

# WINSTON-SALEM FIRE DEPARTMENT



## 2025 ANNUAL REPORT





Winston-Salem Fire Department



Winston-Salem Fire Department

W. L. Mayo III, Fire Chief

725 North Cherry Street

Winston-Salem, North Carolina 27101

[cityofwsfire.org](http://cityofwsfire.org)



City of Winston-Salem

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## Table of Contents

Vision .....	1
Mission .....	1
Values .....	1
Organizational Chart .....	2
Behavioral Evaluation and Response Team (B.E.A.R.) .....	3
Fire & Life Safety Branch .....	4
Logistics Branch .....	5
Fire Maintenance Shop Performance Measures .....	7
Operations Branch .....	8
Incident Totals by Apparatus .....	9
Safety and Training Branch .....	11
Public Protection Classification and Accreditation .....	14
Winston-Salem Search and Rescue .....	15
Personnel Highlights .....	17
Community Outreach .....	19



## Vision

The Winston-Salem Fire Department strives to be a beacon of excellence in fire and emergency services, committed to safeguarding and enhancing the quality of life for the community we proudly serve.

Our vision is to be recognized as an innovative and forward-thinking department, dedicated to delivering exceptional emergency response, fire prevention, community education, and behavioral health programs.

We envision a future where every resident, visitor, and business owner in Winston-Salem feels safe knowing that they can rely on our skilled and compassionate personnel. All while we continue to build a department that embraces diversity, fosters a culture of inclusion, and celebrates the unique strengths and perspectives of our members.

## Mission

To protect life and property through data-driven decisions in the deployment and delivery of fire and emergency services and community risk reduction.

## Values

**Customer Service:** We will deliver the best customer service to citizens and visitors in our community.

**Integrity:** We will always do what is right, so that our integrity is never questioned.

**Accountability:** We will promote a culture of accountability through ownership and responsibility to ourselves, our team, and the community we serve.

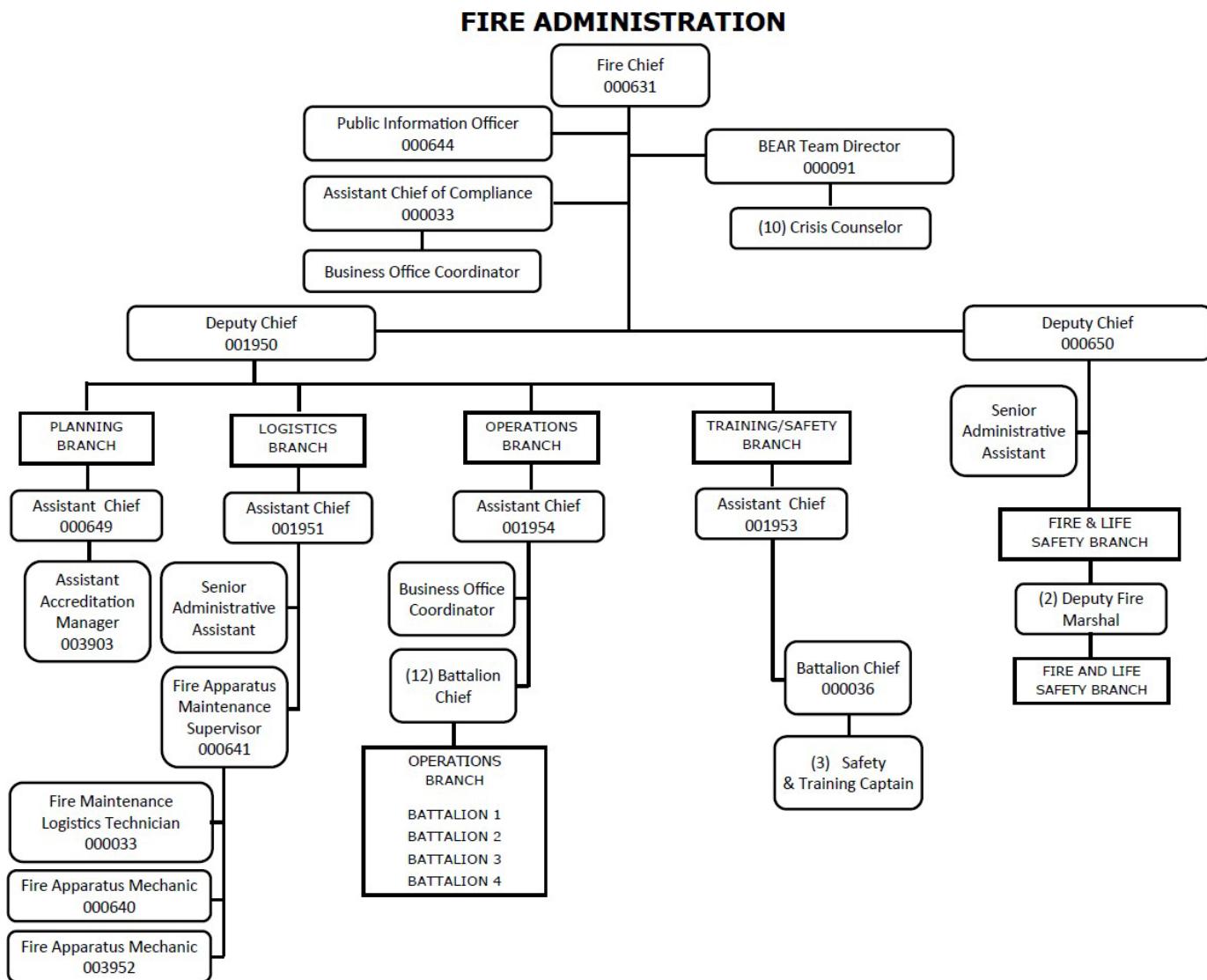
**Professionalism:** We will enhance our professionalism through training and education and demonstrate professionalism in all our services and interactions.

