

he Mount Prospect Fire Department and all of its members would like to thank you for your interest in the 2019 annual review of our entire organization. The administration creates and provides an annual review of the department and its accomplishments of the previous year. The Fire Department places a high value in citizen and community involvement through communication and education. Interaction with residents and the business community provides the Department with the information we need to improve our service delivery. This annual report is just one of the ways we can look back at our successes. We hope that you find the provided information interesting, informative and beneficial. We welcome any and all feedback from our citizens through correspondence, phone calls, and community interactions.

On September 29, 1913 community leaders formed the Mount Prospect Fire Department to protect its citizens from structure fires. Although fire protection is still a significant part of service, the majority of our calls today are requests for Emergency Medical Service (EMS). The Village has significantly changed since 1913 and the current location of the fire department headquarters is not located in the most efficient and effective area to serve the northern portion of the community. With the help of the Illinois Fire Chiefs Association, we completed a station location analysis of the downtown

station. Based on four years of call data, we concluded that moving the station just north of the downtown could greatly improve our response times to the north. In June of 2018, the Village purchased the MB Bank building at 111 East Rand Road. In April of 2019, the Village broke ground on the new fire station headquarters. We anticipate completion in the first quarter of 2020.

Our biggest success for 2019 was the groundbreaking, but it was not our only success to improve the effectiveness and efficiency of the fire department. In 2019 we purchased, through grant funding, four chest compression devices to improve the survivability of cardiac arrest patients, strengthened our mutual aid relations with our neighboring fire departments, and improved fire station notification systems and record keeping. We also had emergency management successes that will improve our capabilities to handle local disasters with new emergency operations plans.

Aside from the move into our new station, the fire department has recognized other significant projects for 2020. They include the new computer aided dispatch system going on-line, creating a solid succession plan for all fire department personnel, strengthening our relations with District 214 and Harper College, preparing young adults for a public safety career, conducting a new firefighter hiring test, and purchasing and installing new Village Warning Sirens. These are just a few of

the twentyfive initiatives and projects the fire department has begun working on.



I am proud to be the leader of our professional organization, and it is a pleasure to serve the citizens of Mount Prospect. I recognize the success of any organization is made possible through support from those with a vested interest. I wish to thank Mayor Juracek, the Village Trustees, Village Manager Michael Cassady, and the Mount Prospect residents for their support of the Fire Department throughout the years. I also want to thank the Firefighters and Administrative staff for their hard work and dedication in providing the best service to our community. It is with this continuous support and encouragement, that we are able to call our Fire Department the best in the suburbs.

Please do not hesitate to contact us with any concerns, questions, comments, or thoughts. Our Administrative Office is open Monday through Friday from 8:30 a.m. - 5 p.m., and we can be reached at 847/870-5660.

Brian Lambel Fire Chief

Our Fire
Department
Family grew
significantly in
2019. We are
pleased to share
that 16 new
babies and two
first grandbabies
were born.
(Two dads/babies
not pictured)



## **ACCOMPLISHMENTS & STATISTICS**

- Implemented the use of Fire Department shift personnel as part-time Fire Inspectors.
- Put two new ambulances into service.
- · Completed the conversion from Firehouse software to Image Trend.
- Re-established a working relationship with School District 214 to work towards implementation of a Mount Prospect Fire Cadet Program and increased student interaction through internships.
- Completed long and short-term goals for increasing support in the southern part of the Village.

- Celebrated the groundbreaking of our new Fire Station Headquarters.
- Installed a new notification system at Stations 12 and 14.
- Reduced plan review response time to 10 business days.
- Received grant funding through Illinois American Water for the purchase of three angle grinders used for extrication and door entry.

## **MISSION STATEMENT**

To protect people, property, and the environment by reducing and controlling fire loss, providing emergency medical service, maintaining adequate emergency preparedness and engaging in fire prevention and public education activities.

## **CORE VALUES**

#### **PROFESSIONALISM**

We do all we can to ensure we deliver the best possible service to our internal and external customers/communities through smart, well trained, humble. dedicated, competent, hardworking and safe members. We are active participants in the communities where we live and work.

## **INTEGRITY AND** HONESTY

We value the public's trust and are committed to honest and ethical behavior. We hold ourselves accountable to these values. We believe in a personal commitment to the organization and the community. Self-discipline is the foundation for managing behavior.

