

# CITY OF APPLETON

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## FIRE DEPARTMENT



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## MEMORANDUM

February 17, 2022

To: Katie Van Zeeland, Chair – Safety & Licensing Committee and Common Council  
From: Jeremy Hansen, Fire Chief  
Cc: Ryan Weyers, Deputy Fire Chief  
Re: Addendum to Auto-Aid Agreement between City of Appleton and the Cities of Neenah and Menasha

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In May 2012, the Appleton Fire Department (AFD) finalized an automatic assistance agreement (auto-aid) with the Cities of Neenah and Menasha, specifically, Neenah/Menasha Fire Rescue (NMFR). The auto-aid agreement, in partnership with Outagamie and Winnebago County Communication Centers, automatically dispatched the closest unit(s), regardless of municipal boundaries, for fire and emergency medical incidents through computer-aided dispatch (CAD). This process was seamless when both counties had the same CAD software. Aid agreements are developed when the agencies provide like services. This is done so community members do not see a deviation in the level of service they receive from the other organization.

The Outagamie County Communications Center switched to a new CAD software in June 2018. The interface between the two county's CAD software no longer communicated. Staff from the two counties, software vendors, and multiple fire departments worked diligently over the past 3.5 years to reinstitute auto-aid between the communities. As of January 2022, the CAD systems are interfacing, and auto-aid is working for many of the fire departments on the borders of Outagamie and Winnebago County. It should be noted that mutual aid, when a fire department requests another agency to respond into their community, has continued to operate without interruption.

The AFD upgraded our medical service level from Emergency Medical Responder (EMR) to Emergency Medical Technician (EMT) in January 2021. NMFR continues to practice at the EMR level. The AFD is requesting approval to amend the auto-aid agreement (see Addendum to Auto-Aid Agreement) to include auto-aid for fire response only. This is like what is in place between the AFD and the Town of Grand Chute Fire Department on the west and northwest sides of the city.

Lastly, the AFD and NMFR agree that either agency can request assistance for fire and emergency medical response through a mutual aid request to their respective dispatch center.

If you have any questions or concerns, please do not hesitate to contact me at (920) 832-5810. Thank you for your consideration.

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