



2010 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



INCIDENT RESPONSES

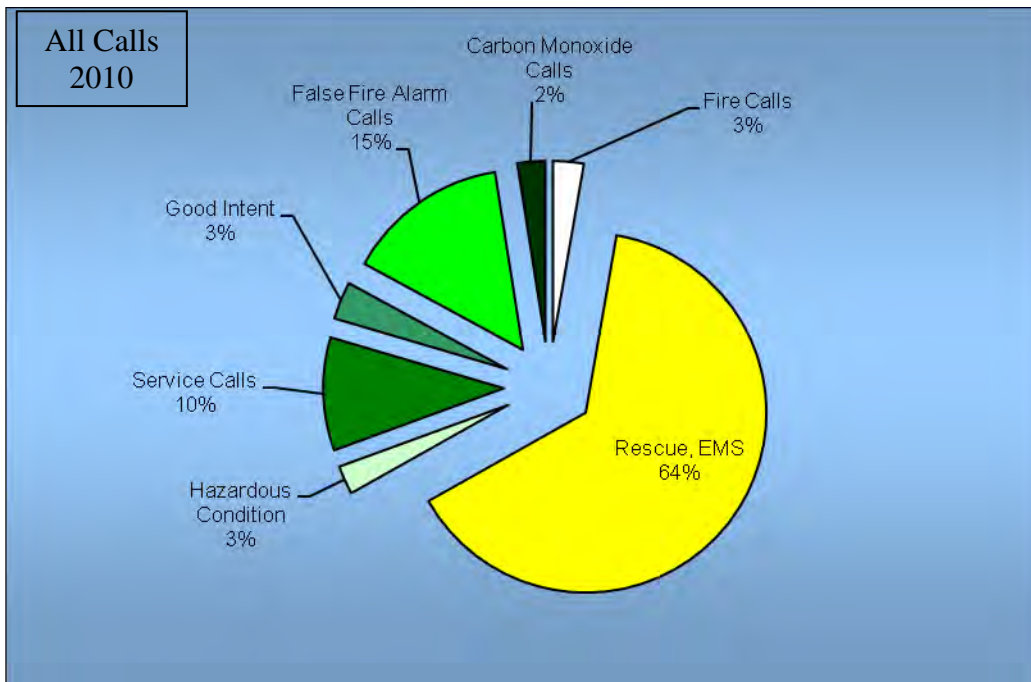
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The Commission on Fire Accreditation International identifies the need for a fire agency to provide reporting and analysis of its services. The 2010 Incident Response Summary fulfills that need by providing the necessary reporting and analysis of emergency 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 3,654 calls in 2010. Of those, 3,136 were in the District. The decrease of 158 total calls is a 4.3% less than 2009. The variables to call volume are primarily related to a decrease in false alarms and fire calls.



- In 2010, CFPD averaged 10 calls per day.
- When 98 trouble alarms handled by the Fire Prevention Bureau are added to the call count, the District responded to 3,752 calls. Of those, 3,234 calls were in the District.
- December was the busiest month in 2010 with 341 calls.

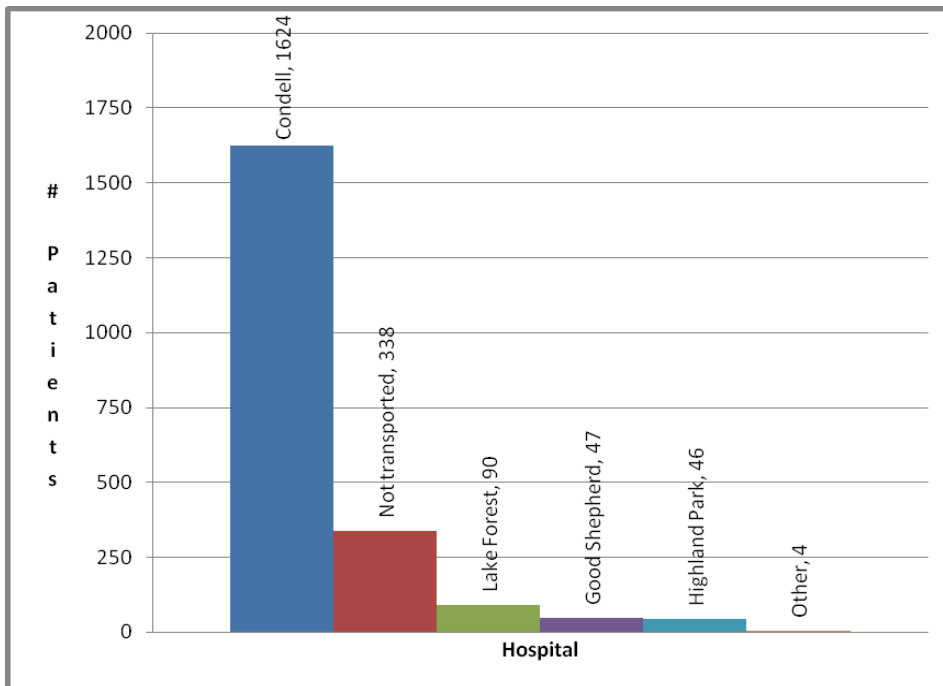
- The busiest day of the week was Friday, the slowest day on Sunday.
- The hours between 7:00 AM and 11:00 PM were the busiest hours of the day.
- CFPD gave mutual aid 518 times to other agencies. 272 of those were to Mundelein, 71 to Libertyville and 26 to Lake Zurich. This was a decrease of 44 calls mostly due to adding the Lake Zurich ARA and other running order changes.
- Overlapping calls occurred 725 times, 19.8%.

FIRE RESPONSE

- 2010 recorded 17 structure fires, which is significantly below the ten year average of 29.4.
- The 2010 total fire loss; \$785,676.00 was considerably higher than the 2009 fire loss of \$135,980. The highest loss incident (\$638,000) occurred at a house fire in Vernon Hills.
- No civilian fire related casualties or deaths occurred in 2010.

EMS RESPONSE

- EMS calls accounted for 66.5 % 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 307 EMS & Invalid Assist calls in 2010, 13.8% of all EMS & Invalid Assist calls in District.
- EMS & Invalid Assist calls at The Park of Vernon Hills retirement community in 2010 reflect a moderate decrease at 304, compared to 361 in 2009; 13.7% of all EMS & Invalid Assist calls in District.
- Autumn Leaves accounted for 44 EMS & Invalid Assist calls in 2010.

RESPONSE TIME

- Firemedics responded to 2,084 emergency calls (ambulance, vehicle crashes and structure fires) in the District in 2010.
- The response time for all in-district emergency calls in 2010 averaged 4:19; an increase of :04 seconds from 2009.
- The Fire District achieved its response time goal of *seven minutes or less to 85% of all emergency calls*. The Fire District responded to 93.6% of all ambulance, vehicle crashes and structures fire calls within seven minutes or less.
- The Village of Vernon Hills accounted for the most in-district calls in 2010. Calls in all villages in the District were as follows:

Village	# Calls	%
Vernon Hills	2,446	78%
Hawthorn Woods	165	5.3%
Long Grove	129	4.1%
Indian Creek	33	1.1%
Unincorporated	363	11.5%
Total	3,136	100%

**EMERGENCY RESPONSE TIME SUMMARY
DISTRICTS 41A – 41I
2010 SUMMARY**

Type of Call	Number of Calls	* Average Response Time	Percent Within 6 minutes	Response Time Goal
EMS Ambulance	1,928	4:19	93.6%	85% < 7 mins.
Motor Vehicle Accidents	135	4:13	91.2%	85% < 7 mins.
Fires	50	4:35	92.0%	85% < 7 mins.
Haz-Mat	31	4:31	90.4%	85% < 7 mins.
Tech Rescue	4	5:11	100%	85% < 7 mins.

