

WATERTOWN FIRE DEPARTMENT

Monthly Report | February 2025



Duty, Pride, Service



Greetings!

February was a month of productivity, as it was slower for outside events. We had time to work on employee development and continue refining our processes with the new records management system. This month we spent time continuing our work with the Gallup Clifton Strengths, working with Partner 2 Learn to help our staff learn what strengths they have, how our organization looks as a whole and how we can work together by using each others strengths to become stronger overall.

The Fire Inspection group has been working together on building out the fire inspection portion of FireWorks and gearing up for annual fire inspections, starting with businesses that have a liquor license.

I wanted to take just a minute to explain one update to our data reporting, average verse 90th percentile reporting in fire & EMS response times. When evaluating response times in the fire service, it's important to understand the difference between average and 90th percentile reporting.

- **Average Response Time:** This is the mathematical mean of all response times within a given period. While useful for general analysis, it can be misleading because it is affected by both extremely fast and extremely slow responses (Long and short response distances). A few very quick responses can lower the average, making performance appear better than it truly is.
- **90th Percentile Response Time:** This is a more reliable measure of service consistency. It means that 90% of our responses occur at or below this time, while only 10% take longer. This method accounts for variability and gives a clearer picture of what the community can expect in terms of response reliability.

Why Does This Matter? The fire service, along with national standards (such as NFPA 1710), typically uses the 90th percentile because it better reflects the actual experience of the community. It helps us identify areas needing improvement and ensures we provide the highest level of service to all residents—not just those in the fastest-served areas. For example, if our average response time is five minutes, but our 90th percentile response time is 8 minutes, it means that while some responses are very fast, a significant portion takes considerably longer. Using the 90th percentile allows us to focus on improving consistency, ensuring that emergency services arrive as quickly as possible for everyone.



Chief Tanya Reynen

Operational Statistics

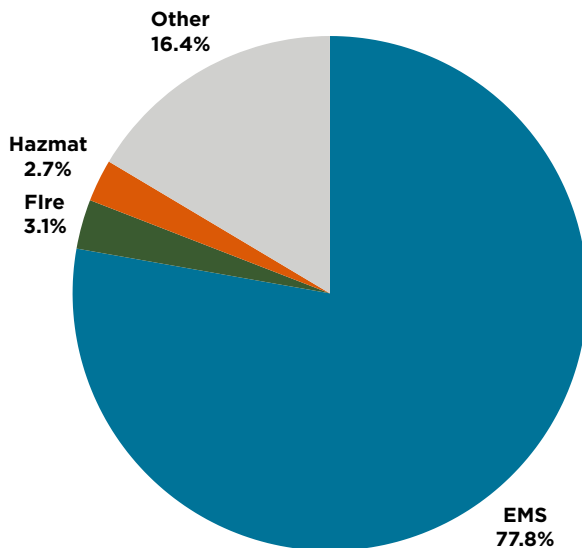
February 2025 Calls: 225
2025 Year to Date Calls: 510

EMS	Fire	Haz-Mat	Other
175	7	6	37

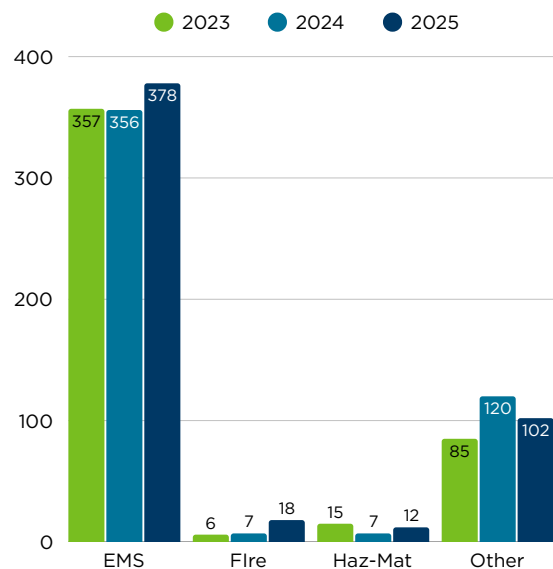
February Incidents by Year

2023	2024	2025
238	216	225

February Incident Percentages



Year-to-Date Incidents by type



90th % Response Times

90th Percentile TURN OUT TIME
(Alarm>EnRoute)

