

COUNTRYSIDE

FIRE PROTECTION DISTRICT

*An Internationally Accredited Fire and EMS agency proudly serving the
Villages of Hawthorn Woods, Indian Creek, Kildeer, Long Grove,
Vernon Hills and Unincorporated areas of Lake County, Illinois since 1959.*

STRATEGIC PLAN

2018 – 2022



*Adopted by the Board of Trustees
April 6, 2018*

Jeff Steingart, Fire Chief
Chuck Smith, Deputy Chief
Ed Heinz, Deputy Chief

Francis L. Wolowic, President
Bryan Hogan, Treasurer
Bruce Brown, Secretary



TABLE OF CONTENTS

ACKNOWLEDGEMENTS	1
INTRODUCTION.....	1
MISSION, VISION, AND CORE VALUE STATEMENTS.....	1
ASSUMPTIONS FOR PLANNING	1
COMMUNITY STAKEHOLDER ENGAGEMENT	1
ADMINISTRATIVE PLANNING.....	1
OPERATIONS PLANNING.....	1
COMMUNITY RISK REDUCTION PLANNING.....	1
TECHNOLOGY PLANNING	1
APPARATUS & EQUIPMENT PLANNING	1
MISCELLANEOUS PLANNING	1
CAPITAL REPLACEMENT SCHEDULE	1
STRATEGIC PLAN ADOPTION	1
APPENDIX A	1
APPENDIX B.....	1
APPENDIX C.....	1

- Goals & Objectives Worksheets
- Community Stakeholder Survey Comments
- Document Review & Update Schedule



ACKNOWLEDGEMENTS

The Countryside Fire Protection District greatly appreciates the considerable support of the Officers, Members, Staff, Board of Trustees, Fire Commissioners and the Community of the District that contributed to the success and vision to guide us in to the future.



INTRODUCTION

The Countryside Fire Protection District provides fire suppression, prevention, education, investigation, rescue, technical rescue, hazardous materials response, advanced life support (transport) emergency medical services to a 24 square mile area located in central Lake County, Illinois with an EAV of \$1.7 billion. The Fire District seeks to provide appropriate resources and responses to emergencies to save lives and reduce property loss. The Countryside Fire Protection District serves a diverse population of over 36,400 within its response district. The Villages of Hawthorn Woods, Indian Creek, Kildeer, Long Grove, Vernon Hills and parts of unincorporated Lake County are all provided emergency and non-emergency service in whole or part by Countryside. Neighboring fire departments and fire protection districts give and receive automatic and mutual aid service from the Fire District through intergovernmental agreements and the Mutual Aid Box Alarm System (MABAS).

An important aspect of the planning process includes anticipating the future in terms of building a dynamic, flexible organization. The Fire District must respond to changes, solve problems, collaborate on issues, assess community needs and identify the resources required to meet those needs. The District will need to formulate plans and provide a comprehensive and cost-effective service to the residents, business community and local municipalities. The total budget for 2017-18 was \$9,717,185 with a population of 36,400 = \$267/capita.

Key words in this planning process are **focus, flexibility** and **reasonable and affordable expectations**. This Strategic Plan is intended to bring focus to a number of the District's most important services, programs and issues for the period of the plan. This focus will allow the District's members to identify and build on what the District does as described in its mission and vision statements.

Flexibility indicates a commitment to address new issues and opportunities, which are not identified in this plan, and to expect and absorb changes to the plan as necessary. The District needs to be open-minded and continually explore new ways to better serve the residents and protect its members.

Reasonable and affordable expectations are critical because many times, what might seem like a good and logical plan, timeline or outcome, do not end up becoming a reality due to financial challenges. Identifying acceptable timelines and expectations are important for projects and



INTRODUCTION (con't)

deadlines. It is also important to be realistic based on the constraints, changes in various factors, and the ability for other priorities to evolve quickly in the fire service.

Each section of this plan provides a goal statement followed by objectives that will help us meet our strategic goals over the specified period outlined. The goals identified are things the organization is aiming to achieve over time and our strategic planning is designed to help CFPD with budgeting and coordination of issues to accomplish our goals.

More detailed and specific action plans may be required for many of the goals identified in this Strategic Plan. While modifications can be made at any time due to priority changes, budgetary constraints and planning refinements, the Strategic Plan provides an overview of anticipated activities and requirements. General economic conditions and, more specifically, the ability of the District to fund projects will obviously play a critical role in determining the actual time that resources are secured and projects are completed.

The Strategic Plan is intended to serve as a guide toward the development of the District over a three (3) year period. It serves to inform District members concerning preparation for the future, while at the same time serving as a guiding document for policy makers. This will assist in planning and addressing the budget process.

The Fire District encourages support from its community stakeholders and partnering agencies. The District will provide copies of the adopted Strategic Plan to the community and other agencies it serves.



MISSION, VISION, AND CORE VALUE STATEMENTS

Mission Statement

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 the public and the maintenance of a safe community environment.

Vision Statement

The Countryside Fire Protection District will be a safe, efficient, fiscally viable, pro-active provider of the emergency services for fire suppression, rescue, emergency medical care (ALS Transport), fire prevention and public education, within a diverse family of communities. The District will work in concert with other providers to further enhance service delivery throughout the area.

Our Core Values

Respond, Solve Problems, Be Nice.



ASSUMPTIONS FOR PLANNING

The Fire District assumes the following in the development of this Strategic Plan:

- Steady growth and expansion of the local economy.
- Equalized Assessed Valuation (EAV) fluctuations.
- Moderate growth of residential and commercial developments.
- Increase in traffic and congestion on local roadways.
- Train traffic on the CN lines which could affect response times and the need to work with agencies on opposite sides of the tracks.
- Continued collaboration with local fire and emergency response agencies including local municipalities, County and State government.
- Aggregate growth of the aging population and increased emergency and non-emergency medical service requests.
- Requirements to meet un-funded state and federal mandates; codes & standards.
- Limited increases of new revenue under the tax cap legislation; threat of property tax freeze.
- Continued increases in operating costs, unmatched by revenues; health insurance, fuel, workers comp, liability insurance, utilities.
- Operate two fire stations with strong Automatic Response Agreements & Mutual Aid partnerships.
- Availability of auto/mutual aid resources as regional demand grows and resources change.
- Foster and enhance the closest station response concept for all response districts.
- Provide a balanced workforce of sworn, non-sworn, contractual, and civilian employees.
- Maintaining CFAI Accredited status.
- Maintaining strong leadership/management / continuity / staff evolution / succession.
- Additional shared service / consolidated relationships are needed for sustainability and efficiency.
- Aging Fire District facilities that will require increased maintenance.
- EMS / health care system change in demand as related to mobile integrated health care and revenue.



...and we did!

The Countryside Fire Protection District engaged the community for feedback using a quick and efficient online survey tool to gather key metrics regarding the District's service delivery and priorities.

The survey was launched on March 2, 2018 for 21 days via the District's website, social media, local newspapers as well as community partners (schools, villages) social media and e-newsletters. Residents and businesses of the Fire District were targeted.

Sixty (60) respondents provided valuable feedback.

The summary of the survey responses, metrics and comments are summarized in Appendix B. This information will be evaluated by staff and for feasibility to be implemented in to various CFPD initiatives consistent with the Mission.



ADMINISTRATIVE PLANNING

GOAL- Provide the resources and direction for all members of the organization to be successful in our mission. Creating the opportunities for our goals and initiatives to be accomplished as identified in our Strategic Plan.

Administrative Objective 1 – Maintaining adequate and effective staffing-firefighting, dispatch, and support services

- Analyze the need and frequency to recruit, hire and train part-time / POP firefighters annually to add stability to the part-time work force
- Analyze the need to increase minimum staffing levels to a have shift staffing at 13 personnel - 5 personnel at station #1 and 8 personnel at station #2.
- Maintain a current eligibility list for career firefighters as required by law.
- Maintain a current list for Lieutenant and Battalion Chief positions as required by law.
- Provide a competitive wage and benefit package for all personnel.
- Provide continued schooling/education for career CFPD personnel to help enhance career succession planning efforts.
- Expand recruitment / marketing for new members.
- Revise policy for minimum fire apparatus engineer staffing per shift.

