



# 2022 Fire Department Annual Report



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# INTRODUCTION



Welcome to the City of Wheaton Fire Department!

We are pleased to present the Wheaton Fire Department 2022 Annual Report. The intent of this report is to educate our stakeholders about our organization, our personnel, and how we deliver the expected services to our community. As you will see in the following pages, our department achieved many accomplishments in 2022, despite significant organizational change and the emerging challenges in America's fire service.

The most significant events affecting the department in 2022 involved our personnel. Most notably, longstanding Fire Chief Bill Schultz retired after serving the organization for over 20 years, the last 10 as Fire Chief. The many initiatives and programs introduced by Chief Schultz are ingrained within the culture of our fire department.

Chief Schultz was instrumental in the creation and development of the West Suburban Fire Rescue Alliance (WSFRA), a strategic intergovernmental partnership that drives collaboration and functional operations within Wheaton and five other DuPage County fire service agencies.

Several other retirements in the ranks created new leadership opportunities for our personnel. These departures allowed us to promote a new assistant fire chief and two lieutenants while creating vacancies for three new candidate firefighters.

Alongside these leadership changes, our department – like many others nationwide – faced recruitment and retention challenges. Illinois is currently experiencing a severe shortage of licensed paramedics, which has continued to affect the paramedic staffing issues that began before the pandemic, coupled with the rate of first responders and medical professionals leaving the workforce faster than they could be replaced. Still, the Wheaton Fire Department adapted to these challenges to keep high-performing, professional first responders ready to serve our community.

As the effects of the COVID-19

pandemic continued to ease, we were able to build back to our pre-pandemic state. We resumed many suspended value-adding services to our community and extended others. Training activities returned to full capacity with several successful multi-company drills occurring throughout the WSFRA departments. The fire department continued its community risk reduction efforts by reinstating the Citizen's Fire Academy after a several-year hiatus. We also enhanced the fire and life safety inspection program to include multi-family housing and similar high-risk, target hazards.

The City ordered a new fire engine to replace an older unit in the fleet, with an expected delivery date in May 2023. We also completed several facility upgrades, including new overhead doors in the apparatus bays at all three fire stations.

As your new fire chief, I am honored to lead this organization of dedicated, professional first responders. Our goal is to ensure Wheaton continues to be a safe and healthy community to live, work, and play.

Respectfully,

**Robert Brill, Fire Chief**

# DEPARTMENT OVERVIEW



## **Mission:**

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.

## **Vision:**

It is the Vision of the Wheaton Fire Department to be recognized by both those we serve, and our members, as:

- An organization striving to achieve a level of service which is viewed as a benchmark within the Fire Service
- An exceptional department dedicated to the education of the public in order to promote life safety
- A dynamic organization which adjusts to the changing needs of the community and its members
- A department that is acknowledged for its pride, integrity, and professionalism in providing services to the community
- An organization that provides service and fosters pride while maintaining the traditions of the Wheaton Fire Department

## **Guiding Principles:**

As members of the Wheaton Fire Department, we believe in the following principles:

- That the safety of our members and the citizens we serve is paramount
- We will provide the highest quality of service to all who call upon us
- We recognize and respect the rights of all we serve and each other
- We are committed to the preservation of life and property of our citizens
- We believe that the professional development of our members will lead to the improved quality of service
- We will promote a positive environment which inspires teamwork
- We believe in service, pride and tradition





The Wheaton Fire Department members have a duty to **serve our community**, taking **pride in our facilities, equipment, and training** all while **honoring the traditions** of the fire service and the firefighters that came before us.

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

To provide an all-hazards response to our community, personnel operate out of three fire stations strategically located in the City.

- **Fire Station 37** (1700 N. Main St.) provides primary response coverage to the north side of the City, including the central business district and Wheaton College.
- **Fire Station 38** (1 Fapp Circle) is the headquarters facility and has a primary responsibility covering the west side of the City, including the DuPage County Complex.
- **Fire Station 39** (1590 S. President St.) has a primary response area covering the south side of the community, which includes the southern commercial areas.

The 2022 average response time (from dispatch to first unit arrival) within individual response areas was 5 minutes, 21 seconds for emergency medical incidents and 5 minutes, 30 seconds for non-emergency medical incidents.

All stations are staffed 24/7 by full-time, highly

trained Firefighter/EMT-B personnel and Illinois Department of Public Health (IDPH) Paramedic personnel. The cross-trained personnel provide rescue services involving vehicle extrication, water, trench collapse, structural 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 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 fire and emergency medical services at any time.

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 Wheaton Fire Department members have a duty to serve our community, taking pride in our facilities, equipment, and training all while honoring the traditions of the fire service and the firefighters that came before us.

# STRATEGIC GOALS



## STRATEGIC PRIORITY 3: RESPONSIVE AND EFFICIENT SERVICES

Goal: Improve service delivery through process improvements and data analysis

- All Wheaton Fire Department personnel completed Mental Health First-Aid Training in 2022. This training will improve delivery of care to community members experiencing mental health emergencies.