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

FIREMEDIC INJURIES

- The District recorded nine (9) Firemedic injuries in 2010. None required an extensive hospital stay.
- The District recorded 43 OSHA lost work days 2010. This was a substantial increase compared to 2009.
- Sprain / Strain was the leading type of injury.
- One (1) injury occurred during an EMS call.
- Two (2) injuries occurred during firefighting activities.
- Three (3) injuries occurred during routine activities.
- Three (3) injuries occurred during training activities.

FIRE ALARM RESPONSE

- The Fire District responded to 457 automatic alarms in the District during 2010.
- The Fire Prevention Bureau responded to an additional 98 trouble alarms in 2010; a large decrease compared to 2009 (179) primarily due to newer systems and radio transmitter issues that were corrected.
- Fire alarms accounted for 17.7% of the 3,234 calls (including FPB trouble alarms) within the District during 2010.

EMERGENCY MEDICAL SERVICES

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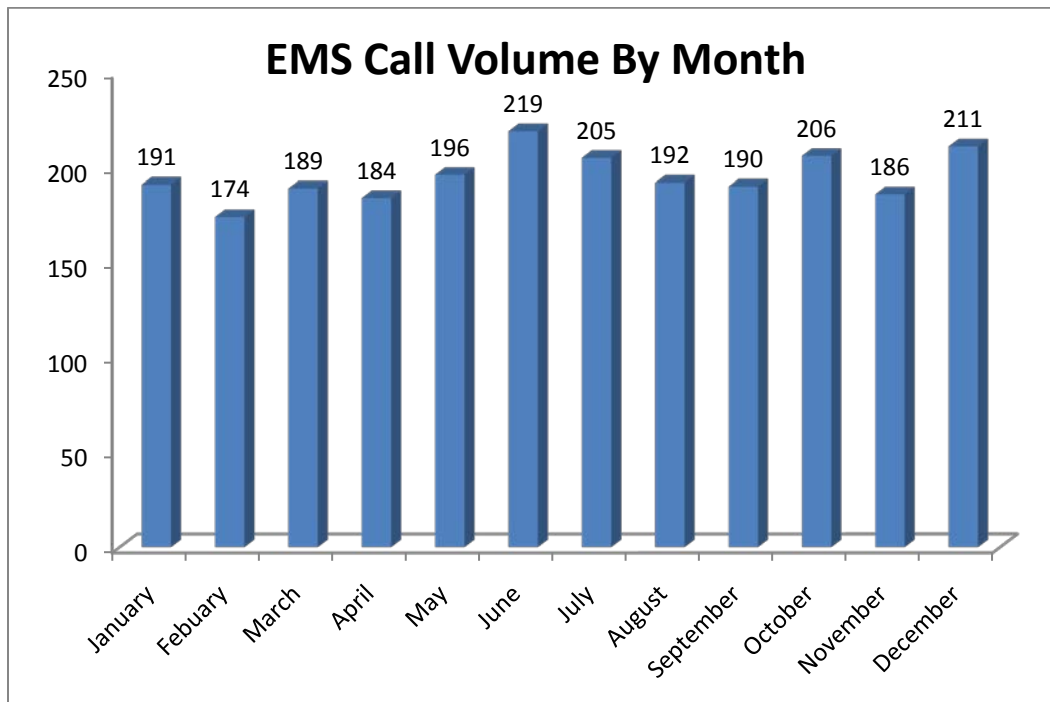


Everyday people dial 9-1-1 and request assistance for paramedic services from our highly trained medical personnel. Countryside Fire Protection District personnel responded to 2,343 requests for medical assistance and treated 2,149 patients in District. This represents 67% of CFPD responses for medical emergencies.



It is the intention of Countryside to provide the closest station response for people who are in need of medical attention. We continue to work with our neighbors, especially Mundelein, to maintain the closest station response model through which we continue to provide efficient and effective service for our customers.

Through the Accreditation process, the District has set a goal to respond to 85% of all emergencies within the District in less than seven (7) minutes. In 2010, the District responded 94 % of the time in seven (7) minutes or less. The average response time was 4:19 minutes. Average on scene times for EMS service calls were 20:46 minutes, along with average at hospital out of service times of 33 minutes.



BY THE NUMBERS

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

- 980 IVs established in patients
- 1,047 patients received oxygen
- 477 medications administered (not including oxygen)
- 5 patients received intraosseous infusions
- 12 patients were successfully intubated
- 1,451 patients had cardiac monitoring



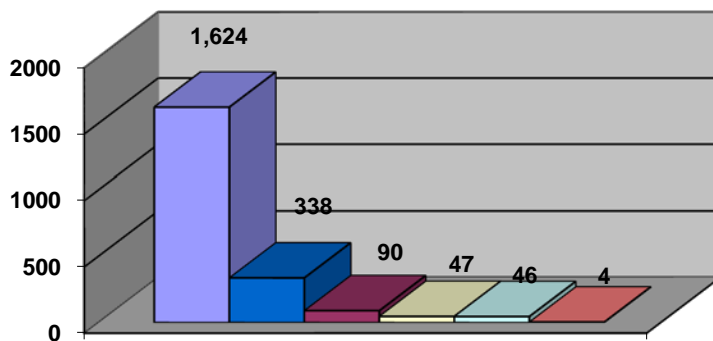
Countryside Firemedics responded to many calls for car crashes throughout 2010. This incident involved a rollover vehicle crash.

CFPD transports people of all ages. The chart below shows a large population served in the 66 to 80+ age group. This is represented by having two senior living complexes-Hawthorn Lakes and the Park of Vernon Hills. The District responded to Hawthorn Lakes 309 times and to the Park of Vernon Hills 304 times for medical emergencies in 2010.

<u>Age Range</u>	<u># of Patients</u>
0-1	159
1-14	139
14-20	258
20-36	277
36-51	295
51-66	352
66-82+	669
Total	2,149

Countryside offers our customers many different options when deciding which healthcare facility they prefer for transport and treatment. The chart below indicates the amount of times patients are transported to each of the facilities in our area. We did see a change in transport destination due to Advocate Condell Medical Center becoming a Level One Trauma Center in the region.

Patient Transport Locations



EQUIPMENT

New items for CFPD this year included the purchase of a complete Zoll AutoPulse package. This package was purchased with a Grant awarded to CFPD from Lake Forest Hospital. The AutoPulse kit includes an AutoPulse unit, batteries, battery charger, storage container, and bands for the unit. Total cost \$16,400.00



The Zoll AutoPulse's purpose is to provide automated cardiac compressions to a patient in cardiac arrest. It is designed to improve cardiac output and it allows medics to concentrate on Advanced Life Support skills since they do not have to do compressions.

