



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

October 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 - October 2022 Overview

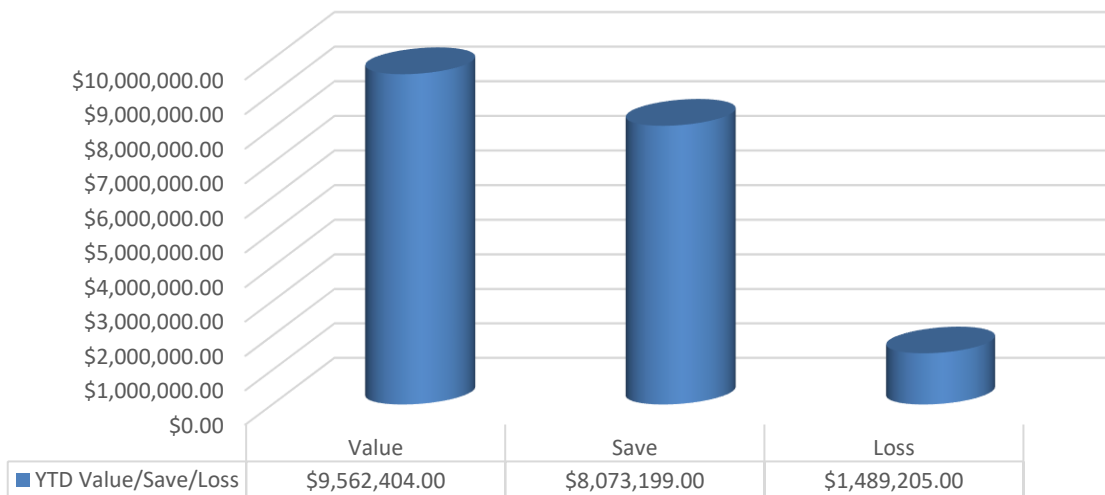
In October, the Department responded to **414** calls for service, averaged **12** calls per day, and required **620 individual vehicle responses** to provide the necessary personnel for each incident.

Forty-three (**43%**) percent of the service area responses occurred while another call was in progress. Twenty (**20%**) percent of the service area needs 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

October 19, 2022

To all the members of the Lake Zurich Rescue Squad:

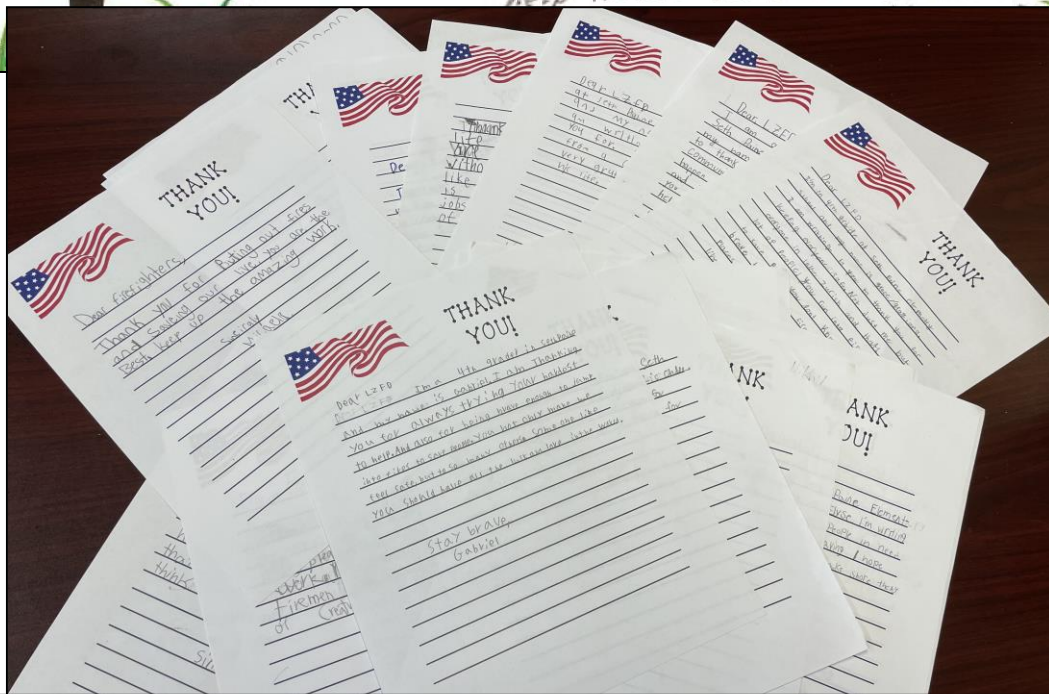
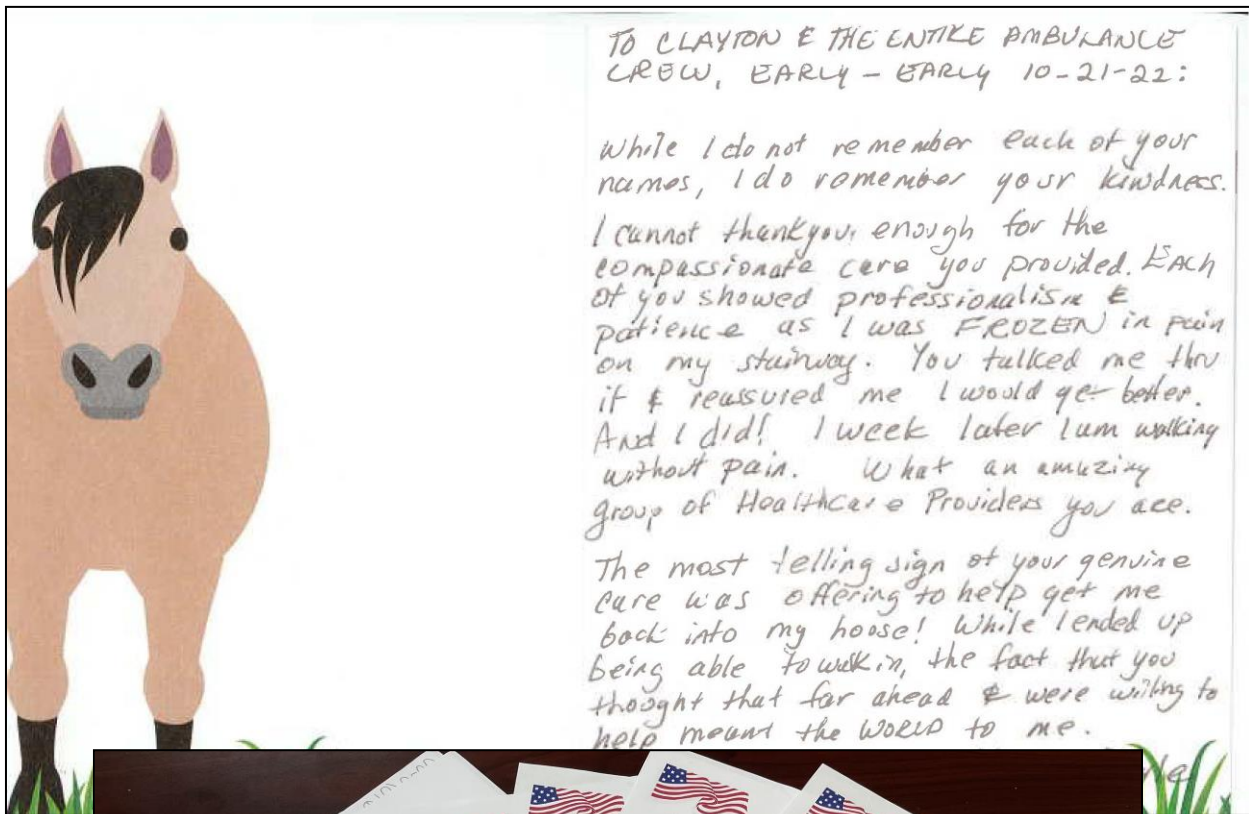
I am writing to you once again to thank you for the professionalism, kindness, and patience you demonstrated while interacting with my husband during the many times I called for your assistance.

