

Castle Rock Fire and Rescue Department

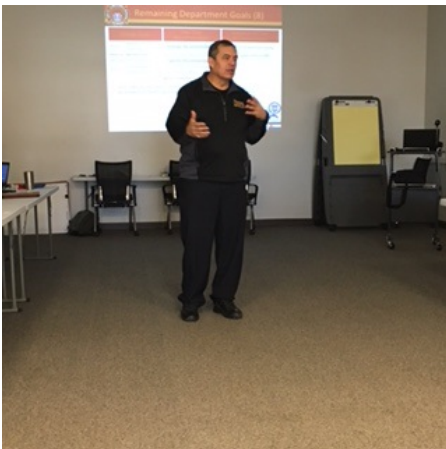


An Internationally Accredited Fire Rescue Agency 2012-2017

February 2016 Monthly Report

Department News:

The department retreat was held on February 29th and March 1st. Eighteen members from the department attended the 2 day event. We reviewed all self-assessment categories, programs and goals to ensure relevance to community and department priorities. We provided the framework for the 2016-2019 Strategic Plan. It was a fast and furious 2 days, with a lot of input, suggestions and proposed solutions.



Customer Service:

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

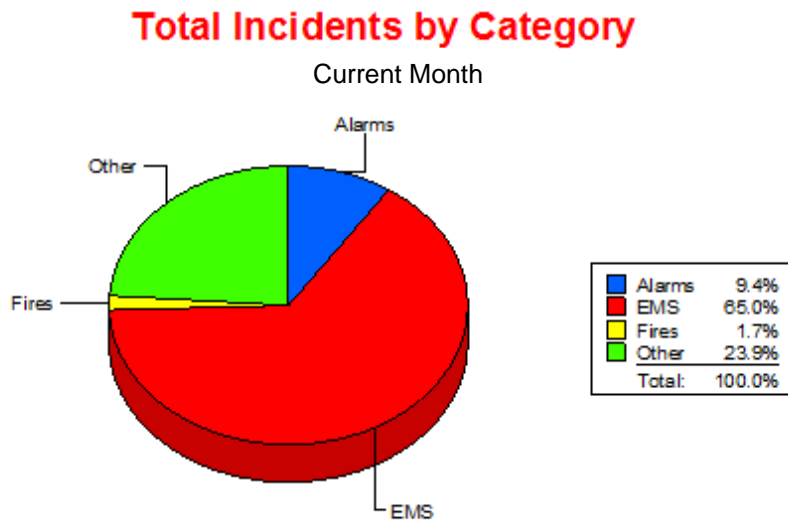
Of the 33 Customer Survey cards rating service in February, 32 were of the highest overall rating of 5, 1 was rated 4. Some of the comments received read, *"New to Castle Rock, only three months living here. The care that was provided for me was excellent. Staff was so well trained. I'm so happy to be a part of this great community. Thank you!"* Another read, *"I appreciated a follow up call. They did a really great job. Best IV I have ever had."* Another read, *"I was totally impressed with the drivers/employees in both rigs! Perfect skills, I.V. was put in without any issues, even when going down bumpy roads – WOW! Hospitals should be so good!"*

Call Statistics:

For the month of February 2016 we responded to 414 calls for service. Last year at this time we responded to 345 calls. This places our year to date calls at 856 which is 92 over last year, an increase of approximately 12%.

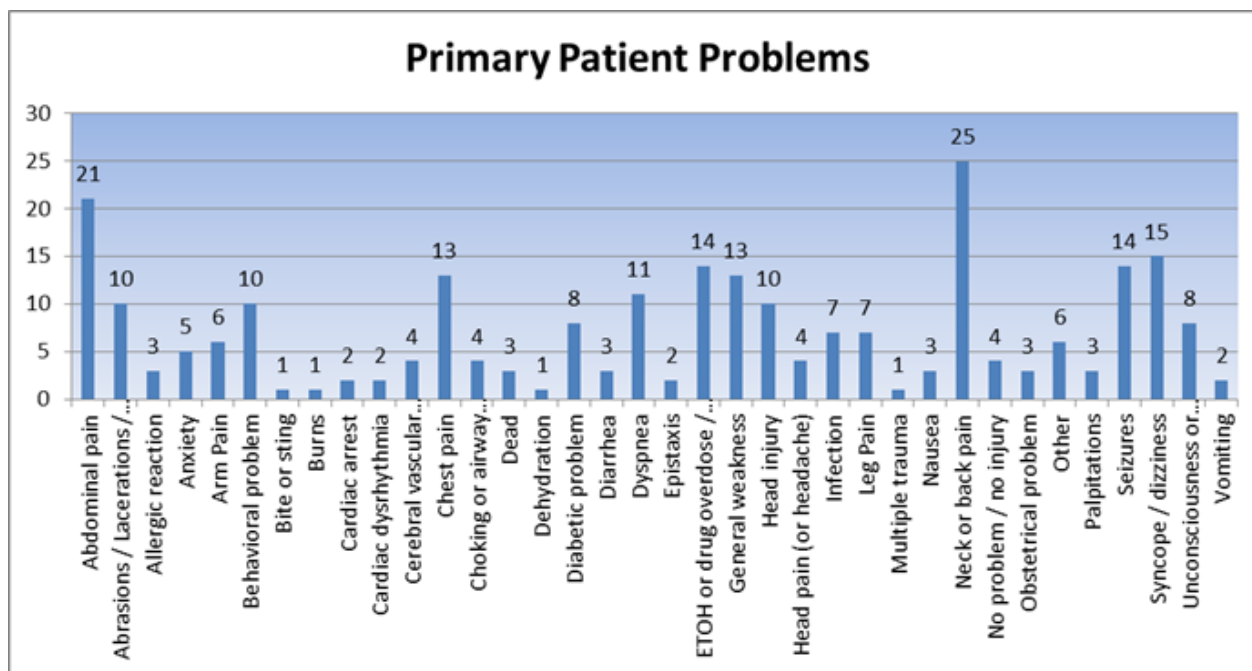
Of the 414 calls for service, 269 of the calls were for EMS. We had a total of 249 patient contacts and transported 207 patients. This time last year we had 168 transports.

