



Photo credit: Ron Hume



Naperville Fire Department 2023 ANNUAL REPORT

COMMITMENT ♦ DEDICATION ♦ HONESTY ♦ INTEGRITY ♦ LOYALTY

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MESSAGE FROM THE CHIEF

2023 marked the busiest year for the Naperville Fire Department as the department responded to over 17,000 calls (pg 10). In the past 10 years, call volume has increased over 50%. These incidents included the response to 34 structure fires with a property value of \$51,766,104. Of this value, fire loss amounted to \$5,332,766 which equates to a 10.3% fire loss. Emergency medical call volume continues to dominate the workload of the department as it accounts for over 70% of the total call volume (pg 14).



The department witnessed the retirement of seven of our sworn personnel and hired eleven new members. The City Council authorized the hiring of six new firefighter/paramedics to facilitate the expansion of the Community Advocate Response Team (CART) pilot program to operate on an around the clock basis (pg 16). A Medical Billing Specialist was created, and an Administrative Assistant position was replaced with an Alarm Systems Coordinator. The Board of Fire and Police Commission added an eligibility requirement for new firefighter/paramedic hiring to allow applicants licensed as a Registered Nurse to qualify for that position.

From an equipment and apparatus perspective, one new Fire Engine was delivered. A new city Emergency Communications Vehicle was also placed in service. Department personnel began researching and trialing new techniques and equipment to mitigate electric vehicle (EV) fires that have become very prevalent throughout the city and must be handled uniquely compared to conventional vehicle fires.

We continue to focus on fitness and wellness across the board as we now see a department made up of younger firefighter/paramedics that have taken the lead to being progressive in fitness and health to create a culture within our organization that values a healthy lifestyle both on and off duty (pg 28).

The department worked towards the expansion of the alarm monitoring services to include burglar as well as our current fire alarm services. The alarm monitoring enhancements will bring great benefits and risk reduction results that keep our city safe and prepared to minimize risk with both life and property incidents (pg 34).

Throughout the year, the Naperville Fire Department engages with the community in so many ways. From our Open House, CAPS event, Naperville and 9-11 memorials and the numerous promotion and recognition ceremonies. The department continues to strive for excellence and will never forget to remember and honor our personnel both past and present.

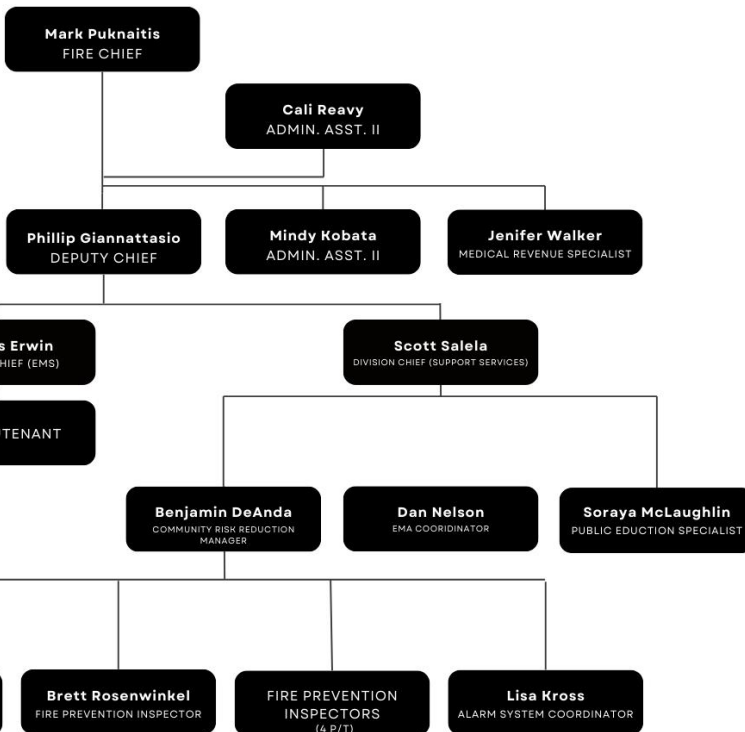
A handwritten signature in black ink, appearing to read "Mark J. Puknaitis".

