



# 2012 ANNUAL REPORT



## MISSION STATEMENT

To protect people, property, and the environment by reducing and controlling fire loss, providing emergency medical service, maintaining adequate emergency preparedness, and engaging in fire prevention and public education activities.

## CORE VALUES

### PROFESSIONALISM

We do all we can to ensure we deliver the best possible service to our internal and external customers/communities through smart, well trained, humble, dedicated, competent, hard working, and safe members. We are active participants in the communities where we live and work.

### INTEGRITY AND HONESTY

We value the public's trust and are committed to honest and ethical behavior. We hold ourselves accountable to these values. We believe in a personal commitment to the organization and the community. Self-discipline is the foundation for managing behavior.

### HONOR AND RESPECT

We are a fire department family. We are committed and accountable to each other because our lives depend on it. We value the role each member plays in our organization. We respect those that came before us and will strive to make the organization better for those who follow.

### EMBRACE DIVERSITY

Recognizing the value of diversity helps us to work together as a team to serve our community. We are dedicated to reflecting and respecting diversity throughout our organization.



**M**ayor Wilks, Trustees, Village Manager Janonis and the entire community; on behalf of all members of the Mount Prospect Fire Department, I am proud to present the 2012 Annual Report.

The Fire Department achieved numerous accomplishments in 2012. In the spring, we implemented a new computer aided dispatch (CAD) system together with our regional dispatch center. This system is used by our dispatch center to assign/dispatch Fire Department resources to emergency incidents. The system also sends pertinent information regarding each call to the laptops in our vehicles, which has significantly improved our operations.

In October, we conducted a three-day training exercise on emergency operations center functions for staff from all Village departments. The training was held in the Emergency Operations Center, which proves itself to be an important Village asset. The elimination of a part-time Emergency Management Coordinator position in 2011 has shifted responsibilities to Fire Department staff; but, as outlined in the Department's Comprehensive Plan,

## MESSAGE FROM THE CHIEF

remains a staffing priority as a dedicated, full-time person to handle these essential duties is necessary.

Fire prevention and public education are high priorities for the Department. In May, over 1,700 students attended the 33rd annual Children's Fire Safety Festival at Fire Station 14. This continues to be a tremendous success year after year and provides preschool through second grade students with important fire safety education. We must continue to support these programs going forward to ensure we can provide the best possible services to our residents and businesses.

2012 also saw the implementation of radio monitoring of fire alarms. This program has proven to be a tremendous improvement for the business community and saves them significant dollars annually. It has also reduced the number of false alarms related to fire alarm systems, which we anticipate will continue to decrease as more alarms come online.

The Mount Prospect Citizen Corps program continues to grow and most importantly, involves residents in emergency

preparedness. To date, the Department has trained 150 individuals in the program. The Community Emergency Response Team (CERT) restructured itself in 2012 into a response and an administration team – and members volunteered over 2,100 hours. CERT continues to support the Department and the Village in important ways.

The Fire Department continued to face challenges in 2012 relating to its staffing reductions. The Department continually evaluated its emergency response strategy and made adjustments to minimize the risk to the public and our firefighters, while also providing the best possible service with the resources available to us. In 2011 we had staffed Engine 13 and Tower 13 with a jump company, but as a result of multiple issues decided to take Engine 13 out of service in 2012. Tower 13 is now staffed with three firefighters on a full-time basis. Staffing continues to be the Department's number one priority, as identified in our Comprehensive Plan.

In December 2012, the Fire Department was notified that it had received a Staffing for Adequate Fire and Emergency Response

# 2012

## ACCOMPLISHMENTS & STATISTICS

grant from the Federal Emergency Management Agency. The grant provided 100 percent of salary and benefits to restore six firefighter positions for two years that had been lost in 2010. After two years, the Village would be responsible for funding these positions. Unfortunately, due to the uncertainty of the economy, the Village had to reject the grant. I am hopeful, however, that as the economy improves we will be able to increase our staffing to the appropriate level indicated in our Comprehensive Plan.

