

WATERTOWN FIRE DEPARTMENT

Monthly Report | **June 2025**



Duty, Pride, Service



Greetings!

We talk about and report on simultaneous calls often and I've been trying to find the simplest way to explain the exact impact of multiple runs. However, our response model is uniquely dynamic and constantly shifting based on the number and type of calls we receive at any given time. While we are well-equipped and staffed to handle the first call for service—whether fire or EMS—the situation becomes more complex with each additional call. The resources we send to an incident aren't fixed; they depend heavily on what units are already committed, what those earlier calls required, and how personnel can be safely reassigned in real time that best serves the citizens.

We have seen a 10% increase in simultaneous calls in just 2 years. In 2023, 20% of our calls, 1 in 5, were at least for 2 incidents occurring at the same time. So far, in the first 6 months of 2025, we are averaging 30% of our calls occur when at least one other call is happening.

January 1, 2025-June 30, 2025

Incident Count	Percentage of Calls	Simultaneous Calls for Service
1138	69.45%	1 st Call
386	23.4%	2 nd Call
97	5.85%	3 rd Call
15	0.93%	4 th Call
6	0.37%	5 th + Call
1642	100%	Total Calls

While the full picture of our response model is complex and detailed in supplemental reports, a common example helps illustrate the strain multiple incidents place on our staffing. If the first call involves both the engine and ambulance—such as a structure fire or a critical EMS event—our ability to respond to a second call becomes immediately limited. If the engine is committed to the first incident but becomes available, it may need to return to the station to staff the ambulance, causing a delay in response. If the first call is for an ambulance only, and the engine is available, we will pull two personnel from it to staff a second ambulance, leaving just a driver and officer on the engine. This significantly reduces our fire suppression capabilities.

If the second call requires just an engine, it may respond directly to the scene from the first incident. However if the second call is for a motor vehicle accident or fire incident, the ambulance is not available to respond immediately- adding additional tasks to the engine company such as water supply, search & rescue or other time sensitive tasks.

By the time a third call for service comes in, we are likely relying on Mutual Aid or hoping one of the initial crews is finishing up and available to respond. In these moments, the community is temporarily left without full fire protection, and response times can increase. While our personnel consistently rise to the challenge, the reality is that our system becomes stretched beyond two simultaneous incidents, and this creates a level of operational risk that must be acknowledged.

This chart shows our first out apparatus and the amount of calls each unit has responded to for 2025 January 1-June 30. Our minimum staffing is 7 personnel, which staffs the engine with 4, ambulance with 2, and the shift command vehicle with 1 person. We may have up to 2 additional personnel on duty if no one is on vacation or sick. However, we have 7 probationary members with less than 1 year on the department, all of which have limited certifications. Their ability to pull secondary apparatus is limited until they obtain the required certifications and training.

Chief Tanya Reynen

Apparatus	Unit	Fire Call Count	EMS Call Count	Other Call Count	Total Calls	Staffed By	Staffing
Primary ALS Unit	4154	33	950	159	1142	Ambulance Company	Staffed-2
Primary Engine	4161	31	395	303	729	Engine Company	Staffed-4
Primary Chief Officer	4110	40	39	121	200	Shift Commander	Staffed-1
Reserve ALS Unit	4152	0	20	1	21	Swing/ Engine Company	Not staffed with primary personnel
2nd out ALS Unit	4153	1	154	23	178	Swing/ Engine Company	Not staffed with primary personnel
Reserve ALS Unit	4151	0	1	1	2	Swing/ Engine Company	Not staffed with primary personnel
2 nd out Engine	4162	8	14	14	36	Swing/ Engine Company	Not staffed with primary personnel
Reserve Engine	4163	0	1	0	1	Swing/ Engine Company	Not staffed with primary personnel
Primary Brush Truck	4181	9	0	5	14	Swing/ Engine Company	Not staffed with primary personnel
Primary Tender	4191	14	0	3	17	Swing/ Engine Company	Not staffed with primary personnel
2 nd out Tender	4192	1	0	0	1	Swing/ Engine Company	Not staffed with primary personnel
Primary Truck or Aerial	4171	10	0	6	16	Swing/ Engine Company	Not staffed with primary personnel

