



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

September 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 - September 2021 Overview

In September, the Department responded to 390 calls for service, averaged **13** calls per day and required **604 individual vehicle responses** to provide the necessary personnel for each incident.

Forty-seven percent (**47%**) of the responses occurred while another call was in progress. Twenty-nine percent (**29%**) 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

The Lake Zurich Fire Department responded to Concord Banquets in Kildeer for a man down. Lake Zurich Ambulance 324, Engine 321, and Battalion 32 responded. Upon arrival, A324 made patient contact (62 Y/O male) and immediately assessed the patient. It was quickly determined that the patient was unresponsive and not breathing. CPR was immediately initiated, and the patient was placed on the cardiac monitor. The patient was then defibrillated as he was in a lethal cardiac rhythm. If it were not for the quick actions that were taken in providing lifesaving treatment, the outcome would have been ominous. A well-deserved “Job well done” to all that were involved with the positive outcome of this patient.

Crew Members: A324: Lt. Booth, FF/PM Hautzinger, FF/PM Hall - E321: Company Officer Erb, FF/PM Stodola, FF/PM Villa

B32: Capt. Grant



(Pictured left) LifPak-15, like the one used in the successful resuscitation of the (62 Y/O male) The department is working to purchase a new unit in October as part of the approved 2021 budget.

Member Spotlights



Congratulations Lieutenant Chris Hedquist on your 15-year anniversary *(Pictured left)*

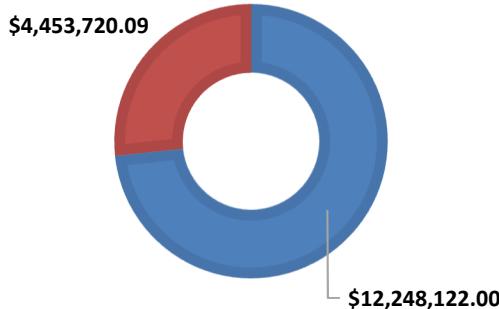
Congratulations to FF/PM Scott Nemeth on his 20-year anniversary *(Pictured right)*

Administration Division

Budget Update – The administrative team is busy hiring three (3) FF/PM and preparing the 2022 budget and looks forward to working with the Board to meet our future needs.

FIRE DEPARTMENT BUDGET

■ Overall Budget w/ Amendment ■ Available Balance



OVERTIME ACCOUNTS

■ Overtime Budget ■ Available Balance

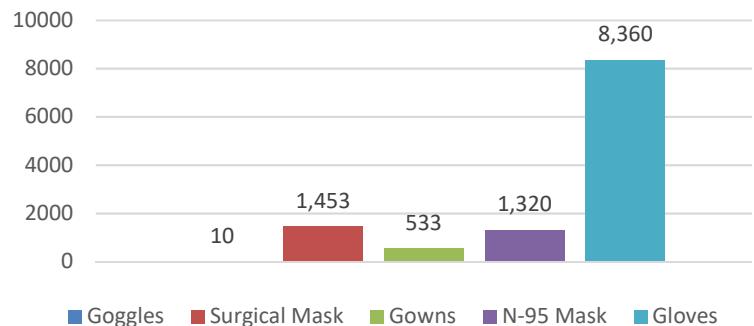
\$66,826.88

\$453,950.00

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 September, 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 **78 events** and interacted with approximately **22,719 people** in public education. For example, (*pictured above*) David Santoyo and FF/PM Shaun Stapleton at the 9-11 memorial bell ceremony remembering those that gave the last full measure of devotion.

Another successful Rock-the-Block for 2022. (*Pictured right*)

