

WATERTOWN FIRE DEPARTMENT

Monthly Report | **August 2025**



Duty, Pride, Service



Greetings!

For the month of August, the department is running a hiring process to fill one firefighter/EMS vacancy with a projected start date in late October. We are excited that one member is nearing completion of Paramedic certification, and two probationary Firefighter/EMS personnel are beginning Paramedic programs! Additionally, we are working to get two recently state certified Driver Operator personnel signed off for driving the engine, enhancing our operational capabilities and readiness for the community we serve.

Our current in-house strategic plan runs through 2026, and the Fire Department Officer group is actively reviewing its objectives to assess which have been met and where continued effort is needed. This evaluation will form the foundation of our 2026 work plan, which we will develop in the coming months.

Looking ahead, three key planning tools are recognized as best practices across the fire service: a Standard of Cover, a Strategic Plan update, and a Station Study. These three documents work together with objective, data-driven information to help guide both departmental and city decisions about service delivery, staffing, and capital planning. These documents would recognize best practices in the fire service, reference NFPA standards, U.S. Fire Administration guidance, and national accreditation models.

- **Standard of Cover (SOC):** Links community risks to service level expectations and shows how our staffing and deployment compare to NFPA benchmarks.
- **Strategic Plan:** Provides a clear, community-driven roadmap that aligns goals, priorities, and resources for the next five years.
- **Station Study:** Uses facility assessments and GIS modeling to ensure stations are properly located, sized, and designed to meet future service needs.

Together, these three efforts strengthen accountability, reduce risk, and give both the department and the city transparent, data-driven information to guide decisions about staffing, facilities, and long-term service delivery. They ensure that Watertown's fire and EMS system remains aligned with nationally recognized standards while keeping pace with the needs of a growing and changing community.

The 2022-2026 Strategic Plan, can be found on the Fire Department website under "Reports"