#### HONOR AND RESPECT

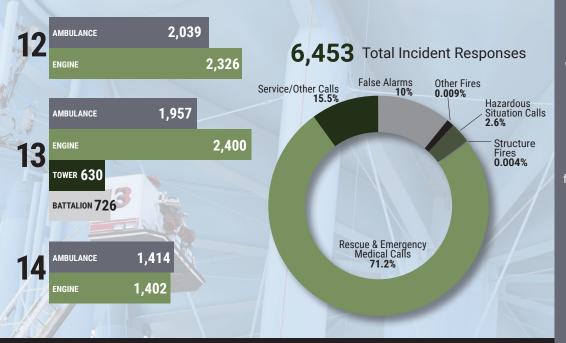
We are a Fire Department family. We are committed and accountable to each other because our lives depend on it. We value the role each member plays in our organization. We respect those that came before us and will strive to make the organization better for those who follow.

#### EMBRACE DIVERSITY

Recognizing the value of diversity helps us to work together as a team to serve our community. We are dedicated to reflecting and respecting diversity throughout our organization.

## **CALLS FOR SERVICE BY STATION & VEHICLE**

**13.087** Total Vehicle Responses (By Station)



## **2020 GOALS**

- · Administer a New Firefighter Exam in the fall.
- · Move into the New Fire Station Headquarters and re-write our box cards and ATOMS.
- · Increase D214, Harper College and Fire Department collaboration.
- · Purchase a new Fire Safety Trailer for public education.
- · Implement the use of the new Fire Safety Trailer as a shared resource with other departments.

## **OPERATIONS** MINIMUM DAILY STAFFING

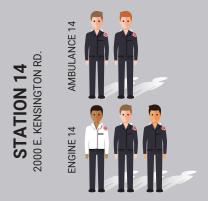
**APPARATUS & STAFFING** 

STATION 12 1601 W. GOLF RD.



















It is the mission of the training division to provide for professional growth and development for our people, and 2019 offered many high impact training opportunities. There is an aggressive training schedule driven in part by compliance with overlapping regulations and standards. Various agencies require minimum amounts of training on a wide range of subjects. Fire Department Training Officers must satisfy the requirements and strive to meet the compliance standards of the following agencies to name a few:

- Occupational Health & Safety Administration and Illinois Department of Labor (OSHA/IDOL)
- Manufacturer recommendations for medical, fire
- Illinois Office of the State Fire Marshal (OSFM)
- Intergovernmental Risk Management Agency (IRMA)
- Illinois Department of Public Health (IDPH)
- Illinois Mutual Aid Box Alarm System (MABAS)
- Illinois Secretary of State
- Mount Prospect local policies and procedures
- National Fire Protection Association (NFPA)
- Insurance Services Office (ISO)
- Federal Emergency Management Agency (FEMA)
- State and Federal Employment Laws





## 2019 TRAINING ACTIVITIES INCLUDED:

- OSHA -
- SCBA donning and doffing exercises
- SCBA mask fit testing
- Globally Harmonized Systems training for chemicals in the workplace
- Lock Out Tag Out training
- Emergency SCBA procedures
- Hearing Conservation, noise monitoring
- Personal Protective Equipment annual inspections
- SCBA consumption test
- **Human Services interaction** meeting on calling out and response procedures for FD
- Officer Development including
- **Professional Development** Worksheets
- Personnel problem scenario table top training exercises
- Incident Command simulations with quest instructor and scalable incident simulations
- Meeting with Fire Department and Police Department Command Staff
- Aggressive curriculum on high rise fire attack including
- High rise firefighting pre-education including video demonstrations
- 2 ½" hose line evolutions (sets & reps)
- Standpipe Operations
- Stationary Fire Pump Operations training
- Hands-On exercises at Village parking garage, simulating high rise firefighting operations
- Multi-jurisdictional response and fire attack exercises at Rosemont parking garage
- Officer development table top high rise incident command and communication exercises
- **New Thermal Imaging Camera** in-service training
- Active shooter command and control operations table top with police department
- Aerial operations below grade rescue with guest instructor
- Large scale FEMA disaster table top drill

- · Acquired structure training on search & rescue and roof operations
- **Compliance audit by the Office** of the State Fire Marshal **Division of Professional** Standards and Education
- · Hazardous Materials 1st in company response drill and decontamination hands-on training
- NFPA driving cone course for all line firefighters
- **Big Water relay pumping** exercise at fuel tank farms
- MABAS Live Fire Multijurisdictional exercises for all companies
- New Firefighter orientation (2)
- · Illinois Fire Service Institute **Firefighter Resiliency Program** for all members
- · Electrical Safety training for responders
- · Autism awareness for responders
- 42 new certifications by the Office of the State Fire Marshal





