



SERVICE IS OUR ONLY PRODUCT

2025 ANNUAL REPORT



CITY OF NEW BERLIN FIRE DEPARTMENT

2025 ANNUAL REPORT

Dedication

This annual report is dedicated to the Citizens of New Berlin, Wisconsin who deserve the most Effective Fire & Emergency Medical Services available.

Acknowledgements

Thank you to the Administrative Staff for the countless hours contributing, editing, and reviewing the content resulting in a thorough, high-quality, and professional document.

...and to each member of the City of New Berlin Fire Department who daily serves the citizens and visitors of our community.





City of New Berlin Fire Department

“No matter how much you have achieved, you will always be merely good relative to what you can become. Greatness is an inherently dynamic process, not an end point.”

- Jim Collins

“Leadership requires two things: a vision of the world that does not exist and the ability to communicate it.”

- Simon Sinek

2025 Annual Report Contributors

Chief Mark Polzin
Deputy Chief Christopher Pierce
Division Chief Mark O’Connor
Battalion Chief Justin Schulpus
Battalion Chief Ross Gscheidmeier
Administrative Services Manager Debra Gillard
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Table of Contents

| | |
|---|----|
| Message From the Fire Chief..... | 5 |
| Department Overview..... | 6 |
| Our Mission and Vision..... | 6 |
| Our Values..... | 6 |
| 2025 NBFD at a Glance..... | 7 |
| Organizational Chart..... | 8 |
| 2025 Accomplishments..... | 9 |
| Community Risk Reduction – Community Relations..... | 10 |
| Community Risk Reduction – Fire Prevention..... | 12 |
| 2025 Statistics and Staff..... | 13 |
| Stations & Apparatus Response Summary..... | 15 |
| Administration..... | 17 |
| Battalion Chief Operations Summary..... | 18 |





Message From the Fire Chief

On behalf of the New Berlin Fire Department, I am proud to present our City of New Berlin Fire Department 2025 Annual Report.

This report reflects more than statistics, responses, or initiatives, it represents our unwavering commitment to the residents, businesses, and visitors of the City of New Berlin. Every call for service, every training hour, and every decision made throughout the year was guided by one simple truth: **Service is Our Only Product.**

In 2025, the New Berlin Fire Department continued to operate in an increasingly complex and demanding environment. Call volume, service expectations, and community needs remain at historic levels, while the fire service nationwide faces challenges related to staffing, recruitment, retention, and evolving risk. Despite these pressures, our members consistently demonstrated professionalism, adaptability, and dedication to excellence.

This annual report provides transparency into how your fire department operates, how resources are utilized, and how we measure performance and outcomes. The report highlights operational responses, emergency medical services, fire prevention, community risk reduction efforts, training, professional development, and organizational initiatives focused on continuous improvement.

Most importantly this report underscores the value of our people. The sworn personnel and civilian staff of this department are the foundation of our success. Their commitment to serving others, often under difficult and unpredictable circumstances, continues to earn the trust of the community we are honored to protect.

As Fire Chief, I am grateful for the continued support of the Mayor, Common Council, Police & Fire Commission, and the residents of New Berlin. That partnership allows us to remain accountable, forward-thinking, and focused on delivering high-quality service today while preparing responsibly for the future.

Thank you for taking the time to review this report and for your continued confidence in the City of New Berlin Fire Department.

Respectfully,

Mark Polzin
Fire Chief
New Berlin Fire Department





Department Overview

The New Berlin Fire Department is staffed by 56 employees (54 sworn and 2 civilian staff) who provide the highest level of service to the community. The department provides fire suppression, emergency medical services and transport, fire prevention, and public education to the community. The department provides these services through each of its four fire stations.

The department's administrative team consists of the Fire Chief, Deputy Chief of Administration, Division Chief of Community Risk Reduction, Administrative Services Manager and Records Technician. Operationally, each of the department's three shifts are overseen by a Battalion Chief, with crews at each of the four stations led and managed by a Lieutenant. All firefighters are cross trained to provide emergency medical and fire suppression services.

Our Mission and Vision



MISSION

To provide exceptional services while committed to building a safer community.

VISION

To continually strive to be a caring, understanding, people first organization committed to excellence in all we do.

Our Values



NBFD VALUES

| | |
|--|---|
| TRUST <i>Nurturing positive relationships at all levels of the organization</i> | POSITIVE ATTITUDE <i>Doing what it takes and inspiring others to do the same</i> |
| RESPECT <i>Treat everyone with dignity and worth</i> | INVEST <i>To put the time, effort and energy into bettering the department and each other</i> |
| PROFESSIONALISM <i>Conducting oneself with responsibility, integrity, accountability, and excellence</i> | LOYALTY <i>Committing to see the department grow and succeed</i> |



