



**Southern Ozaukee Fire and EMS Department**  
*2024 Annual Report*



Southern Ozaukee Fire and  
Emergency Medical Services Department  
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March 21, 2025

President Rosing  
Members of the SOFD Board

Please find attached the Southern Ozaukee Fire and Emergency Medical Services Department's 2024 Annual Report. This report provides a detailed overview of our department's activities, achievements, and operational highlights throughout the year.

In 2024, the Southern Ozaukee Fire Department responded to a total of 3,366 fire and emergency medical calls, marking an 12% increase from 2023. This does not include an additional 582 paramedic intercepts to the City of Cedarburg. December was the busiest month, with 361 calls for service in Mequon and Thiensville. This increase underscores the growing demand for our services and the continued commitment of our department to ensure the safety of our community.

Looking forward to 2025, the Southern Ozaukee Fire and EMS Department will continue its efforts to deliver the highest level of service to the community while maintaining a strong focus on the safety of both residents and department members. We will continue to prioritize resource efficiency and operational readiness to meet the growing needs of our communities.

We appreciate your continued support and look forward to another year of collaboration.

Respectfully submitted,

*David L Bialk*

David Bialk, Fire Chief

**2024 Annual Report**  
**[Table of Contents]**

Mission, Vision, and Values Statement.....4

Response Statistics.....5

Significant Calls for Service.....9

Community Risk Reduction Report.....10

Recruitment and Training Report.....11

Equipment Report.....12

Year End/Staffing Report.....14

Emergency Medical Services Report.....15

## **-OUR MISSION-**

The Southern Ozaukee Fire and Emergency Medical Services Department exists to ensure the safety of our communities through fire suppression, response to medical emergencies, professional training and public education. We serve our communities to protect the people, property, and environment. We provide our citizens with reassurance, aid and comfort when they are vulnerable.

## **-OUR VISION-**

The Southern Ozaukee Fire and Emergency Medical Services Department will continuously strive to be a trusted community service that is recognized for meeting the needs of our citizens, while being good stewards of our resources. We will be known as a modern department with a professionally trained team that attains best practice standards and ensures a high level of readiness. We will innovate and continuously have an eye to the future. We will accomplish our vision of a strong combination department by investing in our people, with a workforce of committed career and volunteer team members. We will forge strong partnerships to ensure the safety of the communities we serve.

## **-OUR VALUES-**

Our culture reflects our shared values, and we have pride in all that we do.

### **Integrity**

We live in accordance with our values, demonstrating sound ethical principles and being honest with ourselves and others.

### **Trust**

We believe that reliability and the strength of our relationships is core to our being. Trust fosters respect and provides safety and earns loyalty.

### **Empathy**

We seek to understand the thoughts, feelings and perspectives of others from their point of view. We show compassion for those who feel vulnerable or suffer a loss.

### **Grit**

We exhibit courage, resolve and a selfless devotion to duty.

### **Excellence**

We are professional and exceptional in our skills, continuously striving to improve.

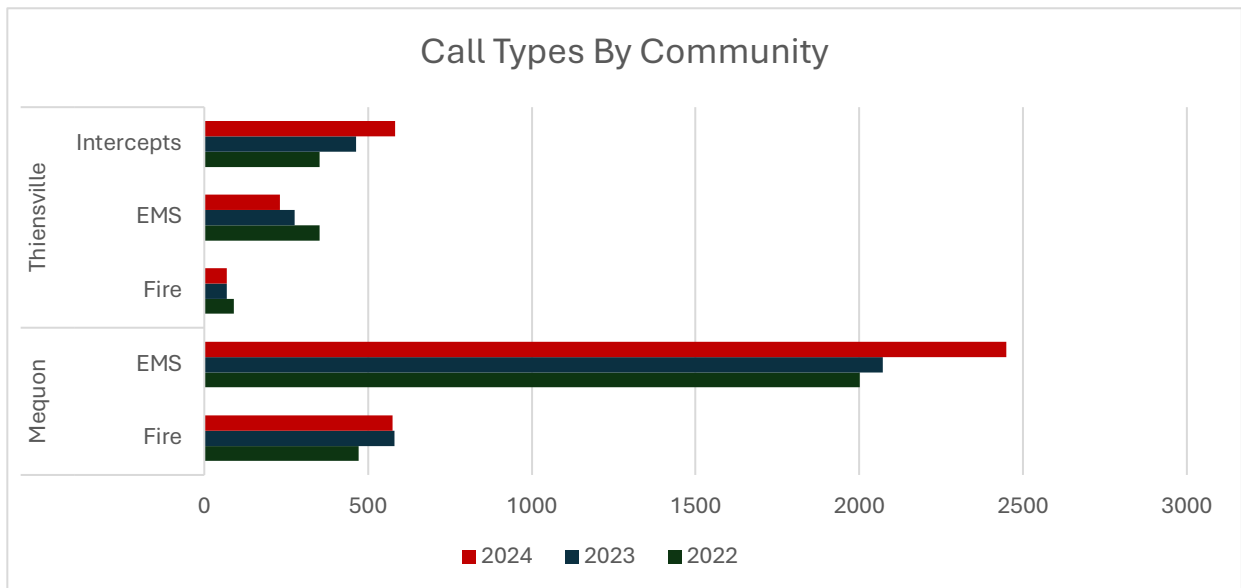
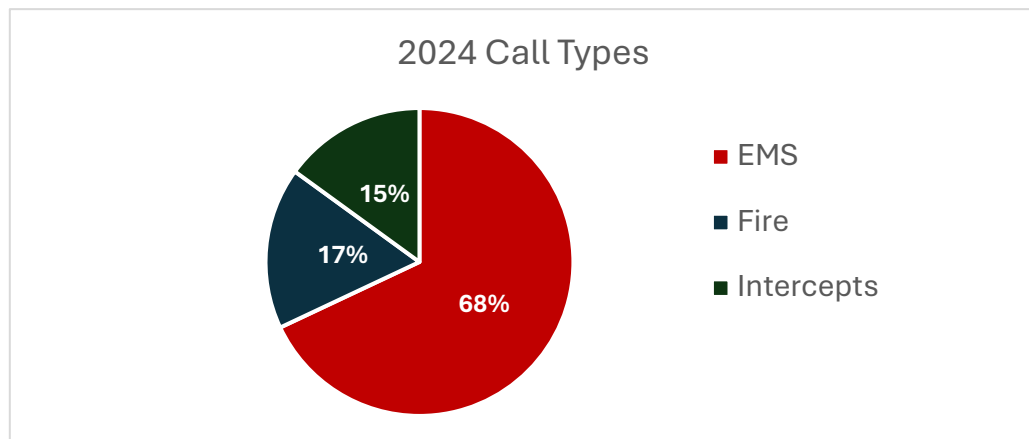
### **Stewardship**

