

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

## January 2017 Monthly Report

### Department News:

Our Annual Awards Banquet was held on January 28<sup>th</sup>. As mentioned in the Operations Division section, a number of individuals received awards ranging from years of service to life saving awards. Our annual awards banquet is held to recognize members who have gone above and beyond the scope of their jobs as well as members of the Castle Rock Police Department, Douglas County Sheriff's Office, or Colorado State Patrol who may have participated in fire department incidents or events. We also recognize the annual coloring contest winners as well as any citizens who have earned commendations for service to the department or the community.



30 year Award



20 Year Award



## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**January 2017...100%**

Of the 42 Customer Survey cards rating service in January, 38 were of the highest overall rating of 5, and 4 were rated 4. Some of the comments received read; *"I can't say enough about the team. It was my first experience with a serious injury. Everybody worked together flawlessly. A big thanks to "Big" Steve for re-aligning my bone and making me feel confident I was in good hands. Thanks."* Another read; *"When I regained consciousness, your staff was around me. They explained what was happening and took very good care of me. Thank you all for being there for all of us when we need you most."* Another read; *"Superior – Great job! Even cleaned up our wet floor from their snowy boots! Awesome guys, thank you!"*

## Call Statistics:

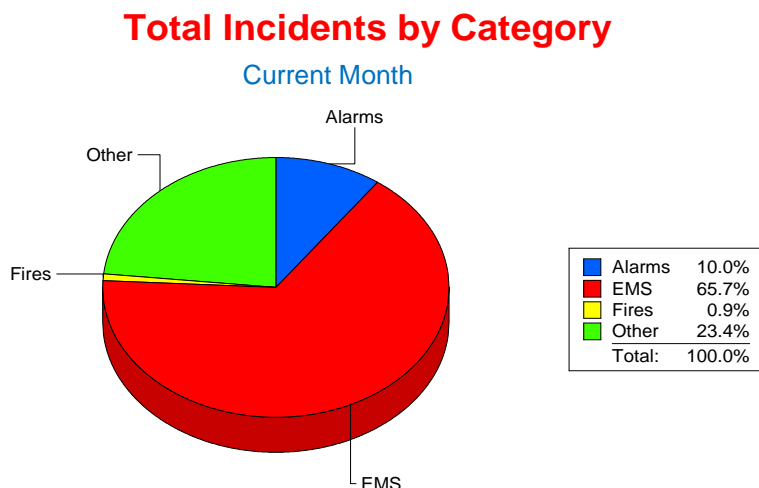
For the month of January 2017 we responded to 458 calls for service. Last year at this time we responded to 442 calls. This places our year to date calls at 458 which is 16 over last year, an increase of 3.6%.

Of the 458 calls for service, 301 of the calls were for EMS. We had a total of 278 patient contacts and transported 208 patients. This time last year we had 209 transports.

