

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

May 2017 Monthly Report

Department News:

The month of May marked several milestones for the Department. First and foremost, the Commission on Fire Accreditation International (CFAI) sent a team of four peer assessors to perform an accreditation site assessment. This assessment began in March with a review of all the Department's accreditation documents and ends with an on-site visit. The visit included further review of documents, exhibits, reference materials, interviews and station visits. The Team worked to verify and validate that what was described in the documents is a true representation of the Department's practices. After four days of interviews, questions, follow-up questions, and requests for additional data, the Peer Team provided the Department with a number of recommendations for continued improvement and will be recommending the Castle Rock Fire and Rescue Department retain its internationally accredited status to the CFAI. Details on the individual recommendations will be provided in the final site report. The final step in this process is the commission hearing before the Commission on Fire Accreditation International in July of this year.

In addition to the successful site visit, the Department presented the Amended 2016 -2019 Strategic Plan, Community Risk Assessment and Standards of Cover to the Public Safety Commission and Town Council. The Town of Castle Rock Town Council voted 7-0 to adopt the Amended 2016-2019 Strategic Plan (resolution 2017-044), and voted 7-0 to adopt the 2016 Community Risk Assessment and 2017 Standards of Cover (resolution 2017-045). These actions were noted by the peer team as a standard for other agencies in gaining the support of the governing body and community.

In the month of May we trained on our new LUCAS III Chest Compression System on all of our medic units. This machine performs compressions at the appropriate rate and depth for patients in cardiac arrest, and prevents un-belted personnel from having to perform CPR compressions in the back of the medic unit while it is moving, thus improving safety for our personnel. Additionally, it also ensures that compressions are maintained at a constant rate without interruption as seen when we have to switch between providers during compressions. The system has already been used on three patients.



Customer Service:

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

Of the 25 Customer Survey cards rating service in May, 24 were of the highest overall rating of 5, 1 was a rating of 4. Some of the comments received read; *"All did their job very professionally. I was scared and the weather was bad and they made me feel safe and in good hands. I had high standards and they did what I would expect them to do. Great work!!"* Another read; *"The team was outstanding. They even stayed at the hospital till I was stable. Thank you to all the men that took care of me."* Another read; *"Response and care provided were terrific. My 89 year old dad passed out. It was scary for me but the team was professional. Turns out, my dad had undiagnosed AFIB. Thank you for your help!"*

Call Statistics:

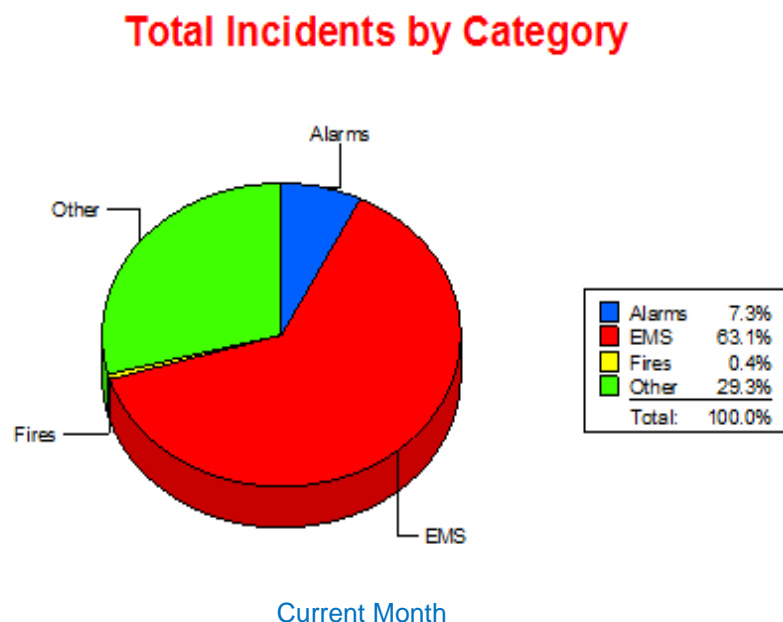
For the month of May 2017 we responded to 482 calls for service. Last year at this time we responded to 437 calls. This places our year to date calls at 2278 which is 173 over last year, an increase of 9.2%.

Of the 482 calls for service, 304 of the calls were for EMS. We had a total of 298 patient contacts and transported 210 patients. This time last year we had 206 transports.

