

WATERTOWN FIRE DEPARTMENT

Monthly Report / December 2025

Compassion, Dedication,
Integrity, Accountability,
Trust



Greetings!

As we close out the year, I want to pause and recognize the efforts our department members continue to put forward. December has been no exception as we end 2025 with a record-breaking year of calls. Our team is working hard to close out projects, complete year-end reporting, and position the department for a strong start in the new year. I also want to give a sincere thank-you to our crews for the way they have handled a demanding few months of service, including the structure fire on Christmas Eve, several significant calls, and long nights. As a community, this is also a good reminder to keep checking in on one another and to continue coming together, not only in moments of crisis, but every day.

After nearly a three-year wait, this month we took delivery of our new ambulance, pictured above, and crews are already deep into the process of equipping it, training with it, and preparing it for state inspection. This is a meaningful investment in patient care & service reliability. In addition, the new tender was delivered directly to a local upfitting shop, where it will receive its final touches before being brought in-house for training and deployment in 2026.

At the same time, we are preparing for a major nationwide transition from NFIRS to NERIS; the system that tracks fire and EMS incident information. NERIS modernizes how emergency response data is collected and analyzed, giving communities and departments better insight into risk, trends, and outcomes so we can continue improving the service we provide. Our reporting will look different in 2026 and beyond, as categories have adjusted slightly to better reflect modern hazards.

Above all, I want to express sincere gratitude for the opportunity to serve the city throughout 2025. It has been a year of progress, growth, and steady commitment to the people who depend on us. As we move into the final days of the year, we look forward to reflecting on the last twelve months and sharing that story with our community through our upcoming annual report.

Thank you to our members for your professionalism and heart. Thank you to our residents and leaders for your continued trust and support. We are proud to serve this city and excited for what lies ahead.

