

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

July 2016 Monthly Report

Department News:

CRFD responded to a report of smoke coming from the Links Apartments, 1100 E. Plum Creek Parkway. First arriving units discovered smoke and flames coming from a garage in the complex. The fire was extinguished in approximately 15 minutes, with the garages receiving extensive damage to the structure and contents. No fire extended into the living areas. The cause of the fire is under investigation, but welding occurring in the involved garage was reported to arriving firefighters. No injuries occurred as a result of the fire to the occupants or fire personnel.



Customer Service:

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

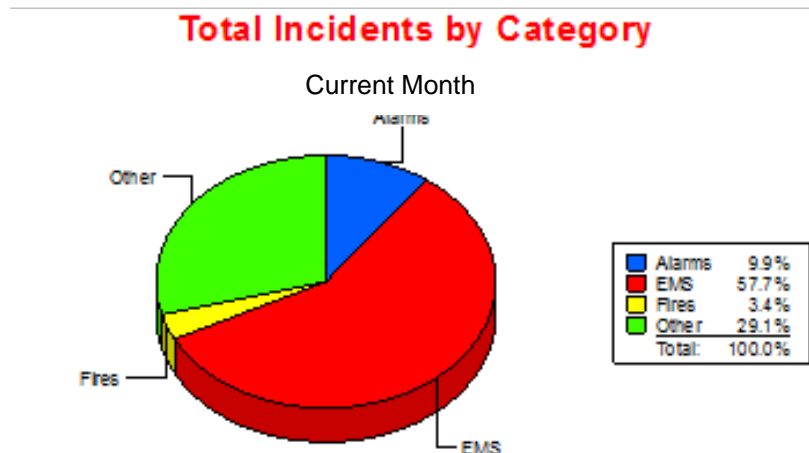
Of the 34 Customer Survey cards rating service in July, 32 were of the highest overall rating of 5, and 2 were rated 4. Some of the comments received read; *"Don't remember the medic's name when transported from the eRock bike ride finish line to Sky Ridge with a broken femur but he was super!"* Another read; *"These guys were the best. Couldn't have asked for a better or polite bunch of guys. Thanks for all that you do!"* Another read; *"Great and courteous people. Explained what they thought I should do and let me decide. I commend them. Castle Rock is in good hands."* Another read; *"I have never seen young men have so much respect for my wife's dignity. Everyone I speak with, I tell about these outstanding young men. I cannot tell you how much I respect these men."*

Call Statistics:

For the month of July 2016 we responded to 475 calls for service. Last year at this time we responded to 422 calls. This places our year to date calls at 2986 which is 150 over last year, an increase of 5.1%.

Of the 475 calls for service, 274 of the calls were for EMS. We had a total of 259 patient contacts and transported 209 patients. This time last year we had 199 transports.

The pie chart below indicates calls for the month:

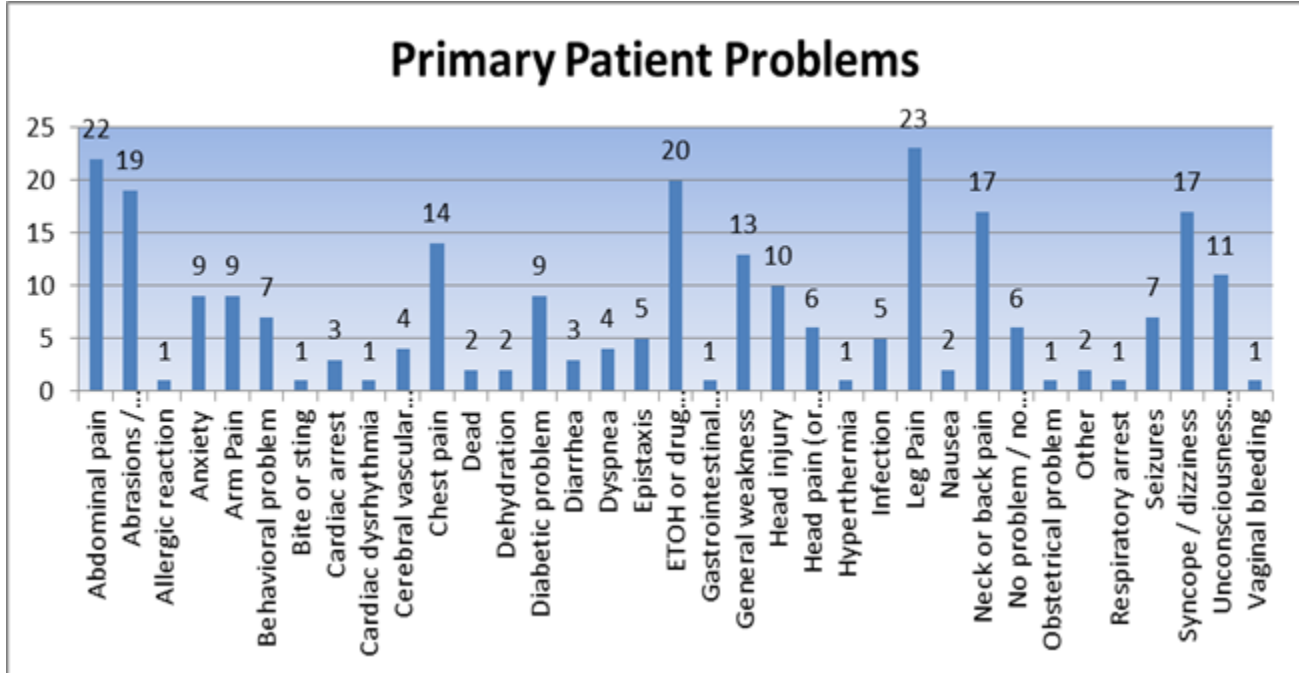


Fire Calls:

During the month of July we ran 16 fire calls compared to 10 last year. We had 47 alarm calls compared to 34 last year at this time. The increase in alarms is due to the increased number of new systems installed as a result of new commercial construction.

EMS Calls:

The most common EMS call in July was for leg pain with 23 patients. The second most common was for abdominal pain with 22 patients.



Measurable Outcomes:

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

July 2016...100%

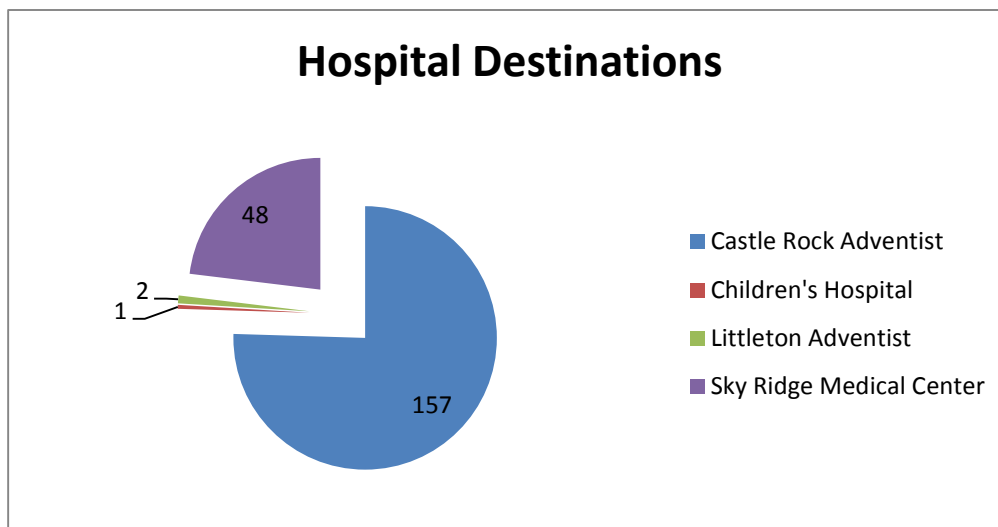
June 2016...100%

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

July 2016 ...99.0%

June 2016...99.1%

For the month of July, 157 patients were transported to Castle Rock Adventist, which is 75.4% of all patients transported, and 48 patients were transported to Sky Ridge, which is 23% of all patients transported.



Key Operational News:

Our five new recruits graduated from the Fire Academy on July 15th and started on shift. Congratulations and welcome to Derek Wehling, Cole Burdette, Joe Lowery, Taylor Reifschneider, and Zach Tassia!



