

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An internationally accredited Fire/Rescue agency 2012-2017

May 2015 Monthly Report

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

Department News:

The Crews at Station 151 hosted Fire Safety Day for Leadership Douglas County on May 6th. A group of 20 LDC members got to experience a day of hands-on training and education. One class member commented: "An amazing insight experience into our Emergency Response teams' hands-on daily work and experiences.

Very enlightening as to the demands and rigors of such important personnel."



Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time **May 2015...100%**

Of the 37 Customer Survey cards rating service in May, 35 were of the highest overall rating of 5 and 2 received a rating of 4. Some of the comments received read; *"I was treated with respect and concern. My opinions mattered and I was listened to. My questions were answered. The personnel at the school had me in a complete panic. Your medical team calmed me down. Thanks so much!"*

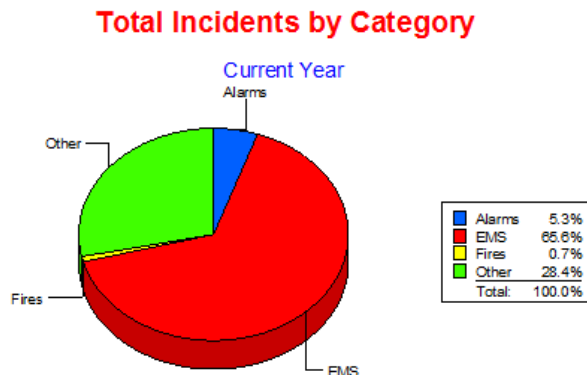
Another read; *"Once again, thank you for the respect and kindness shown to our mother! Your speedy response was amazing and probably lifesaving! God bless all who serve this community!"*

Call Statistics:

For the month of May 2015 we responded to 419 calls for service. Last year at this time we responded to 398 calls. This places our year to date calls at 126 ahead of last year at this time.

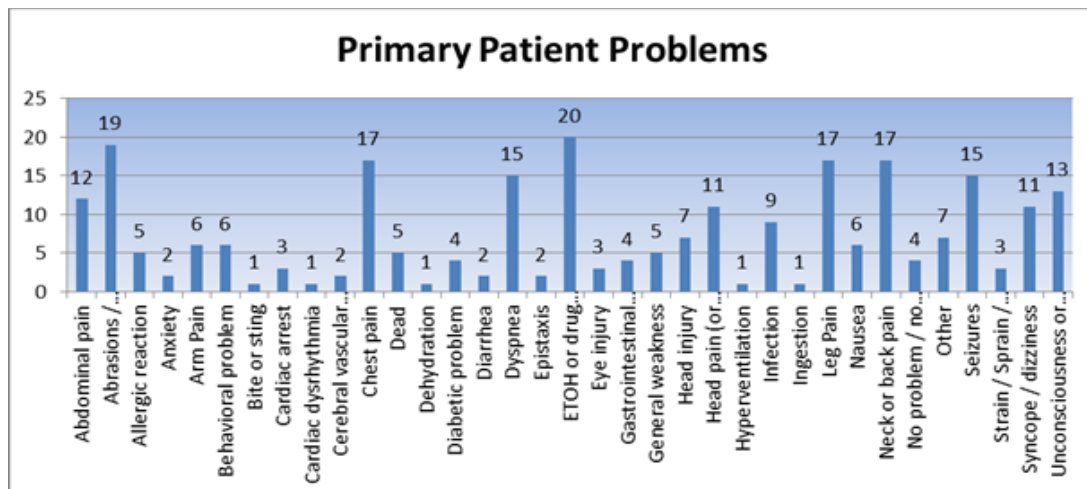
Of the 419 calls for service, 275 of the calls were for EMS. We had a total of 257 patient contacts and transported 199 patients. This time last year we had 179 transports.

The pie chart and graph below indicates calls for the month, not the overall year:

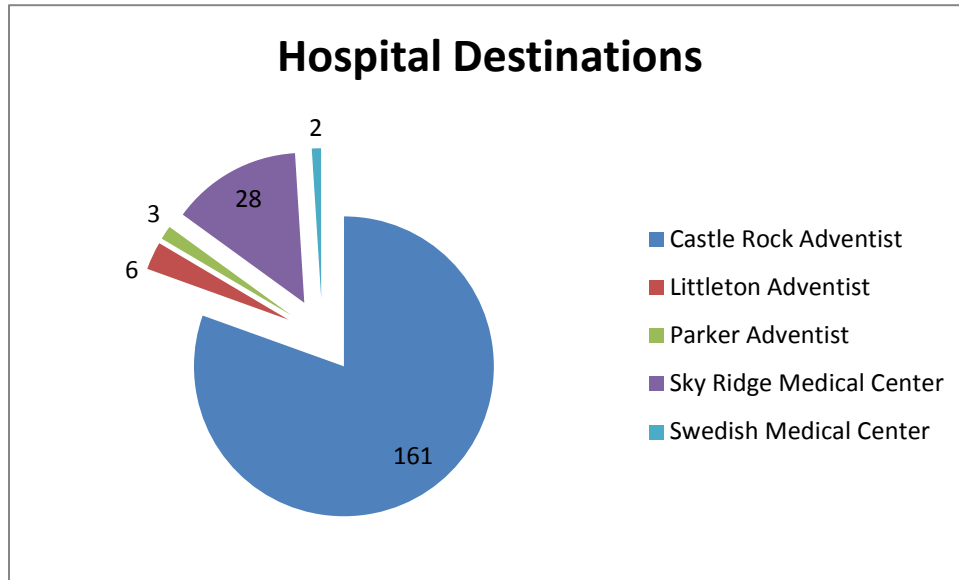


EMS Calls:

The most common EMS call in May was for alcohol or drug issues with 20 patients. The second most common was for abrasions with 19 patients.