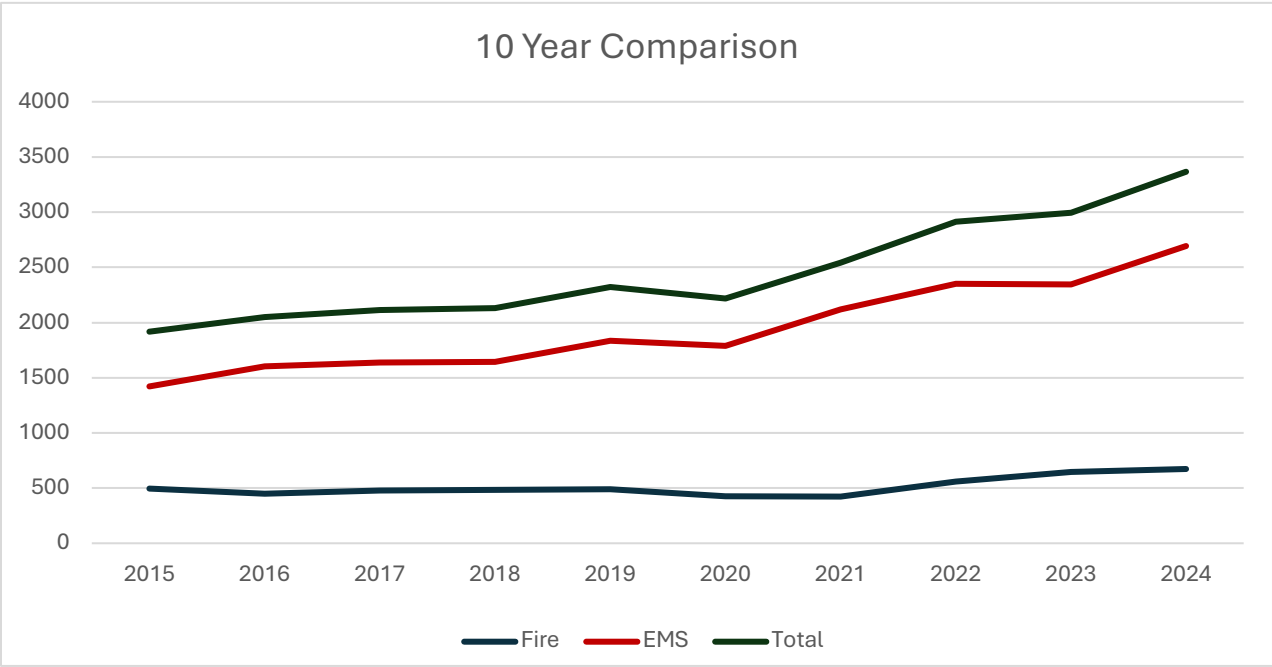
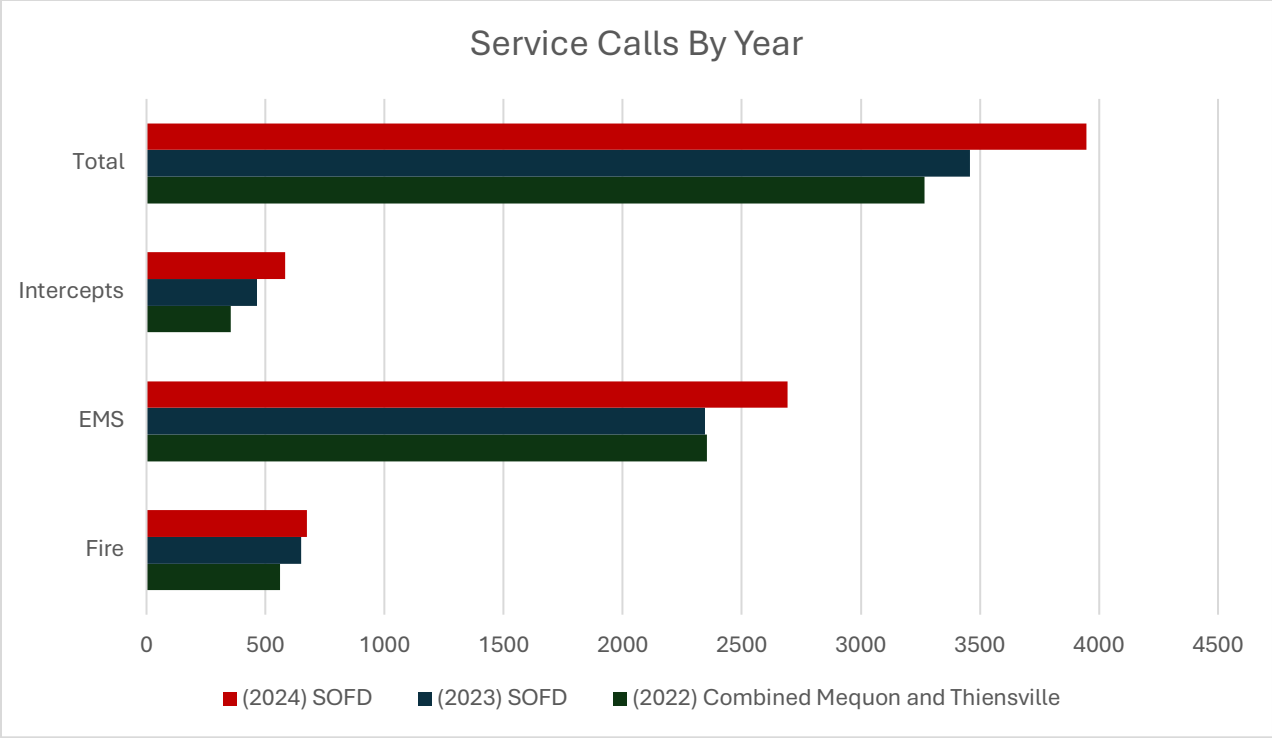
We are responsible in our use of financial and human resources.