A New Ambulance constructed by Horton Emergency Vehicles from Columbus Ohio. This vehicle has been constructed on a 2009 GMC 4500 chassis and sports the newest advanced technologies available today. Airbag protection in treatment compartment, sliding patient treatment seat, and better user friendly compartments.



TRAINING

Advocate Condell Medical Center (CMC) assists CFPD with educational 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 required 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. FMs 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.

We continue 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 2010, we embarked on a chance to bring more paramedic students, who are not currently employed by other fire agencies, an opportunity to ride with our paramedics. This is a chance for us 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.



Chief Steingart and Battalion Chief Reynolds with 2010 Paramedic Graduates

In 2010, CFPD congratulated the following members who completed the Condell paramedic class: Michael Kamminga, Bryan Koza, Ryan Mastandrea, Chad McCormick, Mark Olakowski, and Brian Steen. This brings the total number of paramedics to 56 and EMT-Bs to 11.

FIRE PREVENTION BUREAU

2010 ANNUAL REPORT



*The information contained in this Fire Prevention Bureau Division Report reflect the effort and commitment to fire prevention demonstrated by **all** Countryside Fire Protection District personnel day-in and day-out as they provided top quality service to the villages of Vernon Hills, Hawthorn Woods, Long Grove, Indian Creek, Kildeer and portions of unincorporated Lake County.*

- The Fire Prevention Bureau team met their division and individual goals along with the overall department goal in the preservation of life and property through the following actions:
 - Responding to emergency calls,
 - Educating the public on good fire safety practices,
 - Reviewing building plans, focused on life safety and fire protection features to assure that buildings were designed and constructed according to adopted codes and standards,
 - Conducting inspections of all new construction and existing commercial, institutional, educational, and multifamily residential occupancies to assure compliance with adopted codes and standards,
 - Conducting thorough fire investigations as to the origin and cause in order to implement fire prevention action plans,
 - Inspecting and testing wet and dry hydrants throughout the District to insure an adequate water supply is available for fire suppression when needed.



ADMINISTRATION & STAFFING

- The 2010 Fire Prevention Bureau Division team consisted of the following:
 - Fire Marshal Mike McNally,
 - Lt. Ron Cielek,
 - Inspector/Firemedic George Tejcek,
 - Public Education Coordinator/Firemedic Tony Rodkey.
- Duty crews, dispatch personnel, and other day staff members assisted the Bureau on a regular basis as time permitted and were an important part of the team.
- Bureau staff assisted duty crews by logging 923 hours of non-bureau related time consisting of shift detail, call responses and special detail.
- Bureau staff logged 1,389 hours of training.
- All Bureau members maintained certifications as licensed paramedics, firefighters, fire apparatus engineers, fire origin/cause investigators and other special response teams.

- Special Bureau staff assignments:
 - Fire Marshal Mike McNally served as President of the Northern Illinois Inspectors Association and Contract Manager for the CFPD Metro Firemedics.
 - Lt. Ron Cielek took over coordinating the Pre-Plan Program, served as CFPD liaison with schools and businesses for life safety planning assistance, assisted with Child Care seat installations and was elected secretary of Northern Illinois Fire Inspectors Association.
 - Inspector/Fire Medic George Tejcek served as building maintenance coordinator and played a major role in keeping the District's buildings and grounds in tip top shape. Duty crew Firemedics Frank Faamasino, Joel Severin and Mike Raasch were a part of the team and assisted on building maintenance projects as time permitted.
 - Public Education Coordinator/Firemedic Tony Rodkey was an active member in the Lake County special response Haz-Mat team, a member of NIPET and assisted the Bureau with field inspections.

INSPECTIONS

- There were 5,409 Bureau inspection activities recorded in 2010 which is 196 (4%) more inspection activities than 2009.
- **All 1,357 existing** commercial, educational and multi-family occupancies within the District were inspected.
- **All 176 new** construction and remodel projects were inspected to insure all fire protection systems and life safety requirements were in compliance.
- The bureau conducted tours with the duty crews to familiarize them with the new and remodeled buildings and fire protection systems.
- Inspectors also conducted special inspections throughout the year for special events such as fireworks shows, Summer Celebration in Vernon Hills and Mall promotions.
- Field inspection results included 1,483 routine inspections to existing occupancies, 577 construction inspections (life safety/fire sprinkler/fire alarm) and 505 hydrant inspections/flow tests.
- 3,509 total hours were dedicated to inspection activities. New construction and remodel projects accounted for 465 hours or 13% of the total inspection hours.
- All new and modified fire sprinkler/suppression and fire alarm detection system devices were inspected. There were 97 sprinkler/suppression system and 58 fire alarm inspections.
- Inspectors averaged six (6) field inspection activities per day in addition to other activities. Inspectors spent 12 hours witnessing 22 fire drills at businesses, area schools and day care facilities.
- Inspectors responded to 98 fire alarm problems (81 or 45% less than 2009). Duty crews responded to 457 false fire alarm calls (295 or 39% less than 2009).

Table 1: Type of Inspection, 2010

Type of Inspection	Number	Hours	% of Time
Routine Maintenance	1,483	409.45	4.44%
Re-Inspection	500	99.75	1.08%
Re-Inspection/Telephone	338	106.11	1.15%
Under Construction	251	165.11	1.79%
Pre-Occupancy-Final	171	142.50	1.55%
Suppression System	97	96.58	1.07%
Fire Alarm System	58	61.00	0.66%
Fire Alarm/In-Service	347 (249)	308.49	3.35%
Complaints	51	28.27	0.31%
Water Supply	505	361.45	3.92%
Miscellaneous	577	393.43	4.27%
All Other Inspections	1,031	1,337.15	14.50%
Total	5,409	3,509.29	38.06%

Figure 1 represents a combination of all Bureau inspections along with other activities. Total inspections accounted for 38% of Bureau time. 62% of time was spent in other activities. Shift detail nearly doubled compared to 2009.

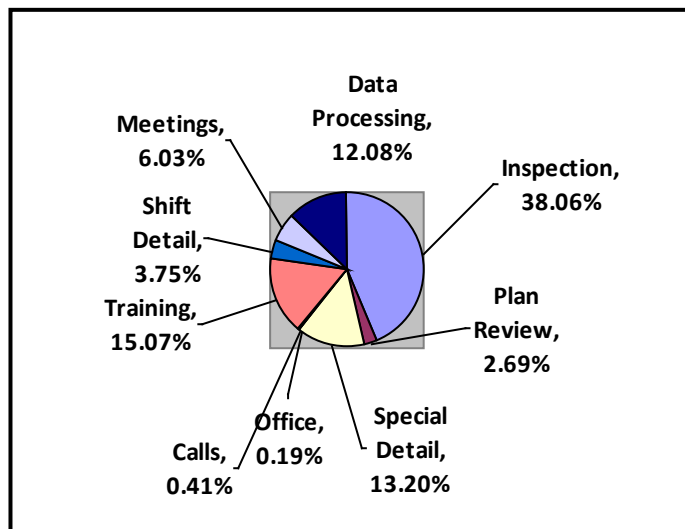


Table 2 represents the top five violations cited during routine occupancy inspections. The top five violations accounted for 48% of the total violations cited. Out of 1,483 routine, annual and semi-annual inspections, 731 occupancies (22%) had “no apparent violations”.

