# DEFOREST WINDSOR

# FIRE & EMS

# ANNUAL REPORT - 2024

DeForest Windsor Fire & EMS
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## Contents


| | |
|---|---|
| Message from Chief LaFeber | Page 3 |
| Review of 2024 Achievements and Improvements | Page 4 |
| 2024 Incident Information and Statistics | Pages 5-11 |
| Training Overview | Pages 12-13 |
| Inspection and Community Risk Reduction | Page 14 |
| Long-term Operational Goals | Pages 15-18 |
| Short-term Operational Goals | Pages 19-22 |
| Board and Department Membership | Pages 22-23 |

Dear Community Members,

As we present this year's annual review, we are proud to highlight the exceptional service and dedication of our fire department members. Throughout the year, our team has demonstrated unwavering commitment, bravery, and professionalism in the face of numerous challenges.

Our members have gone above and beyond, responding to emergencies with remarkable efficiency and compassion. Their outstanding service has not only safeguarded lives and property but also strengthened the bond within our community.

We extend our deepest gratitude to each member of our fire department for their tireless efforts and to our community for their continued support. Together, we have made significant strides in enhancing safety and preparedness.

Thank you for your trust and partnership. We look forward to another year of exemplary service and community collaboration.

Sincerely,

Steven D. LaFeber
Department Chief
DeForest Windsor Fire and EMS

## 2024 Achievements Summary

In 2024, our fire department made significant strides in various areas, reflecting our commitment to excellence and community safety.

**Promotions and Succession Planning**: We successfully implemented a robust succession planning strategy, resulting in several key promotions. This ensures that our leadership pipeline remains strong and capable of meeting future challenges.

**House Burns for Improved Fire Skills**: Our team participated in multiple controlled house burns, enhancing their firefighting skills and preparedness. These exercises provided invaluable hands-on experience in real-life scenarios.

**EMS Ventilators for Advanced Care**: We introduced advanced EMS ventilators, significantly improving the care we provide to seriously ill patients. This upgrade has enhanced our emergency medical services, ensuring better outcomes for those in critical condition.

**LifePak 35 Monitor Acquisition:** Adding LifePak 35 monitors to our fire department operations has significantly enhanced our ability to provide advanced prehospital care. These devices offer improved cardiac monitoring, faster ECG transmission, and enhanced defibrillation capabilities, allowing for more efficient patient assessment and treatment. Their durability and ease of use in high-pressure environments have streamlined EMS response, ultimately improving patient outcomes. Additionally, the integration of LifePak 35s with our existing protocols has strengthened overall operational efficiency and team effectiveness.

**Paid Fire Staffing for LTE Staff**: We expanded our staffing model to include paid positions for LTE (Limited Term Employment) staff. This initiative has bolstered our workforce, allowing us to maintain high service levels and respond more effectively to emergencies.

**Intergovernmental Agreement**: We started the process to enter into a new intergovernmental agreement, fostering collaboration and resource sharing with neighboring jurisdictions. This partnership will strengthen our operational capabilities and community support.

**Station Planning**: We made substantial progress in planning a new fire station. This project is a crucial step towards improving our infrastructure and ensuring we can meet the growing needs of our community.

These achievements are a testament to the dedication and hard work of our team. We look forward to building on this success in the coming year.

## Incident Information and Statistics

Community Coverage

We are responsible for the safety and well-being of residents in:

Villages: Windsor and DeForest

Townships: Vienna and Hampden (under contract)

Our department's commitment to these communities is reflected in our continuous efforts to improve our services and ensure the highest standards of safety.

In 2024, we have focused on enhancing our operational readiness, training, and community engagement. Our team's dedication and diverse backgrounds contribute to a robust and dynamic department, capable of meeting the evolving needs of the communities we serve.

*Members giving tours of Ladder 23 at the National Night Out.*

*Firefighter Ryan Latimer giving a volleyball team from out of district a station and apparatus tour.*

## DeForest Windsor Fire and EMS: Yearly Summary

In the past year, DeForest Windsor Fire and EMS responded to a total of 1,415 EMS calls. Here are some key highlights:

**Calls to Senior Facilities:**

408 calls were made to senior facility, accounting for 28.5% of the total calls.

This figure does not include seniors who are still living at home.

**Calls to Citizens Aged 60 and Above:**

807 calls were made to citizens aged 60 and above, representing 57% of the total calls.

Responding to EMS calls for citizens over the age of 60 can negatively impact EMS billing due to a higher likelihood of Medicare being the primary payer. Medicare reimbursement rates are often lower than private insurance rates and may not fully cover the actual cost of service. Additionally, strict Medicare billing regulations and limitations on what can be reimbursed can lead to reduced revenue recovery for the department, impacting overall EMS funding and operations.