Fire Calls:

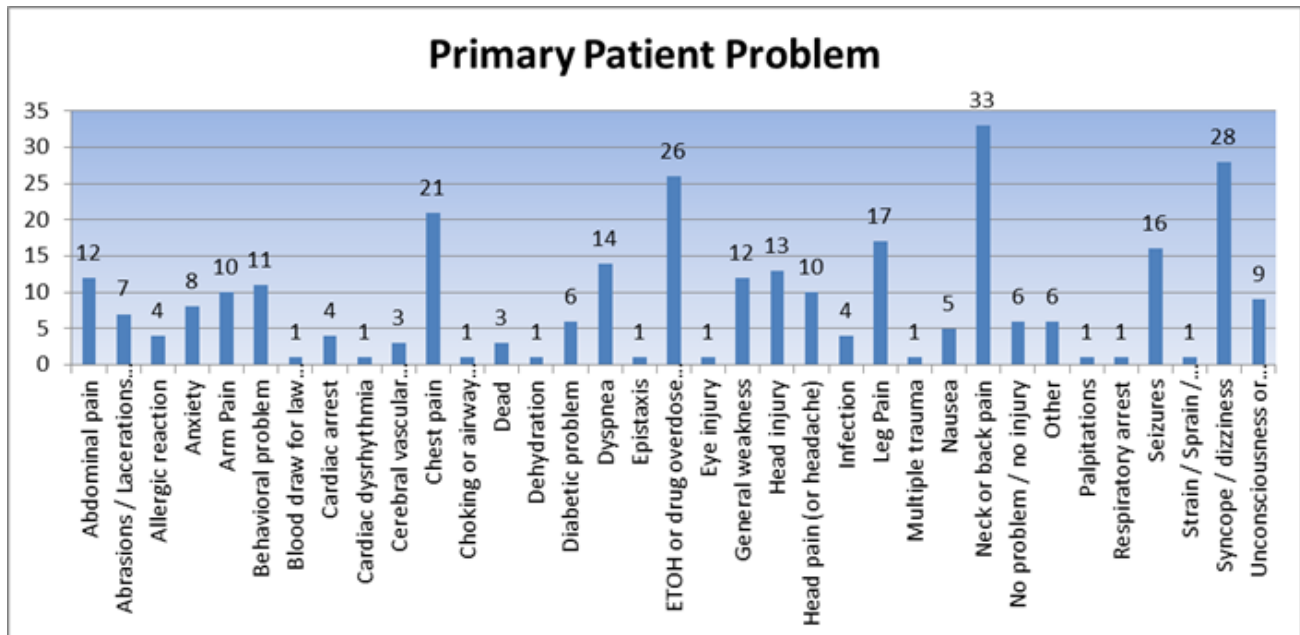
During the month of May we ran 2 fire calls compared to 4 last year. We had 35 alarm calls compared to 45 last year at this time.

The pie chart below indicates calls for the month:



EMS Calls:

The most common EMS calls in May were for neck or back pain with 33 patients, the second most common was for syncope or dizziness with 28 patients.



Measurable Outcomes:

Paramedic on scene of all EMS calls 99% of the time
May 2017...99.6% **April 2017...100%**

Correct medical procedures, as per QA/PI program, performed 90% of the time
May 2017...99.1% **April 2017...97.8%**

Significant incidents are as follows:

A Shift: No significant incidents to report

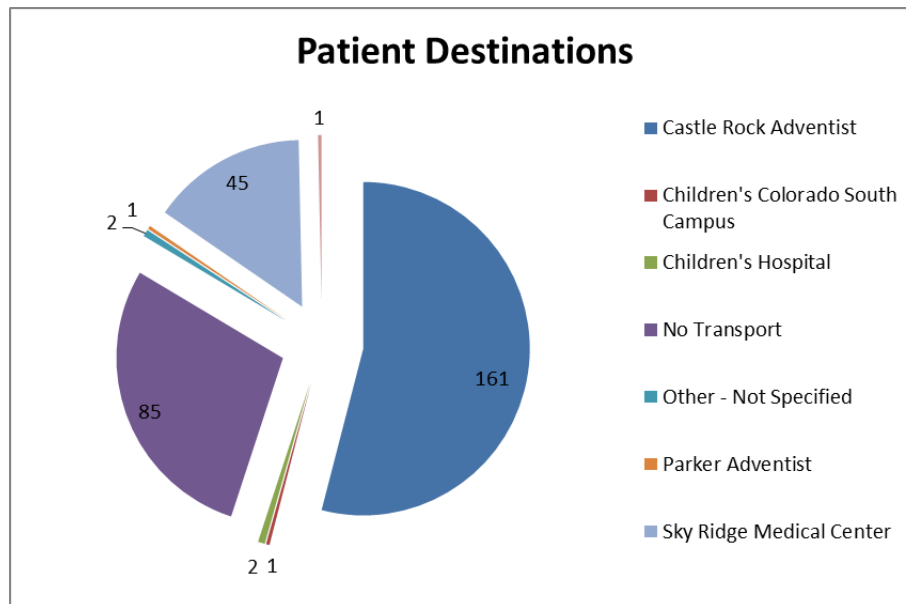
B Shift: No significant incidents to report

