

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

## September 2017 Monthly Report

### Department News:

On September 26<sup>th</sup>, Chief Morales presented 2 Automated External Defibrillators (AED) to the Outlets at Castle Rock. The AEDs were purchased with TABOR money returned by the citizen's of Castle Rock. Over 5 million people visit the Outlets annually and what better place to have AEDs ready for use. One will be placed at Customer Service (Food Court), the other in a security vehicle. The Outlets were very grateful to have them but hope to never have to use them.



A quick training. Formal training to be scheduled in the near future



## Customer Service:

**Measurable outcomes** - Rating of 4 or better on customer survey cards 100% of the time  
**September 2017...100%**

Of the 16 Customer Survey cards rating service in September, 14 were of the highest overall rating of 5. Two had an overall rating of 4. Some of the comments received read; *"Well educated for the job performed. Very courteous. I'm very pleased for the quick response and medical attention they gave me."* Another read; *"Professional service with respect and sensitivity. Treated husband and myself as if we were family. Exceptional people who cared."*

## Call Statistics:

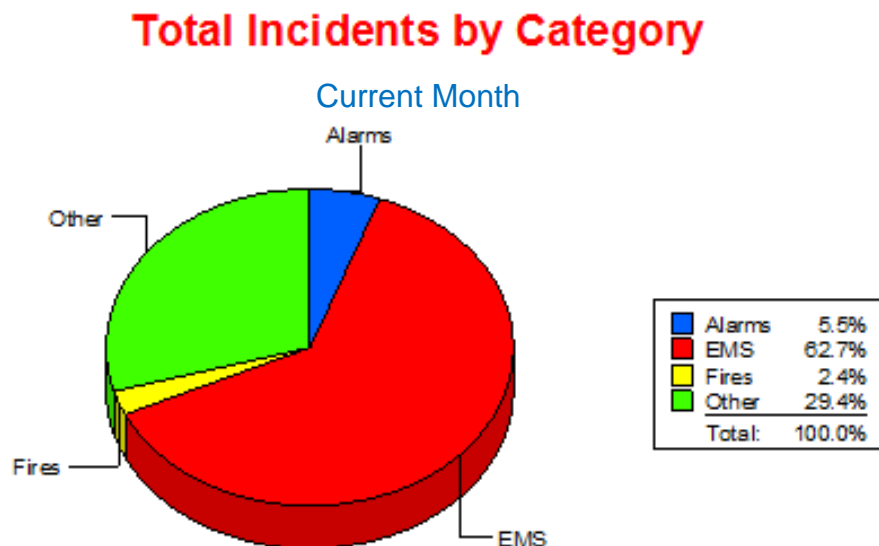
For the month of September we responded to 493 calls for service. Last year at this time we responded to 446 calls. This places our year to date calls at 4,225 which is 327 over last year, an increase of 8.4%.

Of the 493 calls for service, 309 of the calls were for EMS. We had a total of 289 patient contacts and transported 210 patients. This time last year we had 189 transports. One patient was transported by our High Intensity Unit.

## Fire Calls:

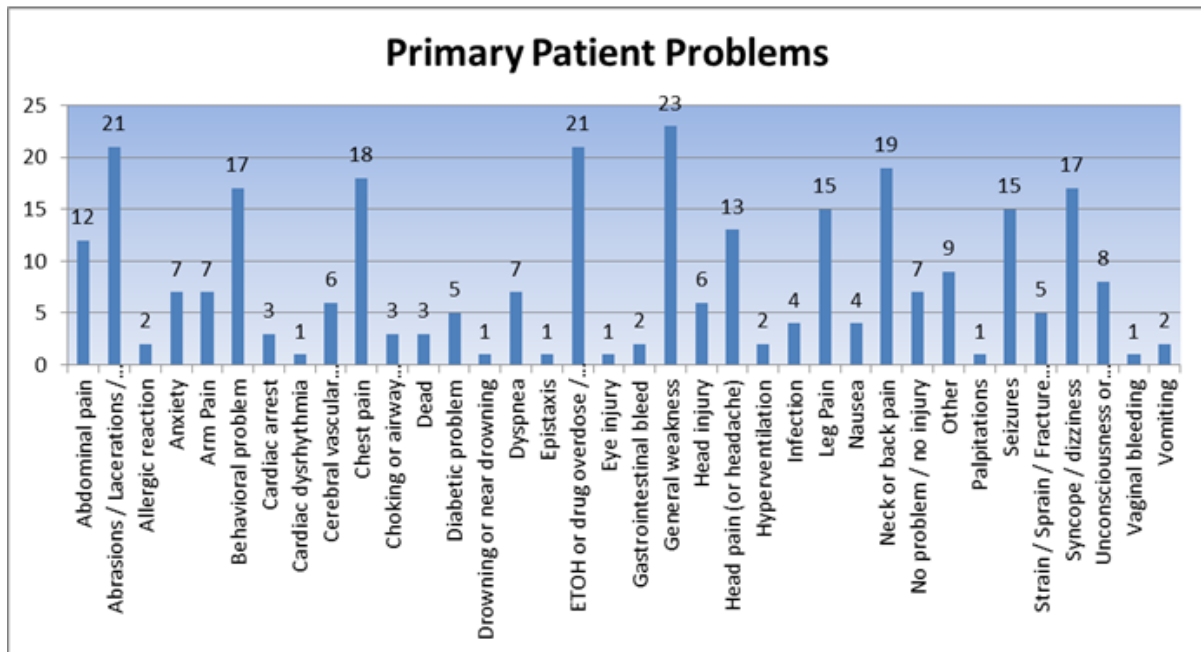
During the month of September we ran 12 fire calls compared to 10 last year. We had 27 alarm calls compared to 44 last year at this time.

