

# Castle Rock Fire and Rescue Department



An internationally accredited Fire/Rescue agency 2012-2017

## April 2015 Monthly Report

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

### Department News:

The Crews at Station 151 hosted Fire Safety Day for Youth Leadership Douglas County on April 9<sup>th</sup>. A group of 16 students got to experience a day of hands-on training and education.



Getting ready to get in the wildland shelter



Learning what's in a Medic Unit



Putting out the "fire"

## Customer Service:

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

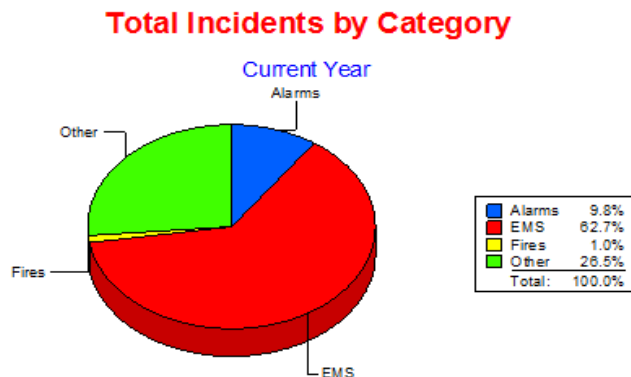
Of the 39 Customer Survey cards rating service in April, 37 were of the highest overall rating of 5 and 2 received a rating of 4. Some of the comments received read; *"Fantastic service. Everyone made me feel like I was really important. No one was rude or judgmental towards me. Best service around. Thank you so much!"* Another read; *"Took very good care of me! I get sick a lot and have to use the ambulance/fire rescue and your service outweighs all others in the area! Thank you for not being rude of judgmental towards me."*

## Call Statistics:

For the month of April 2015 we responded to 402 calls for service. Last year at this time we responded to 352 calls. This places our year to date calls at 105 ahead of last year at this time.

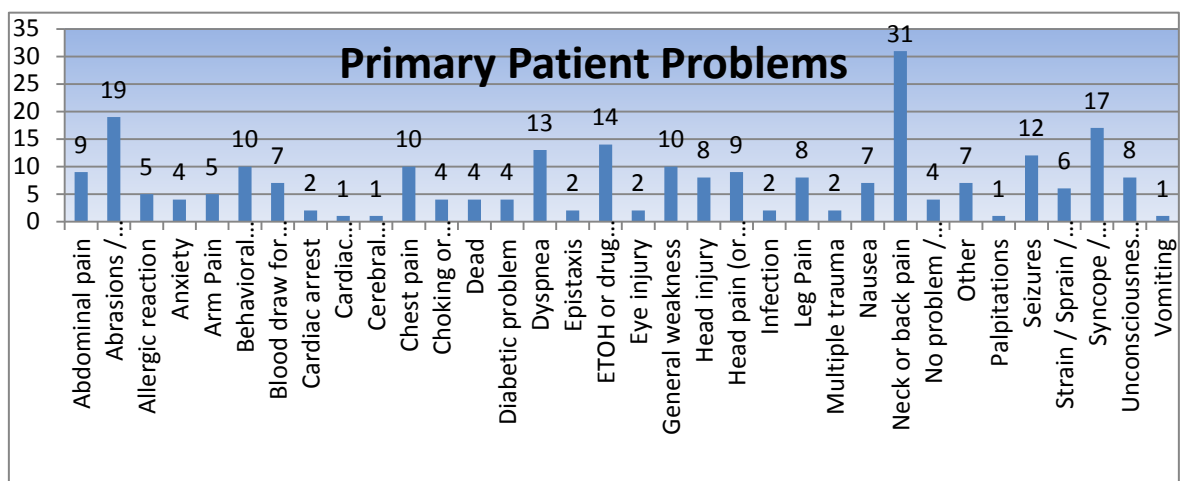
Of the 402 calls for service, 256 of the calls were for EMS. We had a total of 249 patient contacts and transported 190 patients. This time last year we had 173 transports.

