



Naperville Fire Department **2019 ANNUAL REPORT**

Trust - Respect - Pride - People - Teamwork

CITY OF NAPERVILLE *JUST THE FACTS*

CITY POPULATION (2018 ESTIMATE)

148,304

Demographics (as of the 2018 Census):

- White - 72.4%
- Asian - 18.4%
- Hispanic or Latino - 5.7%

Median Household Income: \$118,187 (via 2014-2018 ACS)

Housing Value: \$410,800 (via 2014-2018 ACS)

Total Housing Units: 51,951

Size in Square Miles: 39.40 (2016)

Persons per Square Mile: 3708.8 (2016)

Distance from Chicago: Approximately 30 miles

Top 8 Safest Cities in the U.S.

Top City for Working Moms

Top City in IL for homeownership, No. 6 in United States

No. 5 on Best Cities for Families list

Coollest Suburbs of America list

Craftiest Suburbs list

No. 22 on SafeWise's list of 50 Safest College Towns in America

Only Illinois city to be named to the 2019 list of the 50 Safest Cities to Raise Children

No. 45 on Money Magazine Best Places to Live List

Second safest city in America on 24/7 Wall St. list

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Message from the Fire Chief

MESSAGE FROM THE CHIEF

As 2019 comes to a close, I like to summarize some of the highlights of the year, reflect on our accomplishments and once again thank every member of this department for your hard work and dedication. December 15th brought a close to my 11th year as your Fire Chief, and as I begin my 12th year, leading the best fire department in the country, words cannot express my gratitude in how we work together as management, line personnel, support staff and administrative professionals. We have come together to have a truly wonderful year!



At the start of 2019, Community Risk Reduction (CRR) was our theme and the over-arching goal for the year. I am proud to say that we moved forward in many ways to further our efforts in minimizing risks that we identified, such as putting efforts into place to reduce falls among seniors, and extend our work with Return of Spontaneous Circulation (ROSC) in our Cardiac Monitoring/Early Defibrillation and Pit Crew CPR program.

Our Public Education Division touched the lives of over 40,000 people of all ages this past year, but mostly in the schools which have truly contributed to a much safer Naperville community. We also reviewed data that has proven, that by implementing new programs, and doing things like providing Home Safety Surveys and evaluations, we continue to make a great difference in lowering the risks associated with some of most life-threatening incidents we respond to. Mental health awareness and training has also allowed us a better means of recognizing patients that require specialized attention and care, and we have learned how to better identify and direct these patients so they receive the proper treatment and that vital information is passed on to the appropriate channels.

In 2020, our theme will be “Creating a Clear Vision for the Future”. We will accomplish this by revising and re-creating our fire department Strategic Plan. This plan will outline the department’s goals and direction over the next five years. We will begin this process by engaging our stakeholders throughout the community to identify what the priorities are and areas of emphasis both near and long-term. We will share this information with the entire department as we progress into next year and complete the new plan.

I am proud of all of our Special Teams and the Naperville Emergency Management Agency (NEMA), and the extra effort that so many of our members and volunteers exhibit each day. This makes us one of the most valued departments in the state, region and country.

Finally, as we move into the new year, we must always remember why we are all here, and why our department exists. 2020 will mark 50 years since we experienced the tragic loss of three of our firefighters, who lost their lives in a horrific fire apparatus crash in 1970. As we remember all four line of duty deaths from our department, and within the state and national fire service, we will continue to work hard to identify, prepare, and respond to minimize the risks that we face in and around our community.

Sincerely,

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

Fire Chief Mark J. Puknaitis



ABOUT NAPERVILLE FIRE

WHO WE ARE

OUR 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.

OUR VALUES

- Courtesy, Respect and Personal Approach
- Trust and Forgiveness
- Family and Work Balance
- Continuous Learning
- Teamwork/Inclusion
- Open Communications
- Focus and Community Needs
- Rational Decision Making
- High Quality of Work
- Share Rewards and Recognition

OUR VISION

The Naperville Fire Department will seek new technologies and creative measures to provide higher quality of service while maintaining or reducing costs.



As employees of the City of Naperville, our work is guided and driven by our Core Values. These values are the foundation upon which we are building our culture.

