Crystal Lake Fire Rescue Department
2023 Annual Report



Introduction

The City of Crystal Lake, situated in McHenry County, Illinois, is approximately 45 miles northwest of Chicago. The Crystal Lake Fire Rescue Department covers an area of about 51.2 square miles, serving a resident population of nearly 56,000. We offer diverse services and community protection, encompassing fire prevention, inspections, public education, and specialized responses. Our expertise extends to various situations, including structure fires, emergency medical care, car accidents, gas leaks, hazardous materials incidents, water and ice rescue, trench operations, confined space incidents, rope rescues, and structural collapse scenarios. As the largest city in McHenry County, Crystal Lake's fire service area encompasses four U.S. highways, a Union Pacific railroad, three large lakes (including Crystal Lake and Three Oaks Recreation Area), and McHenry County College.

The Fire Rescue Department operates 24/7 from three stations, staffed by 52 personnel working in three shifts on a 24/48-hour schedule. The team consists of 3 Battalion Chiefs, 9 Lieutenants, and 40 firefighter/paramedics. These professionals are members of the Crystal Lake Professional Firefighters Association, Local 3926. The minimum emergency response staffing is 15 personnel per shift. Administrative roles within the department include Fire Rescue Chief, Deputy Chief, Bureau Chief of Training and Professional Standards, Bureau Chief of Community Risk Management, two Fire Inspectors, and two Administrative Assistants.

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Fire Rescue Chief
Craig Snyder



On behalf of the men and women of the Crystal Lake Fire Rescue Department, I would like to thank you for your continued support in our Department. Our personnel are committed to prompt, reliable service to the community and to those who enjoy the offerings of Crystal Lake.

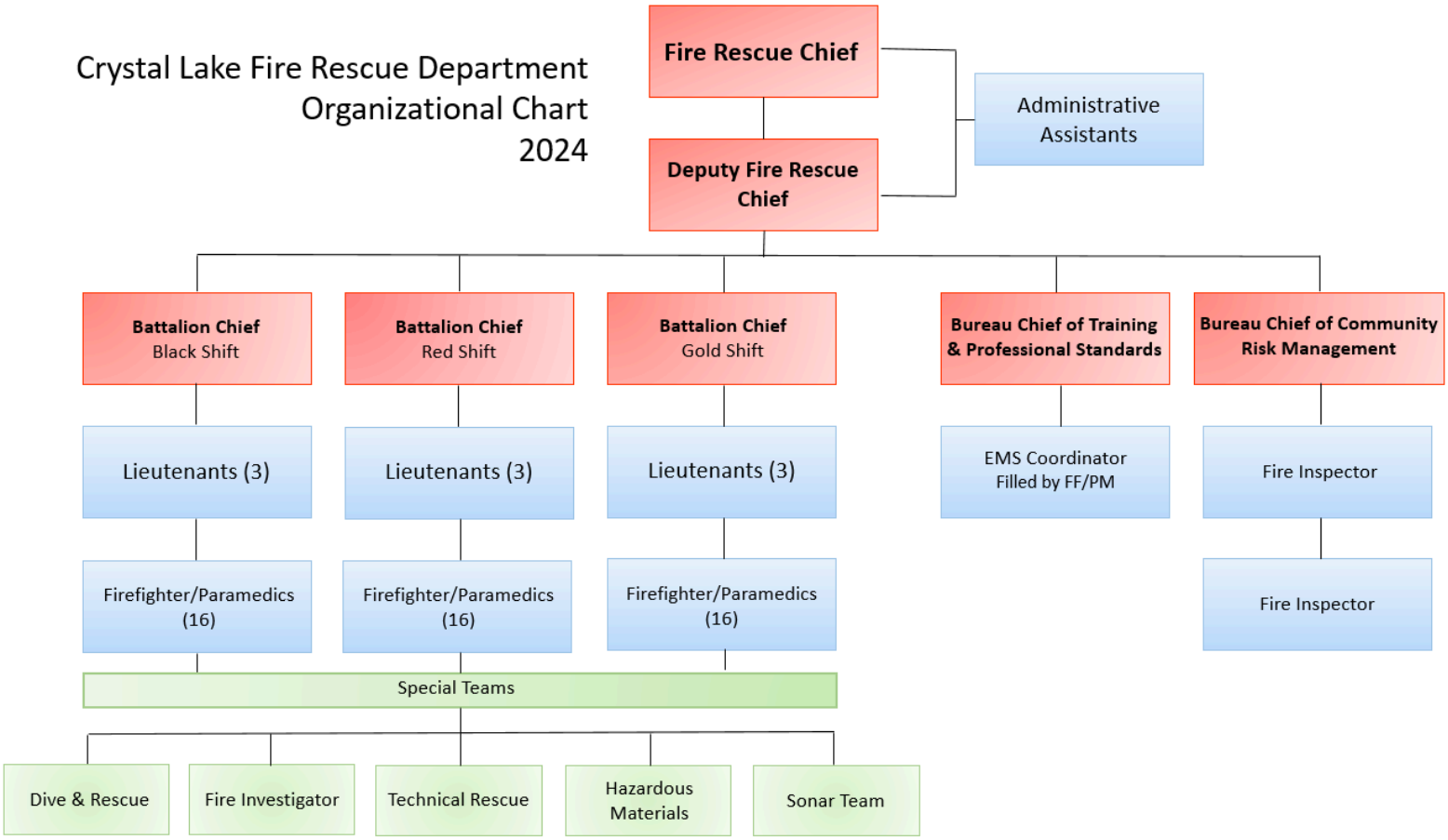
Our organizational values of Professionalism, Readiness, Innovation, Dedication and Empowerment, are present in everything we do. Our values, coupled with our vision of being a benchmark organization in emergency service, risk reduction, training, and community engagement serve as our guiding principles. We strive to be a great place to work, and an organization the community can be proud of.

It is our honor to serve the residents, businesses, and visitors of the Crystal Lake Community. Thank you for taking the time to review the Crystal Lake Fire Rescue Department Annual Report.

