

WATERTOWN FIRE DEPARTMENT

Monthly Report / **March 2026**

Compassion, Dedication,
Integrity, Accountability,
Trust



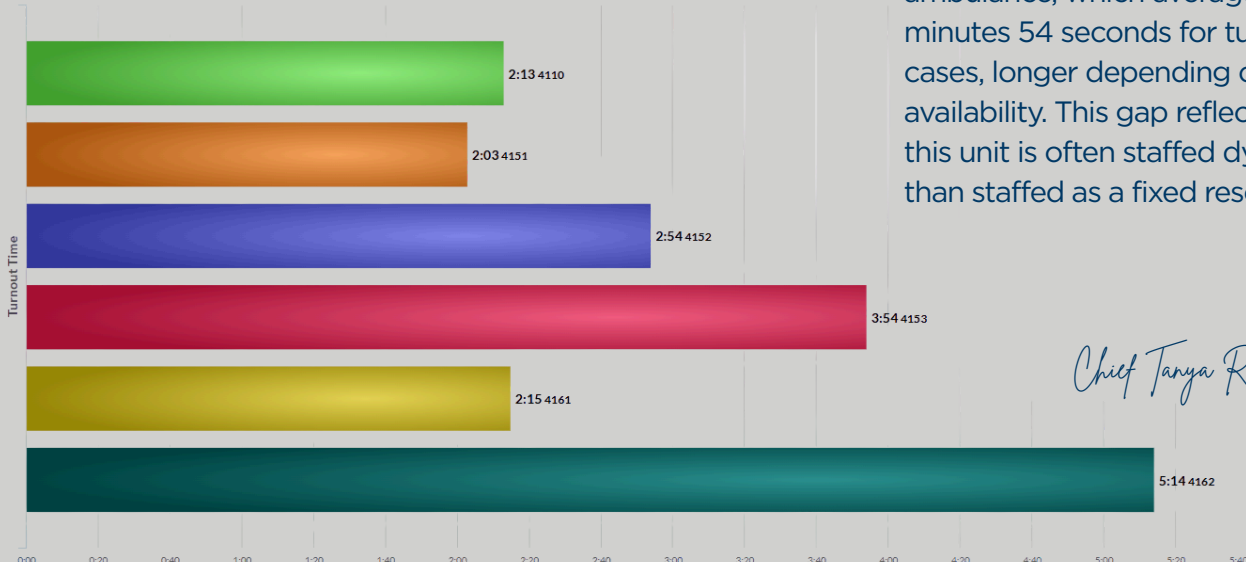
Greetings!

March has truly brought spring fire conditions to our area. The weather has fluctuated significantly, drying out fields and structures and increasing fire risk as the month progressed.

The department's turnout time data continues to show consistent performance from primary response units. On average, the first-out ambulance and apparatus are leaving the station in about two minutes or less, reflecting a well-trained and prepared operation that is ready to respond quickly when calls come in. In January 2026, the department updated apparatus numbering to better track secondary unit response times. Combined with each unit being connected to dispatch through CAD and the implementation of Phoenix G2 alerting, we now have more reliable and consistent data to clearly see these patterns. This allows us to better understand where delays occur and supports informed conversations about staffing, deployment, and how we continue to strengthen how we deliver service moving forward.

Where we see a difference is with the secondary units. When a second ambulance or supporting apparatus is needed, turnout times increase. This is often because crews are already committed to another call and must clear before responding, or personnel need to reassign, move to another unit, or shift staffing in real time. These situations reflect demand on department resources, not a lack of urgency. As call volume and overlapping incidents continue, these delays become more noticeable and are an important part of understanding our overall response capability.

90th Percentile Apparatus Turnout Time (Dispatch-> En Route)
01/01/2026-12/31/2026



One clear example of this is the second out ambulance, which averages closer to 2 minutes 54 seconds for turnout and, in some cases, longer depending on staffing and availability. This gap reflects the reality that this unit is often staffed dynamically rather than staffed as a fixed resource.

