

Castle Rock Fire and Rescue Department



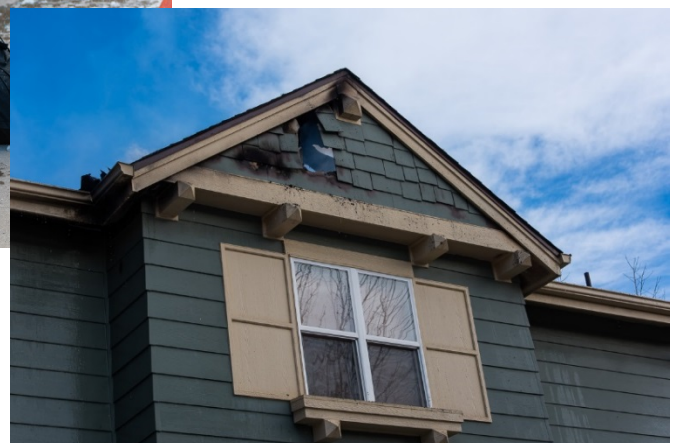
An internationally accredited Fire/Rescue agency 2012-2017

December 2015 Monthly Report

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

Department News:

Winding down the year, we had a residential fire in the Meadows. No injuries, no fatalities.



Our Mission - High Customer Satisfaction - through quality preparation and excellent service

Customer Service:

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

Of the 29 Customer Survey cards rating service in December, 28 were of the highest overall rating of 5 and 1 was rated 4. Some of the comments received read; *“Very professional and kind hearted. One of the men was kind enough to shovel our driveway and sidewalk! I felt very secure and comfortable in their care.”* Another read: *“The team who responded for my care was professional, friendly and compassionate. Please share my appreciation with them. Thank you!”* Another read: *Thank you for your kind and professional treatment in my time of need. Yours is a very tough and demanding job. God bless you one and all.”*

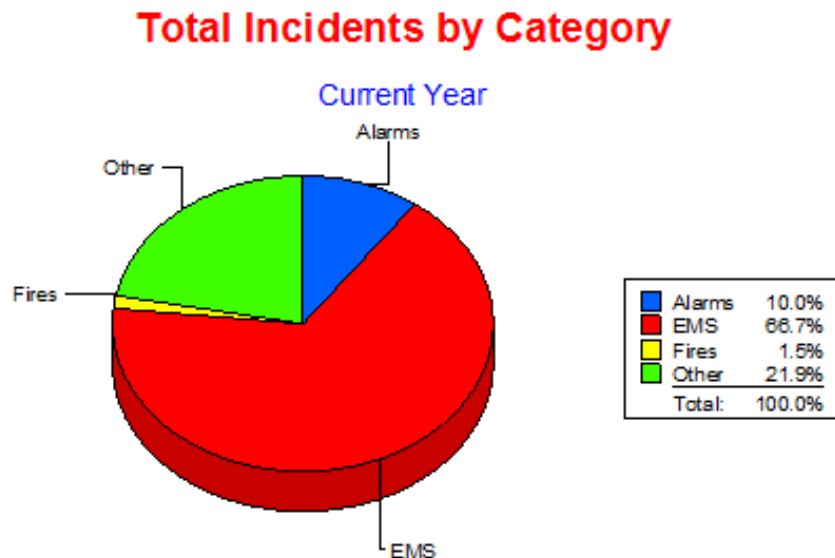
We received a letter from a citizen we helped: *“Thank you for all your hard work! I’m very thankful for the men/women who helped rescue me off the rock. I was socializing with some friends when I thought I could climb down but got stuck on a ledge. Without your help I would have jumped and might have hurt myself. I realize my actions were foolish and I didn’t make a good decision when I started to climb. I wasn’t aware that climbing on the rock was prohibited. I’m learning to make better decisions and how my actions can impact myself and others. Thank you for your help and service to our community.”*

Call Statistics:

For the month of December 2015 we responded to 471 calls for service. Last year at this time we responded to 479 calls. This places our year to date calls at 5199 which is 471 over last year, an increase of approximately 9.9%.

