

MOUNT PROSPECT FIRE DEPARTMENT



ANNUAL REPORT

2016



Message from Chief Lambel

The Mount Prospect Fire Department would like to thank you for taking the opportunity to review our 2016 annual report. This report is just one way that we engage with the public, which we recognize as an important part of our responsibilities in serving the Mount Prospect community. We hope that you find the provided information interesting, informative and beneficial. We continually look for new ideas and ways to improve our department, whether it involves dispersing important information or providing services to the community. We welcome any and all feedback from our citizens through correspondence, phone calls, and community interactions.

We are pleased to report that 2016 was very productive in the areas of staffing and operations. In January, we were able to hire six firefighters through the Staffing for Adequate Fire and Emergency Response (SAFER) grant. The 1.3 million dollar grant we received will pay the salary and benefits of these six firefighters for two years. (In 2010, we reduced our staffing through attrition and lowered our daily minimum manning. The ability to continuously staff Engine 13 was significantly reduced, and the vehicle was kept out of service most of the time as a result). Filling the six firefighter/paramedic spots has increased our daily manning back to the level we had prior to the cuts of 2010. Subsequently, on March 25th, Engine 13 was placed back in service permanently and emergency call response times were noticeably reduced. In addition, utilizing the engine reduced the call volume on Tower 13 which resulted in a savings on our fleet, fuel, and maintenance costs.

Significant changes in leadership also occurred in 2016. After holding the position of Interim Deputy Fire Chief and Interim Fire Chief for six months, Deputy Chief John Dolan and I were sworn in to our positions permanently in March of 2016. We believe our appointments were accomplished because of our dedication to serve the community through planning, goals, and a shared vision. The Fire Department's mission has virtually remained the same for over 100 years. We exist to protect life, property, and the environment by providing the dynamic services of our organization. To support our mission, we continue to plan for the changes in our community through education and preparedness. We also take a proactive approach with regard to training and equipment to better prepare our department for the future.

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.



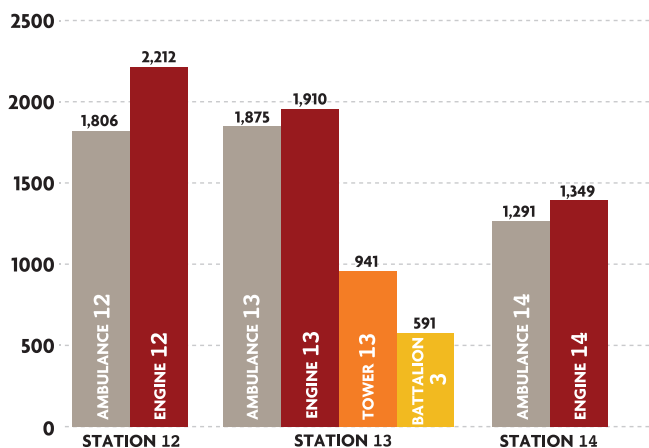
2016

Accomplishments & Statistics

- Restored Engine 13 to full service with the addition of six firefighters.
- Funded and trained Company Officers to old Fire Officer II state certification or the new Advanced Company Officer state certification.
- Trained and certified 45 department paramedics to the Advanced Cardiac Life Support certification.
- Reviewed the Village Fire Protocol Codes and identified areas of improvement.
- Reviewed and updated all existing standard operating guidelines and procedures, and determined ways to improve the effectiveness and efficiency of the fire department.
- Developed multi-lingual public education programs to reach a larger community base for our Children's Fire and Safety Festival.



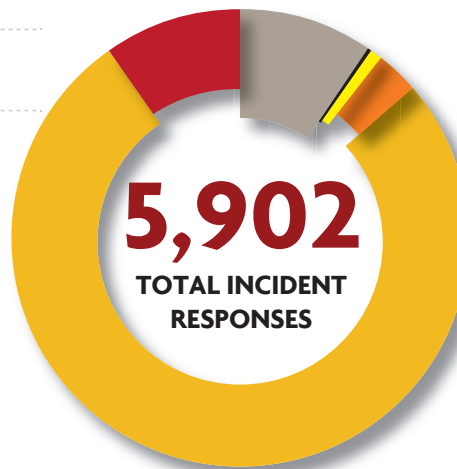
Calls for Service by Station & Vehicle



| | |
|------------------------------------|-----------|
| ● Rescue & Emergency Medical Calls | 71.0% |
| ● Service/Other Calls | 9.0% |
| ● False Alarms | 9.0% |
| ● Hazardous Situation Calls | 3.0% |
| ● Other Fires | 0.7% |
| ● Structure Fires | 0.2% (15) |

11,972

TOTAL VEHICLE RESPONSES



5,902

TOTAL INCIDENT RESPONSES

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.

