



# City of River Falls Fire Department 2020 Annual Report

---

# A Message From Chief Nelson

On behalf of all the men and women that make up the River Falls Fire Department it is my privilege to present the 2020 Annual Report for the City of River Falls Fire Department.

Since its inception in 1885, the River Falls Fire Department has been focused on fulfilling its mission of serving the City of River Falls and surrounding Townships through the protection of lives and property by providing public safety education and professional emergency response. Today, our mission is accomplished by 39 dedicated members.



The Covid Pandemic hit our nation early in 2020 and presented numerous challenges for our department. Most notably was keeping our members as safe as possible while performing the various functions of the fire department. This included emergency response, code enforcement, training, committee meetings and public education.

Admittedly, the part of our mission that was impacted the most by Covid was our fire prevention activities. Our annual commercial inspection activity was severely curtailed. All our face-to-face public education events were canceled. Still, we found ways to get our safety message out to our schools without contact with the children. Where we previously trained in large groups, we found ways to maintain our skills by utilizing virtual training and small group interactions. We moved many of our committee meetings to a virtual platform as well. When offered, over 80% of our members opted to receive the Covid vaccine in order to add an additional layer of safety within our group.

We were able to have a recruitment drive for new members in the early winter of 2020. Seven new recruits were hired and began their training in January 2021. In late 2020, we also took delivery of a new fire engine that was ordered in 2019. This engine replaces 32-year-old Engine 7.

River Falls Fire has a philosophy of learning from the past, accepting the challenge of today and planning for tomorrow. In my ten years as Chief, this philosophy has served us well and I believe has positioned us for future success.

We couldn't meet our mission without the support of the public, the Police and Fire Commission, City Council members, the River Falls Rural Association, City officials, and especially all the fire department members; who unselfishly serve our public by providing public safety education and professional emergency response

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Nelson". The signature is fluid and cursive.

Scott Nelson

---

# Table of Contents

<u>Mission and Philosophy</u>	<u>1</u>
<u>Membership</u>	<u>2</u>
<u>Department Overview</u>	
<u>Organizational Chart</u>	<u>3</u>
<u>Chief’s Advisory Committee</u>	<u>3</u>
<u>Community Risk Reduction</u>	<u>4</u>
<u>CCR - Fire Safety Education</u>	<u>5</u>
<u>CCR – Fire Safety House</u>	<u>6</u>
<u>CCR – Fire Safety House – Plans for the Future</u>	<u>7</u>
<u>Operations</u>	<u>8-9</u>
<u>Training</u>	<u>10-12</u>
<u>Department Highlights</u>	<u>13-14</u>
<u>In Memoriam</u>	<u>15</u>
<u>Service Area and Emergency Response</u>	<u>16-17</u>
<u>Future Department Goals</u>	<u>18</u>

---

# River Falls Fire Department Mission, Philosophy and Goals

## **Mission**

The River Falls Fire Department is dedicated to serving the City of River Falls and surrounding Townships through the protection of lives and property by providing public safety education and professional emergency response.

## **Core Values**

- 1. Family**
- 2. Employment**
- 3. Fire Department**

## **Philosophy and Goals**

- 1)** In carrying out its mission the River Falls Fire Department's number one priority is to deliver best possible service to its customer – the public.
- 2)** In carrying out its mission, members of the Department:
  - a.** Will always remember that the basic organizational behavior of the Department must be customer centered. In other words, how the Department delivers its service must consider the customer's needs, perceptions and feelings.
  - b.** Will always regard everyone as a customer
  - c.** Will always remember that each customer believes their incident is important.
  - d.** Must continually improve their customer service performance.
  - e.** Will always conduct themselves in a professional manner, treating everyone with respect, kindness, patience, and consideration.
  - f.** Will always consider how they and what they are doing looks to others.
  - g.** Will avoid unprofessional impression members will create and maintain a positive department appearance and image with regard to: members, facilities, fire apparatus, tools and equipment, presence and personal behavior.

# Membership

In 2020 the Department had 39 volunteer members and 1 full-time Chief.

