

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## November 2018 Monthly Report

### Department News:

November was a busy month. Some of our firefighters were busy getting the star ready for Starlighting, while others responded to a chimney fire as well as several motor vehicle accidents.

Assessing the damage



Extricating a patient



Changing lightbulbs



Prepping the star

## Customer Service:

**Measurable Outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**November 2018...96%**

Of the 25 Customer Survey cards rating service in November, 23 were of the highest overall rating of 5. 1 had a rating of 4, and 1 had a rating of 3. Some of the comments received read; *“The EMTs were very professional, kind and courteous and provided the medical treatment that I needed.”* Another read; *“As an out of state person, was impressed with your service from start to finish.”* Another read; *“All EMT’s & First Responders did an outstanding job of helping us with caring & transporting our mother. Thank you for your service.”*

## Call Statistics:

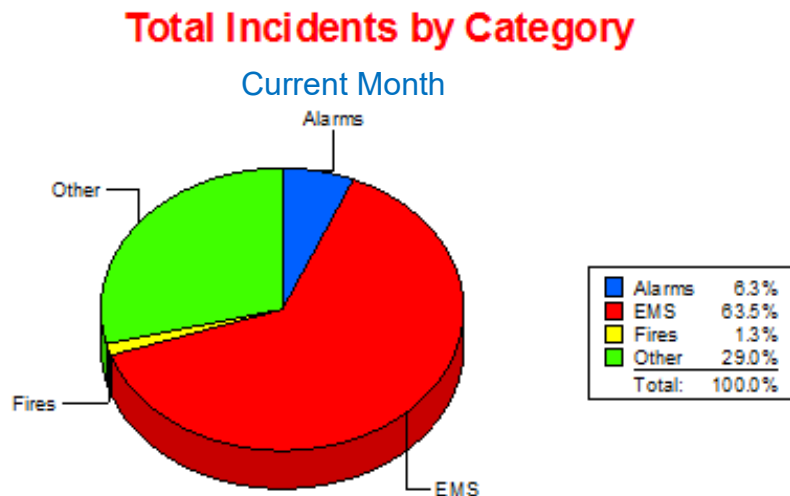
For the month of November, we responded to 480 calls for service. Last year at this time, we responded to 456 calls. This places our year to date calls at 5,129, which is a decrease of 36 calls or -0.9% from last year.

Of the 480 calls for service in November, 305 of the calls were for EMS. We had a total of 275 patient contacts and transported 207 patients. This time last year we had 205 transports.

## Fire Calls:

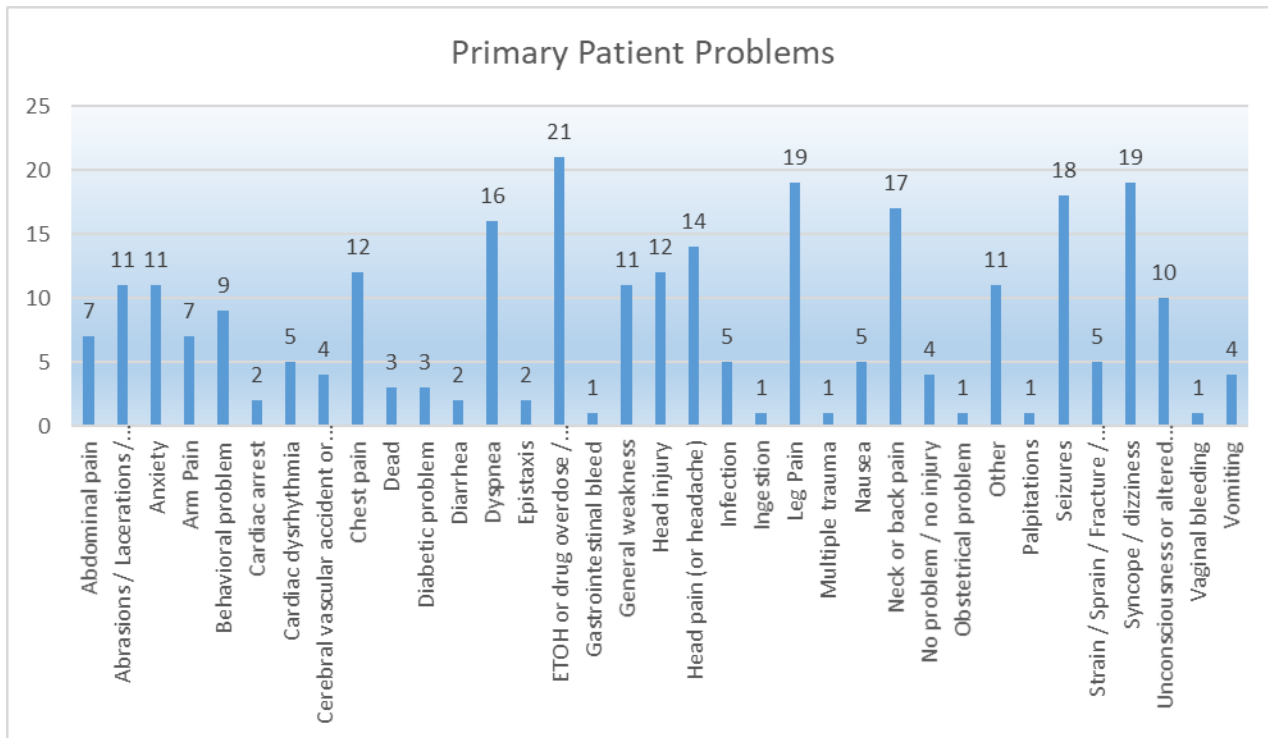
During the month of November, we ran 6 fire calls compared to 10 last year. We had 30 alarm calls, which is 1 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The chart below indicates call proportions for the month of November 2018:



## Emergency Medical Service Calls

The most common EMS calls in November were for Alcohol or drug overdose with 21 patients, and the second most common was for syncope or dizziness and leg pain with 19 patients each.



## Measurable Outcomes:

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

**November 2018...99.3%      October 2018...100%**

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

**November 2018...99.0%      October 2018...98.4%**

## Key Operational News:

Our two recruits graduated from the fire academy at West Metro on November 30<sup>th</sup>. One of the recruits, Carlie Dickson, is a member of the WY Air National Guard, and she has received active duty orders for a six month deployment. She will begin prep work in December, and then deploy in January. So, we should see her return sometime in July 2019. Our other member, Nolan Devine, will complete some additional requirements and then report for orientation in mid-December.

Lieutenant Jason Butts was officially promoted to Battalion Chief on November 25<sup>th</sup>, and has assumed that role. With his promotion, a Lieutenant position is now open, and that process was opened in late November. FF/PM Jeff Helle was selected for that position on November 30<sup>th</sup>, and will assume his official role in early December.

Due to a retirement, we now have a vacant Training Captain position. The position was advertised internally until November 30<sup>th</sup>, and we had three applications for the position. We will work on a process to fill it in December, and depending on who is selected, this may open up another Lieutenant position on the line. We will address that issue as we move forward.

The annual Star lighting and Chili Supper was held on November 17<sup>th</sup> with moderate success. The weather played a major factor in having smaller crowds this year, but the event was held without any issues.

## **Life Safety Division:**

### **Statistical information:**

	<b>2018</b>	<b>2017</b>
Plan Reviews	109	103
Construction Inspections	92	155
Public Education Events	14	12
Public Education Contacts	2,428	244
Existing Business Inspections	41	35

### **Investigations:**

The investigation portion of this division can at times keep us very busy; luckily during the month of October, there were only a small handful of minor events that required our attention to fire investigation.

### **Construction:**

The Life Safety Division saw a slight increase in plan reviews from last year, however, a decline in new construction inspections helped to offset this increase. We are still diligently trying to find a good time to post for the open spot within the division, to help with the staff shortage. The remaining members are working very hard to maintain the work that is required.

During the month of November, a total of 109 plan reviews were completed with 2 of those for Douglas County projects, taking a total of 101 hours to complete. 92 new construction inspections were completed involving a total of just over 160 staff hours to complete.

Comparatively from last year, we reduced the number of construction inspections. However, this may just be because the type of projects are not requiring as many inspections at this time. This also has to do with the much colder weather that we are experiencing at this time.

## Public Education:

Our public educators and crews worked together this month for a total of 3 events greeting and meeting a total of just over 78 contacts together. Individually, they met another 2,194 people during 6 other events. Crews performed a total of 5 events on their own, contacting 156 people according to the reports that were turned in.

The month of November was a great public education month due to the fact that there was a career fair at the Douglas County Event Center, which brought approximately 2,070 participants between adults and children. This is put on each year by the Douglas County School District to encourage eighth grade students to start looking at different career fields with some of them being fire or EMS fields.

