



DEFORST WINDSOR FIRE AND EMS STAFFING PLAN

Ensuring Efficient Emergency Response and
Community Safety

ABSTRACT

This staffing plan outlines the strategic expansion of the DeForest Windsor Fire and EMS Department in response to growing community demands and increased call volumes. It assesses current staffing gaps, evaluates trends, and proposes scalable solutions aligned with NFPA 1720 standards. The goal is to enhance emergency response, improve coverage, and ensure continued public safety as the district grows.

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Staffing Plan

As our community continues to grow and evolve, the demand for effective and timely emergency services has become increasingly evident. In response to this need, we are excited to present a comprehensive staffing plan for the establishment of a second fire station within our burgeoning fire department. This strategic initiative aims not only to enhance our operational capabilities but also to ensure the safety and well-being of our residents by providing faster response times and improved coverage across our expanding service area. By investing in the necessary personnel, training, and resources, we are committed to maintaining the highest standards of emergency response and community service as we navigate the challenges and opportunities for growth.

Current Staffing Model

The current staffing levels of the DeForest Windsor Fire and EMS Department consist of three full-time fire and EMS personnel who provide operational coverage from 07:00 to 22:00. During these daytime hours, they receive support from three administrative positions to enhance operational efficiency.

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Sample Weekday Staffing

Staffing Gaps and Coverage Limitations

However, from 22:00 to 06:00, full-time staff are backed by one duty officer, three firefighters, and one LTE EMT. This staffing model creates service gaps for the fire service from 17:00 to 22:00, leaving the department with limited operational capacity during peak hours in the evenings. Addressing these gaps is essential to ensure consistent and reliable emergency response coverage for the community.

Incidents by Day and Hour

Jan 01, 2024 to Dec 31, 2024

Day of Week	Sunday	10	8	5	1	4	8	7	7	12	6	14	15	9	10	15	18	8	14	9	16	8	6	4	
	Monday	6	4	6	2	7	8	8	11	13	14	10	18	19	14	15	16	12	13	7	17	13	13	7	9
	Tuesday	4	5	5	4	8	11	9	8	12	24	15	20	12	18	15	19	17	5	8	17	15	10	10	7
	Wednesday	6	5	4	6	7	8	6	16	6	12	12	21	13	13	10	17	20	16	16	6	9	13	13	6
	Thursday	4	8	3	5	8	5	14	12	11	9	13	19	17	17	15	11	12	21	14	11	13	5	6	5
	Friday	4	5	6	5	8	2	9	18	11	14	10	15	16	14	18	20	10	18	11	15	18	11	13	9
	Saturday	8	6	2	10	5	7	7	12	6	9	13	16	12	16	14	12	13	22	13	16	15	9	5	10
			0000	0200	0400	0600	0800	1000	1200	1400	1600	1800	2000	2200											

Guideline and Standards: NFPA 1720 Compliance

The staffing guidelines for the fire department are influenced by state statutes that reference the national guidelines outlined in NFPA 1720. These guidelines establish specific requirements for staffing levels and response times for both emergency medical services (EMS) and fire responses. Key aspects include:

Headcounts: Specific minimum staffing levels needed for various types of incidents.

Turnout Times: Timelines for how quickly personnel should be ready to respond.

Response Data: Metrics that evaluate the efficacy of current staffing in relation to response times.

While the department may not fully meet these guidelines, the overarching goal is to enhance response times and effectively manage call volumes. Additionally, there is an emphasis on preparing for the potential risks associated with larger incidents. Overall, the aim is to continuously improve service delivery in line with established benchmarks.

Table 4.3.2 Staffing and Response Time				
Demand Zone ^a	Demographics	Minimum Staff to Respond ^b	Response Time (minutes) ^c	Meets Objective (%)
Urban area	>1000 people/mi ² (2.6 km ²)	15	9	90
Suburban area	500–1000 people/mi ² (2.6 km ²)	10	10	80
Rural area	<500 people/mi ² (2.6 km ²)	6	14	80
Remote area	Travel distance ≥ 8 mi (12.87 km)	4	Directly dependent on travel distance	90
Special risks	Determined by AHJ	Determined by AHJ based on risk	Determined by AHJ	90
^a A jurisdiction can have more than one demand zone.				
^b Minimum staffing includes members responding from the AHJ's department and automatic aid				
^c Response time begins upon completion of the dispatch notification and ends at the time interval shown in the table.				

NFPA 1720 Benchmarks

Call Volume and Response Trends (2014-2024)

The DeForest Windsor Fire and EMS District has experienced significant growth in recent years, reflecting the increasing demands of the community it serves. This growth can be attributed to several key factors:

Population Increase: The district has seen a rise in population, leading to higher call volumes for both fire and emergency medical services.

