



# FIRE DEPARTMENT

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## MONTHLY INFORMATION REPORT

**September 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 - 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 Fire Fighter,  
Charlie Kladas



*Hello Chief Pilgand,*

*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.

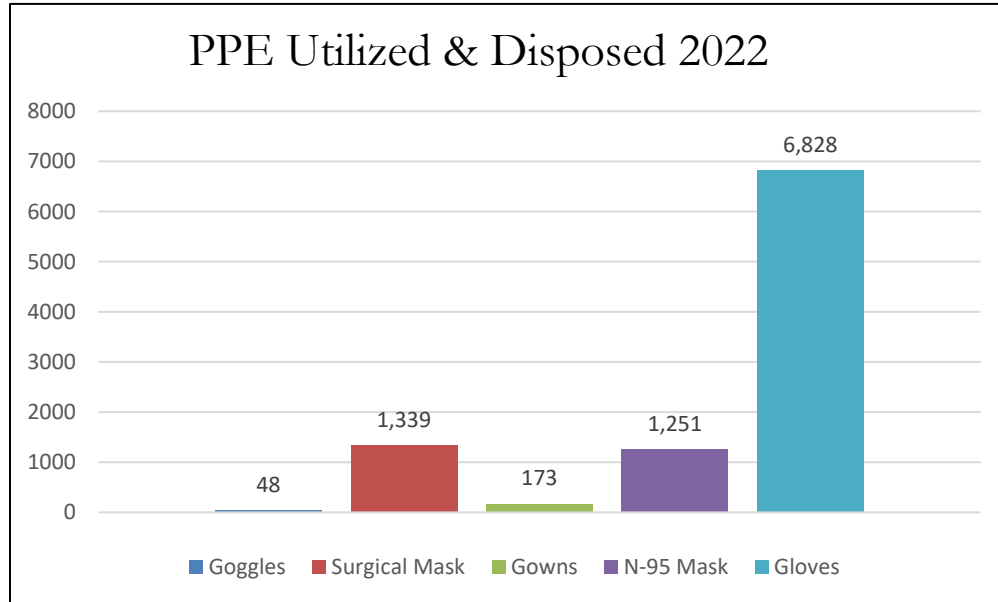
## Administration Division

### COVID-19 Updates

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

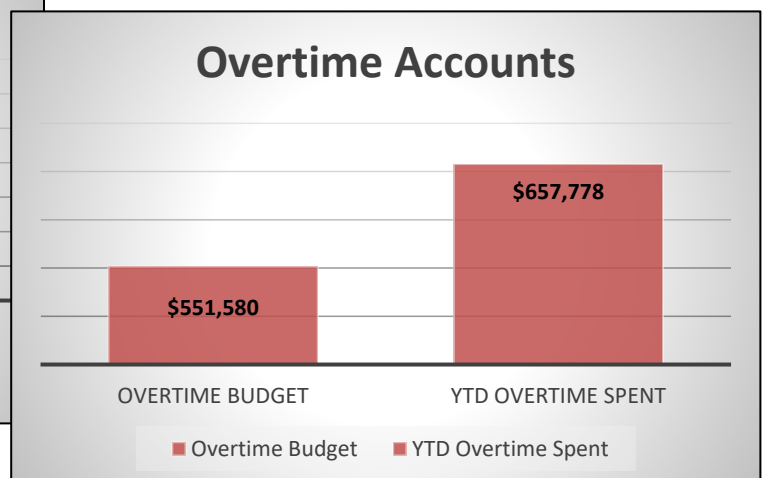
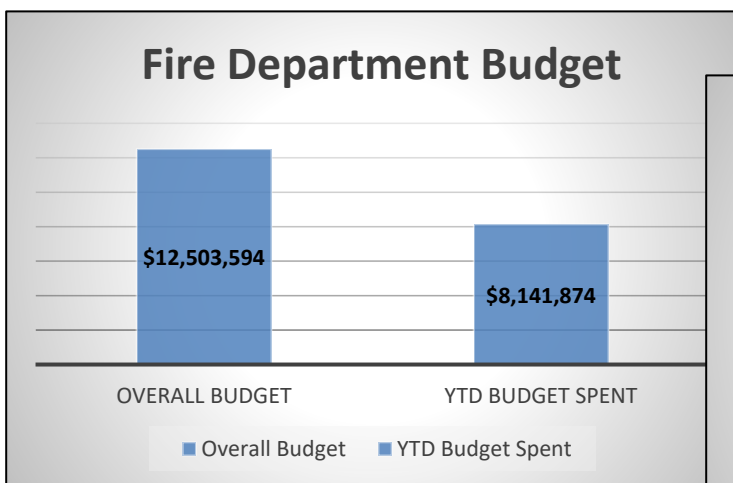
In September, we issued **13 pairs of safety goggles** and used **119 surgical masks** on patients, **135 - N95 respirators** for our personnel, **5 gowns**, and approximately **617 surgical gloves**.

