



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

November 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 - November 2022 Overview

In November, the Department responded to **398** calls for service, averaged **13** calls per day, and required **641 individual vehicle responses** to provide the necessary personnel for each incident.

Forty-two (40%) percent of the service area responses occurred while another call was in progress. Thirty (30%) 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.

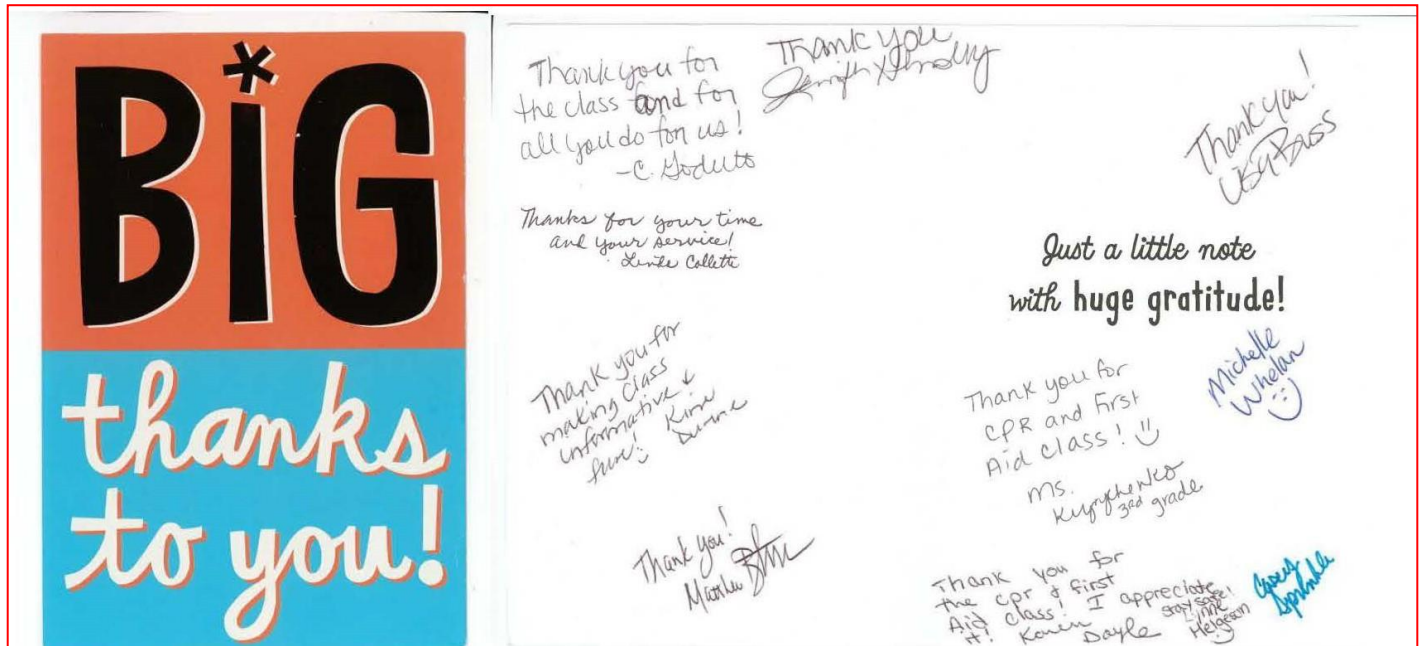
Our current staffing model increases response times when simultaneous calls occur as the Department is only structured to handle a single response per station. We staff two vehicles with only three personnel using a "jump company. If the call is for the ambulance, the personnel respond with it; if it 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**



Letter of Gratitude



Pictured above is thank you card we received from St. Francis de Sales school. FF/PM Jason Kraus and FF/PM Jacob Bartoli provided CPR and First Aid training their staff members.

Chief:

I wanted to take a moment on behalf of St. Matthew Lutheran Church and Early Childhood Center to express our gratitude and appreciation for the response of units from Station 2 when our fire alarm went off late on Thanksgiving night. A pan was left on the stove from our turkey dinner earlier that day, but, fortunately, our fire sprinkler system and alarm worked exactly as anticipated. Damage was very minimal and clean up is already in progress. Doug Duval, our Church Business Administrator, who was on the scene Thursday night, was very complimentary and appreciative of the assistance and care exhibited by the LZFD personnel who assisted in airing out the hall and making sure all of the doors were secured and the alarm system was turned off. Also, thanks to Fire Prevention Specialist, Bob Kleinheinz, who met with Doug on Friday to address any remaining concerns. While I personally know the quality of our Fire Service in Lake Zurich, it is always reassuring to know you are there when we need you. Thanks again and best wishes to all for this Christmas season.

John H. Kelly, Congregation Chair

The above thank you letter was regarding a structure fire at the St. Matthew Lutheran Church and Early Childhood Center in Hawthorn Woods on November 24. The investigation revealed that a container on the stove caught fire as the oils heated and evaporated. The sprinkler system in the kitchen confined and isolated the fire to the area of origin. There was a haze of smoke in the basement where the kitchen was located. Before leaving, the crews ensured that all the smoke was removed from the structure. If not for the sprinkler system, we would be looking at a likely catastrophic fire loss to the community of this historic structure.



Thank you Chief Pilgared and all your
staff that put yourself at risk and
work hard every day being available
to my family and neighbors. I feel safe
so what you do matters - We appreciate
and respect you!

Francine

Pictured above is thank you card we received from a resident sharing their gratitude given on a call in which Captain Yee, Lt. Booth, FF/PM Corral, FF/PM Tanner and Lt Reid, FF/PM Nemeth, FF/PM Stodola responded to.



