



Commission on
Fire Accreditation
International

Annual Compliance Report 8th Edition

**Wilmette Fire Department
1304 Lake Avenue
Wilmette, Illinois
USA 60091-1664**



**This Report Prepared on July 9, 2014
By
Robert Brill, Lieutenant
For The
Commission on Fire Accreditation International, Inc.**

**This Report Represents the Agency's Status
as it Relates to its Accreditation Report
Dated August 12, 2011**

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International, Inc. enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to keep the commission staff informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission that establishes your agency's benchmarks. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward completing all strategic and specific recommendations.

Each section must be completed if there is any activity to report. An activity is any rate of change, direction of change, nature of change or amount of change. Appropriate documentation must accompany this report to demonstrate that official action occurred that resulted in a change to the agency's benchmarks or progress/completion of the strategic and specific recommendations. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultant reports.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the [CFAI Program Manager](#).

Agency Information

Agency Name: Wilmette Fire Department

Agency Address: 1304 Lake Avenue
Wilmette, Illinois
60091

Agency Website: www.wilmette.com

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Date of most recent
Award of Accreditation: August 23, 2011

Annual Compliance
Report due date: July 15, 2014

Annual Compliance
Report Number 3

Current ISO Rating 2

| Current Population 27,081

Agency/Jurisdiction Description

The Village of Wilmette is primarily a residential community with a moderate sized central retail shopping district and other smaller shopping areas located throughout the community. There are a few multi-family housing units located in the village; however, the majority of these are high-rise housing complexes along Lake Michigan. The population of 27,081 (2010 Census) represents 2.63 persons per household and the medians: for age is 43.3; household income \$127,319, home value \$680,500.

The Village is composed of 5.4 square miles. It is divided by a freeway and a public transportation railroad line with several at-grade crossings. Most of the area is quite flat and is bordered on the east by Lake Michigan. There are some small lakes and a major drainage canal, as well as, several areas of green space. Wilmette is a fully developed community and is working to redevelop the downtown and older residential areas in an effort to maintain sustainability of the community as it grows older.

Wilmette has a metro-density population and was built out around the downtown core to accommodate predominately family housing with relatively small commercial facilities interspersed. The village continues to redevelop itself to meet the demands of the community. Over time, single story commercial occupancies have been replaced with multi-story occupancies with commercial businesses on the first floor and residential units above. Within the core area, new residential homes are being built through the demolition of older homes.

Wilmette has a reputation as an affluent residential village, with residents of higher education, high demand for quality services and multi-faceted recreational activity. The city's economic activity is based on property and sales tax revenue. Because of its low crime rates, clean environment and generally high standard of living, Wilmette is consistently considered as one of the Chicago area's most desirable communities to live.

The fire department has managed to maintain staffing levels and is growing in an effort to provide succession replacement and limit overtime. The Agency has 47 career personnel and one part-time analyst. A minimum of 11 personnel are assigned to each shift on a daily basis working out of two fire stations.

Government

Village Board - Manager form of government
Village President and 6 Village Board Members
Village Manager

Fire Department

- 2 fire stations
- 47 uniformed and 3 civilian personnel
- 3 shift system
- Mutual Aid Box Alarm System (MABAS) access for special operations.
- 1 engine company
- 1 quint company
- 2 advanced life support ambulances
- 1 heavy rescue squad
- 1 light rescue squad
- 1 incident command vehicle

Agency Environmental Changes

The Wilmette Fire Department was originally accredited in 2001 and re-accredited in May 2006. In 2010, the department asked the CFAI for a site visit to determine if they could be recommended for re-accreditation. In April 2011, the CFAI appointed a Peer Assessment Team. The Peer Assessment Team conducted an onsite visit of the Wilmette Fire Department between June 12 and 16, 2011. The department met all core competencies, received a credible rating, and was recommended for re-accredited agency status. At the regular Commission on Fire Accreditation International meeting, held on August 23, 2011, the Wilmette Fire Department was again recognized as an accredited agency.

The following reflects changes denoted since the departments last Accreditation Report dated August 12, 2011.

