



2020 Annual Report

City of Sheboygan Fire Department

MESSAGE FROM THE FIRE CHIEF

As I look back on 2020 and how the COVID-19 virus impacted everyone across the world, I am grateful to be able to continue working alongside all the men and women who go above and beyond in providing the highest level of service to our community. Many precautions were implemented to the services we provide in order to keep our personnel and community members safe when dealing with potential COVID concerns.

I am pleased to present the Sheboygan Fire Department's 2020 Annual Report for your review, which provides a summary of the activities and achievements of our members, as well as some five-year statistical comparisons.

Here are some of the 2020 accomplishments:

- We saw a slight drop in our overall call volume from last year and responded to over 5,600 calls for service out of our five fire station locations.
- We implemented a new county numeric system for our chiefs and response vehicles. This standardized our radio identifiers in the same manner as many other county fire departments.
- Due to retirements, we promoted several individuals to the ranks of Battalion Chief, Captain, and Lieutenant.
- Major renovation of our Station 2 roof and apparatus bay was completed.
- We took receipt of three explorers to be utilized as chief response vehicles for the fire chief and two assistant chiefs.
- Our administrative chiefs began meeting with the Village of Kohler, Town of Sheboygan and Town of Wilson fire chiefs to continue to develop a cooperative working relationship in order to provide the best service to the people we serve throughout our communities.

All members of the Sheboygan Fire Department continue to dedicate themselves in providing the highest level of care to all those we serve. On behalf of the entire Sheboygan Fire Department, thank you for taking the time to review our annual report.

Respectfully,



City of Sheboygan Fire Chief Eric Montellano
SFD Established 1888



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COURAGE | HONOR | INTEGRITY

The Beginning

Our city has a strong history of dedication to fire suppression and safety dating back to its first volunteer firefighting organization in the mid-1800s. In 1888, permanent organization of the fire department was recommended and Sheboygan had its first paid hose company.



Police & Fire Commission

The Board of Police and Fire Commissioners has the power to appoint the Police and Fire Chiefs and to approve all promotions and appointments made by the chiefs. The commissioners are responsible for the hiring of all new police and fire personnel. The commission also reviews complaints. Commissioners receive appointment from the Mayor.

President Robert Lettre

Secretary Andrew Hopp

Commissioner Larry Samet

Commissioner Jeanne Kliejunas

Commissioner Gerald Jones



CONTACT INFORMATION

EMERGENCY

Dial 9-1-1

FIRE DEPT. HQ

Station 3

1326 N 25 St, Sheboygan, WI 53081

Non-Emergency/Business Line

(920) 459-3327

PUBLIC INFO. & MEDICAL RECORDS

(920) 459-6431

WEBSITE

[SheboyganWI.Gov/
departments/fire-department](http://SheboyganWI.Gov/departments/fire-department)

FACEBOOK

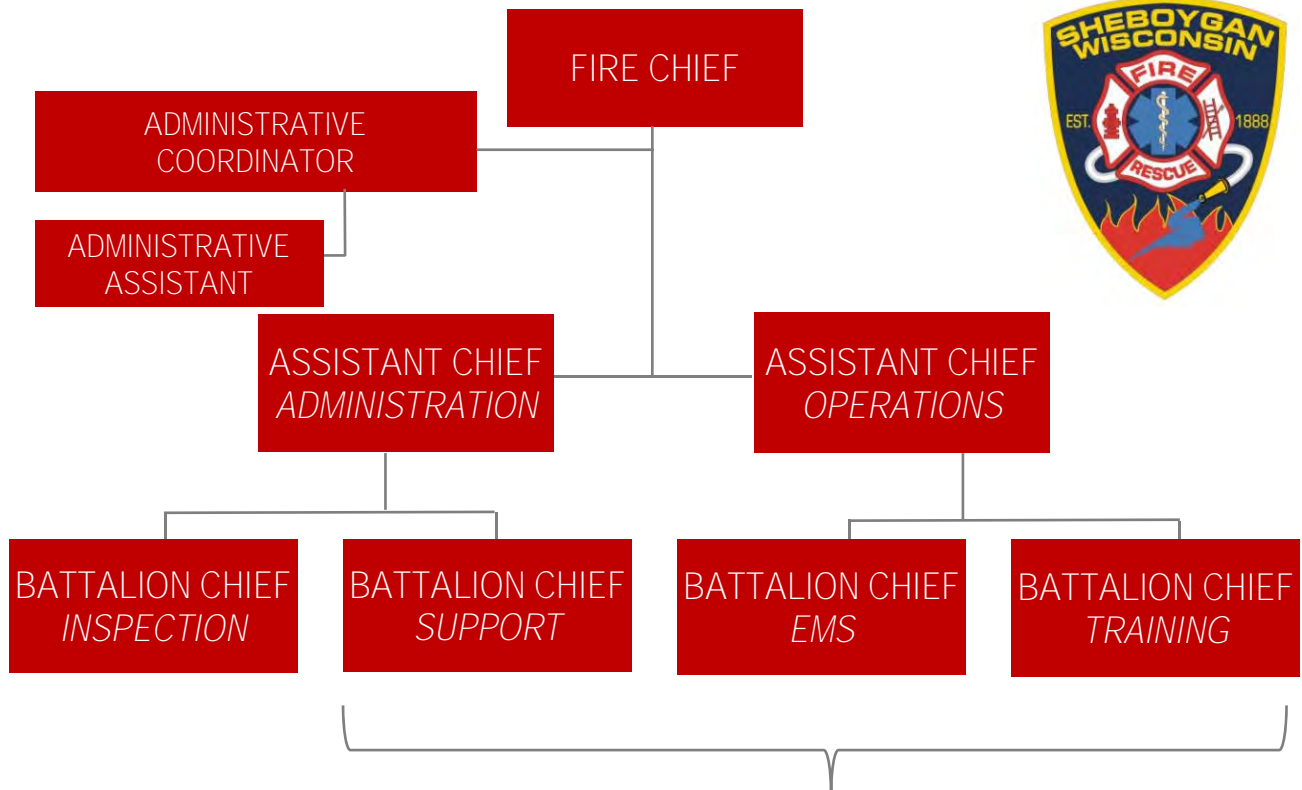
[@SheboyganFireDepartment](https://www.facebook.com/SheboyganFireDepartment)

