

Castle Rock Fire and Rescue Department



An internationally accredited Fire/Rescue agency 2012-2017

November 2015 Monthly Report

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

Department News:

November was busy with Starlighting. We were tasked with the fireworks displays on top of the rock as well as on the roof of Town Hall. Fortunately the weather cooperated this year with no wind and moist ground cover.



Top of the rock preparing for the shoot

Top of Town Hall preparing for the shoot



Fireworks from the rock



Fireworks from the top of Town Hall



A multiple commercial carrier fire on November 27th at 2 AM at Kolbe Striping on Topeka Way. The incident was brought under control with no extension to the maintenance facility. Both vehicles were a total loss.



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

Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time **November 2015...99.6%**

Of the 29 Customer Survey cards rating service in November, 26 were of the highest overall rating of 5 and 2 were rated 4 and 1 was rated 3. Some of the comments received read; *“Very caring and compassionate. So comforting to know these amazing responders are a phone call away. Thank you!!”* Another read: *“Thank God they knew what to do. My son was barely communicating. He was confused and couldn’t walk. Medical staff only had about 2 hours to save him. His kidneys had failed and he truly had minutes to live before they did emergency dialysis. Can’t thank you enough!!”*

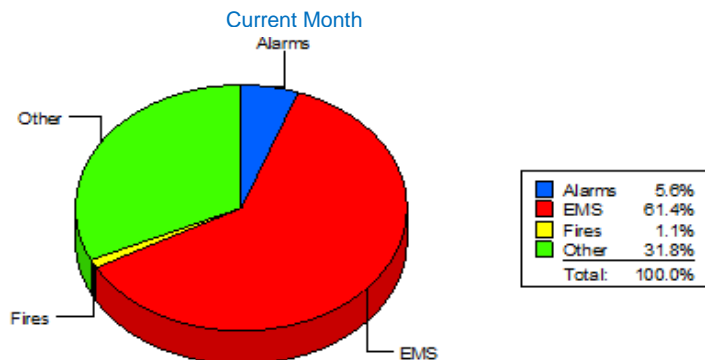
Call Statistics:

For the month of November 2015 we responded to 443 calls for service. Last year at this time we responded to 419 calls. This places our year to date calls at 4728 which is 479 over last year, an increase of approximately 11%.

Of the 443 calls for service, 272 of the calls were for EMS. We had a total of 245 patient contacts and transported 197 patients. This time last year we had 167 transports.

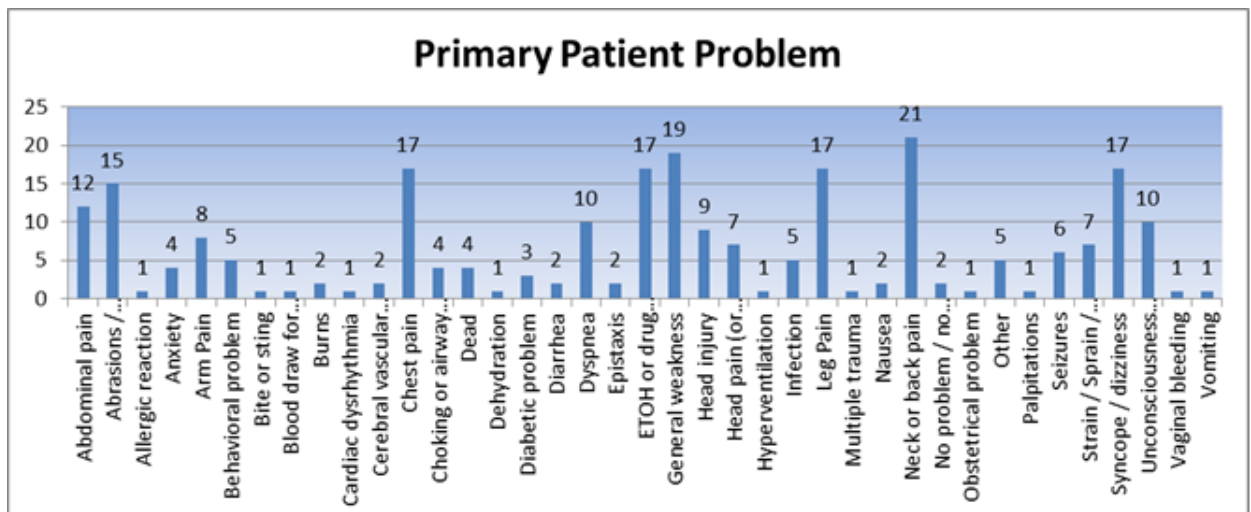
The pie chart below indicates calls for the month:

Total Incidents by Category

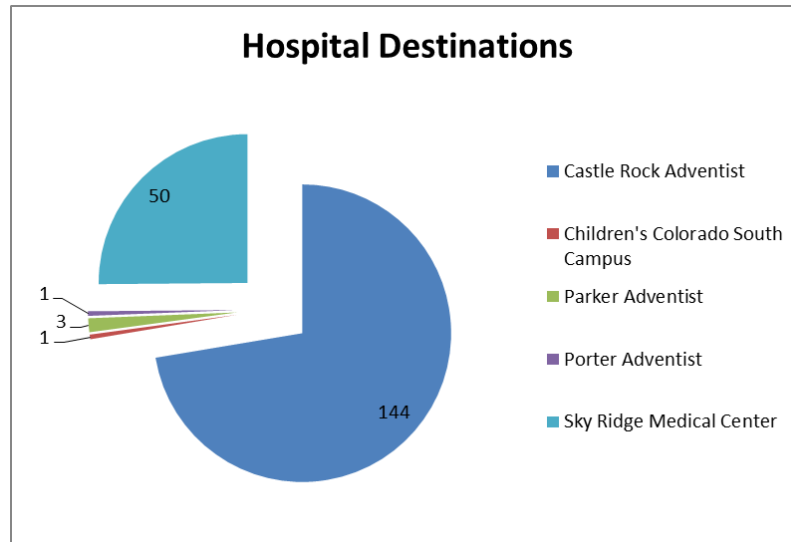


EMS Calls:

The most common EMS call in November was for neck or back pain with 21 patients. The second most common was for general weakness with 19 patients.



For the month of November, 144 patients were transported to Castle Rock Adventist, which is 73.1% of all patients transported. 50 patients were transported to Sky Ridge, which is 25.3% of all patients transported.



Measurable Outcomes:

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

November 2015...100% October 2015...100%

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

November 2015...99.0% October 2015...98.9%

Fire Calls:

During the month of November we ran 5 fire calls compared to 7 last year. We had 25 alarm calls compared to 53 last year at this time.

Key Operational News:

Significant incidents are on each individual shift report.

One significant event was a commercial carrier fire at Kolbe Striping on Topeka Way. This call initially came in as a commercial structure fire, but upon arrival and investigation, it was determined that two paint striping trucks outside of their maintenance shop were on fire. Based on the initial report and with flames and smoke showing from Station 151, a second alarm was called for and staged at Prairie Hawk and Wolfensberger. The incident was brought under control with no extension to the maintenance facility, and it suffered only some minor scorching. Both vehicles were a total loss.

Our call volume is up significantly this year as compared to last. With the end of November having us 479 calls ahead of last year, our call volume is up 11% over the same time frame last year. As of the end of November, we had run exactly the same number of calls that we ran all of last year (4,728). Based on these numbers, we project to end the year with over 5100 calls for service.

Significant Incidents for November:

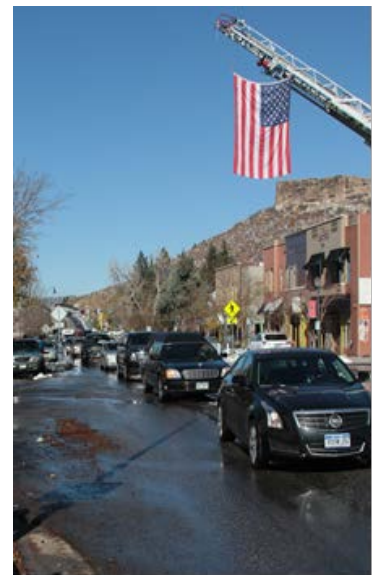
- **A Shift:** On November 15, 2015 Engine and Battalion 151 responded with Larkspur Fire to an injury accident at Mile marker 175 on I-25. Incident dispatched as a pedestrian hit on the highway. Larkspur Fire Engine 161 arrived on scene and reported one victim on the highway, Engine and Battalion 151 arrived on scene and assisted LFPD. The victim was a Colorado State Trooper. Scene was left with CSP, and all units returned to District.
- **B shift:** No significant incidents
- **C Shift:** On November 11, 2015 Battalion, Medic, and Engine 151, Engines 153 and 154, Medic 153, Quint 155, and Division Chief 151 responded to Perry St. on a structure fire. It was a small fire that was contained to the room of origin and was attributed to an electrical issue.

On November 17, 2015 Battalion, Engine, and Medic 151 responded to Saddleback Ct. on a possible cardiac arrest. On arrival, it was determined the patient had expired several hours prior to our response. The scene was left with CRPD.

On November 17th at the Town Council meeting, Lieutenant Jason Butts was presented with his certificate designating him as an Executive Fire Officer. He received this as a result of completing the Executive Fire Officer Program, a four year program, at the National Fire Academy. Congratulations Jason!



The Department participated in the funeral for former Police Chief Tony Lane on the 11th. We staged Quint 155 in front of Station 151 with our large flag so that the procession would pass underneath it, and our Honor Guard presented the Colors as well.





Chief Croom was honored to be invited to and attend a meeting at the White House with FEMA Administrator Craig Fugate, USFA Administrator Ernest Mitchell, National Security Council staff, and a number of other fire chiefs and representatives to address their concern with the effect that climate change is having on the wildland urban interface (WUI). Vice President Biden also addressed the group, and emphasized the need to work to resolve the issues associated with fires in the WUI.