2017 GOALS



- Implement a Cancer Awareness Campaign that includes education, policies and procedures.
- Complete a community risk assessment and develop a Standards of Cover document to identify areas of improvement.
- Create the Fire Department Strategic Plan for 2018-2023.
- Develop long and short term goals for increasing support in the southern part of the village.
- Continue to develop multi-lingual public education programs focused on reaching a larger community base.



OPERATIONS



STATIONS & STAFFING

16

**MINIMUM
DAILY
STAFFING**

-  OFFICER
-  FIREFIGHTER/
PARAMEDIC

Station 12
1601 W. Golf Rd.
APPARATUS & STAFFING
AMBULANCE 12



ENGINE 12

Station 13 (HQ)
112 E. Northwest Hwy.
APPARATUS & STAFFING
AMBULANCE 13



BATTALION 3

ENGINE 13

TOWER 13

Station 14
2000 E. Kensington Rd.
APPARATUS & STAFFING
AMBULANCE 14



ENGINE 14

TRAINING

Mount Prospect firefighters consider training to be one of their most important daily activities. In 2016, firefighters averaged over 366 hours of fire, EMS and career development training – a 24% increase in training hours compared to 2015! In addition to hours spent training at work, Mount Prospect firefighters obtained 52 new certifications from the Office of the State Fire Marshal and attended over 148 emergency response classes. Last year brought 11 new firefighters to our Fire Department, some of whom attended the NIPSTA Fire Training Academy where they received 240 hours of training. After graduation they spent another 80 hours of training with the Training Department acquainting themselves with the Mount Prospect Fire Department's equipment and department procedures. All of this training helps to prepare them for the wide range of emergencies they will respond to – and to continue to develop its next generation of officers and leaders.

The following highlights some of the training that occurred this past year:

- The department sent four newly promoted lieutenants to Company Officer School at the Northeastern Illinois Public Safety Training Academy. They received 40 hours of hands on training at the academy and then spent another 40 hours in-house with the Training Officer.
- New training software was purchased to provide a more versatile and comprehensive recording of training tasks. This software is also set up to match training guidelines established by the Illinois State Fire Marshal, OSHA /IDOL and NFPA-National Fire Protection Administration Standards and Guidelines. In addition, it also tracks ISO –Insurance Services Office requirements for the Village.
- MABAS Division 1 held an Advanced Technician Firefighter class which is the new State of Illinois certification level that replaced the Firefighter II certification. The Mount Prospect Fire Department sent nine Firefighters to this new certification training.
- The Mount Prospect Fire Department participated in MABAS 3 joint training drills in the spring and fall of 2016. This training focuses on multiple departments working together on a variety of drills including live fire exercises. The fire department also participated in fire training throughout the year with our neighboring towns of Prospect Heights, Arlington Heights, Des Plaines, Elk Grove Township, Elk Grove Village and Glenview.
- Fire Chief Brian Lambel completed a year-long Chief Fire Officer Course at Northeastern Illinois Public Safety Training Academy presented by the Illinois Fire Chiefs Association.
- Deputy Fire Chief John Dolan completed the pilot program for Advanced Fire Officer through the Illinois Fire Chiefs Association.
- Nine officers completed the State's Fire Department Incident Safety Officer Course in 2016. This course teaches officers to be aware and observant of Safety Hazards during Fireground and other emergencies, thus reducing injuries and liability.
- Firefighters continued to work on their Ladder Truck skills each month utilizing our 100 foot tower. Each firefighter has a work skills book that takes 12 months to complete and be approved by their Lieutenant.
- Firefighters attended a Crude Oil Awareness course sponsored by Canadian Northern Railroad. This course taught firefighters how to respond to a hazardous railroad emergency.



EMERGENCY MEDICAL SERVICES

The emergency medical personnel from the Mount Prospect Fire Department have responded to over 4,000 EMS-related incidents in 2016. This comprises 67.7% 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 2016, paramedics and emergency medical technicians (EMTs) received an average of 39 hours of continuing education training in conjunction with Northwest Community Hospital.
- In 2016, 45 firefighter/paramedics became certified in Advanced Cardiac Life Support (ACLS). This certification expounds on their current paramedic training and allows them to be proficient in any and all assessment/treatment of various cardiac events. This certification puts our staff on par with nurses, doctors, and other medical professionals in the treatment of these patients.
- The conversion to the Image Trend- Elite program was quite successful. According to national and state mandates, all fire and EMS providers are to streamline their Patient Care Reports (PCR) in a user-friendly, touch-click format that utilizes our brand new iPads. This will allow us to document every EMS run in compliance with these rigorous standards.