Chief Tanya Reynen



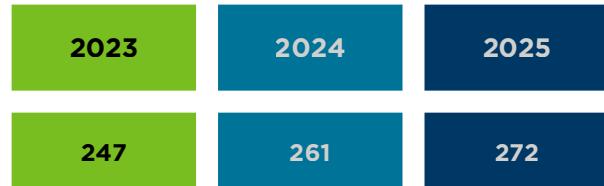
Operational Statistics

2025 Year to Date Calls: 3205

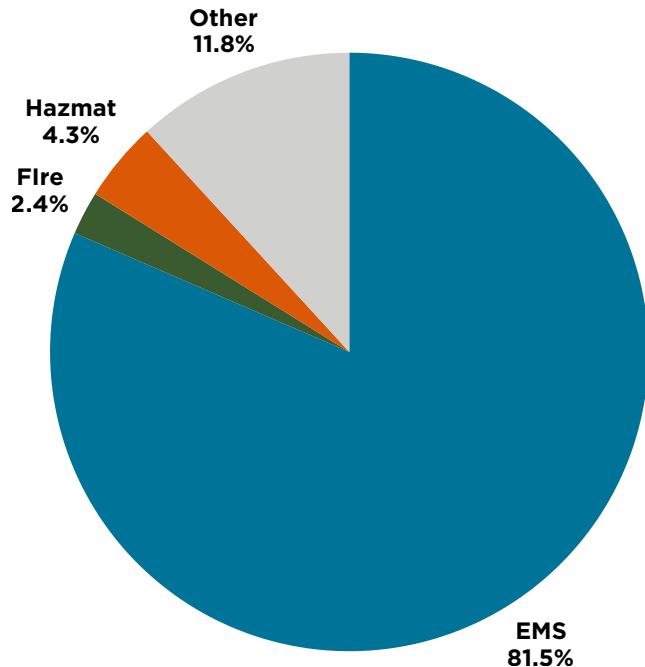
December 2025 Calls: 272



December Incidents by Year



December Incident Percentages

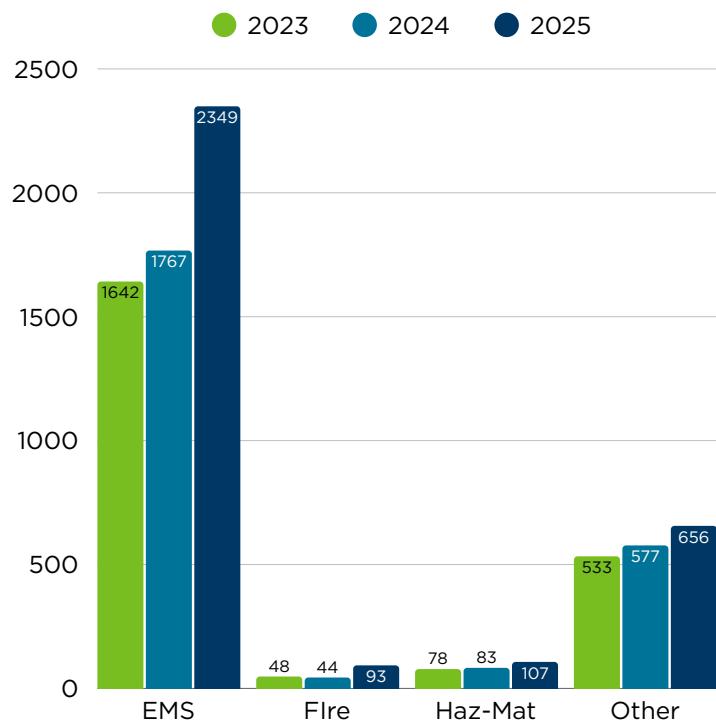


***Other consists of lift assists, false alarms, hazardous conditions such as wires down or gas leaks, animal rescues, burn complaints, and other non-fire or EMS calls for service.

Call Volume

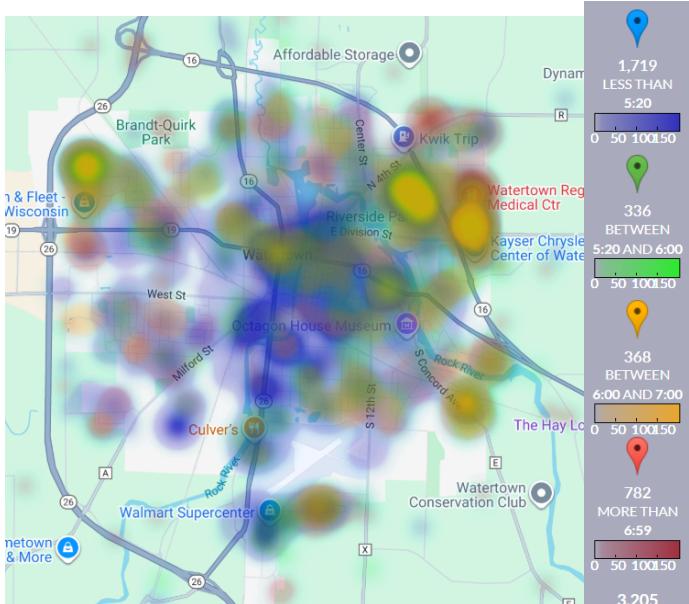
At year's end, our preliminary total showed 3,213 calls for service. As is typical during final data reconciliation between dispatch and records, several incidents were merged or corrected, resulting in an official 2025 total of 3,205

Year-to-Date Incidents by year and type

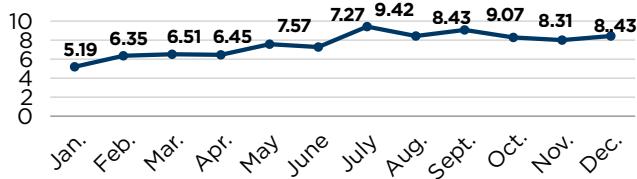


Operational Statistics

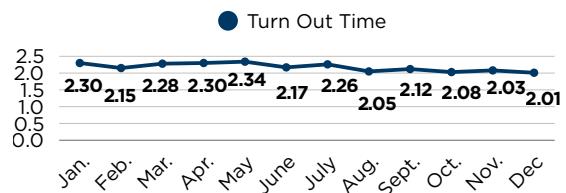
Year-to-Date Response Time Heat Map



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

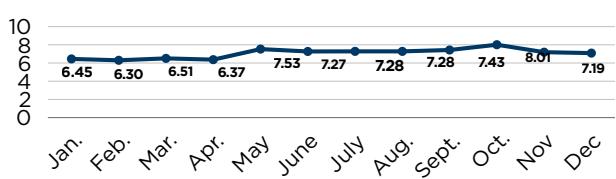


90th Percentile ALL ZONE TURN OUT TIME (Alarm>EnRoute)



