

Castle Rock Fire and Rescue Department



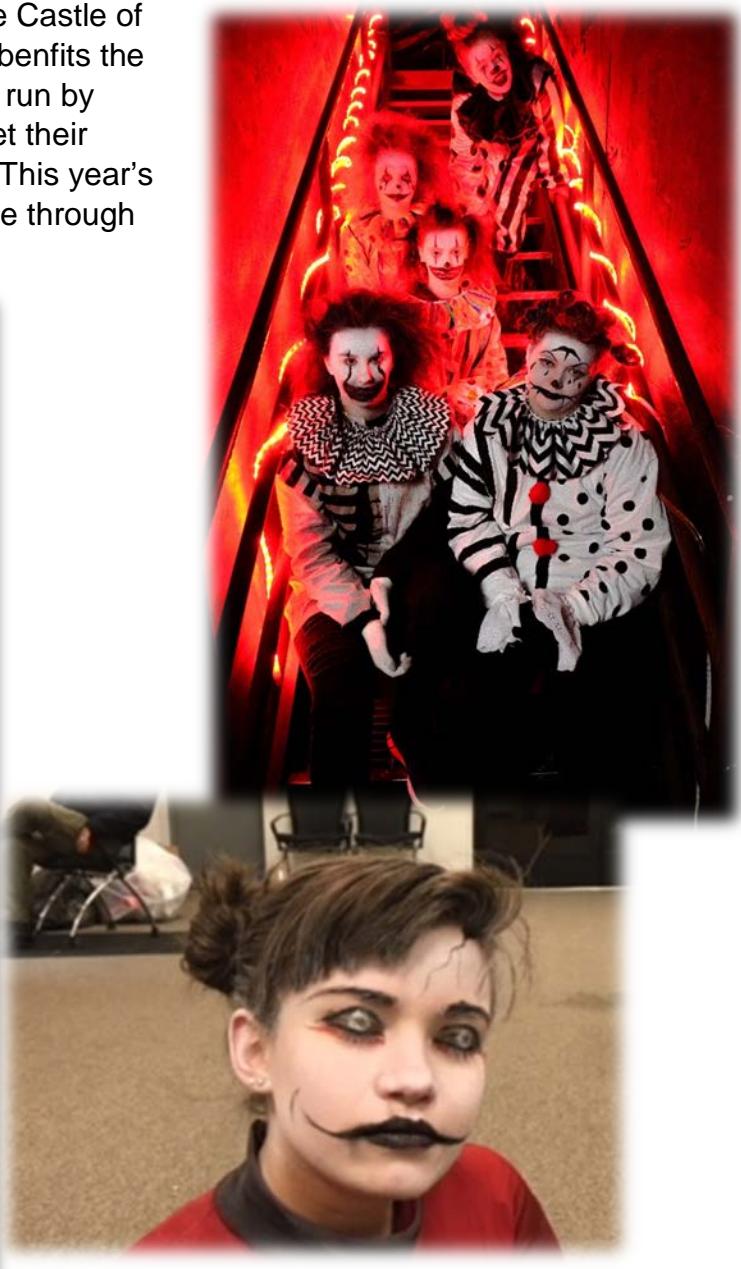
Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2012-2017

October 2017 Monthly Report

Department News:

October was a month of ghosts and goblins. In the Castle of Terror that is! Castle of Terror is a fundraiser that benefits the Police and Fire Explorers. It's a great event solely run by volunteers. It is also a great way for students to get their community service hours needed for high school. This year's theme was Freakshow. Over 1600 attendees came through the awesome, scary haunted house.



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Vision - To Be The Best - at providing emergency and prevention services
Mission - High Customer Satisfaction - through quality preparation and excellent service
Values - Strength, Honor, Integrity, Excellence, Leadership, Dedication, Service

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
October 2017...90%

Of the 20 Customer Survey cards rating service in October, 17 were of the highest overall rating of 5. One had an overall rating of 4, one a rating of 3 and one a rating of 1. Some of the comments received read; *"They arrived so fast and took special care of my husband who was in a lot of pain and confused due to his Alzheimer's disease. Thank you so much."* Another read: *"Everyone was wonderful, skilled, efficient, compassionate, comforting and calming. Thanks."* Another read: *"Very caring, kind and professional people. Makes all of us feel safer."*

Call Statistics:

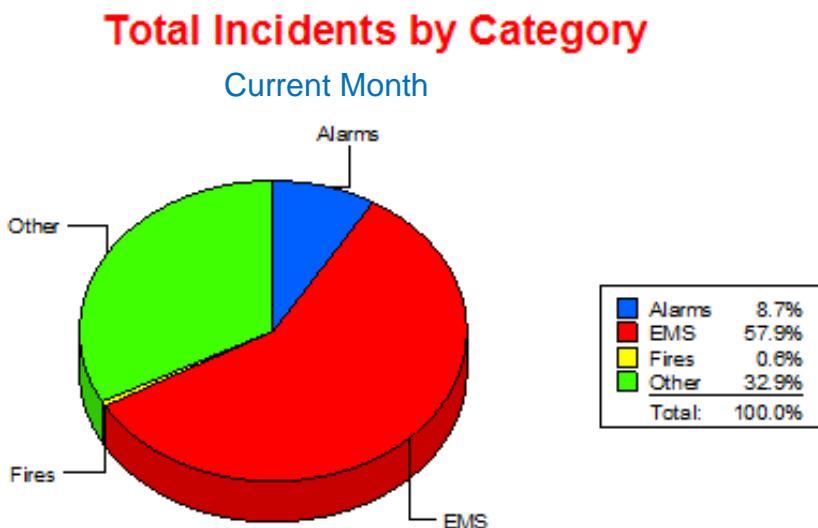
For the month of October we responded to 484 calls for service. Last year at this time we responded to 459 calls. This places our year to date calls at 4,709 which is 352 over last year, an increase of 8.1%.

Of the 484 calls for service, 280 of the calls were for EMS. We had a total of 270 patient contacts and transported 199 patients. This time last year we had 197 transports. Five patients were transported by our High Intensity Unit.

Fire Calls:

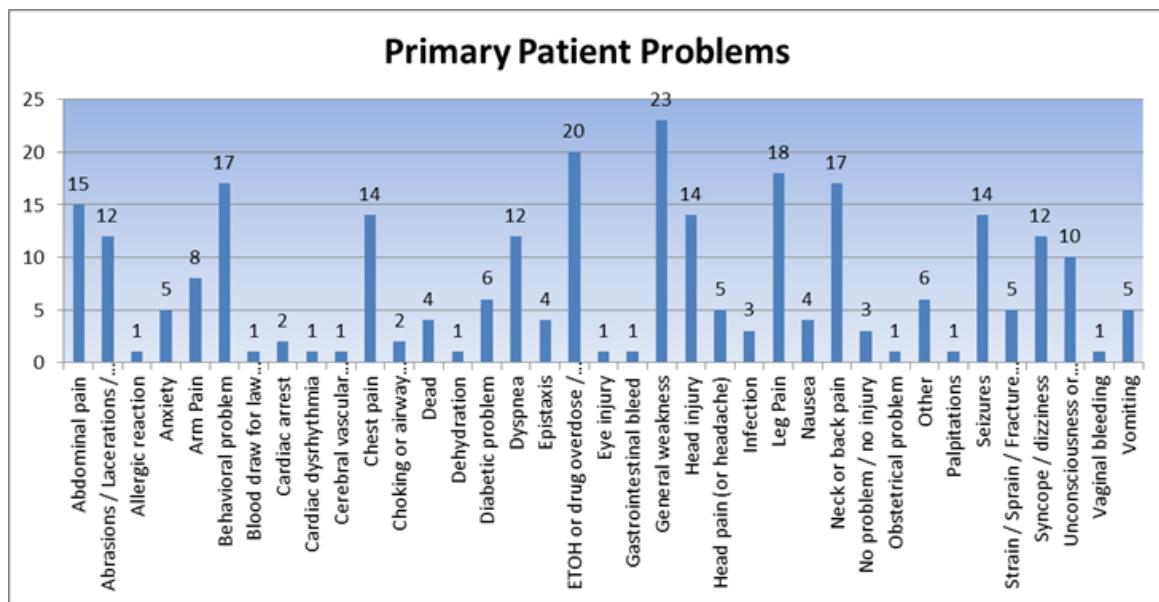
During the month of October we ran 3 fire calls compared to 14 last year. We had 42 alarm calls compared to 39 last year at this time.

The pie chart below indicates calls for the month:



EMS Calls:

The most common EMS calls in October were for general weakness with 23 patients, the second most common was for alcohol or drug overdose with 20 patients.



