



# FIRE DEPARTMENT

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## MONTHLY INFORMATION REPORT

**August 2022**

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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 2022 Overview

In August, the Department responded to **408** calls for service, averaged **13** calls per day, and required **609 individual vehicle responses** to provide the necessary personnel for each incident.

Forty-five (**45%**) percent of the service area responses occurred while another call was in progress. Twenty-seven (**27%**) percent of the service area needs the community required an apparatus from a Lake Zurich Fire Department non-primary engine or ambulance; or a mutual aid department due to multiple calls. This leads to a service area without a primary engine or ambulance and increased response times.

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 a "jump company. If the call is for the ambulance, the personnel respond with it; 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 our limited personnel on shift. Once a station commits to 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

### **Mundelein Structure Fire – Route 60**

Mundelein Fire Department requested Lake Zurich Fire with an ambulance for a working structure fire. Ambulance 323 and Chief Pilgard responded and arrived on the scene. Command assigned Ambulance 323 as the rehabilitation and standby ambulance. Initial fire companies came to find a large two-story residential structure with two people reported trapped. The initial fire crew located two residents trapped on the second floor. They utilized ground ladders and rescued the two occupants from a second-floor bedroom. Both occupants were treated and transported to the hospital by Mundelein and Wauconda Ambulances.

### **McHenry Structure Fire – Cuhlman Road**

Lake Zurich Fire Engine 321 responded on the 3<sup>rd</sup> alarm to McHenry for their structure fire on Cuhlman Road. Upon arrival, Engine 321 was instructed to report to the fire scene. Engine 321 was assigned to Division 3 to aid in overhaul and a Suppression Company. Engine 321 crew pulled the ceiling as well as cedar shake to gain access to the fire. They also did air monitoring on Division 3. After that, the crew reported to Rehab and aided in the cleanup of equipment.

## Letters of Gratitude

Lake Zurich Station 4,

Thank you for welcoming me into your fire station when I came to work on the First Aid merit badge. Thank you for being welcoming and letting me learn about the station. Thanks!

Thanks, Ethan Mason  
Troop 544

Mr. Hantzing,

Thank you for letting me come to your fire station to complete the First Aid merit badge and staying after your shift to help me complete it. I really appreciate you taking your time to help me work on this merit badge. Thanks!

Thanks, Ethan.

8/31/2023  
TO THE LAKE ZURICH FIREFIGHTERS

Thank you so much for all the care you gave to Mike & I during our custom motorcycle race.

Your patience, caring & professionalism sure helped 2 seniors through a very scary time.

You left no stone unturned & made sure we were safe when you left. I have told so many people about your very kind & caring approach. We have lived here 46 years. Our experiences with Fire & Police are excellent! Be proud, we are for you.

Sincerely,  
Carl, William & Mike too



Long Grove Fire Protection District  
1165 Old McHenry Road Long Grove, IL 60047-5088  
Main (847) 634-3143  
Fax (847) 634-2027

August 18, 2022

Chief Pilgard  
Lake Zurich Fire Department  
321 S. Buesching Rd.  
Lake Zurich, IL 60047

Dear Chief Pilgard,

On behalf of the Long Grove Fire Protection District, I would like to thank you and the members of your department for your assistance at our recent house fire at 21605 Tiffany Court in Kildeer on July 30, 2022. The efficiency of the Automatic Aid Agreements provided manpower on the scene quickly, while the activation of the Mutual Aid Box Alarm System brought us the additional resources needed to mitigate the incident safely and successfully.

Long Grove Fire Protection District units arrived on scene to find an 8,500 square foot multi-story single-family residential home with heavy fire from the basement through the second floor. All occupants were accounted for and out of the home. Due to limited water source, three fill sites were used, along with drafting operations and command requested MABAS resources through a fifth alarm.

Supporting operations were four portable tanks, two drafting engines, two elevated streams and multiple hand lines flowing over 300,000 gallons of water. With a fire of such magnitude, we were pleased that no civilians or firefighters were injured. The house was left uninhabitable. Mutual aid companies also assisted with the fire investigation.

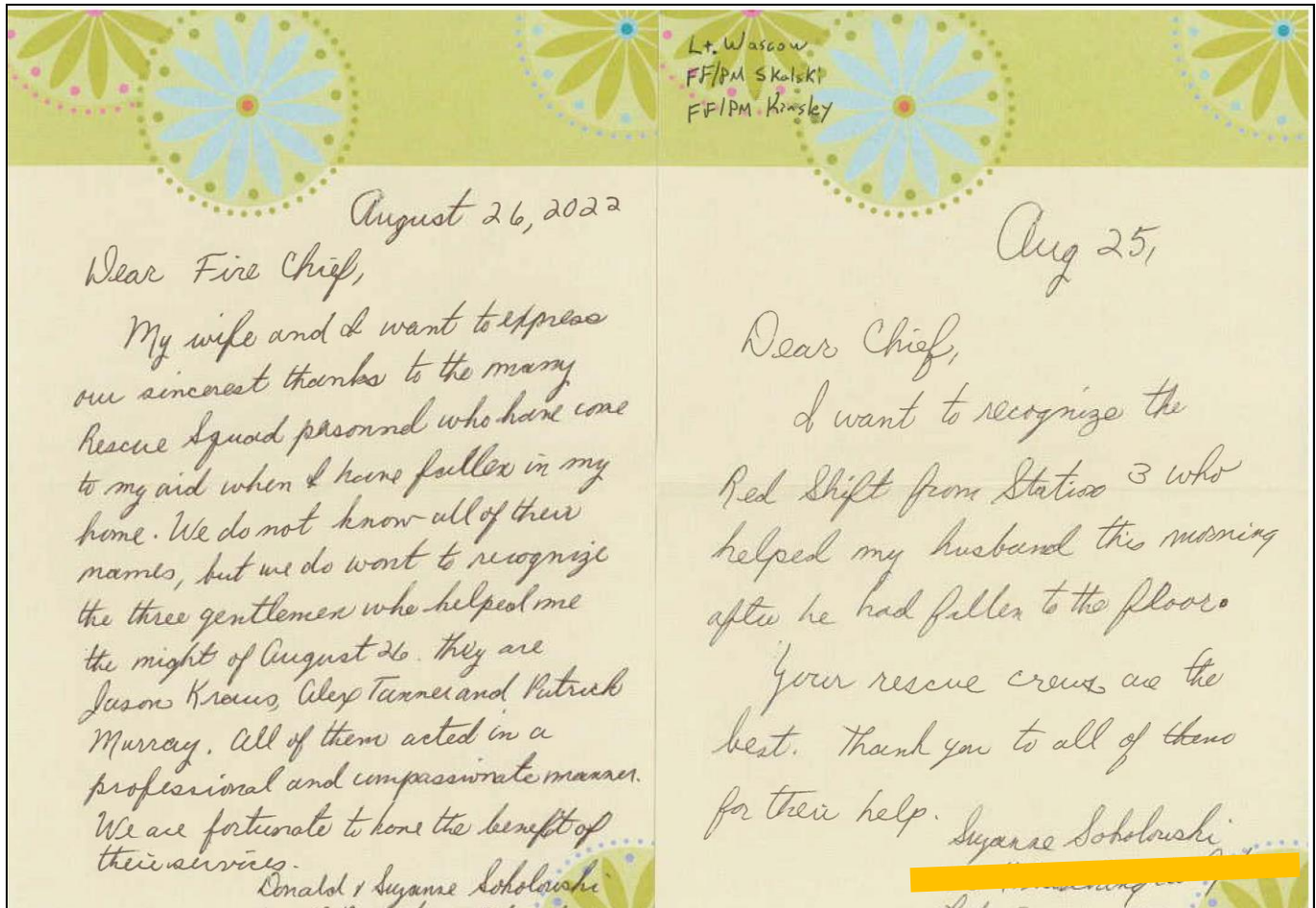
Please convey my personal thanks to the members of your department who came to our assistance and for the hard work they provided.