**Diversity:** We will foster a culturally diverse environment that is inclusive and empowering in our workplace. We listen to, engage, and interact with our diverse communities through educational opportunities and programs.

**Teamwork:** We will value the power of inclusive teamwork and opportunities afforded through creativity, efficiency, and an increased sense of belonging.



## Organizational Chart





## Behavioral Evaluation and Response Team

The B.E.A.R. Team began as a pilot program in May of 2023 and offers an alternative response to law enforcement to non-violent mental health 911 calls. B.E.A.R. is led by Director Kristin Ryan and is made up of ten crisis counselors and social workers housed at fire stations on Marshall Street, Liberty Street, and Bethel Methodist Church Lane. The B.E.A.R. Team provides intervention, assessment, and treatment recommendations as a pathway to de-escalate mental health crises, provide immediate support services, and connect clients to appropriate community resources.



Since its inception, the team has responded to a substantial number of crisis calls, maintaining an average response time of 14.7 minutes and an average on-scene time of 76.52 minutes. Throughout this period, the program has achieved several key accomplishments, including onboarding four new crisis counselors, increasing marketing efforts, and forming new community partnerships. By collaborating with local providers and partnering with HEAT (Homeless Encampment Action Team), the team continues to expand intervention opportunities and work diligently to meet the evolving needs of the community. Looking ahead, the program aims to develop more detailed reporting tools that capture demographics, types of responses, and call outcomes to further enhance service delivery and program evaluation.





## Fire & Life Safety Branch

The Fire and Life Safety (FLS) Branch leads the Department's community risk reduction efforts, including fire code enforcement, fire investigations, and fire and life safety education.

This year, the FLS Branch hired, trained, and deployed three additional fire inspectors. With this increased staffing, the Branch achieved a 33% reduction in inspection backlog. In 2025, FLS personnel conducted more than 10,000 fire inspections and reviewed over 1,700 construction and fire protection plans to ensure compliance with the fire code.



A fire investigation to determine the origin, cause, and circumstances is conducted for every fire-related incident. The Department's primary investigator, Fire Investigator 1, was dispatched to more than 900 incidents, completed over 450 complex investigations, and achieved a 62% closure rate for incendiary fires - significantly exceeding the national average of 23%.

