

# Wheaton Fire Department

## 2019 Service Delivery & Activity Summary



**Proudly Serving the City of Wheaton  
For 136 Years**

## **Message from The Fire Chief**

The men and women of the Wheaton Fire Department have completed another year of delivering professional services to our community. We have continued to evolve over the past 135 years from our volunteer firefighting beginnings into a modern day “all hazards” response agency. We provide comprehensive protection to our community through the delivery of the following services and activities:

- Emergency Medical Services
- Fire Suppression
- Disaster Preparedness and Management
- Prevention
- Public Education
- Rescue
- Public Assistance
- Hazardous Materials

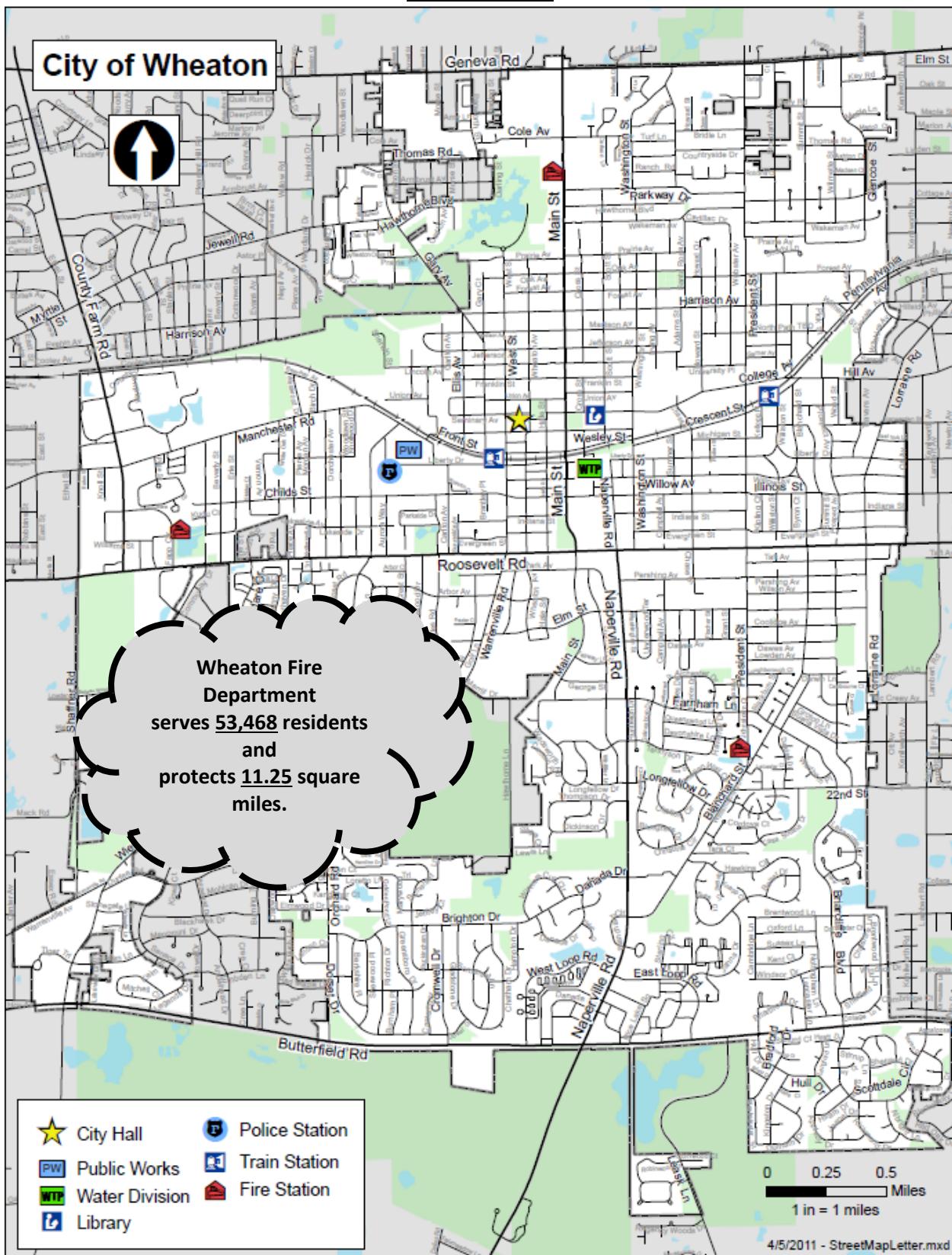
In order to deliver these services, personnel operate out of three stations strategically located throughout the City. Fire Station #37 (1700 N Main Street) is a satellite station that has a primary response district of the north side of the City including the central business district and Wheaton College. Fire Station #38 (1 Fapp Circle) is the headquarters facility with a primary response district of the west side of the City including the DuPage County complex. Fire Station #39 (1590 S President) is a satellite station whose main response district is the south side of the community which includes the southern commercial areas. The 2019 average response time (from dispatch to 1<sup>st</sup> unit arrival) within individual response districts was 4 minutes 6 seconds for Emergency Medical incidents and 5 minutes 56 seconds for Non-Emergency Medical incidents.

