

Naperville Fire Department Community Advocate Response Team



Car 47

CART's Purpose

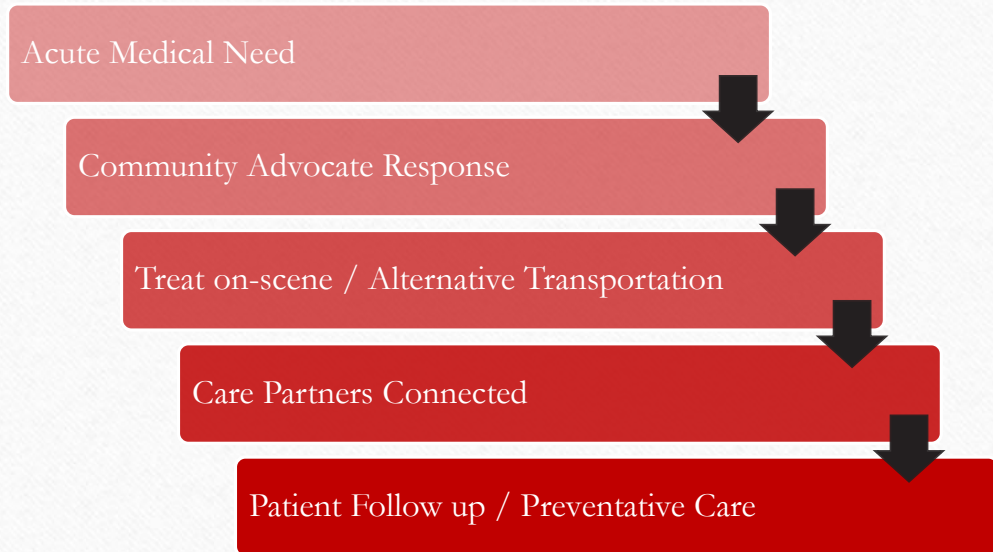
- The CART program was designed to minimize or eliminate mental health or quality-of-life emergencies before they escalate to life-threatening events
- The CART program identifies root causes of patients' issues & connects patients with long-term solutions
- The CART program reduces the non-emergency workload from other EMS units within the department

CART Launched Full Time in 2024

CART is running full time, and the team consists of the following:

- 1 Dedicated Unit
- 2 Paramedics
- 3 Shifts
- Operating 24 hours a day

The Response Model

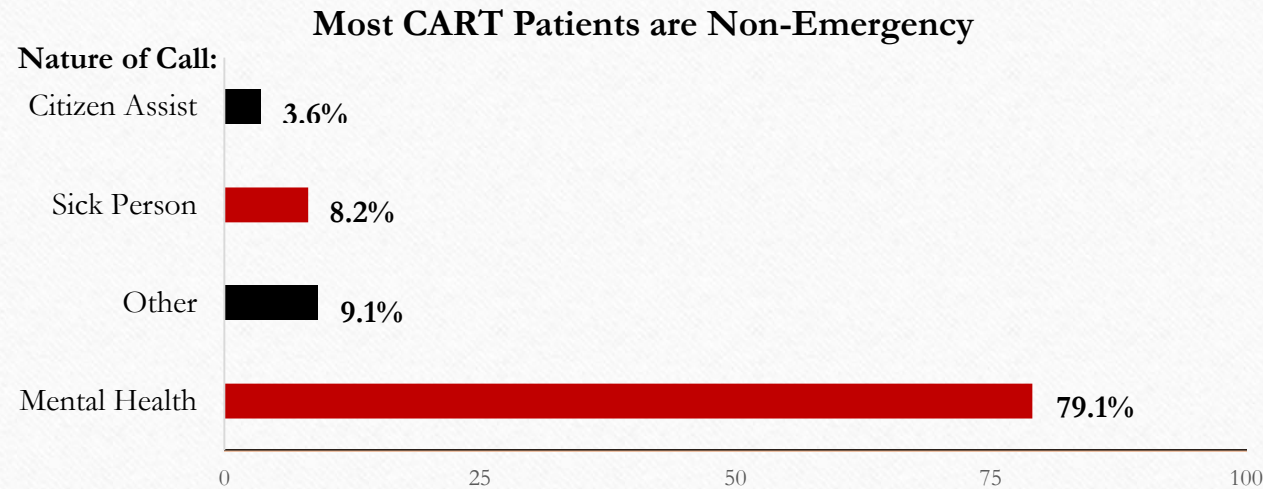


CART is Relieving EMS units

- CART responded to **1,488** incidents in 2024
- **1,005** patients did not require transport to the hospital
- This has freed up EMS units for other emergency calls

Types of Incidents CART Responds To

- Over **80%** of patients handled by CART are **non-emergency**, which allows the EMS units to respond to emergency calls



CART is providing follow up services within the community

- In 2024, CART performed **1,536** follow up services to patients within the community
- These follow up services include in home visits, telephone calls, or emails, and are centered around checking in with the patient to ensure that they are receiving the services available to them that will prevent their situation from becoming an emergency in the future

CART is successful in solving patients' problems

- The average time spent on scene with a Treat No Transport incident is 20 minutes
- CART has spent up to 3 hours on scene with a patient as they try to find solutions to patients' problems
- On average, CART is spending 25% more time with patients compared to other units as they seek out root issues during non-emergency calls

Citizen Feedback

- The CART team is making a huge difference in the community
- One Naperville resident expressed their appreciation for the program with the following words:

“The CART Program reached out to invite me to a group discussion on behalf of my son, who lives with mental illness. At times it is a lonely and frustrating struggle. The CAR 47 personnel, who responded to my address, listened to my ideas and suggestions. I felt great emotional relief as a single mother to have a group of trained first responders taking interest in my son’s mental health history and offering practical solutions. The CART program has offered me a conduit for discussion, safety and healing.”