For the month of May, 28 patients were transported to Sky Ridge, which is 14% of all patients transported, and 161 patients were transported to Castle Rock Adventist, which is 80.5% of all patients transported.



Measurable Outcomes:

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

May 2015...100%

April 2015...100%

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

May 2015...99.2%

April 2015...99.1%

Fire Calls:

During the month of May we ran 3 fire calls compared to 7 last year. We had 23 alarm calls compared to 33 last year at this time. The rainfall contributed to the decrease in fire calls.

Key Operational News:

One specific call involved a horse rescue on May 5th, where a horse had fallen into a small mud hole. The owners called 911 after they were unable to get the horse out of the mud. Quint 155 arrived on scene and was able to get the horse out of the hole, but the horse was too exhausted to move. Additional resources, including a large animal vet, were called, and using a tractor from a local ranch, we were able to load the horse up on a fence panel and drag him out of the field to a horse barn. At last report, the horse had made a full recovery, and the owners were very grateful.

On May 3, 2015, Battalion, Engine, and Medic 151 responded to 403 Perry Street on a cardiac arrest. The patient did regain pulses and was transported to Castle Rock Adventist, where she later expired while still in the Emergency Department.

On May 28, 2015, Battalion 151, Engine and Medic 151, Engine 154, and Chief 152 responded on a structure fire from a lightning strike in Jackson 105. The fire was contained to the garage. Castle Rock units extinguished the fire and completed salvage and overhaul.

Due to a problem with the CAD upgrade, we were not able to produce our performance standards tables for March and April. We have found a work around; March and April are listed below.

March Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/15 - 03/31/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
91.6%	91.8%	77.3%	93.2%	
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%	
01:05	01:48	05:04	06:58	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
186 / 17	180 / 16	157 / 46	192 / 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	
88 / 96 / 87 / 93	68 / 92 / 98 / 94	68 / 75 / 86 / 72	80 / 98 / 95 / 91	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

March Rural

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/02/15 - 03/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 05:19	Call to Arrival @ 08:20	
94.6%	90.9%	77.4%	96.4%	
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%	
00:57	01:47	05:51	07:40	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
53 / 3	50 / 5	41 / 12	54 / 2	
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 / 100 / 90 / 1	62 / 100 / 100 / 8	87 / 80 / 74 / 77	100 / 100 / 93 / 1	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

April Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		04/01/15 - 04/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
91.5%	90.2%	75%	93.4%	
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%	
01:05	01:52	05:41	06:57	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
205 / 19	203 / 22	171 / 57	213 / 15	
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 / 94 / 88 / 92	48 / 91 / 97 / 98	72 / 79 / 77 / 66	84 / 95 / 95 / 92	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

April Rural

Distribution Matrix		Castle Rock Fire and Rescue Dept.		04/01/15 - 04/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 05:19	Call to Arrival @ 08:20	
87.5%	92.1%	67.2%	90.6%	
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%	
01:12	01:50	06:46	08:19	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
56 / 8	58 / 5	43 / 21	58 / 6	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
85 / 95 / 87 / 76	28 / 100 / 100 / 1	57 / 65 / 70 / 69	85 / 85 / 95 / 92	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Life Safety Division:

Measurable Outcomes:

Plan Reviews

Received	Completed	Percentage
65	65	100

Field Inspections

Assigned	Completed	Percentage
73	73	100

Business Inspections

Assigned	Completed	Percentage
66	66	100

Permits

Assigned	Completed	Percentage
27	27	100

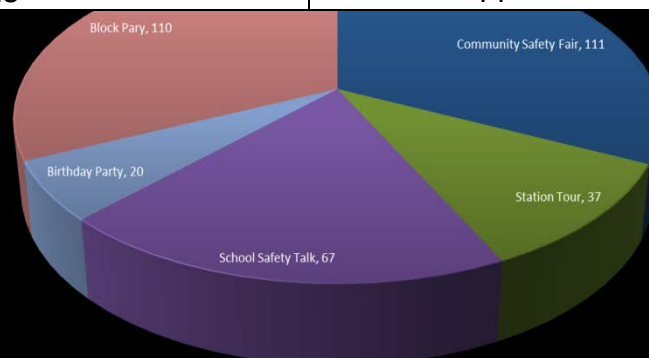
Investigations

0	0	
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Business Inspection Growth

