

Castle Rock Fire and Rescue Department

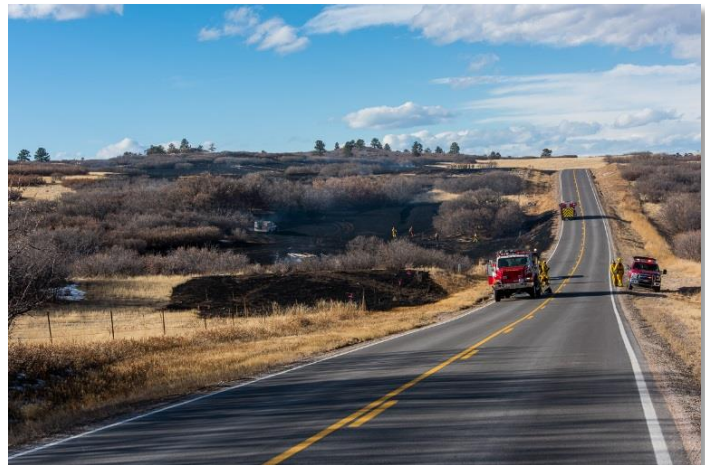


An Internationally Accredited Fire Rescue Agency 2012-2017

February 2017 Monthly Report

Department News:

On February 6th we had a brush/grass fire south of town. It burned approximately 22 acres. The crews were out on the fire approximately 5 hours with over 20 different units working on it. The lack of precipitation over the last two months have served to create dangerous fuel models that can result in fast moving wildland fires, especially when combined with warm dry winds. These conditions are expected to continue through March, and have resulted in Stage 1 Fire Restrictions being implemented throughout the Town and County.



Customer Service:

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

Of the 27 Customer Survey cards rating service in February, 26 were of the highest overall rating of 5, and 1 was rated 4. Some of the comments received read; *"I would like to thank all those involved in the call, treatment and transportation from my house on January 18th. The EMT's and Paramedics literally saved my life. I am much better now at home and resting. I have 30 years of service myself and have a new outlook for being on the receiving end. Thank you"*. Another read: *"You made sure there was calm in the midst of stress and worry. My whole family is grateful for the incredible work you all do. Thank you!"* Another read: *"Great job. Thank you for shoveling so you could get my husband out."*

Call Statistics:

For the month of February 2017 we responded to 433 calls for service. Last year at this time we responded to 399 calls. This places our year to date calls at 891 which is 50 over last year, an increase of 5.7%.

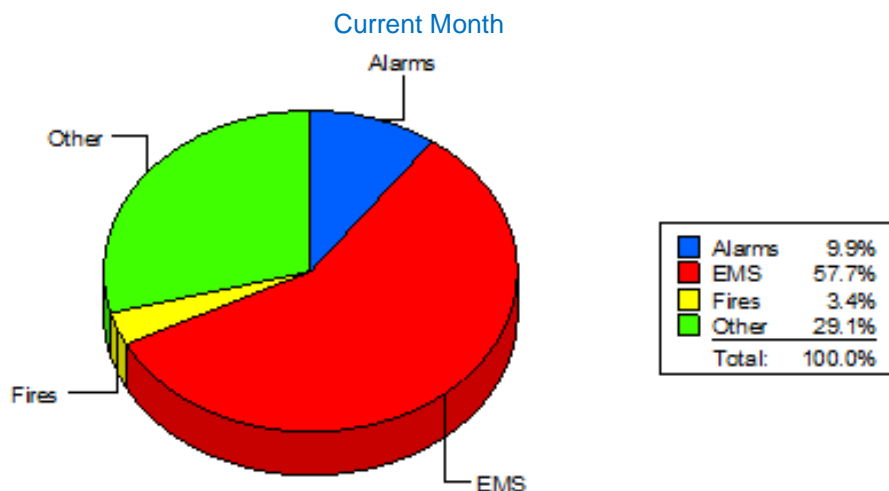
Of the 433 calls for service, 292 of the calls were for EMS. We had a total of 271 patient contacts and transported 213 patients. This time last year we had 207 transports.

Fire Calls:

During the month of February we ran 7 fire calls compared to 6 last year. We had 33 alarm calls compared to 39 last year at this time.

