

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

## July 2017 Monthly Report

### Department News:

On July 21, 2017 C Shift responded to Crimson Sky and Founders on a wildland interface fire. This fire became a 3 alarm and two metro strike team response. Crews worked during daylight hours on the 21<sup>st</sup>, 22<sup>nd</sup>, and 23<sup>rd</sup>. The fire consumed 4.1 acres in difficult terrain and was not declared out until July 24<sup>th</sup>. There were no injuries due to this incident.



## Customer Service:

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

Of the 34 Customer Survey cards rating service in July, 32 were of the highest overall rating of 5, and 2 were a rating of 4. Some of the comments received read; *"Thank you so much!! Excellent, caring people. We are so grateful for their good help. Hope we are not in need of help again soon, but when/if we do need it, these are the people we would want."* Another read; *"The "team" were all very compassionate. I was kind of in a daze and they were the best you could ask for. The 911 operators were great also! It was a horrific experience that I don't want to ever experience again."* Another read; *"I was very, very sick with vertigo and the EMT's that responded were so kind, helpful, compassionate and very competent. Thank you from the bottom of my heart!"*

## Call Statistics:

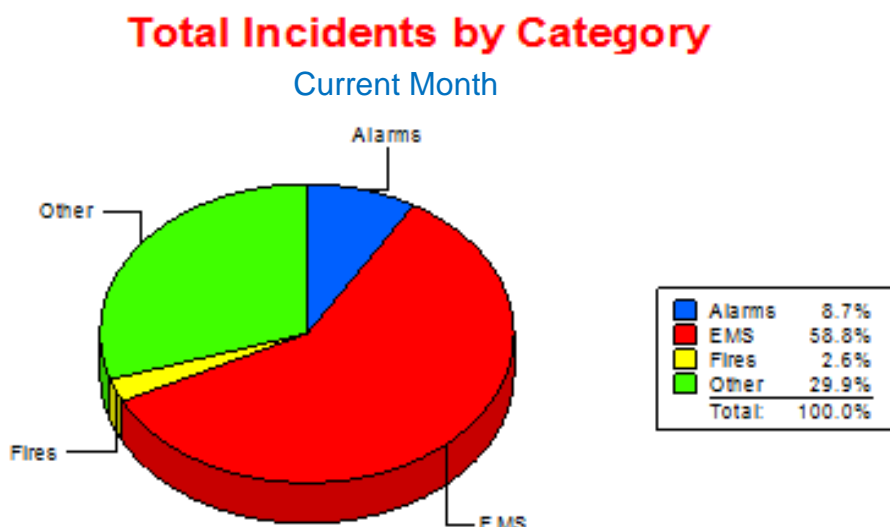
For the month of July we responded to 505 calls for service. Last year at this time we responded to 475 calls. This places our year to date calls at 3250 which is 264 over last year, an increase of 9.2%.

Of the 505 calls for service, 297 of the calls were for EMS. We had a total of 288 patient contacts and transported 228 patients. This time last year we had 209 transports. One patient was transported by our High Intensity Unit.