Sincerely,

Craig Snyder
Fire Rescue Chief

Organizational Chart



Know your Fire House

Currently, the City of Crystal Lake has three stations that are staffed 24-hours per day and are strategically located around the City to allow for the quickest response time. Minimum staffing is 15 personnel per day allowing the department to operate (1) Battalion, (3) *Fire Engines and (4) Ambulances.

*All Fire Engines are (ALS) Advanced Life Support, meaning they are staffed with paramedics and advanced emergency medical supplies and equipment.

What is the difference between a Fire Engine and a Fire Truck? A Fire Engine primarily carries the water and hose to a fire and a Fire Truck primarily carries ladders and specialized tools to the emergency.

What is a Water Tender? Our Tender 371 carries 3,000 gallons of water and responds to fires in our non-fire hydrant areas.

Fire Station 1
100 W. Woodstock Street



Apparatus	Personnel
Battalion 3	Battalion Chief
Engine 341	Lieutenant & Firefighter Paramedic
Ambulance 351	Firefighter Paramedics x(2)
Ambulance 352	Firefighter Paramedics x(2)
Truck 381	Jump Company from A352
Tender 371	Jump Company from A352

Fire Station 3
844 Virginia Road



Apparatus	Personnel
Engine 343	Lieutenant & Firefighter Paramedic
Ambulance 353	Firefighter Paramedics x(2)

Fire Station 4
8705 Bard Road



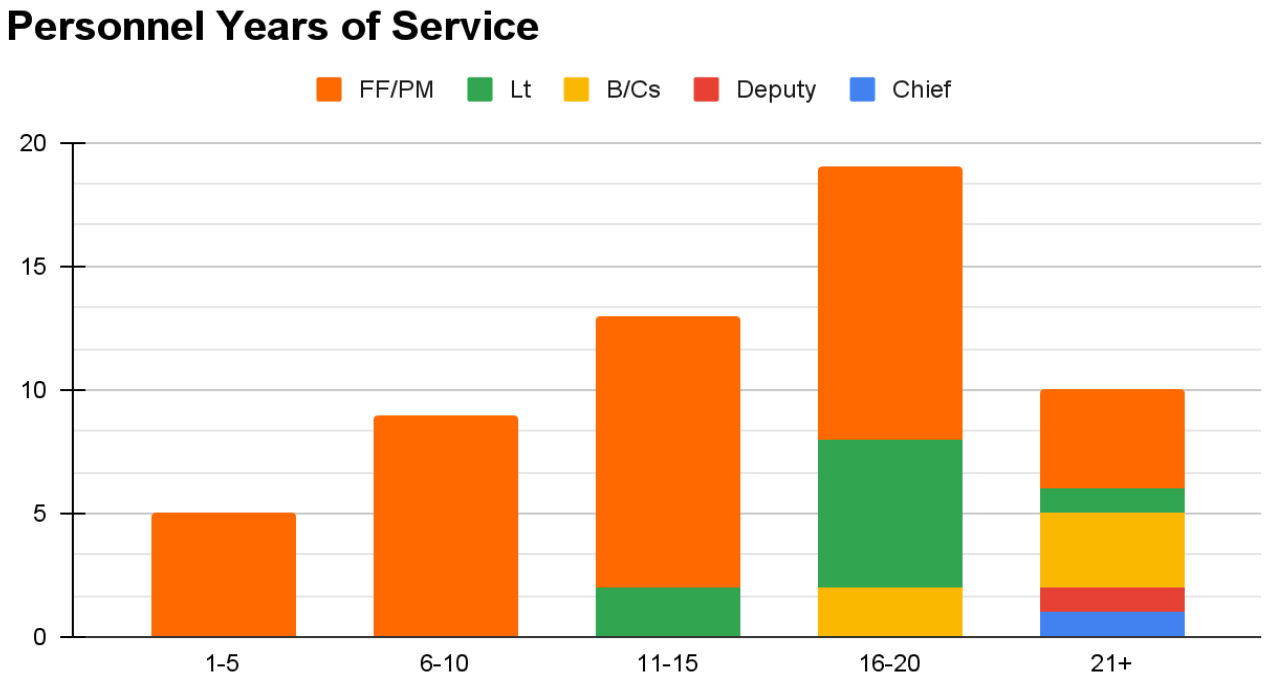
Apparatus	Personnel
Engine 344	Lieutenant & Firefighter Paramedic
Ambulance 354	Firefighter Paramedics x(2)

Promotions/Retirements/Hires

Retirements/Resignations		
Dave Kaltenbach	Firefighter/Paramedic	2/25/2023
Amanda Gundlach	Firefighter/Paramedic	3/13/2023
Chris Kopera	Bureau Chief	5/1/2023
Linda Olszak	Administrative Assistant	6/2/2023
Paul DeRaedt	Fire Chief	8/4/2023
Chris Williams	Inspector	8/11/2023
Karyn Dorfman	Administrative Assistant	9/22/2023
Matt Thuma	Lieutenant	11/25/2023
Promotions		
Ryan Mustcavitch	Lieutenant	2/27/2023
Chris Bedore	Bureau Chief	5/8/2023
Nick Borst	Lieutenant	5/8/2023
Craig Snyder	Fire Chief	8/4/2023
Tim Odishoo	Lieutenant	11/29/2023
New Hires		
Jamie Stedman	Administrative Assistant	5/17/2023
Carley Nicolay	Firefighter/Paramedic	7/3/2023
Kevin O'Hare	Deputy Chief	10/16/2023
Megan Lettieri	Administrative Assistant	10/30/2023
Ryan Fasbinder	Firefighter/Paramedic	11/6/2023
Brandon Parks	Firefighter/Paramedic	11/6/2023

Years of Service

In 2023 we had eight members of the Fire department either retire or resign. The Crystal Lake Fire Rescue department did hire; three firefighter paramedics, two Administrative Assistants and one Deputy Chief.



