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# 2016 YEAR IN REVIEW: REPORT AT A GLANCE

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The Lake Zurich Fire Department  
321 S. Buesching Road  
Lake Zurich, IL 60047

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Fire Chief John Malcolm

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Phone: 847-540-5070 | Fax: 847-438-2630 | [www.lakezurich.org](http://www.lakezurich.org)



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## EXECUTIVE SUMMARY

The Lake Zurich Fire Rescue 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. These services include, but are not limited to; disaster management, fire suppression, emergency medical care and transport, specialized response teams, fire prevention, code enforcement, and public education. 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, and North Barrington.

The Lake Zurich Fire Rescue Department is comprised of 51 Firefighter/Paramedics on three twenty-four hour shifts, including three Shift Commanders. The fire administration is made up of the Fire Chief, Deputy Fire Chief, two Division Chiefs, part-time EMS Coordinator, Office Manager, and a Fire Prevention Bureau which includes the Deputy Fire Marshal, Fire Prevention Specialist, part-time Fire Inspector and part-time Office Clerk, for a total of 61 employees.

“The best paramedics. I would hope for them in any emergency.” -2016 Survey Card

The men and women of the Lake Zurich Fire Department provide a comprehensive array of services around the clock for the communities we serve. Our focus is on protecting your health and safety. The department is committed to providing the highest level of professional medical care through monthly hospital based EMS and in-house training. This training includes a broad-based curriculum that meets not only our system criteria but also meets the national standards. Our department has a commitment to act as a patient advocate and go above and beyond whenever possible with the best interest of accommodating patient needs.



## 2016 ACCOMPLISHMENTS/HIGHLIGHTS

During the year 2016, the Lake Zurich Fire Department had countless accomplishments in every division including Administration, Operations/Training, Fire Prevention, Emergency Medical Services and the Professional Firefighters of Lake Zurich-Local 3191. Training and education hours have improved significantly from previous years as well as an increased involvement in the Lake Zurich and District communities. Most of all, there is an overwhelming pride to be a member of the Lake Zurich Fire Department.

### COMMUNITY INVOLVEMENT

Community involvement and public education events were at an all-time high in 2016. Being involved and a part of the communities in which we serve is one of the most important aspects of the department.



Members of LZFD raised funds and sponsored a family for **Operation North Pole**. Operation North Pole (ONP) is a volunteer-based public charity. ONP works with Chicago's major children's hospitals, providing a day of fun and fantasy for families who have a child battling a life-threatening illness by hosting a fantasy trip to the North Pole. Members of LZFD volunteered their time to be a part of the day.

Another highlight of 2016 was raising funds and being a part of the **Purple Plunge**. The Purple Plunge is a local non-profit cancer charity dedicated to making an impact in the community by plunging into icy cold Lake Zurich. Purple Plunge's purpose is to raise awareness, provide aid, and support to cancer survivors, their families, and caregivers on a local and global level.



## Fire Station Visits

Throughout the year, the department welcomes frequent visitors to its stations. From classroom visits to Cub Scout tours to residents with gratitude for the service they received as well as members of the community who simply want to meet firefighters and tour their local fire station.



## OPEN HOUSE 2016

Each year, the department welcomes the public to attend its Open House. The 2016 Open House on October 9, 2016, was a huge success. It was a day full of fire safety & emergency preparedness programs, fire extinguisher training, special team demonstrations and a fire sprinkler display while kids enjoyed sliding down a fire pole and riding in a fire truck.



## ADMINISTRATIVE DIVISION

- Two new record management systems were implemented in 2016: Fire Manager and Firehouse. Both have improved communication and streamlined processes including scheduling, payroll, data reporting and inspections for the department.
- Electronic forms including annual and probationary evaluations, overtime requests and approvals, vehicle inspections, fire station safety inspections, hose inspections, ladder inspections, training forms, and turnout gear checks were created and executed.

### 2016 Social Media Highlight

The social media presence of the LZFD increased dramatically in 2016. The Facebook audience went from 1,102 “likes” to 1,944 “likes” in a 12 month period. The department also started a Twitter account and is actively updating the website to include important information for the communities.