Operational Statistics

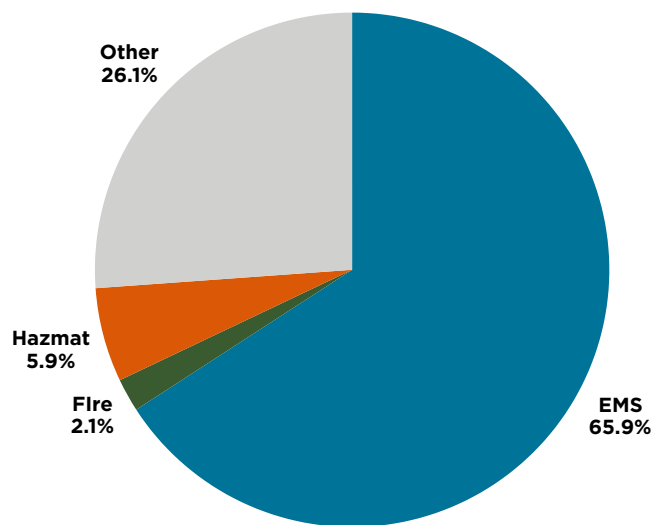
June 2025 Calls: 287
2025 Year to Date Calls: 1642

EMS	Fire	Haz-Mat	Other
189	6	17	75

June Incidents by Year

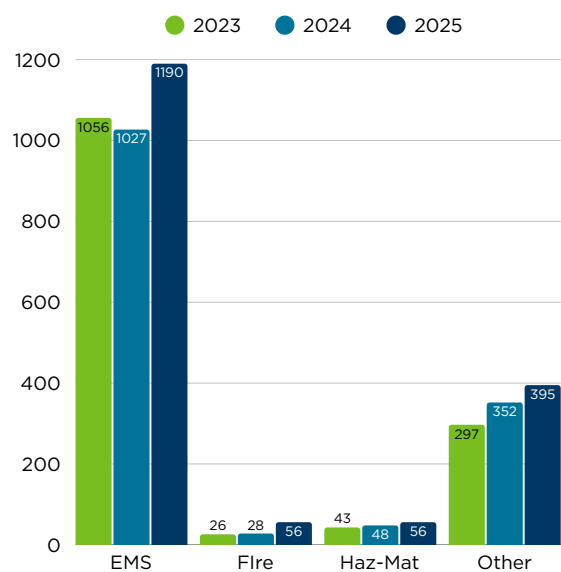
2023	2024	2025
258	258	287

June Incident Percentages

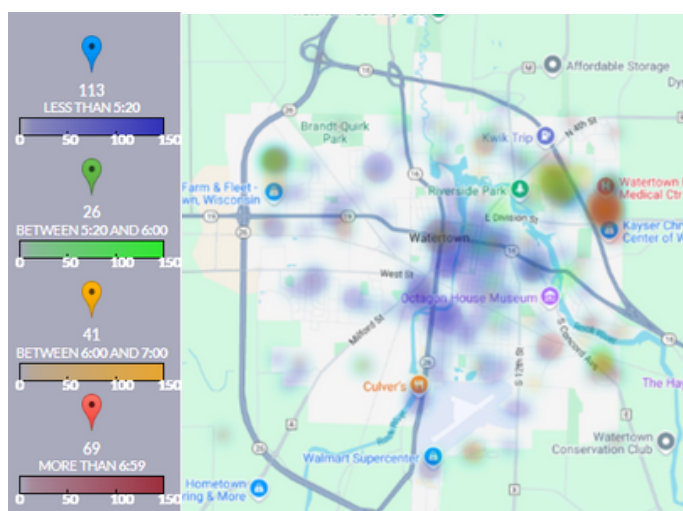


***Other consists of lift assists, false alarms, hazardous conditions such as wires down or gas leaks, animal rescues, burn complaints, and other non-fire or EMS calls for service.