Gary Eloranta	46 years 6 months	Neil Engel	9 years 9 months
Gene McKahan	46 years 3 months	Robert Kerr	9 years 9 months
Pauly Cudd	39 years 10 months	Ted Slowiak	9 years 9 months
Tom Foley	35 years	Dustin Dodge	7 years 9 months
Douglas Rudesill	34 years 7 months	Brendan Johnson	7 years 9 months
Bill Cernohous	31 years 2 months	Justin Wilson	7 years 9 months
Troy Malmer	31 years 2 months	Shawn Olson	7 years 8 months
Mike Moody	31 years 2 months	Brian Roquette	7 years 7 months
Pauline Williams	28 years 5 months	Mitch O'Keefe	4 years 6 months
Jason Sammon	25 years 1 month	Greg Deitsche	3 years 10 months
Molly Foley	25 years 2 months	Adam Meier	3 years 10 months
Mark Hilden	22 years	Kyle Morrow	3 years 10 months
Matt Cernohous	20 years 11 months	Andrew Rinneck	3 years 10 months
Dean Grisar	20 years 11 months	Chad Zess	3 years 10 months
Evan Larsen	20 years 9 months	Phil Baumer	1 year 6 months
Ed Vlack	20 years 11 months	Bill Benedict	1 year 6 months
Sean Slaikeu	17 years	Gabe Lancaster	1 year 6 months
Michael Fecht	13 years 8 months	Ryan Ross	1 year 6 months
Danny Nicholson	13 years 6 months		
James Rimer	13 years 6 months		
Scott Nelson	10 years 3 months		

## By the Numbers:

**645:** Total years of service of all active 39 members

**17:** Average years of service of all active 39 members

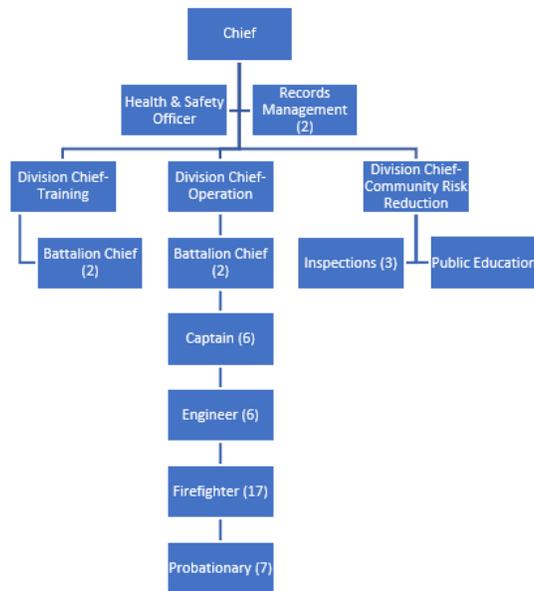
**29:** Average years of service of three Division Chiefs

**25:** Average years of service of four Battalion Chiefs

## Retirements and Resignations

Scott Gavin – 15 years  
Adam Larson – 16 years  
Garrett Gill – 9 years  
Justin Athorp – 3 years  
Jordan Kirchoff – 1 year  
Jake Roche – 11 months  
Tyler Appel – 9 months

# Organizational Chart



## Chief's Advisory Committee

The Chief's Advisory Committee continued to meet during 2020. They are facilitated by Captain Justin Wilson and are charged with examining a variety of issues related to the operation of the department. Members advise the Chief from the perspective of the entire membership. Their involvement in the recent restructuring of the department was crucial in making it a success. Today, they offer their advice on policy and operational issues.

The group was formed in October 2018. Rather than a top-down approach, a more integrated approach was used so the entire membership could be represented. The committee was comprised of a cross-section of the entire department to represent age, gender and occupation.

### Committee members:

- |                        |          |  |
|------------------------|----------|--|
| • Justin Wilson, Chair | 8 years  | Captain (2-year degree in Fire Science)          |
| • Gene McKahan         | 44 years | Firefighter (Served in several positions)        |
| • Molly Foley          | 25 years | Firefighter/Inspector                            |
| • Matt Cernohous       | 21 years | Battalion Chief                                  |
| • Ed Vlack             | 21 years | Division Chief – Training                        |
| • Mike Fecht           | 13 years | Battalion Chief (Captain with Mpls Airport Fire) |
| • Scott Nelson         | 10 years | Chief (Served with 3 other departments)          |
| • Kyle Morrow          | 4 years  | Engineer   |
| • Bill Benedict        | 1 years  | Firefighter (Served with other departments)      |

# Community Risk Reduction (CRR)

## Division Chief, Mike Moody

The Community Risk Reduction Division is responsible for performing fire safety inspections on public buildings and multi-family houses as well as public education.



### Fire Inspections

There are over 800 occupancies in the fire district to be inspected on an annual basis. These are performed by the Division Chief and inspectors. Due to the COVID 19 pandemic the State suspended routine fire prevention inspections for the majority of the year. This resulted in only 228 inspections being completed. In March of 2021 WI departments were granted permission to resume annual inspections. Thanks to Inspectors Molly Foley, Tom Foley & Doug Rudesill for their continued hard work with the inspections program.

