

Castle Rock Fire and Rescue Department



An internationally accredited Fire/Rescue agency 2012-2017

October 2015 Monthly Report

Vision - To Be The Best - at providing emergency and prevention services

Department News:

October was an exciting month with Fire Prevention Week, the School Coloring Contest, Trick or Treat Street, and the Castle of Terror. We conducted award ceremonies for the coloring contest winners at their respective schools and placed the drawings as decals on the fire engines. Each of the winner's schools was also presented a framed copy of the decal.



Isabel Melton - Sage Canyon

Sarah Hayden - Academy Charter



Charles Hicks - Academy Charter



Alyssa Gutierrez - Rock Ridge



Our Mission - High Customer Satisfaction - through quality preparation and excellent service

The Castle of Terror was held 5 days in October. The Castle of Terror is a fund raiser for the Fire and Police Explorer programs. This year we had a record setting attendance, with 1398 people passing through the haunted house. With that many attendees, each Explorer Post grossed \$5600. It's also a great way for high school students to get their community hours. What an exciting way to hang out with your friends, serve the community and scare willing participants!

Vision - To Be The Best - at providing emergency and prevention services



Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time **October 2015...100%**

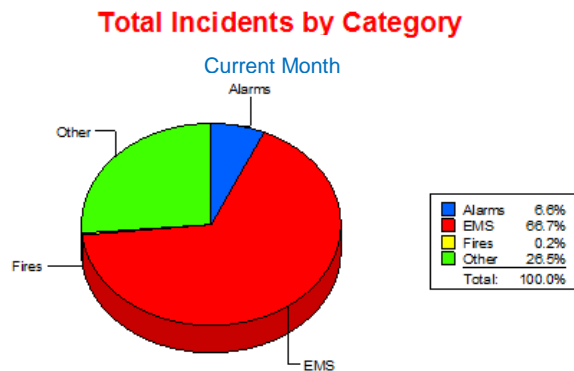
Of the 34 Customer Survey cards rating service in October, 32 were of the highest overall rating of 5 and 2 were rated 4. Some of the comments received read; *"I would like to thank you so much. You answered my questions and made me feel at ease! Again, thanks for that extra mile."* Another read; *"Thank you for taking such good care of her when she broke her arm. Special shout out to Kevin. He was great and explained everything. Thanks for all you do."*

Call Statistics:

For the month of October 2015 we responded to 453 calls for service. Last year at this time we responded to 408 calls. This places our year to date calls at 4285 which is 455 over last year, an increase of approximately 11%.

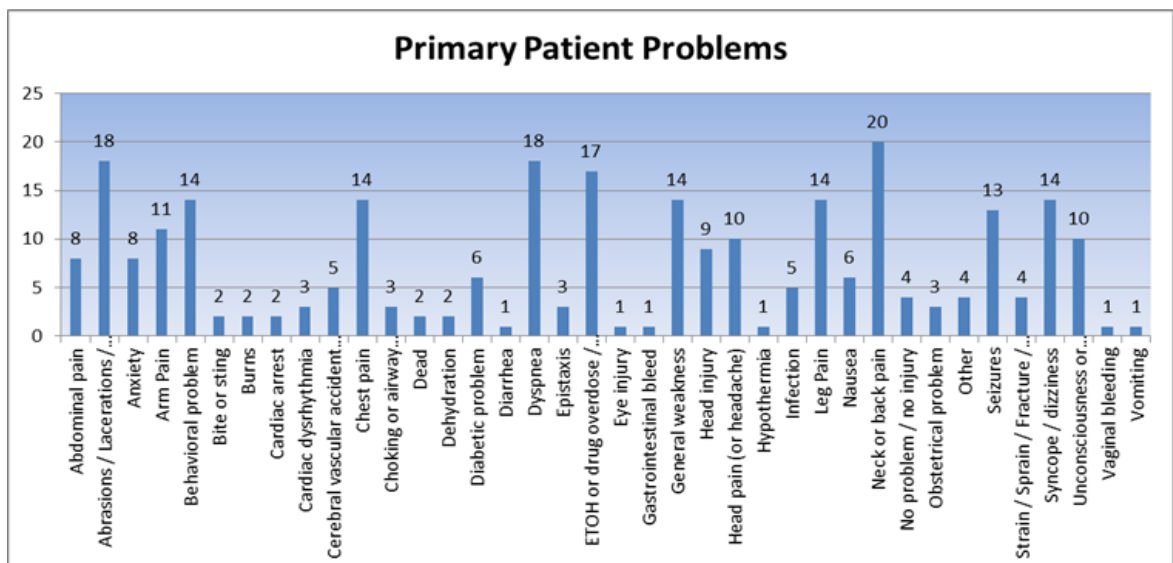
Of the 453 calls for service, 302 of the calls were for EMS. We had a total of 274 patient contacts and transported 227 patients. This time last year we had 187 transports.

