



# FIRE DEPARTMENT

---

## MONTHLY INFORMATION REPORT

**August 2021**

---

HIGHLIGHTING DATA METRICS  
TO IDENTIFY OPERATIONAL TRENDS  
AND  
FACILITATE INFORMED DECISION-MAKING

70 E. MAIN STREET  
LAKE ZURICH, IL 60047

**OUR MISSION:** To care for and protect our community.

**OUR VISION:** The Lake Zurich Fire Department is dedicated to meeting the ever changing needs of our community, while ensuring a safe and secure environment for all, through professional development, unity and teamwork.

**OUR VALUES:** Professionalism, Responsibility, Integrity, Dedication, Honor

## Departmental Narrative - August 2021 Overview

In August, the Department responded to 415 calls for service, which averaged **13** calls per day and required **637 individual vehicle responses** to provide the necessary personnel for each incident.

Forty-one percent (**41%**) of the responses occurred while another call was in progress. Twenty-two percent (**22%**) of needs required a response from the non-primary engine, ambulance, or a mutual aid department due to multiple calls in progress.

Our current staffing model increases response times when simultaneous calls occur as the Department is only structured to handle a single response per station. We staff two vehicles with only three personnel using what is called a "jump company." If the call is for the ambulance, the personnel respond with the ambulance, and if it is a fire call, the staff responds with the engine. One of the vehicles remains in the station unstaffed on every incident we respond to due to the limited personnel we have on shift. Once a station commits on a call, the next call for service requires another station or mutual aid to handle the incident.



**Lake Zurich - Year To Date - Fire Value/Save/Loss**



## Significant Calls

### Fox Lake – August 20, 2021

On August 20, 2021, Lieutenant Spencer Cornell and Firefighter/Paramedics Ryan Bene and Collin Boeckmann responded on the MABAS box to Fox Lake for the boater who went under the water. On scene, FF/PMs Bene and Boeckmann dressed and were shuttled out to McHenry's dive boat. Lieutenant Cornell remained on shore and assisted with moving equipment and loading divers into boats. FF/PM Bene was a primary diver and worked line search patterns. FF/PM Boeckmann was retained as the safety diver. Shortly after FF/PMs Bene & Boeckmann's dives were over, Command switched operation mode from rescue to recovery and they were released from the scene.



Structure fire in 21300 block of West Ridge Rd in Forest Lake on August 28, 2021  
(Pictured left)

## Member Spotlights



Congratulations to the following promotions: Deputy Chief Joe Christopherson, Captain Terry Johnston, Captain Lee Kammin, Lieutenant Chris Hedquist and Lieutenant Spencer Cornell. (Pictured left)

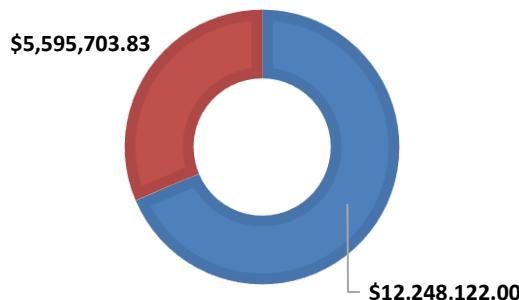
Congratulations to Captain Terry Johnston's Retirement! We wish you nothing but the best! (Pictured right)

## Administration Division

**Budget Update** – The administrative team is busy working toward the 2022 budget and looks forward to working with the Board to need our future needs.

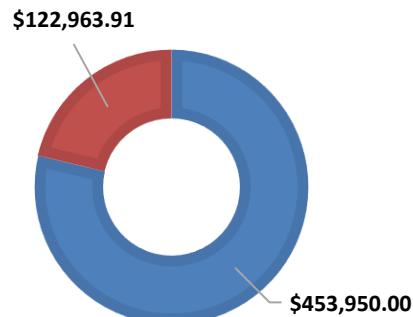
### **FIRE DEPARTMENT BUDGET**

■ Overall Budget w/ Amendment ■ Available Balance



### **OVERTIME ACCOUNTS**

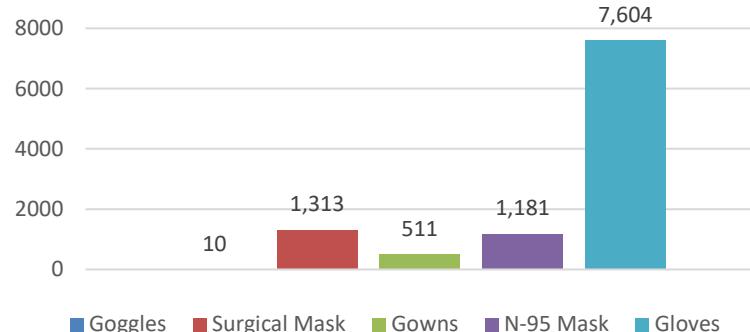
■ Overtime Budget ■ Available Balance



### **COVID-19 Updates**

We are currently tracking the Personal Protective Equipment (PPE) that members use and dispose of due to the COVID-19 pandemic. In August, we issued **0 pairs of safety goggles** and used **147 surgical masks** on patients, **103 - N95 respirators** for our personnel, **12 gowns**, and approximately **769 surgical gloves**. The graph pictured right shows year-to-date.

### **PPE Utilized & Disposed 2021**



### **Community Focus/Risk Reduction/Public Education**

Examples of community focus/risk reduction/public education include but are not limited to; school talks and station tours where a safety message such as stop, drop, and roll is covered. We also monitor fire and severe weather drills in schools and educate children about fire safety. Also, we teach exit drills in the home to middle school students and provide CPR/First-Aid training.