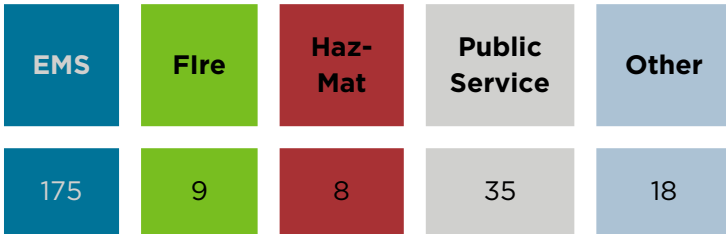
Chief Tanya Reynen



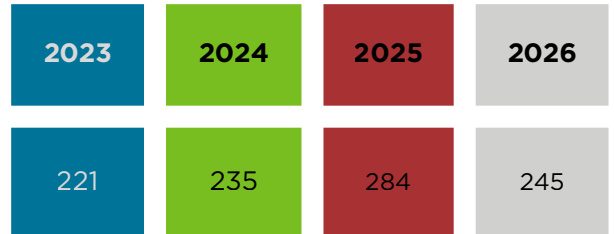
Operational Statistics

Incident Count Statistics

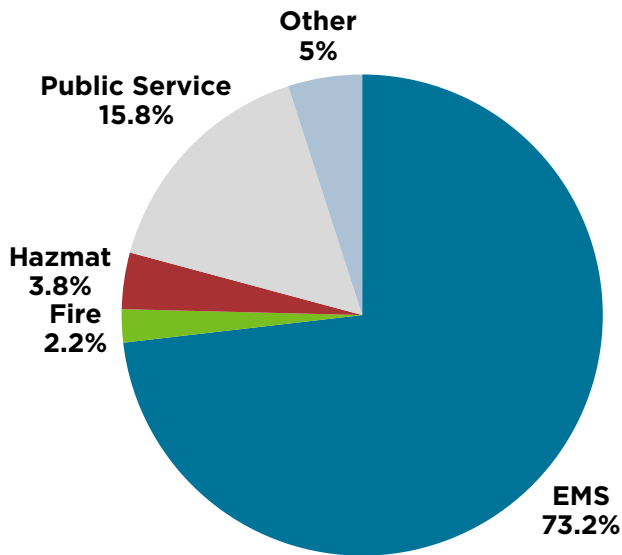
March 2026 Calls: 221



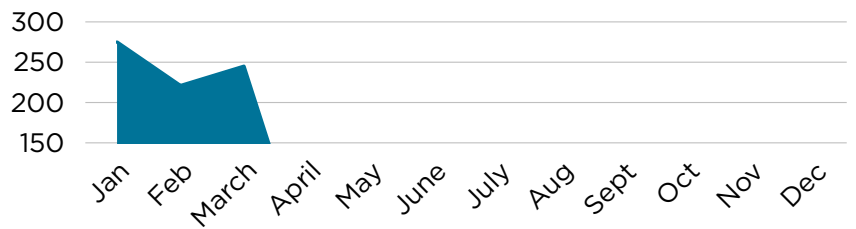
March Incidents by Year



Incident Percentages Year to Date

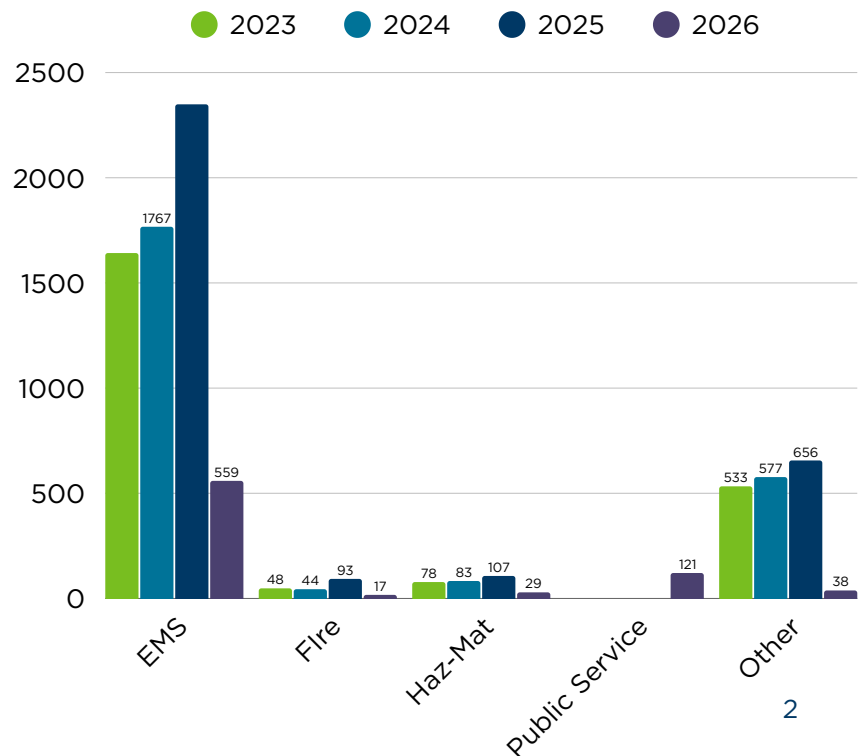


Incident count by Month



