

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

March 2018 Monthly Report

Department News:

March was a busy operations month. Among all our other calls, we had two wildland fires, a house fire and two incidents of falls from on top of the Rock. We continue to protect our neighborhood and surrounding areas and respond to our citizens.



Transfer of patient between the Rock and awaiting apparatus



Patient evacuated in Squad, with crews carrying equipment down



House Fire



Wildland Fire

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
March 2018...100%

Of the 35 Customer Survey cards rating service in March, 34 were of the highest overall rating of 5 and 1 had an overall rating of 4. Some of the comments received read; *"I was bleeding – had blood on furniture, floor etc. When I returned all was clean and in place. Thank you."* Another read: *"There is little doubt that I would be here if not for the treatment I received in my home. Thanks guys for all that you did in keeping me alive!"* Another read; *"The Castle Rock Fire and Rescue is the best I've ever seen and I've seen many in my 77 years including a real Chinese fire house in action. Knowledgeable, well trained. Heck they even took out the bloody trash!"*

Call Statistics:

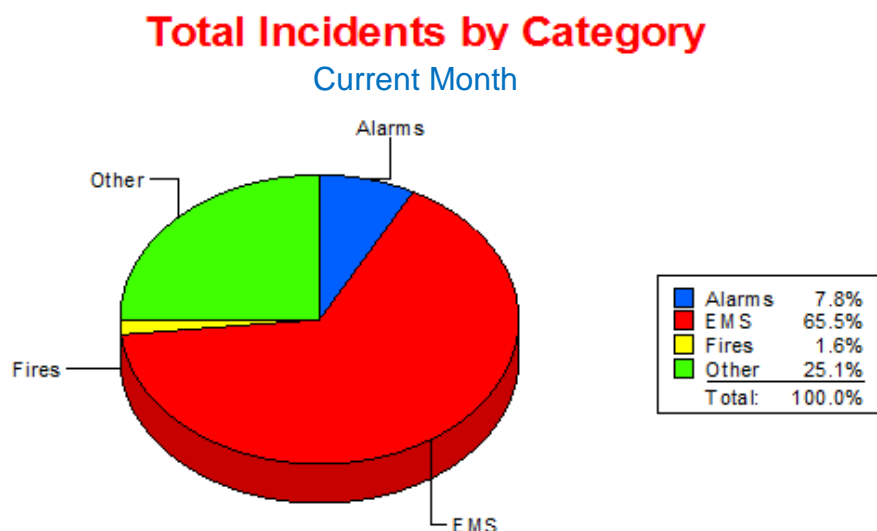
For the month of March we responded to 447 calls for service. Last year at this time we responded to 483 calls. This places our year to date calls at 1373 which is 1 less than last year, an annual decrease in call volume of -.1%.

Of the 447 calls for service in March, 293 of the calls were for EMS. We had a total of 271 patient contacts and transported 199 patients. This time last year we had 229 transports.

Fire Calls:

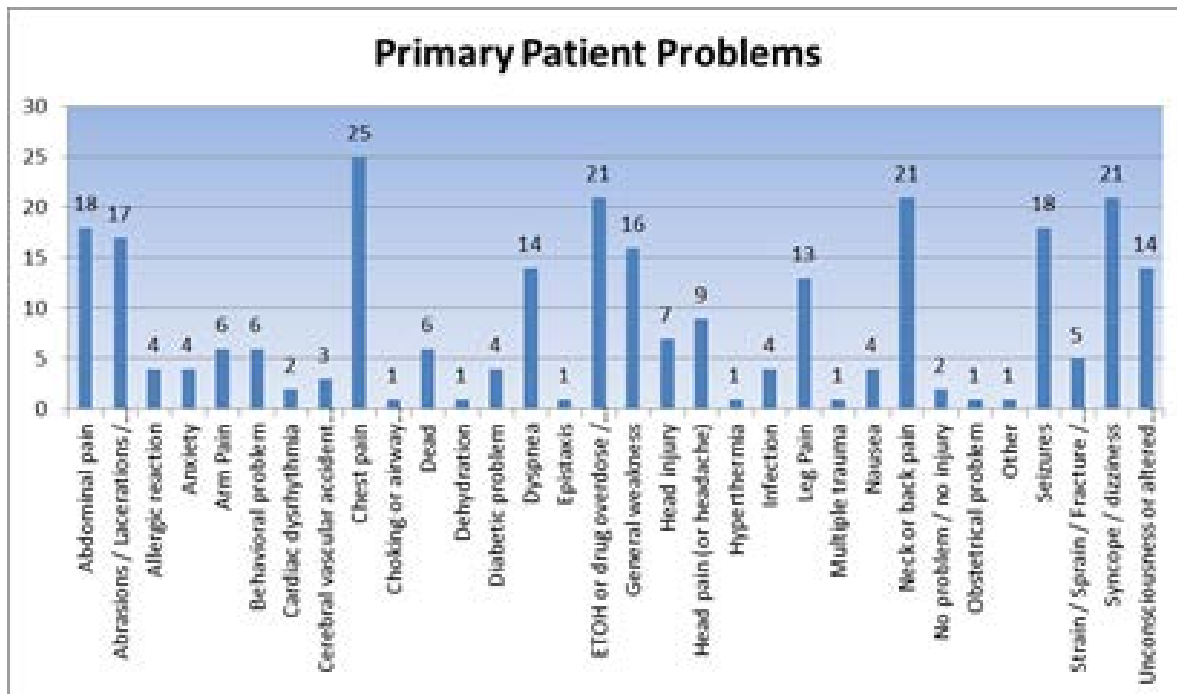
During the month of March we ran 7 fire calls compared to 8 last year. We had 35 alarm calls compared to 36 last year at this time. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The pie chart below indicates call proportions for the month of March 2018:



Emergency Medical Service Calls:

The most common EMS calls in March were for chest pain with 25 patients, the second most common was for alcohol or drug issue, neck or back pain, and dizziness with 21 patients each.



Measurable Outcomes:

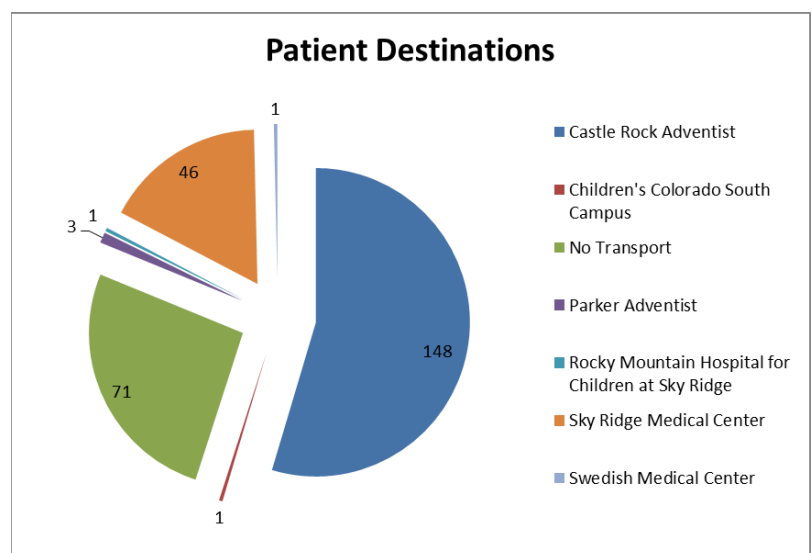
CRFD Paramedic on scene of all EMS calls 99% of the time

March 2018...100% February 2018...100%

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

March 2018...99.2% February 2018...99.2%

For the month of March, 148 patients were transported to Castle Rock Adventist, which is 74.4% of all patients transported, 46 patients were transported to Sky Ridge, which is 23.1% of all patients transported.



Significant Incidents:

A Shift: On March 23rd, Engine, Battalion, and Division 151, Engine 154, and Brush 153 were dispatched to Larkspur Fire on a mutual aid request for a Brush Fire threatening. Units assisted with extinguishment of a 170 acre fire at Noe Road and Spruce Mountain Road. Fire was contained in approximately 3.5 Hours. Franktown Fire, Jackson 105 Fire, Tri-Lakes Fire, Palmer Lake Fire, Colorado Springs Fire, South Metro Fire, US Forest Service, Colorado Division of Fire Prevention and Control, Bureau of Indian Affairs, and DCSO assisted in containment and control of the fire.