So far in 2021, we have attended about **50 events** and interacted with approximately **13,476 people** in public education. For example, *pictured above* is our personnel at Deer Park's National Night Out.

Thank you to District 95 for the delicious treats and we look forward to the continued partnership. (*Pictured right*)



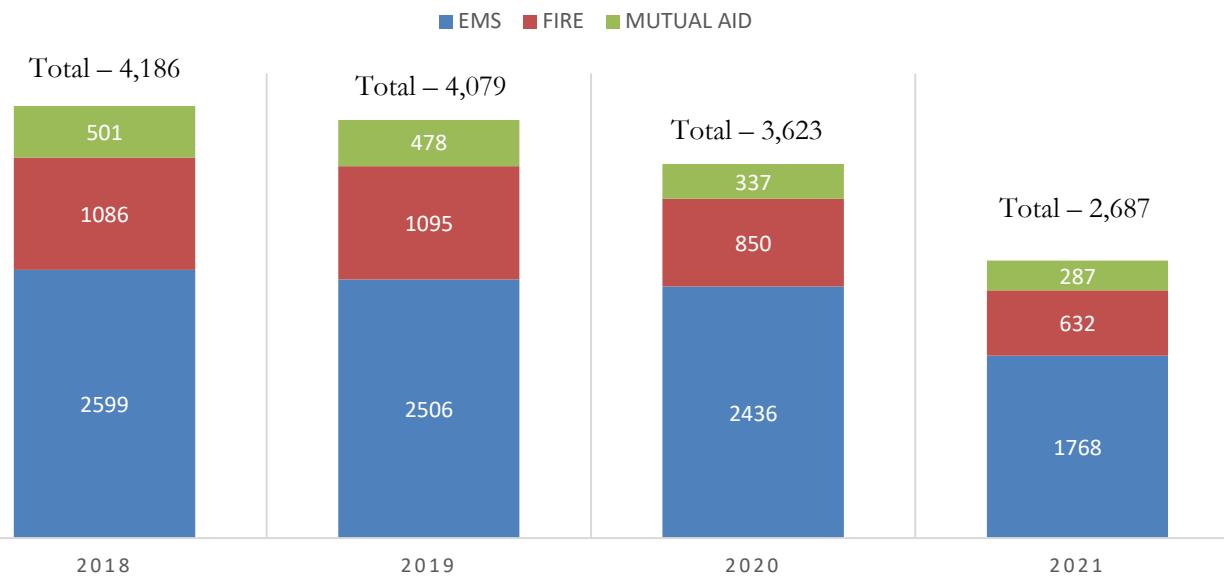
# Operations Division

## Vehicles Out of Service

- During August, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
  - Ambulances – 204 hours
  - Engines – 460 hours
  - Year-To-Date Hours:

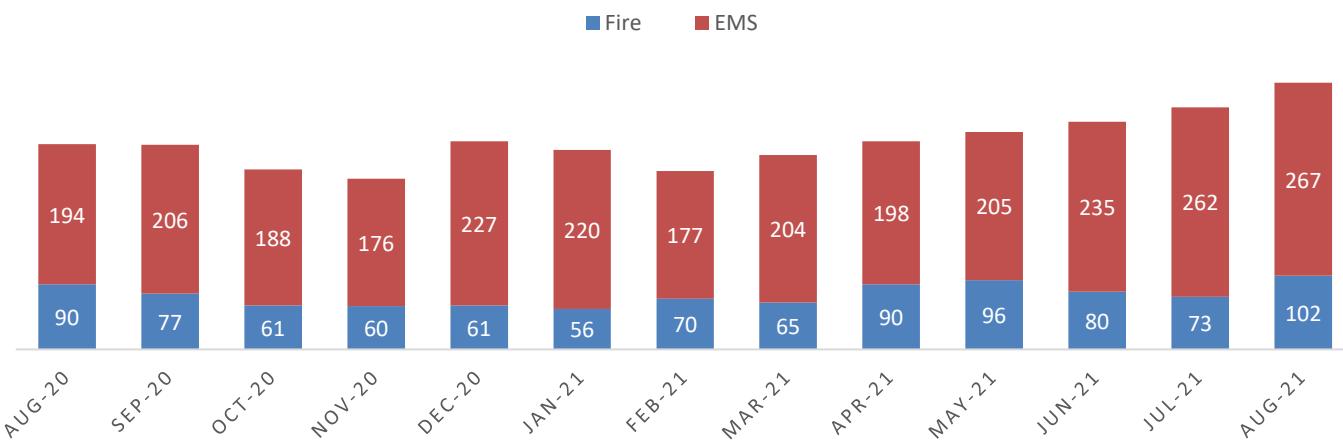
Ambulances: 825.83 hours | Engines: 2,154.23 hours

## TOTAL CALLS - YTD (DATA WILL BE ADDED EACH MONTH TO 2021)



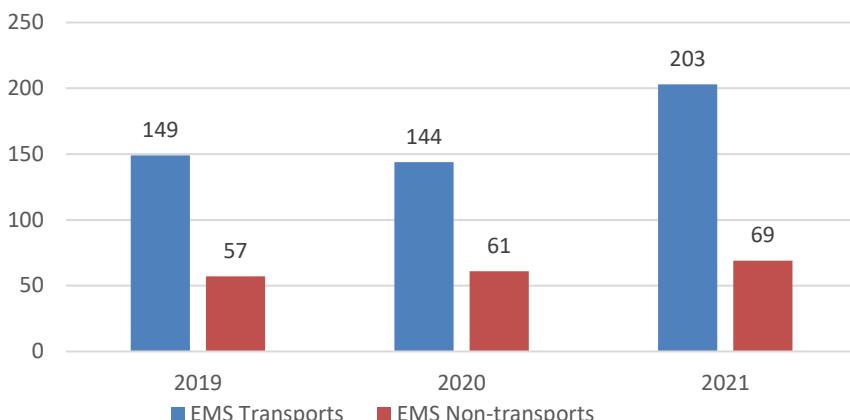
Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.

