

Received After Agenda Printed
3/5/2024 - Regular Meeting
City Manager - Administrative Update - Handout

MURRIETA FIRE & RESCUE

2023 ANNUAL REPORT



BERNARD MOLLOY II
MURRIETA FIRE CHIEF



SCAN TO VIEW OUR
REPORT ONLINE



FIREFIGHTER / PARAMEDIC ANTHONY HALLWORTH

MISSION, VISION, VALUES & MOTTO

OUR MISSION

Murrieta Fire & Rescue is a progressive team committed to serving our community by providing all-risk emergency and non-emergency services.

OUR VISION

To become the standard from which other progressive fire departments are measured.

OUR VALUES

Professionalism · Responsiveness · Integrity · Dedication · Excellence

OUR MOTTO

Neighbors Helping Neighbors





A MESSAGE FROM THE CHIEF

Murrieta Fire & Rescue is pleased to bring you the 2023 Annual Report. This past year saw our organization achieve many things, but, arguably the most impactful was the recognition from the Commission on Fire Accreditation International and the Center for Public Safety Excellence, which granted Murrieta Fire & Rescue renewed accreditation status. This recognition is an impressive accomplishment for any organization and demonstrates excellence on all levels from our entire team. We find ourselves as one of only 22 fire departments in the state of California to have this esteemed level of distinguishment, and it is a responsibility we do not take lightly.

What sets us apart will become apparent on the following pages, where we will provide insight into the great work we do for the community every day. The fire department does far more than respond to fires, and the following pages will showcase the work our whole team does to ensure we remain one of the safest and most well-protected cities in the state. You will see our annual statistics for Fire, EMS, Community Risk Reduction, Public Education, Disaster Preparedness - Emergency Management, Personnel Training, and many of the highlights of our staff's outstanding accomplishments. It takes an incredible team to achieve all we have over the past year, and I am happy to say that your fire department is equal to the challenge and much more.

As you travel around our city, you can see it is changing, and we owe it to all of you to ensure that we grow our fire department to serve the city as it will be, not as it once was. I can assure you that you have a team in place that is dedicated to honoring our roots and traditions as a fire department and evolving our services for the future that is coming. Striking that balance of a local fire department and an industry-leading innovative organization is what Murrieta Fire & Rescue does best!

Leading this incredible team for the past year has been an honor. Witnessing their dedication, resilience, and passion for serving our community inspires me every day. The level of trust and support we receive from our residents is genuinely humbling, and for that, we thank you. We are happy to demonstrate all we achieved in 2023 and have our sights set on even more for 2024.



BERNARD MOLLOY II
FIRE CHIEF



DEPARTMENT OVERVIEW

The City of Murrieta was incorporated in 1991 and is located just north of San Diego County. Murrieta Fire & Rescue is an all-risk, all-hazard, career fire department and serves a population of approximately 116,000 people, covering 35.4 square miles, and is consistently ranked the top place to live in Southwest Riverside County.

Murrieta Fire & Rescue services to the community include fire and rescue operations, emergency medical services, fire investigations, hazardous materials, community risk reduction, and education programs. In 2023, the daily minimum staffing was 20 personnel with seven “front-line” apparatus in service daily; four engines, one truck, two medic patrol units, and one command vehicle.

