

# Castle Rock Fire and Rescue Department



An internationally accredited Fire/Rescue agency 2012-2017

## January 2016 Monthly Report

Vision – **To Be The Best** - at providing emergency and prevention services

### Department News:

Our Annual Awards Banquet was held on January 30<sup>th</sup>. We had over 150 attendees. It was a celebration of our 100<sup>th</sup> Anniversary. We recognized our past retirees and a former Chief. A plaque was given to the Ladies of the Eastern star for their 30+ years of donations of pies for the chili supper. A special presentation was given to the poster contest winners. A gift of leather suspenders was awarded to Father Brad Noonan, department chaplain. Also numerous operations division personnel were recognized with awards ranging from years of service to clinical save commendations. Jim Ruther received his 20 year service award and Mike Moore was selected as the Chief's Choice recipient. Congratulations to all who received awards!



CRFD Honor Guard presenting colors

Mike receiving the Chief's Choice Award





Ladies of the Eastern Star presentation

Poster Contest Winner Alyssa Gutierrez  
from Rock Ridge Elementary



Jay Allen presenting the leather  
suspenders to Father Brad

## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time **January 2016...97%**

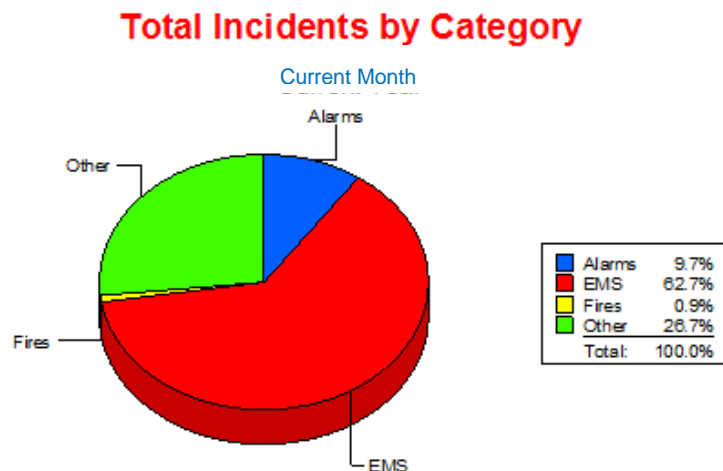
Of the 42 Customer Survey cards rating service in January, 39 were of the highest overall rating of 5, 2 were rated 4, and 1 rating of 3. Some of the comments received read, *"Thank you so much for helping/comforting my son in a time of need that was crazy critical. Your response time was unreal. Thank you for being there."* Another read, *"Everyone was concerned and treated me very well. When we got to the hospital they stayed with me until I was taken care of."* Another read, *"The paramedics and firemen were very courteous and informative in their actions. They were very prompt and had great team work. God bless you all!"* Another read, *"The EMS personnel were professional, experienced and compassionate. The team was at my home within 10 minutes of my 911 call. Excellent service!!"*

## Call Statistics:

For the month of January 2016 we responded to 442 calls for service. Last year at this time we responded to 419 calls. This places our year to date calls at 442 which is 23 over last year, an increase of approximately 5%.

Of the 442 calls for service, 277 of the calls were for EMS. We had a total of 250 patient contacts and transported 208 patients. This time last year we had 205 transports.

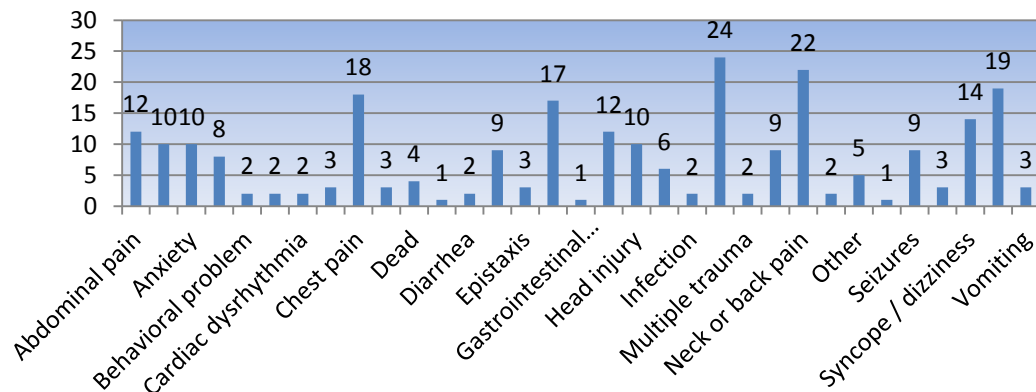
The pie chart below indicates calls for the month:



## EMS Calls:

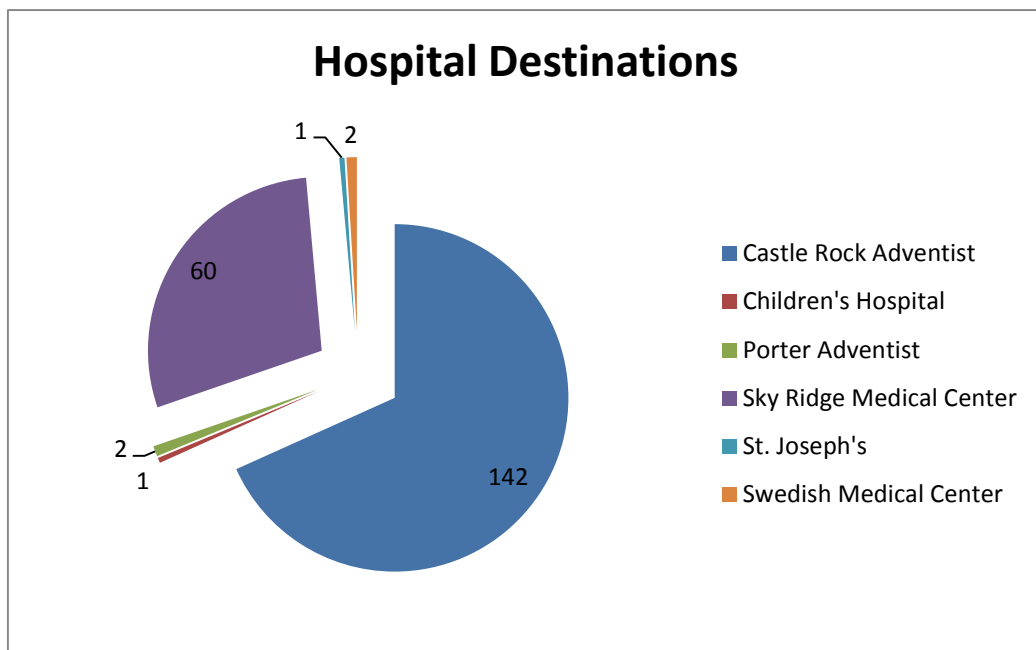
The most common EMS call in January was for leg pain with 24 patients. The second most common was for neck or back pain with 12 patients.

## Primary Patient Problems



For the month of January, 142 patients were transported to Castle Rock Adventist, which is 68.2% of all patients transported, and 60 patients were transported to Sky Ridge, which is 28.8% of all patients transported.

## Hospital Destinations



### Measurable Outcomes:

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

**January 2016...100%      December 2015...100%**

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

**January 2016...99.2%      December 2015...99.1%**

### Fire Calls:

During the month of January we ran 4 fire calls compared to 8 last year. We had 43 alarm calls compared to 36 last year at this time.



## Key Operational News:

Significant incidents are on each individual shift report:

One of note was; units responded to Larkspur Fire on a 2<sup>nd</sup> alarm structure fire in the back of Perry Park in the early morning hours of January 20th. We assisted Larkspur for about two hours before fire units were released back to Castle Rock. The home was a total loss.

## Significant Incidents for January by shift:

- **A Shift:** No significant incidents
- **B shift:** On January 20 Battalion 151, Medic 151, Engine 151, Medic 154 and Quint 155 assisted Larkspur Fire Protection District on a house fire. One firefighter was injured; cut on chin from falling glass. The firefighter was treated and released.
- **C Shift:** On January 28th, Engine and Medic M151 responded on a reported stabbing. Due to the apparent extent of the injuries, the patient was classified as a trauma activation and was transported to Sky Ridge with potential life-threatening injuries.

