



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

September 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 - September 2022 Overview

In September, the Department responded to **370** calls for service, averaged **12** calls per day, and required **538 individual vehicle responses** to provide the necessary personnel for each incident.

Thirty-eight (**38%**) percent of the service area responses occurred while another call was in progress. Nineteen (**19%**) 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**



Letters of Gratitude



Sept 2022
Dear Lake Zurich Fire Department,
Thank you so much for coming to
my 3rd birthday party and
celebrating my special day with me!
What you do is so cool and I hope I
can grow up to be a
firefighter one day, too!
See you around town!
Your junior firefighter,
Charlie Klaas

THANK YOU!

Hello Chief Pilgard,

On behalf of our entire congregation, I want to thank you for the important role the LZFD played in our EPIC event yesterday. We greatly appreciate having the crew and their vehicles here at Quentin Road. Captain Grant was gracious enough to lead the pledge of allegiance and assist in showing our appreciation to all the first responders who attended that day.

It was a great day all the way around and the weather even cooperated!

Thanks again.
Pastor Paul



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 this year, we've attended around 100 public education events and interacted with approximately 12,000 residents and children.

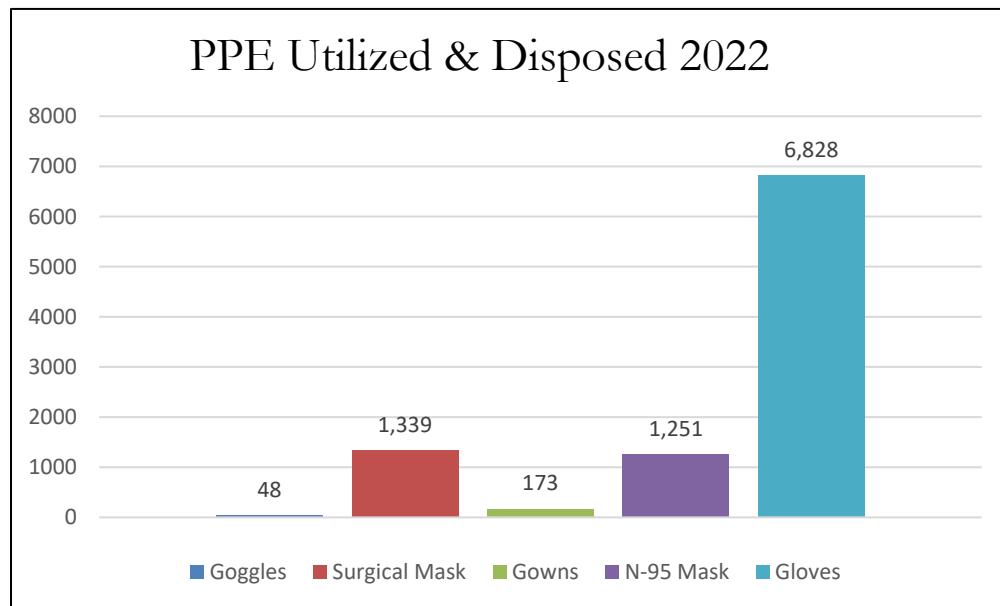
Administration Division

COVID-19 Updates

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

In September, we issued **13 pairs of safety goggles** and used **119 surgical masks** on patients, **135 - N95 respirators** for our personnel, **5 gowns**, and approximately **617 surgical gloves**.

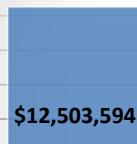
The graph pictured below shows the year-to-date (2022).



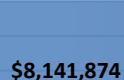
Overtime Accounts

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 canvas, 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.

