

MOUNT PROSPECT FIRE DEPARTMENT



2011



ANNUAL REPORT



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, hard working, 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.



Mayor Wilks, Trustees, Village Manager Janonis and the entire community; on behalf of all members of the Mount Prospect Fire Department, I am proud to present the 2011 Annual Report.

The Fire Department fulfilled many accomplishments in 2011. We conducted a Village-wide tabletop disaster drill in the new Emergency Operations Center, with staff from all Village departments participating. The Emergency Operations center proved to be a tremendous asset to the Village and was used during numerous incidents including a blizzard, a tornado and flooding that occurred in 2011. Emergency management is and will always be a high priority for the Fire Department.

Fire prevention and public education are also high priorities for the Department. In May we conducted our 32nd Annual Children's Fire Safety Festival at Fire Station 14. This event was a tremendous success and continues to provide fire safety education to kindergarten through second grade students. Over fifteen hundred children attended the program in 2011.

MESSAGE FROM THE CHIEF

The Mount Prospect Citizen Corp program continues to grow and most importantly, involves residents in emergency preparedness. To date, the Department has trained 120 individuals in the program. The number of Community Emergency Response Team (CERT) members increased from 20 to 40 in 2011 to better assist residents and businesses during local disasters. CERT members were invaluable and a tremendous asset during the storms of 2011.

The Fire Department faced a few challenges as well in 2011, as it was the first full year we worked with reduced staffing. We adjusted operational procedures to minimize the impact. However, there were times when the reductions were noticeable. We continue to examine ways to maintain effectiveness and efficiency while minimizing any additional risk to the public and firefighters.

In 2011 we updated the Fire Department Five-Year Comprehensive Plan, which we use to identify critical issues regarding our level of service. The Plan provides an update

on existing issues already resolved since the last Plan in 2004, and identifies new issues we face today as a result of recent budget cuts. Staffing is the number one priority identified in the Plan and I am hopeful as the economy improves, we will be able to increase our staff to the appropriate level outlined in the Plan.

Finally, I wish to thank Mayor Wilks, the Trustees and Mr. Janonis for their ongoing support, encouragement and assistance throughout the year. This support is so necessary and is greatly appreciated as we strive to provide the highest quality of service to the community.

A handwritten signature in black ink that reads "John J. Malcolm".



2011

ACCOMPLISHMENTS AND STATISTICS



- Updated the Fire Department 5-Year Comprehensive Plan.
- Updated the Village Fire Prevention Code to allow radio monitoring of fire alarms.
- Installed educational signage at Fire Station 14 to describe and illustrate the new facility's Leadership in Energy and Environmental Design (LEED®) features.
- Held a September 11 Remembrance Ceremony to commemorate the 10-year anniversary of 09-11-2001.
- Received funds through the Illinois Citizen Corps Grant Program and the FM Global Fire Prevention Grant Program.

GREEN ROOF

FEATURE: Fire Station 14 has a green roof, which is a network of small plants growing on the roof that cools the surrounding air and reduces the amount of solar energy absorbed by the building.

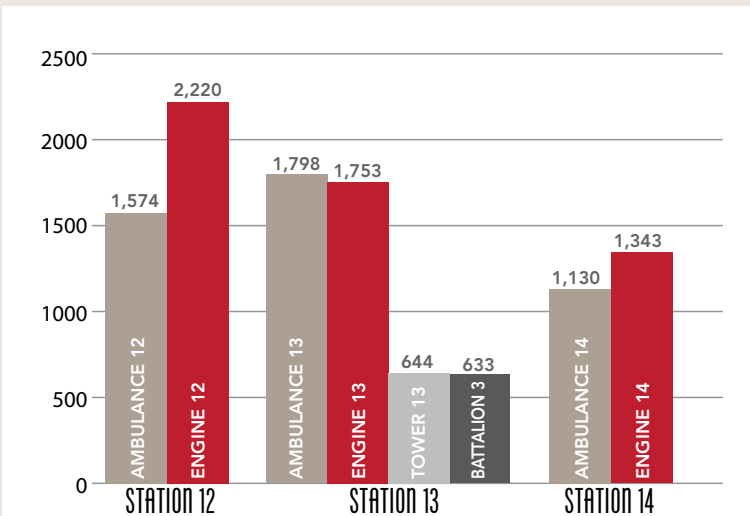
BENEFIT: Green roofs reduce heat and temperature buildup from the sun. As a result, the air conditioning system does not have to work as hard to cool the building, which decreases energy demands. In addition, green roofs reduce the amount of stormwater runoff and address the water management by providing water capture and improving air quality.