A Facebook post in April 2016 showing LZ Firefighters rescuing seven ducklings from a storm sewer reached more than 45,000 people including profiles and news stations from across the world.



- Tactical and administrative SOG's were revised and will continue to be updated.
- Switched to an online uniform ordering system to streamline the uniform ordering process.
- New LZFD patch/logo was created, which resulted in increased pride in the department.
- Added LZFD logos to LZ Mariano's carts to increase community awareness.
- Improved station maintenance at all 4 fire stations including a new generator and kitchen rehab at Station 3, new mattresses to improve sleeping conditions for the firefighters, exterior and interior painting of all the stations, bunkroom/bay floor alert lighting, new LED exterior lighting at Station 1 and more.

## Membership

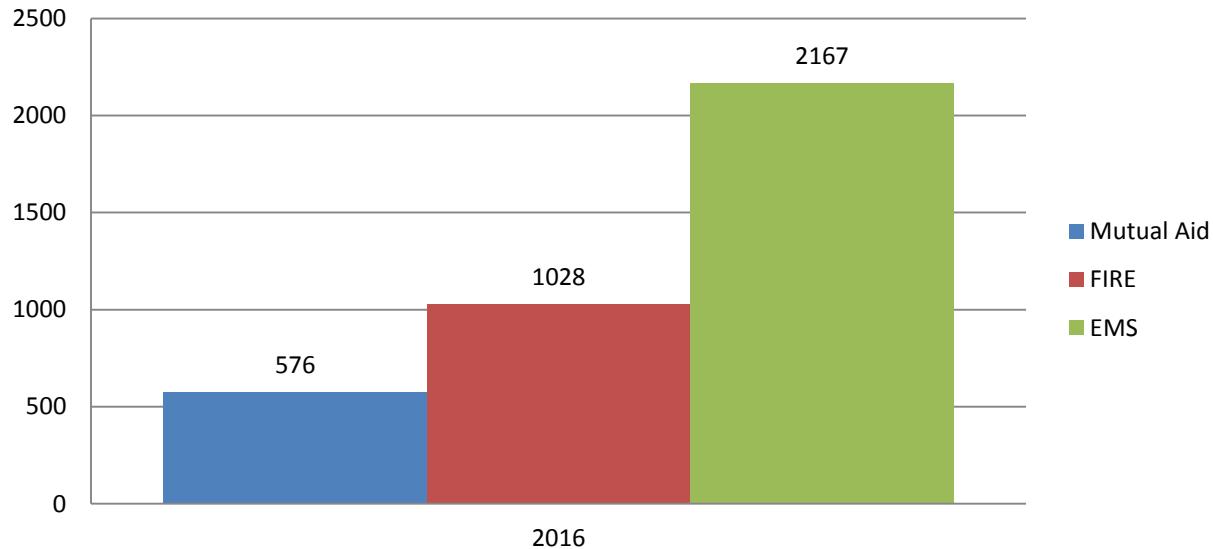


On March 8, 2016, Lake Zurich Fire Department members congratulated Richard Johnson on his promotion to Deputy Chief (*pictured above*) and Jeff Ritchie on his promotion to Lieutenant. (*pictured left*)

The department also welcomed three new members in 2016: Deputy Fire Marshal Tom Hardin, Office Manager Jennifer Sprow and Firefighter/Paramedic Peter Penkava, who took his oath of office on June 26, 2016. (*pictured left*).

## OPERATIONS/TRAINING DIVISIONS

### Fire Rescue Department Call Total



2016 was a busy and productive year for our firefighter/paramedics, with **3,771 total calls**. Response to EMS/Rescue calls rose by 180 in 2016. The department also established a Lieutenant and Captain Promotion Eligibility List – 3-year list and a new firefighter candidate eligibility list – 2-year list. Members focused on furthering their education and investing in their futures. There was a 16% increase in training hours, compared to 2015.

