

2009 Annual Report



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

Jeff Steingart, Fire Chief

Francis L. Wolowic, President

INCIDENT RESPONSES

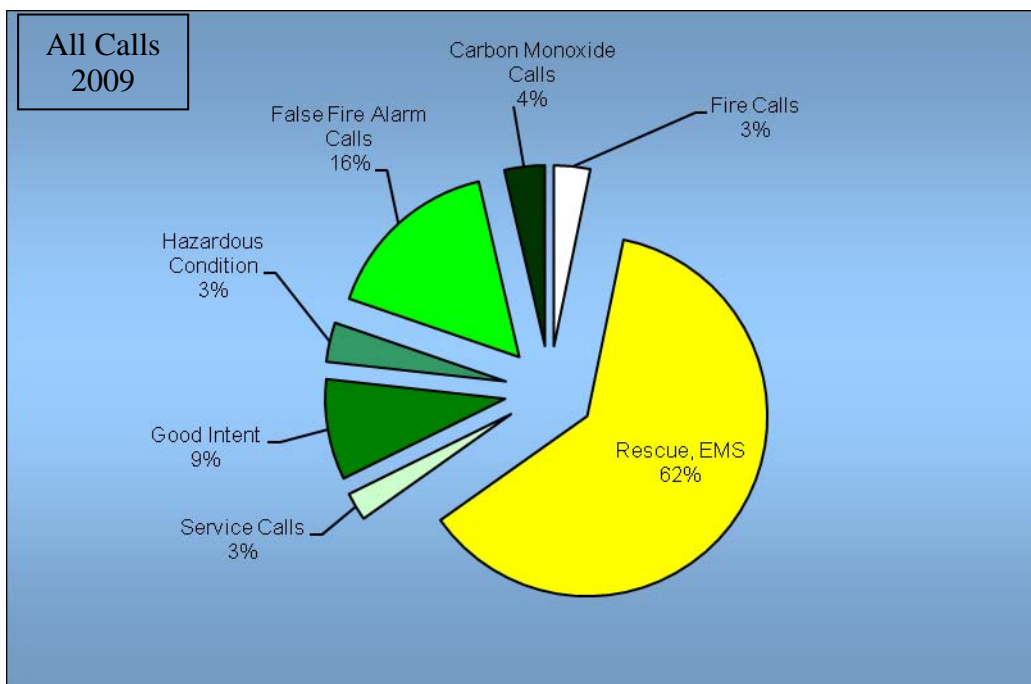
2009 ANNUAL REPORT



The Commission on Fire Accreditation International identifies the need for a fire agency to provide reporting and analysis of its services. The 2009 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 3,810 calls in 2009. Of those, 3,336 were in the District. The decrease of 79 total calls is a 1.9% less than 2008. The variables to call volume are related to slowing growth and weather that keep the District on track with this trend.



- In 2009, CFPD averaged 10.4 calls per day.
- When 223 trouble alarms handled by the Fire Prevention Bureau are added to the call count, the District responded to 4,033 calls. Of those, 3,559 calls were in the District.
- October was the busiest month in 2009 with 357 calls.
- The busiest day of the week was Friday, the slowest days on Monday and Tuesday.

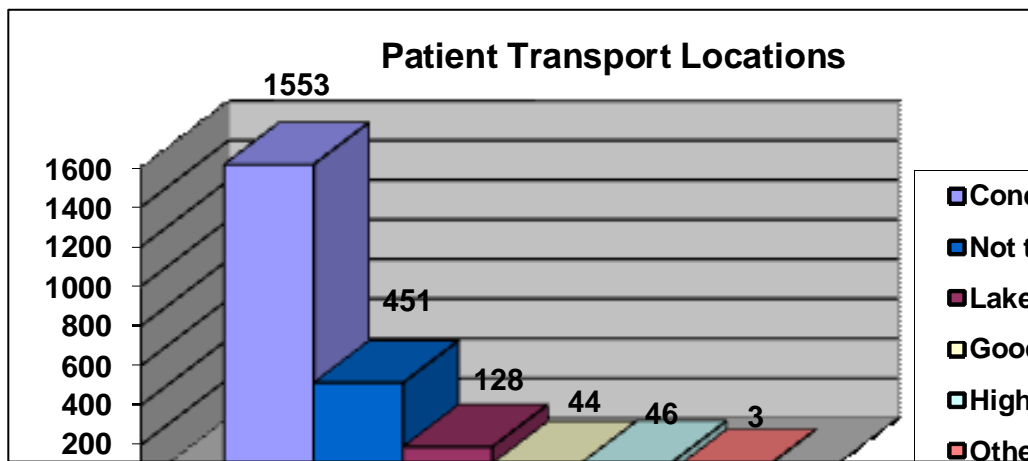
- The hours between 7:00 AM and 11:00 PM were the busiest hours of the day.
- CFPD gave mutual aid 474 times to other agencies. 275 of those were to Mundelein, 92 to Libertyville. This was a decrease of 83 calls mainly due to response boundaries and running order changes with Mundelein.

FIRE RESPONSE

- 2009 recorded 26 structure fires, which is below the ten year average of 30.5.
- The 2009 fire loss of \$135,980 was significantly lower than 2008 with a decrease of \$1,838,737.00. The highest loss incident (\$30,000) occurred at a lightning strike fire at a large home in Long Grove.
- No civilian fire related casualties or deaths occurred in 2009.

EMS RESPONSE

- EMS calls accounted for 67.5 % of all calls within the Fire District.
- 87.5% of all patients transported were taken to Advocate Condell Medical Center in Libertyville.



- Hawthorn Lakes and the Willows retirement community accounted for 322 EMS calls in 2009, 14.3% of all EMS calls in District; the same as 2008.
- EMS calls at The Park of Vernon Hills retirement community in 2009 reflect a moderate increase at 361, compared to 300 in 2008, 16% of all EMS calls in District.

RESPONSE TIME

- Firemedics responded to 2,165 emergency calls (ambulance, vehicle crashes and structure fires) in the District in 2009.
- The response time for all in-district emergency calls in 2009 averaged 4:15; a decrease of :01 seconds from 2008.
- The Fire District achieved its response time goal of *seven minutes or less to 85% of all emergency calls*. The Fire District responded to 94.4% of all ambulance; vehicle crashes and structures fire calls within seven minutes or less.
- The Village of Vernon Hills accounted for 79.7% of in-district calls in 2009, a .1% decrease from 2008. Calls in other villages in the District were as follows:

Hawthorn Woods	142
Long Grove	137
Indian Creek	25
Unincorporated	359

EMERGENCY RESPONSE TIME SUMMARY DISTRICTS 41A – 41I 2009 SUMMARY

Type of Call	Number of Calls	* Average Response Time	Percent Within 7 minutes	Response Time Goal
EMS Ambulance	1,984	4:15	94.4%	85% < 7 mins.
Motor Vehicle Accidents	153	4:05	91.6%	85% < 7 mins.
Fires	63	5:01	87.6%	85% < 7 mins.
Haz-Mat	45	5:28	75.8%	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 three (3) Firemedic injuries in 2009. None of which required an extensive hospital stay or time off.
- The District recorded 0 OSHA lost work days 2009. This was a substantial decrease compared to 2008.
- Three (3) injuries occurred during an EMS call.
- One (1) injury occurred during firefighting activities.

