

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency 2012-2017*

## August 2016 Monthly Report

### Department News:

The Douglas County Fair & Rodeo Parade is always a big hit for Castle Rock residents. Restoration on the 1929 Antique was completed this year, so for the first time since 2001, Chief Croom and Lt. Johnson were able to drive the antique in the parade. Other participants were The Honor Guard, a Fire Engine, IAFF Local 4116's Antique and members and families of the department.



## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**August 2016...99.7%**

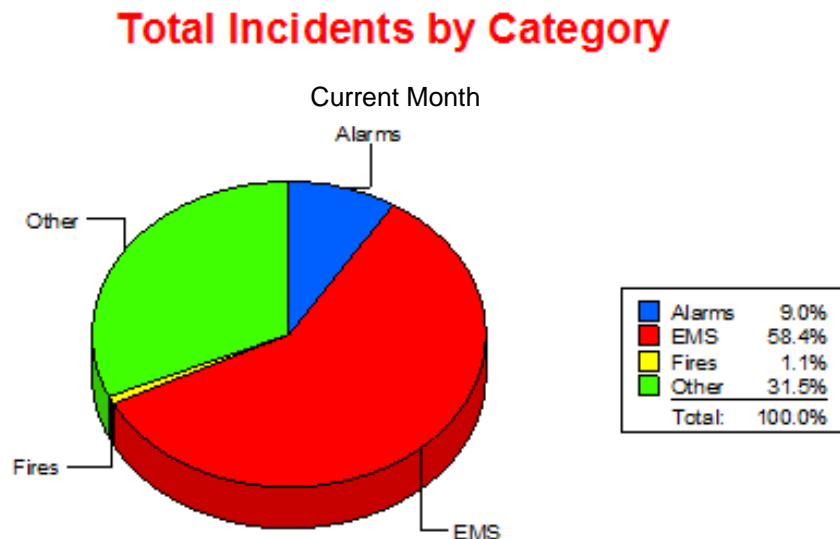
Of the 28 Customer Survey cards rating service in August, 25 were of the highest overall rating of 5, and 2 were rated 4, one was rated 1. Some of the comments received read; *"Thank you for providing my son with a stuffed animal on the ambulance ride – he has yet to set it down! Your care and attention to detail was amazing. Thank you."* Another read; *"Thank you so much for your services. In the ambulance – when I woke up, they were very caring, letting me know what had happened to me and where I was and where we were going and that my husband and mother were on their way to the hospital."*

## Call Statistics:

For the month of August 2016 we responded to 466 calls for service. Last year at this time we responded to 515 calls. This places our year to date calls at 3452 which is 101 over last year, an increase of 3.0%.

Of the 466 calls for service, 272 of the calls were for EMS. We had a total of 252 patient contacts and transported 205 patients. This time last year we had 222 transports.

The pie chart below indicates calls for the month:



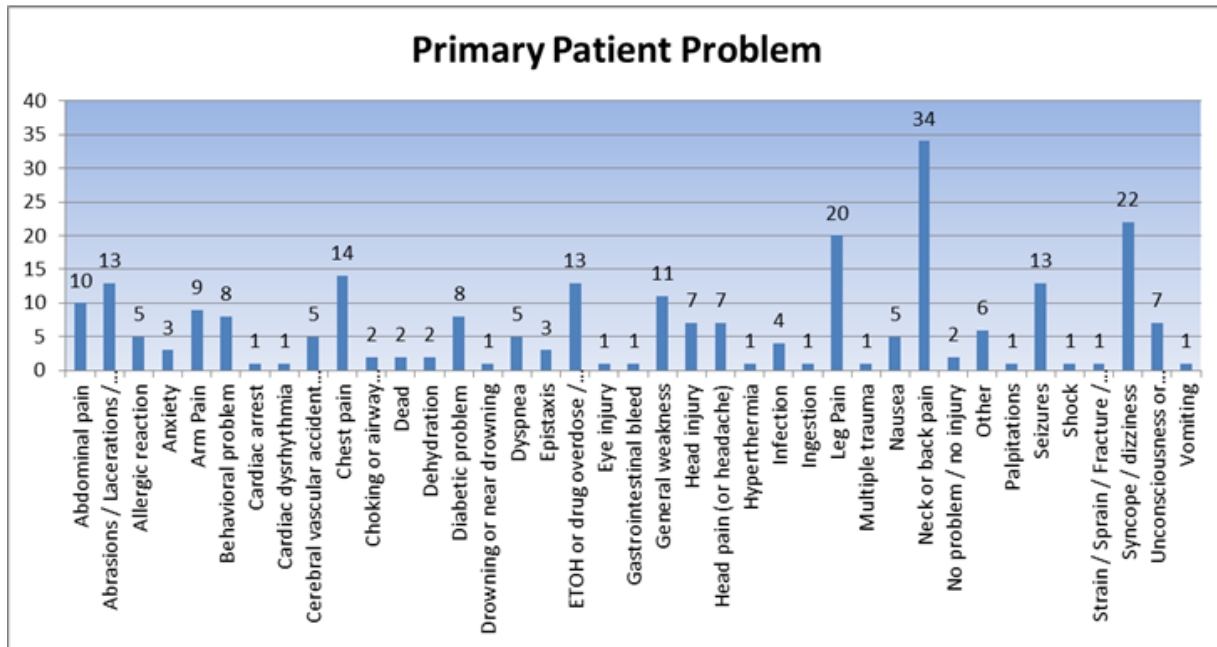
## Fire Calls:

During the month of August we ran 5 fire calls compared to 13 last year. We had 42 alarm calls compared to 34 last year at this time. The increase in alarms is due to the increased number of new systems installed as a result of new commercial construction.



## EMS Calls:

The most common EMS call in August was for neck or back pain with 34 patients. The second most common was for syncope/dizziness with 22 patients.



## Measurable Outcomes:

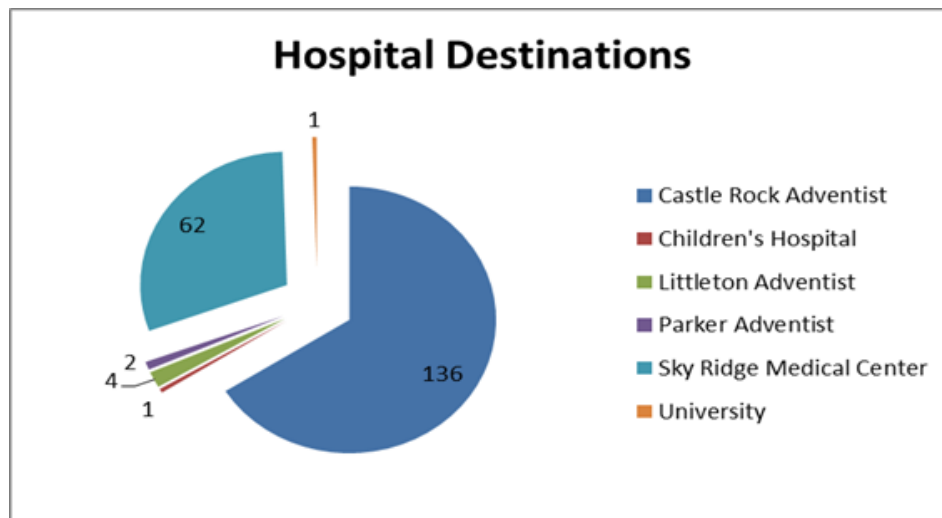
Paramedic on scene of all EMS calls 99% of the time

**August 2016...100%**      **July 2016...100%**

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

**August 2016 ...98.9%**      **July 2016...99.0%**

For the month of August, 136 patients were transported to Castle Rock Adventist, which is 66.0% of all patients transported, and 62 patients were transported to Sky Ridge, which is 30% of all patients transported.



## **Key Operational News:**

The Department received the American Heart Association Mission Lifeline Bronze Award for our efforts in prehospital care of cardiac patients. The award was presented to Mayor Donahue at the August 2<sup>nd</sup> Town Council meeting.



Congratulations to FF/PM Todd Lewis on his promotion to Engineer!

Our new hazmat unit arrived, passed inspection, was trained on, and placed in service as Hazmat 155 last month.