Besides inspections the Division Chief also participates in numerous staff meetings with Community Development staff dealing with proposed building projects in the City. He also works with law enforcement, insurance investigators, insurance adjusters and State officials with fire cause & origin. He also monitors sprinkler system installation and final testing in new construction projects.

### Fire Safety Education

Public Fire and Safety Education presented an additional challenge, with schools closed and many activities within the city curtailed. Instead of hands on activities we were only able to reach out to the schools with information to be delivered to school children.



---

# CRR - Fire Safety Education

In a memo sent to Council regarding this initiative, Chief Nelson wrote:

*"I would like to share a "good" story that came out of the Covid pandemic:*

*As many of you know, River Falls Fire has a strong commitment towards fire safety education. One of our biggest education efforts is in the elementary schools where we traditionally touch each class from kindergarten to 5<sup>th</sup> grade with a safety presentation.*

*Pauline Williams has spearheaded this effort in all my ten years with the department and long before that. She is passionate and creative and works with other members of the department to deliver our fire safety message.*

*This year, because of the pandemic, we were unable to go into each classroom and talk about fire safety. Knowing that to be the case, Pauline worked hard to figure out a way to still get our message to the students.*

*She rose to the challenge. With help from some of our RFFD members and Sparky model, former member Greg Nelson, she created the booklet, "Fire Safety Fun with Sparky and Freddie!". This booklet, along with hats, pencils and other handouts, were delivered to each public school, Montessori and all home schoolers for distribution. Over 1,700 copies!*

*We are blessed to have someone as passionate as Pauline to head up our school fire safety program. My only involvement as Chief was that I encouraged her to pursue this project. As always, when it comes to our fire safety efforts, I was not disappointed in the outcome.*

*I hope you enjoy the booklet. For those who remember the "Where's Waldo" books, I challenge you to "Find Our Hidden Friend" on each of the pages.*

*Kudos to Pauline and her team on a job well done!"*

# CRR - Fire Safety House History

## Fire Safety Education



Photos 1987

In 1986 the River Falls Fire Department introduced what was to become the iconic cornerstone of their developing Fire Safety Education Program. The Fire Safety House idea was originated by members of an Indiana fire department. The River Falls fire chief at the time saw a story about the house in a fire magazine and a vision was inspired. The 33-member volunteer River Falls firefighters decided to build one as part of their growing commitment to fire safety education. Through generous donations from the community and surrounding area, and hundreds of volunteer hours by the firefighters to build the house, the “Learn Not to Burn,” Fire Safety House became a reality. It was the first of its kind in the upper Midwest, attracting the attention of former Governor Tommy Thompson, who toured the house and learned the purpose behind it. The model two-story house featured an upstairs bedroom and balcony and downstairs hall and bedroom. With the use of non-toxic smoke, strobe lights, and smoke alarms, a realistic, but harmless fire situation could be created in any part of the house. The Fire Safety House became a sought after teaching tool and inspiration for many fire departments to establish fire safety education programs.

The house provides a one-of-a kind, hands-on experience that sticks with those that enter.

Tens of thousands of children and generations of families have been given the opportunity to experience the Fire Safety House and the lessons taught. The house has been an integral part of fire safety programs that teach children the importance of smoke detectors, having escape plans in the event of a fire, knowing two ways out, understanding the importance of a meeting place and learning what part they can play in the safety of themselves and others.

Over the years the Fire Safety House has undergone minor changes, both from a learning environment, as well as necessary maintenance. The downstairs bedroom now boasts a model kitchen to educate students on the importance of kitchen safety and household dangers. The siding, windows and roof have required updates and improvements over the years in order to maintain the condition of the house. The Fire Safety House has traveled not only within our community but has been a major contributor to many of our surrounding departments that would not otherwise be able to provide this exceptional experience to their students.



Fire Safety House 2019

# CRR - Fire Safety House – Plans for the

In the spring of 2020, the Fire Safety House was retired by the City of River Falls due to the cost of ongoing repairs. In an effort to keep this important learning resource for future generations, several options were explored to keep the safety house on the road. The trailer itself was deemed unsafe to operate on the road and ultimately the Fire Safety House was “red tagged” and deemed unsafe for any future travel

Our goal in 2021 is to secure funding and order the build of a new Fire Safety House. This new tool will enhance the fire safety education program, offer new possibilities and technologies, and ensure students don't miss this unique learning experience. The fire department goal is to take delivery on that new house in early spring of 2022 to present our program during the 2021-2022 school year.

