



City of Madison **FIRE** Department ANNUAL REPORT

Honesty, Integrity, Caring, Compassion, Respect

2024



FIRE



EMS



EDUCATION
& PREVENTION

FIRE ADMINISTRATION
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A MESSAGE FROM FIRE CHIEF CHRIS CARBON

Welcome to the City of Madison Fire Department's 2024 Annual Report



It is my honor to present the annual report of the Madison Fire Department for 2024. Additionally, it is a pleasure to highlight the activities and accomplishments of the outstanding personnel of the MFD and to thank them for their service to this great community. The department is truly the sum of our people, and we are extraordinarily lucky to have the best of the best in this profession.

We pride ourselves on professional excellence and consistently meeting the high standard of performance expected by this community. In doing so, we not only want to provide that outstanding technical service but want to do so with focused collaboration and connection within and throughout the neighborhoods and activity centers of Madison. In doing so, we hope to provide you not only with an organization dedicated to serving, but one that exists as a true thread of the community.

We have seen consistent growth in the demand for service and increasing call volumes year over year. This has put added stress on the department and our personnel; however, we have proudly continued to meet this demand. It will be important to focus more than ever before on the resources needed to support the health and well-being of our membership to ensure that we can continue to meet the needs of growing service requests into the future. I hope you will enjoy the review and reflection on our activities in 2024.

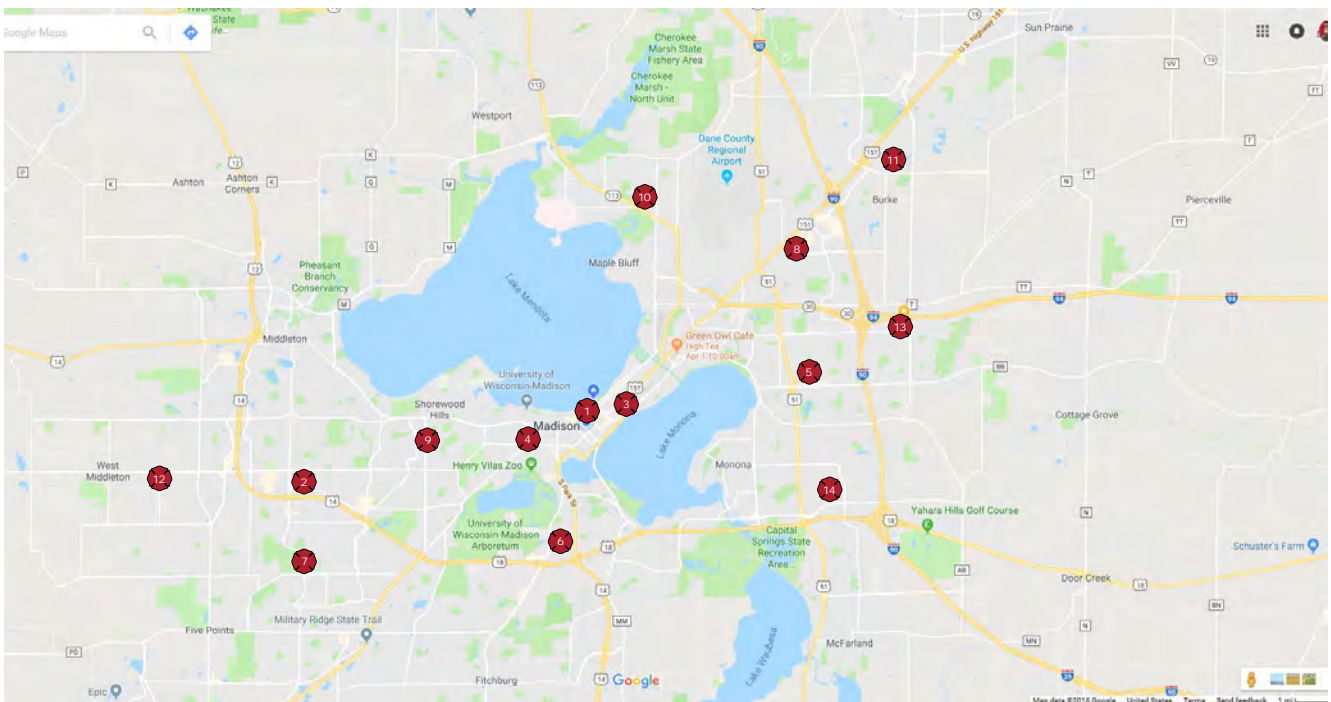
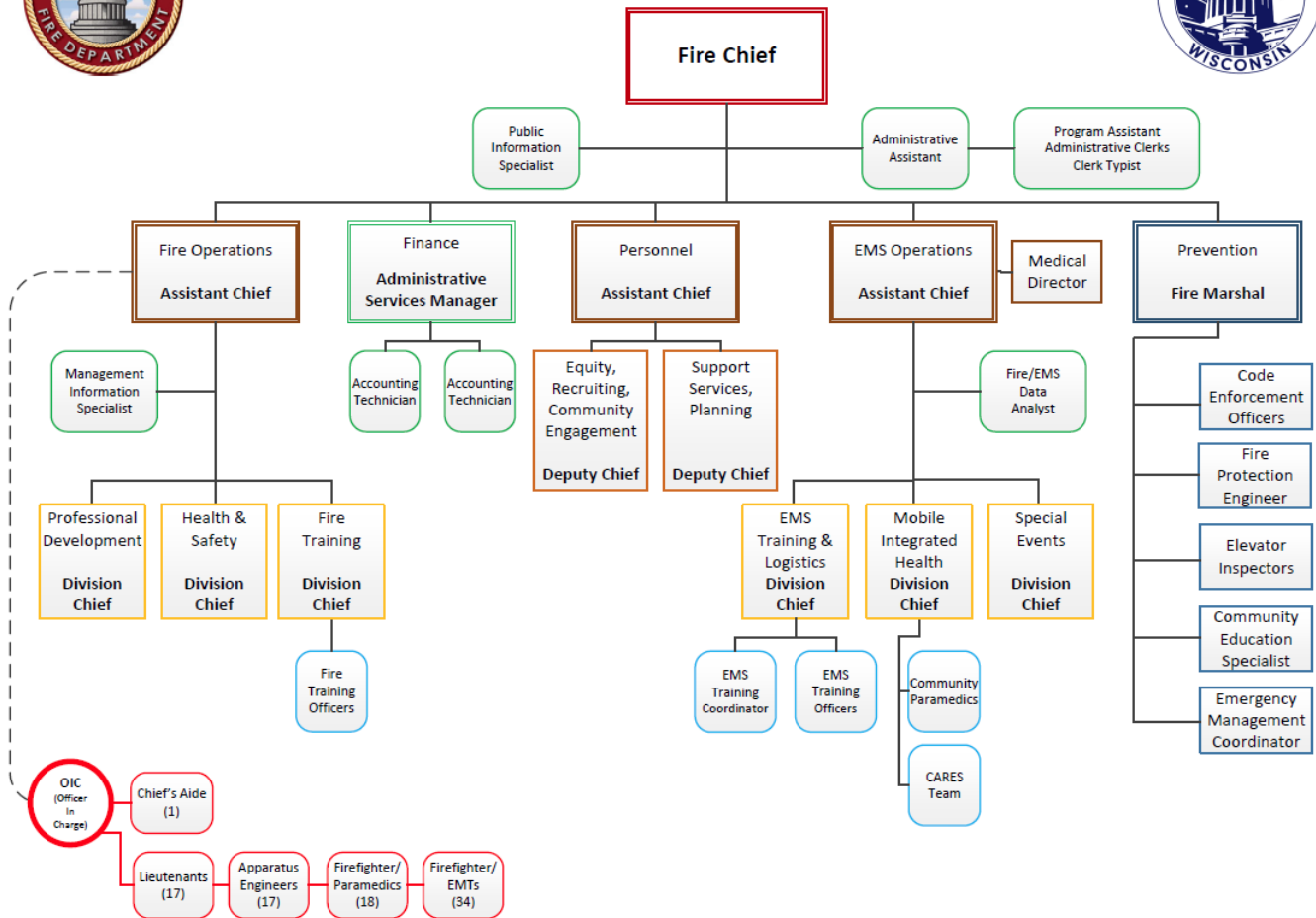
I could not present this report without commenting on the events of December 16th. On this date, the unimaginable happened and we were called to respond to the Abundant Life Christian School for a shooting involving multiple victims. On this date, our personnel responded selflessly into harm's way, with the utmost professionalism, compassion, and courage. We were impacted in the same manner as the rest of our community and like so many others, we continue to hurt, mourn, and heal. Amid that horrible tragedy, we saw the true strength of our community, with the support, collaboration, and guidance of so many working together. It is a reminder of how amazing this community really is, and how grateful we are to be of service. As they did that day, our hearts go out to all of the families, friends, and loved ones involved in this incident. We are here for you now and into the future as we all heal together, and we share our continued condolences to all of the victims.