## -RESPONSE STATISTICS-

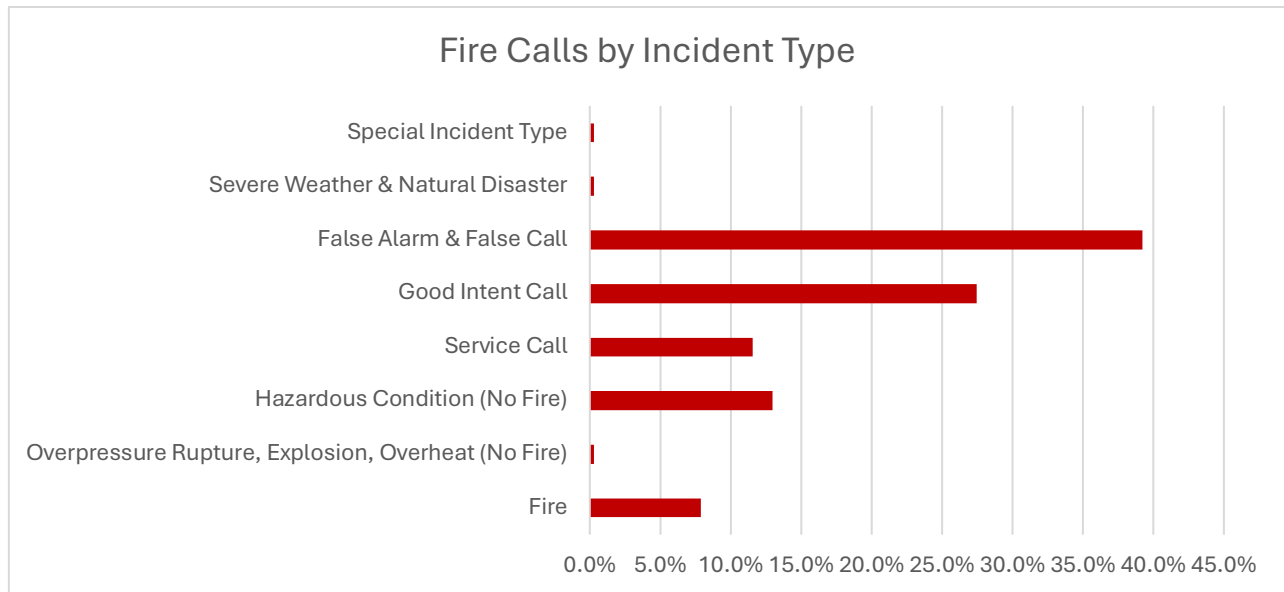
In 2024, the Southern Ozaukee Fire and EMS Department responded to a total of 3,948 calls for service, marking a 14% increase from the previous year. These calls encompassed emergency medical services, fire-related incidents, mutual aid requests from neighboring communities, and paramedic intercepts.

The department's workforce in 2024 comprised 77 members, including a full-time Fire Chief, a part-time Administrative Assistant, a full-time Deputy Chief, three full-time Battalion Chiefs, seven full-time Firefighter/Paramedics, and 65 Paid-On-Call Members. The full-time Battalion Chiefs and Firefighter/Paramedics operate on 48-hour rotating shifts, working closely with the Paid-On-Call members. Together, they ensure continuous staffing of two ambulances, two first responder vehicles, and a Chief Officer Vehicle around the clock, guaranteeing a prompt response to emergency situations in our communities. In addition to their regular duties, the department's dedicated personnel are always ready to respond to larger incidents, offering their expertise and assistance as needed, regardless of the time of day.