2026
Year-to-Date
Incident Count:
764

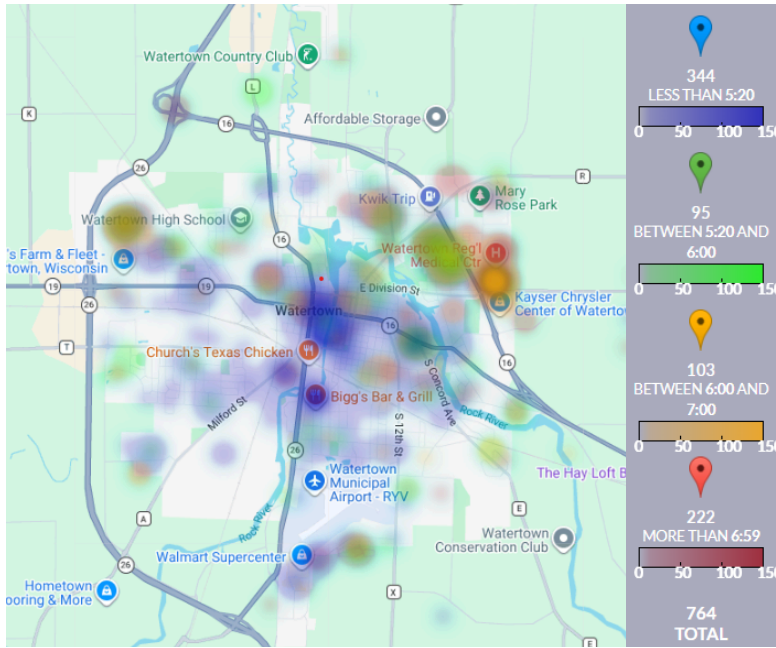
Year-to-Date Incidents by year and type



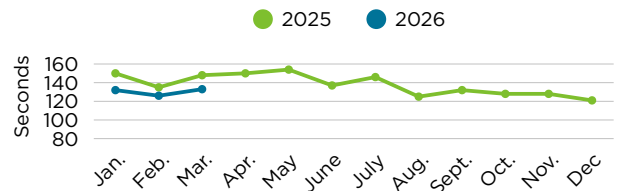
Public Service
 The category Public Service is for incidents such as Lift Assist, CO and Smoke Detector alarm malfunctions

Other
 Consists of Standby, Canceled calls, smoke in area, no patient found, controlled burn etc.