MCHENRY TOWNSHIP FIRE PROTECTION DISTRICT

FIRE AND RESCUE SERVICES

3610 West Elm Street • McHenry, Illinois 60050
(815) 385-0075 • FAX (815) 385-9419
www.mtfpd.org

Trustees

Allen R. Miller, President
Robert J. Meyer, Secretary
Christopher J. Bennett, Treasurer
Joseph Doherty, Trustee
Kurt Rodewald, Trustee

Commissioners

Donna Schaefer, Chairperson
Francis 'Jack' Stanaszek, Secretary
Anthony T. Huemann

Chief

Rudy Horist

Station One

3610 W. Elm Street
McHenry, IL 60050

Station Two

3710 N. Johnsbury Road
Johnsburg, IL 60051

Station Three

809 Rand Road
Lakemoor, IL 60051

Station Four

6300 Dartmoor Drive
McHenry, IL 60050

Station Five

3705 Ringwood Road
Ringwood, IL 60072

December 1, 2022

Chief Pilgared
Lake Zurich Fire Department
321 S. Bueshching Road
Lake Zurich, IL 60047

Dear Chief Pilgared,

On behalf of the McHenry Township Fire Protection District, I would like to thank you and the members of your department for your assistance at our recent brush fire at the 3800 block of Buchanan Road in Johnsbury on November 26, 2022.

McHenry Township Fire Protection District units arrived on scene to find approximately one acre of cornfield burning in the rear of the residence. Due to the wind and dry conditions, the fire escalated quickly. Multiple departments responded with brush trucks, ATVs, tenders, and technicians to contain the fire. We were pleased that no civilians or firefighters were injured, and no structures or buildings were involved.

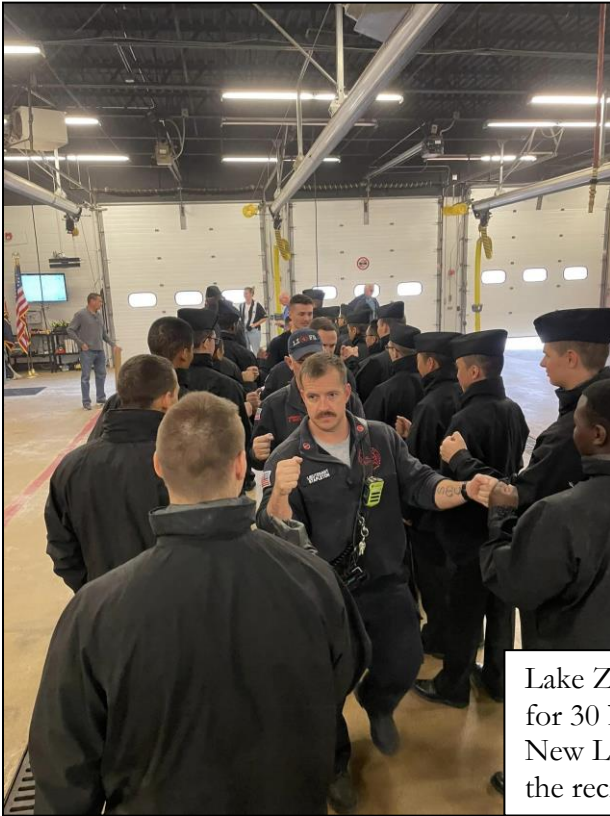
The assistance of your department was appreciated and is a great example of the MABAS system.

Thank you again.

Sincerely,

Rudy Horist
Fire Chief

Community Focus & 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.

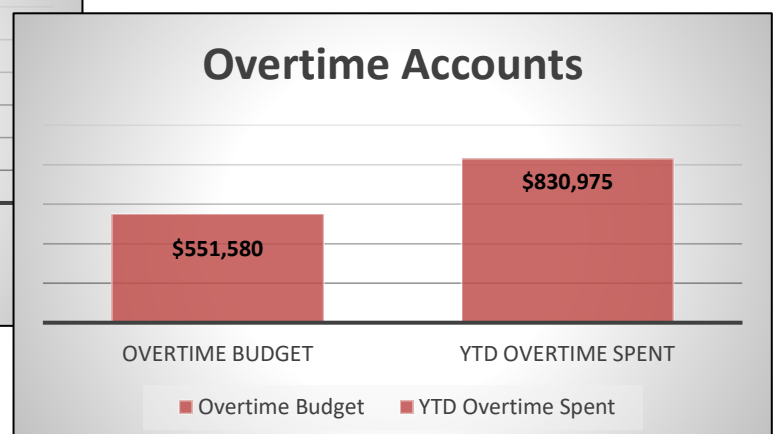
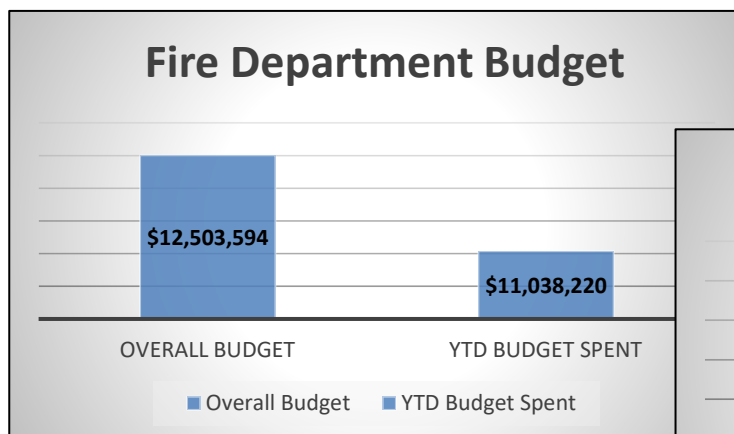


Lake Zurich Fire Department hosted a “bags tournament” at Station 1 for 30 Navy recruits on Thanksgiving morning. A special thank you to New Life Lutheran Church in Lake Zurich for sponsoring the event for the recruits.

Administration Division

Overtime Accounts

The department has struggled with a tight labor market to fill positions this year. As a result, the department has exhausted our budgeted overtime costs for 2022 and increased the 2023 budgeted dollars. Where once we conducted entry-level testing every two years has evolved to testing twice in 2022 with the same prospect for 2023. The pool of eligible candidates has shrunk dramatically while openings in our and surrounding departments remain the same or have increased. The department will work closely with the Board of Fire and Police Commission and Village Hall staff to review ways to improve the candidate pool, including a look at the eligibility requirements for hiring.



