

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2017-2022

August 2018 Monthly Report

Department News:

On August 4th we had a grand opening ceremony for the new fire station in Crystal Valley, Station 152. Approximately 1000 citizens from Castle Rock and surrounding areas were in attendance.



Customer Service:

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

Of the 42 Customer Survey cards rating service in August, 41 were of the highest overall rating of 5. One had a rating of 4. Some of the comments received read; *"Cole greatly eased my anxiety and fear. He calmed me and explained everything clearly. Eric, Casey, Mike, Nate and Nate were very calm and professional. I was very grateful for their concern and thoughtfulness. Good to know we have such good and well trained people here!!!"* Another read; *"Castle Rock Fire and Rescue are honestly the best in the nation. They not only did their job at a high level, they went above and beyond in our time of need. Thank you!"* Another read; *"The EMS team of Steve and Ray were fabulous, top-notch. They were concerned, competent, compassionate and communicative. Great job guys!"*

Call Statistics:

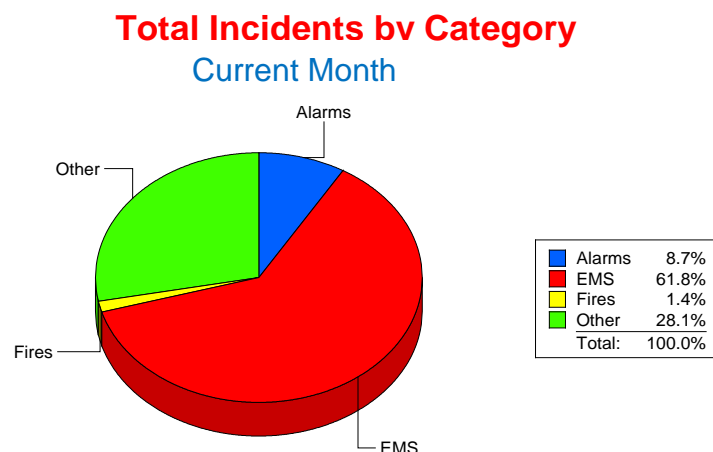
For the month of August we responded to 516 calls for service. Last year at this time we responded to 482 calls. This places our year to date calls at 3,755, which is an increase of 23 calls or +0.6% from last year.

Of the 516 calls for service in August, 319 of the calls were for EMS. We had a total of 295 patient contacts and transported 221 patients. This time last year we had 218 transports.

Fire Calls:

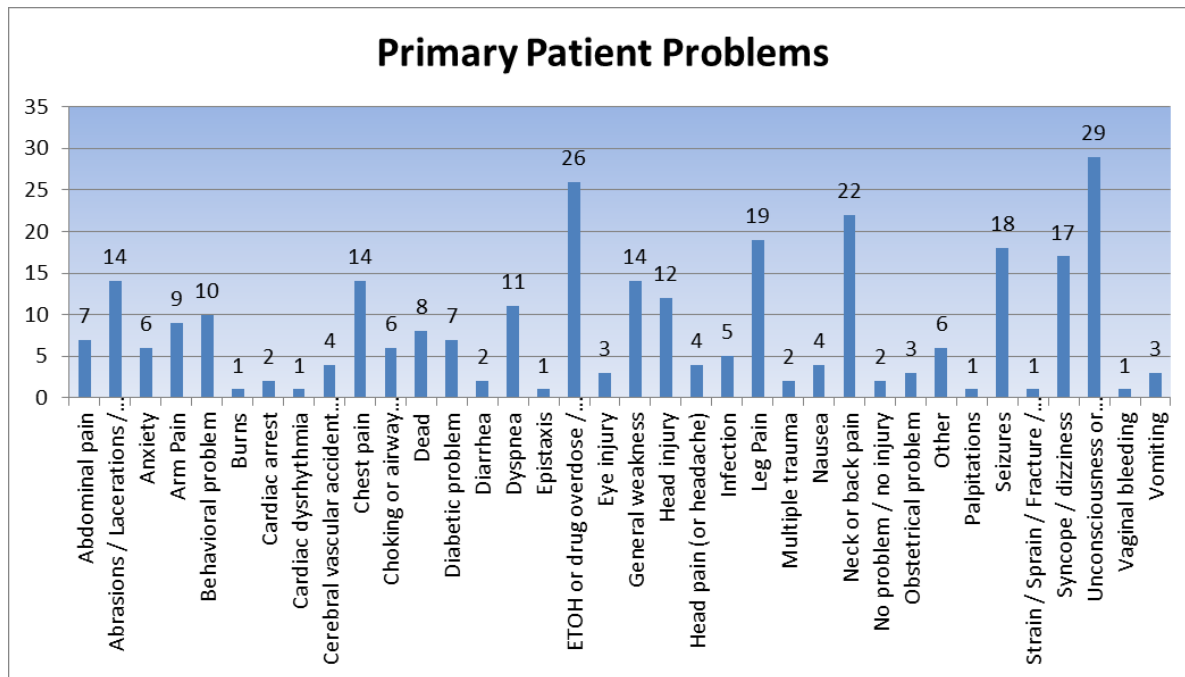
During the month of August, we ran 6 fire calls compared to 8 last year. We had 43 alarm calls which is the same as last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in August were for unconsciousness with 29 patients, and the second most common was for alcohol or drug overdose with 26 patients.



