



CITY OF WHEATON FIRE DEPARTMENT

ANNUAL
REPORT
2021



Table of Contents

Message from the Chief.....	Page 2
Department Overview.....	Page 3
Map of Service Area.....	Page 4
Organizational Chart.....	Page 5
Station Information.....	Page 6
Overview of Service Demand	Page 7
Training	Page 8
Highlights	Page 9
Non-EMS Incidents.....	Page 10
Emergency EMS Incidents.....	Page 11
Community Outreach.....	Page 12
Appreciation From Citizens	Page 13
Questions and Safety Tips.....	Page 14



MISSION STATEMENT

THE CITY OF 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.

**Proudly Serving
The Citizens of Wheaton
For 138 Years**



Message From Chief William R. Schultz



The City of Wheaton Fire Department was extremely active during 2021. Department members continued to adapt to the evolving emergency response environment, due to Covid activity. Personnel returned to “in-person” training, public education, and fire inspection activities, which had been suspended during 2020. As the statistics in this report indicate, the Department experienced an upswing with emergency incidents from the previous year, particularly in the area of emergency medical service requests. Additionally, the Department experienced significant challenges with Paramedic staffing, due to nationwide workforce shortages. The adaptability and resilience of Department members aided in smooth transitions through the year.

During 2021, several capital purchasing activities were completed. The Department ordered two replacement ambulances and two command staff vehicles. Additionally, a living quarters remodeling project was initiated, in cooperation with the Foreign Fire Tax Board, which provided full funding for updates to the kitchen, day room and physical fitness areas of Station #38 (1 Fapp Circle). The City of Wheaton funded carpeting replacement, locker remodeling and bunk room updates. The areas being updated are original from the 1990's, when the station was first constructed. In the area of personnel, the Department saw the retirement of one Firefighter and one Lieutenant. A five-year Collective Bargaining Agreement was developed and implemented through collaboration between Fire Department Administration and Local 3706.

The following report reflects the dedication, professionalism and outstanding service provided by the members of the City of Wheaton Fire Department.

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 (1700 N. Main Street) 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 (1 Fapp Circle) is the headquarters facility, with a primary response area 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 area is the south side of the community, which includes the southern commercial areas. The 2021 average response time (from dispatch to first unit arrival), within individual response areas was 5 minutes, 54 seconds for Emergency Medical incidents and 6 minutes, 6 seconds for Non-Emergency Medical incidents.

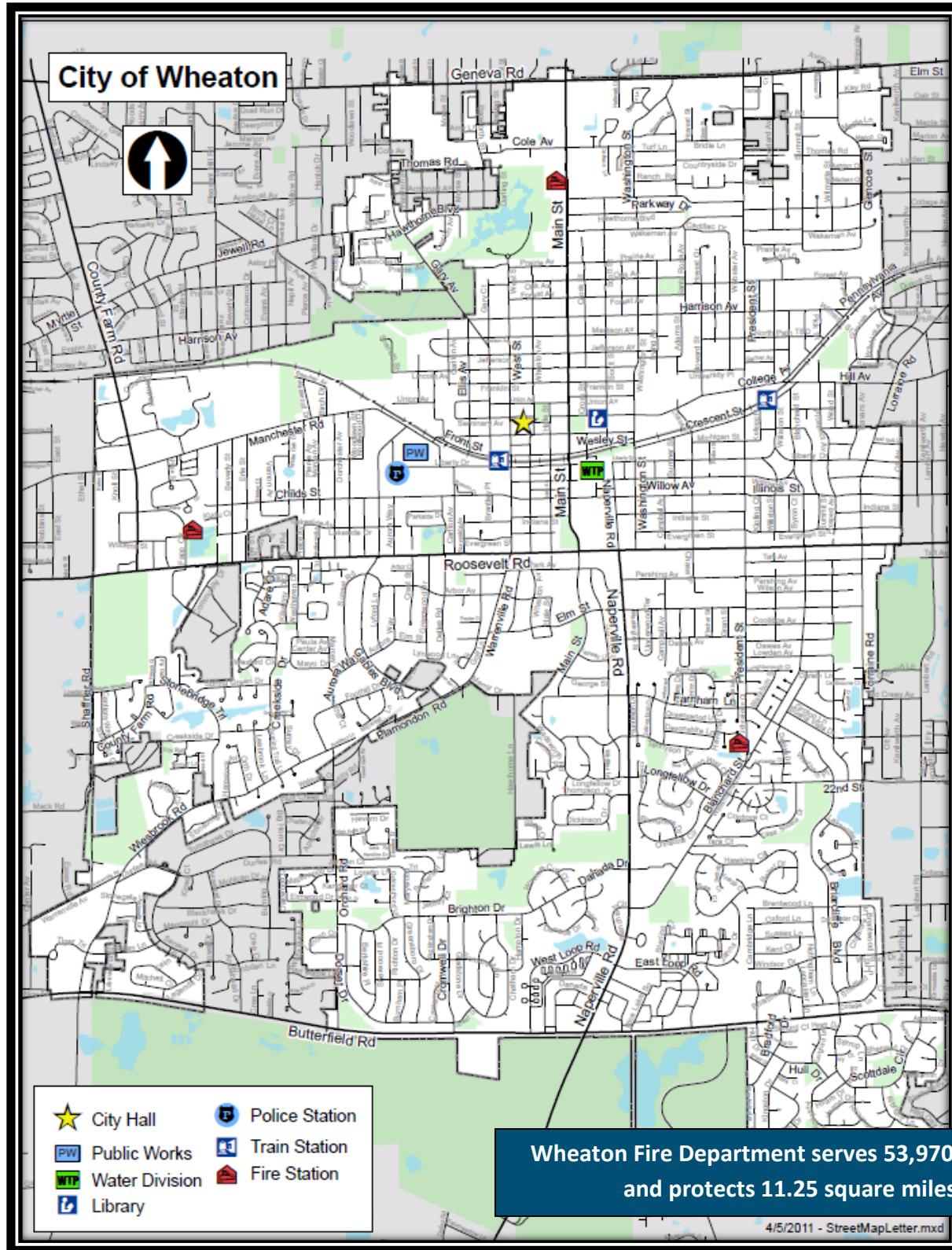
All stations are staffed on a twenty-four-hour basis by full-time, cross-trained, Fire/Rescue/HazMat/EMT-Basic personnel and Paramedic personnel. The cross-trained personnel provide rescue services involving vehicles, water, trench collapse, building collapse, confined space, and rope. Daily staffing 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.

