

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

May 2018 Monthly Report

Department News:

May was a busy month with a significant amount of calls. We responded to a call that involved a crane and a railroad car. No injuries; but it was time consuming to separate the vehicles and clean up the area. Another call was a motor vehicle accident with minor injuries.



Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
May 2018...100%

Of the 33 Customer Survey cards rating service in May, 30 were of the highest overall rating of 5 and 3 had an overall rating of 4. Some of the comments received read; *"I am still alive because of the EMT's. I just remember I couldn't breathe. The EMT got me to the hospital. I was later air lifted to Porter where I was in a medical coma. The response from the EMT saved my life."* Another read; *"Everyone did an amazing job in getting to my husband in a very timely matter. Took wonderful care of my husband and our grandson that was there with him."* Another read; *"Without all of you I would not be here. Thank you so very much. Words are not enough. You all are incredible. "*

Call Statistics:

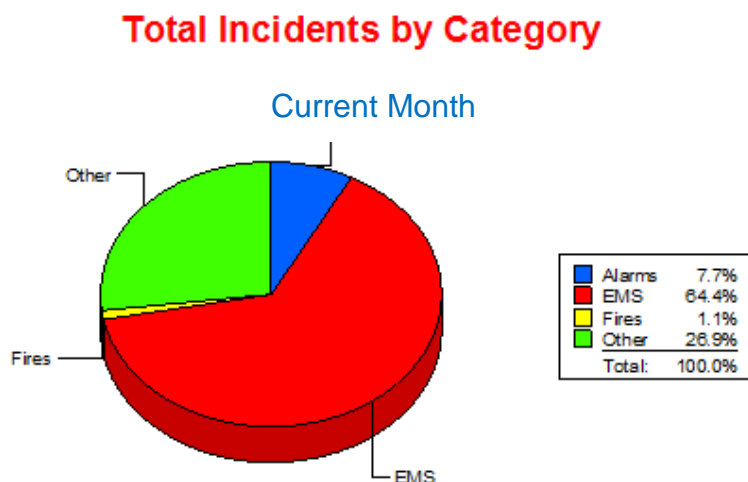
For the month of May we responded to 469 calls for service. Last year at this time we responded to 482 calls. This places our year to date calls at 2278 which is the same as last year.

Of the 469 calls for service in May, 302 of the calls were for EMS. We had a total of 279 patient contacts and transported 227 patients. This time last year we had 210 transports.

Fire Calls:

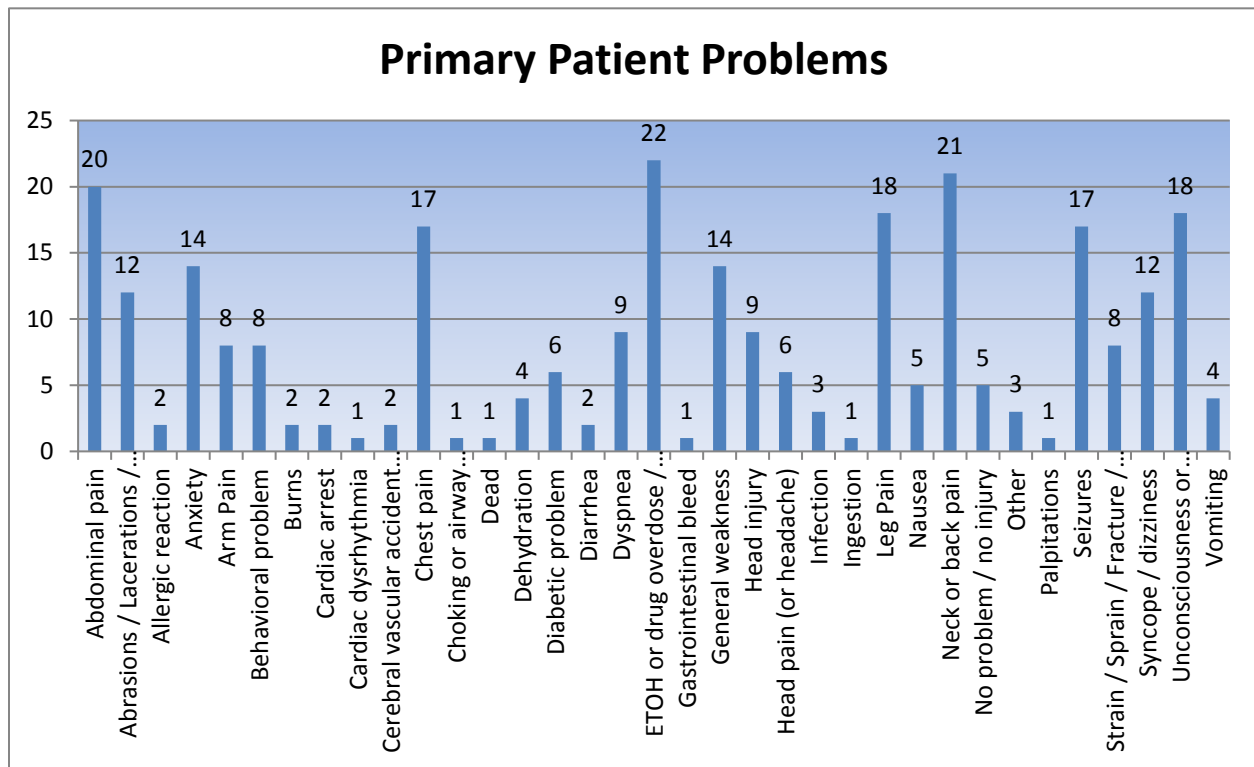
During the month of May we ran 5 fire calls compared to 2 last year. We had 36 alarm calls compared to 36 last year at this time. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The pie chart below indicates call proportions for the month of May 2018:



Emergency Medical Service Calls:

The most common EMS calls in May were for alcohol or drug issue with 22 patients, the second most common was for neck or back pain with 21 patients.



Measurable Outcomes:

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

May 2018...100% **April 2018...98.4%**

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

May 2018...99.4% **April 2018...99.1%**

For the month of May, 183 patients were transported to Castle Rock Adventist, which is 80.6% of all patients transported, 34 patients were transported to Sky Ridge, which is 14.9% of all patients transported.

Key Operational News:

On May 9th, Chief Morales retired from the Department. Town Manager Corliss appointed Chief Croom as Acting Fire Chief on May 10th until a permanent Chief is selected, and Council concurred on May 15th. We wish Chief Morales a long and healthy retirement!

FF/EMT Lindsey Schmidt was promoted to Firefighter/Paramedic. Congratulations Lindsey!

Our twelve recruits continue to do well and are nearing the end of their academy. Per the Training Division, we should expect these recruits to come on line somewhere around June 20th.

Rampart Helicopter notified Douglas County that effective May 13th, they would no longer provide fire suppression services. They are in the midst of a zoning issue with Douglas County, and they decided to concentrate on their commercial operation instead of fire suppression. Any aerial assets for fire suppression will now have to be ordered through either the State or the Feds.

Significant Incidents:

A Shift: Nothing to report

B Shift: On May 1st, Battalion Chief 151, Engine154, Engine153, Engine 39, Engine 36, Tender 34, Medic154, Medic151, Chief 152 responded to a reported structure fire at 6217 Castlegate Drive West that turned into smoke inside of #1624. Crews found that a kitchen fire occurred and was extinguished by the sprinklers prior to the fire department arrival. No injuries to civilians or firefighters. Minimal smoke damage and some water damage to the affected apartment and two apartments below.

On May 1st Quint 155, Medic154, Battalion Chief 151, Engine 154 responded to a reported cardiac arrest. Patient was revived with the assistance of the surgery center and Castle Rock Police Department. The patient was treated at a local hospital and discharged home. Crews met with the patient while they were still in the hospital and the patient was thankful for the care they received.

On May 25th, Battalion Chief 151, Engine151, Engine 154, Engine 153, Quint 155, Division Chief 151, Medic153, Medic181, Bureau 152 responded to a reported structure fire at 105 Birch Avenue. Crews found a fire involving the garage door and items placed in front of the garage that were being extinguished upon their arrival by a neighbor with a garden hose. No extension into the house was found. The fire was investigated and determined to be caused by a chemical reaction with some towels and chemicals the homeowner placed as trash outside of the garage. No injuries to civilians or firefighters. The fire damage was limited to the garage door and house siding.

C Shift: Nothing to report

A remembrance ceremony for Volunteer Lt. Richard A. McConnell, who died in the line of duty on Feb 3, 1985. His family and friends attended. The ceremony was held on May 23, 2018. There is a permanent memorial at Station 155 for public viewing.



Life Safety Division:

Statistical information:

	2018	2017
Plan Reviews	131	155
Construction Insp	150	132
Public Education Events	28	17
Public Education Contacts	689	755
Existing Business Insp	99	143

Investigation:

This month we had an unusual amount of fire activity for this time of year. The majority of this could be attributed to weather patterns causing low fuel moistures, high dry winds, and increased ignitability from increased temperatures.

Although the investigation into the Foxtail fire continues, other fires occur and require to be investigated as well.

Construction:

It is very important that the fire department stay up-to-date on all the local, state, and federal codes that regulate the construction of buildings. The fire department started its meetings not only with the Town building department, but with Douglas County's building department and the other 10 fire protection districts/authorities to determine its amendments as well.

As the numbers above indicate we have been very busy this month with plan reviews and inspections on the construction side of the life safety division. There was a just over 317 hours logged as development services time. This was between the three people that we have assigned to assist Development Services with plan reviews, construction inspections, and meetings or other duties as assigned.

Public Education:

May is truly the first month that public education really hits the street, literally. We had two open houses, a car seat event, and a handful of Youth Fire Setting interventions.

A total of 28 events were scheduled with 689 contacts with the public over a total of 48.25 hours. This was just for the events not including all the time that it takes to put these events together. A huge thanks go out to all that have assisted our team in making this so successful.

A total of 46 car seats were installed and parents educated as how to install this seat and adjust as needed during this month as well. We had a very good turnout at the car seat event. Thanks to the all of our car seat techs that showed up and CRPD officers for their assistance as well.