The pie chart below indicates calls for the month:



## EMS Calls:

The most common EMS calls in September were for general weakness with 23 patients, the second most common was for abrasions/lacerations and alcohol or drug overdose with 21 patients each.

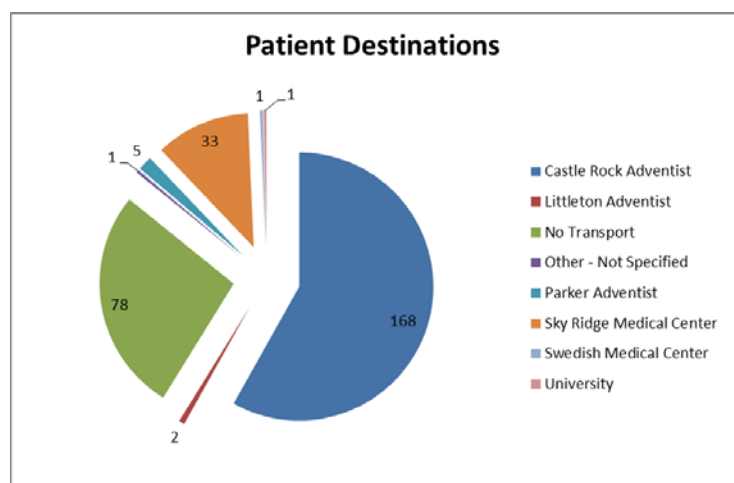


## Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 99% of the time  
**September 2017...100%      August 2017...98.7 %**

Correct medical procedures, as per QA/PI program, performed 90% of the time  
**September 2017...98.8%      August 2017...98.8%**

For the month of September, 168 patients were transported to Castle Rock Adventist, which is 80.0% of all patients transported, 33 patients were transported to Sky Ridge, which is 15.7% of all patients transported.





## **SIGNIFICANT INCIDENTS**

**B Shift:** On Sept. 4<sup>th</sup> units were dispatched to the Pines Apartments on Castlegate Drive North. Upon arrival, units found extreme fire conditions on the 2<sup>nd</sup> and 3<sup>rd</sup> floors of the apartment building, and immediately began offensive operations. A second alarm was called, and the fire was kept to the south end of the building affecting approximately 12 units. A civilian was transported to Sky Ridge for smoke inhalation, and a Firefighter was transported to Castle Rock Adventist for exhaustion.



## **Key Operational News:**

### **National Disaster Deployments**

Engineer Robberson remained activated from his previous assignment in Houston and FF/Paramedic Zukowski was activated as part of Colorado Task Force 1, which is one of the FEMA Urban Search and Rescue (USAR) teams, to deploy to the Florida in the rescue and humanitarian efforts resulting from Hurricane Irma. They performed multiple assignments and eventually ended up in the Florida Keys. The task force completed their mission, and both individuals safely returned home with the ground support team who drove from the Keys back to Colorado.

### **Station 152 Groundbreaking**

Ground breaking for Station 152, 631 Crystal Valley Parkway, was held on September 18<sup>th</sup>. The event was well attended, and the current schedule is to officially open this station in the August/September 2018 time frame.



## **Life Safety Division:**

### **Development Services:**

- Plan Review/Referrals: 110
- Inspections/Appointments Related to New Construction: 124
- Hours to Development Services: 475

**Significant Events:** The first two buildings at Wolfensberger Apartments received finals and approval for occupancy.

### **Existing Facility/Maintenance and Special Event Inspections:**

- Business Primary Inspections: 23
- Hazardous Materials Facilities 0
- Total Number of Occupancies in the ER Data Base: 1970
- Special Event Inspections: 6

**Significant Events:** 280 plus Boy Scouts converged at the Douglas County Regional Open Space area of Crow Foot Valley.