I want to let you know that he died at Good Shepherd Hospital under hospice care on Tuesday, Oct 18.

I will not forget all of you. God Bless!
Every time I hear the sirens, I pray for your safety.

A grateful resident,





We received a batch of thank-you letters from the Seth Paine Fourth Grade Class that were written for National First Responders Day - October 28th. A photo of some of the thank you letters is above. Here are some of the noted comments:

"I am writing to you to thank you for saving my dad's life from a car accident. I am very grateful for you saving his life."

"You are the stars that keep us safe."

"I am writing to you to thank you for keeping everyone safe. Not just me but everyone in Lake Zurich. And that's a lot of people! You run into fires just to save people you don't know."

"You are the greatest people who ever lived."

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.

Below you will see numerous photos of our crew members interacting at public education and community events.



Kidde Academy of Hawthorn Woods (*pictured left*)

Bright Horizons visited our Station 4 (*pictured below/ right*)

Isaac Fox Elementary (*pictured bottom*)





Preschoolers from Buffalo Creek Preschool visit (pictured top/ left)

Lake Zurich FD provided an Engine for Seth Paine Elementary "Trunk n Treat" event (pictured top/ right)

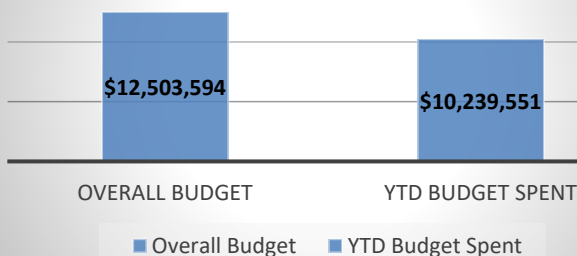
Fire Drill & Engine Tour for students at St. Matthews (pictured left)

Administration Division

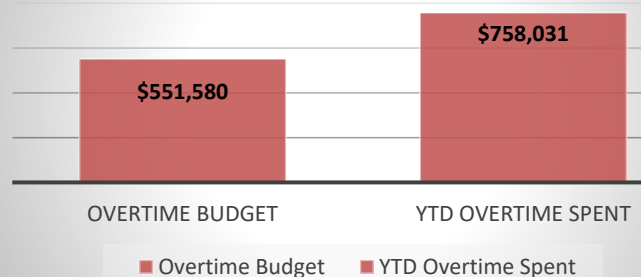
Overtime Accounts

The department continues to work with the Board of Fire and Police Commission (BOFPC) on the administration of candidate testing for the open 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 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



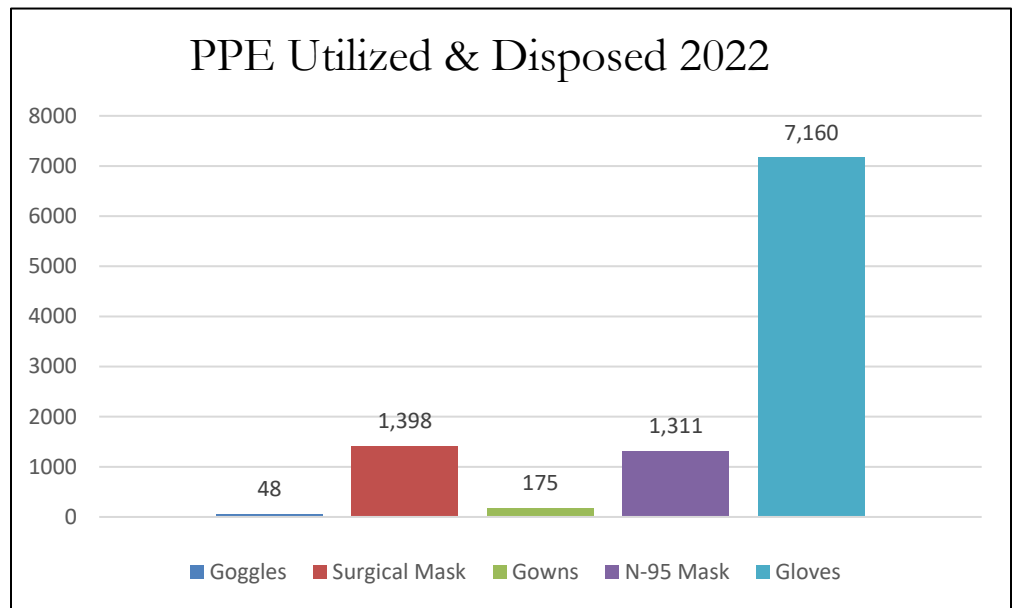
Overtime Accounts



COVID-19 Updates

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

In October, we issued **3 pairs of safety goggles** and used **75 surgical masks** on patients, **70 - N95 respirators** for our personnel, **5 gowns**, and approximately **380 surgical gloves**. The graph pictured below shows the year-to-date (2022).