Measurable Outcomes:

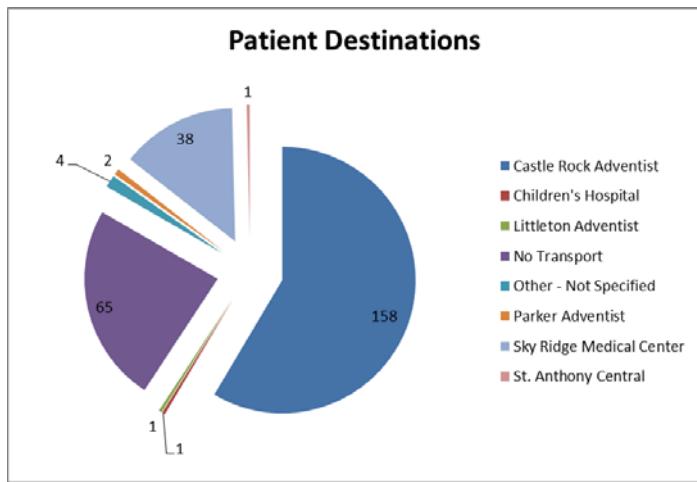
CRFD Paramedic on scene of all EMS calls 99% of the time

October 2017...100% **September 2017...100%**

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

October 2017...99.1% **September 2017...98.8%**

For the month of October, 158 patients were transported to Castle Rock Adventist, which is 77.0% of all patients transported, 38 patients were transported to Sky Ridge, which is 18.5% of all patients transported.



Significant Incidents:

C Shift: On October 25, 2017, Engine and Medic 154 and Battalion 151 responded to an unconscious and not breathing call in The Meadows. On arrival, CPR had been initiated. ALS protocols were initiated without success. The patient was pronounced dead and the scene was left with CRPD.

On October 26, 2017, Engine 154, Engine and Medic 151, Battalion 151, and Division 151 responded to an entrapment. One patient was removed without incident and transported for minor injuries. OSHA was notified and responded to the scene.

Key Operational News:

Members participated in the Stop the Bleed (STB) train-the-trainer training last month in advance of our deployment of the Stop the Bleed kits. The training is relatively easy, discusses how to apply the items found in the STB kits, and can now be taught by any of our members who attended the class. We are finalizing the plan and hope to begin deploying these in November.

Life Safety Division:

Development Services:

• Plan Review/Referrals:	141
• Inspections/Appointments Related to New Construction:	105
• Hours to Development Services:	441

Existing Facility/Maintenance and Special Event Inspections:

• Business Primary Inspections:	35
• Hazardous Materials Facilities	1
• Total Number of Occupancies in the ER Data Base:	2003
• Special Event Inspections:	6

Response Assist/Investigation:

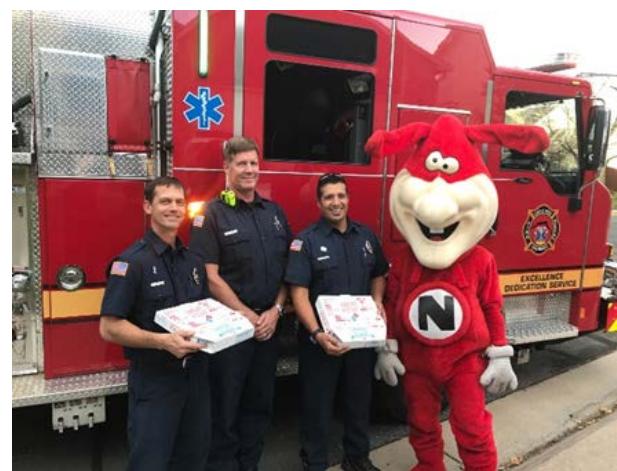
• Call Out/Responses:	5
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UAV (Unmanned Aerial Vehicle)

• Total Minutes Flown:	257
• Total Number of Feet Flown:	62,191

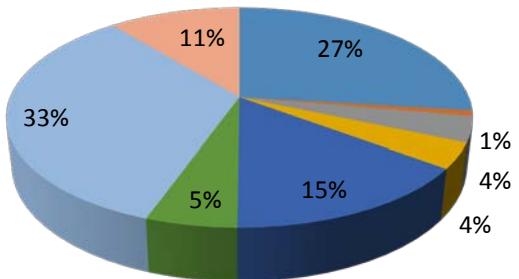
Public Education and Community Outreach:

• Fire Prevention Week:	4
• Coloring Contest:	2
• Community Event:	4
• Truck Tour:	1
• Station Tour:	4
• School Visit:	13
• Hands-only CPR/AED:	6
• Car Seats	20
Total	54



Number of Contacts

■ Coloring Contest Winners	■ Community CPR Class
■ Fire Prevention Week Activities	■ Fire Truck Tour
■ Community Event	■ Hands-only CPR/AED
■ School Visit	■ Firehouse Tour



Training Division

- In the month of October, members participated in Hurst E-Tools In-Service Training, as well as an orientation in equipment intended for Confined Space Rescue.
- This month's EMS Training activities included Centura Cold Weather and Submersion training as well as Stop the Bleed Train the Trainer classes.
- Our members in the West Metro Recruit Academy continue to rank among the top of the class and are anticipated to graduate in December. Upon their return to Castle Rock, these members will complete the MAYDAY Training prior to being assigned to shifts.

Major Topics Covered

Fire Training

- Hurst E-Tools In-Service Training; Confined Space Equipment Orientation

EMS Training

- Centura Cold Weather/Submersion; Stop the Bleed Train the Trainer

Department Training Hours

Subject	Current Month		2017 YTD	2016 YTD
EMS-Department Wide	201.5		2343.61	1777.75
Fire-Department Wide	1629.5		14863.3	8670.1
Department Operations	112.75		1114.28	552.75
Total	1943.75		18321.19	11000.6

Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins remains on target to have the emergency operations plan (EOP), emergency support functions (ESF), and several incident specific annexes completed by the end of the year. Craig continues to meet with Assistant Department Directors to review the EOP and ensure capabilities are consistent with their mission, limitations are identified, and the EOP and processes are understood. Work now begins on a Town-wide training schedule to introduce and familiarize staff with the EOP and its function.

The Department congratulates Division Chief Christopher McCarthy and Lieutenant Jason Butts for their acceptance into the CPSE Peer Assessor course. Once they complete the course, they will join CPSE's Peer Assessor cadre which reviews and evaluates candidate agencies to determine agency credibility. Having additional peer assessors within the Department will enhance our ability to objectively review documents and better prepare for future site visits.

Below are the response time tables for the month of September 2017:

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		09/01/17 - 09/30/17
		Department Distribution by Performance Type		All Incident Types
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
88.2%	85.7%	80.4%	91.5%	
Compared to Dept % All Incidents				
0.0%	0.0%	0.0%	0.0%	
01:29 for 90% compliance	01:48 for 90% compliance	05:51 for 90% compliance	08:06 for 90% compliance	
165 / 22 Pass / Fail	162 / 27 Pass / Fail	152 / 37 Pass / Fail	172 / 16 Pass / Fail	
% Compliance Time of Day 88 / 92 / 90 / 81 AM1 / AM2 / PM1 / PM2	% Compliance Time of Day 55 / 90 / 91 / 78 AM1 / AM2 / PM1 / PM2	% Compliance Time of Day 55 / 90 / 81 / 73 AM1 / AM2 / PM1 / PM2	% Compliance Time of Day 88 / 96 / 90 / 89 AM1 / AM2 / PM1 / PM2	

Rural

Distribution Matrix		Castle Rock Fire and Rescue Dept.		09/01/17 - 09/30/17
		Department Distribution by Performance Type		All Incident Types
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 06:02	Call to Arrival @ 09:10	
83.8%	88.1%	85.3%	94.1%	
Compared to Dept % All Incidents				
0.0%	0.0%	0.0%	0.0%	
01:44 for 90% compliance	01:45 for 90% compliance	06:31 for 90% compliance	08:06 for 90% compliance	
57 / 11 Pass / Fail	59 / 8 Pass / Fail	58 / 10 Pass / Fail	64 / 4 Pass / Fail	
% Compliance Time of Day 100 / 75 / 85 / 87 AM1 / AM2 / PM1 / PM2	% Compliance Time of Day 00 / 90 / 92 / 100 AM1 / AM2 / PM1 / PM2	% Compliance Time of Day 100 / 95 / 85 / 68 AM1 / AM2 / PM1 / PM2	% Compliance Time of Day 100 / 100 / 92 / 8 AM1 / AM2 / PM1 / PM2	