Respectfully submitted,

Chief Carbon

WHO WE ARE

City of Madison Fire Department 2024





WHO WE ARE

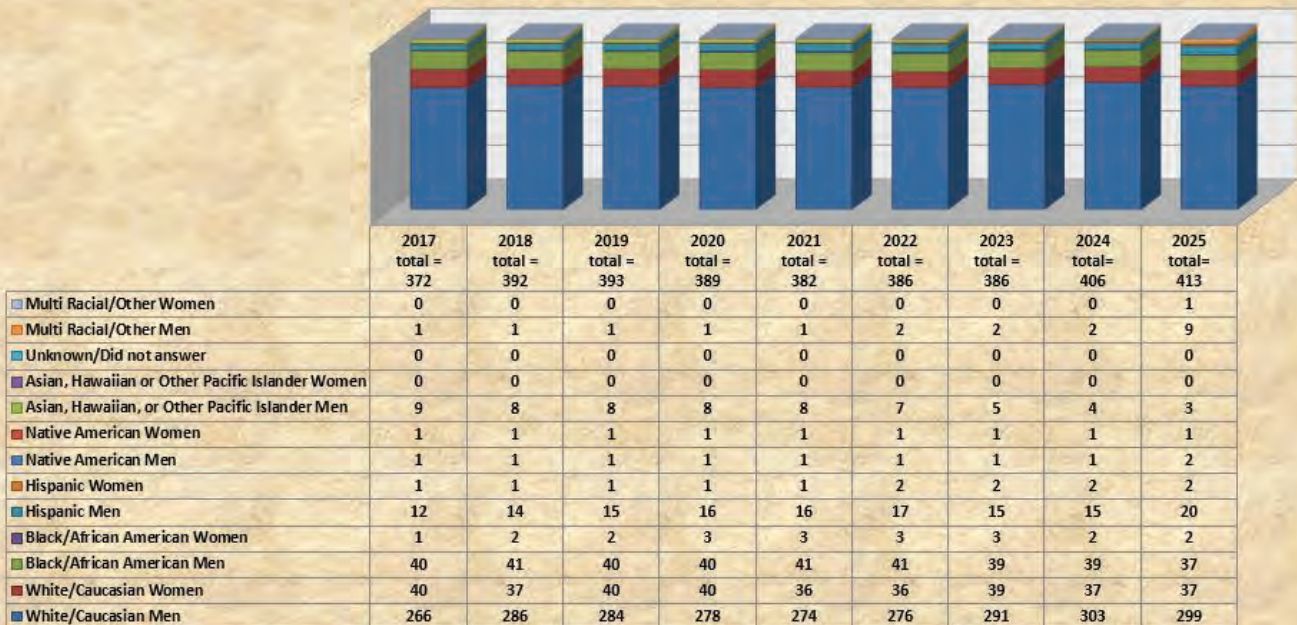
Commissioned Employees	Actual Occupied Positions*	Non-Commissioned Employees	Actual Occupied Positions
Title		Title	
Chief	1	Account Technician	2
Assistant Chief	3	Administrative Clerk	3
Deputy Chief	2	Administrative Assistant	1
Division Chief	6	Administrative Services Manager	1
Lieutenant	64	Clerk Typist	1
Chief's Aide	3	Community Paramedic	6
Apparatus Engineer	54	Data Analyst	1
Community Paramedic	1	Elevator Inspector	4
Firefighter/Paramedic II	23	Elevator Inspector Trainee	1
Firefighter/Paramedic	71	Emergency Management Coordinator	1
Firefighter/EMT*	185*	EMS Coordinator	1
		Fire Code Enforcement Officer	11
		Fire Education Enforcement Officer	1
		Fire Marshal	1
		Fire Protection Engineer	1
		Firefighter/EMS Intern	1
		Management Information Specialist	1
		Program Assistant	1
		Public Information Officer	1

Total Commissioned: 413

Total Non-Commissioned: 40

*As of March 31, 2025; includes 30 recruits in Academy Class 62.

**City of Madison Fire Department
Total Number of Commissioned Personnel Employed in Each Year**





OPERATIONS

The Madison Fire Department (MFD) is a crucial component of the city's emergency services, playing a vital role in ensuring public safety and responding to various emergencies. We continue to respond to an increasing number of calls each year. This year, the MFD was dispatched to over 43,000 calls, with Emergency Medical Services (EMS) again accounting for the majority of our call volume (67%). Our remaining call volume covers a large variety of responses including structure fires, fire alarms, and numerous other responses to assist the needs of our community. The continued development of our CARES program has provided an invaluable service to our community as well. Our CARES teams responded to over 3,500 calls for behavioral health emergencies throughout the City of Madison. The collaboration with law enforcement, other city agencies and our surrounding fire departments allows the sharing of resources and the ability to provide the most efficient response for the needs of our community. We continue to focus on new strategies to provide the best possible resources for the needs of the City of Madison.

Fire Incidents: Responding to fires is one of many of the responsibilities of the MFD. This includes residential, commercial, and industrial fires. Firefighters are trained to extinguish fires, rescue individuals, and prevent the spread of fires to neighboring structures.

Specialized Rescue Operations:

MFD is equipped to handle any and all needs for specialized rescue operations, including Lake Rescue (open water, swift water, ice), Technical Rescue (confined spaces, high-angle, collapse), and Hazardous Materials.

Emergency Medical Services (EMS):

MFD responded to over 29,000 requests for emergency medical services. All of our members participate in these responses. Each firefighter is trained as a highly skilled EMT who responds on the engines and ladders, and then many of our firefighters go on to obtain further training as a Paramedic to provide advanced life support and additional skills, techniques, and medications from our medic units (ambulances).

Fire Prevention, Education, and Community Risk Reduction:

MFD is involved in community outreach and education programs aimed at preventing fires and promoting fire safety. We are also heavily invested in risk reduction for things such as falls, home safety, and CPR awareness. We do these initiatives through school visits, community events, distribution of educational materials, and MFD-sponsored classes. Fire inspection personnel also work to ensure that buildings and local businesses are in compliance with fire safety codes and regulations.

Training:

Firefighter/EMTs undergo rigorous training to stay updated on the latest firefighting techniques, equipment operation, and emergency medical procedures. Continuous training is essential to ensure that they are well-prepared for any type of emergency they may encounter.

Madison Fire Department

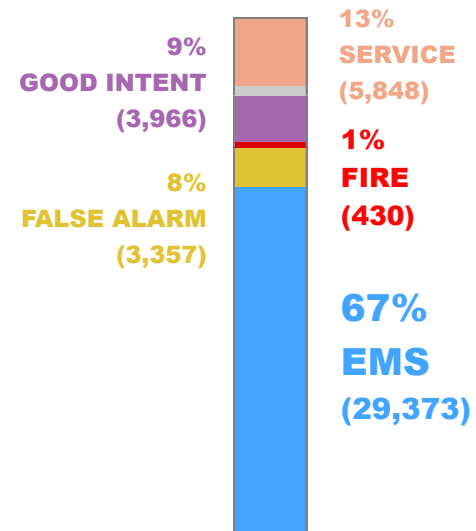
2024 in review

43,793

Total Incidents

Incident count by NFIRS category

NFIRS Category	Total Incidents
300 - Rescue & Emergency Medical Service Incident	29,373
500 - Service Call	5,848
600 - Good Intent Call	3,966
700 - False Alarm & False Call	3,357
400 - Hazardous Condition (No Fire)	742
100 - Fire	430
900 - Special Incident Type	40
200 - Overpressure Rupture, Explosion, Overheat (No Fire)	31
800 - Severe Weather & Natural Disaster	6
Total	43,793



Fire incidents by property use

Property category	Count	Percent
Residential	203	47.2%
Outside or Special Property	155	36.0%
Mercantile, Business	18	4.2%
Assembly	15	3.5%
Storage	12	2.8%
(Blank)	11	2.6%
Manufacturing, Processing	6	1.4%
Educational	5	1.2%
Industrial, Utility, Defense, Agriculture, Mining	4	0.9%
Health care, detention, & correction	1	0.2%
Total	430	100.0%

Fire incidents by type

Incident type	Count	Percent
110 series - Structure fire	176	40.9%
150 series - Outside rubbish fire	112	26.0%
130 series - Mobile Property (Vehicle) fire	65	15.1%
100 - Fire, other	43	10.0%
140 series - Natural vegetation fire	21	4.9%
160 series - Special outside fire	8	1.9%
121 - Fire in mobile home used as fixed residence	2	0.5%
115 - Incinerator overload or malfunction, fire confined	1	0.2%
136 - Self-propelled motor home or recreational vehicle	1	0.2%
137 - Camper or recreational vehicle (RV) fire	1	0.2%
Total	430	100.0%

EMS incidents by property use

Property category	Count	Percent
Residential	17,481	59.5%
Health care, detention, & correction	4,070	13.9%
Outside or Special Property	3,958	13.5%
Assembly	1,864	6.3%
Mercantile, Business	1,200	4.1%
Educational	528	1.8%
Storage	172	0.6%
Industrial, Utility, Defense, Agriculture, Mining	38	0.1%
(Blank)	31	0.1%
Manufacturing, Processing	31	0.1%
Total	29,373	100.0%

EMS incidents by type

Incident Type	Count	Percent
321 - EMS call, excluding vehicle accident with injury	26,539	90.4%
300 - Rescue, EMS incident, other	976	3.3%
322 - Motor vehicle accident with injuries	667	2.3%
324 - Motor vehicle accident with no injuries.	469	1.6%
350 series - Extrication, rescue	349	1.2%
320 - Emergency medical service, other	94	0.3%
323 - Motor vehicle/pedestrian accident (MV Ped)	92	0.3%
311 - Medical assist, assist EMS crew	88	0.3%
331 - Lock-in	42	0.1%
360 series - Water and ice-related rescue	34	0.1%
370 series - Electrical rescue	10	0.0%
381 - Rescue or EMS standby	9	0.0%
340 series - Search for lost person	4	0.0%
Total	29,373	100.0%

Incident locations - all incidents

Location	Total Incidents
Madison	42,255
Burke (Town of)	359
Shorewood Hills	244
Monona	206
Blooming Grove (Town of)	198
All others	169
Fitchburg	140
McFarland	81
Sun Prairie	70
Middleton	51
Waunakee	20