FIRE ALARM RESPONSE

- The Fire District responded to 544 automatic alarms in the District during 2009.
- The Fire Prevention Bureau responded to an additional 223 trouble alarms in 2009. A slight decrease from 2008 primarily due to a radio transmitter issue that was identified.
- Fire alarms accounted for 21.8% of the 3,559 calls (including FPB trouble alarms) within the District during 2009.

EMERGENCY MEDICAL SERVICES

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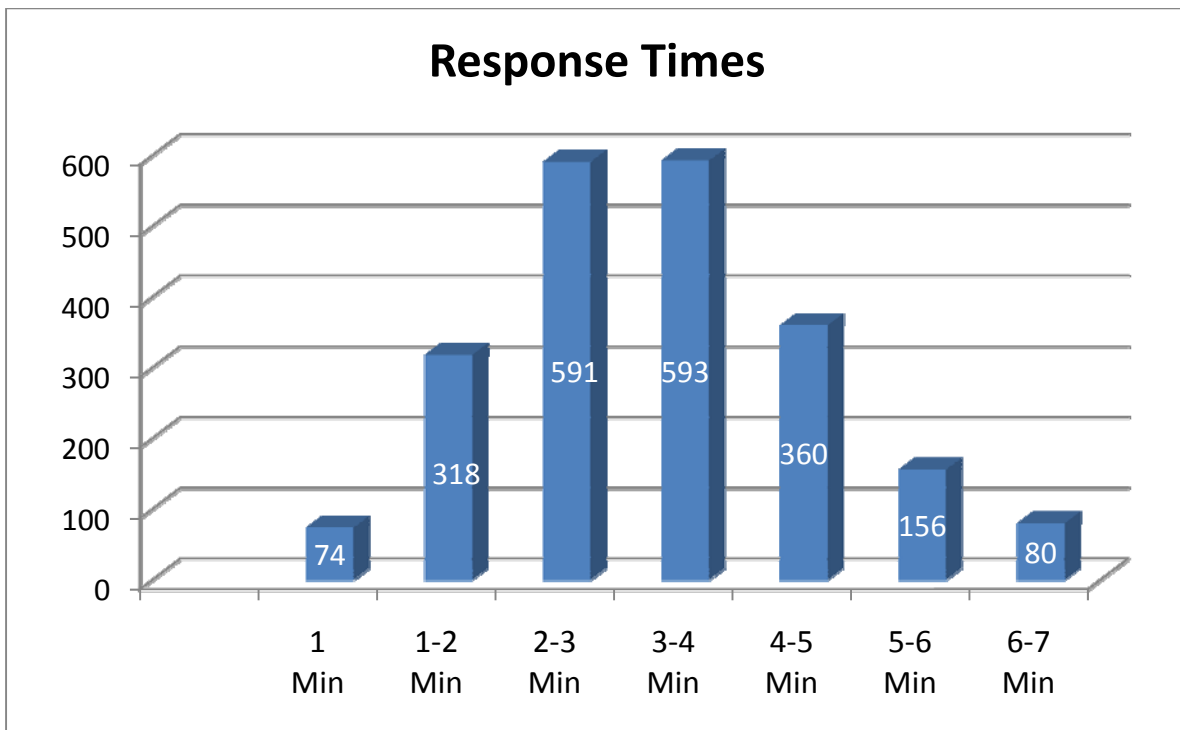


Everyday people dial 911 and request assistance for paramedic services from the Districts highly trained medical personnel. Countryside Fire Protection District personnel responded to 2,252 requests for medical assistance and treated 2,192 patients in District. This represents 67% of CFPD responses for medical emergencies.

Maintaining a high level of response readiness, it is the intention of Countryside to provide the closest station response for people who are in need of medical attention. Countryside works with our neighbors, especially Mundelein, to maintain the closest station response model through which the most efficient and effective service is provided for our customers.

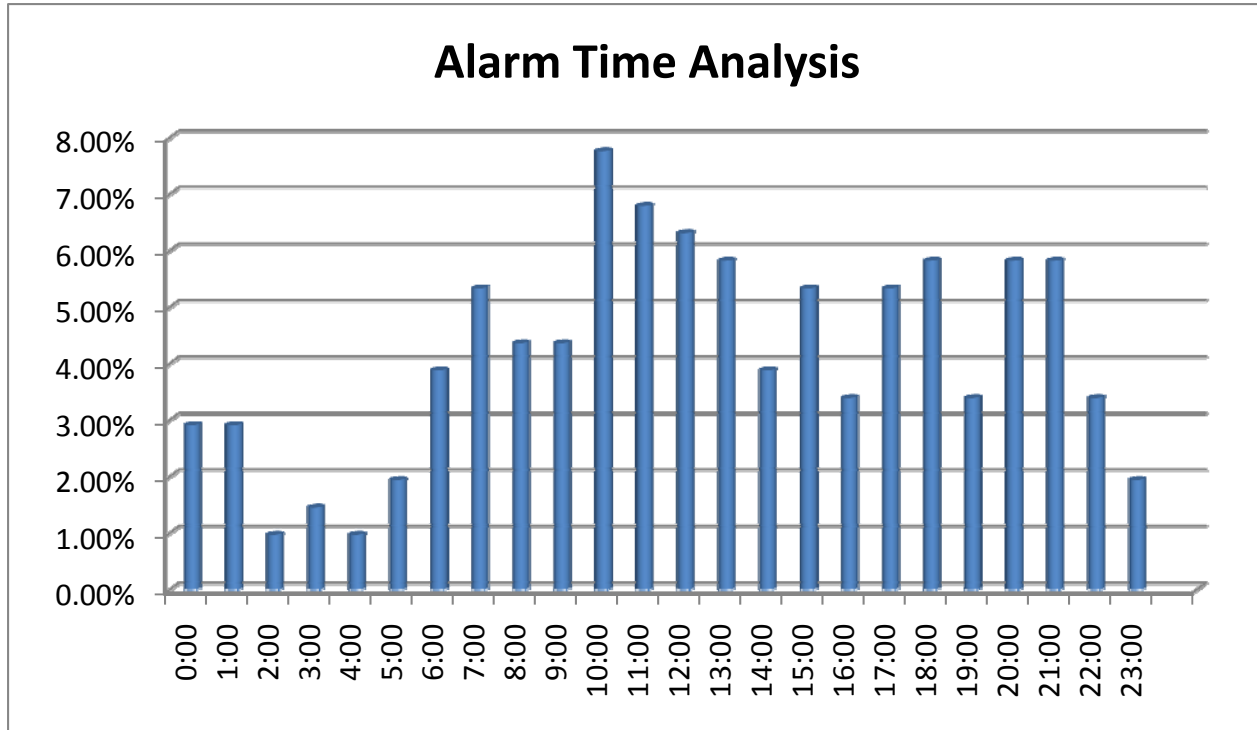


Through the accreditation process, the District has set a goal to respond to 85% of all emergencies within the District in less than 7 minutes. This standard was maintained in 2009. In 2009, we responded to all of our incidents within our District 95.32 % of the time in 7 minutes or less. Out of 2,252 responses within our fire district, 2,172 responses met that response standard.