C Shift: On May 16th, Engine and Medic 154 and Battalion 151 responded to Meadows Pkwy and Hwy. 85 on a vehicle crash. One patient was transported to the hospital with injuries that proved to be unsustainable to life. The injuries cannot be linked to the vehicle crash. The scene was left with CRPD for investigation.

On May 17th, Engine and Medic 154 and Battalion 151 responded to Castle Rock Middle School on a reported parasailing crash. One patient was transported by Air Life with critical, life-threatening injuries. The patient succumbed to his injuries approximately a week later.

On May 22nd, Engine, Medic, and Battalion 151 responded to Wilcox and Rio Grande on a reported shooting. Two patients were transported with serious injuries. At this time, both continue to recover.

For the month of May, 161 patients were transported to Castle Rock Adventist, which is 75.5% of all patients transported, and 45 patients were transported to Sky Ridge, which is 21.1% of all patients transported. The two “Other – Not Specified” were transported by the High Intensity Unit.



Key Operational News:

Starting May 1st, the High Intensity User response unit was put in service as a joint effort between Douglas County, Castle Rock PD, Douglas County Sheriff's Office, and Castle Rock Fire. We responded to two calls as part of this unit, and both resulted in the patient being transported by the HIU to a mental health facility.

We deployed the LUCAS III Chest Compression System on all of our medic units last month. This machine performs compressions at the appropriate rate and depth for patients in cardiac arrest, and prevents un-belted personnel from having to perform CPR compressions in the back of the medic unit while it is moving, thus improving safety for our personnel. Additionally, it also ensures that compressions are maintained at a constant rate without interruption as seen when we have to switch between providers during compressions. The system has already been used on three patients last month.

We conducted a wildland training burn on the Santa Fe Quarry above Red Hawk Golf Course. This was the burn that was initially scheduled for last year, but was pushed for a variety of reasons. We had participation from South Metro, Franktown, and Larkspur, a number of personnel were able to get task book items signed off, and it was a successful burn in that we eliminated a lot of the fuel without destroying the live vegetation. This mitigation effort should help greatly with any fallout that may occur for the fireworks show in July.

Life Safety Division:

Development Services:

- Plan Review/Referrals: 155
- Inspections/Appointments Related to New Construction: 132
- Hours to Development Services: 315

Notable Projects:

- Ledges Apartments 6200 Castlegate



Existing Facility/Maintenance and Special Event Inspections:

- Business Primary Inspections: 22
- Hazardous Materials Facilities 8
- Total Number of Occupancies in the ER Data Base: 1,898
- Special Event Inspections: 4

Response Assist/Investigation:

- Call Out/Responses: 5

Public Education and Community Outreach:

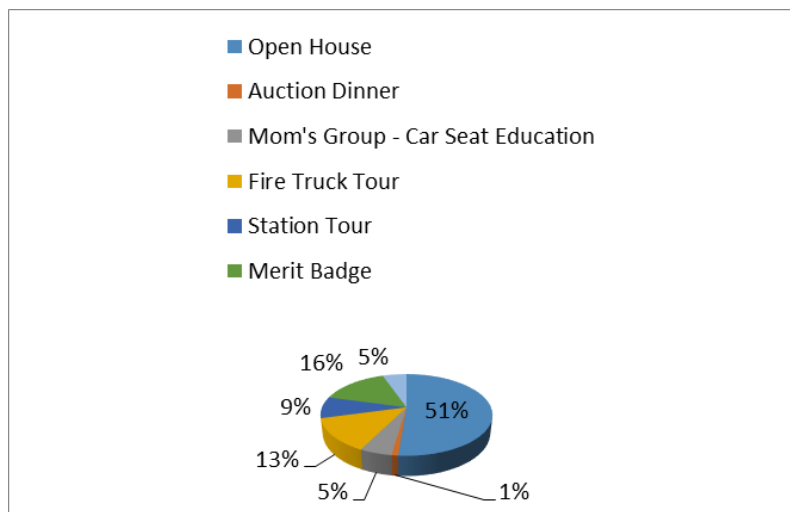
- Open House: 1
- Truck Tour: 3
- CPR Class: 2
- Merit Badge Class: 1
- Station Tour: 3
- Car Seats: 33

Notable Events:

Station 153 Open House and New Engine Dedication- The Founders community was invited to Station 153 for the dedication of the new fire engine. The turnout for the event was overwhelming, with over 300 people in attendance. The feedback from the attendees was very positive and enthusiastic.