The pie chart and graph below indicates calls for the month, not the overall year:

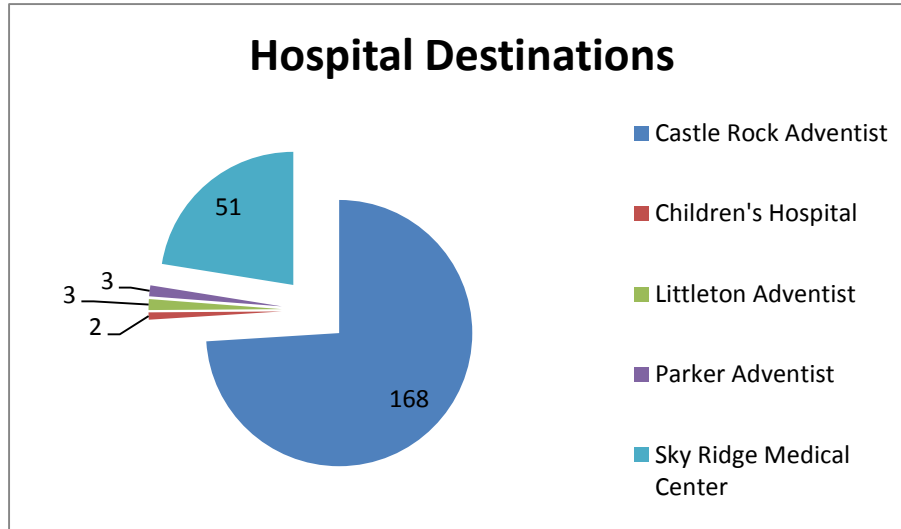


EMS Calls:

The most common EMS call in October was for neck or back pain with 20 patients. The second most common was for neck or back pain and Dyspnea with 20 patients each.



For the month of October, 168 patients were transported to Castle Rock Adventist, which is 74.0% of all patients transported. 51 patients were transported to Sky Ridge, which is 22.5% of all patients transported.



Measurable Outcomes:

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

October 2015...100% September 2015...100%

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

October 2015...98.9% September 2015...98.9%

Fire Calls:

During the month of October we ran 1 fire call compared to 4 last year. We had 30 alarm calls compared to 40 last year at this time.

Key Operational News:

Significant incidents are on each individual shift report.

On October 2nd, it was announced that Firefighter/Engineer Jay Allen is being promoted to the position of Lieutenant, and that Firefighter/Paramedics Steve Patik and Matt Osborn are being promoted to the position of Engineer. Congratulations to all three!

Craig Rollins participated in the Accreditation/Emergency Manager interview process and was selected for this new position. He will assume these duties on December 7th and will be promoted to the rank of Assistant Chief. Congratulations Craig!

FF/EMT Jamie Miller finished his last paramedic clinicals, and is scheduled to return to shift in early November where he will be precepted to be cleared as a paramedic. He will also take his national registry test in November, and receive his state certification once he passes the test.

Significant Incidents for October:

- **A Shift:** No significant incidents
- **B shift:** No significant incidents
- **C Shift:** On October 1, 2015 Battalion 151, Engine 151, and Medic 151 responded to the Plum Creek subdivision on a cardiac arrest. The patient had several chronic illnesses and was pronounced dead at the residence.

On October 19, 2015 Battalion 151 Engines 151 and 154, Medics 151 and 154, and Division Chief 151 responded to Factory Shops and Atrium on a vehicle accident with extrication. The accident was in the Promenade construction area, one person was extricated without incident, and transported to the hospital.

