

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

January 2018 Monthly Report

Department News:

The department held its annual awards dinner in late January; a number of members were recognized with certificates of commendation, clinical save commendations, unit citations, years of service, and the Chief's Choice Award. Special recognition goes out to LT Brett Johnson for his 25 years of service, BC Eric Morgenthaler and Photographer Tim Tonge for their 20 years of service, and LT Patrick Richardson for receiving the Chief's Choice Award. Congratulations to all of the award recipients! It was also the debut of our Pipes and Drums band.



Customer Service:

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

Of the 25 Customer Survey cards rating service in January, 23 were of the highest overall rating of 5 and 2 had an overall rating of 4. Some of the comments received read; *Paramedics Caleb, Casey, Joe and Steve were amazing! Casey made sure my little dog was safe, my house locked and took my handbag with us. They even came to check on me in the hospital! I am so happy to live in Castle Rock! Thank you! I am ok now!* Another read; *“Excellent. They even shoveled snow from drive way! Many thanks in my time of need!!!”* Another read; *“This card was sent to a 38 year old M.S. patient. CR Fire & Rescue were amazing in helping her after falling from her wheelchair many times. Unfortunately, she had to be put in a 24 hour care facility. If it wasn’t for you, she couldn’t have lived alone in her apt. as long as she did!”*

Call Statistics:

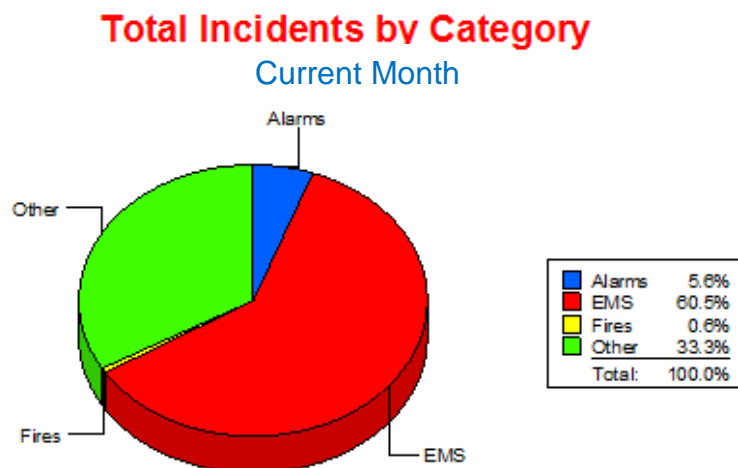
For the month of January we responded to 501 calls for service. Last year at this time we responded to 458 calls. This places our year to date calls at 501 which is 43 over last year, an annual increase in call volume of 9.4%.

Of the 501 calls for service in January, 303 of the calls were for EMS. We had a total of 281 patient contacts and transported 222 patients. This time last year we had 208 transports.

Fire Calls:

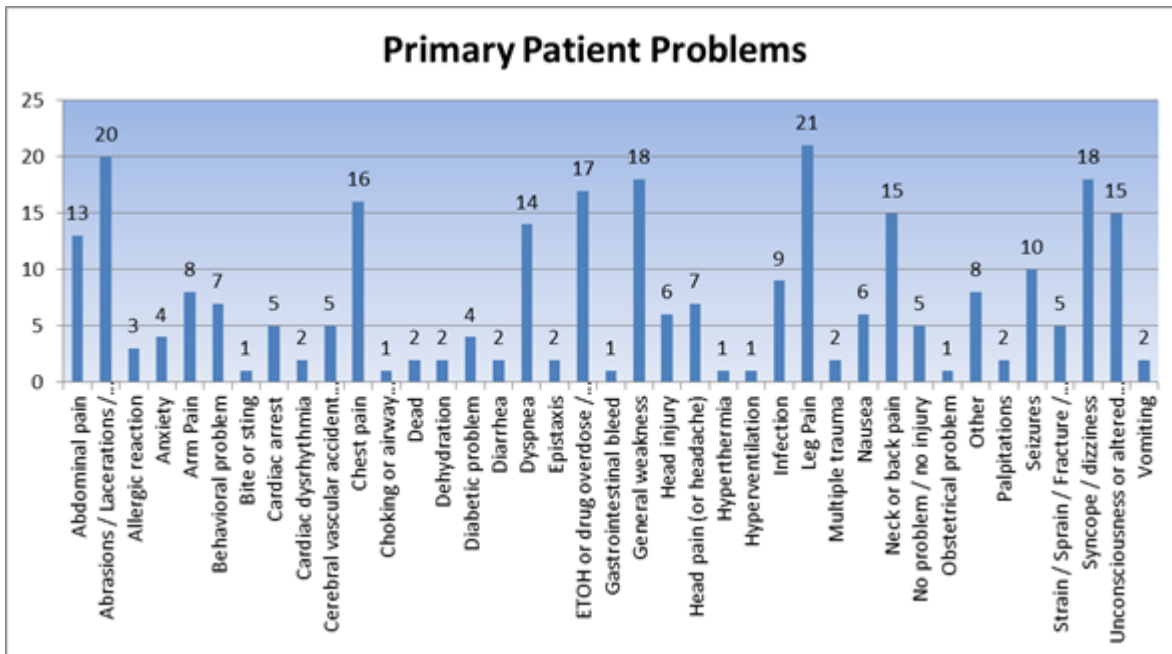
During the month of January we ran 3 fire calls compared to 4 last year. We had 28 alarm calls compared to 40 last year at this time. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls:

The most common EMS calls in January were for leg pain with 21 patients, the second most common was for abrasions/lacerations with 20 patients.

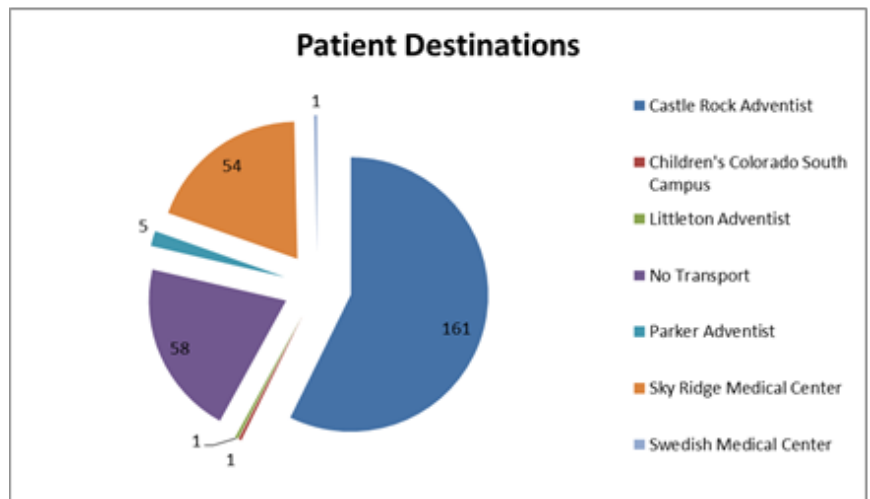


Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 99% of the time
January 2018...100% December 2017...99.6%

Correct medical procedures, as per QA/PI program, performed 90% of the time
January 2018...98.9% December 2017...98.9%

For the month of January, 161 patients were transported to Castle Rock Adventist, which is 72.5% of all patients transported, 54 patients were transported to Sky Ridge, which is 24.3% of all patients transported.



Significant Incidents:

C Shift: On January 5th Engines 151, 153, and 154, Medics 151, 153, and 154, Quint 155, Battalion 151, Division 151, and Chiefs 151 and 152, along with Franktown and South Metro Fire Units responded to 7539 Kimberly Dr. on a structure fire. There were no complications or further incidents during this call. The investigation was completed by Investigator Young.

On January 24th Engine and Medic 153 and Battalion 151 responded to an address in Founders on a medical assist that was a cardiac arrest. The patient regained pulses after resuscitation efforts on scene and was transported to the hospital. The patient continued to improve and was discharged from the hospital on 01/27/18 without any deficits.

