

CITY OF WHEATON FIRE DEPARTMENT

ANNUAL REPORT 2020



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MISSION STATEMENT

THE WHEATON FIRE
DEPARTMENT IS
DEDICATED TO SAFELY
PROVIDING THE HIGHEST
LEVEL OF FIRE, RESCUE,
EMERGENCY MEDICAL
SERVICES, FIRE
PREVENTION SERVICES
AND PUBLIC EDUCATION
TO THOSE WHO WE ARE
CALLED TO SERVE. THESE
SERVICES WILL BE
PROVIDED BY TRAINED
PROFESSIONAL
PERSONNEL STRIVING
FOR EXCELLENCE WHILE
MAINTAINING THE
RESOURCES ENTRUSTED
TO US IN THE HIGHEST
LEVEL OF READINESS.



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 137 years from our volunteer firefighting beginnings into a modern day all hazards response agency.

2020 HIGHLIGHTS

The Year 2020 presented multiple, major challenges that were effectively managed by department members. In March of 2020, the department shifted into “*pandemic*” operational mode due to COVID-19. Personnel quickly adapted into modified operations in order to provide continued service to our citizens. All regular non-emergency operations (i.e., inspections, public education, multi-agency training), were suspended for the balance of the year. The department treated 309 patients for COVID type symptoms, of which, 122 tested positive. Due to aggressive safety equipment measures, diligence to recommended health practices and extensive cleaning, only 10 personnel required quarantine/isolation over a period of seven months. The quarantine/isolation activities did not affect the department’s ability to provide its same quality of service.

In addition to the pandemic operations, the department also prepared and operated during multiple demonstration events that occurred in the community. Fire and police personnel worked jointly to provide service during these activities. In August, the department responded to numerous incidents caused by an EF1 tornado. Incidents included lightning strikes, widespread wind damage, with a church steeple collapse, and numerous downed power lines.

In spite of these major challenges, department members provided uninterrupted service. The ability to maintain this capability is a direct result of our professional abilities as an all-hazards emergency organization.

DEPARTMENT OVERVIEW

The Wheaton Fire Department provides comprehensive protection to the community through 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 is a satellite station, that has a primary response area of the north side of the City, including the central business district and Wheaton College. Fire Station #38 is the headquarters facility, with a primary response area of the west side of the City, including the DuPage County Complex. Fire Station #39 is a satellite station, whose main response area is the south side of the community, which includes the southern commercial areas. The 2020 average response time (from dispatch to first unit arrival), within individual response areas was 5 minutes, 57 seconds for Emergency Medical incidents and 6 minutes, 4 seconds for Non-Emergency Medical incidents.