The pie chart below indicates calls for the month:

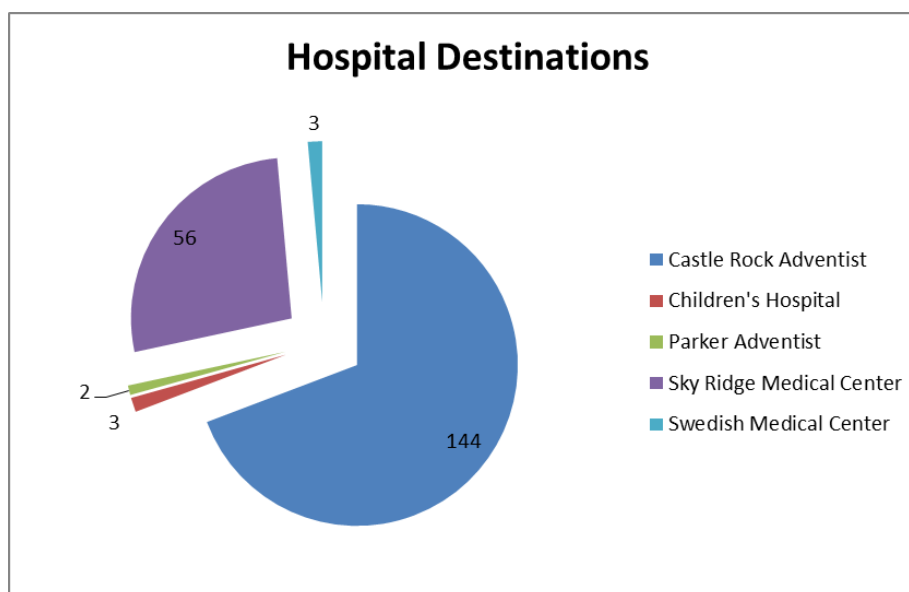


EMS Calls:

The most common EMS call in February was for neck or back pain with 25 patients. The second most common was for abdominal pain with 21 patients.



For the month of February, 144 patients were transported to Castle Rock Adventist, which is 69.2% of all patients transported, and 56 patients were transported to Sky Ridge, which is 26.9% of all patients transported



Measurable Outcomes:

Paramedic on scene of all EMS calls 99% of the time
February 16...100% **January 16...100%**

Correct medical procedures, as per QA/PI program, performed 90% of the time
February 16 ...99.1% **January 16...99.2%**

Fire Calls:

During the month of February we ran 7 fire calls compared to 5 last year. We had 39 alarm calls compared to 29 last year at this time.

Key Operational News:

A Shift: No significant incidents

B Shift: No significant incidents

C Shift: On February 27, 2016, Engines 151, 153, and 154, Medics 151 and 154, Battalion 151, Quint 155, Division 151, and Bureau 159 responded to Cantril Street on a reported structure fire. The fire was contained to the closet and no extension was noted. There were issues regarding the fire alarm and residents in the apartment that were brought to the attention of DVC Auston as the on-call investigator. No injuries were reported.

