

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

September 2016 Monthly Report

Department News:

Along with over 65 volunteers, members of the fire department painted 2 houses. The homeowners were very appreciative. What a difference it made! We had several fire department members, a group from Sky Ridge Hospital, a group from the DCHS Volleyball team and several Town residents. A big thank you to Sky Ridge Hospital for their generous monetary donation that enabled us to buy all the supplies, paint for one house, and food for everyone. Thank you to Home Depot for their donation of paint for one house, Star Quality Paint and Decorating for spraying one house, and to all the amazing volunteers, we couldn't have done it without you. What a great community we have in Castle Rock!

Working and having a great time!



Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time
September 2016...97%

Of the 32 Customer Survey cards rating service in September, 29 were of the highest overall rating of 5, and 2 were rated 4, one was rated 1 due to a scrape on a wall while transporting the patient. Some of the comments received read; *"They were wonderful. Both times they came; they were very helpful and considerate in taking care of me. Many, many thanks!"* Another read; *"Castle Rock Fire and Rescue did an excellent job calming me down and transporting two injured people to hospital. The ambulance people were excellent."* Another read, *"Thanks again for keeping me alive. I suffered very little damage to heart muscle due to quick response and excellent care!"*

Call Statistics:

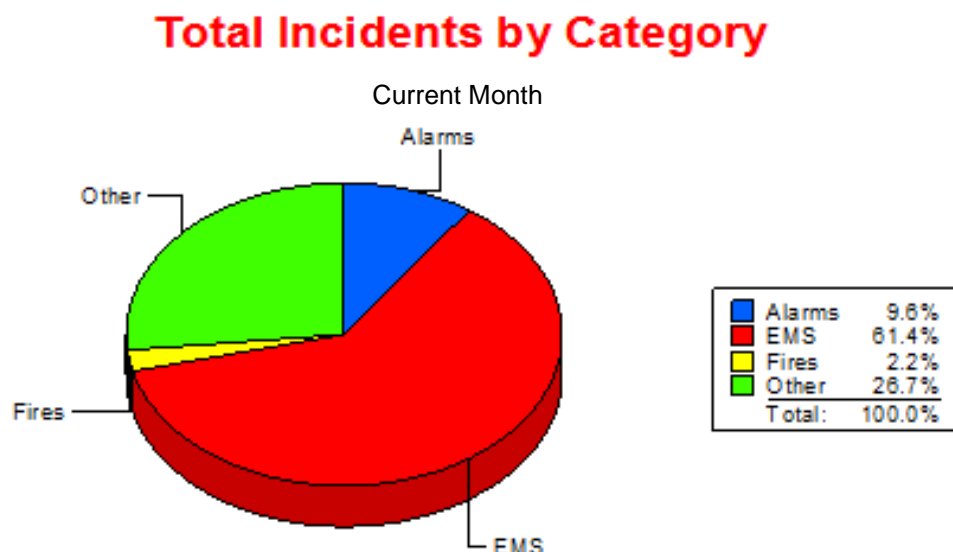
For the month of September 2016 we responded to 446 calls for service. Last year at this time we responded to 481 calls. This places our year to date calls at 3898 which is 66 over last year, an increase of 1.7%.

Of the 446 calls for service, 274 of the calls were for EMS. We had a total of 260 patient contacts and transported 189 patients. This time last year we had 199 transports.

Fire Calls:

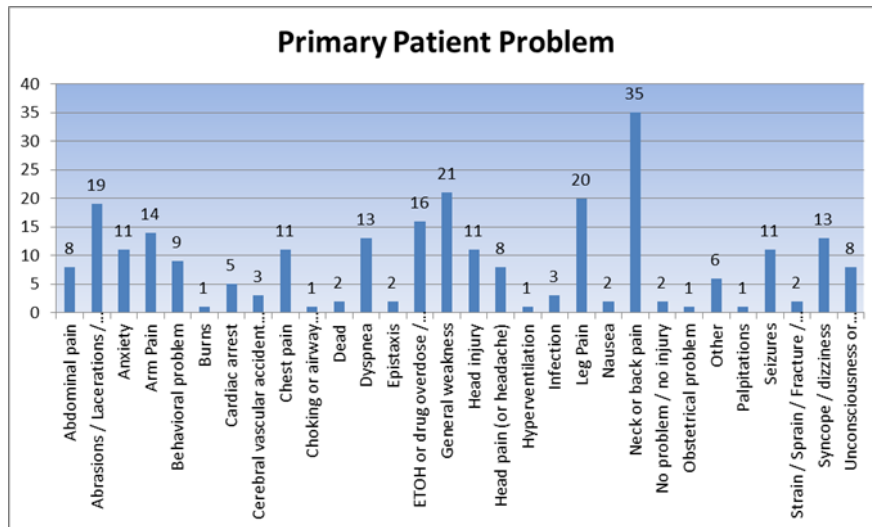
During the month of September we ran 10 fire calls compared to 14 last year. We had 43 alarm calls compared to 39 last year at this time. The increase in alarms is due to the increased number of new systems installed as a result of new commercial construction.

The pie chart below indicates calls for the month:



EMS Calls:

The most common EMS call in September was for neck or back pain with 35 patients. The second most common was for general weakness with 21 patients.



Measurable Outcomes:

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

September 2016...100%

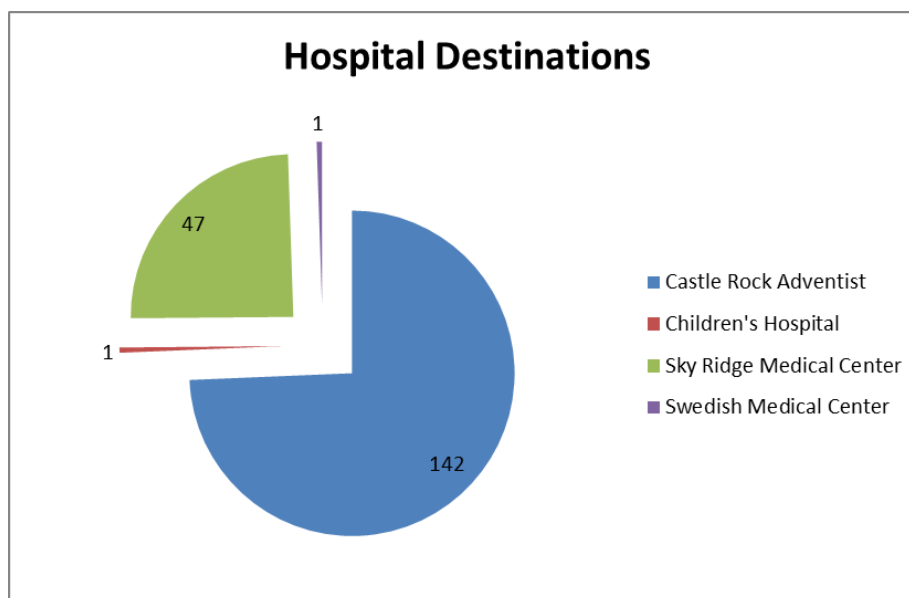
August 2016...100%

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

September 2016 ...99.2%

August 2016...98.9%

For the month of September, 142 patients were transported to Castle Rock Adventist, which is 75.1% of all patients transported, and 47 patients were transported to Sky Ridge, which is 24.9% of all patients transported.



Key Operational News:

A Shift: Members of A Shift delivered a baby last month. It was approximately 11 pm Medic 154 and Engine 154 responded to a party in labor in the back of the Meadows. Upon arrival, they found one female patient lying on the living room floor with sheets on her and contractions about 2 minutes apart. The patient requested to go to Sky Ridge. While enroute to Sky Ridge, the patient stated she felt something, and we found that delivery was imminent. We decided to transport emergent to Castle Rock Adventist instead. As we were arriving at hospital, the patient delivered her baby. Hospital staff came out to the medic unit and helped with additional care. The mom and baby were then moved to the labor and delivery unit.

B Shift: Members responded to the fatal motor-vehicle accident near Castle View High School in The Meadows on September 20, 2016.