Our Personnel



Congratulations to Captain Keith Hohs and Lieutenant Jeremiah Johnson on their promotions!



Congratulations to Lieutenant David Santoyo (*pictured left*) and Captain Lee Kammin (*pictured right*) on their Training Program Manager certifications!

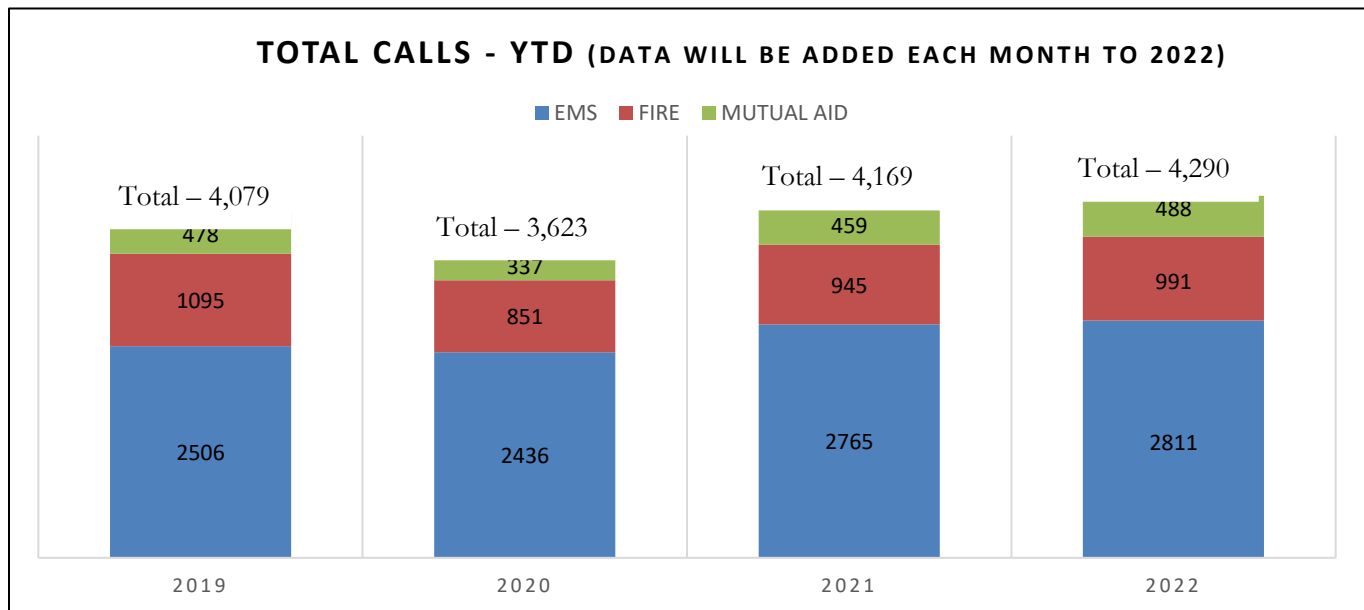
Operations Division

Vehicles Out of Service

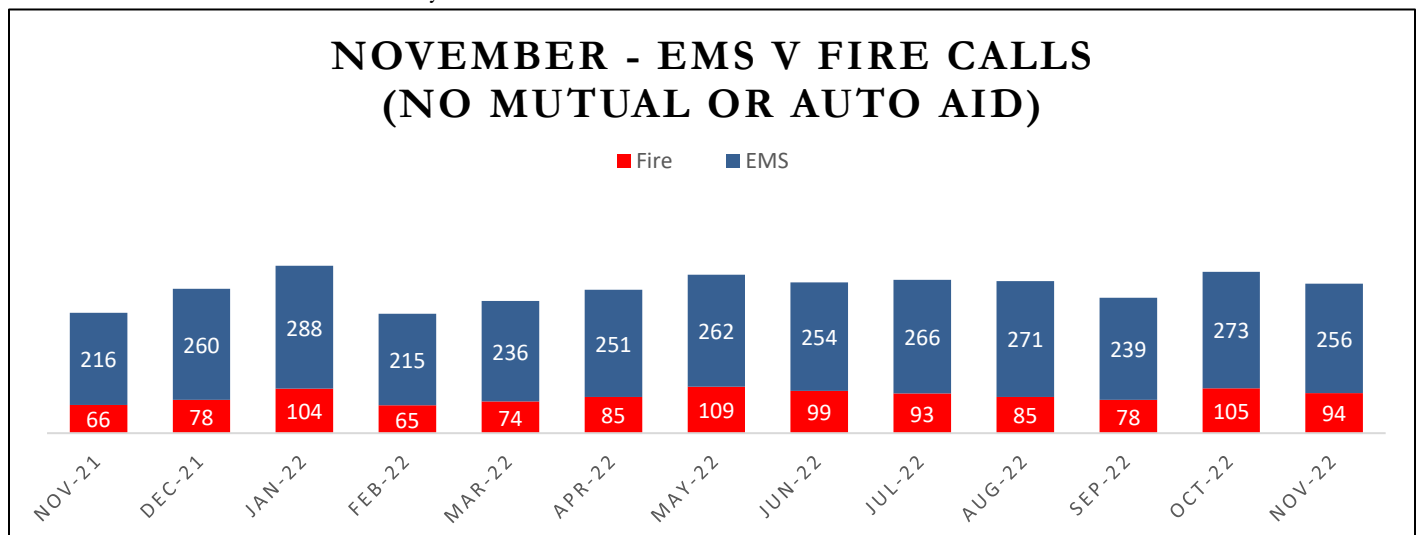
- During November, the following vehicles were out of service due to maintenance, repairs, or breakdowns:
 - Ambulances – 113.50 hours
 - Engines – 83.50 hours
 - Year-To-Date Hours:

Ambulances: **1,004.93 hours** | Engines: **1,905.58 hours**

Squad 321 has been taken OOS due to a significant engine issue involving the unexplained mixing of diesel fuel into the engine oil. The vehicle has been sent out of town to determine if an engine rebuild or replacement will be necessary. At this time, we do not anticipate the vehicle's return for several weeks. The department will run the single reserve apparatus during this time. The expected arrival of the new ambulance has been delayed again with an unknown delivery date. One year ago, the order was placed with an anticipated delivery of 9-10 months.

