



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

January 2022

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 - January 2022 Overview

In January, the Department responded to **447** calls for service, averaged **14** calls per day and required **695 individual vehicle responses** to provide the necessary personnel for each incident.

Forty-six percent (**46%**) of the service area responses occurred while another call was in progress. Nineteen (**19%**) 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



Administration Division



Lake County, IL Fire Departments / Districts

Call Volume Summary 2004 - 2021

#	Agency	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	+/- 04 / 21	% 04 / 21	
1	Abbott / AbbVie	1,011	756	963	1,006	1,029	616	659	723	447	416	544	486	527	472	404	445	520	486	525	56%	
2	Antioch	3,534	2,975	3,446	3,363	3,182	2,879	2,712	2,718	1,696	778	834	946	752	950	1,026	821	910	1,037	2,497	187%	
3	Antioch Rescue ①	-	-	-	-	-	-	-	-	1,310	2,227	2,082	1,977	2,066	2,115	2,086	1,852	1,870	1,860	-	-	
4	Barrington ②	2,257	1,863	1,988	1,931	1,826	1,886	1,851	1,778	3,136	3,106	3,552	3,454	3,203	3,306	3,409	3,045	2,940	2,789	* 479*	5%	
5	Barrington-Countryside ②	2,071	1,877	1,956	1,976	1,983	1,928	1,979	1,664	-	-	-	-	-	-	-	-	-	-	* 407*	13%	
6	Beach Park	1,752	1,624	1,596	1,534	1,497	1,484	1,344	1,430	1,340	1,298	1,475	1,170	1,208	1,215	1,240	1,172	1,211	1,075	677	63%	
7	Buffalo Grove	4,909	4,626	4,935	4,704	4,757	4,748	4,814	5,116	4,615	4,656	5,034	4,740	4,711	4,911	4,875	4,407	4,434	4,495	414	9%	
8	Cary	2,373	2,085	2,136	2,134	1,981	1,839	2,011	2,165	1,896	1,966	1,918	1,794	1,740	1,844	1,787	1,702	1,695	1,544	829	54%	
9	Countryside	4,737	4,625	4,959	4,918	4,809	4,908	4,376	4,380	4,152	3,891	3,909	3,654	3,810	3,862	3,861	3,608	3,547	3,492	1,245	36%	
10	Deerfield-Bannockburn	2,938	2,721	3,354	3,321	3,055	2,766	2,766	2,765	2,693	2,710	2,921	2,545	2,583	2,698	2,864	2,702	2,580	2,400	538	22%	
11	Fox Lake	4,541	4,160	4,053	3,792	3,722	3,667	3,663	3,547	3,282	3,261	3,193	2,857	2,985	3,114	3,213	3,008	2,763	2,750	1,791	65%	
12	Fox River Grove	782	760	775	745	708	654	657	622	563	529	556	525	495	472	447	436	497	436	346	79%	
13	Grayslake	4,484	4,068	4,788	4,439	4,266	3,997	3,659	3,644	3,671	3,547	3,235	3,041	3,154	3,636	3,531	3,556	3,700	3,297	1,187	36%	
14	Great Lakes	3,595	3,319	4,002	3,747	3,681	3,120	3,673	4,083	3,188	2,639	2,288	2,588	3,445	4,570	1,413	1,115	1,340	1,334	2,261	169%	
15	Gurnee	7,227	6,259	7,171	6,819	6,230	6,220	6,166	5,959	5,551	5,454	5,422	5,294	5,742	5,636	5,288	5,420	5,075	2,152	42%		
16	Highland Park	5,609	5,106	5,670	5,556	5,450	5,177	4,899	5,220	4,639	4,382	4,796	4,480	4,614	4,837	4,485	4,367	4,372	4,393	1,216	28%	
17	Hightwood ④	-	-	-	-	-	-	-	336	1,293	1,090	1,004	1,001	1,047	1,046	1,139	1,044	962	1,067	970	971	-
18	Knollwood ③	-	-	-	-	469	748	566	521	630	484	523	558	522	550	573	535	414	411	382	-	-
19	Lake Bluff	729	561	629	640	726	635	603	625	576	552	664	571	574	566	546	519	555	174	31%		
20	Lake Forest	3,441	2,926	3,680	3,289	3,369	3,308	3,079	3,288	3,060	3,131	3,350	3,147	3,152	3,317	3,172	3,121	3,045	2,984	457	15%	
21	Lake Villa	3,691	3,021	3,267	3,046	3,002	2,791	2,830	2,747	2,523	2,565	2,644	511	477	593	635	506	557	669	3,022	452%	
22	Lake Villa Rescue ③	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
23	Lake Zurich	4,169	3,621	4,077	4,180	3,975	3,771	3,916	4,071	3,330	3,137	3,136	3,125	3,095	3,458	3,439	3,247	3,401	3,297	872	26%	
24	Libertyville	4,453	4,004	4,724	4,628	4,312	4,276	4,275	3,983	3,758	3,823	3,769	3,764	3,618	3,940	3,884	3,835	3,661	3,563	890	25%	
25	Lincolnshire-Riverwoods	3,502	3,135	3,572	3,463	3,482	3,382	3,077	3,013	2,965	2,908	2,904	2,742	2,655	2,817	2,992	2,735	2,559	2,389	1,113	47%	
26	Long Grove	1,840	1,637	1,675	1,541	1,539	1,477	1,537	1,585	1,527	1,682	1,736	1,677	1,478	1,427	1,443	1,395	1,518	1,359	481	35%	
27	Mundelein	4,194	3,723	3,948	3,782	3,294	3,177	3,129	2,995	2,845	2,713	2,829	2,875	2,829	2,952	3,256	3,135	3,049	2,928	1,266	43%	
28	Newport Township	1,394	1,284	1,352	1,297	1,211	1,164	1,187	1,056	1,146	1,072	995	992	861	862	1,005	821	896	835	559	67%	
29	North Chicago	3,174	2,890	3,154	3,008	2,963	2,833	2,839	2,731	2,796	2,776	2,647	2,399	2,417	2,808	2,276	2,833	2,539	2,486	688	28%	
30	Round Lake	5,378	4,976	4,842	4,792	4,921	4,569	4,630	4,613	4,578	4,528	4,349	4,440	4,386	4,341	4,263	4,281	4,244	4,170	1,208	29%	
31	Wauconda	4,401	4,192	4,156	4,105	4,012	4,109	4,043	3,874	3,530	3,704	3,566	3,354	3,296	3,599	3,582	3,347	3,218	3,011	1,390	46%	
32	Waukegan	11,871	11,135	12,031	11,247	11,236	11,087	10,792	10,751	10,312	9,603	10,214	9,905	9,764	10,021	10,317	9,407	8,985	8,296	3,575	43%	
33	Wheeling	4,531	4,187	4,589	4,375	4,686	4,629	4,463	4,694	4,534	4,354	4,422	4,271	4,302	4,475	4,110	3,794	3,782	3,471	1,060	31%	
34	Winthrop Harbor	1,147	1,001	1,074	1,099	1,075	931	928	947	877	916	861	841	750	782	818	735	833	796	351	44%	
35	Zion	4,447	4,049	4,449	4,237	4,313	4,342	4,170	4,234	3,855	3,874	3,891	3,422	3,319	3,415	3,348	3,006	3,003	2,869	1,578	55%	
	TOTAL CALLS	114,182	103,166	113,011	109,183	107,040	103,272	102,341	102,741	95,879	93,722	95,350	91,252	91,212	96,997	92,876	87,561	86,717	83,227	30,955	37%	

Source: JAN-11 © Disbanded JUN-16 (Covered by HIR) © Disbanded SEP-18

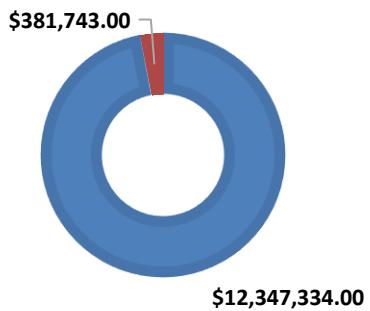
#	Agency	2021	2020	+/- 21 / 20	% 21 / 20
1	Abbott / AbbVie (237/774)	1,011	756	255	33.7%
2	Antioch	3,634	2,975	559	18.8%
3	Barrington	2,257	1,863	394	21.1%
4	Barrington-Countryside	2,071	1,877	194	10.3%
5	Beach Park	1,762	1,624	128	7.9%
6	Buffalo Grove	4,909	4,626	283	6.1%
7	Cary	2,373	2,085	288	13.8%
8	Countryside	4,737	4,625	112	2.4%
9	Deerfield-Bannockburn	2,938	2,721	217	8.0%
10	Fox Lake	4,541	4,160	381	9.2%
11	Fox River Grove	782	760	22	2.9%
12	Grayslake	4,484	4,068	416	10.2%
13	Great Lakes	3,595	3,319	276	8.3%
14	Gurnee	7,227	6,259	968	15.5%
15	Highland Park	5,609	5,106	503	9.9%
16	Lake Bluff	729	561	168	29.9%
17	Lake Forest	3,441	2,926	515	17.6%
18	Lake Villa	3,691	3,021	670	22.2%
19	Lake Zurich	4,169	3,621	548	15.1%
20	Libertyville	4,453	4,004	449	11.2%
21	Lincolnshire-Riverwoods	3,502	3,135	367	11.7%
22	Long Grove	1,840	1,637	203	12.4%
23	Mundelein	4,194	3,723	471	12.7%
24	Newport Township	1,394	1,284	110	8.6%
25	North Chicago	3,174	2,890	284	9.8%
26	Round Lake	5,378	4,976	402	8.1%
27	Wauconda	4,401	4,192	209	5.0%
28	Waukegan	11,871	11,135	736	6.6%
29	Wheeling	4,531	4,187	344	8.2%
30	Winthrop Harbor	1,147	1,001	146	14.6%
31	Zion	4,447	4,049	398	9.8%
	TOTAL CALLS	114,182	103,166	11,016	10.7%

The charts shown above and to the left represent the Call Volumes throughout different years in the Lake County Fire Departments / Districts. As you'll see from the chart to the left, the Lake Zurich Fire Department had 548 more incidents in 2021 compared to 2022 – a 15.1% increase. Overall in Lake County, Fire Departments/Districts saw an overall increase of 10.7% in incidents.

