

■ RIO RANCHO FIRE & RESCUE

2024



ANNUAL REPORT



“Protecting Your Family”

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Message From The Fire Chief



As we near the end of another fiscal year, I find myself reflecting on the accomplishments of Rio Rancho Fire and Rescue (RRFR) and the immense pride I feel for the progress we've made together. FY25 has been a defining year — not only for the advancements we've achieved as a department but also personally, as I prepare to retire and formally transfer leadership command to our new executive staff. I do so with complete confidence in their ability to lead RRFR into its next chapter.

Over the past year, RRFR has continued to grow and evolve in service to our community. Some of the highlights of FY25 include:

- **Leadership Transition:** With my upcoming retirement, the department has strategically transitioned command responsibilities to a new executive team. This next generation of leadership is experienced, prepared, and committed to continuing the tradition of excellence our department is known for.
- **Infrastructure Expansion:** We have completed the **design phase of Fire Station 8**, a key milestone in our long-term strategic plan to expand coverage and support continued growth in our city.
- **Fleet Modernization:**
 - We successfully **received and placed into service new Engines 2 and 3**, replacing aging frontline apparatus.
 - We have **ordered eight new Rescues**, ensuring we remain equipped with modern, reliable units to support our EMS mission.
- **Station Enhancements:**
 - **Fire Station 3** was remodeled to update and modernize the station and an additional Bay is currently in design phase to allow for more storage of Heavy Technical Rescue equipment and apparatus.
 - **Fire Station 6** remains fully staffed and operational 24/7, after its successful reopening in FY24. This station continues to play a vital role in serving the Mariposa area and northern Rio Rancho.
- **Leadership Development:**
 - We promoted **three Battalion Chiefs**, strengthening our shift leadership structure and ensuring enhanced operational oversight in the new North Battalion position.
 - Promotions continued across all ranks, from Fire Chief down, adding vital technical expertise to our daily operations.
- **EMS Progress:**
 - We **graduated five paramedics** from the UNM EMS Academy this year, with **three more expected to graduate before year-end**.
 - Looking to the future, **10 RRFR members have been accepted** into the **2026 paramedic cohort** at UNM — a strong indication of our department's commitment to advancing pre-hospital care and workforce development.
- **Recruitment & Training:**
 - **Academy Class 20** graduated in Spring of 2024, adding 14 new members to our ranks.

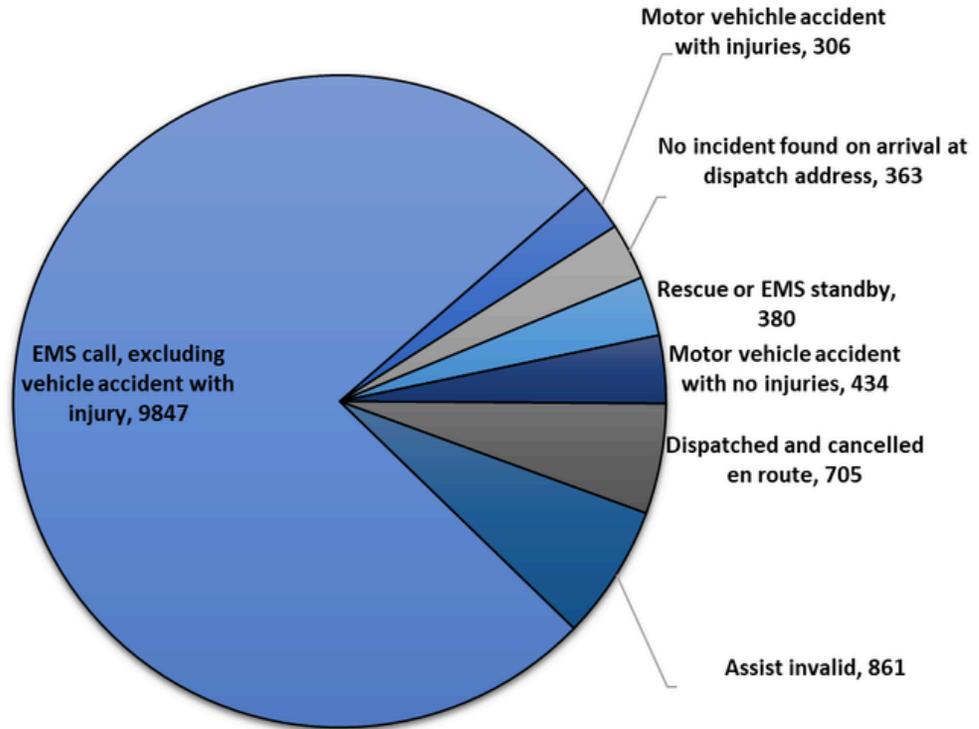
As I prepare to close this chapter of my career, I want to express my deepest gratitude to the citizens of Rio Rancho — thank you for your continued support and trust. To our partners in City government — thank you for your collaboration and shared commitment to public safety. And to the firefighters, paramedics, and staff of RRFR — thank you for your unwavering dedication, professionalism, and service. You have made this department one of the finest in New Mexico, and I am forever proud to have served alongside you.