Fire Department Administration



Fire Chief Mark Puknaitis



Deputy Chief Amy Scheller



Division Chief Scott Salela



Bureau Chief Tom Moran



Bureau Chief Phil Giannattasio



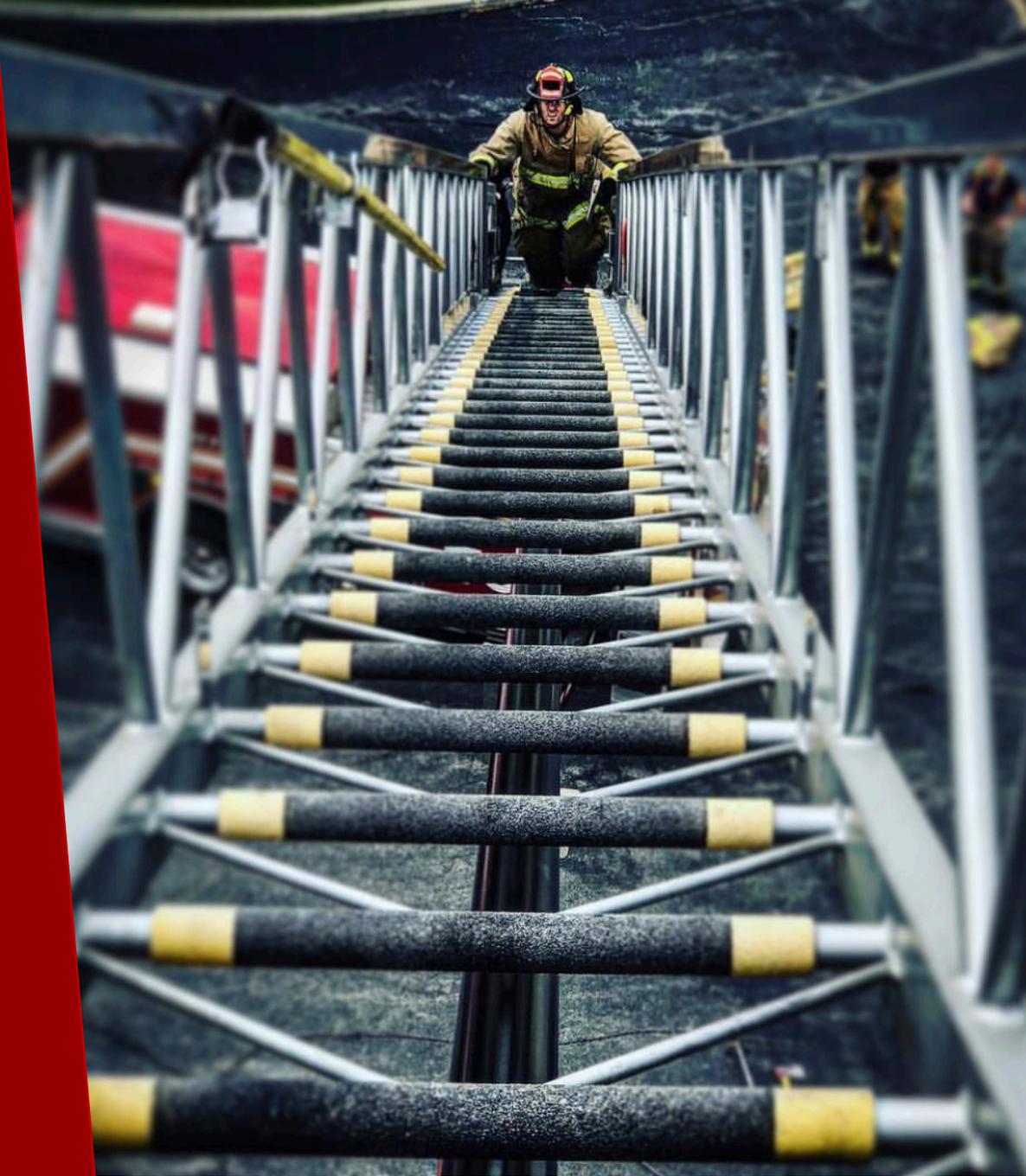
Bureau Chief Jim Kubinski



Fire Marshal Scott Scheller



Emergency Management
Coordinator, Dan Nelson



Fire Stations

STATION, MAP AND APPARATUS PROFILE

10 Fire Stations

3 Ladder Trucks

6 Engines

8 Ambulances

1 Squad

2 Rescue Vehicles

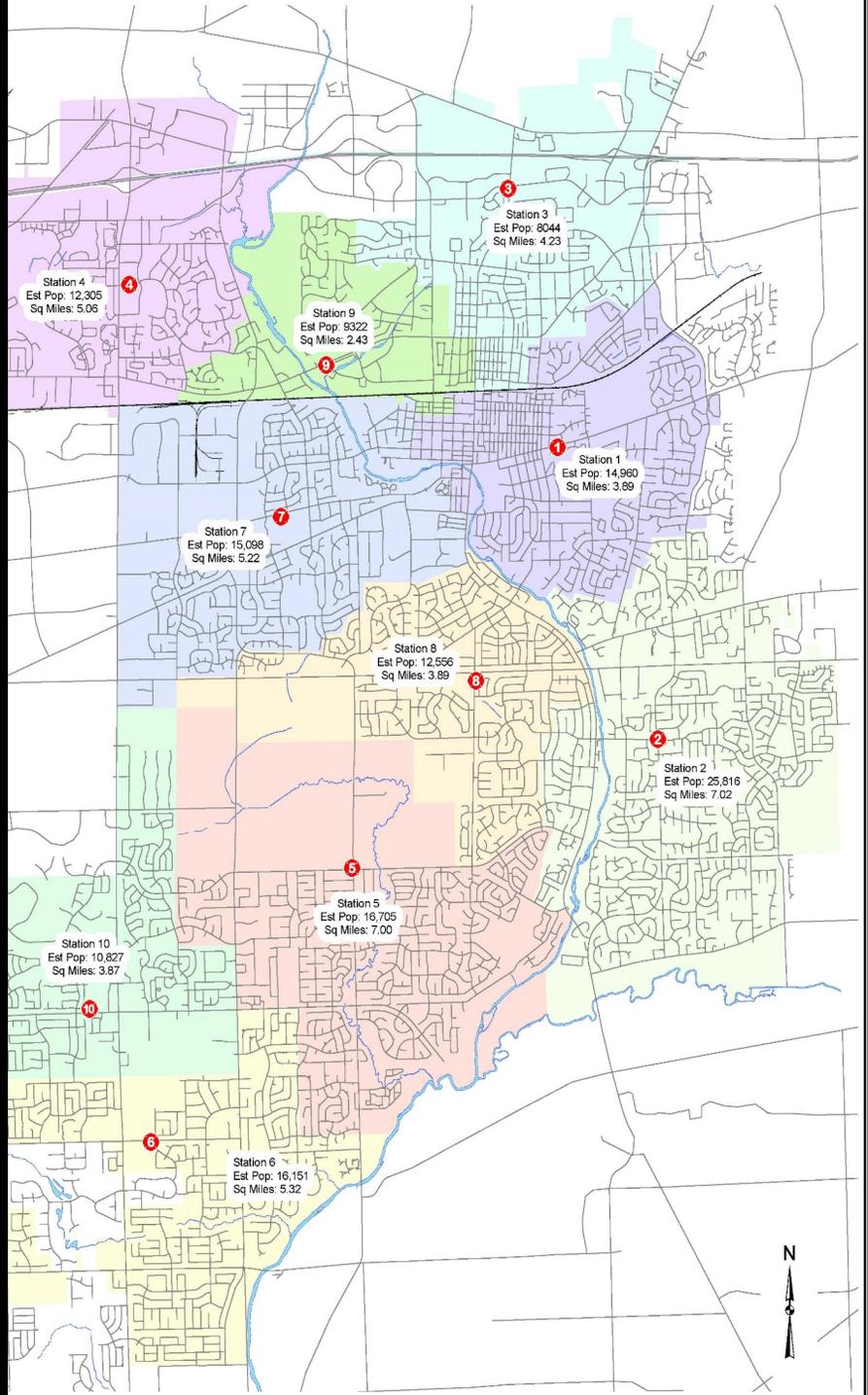
1 MABAS Air
Truck

1 Water Rescue
Vehicle

1 HazMat Trailer

1 TRT Trailer

Fire Department Population and Area



Fire Stations



Fire Station 1
964 E. Chicago



Fire Station 2
601 E. Bailey



Fire Station 3
1803 N. Washington



Fire Station 4
1971 Brookdale Road

Fire Stations



Fire Station 5
2191 Plainfield/Naperville Road



Fire Station 6
2808 103rd Street



Fire Administration
Fire Station 7
1380 Aurora Avenue

Fire Stations



Fire Station 8
1320 Modaff Road



Fire Station 9
1144 W. Ogden Avenue



Fire Station 10
3201 95th Street



Training Tower – Station 44
1971 Brookdale Road



Personnel

OPERATIONS PERSONNEL

Captains	10
Lieutenants	23
Firefighters	151

TOTAL OPERATIONS PERSONNEL **184**

ADMINISTRATIVE PERSONNEL

Fire Chief	1
Deputy Chief	1
Division Chief	1
Bureau Chiefs	3
Training Lieutenant	1
EMS Assistant	1
Emergency Management Coordinator	1
Fire Marshal	1
Assistant Fire Marshal	1
Fire Inspectors	2
Customer Service Assistants	2
Administrative Assistant II	1
Public Education Specialist	1
Budget and Administrative Services Coordinator	1
<i>TOTAL ADMINISTRATIVE PERSONNEL</i>	18

TOTAL FIRE DEPARTMENT PERSONNEL **202**



Promotions Retirements New Hires

PROMOTIONS

PROMOTED TO RANK OF LIEUTENANT

Benjamin Bezaire
Philip Giannattasio
Brandon Matheny
Todd Switak
Todd Votava

PROMOTED TO RANK OF CAPTAIN

Mike Ryan
Stephen Shink

PROMOTED TO RANK OF BUREAU CHIEF

Phil Giannattasio

PROMOTED TO RANK OF DIVISION CHIEF

Scott Salela

PROMOTED TO RANK OF DEPUTY CHIEF

Amy Scheller

RETIREMENTS

Firefighter/Paramedic Kimberly Barnett
Firefighter Paramedic Scott McCarty
Firefighter/Paramedic Tracy McKee
Firefighter/Paramedic Wayne Starkman

Lieutenant Christopher Brazzale
Lieutenant Howard Mason

Captain Thomas Oker
Captain Thomas VanderVliet

Deputy Chief Andrew Dina



NEW HIRES

2 Recruit Classes

10 New Recruits

Firefighter/Paramedic Javier Benson
Firefighter/Paramedic Evan Giacomo
Firefighter/Paramedic Luciano Laterza
Firefighter/Paramedic Nicholas Leone



Firefighter/Paramedic Danielle Cook
Firefighter/Paramedic Eddie Fausto
Firefighter/Paramedic Alexander Gard
Firefighter/Paramedic Trevor Komarynsky
Firefighter/Paramedic Matthew Las





Operations

RESPONSE TIMES

Distribution Matrix		Naperville Fire Department		01/01/19 - 12/31/19	
Department Distribution by Performance Type		Fire & EMS Incident Types			
Call Processing @ 00:30	Turnout @ 01:30	Travel @ 04:00	Call to Arrival @ 06:00		
64%	86.9%	81.4%	85.7%		
Compared to Dept % Fire / EMS - No Aid Given	Compared to Dept % Fire / EMS - No Aid Given	Compared to Dept % Fire / EMS - No Aid Given	Compared to Dept % Fire / EMS - No Aid Given		
0.0%	0.0%	0.0%	0.0%		
00:55	01:45	04:34	06:22		
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance		
6,095 / 3,426	7,896 / 1,189	7,696 / 1,764	8,176 / 1,369		
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail		
% Compliance Time of Day					
71 / 59 / 61 / 68	87 / 90 / 88 / 81	77 / 81 / 82 / 82	74 / 87 / 87 / 86		
AM1 / AM2 / PM1 / PM2					

NFD sets a benchmark of 90 % compliance:
The chart shows how NFD faired in 2019 in the listed categories.

- Call Processing
- Turnout Time
- Travel Time
- Call to Arrival Time

Combined, our goal for response from time of the call to arrival is to arrive within six minutes, 90% of the time. The department currently performs at **86.3%** for the call to arrival benchmark. To reach 90%, the department would need to respond within 6 minutes and 22 seconds.



OPERATIONS

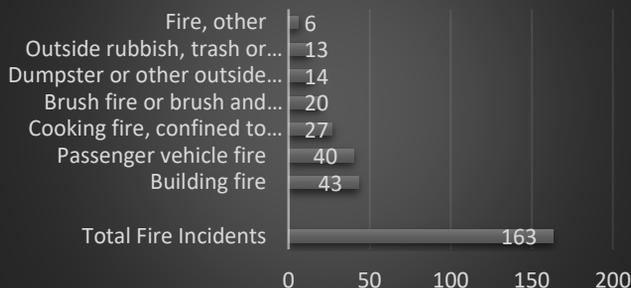
RESPONSES

The Naperville Fire Department provides prompt and efficient emergency response to every type of hazard including incidents of mass violence, trench rescue, confined space entrapment, building collapse, rope rescue, hazardous material incidents, dive rescue, swift water rescue, fire extinguishment, EMS, and vehicle extrication. The delivery of these services is the responsibility of the Operations Division of the Naperville Fire Department.

