

Castle Rock Fire and Rescue Department



An internationally accredited Fire/Rescue agency 2012-2017

June 2015 Monthly Report

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

Department News:

On June 22nd four members of the department were officially sworn in. Chris McCarthy was sworn in as Division Chief of Training. Christina Jenkins and Jamie Keough were sworn in as Fire & Life Safety Educators/Inspectors. Paul Berens was sworn in as a Fire Prevention Officer.



Chief McCarthy



Jamie Keough & Christina Jenkins



Paul Berens



CRFD Honor Guard

Customer Service:

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

Of the 34 Customer Survey cards rating service in June, 34 were of the highest overall rating of 5. Some of the comments received read; *“Quick response, friendly and answered all the questions they could that my co-workers had. Kept smiles on their faces. Expressed genuine concern for me. Made my first ambulance experience as good as it could be.”* Another read: *“We cannot say thank you enough for the care, friendliness and expertise you provided our family. The communication to all of us was outstanding!”*

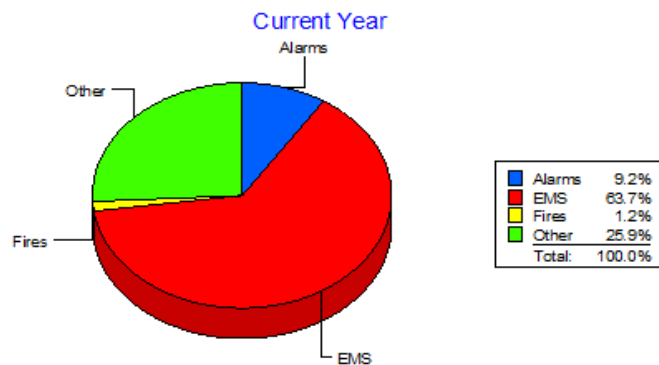
Call Statistics:

For the month of June 2015 we responded to 444 calls for service. Last year at this time we responded to 357 calls. This places our year to date calls at 213 ahead of last year at this time.

Of the 444 calls for service, 272 of the calls were for EMS. We had a total of 239 patient contacts and transported 183 patients. This time last year we had 166 transports.

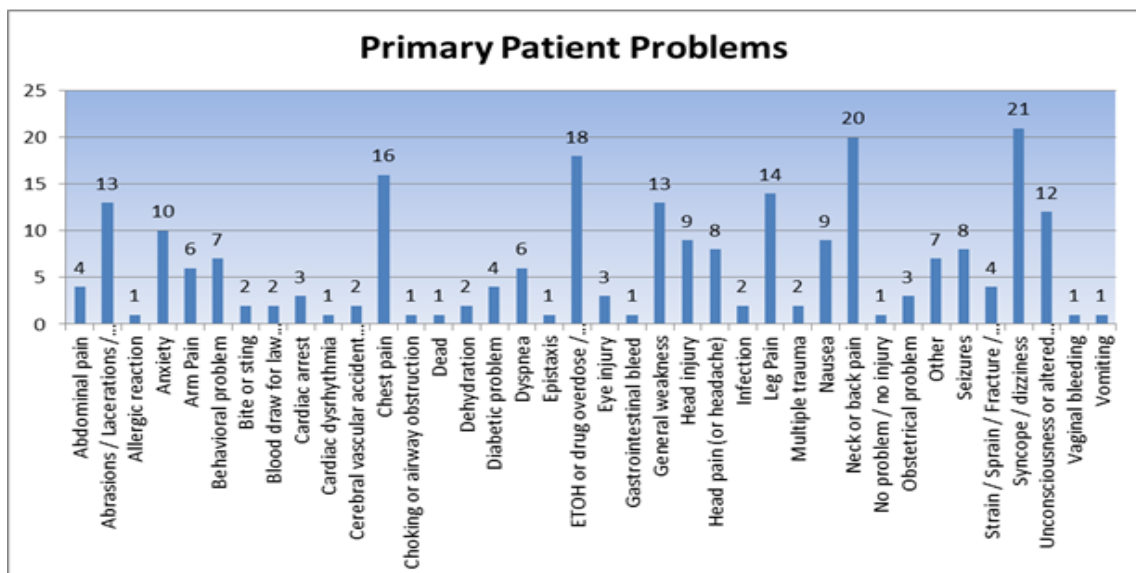
The pie chart and graph below indicates calls for the month, not the overall year:

