Each applicant came forward for one reason – to join the best fire department in the great state of Texas.

As Lubbock grows, so does Lubbock Fire Rescue. Today, members of the department protect over 144 square miles. In 2025, LFR opened its 20th fire station, located in south Lubbock. This state-of-the-art facility not only serves our residents but also honors the memory of Fire Lieutenant Eric Hill, who tragically lost his life in the line of duty in January 2020. The LFR members at Station 20 continue Lieutenant Hill's legacy of selfless service and dedication.

Over the course of 2025, department personnel logged over 167,106 training hours, conducted 3,927 fire prevention activities, hosted 890 public outreach events, and responded to more than 27,000 calls for service. In addition to these activities, the department continued its efforts to improve operational efficiency and reduce response times. These efforts were once again validated when the department maintained its ISO 1 rating during the required recertification process. ISO 1 is more than just an independent review; it's a testament to the men and women of the department and their skills and abilities, which are available to assist our citizens in times of need.

In 2025, Fire Station 9 became home to Lubbock's first Safe Haven Baby Box. Installation of this device was made possible through a partnership among the department, the Lubbock Professional Firefighters Association, the City of Lubbock, and several community members who stepped forward to fund and support the effort. The success of this initiative was realized this year when a caring mother safely and legally surrendered an infant through the Safe Haven Baby Box, marking this the first Baby Box surrender in Texas. The Safe Haven Baby Box provides a secure, safe, and anonymous option for parents in crisis, ensuring the protection and well-being of both mother and child.

Lubbock Fire Rescue continued throughout the year, doing what they do best, taking care of our community in times of need. From routine calls, such as helping animals trapped in storm drains, to incidents that made national news, including helicopter rescues in a local canyon and green flames on the Texas Tech University campus, firefighters responded with professionalism and skill. We thank them for their service, sacrifice, and steadfast commitment. Lubbock is better because of them, and I look forward to witnessing the continued positive impact they will make in the year ahead.

