

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

March 2016 Monthly Report

Department News:

Typical Colorado weather, March brought in a Spring Blizzard. On March 23rd, the snow came in fast and furious. We activated the Track Rescue Vehicle (Snowcat), to evaluate and assist stranded motorists on I-25 and evacuate as needed, resulting in 5 evacuations. Evacuees were taken to a temporary shelter at Kirk Hall. There were approximately 140 people in the shelter for about 16 hours.



Customer Service:

Measurable outcomes - Rating of 4 or better on customer survey cards 100% of the time
March 2016...86%

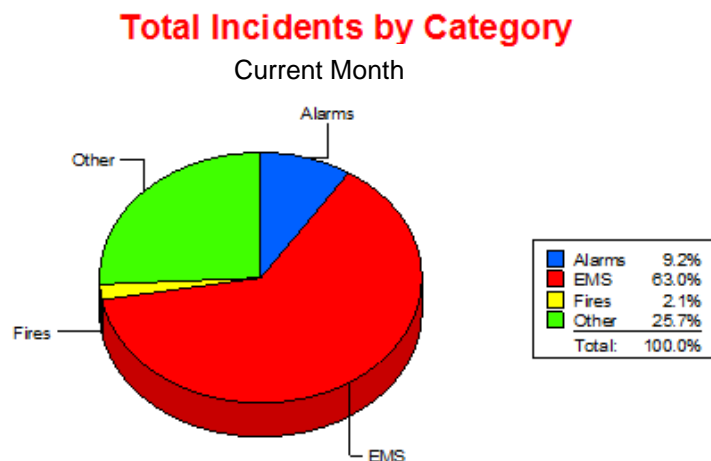
Of the 43 Customer Survey cards rating service in March, 37 were of the highest overall rating of 5, 4 were rated 4, and 2 had a rating of 3. Some of the comments received read, *"Outstanding service – thank you! Saved her life. She had to be transported from the hospital via Flight for Life to Porter for emergency surgery. Two weeks later – she is good!"* Another read, *"I am a Marine vet (Korean War). You people are the best. Really 'gung ho'. We are as safe as if a company of Marines were camped at your firehouse!! Semper Fi."* Another read, *"The response team was great. They comforted my kids while also treating me. Greg and John (I think that was his name) were amazing and helped to keep me calm as well. Thank you all so much!!!"*

Call Statistics:

For the month of March 2016 we responded to 424 calls for service. Last year at this time we responded to 385 calls. This places our year to date calls at 1280 which is 131 over last year, an increase of approximately 11%.

