

Wheaton Fire Department 2018 Service Delivery & Activity Summary



**Proudly Serving the City of Wheaton
For 135 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

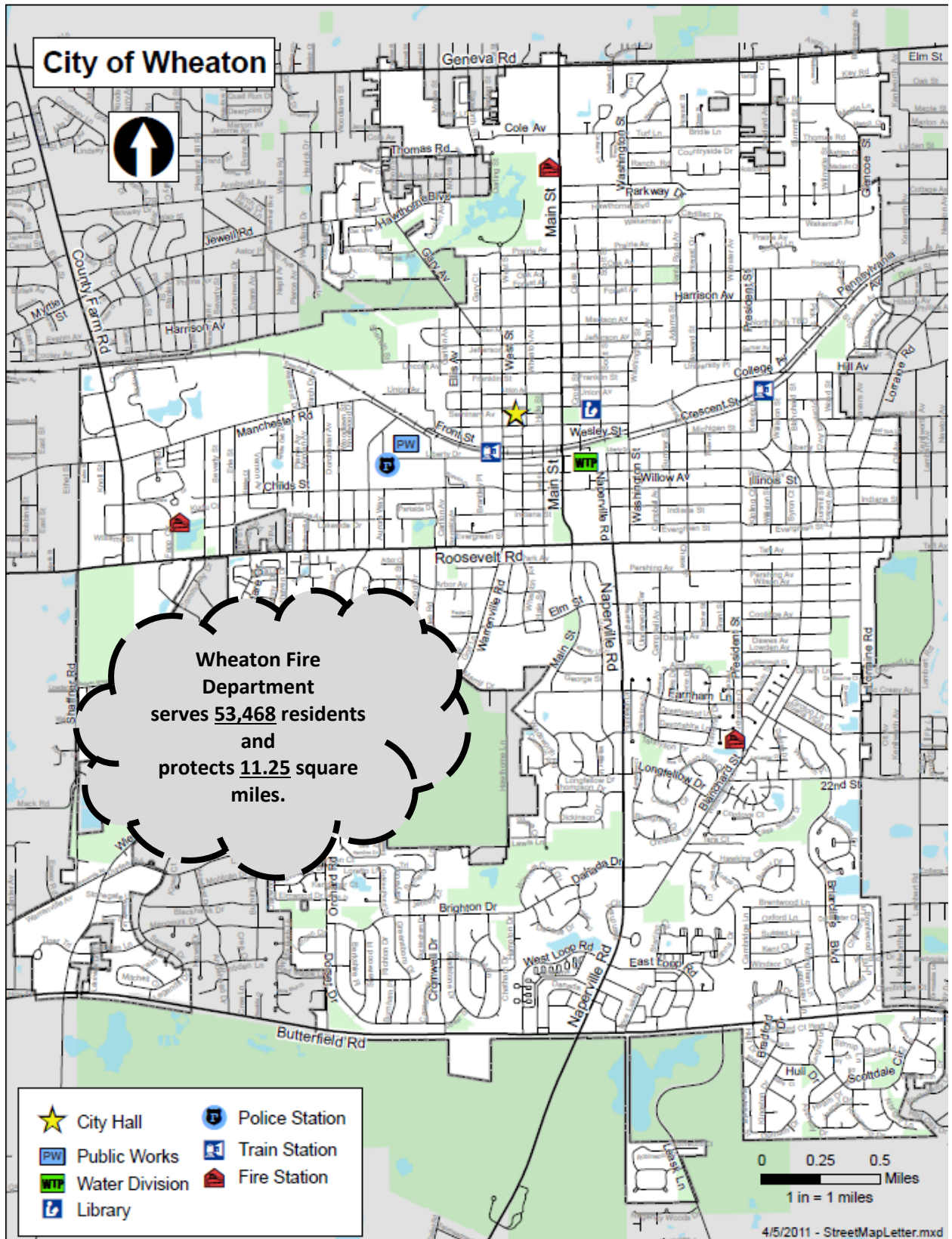
In order to deliver these services, personnel operate out of three stations strategically located throughout the City. Fire Station #37 (1700 N Main Street) is a satellite station that has a primary response district of the north side of the City including the central business district and Wheaton College. 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 2018 average response time (from dispatch to 1st unit arrival) within individual response districts was 5 minutes 11 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.