Measurable Outcomes:

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

August 2018...100% July 2018...99.4%

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

August 2018...98.8% July 2018...99.3%

Key Operational News:

On August 4th, Station 152 was officially opened with the grand opening ceremony. Crowds were estimated to be about 1,000 total, and most of those in attendance expressed their appreciation for the opening of the station. This is a great addition to the department and the Town! We are still working on some minor issues to close out this construction project, and these should be done with a permanent certificate of occupancy issued in September.

Since the opening of Station 152 on July 20th, Engine 152 has run 88 calls or 11.9% of the total calls for this time period. To compare in the same time frame, Engine/Quint 151 has run 239, Engine 153 has run 106, Engine 154 has run 230, and Quint 155 has run 106.

Significant Incidents:

- **A shift:** On August 7th, Medic 154 and Battalion 151 responded mutual aid with West Douglas Fire to a residential structure fire with the house fully involved. Upon arrival, Medic 154 was assigned to Medical. Battalion 151 assisted Chief 131 with command. Fire was extinguished and Medic 154 and Battalion 151 returned to service. During the incident, a responding tender from Franktown Fire was involved in a single vehicle rollover accident.

- On August 31st, Engine 154 and Battalion 154 responded automatic aid for West Douglas Fire to a medical assist of a gunshot wound. Upon arrival, Engine 154 and Battalion 151 found Douglas County Sheriff Officer in command of the scene. One victim was found dead, and Engine 154 paramedics pronounced the victim in the field. With the scene secure, both units returned to service.
- On August 31st, Quint 155 was dispatched to a smoke investigation for Franktown Fire. Upon completion of the call, they were added to a residential structure fire in the same area. Quint 155 arrived and staged. Command assigned Quint 155 to work on interior fire control. Battalion 151 added self to the call. Battalion 151 arrived and assisted with command. Fire was extinguished all units returned to service.
- **B Shift:** On August 24th, Battalion 151, Division Chief 151, Squad 154, and Engine 153 were dispatched to an Animal Rescue at 5205 Willow Creek Road. While responding dispatch notified Engine 153 that a horse was stuck in the middle of a small pond. Engine 153 added the above additional units and a large animal Veterinarian. Units worked in conjunction with the family and veterinarian for two and half hours to free the horse. Two crew members stayed to assist the family and veterinarian for several hours after the horse was rescued. The crew from Engine 153 have been back to the residence to check on the horse and family twice. Per family members, the horse will make a full recovery. This call made Local and National News.
- **C Shift:** On August 16th, Battalion 151, Quint 151, Medic 151, Engine 152, Engine 153, Engine 154, Medic 154, Quint 155, Division Chief 151, Chief 153, Bureau 153, and South Metro Fire responded to 702 Prairie Hawk Dr. on a reported structure fire. There was a forklift that malfunctioned and started on fire, which in turn made a LPG cylinder explode. Damage was contained to the immediate area and no injuries were reported.
- On August 21st, Battalion 151, Engine 154, and Medic 154, responded to the Meadows on a report of a person unconscious and not breathing. Resuscitative measures were discontinued on scene, the patient was pronounced dead and was left with law enforcement.



Fire on Prairie Hawk Drive

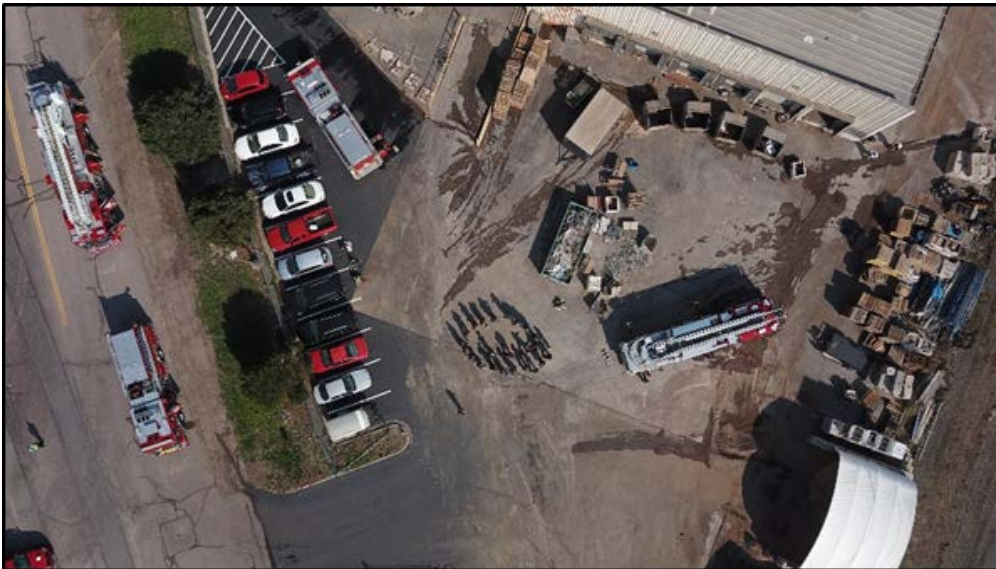


Life Safety Division:

Statistical information:

	2018	2017
Plan Reviews	118	121
Construction Inspections	196	251 (FTO Program)
Public Education Events	16	27
Public Education Contacts	3204	2,086
Existing Business Inspections	40	78

Investigations:



This month we had a commercial structure fire at Sunset Stone involving a piece of work equipment. There have been several wild land fires both in and out of the urban interface.