# UNION LOCAL 4119

- Local 4119 had one member retire in June.
- In August, Local 4119 welcomed two new members into the union.
- In April Local 4119 held a booth at Irish Fest and raised \$3,400 for Cystic Fibrosis.
- In September Local 4119 donated 20 backpacks & supplies for the village school supply drive.
- In December, Local 4119 donated an electric fire engine to Sam's Place in Mount Prospect for their yearly Christmas fundraiser.
- In December, Local 4119
   members along with assistance
   from the Village of Mount
   Prospect, organized and held the
   22nd Annual Toy Drive for the
   children of Mount Prospect at
   Station 14.
- Also, in December, Members donated a decorated Christmas tree and participated in the gauntlet run for Operation North Pole in support of those families who have a child battling a lifethreatening/ terminal illness.
- Over the course of the year, Local 4119 raised \$3100 during our annual "Fill the Boot" campaign which supports the Muscular Dystrophy Association.

## **EMERGENCY MEDICAL SERVICES**



The emergency medical personnel from the Mount Prospect Fire Department responded to 4,400 EMS-related incidents in 2019. This represents 69% of all responses performed by the Fire Department. These incidents include, but are not limited to, medical problems that may or may not include a cardiac event, trauma, as well as a myriad of other potentially life-threatening emergencies. EMS remains an integral portion of the Fire Department as well as the community at-large. The following provides some of the highlights in Emergency Medical Services over the past year:

- In 2019, 17 paramedics were relicensed for their 4-year licensure period.
- One new member passed paramedic school and is now licensed at the State level.
- One new member passed system entry for Northwest Community EMS System and is now able to practice within our system.
- 4 LUCAS mechanical compression devices were implemented in 2019. LUCAS is an external mechanical device that delivers uninterrupted automatic chest compressions at a rate and depth that are consistent with current American Heart Association (AHA) for cardiopulmonary resuscitation (CPR). LUCAS helps provide high-quality compressions in situations where manual CPR may be dangerous or challenging for providers, such as when



performing CPR in a moving ambulance or on stairs and in hallways where space is limited, and CPR would typically be halted or done ineffectively.

- · Put 2 new ambulances into service.
- Completed 2,258 hours of continuing education which is an average of 32.7 continuing education hours per paramedic.

## **EMS COMMENT CARD QUOTES**

"Excellent in every way "

"Gentle, Concerned and very Professional"

"Polite and very Respectful"

"Kind, Caring, Sincere"

"The personnel were very understanding and compassionate to my wife and I"

"Medics were focused and attentive, and I'm grateful"

"Mount Prospect has a great group of Paramedics. We are very lucky"

## **EMERGENCY MANAGEMENT**

Working under the fire department is the department of Emergency Management. Before, during and after a disaster strikes, whether natural or man-made, emergency management has an active part working in conjunction with all other departments and the Village Board to provide plans and procedures. Emergency Management also oversees the volunteer organization, CERT, Community Emergency Response Team, made up of local residents who are trained to assist the Village during planned and unplanned events.

Emergency Management had a very successful year and there were many accomplishments:

- · Met the necessary requirements and was awarded as a StormReady Community with the National Weather Service. This recognition indicates that Emergency Management has a preparedness program in place to provide its residents with timely severe weather information.
- Participated in a week-long Functional Exercise with ten surrounding communities and, the Federal Emergency Management Agency (FEMA), to simulate a storm event throughout our area. This exercise concluded with a simulated activation of our Emergency Operation Plan.
- · Local park district and church facilities have signed an agreement with the

Village to be "shelters" that will be utilized in any event that will require temporary relief for residents.

- · Event Action Plans were developed for Village special events to provide a safety plan for all departments to follow during the event including IrishFest, 4th of July activities, Downtown Block Party, Celebration of Cultures and OctoberFest.
- · Emergency Management personnel completed the Infrastructure Disaster Management and Infrastructure Protection Certificate Program through Texas A&M University. This certification included many hours of classroom and hands on training.
- · Taught a Citizen Emergency Preparedness Training class which was attended by twenty-four area residents who received both classroom and hands-on training on how to prepare and handle disasters.
- · Provided a public education display at the Mount Prospect Library featuring National Preparedness month.
- · Created seasonal inserts for the twelve Village Information Boxes regarding preparedness and safety times. This information was also posted on the Village's website.
- Reviewed and revised the Emergency Preparedness section of the Village's website.