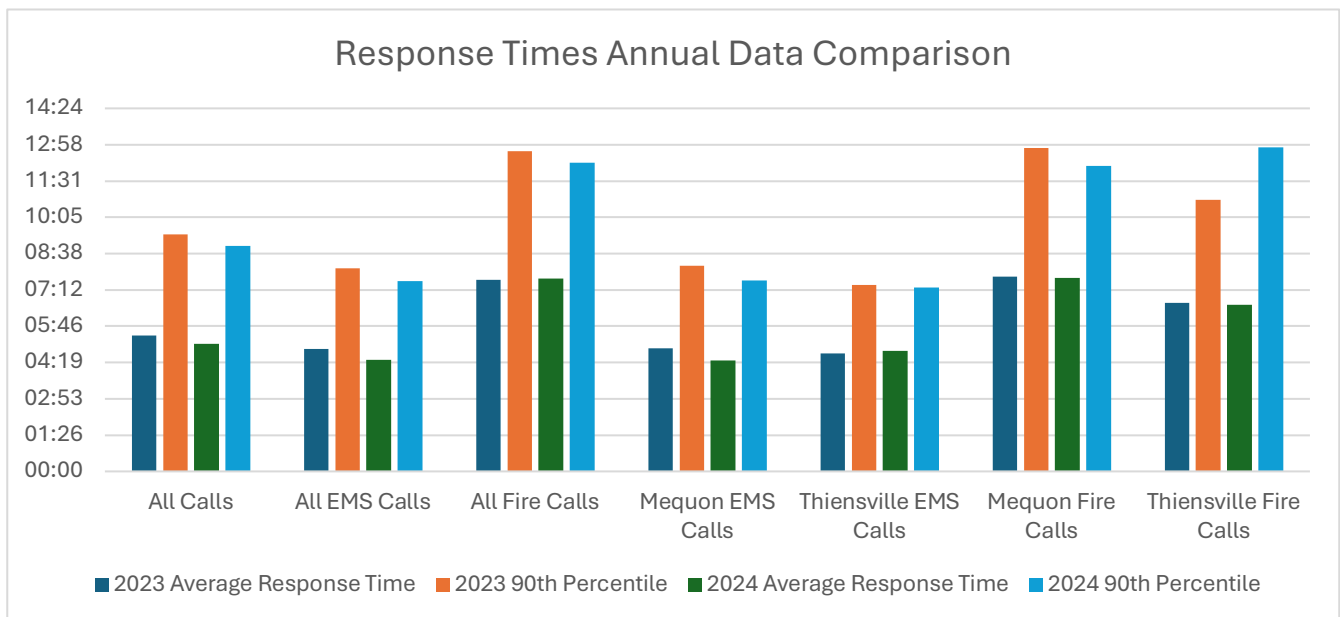
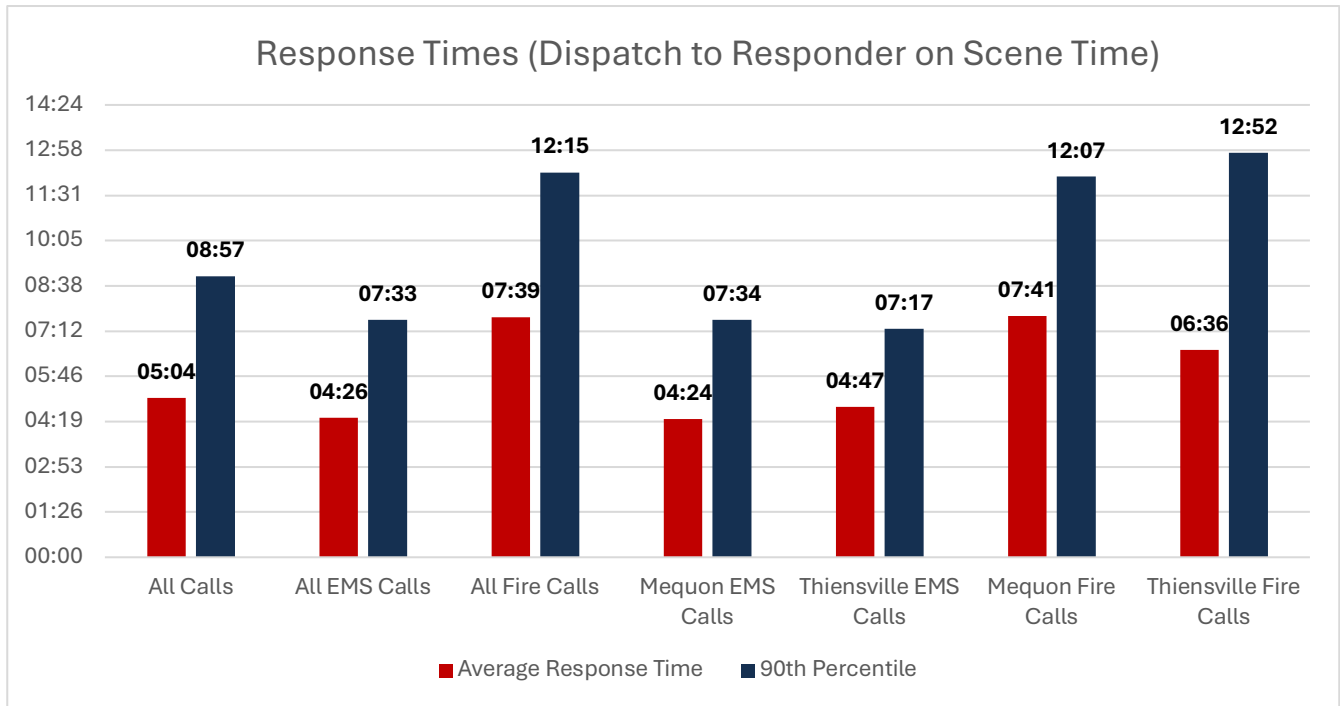
\*\* Intercepts not included in 10 Year Comparison Data.



In 2024, alongside paramedic intercepts with Cedarburg, the Southern Ozaukee Fire and EMS Department was called upon 43 times by neighboring communities to provide fire and EMS support outside of our service area. These requests were facilitated through the Mutual Aid Box Alarm System (MABAS), which allows fire departments to request individual resources or multiple units simultaneously based on the needs of the incident. MABAS utilizes predefined resource groups tailored to specific types of emergencies, ensuring a coordinated and efficient response. Each year, all participating departments review and adjust their MABAS cards to maintain balanced and effective responses to critical and large-scale incidents.

Mutual Aid Requests by Community	
Community	Number of Requests
Germantown	12
Port Washington	11
Cedarburg	6
Grafton	5
Menomonee Falls	3
Northshore	2
Milwaukee	2
Waterford	1
Waubeka	1

Response time data is tracked and analyzed each year to ensure the Southern Ozaukee Fire and Emergency Medical Services Department (SOFD) provides rapid and efficient service to the community. When comparing the data from 2023 to 2024, it is evident that, despite no changes being made to the daily staffing matrix, SOFD members demonstrated improved overall response times for incidents in Mequon and Thiensville. This reflects the department's ongoing commitment to enhancing operational efficiency and optimizing service delivery.