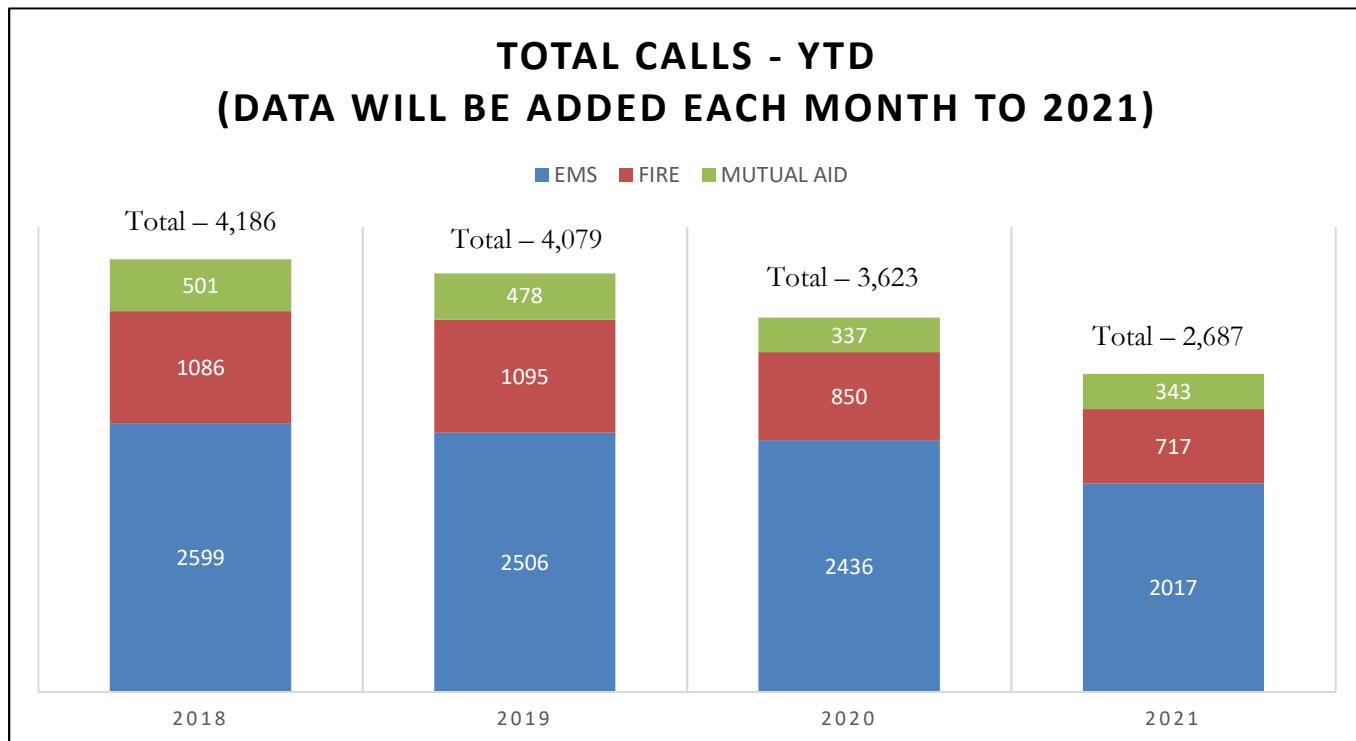


Operations Division

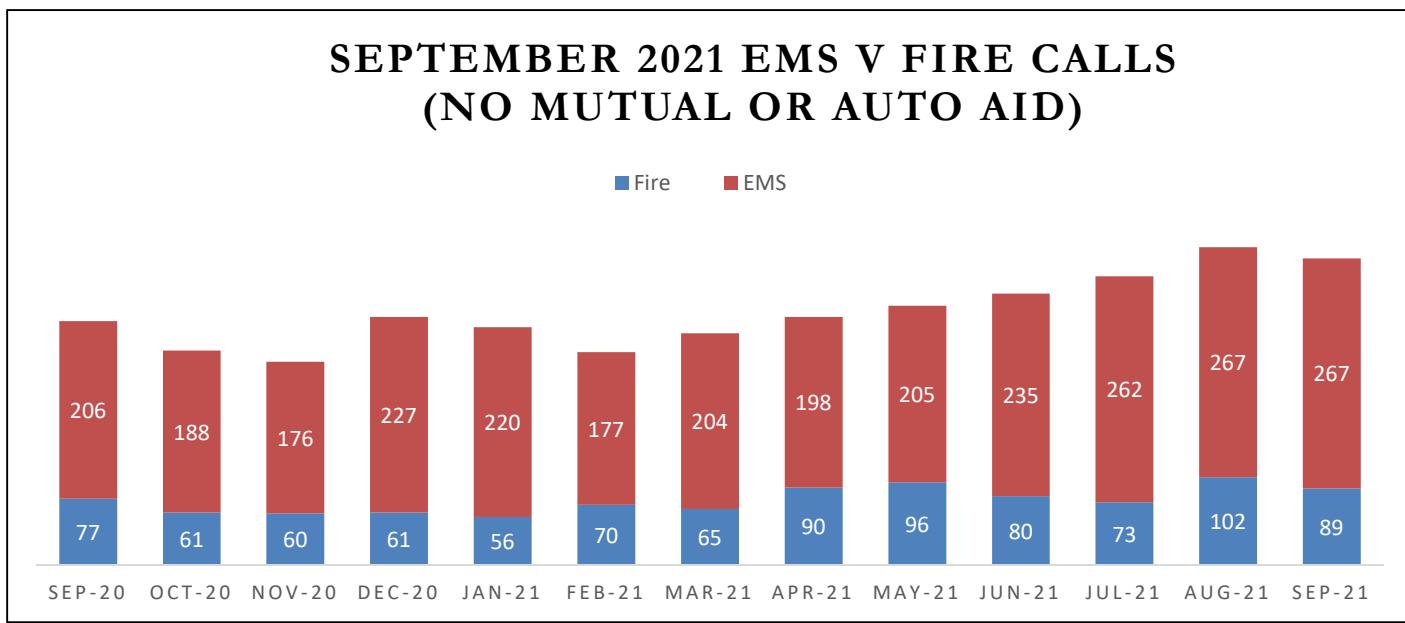
Vehicles Out of Service

- During September, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
 - Ambulances – 26 hours
 - Engines – 563 hours
 - Year-To-Date Hours:

Ambulances: 851.83 hours | Engines: 2,719.35 hours

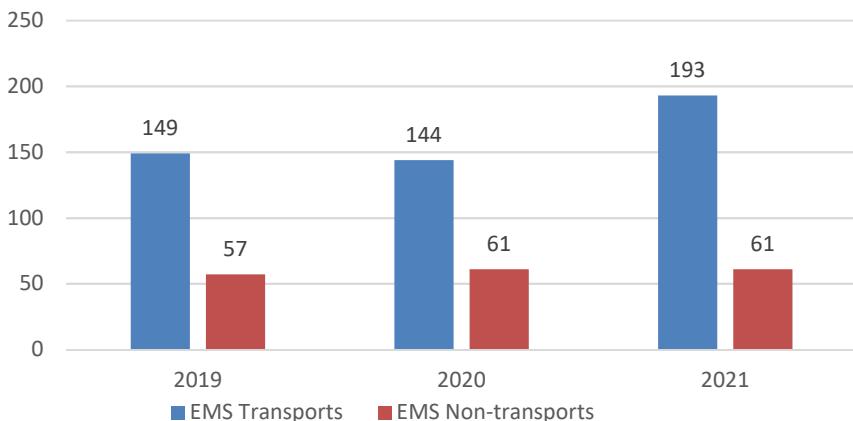


Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.



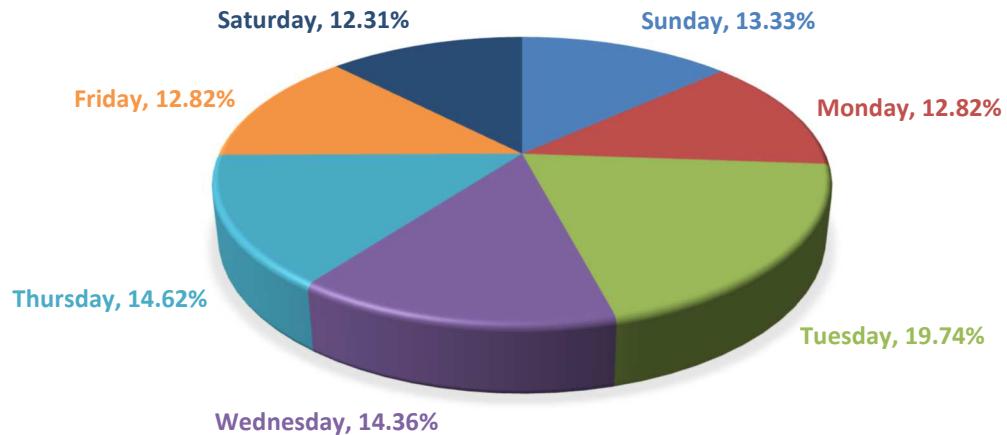
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call result in transport. A prime example of this is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares the month of September 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

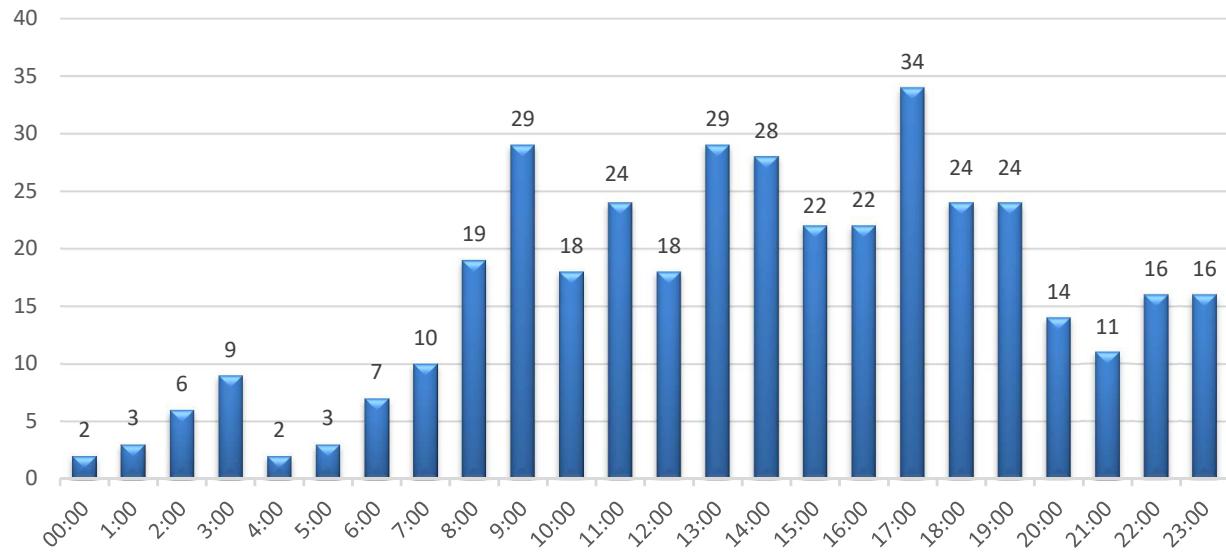


The following two charts break down calls by the day-of-week and hour-of-day.