2:15

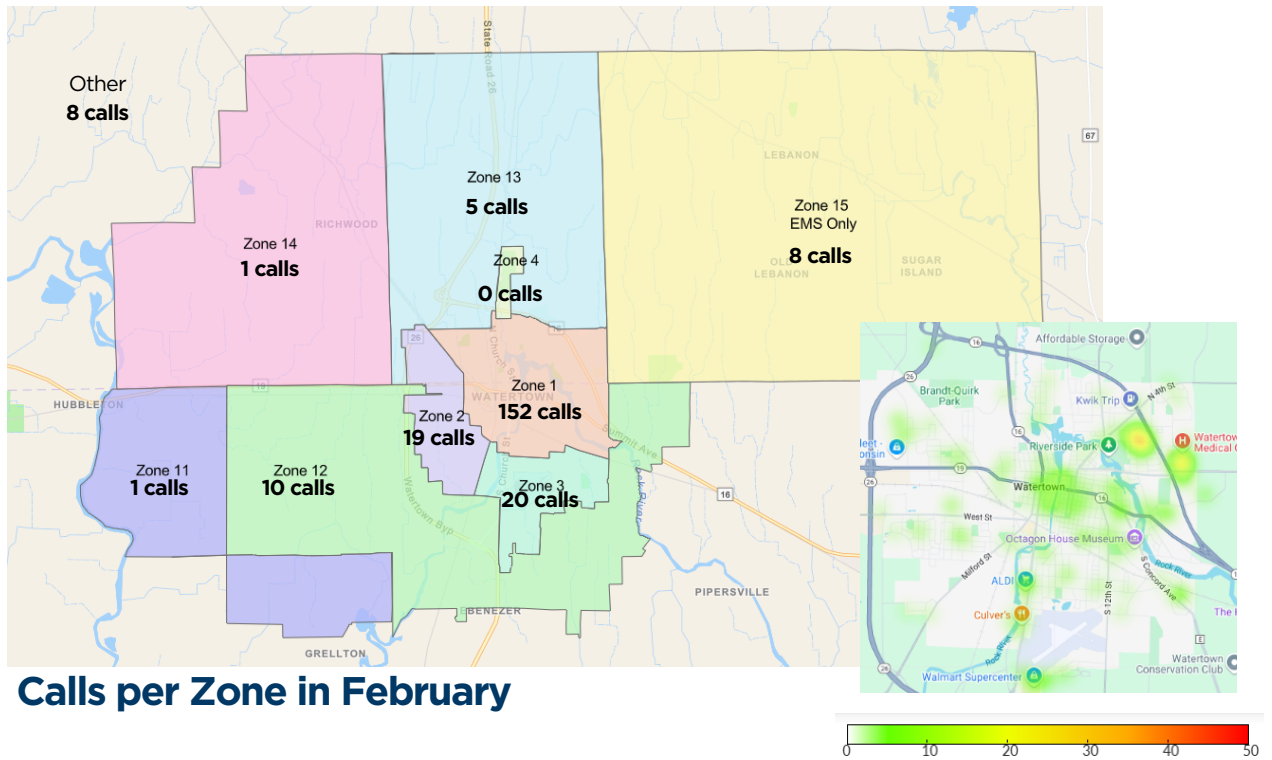
NFPA 1710 Benchmarks Turnout time
 EMS: 60sec. Fire: 1:20

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

6:35

NFPA 1710 Benchmarks Travel time
 6:00

Operational Statistics



Simultaneous Calls for the Past Three Years

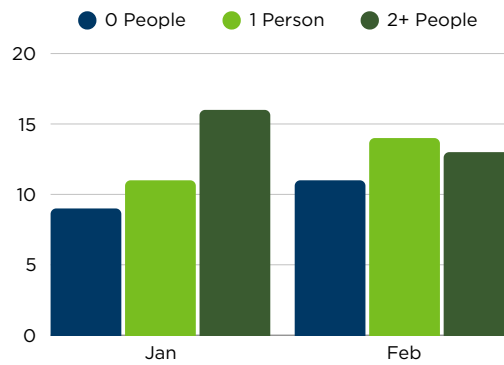
This means that the crew is out on more than one call at the same time.