The FLS Branch also manages the Department's Smoke Alarm Program, which provides and installs smoke alarms for residents in need. This year, more than 700 smoke alarms were installed throughout the city, including 46 at the local Ronald McDonald House. In addition to enforcement activities, FLS planned, coordinated, and delivered fire and life safety education during the ten days of the Carolina Classic Fair.

FLS continues to partner with Safe Kids Northwest Piedmont to provide evidence-based injury prevention programs for youth and families, including monthly car seat check events at Fire Station 8. The Branch also relaunched its Youth Firesetter Prevention and Intervention Program, offering education and support to youth exhibiting firesetting behaviors. In total, FLS participated in more than 400 public education events in 2025.



The FLS Team also engaged in numerous professional development opportunities and continues to demonstrate strong commitment to the community and the public safety industry through active service on various boards and committees.



## Logistics Branch

The Logistics Branch continues to play a vital role in supporting the operational readiness, safety, and efficiency of the Winston-Salem Fire Department. Through the acquisition of modern apparatus, essential equipment, and strategic facility improvements, the Branch ensures that personnel have the tools, vehicles, and infrastructure required to perform their duties effectively. During FY 2024-2025, Logistics focused on enhancing fleet reliability, standardizing equipment, and improving facilities in alignment with departmental strategic goals and Center for Public Safety Excellence accreditation objectives.

On July 16, the Department placed into service a new KME 101' Tractor Drawn Aerial Ladder that replaced a 2001 Sutphen 70' Platform. This ladder is stationed on Palmer Lane and will service the southside of the City and respond as the second ladder to portions of downtown, the Sedge Garden and Union Cross communities.



On September 5, the Department took delivery of a new Pierce Enforcer 107' Aerial Ladder. This apparatus will be assigned to Ladder 19 which responds primarily to the Sedge Garden and Union Cross areas. It also responds to Hwy 311, Interstate 40, and will respond to the 74 Bypass once it is completed.



Battalions Two and Four were replaced with 2025 Ford 150 Hybrid 4x4 command vehicles.



### **Other Logistics Branch Achievements**

- Placed in service a Deep Trekker ROV (Remotely Operated Vehicle) to expand underwater search, recovery, and inspection capabilities while improving diver safety during water operations.
- Placed in service three Ford Maverick vehicles for the Fire & Life Safety Branch
- Added four Ford Explorer Interceptor vehicles for the Behavioral Evaluation and Response Team (B.E.A.R.).
- Replaced 100 sets of Turnout Gear
- Replaced 145 Fire Helmets
- Replaced 114 pairs of Fire Boots
- Purchase 75 new Protective Hoods
- Replaced 160 Pairs of Firefighting Gloves



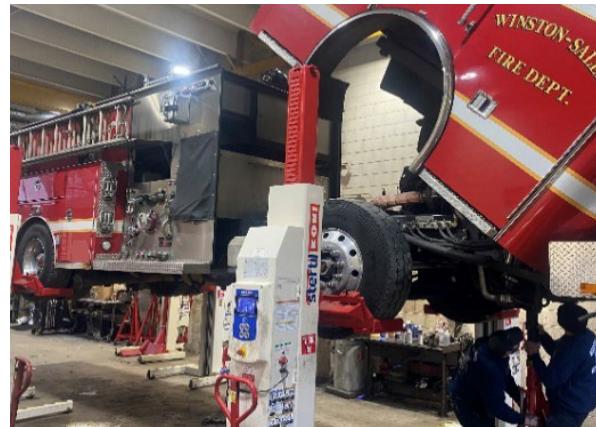
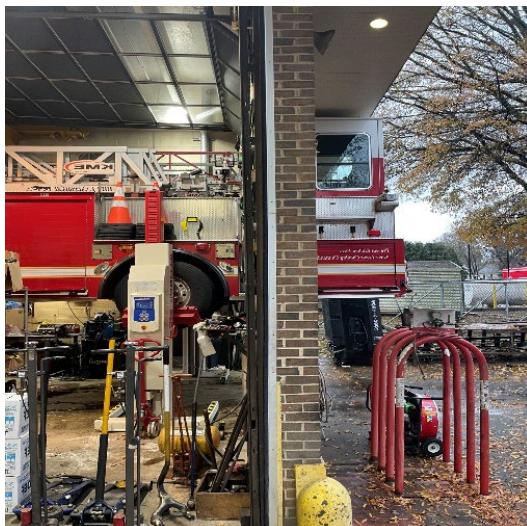
- 24 Level B HazMat Suits
- 7 Multi-Gas Meters
- 26 Class A Uniforms for Captains
- Completed roof replacements at Stations 5, 10, and 11
- Gear extractors and residential washer/dryer systems were installed at Stations 1, 4, 5, 6, 7, 14, and 17 as part of the Department's cancer prevention and health initiative.