Fire Chief Mark J. Puknaitis

ORGANIZATIONAL STRUCTURE

190
OPERATIONS
PERSONNEL

17
ADMINISTRATIVE
PERSONNEL



Administration



Phil Giannattasio
Deputy Chief



Scott Salela
Division Chief
Support Services



John Sergeant
Division
Chief Training



Doug Erwin
Division
Chief EMS



Dan Smith
Division Chief
Operations



Ben DeAnda
Community Risk
Reduction Manager



Dan Nelson
Emergency
Management
Coordinator

SERVICE AREA

10

fire stations

49.51

square miles

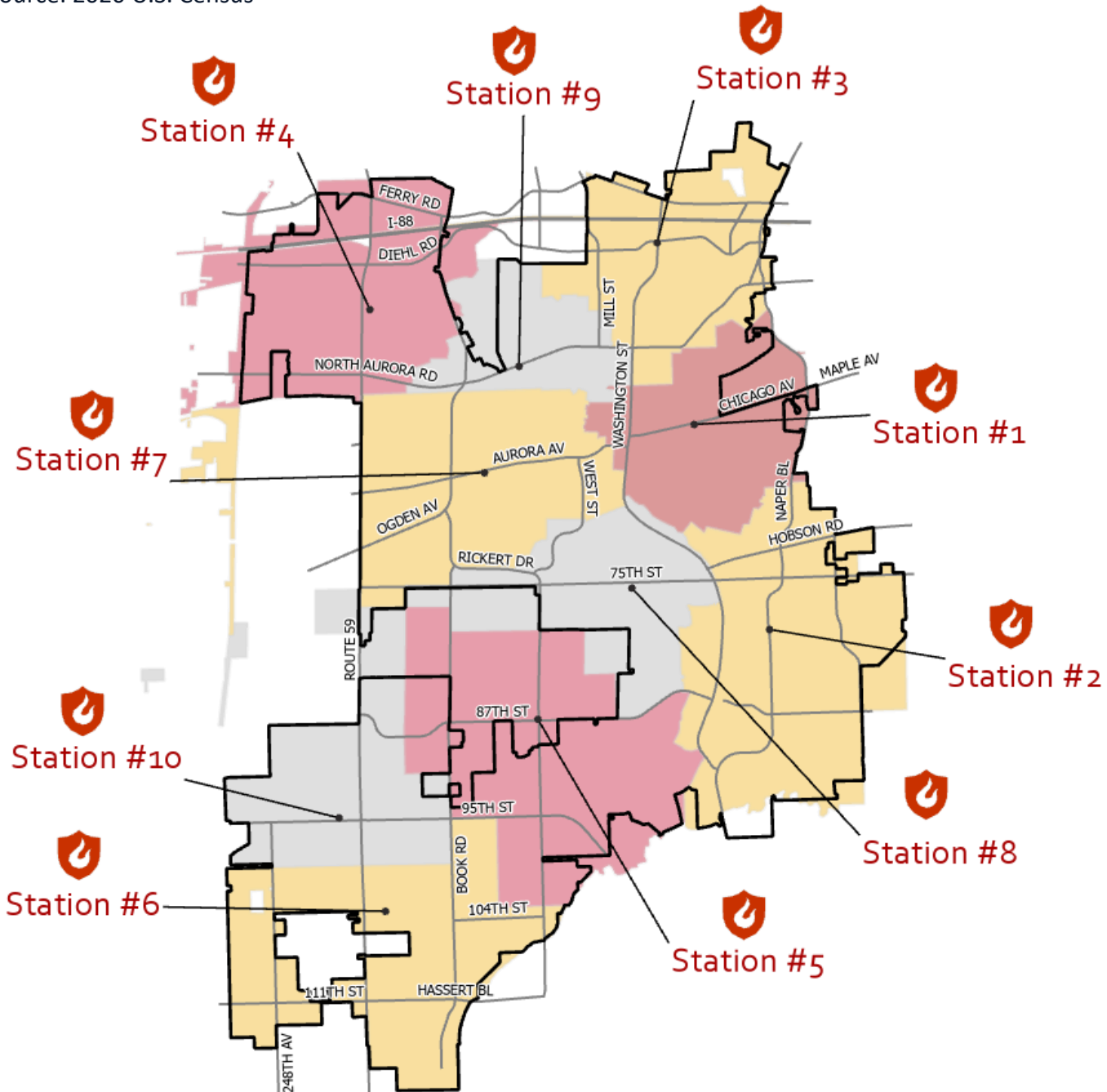
56,338

total housing units

158,913

population

Source: 2020 U.S. Census



FIRE STATIONS



FIRE STATION 1

964 E. Chicago Av

Total Population: **16,617**

Population 65+: **2,801**

Square Miles: **3.92**



Schools

6



Nursing
Homes

2



FIRE STATION 2

601 E. Bailey Rd

Total Population: **25,736**

Population 65+: **4,494**

Square Miles: **7.03**



Schools

6



Nursing
Homes

1



FIRE STATION 3

1803 N. Washington St

Total Population: **8,709**

Population 65+: **1,661**

Square Miles: **4.22**



Schools

3



Nursing
Homes

3



FIRE STATION 4

1971 Brookdale Rd

Total Population: **16,979**

Population 65+: **2,134**

Square Miles: **5.54**



Schools

3



Nursing
Homes

4



FIRE STATION 5

2191 Plainfield/Naperville Rd

Total Population: **18,183**

Population 65+: **1,884**

Square Miles: **7**



Schools

4



Nursing
Homes

0



FIRE STATIONS



FIRE STATION 6

2808 103rd St

Total Population: **19,799**

Population 65+: **1,430**

Square Miles: **5.55**



Schools

7



Nursing
Homes

0



FIRE STATION 7

1380 Aurora Av

Total Population: **16,199**

Population 65+: **2,307**

Square Miles: **5.61**



Schools

4



Nursing
Homes

3



FIRE STATION 8

1320 Modaff Rd

Total Population: **12,820**

Population 65+: **2,206**

Square Miles: **3.89**



Schools

5



Nursing
Homes

0



FIRE STATION 9

1144 W. Ogden Av

Total Population: **9,651**

Population 65+: **1,914**

Square Miles: **2.43**



Schools

2



Nursing
Homes

5



FIRE STATION 10

3201 95th St

Total Population: **14,220**

Population 65+: **1,559**

Square Miles: **4.32**



Schools

3



Nursing
Homes

2

GUIDING PRINCIPLES

MISSION

The mission of the Naperville Fire Department is to respond to all emergency and non-emergency calls for service in a time that meets the expectations of the community and to promote safe practices through ongoing fire prevention and public education programs.

VISION

The Naperville Fire Department will cultivate a culture of compassionate, diverse, and resilient firefighters, who will strive to meet the evolving needs of the community by focusing on mental and physical health, all-hazards emergency preparedness, collaborative data analysis, and implementing robust community risk reduction strategies.

CORE VALUES

COMMITMENT DEDICATION HONESTY INTEGRITY LOYALTY

NEW HIRES

- Zachary Archbold
- Joseph Bendewald
- Ethan Burnoski
- Daniel Campbell
- Ryan Jordan
- Nathan Sciefelbein
- John (Jack) Stiegler
- Zachary Stubbs
- Jeffery Willhoit
- Alexander Zamsky



PROMOTIONS



PROMOTED TO LIEUTENANT

- Lt. Chuck Gros
- Lt. Anthony White

PROMOTED TO CAPTAIN

- Captain Gilbert Cortez
- Captain Juletta Lewis

RETIREMENTS

36 YEARS OF SERVICE

- Lt. Michael Walsh

29 YEARS OF SERVICE

- Captain James Harding
- Captain Michael Landers
- FFPM Brett Rosenwinkel

26 YEARS OF SERVICE

- Captain Paul Martin
- FFPM Donald Radtke Jr.

24 YEARS OF SERVICE

- FFPM Scott Jackson



APPARATUS



2 Ladder Trucks



6 Engines



8 Ambulances



2 Heavy Rescue Squads



2 Alternate Response Vehicles



2 Shift Commanders

Additional Equipment:

- Mabas Air Truck
- Water Rescue Vehicle
- Haz Mat Vehicle
- Technical Rescue Vehicle
- EMS Trailer
- Mobile Operations Center

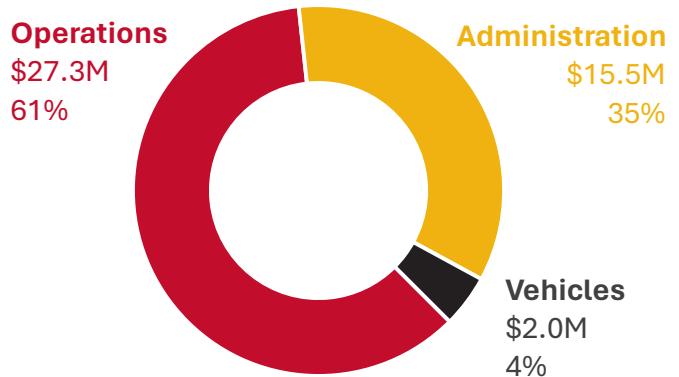
BUDGET

\$44.8M

Total Budget

Most of the budget is allocated towards **operations**, such as salaries, benefits, training, and equipment, all aimed at supporting the department's primary responsibility of responding to calls for service.

The **administration budget** is spent on administrative staff, community risk reduction, fire inspections, education & outreach, emergency management, and technology. The **vehicle budget** supports both operations and administration.



\$9.65M

Revenues

The Fire Department is primarily funded through the City's general fund revenues, but **nearly 20% of the Department's operating budget is offset through special revenues related to our services.** At \$8.7M, the largest source of revenue is from medical billing. Our burgeoning Alarm Monitoring Program generated another \$675K in 2023. While grant programs provide a variable amount of revenue from year to year.

Budget Highlights

New investments in 2023

New Positions

- Medical Billing Specialist
- Alarms Systems Coordinator

New Apparatus

- 1,500 gallon pumper engine
- Brush fire and EMS UTV
- Emergency Management Mobile Command

New Equipment

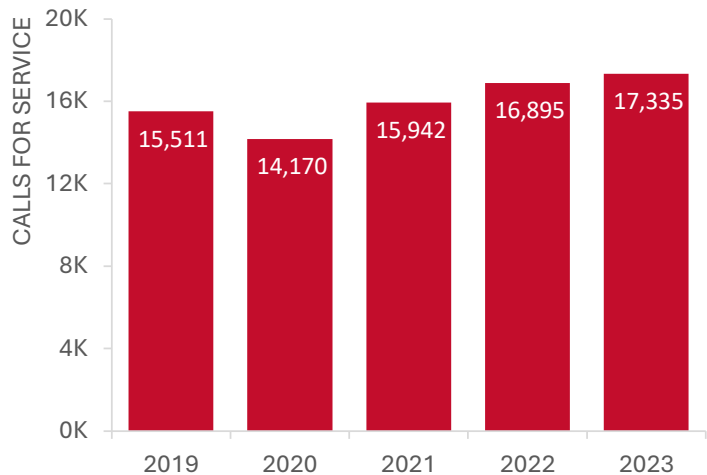
- Tool for disabling Electric Vehicles
- Upgraded Records Management System
- Skydio S2 Unmanned Aerial Vehicle (drone)
- Four Carbon monoxide/dioxide gas monitors

A BUSY YEAR IN OPERATIONS

440 additional calls for service

In 2023, Naperville once again experienced its busiest year on record. The Fire Department responded to 17,335 requests for service. This was a 2.6% increase since 2022 and 11.7% increase since 2019.

Call Volume Increases Again



82% of calls responded to within 6 minutes

Our goal is to respond to 90% of calls within six minutes of the call being placed. We are nearly achieving this benchmark despite the continued rise in call volume. Below you can see how we perform in each phase of the response.



Call Processing is the time it takes to answer a call and dispatch units.

58% of calls are processed within 30 seconds



Turnout is the time it takes the first unit to leave the station after being notified.

74% of turnouts occur within 90 seconds



Travel is the time it takes the first arriving unit to drive to the scene.