OUR MISSION

THE SHEBOYGAN FIRE DEPARTMENT IS DEDICATED TO SERVING ALL WHO LIVE, VISIT, WORK AND INVEST IN THE CITY OF SHEBOYGAN THROUGH EXCELLENCE IN FIRE PROTECTION, RESCUE, EMERGENCY AND NON-EMERGENCY MEDICAL SERVICES, CODE ENFORCEMENT, AND EDUCATION, AND AT THE HIGHEST PROFESSIONAL LEVEL IN A COMPASSIONATE, ETHICAL, AND COST EFFECTIVE MANNER.



ORGANIZATIONAL CHART



3 SHIFTS EACH COMPRISED OF THE FOLLOWING:

STATION 1	STATION 2	STATION 3	STATION 4	STATION 5
LIEUTENANT	LIEUTENANT	CAPTAIN	LIEUTENANT	LIEUTENANT
FIRE EQUIPMENT OPERATOR	FIRE EQUIPMENT OPERATOR	FIRE EQUIPMENT OPERATOR	FIRE EQUIPMENT OPERATOR	FIRE EQUIPMENT OPERATOR
FIREFIGHTER/ PARAMEDICS	FIREFIGHTER/ PARAMEDICS	FIREFIGHTER/ PARAMEDICS	FIREFIGHTER/ PARAMEDICS	FIREFIGHTER/ PARAMEDICS

