

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

April 2016 Monthly Report

Department News:

In the month of April we hosted a fire day for Douglas County Youth Leadership. 22 students from several Douglas County Schools were able to get hands on experience with the firefighters.



Using the jaws of life!



Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time
April 2016...96.7%

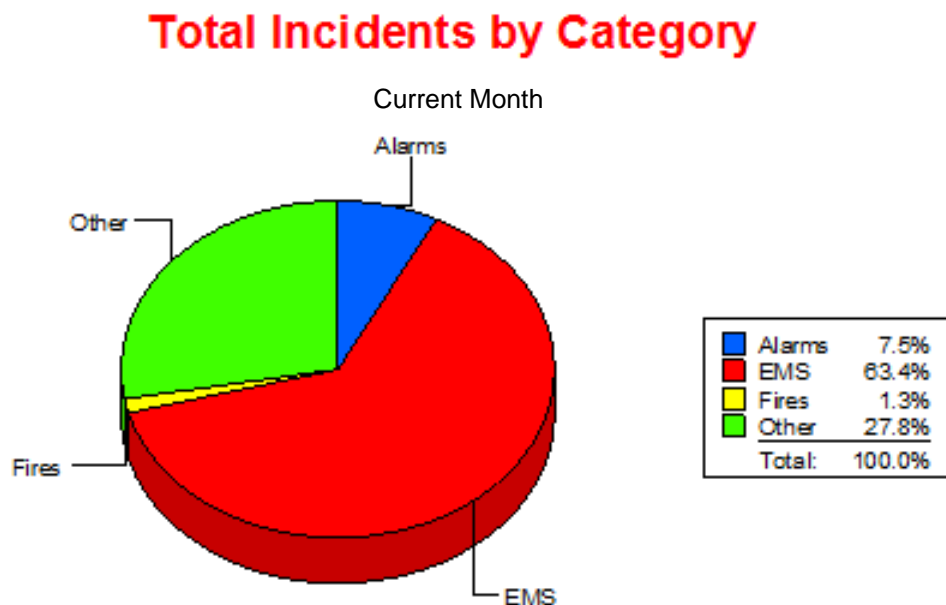
Of the 30 Customer Survey cards rating service in April, 28 were of the highest overall rating of 5, 1 was rated 4, and 1 had a rating of 3. Some of the comments received read; *"Fantastic job. I was in hospital for 8 days. Could have died. Thank you for saving me."* Another read; *"So grateful for such a kind, caring and supportive Fire & Rescue Dept. You're the best!!! You made my mom feel safe and she knew she was in good hands."* Another read; *"Excellent service. Part of what makes being in Castle Rock so special! Very professional. Thank you for keeping us safe!"* Another comment, *"Second time here for my mom. Treated her so well and respectful. Even checked on us in the room a couple hours later. Lucky to have these men here in Castle Rock. Thank you so much."*

Call Statistics:

For the month of April 2016 we responded to 388 calls for service. Last year at this time we responded to 402 calls. This places our year to date calls at 1668 which is 117 over last year, an increase of approximately 9%.