With appreciation and pride,
Sincerely,
Fire Chief James DeFillippo
Rio Rancho Fire and Rescue

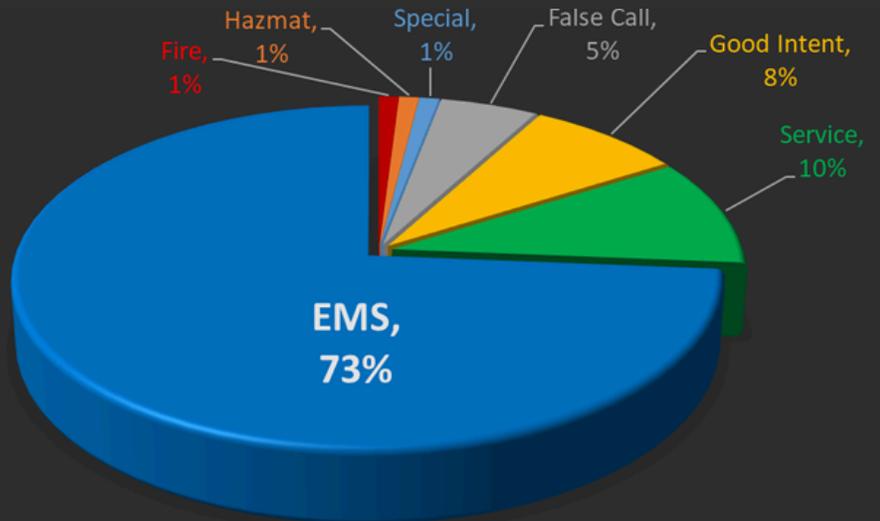


2024 STATS

Top 7 Incident Types

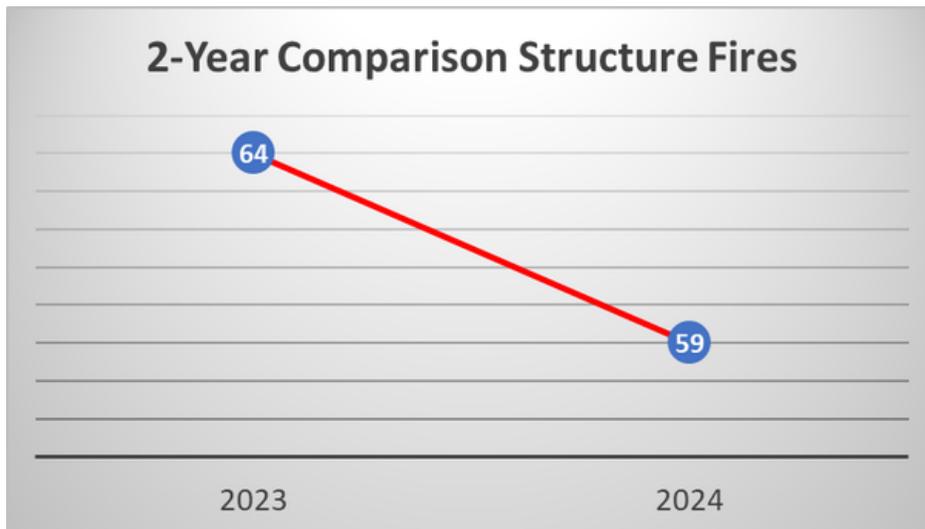
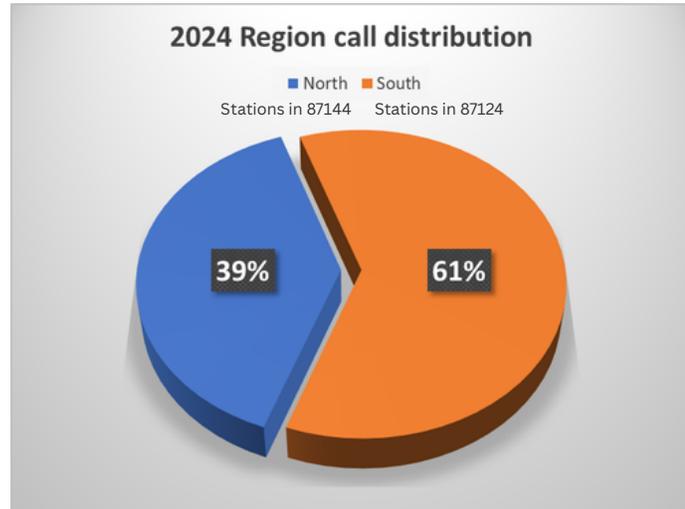
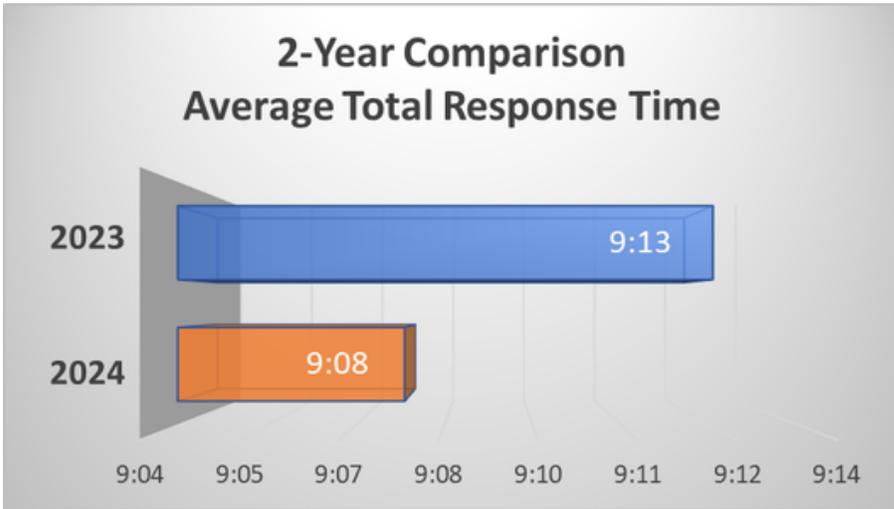
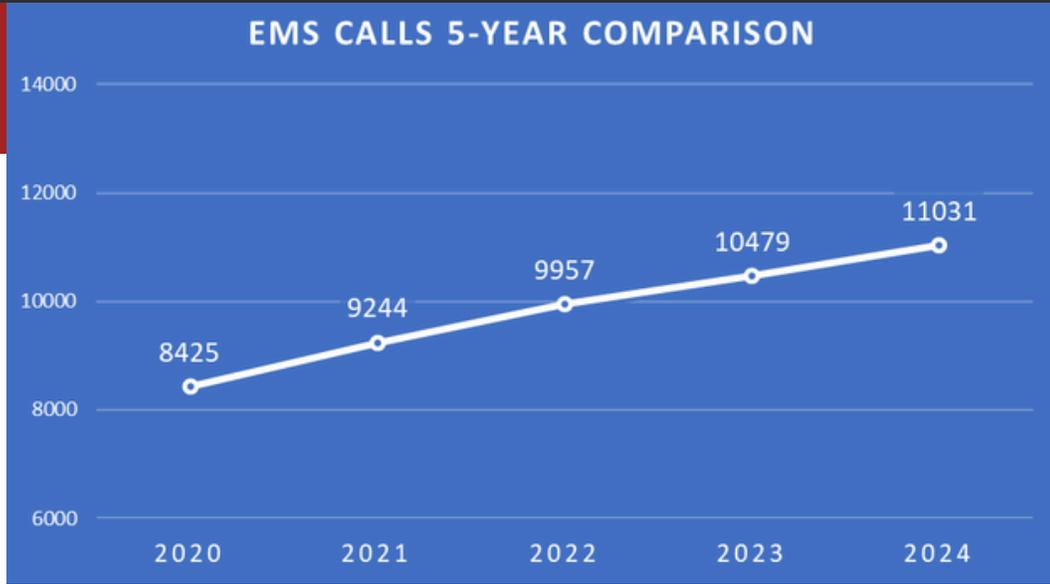