Chief Tanya Reynen



Operational Statistics

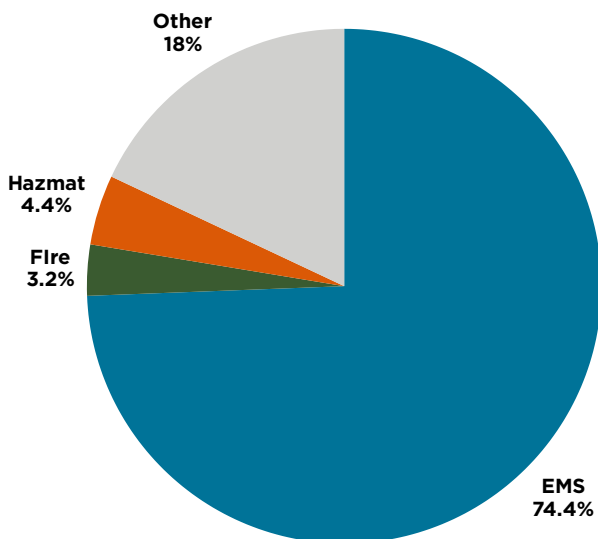
August 2025 Calls: 250

EMS	Fire	Haz-Mat	Other
186	8	11	45

2025 Year to Date Calls: 2263 August Incidents by Year

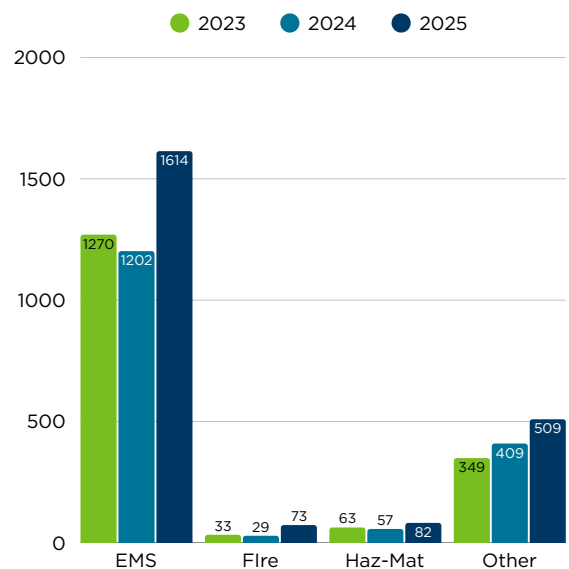
2023	2024	2025
265	229	250

August Incident Percentages



***Other consists of lift assists, false alarms, hazardous conditions such as wires down or gas leaks, animal rescues, burn complaints, and other non-fire or EMS calls for service.

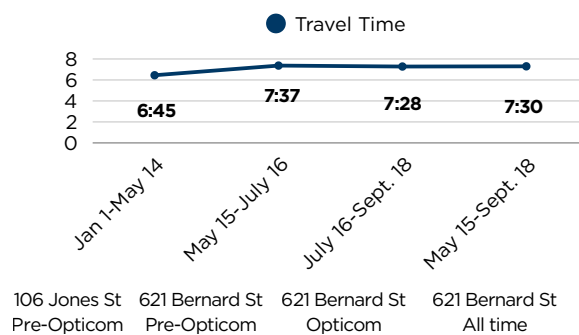
Year-to-Date Incidents by type



90th % Response Times

Since we report by 90th percentile, we don't have enough Opticom calls yet to determine its impact on response times. For transparency, we are tracking the data and want to share what we're seeing so far. These numbers reflect CITY ZONES ONLY, (excluding township calls [which are longer], mutual aid, and non-emergent incidents) since we're focused on true emergency responses. We are showing city-only data here because that's where Opticom will have the greatest effect.

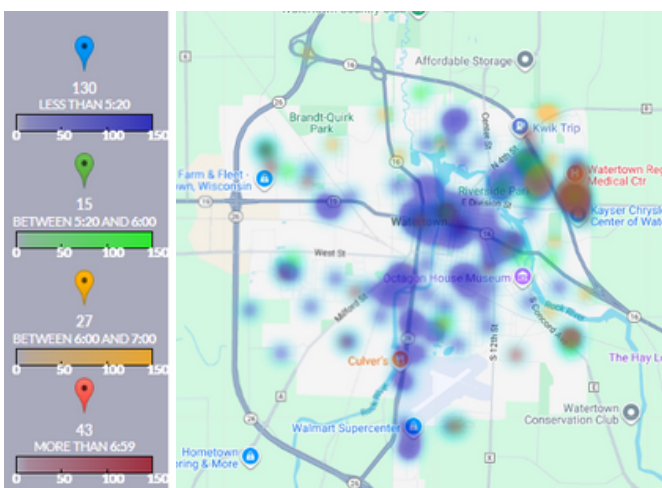
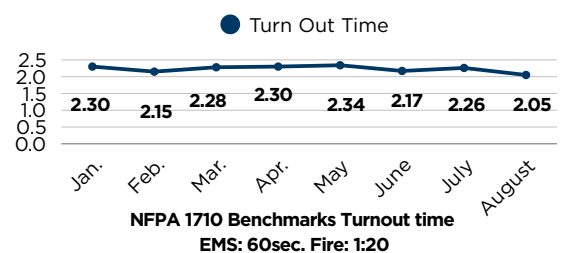
90th Percentile CITY ZONE TRAVEL TIME (Alarm>First Unit Arrival)



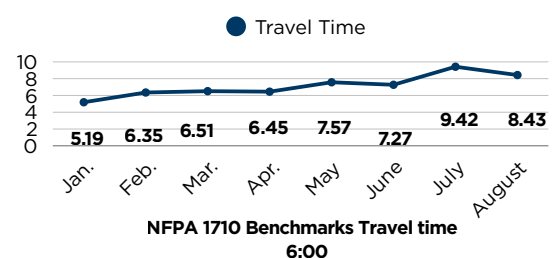
The reports below show 90th percentile response times for ALL zones excluding mutual aid received and non-emergent incidents, which will naturally appear longer.