ENERGY EFFICIENCY: LIGHTING

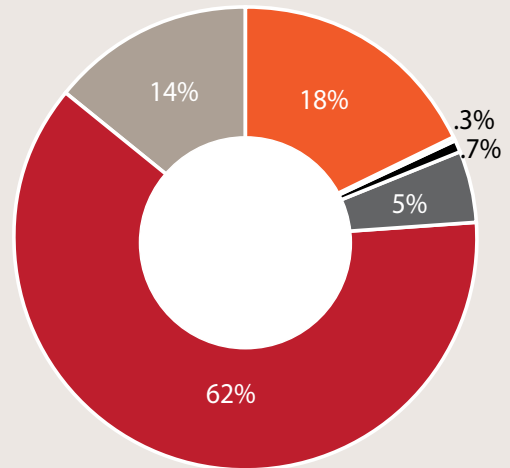
FEATURE: Fire Station 14 has high-efficiency lighting fixtures that use energy-efficient fluorescent bulbs which produce the same amount of light as traditional fixtures with halogen bulbs. Occupancy sensors are also used to turn off lighting equipment not in use.

BENEFIT: High performance energy lighting and occupancy sensors help reduce energy usage throughout the building and contribute to greater operational efficiency.

CALLS FOR SERVICE BY STATION & VEHICLE



CALLS FOR SERVICE BY CALL TYPE



TOTAL INCIDENT RESPONSES **5,940**

TOTAL VEHICLE RESPONSES **11,095**

- Rescue & Emergency Medical Calls
- Structure Fires
- Service/Other Calls
- Other Fires
- False Alarms
- Hazardous Situation Calls

2012 GOALS

- Create educational brochure to accompany the Fire Station 14 LEED signage project
- Replace all mobile and portable radios throughout the Department.



STATIONS AND STAFFING

MINIMUM
DAILY
STAFFING **16**

STATION 13 HEADQUARTERS

112 E. Northwest Hwy.

APPARATUS & STAFFING

AMBULANCE 13



TOWER 13 & ENGINE 13
JUMP COMPANY



BATTALION 3



STATION 14

2000 E. Kensington Rd.

APPARATUS & STAFFING

AMBULANCE 14



ENGINE 14



STATION 12

1601 W. Golf Rd.

APPARATUS & STAFFING

AMBULANCE 12



ENGINE 12



OFFICER

FIREFIGHTER/
PARAMEDIC

OPERATIONS

One of the Fire Department's primary objectives in 2011 was determining how best to manage necessary operational changes resulting from Village budget reductions. In December 2010, the number of operations personnel was reduced by 11 percent, forcing the Fire Department to reevaluate staffing of vehicles at Fire Station 13. Up until that point, Fire Station 13 had sufficient personnel to staff an engine, ladder truck and ambulance. This reduction in staffing meant there would be times the Department would be unable to staff both the engine and a ladder truck at Fire Station 13. In 2011, this occurred over 60 percent of the time.



The reduction in staffing caused the Fire Department to make two major operational changes in 2011:

1. As every Fire Department vehicle responding to an emergency has a specific task based upon when they arrive, the Department had to become more versatile in its approach to managing emergency incidents. With one less vehicle Village-wide able to respond to emergencies, certain tasks were not going to be accomplished as quickly and efficiently as in years past – and our firefighters had to be prepared for these changes.
2. Having one less vehicle at Fire Station 13 in the center of town, forced the Department's call volume to be more widely distributed across all three fire stations. In addition to an 11 percent increase in the total number of calls for service when compared to 2010, Fire Stations 12 and 14 experienced an average call volume increase of 10.5 percent in 2011.



Fire Station 13, however, saw a nine percent decrease in its call volume. In an effort to minimize the impact our staffing reduction had on our neighboring fire departments, we also reduced the number of vehicles that initially respond to certain types of emergencies.