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.





## Personnel



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

## Squad 321 Dedication

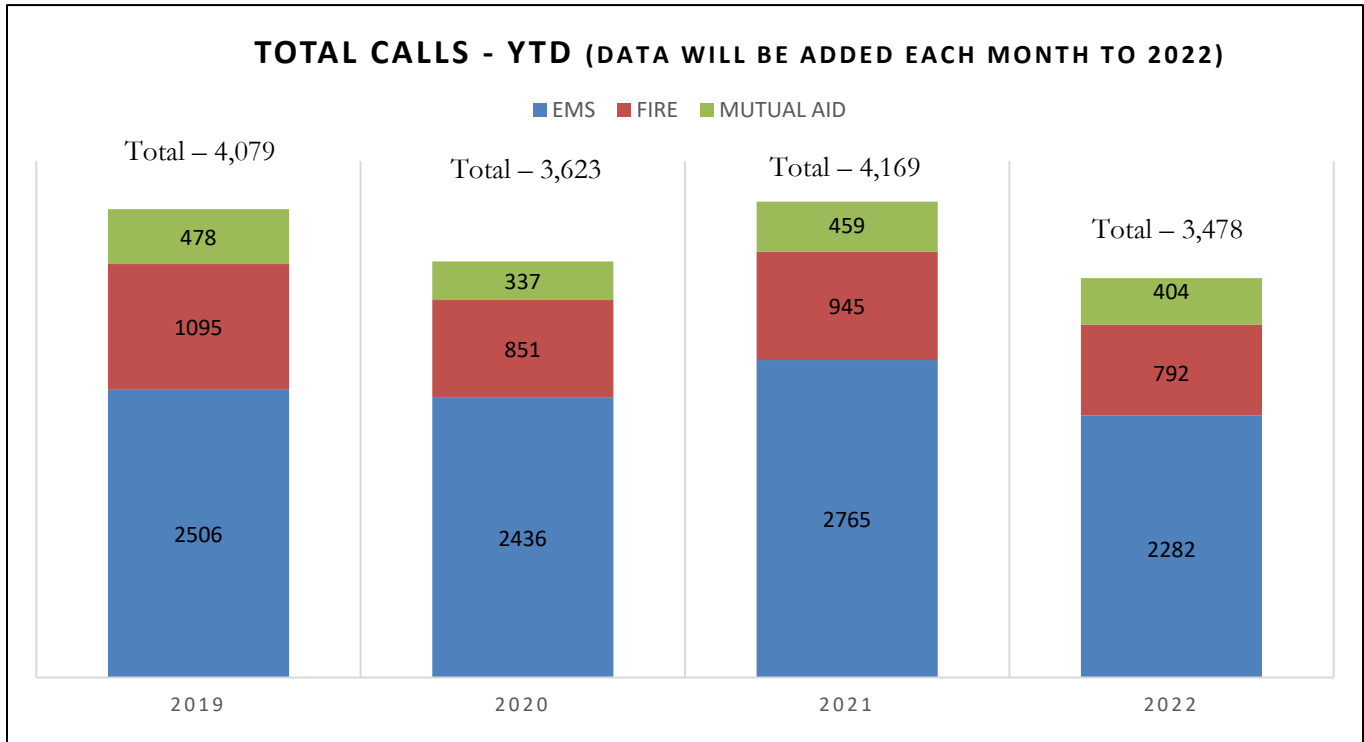


# Operations Division

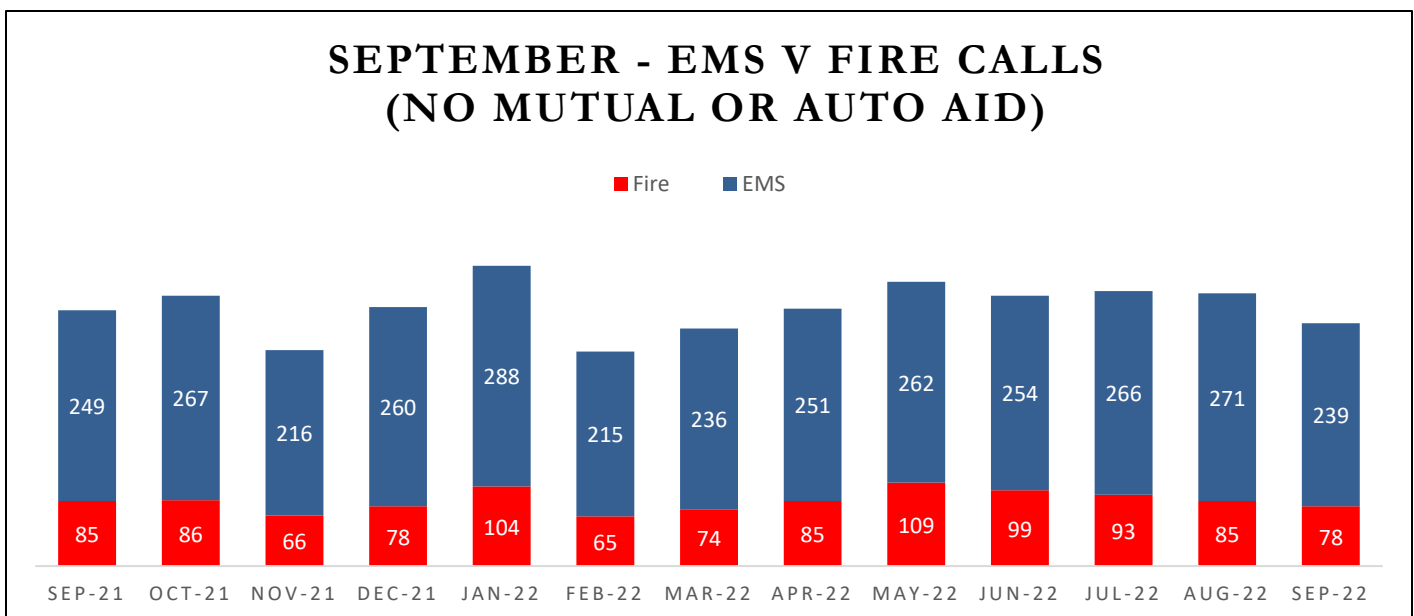
## Vehicles Out of Service

- 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