## STRATEGIC PRIORITY 4: COMMUNITY SAFETY

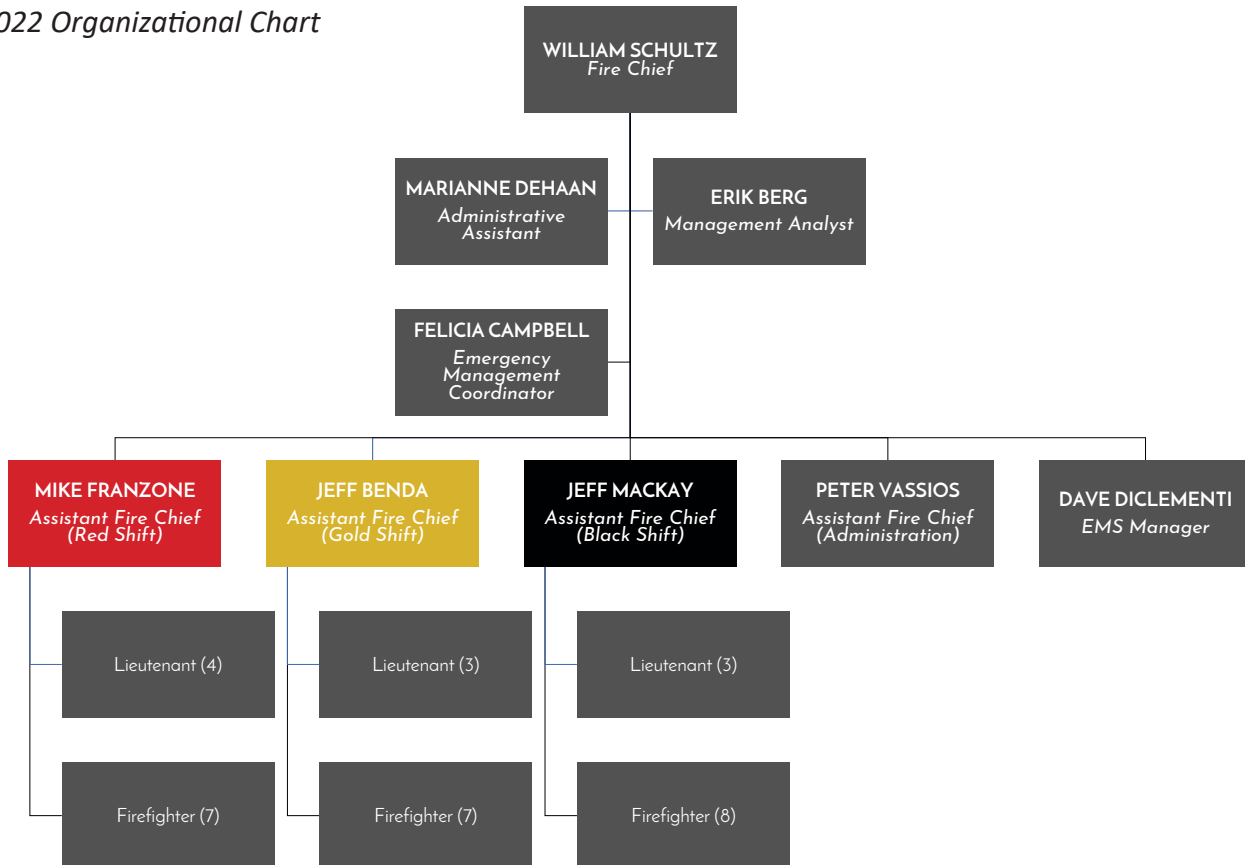
Goal: Promote and preserve Wheaton as a safe city

- The Wheaton Fire Department expanded its use of social media and video resources for the delivery and management of public education and safety information.
- Re-implementation of the annual Citizen's Fire Academy Program post-COVID. This academy provided an opportunity for our citizens to get an inside, hands-on look into the Wheaton Fire Department.
- Implement the process of developing a formal Continuity of Operations Plan.



# ORGANIZATIONAL CHART

2022 Organizational Chart



# DEPARTMENT LEADERSHIP

## *2022 Command Staff*



**WILLIAM SCHULTZ**  
FIRE CHIEF



**PETER VASSIOS**  
ASSISTANT FIRE CHIEF  
ADMINISTRATION



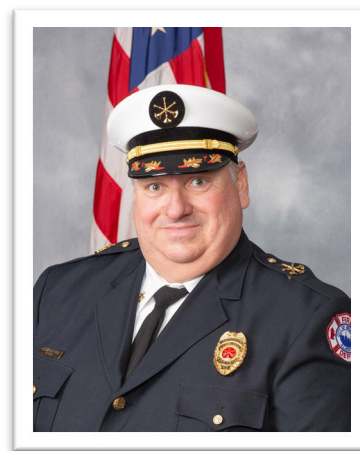
**DAVE DICLEMENTI**  
EMS MANAGER



**JEFF MACKAY**  
ASSISTANT FIRE CHIEF  
BLACK SHIFT



**MIKE FRANZONE**  
ASSISTANT FIRE CHIEF  
RED SHIFT



**JEFF BENDA**  
ASSISTANT FIRE CHIEF  
GOLD SHIFT



# DEPARTMENT PERSONNEL



## New Hires

The Fire Department hired four new firefighter candidates in 2022. These hires were necessary to fill open positions created by retiring senior members.