1-5	6-10	11-15	16-20	21+
(5) Firefighters	(9) Firefighters	(11) Firefighters	(11) Firefighters	(4) Firefighters
		(2) Lieutenants	(6) Lieutenants	(1) Lieutenant
			(2) Battalions	(3) Battalions
				Deputy
				Chief

Incident Statistics 2023

Incident Type	#2021	%2021	#2022	%2022	#2023	%2023
Fire	85	1.27%	91	1.19%	76	1.00%
Over Pressure, Rupture, Explosion	1	0.02%	5	0.07%	3	0.04%
Rescue and EMS Incidents	4,528	67.54%	4,904	64.17%	4,929	65.06%
Hazardous Conditions (No Fire)	216	3.22%	212	2.77%	296	3.91%
Service Call	751	11.20%	975	12.76%	922	12.17%
Good Intent Call	336	5.01%	426	5.57%	443	5.85%
Fire Alarms	779	11.62%	1,014	13.27%	893	11.79%
Special Incident Type	8	0.12%	15	0.20%	14	0.18%
Total	**6,704**	**100.00%**	**7,642**	**100.00%**	**7,576**	**100.00%**
Jurisdiction	**#2021**	**%2021**	**#2022**	**%2022**	**#2023**	**%2023**
City of Crystal Lake	5,669	84.56%	6,596	86.31%	6,390	84.35%
Crystal Lake Rural FPD	587	8.76%	611	8.00%	682	9.00%
Village of Lakewood	316	4.71%	324	4.24%	139	4.47%
Out of District	132	1.97%	111	1.45%	165	2.18%
Total	**6,704**	**100%**	**7,642**	**100.00%**	**7,576**	**100.00%**

Significant events

73 Williams St Paint Store (Structure Fire)
8611 Huntley Rd. Storage Facility (Structure Fire)
February 23, 2023 Ice Storm (140+ Calls)
5805 Wild Plum Rd (Murder/Suicide)
Sky Ridge Apt fire
955 Coventry Lane (Structure Fire)