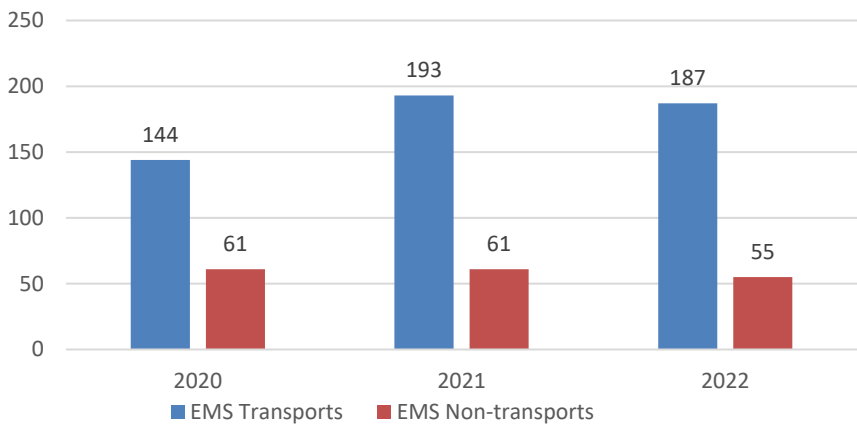


Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.



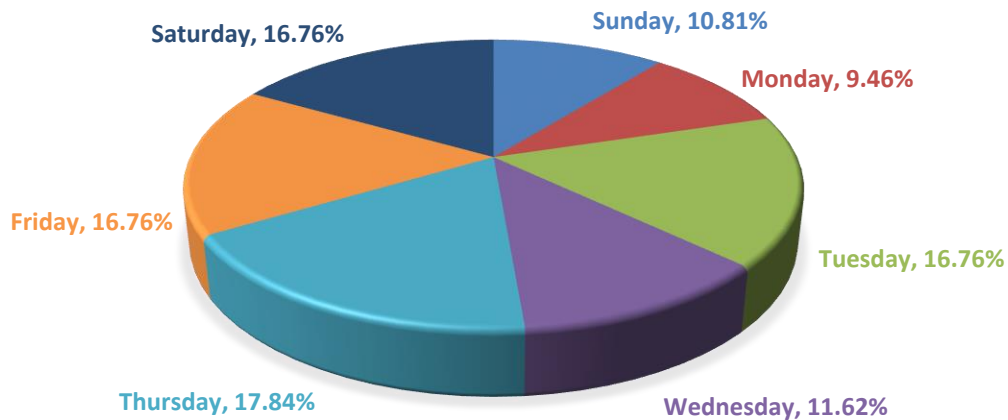
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call results in transport. A prime example is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares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