This is an invaluable learning tool the City of River Falls should be very proud to offer its community.



# Operations

## Division Chief, Tom Foley

The Operations Division of the department is responsible for emergency response to fires and other emergencies. They also maintain apparatus readiness, facilities and standard operation procedures for emergency response. This division meets twice a month to discuss the status on projects and other day-to-day operations of the Department.

**Firefighter Effectiveness and Apparatus Readiness are the result of our members working cross functionally internally and externally across all City Departments and Mutual Aid Departments**



Current fleet and apparatus that the Operations Division maintain and utilize

- **Chief's Car:** 2019 Chevy Tahoe
- **Engine 4:** 2001 Freightliner, 1,500 GPM
- **Engine 20:** 2020 Pierce, 1,500 GPM
- **Engine 15:** 2015 Pierce, 1,500 GPM
- **Ladder 1:** 2004 Pierce, 100 ft aerial/2,000 GPM
- **Tender 1:** 1994 Freightliner, 2,000 gallon tank
- **Tender 2:** 1995 Freightliner
- **Brush 1:** 2001 Ford, 250 GPM
- **Brush 2:** 2012 Chevy, high-pressure GPM grass/brush truck
- **Kubota UTV:** 2018 Brush & Rescue Unit
- **Specialized Rescue Trailer:** 2004
- **Hazmat Trailer:** 2017
- **Fire Safety House:** Used for fire safety education
- **Ford Engine:** 1939, used for department promotions
- **Model A Ford:** Used for department promotions

# Operations

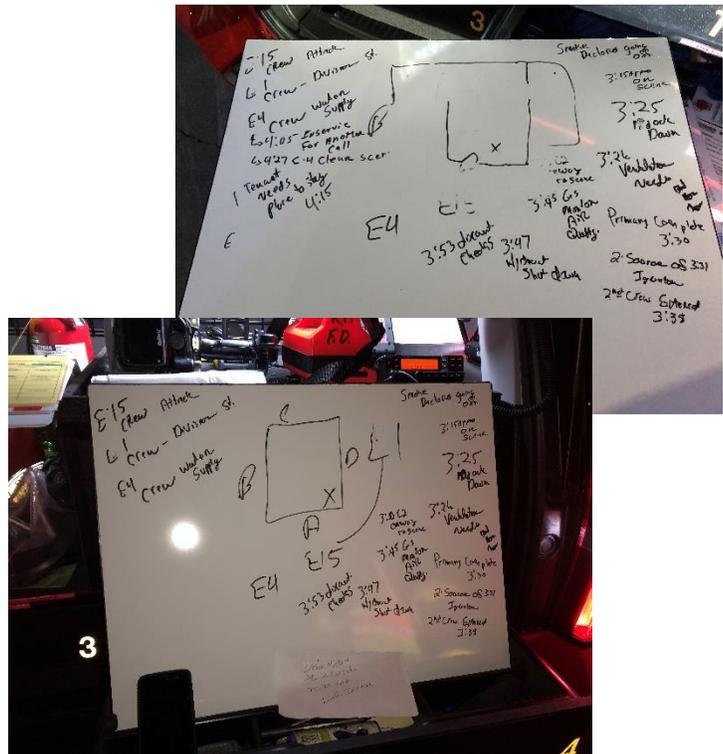
## Battalion Chiefs, Matt Cernohous & Michael Fecht

With large organizational changes, responsibilities of Operations have been equally divided to ensure all facets of the division are able to function efficiently. Below are some of the responsibilities of the Battalion Chiefs and Division Chief.

Name	M Fecht	M Cernohous	T Foley
Area of Assignment	Apparatus	Facilities/Station	SOG's / Administrative Regulations
Projects	Apparatus Readiness	PPE Inventory	New Equipment
	Maintenance - Checklists	Pager Inventory	Operational forecasting
	Visual layout of apparatus	Radio Inventory	Liaison to Public Works equipment repairs
	Apparatus Inventory - spreadsheets	Visual layout of station / storage	Liaison to Tom Schwalen's maintenance Team
	Apparatus Handbook	Formal/Informal suggestion process	Admin for Fire Service Manual
		Process Aid's Inventory	