The Fire Department was also very active in giving back to the community in 2012. Department personnel supported the Susan G. Komen 3-Day Cancer Walk, held an annual food drive at Costco and Jewel and conducted a toy drive in December, to name a few.

Finally, I wish to thank Mayor Wilks, the Trustees and Mr. Janonis for their ongoing support, encouragement and assistance throughout the year. This support is so necessary and is greatly appreciated as we strive to provide the highest quality of service to the community.

*John J. Malcolm*



- Incorporated a new computer aided dispatch (CAD) system into daily operations.
- Created an educational brochure to accompany the Leadership in Energy and Environmental Design (LEED) signage at Fire Station 14.
- Conducted a new hire test using the new firefighter hiring act requirements.
- Updated the Department's fire safety trailer with new audio-visual equipment using grant funds.
- Purchased a new ambulance (arriving in early 2013) and four new thermal imaging cameras.

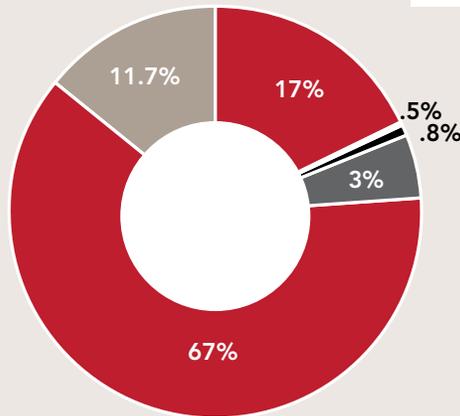
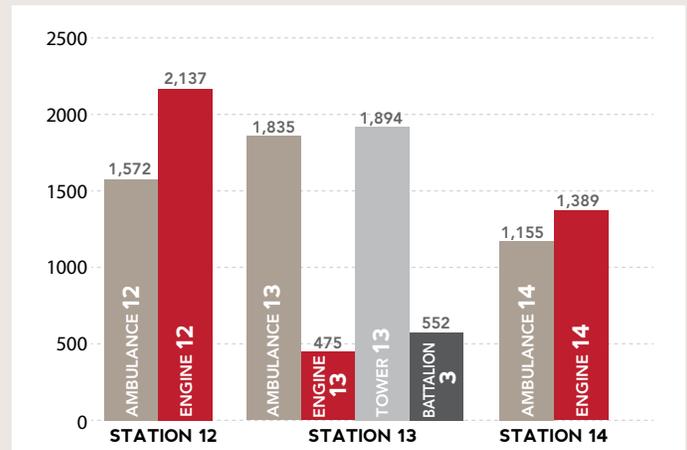
# 5,774

TOTAL INCIDENT RESPONSES

# 11,009

TOTAL VEHICLE RESPONSES

### CALLS FOR SERVICE BY STATION & VEHICLE



### CALLS FOR SERVICE BY CALL TYPE

- Rescue & Emergency Medical Calls
- Structure Fires
- Service/Other Calls
- Other Fires
- False Alarms
- Hazardous Situation Calls

## 2013 GOALS

- Recognize and celebrate the Fire Department's 100-year anniversary.
- Implement a new incident alerting system in all three fire stations.
- Develop a fire and life safety education cable TV series for MPTV.





## OPERATIONS

“Thank you for the support Mount Prospect showed the [3-Day] walkers... it was the best part of the walk for me.”

In 2012, the operations division continued to focus on how best to manage the 2010 staffing reductions, while minimizing the loss of the organization’s efficiency and reducing the risk to our firefighters and the community at large. We continued to evaluate our tactics and staffing configuration in 2012 using trial periods. The consensus among our personnel was that running our vehicles with reduced staffing created a greater risk to both our firefighters and the community; and that the most effective, efficient and safe staffing configuration would require us to take one of our frontline engines out of service. Even with these staffing changes, we concluded that there are still times, primarily during significant weather events, where this new configuration could pose an even greater risk. As a result, the Fire Department increases its staffing level, and the number of frontline vehicles, in anticipation of expected severe weather events to be better equipped to handle these types of incidents.