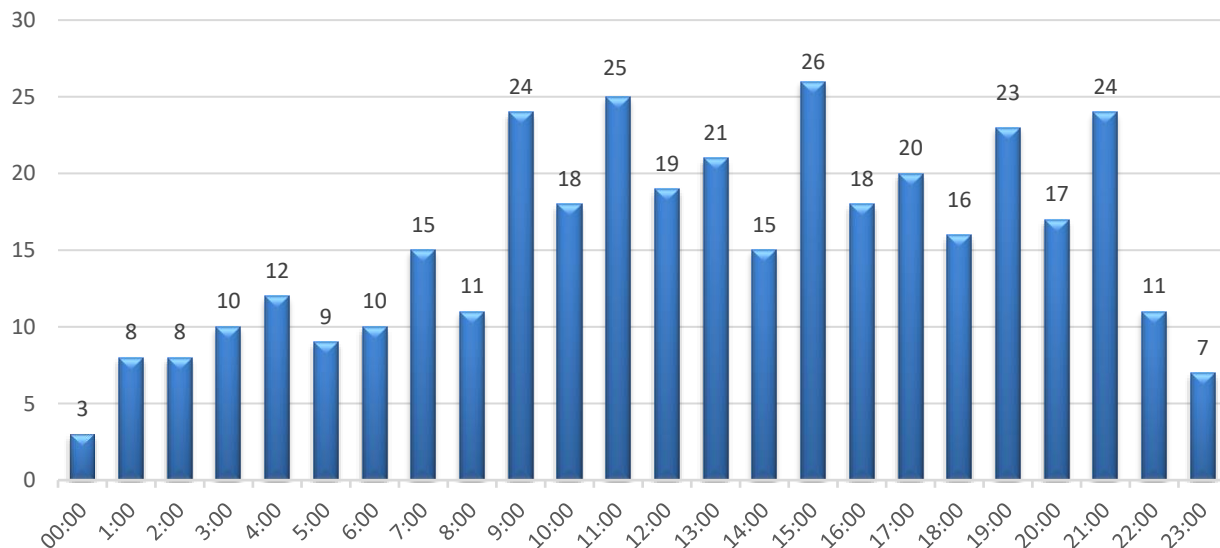


The following two charts break down calls by the day of the week and hour of the day.