Table 2: Top Five Violations, 2010

Rank	Violation Type	Number	% of Total
1	FIRE ALARM ANNUAL TEST REPORT NEEDED	308	9.10%
2	KEYS NEEDED FOR THE KNOX BOX	256	7.56%
3	EMERGENCY LIGHT BATTERY REPAIRS NEEDED	192	6.88%
4	SPRINKLER ANNUAL TEST REPORT	177	5.96%
5	FIRE EXTINGUISHER SERVICE NEEDED	174	5.45%
	TOTAL TOP 5 VIOLATION CATAGORIES	1,107	32.70%
	TOTAL FOR ALL OTHER CATEGORIES	2,279	67.31%
TOTAL CODE VIOLATIONS FOR 2010		3,386	100.00%

Table 3 shows the Bureau activity distribution of each jurisdiction in number, hours and percent of time spent. Vernon Hills accounted for 7,684 bureau activities, which represented 99% of time spent. Vernon Hills showed a small increase while Long Grove, Lake County, Hawthorn Woods and Indian Creek showed a slight decrease over 2009.

Table 3: Fire Prevention Bureau Activities by Municipality/Lake County, 2010

Name	Number	Hours	% of Time
Hawthorn Woods	10	3.01	0.03%
Indian Creek	4	1.42	0.02%
Long Grove	31	9.21	0.11%
Lake County	83	30.25	0.35%
Vernon Hills	7,684	8,668	99.50%
Total	7,812	8,712	100.00%

NEW BUILDINGS/MAJOR ADDITIONS IN 2010



New – Dick's Sporting Goods
700 Milwaukee # 121 – 53,612 sq ft



New – Aspen Drive Library
701 Aspen Dr. – 20,251 sq ft

- Abbott Farm, 6131 Oakwood Road, Long Grove, **New** Barn, 4,000 sq ft
- Ameristar/Wonderlic, 400 Lakeview Parkway, Vernon Hills, Remodel, 25,542 sq ft
- B/K Technology, 300 Center Drive #100, Remodel, 5,474 sq ft
- CDW, 200 N. Milwaukee Avenue, Vernon Hills, Remodel, 1,550 sq ft
- Chili's, 371 Townline Road, Vernon Hills, **New** Restaurant, 5,675 sq ft
- Chiropractic Works, 300 Center Drive #109, Vernon Hills, Remodel, 3,478 sq ft
- Discovery Clothing, 701 N. Milwaukee Ave. #220, Vernon Hills, Remodel, 14,844 sq ft
- European Gourmet Kitchen, 222 HVC, Vernon Hills, Remodel, 2,000 sq ft
- Five Guys Burgers & Fries, 701 N. Milwaukee Ave., Vernon Hills, Remodel, 2,824 sq ft
- Gordon Fleisch, 50 Lakeview Parkway #108, Vernon Hills, Remodel, 1,976
- Hallmark, 701 N. Milwaukee Avenue, Vernon Hills, Remodel, 3,776 sq ft
- Mercury Insurance, 560 Bunker Court, Vernon Hills, Remodel, 23,443 sq ft
- Men's Warehouse, 700 N. Milwaukee Avenue #112, Vernon Hills, Remodel, 1,500 sq ft
- Northern Illinois Regional Crime Lab, 1009 Butterfield Road, Remodel, 1,571 sq ft
- Philly Cheese Steak, 701 N. Milwaukee Ave. #104, Vernon Hills, Remodel, 1,020 sq ft
- Qdoba Mexican Grill, 700 Townline Road, Vernon Hills, Remodel, 2,077 sq ft
- Verizon Wireless, 700 Townline Road #200, Vernon Hills, Remodel, 4,994 sq ft

PLAN REVIEWS

- Total Bureau related revenue collected in 2010 - **\$278,019**
 - Plan review/inspection fees - \$48,423
 - Developer Contributions - \$185,348 (\$180,000 was from Victory Centre at Vernon Hills)
 - Bureau Fees - \$2,489
 - Bureau Permit/Event Fees - \$6,174
 - Fire Report Fees - \$836.70
 - Fire Alarm Monitoring - \$34,747
- 176 plan reviews were completed in 2010 for 52 new and existing construction projects covering 660,226 sq. ft. This is a decrease of 10 new and existing construction projects and an increase of 396,858 sq. ft. over 2009.

- There were 46 more plan reviews completed in 2010 versus 2009 which represents a 26% increase.
- The largest number of reviews were for building/remodel and suppression systems. These two categories accounted for 113 reviews or 68% of the total reviews. They accounted for 167 hours (72%) of the total review hours.
- Bureau personnel worked together with officials from village building departments in Vernon Hills, Hawthorn Woods, Long Grove and Indian Creek, Lake County Building Department, School Districts and the Office of the State Fire Marshal throughout the year. The Village of Long Grove was the first Municipality in the area to adopt the 2009 International Code Council Model Codes with amendments.
- Bureau personnel promoted the installation of sprinkler coverage for single and multi-family homes with village officials, site developers and home owners. Fire Marshal Mike McNally attended the ICC Code Development Hearings in Dallas Texas to cast the District's vote to keep the residential sprinkler requirement in the International Residential Code.
- There were only four (4) new or remodeled residential sprinkler systems installed due to the continued down-turn in the housing market. Bureau personnel attended Home Owner Association Meetings and conducted existing residential sprinkler system inspections when requested by the home owner.

FIRE INVESTIGATION ORIGIN & CAUSE

- Total estimated 2010 fire losses of \$784,476 were below both the 10 year total average of \$1,146,890 and 20 year average of \$906,317.
- There were no fire related casualties or fatalities and we were able to “Keep the Wreath Red” over the holidays with no fire incidents related to holiday decorations.
- 16 fire investigations were completed by Bureau fire investigators. This is a decrease of 25 investigations from 2009. The number one fire incident type investigated was building structure fire at 9.
- 91 fire investigation activities were logged by investigators for a total of 155.17 hours in 2010. Total dollar value saved in 2010 was \$5,334,624.

Table 4: Fire Analysis by Incident and Dollar Loss

Incident Type	Count	Total Values	Total Losses	Total Saves	% Lost	% Saved
BUILDING FIRE	9	\$6,099,940	\$775,526	\$5,324,414	12.71%	87.29%
PASSENGER VEHICLE	3	\$16,310	\$8,000	\$8,310	49.05%	50.95%
OUTSIDE RUBISH / TRASH	2	\$1,950	\$750	\$1,200	38.46%	61.54%
OUTSIDE EQUIPMENT	1	\$800	\$100	\$700	12.50%	87.50%
OUTSIDE MAILBOX FIRE	1	\$100	\$100	\$0	100.00%	0.00%
Total	16	\$6,119,100	\$784,476	\$5,334,624	12.82%	87.18%

- Bureau investigators assisted neighboring fire departments on large investigations, village/county building officials, Lake County Sheriff Department, OSFM, insurance agencies and the affected victims in investigating and handling post-fire related items.
- Fire investigators attended required training by attending outside seminars, monthly Fire Investigation Strike Force meetings and logged field fire investigations to maintain certification through OSFM.
- The 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.
- The 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. For example, fire safety messages were communicated to residents regarding safety tips to prevent clothes dryer related fires.
- CFPD conducted four (4) juvenile fire setter intervention programs in 2010.