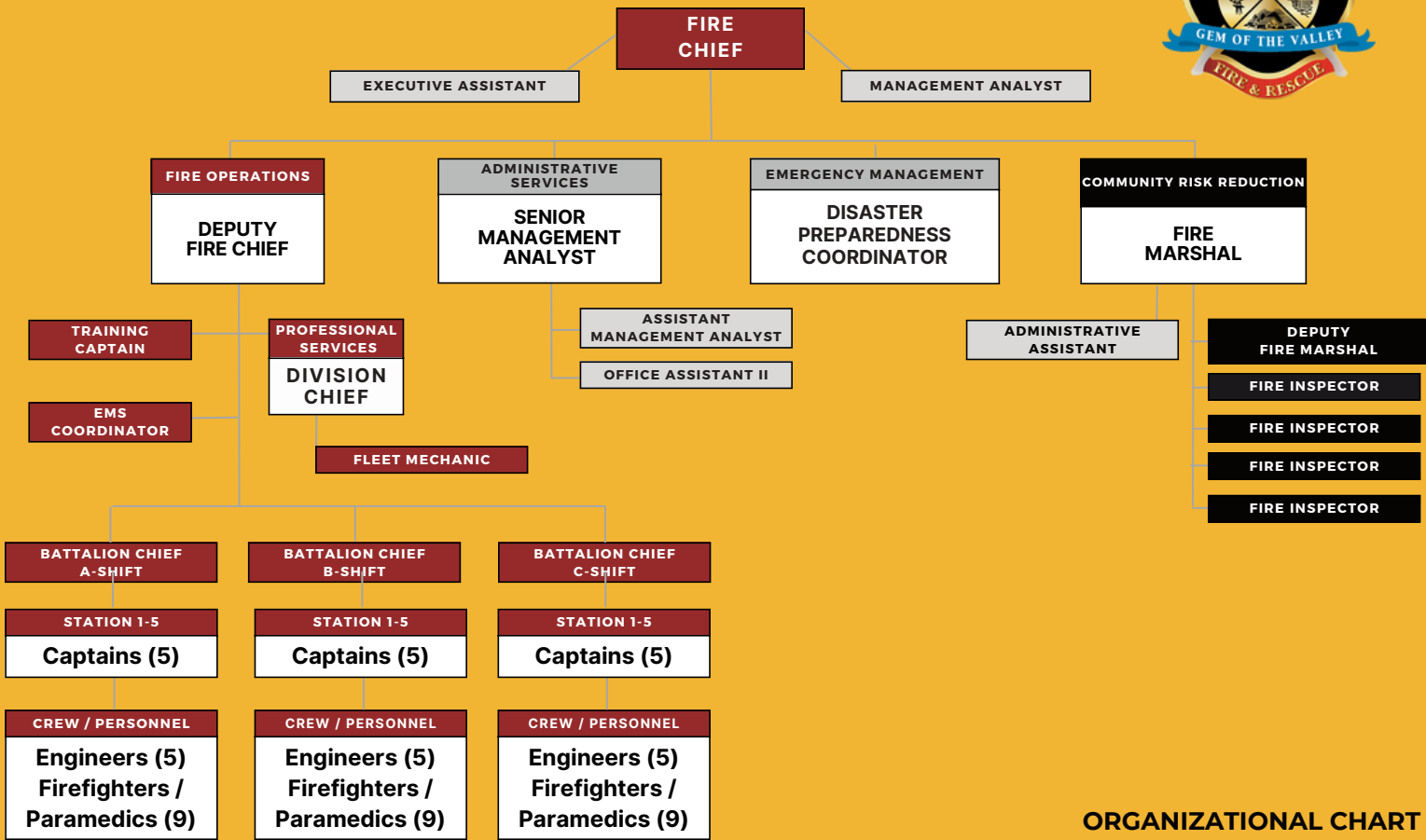
\$21.8M

**FY23
OPERATING
BUDGET**

\$3.7M

**MEASURE-T
BUDGET**

MURRIETA FIRE & RESCUE



ORGANIZATIONAL CHART

DEPARTMENT OVERVIEW

Murrieta Fire & Rescue has five strategically-located fire stations to provide adequate coverage to the City. Murrieta Fire & Rescue (MFR) has a long history of providing progressive services to its community. The genesis of the department dates back to 1947, when the citizens of Murrieta voted to form the Murrieta Fire Protection District. At its inception, the department had only one station and one crash truck. As the city continued to grow, MFR grew and transformed into a combination department in 1987.

Today, MFR is an all-risk, all-career fire service organization driven by a culture of continuous improvement. Our 76 dedicated professionals are at the heart of this commitment. Internationally accredited by the Commission of Fire Accreditation International (CFAI) since 2018 and reaccredited in 2023, we demonstrate our unwavering dedication to excellence in all aspects of service.



COMMAND & SENIOR STAFF



BERNARD MOLLOY II
FIRE CHIEF



MIKE LOPEZ
DEPUTY FIRE CHIEF



DAVE PEREZ
DIVISION CHIEF



STEVE KEAN
BATTALION CHIEF



MIKE RAMOS
BATTALION CHIEF



ERIC ACKERMAN
BATTALION CHIEF



SEAN DeGRAVE
ACTING BATTALION CHIEF



JENNIFER ANTONUCCI
EMS COORDINATOR



PHONG DANG
TRAINING CAPTAIN



COMMAND & SENIOR STAFF



DOUG STROSNIDER
ACTING FIRE MARSHAL



DR. DIANA LOZANO
SR. MANAGEMENT ANALYST
FINANCE



DAWN MORRISON
MANAGEMENT ANALYST
PUBLIC INFORMATION



RACHEL HOLLINGER
DISASTER PREP.
COORDINATOR

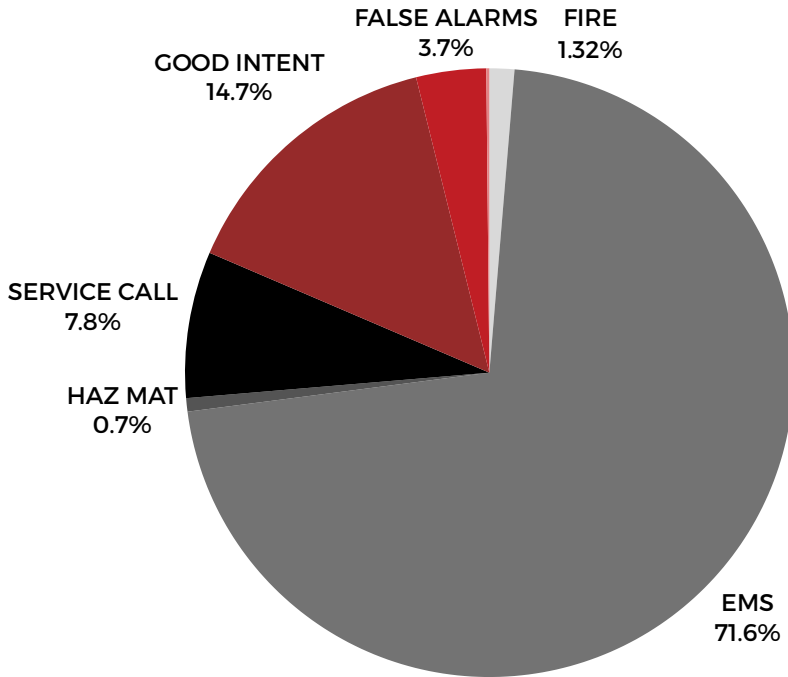


SUE ANN HERRING
ASST. MANAGEMENT ANALYST
FINANCE



TERRI AYLWARD
EXECUTIVE
ASSISTANT

YEAR IN REVIEW



CALL VOLUME ANALYSIS

11,628

Murrieta Fire & Rescue responded to a total of **11,628** calls for service in 2023. This represents a **0.10%** increase from 2022.