Personnel Updates



Congratulations to FF/PM Dan Frano & FF/PM Anthony Kinsley on completing their 1-year probationary period with the Lake Zurich Fire Department! *(Pictured left)*

Congratulations to FF/PM Jon Corral on his Fire Investigator certification and FF/PM Patrick Murray on his Vehicle and Machinery Operations certification. *(Pictured below/ left)*

Congratulations to FF/PM Brandon Spata on his Advanced Technician Firefighter and Vehicle and Machinery Operations certifications and FF/PM Brian Stodola on his Company Fire Officer certification. *(Pictured below/ right)*

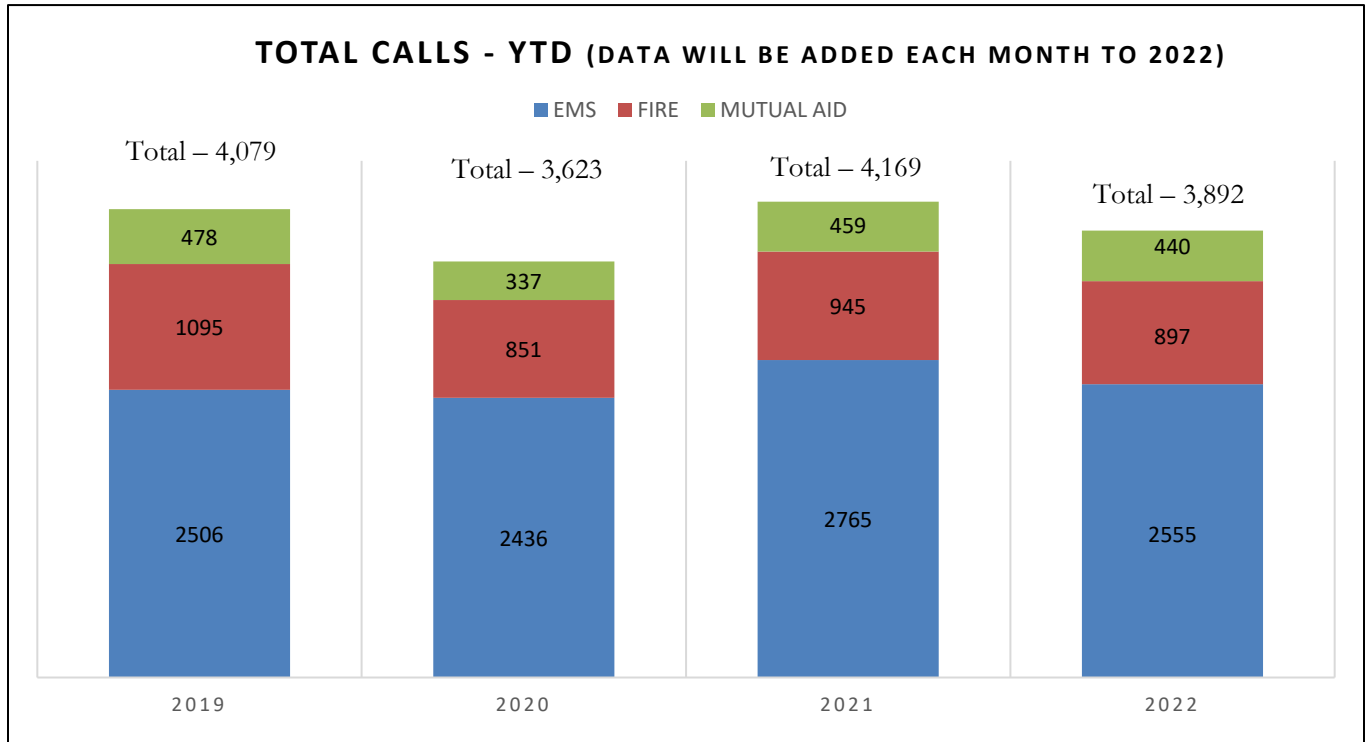


Operations Division

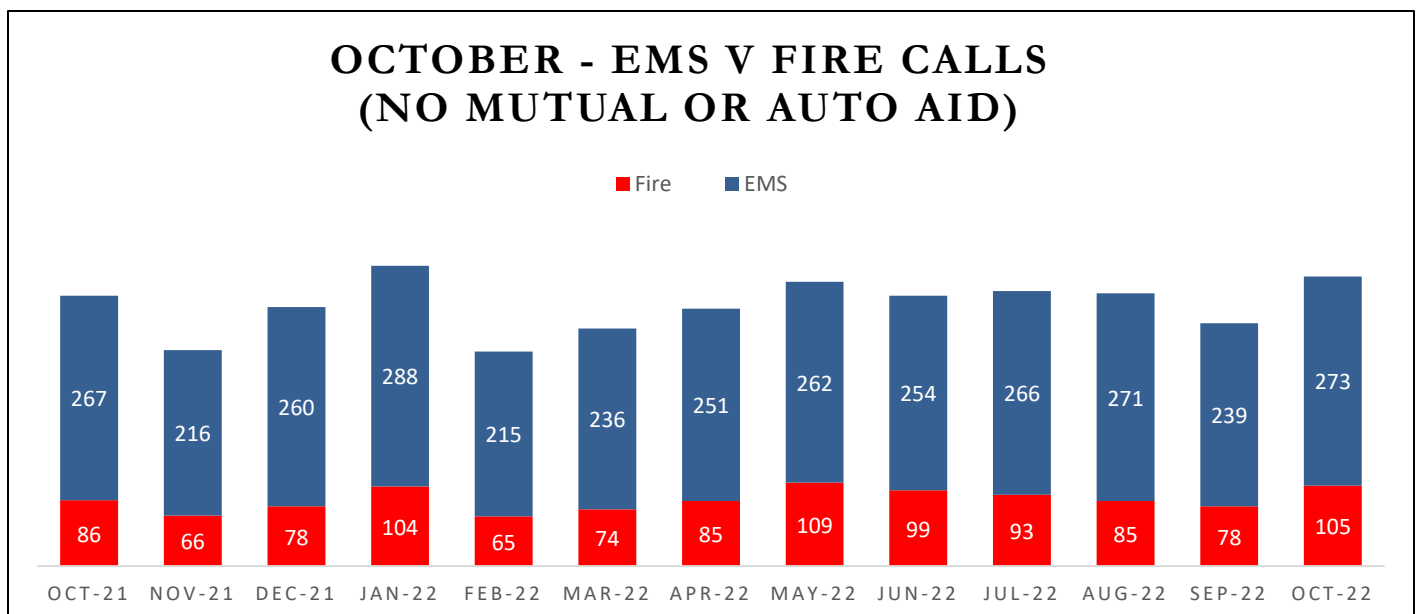
Vehicles Out of Service