Fire Department Budget



OVERALL BUDGET



YTD BUDGET SPENT

■ Overall Budget ■ YTD Budget Spent

Overtime Accounts



OVERTIME BUDGET

■ Overtime Budget ■ YTD Overtime Spent

Personnel



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

Squad 321 Dedication



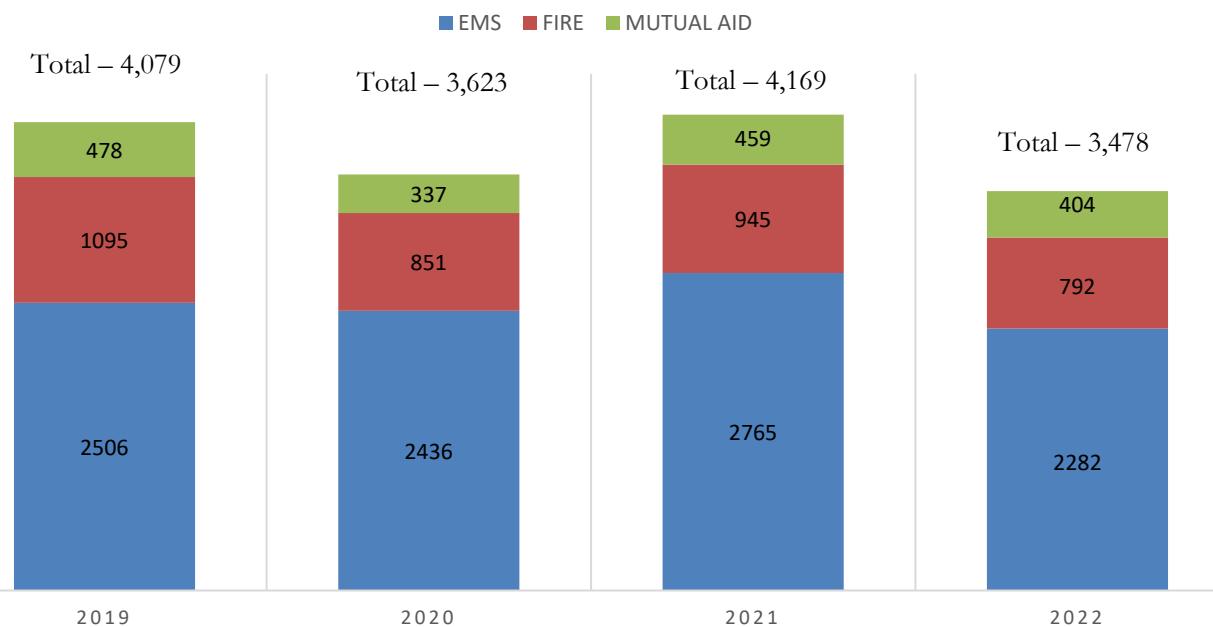
Operations Division

Vehicles Out of Service

- During September, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
 - Ambulances – 21.75 hours
 - Engines – 37.50 hours
 - Year-To-Date Hours:

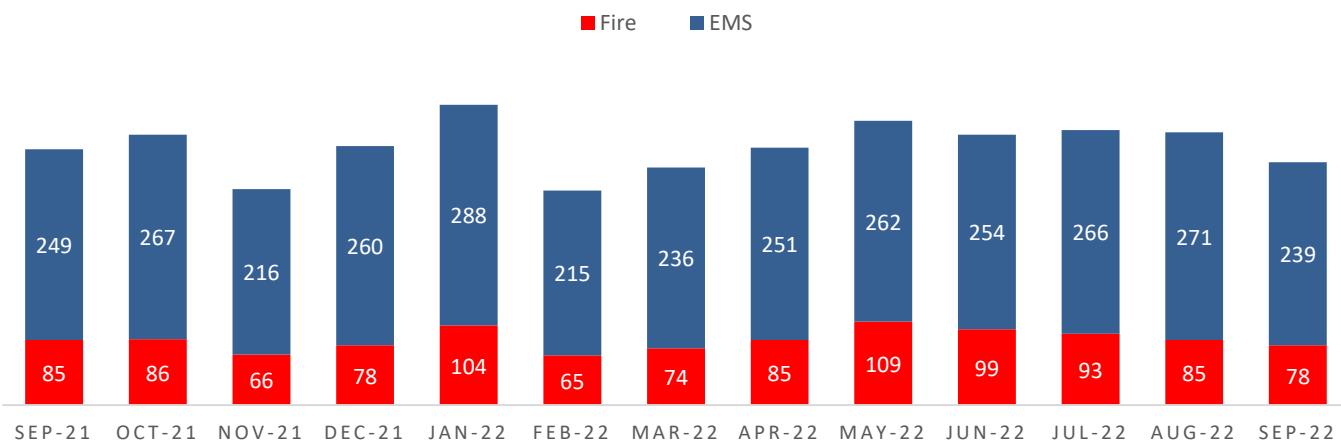
Ambulances: 835.43 hours | Engines: 1,111.58 hours