**Population Demographics:**

Residents aged 60 and above make up 32.7% of the DeForest Windsor population.

These statistics highlight the significant demand for emergency services among the senior population in DeForest Windsor. The high percentage of calls to citizens aged 60 and above underscores the importance of considering the financial implications for this demographic when planning and allocating resources for emergency services.

## DeForest Windsor Fire and EMS: Call Data Summary

In the past year, DeForest Windsor Fire and EMS experienced notable changes in call volume and response times. Here are the key highlights:

**Village of DeForest:**

There was a 15.32% increase in call volume, resulting in 1,182 calls, which accounts for 65% of the total call volume.

**Village of Windsor:**

The call volume decreased by 15.41%, with a total of 472 calls, making up 26% of the total call volume.

**Emergency Medical Services (EMS):**

77.86% of the calls, or 1,414 calls, were EMS or rescue related.

Of those 1414 EMS calls 1387 were handled at the Paramedic level and only 27 were handled AEMT level. This information supports the effectiveness of our EMS plan.

**Response Times:**

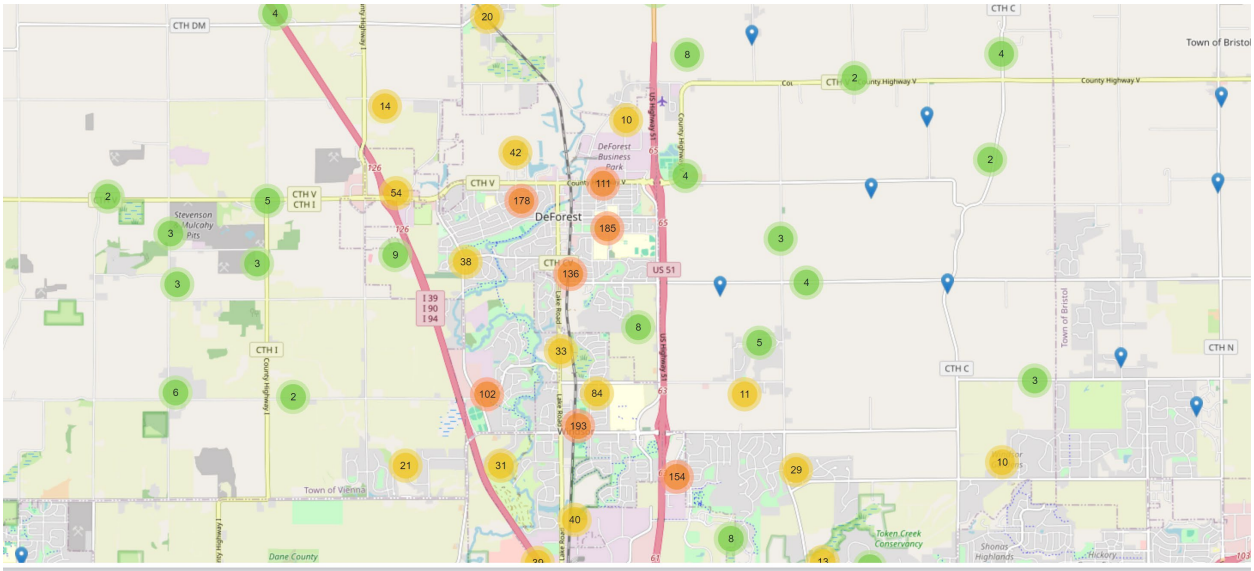
The 90th percentile* response time is 13:49 from page to door. This is an area identified for improvement, especially with the addition of a second station.

The average turnout time is 1:54, which is well within the 7-minute county guideline.