- FF L. Downs 1/6/2022
- FF B. Kuhter 6/20/2022
- FF K. Howell 10/24/2022
- FF E. Schullo 10/24/2022

## Promotions

In addition to the new hires, several members were promoted.

- FF J. Skilondz to the rank of Lieutenant 7/3/2022
- FF J. Pierce to the rank of Lieutenant 10/3/2022
- Lt. J. Cochran to the rank of Assistant Chief 10/9/2022



## Anniversaries

Several of our members achieved milestone anniversaries during 2022.

- FF K. King, 25 years
- Lt. T. Weiss, 20 years
- Lt. J. Skilondz, 15 years
- FF J. Renteria, 15 years
- FF M. Ruck, 10 years
- FF S. Cha, 10 years
- FF D. Baus, 10 years
- FF B. Fennell, 5 years

## Retirements

The Fire Department experienced three retirements in 2022 and one at the start of 2023. With these retirements, we lost many years of experience. These individuals provided exemplary service to the department and our community, in addition to being great role models and mentors for our department members. They will be greatly missed for years to come. We wish them well and thank them for their contributions to the continued success of our department.

- Lt. M. Kitahata 6/30/2022
- Fire Chief W. Schultz 7/1/2022
- Assist Chief J. MacKay 10/2/2022
- Lt. R. Deno 1/3/2023



# DEPARTMENT TRAINING

12,024

hours of training  
by Fire Department  
personnel



## The Fire Department completed **mental health first-aid training** in 2022.

This training aligns with the recent Community Emergency Services and Supports Act (CESSA) signed into law in 2021. The CESSA legislation supports the initiative to provide teams of mental health professionals to respond in the community in place of police or fire

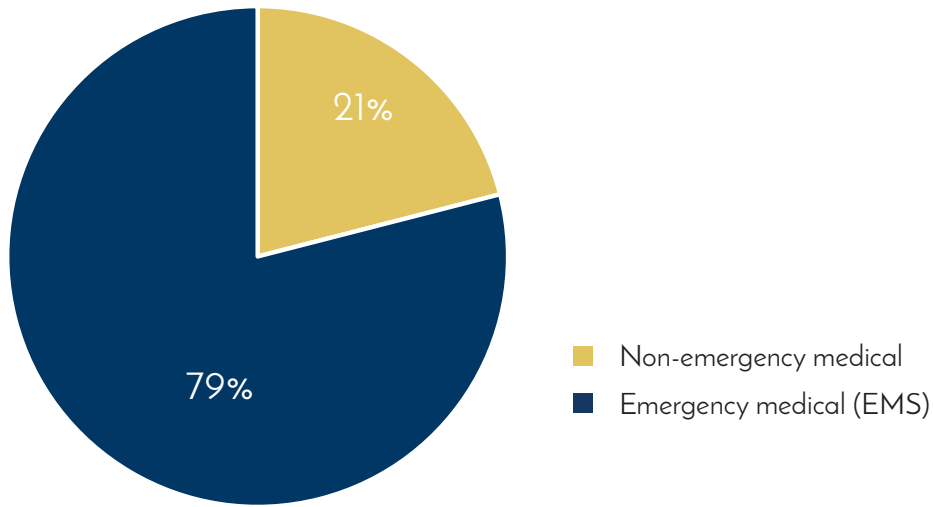
services. The new law is the first step in creating a paradigm shift from a 911-based emergency response for low-level or low-risk mental health crises to a more appropriate response commensurate by highly-trained mental health professionals.



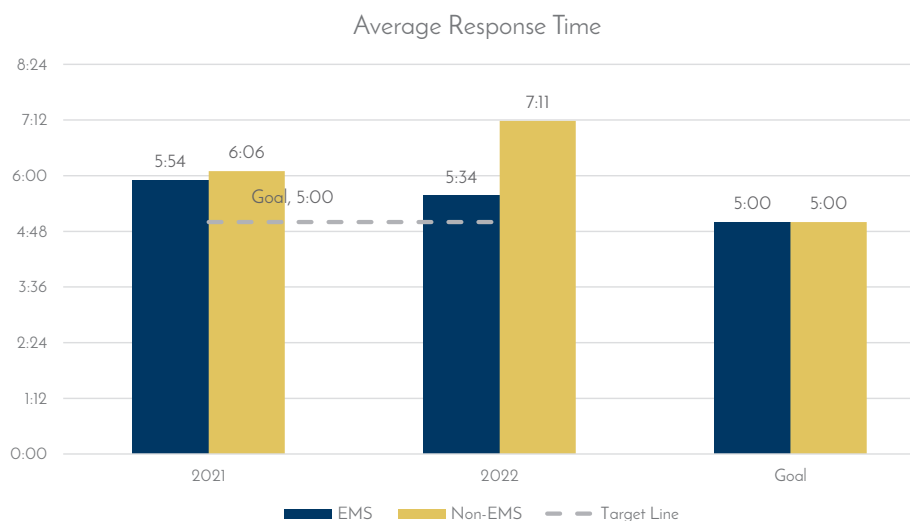
# OVERVIEW OF SERVICE DEMAND

## SERVICE DEMAND BREAKDOWN

The chart below shows the percentage of non-emergency medical and emergency medical calls for service in 2022.