Sincerely,

A handwritten signature in black ink that reads "Paul Segalla".

Paul Segalla  
Fire Chief





Company Supervisor Penkava, FF/PM Glasder and Fishman,

Mr. Keith Leoni called the station to offer his profound thanks for the care and attention you provided his bride after their dog pulled her to the ground. He indicated that the care and passion shown by the three of you were something they would not forget.

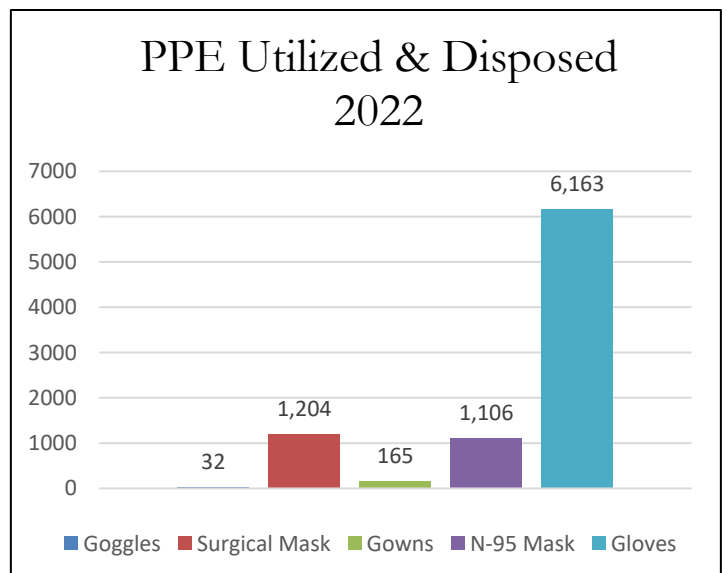
## Administration Division

### COVID-19 Updates

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

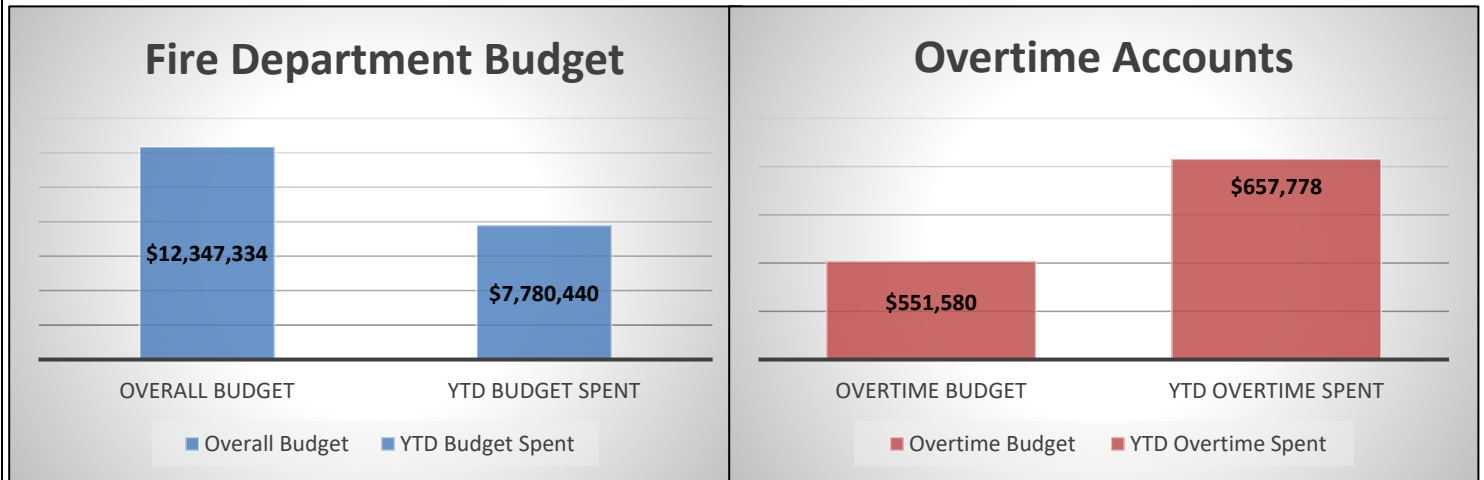
In August, we issued **15 pairs of safety goggles** and used **83 surgical masks** on patients, **114 - N95 respirators** for our personnel, **6 gowns**, and approximately **662 surgical gloves**.

