

# ***Castle Rock Fire and Rescue Department***

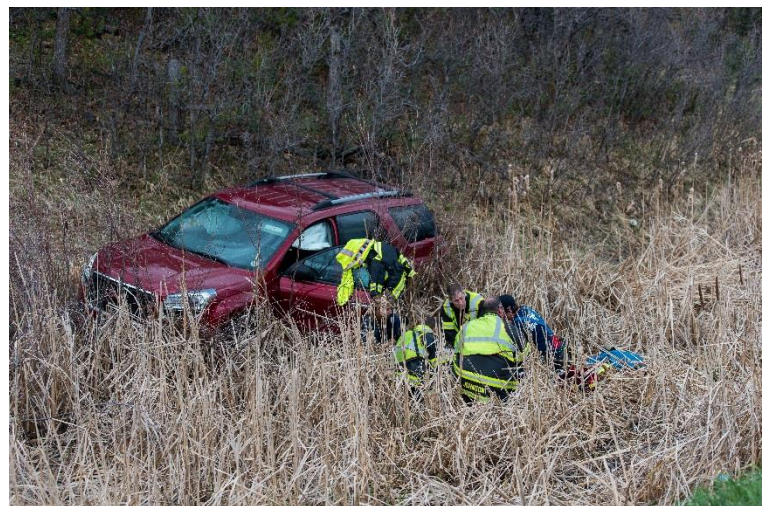


*An Internationally Accredited Fire Rescue Agency 2012-2017*

## ***April 2017 Monthly Report***

### ***Department News:***

In April we had a couple of significant incidents: one was a serious motor vehicle accident, the other was a mutual aid wildland fire that we responded to with Jackson 105 Fire. CRFD took command of the 2 alarm fire. The local Armstrong Helicopter was used to help extinguish the fire.



## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**April 2017...100%**

Of the 25 Customer Survey cards rating service in April, 25 were of the highest overall rating of 5. Some of the comments received read; *"Even met some of the firefighters/EMT's/Paramedics a week or two after event in the area and they recognized and asked how I was doing. They are the best! Thank you."* Another read; *"Thanks for being so calm and effective in our event. It was comforting to have such great service and knowledgeable emergency personnel."* Another read; *"Very professional – calming, caring and smooth. Also very quick. Thanks you all!"*

## Call Statistics:

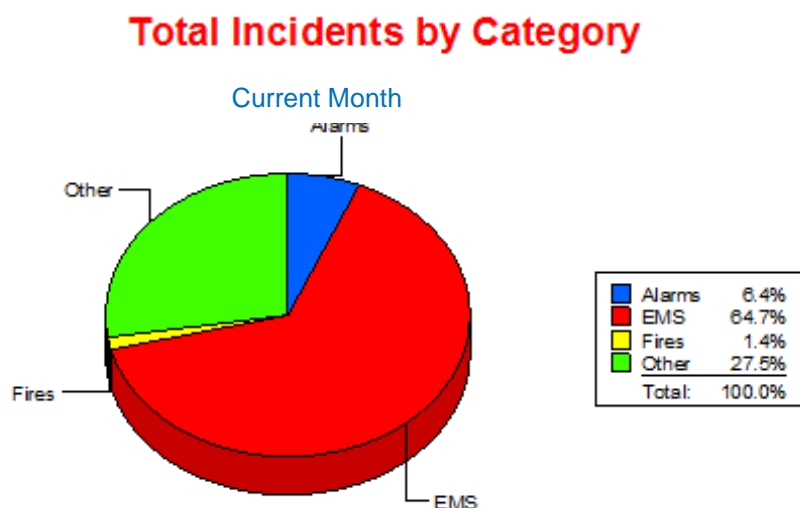
For the month of April 2017 we responded to 422 calls for service. Last year at this time we responded to 388 calls. This places our year to date calls at 1796 which is 128 over last year, an increase of 7.2%.

Of the 422 calls for service, 273 of the calls were for EMS. We had a total of 252 patient contacts and transported 205 patients. This time last year we had 162 transports.

## Fire Calls:

During the month of April we ran 6 fire calls compared to 5 last year. We had 27 alarm calls compared to 29 last year at this time.