Administrative Objective 2 – Explore / evaluate dispatch consolidation opportunities.

- Develop a strategy to recruit other fire agencies to partner with our dispatch center which will provide a source of revenue and reduce overall operational costs for CFPD.
- Engage in and evaluate the role of CFPD dispatch in regional consolidation studies.

Administrative Objective 3 – Identify outside funding sources for projects

- Look to federal, state, local grant and philanthropic opportunities to fund various projects.
- Find and develop business partnerships to enhance fire and life safety goals.

Administrative Objective 4 – Evaluate Effectiveness of Metro/PBS shared services agreement.

- Annually audit and evaluate terms and outcomes of the contract for personnel, ambulances and billing services.



ADMINISTRATIVE PLANNING (con't)

Administrative Objective 5 – *Develop and maintain systems to facilitate employee feedback and work history*

- Provide constant and thorough feedback for member's improvement through mentoring and coaching at regular intervals.
- Work to develop an effective system that captures electronic data regarding employee related issues that can be used to help provide accurate feedback on performance.

Administrative Objective 6 – *Develop, reassess and maintain vital documents and make them accessible electronically*

- Reevaluate and reformat job descriptions.
- Evaluate options for changing RMS software to track the vehicle and equipment maintenance issues more tailored for fleet management.
- Annually provide a formal review of critical documents- SOGs, Employee Handbook, Strategic Plan, Standard of Cover, Goals & Objectives, Community Risk Assessment, and other documentation required by Accreditation for the annual compliance report.

Administrative Objective 7 – *Provide closest station response model for most efficient emergency services*

- Work with neighboring agencies to continually evaluate Automatic Response Agreements to provide emergency services by the closest agency and reciprocity.
- Look to enhance response needs by cooperative efforts and eliminating duplication of services where possible; with a focus on peak service times.
- Evaluate need for Station 3 and/or determine best use of land owned by the District on Gilmer Rd.

Administrative Objective 8 – *Explore the possibility of shared services for staffing.*

- Evaluate opportunities for shared services with neighboring agencies in community risk reduction, training officer, medical officer, technology and other support personnel that would be cost effective and efficient.

Administrative Objective 9– *Evaluate community stakeholder survey feedback.*

- Analyze survey feedback for feasibility to be implemented in to various CFPD initiatives consistent with the Mission.



OPERATIONS PLANNING

GOAL- Provide the organization with direction so that personnel providing service have the skills and the tools necessary to safely complete any response oriented situations effectively.

Operations Objective 1 – Provide effective emergency responses

- Maintain gear that is NFPA compliant and in good working condition.
- Maintain an active roster of certified responders who can handle incidents involving specialized response team operations.
- Better capture turnout times of 100 seconds or less for fire and special operations response and 80 seconds or less turnout time for EMS response.
- Investigate purchase and installation of station alerting systems.
- Aggressively work to on existing preplans are completed, updated, and loaded into mapping software for all occupancies in District.
- Re-issue MABAS cards accounting for changes to CFPD fleet and neighboring agencies capabilities as needed.
- Assess NFPA 1710 and evaluate CFPD responses and deployment capabilities.

Operations Objective 2 – Proactive and engaged Health and Safety Committee

- Conduct quarterly meetings that are designed to evaluate ways to effectively reduce risk and promote health and wellness within the organization.
- Evaluate means to reduce workplace injury and illness.
- Implement a recognized, industry standard physical fitness program.
- Evaluate the ambient noise levels in the stations and work to reduce unnecessary noises and reduce elevated decibel levels.
- Plan and budget for replacement of SCBA.
- Evaluate CFPD compliance with NFPA 1500.
- Expand cancer prevention awareness with programs and policies.



OPERATIONS PLANNING (con't)

Operations Objective 3 – Provide effective and appropriate fire, rescue and EMS training

- Provide opportunities and funding for personnel to attend classes and seminars to further their education and resources.
- Provide an effective EMT-B continuing education program that allows CFPD EMTs a chance to utilize their skills and abilities while obtaining required recertification hours.
- Create training opportunities with ARA fire agencies regularly to maximize ISO training credit.
- Encourage and provide opportunities for senior staff to attend National Fire Academy classes.
- Develop and implement officer development courses/program to help with effective succession planning.
- Provide live fire training regularly to maximize ISO training credit.
- Facilitate all sworn members with greater than 5 years of service obtain Advanced Firefighter certification (FF3 equivalency).
- Evaluate the impact of the IL OSFM re-certification requirements.
- Enhance outreach of Blue Card ICS Training program and use of CFPD command training center
- Develop revised training and response operations policies to MVA's and utility emergencies.

Operations Objective 4 – Evaluate effectiveness of EMS delivery.

- Monitor the impact of new development in the district on EMS call loading and service delivery.
- Explore opportunity with local hospitals and neighboring agencies to implement mobile integrated health care.

Operations Objective 5 – Develop an institutionalized method for better documenting appraisals and performance.

- Research and develop 9th edition FESSAM components to include documented annual appraisals and adopted documented methodologies.
- Analyze response performance by including breakdown by planning zone to identify gaps and report at least annually.
- Develop a formal performance improvement plan to address gaps and variations from benchmarks.



COMMUNITY RISK REDUCTION PLANNING

GOAL- Providing a ***Comprehensive Community Risk Reduction (CRR)*** program that includes fire prevention inspections / code enforcement, fire & life safety education, plan review cause & origin investigation to prevent or mitigate the loss of life and/or property.

CRR Objective 1 – *Provide inspection programs / services to CFPD occupancies.*

- Maintain an inspection staff and schedule that allows all occupancies to be inspected annually and places of assembly twice annually.
- Conduct plan reviews and inspections for all new and remodel construction projects fire and life safety code compliance.
- Research and implement new methodology to categorize types of risks in the District.

CRR Objective 2 – *Maintain certified and qualified inspectors.*

- Active inspections need to attend conferences and seminars to maintain a high level of confidence and skill.
- Fire inspectors must track and maintain the required training points to re-certify.
- Be involved with and support local and state agencies/associations that work with fire inspectors/investigators.

CRR Objective 3 – *Provide effective fire & life safety education programs for all of the schools.*

- Access all schools within CFPD and provide appropriate safety messages for the students and teachers.
- Keep curriculum current and evaluate trends while identifying opportunities for new education messages.
- Enhance current methods and messages of informing and educating the public via social media and the internet.
- Develop programs that will address current “at risk” populations.
- Evaluate the need to provide educational material in additional languages to assure that the message being taught is understood.
- Evaluate the current items being distributed for fire & life safety education presentations vs. value; determine cost effectiveness.



COMMUNITY RISK REDUCTION PLANNING (con't)

CRR Objective 4 – *Increase fees collected and financial assistance opportunities.*

- Look at alternative funding sources through grants and other means to improve community risk reduction related programs.
- Evaluate fire prevention bureau fee structure annually to be consistent with costs.

CRR Objective 5 – *Provide access to a water source for fire suppression for all occupancies within 4,000 feet.*

- Work with water system operators in CFPD for routine and required maintenance and repairs needed to water systems. Obtain annual records for ISO compliance.
- Identify new risks and opportunities for adding or removing dry hydrants depending on current available water systems.

CRR Objective 6 – *Provide a fire cause & origin investigation program to support community risk reduction.*

- Complete comprehensive fire cause & origin investigations reports and review the status of each case bi-monthly; update associated documents accordingly.
- Develop a fire investigation interview form that includes capturing fire & life educations experience of impacted parties.
- Fire investigators must track maintain the required training points for re-certification.



TECHNOLOGY PLANNING

GOAL- Provide the necessary technology software, hardware, and support to make CFPD operations successful.

Technology Objective 1 – *Streamline computer applications, software, and hardware.*

- Maintain current lease/owned computers for CFPD facilities and apparatus to effectively provide state of the art hardware and software.
- Strive to provide logical processes and applications so the end user of the network can functionally navigate the network and use the programs installed effectively.

Technology Objective 2 – *Provide education for the firefighters for proper use and application of programs.*

- On an annual basis, provide training for personnel to learn proper capabilities of software applications and enhance the firefighters confidence and capability working in different pertinent applications.