Activities with the crews with during Fire Prevention Week

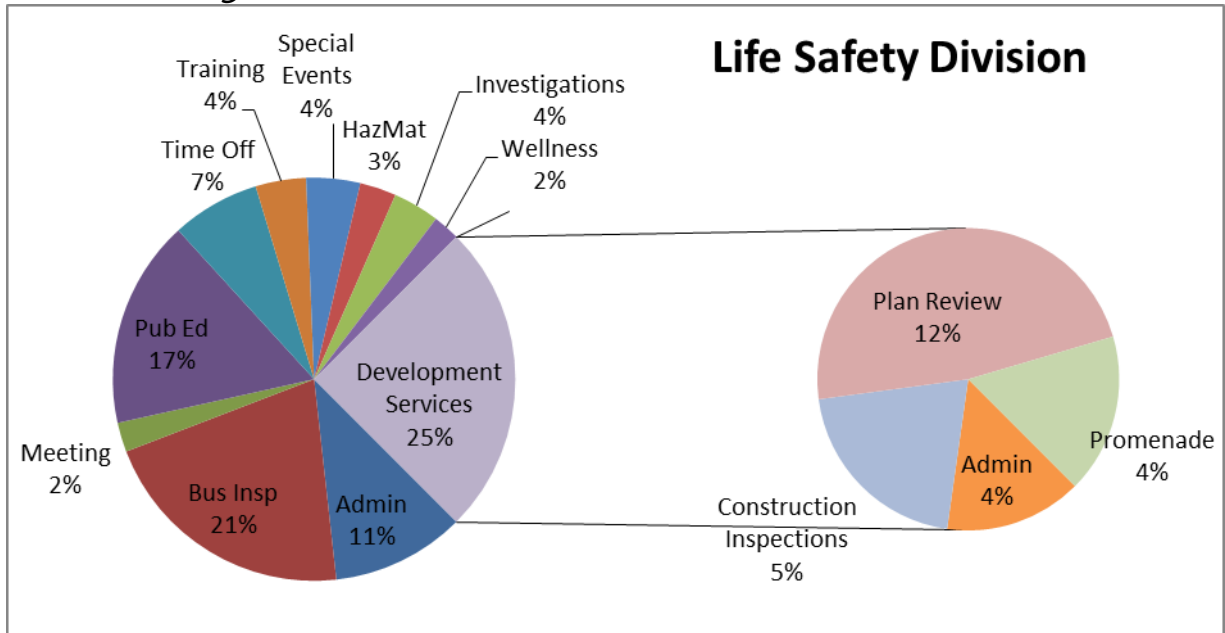


Black Out Drill

Stop Drop and Roll
Demonstration



Life Safety Division:



Existing Business (occupancy) Inspections –

During the month of October we completed a total of 51 primary inspections and 77 follow up inspections. There were a total of 42 inspections completed this month with the expectation that we will complete another primary inspection next year. This works out to be around 5.3 hours per closed inspection. One needs to realize that not all the inspections that are opened in a month are closed within that same month.



We are also adding approximately 9.8 new occupancies each month to our database. Currently we have 1549 businesses (occupancies) that occupy space either stand alone or within a building (core/shell). The building itself requires an inspection to ensure that it is safe to house the businesses that operate out of it.



Construction Inspections – October was another busy month for the new construction side of the bureau. A total of 141 construction inspections were performed, ranging from a rough inspection of the FDC fire lines to a fire alarm final that can take up to several hours depending on the size of the building. We completed a total of 167 plan reviews, with an average time of almost one and a quarter hour per plan review.

Special Events –

Special events are increasing not only in size but in frequency around the Town. This is great for the Town to keep that small town feel, as well as drawing more crowds into areas of interest. The vast majority of these events require, at the very least, that a plan review is completed for the event. Based on the information that is contained in the plan review, an inspection will more than likely be required. This can take a considerable amount of time considering just the sheer size of some of the events. During the month of October, a total of just over 47 hours were logged involving special events. This month was increased due to the department's own Haunted House, and some other fall festivals. This time includes plan reviews, research, document creation, and inspections.



Public Education –

During the month of October, this division was especially busy performing four open houses at each of the firehouses, and one at Festival Park. This included at the very least a fire extinguisher trainer as well as getting to meet the crews that protect the areas that we live in. There is a lot of preparation time and logistics that go into putting on this type of events. There was a total of 181 hours spent on public education. Some other events that went on this month were station tours (very popular for the pre-schools during fire prevention month), birthday parties, and school safety talks. Another big item that is done during Fire Prevention Month is our Fire Safety Coloring Contest. Four winners from all the entrants are picked by the Fire Chief and their artwork gets



transferred into a decal that is affixed to the fire trucks and ambulances for the entire year. This gets presented at the winning student's school. All together with all the events that happened during this month there were a total of approximately 3,210 people at 57 events. While it is not a well-known fact the life safety division does not put on every event nor do they participate in every event. Therefore, let it be known that out of all the people that the department had contact with at the public education events 1,735 was with the firefighters only, 454 was the educators only, and 1021 had both firefighters and educators together.

Environmental Assessments –

During the month of October the Bureau conducted three environmental assessments. Like they sound this type of plan review/inspection takes a significant amount of time as the reviewer must search back in the files and archives of the address that is requested. They are looking for all fire and ems calls, hazardous materials releases, type of occupancy use, and several other points of interest. This can sometimes be called upon for change of occupancy use from one type to another, or if they are re-financing the property. This is another service that the bureau provides to the public.

Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	234	1777.75	2561.5
Fire-Department Wide	705.75	8670.1	9288.4
Department Operations	40.25	552.75	1089.65
Total	980	11000.6	12939.55
A-Shift Training Hours	259	3063	4318.05
B-Shift Training Hours	325.4	3500.25	4127.15
C-Shift Training Hours	338.85	2604.75	3532
Staff / Fire Prevention Bureau	56.75	1832.6	962.35

Major Topics Covered

Fire Training

- Auto Extrication
- MAYDAY Training
- Acquired Structure Evolutions with South Metro Fire/Rescue

EMS Training

- Pediatric Emergency Prehospital Providers Refresher
- Mass Casualty Training with Douglas County Sherriff and Caste Rock Adventist Hospital

In the month of October, available companies conducted Acquired Structure Fire Training with South Metro Fire Rescue. The purpose of this training is to better integrate responding companies into a seamless operation under real world conditions. The training was well received by both South Metro and Castle Rock.

EMS Training activities included Mass Casualty Incident Training with our Joint Training Partners, Douglas County Sheriff and Castle Rock Adventist Hospital. The training was successful in testing the emergency operations capabilities of both DC SO and Castle Rock Adventist Hospital as well as the ability of Castle Rock Fire Rescue, Larkspur Fire Protection District and Franktown Fire Protection District to rapidly assess and transport patients from a secure area in the detention center.

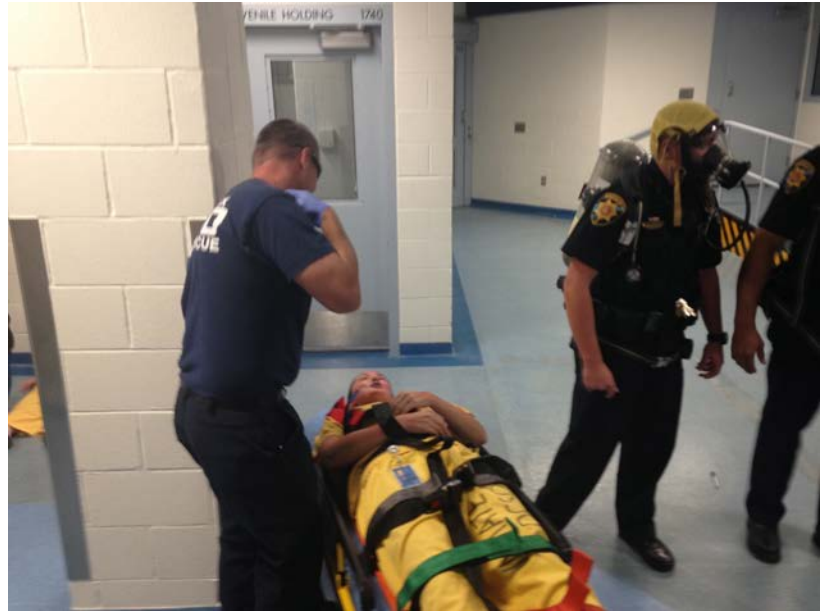
Acquired Structure Fire Training
with South Metro



MCI Training in DCSO Detentions



Patient Assessment in Detentions during MCI Training



MCI Training at Castle Rock Adventist with our Joint Training Partners

Accreditation Monthly Status: October 2015

- October, was a fairly slow month due to vacation, sick leave, and preparing for the Assistant Chief promotional process.
- 2015 Risk Assessment (*primary focus*)
 - Working with G.I.S. on mapping risks for each service category
 - Considering updating all Occupancy Vulnerability Assessment Profile (~1400) datasheets to include a “Special Risk” category.
 - Excessive/unobtainable fire flow
 - Bowstring construction
 - Very high life hazard/would exceed CRFD's capability
 - Working with the Life Safety Division, Rick Young, on updating the HAZMAT risk assessment.
- Poudre Fire Authority visited stations 151 and 154 to look at the first-in alerting systems, how they integrated with existing systems and how the crews felt about the operations of the system. They were impressed with the systems, and extended their thanks to the department as a whole, Chief McCarthy for his time at station 151 and the crews at both stations for their input.
- Data analysis:
 - Data issue reported as resolved in mid-September, awaiting October data to verify.
- Strategic Planning:
 - External stakeholder meetings have been scheduled for stations 151, 153, 154, 155 and Crystal Valley.
 - Preliminary feedback from the public safety open house has been submitted to the Fire Chief for review.

For the month of October, the following hours have been dedicated as Accreditation Manager.

Total Hours: 93

On-Duty Hours: 25

Over-Time: 68

The following hours have been dedicated as Accreditation Manager for the year to date:

Total Hours: 1261

On-Duty Hours: 1125

Over-Time: 136