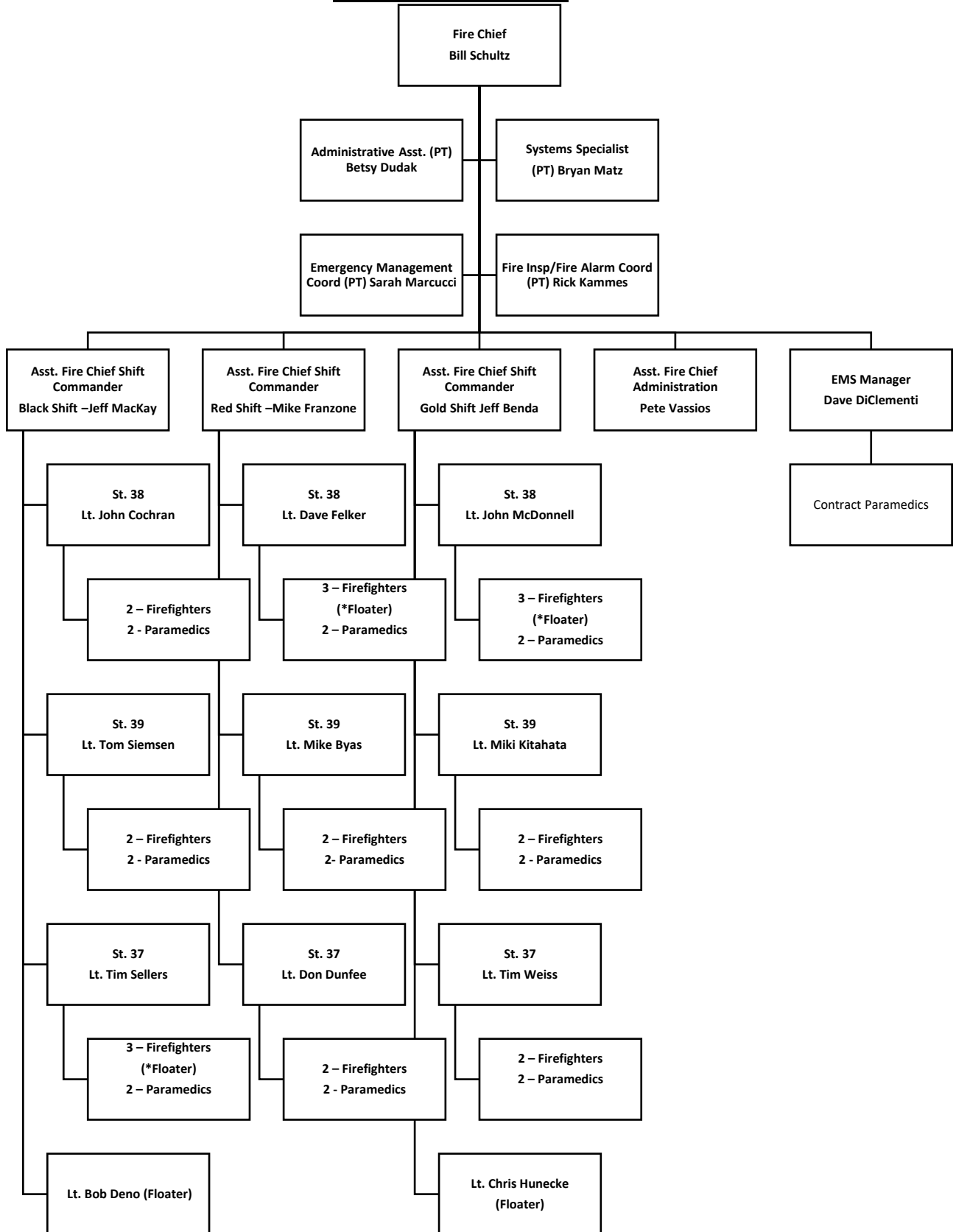
In order to ensure our capabilities, personnel perform daily maintenance on Department vehicles/equipment/facilities. Additionally, personnel complete daily training and activities that support service delivery. Due to the need to maintain the highest levels of training, personnel participate in a master 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



