



2012 ANNUAL REPORT

**INCIDENT RESPONSES
EMERGENCY MEDICAL SERVICE
FIRE PREVENTION BUREAU
INFORMATION TECHNOLOGY SYSTEMS
APPARATUS & EQUIPMENT
PUBLIC EDUCATION
TELECOMMUNICATIONS
TRAINING**

**Jeff Steingart
Fire Chief**

**Francis L. Wolowic
President**





OUR MISSION

The Countryside Fire Protection District dedicates its activities to the preservation of human life and the conservation of property. To this end the District invests its personnel in the education of its public and the maintenance of a safe environment.

OUR VISION

The Countryside Fire Protection District is staffed by a competent, highly motivated, trained, professional and experienced staff of certified firefighters, firemedics, fire officers and support personnel. They are guided by quality programs, policies and procedures and equipped with modern facilities, vehicles, tools and equipment to safely and effectively deliver the following services:

Fire Prevention, Public Education, Dispatch/Emergency Communications, Fire Suppression, ALS Emergency Medical Service & Transport, Disaster, Wildland Fire Suppression, Hazardous Materials and Technical Rescue including; Water, Ice, Confined Space, Trench, High Angle, Structural Collapse and Extrication Emergencies.

OUR CORE VALUES



INCIDENT RESPONSES

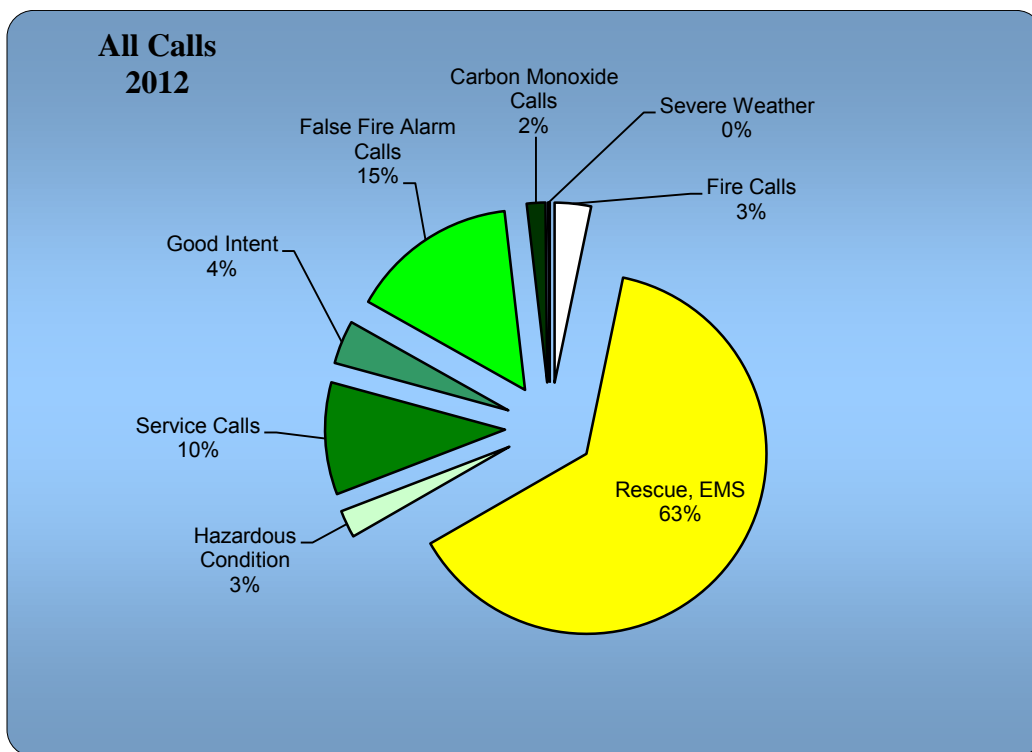
2012 ANNUAL REPORT



The Commission on Fire Accreditation International identifies the need for a fire agency to provide reporting and analysis of its services. The 2012 Incident Response Summary fulfills that need by providing the necessary reporting and analysis of emergency response and deployment by the District. Through accurate reporting and analysis the District is provided a platform for informed planning and decision-making.

CALL VOLUME

The District responded to a total of 3,891 calls in 2012. Of these calls, 3,322 were in the District. The decrease of 18 total calls is less than 1% compared to 2011. The slight variable to call volume is primarily related to a decrease in false alarms.



- In 2012, CFPD averaged 10.7 calls per day.
- December was the busiest month in 2012 with 368 calls.
- The busiest day of the week was Tuesday, the slowest day being Sunday.
- The hours between 7:00 a.m. and 7:00 p.m. were the busiest hours of the day.

- CFPD gave mutual aid 569 times to other agencies:

Mundelein	270
Libertyville	76
Lincolnshire	82
Lake Zurich	33
Others	102

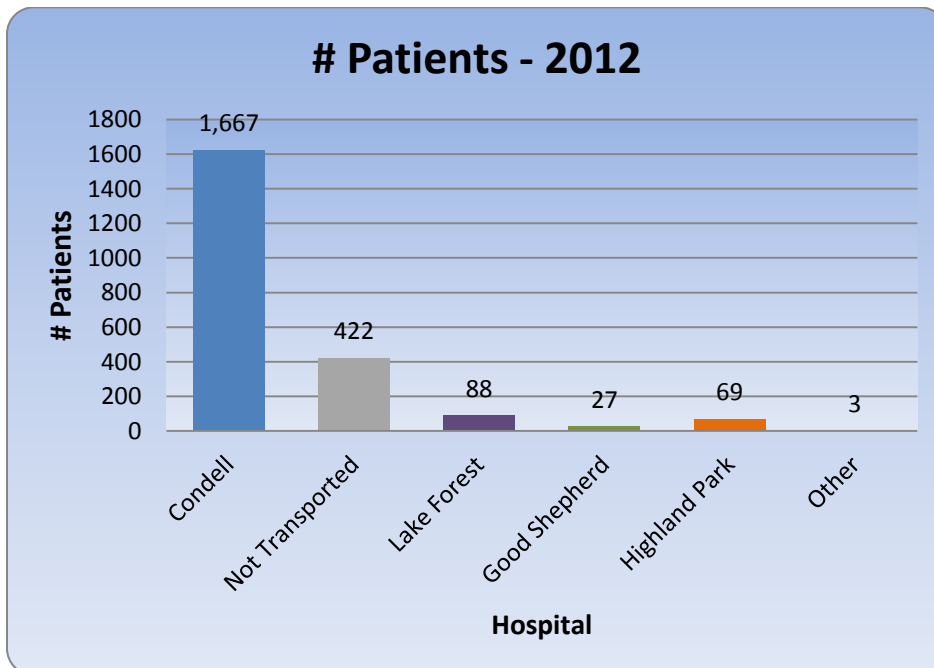
- This was a decrease of 58 calls mostly due to the decreased call volume of those agencies and other running order changes.
- Overlapping calls occurred 802 times (20.1%).

FIRE RESPONSE

- 2012 recorded 24 structure fires, which is slightly below the ten year average of 27.5 fires.
- The 2012 total fire loss of \$645,568 was less than the 2011 fire loss of \$725,373. The highest loss incident (\$250,000) occurred at a house fire in Hawthorn Woods.
- One civilian fire related casualty occurred and there were no deaths in 2012.

EMS RESPONSE

- EMS calls (including invalid assists) accounted for 70.3 % (2,335) of all calls within the Fire District.
- 89.7% of all patients transported were taken to Advocate Condell Medical Center in Libertyville.



EMS RESPONSE (CONTINUED)

- Hawthorn Lakes and the Willows retirement community accounted for 265 EMS & Invalid Assist calls in 2012; 11.3% of all EMS & Invalid Assist calls in District.
- EMS & Invalid Assist calls at The Park of Vernon Hills retirement community in 2012 reflect a moderate increase at 434, compared to 362 in 2011; 18.6% of all EMS & Invalid Assist calls in District.
- Autumn Leaves accounted for 36 EMS & Invalid Assist calls in 2012.
- A senior housing project, Victory Centre, began occupancy early in 2012. This facility generated 140 EMS & Invalid Assist incidents.

RESPONSE TIME

- FireMedics responded to 2,226 emergency calls (ambulance, vehicle crashes and structure fires) in the District in 2012.
- The response time for all in-district emergency calls in 2012 averaged 4:17; a decrease of 0:12 seconds from 2011.
- The Fire District achieved its response time goal of eight minutes or less to 90% of all emergency calls. The Fire District responded to 97.4% of all ambulance, vehicle crashes and structures fire calls within eight minutes or less.
- The Village of Vernon Hills accounted for the most in-district calls in 2012. Calls in all villages served by the District were as follows:

Village	# Calls	%
Vernon Hills	2,699	81.2%
Hawthorn Woods	123	3.7%
Long Grove	110	3.3%
Indian Creek	25	.8%
Unincorporated	366	11%
Total	3,322	100%

**EMERGENCY RESPONSE TIME SUMMARY
DISTRICTS 41A – 41I
2012 SUMMARY**

Type of Call	Number of Calls	Average Response Time	Percent Within < 8 minutes	Response Time Goal
EMS Ambulance	2,036	4:19	97.4%	90% < 8 mins.
Motor Vehicle Accidents	153	3:56	98.1%	90% < 8 mins.
Fires*	75	5:23	89.4%	90% < 8 mins.
Haz-Mat*	40	5:06	90%	90% < 8 mins.
Tech Rescue	0	0:00	100%	90% < 8 mins.

* Includes Non-Emergency Responses

Call distribution appears to be steady throughout the District as growth has settled due to current economic conditions.

FIREMEDIC INJURIES

The District recorded eight (8) Firemedic injuries in 2012. None required an extensive hospital stay.

The District recorded 72 OSHA lost work days 2012. This was a substantial decrease compared to 2011. Personnel were also assigned to light duty positions 50 days.

Sprain / Strain was the leading type of injury.

- One (1) injury occurred during an EMS call.
- Five (5) injuries occurred during firefighting activities.
- One (1) injury occurred during routine activities.
- One (1) injury occurred during training activities.

FIRE ALARM RESPONSE

The Fire District responded to 496 automatic alarms in the District during 2012.

The Fire Prevention Bureau responded to an additional 113 trouble alarms in 2012; a decrease compared to 2011 (182) primarily due to improved service from the Districts fire alarm vendor.