All stations are staffed on a twenty-four-hour basis by full-time, cross-trained, Fire/Rescue/Haz Mat/EMT-Basic personnel and Paramedic personnel. The cross-trained personnel not only provide rescue services involving vehicles, water, trench collapse, building collapse, confined space, and rope. Daily staffing is a minimum of 5 personnel per satellite station and 6 at the headquarters station including the Assistant Fire Chief Shift Commander (Max total daily staffing: 18 personnel). Multipurpose vehicles are housed and maintained in a state of readiness within each station. All ambulance units are equipped to deliver Advanced Life Support care. All firefighting vehicles are equipped to deliver any and all services at any time including emergency medical services.

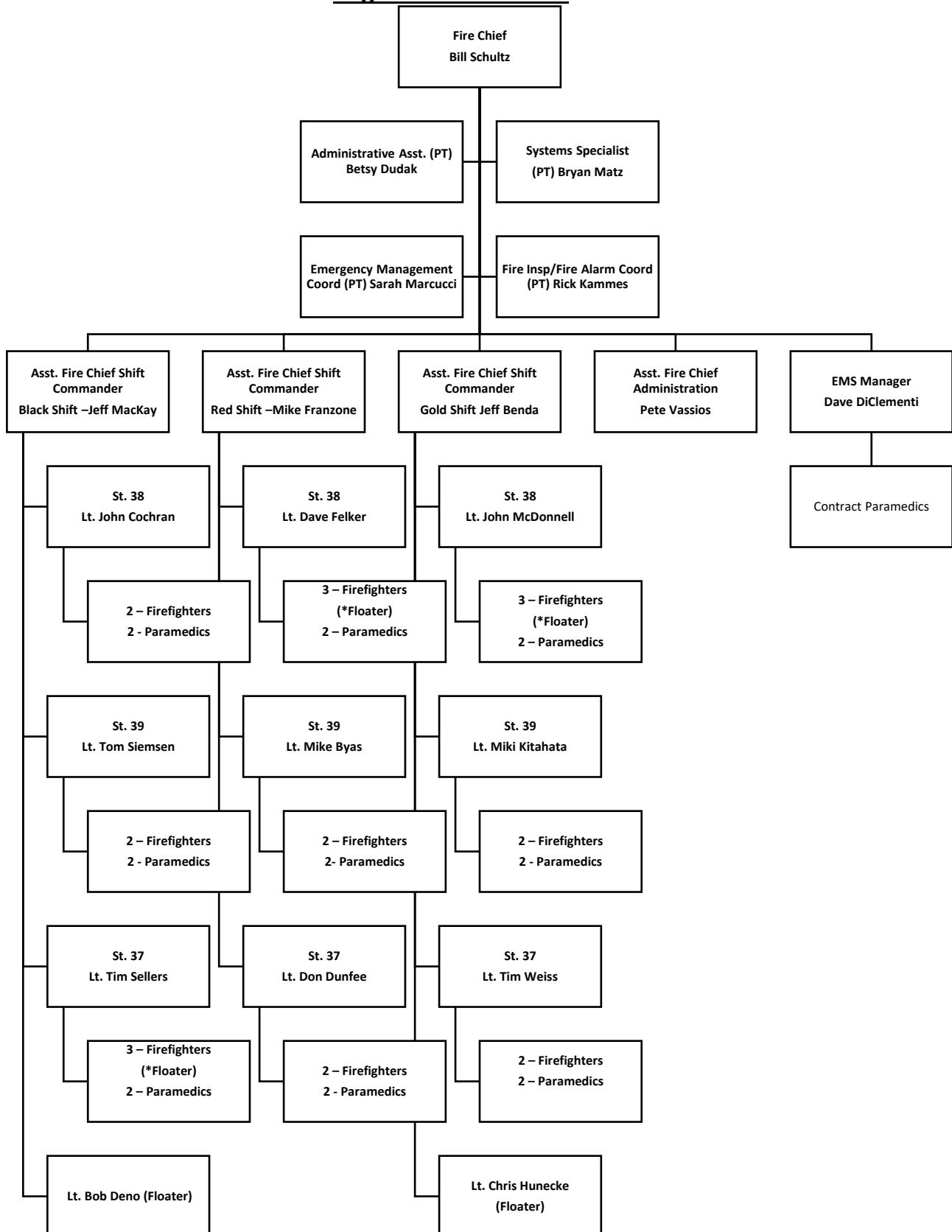
In order to ensure our capabilities, personnel perform daily maintenance on Department vehicles/equipment/facilities. Additionally, personnel complete daily training and activities that support service delivery. Due to the need to maintain the highest levels of training, personnel participate in a master training plan that provides for all hazards, cross-trained education. Training ensures readiness but prevention, public education, and preparedness aid in the reduction of risk in the community. Personnel engage in risk reduction efforts through regular safety inspections of occupancies and the delivery of on-going public education to a variety of community audiences.

The following summary provides an overview of statistics related to service delivery and activities. The information reinforces the Department’s commitment to serving the community with: Duty-Pride-Tradition!!

