



Hinsdale Fire Department Monthly Report December 2014



Emergency Response

In **December**, the Hinsdale Fire Department responded to a total of **225** requests for assistance for a total of **2791** responses this calendar year. There were 48 simultaneous responses and **seven** train delays this month. The responses are divided into three basic categories as follows:

<i>Type of Response</i>	<i>December 2014</i>	<i>% of Total</i>	<i>Three Year December Average 2011-2012-2013</i>
Fire: (Includes incidents that involve fire, either in a structure, in a vehicle or outside of a structure, along with activated fire alarms and/or reports of smoke)	79	35%	74
Ambulance: (Includes ambulance requests, vehicle accidents and patient assists)	99	44%	89
Emergency: (Includes calls for leaks and spills, hazardous material response, power lines down, carbon monoxide alarms, trouble fire alarms, house lock outs, elevator rescues, and other service related calls)	47	21%	35
Simultaneous: (Responses while another call is on-going. Number is included in total)	48	21%	39
Train Delay: (Number is included in total)	7	3%	6

Total: **225** **100%** **198**

Year to Date Totals

Fire: 1110 Ambulance: 1070 Emergency: 611

**2014 Total: 2791 2011-12-13
Average: 2607**

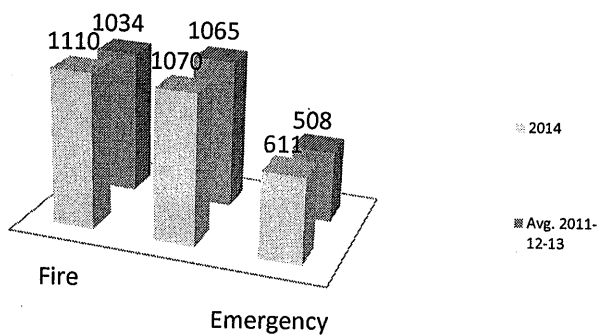


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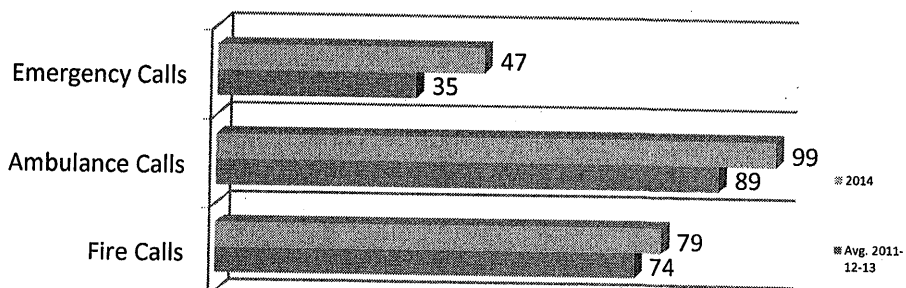