Total Incidents by Category

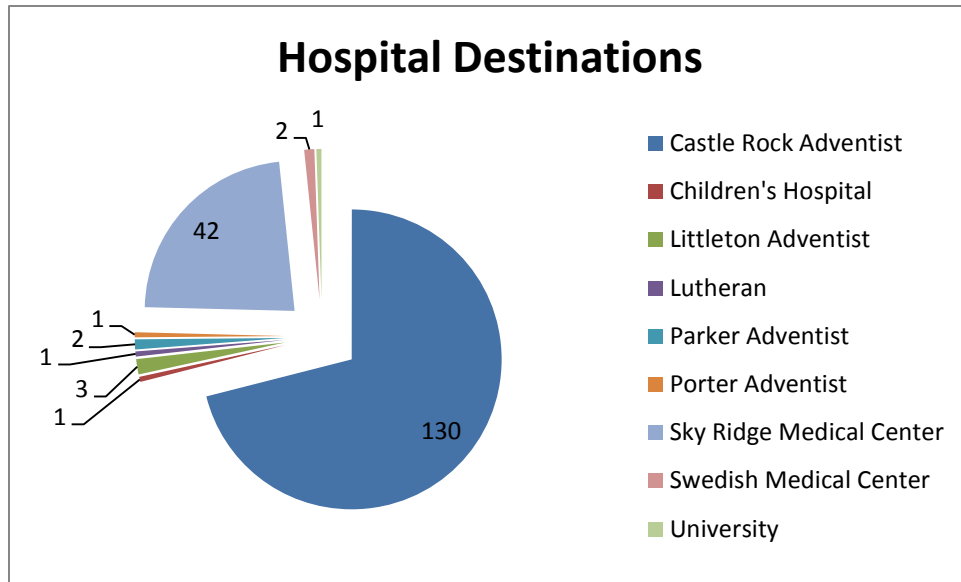


EMS Calls:

The most common EMS call in June was for dizziness with 21 patients. The second most common was for neck or back pain with 20 patients.



For the month of June, 42 patients were transported to Sky Ridge, which is 22.9% of all patients transported, and 130 patients were transported to Castle Rock Adventist, which is 71% of all patients transported.



Measurable Outcomes:

Paramedic on scene of all EMS calls 99% of the time
June 2015...100% May 2015...100%

Correct medical procedures, as per QA/PI program, performed 90% of the time
June 2015...Not available% May 2015...99.2%

Fire Calls:

During the month of June we ran 2 fire calls compared to 10 last year. We had 42 alarm calls compared to 35 last year at this time. The rainfall contributed to the decrease in fire calls.

Key Operational News:

Significant incidents are on each individual shift report. We did experience some calls due to the amount of rainfall received, but no major incidents occurred as a result of the flooding.

Special event season is in full swing, and we are covering a number of events. We are also seeing an increase in public visits at Station 151 as people are downtown for events like Movie Night, the Car Show, etc.

Significant Incidents for June:

A Shift: Nothing to report

B shift: Nothing to report

C Shift: On June 8, at 9:15 PM, Engine and Medic 153, and Battalion 151, responded to Castlewood Ranch on a reported cardiac arrest. On arrival, CPR was being performed by Castle Rock Police Department. Advanced Life Support measures were initiated and the patient regained pulses and was transported to Castle Rock Adventist Health Center.

The patient was transferred to Porter for further definitive care. The patient had a complete recovery and was discharged home.

On June 21, at 6:14 PM, Battalion 151, Quint 155, and Medic 154, responded to Sapphire Point on a cardiac arrest. Resuscitation efforts were attempted, however, the patient expired. The scene was left with CRPD.

On June 26, at 12:23 AM, Battalion 151, Quint 155, Medic 154, and Chief 154 responded to Lemon Gulch on a reported cardiac arrest. On arrival, the patient had been expired long enough to where resuscitation efforts were not indicated. The scene was left with Douglas County Sheriff's Office.

Below are the response time tables for May. As a reminder, these are one month behind due to the way we collect and calculate data.

May Metro/Urban/Suburban

Distribution Matrix			Castle Rock Fire and Rescue Dept.	05/01/15 - 05/31/15
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
87.2%	91.4%	74.5%	87.7%	
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%	
01:14	01:48	05:42	07:43	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
191 / 28	191 / 18	158 / 54	192 / 27	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
96 / 90 / 84 / 82	69 / 94 / 98 / 91	60 / 67 / 86 / 73	76 / 89 / 92 / 85	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

May Rural

Distribution Matrix			Castle Rock Fire and Rescue Dept.	05/01/15 - 05/31/15
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 05:19	Call to Arrival @ 08:20	
84.8%	92.7%	71.7%	87.7%	
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%	
01:35	01:50	06:59	08:48	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
56 / 10	51 / 4	43 / 17	57 / 8	
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 / 82 / 86 / 78	57 / 92 / 100 / 10	28 / 64 / 81 / 86	75 / 76 / 95 / 94	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

2nd Quarter Explorer Report

The 2nd quarter has been full of changes and success. With the end of the school year, we have both gained and lost explorers. We currently have 16 Explorers in the post. We lost 3 at the end of the school year, but gained 4 new recruits in the past few weeks.