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



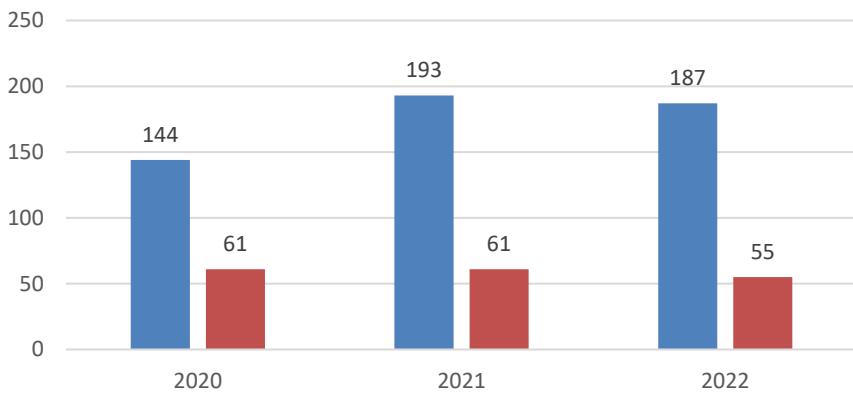
Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.

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



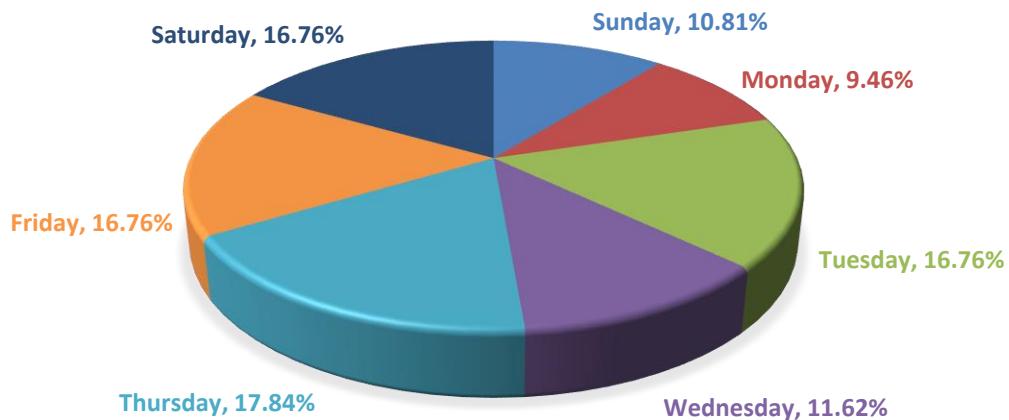
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call results in transport. A prime example is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares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

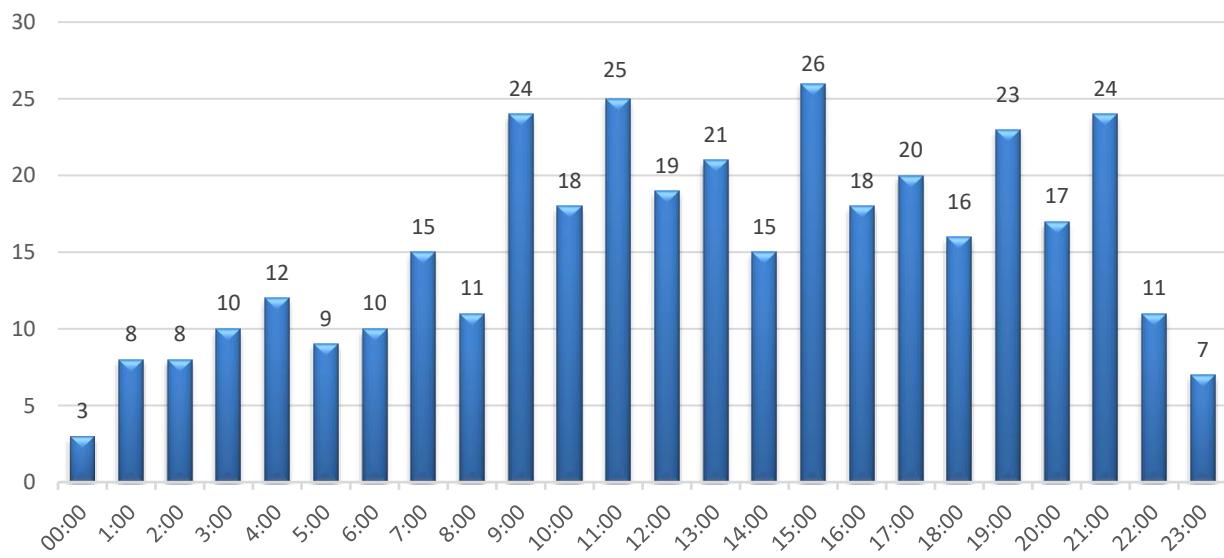


The following two charts break down calls by the day of the week and hour of the day.