Emergency Response

Type of Responses Year to Date



Total Calls for December



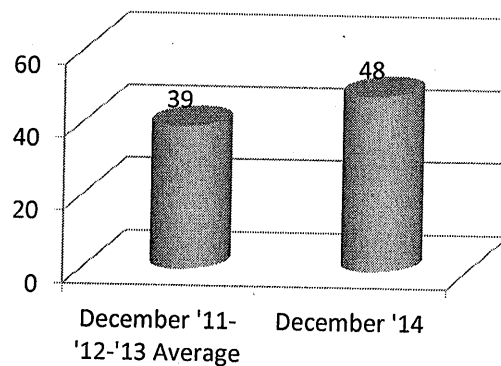


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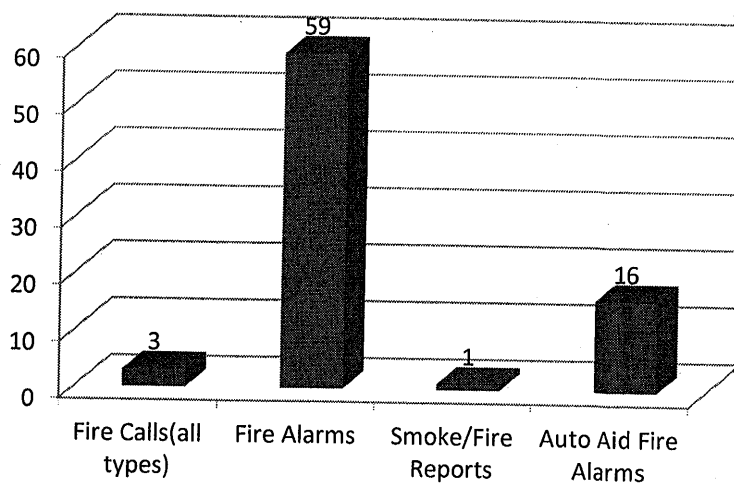


Emergency Response

Simultaneous Calls



Distribution of Fire Related Calls



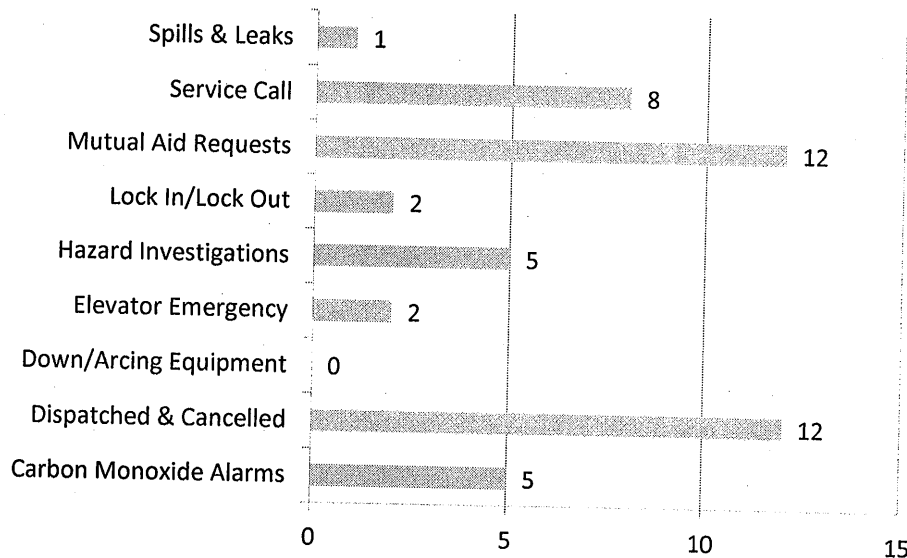


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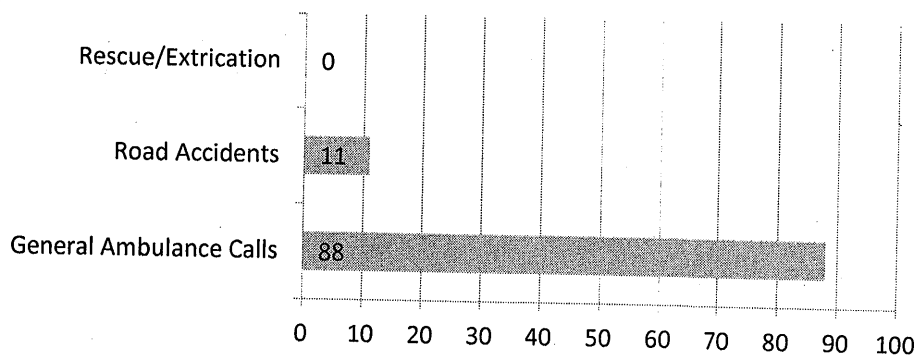