Approximately **72%** of calls were for emergency medical service; **1%** were fire.

Stations 2, 3 and 4 responded to the greatest percentage of incidents compared to all other stations with **30%**, **27%** and **20%** respectively. Together, stations 2 and 3 responded to **57% or 6,543** of all incidents.

Stations 1 and 5 had the lowest call volumes of all districts, with approximately **22%** of the total annual call volume.

Of the total **11,628** calls for service, **11,596** required emergency response. Total response time at the 90th percentile for the first-arriving unit to all types of emergency runs in 2023 was **9** minutes and **02** seconds.

0.10%

TOTAL CALL VOLUME INCREASE FROM 2022

95%

OF INCIDENTS REQUIRED EMERGENCY RESPONSE

9:02

90% TOTAL RESPONSE TIME TO ALL TYPES OF EMERGENCY INCIDENTS



YEAR IN REVIEW

2023 INCIDENT BREAKDOWN

11,628 TOTAL CALLS



154
FIRE INCIDENTS
 Structure, Vegetation, Vehicle & Dumpster



627
PUBLIC ASSIST



6
**OVERPRESSURE,
 EXPLOSION, OVERHEAT**



277
LIFT ASSIST



7,877
**EMERGENCY
 MEDICAL INCIDENTS**



1,622
GOOD INTENT



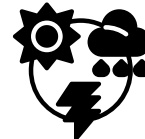
528
**TRAFFIC ACCIDENTS
 & TECHNICAL RESCUE**



431
FIRE ALARMS



82
**HAZARDOUS CONDITIONS
 INCIDENTS (NO FIRE)**



24
WEATHER & OTHER

2023 AUTO / MUTUAL AID GIVEN/RECEIVED SUMMARY

Auto-Aid Given	22
Auto-Aid Received	26
Mutual-Aid Given	68
Mutual-Aid Received	30



YEAR IN REVIEW

2023 INCIDENT RESPONSES

13,345 TOTAL UNIT RESPONSES & INCIDENTS BY STATION

Station 1

1,684
INCIDENTS

1,987
UNIT
RESPONSES

Station 2

3,473
INCIDENTS

4,887
UNIT
RESPONSES

Station 3

3,070
INCIDENTS

3,842
UNIT
RESPONSES

Station 4

2,376
INCIDENTS

1,329
UNIT
RESPONSES

Station 5

857
INCIDENTS

970
UNIT
RESPONSES

CHIEF OFFICERS

4 - CHIEF-1
11 - CHIEF-2
73 - BATTALION-1A
129 - BATTALION-1B
75 - BATTALION-1C
6 - TRAINING/SAFETY

PREVENTION OFFICERS

3
FIRE MARSHAL
20
PREVENTION-3

6
PREVENTION-2
3
PREVENTION-4

OTHER OR OUTSIDE AGENCY

168
INCIDENTS



FIREFIGHTER / PARAMEDIC ANTHONY HALLWORTH



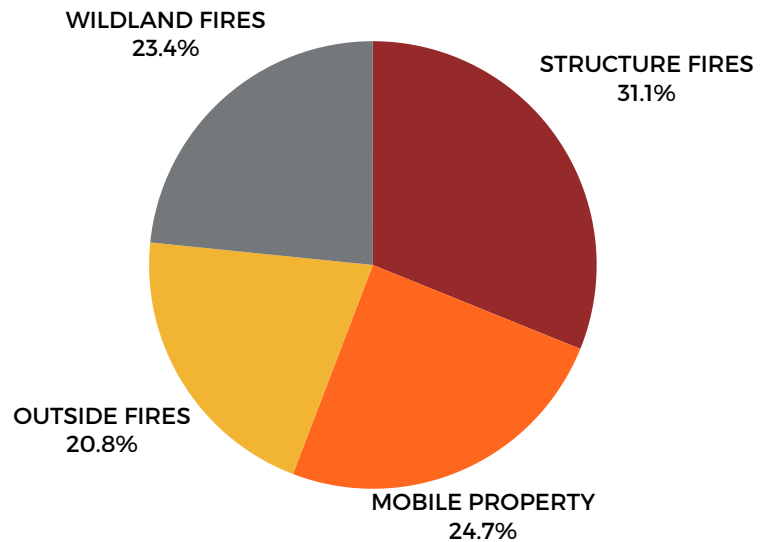
FIRE SUPPRESSION

Murrieta Fire & Rescue is committed to serving the community by providing all-risk emergency and non-emergency services to those who live, work, and play in Murrieta, California through rapid, aggressive fire attack. In each and every emergency incident, the top priorities of MFR fire suppression response are life safety, incident mitigation, and property conservation.

90.62%

PROPERTY VALUE SAVED
PRE-INCIDENT VALUE: \$21M
PROPERTY SAVED: \$19M

FIRE INCIDENT TYPE BREAK DOWN:



FIRE SUPPRESSION

BENCHMARK

For 90% of all moderate and high-risk structure fire responses, the total response time for the arrival of the first-due unit, staffed with three firefighters shall be: **9 minutes and 0 seconds** in all districts.

Components of the benchmark:

- 1:00 call processing
- 1:20 turnout time
- 4:00 travel time

8:35

ACTUAL 90% FIRST-ARRIVING UNITS RESPONSE TIME FOR STRUCTURE FIRE INCIDENTS (NFIRS/111)

9:06

ACTUAL 90% TOTAL RESPONSE TIME FOR ALL FIRE INCIDENTS



CAPTAIN BRANDON ROACH



FIREFIGHTER / PARAMEDIC JEREMY RANDALL



BENCHMARK

For 90% of all emergency medical services (EMS) responses, the total response time for the arrival of the first-due unit, staffed with three firefighters shall be: **8 minutes and 0 seconds** in all districts.