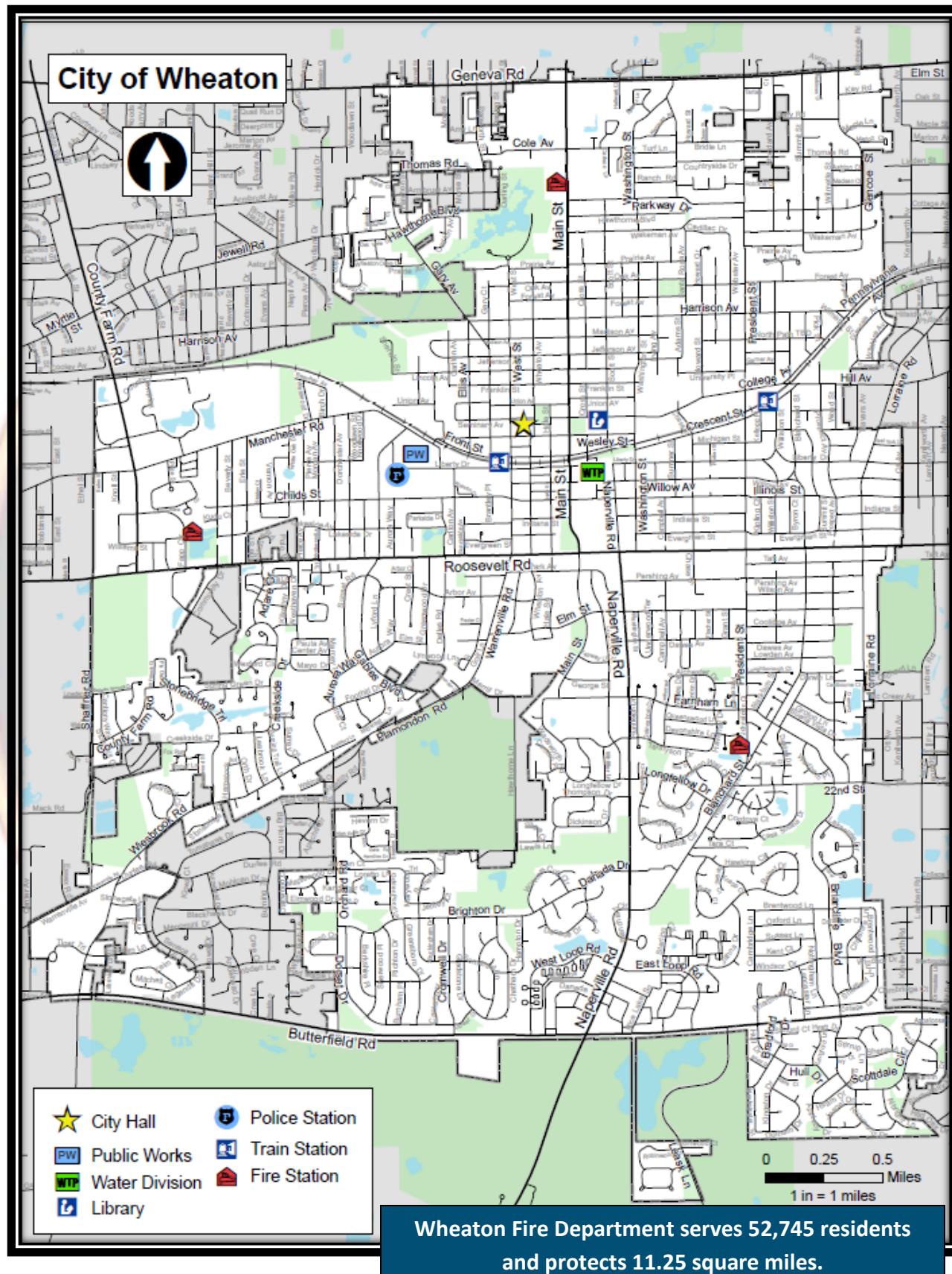
All stations are staffed on a twenty-four-hour basis by full-time, cross-trained, Fire/Rescue/HazMat/EMT-Basic personnel and Paramedic personnel. The cross-trained personnel provide rescue services involving vehicles, water, trench collapse, building collapse, confined space, and rope. Daily staffing is a minimum of five personnel per satellite station and six personnel at the headquarters station, including the Assistant Fire Chief Shift Commander (maximum total daily staffing of eighteen 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 and 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, and 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.