## Fire Calls:

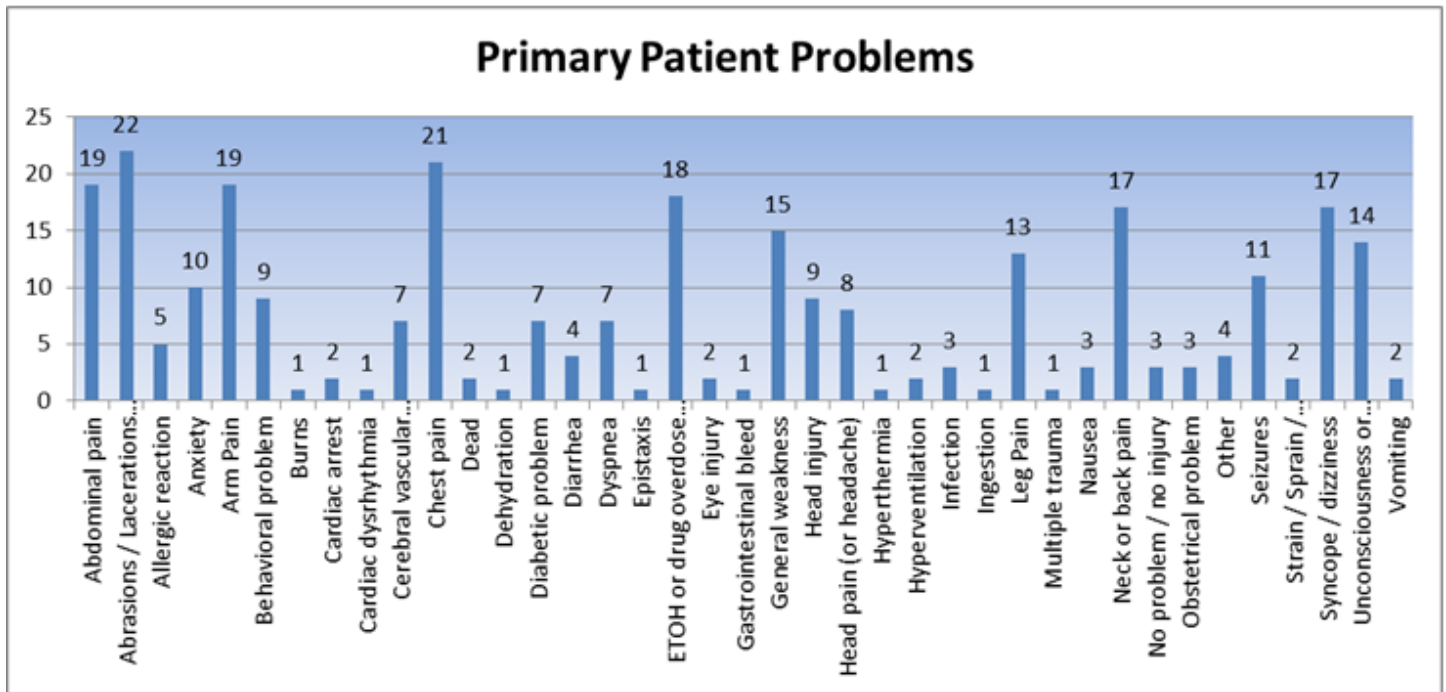
During the month of July we ran 13 fire calls compared to 16 last year. We had 44 alarm calls compared to 49 last year at this time.

The pie chart below indicates calls for the month:



## EMS Calls:

The most common EMS calls in July were for abrasions/lacerations with 22 patients each, the second most common was for chest pain with 21 patients.



## Measurable Outcomes:

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

**July 2017...99.0%**      **June 2017...98.3%**

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

**June 2017...99.0%**

**July 2017 ...99.1%**

Significant incidents, if any, can be found on each individual shift report. The most significant event last month was the Woodlands wildland fire, which escalated to a 3<sup>rd</sup> alarm, required the use of Rampart Helicopter, and lasted over three days to completely extinguish

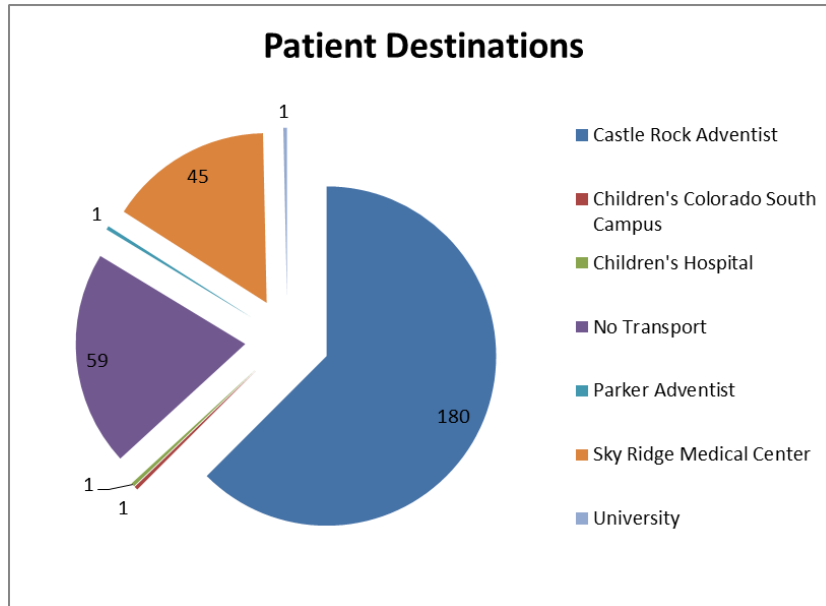
Significant incidents are as follows:

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

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

**C Shift:** On July 21, 2017 at 1:44 PM, crews responded to Crimson Sky and Founders on a wildland interface fire. This fire became a 3 alarm and two metro strike team response. Crews worked during daylight hours on the 21<sup>st</sup>, 22<sup>nd</sup>, and 23<sup>rd</sup>. The fire consumed 4.1 acres in difficult terrain and was not declared out until July 24<sup>th</sup>. There were no injuries due to this incident.

