Compassion, Dedication, Integrity, Accountability, Trust

Greetings!

As we wrap up November, I'm pleased to share that the Miovision Opticom Traffic Control project from our 2025 capital plan is now fully implemented. The addition of an emergency pre-emption system was designed to improve safety and consistency at signalized intersections, and the installation has gone smoothly across the city.

The technology required to support the Opticom system also brought helpful secondary benefits to our day-to-day operations. The connectivity and onboard systems installed to make Opticom work effectively now give us stronger communication reliability in our apparatus and better insight into vehicle status and activity across the fleet. These improvements were part of the integrated system design and enhance the efficiency and dependability of our emergency response network.

One valuable outcome is the ability to understand how often emergency vehicles pass through each controlled intersection. This information supports our own routing discussions and can also be shared with Streets, Engineering, and other City departments to assist with long-term planning and infrastructure decisions.

The technology installed to support the Opticom system also enhances our ability to monitor and understand how our apparatus operate in real time. We now have reliable tracking for unit locations, clearer communication pathways with Dispatch, and the ability to review vehicle movement such as speed, routing, and whether a response was emergent or non-emergent. In addition, the system provides early visibility into maintenance needs—similar to a "check engine" indicator—helping us address issues proactively and keep frontline equipment ready for service. These tools strengthen both our operational awareness and our overall fleet reliability.

Overall, these upgrades reflect our ongoing commitment to modern, coordinated, and data-informed service for the community. We appreciate the support that allowed this project to move forward and look forward to carrying these improvements into 2026.
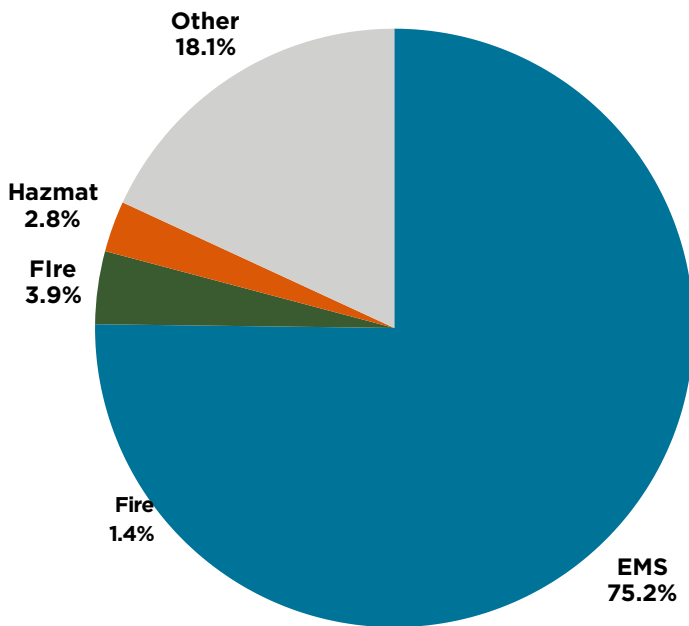
Chief Tanya Reynen

2025 Year to Date Calls: 2992

November 2025 Calls: 254

EMS	FIre	Haz-Mat	Other
191	10	7	46

October Incidents by Year

2023	2024	2025
247	261	254

October Incident Percentages

Other 18.1%
Hazmat 2.8%
FIre 3.9%
Fire 1.4%
EMS 75.2%

Call Volume

As of November 19, 2025, our call volume had already reached the total number of incidents handled in all of 2024. The department's highest recorded annual call volume was 3,027 calls in 2023. Based on the current run rate, we project surpassing the 2023 benchmark within the first several days of December.