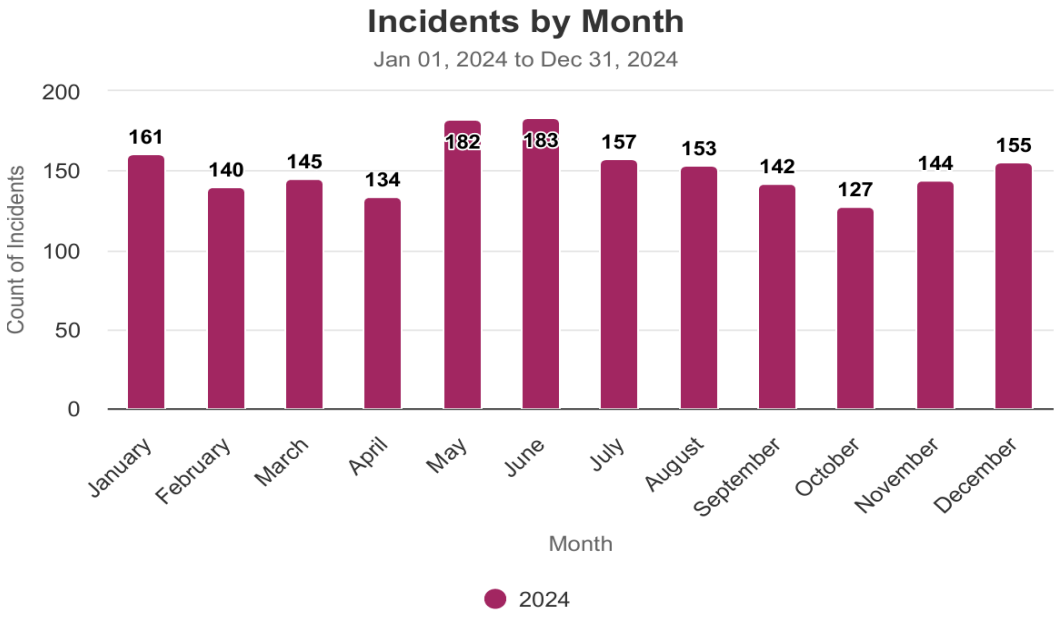
These statistics highlight the dynamic nature of emergency services in DeForest Windsor and underscore the importance of continuous improvement in response times and service delivery.

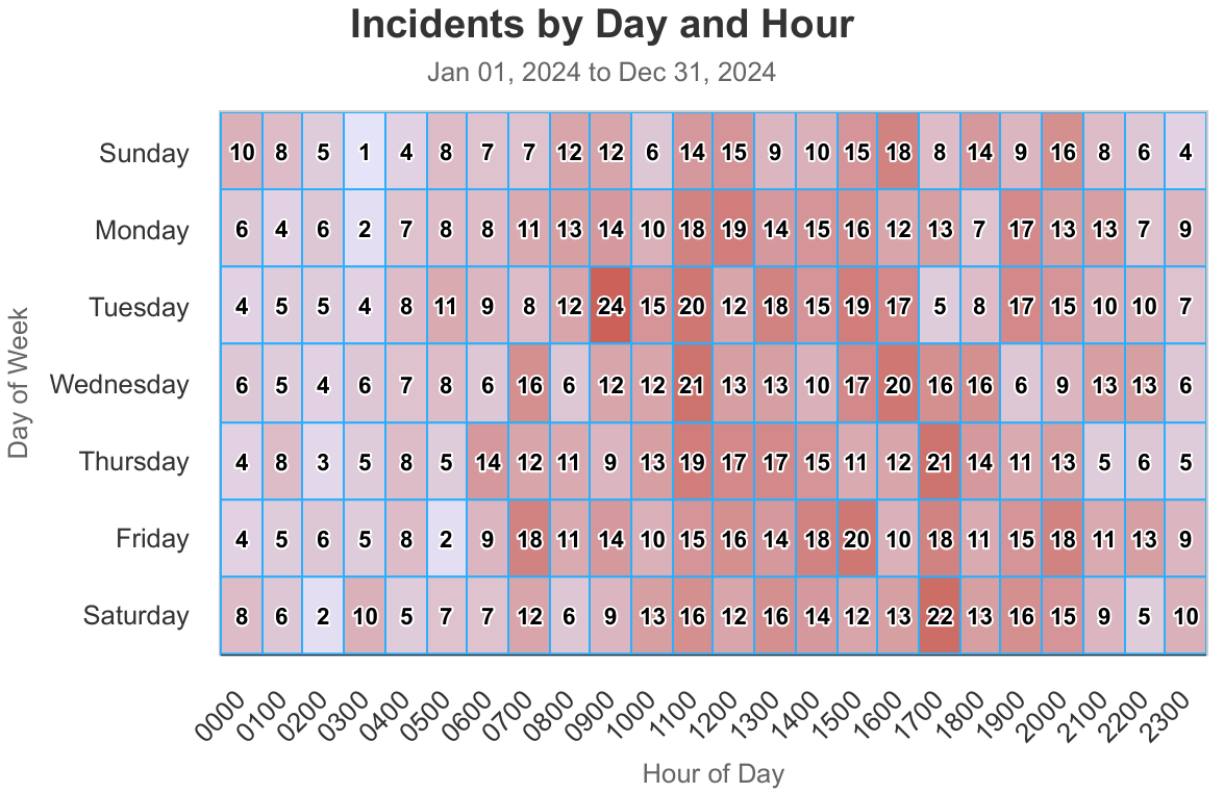
*The 90th percentile is a statistical measure indicating the value below which 90% of the data points in a given dataset fall. In other words, it represents a threshold where only the top 10% of values exceed it.