For the month of July, 180 patients were transported to Castle Rock Adventist, which is 78.9% of all patients transported, and 45 patients were transported to Sky Ridge, which is 19.7% of all patients transported.



### **Key Operational News:**

The 4<sup>th</sup> of July Fireworks show was held last month with no major issues. Two small fallout fires were found with the UAV using FLIR, and were extinguished. We had no other issues with fallout or smoke, and we had no fireworks related incidents even though there were plenty in use under the Stage 1 restrictions.

Brush 151, with Lt. Dell, FF/PM Fitch, and FF/EMT Fritch was deployed to the Peekaboo Fire for a 14 day wildland fire assignment, even after a tire blowout they completed the assignment, and returned home safely.

Lt. Richardson was deployed to Idaho and then Montana as a single resource (heavy equipment boss) for a 14 day wildland fire assignment. He completed the assignment and returned home safely.

Antique 151, the Local's antique, and Engine 153 participated in the Douglas County Fair Parade on July 23<sup>rd</sup>. With these three apparatus, 88 years of fire apparatus technology were presented by our department.

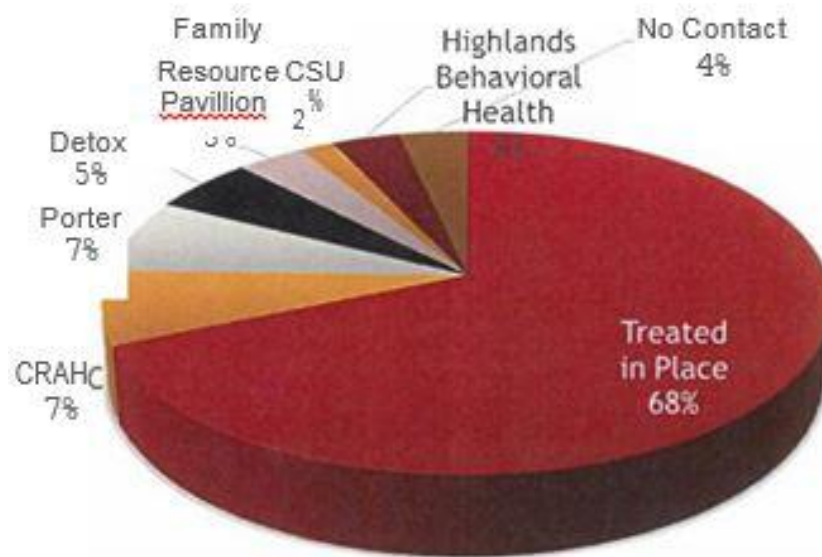
### **COMMUNITY RESPONSE TEAM SUMMARY**

The Community Response Team (CRT) launched on May 8, 2017. A coordinated effort between the Douglas County Mental Health Initiative, Castle Rock Police Department, Castle Rock Fire Department and Douglas County Sheriff's Office, the CRT model places a professional clinician and a law enforcement officer together in the field to respond to active 911 calls, follow up with individuals after the initial crisis contact and also preventively contact "high utilizers" that are known to hospital and other emergency systems. The team is supported by CRFD, with a paramedic team assigned to respond with CRT if medical assistance or clearance is needed.

The team is capable of performing a full emergency mental health evaluation, triaging medical issues, obtaining medical clearance for placement as well as gaining pre-authorization from Medicaid for direct placement of the individual, all from the field.