Fire alarms accounted for 14.9% of the 3,322 calls within the District during 2012.

EMERGENCY MEDICAL SERVICES

2012 ANNUAL REPORT



Everyday people dial 911 and request assistance for paramedic services from our highly trained medical personnel. Countryside Fire Protection District (CFPD) personnel responded to 2,311 requests for medical assistance in the District, and treated 2,233 patients in the District. This represents 70.25% of CFPD EMS and invalid assists in district responses for medical emergencies.



It is the intention of Countryside Fire Protection District to provide the closest station response for people who are in need of medical attention. We continue to receive automatic aid with our neighboring agencies, which amounted for 374 responses in order to maintain the closest station response model. Moreover, we continue to provide efficient and effective service to the community.

Through the Accreditation process, the District has set a goal to respond to 90% of all emergencies within the District in less than 8 minutes, a standard which we were able to maintain. In 2012, the District responded to medical emergencies in 8 minutes or less with our average response time of 4 minutes 17 seconds 97.4 % of the time. Average on scene times for EMS calls was 20 minutes, along with average at-hospital out-of-service times of less than 32 minutes.

A new ambulance constructed by Horton Emergency Vehicles of Columbus, Ohio, was placed in service. This is the third vehicle we have received that has been constructed on a 2012 Ford 450 4x4 chassis, and it sports the newest advanced technologies available today. The treatment compartment has a sliding crew seat and more user-friendly compartments, which have assisted us in the treatment of our customers. We have been very successful with this layout and look forward to future uses.



BY THE NUMBERS

Countryside FireMedics are responsible for providing invasive procedures to treat their patients. Some of the statistics are as follows:

802	IV's established
496	Oxygen
444	Medications administered
8	Intraosseous Infusions
12	Endotracheal Intubation
1,220	Cardiac Monitoring
87	Control Bleeding



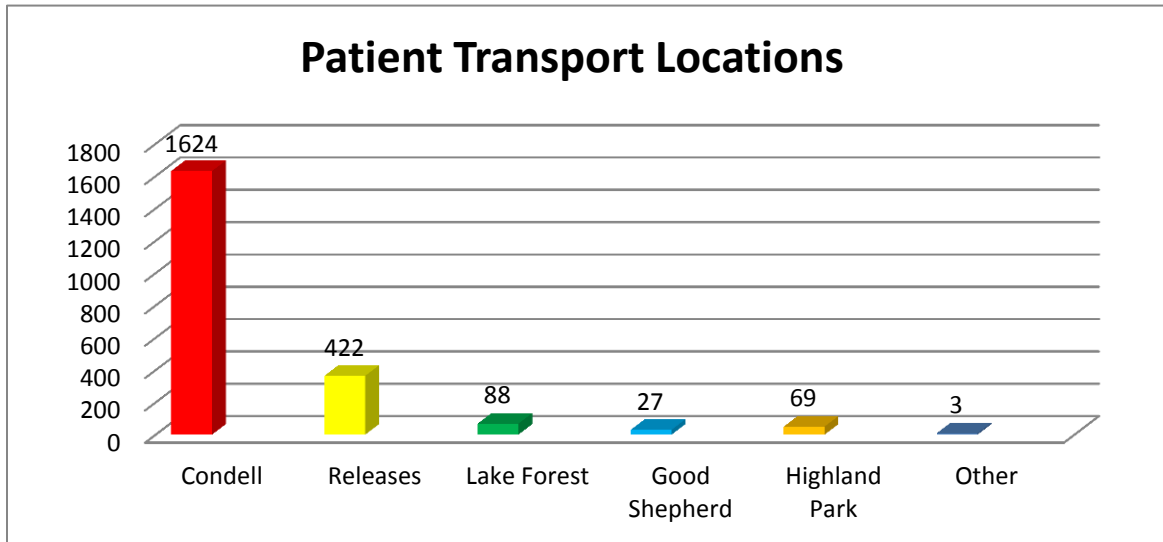
CFPD transports people of all ages, but as the chart below indicates, there is a large population served that is in the 66 to 80 plus age group. This is represented by having two senior living complexes-Hawthorn Lakes, and the Park of Vernon Hills. In 2012, CFPD responded to medical emergencies at Hawthorn Lakes 265 times, 434 times to the Park of Vernon Hills, 36 times to Autumn Leaves, and 140 times to Victory Centre being the newest senior living facility.

<u>Age Range</u>	<u># of Patients</u>
0-13	140
14-19	145
20-35	259
36-50	284
51-65	278
66-80	384
80 +	743
Total	2,233





Countryside offers our patients several options when deciding which healthcare facility they prefer to be transported to receive their medical care. The chart below indicates the number of patients and destinations to each of the facilities in our area. We did see a change in the hospitals we transported to due to Advocate Condell Medical Center becoming a Level I Trauma Center in our region. One new transport hospital which was added this year was the VA Hospital located in North Chicago.



EQUIPMENT

Some of the new items purchased for CFPD in the past few years include, the purchase of a complete Stryker Patient movement system. This package of (1) Power Patient Stretcher, and (1) Stairchair were purchased with a grant awarded to CFPD. With this package, we now have complete power assisted back saving tools on all four of our CFPD ambulances.



Power Stryker Stretcher assists with patient movement by use of raise or lowering function of patients by use of finger control power assist unit on cot, thus eliminating medics from lifting which protect users from possible back injuries.

Pictured is a new full body immobilizing mattress which was purchased through a Illinois Department of Public Health Grant awarded to CFPD.



TRAINING

Advocate Condell Medical Center (CMC) assists CFPD with continuing education training opportunities. As part of the requirement to maintain an Illinois Department of Public Health paramedic license, all paramedics must participate in continuing education. CMC provides multiple training opportunities and requires paramedics to complete all such classes.



Crews work a mock accident involving two vehicles

Training is coordinated by Battalion Chief Chris Reynolds as the department Medical Officer and Division Chief Kevin Wodrich from the Training Division. Firemedics Prosi, Faamasino, Masheris, Dovel, Ondrako and Lieutenant Bach all help with the in-house training, inventory management, quality improvement program, and any other EMS-related needs for CFPD. Providing quality training for personnel and assuring that the equipment is current is part of our dedication to excellence.

The District continues to enhance our medical training, as we have successfully integrated EMS training into part of our training for all personnel. This training is in addition to the required hospital-based EMS training that is provided through our Region X requirements.

In response to the needs of our POP members, we have also successfully implemented an EMT-B recertification program that is allowing our POP members the chance to get the required hours they need for training in order to maintain their certification. These classes are being developed and led by our EMS team and have proven to be very beneficial for everyone.

In 2012, we continued to provide more paramedic students who are not currently employed by other fire agencies, an opportunity to ride with our paramedics. This gave us the opportunity to help others get the necessary education to be an effective paramedic, and it has also allowed us the chance to increase staffing on ambulance calls without any additional costs. All of our personnel have embraced the chance to train these paramedic students, and we are considering expanding the program in the future.

In 2012, CFPD congratulated the following members who completed the 2012 paramedic class: Adam Graham, Austin Yarc, John Kourliouros and Tom Bauer. This brings our total number of paramedics to 61 and EMT-B's to 6. Currently, there is only one member enrolled in paramedic class.

FIRE PREVENTION BUREAU

2012 ANNUAL REPORT



The Fire Prevention Bureau Division 2012 Annual Report summarizes the activities and results of the Fire Prevention Bureau team which supports the commitment of all Countryside Fire Protection District personnel in the preservation of life and property.

Noteworthy items from the Bureau in 2012 were:

- *Village of Vernon Hills adopted Ordinance No. 2012-057 on October 16, 2012, which adopted the 2012 Editions of the International Code Council model codes with amendments. All new single family homes are now required to have NFPA 13D automatic fire sprinkler systems. The first residential building permit under the new code was an 11,000 sq. ft., 11 bath, and 7 bedroom home in Greggs Landing.*
- *Countryside Fire Protection District adopted Fire Prevention Code Ordinance 12-0-12 on December 20, 2012, which adopted the 2012 Edition of the International Fire Code with amendments. All new single family homes continue to be required to have NFPA 13D automatic fire sprinkler systems installed.*
- *Eleven new single family homes were constructed with residential fire sprinkler systems bringing the total residences within the District with automatic fire sprinkler systems to 1,530 (637 single family/893 multi-family).*
- *Total estimated fire loss of \$644,868 was well below both the 10 year total average of \$1,131,413 and 20 year average of \$924,741. We were also able to “Keep the Wreath Red” again over the holiday season with no fire related incidents related to decorations.*
- *Residential and commercial construction activity increased from the past few years especially in commercial remodel projects.*
- *Fire Prevention Bureau Standard Operating Guidelines (SOG’s) were updated.*

ADMINISTRATION & STAFFING

- 2012 Fire Prevention Bureau Division team consisted of Fire Marshal Mike McNally, Lt. Ron Cielek, Inspector/Firemedic Bill Wolff and Public Education Coordinator/Firemedic Tony Rodkey.
- Inspector/Firemedic Bill Wolff completed his first full year with the Bureau team.
- Bureau personnel responded to emergency calls, assisted duty crews, conducted inspections, plan reviews, hydrant testing, fire investigations and public education.
- 1,310 hours assisting duty crews on shift detail, call responses, building familiarization tours and special detail.
- 1,261 hours of training to maintain certifications and requirements as licensed paramedics, firefighters, fire apparatus engineers, fire origin/cause investigators and other special response teams.