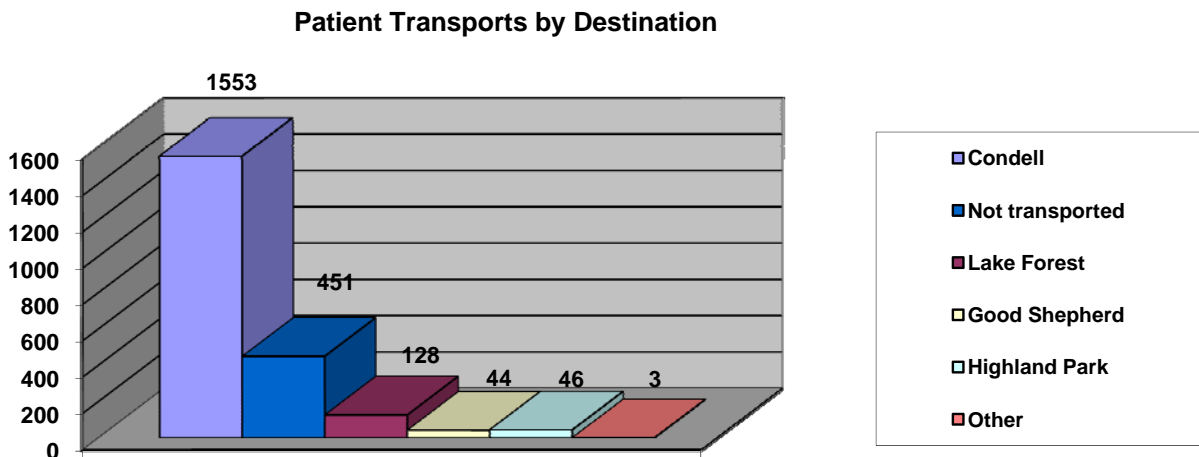


BY THE NUMBERS

The following graph represents the 2009 data of emergency medical response calls in district across a twenty-four hour period. As indicated by the graph, in an average twenty-four hour shift approximately 1.00% of the total calls for the day occur at 2 AM while the peak call volume at 10 AM represents approximately 8% of the calls for the same twenty-four hour period.



Countryside offers patients many different options when deciding which healthcare facility they want to be transported to for medical care. The chart below illustrates see the amount of times CFPD transported to each of the facilities in our area. Advocate-Condell Medical Center became a Level 1 Trauma Hospital in our region.



TRAINING

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 respond to an accident involving a SUV vs. tree

Training is coordinated by Battalion Chief Chris Reynolds as the department Medical Officer and Division Chief Ken Arnswald from the Training Division. FMs Mike Prosi, Dan Ogurek, and Mike Dovel 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 2009, the District embarked on a chance to bring paramedic students, who are not currently employed by other fire agencies, ride with our paramedics. This is a chance for Countryside to help others get the necessary education to be an effective paramedic, and it allowed 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.



Countryside extrication demo at The Park of Vernon Hills.

In 2009, CFPD congratulates the following members who completed the Condell paramedic class: Dan Bailey and Danny Roark as well as recently certified EMT-B members. This brings the total number of paramedics to 54 and EMT-Bs to 13. Currently there are eight EMT's enrolled in the paramedic class at Condell.

FIRE PREVENTION BUREAU

2009 ANNUAL REPORT



The information and results summarized herein for the Fire Prevention Bureau Division 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 communities we serve. These communities include 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.

We are pleased to report that the 2009 total fire loss of \$135,980 was the lowest reported fire loss since 1990. It was well below the 2008 total of \$1,998,124. Moreover, it was well below our previous ten year average of \$1,239,847 and twenty year average of \$871,170. There were no fire related injuries reported and we were able to “Keep the Wreath Red” over the holidays with no fire incidents related to holiday decorations. The only significant fire damage occurred to a mobile home in the Diamond Lake Mobile Home Park with an estimated fire loss of \$15,000.



Residential sprinkler systems were installed in 13 new single family homes throughout the District. Of the 13 new single family homes, 6 were in the Village of Long Grove and 7 were in unincorporated Lake County. There are now a total of 35 new single family homes since the District amended the Fire Prevention Code in 2004 to require NFPA 13D residential sprinkler systems in all new single homes. Residential sprinkler systems were also installed in three Town Home buildings which included 11 residences in the Hawthorn Woods Country Club development.

New construction and remodel projects were significantly less in 2009 due to the economy. As a result, there were less plan reviews and construction related inspections. Bureau personnel took advantage of this opportunity to focus on other fire prevention activities such as existing fire protection systems, water supply/hydrants, re-inspections, fire investigation follow up and pre-plan activities. Bureau personnel were still able to record 5,213 field related inspection activities which is the highest total in the past 4 years.

The bureau’s fire prevention strategies included the following actions:

- Educated the public on good fire safety practices
- Reviewed building plans, paying particular attention to fire protection features, and exit requirements to assure that buildings were designed and constructed according to approved fire and life safety code standards
- Conducted inspections of all new construction and existing commercial, institutional, educational, and multifamily residential occupancies to assure compliance with applicable codes and standards

- Conducted thorough fire investigations as to the origin and cause in order to implement fire prevention action plans
- Inspected and tested the wet and dry hydrants throughout the District to insure an adequate water supply was available for fire suppression when needed

Responding to emergency calls remained a top priority. Bureau personnel also supplemented the duty crews by responding to emergency calls and assisting on special detail projects.

The following is a brief summary of the 5 major functional areas of the Fire Prevention Bureau Division:

ADMINISTRATION & STAFFING

The 2009 Fire Prevention Bureau Division day staff team consisted of the following:

- Fire Marshal Mike McNally
- Inspector/Fire Medic Ron Cielek
- Inspector/Fire Medic George Tejcek
- Public Education Coordinator Tony Rodkey

The Bureau day time staff assisted duty crews by logging 1,768 hours of non-bureau related time consisting of shift detail, call responses and special detail. This is 376 hours (37%) more time in comparison to 2008. Bureau personnel also logged 1,542 hours of training. All Bureau members maintained certifications as licensed paramedics, firefighters, fire apparatus engineers, fire origin/cause investigators and other special response teams.

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.

IT Coordinator Jim Dinsch, Business Manager Tim Kasper and Administrative Assistant Nancy Gibbs also provided administrative support throughout the year.

In addition to regular Bureau responsibilities, Fire Marshal Mike McNally served as President of the Northern Illinois Inspectors Association and Contract Manager for the CFPD Metro Firemedics. Inspector/Firemedic Ron Cielek served as CFPD liaison with schools and businesses for life safety planning assistance, assisted with Child Care seat installations and was the coordinator for scheduling the NIFIA sprinkler trailer. Inspector/Firemedic 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

The Fire Prevention Bureau maintained an aggressive inspection campaign. All 1,353 existing commercial, educational and multi-family occupancies within the District were inspected. All 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.

There were 5,213 Bureau inspection activities recorded in 2009 which is 438 (9%) more inspection activities than 2008.

Major 2009 field inspection results included 1,494 routine inspections to existing occupancies, 579 construction inspections (life safety/fire sprinkler/fire alarm) and 386 hydrant inspections/flow tests. 3,621 total hours were dedicated to inspection activities. New construction and remodel projects accounted for 493 hours or 14% of the total inspection hours. All new and modified fire sprinkler/suppression and fire alarm detection system devices were inspected. There were 114 sprinkler/suppression system and 105 fire alarm inspections.

Inspectors averaged 6 field inspection activities per day in addition to other activities. Inspectors spent 29 hours witnessing 44 fire drills at businesses, area schools and day care facilities.