Resources within the Operations Division include personnel who deliver service from ten strategically placed fire stations, staffed 24-hours a day. All Naperville fire stations are equipped with one of six front line fire engines, three front line ladder trucks, or one front line heavy rescue squad; all equipped to handle advanced life support emergency medical service calls. Eight front line ambulances, two shift commander vehicles, and two rescue vehicles are also strategically placed throughout Naperville's ten fire stations.

In 2019, the Naperville Fire Department continued to run more incidents than we had in previous years. We are always looking for ways to meet the demand of a higher call volume and adjust resources as needed. We have several programs such as Power Shift ambulances and Rescue vehicles that help to meet the increasing demands of a higher call volume.

Total Fire Incidents

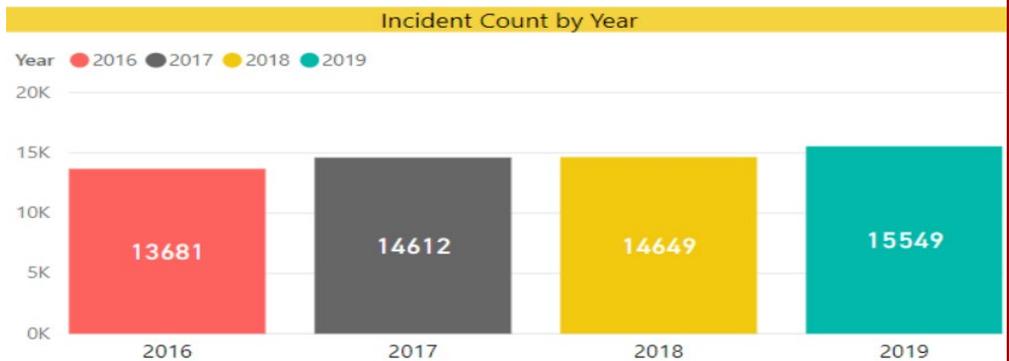


OPERATIONS

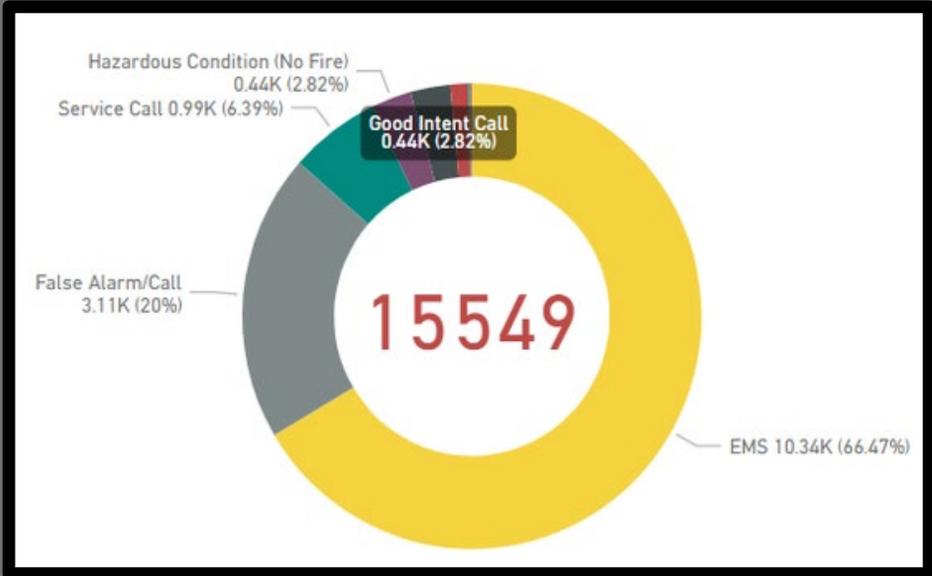
The Naperville Fire Department continues to provide outstanding Special Operations teams to the community, all of which can provide emergency services during a variety of rescue situations. In 2019, the Naperville Fire Department Water Rescue Team combined forces with the Naperville Police Department Water Recovery Team. This was in an effort to increase our value to the community, as we continue to improve and operate as the area's elite Water Rescue Team with unsurpassed capabilities. In 2020, we will be combining the Unmanned Aerial System (UAS) Teams from the Naperville Fire Department and the Naperville Police Department.

When called upon, Naperville extends our capabilities beyond our borders, to aid in mitigation of complex incidents at the State and National level through our relationship with the Illinois State Mutual Aid Box Alarm System (MABAS). In 2019, we had members that were deployed to Southern Illinois to assist with extensive flooding. These members were deployed through the IL-USAR Task Force and the Illinois WMD Team.

Through planning, training, and collaboration with internal and external agencies, the Naperville Fire Department is prepared to handle all hazardous situations that arise. In Aurora, IL, at the Henry Pratt Company on February 15, 2019, an armed individual entered the facility and began to fire on workers inside. Several responding officers were immediately hit by gun fire causing serious injury to several officers. Aurora Police Department continued to advance forward on the gunman, causing him to retreat and cease his efforts of seeking out innocent workers inside the plant. The Naperville Police Special Response Team (SRT) team were the initial contact team which located the gunman and controlled the active threat. The Tactical Emergency Medical Support (TEMS) members are unarmed and work as team members in this elite group. Protection was provided to these TEMS members by the SRT team as they advanced to allow TEMS members to provide any advanced medical care to victims. This early care has proven to save lives rather than the traditional approach to waiting for victims to be evacuated to a safe area for advanced treatment.



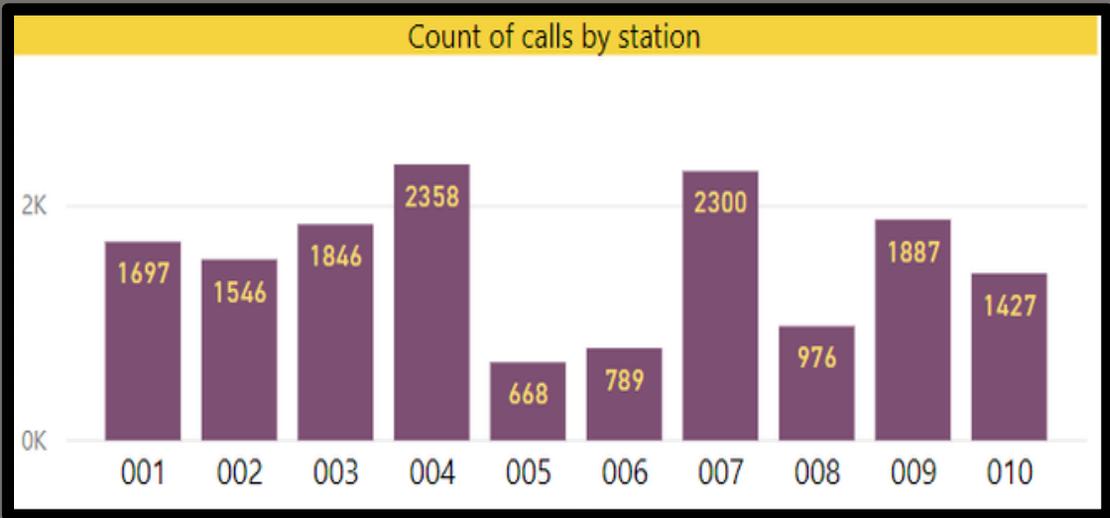
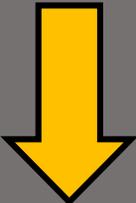
This chart shows a 4 year trend of increasing call volume.



←

The graph to the left shows the total number of emergency incidents along with the type of incident that they were.

The graph below shows the total amount of emergency calls received per station.





Safety

Safety

The Naperville Fire Department strives to make its work environment as safe as possible by implementing numerous safety initiatives.