Technology Objective 3 – *Expand the use of current applications with division heads for unilateral tracking of information and equipment/assets.*

- Maintain software or develop programs that will adequately track division assets, maintenance records, etc. so that accurate records can be maintained and accessed as needed by CFPD personnel.
- Evaluate and plan for upgrade / replacement of business telephone system to IP based.
- Issue tablets to all B/C's for efficiency and data analyses.



APPARATUS & EQUIPMENT PLANNING

GOAL- Provide adequate apparatus and the proper equipment for emergency operations to be successful.

Apparatus and Equipment Objective 1 – Effectively maintain the CFPD fleet

- Be able to provide accurate data about vehicle repair issues and related costs through accurate reporting of vehicle maintenance and repair issues.
- Utilize outside mechanical repair and testing facilities when repairs/servicing needs dictate.
- Forecast and budget expected vehicle maintenance related expenses.
- Investigate intergovernmental agreement to utilize outside maintenance bays.

Apparatus and Equipment Objective 2 – Replace fire apparatus and ambulances within the proposed capital improvement schedule

- Follow the vehicle replacement program to provide replacement of apparatus and vehicles according to projected needs and within the appropriate proposed budget cycle.
- Purchase replacement vehicles with safety needs and ability to effectively provide emergency services as well as ability to provide proper maintenance.
- Continually monitor the current fleet and how effectively CFPD needs are being met within our emergency fleet's capabilities.

Apparatus and Equipment Objective 3 – Effectively maintain CFPD tools and equipment essential for fire, rescue and EMS operations.

- Specify and purchase replacement SCBA to meet current NFPA standard.
- Replace thermal imaging cameras (TIC) regularly as technology evolves.



MISCELLANEOUS PLANNING

GOAL- Various smaller areas of responsibility are necessary to dovetail into the main areas outlined in this Strategic Plan for CFPD to be successful at meeting our goals and objectives.

Miscellaneous Planning Objective 1 – Providing effective facilities for CFPD operations.

- Renovate the office areas at station #2.
- Develop a plan to effectively re-utilize old dispatch space at station #1.

Miscellaneous Planning Objective 2 – Provide excellent media relations

- Foster local media relationships and social media engagement with consistent and timely press releases for emergencies, non-emergencies, events and CRR messages.

Miscellaneous Planning Objective 3 – Being prepared in case of a disaster

- Integrate with municipalities and surrounding CERT groups that have response areas within our Fire District.
- Maintain an awareness campaign for CFPD families to be better prepared as a family in case of a disaster.
- Maintain active role in all-hazards emergency operations planning with emergency management agencies, schools and businesses in the District

Miscellaneous Planning Objective 4 – Capture and archive the history of CFPD.

- Gather and preserve all photos, slides and videos and archive.
- Display the historical pride, honor and tradition of CFPD in the stations.



CAPITAL REPLACEMENT SCHEDULE

GOAL: Providing a timetable over the next 3 years to identify the capital purchases for vehicles, equipment, technology and facilities that need to be made is vital to effective financial planning for CFPD.

Vehicle	Purchase Date	Life Expectancy	Purchase Price	Replace Date	Replace Cost	Notes
AMB-01	November-10	12	\$189,300	2022	\$257,448	Ambulance replacement cost factored in to Metro cost sharing agreement.
AMB-02	January-17	12	\$229,305	2029	\$311,855	
AMB-03	June-12	12	\$197,800	2024	\$269,008	
AMB-04*	November-17	12	\$233,900	2029	\$318,104	* Includes Powerload
3% per year / inflation						
ENG-01	September-01	20	\$326,512	2018	\$653,024	
ENG-03	November-03	15	\$342,457	2021	\$599,300	Planned elimination from fleet
ENG-12	August-12	10	\$485,048	2022	\$727,572	See value in 10 yrs service
Ladder Tower	September-06	20	\$740,000	2026	\$1,480,000	
Tender	August-10	20	\$250,000	2030	\$500,000	
Interface Engine	September-10	20	\$305,440	2030	\$610,880	Becomes Reserve
BRUSH-412	December-04	15	\$39,848	2020	\$69,734	re-chassis
Hose Tender	June-12	10	☆	2022	\$80,000	☆Current unit re-purpsd ambulance chassis. Plan to re-chassis.
Inflatable Boat	January-14	20	\$5,000	2034	\$10,000	
Hovercraft	June-95	20	\$17,188	2015	\$34,376	
BAT-41	March-15	10	\$62,874	2025	\$94,311	
U-412	January-01	15	\$39,444	2018	\$69,027	P/U & Plow
ATV-412	January-14	10	\$15,000	2024	\$22,500	Gator
5% per year / inflation						
4100	February-14	7	\$42,000.00	2021	\$50,820.00	SUV
4101	October-09	7	\$35,165.00	2016	\$42,549.65	2018 \$50,000
4102	October-09	7	\$31,281.00	2016	\$37,850.01	\$50,000
4106	May-13	7	\$40,123.00	2020	\$48,548.83	P/U
4180	June-17	7	\$35,165.00	2024	\$42,549.65	SUV
4194	December-06	10	\$29,828.00	2016	\$38,776.40	
4195	May-13	10	\$40,123.00	2023	\$52,159.90	P/U
4198	June-15	10	\$43,639.00	2025	\$56,730.70	P/U
3% per year / inflation						



CAPITAL REPLACEMENT SCHEDULE (con't)

Equipment / Project	FY Purchase Planned	Life Expectancy	Purchase Price	Replace Date	Replace Cost *	Notes
Facilities						
Station Alerting	2018-19	20	\$130,000			
Station #2 Roof			\$100,000			
Door Access System (Completion)			\$24,500			
Kitchen Remodel-Sta. #2			\$100,000			
Replace Mattresses (18)	2018-19	6	\$23,400	2025	\$27,612	
Water Heater-Sta. #2	2018-19		\$25,000			
Tools & Equipment						
SCBA	2019-20	12	\$350,000	2032	\$476,000	Seek Grant or Finance
Dive-Surface Supplied Air			\$17,000			
Ventilation Fans (battery)	2018-19	10	\$8,000	2029	\$10,400	
Video Larngoscope (4)	2018-19		\$10,200			
EMS Training Mannequin	2019-20		\$18,000			
Technology						
Additional Recording Capacity-Dispatch		7	\$17,000	2030	\$20,570	
RDS Migration	2018-19	7	\$20,000	2026	\$24,200	
Microwave Link Replacement		7	\$15,000	2022	\$18,150	
Tablets w/data connection (BC's)		7	\$5,000		\$6,050	
Business Phone System-VoIP			\$30,000			
					* 3% per year / inflation	



The Countryside Fire Protection District
2018 – 2022 Strategic Plan
was submitted to the
Board of Trustees for review
and adopted on the
6th day of April, 2018.