## Fire Calls:

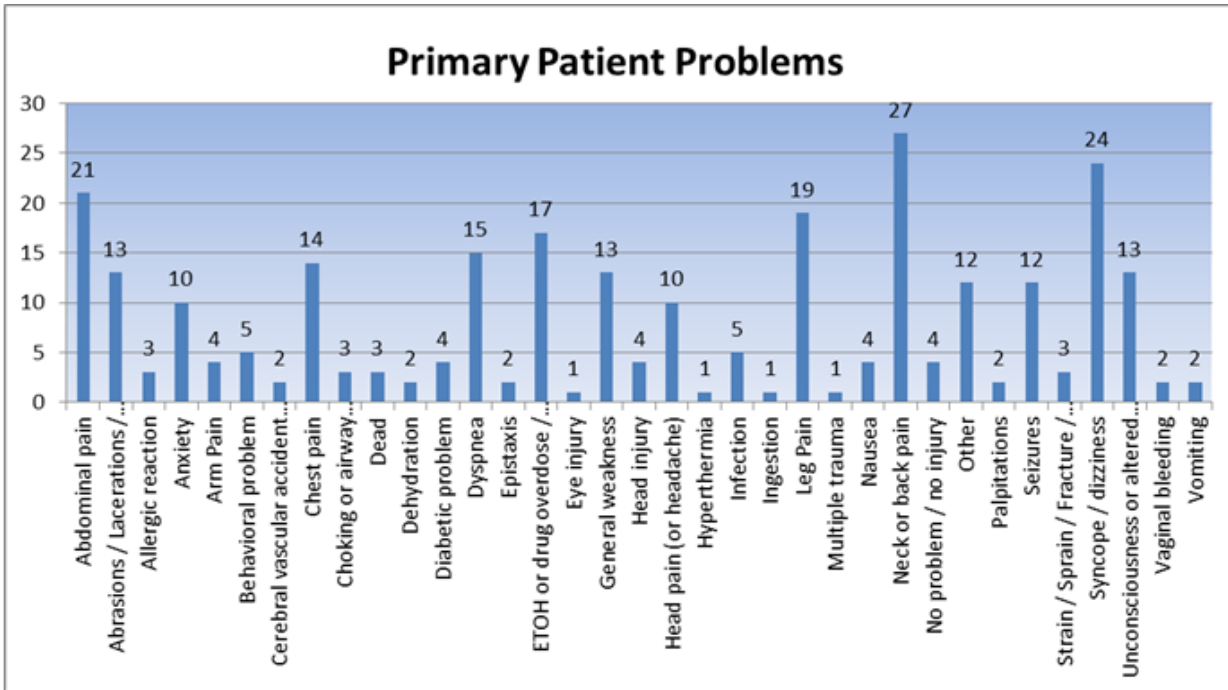
During the month of January we ran 4 fire calls compared to 4 last year. We had 46 alarm calls compared to 43 last year at this time. The increase in alarms is due to the increased number of new systems installed as a result of new commercial construction.

The pie chart below indicates calls for the month:



**EMS Calls:**

The most common EMS calls in January were for neck or back pain with 27 patients, the second most common was for syncope/dizziness with 24 patients. The third was abdominal pain with 21 patients.

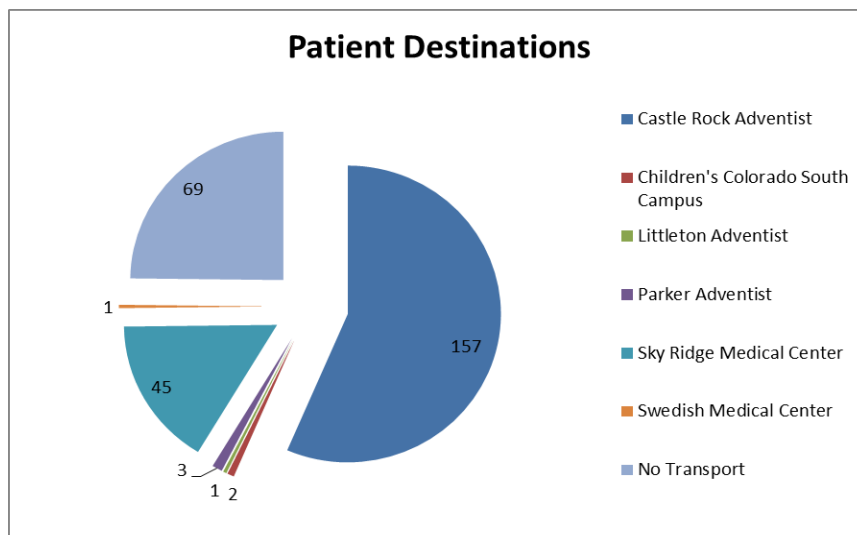


**Measurable Outcomes:**

Paramedic on scene of all EMS calls 99% of the time  
**January 2017...99.0%**                      **December 2016...100%**

Correct medical procedures, as per QA/PI program, performed 90% of the time  
**January 2017...98.9%**                      **December 2016...98.8%**

For the month of January, 157 patients were transported to Castle Rock Adventist, which is 74.8% of all patients transported, and 45 patients were transported to Sky Ridge, which is 21.4% of all patients transported.



## Key Operational News:

Significant incidents can be found on each individual shift report. One incident occurred on January 9<sup>th</sup>, in which a gas line was cut on West Aster Court. Evacuations were required and the incident lasted about 2.5 hours.

On January 3<sup>rd</sup>, Town Council approved the purchase of two (2) Pierce quints, one as a replacement to unit #220 and one as a new purchase as part of the Station 152 project. These were ordered by the end of January, and we should see delivery in about 12 months.