The continued investment in apparatus, protective equipment, and facility infrastructure underscores the Department's commitment to operational excellence, firefighter safety, and long-term sustainability. The Logistics Branch remains dedicated to proactive asset management, strategic planning, and continuous improvement in support of the Winston-Salem Fire Department's mission and the CPSE accreditation model of excellence.



## Fire Maintenance Shop Performance Measures

The Fire Maintenance Shop, located at 761 Palmer Lane, is responsible for maintenance, repair, and testing of the Fire Department's fleet of 42 apparatus that includes front-line and reserve engines, ladder trucks, and rescue trucks.



	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Totals
Hours frontline apparatus out of service	9,486	7,191	2,574	3,442	22,691
% of time frontline apparatus in service	<b>86%</b>	<b>89%</b>	<b>96%</b>	<b>95%</b>	<b>91%</b>
Major repairs made *	7	8	4	6	25
Minor repairs made **	427	302	308	380	1,417
Preventive Maintenance checks	98	80	112	85	375
Tire changes made	34	24	31	18	107
Pump tests conducted	6	5	6	13	30
Service calls ***	14	11	7	15	47
Pump related repairs	33	19	34	36	122
Aerial related repairs	11	16	7	9	43

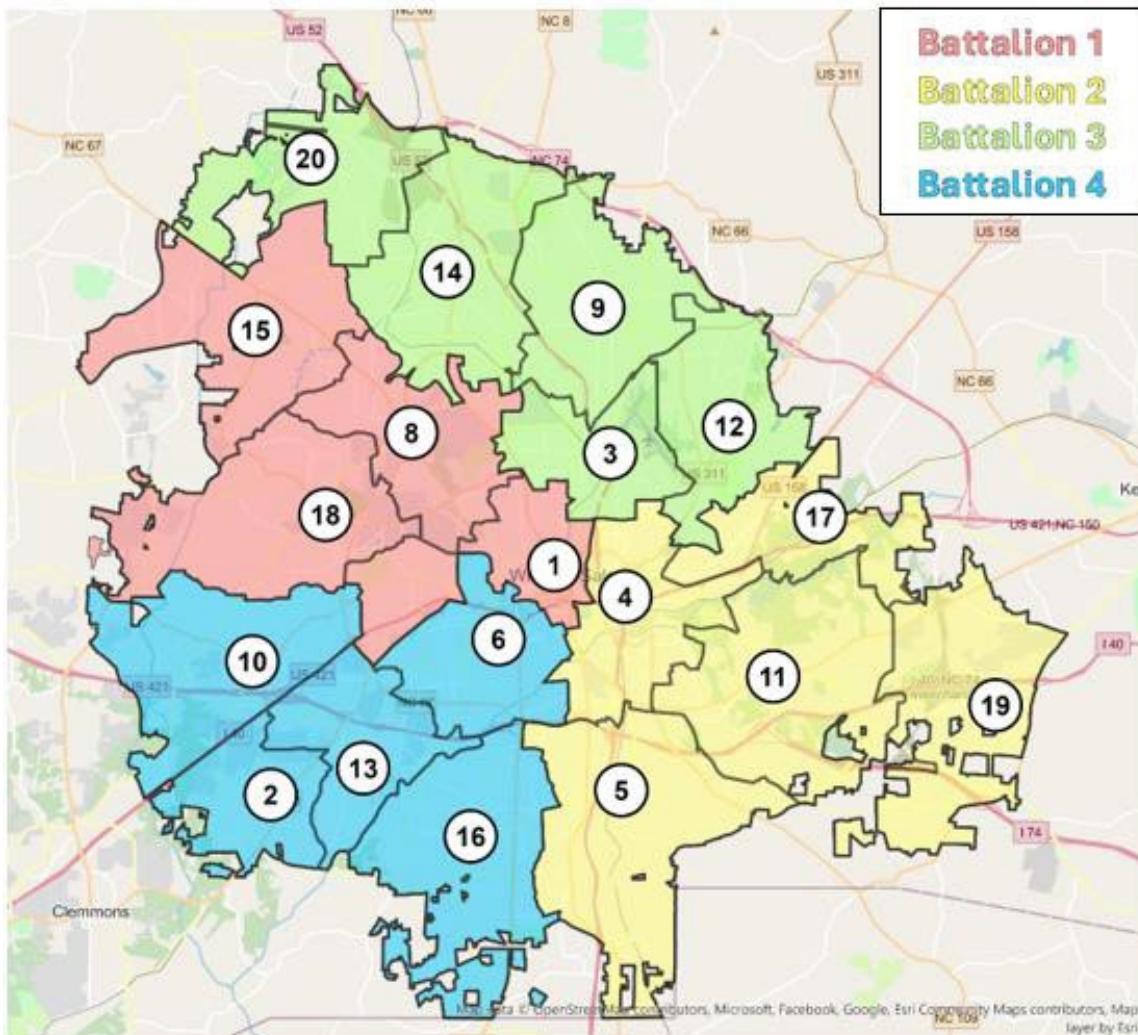
\* Engine rebuilds, transmission replacements, heavy suspension work, etc.