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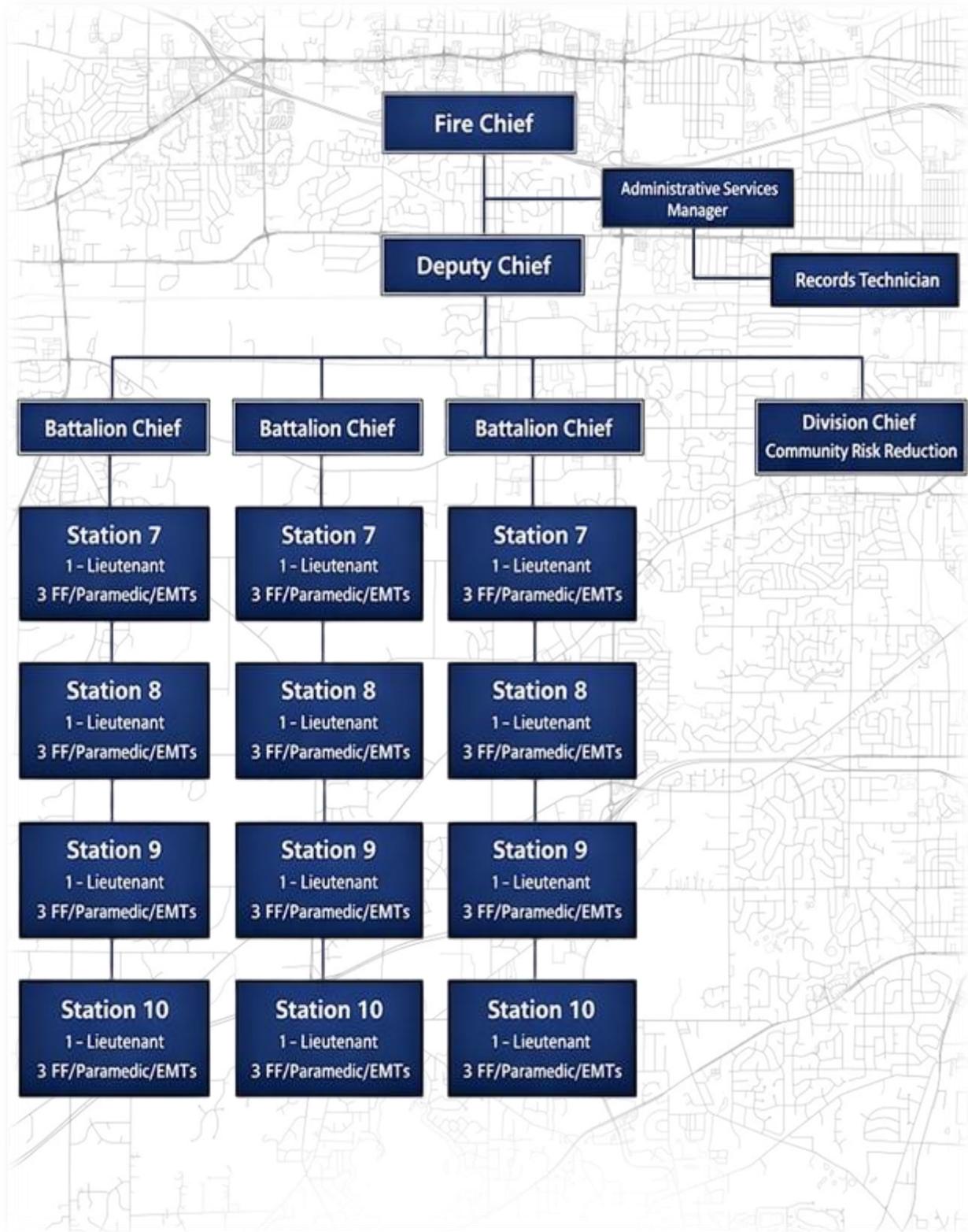
2025 NBFD at a Glance





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Organizational Chart





2025 Accomplishments

- Added the Division Chief of Community Risk Reduction position to oversee fire prevention & inspection duties and fire investigations. Lieutenant Mark O'Connor was promoted to the rank of Division Chief.
- Division Chief Mark O'Connor was recognized as the 83rd Assembly District of Wisconsin First Responder of the Year in Madison.
- Received CVMIC 2025 Member Innovation Award for: A "Shockingly" Safer Community for AED units.
- Began first internal strengths, weaknesses, opportunities, and threats (S.W.O.T.) analysis for strategic planning.
- Successfully transitioned to the new National Emergency Response Information System (NERIS) from the old National Fire Incident Reporting System (NFIRS) records management system.
- Hired 5 firefighter/EMT's to fill vacant positions.
- Promoted Firefighter/Paramedic Charles Dillett to the rank of Lieutenant.
- Hired Assistant Chief Ross Gscheidmeier from the Western Lakes Fire Department as a Battalion Chief.
- Employee Recognition Awards:
 - Lieutenant Joseph Pluta; Letter of Commendation
 - Firefighter/Paramedic Matthew Matyas; Letter of Commendation
 - Firefighter/Paramedic Will Wendlick; Letter of Commendation
 - Firefighter/Paramedic Ben Jehn; Letter of Commendation
 - Firefighter/Paramedic Derrick Oleson; Letter of Commendation
 - Firefighter/Paramedic Jack Werginz; Letter of Commendation
 - The department recognizes community members who have performed commendable deeds that resulted in meaningful impact to a person or the City by presenting them with Citizen Commendation award and challenge coins. In 2025, 2 citizens were recognized for their actions.
- Members who were removed from probationary status:
 - Deputy Chief Christopher Pierce
 - Battalion Chief Justin Schulpius
 - Lieutenant Jason Kubiszewski
 - Lieutenant Marco Pelicarić
 - Lieutenant Stephen Schweickhardt
- Members who retired:
 - Firefighter/Paramedic Shannon Omelina
 - Firefighter/Paramedic Jack Werginz