RESPONSE BY DAY OF WEEK - SEPTEMBER



RESPONSE BY HOUR OF DAY - SEPTEMBER



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

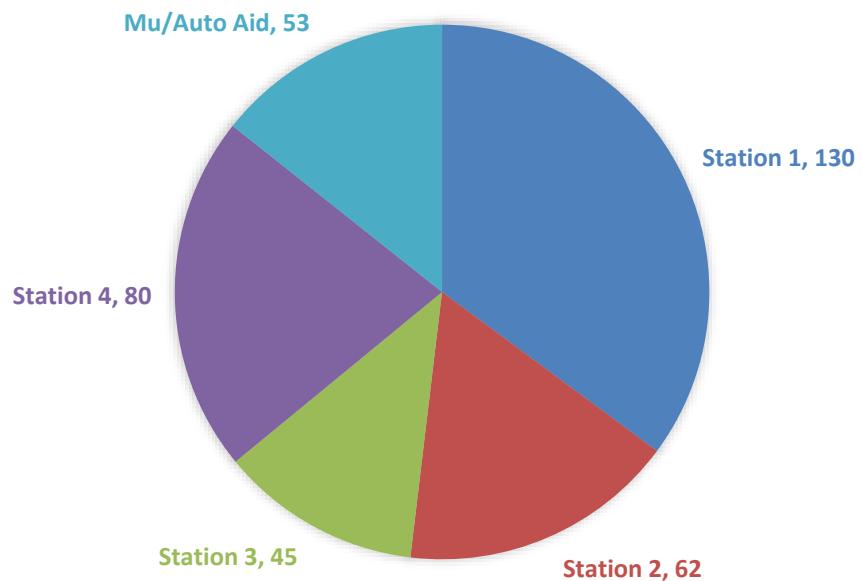
ENGINE 324

AMBULANCE 324



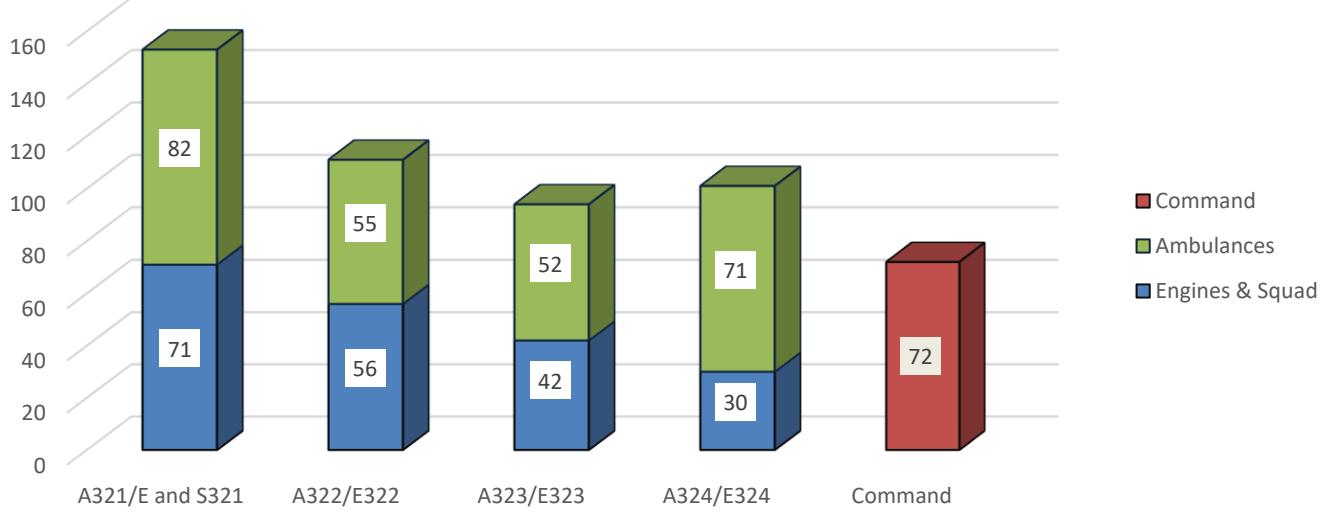
The graph below represents the percentage of calls by each station and mutual/auto aid for September 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means where the call originated. Station 1 is historically the busiest district.