\*\* Brake repairs, alternator/water pump/power steering pump replacements, coolant flushes, etc.

\*\*\* Require mechanics to respond to a station, roadside, or emergency scene because the apparatus cannot be moved. Includes nights and weekends.



## Operations Branch



**Battalion 1**  
**Battalion 2**  
**Battalion 3**  
**Battalion 4**

The Fire Department operates from twenty fire stations divided into four geographic polygons called battalions. Currently, the Fire Department's 90<sup>th</sup> percentile total response time for the first-arriving unit is 8 minutes and 46 seconds.

	<b>Station</b>	<b>Territory</b>
<b>Battalion 1</b>	1, 7, 8, 15, 18	29.62 Sq. mi
<b>Battalion 2</b>	4, 5, 11, 17, 19	39.67 Sq. mi
<b>Battalion 3</b>	3, 9, 12, 14, 20	33.01 Sq. mi
<b>Battalion 4</b>	2, 6, 10, 13, 16	32.41 Sq. mi





## Incident Totals by Apparatus

<b>Engine Company</b>	
Engine 1-Marshall St.	3,560
Engine 4-MLK, Jr. Dr.	3,279
Engine 13-Bethel Methodist Church Ln.	2,540
Engine 14-Shattalon Dr. (east)	2,504
Engine 6-Academy St.	2,472
Engine 10-Country Club Rd.	2,449
Engine 8-Reynolda Rd.	2,353
Engine 3-Liberty St.	2,326
Engine 5-Palmer Ln.	2,278
Engine 16-Pope Rd.	2,048
Engine 11-Waughtown St.	1,809
Engine 18- N. Peacehaven Rd.	1,550
Engine 12-New Walkertown Rd.	1,370
Engine 9-Ogburn Ave.	1,364
Engine 15-Shattalon Dr. (west)	1,243
Engine 2-Somerset Dr.	1,184
Engine 17-Old Greensboro Rd.	838
Engine 20-Koger Ln.	744



<b>Battalion Chiefs</b>	
Battalion 1- Marshall St.	785
Battalion 4- Academy St.	683
Battalion 2- MLK, Jr. Dr.	588
Battalion 3- Liberty St.	552

<b>Ladder Company</b>	
Ladder 1- Marshall St.	2,274
Ladder 14- Shattalon Dr. (east)	1,355
Ladder 5- Palmer Ln.	1,135
Ladder 18- N. Peacehaven Rd.	839
Ladder 19- Glenn Hi Rd.	679
Ladder 2- Somerset Dr.	638