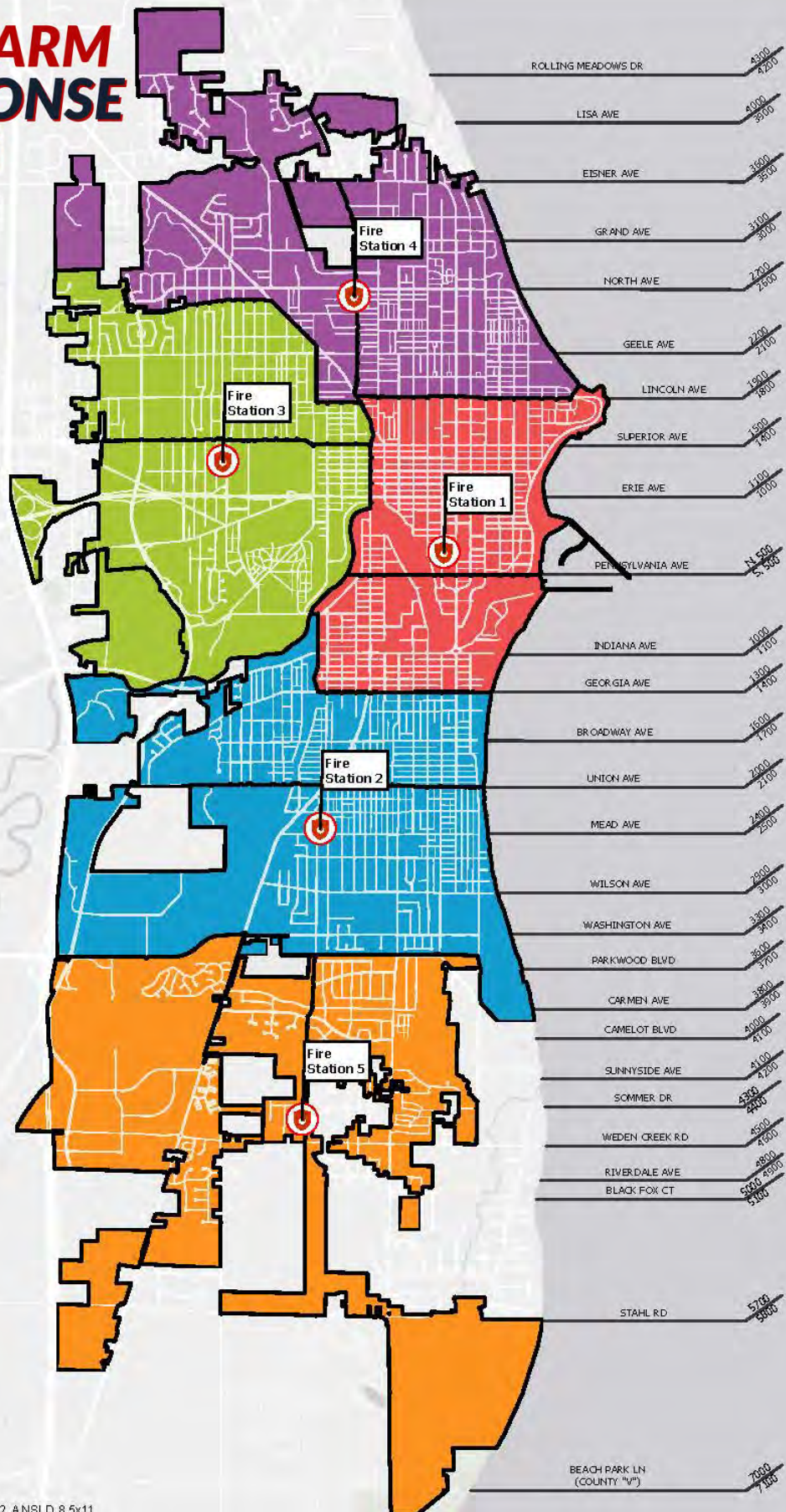
75 TOTAL PERSONNEL



SERVICES PROVIDED

- FIRE SUPPRESSION AND RESCUE
- ROPE RESCUE
- EXCAVATION RESCUE
- CONFINED SPACE RESCUE
- WATER/ICE RESCUE
- AUTOMOBILE AND INDUSTRIAL EXTRICATION
- EMERGENCY MANAGEMENT
- ADVANCED LIFE SUPPORT RESPONSE
- FIRE SAFETY BUILDING INSPECTIONS
- SMOKE ALARM INSTALLATIONS
- CODE ENFORCEMENT
- BUILDING PLAN REVIEW
- FIRE SAFETY TRAINING FOR BUSINESSES
- MEDICAL TRANSPORTS
- PUBLIC SERVICE/ASSISTANCE
- HAZARDOUS MATERIALS RESPONSE
- SCHOOL FIRE SAFETY EDUCATION
- SPECIAL EVENT STANDBY
- FALL PREVENTION REFERRALS

SINGLE ALARM FIRE RESPONSE DISTRICTS





ABOUT OUR STATIONS

24/7
Staffing



833 New York Ave
Engine 1861 | Med 1851
Lieutenant | FEO
3 Firefighter/Paramedics



2413 South 18 Street | **Engine 1862 | Med 1852**
Lieutenant | FEO | 3 Firefighter/Paramedics



2622 North 15 Street | **Engine 1864 | Med 1854**
Lieutenant | FEO | 2 Firefighter/Paramedics

DEPARTMENT HEADQUARTERS

1326 North 25 Street | **Engine 1873 | Med 1853**
Shift Battalion Chief | **Battalion 18**
Shift Captain | 4 Firefighter/Paramedics

Administration (Business Hours/ On-Call):

Non-Emergent Office: (920) 459-3327

Fire Chief | 2 Asst. Fire Chiefs

Battalion Chief of Fire Prevention

Admin. Coordinator | Admin. Assistant



4504 South 18 Street | **Engine 1865**
Lieutenant | FEO | Firefighter/Paramedic

*FEO stands for Fire Equipment Operator.



5,663 TOTAL RESPONSES

INCIDENT TYPES



82
FIRES



4,321
RESCUE & EMS



1,260
NON FIRES

CALL PERCENT PER STATION

STA. 1 28.6%

STA. 4 18.1%

STA. 2 17.9%

STA. 5 9.5%

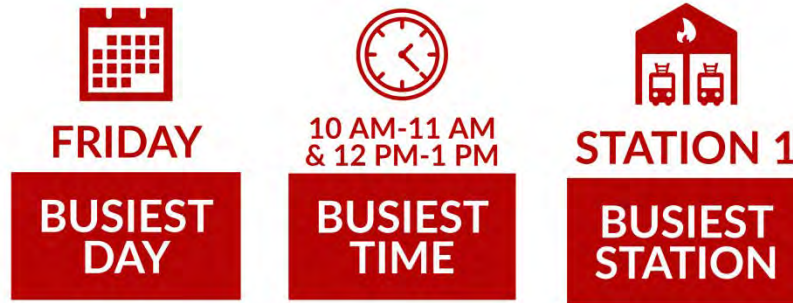
STA. 3 24.7%

OUT OF CITY 1.2%

OVERLAPPING INCIDENTS

42.5%

THIS REPRESENTS THE PERCENTAGE OF TOTAL CALL REQUESTS FOR THE FIRE DEPARTMENT WHILE ANOTHER CALL OR MULTIPLE CALLS WERE ALREADY IN PROGRESS.