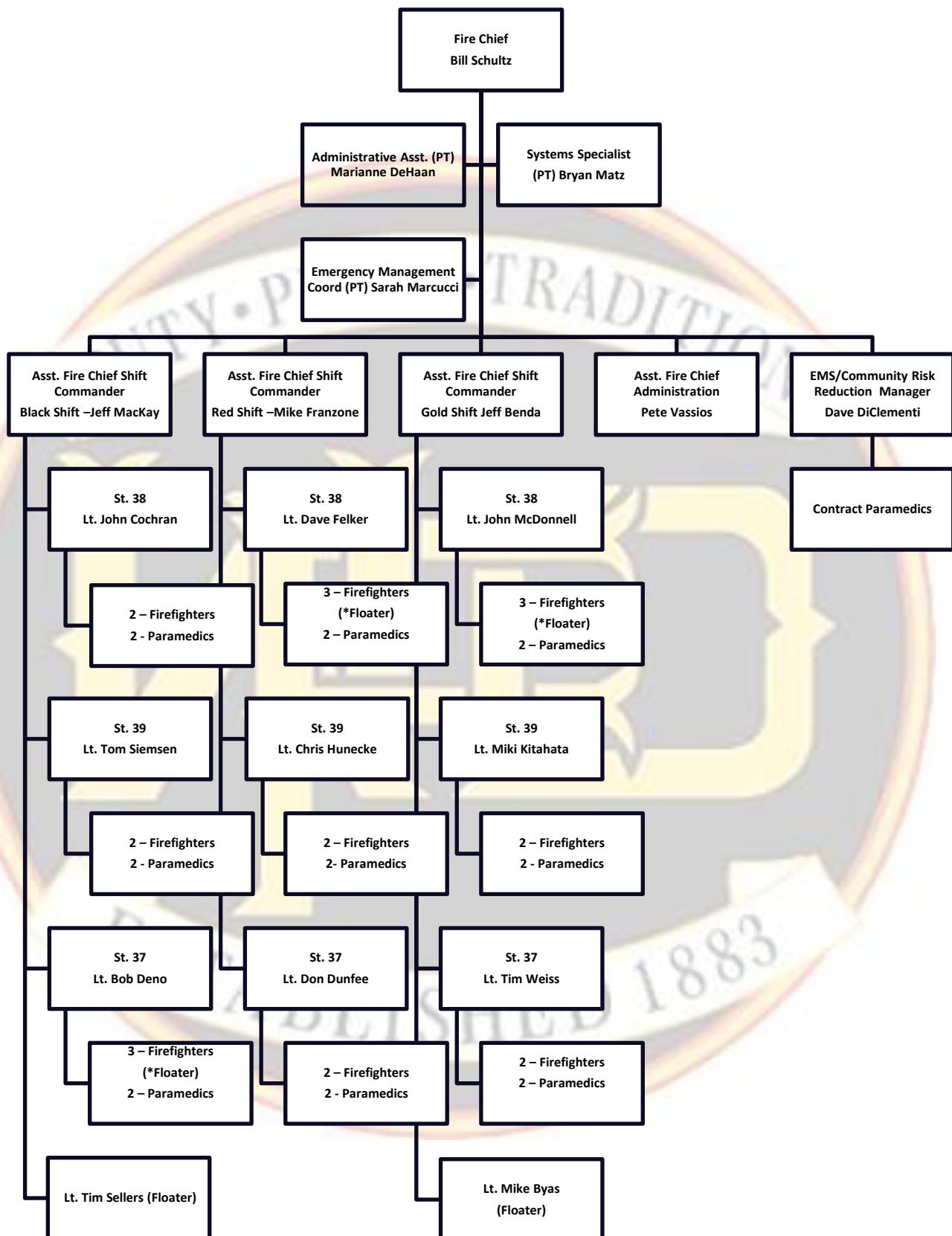
The following report provides an overview of statistics and information related to service delivery and activities. This information reinforces the department's commitment to serving the community with:

DUTY-PRIDE-TRADITION!!

SERVICE AREA



ORGANIZATIONAL CHART - 2020



STATION INFORMATION

Station 38

(Administrative Offices Location)

**1 Fapp Circle
Wheaton, IL 60187**



Station 37

**1700 N Main Street
Wheaton, IL 60187**



Station 39

**1590 S President Street
Wheaton, IL 60187**

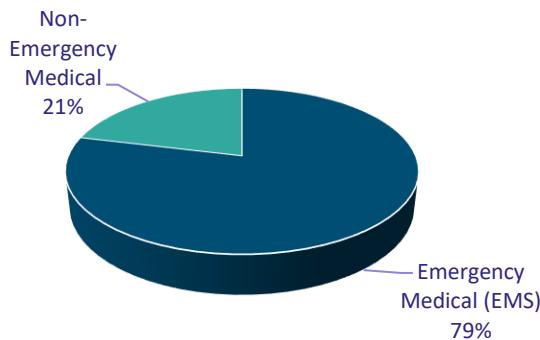


OVERVIEW OF SERVICE DEMAND

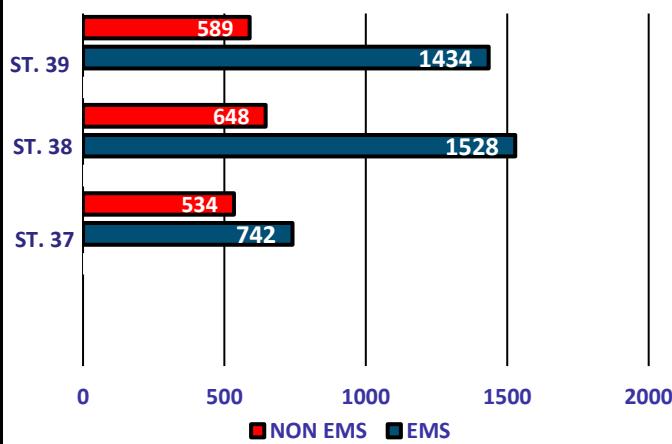
5-Year Comparison

SERVICE PROVIDED	2016	2017	2018	2019	2020
Emergency Medical (EMS) Incidents	3969	3872	4311	4336	3657
Non-Emergency Medical Incidents	1202	1200	1315	1166	1117
Mutual Aid Given	856	873	741	935	701
Totals:	6027	5945	6367	6437	5475