Year-to-Date Incidents by year and type

● 2023　● 2024　● 2025

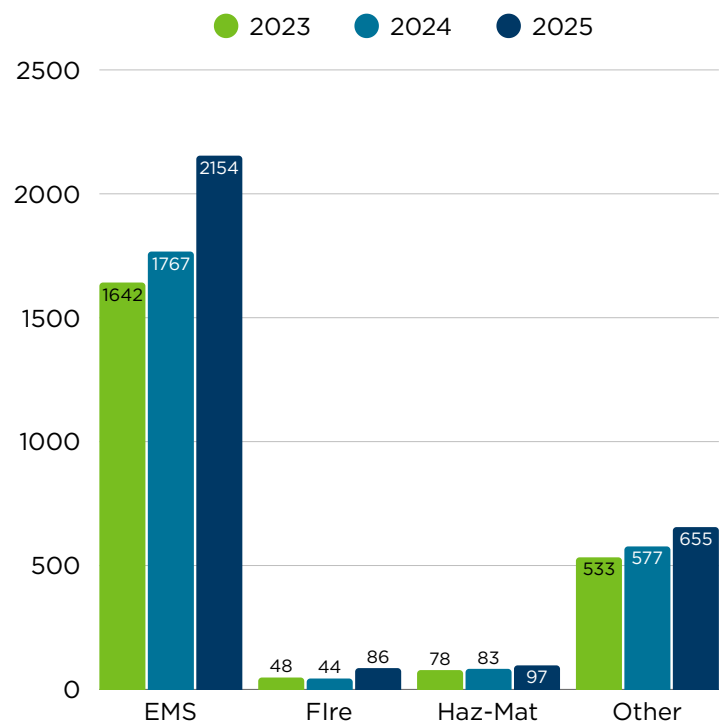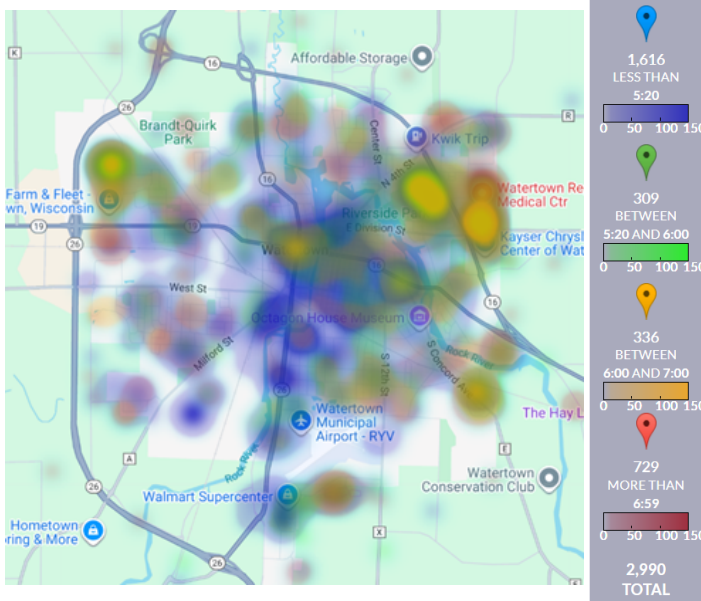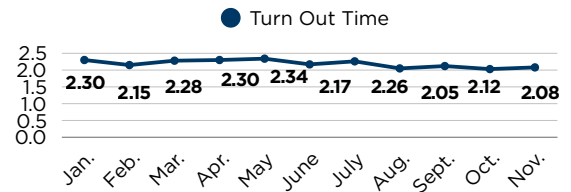|	EMS	FIre	Haz-Mat	Other
2023	1642	48	78	533
2024	1767	44	83	577
2025	2154	86	97	655

***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.

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Year-to-Date Response Time Heat Map

1,616 LESS THAN 5:20

309 BETWEEN 5:20 AND 6:00

336 BETWEEN 6:00 AND 7:00

729 MORE THAN 6:59

2,990 TOTAL

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

● Turn Out Time

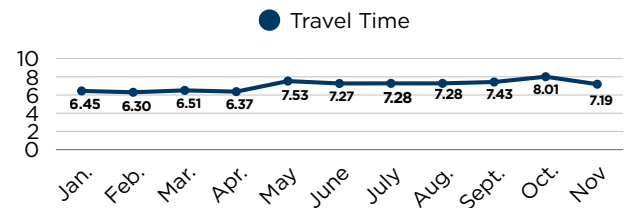|	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.
Turn Out Time	2.30	2.15	2.28	2.30	2.34	2.17	2.26	2.05	2.12		2.08

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

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

● Travel Time

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.
Travel Time	5.19	6.35	6.51	6.45	7.57	7.27	9.42	8.43	9.07	8.31	8.00
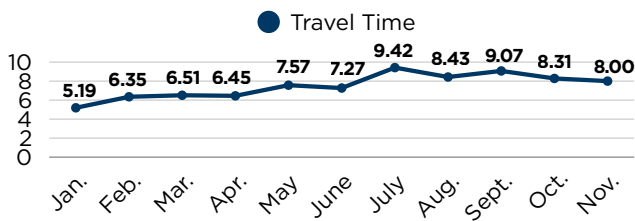
90th Percentile CITY ZONE RESPONSE TIME (Alarm>First Unit Arrival)