## Operational Achievements for 2020

- Apparatus Truck Books
- Gear Dryer
- Maintenance Area – new tools, organizing
- Bringing Engine 20 on-line /in-service
- Use of modified minute man hose lay across all apparatus
- Move to 650ft of LDH on lead engines
- Prep for roof prop
- Probationary Fire Fighter Task Book
- Enhance of command and control of emergency scene
- Pump and Ladder testing completed
- Hose Testing completed
- Engine 15's extrication equipment bi-annual maintenance/servicing completed



Example “Brain board” Incident Command information during a structure fire

# Training

**The Philosophy and Goals of the River Falls Fire Department includes this about training:**

It is clear that experience at fires and other emergency incidents helps develop a good firefighter. However, firefighters cannot afford to make mistakes while gaining experience, since there are few opportunities to remedy errors or to second guess -- the failure to do the right thing first may result in additional loss of life or property. Therefore, a firefighter cannot wait until fires or other emergency incidents occur in order to obtain practical knowledge and experience. Success as a firefighter will depend primarily on attendance at weekly trainings and how quickly he or she can assimilate the experience of other firefighters through means of study and training.

The importance of training is an integral part of our firefighter Code of Ethics, which includes that as firefighters, each member will: *uphold the standards of my profession, continually search for new an improved methods and share my knowledge and skills with my contemporaries and successors.*

We live in a culture in which virtually every person has a cell phone, and the popularity of sites offering unedited video is a reflection that everything is now not only under a microscope, but frequently is being recorded by some bystander. Thus, every aspect of what we do as firefighters is under scrutiny by those who may or may not understand what we do as firefighters. Thus, not only must we, as firefighters, be trained with basic skills, but we must constantly maintain and enhance those skills.

Members attend training every Monday night of the year (except holidays) for three hours. Training on the first Monday of every month consists of vehicle and equipment familiarization and maintenance. The remaining Monday evenings in each month focus on a specific broad topic such as fire suppression or vehicle extrication in a "crawl, walk, run" format that begins with teaching, practicing and then on the last evening a simulated scenario to bring together all the skills that have been emphasized that month.

## **Training: By the Numbers**

**165: Training sessions offered by the department in 2020**

**14: Firefighter II class trainings**

**25+: Special Trainings due to COVID 19**

**40+: Mandatory Weekly training**



# Training - continued

January: firefighter safety and firefighter wellness. Presentations were given to all firefighters by a psychologist on mental health, a chiropractor on physical health and by a nutritionist on the importance of what we eat.

February: In conjunction with Century College, the department sponsored a Fire Academy, which consisted of three primary broad topics taught by outside instructors over three weeks. Each track consisted of three nights of instruction and members attended one track. These consisted of; Air Quality and Safety, Fire Behavior, and Ice/Cold Water Rescue. Attendance was offered to surrounding departments. This same "academy" training had been used years before and proved very popular and successful, and it was again popular and successful in 2020.

March: The full impact of the COVID-19 pandemic struck, and even though pandemics do not stop the occurrence of fires or other emergencies, the ability of the members to not only train, but to even perform basic necessary maintenance on vehicles and equipment, was severely restricted.



# Training - continued

Since all basic training and maintenance demands some form of hands on training, which the imposed restrictions prohibited, the training was adjusted to virtual training, which could never come close to matching the needs of hands on training. Eventually limited hands on training was begun (with strict safety protocols) and was especially necessary in order to bring our new Engine 20 into service

The department also has training solely for officers every other month.

The Training Division has created a list of thirty-three Core Training Categories, from which monthly and weekly focused trainings for all members are developed. In addition, they have created fourteen Officer Core Training Categories, from which the bi-monthly officer trainings are developed. Assisting are the remaining members of the training committee which consists of the Fire Chief, all Division Chiefs, all Battalion Chiefs, all Captains, and the Fire Department Safety Officer. The Department is also very lucky to have in its membership five members who are State Certified Fire Instructors.

Members have shown not only an enthusiasm for training, but also an enthusiasm to go the extra mile. Members have built a number of training props for use at training, included a door prop, window prop and a roof prop, which are stored at the training tower. Having just trained on fire behavior using a "burn trailer," the department is seeking to include a "burn trailer" as a future capital improvement project.