Council also approved the purchase of two (2) new medic units from Wheeled Coach, this order was placed in late January, and we should see both of these sometime later this year.

The Annual Awards Banquet was held on January 28<sup>th</sup>, and a number of individuals received awards. Two key awards were Engineer/Paramedic Mike Horn receiving the Chief's Choice Award, and FF/PM Greg Gravitt, FF/PM Adam Gallegos, Acting Engineer/PM Thomas Godinez, FF/EMT Ray DeBolt, and Acting Lieutenant/EMT Troy Robberson receiving the Timothy J. Tonge Life Saving Award. Congratulations to all award recipients!

The Honor Guard performed funeral service duties for Mr. Robert Kolbe. Mr. Kolbe was a local resident and businessman who served as a volunteer for 18 years with our Department, the family was extremely grateful for the Honor Guard's services.

**A Shift:** No significant incidents

**B Shift:** No significant incidents

**C Shift:** No significant incidents



## Life Safety Division:

### Development Services:

- Plan Review/Referrals: 128 (83 same period in 2016)
- Inspections/Appointments Related to New Construction: 179
- Staff Hours Devoted to Development Services: 275

### Notable Projects:

- Certificate of Occupancy issued to Sam's Club
- Temporary Certificate of Occupancy issued at the Medical Office Building by the hospital



### Existing Facility/Maintenance Inspections:

- Business Inspections: 43
- Hazardous Materials Facilities 22
- Total Number of Occupancies in the Data Base: 1,773

### Notable Projects:

- Began annual inspection cycle at CR Factory Shops
- Hydro testing of sprinkler systems completed at 9 of 10 buildings at the Factory Shops

### Response Assist/Investigation:

- Fire Alarm Response Follow-Up: 3

### Notable Projects:

- Grow House at 746 Perry Ct.

### Public Education and Community Outreach:

- Safety Talks: 1
- Community Event: 3
- CPR Class: 1
- Firehouse Tours: 3
- School Visit: 2
  - Total Number of Contacts: 280
- Car Seats: 11

### Notable Events:

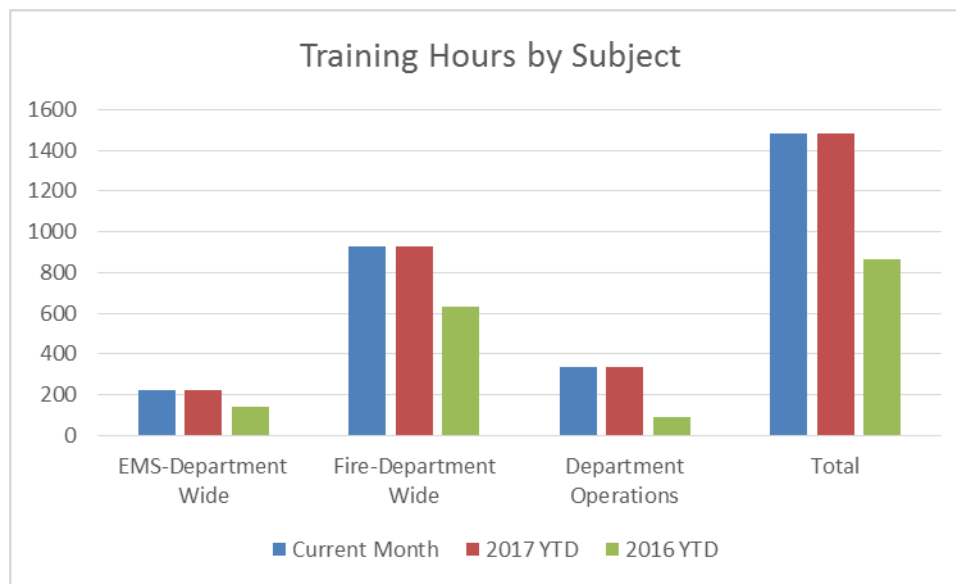
- Station 152 Community Open House

## Training Division:

In the month of January, the members participated in company level training that included SCBA drills, Ground Ladder placement Drills, and position task book requirements. Members also completed advanced courses such as S230/231 (Wildland Crew Boss/Engine Boss), S-290 (Intermediate Wildland Fire Behavior) as well as HazMat Technician School. January's EMS Training activities included Bloodborne Pathogens, HIPAA and Communicable Disease Review.