<b>Specialty Company</b>	
B.E.A.R. Team	2,226
Rescue 1- Arbor Rd.	1,667
Investigator 1-Reynolda Rd.	1,111
Safety 7- Arbor Rd.	848
Air 1- Bethel Methodist Church Ln.	128
HAZMAT 1-Somerset Dr.	127



**WSFD HAAS Alert Statistics****HAAS ALERT**

HAAS Alert leverages digital alerting sending electronic notification directly to drivers utilizing its flagship platform Safety Cloud®. Emergency or roadside vehicles equipped with Safety Cloud send digital alerts straight to drivers through navigation apps or vehicle infotainment centers. These alerts notify drivers that there is an emergency vehicle or roadside worker nearby and they should slow down and move over.

The Winston-Salem Fire Department began using this technology in July of 2022 and has seven of its fire apparatus equipment with the HAAS Alert System. The Department will increase that number to twelve over the next three years with new apparatus being added to the fleet.

	2025	Since July 2022
<b>Total Drivers Alerted</b>	5,160	235,088
<b>Total Incidents</b>	665	28,469
<b>Total Runs</b>	706	30,096
<b>Total Responding Time</b>	2,886 minutes	118,719 minutes
<b>Average Time to Scene</b>	4.1 minutes	3.9 minutes

***Total Drivers Alerted-*** Based on HAAS enabled applications

***Total Incidents-*** Total number of times at least one emergency vehicle arrived on scene with emergency lights engaged for 2+ minutes.

***Total Runs-*** Total times an emergency vehicle was dispatched to an incident with emergency lights engaged at least 1+ minute.

***Total Responding Time-*** Total time emergency vehicles or apparatus spent traveling to dispatched calls with emergency lights engaged.

***Average Time to Scene-*** Average time it took for dispatched emergency vehicles to arrive on scene



<b>2025 Quick Statistics</b>	
Total Responses	33,192
Building Fires	201
Property Loss	\$8,236,154
Property Saved	\$1,103,094,168
Hydrants Inspected	8,328
Commercial Pre-Plans Completed	1,559
Smoke Alarms Installed	478
Successful CPR	19
Civilian Fire Fatalities	2
Civilian Fire Injuries	19
Firefighter Injuries	12





## Safety and Training Branch

The Safety and Training Branch continued its commitment to operational readiness, firefighter safety, and professional development throughout 2025. This year, the Branch further expanded specialty training opportunities, strengthened leadership development for new officers, and delivered comprehensive instruction to both incumbent personnel and new recruits. These efforts reflect the Department's continued focus on preparedness, consistency in operational capability, and investment in future leaders.

In 2025, the Branch implemented a ladder-company-specific training program designed to enhance technical proficiency and elevate fireground performance across aerial apparatus crews. Training blocks focused on ladder operations, forcible entry, ventilation, rescue techniques, and mayday procedures, providing companies with scenario-driven, hands-on instruction.

Engine companies also received focused training in hose deployment and water supply operations to reinforce core engine competencies and improve efficiency in initial fire attack operations.

The Training Branch continued to support professional growth by offering advanced skill development across multiple disciplines. Personnel completed training on the Department's updated SCBA platform, including integrated safety systems and emergency procedures. Tiller operator training continued as part of WSFD's commitment to maintaining versatile, highly skilled aerial operators.



EMT continuing education remained a cornerstone of readiness, with each member completing 20 hours of required annual medical instruction. In total, more than 90 days of in-service training were delivered to approximately 350 incumbent firefighters, supporting operational consistency and regulatory compliance while reinforcing foundational and advanced response skills.