Components of the benchmark:

- 1:00 call processing
- 1:00 turnout time
- 6:00 travel time

EMERGENCY MEDICAL SERVICES

Emergency Medical Services (EMS) is a vital service dedicated to providing medical care to individuals who are experiencing illness or injuries outside of a hospital setting. The EMS system comprises several key components, including 9-1-1 dispatchers, and paramedics. Murrieta Fire & Rescue is well-equipped to ensure a prompt response to any emergency situation.

Jennifer Antonucci, RN, serves as the agency's Emergency Medical Services Coordinator, Infection control officer and educational coordinator. Dr. Zeke Foster serves as the medical director for Murrieta Fire & Rescue. Together, they work diligently to ensure the highest standards of care and safety within the EMS system.

7:18

ACTUAL 90% FIRST-ARRIVING RESPONSE TIME FOR EMS INCIDENTS

72%

IN 2023, EMS INCIDENTS MADE UP 72% OF THE DEPARTMENT'S ANNUAL INCIDENTS

EMERGENCY MEDICAL SERVICES

TOTAL EMS INCIDENTS **8,405**

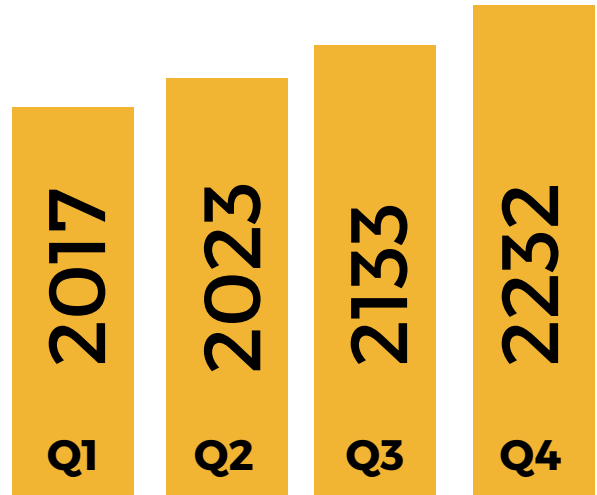
CARDIAC ARRESTS **175**

STROKE (CVA) **147**

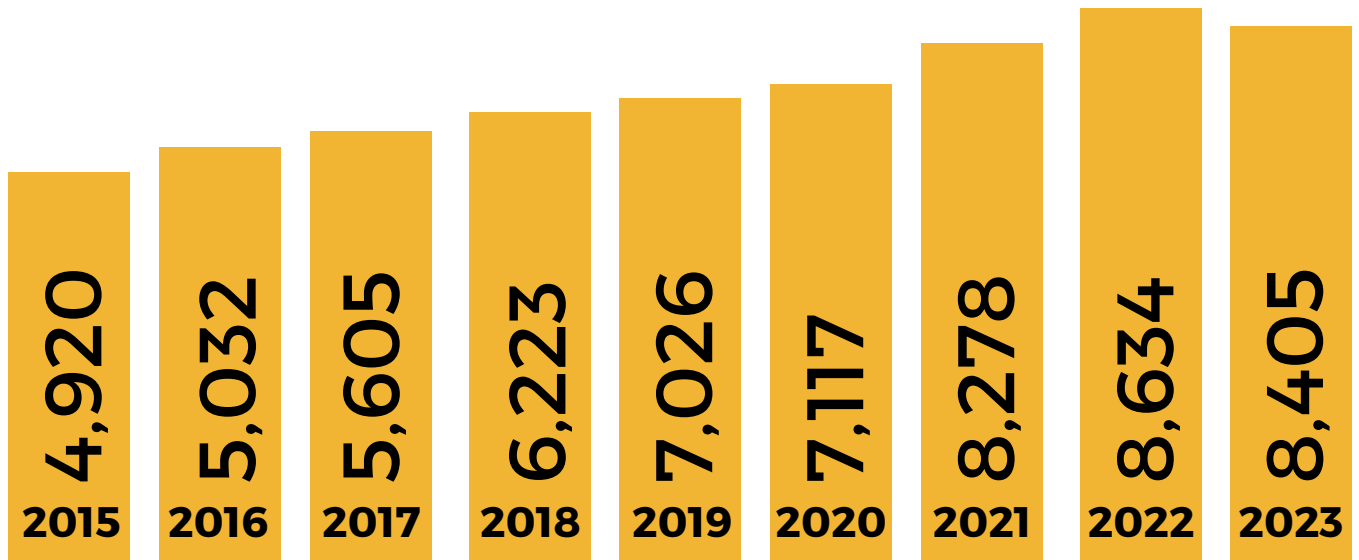
PATIENTS INTUBATED **9**

DROWNING or SUBMERSION **8**

PATIENTS TRANSPORTED **5,347**



EMS Incidents by Quarter



EMS Incidents by Year

EMERGENCY MEDICAL DISPATCH



EMD TRIAGED
MEDICAL
INCIDENTS

7,717



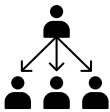
TOTAL EMD
CERTIFIED
DISPATCHERS

37



EMD
INSTRUCTED
CHILDBIRTH

1



EMD
MENTORS

8



LIVES SAVED BY
EMD INSTRUCTED
CPR

8