## AUGUST 2021 - EMS V. FIRE CALLS (NO MUTUAL/AUTO AID)



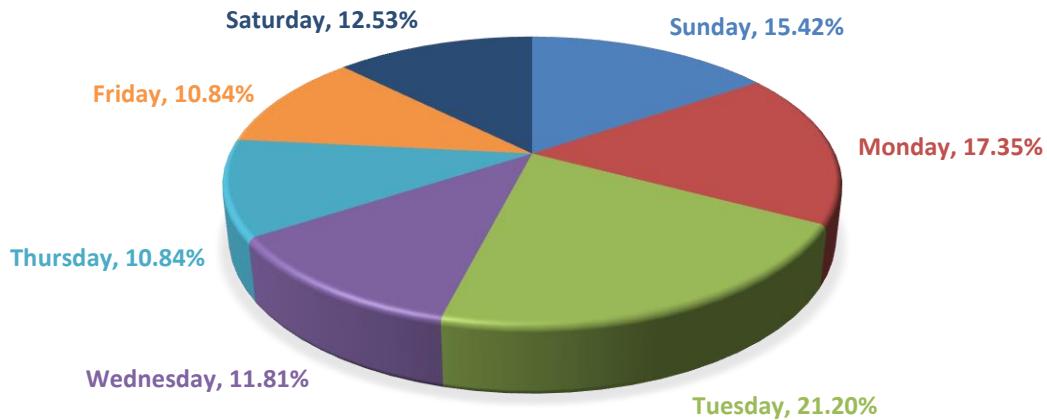
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call result in transport. A prime example of this is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares the month of August across 3 years. The trend is consistent with the data period. These numbers represent the patients seen.

**EMS Transports vs Non-Transports - (Patients)**  
**Monthly 3 year - Comparison**

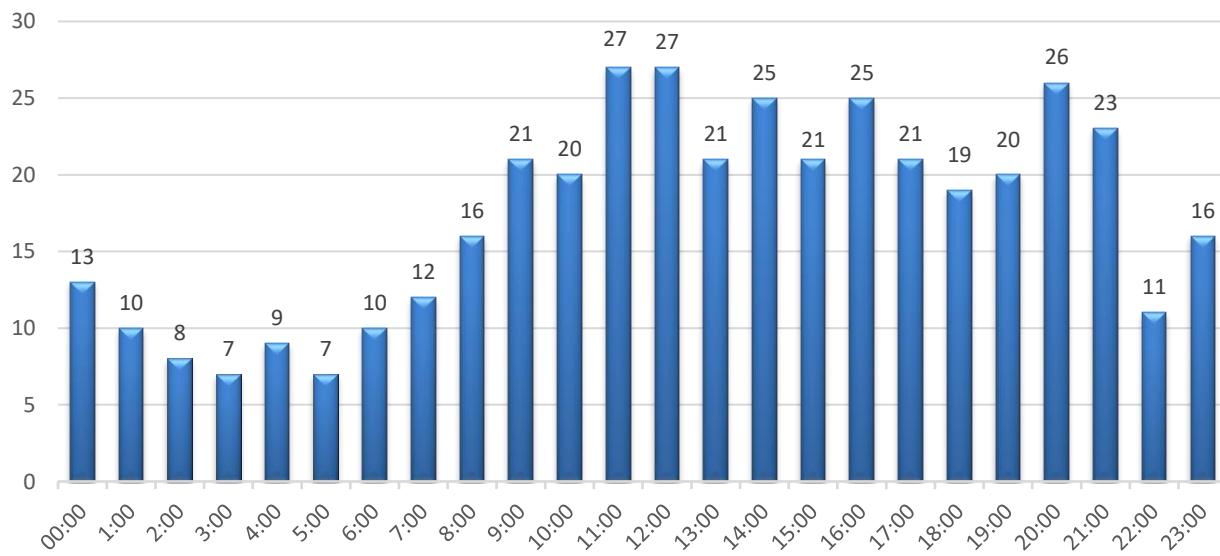


The following two charts break down calls by the day-of-week and hour-of-day.

