

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

March 2019 Monthly Report

Department News:



Patient fell from the top of the rock



Patient moved to the squad to get to the bottom of the rock



Patient loaded into ambulance for transport to the hospital

Operations Division:

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
March 2019...90%

Of the 35 Customer Survey cards rating service in March, 34 were of the highest overall rating of 5. One had a rating of 3. Some of the comments received read; *"Everyone from the 911 operator to the EMT's and paramedics gave us excellent care. They made him and I feel safe and immediately knew that I needed reassurance. We appreciate you!"* Another read; *"More than exceeded – They are excellent, kind and experts at their job. When leaving to take me to the hospital, I noticed one of them was shoveling snow off my driveway! Thank you so very, very much! Love our FD!!"* Another read; *"Thank you for responding so quickly and providing medical treatment. Glad to have people like you! Thanks again for your services."*

Call Statistics:

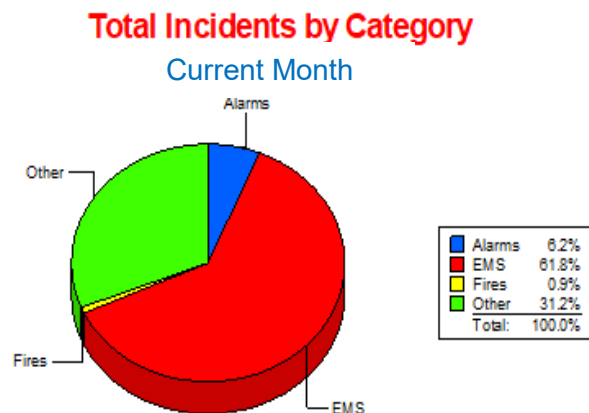
For the month of March, we responded to 468 calls for service. Last year at this time, we responded to 447 calls. This places our year to date calls at 1,415, which is an increase of 42 calls or 3.0% from last year.

Of the 468 calls for service in March, 289 of the calls were for EMS. We had 262 patient contacts and transported 212 patients. This time last year, we had 199 transports.

Fire Calls:

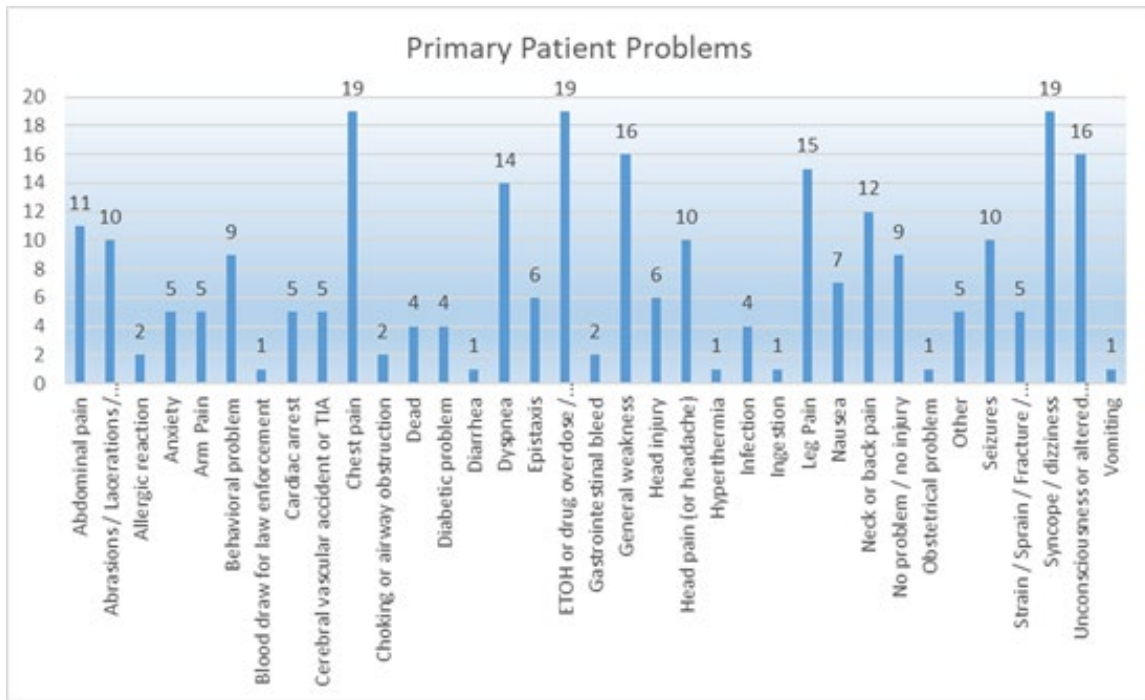
During the month of March, we ran 4 fire calls compared to 7 last year. We had 29 alarm calls, which is 6 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The chart below indicates call proportions for the month of March:



Emergency Medical Service Calls

The most common EMS calls in March were for chest pain, alcohol or drug issue, and dizziness/syncope with 19 patients each, and the second most common was for general weakness and unconsciousness with 16 patients.