- ✓ Cancer committee to evaluate and make recommendations on how to reduce cancer risk and provide support for firefighters
- ✓ Gear washers in all stations and 2nd set of gear for each person
- ✓ Decontamination kits were placed on all suppression vehicles to help firefighters clean their gear immediately after a fire
- ✓ Station sign reminders for accidents/injuries
- ✓ Annual physicals, including extensive bloodwork, respiratory, vision and hearing testing
- ✓ Safety Committee meets regularly and evaluates injuries and accidents
- ✓ Training techniques for lifting/carrying
- ✓ Vehicle blocking training for Fire Department personnel for Multi-Vehicle Accidents (MVA)
- ✓ Lessons learned session after any on the job injury or accident
- ✓ Health and Wellness Committee addresses firefighter injuries, mental and physical well-being
- ✓ Incident Safety Officer on all working structure fires



Emergency Medical Services (EMS)

10,000+ calls

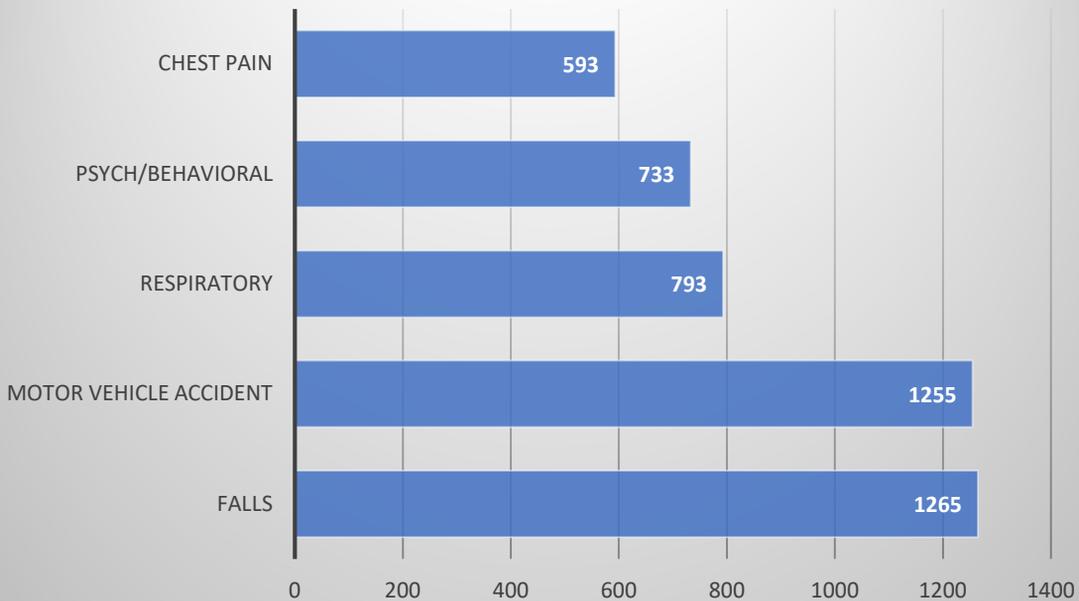
The EMS Division is responsible for the licensure of all vehicles and personnel with IDPH, the state EMS governing agency. EMS related incident responses were at an all-time high accounting for over 10,000 EMS calls in 2019. The department was awarded with Mission Lifeline Gold Plus status by the American Heart Association for superior management of patients suffering from a heart attack.

In 2019, the first phase of a revised Cardiac Arrest resuscitation procedure, that would improve outcomes for those patients that suffer a sudden cardiac arrest, was implemented. The first-year results were extremely favorable and the department saw 12 survivors, more than any of the previous years. The first ever survivor's banquet took place in November, bringing survivors, paramedics, dispatchers, and hospital personnel together to celebrate the lives of those that survived. A second phase of the revised Cardiac Arrest procedure began in November, that changes the way we administer medication and electricity to the heart. Research has found that administering medication and shocks when they are clinically appropriate, rather than in a predetermined order, can further improve a patient's chance at survivability.

Five members of the department built on the Mental Health Awareness in the Workplace training that was given to over 160 fire department members in 2018, by presenting the program to another 200 City employees from a number of other departments. The program is designed to reduce the stigma associated with mental health diagnoses, and teach attendees some de-escalation techniques, in the event they encounter a person suffering a mental health crisis.



2019 Top 5 EMS Calls



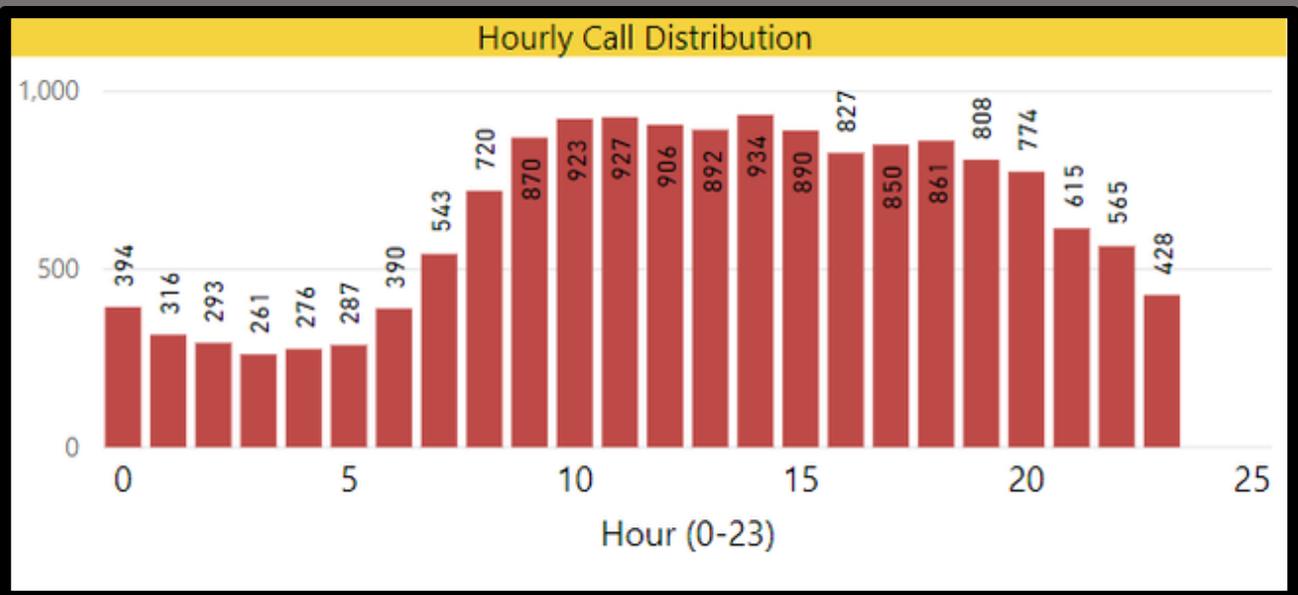
Cardiac Arrest Data - 4 year Trend

Years	2016	2017	2018	2019
ROSC (Return of Spontaneous Circulation)	21%	28%	27%	37%
Survivability	10%	12%	9%	18.5%

The national average for ROSC is 12.4 % and 7.3% survivability. Naperville's numbers are almost *double*.

Power Shift

Like most communities, Naperville experiences the majority of its calls during the day. Utilizing data trend analysis, the Fire Department found that 72% of calls came between 8:00 a.m. and 8:00 p.m. In order to efficiently and cost effectively address this, the Fire Department implemented a “Power Shift,” which makes use of existing Fire Department personnel to better serve Naperville during high-call volume times. All of this was done without incurring overtime or adding additional employees to the department. Naperville Fire Department assigns up to 4 current Fire Department employees to work a 40-hour schedule, from 8:30 a.m. to 5:00 p.m., Monday through Friday.



PRESCRIPTION DRUG DROP OFF PROGRAM

1,788 pounds collected



Station Totals (by pound)

Total Rx Collected = 1,788 pounds





Specialty Teams

Naperville Fire has established several teams that can respond to specific incident types that present a higher-risk environment for responders.

Specialty Teams

- Hazardous Materials Team
- Water Rescue Team
- Technical Rescue Team
- Tactical Emergency Medical Support (TEMS) Team
- Unmanned Aerial System Team

UNMANNED AERIAL SYSTEM TEAM

The Naperville Fire Department utilizes a fully capable Unmanned Aerial System (drone) to assist with its day to day operations. This unit can operate at elevations as high as 400 feet off the ground and up to ½ mile away. The UAS program conducts its operations under the strict regulations set by the FAA under a FAA Certificate of Authorization (COA).

The fire department currently staffs 25 pilots. Those pilots have accumulated over 125 hours of training. In addition, they have responded to over 30 requests for assistance. In 2019, the Naperville UAS received over 30 requests for assistance. These came from both internal departments and through mutual aid/ILEAS requests. Some of the requests include:

- Fire scene documentation
- Accident scene documentation and reconstruction
- Hazardous material spills
- Evidence recovery
- Search and rescue
- Aerial surveillance for police scenes
- Assist internal departments on resource deployment

In 2020, the Naperville Fire Department will begin the process of merging with the Naperville Police Department to create a Public Safety UAS Team. This will allow cross trained pilots to respond to the needs of both agencies improving both the efficiency and effectiveness of both departments. All team members will be trained in both FAA regulations and police surveillance laws.