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	221.5	221.5	138.75
Fire-Department Wide	928.75	928.75	635
Department Operations	334.1	334.1	90.5
Total	1484.35	1484.35	864.25
A-Shift Training Hours	362.25	362.25	472
B-Shift Training Hours	626.75	626.75	433.25
C-Shift Training Hours	446.85	446.85	360
Staff / Fire Prevention Bureau	48.5	48.5	0.5



### Fire Training

- Company level training
- Position Task book completion
- Advanced Wildland Training

### EMS Training

- Bloodborne Pathogens
- HIPAA Review
- Communicable Diseases

## Accreditation and Emergency Management Monthly Status

January's primary focus has been on accreditation and working to finalize Self-Assessment Manual (SAM) documents, with good process being made. The only category that does not have at least the 1<sup>st</sup> draft completed is Category 2 Assessment and Planning (Rollins). This category details and defines the Standards of Cover (SOC), last five years performance, evaluation process, compliance methodology, and continuous improvement process. The rest of the SAM document is nearing completion, and the majority of the work has shifted to gathering all references. As of 1/31, this document is about 75% complete. Drafts of the SOC and selected SAM documents have been submitted to members of the Rocky Mountain Accreditation Consortium for an external review. These members are well respected in the accreditation arena and serve as peer team leaders.

On the emergency management front, Assistant Chief Rollins delivered two emergency preparedness classes. The first was delivered to roughly 150 students (ages 11-13) at Castle Rock Middle School. The students have an emergency preparedness project they must complete. The second was given to a group of in-home care providers from Home Instead. This discussion focused on basic preparedness for themselves and their clients.

Additionally, work continues on getting New Hope Presbyterian Church up and running as a Red Cross Shelter. AC Rollins and Tim Johnson (Douglas County Emergency Manager) will be delivering two Emergency Preparedness sessions for the New Hope Congregation. Work continues with the Red Cross trying to get New Hope members into a Basic Shelter Operations class and select members into a Shelter Manager class.

Lastly, AC Rollins had the honor to serve as a panelist for the Assistance to Firefighter Grant (AFG) process in Baltimore, MD. This year AFG was awarding over 350 million dollars in grant funds. While in MD, AC Rollins coordinated with Douglas County Office of Emergency Management (DCOEM) providing contact numbers, suggestions, and options for a high wind event that necessitated CDOT closing I-25 to high profile commercial vehicles. All high profile commercial vehicles were staged at the Douglas County Fairgrounds until the winds subsided.

Below are the response time tables for the month of December 2016:

### Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		12/01/16 - 12/31/16	
Department Distribution by Performance Type		All Incident Types		All Incident Types	
Call Processing @ 01:24	Turnout @ 01:54	Travel @ 04:32	Call to Arrival @ 07:50		
<b>89.2%</b>	<b>91.8%</b>	<b>76%</b>	<b>85.3%</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>01:28</b>	<b>01:52</b>	<b>05:54</b>	<b>08:27</b>		
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance		
<b>174 / 21</b>	<b>179 / 16</b>	<b>149 / 47</b>	<b>168 / 29</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>95 / 86 / 85 / 95</b>	<b>70 / 96 / 92 / 95</b>	<b>66 / 75 / 78 / 77</b>	<b>79 / 84 / 87 / 86</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.		12/01/16 - 12/30/16	
Department Distribution by Performance Type		All Incident Types		All Incident Types	
Call Processing @ 01:24	Turnout @ 01:54	Travel @ 06:02	Call to Arrival @ 09:20		
<b>80.4%</b>	<b>100%</b>	<b>86.3%</b>	<b>88.5%</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>01:38</b>	<b>01:45</b>	<b>06:31</b>	<b>10:04</b>		
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance		
<b>41 / 10</b>	<b>51 / 0</b>	<b>44 / 7</b>	<b>46 / 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>100 / 73 / 84 / 83</b>	<b>100 / 100 / 100 /</b>	<b>100 / 94 / 84 / 66</b>	<b>100 / 89 / 84 / 10</b>		
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2		

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

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

**Values - Strength, Honor, Integrity, Excellence, Leadership, Dedication, Service**