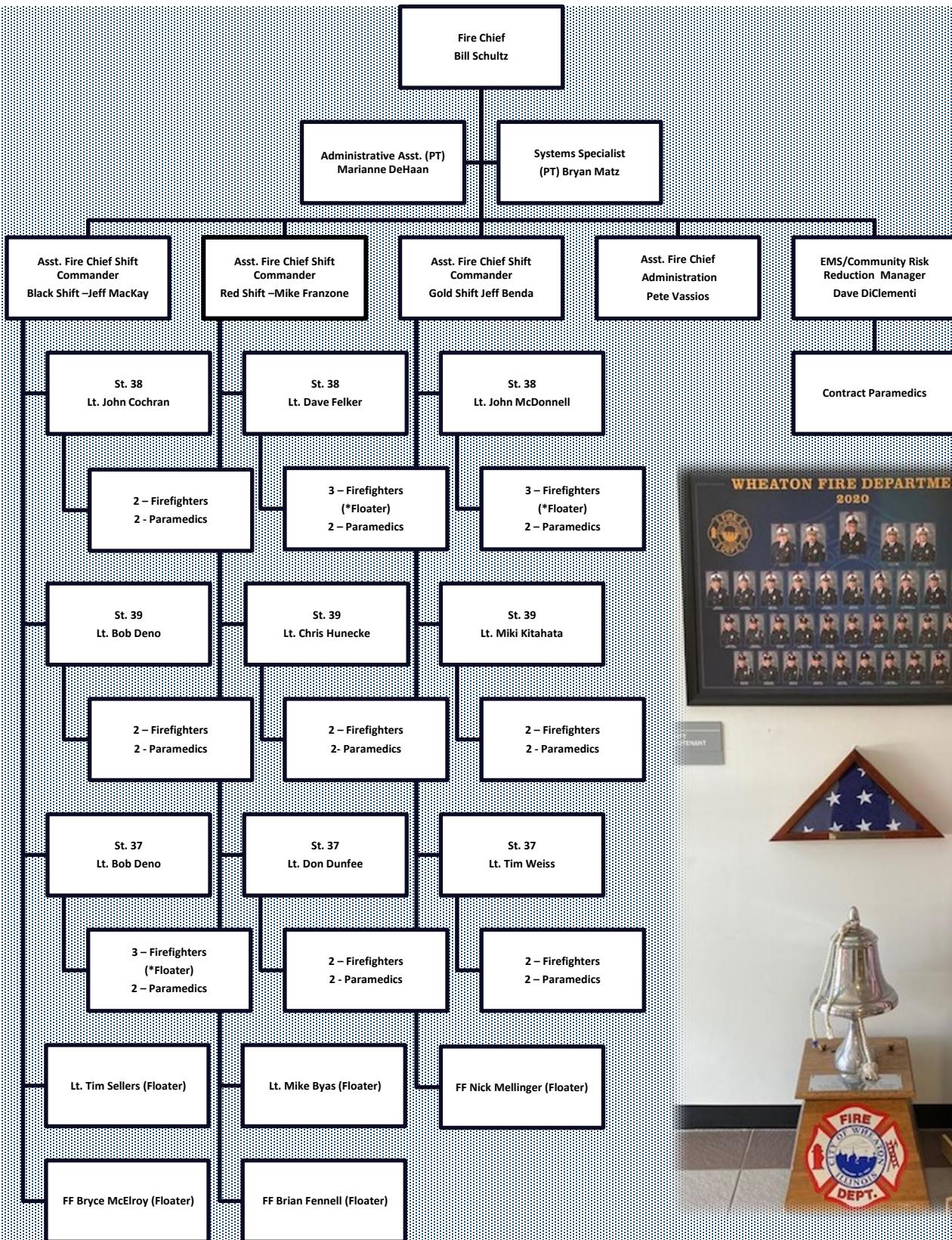
The following summary provides an overview of statistics and information related to service delivery and activities. This information reinforces the department's commitment to serving the community with:

DUTY-PRIDE-TRADITION!!

Service Area



Organizational Chart - 2021



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**

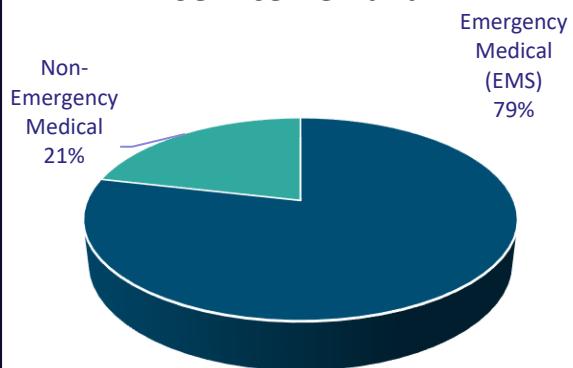


Overview of Service Demand

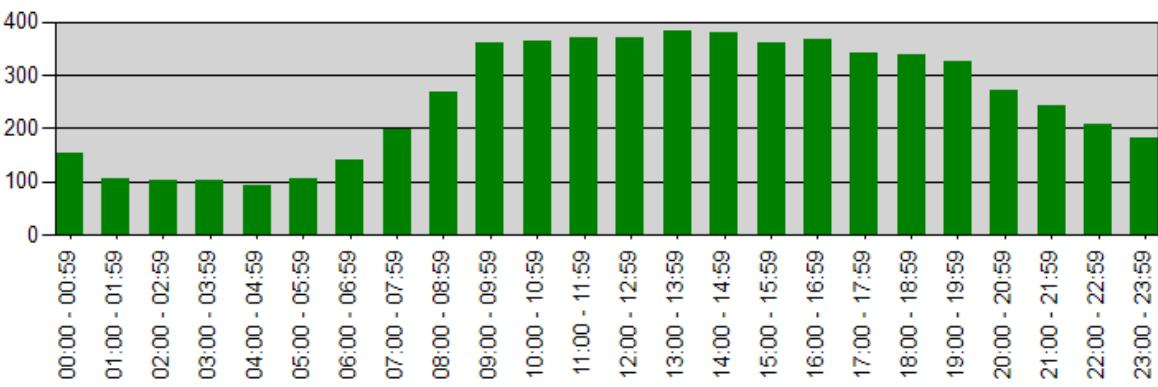
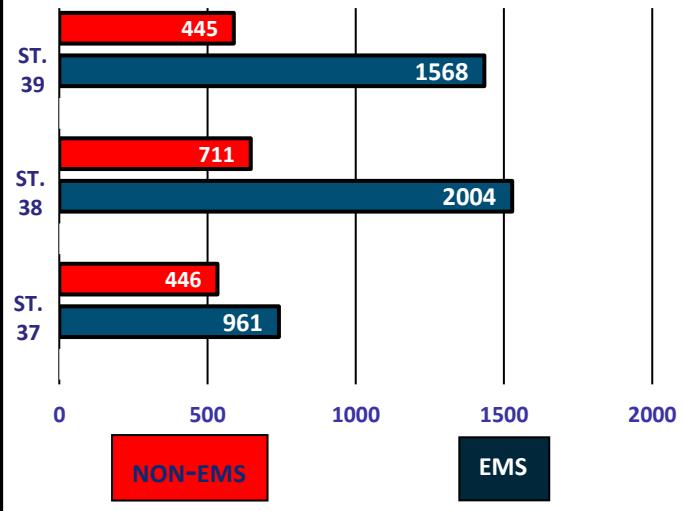
5-Year Comparison