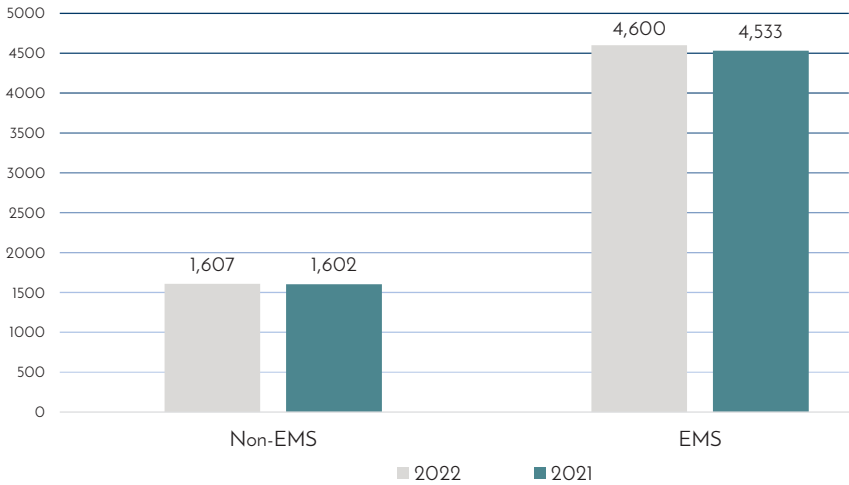


## AVERAGE RESPONSE TIME

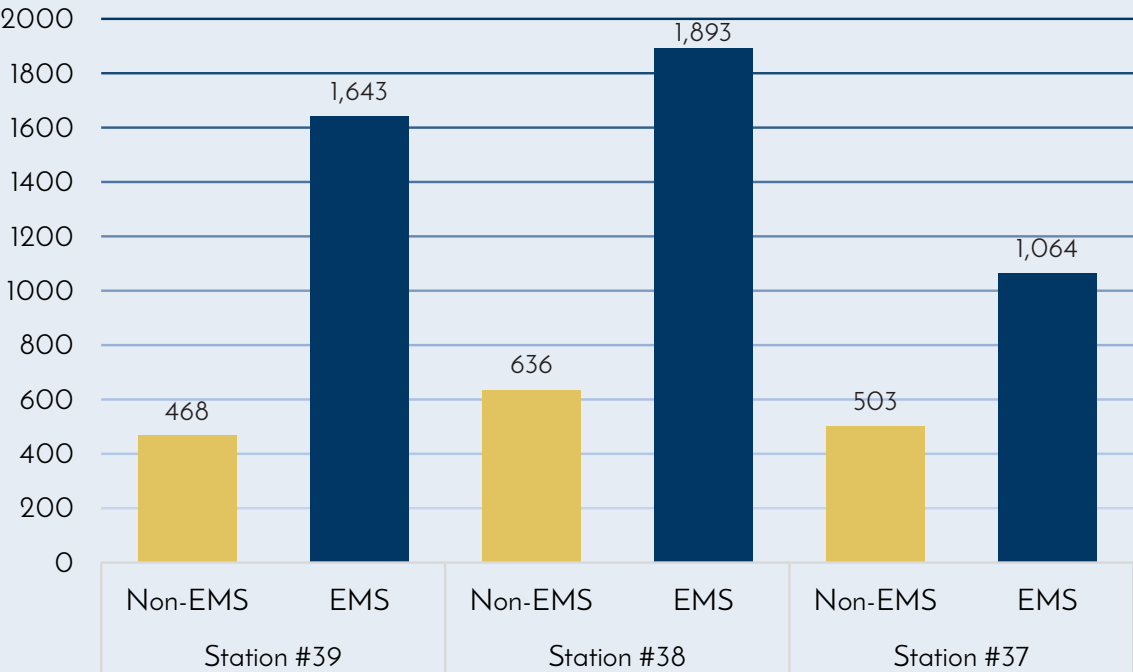


# CALL VOLUME

The chart below shows the number of Non-EMS and EMS calls in 2021 and 2022. The total number of calls for Non-EMS was 3,209 and 9,133 for EMS.