● Travel Time

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov
Travel Time	6.45	6.30	6.51	6.37	7.53	7.27	7.28	7.28	7.43	8.01	7.19

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%	89	33%
October	47	19%	57	22%	70	25%
November	51	21%	64	28%	57	24%
December	74	27%	58	28%		

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Calls per Zone in November

Other
36 calls

Zone 13
8 Calls

Zone 15
EMS Only
5 calls

Zone 14
1 Call

Zone 4
0 calls

152 Calls
Zone 1

Zone 2
27Calls

19 Calls
Zone 3

Zone 11
0 Calls

Zone 12
4 Calls
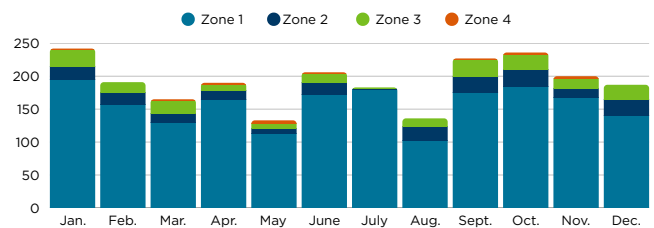
Zone 11
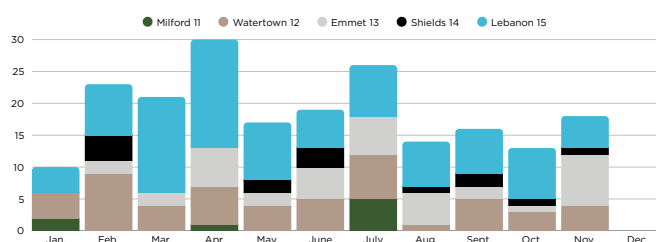EMS Only
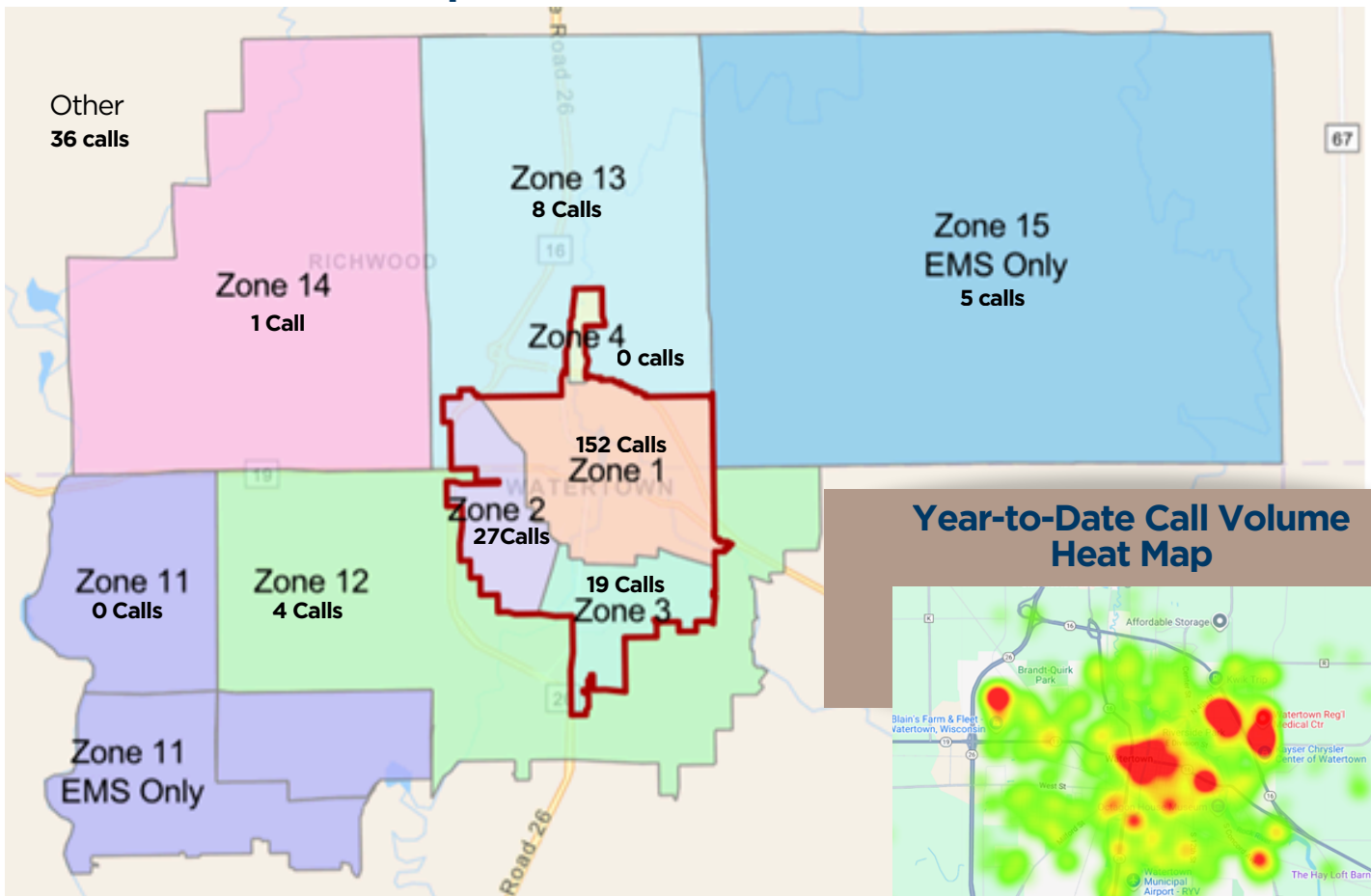
Year-to-Date Call Volume Heat Map
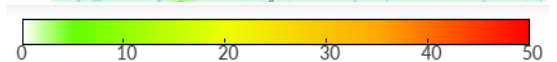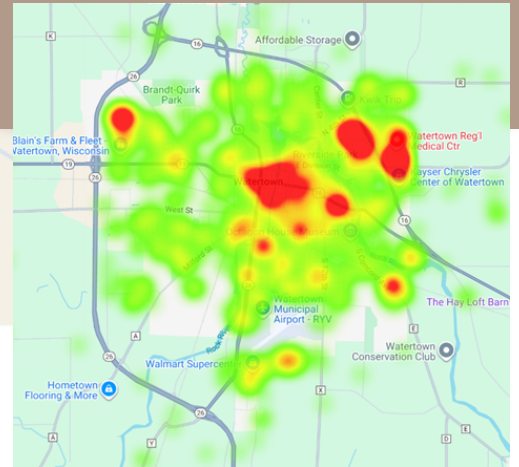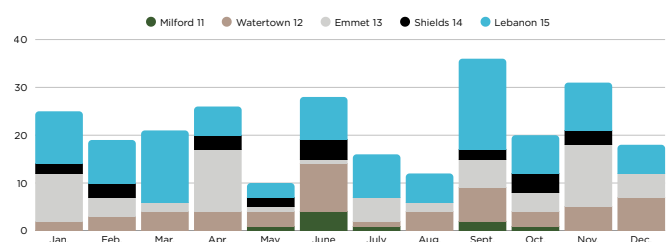