39 department members attended at least 1 outside training class, seminar or conference including IFSI, FDIC, CFO National Staff and Command & NFA as well as 20 members obtained at least 1 new Office of the Illinois State Fire Marshal (OSFM) certification, for a total of 37 new OSFM certifications. 2 members completed their initial dive training and are now County Dive Team members and 2 members became OSFM Proctors.

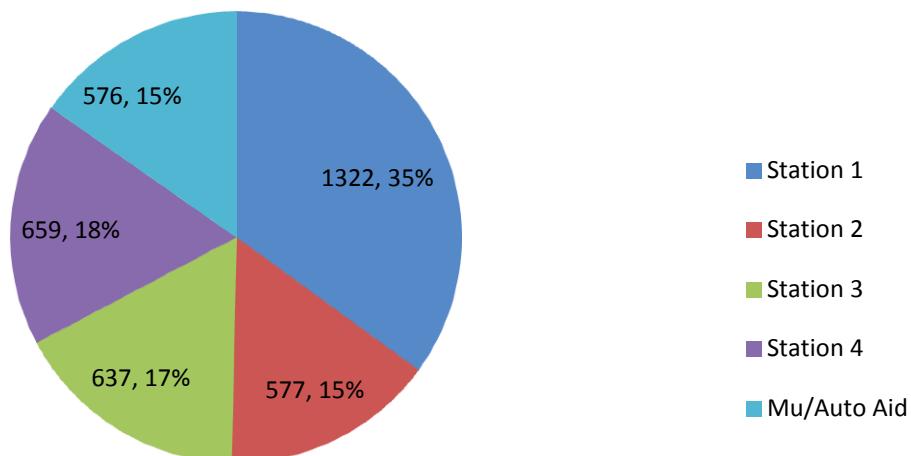
“I've never felt more empowered in the department than I do now.”-LZFD Member



“I am going back to school to prepare for a future leadership role in the department.”

-LZFD Member

## Call Analysis by Origin of Call - 2016 Totals



Station 1 continues to provide the bulk of our response to calls for service. In 2017, we plan to visit our Automatic/Mutual aid agreements to see how we might optimize them to further enhance our ability to provide the high level of service our residents have come to expect. In addition, we will be reviewing our response model to determine if we might be able to further refine the appropriate response of equipment to incidents.

Other accomplishments included:

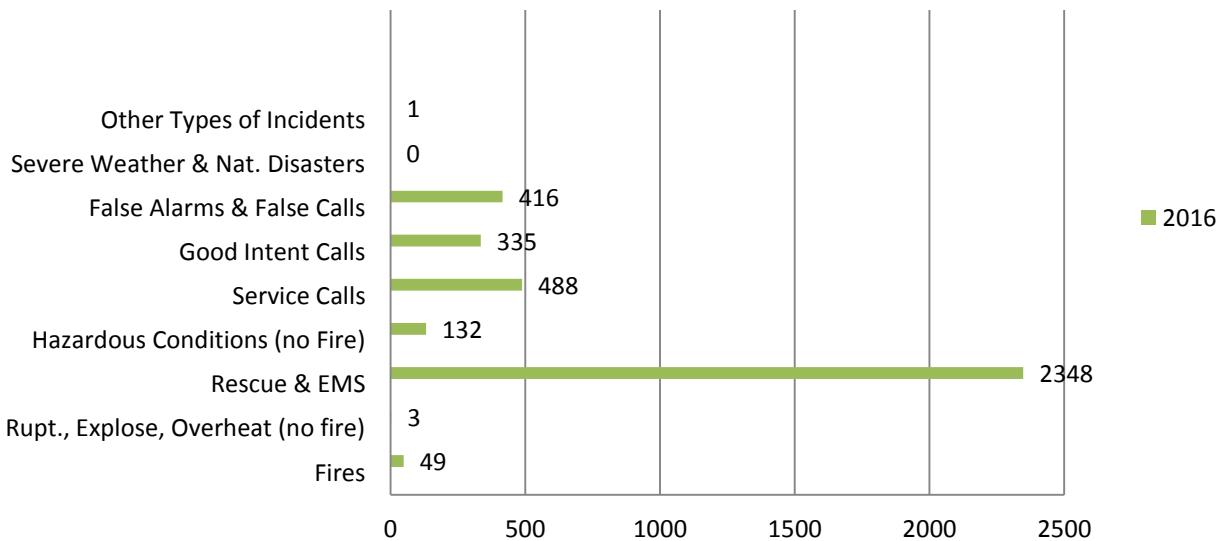
- New Starcom radios placed in service from a \$245,000 AFG Grant received in 2015.
- Added Wauconda Fire Protection District to LZ Dispatch Center which resulted in lower budget amounts.
- Shift personnel completed all Illinois Department of Labor required training and all Insurance Services Office requirements were met.
- Adopted the County apparatus numbering system