# CALL VOLUME BY STATION

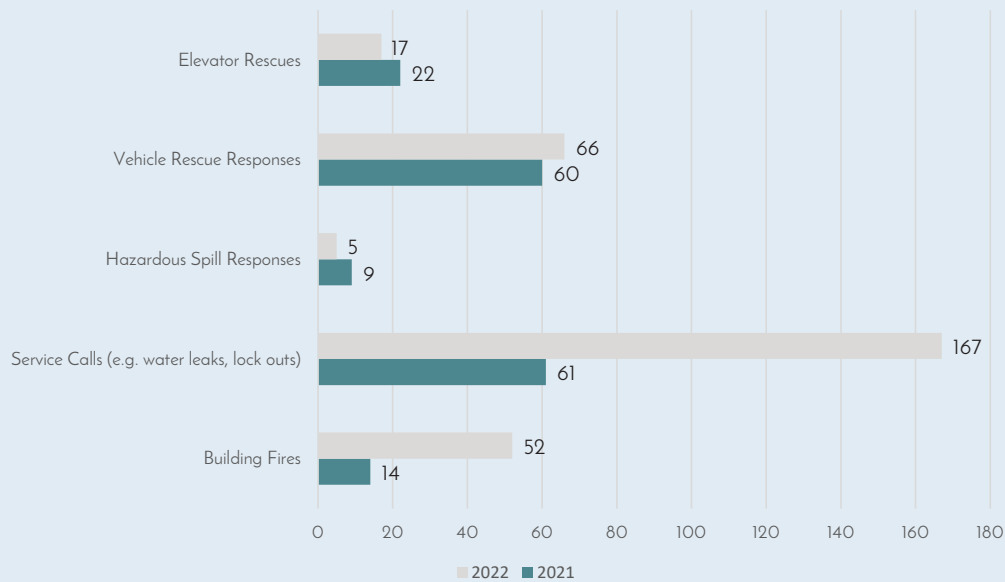




# NON-EMS INCIDENTS

## NON-EMS INCIDENTS SUMMARY

The chart below shows the type and amount of non-emergency medical calls for service in 2021 and 2022.



## TOP 10 NON-EMS INCIDENTS

Non-EMS Incident	Amount
Smoke detector activation, no fire - unintentional	205
Motor vehicle accident with injuries	126
Alarm system activation, no fire - unintentional	122
Gas leak (natural gas or LPG)	96
Alarm system sounded due to malfunction	91
Carbon monoxide incident	73
Motor vehicle accident with no injuries	66
Smoke detector activation due to malfunction	60
Medical assist, assist EMS crew	57
Power line down	56



# FIRE INSPECTIONS

420

completed fire inspections with 120 occupancies having fire safety violations and 58 vacant occupancies noted



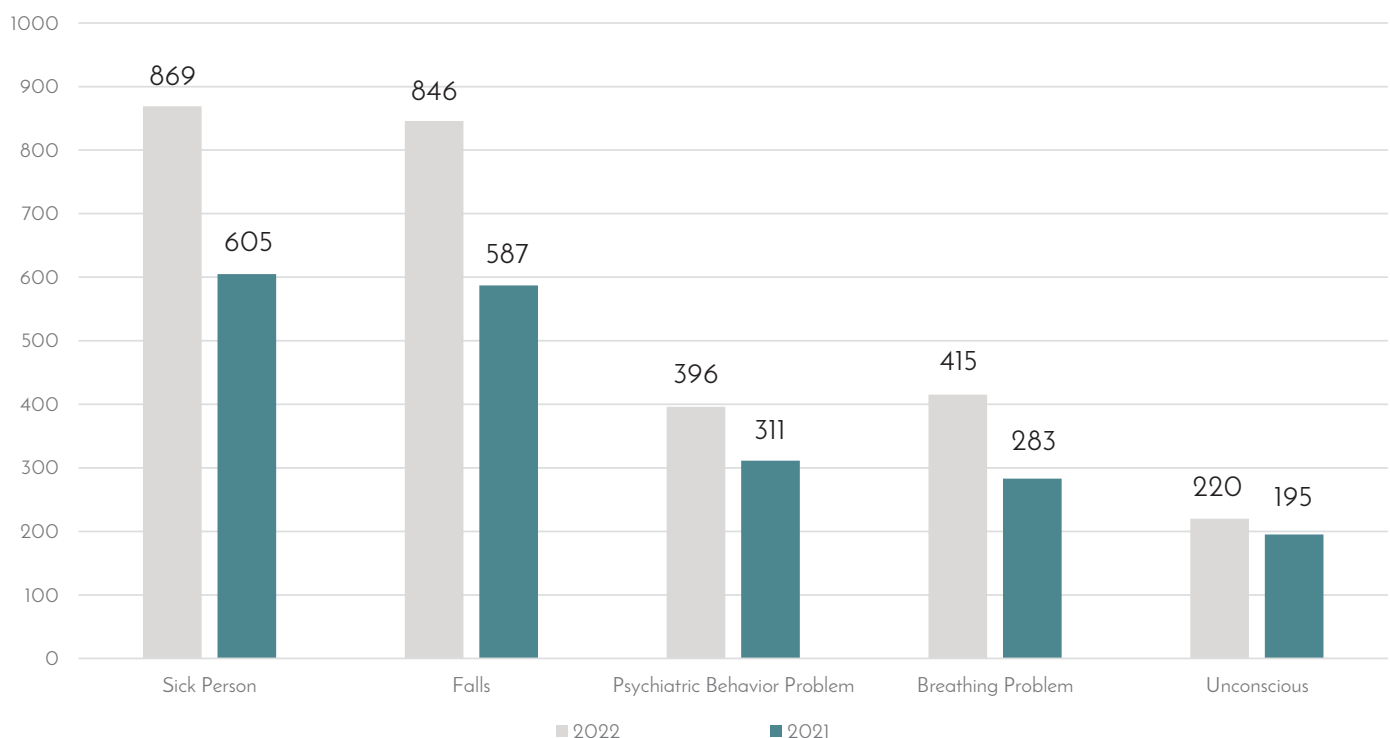
## TOP 10 FIRE INSPECTION VIOLATIONS

Fire Inspection Violation	Number of Violations
Emergency lights not working	101
Exit lights not working	70
Fire extinguishers not being within date	54
Extension cords condition and used as permanent applications	44
Knox Box accessible with operational keys	33
Current fire alarm/sprinkler system test report	32
One minimum 2a-10BC fire extinguisher mounted correctly	27
Provide 36 inches clearance from electrical panel	16
Fire protection and utility equipment identification and access	13
Electric panel circuits covered properly	11

