
2017/2018 YEARS IN REVIEW: REPORT AT A GLANCE



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

Fire Chief John Malcolm

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EXECUTIVE SUMMARY

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. 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, North Barrington, and Lake Barrington.

“Last week I had to place a 911 call for my three-year-old. The FF/PM team that responded could not have been more understanding and professional. My daughter is still talking about the paramedic who “put on a pink glove just for me.””



The men and women of the Lake Zurich Fire Department provide an 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 EMS 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.

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

2017/2018 ACCOMPLISHMENTS/HIGHLIGHTS



The Lake Zurich Fire 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 - Administration, Deputy Chief - Operations, Division Chief – Training, part-time EMS Coordinator, Management Assistant, and a Fire Prevention Bureau which includes the Fire Prevention Specialist, part-time Fire Inspector and part-time Office Clerk, for a total of 61 employees.

During the years 2017/2018, 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 continue to rise as well as an increased involvement with the Lake Zurich and District communities. Most of all, there is an overwhelming pride to be a member of the Lake Zurich Fire Department.

Numerous new programs & ideas have continued to increase pride in the department and the fire service, many of which are highlighted in this report. Implemented in 2017, all four engines have American Flags flying on them and during the month of September, memorial flags for September 11, 2001 are flown. *(pictured below)*



PROFESSIONALISM ★ RESPONSIBILITY



INTEGRITY ★ DEDICATION ★ HONOR

Throughout 2017/2018, the pride of being a member of the Lake Zurich Fire Department was at an all-time high. The department's Challenge Coin was redesigned (*photo above*) to include the department's Core Values: Professionalism, Responsibility, Integrity, Dedication & Honor. Each member of the department was given a coin to keep with them to always remember these values. Also, each of the four stations of the Lake Zurich Fire Department designed their own "Station Logo" to show their pride in their specific station (*photos below*). These logos are displayed on walls of each of the stations and in 2019 will be on each kitchen table as well as the department logo.



The department also shows their pride in the communities they serve. Implemented in 2017, a shirt was designed to incorporate the Lake Zurich Fire logo with the local high school's mascot, The Bears, to wear to football games when we have an ambulance stand-by (*pictured right*). During the month of September, the department wears a special designed badge to honor the victims of September 11, 2001. Also, during the month of October, the department wears a shirt with a pink design in support of breast cancer awareness month



"Like Us" on Facebook at @LakeZurichFire
 "Follow Us" on Twitter & Instagram at @LakeZurichFD

COMMUNITY INVOLVEMENT

Community involvement and public education events continues to be extremely important to the Lake Zurich Fire Department. Being involved and a part of the communities in which we serve is one of the most important aspects of being a member of the department.



Each year, members of LZFD raise funds and sponsor 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 in both 2017 (*left*) and 2018 (*below*).

We are extremely active in the local schools and organizations. Some examples of our involvement include participating in school events such as Spirit Days (*below left*), attending fundraisers while providing certificates for fire engine rides to school, teaching students about fire & weather safety and equipment (*below right*), providing station tours, conducting fire drills and so much more.





October is Fire Prevention Month and the department hosts an Open House to invite the public to come out to meet the firefighters and see the fire station, apparatus & equipment. (*pictured above*). Open House includes fire safety & emergency preparedness programs, fire extinguisher training, special team demonstrations and a fire sprinkler display while kids enjoy sliding down a fire pole and riding in a fire truck. Our members also try to attend as many local events as possible to represent the department. Pictured below are members attending & participating in the annual Lake Zurich Area Chamber of Commerce chili cook-off.

During the years 2017 & 2018, our department attended more than **350** **public education** events, which allowed us to impact **over 100,000** people in our communities.



Our doors are always open to the public! From classroom visits to cub scout tours to members of the community who simply want to meet firefighters and tour their local fire station, these interactions with the public gives us the opportunity to teach important safety lessons and put a face to the Lake Zurich Fire Department name. We teach messages such as stop, drop & roll, practice home fire escape plans, the importance of smoke alarms, kitchen & weather safety, never go back inside, the importance of emergency phone numbers and understanding about calling 9-1-1.

ADMINISTRATIVE DIVISION

During the years 2017/2018, the Administrative Division focused on streamlining current processes as well as create and reestablish goals for the future. To assist in streamlining areas of responsibility and authority, the department worked toward a re-structure which included creating a Deputy Chief – Administration as well as a Deputy Chief – Operations effective in January 2019.