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

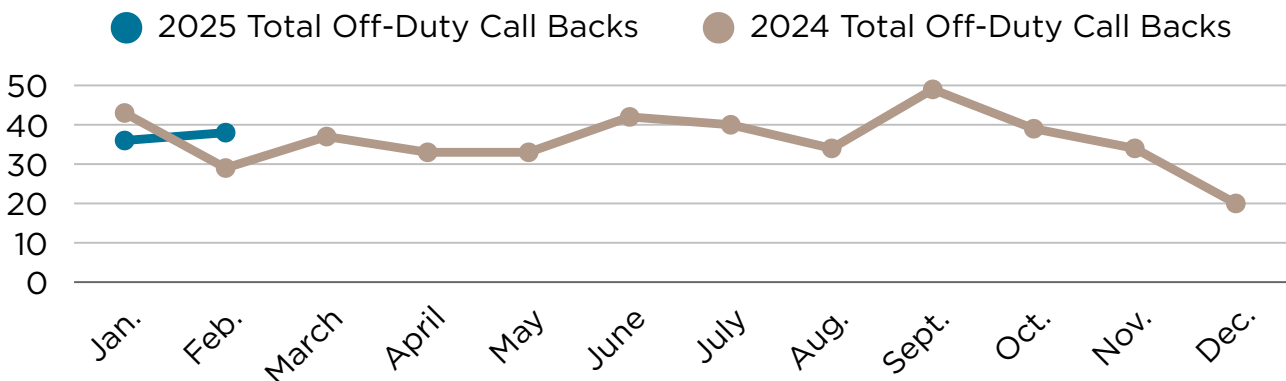
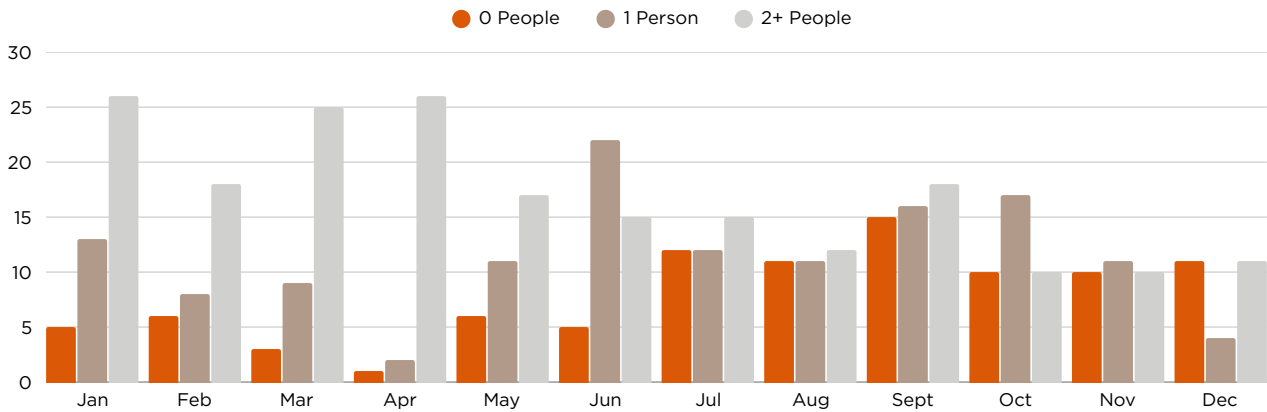
February Off-Duty Callback Occurrences