# EMS INCIDENTS

In 2022, the Wheaton Fire Department **responded to a wide variety of EMS requests**. The peak responses are noted from Monday through Friday, 8 a.m. to 8 p.m. January 2022 was the busiest month for EMS with 416 requests, whereas April 2022 had the lowest EMS service demand with 318 requests. In 2022, the Wheaton Fire Department saw a **5% increase in EMS responses compared to 2021** and a **23% increase from 2020**.

## EMS INCIDENTS SUMMARY





## TOP 10 EMS RESPONSE COMPLAINTS

This chart shows the top 10 types of emergency medical responses in 2022. **The total number of complaints was 3,607.** The top three complaint types involved a sick person, fall, and breathing problem.

Complaint	Number of Complaints
Sick Person	869
Fall	846
Breathing Problem	415
Psychiatric/Behavior Problem	396
Traffic/Transportation Incident	275
Chest Pain (Non-Traumatic)	241
Unconscious/Fainting (Near)	220
Convulsions/Seizure	121
Invalid Assist/Lifting Assist	118
Overdose/Poisoning/Ingestion	106
<b>Total</b>	<b>3,607</b>

## TOP 10 EMS RESPONSE LOCATIONS



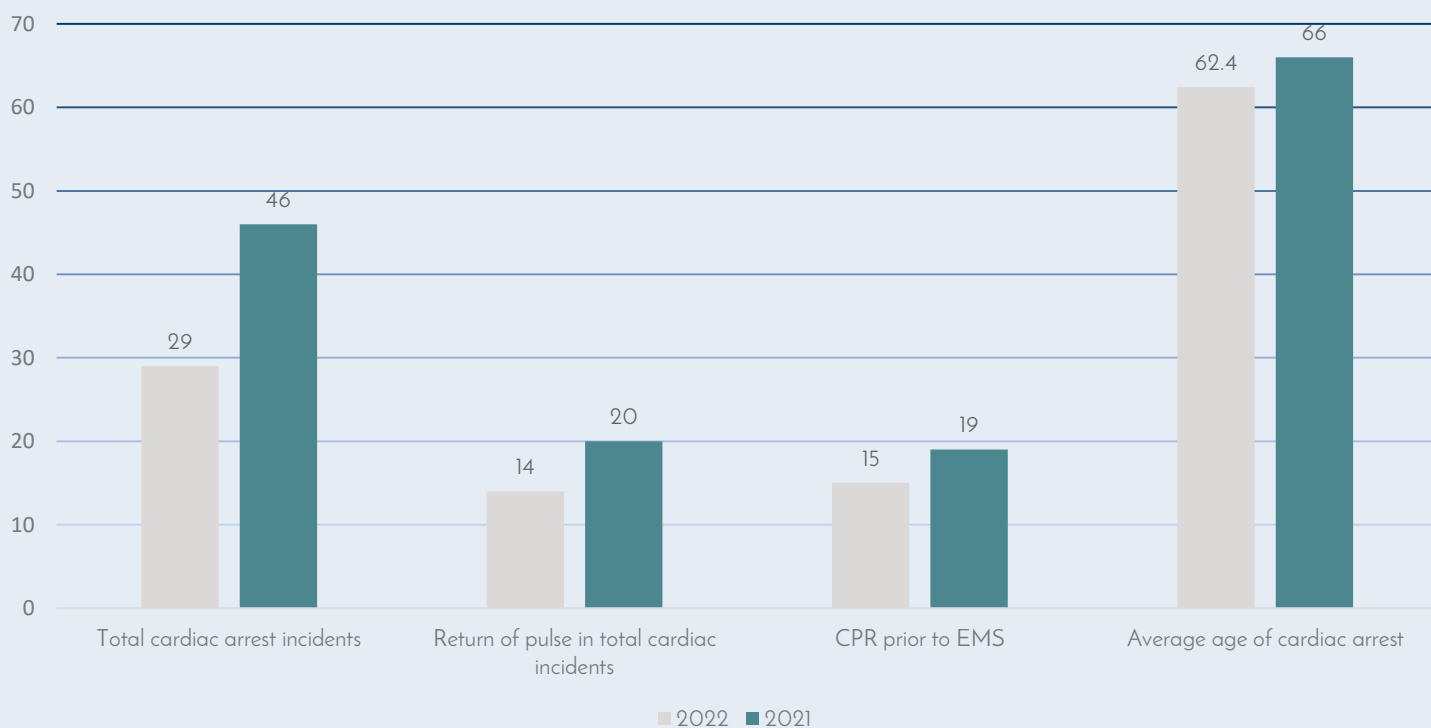
Location	Number of Responses
7 Blanchard Circle	243
200 Wyndemere Circle	202
219 Parkway Drive	117
500 Wyndemere Circle	115
831 E Butterfield Road	90
501 N County Farm Road	85
400 N County Farm Road	79
2126 W Roosevelt Road	77
115 N County Farm Road	52
1 Wheaton Center	32
<b>Total</b>	<b>1,092</b>