New equipment was purchased and placed in service in 2016 including a fire boat, ambulance, extrication equipment (*pictured right*) and a Fire Prevention Bureau truck.



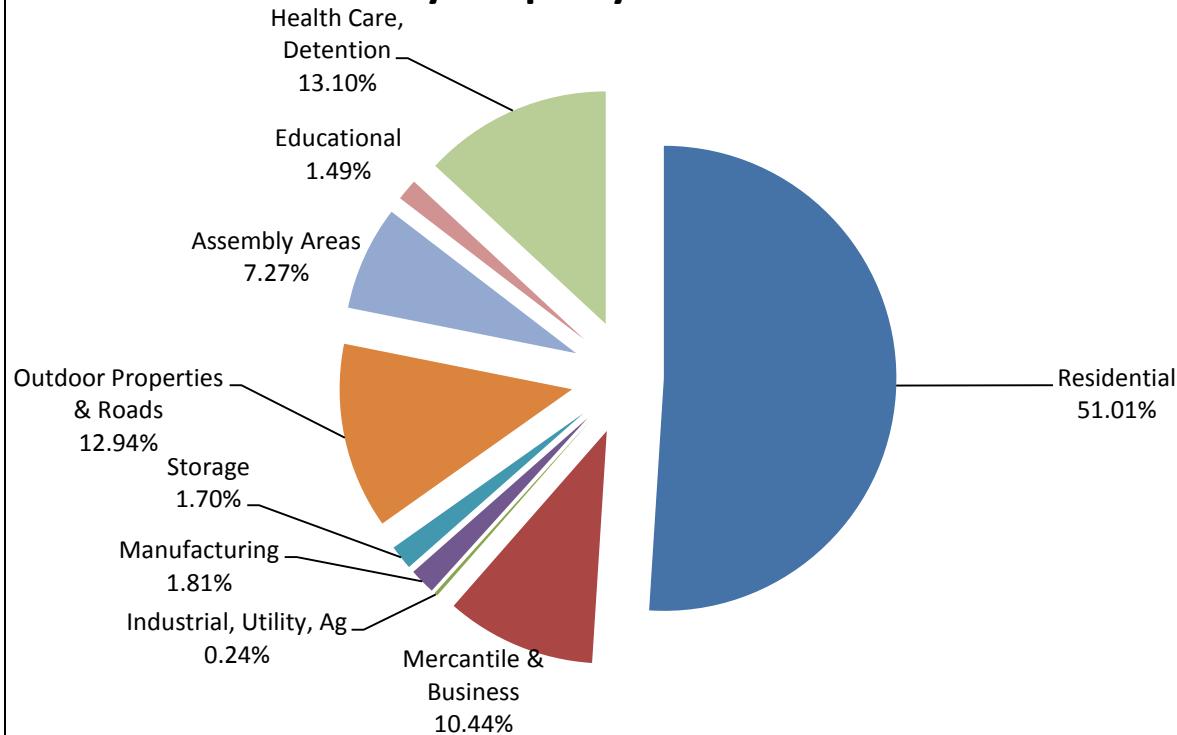
“There aren't enough words to express how great this group comes through for those in need!  
Thank you!”  
-2016 Survey Card

## Fire Rescue Call Categories



Service calls fell significantly in 2016 due to a change in how we handle the receipt and response to trouble alarms. Total reduction of 351 service calls was accomplished due to this change.