## 2024 Call Volume Cluster Map




*This map illustrates call volumes by generalized area.*

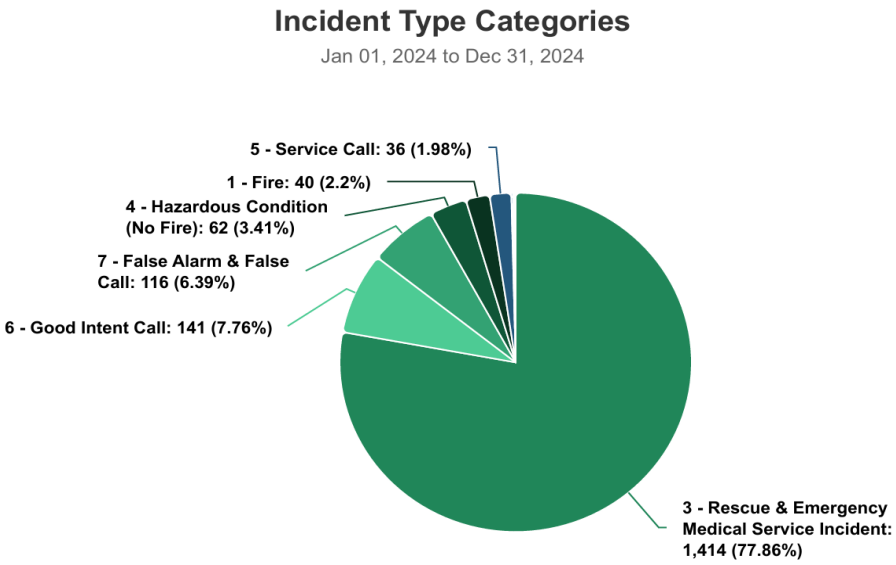


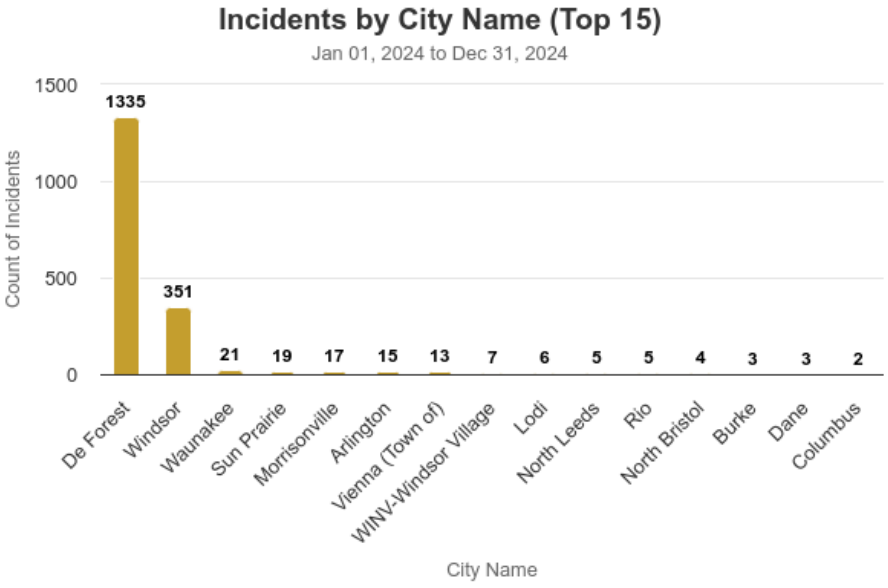



| Incident Type Category | 2024 Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | 2024 Grand Total - Current | 2024 % of Total Incidents - Current |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 - Fire | 5 | 1 | 3 | 4 | 1 | 4 | 4 | 9 | 3 | 1 | 2 | 3 | **40** | **2.00%** |
| 2 - Overpressure Rupture, Explosion, Overheat (No Fire) | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | **2** | **0.00%** |
| 3 - Rescue & Emergency Medical Service Incident | 125 | 117 | 117 | 104 | 136 | 134 | 124 | 108 | 123 | 96 | 110 | 120 | **1,414** | **78.00%** |
| 4 - Hazardous Condition (No Fire) | 4 | 3 | 1 | 6 | 12 | 6 | 7 | 4 | 3 | 6 | 8 | 2 | **62** | **3.00%** |
| 5 - Service Call | 5 | 1 | 3 | 0 | 2 | 10 | 0 | 2 | 4 | 3 | 4 | 2 | **36** | **2.00%** |
| 6 - Good Intent Call | 10 | 10 | 15 | 10 | 14 | 15 | 8 | 16 | 5 | 13 | 7 | 18 | **141** | **8.00%** |
| 7 - False Alarm & False Call | 12 | 7 | 5 | 9 | 15 | 12 | 10 | 13 | 4 | 8 | 12 | 9 | **116** | **6.00%** |
| 8 - Severe Weather & Natural Disaster | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | **3** | **0.00%** |
| 9 - Special Incident Type | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | **2** | **0.00%** |
| **Grand Total** | **161** | **140** | **144** | **133** | **181** | **182** | **155** | **153** | **142** | **127** | **143** | **155** | **1,816** | **100.00%** |

*Monthly call volume by call type for 2024*

1816 calls is not a full representation for total calls. Due to geocoding errors within the computer automated dispatch system at the 911 center, some calls may not be accurately tracked for this graph.