January 01, 2024 to December 31, 2024





2024 STATS



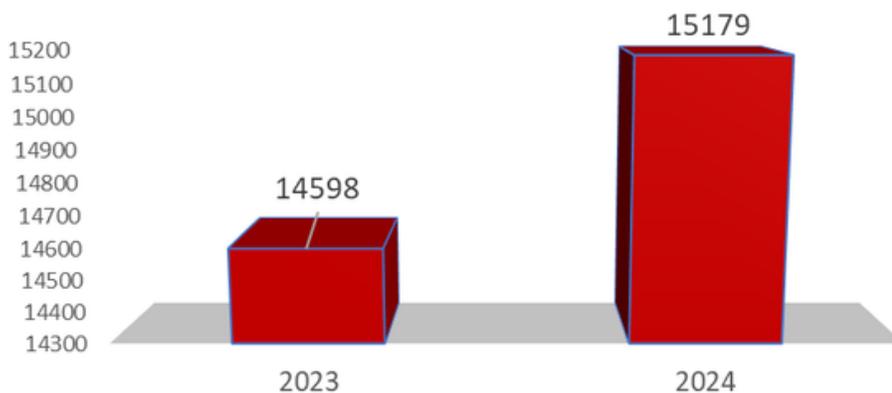


OPERATIONS



2024 was a record-breaking year for RRRFR, with the department surpassing 15,000 total calls for service for the first time in its history. We responded to a total of 15,179 calls, including 11,031 EMS incidents, 2,631 fire-related calls, and 1,517 service calls. Among these were 59 structure fires as defined by the U.S. Fire Administration, which included 35 building fires, underscoring the continued growth and demand for emergency services in our city.

2-YEAR COMPARISON TOTAL CALL VOLUME





OPERATIONS

Several major milestones were achieved this year. With the support of grant funding, RRFR's Heavy Technical Rescue (HTR) team placed a new truck and trailer into service, both of which are now fully operational and responding to calls. We also received a donated confined space training prop originally used by U.S. military special forces through the generosity of a retired RRFR member. This prop is now housed at Station 3 and is used regularly by our Heavy Technical Rescue (HTR) team for critical training.





OPERATIONS

One of the year's most significant incidents was the Middle Bosque Fire, where RRFR crews, working alongside neighboring agencies, made a remarkable stop that prevented further damage to the Bosque and surrounding areas.

Our Wildland and HTR teams also contributed to several regional and national deployments throughout the year. Of particular note was our support during the Encerrita Fire in Socorro County, where RRFR personnel remained deployed for nearly six weeks assisting the Village of Ruidoso during devastating fire activity followed by torrential post-fire flooding.





OPERATIONS



The department also saw meaningful improvements in fleet and infrastructure. We took delivery of two new Pierce engines—Engine 2 and Engine 3—marking a major upgrade to our frontline apparatus. On the communications front, the City of Rio Rancho has invested in our radio infrastructure and operational communications, helping secure stable air ambulance radio contact and acquiring dual band radios for every engine.



Looking ahead, planning was completed in 2024 for the addition of a North Battalion Chief position. This role will provide greater city-wide coverage and faster response times for chief officers.