2010 TOP FIRE LOSS INCIDENTS WHICH RESULTED IN \$733,000 - 93% OF THE TOTAL DOLLAR LOSS

#1

Date: 06/15/2010
 Address: 300 Block of Richmond PL
 Type of Occupancy: Residential home
 Type of Construction: Wood frame
 Incident Type: Structure Fire
 Estimated Loss: \$638,000
 Area of Origin: East portion of the first floor family room
 Cause: Undetermined (Unable to rule out electric components due to extensive damage)



#2

Date: 02/20/2010
Address: 900 Block of Commonwealth Ct.
Type of Occupancy: Residential home
Incident Type: Structure fire
Estimated Loss: \$70,000
Area of Origin: Below clothes dryer in utility room
Cause: Heat from clothes dryer motor overheating igniting combustible materials



#3

Date: 05/03/2010
Address: 17 Parkside Ct, Vernon Hills
Type of Occupancy: Residential home
Incident Type: Structure fire
Estimated Loss: \$25,000
Area of Origin: Kitchen
Cause: Combustible materials too close to heat source



WATER SUPPLY

- ISO – Bureau staff assisted in the 2010 ISO Site Survey. Requested pre-survey information was obtained from water supply contractors for the nine (9) water systems within the District and on our 61 dry hydrants. Needed Fire Flow data and water system maps were provided. Several hydrant water flow tests were conducted at selected locations.
- 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.
- 310 wet and dry drafting hydrant inspections were conducted in 2010. This accounted for 166 hours. There were 206 water flow tests conducted in 2010.
- 20 new wet hydrants were added in the Hawthorn Woods Glenshire Subdivision off Carlisle, Glen, Stonehaven and Darlington.
- 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	1,654 GPM
Hawthorn Woods/Countryside Meadows	1,368 GPM
Hawthorn Woods/Glenshire	2,241 GPM
Countryside Lakes/Indian Creek Club of Long Grove	1,205 GPM

Private Water Supply Systems

Average water flow test results for wet hydrants

Fields of Long Grove	Flush only
Ivanhoe Estates	1,546 GPM
Preserves of Long Grove	1,102 GPM
Prairie Trails of Long Grove	522 GPM
Ravenna/Autumn Woods of Long Grove	1,308 GPM
Royal Melbourne	575 GPM
West Shore Park	767 GPM

INFORMATION SYSTEMS

2010 ANNUAL REPORT



Through a combination of full-time leadership in the Information Systems division and contract support, 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.

STAFFING

- James Dinsch continued as Countryside's full-time coordinator for the Information Systems division. Coordinator Dinsch provided full-time, weekday, in-house support as well as 24/7 on-call support by phone, remote server connection, and on-site service. Dinsch left the District in September to pursue other career opportunities.
- Following Dinsch's departure, division responsibilities were transferred to Deputy Chief Ron Grant with assistance from Firemedic Joe Schramm.
- Coordinator Dinsch put together a project status report and briefed transition staff on the division's operations. Dinsch also continued to make himself available for remote and phone support as needed.
- The District maintained a contract with a technology services firm to provide advanced level support as well as backup on-call coverage for vacations or major system failures. Following Dinsch's departure this firm increased its services to the District.
- The District continued to evaluate options for providing systems support coverage.

FINANCES

- In an effort to simplify accounting, the telecommunications budget was consolidated into the data systems budget during Fiscal 2009-2010.
- The newly combined Fiscal 2009-2010 data systems budget was \$135,710, a decrease of \$2,510 from Fiscal 2008-2009 due to continued cost saving measures. This provided for lease servicing, equipment maintenance and repair, and system upgrades, and telecommunications services including phones, cellular phones, and wireless data systems.

EQUIPMENT

- Continued use of a three-year replacement schedule for all computers continued to minimize required maintenance.
- The District began using \$1 buyout leases which will allow for the use of some hardware including monitors and less critical workstations beyond the regular three-year replacement schedule, reducing future hardware costs.
- The District completed a transition from Dell to Hewlett Packard equipment.
- Additional Panasonic Toughbook touchscreen computers were purchased and installed providing every vehicle with connectivity to the District's CAD (computer aided dispatch) system.

SOFTWARE APPLICATIONS

- The District maintained its annual maintenance contract for Firehouse, the District's records management system.
- 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.
- Transitioning of all District computers to the new Windows 7 operating system continued. Due to compatibility issues, updates to the computers used to maintain the District's finances were deferred until 2011 when a compatible update to the finance software would be available.
- The Fire Prevention Bureau began testing an in-field, paperless documentation system for fire inspections.

TRAINING

- Coordinator Dinsch provided training to personnel as needed on the Firehouse reporting system and other software applications.

INTERDEPARTMENTAL ASSISTANCE

- Coordinator Dinsch remained involved with the area Firehouse Users Group (FHUG).
- Dinsch provided support assistance for Firehouse to other fire departments as requested.

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.
- Station 1 network speed and connectivity was improved in 2010 as a result of systems changes implemented in 2009 including additional network bandwidth and the use of Microsoft Terminal Services.
- Microsoft Terminal Services provided the primary connection between the Vernon Hills Police Department and Station 2 when Countryside's dispatch operations were relocated into the VHPD communications center in September.

INTERNET ACCESS & WEB PRESENCE

- A dedicated Comcast Internet feed was installed at Station 2, replacing a previous dedicated T1, to provide faster and less expensive Internet access. An identical connection provided Internet access at Station 1.
- District staff worked to ensure the website was regularly updated with current and timely safety information.
- Preliminary development work continued on an extranet system to provide a centralized information store accessible to District personnel through the Internet.

TELECOMMUNICATIONS SYSTEMS

- Significant issues continued with AT&T, even with a new account representative. The District elected to switch all of its telecommunications business over to Call One, an AT&T reseller. Call One's customer service proved to be significantly better than AT&T. Additionally, Call One was able to provide a greater level of detail in billing which allowed the District to eliminate unneeded services.
- The District was finally able to secure all of the AT&T refunds/rebates due the District.
- Additional telephone and radio control circuits were installed at both stations and the Vernon Hills Police Department to support Countryside's dispatch operations which were relocated into the VHPD communications center in September.

WIRELESS COMMUNICATIONS & DATA

- The District continued using Verizon Wireless on the State of Illinois contract for its ambulance phones and wireless broadband access. Additionally, most of the District's Nextel phones were also switched to Verizon cellular phones resulting in approximately \$1,500 of savings annually.
- Additional wireless broadband cards were activated for additional apparatus computers providing them with connectivity to the EnRoute CAD system.

