

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

## June 2017 Monthly Report

### Department News:

On June 10<sup>th</sup> we celebrated the unveiling of the 911 Memorial in front of Fire Headquarters in downtown Castle Rock. The piece of the fallen World Trade Center (WTC) was donated to us by the Counterterrorism Education Learning Lab. The project of the Leadership Douglas County class of 2017 was to affix the piece of WTC steel as a World Trade Center Monument. Thank you to everyone for their effort and many hours dedicated to ensure completion of the project.



## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**June 2017...95.8%**

Of the 28 Customer Survey cards rating service in June, 24 were of the highest overall rating of 5, 1 was a rating of 4 and 1 was a rating of 3. Some of the comments received read; *“What a great group. My first time to need an ambulance. Was so impressed – they were great.”* Another read; *“My husband was out of town and my 17 year old had to call 911. The operator did a great job keeping my son calm. My 10 year old was very upset and the paramedics were wonderful with trying to put him at ease. I was in extreme pain and the paramedics were over the top with trying to get my pain under control! Thank you!”* Another read; *“EMT & Fireman was excellent with my kids! Police were very responsive as well.”*

## Call Statistics:

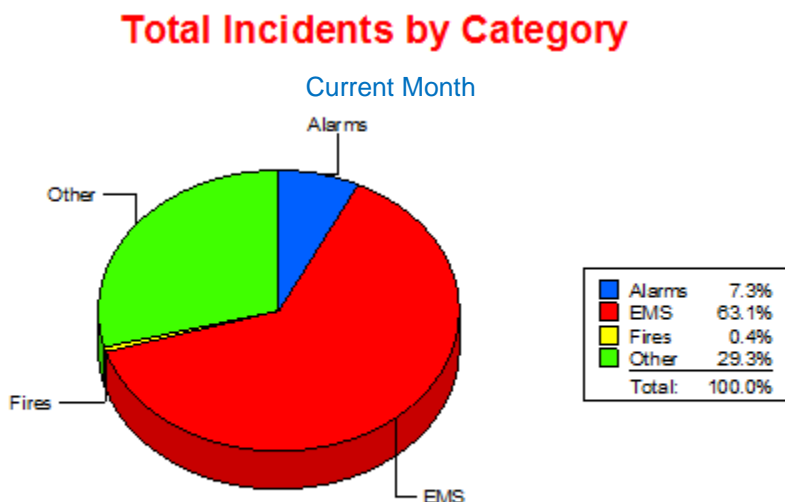
For the month of June 2017 we responded to 467 calls for service. Last year at this time we responded to 406 calls. This places our year to date calls at 2745 which is 234 over last year, an increase of 9.1%.

Of the 482 calls for service, 296 of the calls were for EMS. We had a total of 284 patient contacts and transported 220 patients. This time last year we had 181 transports.

## Fire Calls:

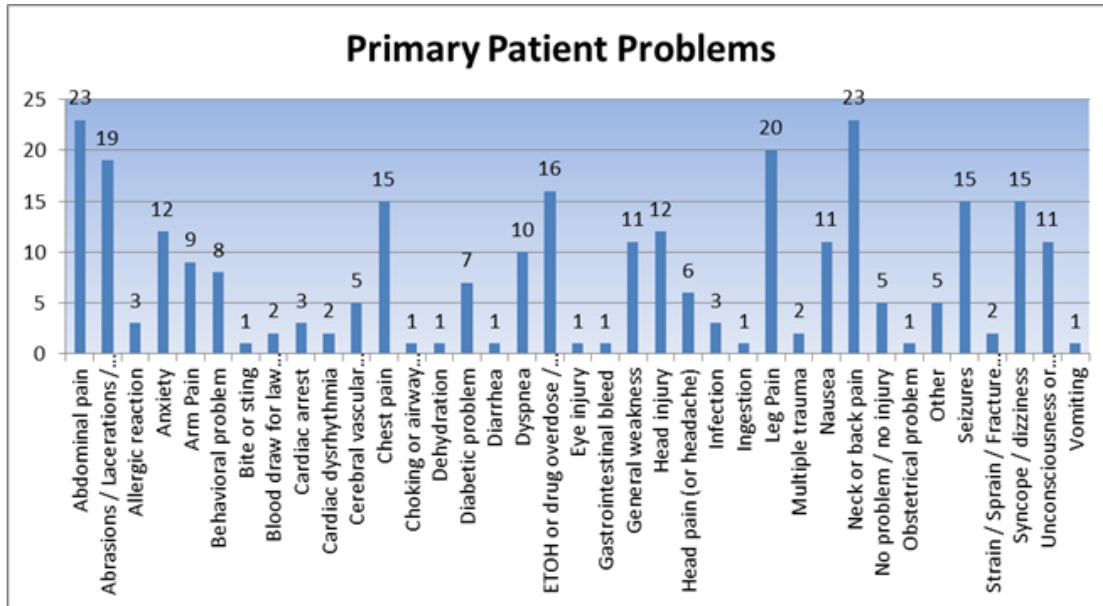
During the month of June we ran 9 fire calls compared to 10 last year. We had 38 alarm calls compared to 37 last year at this time.