## **-SIGNIFICANT CALLS FOR SERVICE-**

**January 16, 2024**, SOFD was called to a house fire at 11733 N Wauwatosa Rd, where the garage was fully involved upon arrival. The incident was further complicated by hoarding conditions. Tragically, despite lifesaving efforts, one resident died, and another was found deceased within the residence. Multiple neighboring fire departments provided mutual aid during the response.

**April 26, 2024**, SOFD, in coordination with the Cedarburg and Grafton Fire Departments, extinguished a detached garage fire at 112 N Highland Ave.

**May 29, 2024**, SOFD responded to a vehicle vs. motorcycle collision near Port Washington Rd and Corporate Parkway. One individual was transported to the hospital, and another was found deceased at the scene.

**June 5, 2024**, SOFD was dispatched to the Milwaukee River to assist in a rescue operation for a person who entered the water to rescue his dog. Due to dangerous water conditions, the victim was not located during the initial search. The search continued for several days, and the victim was eventually found deceased. This operation involved several area fire departments, the Wisconsin DNR, and Ozaukee County Emergency Management.

**June 5, 2024**, SOFD, with help from the Saukville Fire Department, extinguished a detached garage fire at 1317 W River Forest Dr.

**August 5, 2024**, SOFD responded to a fire behind a wall at a tavern at 5208 W County Line Rd. The fire was quickly located and extinguished, with mutual aid from the North Shore Fire Department.

**August 23, 2024**, SOFD was called to a medical emergency at 12400 N Ville Du Parc Dr, where a 64-year-old male was resuscitated on a golf course. Multiple bystanders performed CPR, and the patient was successfully revived and transported to the hospital.

**September 11, 2024**, SOFD responded to a house fire at 11752 N Solar Ave, where a dog was rescued, and a basement fire was extinguished. Mutual aid was provided by the North Shore Fire Department, Cedarburg Fire Department, Grafton Fire Department, and Germantown Fire Department.

**September 30, 2024**, SOFD extinguished a house fire at 11020 N River Rd, with support from several surrounding fire departments.

**These incidents showcase the dedication and professionalism of our department, as well as the collaborative efforts with neighboring agencies to ensure the safety and well-being of our community.**

## -COMMUNITY RISK REDUCTION REPORT-

Education and public relations play a crucial role in enhancing safety awareness and preparing the community to properly mitigate and respond to emergencies. The Southern Ozaukee Fire and EMS Department (SOFD) is committed to fostering safety education, particularly among children and young community members. Through activities such as fire department tours, visits to schools with fire apparatus, school rides, and other public relations events, SOFD works to engage and inform the public. In 2024, the department proudly conducted 13 school tours.

Below is a list of some of the public relations events SOFD participated in throughout 2024.

<b>Taste of Mequon</b>	<b>Gathering on the Green</b>	<b>Winter Frolic at the Mequon Nature Preserve</b>
<b>LionFest</b>	<b>Chinooks First Responder Night</b>	<b>National Night Out</b>
<b>Fun Before the Fourth</b>	<b>Trinity Freistadt Parade</b>	<b>Safety Town</b>
<b>Christmas Tree Lighting</b>	<b>Fire Department Pancake Breakfast</b>	<b>Dog Days of Winter</b>
<b>Friendship Circle Bike Ride</b>	<b>Lac du Cours Community Day</b>	<b>Winterfest</b>
<b>Nightmare on Elm Street</b>	<b>Trunk or Treat</b>	<b>AED Training at North Shore Soccer Club</b>
	<b>Turkey Trot</b>	

In addition to community teaching, SOFD also takes a proactive approach to community risk reduction by completing fire inspections of all commercial businesses yearly.

## Fire Inspections Completed in 2024

**1,118**

## -RECRUITMENT AND TRAINING REPORT-

Each week, with the exception of the third week of each month, the Southern Ozaukee Fire and EMS Department (SOFD) conducts both EMS and fire training. The department places great value on continuous training to ensure the highest level of service to the community. In 2024, SOFD personnel had the opportunity to train for several weeks on a community structure located at 115 W Freistadt Rd in Thiensville before its demolition. Training on actual structures offers valuable hands-on experience, simulating real-life scenarios and providing practical job training.

EMS training covers a wide range of topics, including medical, cardiovascular, airway management, trauma, and operational procedures. By focusing on best practices in EMS, SOFD ensures its team is equipped to deliver exceptional care to the community in times of need.

### Number of Weekly EMS Training Hours in 2024 by SOFD Members

**1,158**

SOFD sponsors members to complete certification courses at local technical colleges. Throughout 2024, 14 people attended courses sponsored by the department and obtained 17 certifications. Certification courses include Emergency Medical Technician-Basic, Firefighter 1, Firefighter 2, Inspector, Fire and EMS Instructor 1, Fire and EMS Instructor 2, and Rapid Intervention Team.

The Southern Ozaukee Fire and EMS Department (SOFD) maintains two specialized operations teams: a Dive Team and a Technical Rescue Team. These teams collaborate with the fire departments of Grafton and Port Washington, conducting monthly training exercises. These specialized teams are crucial for efficient rescue operations and incident management, particularly in situations involving the challenging terrains of Mequon and Thiensville, including the bluffs and the Milwaukee River.

In addition to training department personnel, SOFD serves as a certified training site for CPR through the American Heart Association. Bystander CPR has been shown to save lives and improve the chances of successful resuscitation by maintaining circulation after a cardiac arrest. When more individuals are trained in CPR, they are more prepared and willing to intervene during a critical incident, providing vital support while first responders are en route.

Every two years, SOFD provides CPR training for all department members, as well as for the Mequon Police Department and City of Mequon employees. Additionally, SOFD offers community CPR courses for businesses, schools, churches, and other groups interested in enhancing community safety. These efforts aim to increase the availability of CPR-trained individuals, improving the response to cardiac arrest incidents and ultimately helping to save lives.