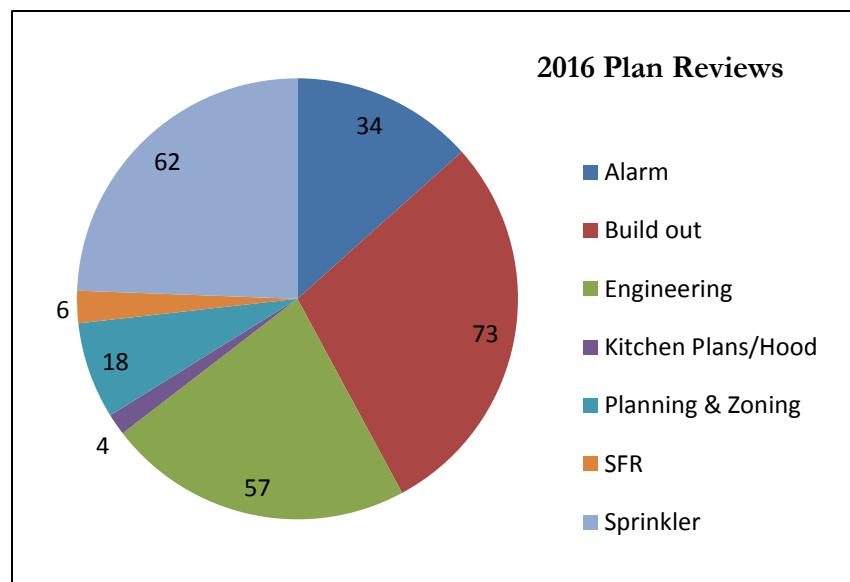
## Calls by Property Use Code - 2016



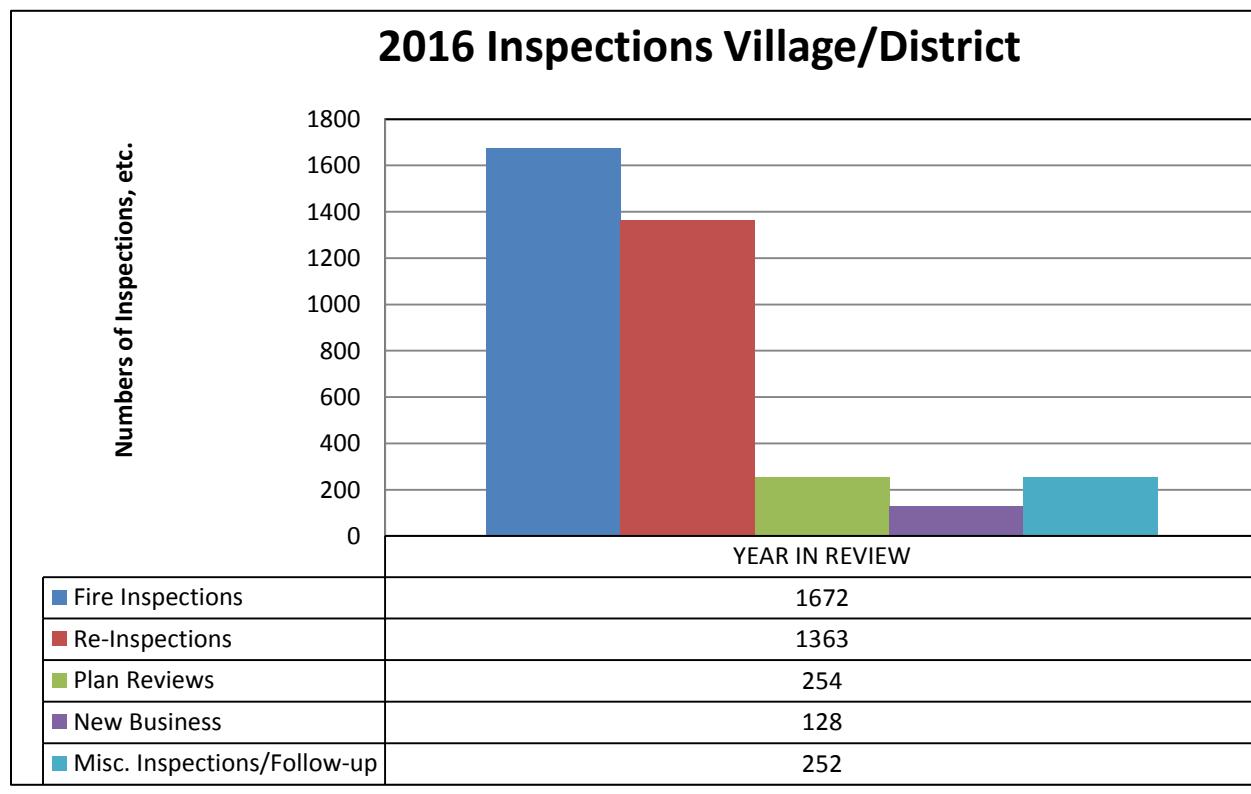
Since the primary response area of the Lake Zurich Fire Department consists of a "Bedroom Community", responses to residential properties continue to make up the majority of our call volume. Health Care/Detention is second and we expect this number to rise as more of these facilities open in the area.