Measurable Outcomes:

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

March 2019...100% February 2019...100%

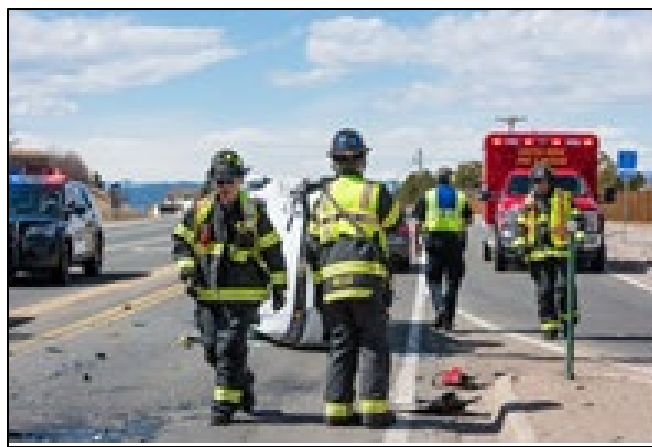
Correct medical procedures, as per QA/PI program, performed 90% of the time

March 2019...99.5% February 2019...99.3%

Deputy Chief Commentary:

Operations continues to see an increase in the number of calls we have responded to. The March 13th and 14th blizzard placed all apparatus and personnel in treacherous situations. However, we were able to assist in rescuing several hundred people that were stranded, as well as assisting with opening the shelters located in Castle Rock. During this storm, we ran 57 calls in 48 hours. I commend everyone who was involved in the situations.

Both of our new engines have been delivered, and staff is still working to complete all upfits so that we can put them into service. Engine 154 has been placed in service, and Engine 152 should go in service sometime in April. Chief Martin is still working with the crews at the assigned stations to determine what type of in service ceremony will be held (if any). Once this decision is made, we will get that out to the public.



Administration Division:

Key Admin News:

We completed the move with Finance to get all members up and running on Executime for payroll and time sheets on March 20th. There were a couple of items that were learned during the trial/test phase in February/March, and we will continue to monitor this closely for any additional issues.

Chief Cauley, Asst. Town Manager Zagurski, and I continue work on the PSTF North Building. The construction drawings are at 90%, and we hope to now put these out to bid in April. We had originally hoped to have them out in March, but needed to finish some design work. Once we receive back the bids, we will then work to get this in front of Town Council for budget approval.

I'm continuing to work on the additional position, originally referred to as the ops assistant, and hope to have the job description ready to go to HR review in April. I've also been working on revising our org charts to include this position and re-align duties, and I hope to have this done in April as well.

The 2020 budget process has begun, and we are working on a five-year plan now as opposed to three like we've done in the past. Our focus is going to be on building a replacement budget for large dollar items and seeking additional Full time employees (FTEs) for the next 4-5 years. The FTE request does not include any new FTEs that would come on board as a result of a new station. These requested FTEs are simply to get us up to where we need to be staffing wise across all divisions.

A significant issue for us last month was changing our medical direction from Centura to Dr. Dylan Luyten. Dr. Luyten had previously served as our medical director both at Swedish and St. Anthony's Central, and we were able to work out an agreement for him to serve as Franktown Fire and our medical director, unaffiliated with any hospital network. This has resulted in some operational and educational changes, but overall, this is a great opportunity for the department.