## -EQUIPMENT REPORT-

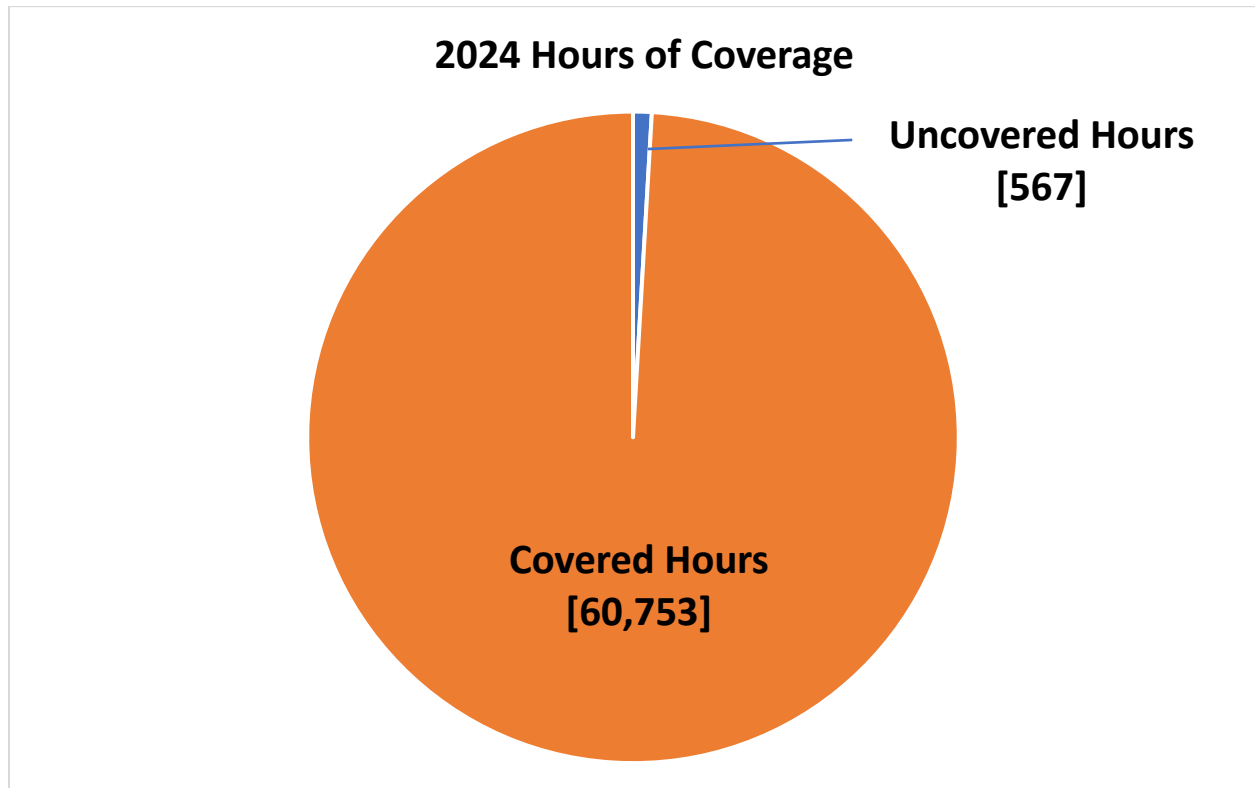
The Southern Ozaukee Fire and EMS Department (SOFD) operates a combined fleet of vehicles inherited from the former Mequon and Thiensville Fire Departments. The department members place great value on these vehicles and equipment, recognizing their essential role in effectively serving the community. To maintain readiness, weekly vehicle checks are conducted to ensure that all equipment is functional and fully stocked. Department members are assigned to check the equipment on a rotating basis, with Lieutenants overseeing the process to ensure checks are completed and any issues or deficiencies are addressed promptly. This proactive approach helps ensure that the department is always prepared to respond to emergencies with fully operational equipment.

### Current Fire Department Vehicle Fleet

Unit	Year	Make	Type	Age
960	2006	Pierce	100' Tower Ladder, 1500 GPM	18
966	2011	Pierce/International	3500 Gallon Tender	13
959	1999	Ford F-350	Brush Truck (Re-Purposed)	25
962	2008	Pierce Impel	Fire Engine, 1500 GPM, 1000 Gal. Water	16
964	2015	Pierce Impel	Fire Engine, 1500 GPM, 1000 Gal. Water	9
956	2009	Chevrolet Tahoe	Utility Vehicle	15
970	2016	Chevrolet Tahoe	Chief's Vehicle	8
971	2017	Jeep Grand Cherokee	Deputy Chief's Vehicle	7
951	2009	Ford E-350	Ambulance	15
952	2014	Ford F-350	Ambulance	10
950	2016	Ford F-350	Ambulance	8
953	2024	Ford F-550	Ambulance	1
958-A	2021	Jeep Grand Cherokee	First Responder Vehicle	3
958	2021	Jeep Grand Cherokee	First Responder	3
Boat	2010	Rescue One	16' Rigid Hull Boat, 2010 40HP Motor	14
Boat	2020	Inmar	12' Inflatable Boat, 2011 20HP Motor	4
957	2021	Chevy Silverado 2500	Utility Pick-up Truck	3
955	2016	Ford Step Van	Special Operations Equipment Truck	8
561	2007	Pierce Dash	105' Aerial, 2000 GPM, 475 Gal. Water	17
563	1999	Pierce Lance	Fire Engine, 1750 GPM, 500 Gal. Water	25
562	1997	Pierce Quantum	Fire Engine, 2000 GPM, 2500 Gal. Water	27
554	2014	Ford Expedition	Battalion Chief's Command Vehicle	10
556	2010	Chevy Tahoe	Utility Vehicle	14
551	2004	Chevy C4500, Medtec	Ambulance	20
552	2004	Chevy C4500, Medtec	Ambulance	20
555	2019	Chevy Tahoe	Paramedic Interceptor, Med 9	5
UTV	2007	Kubota RTV900	UTV	17

In 2024, SOFD put a new ambulance into service, fully equipped with equipment necessary to provide high-quality ALS care to the public. Available life-saving equipment includes Hamilton T1 Ventilator, Butterfly IQ Ultrasound Device, Autopulse Automated CPR Device, Sapphire IV Pump, and McGrath Video Laryngoscope.