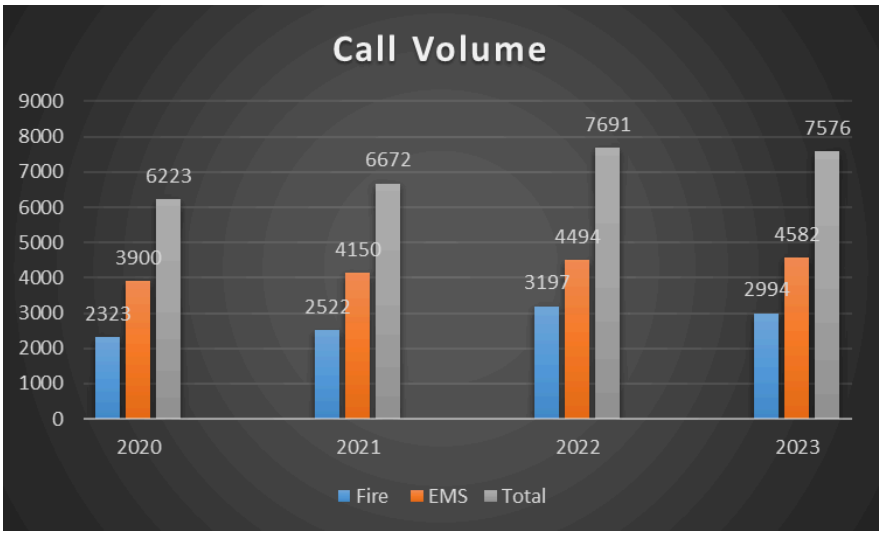


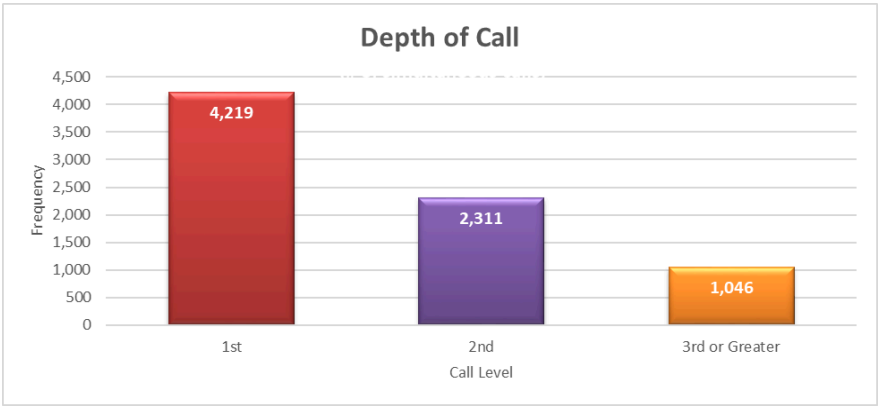


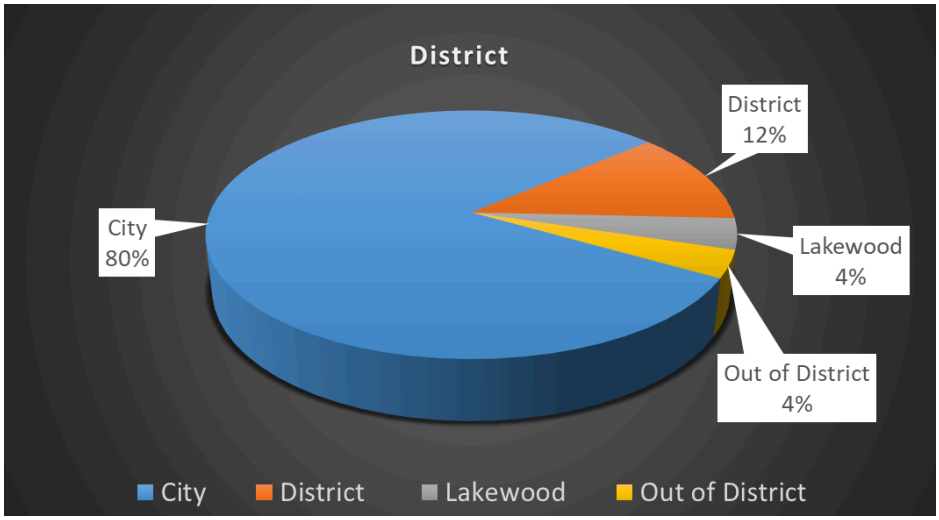


Call Volume and Response Areas

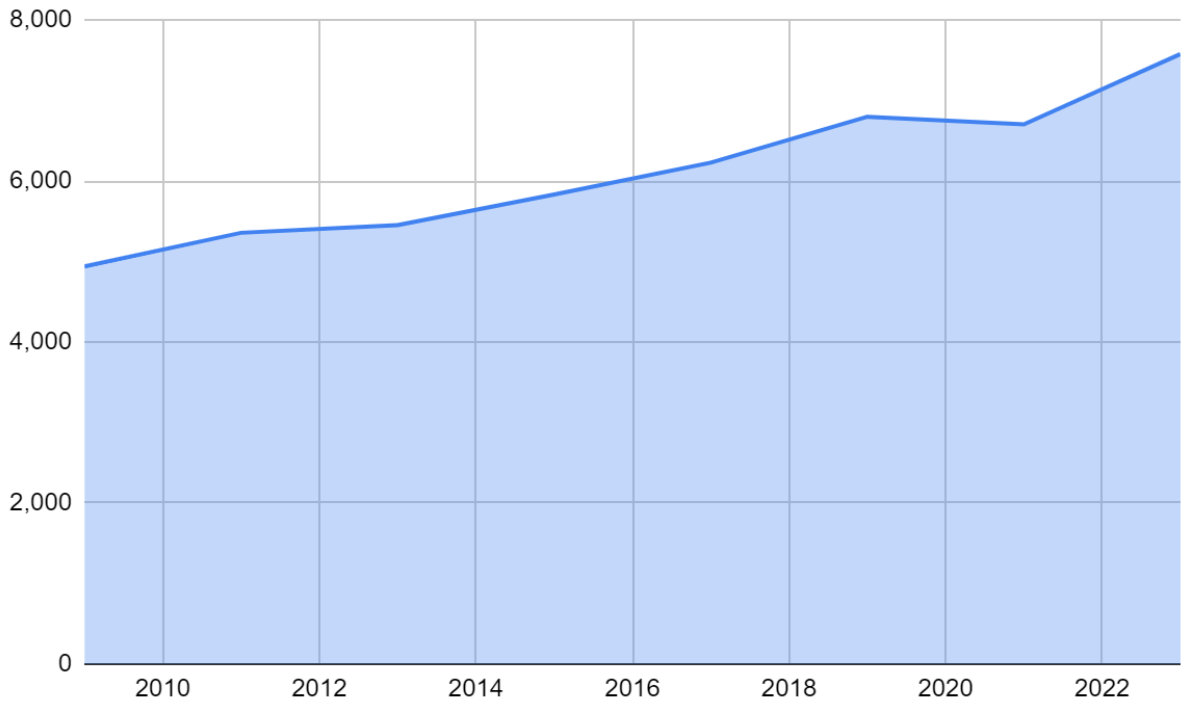
Crystal Lake 7576 calls







Call Percentage Increase



Since 2009 Staffing has remained consistent at 15 members per day while call volume has increased from 4,490 in 2009 to 7,576 in 2023. This is a 69% increase in calls over the past 14 years with the same staffing levels.

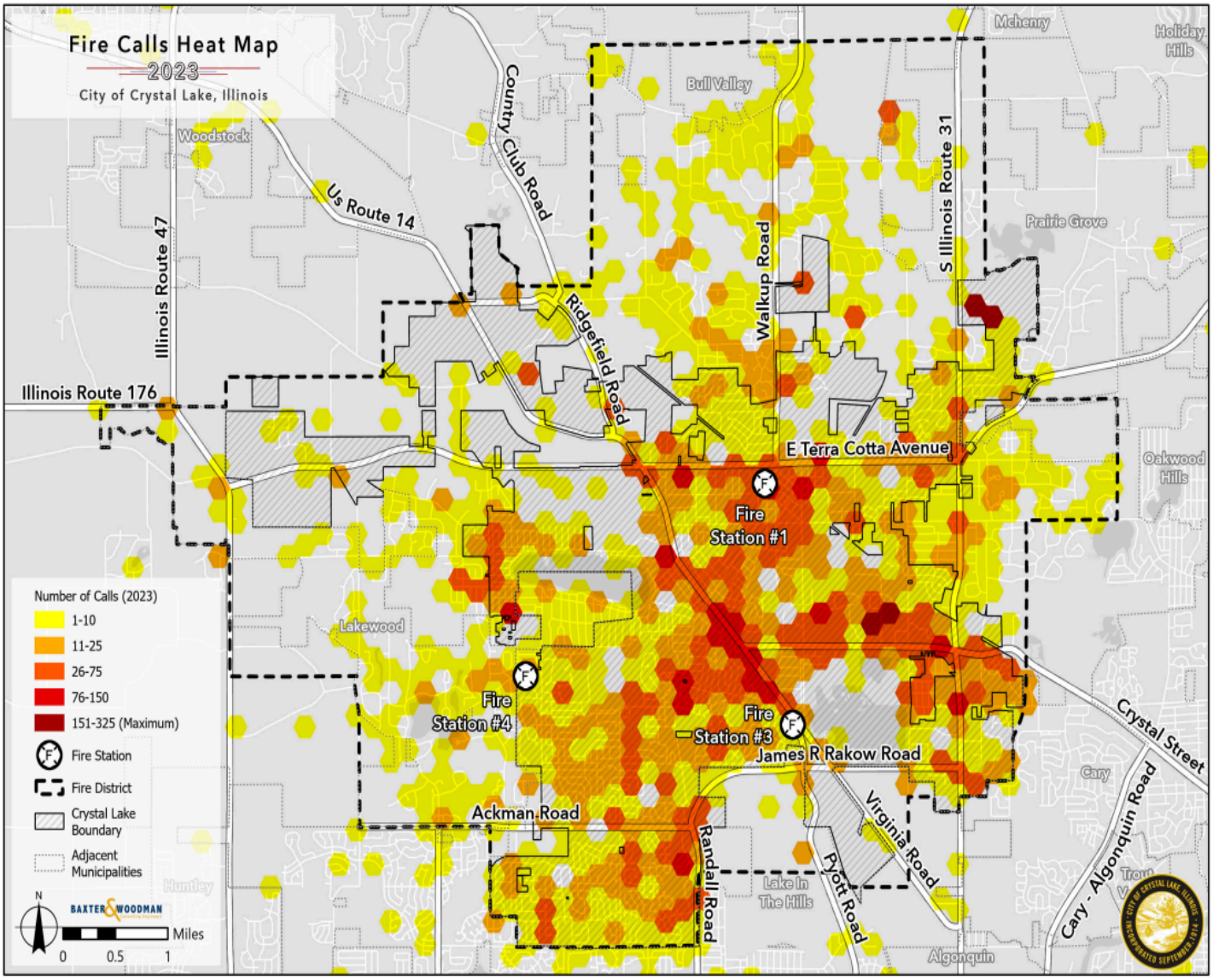
$$Percentage\ Increase = \frac{(New\ Value - Old\ Value)}{Old\ Value} \times 100$$