Emergency Response

Distribution of Emergency Related Calls



Distribution of EMS Related Calls





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Incidents of Interest

- December 1st – members responded to a garbage dumpster on fire at the Hinsdale Oasis over Interstate 294. Fire was extinguished. No injuries or damage.
- December 3rd – members responded to Interstate 294 near the railroad bridge for a vehicle accident. One person transported to Hinsdale Hospital.
- December 4th – members responded to a vehicle on fire next to a residence in the 200 block of Fuller Road. Members found a pick-up truck with a fire behind the cab. Fire extinguished, no injuries, no damage to the house. \$1,000 damage to the truck. Clarendon Hills, Oak Brook, and Western Springs were dispatched.
- December 4th – responded with our aerial ladder to assist Western Springs with an interior natural gas leak at St. John of the Cross School. Members utilized, along with the aerial ladder, to search for the leak.
- December 4th – the on-duty Hazardous Materials Technician responded to assist the Forest View Fire Department with a hazardous condition at one of their industrial facilities. Response was requested through our MABAS Regional Response Team.
- December 5th – members responded to Interstate 294 near the 55th Street bridge for a vehicle accident. Members extricated the driver of a car who drove underneath the back end of a truck. Transported the driver to Loyola Medical Center.
- December 9th – members responded with an ambulance to assist Western Springs with a vehicle accident. One person taken to Hinsdale Hospital.
- December 9th – members responded with an ambulance to assist the Pleasantview Fire Department with a vehicle accident. One person taken to LaGrange Hospital.
- December 12th – members responded with an engine to assist Western Springs with two garages on fire as a result of downed power lines. Members assisted as needed at the scene.

- December 13th – members responded to a vehicle fire at Ogden Avenue and Salt Creek. Upon arrival, members found a vehicle fully involved in fire. Fire extinguished. No injuries, \$23,000 estimated damage. Cause appeared to be a mechanical malfunction.
- December 13th – members responded to the main Hinsdale Train Station for a pedestrian struck by a train. Upon arrival, members extricated a young female from underneath the train. She was taken to Hinsdale Hospital in critical condition. She was eventually transferred to Loyola Medical Center.
- December 17th – members responded to an activated fire alarm at the Graue Mill Condo complex. Upon arrival, members found there was a small fire in a kitchen of one of the units. No injuries, very minor damage. Clarendon Hills, Oak Brook, and Western Springs assisted.
- December 25th – members responded with an ambulance to assist the LaGrange Park Fire Department with a multiple-victim traffic accident. Our ambulance covered additional calls for assistance in LaGrange Park as well.
- December 27th – members responded to the 5700 block of south Grant Street for a person suffering chest pains. Members quickly identified a critical cardiac emergency; treated the patient en route to Hinsdale Hospital. Patient was immediately taken for emergency cardiac care in the hospital's cardiac center and is now doing much better.



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Training/Events

- During the month of December, members conducted regular shift training reviewing the National Incident Management System. Shift training also included driver training on Department apparatus, review of emergency medical services trauma treatment and splinting, CPR recertification, infection control measures review, maintenance of equipment and apparatus, pre incident surveys in the business district and at 40 S. Clay Street, and reviewing aerial ladder operations.
- Firefighter Skibbens completed training and certification as a CPR & AED Instructor through the Romeoville Fire Academy.
- Captain Giannelli and Firefighter Nichols completed Fire Service Instructor level II through the Romeoville Fire Academy.
- Captain Votava and Firefighter Karban completed the Chief Fire Officer program through the Illinois Fire Chiefs Association.
- Firefighters Majewski and Wilson completed Hazardous Materials Incident Command and Emergency Response to terrorism training through NIPSTA and are now assigned to the MABAS Regional Team.
- Assistant Chief McElroy attended IRMA's "Root Cause Analysis Seminar" and the Illinois Fire Chiefs Mental Health Awareness for First Responders class.
- All shifts received annual training on conducting Fire Prevention Education programs offered by our Department. This includes programs at the Safety Village of Hinsdale.
- All shifts reviewed the structure fire at 950 N. York Road that occurred on November 10th.
- Lt. Carlson attended recertification as a Firefighter Rescue Team Officer as part of our MABAS Incident Management Assistance Team. This was held at the McCook Fire Department.
- Members assigned to Regional Specialty Teams attended their end of the year training sessions closing out the year. Firefighter Zierner for Technical Rescue and Firefighter Majewski for Hazardous Materials.