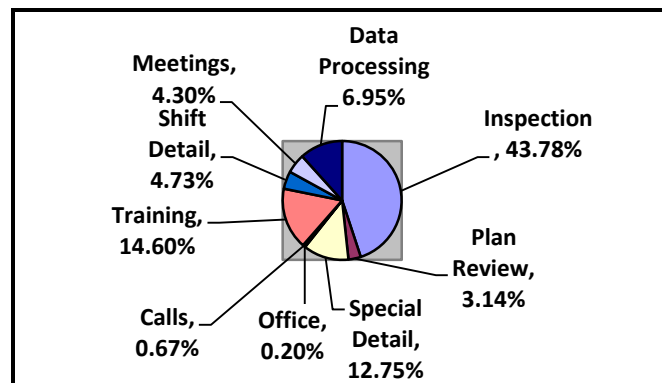
INSPECTIONS

- 5,229 Bureau inspection activities were recorded in 2012.
- All 1,402 existing commercial, educational and multi-family occupancies were inspected.
- 119 new construction and remodel projects were inspected to insure all fire protection systems and life safety requirements were in compliance.
- Special inspections were conducted throughout the year for special events such as, fireworks shows, Summer Celebration in Vernon Hills, Circus and Mall promotions.
- Field inspection results included, 1,361 routine/pre-plan inspections to existing occupancies, 731 construction inspections (life safety/fire sprinkler/fire alarm), and 341 hydrant inspections/flow tests.
- 3,780 total hours were dedicated to inspection activities. New construction and remodel projects accounted for 561 hours or 15% of the total inspection hours.
- All new and modified fire sprinkler/suppression and fire alarm detection system devices were inspected. There were 119 sprinkler/suppression system and 131 fire alarm inspections.
- Inspectors averaged six (6) field inspection activities per day. Inspectors spent 18 hours witnessing 33 fire drills at businesses, area schools and day care facilities.
- 355 inspection activities on existing fire alarm systems.

Table 1: Type of Inspection, 2012

Type of Inspection	Number	Hours	% of Time
Routine Maintenance	1,361	713.37	8.26%
Re-Inspection	741	248.19	2.87%
Re-Inspection/Telephone	321	133.60	1.55%
Under Construction	276	160.41	1.86%
Pre-Occupancy-Final	205	170.34	1.97%
Suppression System	119	118.00	1.37%
Fire Alarm System	131	112.30	1.30%
Fire Alarm/In-Service	355 (242)	286.85	3.32%
Complaints	65	37.01	0.43%
Water Supply	341	194.84	2.26%
Miscellaneous	468	241.87	2.80%
All Other Inspections	846	1,363.58	15.79%
Total	5,229	3,780.36	43.78%

Figure 1 represents a combination of all Bureau inspections along with other activities. Total field inspection activities accounted for of Bureau time. 56% of time was spent in other activities and paid time off.



44%

Table 2 represents the top five violations cited during routine occupancy inspections. The top five violations accounted for 35% of the total violations cited.

Table 2: Top Five Violations, 2012

Rank	Violation Type	Number	% of Total
1	EMERGENCY LIGHT BATTERY REPAIRS NEEDED	193	9.41%
2	FIRE EXTINGUISHER SERVICE NEEDED	144	7.02%
3	KEYS NEEDED FOR THE KNOX BOX	142	6.92%
4	REMOVE EXTENSION CORDS	127	6.05%
5	EXIT LIGHT BULBS NEEDED	108	6.27%
	TOTAL TOP 5 VIOLATION CATAGORIES	714	34.81%
	TOTAL FOR ALL OTHER CATEGORIES	1,337	65.19%
TOTAL CODE VIOLATIONS FOR 2012		2,051	100.00%

Table 3 shows the Bureau activity distribution of each jurisdiction in number, hours and percent of time spent. Vernon Hills accounted for 7,385 bureau activities, which represented 83% of time spent.

Table 3: Fire Prevention Bureau Activities by Municipality/Lake County, 2012

Name	Number	Hours	% of Time
Hawthorn Woods	119	85.28	1.01%
Indian Creek	41	30.59	0.36%
Long Grove	189	179.9	2.12%
Lake County	468	494.1	5.83%
Vernon Hills	7,385	7,676	90.68%
Total	8,202	8,465	100.00%

PLAN REVIEWS

- Total Bureau related revenue collected in 2011 - **\$101,737.95**
 - Plan review/inspection fees - \$45,430.80
 - Developer Contributions - \$2,139.40
 - Bureau Fees - \$7,082
 - Bureau Permit/Event Fees - \$9,115
 - Fire Report Fees - \$1,701
 - Fire Alarm Monitoring - \$36,269.85
- 232 plan reviews were completed in 2012 for 99 new and existing construction projects covering 494,260 sq. ft.
- 25 more plan reviews were completed in 2012 versus 2011.
- Bureau personnel continued to promote the installation of sprinkler coverage for single homes (11 new single family homes were built with NFPA 13D sprinkler systems).

NEW BUILDINGS/MAJOR REMODELS IN 2012



Remodeled – Old Navy
701 N. Milwaukee #164 – 15,000 sq ft



Remodeled – Hobby Lobby
290 HVC – 48,655 sq ft



New – Noodle's & Company
700 N. Milwaukee #149 – 2,791 sq ft

- **Victoria's Secret**, 222 Hawthorn Center, Vernon Hills, Remodel/Expansion (11,982 sq. ft.)
- **C-2 Education**, 700 Milwaukee Ave. #152, Vernon Hills (1,444 sq. ft.)
- **JC Penny**, 4 Hawthorn Center, Vernon Hills, Remodel (6,000 sq. ft.)
- **Empire Beauty School**, 226 HVC, Vernon Hills, Remodel (7,511 sq. ft.)
- **Venus vs. Mars Spa**, 281 Townline Rd, Vernon Hills, New Tenant (2,855 sq. ft.)
- **Dress Barn**, 512 Hawthorn Center, Vernon Hills, Remodel (6,575 sq. ft.)
- **American Eagle Outfitters**, 811 Hawthorn Center, Vernon Hills, Remodel (6,491 sq. ft.)
- **Olive Garden**, 701 Milwaukee Ave, Remodel & New fire alarm system (8,384 sq. ft.)
- **Yu Kids Island II**, 401 Hawthorn Center, Vernon Hills, Remodel (3,268 sq. ft.)
- **Kriser's pet Food Store**, 1640 Milwaukee #300, Vernon Hills, Remodel (2,307 sq. ft.)
- **Harman**, 702 Deerpath Dr. Vernon Hills, Remodel (19,280 sq. ft.)
- **G by Guess**, 520 Hawthorn Center, Vernon Hills, Remodel (4,601 sq. ft.)
- **Carter's**, 701 N. Milwaukee #240, Vernon Hills, Remodel (4,963 sq. ft.)
- **Aroma Indian Cuisine**, 270 HVC, Vernon Hills, Remodel (3,400 sq. ft.)
- **Perakis Resis Woods**, 3 Hawthorn Pkwy #150, Vernon Hills, Remodel (4,800 sq. ft.)
- **St. Mary of Vernon Church**, 236 Rte 45, Indian Creek, Remodel/Addition (3,300 sq. ft.)
- **Charming Charlie**, 515 Hawthorn Center, Vernon Hills, Remodel (8,000 sq. ft.)
- **Arrachera Grill**, 203 Butterfield Road, Vernon Hills, Remodel/Expansion (1,000 sq. ft.)
- **Monnex**, 500 Bunker Court, Vernon Hills, Remodel/new rack storage (28,464 sq. ft.)
- **Bath & Body Works**, 225 Hawthorn Center, Vernon Hills, Remodel (3,502 sq. ft.)
- **Clarks**, 213 Hawthorn Center, Vernon Hills, Remodel (2,310 sq. ft.)
- **Brookdale Senior Living-Hawthorn Lakes**, Vernon Hills, Remodel 1st floor (4,200 sq. ft.)
- **Panda Express**, 901 Hawthorn Center, Vernon Hills, New Tenant (1,379 sq. ft.)
- **DSW**, 413 Milwaukee Ave., Vernon Hills, Remodel (31,400 sq. ft.)

FIRE INVESTIGATION ORIGIN & CAUSE

- Total estimated 2012 fire losses of \$644,868 well below the 10 year total average of \$1,131,413.
- There was one (1) civilian fire related injury and no fatalities. We were able to “Keep the Wreath Red” over the holidays again with no fire incidents related to holiday decorations.
- 25 fire investigations were completed by bureau fire investigators. The number one fire incident type investigated was building structure fire at 16.
- 104 fire investigation activities were logged by investigators for a total of 157 hours in 2012. Total dollar value saved in 2012 was \$4,388,592.

Table 4: Fire Analysis by Incident and Dollar Loss

Incident Type	Count	Total Values	Total Losses	Total Saves	% Lost	% Saved
BUILDING FIRE	16	\$4,994,480	\$610,350	\$4,384,130	12.22%	87.78%
FIRE IN PORTABLE	1	\$5,000	\$2,288	\$2,712	45.76%	54.24%
PASSENGER VEHICLE FIRE	5	\$31,480	\$31,480	\$0.00	100%	0.00%
DUMPSTER FIRE	1	\$1,000	\$350	\$650	35.00%	65.00%
EXCESSIVE HEAT, SCORCH	2	\$1,500	\$400	\$1,100	26.67%	73.33%
Total	25	\$5,033,460	\$644,868	\$4,388,592	12.81%	87.19%

- Bureau investigators assisted neighboring fire departments, village/county building officials, Lake County Sheriff Department, OSFM, insurance agencies and affected victims in investigating and handling post-fire related items.
- Responded to four (4) MABAS Division 4 requests for fire investigators.
- Fire investigators attended required training including seminars and Fire Investigation Strike Force meetings to maintain certification through OSFM.
- Bureau effectively worked with its neighboring fire departments, OSFM, ATF, law enforcement and other related agencies in the determination of the origin and cause of fires within the District.
- Bureau reported fires with preventable causes to OSFM, NFPA, and the United States Consumer Products Safety Commission. Fire Prevention messages were highlighted through various media channels including the CFPD WEB site, cable Public Station TV videos and newspapers.
- CFPD conducted two (2) juvenile fire setter intervention programs in 2012.

2012 TOP THREE FIRE LOSS INCIDENTS RESULTED IN \$570,000 - 88% OF THE TOTAL DOLLAR LOSS

#1

Date: 07-07-12
 Address: 25,000 block of Marilyn Lane, H.W.
 Type of Occupancy: Residential home
 Type of Construction: Wood frame
 Incident Type: Structure Fire
 Estimated Loss: \$250,000
 Area of Origin: Under the southeast section of the deck
 Cause: Smoking materials



#2

Date: 06-10-12
Address: 7,000 block of Osage Rd., Long Grove
Type of Occupancy: Residential home
Incident Type: Structure fire
Estimated Loss: \$200,000
Area of Origin: Northeast portion of attic
Cause: Overheated ceiling fan



#3

Date: 3-27-12
Address: 26,000 block of Longmeadow Dr., Long Grove
Type of Occupancy: Residential home
Incident Type: Structure fire
Estimated Loss: \$120,000
Area of Origin: Under deck on the South side of home
Cause: Smoking materials



WATER SUPPLY

- Lake County Water System was extended to cover Heron’s Landing in Long Grove.
- New dry hydrant with pipe running directly to the pond was installed on Blue Bird Court. The pipe replaced the storm water cistern which was not providing adequate flow.
- Water supply systems were tested and reports completed to support fire suppression, and the planning process. Water flow and inspection results were communicated to all interested parties to assure adequate water supply systems were maintained.
- 341 wet and dry drafting hydrant inspections & 205 water flow tests conducted in 2012.
- Rural water supply - 85% coverage at 2,000 feet and 90% coverage at 3,000 feet.