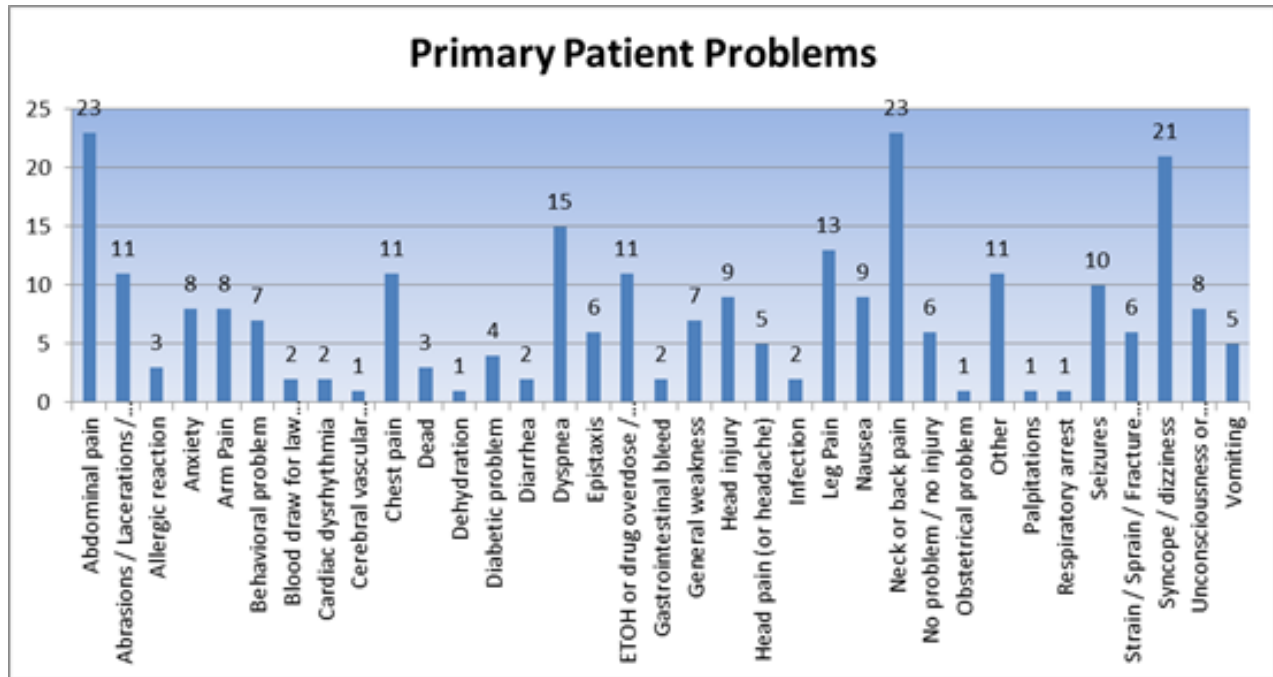
Of the 424 calls for service, 267 of the calls were for EMS. We had a total of 258 patient contacts and transported 205 patients. This time last year we had 176 transports.

The pie chart below indicates calls for the month:

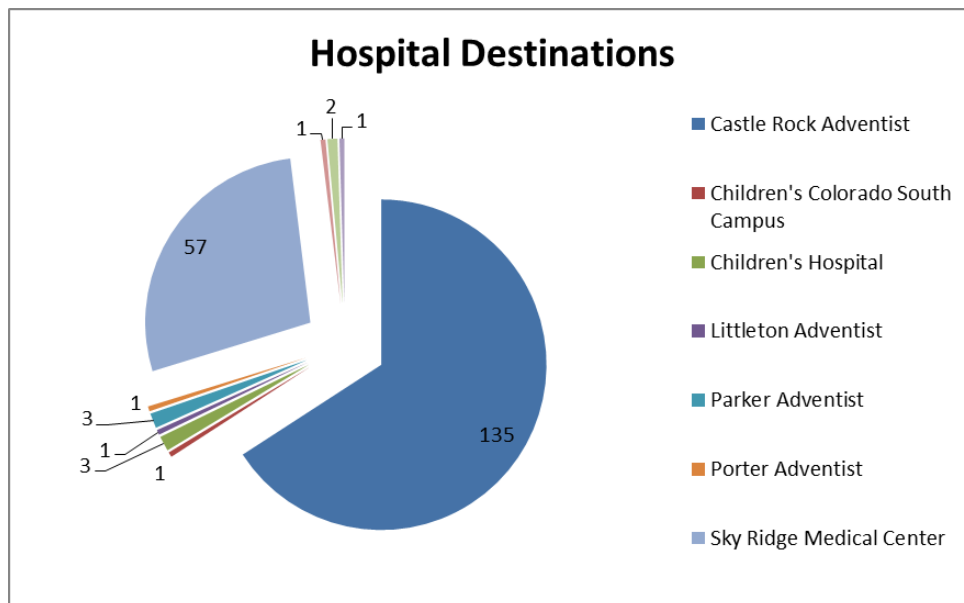


EMS Calls:

The most common EMS call in March was for neck or back pain and abdominal pain with 23 patients each. The third most common was for syncope/dizziness with 21 patients.



For the month of March, 135 patients were transported to Castle Rock Adventist, which is 65.8% of all patients transported, and 57 patients were transported to Sky Ridge, which is 27.8% of all patients transported.



Measurable Outcomes:

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

March 2016...100%

February 2016...100%

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

March 2016 ...99.0%

February 2016...99.1%

Fire Calls:

During the month of March we ran 9 fire calls compared to 8 last year. We had 39 alarm calls compared to 30 last year at this time.