Table 1: Type of Inspection, 2009

Type of Inspection	Number	Hours	% of Time
Routine Maintenance	1,494	512.25	5.82%
Re-Inspection	481	140.80	1.60%
Re-Inspection/Telephone	301	110.37	1.25%
Under Construction	201	118.92	1.35%
Pre-Occupancy-Final	159	133.50	1.52%
Suppression System	114	110.42	1.25%
Fire Alarm System	105	130.50	1.48%
Fire Alarm/In-Service	402 (223)	352.68	4.00%
Complaints	45	22.51	0.26%
Water Supply	386	207.55	2.36%
Miscellaneous	452	283.15	3.22%
All Other Inspections	1,073	1,498.83	17.03%
Total	5,213	3,621.48	41.14%

Table 1 shows the types of inspections and the percentages of time required for each category. The number of non-inspection activities such as plan reviews, meetings, training, etc, is represented in **Table 2**.

Table 2: Summary of Other Activities, 2009

Other Activities	Number	Hours	% of Time
Data Processing	965	1,212.70	13.78%
Meeting	301	464.00	5.27%
Plan Reviews	130	172.33	1.96%
Office/Miscellaneous	12	23.04	0.26%
School Training	916	1,541.50	17.51%
Emergency Calls	71	68.03	0.77%
Shift Detail	338	426.25	4.84%
Special Detail	970	1,274.17	14.47%
Total	3,703	5,182.02	58.86%
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Totals for Tables 1&2	8,916	8,803.50	100.00%

Figure 1: Summary of Time Spent, 2009

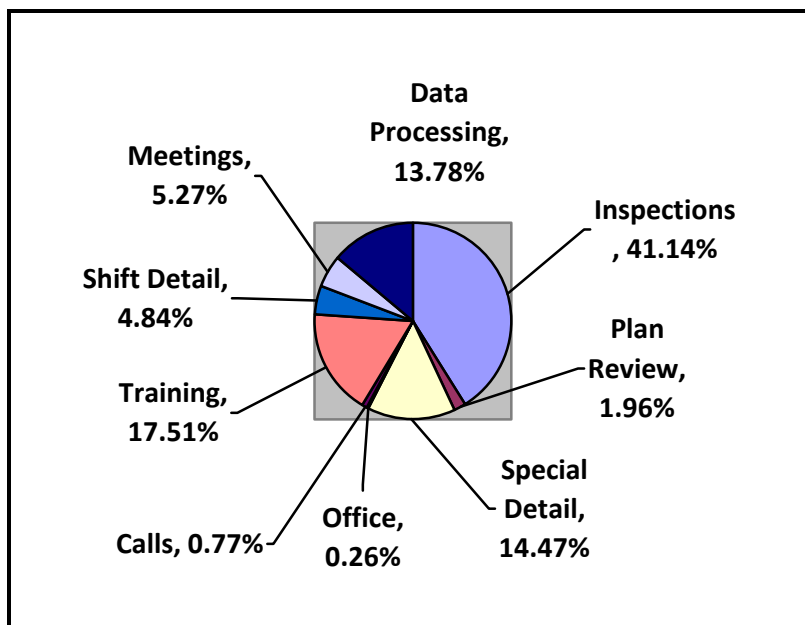


Figure 1 represents a combination of all Bureau inspections along with other activities. Total inspections accounted for 41% of Bureau time. 59% of time was spent in other activities. Shift detail nearly doubled compared to 2008.

Table 3 represents the top ten violations cited during routine occupancy inspections. The top ten violations accounted for 46% of the total violations cited. Out of 1,494 routine, annual and semi-annual inspections, 695 occupancies (22%) had “no apparent violations”.

Table 3: Top Ten Violations, 2009

Rank	Violation Type	Number	% of Total
1	REPLACE EXIT SIGN BULBS	225	7.20%
2	KEYS NEEDED FOR THE KNOX BOX	216	6.91%
3	EMERGENCY LIGHT BATTERY REPAIRS NEEDED	215	6.88%
4	FIRE ALARM ANNUAL TEST REPORT NEEDED	186	5.96%
5	FIRE EXTINGUISHER SERVICE NEEDED	170	5.45%
6	IMPROPER WIRING	107	3.43%
7	SPRINKLER ANNUAL TEST REPORT	94	3.01%
8	REINSTALL CEILING TILES	81	2.59%
9	REMOVE EXTENSION CORDS	75	2.40%
10	DON'T BLOCK OPEN FIRE DOORS	71	2.27%
	TOTAL TOP 10 VIOLATION CATAGORIES	1,440	46.12%
	TOTAL FOR ALL OTHER CATEGORIES	1,682	53.90%
TOTAL CODE VIOLATIONS FOR 2009		3,122	100.00%

The Fire Prevention Bureau serves five municipalities and parts of unincorporated Lake County.

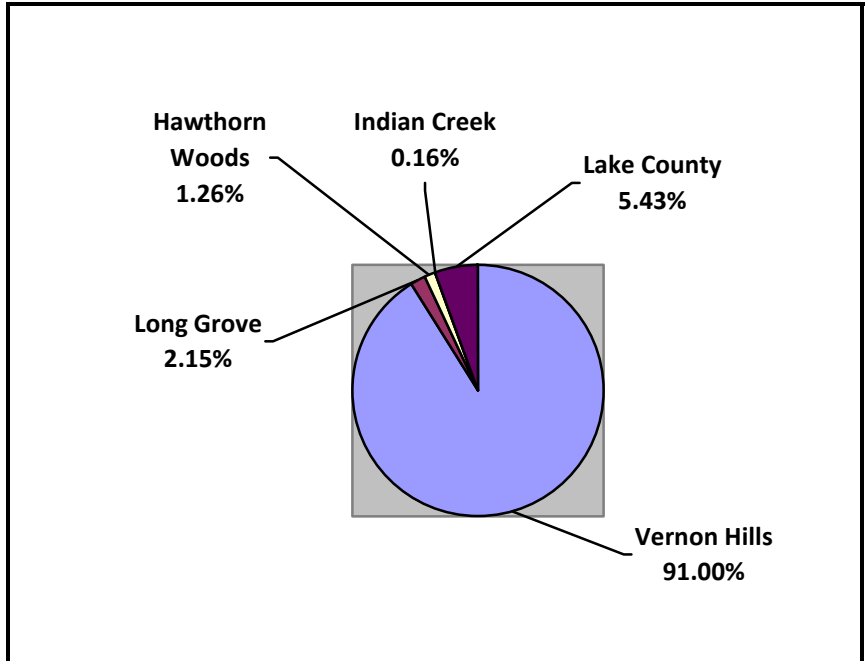
Table 4 shows the Bureau activity distribution of each jurisdiction in number, hours and percent of time spent. Vernon Hills accounted for 7,642 bureau activities, which represented 91% of time spent. Vernon Hills, Hawthorn Woods and Lake County showed an increase while Long Grove showed a slight decrease over 2008. Figure 2 represents the amount of time logged in each municipality and unincorporated Lake County.

Number of inspections and hours spent conducting inspections increased over 2008 for unincorporated Lake County due to residential sprinkler system requirements, fire investigations, complaints and enforcement issues.