For 2021, the Lake Zurich Fire Department was the fourth highest utilizer of MABAS Box Alarms for incidents. At the conclusion of this report is the MABAS Division 4 Communications report that highlights metrics related to Mutual Aid incidents in Lake County.

FIRE DEPARTMENT BUDGET

Overall Budget YTD Expenses



OVERTIME ACCOUNTS

Overtime Budget YTD Spent
\$48,454.00

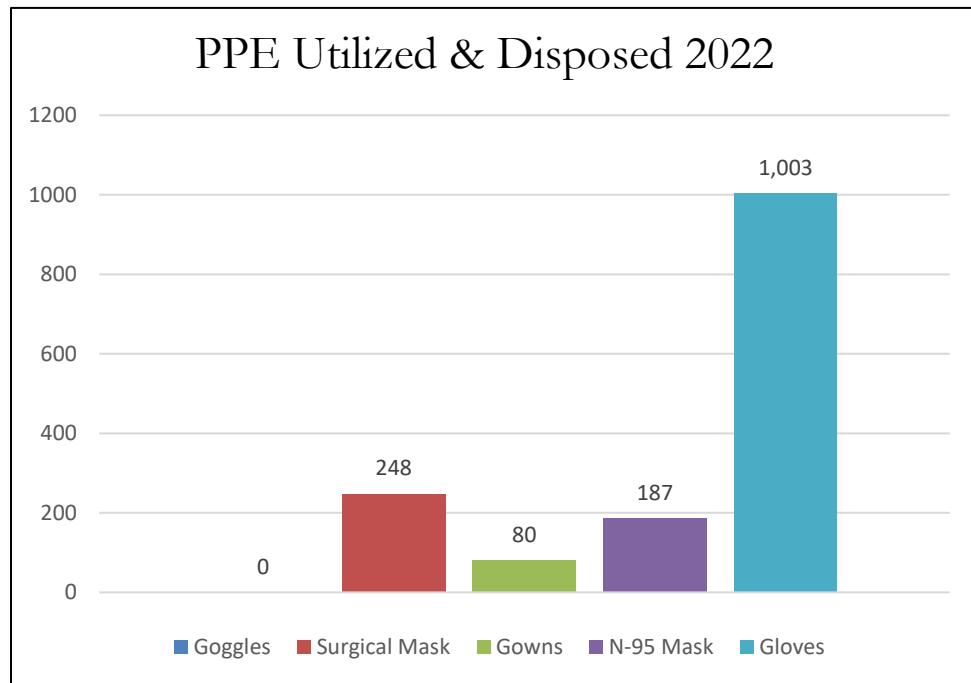


COVID-19 Updates

We are currently tracking the Personal Protective Equipment (PPE) that members use and dispose of due to the COVID-19 pandemic.

In January, we issued **0 pairs of safety goggles** and used **248 surgical masks** on patients, **187 - N95 respirators** for our personnel, **80 gowns**, and approximately **1003 surgical gloves**.

The graph pictured below shows year-to-date (2022).



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.

Excellent Work! (Please see below thank you letter)

*Engine 321 – Lieutenant Jason Henriksen, FF/PM Anthony Campbell & Probationary FF/PM Anthony Kinsley
Ambulance 321 – Lieutenant Keith Hobs, FF/PM Michael Hautzinger & FF/PM Brandon Spata*

Good afternoon,

Three weeks ago today, on January 3, I was in a car accident in the morning. It was extremely scary, as my car went airborne twice, into a ditch and, as we would later find out, I had broken a vertebra.

Engine 321 and ambulance 324 came to my rescue. I have told many people now, and I think that I should tell you as well, that these teams truly saved my life. No one ever wants to be in a car accident or in a similar situation, but if you are, these are the people you want to come to your aid.

I can't remember their names now (Dave and Jason maybe??), but I did ask them to write down the engine and ambulance numbers because I so appreciated them.

The team was kind, explained everything that they were doing, and were firm in a way that made me feel like I was in safe, competent hands. I was extremely scared and in a lot of pain, but as soon as they arrived, I knew I was being well cared for. Truly, I cannot tell you what a difference their capability and approach made for me. The team had to cut my door off my car to get me out... as I began to panic a little, they were so clear and kind about explaining what was happening, why they were doing each step, what was going to happen next, and what they needed from me. In a moment when it's all I could do to not cry, they kept me calm (as calm as I could be).

The team knew what needed to be done, and my job was to just follow directions. That was exactly what I needed — the reassurance that they knew what to do, and knew what I needed to do. They communicated clearly, firmly, but compassionately.

In the ambulance, they continued to keep me calm, explained what to expect, and even joked around with me a little bit to keep my spirits high. They were so compassionate while also taking excellent care of me. I felt their kindness and experience.

I wish I could do more than simply say thank you. I am recovering well because of them. I made it out of that accident because of them. I was able to keep my wits about me because of them.

I am ok because of them.

These teams— engine 321 and ambulance 324— made SUCH a huge difference for me. I will never forget them and I will never be able to explain my deep appreciation. Three weeks later and I'm still feeling the emotion of that moment, and the gratitude for your teams that helped me get through it.

I was out for a doctor appointment today and we drove past A324 going south on Rte 12 around 10:45am. I waved at them, assuming it was the same team as 3 weeks ago on a Monday morning. Of course they didn't know who I was, but they smiled and waved back. if you're able to, please let them know it was me, and how genuinely happy I was to see them (but this time, from a very different angle ☺).

Thank you,
Lauren

Chief,

Yesterday your E321 responded with our A411 to a rescue call at 9 Harrington Ct. in Hawthorn Woods. It was relayed to me that your crew exhibited exceptional customer service and were a huge help to our crew. Your crew salted the driveway(after one of our members fell on the ice), cleaned the stair chair once patient transferring was complete, displayed awesome patient care and even turned our ambulance around. My crew stated E321's crew was nice, respectful and extremely helpful. It's a pleasure knowing that our residents are receiving the highest level of care.

If you have any questions please do not hesitate to contact me.

Be safe!

Russ



COUNTRYSIDE
FIRE PROTECTION DISTRICT

Russ Bach | Battalion Chief
600 N. Deerpath Dr., Vernon Hills, IL 60061
P 847-367-5511 | C 847-833-8800
rbach@countrysidefire.com



Village of Arlington Heights

33 South Arlington Heights Road
Arlington Heights, Illinois 60005-1499
(847) 368-5000
Website: www.vah.com

January 11, 2022

Chief David Pilgard
Lake Zurich Fire Department
321 South Buesching Road
Lake Zurich IL 60047

Dear Chief Pilgard: *DAVID*

On behalf of the Arlington Heights Fire Department, I would like to thank you and members of the Lake Zurich Fire Department for your assistance during an apartment fire early on the morning of January 7. As you know, the fire occurred at a multi-unit complex located at 400 West Rand Road in Arlington Heights. The incident was handled in a timely and professional manner, and thankfully no one was seriously injured.

We are grateful to have the MABAS system in place, knowing the Lake Zurich fire crew provided coverage at our own fire stations while the Arlington Heights companies were active at the fire scene.

Please convey our gratitude and thanks for the support we received by members of your department.

Sincerely,

ARLINGTON HEIGHTS FIRE DEPARTMENT

A handwritten signature in black ink, appearing to read "David".

David Schultz
Interim Fire Chief

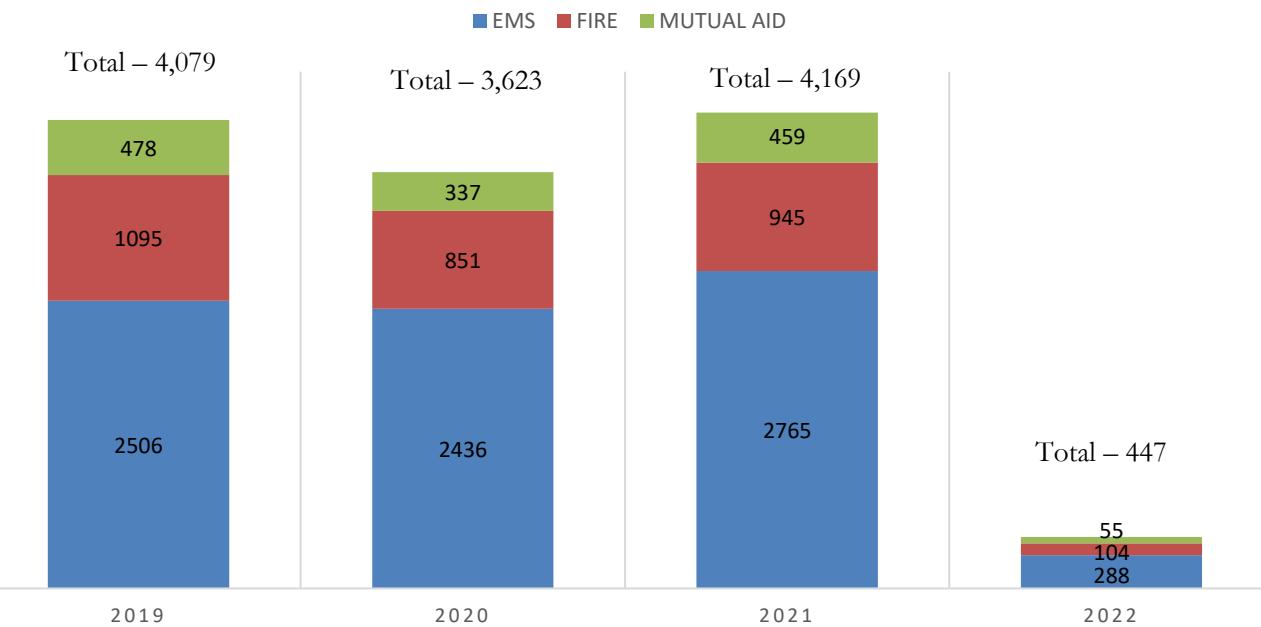
Operations Division

Vehicles Out of Service

- During January, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
 - Ambulances – 31.50 hours
 - Engines – 113.83 hours
 - Year-To-Date Hours:

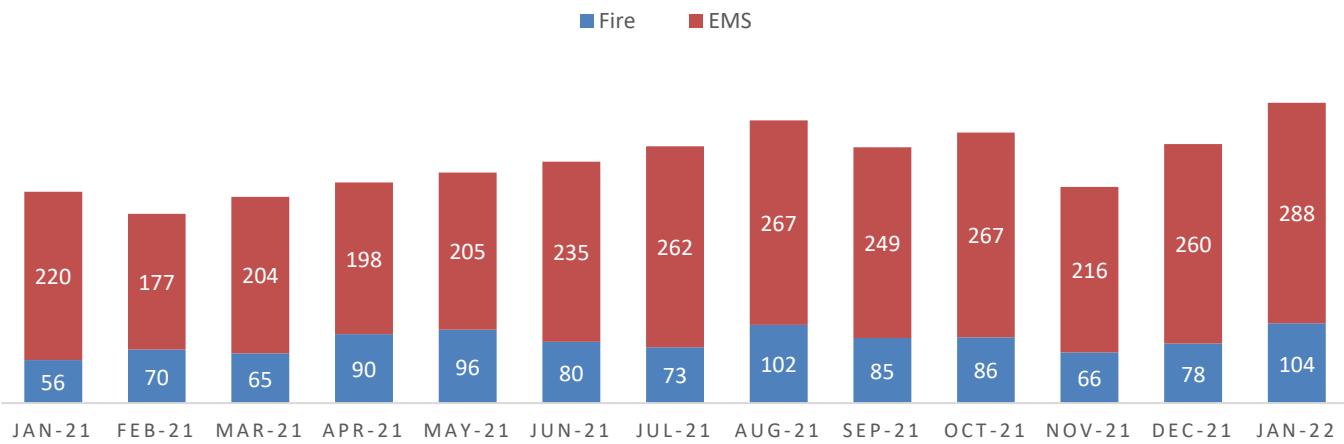
Ambulances: **31.50 hours** | Engines: **113.83 hours**

TOTAL CALLS - YTD (DATA WILL BE ADDED EACH MONTH TO 2022)



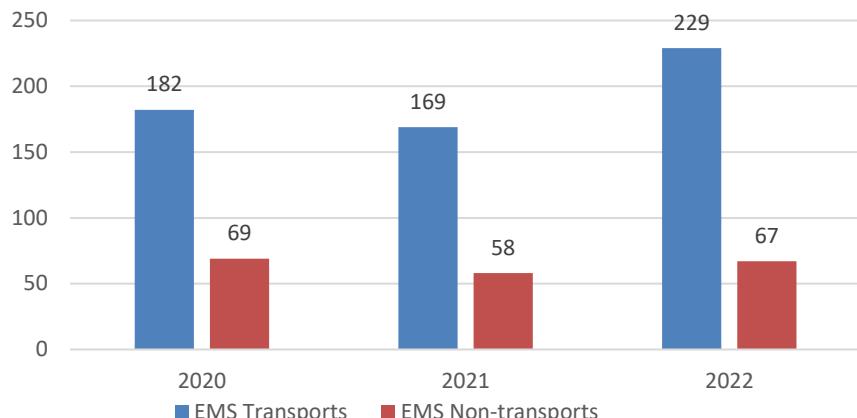
Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.

JANUARY - EMS V FIRE CALLS (NO MUTUAL OR AUTO AID)



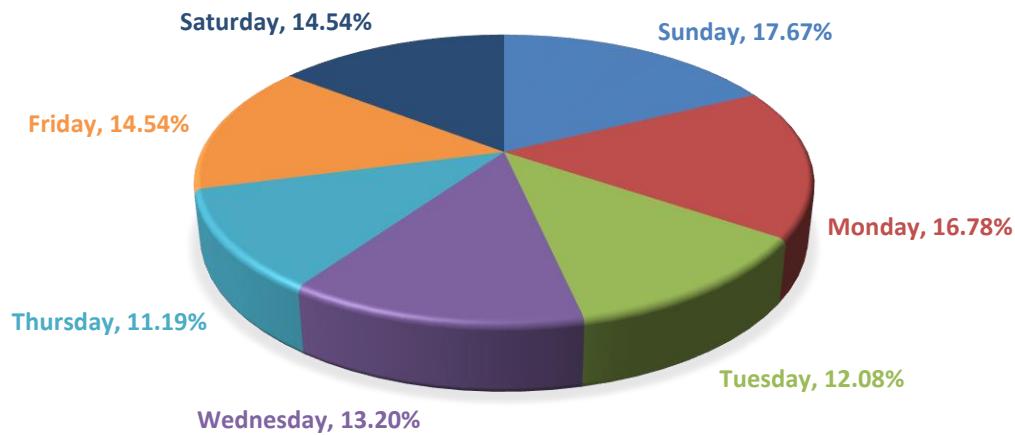
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call result in transport. A prime example of this is an automobile accident where several victims refuses transport. EMS transports always outpace refusals. This chart compares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

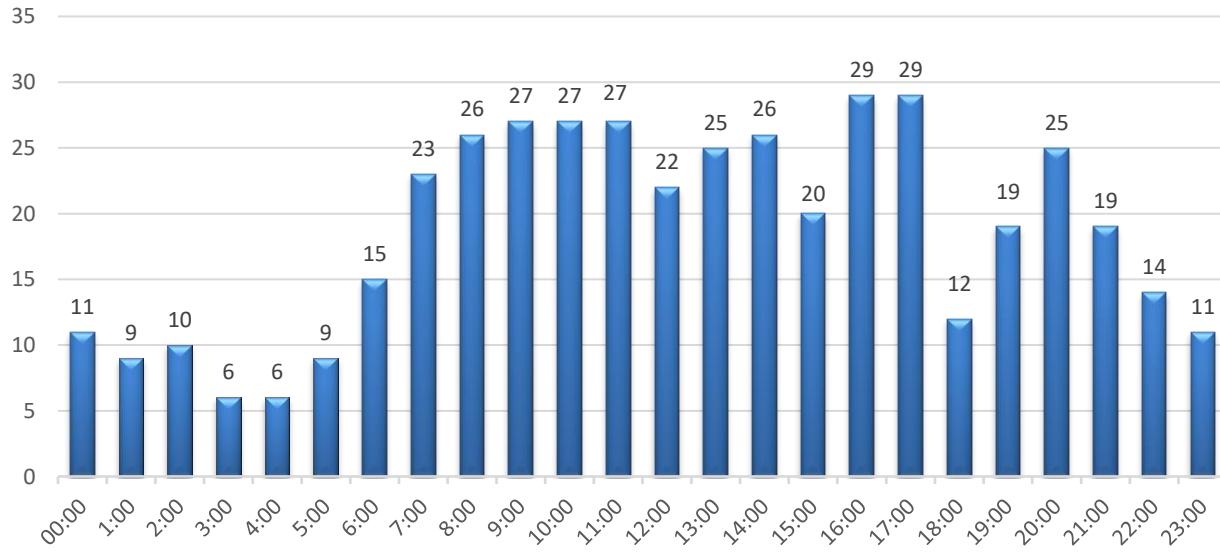


The following two charts break down calls by the day-of-week and hour-of-day.