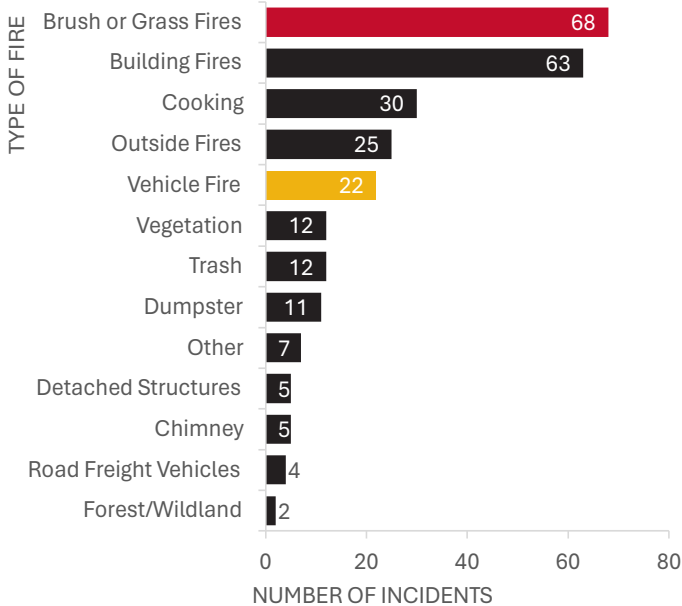
79% of travel takes less than 4 minutes.

COMBATING FIRES

New equipment acquired to help fight fires

Types of Fire Incidents in 2023

Includes aid to other communities



In 2023, new equipment was added to help combat fires.

A **1,500 gallon-per-minute Pumper Engine** was acquired in December to replace an 18-year-old engine.

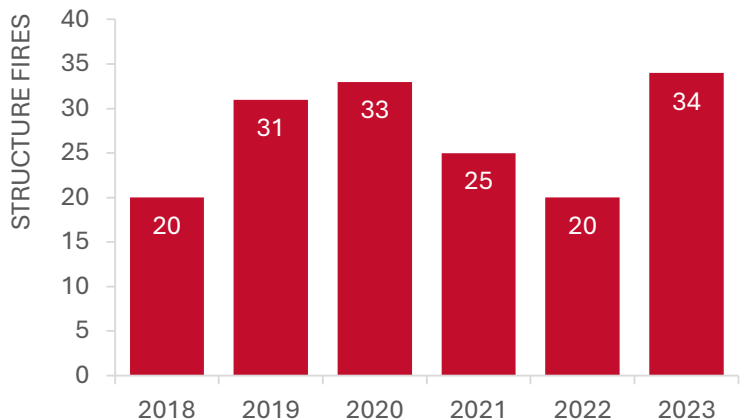
A **state-of-the-art brush fire vehicle** was placed into service replacing a 26-year-old predecessor.

The newly acquired **Emergency Plug** is a device for first responders that disables the drive function of EV's, rendering them safe for emergency responders to work around.

Structure fires remain a serious concern

In 2023, the department experienced 34 structure fires. While this may seem like a dramatic spike over 2022, it still falls in par with the fire volume seen in 2019 and 2020.

Structure Fires Hit a 5-Year High



\$46.4M

Total value of property saved from fires in 2023. This is 89.7% of the total value of all property exposed to fires.

OPERATIONS NEWS

To help reduce injuries on the fire ground, the department changed from their flat load style of hose deployment to the new 'Cleveland' load. This new load is easier to deploy than the previous one, causes less kinks, and poses less of a trip hazard.



The fire department **upgraded its Records Management System to First Due Size Up** in the 3rd quarter of the year. The new RMS replaces a nearly 15-year-old system that reached its end of life. The First Due platform encompasses incident reporting and preplanning, allowing fire crews to have readily access to critical information in times of need.

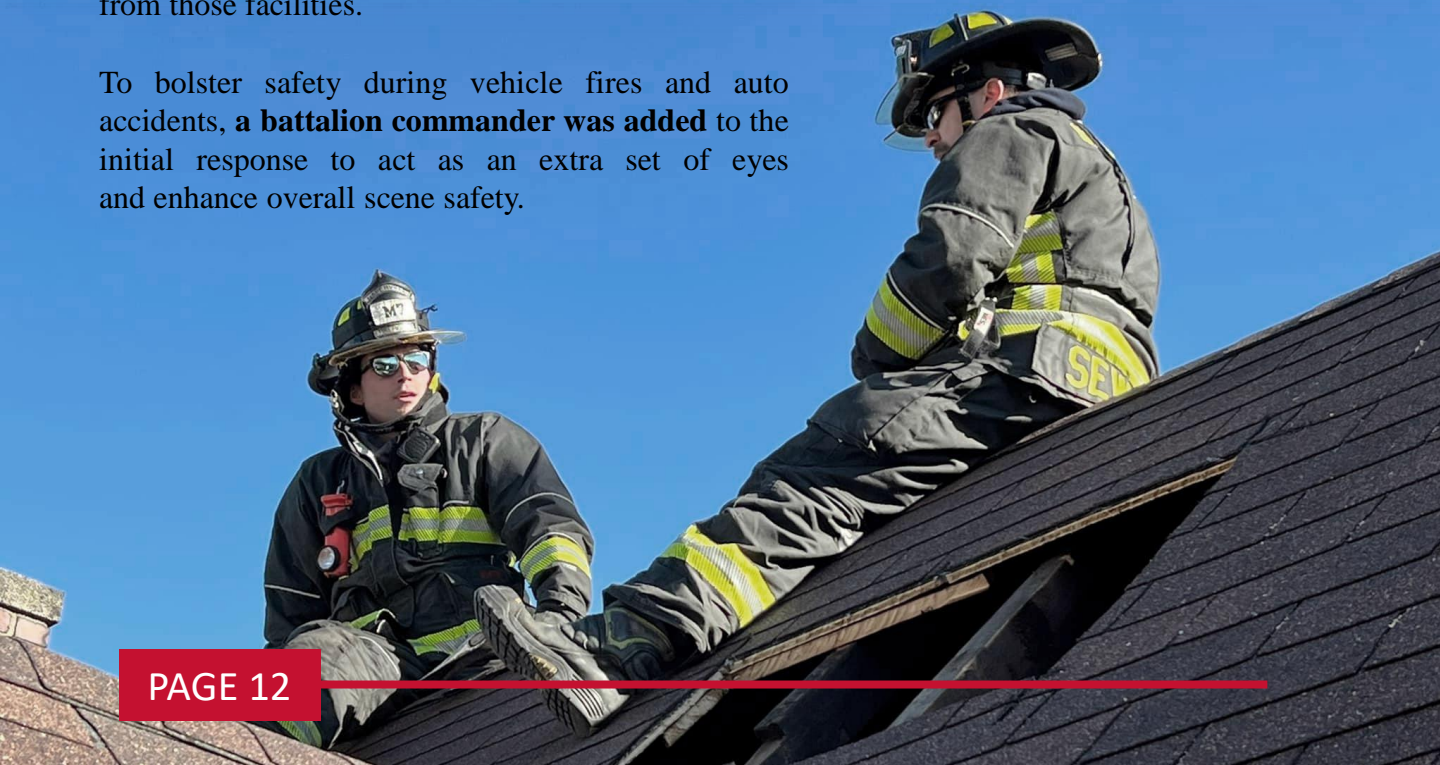


first due

MABAS Division 16 welcomed 2 national labs into our division. Argonne National Laboratory and Fermi National Laboratory joined Division 16 in 2023. Not only does their membership readily increase the number of resources available to Naperville, but it also allows our department members to gain knowledge and experience by working hand in hand with experts from those facilities.



To bolster safety during vehicle fires and auto accidents, **a battalion commander was added** to the initial response to act as an extra set of eyes and enhance overall scene safety.



FIRE INVESTIGATIONS TEAM

The Naperville Fire Investigation Team is comprised of firefighters who are trained in fire cause and origin. The team is a collaboration with the Naperville Police Department, who gets involved in cases as necessary. By State statute, the Naperville Fire Department has the responsibility to investigate the Cause and Origin of every fire in its jurisdiction. When circumstances prohibit the company officer from determining cause and origin, the Fire Investigation Team shall be called in to aid.

93% Investigation Solve Rate

15 of the 16 fire investigations in 2023 resulted in a positive identification of the cause and origin of the fire. 73% of those fires were started accidentally.



EMERGENCY MEDICAL SERVICE

The EMS Division of the Fire Department oversees the licensure of ambulances, advanced life support (ALS) fire engines, squads, and ladder trucks. Additionally, the division maintains partnerships with the Region 8 EMS System, Edward Hospital's Project Medical Director, and the Illinois Department of Public Health. This is in addition to overseeing the nearly 13,000 requests for Emergency Medical Services.

