



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

March 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

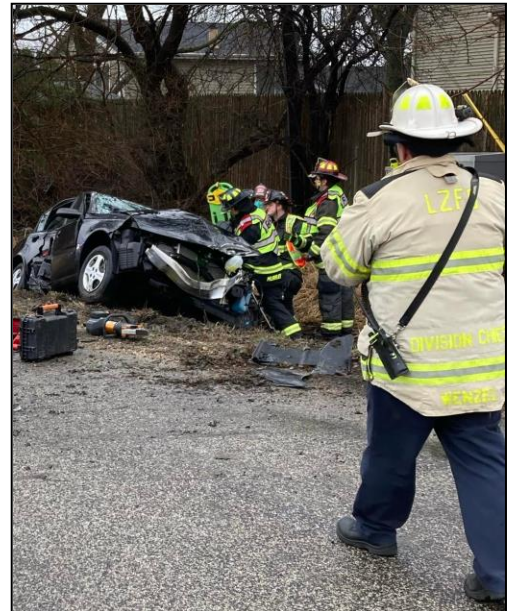
Departmental Narrative - March 2022 Overview

In March, the Department responded to **333** calls for service, averaged **11** calls per day and required **482 individual vehicle responses** to provide the necessary personnel for each incident.

Thirty-four percent (**34%**) 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.

Pictured right is an accident with entrapment at Route 12 and Cuba Road.



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

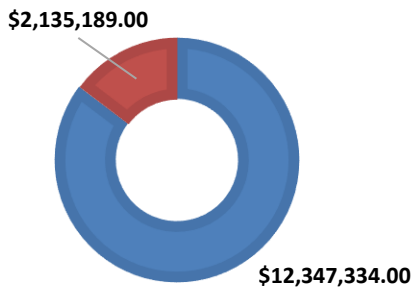


Administration Division

The department continues to work with the Board of Fire and Police Commission (BOFPC) on both the promotional testing process and screening new hire candidates for the open positions in the department. The screening process requires many hours, including a background interview, follow-up phone calls, neighborhood canvas, and medical and psychological exams. The department anticipates our overtime costs decreasing once we can bring the new hires on board and have them assigned to shift.

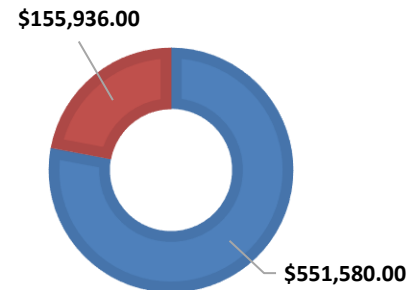
FIRE DEPARTMENT BUDGET

■ Overall Budget ■ YTD Expenses



OVERTIME ACCOUNTS

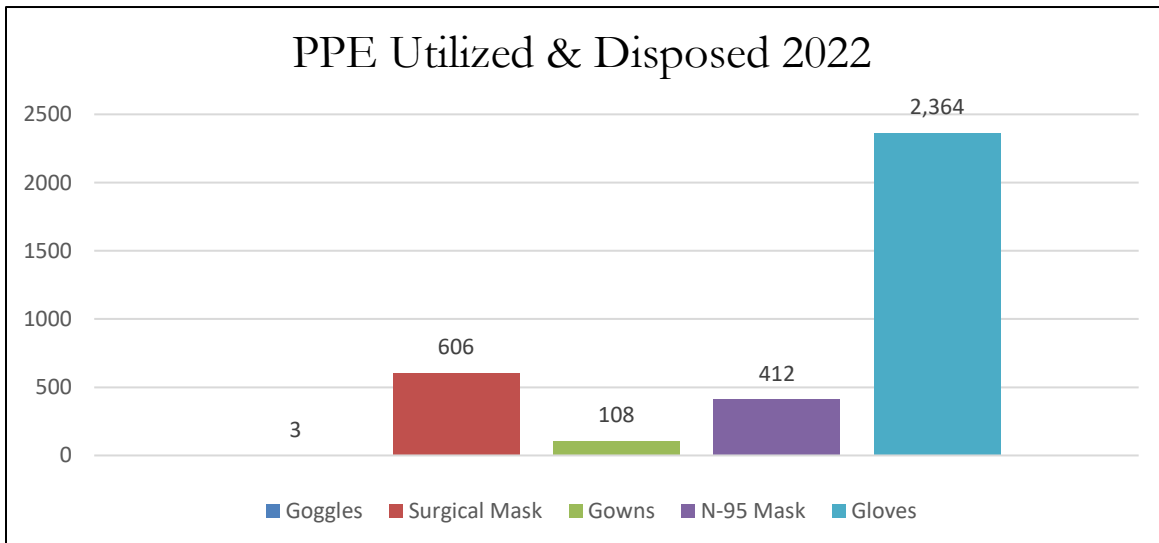
■ Overtime Budget ■ YTD Spent



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 March, we issued **0 pairs of safety goggles** and used **125 surgical masks** on patients, **94 - N95 respirators** for our personnel, **6 gowns**, and approximately **495 surgical gloves**. The graph pictured below shows the year-to-date (2022).