Lake County/Municipal Systems

Average water flow test results for wet hydrants

Vernon Hills/Indian Creek	1,724 GPM
Hawthorn Woods/Countryside Meadows	1,074 GPM
Hawthorn Woods/Glenshire	1,198 GPM
Countryside Lakes/Indian Creek Club of Long Grove	1,493 GPM
Heron’s Landing	1,287 GPM

Private Water Supply Systems

Average water flow test results for wet hydrants

Fields of Long Grove	Flush only
Ivanhoe Estates	1,492 GPM
Preserves of Long Grove	397 GPM
Prairie Trails of Long Grove	322 GPM
Ravenna/Autumn Woods of Long Grove	1,219 GPM
Royal Melbourne	229 GPM
West Shore Park	785 GPM

INFORMATION SYSTEMS

2012 ANNUAL REPORT



The District maintained its ability to support and improve its systems and operations in a cost-effective manner, being fiscally responsible to its customers, the taxpayers. Deputy Chief Ron Grant provided oversight and management of contract services and vendors.

STAFFING

- The District continued to contract with Excalibur for in-house infrastructure and desk top support, as well as 24/7 on-call support by phone, remote server connection, and on-site advanced service.
- The District continued to evaluate options for providing systems support coverage.

FINANCES

- The District continues to review its systems and contract services to ensure that services meet the needs of personnel and are within budget.

EQUIPMENT

- Continued use of a three-year replacement schedule for all computers to minimize required maintenance.
- A server replacement project was completed by Excalibur and HP Government. Four (4) physical servers were reduced to a single server chassis using VMware virtualization to replace four (4) servers. This technology also allows for the replication of all of the servers to Station 1 for disaster recovery purposes. The design of the VMware server chassis allows for future expansion of additional servers with a flexible, expandable chassis. Additional storage space, networking, and memory can easily be added for expansion. The design minimizes capitalized hardware purchase cost, but still affords flexibility and growth.
- Advocate Condell Medical Center provided four (4) handheld computer tablets known as, ePCR's (electronic patient care reporting) to streamline patient care records.

- An internet based videoconferencing system became operational late in the year. The system allows for videoconferencing not only between CFPD's stations, but all of our surrounding neighbors as well. The system was mostly paid for with a grant from the federal government.

SOFTWARE APPLICATIONS

- The District continued its annual maintenance contract for Firehouse, the District's records management system. In addition to Firehouse, the District purchased Fire Intelligence, analytical based software that provides instant response data for review.
- Work continued on integrating the Group One Remote Access mapping system with the EnRoute CAD allowing the CAD to automatically pull up the map location of calls on the vehicle-mounted computers.
- The Fire Prevention Bureau is using an in-field, paperless documentation system for fire inspections.
- The District purchased a program to distribute payroll earning statements via email. The program is integrated with the District's accounting software.

COMPUTER NETWORK

- A point-to-point wireless system provided primary connectivity between the District's two stations. A dedicated point-to-point T1 between the two stations provides backup connectivity through full fail-over routing protocols.
- Microsoft Terminal Services provides the primary connection between the Vernon Hills Police Department and the District's network. This allows Countryside's dispatch personnel to access the Firehouse RMS, as well other documents on the Countryside network.

INTERNET ACCESS & WEB PRESENCE

- Comcast internet access continues to be provided at both stations.
- District staff worked to ensure the website was regularly updated with current and timely safety information.

TELECOMMUNICATIONS SYSTEMS

- Call One, an AT&T reseller, is our wired communication vendor. The District is in the 3rd year of a three-year contract with Call One.

WIRELESS COMMUNICATIONS & DATA

- The District continued using Verizon Wireless on the State of Illinois contract for its wireless phones and wireless broadband access.

FUTURE PLANS

- The District will continue to replace computer equipment following the three-year schedule and provide for expanding needs.
- The District will continue to ensure that its systems are current and provide efficient support to the District's primary mission.
- The District will continue to evaluate all opportunities for cost savings to ensure that any changes will not negatively impact the District's ability to serve its customers.

MAINTENANCE DIVISION

Apparatus & Equipment 2012 ANNUAL REPORT



The Countryside Fire Protection District's Maintenance Division encompasses many areas involving apparatus and the tools carried on them. The Countryside Fire Protection District's Maintenance Division follows standards set by several agencies including: NFPA, IDOT, and manufactures such as, Ford, Pierce, Hurst, Amkus and Metz. These standards set minimums for new purchases, regular and emergency service and vehicle safety. It is the Maintenance Division's goal to exceed standards whenever possible.

1. Administration & Staffing

- Battalion Chief Brian Garrity – Vehicle's & Fleet Services
- Battalion Chief Ed Heinz – Tools & Equipment
- Lieutenant Russ Bach – SCBA
- F/M Mark Skala – Gas Powered Tools
- F/M Mike Dovel – Hand Tools
- F/M Phil Obos – Monitors
- F/M John Sherwood – Hose
- F/M Frank Faamisino – Ladders

2. New Apparatus & Vehicle Purchases:

In August, the District placed a brand new 2012 duty engine in service. The engine was custom built for the District by Rosenbauer USA in Sioux Falls, South Dakota. It was built on a Spartan Gladiator chassis. Among the features, the duty engine has full depth compartments, 1000 gallon water tank, 2000 gpm pump, 50 gallon foam tank, 1000' of large diameter hose, new e-draulic Hurst Rescue Tools, as well as Advanced Life Support equipment. The E-12 replaces S-412, a 1988 Pierce which was sold to a fire department in Arkansas. E-12 is assigned first out at Station 2.



Through an agreement with Wauconda Fire District and Long Grove Fire District, HT-411 was placed in service. HT-411 was created using a 1997 International chassis supplied by Wauconda Fire District. The ambulance box was removed, and the rear body was built by Adams Enterprise in McHenry. This vehicle replaces a 1976 Peterbilt that was sold at auction.



In June, the District placed a brand new 2012 ambulance in service, which was custom built by Horton Emergency Vehicles of Illinois. The ambulance was built in Columbus, Ohio, on a Ford chassis. This is the third in a series to replace the 1998 Excellence ambulances on International chassis.

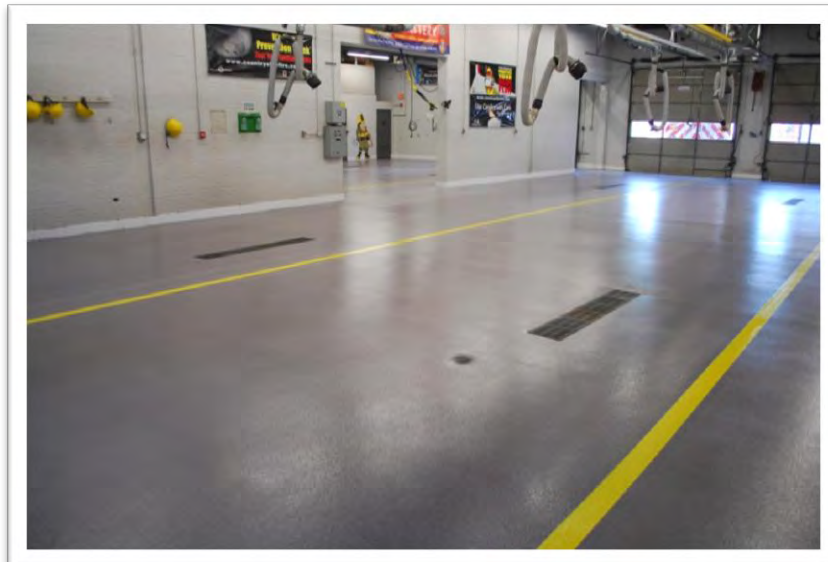


3. Apparatus & Vehicle Maintenance

- All pump apparatus passed annual pump tests and chassis inspections at Wirfs Industries in accordance with NFPA standards.
- Aerial 4131 passed annual inspection performed by Metz USA and UL.



- All ambulances passed their annual inspections at Wirfs Industries.
- All ambulances passed safety lane inspections.
- All emergency response vehicles housed at either station have scheduled checks completed every day with more thorough checks completed on a weekly basis.
- The bay floor project was completed during the summer. Partially funded through the IPRF Safety Grant, the floors at Station 2 were stripped down professionally and re-sealed by Artlow Floor Systems.



4. Self Contained Breathing Apparatus (SCBA)

- The SCBA division has completed the 4 budget year SCBA bottle replacement program. This year we replaced ten (10) SCBA bottles.
- Air One, Inc. continues to be contracted to complete annual maintenance and air quality checks on the compressor that is used for refilling SCBA bottles.
- A remodel to the SCBA/Compressor Room has been completed with new workbenches and cabinets.
- Fit testing of SCBA masks completed in-house.
- Filed a grant for funding to include replacement of our current SCBA to conform to updated 2013 NFPA Standard regarding SCBA.



5. Equipment

- Annual maintenance on extrication equipment, generators, small tools and saws are done in accordance with all manufacturers' recommendations.
- Two new 5 gas monitors were purchased and placed in service to replace older 4 gas monitors on LT-412 and E-12.
- All air quality monitors were maintained and calibrated quarterly by Air One.