**RESPONSE BY DAY OF WEEK - AUGUST 2021**



**RESPONSE BY HOUR OF DAY - AUGUST 2021**



**STATION 1**

321 S. Buesching Road  
Lake Zurich, IL 60047

**APPARATUS & STAFFING**  
BATTALION 32



ENGINE 321  
AMBULANCE 321



**STATION 2**

350 W. Highway 22  
North Barrington, IL 60010

**APPARATUS & STAFFING**

ENGINE 322  
AMBULANCE 322



**STATION 3**

1075 Old McHenry Road  
Lake Zurich, IL 60047

**APPARATUS & STAFFING**

ENGINE 323  
AMBULANCE 323



**STATION 4**

21970 Field Pkwy  
Deer Park, IL 60010

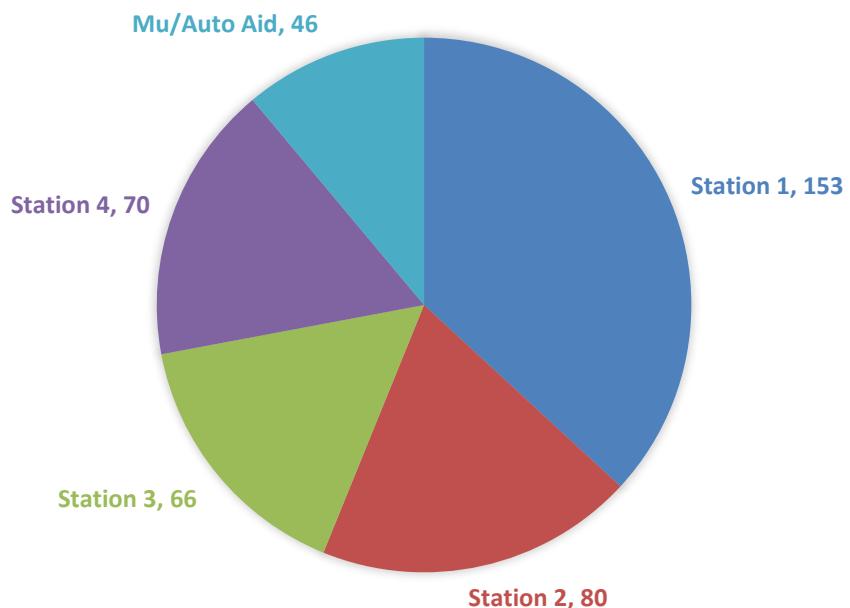
**APPARATUS & STAFFING**

ENGINE 324  
AMBULANCE 324



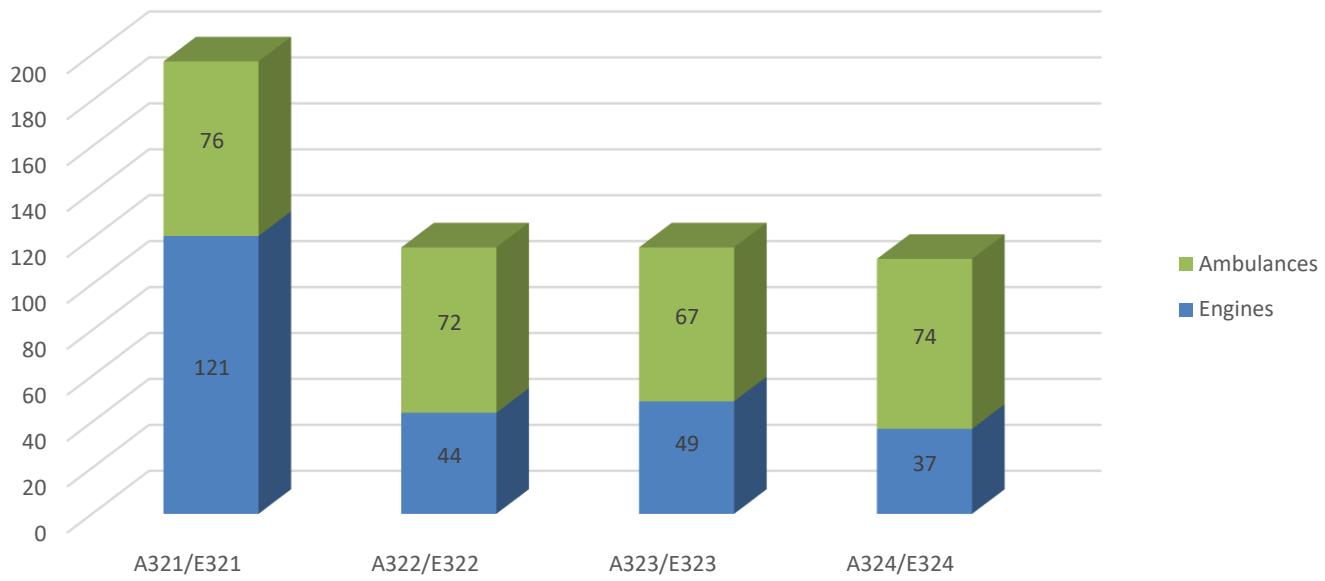
The graph below represents the percentage of calls by each station and mutual/auto aid for August 2021. The chart does **not** represent the station that responded as the primary resource to the area – it means where the call originated. Station 1 is historically the busiest district.

### ORIGIN OF CALLS - AUGUST 2021

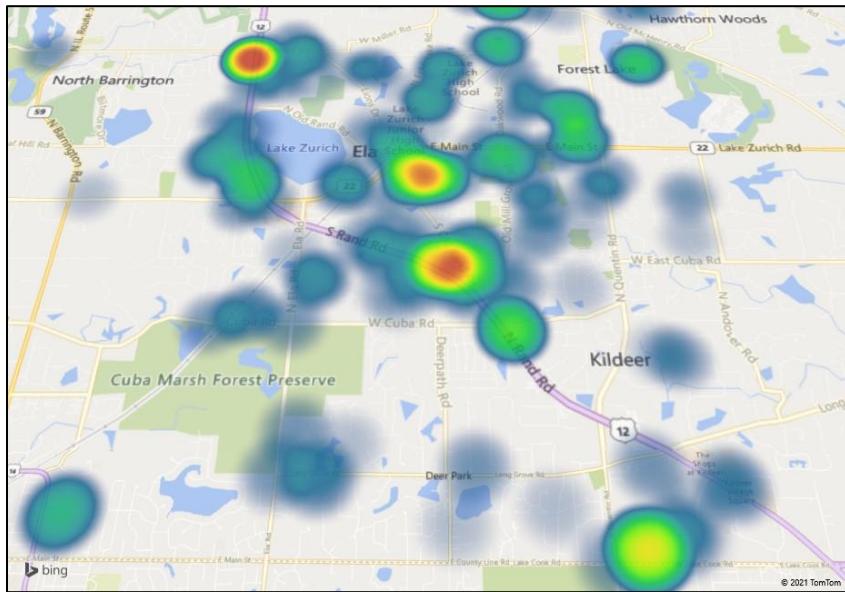


The graph below shows the responses by each unit – Ambulances & Engines – in August 2021.