- Negotiated the 2017-2020 Collective Bargaining Agreement between the Village and Local 3191.
- In 2018 – completed entry level testing and established a new firefighter eligibility list.
- Partnered with the Lake County Emergency Telephone Systems Board and Rural Fire Protection District to upgrade the station alerting technology at all four (4) stations.
- A new ambulance and engine (*pictured below left*) were placed in full service in 2018. An additional engine order was placed in December 2018 for delivery in 2019.
- Station doors were re-painted and apparatus decals were applied (*pictured below right*) to help the public in better identify the stations.



- Foreign Fire approved the transition cost to move to the Lexipol Online Knowledge Management System policy manual recommended by the village's insurance carrier IRMA and funds for training totaling approximately \$27,000.
- Ambulance transport fees were restructured increasing revenue 22% over financial projections.
- In 2018 - The Village received Class 3 Public Protection Classification (PPC) from the Insurance Services Office (ISO) for fire protection services. Of the 46,000+ departments evaluated nationwide, Lake Zurich scored in the top 7%. Property and casualty insurers use this rating as one component in calculating premium costs for fire insurance policies. Departments are rated on a 1 – 10 scale with a class 1 rating equating to the best and a 10 the worse.
- Updated the Emergency Operations Plan to meet the requirements of the Lake County Emergency Management Agency, and conform with Title 29, Chapter 1, Part 301 of the Illinois Administrative Rules, regulating emergency plans.
- Updated the department personnel photos and mounted them on the walls of the stations.
- New generator and air compressor installed at Station 2.
- Exterior window replacement and painting of Station 1.

Membership

During the years 2017/2018 – the department welcomed & promoted various members, as well as wished members well in retirement and thanked them for their years of dedicated service.

RETIREMENTS



Firefighter/Paramedic Aaron O'Brien
September 20, 2017
15 years of dedicated service *(above left)*

Lieutenant Peter Przybysz
November 10, 2017
24 years of dedicated service *(above right)*

Lieutenant Scott Osel
February 7, 2018
29 years of dedicated service *(left)*

Firefighter/Paramedic Mark Bajor
March 23, 2018
18 years of dedicated service *(below)*



RETIREMENTS



Deputy Chief Rick Johnson – April 13, 2018 – 29 years of dedicated service (above left)

EMS Coordinator Greg Fuchs – May 18, 2018 – 18 years of dedicated service (above right)



Captain David Borst
August 16, 2018
25 years of
dedicated service (left)

Lieutenant Tom Peterson
August 17, 2018
25 years of
dedicated service (right)



PROMOTIONS



(left to right)