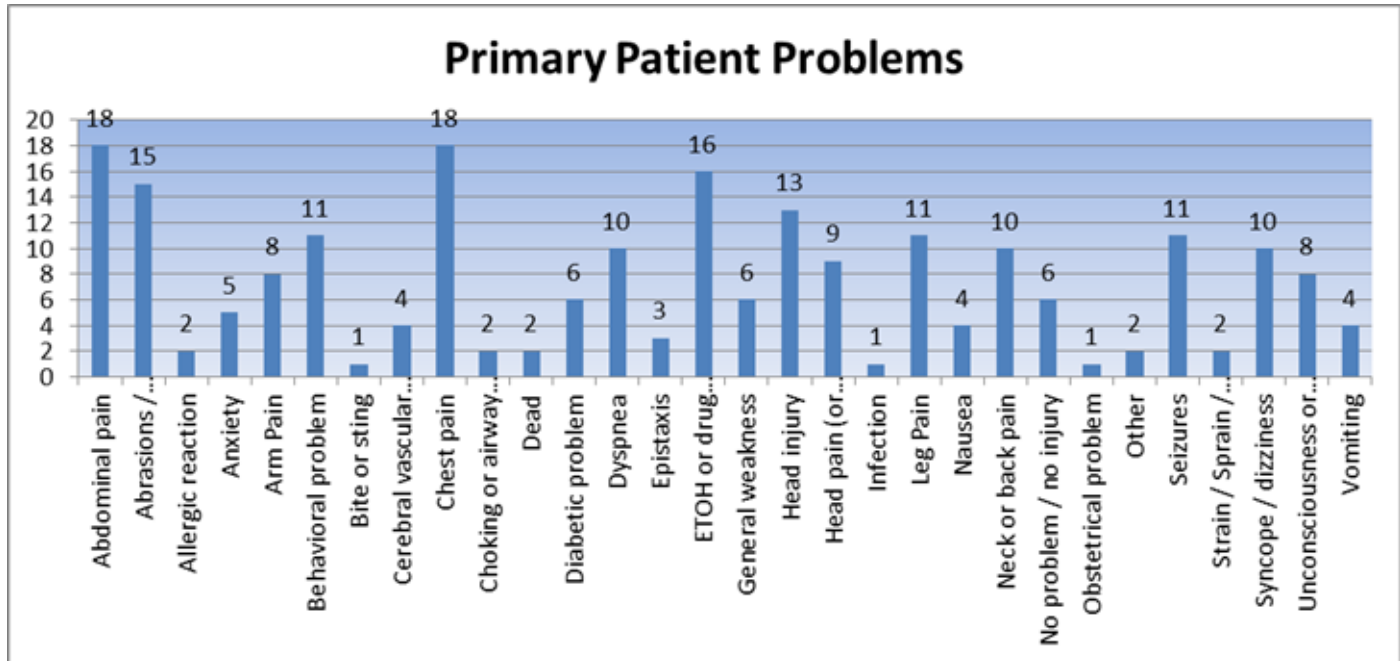
Of the 388 calls for service, 246 of the calls were for EMS. We had a total of 219 patient contacts and transported 162 patients. This time last year we had 190 transports.

The pie chart below indicates calls for the month:



EMS Calls:

The most common EMS call in April was for chest pain and abdominal pain with 18 patients each. The third most common was for alcohol or drugs with 16 patients.



Measurable Outcomes:

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

April 2016...100%

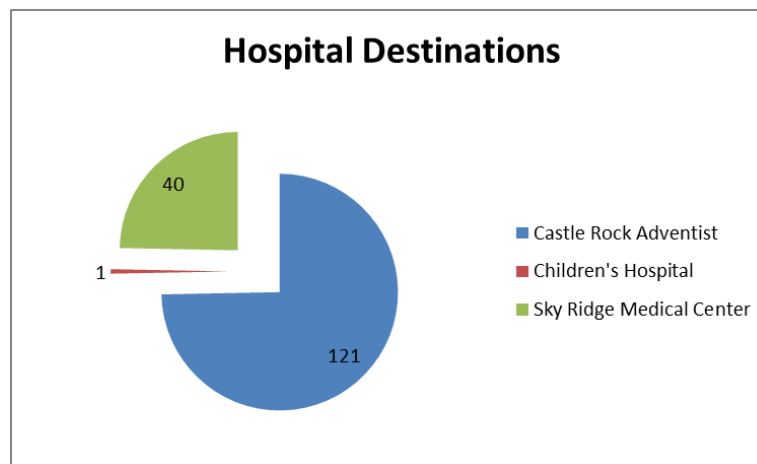
March 2016...100%

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

April 2016 ...98.9%

March 2016...99.0%

For the month of April, 121 patients were transported to Castle Rock Adventist, which is 74.7% of all patients transported, and 40 patients were transported to Sky Ridge, which is 24.6% of all patients transported.



Fire Calls:

During the month of April we ran 5 fire calls compared to 6 last year. We had 29 alarm calls compared to 37 last year at this time.