# 2020 Highlights

## 2020 Firefighter of the Year: Mark “Sparky” Hilden

Congratulations are in order to Sparky for receiving the Firefighter of the Year Award for 2020. He was chosen from a group of his peers and past recipients of the award. His Captain, Troy Malmer had the following remarks as he helped present the award:



*Left to right – Division Chief Tom Foley, Division Chief Ed Vlack, Mark “Sparky” Hilden, Chief Scott Nelson and Division Chief Mike Moody*

“Since re-joining the department in February 2017 Mark has proven to be a role model/mentor in the department. He has been the “Top Responder”, responding to more calls than any other member each year since 2017. Just that alone shows his commitment to the department and the citizens of River Falls. He also is a great mentor to any firefighter wanting to learn more about pumping, apparatus operations, history of the department, etc. Any time there is a question on any apparatus he is one of the first names that comes up and members go to.

Being a small business owner, he drops everything and responds during the daytime calls and if there are any activities going on you can bet he will be there. He has been working in the capacity as Engine 7 Engineer and is currently working on getting ready for receiving Engine 20 for which he will be the Engineer. He has been working on the Truck Committee for Engine 20 from the beginning, attending numerous meeting and discussions; he went to Pierce in Appleton to help with the Final Inspection of the truck. He basically keeps an eye on all rolling equipment, looking for issues before they become a bigger problem. When training activities are being planned, he is always counted on to assist and is very good at teaching the members. He will talk through any questions they have and is willing to spend the extra time if they ask. He also has worked with the Fire Safety program in the past and the Open House. He was instrumental in getting the old White 1939 pumper running again and keeping the Model A running so we can use them in community activities.

I cannot think of another member who is more deserving of this honor or has represented our department any finer.”

Everyone on the department echoes Captain Malmer’s comments!

# 2020 Highlights

## New Engine

We took delivery of our newest fire engine, E-20 in December. The engine needed to be set up with new equipment, some existing equipment needed to be transferred to the engine and members needed to be trained to use this new piece of equipment. This took considerable time as members could only meet in small groups to accomplish this. E-20 was placed in service in February 2021 and 31 year old Engine 7 was retired at the same time.



Members of Engine 20 crew push E-20 into the Fire Hall to signify placing it into service

## Five Ff's completed FFII Helmet Ceremony

We had 5 firefighters complete Firefighter II State Certification. In doing so, they move from probationary status to being a regular member of the department. In November, they were recognized and given black helmets that signify their status on the department. (Probationary firefighters wear orange helmets)



Left to right - Mitch O'Keefe, Gabe Lancaster, Phil Baumer, Bill Benedict & Ryan Ross

---

## New Member Recruitment

In 2020, we were able to recruit seven additional firefighters, bringing our total number to 46 members at the beginning of 2021. It is important to note that new recruits go through extensive training prior to being able to function at emergencies. These new recruits enable us to meet our goal of providing sufficient numbers of responders to adequately protect our City and surrounding area. We were able to work with CVTC and their Covid protocols to begin this training for our newest members.

## In Memoriam

RFFD suffered the tragic loss of one of our own, Eddie Nicholson. Eddie died in a tragic accident while working at Cedar Lake Speedway on May 15, 2020. Eddie was a second-generation firefighter with over 30 years of service to the River Falls Fire Department. Eddie also served with River Falls EMS and put in countless hours serving his community. Eddie was a well-loved icon in the area, His “real” job was working with heavy tow trucks for Twin Cities Transport and Recovery. One of his passions was working at the Cedar Lake Speedway as part of the safety crew. Eddie was escorted back to River Falls by RFFD, other area fire, police and sheriff departments, along with area tow companies. Eddie was loved by all and will be sorely missed by Kathy and their family, friends and our community.



# Service Area and Emergency Response

The Department continues to have a partnership with the surrounding communities. In 2020 the Rural Fire Association, which is made up of Town of Clifton, Kinnickinnic, Pleasant Valley, River Falls and, Troy, contributed 35% (\$328,804) of the total Department budget.

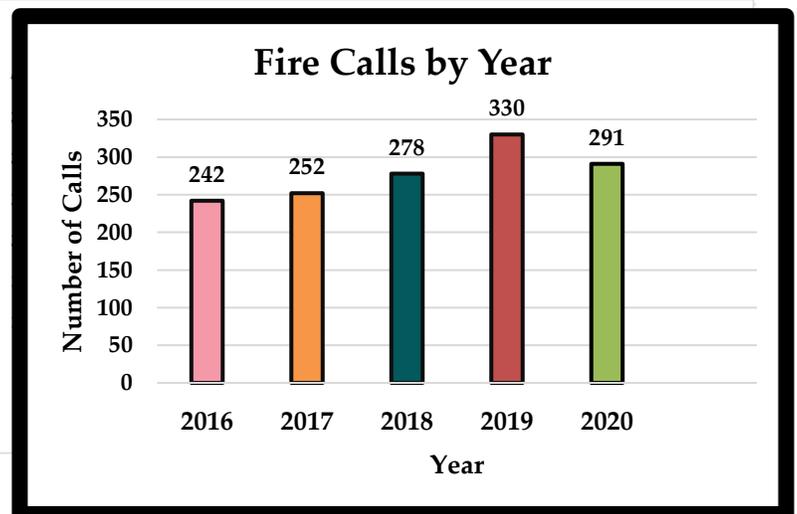
The Fire Department responds to a variety calls and emergencies. In 2020, the Department responded to 291 total calls varying from gas leaks, to assisting Police and Emergency Medical Services. Calls decreased by 13% from 2019 to 2020. We suspect this is due to more people staying at home due to Covid.