$$Percentage\ Increase = \frac{(7576 - 4490)}{4490} \times 100$$

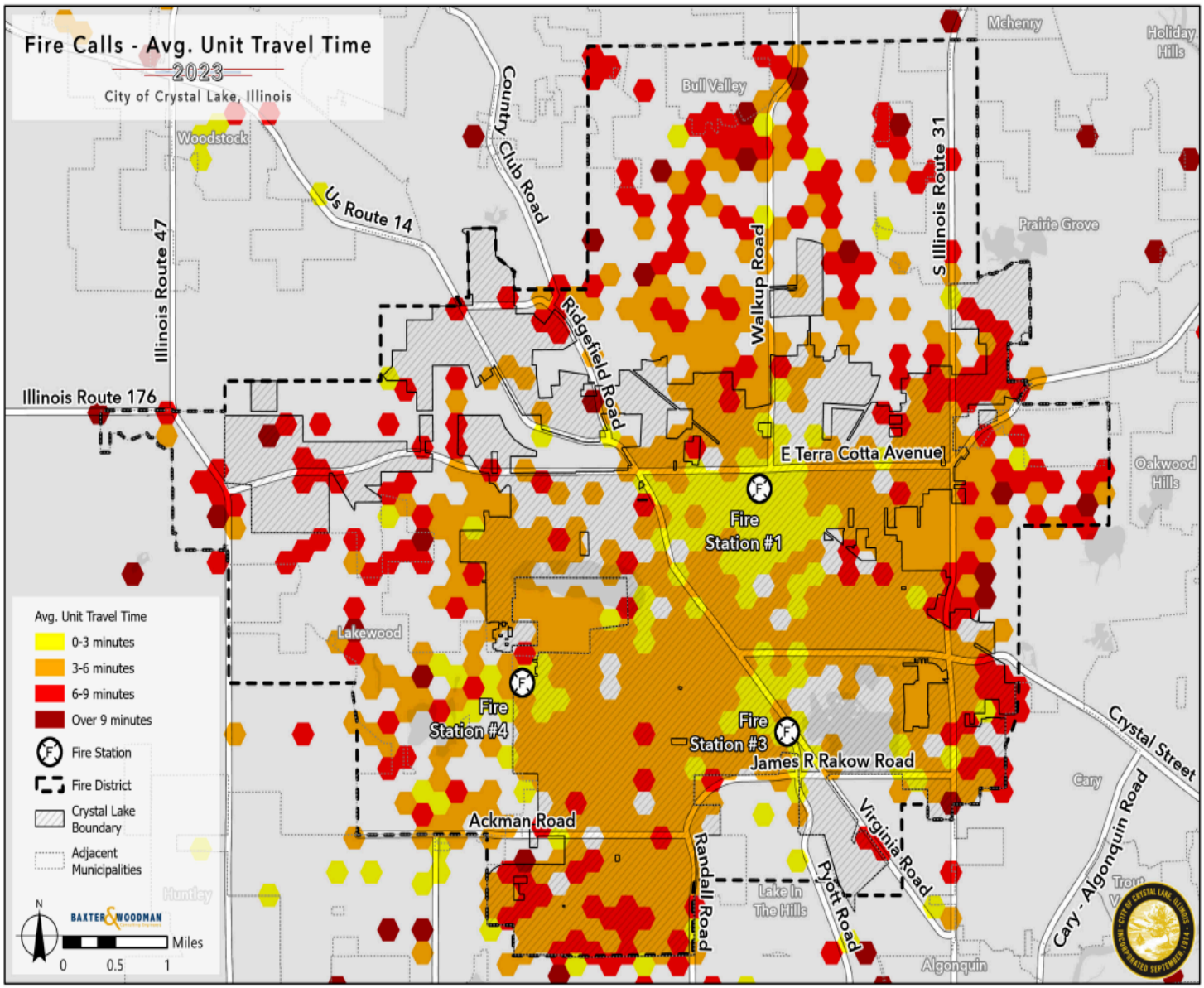
$$Percentage\ Increase = \frac{3086}{4490} \times 100$$