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



## Overtime Accounts

The department continues to work with the Board of Fire and Police Commission (BOFPC) on the administration of candidate testing for the open position in the department. The screening process requires many hours, including a background interview, follow-up phone calls, neighborhood canvass, and medical and psychological exams. The department has exhausted our budgeted overtime costs but anticipates costs decreasing once we can bring the new hires on board and assigned to shift.



## Personnel

### WELCOME FIREFIGHTER/PARAMEDICS ETHAN DAHL & JAIRO PORTILLO



We welcomed our two newest members, Firefighter/ Paramedics Ethan Dahl & Jairo Portillo on August 15, 2022. When a new member joins the department, they start their New Hire Orientation which consists of a 5 day/week schedule for two weeks where they learn important skills/policies about the department before they are assigned to a shift. Pictured below is the last day of FF/PMs Dahl & Portillo's New Hire Orientation.







Congratulations Firefighter / Paramedic Jon Corral on his Fire Service Instructor I certification! (Pictured left)



Congratulations Firefighter / Paramedic Justin Brooks on 10 years with the Lake Zurich Fire Department! (Pictured right)



### 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.

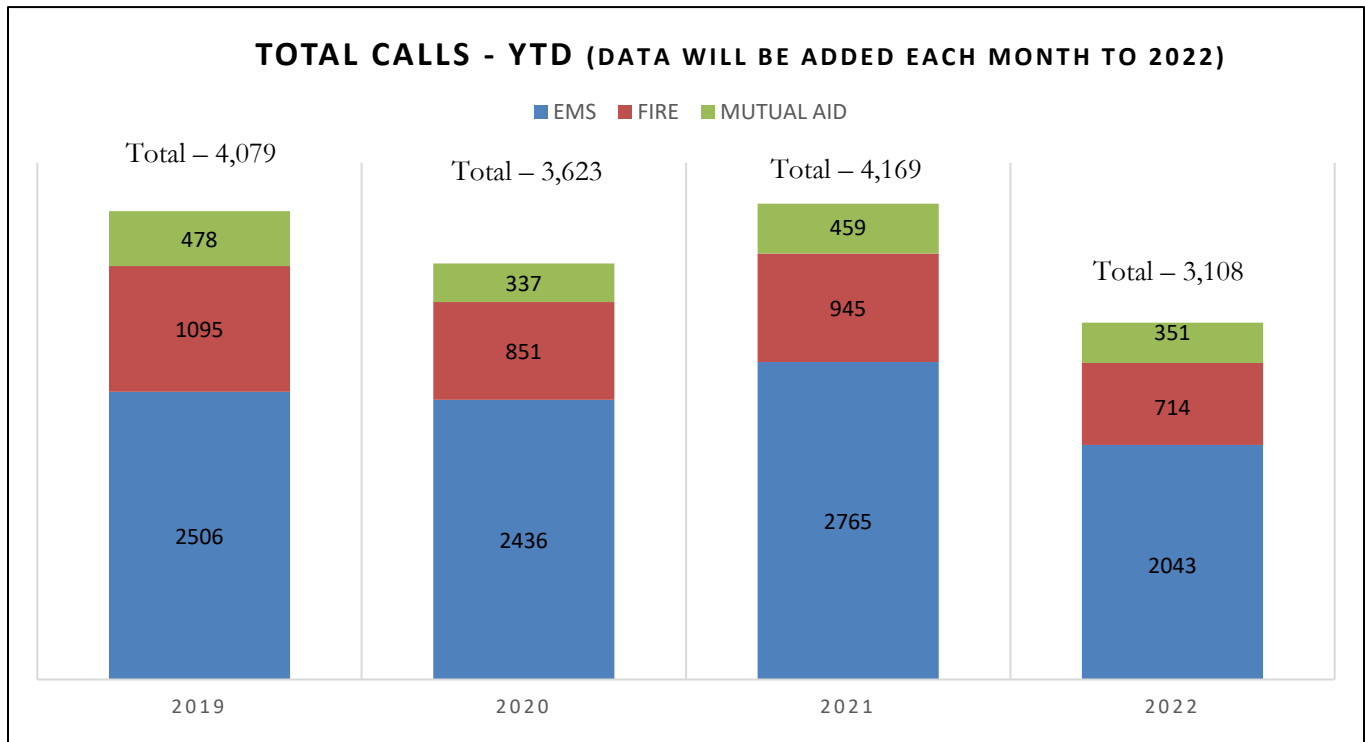
Pictured left is the Kids Safety Expo at the Foglia YMCA.