RESPONSE BY DAY OF WEEK - JANUARY



RESPONSE BY HOUR OF DAY - JANUARY



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

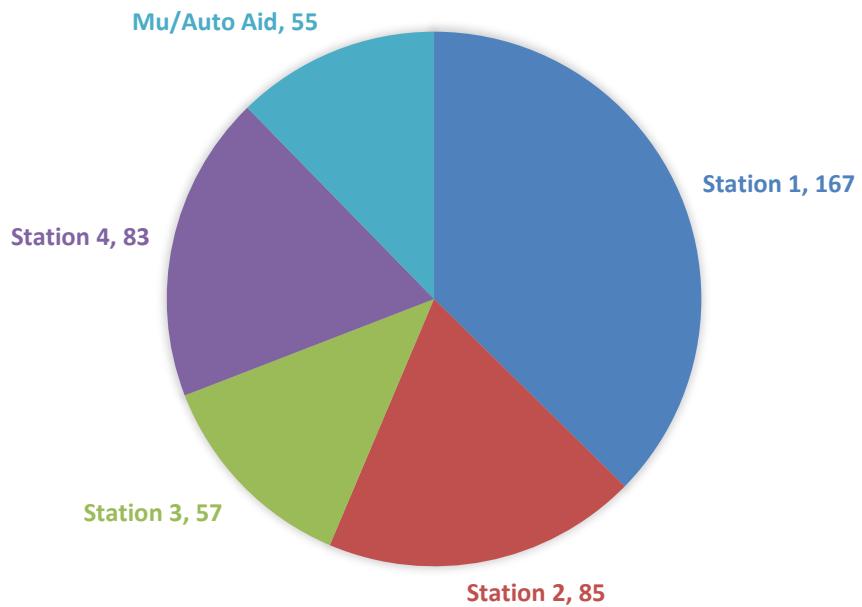
APPARATUS & STAFFING

ENGINE 324
AMBULANCE 324



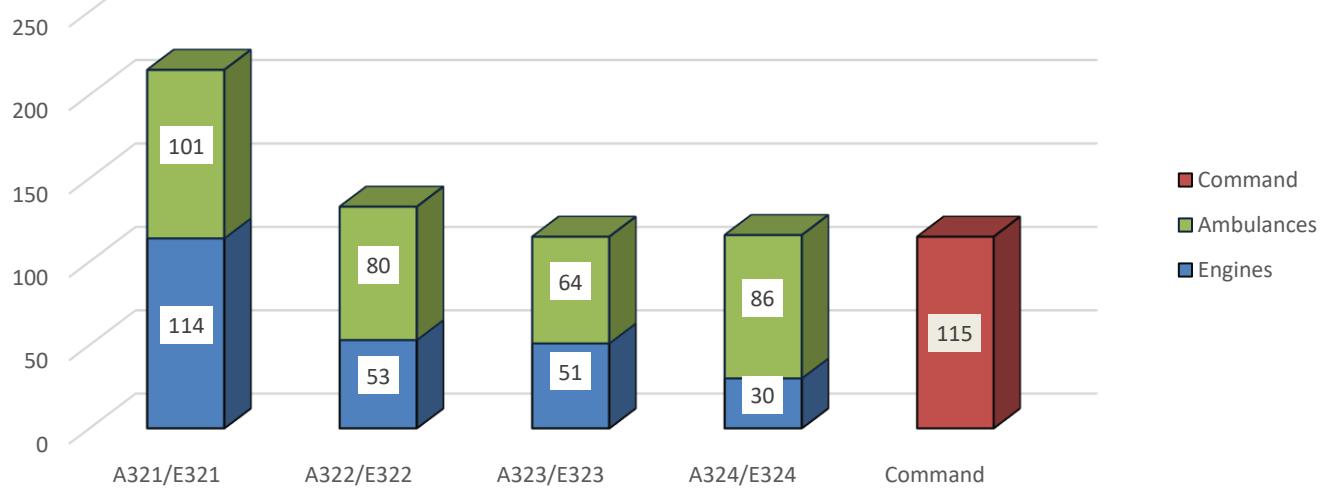
The graph below represents the percentage of calls by each station and mutual/auto aid for January, 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means where the call originated. Station 1 is historically the busiest district.

ORIGIN OF CALLS - JANUARY, 2022

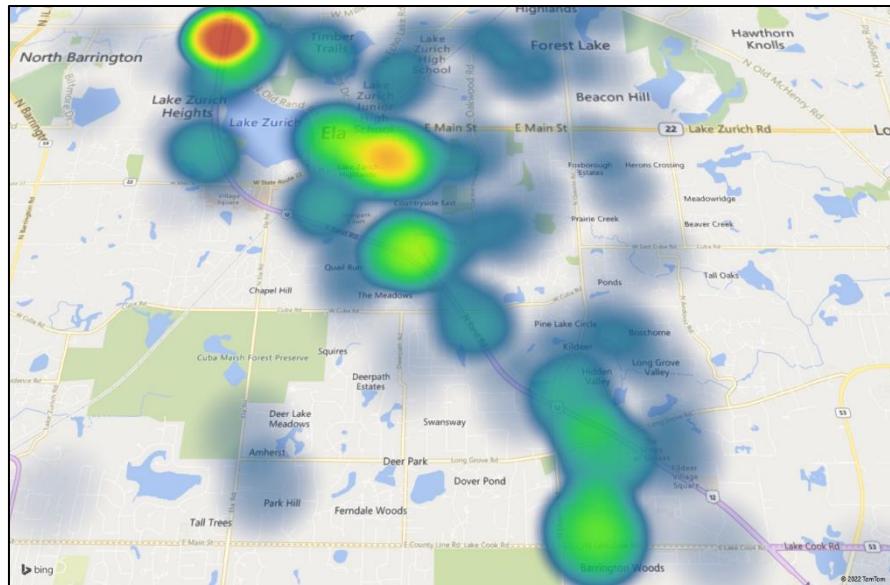


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in January

Total Unit Responses - Ambulances, Engines, & Command Officer



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



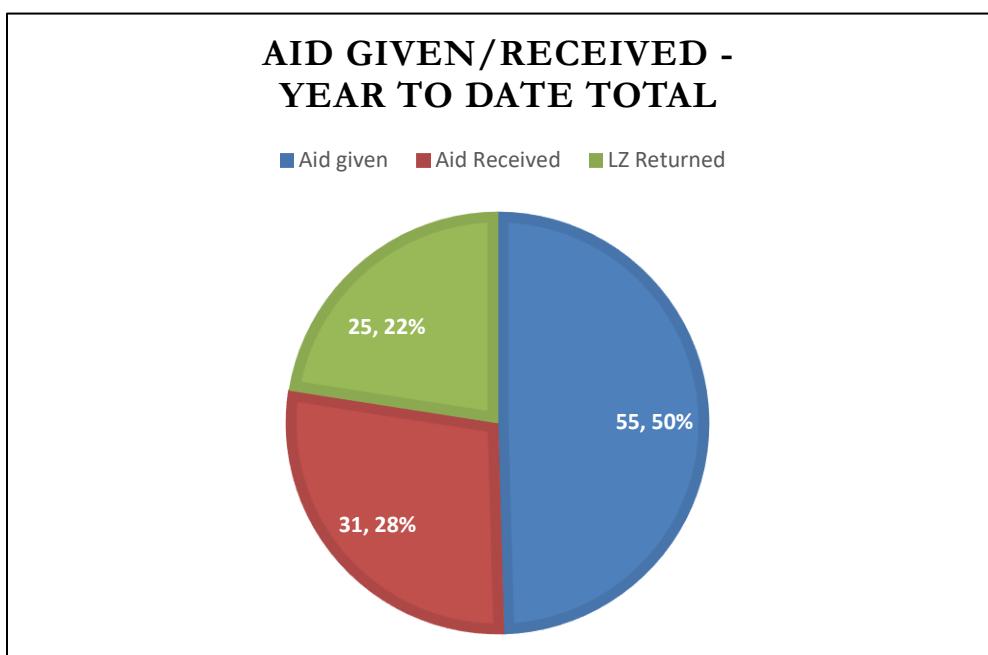
Frequent Call Locations:

- 795 N. Rand Road – Azpira Place of Lake Zurich – 39 responses
- 21840 Lake Cook Road – Deer Park Village Senior Living – 19 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 15 responses
- 21481 N. Rand Road – Northwest Community Healthcare – 7 responses
- 777 Church Street - Cedar Lake Assistant Living - 3 Responses

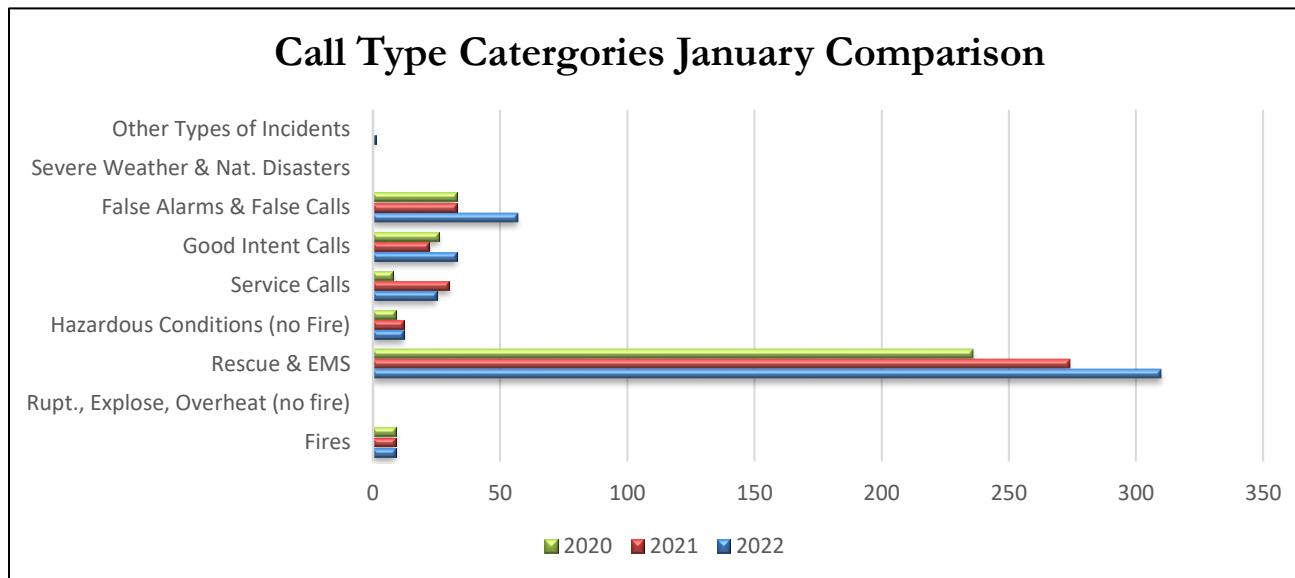
Mutual/Auto Aid Response Year to Date –

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 January, we responded to **55 mutual aid calls and returned 25 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