SERVICE PROVIDED	2017	2018	2019	2020	2021
Emergency Medical (EMS) Incidents	3872	4311	4336	3657	4266
Non-Emergency Medical Incidents	1200	1315	1166	1117	1161
Mutual Aid Given	873	741	935	701	708
Totals:	5945	6367	6437	5475	6135

2021 - % Breakdown of Service Demand



CALL VOLUME BY STATION - 2021



INCIDENTS BY HOUR FOR DATE RANGE * START DATE: 1/1/2021-END DATE: 12/31/2021

Training



Aero Medical Training



Saving
Lives
Through
Training



Rescue Training



Overhaul Training

EXCELLENCE THROUGH TRAINING

During 2021, City of Wheaton Fire Department Personnel completed 10,936 hours of training.

Highlights



Wheaton Paramedics Administering Homebound Vaccines

Paramedics with the Wheaton Fire Department began administering Covid-19 vaccines to individuals in the community who are homebound and unable to visit a vaccination site. This is part of a partnership with the DuPage County Health Department to assist in vaccinating residents throughout our community.



Wheaton Fire Department Presented with EMS Agency of the Year Award

During the June 21, 2021, City Council meeting, Northwestern Medicine Central DuPage Hospital EMS Coordinator Justin Williams presented the hospital's 2020 Emergency Medical Services (EMS) Agency of the Year award to Wheaton Fire Chief Bill Schultz on behalf of the Wheaton Fire Department's emergency medical services personnel. Mr. Williams highlighted the significance of receiving the award in 2020, which presented extraordinary challenges and personal risk to EMS personnel as they faced the Covid-19 pandemic. The City of Wheaton is proud to honor our paramedics, EMTs and firefighters for this accomplishment.



Non-EMS Incidents

2021 Service Demand

TOP 5 NON-EMS INCIDENT TYPES

1. Alarm Activations – 309
2. Natural Gas Leaks - 90
3. Carbon Monoxide Incidents – 52
4. Power Line Down – 50
5. System Malfunction - 41

Number of
Building Fires in
2021
14

Number of EMS Incidents
Responded to by Fire Units
with Cross Trained Personnel

2,486

Number of Service
Calls (i.e. Water
Leaks, Lock Outs, etc.
in 2021 - 61

Number of
Elevator Rescues
in 2021
22

Number of Hazardous
Materials Spill Responses
in 2021 - 9

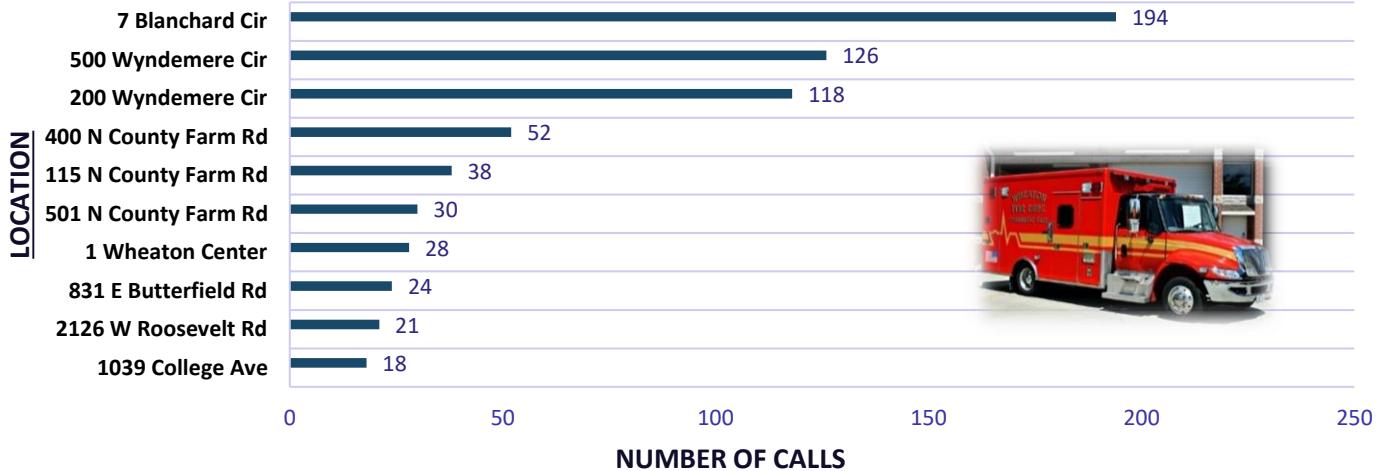
Number of Vehicle Rescue
Responses in 2021 - 60