TEXT ALERTING/PAGING SYSTEM

- The District continued using a web-based text alerting system that allowed personnel to receive text messages to their cell phones instead of carrying an additional pager. The system also provided accessibility from anywhere Internet access was available.

FUTURE PLANS

- An intranet system will be researched to provide in-station communications including visibility to safety messages, District calendar events, and the EnRoute CAD system.
- Implementation of an electronic patient care reporting and billing system is being researched.
- A web-enabled scheduling system will continue to be evaluated to help automate staff scheduling.
- The District will continue to replace major computer equipment following the three-year schedule and purchase additional data storage to 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 taking care to ensure that any changes will not negatively impact the District's ability to serve its customers.

MAINTENANCE DIVISION

Apparatus & Equipment 2010 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 Doval – Hand Tools
- F/M Phil Obos – Monitors
- F/M John Sherwood – Hose
- F/M Frank Faamisino – Ladders

2. New Apparatus & Vehicle Purchases

2010 was a busy year in the history of the Countryside Fire Protection District. With the delivery of two fire apparatus as well as an ambulance; 2010 compares to 1998 when three ambulances were delivered and 1988 when a squad and tanker were delivered. Countless hours of hard work by many people made these vehicles exactly what was needed yet still within the budget. The ambulance was funded by impact fees collected from a new assisted living development started in 2010 in the village of Vernon Hills. A zero percent loan was acquired through the Office of the State Fire Marshal to fund the tender. Funding was planned over multiple budget years for the interface engine.

Many inspection trips, meetings and discussions were held. Problems arose and were worked through. Decisions were meticulously thought through and ideas were exchanged. The tools and equipment guys worked hard to mount the tools and get the vehicles in service in a timely fashion. Many hours of drivers training and pump training were completed by all personnel. All three vehicles should perform well for the District for many years to come.

The following is a brief description of each new vehicle:

In July, the District took delivery and in six weeks, placed into service a 2000 gallon tanker to respond out of station 1. Tender-411 was built by U.S. Tanker in Delavan, Wisconsin. It replaces a 1988 Pierce Dash, which was deemed surplus, then donated to Libertyville Fire and acts as a reserve for our district. Tender-411 was built on a 2010 International Series 4400 chassis with a Hale 1000 gallon per minute pump. Along with the water, Tender-411 also carries a 2000 porta-tank, a full complement of hose, foam pro system, and exceeds the ISO tool & equipment inventory requirements for vehicles in its category. Another nice feature is the ability of the vehicle operator to open and close the rear and side dumps from the cab. A back up camera and Fire Com system are among the safety features.



Tender-411

In October, the District took delivery and in nine weeks, placed in service Engine-415 to respond out of station 1. Engine-415 was built by Rosenbauer America at their Lyons, South Dakota facility. It replaces a 1994 Ford F-350 brush rig that was deemed surplus and sold. Engine-415 does so much more. It was built on a 2011 International series 7400 4 door, 4 wheel drive chassis. 750 gallons of water is carried with a rear mount 1250 gallon per minute pump with pump and roll capabilities. Engine-415 was designed to respond to any fire in the district. From grass and field fires to car fires and structure fires, Engine-415 is equipt to be flexible. The four wheel drive will come in handy in severe weather and off road needs.



Engine-415



Tender-411 (left) & Engine 4-115 (right) drill on Engine-415's delivery date.

In November, the District took delivery and placed in service three weeks later, the District's second new ambulance in two years. Ambulance-01 was constructed by Horton Emergency Vehicles out of Ohio, built on a 2009 GMC Chassis, this vehicle utilizes the latest technologies and safety features that are in the current standards as well as safety features expected in future standards. Ambulance-01 replaces a 1998 International that was deemed surplus and sold.



Ambulance-01

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.

4. Self Contained Breathing Apparatus (SCBA)

- Continuing to work with the administration and current budget constraints to successfully turn over the supply of air bottles by 2012, when most are due for replacement. CFPD will be purchasing 20 bottles in 2011, 17 bottles in late 2011 and 17 bottles in 2012. These are aftermarket shells and reuse the valve at a cost of \$485.⁰⁰/shell vs. the \$1250.⁰⁰ price of a new MSA bottle and valve.
- Air One continues to provide quarterly breathing air testing, annual flow testing of air packs and masks, service and repairs for air packs and compressor.
- Annual mask fit tests were again completed in house.

5. Equipment

- Annual maintenance on extrication equipment, generators, small tools, and saws are done in accordance with all manufacturers' recommendations.
- 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 inch 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.
- Shift personnel provided routine cleaning and maintenance on all ground ladders twice a year
- Several damaged ground ladder halyards were repaired with manila natural fiber halyard.

PUBLIC EDUCATION DIVISION

2010 ANNUAL REPORT



The Public Education Division 2010 annual report provides a summary of the programs used to communicate fire safety, life safety and injury prevention information throughout the Countryside Fire Protection District (CFPD). CFPD is committed to providing educational 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 nine 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 in the communities. CFPD maintains an excellent relationship within the villages and various government entities requesting fire and life safety programs.

Community Programs

Block Party Requests...Attended eight (8) block parties for approximately 400 participants combined from both fire stations.

Countryside Fire Website...the website format was completely changed in 2009 to maintain hot topics like the H1N1, monthly highlights and current safety information correlating to the time of the year, current programs available and complete profile of the fire district. The IT Coordinator re-created the website and maintains the monthly changes provided by the Public Education Coordinator.

Child Car Seat Installations/Safety Checks...165 installations/inspections completed in 2010. CFPD provided Condell Health and Safety Fair with a technician and checkpoint assistance. Our team also participated in the Advocate Condell Bike Rodeo checking bicycle helmets on children.

First Aid, CPR & AED Courses...69 classes held in total, certifying 2,715 participants, including 1130 students from middle schools and high school and 200 teacher/coaches from Community High School District 128, West Oak Middle School and Vernon Hills Park District. Fees collected totaled \$5,300.00 in 2010. Fremont Middle School established the CPR in the Schools Program late in 2010 increasing the amount of students certified from last year.

Fire Extinguisher Training...57 participants were provided fire extinguisher training in area businesses, and 125 8th grade science students at Fremont Middle School also received this lesson.

Firefighter for a Day...four 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.

Open House... The 51st OPEN HOUSE was very special this year. CFPD secured the Lake County Fire Chief's Side by Side Fire Sprinkler Burn unit to demonstrate the disastrous effects of fire and the effectiveness of fire sprinklers in the home or business. Fire Marshal Mike McNally narrated and two crews participated for attack and safety providing suppression and overhaul. The Fremont Township CERT (Community Emergency Response Team) was on hand for recruitment and assisted with traffic control. Boy Scout Troops provided assistance in the Pancake Breakfast area to free up firemedics for public education activities. Metra Train, Illinois/Wisconsin Search & Rescue Dogs provided information and interaction with approximately 1,200 attendees. Record A-Hit provided an inflatable fire engine crawl through apparatus at 50% off. The Hazard House was on display as was the Countryside Fire static display, handouts and giveaways were provided by FEMA, IDOT, Illinois Fire Safety Alliance and OSFM. The Illinois State Police presented the Roll-Over Simulator, re-enforcing the importance of seat belts. Everyone did an excellent job to make the Open House an annual "must attend" community event.