Table 4: Fire Prevention Bureau Activities by Municipality/Lake County, 2009

Name	Number	Hours	% of Time
Hawthorn Woods	123	108.7	1.26%
Indian Creek	27	13.50	0.16%
Long Grove	158	185.9	2.15%
Lake County	592	469	5.43%
Vernon Hills	7,642	7,854.5	91.00%
Total	8,542	8631.5	100.00%

Figure 2: Percent of Time Logged in Each Municipality & Lake County, 2009



NEW BUILDINGS/MAJOR ADDITIONS IN 2009



New - Congregation Or Shalom
21 Hawthorn Pkwy – 21,372 sq ft



New – Goddard School
461 Townline Rd – 9,195 sq ft

- Westfield at Hawthorn Mall – 122 Hawthorn Center, Vernon Hills – New fire alarm system
- Baxter IT – 440 Fairway Dr, Vernon Hills – 18,000 sq ft - Remodel
- Circle K – 25563 Gilmer Rd, Mundelein – 10,880 sq ft – Remodel and new fire alarm system
- Walmart – 555 Townline Rd #30, Vernon Hills – 110,580 sq ft - Remodel
- Delias – 816 Hawthorn Center, Vernon Hills – 3,709 sq ft - remodel
- Hawthorn Woods Country Club Townhomes – **New** 13R systems and fire alarms
 - 9-15 Harborside Way
 - 1-7 Shoreacres
 - 18-20 Shoreacres

- YMCA – 700 Lakeview Pkwy, Vernon Hills – 3,024 sq ft - Remodel
- Pearson Packing – 560 Bunker Ct. #100, Vernon Hills – 9,021 sq ft - Remodel
- Sushi Kushi San 3 – 281 Townline Rd #150, Vernon Hills – 3,494 sq ft - Remodel
- Census Bureau – 50 Lakeview Pkwy #104, Vernon Hills – 5,544 sq ft - Remodel
- Jersey Mikes Subs – 1640 Milwaukee #200, Vernon Hills – 1,800 sq ft - **New**
- Fiore Jewelers – 1640 Milwaukee #400, Vernon Hills – 1,180 sq ft - **New**
- Journeys – 622 Hawthorn Center, Vernon Hills – 1,963 sq ft - Remodel
- Integrity Builders – 25727 Hillview Ct, Mundelein – 2,430 sq ft - Remodel
- First Spa Nail Salon – 700 Milwaukee Ave #126, Vernon Hills – 1,923 sq ft - Remodel
- Pandora Jewelry – 322 Hawthorn Center, Vernon Hills – 1,426 sq ft - Remodel

Four (4) existing occupancies replaced their old fire alarm control panels with new state of the art addressable panels. Those occupancies with new panels are: Hawthorn Village Commons, Irish Mill, Vernon Hills Park District Maintenance Building and Westfield Mall.

Four (4) existing occupancies updated their kitchen suppression systems to meet the new UL 300 standards. Those occupancies are: Zanies, Irish Mill, KFC and Arrachera Grill

CFPD Communication Center completed their fourth year and is now monitoring 412 fire alarms. CFPD received a total of \$35,153.59 in 2009 from ADT for monitoring the fire alarms.

Inspectors responded to 179 fire alarm problems. Duty crews responded to 752 false CO & fire alarm calls, the bulk of which were for residential.

The Bureau continued working with ADT Municipal Customer Service Representative on improving installation and repair service to better serve our customers. There were no reported service related complaints received and new radio installation was completed in a timely manner.

PLAN REVIEWS

A total of \$44,959.69 was collected for plan reviews, new/existing construction inspections, developer contributions, operational permits, fines and other fees. This is a decrease of \$108,540 from 2008 due to the lack of new development contributions and less review/inspection fees.

Plan reviews and field inspections focused on life safety, fire code compliance and good fire safety practices in all new and existing building construction. 130 plan reviews were completed in 2009 for 62 new and existing construction projects covering 263,368 sq. ft. This is a decrease of 22 new and existing construction projects and a decrease of 353,947 sq. ft. over 2008. There were 120 less plan reviews completed in 2009 versus 2008 which represents a 48% decrease.

New commercial buildings and tenant alterations required 579 inspection activities before receiving a final certificate of occupancy. This involved a total of 493 hours.

Table 5 illustrates the 2009 plan reviews by type. The largest number of reviews was for building/remodel and suppression systems. These two categories accounted for 88 reviews or 67% of the total reviews. They accounted for 115 hours (67%) of the total review hours.

Table 5: Plan Reviews by Type, 2009

Type of Plan Review	Number	Hours	% Time
Technical	2	4	2.32%
Building/Remodel	56	69.33	40.24%
Suppression System	32	46	26.70%
Fire Alarm System	29	40	23.22%
Mechanical System	5	7.50	4.35%
Other	6	5.50	3.19%
Total	130	172.3	100.00%

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 Bureau worked with the Village of Long Grove on adopting the 2009 ICC Codes with amendments. Long Grove was the first Municipality in the area to adopt the new 2009 ICC Codes.

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 Baltimore Maryland to cast the District's vote to keep the residential sprinkler requirement in the International Residential Code.

Residential sprinkler systems were installed in 23 new single & multi-family District residences. This represents an increase of 10 residences over 2008.

Bureau personnel attended Home Owner Association Meetings and conducted existing residential sprinkler system inspections when requested by the home owner.

FIRE INVESTIGATION ORIGIN & CAUSE

41 fire investigations were completed by Bureau fire investigators. This is an increase of 9 investigations than 2008. The number one fire incident type investigated was building structure fire at 12.

88 fire investigation activities were logged by investigators for a total of 141.8 hours in 2009. Total dollar value saved in 2009 was \$16,006,587.

Table 6 shows 2009 total fire dollar loss was \$135,980 which is \$1,818,737 less than 2008. This total figure is the lowest dollar loss since 1990.

Table 6: Fire Analysis by Incident and Dollar Loss

Incident Type	Count	Total Values	Total Losses	Total Saves	% Lost	% Saved
BUILDING FIRE	12	\$10,179,662	\$61,560	\$10,118,062	0.60%	99.39%
COOKING FIRE	4	\$950,900	\$1,400	\$949,500	0.15%	99.85%
MOBILE HOME	2	\$26,000	\$15,500	\$10,500	59.62%	40.38%
PASSENGER VEHICLE	4	\$38,025	\$25,100	\$12,925	66.01%	33.99%
ROAD FREIGHT	1	\$6,000	\$6,000	\$0	100%	0%
CAMPER OR RV	1	\$10,000	\$10,000	\$0	100%	0%
OUTSIDE RUBISH / TRASH	2	\$820	\$320	\$500	39.02%	60.98%
DUMPSTER	2	\$1,500	\$1,000	\$500	66.67%	33.33%
OUTSIDE EQUIPMENT	5	\$429,700	\$10,000	\$419,600	2.35%	97.65%
EXTINGUISHING SYSTEM ACTIVATION	1	\$4,500,000	\$5,000	\$4,495,000	0.11%	99.89%
Total	34	\$16,142,567	\$135,980	\$16,006,587	0.84%	99.16%

Table 7: Cause of Ignition Summary

Incident Cause	Number	%
UNINTENTIONAL	21	51.21%
OTHER	2	4.87%
FAILURE OF EQUIPMENT OR HEAT SOURCE	7	17.07%
CAUSE UNDETERMINED AFTER INVESTIGATION	4	9.75%
IMPROPER DISPOSAL OF SMOKING MATERIALS	2	4.87%
COMBUSTIBLES TOO CLOSE TO OPERATING	1	2.43%
CAUSE UNDER INVESTIGATION	1	2.43%
ACT OF NATURE	3	7.31%
Total	41	100.00%