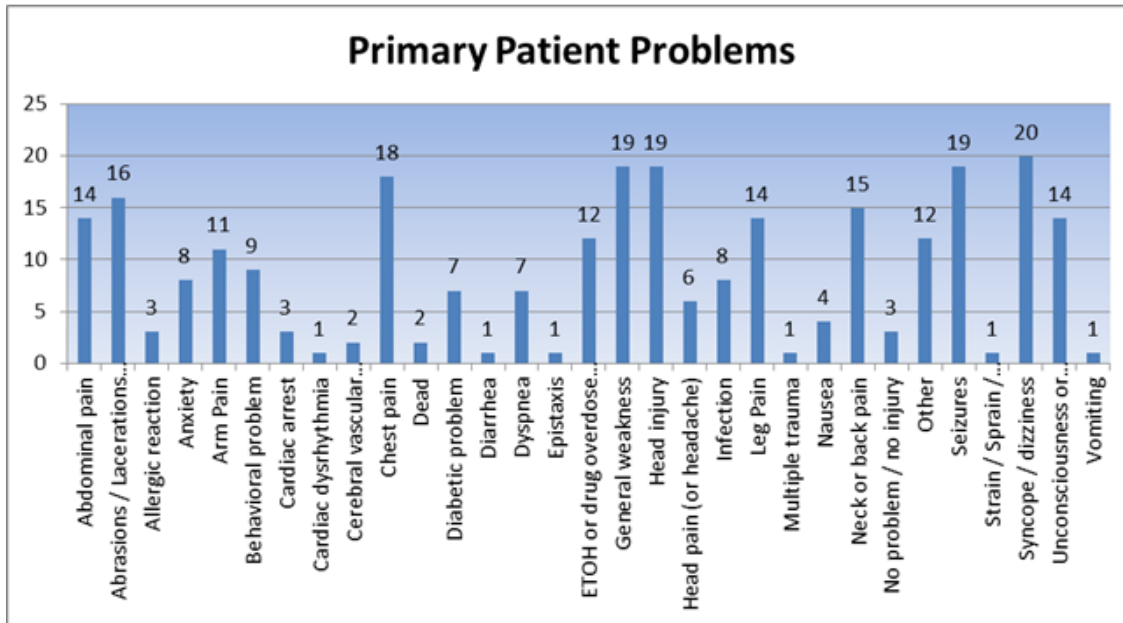
The pie chart below indicates calls for the month:

Total Incidents by Category



EMS Calls:

The most common EMS calls in February were for syncope or dizziness with 20 patients, the second, third and fourth most common were for general weakness, head injury and seizures with 19 patients each.



Measurable Outcomes:

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

February 2017...99.3%

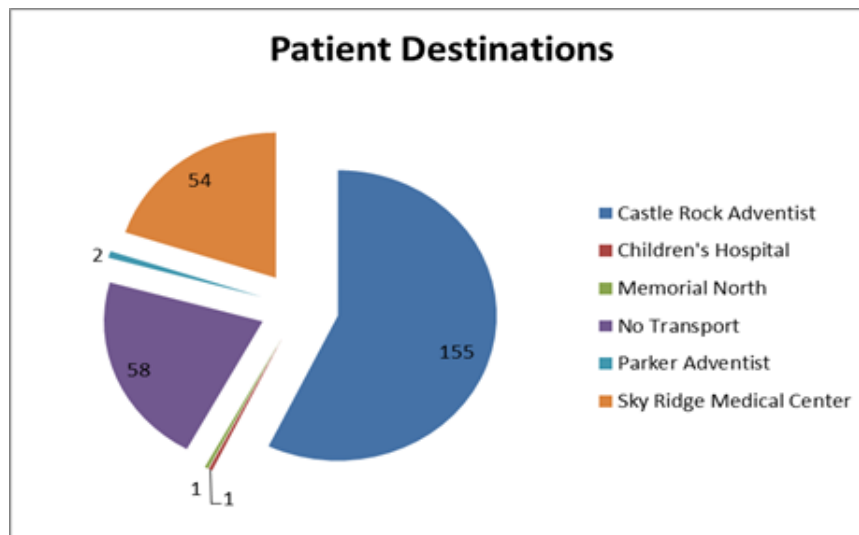
January 2017...99.0%

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

February 2017...99.1%

January 2017...98.9%

For the month of February, 155 patients were transported to Castle Rock Adventist, which is 72.7% of all patients transported, and 54 patients were transported to Sky Ridge, which is 25.3% of all patients transported.