RESPONSE BY DAY OF WEEK - SEPTEMBER 2021



RESPONSE BY HOUR OF DAY - SEPTEMBER 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

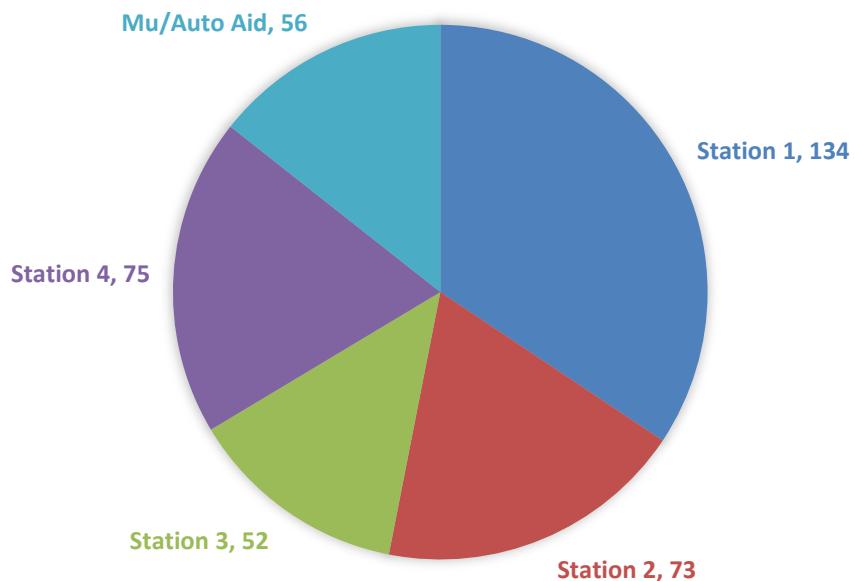
ENGINE 324

AMBULANCE 324



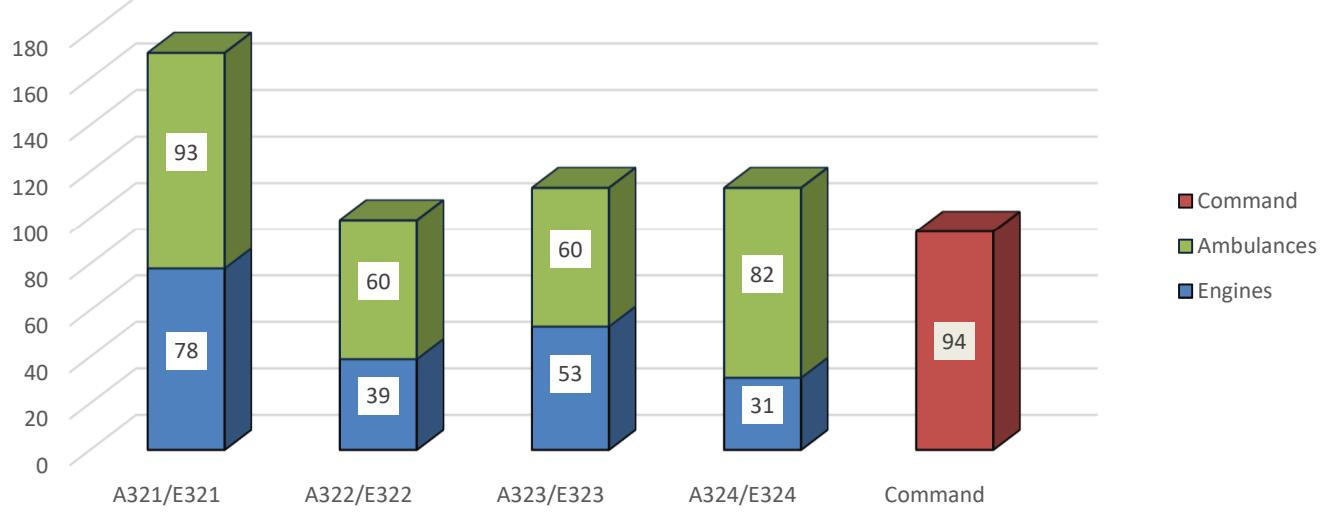
The graph below represents the percentage of calls by each station and mutual/auto aid for September 2021. The chart does **not** represent the station that responded as the primary resource to the area – it means where the call originated. Station 1 is historically the busiest district.