B Shift: On March 8th, Chief 152 responded to a wildland fire in Franktown off of Heidemann Road. The fire burned approx. 10 acres with no structures lost. The cause of the fire was due to a gas-powered model airplane that crashed in a field and ignited a fire.

On March 15th, members responded to a confirmed single-family dwelling fire at 4535 Apple Crest Cir. The fire was located in the basement and extinguished, all searches proved negative/all clear. Occupants were displaced. Fire is under investigation, approximate \$100,000.00 in damages. First alarm assignment: Battalion Chief 151, Division Chief 151, Engine 154, Engine 151, South Metro Fire Engine 39, Quint 155, Medic 151 and Medic 154. Additional units: Chief 153, South Metro Fire District 3, South Metro Fire Safety 33 and Bureau 151.

C Shift: On March 13th, Engines 151 and 154, Medic 153, and Battalion 151 responded to Front Street on an unconscious and unknown if breathing patient. On arrival, the patient was still breathing, but ceased shortly after arrival. Advanced Life Support procedures were initiated and the patient was transported to the hospital where they were pronounced dead after several minutes of continued resuscitation.

On March 31st, Engines 154 and 151, Battalion 151, Medic 154, Squad 154, and Quint 155 responded to Rock Park on a party that had fallen approx. 20 feet while descending from the top of the Rock. The patient was successfully extricated off of the Rock, treated for serious injuries, and was transported emergent to a local trauma center.

Key Operational News:

Our aerials that we ordered from Pierce last year are now in the last stages of production. The final inspection occurred in late March, and we still have an estimated delivery date of early April.



Life Safety Division:

Statistical information:

	<u>2018</u>	<u>2017</u>
Plan Reviews	111	152
Construction Insp	150	170
Public Education Events	15	9
Public Education Contacts	1371	309
Existing Business Insp	109	114

Significant Items/Incidents:

Some incidents that took place this month that involved the life safety division were;

3-5-9-2018 – ICC Educational Conference – Denver

3-6, 7-2018 – Department Retreat

3-15-2018 – Residential Structure Fire (B-Shift)

3-15-2018 – Risk Matters Presentation

3-16-2018 – Customer inquiry of LPG tank in side yard of home

3-19-2018 – FPO Investigators Range day – Cancelled due to snow

Multiple dates – Blasting for development in Founders – site inspections

3-26-2018 – YFS interview



Construction:

As most are aware the fire department plays a big part in most of the construction that takes place in the Town of Castle Rock.

This photo is the Riverwalk South Apartments being constructed on the west side of Wilcox Street, directly west of Town Hall. They are moving right along.

Public Education:

Some of the events that took place during the month of March were:

- Safer Senior program at Bonaventure
- Risk Matters at Renaissance Secondary School
- Home & Garden Show at DC Event Center
- Presented at Explorers training
- Improved the public education info for RMS scheduling
- Produced rough draft of newsletter for line concerning Public Education
- Spoke to DC School District about meeting with nurses and special needs assistants
- Met with Community Relations regarding PIO training for the department that could be very beneficial to the entire department for social media releases during events

Inspections:

During this month the following inspections were completed:

29 primary inspections

74 follow-up inspections

12 hazardous materials inspections

5 correction notices were issued

Total hours spent on inspections: approximately 86

UAV: The program continues to be a very useful tool not only to the fire department, but public safety as a whole. More departments are requesting that the UAV pilots fly certain areas for construction, road safety, event documentation, and other items. While there are strict policies regarding the use of the department UAV's, all pilots have been briefed and adhere to these policies.

During March just over 141,000 feet were flown with 570 minutes of flight time. We are required by not only FAA but our insurance carrier, CIRSA, to redundantly log all hours of flight and training with the UAV's.

Some missions included training sites (Santa Fe Butte training burn and simulated burn in Sedalia), construction sites and investigation footage. This also provided invaluable training for our pilots to fly during actual operations to prepare for actual emergencies. Between flights and training the team logged a total of 38.2 hours.

Zander Eaton, a sixth-grade student at South Ridge Elementary School in Castle Rock, an authorized International Baccalaureate (IB) school, had already presented his IB project researching how to prepare go bags to the approximate 500 students at his school. This time he'd brought his presentation to the fire department to share his project with the professionals.

"I've always been really into survival," Eaton told his audience of firefighters when explaining why he picked this as his school project.

