

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

May 2016 Monthly Report

Department News:

In the month of May we hosted a fire day for Leadership Douglas County. 15 members from all over Douglas County were able to get hands on experience. They were introduced to several aspects of what the firefighters do. Examples were; shooting water with the hose, using a sledge hammer to simulate breaching a wall and dragging a 180 lb. "victim".



Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time
May 2016...94.4%

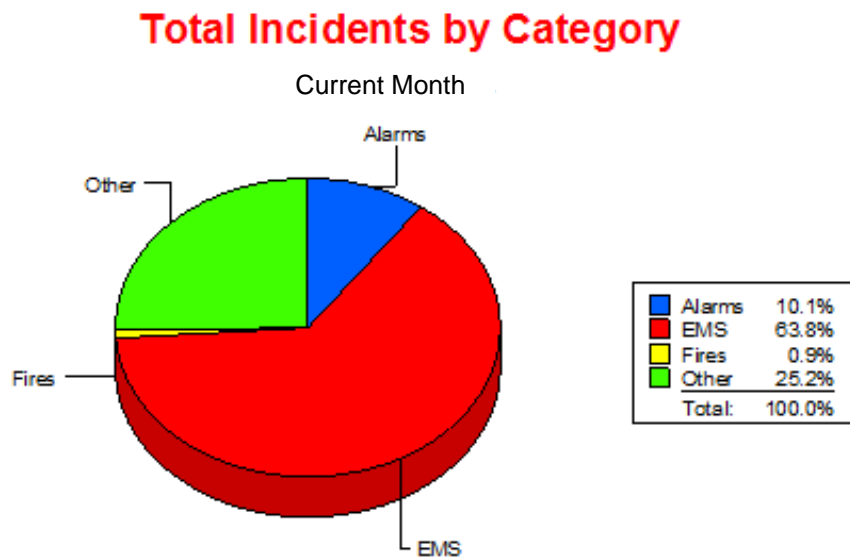
Of the 36 Customer Survey cards rating service in May, 34 were of the highest overall rating of 5, 1 was rated 4, and 1 had a rating of 1. Some of the comments received read; *"What can you say about a crew of wonderful guys who saved your life? I am so appreciative. Words can't express my feelings! CRFD is the best! Thank you!"* Another read: *"Responded very quickly! Thank you for that. Very courteous and helpful."*

Call Statistics:

For the month of May 2016 we responded to 437 calls for service. Last year at this time we responded to 419 calls. This places our year to date calls at 2105 which is 135 over last year, an increase of approximately 9%.

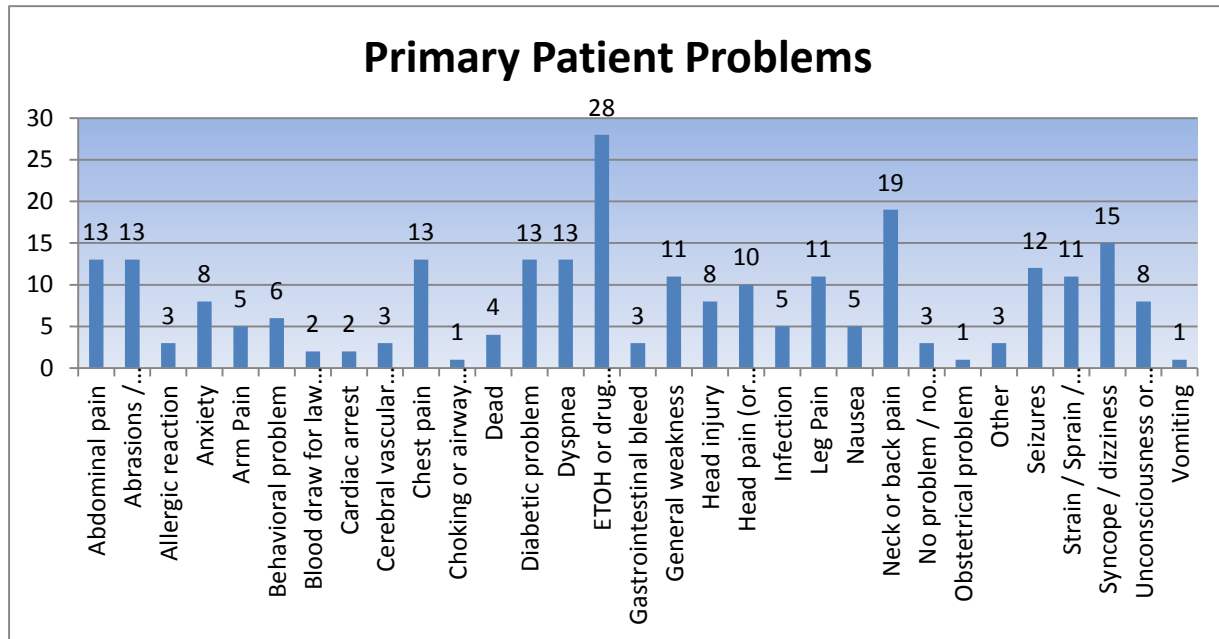
Of the 437 calls for service, 279 of the calls were for EMS. We had a total of 253 patient contacts and transported 206 patients. This time last year we had 200 transports.