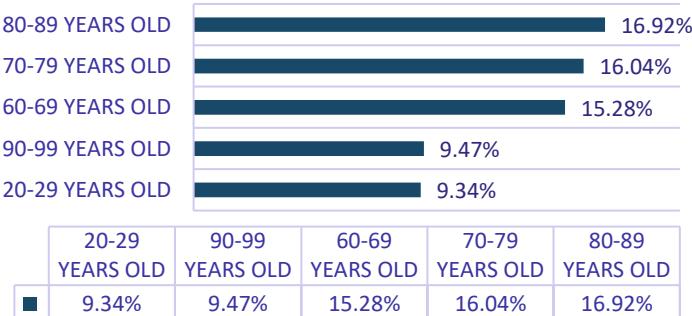
EMERGENCY (EMS) MEDICAL INCIDENTS

2021 Service Demand Snapshot

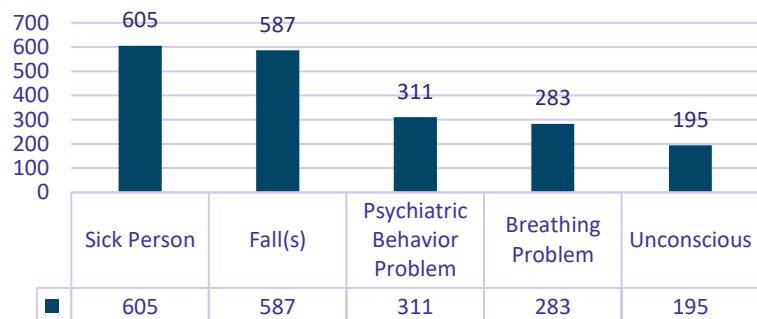
TOP 10 FIXED LOCATIONS FOR EMS INCIDENTS



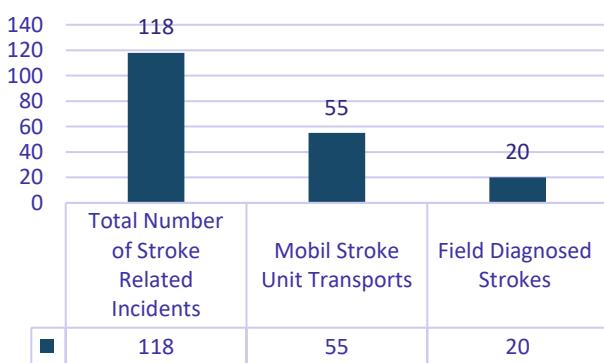
TOP 5 EMS AGE DEMOGRAPHIC RESPONSES



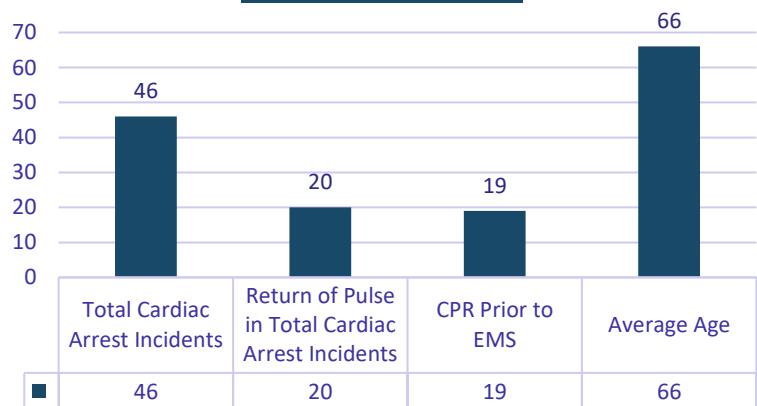
TOP 5 EMS INCIDENTS



STROKES



CARDIAC ARREST



Community Outreach

During 2021, The members of the City of Wheaton Fire Department attended and participated in numerous community events and activities throughout the City...