- The Northwest Community Hospital EMS System (NWCH EMSS) rolled out their new Standard Operating Procedures (SOPs) which allow the firefighter/paramedics to operate on emergency medical runs in an even more specialized manner than before. These new SOPs use the previous guidelines and improve on several other assessments/treatments. One example is the utilization of Comprehensive Stroke Centers. This intervention allows the firefighter/paramedic to bypass a hospital in order to provide optimum care for someone who is presenting with an acute stroke. The patient will receive premium care at this facility above and beyond the closest neighborhood hospital.



“Their attitudes and knowledge helped calm my husband and me. Great Service!”

“Personnel were outstanding in providing the assistance that was needed. A job well done.”

“I would be lost without the kind, devoted people of the Fire Department. Thank you from my heart.”

“The guys were very attentive, kind and professional.”



UNION LOCAL 4119

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

- In April, Local 4119 sold hamburgers and hot dogs at Irish Fest and raised \$1000 for the Cystic Fibrosis Foundation.
- Local 4119 held a boot drive in September and collected \$6415 for the Muscular Dystrophy Association.
- Also in September, Local 4119 donated \$500 to the Village of Mount Prospect South Side Connection Center Back Pack Program.
- Members of Local 4119 presented the Northwest Community Hospital Gift-A-Mammogram Program with a \$1,000 check in October. The program provides free mammograms to under-resourced women.
- Partnering with the entire Fire Department, Local 4119 donated \$761 to the Village's Toys for Kids Program in December.

FIRE PREVENTION

The Mount Prospect Fire Prevention Bureau had an exciting and busy year in 2016. Annual fire inspections increased and additional annexation properties were added to the community. In addition to the daily responsibilities of the Fire Prevention Bureau, the members organized the Department's Children's Fire Safety Festival, Open House and Fire Prevention Poster Contest— all successful programs with a wonderful turnout!

Fire Investigations

In addition to fire inspection duties, the Fire Prevention Bureau is also responsible for investigating all major fires. The Fire Department has five certified fire investigators who partner with the Police Department's arson investigators to form the Fire Investigation Team. Annually, this team reviews and investigates approximately fifteen fires. If additional resources are needed, the Fire Investigation Team may call for assistance from the Illinois State Fire Marshal's Office or the ATF (Bureau of Alcohol, Tobacco, Firearms and Explosives). Fires are classified in the following four categories:

1. Accidental: Fire not the result of a deliberate human act
2. Natural: Fire started without human intervention (i.e. lightning)
3. Incendiary: Fire intentionally and deliberately set
4. Undetermined: Cause of fire is unknown or cannot be proven

The data collected during fire investigations helps with issuing recalls on malfunctioning equipment and aids in national statistics for causes of fire. Data collected also allows for a reduced risk in the community and helps prevent future fires from starting. Cooking is the most common cause of fires and is accidental in nature.

For more information regarding fire investigations, please contact the Mount Prospect Fire Prevention Bureau at (847) 818-5253.



Fire Safety Message

If a fire breaks out in your home, you may only have a few minutes to get out safely once the smoke alarm sounds. Everyone needs to know what to do and where to go if there is a fire. Making a home escape plan that the entire household is aware of can save lives. Fire can spread rapidly through your home, leaving you as little as one or two minutes to escape safely once the alarm sounds. A closed door may slow the spread of smoke, heat and fire. Install smoke alarms in every sleeping room and outside each separate sleeping area. Install alarms on every level of the home. Smoke alarms should be interconnected. When one sounds, they all sound. Pull together everyone in your household and make a plan. Walk through your home and inspect all possible exits and escape routes. Households with children should consider drawing a floor plan of your home, marking two ways out of each room, including windows and doors. Also, mark the location of each smoke alarm.

The Mount Prospect Fire Department and the National Fire Protection Association recommend the following safety tips to keep you and your family prepared in the event of a fire:

- Make a home escape plan. Draw a map of your home showing all doors and windows. Discuss the plan with everyone in your home.
- Know at least two ways out of every room, if possible. Make sure all doors and windows leading outside open easily.
- Have an outside meeting place (like a tree, light pole or mailbox) a safe distance from the home where everyone should meet.
- Teach children how to escape on their own in case you can't help them.
- Close doors behind you as you leave.
- Practice your home fire drill at night and during the day with everyone in your home, twice a year.

For more information regarding escape plans or general fire safety, please contact the Mount Prospect Fire Prevention Bureau at (847) 818-5253.

