

# Castle Rock Fire and Rescue Department



An internationally accredited Fire/Rescue agency 2012-2017

## September 2015 Monthly Report

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

### Department News:

The Fire Department held its 10<sup>th</sup> Annual Paint A Thon. The Paint A Thon was an idea Chief Morales brought with him when he became Chief of the department. The program's intent is to beautify the community and help those in need of painting the exterior of their home. In order to qualify, the homeowner must have a financial need or health limitations. On September 26<sup>th</sup> members of the fire department along with community volunteers prepped a home in the Founders Village neighborhood. On Oct. 3<sup>rd</sup> the house was painted. The recipients were extremely grateful. We couldn't have done it without the help of over 50 volunteers for the two days. Thank you Castle Rock Community!



## Customer Service:

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

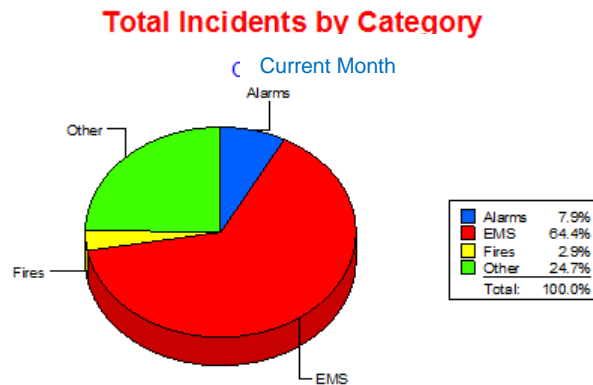
Of the 45 Customer Survey cards rating service in September, 39 were of the highest overall rating of 5 and 6 were rated 4. Some of the comments received read; *“Outstanding! Paramedics did not waste time. Knew exactly what they were doing. Was surprised when they visited me in the hospital room. When I asked them if they liked their job, the reply in unison was “we love our job”. This speaks volumes about your department. Thank you!”* another read: *“The EMT’s are friendly and professional. They provide personalized service and make me feel special.”*

## Call Statistics:

For the month of September 2015 we responded to 481 calls for service. Last year at this time we responded to 407 calls. This places our year to date calls at 410 over last year, an increase of approximately 12%.

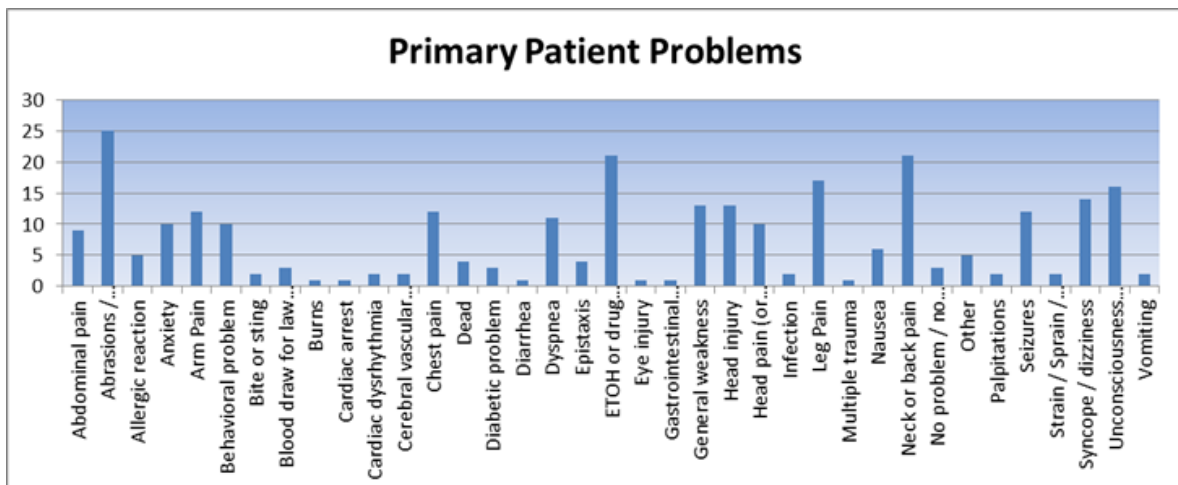
Of the 481 calls for service, 310 of the calls were for EMS. We had a total of 279 patient contacts and transported 199 patients. This time last year we had 180 transports.

