

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2012-2017

## November 2017 Monthly Report

### Department News:

November was a busy month. With a house fire, Starlighting, the chili supper, and the Turkey Trot, we were involved with the community throughout the month.

House Fire



Turkey Trot 2017



Getting the star ready for Starlighting



Fireworks at Starlighting 2017

## Customer Service:

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

Of the 17 Customer Survey cards rating service in November, 16 were of the highest overall rating of 5. One had an overall rating of 4. Some of the comments received read; *"You were all so very amazing and kind and understanding. I've never had to use 911 services before and this was scary – you made it less so. Thank you, a million times over!"* Another read; *"Excellent, professional, kind and caring as always. Very reassuring to know you're there when we need your help."* Another read; *"All the guys were great. Kept me calm and explained what they were doing. Thanks again."*

## Call Statistics:

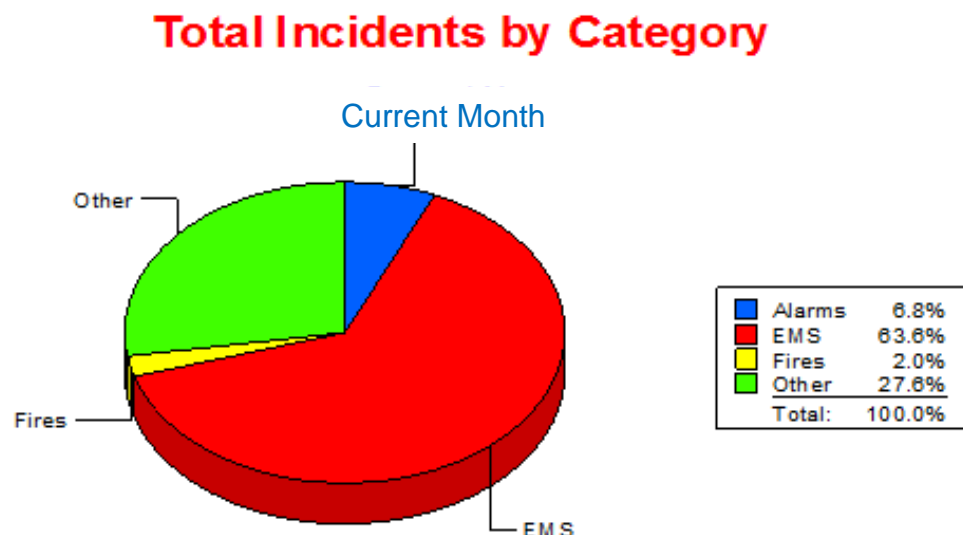
For the month of November we responded to 456 calls for service. Last year at this time we responded to 513 calls. This places our year to date calls at 5165 which is 295 over last year, an increase of 6.0%.

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 November we ran 9 fire calls compared to 9 last year. We had 31 alarm calls compared to 47 last year at this time.

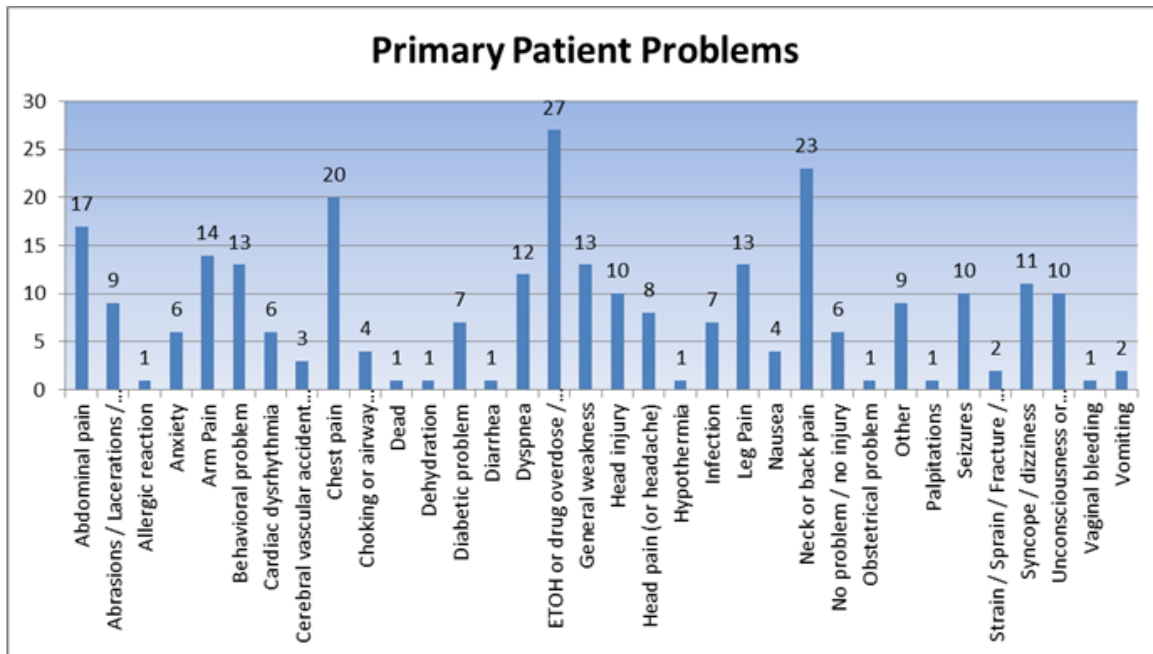
The pie chart below indicates calls for the month:





## EMS Calls:

The most common EMS calls in November were for alcohol or drug overdose with 27 patients, the second most common was for neck or back pain with 23 patients.

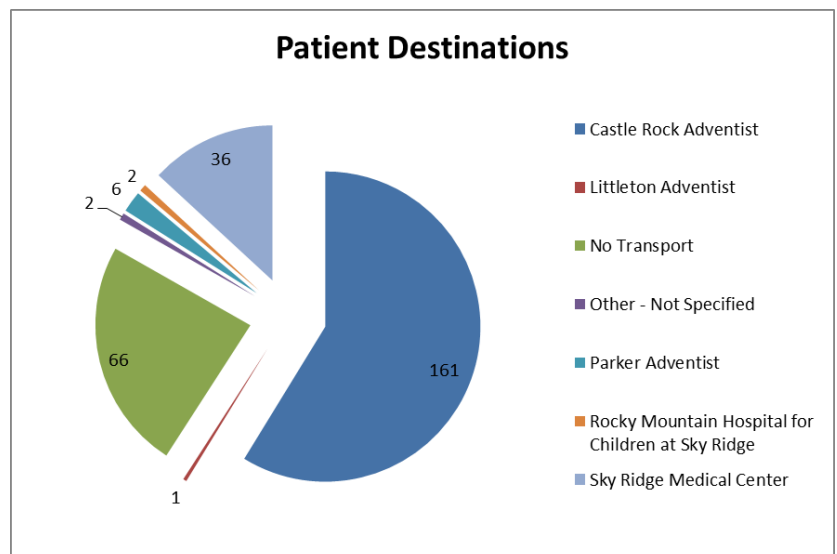


## Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 99% of the time  
**November 2017...100%      October 2017...99.6%**

Correct medical procedures, as per QA/PI program, performed 90% of the time  
**November 2017...99.0%      October 2017...99.1%**

For the month of November, 161 patients were transported to Castle Rock Adventist, which is 78.5% of all patients transported, 36 patients were transported to Sky Ridge, which is 17.6% of all patients transported.



## **Significant Incidents:**

**C Shift:** On November 7, Engine and Medic 154, Battalion 151, Engine and Medic 151, Quint 155, Medic 153, Engine 39, Division 151, Chief 152, Chief 151, Bureau 151, and Bureau 153 responded to a structure fire on Bountiful Cr. The fire was contained to the garage and laundry room. The Bureau is continuing with the fire investigation; there were no injuries involved in this incident.



## **Key Operational News:**

Engine 153 A Shift and Chief Croom attended the Traffic Incident Management System (TIMS) media event hosted by CSP, CDOT, and the Douglas County Sheriff's Office at the new EVOC training course in Louviers. This event included the announcement of the construction of a regional TIMS facility, which will be only the 2<sup>nd</sup> one in the nation.

Here, DCSO Deputy Chief Tim Moore, speaks to the audience and media, while ALT Scott McKenna, AE Thomas Godinez, and FF/EMT Jason Fritch stand with other first responders alongside Engine 153.