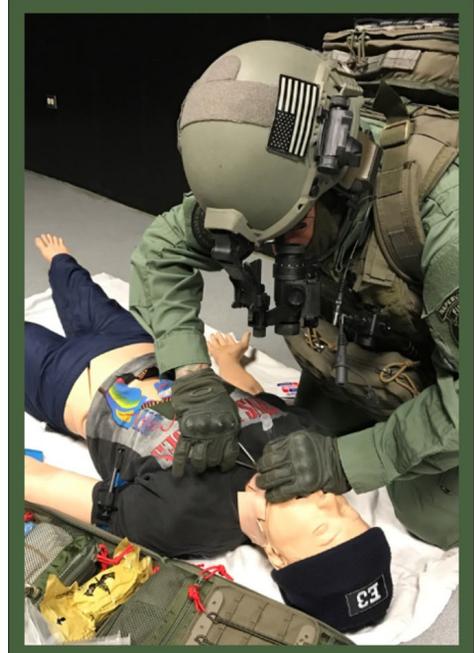
TACTICAL EMERGENCY MEDICAL SUPPORT

Thanks to the dedication of the Tactical Emergency Medical Support (TEMS) Team medics, and the ability to fund training opportunities through the Complex Coordinated Terrorist Attack (CCTA) grant, the TEMS Team has had a busy year. The team attended courses across the nation, taught tactical medicine to its Mutual Aid Box Alarm System (MABAS) partners, and maintained its position as a model TEMS program for the State of Illinois.

In 2019, the TEMS Team responded to 19 incidents with both the Naperville Special Response Team (SRT) and the Law Enforcement Alarm System (LEAS) Region North Weapons of Mass Destruction (WMD) SRT. Incidents ranged from deployments to southern Illinois to assist with flood response, to an incident of mass violence in our neighboring town of Aurora.

This year, TEMS medics took advantage of several educational opportunities across the United States. Medics attended the Counter Terrorism Operational Support Radiological/Nuclear (RAD/NUC) incident response course in Nevada. In collaboration with the CCTA grant, TEMS medics attended the Special Operations Medical Association Scientific Assembly (SOMSA). While at SOMSA, medics attended courses on tactical medicine, sports medicine for the tactical medic, simulation evaluator training, and K9-Tactical Emergency Casualty Care (K9-TECC). Again, in 2019, TEMS medics attended the National Tactical Officer's Association (NTOA) Conference. The NTOA conference offered the TEMS medics training in advanced austere medicine, K9 care, and active shooter response.

In 2019, the TEMS Team responded to 19 incidents. Approximately 61% of the incidents occurred within the City of Naperville. Pursuant to the General Order, on duty personnel were utilized for all the incidents that had less than a 40 min lead-time. On duty personnel were utilized on 72% of the incidents that occurred in 2019. The Naperville Police Department has embraced the collaborative effort to integrate medics into their REACT Teams, allowing us to better serve our community with point of wound care, during escalated incidents that have yet to warrant an SRT response.



52

Technical Rescue Incidents in 2019



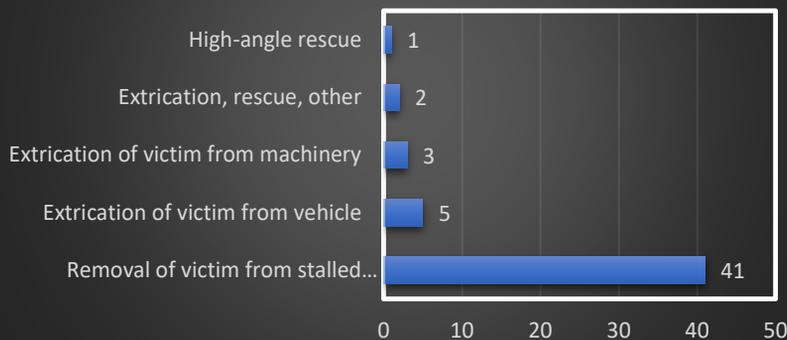
Technical Rescue Team

The Technical Rescue Team (TRT) is made up of 32 members of the Naperville Fire Department. These members have specialty training in the following 4 disciplines: Confined Space, Rope Rescue, Structural Collapse, and Trench Rescue. Members completed more than 360 hours of training. This training includes classroom, hands on skills, and real world scenario based training. 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, 5 members belong to the State of Illinois Urban Search and Rescue Team – Illinois Task Force One.

In 2019, the Naperville Technical Rescue Team focused on “Man vs Machine” training, which is training on the safe removal of persons entangled in any type of machinery by fire department personnel. Special focus was on: grain bin/sand bin rescue, heavy vehicle extrication rescue, industrial machine rescue, and specialized rescues that require special tools and equipment. The year's training culminated with a regional validation involving multiple technical rescue teams. This regional validation was an eight-hour scenario that included a patient entrapped in a grain bin.

The NFD TRT Team is supported by “TRT1”, a semi-tractor trailer loaded with special technical rescue equipment. Many small equipment/tool upgrades have been made in 2019 and more are planned for 2020. These upgrades will continue to aid the team in the ever-changing technical rescue environment. “TRT1” is housed at Fire Station 1, 964 E. Chicago Avenue.

2019 Technical Rescue Incidents



23,000

Vehicles

visited Household

Hazardous Waste in 2019



Hazardous Materials Team

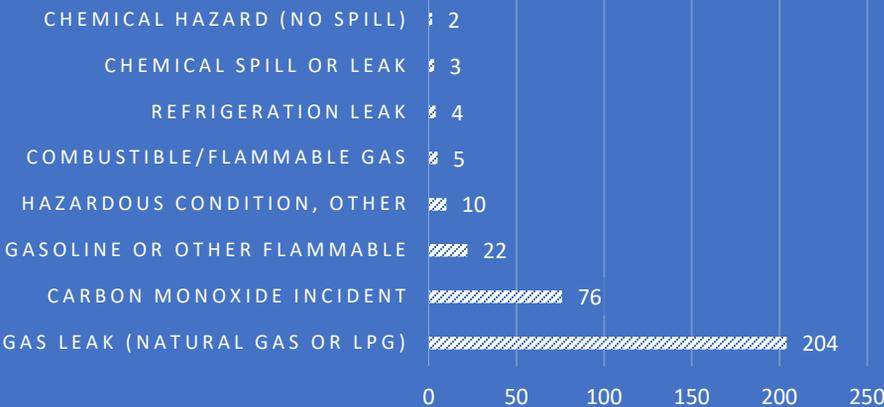
The Hazardous Materials Team responds to mitigate incidents involving chemical transportation accidents and chemical spills in business/manufacturing facilities. The HazMat Team also provides staff and technical expertise to the City of Naperville’s Household Hazardous Waste program, which is one of only four permanent programs in the state.

When the chemicals residents and businesses use, become a hazard to the public’s safety, the Naperville Fire Department’s Hazardous Materials (HazMat) Response Team is prepared to quickly and efficiently mitigate the risk of injury to the public.

The Household Hazardous Waste facility in Naperville is open and available to all residents of Illinois. The hours of operation are Saturdays and Sundays from 9:00 a.m. – 2:00 p.m. Household hazardous waste items are materials purchased for cleaning or maintaining a home. Business waste is not accepted.

Hazardous Materials Team members continually increase their skills by attending classes, in-house monthly training and ongoing drills with neighboring departments.

2019 Total Incidents - 326



675,300

**pounds of
Household
Hazardous Waste
dropped off in 2019**

CAUTION CAUTION CAUTION

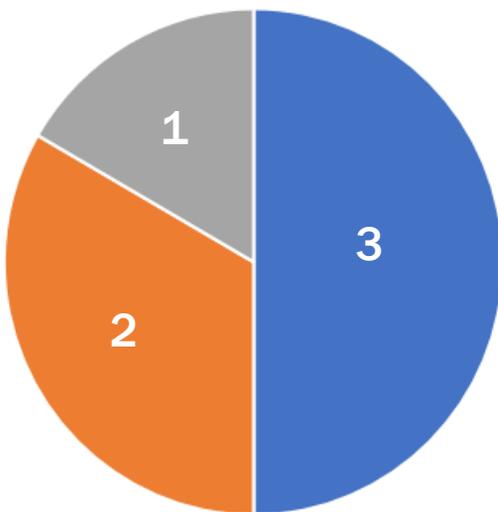
Water Rescue Team

The Naperville Water Rescue Team (WRT), one of the highest trained teams in Illinois, consists of approximately 30 members of the Naperville Fire Department. These members are divided equally which allows approximately 10 WRT members per shift, all of whom are certified to handle situations on surface, sub-surface, ice, as well as flood/swift waters.

If a driver loses control and drives into an icy pond, the WRT is equipped to rescue the driver and passengers.

WRT members continues to train three times every month and are very active within the region's Water Rescue Team. The team trains on basic skills and patterns at Centennial Beach and Neuqua Valley High School with the assistance of on-duty companies.