Key Operational News:

A Shift: No significant incidents

B Shift: No significant incidents

C Shift: On March 23, 2016, C Shift responded to numerous calls for rescuing stranded motorists due to the blizzard. We also responded with Jackson 105 on a reported structure fire. The fire was contained to the propane tank hose with minor extension to the siding of the house. That scene was left with Jackson 105 personnel.

Below are the response time tables for February 2016:

Metro/Urban/Suburban

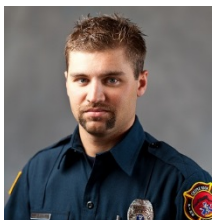
Distribution Matrix		Castle Rock Fire and Rescue Dept.		02/01/16 - 02/29/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:26	Call to Arrival @ 07:20	
87.3%	84%	76%	87%	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
0.0%	0.0%	0.0%	0.0%	
01:16	01:58	05:21	07:34	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
193 / 28	184 / 35	168 / 53	194 / 29	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
88 / 90 / 84 / 86	45 / 85 / 91 / 96	71 / 78 / 78 / 74	75 / 94 / 86 / 88	
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.		02/02/16 - 02/29/16
Department Distribution by Performance Type		All Incident Types		
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 06:02	Call to Arrival @ 08:56	
84.1%	82.7%	72.8%	85.5%	
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%	
01:25	01:54	07:04	09:20	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
69 / 13	67 / 14	59 / 22	71 / 12	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
87 / 91 / 87 / 66	33 / 91 / 93 / 78	55 / 78 / 76 / 68	62 / 82 / 100 / 73	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	



Lt. Jay Allen received his Fire Officer designation in March, and Lt. Mike Moore and Acting Lieutenant Mike Horn received theirs in February from the Commission on Professional Credentialing at the Center for Public Safety Excellence. With the addition of these three, we now have eight credentialed individuals designated at the Fire Officer level or higher. Congratulations to all three!



FF/PM Mike Moore was selected to be promoted to Lieutenant as of April 1st, and he will be moving to A Shift to fill the vacancy there. Congratulations Mike!

1st Quarter 2016 Explorer Report:

In January, the Explorers met and discussed goals for the year. They will be completing a community service project, a large scale drill/training, and a donation to a charity of their choice.

We are currently starting the planning process for this year's academy. Our normal trainings/meetings are continuing as planned.

Current Roster

We currently have 12 Explorers and 0 in the observation period

Trainings/Meetings

January- Search/Ventilation/Planning Meeting

February- Hose line placement/ Engine Operation/ Saw Safety

March- Search/ Medical Assessments/Trauma Assessments

Events

None

Future Events/ Projects

Explorer Academy

Overtime Expenditures

January - 12 Hours

February - 16 Hours

March - 8 Hours

Account Balance and Expenditures

Explorer Bank Account Balances as of 03/31/2016

Checking: \$ 13,135.39

Debit: \$ 2,562.46

Future Trainings: see CRFD Training Calendar or www.explorerpost107.com

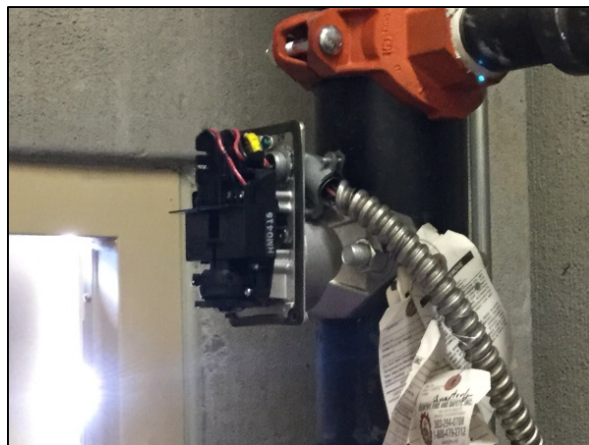
Next Quarterly report will be due July 31st 2016.