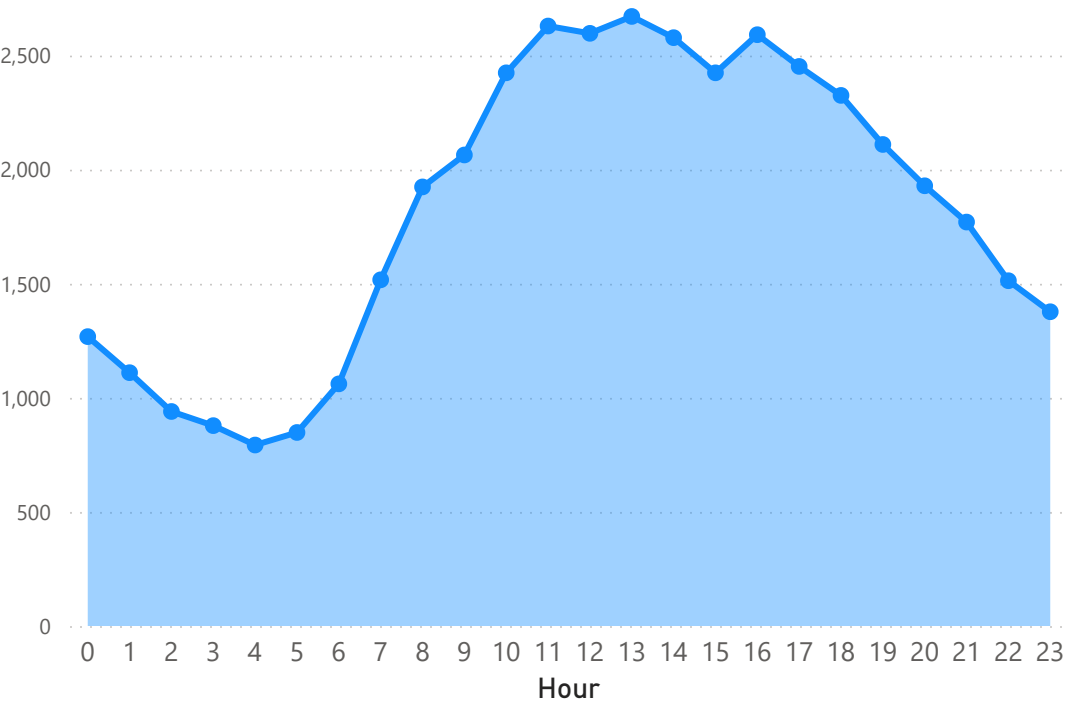
Outgoing Medic Destinations

City	Dispatches
MONC-Monona City	162
FITC-Fitchburg City	69
MCFV-McFarland Village	55
MIDC-Middleton City	54
All others	37
SUNC-Sun Prairie City	23
VERC-Verona City	23
WAUV-Waunakee Village	16
MIDT-Middleton Town	13
COTV-Cottage Grove Village	11
MOUV-Mount Horeb Village	10
COTT-Cottage Grove Town	8
DUNT-Dunn Town	8
MAPV-Maple Bluff Village	8
OREV-Oregon Village	7
Total	504

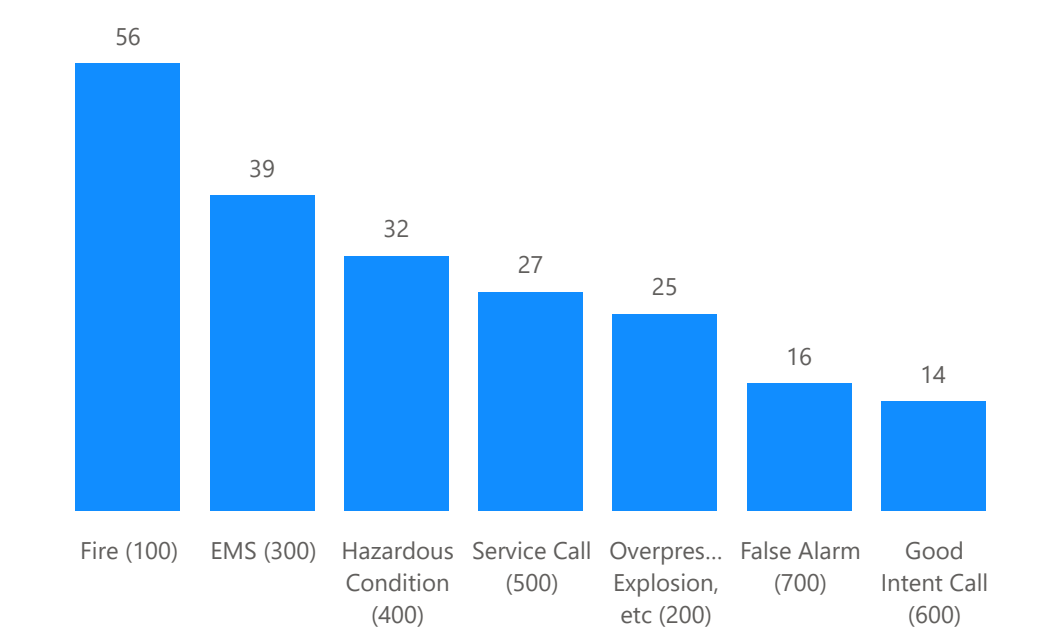
Incoming Mutual Aid dispatches

Vehicle jurisdiction	Dispatches
FREMS-Fitch-Rona EMS	74
SNFD-Sun Prairie FD/EMS	50
MOFD-Monona FD/EMS	42
MIFD-Middleton EMS	39
WNFD-Waunakee Area EMS	10
MCFD-McFarland FD/EMS	8
FBFD-Fitchburg FD	7
CGFD-Cottage Grove FD	6
DFFD-DeForest FD/EMS	5
VEFD-Verona FD	5
MBFD-Maple Bluff FD/EMS	4
ORFD-Oregon FD/EMS	2
CPFD-Cross Plains FD	1
DRFD-Deerfield FD	1
MHFD-Mount Horeb FD	1
UW-Medflight	1
Total	256

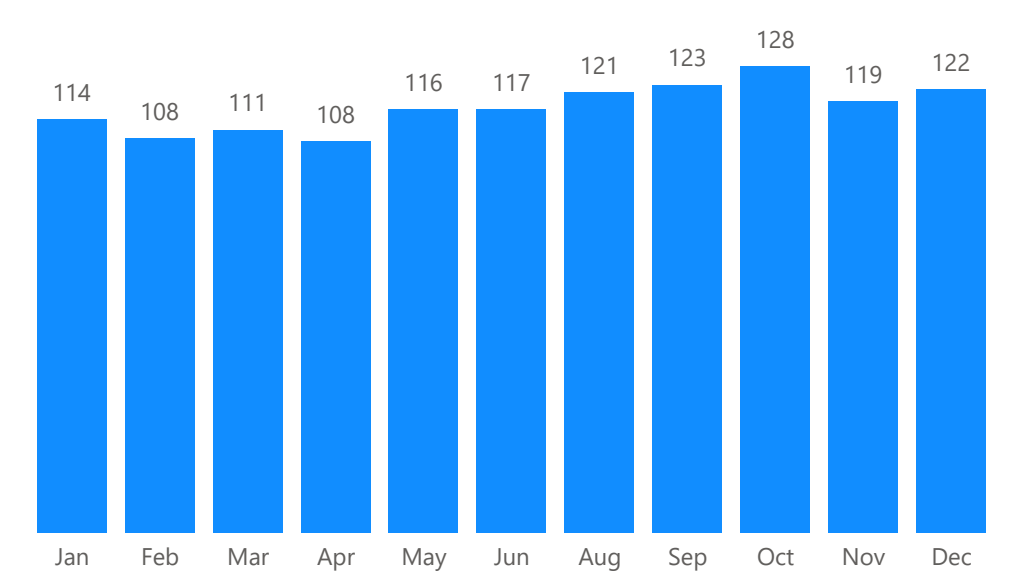
Incident count by hour of day



Average Incident Length in Minutes



Average Number of Incidents per Day





OPERATIONS

UNIT AND STATION ACTIVITY

Medics

Unit	Dispatches
M8	4,992
M4	4,644
M2	4,618
M3	4,550
M5	4,154
M6	3,826
M7	3,681
M10	3,663
M14	2,612

Engines

Unit	Dispatches
E1	5,068
E8	4,323
E10	3,430
E7	3,234
E3	3,115
E4	2,700
E5	2,681
E9	2,339
E13	1,869
E12	1,694
E11	1,574
E14	1,474

Ladders

Unit	Dispatches
L2	3,261
L6	2,898
L8	1,647
L1	1,494
L7	1,205

Dispatches by Station

Combined dispatches by Engines, Ladders, Medics, and C31 for each station*

Station	Dispatches
Station 8	10,962
Station 7	8,120
Station 2	7,879
Station 3	7,665
Station 1	7,381
Station 4	7,344
Station 10	7,093
Station 5	6,835
Station 6	6,724
Station 14	3,113
Station 11	2,547
Station 9	2,339
Station 13	1,869
Station 12	1,694
Total	81,565

Busiest Days

Date	Total Incidents
Tuesday, May 21, 2024	219
Wednesday, May 22, 2024	183
Friday, September 13, 2024	166
Wednesday, October 2, 2024	163
Saturday, September 7, 2024	162
Wednesday, June 5, 2024	156
Saturday, September 14, 2024	155
Thursday, October 10, 2024	154
Wednesday, July 17, 2024	154
Friday, September 20, 2024	152
Thursday, September 12, 2024	152

Hourly Incident Totals by Hour and Day

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
0	241	142	161	155	156	189	224	1,268
1	227	136	151	139	121	135	201	1,110
2	178	136	98	133	99	130	166	940
3	166	132	97	117	113	119	134	878
4	136	111	108	110	94	111	123	793
5	125	117	126	146	104	114	116	848
6	130	155	149	175	163	141	148	1,061
7	207	224	230	253	217	223	163	1,517
8	204	313	284	300	302	310	211	1,924
9	255	316	327	320	327	271	248	2,064
10	263	372	328	385	392	371	313	2,424
11	298	404	422	392	432	379	302	2,629
12	274	380	439	374	405	389	336	2,597
13	273	401	412	427	417	401	340	2,671
14	282	371	424	399	391	376	335	2,578
15	291	369	350	370	341	369	334	2,424
16	323	385	365	432	355	392	339	2,591
17	325	374	363	354	365	347	324	2,452
18	303	358	320	345	287	349	363	2,325
19	287	308	286	284	280	329	336	2,110
20	263	272	300	279	233	286	296	1,929
21	234	218	289	237	230	283	279	1,770
22	195	195	229	201	205	232	256	1,513
23	162	171	175	166	219	249	235	1,377
Total	5,642	6,360	6,433	6,493	6,248	6,495	6,122	43,793

EMERGENCY MEDICAL SERVICES

Busiest Days - EMS

By NFIRS count

Date	EMS Incidents
Friday, September 13, 2024	121
Saturday, September 14, 2024	120
Saturday, September 7, 2024	120
Wednesday, October 2, 2024	118
Thursday, October 10, 2024	111
Wednesday, July 17, 2024	110
Thursday, November 7, 2024	109
Friday, July 12, 2024	106
Saturday, July 6, 2024	106
Wednesday, June 5, 2024	106

Common Primary Impressions

Primary Impression	Count	Overall Pct
Weakness (Neuro)	1,474	5.7%
Respiratory Distress (Respiratory)	1,341	5.2%
Head Injury (Injury)	1,281	4.9%
Pain, Other (Pain)	1,214	4.7%
Abdominal Pain (GI/GU)	1,195	4.6%
Cardiac Arrest (Cardiovascular)	183	0.7%

Transport disposition breakdown

	Pct
Transport by This EMS Unit (This Crew Only)	84.6%
Patient Refused Transport	14.0%
No Transport	1.4%
Transport by Another EMS Unit	0.1%



SUPPORT SERVICES

The Madison Fire Department's Support Services Division remains committed to ensuring the department's logistical needs are met through strategic planning, efficient resource management, and infrastructure development. In 2024, we completed several key projects that enhanced firefighter safety, operational capabilities, and overall department efficiency.