Below are the response time tables for January 2016:

Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		01/01/16 - 01/31/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:56	Call to Arrival @ 07:50	
88.7%	90.4%	86.2%	93.7%	
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%	
01:12	01:45	05:08	07:16	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
197 / 25	197 / 21	188 / 30	207 / 14	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
92 / 88 / 89 / 86	61 / 86 / 98 / 96	76 / 88 / 85 / 89	92 / 93 / 94 / 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.		01/01/16 - 01/31/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 06:36	Call to Arrival @ 09:30	
83.5%	88%	82.9%	90%	
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%	
01:27	01:47	07:24	09:29	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
66 / 13	66 / 9	63 / 13	72 / 8	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
80 / 72 / 96 / 77	50 / 91 / 93 / 83	75 / 83 / 83 / 83	80 / 92 / 90 / 88	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

As a result of the Denver Broncos win over the Carolina Panthers in Super Bowl 50, we were asked by Denver Fire to participate in the Super Bowl Parade in downtown Denver. Lt. Jay Allen, Firefighter/Paramedic Adam Gallegos, Firefighter/Paramedic Mike Moore, and Assistant Chief Craig Rollins represented the Department on Quint 155.



Life Safety Division:

Development Services Hours Worked and Related Activity

Plan Review

Total Reviews 115

Permits Issued

Total Issued 60

Permitted Related Field Inspections

Total Conducted 96

Development Services (DS) Hours (50% DS hours for February is 80 hours for each FPO)

Total Hours 236 (80 required hours x 3 FPOs=240)

Fire Prevention Officers, Brian, Rick and Paul are very busy as noted above. Development Services (DS) hours they worked was 236 which was 4 hours less than what DS required hours are. 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.

Another duty that is assigned to the Life Safety Division is conducting background investigations on potential new employees of the Fire Department. This investigation consists of looking at all aspects of a person's employment history, schooling, housing, and relationships. We talk to family members, friends, old and current landlords and supervisors. Since 2005 the division has conducted background investigations of potential employees. Background investigations have improved member retention. Five background investigations were completed in January-February.

Historical Data for Adding New or Existing Businesses:

Record Management System Update: Businesses added to RMS since April 1, 2012 (started at 1128 businesses) to February 29, 2016 (ended with 1638); which means the division has added 510 businesses into RMS.

Note: This is an average of adding 11 businesses into RMS per month in a 46 month period.

Paul Berens and Jamie Duncan worked through the development and reconstruction of the permits portion of the webpage. The FPOs revamped many of the documents for the webpage and used those to replace outdated documents the community had access to. This will assist our customers, and us, with having the correct information at their fingertips. We can now direct anyone needing a permit of any kind to this webpage and they should find what they need. This can also answer some questions folks may have regarding permits overall.

Youth Fire Setter Program (YFIP)

Fires started by youths accounted for an average of 49,300 fires with associated losses of 80 civilian deaths, 860 civilian injuries and \$235 million in direct property damage per year between 2007 and 2011. Our YFIP is aiming to lessen the above statistics for our community. Our program is continuing to be developed by the Life Safety Division. We have entered into an Agreement with the Oregon State Fire Marshal's Office to use their screening and intervention tools.



The Oregon *Juvenile with Fire Screening Tool* was developed through a two-year research study with the University of Oregon's Institute of Violence and Destructive Behavior. State-of-the-art psychometric procedures were used to develop the tool. To accomplish this, more than 130 interviews completed by the Oregon Fire Service using a pre-existing tool were analyzed using Item Response Theory. By using this tool, the Life Safety Division's time will be cut in half while conducting an evaluation for youth firesetters. We are currently finalizing the education programs, equipment needs, and drafting a comprehensive guideline. The Life Safety Division intends to have the program completed in its entirety by summer time.

Business Inspection Challenges

During an inspection off Trail Boss Drive, the inspector noted the fire alarm control panel (FACP) beeping. Upon further investigation, the inspector observed that the FACP had a message on its panel that read "trouble in system – total communication fault". It was also noted that the batteries for the FACP had expired 4 years ago. One of the employees stated that the alarm had been going off, on a regular basis for numerous months and that they simply just "silence" the alarm. The inspector contacted the alarm company who stated that "they did not have any emergency contact information regarding the address and that they were not receiving any messages from the fire alarm control panel." After much research, the inspector was finally able to advise the property manager of the immediate corrective action needed regarding the FACP.



Note: A typical simple inspection, dictated many hours of work and research to bring this building into compliance, especially having the issues with the FACP; a very important life safety system. Great Work!