90th Percentile ALL ZONE TURN OUT TIME (Alarm>EnRoute)

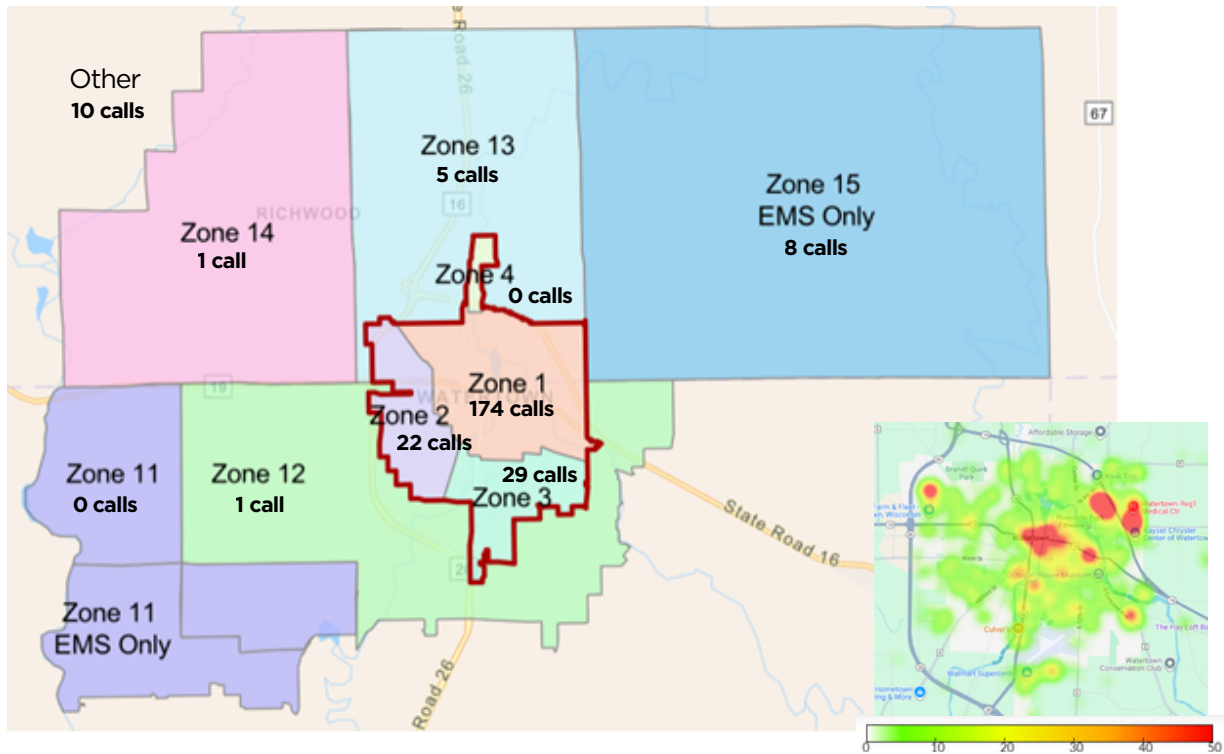
Administration is sharing the turnout times with staff so that they can find ways to improve this.



90th Percentile ALL ZONE TRAVEL TIME (Alarm>First Unit Arrival)



Calls per Zone in August



***During a review of the township contracts, we identified a clerical error in the Milford EMS coverage language from the 2023 renewal. The Fire Department has been providing coverage to this area and all services have been fully maintained. The map has now been updated to accurately reflect the full response area of 146 square miles.

Simultaneous Calls for the Past Three Years

This means that the crew is out on more than one call at the same time.

