

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## July 2018 Monthly Report

### Department News:

On July 16<sup>th</sup> we placed Quint 151 in service at the downtown fire station. The public helped wet it down, dry it and push the Quint into the bay.



The first fire for Engine 152 (Crystal Valley Pky Station)

## Customer Service:

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

Of the 24 Customer Survey cards rating service in July, 24 were of the highest overall rating of 5. Some of the comments received read; *"Picked me up in lobby of LaQuinta late night/early morning. Unusually quick response and treatment saved my life. Turns out I had bacterial meningitis. Due to quick treatment, I recovered fully in less than a week."* Another read; *"The crew did a professional, efficient and polite job caring for me. I was very grateful for all their great care. God bless them!"* Another read; *"Your team is wonderful! Great bunch of professionals. Thank you!!"*

## Call Statistics:

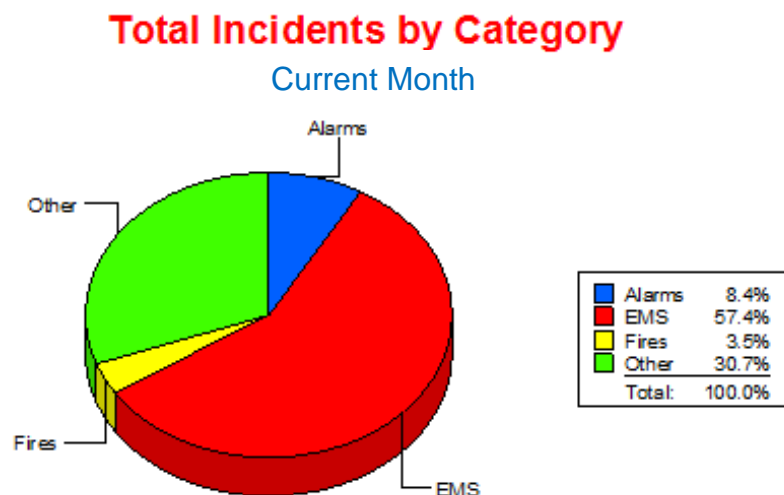
For the month of July we responded to 479 calls for service. Last year at this time we responded to 505 calls. This places our year to date calls at 3,239, which is a decrease of 11 calls which is -0.4% from last year.

Of the 479 calls for service in July, 275 of the calls were for EMS. We had a total of 260 patient contacts and transported 195 patients; 2 were transported by Air Life/Flight for Life. This time last year we had 228 transports.

## Fire Calls:

During the month of July we ran 17 fire calls compared to 13 last year. We had 40 alarm calls compared to 44 last year at this time. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