In 2012, the Fire Department will continue to further evaluate its response and emergency scene operations. Ensuring that we can maintain our effectiveness and efficiency, without creating additional risk to the community and our firefighters, is of utmost importance.



When Mount Prospect firefighters are not responding to calls for service much of their time is spent training. In 2011, each firefighter spent an average of 263 hours training for fires and other emergency incidents. The following highlights some of the training that occurred this past year:

- The new training tower at Fire Station 14 provided multiple training opportunities in 2011. In April, firefighters used the training tower to learn about **fire suppression systems**.
- In May and June, firefighters from Mount Prospect, Des Plaines, Elk Grove Township and Wheeling trained together at the **petroleum tank farm facilities**, located on the south side of Mount Prospect. Firefighters used **specialized foam to learn to fight fires** that might occur in this hazardous environment.
- Firefighters practiced **auto extrication/rescue techniques** in June, and received classroom training on new hybrid vehicle technologies. Changes in vehicle technologies mean that

firefighters have to continue to modify their extrication methods.

- In July, firefighters jumped into the pool at Lions Park to practice **water rescue drills**.
- Mount Prospect firefighters traveled to Elk Grove Village's fire training tower in October to practice **rescue operations using ground and aerial ladders**.
- Some of the best training opportunities come when residents/businesses donate their buildings to the Fire Department before being demolished. Firefighters had two such opportunities this year where they were able to practice **search and rescue operations and firefighting techniques for different buildings types**.

The Mount Prospect Fire Department strives to make training an essential component of our firefighters' daily routine. Constant training helps ensure that firefighters are equipped with the tools and skills required to manage all types of emergencies.



“I want to thank you for the professionalism and courtesy shown to me and my husband. Your response time was unbelievable. Thanks for a great job of saving my life!”

“The care I received from your men was especially caring and comforting. I am grateful to them all.”

“Both services in the recent past left nothing to be desired. Wonderful, polite and able paramedics.”

“The guys were great! Kept me informed as to what they were doing and going to do. Very concerned about my comfort and pain level!”

The above are some of the responses received in 2011 on EMS survey cards sent to Mount Prospect residents following emergency medical calls. We appreciate your feedback, which ultimately helps us to improve our services.



EMERGENCY MEDICAL SERVICES

Emergency Medical Services (EMS) continues to be an important part of what the Mount Prospect Fire Department does each and every day. The following are some highlights of the Department's EMS program in 2011:

- The number of EMS calls we respond to continues to increase. In 2011, there was an **11 percent increase in EMS call volume** when compared to 2010.
- Paramedics and Emergency Medical Technicians (EMTs) continued to learn new skills and refine existing ones. In 2011, Mount Prospect paramedics/EMTs received an **average of 45 hours of EMS training** – a **10 percent increase** compared to 2010.
- Mount Prospect made **important protocol changes to help improve survival rates for cardiac arrest patients**. Mount Prospect was a leader in a 2011 pilot program that tested the effects of hypothermia protocols for cardiac arrest patients. This program helped prove that cooling the body temperature of heart attack patients leads to better survival rates. Ultimately, these protocol changes have assisted many patients recovering from a heart attack in returning to normal activity without side effects.

Changes to the American Heart Association's CPR guidelines also helped to improve outcomes for cardiac arrest patients. The new guidelines emphasize the importance of chest compressions, which helps keep oxygen-rich blood circulating through the body.

FIRE PREVENTION

Annual fire inspections, fire investigations and an increase in both plan reviews and public education activities kept the Mount Prospect Fire Prevention Bureau hard at work again in 2011. The following highlights important events that occurred in the Fire Prevention Bureau this past year:

FIRE PREVENTION BUREAU ACTIVITIES

FIRE INSPECTIONS **3,418**

12 FIRE INVESTIGATIONS

PLAN REVIEWS **450**

377 PUBLIC EDUCATION ACTIVITIES

SMOKE DETECTOR INSTALLATIONS **20**

FIRE SPRINKLER SAVES

Mount Prospect had two fire sprinkler saves in 2011 – one in an industrial building and one in a single-family home. In both cases the amount of fire and smoke damage was minimal as a result of the sprinkler systems, which prevented the fires from spreading.