Highlights

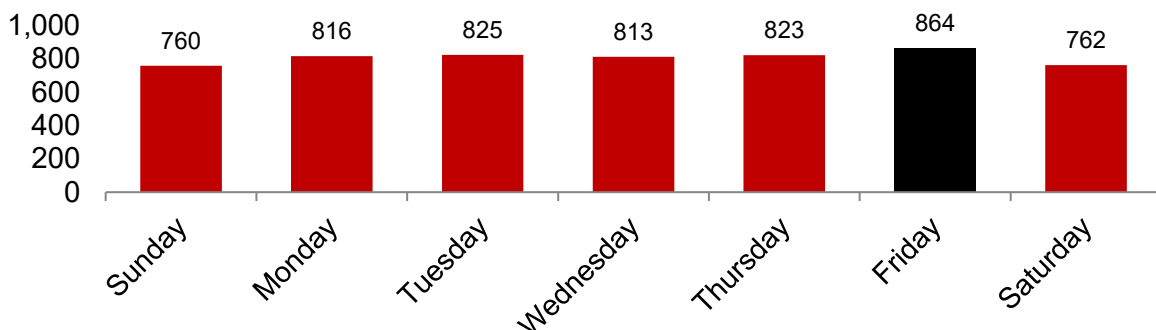
The SFD had 5,663 calls for service in 2020. Of those calls, 76% were for Rescue & EMS services.

Statistically, the busiest day of the week was Friday and the busiest time was 10AM-11AM and 12PM-1PM.

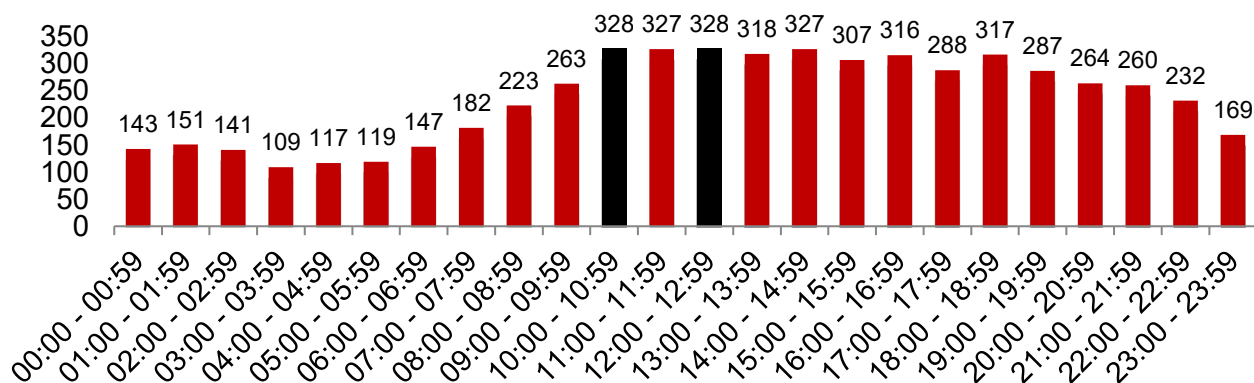
However, there is no specific trend in the distribution of calls by day of week or time and it is important to note that incidents occur at all times.

Station 1, located downtown, was the busiest station with 28.6% of total call volume.

Calls by Day of Week



Calls by Time of Day





INCIDENT TYPE EXAMPLES

RESCUE & EMS: Medical assist, accident with injuries, water rescue

HAZMAT: Gas leak, carbon monoxide, power line down

SERVICE: Lock-out, animal rescue, unauthorized burning

GOOD INTENT: Smoke scare, dispatched & canceled en route

FALSE ALARM: Alarm malfunction/unintentional

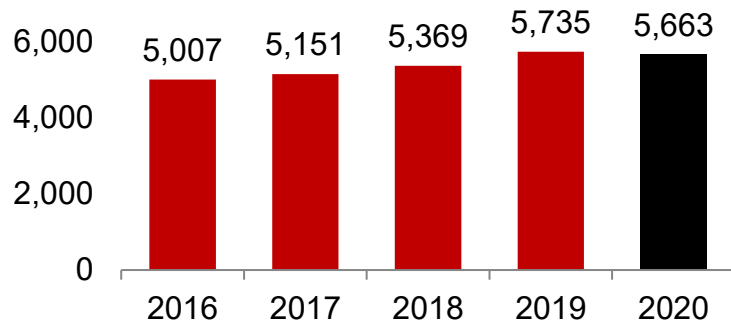
WEATHER RELATED: Wind storm, tornado

FIRES: Building fire, passenger vehicle fire, trash fire

RUPTURES: Excessive heat, scorch burns with no ignition

5-Year Comparsion

TOTAL INCIDENTS



In 2020, the total call volume decreased slightly. This is primarily due to the COVID pandemic and the Stay-At-Home orders in place throughout Wisconsin.

INCIDENT TYPES	2016	2017	2018	2019	2020	GOAL
FIRES	138	125	94	89	82	< 90
RESCUE & EMERGENCY MEDICAL SERVICE	3,931	3,959	4,220	4,516	4,321	4,300
NON-FIRES	938	1,077	1,055	1,130	1,260	1,000

INCIDENT COUNT PER STATION	2016	2017	2018	2019	2020	GOAL
STATION 1	1,507	1,549	1,560	1,556	1,620	1,550
STATION 2	965	987	1,063	1,130	1,016	1,100
STATION 3	1,212	1,309	1,417	1,422	1,400	1,400
STATION 4	785	814	818	1,043	1,026	1,000
STATION 5	509	451	474	543	533	500
OUT OF CITY	29	51	37	43	68	10

EFFICIENCY	2016	2017	2018	2019	2020	GOAL
EMS AVG. RESPONSE TIME (360 SECONDS)	N/A	N/A	N/A	N/A	89%	90%
FIRE AVG. RESPONSE TIME (380 SECONDS)*	N/A	83%	89%	88%	89%	90%