Community Focus/Risk Reduction/Public Education

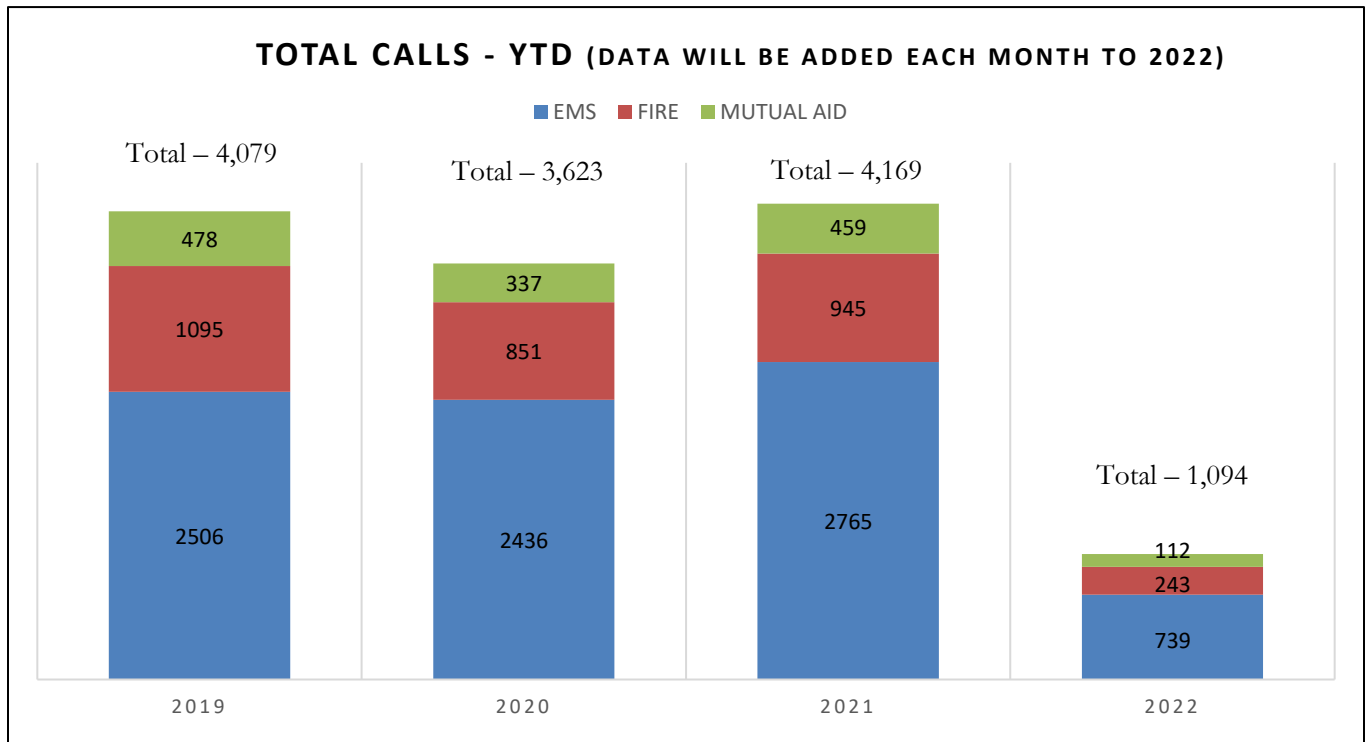
Examples of community focus/risk reduction/public education include but are not limited to; school talks and station tours where a safety message such as stop, drop, and roll is covered. We also monitor fire and severe weather drills in schools and educate children about fire safety. Also, we teach exit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

Operations Division

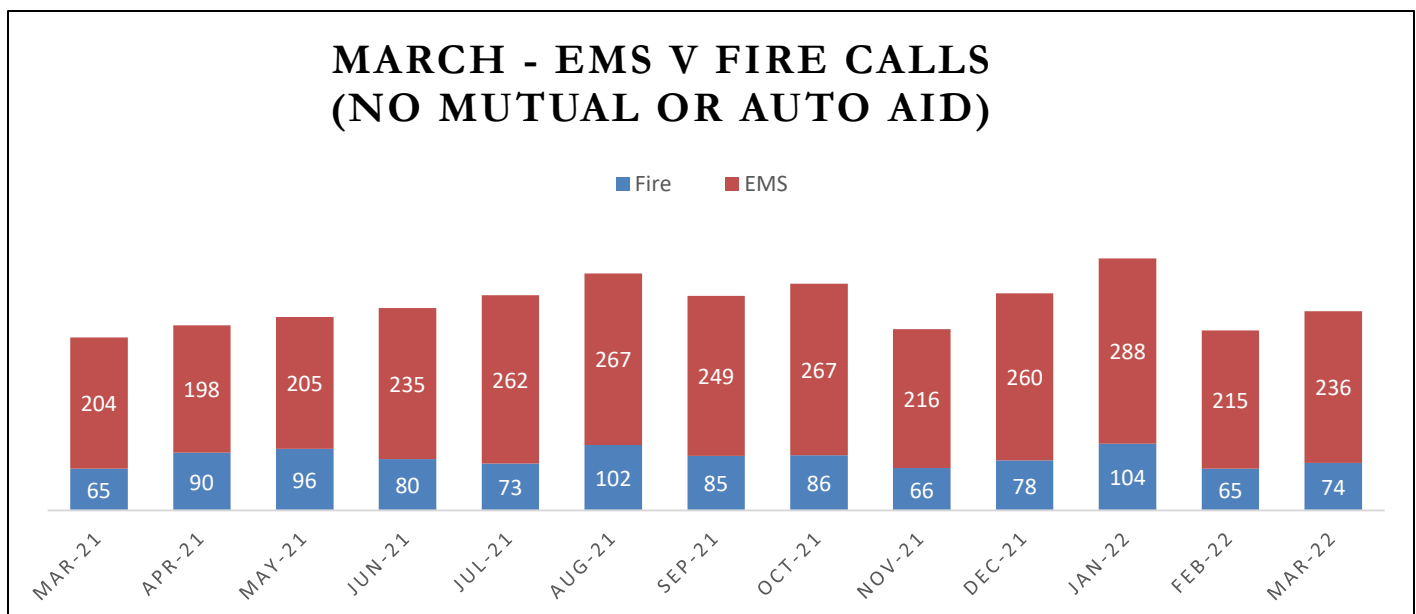
Vehicles Out of Service

- During March, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
 - Ambulances – 17 hours
 - Engines – 304.50 hours
 - Year-To-Date Hours:

Ambulances: 73.25 hours | Engines: 563.83 hours

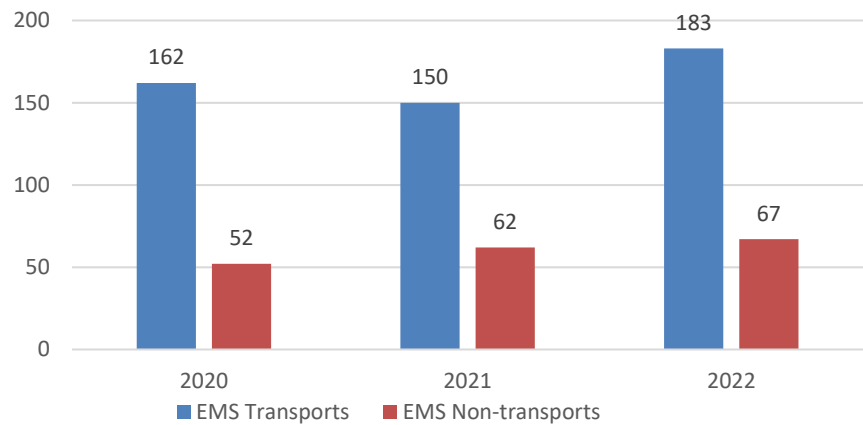


Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.



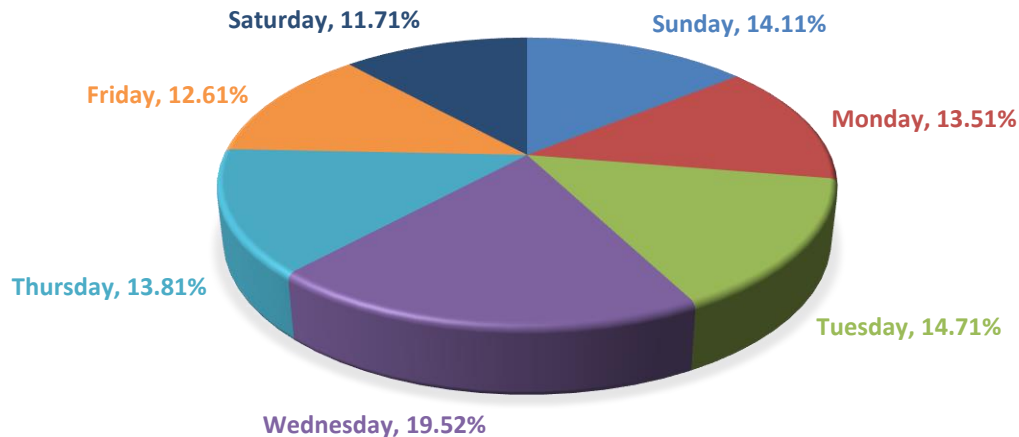
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call results in transport. A prime example of this is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares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

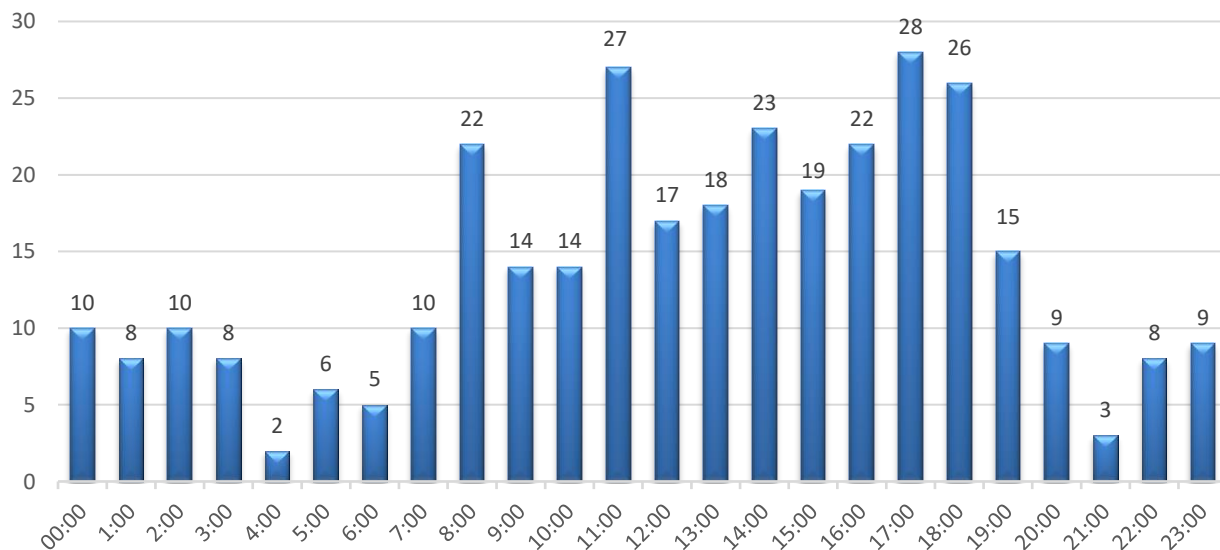


The following two charts break down calls by the day-of-week and hour-of-day.

