



FIRE DEPARTMENT

MONTHLY INFORMATION REPORT

July 2023

HIGHLIGHTING DATA METRICS
TO IDENTIFY OPERATIONAL TRENDS
AND
FACILITATE INFORMED DECISION-MAKING

70 E. MAIN STREET
LAKE ZURICH, IL 60047

Departmental Narrative

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.

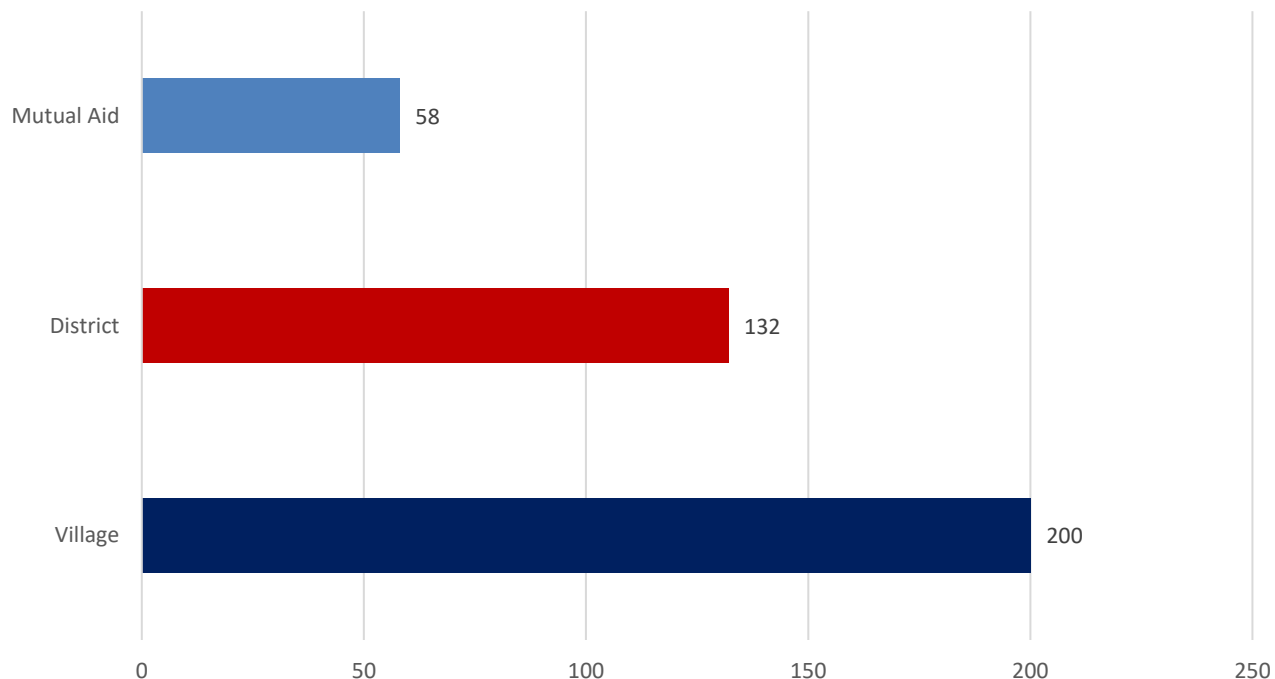
OUR VALUES: Professionalism, Responsibility, Integrity, Dedication, Honor

EXECUTIVE SUMMARY – JULY 2023

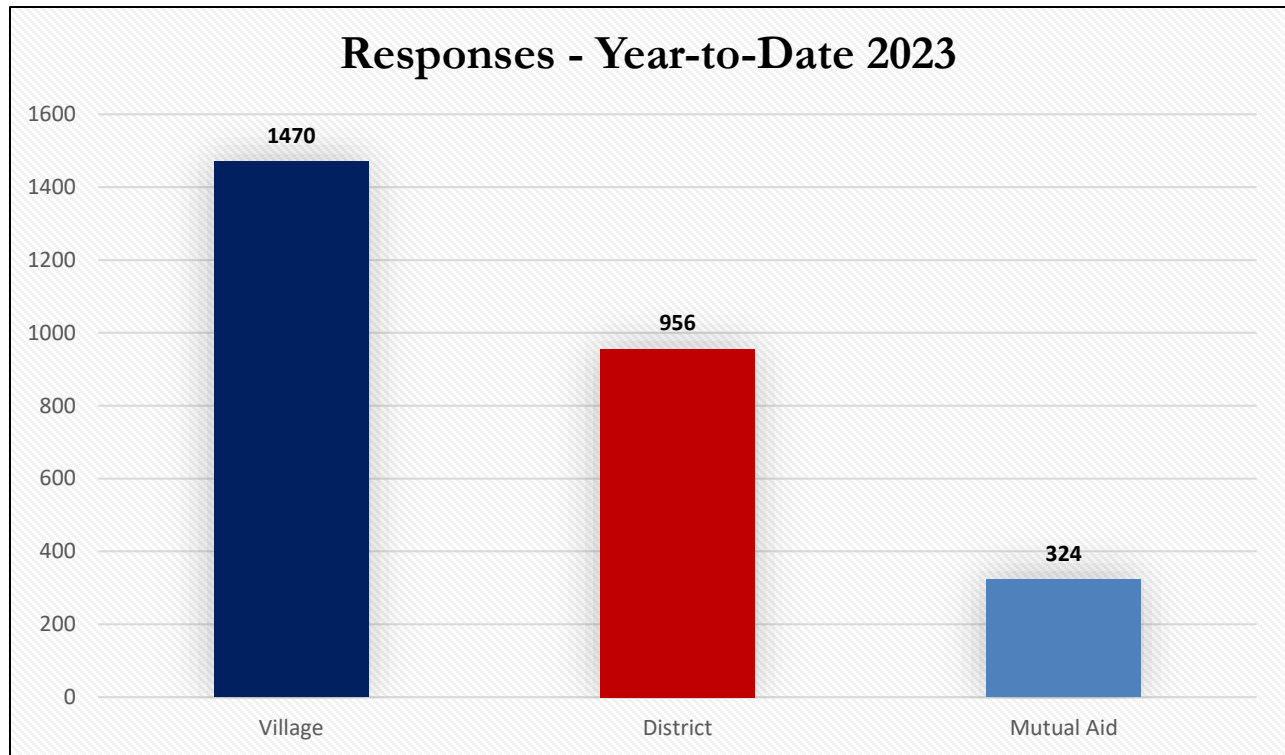
The Lake Zurich Fire Department provides a full range of professional and high-quality services to the Village of Lake Zurich and the Lake Zurich Rural Fire Protection District. We protect approximately 37,000 residents, many local businesses, and visitors across the twenty-five square mile combined service area. The Villages covered in the fire district include Hawthorn Woods, Kildeer, Deer Park, North Barrington, and Lake Barrington.