ORIGIN OF CALLS - SEPTEMBER 2021

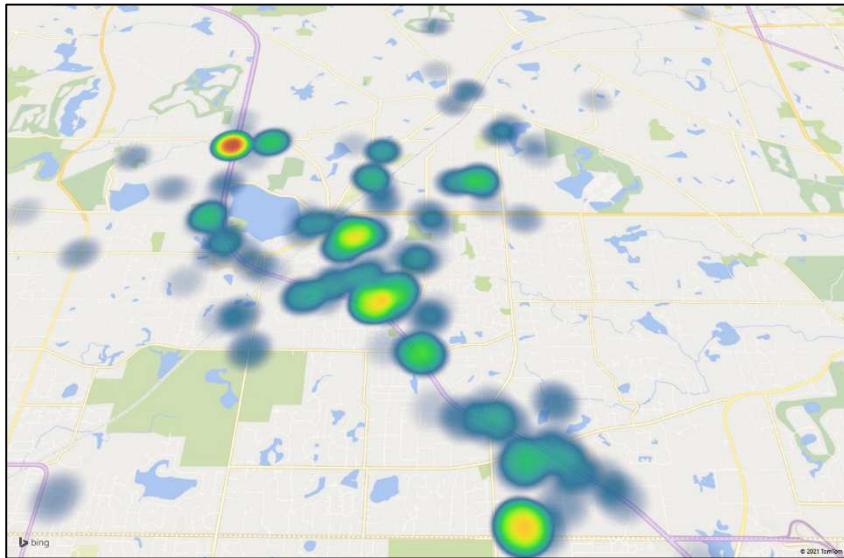


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in September

Total Unit Responses - Ambulances, Engines, & Command Officer



The following graphic is a visual representation of call distribution for September. 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.

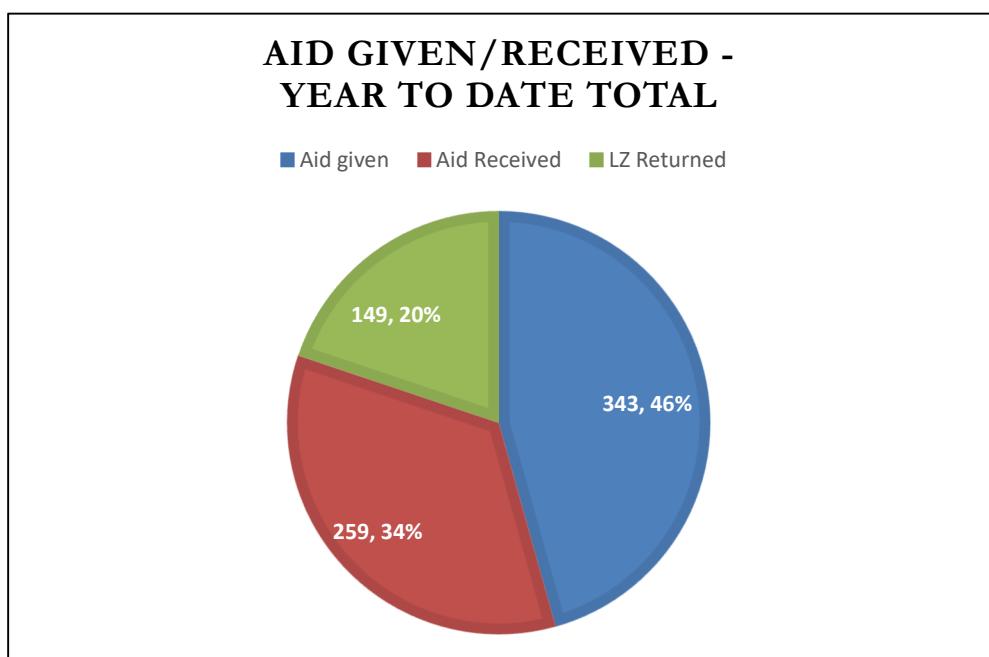


Frequent Call Locations:

- 795 N. Rand Road – Azpira Place of Lake Zurich – 27 responses
- 21840 Lake Cook Road – Deer Park Village Senior Living – 15 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 14 responses
- 21481 N. Rand Road – Northwest Community Healthcare – 8 responses
- 300 Church Street – Lake Zurich High School – 6 responses