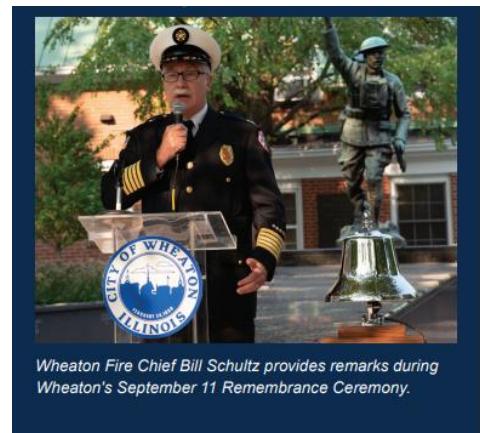


Participated in 4th of July Parade and performed “safety stand-by” at Fireworks Display



Hosted the 2021
Milton
Township SALT
Council Senior
Auto Inspection

- Summer 2021 - Visited Twenty-Six Block Parties throughout the City
- August 3, 2021 – Participated in City of Wheaton’s National Night Out and “Touch-A-Truck”
- October 2021 – Attended City of Wheaton Park District’s Truck- or-Treat Halloween Event
- Fall 2021 - Attended and evaluated CUSD 200 School District Fire Drills
- Fire Prevention Month - Delivered Fire Safety Presentations to local educational facilities
- Assisted senior residents in checking and/or replacing smoke alarms and carbon monoxide detectors.



Appreciation From Citizens

Hello,

We wanted to write highlighting the commendable job Wheaton fire department did while responding to a house fire on Helen Court in Danada West. They exuded professionalism & went above and beyond to contain the house fire while performing repeated safety checks on the surrounding area. Our whole neighborhood was in awe of the fire departments thoroughness. All the fire fighters were communicative and helped exude calm in the face of tragedy. We are truly grateful for their heroism.

Thank you,

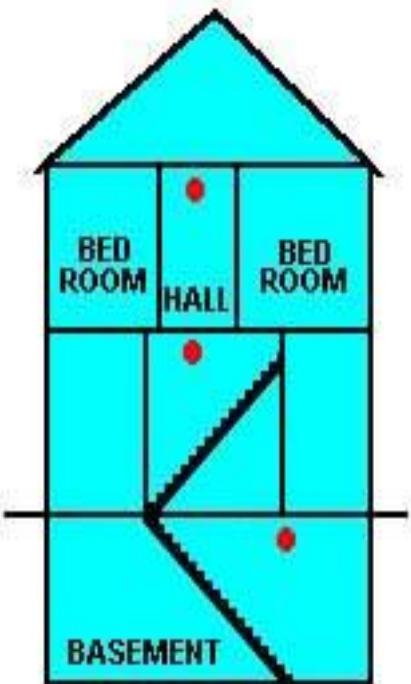


Thank you for your service.
We appreciate you!



This morning my wife, [REDACTED], experienced stroke like symptoms. She couldn't breathe and had brief periods of loss of consciousness. My call to 911 was handled calmly and professionally. The operator guided me and kept me calm until your crew arrived. They also performed in a manner which credits your service. God bless you all and thanks. My wife is doing better and its no exaggeration that your guys saved her life. Thanks again.

Questions and Safety Tips



A SMOKE DETECTOR SHOULD BE LOCATED ON EACH STORY.



Why do firefighters and emergency medical personnel respond with lights and sirens to calls?

Using lights and sirens helps warn drivers that our vehicles are approaching. Safely operating emergency vehicles is critical to us being able to address the emergency quickly. It is important for drivers to maintain an awareness of emergency vehicles at all times and to safely pull to the right when emergency vehicles approach so they may pass appropriately.

Whom do I contact with questions regarding fire prevention matters or code, permit, or plan review questions?

Initial contact regarding these matters can be made to the City of Wheaton [Building Department](#). Additionally, the [Fire Department](#) may be contacted to obtain further information. Questions regarding Knox Boxes can be immediately directed to the Fire Department. Questions regarding water flow calculations, flushing/testing of water service lines, or other water system issues can be directed to the City of Wheaton Water Department.



TEACH KIDS TO
escape a
home fire

- 1 Practice an escape plan twice a year at different times of the day.
- 2 Make sure they know your family's meeting place and to never go back into a burning building.
- 3 Teach them why and how to call 911.

American Red Cross



DUTY • PRIDE • TRADITION