Key Operational News:

Two significant incidents happened in February:

One incident occurred on February 6th where we responded to a 22 acre brush/grass fire on Lake Gulch Road that needed mutual and auto aid as well as a response from Douglas County OEM and the Division of Fire Prevention and Control (DFPC). DFPC launched their Multi-Mission Aircraft (MMA) which provides aerial views, to include infrared, perimeters, and still photos, of the incident direct to us on scene. The below pictures are of this fire from the MMA:



The white dots indicate hot spots as seen by the infrared camera.



Still shot of the burned area.

Another significant event was a motor vehicle accident that occurred on February 20th in the intersection of Trail Boss and Founders Parkway. Three vehicles were involved in a high speed crash that resulted in one of the vehicles hitting the Fed Ex building on the west side of Founders. 3 patients were transported to local hospitals. An assessment was completed by a building inspector who determined that the damage, both exterior and interior, was not substantial enough to cause any loss of integrity, and the building was allowed to be re-occupied.

Chief Croom was invited to participate in a First Responder Task Force that was established by the Governor on how to improve roadway safety and operations. This effort is being led by the Colorado State Patrol, and they have a report out date to the Governor in mid-March. Hopefully, we will be able to find common themes that we can implement across all disciplines to enhance our safety when operating at incidents on highways and roadways.

Life Safety Division:

Development Services:

- Plan Review/Referrals: 117
- New Construction Permits Issued: 43
- Inspections/Appointments Related to New Construction: 135

Notable Projects:

- Certificate of Occupancy (CO) issued for Brooklyn Vet Clinic
- Several CO's issued for tenant finish at the Medical Office Building by the hospital



Existing Facility/Maintenance Inspections:

- Business Primary Inspections: 39
- Hazardous Materials Facilities 14
- Total Number of Occupancies in the Data Base: 1,783

Notable Projects:

- Began annual inspection cycle at CR Factory Shops

Response Assist/Investigation:

- Fire Alarm Response Follow-Up: 4

Notable Events:

- Brush Fire on Lake Gulch Road
- 4625 Trail Boss

Public Education and Community Outreach:

- Silent Auction Dinner: 1
- Open House: 2
- CPR Class: 1
- Firehouse Tour: 3
- Birthday Party: 1
- Total Number of Contacts: 106
- Car Seats: 22

Notable Events:

- Station 155 Community Open House-contacts 104

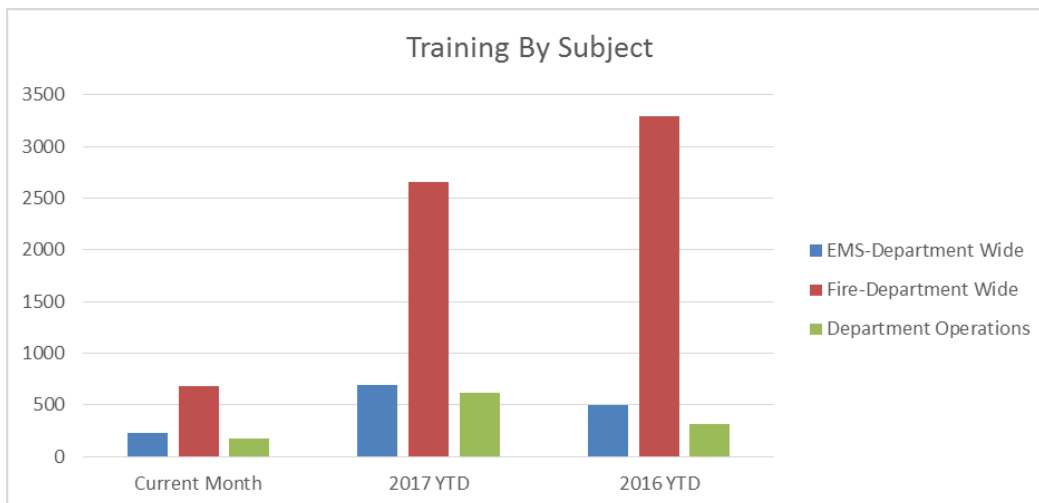
Training Division:

In the month of February, the members participated in company level training that included preparatory course work for Ice Rescue Operations Certification, Roper Rescue Mini-Training and Wildland Refresher Topics. Members also completed orientation on Squad 154.