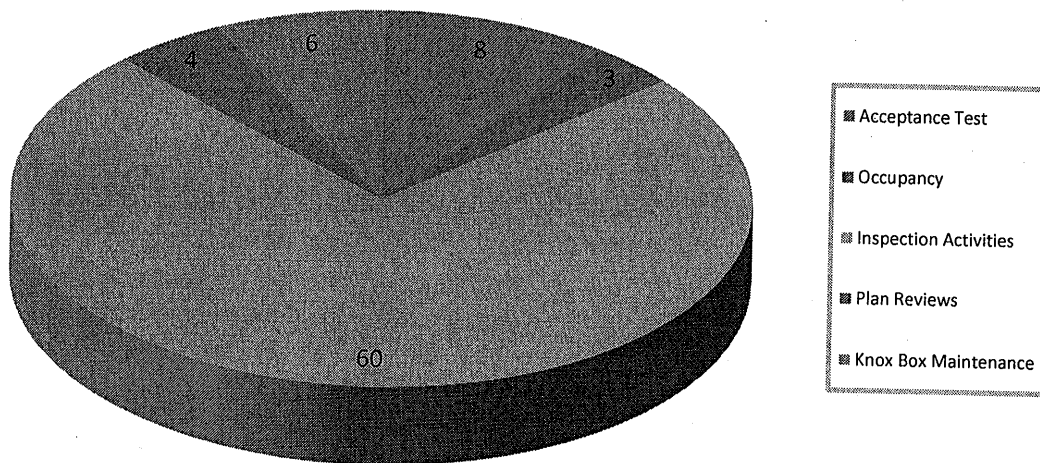
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Public Education

The fire prevention bureau is responsible for conducting a variety of activities designed to educate the public, to prevent fires and emergencies, and to better prepare the public in the event a fire or medical emergency occurs.

PREVENTION ACTIVITIES IN DECEMBER



Fire Prevention/Safety Education:

- Attended a mental health awareness seminar for first responders on December 2.
- Attended IRMA's Effective Root Cause seminar on December 3.
- Attended a table top training session for Madison School with Officer Coughlin pertaining to their procedures in their school crisis plan on December 10.
- Attended Hinsdale Hospital's Emergency Preparedness meeting hosted by Sue Smith on December 11.
- Completed all but 20 inspections for the calendar year of 2014.
- FF/PMs Ziemer, Carlson, and McCarthy conducted Public Education Programs at Madison School on December 16, 17, and 18, respectively.



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The Survey Says...

The Fire Department solicits feedback from the residents and customers that we provide both emergency service and non-emergency services.

These surveys are valuable in evaluating the quality of services and programs we provide. They are also an opportunity for improvement.

Customer Service Survey Feedback:

We received 11 responses in the month of **December** for our emergency services and **three** responses regarding our Public Education Programs with the following results:

Were you satisfied with the response time of our personnel to your emergency?

Yes – 11 / 11 (Customer Service Survey)

Was the quality of service received (Customer Service Survey):

“Higher” than what I expected – 11 / 11

“About” what I expected – 0 / 11

“Somewhat lower” than I had expected 0 / 11

Miscellaneous Comments (direct quotes):

“Bob was great, allied[sic] my fears, made sure I was OK in the ER. Thank you so much...Blessings.”

“When I felt sick & scared, your 2 Fireman/Paramedics treated me with such kindness, reassuring me, explained everything they did, I felt safe. I wish I could remember both of their names, but one was Pat, who stayed with me until the Hospital took over. Please thank them for me. They are a credit to your Dept. Thank you for your competent, sensitive crew.”

Feedback from Public Education Presentations:

“You all have done a great job of changing this presentation to make it age and attention span appropriate. Today’s presentation was great. Held attention. Children’s stories were kept to a minimum and were on topic.”

“Very well done. May need to rethink a new phone to resemble the cell phone...Maybe a small paragraph to discuss visit and importance of at home discussion and fire drill.”