*Fire response 380 seconds or less per National Fire Prevention Association standards

5-Year Comparision (Continued)

WORKLOAD	2016	2017	2018	2019	2020	GOAL
INSPECTIONS	1,860	1,880	1,926	1,987	2,179	1,926
SCHOOL SAFETY PROGRAMS/	183 / N/A	183 / 3,353	173 / 3,246	149 / 3,330	3,116	N/A
PUBLIC EVENTS	N/A	25	51	46	55	45
STATION TOURS	N/A	N/A	N/A	N/A	5	25
NON-COMPLIANCE/ INSTALLED SMOKE ALARMS	N/A	N/A	N/A	128 / 161	85 / 90	N/A
FIRE TRAINING HOURS	N/A	5,903	8,514	8,437	6,494	8,000
EMS TRAINING HOURS	N/A	2,697	1,969	2,314	2,275	2,100
INVESTIGATIONS	N/A	70	100	91	88	N/A

FIRE LOSS	2016	2017	2018	2019	2020	GOAL
NUMBER OF INCIDENTS	72	64	56	55	67	N/A
PRE-INCIDENT VALUE	N/A	N/A	N/A	N/A	\$70,450,745	N/A
TOTAL PROPERTY LOSS	\$846,192	\$273,985	\$630,000	\$373,100	\$458,010	N/A
TOTAL CONTENT LOSS	\$312,690	\$126,341	\$348,985	\$152,565	\$148,850	N/A
TOTAL LOSS	\$1,158,882	\$400,326	\$978,985	\$525,665	\$606,860	N/A
AVERAGE LOSS	\$16,095	\$6,255	\$17,481	\$9,557	\$9,057	N/A

EFFECTIVENESS	2016	2017	2018	2019	2020	GOAL
RESIDENT SATISFACTION RATING	98%	99%	99%	99%	99%	80%
ISO RATING	2	2	2	2	2	1

Note: Due to COVID and social distancing, school programs were moved to a new, virtual format; station tours were put on hold; and training hours decreased.

*ISO (Insurance Services Office) rating is a classification of public fire-protection services. It evaluates how well-equipped a community is to handle fires. The best rating is Class 1.

Assistant Chief of Administration – Dean Klein



Hiring Process

The Sheboygan Fire Department (SFD) currently merges two unrelated avenues to develop a hiring list.

The first avenue is Fox Valley Technical College (FVTC). We have had a relationship with FVTC since approximately 2012. While we have great success using FVTC, the pool of candidates they provide us is being used by 15 departments in the Fox Valley area. This makes hiring candidates from this pool very challenging for all the departments.

The second avenue is an online job portal for positions within the public sector. We began using this service in 2019. This has introduced a broader applicant base. We have had applicants from as far away as Colorado.

In order to move forward in our process, the candidates have already taken several tests, which include a physical agility test (CPAT) and a personality dimension test.

Once we merge the two avenues, we invite those that meet our minimum criteria to

participate in an Assessment Center at our headquarters station, which includes assessment of patient care, conflict resolution skills, the fire truck ladder climb and other Firefighting/EMS knowledge.

After the Assessment Center, the candidates are evaluated by SFD staff members. All the test scores and ratings are used to evaluate the candidates. It is at this point we provide the Police & Fire Commission (PFC) a list of potential candidates we would like them to interview. Following this interview, it is the PFC that ultimately selects the final candidates who make our hiring list and the order in which they will be hired.

When we reach out to hire a candidate, they are given a conditional offer requiring them to participate in (and pass) a psychological test as well as a physical exam by our Occupational Health service. It is not until after they pass these final two tests that they are offered a position and assigned a swearing-in date.

2020 Appointments

Firefighter/Paramedic

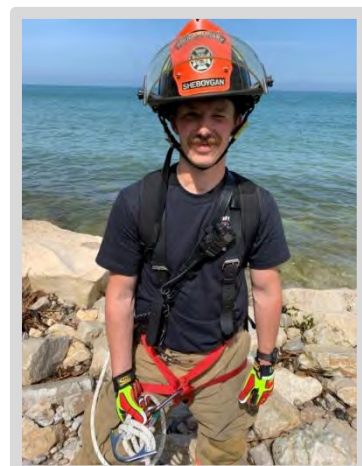
May 26, 2020

Luke Lubner
Zach Timreck



September 9, 2020

Patrick Gaines
Steven Olig
John Gerarden
Reed Norris



Promotions



**Battalion Chief
Nic Noster**



**Captain
Andy Quackenboss**



**Lieutenant
Nick Hoepfner**



**Lieutenant
Brian Freund**



**Lieutenant
Adam Loose**

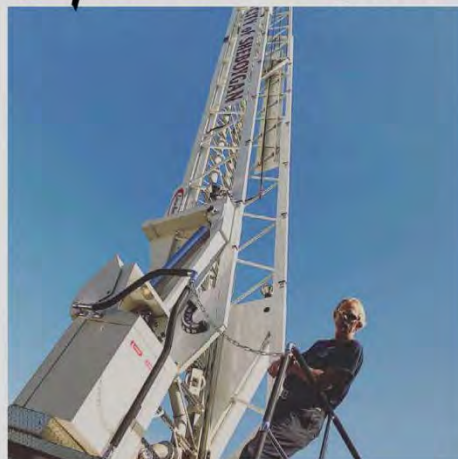


Thanks to our retirees for their service!