Table 8: Area of Origin Analysis

Incident Area	# Of Fires	% Fires
ENGINE AREA, RUNNING GEAR	3	7.31%
SALES AREA, SHOWROOM	1	2.43%
BEDROOM - < 5 PERSONS	2	4.87%
OUTSIDE AREA	9	21.95%
CHUTE / CONTAINER, TRASH	1	2.43%
OPEN AREA - OUTSIDE	2	4.87%
ATTIC: VACANT, CRAWL SPACE	3	7.31%
CARGO / TRUNK AREA	1	2.43%
WALL SURFACE; EXTERIOR	1	2.43%
COOKING AREA, KITCHEN	7	17.07%
VEHICLE AREA, OTHER	1	2.43%
CONDUIT, PIPE, UTILITY	1	2.43%
BATHROOM, CHECKROOM, LOCKER	1	2.43%
HIGHWAY, PARKING LOT, STREET	1	2.43%
COURTYARD, PATIO, PORCH	1	2.43%
WILDLAND, WOODS	2	4.87%
OTHERS	4	9.75%
Total	41	100.00%

The Bureau reviewed fire NFIRS incident reports for accuracy, reported losses, origin/cause and insurance information.

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, attending 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 in the District's newsletter, "Lights, Sirens, Action", CFPD WEB site and cable Public Station TV videos. For example, fire safety messages were communicated to residents regarding the increasing number of fires involving bird nest fires in outdoor lights and fire place flues. Preventative actions to be taken to avoid these types of fires were communicated through various media channels.

CFPD is happy to report that we didn't have to conduct any juvenile fire setter intervention programs for 2009.

2009 TOP FIRE LOSS EVENTS WHICH RESULTED IN \$59,100 OR 43% OF THE TOTAL DOLLAR LOSS

#1

Date: 04/25/2009
Address: 4900 Block of Astor Ct.
Type of Occupancy: Residential home
Type of Construction: Wood frame
Incident Type: Structure Fire
Estimated Loss: \$30,000
Area of Origin: Top of roof and then traveled through electrical piping
Cause: Lightning Strike



#2

Date: 06/19/2009
Address: 26200 Block of Hwy 60/83
Type of Occupancy: Mobile home
Incident Type: Structure Fire
Estimated Loss: \$15,000
Area of Origin: Southwest part of the master bedroom
Cause: Possible electrical



#3

Date: 05/18/2009
Address: Intersection of Greggs Pkwy and Beaver Creek, Vernon Hills
Incident Type: Vehicle Fire
Estimated Loss: \$14,100
Area of Origin: Engine compartment
Cause: Fire caused when crash occurred



WATER SUPPLY

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.

386 wet and dry drafting hydrant inspections were conducted in 2009. This accounted for 208 hours. There were 211 water flow tests conducted in 2009.

61 dry drafting hydrants are located throughout the District to provide water in our rural areas. Our District currently has a rural water supply amounting to 85% coverage at 2,000 feet and 90% coverage at 3,000 feet.

Inspector George Tejcek painted and maintained all the dry hydrants and signs throughout the district.



2009 Average water flow test results for wet hydrants

Lake County/Municipal Systems

Vernon Hills	1,510 gpm
Hawthorn Woods	1,378 gpm
Indian Creek	1,329 gpm
Countryside Lakes Subdivision	1,101 gpm
Indian Creek Club of Long Grove	1,253 gpm

Private Water Supply Systems

Fields of Long Grove	Flush only
Ivanhoe Estates	1,552 gpm
Preserves of Long Grove	1,198 gpm
Prairie Trails of Long Grove	814 gpm
Ravenna	1,425 gpm
Royal Melbourne	664 gpm
West Shore	893 gpm



INFORMATION SYSTEMS

2009 ANNUAL REPORT



Through full-time leadership in the Information Systems division, 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.
- 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.

FINANCES

- The Fiscal 2008-2009 data systems budget was \$70,799. This provided for lease servicing, equipment maintenance and repair, and system upgrades. An additional \$8,928 was included in the general administrative budget for repayment of a computer equipment loan making the total data systems' related budget \$79,727.
- The Fiscal 2008-2009 telecommunications budget was \$58,493. This provided for lease servicing, equipment maintenance and repair, 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.

SOFTWARE APPLICATIONS

- The District maintained its annual maintenance contract for Firehouse, the District's records management system.
- Work began 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.
- Coordinator Dinsch began transitioning all District computers to the new Windows 7 operating system.

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.
- Network speeds at Station 1 continued to be slow. To minimize the amount of data being transferred between the stations, one of the District's old servers was retasked and moved to Station 1 to provide user authentication locally. An additional server was retasked as a terminal server allowing Firehouse to be used remotely rather than transferring all of its related data between the stations. Work continues on improving network speed.

INTERNET ACCESS & WEB PRESENCE

- A dedicated T1 line provided for Internet access at Station 2 as well as access to the District's email server.
- A dedicated Comcast Internet feed was installed at Station 1 to provide faster Internet access and minimize network traffic between the two stations. Similar access is being planned for Station 2 in 2010.
- The District's website, www.countrysidefire.com, was completely redesigned and updated. As part of this update, the District elected to use an outside service to host the website to minimize maintenance demands.
- District staff worked to ensure the website was regularly updated with current and timely safety information.
- Preliminary development work began on an extranet system to provide a centralized information store accessible to District personnel through the Internet.

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.

TELECOMMUNICATIONS SYSTEMS

- Station 1 began experiencing intermittent call quality issues with the phone system in 2008 which continued into 2009 even after system enhancements. The problem was determined to be inadequate bandwidth on the link between the two stations. A new, dedicated T1 circuit linking the two station's phone systems was installed eliminating the problem.
- Significant billing and contract errors continued with AT&T, the District's telecommunications service provider. The District's former AT&T account representative apparently did not process any of the District's contracts before leaving the company. Deputy Chief Grant and Coordinator Dinsch worked with the District's new representative to get the outstanding contracts processed and billing issues resolved. Work on rebates due the District continues.

WIRELESS COMMUNICATIONS & DATA

- The District switched cellular carriers for its ambulance phones and wireless broadband cards to Verizon Wireless on the State of Illinois contract. The change provided approximately \$1,500 of savings over the cost of the previous carriers.
- Additional wireless broadband cards were activated for additional apparatus computers providing them with connectivity to the EnRoute CAD system.
- Specialized Telular wireless devices were installed in the District's four ambulances to better support faxing of 12-lead electrocardiogram data to the hospitals. This function was previously performed using the cellular phones in the ambulances. This change allowed for simultaneous transmission of the 12-lead data while calling the emergency department with a report on the patient's condition.