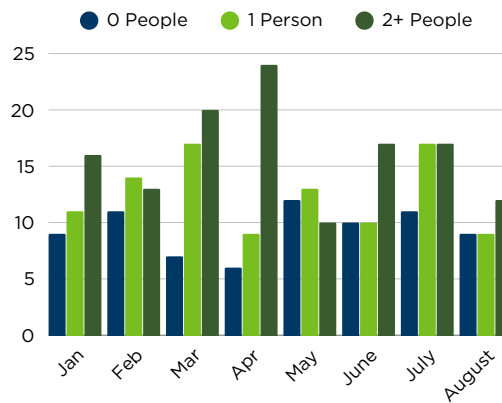
	2023		2024		2025	
January	39	17%	52	19%	79	28%
February	48	20%	39	18%	63	28%
March	39	18%	52	22%	93	32%
April	37	17%	31	14%	74	28%
May	45	18%	47	20%	103	34%
June	46	17%	68	27%	78	27%

	2023		2024		2025	
July	63	22%	57	24%	87	30%
August	50	19%	50	22%	60	24%
September	47	18%	66	25%		
October	47	19%	57	22%		
November	51	21%	64	28%		
December	74	27%	58	28%		

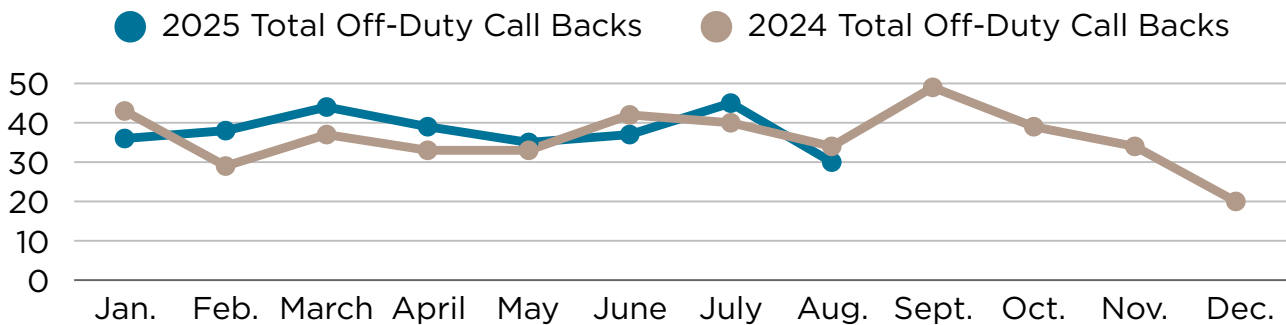
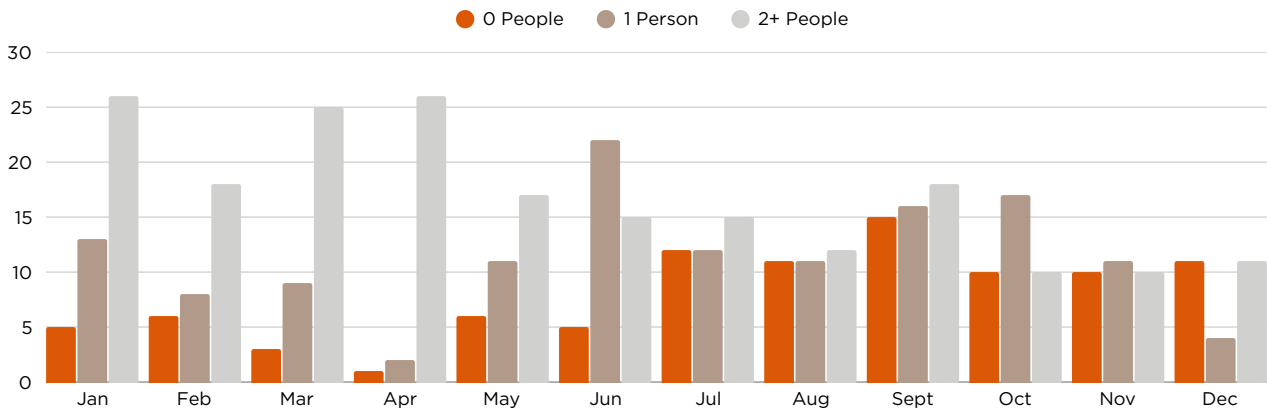
August Off-Duty Callback Occurrences