**Captain
Tim Kohlbeck
OVER 30 YEARS**

(Pictured on left)



**FEO
Dave VanEss
OVER 30 YEARS**

Battalion Chief of Inspection – Nic Noster



Fire Inspections

The Sheboygan Fire Department works closely with the City's Building Inspection Department to assure that buildings are safe and up to National Fire Protection Association's (NFPA) Fire Safety Code.

In addition to safety compliance, annual fire inspections also serve as a way for firefighters to remain familiar with the buildings and business owners in their response areas, which aids in properly protecting the owner's interest in property and also public safety.

Annual inspections are conducted on properties with three family or more residential units, commercial/business, and mixed-use occupancies.

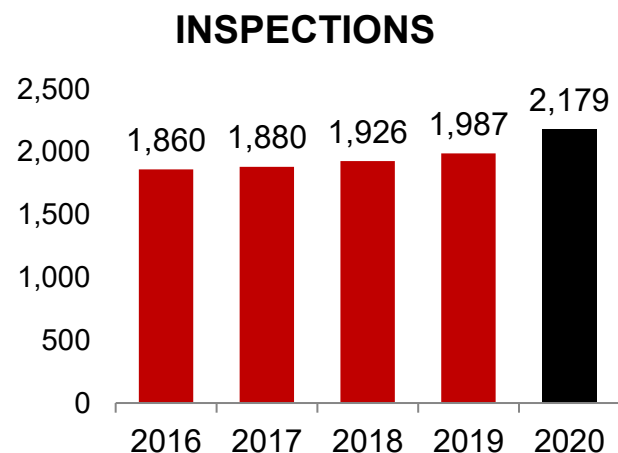
Over 2,175 inspections were conducted this year. This is a 9% increase in the number of inspections performed.



Fire inspections increased by 9% largely due to taking steps to establish a more formal follow-up and re-inspection program. The program also contains tools for developing pre-fire plans for a safer, more effective, and efficient response to a property should there ever be an emergency.

Often, members of the community reach out to the department with questions about our fire inspection program, what code violations the department inspects for, and what actions need to be performed to correct any violations.

On the following page are examples of common violations we observe and corrective actions that should be taken.



COMMON VIOLATIONS



SMOKE ALARMS

Smoke Detectors Save Lives! Any property with sleeping quarters is required to have smoke detectors on each floor of the property. Additional detectors may be required based on the layout of the property. In properties that the SFD inspects, these detectors must be tested and documented on an annual basis.



CARBON MONOXIDE DETECTORS

Any property with sleeping quarters and fuel burning appliances (furnace, hot water heater, stove) is required to have a CO detector on each floor of the property.



EXIT SIGNS

If the property is equipped with exit signs, they must be illuminated at all times, point in the direction of the exit, and the battery backup should re-illuminate the sign when the "test" button is pushed.



FIRE EXTINGUISHERS

Fire extinguishers are required in every commercial/business, mixed use, and three families or more residential properties. The number of extinguishers is dependent on the layout of the property and distance between them (No more than 75 feet). Extinguishers must be serviced on a yearly basis by a certified fire extinguisher maintenance technician.



ELECTRICAL SAFETY

Electrical issues rank among the top causes of fires. Caution should be taken when using power strips and extension chords. Power strips should be used properly by being plugged into a grounded outlet and never overloaded. Extension cords should never be used in place of permanent wiring, ran through walls, under doors, fastened to walls or ceilings, or used for items that are of continuous use.



***Visit the Public Hand-Out page on our website
for a Self Fire Inspection Checklist!***

Public Education



It is a core mission of the department to respond to and mitigate incidents in the City of Sheboygan; it is also the department's mission to reduce the number and severity of those incidents by proper code development and enforcement, effective and efficient response, and ongoing public education. It is through this continuous and comprehensive program of education that the department maintains a culture of safety in the community.

Our Public Education program typically spans the months of September and October. During this time, firefighters visit both the public and parochial schools in Sheboygan to provide fire safety education to students in Kindergarten through Fourth grade.

Topics include: Meeting Your Friendly Firefighters; Stop, Drop, and Roll; Plan Your Escape; House of Hazards; and Survive Alive House.

Due to the COVID outbreak in 2020, the Sheboygan Fire Department was not able to enter the schools to provide in person fire prevention/education, which created a new challenge. The department partnered with Bodi Company to produce a professional, digital version of our standard fire prevention/education program.

Normally, smaller schools have the opportunity to come to Fire Station 3 each year for the Fire Academy. The Fire Academy provides the same educational opportunities as mentioned earlier, but in a single location. In 2020, the schools that would normally attend the Fire Academy were afforded the same opportunity for the professionally produced digital version of our program.

In 2020, the SFD provided Virtual Fire Prevention Educational Programming to approximately 3,120 students in the community.