#### BE DISASTER AWARE, **TAKE ACTION TO** PREPARE!



Spring 2019

Spring is the time of year when many things change - including the weather.

Temperatures can rapidly change causing some weather patterns to be unpredictable. Severe weather often occurs in the spring and summer seasons and an important precaution you can take to prepare for severe weather is to become weather aware. A vital part in being weather aware is staying informed of weather forecasts and familiar with the potential hazards our community can face. Knowing what to do and where to take shelter when watches and warning are issued is critical to your safety, but a watch or warning is only helpful if you are aware.





produce severe thunderstorms that are capable of producing hail and/or winds 58mph or greater and even tornadoes.

<u>Severe Thunderstorm Warning</u>: issued when a severe thunderstorm has developed and is capable of producing hail and/or winds 58mph or greater.

Tornado Watch: issued when weather conditions are strong enough for severe thunderstorms to produce tornadoes. Listen to ware weather. understorms to produce tornadoes. Listen to your weather radio or veather channel for more information, and be prepared to take shelte

- Continued to update plans with Cook County Public Health for National Health Emergency.
- Developed Emergency Go Kits and Office Kits to prepare Village employees in the event of a local disaster allowing employees to take care of our residents and staff.













The Mount Prospect Fire Prevention Bureau had an exciting and busy year in 2019. The Fire prevention Bureau added a shift fire inspector program that allowed nine operational personnel to participate in fire prevention activities and inspections during off-shift hours. The additional inspectors allowed the Fire Prevention Bureau to focus on annual fire inspections of commercial buildings in Mount Prospect. In addition, members organized another successful Open House and Fire Prevention Poster Contest.

## FIRE PREVENTION BUREAU ACTIVITIES



FIRE INSPECTIONS **3,000** 

FIRE INVESTIGATIONS 24



PLAN REVIEWS **428** 

PUBLIC EDUCATION ACTIVITIES 176





## FIRE SAFETY MESSAGE (FIRE PREVENTION WEEK)

Each year, the Mount Prospect Fire Department teams up with the National Fire Protection Association (NFPA) for Fire Prevention Week to spread fire safety awareness to our youth. The 2019 fire safety message was: "Not every hero wears a cape. Plan and Practice your Escape" In a fire, seconds can mean the difference between residents of our community escaping safely from a fire or having their lives end in tragedy.

This year's Fire Prevention Week campaign focused on what a home escape plan entails and the value of practicing it. The message is more important than ever, particularly because today's homes burn faster. Synthetic fibers in modern home furnishings along with open floor plans contribute to the increased burn rate.

A home escape plan includes working smoke alarms on every level of the home, in every bedroom, and near all sleeping areas. It also includes two ways out of every room, usually a door and a window, with a clear path to an outside meeting place that's a safe distance from the home. Home escape plans should be practiced twice a year by all members of the household.



The Fire Prevention Week safety message was presented at the annual Open House and was in conjunction with the Fire Department's annual Poster Contest. The contest was held for students in Kindergarten through 5th grade and encouraged them to design a poster based on the fire safety message. Winners were recognized in front of the Village Board at the November 12th Committee of the Whole meeting.

## COMMUNITY SUPPORTED GROUPS

## PAID-ON-CALL **FIREFIGHTERS**

The Mount Prospect Fire Department began as a Volunteer organization on September 29, 1913. In 1961, the Village Board voted to make the Department full-time, but "supplemented by 'paid on call' (volunteer) firemen as needed". Currently, 13 Paid-On-Call (POC) firefighters, 11 of whom are Mount Prospect residents, continue the legacy of the Mount Prospect Volunteer Fire Department. The POC firefighters attend two hours of weekly training on Thursday nights and are 'on call' 24 hours a day, 365 days a year, to provide assistance to the Fire Department and Village when requested. The POC members provide extra support for structure fires, storm damage, power outages, flooding, and other community incidents. In addition to training and emergency response, the POC members were very involved with the community and public education by participating in the following events: Fire safety education for children, 4th of July Parade, Operation North Pole, local school events, Fire Department Open House, food drives, senior events, Randhurst Street Fest and Toys for Kids.