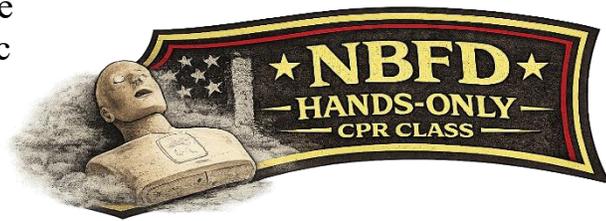
Community Risk Reduction – Community Relations

Fosters a safer community through fire and life safety education, promotes the Nbfd’s mission through dissemination of timely and accurate information, and provides engagement through volunteerism and outreach programs.

Hands-Only CPR

Immediate CPR can double or triple the chances of survival after cardiac arrest. The Nbfd offers Free Hands-Only CPR classes.

4 Classes



Smoke Alarm Program

The risk of dying in a home fire is reduced by 50% in homes with working smoke alarms.

13 Smoke Alarms Installed



Ride Along Program

Allow those interested in a career within the fire service to learn more about the career, ask questions, and experience a “day-in-the-life” of a firefighter.

46 Ride Along Participants





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Fire Safety Education Programs

- 4 Fire Extinguisher Training Programs
- 6 Senior Outreach Programs
750+ residents reached



Special Events

- 4 Open Houses
- 2 Citizen Academies
- Safety Saturday
- 4th of July Festival
- 9/11 Ceremony
- Fire Prevention Week Taught over 500 children about fire safety



The NBFD also supports the community by participating in events such as the Wisconsin Technical College Job Fairs, Food Pantry donations, participating in farmers market events and offering the File for Life program.



8,558 followers
1,027,779 reaches



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Community Risk Reduction – Fire Prevention

The Nbfd is charged with upholding national, state, and local fire codes and ordinances for life safety and property preservation.



For commercial and multi-family properties, the Division Chief of CRR reviews plans for new construction and any modifications that alter the use or design of a building.

Plans Reviewed: 87

Fire inspectors visit new construction sites to make sure fire codes are being met, perform ongoing inspections of existing buildings, and investigate fire for cause and origin. Some common areas examined during inspections include fire alarm and sprinkler systems, fire hydrant flow, doorways are free and clear, and exits are clearly marked. They also attend special events to ensure fire codes are being followed for the safety of everyone in attendance.

CITY OF NEW BERLIN FIRE DEPARTMENT • FIRE INSPECTION REPORT
16300 W. National Ave. New Berlin, WI 53151 • Phone: 262-785-6120 • Fax: 262-785-6130 • www.newberlin.org

Address: _____ File #: _____
Inspection Date: _____

Violations requiring corrective action are marked below. Key: (M)=Municipal Ordinance (S)=State Code (N)=National Fire Protection Association Standard Wisconsin DPS 314 adopt NFPA 1 (subject to modification). Any NFPA 1 code reference below is preceded by DSPS 314.