**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**

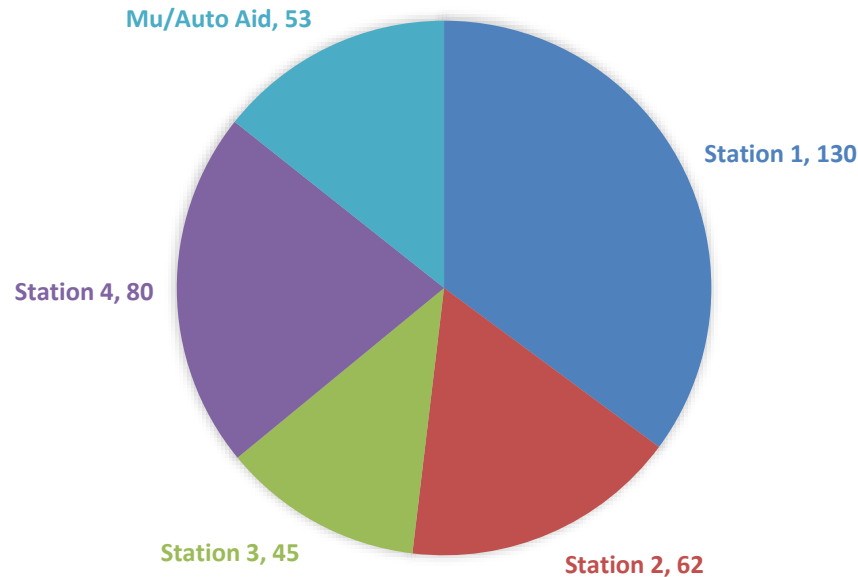
ENGINE 324  
AMBULANCE 324





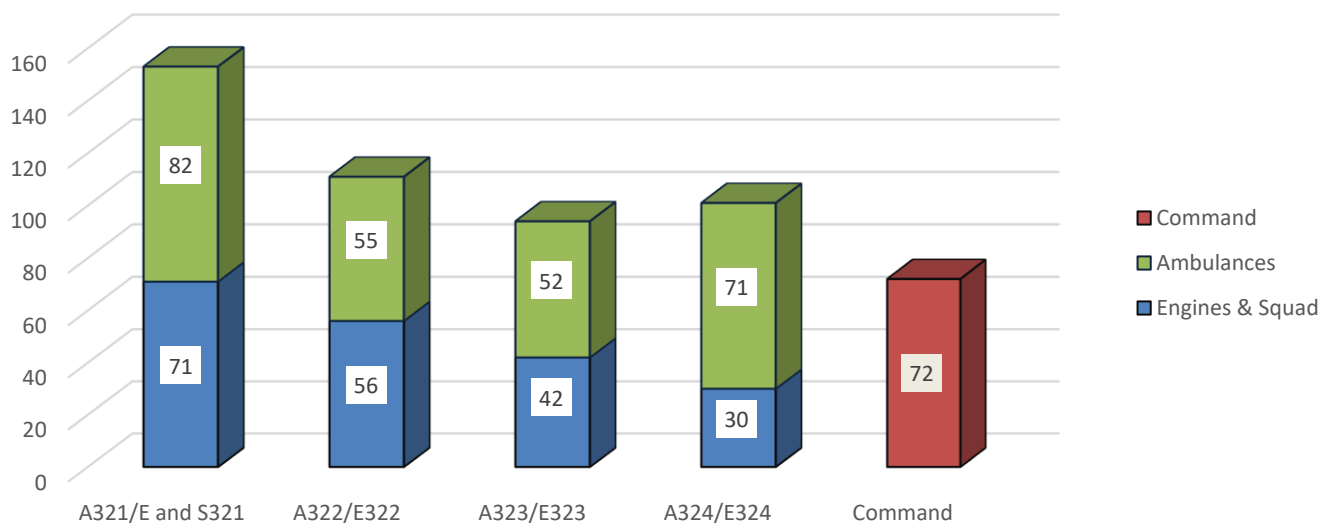
The graph below represents the percentage of calls by each station and mutual/auto aid for September 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means **where** the call originated. Station 1 is historically the busiest district.