6. Hose & Ladders

- All lengths of hose are tested annually by the shifts in accordance with NFPA standard.
- Following five year plan, 1000' of 5 inch hose was purchased to replace older hose.
- E-415 outfitted with the following:
 - 1000 feet of 5 inch supply hose
 - 1000 feet of 2.5 inch hose
 - 400 feet of 1.75 inch attack hose
 - Nozzle, adapters, and appliances
- New gauges to replace damage ones, installed on E-411 and E-412 deck gun.
- Standardized nozzles to be consistent across all vehicles.
- Converted the rear 2.5" pre-connect triple layer load to a 2.5" pre-connect flat load with a tab to minimize firefighter injury when deploying.
- Incorporated hose straps with lettering embroidering to indicate hose size.
- Hose bags purchased and used to store the 1" wild land hose that was exposed to the elements.
- The current standpipe operation was adjusted to incorporate the following changes:
 - Converted 1.75 inch hose to 2 inch hose.
 - The nozzle tips increased from 7/8 inch to 1 inch for larger GPM.
 - Standpipe pressure gauges added to ensure proper flow from standpipe.
 - Hose is loaded in a 'Denver Load' style to allow easier transport over SCBA pack or shoulder.
- All ground ladders had annual testing completed by UL in accordance with NFPA standard.



PUBLIC EDUCATION DIVISION

2012 ANNUAL REPORT



The Public Education Division 2012 annual report provides a summary of the fire and life safety and injury prevention programs provided throughout the Countryside Fire Protection District (CFPD). CFPD is committed to providing fire and life safety programs in the communities of Vernon Hills, unincorporated Mundelein, Long Grove, Hawthorn Woods and unincorporated Lake County within the fire district. CFPD has five public school districts which include fifteen schools from elementary, middle and high school as well as eight private pre-school and daycare facilities that receive a least one visit per grade level annually. CFPD also meets the requests of any business in the fire district to expand fire and life safety education in the communities. CFPD maintains an excellent relationship with the villages and various government entities requesting fire and life safety programs to strengthen our partnerships.

Community Programs

Adopt A Fire Hydrant...Residents agree to keep fire hydrant clear of debris, weeds and snow and report any damage. A certificate is issued to the resident.

Block Party Requests...Attended eleven block parties and interacted with 750 residents in neighborhoods throughout the District.

Countryside Fire Website...The IT Coordinator maintains the monthly changes provided by the Public Education Coordinator. Current safety information and programs according to the changing season makes the website fluid and up to date, while providing a profile of the Fire District.

Child Car Seat Installations/Safety Checks...Two hundred two (202) installations/inspections were completed in 2012. CFPD received an Illinois Department of Transportation \$2,800.00 grant, which allowed us to have four full-time firefighter/paramedics complete the Child Car Seat Technician course, which increases the number of CFPD child car seat technicians to sixteen. We also purchased child car seats to give away, supplies and a car seat installation simulator. As a requirement of the grant, we offered two car seat check points at Station 1 and Diamond Lake School in partnership with the Lake County Sheriff.

First Aid, CPR & AED Courses...Forty-eight (48) classes held in total, certifying 1,502 participants, including 963 students from middle schools and high school and 48 teacher/coaches from Community High School District 128, West Oak Middle School and Vernon Hills Park District. Fees collected totaled \$6,225.00 in 2012. Restaurant and assembly occupancies (127) were provided an 11" x 17" laminated poster to display Emergency Care for Choking.



Fire Extinguisher Training...Sixty-eight (68) participants were provided fire extinguisher training in area businesses, two hundred sixty (260) 8th grade science students and twenty-seven (27) staff members at Fremont Middle School, and one hundred fifty (150) 8th grade science students at West Oak Middle Schools also received this lesson

Firefighter for a Day...Eight (8) individuals had the opportunity to receive this incredible experience.

Monthly Fire Safety Video Clip with Channel 4 News...Fireman Tony appeared on the Vernon Hills Update Television Show with information and safety tips to Village residents for the holiday season. Special guests included, Chief Jeff Steingart and Fire Marshal Mike McNally.

Open House... The 53rd OPEN HOUSE was very special this year. The NFPA annual theme was, "Have 2 Ways Out" and Illinois Fire Inspector's Association provided the Escape Plan, Smoke Alarm and Fire Sprinkler display. CFPD secured Smokey Bear from the National Forest Service to help promote fire safety. The Fremont Township CERT (Community Emergency Response Team) was on hand for recruitment and assisted with traffic control. Boy Scout and Girl Scout troops provided assistance in the Pancake Breakfast area to free up Firemedics for public education activities. Record A-Hit provided an inflatable fire engine crawl through apparatus at 50% off. The Countryside Fire District static display, handouts and giveaways were provided by FEMA, IDOT, Illinois Fire Safety Alliance and OSFM. Everyone did an excellent job to make the Open House an annual "must attend" community event. Many compliments were received from the approximate 1,500 residents attending.

Parade-4th of July Handouts...Fireman Tony brought up the rear of the parade and passed out various fire safety trinkets with a fire safety message for an excellent public relations opportunity in the Village of Hawthorn Woods.

Remembering When...Maintained participation in the Office of the State Fire Marshal Fire and Fall Prevention program for residents 65 years and older. "Remembering When" offers a home inspection, free smoke alarms, night lights, oven mitts and recommendations to help prevent our senior residents from accidentally starting a fire or accidental falls. CFPD provided quarterly visits to Hawthorn Lakes, The Park of Vernon Hills and the new Victory Centre with safety awareness programs, ladder truck demonstrations, and fire sprinkler demonstrations.

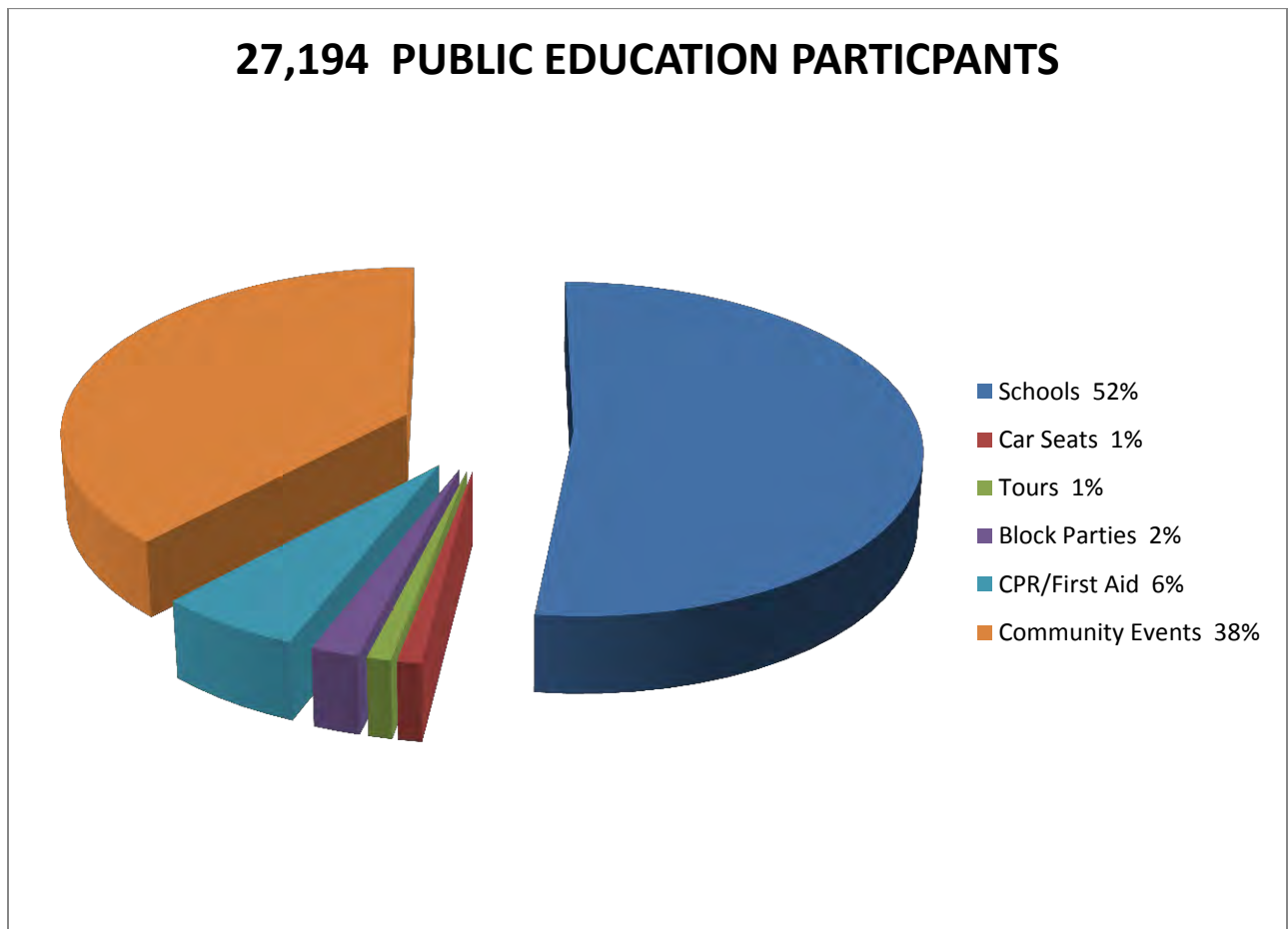
Smoke Alarm Giveaway...Maintained participation in the Office of the State Fire Marshal "FREE" Smoke Alarm Program that provided smoke alarms with properly completed documentation submittal. Twenty (20) smoke alarms were installed in fire district homes without a working smoke alarm.

Special Events...CFPD attended forty-seven (47) various events in the Fire District reaching 10,433 participants. CFPD also maintained a close working relationship with the Lake County Fire Chief's Association and the Northern Illinois Public Education Team (NIPET).

Station Tours...Seventeen (17) station tours provided for 192 participants combined at both fire stations.

Program Participant Overview

The Countryside Fire Protection District Fire & Life Community Programs and School Programs have made contact with 27,194 participants. Just over half of the participants we contact are within the five school districts aligned within the fire district. As we have increased personnel to assist with child car seats, the program is a very small portion of community contact. Station Tours are given by on-duty personnel and also have a very small group of residents utilizing this program. Our visits to residential block parties have had a positive effect on the community, although a small portion of program participants as well. Community events are where CFPD participates and makes contact with 38% of all our participants. By participating in various community events, we not only have the opportunity for positive public relations, we take the time to provide public education to improve the overall community risk reduction. A breakdown of these activities and the percentage of where program participants are contacted are demonstrated in the following overview of time well spent in keeping with the mission of the fire district.