Year-to-Date Response Time Heat Map

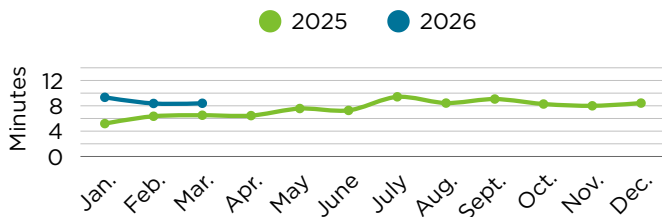


90th Percentile ALL ZONE TURN OUT TIME (Alarm>EnRoute)

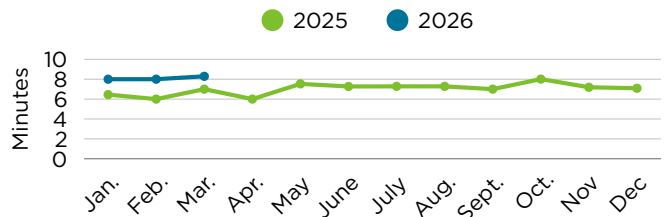


NFPA 1710 Benchmarks Turnout time
EMS: 60 sec. Fire: 80 sec.

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



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



Simultaneous Calls by Month- Year to Year

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

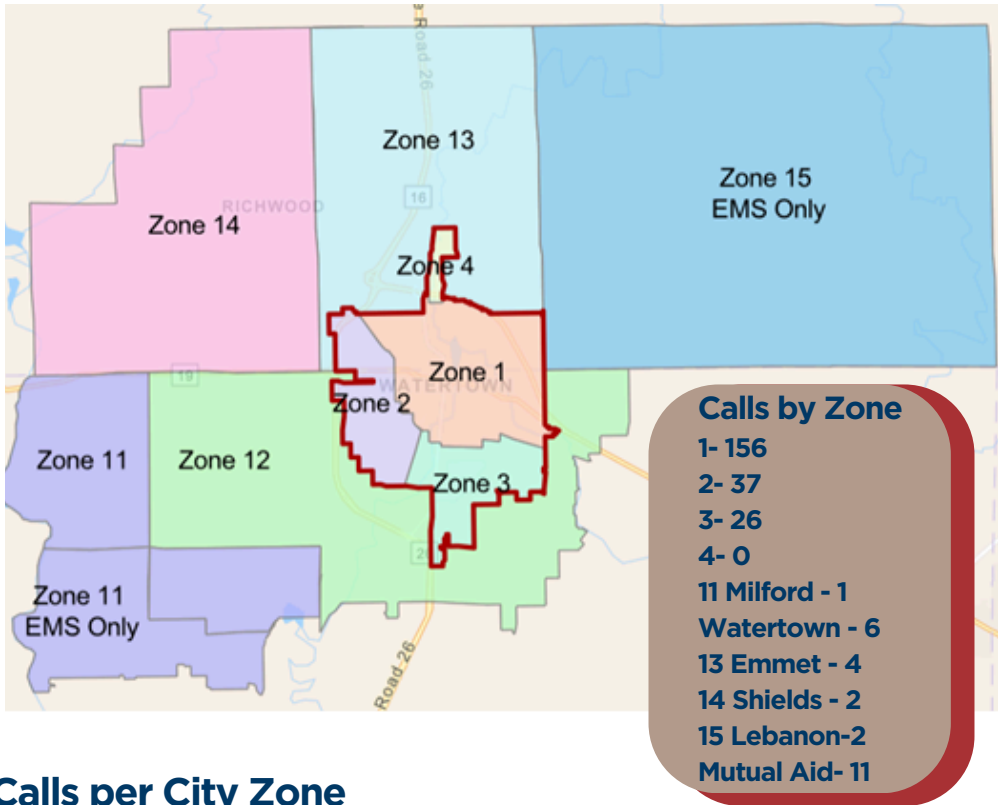
| | 2024 | | 2025 | | 2026 | |
|-----------------|------|-----|------|-----|------|-----|
| January | 52 | 19% | 79 | 28% | 51 | 25% |
| February | 39 | 18% | 63 | 28% | 26 | 16% |
| March | 52 | 22% | 93 | 32% | 44 | 23% |
| April | 31 | 14% | 74 | 28% | | |
| May | 47 | 20% | 103 | 34% | | |
| June | 68 | 27% | 78 | 27% | | |