## FIRE PREVENTION BUREAU

In the year 2016, for the first time in department history, all of 1,400 occupancies in the Village and District received an annual fire inspection. Further, the Bureau tracked almost 100 projects that ranged from minor building or system changes to major multi-tenant, multi-use shopping centers, and residential living. Project tracking consists of evaluating minor changes to construction or protection systems to major site clearing, construction, and final finish build-out. Larger projects require pre-construction as well as multiple on-site meetings during the course of the project through the final inspection. Some of these meetings are for the planning and zoning aspects, site development for public safety access, fire protection systems, water system analysis and multiple building and systems acceptance inspections throughout the course of the project. Site inspections consist of rough framing, ceiling, sprinkler system, fire alarm system, hood and HVAC inspections.



Additionally, the Bureau generated \$97,855.00 in revenue in 2016.



## EMERGENCY MEDICAL SERVICES DIVISION

“They were here within minutes. Very helpful”

Survey cards were created and implemented in 2016, which are mailed to every person transported by LZFD. These cards ask what service was provided, whether the responding personnel were courteous, helpful and/or conscientious, and to rate the services by the LZFD from 1-10. It also has a section to include comments and contact information. From May 2016-December 2016, about 200 cards were received, all of which included extremely positive remarks.

“Responding personnel were simply the best. So grateful!”

“They were wonderful. We are lucky to have them.”

“I could not praise them enough. They were kind & caring.”

“First time for me to use their service and I will be forever, extremely grateful.”

“The crew was super reassuring, which I needed as a first time mom. They were calm, positive and explained what was happening very well.”

“Wonderful, calming & caring. Absolutely the epitome of professional service while still being kind & empathetic.”

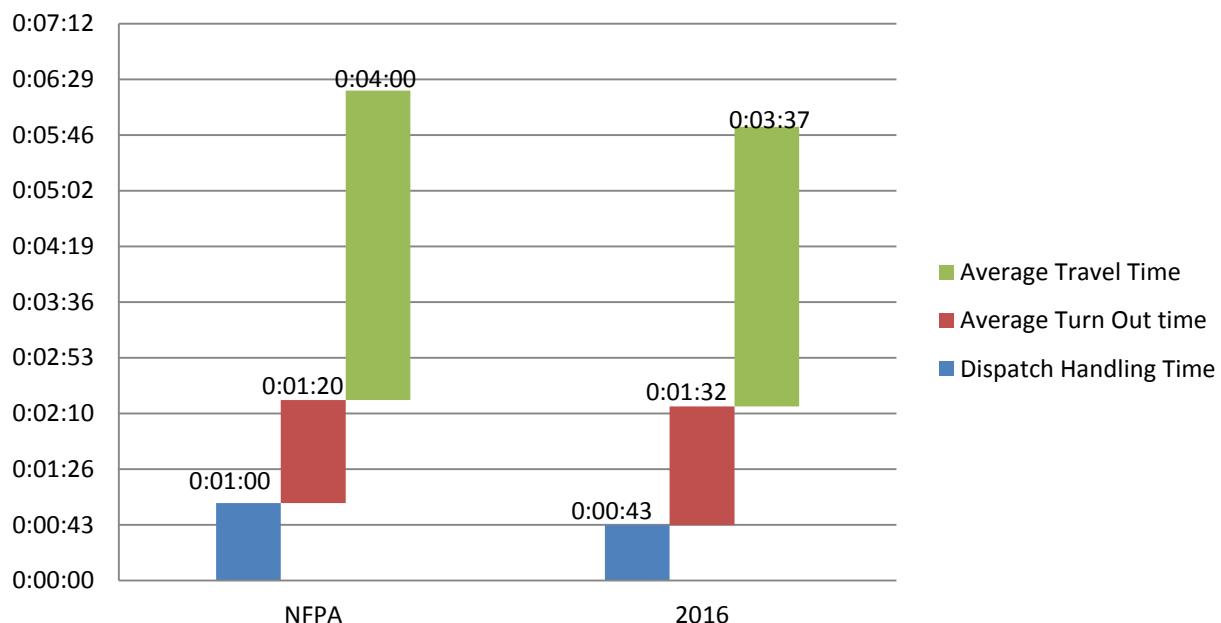
“There are not enough words to express how terrific this department is. We used your services for years. Thank you from the bottom of my heart!”