School Programs

CFPD demonstrates a commitment to its fire and life safety education programs by visiting each grade level of every school within the fire district. It is this level of commitment that assists in helping prevent fire and injuries in the communities. In 2012, approximately 14,069 students in the schools had contact from a CFPD member. The public education division continued to double the visits in grades 3, 4, 6, 7, 8 and in the high school. The more visits our fire district is permitted to provide in the schools, coupled with attending community events and reinforcing the safety messages, will continue to show a decrease in fires and injuries within the fire district. The following list is age appropriate programs for the school grade levels:

Pre-School—Firefighter Friendly

Kindergarten—Firefighter Friendly

1st Grade—Join My Fire Safety Club

2nd Grade—Where There's Smoke There's Science

3rd Grade—Be Cool About Fire Safety and the Hazard House

4th Grade—The Great Escape Challenge and the Smoke Trailer

5th Grade—The Smoke Alarm Show

6th Grade—Sprinklers Save Lives (Live Demonstration) and Kitchen Fire Safety

7th Grade—Fire's Fury, Safety Smart with Bill Nye and Severe Weather Safety

8th Grade—CPR in the Schools and Chemistry of Fire and Fire Extinguisher lesson

High School—CPR in the Schools, Dorm/Apartment Fire Safety, Fire Service Career, Holiday Fire Safety, Kitchen Fire Safety, Chemistry of Fire, Health Fair, House of Hazards, Graduation Life Safety Kit, Combat Challenge, and the YouTube Video Contest for Fire Safety & Burn Prevention.

Graduation Life Safety Kit

The Graduation Life Safety Kit was delivered for the 5th consecutive year to 347 Class of 2012 Vernon Hills High School graduating seniors. The idea was to send the graduates with fire and life safety information, supplies and equipment they could use to be safe beyond high school. Public Education Coordinator, Tony Rodkey secured partnerships with area businesses to help fund this awesome gift including, Advocate Condell Medical Center, DaVita Village Health, Toshiba, Walgreens and Walmart.

You Tube Video Program for Fire Safety & Burn Prevention

Public Education Coordinator, Tony Rodkey managed this CFPD program in our five (5) middle schools: Fremont Middle, Hawthorn Middle South and North, West Oak and Woodlawn and Vernon Hills High School for the fourth year (2011/12 school year). An award ceremony was held at Station One in May 2012, to conclude the program; moreover, recognizing seventy (70) participants that created twenty-nine (29) fire safety videos. Winners were posted on YouTube. There is a link on the Fire District website to view the videos. Funding for this program is from area partners including, Advocate Condell Medical Center, Buffalo Wild Wings, Illinois Fire Safety Alliance, Northern Illinois Fire Inspector's Association, Toshiba and the Countryside Fire Department Corporation.

Rewards for Practicing Fire Safety

The Cold Stone Creamery, Robeks and Qdoba continued to partner with CFPD Public Education Division for the 3rd year by endorsing coupons for free ice cream, smoothies and entrees to students who completed assigned fire safety homework following various fire safety education program visits.



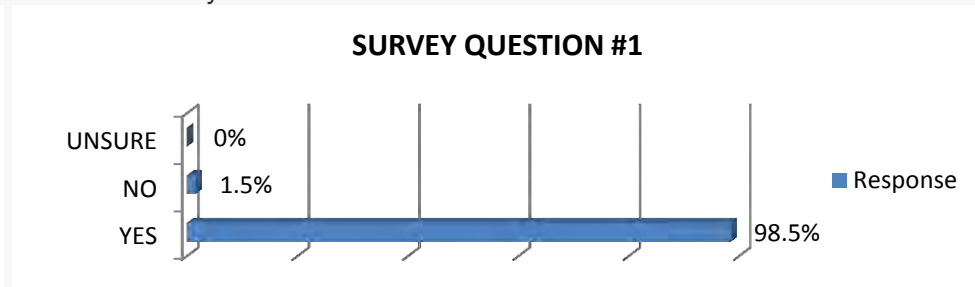
Grants

CFPD was awarded \$5,800 in grant funding. Grants included \$1,000.00 grant from the Wal-Mart Foundation which assisted the Graduation Life Safety Kit, \$2,800.00 grant from Illinois Department of Transportation which assisted with training four additional Child Car Seat Technicians and purchasing a Car Seat Simulator, \$2,000.00 grant from Safe Kids assisted with purchasing ten (10) boulevard banners and hosting the Red Hot BBQ to help Stop Gas Fires with interactive learning stations.

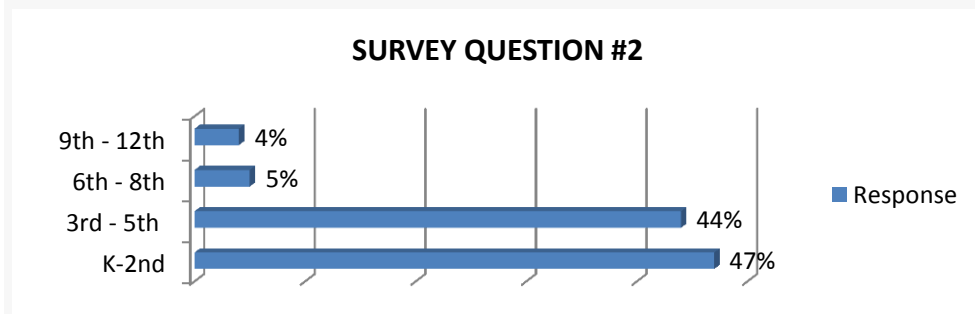
Evaluation Results

An evaluation program was maintained in 2012 to measure the effectiveness of how the fire safety education content was being delivered and where improvements may be necessary. The teachers within the five school districts at our elementary, middle and high schools receiving safety education were provided a ten question survey to assist in evaluating our programs. The results below are from 142 teachers who completed the survey.

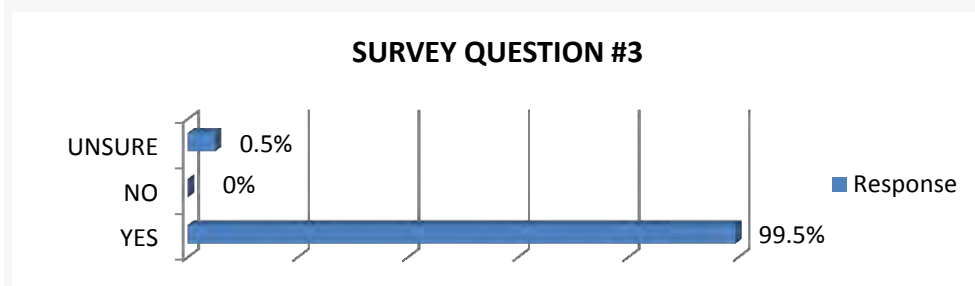
1. Have you had a Countryside Fire Safety education program presented to your class in this 2012/13 school year?



2. What grade level do you teach?

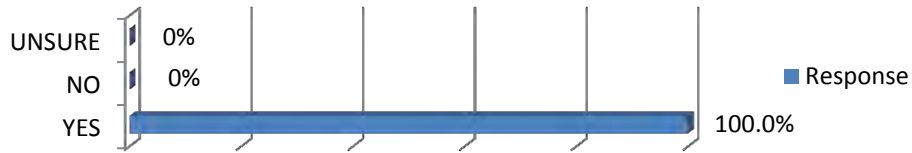


3. Do you feel Countryside Fire provides an age appropriate program for your students?



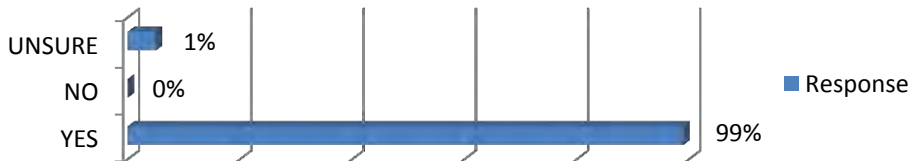
4. Do you feel Countryside Fire provides a competent and well trained firefighter to present the fire safety education program?

SURVEY QUESTION #4



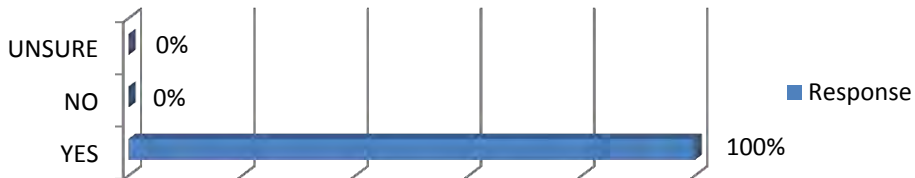
5. Do you feel the firefighter that provides the fire safety education program is qualified to teach the material presented to your class?

SURVEY QUESTION #5



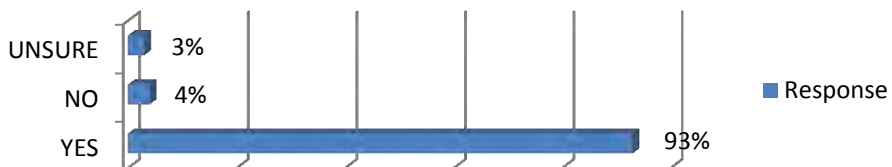
6. Is the Countryside Firefighter prepared with handouts, supplies and equipment when presenting fire safety education to your class?

SURVEY QUESTION #6

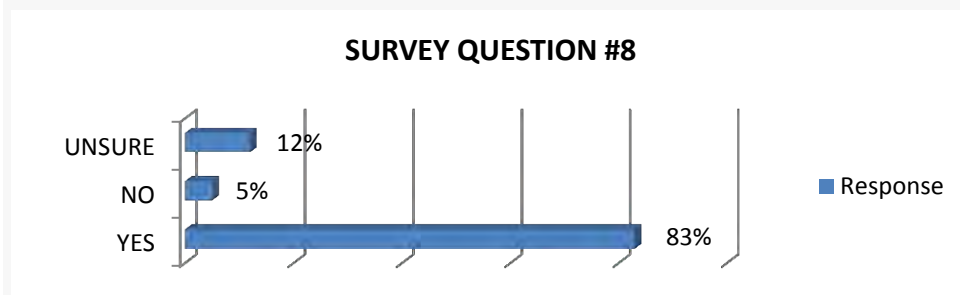


7. Countryside Fire District request at least 30 minutes for each grade level fire safety presentation. Do you feel 30 minutes is an appropriate length of time?