2019 Total Incidents - 6



■ Swiftwater rescue ■ Water and ice related rescue ■ Surface rescue

2 members responded to Southern Illinois for the flood/swift water response for 2 weeks

2 members received the Humanitarian Service Award from MABAS - Illinois, for their deployment to the Mississippi and Illinois River flooding



Training

TRAINING



74,000+
training hours



17 acquired structures

The Training Division in Naperville is comprised of two full-time employees including a Bureau Chief and a Training Lieutenant. It is the intent of the Naperville Fire Department Training Division to improve upon past accomplishments and competencies year after year. The Naperville Fire Department is devoted to strengthening the knowledge, skills, and abilities of our members to better serve the public, and 2019 has been no different. Throughout 2019, the Naperville Training Division hired ten new employees, and held two academies, one in the spring and one in the fall. These new probationary members endured a combined 5,600 hours of training prior to ever being assigned to a fire suppression unit or medic unit in Naperville. Secondly, the Training Division hosted four separate Office of the Illinois State Fire Marshal Certification classes:

Vehicle Machinery Operations
Fire Apparatus Engineer
Advanced Technician Firefighter
Basic Operations Firefighter

TRAINING

185 members trained
and educated annually



2019 Training Initiatives:

Mass Casualty Incident Training:

Tactical EMS / Rescue Task Force / Stop the Bleed

Mental Health and Crisis Intervention

The Training Division works closely with the building department within the city and the residents of Naperville on an acquired structure program. This program provides training opportunities to the members of the Naperville Fire Department at houses and other buildings in the city, that are slated for demolition. For 2019, the department logged 17 total acquired structures; 4 commercial structures and 13 houses. To enhance training for new hires and current employees, and improve upon training efficiencies, a \$109,000 renovation was completed to the former Haz-waste building at Fire Station 4. This money was allocated to repurpose the building where it now houses the training Engine and classroom space for hands on classes. The Training Division enhanced delivery formats in an effort to adapt training around the varying schedules and demands of the 185 firefighters working on shift. This included adding weekly training, monthly training, continuing response drills based on the model from previous years, and the addition of 4 hour off duty training topics. We are proud of the time and dedication the members of the Naperville Fire Department have made into their personal development through the Training Division.

CANDIDATE PHYSICAL ABILITY TEST (CPAT)

The Candidate Physical Ability Test, or CPAT, is a standardized test created by the International Association of Fire Fighters and the International Association of Fire Chiefs, to assist fire departments with the recruitment of candidates who are physically capable of performing the essential tasks of a firefighter. The CPAT is acknowledged as a reliable indicator of an individual's ability to function at the scene of a fire.

The CPAT requires firefighter candidates to engage in the following activities:

- Stair Climb (climbing stairs while carrying an additional 25 pound simulated hose pack)
- Hose Drag (stretching uncharged hose lines, advancing lines)
- Equipment Carry (removing and carrying equipment from fire apparatus to fire ground)
- Ladder Raise & Extension (placing a ground ladder at the fire scene and extending the ladder to the roof or a window)
- Forcible Entry (penetrating a locked door, breaching a wall)
- Search (crawling through dark unpredictable areas to search for victims)
- Rescue (removing victim or partner from a fire building)
- Ceiling Breach & Pull (locating fire and checking for fire extension)

All of these exercises must be completed in less than 10 minutes and 20 seconds. Candidates wear a hard hat, gloves and a weighted vest to simulate the weight of firefighting equipment throughout the test. Candidate success is measured on a pass/fail basis. To ensure that all candidates have an equal opportunity to succeed, the CPAT includes an orientation and mentoring process that begins eight weeks prior to the test.

Naperville administers the CPAT at 1200 W. Ogden Avenue, Naperville, IL 60563.

230 participants in 2019





Support Services



Since 1997, Naperville has been accredited by the Center of Public Safety Excellence. Having gone through 5 cycles of accreditation, this process allows the department to compare its performance in community risk and safety needs, and develop community-specific standards of cover. The accreditation program evaluates the performance of the department, and establishes a method for achieving continuous organizational improvement.

Under the direction and leadership of Fire Chief Mark Puknaitis, the accreditation process has been integrated into every aspect of the fire department's operations. The department is continually improving and poised to professionally move ahead with the appropriate organizational tools that will validate, support, and measure the services that are being delivered. The Naperville Fire Department completes an annual compliance report, complete with program appraisals for every division.



The Youth Fire Setters' Program for the Naperville Fire Department is an assessment and educational program geared at helping young members of our community gain a better appreciation for fire safety and the consequences of fire play. Our program is committed to the identification and education of fire setting behavior, above and beyond the traditional fire prevention program currently being delivered to children in the school. This program is geared toward youth identified as already active with fire play or fire curiosity.

During the session, children will learn why fire is dangerous for juveniles, how quickly fire spreads, what arson means, and the consequences of burns, i.e. the pain and lifetime scars. An educational video will be shown that is appropriate to the child's age to reinforce the session.



CPR

The City of Naperville recognizes the importance of Cardiopulmonary Resuscitation (CPR), First Aid and Automated External Defibrillators (AED). The instruction of the general public increases both awareness and readiness within the community, all of which play a vital role in the chain of survival for heart attack victims.

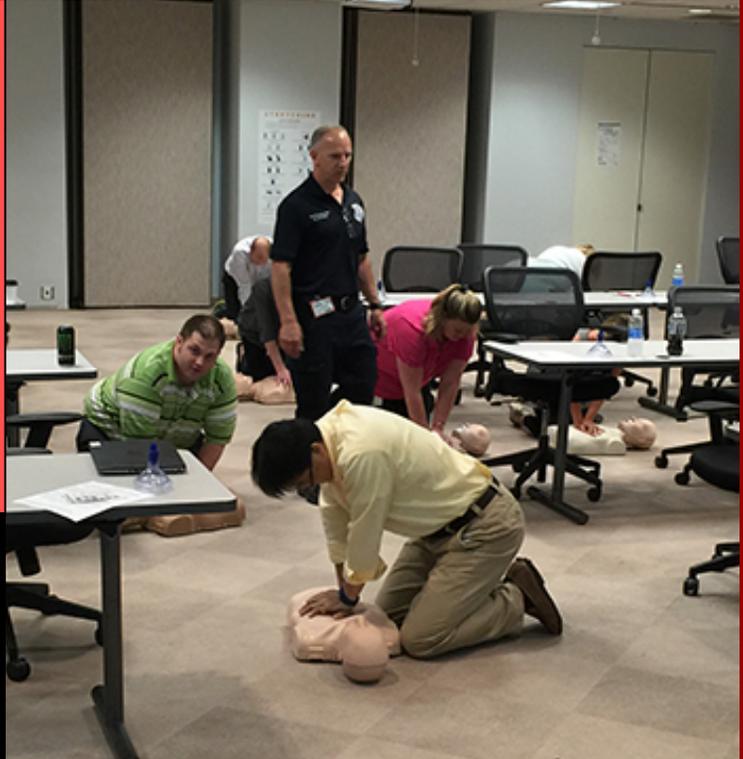
All courses are taught by Naperville firefighters certified by the American Heart Association and are held at the Naperville Training Center located at Safety Town, 1320 Aurora Avenue. Classes are also offered to businesses off-site.



Stop the Bleed

New offerings:

A national program that gives instruction on hemorrhage control. The life saving techniques target direct pressure, wound packing and tourniquet application. Over 200 City of Naperville employees took the course. In addition, 30 Naperville Park District Police Officers and 60 School District 203 nurses and staff were also instructed.