Another series of changes within the Fire Department began in 2012. The Village’s 9-1-1 service provider, Northwest Central Dispatch, transitioned to a new computer aided dispatch (CAD) system that will better position Mount Prospect, and its surrounding communities, to prepare for the “next generation” in 9-1-1 services such as texting, picture transfer and video. At the same time, Northwest Central Dispatch began a transition to a new Motorola radio system that replaces a 10 plus year old system, which we were struggling to maintain. Mount Prospect’s participation in this multi-million dollar, multi-community project will provide us with better radio coverage in nearly all parts of the Village. It will also help facilitate our participation in statewide disaster communications.

We expect that many of these projects will be completed in 2013, but anticipate ongoing economic issues that will force us to continue to be a versatile and adaptable organization moving forward.

## STATIONS & STAFFING

**16**  
MINIMUM  
DAILY  
STAFFING

-  OFFICER
-  FIREFIGHTER/  
PARAMEDIC

### STATION 12

1601 W. Golf Rd.

APPARATUS & STAFFING  
AMBULANCE 12



ENGINE 12



### STATION 13 (HQ)

112 E. Northwest Hwy.

APPARATUS & STAFFING  
AMBULANCE 13



BATTALION 3



TOWER 13\*



### STATION 14

2000 E. Kensington Rd.

APPARATUS & STAFFING  
AMBULANCE 14



ENGINE 14



\*Engine 13—Out of Service

# TRAINING

When Mount Prospect firefighters are not responding to calls for service much of their time is spent training. In 2012, each firefighter spent an average of 253 hours training for fires and other emergency incidents. The Department strives to make training an essential component of our firefighters' daily routine so they are prepared to manage and respond to all types of emergencies. The following highlights some of the training that occurred this past year:

- Crystal Towers, a local condominium community, provided firefighters with the opportunity to learn about elevator rescues in early March. Later in March they learned about suppression systems and foam that are available for use with fires at the tank farms on the south side of the Village.
- Firefighters received training in April on the proper treatment and transport of contaminated patients from the Illinois Department of Public Health. Firefighters learned when and how to decontaminate patients before transporting them to a local hospital where they could affect other patients.
- In April and May, firefighters learned to use new laptops and computer aided dispatch (CAD) software. The new program provides firefighters with the location of and information about each of their calls.
- Personnel from Vanguard Fire and Safety provided firefighters with refresher training on the use of fire extinguishers in September.
- Firefighters practiced confined space rescues in October. The Department's Technical Rescue Team set-up drills to teach personnel how to rescue victims trapped below grade.
- In November, firefighters completed their annual drivers training. This year, however, the training was held in the evening so they could practice their night driving.

In addition to the regularly scheduled training, the Department also hosted outside classes at Fire Station 14 through the Illinois Fire Service Institute and Task Force 1, Inc. Through agreements with these organizations we provide them with a facility to hold the training and in return are able to send a certain number of our firefighters to the classes free of charge. We plan to continue hosting these classes in 2013.



# EMERGENCY MEDICAL SERVICES



Emergency Medical Services (EMS) continues to be an important part of what the Mount Prospect Fire Department does each and every day. The following are some highlights of the Department's EMS program in 2012:

- While the number of EMS calls we responded to in 2012 increased again compared to 2011, the growth rate was less than in previous years. This year's early onset of the flu season, however, led to an increase in call volume during the last quarter of the year, which is likely to continue through the first quarter of 2013. While the call volume did not increase significantly, we continue to see more critical patients that require additional personnel and staff time.
- The American Heart Association made revisions to its guidelines for stroke patients, which are now incorporated in pre-hospital care. Paramedics and emergency medical technicians (EMTs) learned new assessment tools for recognizing the signs of strokes so they can limit the amount of time patients receive care in the field before being transported to the hospital.
- The Department continued to see an improvement in the outcomes of its cardiac arrest patients with the implementation of new American Heart Association CPR guidelines. The new guidelines emphasize the importance of chest compressions, which keeps oxygen-rich blood circulating through the body.
- Paramedics and EMTs received pediatric continuing education training throughout 2012 that focused on educating pre-hospital providers about managing and caring for illnesses and injuries in children.
- Mount Prospect continued its development and use of technology in EMS operations. 2012 was the Department's first full year using new computerized incident reports and data tracking. This system allows us to more consistently document patient care and gives us the ability to share information with hospitals where we transport patients.