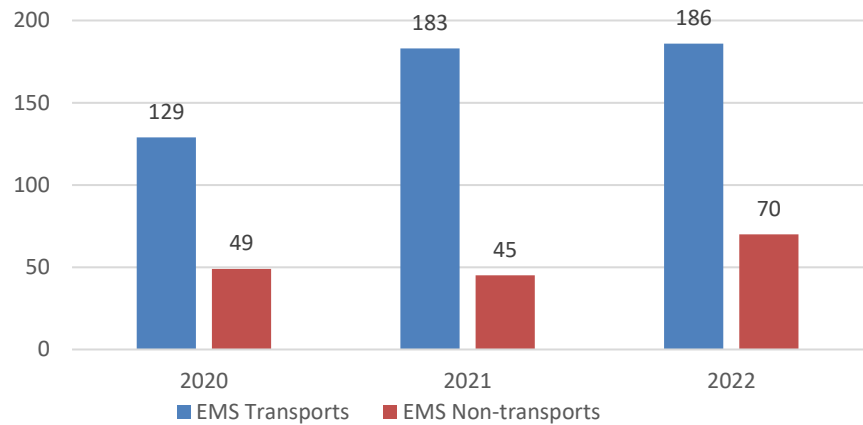


Below is the breakdown of Fire versus EMS incidents in Lake Zurich – minus aid given. Our fire calls include structure fires, car fires, grass fires, dumpster fires, wires down, and other service calls. YTD, our call volume has increased by 12%.



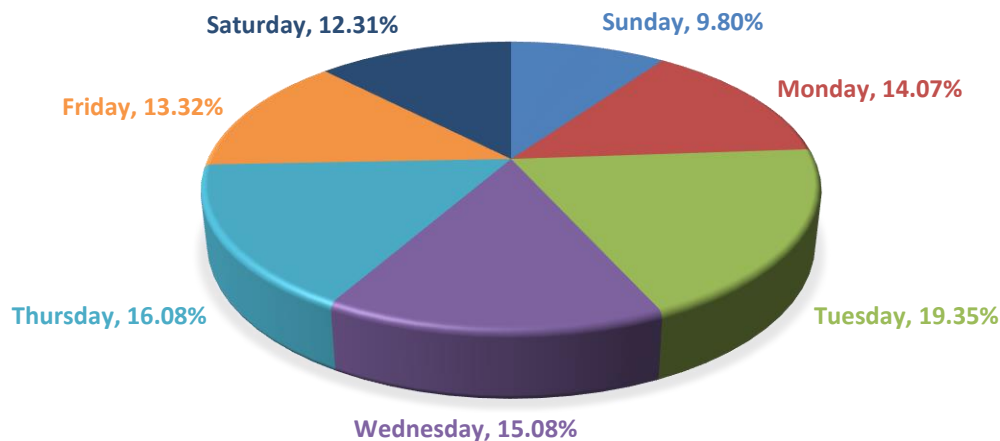
The following chart reflects activity related to emergency medical services, a core function of the fire department — not every EMS call will result in transport; however, EMS transports always outpace refusals. This chart compares the month of November across 3 years. Through September 2022, our transport revenue is \$578,970 over the 2022 budgeted amount, and we anticipate revenues of \$1.2 million.

**EMS Transports vs Non-Transports - (Patients)
Monthly 3 year - Comparison**

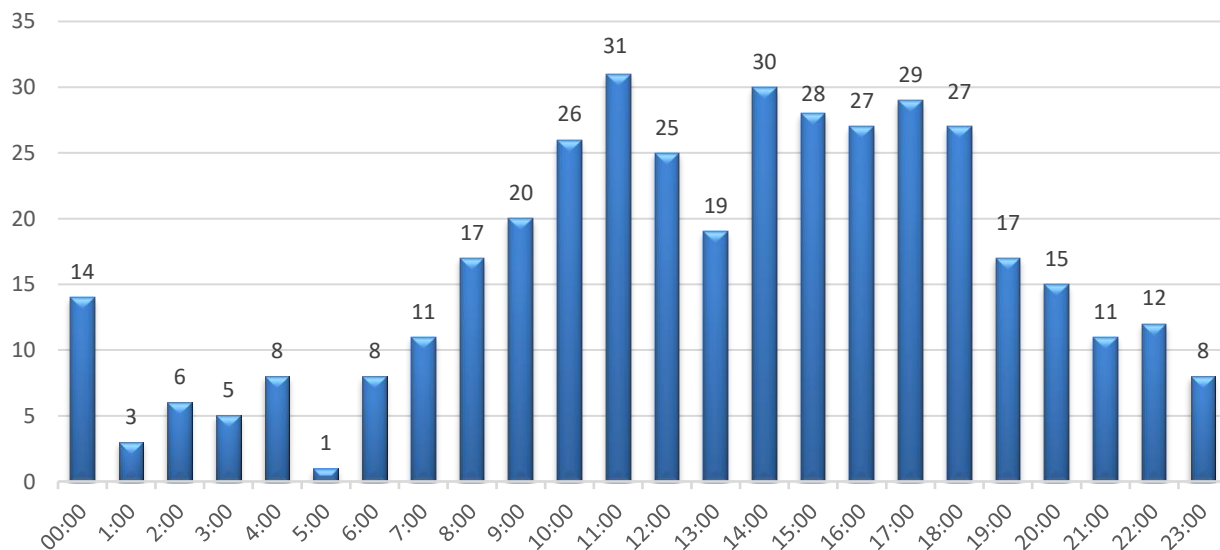


The following two charts break down calls by the day of the week and hour of the day.