Senior CPR (Silver CPR)

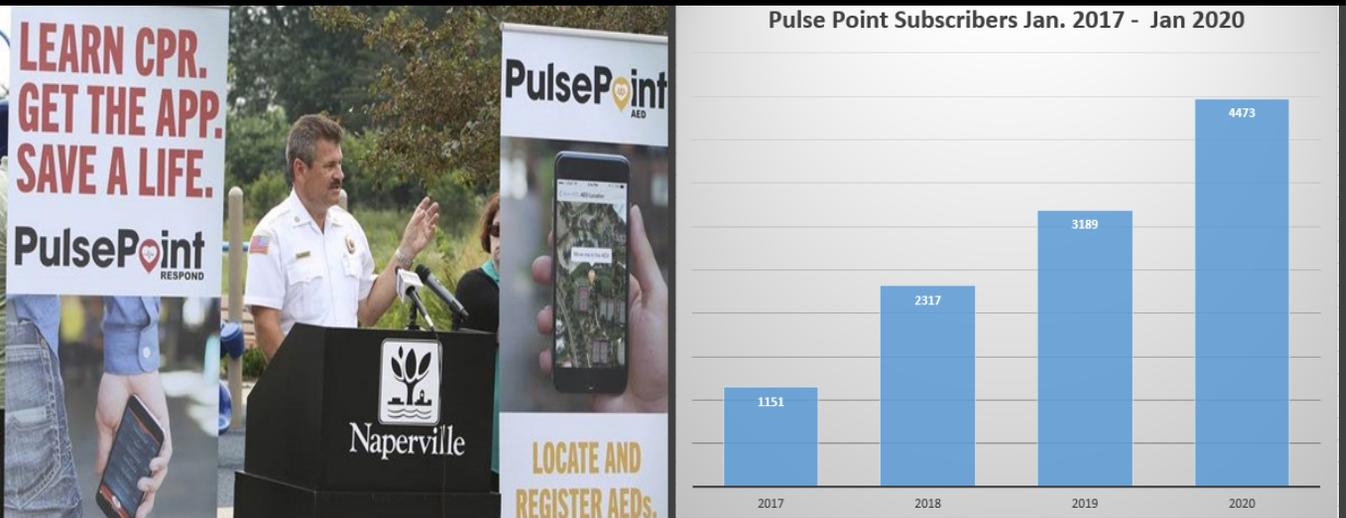
A program for Naperville residents, age 55 and older, with instruction and concentration on *HANDS only* techniques. The class is offered at no cost to those that register for the classes.

123 Classes

1,060 participants

PulsePoint

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. This app is downloadable from carrier app stores. The Naperville Fire Department is proud to engage citizens with this type of transparency and civic response.



PUBLIC EDUCATION



40,043

educational contacts made

1,200 +

residents attended Public Safety Open House



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 Specialist and the Public Education Team, which is 26 members strong, work cooperatively with co-workers, schools, community groups, businesses, volunteer organizations, and individual citizens to provide effective fire prevention programs and promote excellent community relations throughout the city.

Our goal is to prevent fires and the damaging impact of fires and other emergencies through the education of children, adults, and senior citizens throughout the City of Naperville.

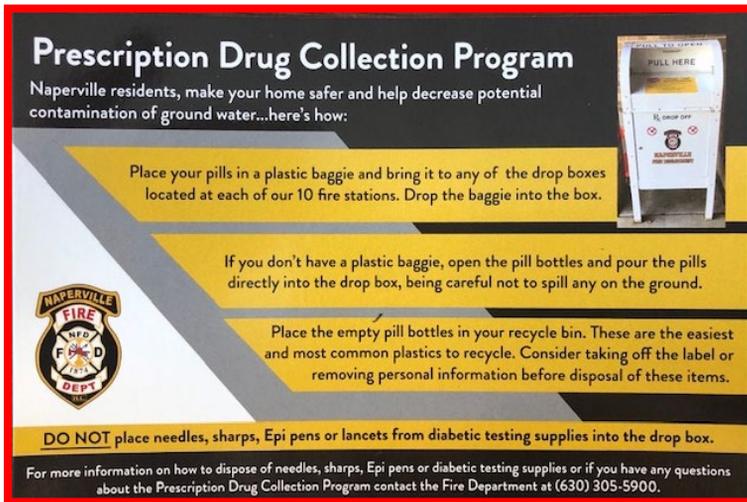
Programs offered:

- 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
- Citizen Fire Academy
- Home Fire Safety
- Senior Home Fire Safety
- Senior Home Fire Safety Surveys
- Station Tours
- Block Parties
- Fire Drills
- College Dormitory Safety and much more!

COMMUNITY RISK REDUCTION

CRR is a process to identify and prioritize local risks, followed by the integrated and strategic investment of resources (emergency response and prevention) to reduce their occurrence and impact. In a fire service context, it means that the fire department exists not only to respond to emergencies after the fact, but to *prevent or reduce* the effects of their occurrence in the first place. It means the fire service will (and should) act proactively as a risk reduction entity for the community.

2019 CRR Initiatives



Prescription Drug Collection Program
Naperville residents, make your home safer and help decrease potential contamination of ground water...here's how:

Place your pills in a plastic baggie and bring it to any of the drop boxes located at each of our 10 fire stations. Drop the baggie into the box.

If you don't have a plastic baggie, open the pill bottles and pour the pills directly into the drop box, being careful not to spill any on the ground.

Place the empty pill bottles in your recycle bin. These are the easiest and most common plastics to recycle. Consider taking off the label or removing personal information before disposal of these items.

DO NOT place needles, sharps, Epi pens or lancets from diabetic testing supplies into the drop box.

For more information on how to dispose of needles, sharps, Epi pens or diabetic testing supplies or if you have any questions about the Prescription Drug Collection Program contact the Fire Department at (630) 305-5900.

Prescription Drug drop off cards outlining procedures and locations

Senior Home Fire Safety Surveys

In an effort to keep Naperville seniors safe, the Naperville Fire Department provides Senior Home Fire Safety Surveys to those residents living independently, that request a visit.

The purpose of this home fire safety survey is to identify features in the home that might make the residence susceptible to fire or injuries due to falls. The second purpose is to advise residents of the steps they can take to eliminate or reduce these hazards.

Through this program, Naperville senior citizens receive in-home safety information as well as fire and fall prevention tips. Every home visit includes a written home safety survey with smoke detectors (if needed), a carbon monoxide detector, kitchen fire extinguisher, and other goodies.



PROGRAMS and SERVICES

Citizen Involvement

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

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)
Rescue Vehicle Program
Dropping the Borders
Power Shift

Revenue

Grant Program
EMS Transport
Fire Alarm Monitoring
Cost Recovery
CPR
CPAT (Candidate Physical Ability Test)

Training

CPR/AED/First Aid/PetTech
Fire Academy

Mental Health

C.I.T. (Crisis Intervention Team)

Bullying/Substance Abuse

Confronting the Elephant

Safety/Health

Firefighter Cancer Prevention
Fire Department Health and Wellness

Office of the Fire Marshal

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

PROGRAMS and 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
Citizen Fire Academy
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
Fire Drills
Public Safety Open House
Home Inspection Program

Performance Goals and Standards

Fire Accreditation
Community Risk Reduction (CRR)
ISO (Insurance Services Organization)





Office of the Naperville Fire Marshal

The Office of the Naperville Fire Marshal consists of the Fire Marshal, one Assistant Fire Marshal, one Fire Inspector, 4 part-time Fire Inspectors, and one Administrative Assistant II. In an attempt to provide a safe environment for our residents and business community, the Fire Prevention Bureau strives to prevent injury and loss of life through a variety of activities including new construction and fire protection system plan review, on-site fire protection system testing and approval, code interpretation and compliance, annual fire safety inspections in existing buildings, public education, and fire alarm monitoring.

The Office of the Naperville Fire Marshal has increased its use of technology as a way to aid in fire prevention efforts. In 2018, the Fire Marshal's office implemented an electronic inspection program, which drastically improved efficiency and increased accuracy of inspections. To continue this trend, in 2019 the Fire Marshal's office instituted electronic plan reviews. This results in a quicker turn-around for the developer, and allows for quick retrieval from a mobile device. The plans are then attached to the pre-plan software, which will allow a responding company to view building site plans and water mains at any major fire incident. All fire suppression systems are continually tracked and fire alarm test reports electronically. This allows for a quick manageable way to enforce deficiencies on systems to ensure they will work if they are needed.

2019	Plan Reviews	Occupancy Inspections	System Acceptance	Annual Safety Inspections	Inspection Follow ups	Fire Watch Inspections	Liquor Inspections
Totals	618	394	580	5243	711	10	198

Naperville Fire Alarm Monitoring Program

The Naperville Fire Department provides a reliable and economical way for businesses to meet their fire alarm monitoring needs with 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.

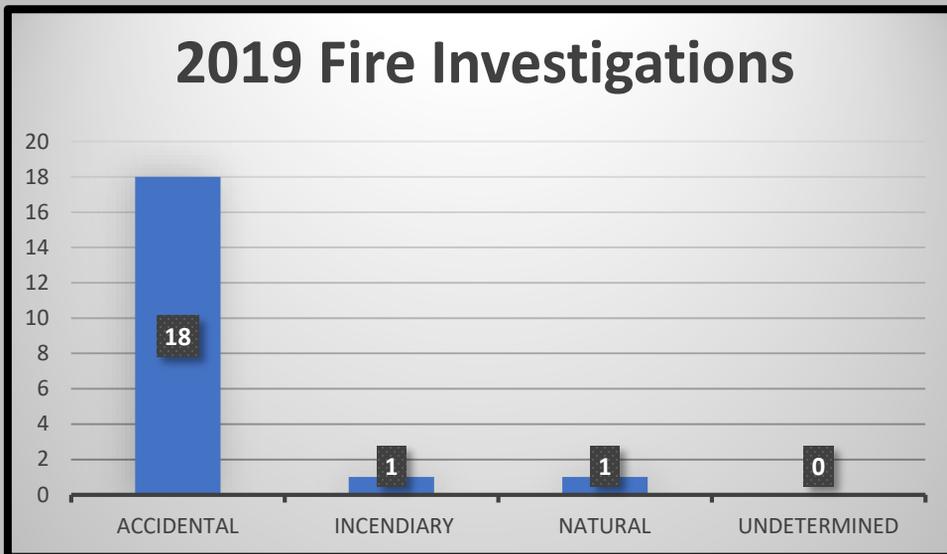


Fire Investigations Team

The Naperville Fire Investigation Team determines the origin and cause of significant fires of questionable origin. The team is comprised of members of the Naperville Fire Department, who primarily examine and process the fire scene, and the Naperville Police Department, who primarily conduct the interviews, interrogations and follow-up investigative work.