RRFR remains committed to providing exceptional service to our community while continuing to grow, adapt, and lead in fire and emergency response throughout the region.



EMS DIVISION

The EMS Division entered 2024 with a continued focus on operational readiness, training excellence, and system modernization. Throughout the year, we improved clinical operations, enhanced education, ensured equipment preparedness, and fostered collaboration among agencies. All of this was achieved while addressing increasing call volumes and equipping our providers for high-quality pre-hospital care.



Equipment and Operational Improvements

One of our main objectives this year was to refurbish and upgrade crucial EMS equipment. At the beginning of the year, we focused on repairing gurneys and loading systems, which included restoring first-out units to service. We also acquired new suction units and equipped them in our first-out rescue vehicles.

With the funding secured, we obtained Sapphire pumps and initiated their integration, which involved updating both the medication library and pump settings. Furthermore, we introduced training sessions on new needle decompression and humeral intraosseous (IO) props to improve our field readiness.



EMS DIVISION



Technology modernization remains a key theme. We successfully deployed the Handtevy Protocol application, allowing for time-stamping interventions and integrating data.

We expanded epinephrine administration to EMT-Basics to ensure early and consistent access to this life-saving medication. Changes like these are designed to empower providers and reduce delays in care.

Education

We expanded our EMS training cadre by engaging instructors for EMT labs, Continuing Education (CE) presentations, and CPR training. CE Day scheduling was resumed, which brings our responders together for hands-on and specialized training in a group format. We also purchased a rhythm generator for Mega Code training.

Our division supported multiple members through paramedic school. Four members began their journey with the EMS Academy, and three additional members enrolled at Santa Fe Community College. Their progression represents a long-term investment in departmental capability.

Advanced credentialing has also seen structural updates. A formal credentialing process was finalized and implemented for all narcotic-authorized providers, which will be part of the biannual EMS refresher.



EMS DIVISION

System Enhancements and Clinical Protocols

We collaborated closely with Medical Director Dr. Braude to review and revise key clinical practices. Special skills renewals were submitted and approved for Advanced Versed, Ketamine, and Cardiac Ultrasound. Special skills are specially-requested additional tools that allow our members to respond with more capabilities than the standard scope of practice to help our citizens. We also supported Dr. Braude's upcoming publication on the use of Ketamine in elderly patients.

Given the seasonal increase in structure fires and smoke exposure, we deployed Hydroxocobalamin (Cyanokit) to frontline MedCom units. This addition allows us to provide early care to both responders and citizens in the case of smoke or carbon monoxide inhalation exposure.



Administrative and Structural Growth

To streamline operations and enhance oversight, the department approved the creation of a new EMS Lieutenant position. This role absorbed duties related to consumables, occupational medicine, and equipment maintenance, which were previously handled by floor Lieutenants. After an internal application and interview process, two new MedCom Lieutenants were promoted and transitioned into their roles.

A 40-hour workweek Lieutenant was assigned to coordinate equipment ordering and occupational health efforts. These changes reflect a growing, specialized EMS Division and position us for success in 2025 and beyond.



EMS DIVISION

Summary

With EMS accounting for approximately 75% of RFR's call volume, the significance of our division's work cannot be overstated. In 2024, we made meaningful progress in advancing provider education, improving clinical protocols, modernizing technology, and supporting paramedic candidates. Our division's ability to adapt and grow is a testament to the dedication of our members.

We extend our gratitude to everyone for their ongoing dedication to excellence in EMS, and we eagerly anticipate another successful year ahead.





TRAINING DIVISION

Facility Drills

- Three days of live burns were conducted, with 84% of the department participating in 8 daily burns.
- Dispatchers were invited to participate in live burns, allowing a fuller understanding of these incidents.
- RIT training utilizing the BlueCard IMS & position-specific training. Blue Card is an Incident Management System that standardizes structure fire responses and communication to improve outcomes for victims and responders alike.



Fire Academy

Academy Class 18 - 14 Firefighter/EMTs completed their Probationary year

Academy Class 19 - graduated 10 new Firefighter/EMTs

Academy Class 20 - graduated 13 new Firefighter/EMTs

Academy Class 21 - 14 cadets enrolled





TRAINING DIVISION



BlueCard IMS

- 4 BlueCard instructors added to the roster
- 11 new BlueCard students

Promotional testing

- Engineer testing: 2 members promoted
- Battalion Chief testing: 4 members promoted
- 2 Engineer Academies and 2 BC FOCIS classes performed

Career Progression

- Fire Instructor 1: Seven members of RRFR attended
- Fire Instructor 2: Seven members of RRFR attended
- Fire Officer 2: Five members of RRFR attended
- Fire Inspector 1 and 2: Eleven members of RRFR attended





TRAINING DIVISION



Specialty Training

- 4 members attended Internal Affairs training
- 2 members attended a Hazmat Technician course
- Battalion Chief and Captains In-Service days held
- Active Shooter training conducted cooperatively with Rio Rancho Police Department
- RRFr trained the members of Police SWAT and an additional 125 police officers and Rio Rancho Public Schools security guards on forcible entry
- 3 members of the training cadre attended Andy Fredricks Fire Training in North Carolina
- In-house BlueCard training for Rio Rancho Dispatchers
- 4 members completed forklift training
- 2 Defensive Driving Course instructors added to the department; 14 members taught
- 6 members of the department instructed at the 2024 New Mexico Fire & EMS Expo



LOGISTICS

As RRFR undergoes significant growth, the Logistics Division has consistently concentrated on its core mission: enhancing overall operations. Over the past year, the division adeptly tackled numerous challenges through creative problem-solving strategies. In 2024, several long-term projects came to fruition, while new initiatives were launched, and multiple short-term needs were effectively met.