## Service Area



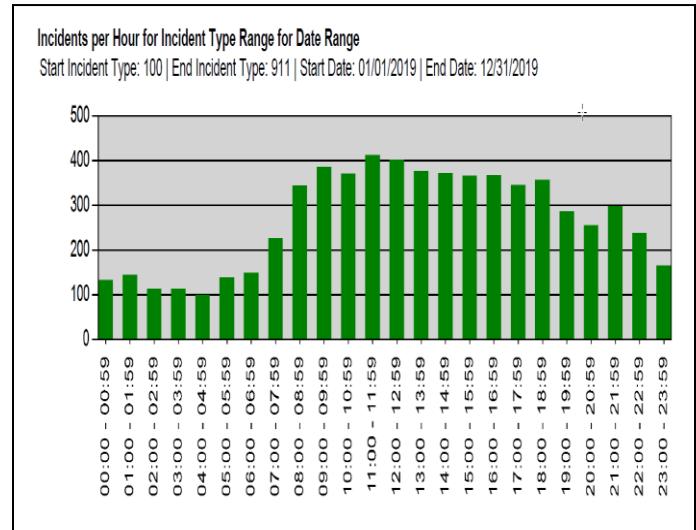
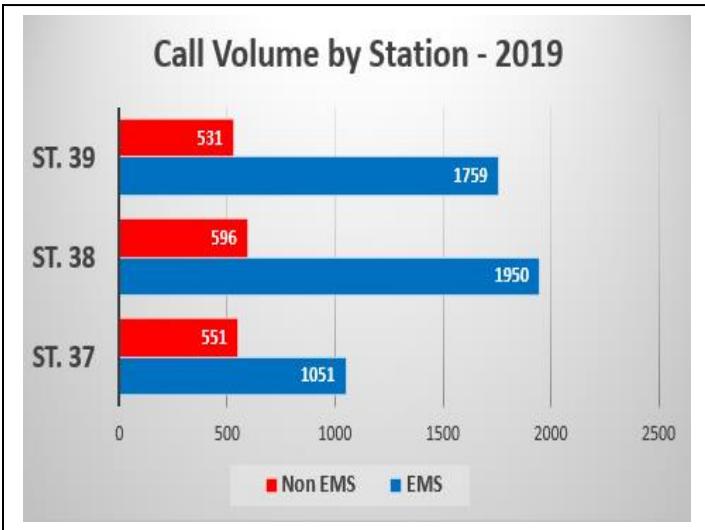
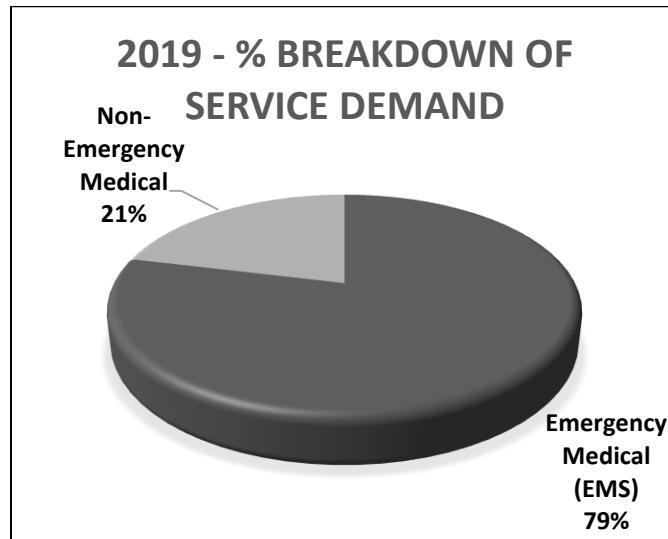
## Organizational Chart



## General Overview of Service Demand

### 5-yr Comparison of Service Demand

	2015	2016	2017	2018	2019
<b>Emergency Medical (EMS) Incidents</b>	3802	3969	3872	4311	4336
<b>Non-Emergency Medical Incidents</b>	1174	1202	1200	1315	1166
<b>Mutual Aid Given</b>	680	856	873	741	935
<b>Totals:</b>	<b>5656</b>	<b>6027</b>	<b>5945</b>	<b>6367</b>	<b>6437</b>





## Emergency Medical (EMS) Incidents – 2019 Service Demand Snapshot

### Cardiac Arrest

64 Incidents

Average Age – 66.5 yrs.

CPR prior to EMS - 29

Of the 29 patients receiving CPR prior to EMS, 48% achieved return of Pulse

Return of Pulse – 28% of Incidents

### Top 5 EMS Incident Types

Sick Person - 686

Fall(s) - 648

Psychiatric/Behavior Problem - 386

Breathing Problem - 278

Motor Vehicle Accidents - 236

### Top 10 Fixed Locations for EMS Incidents

Address	Number Of Calls
200 Wyndemere Circle	152
7 Blanchard Circle	141
400 N. County Farm Rd	126
500 Wyndemere Circle	100
2180 W. Manchester Rd	110
831 E. Butterfield Rd	86
501 N. County Farm Rd	79
115 N. County Farm Rd	71
2126 W. Roosevelt Rd	66
900 W. Liberty - Wheaton Police	53

### Strokes

**Total Number of Stroke Related Incidents - 111**

Mobile Stroke Unit Transports - 49

Field Diagnosed Strokes - 29

### Overdose and Mental Health

Overdoses – 114 Incidents

EMS Narcan Administered - 42 Incidents

Mental Health - 386 Incidents

Total Number of EMS Incidents Responded to by Fire Units with Cross-trained Personnel