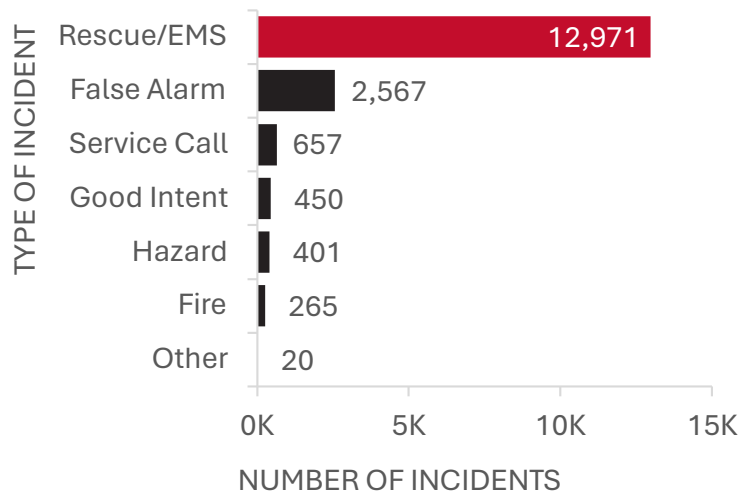
75% of calls are for Emergency Medical Services

In 2023, most calls required emergency medical services. The need for medical assistance has been increasing over the years. In 2018, 67.5% of calls were for EMS, by 2023 this had increased to 74.8% of calls.

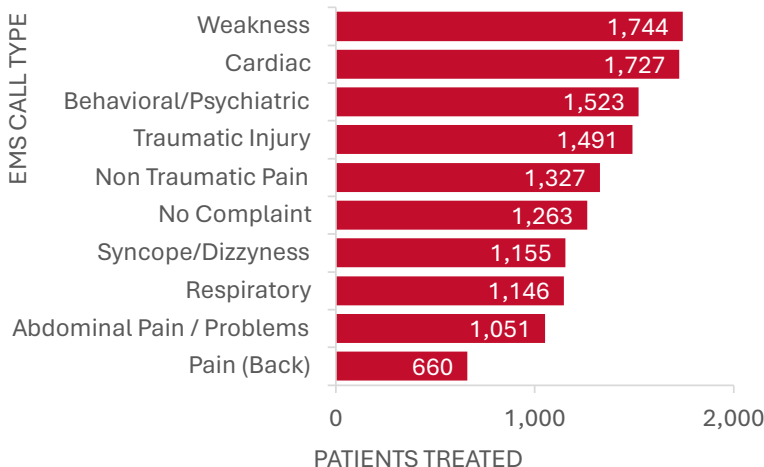
3,000

More EMS calls
in 2023 than 2018.

EMS calls dominate in 2023



Top 10 EMS Call Types



Over half of patients treated by EMS were over the age of 60. This reflects Naperville's aging population.

With over 1,700 calls for cardiac related events, the department continued to make training for cardiac resuscitation a high priority in 2023

EMS EQUIPMENT UPGRADES

An **electric golf cart** was purchased for use at large special events.

Upgraded **Cardiac Monitor and AutoPulse Devices** replaced devices that had reached their end of life.

New **“Samson Strap” lifting devices (right)** will provide a safe alternative to lifting someone with bare hands.

Acquired **Sensory Tool Kits** to help special needs populations cope with their emotions, self-regulate, manage stress, and help with restlessness during an emergency.



A **Utility Terrain Vehicle with patient carrying capabilities** will expand our capabilities to reach those in need outside of the common hard surface roads.

CART: COMMUNITY ADVOCATE RESPONSE TEAM

Non-Emergency Requests Bog Down EMS

About 15% of Fire Department responses are for non-emergent requests. This can include lift assists, assists to and from the home, mental health incidents without injury, resource issues, transitional complexity, failure to thrive and family support misses. Before the CART program, these calls would occupy units who also respond to emergency calls.

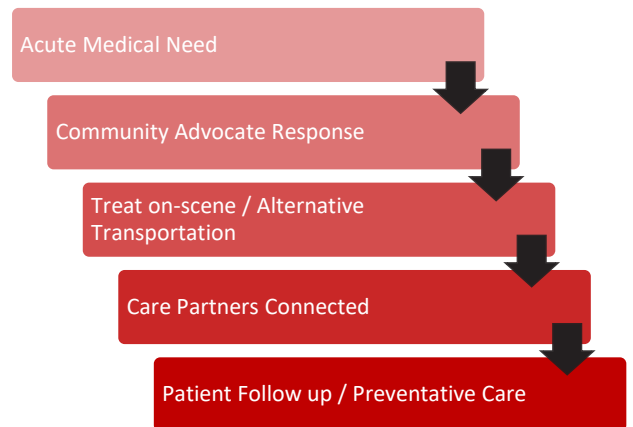
3,000

Non-emergency calls responded to by the Fire Department annually.

Community Advocacy: A New Response Model

Mental health and quality-of-life calls require a different response than traditional EMS emergencies. The Community Advocate Response Team focuses on finding root causes of patient concerns and connecting community members to the right community services.

This model can lead to complex concerns being resolved as opposed to perpetuated. Ultimately, we are striving to reduce repetitive calls to 911 for non-emergency situations.



CART goes Full-Time in 2024

In 2023, the CART program was staffed 40 hours a week, responded to 599 requests for assistance, conducted over 200 follow-ups, and successfully managed 118 cases. For 2024, City Council authorized the hiring of six new firefighter/paramedics to operate 24 hours a day and further alleviate the need for non-emergency medical services.

UNMANNED AERIAL SYSTEM TEAM

The Unmanned Aerial System (UAS) team contributes to departmental operations by providing enhanced situational awareness from unique aerial perspectives. Even though the UAS team only engaged in two missions in 2023, they filled their time by actively supporting various training exercises throughout the year. This period was utilized to ensure that all 15 pilots on the team were up to date with their certifications, each holding a Part 107 license issued by the FAA.

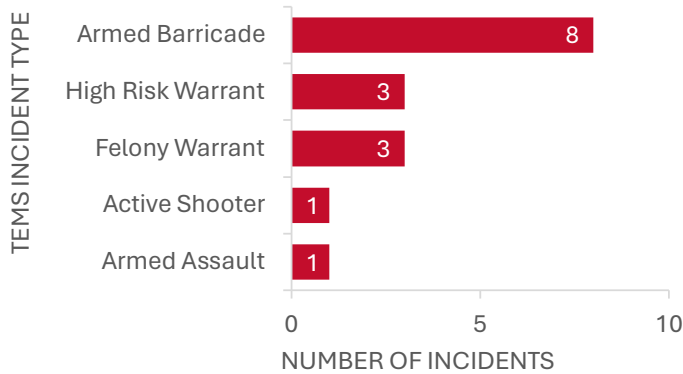
In 2023, the team conducted 15 training events spanning from May until the end of the year. These exercises encompassed a diverse range of scenarios, including outdoor search and rescue missions, interior flights alongside the Haz-Mat team, and collaboration with the Police SWAT team. Utilizing the Skydio S2, all team members honed their skills during these sessions, collectively amassing 60 documented hours of training.



TACTICAL EMS

In 2023, the dedicated Tactical Emergency Medical Support (TEMS) team medics continued to attend courses across the nation, taught tactical medicine to our MABAS/ILEAS partners, responded to 16 incidents, provided medical coverage during 20 special events and maintained our position as a model TEMS program for the State of Illinois.

2023 TEMS Incidents



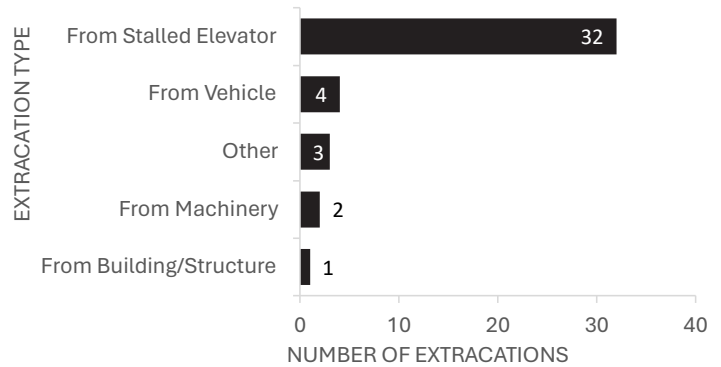
The TEMS team also participated and taught Rescue Task Force application throughout the year. During 2023 there was an emphasis on stopping the bleed during active shooter incidents. This was a collaboration with the Edward Hospital Paramedic program and the TEMS team.