RESPONSE BY DAY OF WEEK - MARCH



RESPONSE BY HOUR OF DAY - MARCH



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

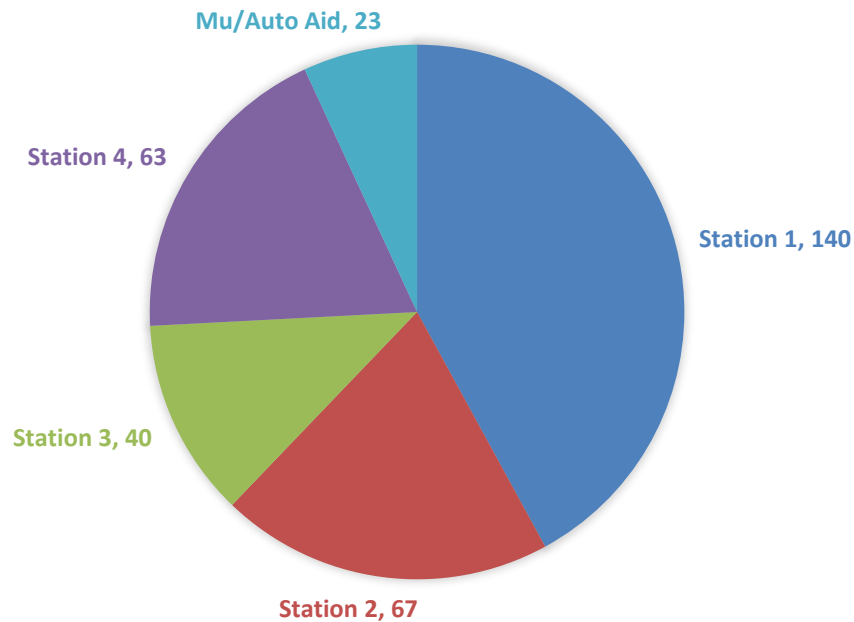
APPARATUS & STAFFING

ENGINE 324
AMBULANCE 324



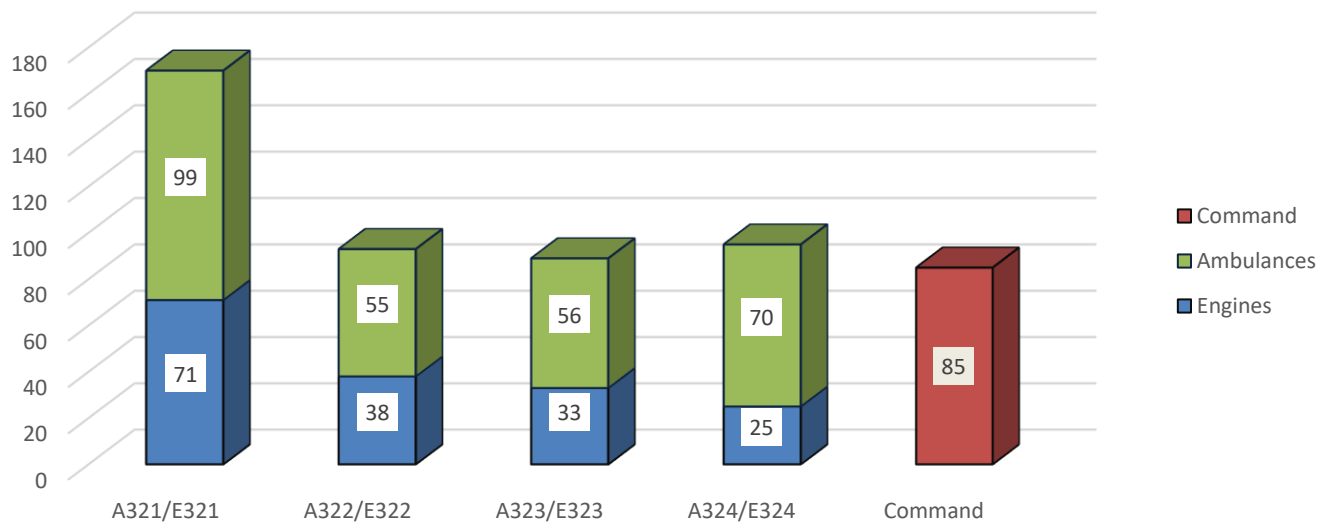
The graph below represents the percentage of calls by each station and mutual/auto aid for March 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means where the call originated. Station 1 is historically the busiest district.