Life Safety Division:

Existing Business (occupancy) Inspections -

During the month of March we completed a total of 20 primary inspections and 85 follow up inspections. There were a total of 48 inspections completed 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. 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 10.8 new occupancies each month to our database. Currently we have 1648 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 -

During the month of March there were a total of 131 plan reviews completed, with 69 permits being issued. These plan reviews range from special events to looking at projects that people bring in to see if it is feasible. As seen by the number of permits issued these are for work or items that are required to be permitted to allow to happen. This keeps the three in the plans review section busy as they are completing the construction inspections as well. A total of 343 hours were logged as Development Services hours this month as we are partners with this division.

UAV (Drone) Update -

As many of you are aware the UAV (Unmanned Aerial Vehicle) that we have on the Department is operated by Rick Young. He had to attend classes and register with the FAA in order to be licensed. Fortunately he had done this for his personal UAV, prior to the Department owning a UAV. This last month was instrumental as the FAA has allowed the ceiling in which a UAV can operate from 200 feet to 400 feet. This allows some latitude in some of the areas that we use the UAV. This can assist with determining the size and complexity of wildland fires without putting lives at risk, this can assist in determining burn patterns, and ours also happens to have some weather gathering equipment attached to it as well. There are strict guidelines as to when it can be used, however, we are very fortunate to have a FAA licensed UAV operator on our team.

Public Education -

During the month of March, this division has really started to ramp up the public education programs. They are working on planning six open houses during the year (based on feedback from the public surveys that were taken during the accreditation open houses). They have worked with local Girl Scout and Boy Scout troops to assist them in achieving certain merit badges. Realizing that this cannot be done solely by the Public Educators the line staff has really stepped up and given assistance when needed. The majority of the public education events include both divisions of the Fire Department. Overall between the line members and public educators, the department met with 156 contacts in a total of 8.75 hours in 11 public education events.

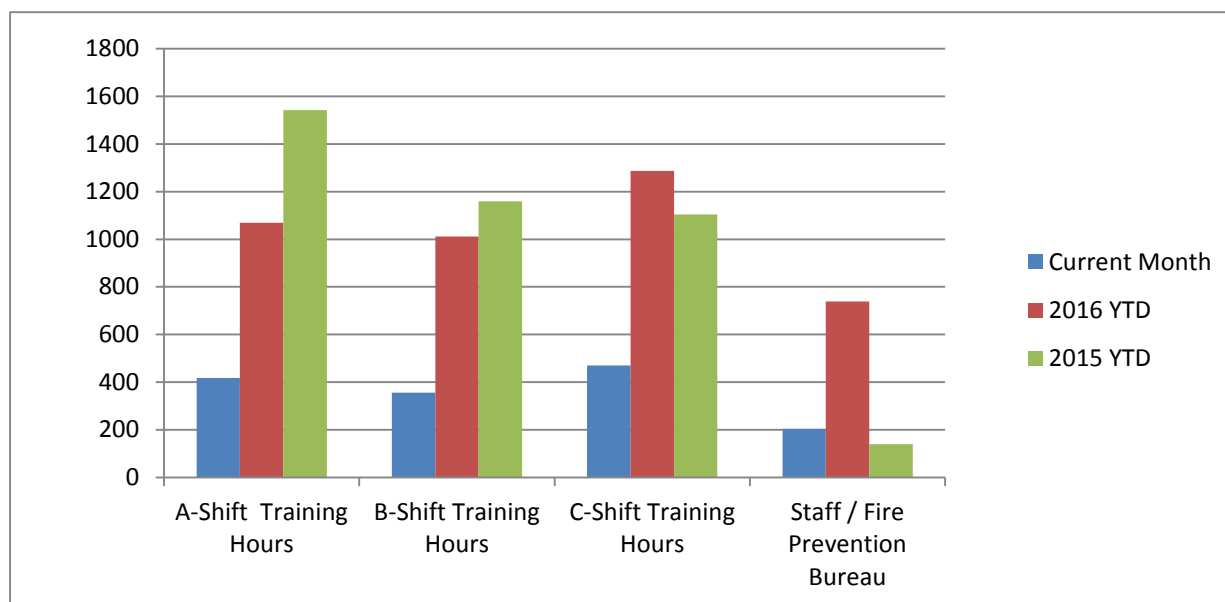
Special Events -

March was a good month to get our special events items ready to kick off for the season. We have worked hard with Casey Willis, Special Events Manager and with Jennifer Martin from Parks and Recreation in an attempt to gather information on every event in the Town that would require at least a cursory look at it. We are happy to have this partnership with the other departments in the Town.