## CARDIAC ARRESTS



In 2022, the Wheaton Fire Department responded to 29 confirmed cardiac arrests, and achieved a return of spontaneous circulation (ROSC) on 14 of these patients. This is a ROSC rate of 48.28%. An American Heart Association (AHA) journal published on June 14, 2022, "Variation in Out-of-Hospital Cardiac Arrest Survival Across Emergency Medical Service Agencies," reported the national ROSC rates to be between 16% - 45.6%. The median standardized rate of survival to hospital admission was listed at 27.3%.

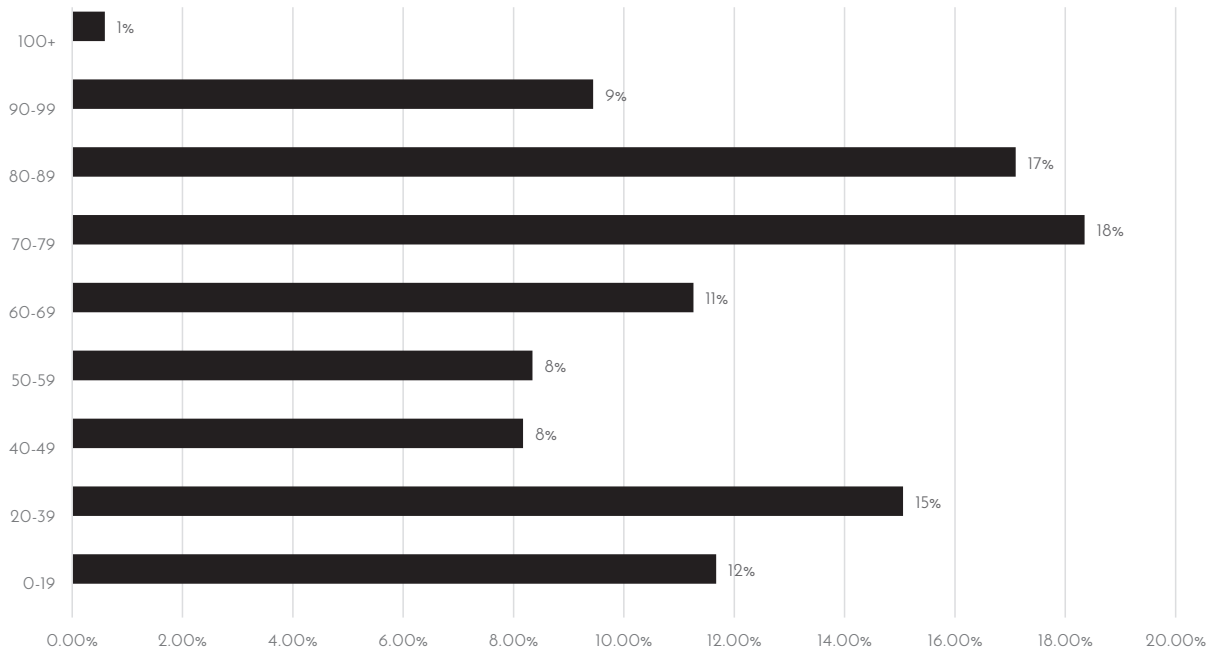
### Cardiac Arrest Response Data





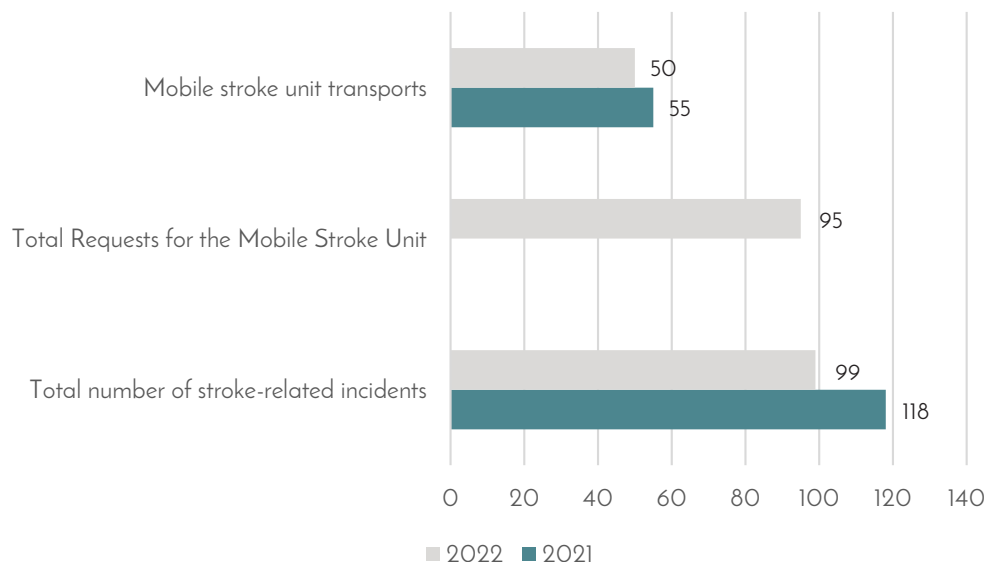
# EMS RESPONSE DEMOGRAPHICS

The chart below shows the age information of emergency medical responses in 2022. Individuals in the age range of 70-79 accounted for the highest percentage of responses.