The pie chart and graph below indicates calls for the month, not the overall year:

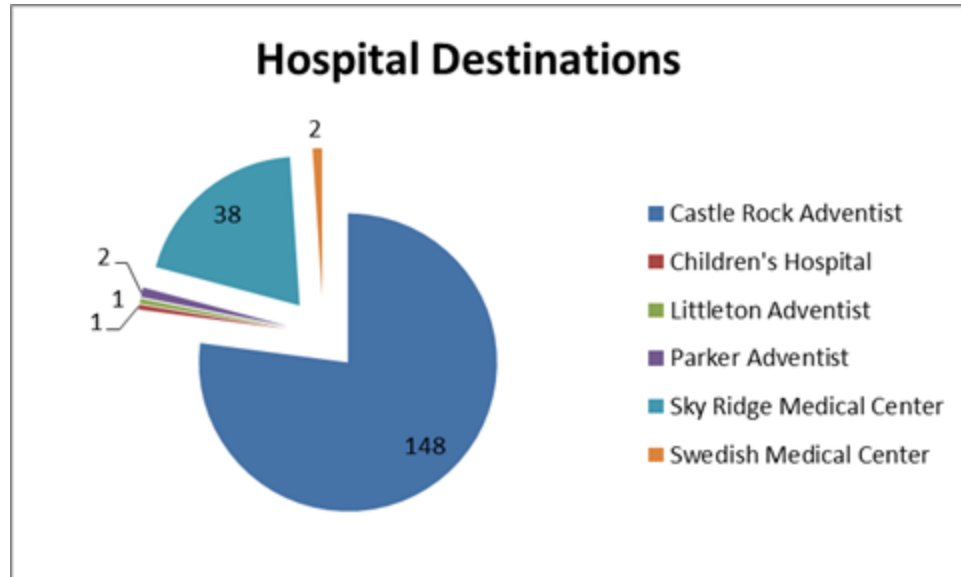


## EMS Calls:

The most common EMS call in April was for neck or back pain with 31 patients. The second most common was for abrasions with 19 patients.



For the month of April, 38 patients were transported to Sky Ridge, which is 19.8% of all patients transported, and 148 patients were transported to Castle Rock Adventist, which is 77.0% of all patients transported.



#### Measurable Outcomes:

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

**April 2015...100%**      **March 2015...100%**

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

**April 2015...99.1%**      **March 2015...98.7%**

#### Fire Calls:

During the month of April we ran 5 fire calls compared to 3 last year. We had 37 alarm calls compared to 21 last year at this time.

#### Key Operational News:

Significant incidents are listed here.

First, we responded to a head on motor vehicle crash on Wolfensberger Road west of Stone Pointe Trail. There was one patient in each vehicle, both had extensive injuries and were trapped in their vehicles, and extrication was required on both. The first patient was extricated after about 40 minutes, and the second patient was extricated after about 50 minutes. Both patients were flown to Denver Metro hospitals.







Second, we responded on a reported brush fire on the west side of I25 at Plum Creek. While enroute, there was a large column of black smoke from the area and upon arrival, we found an abandoned house that was fully involved and spreading to the wildland interface. Additional units were called, and the fire was kept on the property with no extension to any other property. The house was a complete loss, and the incident is under investigation by the Bureau.





We responded to a residential structure fire in the Meadows. Upon arrival, we found light smoke coming from the home, and on completing the 360, we found fire in the home on the Charlie side. Fire attack and search were started, and a victim was found on the second floor. The victim was removed, and determined to be deceased. The fire was extinguished, and the incident is under investigation by the Bureau.



In the 2015 budget, we were approved to purchase body armor for all personnel. We also applied for a grant for body armor as part of the North Central Region. This grant would provide 22 sets of body armor, thus reducing the amount we would have to purchase. The grant announcement should occur in May, and once a decision is rendered, we will move forward with getting this equipment purchased.

Due to a problem with the CAD upgrade, we do not have our performance standards tables for March. We are working to correct the issue with DCSO IT, and we will include March and April in next month's report.