### ORIGIN OF CALLS - SEPTEMBER 2022

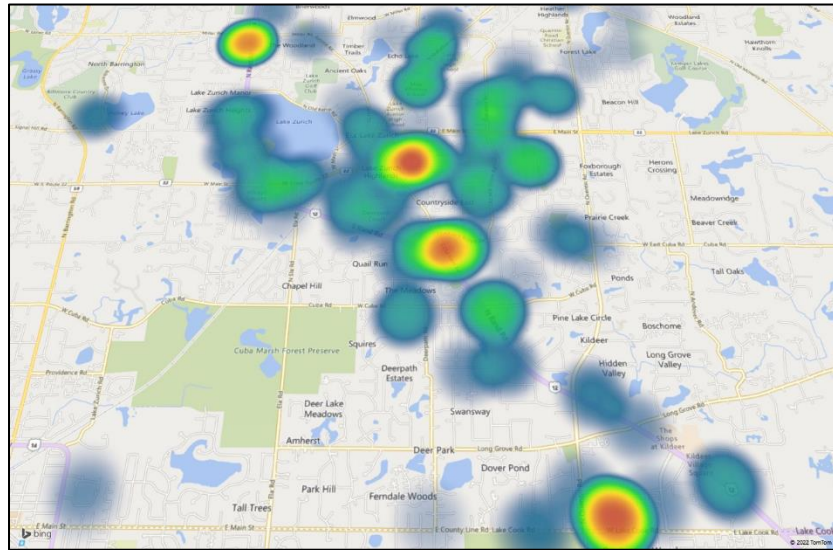


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in September

### 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.

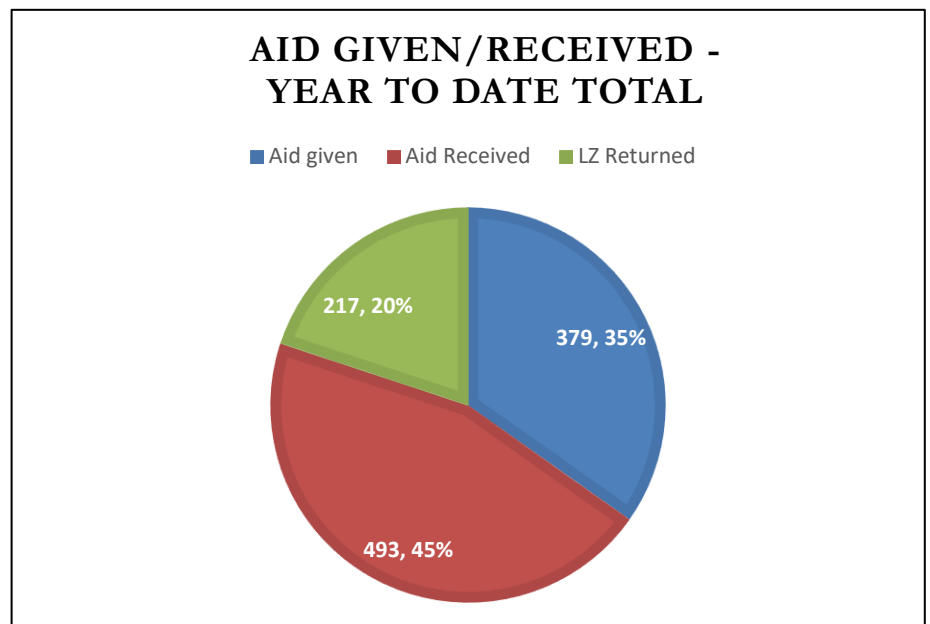


#### Frequent Call Locations:

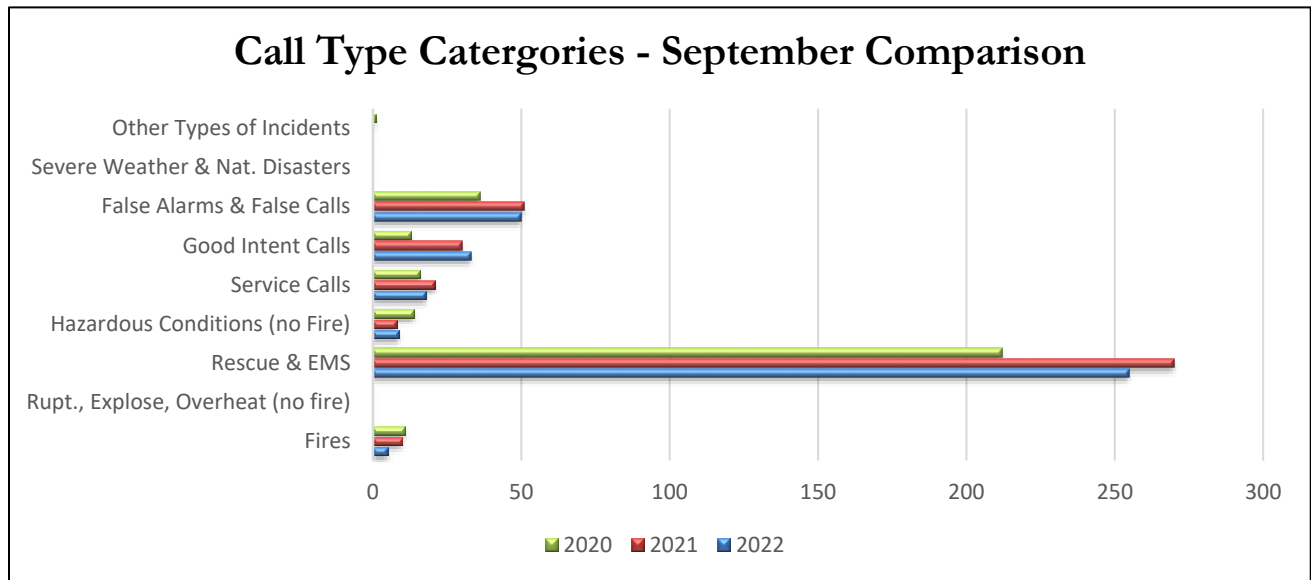
- 21840 Lake Cook Road – Deer Park Village Senior Living – 27 responses
- 795 N. Rand Road – Azpira Place of Lake Zurich – 20 responses
- 21481 Rand Road – Northwest Community Healthcare – 9 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 7 responses
- 777 Church Street -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