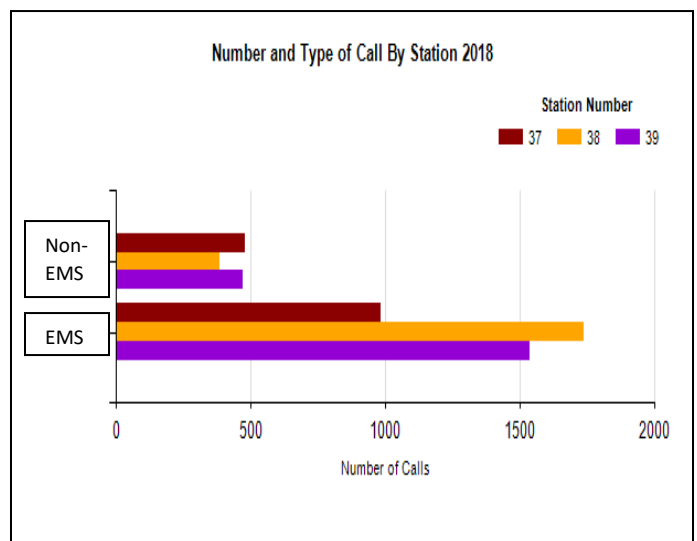
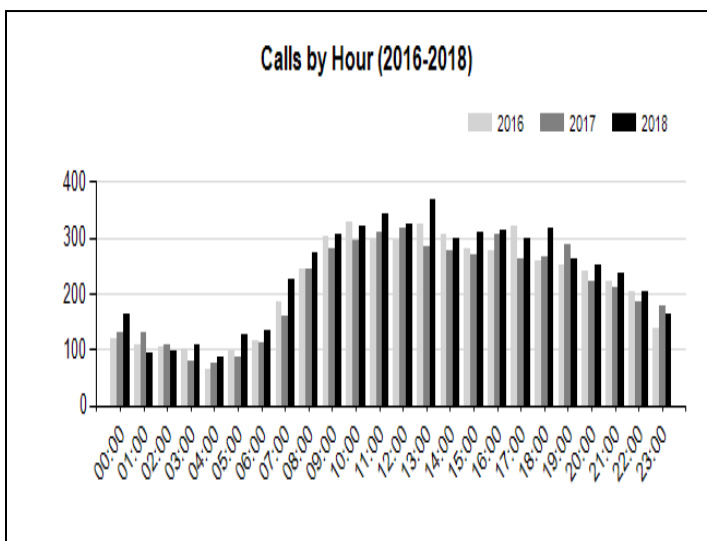
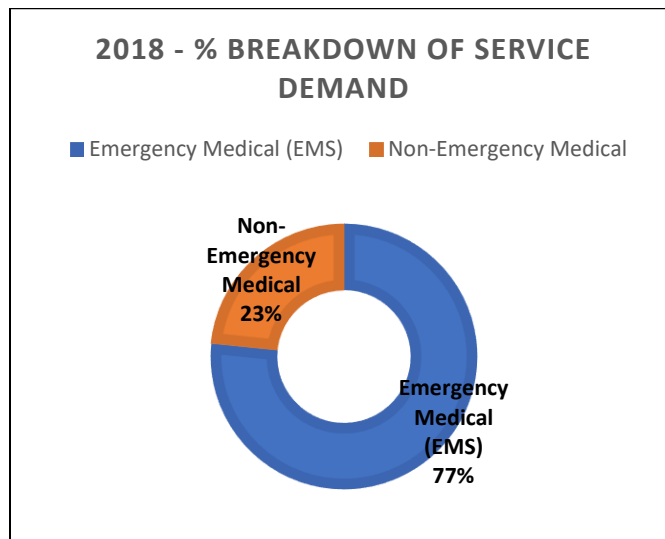
Organizational Chart