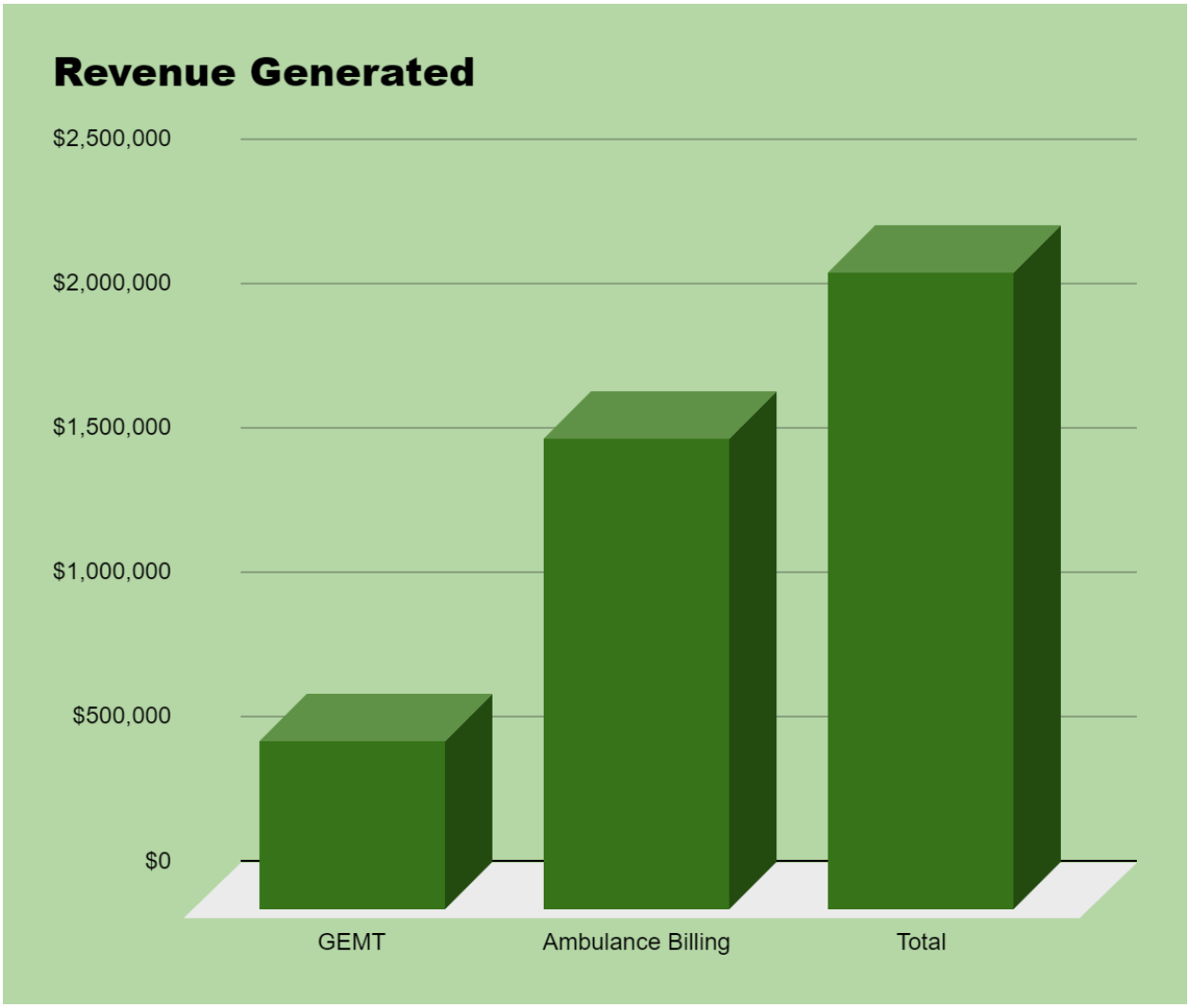
$$Percentage\ Increase \approx 68.73\%$$

Call Volume


Fire Calls Heat Map
2023
City of Crystal Lake, Illinois
Woodstock
Bull Valley
Mchenry
Holiday Hills
Prairie Grove
Oakwood Hills
Lakewood
Huntley
Cary
Lake In The Hills
Algonquin
Country Club Road
Us Route 14
Illinois Route 47
Illinois Route 176
Ridgefield Road
Walkup Road
S Illinois Route 31
E Terra Cotta Avenue
Fire Station #1
Fire Station #4
Fire Station #3
James R Rakow Road
Crystal Street
Ackman Road
Randall Road
Pyott Road
Virginia Road
Cary - Algonquin Road
Number of Calls (2023)
1-10
11-25
26-75
76-150
151-325 (Maximum)
Fire Station
Fire District
Crystal Lake Boundary
Adjacent Municipalities
N
BAXTER & WOODMAN
Miles
0
0.5
1

Response Times





GEMT revenue continues to grow since inception bringing in $577,357 and Ambulance billing brought in an impressive $1,624,277. We are optimistic this revenue stream will continue to grow with the proposed ambulance billing rate adjustments.

ISO Site Visit

ISO stands for Insurance Services Office (ISO), which is an independent, for-profit organization. The ISO scores fire departments on how they are doing against its organization's standards to determine property insurance costs. The City of Crystal Lake is currently an ISO 2



How Is the ISO Score Determined?

To determine ISO rating for fire departments, the organization conducts a field survey and scores your department across four key areas using the Fire Suppression Rating Schedule (FSRS).

These areas include Emergency Communication Systems (10 points); Fire Departments, covering personnel, capabilities, training, equipment, etc. (50 points); Water Supply (40 points); and Community Risk Reduction (extra credit of up to 5.5 points).
It uses a 100-point scale (with the potential of 105.5 with the Community Risk Reduction extra credit), and the more points you score, the better your ISO fire rating.

Not all of this responsibility falls on the fire department even though, ultimately, it's the Fire Rescue Department that gets assigned the score. Understand that this is a community ranking that requires the community to allocate resources and be involved in many aspects of this evaluation and preparedness process.

Results of our 2023 site visit are still pending.

Bureau Chief of Training & Professional Standards Heidi Olsen



The Training Division is responsible for the overall training of the Fire Rescue Department. In cooperation with the Emergency Medical Service (EMS) coordinator, heads of the specialty teams, and all the shift officers, training is provided for the Department members from the entry level academy subjects to the upper command and administration level. Our training is accomplished with in-house instructors and by utilizing various outside training agencies. The majority of our in-house training in 2023 focused on EMS and policy review. In addition to our daily training our members achieved 17 new state certifications, 10 incident management certifications and attended 5 conferences and seminars.













Emergency Medical Operations and Statistics



Mercy Hospital opened in late July. 327 Transports by CL ambulances since opening.