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

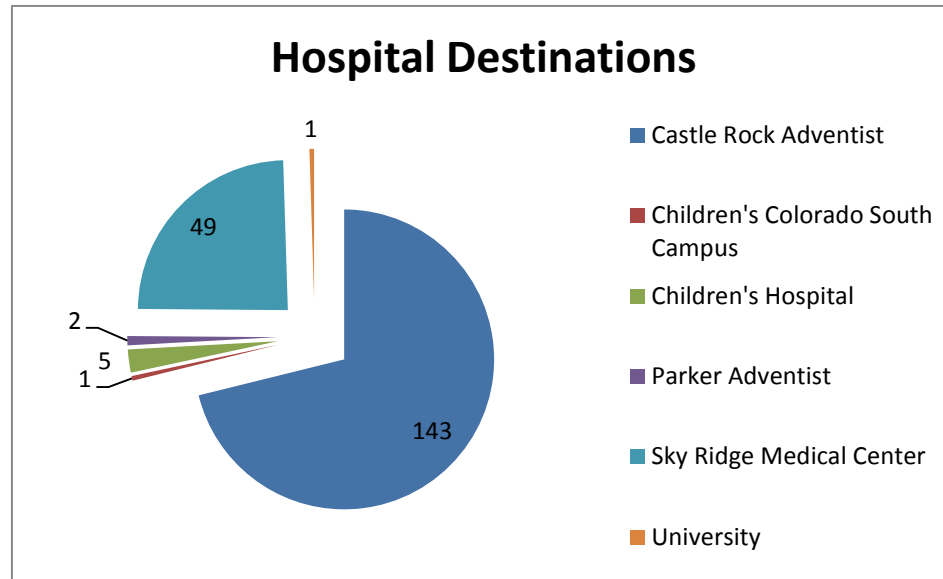


## EMS Calls:

The most common EMS call in September was for abrasions with 25 patients. The second most common was for neck or back pain with 21 patients.



For the month of September, 143 patients were transported to Castle Rock Adventist, which is 71.1% of all patients transported. 49 patients were transported to Sky Ridge, which is 24.3% of all patients transported.



#### **Measurable Outcomes:**

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

**September 2015...100%    August 2015...99.3%**

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

**September 2015...98.9%    August 2015...99.0%**

#### **Fire Calls:**

During the month of September we ran 14 fire calls compared to 6 last year. We had 39 alarm calls compared to 25 last year at this time.

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

Significant incidents are on each individual shift report.

Lt. Scott Eckels resigned from the Department last month to accept a position with the Denver Fire Department. Scott had been with the Department for 15 years, and we wish him the best in his new job at Denver Fire.

Our call volume is up significantly this year as compared to last. With the end of September having us 410 calls ahead of last year, our call volume is up 12% over the same time frame last year.