# Operations Division

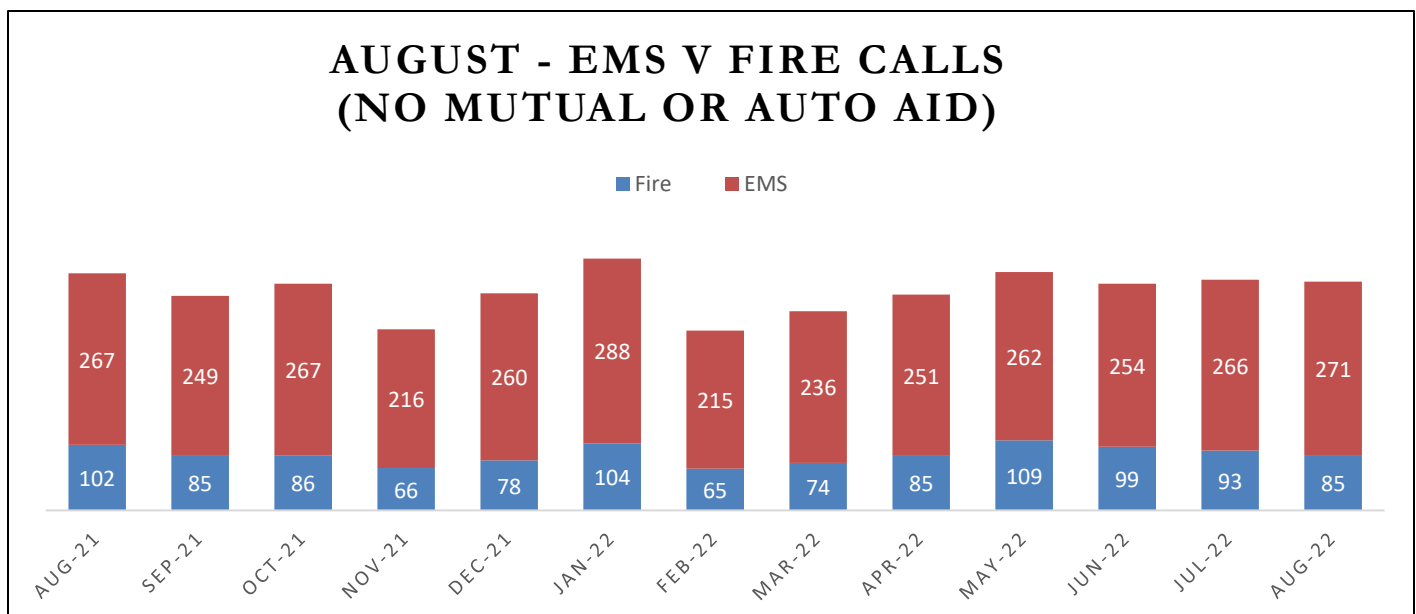
## Vehicles Out of Service

- During August, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
  - Ambulances – 47 hours
  - Engines – 42.50 hours
  - Year-To-Date Hours:

Ambulances: **813.68 hours** | Engines: **1,074.08 hours**



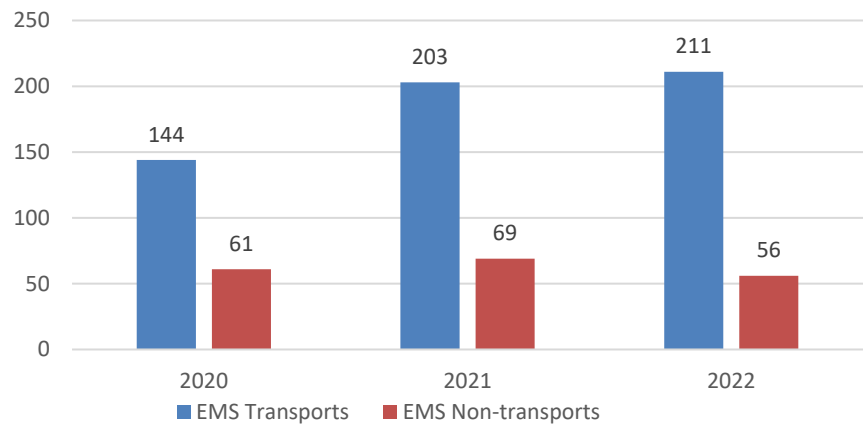
Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.





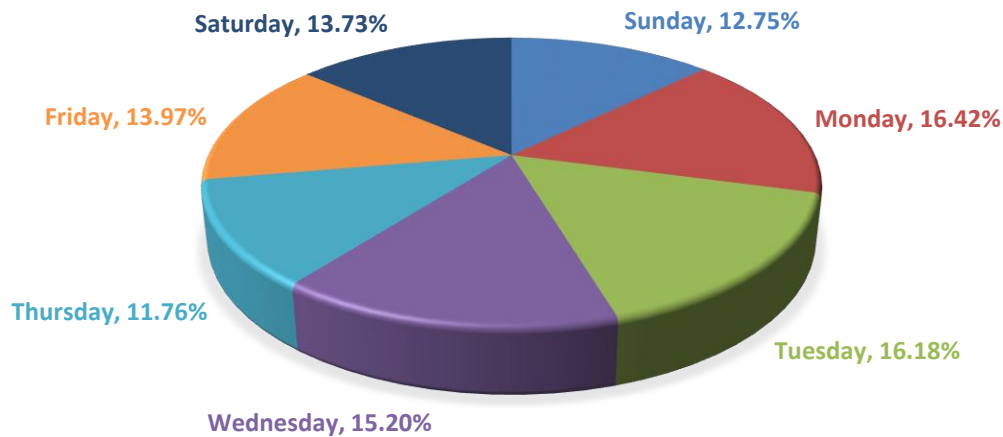
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call results in transport. A prime example is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares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

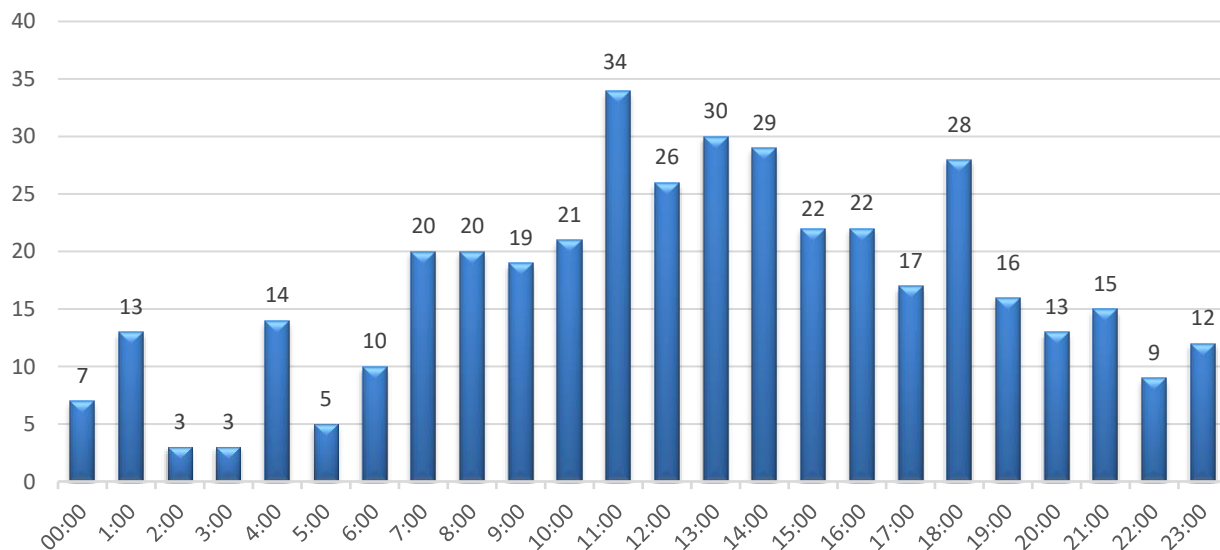


The following two charts break down calls by the day of the week and hour of the day.