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

- The Fire Prevention Bureau had planned to implement an in-field, paperless documentation system for fire inspections in 2009; however, the economic downturn delayed this project. This project will be reevaluated for implementation in 2010.
- 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 be evaluated to help automate staff scheduling.
- Connectivity to the EnRoute CAD system will be considered in additional apparatus not currently connected to the system.
- 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

2009 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

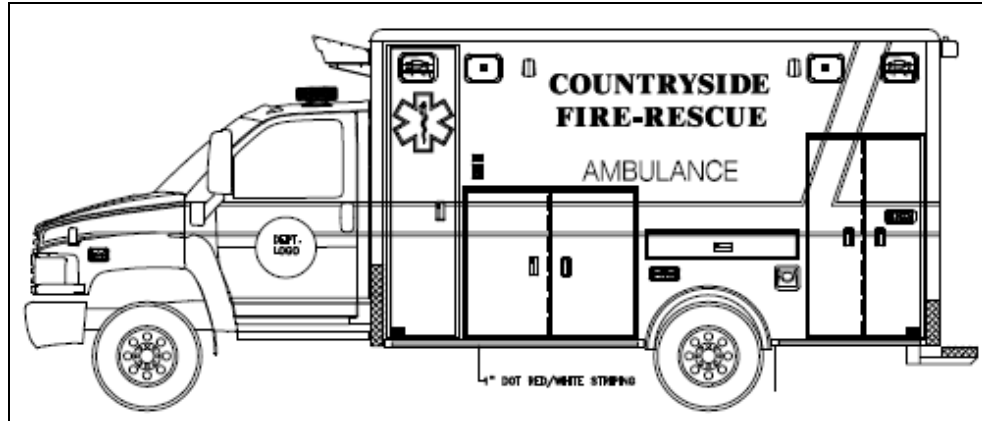
- Battalion Chief Brian Garrity – Area Coordinator
- Lieutenant Tony DeRose – Vehicles & Equipment
- Lieutenant Chuck Smith – SCBA
- F/M Pat Michelau – Equipment
- F/M Phil Obos – Monitors
- F/M John Sherwood – Hose & Ladders

2. New Apparatus & Vehicle Purchases

In June, the District took delivery and placed in service, the District's first new ambulance in 11 years. Constructed by Horton Emergency Vehicles out of Ohio, built on a 2008 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.



A new Horton ambulance was purchased after completing spec's and the bid process. An expected delivery date is April, 2010.



The following new vehicles were purchased:

- 2010 Ford Explorer through state purchasing. Assigned number 4102. Old 4102 (2004 Ford Taurus) re-numbered 4180. Old 4180 (2003 Ford Crown Victoria) deemed surplus and sold.
- 2010 Ford Expedition through state purchasing. Assigned number 4106. Old 4106 (1999 Expedition) deemed surplus with expected sale early in 2010.

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)

- Was able to acquire (4) lightly used, 60 minute bottles from county haz-mat team for \$500 vs. \$6000.
- 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 13 bottles in 2010, 28 in 2011, and 14 in 2012. These are aftermarket shells and reuse the valve at a cost of \$485/shell vs the \$1250 price of a new MSA bottle/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.
- 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.
- Following five year plan, 1000' of 5 inch and 700' of 2-1/2" hose were purchased to replace older hose.

PUBLIC EDUCATION DIVISION

2009 ANNUAL REPORT



The Public Education Division 2009 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 19 block parties for approximately 1,400 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...159 installations/inspections completed in 2009. CFPD provided a car seat checkpoint at KinderCare Car Seat Day and provided Condell Health and Safety Fair with a technician and checkpoint.

First Aid, CPR & AED Courses...60 classes held in total, certifying 1,760 participants, including 992 students from middle schools and high school and 153 coaches from Community High School District 128. Fees collected totaled \$4,980.00 in 2009.

Fire Extinguisher Training...117 participants were provided fire extinguisher training in area businesses, which is a 44% increase from last year.

Firefighter for a Day...4 individuals had the opportunity to receive this incredible experience.

Lights, Sirens, Action Newsletter...The annual newsletter was sent to all district residents inviting them to the Open House and Pink Ribbon Tour event. Additional information included Ambulance Service, seasonal safety tips and community programs. The district also encouraged residents to sign up for E-News Service as CFPD makes the effort to be good stewards of the environment.

Monthly Fire Safety Video Clip with Channel 4 News... Appeared on the Vernon Hills Update Television Show with information and safety tips to village residents.

Open House... The 50th Anniversary OPEN HOUSE was very special this year. The Fremont Township CERT (Community Emergency Response Team) was on hand for recruitment. A couple 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 Fire Sprinkler Trailer demonstrations were well received as was the static display and plenty of handouts and giveaways provided by FEMA, IDOT, Illinois Fire Safety Alliance and OSFM.

The interactive “Test Your Fire Safety Knowledge” acquired through Illinois Fire Safety Alliance was complimented throughout the day by families using it. Nozzle the Clown provided two excellent shows, who (Tom Kelly) traveled from Michigan to perform. Area middle school students also put on a fine clown act for fire safety. The Illinois State Police presented the Roll-Over Simulator, re-enforcing the importance of seat belts. Everyone in station did an awesome job to make the 50th Anniversary Open House one of the best.

Parade-4th of July Handouts... Brought up the rear of the parade and passed out various fire safety trinkets with a fire safety message and 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? Five (5) home inspections were completed.

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

Special Events... CFPD attended 54 various events in the fire district reaching approximately 7400 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... 28 station tours provided for 478 participants combined at both fire stations.

School Programs

CFPD demonstrates a commitment to its fire and life safety education 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 2009, approximately 15,500 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. This, coupled with attending community events, will continue to show a decrease in fires and injuries within the fire district. The following list is age appropriate programs for the grade level:

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

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 second year for the 364 Class of 2009 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 beyond high school. Public Education Coordinator Rodkey secured partnerships with area businesses to help fund this awesome gift.

You Tube Video Program for Fire Safety & Burn Prevention

Coordinator Rodkey managed this countywide high school program for the 2008/2009 school year on behalf of the Lake County Fire Chief's. An award ceremony was held at Independence Grove Forest Preserve recognizing 33 participants that created 11 fire safety videos. Additionally, Coordinator Rodkey implemented the same program in the CFPD five middle schools: Fremont Middle, Hawthorn Middle South and North, West Oak and Woodlawn. The contest is underway for the 2009/2010 school year and concludes March 12, 2010. Funding from this program comes from sponsors within the fire district.

6th Grade Science Competition

Maggie Moo's Ice Cream and Treatery and the Cold Stone Creamery partnered with CFPD Public Education Division by providing coupons for free ice cream to students who completed assigned fire safety homework following various fire safety education program visits. Additionally, ice cream parties were donated to the 6th grade science class which demonstrated the best post test class average.



Evaluation Results

An evaluation program was created and implemented in 2008 and maintained in 2009 to measure the effectiveness of how the fire safety education content was being delivered and where improvements may be necessary. Programs in grade levels 5th, 6th, 7th, 8th added a pre-test (administered a couple days before the presentation) and post-test (given a week later) to help determine if the students are learning and what improvements may be needed to make an impact in delivering the 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. There were some results that required an immediate change in the test; an example is 5th grade at West Oak Middle School which received the first pre-test and post-test. The pre-test score of 92% indicated a simple test for the students. The test was improved and the results at the other 5th grade schools demonstrate the effectiveness.