390 Incidents – July 2023

Responses - July 2023



2,750 Incidents – Year to Date

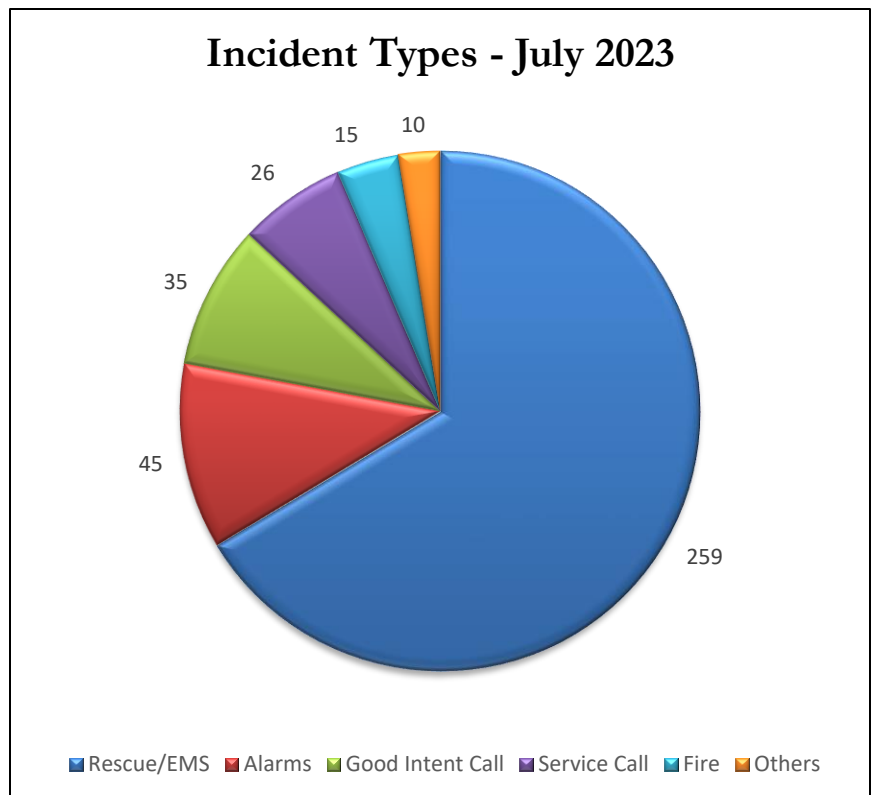


Incident Types

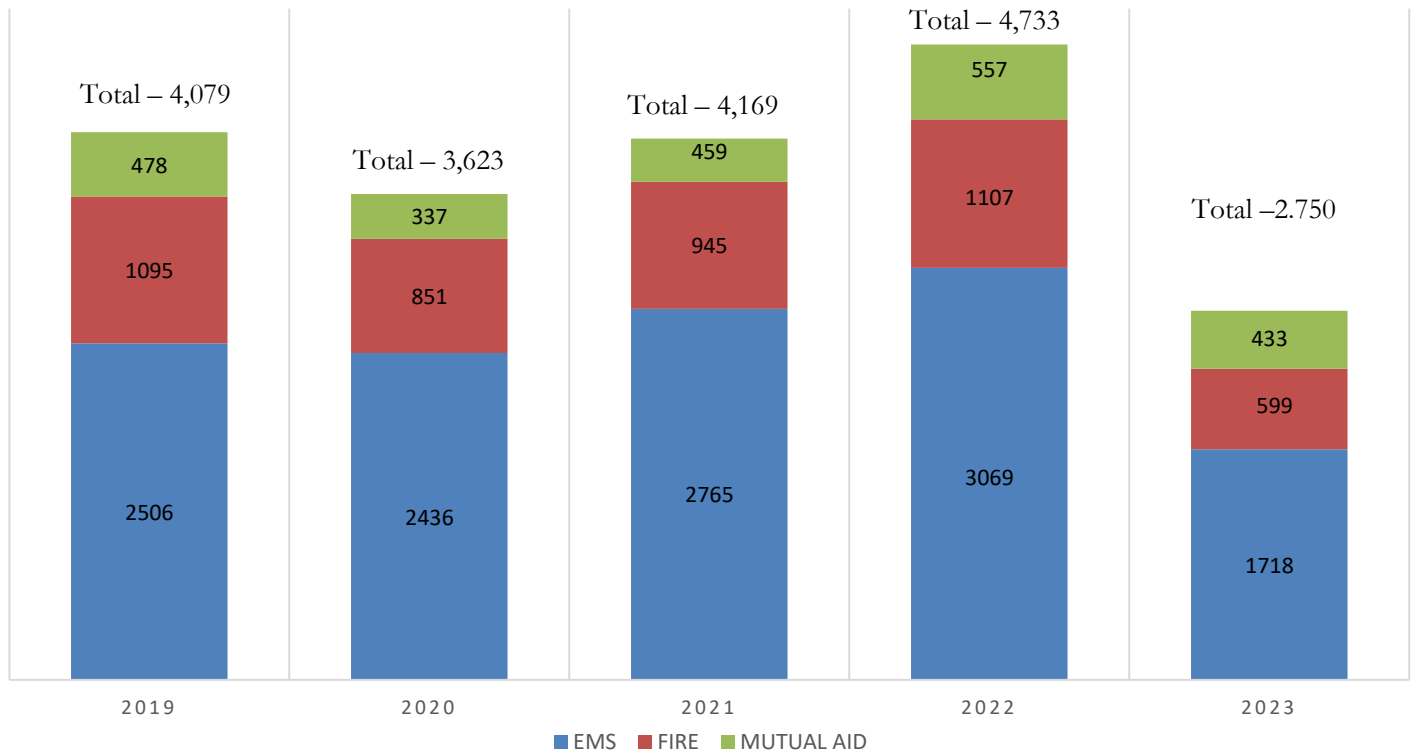
The Department codes all incidents within the National Fire Incident Reporting System (NFIRS).

The codes all relate to the text categories noted in the chart to the right. Rescue and EMS incidents account for the majority of incidents we respond to.

In July, **259** incidents were Rescue and EMS incidents.



EMS/FIRE/MUTUAL AID YEAR-TO-DATE



Fire Incidents (Year-to-Date)

WORKING FIRES

Total Count for 2023

48

INCIDENTS WITH PROPERTY VALUE CHANGE

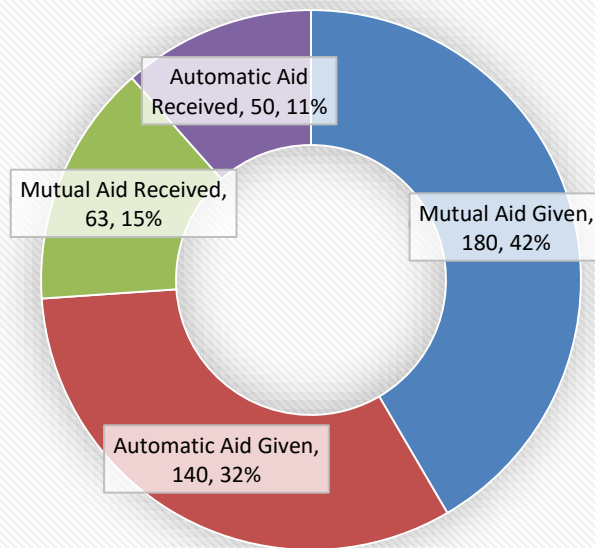
Count of Incidents with Property Loss – 2023