ORIGIN OF CALLS - MARCH, 2022

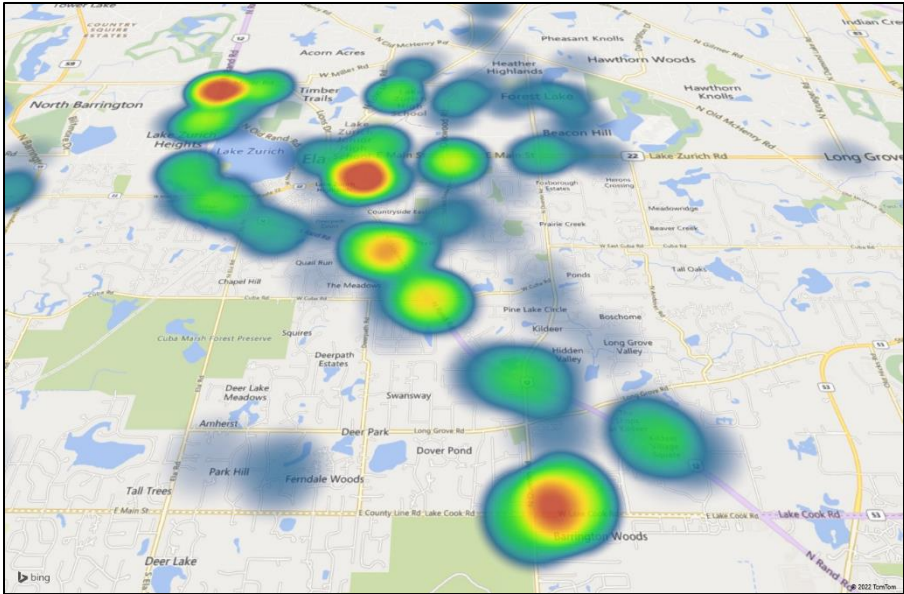


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in March

Total Unit Responses - Ambulances, Engines, & Command Officer



The following graphic is a visual representation of call distribution for March. 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, health clinics, and automobile accidents near the Route 12 corridor.

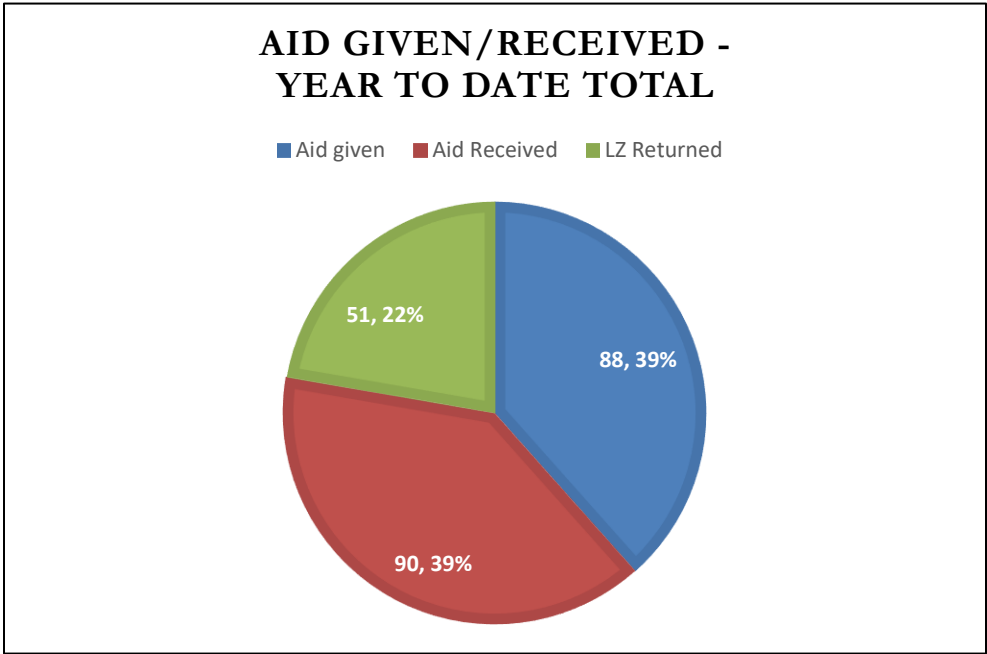


Frequent Call Locations:

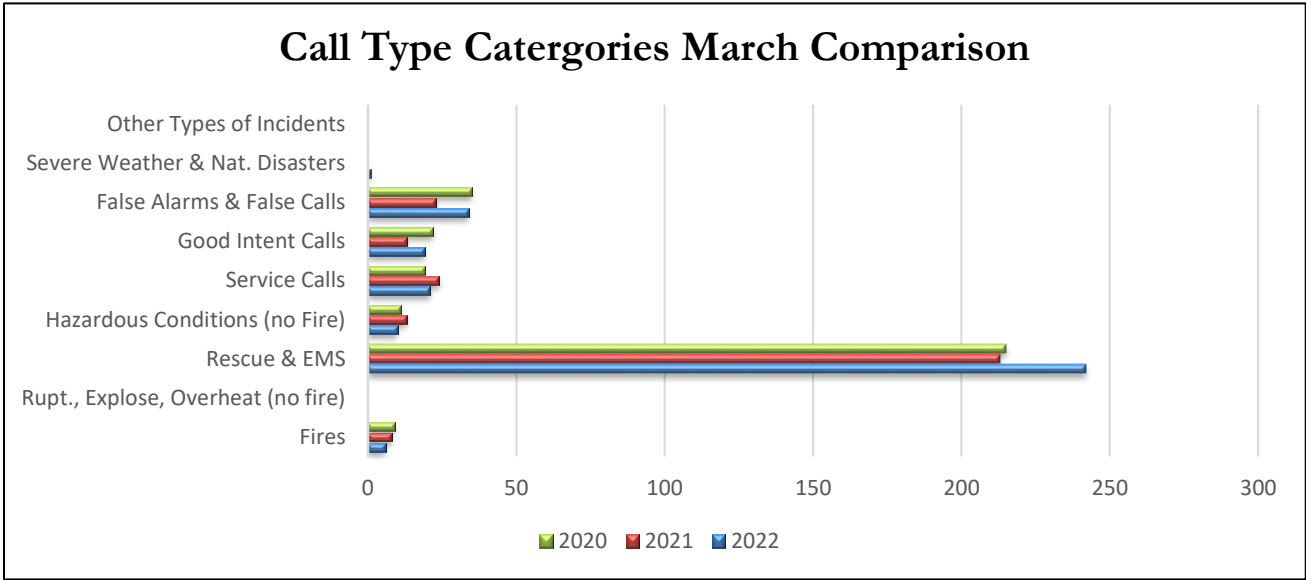
- 795 N. Rand Road – Azpira Place of Lake Zurich – 18 responses
- 21840 Lake Cook Road – Deer Park Village Senior Living – 17 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 13 responses
- 777 Church Street - Cedar Lake Assistant Living - 9 Responses
- 21481 N. Rand Road – Northwest Community Healthcare – 4 responses