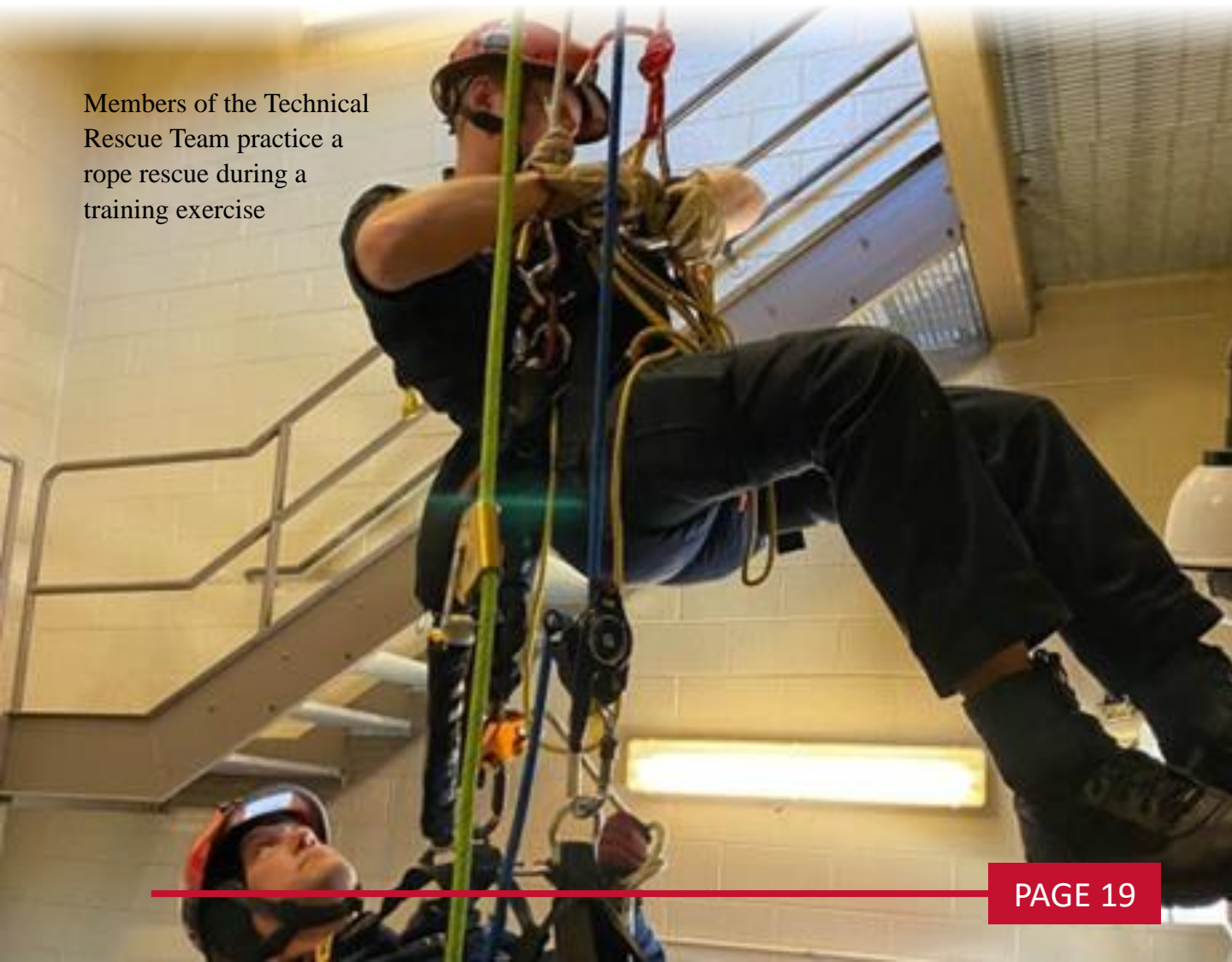
TECHNICAL RESCUE TEAM

The Technical Rescue Team (TRT) is made up of 28 members of the Naperville Fire Department. These members have specialty training in Confined Space rescue, Rope Rescue, Structural Collapse, and Trench Rescue. Naperville's TRT Team is a member of MABAS Division 16 and the CART Silver Team. Division 16 is made up of members from Bolingbrook, Downers Grove, Lisle, Naperville, and Warrenville Fire Departments. In addition, 3 members belong to the State of Illinois Urban Search and Rescue Team – Illinois Task Force One.

2023 TRT Incidents



Members of the Technical Rescue Team practice a rope rescue during a training exercise



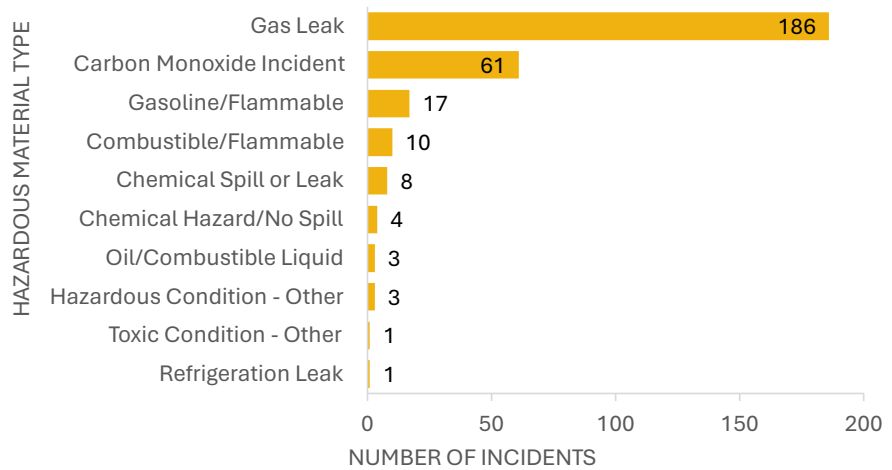
HAZARDOUS MATERIALS TEAM

The hazardous materials team responds to and mitigates incidents involving chemical transportation accidents, chemical spills in businesses, manufacturing facilities, and residential single and multiple family dwellings.

In 2023, the department purchased new 4 gas monitors for all front-line vehicles enhancing detection to carbon monoxide and carbon dioxide leaks. The team has successfully disposed of all fluorinated foam that contained cancer causing agents and now operates with an eco-friendly foam. The team also added specialized monitors and suits to its inventory.

The hazardous materials team continues to operate the Household Hazardous Waste facility to provide residents with an environmentally safe and free option to dispose of household chemicals. The facility provides the public with a great service as well as hands on experience handling hazardous materials.

2023 Hazardous Materials Incidents



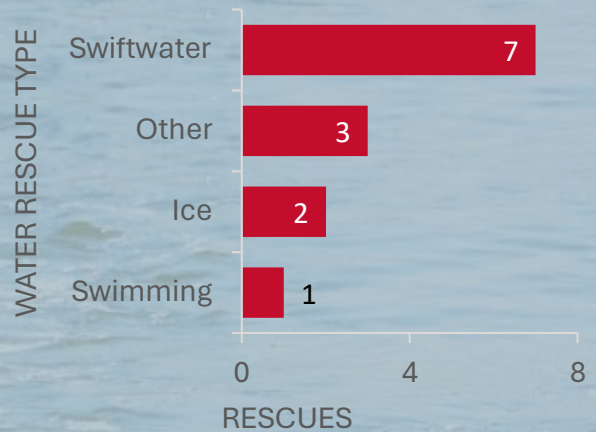
WATER RESCUE TEAM

The Naperville Water Rescue Team consists of 30 members from the Naperville Fire Department. Team members are highly skilled in the disciplines of dive rescue, swift water rescue, and ice rescue. The Water Rescue Team responded to 13 incidents throughout the year. The types of responses varied, ranging from rescuing cars submerged in the water, to rescuing individuals in distress from a boat capsized on the river. In addition to rescue operations, members also assisted several police agencies with recovering evidence from bodies of water.