The Explorers participated in a large-scale mock disaster hosted by Arapahoe County with South Metro Fire and multiple law enforcement explorers. The explorers used multiple skills throughout the exercise including fire attack, EMS and vehicle extrication.

We also had a group of explorers that participated in a community service project with Colorado Civil Air Patrol where they painted the house of a person in need; the home was located in Castle Rock. Both of these items completed two goals that were set at the beginning of the year.

Our next big event is our annual academy. It will be held July 20th - 24th with a fundamentals day on the 25th. We have 7 explorer recruits that will be completing their first academy. Final planning for the academy is being completed and will be submitted to the Training Division and DC Croom for final approval.

Training at the PSTF continues to go very well; having all the resource options there has improved quality of delivery.

Future Events/ Projects

Explorer Academy (July)
MDA (September)

Overtime Expenditures

April- 12 hours
May- 8 Hours
June- 14 Hours

Meetings and Miscellaneous

Future Trainings: visit our website www.explorerpost107.com
Next Quarterly report will be September 2015



Life Safety Division:

Plan Reviews –

Plans submitted in to the Bureau range from Site Development Plans (SDP), Proposed Project Assessment (PPA), Zoning and construction plans. These come in from Development Services and then we also take fire sprinkler and fire alarm plans directly at the front desk. All together we reviewed 146 sets of plans for the month of June.

Along with plan reviews the Bureau is involved in inspecting all aspects of the building process that we have approved during the plan review phase. Some are pretty simple inspections, such as looking at the placement of fire sprinkler heads in the system to ensure they meet the standard, while others involve testing the entire system to ensure everything works the way they are designed to. In the month of June we completed 74 construction related inspections.

Hazardous Materials –

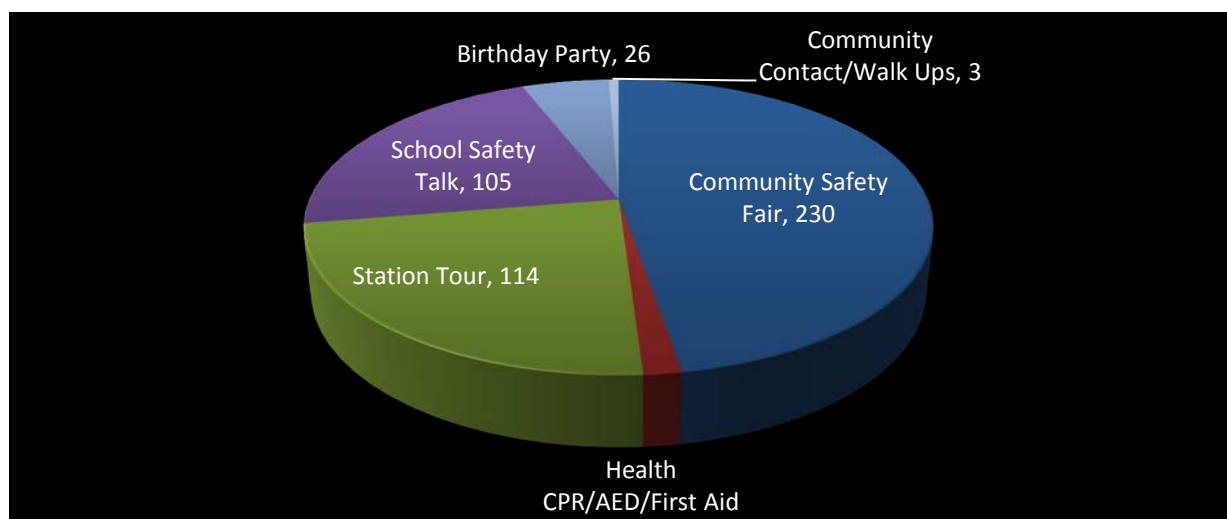
We maintain the Arapahoe-Douglas County Hazardous Materials database for the businesses within the fire protection district. While all businesses are required to report any hazardous materials that they are using, storing, and/or handling; if they don't meet the minimum threshold they are not required to submit storage site plans. With this we are required to not only evaluate the database, but also make a site visit to verify and ensure safe storage and handling practices. On average this really entails roughly three processes; verifying chemicals and SDS sheets, verifying quantities and appropriate storage areas, and physical inspection of the site. During the month of June we completed 11 total hazmat inspections.