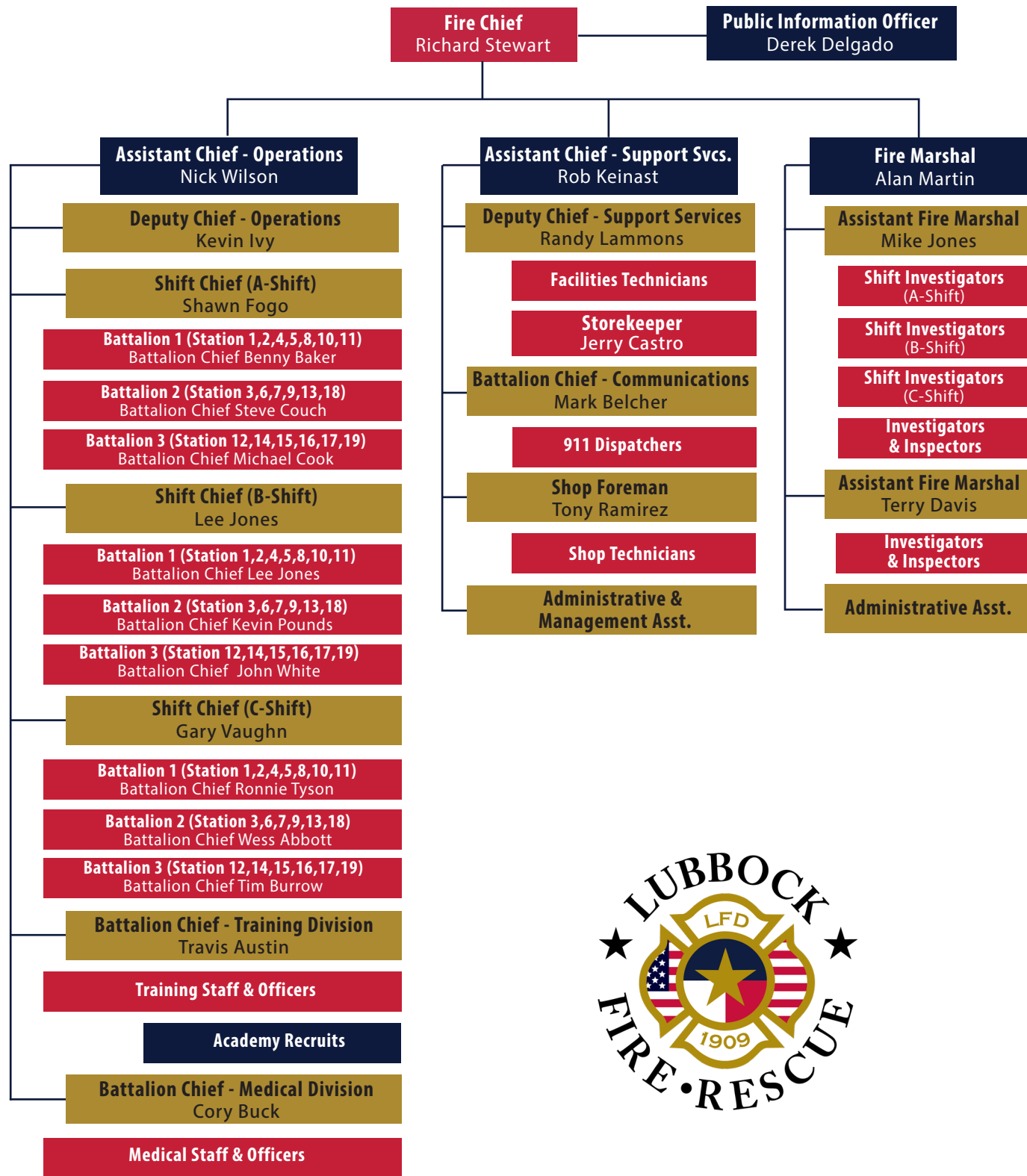
Sincerely,

A handwritten signature in black ink, appearing to read "W. Jarrett Atkinson".