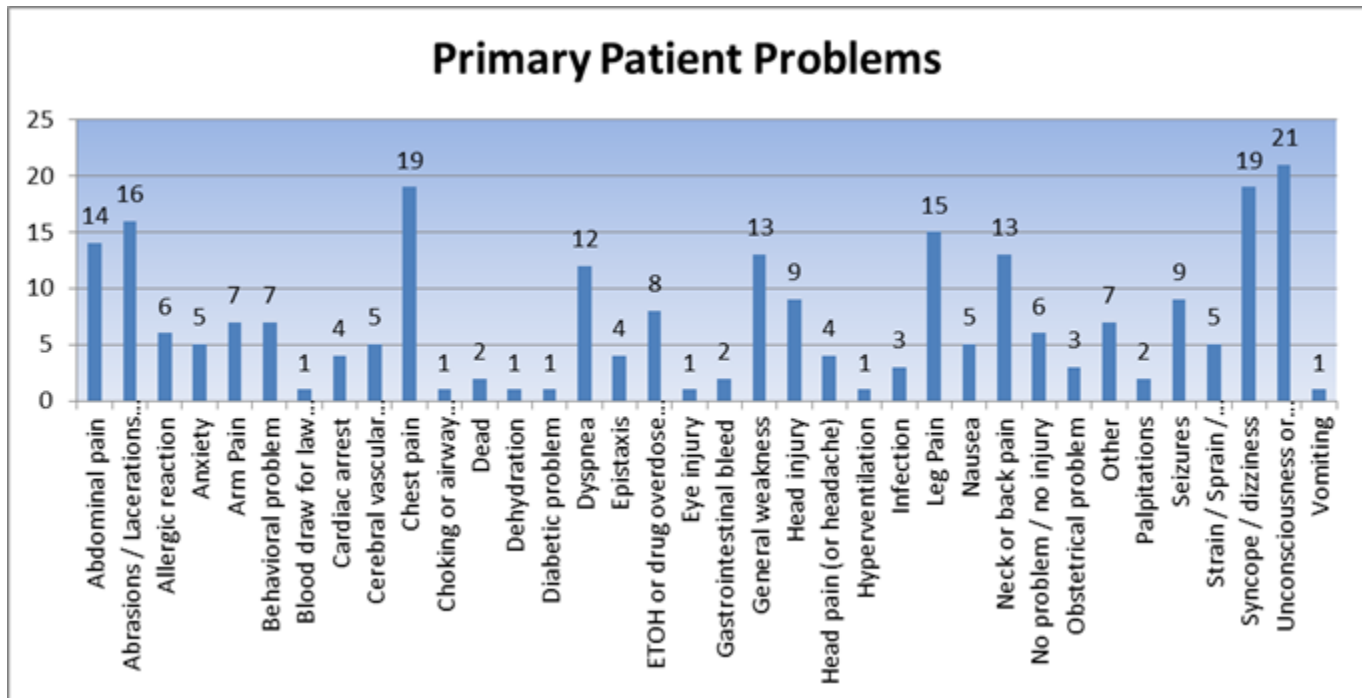
The pie chart below indicates calls for the month:





## EMS Calls:

The most common EMS calls in April were for unconsciousness or altered mental state with 21 patients, the second most common were for syncope or dizziness and chest pain with 19 patients each.