- During October, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
 - Ambulances – 56 hours
 - Engines – 51 hours
 - Year-To-Date Hours:

Ambulances: **891.43 hours** | Engines: **1,162.58 hours**

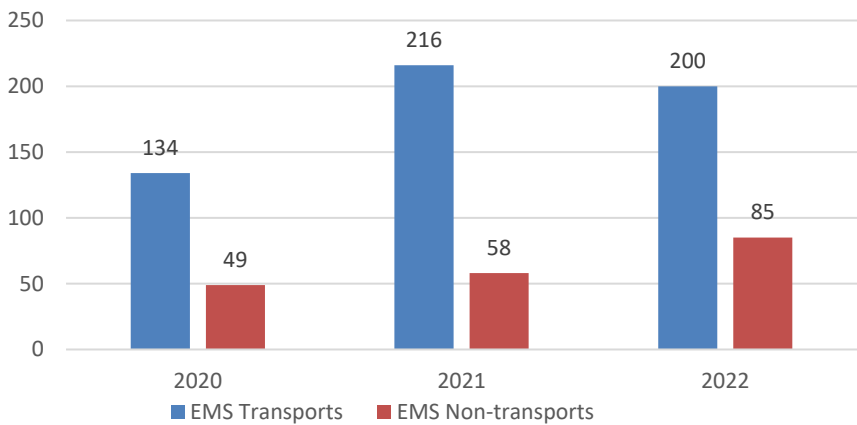


Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other types of service calls.



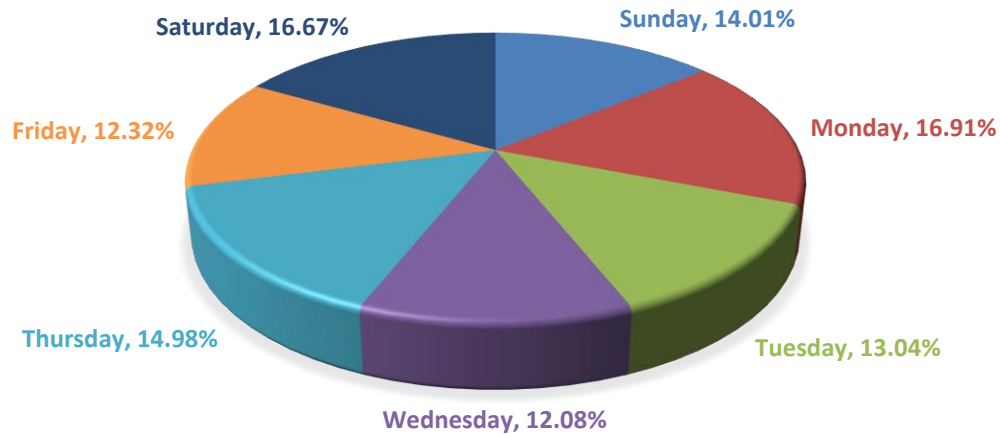
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call results in transport. A prime example is an automobile accident where several victims refuse transport. EMS transports always outpace refusals. This chart compares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

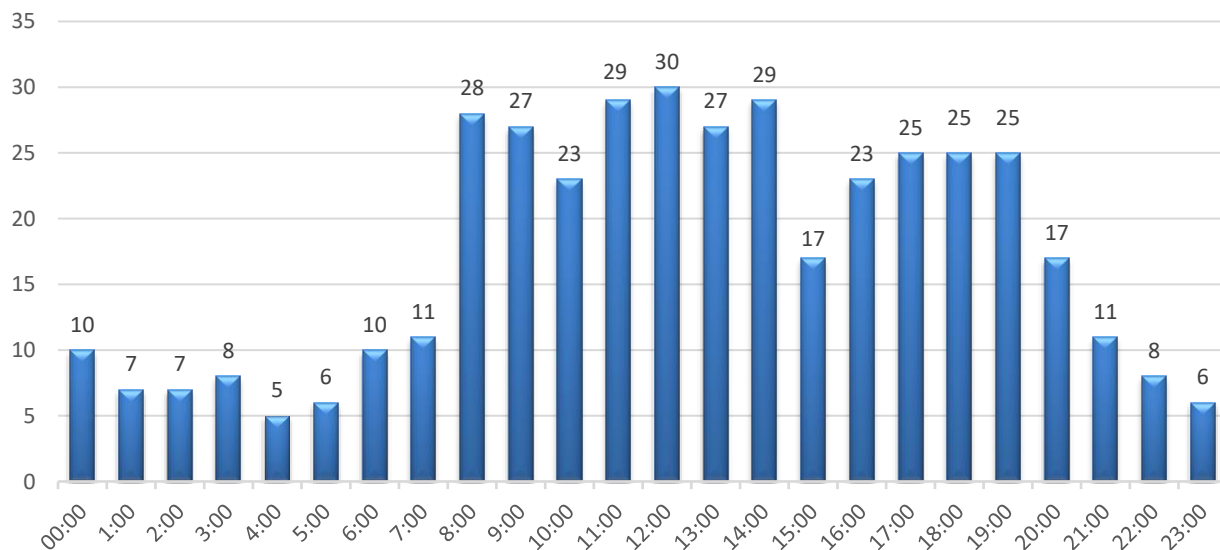


The following two charts break down calls by the day of the week and hour of the day.