Rescue Team Repairs Water Main

During the summer, the Naperville's Water Department sought the assistance of the team in locating and securing an underwater broken pipe, estimated to have leaked over 1 million gallons of fresh water into the vicinity. A specialized team from the fire department conducted a thorough investigation of the break, collaborated with the Naperville Water Department to devise a repair plan, and then trained rigorously at the water department's maintenance yard before executing the plan under challenging zero-visibility conditions. Their swift and efficient actions not only saved the city valuable time but also prevented substantial financial losses.

2023 Water Rescue



TRAINING

A photograph of three firefighters in full gear training on a tall aluminum extension ladder. The ladder is leaning against a brick building. One firefighter is at the top of the ladder, another is in the middle, and a third is at the bottom. The scene is set outdoors under a clear sky.

The Naperville Fire Department's Division of Training spent 2023 getting hands on training back to our pre-pandemic norm. That norm represents the return of in-person classes, more availability to get interior fire training completed, and a return of intense special operations training in our specialty team environment. The EMS and training division continued a great relationship of collaboration, meshing the training needs of both entities. We graduated 11 recruits. Through our 8-week intense fire and EMS training academy, they get to train in a simulated firehouse environment, participate in company driven fitness as a team, and we assure they are ready for every challenge they may encounter.

In 2023, the Training Division utilized their training budget to prioritize psychomotor training to enhance firefighter's knowledge, skills, and safety practices. The emphasis was to utilize the equipment acquired in previous years to enhance the realism of training while maintaining a safe and controllable environment.

453 CPAT participants

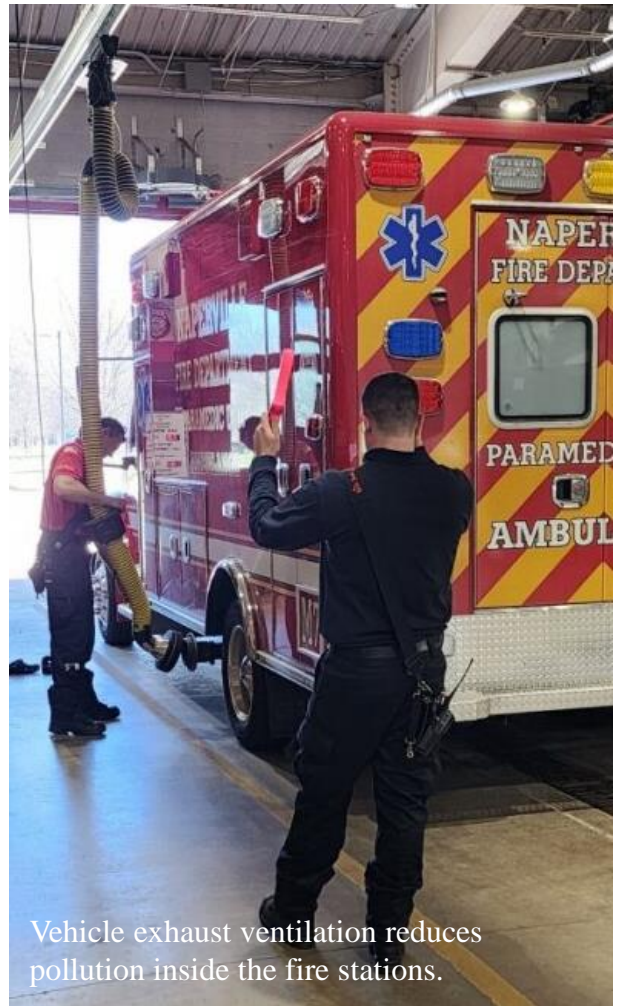
The Candidate Physical Ability Test (CPAT) measures an individual's ability to function at the scene of a fire.

SAFETY

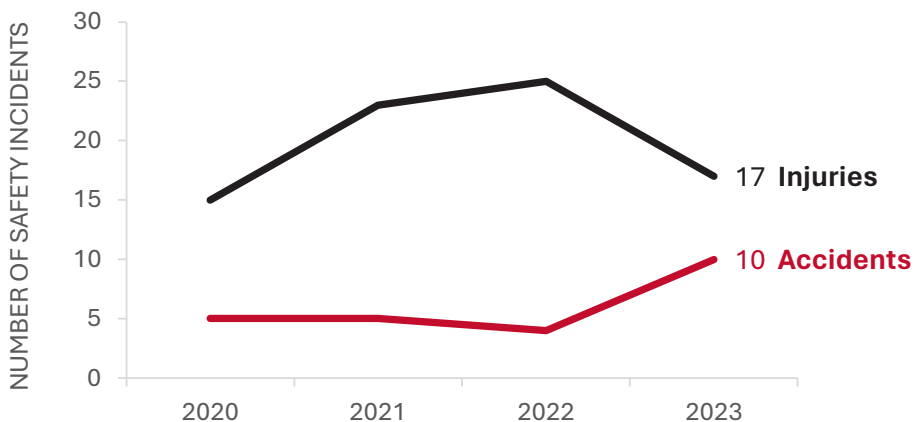
The Naperville Fire Department strives for a safe work environment by implementing numerous safety initiatives.

The Naperville Fire Department is always embracing new initiatives to enhance safety and well-being. We've replaced the outer shells of our turnout gear so that it is PFAS-free, minimizing cancer risks for firefighters. Additionally, improved gear bags and station shoes are now provided to reduce cross-contamination, prioritizing cleanliness, and health. The department has revamped driver/operator training, aiming to decrease avoidable accidents and ensure safer operations.

Recognizing the importance of holistic health, we have implemented bi-weekly yoga sessions, promoting physical and mental well-being among its personnel. Moreover, we've established Significant Incident Advocate and Firefighter Resiliency Committees, offering support for both the physical and mental health challenges of our careers, ultimately reducing lost time and fostering job longevity.



Department Accidents & Injuries



SUPPORT SERVICES

The Support Services Division of the Naperville Fire Department houses a number of department initiatives including a primary focus on the accreditation efforts of the department. The division works extensively with data analysis and development, community risk reduction efforts, community engagement programs and services, and other special projects as assigned.



Accreditation

Since 1997, the department has been internationally accredited through the Center of Public Safety Excellence. Naperville was chosen in 1996 to participate as a beta test site and has maintained accredited status ever since.

Chief Mark Puknaitis has incorporated the self-assessment model into the department's fabric. All divisions of the department have to complete an annual appraisal, continually assess its progress, and measure itself against best practices and outcomes. In 2022 the department was awarded its 6th consecutive accreditation.

Community Engagement

The Support Services Division serves as the fire department planner and liaison for the city's special events team. This pivotal role helps ensure that all special events receive the appropriate resources and commitment from the fire department so that all citizens and guests can safely and securely enjoy all the city has to offer.

Data Analysis

In 2023, the department significantly upgraded its records management software. This upgrade will allow for a more seamless integration with partner agencies, software, and data analysis. With this upgrade will come a fully redesigned data analytics tool suite that will move the department forward with decision-making and growth.