Approved: _____

Francis L. Wolowic
President

Approved: _____

Jeff Steingart
Fire Chief



GOALS & OBJECTIVES

WORKSHEETS

CFPD 2018 - 2022 STRATEGIC PLAN GOALS AND OBJECTIVES

ADMINISTRATIVE PLANNING							
Division / Area	Responsible Party	TASKS		In Progress ✓	Completion Date	Goal	Comments
		Priority	Review Date				
						Maintaining adequate and effective staffing- firefighting, dispatch, and support services	
Administration	Chiefs	1	August-18	✓		Analyze the need and frequency to recruit, hire and train part-time / POP firefighters annually to add stability to the part-time work force	2017 added 4 POP's, 2018 application process currently in progress
Operations	Chiefs	2	June-18			Analyze the need to increase minimum staffing levels to a have shift staffing at 13 personnel - 5 personnel at station #1 and 8 personnel at station #2.	Budget Restricted
Administration	Chiefs	2	March-18	✓		Maintain a current eligibility list for career firefighters as required by law.	Fall 2018 career test
Administration	Chiefs	2	March-18	✓		Maintain a current list for Lieutenant and Battalion Chief positions as required by law.	Fall 2020 promotional test
Administration	Chiefs	2	May-18	✓		Provide a competitive wage and benefit package for all personnel.	Review annually every May
Administration	Chiefs / TDC	2	March-18	✓		Provide continued schooling/education for career CFPD personnel to help enhance career succession planning efforts.	
Administration	Chiefs / TDC	2	July-18	✓		Expand recruitment / marketing for new members.	Advertised via social media for 2018 POP app
Operations	Chiefs	1	March-18			Revise policy for minimum fire apparatus engineer staffing per shift .	
						Explore / evaluate dispatch consolidation opportunities.	
Administration / Dispatch	Dispatch Director	2	April-18	✓		Develop a strategy to recruit other fire agencies to partner with our dispatch center which will provide a source of revenue and reduce overall operational costs for CFPD.	
Administration / Dispatch	Dispatch Director	2	April-18	✓		Engage in and evaluate the role of CFPD dispatch in regional consolidation studies.	Member of Regional Dispatch Consolidation Committee of Lake County
						Identify outside funding sources for projects	
Administration	Chiefs	2	March-18	✓		Look to federal, state, and local grant opportunities to fund various projects	
FPB	Director of FLSE	2	March-18	✓		Find and develop business partnerships to enhance fire and life safety goals	
						Evaluate Effectiveness of Metro/PBS shared services agreement.	
Administration	Chiefs, Finance, Adm. Asst.	2	September-18	✓		Annually audit and evaluate terms and outcomes of the contract for personnel, ambulances and billing services.	Initial Audit in process with PBS
						Develop and maintain systems to facilitate employee feedback and work history	
Administration	BC's	3				Provide constant and thorough feedback for member's improvement through mentoring and coaching at regular intervals.	Need to evaluate a formal evaluation program for the future
Administration	Tech Spec	2	January-18	✓		Work to develop an effective system that captures electronic data regarding employee related issues that can be used to help provide accurate feedback on performance.	Added Probationary Employee Daily Evaluations to Fire Manager
						Develop, reassess and maintain vital documents and make them accessible electronically	
Administration	Chief	1			June-18	Reevaluate and reformat job descriptions.	
Operations	Red Shift BC	2	September-18	✓		Evaluate options for changing RMS software to track the vehicle and equipment maintenance issues more tailored for fleet management.	Moved to Fire Manager Forms, now moving to Target Solutions Check It
All	All	2	March-18	✓		Annually provide a formal review of critical documents- SOGs, Employee Handbook, Strategic Plan, Standard of Cover, Goals & Objectives, Community Risk Assessment, and other documentation required by Accreditation for the annual compliance report.	Ongoing through 2018
						Provide closest station response model for most efficient emergency services	
Operations	Chiefs	1	April-18	✓		Work with neighboring agencies to continually evaluate Automatic Response Agreements to provide emergency services by the closest agency and reciprocity.	
Administration	Chief	2				Look to enhance response needs by cooperative efforts and eliminating duplication of services where possible; with a focus on peak service times.	
Administration	Chief	3	January-18	✓		Evaluate need for Station 3 and/or determine best use of land owned by the District on Gilmer Rd.	Recently discussed option to see, decided to hold the property for now
						Explore the possibility of shared services for staffing.	
Administration	Chiefs	1	January-18	✓		Evaluate opportunities for shared services with neighboring agencies in community risk reduction, training officer, medical officer, technology and other support personnel that would be cost effective and efficient.	Entered into partnership with Wauconda FPD to share IT Technical Expert 10 hours per week
						Evaluate community stakeholder survey feedback.	
Administration	Chiefs	1			May-18	Analyze survey feedback for feasibility to be implemented in to various CFPD initiatives consistent with the Mission.	Incorporated responses into strategic plan document

Priorities:
 1=High (Response / Safety)
 2=Medium (Legal, Policy, Training)
 3=Low (If/When Possible-Budget)

CFPD 2018 - 2022 STRATEGIC PLAN GOALS AND OBJECTIVES

OPERATIONS PLANNING							
Division / Area	Responsible Party	TASKS Priority	Review Date	In Progress ✓	Completion Date	Goal	Comments
						Provide effective emergency responses	
Suppression	Red Shift BC	1	April-18	✓		Maintain gear that is NFPA compliant and in good working condition.	New Gear purchased for all members in 2015 and replaced or repaired as needed since then
Operations	Ops DC	1	April-18	✓		Maintain an active roster of certified responders who can handle incidents involving specialized response team operations.	
Operations	Ops DC	2			June-18	Better capture turnout times of 100 seconds or less for fire and special operations response and 80 seconds or less turnout time for EMS response.	Stats FD and new Station Alerting System gathers response times more accurately
Safety/Facilities	Gold Shift BC	2		✓		Investigate purchase and installation of station alerting systems.	
FPB	Fire Marshal	1	June-18	✓		Aggressively work to on existing preplans are completed, updated, and loaded into mapping software for all occupancies in District.	Added several new pre-plans and uploaded to Active 911 software. Updated old drawings to new format.
Operations	Ops DC	2			October-16	Re-issue MABAS cards accounting for changes to CFPD fleet and neighboring agencies capabilities as needed.	Last update 10/2016
Operations	Ops DC	2		✓		Assess NFPA 1710 and evaluate CFPD responses and deployment capabilities.	
						Proactive and engaged Health and Safety Committee	
Safety/Facilities	Gold Shift BC	2	May-18	✓		Conduct quarterly meetings that are designed to evaluate ways to effectively reduce risk and promote health and wellness within the organization.	Quarterly Safety Meetings occur
Safety/Facilities	Gold Shift BC	2	April-18	✓		Evaluate means to reduce workplace injury and illness.	Ongoing
Safety/Facilities	Gold Shift BC	2	April-18	✓		Implement a recognized, industry standard physical fitness program.	
Safety/Facilities	Gold Shift BC	2			May-17	Evaluate the ambient noise levels in the stations and work to reduce unnecessary noises and reduce elevated decibel levels.	Noise levels found to be properly protected with provided hearing protection. Station alerting system will address some additional elevated noise levels
Suppression	Red Shift BC	2	September-18	✓		Plan and budget for replacement of SCBA.	Applying for AFG Grant
Safety/Facilities	Gold Shift BC	2		✓		Evaluate CFPD compliance with NFPA 1500.	
Safety/Facilities	Gold Shift BC	3		✓		Expand cancer prevention awareness with programs and policies.	
						Provide effective and appropriate fire, rescue and EMS training	
Operations	TDC	2	April-18	✓		Provide opportunities and funding for personnel to attend classes and seminars to further their education and resources.	Sufficient funds in 2018-19 budget
Operations	Black Shift BC / TDC	2	April-18			Provide an effective EMT-B continuing education program that allows CFPD EMTs a chance to utilize their skills and abilities while obtaining required recertification hours.	EMT CE available at neighboring fire departments. Would like to expand program in house
Operations	TDC	2	April-18	✓		Create training opportunities with ARA fire agencies regularly to maximize ISO training credit.	Working with Libertyville, Mundelein and Lincolnshire Fire Departments
Operations	TDC	2				Encourage and provide opportunities for senior staff to attend National Fire Academy classes.	
Operations	TDC	2	September-18	✓		Develop and implement officer development courses/program to help with effective succession planning.	Introduced CoFo and AdFo curriculum in Target Solutions
Operations	TDC	2			October-18	Provide live fire training regularly to maximize ISO training credit.	Lake Bluff Training Tower
Operations	TDC	2	April-18	✓		Facilitate all sworn members with greater than 5 years of service obtain Advanced Firefighter certification (FF3 equivalency).	
Operations	TDC	2	June-18	✓		Evaluate the impact of the IL OSFM re-certification requirements.	Training Officer
Operations	TDC	2	April-18	✓		Enhance outreach of Blue Card ICS Training program and use of CFPD command training center	
Operations	Ops DC	2				Develop revised training and response operations policies to MVA's and utility emergencies.	
						Evaluate effectiveness of EMS delivery.	
Operations	Black Shift BC	1	April-18	✓		Monitor the impact of new development in the district on EMS call loading and service delivery.	Ongoing
Operations	Black Shift BC	3				Explore opportunity with local hospitals and neighboring agencies to implement mobile integrated health care.	
						Develop an institutionalized method for better documenting appraisals and performance.	
Operations	Ops DC / SS DC	2			April-18	Research and develop 9 th edition FESSAM components to include documented annual appraisals and adopted documented methodologies.	Completed and applied to each Division. Looking to expand beyond those recommended in 9 th Edition FESSAM.
Operations	Ops DC / SS DC	2	June-18	✓		Analyze response performance by including breakdown by planning zone to identify gaps and report at least annually.	
Operations	Ops DC / SS DC	2			June-18	Develop a formal performance improvement plan to address gaps and variations from benchmarks.	Policy 3.06.32 created