This general program area of public education is vital to the success of the Fire Department's mission. The funding for the materials used for the school programs is largely generated through a system developed and operated by the National Fire Safety Council (NFSC). Each year, local businesses are solicited for donations toward the program by NFSC on the department's behalf and those funds are used to purchase all of the fire prevention materials used in the public education programs delivered in the schools. In 2020, the Sheboygan Fire Department was fortunate to be able to distribute these same materials to all the schools before they switched to virtual education.

Thank you to Bodi Company for helping produce the Fire Prevention/Education program as well as the resilient teachers who ensured its distribution during COVID-19.



Station 2 Roof Construction

In 2020, the Sheboygan Fire Department completed a Capital Improvements Project at Fire Station 2. This project began when it was discovered that the weight of the roof structure over the apparatus bay was causing the trusses to fail. Emergency repairs were made which included placing a steel I-Beam across the apparatus bay to support the trusses until a permanent repair could be completed. Architectural plans were developed, and the funds were approved as a Capital Improvements Project in 2019. Mike Koenig Construction, Custom Craft Roofing, Deans Electric, and Manitowoc Heating and Cooling were the main contractors involved in this project.

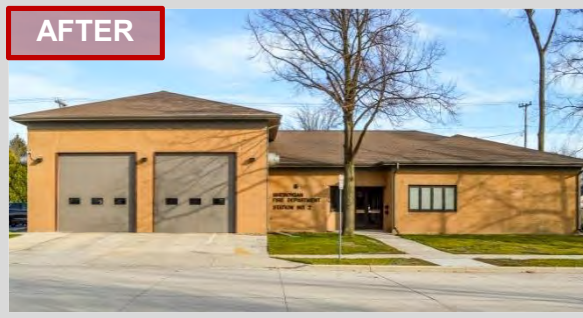
Some of the work included removing the old roof and trusses over the apparatus bay and living quarters, building up the walls, installing new pitched roof trusses to eliminate the flat roof, new soffit and fascia around the station, new LED lighting in the apparatus bay, new forced air ceiling mounted heaters in the apparatus bay, new Plymovent vehicle exhaust system, new gear racking, updated painting, and installing new garage doors and openers.



BEFORE



AFTER



Station 3 Asphalt Replacement

An additional collaboration project occurred to replace the asphalt at Fire Station 3. Northeast Asphalt milled down the existing parking lot and driveway while the Department of Public Works worked to repave the parking lot and driveway.



The Sheboygan Fire Department is continuing to develop a more comprehensive building and grounds plan which will identify equipment replacement schedules.

Battalion Chief of Support – Pat Nicolaus



Equipment

In 2020, we purchased a new ventilation saw to replace a previous unit that was 25 years old. Nine sets of turnout gear were purchased as part of our ten year replacement program. One Thermal Imaging Camera (TIC) was purchased so that all front-line fire apparatus have one. The TICs are used to assist firefighters in seeing objects or people in limited visibility such as smoke or darkness. We replaced multiple computers as part of the IT Department's upgrade plan to transition all computers to Windows 10 Operating Systems. All Self-Contained Breathing Apparatus (SCBA) harnesses were tested to ensure NFPA Compliance. These harnesses hold the air bottles and warning devices that the firefighters use when working in a hazardous environment.

We purchased tools to be used to assist in extricating a victim from machinery. We added equipment that will allow our department to conduct vehicle extrication on the north and south sides of the city.



Apparatus



Most of 2020 was used for maintenance of vehicles. We finalized 3 new chief's vehicles, which was a project that started in 2019. With vehicles, we are always trying to be more efficient and fiscally responsible. Due to its age and condition, we placed our 1998 ladder truck in reserve status and began plans for potential replacement.

Battalion Chief of EMS – Mike Lubbert



EMS Update

The Sheboygan Fire Department operates three Advanced Life Support (ALS) ambulances at the paramedic level and keeps a fourth in reserve for peak call times. The department also equips each fire suppression vehicle with paramedic level equipment allowing crews to begin care before an ambulance arrives.

In 2020, the SFD responded to over 4,300 calls for emergency medical services.

When the COVID pandemic reached the U.S in the early part of the year, the department implemented new policies to keep the public and our front-line personnel safe. Much of the changes include using additional personal protective equipment, screening patients for COVID through our Emergency Medical Dispatch, and enhanced cleaning of our ambulances and fire apparatus.

As we implemented new policies, the department worked with Sheboygan County Health, Emergency Management, local hospitals, and our medical director to keep our operations running smoothly. This coordination of effort helped to maintain adequate amounts of personal protective equipment, COVID testing abilities, and the use of best practices in our patient care.

This year the department added new Intravenous (IV) medication pumps to our ambulances. These new IV pumps allow our

paramedics to deliver medications much more accurately to our patients during transport. The IV pumps also allowed our department to transport patients with established hospital IVs, such as blood or antibiotic drips, from one hospital to another. The pumps filled a service gap in the community, where patients were experiencing increased wait times for transfers out of the hospital by ambulance.