- In **2014**, the department changed its EMS reporting methods from paper-based reports to a new electronic data collection and reporting system. This system not only provides the department's members with a professional reporting tool, but also captures data for dissemination to the National EMS Information System and the local EMS system for use in training development. This new system has been operational for six months beginning in January 2014.
- In **2014**, the Village was awarded AFG funding in the amount of \$118,800 for the installation of an exhaust capture system for both fire stations. These systems will significantly reduce the exposure to harmful diesel fumes and improve the long-term health of all employees at both facilities. The department is presently evaluating several manufacturers' products with an anticipated mid-to-late 2014 installation. Any exhaust capture system installed within the department's stations will meet NFPA 1500 standards.
- In **2014**, the department expanded its tablet use within the fire hydrant maintenance and testing program. The Village received a grant from the AFG program in the amount of \$3,645 for the purchase of computer tablets (iPads) in 2011. The tablets have enabled the fire department to streamline life safety inspections, occupancy preplans, apparatus inventories, and now hydrant testing. (Exhibit 1.1, 1.2)
- The department applied for grant funding through the 2009, 2010, 2011, and 2012 Assistance to Firefighters Grant (AFG) Program for the funds to replace the department's 23 year old fire engine; the applications were denied. In 2012, the department was successful in securing a \$250,000, 20 year, zero interest loan through the State of Illinois Fire Truck Revolving Loan Program for the purchase of a new pumper. The Village Board approved the purchase of a new pumper and light rescue squad. The department received these apparatus in late 2013. Both new apparatus were placed into service in **2014**. (Exhibit 1.0)

- In June, 2013, the department reassigned its rescue squad on a trial basis to assist all EMS calls rather than having the assist company respond in a pumper or tower ladder. The new light duty rescue squad was delivered in September 2013, and placed into service in December 2013. Preliminary data has indicated this adjusted response has reduced maintenance and fuel costs of the larger vehicles. This should result in extended service life of the department's fire apparatus. (Exhibit 1.3)
- In 2013, the department reduced its automatic fire alarm (AFA) response to a shift commander and an in-district fire apparatus in response to the overwhelming majority of false AFA's. Data indicates this adjusted response has reduced total emergency vehicle responses by 50%. Data has indicated this adjusted response has reduced maintenance and fuel costs of the larger vehicles. This should result in extended service life of the department's fire apparatus.
- The fire department's overtime has been monitored closely and steps have been taken to reduce the cost which has resulted in a 35% reduction over previous years. The Village has hired probationary firefighters as "pre-hires" in anticipation of vacancies in the fire department, this has enabled probationary firefighters to attend training while on duty without accruing overtime expenses. This also allows the department a staffing buffer in the event personnel are absent due to being injured or sick, thus reducing overtime expenses.

Changes in Compliance With Legal Requirements in Federal, State and Local Government(s)

1. Is your agency in compliance with all standards applicable to the agency at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of standards are ADA, OSHA, Fair Labor Standards Act., etc.

Yes

2. If no, list the standard(s) not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

Changes in Compliance With Adopted Community/Agency Standards

1. Is your agency in compliance with all community/agency standards at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of community/agency standards are: established response time, minimum staffing, any NFPA standard adopted or used that is not mandated by the Federal or State governments, labor contracts, etc.

Yes

2. If no, list the community/agency standard(s) not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

Changes in Compliance With Self-Assessment Core Competencies

1. Is your agency in compliance with all self-assessment core competencies since its most recent accreditation, or last annual compliance report, whichever is the most recent?