19

Percent of Property Value Saved

92.76%

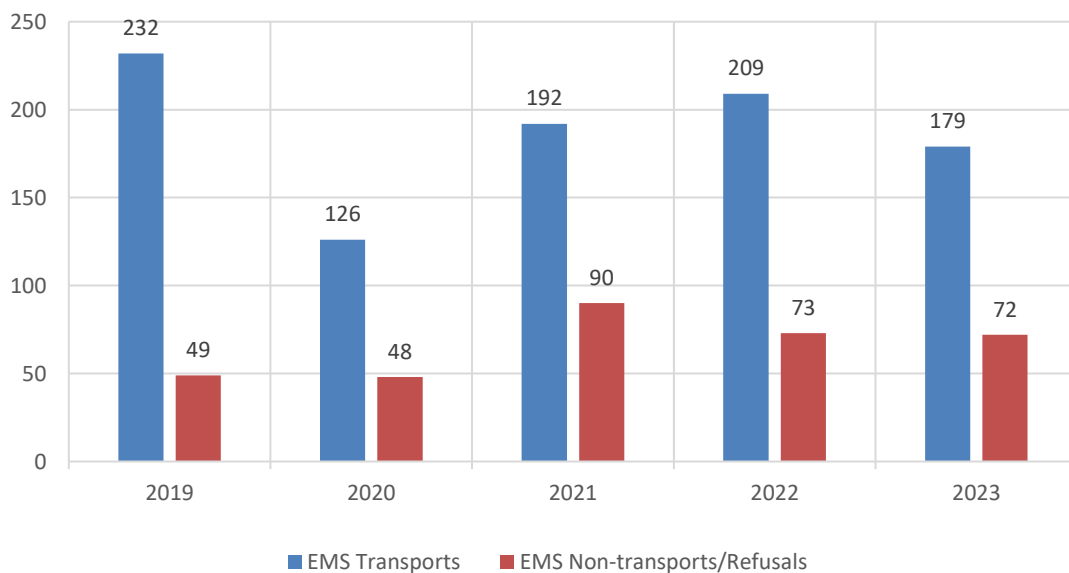
Mutual Aid - July 2023



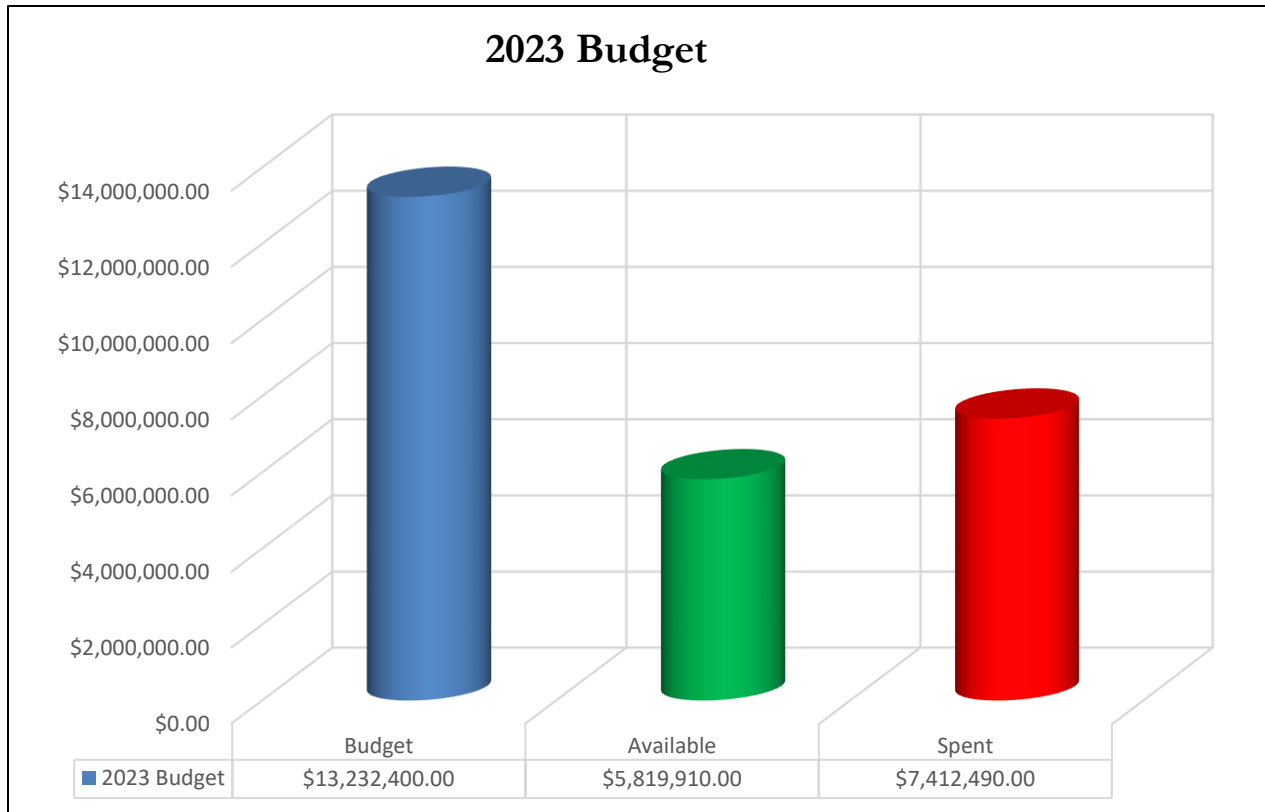
EMS Incidents

The chart shown below reflects EMS Transports vs. Non-Transports/Refusals. It's important to note that not every EMS call will result in a transport to the hospital. However, as you'll see from the data, transports always outpace Non-Transports/Refusals. This chart below compares the month of July across 5 years.

EMS Transports vs Non-Transports/Refusals Monthly Comparison



ADMINISTRATION DIVISION



Chief Pilgard,

Please thank the Lieutenant (Acting Lt. Ryan Bene) and the two firefighter/paramedics (FF/PMs Jon Corral and Mike Hautzinger) that treated me last Friday. I was hit on the head by a foul ball at the Bear-Claw Baseball Tournament. The men arrived quickly, determined what happen and treated me professionally. They provided total patient care for my head injury.

They also let my wife and family know what was occurring and calmed them down during their treatment. This is an example of great customer service.

These men help make your department great!

Super job!

Rick Anderson

July 2, 2023

Lake Zurich Fire Department
Att: Fire Commander
321 Buesching Rd.
Lake Zurich, IL 60047

M. Katrina Fey
21840 W. Lake Cook Road Unit 3217
Deer Park, IL 60010

Dear Chief:

This is an abbreviated copy of a letter sent to Justin Brooks, of your department. I am sending it to you because I am requesting this crew of young men be recognized for the outstanding professionalism, skills, and caring they showed when tending to my emergency. They are a very deserving crew.

I write to let you know that you and your crew are phenomenal. You have no idea how appreciative I am of the manner in which you assisted me in my time of need on Monday, June 26, 2023 at approximately 9:30 AM. I was having an extreme exacerbation-not my first, but the second since I moved to the area in March. I could not breath after I had gone to breakfast, to the front desk and back upstairs. I knew I needed the ambulance. Having been a AGSH in May, I knew I needed the hospital but just could not drive.