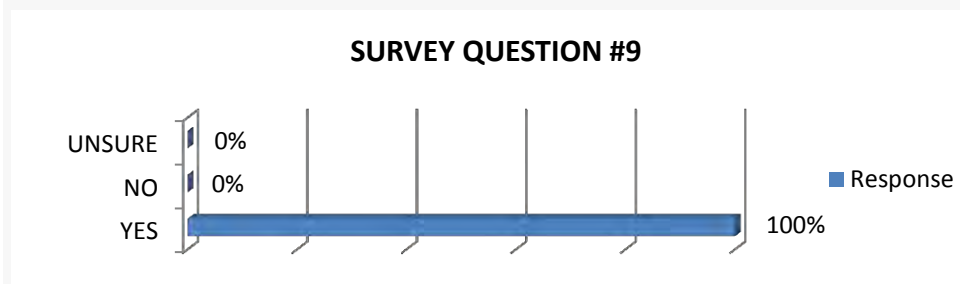
SURVEY QUESTION #7



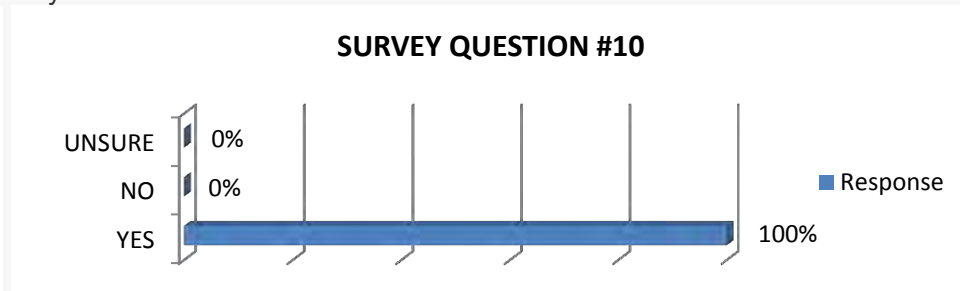
8. Would you be willing to help Countryside Fire District by administering pre-test (prior to presentation) and post-test (one week following presentation) to improve student fire safety education evaluation?



9. In your experience as an educator, do you value the Countryside Fire Safety Education programs presented in your class and believe the information is useful for your students?



10. Would you like to have the Countryside Fire Safety Education program for your class in the next school year 2013/2014?



11. Feel free to make comments/suggestions to assist in improving our fire safety programs.

There were several positive comments made such as "great experience for the students", "awesome job", "the kids get excited", "thank you". Several teachers suggested more time, possible 45 minutes versus the 30 minutes approved by the school. This will be a goal for future visits.



Summary

Countryside's Public Education programs are effectively coordinated and managed by the Pub-Ed Officer/Firemedic Tony Rodkey. In support of those efforts, every member of the District is engaged in delivering the various fire & life safety messages. CFPD is maintaining our goal of targeting high risk groups by specifically programming for elementary, middle and high school students as well as, maintaining current life and fire safety programs for the elderly and general community. In addition, objectives of doubling visits to the school classrooms continued for various grade levels; grade levels 3, 4, 6, 7, 8 and the high school received two educational programs.

The grants awarded were instrumental in continuing successful programs, increasing staff development and improving the vital life safety child car seat program. Grant funding also assisted filling a need due to reduced budget and increasing awareness on the streets with the two-sided boulevard banners (see photos below). To add, the grants also funded an additional fire district event to promote the National Gasoline Safety Project to "Stop Gas Fires". Children learn from what parents do and 1 in 4 adults are still using gasoline to start fires. CFPD did not have any gasoline fire injuries.

In conclusion, the Public Education Division continued to increase connectivity with the local business community for support while improving their safety for employees and customers. As the district continued to "invest its personnel in the education of its public and the maintenance of a safe environment," 2012 proved to be another exceptionally productive year. The Public Education Division will continue to strive to maintain an assertive strategy to provide the best community risk reduction efforts.



Each boulevard banner has a message on each side for two way visibility.

TELECOMMUNICATIONS

2012 ANNUAL REPORT



Through the continued full-time support in Telecommunications, the District has continued to make improvements in its services and operations. In August of 2012, Countryside Dispatch took over dispatching services for Libertyville Fire Department. Along with this, the partnership with Vernon Hills Police Department continues to be of benefit to both agencies in 2012. Each agency has assisted the other in handling overflow calls during busy periods of time, making notifications when needed and even assisted with desk coverage in emergency situations.

STAFFING

The District currently has seven (7) full-time employees including a Director, Coordinator, and five (5) telecommunicators. Two full-time telecommunicators were added with the addition of Libertyville. With the current call volume it is necessary to staff two telecommunicators between the hours of 8 a.m. to 8 p.m. In times of high call volume/radio traffic, communication's personnel are supplemented by the Director, Vernon Hills PD telecommunicators, and/or hire back personnel. All full-time Countryside personnel are Emergency Medical Dispatch (EMD) certified and are required to maintain CPR certification, have knowledge of HAZMAT updates, and complete 12 hours of EMD continuing education per year. In addition, all communication employees participate in an annual review of bloodborne pathogen protocols and complete a quiz.

The District also staffs two (2) part-time Emergency Medical Dispatchers who are required to maintain the same qualifications as the full-time staff. Countryside Communications hired Lake Zurich's full-time Communications Supervisor, Michael Paulus, on a part-time basis. Michael comes with thirteen (13) years of dispatching experience.

RADIO & TELEPHONE

In 2012, Countryside Communications dispatched 3,891 calls for service for Countryside and 1,604 for Libertyville. Telecommunicators are required to answer both emergency and non-emergency telephone calls. The combined Countryside – Vernon Hills Communications Center is equipped with ten (10) 9-1-1 trunks and sixteen (16) 7/10-digit lines which include one (1) 7/10-digit emergency line and two (2) alarm lines. The Communication Center utilizes the Power 9-1-1 (Positron) system for phones, and the Motorola MDC 5500 for radios.

Since combining dispatch centers, the call volumes for Countryside Fire have increased. CFPD telecommunicators make every effort to answer/pick-up every 9-1-1 call that comes into the center. Many of the calls are not fire related; therefore, CFPD telecommunicators disconnect from the call. Following are the approximate numbers of calls that were answered for 2011:

- 911 Calls – 12,114 calls (additional 2,071 abandoned 911 calls)
- 10-Digit Emergency Line (847-566-4121 & 362-2121) – 1,477 calls
- Alarm Line (847-918-6110 & 367-3391) – 10,930 calls

As previously mentioned, not all of these 9-1-1 calls are emergency calls for service. They are 9-1-1 hang-ups, test calls, and anonymous calls with no caller on the line. It is the policy of the District that every effort should be made to answer all 9-1-1 calls in five seconds or less, and dispatch those calls within 60 seconds or less.

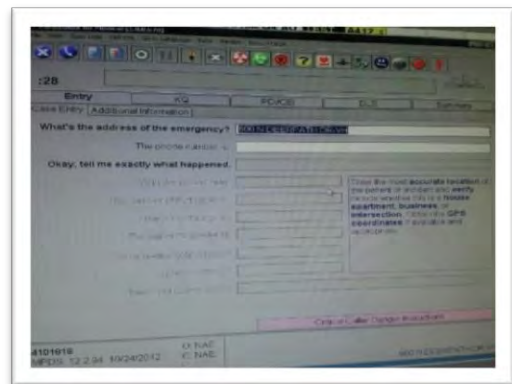
The on-duty telecommunicator also has the ability to monitor up to twelve (12) radio frequencies. This includes Quad 4, Quad 3, Red Center, Lake Zurich, Vernon Hills Police and Public works, NIFERN, Fireground, Long Grove, Lake County F1, StarCom, and the TAC channel.

CFPD EMERGENCY CALL PROCESSING TIME	2012
Reference: Firehouse RMS / VineLight Fire Intel	
% Within 60 Seconds	92.66%
% Within 90 Seconds	97.74%
Average Call Processing Time (CFPD)	25.75 Seconds

NFPA 1221-7.4.2* Ninety percent of emergency alarm processing shall be completed within 60 seconds, and 99 percent of alarm processing shall be completed within 90 seconds.

CAD

Countryside Communications utilizes the Lake County Computer Aided Dispatch System known as, “EnRoute Emergency Systems.” Numerous Villages/Municipalities within Lake County use this CAD system including, but not limited to, Lake County Sheriff, Kildeer, Lake Zurich, Wauconda, and Grayslake Fire. Lake County CAD allows Countryside to monitor surrounding agencies’ calls, and helps keep Countryside Fire’s personnel updated and informed. In 2012, Countryside Fire (along with Lake Zurich Dispatch and FoxComm) became a beta test site for our Emergency Medical Dispatch (EMD) software known as, “Paramount Pro QA.” This program allows the



telecommunicators to provide EMD instructions via the computer screen as opposed to a cardset and adds the answers and narrative directly to the CAD incident.

ALARMS

The Countryside Fire District has 421 alarms, and Libertyville has 454 that are directly connected to the Keltron alarm computer. These alarms are monitored by the on-duty telecommunicator. Signals received include Fire, Trouble, Radio Trouble, Central Poll Loss, Supervisory, and No Signal Received, to name a few. During the year, 833,795 alarm signals were processed. Of those signals, 607,719 signals were logged by a telecommunicator. The majority of these signals were trouble alarms (155,155). The reason for the large number of alarms is due to runaway signals and alarms cycling. The Keltron computer has the ability to disable specific signals, so the telecommunicator is not disrupted.

EMD

All telecommunicators are required to be Emergency Medical Dispatch Certified. Initial certification requires the telecommunicator to attend the National Academy of Emergency Dispatch three-day course and complete a test at the end. To maintain certification, Telecommunicators are required to complete twelve (12) hours of continuing education. Eight (8) of these hours are provided through the Condell EMS system, and the additional hours are obtained through meetings, call review, and the training of other personnel. Once certified, in order to maintain EMD status, each telecommunicator is required to take a re-certification test every two years and maintain CPR certification.

TRAINING

In 2012, telecommunicators participated in various outside training events, including “Customer Service the 911 Way” by Success Communications, a presentation by Nathan Lee on the Denise Amber Lee Foundation, and EMD Continuing Education classes done by Condell EMS staff. Countryside Telecommunicators were also trained in-house on use of the new EMD Pro QA and bloodborne pathogens. Topics covered for EMD CE include, car seat safety for children, EMD protocols for heart attacks/chest pain, trauma, cold weather emergencies, and call review.