In 2019, the Fire Investigation Team incorporated five new investigators to the respective three teams, one team per shift. These new Investigators were added to incidents to familiarize themselves with the Naperville Fire Department's processes for conducting a fire investigation, and provide some on scene investigative training.

In 2019, the Naperville Fire Investigation Team investigated 20 incidents, 3 of which were handled by on-duty Fire Investigation personnel. 17 of these incidents required call back of off-duty Investigation personnel. The findings are as follows:



Currently, all 20 incidents have been closed out with a determination, with no active investigations open.

In 2019, the team has logged over 300 hours of training and continuing education, and approximately 40 hours of scene investigation time.



Emergency Management Agency

EMERGENCY MANAGEMENT AGENCY

2019 Initiatives

- Management of the 1.37 million Complex Coordinated Terrorism Attacks (CCTA) Grant with Aurora
- Creation of the draft Naperville Continuity of Operations Plan
- Management of Core Emergency Management functions



CCTA Grant highlights:

- Hosting school reunification training, workshops, and exercise for all schools in Aurora and Naperville, both public and private.
- Training provided to all Naperville and Aurora fire and police plus regional partners for standardized rescue taskforce response to an active shooter.
- ALICE and Stop the Bleed training were offered to all municipal employees and the city at large, in coordination with Aurora.
- Hosted two Illinois Law Enforcement Alarm System inter-operable communications workshops with 9 911 centers and multiple law enforcement specialty teams.

Core Emergency Management functions:

- Harbor Chase full scale nursing home evacuation drill.
- Naperville Police Station full scale tornado shelter drill.
- National Weather Service Special events planning workshop and exercise.
- Conducted after action assessment of the cities response to the Polar Vortex and identified areas for improvement.
- Multiple school, business, and religious site assessments for tornado warning procedures and shelter locations.
- Community Emergency Response Team (CERT) conducted two classes for the public and supported multiple community events including churches, scouts and neighborhood organizations.
- 2019 saw the most applications for CERT training compared to the past ten years. Currently there is a 55 person wait list for the 2020 classes.

47 active volunteers

2,353 training hours

17 requests for assistance from
Fire/Police



Communications

COMMUNICATIONS

The Naperville Public Safety Communications Section serves as the Public Safety Answering Point (PSAP) for the City of Naperville and provides emergency and non-emergency radio and telephone communications for all public safety departments within the City. The Communications Section also includes City Dispatch, which serves the Departments of Public Works and Public Utilities.

In order to accomplish its goals and provide the highest possible quality of customer service, the Communications Section concentrates on both the latest technology and training to facilitate the efficient operation of the center. Telecommunicators receive a minimum of 12-16 weeks of initial training from Certified Communications Training Officers. Continuing education is provided to all employees, in several different forms, throughout the year.

Telecommunicators utilize an Enhanced 9-1-1 (E911) system and Computer-Aided-Dispatch (CAD) system to more effectively and expeditiously perform their duties. These systems aid in quickly determining the location of an incident, what type of units to dispatch and the on-going status of the incident. The Communications Section will continue to update and expand in these areas in accordance with the motto "excellence is the standard, perfection is the goal."

In part, the mission of the Communications Section is to serve as a conduit of information for Police, Fire, Emergency Management Services (EMS), and City utility departments. The philosophy of the Communications Section is that any person within the police, fire, or utility service jurisdiction of Naperville should be provided with a method to rapidly and efficiently report perceived threats of injury to their life or property, or utility service disruptions or requests, without regard to race, sex, age, sexual orientation, religion, financial status, or physical or mental capacity.



2019 HIGHLIGHTS

51,466 9-1-1 calls

107,347
Administrative/non-emergency calls

94,995
Police event tickets processed

15,549 Fire/EMS
related incidents processed



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 do something more for the community they serve.

NPFFC

LENDING A HELPING HAND

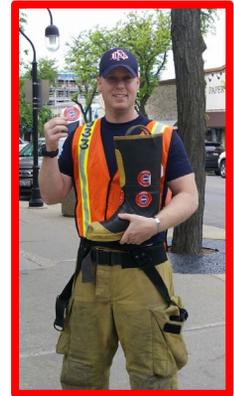
2019 Accomplishments

- Website redesign
- Addition of 3 new Board Members
- Total events – 5 (Added Bunk Bed Buildout)
- Total # of beneficiaries – 9
- Total amount of financial donations - \$19,000



St. Baldrick's Event

- 67 shavees
- Total funds raised - \$71,740



Chari-Tee Time Golf Outing

- New partnership with local organization – Bike Bald Group
- Total donation - \$8,500

Bunk Bed Buildout

- New partnership with Sleep in Heavenly Peace
- Hosted a single day bed build event at Fire Station 4
- Rallied 110 volunteers and 5 new corporate sponsors to support event
- Established a firm partnership with Indian Prairie School District 204 and Naperville School District 203 to direct beds to homeless and newly housed families.
- 40 beds built and 40 sets of bed adornments (mattresses, bedding and pillows).



NPF FC

LENDING A HELPING HAND

2019 Accomplishments

Stop, Drop and Run 5K

- Another successful event supporting Illinois Fire Safety Alliance 'Camp I am Me,' for pediatric burn survivors.
- Total donation - \$2,750

Firehouse Foodfight

- Collected more than 8,200 pounds of food
- 875 personal care items collected
- 682 jackets and nearly 800 more winter clothing accessories (hats, scarves, gloves and mittens)
- 22 secondary collection sites
- 9 total families adopted in the Indian Prairie School District 204 Adopt-a-Family Program.



NO KID SLEEPS
ON THE FLOOR
IN OUR TOWN!



Honor Guard

The Naperville Fire Department Honor Guard is currently in our 17th year as part of the Naperville Fire Department and continues its proud tradition to Honor, Cherish, and Remember 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 department members, as well as affected departments throughout Illinois and surrounding states. In addition to funeral duties, the Honor Guard is responsible for maintaining and presenting the colors of the Naperville Fire Department and Local 4302 for parades, celebrations, and memorials. In 2019, the Honor Guard participated in over 45 events. The Honor Guard currently has a roster of 23 active duty and 9 retired members who participated in over 2000 hours of state and local training collectively. The Honor Guard operates under the Associated Firefighters of Illinois State Honor Guard guidelines.

The Honor Guard annually remembers our own at the Naperville Fallen Firefighters Memorial ceremony and participates in several department events such as the Fire Prevention Open House, promotional/swearing in ceremonies, and walk-out ceremonies for retiring department members. The Honor Guard also participated in many local civic events such as Ribfest, CAPS Awards, Memorial Day Parade, St. Patrick's Day Parade, St. Baldrick's Fundraiser, and the September 11th Remembrance Service. Members also attended multiple events throughout the state as representatives of the NFD/L4302 Honor Guard including funerals, the 2019 AFFI State Honor Guard Convention, the Illinois Fallen Firefighter/Medal of Honor Ceremony, 100 Club of DuPage Dinner, and Honor Flight Chicago.



EXPLORER POST #911

Explorer Post #911 was established in 1992 to offer young men and women an insight to the field of fire and EMS services. At the same time, the post members provide services to the fire department and the community while also keeping in step with the Exploring guidelines set forth by the Boy Scouts of America.

The Explorers meet bi-weekly at Naperville Fire Station Four from 7 – 9 p.m. to "explore" the inner workings of the Naperville Fire Department and the jobs of its firefighters/paramedics. Training covers hose line advancement, ladders, ventilation, search and rescue, fire behavior, water supply, salvage and overhaul, extinguishers and EMS.



TRAINING OPPORTUNITIES

- HazMat training with HazMat team
- Vehicle extrication
- Live burn day with the Illinois Fire Service Institute
- Hands on training at University of Illinois



**Proudly serving the
community since 1874**



Naperville