### Total Unit Responses - Ambulances & Engines



The following graphic is a visual representation of call distribution for August. As visually displayed, the assisted living/memory care facilities are a large portion of our department calls and are consistently within the top ten locations responded to each month. We frequently respond to doctor offices and health clinics, along with automobile accidents near the Route 12 corridor.



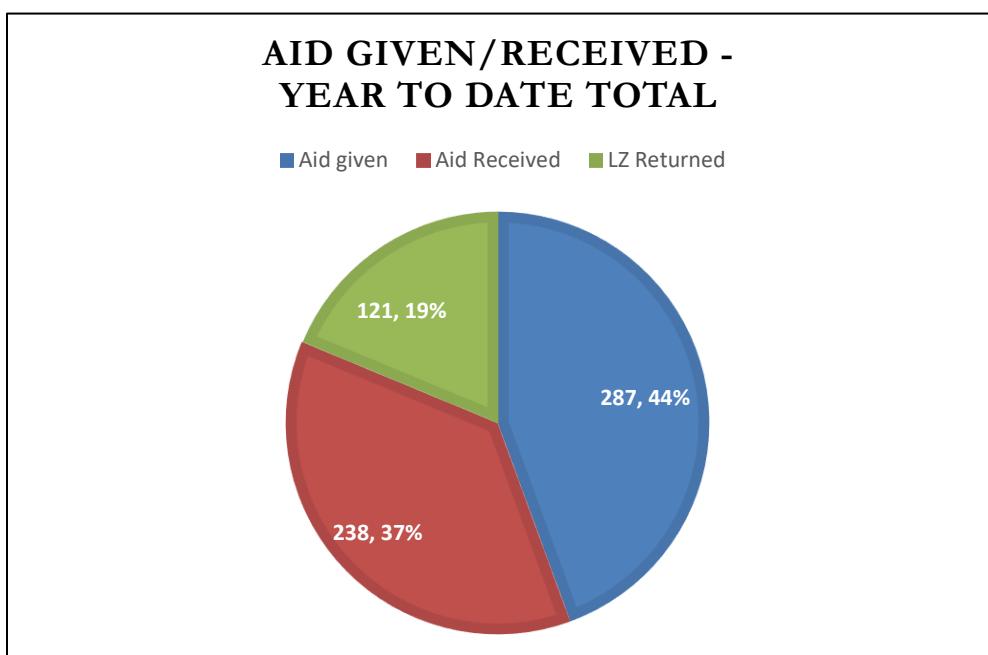
#### Frequent Call Locations:

- 795 N. Rand Road – Azpira Place of Lake Zurich – 26 responses
- 900 S. Rand Road – Lexington Health Care Center of Lake Zurich – 14 responses
- 21840 Lake Cook Road – Deer Park Village Senior Living – 14 responses
- 21481 N. Rand Road – Northwest Community Healthcare – 10 responses
- 555 America Court – The Auberge at Lake Zurich – 5 responses

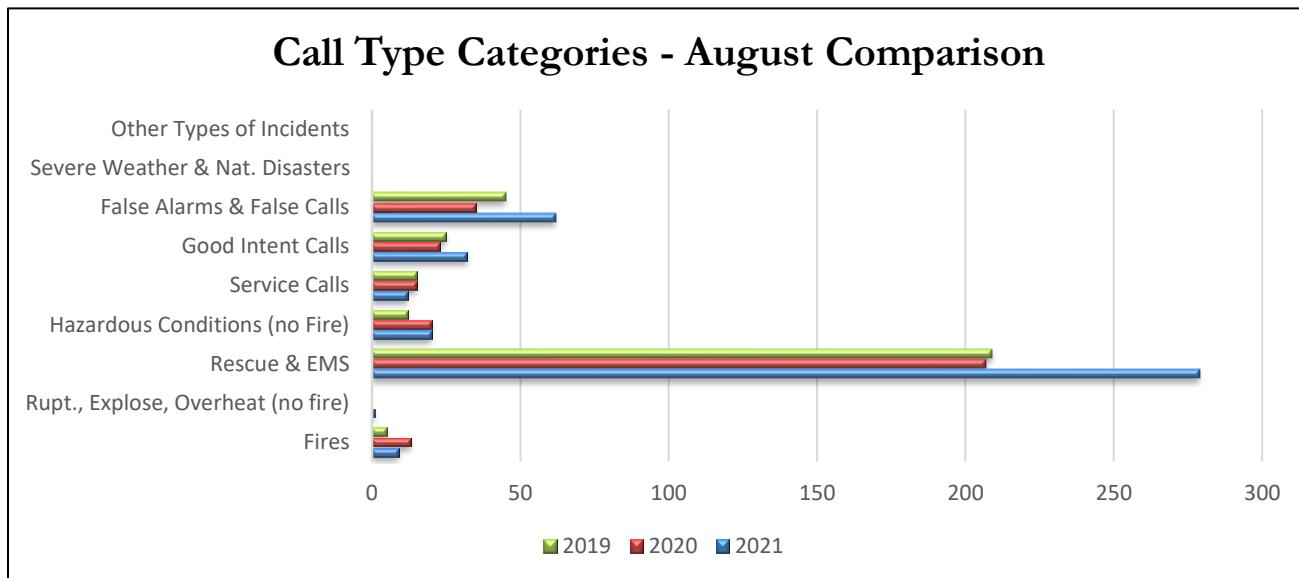
#### Mutual/Auto Aid Response Year to Date –