| | 2024 | | 2025 | | 2026 | |
|------------------|------|-----|------|-----|------|--|
| July | 57 | 24% | 87 | 30% | | |
| August | 50 | 22% | 60 | 24% | | |
| September | 66 | 25% | 89 | 33% | | |
| October | 57 | 22% | 70 | 25% | | |
| November | 64 | 28% | 57 | 24% | | |
| December | 58 | 28% | 80 | 29% | | |

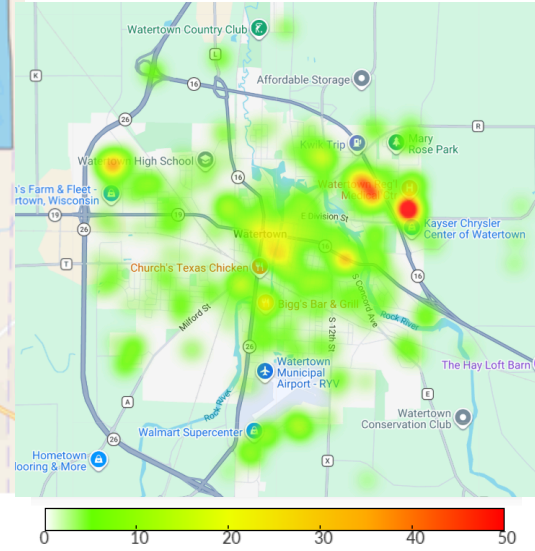
Simultaneous Call Average
2023 - 21.9%
2024 - 22.4%
2025 - 28.5%