District Population Growth	
2010 Census Population	22,304
2020 Census Population	26,885
2028 Census Population (Estimated)	29,630

District Housing Growth	
2020 Housing Units	10,280
2023 Housing Units	10,866
2026 Housing Units (Estimated at 5.7% growth)	11,409

Expanded Services: In response to the growing needs of the community, the district has expanded its services, offering a wider range of emergency response options and preventive services.

In 2024, 1,236 inspections were conducted on 661 inspectable properties with 6,495 violations found. Of those, 3,678 were noted corrected.

Also in 2024, we organized 267 public education events, with a special emphasis on engaging 4th-grade children. These events aimed to instill fire safety knowledge and practices at an early age, fostering a culture of safety within our community.

Enhanced Staffing: To better meet response times and service demands, the district has made improvements in staffing levels, aligning more closely with national guidelines and community expectations.

- **2014:** Two full-time shifts (0600–1400, 1400–2200) covered primary ambulance responses with AEMTs. Volunteers responded from home for backup ambulance and fire calls. Night/weekend ambulance shifts handled by volunteer EMS crews. One full-time fire inspector worked weekdays.
- **2016:** Full-time staff transitioned to a single 0600–2200 shift for daytime fire and EMS responses. Volunteer crews continued covering nights and weekends.
- **2019:** Ambulance service upgraded to paramedic level with one paramedic on duty 24/7, supported by two 16-hour full-time AEMTs. Volunteer EMS crews continued to cover nights and weekends. Fire services maintained volunteer coverage for nights and weekends.
- **2022:** Full-time employees moved to a 24/48 schedule. Three shifts included two paramedics and one AEMT, with a fourth shift comprising one paramedic and one AEMT for work reduction days. Volunteer crews remained for nights and weekends.
- **2023:** Volunteer EMS dissolved; all members became paid part-time employees working at the station (1800–0600 on weeknights, 0700–0700 on weekends).
- **2024:** Fire crews became paid part-time employees, required to stay at the station during shifts while continuing on the same schedule.

Modernization: Investments in new equipment, technology, and training have been made to improve operational efficiency and service delivery.

Community Engagement: The district has enhanced its outreach and education efforts, fostering strong relationships with community members and increasing awareness about fire safety and emergency preparedness.

Overall, the growth of the DeForest Windsor Fire and EMS District underscores its commitment to ensuring the safety and well-being of its residents while adapting to the evolving needs of the community.

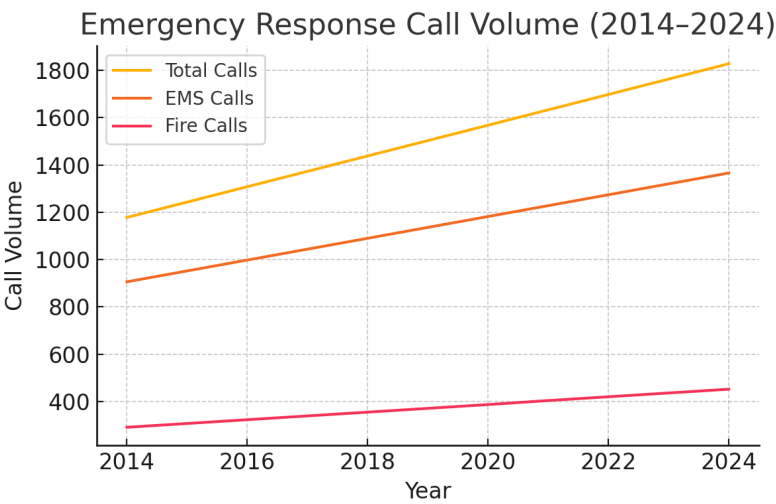
In analyzing the emergency response statistics from 2014 to 2024, we observe a significant increase in overall call volume, rising from 1,178 calls in 2014 to 1,823 calls in 2024. This increase encompasses a substantial rise in EMS calls, from 906 in 2014 to 1,414 in 2024, reflecting a growing demand for emergency medical services. Additionally, service calls on the fire side also rose dramatically, from 24.74% of total calls in 2014 to 362 service calls in 2024.

Operational Efficiency and Turnout Time Improvements

Remarkably, despite this growth in call volume, our average turnout time improved significantly from 7 minutes and 26 seconds in 2014 to just 2 minutes and 13 seconds in 2024. This indicates not only enhanced operational efficiency but also a commitment to providing timely and effective emergency response to the community’s needs. Overall, these statistics underscore the progress made in emergency service delivery over the past decade.

