

# Castle Rock Fire and Rescue Department

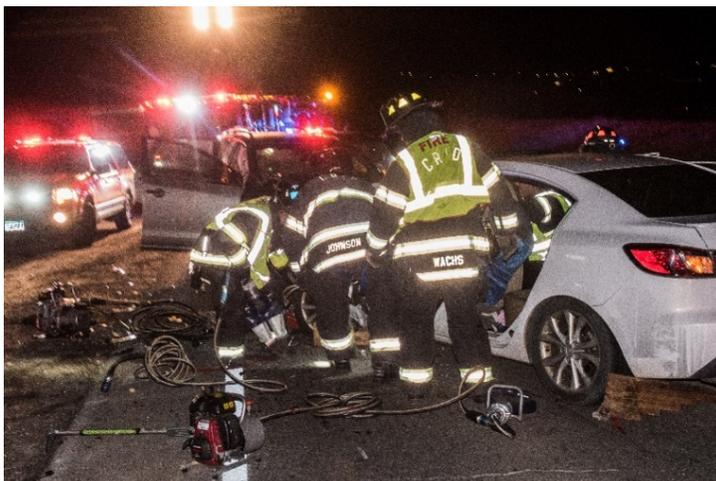
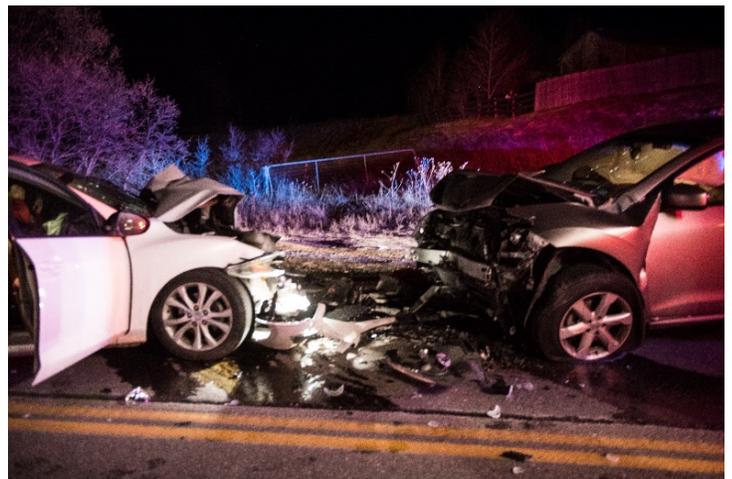


An Internationally Accredited Fire Rescue Agency 2017-2022

## December 2017 Monthly Report

### Department News:

December was a busy month. We had several serious motor vehicle accidents with multiple injuries. One single vehicle roll over accident needed a helicopter transport, and resulted in a fatality. With the high speed impacts encountered, extrication of patients from their vehicles was required.



## Customer Service:

**Measurable Outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**December 2017...98.9%**

Of the 35 Customer Survey cards rating service in December, 30 were of the highest overall rating of 5. Four had an overall rating of 4. One had a rating of 3. Some of the comments received read; *Thank you all, was so impressed with all of the responders. All were kind, respectful and compassionate. We got mom to Sky Ridge ER in time to save her. Bless you all.* "Another read; *"The guys were fantastic! And they even drove to my house to turn off the fireplace! Couldn't have been happier with their service! Thank you!"* Another read: *"They were so nice, worked quickly, knew what they were doing and when I told them I felt like I didn't need to go to the hospital, Joe said, "If you were my mom, I'd want you to go!" He made me feel comfortable...they all did!"*