Incident Type Categories
Jan 01, 2024 to Dec 31, 2024
5 - Service Call: 36 (1.98%)
1 - Fire: 40 (2.2%)
4 - Hazardous Condition (No Fire): 62 (3.41%)
7 - False Alarm & False Call: 116 (6.39%)
6 - Good Intent Call: 141 (7.76%)
3 - Rescue & Emergency Medical Service Incident: 1,414 (77.86%)


Incidents by City Name (Top 15)
Jan 01, 2024 to Dec 31, 2024
Count of Incidents
1500
1000
500
0
1335
351
21
19
17
15
13
7
6
5
5
4
3
3
2
De Forest
Windsor
Waunakee
Sun Prairie
Morrisonville
Arlington
Vienna (Town of)
WINV-Windsor Village
Lodi
North Leeds
Rio
North Bristol
Burke
Dane
Columbus
City Name

Monthly Call Volume Year over Year

Jan 01, 2023 12:00 AM to Dec 31, 2024 11:59 PM

| | 2024 | | 2023 | | |
|---|---|---|---|---|---|
| Month Name | Grand Total - Current | % of Total Incidents - Current | Grand Total - Previous | % of Total Incidents - Previous | YTD % Change |
| January | 161 | 9.00% | 154 | 9.00% | 4.55% |
| February | 140 | 8.00% | 131 | 7.00% | 6.87% |
| March | 145 | 8.00% | 158 | 9.00% | -8.23% |
| April | 134 | 7.00% | 113 | 6.00% | 18.58% |
| May | 182 | 10.00% | 148 | 8.00% | 22.97% |
| June | 183 | 10.00% | 172 | 10.00% | 6.40% |
| July | 157 | 9.00% | 173 | 10.00% | -9.25% |
| August | 153 | 8.00% | 148 | 8.00% | 3.38% |
| September | 142 | 8.00% | 126 | 7.00% | 12.70% |
| October | 127 | 7.00% | 166 | 9.00% | -23.49% |
| November | 144 | 8.00% | 143 | 8.00% | 0.70% |
| December | 155 | 9.00% | 138 | 8.00% | 12.32% |
| Grand Total | 1,823 | 100.00% | 1,770 | 100.00% | 2.99% |

*Chief LaFeber accepting a donation from a local business.*

## Training

Total Training Hours: 4,473 hours

Average Training Hours per Day: 12.25 hours

**Firefighting Training**

This year, our department dedicated significant time to enhancing core firefighting skills, aligning with the National Fire Protection Association (NFPA) guidelines. Key areas of focus included:

Fire Suppression Techniques: Advanced training in fire behavior, suppression tactics, and the use of various firefighting equipment.

Search and Rescue Operations: Drills and simulations to improve efficiency and safety during search and rescue missions.

Hazardous Materials Handling: Comprehensive training on identifying, containing, and mitigating hazardous materials incidents.

Incident Command System (ICS): Strengthening leadership and coordination skills through ICS training to ensure effective incident management.

**Emergency Medical Services (EMS) Training**

Our EMS personnel received extensive training in accordance with state guidelines and medical protocols. Key training areas included:

Basic and Advanced Life Support (BLS/ALS): Regular updates and practice sessions on life-saving techniques, including CPR, defibrillation, and advanced airway management.

Trauma Care: Specialized training on handling trauma cases, focusing on rapid assessment, stabilization, and transport.

Medical Protocols and Guidelines: Ensuring all EMS staff are up to date with the latest state medical guidelines and protocols.

Patient Care and Transport: Emphasizing the importance of patient care during transport, including monitoring vital signs and providing necessary medical interventions.

Overall, our department's commitment to continuous training ensures that our personnel are well-prepared to handle a wide range of emergencies, maintaining the highest standards of safety and efficiency.

## Inspection and Community Risk Reduction Division Summary

Inspectable Properties: 661

Total Inspections Conducted: 1,236

Violations Found: 6,495

Violations Corrected: 3,678

Inspection Activities

Our division conducted thorough inspections across 661 properties, ensuring compliance with fire safety regulations. During these inspections, we identified 6,495 violations, of which 3,678 were promptly corrected. This proactive approach significantly enhances the safety of our community by addressing potential hazards before they escalate.