RESPONSE BY DAY OF WEEK - OCTOBER



RESPONSE BY HOUR OF DAY - OCTOBER



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

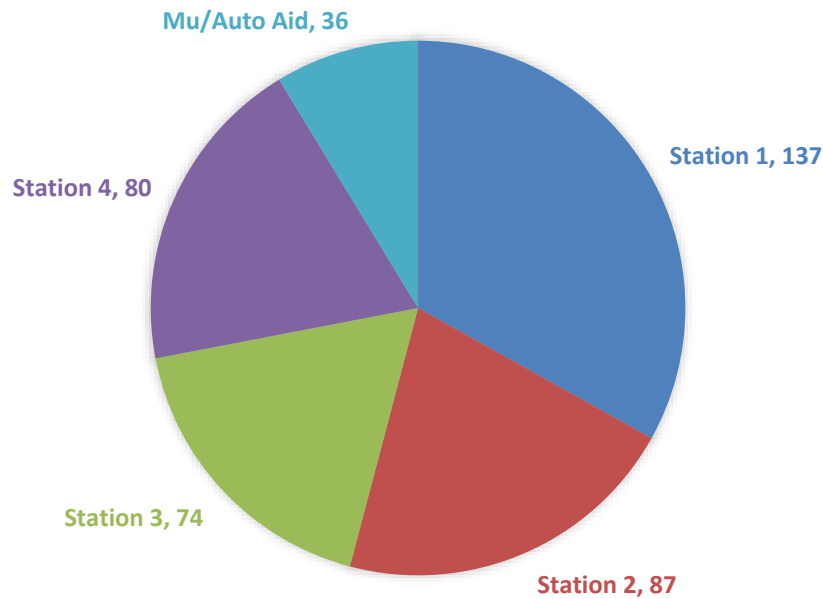
APPARATUS & STAFFING

ENGINE 324
AMBULANCE 324



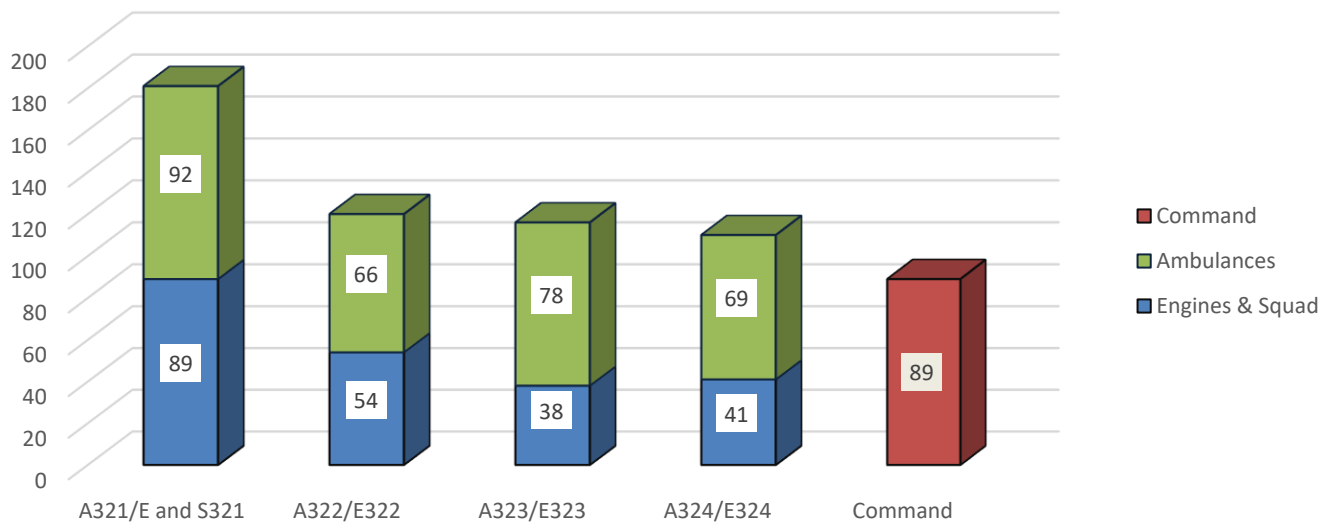
The graph below represents the percentage of calls by each station and mutual/auto aid for October 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means where the call originated. Station 1 is historically the busiest district.