David Santoyo
Lieutenant
November 10, 2017

Patrick Rainey
Lieutenant
February 9, 2018

John Kelly
Deputy Chief
April 16, 2018

David Pilgard
Division Chief
April 16, 2018

Joe Christopherson
Captain
April 16, 2018

Benny Yee
Lieutenant
April 16, 2018

Jeff Grant
Captain
August 20, 2018

Keith Hohs
Lieutenant
August 20, 2018

David Reid
Lieutenant
August 20, 2018

NEW HIRES

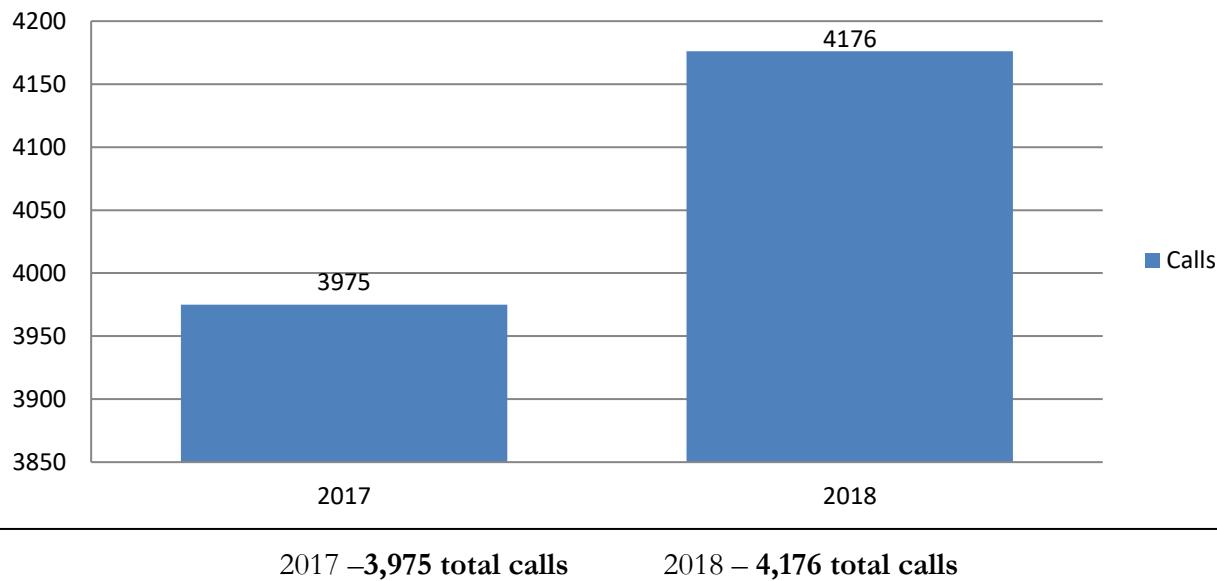
Welcome to the newest members of the Lake Zurich Fire Department!

Jonathan Corral – Firefighter/Paramedic – February 5, 2018
Rudy Perocho – Fire Inspector – March 6, 2018
Brian Stodola – Firefighter/Paramedic – July 9, 2018
Matthew Webb – EMS Coordinator – August 2, 2018
Kevin Glasder – Firefighter/Paramedic – August 20, 2018
Alex Tanner – Firefighter/Paramedic – August 20, 2018



OPERATIONS/TRAINING DIVISIONS

Total Call Volume



2017 – 3,975 total calls

2018 – 4,176 total calls

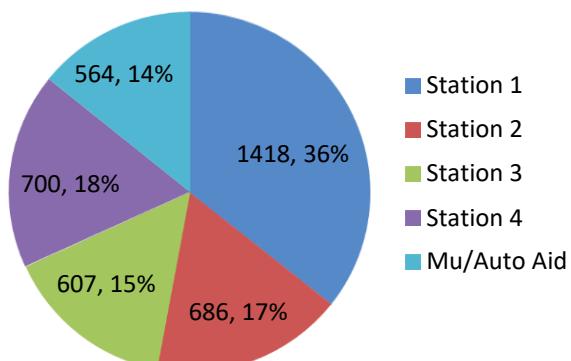
During the years 2017/2018, the Operations and Training Divisions focused on updating our apparatus and equipment while ensuring our personnel are trained to the highest level possible.

- On all engines – we switched polar solvent and hydrocarbon firefighting foam to a more environmentally friendly foam that can also be used in all of the foam systems.
- Replaced two Thermal Imaging Cameras that were at the end of their service life. The new Cameras have technology improvements, the same size screen in a smaller unit and integrated batteries.
- A joint purchase with Foreign Fire was made of two battery powered extrication equipment sets. The battery extrication equipment does not rely on a gas powered hydraulic unit, thus making the equipment more portable. Also, the units are lighter and have the same amount of power as the hydraulic equipment.
- Purchased 5100 feet of Fire Hose to replace damaged, failed or hose at the end of its useful life.
- The Explorer Post completed a recruitment campaign adding seven members to the Explorer post.