Within minutes the crew was here. I was pretty panicked when you arrived. You introduced yourself and crew. You kept doing your job but also, kept talking WITH me, not at me. You told me how you knew me-through my son Nathan that you were friends with in high school and still are. You asked about family, relayed stories, kept working, and just worked to ease my panic. What I found so profound was you, and the crew, were taking into account my state of mind. You worked with me, not against me. Something not every EMT understands.

Once in in the ambulance, you instructed the crew to take the back roads; both for ease of transport and to avoid traffic as you explained to me. This was as essential as it is directly intertwined with the overall care.

At the hospital, you made sure I was settled in, came and checked on me before you left and said good bye and good luck. Such a thoughtful gesture. You, and the crew, are shining example of how an EMT squad should function. You all deserve special recognition. As such, I intend to write the Director of the Lake Zurich Fire/EMT Department and recommend all of you for commendation. I am eternally grateful to each of you.

With sincere appreciation and gratitude,


M. Katrina Fey

Community Relations / Public Education

Community focus is an important aspect of the Department. This includes risk reduction through public education. Examples include but are not limited to; school & daycare visits and station tours where fire safety and a safety message, such as stop, drop, and roll is covered. We also monitor fire and severe weather drills in schools as well as teach exit drills to middle school students. The Department also provides CPR and First-Aid training.

In July, Lake Zurich Fire participated in public education events including Station Tours, Block Parties (*Pictured right*), CPR classes, and Fire Drills.