| | | |
|--|--|--|
| 1. GENERAL FIRE ALARMS AGAINST FIRE | 7. ACTIVITIES OF FIRE SPRINKLER SYSTEMS | 11. SPECIAL APPLICATION OF FLAMMABLE MATERIALS |
| (101) ... Alarm device inoperative condition. (NF 134.6.4) | (701) ... Sprinkler system inoperative. (NF 134.6.4) | (1101) ... Sprinkler head not protected from over-exposure. (NF 134.6.4) |
| (102) ... Alarm device inoperative condition. (NF 134.6.4) | (702) ... Control valve closed. (NF 134.6.4) | (1102) ... Repeater illegal. (NF 134.6.4) |
| (103) ... Alarm device inoperative condition. (NF 134.6.4) | (703) ... Control valve closed. (NF 134.6.4) | (1103) ... Repeater illegal. (NF 134.6.4) |
| (104) ... Alarm device inoperative condition. (NF 134.6.4) | (704) ... Control valve closed. (NF 134.6.4) | (1104) ... Repeater illegal. (NF 134.6.4) |
| (105) ... Alarm device inoperative condition. (NF 134.6.4) | (705) ... Control valve closed. (NF 134.6.4) | (1105) ... Repeater illegal. (NF 134.6.4) |
| (106) ... Alarm device inoperative condition. (NF 134.6.4) | (706) ... Control valve closed. (NF 134.6.4) | (1106) ... Repeater illegal. (NF 134.6.4) |
| (107) ... Alarm device inoperative condition. (NF 134.6.4) | (707) ... Control valve closed. (NF 134.6.4) | (1107) ... Repeater illegal. (NF 134.6.4) |
| (108) ... Alarm device inoperative condition. (NF 134.6.4) | (708) ... Control valve closed. (NF 134.6.4) | (1108) ... Repeater illegal. (NF 134.6.4) |
| (109) ... Alarm device inoperative condition. (NF 134.6.4) | (709) ... Control valve closed. (NF 134.6.4) | (1109) ... Repeater illegal. (NF 134.6.4) |
| (110) ... Alarm device inoperative condition. (NF 134.6.4) | (710) ... Control valve closed. (NF 134.6.4) | (1110) ... Repeater illegal. (NF 134.6.4) |
| (111) ... Alarm device inoperative condition. (NF 134.6.4) | (711) ... Control valve closed. (NF 134.6.4) | (1111) ... Repeater illegal. (NF 134.6.4) |
| (112) ... Alarm device inoperative condition. (NF 134.6.4) | (712) ... Control valve closed. (NF 134.6.4) | (1112) ... Repeater illegal. (NF 134.6.4) |
| (113) ... Alarm device inoperative condition. (NF 134.6.4) | (713) ... Control valve closed. (NF 134.6.4) | (1113) ... Repeater illegal. (NF 134.6.4) |
| (114) ... Alarm device inoperative condition. (NF 134.6.4) | (714) ... Control valve closed. (NF 134.6.4) | (1114) ... Repeater illegal. (NF 134.6.4) |
| (115) ... Alarm device inoperative condition. (NF 134.6.4) | (715) ... Control valve closed. (NF 134.6.4) | (1115) ... Repeater illegal. (NF 134.6.4) |
| (116) ... Alarm device inoperative condition. (NF 134.6.4) | (716) ... Control valve closed. (NF 134.6.4) | (1116) ... Repeater illegal. (NF 134.6.4) |
| (117) ... Alarm device inoperative condition. (NF 134.6.4) | (717) ... Control valve closed. (NF 134.6.4) | (1117) ... Repeater illegal. (NF 134.6.4) |
| (118) ... Alarm device inoperative condition. (NF 134.6.4) | (718) ... Control valve closed. (NF 134.6.4) | (1118) ... Repeater illegal. (NF 134.6.4) |
| (119) ... Alarm device inoperative condition. (NF 134.6.4) | (719) ... Control valve closed. (NF 134.6.4) | (1119) ... Repeater illegal. (NF 134.6.4) |
| (120) ... Alarm device inoperative condition. (NF 134.6.4) | (720) ... Control valve closed. (NF 134.6.4) | (1120) ... Repeater illegal. (NF 134.6.4) |
| (121) ... Alarm device inoperative condition. (NF 134.6.4) | (721) ... Control valve closed. (NF 134.6.4) | (1121) ... Repeater illegal. (NF 134.6.4) |
| (122) ... Alarm device inoperative condition. (NF 134.6.4) | (722) ... Control valve closed. (NF 134.6.4) | (1122) ... Repeater illegal. (NF 134.6.4) |
| (123) ... Alarm device inoperative condition. (NF 134.6.4) | (723) ... Control valve closed. (NF 134.6.4) | (1123) ... Repeater illegal. (NF 134.6.4) |
| (124) ... Alarm device inoperative condition. (NF 134.6.4) | (724) ... Control valve closed. (NF 134.6.4) | (1124) ... Repeater illegal. (NF 134.6.4) |
| (125) ... Alarm device inoperative condition. (NF 134.6.4) | (725) ... Control valve closed. (NF 134.6.4) | (1125) ... Repeater illegal. (NF 134.6.4) |
| (126) ... Alarm device inoperative condition. (NF 134.6.4) | (726) ... Control valve closed. (NF 134.6.4) | (1126) ... Repeater illegal. (NF 134.6.4) |
| (127) ... Alarm device inoperative condition. (NF 134.6.4) | (727) ... Control valve closed. (NF 134.6.4) | (1127) ... Repeater illegal. (NF 134.6.4) |
| (128) ... Alarm device inoperative condition. (NF 134.6.4) | (728) ... Control valve closed. (NF 134.6.4) | (1128) ... Repeater illegal. (NF 134.6.4) |
| (129) ... Alarm device inoperative condition. (NF 134.6.4) | (729) ... Control valve closed. (NF 134.6.4) | (1129) ... Repeater illegal. (NF 134.6.4) |
| (130) ... Alarm device inoperative condition. (NF 134.6.4) | (730) ... Control valve closed. (NF 134.6.4) | (1130) ... Repeater illegal. (NF 134.6.4) |
| (131) ... Alarm device inoperative condition. (NF 134.6.4) | (731) ... Control valve closed. (NF 134.6.4) | (1131) ... Repeater illegal. (NF 134.6.4) |
| (132) ... Alarm device inoperative condition. (NF 134.6.4) | (732) ... Control valve closed. (NF 134.6.4) | (1132) ... Repeater illegal. (NF 134.6.4) |
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| (190) ... Alarm device inoperative condition. (NF 134.6.4) | (790) ... Control valve closed. (NF 134.6.4) | (1190) ... Repeater illegal. (NF 134.6.4) |
| (191) ... Alarm device inoperative condition. (NF 134.6.4) | (791) ... Control valve closed. (NF 134.6.4) | (1191) ... Repeater illegal. (NF 134.6.4) |
| (192) ... Alarm device inoperative condition. (NF 134.6.4) | (792) ... Control valve closed. (NF 134.6.4) | (1192) ... Repeater illegal. (NF 134.6.4) |
| (193) ... Alarm device inoperative condition. (NF 134.6.4) | (793) ... Control valve closed. (NF 134.6.4) | (1193) ... Repeater illegal. (NF 134.6.4) |
| (194) ... Alarm device inoperative condition. (NF 134.6.4) | (794) ... Control valve closed. (NF 134.6.4) | (1194) ... Repeater illegal. (NF 134.6.4) |
| (195) ... Alarm device inoperative condition. (NF 134.6.4) | (795) ... Control valve closed. (NF 134.6.4) | (1195) ... Repeater illegal. (NF 134.6.4) |
| (196) ... Alarm device inoperative condition. (NF 134.6.4) | (796) ... Control valve closed. (NF 134.6.4) | (1196) ... Repeater illegal. (NF 134.6.4) |
| (197) ... Alarm device inoperative condition. (NF 134.6.4) | (797) ... Control valve closed. (NF 134.6.4) | (1197) ... Repeater illegal. (NF 134.6.4) |
| (198) ... Alarm device inoperative condition. (NF 134.6.4) | (798) ... Control valve closed. (NF 134.6.4) | (1198) ... Repeater illegal. (NF 134.6.4) |
| (199) ... Alarm device inoperative condition. (NF 134.6.4) | (799) ... Control valve closed. (NF 134.6.4) | (1199) ... Repeater illegal. (NF 134.6.4) |
| (200) ... Alarm device inoperative condition. (NF 134.6.4) | (800) ... Control valve closed. (NF 134.6.4) | (1200) ... Repeater illegal. (NF 134.6.4) |