Total Number of Public Education Contacts: 755



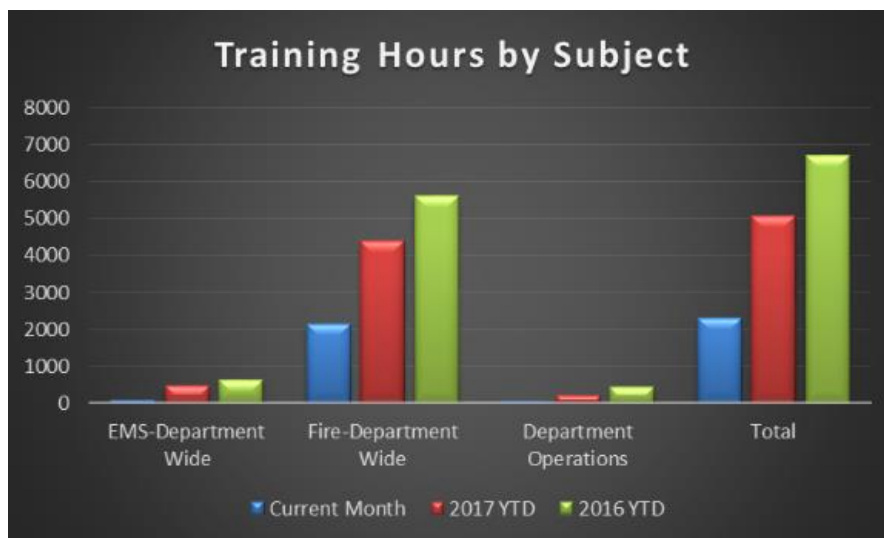
Training Division:

In the month of May, members were busy participating in Wildland Line Training, Swiftwater Operations Hands-On training, National Traffic Incident Management System Online Training and Water Supply Multi Unit Drills, hosted by Franktown Fire Protection District.

This month's EMS Training activities included Centura Altered Mental Status continuing education, and in-service training on the Lucas 3 CPR device.

Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	81.25	489.25	641.11
Fire-Department Wide	2162.25	4117.5	5624.9
Department Operations	56	215	432.75
Total	2299.5	5086.5	6698.76
A-Shift Training Hours	696	1498.5	1957.3
B-Shift Training Hours	900.5	1705.9	2043.55
C-Shift Training Hours	654	1671.8	2177.8
Staff / Fire Prevention Bureau	49	210.3	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

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In May, the Department presented the Amended 2016 -2019 Strategic Plan, Community Risk Assessment and Standards of Cover to the Public Safety Commission and Town Council. The Public Safety Commission voted unanimously to recommend the adoption of both documents to Town Council. On May 16th, The Town of Castle Rock Town Council voted 7-0 to adopt the Amended 2016-2019 Strategic Plan (resolution 2017-044), and voted 7-0 to adopt the 2016 Community Risk Assessment and 2017 Standards of Cover (resolution 2017-045). These actions were noted by the peer team as a standard for other agencies in gaining the support of the governing body and community.

Craig worked with Castle Rock Water on a concern they have regarding the cleaning of a surface water strainer. This strainer needs to be cleaned twice daily and requires one person to enter Plum Creek downstream of the strainer. There were a number of safety issues identified, and recommendations made. Engineer/Paramedic Todd Lewis (Swift Water Team Lead) continues to work directly with the Castle Rock Water on several safety concerns and is helping them identify safety equipment.

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

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		04/01/17 - 04/30/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:41	Turnout @ 01:52	Travel @ 05:07	Call to Arrival @ 08:40	
92.8%	94.4%	89%	93.9%	
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%	
01:31	01:42	05:30	07:54	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
167 / 13	169 / 10	161 / 20	170 / 11	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
80 / 92 / 94 / 93	70 / 97 / 95 / 95	80 / 88 / 89 / 91	80 / 95 / 96 / 91	
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.		04/02/17 - 04/29/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:41	Turnout @ 01:52	Travel @ 06:37	Call to Arrival @ 10:10	
88.5%	96%	78.8%	92.3%	
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%	
01:44	01:48	07:26	09:26	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
46 / 6	48 / 2	41 / 11	48 / 4	
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 / 87 / 86 / 89	100 / 93 / 100 / 9	100 / 81 / 80 / 73	100 / 87 / 93 / 94	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	