Training Division:

Department Training Hours

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	123.25	498.5	465
Fire-Department Wide	1204.25	3293.25	3196.75
Department Operations	121.25	314.25	282.5
Total	1448.75	4106	3944.25
A-Shift Training Hours	418	1069.5	1542
B-Shift Training Hours	356.25	1010.85	1159
C-Shift Training Hours	470.25	1287.05	1103.75
Staff / Fire Prevention Bureau	204.25	738.6	139.5



Major Topics Covered

Fire Training

- Wildland Hands on and command simulations
- Rope Rescue Mini Training
- Irons and Ladders Practical Ladders Class

EMS Training

- Geriatric Trauma
- Protocols, Electrocardiogram and Basic Life Support Skills reviews

In the month of March, the department completed the Wildland Hands-on and Command Simulations. Rope Rescue mini-trainings have been developed by Chad Wachs and the shift rope rescue leads, and has been sent out to the individual companies to complete.



Members laying progressive packs

Brush 153 leading the simulated fire attack



Franktown Fire District Members participating in multi-unit drills

Accreditation and Emergency Management Monthly Status

This month was another busy month in several areas. First, the Department wrapped up its annual retreat with a goal of completing a draft of the updated Strategic Plan by 4/1. As of 3/31, the draft is complete pending the inclusion of the Fire Training Center Expansion strategic goal (target April 5th). Second, the Department sent three members (AC Rollins, Admin. Assistant Supervisor Kania and DVC McCarthy) to the 2016 Excellence Conference sponsored by the Center for Public Safety Excellence. This conference was four full days of seminars dealing with accreditation, professional credentialing, continuous improvement, and leadership. While at the conference, AC Rollins attended numerous Commission on Fire Accreditation International (CFAI) hearings. From these hearings, it is apparent that the current Commission is focusing on; strategic goal tracking, how active labor union/associations are in the accreditation process, health and wellness, and ensuring the accreditation model is engrained in the department culture. Admin. Assist. Supervisor Kania attended the “basic accreditation” track and commented on the value of the conference, saying she now has a much better understanding of the accreditation process and its intangible benefits. DVC McCarthy followed the Professional Credentialing track saying the biggest take away was “the value of professional credentialing”. Lastly, AC 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. DVC McCarthy has attended meetings and will be evaluating the level of CRFD involvement, more to follow.

- Data analysis:
 - February data analysis provided to Operations Division, and sent to all members.
 - Working with StatsFD and High Plains to further automate data entry into StatsFD
- Strategic Planning:
 - Department Retreat completed 3/1, and comprehensive retreat minutes sent to all members on Friday March 4th
 - Draft Strategic Plan waiting input from the Fire Training Center Expansion team
 - Working with Lori to have the Strategic Plan placed on the Town Council calendar
- Self-Assessment:
 - With the receipt of the Fire and Emergency Services Self-Assessment Manual 9th ed. (FESSAM 9th), work has begun on updating the FESSAM
 - Meetings have begun with category managers to review and discuss the changes in the FESSAM 9th and how to best address them
- Risk Assessment:
 - Work on this line item slowed to allow time and focus on the Department Retreat / Strategic Plan update
 - Goal to have this document in final draft by 5/1
- Standards of Cover
 - Work on the standards of Cover (SOC) will begin upon completion of the risk assessment
- Emergency Operations Plan (EOP)
 - Work has begun on the update to the 2005 IMGS to bring it in-line with the current County EOP. Once the general updates are complete it will need to be sent to department heads for specific updates