ORIGIN OF CALLS - OCTOBER 2022

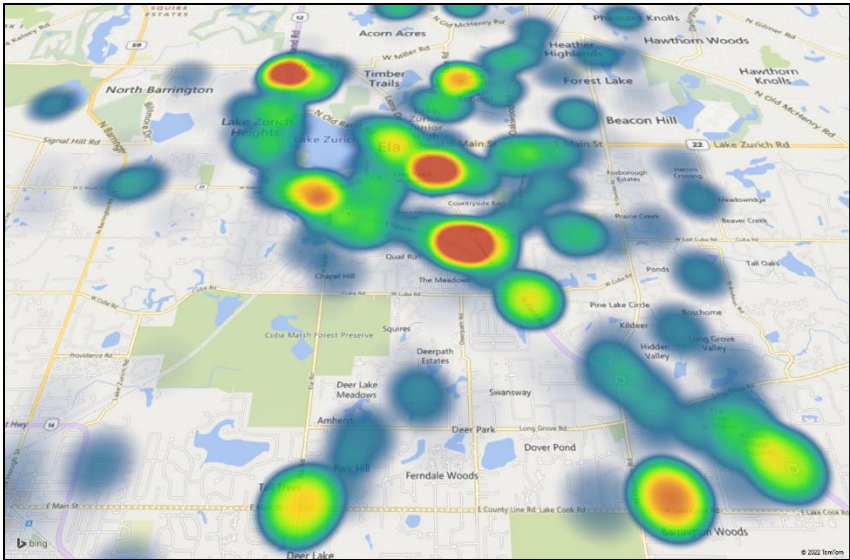


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in October

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



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

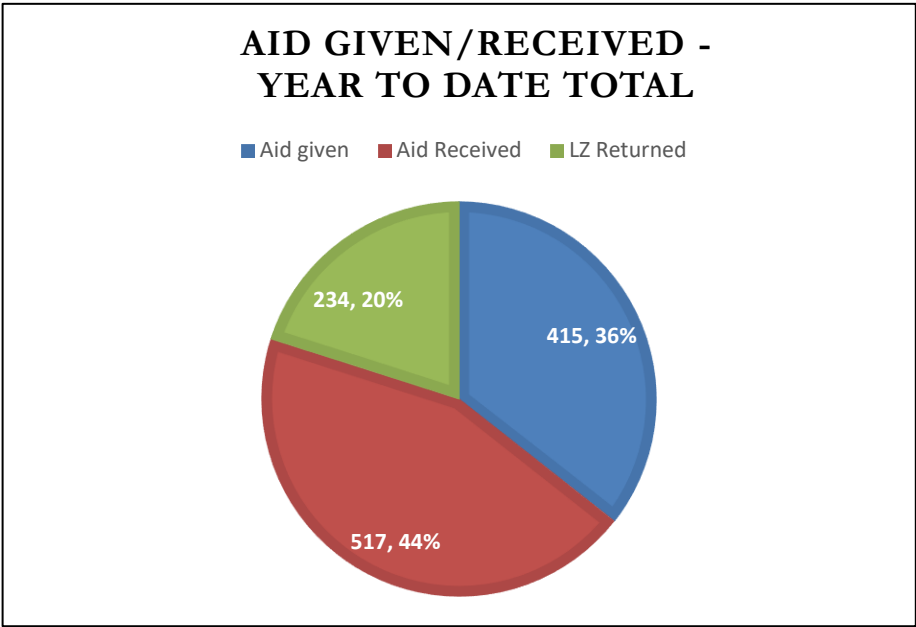


Frequent Call Locations:

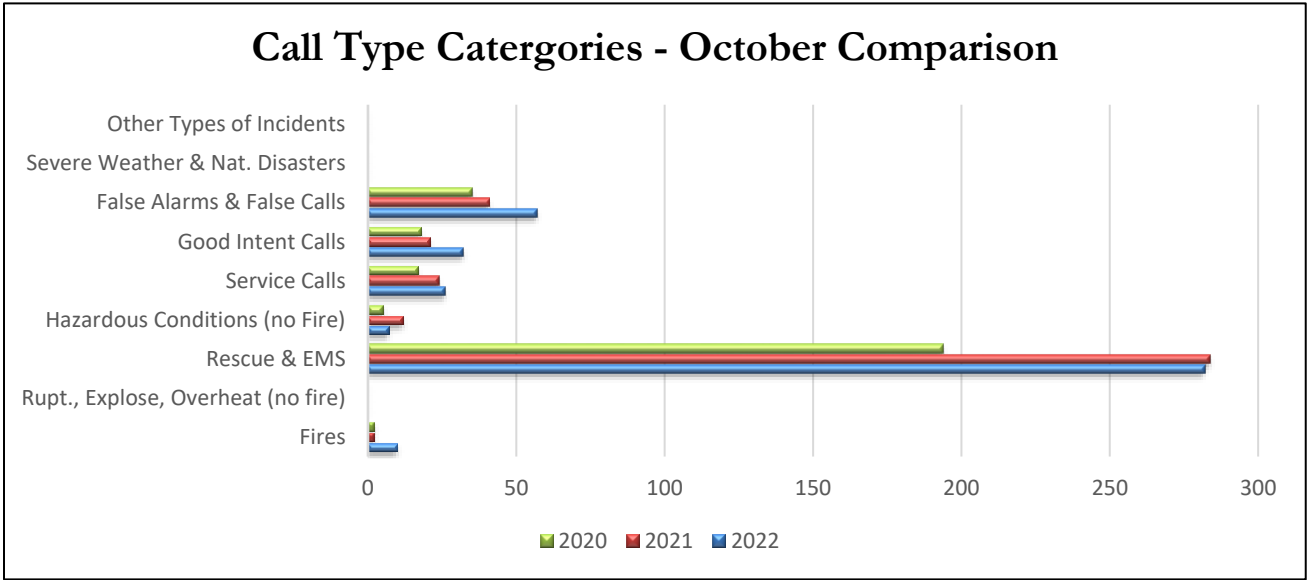
- 777 Church Street - Cedar Lake Assistant Living - 14 Responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 14 responses
- 795 N. Rand Road – Azpira Place of Lake Zurich – 12 responses
- 21840 Lake Cook Road – Deer Park Village Senior Living – 12 responses
- 21481 Rand Road – Northwest Community Healthcare – 10 responses