Badge ceremony from West Metro Fire Academy



Badge ceremony at Town Hall for CRFD

Significant incidents can be found on each individual shift report. Two incidents to note were the July 1st hail storm and a motor vehicle accident on West Plum Creek Parkway.

We had a significant hailstorm that moved through the central and southern portion of the Town on July 1st causing a significant amount of damage to homes and vehicles from downtown up to Castlewood Ranch. We did not respond to any calls as a result of the storm, but did conduct an unofficial damage assessment to better understand the scope of the storm.

A Shift: No significant incidents

B Shift: On July 17th, Commercial Structure Fire; 1st alarm assignment with an extra engine company and medic unit responded to a confirmed detected garage fire at an apartment building. No injuries to firefighters or civilians.

C Shift: On July 14, 2016, Battalion, Engine, and Medic 151, Engine and Medic 154, Medic 153, Chief 152, and Flight for Life responded to a motor vehicle accident on Plum Creek. Three patients were transported by ground and one by helicopter to area hospitals for treatment of life threatening injuries. At this time, all continue to recover.

On July 26, 2016, Engine, Medic, and Battalion 151 responded to a private residence in Plum Creek on a cardiac arrest. Resuscitative measures were attempted to no avail. The patient was pronounced and the scene was left with police.

The Department's Explorer Post completed their weeklong academy for new recruits in July. Lt. Mike Moore as well as a number of other members did a great job with instructing, training, and overseeing the entire academy process. Thanks to all who helped out with the academy!



The 4th of July fireworks show occurred at the new venue, Santa Fe Quarry above Red Hawk Golf Course. We had no fires as a result of the show and it was very well received by the community. While we ran 21 calls that day, we also did not experience any fires on the 4th as a result of private fireworks or the fireworks show.

Our new hazmat unit construction is finished, members of the apparatus team traveled to the plant in late July to conduct a final construction inspection. The inspection went well, there were only a couple of minor issues that needed to be addressed; it is slated to be shipped to Denver in August.



Below are the response times for the month of June:

Metro/Urban/Suburban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		06/01/16 - 06/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 04:36	Call to Arrival @ 07:30	
40.4%	91.7%	78.8%	69.8%	
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%	
03:09	01:42	05:37	08:59	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
63 / 93	143 / 13	126 / 34	111 / 48	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
20 / 41 / 42 / 40	50 / 90 / 96 / 95	70 / 79 / 80 / 78	50 / 74 / 76 / 62	
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.		06/01/16 - 06/30/16
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:09	Turnout @ 01:45	Travel @ 05:26	Call to Arrival @ 08:20	
39.7%	84.7%	75.9%	67.8%	
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%	
03:21	01:50	07:32	10:48	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
23 / 35	50 / 9	44 / 14	40 / 19	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
50 / 36 / 42 / 35	50 / 90 / 88 / 83	100 / 54 / 80 / 76	100 / 54 / 73 / 61	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

The increase in dispatch time is largely due to the implementation of the priority dispatching system which requires dispatchers to spend more time with the caller, and may begin treatment protocols over the phone. The timing should improve as the dispatchers gain familiarity with the system.

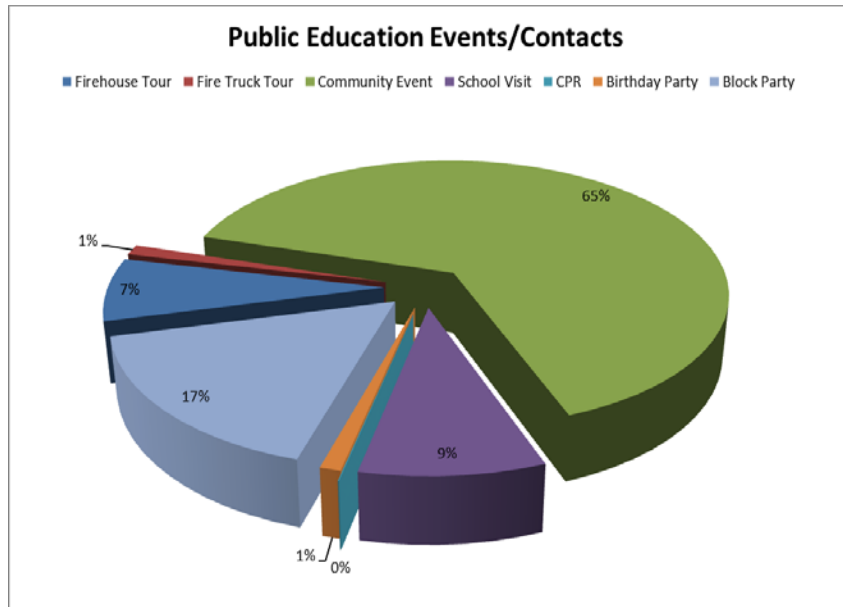
Life Safety Division:

Public Education –

Public education is an important part of the Fire Department. Everything we do can be viewed as public education, and all fire personnel are expected to fill the role of Safety Educators, with some specializing in this critical function.

Our public educators specialize in teaching about all aspects of our job as well as the technical side of building inspection and construction as it relates to the fire department. This month, our personnel were at a total of 14 events making contact with approximately 1,360 people from this community, educating them on everything from how a fire engine works to how they decide what hose to pull off the engine.

The firefighters and educators attended a total of 8 events and contacted approximately 480 people at those events. The more people know about firefighting and fire safety, the safer we will be as a community.



Below are some of the other aspects of the Life Safety Division.

Fire Prevention in Construction –

Another area that the Fire Department oversees is new construction. This is regulated by several different codes that have national and international standards compiled and tested by governing bodies. These all take into consideration the safety of the public from the construction workers to the general public who enters the door to any business or structure that was built within the district. This can require numerous hours of construction plan reviews and inspections to ensure that the contractors are following the prescribed practices. The fire department works very closely with Development Services to ensure that all construction sites are safe and all buildings are built to a required standard. As for the fire department there are three fire prevention officers that are assigned to do construction plan reviews and inspections.

Activities related to construction and development completed by the Life Safety Division for the month of July:

Plan Reviews – 100, down 35% from last month

Inspections – 175, up 25% from last month

Miscellaneous Inspections – 20, down 9% from last month



Time spent on items associated with construction:

Plan review, inspections, meetings not associated with the Promenade: 245.2 hours

Promenade (plan review, inspections, meetings): 58.2 hours

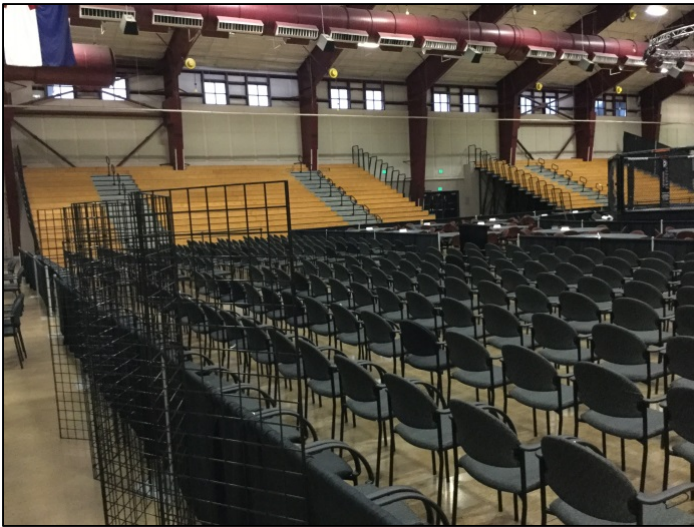
Total Development Services Hours: 297.7 (62% of the time worked out of a total of 480 available man-hours)

Special Events –

This month we had 11 special events that the fire department Life Safety Division inspected to promote life safety. This is another area where the fire prevention officers will perform plan reviews, issue permits and inspect on the day of the event. This includes looking at the mobile food vendors to ensure they are being operated safely while in the Town. An example is the Slide the City event to the right, which brought over 10,000 participants to the Town.



Existing Business (occupancy) Inspections –



The Life Safety Division is also responsible for ensuring that all existing buildings/businesses are inspected on a regular basis. Although we attempt to inspect every business annually, staffing required to do this is cost-prohibitive. Everyone that works within the Life Safety Division can and does perform existing building inspections, however, these inspections can be very time consuming due to the type of business and the layout of the buildings.