**A Shift:** No significant incidents

**B Shift:** No significant incidents

**C Shift:** On August 1, 2016, Battalion and Engine 151, Medic 153, and Chief 152 responded to Crystal Valley on a possible drowning. The patient was stabilized and transported by ground to an area hospital for treatment of life threatening injuries and was later transferred for further specialty care. At this time, the patient has made a complete recovery.

## **Life Safety Division:**

### **Fire Prevention in Construction –**



When we think construction, we normally think just about buildings. These although important, are the framework that keeps us safe from the elements of the outside. Very few think about all that goes into the entire building to ensure the safety while inside the building.

The position of the Fire Prevention Officer (FPO) entails looking at every aspect of the construction phase of the building and ensuring that the construction crews are safe and are practicing safe work habits. The portions that the FPO looks at are emergency vehicle access

from the time the job starts until it completed, safe working environments (debris is taken care of, extension cords are not trip hazards, overhead and trip hazards, egress paths, and safe areas), hot work (welding areas), shaft safety, and fire extinguishers are present and in working order. While this is not an all-exclusive list this represents a portion of the items that are looked at on every construction site.

- Explosives, fireworks, and blasting
- Underground and aboveground storage tanks
- Hazardous material reporting, handling, use, and storage
- BDA systems (bi-directional antenna systems to allow for emergency responder radio coverage in buildings)
- Generators
- Storage containers, Office trailers

Below are some of the items that were completed in August:

Plan Reviews – 162, up 62% from last month

Inspections – 192, up roughly 10% from last month

Other items not associated with a single project – 22, up 10% from last month

Time spent on items associated with construction:

Plan review, inspections, meetings not associated with the Promenade: 227.9 hours

Promenade (plan review, inspections, meetings): 115 hours, over 33% of the total DS time was dedicated to the Promenade project

Total Development Services Hours: 342.9 (64% of the time worked out of a total of 562 available man-hours, reduced 14 hours due to time off)

On another note, we spent a total 45 hours tending to some complaints regarding the blasting in Terrain Development.

In the month of August we were fortunate enough to allow members to attend training in Background Investigations as well as training with the District Attorney on legal matters. A total of 37.5 hours of training was logged for this month.



## Special Events –

This month we had 26 special events that the fire department inspected to verify life safety issues. This is another area where the Fire prevention officer (FPO) will perform plan reviews, issue permits and inspect normally on the day of the event. A total of 41 hours combined were devoted to special events. We have worked very closely with the Downtown Merchants Association and the Castle Rock Chamber of Commerce, as well as our own Special Events Group to ensure that all the life safety items are being addressed prior to our inspection to reduce the amount of time spent at the inspection. We have made great strides to ensure that any of the mobile food vendors that are operating within the Town are safe



## Fire Prevention in existing businesses –



The job of fire prevention is everyone's job. We attempt to inspect all the businesses within the Town of Castle Rock and the Castle Rock Fire Protection District annually. We run short every year due to staffing and time. While we inspect these businesses, we are also providing them with education to allow them to support fire prevention in the business that they are operating.

A milestone for the Life Safety Division is that 99% of the Outlets at Castle Rock have had a primary inspection completed and they are working very diligently on follow up inspections. There are a total of 145 different areas that require inspections to be completed at the Outlets alone.

During the month of August we completed 16 additional primary inspections. Six of these were schools requiring a fair amount of time to inspect. Some of the violations that are found may require a follow-up inspection be performed. During the month of August a total of 91 follow up inspections were performed.

## Public Education –

This month firefighters and fire prevention personnel were at a total of 23 events making contact with approximately 800 members of this community.

The public educators are tasked with researching and implementing programs that make a marked difference in the community. Whether it be seniors learning about the hazards of cooking or trips and falls to preschoolers being introduced to firefighters for the very first time to reduce any fears they may have; they see firefighters with and without their bunker gear.

## Training Division:

In the month of August, the department conducted joint training with Franktown and Larkspur Fire Protection Districts practicing rural water supply, and relay pumping exercises, as well as a familiarization and in service training on the new HazMat unit. While many companies were able to complete the August Rope Rescue Training, unfortunately due to not having a second Quint Apparatus to use, the remaining companies were not. Companies are encouraged to plan with Quint 155 to complete this training as soon as possible.