Yes

2. If no, list core competencies not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

Changes in Compliance with Core Competencies within the Self-Assessment Process

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		1A.1	The agency is legally established.	n/c
X		1B.3	compliance with legal requirements	n/c
X		2A.3	analyzes by service area/population density	n/c
X		2B.1	Each planning zone and population area is analyzed and evaluated	n/c
X		2B.5	travel time objectives for fire response conform to industry best practices	n/c
X		2B.6	standards of response coverage strategy is established	New standard of cover adopted 2011. Scheduled for review in 2014. Exhibit 2B.6
X		2B.8	formal process to assess the balance between fire suppression capabilities and fire risks	n/c
X		2C.1	Each planning zone and population area is analyzed and evaluated	n/c
X		2C.5	travel time objectives conform to industry best practices	n/c
X		2C.6	standards of response coverage strategy is established	New standard of cover adopted 2011. Scheduled for review in 2014. Exhibit 2B.6
X		2D.1	agency has a published strategic plan	Strategic plan adopted in 2011. Scheduled for review in 2014. Exhibit 2D.1
X		3A.1	general organizational goals specific objectives are published	n/c
X		3B.1	management process identified	n/c
X		3C.1	examined and modified at least annually	Planning meeting scheduled for Jan. 2015
X		4A.2	Policies, guidelines and processes for developing the annual budget	2014 Annual budget program in full swing. Exhibit 4A.2
X		4B.5	financial audits are conducted annually for the prior fiscal year	n/c
X		4C.1	Programs based on anticipated revenues	n/c
X		5A.1	agency meets its deployment objectives fire suppression emergency incidents	n/c
X		5A.4	Current standard operating procedures in place	Department documents, including SOG's and SOP's were transferred to the Village Share Point network.
X		5A.5	incident command/management system	n/c
X		5A.7	appraisal is conducted	n/c
X		5B.1	adopted fire prevention code	All Village codes were updated to 2006 ICC family of codes in 2010. The Village also adopted a residential fire sprinkler ordinance for one and two family dwellings. In addition, the Village adopted a retroactive high rise fire sprinkler installation requirement and compliance plan.
X		5B.2	compliance with applicable fire protection law	n/c
X		5B.3	adequate staff with specific expertise to meet program goals	n/c
X		5B.8	appraisal is conducted	An appraisal of the fire prevention/public education program indicated that the department needed to streamline its data entry in regards to the annual life safety inspections and occupancy preplan programs. The department decided to take advantage of new technology that computer tablets have to offer. The department was successful in securing alternative funds for the project through the 2012 AFG. Exhibit 1.2
X		5C.4	targets specific risks and risk audiences	After analyzing available data, the department instituted a community health outreach initiative in 2012.
X		5C.5	Current standard operating procedures in place	n/c
X		5C.7	appraisal is conducted	n/c
X		5D.1	fire investigation program is authorized	n/c
X		5D.2	scientific method utilized	n/c
X		5D.3	adequate staff with specific expertise	In 2012, two department members were added to the fire investigation team.
X		5D.6	current standard operating procedures in place	n/c