Mutual/Auto Aid Response Year to Date –

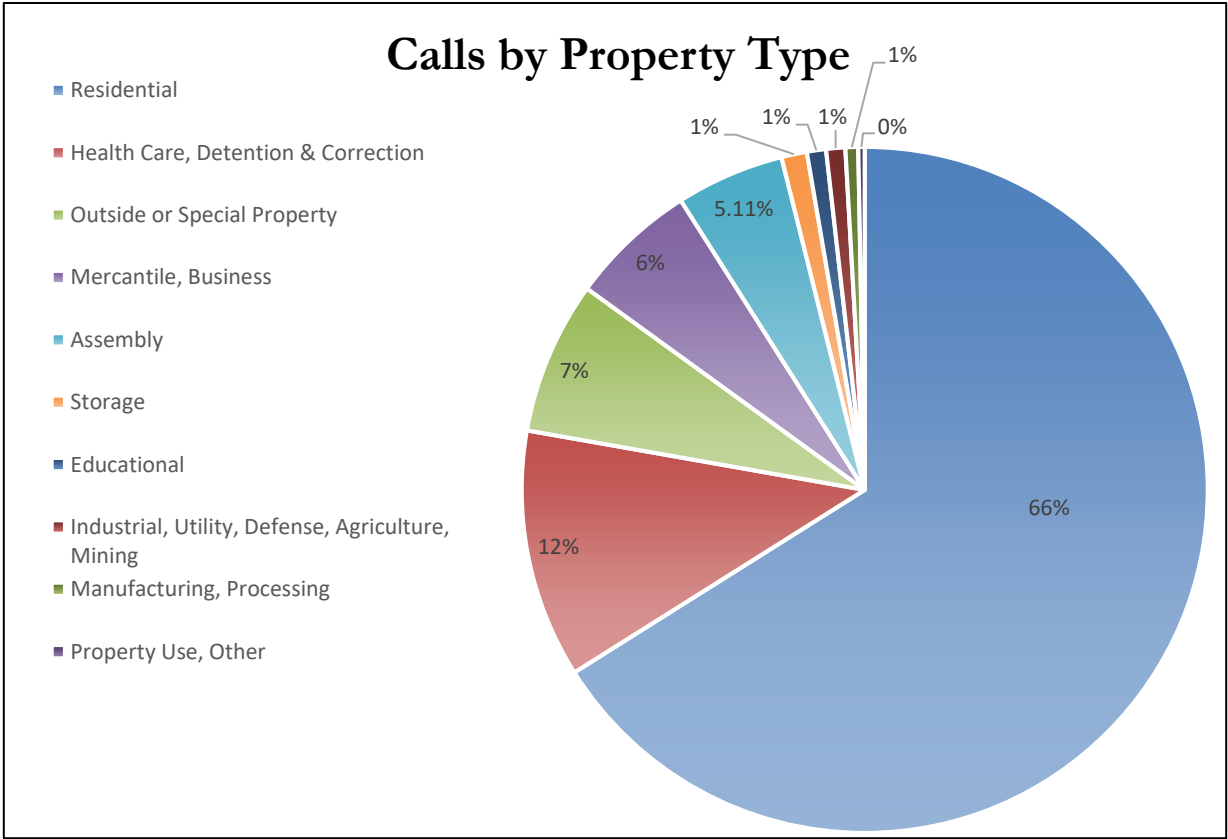
The mutual aid agreements are designed not to overburden any one agency and are looked at carefully for any necessary adjustments. Run cards for the Department have changed, and our partners respond to assist us more often. In March, we responded to **23 mutual aid calls and returned 12 times** before 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 that the trends remain mostly the same across the three years. Rescue and EMS incidents account for most calls we respond to and continue to increase, as indicated below.