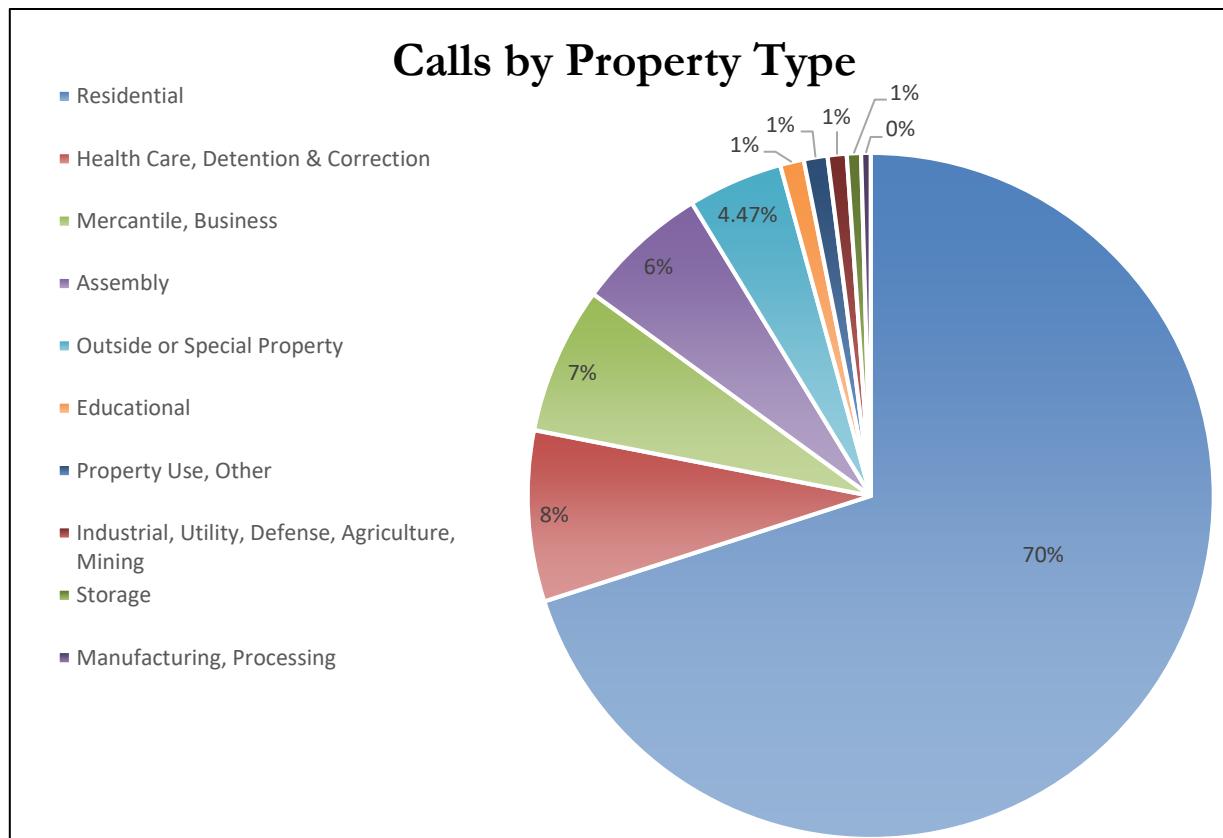
intervention from the LZPD 911 center through automated dispatching and resource sharing. They are entirely handled by the agency requesting our response — direct cost savings to our budget and an added benefit of the automated dispatch system.



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.

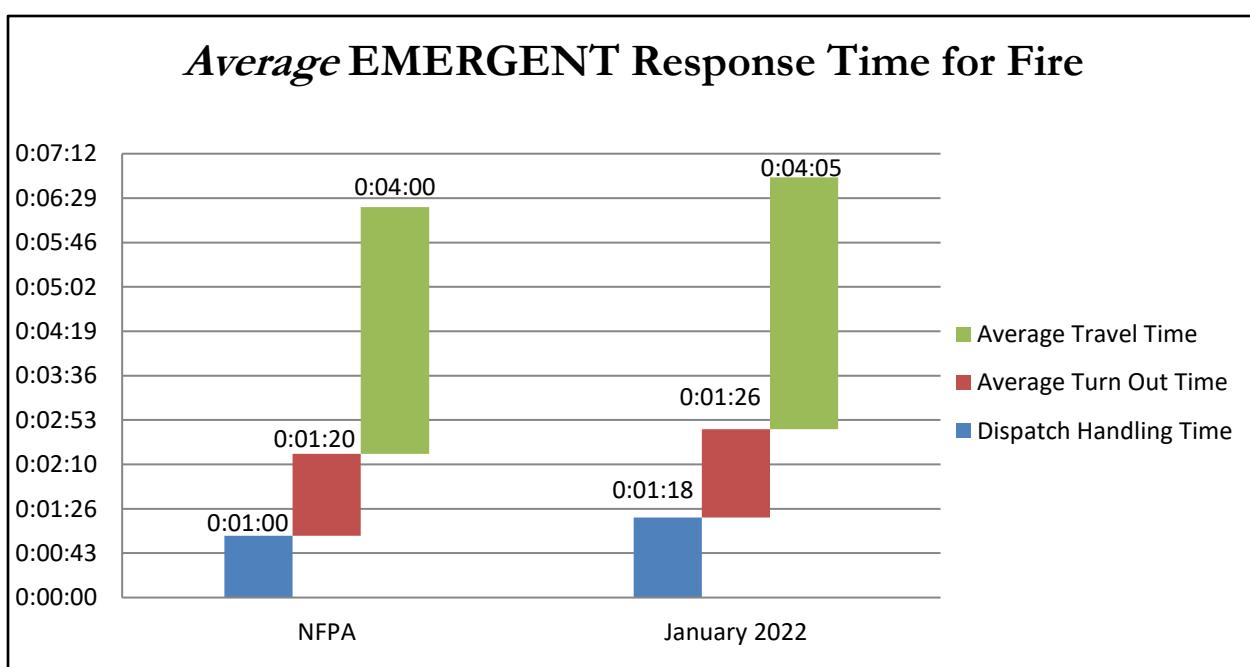
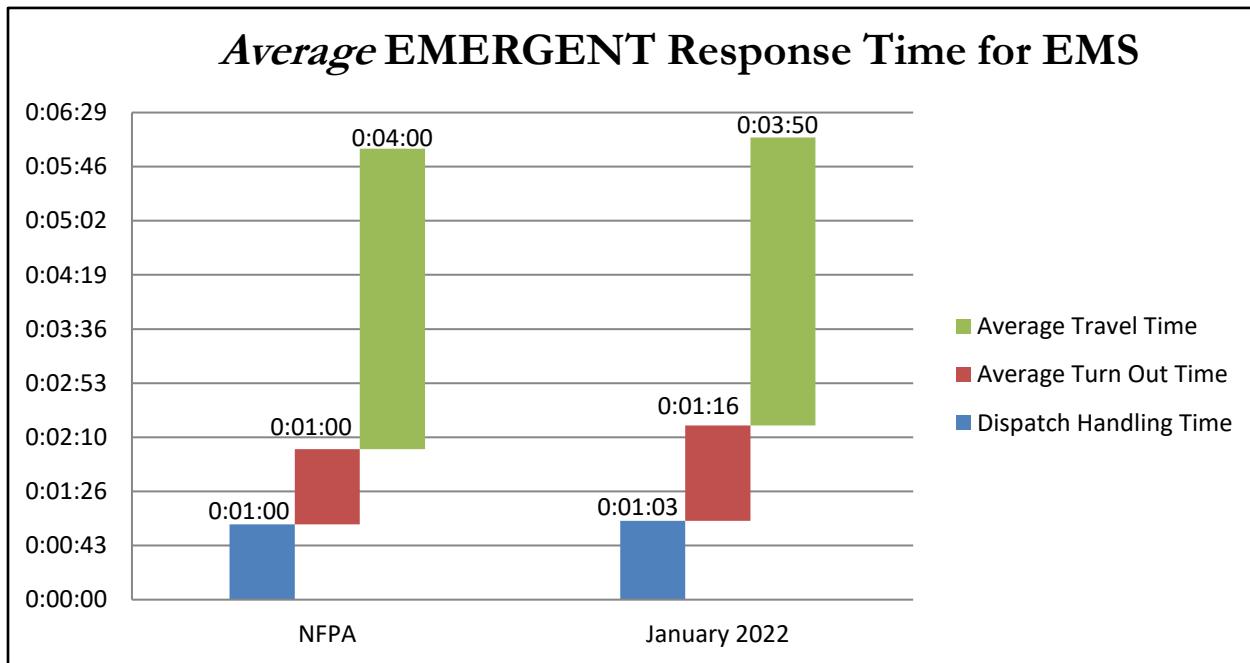


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various types of occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (70%) and Health Care/Detention was second with (8%) 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 January, we completed the following shift training:

EMS Cardiac Scenario - Paramedics completed EMS cardiac full arrest training

Company Needs – Company Officers evaluated their crew and based the training on the needs of their company. This included department SOG review and Daily Training Bulletin completion.

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

Officer Training – Company Officers and Acting Officers practiced sizing up a building and issuing 1st orders on the emergency scene.

Command Officer Training – Selected Lieutenants continued being mentored to fill the role of the Command Officer as needed.

May Whitney – Companies completed multiple days of training using the Old May Whitney School. The school building provides fire crews the ability to train in a realistic building environment. This type of training opportunity has great value to develop fire service personnel on situational based tactics and decision making, as training opportunities in a building such as this are very limited. Training included Hose Advancement, Forcible Entry, Search, Firefighter Self Rescue and RIT operations. *(Pictured right)*

EMS Continued Education – Paramedics completed EMS training on Child and Elder Abuse and Human Trafficking.

LRS-C Ram Support In-Service – Department Members completed in-service training of the LRS-C Ram support used during extrication.

Lifetime Fitness – Crews completed walkthrough/preplanning of the new Lifetime Fitness.

3rd Quarter Intubations – Paramedics completed mandatory Intubation training.

EMS System Entry - Probationary members worked on completing NCH EMS Entry.

N-95 Fit Testing - Members completed annual mandatory N-95 mask fit testing.



The following members attended outside training.