X		5D.8	appraisal is conducted	n/c
X		5E.1	agency meets its deployment objectives technical rescue emergency incidents	In 2011-2012 three department members were added to the underwater rescue team, two to the technical rescue team, and one to the hazmat team.
X		5E.4	standard operating procedures in place	n/c
X		5E.7	appraisal is conducted	n/c
X		5F.1	agency meets its deployment objectives hazardous materials emergency incidents	n/c
X		5F.4	Current standard operating procedures in place	n/c
X		5F.7	appraisal is conducted	n/c
X		5G.1	agency meets its deployment objectives emergency medical incidents	In 2012, the departments non-transport advanced life support apparatus received a total revamp of its EMS inventory. Department members were responsible for re-designing the inventory and how it is being deployed. Exhibit 5G.1
X		5G.4	Standard operating procedures or general guidelines, and standing orders/protocols, are in place	In 2014, the department's EMS system distributed new SOP's. Each department paramedic successfully passed a test on the EMS SOP's. Exhibit 5G.4
X		5G.6	created and maintained for each patient	n/c
X		5G.7	HIPAA compliance program in place all personnel have been properly trained	n/c
X		5G.10	appraisal conducted, at least annually	n/c
X		5H.1	an all-hazards plan appropriate multi-agency organizational structure is identified	n/c
X		5H.4	current standard operating procedures in place	n/c
X		5H.5	interoperability with other public safety agencies in the field	In 2012, the department reprogrammed all of its portable, mobile, and base station radios to meet the FCC narrow banding requirements. The work was completed by fire personnel as opposed to contracting it out, which resulted in a budget savings.
X		5I.1	agency meets its deployment objectives aviation emergencies	n/c
X		5I.4	Current standard operating procedures in place	n/c
X		5I.6	appraisal is conducted	n/c
X		5J.1	agency meets its deployment objectives marine and shipboard emergency incidents	n/c
X		5J.4	Current standard operating procedure in place	n/c
X		5J.6	An appraisal is conducted	n/c
X		6A.2	involved in the planning for physical facilities	n/c
X		6B.3	Physical facilities are adequate	n/c
X		6B.4	Facilities comply	n/c
X		6C.1	located strategically to accomplish the stated standards of response coverage	n/c
X		6D.1	maintenance program is established	n/c
X		6D.5	Current standard operating procedures in place	n/c
X		6E.3	maintenance, testing, and inspections are conducted by qualified personnel	n/c
X		6F.1	Safety equipment is identified and distributed	A new coordinator was appointed to the Village wide executive safety committee. The committee has been updating the Village Safety Manual.
X		7A.1	human resources manager is designated	n/c
X		7B.3	Processes and screening/qualifying devices used for recruitment and selection are job related and comply with requirements	In 2012, the State of Illinois regulated the firefighter hiring process. The department contracted with a third party to develop a firefighter hiring process which met the new requirements. The new hiring procedures were approved and added to the Wilmette Board of Police and Fire Commissions Rules and Regulations. In May of 2012 a new firefighter candidate process was posted with the intent of creating an eligibility list to hire from.
X		7B.6	probationary process is used to evaluate new and promoted members	n/c
X		7C.1	Personnel policies are current and communicated	An appraisal of the department's administrative manual indicated that the manual is in need of updating and should reflect the CBA. The goal is to resolve these issues by 2014.
X		7C.2	policy defines and prohibits harassment, bias, and unlawful discrimination	n/c
X		7D.1	position classification system process by which jobs are audited and modified are in place	n/c
X		7E.1	Rates of pay and compensation are published	n/c
X		7F.5	occupational health and safety training program is established	n/c

X		7G.1	provides for initial, regular, and rehabilitative medical and physical fitness evaluations	n/c
X		7G.5	Current policies in place	n/c
X		8A.1	process in place to identify training needs	n/c
X		8B.4	evaluation through performance-based measurements	n/c
X		8C.1	training facilities and apparatus are provided	n/c
X		8C.7	Training materials are evaluated	n/c
X		9A.1	establishes minimum fire flow requirements	n/c
X		9A.2	adequate and reliable fixed or portable water supply	n/c
X		9B.1	system is in place to ensure communications in the field	In 2012, the department reprogrammed all of its portable, mobile, and base station radios to meet the FCC narrow banding requirements. The work was completed by fire personnel as opposed to contracting it out, which resulted in a budget savings. The Village also added a receiver/transmitter to its new communications mast located at the Wilmette Police Department. The addition of the radio equipment will improve communication in regards to the portable radios.
X		9B.5	Standard operating procedures in place	n/c
X		9C.1	administrative support services are appropriate for the agency's size, function, complexity, and mission, and are adequately staffed and managed	In 2013, the fire department secretary's hours were expanded to 40 hours per week. Fire department personnel are assigned as program managers and tasked with associated administrative tasks. The Shift Commanders and Deputy Chief are responsible for quality control.
X		10A.1	develops and maintains outside relationships	n/c
X		10B.1	agreements are current and support organizational objectives	n/c

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>1. The agency should explore a means to automatically track the time a call is received by the public service answering point (PSAP) center until the call is received at the Regional Emergency Dispatch (RED) Center to ensure accuracy of the data.</p>	<p>The PSAP is undergoing a renovation which includes improvements to the 911 phone system which will automatically track the time a call is received. The project was scheduled for completion in Sept. 2013, however due to certain unforeseen delays, the project is currently still in progress. Presently, the PSAP call processing time is tracked by reviewing the call through the scenario replay software. The processing time is then added manually to the overall processing time.</p>		
<p>2. It is recommended that the agency increase the focus on education programs targeting older groups and</p>		<p>The department recently initiated a community outreach</p>	