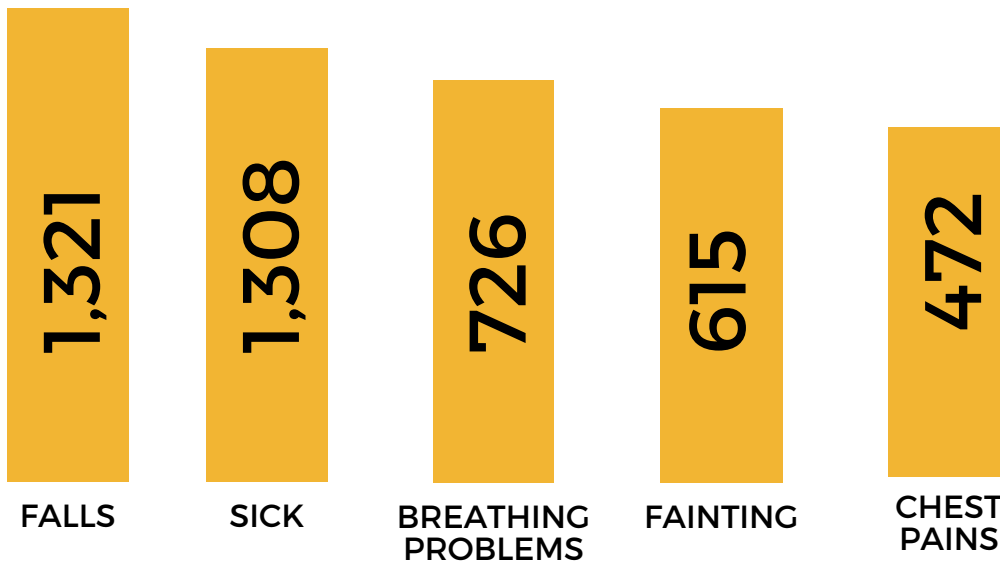
EMD Q's
(Quality Assurance)

11



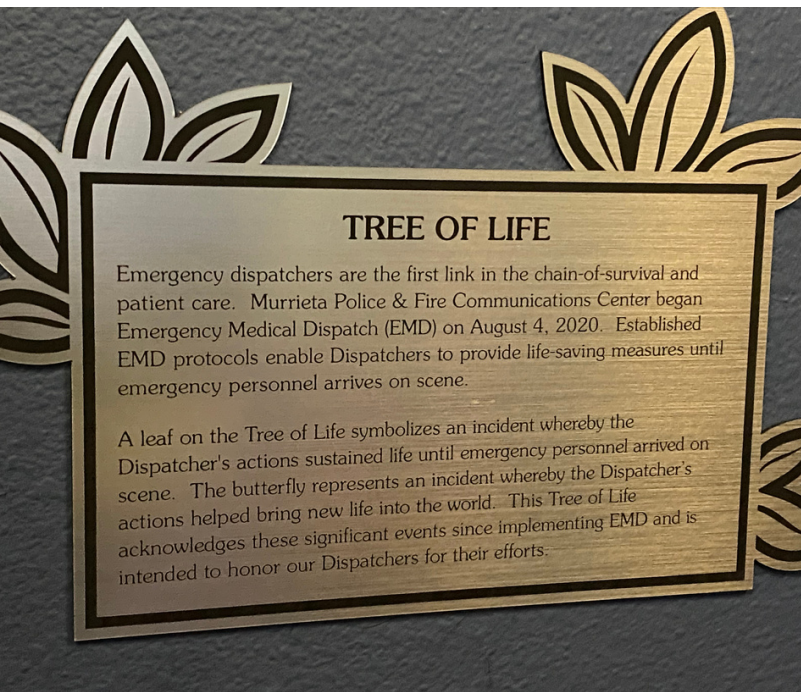
TOTAL EMD
TRAINING
HOURS

715.5



2023 Top 5 EMD Triaged Calls by Category

MURRIETA FIRE & RESCUE



In the heart of Murrieta Emergency Communications Center, a unique tree grows, forged from resilience and second chances.

The "Tree of Life," a testament to the extraordinary work of the Murrieta Police and Fire Communications Center's Emergency Medical Dispatch (EMD) team. Since the launch of emergency medical dispatch on August 4, 2020, these dedicated individuals have been the first link in the chain of survival for countless individuals. With established EMD protocols, they guide callers through life-saving measures until emergency personnel arrives.

Each leaf on this symbolic tree is a story of survival. It represents a moment where a dispatcher's calm voice and expert instructions bridged the gap between life and death. In these critical moments, the EMD team became the lifeline, holding steady until help arrived.

In addition to leaves, the tree is adorned with delicate butterflies, each one a symbol of the children brought into the world with the gentle, reassuring guidance of a dispatcher on the other end of the line, guiding and supporting parents through childbirth.

Each symbol holds stories of courage, resilience, and the precious gift of time or a second chance at life. Even in the darkest emergencies, hope can bloom, nurtured by the dedication of those who answer the call.