Construction:

The Fire Prevention Office has been busy this last month, not only with completing plan reviews and new construction inspections, but we have also been in the process of trying to hire another Fire Prevention Officer as well. All the applications have been submitted and reviewed, finalists have been notified of dates, and now onto the testing process.

As seen above the numbers are not much different than they were last year at this time. Although the inspection counts were noticeably elevated last year at this time, this was due to starting two new FPO's and starting the field training process for them. There were a total of 408.75 hours of time logged for development services time including plan reviews and construction inspections. The members of the Fire Prevention Office are working tirelessly to maintain while we are in the process of getting the newest member on board.

As many of you have probably noticed, they have removed the self-erecting crane on the south building as all the large lifting is complete for the building. The tentative date for the Riverwalk South Apartments to start allowing residents is the first part of December.

Some notable completions of buildings are:

World Compass Academy Middle School Addition
Luxury Apartments (single buildings)
Sherwin-Williams (core/shell)

Some notable starts of buildings:

Riverwalk North Apartments – above the parking garage area



Public Education:

Our public educators and crews worked together this month for a total of 8 events greeting and meeting a total of 3,097 contacts together. Individually, they met another 47 people during 7 other events. Crews performed a total of 2 events on their own, contacting 60 people according to the reports that were turned in.

The attractiveness of all these public contacts is that our public educators are the main scheduler of events for the department. The on duty crew and educators are working hand in hand to meet the demands of educating the public on items that are important to their safety at home, work and school.

During the month of August, the car seat technicians of the department assisted with a total of 29 installations as well as educating grandparents, parents and caregivers on proper installation.



Quint 151 at National Night Out

Inspections:

During this month we completed 150 occupancy inspections. Some of these required multiple recurring visits to ensure that the business owners stayed on track to get the violations completed. There were a total of 111 hours logged involving business inspections in the month of August.

Most inspections are set to be repeated on an annual basis. On average, it takes about 3-3.5 hours per inspection with all the follow up and possible research that may be required. We have about 1,600 total businesses in our Town.

Special Programs:

Unmanned Aerial Vehicle (UAV): This month, the pilots logged a total of 385 minutes of flight with just



over 91,868 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.

Fireworks as seen by the UAV FLIR camera

Training Division

Major Topics Covered:

Fire Training

- First Year Firefighter Orientation/Task Book
- AZTEC Rope Rigging Kit Training
- Trench Rescue Operations

EMS Training

- Centura continuing education: Protocols, Alerts and Patient Assessment
- CPR Recertification
- Advanced Cardiac Life Support Recertification

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	128.5	2643.36	2013.75
Fire-Department Wide	606.7	15004.2	9397.55
Department Operations	179.75	1672.78	585
Total	914.95	19320.34	11996.3



Members participating in Trench Rescue Operations Training - Ground Pads and Shoring

Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins has worked with several Town departments to complete capability studies in support of the Denver Urban Area Security Initiative's (UASI) Threat and Hazard Identification and Risk Assessment (THIRA). These capabilities are reviewed, discussed, and compiled during stakeholder preparedness review (SPR) meetings. As a result of the THIRA/SPR meetings, the Denver UASI will update its THIRA, submitting it to FEMA by the December 31st, which will be the basis for regional 2019 Homeland Security Grants. Areas with the greatest gaps will be given highest priorities.

The Department currently has two Commission on Fire Accreditation International (CFAI) Peer Assessors; Lieutenant Butts and Assistant Chief Rollins. Both Lt Butts and AC Rollins have been assigned to a peer team for the current review cycle and are reviewing document for their respective agencies and teams.

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

Urban

Distribution Matrix Castle Rock Fire and Rescue Dept.			07/01/18 - 07/31/18
Department Distribution by Performance Type			All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10
73.2%	87.8%	69.3%	78.9%
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%
01:31	01:45	05:37	08:05
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
120 / 44	144 / 20	115 / 51	131 / 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
55 / 75 / 74 / 72	55 / 91 / 91 / 85	33 / 75 / 67 / 73	33 / 85 / 77 / 82
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.			07/02/18 - 07/30/18
Department Distribution by Performance Type			All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10
83.7%	79.6%	77.6%	85.7%
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%
01:08	02:03	06:45	08:43
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
41 / 8	39 / 10	38 / 11	42 / 7
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day
85 / 81 / 84 / 83	14 / 72 / 100 / 91	57 / 72 / 89 / 75	71 / 81 / 89 / 91
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2