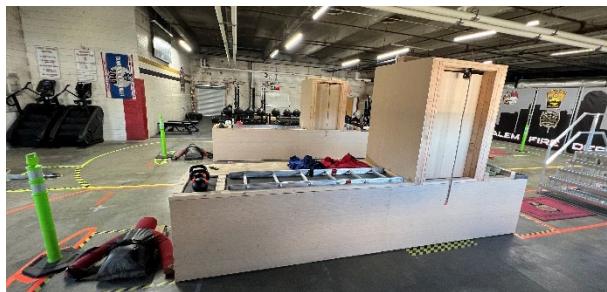
2025 marked the launch of the Department's new Officer Development School, an initiative designed to prepare newly promoted captains for the leadership responsibilities of their role. This structured program emphasizes tactical decision-making, personnel management, accountability, and ethical leadership. Coursework incorporates scenario-based exercises, peer instruction, and mentorship from senior command staff. The inaugural class successfully completed the program this year, establishing a foundation for WSFD's long-term leadership pipeline. This initiative represents a significant step in professionalizing the officer transition process and ensuring future company officers are equipped to support their crews and uphold departmental standards.



Recruit training remained a core mission of the Branch. Class 35 successfully graduated this year, earning certifications in fire, rescue, and emergency medical services. Class 36 began training and remains on track for graduation on January 30, 2026. The program continues to provide more than 1,000 hours of instruction and practical skill development, preparing future firefighters for the demands of the profession. This investment ensures a consistent, well-trained workforce prepared to serve the community for years to come.



A major initiative completed this year was the full validation and implementation of the new Job-Related Physical Ability Test (JRPAT). In partnership with an independent vendor, the Branch completed a comprehensive job-task analysis, designed and constructed a new indoor course, and oversaw department-wide participation. Each member completed the assessment twice over the course of the year. The new JRPAT increases accessibility, better aligns with essential job functions, and streamlines the hiring process. The course is now completed more than 500 times annually.



In 2025, the Department funded voluntary stress echocardiograms for personnel to help identify cardiac issues that may not be detected during the electrocardiogram (EKG) administered as part of the annual NFPA physical examination. While EKGs identify non-disease-related cardiac issues approximately 70% of the time, stress echocardiograms identify such issues at an estimated rate of approximately 90%. A total of 111 fire personnel participated in the voluntary stress echocardiogram program.



The Training Branch continues to collaborate with city leadership on increasing staff within the Branch and pursuing the development of a dedicated WSFD training facility. Priorities for the coming year include expanding the Officer Development School, enhancing ladder and engine company specialty training, revalidating tiller instructors, and preparing for the launch of Recruit Class 37. These initiatives support the Department's long-term commitment to excellence, firefighter safety, and operational readiness.





## Public Protection Classification (PPC) and Accreditation



The Insurance Service Office evaluated Winston-Salem's fire suppression capabilities using the Fire Suppression Rating Schedule (FSRS). The assessment focused on emergency communications, fire department operations, water supply, and community risk reduction. The city earned a PPC Class 1 rating, the highest possible grade. This designation reflects an exemplary level of fire suppression capability and places Winston-Salem among the top-rated fire protection communities in the U.S. This accomplishment reflects the Department's commitment to focusing on quality, striving for excellence, and delivering on outcomes. Every member of the Department contributed to this success and should be proud of their role in this achievement.

An ISO fire department rating, also known as a Public Protection Classification (PPC), is a score from 1 (best) to 10 (worst) assigned by the Insurance Services Office (ISO) to evaluate a community's fire-suppression capabilities.

The Department successfully maintained Accredited Status after completing its Annual Compliance Report.

In the United States 47,000 departments are evaluated by ISO with only 504 earning a Class 1 rating. The City of Winston-Salem is 1 of only 125 US cities with a fire department that is both internationally accredited and rated an ISO Class 1.



## **Winston-Salem Search and Rescue Team**

After an extremely busy deployment year in 2024, our Search & Rescue Team carried that momentum into 2025. The team was deployed as part of the North Carolina Emergency Management response to historic flooding in Kentucky. WSSAR joined forces with Asheville, NCTF-3 (Charlotte), and NCTF-10 (New Hanover County) for a seven-day deployment in February 2025.



Our team also responded within North Carolina to assist with Tropical System Chantal in July and was deployed again in September 2025 in response to Hurricane Imelda.

Across these missions, our team conducted a wide range of operations and consistently deployed a Type I Search & Rescue Team consisting of 16 personnel for each activation.