32ND ANNUAL CHILDREN'S FIRE SAFETY FESTIVAL



In May, the 32nd Annual Children's Fire Safety Festival moved back to Mount Prospect to Fire Station 14 on Kensington Road. Over 1,500 students from 18 local schools/daycare centers attended this event, which teaches important fire safety lessons such as stop, drop, and roll, stay low and go and when to call 9-1-1. Students also had the opportunity to see inside an ambulance and fire engine, meet Firefighter Frank and talk to 9-1-1 dispatchers.



FIRE PREVENTION

OPEN HOUSE

Over 1,200 people attended the annual Fire Department Open House on September 24. This year's event featured some of our usual displays such as the fire pole, special team exhibits and the fire sprinkler demonstration. New this year, however, was a fire extinguisher demonstration led by members of the Village Community Emergency Response Team (CERT). Using equipment purchased with grant funds from the Illinois Citizen Corps Program grant, CERT members simulated a small fire and then demonstrated how to properly use a fire extinguisher.

The event also included a series of "minute to win it" games designed to teach kids about the Fire Department and emergency preparedness. Kids had to recite their emergency contact phone number, assemble an emergency preparedness kit and dress up in a set of firefighter turnout gear – all in under a minute!



CANDLE SAFETY

In 2011, the Mount Prospect Fire Department responded to a number of fires started by candles. These fires resulted in significant damage and dollar loss in the community. Candles account for approximately 13,000 residential structure fires each year in the US. The Mount Prospect Fire Department and the National Fire Protection Association recommend the following guidelines when using candles at home:

- Blow out all candles when you leave the room or go to bed. Do not leave candles unattended.
- Put candle holders on a sturdy, uncluttered surface.
- Keep candles at least 12 inches away from anything that can burn.

- Don't burn a candle all the way down. Put it out before it gets too close to the holder or container.
- Never use a candle if oxygen is used in the home.
- Never leave a child alone in a room with a burning candle. Keep matches and lighters up high, out of the reach of children.

Always remember that a candle is an open flame and can easily ignite anything that burns. Please use extra precautions when using candles in your home! For more information regarding candles or general fire safety, contact the Mount Prospect Fire Prevention Bureau at 847-818-5253.



2011 ACCOMPLISHMENTS

- Purchased Incident Command software for use in the Emergency Operations Center.
- Conducted a Village-wide tabletop disaster exercise.
- Created a public education campaign to raise awareness of Village Emergency Alert System.
- Developed a Community Preparedness Guide mailed to all residents as an insert in the Village winter newsletter.
- Updated the Village's Emergency Operations Plan (EOP).



EMERGENCY MANAGEMENT INCIDENTS

Mount Prospect experienced a number of local disasters in 2011. The following touches on the year's most significant incidents:

February 1 – A massive snowstorm across the entire Chicagoland areas dumps 21 inches of snow in Mount Prospect.

June 21 – An EF-1 tornado with wind speeds of 86 to 110 miles per hour touches down in Mount Prospect. Over 3,300 trees are damaged and many residents are left without power for an extended time period.

July 11 – A thunderstorm/windstorm with wind speeds over 50 miles per hour causes significant tree damage and extended power outages.

July 23 – Over seven inches of rain, most of it within a three hour timeframe, floods over 800 homes and businesses.

2012 GOALS

- Conduct a three-day training exercise for Village management personnel in the Emergency Operations Center.
- Train Village staff on the use of the new Incident Command software.
- Conduct a family emergency preparedness event – "LEAP into Preparedness" – on Leap Day.



FREQUENTLY ASKED QUESTIONS

How often should I replace smoke alarms and carbon monoxide detectors?

The Fire Department recommends that you replace smoke alarms every 10 years and carbon monoxide detectors every five years. They also recommend that you change the batteries in all devices every six months.

Why do I sometimes see fire trucks and ambulances parked at the grocery store?

Our firefighters/paramedics work 24-hour shifts, which means they cook and eat their meals together when on duty. Since the Village does not provide for meals, each morning firefighters pay into a "kitty," which they then use to buy groceries for the day. It is important to note that when firefighters/paramedics go grocery shopping they remain in service and will leave the store immediately to respond to an emergency call.

