

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

April 2018 Monthly Report

Department News:

April was a busy month with a significant amount of calls. One major call, unfortunately, was the wind driven structure fire. Several agencies assisted, as it was a multiple alarm fire. Castle Rock Fire was assisted by many of its mutual aid partners.



Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
April 2018...100%

Of the 29 Customer Survey cards rating service in April, 27 were of the highest overall rating of 5 and 2 had an overall rating of 4. Some of the comments received read; *"The team was kind, pleasant, and respectful to myself, my children and brother-in-law. My anxiety regarding my injury decreased as a direct result of the actions of the response team. Thank you!"* Another read; *"The team was so caring during a stressful time and ensured I knew where to go as they transported my husband to Sky Ridge and then came and got me in the ER waiting room once he was in a room. Thanks!"* Another read: *"Your guys did an excellent job with helping me to make sensible decisions. I felt very comfortable in their care and was able to go home and make a good recovery. I received fantastic care. Thanks."*

Call Statistics:

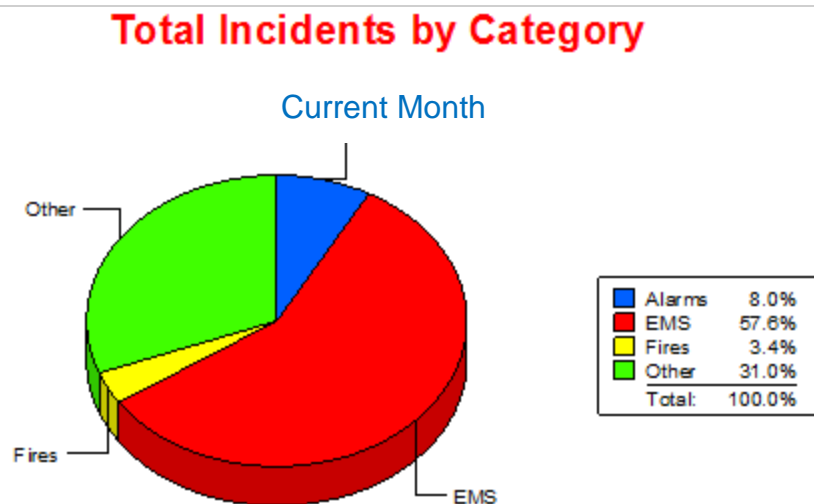
For the month of April we responded to 436 calls for service. Last year at this time we responded to 422 calls. This places our year to date calls at 1809 which is 13 more than last year, an annual increase in call volume of 8%.

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:

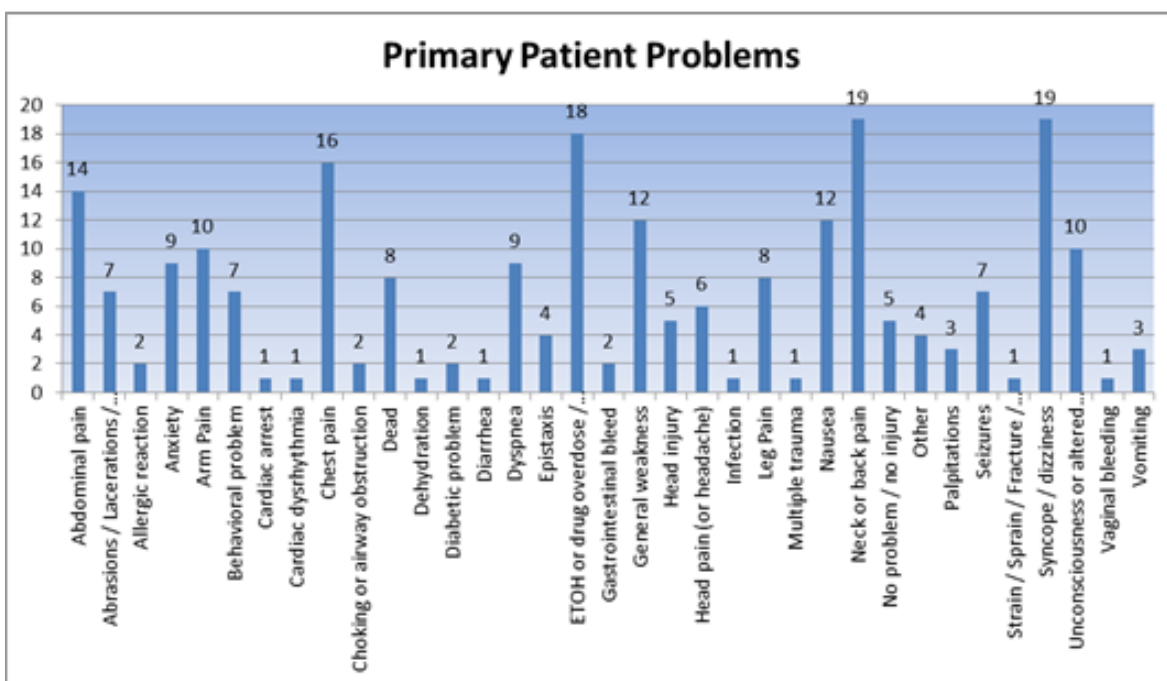
During the month of April we ran 15 fire calls compared to 6 last year. We had 35 alarm calls compared to 27 last year at this time. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls:

The most common EMS calls in April were for neck or back pain and syncope/dizziness with 19 patients each, the second most common was for alcohol or drug issue and with 18 patients.