February's EMS Training activities included Neonatal Resuscitation and Protocol Review.

Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	229.35	687.35	498.5
Fire-Department Wide	680.25	2653.5	3293.25
Department Operations	178.65	615.25	314.25
Total	1088.25	3956.1	4106
A-Shift Training Hours	299.75	1073	1069.5
B-Shift Training Hours	342.85	1361.2	1010.85
C-Shift Training Hours	430.65	1401.55	1287.05
Staff / Fire Prevention Bureau	15	120.35	738.6



Fire Training

- Ice Rescue
- Wildland Refresher
- Rope Rescue Mini-training

EMS Training

- Centura Neonatal Resuscitation
- Protocol Review



New Ice Rescue Suit Orientation

Accreditation and Emergency Management Monthly Status

With the deadline of March 10th to have all accreditation documents uploaded for the peer team (20 Self-Assessment Manual documents and the 300 page Standards of Cover) much of February was devoted to accreditation. Mid-month the Center for Public Safety Excellence (CPSE) assigned a peer team and named the team leader, Battalion Chief Ken Horn from Clackamas Fire District #1 in Clackamas, Oregon. Craig has been in touch with the Chief Horn several times over the last two weeks discussing CRFD's status and possible site visit dates.

On the documentation front, the final draft of the 2017 Standards of Cover (SOC) is complete and in a peer review process internally and externally by members of the Rocky Mountain Accreditation and Professional Credentialing Consortium (RMA&PCC). The final document will be completed by Wednesday 3/8. The Self-Assessment Manual (SAM) is under final revision and much of the focus has been on collecting the hundreds of reference documents. February also marks the annual data review in preparation for CRFD's annual retreat, scheduled for March 28th & 29th.

Craig remains an active member of the RMA&PCC steering committee and was selected by the membership to represent the consortium for CPSE's Education Strategic Plan. There will be more to come on this as the team will be meeting at the 2017 Excellence Conference in March.

On the emergency management front, work continues on getting New Hope Presbyterian Church up and running as a Red Cross Shelter. Craig and Tim Johnson (Douglas County Emergency Manager) delivered an Emergency Preparedness discussion for the New Hope congregation with another scheduled for early March.

Lastly, Craig was accepted to the Emergency Management Institute's (EMI) E0104 Exercise Design & E0105 Public Information and Warning classes for May 22nd – 26th. Additionally, Craig was accepted to the National Fire Academy's R0297 Command and Control Decision Making at Multi-Alarm Incidents for August 6th – 11th.

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

Metro/Urban/Suburban

Distribution Matrix Castle Rock Fire and Rescue Dept. 01/01/17 - 01/31/17			
Department Distribution by Performance Type All Incident Types			
Call Processing @ 01:41	Turnout @ 01:52	Travel @ 05:07	Call to Arrival @ 08:40
93%	93.5%	83.6%	93.6%
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%
01:34	01:45	05:38	08:01
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
185 / 14	186 / 13	168 / 33	189 / 13
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 / 87 / 95 / 95	76 / 94 / 95 / 97	76 / 77 / 87 / 90	85 / 91 / 98 / 93
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. 01/01/17 - 01/30/17			
Department Distribution by Performance Type All Incident Types			
Call Processing @ 01:41	Turnout @ 01:52	Travel @ 06:37	Call to Arrival @ 10:10
93.5%	90.2%	77.4%	85.7%
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%
01:19	01:52	08:29	11:03
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
58 / 4	55 / 6	48 / 14	54 / 9
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 / 87 / 100 / 9	66 / 91 / 95 / 91	66 / 79 / 70 / 91	66 / 80 / 95 / 91
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2