STATIONS & STAFFING | OFFICER FIREFIGHTER/PARAMEDIC

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

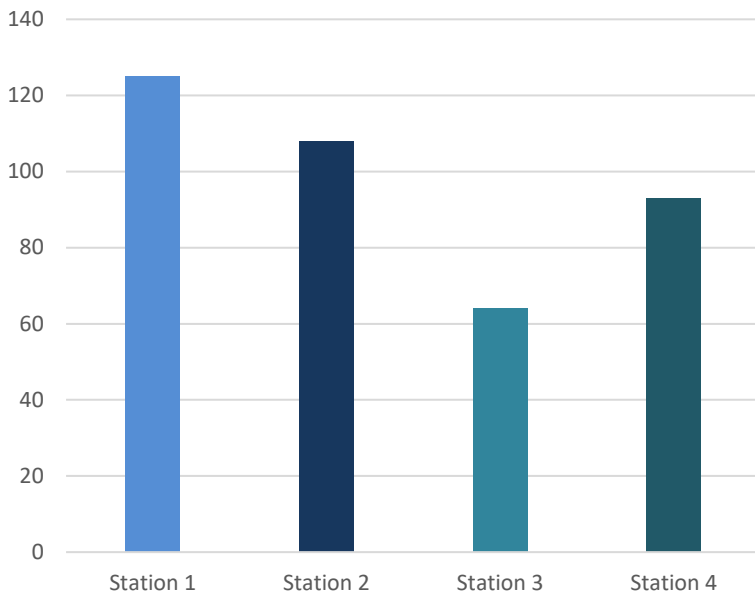
APPARATUS & STAFFING

ENGINE 324
AMBULANCE 324

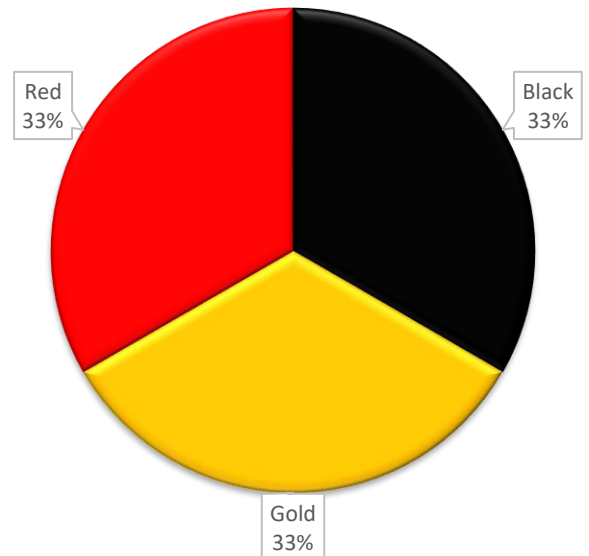


OPERATIONS DIVISION

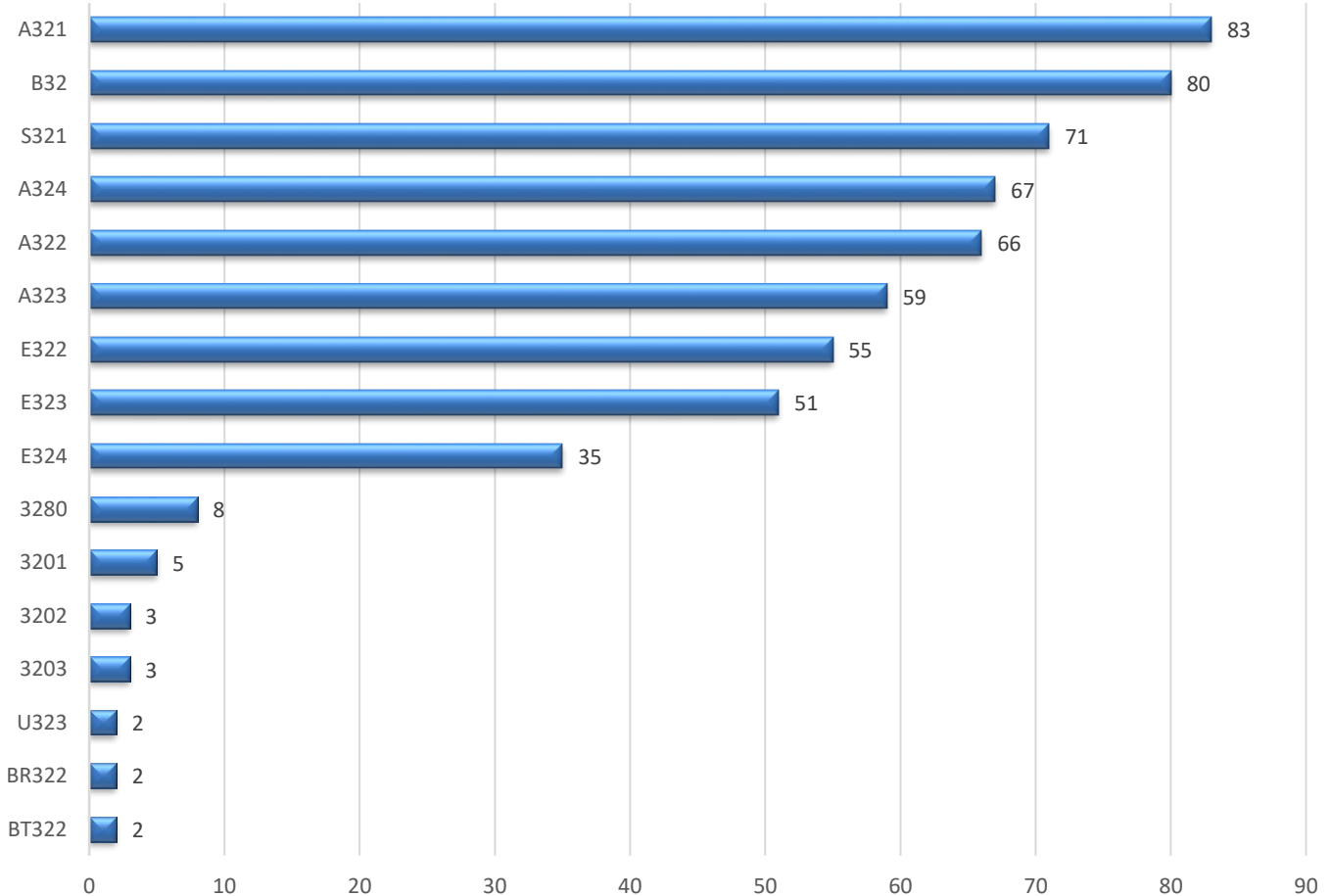
Incident Count by Station



Incident Count by Shift



Incident Count by Unit