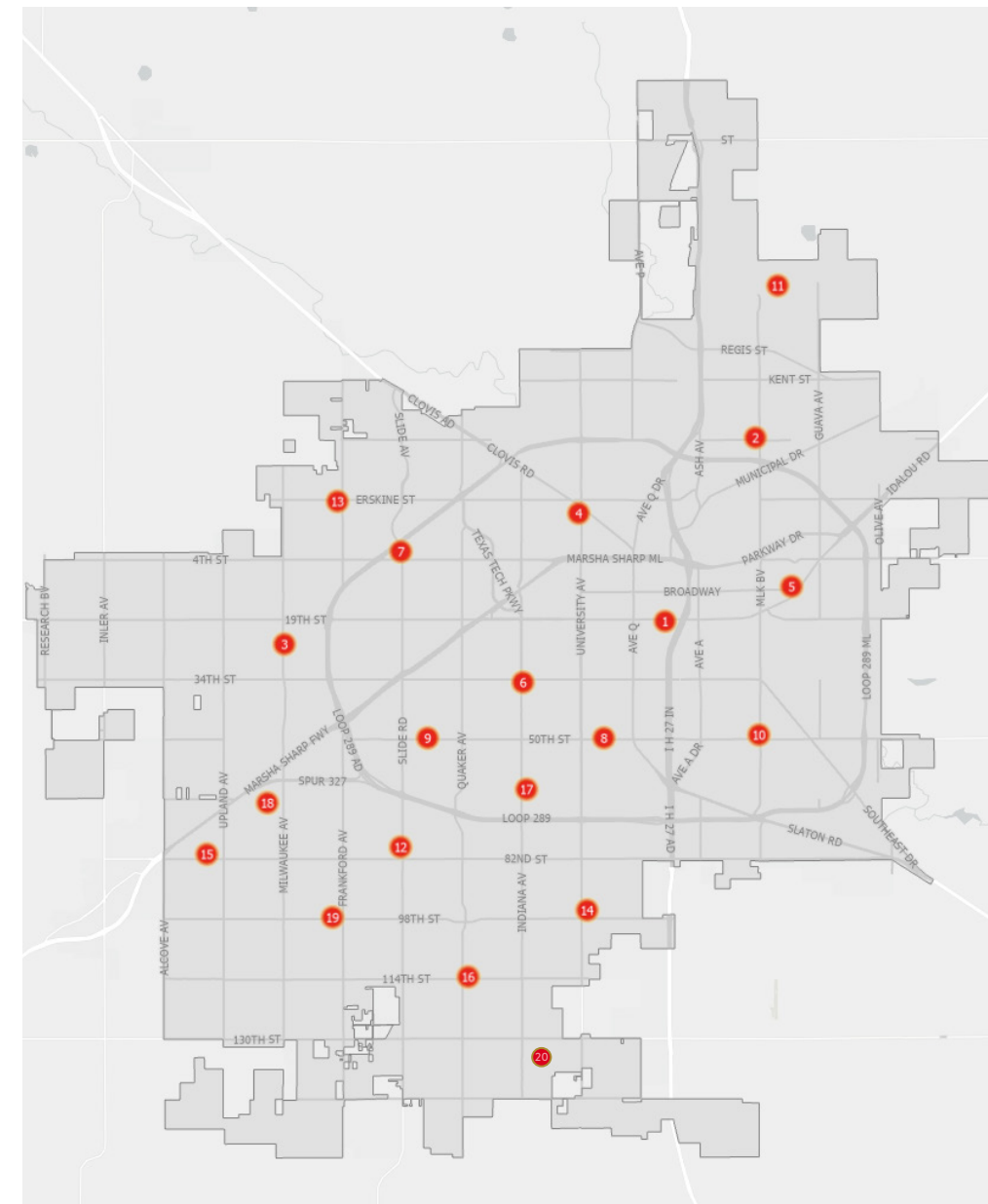
W. Jarrett Atkinson
City Manager



2025 Lubbock Fire Rescue - Organizational Chart



Lubbock Fire Rescue Station Map



- 1 1906 Texas Ave
- 2 1515 E Ursuline
- 3 6420 25th St
- 4 2504 Cornell
- 5 1101 Zenith
- 6 3320 35th
- 7 202 Slide Rd
- 8 2120 50th St
- 9 4814 50th St
- 10 4810 MLK
- 11 6012 N Walnut St
- 12 5202 79th St
- 13 540 N Fulton
- 14 2402 96th St
- 15 8002 Venita
- 16 4030 114th St
- 17 3241 63rd St
- 18 6611 Oakridge Ave
- 19 5826 98th St
- 20 3210 142nd St

1

ISO CLASS



ISO Class 1 Rated Fire Department

Lubbock Fire Rescue remains an ISO Class 1 Rated Fire Department, a rating based off a survey by the Insurance Services Office (ISO). This rating marks Lubbock Fire Rescue in the top 1.3 percentile of fire departments in the United States, and top 3.35 percentile of fire departments in the state of Texas.

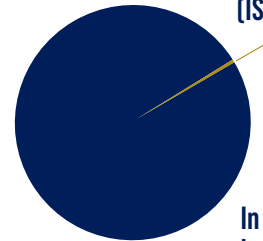
The Insurance Services Office (ISO) completes a survey every five years that includes a comprehensive, and in-depth review of emergency response from Lubbock Fire Rescue.

This includes:

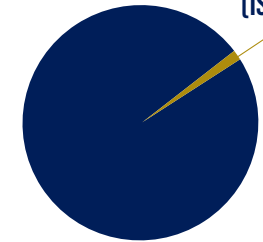
- Emergency Communications (911)
- Fire Department Operations
- Water Supply Infrastructure

Upon completion of its field survey, ISO will rate the department based on all of these factors, and generate a class rating from 1 to 10. With 1 representing an exemplary fire suppression program.