Members of B Shift had a cardiac arrest save last month. In short, we responded to a 42 year old male who suffered a witnessed cardiac arrest by his girlfriend at home just before going to bed. She started initial CPR, we arrived, and the patient was found to be in cardiac arrest. CPR was resumed, treatment protocols were followed, pulses were regained, and the patient was transported emergent to Castle Rock Adventist. The patient was discharged from CRA two days later. All involved will be recognized at our annual awards banquet for this save.

C Shift: On September 13, 2016, Battalion, Engine, Medic, and Division Chief 151 responded to Crystal Valley on a possible cardiac arrest. The patient was obviously deceased. There were elevated levels of CO in the house, so the crew ventilated until levels were at acceptable limits. The scene was left with CRPD.

On September 13, 2016, Engine and Medic 153 and Battalion 151 responded to Founders on a gunshot wound, possibly DOA. The patient was obviously deceased and this scene was also left with CRPD.

Third Quarter 2016 Explorer Report:

The 3rd quarter has seen a lot of hard work. We currently have 17 Explorers in the post, and the Explorers had a very successful Academy - one of our largest classes ever. Special thanks to all the crew and members that made the academy and the fundamentals night a success, and we had a 100% passing rate. We promoted 2 Lieutenants, and the Explorer Captain is in the process of leaving the post to pursue a fire science degree, so we are in the process of having the 2 Lieutenants take on the acting Captain role.

The Explorers attended the MDA weekend event in large numbers as well as the North Meadows extension soft opening. We also had several Explorers participate in the Red Rocks stair climb. The Explorers completed CPR and the ride along class, so the crew will start to see them ride in October in large numbers. I have attended the haunted house meetings, and we are currently getting ready to start building. We currently have 17 Explorers and 0 in the observation period.

Events Completed

Academy

MDA

North Meadow Extension opening

Red Rocks Stair Climb

Life Safety Division:

Fire Prevention Update regarding Promenade Block 1 –



Here are some interesting facts regarding the fire department duties for the construction of Block 1 at the Promenade from February 1 to September 30, 2016.

- Inspections completed = 397
- Plan Reviews completed = 120
- Total man-hours = 464
- Total fees charged by the fire department = \$6644.33

The stats above are for Block 1 only (TJMAXX/Home Goods, PetCo, Maurices, and Ulta Stores). This did not include any time for any other buildings in the Promenade. The time did not take into account the numerous hours in meetings that they were discussing the entire project.

While the northwest side of Castle Rock is booming with the Promenade project, there are several other projects going on as well. September was a busy month for projects to come to a close and open to the public. The following projects are completed and operating:

Mirage Dental – 1st floor only awaiting on final due to elevator delays
Granelli's – patio extension completed
Union Bistro – New patio and shade covers

The following projects are still under construction:

Aluwind – factory expansion nearing completion (Topeka)
Personal Warehouses – started vertical construction
iMotion – started vertical construction
Mercantile Commons – trying to beat the upcoming weather (Third)
UCHealth – still moving right along (Barranca)
ExtraSpace Storage – starting to put walls up (Industrial)
Wolfensberger Townhomes – getting their utilities in
MOB II – moving right along trying to beat the weather as well (Hospital)
Vet Hospital – framing stages, road is almost complete (Virtuoso)
Strip mall – is working hard to get things ready for the upcoming weather (Limelight)

Below are items that were completed in September:

Plan Reviews – 153, down 6% from last month
Inspections – 186, down roughly 5% from last month
Other items not associated with a single project – 18, down 18% from last month

Time spent on items associated with construction:

Plan review, inspections, meetings not associated with the Promenade: 227.9 hours
Promenade (plan review, inspections, meetings): 115 hours, over 33% of the total DS time was dedicated to the Promenade project.

Total Development Services Hours: 307 (69% of the time spent working out of a total of 448 available man-hours, reduced 80 hours due to time off)

Customer Complaints –

This month as with last month there was a significant amount of time spent on dealing with customer complaints. These range from parking complaints to construction vehicles in the way to blasting complaints. This month we roughly spent a total of 15 hours on blasting complaints. Approximately another 8 hours was spent dealing with parking issues.

Investigations –

During the month of September we investigated a total of two brush fires. While these were on different dates and places, it was very suspect as to how these started. This is the reason for the announcement to ensure that the citizens keep an extra eye out looking for anything that may look out of place.