Priorities:
 1=High (Response / Safety)
 2=Medium (Legal, Policy, Training)
 3=Low (If/When Possible-Budget)

CFPD 2018 - 2022 STRATEGIC PLAN GOALS AND OBJECTIVES

COMMUNITY RISK REDUCTION PLANNING							
TASKS							
Division / Area	Responsible Party	Priority	Review Date	In Progress ✓	Completion Date	Goal	Comments
						Provide inspection services to CFPD occupancies	
FPB	Fire Marshal	1	April-18	✓		Maintain an inspection staff and schedule that allows all occupancies to be inspected annually and places of assembly twice annually.	Have converted a full-time position to a part-time position with 6 part-time inspectors filling the role
FPB	Fire Marshal	1	April-18	✓		Conduct plan reviews and inspections for all new and remodel construction projects fire and life safety code compliance.	Ongoing
FPB	Fire Marshal / SS DC	2			June-18	Research and implement new methodology to categorize types of risks in the District.	Completed Risk Hazard Assessment worksheet on all occupancies
						Maintain certified and qualified inspectors	
FPB	Fire Marshal	2	April-18	✓		Active inspections need to attend conferences and seminars to maintain a high level of confidence and skill.	Attend many classes and seminars annually
FPB	Fire Marshal / TDC	2	April-18	✓		Fire inspectors must track and maintain the required training points to re-certify.	Began tracking Fire Inspector training hours in Target Solutions
FPB	Fire Marshal	2	April-18	✓		Be involved with and support local and state agencies/associations that work with fire inspectors/investigators.	Involved with multiple local and state Associations
						Provide effective public education programs for all of the schools	
FPB	Director of FLSE	1	April-18	✓		Access all schools within CFPD and provide appropriate safety messages for the students and teachers.	Every school is visited annually, usually 2x's annually
FPB	Director of FLSE	2	April-18	✓		Keep curriculum current and evaluate trends while identifying opportunities for new education messages.	Ongoing
FPB	Director of FLSE	2	April-18	✓		Enhance current methods and messages of informing and educating the public via social media and the internet.	Public Education posts now on Facebook
FPB	Director of FLSE	2	April-18	✓		Develop programs that will address current "at risk" populations.	Target elderly and high risk populations annually
FPB	Director of FLSE	2	April-18	✓		Evaluate the need to provide educational material in additional languages to assure that the message being taught is understood.	Most educational material has been translated to spanish for distribution in areas of dense hispanic populations
FPB	Director of FLSE	2	April-18	✓		Evaluate the current items being distributed for fire & life safety education presentations vs. value; determine cost effectiveness.	Ongoing
						Increase fees collected and financial assistance opportunities	
FPB	Fire Marshal / SS DC	2	April-18	✓		Look at alternative funding sources through grants and other means to improve community risk reduction related programs.	Applied for and received Sma' Club grant and IDOT grant. Applied for FEMA Fire Prevention Grant
FPB	Fire Marshal / SS DC	2	April-18	✓		Evaluate fire prevention bureau fee structure annually to be consistent with costs.	Annually compare with surround communities
						Provide access to a water source for fire suppression for all occupancies within 4,000 feet.	
FPB	Fire Marshal	2			November-17	Work with water system operators in CFPD for routine and required maintenance and repairs needed to water systems. Obtain annual records for ISO compliance.	Semi annually all dry hydrants tested. Received system reports for November ISO audit
FPB	Fire Marshal	2	April-18	✓		Identify new risks and opportunities for adding or removing dry hydrants depending on current available water systems.	Annual testing
						Provide a fire cause & origin investigation program to support community risk reduction.	
FPB	Fire Marshal	2	April-18	✓		Complete comprehensive fire cause & origin investigations reports and review the status of each case bi-monthly; update associated documents accordingly.	Ongoing
FPB	Fire Marshal / Director of FLSE	2	April-18	✓		Develop a fire investigation interview form that includes capturing fire & life education experience of impacted parties.	Identified and in progress
FPB	Fire Marshal	2	April-18	✓		Fire investigators must track maintain the required training points for re-certification.	Began tracking Fire Investigators training hours in Target Solutions

Priorities:
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CFPD 2018 - 2022 STRATEGIC PLAN GOALS AND OBJECTIVES

TECHNOLOGY PLANNING								
TASKS								
Division / Area	Responsible Party	Priority	Review Date	In Progress ✓	Completion Date	Goal	Comments	
						Streamline computer applications, software, and hardware		
Administration	Tech. Spec. / SS DC	1	September-18	✓		Maintain current lease/owned computers for CFPD facilities and apparatus to effectively provide state of the art hardware and software.	Current MDC lease through 1/2020. RDS Server Implementation moves desktops to thin clients	
Administration	Tech. Spec. / SS DC	2	September-18	✓		Strive to provide logical processes and applications so the end user of the network can functionally navigate the network and use the programs installed effectively.	Moved to RDS Environment to standardize all work stations and software	
						Provide education for the firefighters for proper use and application of programs		
Administration	Tech. Spec. / SS DC	3	April-18			On an annual basis, provide training for personnel to learn proper capabilities of software applications and enhance the firefighters confidence and capability working in different pertinent applications	Workshops presented at Aspen Library in VH	
							Incomplete	
						Expand the use of current applications with division heads for unilateral tracking of information and equipment/assets.		
Administration	Tech. Spec. / SS DC	1	August-18	✓		Maintain software or develop programs that will adequately track division assets, maintenance records, etc. so that accurate records can be maintained and accessed as needed by CFPD personnel.	Continually inventoring CFPD assets through FH/Fire Manager, Check-It by Target Solutions	
Administration	Tech. Spec. / SS DC	2	June-18	✓		Evaluate and plan for upgrade / replacement of business telephone system to IP based.	Did not make FY 2018 budget cut, reevaluate in 2019	
Administration	Tech. Spec. / SS DC	1	June-18	✓		Issue tablets to all B/C's for efficiency and data analyses.	Budgeted for FY 2018	

Priorities:
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 3=Low (If/When Possible-Budget)

CFPD 2018 - 2022 STRATEGIC PLAN GOALS AND OBJECTIVES

APPARATUS & EQUIPMENT PLANNING							
Division / Area	Responsible Party	TASKS Priority	Review Date	In Progress ✓	Completion Date	Goal	Comments
						Effectively maintain the CFPD fleet	
Administration	Tech. Spec. / SS DC / Red Shift BC	2	August-18	✓	January-19	Be able to provide accurate data about vehicle repair issues and related costs through accurate reporting of vehicle maintenance and repair issues.	Implementing Check-It® by Target Solutions for this purpose
Operations	Red Shift BC	2	August-18	✓		Utilize outside mechanical repair and testing facilities when repairs/servicing needs dictate.	
Operations	Red Shift BC	2	August-18	✓	January-19	Forecast and budget expected vehicle maintenance related expenses.	Evaluating Check-It® by Target Solutions for this purpose
Administration	Chief	3				Investigate intergovernmental agreement to utilize outside maintenance bays.	
						Replace fire apparatus and ambulances within the proposed capital improvement schedule	
Operations	Red Shift BC	2		✓	June-18	Follow the vehicle replacement program to provide replacement of apparatus and vehicles according to projected needs and within the appropriate proposed budget cycle.	Modified to meet budget needs- on track
Operations	Red Shift BC	1		✓		Purchase replacement vehicles with safety needs and ability to effectively provide emergency services as well as ability to provide proper maintenance.	All purchases of apparatus put safety and efficiency as priorities
Operations	Red Shift BC	2	April-18	✓		Continually monitor the current fleet and how effectively CFPD needs are being met within our emergency fleet's capabilities.	Reviewed annually through budget and during strategic planning
						Effectively maintain CFPD tools and equipment essential for fire, rescue and EMS operations.	
Operations	Red Shift BC	2	September-18	✓		Specify and purchase replacement SCBA to meet current NFPA standard.	Applying for AFG Grant
Operations	Red Shift BC	3	June-18	✓		Replace thermal imaging cameras (TIC) regularly as technology evolves.	In FY 2018 budget

