

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

## October 2016 Monthly Report

### Department News:

October was a very busy month. We participated in Trick or Treat Street on Halloween with arts and crafts tables and handing out candy. We had over 300 children participate in the arts and crafts portion. They were able to decorate bags to carry their "loot".



## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**October 2016...100%**

Of the 33 Customer Survey cards rating service in October, 31 were of the highest overall rating of 5, and 2 were rated 4. Some of the comments received read; *"This group was beyond excellent! They were courteous to all of those involved and very helpful after the arrival to the hospital. Thank you!"* Another read; *"Outstanding! Thank you so much for all you did for my son. At the time we thought he had just popped his hip out of the socket – turns out he broke his femur. Your team was quick and caring. He wants to be a firefighter/EMT someday so to get to be a patient was a good learning experience for him and your team exemplified what a great firefighter/EMT should be!"* Another read; *"Successfully delivered baby in ambulance and not our living room. Thank you!"*

## Call Statistics:

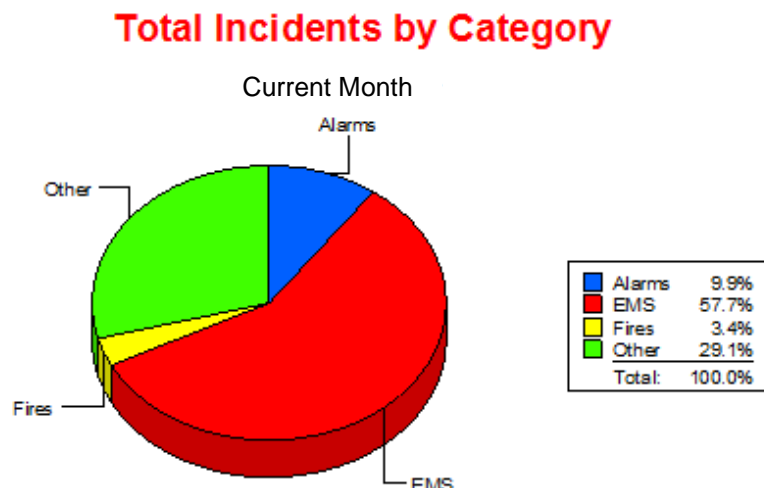
For the month of October 2016 we responded to 459 calls for service. Last year at this time we responded to 453 calls. This places our year to date calls at 4357 which is 72 over last year, an increase of 1.7%.

Of the 459 calls for service, 280 of the calls were for EMS. We had a total of 266 patient contacts and transported 197 patients. This time last year we had 229 transports.

## Fire Calls:

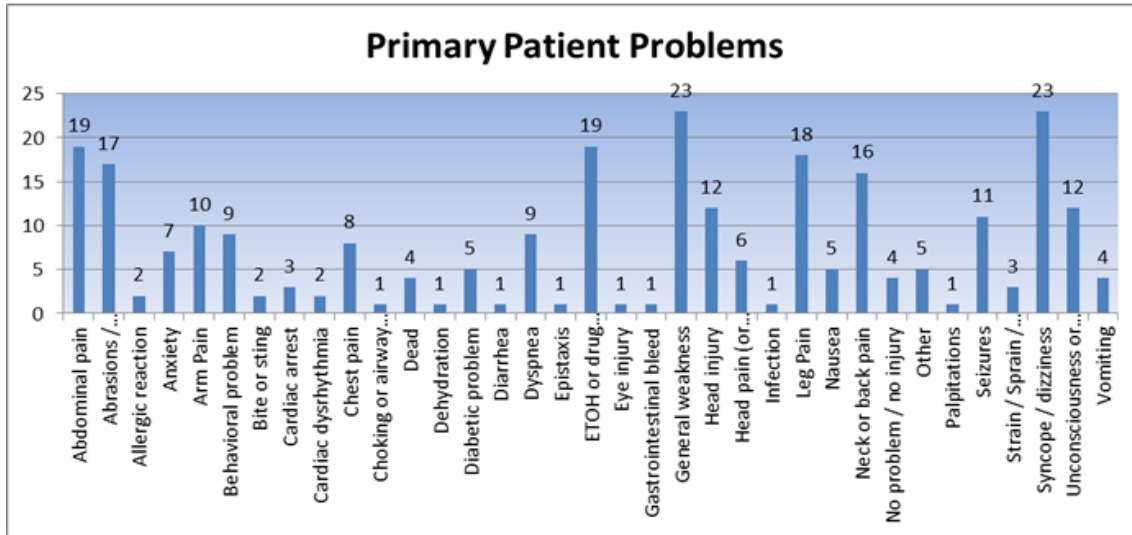
During the month of October we ran 19 fire calls compared to 1 last year. This is largely due to the lack of moisture we have had, which has led to an increase in brush fires. We had 40 alarm calls compared to 30 last year at this time. The increase in alarms is due to the increased number of new systems installed as a result of new commercial construction.