<p>the identified high-risk target hazards in an effort to enhance occupant safety and preparedness.</p>		<p>program which includes: an infant/child vehicle safety seat installation program, a community health initiative whereby medics perform blood pressure checks and blood glucose screening, and semi-annual blood drives through the local Life Source blood bank. This is in addition to available public education programs at Village schools and senior housing facilities.</p>	
<p>3. It is recommended that the department explore an alternate effective and efficient deployment of resources that will reduce the operational and maintenance costs of capital equipment.</p>		<p>In June of 2012, the department instituted an apparatus rotation program whereby each fire station is equipped, at a minimum, of one pumper, one quint, and one ambulance. Apparatus will no longer be labeled "reserve" and will be rotated on a monthly basis.</p> <p>In 2013 the department reduced its automatic</p>	

		<p>fire alarm (AFA) response to a shift commander and an in-district fire apparatus in response to the overwhelming majority of false AFA's. Data indicates this adjusted response has reduced total emergency vehicle responses by 50%. Data has indicated this adjusted response has reduced maintenance and fuel costs of the larger vehicles. This should result in extended service life of the department's fire apparatus.</p> <p>In June, 2013, the department reassigned its rescue squad on a trial basis to assist all EMS calls rather than having the assist company respond in a pumper or tower ladder. The new light duty rescue squad was delivered in September</p>	
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		<p>2013, and placed into service in December 2013. Preliminary data has indicated this adjusted response has reduced maintenance and fuel costs of the larger vehicles. This should result in extended service life of the department's fire apparatus. (Exhibit 3A)</p>	
<p>4. It is recommended that the department improve the analysis of data. The analysis should provide information to allow the health care system and associated agencies to collaboratively identify means to improve the delivery of service, improve the protocol and provide advanced analysis of patient care.</p>		<p>The department migrated to a new electronic EMS data collection and reporting system. This system allows for increased accuracy of patient data, a more professional report presentation, streamlined billing procedures and a significant increase in the amount of data collected. This change will provide information to allow the health care system and associated agencies to</p>	

		<p>collaboratively identify means to improve the delivery of service, improve the protocol and provide advanced analysis of patient care.</p> <p>(Exhibits 4A and 4B)</p> <p>The EMS system also distributes a continuing education survey to aid in structuring the annual continuing education program.</p>	
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Specific Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
5B.4 It is recommended that the department develop a process to build preplans that are current for all commercial	The department was awarded the funds through the AFG to	The department presently has all pre-plans in PDF format	

<p>buildings and are easily accessible. The use of geographic information systems (GIS) should be explored to assist with the development of preplans and risk assessment analysis.</p>	<p>purchase computer tablets along with Firehouse™ Inspector and Sketcher software. This will enable the development of preplans that would be accessible to fire crews and incident command through their apparatus mobile data computers. The plan is to have shift personnel develop 10 preplans a month. Estimated completion date of the project is Jan. 2014.</p>	<p>available in the field on all computer-equipped apparatus. These pre-plans consist of existing pre-plan data within our FH Software database, information collected during occupancy inspections, and image/supporting documents specific to each occupancy. The pre-plans are automatically assembled nightly and distributed to each apparatus ensuring data is always up-to-date. Recently developed a web-based tool to allow officers and key personnel to add images and supporting documents to these electronic pre-plans. (Exhibit 5B.4)</p>	
<p>6A.1 It is recommended that the department work closely with village administration to create a plan that will ensure apparatus and equipment are replaced according to the needs of the community.</p>	<p>The department is in the process of replacing the oldest of its apparatus. The Capital Improvement Program (CIP) outlines the plan going into the</p>	<p>The department applied for grant funding through the 2009, 2010, 2011, and 2012 Assistance to Firefighters Grant (AFG) Program for the</p>	

	<p>future. Most of the apparatus purchases have and will continue to be deferred due to the economic crisis. The dept. will continue to work closely with Village administration on equipment purchases.</p>	<p>funds to replace the department's 23 year old fire engine, the applications were denied. In 2012, the department was successful in securing a \$250,000, 20 year, zero interest loan through the State of Illinois Fire Truck Revolving Loan Program for the purchase of a new pumper. The WFD took possession of a new pumper and light rescue squad in late 2013. . The Village Board approved the purchase of a new ambulance in late 2014.</p>	
<p>6D.4 It is recommended that the department expand and develop a succession plan that would also address non-promoted positions including emergency vehicle technicians to maintain the continuity of the operation.</p>	<p>The department will continue to use both officer and non-officer personnel as program managers and acting officers in order to develop depth in the organization. The plan is to train a dept.</p>	<p>The department's emergency vehicle technician retired in 2011. In 2012, Village staff, along with public works and fire, developed a request for proposal to contract out fire apparatus</p>	