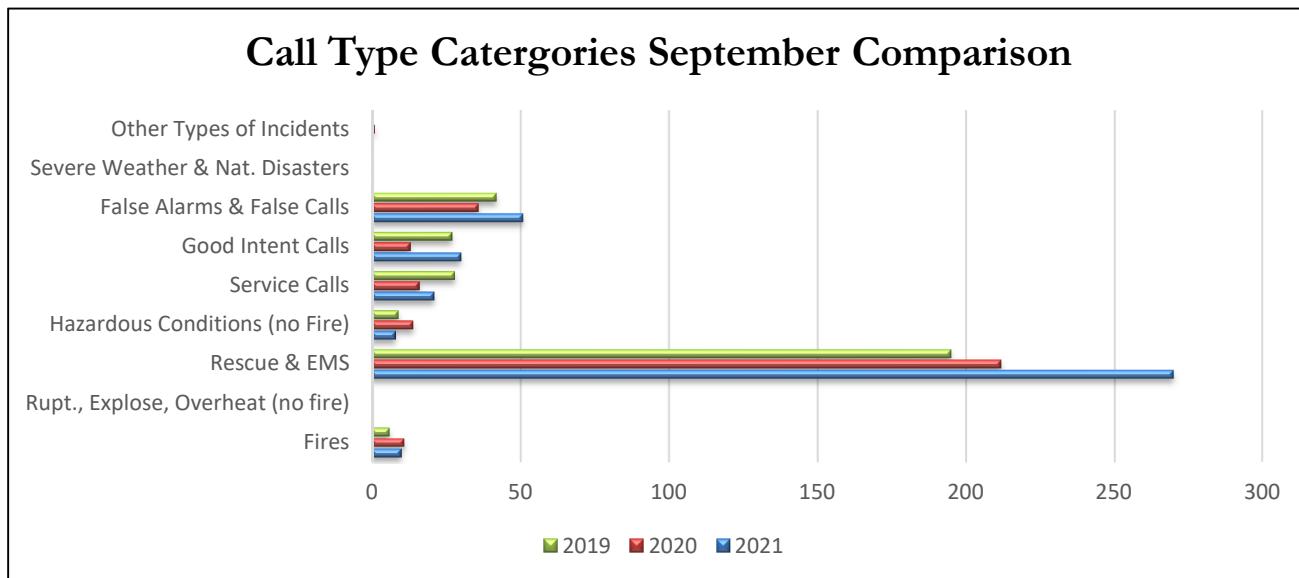
Mutual/Auto Aid Response Year to Date –

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 September, 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.

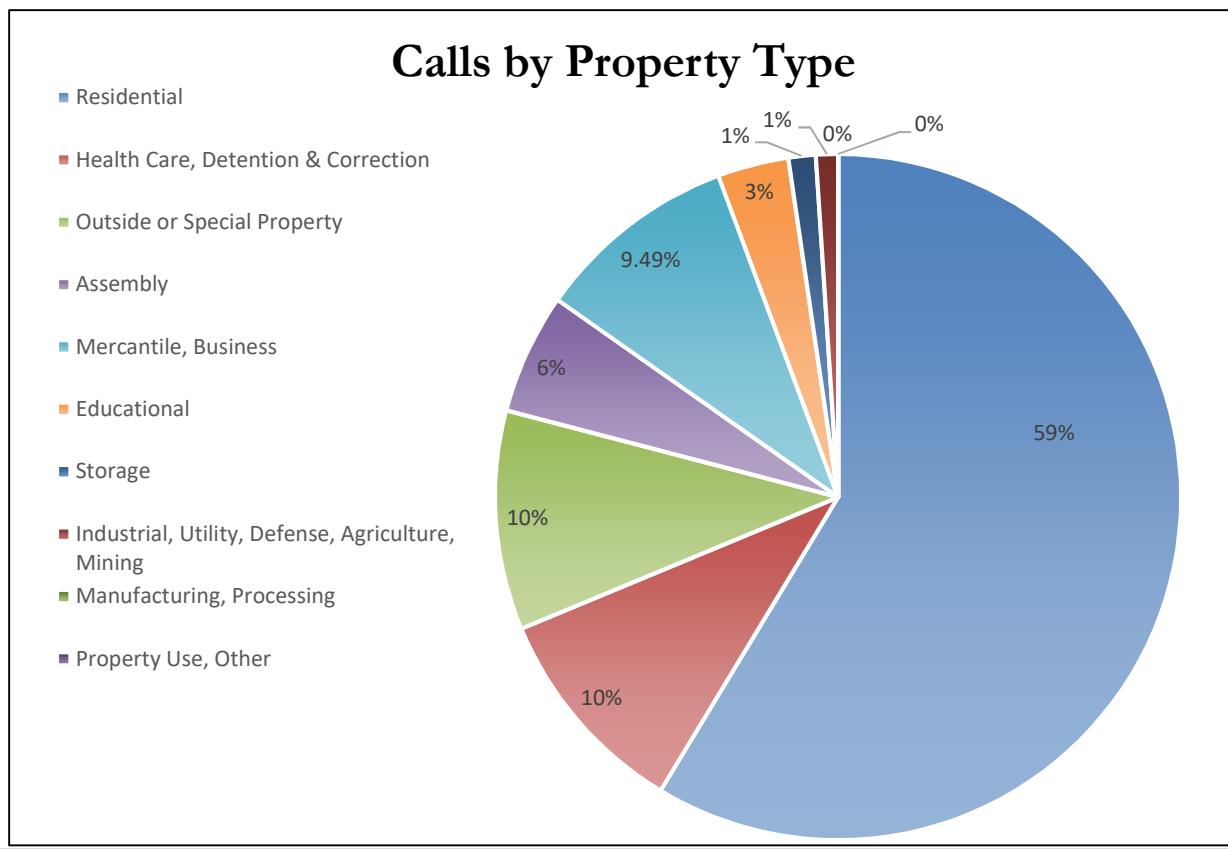


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All calls we code as a department within the National Fire Incident Reporting System (NFIRS). The codes all relate to the text categories noted in the chart below. As indicated below, you will see across the three years that the trends remain mostly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