The pie chart below indicates calls for the month:



EMS Calls:

The most common EMS call in May was for alcohol or drug issue with 28 patients. The second most common was for neck or back pain with 19 patients.



Measurable Outcomes:

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

May 2016...99.63%

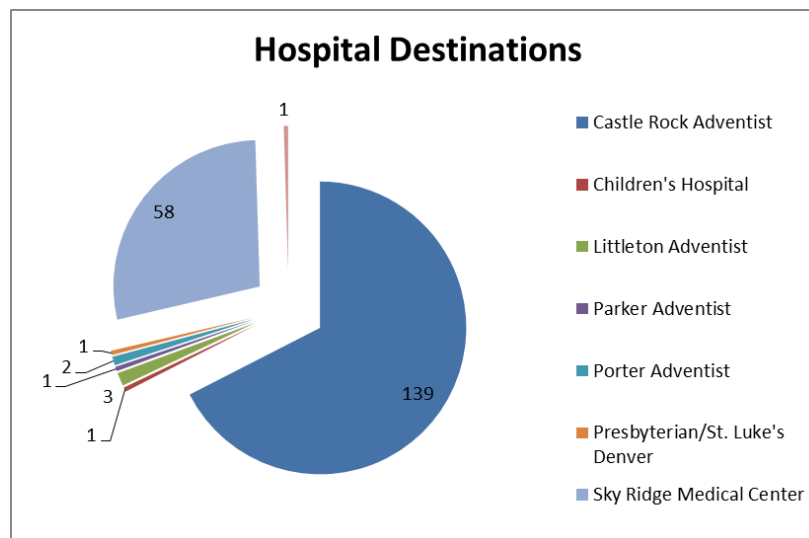
April 2016...100%

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

May 2016 ...99.1%

April 2016...98.9%

For the month of May, 139 patients were transported to Castle Rock Adventist, which is 67.5% of all patients transported, and 58 patients were transported to Sky Ridge, which is 28.1% of all patients transported.



Fire Calls:

During the month of May we ran 4 fire calls compared to 2 last year. We had 44 alarm calls compared to 23 last year at this time.

Key Operational News:

Town Council approved the contract for the new Engine 153 at their May 3rd meeting, all paperwork has been signed, the engine has been ordered from Pierce, and we expect delivery within approximately 12 months.

Our new medic unit arrived, has been accepted by the Town, and is currently at the striping shop for logos and lettering. We hope to be able to place this in service in early July.

A Shift: No significant incidents

B Shift: No significant incidents

C Shift: No significant incidents

Below are the response times for the month of April:

Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		04/01/16 - 04/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:36	Call to Arrival @ 07:30	
27.3%	85.7%	72.4%	66.7%	
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%	
03:11	01:54	05:47	09:52	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
45 / 120	144 / 24	123 / 47	114 / 57	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 17 / 18 / 38 / 32	% Compliance Time of Day 64 / 87 / 92 / 90	% Compliance Time of Day 57 / 76 / 76 / 72	% Compliance Time of Day 42 / 78 / 71 / 62	
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.		04/01/16 - 04/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 05:26	Call to Arrival @ 08:20	
48.8%	85.4%	68.3%	65.9%	
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%	
03:01	01:54	07:32	10:42	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
20 / 21	35 / 6	28 / 13	27 / 14	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 50 / 54 / 50 / 33	% Compliance Time of Day 50 / 81 / 94 / 100	% Compliance Time of Day 50 / 72 / 72 / 66	% Compliance Time of Day 50 / 81 / 61 / 66	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Life Safety Division:

Construction –

May was a very busy month. We had so many construction projects going on during. We had new projects closing out while other contractors are just getting their teeth sunk into their projects. We had a lot of contractors try to close their projects out and found that they had some loose ends to tie up. Here are some projects that are right on the brink of closing up the construction and opening for business:

Station 151 (Downtown) Area: TMP Staffing, Outdoor Garden Area at 190 S Wilcox, and Edward Jones

Station 153 (Founders) Area: Nothing at this time

Station 154 Area: (Meadows) Promenade (always something going on out there), Starbucks, Popeyes, several different stores in the Outlets

Station 155 (Metzler) Area: Goodwill, and the Black Feather Apartments

Other items related to construction:

Plan Reviews – 139

Inspections – 113

Other items not associated with a single project – 19

Time spent on items associated with construction:

Plan review, inspections, meetings not associated with the Promenade: 235 hours

Promenade (plan review, inspections, meetings): 70.75 hours

Total Development Services Hours: 305.75 (out of a total of 504 available man-hours)



Existing Business (occupancy) Inspections –

In May, we completed a total of 39 primary inspections and 107 follow up inspections. There were a total of 57 inspections closed this month with the expectation that we will complete another primary inspection next year. This works out to be around 3.42 hours per closed inspection.

We are also adding approximately 10.4 new occupancies each month to our database. Currently we have 1666 businesses (occupancies) that occupy space either stand alone or within a building (core/shell).

Because we share duties as construction inspectors as well, when construction is very busy with inspections our existing business inspections slow a little. This is always a constant balancing game to attempt to get all of these inspections done as efficiently as we can to allow that balance.



Public Education –

During the month of May there was several public education (pub ed) events that happened, some kind of in the background. Jamie has involved herself with the Senior Council Douglas County, which is an advocacy group for the senior citizens of Douglas County. She is learning better ways to instruct them regarding cooking, slip, trip, and falls, and any other topic that maybe found useful to them.

Jamie attended the National Fire Academy this month. The class she attended was Presenting Effective Public Education Programs. This was Jamie's first time to the NFA. She has brought back some great ideas for improving our public education programs already in place and developing new programs that are effective. Congrats Jamie on passing that class.

The number of public contacts this month was approximately 796. Out of these, the firefighters made 411 of those contacts over 13 events on their own and 385 of them were combined with them and a public educator at 3 other events. These numbers are important because we always want to see this number grow to show that we are giving the public quality education that they find useful. There were a total of 21.25 hours logged performing public education events. This does not include the hours spent putting some of these events together.

Car Seat Installations – Over the course of the month there was a total of 20 car seats checked/aided in installation in vehicles for the public. This included an educational component as well for the parents to assist them in installing their car seats in the future.

Special Events –

This month we started gearing up for the summer months kicking off our special event season with the grand opening of the Amphitheatre at the MAC complex. This went very well despite the weather that did not want to cooperate. This allowed us and the Parks Department to look at this area and make changes for future events.

We did a total of 13 special event permits for the month, with at least that many inspections mostly after hours or on the weekends.

Training Division:

In the month of May, all twelve students completed the Engineer Academy with a class average of 93.24%. Additionally, all members passed their state and class practical exam; well done, gentlemen!