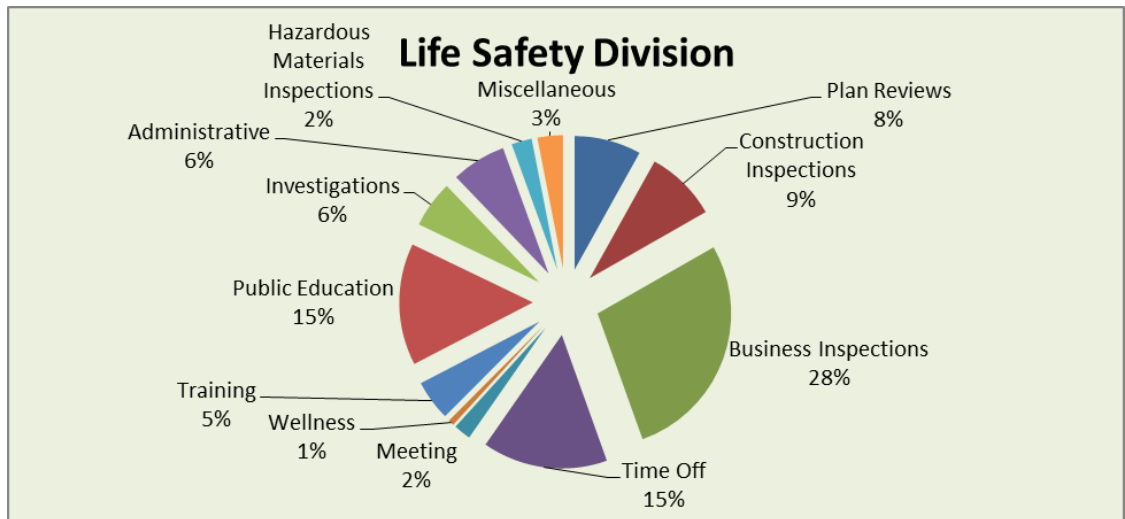
#### **Significant Incidents for August:**

- **A Shift:** No significant incidents
- **B shift:** No significant incidents
- **C Shift:** On September 7, 2015, Brush 154, Medic 153, Battalion and Division Chief 151, Quint 155, South Metro Fire and Franktown units responded to 3833 Crowfoot Valley on a threatening brush fire. This was a two alarm fire and no structures were lost.

On September 19, 2015, Battalion, Engine, and Medic 151, Medic and Engine 154, and Division Chief 151 responded with Jackson 105 Fire and several other agencies, on a structure fire. Once the fire was under control, it was returned to Jackson 105 Fire personnel.



## Life Safety Division:



### Existing Business (occupancy) Inspections –

During the month of September we completed a total of 29 primary inspections and 87 follow up inspections. There were a total of 60 inspections completed this month with the expectation that we will complete another primary inspection next year. This works out to be around 10.1 hours per closed inspection. One needs to realize that not all the inspections that are opened in a month are closed within that same month.

We are also adding approximately 9.5 new occupancies each month to our database. Currently we have 1526 businesses (occupancies) that occupy space either stand alone or within a building (core/shell). The building itself requires an inspection to ensure that it is safe to house the businesses that operate out of it.



### Plan Reviews –

We have seen plateau in the amount of plan reviews that we have received for September. There was a total of 118 plan reviews completed, with an average time of almost  $\frac{3}{4}$  of an hour per plan review. This is a large amount of plan reviews for this small division to manage although we are doing a superb job at it. Our plan reviewers are staying on top of the deadlines and meeting all requirements placed on them.

## Hazardous Materials –

As indicated on the above graph hazardous materials reporting can take considerable time when there is an inspection to verify the materials, quantity, and location of the hazardous materials. Then there is time that is associated with ensuring the information that they are inputting into the county database is accurate as well. This month Rick Young was able to initiate a total of 29 inspections and complete a total of 10. This is on top of the plan reviews, construction inspections, and investigations that he has as well.



## Investigations –

During the month of September the Bureau conducted two fire investigations and assisted the line staff with seven other issues. These range from nuisance fire alarms to problematic fire protection systems.

## Public Education –

During the month of September, this division was especially busy preparing for Fire Prevention Month in October. There was a good amount of time spent ordering supplies getting all the logistics prepared for the next month's festivities. Overall between the line members and public educators, the department met with 656 contacts in a total of 17.25 hours in 15 public education events. The majority of public contacts this month came from community safety fairs, large amount of people all coming out to hear safety messages and see the firefighters.