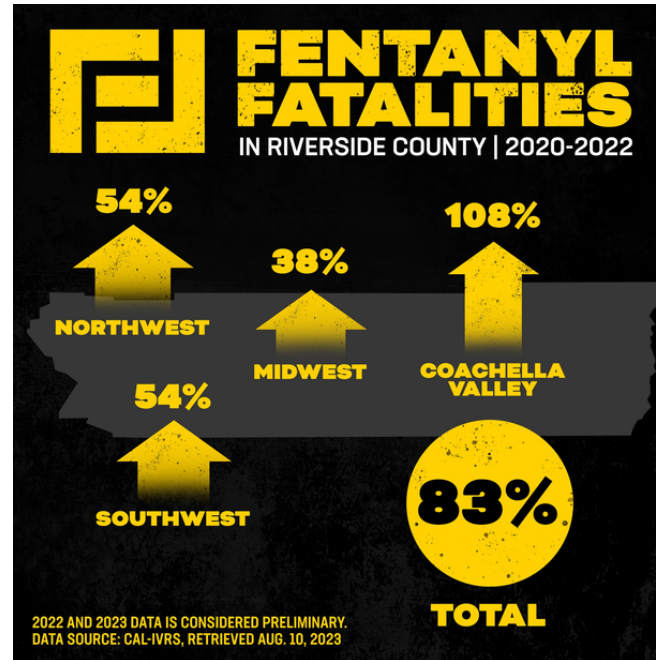
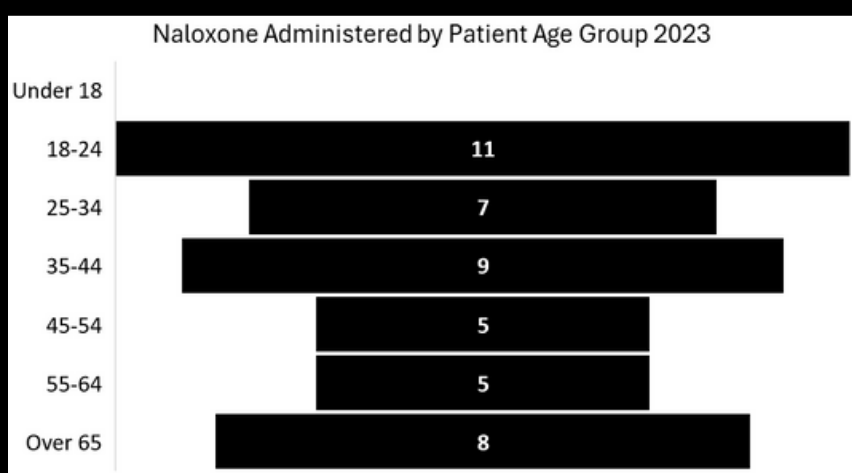
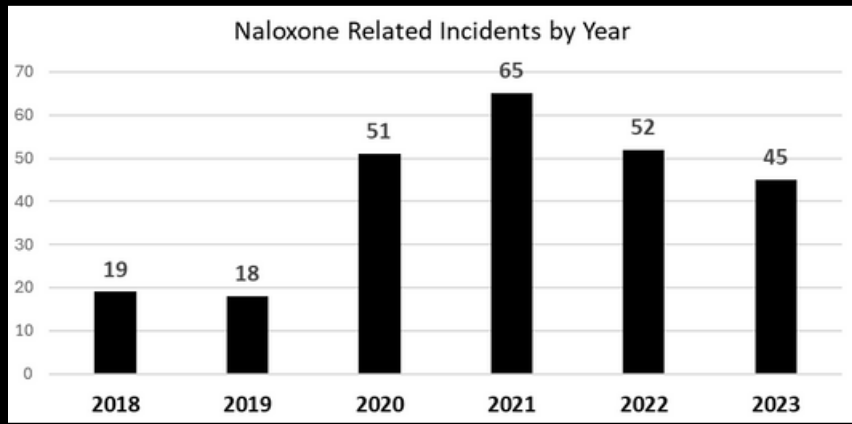
EMS

NARCAN / NALOXONE

Narcan administration on EMS incidents has been tracked since 2018. By specifying Naloxone usage, MFR can better evaluate areas of risk, training and education.

121

NARCAN / NALOXONE WAS ADMINISTERED 121 TIMES IN 45 EMS INCIDENTS DURING 2023





BENCHMARK

For 90% of all Technical Rescue responses, the total response time for the arrival of the first-due unit, staffed with three firefighters shall be: **9 minutes and 0 seconds** in all districts.

Components of the benchmark:

- 1:30 call processing
- 1:30 turnout time
- 6:30 travel time

TECHNICAL RESCUE

MFR provides technical rescue capabilities, including the safe rescue of victims trapped in trenches, swift water, confined spaces, vehicles, and building collapses. The equipment utilized during technical rescue incidents is located on a 20-foot trailer at Station 2. The technical rescue trailer can be transported by a one-ton utility vehicle that is kept connected to it for rapid response. The unit is cross staffed by three members assigned to Truck 2.

Of the 64 operations personnel, 12 are members of the Federal Emergency Management Agency Urban Search and Rescue (FEMA US&R), California Task Force 6.

9:56

ACTUAL 90% FIRST-ARRIVING UNIT RESPONSE TIME FOR TECHNICAL RESCUE INCIDENTS INCLUDING VEHICLE ACCIDENTS

610

TECHNICAL RESCUE TRAINING HOURS IN 2023

528

TECHNICAL RESCUE INCIDENTS INCLUDING TRAFFIC COLLISIONS



BENCHMARK

For 90% of all hazardous material incidents, the total response time for the arrival of the first-due unit, staffed with three firefighters shall be: **9 minutes and 0 seconds** in all districts.

Components of the benchmark:

- 1:30 call processing
- 1:30 turnout time
- 6:30 travel time

HAZARDOUS MATERIALS

MFR responds to hazardous materials incidents at the operations level. The department's sworn personnel are trained to the First Responder Operations (FRO) level to recognize a hazardous materials emergency, isolate the incident, make the appropriate notifications, and perform basic decontamination operations. Each apparatus is equipped with an Emergency Response Guide (ERG) for reference regarding hazards and evacuation distances.

MFR Chief Officers are trained to the Hazardous Material Incident Commander Level, providing them with the skills needed to command these very complex hazardous materials incidents.