**“A heartfelt thank you to all the first responders... [who] saved my life by their care, concern and excellent skills. My family will always be indebted to you!”**

# EMERGENCY MANAGEMENT



## LEARN THE SIGNS AND SYMPTOMS OF STROKE!

Stroke is currently the fourth leading cause of death in the United States. According to the Centers for Disease Control and Prevention over 100,000 people die every year as a result of a stroke. One of the contributing factors may be that the signs and symptoms of stroke are less recognized by the public than those associated with heart attacks. The good news is that, like the Department's paramedics and EMTs, you can also learn to recognize early signs of a stroke.

### THE MOST COMMON SYMPTOMS ARE:

- SLURRED SPEECH,
- FACIAL DROOP (USUALLY ON ONE SIDE OF THE FACE),
- DIZZINESS,
- VISION CHANGES (E.G. LOSS, BLURRED, DOUBLE),
- WEAKNESS AND/OR DECREASED STRENGTH (USUALLY ON ONE SIDE), AND
- FAINTNESS/LIGHT-HEADEDNESS.

If you, or someone you know, are experiencing any of these symptoms call **9-1-1** immediately. Early detection and treatment is critical for positive outcomes for stroke patients.



### 2012 ACCOMPLISHMENTS

- Conducted a three-day training exercise for Village management personnel in the Emergency Operations Center.
- Organized a family emergency preparedness event – "LEAP into Preparedness" – together with the Community Emergency Response Team on Leap Day.
- Conducted a 20-hour Community Emergency Preparedness Training course for Mount Prospect residents.

### 2013 GOALS

- Continue training Village staff on the use of the Village's Incident Command software.
- Conduct a tabletop exercise for the Village's management personnel.

# FIRE PREVENTION

## FIRE PREVENTION BUREAU ACTIVITIES

**3,202**

FIRE INSPECTIONS

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**14**

FIRE  
INVESTIGATIONS

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**365**

PLAN REVIEWS

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**415**

PUBLIC  
EDUCATION  
ACTIVITIES

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**16**

SMOKE  
DETECTOR  
INSTALLATIONS

On a daily basis you'll find the members of the Department's Fire Prevention Bureau out in the community conducting fire inspections, installing smoke detectors and educating the public about fire safety. In addition to these activities, as well as plan reviews and fire investigations, the Fire Prevention Bureau is also responsible for organizing many of the Department's public events. The following highlights important events that occurred in the Fire Prevention Bureau this past year:

### CHILDREN'S FIRE SAFETY FESTIVAL

2012 marked the 33rd year of the annual Children's Fire Safety Festival. The event, which took place the first week in May, brought over 1,700 students to Fire Station 14 on Kensington Road. Students in preschool (age 4) through second grade learned important fire safety lessons, such as stop, drop and roll and stay low and go, and had the opportunity to meet firefighters and 9-1-1 dispatchers.

### OPEN HOUSE

On September 22, the Fire Department opened its doors to the public for its 19th annual Open House event. The Open House gave kids the opportunity to slide down a fire pole, try on firefighter "turnout gear" and see what it's like inside a fire truck. Families could also tour the fire station, learn about emergency preparedness with members of the Community Emergency Response Team and watch a fire extinguisher and sprinkler demonstration. Once again the event was a huge success!

### FIRE PREVENTION POSTER/ESSAY CONTEST

Every year the Mount Prospect Fire Department sponsors a Poster/Essay Contest for students in kindergarten through eighth grade. Depending on their age, students decorate a poster or write an essay using the national Fire Prevention Week theme – this year's theme was "Have 2 Ways Out." The Fire Department judges all of the posters and essays and invites the winners from each grade level to be recognized at a Village Board meeting.