Calls are broken down into seven categories:

- 1. Building or Other Fire:** includes cooking, vehicles, grass, and brush or dumpsters
- 2. Rescue and Emergency Medical Services:** Trauma, illness, vehicle crashes, missing person searches, stuck elevators and follow-up visits
- 3. Hazardous Condition:** Non-fire emergencies that include gas leaks, fuel spills, and downed power lines.
- 4. Good Intent:** Non-emergency calls for smoke, chirping smoke or CO detectors.
- 5. False Alarm:** Unwanted or unintentional alarm, no emergency
- 6. Service:** Requests for lift assists, smoke or odor removal and aid to our neighboring communities.
- 7. Severe Weather and Natural Disaster:** Assist those who have been impacted by severe weather and natural disasters.

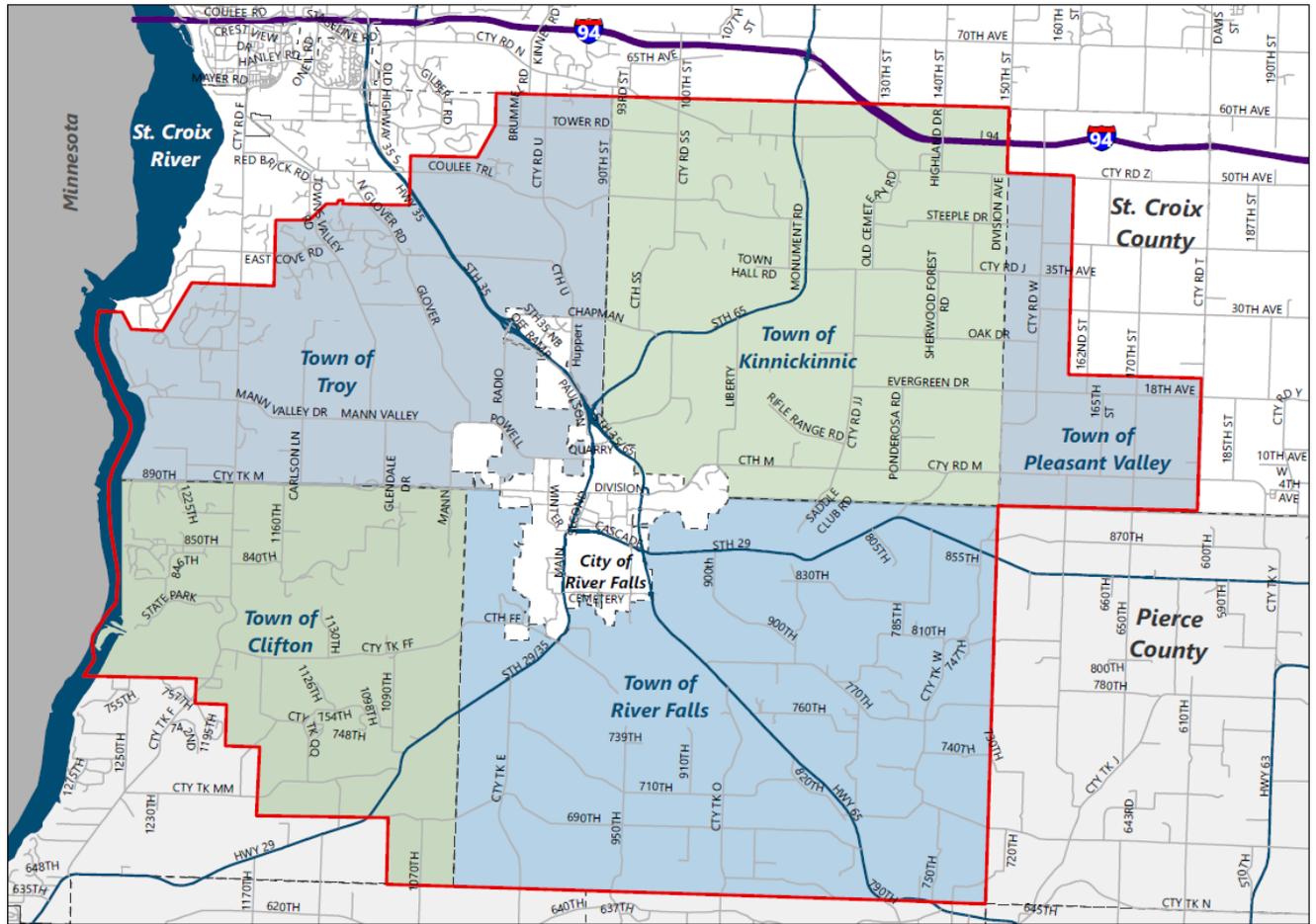
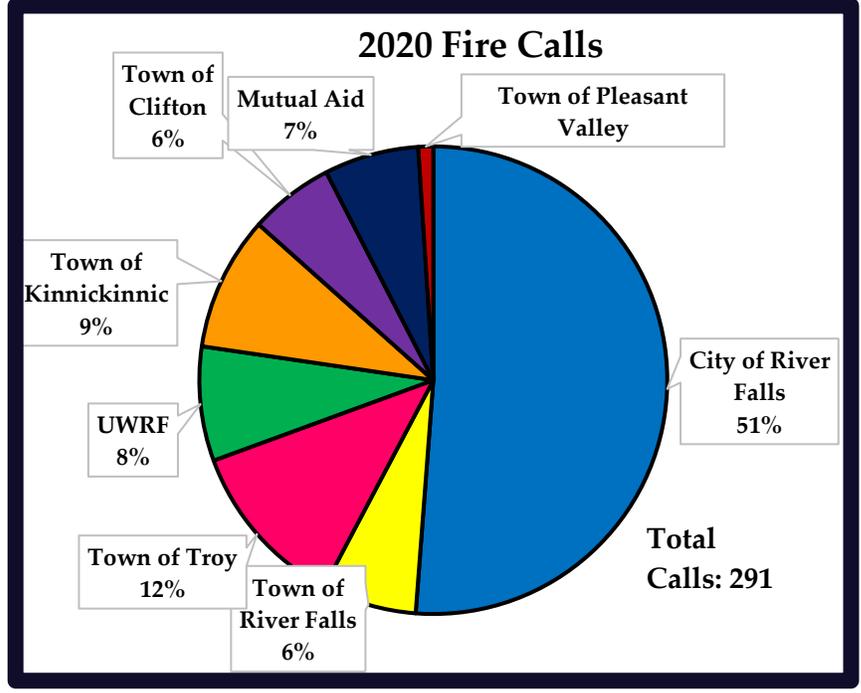
Call Response	2020
Building or Other Fire	35
Rescue or EMS	87
Hazardous Conditions	26
Good Intent	50
False Alarm	73
Service	17
Severe Weather	3
<b>TOTAL</b>	<b>291</b>



# Service Area and Emergency Response

Although the service area encompasses a large area of Pierce and St. Croix county, a majority of calls for service are still in the City.

The average response time for calls is just under ten minutes.



# Future Department Goals

As we continue to grow, we have identified several projects to our work plan and goals to be met to meet the needs of the membership and the community we serve.

- **Develop strategy for replacing retiring Fire Chief. The Chief's anticipated retirement is the first quarter of 2022**
- **Secure funding to replace Fire Safety House in 2022**
- **Improve inspections capabilities by training new inspectors**
- **Migrate Records MGT System to Image Trend Elite**
- **Evaluate EMS response & training needs**
- **Capital Improvement Plan Review 2022-2026**
- **Training on Standard Operating Guidelines**
- **Officer training/succession planning**
- **Volunteer recruitment & retention**
  
- **Research funding opportunities**
  - Grants, public & private
  - Community partnerships
  - Charges for service
  
- **Thank You to Our Partners**
  - Rural Association, comprised of townships Clifton, Kinnikinic, Pleasant Valley, River Falls and Troy contribute 35% of the fire department budget.
  - Police and EMS departments work with the Fire department at many emergencies.
  - Other City Departments. (Development & Public Works) Work with the Fire Department to ensure new construction is "fire safe" and that rolling stock is kept operational.
  - Mutual aid partners. Fire departments from surrounding cities provide aid when resources of the River Falls fire department are exhausted.