**RESPONSE BY DAY OF WEEK - AUGUST**



**RESPONSE BY HOUR OF DAY - AUGUST**



### 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

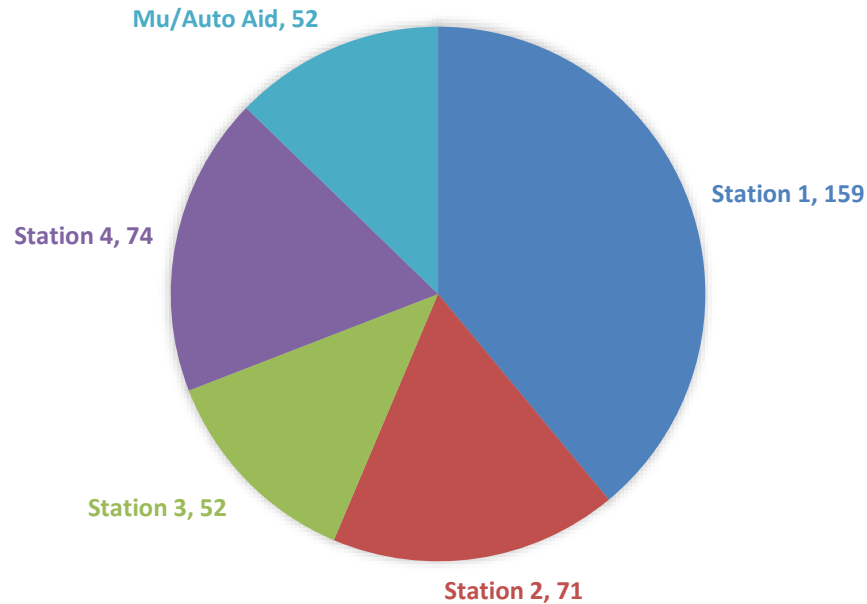
#### APPARATUS & STAFFING

ENGINE 324  
AMBULANCE 324



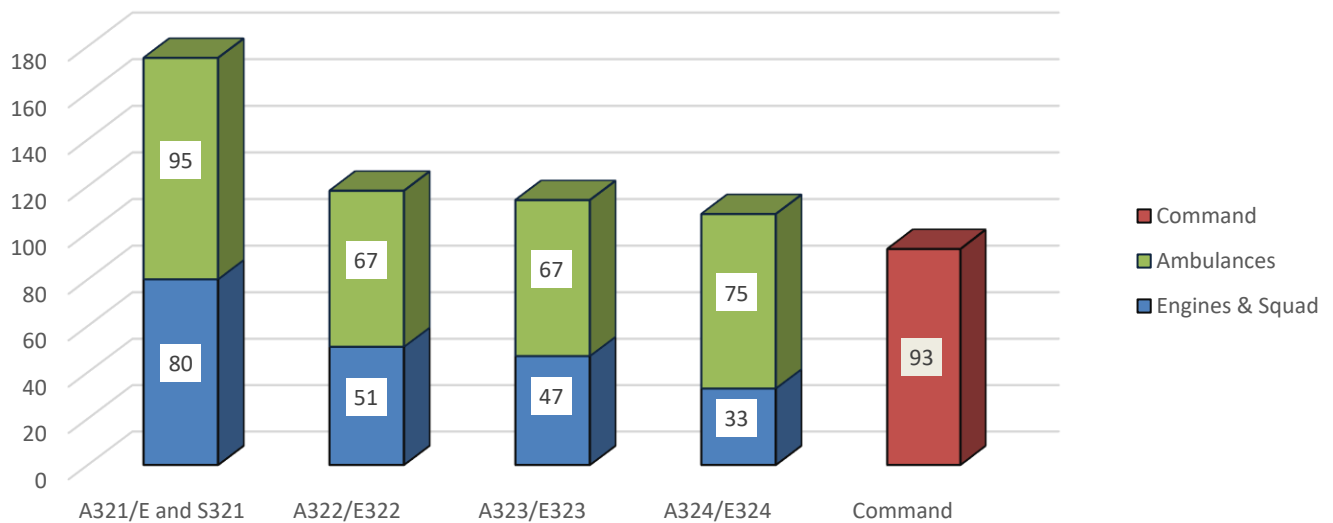
The graph below represents the percentage of calls by each station and mutual/auto aid for August 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means **where** the call originated. Station 1 is historically the busiest district.

### ORIGIN OF CALLS - AUGUST 2022



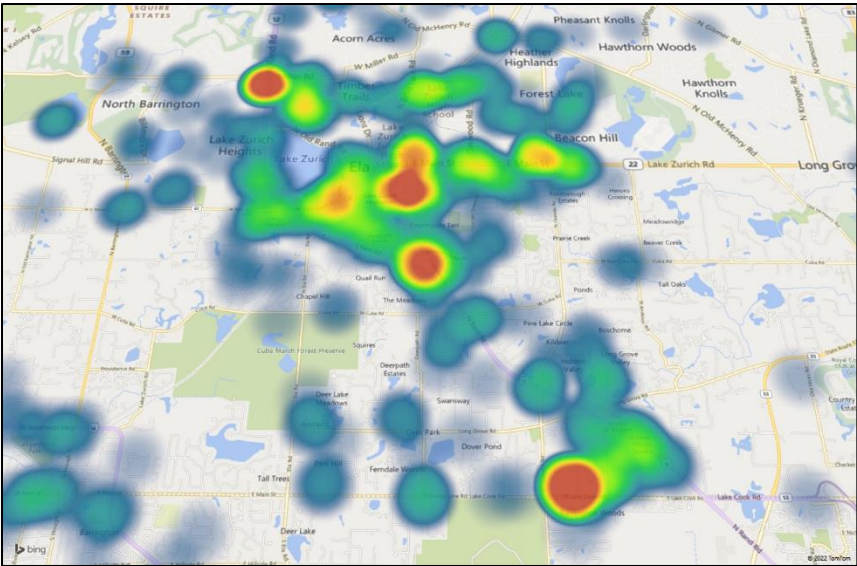
The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in August

### Total Unit Responses - Ambulances, Engines/Squad, & Command Officer





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, health clinics, and automobile accidents near the Route 12 corridor.