The mutual aid agreements are designed not to overburden any one agency and are looked at carefully for any necessary adjustments. Run cards for the Department have changed, and our partners are responding to assist us more often. In August, we responded to **46 mutual aid calls and returned 21 times** before our arrival. The chart to the right shows YTD Aid Given/Received and how many times LZ returned before their arrival. Many of our response incidents do not require

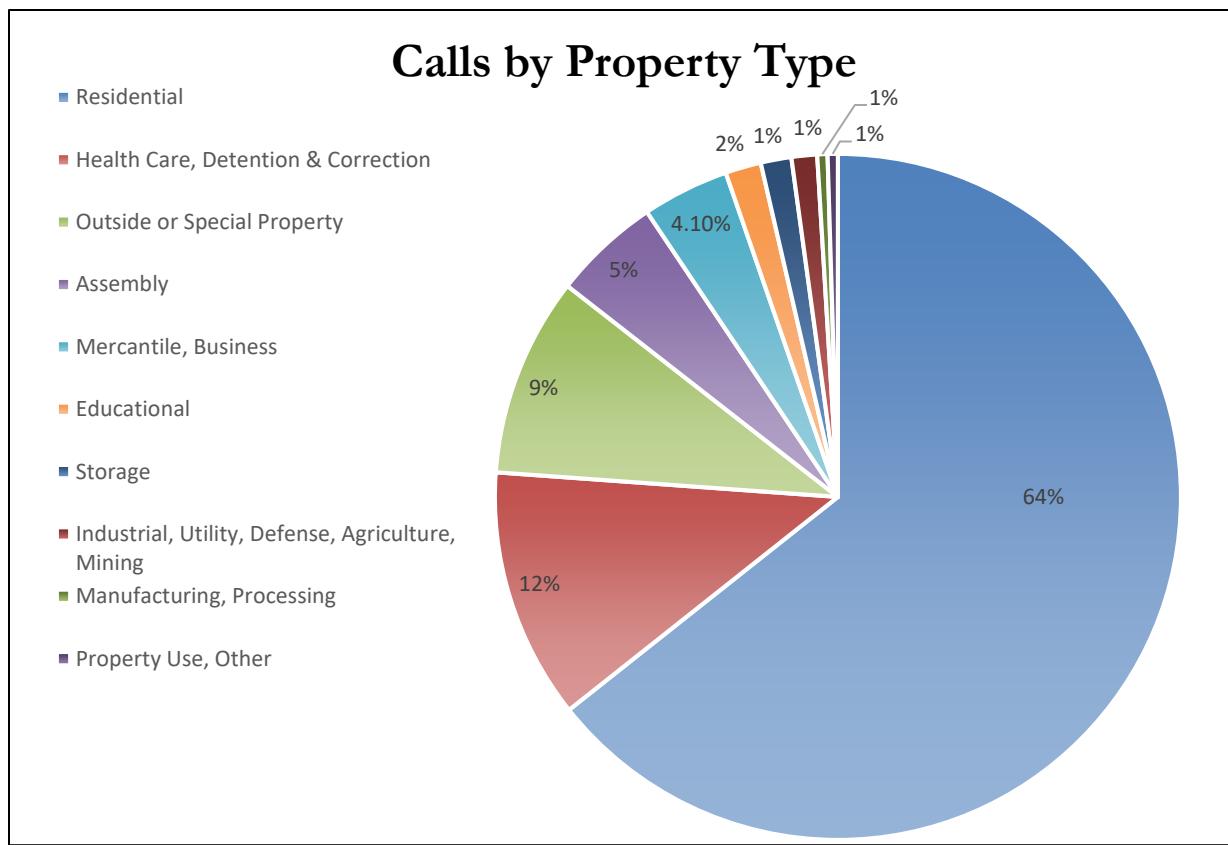
intervention from the LZPD 911 center through automated dispatching and resource sharing. They are entirely handled by the agency requesting our response — direct cost savings to our budget and an added benefit of the automated dispatch system.



All calls we code as a department within the National Fire Incident Reporting System (NFIRS). The codes all relate to the text categories noted in the chart below. As indicated below, you will see across the three years that the trends remain mostly the same. Rescue and EMS incidents account for most calls we respond to and continue to increase, as indicated below.