One of the most thrilling events this year was the eagerly awaited arrival of two brand-new, custom-built Pierce Fire Engines in early June. These impressive trucks are stationed at Fire Station 2 on Cherry Road and Fire Station 3 on Riverside Drive. Additionally, they are equipped with “clean cab” configurations, which keep all contaminated gear stored away from the passenger area, thereby reducing firefighters' exposure to carcinogens.



In October, an order for two more fire engines and one ladder truck was placed, with anticipated delivery dates projected for 2028 due to the manufacturer's lead time of 36 to 48 months.



LOGISTICS

In October, two new ambulances were delivered and put into service to replace the older units at Station 10 and Station 5. Additionally, two more ambulances have been ordered, with an anticipated delivery date of June 2025, intended to replace Rescue 1 and Rescue 3. Furthermore, four additional units were ordered in October, expected to arrive by late 2025.



The Logistics Division played a crucial role in assisting the Training Division and academy staff in obtaining all the essential personal protective gear and uniforms for the two academies held during the year.

Through the utilization of approved state-funded grants, we successfully obtained a significant amount of essential Self-Contained Breathing Apparatus (SCBA) and related equipment. A new breathing air compressor was installed at Station 5, along with the acquisition of 10 new SCBAs to initiate the regular replacement of older units. Additionally, we received grant funds to purchase various aging equipment, allowing us to update outdated items and keep pace with technological advancements. Four battery-powered, positive-pressure ventilation fans were distributed citywide, enabling firefighters to efficiently ventilate toxic environments in homes without introducing carbon monoxide from our gas-powered fans.



Overall, the support from the City toward RFR has led to many positive improvements to increase the functionality through new equipment, fire apparatus and ambulances, for which we are incredibly grateful.



FIRE MARSHAL'S OFFICE

Throughout the year, FMO diligently inspected every single commercial business in the City. Alongside a significant increase in plan reviews for new housing developments, businesses, and various commercial sites, the division experienced an outstanding year in our proactive safety initiatives. With a total of **272 plan reviews** and **1,100 business inspections**, the team worked tirelessly to guarantee that all existing and new businesses adhered to the highest safety standards, reviewing **over 1,566,516 square feet**.



Record-Breaking Year for the Fire Prevention Team

The Fire Prevention Team within the division achieved an outstanding milestone in participation for special events this year. They took part in **60 events**, excluding visits to all **15 elementary schools** during Fire Prevention Month in October.

The team reached over **5,000 citizens** (and 9,500 when including school children from Fire Prevention Month), engaging a diverse audience from pre-kindergarteners to adults.

They contributed **over 193 hours** of community involvement across various events.

With an influx of new team members following the recent shift bid, the division faced a significant training responsibility. Our team tackled this challenge proactively, participating in various training sessions both in NM and across the US. Notable courses included, Fire Inspector, Fire Inspector II, Fire Investigator I, Fire and Life Safety Plan Review, Residential Sprinkler Plan Review, Commercial Fire Alarm Plan Review, Commercial Sprinkler Plan Review, Sprinkler Layout Design Technician. In total, division members completed over **536 hours** of training.



EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) has successfully expanded its capabilities and experience. Notably, it was awarded grant funding totaling \$436,000 from state and federal grants.

The grant funding is designated for specialized teams, including SWAT, ERT, Hazmat, and CERT.

Additionally, the funding has enhanced security measures for the Rio Rancho Communications/Dispatch Center and facilitated the establishment of a backup dispatch center at RRFH Headquarters.

Community Engagement and Emergency Preparedness

OEM has actively engaged with the community in emergency preparedness through the CERT team. This past year, OEM conducted four CERT training courses, graduating 73 citizens.

During the 4th of July celebrations hosted by the City of Rio Rancho, the CERT team played a vital role by providing first aid and bottled water, and assisting with traffic direction.

Furthermore, the CERT team was deployed during a water main break, which left 400 homes without water for approximately 24 hours. They distributed water to affected residents throughout the day and evening, showcasing their commitment to community support.





EMERGENCY MANAGEMENT

Emergency Manager Rose Martinez and Special Projects Coordinator Nadine Molinari have been trained in multiple train-the-trainer classes and have assisted with trainings throughout the state.

OEM has strengthened its working relationships with surrounding jurisdictions. Communications drills are held quarterly to ensure communication with state and federal agencies during major incidents.



OEM is currently working with Sandoval County to update the established plans that outline our responses to major events, including the Natural Hazard Mitigation Plan and the Emergency Operations Plan.

OEM is also working with RRPS to create a reunification plan for large-scale emergencies involving the schools.

OEM continues to grow through preparedness, training, and community involvement.

In the coming year, OEM plans to increase community risk reduction as well as offer continued trainings with the state. The safety and well-being of our first responders and citizens is our priority.



SPECIALTY TEAMS - Bike Team

The EMS Bike Team took part in numerous significant events throughout the year.

Our team provided support for:

- The annual July 4th fireworks display at City Campus Park
- The Law Enforcement Torch Run
- Park in the Park

We also received various requests to attend after-school programs and submitted letters of interest to assist neighboring agencies.

