

# Castle Rock Fire and Rescue Department



Commission on  
Fire Accreditation  
International

An internationally accredited Fire/Rescue agency 2012-2017

## July 2015 Monthly Report

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

### Department News:

On July 21<sup>st</sup> CRFD fought a structure fire that was caused by lighting. Several surrounding fire departments aided Castle Rock with extinguishing the fire. Approximately 36 firefighters fought the blaze. No occupants were in the house at the time a dog and a cat were removed by the homeowner before arrival of CRFD. One deceased cat was later found by the homeowner. Approximately \$200,000 in damage was caused by the fire.



## Customer Service:

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

Of the 31 Customer Survey cards rating service in July, 28 were of the highest overall rating of 5 and 3 were rated 4. Some of the comments received read; *"We were truly impressed with their promptness, kindness, professionalism, follow-up and attentiveness. Thank you!"* Another read; *"I was rescued from an awkward and very painful situation in the best possible way. Thank you and your people!"*

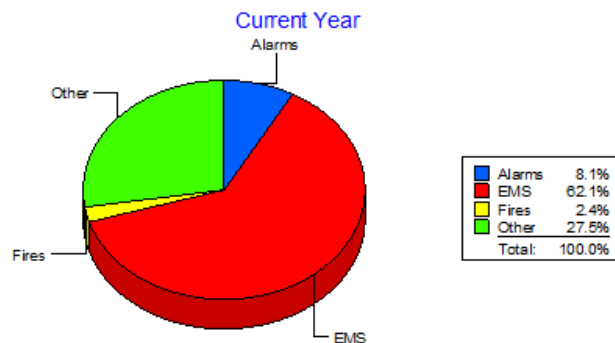
## Call Statistics:

For the month of July 2015 we responded to 422 calls for service. Last year at this time we responded to 398 calls. This places our year to date calls at 237 ahead of last year at this time.

Of the 422 calls for service, 262 of the calls were for EMS. We had a total of 245 patient contacts and transported 199 patients. This time last year we had 176 transports.

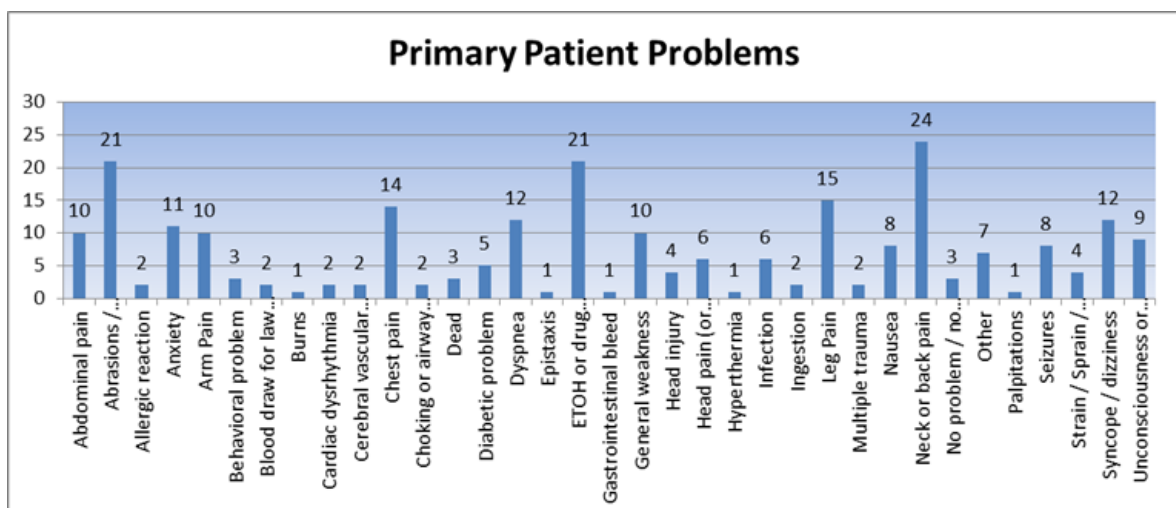
The pie chart and graph below indicates calls for the month, not the overall year:

**Total Incidents by Category**

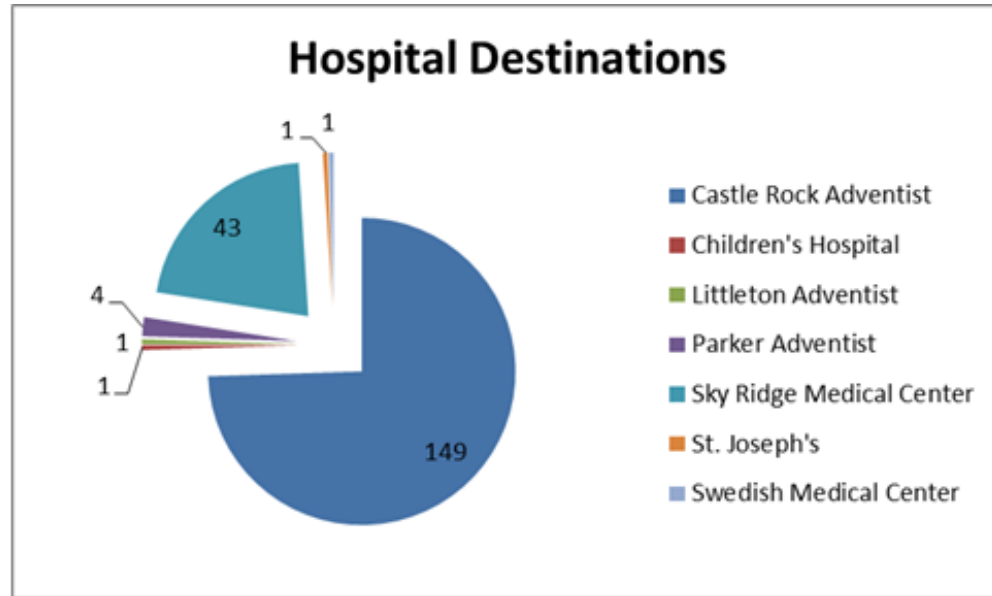


## EMS Calls:

The most common EMS call in July was for neck or back pain with 24 patients. The second most common was for abrasions and alcohol or drug issue with 21 patients each.



For the month of July, 43 patients were transported to Sky Ridge, which is 21.5% of all patients transported, and 149 patients were transported to Castle Rock Adventist, which is 74.5% of all patients transported.



#### Measurable Outcomes:

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

**July 2015...99.2%**

**June 2015...100%**

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

**July 2015...98.9%**

**June 2015...99.2%**

#### Fire Calls:

During the month of July we ran 10 fire calls compared to 13 last year. We had 34 alarm calls compared to 53 last year at this time.

#### **Key Operational News:**

Significant incidents are on each individual shift report. Three to note were:

A gas line cut in the construction project at the Meadows/Founders bridge and I25, which resulted in the closure of the entire bridge and interchange for almost ten hours.

A residential structure fire in the Meadows, which was suspected to be caused by lightning.

A high angle rescue from the Rock in which a juvenile male became stuck about halfway up the southwest face of the Rock.







### Significant Incidents for July:

- **A Shift:** Nothing to report
- **B shift:** On July 17, 2015, the call was for a Murder/Attempted Suicide in Founders Village, Engine 153, Medic 153, and Medic 151 responded. Battalion Chief 151 special called.
- **C Shift:** On July 21, 2015 all Castle Rock Fire units with the exception of Medic 154 and several units from South Metro, Larkspur, Franktown, and Jackson 105 Fire Departments responded to 4094 Brilliance Drive on a structure fire. The fire was challenging due to several areas where the fire had spread. There was one firefighter that needed to be assessed for exhaustion.



Below are the response time tables for June. As a reminder, these are one month behind due to the way we collect and calculate data.