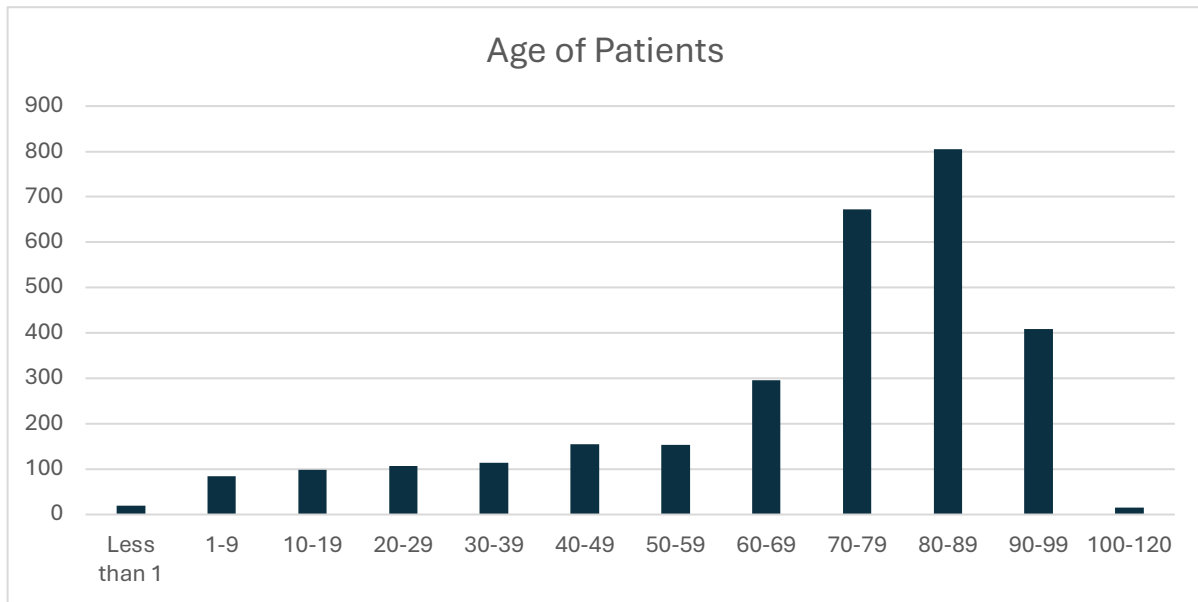
## **-YEAR END/STAFFING REPORT-**



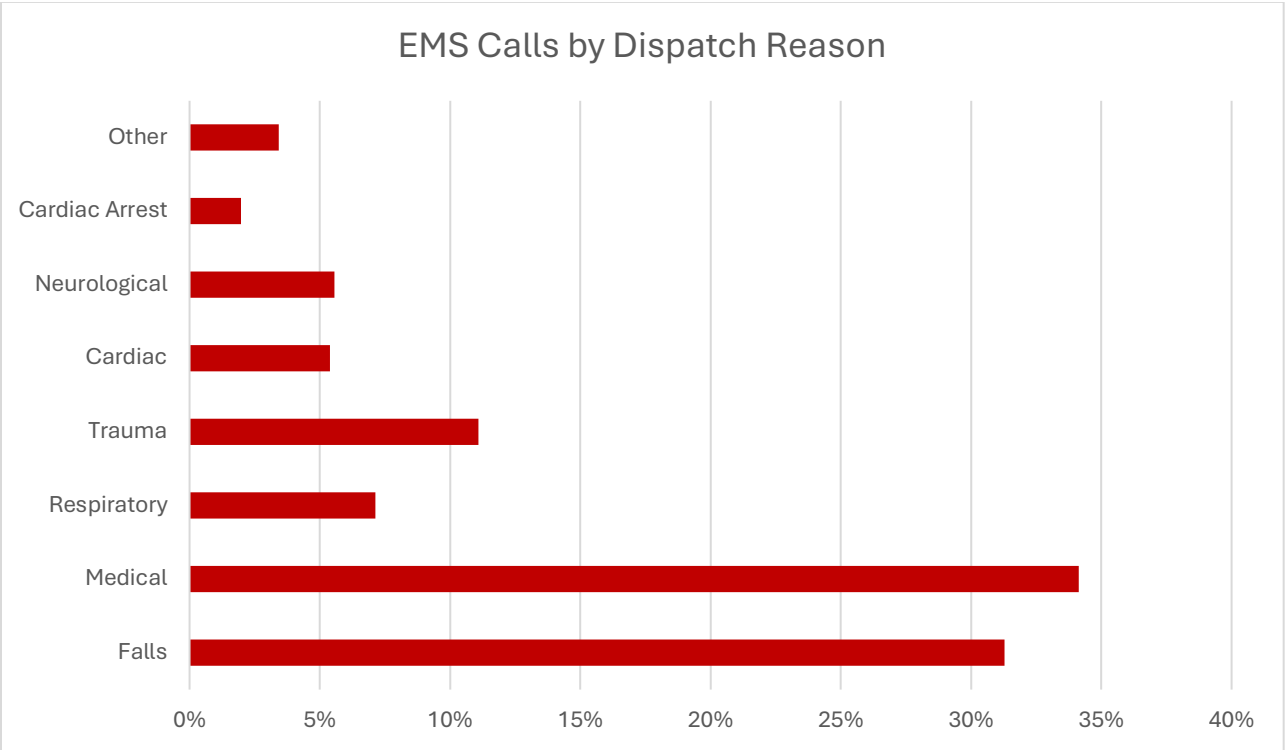
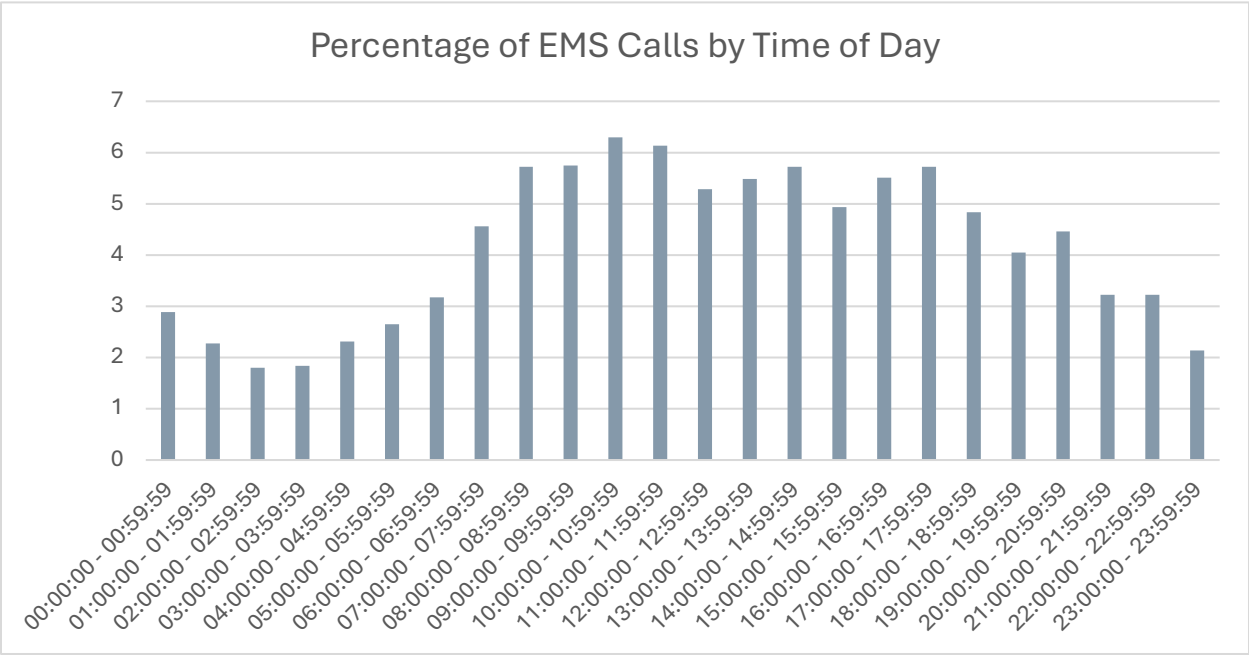
In 2024, the Southern Ozaukee Fire and Emergency Medical Services Department successfully maintained 24/7 coverage with seven personnel on the schedule, requiring nearly 61,000 hours of staffing. Of this total, only 567 hours, or approximately 0.9%, went unfilled. This represents a significant improvement compared to 2023, where 1.9% of shifts remained uncovered. Prior to the merger, the City of Mequon and Village of Thiensville each faced substantially higher rates of shift coverage gaps, with 20% and 29% of shifts uncovered, respectively.

## -EMERGENCY MEDICAL SERVICES REPORT-

In 2024, SOFD responded to 2693 EMS calls. EMS calls vary in severity ranging from a lift assist to cardiac arrest. SOFD works closely with Ozaukee County Dispatch who uses Emergency Medical Dispatch to ask pertinent questions to gauge the appropriate response needs.



Hospital Destinations	
Destination	Number of Patients
Columbia St. Mary's Ozaukee	1033
Aurora Medical Center Grafton	642
Froedtert Neighborhood Hospital Mequon	174
Children's Hospital of Wisconsin	66
Froedtert Hospital	63
Froedtert Menomonee Falls Hospital	63
Clement J. Zablocki VA Medical Center	5
Aurora Medical Center Sheboygan	2