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

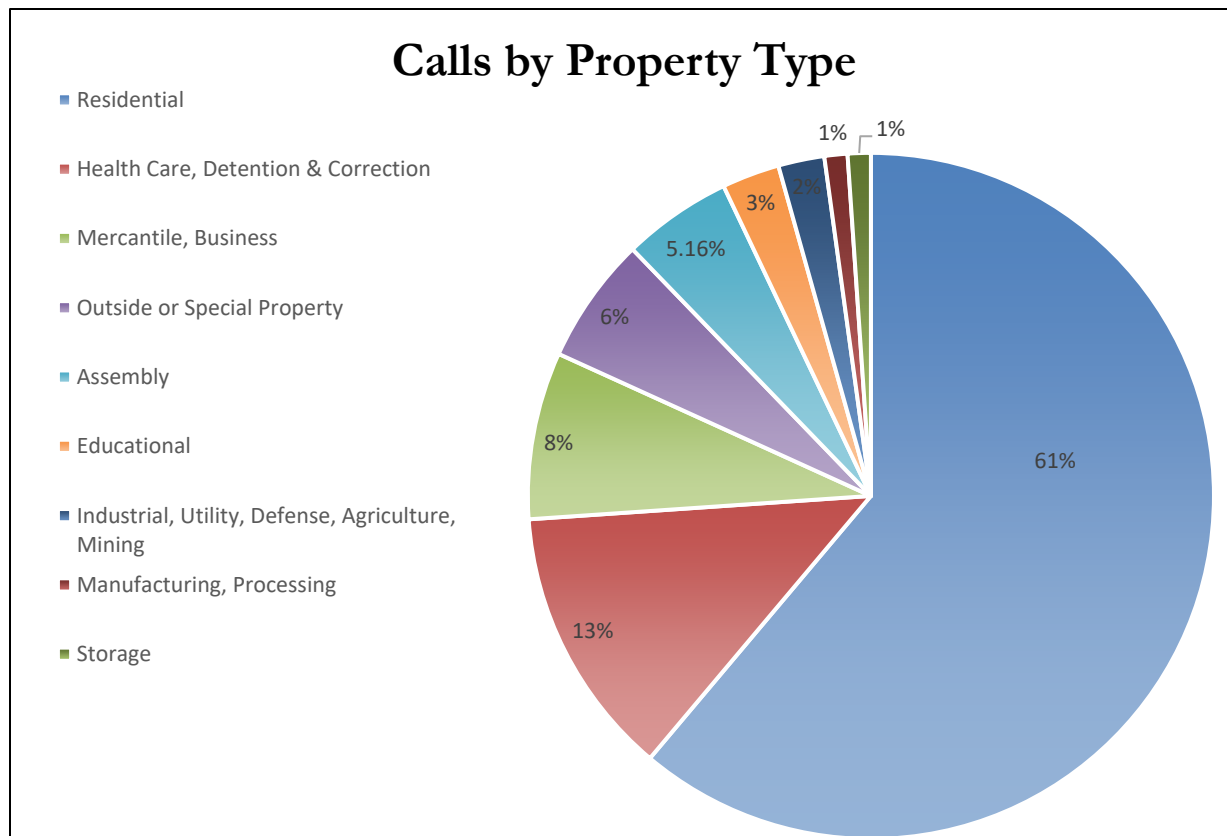
The mutual aid agreements are designed not to overburden any agency and are looked at carefully for necessary adjustments. Run cards for the Department have changed, and our partners respond to assist us more often. In September, we responded to **53 mutual aid calls and returned 23 times** before arrival.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