16. INSPECTION SUMMARY

(1601) ... No violations observed.

(1602) ... No activity on site/insufficient space.

(1603) ... Under Construction.

(1604) ... Violations observed - Instructions Provided.

(1605) ... Violations observed - Corrections Made.

DEADLINE FOR COMPLIANCE: _____

Owner/Occupant (Sign): _____ Fire Inspector: _____ # _____

Owner/Occupant (Print): _____

The above-signed individual understands all the requirements of this official document.

WHITE COPY - FIRE DEPARTMENT • YELLOW COPY - OCCUPANT Updated: January 1, 2014 • Lt. Pierce Fire Prevention and Inspection Bureau

Inspections: 2,729

Specialty Inspections: 147

Corrective Actions: 362

Permits Issued: 73

Fire Investigations: 15



2025 Statistics and Staff





CITY OF NEW BERLIN FIRE DEPARTMENT

2025 ANNUAL REPORT



Firefighter/Paramedics (36) are responsible for the protection of life and property. This is accomplished through suppression of fires, rescuing persons from danger, emergency medical care and mitigation of hazards. Work is usually performed under adverse conditions and requires the use of sound judgment and the ability to make rational decisions under stressful or emergency circumstances.



Lieutenants (12) provide front-line supervision for the daily operations of their assigned fire station. These supervisors utilize an ample scope for decision-making, initiative, and leadership under the guidance of the Nbfd's mission and core values. Lieutenants are also in command on scene of an emergency until the arrival of a chief officer, as dictated by the incident.



Battalion Chiefs (3) are perhaps the most crucial position for daily operations of the Department. The Battalion Chiefs oversee 4 fire stations in the City and must function at the highest level to assure the effectiveness and safety of all those in their battalion. They also serve as the incident commander on scene of emergencies.



Division Chief of Community Risk Reduction (1) is a critical leadership position responsible for reducing risk, preventing emergencies, and protecting the community before incidents occur. This role oversees the Inspection Division, Public Education and Public Relations programs, and the Fire Investigation Unit, ensuring all prevention and mitigation efforts are effective, coordinated, and aligned with department goals.



Deputy Chief of Administration (1) is a critical executive leadership position responsible for the systems, structure, and resources that enable the Department to function effectively and sustainably. This role oversees administrative operations including finance and budgeting, human resources coordination, policy and procedure development, accreditation and compliance, data and records management, and long-term planning.