Operational Statistics

Calls per Zone This Month



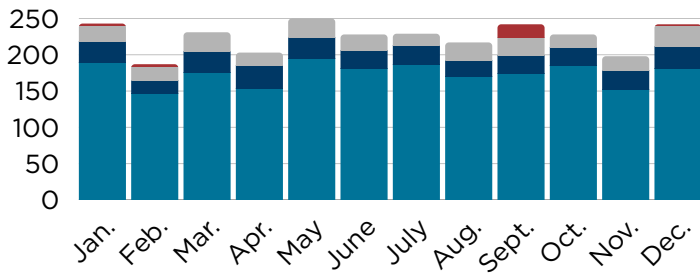
Year-to-Date Call Volume Heat Map



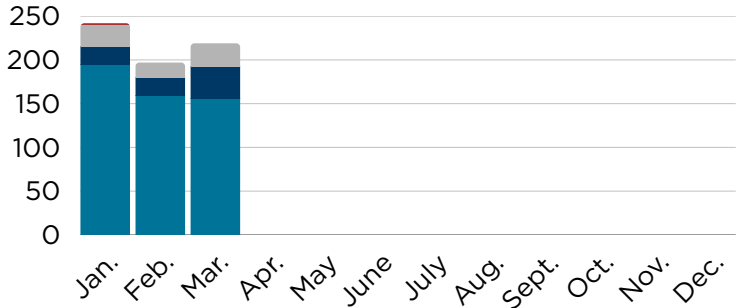
Calls per City Zone

● Zone 1 ● Zone 2 ● Zone 3 ● Zone 4

2025

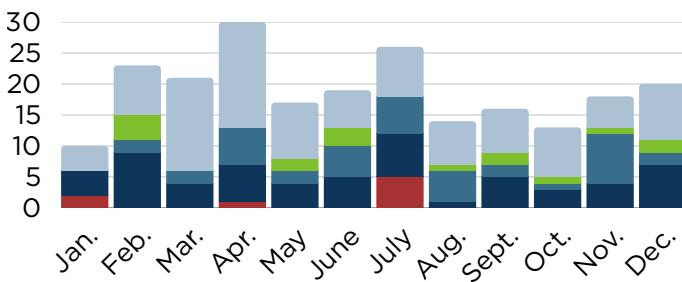


2026

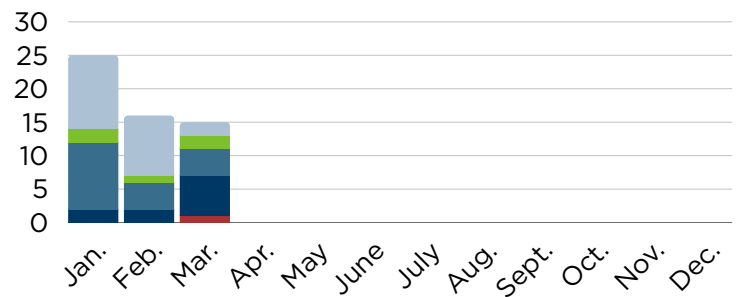


Calls per Township Zone

2025



2026

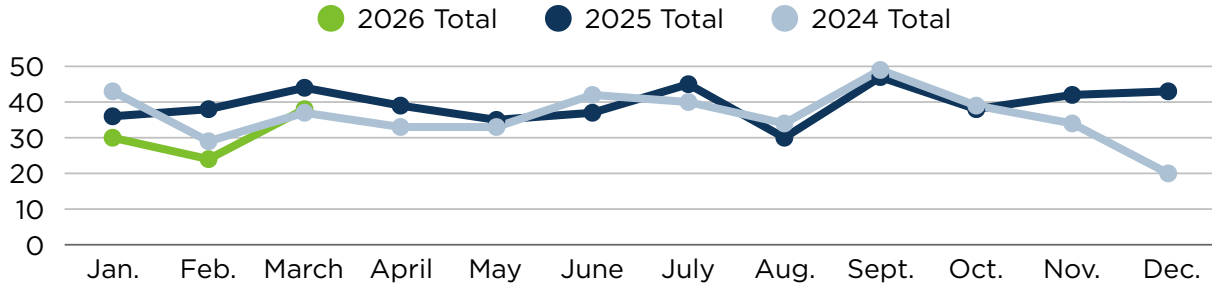


● Milford 11 ● Watertown 12 ● Emmet 13 ● Shields 14 ● Lebanon 15

Operational Statistics

Off-Duty Callback Occurrences This Month

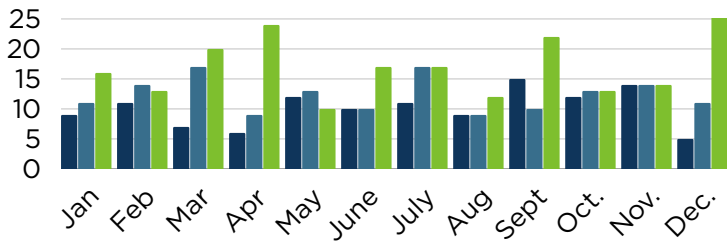
| Number of People | 0 | 1 | 2+ | Total |
|------------------|---|----|----|-------|
| Count | 5 | 12 | 21 | 38 |