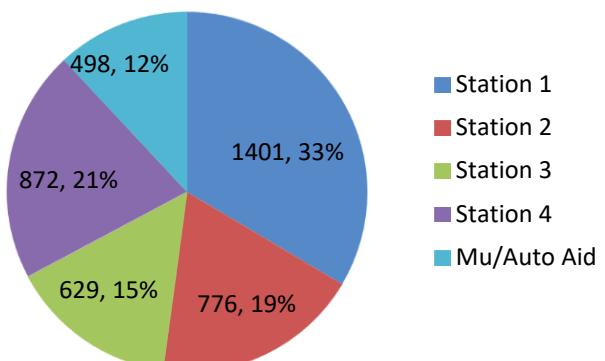


Call Analysis

2017 Totals

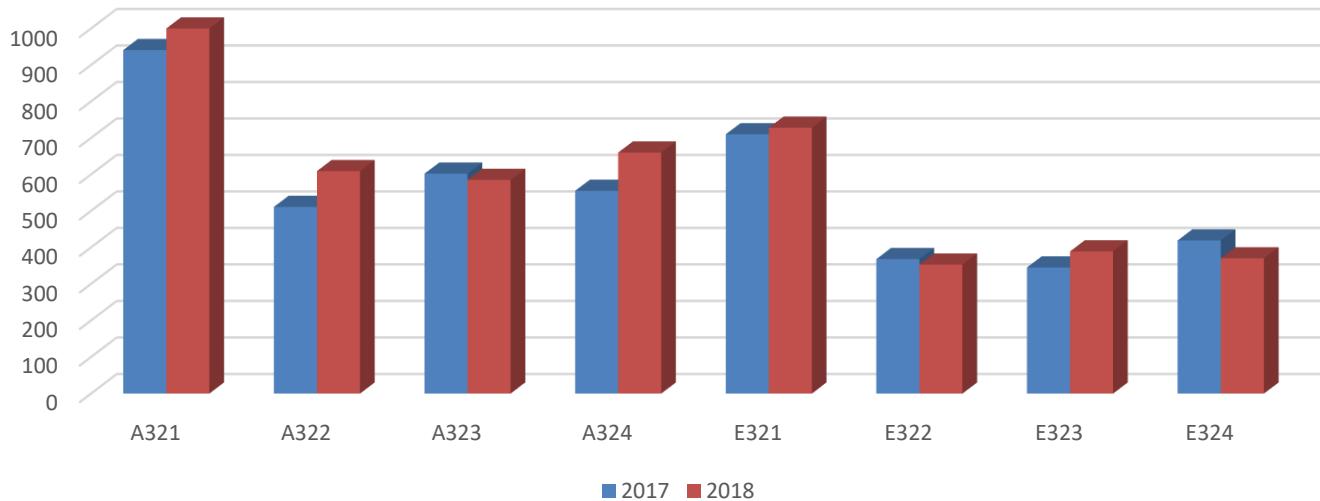


2018 Totals



The service area of the Lake Zurich Fire Department is the Village of Lake Zurich and the Lake Zurich Fire Protection District. The placement of the four fire stations allows the service area to be divided into what is referred to as first response areas. The graphs above represent the percentage of calls by each station along with mutual/auto aid for 2017 & 2018. Station 1 is historically the busiest district. The graph below shows the responses by each unit – ambulances & engines – in 2017 & 2018.

Total Unit Responses by Unit



The Lake Zurich Fire Department responded to a commercial structure fire at the vacant Hackney's restaurant (*picture left*) in the 800 block of Rand Road on September 9, 2018.

Fires in 2017 & 2018

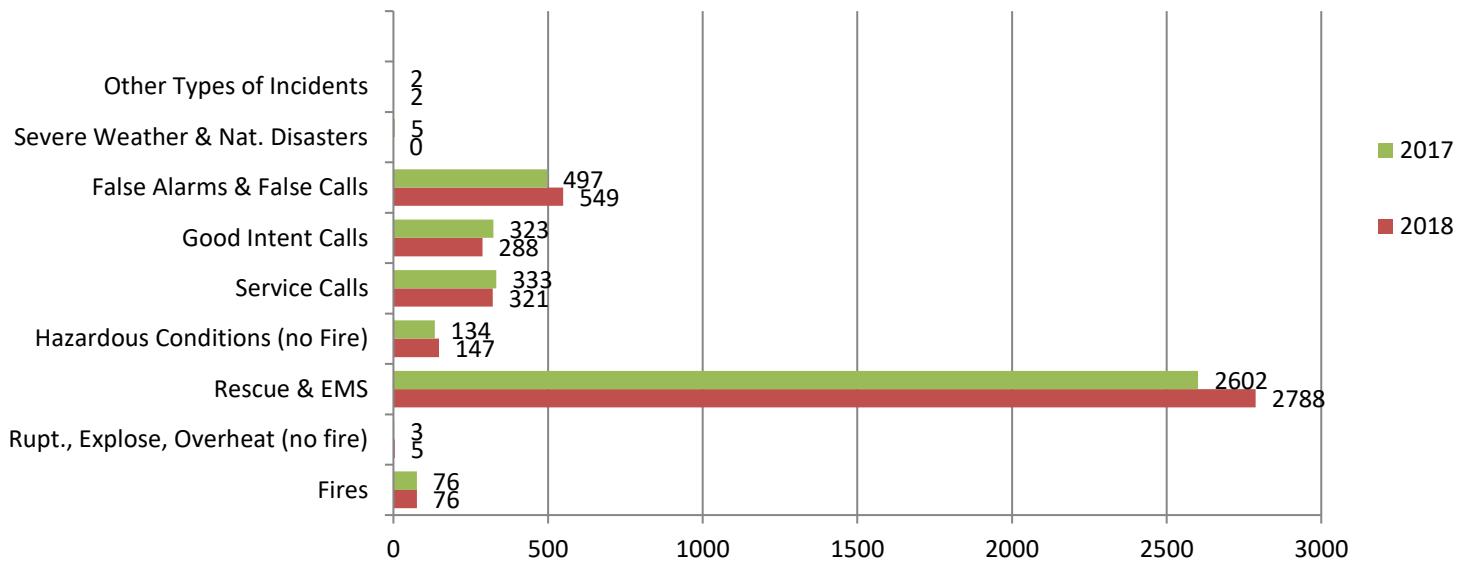
Value	\$23,485,244.00
Save	\$20,676,013.00
Loss	\$2,809,231.00