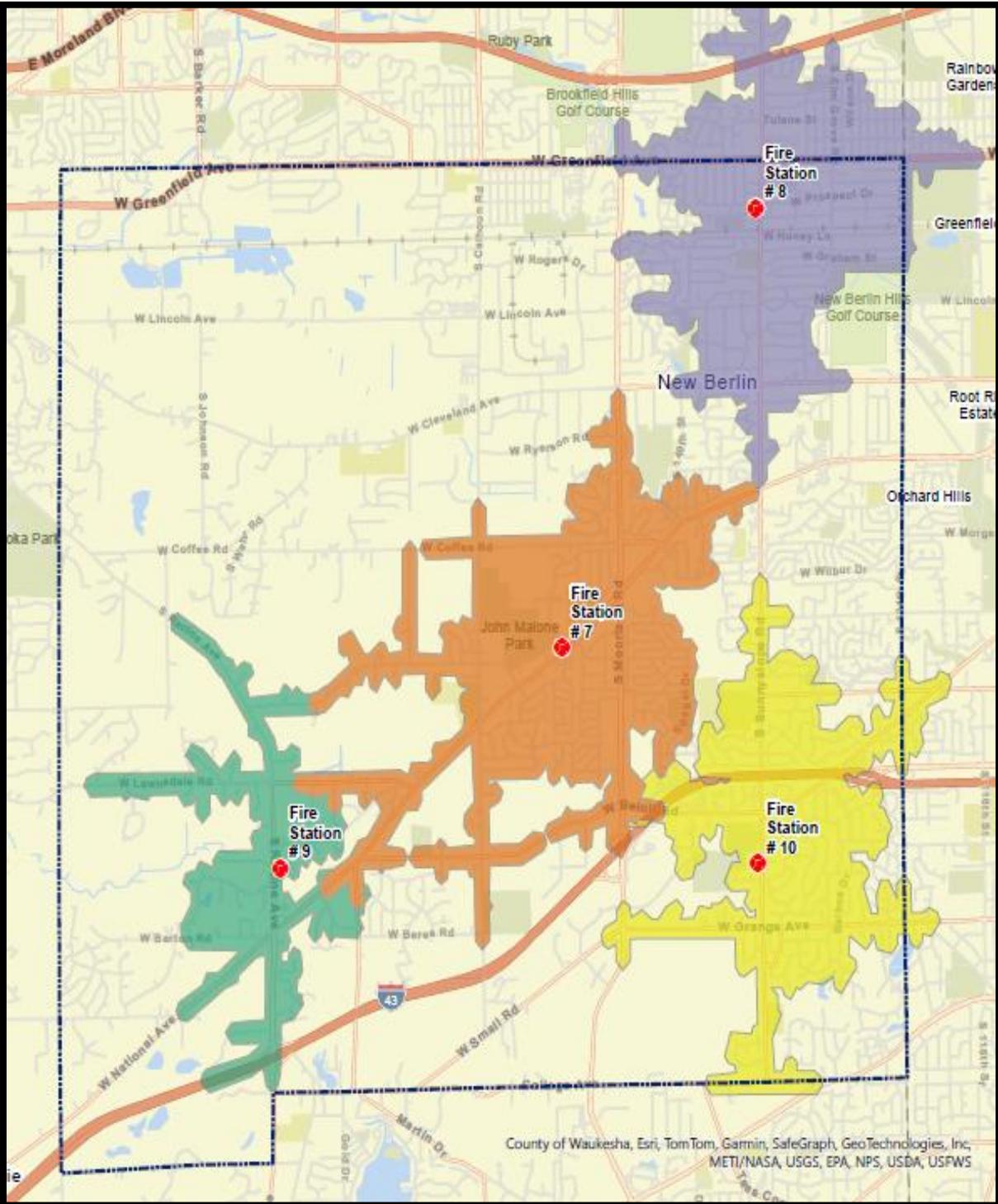


Fire Chief (1) is the chief executive officer of the Department and holds ultimate responsibility for the safety, effectiveness, and performance of the organization. The Fire Chief provides overall leadership and direction for all operational, administrative, and strategic functions, ensuring the Department is prepared to meet current and future community risks.



Stations & Apparatus Response Summary

The map below shows the primary coverage area for each fire station with 4-minute response time.





CITY OF NEW BERLIN FIRE DEPARTMENT 2025 ANNUAL REPORT



STATION 7

16280 W. National Ave.

Total Response Station Area: 1,103
Total Response Battalion 7: 1,109
Total Response Truck 7: 1,809
Total Response Tender 7: 19
Personnel: Battalion Chief, Lieutenant,
Firefighter (3)



STATION 8

1711 S. Sunny Slope Rd.

Total Response Station Area: 2,139
Total Response Engine 8: 382
Total Response Med 8: 1,756
Total Response Utility 8: 1,860
Personnel: Lieutenant, Firefighter (3)



STATION 9

5120 S. Racine Ave.

Total Response Station Area: 452
Total Response Engine 9: 99
Total Response Med 9: 1,366
Total Response Utility 9: 722
Personnel: Lieutenant, Firefighter (3)