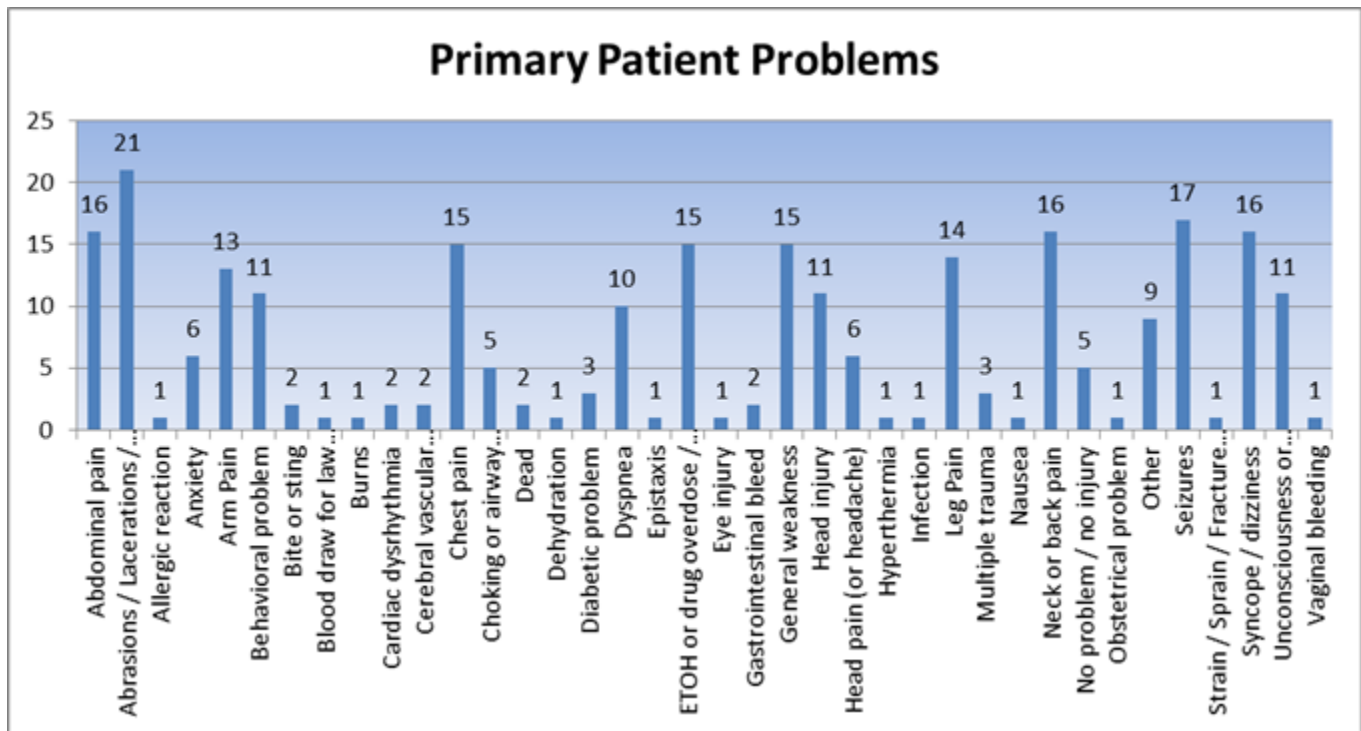
The chart below indicates call proportions for the month of July 2018:





## Emergency Medical Service Calls

The most common EMS calls in July were for abrasions/lacerations with 21 patients, the second most common was for seizures with 17 patients



## Measurable Outcomes:

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

**July 2018...99.4%**      **June 2018...99.2%**

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

**July 2018...99.3%**      **June 2018...98.8%**

## Key Operational News:

On July 20<sup>th</sup>, Station 152 was “soft” opened with the staffing of Engine 152. On their first weekend, they responded to a residential structure fire in Crystal Valley and had a three minute response time for the first arriving engine. While we continue to work through some minor issues with finishing the station, they remain in service and operational. This is a great addition to the department and the Town!

FF/EMT Cole Burdette successfully completed paramedic school and passed his National Registry exam in July! He was also the Valedictorian of his class. Now that he is back, he has started his preceptorship to become cleared. Congratulations Cole!

Quint 151 was placed into service on July 16<sup>th</sup> with a formal wet down and push in. We had a great turnout, and we received many positive comments about how much the public enjoyed the ceremony.

The 911 Board adopted and approved their 2018 budget in November, and one of the requests was to implement the PulsePoint software system. This system, [www.pulsepoint.org](http://www.pulsepoint.org), can notify citizens of a cardiac arrest in a public place within a certain distance of their location so that they may potentially respond and begin CPR prior to our arrival. It can also identify the location of the closest AED that may be used as well. A meeting was held between Douglas Regional Communications Center (DRCC) and PulsePoint in January, the scope of work and quote has been received, and DRCC approved both in late March. We finished test mode in July, and a soft launch was done in late July. The official release was July 31<sup>st</sup>, and we already have over 300 registered users of the app. We will continue to heavily promote this over the next several months, and we will build it into our CPR class program.