### **Response Assist/Investigation:**

- Call Out/Responses: 6

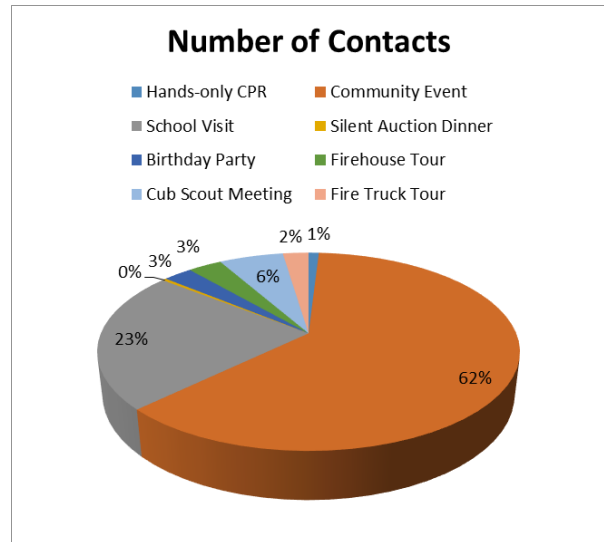
**Significant Events:** Pines Apartment Fire. Provided outreach to other apartment complexes regarding the prohibition of certain types of grills on unprotected balconies.

### **UAV (Unmanned Aerial Vehicle)**

- Total Minutes Flown: 222
- Total Number of Feet Flown: 40,877

## Public Education and Community Outreach:

- Community Event: 1
- Truck Tour: 5
- Station Tour: 5
- Birthday Parties: 3
- School Visit: 4
- Hands-only CPR: 1
- Scout Meeting: 2
- Car Seats: 16
- Total Number of Contacts: 2,126



## Training Division:

- In the month of September, members participated in Arrival and Multi Company Drills designed to hone our structural firefighting skills. Companies were given a simulated fire problem at the Fire Training Tower using the Digital Fire Simulators. All companies performed well, and the training was well received.
- This month's EMS Training activities included Centura Patient Assessment, Burn Care, and Pediatric Education for Prehospital Professionals Refresher Training.

## Major Topics Covered

### Fire Training

- Hazardous Materials Drills
- Multi Company Drills
- Single Company Arrival Drills

### EMS Training

- Centura Patient Assessment
- Burn Care
- Pediatric Education for Prehospital Professionals Refresher Training

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	297.75	2142.11	1526
Fire-Department Wide	1298.25	13233.8	7573.6
Department Operations	16	1001.53	512.25
Total	1612	16377.44	9611.85

## Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins continues to focus on updating the Emergency Operations Plan (EOP). All Emergency Support Functions (ESF) drafts are complete, and we are meeting with all Town departments to ensure capabilities are consistent with their mission, limitations are identified, and the EOP and processes are understood. The drafts are into the Chief and Deputy Chief for review, then will go to Legal. The goal is to have the EOP completed by the end of the year.

The Annual Department Retreat is scheduled for March 6<sup>th</sup> and 7<sup>th</sup> 2018. We will focus on review and updates of all teams.

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

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		08/01/17 - 08/31/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
<b>87%</b>	<b>87.3%</b>	<b>77.3%</b>	<b>88.1%</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>01:40</b>	<b>01:51</b>	<b>06:02</b>	<b>08:40</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>161 / 24</b>	<b>158 / 23</b>	<b>143 / 42</b>	<b>163 / 22</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day <b>90 / 85 / 90 / 81</b>	% Compliance Time of Day <b>60 / 84 / 93 / 86</b>	% Compliance Time of Day <b>80 / 67 / 80 / 84</b>	% Compliance Time of Day <b>80 / 81 / 90 / 93</b>	
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.		08/01/17 - 08/31/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 09:10	
<b>82.7%</b>	<b>85.1%</b>	<b>78.4%</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>01:44</b>	<b>01:48</b>	<b>07:31</b>	<b>09:50</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>62 / 13</b>	<b>63 / 11</b>	<b>58 / 16</b>	<b>64 / 10</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day <b>100 / 94 / 73 / 80</b>	% Compliance Time of Day <b>00 / 89 / 93 / 100</b>	% Compliance Time of Day <b>83 / 73 / 82 / 73</b>	% Compliance Time of Day <b>83 / 84 / 91 / 80</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	