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

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



Simultaneous Calls for the Past Three Years

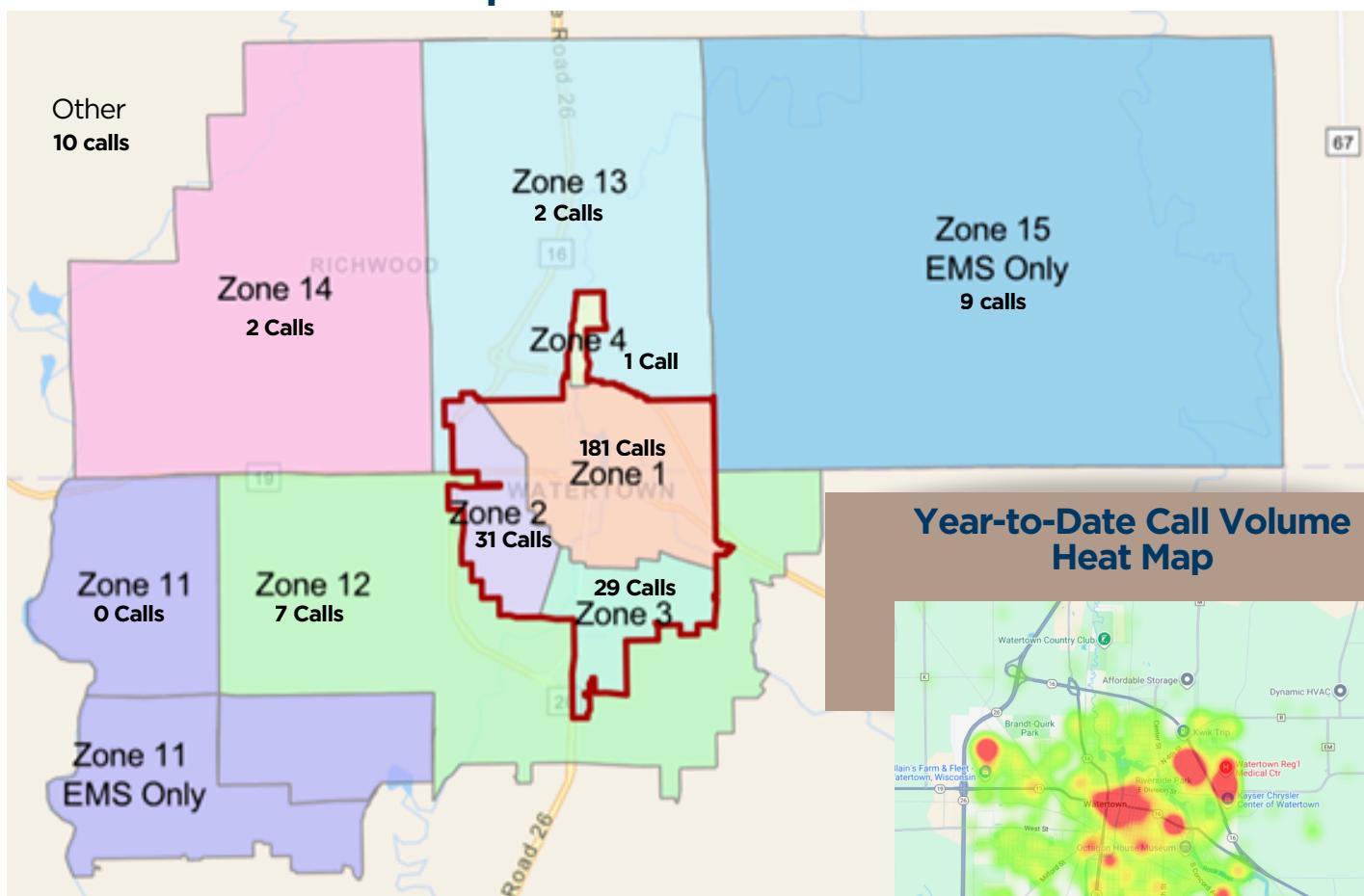
This means that the crew is out on more than one call at the same time.