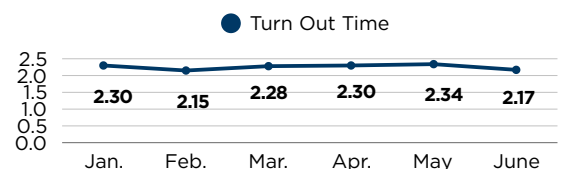
Year-to-Date Incidents by type



90th % Response Times

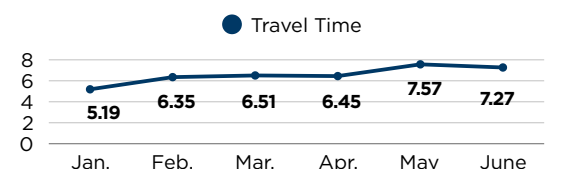


90th Percentile TURN OUT TIME (Alarm>EnRoute)



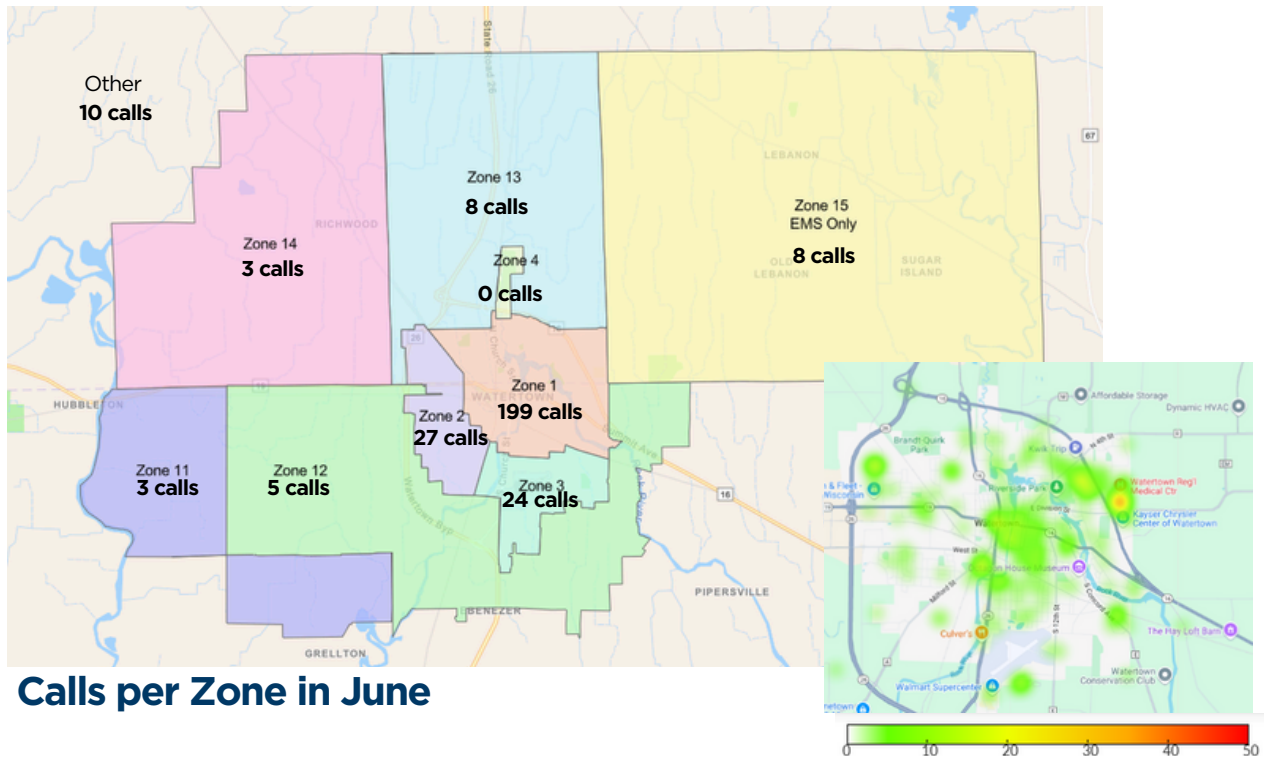
NFPA 1710 Benchmarks Turnout time
 EMS: 60sec. Fire: 1:20