Priorities:
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CFPD 2018 - 2022 STRATEGIC PLAN GOALS AND OBJECTIVES

MISCELLANEOUS PLANNING							
Division / Area	Responsible Party	TASKS		In Progress ✓	Completion Date	Goal	Comments
		Priority	Review Date				
						<i>Providing effective facilities for CFPD operations</i>	
Administration	Gold Shift BC	2	Apr-18			Renovate the office areas at station #2	Budget Restricted
Operations	Gold Shift BC / TDC	2	Apr-18			Develop a plan to effectively re-utilize old dispatch space at station #1.	Budget Restricted
						<i>Provide excellent media relations</i>	
Administration	Chief & Director of FLSE	2				Foster local media relationships and social media engagement with consistent and timely press releases for emergencies, non-emergencies, events and CRR messages.	Incomplete
						<i>Being prepared in case of a disaster</i>	
Operations	Chiefs & Training Officer	2				Integrate with municipalities and surrounding CERT groups that have response areas within our Fire District.	
Disaster	Chiefs & Training Officer	3				Maintain an awareness campaign for CFPD families to be better prepared as a family in case of a disaster.	
Operations	Fire Prevention Bureau	1	April-18	✓		Maintain active role in all-hazards emergency operations planning with emergency management agencies, schools and businesses in the District	Participate in all school and business emergency ops planning sessions when invited
						<i>Capture and archive the history of CFPD.</i>	
Administration	CFFA	3				Gather and preserve all photos, slides and videos and archive.	
Administration	CFFA	3				Display the historical pride, honor and tradition of CFPD in the stations.	

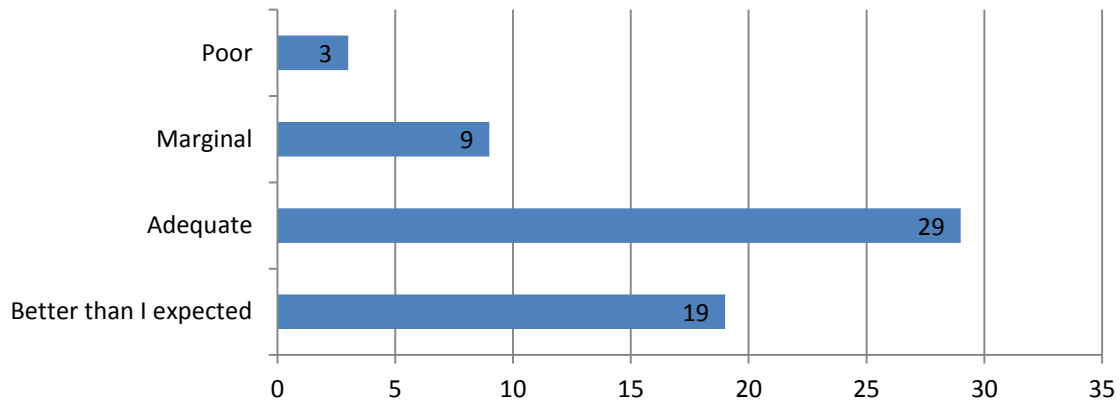
Priorities:
 1=High (Response / Safety)
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Community Stakeholder Feedback Survey

Compiled Results and Comments

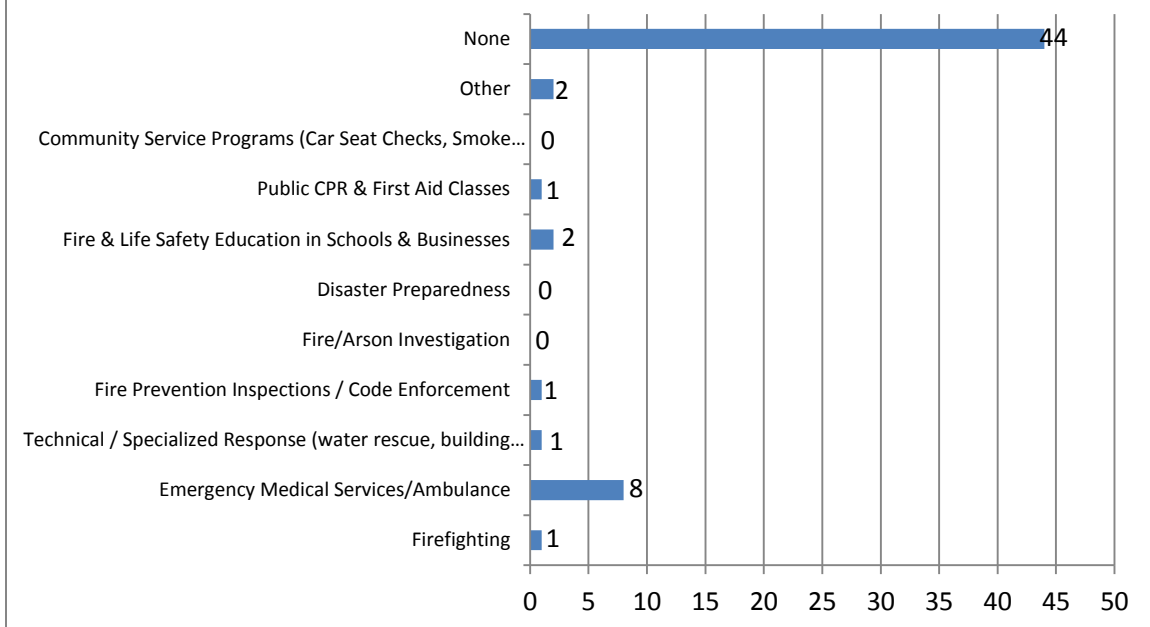
1. The Countryside Fire Protection District's goal based on fire stations locations and staffing is to respond to all emergency calls in the District 90% of the time within 7 minutes. The response time is:



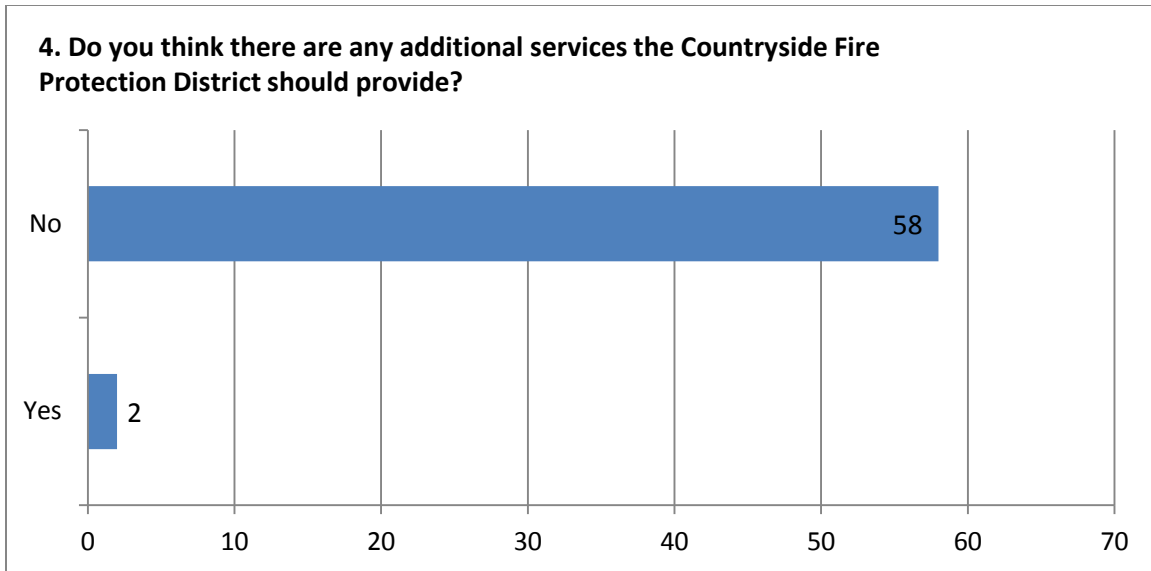
2. Please rank in order of priority the functions and services the Countryside Fire Protection District provides:

Item	Total Score*	Aggregate Rank
Emergency Medical Services/Ambulance	570	1
Firefighting	564	2
Technical / Specialized Response (water rescue, building collapse, hazardous materials)	427	3
Fire Prevention Inspections / Code Enforcement	379	4
Fire/Arson Investigation	311	5
Disaster Preparedness	291	6
Fire & Life Safety Education in Schools & Businesses	281	7
Public CPR & First Aid Classes	230	8
Community Service Programs (Car Seat Checks, Smoke Detector Installations, etc.)	177	9
Social Media / Internet Presence	70	10

3. Based on the priorities you chose in question #2, is there a particular service that requires additional attention?



- I agree with the above ranking as it was presented and, after 20 years here in the district, am thankful for the services Countryside FPD provides. Thank you.
- I believe that these class offerings should be offered as often as every week, during the day and during the evening.
- The fire fighters are great but response time is not. Given my recent house fire I experienced this first hand. The fire department did not arrive at my house in almost 15 minutes. It is my understanding that they said they responded in 7 minutes from the time they got the call, so they said it could of taken 7 minutes for dispatch to contact them. I'm not sure what happened but it did not take 7 minutes, which I feel is a huge problem and should not be.
- Gratefully, we have not needed any services, so I cannot speak to whether anything needs more attention.
- There are many lakes and more safety and prevention training for kids and teenagers must be required at annually for every Preschool, grammar school and middle school with focus on what to do in case of an emergency. For children and for all residents through the public library. This must be a priority to annually train all residents what to do if they fall in or at night drive car in accident Lu into deep pond.
- I live in the farthest neighborhood (Rambling Hills South) from the Midlothian station. I am also concerned about the freight trains that run all day and night that would block your engines from getting to my house.
- Recognizing and treating anaphylaxis is extremely important. Wait and see mentality can be fatal.
- Diversity within your ranks
- CFPD is a well-rounded fire dept., from top to bottom the personnel is first rate, thank you all for your service and great care to this community.
- Please keep a Good working relationship between management and employees...
- With all the senior care, retirement homes, and additional apartments being built, perhaps an additional ambulance, funded by the builders.



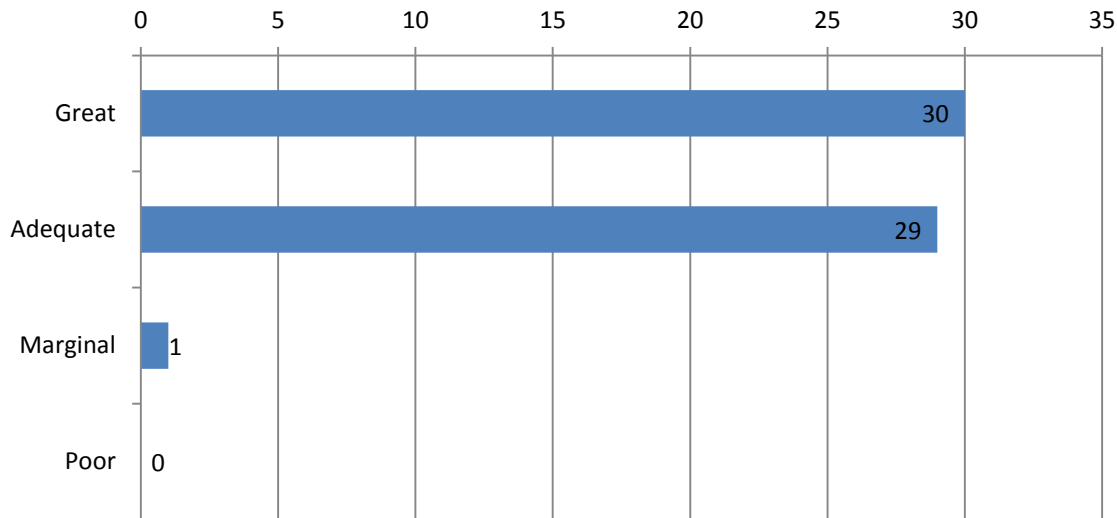
- We have a fire system and I have questions on how it should be tested and would like assistance with this.
- More Resident Training how to extinguish fires, how to check house for electrical issues, how to prevent fires, etc.
- No, as I said great dept. from top to bottom...
- Thank you for all you do!

5. In order of importance, I expect the Countryside Fire Protection District to:

Item	Total Score*	Aggregate Rank
Provide a quick response	332	1
Be well trained	297	2
Have adequate and reliable apparatus, equipment and facilities.	201	3
Be staffed with a nice, professional workforce	190	4
Cost effective without compromising services	149	5
Collaborative with other agencies	91	6

Total Score: Scores are weighted calculations. Items ranked higher are given a greater score than items that are ranked lower. The total score for each item is the sum of the weighted scores.

6. The Countryside Fire Protection Districts involvement in the community is:



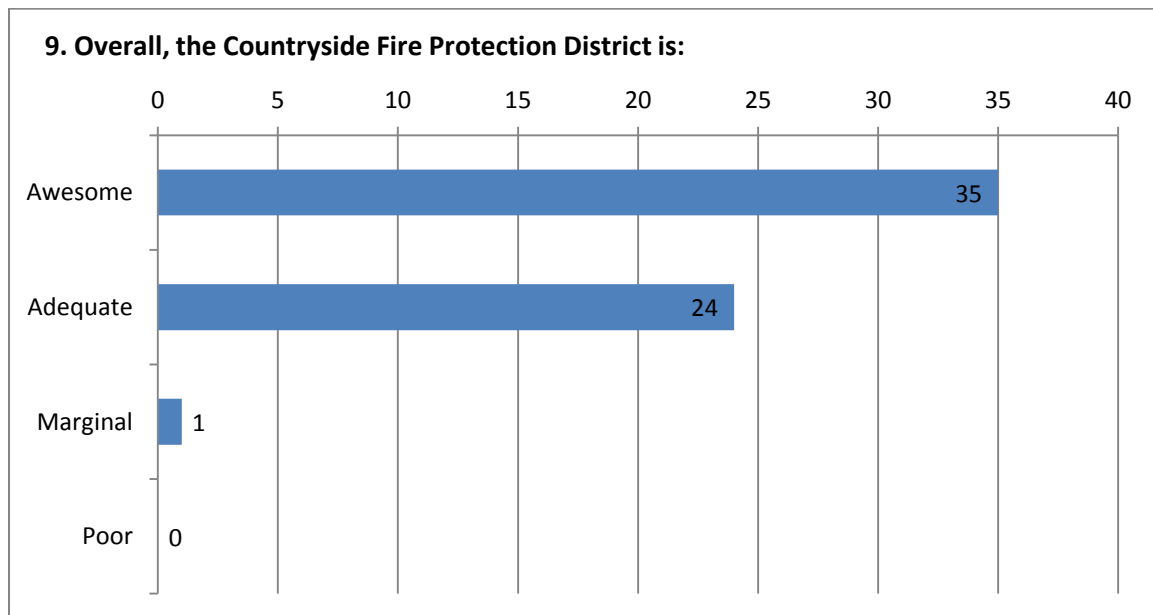
7. Based on what you know about us or a personal experience, please tell us about something AWESOME as it relates to the Countryside Fire Protection District.