Measurable Outcomes:

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

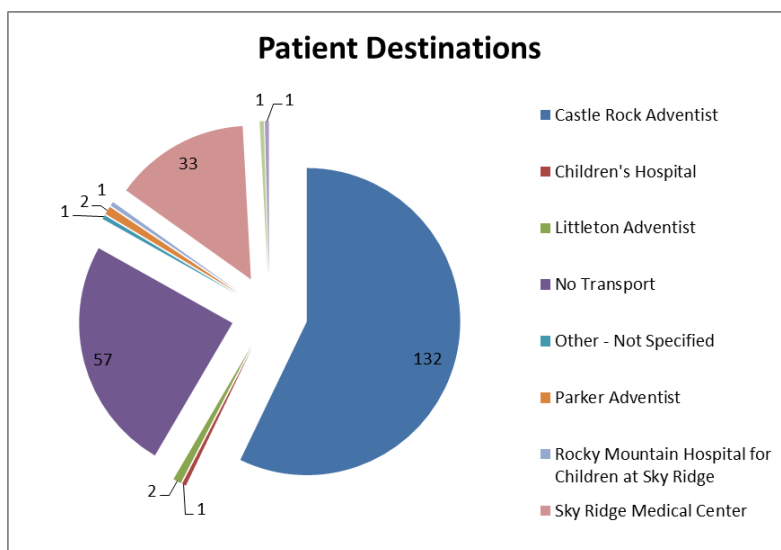
April 2018...98.4%* March 2018...100%

*- This percentage is down this month due to multiple calls occurring during our multiple unit structure fire.

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

April 2018...99.1% March 2018...99.2%

For the month of April, 132 patients were transported to Castle Rock Adventist, which is 75.8% of all patients transported, 33 patients were transported to Sky Ridge, which is 18.9% of all patients transported.



Key Operational News:

Significant incidents can be found on each individual shift report. The most significant incident was our multiple structure fire in the Meadows. We also assisted neighboring departments with several wildland and structure fires as well.

Members have continued teaching the Stop the Bleed program to STB kit recipients, with several town departments receiving training in the last couple of weeks. The training is relatively easy, discusses how to apply the items found in the STB kits, and can be taught by any of our members who attended the class. We have begun deploying these kits throughout the community and will be working specifically with the Douglas County School District on which schools to deploy these kits.

Significant Incidents:

A Shift: Nothing to report

B Shift: Nothing to report

C Shift: On April 17th, all Castle Rock units as well as units from South Metro, Larkspur, Franktown, and Elizabeth Fire responded to a three alarm residential structure fire at 4830 N Foxtail Dr. A total of seven houses received either fire, smoke or water damage with two houses being a complete loss.

On April 24th Engines 151 and 154, Battalion 151, and Medics 153 and 154 responded to Cherokee and Meadows on a vehicle crash with extrication. One patient was extricated, transported, and continues to recover in the hospital at this time.

On April 30th Engines 154 and 151, Quint 155, Medic 154, and Battalion 151 responded as automatic aid to 611 Cliffgate in Castle Pines for a two alarm residential structure fire. All units were involved with extinguishment and containment and were released.

Crews also responded to three patients this month that were pronounced dead on scene via standing protocol. These scenes were left with either Castle Rock Police or Douglas County Sheriff's Office.



Life Safety Division:

Statistical information:

	2018	2017
Plan Reviews	134	127
Construction Insp	150	194
Public Education Events	17	17
Public Education Contacts	1141	755
Existing Business Insp	91	14

Investigation:

This month we had an unusual amount of fire activity for this time of year. The majority of this could be attributed to weather patterns causing low fuel moistures, high dry winds, and increased ignitability from increased temperatures.

The Fire Prevention Officers (FPO) assisted units with a HazMat call on Founders Parkway
Flew a crime scene for CRPD at Prairie Hawk Drive

We had a large residential structure fire on the 17th of this month that had consumed almost 1/3 of the documented time this month. This investigation took all investigators, involved in either research or other items that were required for this investigation. The cause of this fire is still under investigation at this time.

While the other investigation is still under way, we had several other small fires that required our attention as well. These took time as well to compile and research information for the involved parties.

Construction:

It is very important that the fire department stay up-to-date on all the local, state, and federal codes that regulate the construction of buildings. The fire department will be looking at the 2018 International Family of Codes to determine if there are sections within those codes that may have to be amended for the Town of Castle Rock.

As the numbers above indicate we have been very busy this month with plan reviews and inspections on the construction side of the life safety division. There was a total of 327 hours logged as development services time. This was between the three people that we have assigned to assist Development Services with plan reviews, construction inspections, and meetings or other duties as assigned. This does not include the time that was spent this month on the investigation of the house fire.

