



Legislation Text

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CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Receive the report on the Naperville Fire Department CART Program

DEPARTMENT: Fire Department

SUBMITTED BY: Mark J. Puknaitis, Fire Chief

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

The Naperville Fire Department (Fire) launched a Community Advocate Response Team (CART) pilot program in January 2022. The purpose of the program was to create a unit responsible for responding to non-emergency calls such as mental health, drug and chemical dependencies, memory care, and senior/elder care issues. These calls, if not addressed, have the potential to escalate into future life-threatening medical emergencies.

The pilot was made possible by reassigning three shift personnel to a 40-hour (Tuesday - Friday, 7 a.m. - 5 p.m.) work week and using existing technology, equipment, and a reserve ambulance.

Pilot Program - Calls and Data

Results from the pilot revealed 119 residents were calling 911 for frequent health care needs. By applying a team approach and using social services, community, and non-profit resources Fire was able to find appropriate health care solutions for all but 18 individuals.

Data collected during the pilot show the following:

1. An average on-scene call duration of more than 60 minutes compared to an average of less than 20 minutes for all other call types,
2. A gap in service from 5 p.m. - 7 a.m. and no service on Saturday, Sunday, and Monday.

To address the findings, Fire recommended the implementation of a 24/7 CART Program. However, at the time, the department operations and staffing model did not allow for a 24/7 CART Program without an estimated \$1,100,000 annual overtime expense. As such, Fire requested, and Council approved, the addition of six firefighter/paramedics in September 2023.

DISCUSSION:

The June 18 presentation focuses on CART program results from January through May 2024.

FISCAL IMPACT:

N/A