The CRT is on shift from 10am-8pm, Monday through Thursday and responds to 911 calls that have a primary behavioral health concern. Currently, the CRT will respond to an active 911, once the primary behavioral health concern is gleaned from initial reporting. The team is able to take calls directly from 911 dispatch as well as "self-dispatch" - in other words, if they overhear a call on the radio that sounds appropriate or on an individual of whom the team has prior knowledge. CRT is also able to respond to 911 calls at the request of other police units that are on scene. Additionally, the CRT can take referrals from the CIT program coordinator for Douglas County, fellow law enforcement officers and the Office of the County Attorney and the Mental Health Navigator who supports that office. The goal of the team is to increase capacity so that the referral sources may expand to include all departments of law enforcement, fire departments and mental health providers.

During May, June and July, CRT responded to 46 active 911 calls for service, conducted 11 self-initiated visits to previously identified high utilizers and assisted 56 unique individuals as a result of those calls. The team also conducts follow up visits with each of the individuals and has made a total of 103 contacts, as of July 25, 2017. Castle Rock Fire Department was called to the scene 8 times to provide coordinated medical clearance, prior to placement for psychiatric care. Sixteen individuals total were directly admitted to an appropriate level of care, 6 of which were placed directly into an inpatient setting. 39 individuals could be treated in place. Two individuals could not be contacted by police after a concern for their safety was called into 911 by a family member.



## Life Safety Division:

### Development Services:

- Plan Review/Referrals: 126
- Inspections/Appointments Related to New Construction: 119
- Hours to Development Services: 222

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

- Business Primary Inspections: 12
- Hazardous Materials Facilities 3
- Total Number of Occupancies in the ER Data Base: 1,955
- Special Event Inspections: 10

### Response Assist/Investigation:

- Call Out/Responses: 11

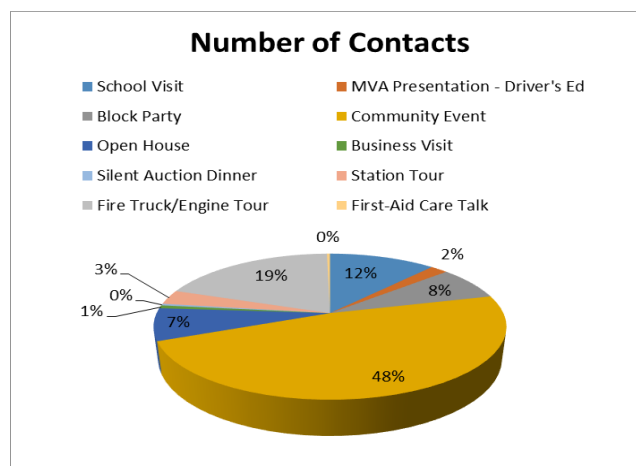
### UAV (Unmanned Aerial Vehicle)

- Total Minutes Flown: 639
- Total Number of Feet Flown: 166,393

### Public Education and Community Outreach:

- Open House: 1
- Truck Tour: 6
- Station Tour: 6
- Youth Firesetter Class 1
- School Visit: 4
- Silent Auction Dinner: 2
- Community Events: 7
- Car Seats: 34

**Total Number of Contacts: 2120**



## Training Division:

In the month of July, members were busy participating in Firefighter Safety Stand Down Week activities including:

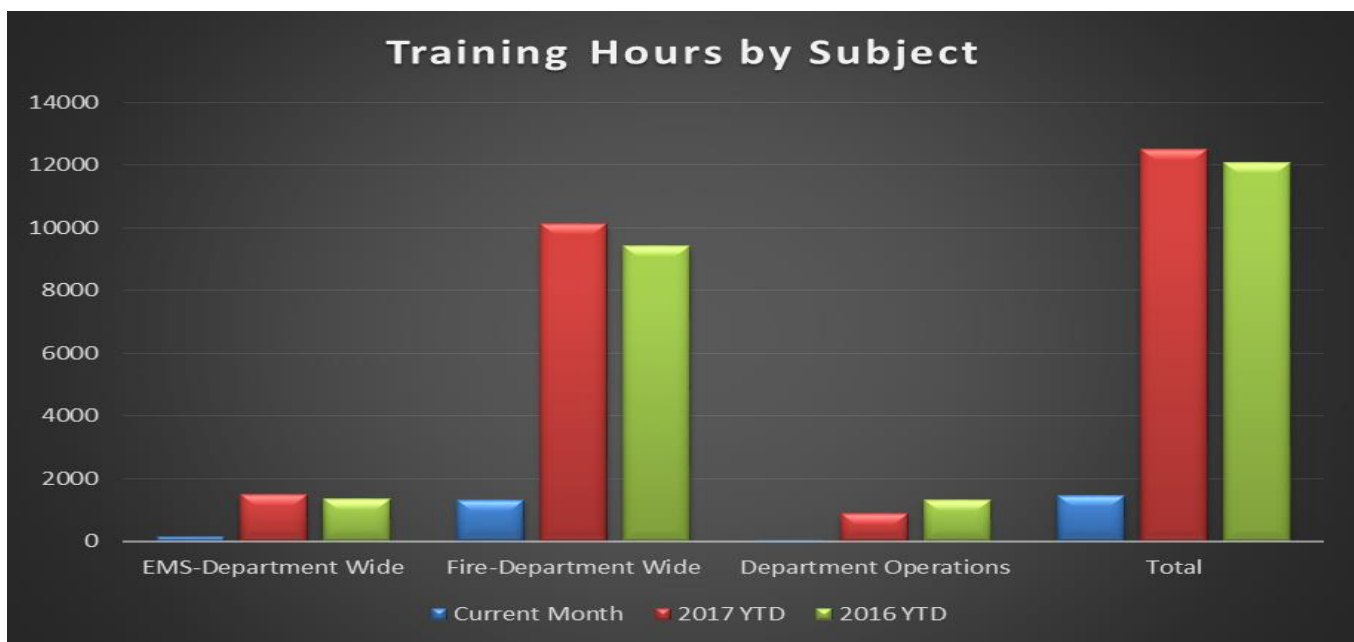
- Mayday
- Self-Rescue
- Rapid Intervention
- Health and Wellness

Companies also participated in Wildland Command Simulations and Rope Rescue Mini Training.

This month's EMS Training activities included Centura Cardiac Arrest continuing education.

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	141.5	1484.11	1351.86
Fire-Department Wide	1296.8	10129.3	9403.49
Department Operations	5.75	871.53	1326.19
Total	1444.05	12484.94	12081.54
A-Shift Training Hours	438.05	3651.85	3683.8
B-Shift Training Hours	533.5	4047.05	3670.8
C-Shift Training Hours	378	3841.58	3921.74
Staff / Fire Prevention Bureau	94.5	944.46	805.2



## Accreditation and Emergency Management Monthly Status

For the month of July, the highlight was the Department's hearing before the Commission on Fire Accreditation International (CFAI) in Charlotte, NC. Chief Morales, Deputy Chief Croom, and Assistant Chief Rollins represented the Department answering several questions from the 11 commissioners. The Castle Rock Fire and Rescue Department (CRFD) received a unanimous vote to retain its status as an internationally accredited agency. As of July 27<sup>th</sup>, there are only 238 internationally accredited agencies world-wide. There are 27,212 fire departments in the U.S. Nation-wide only 0.8% of fire departments have received this prestigious honor. This honor would not be possible without the high degree of professionalism and quality of work that every member exhibits on a daily basis. To further underscore the department's commitment to excellence and continuous improvement, the CFAI Peer Team Leader presented a letter of recognition to Chief Morales regarding the team's experience during their site visit in May 2017.

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

### Urban

Distribution Matrix			Castle Rock Fire and Rescue Dept.	06/01/17 - 06/30/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
<b>84.3%</b>	<b>88%</b>	<b>87%</b>	<b>91.3%</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>01:39</b>	<b>01:46</b>	<b>05:26</b>	<b>07:56</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>156 / 29</b>	<b>162 / 22</b>	<b>160 / 24</b>	<b>168 / 16</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>94 / 78 / 88 / 82</b>	<b>64 / 92 / 89 / 89</b>	<b>70 / 89 / 87 / 89</b>	<b>76 / 94 / 90 / 93</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.	06/01/17 - 06/30/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 06:02	Call to Arrival @ 09:10	
<b>84.4%</b>	<b>85.7%</b>	<b>78.1%</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>01:41</b>	<b>01:47</b>	<b>07:15</b>	<b>09:15</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>54 / 10</b>	<b>54 / 9</b>	<b>50 / 14</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>85 / 86 / 82 / 84</b>	<b>42 / 100 / 89 / 84</b>	<b>42 / 86 / 82 / 76</b>	<b>57 / 100 / 93 / 84</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	