School	Grade	Program	Pre-test Average	Post-test Average	Percent Improved
Aspen Elementary	5 th	Smoke Alarm Show	57%	79%	22%
Country Meadow Elementary	5 th	Smoke Alarm Show	56%	83%	27%
Fremont Intermediate	5 th	Smoke Alarm Show	56%	63%	7%
Hawthorn Elementary North	5 th	Smoke Alarm Show	53%	79%	26%
Hawthorn Elementary South	5 th	Smoke Alarm Show	54%	84%	30%
Townline Elementary	5 th	Smoke Alarm Show	56%	80%	24%
West Oak Middle	5 th	Smoke Alarm Show	92%	98%	6%
Fremont Middle	6 th	Sprinkler Demo	46%	83%	27%
Hawthorn Middle North	6 th	Sprinkler Demo	45%	79%	34%
Hawthorn Middle South	6 th	Sprinkler Demo	45%	94%	39%
West Oak Middle	6 th	Sprinkler Demo	41%	86%	45%
Woodlawn Middle	6 th	Sprinkler Demo	42%	79%	37%
Fremont Middle	7 th	Chemistry of Fire	38%	60%	22%

School	Grade	Program	Pre-test Average	Post-test Average	Percent Improved
Fremont Middle	7 th	Fire's Fury	74%	93%	19%
Hawthorn Middle North	7 th	Fire's Fury	72%	85%	13%
Hawthorn Middle South	7 th	Fire's Fury	74%	91%	17%
West Oak Middle	7 th	Severe Weather Safety	71%	92%	21%
Woodlawn Middle	7 th	Severe Weather Safety	70%	86%	16%
Hawthorn Middle North	8 th	Chemistry of Fire	30%	62%	32%
Hawthorn Middle South	8 th	Chemistry of Fire	38%	60%	22%
Woodlawn Middle	8 th	Chemistry of Fire	40%	54%	14%

Summary

CFPD is maintaining our goal of targeting high risk groups by specifically programming for senior citizens and high school students while maintaining current life and fire safety programs. In addition, objectives of doubling visits to the school classrooms improved for various grade levels; Grade levels 3,6,7,8 and the high school received at least two educational programs. The Public Education Division did increase connectivity with the local business community for support and to increase their safety as well. Coordinator Rodkey was also awarded "Special Recognition" from the Illinois Fire Safety Alliance for his work and innovation on the You Tube Video Program for Fire Safety & Burn Prevention. As the district continues to "invest its personnel in the education of its public and the maintenance of a safe environment" 2009 proved to be a very productive year. The Public Education Division will continue this assertive strategy to provide the best possible service to achieve goals and maintain the standard we live by day in and day out: Making a difference, striving for excellence and exceeding expectations.

TELECOMMUNICATIONS

2009 ANNUAL REPORT



Through the continued full-time support in Telecommunications, the District was able to make major improvements in its services and operations.

STAFFING

The District currently has five (5) full-time employees including a Director, Coordinator, and three telecommunicators. One full-time telecommunicator resigned and the open position was filled by part-time telecommunicator, Christina Lindsey. 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, the duty crew, and/or hire back personnel. All full-time 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 August of 2009. Part-time Telecommunicator Catherine Wheelock is EMD certified and came with 14 years of dispatching experience.

RADIO & TELEPHONE

In 2009, Countryside communications dispatched 3,810 calls for service. Telecommunicators are required to answer both emergency and non-emergency telephone calls. The Communications Center is equipped with six (6) 9-1-1 trunks (4 landlines & 2 wireless), three (3) seven-digit emergency lines, two (2) in-house extensions, and one alarm line. The Communication Center utilizes the Zetron program for both telephone and radio service. This includes two Zetron Integrator 911 and Zetron Integrator RD touch screens and one stand alone position. Zetron Integrator IRR was installed on the two main consoles. This program allows for the instant replay of both phone and radio traffic from that specific console.

In 2009, Countryside communications answered approximately one-hundred ninety-nine (199) 9-1-1 calls per month for a total of 2,388 calls per year. November had the most 9-1-1 calls received with 266 and February the least with 109. It should be noted that not all of these 9-1-1 calls are emergency calls for service. Occasionally, test calls are made to test the trunks/lines and anonymous calls with no caller on the line are also received. 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. 566-4121 is the primary seven-digit emergency line. This number has been associated with Countryside Fire for a number of 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 1,726 of these calls per month for a total of 20,713 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, Fire ground, 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. This year a new GUI based mapping program was added which interfaces with the CAD and is compliant with Phase II 9-1-1 calls. Also, calls are automatically pinpointed on the map when entered into the CAD.

ALARMS

The District has 412 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 the alarm computer crashed and therefore no alarm statistics are available as far as signals processed, etc. After this occurred an external hard drive was installed to mirror the internal hard drive so information is not lost.

EMD

As noted above all telecommunicators are required to be Emergency Medical Dispatch Certified. Initial certification requires the telecommunicator to attend the National Academy of Emergency Dispatch 3-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 2 years and maintain CPR certification.

TRAINING

In 2009, telecommunicators attended a variety of training classes. These classes include: Liability for 9-11 Telecommunicators, Critical Incident Stress, alarm board training with ADT, a DVD on helicopter shopping, GUI CAD training, and as previously mentioned, the EMD continuing education courses.

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, 7 days a week by the on-duty telecommunicator. The communication center also has the ability of viewing the security cameras for the following companies located in Vernon Hills: Vernon Hills High School and American Hotel Register.

FUTURE PLANS

Relocating the Communication Center to Station 1 has given the District room for future expansion (see picture below). At this time, numerous agencies have inquired about the District's Communications Center's ability to provide fire dispatch to agencies other than its own.



TRAINING & SAFETY DIVISION

2009 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 Ken Arnswald is the District's Training Officer. 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., Phil Obos, Dan Ogurek & Mike Dovel.

Jessica Gregurich has been doing the training data input for several years. Jessica has attended FireHouse classes to assist her with the data input into the reporting system.

TRAINING HOURS

All firefighting personnel are required to complete 240 hours of training per year. Training hours are accumulated through drills and elective hours. Drills are supervised hands-on training, involving practical skill-building activities. Some examples are:

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

Elective hours are in-house training or recognized outside 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 2009 were 15,216.

PAID ON PREMISE PERSONNEL

In 2009, we employed 33 POP members with a total of 211 years of fire service experience.

The POP member with the most seniority is Glen Mortensen, with 21 years experience.

All POP personnel are certified through the Illinois State Fire Marshal to the level of Firefighter II, Hazardous Materials Awareness, Technical Rescue Awareness, and Terrorism Awareness.

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

QUAD 4 TRAINING

In 2009, 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 Rural Water Supply.

Those departments involved were:

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



Quad 4 Training on Rural Water Supply.

Those in attendance were:

Countryside, Mundelein, Lake Bluff
& Knollwood Fire Departments

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 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 CFPD 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.

MORNING DRILLS

The morning 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 instructors training outline.

JPR's include:

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

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, Haz Mat, Side Scan 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 teams.

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 CFPD members achieved during 2009:

- 3 - Emergency Medical Technician- Basic
- 2 - Firefighter III
- 5 - Fire Apparatus Engineer
- 2 - Fire Officer II
- 1 - Ice Rescue Operations
- 6 - Incident Safety Officer
- 1 - Juvenile Firesetter Intervention Specialist
- 1 - Vertical II
- 1 - Confined Space Operations
- 1 - Structural Collapse Operations
- 3 - Structural Collapse Technician
- 3 - Haz Mat Operations
- 1 - Haz Mat Incident Command
- 2 - Fire Service Vehicle Operator
- 1 - Paramedic Certifications
- 3 - Instructor I
- 4 - Instructor II
- 6 - National Incident Management System- 100
- 6 - National Incident Management System- 700
- 1 - National Incident Management System- 800
- 1 - Training Program Manager
- 2 - Trench Operations
- 1 - Trench Technician
- 2 - Vehicle Machinery Operations

Higher Education Degrees achieved in 2009:

- 1- Masters in Organizational Leadership