	<p>member as an EVT who could assist public works during periods of heavy workload or at off hours.</p>	<p>preventative maintenance. A contract was awarded to a local vendor in July 2012. In conjunction with the RFP, the Village assigned one of their mechanics to the fire department and has certified two PW employees as EVT's. Having public works responsible for fire apparatus and vehicle maintenance has proven beneficial. While the fire department is sharing control of the maintenance of its fleet, the accountability system and data processing capabilities have improved operations. (Exhibit 6D.4)</p>	
<p>7B.4 It is recommended that department consider ways to make its workforce more reflective of area demographics.</p>		<p>In 2011 the Village sent representatives from Administration, Police, and Fire to an inner-city career fair. Job postings are distributed through several media sources in</p>	

		<p>order to make the information available to a more diverse target group. In 2012, the State of Illinois regulated the firefighter hiring process. The department contracted with a third party to develop a firefighter hiring process which met the new requirements. The new hiring procedures were approved and added to the Wilmette Board of Police and Fire Commissions Rules and Regulations. In May of 2012 a new firefighter candidate process was posted with the intent of creating an eligibility list to hire from. This process limits the ability to choose candidates outside of rank order.</p>	
<p>7G.6 It is recommended that department consider methods to measure or quantify employee fitness trends.</p>	<p>Currently, fire department personnel receive free annual medical exams which follow NFPA 1582.</p>		

	<p>Trends are documented and provided to each employee by the department Physician. The Village also offers a comprehensive wellness screening program. The fire department plans to continue to evaluate additional means to measure or quantify employee fitness. The department is currently reviewing an injury prevention program available through a local orthopedic rehabilitation and surgery provider.</p>		
<p>9B.2 It is recommended that the department consider utilizing the RED Center for the receipt of all automatic emergency reporting signals.</p>			<p>Presently, moving Wilmette's direct connect fire alarms to RED Center is not an option. The department has evaluated alternatives in regards to fire alarm monitoring including purchasing equipment with the capability of receiving radio alarms. The Village Administration declined to purchase the equipment. The</p>

			<p>current 80 direct connect fire alarms that were tied into the Wilmette Police dispatch center are being disconnected due to the age of the equipment. All commercial accounts have been directed to contract with a central station alarm monitoring service that is UL listed and follows NFPA 72.</p>
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Other Information

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Exhibit List

Exhibit 1.0 - Rescue Truck and Pumper Recommendation Memo

Exhibit 1.1 - Daily Ambulance Inspection iPad Form

Exhibit 1.2 - Life Safety Inspection iPad Form

Exhibit 1.3 - General Operations SOG Light Rescue

Exhibit 2B.6 - 2011 Standard of Cover

Exhibit 2D.1 - 2011 Strategic Plan

Exhibit 4A.2 - 2014 Budget Preparation Papers Memo

Exhibit 5G.1 - WFD Daily Ambulance Inventory

Exhibit 5G.1 - WFD Daily Med Engine, Truck Inventory

Exhibit 5G.4 - Region X SOP 2011 Final

Strategic Recommendations

Exhibit 3A - Light Duty Rescue Squad Report

Exhibit 4A - WFD EMS Patient Care Report (Sample)

Exhibit 4B - WFD Chief Complaint Breakdown Report

Specific Recommendations

Exhibit 5B4.1 - Wilmette Fire Department Pre-plan

Exhibit 6A.1 - Illinois Fire Truck Revolving Loan Program Guidance

Exhibit 6D.4 - Wilmette Fire Apparatus Maintenance Contract #11-M-0017

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

James W. Dominik

Signature of Agency Head

Fire Chief

Title

July 10, 2014

Date