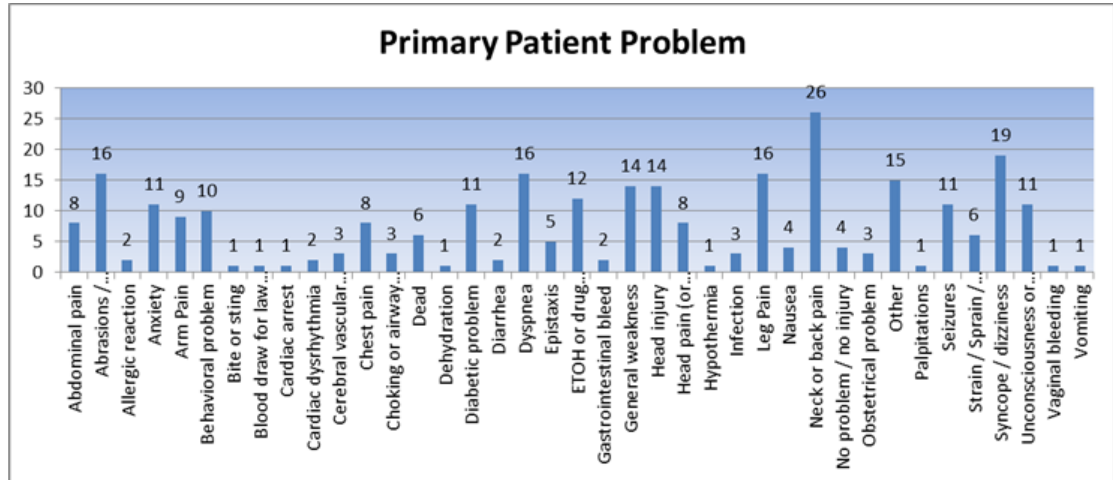
Of the 471 calls for service, 314 of the calls were for EMS. We had a total of 288 patient contacts and transported 222 patients. This time last year we had 208 transports.

The pie chart below indicates calls for the month:

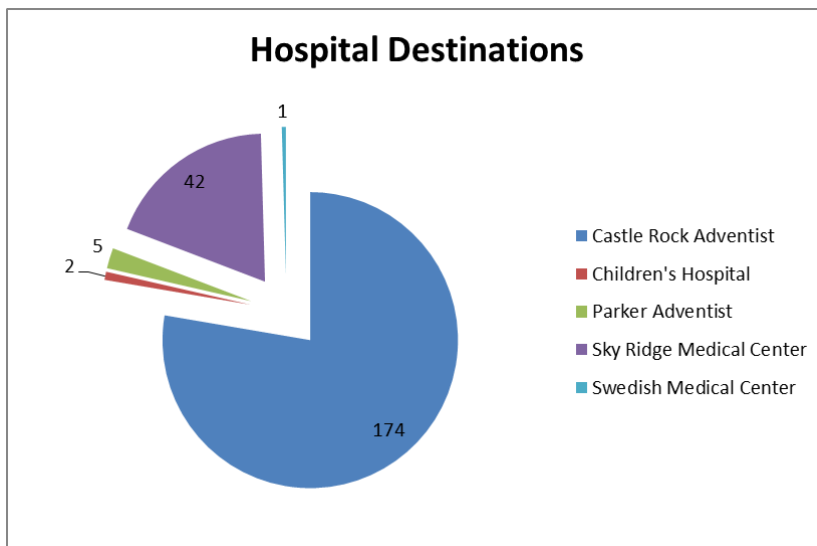


EMS Calls:

The most common EMS call in December was for neck or back pain with 26 patients. The second most common was for syncope/dizziness with 19 patients.



For the month of December, 174 patients were transported to Castle Rock Adventist, which is 77.7% of all patients transported, and 42 patients were transported to Sky Ridge, which is 18.8% of all patients transported.