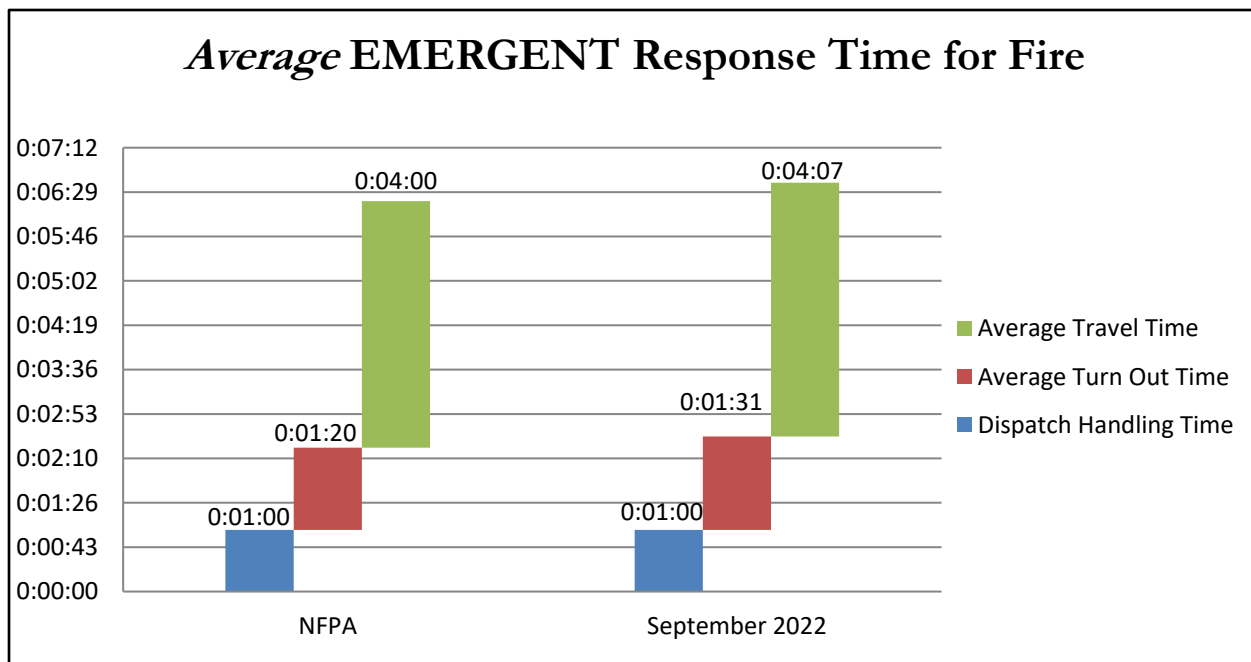
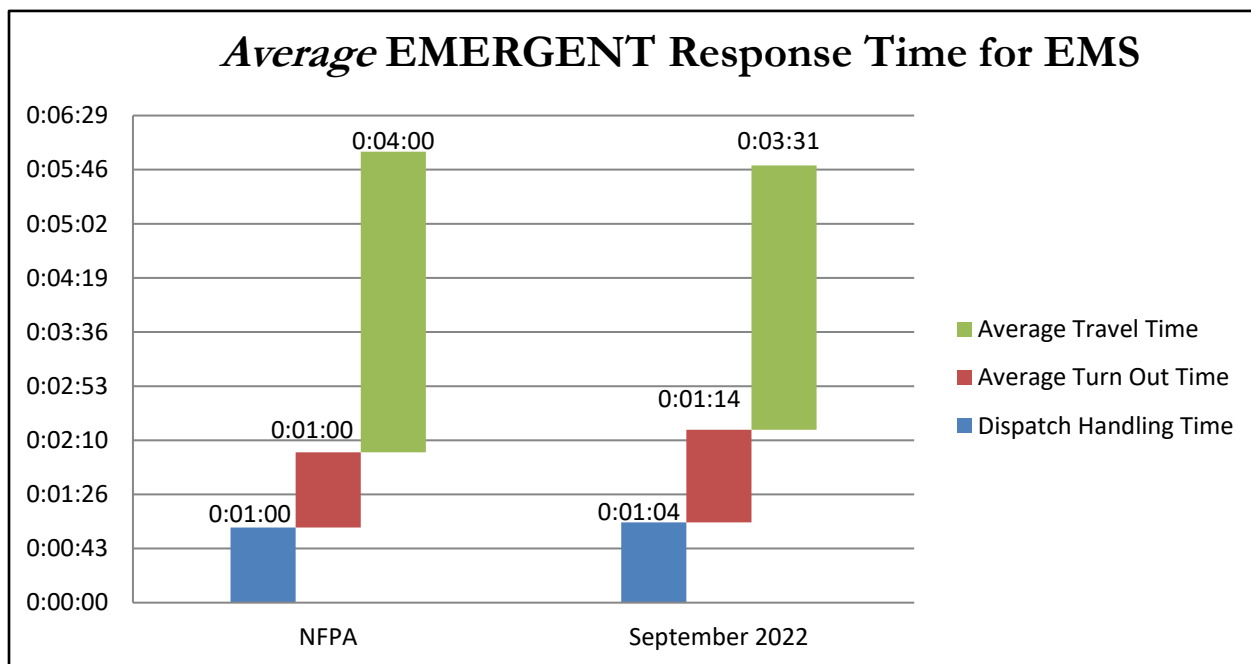
As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. 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.

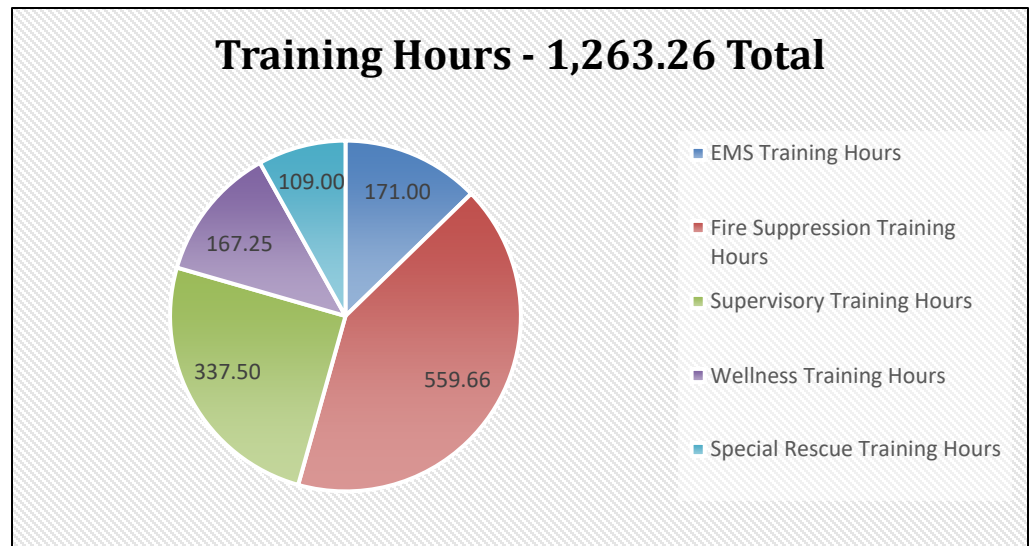
The following members attended outside training:

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

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

**Lt. Hohns** 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)