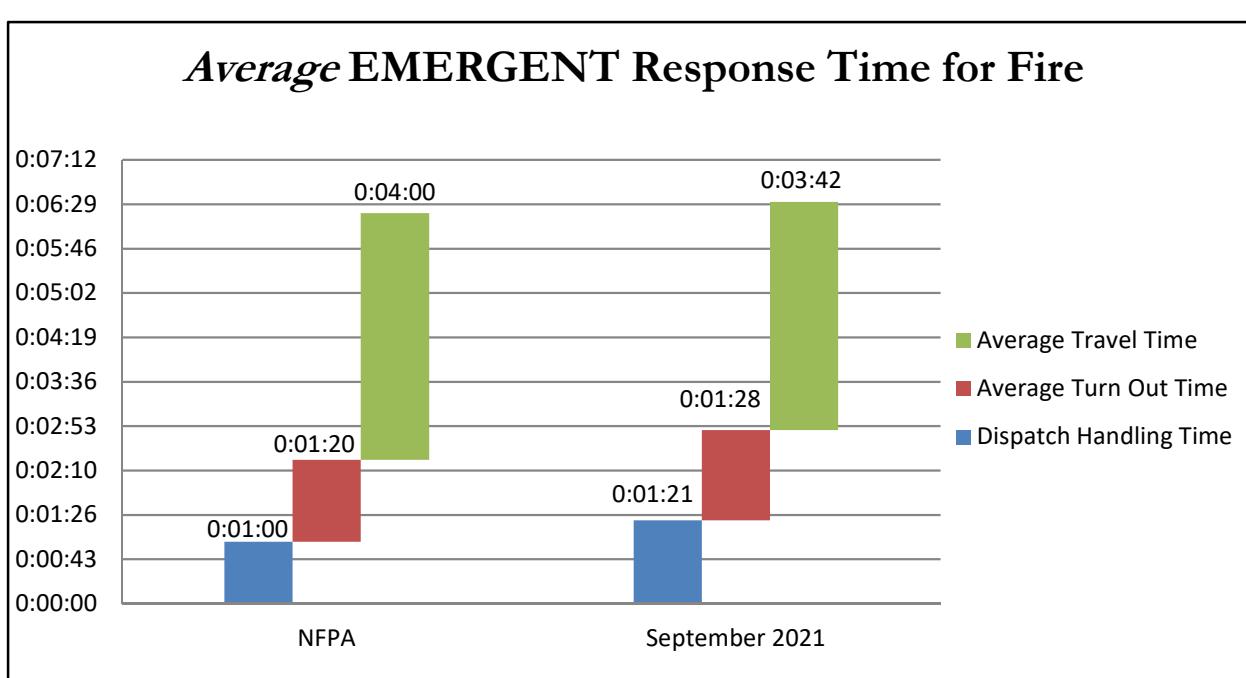
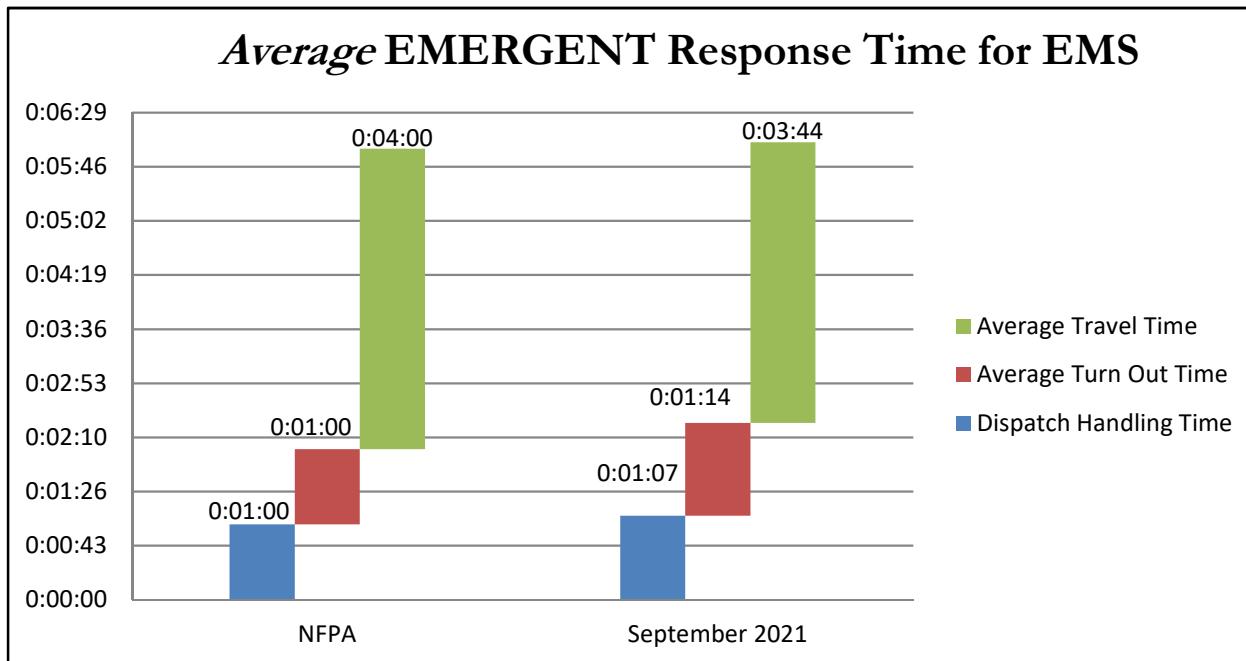


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various types of occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (59%), and Health Care/Detention was second with (10%) 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 September, we completed the following shift training:

Building Construction – Crews reviewed basic building construction and then walked through several building types to discuss the risks and how a fire would affect each type.