RESPONSE BY DAY OF WEEK - NOVEMBER



RESPONSE BY HOUR OF DAY - NOVEMBER



**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

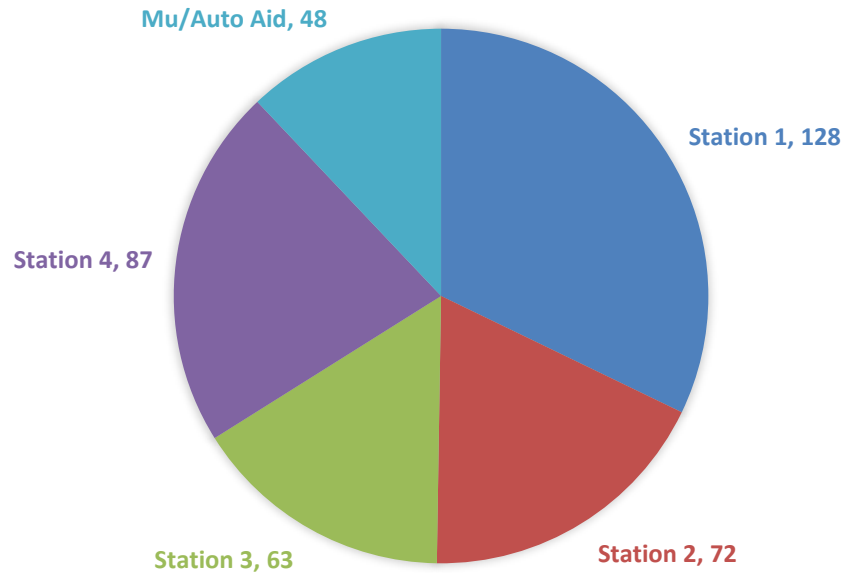
APPARATUS & STAFFING

ENGINE 324
AMBULANCE 324



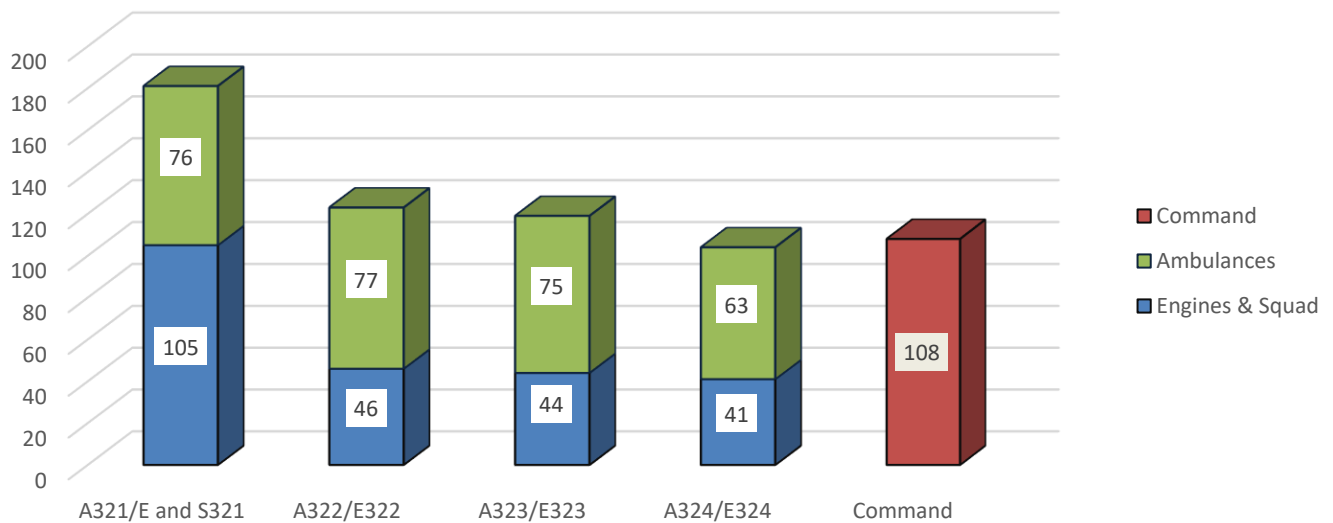
The graph below represents the percentage of calls by each station and mutual/auto aid for November 2022. The chart does **not** represent the station that responded as the primary resource to the area – it means **where** the call originated. Station 1 is historically the busiest district.

ORIGIN OF CALLS - NOVEMBER 2022

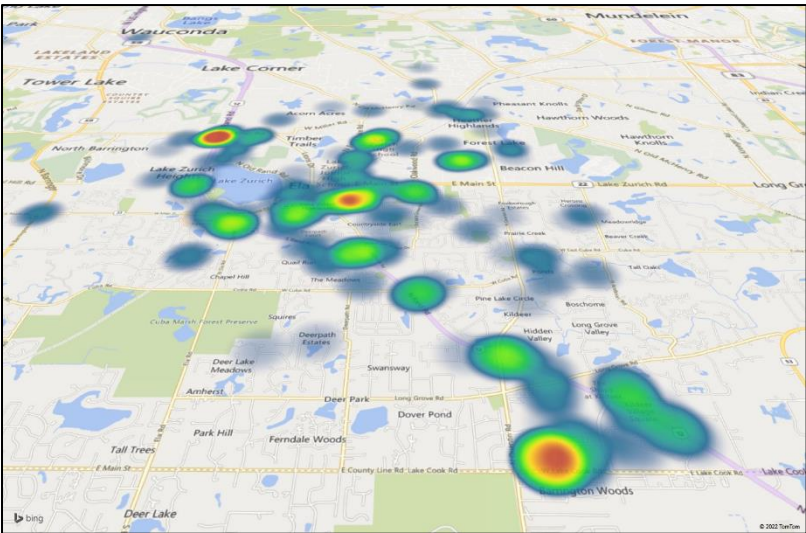


The graph below shows the responses by each unit – Ambulances, Engines, and Command Officer – in November