CAMERAS

Countryside Communications currently has cameras at both stations. The cameras capture both interior and exterior shots, including the bay doors and lobby entrances. These cameras are monitored twenty-four hours a day, seven days a week by the on-duty telecommunicator. The communication center also has the ability to view the Lake County Passage traffic cameras, which include intersections such as, Route 60 and Milwaukee Avenue, Route 45 and Buffalo Grove Road, Route 60 and Butterfield Road and various locations in Libertyville. This camera system has been beneficial to the

telecommunicators in locating accidents in said intersections and viewing incidents prior to the arrival of emergency personnel.



Example of intersection camera available to view in Dispatch Center.

Also in 2012, the combined dispatch center began participating in another BETA Program with Canadian National Railroad. The program allows the monitoring of the train gates via a television screen in dispatch. When the gates are down, the square/icon turns red, and when the train clears it turns green. This is a beta version is all the program is capable of doing at this point.



FUTURE PLANS

The Combined Countryside Fire – Vernon Hills Police Dispatch Center has received inquiries from Lincolnshire Police & Fire pertaining to dispatching for their agencies contractually. Presentations were done and information was provided to both agencies. At this time, they have not fully committed. It is the goal of this combined Communication Center to continue to cross-train both agencies in police and fire dispatch and provide fire and police dispatch to agencies other than its own.

TRAINING & SAFETY DIVISION

2012 ANNUAL REPORT



The Countryside Fire Protection District's Training Division follows standards set by several agencies, including the Office of the State Fire Marshal, Illinois Department of Labor, and the Illinois Department of Public Health. These standards set minimums for training hours, certifications, and mandatory yearly training subject areas.

ADMINISTRATION & STAFFING

Division Chief Kevin Wodrich is the District's Training Officer. Promoted in January 2010, his responsibilities include: maintaining training records, preparing the yearly fire district training calendar, administering training, posting and maintaining the special teams training calendar, scheduling OSFM certification tests, and preparing the members for advancement of their careers. Assisting with shift personnel training are the shift's Battalion Chiefs & Lieutenants. Lt. Ron Echtenacher Jr. is currently oversees the Paid-on-Premise Training Program.

TRAINING HOURS

All career firefighting personnel are required to complete 240 hours of training per year. Paid-on-Premise (POP) personnel are required to complete 120 hours. Training hours are accumulated through structured Fire District training and attending Office of the State Fire Marshal classes, fire related seminars, conferences and self-study job related training.

Structured drills are supervised hands-on training, involving practical skill-building activities. Some examples are as follows:

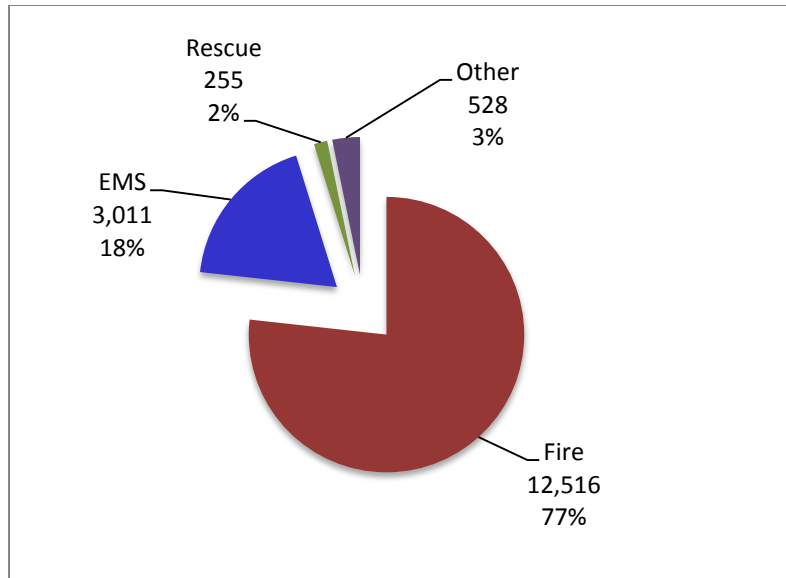
- Scheduled drills
- Practical sessions
- Burn downs
- County Special Teams drills

Self-study job related training includes:

- Reviewing District SOG's
- Reviewing District Rules & Regulations
- Watching videos related to the fire service
- Reading Trade magazine articles
- Performing weekly pump and tool testing
- Performing hose and hydrant testing
- Reviewing study books and manuals
- Studying other related materials

Total training hours for 2012 totaled 16,309. That is an average of 220 training hours per member.

TRAINING HOURS 2012



PAID ON PREMISE PERSONNEL

In 2012, the District employed POP members with a total of 273 years of fire service experience. The District hires additional new POP members every other year. Currently, there are 41 POP personnel with the addition of 11 in 2012. The POP member with the most seniority is Mark Speckan, with 23 years of experience.

All POP personnel are certified through the Illinois Office of the State Fire Marshal to the level of Firefighter II, Hazardous Materials Awareness, Hazardous Materials Operations, Technical Rescue Awareness, Fire Service Vehicle Operators, Terrorism Awareness and Nation Incident Management System 100, 200 and 700.

Eight (8) of the POP members are full-time members on other fire departments, bringing a wealth of knowledge and experience to the District from their primary job.

QUAD 4 TRAINING

In 2012, the Training Officers of the Quad 4 Departments implemented a schedule to perform monthly trainings, which covered a wide selection of training topics. The training covered all aspects of emergency responses.

Departments Participating included:

- Countryside
- Deerfield
- Highland Park
- Knollwood
- Lake Bluff
- Lake Forest
- Libertyville
- Lincolnshire/Riverwoods
- Mundelein

MONTHLY TRAINING

Prior to each calendar year, a “Training Needs Assessment” is sent out to all members of the District. Included on the “Training Needs Assessment” form are seven questions which ask:

- Classes or schools the individuals would like to attend.
- College Classes-Educational Planning.
- If any member will be obtaining a higher education degree.
- What type of training the district needs as a group.
- Classes or topics they would enjoy instructing.
- How they feel the training program can be improved.
- If there is anything a member thinks they need individual assistance with.

In addition to the required training, the “Training Needs Assessment” information is compiled and added into the upcoming year’s calendar and budget.

DAILY DRILLS

The Daily Drill is another training tool. These are generally reviewed following the morning shift change. The topics covered include information in the following areas: EMS protocol, Fire, Hazardous Materials, District SOG’s, Employee Handbook and new equipment.

JPR’s

Job Performance Requirements (JPR) are forms that are used to explain what is expected of members during training. They are similar to an instructors training outline. JPR’s include:

- The skill / performance / topic descriptions that are referenced to OSFM objectives and NFPA standards
- The task(s) to be performed
- The requisite knowledge
- The requisite skills
- Critical points of the training
- Safety statement
- References

INCIDENT COMMAND TRAINING CENTER



In 2012 Countryside became first in northern Illinois to have a dedicated program for Incident Command Training. Countryside hosted classes in 2012 in which we certified 20 people in the Blue Card Incident Command program, many from neighboring departments. Countryside also continues to host 2 classes annually. This training center allows command staff to train in many different scenarios using the command functions to successfully mitigate many different emergency situations. All command staff are currently certified, and by the end of 2013 all career members totaling 34 will be certified.

SPECIAL RESPONSE TEAMS

Countryside promotes the education of some of its members in the area of special response team. These teams include: High Angle, Trench, Confined Space, Structural Collapse, Wildland Firefighting, Hazardous Material, Sonar and Dive Rescue/Recovery. In addition to the District training, the team members must attend a pre-determined number of trainings to maintain their eligibility for the MABAS Division 4 & 5 teams.

AUDITS

In 2012, the Training Division was audited by several agencies including, Office of the State Fire Marshal, and the Illinois Secretary of State.



CERTIFICATIONS

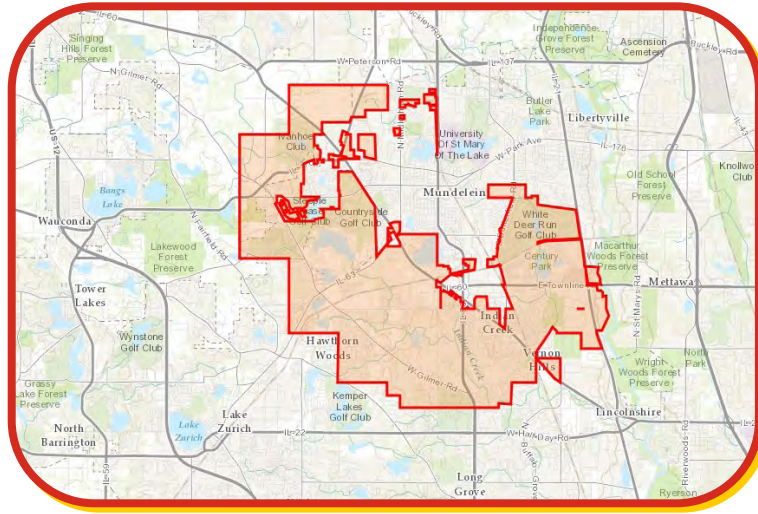
All members are OSFM certified to a minimum level of FF II, Hazardous Material Awareness, Hazardous Material Operations, Technical Rescue Awareness and Terrorism Awareness. After attending the FFII Academy, new recruits then continue their education with EMT-B class. To continue their education, members are prepared to take their FF III certification exam.



All members are encouraged to continue their education in preparation for advancement in the District's organization.

Listed below are the numbers of State Certifications that Fire District members achieved during 2012:

3	Emergency Medical Technician- Paramedic
9	Basic Firefighter Operations
4	Advanced Firefighter Operations
3	Firefighter III
3	Ice Diver Operations
2	Water Operations
3	Rope Operations
2	Fire Apparatus Engineer
3	Fire Officer I
2	Coordinated Fire Ground Operation Company Officer Boot Camp
7	Technical Rescue Awareness
2	Structural Collapse Technician
2	Confined Space Rescue Technician
2	Vehicle Machinery Operations
7	Hazardous Material Operations
1	Instructor I
2	Instructor II
7	National Incident Management System-100
7	National Incident Management System-200
7	National Incident Management System-700
7	National Incident Management System-704.a
1	"Blue Card" Instructor Incident Command Re-Certification
1	Child Safety Seat Technician



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