## **Life Safety Division:**

### **Development Services:**

- |   |     |
|---|-----|
| • Plan Review/Referrals:                                | 103 |
| • Inspections/Appointments Related to New Construction: | 155 |
| • Hours to Development Services:                        | 345 |

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

- Business Primary Inspections: 34
- Hazardous Materials Facilities 1
- Total Number of Occupancies in the ER Data Base: 2003
- Special Event Inspections: 5

### Response Assist/Investigation:

- Call Out/Responses: 6

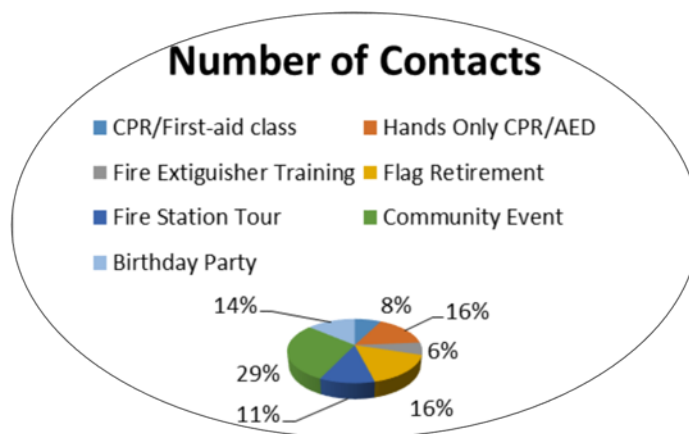
### UAV (Unmanned Aerial Vehicle)

- Total Minutes Flown: 253
- Total Number of Feet Flown: 51,361

### Public Education and Community Outreach:

- Fire Extinguisher Training: 3
- Flag Retirement: 1
- Community Event: 1
- Station Tour: 1
- Birthday Party: 1
- CPR/First Aid: 2
- Hands-only CPR/AED: 3
- Car Seats: 24

Total Number of Contacts: 224



## Training Division

- In November, members participated in Blue Card Continuing Education, Confined Space Shift Training and BNSF HazMat Training
- This month's EMS Training activities included Sepsis training as well as Laerdal Manikin training
- Our department 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 receive an orientation to Castle Rock fire and Rescue Department operations including MAYDAY Training, Coaching the Emergency Vehicle Operator, Wildland Operations, and an introduction to the Fire Prevention Bureau before being assigned to shifts.



Recruits rappelling during the Fire Academy

## Major Topics Covered

### Fire Training

- Blue Card Command Training Continuing Education
- Acting Lieutenant Class
- Confined Space Shift Training
- BNSF Railway HazMat Training

### EMS Training

- Centura Sepsis Training
- Laerdal Manikin Training

## Department Training Hours

Subject	Current Month	2017 YTD	2016 YTD
EMS-Department Wide	139.25	2482.86	1934.75
Fire-Department Wide	1270.25	16133.55	9030.3
Department Operations	151.25	1265.53	568.5
Total	1560.75	19881.94	11533.55



## Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins coordinated with Castle Rock Police, Parks & Recreation, Community Relations, Douglas County Incident Management Team, and the Chamber of Commerce to plan for and assist with the 2017 Starlighting. Representatives from CRPD, CRFD and Park & Recreation staffed a Unified Command Post at Police Headquarters. Through the Unified Command structure, issues were addressed promptly and with assistance from all divisions available.

The Department congratulates Lieutenant Jason Butts on his completion of the CPSE Peer Assessor course. Lieutenant Butts will observe a local CPSE site visit in December and then hopefully be assigned to a team for the August 2018 CFAI Hearing cycle. Having an additional peer assessor 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 October 2017:

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		10/01/17 - 10/31/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
<b>82.6%</b>	<b>83%</b>	<b>76.6%</b>	<b>83.5%</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>01:45</b>	<b>01:56</b>	<b>06:42</b>	<b>09:32</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>213 / 45</b>	<b>215 / 44</b>	<b>200 / 61</b>	<b>218 / 43</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
<b>86 / 82 / 82 / 81</b>	<b>22 / 88 / 88 / 89</b>	<b>72 / 80 / 76 / 74</b>	<b>81 / 86 / 82 / 82</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.		10/01/17 - 10/31/17
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:25	Turnout @ 01:43	Travel @ 05:02	Call to Arrival @ 08:10	
<b>88.3%</b>	<b>85.5%</b>	<b>83.8%</b>	<b>91.3%</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>01:31</b>	<b>01:53</b>	<b>05:33</b>	<b>07:55</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>151 / 20</b>	<b>147 / 25</b>	<b>145 / 28</b>	<b>158 / 15</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
<b>86 / 87 / 88 / 89</b>	<b>26 / 89 / 90 / 94</b>	<b>80 / 87 / 80 / 87</b>	<b>93 / 91 / 90 / 92</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	