STATION 10

5161 S. Sunny Slope Rd.

Total Response Station Area: 1,335
Total Response Engine 10: 216
Total Response Med 10: 1,346
Total Response Utility 10: 1,245
Personnel: Lieutenant, Firefighter (3)



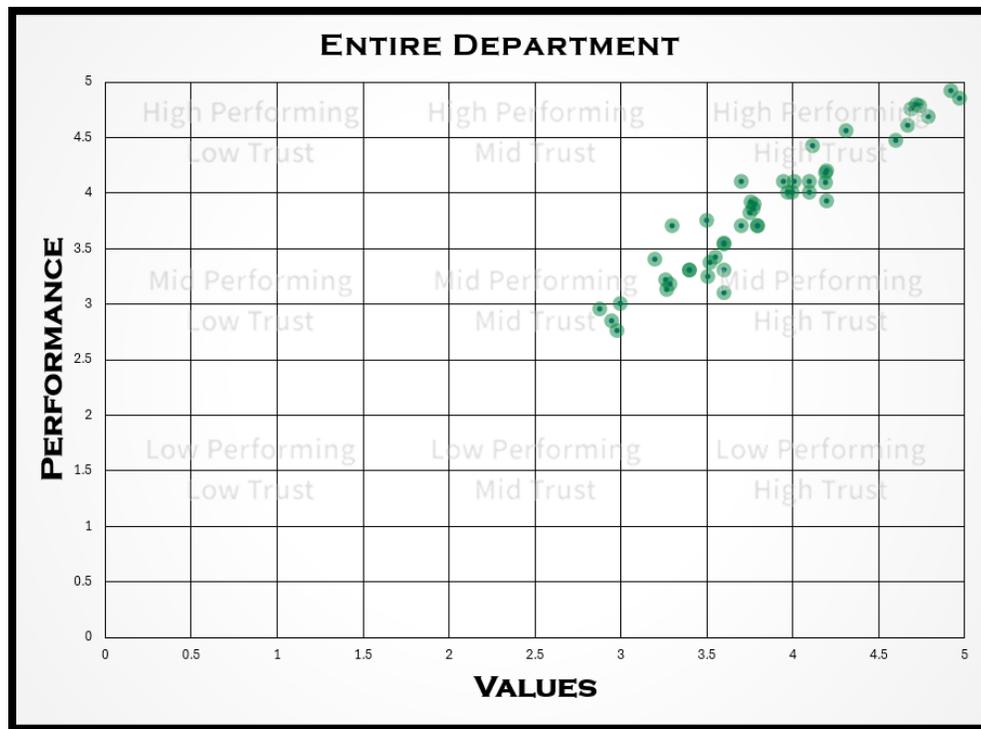
Administration

Personnel & Human Resources:

- Onboarded 4 new firefighters to fill open positions and onboarded new Division Chief of Community Risk Reduction and Battalion Chief positions.
- Nbfd end of year Employee Retention Rate = **91%**

Professional Development:

- Completed 2nd year of revised Employee Annual Evaluations that focus on performance and character values.



Operational & Strategic Planning:

- Nearing completion of 1st department internal strengths, weaknesses, opportunities, threats (SWOT) analysis for identifying department strategic planning initiatives.
- Nearing completion of 1st department 5-year Standard of Cover document.

Budget & Financial Management

- Managed operating budget and monitored expenditures throughout the year.
- Coordinated annual budget development and capital planning.

Policy, Planning & Compliance

- Revised department policies, guidelines, and administrative procedures.
- Ensured compliance with local, state, and federal regulations.
- Supported strategic planning, and performance measurement efforts for possible future accreditation process.



Battalion Chief Operations Summary

Communications & Interoperability

- The department strengthened communications reliability and regional interoperability through comprehensive inventories of radios, pagers, batteries, and chargers, while optimizing pager distribution through the overhead alerting system. Planning is underway for future radio replacement aligned with Waukesha County's transition to TDMA Phase II. Members updated MABAS response resources, participated in county drills, hosted training exercises, and provided staff support at Waukesha County Communications to enhance coordinated regional response.

Apparatus, Equipment & Facilities:

- Focus remained on accountability, preventative maintenance, and long-term sustainability of apparatus and facilities. Department-wide equipment inventories and a formal maintenance schedule improved operational readiness. Planning meetings with manufacturers supported future apparatus specifications. Over \$10,000 in exhaust system repairs were completed, workflows with DPW were clarified, and 2026 repair needs were identified and budgeted. Ongoing repairs to Truck 7, Engine 10, and Tender 7 continue to be addressed to maintain fleet reliability.

Testing, Compliance & Safety:

- All required NFPA testing and compliance activities were completed, including pumps, aerials, hose, SCBA, extinguishers, and cylinders. A failed ground ladder was immediately removed and replaced. Turnout gear evaluations resulted in recommendations for vendor transition and a predictable replacement cycle to strengthen firefighter safety and compliance.