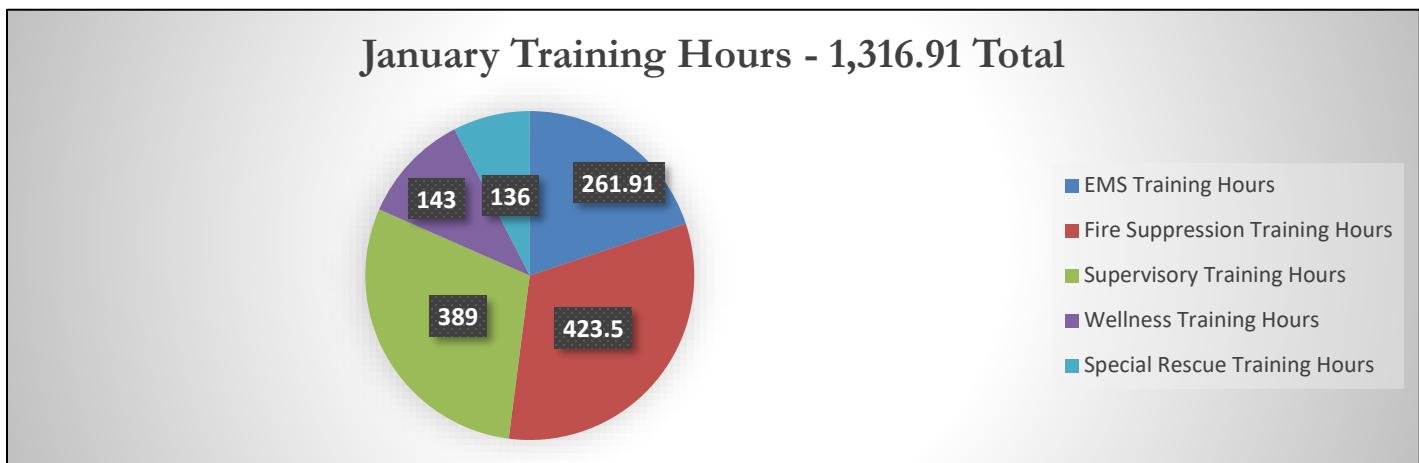
Lieutenant Booth – Completed the 16 hour ICS-300 Intermediate Incident Command System for Expanding Incidents class

FF/PM Corral & FF/PM Stodola – Began the 120 hour Basic Company Fire Officer Class

D/C Kelly and Captain Kammin – Completed the 8 hour ISO Grading class

Division Chief Wenzel – Completed the 46 hour National Fire Academy – Fire Investigation; Electrical Systems class

D/C Kelly – Completed the 8 hour Employee Evaluation class



Fire Prevention Bureau Division

January 2022 was a busy month for the Fire Prevention Bureau! The Bureau took in nearly 40 sets of plans to review, logging 39 hours of plan review time. This would be the busiest January since 2017, when a large Deer Park townhome project accounted for 20 reviews out of 40.

The severe cold presented daily issues that needed follow up. From frozen fire pumps to frozen sprinkler systems and heat issues, our division followed up on numerous calls.

Two fire investigators assisted the Wauconda Fire Department with a fire investigation involving a single-family residence. The fire occurred while temperatures hovered near or at zero creating difficult conditions for all of the crews.
(Pictured right)

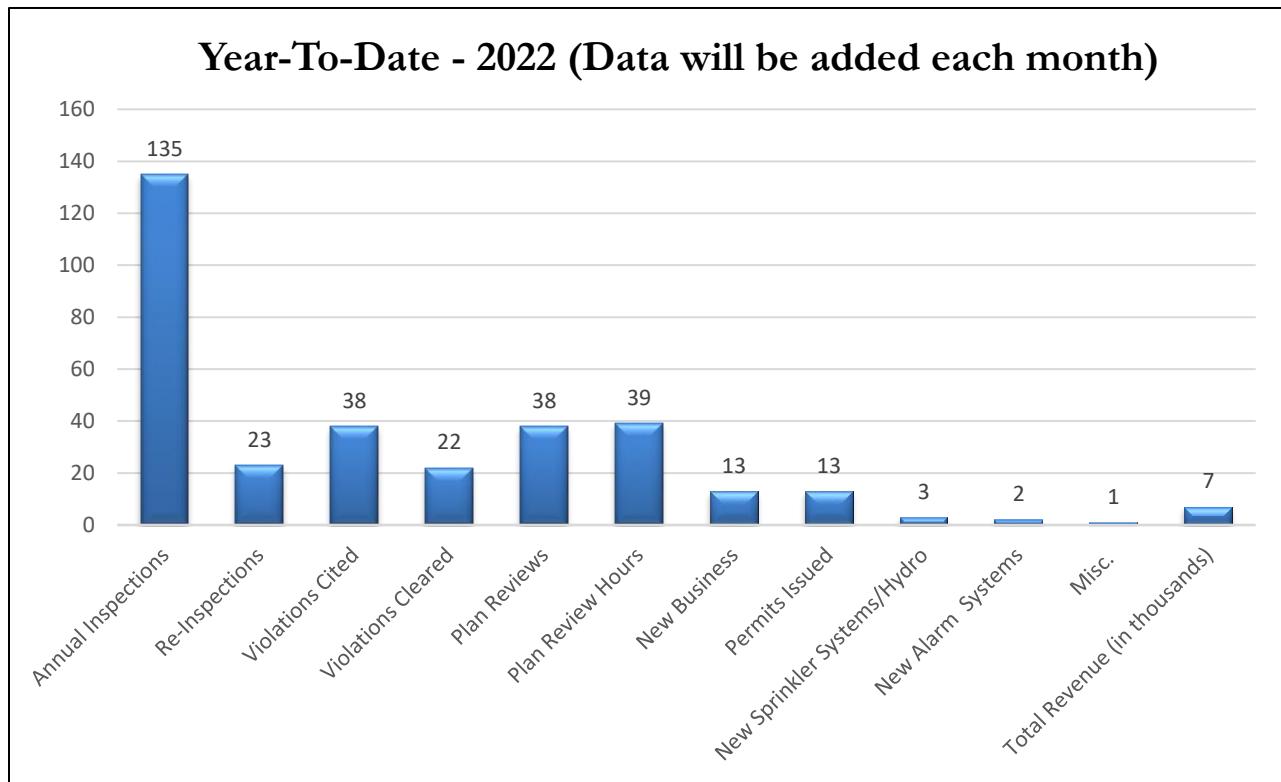
Along with the above daily activities we still needed to do the day to day clerical activities, as a clerk had not been hired.

However - we are happy to report that our clerk position has now been filled and training has begun. Welcome to the department Mindy Kuehl!



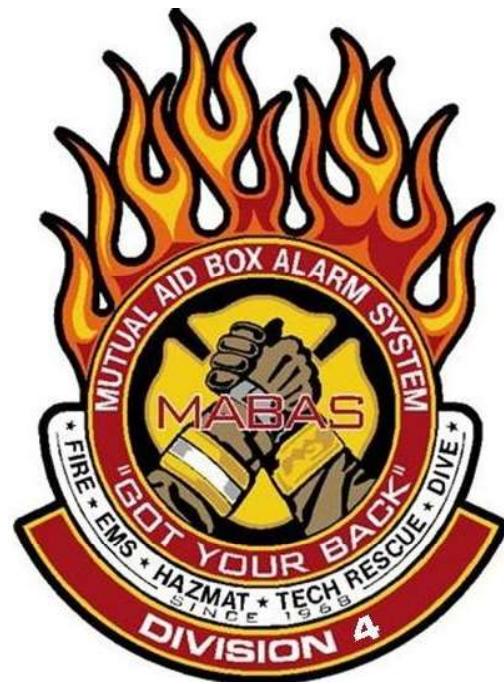
JANUARY ACTIVITIES

- NIFIA meeting and training
- NIFIA board meeting
- Multiple issues from freezing temperatures. Riser room heat in multiple building plus dry system freezing issue at various townhomes.
- Strike Force Fire Investigation meeting
- Biltmore fire pump issues and shut down
- Clerk candidate interviews
- Deer Park Village testing site meeting
- Mutual Aid fire investigation with Wauconda
- Holiday Inn sprinkler freeze up
- Residential Knox box install 6 Jonathon
- New clerk orientation with Rudy
- Construction Meetings
 - Lifetime propane placement
 - Factor 75
 - Kathy's Lakeside
 - Madison Reed
 - Evereve
 - DRT meeting at building department
 - D-95 school addition project



MABAS DIVISION 4

COMMUNICATIONS



2021 ANNUAL REPORT

INTRODUCTION

CenCom E9-1-1 is a Consolidated Communications Center located in Round Lake Beach, IL that serves nine Public Safety Agencies for primary dispatch of Police, Fire and EMS calls.

In 1968, the MABAS system was established in Northern Illinois to provide a swift, standardized and effective method of mutual aid assistance for extra alarm fires and mass casualty incidents. Since June 1, 2005 CenCom has provided communications for MABAS Division 4 which is comprised of twenty-eight separate fire and rescue agencies. CenCom staff takes pride in assisting all agencies in MABAS Division 4 and surrounding MABAS Divisions.

EQUIPMENT and PROCEDURES

Since 2012 CenCom has been operating with eight modern workstations. All positions are identical allowing all on duty staff to conduct dispatch operations from any of the eight positions. There is a CenCom Telecommunicator designated on each shift as the MABAS Division 4 Dispatcher who then receives assistance from other on duty staff if needed.



DIVISION 4 CENCOM STAFF

N. Whitfield	Acting Director	M. Vergin	Supervisor
T. Sofie	Supervisor	R. Fosczc	Supervisor
D. Fowler	Supervisor	J. Rivera	Telecommunicator
C. Martin	Telecommunicator	N. Flood	Telecommunicator
T. Chinn	Telecommunicator	E. Whittaker	Telecommunicator
M. Long	Telecommunicator	L. Wahlstedt	Telecommunicator
R. Oakes	Telecommunicator	S. Chovanec	Telecommunicator
C. Hess	Telecommunicator	M. Exner	Part-Time TC
A. Demski	Part-Time TC		
A. Gembra	Part-Time TC		

DIVISION 4 BOX CARD REVIEW

CenCom participates in the review of Division 4 box cards to help ensure accuracy and that what is being requested on each card is understood by the telecommunicators. Having CenCom be a part of this process helps ensure that CenCom can preplan and avoid confusion at the time of the incident making sure valid assets are requested and there are not duplicate agencies due which may lead to delays attempting to replace assets.

2021 DIVISION 4 BOX ALARMS

CenCom handled seventy-two MABAS alarms throughout the year.