Aurora St. Luke's Medical Center	5
Columbia St. Mary's Milwaukee	2
Froedtert West Bend Hospital	5
No Transport/Other	874





Call Volume at Assisted Living Facilities		
Address	Facility Name	Call Volume
12600 N Port Washington Rd	Newcastle Place Senior Living	251
11900 N Port Washington Rd	Lumia Mequon	171
10995 N Market St	Teal Shores	109
6751 W Mequon Rd	Storypoint Senior Living	147
6729 W Mequon Rd	Storypoint Senior Living-Memory Care	68
205 Green Bay Rd	Willowbrook Place	79
11340 N Cedarburg Rd	Luther Manor at River Oaks	56
10954 N Cedarburg Rd	Highlands at Riverwalk	16
11840 N Silver Ave	Silver Springs of Mequon	47
	<b>Total</b>	<b>944</b>

### **-Paramedic Intercepts-**

In addition to responding to EMS calls within our community, the Southern Ozaukee Fire and EMS Department (SOFD) staffs a paramedic intercept vehicle, Med 9, 24/7 as part of an agreement with the Cedarburg Fire Department. This vehicle is equipped to provide Advanced Life Support (ALS) services when needed. Med 9 is stocked with a full range of necessary equipment and medications to perform ALS assessments and interventions. Notable equipment includes the Hamilton T1 Ventilator, Zoll X Series Monitor, and the McGrath Video Laryngoscope, all of which enable our team to deliver high-quality care during critical medical emergencies.

## **Paramedic Intercepts Requested in 2024**

**582**