Community Risk Reduction

In addition to inspections, our division focused on community risk reduction through public education. 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.

Our efforts in both inspection and education are crucial in maintaining a safe environment and reducing the risk of fire-related incidents. We remain committed to continuous improvement and community engagement to ensure the well-being of all residents.

*Assistant Chief Knapp providing a local business with fire extinguisher training.*

## Long-term Operational Goals

### Long-Term Operational Goal #1: DeForest Windsor Fire and EMS

**Objective:** Enhance staffing and response capabilities to meet NFPA Standard 1710.

**Goal:** Increase staffing to ensure two fully staffed paramedic ambulances and one fire truck staffed with four firefighters.

**Key Points:**

- **Staffing:** Two fully staffed paramedic ambulances: Each rig will be equipped with the necessary personnel to handle medical emergencies efficiently.
  One fire truck staffed with four firefighters: This will ensure adequate manpower for fire suppression and rescue operations.
- **Turnout Times:** Achieve turnout times of less than 80 seconds. This means that from the moment the alarm sounds, the team will be ready to depart within 80 seconds.
- **Response Times:** Ensure response times of less than 240 seconds (4 minutes) from the time of dispatch to arrival on the scene. This rapid response is crucial for effective emergency intervention.

By achieving these staffing and response time goals, DeForest Windsor Fire and EMS will significantly enhance its operational efficiency and ability to provide timely and effective emergency services to the community.

### Long-Term Operational Goal #2: DeForest Windsor Fire

**Objective:** Design and construct a new fire station to meet the growing needs of the community.

**Goal:** Address the increasing demand for emergency services and improve overall operational efficiency.

**Key Points:**

- **Reduce Response Times:** Focus on reducing response times to the southern portion of the district. This will ensure quicker emergency intervention and better service delivery to residents in this area.
- **Mental Health and Employee Health:** Prioritize the mental health and well-being of employees. The new station will include facilities and programs aimed at supporting the mental and physical health of our staff.

- **Improved Response Time:** The new station will significantly improve response times to the southern end of the district, enhancing the overall effectiveness of emergency services.

By achieving this goal, DeForest Windsor Fire will be better equipped to serve the community, ensuring faster response times and a healthier, more resilient workforce.

**Long-Term Operational Goal #3: DeForest Windsor Fire and EMS**

**Objective:** Hire the appropriate staff to meet the most pressing needs of the community.

**Goal:** Ensure that the department is adequately staffed with qualified personnel to handle the increasing demand for services.

**Key Points:**

- **Identify Staffing Needs:** Conduct a thorough assessment to identify the specific staffing needs based on call volume, response times, and community growth.
- **Recruitment and Hiring:** Implement a strategic recruitment plan to attract qualified candidates. This includes outreach, competitive compensation, and benefits packages to attract top talent.
- **Training and Development:** Provide comprehensive training programs to ensure new hires are well-prepared to meet the demands of their roles. Continuous professional development will be emphasized to maintain high standards of service.
- **Retention Strategies:** Develop retention strategies to keep experienced staff engaged and committed. This includes career advancement opportunities, mental health support, and a positive work environment.

By focusing on hiring the right staff, DeForest Windsor Fire and EMS will be better equipped to meet the community's needs and maintain a high level of service.

**Long-Term Operational Goal #4: DeForest Windsor Fire and EMS**

**Objective:** Secure improved funding sources for department operations.

**Goal:** Enhance financial stability and resource availability through diverse funding strategies.

**Key Points:**

- **EMS Billing:** Optimize EMS billing processes to ensure accurate and timely collection of fees for services rendered.

- **Grant Writing:** Develop a robust grant writing program to identify and apply for federal, state, and private grants. This will provide additional funding for equipment, training, and other operational needs.
- **Inspection Fees:** Implement or revise inspection fees to generate revenue from safety inspections and compliance checks. This will help cover operational costs and ensure continued service quality.
- **Taxpayer Funding:** Engage with the community and local government to secure adequate taxpayer funding. This includes advocating for budget allocations that reflect the growing needs of the department.

By diversifying and improving funding sources, DeForest Windsor Fire and EMS will be better positioned to maintain and enhance its operations, ensuring continued high-quality service to the community.