Mutual/Auto Aid Response Year to Date –

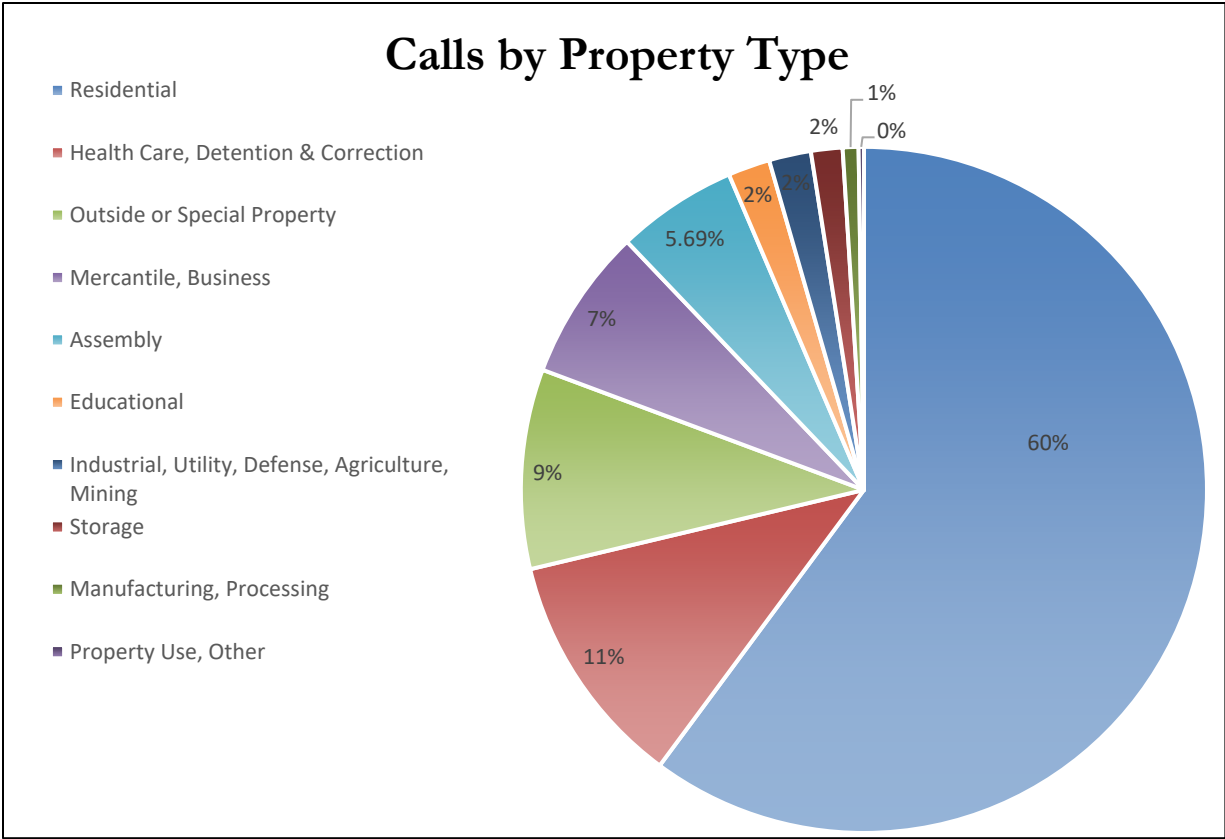
The mutual aid agreements are designed not to overburden any agency and are looked at carefully for necessary adjustments. Run cards for the Department have changed, and our partners respond to assist us more often. In October, we responded to **36 mutual aid calls and returned 17 times** before arrival. 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.

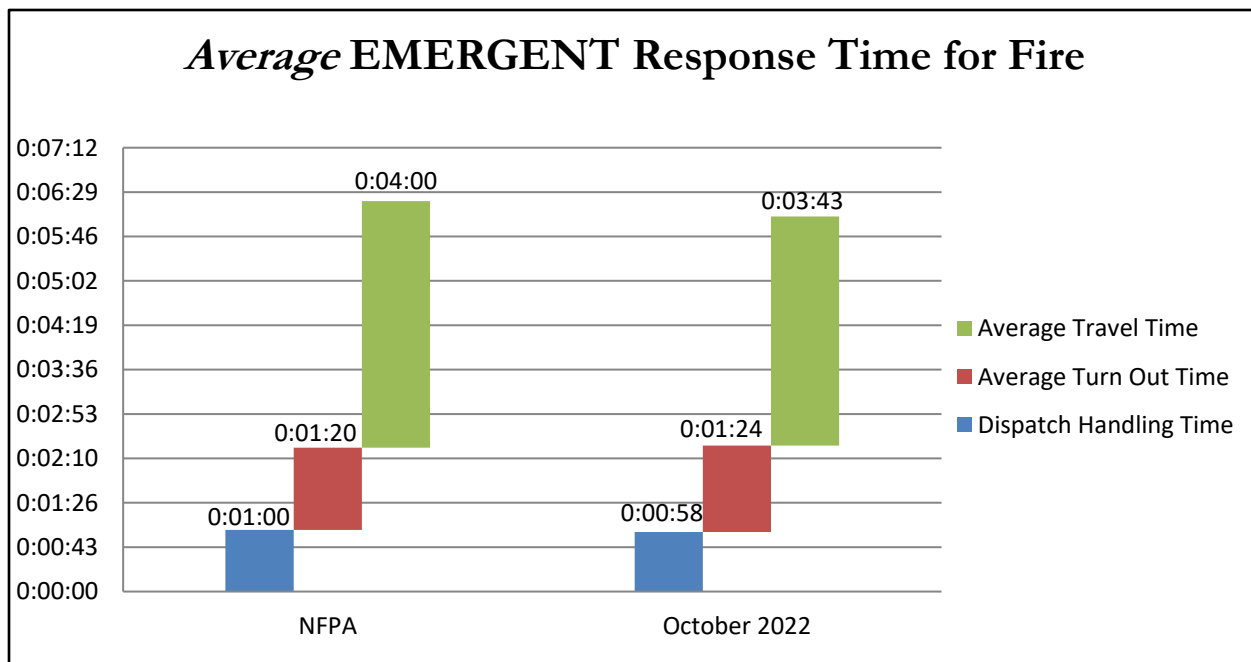
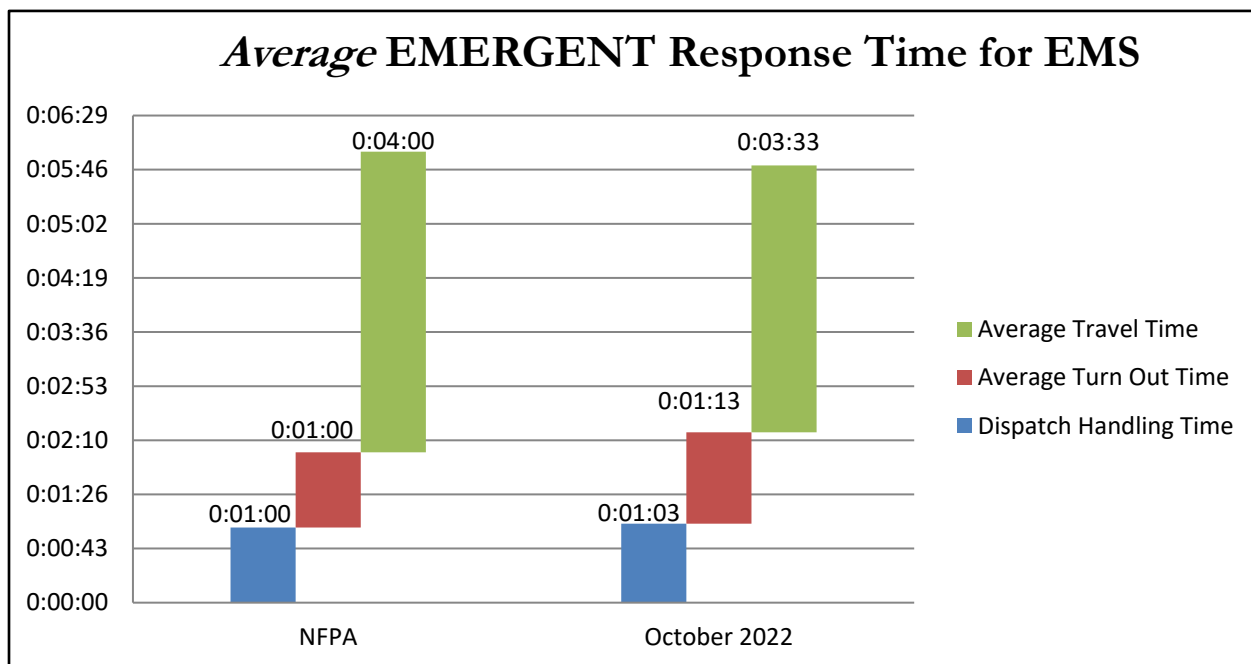