We are currently in the process of organizing a class to integrate new members into the team in 2025. This initiative aims to address future vacancies resulting from retirements and available positions. The course spans four days and is designed to enhance skills and knowledge, catering to both newcomers and seasoned cyclists.

Additionally, to uphold our instructor certification, we must instruct at least once every two years. Our team also intends to collaborate with more local organizations that offer EMS bicycle coverage.



Plans for 2025

- Host 4-day course for MOS looking to join team.
- Continue working with administration to facilitate opportunities to attend events and training.
- Allocation of funds to purchase bicycle safety equipment and maintenance items in order to keep fleet in working order.
- Secure funding for EMS Cyclist class.



SPECIALTY TEAMS - Peer Fitness Team

To ensure that each firefighter is physically prepared for the demands of their role, we strive to create a supportive, peer-driven atmosphere that highlights safe, effective, and sustainable fitness practices.

Accomplishments



- The team conducted the annual Fit-for-Duty Assessment. Roughly 50% of department members achieved outstanding results in the annual Fit-for-Duty Assessment (Cooper's Test), scoring in the top 10% nationally.
- Adopted the IAFF-supported Wellness Fitness Initiative (WFI), offering a more inclusive, comprehensive, and sustainable approach to firefighter wellness.
- Ten Peer Fitness Team members earned their Fitness Trainer Certifications, strengthening our department's internal fitness coaching and assessment capabilities.

Peer Fitness Team Members

Deputy Chief Brian Dolan - Battalion Chief Justin Millea - Captain Maria D'Angelo - Captain Ryan Murphree - Captain Isaiah Vaughn - Engineer Brendan Snyder - Engineer Dylan McGuire - Engineer Garrett Mahoney - Engineer Tyler Carlson - Firefighter Miguel Garcia - Firefighter Marissa Marshall - Firefighter Jonathan Glen - Firefighter Xavier Ridout

2025 Goals & Initiatives

- Full implementation of the WFI Program ensuring full department participation in the annual Wellness Fitness Initiative.
- Support and sponsor Peer Fitness team members in obtaining their Nutritionist Certifications.
- Continue to enhance our team member's capabilities to assist fire department members in meeting, maintaining and exceeding their health goals.





SPECIALTY TEAMS - Peer Support

As we look back on the past year with the Peer Support Team, we take pride in the numerous and meaningful connections we established.

Our commitment to supporting our members remained strong, highlighted by the thousands of individual interactions that each team member conducted, both within our department and with other local agencies.



We have successfully referred and assisted members in connecting with professional healthcare providers to meet their needs. Additionally, we actively participate in our statewide peer support team and are strengthening our ongoing relationships with the local police department.

Following several large-scale and tragic incidents our city has faced, we have conducted multiple formal debriefings. These sessions have included participation from dispatch, police, fire, and air ambulance services that respond to aid our community. The positive impact of these debriefs has been evident for many attendees, helping them maintain their mental fortitude and cultivate the resilience essential in our profession.



We have persistently sought innovative approaches to proactively advance our mission. We've made ongoing efforts to unite our members outside of work hours and locations, aiming to foster stronger connections among them. Although participation has not met our expectations, this marks a valuable starting point, and we are diligently working as a team to enhance these events moving forward.

Additionally, we continue to engage with the cadets during their time at the academy, striving to normalize the importance of mental fitness alongside physical fitness.



SPECIALTY TEAMS - Peer Support

As we anticipate the future of our rapidly expanding department, we aim to add six new members to our current team of nine. This expansion will enable us to enhance education within our department and foster more personal and consistent outreach in a proactive way, all while effectively engaging with significant events.



We are committed to acquiring knowledge and resources to better support our members by participating in conferences and summits focused on mental health in public safety.





SPECIALITY TEAMS - Technical Rescue

Over the past year, the Heavy Technical Rescue Team has been actively involved in several initiatives, including:

- Sending members to a variety of critical certification trainings.
- Performing numerous confined space rescue stand-bys at Intel.
- Responding to various callouts and conducting technical rescues.
- Supporting multiple deployments to Ruidoso in response to the flooding event.
- Assisting in teaching rope and swift water rescue training for the last two academy classes.

In addition, we participated in various public events and welcomed nine new members to our team. We were also fortunate to have Station 3 designated as the HTR station.

The HTR team responded throughout Rio Rancho this year for calls ranging from ATV crashes in the Puerco open space to Water Rescue in the Rio Grande

8 members rotated positions for 6 weeks to ensure the Socorro, NM had swiftwater rescue personnel on standby for historic flooding

5 confined space rescue standbys at Intel

HTR member training: 10 - Rope Rescue Technician, 4 - Confined Space, 5 - Swiftwater Rescue, 4 - Trench Rescue, 1 - Structural Collapse Technician to be sent in August

Public events: The HTR team participated in the Trunk or Treat at Independence HS and the Open House at Station 1





SPECIALITY TEAMS - Technical Rescue

During July and August of 2024, our department, in collaboration with the HTR team, successfully deployed six personnel at various times to assist with the water rescue operations in Ruidoso.

This area was severely impacted by wildfires just before the onset of their monsoon season.



Ruidoso Deployment



As the monsoon season began, the combination of rainfall, wildfire damage, and Ruidoso's geography led to devastating flooding for the community.