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



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

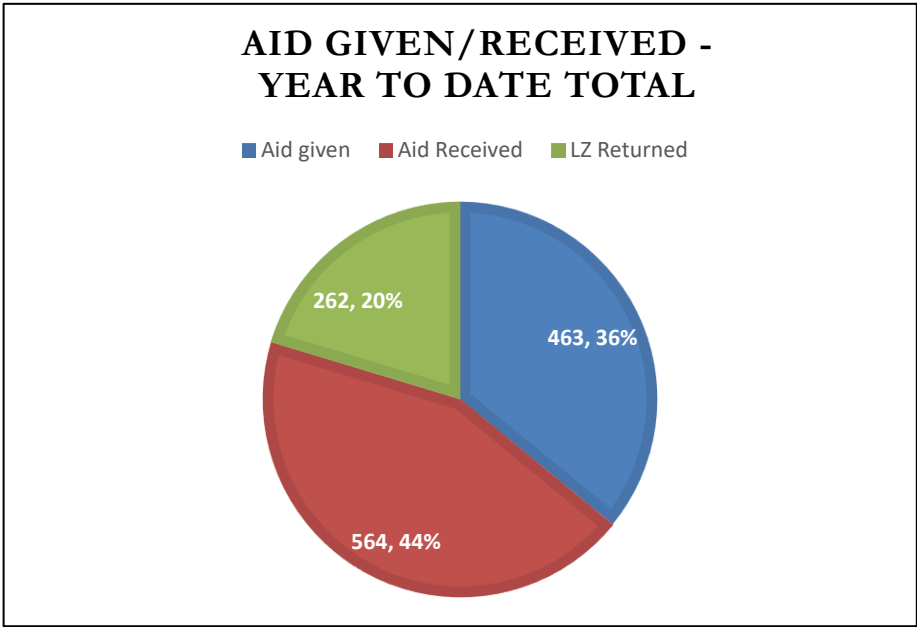


Frequent Call Locations:

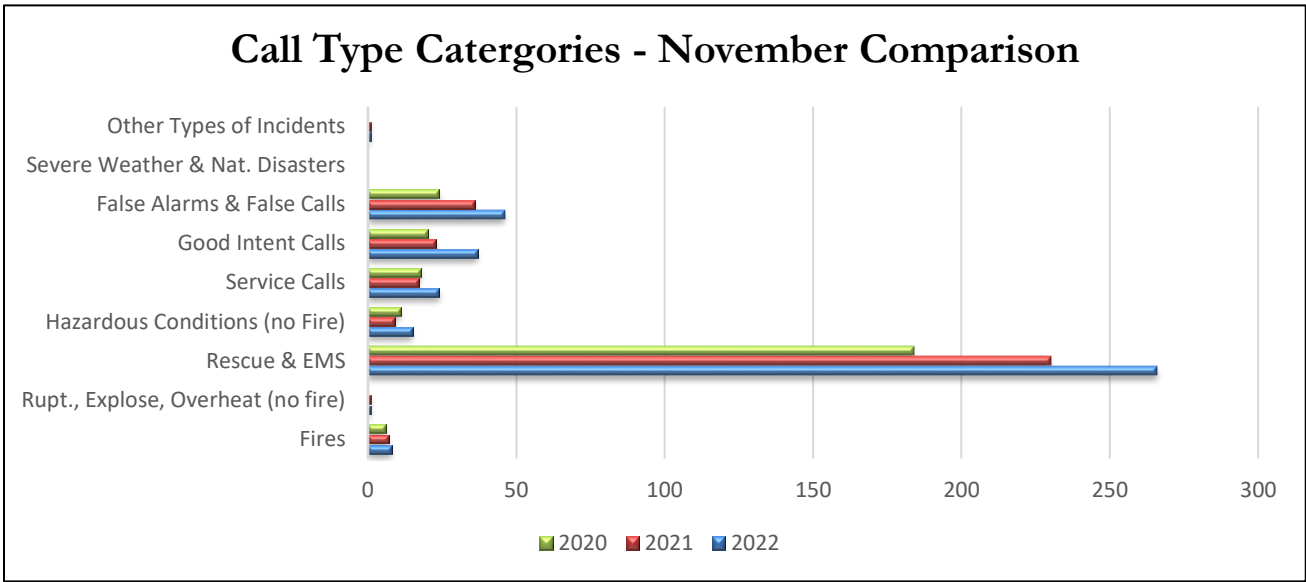
- 795 N. Rand Road – Azpira Place of Lake Zurich – 20 responses
- 21840 Lake Cook Road – Deer Park Village Senior Living – 19 responses
- 900 S. Rand Road – Avantara Health Care Center of Lake Zurich – 8 responses
- 21481 Rand Road – Northwest Community Healthcare – 8 responses
- 777 Church Street - Cedar Lake Assistant Living - 7 Responses