### June Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		06/01/15 - 06/30/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 04:29	Call to Arrival @ 07:30	
<b>85.6%</b>	<b>91.5%</b>	<b>83.6%</b>	<b>92.6%</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>01:36</b>	<b>01:49</b>	<b>05:00</b>	<b>07:04</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>173 / 29</b>	<b>173 / 16</b>	<b>158 / 31</b>	<b>189 / 15</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>88 / 84 / 87 / 84</b>	<b>70 / 97 / 95 / 89</b>	<b>70 / 84 / 88 / 81</b>	<b>84 / 92 / 94 / 94</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

### June Rural

Distribution Matrix		Castle Rock Fire and Rescue Dept.		06/01/15 - 06/29/15
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:52	Travel @ 05:19	Call to Arrival @ 08:20	
<b>80.6%</b>	<b>93.9%</b>	<b>80%</b>	<b>86.5%</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>01:24</b>	<b>01:40</b>	<b>06:32</b>	<b>08:48</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>58 / 14</b>	<b>62 / 4</b>	<b>56 / 14</b>	<b>64 / 10</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>90 / 71 / 77 / 92</b>	<b>90 / 88 / 96 / 100</b>	<b>70 / 71 / 88 / 84</b>	<b>80 / 86 / 85 / 92</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

### Deputy Chief Commentary:

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 24 sets of body armor, thus reducing the amount we would have to purchase. The grant review occurred on July 31<sup>st</sup>, and we believe we will receive grant approval. Once a decision is rendered, we will move forward with getting this equipment purchased.

## *Life Safety Division:*

### ***Plan Reviews –***

As we all know the Promenade is rolling right along and causing a lot of increased work with multiple groups of contractors and developers. Since the beginning of the year the Bureau has logged 105 hours of plan reviews just dealing with this project. As last month stated we provide plan reviews for new buildings, proposed projects, and site development projects. This assists the developer to know what to expect when the project takes off and hopefully head potential problems that could cause the project to come to a grinding halt. Just over 31% of the 86 set of plans that were submitted for review in July were for projects coming in or being proposed to be built here.

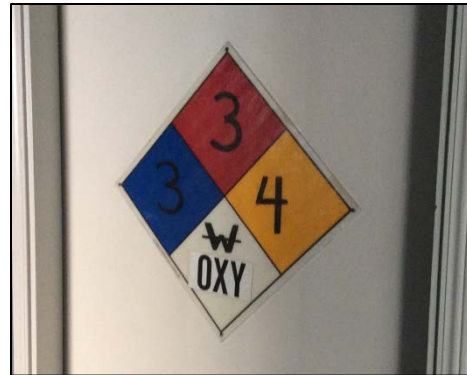


As mentioned with the Promenade project come a vast amount of inspections. A total of over 23% of the construction site inspections were performed for this project. Another 73 construction site inspections were done for the other projects within the Town. These site inspections average about 50 minutes per inspection, not including the time to drive to the site. These can be for underground fire line piping, emergency vehicle access or for bi-directional antenna system inspections for emergency radio transmissions.

Another area that has recently has become a hot topic is the special events program. This includes permitting any food truck or trailer that has ability to cook and/or produces grease-laden vapors while cooking with vegetable or animal fats. We did a total of 11 special event inspections during the month of July as well as compiling information for the public as to what is expected when we perform these inspections. This handout/application should be ready for public release in August.

### ***Hazardous Materials –***

We maintain the Arapahoe-Douglas County Hazardous Materials database for the businesses within the fire protection district. While all businesses are required to report any hazardous materials that they are using, storing, and/or handling; if they don't meet the minimum threshold they are not required to submit storage site plans. With this we are required to not only evaluate the database, but also make a site visit to verify and ensure safe storage and handling practices. During the month of July we completed 7 total hazmat inspections. We also responded to two hazardous material evaluations of scenes or possible problems. We are currently re-writing the hazardous material billing SOG to assist with recovering the increasing costs of running these high risk calls.