FIRE PREVENTION BUREAU ACTIVITIES

3,800

FIRE
INSPECTIONS

15

FIRE
INVESTIGATIONS

320

PLAN
REVIEWS

415

PUBLIC
EDUCATION
ACTIVITIES



COMMUNITY SUPPORTED GROUPS

Paid-On-Call Firefighters

The Mount Prospect Fire Department began as a volunteer organization in 1913. Unlike many area departments, Mount Prospect still maintains this volunteer group, now called Paid-On-Call (POC) as they receive a nominal amount for their service. The department currently has 13 POC members who provide support during large incidents and public education events. In 2016, POC members completed over 687 hours of training and 496 hours of unpaid ride time. In addition, they participated in 14 Public Education/Community events including the Children's Fire Safety Festival, Fire Department Open House and Toys for Kids Program.

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 2016, the BOFPC interviewed 17 potential firefighter candidates. In addition, they actively participated in updating the Firefighter Testing and Interview process for 2016/2017. Current Commission members are Michaele Skowron (Chairperson), James Powers, Charles Bennett, Mark Busse and Jackie Hinaber.



Community Emergency Response Team

Members of Mount Prospect's Community Emergency Response Team (CERT) contributed over 3,100 hours of volunteer time to the community in 2016. CERT is made up of resident volunteers trained to "aid and assist Mount Prospect Village departments when professional emergency resources become overwhelmed." In 2016, the team participated in several types of training including search and rescue procedures, a review of fire extinguishers, SMART triage and Health Insurance Portability and Accountability Act (HIPAA) regulations. CERT members also assisted Village staff at community events such as the Fire Department Open House, Police Department's National Night Out, Family Bike Ride, Downtown Block Party and Fourth of July fireworks. In addition, CERT members hosted multiple emergency preparedness programs featuring what to do to be prepared before a disaster and how to recover from one.





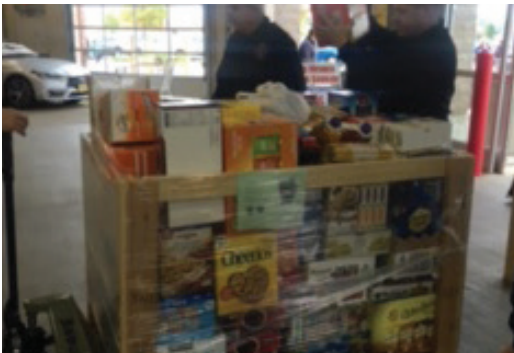
COMMUNITY SUPPORTED ACTIVITIES

St. Baldrick's Fundraiser at Blackfinn

In March, firefighters shaved their heads to raise money for childhood cancer. The department raised over \$22,000 and surpassed our 2015 total!

Public Education Fundraiser at Oberweis

The Fire Department teamed up with Oberweis Ice Cream in July to put on a public education event for seniors. Fire personnel scooped ice cream and spoke to seniors about preventing falls, fire safety and medical awareness.

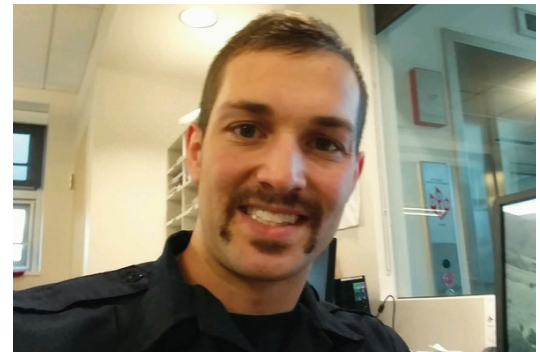


Community Food Drive at Randhurst Village

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 and Jewel stores to help fill the Village's Emergency Food Pantry for the upcoming holiday season. When all was said and done, the Department collected 14 pallets full of food, with a retail value of over \$8,500, and \$496 in cash donations.

November Fundraiser

Participants grew out their mustaches for the entire month of November to support men's health. Over \$ 900 was raised to help fight prostate and testicular cancers.



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 17, members of the Fire and Human Services Departments invited 350 underprivileged children, from about 125 families, to Fire Station 14 to pick-up their toys and visit with Santa Claus.

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



FREQUENTLY ASKED QUESTIONS

Q: 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 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.



FIRE STATION 12
1601 W. Golf Road



FIRE STATION 13 (Headquarters)
112 E. Northwest Highway



FIRE STATION 14
2000 E. Kensington Road

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

2017 CALENDAR OF EVENTS

MAY 1 – 5
Children's Fire
Safety Festival at
Fire Station 14

SEPTEMBER 23
Fire Department
Open House at
Fire Station 13

OCTOBER 8 – 14
Fire Prevention Week

NOVEMBER TBD
Fire Prevention
Poster Contest
(K – 5th grade)

mountprospect.org/fire



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