	2023		2024		2025			2023		2024		2025	
January	39	17%	52	19%	79	28%	July	63	22%	57	24%	87	30%
February	48	20%	39	18%	63	28%	August	50	19%	50	22%	60	24%
March	39	18%	52	22%	93	32%	September	47	18%	66	25%	89	33%
April	37	17%	31	14%	74	28%	October	47	19%	57	22%	70	25%
May	45	18%	47	20%	103	34%	November	51	21%	64	28%	57	24%
June	46	17%	68	27%	78	27%	December	74	27%	58	28%	80	29%

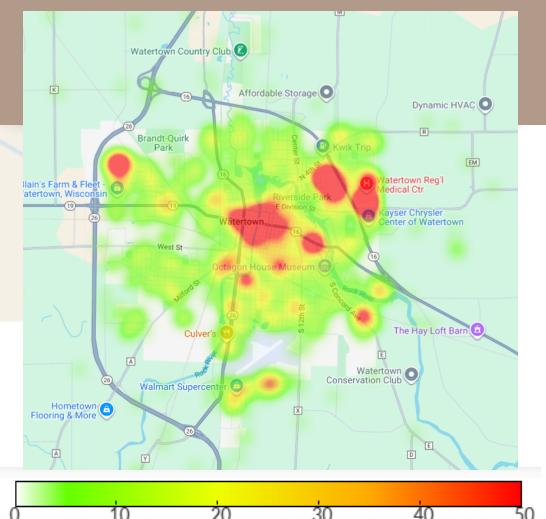
Simultaneous Call
Average
2023 - 21.9%
2024 - 22.4%
2025 - 28.5%