In the USA, LFR is in the top **1.30%** of Fire Departments (ISO Class 1)



In Texas, LFR is in the top **3.35%** of Fire Departments (ISO Class 1)



Budget Overview

RETURN ON INVESTMENT OF FY BUDGET: **439%**

PROPERTY SAVED:
\$322,775,200

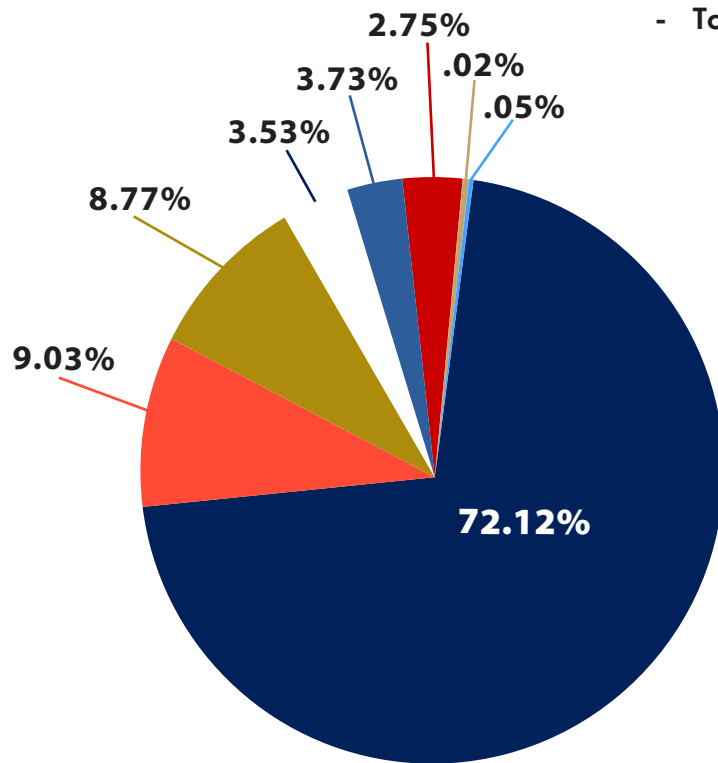
TOTAL BUDGET FOR FY 23-24:
\$73,587,516



Operations

Call Stats:

- Total Calls for Service: 27,435
- 71% EMS Related & 29% Fire Related
- Response Breakdown



- Fire
- Rescue & EMS
- Hazardous Conditions
- Service Call
- Good Intent Call
- False Alarm
- Severe Weather & Natural Disaster
- Special Incident

Fire Dispatch Center



Lubbock Fire Rescue's Fire Dispatch Center plays a critical role in the department's emergency response system, serving as the vital link between the community and crews in the field. Staffed by dedicated dispatchers, the center is responsible for answering 911 calls related specifically to Lubbock Fire Rescue operations, including fire suppression, rescue incidents, and emergency medical calls. These professionals gather critical information, provide life-saving pre-arrival instructions when needed, and ensure the appropriate resources are sent quickly and efficiently.

The Fire Dispatch Center also operates as a secondary Public Safety Answering Point (PSAP). This means that while primary 911 calls are initially received and routed through the primary PSAP, Fire- and EMS-related calls are then transferred directly to Lubbock Fire Rescue's dispatchers for specialized handling.

**Average Answer Time:
Less Than 3 Seconds**



Other Than Just Firefighting Specialty Team Responses:

- Dive & Swift Water Rescue Team
- Hazardous Materials Response Team
- Texas Intrastate Fire Mutual Aid System (TIFMAS)
- Aircraft Rescue & Fire Fighting (ARFF)
- Heavy Rescue Team



Fire Station Paging System

In 2025, Lubbock Fire Rescue took a major step forward in modernizing emergency response by transitioning to the Phoenix G2 dispatch system. This upgrade has transformed how calls for service move from the 911 center to crews in the field by automating key parts of the dispatch process, and reducing the time it takes to get help on the way. Fire stations are now alerted almost instantly once a call's nature and location are confirmed, ensuring crews can begin responding faster than ever. The system also brings new in-station technology, including visual alert lighting and scrolling message boards that clearly display call details, helping crews receive critical information quickly and efficiently. This move reflects our continued commitment to using technology and innovation to better serve our community.