Fire and Life Business Inspection Activity:

Business Inspection Hours		Primary (First Visit)	
Total Hours	166	Total	23
Follow-Up (Second or more Visits)		Closed (Completed)	
Total	75	Total Closed	35

Training Division

Department Training Hours:

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	236.5	375.25	330.5
Fire-Department Wide	1044.5	2089	1645.25
Department Operations	102.5	193	225.5
Total	1383.5	2657.25	2201.25
A-Shift Training Hours	411	651.5	788
B-Shift Training Hours	391.6	654.6	755.5
C-Shift Training Hours	524.05	816.8	623.25
Staff / Fire Prevention Bureau	56.85	534.35	34.5

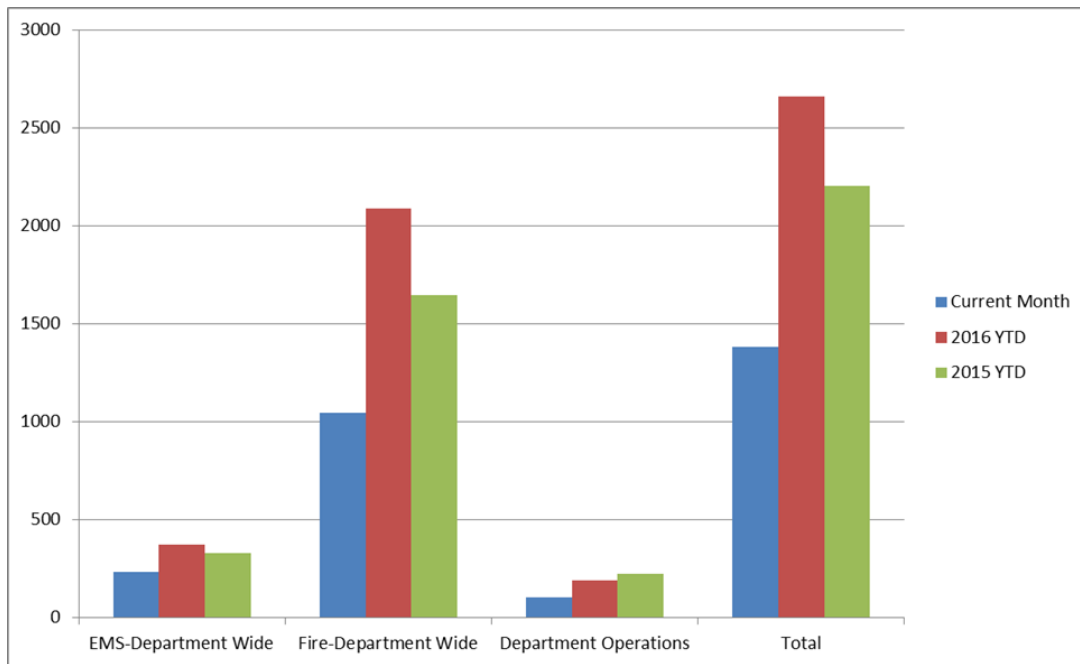
Major Topics Covered

Fire Training

- Ice Rescue Training
- Engine Operations and Pumping Evolutions
- Pre-Plans

EMS Training

- Cardiac Emergencies
- Protocols, Geriatric Trauma and Bleeding Control
- Active Shooter Kits



Commentary

In the month of February, the department completed the Ice Rescue practical skills evaluations. 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.

January's EMS Training activities included Cardiac Emergencies, Protocols, Geriatric Trauma and Bleeding Control as well as Active Shooter Kit orientation.

Ice Rescue Training



Accreditation and Emergency Management Monthly Status

Narrative:

This month was a busy month preparing for the annual department retreat, requiring a number of other projects to be put on hold. Craig attended a number of Emergency Management meetings and is working to build upon the Department's reputation and relationships within the Emergency Management community. Craig received a formal acceptance into the state sponsored Emergency Manager Academy beginning in May. Current estimated completion of the 2016-2019 Strategic Plan is 3/31.

- Data analysis:
 - January data analysis provided to Operations Division, and sent to all members
 - 2015 Performance and compliance data completed in preparation for the Department Retreat (2/29, 3/1)
 - 2015 vs 2014 performance

	2015	2014	Change
Call Processing Time	1:25	1:24	+0:01
Turnout Time	1:54	2:01	-0:07
1 st Due Response Time			
Overall	8:30	8:40	-0:10
Metro/Urban/Suburban	7:50	8:00	-0:10
Rural	9:30	9:50	-0:20
Interstate	10:30	11:40	-1:10
EMS ERF			
Overall	9:40	10:00	-0:20
Metro/Urban/Suburban	9:30	9:40	-0:10
Rural	10:20	10:50	-0:30

- Strategic Planning:
 - The 2016 Department Retreat was held (2/29 & 3/1). Feedback from the retreat was positive from all attendees, and minutes were published on 3/4/16
 - The strategic planning team is scheduled to meet on 3/4/16 to assign roles and responsibilities for the re-write of the strategic plan
 - Target for the 2016 – 2019 Strategic Plan final draft is 3/31/16
- 2015 Risk Assessment:
 - Work on this line item slowed to allow time and focus on the Department Retreat / Strategic Plan update
 - FPO Young completed the draft of the 2015 Hazardous materials flow study