**"Thank you for all you do for this community. There are no words that express our gratitude."**



## FIRE SAFETY MESSAGE

In 2012, the Mount Prospect Fire Department responded to a number of fires that started as a result of cooking, especially unattended cooking. Cooking is currently the leading cause of home fires in America. More than 150,000 structure fires occur every year in the U.S. as a result of cooking. The Mount Prospect Fire Department and the National Fire Protection Association recommend the following safety tips to keep you and your family safe while cooking:

- Stay in the kitchen while you are frying, grilling or broiling food. If you leave the kitchen, even for a short period of time, turn off the stove.
- Keep anything that can catch fire – towels, oven mitts, wooden utensils, food packaging, etc. – away from your stovetop.
- Turn pot handles away from the stove's edge and use the back burners whenever possible.
- Do not use the stove or stovetop if you have consumed alcohol.
- Designate a "kid-free zone" of at least three feet around the stove and other areas where hot food or drink is prepared.

The most important thing to remember is to never leave cooking unattended! For more information regarding cooking fires or general fire safety, contact the Mount Prospect Fire Prevention Bureau at (847) 818-5253.



## FREQUENTLY ASKED QUESTIONS

### WHAT TYPE OF SMOKE ALARM SHOULD I BUY FOR MY HOME?

Homeowners should buy both ionization and photoelectric smoke alarms or combination devices that include both technologies in a single device. We also recommend homeowners purchase smoke alarms with lithium-ion batteries which can have up to a 10-year battery life.

### WHERE SHOULD I PLACE SMOKE ALARMS IN MY HOME?

Homeowners should install smoke alarms on every level of their home and outside of all bedrooms or sleeping areas. Smoke alarms should also be installed inside every bedroom or area where people sleep.

### HOW DO I NOTIFY THE FIRE DEPARTMENT ABOUT MY DISABILITY OR SPECIAL NEED(S)?

The Illinois Premise Alert Program allows individuals with disabilities or special needs, and their families or caregivers, to provide this information to police, fire and EMS personnel. The intent of the program is to supply emergency personnel with information that will help them provide these individuals with necessary emergency services. Residents who wish to provide the Fire and Police Departments with this information should complete a Premise Alert Program Notification Form and return it to the Mount Prospect Police Department's Records Section at 112 E. Northwest Highway. For more information about the program, or to obtain a copy of the Notification Form, visit the Village's website at [www.mountprospect.org](http://www.mountprospect.org).

## COMMUNITY SUPPORTED GROUPS

### PAID-ON-CALL FIREFIGHTERS

The Mount Prospect Fire Department began as a volunteer organization in 1913. Unlike many area fire departments the Mount Prospect Fire Department still maintains this group, now called Paid-On-Call since they receive a nominal amount for their service. The Department currently has 16 residents serving as POC members who meet every week to train and run drills. POC firefighters support the Department during major incidents and volunteer their time at public education events.

### BOARD OF FIRE AND POLICE COMMISSIONERS

In Mount Prospect, as in many communities across the nation, hiring firefighters is the responsibility of the Board of Fire and Police Commissioners (BOFPC), not the Fire Department. Commissioners are residents of Mount Prospect who volunteer their time to oversee the testing process and interview potential candidates. In 2012, the BOFPC oversaw a new hire written exam for over 120 applicants. Current Commission members are George Busse (Chairman), Michael Skowron, James Powers, Charles Bennett and Mark Busse.

### COMMUNITY EMERGENCY RESPONSE TEAM

The Community Emergency Response Team (CERT) is a group of resident volunteers trained to "aid and assist Mount Prospect Village departments when professional emergency resources become overwhelmed." CERT members have gone through a 20-hour emergency preparedness training course and continue to participate in monthly training sessions. In 2012, CERT members formed a response team and an administration team to better support the Village during local emergencies. In total, CERT members contributed over 2,100 volunteer hours by attending regular training and drills, assisting the Fire Department with public education activities and providing support to Village staff at community events. This year, CERT members also organized an emergency preparedness event on Leap Day – "Leap into Preparedness" – where they shared information with residents about severe weather, emergency supply kits and family emergency action/communication plans.