Personal Protective Equipment: To further protect our firefighters from hazardous environments, we procured 500 new particulate firefighting hoods. These hoods offer improved protection for the head and neck against hazardous airborne particulates. Additionally, we purchased 62 sets of turn-out gear, including protective coats, pants, and integrated bailout harnesses, ensuring personnel have the highest level of safety and mobility in emergency situations.

Extrication and Thermal Imaging Equipment: Two sets of HURST Edraulic (battery-powered) extrication tools were added to our fleet. Each set includes a spreader, cutter, and ram, providing our crews with essential equipment for vehicle extrications and other technical rescue operations. We also enhanced firefighter safety and situational awareness with the acquisition of 75 Seek FirePro personal thermal imaging cameras, which allow for improved visibility in smoke-filled environments and search-and-rescue scenarios.

Facility Improvements: To accommodate our expanding CARES team, we completed an extensive remodel of the former fire maintenance building. This renovation centralizes CARES team operations, improving communication and workflow while providing dedicated spaces for training, equipment storage, and vehicle housing.

Additionally, critical site development was completed in preparation for the construction of a new multi-use training structure, scheduled for 2026. This development included infrastructure improvements such as driveways, water mains, and designated training grounds. Once completed, the facility will support advanced training exercises including search and rescue, hose advancement, ladder positioning, apparatus placement, rope rescue, rappelling, ventilation, and firefighter self-rescue.

Fleet Enhancements: In 2024, MFD took delivery of four new Demers ambulances, reducing downtime and maintenance costs while ensuring reliable EMS response capabilities. To continue modernizing our fleet, we placed orders for a new fire engine from Pierce and a 105-foot heavy-duty steel aerial ladder. Additionally, we completed specifications and procurement for three new ambulances scheduled for delivery in 2025.

Future Expansion: Support Services is actively engaged in the design phase of Fire Station #6, which will be constructed on W. Badger Road. This new facility will provide enhanced response capabilities to meet the growing needs of our community, ensuring improved service delivery and firefighter readiness.

The Support Services Division remains focused on providing the necessary resources, equipment, and infrastructure to support the Madison Fire Department's mission. Our accomplishments in 2024 reflect our ongoing commitment to safety, innovation, and operational excellence.



HAZARDOUS INCIDENT TEAM (HIT)

The City of Madison Hazardous Incident Team (HIT), based at Fire Station 7 on McKenna Boulevard, continues its mission of public safety and environmental protection as a Level II team within the State of Wisconsin Regional Hazardous Materials Response Team. The HIT remains a critical resource for handling hazardous materials incidents throughout the region, ensuring preparedness and response capabilities are maintained at the highest level.

Operations and Incident Response

In 2024, the HIT played a pivotal role in ensuring the safety and integrity of local, state, and federal elections. Collaborating with state and local law enforcement, other Wisconsin hazmat teams, the U.S. Postal Service, and election officials, the team developed and implemented operational plans to mitigate any potential election-related interference. These plans focused on securing ballots, voting locations, and ballot drop boxes to ensure minimal disruptions in the event of an incident.

The HIT responded to 19 high-level hazardous material incidents throughout the year. These included a range of biological hazards, a large-scale liquefied petroleum gas leak, and numerous chemical leaks throughout the City of Madison and across the state. The team's rapid response and technical expertise ensured these incidents were managed effectively, minimizing risks to both the community and the environment.

Training and Professional Development

Training remains a cornerstone of the HIT team's mission. The team conducts weekly training every Tuesday, covering a broad spectrum of hazardous materials response scenarios. In addition to routine training, the team hosted a 50-hour Hazardous Materials Technician course for new members. This course provided participants with foundational skills in risk-based hazardous materials response and incident analysis. Furthering professional development, 12 HIT team members attended the 2024 Wisconsin Association of Hazardous Materials Responders Conference. This conference provided opportunities to engage with industry leaders, learn about emerging trends in hazardous materials response, and exchange knowledge with other professionals across the state.

Recognition and Achievements

In a significant accomplishment for the team, HIT Team Leader Lieutenant Mike McCartney (pictured here) was honored with the prestigious 2024 HazMatter of the Year Award. This award recognizes exceptional service and dedication to improving hazardous materials response within Wisconsin. Lt. McCartney's achievement reflects the high standards of performance, commitment, and expertise that define the MFD Hazardous Incident Team.



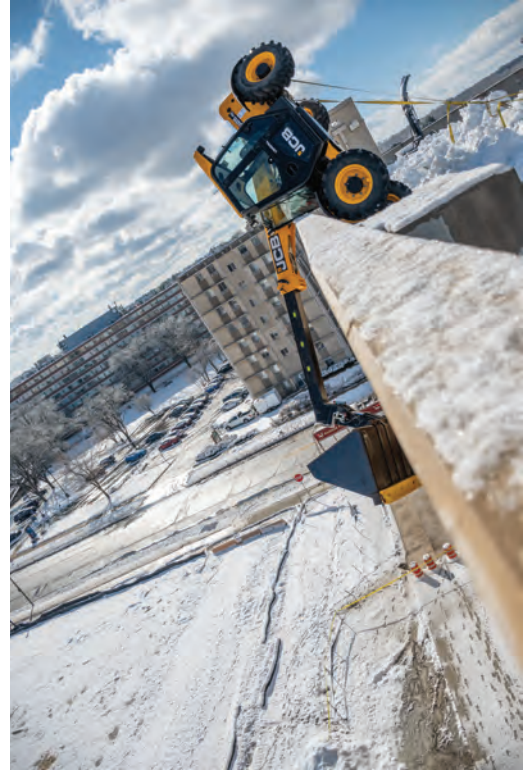
Looking Ahead

The HIT team remains committed to continuous improvement through training, collaboration, and investment in state-of-the-art equipment. By maintaining a strong focus on preparedness and operational excellence, the HIT team will continue to safeguard the community against hazardous materials threats, ensuring the safety of residents and the environment for years to come.



HEAVY URBAN RESCUE TEAM (HURT)

The Heavy Urban Rescue Team (HURT) is a specialized group of 57 highly trained firefighters and paramedics who are ready to respond both within the city and beyond if needed. The MFD's HURT is responsible for the location, rescue (extrication), and initial medical stabilization of individuals who are trapped or in compromised situations, across various scenarios and in all weather conditions. The team specializes in five key rescue areas: trench rescue, building collapse, high/low angle rescue, confined space rescue, and grain bin rescue. Based at Fire Station 8 on Lien Road, the HURT team regularly participates in intensive training to maintain their skills and precision in these disciplines. New recruits dedicate hundreds of hours to mastering these areas and are deeply committed to the safety and well-being of those requiring these critical services. The team is also capable of being deployed anywhere in the state and is designed to operate autonomously for short durations.



Above: In February, HURT was dispatched to a high-angle rescue at a west side parking ramp, where a telescopic handler overturned on the edge of a parking ramp.

Far left: In June, HURT partnered with ALCIVIA Agriculture Co-op in Cottage Grove to use their facility to train on grain bin rescue.

Left: In October, HURT crews spent many hours conducting trench rescue scenarios at a donated site outside the city.



LAKE RESCUE TEAM

The Lake Rescue Team is a vital part of the City of Madison Fire Department, playing a crucial role in safeguarding both residents and visitors participating in recreational activities on our lakes throughout the year. Based at Fire Station 1 on W. Dayton Street, the team is made up of 57 highly trained members, each certified at the PADI Rescue Diver level, to handle a wide range of water-related emergencies.

In 2024, the team responded to 63 emergency calls, demonstrating their preparedness and effectiveness. Among these responses, they successfully rescued 15 individuals and 4 animals from life-threatening situations, including three people who had fallen through the ice. Other rescues involved overturned sailboats, canoes, pleasure boats, and vehicles in the water.

The team works in close collaboration with the City of Madison Police Department, Dane County Sheriff's Office, UW Life Safety, and neighboring fire departments, providing critical support during emergencies.

In 2024, our focus on rigorous training remained a priority, with the team completing over 230 training dives and extensive drills. These exercises covered a range of skills, including underwater search and recovery, topside rescues, ice rescues, swiftwater rescues, and vehicle recovery techniques. Such training is crucial for ensuring the team maintains the high level of readiness needed to respond quickly and safely to water-related emergencies.

The Lake Rescue Team's commitment to excellence and community safety is reflected in their ongoing efforts to enhance their rescue skills and protect the well-being of everyone who enjoys Madison's lakes, contributing to a safer environment for both residents and visitors.



Photo credit: John Stofflet

On September 13, the Lake Rescue Team, Heavy Urban Rescue Team, Engine 5 & Medic 14 responded to the Olbrich Park Boat Launch to help a man trapped inside his sinking vehicle.

With assistance, the man was able to get out of the vehicle and was pulled onto the pier. The driver was not injured and did not need EMS.

The Heavy Urban Rescue Team soon arrived and provided a tow line from their squad. The Lake Rescue Team took the tow line and secured it to the vehicle underwater. The HURT was then able to pull the vehicle from the water.