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.

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 falling down and injuring themselves. CFPD provided quarterly visits to Hawthorn Lakes and The Park of Vernon Hills with fire safety awareness information, ladder truck demonstrations, fire sprinkler demonstrations and Jaws of Life demonstrations focusing on the importance of seat belts.

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. 16 smoke alarms were installed in fire district homes without a working smoke alarm.

Special Events...CFPD attended 55 various events in the fire district reaching approximately 10,400 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...23 station tours provided for 328 participants combined at both fire stations.

School Programs

CFPD demonstrates a commitment to its fire and life safety education programs by visiting each grade level of every school within the district. It is this level of commitment that assists in helping prevent fire and injuries in the communities. In 2010, approximately 13,000 students in the schools had contact from a CFPD member. The public education division was able to double the visits in grades 3, 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

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. Pre-Prom offered every other year to junior and senior students.

Graduation Life Safety Kit

The Graduation Life Safety Kit was delivered for the third year to 310 Class of 2010 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 Rodkey secured partnerships with area businesses to help fund this awesome gift, including DaVita Village Health, Sam's Club, Baskin Robbins, Max & Erma's and Buffalo Wild Wings.

You Tube Video Program for Fire Safety & Burn Prevention

Coordinator Rodkey managed this countywide high school program for the second year (2009/2010 school year) on behalf of the Lake County Fire Chief's. An award ceremony was held at Advocate Condell Hospital Conference Center in February, 2010 (National Burn Awareness Week) recognizing 42 participants that created 14 fire safety videos. Winners were posted on YouTube. Additionally, Coordinator Rodkey implemented this program in the CFPD five middle schools: Fremont Middle, Hawthorn Middle South and North, West Oak and Woodlawn. The contest was underway for the 2009/2010 school year and concluded March 12, 2010, with 15 videos submitted. There is a link on Fire District website to view the videos. The program 2010 / 11 school year is underway. Funding from this program comes from sponsors within the fire district including Discovery Day Camp, Learning Resources, Westfield Hawthorn Mall and the Countryside Fire Department Corporation.

Rewards for Practicing Fire Safety

Maggie Moo's Ice Cream and Treatery and the Cold Stone Creamery partnered with CFPD Public Education Division for the 2nd year by providing coupons for free ice cream to students who completed assigned fire safety homework following various fire safety education program visits. Robek's Juice and Qdoba Mexican Grill joined in 2010, to reward students for practicing fire safety.

Additionally, ice cream parties were donated to the 6th grade science class which had the best post test class average.



Evaluation Results

An evaluation program was maintained in 2010 to measure the effectiveness of how the fire safety education content was being delivered and where improvements may be necessary. The teachers in grade levels 5th and 6th administered a pre-test a few days before the fire safety presentation and post-test a week later to help determine if the students are learning and what improvements may be needed to make an impact in delivering the fire safety education.

The following chart demonstrates that the current programs are making an impact and the students are learning from our education methods and visits into the schools.

School	Grade	Program	Pre-test Average	Post-test Average	Percent Improved
Aspen Elementary	5 th	Smoke Alarm Show	59%	82%	23%
Country Meadow Elementary	5 th	Smoke Alarm Show	52%	82%	30%
Fremont Intermediate	5 th	Smoke Alarm Show	55%	79%	24%
Hawthorn Elementary North	5 th	Smoke Alarm Show	58%	83%	25%
Hawthorn Elementary South	5 th	Smoke Alarm Show	55%	82%	27%
Townline Elementary	5 th	Smoke Alarm Show	54%	79%	25%
West Oak Middle	5 th	Smoke Alarm Show	50%	70%	20%
Fremont Middle	6 th	Sprinkler Demo	45%	92%	47%
Hawthorn Middle North	6 th	Sprinkler Demo	44%	82%	38%
Hawthorn Middle South	6 th	Sprinkler Demo	49%	94%	45%
West Oak Middle	6 th	Sprinkler Demo	42%	85%	43%
Woodlawn Middle	6 th	Sprinkler Demo	42%	86%	44%

Summary

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 3,6,7,8 and the high school received two educational programs. A \$2100.00 grant was awarded from the Fremont Education Foundation to purchase manikins in partnership with the Fremont School District CPR in the Schools program that began in November, 2010 health classes.

The Public Education Division continued to increase connectivity with the local business community for support while improving their safety for employees and customers. Coordinator Rodkey was recognized by the GLMV Chamber of Commerce for his extra efforts in the benefit of the local business community and given the 2010 Honorable Mention Commerce Award. Tony Rodkey was also recognized for his contributions to the Special Education District of Lake County for assisting in securing educational fire safety grants which are utilized in all our fire district schools. As the district continues to "invest its personnel in the education of its public and the maintenance of a safe environment" 2010 was 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.

TELECOMMUNICATIONS

2010 ANNUAL REPORT



Through the continued full-time support in Telecommunications, the District was able to make major improvements in its services and operations. The biggest change and improvement effecting Dispatch this year was the move on September 15, 2010 to Vernon Hills Police Department Communications facility.

ISO

The Communications Division started preparing for the ISO site visit in January, 2010 with a joint meeting of all those involved in the process. A “Pre-Survey Information Request for Communication/Dispatch Center” was completed and contained information including but not limited to: number of telephone lines, staffing, call detail reporting, transmission of dispatch information, emergency power, and circuit monitoring. Proofs in the form of pictures and documentation were provided along with the survey. At this time the District awaits the results of the site visit.

STAFFING

The District currently has five (5) full-time employees including a Director, Coordinator, and three (3) telecommunicators. With the current call volume it is necessary to staff one telecommunicator per 12 hour shift. In times of high call volume/radio traffic, communications 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 Blood Borne Pathogen protocols and complete a quiz.

The District also staffs three (3) part-time Emergency Medical Dispatchers who are required to maintain the same qualifications as the full-time staff. Countryside Communications hired one new part-time telecommunicator in December, 2010. Part-time Telecommunicator, Jen Dosch is APCO EMD certified and came with six (6) years of dispatching experience.

RADIO & TELEPHONE

In 2010, Countryside Communications dispatched 3,654 calls for service. Telecommunicators are required to answer both emergency and non-emergency telephone calls. The combined Countryside – Vernon Hills Communications Center is equipped with nine (9) 9-1-1 trunks and fifteen (15) 7/10-digit emergency lines which include three (3) 7/10-digit emergency lines and one (1) alarm line. The Communication

Center utilizes the Power 9-1-1 (Positron) system for phones and the Motorola MDC 5500 for radios. This includes two touch screens and one back-up position.

Both the telephones and radio have programs that allow for the instant replay of both phone and radio traffic from that specific console.

- From January 1 – August 31, 2010 while Countryside communications was still housed at Station #1, telecommunicators answered approximately one-hundred seventy-six (176) 911 calls per month for a total of 1,408 calls for that time period.
- June had the most 911 calls received at 195 and February the least with 157. Countryside telecommunicators attempt (call volume permitting) to pick up **every** 9-1-1 call that comes into the combined communications center. Many of these calls are hang-ups and/or are not fire related. Nonetheless, we pick up the calls to ascertain if a fire department response is necessary.
- Between September 15, 2010 – December 31, 2010
 - 9-1-1 calls were picked-up/answered 5,479 times by Countryside Telecommunicators

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.