Fire Chief Commentary:

As far as assignment of space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small bay, and the north side offices on the 3rd floor. Common spaces include all bathrooms, the 3rd floor conference

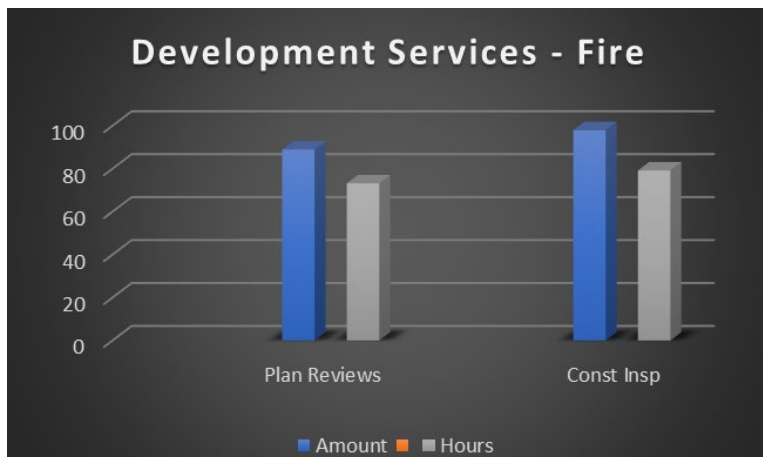
room, the 3rd floor kitchen and copier area, and the 3rd floor reception area. Please respect each department's assigned spaces, and do not use spaces not assigned to our department.

The Castle Rock Fire Officers Association (CRFOA) received a \$1,000.00 donation from the Eagles Club last month to be used for any of our members in need. This was spearheaded by one of our retirees, Tommy Herrington, who is also a member of the Eagles. These funds have been placed into the CRFOA account under a special line item to ensure the funds are used as requested by the Eagles.

The Pipes and Drum played a number of events last month, to include the check presentation at the Eagles Club, and they continue to receive accolades as well as requests to play. Keep up the great work!

Finally, the department provided support to CSP Trooper Groves's funeral last month by sending an aerial and our garrison flag. Thank you to the crews and Father Brad for attending on our behalf!

Life Safety Division:



Construction – This month, our last Fire Prevention Officer resigned. Although this really put a bind into things, we also had our interview process this month with the top six candidates for the FPO position.

This shortage of employees in the Fire Prevention Office has required that the Fire Marshal pick up projects that would normally be completed by the staff. This is an awesome opportunity for any changes that need to be made to be done prior to the new on-boarding with the department.

As you can see, there may not have been as many plan reviews done, however, there was a huge amount of work put in to get some buildings inspected and ready for them to get their certificate of occupancy. Everyone on the department should have had the chance to walk through the Riverwalk South building. They are looking at having residents move in the first week of April. This is a very exciting adventure for the Town as it is the tallest residential/retail structure in the Town. There are many fire protection systems in place within the building, all to assist the occupants and the firefighters to be safe during an emergency. Thanks to all the contractors, Deputy Fire Marshal Rick Young, Inspector Christina Jenkins, Lt. Mike Horn, and Firefighter Nat Howe in their part in completing this project in time for these residents.





Public Education – Almost 79% of the events this month had an apparatus of some sort to assist with it. 11 out of the 14 total events happened with either the firefighters or firefighters and public educator. The educators took care of 21% of the events by themselves. Some of these were the Home and Garden Show where the educators spent a total of 14 hours at that event. Another was The File of Life presentation at Bonaventure to assist with patient information for the rapid assessment of an unconscious patient at this facility to know what medications or illnesses the patient has.

There was a total of approximately 1,229 people that had contact with a fire department member that was delivering a specific message.

March brought 22 families to the fire stations to have their car seats installed and provide education as to the benefits of having a car seat properly installed in their vehicle.

Existing Business Inspections – During the month of March, the following inspections were completed.

C. Jenkins – 16 primary inspections, 53 follow-up inspections and 7 correction notices were served.

R. Young – 1 primary inspection, 1 hazardous materials inspection, 2 follow-up inspections, and 1 correction notice.

B. Dimock – 8 primary inspections (mostly schools/pre-schools – licensing), and 2 special event inspections.

We received some assistance from some teammates that are on light-duty as they went out and started gathering important information from businesses to assist in keeping our information as up-to-date as we can get it with emergency contacts and building information.

While not all inspections are scheduled, some of them come from either complaints or concerns while in the business. When this happens, we take this concern very seriously and investigate to determine if there is a violation or not. If a violation is found, depending on the severity or risk of the violation, a plan is set up with the business owner to work towards compliance. Sometimes this is not a short, fast-paced repair or change. When this is a fire or life safety concern, a conversation takes place with the business owner and the department to come to an agreement as to what is the first step that will need to happen. All businesses are different and are handled on a case-by-case basis.