Of the 72 MABAS alarms, 1087 units responded to the alarms and the average alarm lasted three hours and twenty-six minutes.

CenCom helped to provide interdivisional outbound aid to four other MABAS divisions through direct requests for assistance and statewide coordination through RED Center. These requests for interdivisional aid included water rescue and sonar team requests to MABAS divisions in Wisconsin and to the Rockton, IL chemical plant fire. CenCom also assisted with deployment shelter requests for COVID sites in the county.

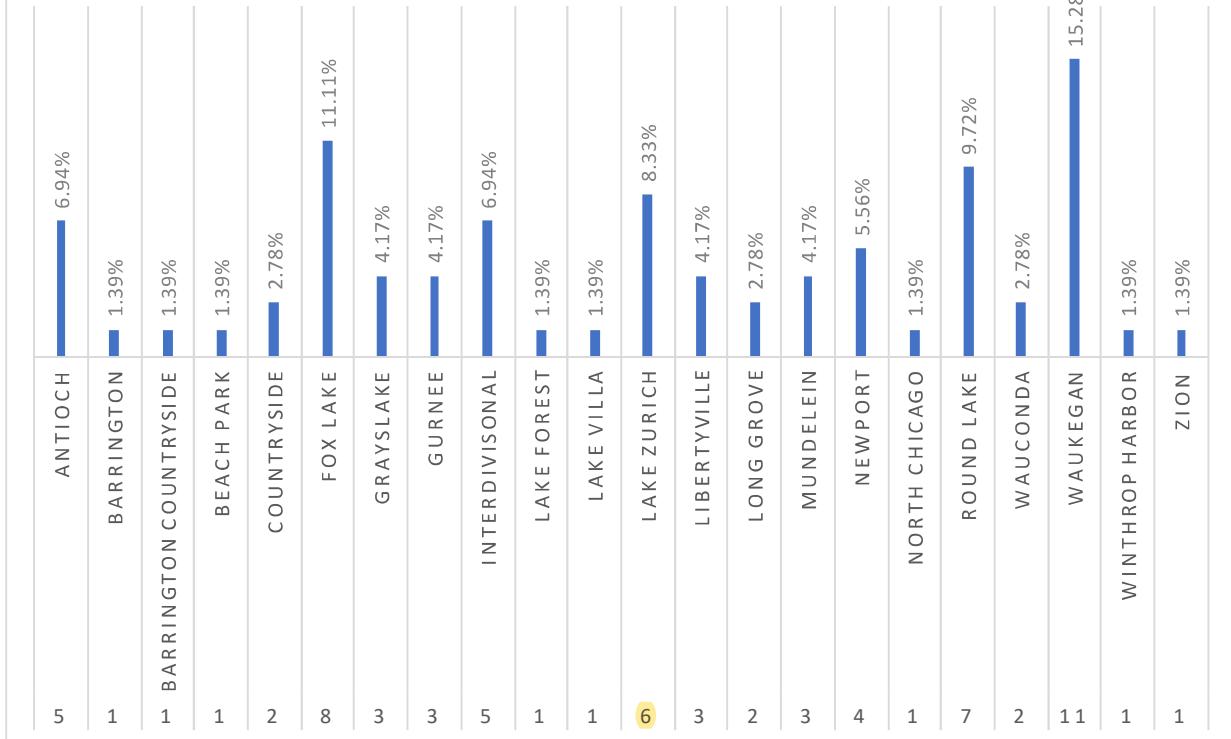


CenCom also coordinated inbound interdivisional aid to assist Division 4 agencies during complex and large-scale incidents. For example, CenCom obtained assistance from Division 101 for a large brush fire located in Long Grove.