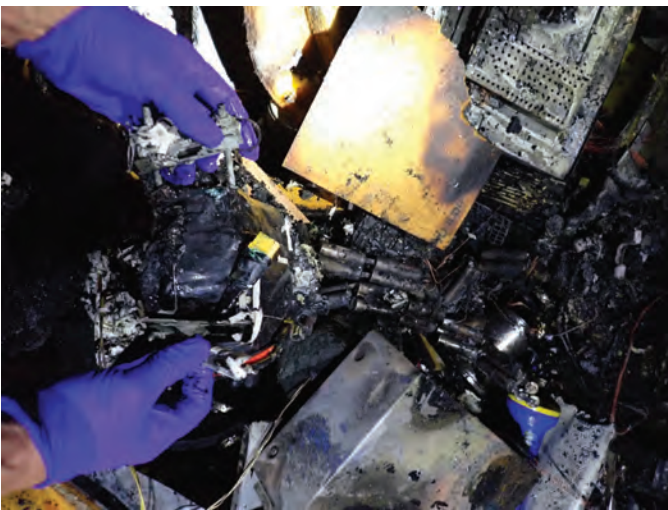
FIRE INVESTIGATION

The MFD Fire Investigation Team (FIT) is dedicated to determining the origin and cause of fires. The team responds and consults with crews almost daily throughout the year and collaborates closely with law enforcement and other agencies during their investigations. The findings of FIT investigations can be used in both criminal and civil cases. The Public Information Officer works with FIT to disseminate important fire prevention information and investigative updates to the public.

Our dedicated team continually trains to enhance its expertise in the ever-evolving field of fire investigation. Based out of Fire Station 11 on the far east side, the team of four personnel also serves as an engine company to help keep the community safe.

FIT responded to many notable calls in 2024. In May, MFD was dispatched to Holy Redeemer Catholic Church, on West Johnson St., after multiple 911 callers reported fire in the steeple. Access to the steeple presented some challenges, with narrow passageways, locked doors, and multiple stories of ladders to climb in order to reach the top. Access was also impacted by the church bells and related infrastructure surrounding the bells. This gave the fire some time to continue to travel amid the intricate wood construction within the steeple.

FIT was busy in July with two large fires to investigate: the Oakhouse Bakery warehouse fire on Vondron Rd. on July 2 and the UW-Madison Agricultural Research Station fire on the far west side of the city on July 19.



Above: This photo shows lithium-ion batteries that caused a house fire in July. The Madison Fire Department is seeing an increase in the number of fires caused by lithium-ion batteries. Safe practices, proper charging, and responsible disposal of lithium-ion batteries help reduce the risk of fires, ensuring a safer environment at home and in the workplace. Review our [safety tips](#).

Right: The FIT investigated a fire in the steeple of Holy Redeemer Catholic Church on W. Johnson Street in May. Evidence suggests a lightning strike was the cause.





EMS TRAINING & LOGISTICS

In 2024, the EMS Training and Logistics Division remained committed to providing the EMTs and Paramedics of the MFD with advanced training to enhance the delivery of top-tier emergency medical services to the community. Under the expert guidance of our Medical Director, Dr. Megan Gussick, we continued to implement a comprehensive training plan that ensures our personnel are equipped with the latest best practices in EMS while meeting all state licensure requirements. Each quarter, we focused on a specific continuing education topic, such as cardiac care, respiratory management, pediatrics, and trauma. Paramedics participated in advanced life support (ALS) skills stations and simulated medical or trauma scenarios related to the quarterly focus. The EMS Training Division, supported by our 24 Paramedic 2s, conducted quarterly Basic Life Support (BLS) skills sessions for all personnel, covering the essential content of each quarter. Additionally, Dr. Gussick hosted a quarterly virtual meeting to address relevant continuing education topics and MFD operational matters.

In 2024, we welcomed eight new paramedics to our team. Two of these recruits joined the MFD as fully licensed paramedics, while the remaining six successfully completed five months of intensive training at Madison College, followed by two months of field training on MFD ambulances under the mentorship of our Paramedic 2s. In the fall of 2024, 10 more personnel began their paramedic training, and we look forward to their deployment as front-line medics in the summer of 2025.

A continued focus on cardiac arrest care was maintained as the MFD launched community hands-only CPR and AED awareness courses, offering two free classes monthly to the public. This initiative aims to educate the community on how to initiate bystander CPR before EMS arrival, a practice that research shows can triple a victim's chances of survival.

In 2024, the EMS Training Division also introduced the Active Shooter Incident Management (ASIM) course, which brought together all MFD and MPD personnel for joint training. This collaboration enhanced our city's preparedness to respond to and manage active threat situations. Moving forward, the EMS Training Division plans to continue its partnership with MPD, ensuring greater integration and coordination in responding to large-scale events.

The EMS Training Division also welcomed a new EMS Coordinator in October of 2024, Erick Przybylski. With his extensive experience in pre-hospital care and education, Erick brings valuable expertise to the division as we continue to enhance our EMS knowledge and skills.

TACTICAL EMS TEAM (TEMS)

The Madison Fire Department's Tactical Emergency Medical Services (TEMS) Team is a group of 12 Paramedics who have been trained specifically to accompany the Madison Police Department's Special Weapons and Tactics (SWAT) Team when they are deployed to high-risk calls such as warrants, standoffs, counter assault operations, and dignitary protection assignments. Members of the team deploy and train with the SWAT operators in a cooperative effort to bring immediate medical care in environments not typically accessible to emergency medical personnel. The primary goal is to provide life-saving medical treatment to injured operators, civilians, and involved suspects during an incident. Additionally, TEMS Paramedics assist MPD in the routine monitoring of their personnel, while also providing medical related reference knowledge at the scene to assist in decision-making processes. In 2024, MFD TEMS members were utilized for 127 incidents for a total of 762 hours of activations and training.



EMS SPECIAL TEAM: CARES

Community Alternative Response Emergency Services (CARES)

The CARES program launched on September 1st of 2021, as a response model for behavioral health emergencies that would traditionally get police response.

CARES crews are trained and equipped to respond to non-violent behavioral health emergencies. The response team consists of one MFD Community Paramedic and one Crisis Worker from Journey Mental Health. The CARES team's goal is to provide an alternative resource that can make a meaningful difference in bridging gaps in the continuum of care, making a positive impact on the health and well-being of our patient population, and facilitating access to the most appropriate and equitable care. The CARES role in these calls is the integration of medical and behavioral care from the onset of crisis intervention, with the goals of improving outcomes and diverting patients from emergency rooms and justice system contacts. Most importantly, CARES can provide an initial intervention then transport and provide a warm hand-off to the most appropriate receiving service in the community.



Since expanding to three teams in April of 2024, CARES has averaged 12.2 calls each weekday when three teams are in service.

In 2024, the Community Alternative Response Emergency Services (CARES) Team responded to over 3,500 calls.

- The average call duration was 48 minutes.
- The average age of a CARES patient was 45, with 10% of patients being under 18 years old, and 18% being 65 or older.
- 21% of patients in 2024 lacked permanent housing.



Our Community Alternative Response Emergency Services (CARES) program celebrated its third anniversary in September. Together, our teams of MFD community paramedics and Journey Mental Health crisis workers have responded to more than 6,000 calls in the past three years.

CARES 2024

3,503
Calls

2,148
Patients

25%
of patients were transported by CARES

2%
of patients transferred to law enforcement



FIRE TRAINING DIVISION

For our Fire Training Division, 2024 was a very busy and comprehensive year in providing training to our field personnel as well as our recruit class of new hires. The Fire Training Division is responsible for providing training to over 400 members covering a wide range of topics, tactics, and procedures.

In January, Recruit Class 61 began their Recruit Academy. These recruits trained on the many aspects of fire suppression, physical fitness, emergency medical services, and more. We continued our partnership with Madison College for our EMT and Firefighter I & II certification training at the beginning of the Academy for all class members. Then Class 61 transitioned to our MFD-specific training academy which occurs over an intensive eight-week schedule to prepare them to serve the City of Madison. This recruit class had 22 recruits who graduated in June and were assigned to the field as probationary firefighter/EMTs.



We accomplished a significant amount of field training throughout the year with a focus on high rise operations. Thanks to the staff at the Oscar Mayer facilities, we were able to practice fireground operations on upper floors in tall buildings at the former Oscar Mayer plant.

The Fire Training Division also led an intensive study on multiple new self-contained breathing apparatus (SCBA) options in preparation for our department to upgrade our current SCBAs. Fire Training staff also worked significantly with EMS Training staff in Active Shooter Incident Management (ASIM) and also with “firefighter down” rescue scenarios. The firefighter down scenarios prepared our members to rescue our own when they go down with all their firefighter gear on. They were able to begin life-saving procedures and continue the resuscitation through a simulation with our EMS Training Division.

Other trainings throughout the year included two Apparatus Engineer orientation courses, numerous acting Apparatus Engineer checkoffs, and the coordination of the fire/medic apprenticeship program. A vast number of trainings occur each day within our firehouses on the company level, led by the Officer of a given engine or ladder company. These training opportunities cover a wide array of topics, but all support the goal of providing the highest level of skill to the City of Madison.

Some of the most valuable training available for our recruits and front-line personnel is utilizing acquired structures for hands on drills and live fire scenarios. We were able to utilize multiple structures for a significant amount of training. These buildings are typically scheduled to be torn down for new housing or businesses. Our Fire Training Division provided numerous drills covering multiple Engine Company and Ladder Company skills. Madison Fire Department is very grateful to the people who consider donating these structures to us. They help us immensely to become better at what we do for our community.



PROFESSIONAL DEVELOPMENT: HIRING & PROMOTIONS

The Madison Fire Department continues its commitment to enhancing the capabilities of its personnel while ensuring that hiring, promotions, and professional development align with the evolving needs of the department and the community we serve.

Hiring Overview

Strategy:

In 2024, MFD remained focused on ensuring that the department's workforce reflects the diverse, dynamic community of Madison. Our efforts emphasized attracting candidates with varied backgrounds, skills, and experiences to ensure that we are prepared to handle the full spectrum of emergencies.