What type of fire extinguisher should I buy for my home?

Homeowners should buy an extinguisher that can handle class A-B-C fires. This type of extinguisher is designed to put out fires that usually occur in homes and involve wood, paper, flammable liquids and/or electrical equipment. We recommend a minimum size of 3A:40BC.

What hospital will the Fire Department take me to?

Our ambulances transport patients to four different hospitals: (1) Alexian Brothers Medical Center, (2) Glenbrook Hospital, (3) Lutheran General Hospital, and (4) Northwest Community Hospital. Where a patient is transported depends mainly on the type and severity of the illness/injury as well as the location of the incident. Sometimes we are able to transport patients to their hospital of choice, but ultimately it is up to the paramedics and the hospital to decide what is best for each patient.

Community Supported Groups

PAID-ON-CALL FIREFIGHTERS

The Mount Prospect Fire Department began as a volunteer organization in 1913. Unlike many area fire departments Mount Prospect still maintains this volunteer group, now called Paid-On-Call (POC) since they receive a nominal amount for their service. The Department currently has 16 residents serving as POC members who meet every week to train and run drills. POC firefighters support the Department during major incidents and volunteer their time at 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. Current Commission members are George Busse (Chairman), Michaele Skowron, James Powers, Charles Bennett and Mark Busse.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The Community Emergency Response Team (CERT) is a group of resident volunteers trained to "aid and assist Mount Prospect Village departments when professional emergency resources become overwhelmed." CERT members have gone through a 20-hour emergency preparedness training course and continue to participate

in monthly training sessions. CERT members also participate in Village events and assist the Fire Department in educating the public about emergency preparedness. In 2011, CERT expanded its membership from 25 to 34 members and began creating specialized response teams to assist the Village and community during local disasters.



Community Supported Activities



Union Local 4119

Union Local 4119 members take an active role in the community both on and off-duty.

- Local 4119 held a boot drive and raised \$5,000 for the Muscular Dystrophy Association, \$3,500 of which went directly to Mount Prospect families.
- Local 4119 donated \$1,000 to the Village's Human Services Department to help senior citizens pay for prescription drugs.
- Partnering with the entire Fire Department, Local 4119 co-sponsored a Village food drive at Costco.
- Local 4119 donated \$1,600 to a Schaumburg firefighter and his family struggling with life-threatening medical issues.

COMMUNITY CONNECTIONS CENTER HEALTH FAIR

Mount Prospect paramedics participated in the Community Connection Center's Health Fair on June 11. Paramedics offered blood pressure, oxygenation and cholesterol screenings to over 150 people who attended the event.

SUSAN G. KOMEN 3-DAY BREAST CANCER WALK

In August, the Fire Department joined the entire community in cheering on the Susan G. Komen 3-Day for the Cure walkers. Fire Department personnel in pink t-shirts handed out stickers and posed for pictures as participants traveled through Mount Prospect.

COSTCO FOOD DRIVE

When the Mount Prospect Food Pantry started running low on food, the Mount Prospect Fire Department partnered with Costco to sponsor a community food drive. On October 22, Fire Department personnel accepted food and cash donations outside of the Randhurst Village Costco store. Thanks to the generosity of the community the Department filled a bus, a van and a large SUV to the top with food donations – and collected over \$1,200 in cash. The food pantry was re-stocked just in time for the holiday season!

TOY DRIVE

The Fire Department partnered with the Human Services and Police Departments again this year for the Village's annual toy drive for underprivileged families. On December 10, toys were distributed to over 270 kids in 117 families.

Many of the photos are courtesy of CERT Member and Resident Mike Zarnek.



FIRE STATION 12
1601 W. Golf Road



FIRE STATION 13 (Headquarters)
112 E. Northwest Highway



FIRE STATION 14
2000 E. Kensington Road

2012 Calendar of Events

February 29
LEAP into Preparedness
at Fire Station 14

April 30 – May 3
Children's Fire Safety
Festival at Fire Station 14

September 22
Fire Department Open
House at Fire Station 13

October 7 – 13
Fire Prevention Week

October TBD
Fire Prevention Poster/Essay
Contest (K – 8th grade)

October/November TBD
Citizen Emergency
Preparedness Training

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

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

www.mountprospect.org