Grants

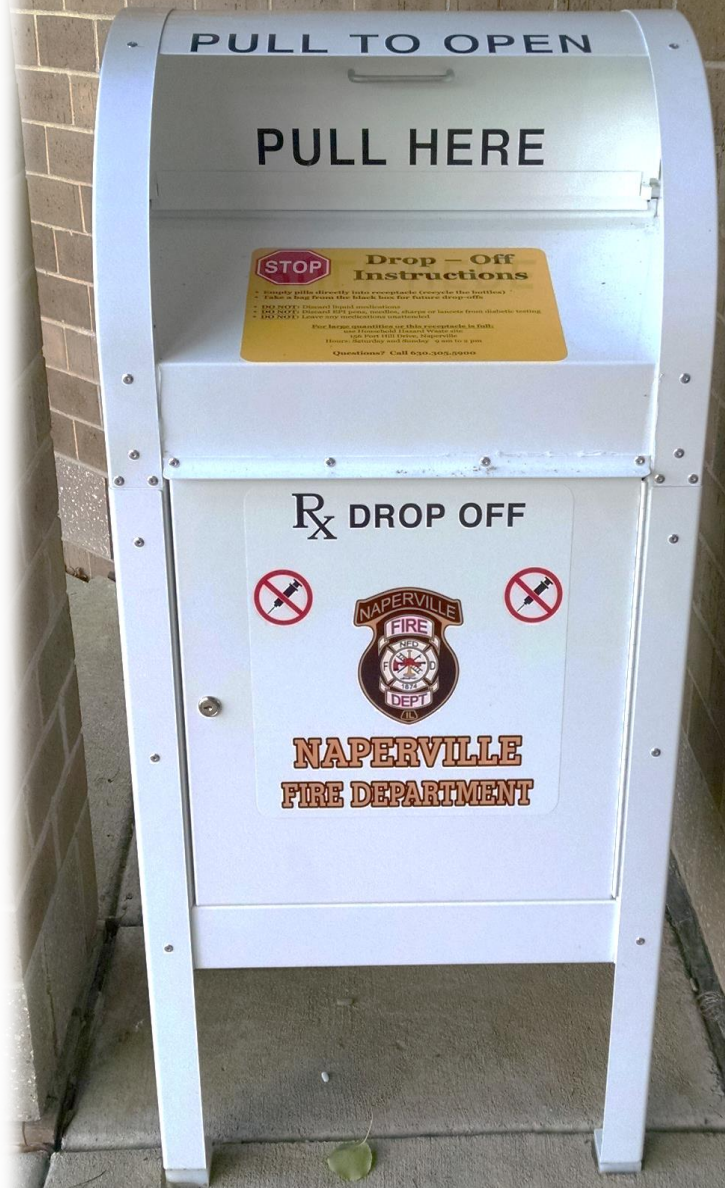
The department was awarded a state grant to help fund sharps collection for all Naperville residents, which was previously a gap in service the department was unable to provide.

PRESCRIPTION DRUG DROP-OFF



1,126 lbs
of prescription
drugs collected in
2023

The prescription drug drop-off program continues to provide a helpful service to the public by allowing the safe and anonymous disposal of unused or expired prescription or over-the-counter medication. Each Naperville fire station has a sealed drop box that is located outside of the building and is accessible to the public 24/7.



PUBLIC EDUCATION

Fire and life safety education is an essential component of the Naperville Fire Department's mission to promote safe practices through ongoing quality fire prevention and public education programs. Our strategy to reduce fire deaths and injuries is to focus on prevention by identifying and changing unsafe behaviors. The Naperville Fire Department recognizes the most important defense against fire is awareness through education.

The Naperville Fire Department is continually involved in comprehensive, innovative and outstanding prevention programming. The Public Education Team was involved in numerous events last year that were right in line with our mission to promote safe practices. The Public Safety Open House brought over 1,000 residents to our fire headquarters where they got to learn about fire safety, and other important safety topics from NICOR and the Naperville Police Department. Residents also saw demonstrations from both the fire and police departments specialty teams.



Programs offered:

- Learn Not to Burn – 3rd grade (District 203/204)
- First Aid for 7th grade – (District 203)
- Safe Sitter
- Safety Town
- Fire Safety in the Workplace
- Fire Extinguisher Training
- Home Fire Safety
- Senior Home Fire Safety
- Senior Home Safety Surveys
- Station Tours
- Block Parties
- Fire Drills
- College Dorm Safety and much more!



COMMUNITY PROGRAMS



CPR Training

The Naperville Fire Department's Community CPR/AED program's goal is to educate members of the community on these lifesaving skills in accordance with the American Heart Association guidelines.

10% survival rate

for cardiac arrest occurring outside the hospital. When CPR is performed in the first minutes of the cardiac event the person's chance of survival can triple.

Over **500** participants

certified in Heartsaver, Basic Life Support and Friends and Family CPR through Naperville Fire Department's Community CPR/AED program in 2023.

Did you know?

Naperville residents, age 55 and older, can sign up for Senior CPR with instruction and concentration on HANDS-only techniques – FREE of charge.



SAVE A LIFE

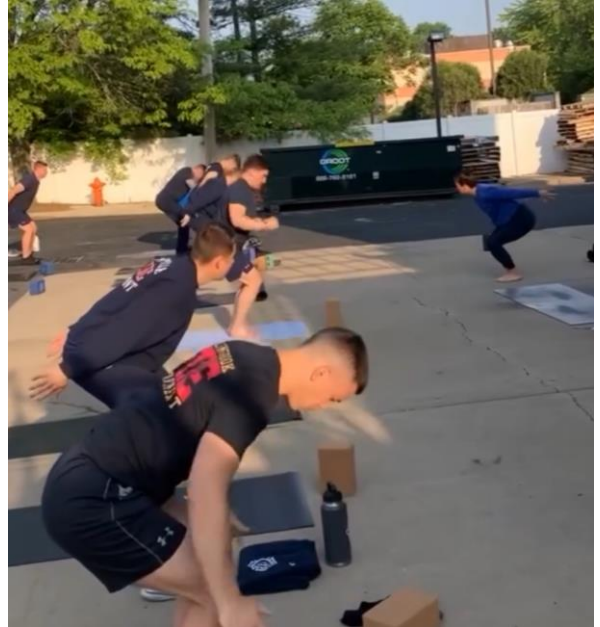
A national program that gives instruction on hemorrhage control. The life saving techniques target direct pressure, wound packing, and tourniquet application. In 2023, we had over 300 individuals participate in the course.



PulsePoint is the Naperville Fire Department's mobile app, which alerts CPR-trained citizens when a cardiac arrest occurs in their area. It is meant to get quick, quality CPR done until the fire department arrives. The app also allows citizens a virtual window into fire and EMS activity in the community. The app is free to download from carrier app stores.

WELLNESS/FITNESS COMMITTEE

The Wellness/Fitness Committee is comprised of firefighters, some of which are certified as NASM personal trainers, that are dedicated to enhancing the mental and physical well-being of its members. Through initiatives aimed at improving station equipment, providing additional education, and introducing new health and wellness avenues, the committee aims to foster a culture of wellness within the department. Such initiatives underscore the department's commitment to promoting the overall wellness of its members and ensuring their continued health and fitness.



The committee also publishes a monthly newsletter on health-related topics, instructs new members during the recruit academy and manages special assignments related to equipment procurement.

In 2023, the committee successfully implemented a yoga program, led by a certified instructor, that met twice a month over the past year, yielding positive results for members' well-being. In addition, they purchased numerous fitness apps that offer diverse training options during shift hours. Moreover, to promote fitness and camaraderie, a daily written workout is posted on the Naperville Fire Department's Twitter account, encouraging participation and friendly competition among members.



HONOR GUARD



The Naperville Fire Department Honor Guard proudly continues the tradition of representing the men and women of the Naperville Fire Department and Naperville Professional Firefighters Union L4302. The Honor Guard responds to funerals of current and former members of the Naperville Fire Department, as well as departments throughout Illinois and surrounding States, and presents and maintains the colors of the Naperville Fire Department.

In 2023, the Honor Guard paid tribute to several Illinois firefighters that were killed in the line of duty.

The posting of colors is a time-honored tradition in the military that symbolizes the sacrifices of the men and women that defend our country. The Naperville Honor Guard had the privilege of posting the Colors at the following events in 2023:

- Installation of Mayor Scott Wehrl
- CAPS
- Naperville Firefighter Memorial
- Memorial Day Parade
- 9/11 Memorial
- Retirement walks out
- Swearing In ceremonies





Naperville named a **Heart Safe City!**

During the Fire-Rescue Med conference in 2023, the International Association of Fire Chiefs and the PulsePoint Foundation honored Naperville with the annual Heart Safe Community Award in the large community category (population of 100,000+). Naperville was recognized for our success in improving cardiac arrest survival rates within the community by developing innovative training, preplanning, and enhanced community training.

The award, sponsored by the PulsePoint Foundation, recognizes fire-based EMS agencies with creative approaches to improving the quality of out-of-hospital treatment of heart disease, sudden cardiac arrest (SCA), and resuscitation efforts. Heart Safe Community Awards recognize demonstrated approaches to improving therapies for patients experiencing cardiac-related emergencies or sudden cardiac arrest (SCA) through access to emergency care, citizen alerting and bystander CPR, high-performance team-based resuscitation, and thorough data collection and quality review processes.

"We are honored and privileged to annually review Heart Safe Community Award nominations from across the nation," said Chief Mike McEvoy, chair of the IAFC EMS Section. "The award recipients demonstrate that fire department investments in training, response, teamwork and citizen alerting can lead to substantial improvements in survival from sudden cardiac arrest in their communities. Like fire prevention efforts, every dollar spent on making a community Heart Safe saves lives."