7:46

ACTUAL 90% FIRST-ARRIVING RESPONSE TIME FOR HAZARDOUS MATERIAL INCIDENTS

366

HAZ-MAT TRAINING HOURS IN 2023

82

HAZ-MAT INCIDENTS IN 2023



BENCHMARK

For 90% of all wildland fire responses, the total response time for the arrival of the first-due unit, staffed with three firefighters shall be: **9 minutes and 0 seconds** in all districts.

Components of the benchmark:

- 1:30 call processing
- 2:00 turnout time
- 7:00 travel time

WILDLAND FIRE

Murrieta is located in a fire-prone region of Riverside County and the majority of the city of Murrieta's city center is built out with small pockets of wildland and open space mixed between structures. MFR responds quickly and efficiently to contain the blaze and protect lives and property.

Each MFR engine is equipped with wildland hoses and nozzles and is capable of making an initial attack on a wildfire. Three of the five stations are cross-staffed with a Type-3 brush engine, and one station houses a Type-6.

The department also works closely with other agencies, such as the California Department of Forestry and Fire Protection (CAL FIRE), to battle large wildfires.

9:08

ACTUAL 90% FIRST-ARRIVING
RESPONSE TIME FOR
WILDLAND FIRE INCIDENTS

186

WILDLAND FIRE TRAINING
HOURS IN 2023

36

WILDLAND FIRE INCIDENTS IN
2023



TRAINING DIVISION



Captain Phong Dang has come full circle within Murrieta Fire and Rescue. Once a rookie firefighter among the first paramedics hired in 2000, he's now Training Captain, responsible for keeping Murrieta's firefighters at the top of their game.

22,300

TOTAL DEPARTMENT TRAINING HOURS IN ALL CATEGORIES

228

TOTAL NUMBER OF HOURS PER FIREFIGHTER

1,748

TOTAL NUMBER OF EMS CE HOURS

2,788

TOTAL NUMBER OF ACADEMY ORIENTATION HOURS

TRAINING DIVISION



DISASTER PREPAREDNESS



Disaster Preparedness prepares, trains, and plans for natural and man-made disasters that may directly or indirectly impact our community. The division is managed by the agency's disaster preparedness coordinator who reports directly to the fire chief.



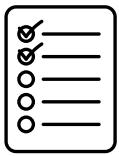
206

PUBLIC EDUCATION AND
OUTREACH HOURS



11,500

PUBLIC EDUCATION ATTENDEES



1

PLAN UPDATES

- LOCAL HAZARD
MITIGATION PLAN



2

EOC ACTIVATIONS

- WINTER STORM 2023
- HURRICANE HILARY



2

DISASTER EXERCISES

- ACTIVE SHOOTER
- GREAT SHAKE OUT



10

EOC POSITION
TRAINING HOURS



1

NEW EQUIPMENT

- FIRE AM RADIO

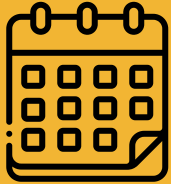


1

NEW MUTUAL AID AGREEMENTS

- MURRIETA VALLEY UNIFIED SCHOOL
DISTRICT (MVUSD)

COMMUNITY RISK REDUCTION



For information and to schedule a Defensible Space or Business Inspection, visit:

<https://bit.ly/CommunityRiskReduction>

The mission of the Community Risk Reduction division is to provide a reasonable amount of fire and life safety through a professional balance of education, engineering, and compliance. The programs within Community Risk Reduction include Fire Plan Review, New Construction and Tenant Improvement Inspections, Development Services, Annual Business Inspections, Annual Fire Code Permits, State-Mandated Inspections, Weed/Brush Management, and Public Education.



1,192

FIRE PLAN REVIEWS



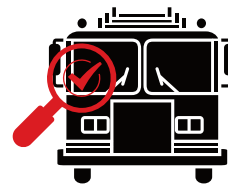
1,560

ROUTINE & BUSINESS LICENSE INSPECTIONS



558

ANNUAL PERMITS ISSUED



153

AB-38 INSPECTIONS



690

NEW CONSTRUCTION INSPECTIONS



16,786

DEFENSIBLE SPACE INSPECTIONS



596

EMPLOYEE TRAINING HOURS COMPLETED



18

FIRE INVESTIGATIONS

PUBLIC EDUCATION

Station Tours & Demonstrations
CPR & First-Aid · Fire Extinguisher Training ·
Disaster Preparedness ·

Murrieta Fire & Rescue believes that public education is essential for building a “firewise” and disaster-ready community. We offer a variety of programs to educate residents of all ages on fire safety, disaster preparedness, and other safety topics. These programs have been effective in increasing residents' confidence in handling emergencies and raising awareness of local fire risks. Murrieta Fire & Rescue encourages residents to take charge of their safety and the safety of their loved ones by learning more about our education programs and becoming involved in their community.



11,500

PUBLIC EDUCATION
ATTENDEES

93

PUBLIC EDUCATION
PRESENTATIONS

110

PUBLIC EDUCATION HOURS



AWARDS & RECOGNITION

On October 12, 2023, Murrieta Fire & Rescue Department held its annual employee awards ceremony at the Town Square Park Amphitheater. The ceremony was a time to honor the department's outstanding employees for their accomplishments, achievements, and acts of service throughout the year.



CORY WHEELER
2023 FIREFIGHTER OF THE YEAR

On December 13th, 2022, Cory Wheeler and his team responded to a distress call involving a 10-year-old girl who found her father unresponsive. Despite their efforts, her father couldn't be saved. After returning to the station, Cory initiated a department-wide initiative to bring joy to the girl's holiday season. His selfless efforts raised \$6,490, allowing them to fulfill her Christmas wish list and secure funds for her future.

