

Neighbors Helping Neighbors

North Shore Fire/Rescue responds to an average of twenty-two (22) calls for service every twenty-four hours. A call for emergency medical assistance normally requires between 2 and 5 responders to provide the appropriate level of assistance, while a structure fire commonly requires up to 25 responders to mitigate the fire. As municipal budgets have tightened, the resources available to respond to emergencies and calls for service has been reduced in communities throughout the metro area. Emergency services require people to mitigate incidents – there are few options to automate much of what we do. In an effort to minimize the impact of resource reductions, fire chiefs in the metro area have enhanced agreements between departments that allow fire and emergency responders to work together and cross community borders to ensure all citizens get the **closest most appropriate response** in the event of a life-threatening emergency. Making this happen hasn't been easy. While all of these departments are good at what they do – they all do it a little differently. In emergency services, if we are going to work together and be effective at mitigating emergencies, we must train together and trust each other. The mutual aid agreements being used in metro Milwaukee mean that at times, the responders that come to your emergency may not be from “your community”. They are at your emergency because they likely were the closest trained responders – no matter where they are from, the mutual agreements ensure they are properly trained and ready to help you. Engaging in these mutual aid agreements provide the North Shore, a department with 3 engine companies, 2 ladder truck companies, 3 paramedic units and a battalion chief with immediate access to 47 engine companies, 17 ladder truck companies, 24 paramedic units and 12 chief/command officers. On average, we provide assistance to other communities two times every twenty-four hours, while we receive assistance on average one time every twenty-four hours. While the number of calls where we provide assistance compared to the number of calls where we receive assistance may not be exactly equal, these agreements provide us with resources that were not available to us in the past, have provided new revenue opportunities and have allowed us to better manage risk in the communities we serve as budgets have tightened.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.