Off-Duty Callback Staff Trend

2025

● 0 People ● 1 Person ● 2+ People



2026

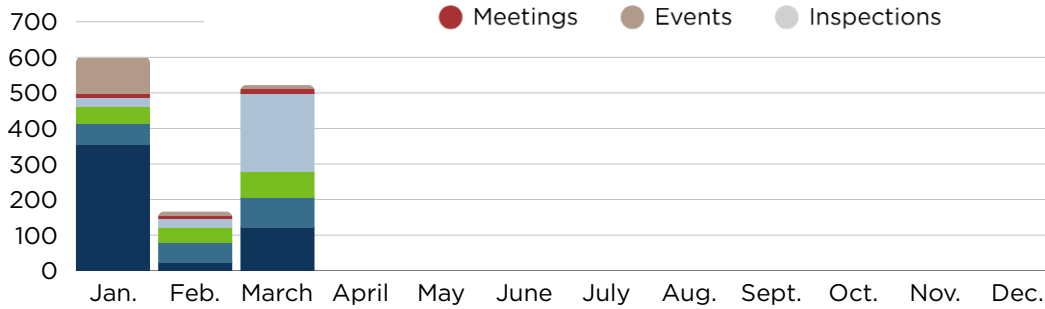
● 0 People ● 1 Person ● 2+ People



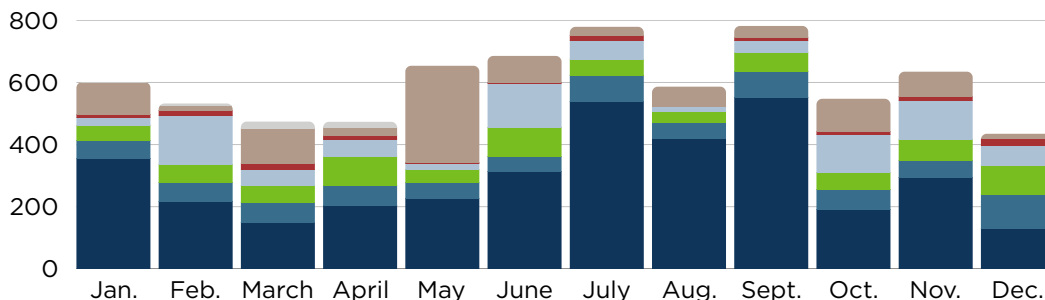
Total Monthly Overtime Hours

2026

● Daily Staffing ● Multiple Calls ● Mutual Aid/Rural ● Training/School
● Meetings ● Events ● Inspections



2025



Overtime "Causes"

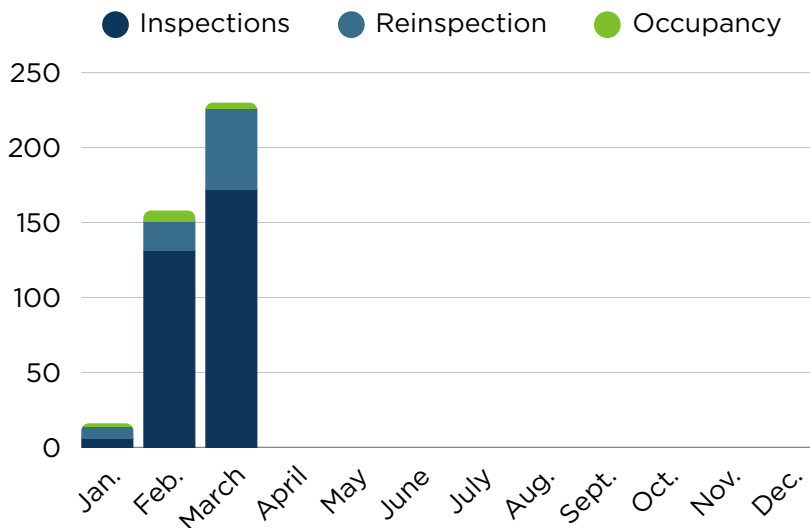
In March, 8 staff completed the 40-hour aerial operator state certification course. This is the first requirement for an employee to be legally eligible to operate the ladder truck for emergencies. We hosted this course in house to minimize additional travel time expenses.

Fire Prevention Updates

We have made an update to how we document and notify businesses of an inspection attempt. When a fire inspector arrives to complete an inspection and the property is not open or accessible, we now leave an **orange door hanger** with our contact information. This is called a "Notice of Site Visit." In addition to leaving that information for you, we log the visit into our systems so we can track our outreach and follow up as needed. This helps ensure we are making every reasonable attempt to connect with property owners and maintain inspection progress.