Heart Safe Community Awards reflect impressive efforts of fire-based EMS departments of all sizes. The impressive scope of training, citizen alerting, public AED, and bleeding control kits, high-performance and dispatcher assisted CPR, and quality improvement initiatives by this year's recipients is saving more lives in their communities.

CADET PROGRAM



The Fire Cadet Program is responsible for training and mentoring 14–21 -year-olds who have an interest in pursuing a career as a Firefighter/Paramedic. The cadet program encompasses training, volunteer work, and community engagement as part of its curriculum.

The cadet program plays a crucial role in nurturing the future generation of firefighters, instilling not only the vital duties and responsibilities of firefighters, but also fostering essential character traits. These traits encompass punctuality, maintaining a professional appearance, cultivating leadership and communication abilities, and honing teamwork skills. Problem-solving naturally emerges as a by-product of our comprehensive training approach, which combines hands-on experience with the application of theoretical knowledge acquired throughout the year. Our cadets are committed to pushing themselves both physically and mentally, aspiring not only to excel as firefighters, but also to develop into well-rounded individuals of integrity and capability.



Cadet Training Opportunities:

- SCBA training
- Hose line advancement
- High rise evolutions
- Hydrant connections
- Search and rescue
- Ladders

THE NAPERVILLE PROFESSIONAL FIRE FIGHTERS FOR A CAUSE



The Naperville Professional Firefighters for a Cause is a 501c.3 non-profit organization that was born from the desire of the brothers and sisters of the Naperville Professional Firefighters Local 4302, to give back to the community they serve.

Families Adopted - We surpassed last year's achievement by adopting a total of 26 families through the Naperville Indian Prairie School District Holiday Wishes Program, compared to 24 families in 2022. This program provides direct assistance to under-resourced families who are currently facing significant challenges, including hardships or homelessness, with over 350 families in total being supported by the program.

Food & Personal Care – While the total weight of donated food was slightly lower than usual, a generous sponsorship enabled us to match our typical contribution to Loaves and Fishes. Additionally, we supplemented this support with an extra cash donation to complement the donated in-kind items.

Winter Gear - We established a new partnership in 2023 to aid our winter fundraising efforts. Teaming up with the non-profit organization [Chicago Peace](#), and their [One Warm Coat](#) mission, we were able to deliver a variety of winter clothing to families in need within the Naperville Indian Prairie School District McKinney Vento program.

NEW Players – NPF FC is expanding its fundraising endeavors into new territories. Employees from various city departments have participated in our Foodfight drive, which supplies nonperishable goods to local food pantries. While their involvement has been growing over the past few years, their contributions this year have been particularly remarkable. We extend our heartfelt gratitude to them for their exceptional support.



COMMUNITY RISK REDUCTION



**Community
Risk Reduction
in 2023:**

568
**Safety
Inspections**

781
**Inspection
Follow-Ups**

900
Plan Reviews

360
**Occupancy
Inspections**

482
**System
Acceptance**

The Division of Community Risk Reduction (CRR) consists of two full-time Fire Inspectors, four part-time Fire Inspectors, and an Alarm Monitoring Coordinator. To provide a safe environment for our residents and business community, the Division of Community Risk Reduction strives to prevent injury and loss of life through a variety of activities including fire protection system plan review, on-site fire protection system testing and approval, code interpretation and compliance, annual fire safety inspections, public education, and fire alarm monitoring. Our goal is to recognize risks by the use of data and then create and implement programs to reduce the risks.

This year, CRR has also implemented a self-inspection program to make the inspection process more efficient. The self-inspection program will allow occupancies that continuously experienced zero safety violations the ability to perform their own fire inspection. This program will be implemented with multi-family building such as townhomes and apartments with common areas.

In addition to our annual fire safety self-inspection program, the division of Community Risk Reduction conducts building and fire protection system plan reviews and tracks all fire suppression system and fire alarm test reports electronically.

FIRE ALARM MONITORING

The Naperville Fire Department provides a reliable and economical way for businesses to meet their fire alarm monitoring needs, with the signals sent directly to its 911 Dispatch Center, at a very low monthly cost. The department has over 1,400 locations that are being monitored by the 911 Dispatch Center.

The Naperville Fire Department is making strides to get more commercial buildings on the network. The most important thing we did is to hire an Alarm Monitoring Coordinator. Their responsibilities include maintaining our current accounts and obtaining additional accounts. In the very near future the Naperville Fire department will be offering burglar alarm services. In simplest terms, the burglar alarm service will be connected to their existing radio and will go directly to the Naperville Dispatch Center for handling

In 2023, the City of Naperville installed 15 additional radios onto the network with the possibility of adding another 42 by the end of 2024. Every radio that is installed on the network makes the entire network even stronger and more reliable. Having a direct connection is always the better option for the quickest response to an emergency, than using a 3rd party alarm company.



EMERGENCY MANAGEMENT

2023 was a year of growth and reorganization for the EMA group. The number of active volunteers in the organization increased for the first time since the COVID-19 pandemic, and with it, there was a growth in activation deployments. NEMA volunteers can be seen at every special event in the city as well as training and live incidents for Fire and Police.

Four tabletop exercises and one functional drill were conducted in 2023. Each drill centered around a realistic and identified hazard that could impact the city. Highest among them were natural disasters, cyber security, and, man-made threats.

Naperville also took possession of a new Mobile fully-capable Operations Center in 2023 (below left). The vehicle will serve as the command post for special events and emergency responses. This command vehicle will allow for all city departments to have complete communication, technology, and operational capacity on any incident.



EMERGENCY COMMUNICATIONS CENTER (ECC)



The Naperville Emergency Communications Center (ECC) receives and processes emergency and non-emergency calls for assistance, determines the nature of the call, and dispatches police, fire, and emergency medical services for the City of Naperville. It is the mission of the Naperville ECC to provide extraordinary service to the community while protecting life and property.



Calls

In 2023

63,543 911 Calls

80,230 Non-emergency



Dispatch

In 2023

17,335 Fire/EMS

76,078 Police tickets

PROGRAMS & SERVICES

Citizen Involvement

NEMA (Naperville Emergency Management Agency)
CERT (Community Emergency Response Team)
Pulsepoint
Citizen Fire Academy

Customer Service

Household Hazardous Waste
Caring Hands (formerly MEDIC program)
Prescription Drug Drop Off

Awards and Recognition

CAPS (Citizens Appreciate Public Safety)
Firefighter Recognition Program
Edward Hospital Call of the Quarter
Fire Chief Citizen Award

Specialty Teams

TEMS (Tactical Emergency Medical Support)
WRT (Water Rescue)
TRT (Technical Rescue)
Haz Mat (Hazardous Materials)
UAS (Unmanned Aerial System)
Bike Medic

All Hazards Operational Services

Fire Suppression
EMS (Emergency Medical Services)
Specialized Rescue

Revenue

Grant Program
EMS Transport/GEMT
Fire Alarm Monitoring
Fire Recovery
CPR/AED/Stop the Bleed
CPAT (Candidate Physical Ability Test)

Training

Fire Academy
Firefighter/Officer Development

Mental Health

C.I.T. (Crisis Intervention Team)
C.A.R.T. (Community Advocate Response Team).

Bullying/Substance Abuse

Confronting the Elephant

Safety/Health

Firefighter Cancer Prevention
Fire Department Health and Wellness

CRR

FIT (Fire Investigations Team)
Y-Fire (Youth Firesetters)
Fire Alarm Monitoring
Life Safety Occupancy Inspections
Fireworks Inspection and Supervision
School Inspections
Liquor Inspections

PROGRAMS & SERVICES

Public Education

Learn Not to Burn (3rd grade curriculum)

Senior Home Fire Safety Surveys

First Aid (7th grade curriculum)

Safe Sitter

Fire Safety in the Workplace

Fire Extinguisher Training

Fire Drills

Fire Station Tours

Block Parties

Smoke Alarms for Visually/Hearing Impaired

Senior Home Fire Safety

Home Fire Safety

Preschool Fire Safety

College/Dormitory Fire Safety

Safety Town

Fire Watch

Public Safety Open House

Home Inspection Program

Performance Goals and Standards

Fire Accreditation

Community Risk Reduction (CRR)

ISO (Insurance Services Organization)

Proudly serving the community since 1874