The pie chart below indicates calls for the month:



## EMS Calls:

The most common EMS calls in October were for general weakness and syncope/dizziness with 23 patients each. The third and fourth most common were for abdominal pain and alcohol/drug issue with 19 patients each.



## Measurable Outcomes:

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

**October 2016...99.6%**

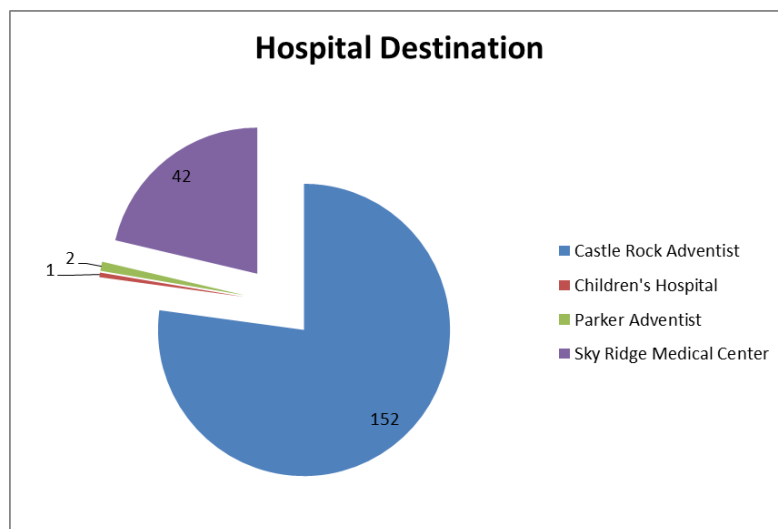
**September 2016...100%**

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

**October 2016...98.8%**

**September 2016...99.2%**

For the month of October, 152 patients were transported to Castle Rock Adventist, which is 77.1% of all patients transported, and 42 patients were transported to Sky Ridge, which is 21.3% of all patients transported.





## Key Operational News:

Due to our continued warm weather and dry conditions, the Town, County, and Pike National Forest have again implemented Stage 1 Fire Restrictions. If we do not see significant improvement in conditions, we may need to consider Stage 2 restrictions, which is unprecedented for this time of year.

Significant incidents can be found on each individual shift report. The most significant incident for the month was our hazmat response to West Prestwick Way.

On October 3<sup>rd</sup>, the department deployed Battalion Chief Morgenthaler and Brush 154 as part of the Douglas/Elbert Strike Team for an immediate need request to the Beulah Fire southwest of Pueblo. These units arrived on scene, were assigned to structure protection overnight, and were then released the following morning after a roughly 14 hour assignment.

**A Shift:** On October 28<sup>th</sup>, Brush 151, 154, 155, Battalion 151 and Chief 152 responded mutual aid with South Metro Fire to a brush fire in the area of Highway 85 and Chatridge Court. Units worked on the fire performing initial attack, structure protection, mop-up and overhaul and command assistance. Units worked for about 6 hours then returned to service upon containment of the fire. Last report on the size of the fire was 205 acres.

**B Shift:** On Oct. 14<sup>th</sup> units responded to a car fire on Founders Parkway & Ridge Road. No injuries reported.

**C Shift:** On October 31, Battalion 151, Engine 151, Medic 151, Engine 154, Engine 155, Hazmat 153 and Bureau 152 responded to the Plum Creek subdivision on a hazardous materials incident. Once initial assessment was made of the materials inside the scene, our personnel became support and decontamination for the multiple law enforcement agencies that were on scene. Crews remained on scene for 16 hours during this incident.