## STROKE

The chart below shows the data related to emergency medical responses involving strokes in 2021 and 2022. There were a total of 118 stroke-related incidents in 2021 and 99 in 2022. For “Total Requests for Mobile Stroke Unit,” data is unavailable for 2021.





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*In 2021, the Wheaton Fire Department provided 708 instances of mutual aid. There were 665 instances of mutual aid in 2022.*

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The City of Wheaton Fire Department is capable of handling routine requests for EMS, rescue, and fire suppression services. However, higher-risks incidents are more safely and efficiently mitigated with a greater number of first responders. To accomplish this, the department has multiple mutual assistance agreements in place.

In 2012, the City of Wheaton Fire Department entered into an agreement with the Bloomingdale FPD, Carol Stream FPD, Winfield FPD, Roselle Fire Department, and the West Chicago FPD by founding the West Suburban Fire Rescue Alliance.

Each department shares the same common goals: increase safety for all emergency response personnel; jointly improve emergency services to the residents; identify methods of reducing operational and administrative costs; identify standard communications and dispatch procedures; and share common resources and services to reduce costs.

The Alliance Departments cover 90 square miles (27% of DuPage County) and service approximately 245,000 residents. While the Alliance Departments can successfully mitigate most small and medium scale incidents, there are times when an incident may require even greater resources.

The City of Wheaton Fire Department is also a member of the Mutual Aid Box Alarm System (MABAS) Division 12, a group of 20 fire departments and districts in DuPage County capable of providing additional and specialized resources. MABAS-Illinois is an established statewide mutual aid response system for fire, EMS, and specialized incident operational teams.





# CITIZEN'S FIRE ACADEMY



With the program suspended in 2020 and 2021, the 2022 Citizen's Fire Academy was the first program to be held after the height of the pandemic. There were a total of six participants, and the smaller size provided a more intimate and tailored academy than previous years, allowing for more hands-on instruction. The academy was well received by the

participants, and we are looking forward to a large, more expansive program in the coming year. The 2023 Citizen's Fire Academy is expected to be an immersive educational experience for all participants, especially as we expand more into emergency medical services (EMS), including a CPR/AED certification training. Overall, the program was a great success.



# COMMUNITY OUTREACH & HIGHLIGHTS



In 2022, the Wheaton Fire Department completed several community outreach events. Fire and EMS companies attended 30 block parties within our community and completed 50 public education events. Our fire companies interacted with approximately 2,800 citizens over 90 hours. The public education events included multiple school presentations and station tours. Department personnel attended the National Night Out and Back to School events in August. Department personnel also conducted several fire safety and first aid presentations to local cub scouts, boy scouts, and girl scout troops and delivered numerous impromptu fire engine tours while being out in the community.

## City Honored Retiring Fire Chief William Schultz

The City of Wheaton expressed its appreciation for longtime Fire Chief William Schultz, who retired from the City on July 1, 2022. In 2003, the City of Wheaton hired Schultz as a Battalion Chief, where he was subsequently promoted to Deputy Fire Chief, then Fire Chief in 2013. He assumed additional responsibilities

such as Director of Building & Code Enforcement in 2019. Schultz has a Bachelor of Science Degree in Fire Science Management from Southern Illinois University and a Master's Degree in Public Administration from Governors State University.





## APPRECIATION

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*"Thank you to everyone who helped me on New Year's Day. I was in a great deal of distress and eventually was diagnosed with a heart attack. When your EMTs and paramedics arrived, they gave me such a feeling of safety and relief."*  
— Carol A.

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*"Your kindness was an experience of community and care that I'd never had before – I just can't tell you how much I love you for it."*  
— Nicole B. R.

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## Thanks from the City of St. Charles

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*"As one of the responding communities that recently came to the aid of our Fire Department and helped fight the fire at the former Pheasant Run Resort in St. Charles, I would like to extend a sincere thank you. Because of your commitment of personnel and resources, together we were able to safely contain the fire to a limited area."*

*The swift, efficient emergency response was a regional effort, and we appreciate the surrounding fire departments, municipal service departments, and partner agencies that provided personnel and ancillary resources that helped contain the blaze safely."*

*Because the Pheasant Run Resort is such an iconic structure, news of the fire has spread far and wide. Our police and fire departments are working with the Alcohol, Tobacco and Firearms, and Office of the State Fire Marshall on a full investigation."*

*On behalf of the St. Charles City Council and the entire City of St. Charles, thank you to all who responded to the call for mutual aid."*

— Lora A. Vitek, City of St. Charles Mayor