Existing Business (occupancy) Inspections –

This is a large amount of our daily workload in the bureau. Not only do we conduct a primary inspection, we perform subsequent inspections of the occupancy to ensure compliance with the fire code. This is a process that over the life of the building the occupancy could be inspected several hundred times. During the month of June the bureau performed 214 inspections, consisting of primary, follow-up, and correction notice inspections. There was a total of 57 inspections that were completed, meaning that all violations had been addressed and were compliant or had no violations when the inspection was performed.

Public Education –

With having two new public educators in the bureau we are trying to implement new programs and polish the programs that were already in place. Some of the programs include Douglas County Youth Leadership, working with the Boy Scouts. During the month of June the public educators and line staff either scheduled, participated or facilitated a total of 17 events, allowing 486 public contacts resulting in 23.5 hours of work. Another portion of public education or assistance is the certified car seat installation program. Car seat technicians oversaw the installation of a total of 13 car seats for the public.



Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	139.0	1149.3	1574.8
Fire-Department Wide	659.8	6689.4	6474.9
Department Operations	35.0	448.3	794.4
Total	833.8	8287.0	8844.1
A-Shift Training Hours	172.0	2784.0	2491.8
B-Shift Training Hours	312.0	2694.0	3177.7
C-Shift Training Hours	303.5	2347.0	2422.0
Staff / Fire Prevention Bureau	46.3	461.9	752.6

Major Topics Covered

Fire Training

- Joint Fire Training – Mid Rise Fires ad Standpipe Operations
- All-Terrain Vehicle Operator Safety Course - Practical
- Water Supply Operations with South Metro Fire Rescue

EMS Training

- Environmental Emergencies
- Protocol and Skills Review

In the month of June, the department conducted Joint Fire Training with our mutual aid partners. The subject was Mid Rise Fires and Standpipe Operations. The purpose of this training is to seamlessly integrate companies into an incident action plan that successfully completes the objectives of fire control, ventilation and search.

A-shift was invited by South Metro Fire/Rescue to participate in Water Supply Operations involving Water Tender Shuttles. The importance of training with our mutual aid partners cannot be overstated. Our ability to perform well with our neighbors only benefits those we serve.

JOINT FIRE TRAINING



Smoke showing on the 4th floor



Castle Rock members deploying a 2 ½ hose from Franktown's Engine 181

Forcing Entry



Larkspur members make a grab

Accreditation Monthly Status:

- Poudre Fire Authority had the peer site visit the week of 6/15, and will be recommended for accredited status. Chief Demint and Captain Durre expressed their gratitude to the Rocky Mountain Accreditation & Professional Credentialing Consortium for its support and mock peer team. They said the mock peer team was the reason their site visit was as successful and effortless as it was
- 2015 Risk Assessment (primary focus)
 - Needed Fire for all occupancies updated, thank you Chris Bates!
 - Chief Croom and FF/PM Rollins working to complete the Risk/Vulnerability Assessment
 - Roughly 33% of the occupancies in RMS have been completed
 - All “core & shell” occupancies complete
 - All identified critical infrastructure completed
 - Once all OVAP/HSAP scores are complete, the data will be provided to GIS for mapping
- Attended multiple conference calls for the Model (FESSAM 9thed) Re-imagination document review
 - Received positive feedback on the Section 5 Research and Information Collection Guide submitted in May
 - Category 5 technical working group assigned to Commissioner Olson to oversee the development of the Interpretation Manual
 - Rough draft of the FESSAM Interpretation Guide submitted on 6/17
 - Have requested that CRFD be considered for a 3-day FESSAM/SOC seminar once the new materials are completed and published, waiting to hear if we will be selected as a host site
 - Still no indication of when/how the standards of cover manual will change
- StatsFD:
 - Attended 2 web-based training sessions
 - Update still pending to resolve a couple of reference errors identified
- Data analysis:
 - Continuing to work with New World to ensure StatsFD data is correct and accurate given the recent data issue found between New World and High Plains
- Strategic Planning:
 - Time has been shifted to completed the 2015 Risk Assessment
 - Continued efforts to identify the external stakeholder groups and points of contact so that meeting can be scheduled
- The 3rd cycle Annual Compliance Report was submitted 6/26/15

The following hours have been dedicated as Accreditation Manager

JUNE
Total Hours: 176
On-Duty Hours: 176
Over-Time Hours: 0

YTD
Total Hours: 987
On-Duty Hours: 952
Over Time Hours: 35