We are updating our pre-plan program to better prepare crews for emergency response. Pre-plans capture key building details such as layouts and hazards. These are available in our apparatus as we respond and for incident command. While inspections focus on safety for occupants, pre-plans strengthen our informed decisions on scene.

Inspections Completed



Inspection Progress

Total Inspectable Properties: 1198



This Month's Calls for Service

- 5- Fire Alarm
- 1- Natural Gas Leak
- 1- Electrical
- 2- Complaint/Referral

Plans Reviewed Year to Date

5

Fire & Safety Tip Fall Prevention

Falls remain one of the leading causes of injury in the home and workplace, especially as we head into spring projects. Take a moment to keep walkways clear, use proper footwear, and avoid rushing tasks at heights.

When using a ladder, make sure it is on stable ground, maintain three points of contact, and never stand on the top rung!

Incidents, Training & Public Relations

Training Highlights

- Tender Orientation
- Hose Pull
- Airway Management
- Aerial Operator State Certification
- Ladder Operations
- Health & Safety Meeting
- Hosted Wisconsin Fire Admin Association
- Dodge & Jefferson County Chiefs Meetings

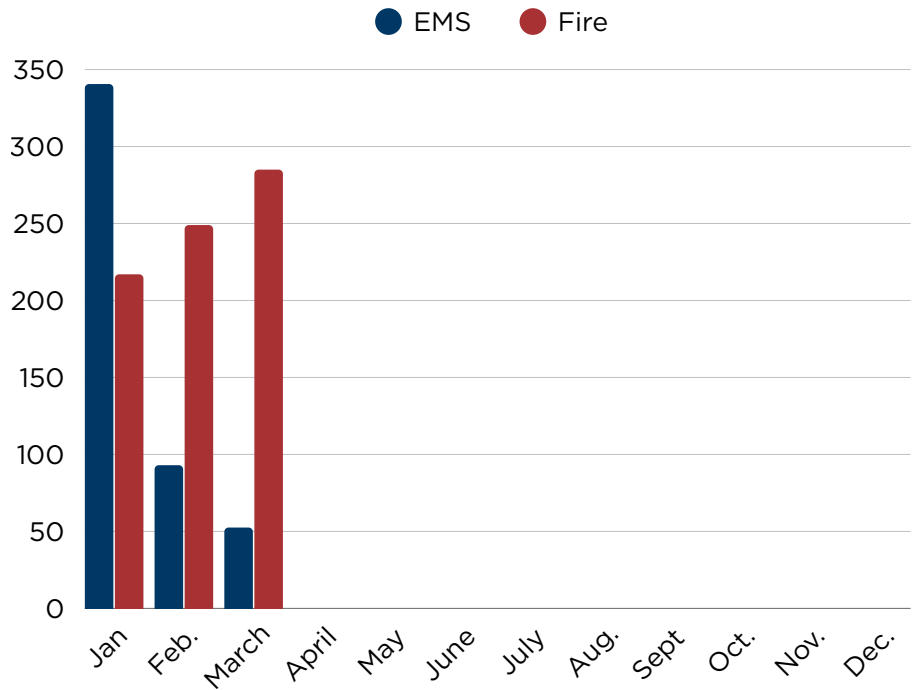
Incident Highlights

- 3 Mutual Aid Fire
- 3 Standby Mutual Aid
- 5 Mutual Aid Medical/Search
- 2 Grass Fires (simultaneous)
- 20 Lift Assists

Public Relation Highlights

- 1 Paramedic Student Ride Along
- 2 Health Occupation HS Student Ride along
- 5 Fire Station Tours
- Hosted Rogers Staff to Learn About Fire Service Operations.

Training Hours



Mutual Aid Given/Received Year to Date