While we were there, our teams responded to approximately 20 swift water calls. We worked in close partnership with the Army National Guard's ground units and a rescue helicopter. Captain Jon Oliver was privileged to lead the entire rescue operation during one of the weeks that the team was on-site.

Ultimately, we gauge our success by the fact that we experienced no casualties and were able to respond to every call without any loss of life.



SPECIALTY TEAMS - Wildland Strike Team

The year commenced with our annual pack test, in which 24 individuals from RRF, along with an additional 20 members from neighboring agencies participated. This refresher encompassed the pack test and several training hours designed to ensure compliance with applicable standards.

In the early part of the season, RRF Wildland coordinators collaborated with City and state entities to initiate fire mitigation, invasive species control, and river access management. This initiative involved identifying hazards while concurrently respecting the protected plant and animal life within the river valley. The use of migratory patterns and growth seasons determined the appropriateness of utilizing chainsaws and equipment or the deployment of goats which help control invasive plant species.



On Mother's Day, the team responded to a Bosque fire in the middle Bosque, remaining on-site for a total of four days.

The incident spanned multiple acres and required the engagement of multiple neighboring agencies and state forestry firefighters.

The mitigation efforts were conducted under a unified command structure, involving the RRF Coordinator and state fire command. The cleanup and rehabilitation phase required an additional three days of commitment from the team.



SPECIALTY TEAMS - Wildland Strike Team

The Wildland Division also facilitated numerous essential training classes for professional development, such as Firefighter Type 1, 212 (chainsaws), and Intermediate Weather.



These classes involved multiple agencies and resulted in the issuance of National Wildlife Coordinating Group certifications.

In collaboration with the RFR EMS division, we held a CPR class for 30 individuals from State Forestry. The Dozer took part in a multi-agency training and presented our dozer to the heads of State Forestry.

In July, the team successfully concluded the Bosque patrol season, effectively managing multiple brush fires, which allowed on-duty crews to maintain responsiveness to other emergency calls.

The team was deployed to nine fires both within and outside of the state, in addition to two mutual aid assignments in Albuquerque.

Furthermore, the team participated in the IFCA WUI conference in Kansas City, acquiring valuable insights that will be considered for potential implementation in the forthcoming year, including both proactive and reactive strategies to protect citizens' homes during wildfires.

The team remains dedicated to continuous growth, fostering relations, and expanding training opportunities for operational crews.



Active Shooter Cadre

The Active Shooter Cadre saw a busy year in 2025. Our instructors took on an enormous task of training all Rio Rancho Police Department and RRFr members. Below is a quick synopsis of our accomplishments in 2025.

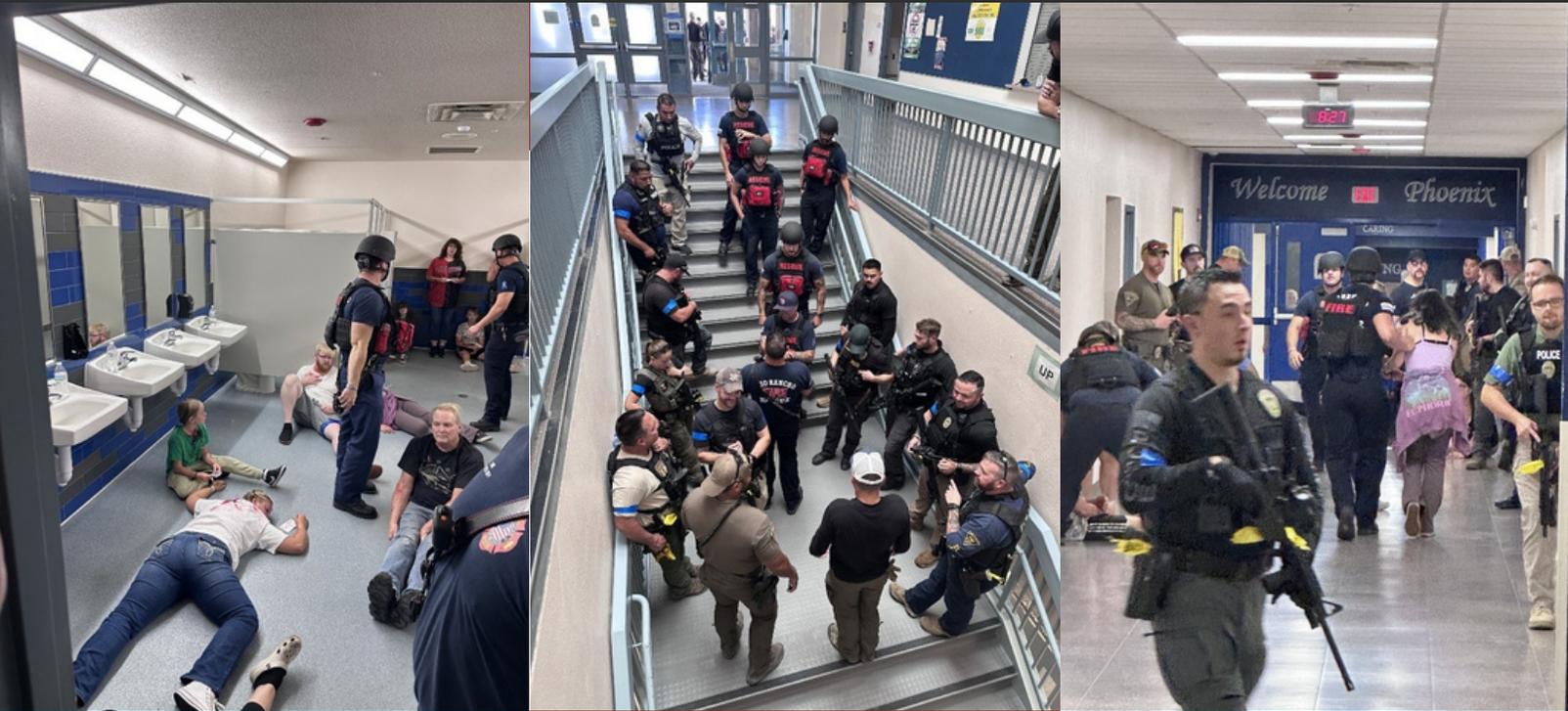
- Trained 139 new City of Rio Rancho employees over 5 new employee orientations in Active Shooter Training and Run, Hide, Fight
- Trained 28 Rio Rancho Public School Armed School (RRPS) Security Guards in Rescue Task Force Tactics
- Trained 89 Rio Rancho Fire Rescue members of service in Rescue Task Force (RTF) concepts during large-scale scenario-based training at Mountain View Middle School