## Life Safety Division:

### Measurable Outcomes:

#### *Plan Reviews*

|          |           |            |
|----------|-----------|------------|
| Received | Completed | Percentage |
| 146      | 146       | 100        |

#### *Field Inspections*

|          |           |            |
|----------|-----------|------------|
| Assigned | Completed | Percentage |
| 114      | 114       | 100        |

#### *Business Inspections*

|          |           |            |
|----------|-----------|------------|
| Assigned | Completed | Percentage |
| 22       | 22        | 100        |

#### *Permits*

|          |           |            |
|----------|-----------|------------|
| Assigned | Completed | Percentage |
| 45       | 45        | 100        |

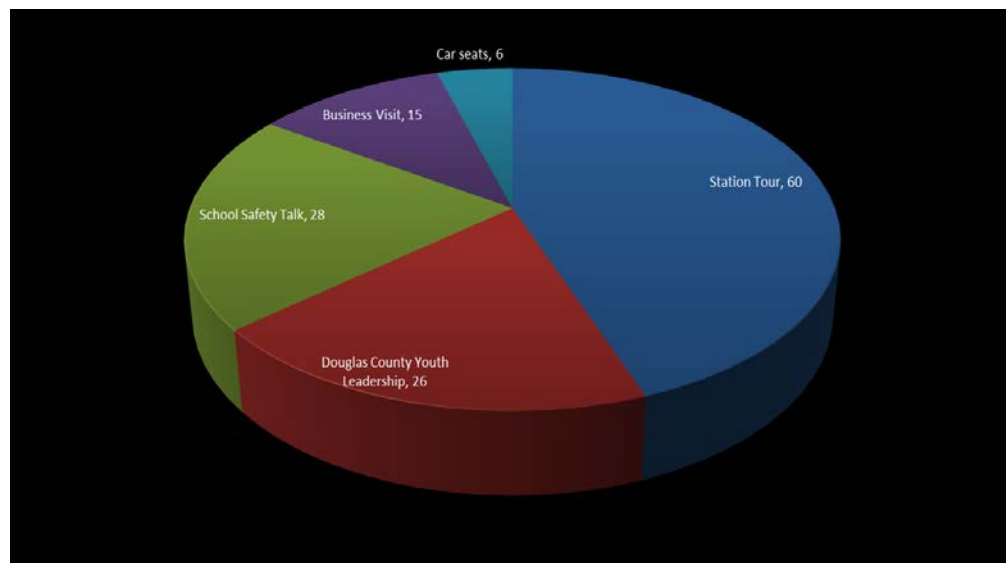
#### *Investigations*

|   |   |     |
|---|---|-----|
| 4 | 4 | 100 |
|---|---|-----|

#### *Business Inspection Growth*

|  |            |
|--|------------|
| Businesses in RMS on March 31, 2012            | 1128       |
| Businesses in RMS on April 30, 2015            | 1423       |
| Businesses added to RMS since March 31, 2012   | <b>295</b> |
| Average of 7.6 businesses/month added into RMS |            |

| Public Education Contacts       | Number of Contacts | Hours |
|---------------------------------|--------------------|-------|
| Station Tour                    | 60                 | 4.25  |
| Douglas County Youth Leadership | 26                 | 6     |
| School Safety Talk              | 28                 | 2.25  |
| Business Visit                  | 15                 | 1.75  |
| Car Seat Inspections            | 6                  |       |



## *Training Division:*

| Subject                        | Current Month | 2015 YTD      | 2014 YTD       |
|--------------------------------|---------------|---------------|----------------|
| EMS-Department Wide            | 352.25        | 868.75        | 950.0          |
| Fire-Department Wide           | 1193.1        | 4613.60       | 4616.30        |
| Department Operations          | 56.25         | 339.25        | 453.65         |
| <b>Total</b>                   | <b>1601.6</b> | <b>5821.6</b> | <b>6019.95</b> |
|                                |               |               |                |
| A-Shift Training Hours         | 519.0         | 2114.0        | 1659.05        |
| B-Shift Training Hours         | 543.0         | 1832.25       | 2241.15        |
| C-Shift Training Hours         | 508.25        | 1665.50       | 1630.0         |
| Staff / Fire Prevention Bureau | 31.35         | 209.85        | 489.75         |
|                                |               |               |                |

### **Major Topics Covered**

#### **Fire Training**

- Wildland Refresher Simulation Labs
- Swift Water Rescue Certification
- Defensive Driving Skills

#### **EMS Training**

- Pediatrics
- Protocol and Skills Review

In April, the department wrapped up our intensive Wildland refresher activities to prepare for this year's Fire Season with a command simulation lab where members of the department took on the roles and responsibilities they would be expected to perform should a wildland –urban interface fire occur. The capstone training of this year's wildland refresher was very successful.