## Call Statistics:

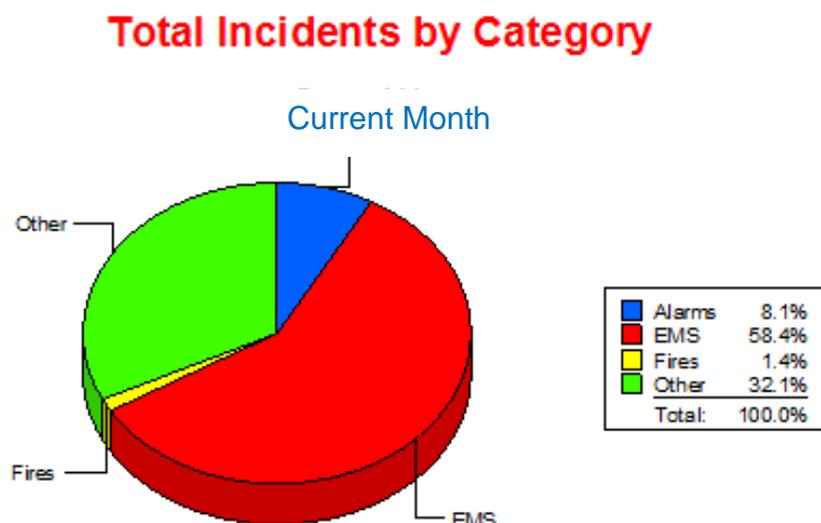
For the month of December we responded to 495 calls for service. Last year at this time we responded to 476 calls. This places our year to date calls at 5660 which is 314 over last year, an annual increase in call volume of 5.8%.

Of the 495 calls for service in December, 289 of the calls were for EMS. We had a total of 263 patient contacts and transported 207 patients. This time last year we had 194 transports.

## Fire Calls:

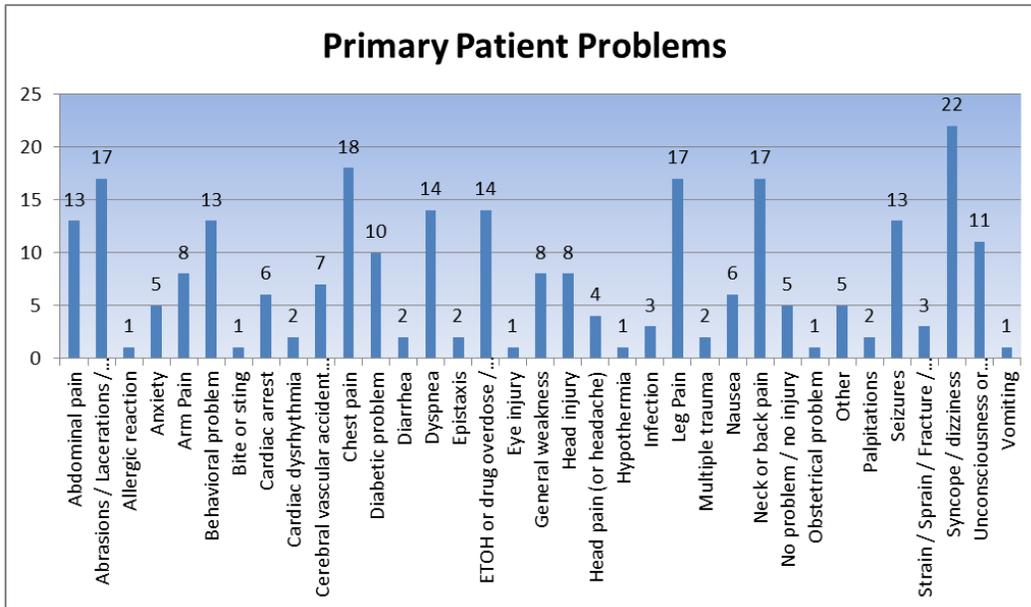
During the month of December we ran 7 fire calls compared to 3 last year. We had 40 alarm calls compared to 49 last year at this time. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The pie chart below indicates call proportions for the month of December 2017:



**Emergency Medical Service Calls:**

The most common EMS calls in December were for dizziness/syncope with 22 patients, the second most common was for chest pain with 18 patients.