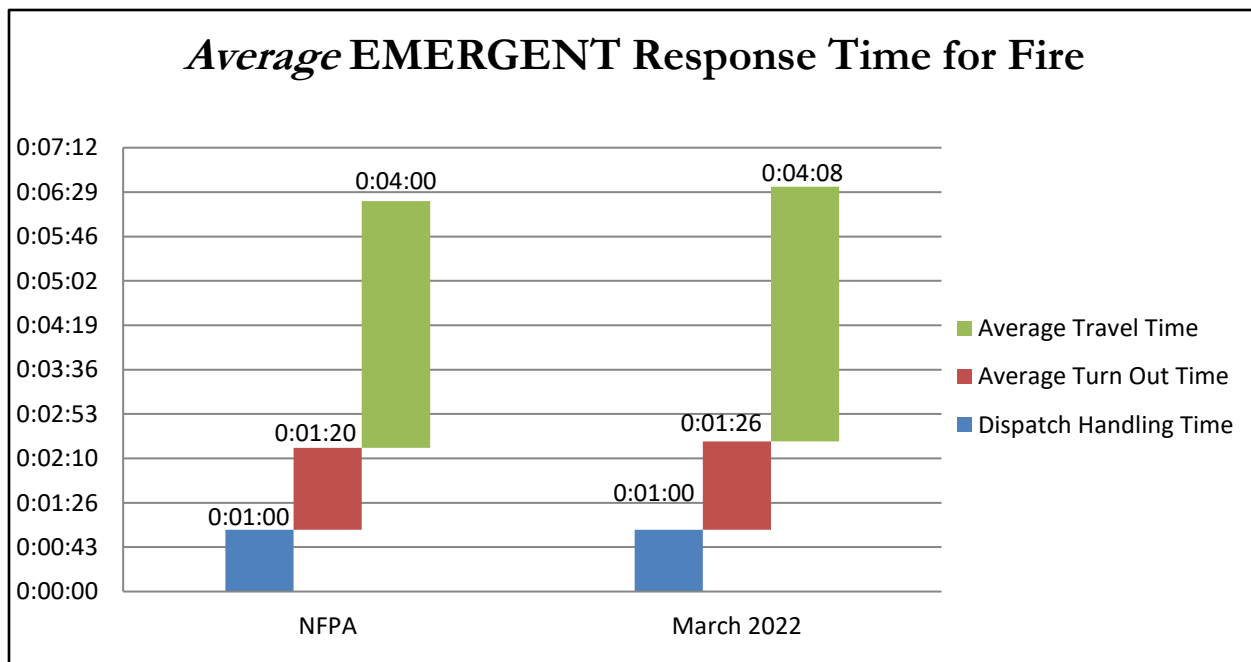
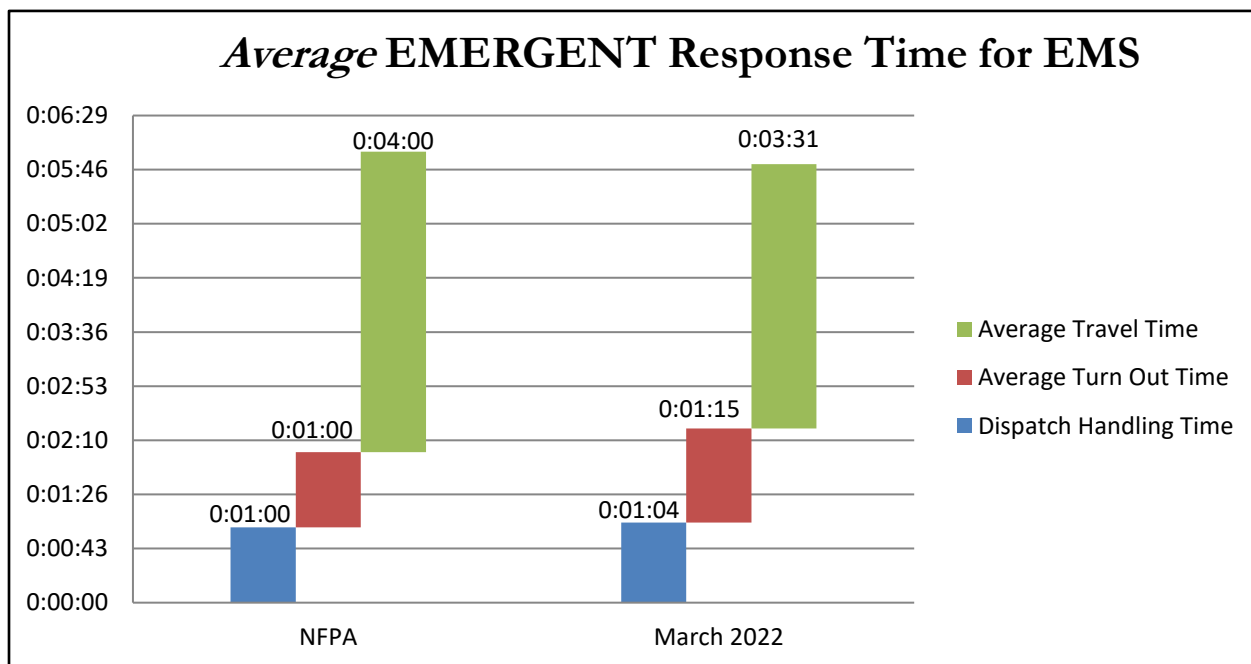


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (66%) and Health Care/Detention was second with (12%) of all calls.



Response time includes three key factors: dispatch handling, turnout, and travel time. Dispatch handling time is when dispatch takes 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 when 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 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 March, we completed the following shift training:



District Familiarization – Crews completed a review of their response districts and size-up of target hazards.

SCBA Consumption Drill – Members completed the annual SCBA consumption course to determine their expected working time during a fire. *(Pictured left).*

Allergic Reaction – Paramedics completed training on assessing and treating patients suffering an allergic reactions.

Ladders / Vent Enter Search – Crews

practiced placing ladders for rescue and entering a building above the fire to search for victims.

Cardiac Arrest After Action Review - Crews discussed what went well and what we could do different following a cardiac arrest call.

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

Thermal Imaging Camera / Fire Behavior – Different types of fire behavior were created using a "doll house" for the crews to observe with and without the thermal imaging camera. *(Pictured right).*

Drivers Training – Crews complete quarterly drivers training.

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

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

EMS Continued Education – Paramedics completed EMS training on Suicide and Behavioral Issues

Probationary Program - Probationary members worked on completing Probationary Program.



The following members attended outside training.

Deputy Chief Kelly attended the 8 hour Metro Chiefs Conference.

Division Chief Wenzel & Deputy Chief Christopherson attended the 8 hour G-191 Incident Command System / Emergency Operation Center Interface class.