Investigations – Luckily there was only some minor fire activity this month, which did not require more than quick look and determination of origin and cause.

Training Division

Division Commentary:

In early March, Captain Hood and I spent three days going through all of the information that we gathered through meetings, conversations, a department-wide survey, and our own thoughts; and developed a plan for the division moving forward. A critical element of communicating the plan will be meeting with each shift and station, and we will begin that process towards the end of April – following the shift transfers. As part of that needs assessment, we developed a division level purpose statement and cornerstones.

The purpose statement for the Training Division is: “We exist so that the actions of the department provide the citizens of Castle Rock with their best possible outcome.”

Cornerstones for the division are: Respect, Purpose, Transparency, and Collaboration.

We feel that formalizing the purpose statement and the cornerstones are critical to establishing a culture within the division that mirrors the culture of the department as a whole. We do not treat these just as words, but has guiding principles for how we will operate as a division, as part of the department, and with the members of the organization.

In March, crews trained on a wide range of topics to stay operationally prepared including engine company operations, hoseline management, ground ladders, mayday evolutions, truck company operations, wildland command scenarios, lookout training, wildland fire control, Riverwalk walkthroughs, scene size-up, EMS documentation, an OB/GYN webinar, protocol review, and numerous company level events.

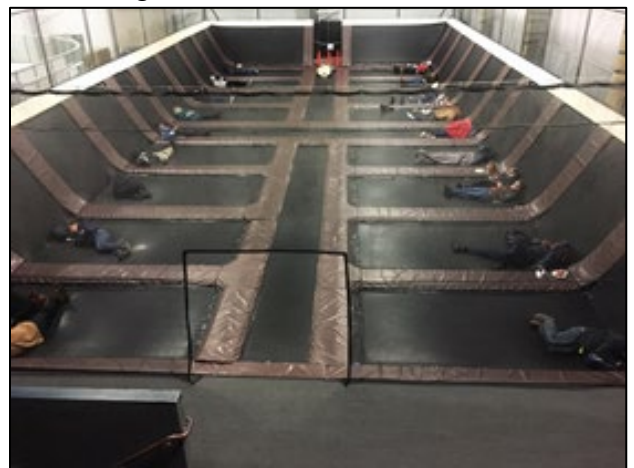
MARCH TRAINING HOURS (1992 TOTAL)



We opened and managed the emergency shelter at the MAC during the blizzard.



Wildland training



Citizens repurposing the MAC to rest during the blizzard

Accreditation and Emergency Management Monthly Status

March continued with a lot of data review and analysis in preparation for the update of several key documents:

- 2016 - 2019 Strategic Plan
- 2018 Standards of Cover Update
- CPSE Annual Compliance Report (ACR)
- Annual Program Review (Fire, EMS, Wildland, Tech Rescue, HAZMAT, Community Risk Reduction)

Current goals will have the 2016-2019 Strategic Plan and Standards of Cover updated by the mid-May with a presentation to Town Council to be determined.

The Town and County coordinated during the “Bomb Cyclone” of March 13th, and 14th. This joint effort resulted to the evacuation of travelers off I-25 between Castle Rock and Monument requiring the sheltering of over 700 people between Town (Miller Activity Center), County (Kirk Hall and the Main Events Center) and Red Cross Shelters (New Covenant and New Hope Churches). The State is exploring a weather declaration to offset losses due to the significant snow events and has asked the County and municipalities for an initial damage assessment so they [State] can determine if they are close to meeting the threshold.

Below are the response timetables for the month of February 2019:

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		02/01/19 - 02/28/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
84.7%	87%	73.4%	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	01:41	05:45	07:50	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
155 / 28	160 / 24	135 / 49	151 / 33	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 88 / 86 / 88 / 75	% Compliance Time of Day 66 / 93 / 92 / 78	% Compliance Time of Day 66 / 70 / 82 / 65	% Compliance Time of Day 72 / 77 / 91 / 78	
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.		02/01/19 - 02/28/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
70.7%	82.5%	77.6%	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%	
01:39	01:47	06:41	08:29	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
41 / 17	47 / 10	45 / 13	49 / 9	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 60 / 70 / 66 / 83	% Compliance Time of Day 40 / 82 / 91 / 83	% Compliance Time of Day 60 / 82 / 75 / 83	% Compliance Time of Day 60 / 88 / 83 / 91	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	