During the month of November, the car seat technicians assisted with a total of 21 installations and presented education to the new, existing, and expecting parents. A total of 18 of these were rear facing car seats, indicating that these were mainly for infants less than 1 year of age.

## Inspections:

November is typically the month that we start looking at all the inspections that we have done for the year and try to ensure that anything that may be still be out there that is not completed is reviewed and attempted to be closed. Some of these do require more attention than others.

During this month, a total of 16 primary inspections were completed, and while some of these may require follow up inspections, at least three of them did not. There were a total of 59 follow up inspections completed and eight correction notices issued. Correction notices are notices to the business that they have a specific item that needs to be addressed in a certain timeframe, otherwise they can receive a summons to appear in court.

A total of just over 183 hours were logged pertaining to inspections of existing businesses. As you can see, they require a large percentage of time to ensure that these existing businesses are safe for the employees and public.

## Special Programs:

Unmanned Aerial Vehicle (UAV): This month, the pilots logged a total of 42.79 minutes of flight with just over 31,656 feet of flight. This is a skill that is very useful and needs to be kept up to be proficient.



# Training Division

## Major Topics Covered

### Fire Training

- LP Gas Emergencies –Multi-Company Drills
- Recruit Academy Field Days
- Acting Engineer Task Book Activities

### EMS Training

- Centura Continuing Education: Pediatrics
- Active Threat Training with South Metro Fire Rescue Authority
- Basic EKG Training

## Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	249	2421.86	1934.75
Fire-Department Wide	1452.5	16279.05	9030.3
Department Operations	234.75	1316.28	568.5
Total	1936.25	20017.19	11533.55



Members prepare to advance on the new 500 gallon LP Tank prop



Two Hose Teams direct LP Gas away from sources of ignition while the team leader shuts off the valve

## Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins delivered the third emergency management overview training session for the Town Manager and Department Heads. The training sessions will continue for the next several months at the Department Head meeting. Following the sessions, training will move to tabletop exercises and finally functional exercises.

This month, Chief Rollins completed the EOC Manual that details the roles and responsibilities of the primary EOC positions (EOC Manager, Operations, Finance, Logistics, Planning, and Public Information Officer) as well as other primary support roles. The purpose of the manual is to provide a guide for staff that reports to the EOC with guidelines for each position. The next step is to develop similar manuals for the Emergency Support Functions (ESF).

In other accreditation news, Battalion Chief Butts recently completed a CFAI site visit, recommending the agency for accreditation. Chief Butts and Chief Rollins will be working to develop a lessons learned/best practices documents so that as CRFD peer assessors go out on site visits; we can maintain a central repository for information gathered. Lieutenant Michael Moore has been accepted into the January Peer Assessor seminar series, and he will be the Department's fourth peer assessor.

Below are the response time tables for the month of October 2018:

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		10/01/18 - 10/31/18	
Department Distribution by Performance Type				All Incident Types	
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10		
<b>79.1%</b>	<b>87.3%</b>	<b>75.3%</b>	<b>84.8%</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>01:24</b>	<b>01:42</b>	<b>05:34</b>	<b>07:55</b>		
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance		
<b>125 / 33</b>	<b>137 / 20</b>	<b>119 / 39</b>	<b>134 / 24</b>		
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail		
% Compliance Time of Day <b>76 / 87 / 75 / 72</b>	% Compliance Time of Day <b>23 / 90 / 96 / 90</b>	% Compliance Time of Day <b>92 / 73 / 71 / 78</b>	% Compliance Time of Day <b>84 / 85 / 82 / 87</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.		10/02/18 - 10/30/18	
Department Distribution by Performance Type				All Incident Types	
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10		
<b>75.4%</b>	<b>82.1%</b>	<b>73.7%</b>	<b>80.7%</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>01:19</b>	<b>01:58</b>	<b>07:40</b>	<b>10:15</b>		
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance		
<b>43 / 14</b>	<b>46 / 10</b>	<b>42 / 15</b>	<b>46 / 11</b>		
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail		
% Compliance Time of Day <b>75 / 88 / 68 / 69</b>	% Compliance Time of Day <b>00 / 88 / 85 / 92</b>	% Compliance Time of Day <b>75 / 61 / 77 / 84</b>	% Compliance Time of Day <b>75 / 77 / 81 / 84</b>		
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2		