This time of year seems to really bring out the ambitions of the youth to experiment with fire. This is not a good thing for anyone, especially with the type of fire weather that we have been getting.

Inspections:

We classify a lot of the things that we do as inspections and they really are because we are inspecting something for some reason or another. The majority is to make sure that it meets the minimum standard of the code or standard that it was built to.

This requires that all inspectors know not only the newest codes, but the prior codes to allow for buildings that were built prior to the code that is being enforced now.

In May we completed a total of 95 either existing building or special inspections. About 5 of these were for the mobile food vendors that you see around town. They have become incredibly popular at the outdoor events and at our micro-breweries around town.

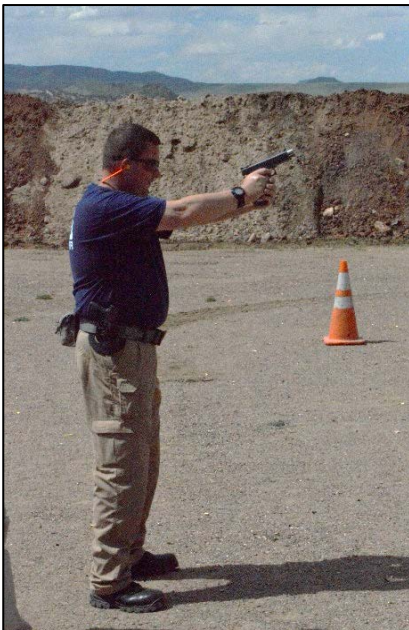
There were four special events that required inspections that took place in month of May. We are looking at all of the events and determining what events are going to require the Life Safety Division to inspect.

Special Programs:

UAV: This month the pilots logged a total of 507 minutes of flight with just over 113.168 feet of flight. Some of this time is practicing on their own time, however, the FAA requires that all flight time be logged.

As seen in earlier sections the UAV's have become very useful to all of our public safety partners.

CWPP: Our team had two open houses this month discussing the Town of Castle Rock Community Wildfire Protection Plan. While the turnout wasn't the large, the people that did show up walked away with some valuable information. A total of just over 36 hours were devoted to working on this program this month.



Fire Prevention Officers meeting their qualifying hours



Training Division

In the month of May, members participated in training that included First Year Firefighter Task Book and Acting Lieutenant Task Book activities. Companies also participated in Pierce Quint In-Service Training and Rope Rigging for Swift water Rescue. Companies also participated in Water Supply Training with our mutual aid partners.

May's EMS Training activities included Centura Continuing Education: Trauma and ultrasound training.

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	327.5	824.75	972.5
Fire-Department Wide	1624	6289	5295.85
Department Operations	5.5	129.5	382.5
Total	1957	7243.25	6650.85

Major Topics Covered

Fire Training

- Task Book activities
- Water Supply Training with Mutual Aid Partners
- Pierce Quint In-Service Training
- Swift water Rigging Training
- First Due Size Up
-

EMS Training

- Centura Continuing Education: Obstetrics and Childbirth
- Ultrasound Training
- Power Stair Chair



Recruits performing Auto Extrication

Accreditation and Emergency Management Monthly Status

The Emergency Operations Plan (EOP) draft is complete, and focus has shifted to developing a Training and Exercise Plan (TEP). As work continues, more areas are identified as potential training topics. Current topics include; Emergency Operations Plan (EOP), Emergency/Disaster Declaration Process, Emergency Operations Center (EOC), Incident Command (IC) and EOC coordination, and Delegation of Authority process.

The Department completed its Center for Public Safety Excellence (CSPE) Annual Compliance Report (ACR) and submitted it ahead of schedule. The ACR is a comprehensive review of the Department's performance and compliance to adopted baselines and benchmarks, activities related to its Strategic Plan, progress on CPSE Peer Team recommendations, and highlights any significant changes in department structure, deployment model and/or operations. This is the first ACR under the new template and format that requires detailed justifications, references, and exhibits to provide objective evidence of continuous improvement.

Below are the response time tables for the month of April 2018:

Urban

Distribution Matrix Castle Rock Fire and Rescue Dept.			04/01/18 - 04/30/18
Department Distribution by Performance Type			All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10
70.3%	82.5%	64.7%	75.6%
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%
01:58	01:51	06:32	08:48
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
109 / 46	127 / 27	101 / 55	118 / 38
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day 93 / 63 / 71 / 66	% Compliance Time of Day 68 / 77 / 91 / 80	% Compliance Time of Day 81 / 53 / 63 / 76	% Compliance Time of Day 87 / 62 / 77 / 86
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.			04/02/18 - 04/30/18
Department Distribution by Performance Type			All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10
60.9%	76.1%	58.7%	69.6%
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%
01:33	01:52	06:44	09:14
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
28 / 18	35 / 11	27 / 19	32 / 14
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day 100 / 60 / 55 / 60	% Compliance Time of Day 33 / 80 / 83 / 73	% Compliance Time of Day 66 / 80 / 72 / 26	% Compliance Time of Day 66 / 80 / 77 / 53
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2