The month of April marked the commencement of Swift water Rescue Training, where each member of the department will be certified at the operations level in this discipline. This discipline is recognized as a low frequency- high risk event that our members may engage in, and must be trained for.

Lastly, a refresher program for defensive driving skills was produced by Engineer Jay Allen, for dissemination to all members of the department. This training is intended to increase our member's safety awareness when operating emergency vehicles, ensuring the safety of our members and those we serve.

## Accreditation Monthly Status:

- Attended conference call for the Model (FESSAM 9<sup>th</sup>ed) Re-imagination document review.
  - Final draft submitted to the CFAI, was approved by the Board.
  - Work is now focusing on updating Section 5 Research and Information Collection Guide.
  - Technical working group team leaders will be assigned a CFAI commissioner to partner with and develop an Interpretation Manual for their respective Category/Criterion.
  - Still no indication of when/how the standards of cover manual will change.
  
- StatsFD:
  - Updated the software based on conference feedback, more update to follow.
  - Attended 2 web-based training sessions.
  
- Data analysis:
  - Issue identifies with DRCC's data push from CAD to RMS, call processing times are incorrect (over 90% reflect a zero call processing time).
    - March and 1Q15 data analysis is being held until issue is corrected, and StatsFD can be loaded with corrected data.
  
- Rocky Mountain Accreditation and Professional Credentialing Consortium
  - Castle Rock will host the 2<sup>nd</sup> quarter meeting 5/12 at the PSTF.
    - Selected departments will submit performance indicator 5A.1 for review and comment.
    - Work continues on the State Fire Chief's Company Officer Leadership accreditation presentation.
  
- 2015 Risk Assessment Plan with Chief Croom.
  - Plan presented to Chief Morales, 5/1
    - Occupancy Vulnerability Assessment Profile (OVAP) will be used as the risk assessment tool.
      - High Plains will be modified to reflect and calculate the OVAP score.
    - Needed Fire Flow will need to be calculated/verified for all occupancies.
    - Utilities will assist with water modeling.
    - G.I.S. will assist with hazard mapping and value mapping.
  - Chief Croom and FF/PM Rollins working to develop a target completion date.
  
- Strategic Planning:
  - Beginning to identify the external stakeholder groups and points of contact so that meeting can be scheduled.
  
- The 3<sup>rd</sup> cycle ACR is complete, pending Fire Chief's comments and will be held as long as possible awaiting ISO results.



| Strategic Goals (4/11) |                                | Peer Team Recommendations (2/10)                   | Standards of Cover Recommendations (2/5) |                         |
|------------------------|--------------------------------|--|--|-------------------------|
| <b>2010-1*</b>         | <b>Workforce Planning</b>      | Strategic Recommendations                          | SOC#1                                    | GIS/Travel time study   |
| 2010-2                 | <i>External Communications</i> | SR-1 Continue to Monitor Response Times            | <b>SOC#2*</b>                            | <b>Dispatch AVL/SHM</b> |
| 2010-3                 | Internal Communications        | SR-2 Refined Risk Assessment                       | SOC#3                                    | CAD Upgrade             |
| 2010-4                 | <i>Physical Resource Plan</i>  | SR-3 Medic 153                                     | SOC#4                                    | CTAs / Response Plans   |
| 2010-5                 | Comprehensive Training Plan    | SR-4 Qualified Safety Officer                      | SOC#5                                    | Medic 153               |
| 2010-6                 | Standards of Cover             | SR-5 Annual Minimum Training Requirements          |  |                         |
| 2010-7                 | Accreditation                  | Specific Recommendations                           |  |                         |
| 2012-1                 | Pre-Plan Program               | <b>5E.5* Tech Rescue capabilities and staffing</b> |  |                         |
| 2012-2                 | Vulnerability Assessment       | 5H.2 Town-wide NIMS compliance                     |  |                         |
| <b>2012-3*</b>         | <b>Master Plan</b>             | 6D.4 Town EVT                                      |  |                         |
| <b>2012-4*</b>         | <b>FTC Expansion</b>           | 5C.2 Public Education Resources / Staffing         |  |                         |
|                        |                                | 9A.4 Meetings with water purveyors                 |  |                         |

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

Total Hours: 181  
On-Duty Hours: 1761  
Over-Time: 5

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

Total Hours: 659  
On-Duty Hours: 624  
Over-Time: 35