General Overview of Service Demand

5-yr Comparison of Service Demand

	2014	2015	2016	2017	2018
Emergency Medical (EMS) Incidents	3525	3802	3969	3872	4311
Non-Emergency Medical Incidents	1212	1174	1202	1200	1315
Mutual Aid Given	681	680	856	873	741
Totals:	5418	5656	6027	5945	6367



Emergency Medical (EMS) Incidents – 2018 Service Demand Snapshot

Cardiac Arrest

70 incidents

Avg Age: 72 yo

CPR prior to EMS:
21 incidents

Return of Pulse:
13% of incidents

Strokes

104 incidents

60 Mobile
Stroke Unit
Transports

26 – Field
Diagnosed
Strokes

Top 5 EMS Incident Types

1. Falls - 714
2. Sick Person - 563
3. Mental Health - 469
4. Respiratory - 313
5. Chest Pain - 237

Top 10 Fixed Locations for EMS Incidents

1.	200 Wyndemere - Wyndemere	156 calls
2.	500 Wyndemere - Wyndemere	143 calls
3.	7 Blanchard Circle - Danada Convenient Care	91 calls
4.	400 County Farm - Dupage Convalescent Ctr.	89 calls
5.	2180 Manchester - Wynnscape Nursing	68 calls
6.	115 County Farm - Dupage Crisis Ctr	66 calls
7.	219 Parkway - Travanse	61 calls
8.	501 County Farm - Dupage Jail	55 calls
9.	831 Butterfield - Brighton Gardens	49 calls
10.	901 Liberty - Wheaton Police Dept.	42 calls