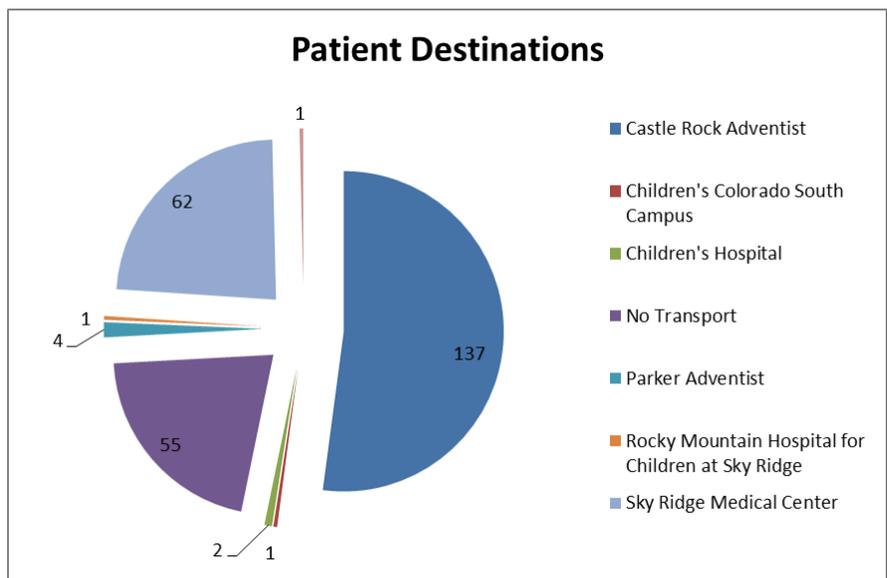


**Measurable Outcomes:**

CRFD Paramedic on scene of all EMS calls 99% of the time  
**December 2017...99.6%**      **November 2017...100.0%**

Correct medical procedures, as per QA/PI program, performed 90% of the time  
**December 2017...98.9%**      **November 2017...99.0%**

For the month of December, 137 patients were transported to Castle Rock Adventist, which is 66.1% of all patients transported, 62 patients were transported to Sky Ridge, which is 29.9% of all patients transported.



## **Significant Incidents:**

**C Shift:** On December 7, 2017, Engine and Medic 154, Battalion 151, Engine and Medic 151, and Chief 152 responded to Northbound I-25 and Mile Marker 185 for a rollover vehicle crash. One patient was found to be unresponsive and needing extrication. The patient was extricated and transported emergent to Sky Ridge where he expired the next day.

## **Key Operational News:**

Lt. Richardson, FF/EMT Shefsick, and FF/EMT Burdette deployed to Southern California for a 14 day assignment for the record breaking California wildfires. While there, they were assigned to both the Lilac and Thomas fires. They returned safely to Colorado just a couple of days before Christmas.

Brush 154 "protecting" the Santa Barbara Pier



Our three recruits graduated from the West Metro Fire Academy in December, and then completed approximately two weeks of orientation before coming on line in late December. Congratulations and welcome to FF/EMTs Baudo and Reed as well as FF/PM Thompson! A badge ceremony is scheduled for Jan. 22<sup>nd</sup>.

## **Explorer 4<sup>th</sup> Quarter Recap**

Explorer Post 107 had a great 4<sup>th</sup> Quarter. The post completed the annual Haunted House. Thank you to all that helped make this event so successful! We had another big turnout this year, and the funds from this will go a long way to continuing to support the Fire & Police Posts. The Explorers also assisted in the annual Chili Supper; Local 4116 was very appreciative of the Explorer Post's assistance.

We will be looking in to upgrading some of the gear for the Explorers, as much of it is in disrepair. This year with Haunted House funds, we purchased more t- shirts and are currently looking at new multi season coats.

## **Current Roster**

We currently have 10 Explorers and 0 in the observation period.

- 1- Captain
- 2- Lieutenants
- 1- Squad Leader

**Life Safety Division:**

**Development Services:**

- Plan Review/Referrals: 116
- Inspections/Appointments Related to New Construction: 130
- Hours to Development Services: 379.8

**Existing Facility/Maintenance and Special Event Inspections:**

- Business Primary Inspections: 56
- Hazardous Materials Facilities 13
- Total Number of Occupancies in the ER Data Base: 2014
- Special Event Inspections: 6

**Response Assist/Investigation:**

- Call Out/Responses: 3

**UAV (Unmanned Aerial Vehicle)**

- Total Minutes Flown: 810
- Total Number of Feet Flown: 121,484

**Public Education and Community Outreach:**

- AED Presentation 1
- Youth Fire Setter Intervention Program 1
- Community Event: 2
- Station Tour: 4
- Mom's Group 1
- School Visit 2
- Car Seat Check 15

Total Number of Contacts: 224

Welcome to our new part time Public Educator, Colleen Sanderlin!