Mutual/Auto Aid Response Year to Date –

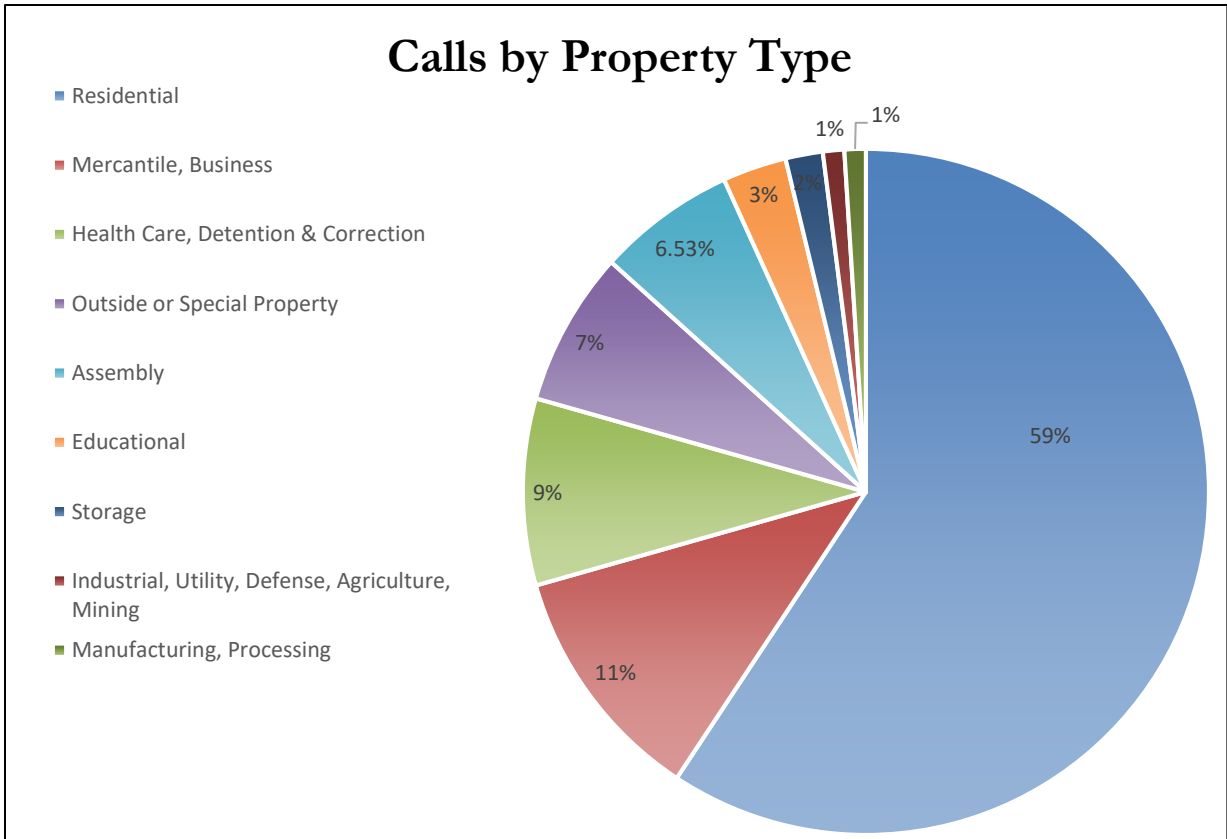
The mutual aid agreements are designed not to overburden any agency and are looked at carefully for necessary adjustments. Run cards for the Department have changed, and our partners respond to assist us more often. In November, we responded to **48 mutual aid calls and returned 28 times** before arrival. 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.

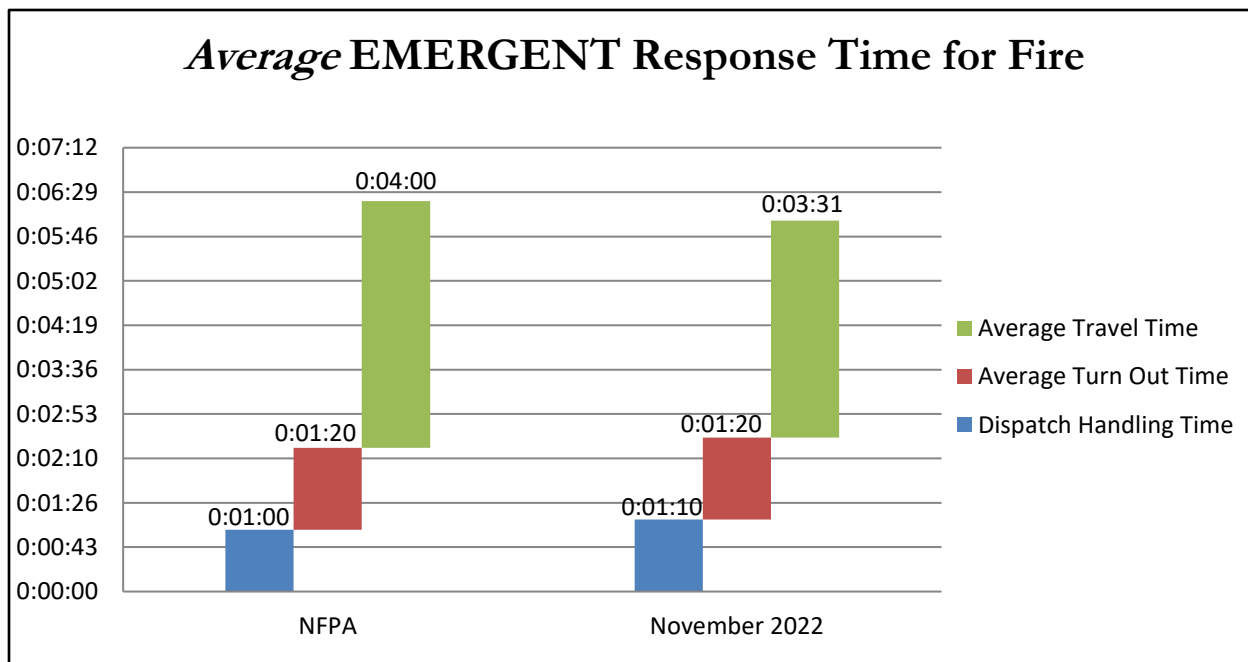
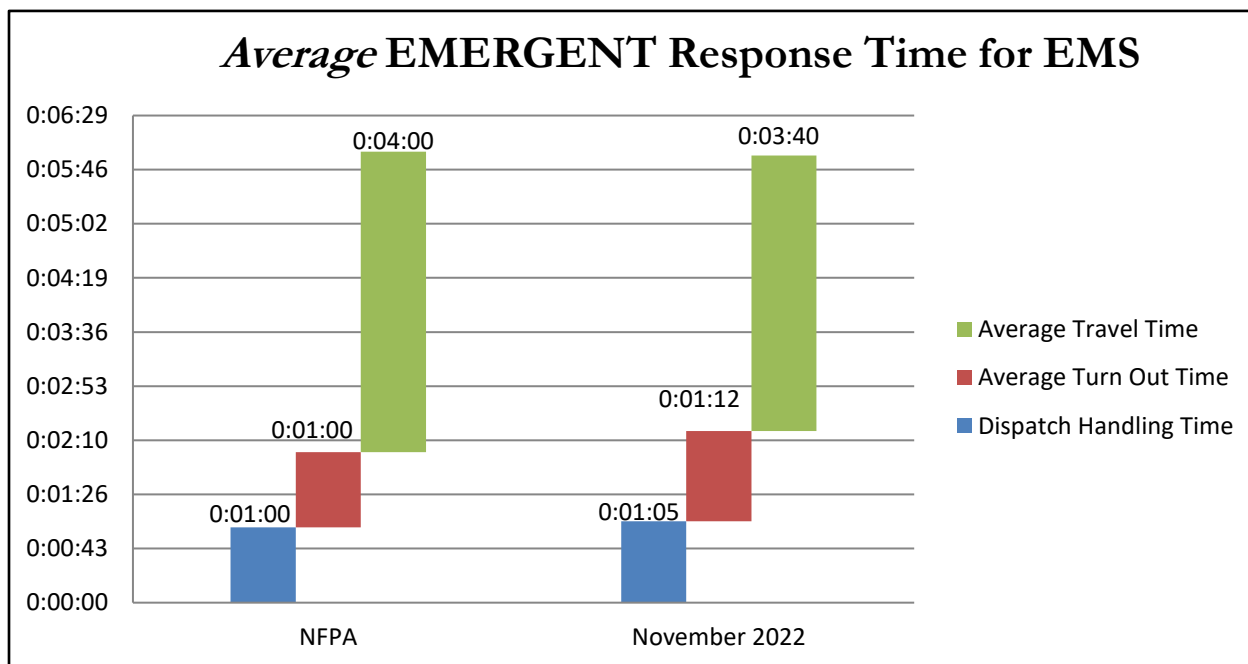