## Measurable Outcomes:

Paramedic on scene of all EMS calls 99% of the time

**April 2017...100%**

**March 2017...100%**

Correct medical procedures, as per QA/PI program, performed 90% of the time

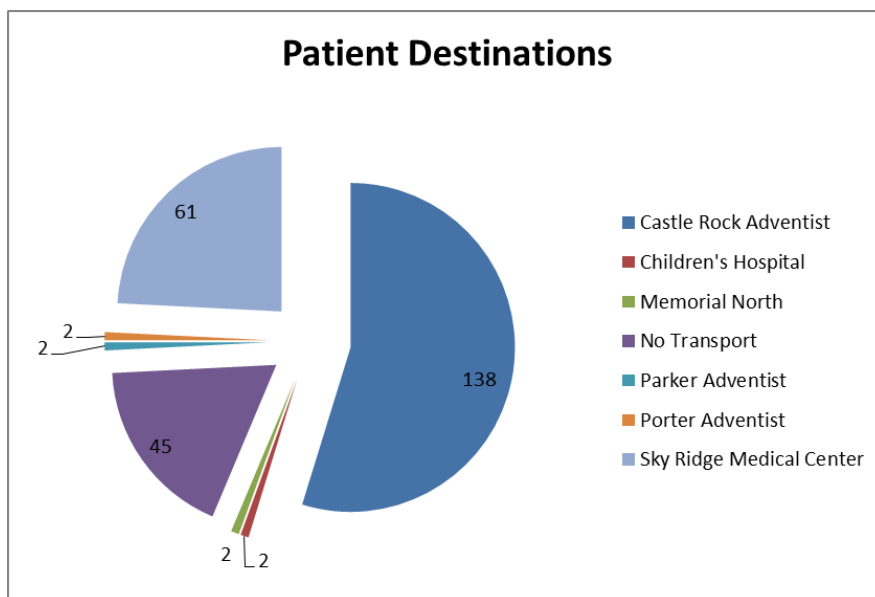
**April 2017....97.8%**

**March 2017...99.0%**

## Operations Division:

We were finally able to hire an Emergency Vehicle Technician! Jim Gile, Master EVT in Fire Apparatus and Ambulances, began work on April 24<sup>th</sup>, and we have already seen some immediate improvements. Jim's call sign is Mechanic 151, and he will be working primarily as a mobile mechanic. He will be able to do some work out of the Public Safety Training Facility, but we are trying not to make any improvements to that building and are concentrating on trying to build a new building on our parking lot. This will serve as our shop and storage building once completed, and it should provide him the needed space to work on our apparatus. Welcome Jim!

For the month of April, 138 patients were transported to Castle Rock Adventist, which is 66.6% of all patients transported, and 61 patients were transported to Sky Ridge, which is 29.4% of all patients transported.



### **Key Operational News:**

The new Engine 153 was received in early April, passed its acceptance tests, and is being outfitted for equipment. Driver training has already occurred, and we anticipate it going into service in early May.

Significant incidents are as follows:

**A Shift:** No significant incidents to report

**B Shift:** No significant incidents to report

**C Shift:** On April 10<sup>th</sup> Battalion 151, Engine 154, Medic 154, and Chiefs 151 and 152 responded with Jackson 105 Fire to a brush fire. The incident became a two alarm fire and Armstrong Helicopter 911 UH was also used. The fire was extinguished and left with Jackson 105.

On April 29<sup>th</sup> Engine 151, Medic 151, Battalion 151, and Division 151 responded to I-25 and mile marker 181 on a vehicle crash. There were seven vehicles involved in the accident. One critical trauma patient was transported emergent to Sky Ridge, and one other patient was transported non-emergent to Castle Rock Adventist.

## **Life Safety Division:**

### **Development Services:**

- Plan Review/Referrals: 127
- Inspections/Appointments Related to New Construction: 194
- Hours to Development Services: 287

#### Notable Projects:

- Meadows Luxury Apartments started framing
- King Soopers received CO and is open

### **Existing Facility/Maintenance and Special Event Inspections:**

- Business Primary Inspections: 22
- Hazardous Materials Facilities 13
- Total Number of Occupancies in the ER Data Base: 1,875
- Special Event Inspections: 7

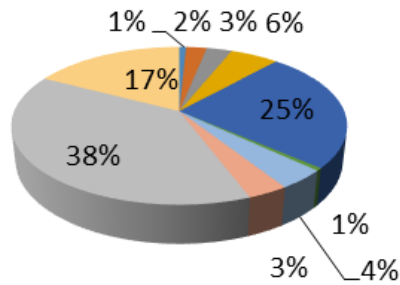
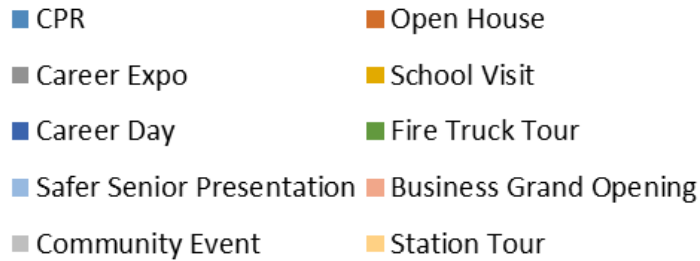
### **Response Assist/Investigation:**

- Call Out/Responses: 5

### **Public Education and Community Outreach:**

- Open House: 1
- Truck Tour: 2
- Community Event: 2
- Business Grand Opening: 1
- Career Day: 1
- CPR Class: 1
- Safe Senior Presentation: 3
- Station Tour: 5
- School Visit: 1
  - Total Number of Contacts: 755