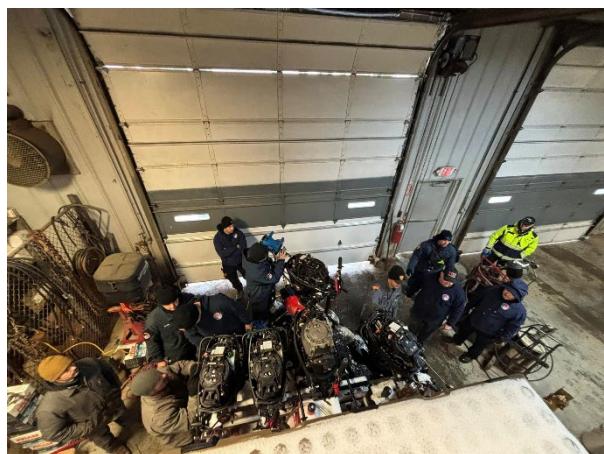
Our team has also completed over 288 monthly training hours across all shifts and personnel for a total of 16,128 hours of training.



### WSSAR Quick Statistics

Individuals Rescued	59
Households Evacuated	14
Individuals Sheltered in Place	18
Pets Evacuated	7
Damage Assessments Conducted	198
Search Areas Completed	52
Waypoints Completed *	287
Miles Track Logged (Foot, Boat, or UTV)	105

\*A **waypoint** is a specific geographic location or reference point marked by a search and rescue (SAR) team for navigation, planning, and documentation during a mission.





## Personnel Highlights

### 2025 Promotions

#### Engineer to Captain

Nicholas Z. Cardwell  
Michael A. Chapman  
Ramsey O. Douthit  
Ross M. Flynt  
Daimeyon J. Griggs  
Ivyn H. Holloway  
Caleb L. Kiger  
Joshua A. Noah  
Austin L. Plemmons  
Cody L. Rierson  
William C. Rivers  
Garrett C. Roberts

#### Firefighter to Engineer

Jeremy R. Davis  
Elijah T. Doub  
Bradley S. Gerstmyer  
Keegan G. Mahaffey  
Anthony K. Marlowe  
Christopher J. Small

#### Recruit to Firefighter

#### Class 35

Kyler G. Beller  
Houstin R. Butler  
Dakota J. Cooke  
Austin T. Duggins  
Jamal J. Hazlip  
Viktor N. Heitschmidt  
James G. Kelly  
Michael D. McMahan  
Zachary T. Montoya  
Brian A. Moro  
Dominic J. Nale  
Ahmad L. Patrick  
Joshua E. Robinson  
Kieran R. Sawyer  
Keith O. Sherard, Jr.  
Steven J. Spencer  
Ashley M. Steele  
Andrew J. Tynio, Jr.  
Angel C. Velaquez  
Olivia D. Wilkes

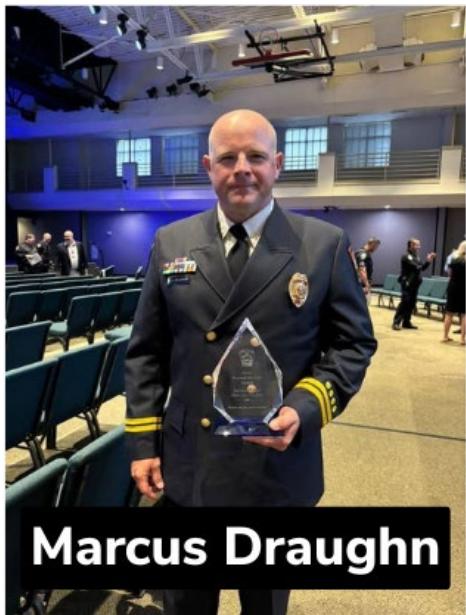




## NCSFA Scholarship Recipients



## Beyond the Call Award Recipients





## Community Outreach





Winston-Salem Fire Department

## **33rd Annual Fiesta**

*Sponsored by the Hispanic League*





## The Fire Department Splash Zone





## Back to School





Winston-Salem Fire Department

## Police & Fire Toy Drive





## **A Bed and A Book**

Fire personnel and community leaders partner with A Bed and A Book, a non-profit charity organization that provides underprivileged children with books and a bed to read them in.



## **Men Who Cook Fundraiser**