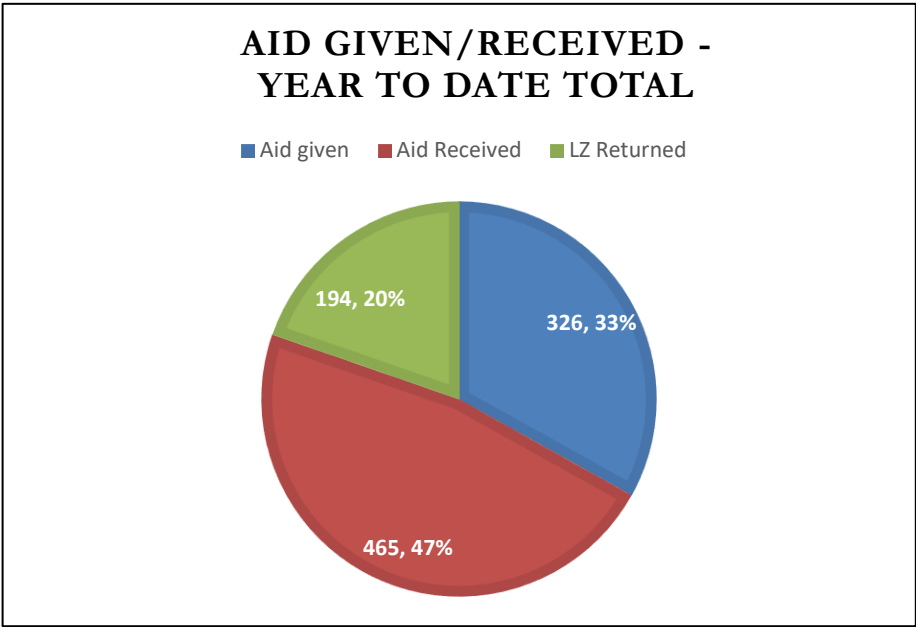


**Frequent Call Locations:**

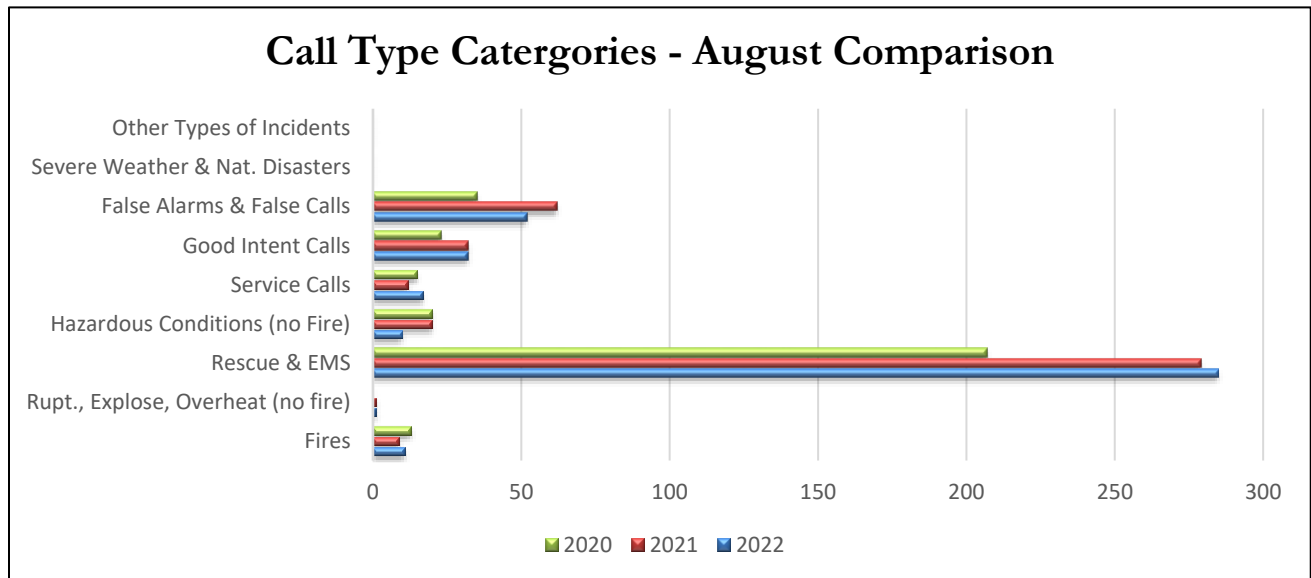
- 21840 Lake Cook Road – Deer Park Village Senior Living – 25 responses
- 795 N. Rand Road – Azpira Place of Lake Zurich – 22 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 11 responses
- 777 Church Street - Cedar Lake Assistant Living - 9 Responses
- 21481 Rand Road – Northwest Community Healthcare – 4 responses