## Training Division:

Subject	Current Month	2015 YTD	2014 YTD
EMS-Department Wide	66.50	1596	2291.25
Fire-Department Wide	584.50	7979.35	8799.90
Department Operations	35.50	523.50	1011.15
<b>Total</b>	<b>686.50</b>	<b>10098.85</b>	<b>12102.3</b>
A-Shift Training Hours	131	3437	3739.55
B-Shift Training Hours	265	3398.25	4015.90
C-Shift Training Hours	172.50	2793.25	3447.50
Staff / Fire Prevention Bureau	118	470.35	899.35

### Major Topics Covered

#### **Fire Training**

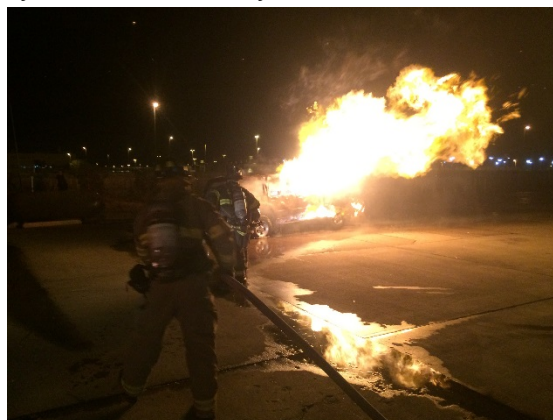
- Rural Water Supply Operations
- National Fire academy MAYDAY Training with Rocky Mountain Fire Academy
- Ammonia Safety Awareness Day

#### **EMS Training**

- CPR Certification
- Electrocardiogram Refresher

In the month of September, the department conducted Joint Fire Training with our mutual aid partners. The subject was Rural Water Supply Operations; the intent was to simulate supplying water to companies operating in un-hydranted areas. Over the course of the training we, along with our area training partners were able to supply more than 270 gallons of water per minute consistently. This target flow exceeds the 250 gallon per minute required by the Insurance Services Office.

Members of the department, led by Engineer Jay Allen, hosted the Aurora Fire Department Recruit Academy for the MAYDAY portion of their program. The MAYDAY class is important to the safety and survival of members by teaching them to recognize when they are in trouble and to call for help immediately when they recognize the parameters that indicate trouble. This class is taught using the National Fire Academy curriculum and was very well received by students and Aurora Fire Academy Staff.





*Figure 1 – Members participating in Aurora Fire Academy's Multi Company Training as part of the Fire Academy's final exercises.*



*Figure 2 – Drafting from the 3500 gallon Port-a-tank as part of the Rural Water Supply Training*



*Figure 3 – Rural Water Supply - setting up for Relay Pumping*



## Accreditation Monthly Status: September 2015

- 2015 Risk Assessment (*primary focus*)
  - Working with G.I.S. on mapping risks for each service category
  - Considering updating all OVAP (~1400) datasheets to include a “Special Risk” category.
    - Excessive/unobtainable fire flow
    - Bowstring construction
    - Very high life hazard/would exceed CRFD’s capability
  - Working with the Life Safety Division, Risk Young, on updating the HAZMAT risk assessment.
- StatsFD:
  - Attended 2 web-based training sessions
  - Update *still* pending to resolve a couple of reference errors identified.
- Poudre Fire Authority requested a meeting to evaluate our First-In system. Meeting scheduled for October 13<sup>th</sup>.
- Data analysis:
  - Data issue reported as resolved in mid-September.
- Strategic Planning:
  - Time has been shifted to complete the 2015 Risk Assessment
  - Community survey questionnaires finalized and will be presented at all Public Safety open houses the week of 10/5. Additionally, Lori is working to schedule Ice Cream Socials in each of the station planning zones for November and December.

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

Total Hours: 45  
On-Duty Hours: 15  
Over-Time: 30

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

Total Hours: 1168  
On-Duty Hours: 1057  
Over-Time: 111