**Long-Term Operational Goal #5: DeForest Windsor Fire and EMS**

**Objective:** Develop a replacement strategy for equipment and fleet.

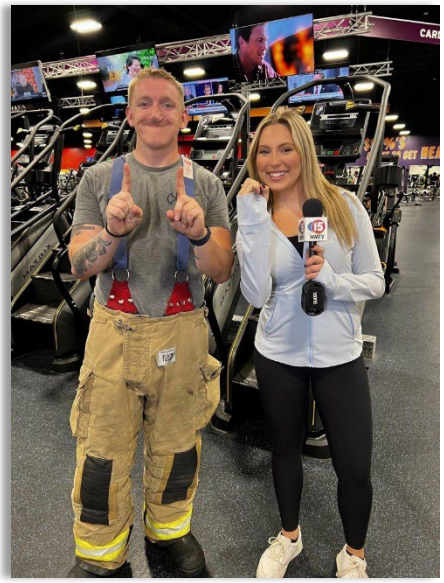
**Goal:** Ensure the department's equipment and fleet are up-to-date, reliable, and capable of meeting operational demands.

**Key Points:**

- **Assessment of Current Inventory:** Conduct a comprehensive assessment of the current equipment and fleet to identify items that are outdated, nearing the end of their service life, or no longer meet operational standards.
- **Replacement Schedule:** Establish a replacement schedule that prioritizes critical equipment and vehicles. This schedule will outline timelines for replacement based on usage, condition, and technological advancements.
- **Budget Planning:** Develop a budget plan that allocates funds for the systematic replacement of equipment and fleet. This plan will ensure financial resources are available when needed.
- **Vendor Partnerships:** Build and maintain relationships with reliable vendors to secure favorable terms for purchasing new equipment and vehicles. This includes exploring options for bulk purchasing and long-term contracts.
- **Training and Implementation:** Ensure that staff are trained on new equipment and vehicles to maximize their effectiveness and longevity. This includes regular maintenance and proper usage protocols.

By implementing a strategic replacement plan, DeForest Windsor Fire and EMS will maintain a high level of readiness and operational efficiency, ensuring the community receives the best possible emergency services.

*The on-duty crew poses with Santa before the tree lighting ceremony in Fireman's Park.*



*Firefighter Colton Wetzel with NBC 15 News during his 9/11 memorial climb.*

## Short-term Operational Goals

### Short-Term Operational Goal #1: DeForest Windsor Fire and EMS

**Objective:** Continue to reduce turnout times by 30 seconds.

**Goal:** Ensure crews are out the door and enroute to emergency calls more quickly.

**Key Points:**

- **Crews Ready to Respond:** Ensure that crews are prepared to respond at all times of the day. This includes maintaining high levels of readiness and situational awareness.
- **Fleet Readiness:** Keep the fleet in a state of readiness, with all vehicles properly maintained and equipped to respond immediately.
- **Living Quarters and Shift Layout:** Optimize living quarters and shift layouts to facilitate quick mobilization. This includes strategic placement of equipment and clear pathways to vehicles.

By focusing on these key areas, DeForest Windsor Fire and EMS will be able to reduce turnout times, improving overall response efficiency and effectiveness in emergency situations.

### Short-Term Operational Goal #2: DeForest Windsor Fire and EMS

**Objective:** Continue to improve training through the design, implementation, and rollout of drills for both fire and EMS.

**Goal:** Enhance the skills and preparedness of all personnel to ensure effective and efficient response to emergencies.

**Key Points:**

- **Drill Design:** Develop comprehensive and realistic training drills that cover a wide range of scenarios for both fire and EMS. These drills should be designed to challenge and improve the skills of all team members.
- **Implementation:** Implement a structured training schedule that ensures regular and consistent practice. This includes both scheduled drills and surprise simulations to test readiness.
- **Rollout:** Roll out the training programs across all shifts and teams to ensure that every member of the department receives the same level of training and preparedness.

By focusing on these key areas, DeForest Windsor Fire and EMS will continue to improve the proficiency and readiness of its personnel, leading to better outcomes in emergency situations.

## Short-Term Operational Goal #3: DeForest Windsor Fire and EMS

**Objective:** Maintain the inspection and plan review process to ensure public safety and generate revenue.

**Goal:** Continue to uphold high standards of safety through thorough inspections and plan reviews while also leveraging these activities as a source of revenue.

**Key Points:**

- **Public Safety:** Conduct regular and comprehensive inspections to ensure that all buildings and facilities comply with safety regulations. This helps prevent emergencies and ensures a safe environment for the community.
- **Plan Review Process:** Implement a rigorous plan review process for new constructions and renovations. This ensures that all projects meet safety standards before they are approved.
- **Revenue Generation:** Utilize inspection and plan review fees as a source of revenue. This helps fund department operations and supports the continuous improvement of services.

By maintaining a robust inspection and plan review process, DeForest Windsor Fire and EMS will not only enhance public safety but also secure additional funding to support its operations.