In addition to 9-1-1 calls the dispatchers also answer administrative lines including three (3) seven-digit emergency lines. The primary seven-digit emergency line is 566-412. This number has been associated with Countryside Fire for many years and those that have lived in the District for a long period of time often use this number as opposed to calling 9-1-1. We also receive alarms on this line from outside alarm monitoring companies. If 566-4121 is busy, calls roll over to 566-4166, and then 566-4170. Telecommunicators received and answered approximately 1,555 calls per month for a total of 18,659 calls for the year.

The on-duty telecommunicator also has the ability to monitor up to 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.

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, Libertyville, Kildeer, Lake Zurich, Wauconda, and Grayslake Fire. Lake County CAD allows Countryside to monitor surrounding agencies calls and helps keep Countryside Fire personnel updated and informed.

ALARMS

The District has 414 alarms 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 542,295 alarm signals were processed. Of those signals 12,661 signals were actually acknowledged / processed by a telecommunicator. The majority of these signals were trouble alarms (237,710). 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 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

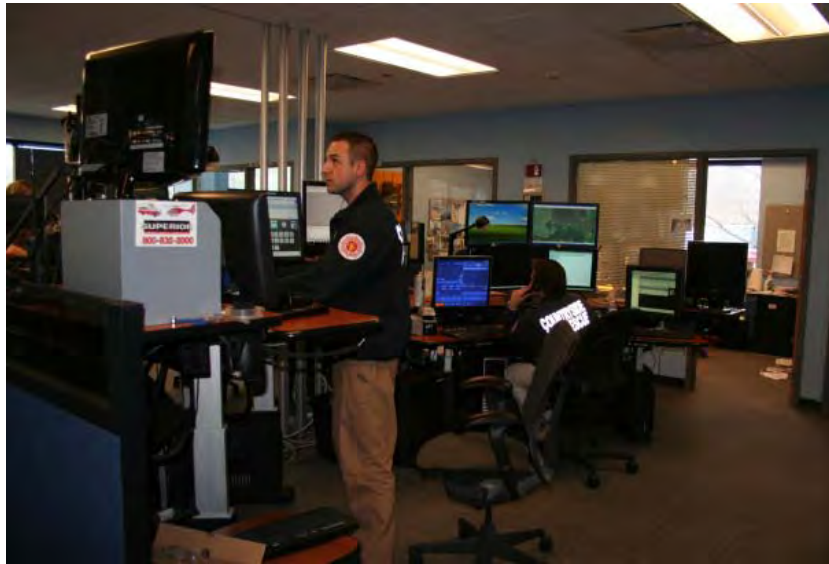
In 2010, telecommunicators participated in their first “scenario” training which was given by Deputy Chief Kazian and the on-duty Battalion Chief. A variety of scenarios were presented to each telecommunicator and they had to respond with what dispatch and nature code they would use, what the response would be, and what tones would need to be used. Situations were also upgraded or taken to the next “level” to see how the telecommunicator would handle this and how the response would change. This training was very helpful and will be a continuing education process. Telecommunicators also attended EMD continuing education courses and participated in ride-alongs with the Battalion Chiefs.

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, and Route 60 and Butterfield Road.

FUTURE PLANS

Relocating the Communication Center to Vernon Hills Police Dispatch has given the telecommunicators additional help in answering telephones and radio traffic during busy times. The Countryside telecommunicators assist VHPD in answering their overflow calls as well. It is the goal of this combined Communication Center to cross-train both agencies in police and fire dispatch and eventually take on additional agencies. At this time, various agencies have inquired about the combined center's ability to provide fire dispatch to agencies other than its own.



TRAINING & SAFETY DIVISION

2010 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 department training calendar, administering training, posting and maintaining the special teams training calendar, scheduling tests, and preparing the members for advancement of their careers.

Assisting with shift personnel training are the shift Battalion Chiefs & Lieutenants.

Regularly assisting with the POP training is: Lt. Ron Echtenacher Jr., Lt. Dan Ogurek, John Sherwood & Mike Dovel.

TRAINING HOURS

All firefighting personnel are required to complete 240 hours of training per year. Training hours are accumulated through structured department 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:

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

Self study job related training. Some examples are:

- 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 2010 were 21,253, average of 304 training hours per member.



PAID ON PREMISE PERSONNEL

In 2010, the district employed POP members with a total of 198 years of fire service experience. The district hired an additional eleven new Paid on Premise members, totaling 39, which started an academy in July.

The POP member with the most seniority is Mark Speckan, with 21 years 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, and Terrorism Awareness.

Four of POP members are full-time members on other departments. Firemedics Clifton Englund, Dan McInerney, Andy Rick and Bryan Zirzow, bring a wealth of knowledge and experience to the district from their primary jobs, while Firemedic McInerney regularly assist with POP training.



QUAD 4 TRAINING

In 2010, 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.

Those departments involved were:

- 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 Department. 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 feels 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.

DAILY DRILLS

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

JPR's

Job Performance Requirements are forms that are used to explain what is expected of members during training. They are similar to an instructor's 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

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 department 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 2010, the training division was audited by several agencies including, Office of the State Fire Marshal, Illinois Secretary of State, and ISO. During the ISO visit, the district hosted many training drills including rural water evaluation. The district and surrounding agencies were evaluated on the capacity to perform rural water operations, in the event there is no supplied water to an area of the district. The other evolution completed was laying out, and filling 4000' of 5" supply line from a dry hydrant. The training division also supplied over 30 reports to evaluate the fire district training program.



CERTIFICATIONS

All members are OSFM certified to a minimum level of FF II, Haz Mat Awareness, Haz Mat 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 Districts organization.

Listed below are the numbers of State Certifications that fire district members achieved during 2010:

- 6 – Emergency Medical Technician- Paramedic
- 1 – Peer Fitness Trainer
- 5 – Firefighter II
- 5 – Firefighter III
- 1 – Chief Officer Designation
- 1 – Training Program Manager
- 1 – Health and Safety Officer
- 4 – Fire Apparatus Engineer
- 20 – Fire Service Vehicle Operator
- 2 – Fire Prevention Officer I
- 1 – Fire Officer I
- 1 – Fire Officer II
- 1 – Hazardous Material Operations
- 2 – Hazardous Material Technician “A”
- 2 – Hazardous Material Technician “B”
- 1 – Instructor I
- 6 – National Incident Management System-100
- 6 – National Incident Management System-200
- 8 – National Incident Management System- 300
- 3 – National Incident Management System- 400
- 6 – National Incident Management System-700
- 15 – National Incident Management System- 701.a
- 13 – National Incident Management System-702.a
- 14 – National Incident Management System-703.a
- 11 – National Incident Management System-704.a
- 1 – National Incident Management System- 804

Higher Education Degrees achieved in 2010:

- 2 – Associates of Applied Emergency Medical Technology / Fire Science
- 1 – Masters in Organizational Leadership