Overdoses & Mental Health

Overdoses – 122
incidents

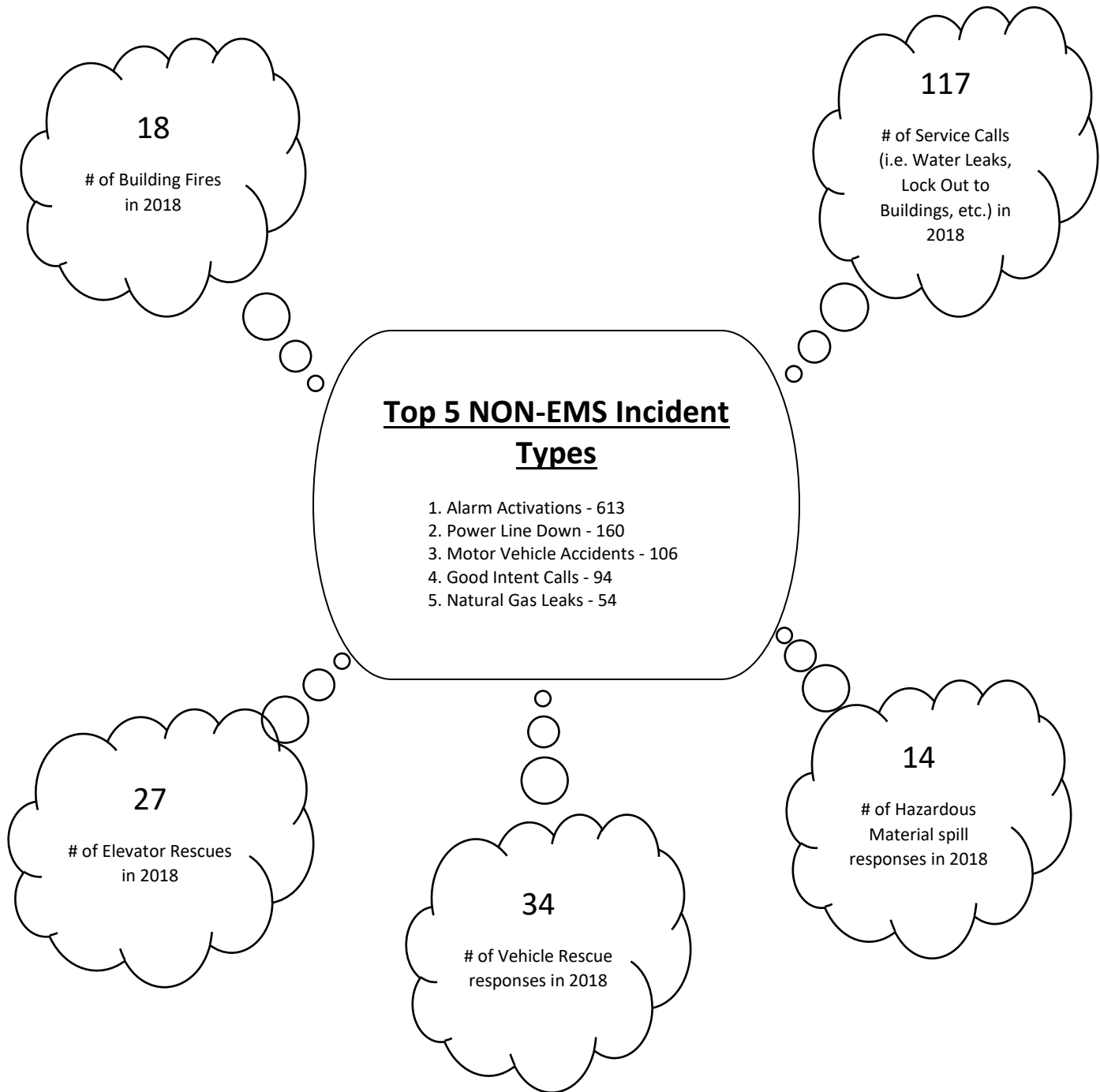
EMS Narcan
Admin – 32
incidents

Mental Health
Incidents - 469

2432

of EMS incidents
responded to by Fire
units with cross
trained personnel

NON-EMS Incidents – 2018 Service Demand Snapshot



2018 Activity Highlights

In 2018, Wheaton Fire Department personnel...

... performed 44 business fire safety inspections to close out our three-year citywide inspection cycle with all identified code violations being corrected by the end of 2018

... installed 12 smoke detectors in resident homes and 125 child car seats

... delivered 40 public education programs including the Citizens Fire Academy, 21 station tours, and attended 26 block parties

... accepted delivery of a replacement Tower Ladder and Self-Contained Breathing Apparatus (SCBA) equipment as part of the Capital Equipment/Vehicle Replacement program

... completed 13,054 training hours related to all areas of service delivery and 1642 hours of station maintenance/cleaning along with vehicle and equipment readiness activities

...updated the City's Disaster Emergency Operations Plan, coordinated the replacement of a severe weather warning siren, and implemented a Crisis Management Team Policy

A Few Words of Appreciation From Our Citizens

I would like to sincerely thank the paramedics and emergency responders who came to my home on Sunday evening, March 4th.

I was in severe distress after dislocating my hip and the emergency response team was beyond amazing! They were at my home minutes after my daughter called 911 and were so calming and capable in transferring me to CDH.

I've lived in Wheaton for 40 years and this was the first time I'd ever needed a 911 response and it exceeded my expectations!

I thought I was going to be enjoying a quiet Sunday evening on the sofa watching the Oscars, but instead I'd like to nominate the Wheaton paramedics, police and fire personnel for an outstanding performance in an emergency. I can't thank you enough!

Resident

████████████████████
████████████████████ Chelsea Court

Chief Schultz,

I wanted to thank the Wheaton Fire Dept. Saturday afternoon Station 39 stopped by our block party. The guys couldn't have been nicer to all the little kids. They spent time showing them the trucks and the purpose of the equipment. The adults also had a great time interacting with your team.

Dear Chief Schultz,

I wanted to take a moment of your time to compliment your crews on a recent emergency call. On Tuesday, November 27th around 10:30 am, my neighbor suffered a cardiac arrest just after shoveling snow at his residence (████████ Sawyer Ave). I was on scene when your crews, (I believe from station #39) arrived on scene and immediately began to treat my friend. Although the efforts made by everyone that day were not enough to save him, I would like to acknowledge their quick response time and fast actions. As a full time Firefighter and Paramedic for 10 years, I know the difference between good and bad pre-hospital care. The initial Advanced life support measures taken in the home, and the competence of the medics treating him, left me no doubt that he was given the best possible chance. Please pass along my gratitude and appreciation to the crews mentioned above on an excellent job that day.

Sincerely,

Resident

████████████████████
████████████████████ Sawyer Ave