Medical Division

Lubbock Fire Rescue’s Medical Division serves as the backbone of the department’s emergency medical services, ensuring our personnel are trained, prepared, and delivering the highest level of patient care to the community. The division oversees all in-house Emergency Medical Services (EMS) education programs, including EMT-Basic and EMT-Paramedic training, helping develop the next generation of firefighter-paramedics from within our own organization.

Beyond initial certification, the Medical Division manages continuing education and ongoing training for all operational personnel, ensuring skills remain sharp and aligned with current standards and best practices. The team also leads continuous improvement efforts and quality assurance initiatives, reviewing patient care reports, evaluating performance, and identifying opportunities to enhance service delivery.



12 New Paramedics Added in 2025

282 Times Our Life Pak 15 Monitors Were Utilized in Patient Care

12 New EMT-Basics in 2025

with 100% Pass Rate on the first attempt (Texas average is 70% pass rate on the first attempt. This was also the first year that Lubbock Fire Rescue conducted and taught a EMT-Basic course.

849 Times Our Personnel Rode Into The Hospital with UMC EMS

500 Individuals across Lubbock learned Stop The Bleed from LFR

SWAT Paramedic

Lubbock Fire Rescue continues strengthening specialized emergency response through the work of our SWAT paramedics. These highly trained firefighter-paramedics operate alongside the Lubbock Police Department, and neighboring law enforcement agencies during high-risk incidents, providing advanced medical care in environments where traditional EMS access may be delayed or unsafe. Their training allows them to function in tactical settings while delivering life-saving interventions when seconds matter most.

Training Hours: **Average 168 Hours Per Swat Paramedic**

22 Safety Standbys with Lubbock Police Department

72 Hours of CPR & Self-Aid/ Buddy-Aid Training for Lubbock Police Department

45 Incident Call Outs with Lubbock Police Department SWAT Team.

Direct Action Response Team (DART)

Lubbock Fire Rescue continued strengthening community safety through the Direct Action Response Team (DART), a specialized team dedicated to supporting large gatherings and special events across the city. From First Friday Art Trail to Texas Tech football games and public demonstrations, DART crews provide a proactive medical and fire response presence where large crowds gather. By strategically placing trained personnel and equipment at these events, the team helps reduce response times, improve coordination with partner agencies, and ensure rapid care when emergencies occur. This program reflects our commitment to being present where our community gathers, helping keep residents and visitors safe while they enjoy the events that make Lubbock vibrant.

Operation Summary

- Assisted LPD with active shooter drills at Reese
- Conducted four joint trainings with LPD
- Conducted one Large Venue Tactics Training
- Texas Tech Home Football Games
- Carol of Lights
- Texas Tech Graduation
- Fourth on Broadway
- First Friday Art Trail
- Assisted proctoring Paramedic NR Skills testing
- Assisted teaching Stop the Bleed





Fire Marshal's Office

The Fire Marshal's Office (FMO) is the Prevention Division of LFR. The Prevention Division of LFR works under the direction of the Fire Marshal through the teamwork of 15 fire code officials and two administrative assistants. As the director of the FMO, the Fire Marshal is appointed by the City Manager to direct and supervise all of the activities to be carried out through this agency. The FMO is authorized to enforce –through city charter– the provisions of the locally adopted fire code. This authority includes the ability to adopt policies, procedures, rules and regulations to clarify the application of its provisions. This service is most commonly seen through inspections, investigations and plans review.

In addition to Fire Code administration, the FMO is charged with the authority to investigate the cause, origin and circumstances of any fire. Fire investigations are systematically completed using the guidelines set forth in NFPA 921, which yields four legal designations: electrical, undetermined, natural and incendiary. With a closure rate close to twice the national average, officers in the FMO are licensed Texas peace officers who regularly present arson cases to the DA in addition to making arrests in the efforts to thwart the crime of arson.