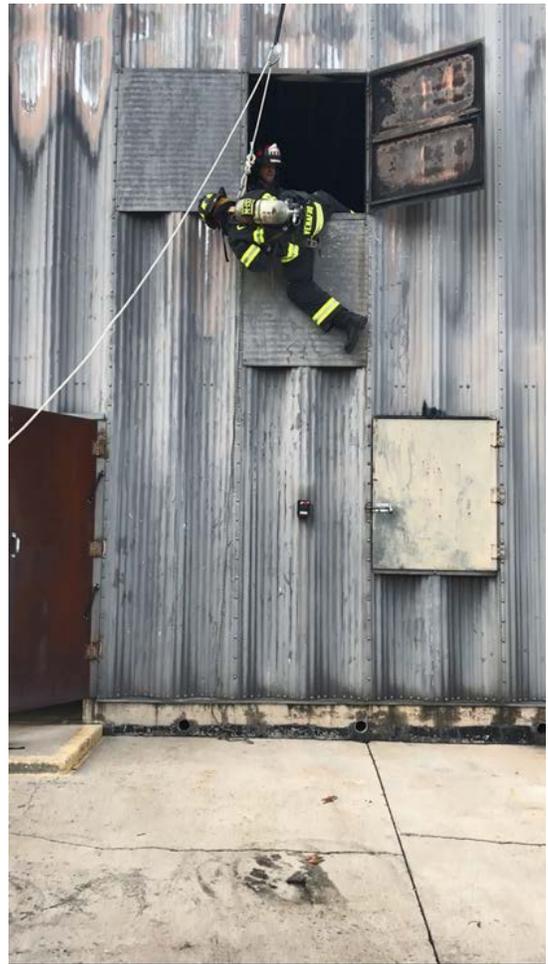
## Training Division

- In December, members participated in MAYDAY and Hose deployment drills for the recently graduated recruit class and BNSF HAZMAT training.
- This month's EMS Training was ALS and BLS Patient Assessment.
- Our department members in the West Metro Recruit Academy graduated at the top of the Class.

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	139.25	2482.86	1934.75
Fire-Department Wide	1270.25	16133.55	9030.3
Department Operations	151.25	1265.53	568.5
Total	1560.75	19881.94	11533.55

Ladder bailout



Bailing out of the second story window

## **Accreditation and Emergency Management Monthly Status**

This past month, was both successful and challenging. Successful in that Craig completed FEMA's National Emergency Management Basic Academy at the Emergency Management Institute in Emmitsburg, MD. Challenging in that Craig responded to Douglas County Sheriff's Emergency Operation Center in support of the Deputy Parrish shooting and was ask to serve as a Planning Section Chief for the Parrish Memorial service, rest in peace Deputy Parrish.

The Department congratulates Lieutenant Jason Butts his completion of the CPSE Peer Assessor course and attending a local CPSE site visit and an observer. Lt. Butts said the site visit was some of the best training he has had in several years.

Below are the response time tables for the month of November 2017:

### **Urban**

Distribution Matrix			Castle Rock Fire and Rescue Dept.	11/01/17 - 11/30/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
<b>91.9%</b>	<b>83.7%</b>	<b>83.1%</b>	<b>96%</b>	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>01:23</b>	<b>01:53</b>	<b>05:14</b>	<b>07:25</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>114 / 10</b>	<b>103 / 20</b>	<b>103 / 21</b>	<b>119 / 5</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
<b>89 / 95 / 90 / 92</b>	<b>42 / 87 / 90 / 95</b>	<b>84 / 83 / 85 / 80</b>	<b>89 / 100 / 97 / 95</b>	
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.	11/02/17 - 11/30/17
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 06:02	Call to Arrival @ 09:10	
<b>79.1%</b>	<b>93%</b>	<b>79.1%</b>	<b>86%</b>	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>01:43</b>	<b>01:36</b>	<b>06:47</b>	<b>09:40</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>34 / 9</b>	<b>40 / 3</b>	<b>34 / 9</b>	<b>37 / 6</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
<b>66 / 91 / 66 / 81</b>	<b>33 / 100 / 100 / 9</b>	<b>100 / 75 / 83 / 75</b>	<b>100 / 83 / 83 / 87</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	