Businesses in RMS on March 31, 2012	1128
Businesses in RMS on April 30, 2015	1431
Businesses added to RMS since March 31, 2012	302
Average of 7.6 businesses/month added into RMS	

Public Education Contacts	Number of Contacts	Hours
Station Tour	37	1.75
Community Safety Fair	111	6
School Safety Talk	67	2.25
Birthday Party	20	2
Block Party	110	1
Car Seat Inspections	11	



Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	137.5	1010.3	1209.8
Fire-Department Wide	1003.5	6030.4	5836.9
Department Operations	70.0	413.3	701.2
Total	1211.0	7453.9	7747.8
A-Shift Training Hours	464.0	2612.0	2189.3
B-Shift Training Hours	446.0	2382.5	2799.9
C-Shift Training Hours	266.5	2043.5	2093.5
Staff / Fire Prevention Bureau	34.5	415.9	665.1

Major Topics Covered

Fire Training

- Engineer Skills
- All-Terrain Vehicle Operator Safety Course
- Swift Water Rescue

EMS Training

- Infection Control
- Protocol and Skills Review

In the month of May, the department finished Swift water Rescue Training, where each member of the department will be certified at the operations level in this discipline. This discipline is recognized as a low frequency- high risk event that our members may engage in, and must be trained for.

Engineer skills were focused upon in May as part of the annual training calendar and plan. Kudos to Engineer Seth Roan for planning and delivering a well-received event that covered relay pumping and master stream operations.

Accreditation Monthly Status:

- Attended multiple conference calls for the Model (FESSAM 9thed) Re-imagination document review.
 - CFAI Board approved the final draft of the 9th ed. performance indicators.
 - Worked with a team of subject matter experts (SME) to update the Self-Assessment manual's Section 5 Research and Information Collection Guide. Submitted to CPSE team lead on 5/26

- Work is now focusing on updating Section 5 Research and Information Collection Guide
- Category 5 technical working group assigned to Commissioner Olson to oversee the development of the Interpretation Manual.
- Still no indication of when/how the standards of cover manual will change.
- Have requested that CRFD be considered for a 3-day FESSAM/SOC seminar once the new materials are completed and published.
- StatsFD:
 - Attended 2 web-based training sessions
 - Update pending to resolve a couple of reference errors identified.
- Data analysis:
 - Working with New World to ensure StatsFD data is correct and accurate given the recent data issue found between New World and High Plains.
 - April and 1Q15 data analysis completed.
- Rocky Mountain Accreditation and Professional Credentialing Consortium
 - Castle Rock hosted the 2nd quarter meeting 5/12 at the PSTF
 - 32 consortium members attended representing ten agencies
 - 24 members present
 - 8 members via GoTo Meeting
 - Work continues on the State Fire Chief's Company Officer Leadership accreditation presentation.
- 2015 Risk Assessment Plan with Chief Croom.
 - Plan presented to Chief Morales
 - Occupancy Vulnerability Assessment Profile (OVAP) will be used as the risk assessment tool
 - High Plains cannot be modified to reflect and calculate the OVAP score as initially thought. An MS excel solution will be used instead.
 - Needed Fire Flow is being calculated/verified for all occupancies (Chris Bates)
 - Utilities will assist with water modeling
 - G.I.S. assisting with hazard and value mapping.
 - Chief Croom and FF/PM Rollins working to develop a target completion date.
- Strategic Planning:
 - Continued efforts to identify the external stakeholder groups and points of contact so that meeting can be scheduled.
 - Work has begun to draft the list of questions to be presented at the external stake holder meeting.
- The 3rd cycle ACR is complete, pending Fire Chief's comments and will be held as long as possible awaiting ISO results.

For the month of May, the following hours have been dedicated as Accreditation Manager.

Total Hours: 168
On-Duty Hours: 168
Over-Time: 0

The following hours have been dedicated as Accreditation Manager for the year to date:

Total Hours: 987
On-Duty Hours: 952

Strategic Goals (4/11)		Peer Team Recommendations (2/10)	Standards of Cover Recommendations (2/5)	
2010-1*	Workforce Planning	Strategic Recommendations	SOC#1	GIS/Travel time study
2010-2	<i>External Communications</i>	SR-1 Continue to Monitor Response Times	SOC#2*	Dispatch AVL/SHM
2010-3	Internal Communications	SR-2 Refined Risk Assessment	SOC#3	CAD Upgrade
2010-4	<i>Physical Resource Plan</i>	SR-3 Medic 153	SOC#4	CTAs / Response Plans
2010-5	Comprehensive Training Plan	SR-4 Qualified Safety Officer	SOC#5	Medic 153
2010-6	Standards of Cover	SR-5 Annual Minimum Training Requirements		
2010-7	Accreditation	Specific Recommendations		
2012-1	Pre-Plan Program	5E.5* Tech Rescue capabilities and staffing		
2012-2	Vulnerability Assessment	5H.2 Town-wide NIMS compliance		
2012-3*	Master Plan	6D.4 Town EVT		
2012-4*	FTC Expansion	5C.2 Public Education Resources / Staffing		
		9A.4 Meetings with water purveyors		