2025 Calls per City Zone
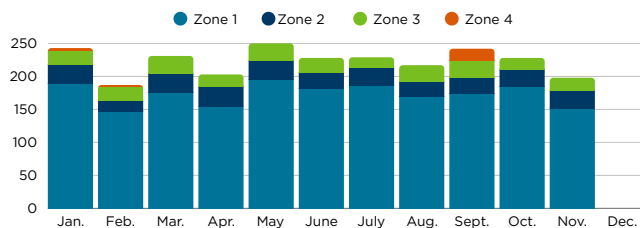
2024 Calls per City Zone

2025 Calls per Township Zone

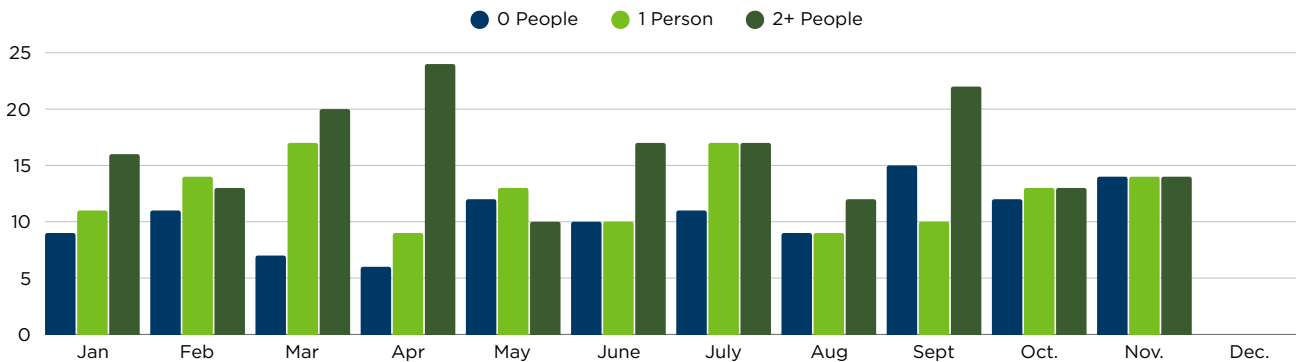## 2024 Calls per Township Zone

November Off-Duty Callback Occurrences

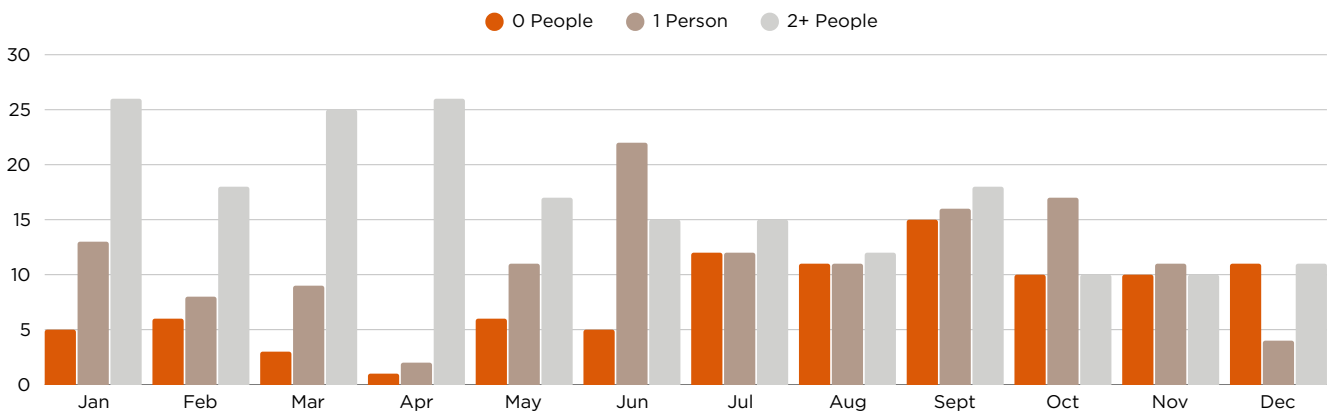| Number of People	0	1	2+	Total
Count	14	14	14	42
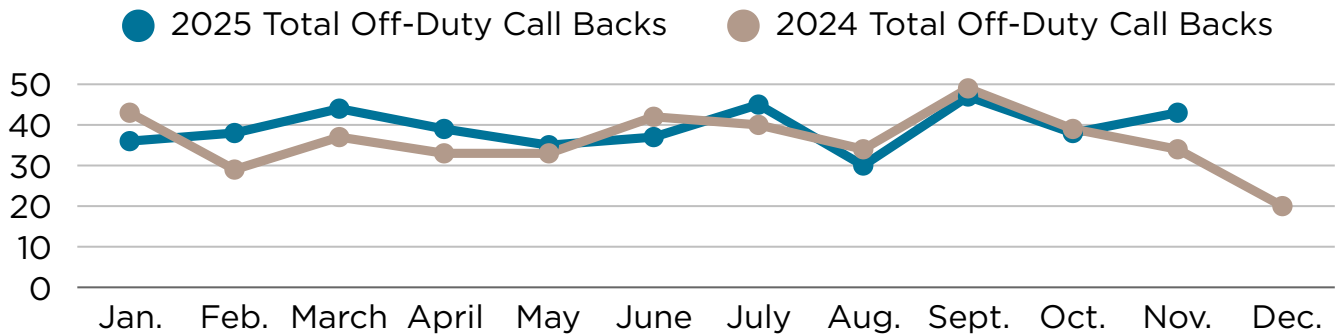
2025 Total Off-Duty Call Backs   **2024 Total Off-Duty Call Backs**