Key Operational News:

Significant incidents can be found on each individual shift report. One of note was an auto aid call to Jackson 105 on a residential structure fire that unfortunately ended up being a fatal fire.

We had a near miss/actual incident on I25 involving Quint 155. While blocking for an auto accident on southbound I25 north of Meadows, Quint 155's driver's side mirror was struck by a passing semi resulting in some electrical and mirror damage. While the damage was minor for the actual incident, it obviously could have been much worse had the semi struck the body of the truck, thus the near miss. The semi did not stop, and was probably not aware that they had hit the quint.

A Shift: No significant incidents

B Shift: No significant incidents

C Shift: On April 16, 2016, C Shift responded to numerous calls related to the winter storm. There were no serious incidents or injuries, however coverage was taxed on several occasions due to the volume of calls.

Our response time monitoring is now based on 2015 baselines and 2016 benchmarks, which are call processing 1:09, turnout time 1:45 and total response times 7:20 for Metro/Urban/Suburban, 8:20 for Rural and 10:00 for Interstate. You will also note a significant decrease in the call processing time. In March, Dispatch implemented the ProQA medical priority dispatch system. This system requires the caller to answer additional questions in order to obtain the correct medical call type, thus taking longer to process the call. I expect to see these numbers improve as the dispatchers become more comfortable with the system, but I do not believe that we will be able to achieve the 1:09 due to how the system works.

Below are the response times for the month of March:

Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/16 - 03/31/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:36	Call to Arrival @ 07:30	
75.7%	88.4%	77.1%	81%	
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%	
01:55	01:51	05:49	08:37	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
131 / 42	153 / 20	135 / 40	141 / 33	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
69 / 79 / 80 / 66	52 / 93 / 92 / 97	65 / 72 / 82 / 80	65 / 79 / 89 / 76	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/02/16 - 03/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 05:26	Call to Arrival @ 08:20	
73%	86.3%	67.1%	71.2%	
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%	
02:01	01:53	06:57	09:19	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
54 / 20	63 / 10	49 / 24	52 / 21	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
63 / 55 / 92 / 66	54 / 95 / 89 / 92	72 / 50 / 70 / 80	63 / 55 / 81 / 80	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Life Safety Division:

Special Events –



April was an awesome month to get a feel for some of the things that will be happening around the Town during the next few months. All of the FPO's and the Deputy Chief met with both Parks and our Special Event Coordinator to view areas that caused concern. In talking with them we found that the needs they had were easily dealt with by simply arranging things slightly different, however, still keeping the feel that they were trying to achieve. As we progress into the event season this year, we all believe that the strong working relationship that we have started to mold will increase even greater and make the events that the Town and others are bringing in even more fun and safe. The Life Safety Division has been working very closely with the Downtown Merchants Association and

the Chamber of Commerce to increase that relationship as well. We have received lots of applications from mobile food vendors who are excited to work in Castle Rock which brings more added excitement to our events!

Existing Business (occupancy) Inspections –

During the month of April we completed a total of 28 primary inspections and 87 follow up inspections. There were a total of 35 inspections closed this month with the expectation that we will complete another primary inspection next year. This works out to be around 3.47 hours per closed inspection.

We are also adding approximately 10.8 new occupancies each month to our database. Currently we have 1656 businesses (occupancies) that occupy space either stand alone or within a building (core/shell).

Because we share duties as construction inspectors as well, when construction is very busy with inspections our existing business inspections slow a little. This is always a constant balancing game to attempt to get all of these inspections done as efficiently as we can to allow that balance.



Plan Reviews –

The month of April was a huge planning month for the Town. The Life Safety Division completed a total of 49 plan reviews that consist of site development plans, construction plans (civil -meaning all the utilities and underground stuff), preliminary project application (application with an idea of something to build). These can take up a significant amount of time because what we do is look at all the items that we would require from the contractor if they were to build the project as it was submitted. Most of the times we review the plans and offer alternatives if the plans cannot meet the intent of the fire code, that way the applicant can make an informed decision whether their project will work the way they wanted it to.