In addition to our more routine efforts with suppression crews on fire scenes, our public education outreach is a coordinated effort with suppression crews through community events, clown program in schools, as well as any child based groups such as daycares and the Fire Safety house at Safety City. Also, the FMO is a regular partner to LPD, ATF, LSO and TAG agencies as additional licensed peace-officer support namely with illegal assemblies and gang-related activities, as LE-medics in the field and arson specialization.

Public Education

Total presentations department wide for 2025 – **890**

Fire Prevention Core Areas:

Inspections, Plans, and Investigations

Inspection Activities Performed:

Calendar Year 2025 – **3541 Inspections**

FY 2024-25 – **3392 Inspections**

Fire Protection Systems Plans Reviewed:

Calendar Year 2025 – **386 Plans**

FY 2024-25 – **359 Plans**

Besides formal plans review, our development team stays very busy with regular meetings and correspondence for new construction. We participated in over 400 meetings for new individual projects coming on-line in Lubbock in 2025.

Fire Investigations: Calendar (Jan 1-Dec 31, 2025)

219 Investigations

26 Criminal

7 Arrests

Fire Investigations: FY 2024-25 (Oct 1, 2024 - Sept 31st 2025)

234 Investigations

34 Criminal

14 Arrests



2025 Accomplishments

Vacant / Abandoned Building Project with Codes and Lubbock Police Department

This is an effort to thwart the criminal activity- to include fires being set, in abandoned/ vacant structures. Very few cities across Texas have instituted ordinances regulating this type of abandonment from owners and have strict parameters of accountability for said owners. COL-FMO has watched these trends grow over the last couple of years and the FMO decided to initiate a collaborative effort with Codes, Purdue Brandon Attorneys, LPD and LCAD to identify these structures and abate the hazard either through new ownership (auction) or demo.

Identified **1700+** vacant and/or abandoned properties

Found **252** eligible for auction for new ownership (3 years of delinquent tax payments by old owners)

Cleared **127 of the 252** for unlawful activity and/ or unlawful traffic

21 of the 252 are auctioned to new owners

FMO, Codes, and LPD will maintain lists of new owners for any future issues while monitoring all property for any changes or unlawful activity

Training Division

Recruit Class 2025-1 & Record-Breaking Recruitment Season

The beginning of Recruit Class 2025-1 marked an exciting milestone for Lubbock Fire Rescue. This recruitment season brought in 1,228 applications, making it the second time our department has broken its application record. This level of interest speaks volumes about the growing reputation of Lubbock Fire Rescue, and the rising demand from individuals who want to serve this community as part of our team. Recruit Class 2025-1 began a challenging and rewarding journey that will test their commitment, discipline, and dedication, as they work to earn the privilege of wearing the Lubbock Fire Rescue badge. Their training marks the start of a new generation of firefighters preparing to serve the citizens of Lubbock with pride and professionalism.

Department Overview Training Stats – Continuing Education

Total continuing education hours: **167,106**

Avg. monthly continuing education hours: **13,925.5**

Avg. CE hours per individual: **396.92**

Texas Commission on Fire Protection New Certifications: **293**



Infrastructure & Program Highlights

Fire Station 20 Grand Opening

In May of 2025, Lubbock Fire Rescue proudly celebrated the grand opening of Fire Station No. 20, marking a major milestone in the department's continued commitment to keeping pace with the community's growth, and strengthening emergency response capabilities across the city. Located in south Lubbock, the new station was strategically placed to improve response times, enhance coverage, and support the increasing service demands in one of the city's fastest-growing areas.

The station was officially dedicated as the Eric Hill Memorial Station to honor Lieutenant Eric Hill, who was killed in the line of duty on January 11, 2020. Naming the station in his memory ensures his legacy of service, sacrifice, and commitment to the community will continue to inspire generations of firefighters and residents.

Fire Station No. 20 was designed with the future in mind, featuring modern living quarters and space to support both current operations and long-term expansion. This station is the home to Engine 20 and our wildland crew as part of the Texas Intrastate Fire Mutual Aid System (TIFMAS).