## Short-Term Operational Goal #4: DeForest Windsor Fire and EMS

**Objective:** Implement a Department Safety Officer program and improve the Safety Committee.

**Goal:** Enhance the safety of members, the community, and property conservation, in that order.

**Key Points:**

- **Department Safety Officer Program:** Establish a dedicated Safety Officer responsible for overseeing all safety protocols and initiatives. This officer will ensure that safety standards are consistently met and improved upon.
- **Safety Committee Improvement:** Strengthen the existing Safety Committee by incorporating more diverse perspectives and expertise. Regular meetings and reviews will be conducted to address safety concerns and implement the best practices.
- **Member Safety:** Prioritize the safety of all department members through continuous training, updated safety equipment, and a culture of safety awareness.
- **Community Safety:** Implement programs and initiatives aimed at educating the community about safety practices and emergency preparedness. This will help reduce the risk of incidents and improve community safety overall.

- **Property Conservation:** Focus on strategies that minimize property damage during emergency responses. This includes training in efficient firefighting techniques and the use of advanced equipment.

By establishing a dedicated Safety Officer program and enhancing the Safety Committee, DeForest Windsor Fire and EMS will create a safer environment for its members and the community, while also ensuring effective property conservation.

**Short-Term Operational Goal #5: DeForest Windsor Fire and EMS**

**Objective:** Develop an operational layout and day-to-day operations plan for the new second station.

**Goal:** Ensure seamless integration and efficient functioning of the second station to enhance overall service delivery.

**Key Points:**

- **Operational Layout:** Design an efficient layout for the new station that facilitates quick response times and effective workflow. This includes strategic placement of equipment, living quarters, and administrative areas.
- **Staffing and Shift Management:** Develop a staffing plan that ensures both stations are adequately staffed at all times. This includes coordinating shifts and ensuring that personnel are evenly distributed based on call volume and demand.
- **Communication and Coordination:** Implement robust communication protocols to ensure seamless coordination between the two stations. This includes the use of advanced communication tools and regular briefings.
- **Daily Operations:** Establish clear guidelines for day-to-day operations, including routine maintenance, training schedules, and administrative tasks. This will ensure that both stations operate smoothly and efficiently.
- **Response Protocols:** Update response protocols to incorporate the new station. This includes defining roles and responsibilities, as well as ensuring that both stations can respond effectively to emergencies in their respective areas.
- **Community Engagement:** Engage with the community to inform them about the new station and its benefits. This includes hosting open houses, informational sessions, and community outreach programs.

By developing a comprehensive operational layout and day-to-day operations plan, DeForest Windsor Fire and EMS will ensure that the new second station enhances service delivery and meets the growing needs of the community.

## 2024 Deforest Windsor Fire and EMS Protection Board Members

Jane Cahill Wolfgram (Village of DeForest)- Board President

Robert Wipperfurth (Village of Windsor Board)- Vice President

Colleen Little (Village of DeForest)

Ed Wall (Village of Windsor)

## Membership Roster

### Office of the Chief

Chief of the Department- Steve LaFeber

Deputy Chief-Dean Mancheski

Office Manager-Lindsey Mooney

Assistant Chief of Operations Tony DiSalvo

Assistant Chief of Public Safety Kraig Knapp

### Fire Operations

Division Chief Greg Hall
Lieutenant Kevin West
Lieutenant Chris Cotter

### EMS Operations

Division Chief Ben Waldera
Captain Taylor Nichols
Lieutenant Niel Stumpf

## Membership

Dewayne Allen
Andrea Brown
Caleb Carr
Abigail Cichocki
CJ Cruz
Erik Finkelson
Caleb Gerry
AJ Horne
Kimberly Jaworski
Ryan Latimer
Mike McNally
Amy Opgenorth
J.R. Schmidt
Matt Shen
Brianna Stacey
Brian Vaughn
Cale Wilfuer
David Beach
Hannah Brunner
Issac Castronovo
Joe Clarke
Kevin Desjarlais
Scott Foster
Logan Gesteland
Nate Hurd
Chris Kaiser
Rodger Lauritzen
Zach Mettler
Hunter Rauwolf
Deborah Schumacher
Katherine Shenot
Jillian Straseske
Devon Wallace
Brett Broge
Don Campbell
Frank Cerny
Braxton Cruse
Alyssa Draeger
Rachel Gasper
John Harmon
David Hyatt Jr.
Logan Knochenmus
Amy Mader
Grace Multhauf
Jake Roche
John Schwark
Kelly Silha
Antonio Traficanto
Colton Wetzel

*Top left: The duty crew carving pumpkins to put out during Halloween.*

*Bottom Left: Duty crew practicing extrication while on shift.*

*Right: Members at a training burn on Daentl Road.*