During 2017 and 2018, Lake Zurich personnel delivered two healthy baby girls!

"Thank you to everyone who came out so rapidly to assist in delivering my baby girl Skylar Aurora (pictured left). I couldn't have done it without you. You all were professional, generous, helpful and friendly. Everything a mom needs while giving birth. Peace and Love to all that helped out."



Fire Rescue Call Categories

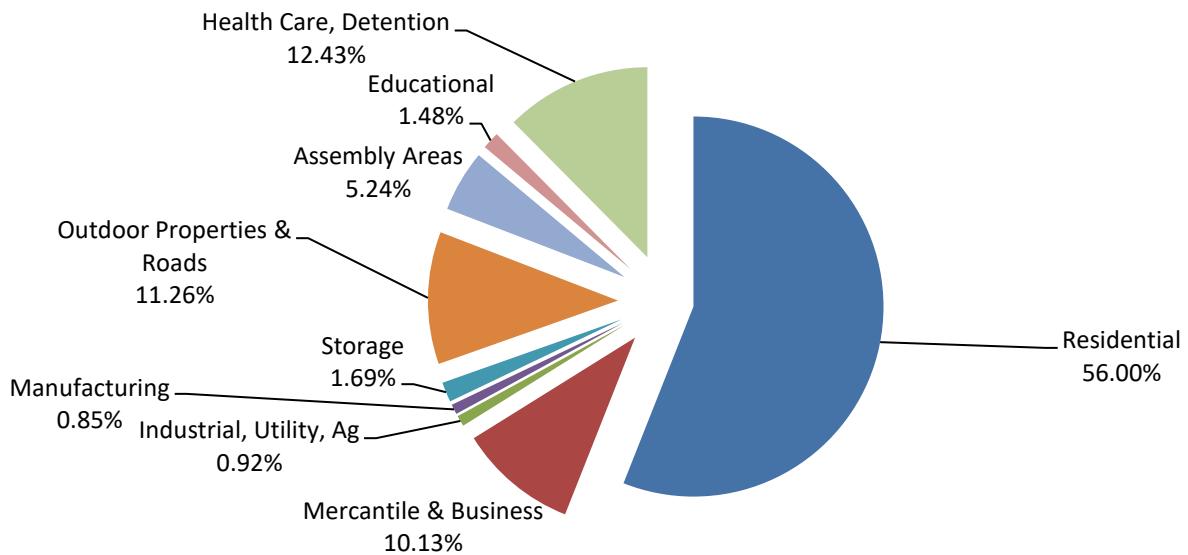


Lake Zurich personnel are not only here to serve our human residents, but many times animals are involved in incidents as well. Pictured left is Firefighter/Paramedic Chris Hedquist helping a dog who got stuck under a deck. We post many animal safety messages to our social media pages as well – such as the importance of coming up with a plan for all members of your family in case of fire or evacuation.

What's in your PET PREPAREDNESS KIT?



Calls by Property Use Code - 2017 & 2018 Combined



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, followed by outdoor properties and mercantile & business.