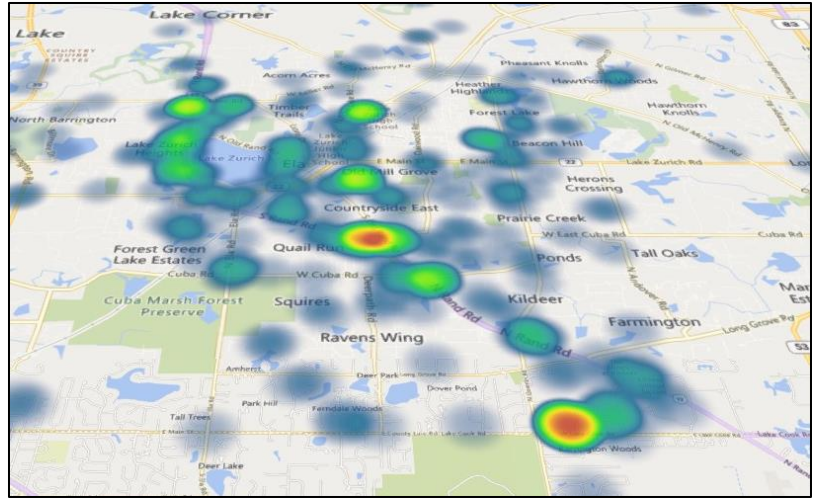


Response Locations

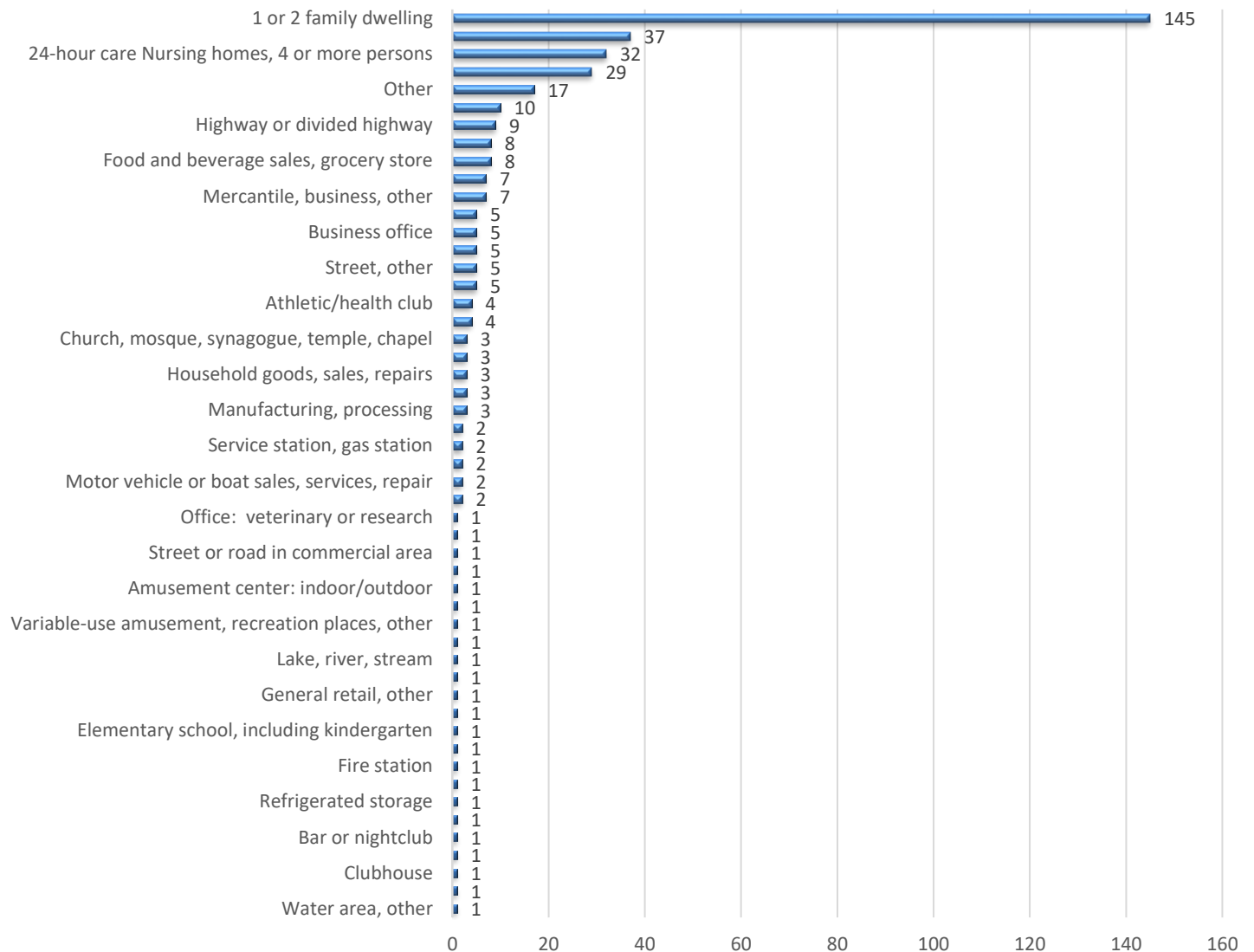
The graphic to the right is a visual representation of call distribution for July.

As visually displayed, the assisted living/memory care facilities are a large portion of our department calls and are consistently within the top locations responded to each month.

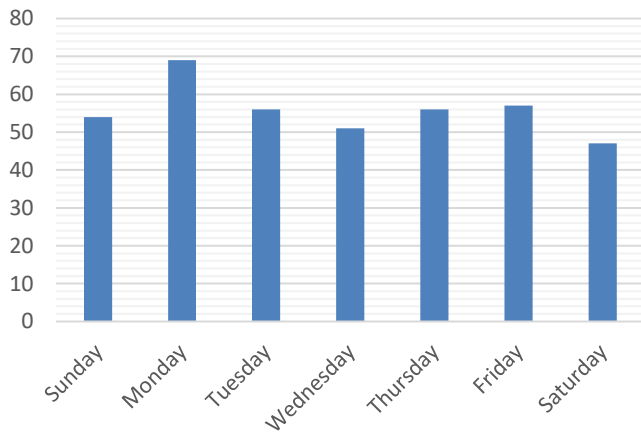