- Hiring Events: The department hosted several hiring events throughout the year to encourage applications, including virtual information sessions, workshops, and open houses.
- Interview Workshop: The Madison Fire Department and Madison College teamed up to offer the first-ever EMS & Fire Service Interview Workshop. The free workshop was an opportunity to practice crucial interviewing skills and learn about job interview best practices. Attendees had the opportunity to participate in skill building breakout sessions, mock interviews and receive real-time personalized feedback.
- New Hires: In 2024, the MFD graduated 22 new firefighter/EMTs (Class 61) and hired another 30 recruits for 2025's Recruit Academy (Class 62).

Staffing Needs & Trends

In response to increased emergency response demands and the ongoing retirement of senior personnel, the department continued to expand its recruitment efforts. Over the course of the year, the MFD strived to achieve:

- Steady increases in applications for Fire-EMT positions.
- Higher interest in specialized roles such as hazardous materials and technical rescue teams and focus on expanding recruitment for bilingual and multi-lingual candidates to better serve Madison's population.



Recruit Class 61, shown here with their Training Officers at their graduation ceremony on June 7, 2024

continued...



PROFESSIONAL DEVELOPMENT: HIRING & PROMOTIONS

Promotions Overview

Promotion Process

Promotions within the Madison Fire Department are based on a combination of experience, performance, and merit. In 2024, the department made significant strides in ensuring that promotions were fair, transparent, and aligned with both department goals and employee career development.

- Promotion to Apparatus Engineer (AE)/Driver: AE is an essential role requiring advanced technical skills in managing apparatus and responding to complex fire incidents. Two separate processes were held in 2024, and 8 personnel were promoted to AE as a result.
- Promotion to Lieutenant: Promotional processes were conducted in 2021 and 2023, resulting in a total of 25 personnel promoting to the rank of Lieutenant as positions became available between 2021-2025.

Internal Leadership Development

We continued to prioritize internal leadership development mentoring as part of the promotion process:

- Leadership Training: A total of 8 leadership development programs were offered to support personnel preparing for supervisory roles.
- Mentorship: Senior firefighters continued to mentor new recruits, and promotional candidates paired with experienced Company officers to guide their professional growth.



Five of the promoted Lieutenants recognized at the Promotional Ceremony on October 4, 2024. From left: Lt. Patrick Howe, Lt. Eric Winker, Lt. Mike Howell, Lt. Sam Cooke, and Lt. Dan Verhagen

Professional Development Overview

Training Programs

Professional development and continuing education are integral to the Madison Fire Department's operations. In 2024, the department enhanced its training initiatives to ensure that all employees had the knowledge and skills to handle a wide range of emergency situations. Key training initiatives included:

- Fire Officer I Certification: The Madison Fire Department hosted a Fire Officer I class for area fire departments. Representatives from five different departments participated including 15 from Madison Fire.
- Leadership Development: Our Command Staff and Administrative leadership participated in an 8-hour Leadership Development seminar focused on coaching, mentoring, and counseling for leaders in the fire service.

continued...



PROFESSIONAL DEVELOPMENT: HIRING & PROMOTIONS

Continuing Education

MFD personnel are encouraged to pursue certifications and higher education to foster career growth. We support employees enrolling in college courses, leadership programs, and fire science degree programs, demonstrating their commitment to professional excellence. A State Fire Officer Certification class was offered in 2024 and in 2025 a Fire and Emergency Services Instructor class will be offered to all personnel.

Future Goals and Plans

Promotions

- Continue refining the promotion process to focus not only on technical competence but also leadership and interpersonal skills.
- Expand mentoring programs to ensure that employees at all levels receive the guidance they need to succeed.

Professional Development

- Invest in more advanced and specialized training programs, including cross-departmental collaborations with police and EMS for joint training exercises.
- Focus on building a comprehensive wellness program that addresses physical, mental, and emotional well-being for all personnel.

Conclusion

In 2024, the Madison Fire Department made significant strides in the areas of hiring, promotions, and professional development. By focusing on diversity, leadership development, and specialized training, we continue to build a highly skilled and motivated workforce ready to respond to the challenges of our community. Our commitment to these efforts ensures that the MFD is well-equipped to serve and protect Madison for years to come.



Above and right: Newly-promoted Apparatus Engineers (AEs) attend a thorough orientation.



PERSONNEL DIVISION

The Personnel Division is responsible for daily administration of the Fire Department and City of Madison personnel rules and Mayor's Administrative Procedure Memoranda. The Assistant Chief of Personnel supervises two Division Chiefs (Health and Wellness, Hiring and Promotions), works closely with MFD Payroll, City Human Resources, and serves as Leadership Team representative with regard to Labor Relations. In addition, the Chief of Personnel meets with and provides a monthly report to the Police and Fire Commission.

Leadership Team Changes (2024)

- March 31, 2024 – Jeff Larson – Assistant Chief
Ronald Blumer – Division Chief
- July 7, 2024 – Chris Hammes – Assistant Chief
Daniel Williams – Division Chief

Recruit Class 61: The Madison Fire Department would also like to congratulate the members of Recruit Class 61 who successfully completed their training and graduated in 2024. Their hard work and perseverance through the recruit academy are commendable. The following individuals from Class 61 were successful in completing their academy training:

Jose Alvarez	Elliot Eisner	Brenden Kornell	Jonathan Rosenau
Jack Baggot	Paul Foster	Mark Lemminger	Matthew Tauer
Theron Baumann	Henry Gore	Patrick Li-Barbour	Gregory Urbanowitz
Matthew Brooks	Elizabeth Healy	Cody Marooney	Bradley Way
Zachary Chapman	Joshua Inhof	John McGrath	
Jerek Clifford	Rachel Kaut	Jake Nelson	

Other Hires

- o Data Analyst – Dan Petty
- o EMS Coordinator – Erick Przybylski
- o Prevention Division – Courtney Pettway & Shawn Bonjour
- o Community Paramedics - Debra Dahl & Amy Yelk-Meinholz
- o Fire/EMS Intern - Aila Meyer

Promotions and Reclassifications

- o Thirty-six employees from all divisions of the MFD were promoted or reclassified in 2024.

Apprenticeship Completion – Recruit Classes 10 & 11

2024 Military Deployments

The Madison Fire Department focuses recruitment efforts in several areas to ensure we are successful in communicating to and attracting a diverse group of applicants for hiring processes. Our military recruitment events have been instrumental in affording us the opportunity to recruit several former and active military personnel. Eleven MFD members were deployed in 2024 for periods of time ranging from one week to twelve months.

2024 Separations

Asst. Chief Tracy Burrus	Captain AJ Greenlee	FF/EMT Alexander Elvord
Asst. Chief Che Stedman	Code Enf Officer John Kosmatka	FF/EMT Fiona Thompson
AE Todd Sailor	Code Enf Officer Brian Kruser	FF/EMT Michael Samosky
AE Kara Nelson	FF/EMT James Schmitt Jr	LT Javier Teniente
AE Matt Schwister	FF/EMT Christopher Heck	LT Carri Holloway
AE Scott Hodkiewicz	FF/EMT D'Juan Roberts	LT James Ahn
AE Lori Kneebone-Karst	FF/EMT Bob Baggot	LT Linnea Anderson
AE Wendy Krugman	FF/EMT Carl Berridge	Recruit Valentino Gario
		Recruit Brian McCosky



HEALTH & WELLNESS

The Health and Wellness division of Madison Fire is responsible for the health and well-being of over 400 personnel in many different roles within the department. The physical and mental health of the department is an important component to delivering effective emergency and non-emergency services to the City of Madison residents and visitors.

Peer Fitness

The department utilizes our Peer Fitness Team members to spearhead the fitness drive and promote a healthy lifestyle. By doing so, we can reduce the number of sick or injured employees and speed up recovery time. With the help of a company called Ready Rebound, who assist us with the expediting of medical services for members that are injured on or off the job, we can get firefighters back to work sooner with less time off due to injury.

Occupational Health Exams

As the department's Occupational Medical provider, SSM Health Dean Medical Group provides MFD with all its medical services based on the NFPA 1582 Standard on Comprehensive Occupational Medical Program for Fire Departments. Medical exams are offered to every commissioned member of the department on a yearly basis, and most of our members take advantage of this opportunity. Dean Medical also administered flu shots to department members and conducted pre-employment medical exams to Recruit Academy candidates.

Cancer Initiative

With the increased risk of carcinogen exposure for our members, MFD strives to meet these challenges with our cancer committee to reduce the time and severity of these exposures. Madison Fire has recently coordinated with our partners at UW Health and Medical Director Dr. Megan Gussick to acquire Dr. Stewart Berry on rotation for a short time.

During his time with MFD, Stuart hopes to identify the most effective and evidence-based methods of performing health screenings for firefighters, given their unique exposures and risks. He will be focusing on environmental and occupational exposures such as PCBs, PFAS, and heavy metals.



Fitness is a crucial part of the Recruit Academy and the Training Officers ensure the recruits get plenty of workout time in.





PEER SUPPORT

The Department understands the importance of behavioral health and offers the Peer Support Program (PSP) to assist its members, retirees, and their families. The PSP aims to provide a dedicated team of trained individuals who offer continuous support, guidance, and consultations. These services are provided by behavioral health professionals and include confidential support, information, and referrals for current and retired employees, as well as their families, seeking help. This support can address challenges related to critical incidents, daily work stress, or personal life stress.

The Peer Support Team has many roles within the MFD. The team checks in on crews that respond to critical incidents (87 calls in 2024 – up 34% from 2023) and sets up critical incident debriefings facilitated by mental health professionals (24 debriefings in 2024). The team also has programs that connect with those who have recently retired (11 contacts), who are on bereavement leave (30 contacts), who have had a birth in the family (4 contacts – started in Nov 2024), who are injured or ill (21 contacts), who are deployed in the military (5 contacts), and who are newly hired (46 contacts). Looking into 2025, the Peer Support Team will be having a recruitment process to bring on 4 new members. The team will also continue to place an emphasis on reaching out to members' families to ensure a greater understanding of the team's availability and purpose.





FIRE PREVENTION

The Fire Prevention Division consists of five units: Fire Protection Engineering, Community Education, Elevator Inspection, Code Enforcement, and Emergency Management.

Emergency Management has been working hard training, developing relationships with community partners, and creating plans for our worst days all in the hope that they are never needed.