ORIGIN OF CALLS - SEPTEMBER 2022

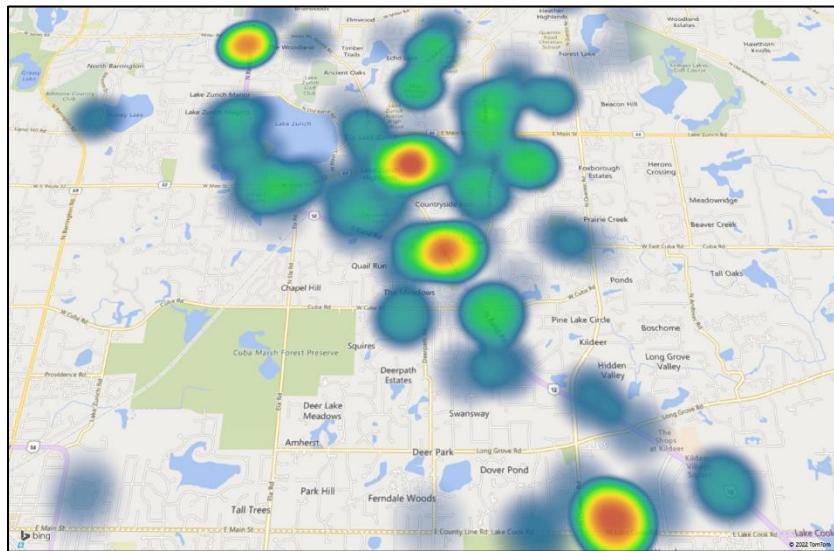


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in September

Total Unit Responses - Ambulances, Engines/Squad, & 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, health clinics, and automobile accidents near the Route 12 corridor.

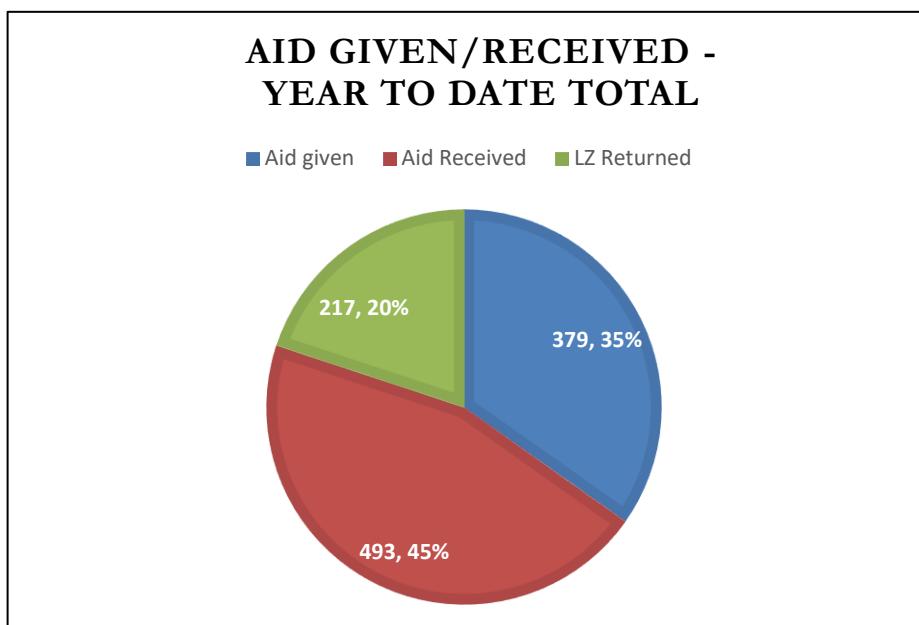


Frequent Call Locations:

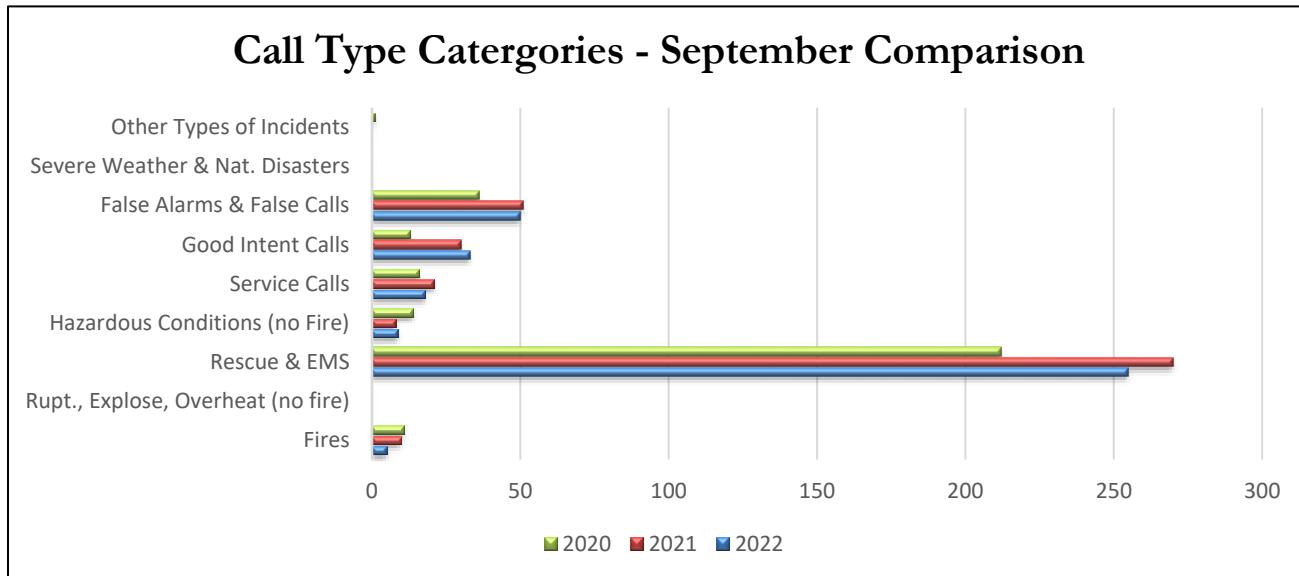
- 21840 Lake Cook Road – Deer Park Village Senior Living – 27 responses
- 795 N. Rand Road – Azpira Place of Lake Zurich – 20 responses
- 21481 Rand Road – Northwest Community Healthcare – 9 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 7 responses
- 777 Church Street - Cedar Lake Assistant Living - 7 Responses

Mutual/Auto Aid Response Year to Date –

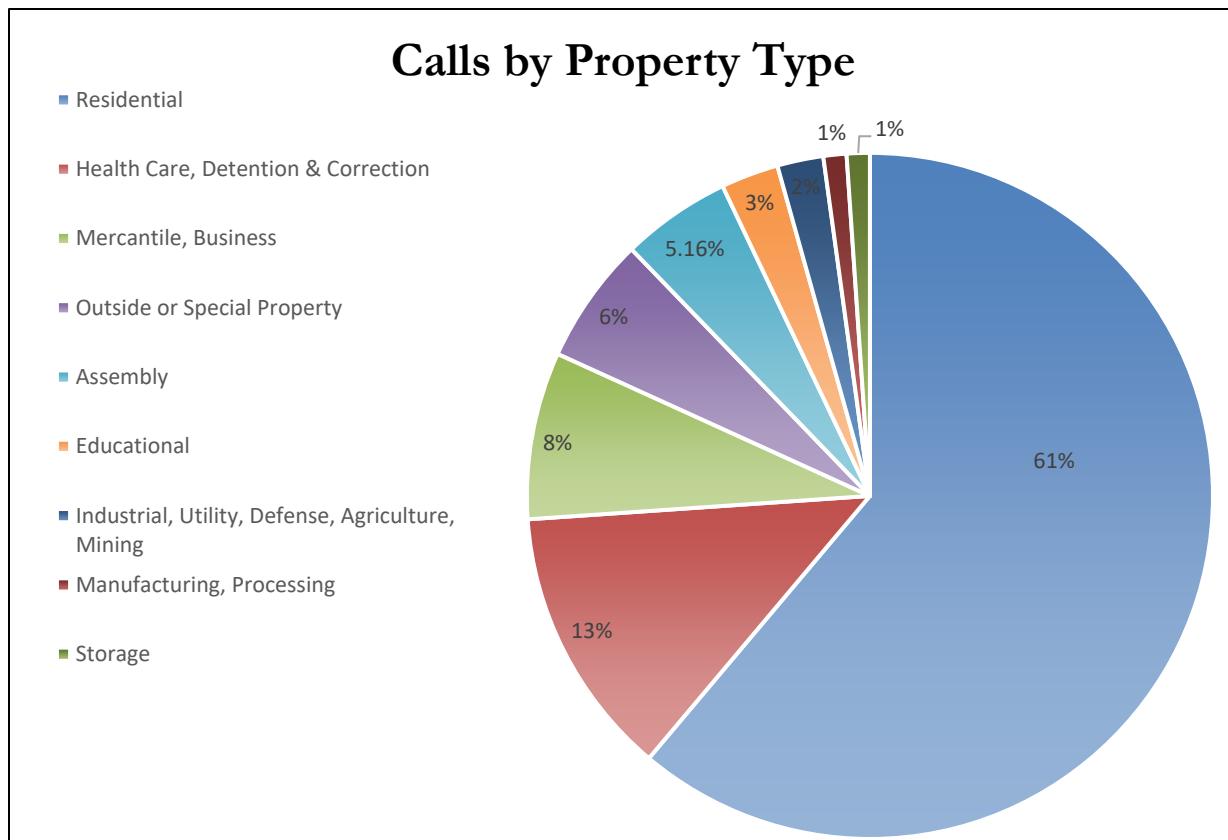
The mutual aid agreements are designed not to overburden any agency and are looked at carefully for necessary adjustments. Run cards for the Department have changed, and our partners respond to assist us more often. In September, we responded to **53 mutual aid calls and returned 23 times** before arrival. 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.