## Number of Contacts



Getting suited up for extrication  
Douglas County Youth Leadership



Career Connect High School Career Exploration Program

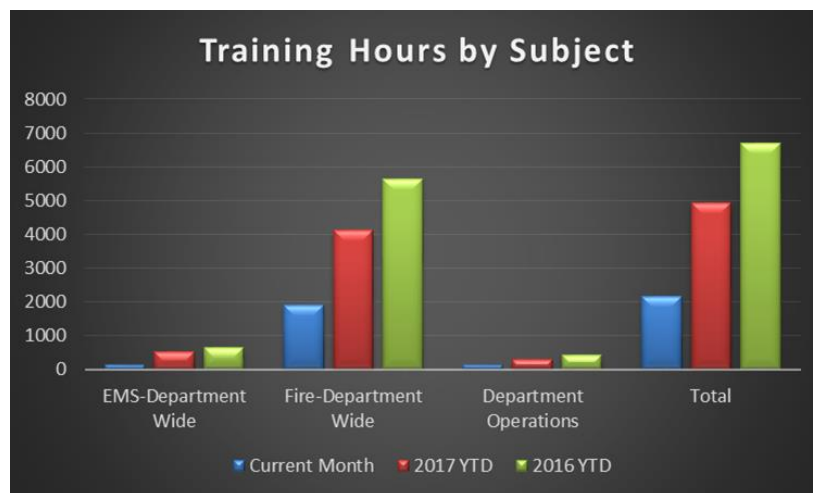
### Training Division:

In the month of April, members were busy participating in Wildland Multi Unit Drills, Swift Water Operations, Aerial Operations and in service training on the new Engine 153.

March's EMS Training activities included Psychiatric Emergencies and Protocol Review.

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	125	533	641.11
Fire-Department Wide	1897.5	4117.5	5624.9
Department Operations	124.25	283.25	432.75
Total	2146.75	4933.75	6698.76
A-Shift Training Hours	612	1414.5	1957.3
B-Shift Training Hours	834.5	1639.9	2043.55
C-Shift Training Hours	647.75	1665.55	2177.8
Staff / Fire Prevention Bureau	52.5	213.8	520.11



## Major Training Topics Covered

### Fire Training

- Wildland Multi Unit Drills
- Swiftwater Operations Training
- Aerial Operations
- New Engine Driver-Operator In-Service Training

### EMS Training

- Centura Psychiatric Emergencies
- Protocol Review



## Accreditation and Emergency Management Monthly Status

The primary focus throughout the month of April was working with the Center for Public Safety Excellence's (CPSE) peer team. The team comprised of four fire service professionals from around the nation, spent the last six weeks reviewing all the Department's accreditation document, asking questions, suggesting edits, and offering recommendations for improvement. During a conference call on April 21<sup>st</sup>, the peer team approved all documents and agreed for a site visit the week of May 21<sup>st</sup>. In preparation for the site visit, Craig delivered an accreditation in-service training for all crews. This training included an overview of the accreditation process, highlights of changes driven by continuous improvement since 2012, general talking points for internal and external customers, and a timeline of the pending site visit.

In early April the 2016 – 2019 Strategic Plan was updated to reflect progress on strategic goals and updates to Goal #2: Develop and Implement a Comprehensive Wildland Mitigation Program through the Creation of a Community Wildfire Protection Plan (CWPP), and Goal #6: Enhanced Fire / Public Safety Training Center.

The 2017 update to the Strategic Plan and the Community Risk Assessment / Standards of Cover (CRA/SOC) are scheduled to be presented to Town Council for adoption on May 16<sup>th</sup>.

Below are the response time tables for the month of March 2017:

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/17 - 03/31/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:41	Turnout @ 01:52	Travel @ 05:07	Call to Arrival @ 08:40	
<b>92.5%</b>	<b>92.9%</b>	<b>83.6%</b>	<b>92%</b>	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>01:31</b>	<b>01:46</b>	<b>05:45</b>	<b>08:29</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>197 / 16</b>	<b>196 / 15</b>	<b>178 / 35</b>	<b>196 / 17</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
<b>88 / 94 / 88 / 96</b>	<b>64 / 94 / 97 / 94</b>	<b>100 / 84 / 77 / 85</b>	<b>100 / 94 / 85 / 94</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

### Rural

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/17 - 03/31/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:41	Turnout @ 01:52	Travel @ 05:37	Call to Arrival @ 10:10	
<b>93.8%</b>	<b>92.3%</b>	<b>83.1%</b>	<b>89.1%</b>	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>01:23</b>	<b>01:48</b>	<b>07:53</b>	<b>10:54</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>60 / 4</b>	<b>60 / 5</b>	<b>54 / 11</b>	<b>57 / 7</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
<b>100 / 91 / 91 / 10</b>	<b>25 / 95 / 100 / 93</b>	<b>50 / 87 / 91 / 73</b>	<b>33 / 95 / 91 / 86</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	