### **Significant Incidents:**

- On 7/7/18, crews responded to a report of a wildland fire with wires down in the area of 900 North Wilcox Street. Battalion Chief 151 arrived to find a 100 foot by 100 foot slow moving grass fire adjacent to the rail road tracks. Crews worked quickly to extinguish the fire around an overhead wire that had dropped to the ground. This was later determined to be the cause of the fire. Power was out in the immediate area approximately one hour.
- On 7/7/18, crews responded to a medical assist on Colt Circle with one party down in the street suffering from head trauma after a bicycle accident. Crews rapidly assessed the patient to find the patient suffering from a possible head injury. Due to patient condition and proximity to the closest trauma center air transport was requested. An additional Engine (161) was requested to the scene to assist with the landing zone. The patient was packaged into Air Life 74 and transported to the nearest trauma medical center.
- On 7/12/2018, crews responded to a commercial carrier fire. Battalion Chief 151 arrived to find a non-loaded flatbed tractor trailer parked on the right shoulder at mile marker 181 on Interstate 25. Thick black smoke and fire was billowed from both drivers' side rear dual tires. Southbound Interstate 25 was shut down at mile marker 181 for approximately one hour while crews extinguished the fire. Assistance from the Colorado Department of Transportation was received easing traffic congestion.
- On 7/12/2018, crews responded to an interface fire at the intersection of Meadow Boulevard and Cherokee Drive. Division Chief 151 arrived to find a rapidly progressing interface fire approximately one acre in size. Units attacked the fire from multiple directions and quickly extinguished the fire with assistance of several mutual aid companies. Bureau 152 arrived to investigate the fire. The cause is still under investigation.
- On 7/18/2018, crews were called to a fall greater than 20 feet. Units were called to a residence in the area. On arrival units were notified that the call was at Rock Park on the rim trail. Additional units were added to the call. Units arrived to assess the patient who had fallen from the midpoint of the rock to the path. Air Transported was determined to be warranted and the patient was packaged and transported to the awaiting helicopter at Castle Rock Elementary. The patient was safely transported by helicopter to the nearest trauma medical center.
- On 7/19/2018, crews arrived at the intersection of Heritage Avenue and Sundown Drive to find a gas line that had been cut by underground drilling. Black Hills Energy arrived to request crews to stand by until the leak could be found and the stopped. The leak was determined to be under the street. A Code Red message was issued to approximately 35 residence in the immediate area. Crews spent approximately four and a half hours on scene standing by and assisting effected residents.

- On 7/25/2018, crews arrived to a 50 by 50 foot wildland fire under the high tension power lines at 1280 S. Ridge Road. The fire was quickly extinguished by the first due brush units. An arch from the power line was determined to be the cause of the fire. Several residents in the area were without power for approximately two hours.
- On 7/16/2018, crews responded to 3952 Butterfield Crossing on a reported structure fire. There were two motors that overheated in the pump room, however, there appeared to be several fire code violations. DC Dimock responded with bureau personnel and temporarily closed the pool.
- On 7/23/2018, crews responded to 3864 Old Oaks St. on a residential structure fire. The fire was extinguished without incident and the investigation is ongoing at this time.



Abandoned house fire on Wolfensberger Rd. on 7/27/18





## **Life Safety Division:**

### **Statistical information:**

	<b>2018</b>	<b>2017</b>
Plan Reviews	105	126
Construction Inspections	139	119
Public Education Events	29	27
Public Education Contacts	1,575	2,086
Existing Business Inspections	77	78

### **Investigations:**



This month we had a residential structure fire involving a vacant house. There have been several wildland fires both in and out of the urban interface. We are watching these areas closely due to the severe fire weather that we are experiencing during this month.

### **Construction:**

The Life Safety Division is in constant communication with both the Town and the County in regards to adopting the updated amendments to the code to keep things moving in a good direction. In working with the Building Department we think that we have the residential

building code nailed down and are now working on the fire and building code amendments.

As seen above the numbers are not much different than they were last year at this time. This is great news because it means that we are not experiencing a slowdown in construction, we are staying steady. There was a total of 381.33 hours of time logged for Development Services time including plan reviews and construction inspections.

Some notable completions of buildings are:

- Auburn Brook Apartments, buildings 3, 4, 5, 7, & Clubhouse
- Ascent Classical Academy – getting prepared for final inspections
- Luxury Apartments (single buildings)
- Douglas County Human Services – tenant finish
- 105West Brewery Patio Addition
- Venue EVA Gate
- Les Schwab Tire Store
- Ross Dress For Less
- Douglas County Fairgrounds Stage

Some notable starts of buildings:

CVS Pharmacy (Meadows Town Center)

Arapahoe Community College Campus

7-11 (Founders/Aloha Dr.)

Eternal Rock Church (2 Phelps Dr.)