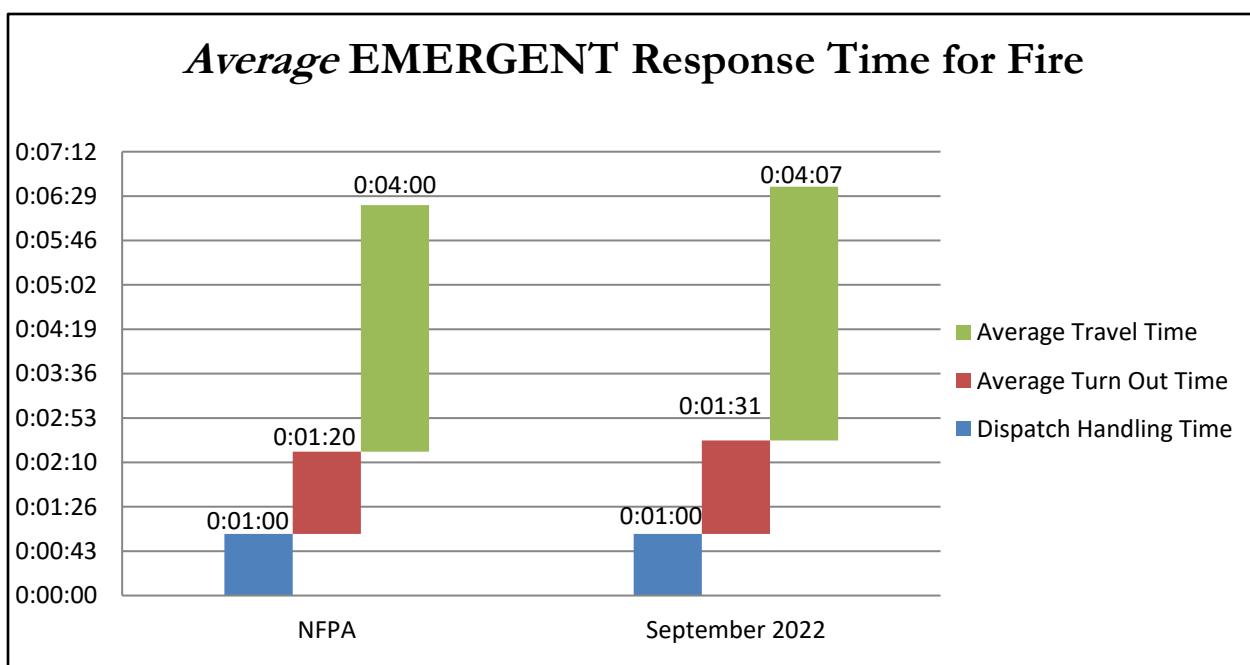
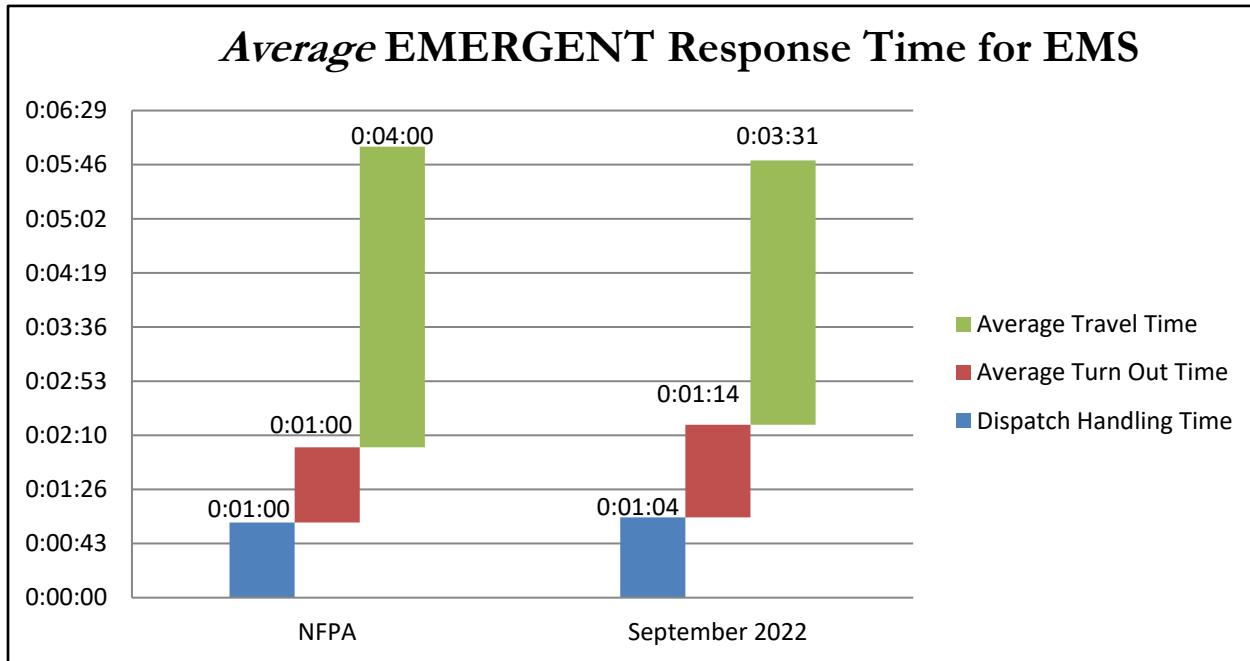