#### 2019 Accomplishments:

- · Completed over 900 hours of training
- · Constructed and staffed the Children's Firefighter Challenge at our Annual Open House.
- · Hired three (3) new Paid-On-Call firefighters
- · Responded to 12 callbacks for emergency assistance
- · Eight (8) POC members attended live fire training at the Illinois Fire Service Institute Fire College in Champaign, Illinois.
- Staffed 16 community and public education events



## **BOARD OF FIRE AND POLICE COMMISSIONERS**

In Mount Prospect, as in many communities across the nation, hiring firefighters is the responsibility of the Board of Fire and Police Commissioners (BOFPC), not the Fire Department. Commissioners are residents of Mount Prospect who volunteer their time to oversee the testing process and interview potential candidates. In 2019, the BOFPC interviewed 18 potential firefighter candidates and swore in 2 new firefighters. Current Commission members are James Powers (Chairperson), Mark W. Busse, Rockne Bork, Jeanna Claussen and William Knee.

## **COMMUNITY EMERGENCY RESPONSE TEAM**

Members of Mount Prospect's Community Emergency Response Team (CERT) contributed over 3,000 hours of volunteer time to the community in both planned events and emergency calls. CERT is made up of resident volunteers trained to "aid and assist Mount Prospect Village departments when professional emergency resources become overwhelmed." In 2019, the Team participated in several types of training including search and rescue procedures, a review of fire extinguishers, electric and utility safety, First Aid and traffic control. Team members assisted with some of the larger fire incidents that occurred this year by helping the victims after the incident. CERT members also assisted Village staff at community events such as the Fire Department Open House and toy program; Police Department's National Night Out and their 5K Run; Family Bike Ride; Celebration of Cultures and Fourth of July parade and fireworks. The annual Preparedness Training was a successful program and many CERT members assisted this year with teaching parts of the class and getting more residents interested in becoming members of CERT. This year CERT members hosted a Utility Workshop to educate residents on what to do during a disaster with power, natural gas, portable generators and whole house generators.









## COMMUNITY SUPPORTED ACTIVITIES



#### PAID-ON-CALL FIREFIGHTERS AT CAPANNARI ICE CREAM

In April, Paid-On-Call members scooped ice cream with members of the Police Department in support of the "Coolest School" event.

#### **COMMUNITY FOOD DRIVE AT RANDHURST VILLAGE**

The Fire Department and Union Local 4119 sponsored a community food drive for the sixth year in a row on October 15. Fire Department employees accepted donations at the Randhurst Village Costco to help fill the Village's Emergency Food Pantry for the upcoming holiday season. When all was said and done, the Department collected 9 pallets of food and supplies.

#### "FILL THE BOOT" MDA FUNDRAISER

All three shifts participated in the annual fundraiser and collected over \$3,100.

#### **OPERATION NORTH POLE**

Members of the Department sponsored and decorated two trees on December 7th in preparation for the big event held at the Donald E. Stephens Convention Center. Families with children undergoing severe medical hardships were able to spend a special day at the "North Pole."

#### **TOYS FOR KIDS PROGRAM**

In November and December, the Fire Department accepted donations of toys and gift cards from the community for Mount Prospect's annual Toys for Kids program. On December 14, members of the Fire and Human Services Departments invited 350 underprivileged children from 125 families to Fire Station 14 to pick-up their toys and visit with Santa Claus.



## FREQUENTLY ASKED QUESTIONS

#### O: DOES THE FIRE DEPARTMENT OFFER CPR CLASSES?

A: Yes! The Fire Department offers American Heart Association Healthcare Provider and Heartsaver CPR classes throughout the year. All classes cover recognition and emergency resuscitation techniques for heart attack, cardiac arrest, stroke and airway obstruction on adults, children and infants. Classes also demonstrate the use of an automatic external defibrillator (AED). For more information about CPR classes, visit mountprospect.org/cpr.

#### Q: WHAT IS A KNOX BOX?

A: A Knox Box is a small, wall-mounted safe that holds a building's keys so that the Fire Department can gain access in emergency situations. Knox Boxes allow firefighters immediate entry into homes and businesses without forced entry damage or delay. Knox Boxes are usually mounted at the front door/entrance to a building, where the Fire Department can open them with a master key specific to Mount Prospect.