The pie chart below indicates calls for the month:



**EMS Calls:**

The most common EMS calls in June were for neck or back pain and abdominal pain with 23 patients each, the third most common was for leg pain with 20 patients.



**Measurable Outcomes:**

Paramedic on scene of all EMS calls 99% of the time  
**June 2017...98.3%\***                      **May 2017...99.6%**

\*The decrease in this month's percentage can be attributed to the closure of High Point Drive for construction, which resulted in Franktown Fire handling four calls in Cobblestone Ranch as closest units.

Correct medical procedures, as per QA/PI program, performed 90% of the time  
**June 2017...Not available%**              **May 2017...99.1%**  
 June data will be provided in July's report

Significant incidents, if any, can be found on each individual shift report. B Shift responded on an auto aid high angle rescue with Jackson 105 to Devils Head, and C Shift responded on an auto aid residential structure fire with Larkspur to a home in the very west end of Perry Park. B Shift also participated in a Dignified Honors event for a deceased Service member who was being taken to DIA for his final trip home. A Shift responded on a head on motor vehicle accident with Larkspur on the West Frontage Road just north of Tomah Road that resulted in two ground transports and one pediatric patient airlifted to Children's Hospital.

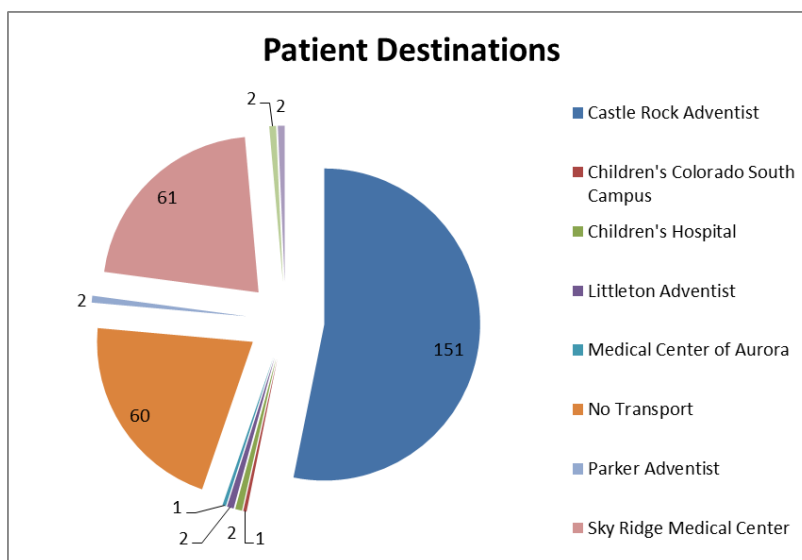
Significant incidents are as follows:

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

**B Shift:** On June 18, 2017, Castle Rock Fire and Rescue Department (CRFD) was dispatched to a medical assist at Devils Head in the Pike National Forest, mutual aid with the Jackson 105 Fire Protection District (J105). Larkspur Fire Protection District Medic 162 (M162) responded as the primary medic unit and requested CRFD Squad 154 (SQ154) due to potential rope rescue operation. CRFD Battalion Chief 151 (BC151) added to the run. BC151 communicating with M162, special-called CRFD Brush 151 (BR151) for personnel. Douglas County Search and Rescue (DCSAR) was requested by M162. CRFD operated for over 4 hours on the technical rope rescue of a climber.

**C Shift:** C Shift responded on an auto aid residential structure fire with Larkspur to a home in the very west end of Perry Park. The stubborn fire was extinguished with significant structure damage due to the remoteness of the residence.

For the month of June, 151 patients were transported to Castle Rock Adventist, which is 67.4% of all patients transported, and 61 patients were transported to Sky Ridge, which is 27.2% of all patients transported.