## **Life Safety Division:**

### **Fire Prevention Month – October 2016**



Fire Prevention Month is a grand time around the fire department. All month we attempt to get the message out regarding fire safety from the message that is developed nationally. This requires a huge amount of support from the fire prevention bureau and the operations staff. During this month we put on a fire-related scavenger hunt for younger children and held four open houses at all of the stations to invite citizens to participate and learn more about fire safety. As you can see from the numbers below we made contact with a significant number of people this month.

- School Visits = 12 - 1,110 people contacted
- Fire Truck Tour = 1 – 210 people contacted
- Community Event = 3 – 5,050 people contacted
- Fire Prevention Week activities = 5 – 220 people contacted

Prior to Fire Prevention Month we host a coloring contest that is focused on the third through sixth grade elementary school students. They are required to draw and color a picture by hand that portrays the Fire Prevention Month message. These are then collected and gone through and the top four pictures are picked by Chief Art Morales for content and creativity. These are then turned into decals that are placed on the side of all of our front line apparatus. They are placed on the apparatus and then unveiled at the school where the young artist attends. They will remain on the apparatus for an entire year showcasing the artwork from the student. This year we ended up making contact with 496 people at these events alone.

### **Investigations –**

While it is understood that the month of October is very busy promoting the fire safety message, this doesn't slow us down for all the other activities that we have to keep up with. This month the fire prevention bureau responded to a total of 9 incidents. This varied from a small brush fire, to a couple of vehicle fires, to a large scale hazardous materials incident that lasted a full day.



It is the operations side of the department to mitigate the scene and get it safe for the investigators to get inside or get to an area that we can investigate and find the origin and cause, as well as determine if there is criminal activity associated with this.



### **Existing Business Inspections –**

Inspecting the existing businesses for fire code violations is an important part of the Life Safety Division. We are diligently working to get through all of the existing businesses as well as opening the new businesses that are attracted to Castle Rock. This can be very challenging at times, considering all the businesses that we have in Castle Rock. With all the Fire Safety activity that we had this month we were able to get 67 inspections completed and 37 closed.

We are also adding on average approximately 11 new businesses or occupancies each month. We have a total of 1,719 occupancies at the end of this month.

## Construction -

Historically the month of October we start to see a slowdown in the number of construction projects that are applying for a permit. Although we have seen a slight decline, it is not like it has been in previous years.

Below are items that were completed in October:

Plan Reviews – 145, down 5% from last month

Inspections – 107, down roughly 44% from last month

Other items not associated with a single project – 11, down 29% from last month

Time spent on items associated with construction:

Plan review, inspections, meetings not associated with the Promenade: 221.25 hours

Promenade (plan review, inspections, meetings): 46 hours, over 21% of the total DS time was dedicated to the Promenade project

Total Development Services Hours: 267.25 (62% of the time spent working out of a total of 432.58 available man-hours, reduced 71.42 hours due to time off/training)

As noted in the data above, the Promenade project really slowed down as far as fire inspections are concerned due to the opening of Block 1 last month. It will pick back up with the completion of Sam's and King Soopers soon.

## Training Division:

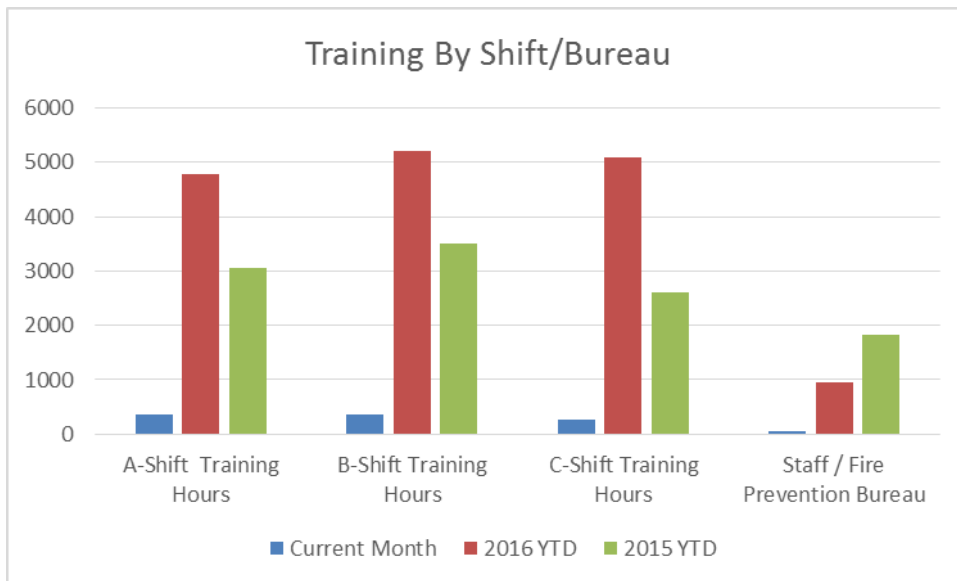
In the month of October, companies participated in Hazardous Materials training that focused on the use of Chlorine leak control devices and the use of the Douglas/Arapahoe HazMat Training Trailer. The Training Division has taken on the responsibility for the trailer to ensure it is in working condition and available for training evolutions. Other training conducted this month included vehicle extrication and annual MAYDAY refresher training.