A go bag, or an emergency preparedness kit, is filled with supplies people would need should they be forced to evacuate their homes or become stranded without access to resources. Natural disasters such as tornados, wildfires and earthquakes are but a few examples of emergency situations where people would need a go bag.



Training Division

In March, members participated in training that included Wildland Safety Training Annual Refresher activities, Wildland Pack Tests, First Year Firefighter Task Book and Acting Lieutenant Task Book activities. Companies from our Mutual Aid Training partners participated in a Wildland Live Fire exercise planned and organized by Lieutenant Richardson. Members also attended mandatory cyber security training provided by DoIT.

March's EMS Training activities centered on Stop the Bleed Kit orientation and continuing education webinars provided by Centura Health.

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	322.5	567	408
Fire-Department Wide	1559.5	2886.75	2220
Department Operations	147.25	158.75	159
Total	2029.25	3612.5	2787

Major Topics Covered

Fire Training

- Wildland Pack Tests
- Task Book Activities
- Wildland Multi Unit Drills

EMS Training

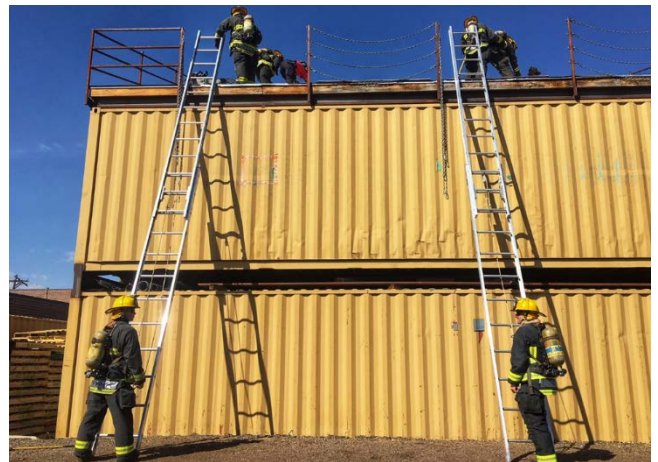
- Stop the Bleed Orientation
- Major Hemorrhage Control

Department Operations Training

- Cyber Security Training

Almost halfway through, the CRFD Recruits continue to do well in the academy

Recruits working on the roof ventilation prop



Accreditation and Emergency Management Monthly Status

The month of March was a busy month that included attendance to two conferences, a two week class at the National Fire Academy (NFA), the conclusion of a 6th grader's school project on emergency preparedness, and the Department's Annual Retreat.

The first conference was the Colorado Emergency Management Association's (CEMA) Conference held in Colorado Springs, CO. The CEMA conference provided several seminars and networking opportunities within the Colorado emergency management community. Craig attended seminars on Emergency Operations Center team building and deployment, updates to WebEOC, and Special Events Security.

The Second conference was The Center for Public Safety Excellence's (CPSE) 2018 Excellence Conference. The CPSE conference provided Craig with the opportunity to attend Commission on Fire Accreditation International (CFAI) hearings as well as numerous educational seminars.

Lastly, Craig facilitated the Department's 2018 Retreat. During the meeting the participants reviewed the Department 2017 performance and compliance to adopted standards, reviewed all operational programs, status of strategic goals and objectives, and discussed coming opportunities and challenges. Craig will be updating the 2016-2019 Strategic Plan in the coming weeks for presentation to the Public Safety Commission and Town Council.

Below are the response time tables for the month of February 2018:

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		02/01/18 - 02/28/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
67.8%	77.9%	69.4%	76.3%	
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%	
01:37	01:52	06:04	08:25	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
116 / 55	134 / 38	120 / 53	132 / 41	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 68 / 64 / 75 / 60	% Compliance Time of Day 40 / 85 / 87 / 77	% Compliance Time of Day 56 / 72 / 75 / 63	% Compliance Time of Day 52 / 77 / 82 / 80	
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.		02/01/18 - 02/28/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
78%	87.8%	79.6%	89.8%	
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%	
01:32	01:45	06:29	08:02	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
39 / 11	43 / 6	39 / 10	44 / 5	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 83 / 72 / 73 / 90	% Compliance Time of Day 33 / 100 / 95 / 90	% Compliance Time of Day 100 / 63 / 78 / 88	% Compliance Time of Day 100 / 90 / 87 / 88	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	