“Excellent job performance. All crew members were nice, kind & friendly!”

“They were calming and professional in a stressful situation.”

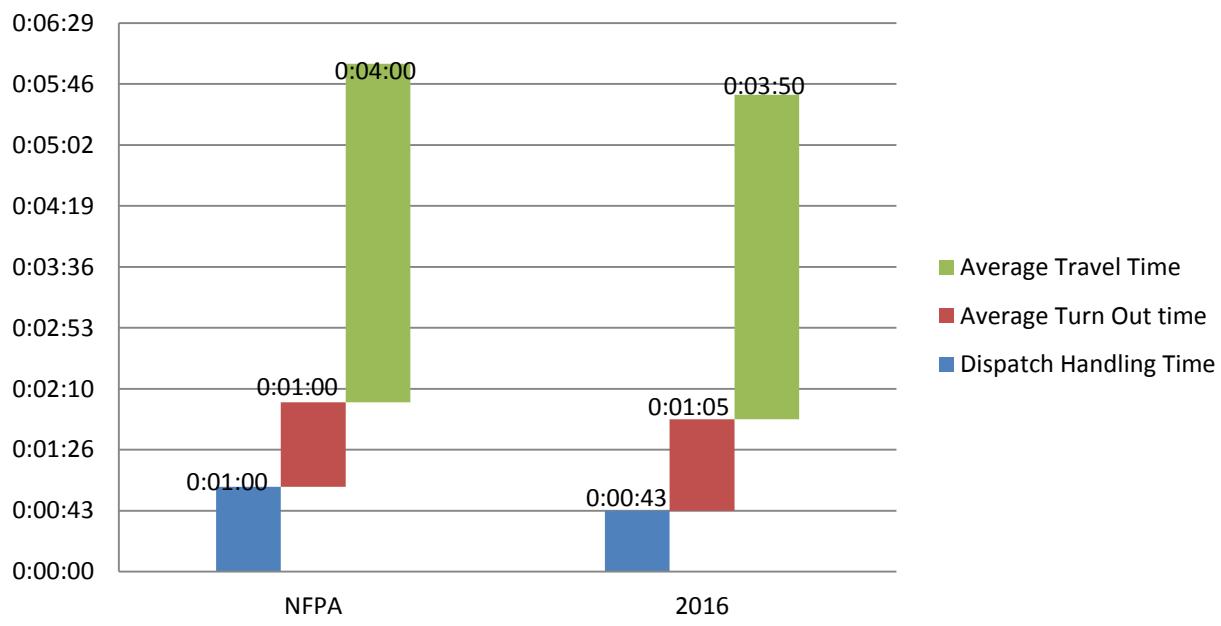


## Average EMERGENT Response Time for Fire



The department continues to make strides improving our response times. Working closely with the 911 center and the Lake County Emergency Telephone Systems Board (ETSB) we are working to improve our alerting capability to further reduce our overall times. In addition, the ETSB is planning upgrades to the Computer Aided Dispatch system (CAD) to improve the response recommendation with calls for service.