**2950**

## NON-EMS Incidents – 2019 Service Demand Snapshot

10  
# of Building Fires  
in 2019

99  
# of Service Calls  
(i.e. Water Leaks,  
Lock Out to  
Buildings, etc.) in  
2019

### Top 5 NON-EMS Incident Types

1. Alarm Activations - 695
2. Good Intent Calls - 160
3. Carbon Monoxide Incidents - 89
4. Natural Gas Leaks - 81
5. Misc. Fires (Auto, Grass, etc.) - 46

32  
# of Elevator Rescues  
in 2019

25  
# of Hazardous  
Material spill  
responses in 2019

43  
# of Vehicle Rescue  
responses in 2019

## **2019 Activity Highlights**

In 2019, Wheaton Fire Department personnel...

... were assigned 540 business fire safety inspections as part of our three-year citywide inspection cycle with all identified code violations being corrected by the end of 2019

... delivered 40 public education programs including the Citizens Fire Academy, 29 station tours, 19 Safety City visits, and attended 30 block parties

... completed the Insurance Services Organization re-grading process with a resulting improvement of rating from a 3 to a 2 placing the Department in the top 3% of Fire Departments nationwide.

... completed 12,006 training hours related to all areas of service delivery and 1642 hours of station maintenance/cleaning along with vehicle and equipment readiness activities

...conducted a full-scale active shooter scenario in collaboration with Community School District 200 and Wheaton Police Department.

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### **A Few Words of Appreciation From Our Citizens**

Dear Mayor Suess,

On behalf of the residents of Riva Court and Newbury Lane, we want to acknowledge and thank our terrific Fire and Police Department staff for attending our Riva Court Block Party this past Saturday afternoon. As the person who made the initial calls to request their participation, it was great to hear their enthusiastic response and willingness to be a part of our neighborhood celebration. More importantly, the kids absolutely loved the opportunity to visit with our first responders and become comfortable with them in a relaxed environment. We could not have asked for a more friendly and professional team of fire fighters, paramedics and police officer, and I am sure it helped to further develop respect from the kids. I'm sorry I cannot recall the names of all the fire fighters or paramedics, but I had a chance to talk to Mike, who I believe was the primary spokesman, and thank him for everything he and his partners did to help our party be a success. I do know the fire department/paramedic team was from Station No. 2. The same holds true for the Wheaton Police Department. Officer Derrick Hoots was a hit with the kids, allowing them to sit in the front and back of his squad and answer any questions they had. A great way for kids to develop respect and dismiss fear of police. Although I mention a lot about the kids enjoying our police and fire departments, we parents enjoyed the chance to meet and talk with them too!

After they left, everyone commented about just how friendly and professional our fire and police departments are, and how nice it was for them to attend. Great City, Great Police Department, Great Fire Department. We just wanted you to know. Thanks!

Best Regards,

Hi Chief Schultz,

I apologize for the delay in sending this to you, but I wanted to let you know about my experience with the paramedics on November 14. My 94 year old mother was staying with me in Wheaton after having two hospitalizations since the end of October. I called the paramedics around 9 a.m. when my Mom woke up with dizziness and chest discomfort and an irregular pulse of 130. I am a retired cardiac nurse, so I have plenty of experience with these types of situations. Nevertheless, as a care giver, I want to tell you what a great job the dispatcher did keeping me on the phone until the paramedics arrived. I don't remember her name, but she had me follow protocols and remained calm and supportive.

The paramedics were equally wonderful; very calm and professional, and worked quickly to get the data they needed to assess my Mom and get her transported to CDH. The accompanying fire fighters were also wonderful; keeping the whole process organized and calm.

I feel so lucky to live in Wheaton and to be serviced by fabulous professionals who clearly are dedicated to providing excellent care to this community.

Please pass this big thank you to all you deem appropriate.

Thank you.