EMS Calls - 4582

*12.5 EMS calls per day

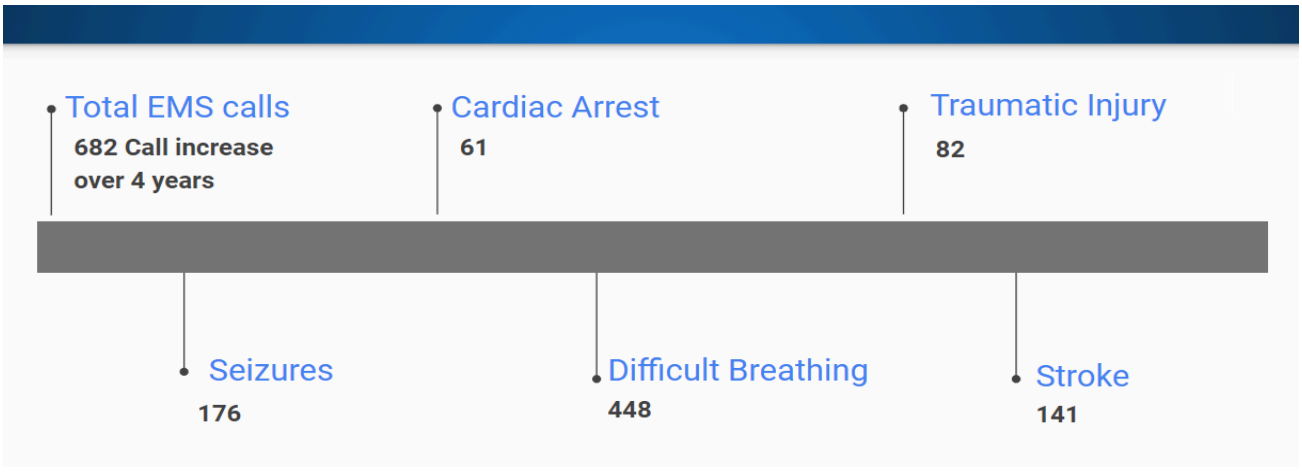
Transports - 3668

*10 transports per day

Non Transports/Assist only - 1284

Vehicle Accidents - 347

Average time on call for EMS - 38min



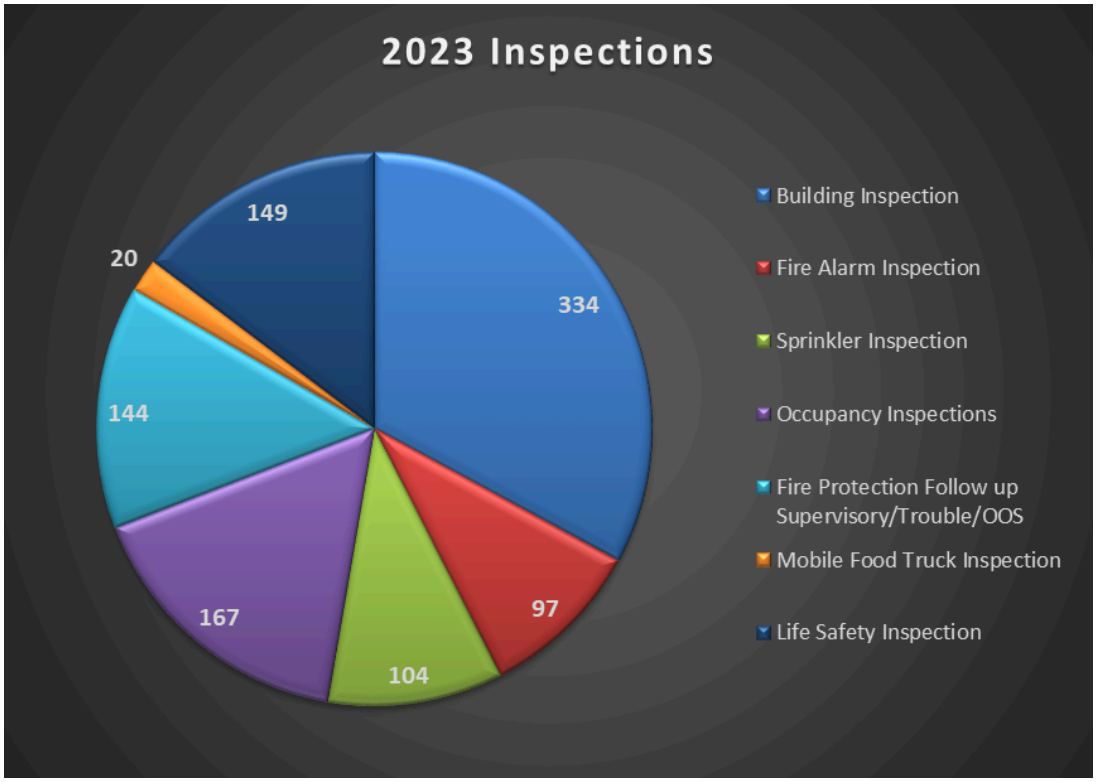
Bureau Chief of Community Risk Management
Chris Bedore



The responsibility of Community Risk Management is to minimize the risk of life and property loss through proactive planning, awareness, and enforcement of safe fire practices. Citizens are served through a comprehensive program of inspection, fire investigations, and public education.

Inspections

Fire inspections are conducted to identify and correct any potential fire and life safety violations. In doing so, the Fire Department plays a vital role in educating businesses and residents in proper fire prevention practices.



Plan Reviews

The construction document review process is a critical component of the service provided by fire departments and is important not only for the safety of the occupants, but for firefighter safety and their ability to perform emergency operations at the building. The outcome of the plan review process will impact the building's construction and built-in fire protection features for the life of the building.



Public education

Fire prevention awareness is one of the most important responsibilities of Community Risk Management. Fire Department personnel continually deliver fire and life-safety education to children and adults throughout the community's schools, day care centers, senior living facilities and businesses. The busiest time of year for Fire Prevention is during Fire Prevention Week. Each year during the month of October, the fire department visit local schools to teach children fire and home safety. Fire Prevention Week culminates with Open House, usually held on a Saturday, where families can come visit the fire station to see the fire apparatus, participate in fun and games and learn more about the fire department. Families are welcome to take a tour of the fire stations at any time throughout the year.