During the month of July a total of 30 primary inspections were completed. This type of inspection represents that the inspector was in this business for the first time this year and has notified the owner/manager of any violations that he/she might have found. Some of the violations that are found may require follow-up inspections to be performed. During the month of July a total of 50 follow up inspections were performed.

Training Division:

In the month of July, the department conducted active killer training exercises with Franktown and Larkspur Fire Protection Districts, as well as Castle Rock Police, Colorado State Patrol, Douglas County Sheriff's Office, and Castle Rock Adventist Hospital. The drills were conducted at Castle View High School with the cooperation of the Douglas County School District.

This is the first time we were able to include many organizations that we operate with, but have few training opportunities. The Training Division would like to thank those that assisted in making this training possible:

- Training Officer Paul Hartigan, Larkspur Fire Protection District
- Lieutenant Jim Chaney, Franktown Fire Protection District
- Mr. Ryan Hollingshead, Dean, Castle View High School
- Firefighter/Paramedic Brian Kendall – Moulage
- Sergeant Sam Varela, Castle Rock Police Training
- Sergeant Kevin Torrens, Castle Rock Police
- Sergeant William Caldwell, Colorado State Patrol
- Ms. Jennifer Thomas, Castle Rock Adventist Safety Officer
- Mr. Eric Schweitzer, Castle Rock Adventist Hospital
- Castle Rock Fire Explorer Post 107
- And the many civilian volunteers that helped make our drill realistic and successful

July's EMS Training activities included protocol updates, and case reviews; subjects on the company level included trauma activation, and emergency childbirth procedures.

Our members in the recruit academy graduated with West Metro Class 16-01, and have been assigned to their respective shifts.

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

Department Training Hours

Subject	Current Month	2016 YTD	2015 YTD
EMS-Department Wide	276	1351.86	1702.25
Fire-Department Wide	882.75	9403.49	7309.4
Department Operations	295	1326.19	878.65
Total	1453.75	12081.54	9890.3
A-Shift Training Hours	546.75	3683.8	2865.05
B-Shift Training Hours	467.5	3670.8	3177.7
C-Shift Training Hours	364.5	3921.74	2690.75
Staff / Fire Prevention Bureau	75	805.2	511.5

Major Training Topics Covered

Fire Training

- Mass Casualty Active Shooter
- Rope Rescue Mini Training
- Vertical Ventilation

EMS Training

- Protocol Updates and case reviews
- Trauma activation and emergency child birth



Castle Rock Police with injured civilian and bystanders



Victims being removed from the "Warm Zone"



Triaging the injured

Accreditation and Emergency Management Monthly Status

Work nears completion on the Community Risk Assessment. One area (Confined Space) is still in-process, but the remaining sections are complete. The working draft has been reviewed, edited, and is in final draft form.

AC Rollins continues working with category managers reviewing initial drafts of self-assessment manual (SAM). Lt. Butts continues to come up to speed and reviews documents on duty as calls for service, training and other duties allow.

AC Rollins continues to work with other Town department to update the Town's Incident Management Guidelines and Standards (IMGS) and have them mirror Douglas County's Emergency Operations Plan (EOP).

AC Rollins attended five of the six active shooter/immediate threat joint training at Castle View High School with Castle Rock Police, Douglas County Sheriff, Colorado State Patrol, Franktown Fire Protection District, and Larkspur Fire Protection District. AC Rollins served in several roles ranging from attending to and transporting patients to rescue group supervisor.



Assistant Chief Rollins at the exercise

AC Rollins attended several meetings with Douglas County Office of Emergency Management (DCOEM) and the Douglas County Incident Management Team (DCIMT) regarding the use of the DCIMT for the Douglas County Fair and 2016 Star Lighting. The decision was made that the team wouldn't active for the fair, but provide an emergency and contingency plan for the fair. There is a possibility the team may assist in the planning of the 2017 Douglas County Fair, which will be the fair's 100 year anniversary. With respect for the 2016 Star Lighting, the DCIMT met with the Castle Rock Chamber of Commerce to discuss the extent they [Chamber of Commerce] wanted the team to be involved with planning and running of the Star Lighting. Based on that meeting, the Chamber is willing to sign a declaration of authority to the team for the running of the event. Additional meetings will be scheduled to work on the details of the delegation.