Cory demonstrated genuine commitment to making a positive impact during a challenging time, highlighting his exceptional, humble nature. His actions embody the core values of the department and the concept of "neighbors helping neighbors," reminding us of the noble reasons for choosing this profession and the true meaning of making a difference.

AWARDS & RECOGNITION



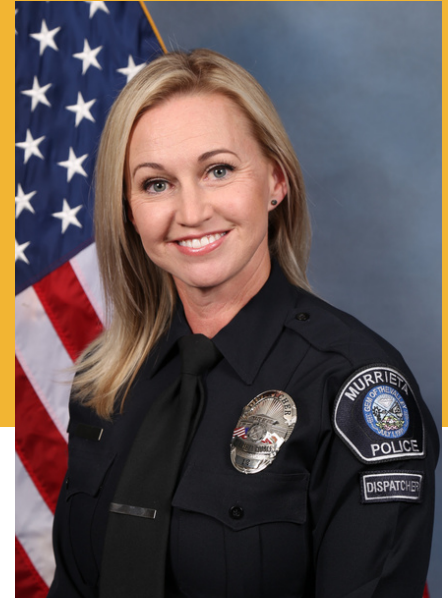
**Engineer
Cory Wheeler**

2023 Firefighter of the Year



**Acting Fire Marshal
Doug Strosnider**

2023 Civilian Employee of the Year



**Emergency Dispatcher
Michelle Fountain**

2023 Distinguished Service Award



INTERNATIONAL RE-ACCREDITATION



On August 30, 2023, Murrieta Fire & Rescue proudly announced its renewed accredited agency status from the Commission on Fire Accreditation International (CFAI). This recognition is a result of MFR's commitment to excellence demonstrated through the voluntary self-assessment and accreditation program established by CFAI. Including MFR, there are only 22 accredited agencies in all of California and 308 worldwide recognized by CFAI and the Center for Public Safety Excellence, Inc. (CPSE). In 2018, Murrieta Fire & Rescue became the first fully accredited fire agency in Riverside County. In 2019, the City of Riverside Fire Department joined this distinguished list. Only 13% of the U.S. population is served by an accredited fire agency.

The re-accreditation process was led by Battalion Chief Eric Ackerman. MFR's dedicated personnel left no stone unturned in pursuing this recognition. Every facet of the agency's plans, deployment, and performance was evaluated. This comprehensive evaluation process led to updates in the MFR five-year Strategic Plan and the Community Risk Assessment and Standards of Cover. An agency-wide self-assessment was meticulously prepared and submitted alongside essential documents for review by expert fire service peers nationwide. These peers, possessing significant expertise, conducted an in-depth site visit in April 2023 to validate the findings in the report.



Photo L-R: Captain Joe Bourque, Management Analyst Dawn Morrison, CFAI Commissioner Steve Dirksen, Fire Chief Bernie Molloy, City Manager Kim Summers, Captain Eric Ackerman, and Team Leader Ken Horn

EDUCATIONAL ACHIEVEMENTS



Engineer Brad Aarts

Bachelor of Science
Fire Administration
Columbia Southern Univ.



Capt. Eric Ballard

Associate of Science
Fire Science
Columbia Southern Univ.



Capt. Andrew Hamilton

Associate of Science
Fire Science
Columbia Southern Univ.



**Firefighter / Paramedic
Austin Lemoine**

Associate of Science
Emergency Medical Services
Victor Valley College



Capt. Brandon Roach

Bachelor of Science
Summa Cum Laude
Fire Administration
Columbia Southern Univ.

ACKNOWLEDGEMENTS

MURRIETA FIRE & RESCUE COMMAND STAFF

BERNARD MOLLOY II, *FIRE CHIEF*

MIKE LOPEZ, *DEPUTY FIRE CHIEF*

DAVE PEREZ, *DIVISION CHIEF*

STEVE KEAN, *BATTALION CHIEF*

MIKE RAMOS, *BATTALION CHIEF*

ERIC ACKERMAN, *BATTALION CHIEF*

JENNIFER ANTONUCCI, *EMS COORDINATOR*

DOUG STROSNIDER, *ACTING FIRE MARSHAL*

PHONG DANG, *TRAINING CAPTAIN*

CITY OF MURRIETA ELECTED OFFICIALS

LORI STONE, *MAYOR / DISTRICT 4*

CINDY WARREN, *MAYOR PRO TEMPORE / DISTRICT 5*

JON LEVELL, *COUNCIL MEMBER / DISTRICT 1*

RON HOLLIDAY, *COUNCIL MEMBER / DISTRICT 2*

DR. LISA DeFOREST, *COUNCIL MEMBER / DISTRICT 3*

PHOTOGRAPHY CREDIT

JOE FANASELLE & MURRIETA FIRE & RESCUE

ANNUAL REPORT PREPARED BY

DAWN MORRISON, *MANAGEMENT ANALYST*



CONTACT US

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951-304-3473 (FIRE)

MURRIETAFIRE.ORG

@MURRIETAFIRE

#NEIGHBORSHelpingNEIGHBORS



MURRIETA FIRE & RESCUE



Sign-up for our
news & updates

41825 Juniper Street
Murrieta, CA 92562
951-304-3473 (FIRE)
www.murrietafire.org



@murrietafire

FIRE STATIONS

Station 1

41825 Juniper Street

Station 2

40060 California Oaks Rd

Station 3

39985 Whitewood Rd

Station 4

28155 Baxter Rd

Station 5

38391 Vineyard Pkwy

Station 6

COMING SOON