Off-Duty Callback Staff Reporting 2025

0 People   1 Person   2+ People

Off-Duty Callback Staff Reporting 2024

0 People   1 Person   2+ People

Operational Statistics

2025 Total Monthly Overtime Hours

Legend: Daily Staffing · Multiple Calls · Mutual Aid/Rural · Training/School · Meetings · Events · Inspections

2024 Total Monthly Overtime Hours
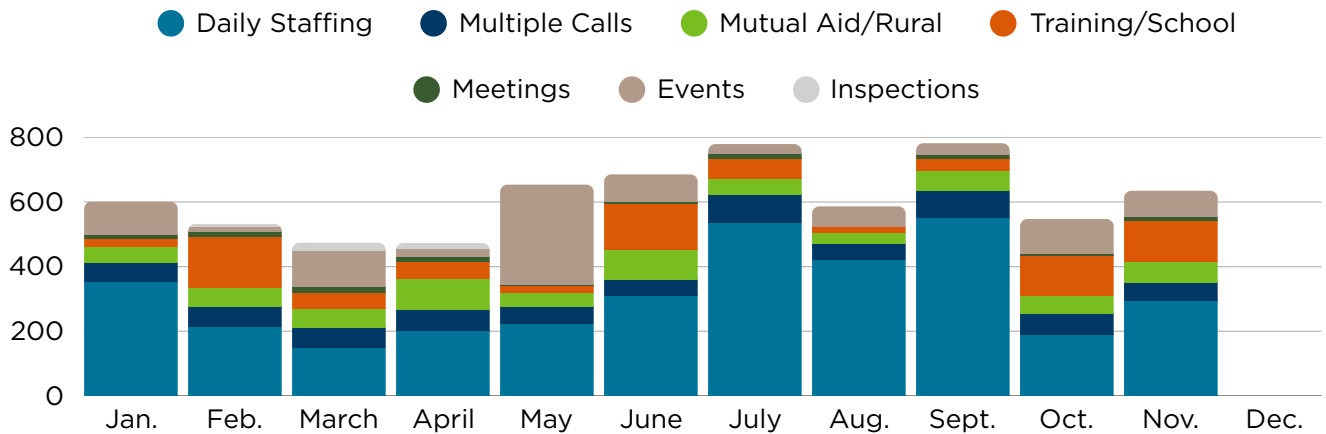
Legend: Daily Staffing · Multiple Calls · Mutual Aid/Rural · Training/School · Meetings · Events · Inspections
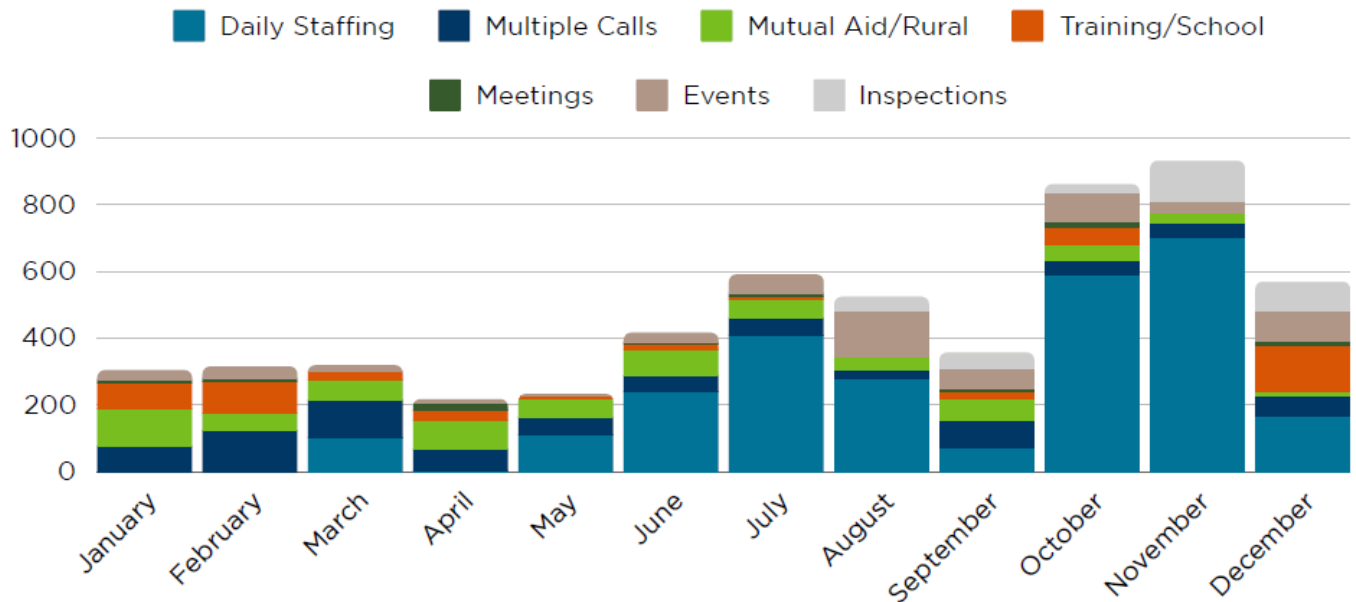
Year to Date Overtime Percentage