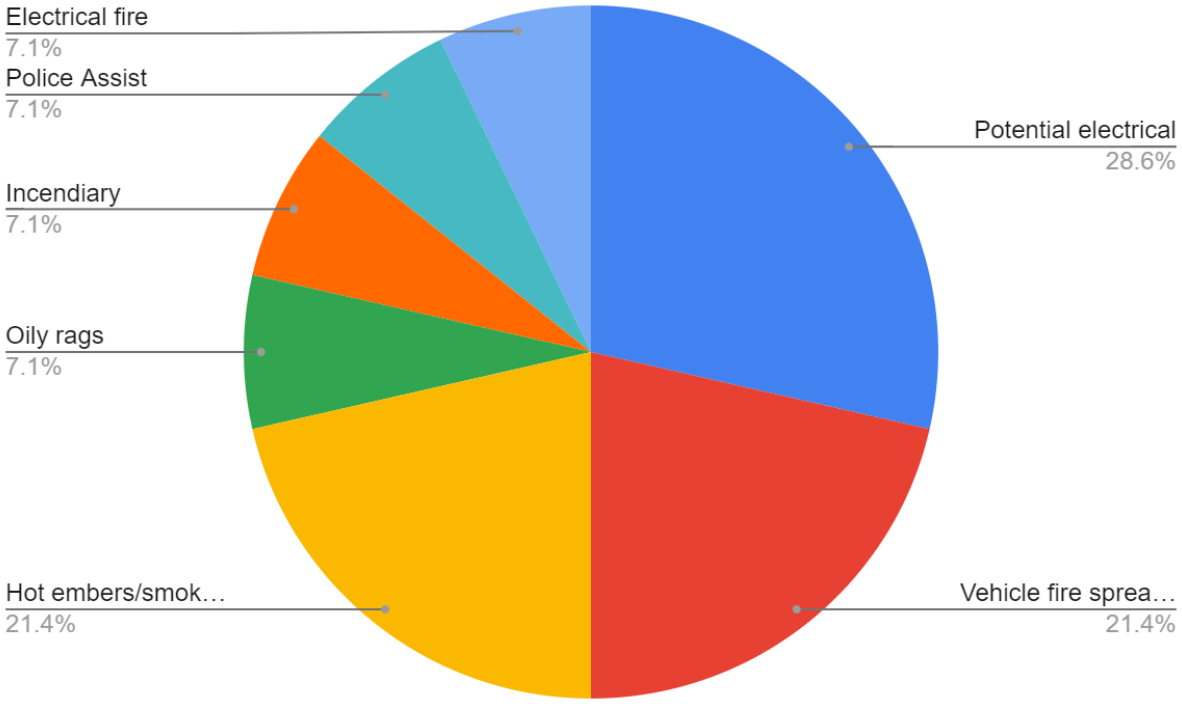


Fire Investigation

In 2023, several members of the department became certified fire investigators. As a team we have gained over 350 hours worth of training and experience.

During 2023 this team was partnered with local fire and police departments, the Office of the State Fire Marshal, and the ATF.

Origin and Cause completed 14 investigations in 2023





Technical Rescue Team Coordinator FF/PM James Gualdoni

Assisted by; MABAS 5 Technical Rescue Team Coordinator - Bob Seyl and MABAS 5 Technical Rescue Team Assistant Coordinator - Adam Bucheger

The Technical Rescue Team is responsible for responding to specific highly specialized rescue and recovery situations including trench collapse, structural collapse, confined space, and high and low angle.The following are some of the 2023 highlights.

- Added 2 members to the MABAS team
- 6 Members total from CLFD are on the team
- CLFRD hosted 2 MABAS drills
- All members completed a minimum of 9 MABAS drills
- Completed a combination drill involving Haz-Mat and TRT teams
- Replaced old trench shores with new Prospan shores & Replaced 1⁄2" rope with 7⁄16"



Hazardous Material Team Coordinator FF/PM Matthew Newton

The Hazardous Materials Team is responsible for controlling and mitigating hazardous materials incidents. Team members are tasked with identifying hazardous materials, assessing the associated hazards and risks, containing and/or confining releases as well as carrying out any necessary decontamination. The following are some of the 2023 highlights.

- All three team members completed 80+ hours of training to maintain SRT status.
- Outfit Engine 343 with a five gas monitor; (4 gas with HCN) to mirror 341 and 344.
- Purchase a calibration dock to help maintain CO monitors.



SONAR Team Coordinator
Lt Darrell Cook

Assisted by MABAS 5 SONAR team Assistant Coordinator Lt Marino
The SONAR Team is responsible for utilizing specialized equipment to search for and locate victims and/or evidence. The following are some of the 2023 highlights.

- Exercised a full complement of equipment:
  - Remote operated vehicle
  - 2 LiveScope Units
  - Marine Sonic Side Scan Units (2)
  - Kongsberg Sector Scan Unit
  - Underwater Camera
  - Metal Detection
- 5 Team deployments, 3 of which turned into extended operations for victim recovery
- Hosted a training on Three Oaks Recreation Area in April
- New dedicated SONAR team boat went in service



Dive Team Coordinator
FF/PM Joe Forsberg

The Dive Rescue Team provides emergency response of trained personnel and equipment to persons in water related life-threatening emergencies and recovery operations, within the jurisdictional waters of the City of Crystal Lake and MABAS Division 5. The following are some of the 2023 highlights.

- Completed basic watermanship skills, ice dive at Three Oaks Recreation Area, 2 MABAS dives and at least 5 total training dives.
- The Dive Rescue Team took delivery of new low profile buoyancy compensator devices
- Responded to 2 emergencies within MABAS Division 5

Vision 2024



In 2024, the Fire Rescue Department is excited about a set of ambitious goals. Our main objective involves actively recruiting to fill seven existing vacancies by selecting from a pool of 24 qualified candidates. We are committed to assembling a skilled and dedicated team to enhance our operational capabilities and better serve the community.

Additionally, we are partnering with Lexipol to comprehensively review and update our policies. This collaboration aims to ensure industry standards and best practices, creating a culture of continuous improvement and accountability within the department.

Recognizing the growth within our community, another pivotal goal is to create a strategic plan that addresses our evolving needs over the next five years. This strategic plan will encompass considerations for staffing, apparatus, fire stations, and equipment, and aligning our resources with the demands of our growing and changing environment. Through these initiatives, we are dedicated to enhancing our service delivery to the Crystal Lake Community and maintaining the highest standards of safety and efficiency.