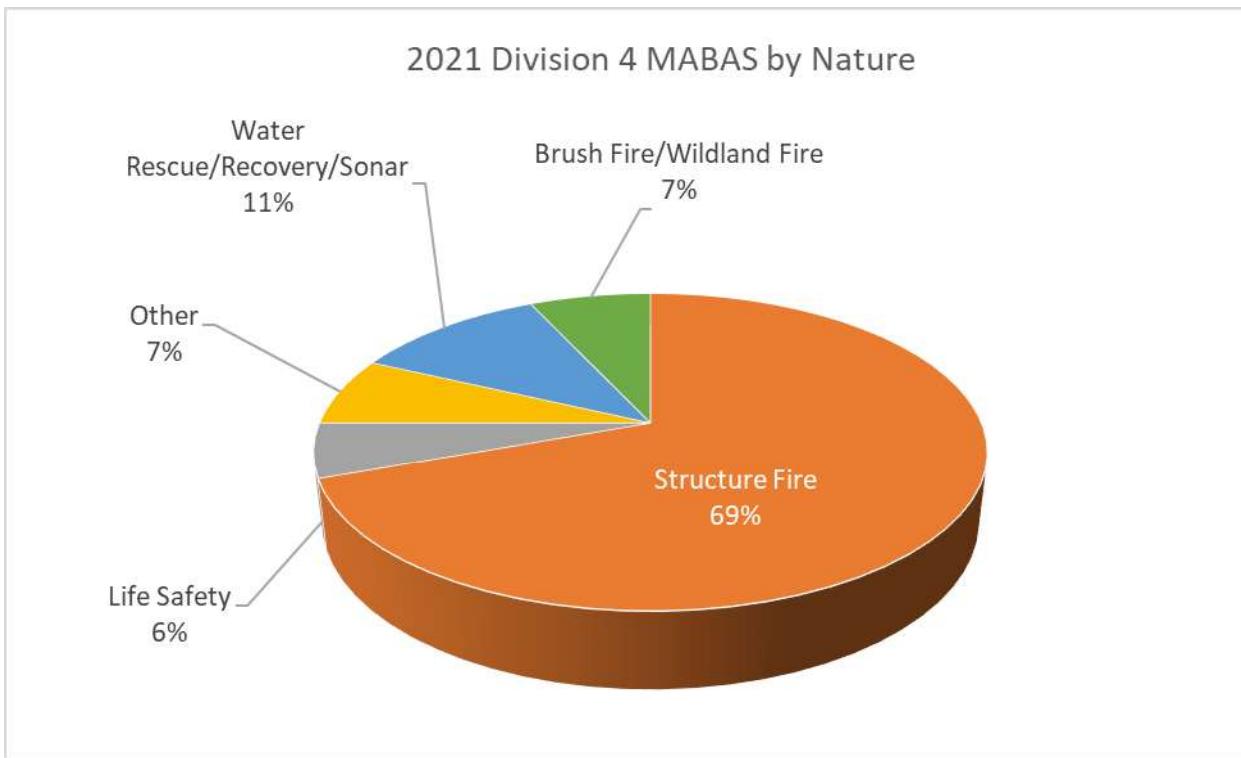


BOX ALARMS BY AGENCY

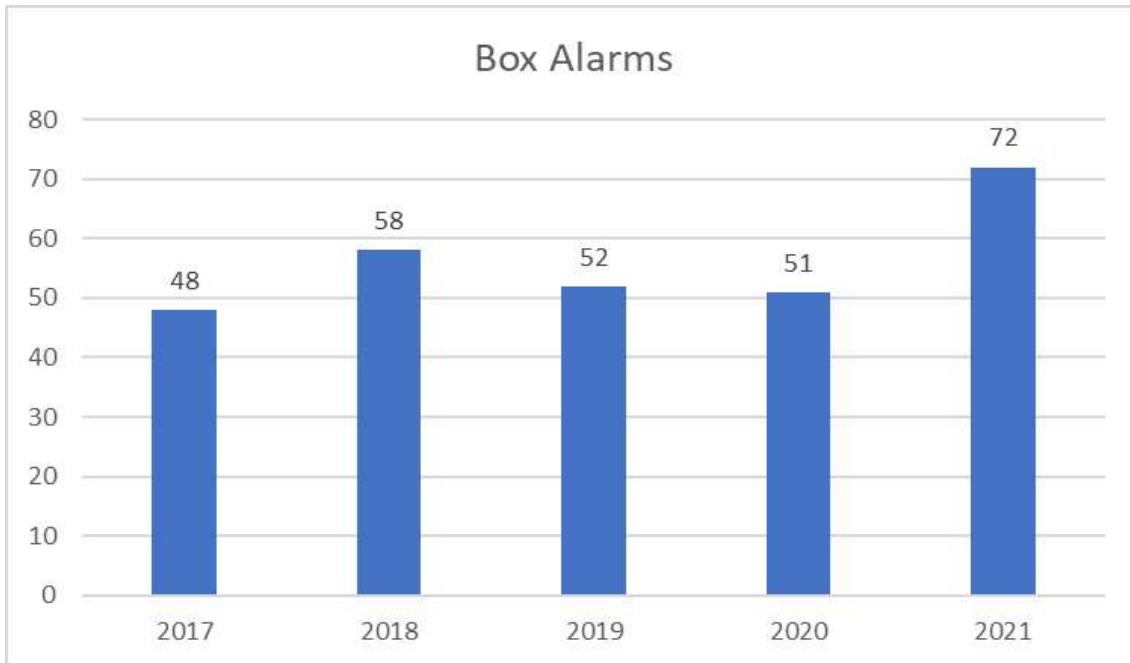
2021 DIVISION 4 MABAS BY AGENCY



BOX ALARMS BY NATURE



BOX ALARM YEAR TO YEAR COMPARISON



2021 - MABAS Division 4 Box Alarms

CENCOM						BOX	BOX	LENGTH	NUMBER
NUMBER	DATE	DEPARTMENT	ADDRESS	TOWN	NATURE	NUMBER	LEVEL	OF CALL	OF UNITS
21-001	01/02/21	Wauconda	314 Devonshire Rd.	Tower Lakes	Structure Fire	34-D2	Box	1:51	15
21-002	01/12/21	Waukegan	1920 Walnut	Waukegan	Structure Fire	16-2	Box	0:56	5
21-003	02/03/21	Fox Lake	36150 N Mary Ct	Ingleside	Structure Fire	22-12R	3rd	9:42	29
21-004	02/04/21	Lake Forest	1520 S Kathryn Ln	Lake Forest	Structure Fire	42-3	Box	3:56	11
21-005	02/10/21	New port	16125 W Russell Rd	Wadsworth	Structure Fire	14-16	Box	2:10	11
21-006	02/18/21	New port	13300 Wadsworth Rd	Wadsworth	Structure Fire	14-13	Box	3:31	15
21-007	02/19/21	Fox Lake	160 Forest Ave	Fox lake	Structure Fire	22-2L	2nd	4:11	25
21-008	02/19/21	Waukegan	545 Water St	Waukegan	Structure Fire	16-1	Box	2:08	9
21-009	02/28/21	Fox Lake	27822 W Ridge St	Ingleside	Structure Fire	22-12M	Box	2:06	15
21-010	03/21/21	Barrington	460 W Hillside Ave	Barrington	Structure Fire	36-1	Box	2:10	2
21-011	3/22/21	Waukegan	905 Baldwin Ave	Waukegan	Structure Fire	16-2	Box	1:27	5
21-012	03/30/21	Lake Zurich	642 S Rand Rd	Lake Zurich	Structure Fire	32T	Box	2:50	18
21-013	04/06/21	Long Grove	20365 W Rt 22	Long Grove	Brush-Wildland Fire	55-71	Interdivision	2:07	37
21-014	04/14/21	Waukegan	571 S McAlister Av	Waukegan	Structure Fire	16-1	Box	3:51	9
21-015	04/18/21	Round Lake	1724 Pontiac Ct	Round Lake Heights	Structure Fire	26-2	Box	2:08	11
21-016	04/22/21	Long Grove	3159 Cuba Rd	Long Grove	Structure Fire	55-1	3rd	5:58	18
21-017	04/26/21	Lake Zurich	24205 W Cuba Rd	Lake Zurich	Grass Fire	32-71	2nd	5:46	37
21-018	04/26/21	Barrington Countryside	New Sutton/Penny Rd	South Barrington	Grass Fire	38-71	Box	4:05	38
21-019	04/27/21	Waukegan	13 S. Martin Av	Waukegan	Structure Fire	16-1	Box	2:20	5
21-020	05/08/21	Antioch	26668 W. Route 173	Antioch	Structure Fire	21-A2	Third	3:50	23
21-021	05/12/21	Round Lake	34363 N. bacon Rd	Round lake	Grass Fire	26-71	Box	0:37	22
21-022	05/17/21	New port	14773 W Kasier Rd	Wadsworth	Structure Fire	14-13	Box	2:15	14
21-023	05/25/21	Round Lake	35886 N Fairfield Rd	Round Lake	Structure Fire	26-12	Box	2:32	5
21-024	05/30/21	Round Lake	37 W. Big Horn Dr.	Hainsville	Structure Fire	26-1	Box	4:01	10
21-025	06/04/21	MABAS IL	1 Great America Pkwy	Gurnee	Shelter				7
21-026	06/14/21	Division 8	1165 Prairie Hill Rd.	Rockton	Wildland Task Force	4-72		10:30	22
21-027	06/14/21	Lake Zurich	189 Miller Rd.	Lake Zurich	Structure Fire	32-1	Second	4:34	23
21-028	06/16/21	Winthrop Harbor	42616 Lewis Ave	Winthrop Harbor	Structure Fire	17-1	Box	2:07	9
21-029	06/27/21	Waukegan	200 E Sea Horse Dr	Waukegan	Water Rescue	16-69	Box	0:18	8
21-030	07/02/21	Lake Villa	515 Park Ave	Lake Villa	Life Safety	24-99	Second	1:34	14

2021 - MABAS Division 4 Box Alarms

CENCOM							BOX	BOX	LENGTH	NUMBER
NUMBER	DATE	DEPARTMENT	ADDRESS	TOWN	NATURE	NUMBER	LEVEL	OF CALL	OF UNITS	
21-031	07/03/21	Waukegan	2133 Williamsburg Dr	Waukegan	Structure Fire	16-2	Box	1:15	5	
21-032	07/05/21	Beach Park	100 Lake Front Dr	Zion	Water Rescue	12-69	Box	:16	9	
21-033	07/13/21	Williams Bay (Div 103)	350 Constance Blvd	Williams Bay	Water Rescue	4-67	Interdivisional	9:48	8	
21-034	07/20/21	Libertyville	1192 Hunters Ln	Libertyville	Structure Fire	46-20	Box	3:18	17	
21-035	07/25/21	Libertyville	551 W Park Av	Libertyville	Structure Fire	46-20	Box	2:45	18	
21-036	07/26/21	Waukegan	1122 Lewis Av	Waukegan	Structure Fire	16-2	Box	1:18	5	
21-037	07/30/21	Gurnee	505 N Hunt Club Rd	Gurnee	Area Search	13-37	Box	2:25	2	
21-038	08/01/21	Linn (Div 103)	1550 S Lake Shore Dr	Lake Geneva	Water Rescue	4-67	Interdivisional	7:01	12	
21-039	08/05/21	Zion	2808 Elisha Ave	Zion	Structure Fire	18-1	Box	3:58	12	
21-040	08/07/21	Antioch	320 Marshall Dr	Antioch	Structure Fire	21-A1	2nd	1:27	21	
21-041	08/09/21	Grayslake	1221 Silo Hill Dr	Grayslake	Structure Fire	27-2	Box	3:40	15	
21-042	08/13/21	Libertyville	125 Johnson Ave	Libertyville	Structure Fire	46-10	Box	4:11	15	
21-043	08/20/21	Fox Lake	10 Crabapple Island	Fox Lake	Water Rescue	22-69	2nd	12:36	45	
21-044	08/21/21	Fox Lake	112 Lakeview Ave	Fox Lake	Sonar	22-67	3rd	6:35	15	
21-045	08/22/21	Waukegan	200 E Sea Horse Dr	Waukegan	Water Rescue	16-69	Box	0:04	0	
21-046	08/28/21	Lake Zurich	21376 W Ridge Rd	Lake Zurich	Structure Fire	32-3	Box	2:50	20	
21-047	08/30/21	Round Lake	216 W Belvidere Rd	Hainesville	Structure Fire	26-44	Box	1:07	4	
21-048	09/08/21	Waukegan	309 Hickory St	Waukegan	Structure Fire	16-1	3rd	2:40	7	
21-049	09/10/21	Fox Lake	91 Cora Av	Fox Lake	Water Rescue	22-69	2nd	6:57	31	
21-050	09/14/21	Wauconda	2874 Liberty Lakes Blvd	Wauconda	Structure Fire	34-C1	Box	3:15	17	
21-051	09/18/21	Countryside	26236 N Maple Ave	Mundeline	Structure Fire	41A-10	2nd	3:38	17	
21-052	09/18/21	Gurnee	3938 Poretti Dr	Gurnee	Structure Fire	13-36	Box	2:57	12	
21-053	09/18/21	Gurnee	Lawson/Grand	Gurnee	Life Safety	13-96	Box	2:22	3	
21-054	09/18/21	Division 3	1811 Sheridan	Evanston	Water Rescue	4-67	Interdivisional	5:27	7	
21-055	09/25/21	North Chicago	14th / Green Bay Rd	North Chicago	Wildland Fire	15-71	Box	5:28	26	
21-056	09/28/21	Antioch	284 Windsor Dr	Antioch	Structure Fire	21-A1	Box	1:58	13	
21-057	10/09/21	Grayslake	34481 N Circle Dr	Grayslake	Water Rescue	27-69	2nd	2:39	31	
21-058	10/17/21	Mundelein	605 Tower Dr	Mundelein	Structure Fire	43-2C	Box	3:31	19	
21-059	10/21/21	Fox Lake	36093 Heilendale Rd	Ingleside	Structure Fire	22-12R	Box	1:49	15	
21-060	10/26/21	Newport	15384 W 173	Zion	Structure Fire	14-16	Box	3:01	12	

2021 - MABAS Division 4 Box Alarms

CENCOM							BOX	BOX	LENGTH	NUMBER
NUMBER	DATE	DEPARTMENT	ADDRESS	TOWN	NATURE	NUMBER	LEVEL	OF CALL	OF UNITS	
21-061	11/09/21	Round Lake	1391 Oxford Ln	Round Lake	Structure Fire	26-4	Second	2:24	21	
21-062	11/17/21	Antioch	640 Midnight Pass	Antioch	Structure Fire	21-B1	Box	3:11	12	
21-063	11/24/21	Waukegan	2441 Dugdale Rd	Waukegan	Structure Fire	16-1	Box	0:11	3	
21-064	11/26/21	Mundelein	330 S Lake St	Mundelein	Structure Fire	43-2R	Box	3:14	15	
21-065	11/30/21	Round Lake	702 Magna Dr	Round Lake	Structure Fire	26-1	Second	4:45	18	
21-066	12/01/21	Lake Zurich	21469 Meadow lark Dr	Kildeer	Structure Fire	32-2	Box	4:07	19	
21-067	12/01/21	Grayslake	150 Glen St	Grayslake	Structure Fire	27-1	2nd	4:18	19	
21-068	12/03/21	Lake Zurich	S Rand Rd/W Main St	Lake Zurich	Life Safety	32-99	Box	1:55	13	
21-069	12/04/21	Fox Lake	16 Lilac Ave	Fox lake	Life Safety	22-99	Box	1:31	9	
21-070	12/10/21	Countryside	19338 Lakeview Ave	Mundeline	Structure Fire	41A-10	3rd	5:35	25	
21-071	12/10/21	Grayslake	131 Park Ave	Grayslake	Structure Fire	27-1	Box	1:59	15	
21-072	12/15/21	Antioch	40813 North L St	Antioch	Structure Fire	21-A2	Box	3:16	13	