Below are the response time tables for December 2015:

### Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		12/01/15 - 12/31/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
86.2%	94.1%	69.6%	85.6%	
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%	
01:17	01:45	05:55	07:55	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
237 / 38	256 / 16	190 / 83	238 / 40	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
94 / 87 / 78 / 91	79 / 97 / 97 / 92	64 / 72 / 74 / 62	73 / 86 / 90 / 84	
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.		12/01/15 - 12/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 05:19	Call to Arrival @ 08:20	
88.1%	82.3%	71.4%	82.1%	
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%	
01:10	02:02	07:41	09:22	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
59 / 8	51 / 11	45 / 18	55 / 12	
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 / 85 / 84 / 92	60 / 75 / 83 / 100	60 / 55 / 84 / 76	83 / 61 / 92 / 92	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

The Denver Broncos are in the Super Bowl, and huge thanks goes out to Tammy Denhard and Lt. Matt Rettmer for making another trip up on the Star to replace the white bulbs with orange and blue. It looks great, thanks Tammy and Matt, and Go Broncos!



### *Life Safety Division:*

#### Development Services Hours Worked and Related Activity

##### **Plan Review**

• Brian Dimock	29
• Rick Young	41
• Paul Berens	15

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<b>Total Reviews</b>	<b>85</b>
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##### **Permits Issued**

• Brian Dimock	10
• Rick Young	10
• Paul Berens	14

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<b>Total Issued</b>	<b>34</b>
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##### **Permitted Related Field Inspections**

• Brian Dimock	8
• Rick Young	80
• Paul Berens	65

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<b>Total Conducted</b>	<b>153</b>
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**Development Services Hours** (50% **DS** hours for January is **76** hours for each FPO)

- Brian Dimock 63.25
- Rick Young 107.25
- Paul Berens 61.58

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**Total Hours 232.00 (76 required hours x 3 FPOs=228)**

Fire Prevention Officers, Brian, Rick and Paul are very busy as noted above. Development Services hours worked (232) was a bit above what is required hours (228) for January. We will be monitoring the hours in the months to come to ensure we are able to keep pace with DS work and our staff's capacity to continue our level of service.

**NOTE:** Since April 1, 2012 (started with 1128) to January 31, 2016 (ended with 1602); we have added 474 businesses into our Records Management System. This is an average of over 10 new businesses per month in a 46 month period.

**The Move Building Construction Site 202 6th Street**



The Move building is a newly constructed office building that has a total space of over 71,000 square ft. This building is unique as it has a total of 4 stories with the lowest level consisting of a parking garage. This building will be protected with an automatic fire suppression system and a fire detection system. The fire riser room will be located inside the parking garage on the lower level in the B/C corner. The FDC and hydrant will be located on the corner of 6<sup>th</sup> and Jerry Street. They had to significantly elevate the older hydrant to allow it to become accessible on the street. This building is being constructed by White Construction, who is also going to be occupying an entire floor in this building when completed.

The picture below is of the Move building parking garage



### Fire and Life Safety Business Inspection Activity

Fire and Life Safety Business Inspections help identify potential fire hazards; which in turn keep our businesses in business. In this case, you can see combustibles **near the gas furnace** and the **red gas container** located in the attic.







Here is an example of what was found at a Fire and Life Safety Business inspection; in this photo you will notice that ladders are placed in front of the electrical panel. Electricians, Firefighters, and Fire Investigators need to have a clear path to the electrical panel in the event of a maintenance issue or an emergency.

An annual fire inspection was completed at a restaurant off of Founders Parkway. During the inspection, a fire extinguishing system, which was loaded with grease, was observed. The cleaning tag from the fire protection company stated that they had just cleaned the hood system less than a month earlier. Due to the fact that there was such an accumulation of grease, research was needed to find out whether or not the fire protection company had performed an adequate cleaning or whether the employees were not cleaning the equipment on a regular basis.

The day after the cleaning was completed; the inspector re-inspected the system and discovered that it had been properly cleaned. The inspector spoke with the manager and discussed the importance of ensuring that his employees clean the hood and the fire extinguishing system, on a regular basis, to decrease the amount of grease build up in between the scheduled professional cleanings.



BEFORE

AFTER



### **Public Education Activities**

The attached photo represents the 20 car seats that Fire and Life Safety Educator (FLSE) Jamie Duncan was able to obtain from CPS Colorado. The Department received 18 convertible car seats and 2 booster seats. Each Fire Station has a cache of seats which will be replenished after each donation. It will be FLSE Duncan's duty to report each seat given away to CPS Colorado, so we can continue to get more seats in the future.