- Trained 28 Cadets from Fire Rescue over 2 Academies
- Trained 125 Rio Rancho Police Department on RTF concepts to include forcible entry with mechanical tools, officer down, and integrated response with RRFr personnel
- Instructed CPR and Tourniquet training to 11 new Rio Rancho Police Cadets
- Presented Rio Rancho Public Schools and OEM with Appreciation Plaques



Active Shooter Cadre



Goals for 2026

- Transition to a deployable team and still conduct instruction on Active Shooter Responses; Assist in RRPD Responses
- Obtain Tactical Emergency Casualty Care Certifications
- Instruct Active Shooter Training to Academy Class 22 and 23
- Instructor Active Shooter Training at the City new employee training
- Continue to work with stakeholders to reduce chances of these events, train employees and harden targets
- Coordinate with Emergency Management to prep for next large scale department training



ORGANIZATION CHART

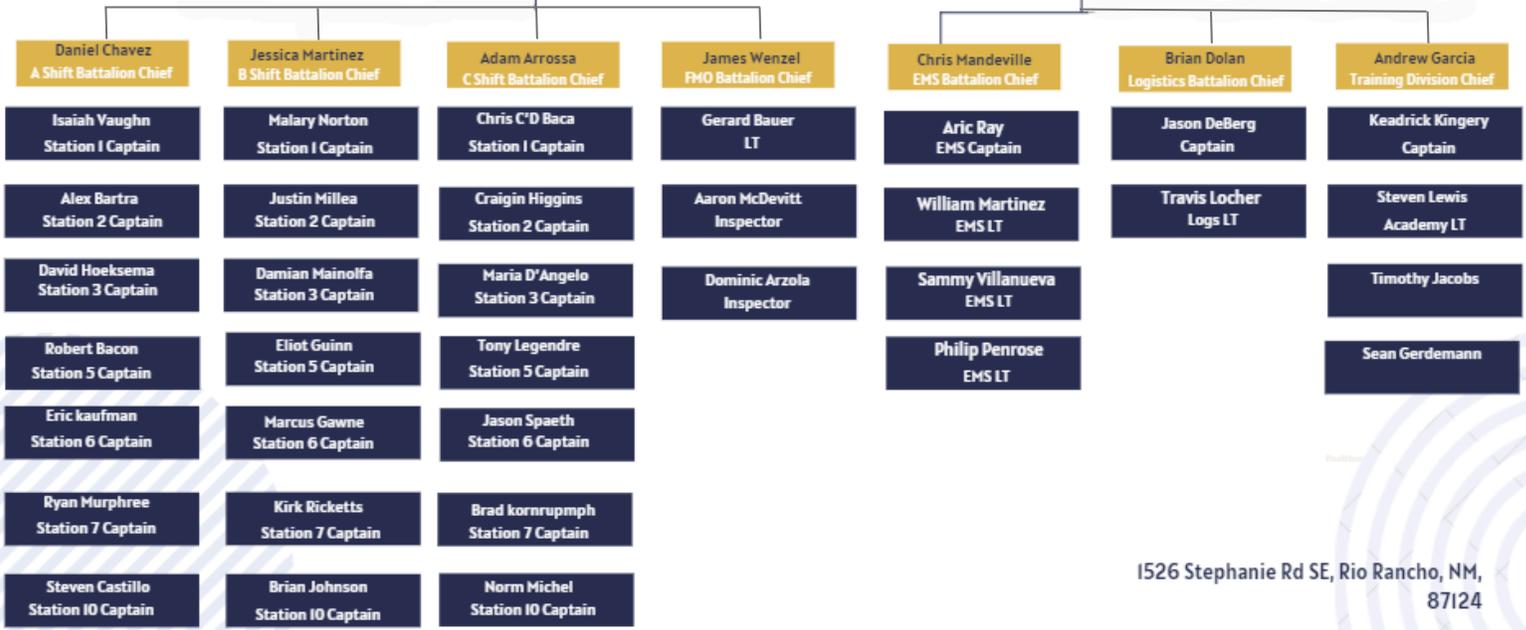
Rio Rancho Fire Rescue



James DeFillippo
Fire Chief

James Bailey
Deputy Chief- Operations

Jeffrey Wenzel
Deputy Chief- Administration



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