Key Operational News:

On January 5th, department members participated in the funeral service for Douglas County Deputy Zack Parrish, who was killed in the line of duty on December 31st. The department's Peer Support Team continues to be available to both DCSO and CRPD if needed or requested. RIP Deputy Parrish.

Members have continued teaching the Stop the Bleed (STB) program to STB kit recipients. The training is relatively easy, discusses how to apply the items found in the STB kits, and can be taught by any of our members who attended the class. We have begun deploying these kits throughout the community and will be working specifically with the Douglas County School District on which schools to deploy these kits.

The Honor Guard with our newly formed Pipes and Drums band



Life Safety Division:

Development Services:

	Jan 2018	Jan 2017
• Plan Review/Referrals:	93	128
• Inspections/Appointments Related to New Construction:	108	179
• Hours to Development Services:	339.8	275

Existing Facility/Maintenance and Special Event Inspections:

• Business Primary Inspections:	54	43
• Hazardous Materials Facilities	7	22
• Total Number of Occupancies in the ER Data Base:	2022	1,773
• Special Event Inspections:	5	3

Response Assist/Investigation:

• Call Out/Responses:	7	3
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UAV (Unmanned Aerial Vehicle)

• Total Minutes Flown:	460.3
• Total Number of Feet Flown:	77,964

Public Education and Community Outreach:

• Youth Fire Setter Intervention Program	1
• Station Tour:	3
• Mom's Group	1
• Birthday Party	2
• Car Seat Check	15
Total Number of Contacts:	49

Bureau Training:

162.65 Hrs

- Wildland PIO - V Champlin
- CPR Instructor – B Rapplean, C Sanderlin
- YFIP Peer Support – C Jenkins, C Sanderlin
- Fire Investigation – B Dimock, R Young, V Champlin, B Rapplean
- ICS Classes – C Sanderlin
- POST Requirements – R Young
- Pub Ed Training – J Duncan, C Sanderlin

Training Division

In January, members participated in training that included Dive Rescue International Ice Rescue Operations, First year Firefighter Task Book and Acting Lieutenant Task Book activities.

This month's EMS Training centered on Stroke Assessment.

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	290	290	221.5
Fire-Department Wide	1193	1193	928.75
Department Operations	12.5	12.5	334.1
Total	1495.5	1495.5	1484.35



Ice Rescue Training at Red Hawk Golf Course

Despite a mostly warm month, members were able to participate in Ice Rescue Training



Accreditation and Emergency Management Monthly Status

The Department congratulates Division Chief McCarthy on his completion of the CPSE Peer Assessor course. CRFD now has three CPSE Peer Assessors. This will be invaluable in our on-going continuous improvement efforts.

The year started off on a somber note with the week-long planning efforts for Deputy Parrish's memorial service. Craig was honored to have been asked to work the Fallen Hero Foundation as a Plans Section Chief trainee, rest in peace Deputy Parrish.

Division Chief McCarthy and Lieutenant Richardson are developing a plan in support of Peer Assessment Recommendation #10, "It is recommended that the agency develop a program to enhance the wildland training requirements for officers and chief officers" detailed in Self-Assessment section 5K.4. This will likely take several years to ensure all officers have an opportunity to attend the classes while on-duty.

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

Urban

Distribution Matrix			Castle Rock Fire and Rescue Dept.	12/02/17 - 12/31/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
83.3%	84.2%	79.6%	84.5%	
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%	
01:48	01:50	06:02	08:38	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
150 / 30	149 / 28	144 / 37	153 / 28	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 92 / 75 / 87 / 84	% Compliance Time of Day 60 / 85 / 91 / 87	% Compliance Time of Day 76 / 79 / 85 / 76	% Compliance Time of Day 84 / 82 / 89 / 82	
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.	12/01/17 - 12/30/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 06:02	Call to Arrival @ 09:10	
89.6%	85.9%	74.4%	80.8%	
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%	
01:25	01:47	07:23	10:00	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
69 / 8	67 / 11	58 / 20	63 / 15	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 100 / 95 / 86 / 85	% Compliance Time of Day 50 / 85 / 87 / 95	% Compliance Time of Day 50 / 76 / 80 / 70	% Compliance Time of Day 66 / 85 / 80 / 80	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	