Lake Zurich personnel train on a variety of possible scenarios in order to be as prepared as possible. Pictured left is a crew during a training of an incident involving a bus.

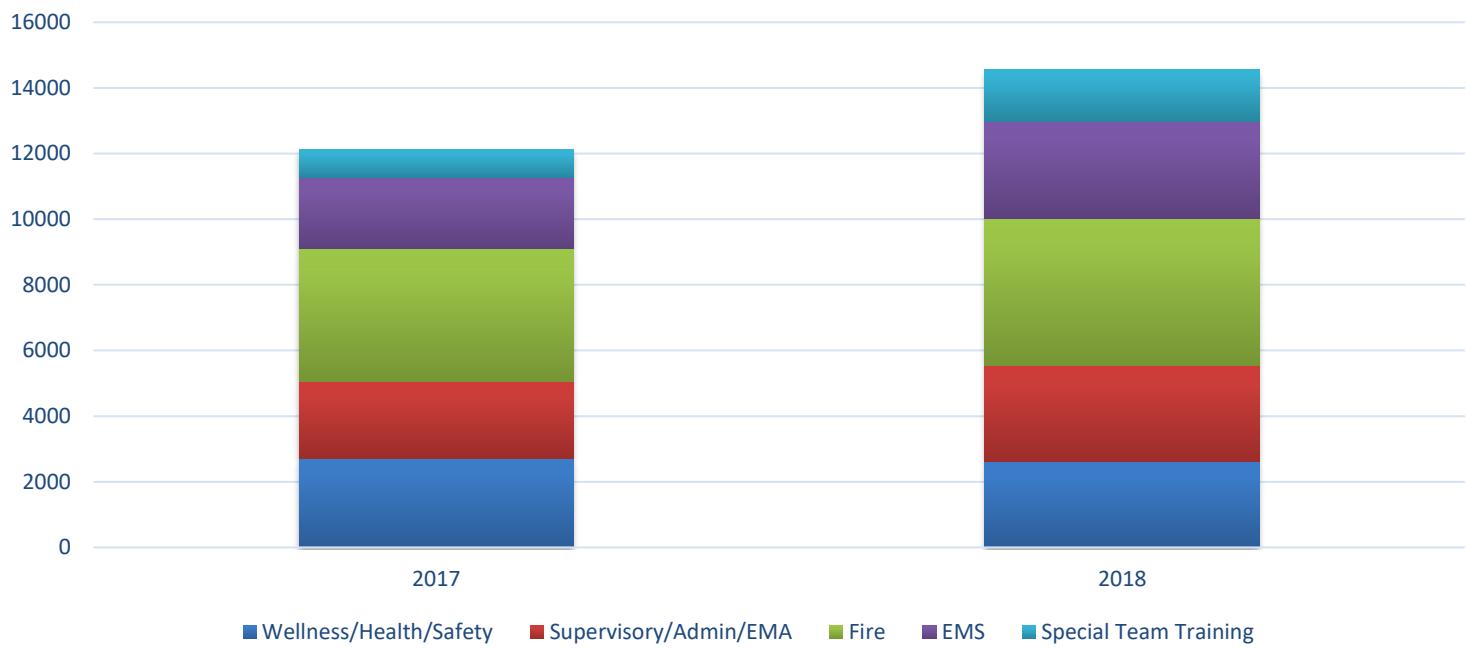
During 2017 & 2018 –
Members received 51 new
Office of the State Fire
Marshal certifications.

In 2017 - 37 members advanced their knowledge and education by attending an outside training class.

In 2018 - that number increased to 42 department members.



Training Time (In Hours)



AWARDS



In 2017, the department received notice that Captain David Pilgard, Lieutenant Daren Garcia and FF/PMs Steve Norman and Eric Ryan were recipients of the 100 Club Valor Award. Since 1980, the 100 Club of Chicago has given *The 100 Club Valor Award* to Police Officers, Firefighters, and Emergency Services Professionals serving within Cook and Lake County. Awards are presented to those who have performed actions

above and beyond the call of duty. It is the only civilian award that is permitted to be worn on the uniform in every municipality within Cook and Lake County. This award is for an incident involving a severely disable child who's ambulance she was being transported in suffered an accident. Pictured left to right (*Titles at time of award in 2017*): Deputy Chief Rick Johnson, Fire Chief John Malcolm, FF/PM Steve Norman, Lt. Daren Garcia, Captain David Pilgard, Division Chief John Kelly.