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

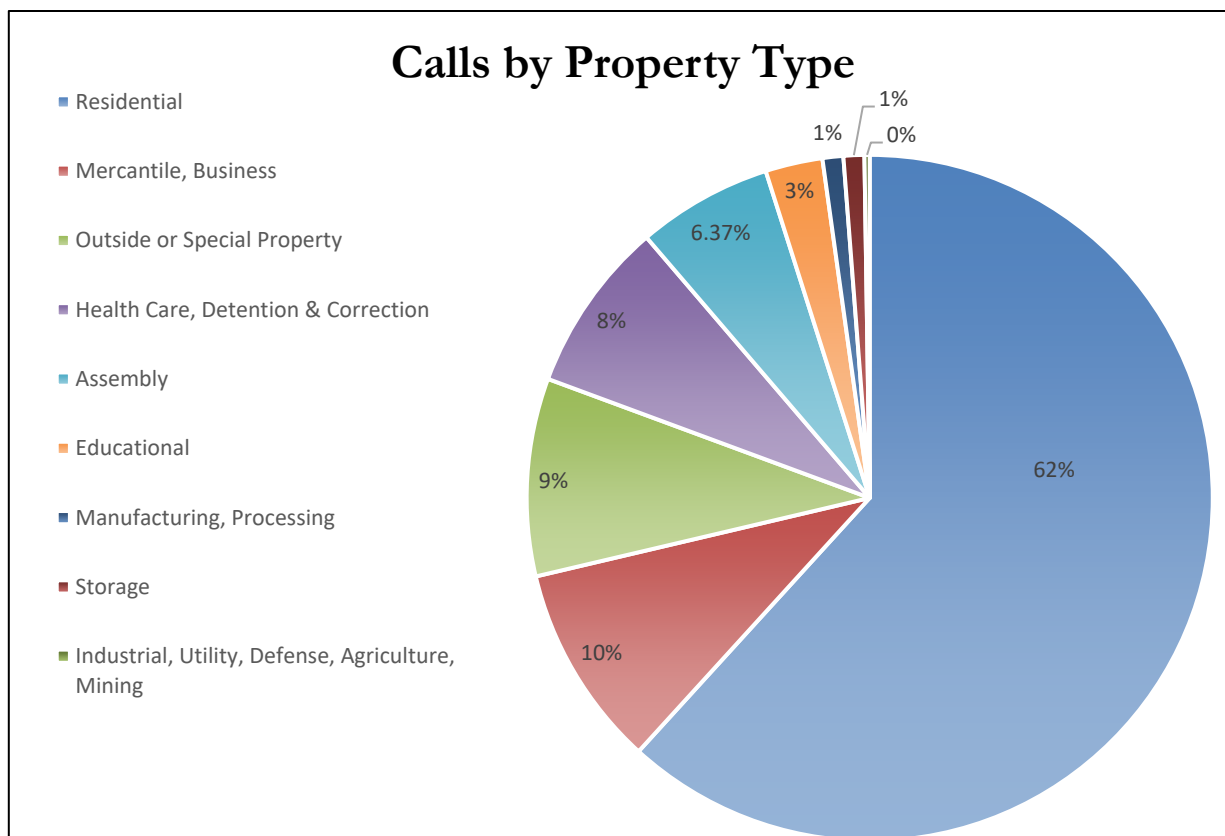
The mutual aid agreements are designed not to overburden any agency and are looked at carefully for necessary adjustments. Run cards for the Department have changed, and our partners respond to assist us more often. In August, we responded to **52 mutual aid calls and returned 25 times** before arrival. 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 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. As shown below, rescue and EMS incidents account for most calls we respond to and continue to increase.

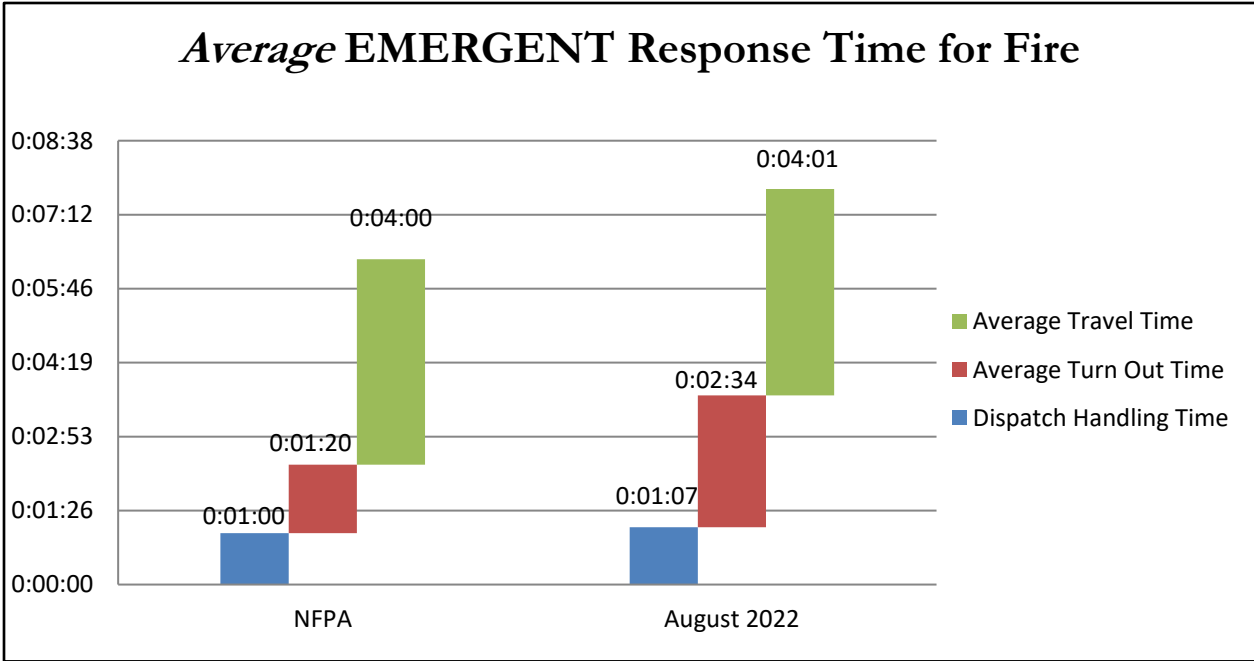
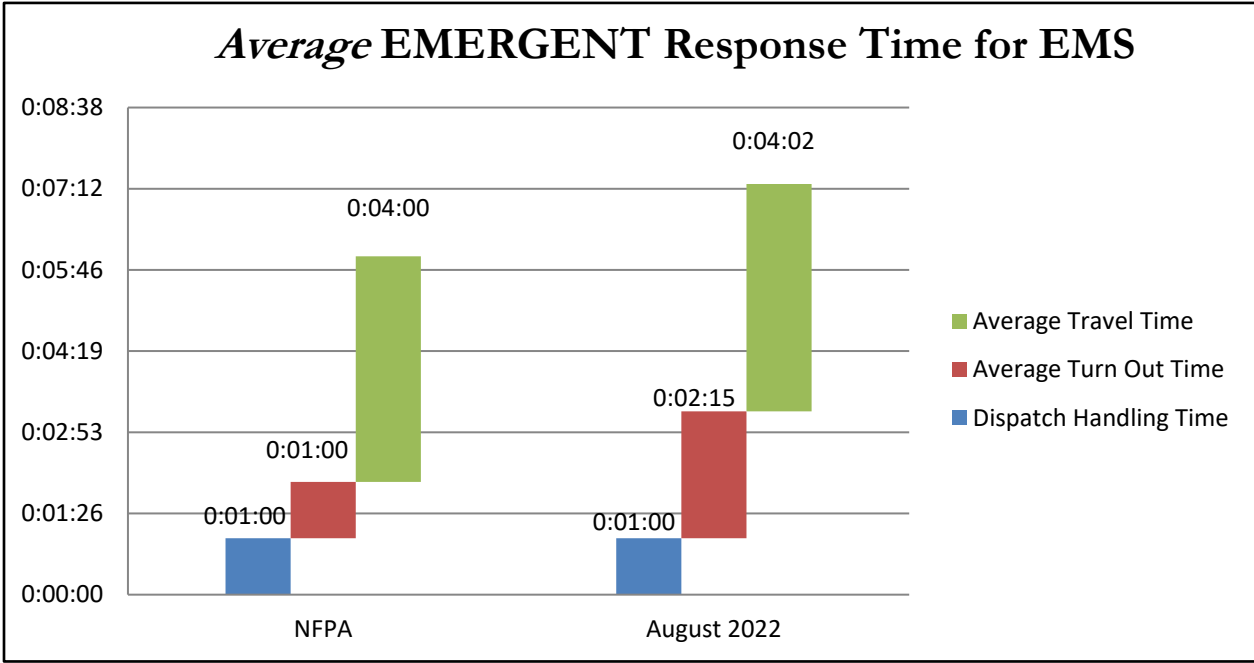