As previously mentioned, there is a national standard for coding the type of property use. How is this relevant? We see trends in various occupancies and use them to determine our service demand. For example, the healthcare category would increase if additional assisted living or nursing homes were open. As shown below, we continue to respond to Residential Properties more than any other (59%), and Mercantile/Business 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 November, we completed the following shift training:

EMS Continued Education – Paramedics completed continuing education training covering Cardiac Arrest and Stroke Treatment and Care.

EMS ChemPak Review – Paramedics completed mandatory review of Chempak Storage and retrieval procedures.

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

IDOL SCBA Fit Testing - All members completed IDOL annual SCBA mask fit testing.

IDOL N95 Fit Testing - All members completed IDOL annual N95 mask fit testing.

Rural Water Supply - Crews completed rural water supply training with our Auto-Aid Partners.

Palatine Operations - Crews completed a review with Palatine Fire Department on their standard operations.

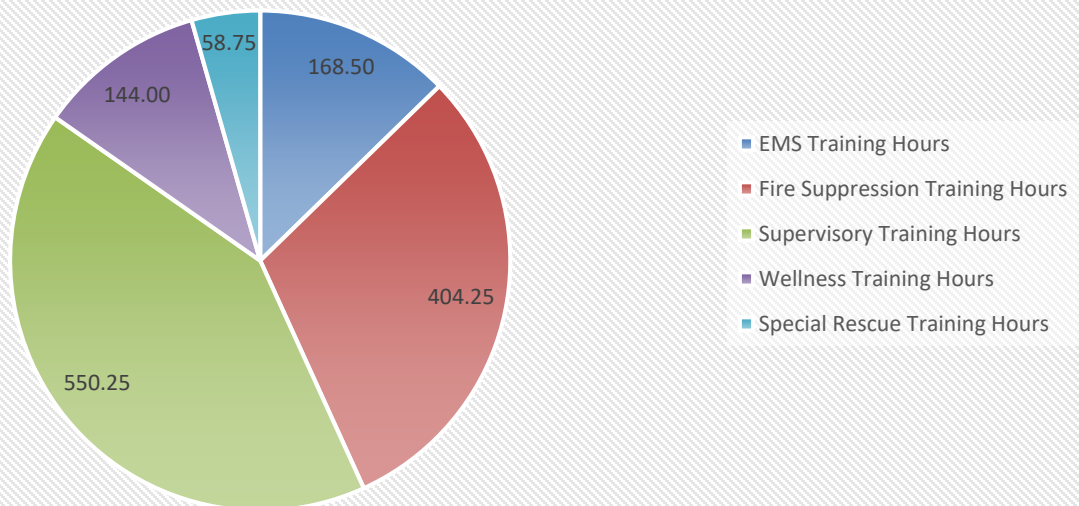
IDOL Drivers Training - Members completed annual IDOL drivers training.

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 basis crews review department equipment and ensure they can operate is properly and effectively.

Probationary Program - Probationary members worked on completing Probationary Program.

Monthly Training Hours - 1,325.75 Total



The following members attended outside training:

Deputy Chief Kelly, Deputy Chief Christopherson & Fire Prevention Specialist Kleinheinz attended the 8-hour LCEPC Summit.

Fire Prevention Specialist Kleinheinz attended the 2-day NIFIA Symposium.

FF/PM Hall attended the 6-hour Fire Investigators Strike Force Seminar.



Our LZ Explorers had the opportunity to do a combined training day with the Wauconda Cadet Program.



The Explorers trained on donning proper turnout gear, hose advancement, SCBA confidence maze, experienced the flash over simulator and did search & rescue drills under limited visibility conditions.

A big thank you goes to Wauconda Fire Department Cadet Program for having our Explorer's train with them for the day. Also, a thank you goes to Lieutenant Henriksen, Lieutenant Hohs and FF/PM Dahl for their help coordinating and instructing the day.

Fire Prevention Bureau Division

November begins the holiday season for Fire Prevention. The Bureau attended and the department provided a safety standby for the Deer Park Town Center annual fireworks show. The Bureau are also providing safety messages for our social media pages, since this time of year can present numerous safety problems.

NOVEMBER 2022 ACTIVITIES

- Construction Meetings
 - New Warehouse Meeting – Rose Road
 - Heritage Church Addition
 - Enterprise New Building
 - Rose Road NorthStar Pickle Manufacturing
 - Sanctuary Site Meeting
- Fire
 - St. Matthews - follow-up for a structural fire
 - Mutual Aid to Round Lake Fire Investigation
- School
 - 3- Day Inspectors Symposium Gurnee

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