#### Q: HOW DO I GET A COPY OF AN AMBULANCE REPORT?

A: The Fire Department's ambulance reports/medical records are processed and stored with the Northwest Community Emergency Medical Services System (NWCEMSS), located at 901 Kirchoff Road in Arlington Heights. To obtain a copy of an ambulance report/medical record, contact the NWCEMSS at (847) 618-4480.

## Q: WHAT DO INSPECTORS TYPICALLY LOOK FOR DURING AN ANNUAL FIRE INSPECTION?

A: In general, inspectors are looking for any fire or life safety issues that may make the building unsafe for residents, occupants and/or employees. Inspectors look to make sure the building is properly addressed, that emergency lights and exit signage are working and that the correct number and type of fire extinguishers are present. Ensuring that all exits and utility rooms are clear and that a building's fire alarm and/or fire suppression system has been properly tested and maintained are also part of an annual fire inspection. For more information, visit mountprospect.org/fire or call the Fire Prevention Bureau at (847) 818-5253.





The state-of-the-art center handles an average of 1,677 telephone calls per day and dispatches approximately 246,000 calls for service annually. The center is staffed by Public Safety Telecommunicators who have completed a comprehensive training program and participate in ongoing continuing education.

square miles.

The Mount Prospect Fire Department is proud to be a part of Northwest Central Dispatch System and would like to highlight some of their achievements:

- NWCDS is only one of thirty-two emergency dispatch centers in the world to be accredited with Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD through the International Academy of Emergency Dispatch.
- NWCDS holds Project 33 (P33) certification with the Association of Public Safety Communications Officials (APCO). APCO P33 validates that the NWCDS training and continuing education programs meet and exceed national standards for 9-1-1 training.
- NWCDS is partnered with the National Center for Missing and Exploited Children (NCMEC) for their Missing Kids Readiness Project.



# FREQUENTLY ASKED QUESTIONS REGARDING 9-1-1 CALLS

#### Why am I asked so many questions?

Once a citizen is connected to 9-1-1, the Telecommunicator follows a standard set of questions. If the caller is requesting an ambulance or the fire department, protocols are used that are based on a system that is used by many centers worldwide. This is a state-of-the art emergency dispatch protocol that meets or exceeds all standards established by the US Department of Transportation and International Academies of Emergency Dispatch. It includes the following:

- What is the address of the emergency?
- What is the phone number you are calling from?
- · Okay, tell me exactly what happened.
- What is your name and address?

The protocol also provides instructions to relay to the caller in life threatening situations, such as administering CPR or how to control bleeding.

## Are these questions delaying help being sent?

No, the questions ensure the appropriate response is sent and provides critical information to the responders. Often police and/or fire/EMS department personnel are dispatched after obtaining the location & problem, and the call-taker will continue to ask questions or provide instructions while the responders are en route.



## **EMERGENCY SERVICES:**

### 9-1-1

- EMERGENCY MEDICAL SERVICE
- FIRE SUPPRESSION

# NON-EMERGENCY SERVICES: 847-870-5660

- COMMUNITY CPR AND FIRST AID TRAINING
- DISASTER/CRISIS PLANNING
- INCIDENT REPORTS
- LIFELINE/PREMISE ALERT PROGRAM
- PARAMEDIC SERVICE QUESTIONS

# FIRE PREVENTION: 847-818-5253

- BUILDING EVACUATION PLANNING
- CITIZEN EMERGENCY RESPONSE TRAINING
- FIRE CODE ENFORCEMENT
- FIRE CODE AND FIRE PROTECTION SYSTEMS QUESTIONS
- FIRE INSPECTIONS
- FIRE INVESTIGATIONS
- FIRE AND LIFE SAFETY EDUCATION PROGRAMS
- FIRE STATION TOURS
- JUVENILE FIRE SETTER COUNSELING
- KNOX BOX PROGRAM
- SMOKE DETECTOR INSTALLATION AND BATTERY REPLACEMENT



FIRE STATION 12 1601 W. Golf Road



FIRE STATION 13 (HEADQUARTERS)
112 E. Northwest Highway



FIRE STATION 14 2000 E. Kensington Road

## **2020 CALENDAR OF EVENTS**

March – May Children's Fire Safety Roadshow (taking place at the schools) September TBD: Fire Department Open House October 4 – 10: Fire Prevention Week November TBD Fire Prevention Poster Contest (K – 5th grade)

mountprospect.org/fire