Number of People	0	1	2+	Total
Count	11	14	13	38

Off-Duty Callback Occurrences 2025

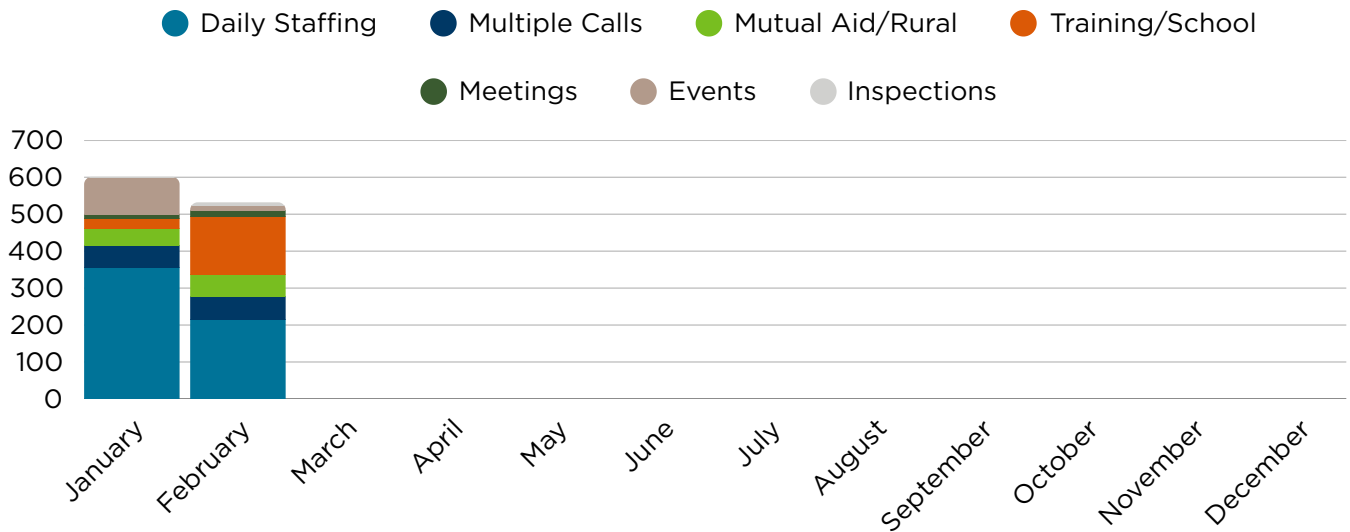


Off-Duty Callback Occurrences 2024

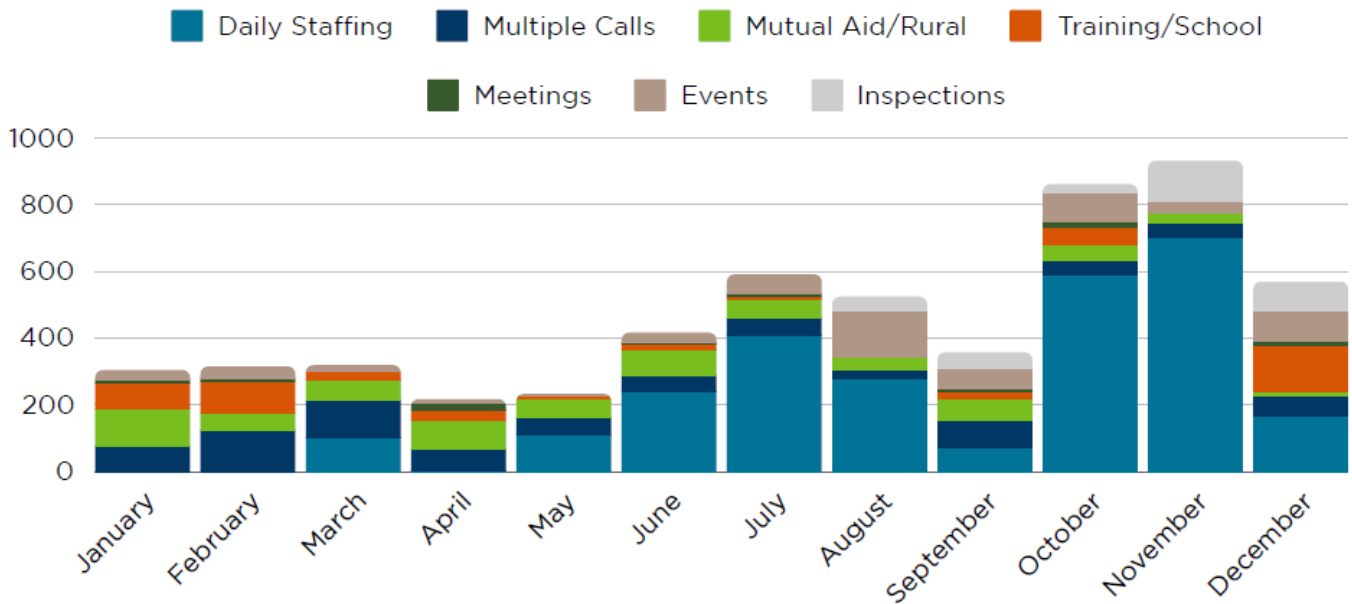


Operational Statistics

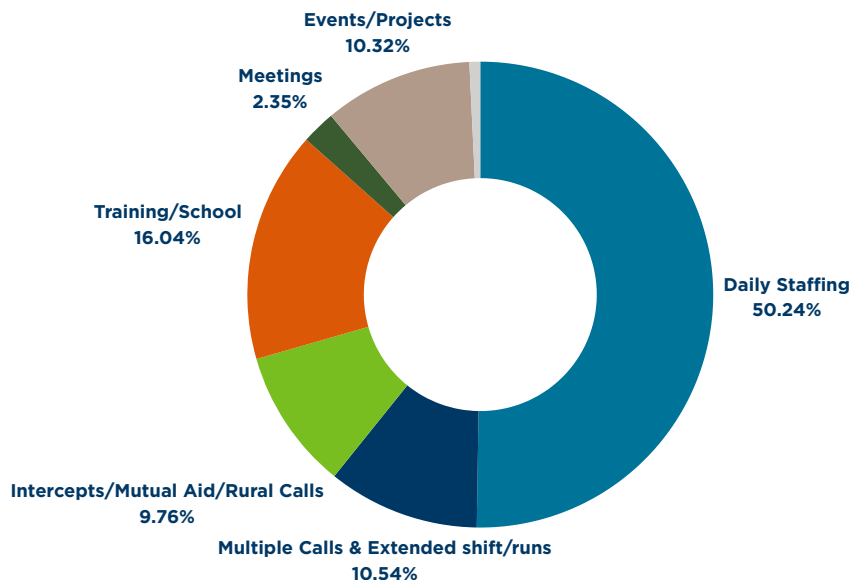
2025 Total Monthly Overtime Hours



2024 Total Monthly Overtime Hours



Year to Date Overtime Percentage



Incidents, Training & Public Relations

Training Highlights

EMS Refresher
Data Collection Class
MRI Training
Clifton Strengths
Ice Rescue Training

Public Relation Highlights

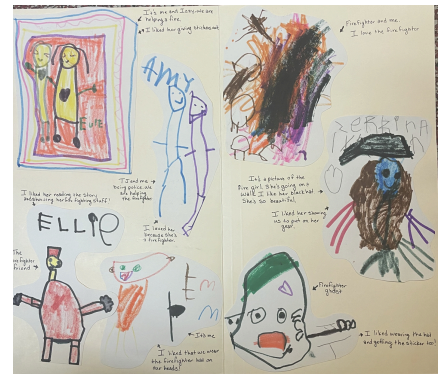
Fire Drills
Student Ride-a-long
WCTC Career Fair

Incident Highlights

3 Mutual Aid Fires
2 Structure Fires
1 Brush Fire
1 Vehicle Fire

16 False Alarms
8 MVC
14 Lift Assists

Drug and Overdose Training



New Fire Station Progress

Finishing touches are nearing completion. Furniture, appliances, gym equipment have been ordered. Fire poles, baby box, key boxes, supply bins were installed. The cold storage building was approved and training tower critter stoppers were put in. The alerting system and the phone call tree are being worked on.