We frequently respond to doctor offices, health clinics, and automobile accidents near the Route 12 corridor.



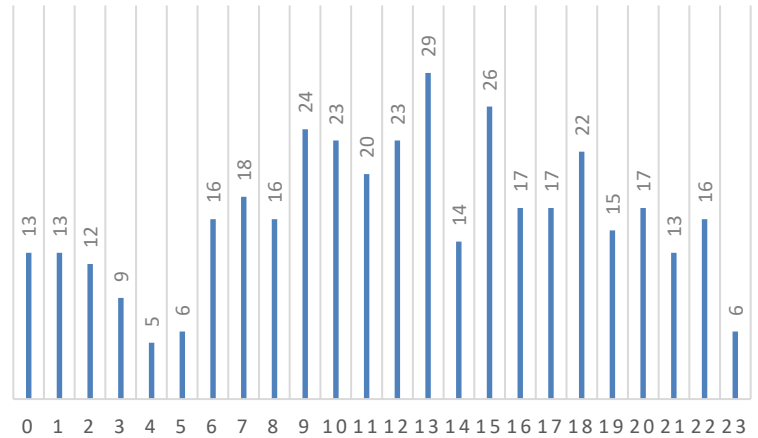
Incidents by Property Type - July 2023



DAY OF WEEK BREAKDOWN



HOURLY BREAKDOWN OF INCIDENTS



Response Times

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 shows the average times for all incidents including EMS, Fire, and Mutual Aid in July 2023.