- I have never had a need to interact with them
- Opening the fire stations for public view during Fire Prevention week.
- Upon request, the fire marshal will check out your sprinkler system functionality. (This does not include the recommended annual check of the RPV (backflow prevention valve)).
- Quick response to the need for an ambulance.
- Our neighbors across the street needed the EMT's and they showed up quickly and it saved her father's life. Had the response time been longer he would not have survived.
- I've never had an interaction with Countryside via email or in person where I didn't walk away feeling good.
- Enjoyed the Fire House open house & sprinkler demonstration. Very positive feedback on school programs and Fireman "Tony" lessons.
- The contacts that I have had with the Countryside Fire Protection District have always been friendly and helpful.
- You once came to my 911 call and some of your firefighters stayed with my children until my husband arrived while I was rush in ambulance to the ER. You made them feel safe when they were very scared which is priceless.
- Can't think of anything awesome.
- Professional in caring out duties.
- When they finally got to my fire they were very professional and made me feel very comfortable
- Countryside fire fighters are always very friendly and easy to talk with. They are also great with kids.
- I actually cannot think of anything. I am not very familiar with the district.
- Great educational service they schools n great cpr instruction classes for professional health care person el
- We had the need to call 911 for emergency health issue. The response time was quick and the staff was knowledgeable, kind and compassionate.
- Fast and professional handling of ambulance calls for my parents.
- Unfortunately our family has used the emergency services multiple times over the years. Each time they respondents have been wonderful individuals. On certain occasions Mr. Steingart would also arrive since he is a family friend. That alone is a wonderful feeling knowing that he cares so much about the individuals he protects.
- I've had the chance to visit the fire station 3 times with scouts. Each time the firefighter took time to answer questions patiently and made the experience fun!
- The paramedics that came to our house were great, very professional, reassuring; we knew we were in good hands.

- Quick service, understanding of the unsophisticated resident, helpful and friendly.
- Not only is Countryside fast at responding to calls, but I have always dealt with kind and professional people who knew exactly what they needed to do. The people I dealt with have kept me informed of what's happening as well.
- Not only is Countryside fast at responding to calls, but I have always dealt with kind and professional people who knew exactly what they needed to do. The people I dealt with have kept me informed of what's happening as well.
- I have no experience or knowledge to provide an example.
- It's awesome that we've not needed your services!
- Over the thirty years we lived in Vernon Hills, we have had several emergency occasions that needed immediate medical attention. Response to ambulance calls to our home were fast and professional. Well trained paramedics and firefighters provided us with compassionate and excellent care. Most of all, the Countryside Fire Department was called to a scene of an auto accident and their actions saved my husband's life. That is my definition of Awesome!
- Countryside Fire Protection District has a strong sense of urgency and quickly calls for backup when needed. The staff believes in efficient and effective superior service to community through continues urgency training by repeating drills faster, faster, and faster while maintaining high quality of service.
- Staff is professional and well trained.
- Great staff. We appreciate their involvement in the Community. Always willing to find ways to say "yes" to questions or requests.
- I'm thankful to say that I have not needed your services. And I'm equally thankful to know that you are there if I need you.
- Staff is professional and well trained.
- Great to have these trained professionals ready to help the community!
- Let's see my neighbor's house caught on fire last May and you guys kept it from burning down. That counts as pretty awesome. Oh and about 19 years ago when my daughter damn near died you guys saved her- so that's pretty awesome also. Basically you guys are always awesome.
- Your Pancake Breakfasts are good.
- I love that you take time to speak to kids in public places. It creates trust which is important.
- They're life savers.
- Not only is the care excellent but the personnel, starting with an awesome chief are wonderful people.
- Listens to the community.
- School outreach.
- The people have always been professional and very nice to work with. Fireman Tony is awesome! He does a great job of working with the schools. The students receive great education that will help keep them safe their entire life. I also live in the district. When I have had to have interaction for a personal reason, the personnel were wonderful.
- Great people Proactive.
- .Great personnel at kid events.
- The pancake breakfast is a nice event.
- We had a gas leak in our house; you guys should up in a timely manner and quickly took care of the issue!
- We called for the ambulance a few weeks ago. They got here quickly. The guys were very professional. My husband broke his hip and the guys took great care with him. I was so relieved when they got to our home. Thank you Countryside!
- Very good.
- Countryside places an outstanding emphasis on training and professionalism. They provide some top notch firefighters and paramedics. Chief Steingart does great things for the department and community.
- Your district is amazing. I believe your quick action and response saved our home from what could have been a terrible fire that could have displaced us. Your team took such great care while in my home fighting our fire, and went above and beyond to get renovation experts onsite before you left. This was so helpful as I was still in shock that we had a home fire to begin with that I am not sure I would have known where to begin. Thank you sincerely for what you did for us and for all you do!
- Does an awesome job as facilities and equipment allows.

8. Please share any comments you have on how the Countryside Fire Protection District can IMPROVE service to you and the community.

- Build another station on Gilmer Rd even if a small one to improve response times
- I'm pretty satisfied with the current service at a tax rate that I consider reasonable.
- I feel very good about the service and don't have any recommendations at this time.
- Surprised that it takes an average of 7 minutes to report to an emergency. Would have thought the response time was under 5 minutes. 7 Minutes seems long if my house was on fire or someone wasn't breathing.
- I believe that the Countryside Fire Protection District can offer its public service educational opportunities more frequently and do a better job of communicating when they are offered by using a wider variety of social media.
- Communication with community could improve.
- Respond in the actual minutes that they say they should
- A question does arise; with the amount of opportunity Countryside has to serve the community, why is there no fire fighters explorer program or other ways for young people who wish to pursue this career available?
- I have no experience or knowledge to provide an example.
- Offer more safety classes via library on how to exit a burning building, how to prevent fires, flash flooding, bin fires, emergency operation plan, fireworks or pyrotechnics, and selecting smoke alarms., installing car seats. How can residents text for help to 911 when "silence" is required for safety purposes.
- I would suggest that first responders are required to maintain certain level of physical fitness. This should apply across the industry .
- Costs of EMS for taxpayers should be eliminated.
- Nothing in particular. Be mindful of the property tax concerns of residents.
- Costs of EMS for taxpayers should be eliminated.
- Easy-- don't change you're the best. Oh and thank you for everything.
- Offer more open houses.
- Perhaps more training on home circuit breakers? I called about a burning smell coming from my breaker box. Crew arrived and, I guess because they couldn't smell it, thought everything was ok, did nothing. One of the circuit breakers was completely burnt -- an electrical fire hazard.
- This dept. is already top notch, just continue on...
- Better response to my home. Especially when there is a closer fire station from another department. Learn to work together better and consider consolidation.
- Keep up the great work!!





APPENDIX C

Document Review and Update Plan

Document	Review Frequency	Target Month	Responsible Party	Completed ✓ & Dates(s)
Safety & Health Plan	Annual	SEP	HSO BC	
Strategic Plan	Annual	FEB	Staff	
Standard of Cover	Annual	FEB	Ops DC	
Community Risk Assessment	Monthly	-	Sop DC / FM	
CFPD History in Brief	Quarterly	SEP	Chief	
CFPD Operational Initiatives	Quarterly	SEP	Chief	
Annual Report	Annual	FEB	Staff	
Tax Levy	Annual	OCT	Staff	
Tax Extension	Annual	MAR	Staff	
Audit	Annual	JUL	SS DC, FD	
SOG's	Quarterly	JAN/ APR / JUL/ OCT		
- Ops	-	-	Ops DC	
- FPB	-	-	Fire Marshal	
- Dispatch	-	-	Dispatch Director	
Employee Handbook	Semi-Annual	MAR	Chief	
CFPD Disaster Annex	Annual	APR	HSO BC	
CFPD Readiness Plan	Annual	APR	HSO BC	
Budget	Annually	MAY	Staff	
Training Needs Assessment	Annually	NOV	TDC	
Secondary Employment Forms	Annually	DEC	SS DC	
Annual DL Checks	Annually	DEC	SS DC	
Commission Rules & Regulations	Annually	JUN	Chief	
Board of Trustees Policies	Annually	JUN	Chief	



**Francis Wolowic, President
Board of Trustees**

**Jeff Steingart, CFO
Fire Chief**

Station #1

801 S. Midlothian Road
Mundelein, IL 60060

Station #2

Headquarters

600 N. Deerpath Drive
Vernon Hills, IL 60061

To Report a FIRE, MEDICAL or other

EMERGENCY

911

Fire District
Non-Emergency Phone
847-367-5511

www.countrysidefire.com



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