Measurable Outcomes:

Paramedic on scene of all EMS calls 99% of the time
December 2015...100% November 2015...100%

Correct medical procedures, as per QA/PI program, performed 90% of the time
December 2015...99.1% November 2015...99.0%

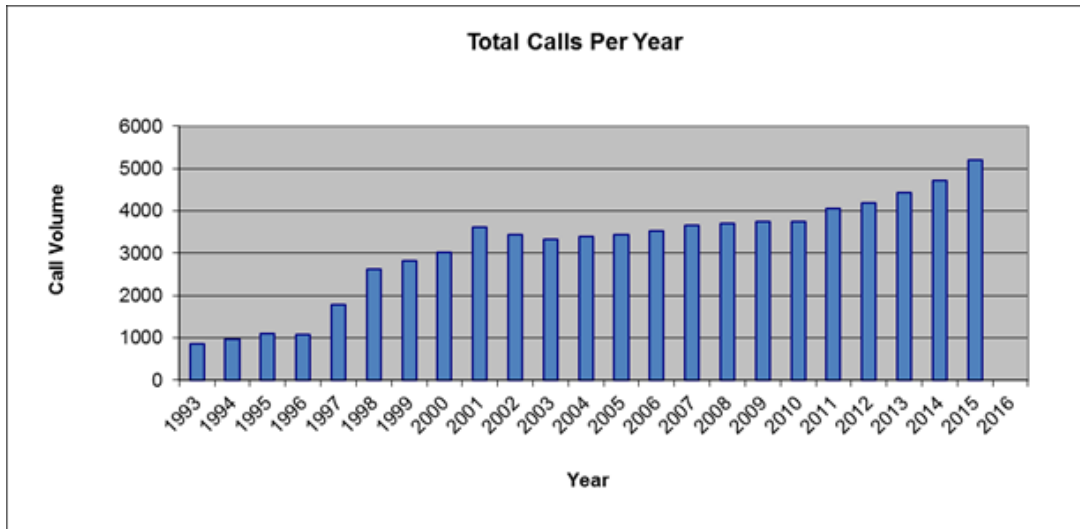
Fire Calls:

During the month of December we ran 7 fire calls compared to 5 last year. We had 47 alarm calls compared to 44 last year at this time.

Key Operational News:

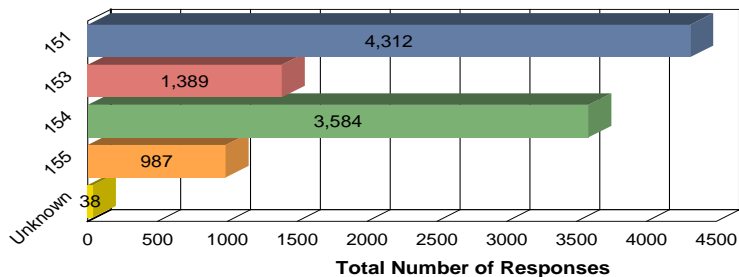
Significant incidents are on each individual shift report.

Our call volume increased significantly this year as compared to last. As of the end of the year, we had run 471 calls more than last year (4,728). Based on these numbers, we ended the year with 5,199 calls for service, which represents a 9.9% increase in total calls for service. This total also represents an average of 433 calls per month, or 14 calls per day.



When we include all units such as brush trucks, chiefs, the bureau, support, and specialty units, the department had 10,310 unit responses in 2015. Below is a chart showing how all of these responses are broken down by for 2015, keeping in mind that Station 151 has more units than any other station:

Response Summary by Station



Significant Incidents for December:

- **A Shift:** On Dec. 22, 2015, Engines 151 and 154, Quint 155, Medics 151 and 153, Battalion 151, and Division 151 were dispatched to the Meadows subdivision for a residential structure fire reported as smoke coming from the roof and eaves. Engine 154 arrived first due and found a two story residence with smoke showing. Fire attack was started and a second alarm was struck. The fire was contained to the attic and master bathroom, salvage was begun, the fire was extinguished, and hot spots were

identified and extinguished. Scene was left with the Fire Prevention Bureau for the investigation.

- **B shift:** No significant incidents
- **C Shift:** On December 12, 2015, C Shift responded to numerous vehicle crash calls on Interstate 25 due to poor road conditions. There were no serious injuries in these incidents, however resources were taxed for significant amounts of time.
- On December 30, 2015, Battalion and Engine 151 responded into Larkspur Fire District to assist on a barn fire. On arrival, Engine 151 assisted with extinguishment and Battalion 151 was assigned safety. No issues occurred and both units returned to service.