In addition to the planning side of plans, we completed another 70 other types of plans for a total of 119 plan reviews for the month of April. There were a total of 40 permits issued, some with as many as 25 benchmarks that the contractor has to achieve prior to completion of the work. Each one of these benchmarks are looked at during our construction inspections, this created 113 inspections this month.

A total of 212 hours were logged as development services hours.

Public Education –

Public Education was another thing that was a hit this month. The Fire/Life Safety Educators went to their annual conference and brought back a lot of great information and ideas to broaden our educational programs and the way we conduct trainings for the public. The line staff are very instrumental in assisting the Life Safety Division in not only planning, but conducting the public education. A Public Education team was developed with Chief Morales, Lori Kania, Jamie Duncan, and representatives from each shift to help create and determine what types of programs we should be presenting and having a consistent message to the public.

During the month of April the line staff alone performed 10 public education events with a total of 99 contacts. There were no events this month that the public educators performed themselves. Combined the line staff and educators had a total of 6 public events and made contact with roughly 307 people. That is outstanding and hopefully will just continue to grow as we continue to participate in more events.

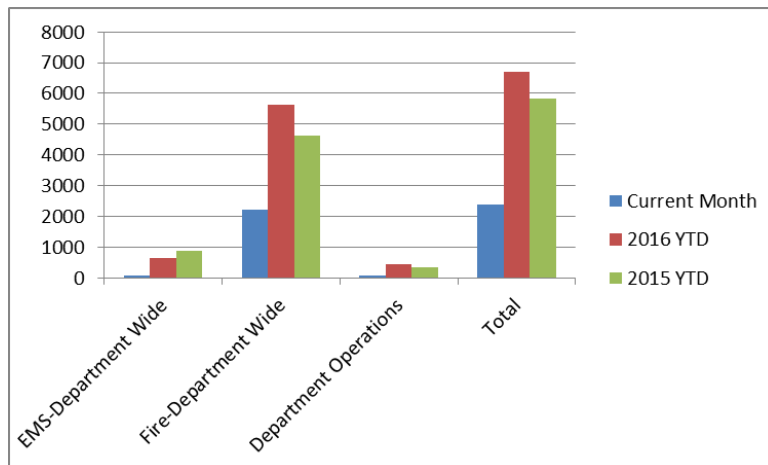


Training Division:

During the month of April, the Bureau presented fire alarm control panel training. This was given by FPO Rick Young. With the assistance of all in the bureau, Rick put together a training class along with a simulator (thanks to Douglas County Schools, Damon Clark) and presented an hour long class to all the shifts. The feedback received was all positive which is great to hear. Thanks for the great job!

Department Training Hours

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	73.5	641.11	868.75
Fire-Department Wide	2229	5624.9	4613.6
Department Operations	68.5	432.75	339.25
Total	2371	6698.76	5821.6
A-Shift Training Hours	647.5	1957.3	2114
B-Shift Training Hours	851.25	2043.55	1832.25
C-Shift Training Hours	768.5	2177.8	1665.5
Staff / Fire Prevention Bureau	103.75	520.11	209.85



Engineer Academy Ladder Evolutions

Major Topics Covered

Fire Training

- Engineer Academy
- Rope Rescue Mini Training
- Rich Gasaway Lecture - Flawed Situational Awareness
- Fire Alarm Control Panel Training
- Defensive Driving Principles and Skills