Operational Statistics

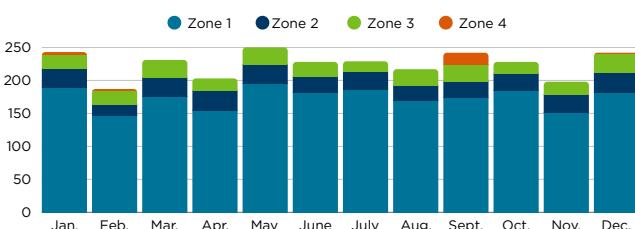
Calls per Zone in December



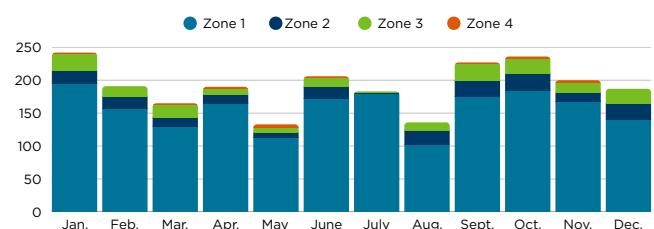
Year-to-Date Call Volume Heat Map



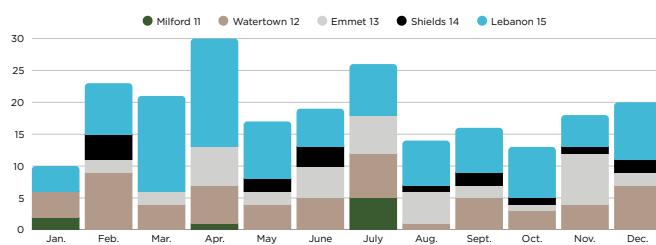
2025 Calls per City Zone



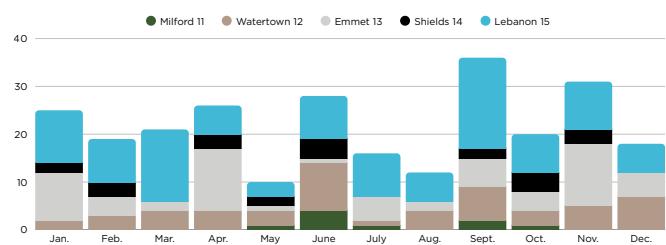
2024 Calls per City Zone



2025 Calls per Township Zone



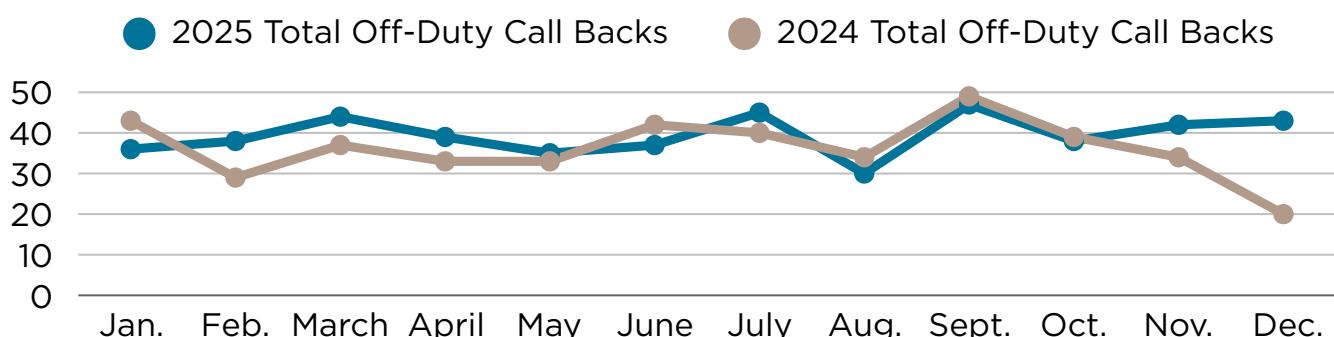
2024 Calls per Township Zone



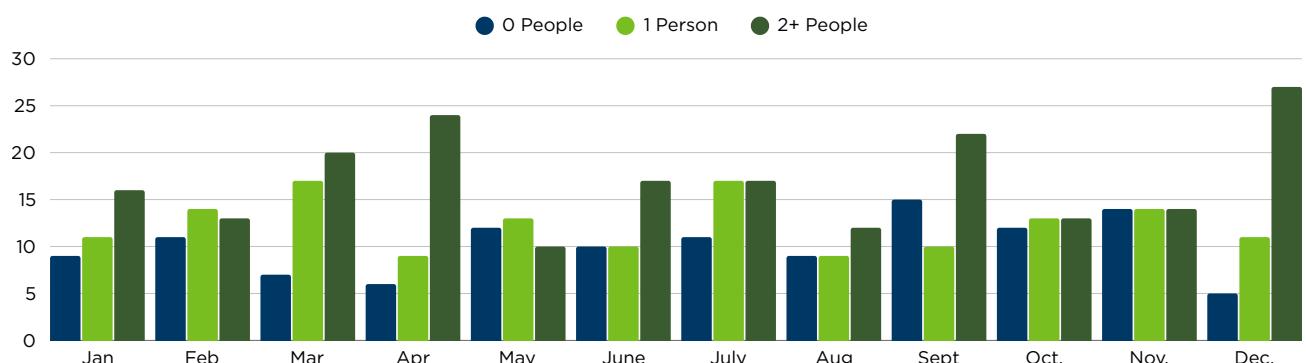
Operational Statistics

December Off-Duty Callback Occurrences

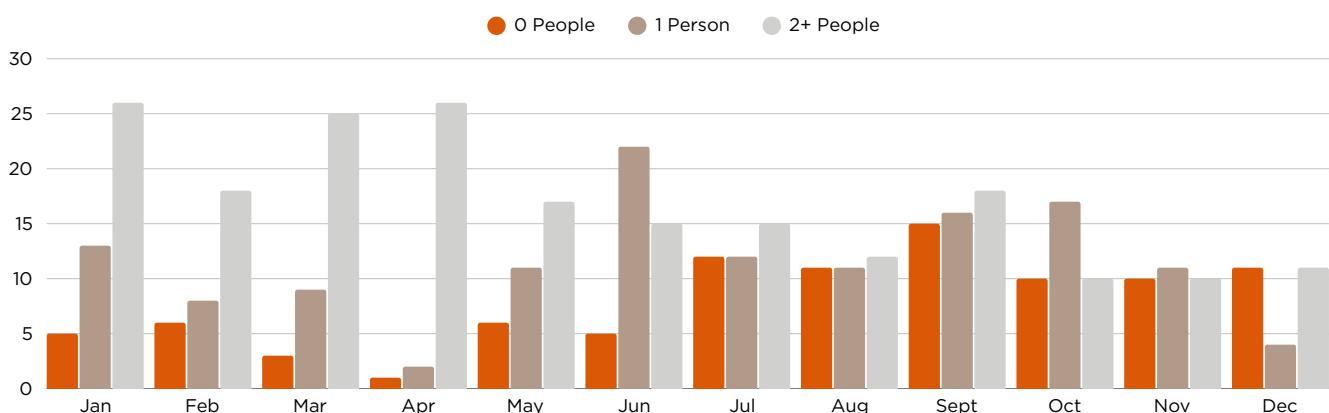
Number of People	0	1	2+	Total
Count	5	11	27	43