Below are the response time tables for October

Metro/Urban/Suburban

Distribution Matrix			Castle Rock Fire and Rescue Dept.	10/01/15 - 10/31/15
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
90.7%	88.8%	77.4%	86.8%	
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%	
01:01	01:54	05:48	07:41	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
205 / 21	199 / 25	175 / 51	198 / 30	
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 / 92 / 96 / 84	53 / 92 / 98 / 91	64 / 80 / 74 / 82	64 / 88 / 90 / 91	
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.	10/01/15 - 10/31/15
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%	86.3%	77.5%	83.8%	
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%	
01:13	01:56	06:58	08:47	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
70 / 10	69 / 11	62 / 18	67 / 13	
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 / 92 / 75	28 / 90 / 92 / 91	85 / 71 / 71 / 87	71 / 81 / 85 / 87	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Life Safety Division:

Business Inspections	Primary	Follow-Ups Open	Closed			
Primary	33	29	12			
Total	33					
Business Inspections	Follow-Up	Follow-Ups Open	Closed			
Follow-up	74	29	34			
Total	74					
Business Inspections	Notices	Follow-Ups Open	Closed			
Correction Notices	5	5	0			
Total	5					
Business Inspections	Inspections	Follow-Ups Open	Closed			
HAZMAT Inspections	15	5	10			
Total	15					
Business Inspections	Inspections	Follow-Ups Open	Closed			
SPECIAL Inspections	10	0	10			
Total	10					
Business Inspections	Closed					
Inspections Closed	66					
Total	66					
Historical Data for Business in RMS	Number in RMS					
Businesses in RMS on March 31, 2012	1128					
Businesses in RMS on November 30, 2015 (44 months)	1564					
Businesses added to RMS since March 31, 2012	436					
Average of __ businesses/month added into RMS	9.9					
Public Education Contacts	Number of Contacts	Hours	Number of Events			
Birthday Party	30	5	1			
Community Contact/Walk Ups	10	25	1			
Community Safety Fair	756	10	5			
Dinner with Fire Fighters	4	2	1			
School Safety Talk	23	1	1			
Station Tour	14	1	1			
Total	30	5	1			
Car Seats	Rear Facing	Forward Facing	Booster			
Number of inspections	5	2	0			
Total	5	2	0	0	0	
Wildland-Urban Inteface Assessment Address	Neighborhood	Contacts	Hours			

Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	157	1934.75	2747
Fire-Department Wide	358.2	9030.3	9855.4
Department Operations	15.75	568.5	1176.65
Total	530.95	11533.55	13779.05
A-Shift Training Hours	208.75	3591	4039.8
B-Shift Training Hours	121.25	3329.65	4127.15
C-Shift Training Hours	111	3015.1	3532
Staff / Fire Prevention Bureau	89.95	1597.8	1806.8

Major Topics Covered

Fire Training

- Firefighter Certification Job Performance Requirements
- Chief Mike Lombardo Red Flags Seminar

EMS Training

- Cardiac Alerts and emergencies
- HIPAA and Infection Control

In the month of November, the department hosted Chief Mike Lombardo (retired) from the Buffalo Fire Department. Chief Lombardo presented Red Flags: Recognize and Survive, Keeping us safe on the Fireground. This program is intended to help members keep safe by using actual Line of Duty Death situations to illustrate how to identify, interpret and rectify Red Flags that confront us every day on the fire ground. The presentation was well attended and received by department members and firefighters from the metro area.

Accreditation Monthly Status: November 2015

- Data analysis:
 - October data verified the call processing time issue has been resolved.
- Strategic Planning:
 - Continuing to plan and hold Fire Station Open Houses with varying degrees of success.
- Craig attended the following meetings and conference calls on behalf of the Department:
 - 11/6: Tim Johnson DCOEM and CRFD current and future working relationship
 - 11/9: Patrick Mason DCRCC Call Processing Time data analysis
 - 11/9: Delivered "Accreditation Overview" training for administration personnel
 - 11/10: NWS conference call
 - 11/12: Intterra system capabilities and data analysis
 - 11/16: WEBEOC Conference
 - 11/16: Functioned as ESF 4 lead for EOC operations during the blizzard
 - 11/21: Functioned as a Field Observer with the DCIMT during the Star Lighting event and fireworks.
 - 11/24: Cory Stark NCR introduction
- 2015 Risk Assessment: no additional progress made
 - Working with G.I.S. on mapping risks for each service category
 - Considering updating all OVAP (~1400) datasheets to include a "Special Risk" category.
 - Excessive/unobtainable fire flow
 - Bowstring construction
 - Very high life hazard/would exceed CRFD's capability
 - Working with the Life Safety Division, Rick Young, on updating the HAZMAT risk assessment.

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

Total Hours: 83.5
On-Duty Hours: 14
Over-Time: 69.5

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

Total Hours: 1344.5
On-Duty Hours: 1139
Over-Time: 205.5