The first fire we had was a total of four small fires that were started along the trail along plum creek. They were all relatively small in size, however, they were spaced out along the trail. This made it look like someone specifically set them as they were walking along the trail.



The next fire which happened just two weeks from the first suspicious fires happened on Oman Road not far from another trailhead. This was about the same time of day, however, the wind conditions on this day really drove the fire up the hill rather quickly. If it was not for the quick calls for assistance and the quick response of the firefighters this one could have spread dangerously close to a multi-family development.

Any information you may have, no matter how inconsequential it may seem, please to let us know.

Fire Prevention in existing businesses –

Fire inspections are only one way of reducing the chance of a catastrophic event that could close their business forever. Another way is education for the businesses to understand why the codes exist and how they can make them work to their advantage.

During the month of September we completed 31 primary inspections. Some of the violations that are found may require a follow-up inspection be performed. During the month of September a total of 38 follow up inspections were performed.

This month was particularly rough month for fire inspections. We issued more correction notices this month than we have in several months. Correction notices are given to businesses that have immediate life safety items that require immediate attention. These items can pose such a life safety hazard that the business may have to shut down until the problem is fixed. This month we had two businesses that were placed on fire watch so that they could remain operating while they were getting the violations repaired. While this is very time-intensive for the inspectors, it can also come with a high price tag for the business. So normally we will talk with the business owner and try to work out a solution that works for all involved. We had another business that was issued a correction notice for a similar violation but was much minor in severity. They are still working to get this violation taken care of.

A total of 69 inspections were completed this month meaning that they have either taken care of all violations or had no violations and will be scheduled to be inspected next year.

Public Education –

This month there was a total of 25 events that were completed in 26 ½ hours that resulted in over 1,500 citizen contacts. Thanks goes out to not only the fire/life safety educators, but the firefighters as well.

There was a car seat check this last month as well, installing 36 car seats in just over 4 hours.

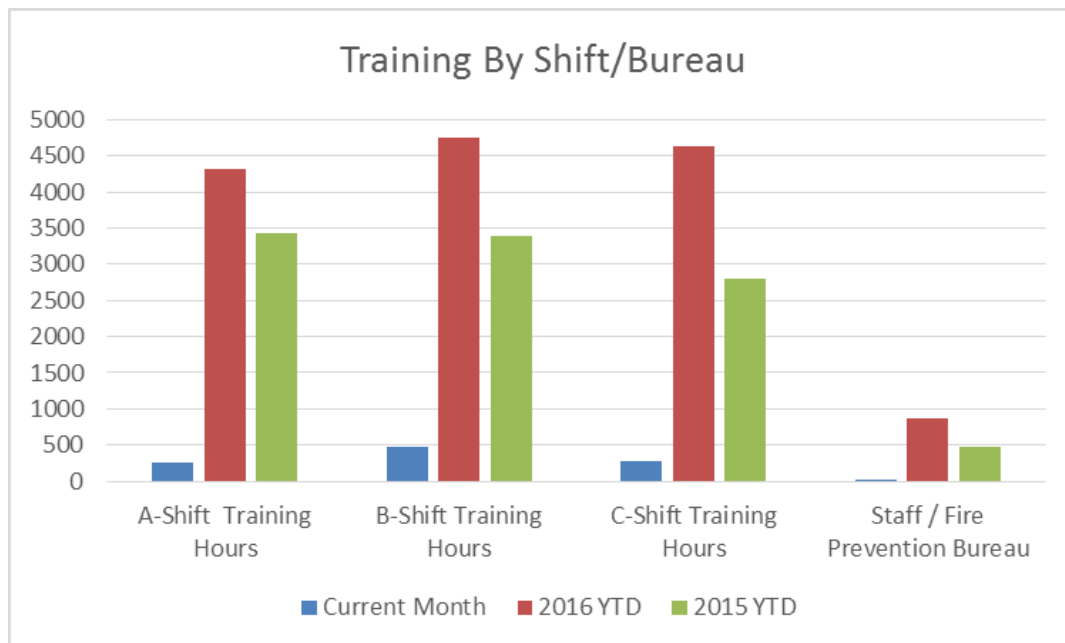
Training Division:

In the month of September, the department's planned Multi Company, multi alarm scenarios were postponed to accommodate necessary repairs to make the detention pond at the Fire Training Center compliant with the Municipal Separate Storm Sewer System permit. Time was well spent by companies with Firefighter and Engineer Task Book work as well as Rope Rescue skills completion.