Number of People	0	1	2+	Total
Count	9	9	12	30

Off-Duty Callback Occurrences 2025

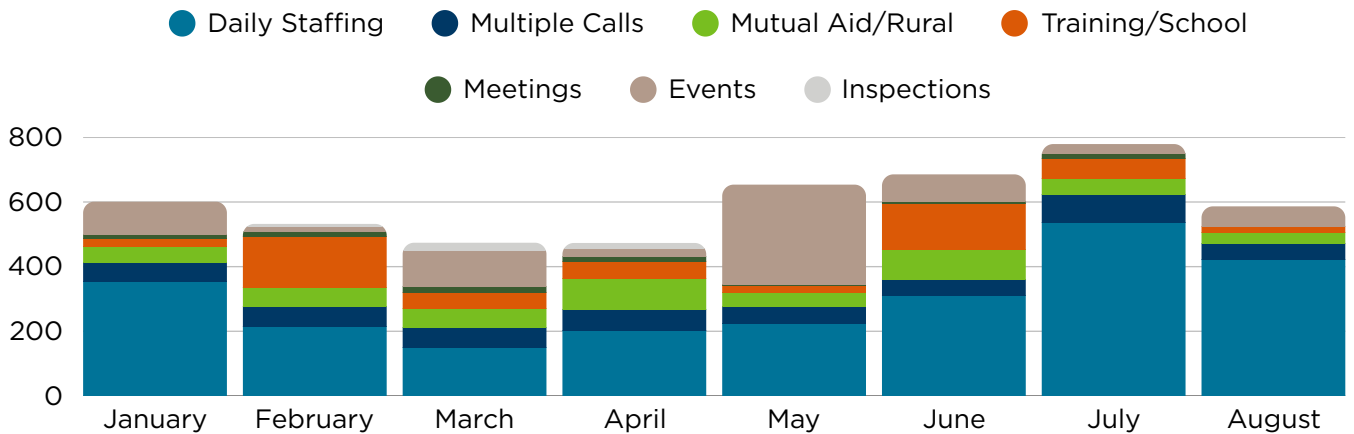


Off-Duty Callback Occurrences 2024

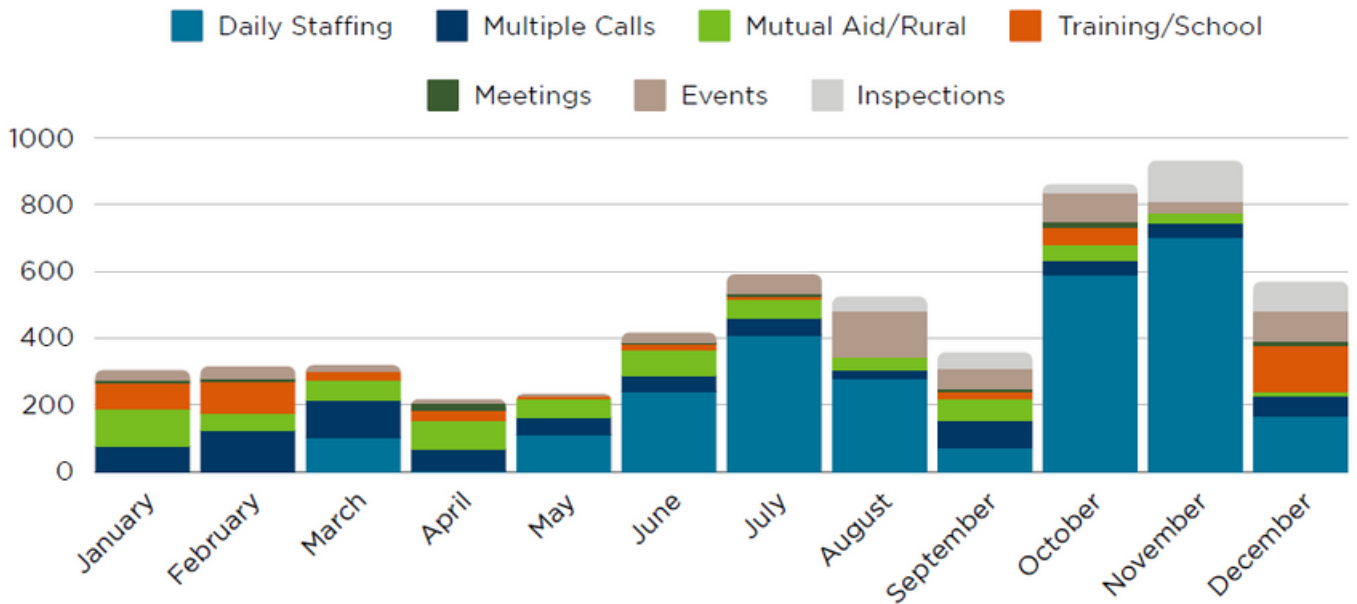


Operational Statistics

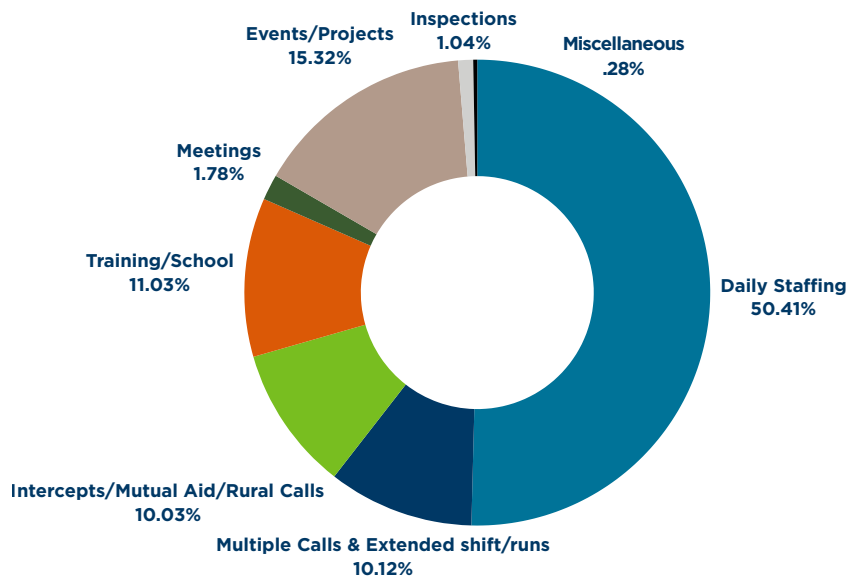
2025 Total Monthly Overtime Hours



2024 Total Monthly Overtime Hours



Year to Date Overtime Percentage



Incidents, Training & Public Relations

Training Highlights

Engine Placement

Vehicle Stabilization

Low Angle Systems

Ladder Bailouts

Window Hangs

EMS: Post Cardiac Arrest Care



Incident Highlights

1 Structure Fire

Louisa Street, Watertown

2 Mutual Aid Structure Fires

Harriet St., Fort Atkinson & Fox Rd., Ixonia

1 Brush/Grass Fire

6 line/wiring

9 False Alarms

11 Motor Vehicle Crashes

26 Lift Assists

Public Relation Highlights

Fire Drills

Student Ride-a-longs

Park Visits

Freeze Pop Station

Tour

Battle of the Badges



On 8/30/25 The WFD hosted a Freeze pop tour of the new station

The Fire Department hosted a Jefferson County training on Intercept Mapping



The Police Department played against the Fire Department in the Battle of the Badges baseball game at Riverside Park