EMERGENCY SERVICES DIVISION

The following highlights various accomplishments in the Emergency Services Division during the years of 2017 & 2018:



- CPR program certified more than 500 people in CPR / AED use.
- Continued extensive regulatory compliance programs, satisfying EMS service, EMS vehicles and personnel licensing requirements.
- Numerous personnel served on Northwest Community EMS System committees, enabling change and progress throughout the region.
- AED replacements for the Village
- All EMS bags on ambulances and engines replaced with more ergonomically safe back-pack-style equipment bags.
- Started a Stop-The-Bleed public education program
- Initiated a training relationship with the Lake Zurich Police Department, instructing police officers in basic trauma care.

Patient satisfaction survey cards demonstrated a continued level of superior service with an average rating of 9.8 on a scale of 10. Some examples of received survey cards are listed below.

"I just cannot say enough about how wonderful and how comfortable they always made my parents feel. You should be so proud of each and every one of these individuals. Thank you from the bottom of our hearts." *(2017 survey card)*

"The crew that showed up were helpful, kind and compassionate. Pretty scary day for me, but they put me at ease. So grateful for them." *(2017 survey card)*

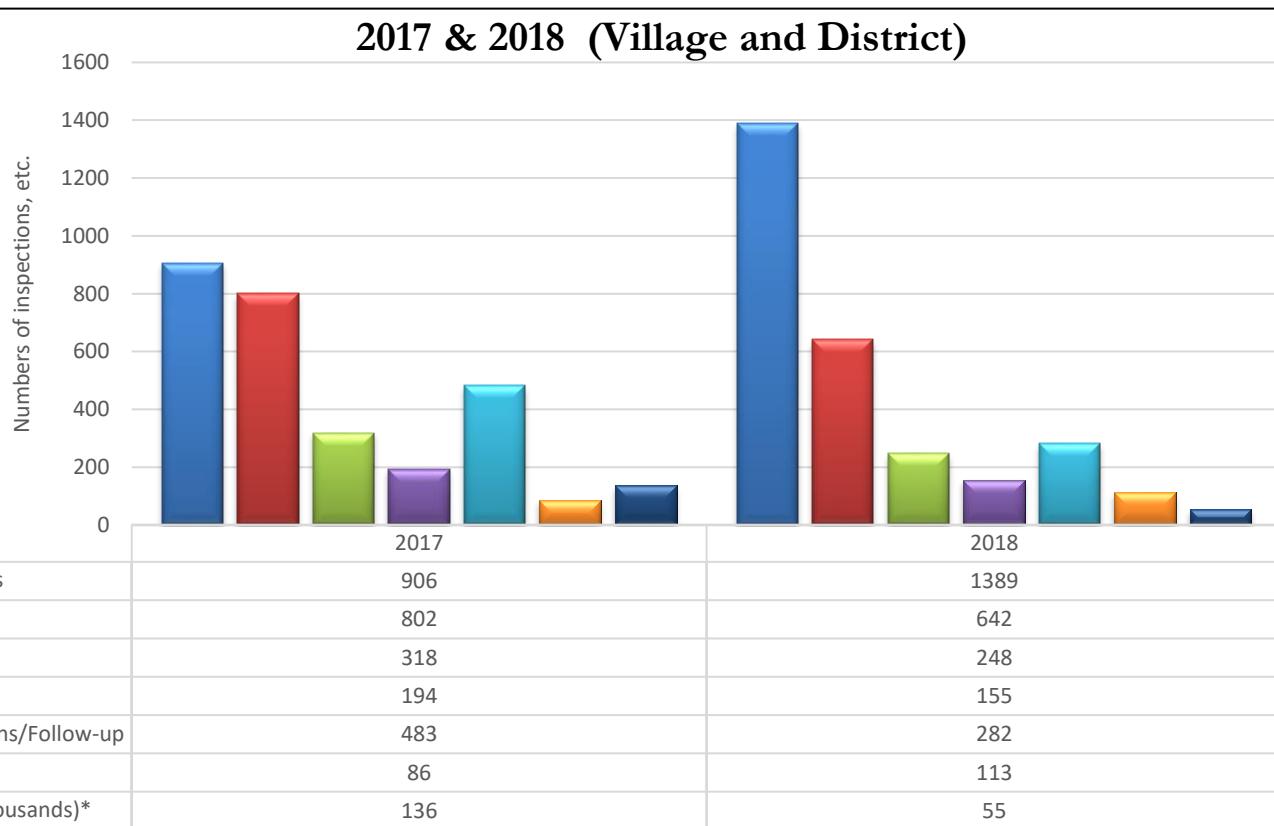
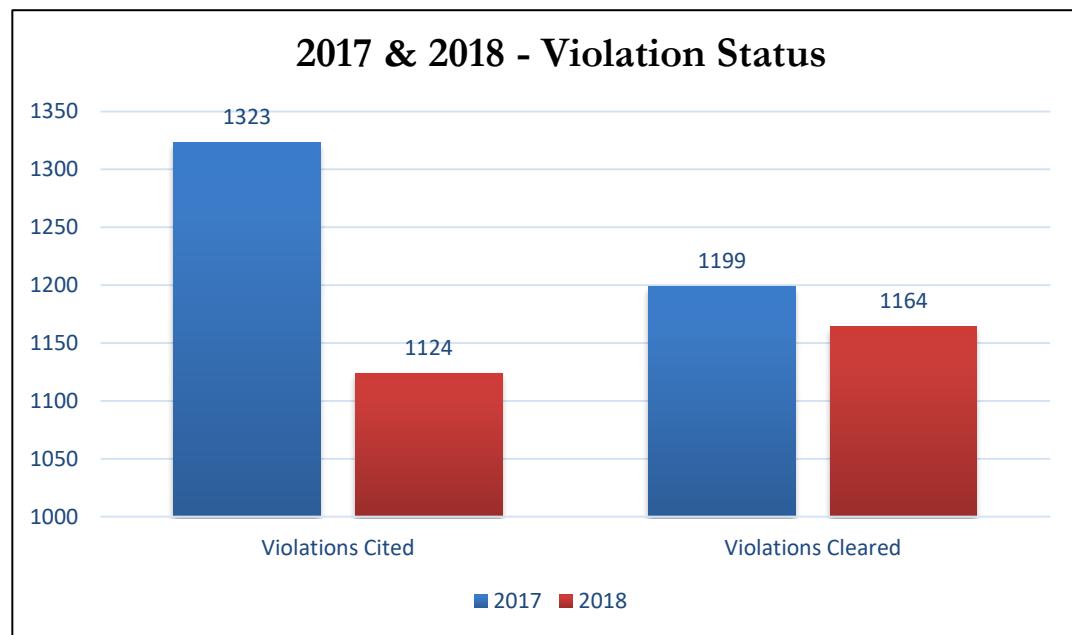
"The paramedics were so supportive and helped me when I was scared. They were amazing, compassionate and so knowledgeable. The very best! Thank you so much to all!" *(2018 survey card)*