Shawn Bonjour and Courtney Pettway joined the Division in the spring of 2024 as Fire Code Enforcement Officers. Both Shawn and Courtney were new to the world of fire prevention and inspections but are veterans of Team City. MFD collaborated with Madison College to deliver the State Certified Fire Inspector Class in-house which allowed us to save overtime costs and use in-house staff familiar with our processes in the course. This opportunity has proven successful as both Shawn and Courtney are now Fire Inspector I certified.

Our Community Educator, Bernadette Galvez, was recognized as one of two Fire Prevention Educators of the Year by the Wisconsin State Fire Inspectors Association at their annual conference. As you read through all the great work that Bernadette does for the community, you will understand why this award was well deserved.

Filling an open elevator inspector role has been a challenge over the past couple of years; therefore, MFD is trying a new year-long training program through NAESA International and hired an Elevator Inspector Trainee. Fire Prevention Officer Doug Milks decided to try this new endeavor and was selected to fill this new position; he is expected to be Qualified Elevator Inspector (QEI) Certified in June of 2025.

The Fire Protection Engineering Unit completed staff training and transitioned to allowing submittal of permits and plans electronically, saving time, money, and resources with the reduction of paper plans, mailings, and processing. MFD continues to promote fire sprinkler systems and for a second year in a row, documented double digit fire sprinkler activations that either extinguished a fire or at least kept the fire contained until firefighters could finish the job.

"An ounce of prevention is worth a pound of cure!" – Ben Franklin





FIRE PREVENTION

Code Enforcement Unit

The Fire Prevention Division is responsible for the State of Wisconsin's fire prevention inspection mandates and works to cause the correction of fire code violations. The City of Madison Fire Department strives to educate business owners and operators on the "how and why" of fire and life safety requirements and best practices in order to preserve life, property, and business continuity. There are 12,907 multi-unit residential buildings and commercial facilities that require annual or semi-annual fire prevention inspections. In 2024, a total of 26,044 fire inspections were conducted resulting in 2,975 violations noted.

In 2024, the most common violation was the lack of an annual inspection or maintenance of a fire extinguisher at 44.6%, down slightly from 46% in 2023. By comparison, the subsequent noted written violation was for a fire alarm system needing an annual inspection or maintenance, which was only 9% of the inspections. This was closely followed by exit lights needing to be repaired at 8.6% of the time.

Fire Prevention Officers also perform reviews and inspections for scheduled special events where large numbers of people are expected to visit, such as events on the Capitol square, sporting events, music concerts, art fairs, and fireworks displays. Prevention staff completed 247 bar and tavern capacity checks, and worked ten UW football games and game day beer garden inspections.

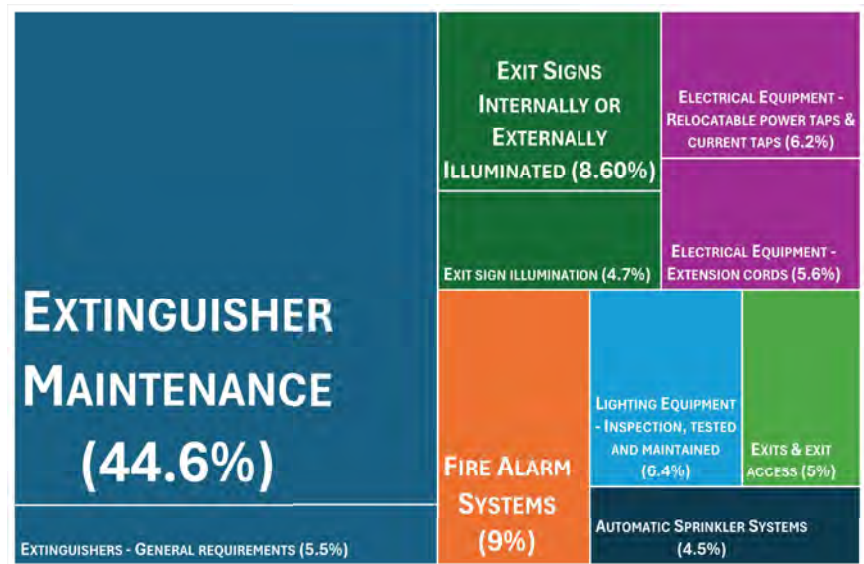
Fire Prevention staff, along with the Parks Department, developed an emergency action plan template and provided training on event safety to group organizers who routinely host events within the City. This renewed emphasis assisted smaller events with the required emergency planning and reiterated to the larger event organizers the importance of having, updating, and training on their emergency action plan. This work resulted in reduced risks for the events and those attending these events, adding another reason Madison is a great place to live.



Fire Prevention Officers perform reviews, inspections, and capacity checks for events such as Taste of Madison (above) and UW game day beer gardens (below).



The 10 Most Commonly Written Violations in 2024





FIRE PREVENTION

Community Education Unit

City of Madison **Community Education Unit** strives to reach Madison residents to educate them on the importance of prevention and the reduction of risks of fire and other life safety hazards.

Our busiest time of the year is October, **Fire Prevention Month**. MFD visited 36 public and parochial elementary schools, reaching over 4,200 students. Our safety messaging and training included an evacuation obstacle course where the kids could practice crawling under “smoke”, feeling a door to see if it was hot before opening it, and going out a window if their primary exit was blocked. The students would meet at the “tree” which simulated their home meeting spot.

Madison Fire Department Zoo Takeover is becoming a favorite outreach opportunity. Visitors of Henry Vilas Zoo visited three educational tables throughout the zoo and learned about smoke and CO alarms, lithium batteries, and cooking safety. If children visited each table and they put together the safety message of the day, the children got to spray the fire hose from a real fire engine.

Visiting the local fire house is a wonderful opportunity for families, groups, and the neighborhood. We were able to accommodate approximately 60 tours in 2024.

Other community outreach events included the following:



- Safety Saturday
- Station Tours
- Future Quest
- Parks Alive
- Touch a Truck
- Parades
- National Night Out
- Trunk or Treat
- Campus Fire Safety
- UW Homecoming Parade
- Neighborhood Block Parties



*In October, Community Education Officer Bernadette Galvez, was recognized as one of two **Fire Prevention Educators of the Year** by the Wisconsin State Fire Inspectors Association at their annual conference.*





FIRE PREVENTION

Fire Protection Engineering Unit

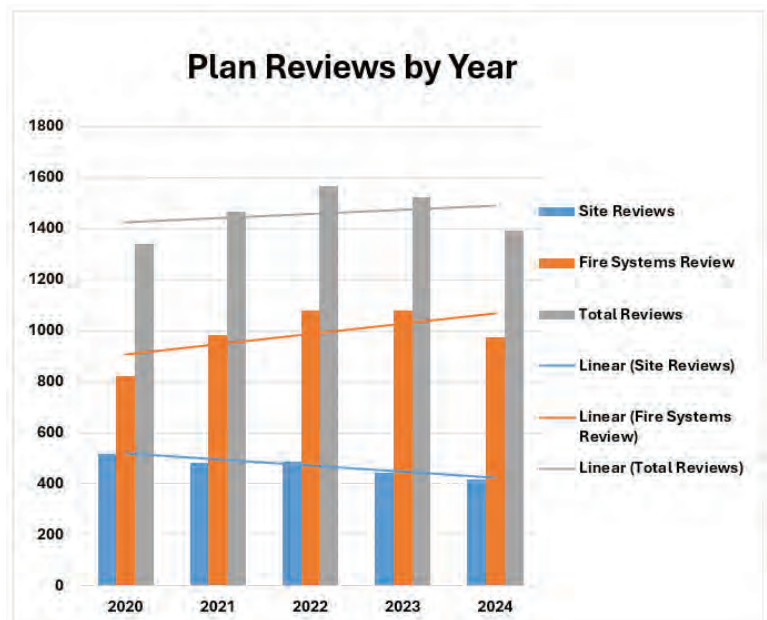
The Fire Protection Engineering unit plays a crucial role in the "Engineering" aspect of the "5 E's" of Community Risk Reduction (the other four being Education, Enforcement, Economics, and Emergency Response). By promoting fire safety technologies and solutions, we contribute to preventing fires, mitigating their impact, and ensuring safe environments. This unit is responsible for ensuring that site development, new construction, and alteration projects comply with the building and fire codes as well as Madison General Ordinances. As building construction becomes more complex with taller and larger buildings, more complex systems, and tighter sites, the Engineering unit looks out for the safety of emergency responders, along with owners and occupants of these buildings. The Engineering unit's work is a team effort by prevention staff who perform plan reviews and construction inspections. In 2024, this combined effort resulted in 14 documented fire sprinkler saves, including nine fires in multi-family buildings and a fire involving stored materials in a maintenance facility, preventing potentially significant property damage and possible injuries.

Over the course of 2024, the Engineering unit continued to perform plan reviews for fire alarm, suppression, kitchen hoods, access control, site plans, and numerous other systems. Plan reviews are continuing the upward trend observed post-pandemic. In 2024, there were 1,390 plan reviews approved, which generated \$558,000 in revenue from system plan review fees and permit issuance.

2024 saw the beginning of the phase-in of electronic plan reviews. This transition will decrease dependence on paper copies of plans, providing a benefit to the environment and a cost saving to both submitting contractors and the City of Madison. Electronic plan review will speed up the plan review process by eliminating shipping and handling physical plan sets.

Additionally, the Engineering unit provides support to other City agencies, MFD personnel, architects, engineers, building owners, homeowners, and tenants in the form of technical advice on fire protection systems and fire codes. This technical expertise helps provide an increased level of safety for all people who may interact with buildings and systems in the MFD coverage area.

These efforts contribute to a safer community by ensuring that buildings are designed and constructed to minimize fire risks and protect occupants. The Fire Protection Engineering unit plays a vital role in protecting the lives and property of Madison residents through its commitment to code compliance, technical expertise, and proactive approach to fire safety.





FIRE PREVENTION

Elevator Inspection Unit

The Elevator Inspection Unit consists of three full-time State of Wisconsin Certified Elevator Inspectors and one Inspector Trainee. The unit works to ensure the safe installation, alteration, and operation of conveyances, which includes elevators, escalators, chair lifts and dumbwaiters.