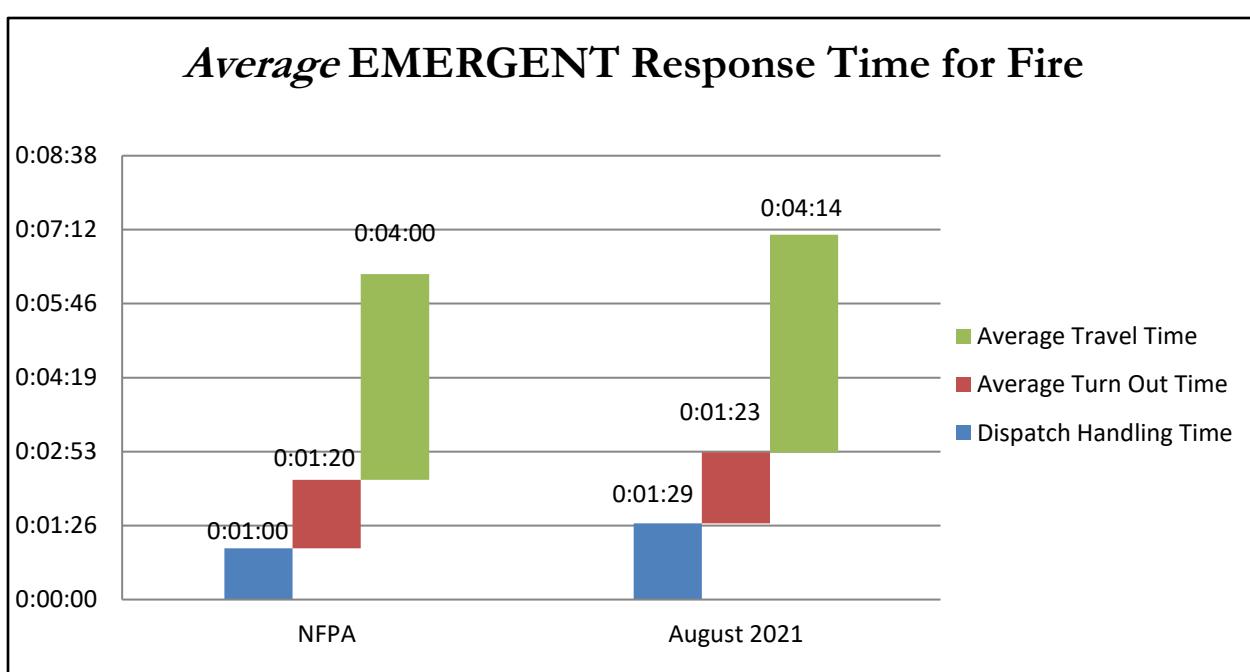
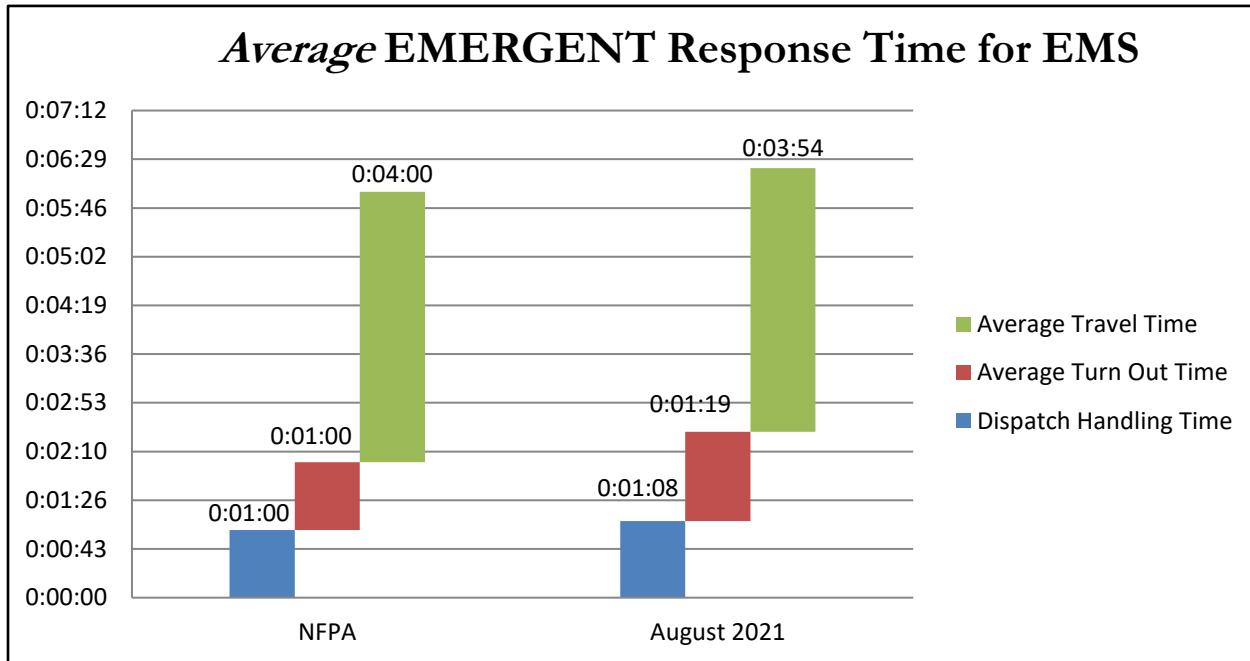


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various types of occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (64%), and Health Care/Detention was second with (12%) of all calls.



Response time includes three key factors: dispatch handling time, turnout time, and travel time. Dispatch handling time is the time for dispatch to take in information and then dispatch personnel. The turnout time is when the crews receive the call to the time they get into the vehicles and hit the enroute button. Travel time reflects the time from en route to the time they arrive at the incident scene. Construction, speed limits, weather, and train traffic can impact response times. The overall goal for arrival at an emergency fire call is a total of 6 minutes and 20 seconds from the time of notification until the first unit arrives on the scene. For a response to an EMS incident, this time is 6 minutes.

The following two graphs compare the average emergency response times for both Fire and EMS calls within our first arriving unit's primary response area. These times will vary based in part on the first responding unit's location, multiple calls, weather, time of day, and traffic conditions. \*Dispatch handle times have increased after switching to the new CAD system and delays caused by processing an alarm. The ETSB and Infor continue to work on the issue.



## **Training Division**

During August, we completed the following shift training:

**Hazmat Operations** – Rail Emergency class instructed by a representative from CN Railroad.

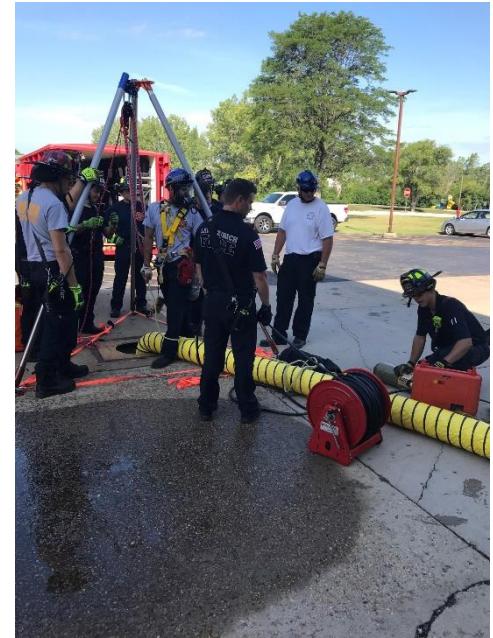
**EMS SOP Review** – Paramedics reviewed NCH SOP's covering Altered Mental Status, Psych. Issues, Stroke & Seizures.