I wanted to take a moment to tell you how impressed I have been with your Firefighter/Paramedics. When we moved into our home several months ago, I contacted your department several times regarding safety questions; the firefighters and staff with whom I spoke could not have been more helpful. I really and truly appreciate the help." *(2018 survey card)*



FIRE PREVENTION BUREAU

The Fire Prevention Bureau covers the entire 25 square mile District. We handle all building projects and occupancies that require inspections in the villages we serve. We currently have over 1400+ occupancies we inspect. 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.



STATIONS & STAFFING | OFFICER FIREFIGHTER/PARAMEDIC

STATION 1

321 S. Buesching Road
Lake Zurich, IL 60047

APPARATUS & STAFFING

BATTALION 32



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



ACKNOWLEDGMENTS



MAYOR
Tom Poynton

VILLAGE BOARD OF TRUSTEES

James Beaudoin
Jeffrey Halen
John Shaw
Marc Spacone
Jonathan Sprawka
Greg Weider

VILLAGE CLERK
Kathleen Johnson

VILLAGE MANAGER
Ray Keller

Lake Zurich Rural Fire Protection District
Founded April 28, 1939

PRESIDENT
Thomas Johnson

DISTRICT TRUSTEES
Harold Culler
Jim Lang
John Willems
Jack Mumaw

RECORDING SECRETARY
Marjie Connery



VILLAGE OF LAKE ZURICH MISSION STATEMENT

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.

GUIDING PRINCIPLES

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.