EMS SOP Review – Paramedics reviewed 6 NWC EMSS SOP's covering different types of trauma.

EMS Continued Education – Paramedic continuing education covering Initial Trauma Care, Thoracic, Abdominal, Pelvic, OB & Skeletal Trauma.

Vehicle and Machinery Operations Extrication – Crews completed a scenario involving a patient entrapped in a vehicle. They removed pieces of the car to gain access to the patient for removal.

Fire Apparatus Engineer - FAE's completed a positive water drill during which they supplied water to 2 fire suppression hoses while they also finished a hydrant hookup.

Rope Bailouts – Members practiced using their rope bailout devices to repel from the roof of the training tower, simulating the need to perform an emergency exit from the upper levels of a building.

(Pictured right)

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



Weekly Equipment Review – Crews review different types of department equipment weekly and ensure they can operate it correctly and effectively.

Command Officer Training – As part of the department's succession planning and professional development, interested lieutenants have been mentored to fill the role of the Command Officer as needed.

The following personnel attended outside training classes.

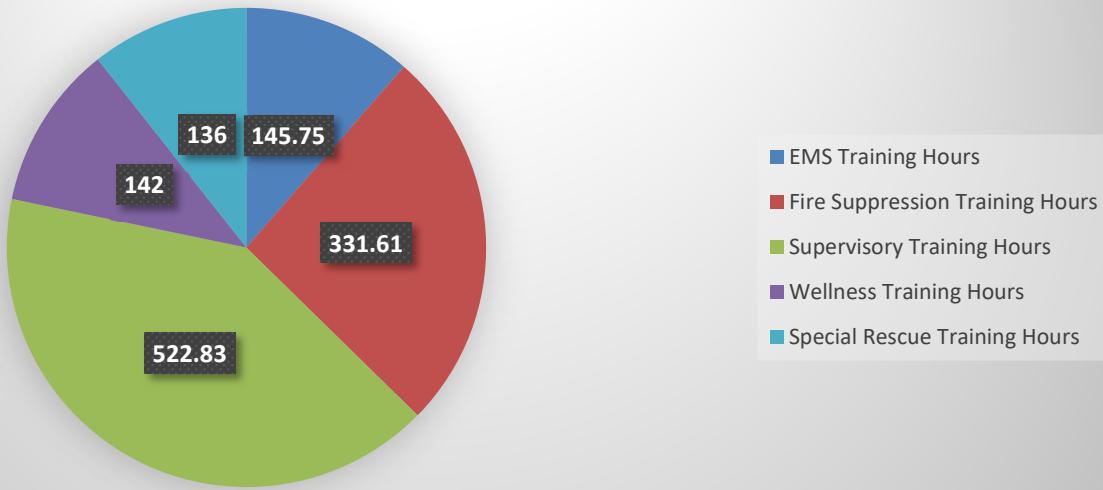
FF/PM Alex Tanner – Began the 120-hour Basic Company Officer Class

Lieutenant Clayton Booth - Completed the 40-hour OSFM Instructor II Class

FF/PM Kevin Michehl and Jacob Bartoli - completed the 8-hour CPR Instructor Class.

Lieutenant David Santoyo – completed the 40-hour OSFM Inspector 1 class.

August Training Hours - 1,278 Total



Fire Prevention Bureau Division

September has been spent planning and attending special events.

- On 9/11/21, the Fire Department participated with an engine, fire pole, and safety materials at a Touch a Truck show at the Folia YMCA. The event was a huge success with over 1000 participants.
- Once again, the Fire Department provided safety inspections for the site, stage, and every vendor at the Village of Lake Zurich Rock the Block. As part of the Community Risk Reduction (CRR) efforts and as the lead under the Emergency Management Agency (EMA), the Fire Department also provided Emergency Operation Center (EOC) personnel, onsite medical, and safety until the event ended.

September also saw the return to school, which involves multiple fire drills at every school. The month ended with the new Jack O Lantern World and Barrel of Apple events at Paulus Park.

SEPTEMBER FIRE PREVENTION ACTIVITIES

- Construction Meetings
 - Life Time Fitness
 - Lake Zurich High School
 - The Sanctuary of Lake Zurich
 - Rose Road - new factory
 - Heritage Church – new addition
 - Biltmore Country Club
- Special Events
 - YMCA 911
 - Rock the Block
 - Numerous school fire drills
 - Costco fire drills
 - Schweitzer Labs fire drill
 - Paulus Park – Jack O Lantern World inspections
- NIFIA Board and General meetings
- Strike Force Investigation training
- Mutual Aid fire investigation in Wauconda
- Lake Zurich fire investigation in Forest Lake

- Wednesday night food truck inspections
- Rock the Block – 16 hours multiple inspections of the site and all vendors and provided safety during the event.