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (62%), and Mercantile/Business was second with (10%) 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 Fire and EMS calls within our first arriving unit's primary response area. These times will vary based 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:

**EMS Continued Education**– Paramedics completed continuing education training covering Trauma Triage Guidelines, Head and Spinal Cord Injuries & Burns.

**Triple Layer Hose Load** – Crews practiced pulling and re-bedding the triple layer hose load prior to adding this hose load to all our engines.

**Forcible Entry/Exit** – Crews practiced different technics for forcible entry and exit.

**Officer Training** – Crews, completed fire behavior and reading smoke to help determine the location of the fire and where it is moving.

**Squad 321 In-Service** – Crews reviewed the operations of our new squad, including the mechanical functions and what equipment it carries.

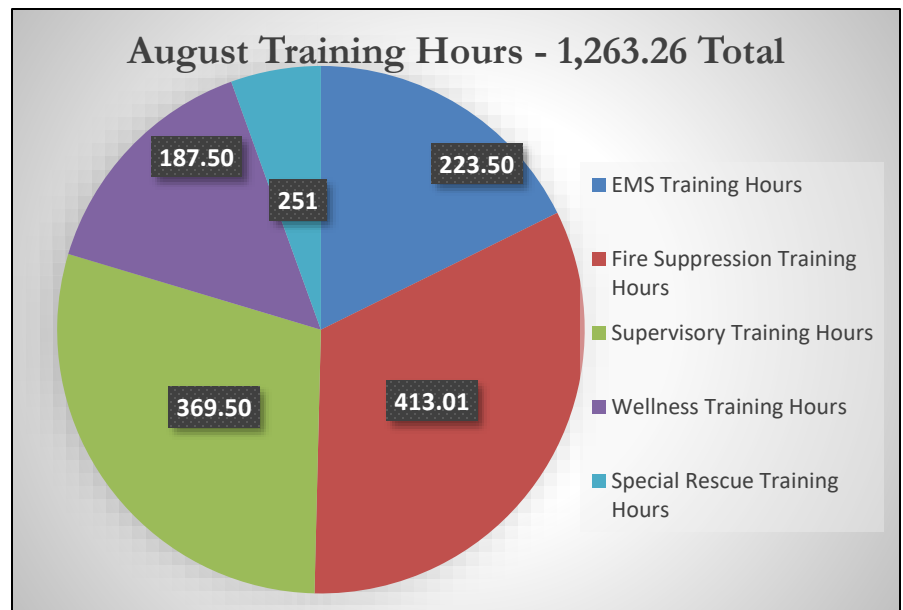
**Squad Drivers Training** – Department members completed drivers training of Squad 321.

**Grip Hoist In-Service** – Personnel completed training on the grip hoist, which is used to lift or move loads up to 6000 lbs.

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

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

**Probationary Program** - Probationary members worked on completing Probationary Program. FF/PM Dahl and FF/PM Portillo completed the 2-weeks New Hire Orientation and have been assigned to shifts.



The following members attended outside training:

**FF/PM Corral and FF/PM Stodola** completed the 40-hour Instructor I class.

**FF/PM Spata and FF/PM Murray** completed the 40-hour Vehicle & Machinery Operations class.

**FF/PM Corral** started the 120-hour blended (40 hours of self-study followed by 80 hours in the classroom) Fire Investigation class.

## Fire Prevention Bureau Division

With school back in session, students returned to class in District 95. The first week of August consisted of required fire drills. Six drills were held and witnessed by the Fire Prevention Bureau. Over 3,000 students participated in the first drills of the year.



A dry hydrant was rebuilt at Biltmore Country Club. Biltmore staff removed the old hydrant, cleaned the pond, and replaced it after making repairs. *(Pictured right)*

Pictured left is the Fire Pump acceptance testing at Lifetime Fitness.

Pictured below is Kids Safety Day at the YMCA. Members of the Lake Zurich Fire Department and the Explorer Post greeted almost 1000 attendees at this event. The children and community enjoyed seeing our new Squad and the Fire Pole.



### AUGUST 2022 ACTIVITIES

#### Construction/Special Events:

- Lake Zurich High School
- Middle School North
- The Sanctuary of Lake Zurich
- Kraft Chemical sprinkler meeting
- Mileau Landscaping fire follow up
- Taste Of Towns Inspections
- Promenade Food Truck inspections
- Rock the Block planning meeting
- Chamber event at Avalon

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