**EMS Continued Education** – Paramedic continuing education covering Initial Trauma Care & Ocular, Facial, Traumatic Brain Injury & Spinal Trauma.

**Wildland Fire Operations** - Combined shift and County Wildland Team training covering operations and review of new equipment.

**Trench Rescue Operations** – Training covered first due responsibilities and safe operation at trench rescue incidents.

**Confined Space Rescue Operations** – Combined shift and County Confined Space Team covering first due responsibilities, equipment set up and safe operations at a confined space incident. *(Pictured right)*



**Excited Delirium** – Paramedics trained with police department personnel on safely dealing with patients with excited delirium.

**Building Construction** – Crews reviewed basic building construction followed by walk through of several building types to discuss the risks of each building type and how fire would affect each type.

**Company Needs** – Company Officers evaluated their crew and based the training on the needs of their company.

**Weekly Equipment Review** – On a weekly bases crews review department equipment and ensure they can operate is properly and effectively.

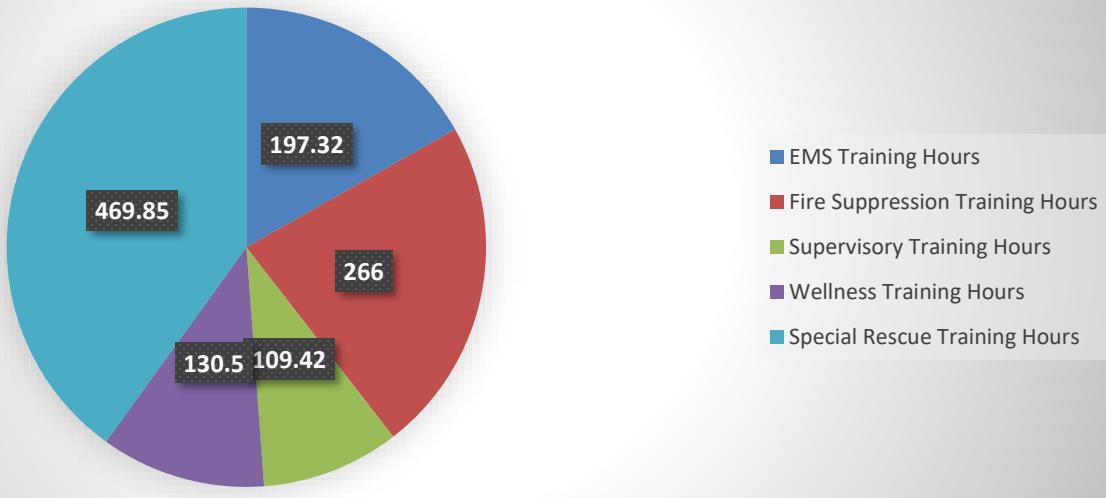
The following personnel attended outside training classes.

**FF/PM Brian Stodola** completed the 84 hour Rope Technician class through IFSI and has obtained the OSFM certification.

**Lieutenant Clayton Booth** started the 120 hour Advanced Company Officer class through IFSI. This is a hybrid class which included on-line learning and classroom portions. The class runs through October.

**FF/PM Brian Stodola** completed the 40 hour Confined Space Technician class through IFSI.

## August Training Hours - 1,173.09 Total



## Fire Prevention Bureau Division

During a recent meeting, comments were made regarding fire inspections and that groups did not know that we strive to complete 100% of every Village and District occupancy every year.



The picture above is a perfect example of why it is so important to get into these occupancies on a yearly basis. This illegal buildout was located in the Industrial Park.

Not only is this a hazard to the occupants, but these violations are dangerous to responding fire crews during a fire incident. We notified the Building Department and most of the hazard was removed by the end of the week.

Schools are back in full session and so are fire drills. We have already witnessed multiple drills with over 1,500 students taking part. (Pictured left)

The new Kildeer development at Route 12 and Cuba Road has started. This project will add 90 new homes and a commercial parcel along Route 12. (*Pictured right*)

Our fire alarm vendor F.S.S. Technologies' central station alarm and software company was sold last month to AventGuard from Ogden Utah. As with any switch over numerous issues popped up beginning this past Sunday. AventGuard personnel were onsite this week along with F.S.S. Technologies IT



personnel working alongside our dispatchers to fix problems as they popped up. Numerous late night phone calls between our offices and Wauconda's Fire Prevention Bureau helped to sort these issues out. Bureau staff have been handling multiple false alarms during the week as the software program switched over. As of 9-3-21, most of these issues have been resolved. I would like to thank Dispatch Supervisors Heather Cipolla and Anne Harper for their help and patience during this change.

## AUGUST FIRE PREVENTION ACTIVITIES

- Assist Long Grove Fire Prevention Bureau with sprinkler and alarm testing in Deer Park
- NIFIA Board and General meeting
- Weekly Food Truck inspections
- Multiple days spent approving the new additions and buildings for District 95
- Fire Investigations
  - Mutual aid to Wauconda
  - House fire – Lake Zurich
- Meetings
  - Meeting with Echo – Mike Hilt
  - Rock the Block
  - Wildwood Estates
  - The Sanctuary of Lake Zurich
  - Life Time Fitness
  - Factor 75
  - Demo meeting – old May Whitney
  - 143 Main Street with owner

## Year-To-Date - August 2021