Operations:

- Crews delivered consistent, professional emergency response across fire, EMS, and service calls while managing increasing call volume and incident complexity. Emphasis on disciplined command, early stabilization, and firefighter safety supported effective outcomes. Strong mutual-aid partnerships enhanced regional capability, including coordinated response during a historic flooding event.

Training & Development:

- Training remained a top priority to sustain operational readiness and regulatory compliance. Members trained with outside experts and regional partners, participated in advanced hands-on evolutions using an acquired structure, and completed joint hazardous materials training with neighboring agencies. New recruits completed over 200 hours of academy training. Officer development and acting assignments strengthened leadership, accountability, and succession planning.
- Total Fire/EMS Training Hours = **12,084**

Organizational & Community Impact:

- Continued investment in personnel, equipment, and partnerships strengthened service delivery, preparedness, and community risk reduction. The department remains committed to professionalism, continuous improvement, and dependable response for the citizens of New Berlin.

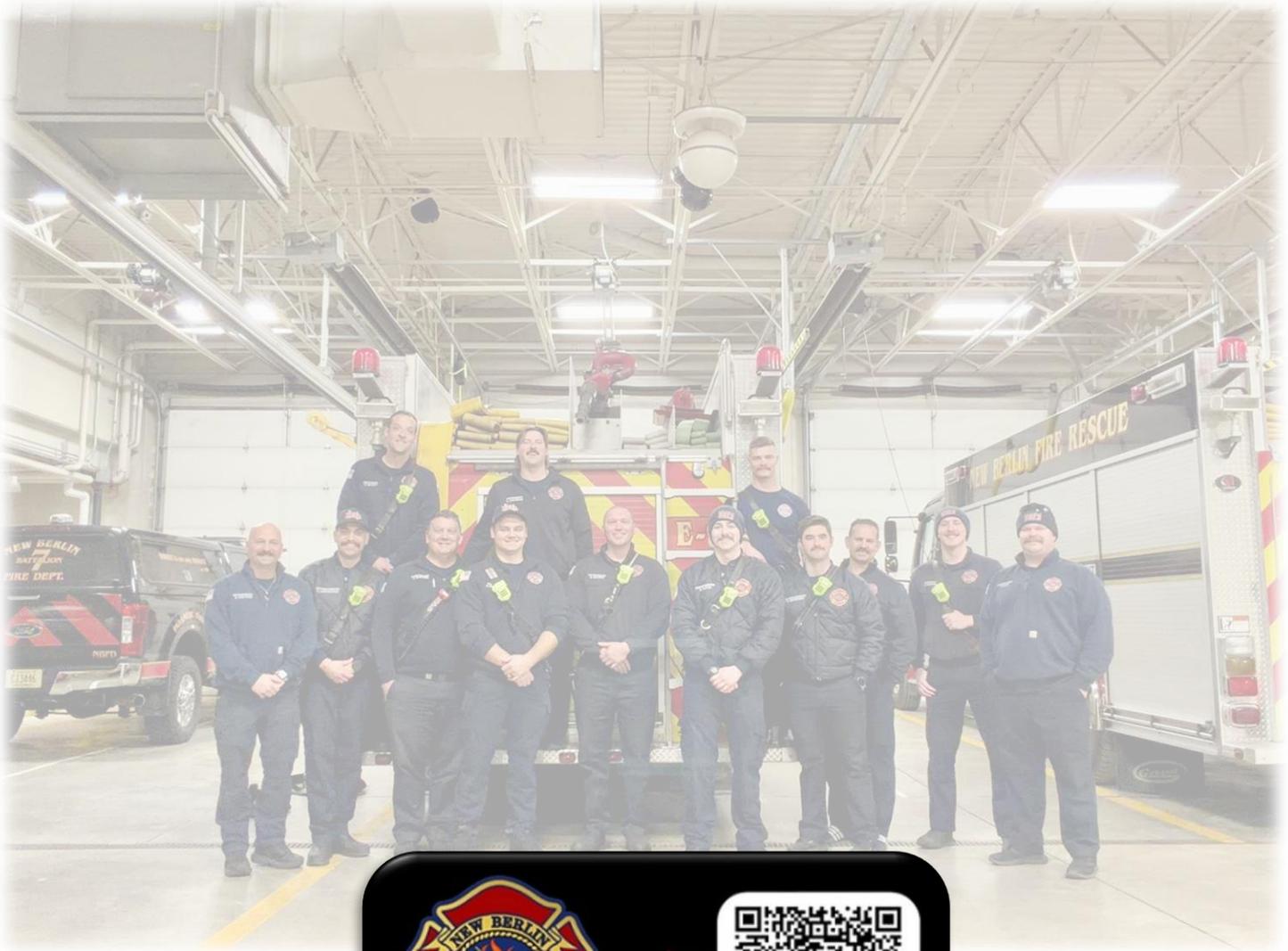


CITY OF NEW BERLIN FIRE DEPARTMENT 2025 ANNUAL REPORT





CITY OF NEW BERLIN FIRE DEPARTMENT 2025 ANNUAL REPORT



**Fire Department
Feedback Survey**

Scan Me

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