### **Key Operational News:**

We began deploying the Ferno infx powered prams on our medic units last month. This pram is capable of lifting 700 lbs. unassisted, and will load and unload a patient without our crews having to physically pick up the pram and patient. While this pram is much heavier (approx. 180 lbs.) than our older, non-powered Strykers (approx. 80 lbs.), it should severely reduce the need to pick up patients and thereby reduce the chance of a back injury.

## **Life Safety Division:**

### **Development Services:**

- Plan Review/Referrals: 188
- Inspections/Appointments Related to New Construction: 103
- Hours to Development Services: 21

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

- Business Primary Inspections: 24
- Hazardous Materials Facilities 12
- Total Number of Occupancies in the ER Data Base: 1,932
- Special Event Inspections: 8



### **Response Assist/Investigation:**

- Call Out/Responses: 5

### **UAV (Unmanned Aerial Vehicle)**

- Total Minutes Flown: 348
- Total Number of Feet Flown: 38,849

### **Public Education and Community Outreach:**

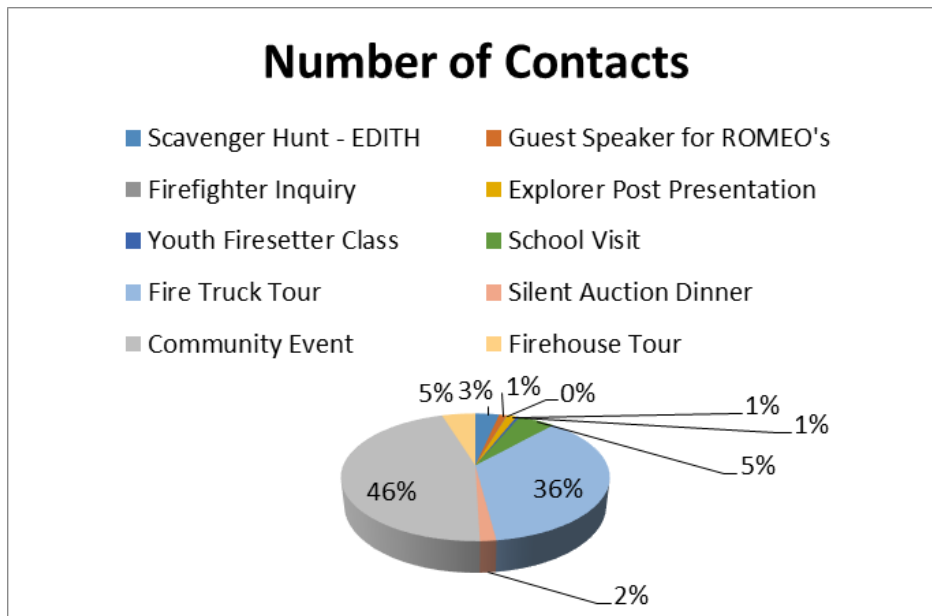
- Town Scavenger Hunt: 1
- Truck Tour: 4
- Station Tour: 8
- Youth Firesetter Class 1
- School Visit: 2
- Silent Auction Dinner: 4
- Explorer Post: 1
- Community Events: 8
- Car Seats: 23

Notable Events:

- Fire Fighter Recruitment Video- Fire personnel throughout the department were used to record a recruitment video in preparation for the opening of the Crystal Valley fire station. A professional videographer was contracted by the Town Communications division to produce the video. The video was shot over a two week period, and captured the many services provided by the CRFD.



Total Number of Public Education Contacts:



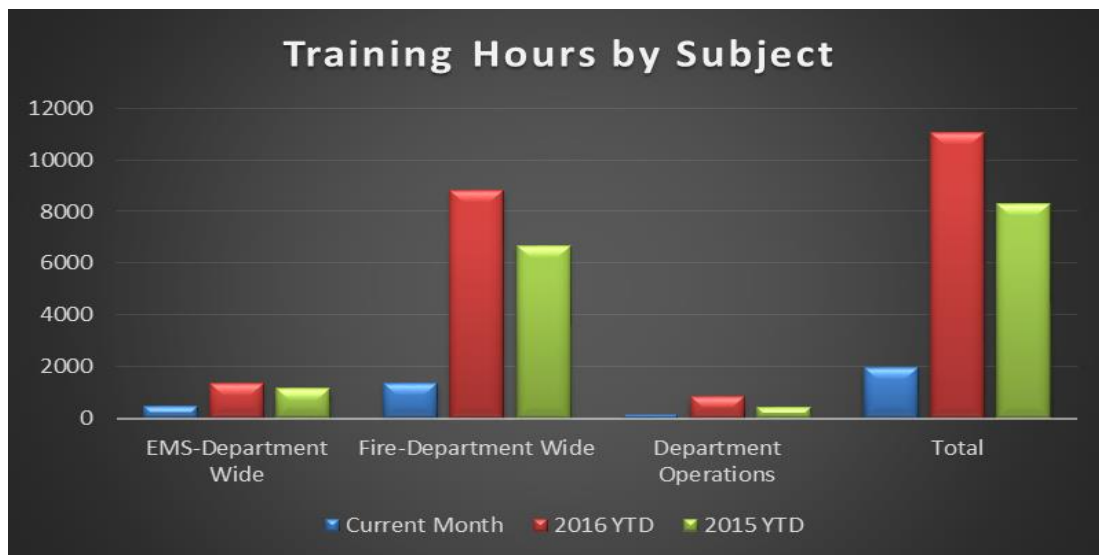
## Training Division:

In the month of June, Chief Rollins assisted the Training Division in the delivery of nine multi-jurisdictional Gross Decontamination / Triage drills. All the drills were well attended with mutual aid partners at each offering. Representatives from Castle Rock Adventist Hospital and Castle Rock Water attended some of the drill to gain a better understanding of the decontamination process and how their agency/department may be involved in a similar scenario. Ferno Power Cot in-service training was also held to familiarize personnel with the safe operation of the new ambulance cots.

This month's EMS Training activities included Centura Environmental and Anaphylaxis Emergencies continuing education, and Mass Casualty Triage.

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	480.25	1342.61	1149.3
Fire-Department Wide	1366	8832.5	6689.4
Department Operations	133.75	865.78	448.3
Total	1980	11040.89	8287
A-Shift Training Hours	585.75	3213.8	2784
B-Shift Training Hours	730	3513.55	2694
C-Shift Training Hours	501.5	3463.58	2347
Staff / Fire Prevention Bureau	162.75	849.96	461.9



## Accreditation and Emergency Management Monthly Status

For the month of June, the focus shifted from Accreditation to Emergency Management. Aside from attending numerous meetings, work resumed on updating the Incident Management Guidelines and Standards (IMGS) to closely align with the Douglas County and State Emergency Operations Plans (EOP). The new format will use the Emergency Support Function (ESF) format to identify primary, secondary and supporting roles for each of the Town's departments during an emergency. The goal is to have the EOP completed by the end of the year, to include a training and exercise plan for 2018.

On June 15<sup>th</sup>, Chief Rollins was appointed as the second Douglas County representative to the North Central All Hazards Emergency Management Region's board. The North Central Region's (NCR) is one of nine emergency planning and preparedness regions within Colorado and includes ten counties (Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Gilpin and Jefferson). Serving in this role, Craig will be able to build relationships with regional planning and response.

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

### Urban

Distribution Matrix			Castle Rock Fire and Rescue Dept.	05/01/17 - 05/31/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
<b>84.6%</b>	<b>90.7%</b>	<b>84%</b>	<b>90.5%</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>01:35</b>	<b>01:42</b>	<b>05:42</b>	<b>08:01</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>170 / 31</b>	<b>175 / 18</b>	<b>168 / 32</b>	<b>181 / 19</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day <b>94 / 87 / 85 / 76</b>	% Compliance Time of Day <b>50 / 92 / 95 / 95</b>	% Compliance Time of Day <b>83 / 82 / 85 / 84</b>	% Compliance Time of Day <b>88 / 89 / 90 / 92</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.	05/02/17 - 05/31/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 06:02	Call to Arrival @ 09:10	
<b>91.8%</b>	<b>86.9%</b>	<b>72.1%</b>	<b>88.5%</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>01:16</b>	<b>01:45</b>	<b>06:59</b>	<b>09:18</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>56 / 5</b>	<b>53 / 8</b>	<b>44 / 17</b>	<b>54 / 7</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day <b>100 / 94 / 92 / 86</b>	% Compliance Time of Day <b>50 / 70 / 96 / 93</b>	% Compliance Time of Day <b>50 / 70 / 74 / 73</b>	% Compliance Time of Day <b>50 / 94 / 88 / 86</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	