Seats will be given out at the discretion of the department's car seat technicians. These seats are meant for those who cannot afford car seats, to replace a car seat involved in an accident (which renders the seat damaged and shall not be used), and any other scenario the technician feels a car seat should be donated.



### **Special Event Activity**

Life Safety Division logged 36 inspection hours for special events. Additionally, Mobile Food Vendors (MFV) are continuing to work with the Town's Special Event Coordinator and Fire Department regarding hood and suppression systems for those producing grease laden vapors in their cooking process. There will be an update in the February monthly report.

### **Youth Fire Setter Program**

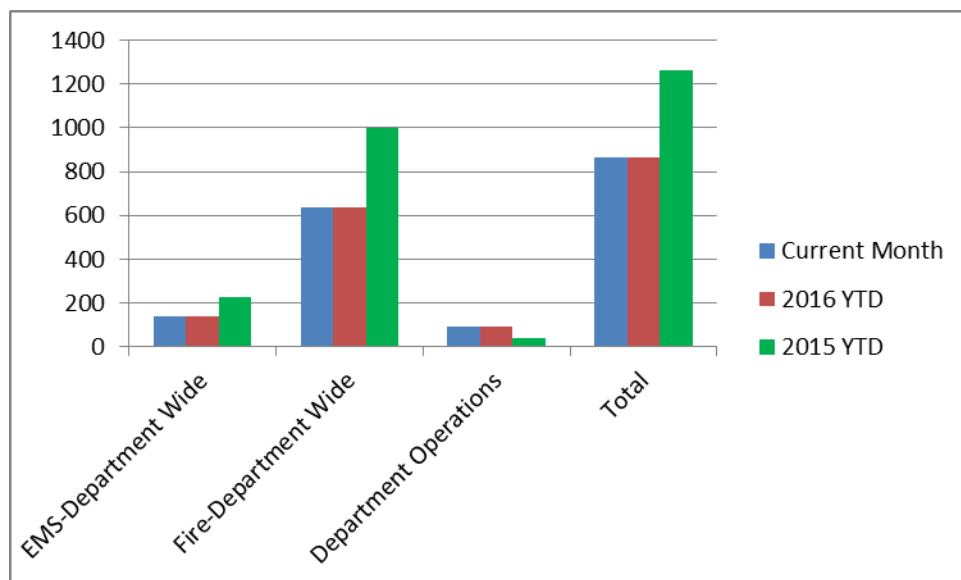
The Life Safety Division is in the process of setting up a "Youth Fire Setter" program for the community. Fire Prevention Officer Paul Berens is certified in the State of Colorado to build this program in accordance with nationally recognized good practice and industry standards.

### **The Department Drone**

The department has purchased a drone for use in search and rescue, emergency incidents, fire investigations, and site reviews. The only licensed operator of the drone is Fire Prevention Officer Rick Young. An Administrative Directive for the operation of the drone has been established. Operation of the drone is in accordance with all state and federal laws.

## *Training Division:*

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	138.75	138.75	229
Fire-Department Wide	635	635	999.25
Department Operations	90.5	90.5	37.5
Total	864.25	864.25	1265.75
A-Shift Training Hours	240.5	240.5	472
B-Shift Training Hours	263	263	433.25
C-Shift Training Hours	292.75	292.75	360
Staff / Fire Prevention Bureau	68	68	0.5



### **Major Topics Covered**

#### **Fire Training**

- HazMat Updates – Research and Monitoring
- Blue Card Simulator Lab Training
- Ice Rescue Training