# COMMUNITY PARTNERSHIP INITIATIVES

## COMMUNITY SUPPORTED ACTIVITIES

### ICE CREAM SOCIAL & BINGO AT CENTENNIAL APARTMENTS

On March 6, the Fire Department held an ice cream social (with Bingo!) at Centennial Apartments in Mount Prospect. The event was the Department's way of saying thank you for the donations the residents of Centennial Apartments give each year for paramedic equipment.

### MEALS FROM THE HEART

Fire Department personnel partnered with a local non-profit organization, Operation North Pole, in July to participate in the "Meals from the Heart" program at the Ronald McDonald House located at the University of Chicago Comer Children's Hospital. Employees visited with the families staying at the house and prepared a "good old fashioned barbeque" for dinner.

### SUSAN G. KOMEN 3-DAY BREAST CANCER WALK

Susan G. Komen 3-Day walkers came through Mount Prospect again on August 11 and Fire Department personnel in pink t-shirts were ready to cheer them on!

### RONALD MCDONALD HOUSE DONATION

In late August, the Fire Department delivered over \$6,000 worth of paper goods and household products to the Ronald McDonald House at Comer Children's Hospital. Donations came from Fire Department employees and a local company, Multi-Pak Solutions.

### COMMUNITY FOOD DRIVE AT RANDHURST VILLAGE

The Mount Prospect Fire Department held its second annual Community Food Drive on October 27 in preparation for the holiday season. Personnel accepted donations for the Village's Emergency Food Pantry outside of the Randhurst Village Costco and Jewel stores – and the community really stepped up! The Department collected over \$16,000 worth of food, toiletries, diapers and cash/gift card donations.

### TOY DRIVE

On December 15, the Fire Department once again delivered toys to underprivileged families in Mount Prospect. The event was a partnership with the Human Services and Police Departments and provided toys to over 250 local children.

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



## UNION LOCAL 4119

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

- Local 4119 held a boot drive in late July and collected \$4,500 for the Muscular Dystrophy Association.
- Members of Local 4119, and the Department's Administration, participated in Operation North Pole's Fire Truck Pull to raise funds for children with life threatening and terminal illnesses.
- Local 4119 donated nine backpacks filled with school supplies to the Village's school supply drive for local families struggling financially.
- Partnering with the entire Fire Department, Local 4119 co-sponsored a community food drive at Randhurst Village.

## EMERGENCY SERVICES: 9-1-1

EMERGENCY MEDICAL SERVICE  
FIRE SUPPRESSION

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## NON-EMERGENCY SERVICES: 847-870-5660

COMMUNITY CPR AND  
FIRST AID TRAINING

DISASTER/CRISIS PLANNING

INCIDENT REPORTS

LIFELINE/PREMISE ALERT PROGRAM

PARAMEDIC SERVICE QUESTIONS

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## FIRE PREVENTION: 847-818-5253

BUILDING EVACUATION PLANNING

CITIZEN EMERGENCY  
RESPONSE TRAINING

FIRE CODE ENFORCEMENT

FIRE CODE AND FIRE  
PROTECTION SYSTEMS QUESTIONS

FIRE INSPECTIONS

FIRE INVESTIGATIONS

FIRE AND LIFE SAFETY  
EDUCATION PROGRAMS

FIRE STATION TOURS

JUVENILE FIRE SETTER COUNSELING

KNOX BOX PROGRAM

SMOKE DETECTOR INSTALLATION  
AND BATTERY REPLACEMENT

[www.mountprospect.org](http://www.mountprospect.org)



**FIRE STATION 12**  
1601 W. Golf Road



**FIRE STATION 13 (Headquarters)**  
112 E. Northwest Highway



**FIRE STATION 14**  
2000 E. Kensington Road

## 2013 CALENDAR OF EVENTS

**May 6 – 9**  
Children's Fire Safety Festival  
at Fire Station 14

**September 28**  
Fire Department Open House  
at Fire Station 13

**September 29 (Tentative)**  
Fire Department  
100-Year Anniversary Event

**October 2 – November 13**  
(Wednesday evenings)  
Citizen Emergency  
Preparedness Training

**October 6 – 12**  
Fire Prevention Week

**November TBD**  
Fire Prevention Poster/Essay  
Contest (K – 8th grade)