Scott X3 Pro Air Packs

In October of 2025, Lubbock Fire Rescue enhanced firefighter safety and interoperability by rolling out the new Scott X3 Pro air packs across the department. These air packs meet the latest NFPA standards, allowing for more effective, rapid intervention rescues and improved compatibility with neighboring agencies during mutual aid responses. The upgraded design also allows for easier breakdown and thorough decontamination after structure fires, helping reduce long-term exposure to harmful contaminants. In addition, new integrated technology gives incident commanders the ability to monitor firefighters' air levels and view their locations within a structure during an incident, providing critical situational awareness and improving safety on the fireground.



Blocker 17 Roll Out

Lubbock Fire Rescue strengthened roadway responder safety with the rollout of the new Blocker Program, highlighted by the addition of Blocker 17. This program is designed to create a safer working environment for firefighters, EMS, and law enforcement during roadway incidents by placing a dedicated apparatus upstream of the scene to shield crews and give early warnings to oncoming traffic. Blocker 17 provides an added layer of protection during crashes and roadway incidents. The program is also a direct result of lessons learned from the January 11, 2020 incident, reflecting our commitment to continuously evaluate our operations and implement improvements that enhance the safety of both responders and the community.





Years of Service Recipients

25 Years of Service

Jack Todd

Dustin Bell

Lance Hamilton

Gordon Haynes

Mark Holeman

Chad Warlick

Jon Wheeler

20 Years of Service

Jeff Clark

Danny Lammons

Alan Martin

Christopher Osborne

Chad Whitley

Jimmy Bacon

Tyrus Blackwell

James Buck

Brandon Caldwell

Kyle Christian

Jakob Combs

Christopher Draper

Brian Faz

Shawn Fogo

Daniel Holdman

David House

Cayton Meloy

Justin Noble

Nickolas Powell

Dustin Provence

Brian Stephens

Jarrold Sweetman

Brandon Taylor

Kevin Vaughn

15 Years of Service

Marvin Laxson

Jonathan Tunnell

Ben Cothran

Chad Crump

Michael Davis

Kristopher Kelly

Cory Powell

Janette Greenfield

10 Years of Service

Adam Garcia Jr.

Carlos Blanco

Joshua Burkett

Evan Foxworth

Jason Jaquess

Stephen Marquez

Mario Parras

Kaleb Pounds

Dillon Shaw

Blake Thrash

5 Years of Service

Thomas Ramirez

Aryn Laxson

Jesse Alair

Noah Baker

Hunter Boyd

Brett Broadus

Clayton Brown

Jared Clark

Clay Elliott

Daniel Haggard

Garret Horton

Cameron Hulan

Kyler Kleibrink

Shamus Klemme

Trevor Lloyd

Dangelo Lucio

Dakota Oliver

Parker Oliver

Taylor Phillips

Austin Ross

Benjamin Smith

Trevor Smith

Austen Sollis

Jake Sutton

Landon Walker

Tucker Woody

Christopher Bigham

Josh Nelson

Promotions

Promoted to Equipment Operator

Chandler Kenady	Noah Baker	Landry Brown
Sam Meyer	Clint Cowart	Aaron Blanco
Chris Smith	Brandon Stafford	Tucker Woody
Chris Garza	Jacob Wendeborn	Joe Solis
		Seth Hawthorne

Promoted to Lieutenant

Richard Christopher	Michael Park	Cole Hurley
Evan Foxworth	Brett Bailey	Alex Yoang
Josh Hawthorne	Jase Loveless	Shannon Zant

Promoted to Captain

Chase Addington	Kade Boman	Jeremy Goodlet
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Promoted to Battalion Chief

Drury Buxkemper

Promoted to Deputy Chief

Lee Jones

Retirements

- Deputy Chief Mitch Maxson
- Captain Chris Kemp
- Lieutenant Jeremy Edwards
- Lieutenant Matt Hixson
- Lieutenant Nathan Klatt
- Equipment Operator Marty Yandell
- Firefighter Tanner Pounds
- Firefighter Curt Sydow

**A Combined
190 Years
of Service**







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