Our primary focus is on timely plan review, accurate and safe new installations, and annual inspections to grant the required permit to operate.



2024 was a year of progress for the Elevator Inspection Unit. Our staff worked hard to keep up with new elevator installations, and ensuring that existing elevators are operating properly.

Our unit provides regular training to the firefighters on the safe evacuation of entrapped occupants. There were 379 elevator entrapment/service calls this year alone.

In 2024, the National Association of Elevator Safety Authorities (NAESA) started an inspector training program to allow individuals to take a yearlong online course with hands-on experience through a qualified elevator inspector

mentoring program and allow that individual to have the skills and knowledge to become a certified elevator inspector. MFD took this opportunity to hire an elevator inspector trainee and send them through the course with our inspection staff serving as mentors. Doug Milks transitioned from a Fire Code Enforcement Officer and is attending the QEI Trainee Program and plans to test for his certification in June 2025.

In 2024, over 3,100 elevator inspection activities were logged, including 61 new installations and 63 alterations. The City of Madison continues to see an increase in new elevators every year. Currently, the city has over 3,000 conveyances, all of which require an annual routine inspection.





EMERGENCY MANAGEMENT

In 2024, the City's Emergency Management (EM) capabilities experienced rapid growth. Emergency Management coordinator Colton Ritchie, hired in late 2023, focused on establishing the position, developing logistics, building relationships, and promoting community resilience. This included collaborating with city and county agencies to address hazards, enhance community health, and improve accessibility in planning. Partnerships with nonprofits like the American Red Cross, Salvation Army, and local shelters ensured a coordinated and responsive approach to emergencies.

To boost community resilience, the emergency manager worked with street use planning to integrate emergency preparedness into public events, collaborating with venues like Breese Stevens Field to improve and exercise plans. EM also focused on individual preparedness, creating blog posts and attending outreach events. Additionally, EM secured funding for resilience efforts from 2025 to 2027 and partnered with Public Health to enhance preparedness at a local community center.

Throughout the year, EM led the emergency operations center for several key events including, among others, a winter storm, severe weather, and the elections. The team ensured coordinated city responses, supported situational awareness, and assisted in communication efforts. EM's ongoing work included creating plans for mass casualty/active violence scenarios and reunification, weather events, and other emergencies that effect the health and safety of Madison. Moving forward, EM plans to continue improving its capacity and resilience efforts to keep Madison prepared.



**City of Madison
Emergency
Management**

Above and left: Personnel from a variety of agencies attend a briefing at the multi-agency resource center (MARC) in response to the tragic shooting at Abundant Life Christian School on Madison's east side in December.





INFORMATION TECHNOLOGY

The Madison Fire Department's Information Technology Division is led by one full-time staff member, Management Information Specialist Chris Anthony, who oversees the management, maintenance, and coordination of the department's various technology needs. This division has experienced consistent growth in technology requests.

2024 Accomplishments

SharePoint Migration & Internal Site Redesign

For over half a year, with the help of City IT, the SharePoint site was migrated to the latest version. This project included a full redesign of our internal site to enhance usability, accessibility, and overall efficiency for our team. This upgrade included an overhaul of processes, policies, procedures, and forms to streamline and increase compliance.

Mobile System Modernization for Frontline Vehicles

In partnership with Dane County 911, several major upgrades were completed for the Mobile system of our frontline vehicles. These upgrades improved reliability, performance, and integration with existing emergency response technologies.

Conferencing Equipment Upgrades

As part of our ongoing commitment to station enhancements, we have been routinely conducting surveys to assess conferencing equipment needs. Strategic upgrades will continue to be made to improve communication capabilities across all stations.

TeleStaff Cloud Migration Planning

We have begun the implementation planning for the migration of TeleStaff from an on-premises environment to a cloud-based solution, with a targeted transition in 2027. This migration will enhance system accessibility, reliability, and long-term scalability.

Knox Vaults

We successfully completed transitioning all of our MedVaults and KeySecures across our facilities and frontline vehicles to include Knox vaults. These upgraded systems enhance security, remote accessibility, and tracking capabilities for both controlled substances and critical keys.

Knox Key Tracking System

As part of our efforts to improve security and accountability, the new tracking system for Knox Keys has been successfully implemented. This system helped eliminate issues with locating key sets, ensuring better organization and efficiency. We aim to continue to enhance security measures and reduce time spent tracking down keys.

Wi-Fi Expansion at Stations

Additional Wi-Fi access points were installed at several fire stations to improve network coverage, ensuring better connectivity for personnel, mobile devices, and operational systems.

continued...



INFORMATION TECHNOLOGY

...continued

Security Cameras & System Upgrade

Over the year, we upgraded multiple security cameras across various fire stations to improve surveillance capabilities, enhance monitoring, and increase overall security for the fire staff. This is a continuous project with leadership across all fire stations.

Special Event Accomplishments

During this period, we worked in tandem with the White House Secret Service for special event needs that required special clearance for enhanced security upgrades and monitoring. The needs of the White House were met and even recognized by the Secret Service for the technical help provided.

Major Projects in 2025

Looking ahead, 2025 will be a significant year with several major projects aimed at enhancing our technology, security, and operational efficiency.

- *Command Post Technology Upgrades* – Modernizing network infrastructure, communication systems, and audio-visual capabilities to improve operational effectiveness.
- *Security Camera Upgrades* – We are working with City IT to upgrade our security cameras across our facilities to enhance surveillance capabilities, improve video quality, and strengthen overall security measures. These upgrades will provide better monitoring, increased storage capacity, and improved integration with existing security systems.
- *Computer Desktop OS Migration* – In coordination with City IT all computer operating systems are scheduled to be upgraded to Microsoft OS 11.
- *Fire Station 1 Training Room Upgrade* – We will be upgrading the audio-visual equipment at Station 1. This enhancement will increase presentation capabilities, improve video conferencing, and support better training and operational communication.
- *Fire Station 7 Training Room Upgrade* – In tandem with Fire Station 1, we are also working on upgrading the audio-visual equipment at Station 7 for the previously mentioned reasons. This will also assist our HazMat crew, based at Fire Station 7, in acting as a training hub for other stations.
- *Audio-Visual Equipment Upgrades at Multiple Fire Stations* – We are planning to upgrade AV equipment setups at several fire stations to enhance presentation capabilities, improve video conferencing, and support training and operational communication needs.
- *Continuing Development of Work Order Forms in SharePoint* – We are actively building and refining new work order forms in SharePoint to streamline maintenance requests, improve tracking, and enhance workflow efficiency. These forms will help automate processes, reduce paper work, and improve response times.
- *Expansion of Mobile Devices for Field Personnel* – We are preparing to roll out additional mobile devices to field personnel to help streamline patient care documentation and communication. These devices will improve efficiency, enhance data accuracy, and support better coordination during emergency responses.



FINANCE

2024 Operating Budget and Actual*						
Line Item	Original Budget	Revised Budget	Actual	% of Subtotal (Actual)	Original Budget Surplus (Deficit)	Revised Budget Surplus (Deficit)
Intergovernmental Revenues	(2,083,493)	(2,083,493)	(2,073,254)	13%	(10,239)	(10,239)
Charges for Services	(12,989,100)	(12,989,100)	(12,836,806)	79%	(152,294)	(152,294)
Fire Services	(1,175,000)	(1,175,000)	(1,003,360)	6%	(171,640)	(171,640)
Ambulance Conveyance Fees	11,400,000	(11,400,000)	(11,587,630)	71%	22,987,630	187,630
Other	(349,070)	(349,070)	(466,837)	3%	117,767	117,767
Licenses and Permits	(1,350,843)	(1,350,843)	(1,265,347)	8%	(85,496)	(85,496)
Elevator Permits and Inspection	(869,828)	(761,945)	(765,674)	5%	(104,154)	3,729
Fire Permits	(528,015)	(528,015)	(565,510)	3%	37,495	37,495
Investment and Other Contributions	(504,629)	(504,629)	(8,075)	0%	(496,554)	(496,554)
Miscellaneous Revenue	(113,100)	(113,100)	(71,147)	0%	(41,953)	(41,953)
Other Finance Source	(26,000)	(26,000)	(24,666)	0%	(1,334)	(1,334)
Transfer In	-	-	-	0%	-	-
Total Revenues	(17,067,165)	(17,067,165)	(16,279,295)	100%	(787,870)	(787,870)
Salaries	47,385,557	46,446,827	46,509,799	63%	875,758	(62,972)
Permanent Wages & Premium Pay	44,296,380	43,053,250	43,458,250	59%	838,130	(405,000)
Overtime Wages	3,089,177	3,393,577	3,051,549	4%	37,628	342,028
Benefits	17,285,585	19,736,715	19,032,611	26%	(1,747,026)	704,104
Health Insurance	7,964,019	8,040,969	7,722,939	11%	241,080	318,030
WI Retirement System	7,777,549	8,868,229	8,472,398	12%	(694,849)	395,831
Other	1,544,018	2,827,518	2,837,275	4%	(1,293,257)	(9,757)
Supplies	1,279,664	1,328,535	1,084,154	1%	195,510	244,381
Purchased Services	2,389,694	2,391,749	1,957,071	3%	432,623	434,678
Debt and Other Financing	-	-	12,500	0%	(12,500)	(12,500)
Interdepartmental Charges	4,983,327	4,983,327	4,912,849	7%	70,478	70,478
Interdepartmental Billing	-	-	-	0%	-	-
Transfer Out	-	-	-	0%	-	-
Total Expenses	73,323,827	74,887,153	73,508,985	100%	(185,157)	1,378,169
Grand Total	56,256,662	57,819,988	57,229,690		(973,027)	590,299

*includes grant funding

2024 Capital Budget and Actual		
Project	Budget	Actual*
CARES Vehicles	300,000	-
Communications Equipment	299,240	220,898
Fire Apparatus & Rescue Vehicles (Fleet Services)	4,280,000	5,636,454
Fire & EMS Equipment	1,683,000	717,257
Fire Building Improvements (Engineering Division)	50,000	723,871
Training Capability Development	374,250	472,748
Total	6,986,490	7,771,228

*Actuals can exceed budget for a given year because of prior year budget authority carrying forward into the current year