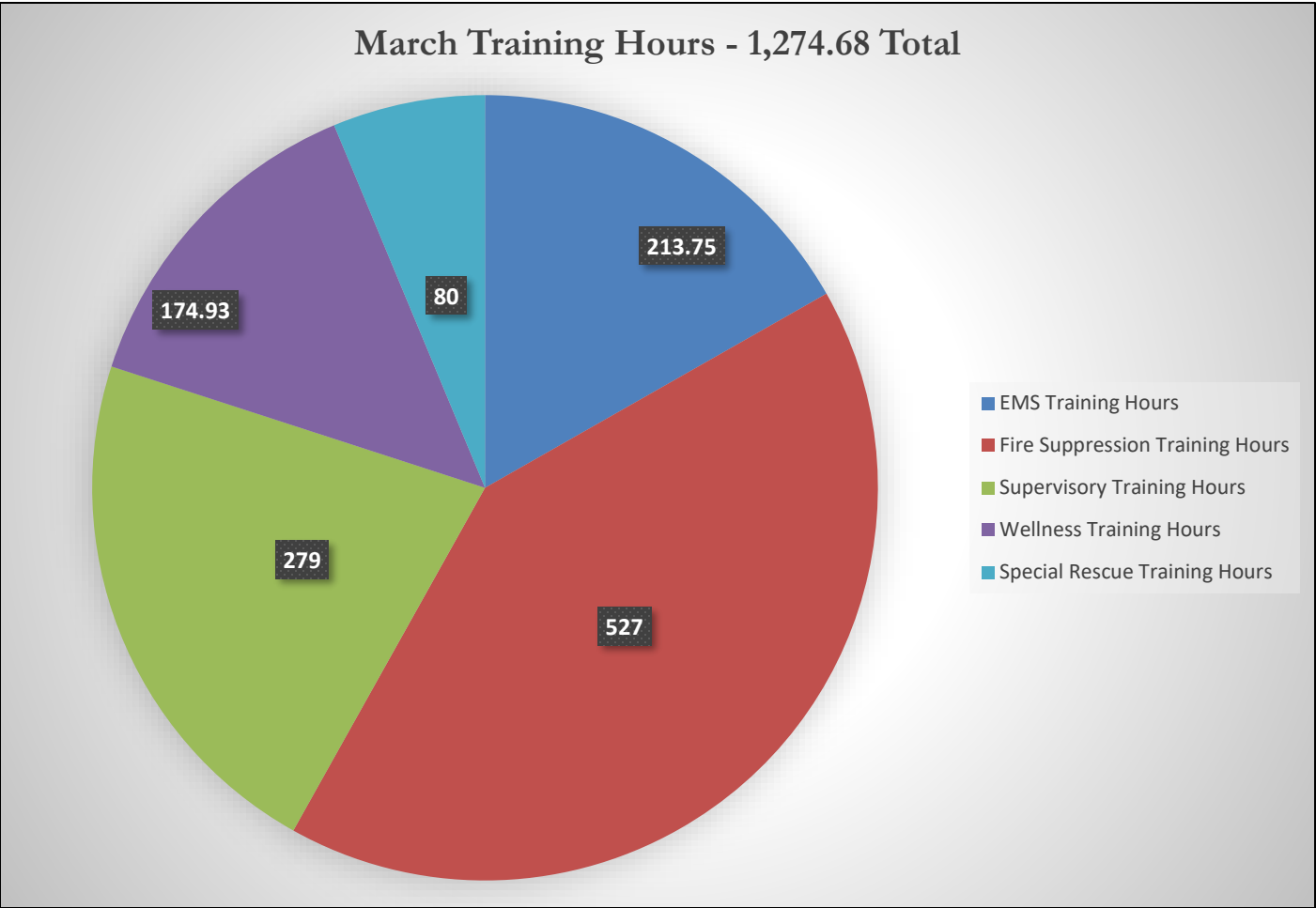
Deputy Chief Christopherson attended the 8-hour Background Investigation class.

Lieutenant Booth attended the 16 hour IS-400 class.

Fire Prevention Specialist Kleinheinz attended the 4 day Illinois Fire Inspectors Association Conference.

Lieutenant Santoyo attended the 40-hour IFSI Leadership Development & Decision Making Class.

Deputy Chief Kelly, Division Chief Wenzel & Lieutenant Yee completed the 3.5-hour Advanced Discipline: Toxic Employees Webinar



Fire Prevention Bureau Division

Numerous issues were addressed during March and are shown below in our pictures.



The first event was high wind damage to the new daycare center built on Quentin Road in Kildeer. This shows how dangerous buildings under construction can be. *(Pictured left).*

The following picture is from a fire at the 1060 block of Avery Ridge Road in Lake Zurich. This new home was saved because of the activation of one sprinkler head in the basement. The house was cleaned up, and this family's finish schedule is still on time. *(Pictured below).*

The last picture is from a site inspection where we uncovered numerous chemicals being stored in an office area. This is why we are always checking construction sites. *(Pictured below).*



MARCH ACTIVITIES

- 1 week Illinois Fire Inspectors Conference in Peoria
- NIFIA general meeting and training
- Code and storage issues at the old Comcast building on Donata
- Strike Force Fire Investigators meeting
- Construction Meetings
 - Lifetime
 - District 95 Projects
 - 15 South Old Rand
 - Vault 232
 - Polar Plunge tents
 - Cooper's Hawk
 - Sanctuary pre-construction

Year-To-Date - 2022 (Data will be added each month)