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (61%), and Health Care was second with (13%) 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 September, we completed the following shift training:

EMS Continued Education – Paramedics completed continuing education training covering Emergency Preparedness & Response / Multi-Patient Incident Management.

Officer Training – First-In company officers completed training on size-up and giving initial orders at acquired building used for training.

Fireground Search Techniques – Crews completed search of an acquired building during simulated fire conditions.

Coordinated Ventilation – Crew completed vertical ventilation coordinated with the fire attack crews.

Auto-Aid Training with Long Grove –

Crews worked with Long Grove personnel on forcible entry and exit methods.

Firefighter Survival –

Crews practiced techniques for removing a down firefighter from the training tower.

Fire Prevention Bureau Updates –

Crews completed a walk-through of Lifetime Fitness.

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.

Probationary Program - Probationary members worked on completing Probationary Program.

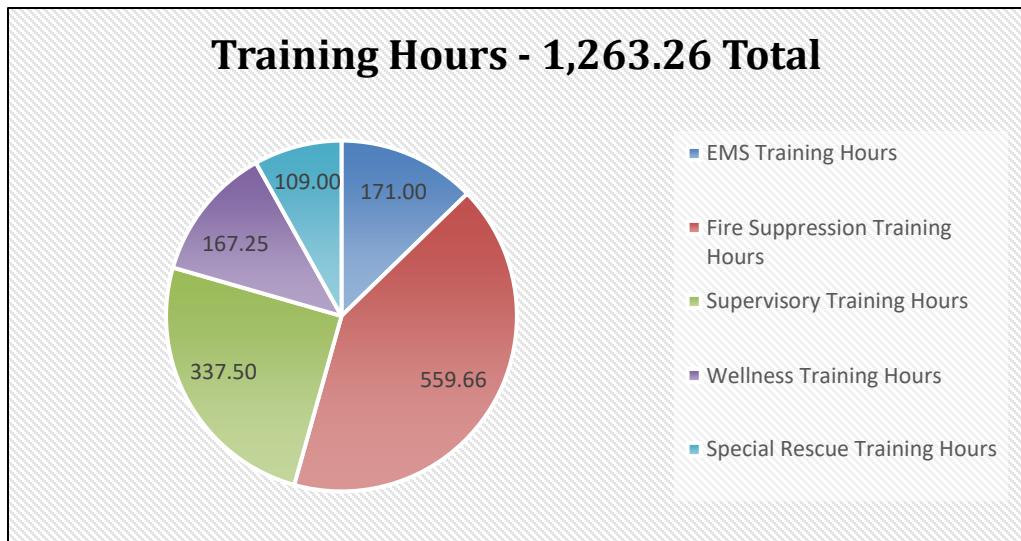
The following members attended outside training:

FF/PM Johnson completed the Great Grammar & Painless Proofreading class.

FF/PM Stodola completed the SPRAT I Rope Rescue class.

Lt. Hohs completed the Avoiding Bad Communication Habits class.

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



Fire Prevention Bureau Division

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