EMS Training centered on Pediatric Education for Prehospital Professionals refresher training. PEPP, developed by the American Academy of Pediatrics, PEPP is an exciting curriculum designed to teach prehospital professionals how to better assess and manage ill or injured children.

## Department Training Hours

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	105.75	1955.11	1777.75
Fire-Department Wide	836.25	12264.74	8670.1
Department Operations	96	1806.69	552.75
Total	1038	16026.54	11000.6
A-Shift Training Hours	358	4781.8	3063
B-Shift Training Hours	359.5	5217.3	3500.25
C-Shift Training Hours	273.25	5082.99	2604.75
Staff / Fire Prevention Bureau	47.25	944.45	1832.6





## **Major Training Topics Covered**

### **Fire Training**

- Auto Extrication
- MAYDAY Training
- HazMat Chlorine Kit Training

### **EMS Training**

- PEPP Refresher

## **Accreditation and Emergency Management Monthly Status**

Chief Rollins met with each crew to present and discuss the 2016 Risk Assessment. There was a lot of good discussion and several questions. The overall response to the document was that it was a good reference that will lead to a better understanding of their response district(s). Additionally, Craig presented an overview to the Public Safety Commission, advising them this was a cornerstone document for the Standards of Cover that is currently being revised.

Chief Rollins spent a large portion of the month sorting and compiling data for the 2016 Standards of Cover. This data includes;

- Distribution: Arrival of the first apparatus for the jurisdiction as a whole, station area (4), and station planning zone (9).
- Concentration: Effective Response Force arrival (ERF) for each service type (EMS, Fire, Wildland, Technical Rescue, and Hazardous Materials) and risk level (low, moderate, and high).

Chief Rollins continues to work with Public Safety Commissioner Dews to establish New Hope Presbyterian Church as a Red Cross Emergency Shelter. A shelter survey is scheduled for early November. Additionally, Mrs. Dews is attending Douglas County's community emergency response training (C.E.R.T.) with a long term goal of providing training for as many of Hew Hope Presbyterian Church's congregation as possible.

Chief Rollins responded to the Douglas County Emergency Operation Center (EOC) to support wildland urban interface fire on Crowfoot Valley Road on October 13th.

Lastly, Craig is participating on a CPSE Peer Team for Lynchburg, VA. Lynchburg Fire Department will be re-accrediting for their third time. However, there has been little activity from the agency and the site visit will likely to occur until early 2017.

Below are the response times for the month of September:

### Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		09/01/16 - 09/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:36	Call to Arrival @ 07:30	
<b>81.3%</b>	<b>90.1%</b>	<b>74.6%</b>	<b>87%</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>01:25</b>	<b>01:45</b>	<b>05:42</b>	<b>07:52</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>148 / 34</b>	<b>163 / 18</b>	<b>138 / 47</b>	<b>161 / 24</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 / 86 / 77 / 71</b>	<b>68 / 88 / 93 / 100</b>	<b>89 / 75 / 70 / 75</b>	<b>78 / 90 / 87 / 85</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.		09/03/16 - 09/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 05:26	Call to Arrival @ 08:20	
<b>87%</b>	<b>87%</b>	<b>60.9%</b>	<b>76.1%</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>01:35</b>	<b>01:50</b>	<b>07:06</b>	<b>09:39</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>40 / 6</b>	<b>40 / 6</b>	<b>28 / 18</b>	<b>35 / 11</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>100 / 88 / 88 / 77</b>	<b>00 / 88 / 88 / 100</b>	<b>50 / 64 / 72 / 33</b>	<b>50 / 82 / 83 / 55</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	