EMS Training

- Trauma Patient Assessment
- Pediatric Case Review

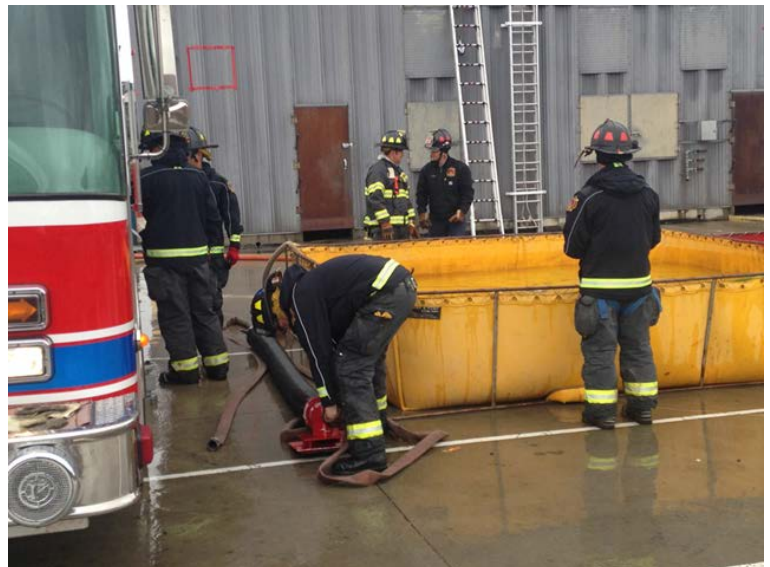
In the month of April, the Engineer Academy began with 12 students led by Engineers Mike Horn and Seth Roan.

Rope Rescue mini-trainings that have been developed by Firefighter/EMT Wachs and the shift rope rescue leads, continues as company level training.

March's EMS Training activities included Geriatric Trauma, protocols, ECG and BLS skills reviews.

Our members in the recruit academy continue to dominate with all members in the top 5% of their class of 46. Recruit Burdette is ranked number one in the academy.

Thank you to all the members that have helped make this month's training endeavors successful!



Engineer Academy Drafting Evolutions

Accreditation and Emergency Management Monthly Status

This month was another busy month in several areas. The final draft of the 2016 - 2019 Community Driven Strategic Plan was completed and submitted to the Town Manager for his review. The next steps are to present the Plan to the Public Safety Commission and receive their recommendation that Town Council approve the Plan as written. Following the Public Safety Commission, the plan will be presented to Town Council for approval.

Chief Craig Rollins was assigned to a CFAI peer team and was asked to serve as the “back-up” team lead. After a review of the documents and a number of calls with the agency, the team concluded that a site visit was not in the best interest of the agency as it would likely result in a deferral. The peer team recommended that the agency transition to the FESSAM 9th edition and re-submit their documentation for a March 2017 site visit. Additionally, the team lead has been assigned as the agency’s new mentor, and has requested Chief Rollins to assist him.

Work has continued on the Community Risk Assessment with decent progress. Each technical rescue discipline lead has been asked to review the nine station planning zones and provide a maximum risk for each zone. FPO Young has completed the Hazardous Commodity Flow Study and the final draft has been submitted to Deputy Chief Croom and Engineer Patik for review and comment. He still has a goal of completing the Community Risk Assessment by 5/31.

Chief Rollins has been working with category managers and reviewed initial drafts of self-assessment manual (SAM). He still needs to meet with some category managers to review the current SAM documents and the updates needed with the move from the 8th edition to the 9th edition.

The department must submit its 4th annual compliance report (ACR) by June 15th. This year’s ACR will take a slightly different format. The template remains the same, however, CPSE has updated their expectations with regard to content and exhibits. This year, CPSE is requesting a short narrative on how the agency continues to meet all the FESSAM core competencies. The ACR format and review process will be a dynamic process in the next couple years as CPSE finalizes the changes recommended by the re-imagining teams.

Chief Rollins has begun to update the Town’s Incident Management Guidelines and Standards (IMGS) and have them mirror Douglas County’s Emergency Operations Plan (EOP). To ensure that the updated document, now titled the Town of Castle Rock Emergency Operations Plan, is a comprehensive and collaborative effort, he has begun to meet with all Town departments soliciting input and feedback. The goal of these meetings is to ensure that each department not only understands their role in an emergency, but has helped establish the definitions, activation criteria roles and responsibilities for their departments.

Lastly, Chief Rollins has been involved with the Emergency Manager at Castle Rock Adventist Health Campus, aiding with the planning of an active shooter drill planned for late spring.