- Events/Projects 14.14%
- Inspections 0.74%
- Meetings 1.73%
- Training/School 12.11%
- Intercepts/Mutual Aid/Rural Calls 9.79%
- Multiple Calls & Extended shift/runs 10.21%
- Daily Staffing 51.08%
- Miscellaneous .24%
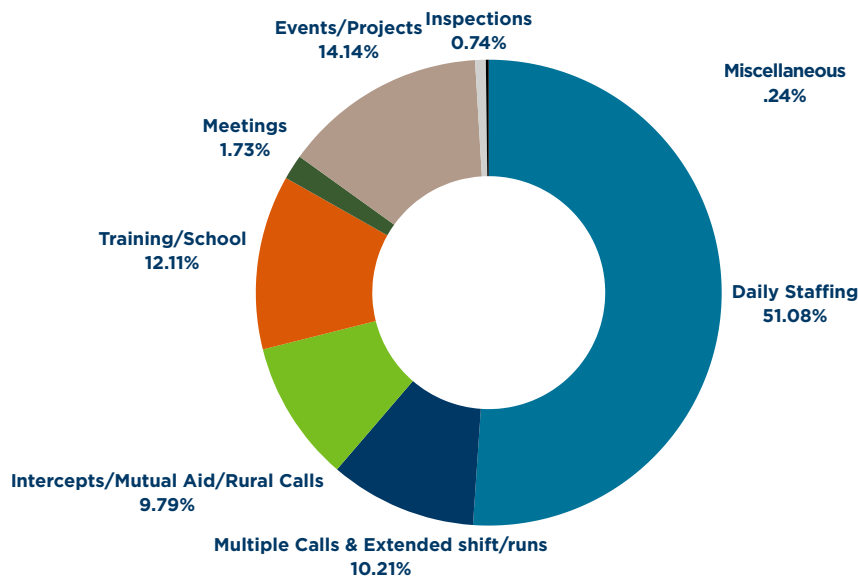
Staffing Update
The newest employee completed the academy and 1st month of ride time and will count towards staffing!

No staff on FMLA Leave
1 staff in Paramedic Clinical
2 staff in Driver Operator class

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Incidents, Training & Public Relations

Training Highlights

New Employee Academy (8 days)
Ground ladders: carries, raises & placement
Highpoint rope rescue
Rural Water Supply
2 1/2" hose line
Pro-Active MPO Tasks
Reading Smoke
Building Construction
Scene Size Up
EMS: High-Risk Populations
EMS: Culture of Safety
EMS- Medical Control Training (Airway)

Fire Safety Tip

As we head into colder weather, it's the perfect time to make sure your home is ready for the season. Check your smoke and carbon monoxide alarms, replace batteries if needed, and test each device to be sure it's working. These alarms are your first line of defense — especially during winter months when heating equipment is running more often.
If you use space heaters, give them at least 3 feet of space, plug them directly into a wall outlet, and turn them off before bed or when leaving the room.

Incident Highlights

17 Mutual Aid/Autoaid Given
6 Building Fires
1 Unauthorized Burning
6 False Alarms
12 Motor Vehicle Crashes
25 Lift Assists

Public Relation Highlights

Station Tours—
Menomonee Falls & Western Lakes
Career Fair
WCTC Open House
WHS Health Observation Student ride-along
Food Drive
Webster School Field Trip
Bell Ringing