## Average EMERGENT Response Time for EMS



“An atmosphere of trust is palpable in the station.”-LZFD Member

## AWARDS

Lake Zurich Fire Department was selected as the recipient of the **Ron W. Lee, M.D. – Excellence in Pediatric Care Award** due to the above and beyond duties and critical decision making of the department during a call involving an accident between a personal vehicle and a critical pediatric transport ambulance.

*Captain David Pilgard, Lieutenant Daren Garcia and Firefighter/Paramedics Eric Ryan and Steve Norman were dispatched to the accident on February 4, 2016. Inside the pediatric ambulance was a ventilator-dependent 6-year-old child on her way to an appointment at a hospital in Chicago. Due to the accident, the ambulance could not finish its transport. The crew had two options, to call for a replacement ambulance or transport the child to the nearest hospital. However, they did not feel either one was the right choice since she would miss her necessary appointment either way. The crew decided to continue the transport to Chicago themselves.*



*“[Calling LZFD] was the best decision I have ever made. The men that arrived were fabulous, professional, considerate and kind, and in the end saved me from further injury...These folks were right on top of it and off to the hospital I went. They performed their duties in an exceptionally professional manner. The entire Department is, in my opinion, run in an efficient and organized manner. Kudos to the entire Department.”-LZFD Facebook Review*

Lieutenant Daren Garcia and Firefighter/Paramedic Eric Ryan also received the 2016 **“A Cut Above Award”** for Emergency Medical Services from Northwest Medicine, Lake Forest Hospital

## 2017 GOALS

- Purchase new engine and place in service
- Create a Strategic Plan for the department
- Review current response model & determine if changes can be made
- Update Policies and Procedures
- Complete a Community Risk Assessment and update Emergency Operation Plan
- Review & update the contract between the Village & District
- Review Station 1 and Station 4 consolidation

## 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



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## ACKNOWLEDGMENTS

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### MAYOR

Tom Poynton

### VILLAGE BOARD OF TRUSTEES

James Beaudoin

Jeffery Halen

John Shaw

Marc Spacone

Jonathan Sprawka

Greg Weider

### VILLAGE CLERK

Kathleen Johnson

### VILLAGE MANAGER

Ray Keller

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## Lake Zurich Rural Fire Protection District

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Founded April 28, 1939

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### PRESIDENT

Matt Menges

### DISTRICT TRUSTEES

Harold Culler

Thomas Johnson

Jim Lang

John Willems

### RECORDING SECRETARY

Marjie Connery



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## VILLAGE OF LAKE ZURICH MISSION STATEMENT

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The mission of the Village of Lake Zurich is to provide our residents and businesses with exceptional quality municipal services. We will achieve this through strategic planning, fiscal responsibility, and transparent, accessible, and responsive municipal leadership and staff. This will result in continually improving quality-of-life and return on investment for all stakeholders in the community.

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## GUIDING PRINCIPLES

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### TRUST & INTEGRITY

Our organization is honest in our actions, open with our communications, and provides fair and dependable public services.

### TEAMWORK

Our organizational team achieves success through a collaborative approach utilizing our dedicated, innovative, and forward-thinking team of professionals to deliver high-quality public services.

### HIGH PERFORMANCE, QUALITY SERVICES

Our organization delivers cost-effective, efficient, and responsive public services evaluated through clearly defined performance measures.

### CARING & RESPECTFUL LEADERSHIP

Our organization provides guidance to our personnel and the community by establishing the people's goals and objectives derived from listening to needs.

### TRANSPARENCY & ACCOUNTABILITY

Our organization is open, accessible, and promotes understanding throughout the community by educating the public about Village operations and services including communicating, on a regular basis, the progress of the strategic plan.

### DEDICATED PROFESSIONALS

In order to sustain itself, our organization must attract, develop, and retain qualified individuals with high ethical standards and a desire to serve the public.