Off-Duty Callback Staff Reporting 2025

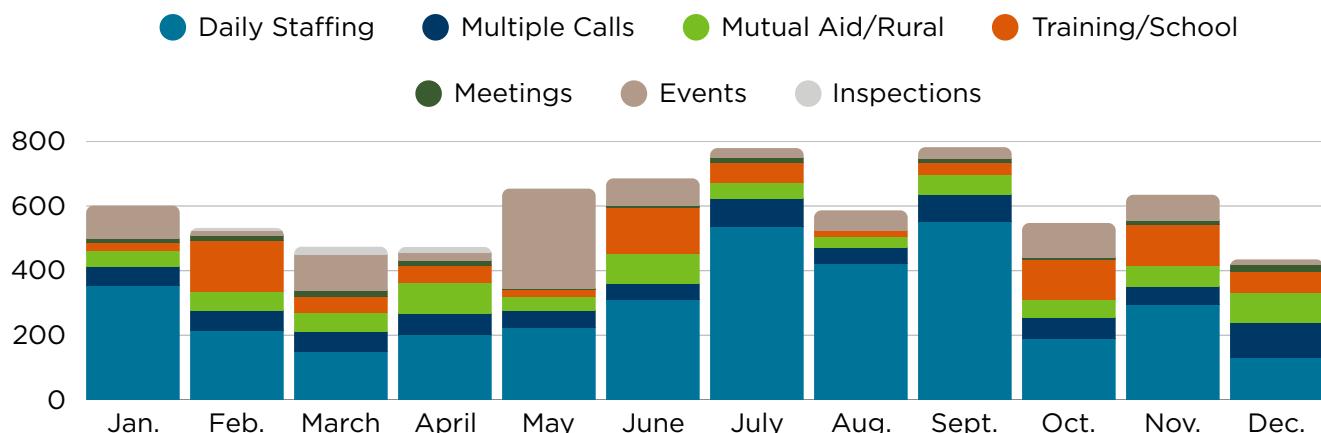


Off-Duty Callback Staff Reporting 2024

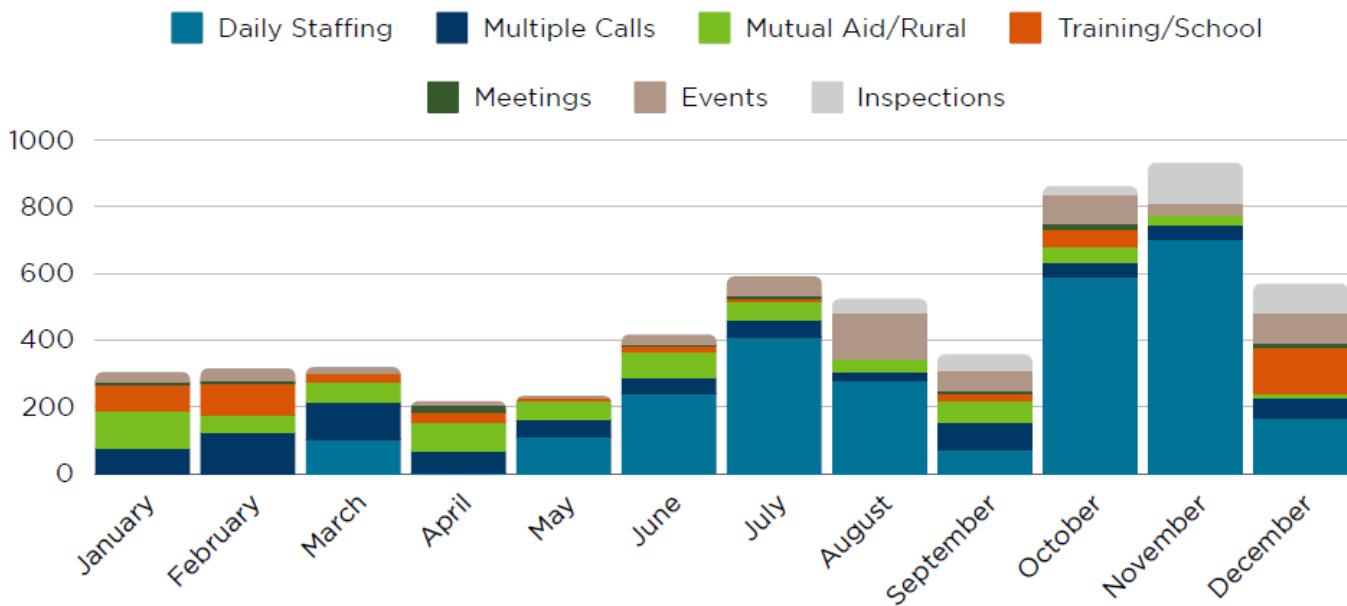


Operational Statistics

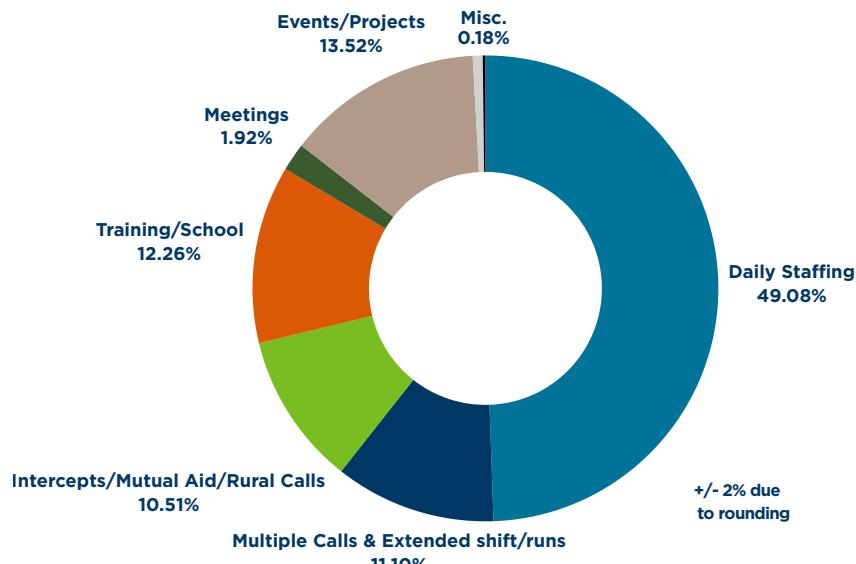
2025 Total Monthly Overtime Hours



2024 Total Monthly Overtime Hours



Year to Date Overtime Percentage



Overtime “Causes”

- Daily Staffing:** Sick, FMLA
- Multiple Calls:** Multiple calls, extended calls, or extended shift
- Mutual Aid/Rural:** Township incidents & mutual aid
- Training/School:** paramedic and required courses
- Meetings:** Staff meetings etc

Incidents, Training & Public Relations

Training Highlights

- Reading Smoke
- Building Construction
- Scene Size Up
- Firefighter Rapid Intervention
- Gas Meters
- Haz-Mat Review
- EMS- ACLS and CPR Renewal
- EMS—Environmental Emergencies
- NERIS Training
- Staffworks Training
- Financial Wellness

Fire & Safety Tip

As winter settles in and we spend more time navigating icy sidewalks, snowy driveways, and slick entryways, now is a good time to think about fall prevention at home.

Make sure outdoor walkways and steps are kept clear of snow and ice. Use ice melt or sand for traction, and check that porch lights and pathway lighting are working so you can see hazards during early mornings and evenings. Inside, take a moment to secure loose rugs, clear clutter from walking paths, and keep frequently used items within easy reach to avoid unnecessary climbing or stretching.

Incident Highlights

- 12 Mutual Aid/Autoaid Given
- 1 Structure Fire
- 9 False Alarms
- 14 Motor Vehicle Crashes
- 31 Lift Assists



We've had a lot of snow so far this year. Please help us help you and clear your hydrants!

Public Relation Highlights

Chief Reynen spoke as a panel member on Wisconsin Policy Forum discussing the financial, staffing, and system challenges facing EMS and fire services throughout Wisconsin



Timothy Heiman
Fire Chief
City of Oshkosh

Tanya Reynen
Fire Chief/Emergency Manager
City of Watertown

James Small
Rural EMS Outreach Program Manager
University of Wisconsin School of Medicine and Public Health

Robert Whitaker
Fire Chief
North Shore Fire Department