#### **EMS Training**

- Bloodborne Pathogens
- Pediatric Case Reviews
- CPR Refresher

### **Commentary**

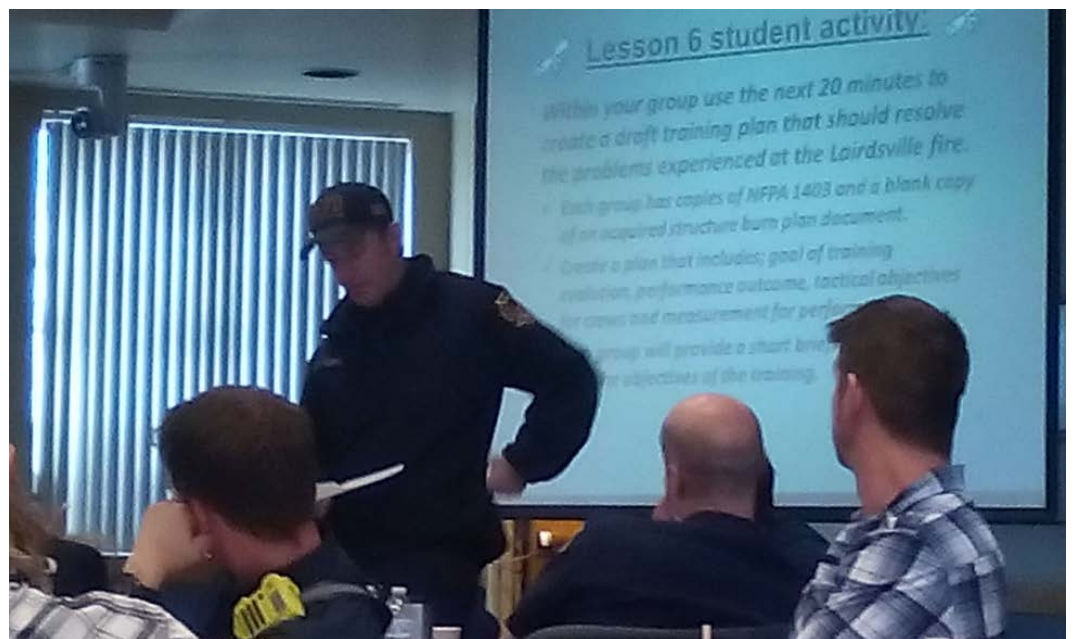
In the month of January, the department completed the Hazardous Materials Research and Monitoring, as well as our annual Ice Rescue Refresher training in preparation for February's practical skills training. Blue Card Command Certification training continues, with only one company officer not certified as of yet. This officer has been scheduled to

complete the simulator lab at South Metro Fire Rescue at the end of May. Continuing with providing prerequisite training classes for those aspiring to become acting company officers, the division hosted a Fire Instructor I class on January 22 and 23.

January's EMS Training activities included Blood borne Pathogens, Pediatric Case Reviews and CPR Refresher Training.



**Chief Ned Sparks from Loveland Fire delivering Fire Instructor I Training**



**Figure 1 - Students presenting their training plans**



## **Accreditation and Emergency Management Monthly Status: January 2016**

This month was a busy month preparing for a number of open houses, working on the Risk Assessment, acclimating the new Emergency Manager to his role, and attending State and County level emergency management meetings.

The open houses were, as a whole, successful. Some events were more heavily attended than others, but public feedback was very positive with a lot of good discussion. The Senior Center asked if we could schedule another open house with them during the day when they will have more members in the center.

Work on the Risk Assessment continues, but has been made a lower priority in favor of preparing for the department retreat/strategic plan update. The retreat has been rescheduled for 2/29 & 3/1.

Chief Rollins has attended a number of Emergency Management meetings and is working to build upon the Department's reputation and relationships within the Emergency Management community. He has received a verbal acceptance into the state sponsored Emergency Manager Academy beginning in May.

- Data analysis:
  - December data analysis provided to Operations Division, and sent to all members.
  - 2015 Performance and compliance data started in preparation for the Department Retreat (2/29, 3/1).
- Strategic Planning:
  - Retreat rescheduled to 2/29 & 3/1, due to scheduling conflict with Acting Engineer Academy
  - Retreat attendees identified for each shift
  - All scheduled open houses completed
    - One additional open house requested for the Senior Center (3/3)
- 2015 Risk Assessment:
  - G.I.S. submitted an updated Fire Management Zone (FMZ) map for review
    - Overall looks good
    - Minor adjustments suggested
  - Working with G.I.S. on mapping risks for each service category
  - Working with the Life Safety Division, Risk Young, on updating the HAZMAT risk assessment.
    - Commodity Flow Study completed late January (SH85, SH86, I-25 North, I-25 South).
    - FPO Young is working on the data analysis and verification, report date is TBD.
    - FPO Young is on target to have all the HAZMAT inspections up to date by end of 1Q16