2020 - % Breakdown of Service Demand

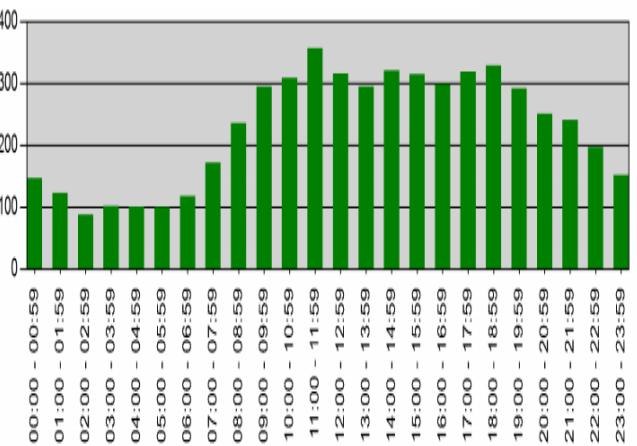


Call Volume By Station - 2020



Incidents by Hour for Date Range

Start Date 01/01/2020/End Date 12/21/2020



EMERGENCY (EMS) MEDICAL INCIDENTS

2020 Service Demand Snapshot

Top 5 EMS Incidents

Sick Person - 605

Fall(s) - 587

Psychiatric Behavior Problem - 311

Breathing Problem - 283

Unconscious - 195

Top 10 Fixed Locations for EMS Incidents

Address	Number Of Calls
200 Wyndemere Circle	107
7 Blanchard Circle	79
831 E. Butterfield Rd	71
500 Wyndemere Circle	68
501 N. County Farm Rd	57
115 N. County Farm Rd	46
2180 W. Manchester Rd	38
400 N. County Farm Rd	36
2126 W. Roosevelt Rd	26
1 Wheaton Center	22
TOTAL	550

Cardiac Arrest

44 Cardiac Arrest Incidents

Average Age of 64.9 yrs.

CPR prior to EMS in 18 Incidents

Return of Pulse in 29.55% of Cardiac Arrest Incidents

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

2810

Strokes

Total Number of Stroke Related Incidents - 93

Mobile Stroke Unit Transports - 46

Field Diagnosed Strokes - 29

Overdose and Mental Health

Overdoses – 109 Incidents

EMS Narcan Administered – 55 Incidents

Mental Health – 311 Incidents



NON- EMS INCIDENTS

2020 Service Demand Snapshot



13

of Building Fires in 2020

17

of Elevator Rescues in 2020

98

of Service Calls (i.e. Water Leaks, Lock Out to Buildings, Etc.) in 2020

Top 5 NON-EMS Incident Types

1. Alarm Activations - 468
2. Natural Gas Leaks - 93
3. Power Line Down - 68
4. Carbon Monoxide Incidents - 56
5. Good Intent Calls - 34

52

of Vehicle Rescue Responses in 2020

25

of Hazardous Material Spill Responses in 2020



Appreciation From Citizens

Dear Chief Schultz

On behalf of my family, I would like to extend our thanks and appreciation for your firefighters, and paramedic staff that assisted us at our home last Wednesday October 21. Unbeknownst to us, our home was overtaken by carbon monoxide that caused my husband to seize. Your staff was professional and kind in handling this situation. We cannot thank them enough and you should be very proud of their actions. I returned the blankets this morning at the Blanchard Road location along with a token of our appreciation. However, since you were not at the scene I wanted to let you know they did a superb job and we are thankful for each of them.

With sincere thanks,



William Schultz, Chief
Wheaton Fire Department
1 Fapp Circle
Wheaton, IL 60187

Dear Chief Schultz,

Today my husband, [REDACTED] turns 72. We both believe that we can celebrate this birthday because in the early hours last Saturday, paramedics from Station 37 responded to my call for help to 911.

All the while we have talked about the proper way to say thanks to this wonderful team who silently arrived in the dark with their lights spinning and brought him back to functioning. We thought the best way was to let their boss know. We do not know their names and certainly could not see them in their PPE, with no name tags that I could see. So please do whatever is appropriate, or tell us what to do, so that they know how very grateful we are that he is all right. He is the favorite grandparent.

Sincerely,





DUTY • PRIDE • TRADITION



Proudly serving our Citizens for
137 Years



ESTABLISHED 1883