### ***Existing Business (occupancy) Inspections –***



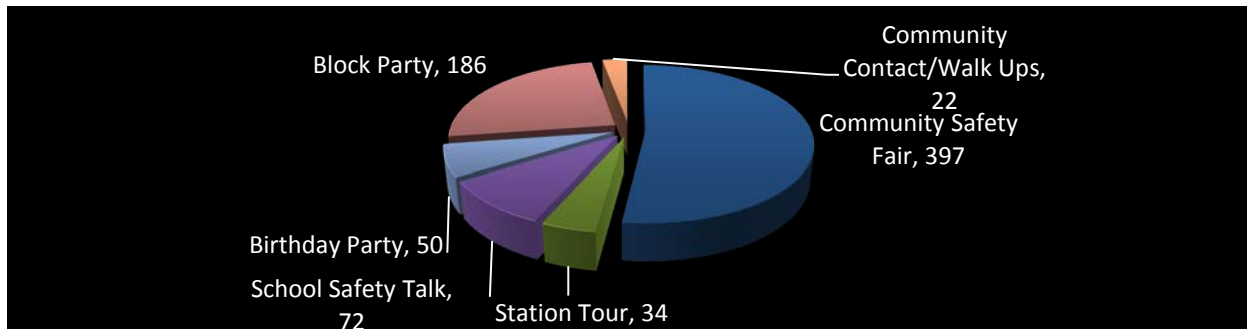
During our existing building inspections we not only look at the businesses that are operating, but, if there is a vacant space within the building as well. This is to not only protect the building owner by reducing the chance that a fire could possibly start in an unattended area and then migrate over to the occupied area without the knowledge of the occupant. We will also try to do all of the occupants of that particular building to reduce the impact of coming several different times to complete several different inspections. During the month of July the bureau performed 257 inspections, consisting of primary, follow-up, and correction notice inspections. With this there were a total of 63 inspections that were completed, meaning that all violations had been addressed and were compliant or had no violations when the inspection was performed. During the month of July we added 24 new occupancies either through new buildings or occupancies that had not been entered into our system



prior. This increases our total occupancy profile count to 1463 meaning that since March of 2012 we have added an average of 8.6 new occupancies each month.

### ***Public Education –***

During the month of July, Chief Morales hosted the public education committee. This committee was formed from information that was gathered during the retreat that indicated more input was needed to assist with designing different programs to get information to the public. During the month of July the public educators and line staff either scheduled, participated or facilitated a total of 16 events, allowing 761 public contacts resulting in 16.5 hours of work. Another portion of public education or assistance is the certified car seat installation program. Car seat technicians oversaw the installation of a total of 21 car seats for the public.



### ***Investigations –***

During the month of July the Bureau conducted two fire investigations and assisted the line staff with several other issues.



## Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	133.75	1283	1702.25
Fire-Department Wide	849.75	6920.35	7309.40
Department Operations	41.0	489.25	878.65
<b>Total</b>	<b>1024.50</b>	<b>8692.60</b>	<b>9890.30</b>
A-Shift Training Hours	172.0	2827.05	2865.05
B-Shift Training Hours	312.0	3197.25	3177.70
C-Shift Training Hours	303.5	2305.50	2690.75
Staff / Fire Prevention Bureau	237.0	362.80	1156.80

### Major Topics Covered

#### Fire Training

- Trench Rescue Operations Training
- Explorer academy

#### EMS Training

- Home Medication Over Dose and Toxicological Emergencies
- Protocol and Skills Review

In the month of July, the department conducted Trench Rescue Operations training department-wide and consisted of three components: classroom, skills orientation and a rescue scenario. The purpose of this training is to ensure that all members are at the operations level in accordance with NFPA 1670 Standard on Operations and Training for Technical Search and Rescue Incidents.

Explorer Post 107 conducted their annual academy assisted by on duty crews. Coordinated by Firefighter/Paramedic Michael Moore, the Explorer Post Academy included 64 hours of instruction in basic firematics. In addition to coordinating the academy, Firefighter/Paramedic Moore was able to complete needed repairs to the ventilation prop with the assistance of Firefighter/EMT Shawn McWhorter.

### Explorer Academy



Explorers making entry





Fire Streams

Rolling Hose



"Catching the plug"

Fighting a real dumpster fire