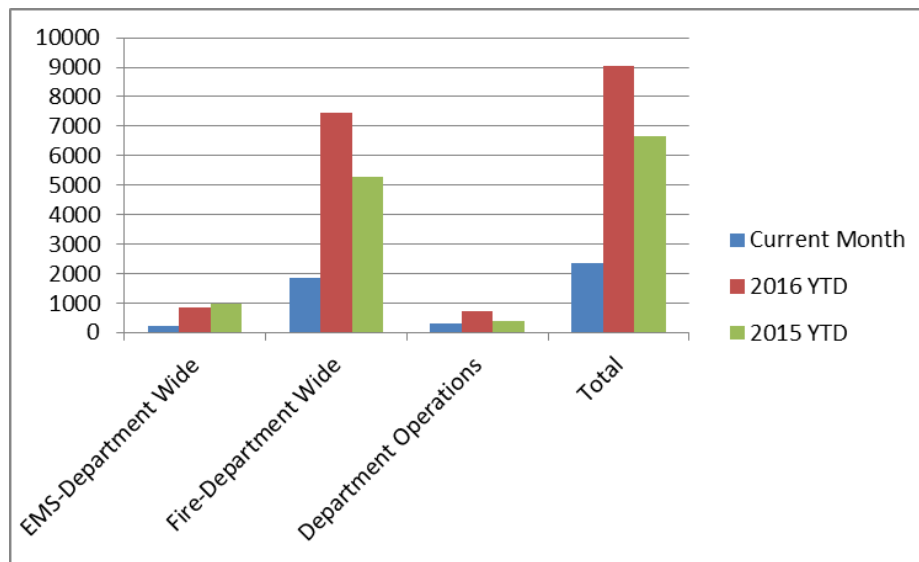
Rope Rescue Mini-trainings continue building upon the previous month's skills. Thank you to FF Wachs for his continued work in seeing this subject through to completion.

Our members in the recruit academy continue to dominate the top of the class. Recruit Burdette continues to lead the class ratings.

Thank you to all the members that have helped make this month's training endeavors successful!

Department Training Hours

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	221.25	862.36	972.5
Fire-Department Wide	1841.6	7466.5	5295.85
Department Operations	299.28	732.03	382.5
Total	2362.13	9060.89	6650.85
A-Shift Training Hours	670.75	2628.05	2102.75
B-Shift Training Hours	740	2783.55	1861.25
C-Shift Training Hours	784.28	2962.08	1947.5
Staff / Fire Prevention Bureau	167.1	687.21	739.35



Major Topics Covered

Fire Training

- Engineer Academy
- Rope Rescue Mini Training
- Vehicle Extrication Training
- MRI Fire Safety
- Acquired Structure Training with South Metro Fire/Rescue

EMS Training

- Bleeding Control and Anti hemorrhagic (TXA) pilot program
- Pediatric Case Review



Lieutenant Briese leads the Recruit class in Commercial Occupancy Training



Vehicle Extrication Training



Vehicle being completely disassembled

Accreditation and Emergency Management Monthly Status

This month was another busy month in several areas. The 2016 - 2019 Community Driven Strategic Plan presented to the Public Safety Commission, receiving a unanimous recommendation for Town Council Approval. The Strategic Plan was then presented to Town Council on 5/16 and unanimously approved (*resolution 2016-060*). The department's 4th Annual Compliance Report (ACR) is complete and under a final internal review. The ACR will be submitted by 6/15. Due to some changes with the Center for Public Safety Excellence's process, Chief Ken Helgerson (U.S. Air Force Academy) has agreed to serve as the department's mentor for our re-accreditation efforts. An initial kick-off meeting was held with a very positive outlook. Additionally, Assistant Chief Will Gray (Pueblo Fire Department) has agreed to lead a mock peer team, to review all documents and lead a mock site visit to prepare us for an actual peer team in May 2017.

Work has continued on the Community Risk Assessment with decent progress. The working draft has been reviewed with a few edits and comments. Two areas (Ice/Water Rescue and Wildland) are still in process, but the remaining sections are complete. The 2016 Hazardous Commodity Flow Study is complete and ready for publishing. Engineer Patik is looking to use the document for internal HAZMAT training in the near future.

Craig has been working with category managers and reviewed initial drafts of the Self-Assessment Manual (SAM). Lt. Butts, has asked to assist with the SAM process, and given his knowledge and skill set, will be a valuable addition to the SAM review team.

Craig has begun to update the Town's Incident Management Guidelines and Standards (IMGS) and have them mirror Douglas County's Emergency Operations Plan (EOP). This month, Craig presented a project charter to the Assistant Directors of the Town of Castle Rock for review, comment, and approval. The Assistant Directors approved the charter, and provided their department's contact person to assist with the EOP update.