Dispatch Time	Turnout Time
Average Dispatch Time 1 MINUTE, 13 SECONDS	Average Turnout Time 1 MINUTE, 3 SECONDS
Travel Time	Response Time
Average Travel Time 4 MINUTES, 32 SECONDS	Average Response Time 5 MINUTES, 34 SECONDS

TRAINING DIVISION

Fire Training:

- Acquired Structure – Working Fire Scenarios
- Making the Stretch – Hose Line Advancement Drills
- Searching for the Fire Victim – Residential operations
- Nozzleman Tactical Advancement and Operations
- Vertical Ventilation – Supporting Interior Firefighting
- Auto Aid Department Training at the Acquired Structure
- Rope Operations
- Support Functions of a Water Rescue/Recovery
- Dry Hydrant Testing
- 2 weeks of New Hire Fire Academy
 - (FF/PM Justin Kenyon & FF/PM Joe Bartmann pictured above)
- Extrication
- Engineering – Department has 6 new Fire Apparatus Engineers in training
- Wildland Fire training
- New Hire Live Fire Evolutions (*Pictured below*)



EMS Training:

- Northwest Community Healthcare Continued Education - Stroke
- New IDPH System directives
- Ballistic Vest Donning & Doffing

Special Rescue Training:

- Haul Systems – Skills Evaluations Rope Rescue Operations
- Operations Supporting the Dive Rescue
- Dive Rescue – Under Water Search and Recovery

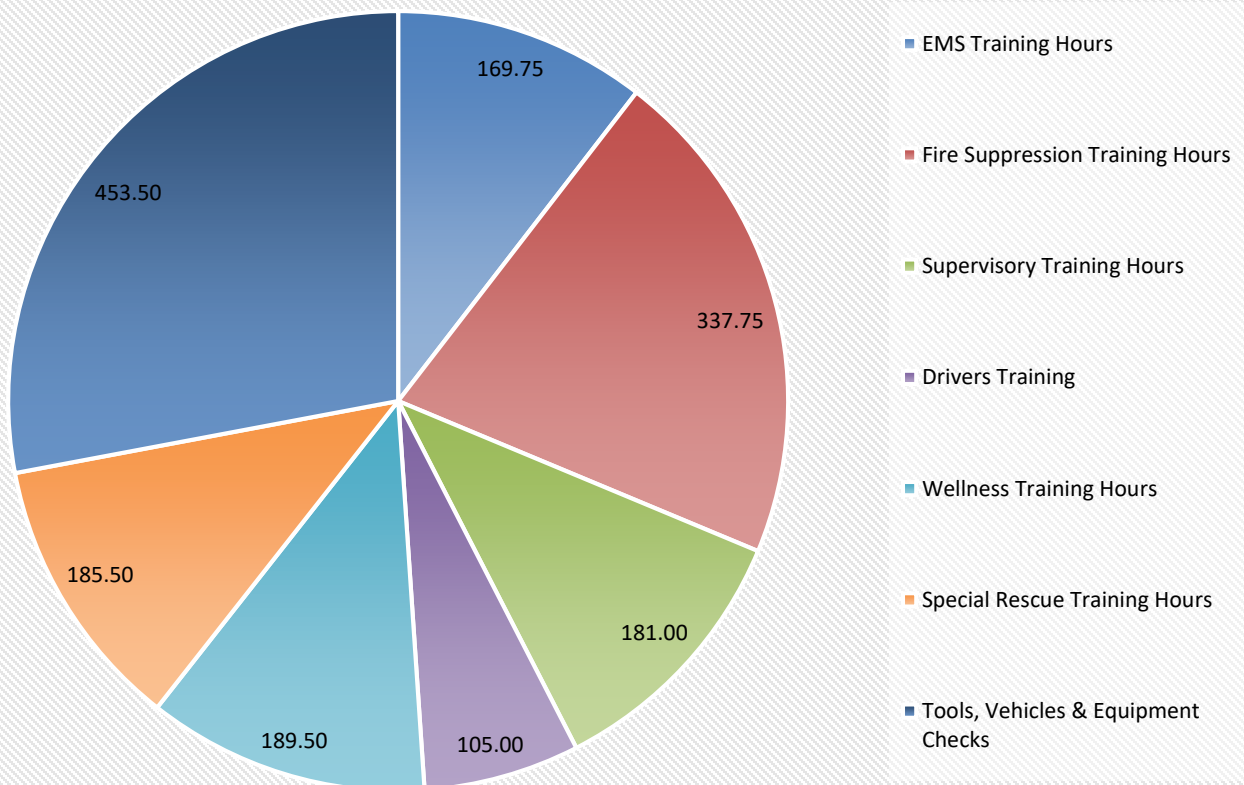
Health & Safety Training:

- Firefighter Functional Fitness

Administration Training:

- Sexual Harassment – Quarterly Bulletin
- Officer Development

Monthly Training Hours - 1,622.00 Total



FIRE PREVENTION BUREAU



The Lake Zurich Fire Department and Fire Prevention Bureau took part in three fireworks shows which included July 2 at Hawthorn Woods County Club, July 3 at the Village of Hawthorn Woods, and July 4 at Lake Zurich. The Fire Prevention Bureau logged more than 30 hours of extra time working on these three events.

On July 17, Fire Prevention Specialist Bob Kleinheinz retired as head of the Fire Prevention Bureau. (Pictured left). Thank you Bob for your years of service and everything you did for the Village of Lake Zurich and the Lake Zurich Rural Fire Protection District.

Mike DaValle of Wauconda Fire Department is helping the Bureau out until a permanent replacement is hired to fill that spot.

Fire Prevention Activities Year-To-Date - 2023