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



NFPA 1710 Benchmarks Travel time
 6:00

Operational Statistics



Simultaneous Calls for the Past Three Years

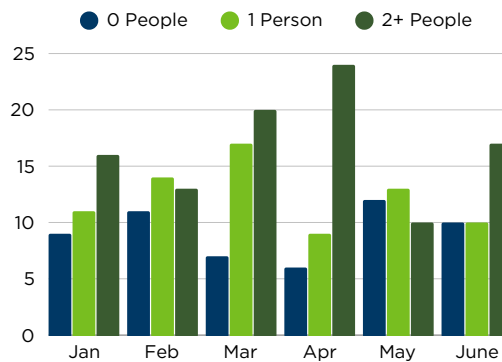
This means that the crew is out on more than one call at the same time.

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

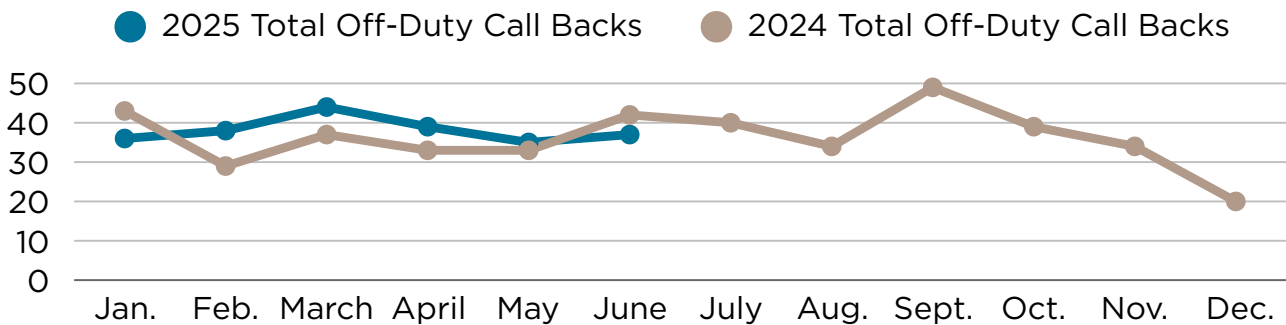
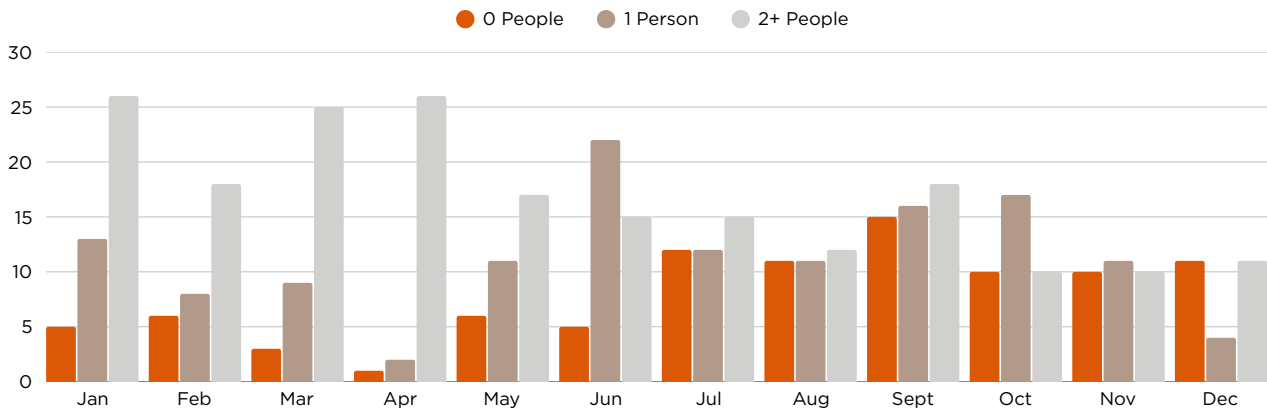
June Off-Duty Callback Occurrences