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (60%), and Health Care was second with (11%) 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 October, we completed the following shift training:

EMS Continued Education – Paramedics completed continuing education training covering Cardiac Rhythm Interpretation and Treatment.

Quarterly Intubations – Paramedics completed mandatory airway management training including intubation and iGel use.

Officer Training – First-In company officers completed training on proper fire-ground communication procedures.

Pre-plans – Crews completed a review of using our building pre-plans for fire alarm or fire situations.

Ropes, Knots and Hoisting – Crews supported the Lake County Technical Rescue Team during a Confined Space Drill hosted by Lake Zurich.

IDOL SCBA Drill – Members completed a mandatory IDOL SCBA training involving hose advancement and vent enter search conducted at the training tower.

Staff and Officer Meeting – Members attended Staff and Officer Meetings to receive departmental updates.

Annual Physicals – Members completed their annual physicals.

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 40 hour Confined Space Technician class.

Lt. Hohns & Captain Yee started the 32 hour self-paced Calming the Chaos class.

Captain Kammin & Lt. Santoyo completed the 24 hour Training Program Management class.

Deputy Chief Kelly attended the 4 hour “How Not To” seminar.

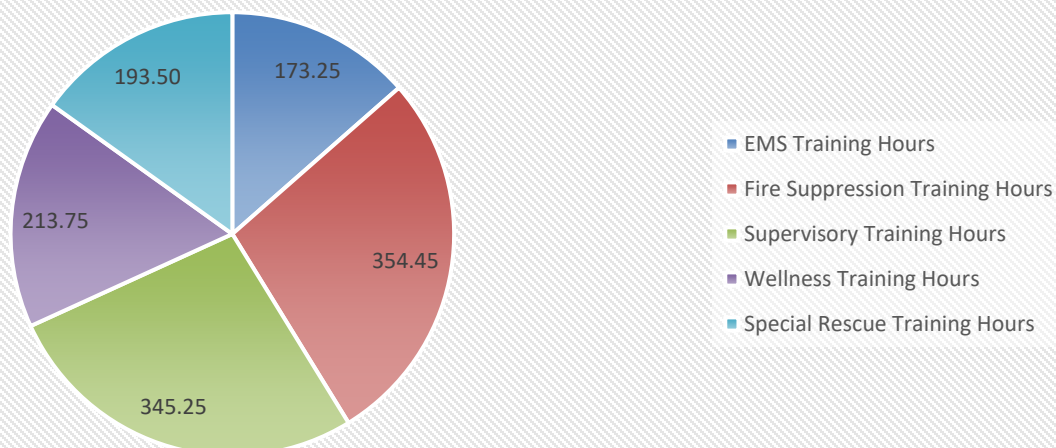
FF/PM Brooks completed the 40 hour Vehicle and Machinery Operations class.

FF/PM Hall attended the 8 hour Fire Investigators Strike Force Seminar.

Lt. Kempf started the 120 hour Advanced Company Officer class.

Lt. Hedquist completed the 16 hour Heavy Rescue Academy class.

Training Hours - 1,280.20 Total



Fire Prevention Bureau Division

During the month of October, the Fire Prevention Bureau visited numerous elementary schools and preschools for Fire Prevention week activities.

Pictured right is from the annual Chamber of Commerce Chili Cook-Off hosted at the Retired Firefighters Association Hall.

OCTOBER 2022 ACTIVITIES

- Fire Drills - 5
- Construction Meetings
 - Lifetime
 - District 95
 - Gere Marie Ensell
 - Gere Marie Enterprise
 - Sanctuary Propane
 - 842 March Sprinkler Issues
 - Halloween Inspections at Seth Paine and Foglia YMCA



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