### **Public Education:**

Our public educators and crews worked together this month for a total of 10 events greeting and meeting a total of 971 contacts together. Individually they met another 237 people during seven other events. Crews performed a total of 12 events on their own, contacting 367 people. Some of these events were station tours, fire truck tours, business visits, CPR classes, driver's education, and the newest event that seems to be very popular – SplashMob.

During the month of July the car seat technicians completed a total of 20 installations and education to new, existing, and expecting parents.

### **Inspections:**

During this month with all of the other items that we were working on we still managed to get 71 occupancy inspections done. Some of these required multiple recurring visits to ensure that the business owners stayed on track to get the violations completed. There was a total of 120 hours logged involving business inspections in the month of July.

The inspections are more than walking through the building and identifying items that may need to be repaired or replaced. Sometimes this may require research time to find out what in the code states that this item may or may not be there.

### **Special Programs:**

Unmanned Aerial Vehicle: This month the pilots logged a total of 245 minutes of flight with just over 73,331 feet of flight. Some of this time is practicing on their own time, however, the FAA requires that all flight time be logged.

Community Wildfire Protection Plan: This is a continuing process that will develop into a plan set forth by the Town and the community to address the areas that were identified as a higher risk for wildland urban interface.

The Life Safety Division has the opportunity to synchronize the protection of both the fire service and the general public in several aspects. Without our partner in the Operations Division, the job that we do would be profoundly more difficult. We are presented with more challenges all the time to decipher and work with. All of these require our undivided attention to confirm that they are dealt with appropriately.



## **Training Division**

In the month of July, members participated in training that included First Year Firefighter Task Book and Acting Lieutenant Task Book activities, Multi Purpose Device (MPD) Training, and the Explorer Post Academy.

July's EMS Training activities included Centura Continuing Education: EMS Operations and CPR Recertification

## **Department Training Hours**

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	227.5	1570.11	1702.25
Fire-Department Wide	1452.35	10284.85	7309.4
Department Operations	29.5	895.28	878.65
Total	1709.35	12750.24	9890.3

## **Major Topics Covered**

### **Fire Training**

- First Year Firefighter Orientation/Task Book
- MPD Training
- Explorer Post Academy

### **EMS Training**

- Centura continuing education: EMS Operations
- CPR recertification

### **Mandatory Training**

- Town of Castle Rock – Workplace Respect

Members conducting drills with the new Quint





## Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins continued work on the Emergency Operations Plan (EOP) and associated Training and Exercise Plan. The first five training seminars are complete with the initial delivery scheduled for Town Executive Staff in late August. The intent is to deliver a series of seminars that walk through the EOP, Emergency Operations Center (EOC), Emergency/Disaster Declaration Process, Initial Incident Response, EOC & Incident Command Interface, and Damage Assessment Process. Following the seminars, staff will move to tabletop exercises and finally functional exercises. While the initial audience is the Town Executive Staff, the training will eventually be delivered at department level meetings. Assistant Chief Rollins has begun EOC position specific workbooks. The purpose of the workbooks is to ensure, regardless of who is tasked with a role in the EOC, that EOC staff understands their role and responsibilities. Each workbook will include a summary of the role and a series of checklists to aid staff members in their EOC duties.

On July 17<sup>th</sup>, Acting Chief Croom presented the 2018 update to the Strategic Plan and Standards of Cover to Town Council for adoption. Both documents were adopted unanimously with minimal discussion. Assistant Chief Rollins will be working to update the strategic documents binder in all stations in the coming weeks.

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

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		06/01/18 - 06/30/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
76%	85%	72.2%	80.9%	
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%	
01:27	01:45	05:36	08:24	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
146 / 46	164 / 29	140 / 54	157 / 37	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 87 / 73 / 74 / 77	% Compliance Time of Day 23 / 89 / 91 / 91	% Compliance Time of Day 41 / 75 / 74 / 75	% Compliance Time of Day 47 / 78 / 85 / 87	
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.		06/01/18 - 06/30/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
76.1%	76.8%	62.9%	74.6%	
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%	
01:14	01:51	07:24	11:36	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
51 / 16	53 / 16	44 / 26	53 / 18	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 81 / 94 / 63 / 75	% Compliance Time of Day 27 / 94 / 86 / 75	% Compliance Time of Day 63 / 66 / 60 / 61	% Compliance Time of Day 63 / 88 / 75 / 61	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	