Thank you to all the members that have helped make this month's training endeavors successful!

Department Training Hours

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	170.25	1770.86	1596
Fire-Department Wide	734	11149.99	7979.35
Department Operations	125.75	1644.19	523.5
Total	1030	14565.04	10098.85
A-Shift Training Hours	254.75	4308.55	3437
B-Shift Training Hours	477	4741.3	3398.25
C-Shift Training Hours	274	4639.74	2793.25
Staff / Fire Prevention Bureau	24.25	875.45	470.35



Major Training Topics Covered

Fire Training

- First Year Firefighter Task Book requirements
- Engineer Task Book requirements
- Rope Rescue skills completion
- Helicopter Safety Training

EMS Training

- Cardiac Arrest Skills
- Pediatrics
- EMS Mini Conference at Castle Rock Adventist



Engine 151 and Quint 155 working on First Year Firefighter and Engineer Task book requirements

Accreditation and Emergency Management Monthly Status

Craig completed the final draft of the 2016 Risk Assessment (RA) and presented an overview at the Operation Staff meeting on 9/13. In support of this document Craig will be meeting with each company officer and crew to review the document, discuss the contents and answer questions. This will be completed by the end of October. One of the recommendations, adding the HAZMAT to commercial structure fire responses for selected businesses was placed in effect 9/26.

Craig met with Fire Chief Ken Helgerson (US Air Force Academy) to review the 2016 Risk Assessment (RA) and progress on the Self-Assessment (SAM) and Standards of Cover (SOC). Chief Helgerson was very pleased with the content and format of the RA, saying it should be a model document for other agencies, “everything I need to evaluate risk is in there and easy to find”. Status on the SAM and SOC were reported as behind schedule, but still can meet the end of year target. Drafts have been completed for all category/criterion except categories 1, 2, 3 and 10. Category 2 will be written upon completion of the SOC.

Craig is working with Public Safety Commissioner Dews on establishing New Hope Church as a Red Cross Emergency Shelter and exploring community emergency response training (C.E.R.T.) for her.

Additionally, Mrs. Dews is interested in finding and attending a C.E.R.T. train-the-trainer class. With this class her goal is to train as much of the New Hope congregation as possible. The Red Cross has been contacted to evaluate the church as a shelter. However, the Red Cross is currently understaffed and no time frame was given to the evaluation.

Craig responded to the Douglas County Emergency Operation Center (EOC) to support the “officer down” incident. Craig was also in contact with the Douglas County Office of Emergency Management regarding any needs or potential for EOC support for the reported active shooter incident on 9/27.

Below are the response times for the month of August:

Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		08/01/16 - 08/31/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:36	Call to Arrival @ 07:30	
71.3%	88.2%	66.3%	78.5%	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
0.0%	0.0%	0.0%	0.0%	
01:59	01:47	06:01	08:42	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
122 / 49	149 / 20	114 / 58	135 / 37	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
87 / 69 / 63 / 78	43 / 88 / 96 / 92	62 / 69 / 67 / 62	75 / 76 / 82 / 76	
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.		08/01/16 - 08/31/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 05:26	Call to Arrival @ 08:20	
71.2%	90.3%	69.4%	83.3%	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
0.0%	0.0%	0.0%	0.0%	
01:57	01:45	06:53	09:07	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
52 / 21	65 / 7	50 / 22	60 / 12	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
100 / 81 / 69 / 56	33 / 95 / 90 / 93	66 / 66 / 72 / 66	66 / 85 / 81 / 86	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

The increase in dispatch time is largely due to the implementation of the priority dispatching system which requires dispatchers to spend more time with the caller, and may begin treatment protocols over the phone. The timing should improve as the dispatchers gain familiarity with the system.