Public Education:

Our public education team was busy this month. All members attended the Community Risk Reduction Network Conference this month. They came back with some great ideas and information that can assist us in the future. We had two department members present at this conference and received numerous compliments on the presentation.

The FPO's assisted at the Senior Expo at the Douglas County Event Center.

Safer Senior Presentations at Auburn Ridge, Bonaventure, and Oakwood Apts.

A total of 17 events were scheduled with 1141 contacts with the public over a total of 32.75 hours. This was just for the events not including all the time that it takes to put these events together. A huge thanks goes out to all that have assisted our team in making this so successful.

A total of 17 car seats were installed and parents educated as how to install the seat and adjust as needed. Next month we will have a car seat event on the 12th of May at CRAHC to assist new parents with the install of their car seats.

Inspections:

We classify a lot of the things that we do as inspections and they really are because we are inspecting something for some reason or another. The majority is to make sure that it meets the minimum standard of the code or standard that it was built to.

This requires that all inspectors know not only the newest codes, but the prior codes to allow for buildings that were built prior to the code that is being enforced now.

In April we completed a total of 95 either existing building or special inspections. About 5 of these were for the mobile food vendors that you see around town. We have to ensure that they are safe for them to operate and you to purchase your favorite food items from.

Special Programs:

Unmanned Aerial Vehicle (UAV): This month the pilots logged a total of 592 minutes of flight with just over 170,880 feet of flight. Some of this time is practicing on their own time, however, the FAA requires that all flight time be logged.

As seen in earlier sections the UAV's have become very useful to all of our public safety partners.

CWPP: Our team had a meeting with many of the stakeholders in the Town of Castle Rock Community Wildfire Protection Plan. We have two open houses scheduled for May to present information regarding what the contractor found during their site visits. These open houses will also give the public a chance to offer their opinion as to what they think needs to happen with our growing wild land urban interface. A total of just over 30 hours were devoted to working on this program this month.



Outlets at Castle Rock, Colorado's #1 outlet center recognized local firefighters, EMT personnel, police officers, rescuers and more during the center's inaugural First Responders Week "First Responders Week is about honoring the brave individuals who risk their lives in the line of duty on a daily basis," said Andrea Nyquist, Outlets at Castle Rock Marketing Director. "This is a small way for our Outlets at Castle Rock family to say 'thank you' for everything that you do to keep our community safe and secure."



Training Division

In the month of April, members participated in training that included Annual Wildland Refresher activities, First Year Firefighter Task Book and Acting Lieutenant Task Book activities. Companies also participated in Confined Space: Air Monitoring and Ventilation training delivered by Firefighter/EMT Caleb McNeil.

April's EMS Training activities included Centura Continuing Education: Trauma Ultrasound Training

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	229.25	796.25	489.25
Fire-Department Wide	1460.75	4347.5	4382.25
Department Operations	2	160.75	215
Total	1692	5304.55	5086.5

Major Topics Covered

Fire Training

- Task Book activities
- Wildland Multi Unit Drills
- Confined Space: Air Monitoring and Ventilation
- Fire Officer Job Performance Requirements
- First Due Size Up

EMS Training

- Centura Continuing Education: Trauma
- Ultrasound Training

Recruits employing forcible entry skills



Accreditation and Emergency Management Monthly Status

Focus for the month of April shifted from conferences and training to more local items. The 2018 update of the 2016-2019 Strategic Plan was completed and approved by Chief Morales. Work continues on the update of the Standards of Cover, and finalization of the Department's Annual Compliance Report (ACR). This will be the 1st ACR under the Fire and Emergency Services Self-Assessment Manual (FESSAM) 9th edition, which now requires further justifications, references and exhibits to provide objective evidence of continuous improvement. Once all documents are completed, they will be presented to Town Council for approval. Additionally, Craig completed updates to several Administrative Directives to ensure compliance with S.O.G. 1.1.1. three-year review cycle.

The Emergency Operations Plan (EOP) draft is complete, and focus has shifted to developing a Training and Exercise Plan (TEP). The TEP will set emergency preparedness training and exercise goals for all departments within the Town for the next three years. With the basic TEP in draft form, Craig is working on developing the associated training curriculum that includes; lectures/presentations, scenario-based discussion, table-top exercises and functional exercises. These two documents (EOP and TEP) will be released as a pair to help develop understanding and familiarization of the EOP.

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

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/18 - 03/31/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
62.1%	79.2%	75.9%	82.8%	
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%	
01:55	01:50	05:10	07:50	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
126 / 77	160 / 42	154 / 49	168 / 35	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
69 / 69 / 53 / 61	27 / 86 / 88 / 80	69 / 76 / 81 / 71	69 / 91 / 87 / 73	
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.		03/01/18 - 03/31/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
66%	84%	85.7%	80%	
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%	
01:31	02:05	06:34	08:54	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
33 / 17	42 / 8	42 / 7	40 / 10	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
80 / 75 / 55 / 69	40 / 75 / 95 / 92	80 / 91 / 84 / 84	60 / 83 / 80 / 84	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	