Below are the response time tables for November:

Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		11/01/15 - 11/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
86.1%	87.3%	68.8%	78.8%	
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%	
01:24	01:56	06:10	08:42	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
180 / 29	178 / 26	141 / 64	167 / 45	
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 / 87 / 80 / 89	61 / 89 / 95 / 87	53 / 64 / 69 / 79	63 / 80 / 79 / 83	
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.		11/02/15 - 11/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 05:19	Call to Arrival @ 08:20	
91.4%	86.8%	57.1%	75.7%	
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%	
01:05	01:56	07:45	09:57	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
64 / 6	59 / 9	40 / 30	53 / 17	
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 / 90 / 91 / 86	55 / 90 / 91 / 93	44 / 63 / 58 / 53	55 / 81 / 83 / 66	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Finally, we took delivery of our 1929 antique that had been in Estes Park at a restoration shop. It was decided earlier this year that we needed to seek out professional assistance to get it back into an operational state, and the folks at Reliance Fire Museum made that happen. It is currently housed at Station 151 for everyone to see.



Fourth Quarter/ Annual Explorer Report

During the 4th quarter, the Explorers accomplished a number of goals set out for the year.

First off, this was the most profitable and largest attendance for the Haunted House since its inception. The haunted house had 1389 patrons come through and experience it. This put a strain on the event, but all who played a part in it adapted and we came out super successful. A lot of hard work went in to completing this monumental task. The Explorers showed outstanding professionalism and flexibility with this great accomplishment. A wrap up meeting was completed and we have already started to discuss next year plans. Wait to see.....

The Explorers participated in assisting the Local with the chili supper serving food and completing any other task as needed. The Explorers received a very grateful thank you from the Local for this. The Explorers voted this December to donate part of the proceeds from the Haunted House to people in need. The post adopted two kids in need as well as donating additional toys to the toys for tots.

Unfortunately, we lost three Explorers for various reasons, from moving to lack of needed time. With this, we are now at 12 fully functioning Explorers. We have already started to plan for recruitment that will kick off in late April 2016. On January 28th, the Post is having a mandatory meeting to discuss 2015 and 2016. During this meeting, we will set goals for 2016 as we did for 2015. The Explorers did complete their 2015 goals of participating in a community event, assist in a charity, and participating in a large-scale training. 2015 was a very successful and productive year and we can't wait for more big accomplishments in 2016.

Current Roster

We currently have 12 Explorers and 0 in the observation period.

- 1- Acting Captain
- 2- Lieutenants
- 1- Acting Lieutenant/ Squad Leader
- 8- Explorers

Calendar:

October

- 1st- Haunted House Build
- 8th- Haunted House Build
- 10th- Haunted House Build
- 11th- Haunted House Build
- 15th- Haunted House Rehearsal
- 16th- Haunted House Event
- 17th- Haunted House Event
- 23rd- Haunted House Event
- 24th- Haunted House Event
- 30th- Haunted House Event

November

- 5th- Haunted House Clean up
- 12th- Haunted House Clean up
- 19th- Ladders

December

- 3rd- SCBA's
- 10th- PPE
- 17th- Holiday celebration with the Castle Rock Police Explorers

Events

- Haunted House
- Chili Supper

Future Events/ Projects

- Planning meeting for 2016

Overtime Expenditures

- Oct- 48.5 hours
- Nov- 12 Hours
- Dec- 12 Hours

Account Expenditures (statements available upon request)

- Haunted House Expenses- \$1937.95 (All reimbursed)
- Haunted House Profit- \$5665.92
- Charity Donations- \$453.68
- Explorer Registration- \$24.00
- 2016 Re- charter Fee- \$448.00

Meetings and Miscellaneous

- Planning Meeting 01/28/2016
- Future Trainings: see CRFD Training Calendar or www.explorerpost107.com
- Next Quarterly Report will be due March 31st, 2015

Life Safety Division:

Business Inspections	Primary					
Primary	19					
Total	19					
Business Inspections	Follow-Up					
Follow-up	62					
Total	62					
Business Inspections	Notices					
Correction Notices	2					
Total	2					
Business Inspections	Inspections					
HAZMAT Inspections	9					
Total	9					
Business Inspections	Inspections					
SPECIAL Inspections	13					
Total	13					
Business Inspections	Closed					
Inspections Closed	30					
Total	30					
Historical Data for Business in RMS	Number in RMS					
Businesses in RMS on March 31, 2012	1128					
Businesses in RMS on November 30, 2015 (45 months)	1587					
Businesses added to RMS since March 31, 2012	459					
Average of __ businesses/month added into RMS	10.2					
Public Education Contacts	Number of Contacts	Hours	Number of Events	<p>Chart Title</p>		
Birthday Party	19	0.5	1	<p>■ Career Day ■ Community Contact/Walk Ups ■ Community Safety Fair ■ BSA Merit Badge ■ Station Tour ■ Total</p>		
Career Day	4	1	1			
Community Contact/Walk Ups	12	0.3	2			
Community Safety Fair	81	5	3			
BSA Merit Badge	16	1.5	1			
Station Tour	38	1	3			
Total	170	9.3	11			
Car Seats	Rear Facing	Forward Facing	Booster	Convertible	Infant	Total
Number of inspections	6	4	0			10
Total	6	4	0	0	0	
Wildland-Urban Interface Assessment Address	Neighborhood	Contacts	Hours			

Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	75	2013.75	3176.5
Fire-Department Wide	318.25	9397.55	10569.9
Department Operations	16.5	585	1211.65
Total	409.75	11996.3	14958.5
A-Shift Training Hours	99.5	3744	4311.5
B-Shift Training Hours	166.5	3496.05	4802.9
C-Shift Training Hours	98.75	3113.75	4235
Staff / Fire Prevention Bureau	45	1642.5	1609.1

Major Topics Covered

Fire Training

- Firefighter Certification Job Performance Requirements
- Blue Card Simulator Lab Training
- CIRSA Required Training including Workplace Harassment and Back Injury Prevention Training

EMS Training

- Sepsis, stroke and Trauma Alerts
- HIPAA Privacy Act

In the month of December, the department completed the annually required Workplace Harassment Training, and Back Injury Prevention Training. Blue Card Command Certification training continues, with only three company officers not certified as of yet. These officers have been scheduled to complete the simulator lab at South Metro Fire Rescue at the end of January.

Accreditation Monthly Status: December 2015

- December 7th was the official start of the Assistant Chief, Accreditation and Emergency Management position
- Data analysis:
 - November data analysis provided to Operations Division, and sent to all members.
- Strategic Planning:
 - Continuing to plan and hold Fire Station Open Houses with varying degrees of success.
 - Three planned for the month of January (Senior Center, Crystal Valley Ranch and Cobblestone Ranch)
- 2015 Risk Assessment:
 - Working with G.I.S. on mapping risks for each service category
 - Considering updating all Occupancy Vulnerability Assessment Profile (~1400) datasheets to include a “Special Risk” category
 - Excessive/unobtainable fire flow
 - Construction type of concern (i.e. bowstring roof)
 - Very high life hazard/would exceed CRFD’s capability
 - Historical, cultural, otherwise irreplaceable
 - Working with the Life Safety Division, Risk Young, on updating the HAZMAT risk assessment
 - Commodity Flow Study planned for mid-January. This will provide information on the over-the-road HAZMAT moving through the jurisdiction (SH85, SH86, I25)
 - FPO Young is on target to have all the HAZMAT inspections up to date by end of 1Q16
 - Discussion held with Lt. Richardson about using the Wildland Urban Interface risk model and Strategic/Tactical maps as the basis for the department’s WUI risk assessment
- Craig attended the following meetings and conference calls on behalf of the Department:
 - 12/8 – 12/10 All-Hazards Incident Management Team Association (ATIMTA) Symposium
 - 12/10 NCR/UASI Joint Governance Committee
 - 12/16 Active Shooter/Killer Training (DCSO)
 - 12/16 EMPG, ESF5 meeting
 - 12/17 CPSE Peer Team Webinar
 - 12/18 CDOT/CO Army National Guard exercise planning meeting
 - 12/23 Conference call with American Society for Quality Control
 - 12/30 Conference call with American Society for Quality Control
- Craig responded to one incident in the month of December

- 12/22 Broadview residential structure fire (15-5072) and served as Chief's Aid / scribe