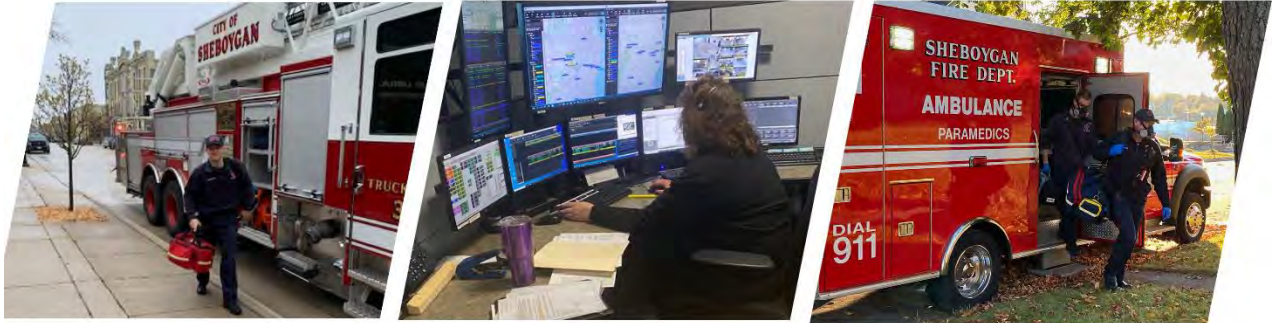
This year, the SFD completed over 2,200 hours of continuing emergency medical services training.

This training included Advanced Cardiac Life Support (ACLS), high-fidelity patient care simulations, and a joint active shooter training with the Sheboygan Police Department. Additionally, department EMT's and paramedics helped to train members of the community in CPR.

SFD members continued to deliver competent and compassionate patient care to the community in one of the most challenging environments in recent years. Their dedication and commitment to the community makes our EMS system one of the best.



EMS FAQs



Why does a fire truck/engine respond with an ambulance?

A fire truck/engine will respond with an ambulance to ensure you receive care as quickly as possible in a life-threatening emergency. The city has four engines, one truck, and four ambulances. Each fire truck/engine is equipped with an EMT or paramedic who can start care when they arrive before the ambulance. Additionally, the extra fire personnel will help with lifting the patient, carrying equipment, or even assisting in the back of the ambulance. In a critical emergency, there is no such thing as “too much help.”

Why do I have to answer so many questions when I call 911?

The 911 dispatchers are trained in emergency medical dispatching (EMD). The questions they ask help to send the appropriate response for your emergency; for example, a broken foot may get an ambulance non-emergent, but a cardiac arrest will get an ambulance and fire truck with lights and sirens. The dispatcher can also explain how to do CPR, control bleeding, and check for breathing before help arrives.

Why does an ambulance go to the hospital without lights and sirens?

Sheboygan Fire Department paramedics are trained to treat and stabilize a patient before leaving the scene. Stabilizing a patient and traveling to the hospital without lights and sirens is safer for the crews, patients, and the community. However, there are instances a patient will need to be transported with lights and sirens.

Battalion Chief of Training – Jeff Salzman

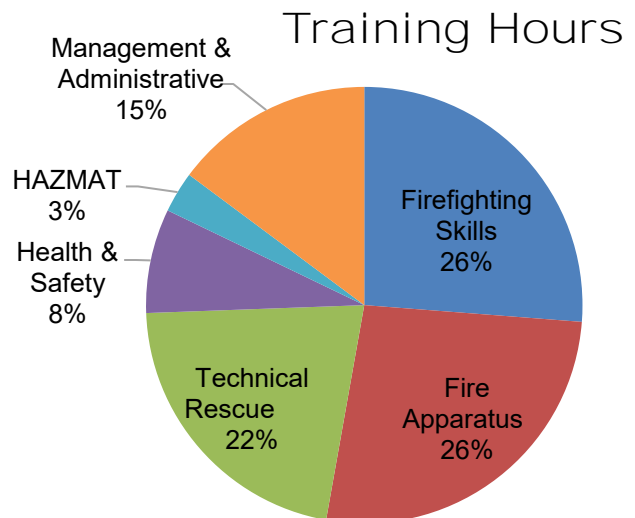


Training Update

As with other aspects of the department, training was greatly affected by COVID-19. Decisions were made early on to limit exposure to those outside our department and large groups. Since a significant amount of our training is typically delivered to the entire department at once, we had to adapt our approach. Our company officers played a key part of that adjustment as we moved more training to Station-level. I want to thank our officers for helping to smoothly implement these changes. We also utilized technology such as remote learning, with added benefit of increased efficiency.

One specific training topic I would like to mention is water rescue. This past July we had a core group of Firefighters trained as water rescue instructors. This is part of an effort to increase the rescue capabilities along our lakeshore. We worked with the County Sherriff's Department and U.S Coast Guard during this training to maximize our effectiveness.

Our approach is aggressive and modeled after techniques found on the East Coast. We have received interest from outside departments as we share information on how to tackle this challenge.



100 years

Badger State Tannery

January 19, 1920
10:22 A.M.
Flames from an
unknown source.



40 years



American Excelsior Co.

April 16, 1980 | 8:26 A.M.
Burning flare was thrown into
the building by a 12-year old.

30 years

Jumes Restaurant

September 26, 1990
1:31 P.M.
Fire in duct from
grill.



Sheboygan Fire Department Annual Report 2020

Remembering

*Firefighter Charlie Kometer
Years of Service: 1979-2004*

*Commissioner Henry Jung
Board of Police & Fire Commission*



**Special thanks to
City of Sheboygan DPW Engineering
for the Response District Map.**

Find us on 
@SheboyganFireDepartment