Number of People	0	1	2+	Total
Count	10	10	17	37

Off-Duty Callback Occurrences 2025

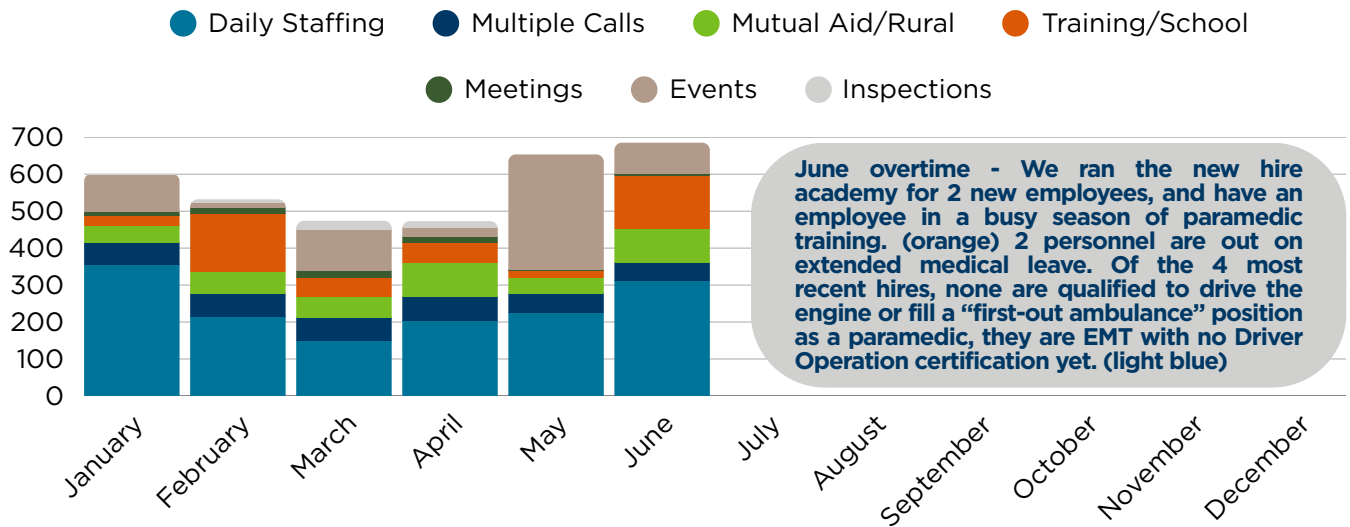


Off-Duty Callback Occurrences 2024

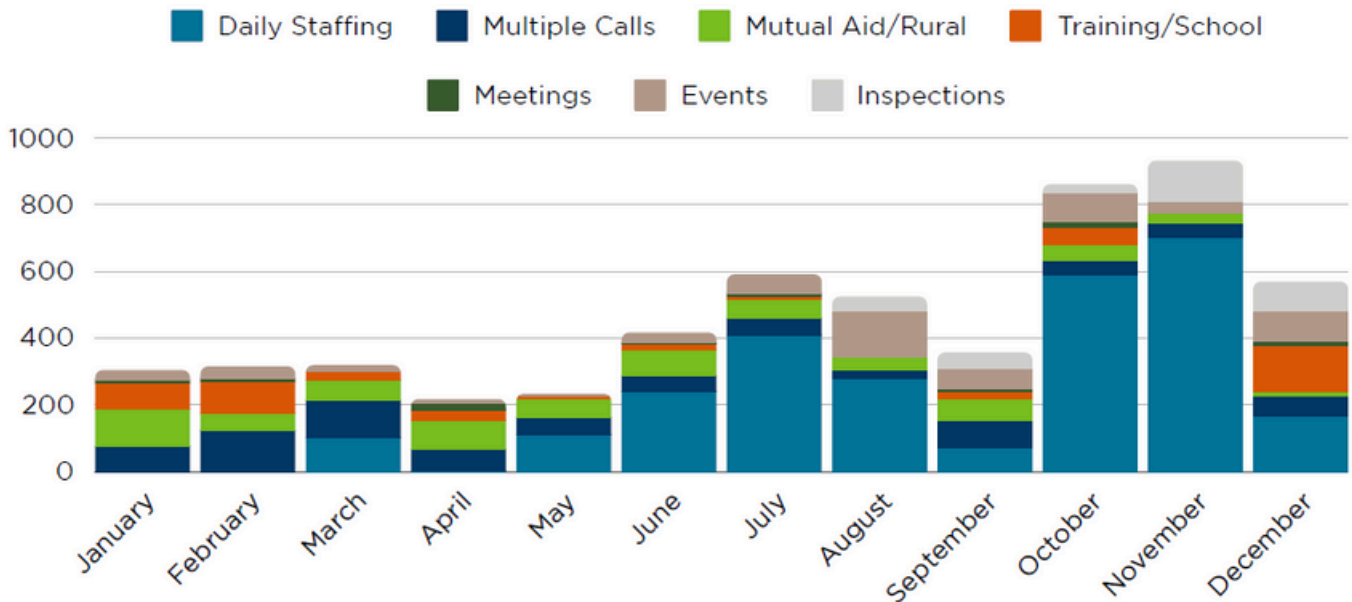


Operational Statistics

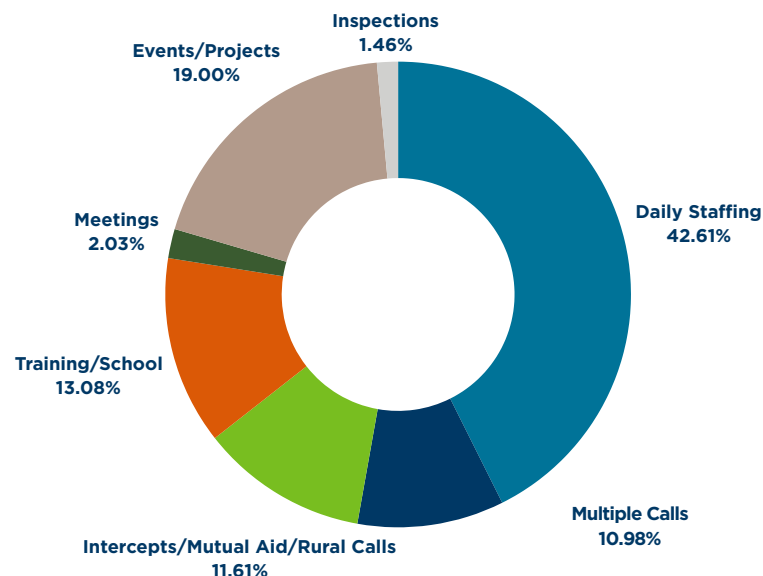
2025 Total Monthly Overtime Hours



2024 Total Monthly Overtime Hours



Year to Date Overtime Percentage



Incidents, Training & Public Relations

Training Highlights

Extended Load Deployment
Ventilation/Rescue from Aerial
Rope Systems
Confined Space Review
EMS: Trauma Splinting

The crew partnered with Watertown Park and Recreation to train the new lifeguards.



Incident Highlights

2 Structure Fires	26 False Alarms
3 Mutual Aid Structure	7 MVC
1 Contained Garbage Fire	20 Lift Assists
	7 Animal Rescues

We had a great opportunity to train additional staff during our new member Hunter's onboarding academy. Running a single person through academy is actually more resource heavy. Skills like extrication and ventilation require multiple people to train effectively. These are hard to practice while on duty, so we used this time to bring in others and get more value out of the session.

That same afternoon, we had a fire just outside city limits. We were able to send two engines, an ambulance, two tenders (water supply in rural areas) and a shift commander immediately. The fire was close to flashover, but the quick, well-staffed response that meets NFPA 1710 requirements can mitigate an emergency and minimize loss!



Thank you to everyone who stopped by to celebrate the open house of the new station!



We welcome new firefighter/EMT Hunter Douglas! He will be joining B Crew.