Emergency Response Trends (2014–2024)

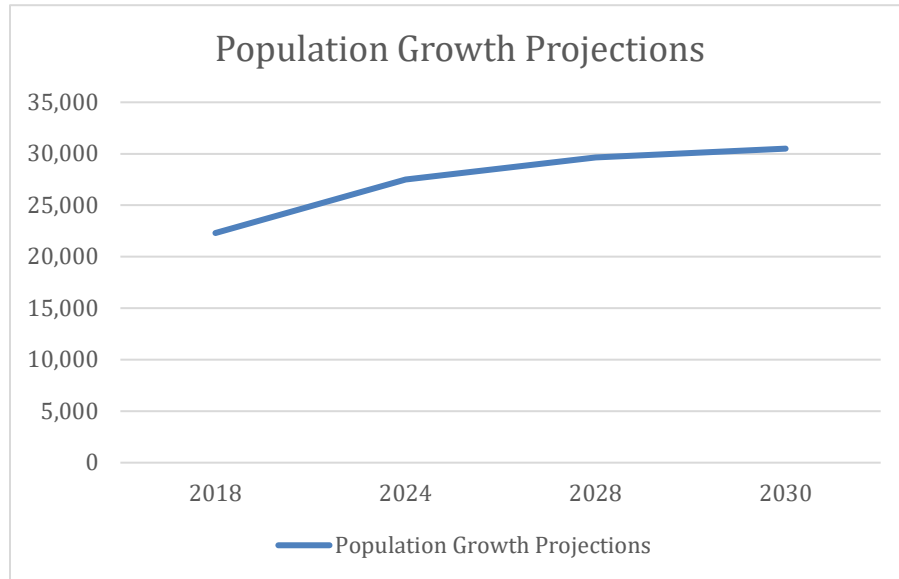
Between 2014 and 2024, emergency response calls increased from 1,178 to 1,823. EMS calls rose significantly from 906 to 1,414, indicating a growing demand for medical services. Fire-related service calls also saw a notable increase. Despite the increased call volume, the average turnout time improved dramatically from 7 minutes and 26 seconds to 2 minutes and 13 seconds.



Population Growth and EMS Demand Projections

The population within 5 miles of the current station grew from 22,304 to 27,512, with projections estimating it will reach 29,630 by 2028. This increase in population correlates with a rise in EMS call volume, particularly influenced by an aging population and the presence of senior care facilities.

Projected Population Growth (2020–2030)



EMS Call Volume and Aging Population Impact

Notably, individuals aged 60 and older accounted for 870 EMS calls in 2024, representing approximately 61% of the total EMS call volume.

Industrial Growth and Fire Load Risk

The North Industrial Park in DeForest encompasses 3 million square feet of light industrial, manufacturing, and distribution facilities, including 900,000 square feet added in the last three years and another million square feet in proposed development. Some of the current and proposed additions to the industrial parks are considered high risk to our members and the community without proper staffing.

Development Oversight and Inspection Needs

When planning these types of developments, administrative staff dedicate many hours to ensuring life safety, community safety, and proper access from the beginning to the end of the planning process. Continuous inspections are also necessary to maintain safety standards. Despite the facilities being designed to be very safe, unforeseen events and system breakdowns can occur, necessitating a fire response. The sheer fire load and square footage can quickly overwhelm current staffing models, requiring large mutual aid responses from surrounding communities, which are facing similar challenges.

Staffing Plan A: Full Implementation Based on NFPA 1720

This plan proposes each shift with five additional personnel to ensure coverage of two fully staffed ambulances and an engine every day. While this plan is ideal for optimal service delivery, it necessitates the hiring of 20 new members, incurring an estimated cost of approximately \$2,242,200. This significant financial requirement makes the implementation of Staffing Plan A nearly unattainable.

Staffing Plan B: Moderate Staffing Increase

This plan involves hiring 4 new staff members at a cost of \$448,440. Additionally, it requires the inclusion of LTE staff hours to cover open fire shifts from 18:00 to 22:00, as well as daytime hours, which would amount to approximately \$90,000.

Staffing Plan C: Minimal Staffing Expansion

This plan involves hiring one full-time employee who would work four 12-hour days to cover daytime operations. Additionally, it requires a minimum investment of \$90,000 into the LTE pool.

Conclusion

As the DeForest Windsor Fire and EMS Department continues to grow alongside our expanding community, we remain steadfast in our commitment to delivering high-quality emergency services. By strategically enhancing staffing levels and investing in essential resources, we aim to meet the national standards set forth in NFPA 1720 while striving toward the more comprehensive benchmarks of NFPA 1710.

Our goal is not only to improve response times but also to ensure that our personnel are adequately equipped to handle increasing call volumes and complex emergencies with efficiency and professionalism. By adopting a proactive approach to fire and EMS service improvements, we affirm our dedication to the safety, well-being, and preparedness of our community, ensuring that we remain responsive to current and future demands.

Through continued collaboration and strategic planning, we will uphold the highest standards of emergency response, reinforcing our mission to serve and protect those who rely on us in times of need.