August's EMS Training included obstetrics, pediatrics, ACLS and CPR refresher classes. 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	248.75	1600.61	1526
Fire-Department Wide	1012.5	10415.99	7573.6
Department Operations	192.25	1518.44	512.25
<b>Total</b>	<b>1453.5</b>	<b>13535.04</b>	<b>9611.85</b>
A-Shift Training Hours	370	4053.8	3063
B-Shift Training Hours	593.5	4264.3	3500.25
C-Shift Training Hours	444	4365.74	2604.75
Staff / Fire Prevention Bureau	46	851.2	443.85

### Major Training Topics Covered

#### **Fire Training**

- Rural Water Supply/Tender Shuttle Operations
- HazMat Unit In-Service
- Rope Rescue Practical Skills

#### **EMS Training**

- Obstetrics
- Pediatrics
- ACLS & CPR refresher

Engine 153  
Drafting from a Port a  
Tank  
during Rural Water  
Supply Training



### Accreditation and Emergency Management Monthly Status

Craig attended two six-day classes at the National Fire Academy (NFA) in Emmitsburg, MD. These classes were part of a two-year pilot program the NFA launched in 2015, the Managing Officer (MO) program. As part of the pilot program, participants were asked to not only attend the classes to increase the knowledge and understanding of leadership, firefighter safety, community risk reduction, analytical decision making and contemporary training concepts, but also provide feedback on the curriculum and structure of the program. Each participant is required to complete a capstone project employing knowledge and techniques gained through the program. On August 24<sup>th</sup>, Craig received notice that his capstone project was accepted and completed all program requirements.

For the rest of the month, Craig continued to focus on re-accreditation efforts;

- 2016 Risk Assessment final draft completed.
- 29 of the 45 Fire and Emergency Self-Assessment Manual (FESSAM) in 1<sup>st</sup> draft
- Template for the 2016 Standards of Cover (SOC) created

In addition to his re-accreditation efforts and time at the NFA, Craig was nominated by the Rocky Mountain Accreditation and Professional Credentialing Consortium (RMA&PCC) to review all presentation abstracts for the 2017 Excellence Conference sponsored by the Center for Public Safety Excellence (CPSE). In total Craig reviewed and provided feedback on 58 abstracts. Overall the 2017 Excellence Conference should be an interesting and educational experience.

Chief Rollins was notified that he has been accepted into the Emergency Management Institute's (EMI) Basic Emergency Management Program, and will return to Emmitsburg for two weeks in late October through early November.

Below are the response times for the month of July:

#### Metro/Urban/Suburban

Distribution Matrix Castle Rock Fire and Rescue Dept.			07/01/16 - 07/31/16
Department Distribution by Performance Type			All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:36	Call to Arrival @ 07:30
<b>36.5%</b>	<b>86.2%</b>	<b>72.7%</b>	<b>63.4%</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>03:01</b>	<b>01:52</b>	<b>05:41</b>	<b>09:19</b>
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
<b>58 / 101</b>	<b>137 / 22</b>	<b>117 / 44</b>	<b>102 / 59</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>33 / 30 / 42 / 37</b>	<b>66 / 84 / 86 / 95</b>	<b>72 / 66 / 70 / 82</b>	<b>61 / 58 / 64 / 68</b>
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2

The increase in dispatch time is largely due to the implementation of the priority dispatching system which requires dispatchers to spend more time with the caller, and may begin treatment protocols over the phone. The timing should improve as the dispatchers gain familiarity with the system.

#### Rural

Distribution Matrix Castle Rock Fire and Rescue Dept.			07/02/16 - 07/31/16
Department Distribution by Performance Type			All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 05:26	Call to Arrival @ 08:20
<b>44.4%</b>	<b>84.9%</b>	<b>57.4%</b>	<b>57.4%</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>02:40</b>	<b>02:03</b>	<b>08:56</b>	<b>13:19</b>
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
<b>24 / 30</b>	<b>45 / 8</b>	<b>31 / 23</b>	<b>31 / 23</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>85 / 33 / 31 / 47</b>	<b>57 / 77 / 89 / 94</b>	<b>71 / 50 / 63 / 50</b>	<b>71 / 55 / 63 / 47</b>
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2