

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2017-2022

September 2018 Monthly Report

Department News:

In September we had several motor vehicle accidents. Here are three separate accidents.



Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
September 2018...97%

Of the 33 Customer Survey cards rating service in September, 31 were of the highest overall rating of 5. One had a rating of 4. One had a rating of 3. Some of the comments received read; *"The gentlemen who helped me in the ambulance took good care of me and made me feel comfortable and not scared. Thank you!"* Another read; *"I was very impressed with response and care from the whole team."* Another comment was; *"Can't thank CRFD enough! Fast, reassuring, capable, professional, above and beyond – as always. Has come to our rescue a few times!"*

Call Statistics:

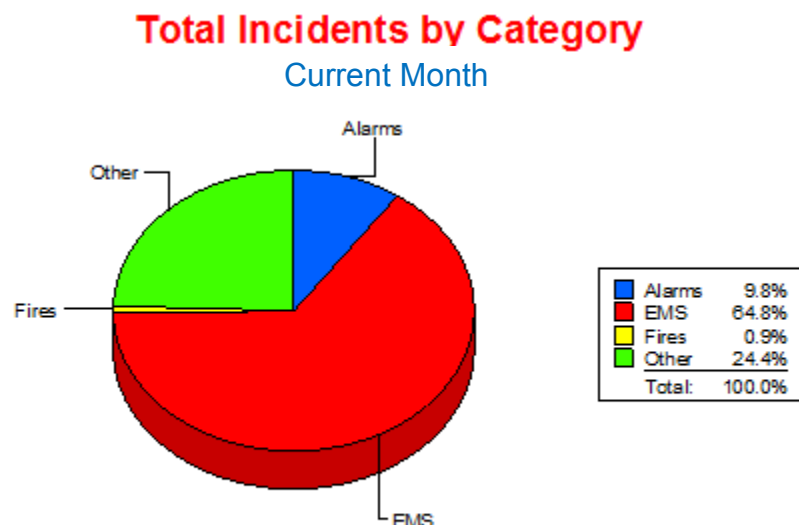
For the month of September, we responded to 438 calls for service. Last year at this time we responded to 493 calls. This places our year to date calls at 4,193, which is a decrease of 32 calls or -0.8% from last year.

Of the 438 calls for service in September, 284 of the calls were for EMS. We had a total of 252 patient contacts and transported 180 patients. This time last year we had 210 transports.

Fire Calls:

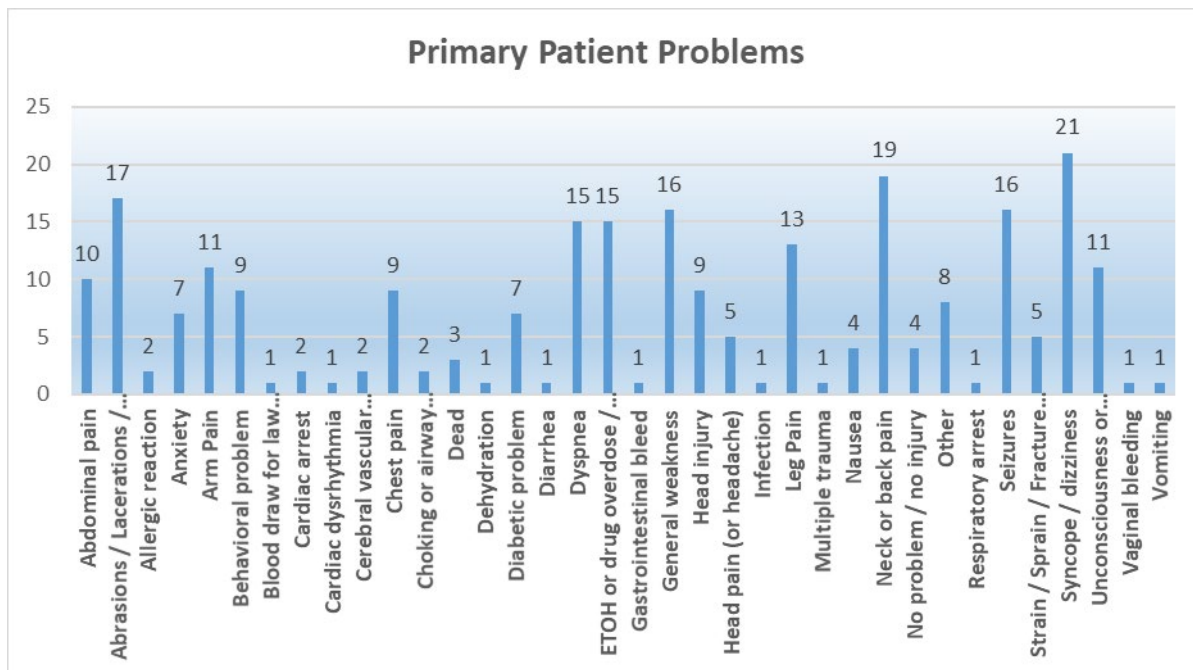
During the month of September, we ran 4 fire calls compared to 12 last year. We had 43 alarm calls, which is 16 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in September were for dizziness or syncope with 21 patients, and the second most common was for neck or back pain with 19 patients.



Measurable Outcomes:

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

September 2018...98.9% August 2018...99.4%

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

September 2018...98.8% August 2018...98.8%

Key Operational News:

On September 28th, Battalion Chief Rich Martin was selected as the next Deputy Chief in the Operations Division. His promotion will become effective on October 8th, and we will begin the process to fill the empty battalion chief process sometime in mid to late October. Congratulations Rich!

The department hosted the Your Town Academy on September 10th with approx. thirty participants in the class. After receiving a brief presentation on the department, participants went through a CPR station, a vehicle extrication drill, and a hose advancing drill. Feedback was very good, and I want to thank again all of the members who helped make this a successful evening.



In finishing this report, the fire chief's process occurred in the first part of September with five candidates participating over two days. I was selected from the five as the next chief, and Town Council confirmed the appointment on September 18th. As I have stated previously, I am very humbled and honored to be selected as fire chief, and words cannot express how much I appreciate everyone's support, not only during the acting tenure, but also during the chief's process. I truly believe that we have a great team in place, and I look forward to working with each one of you as we continue to strive to be the best. My official badge pinning is scheduled for the October 16th Town Council Meeting.

We continue to work on the remodel of PSTC building 1 (now known as the South Building) as well as some initial steps on building 2 (now known as the North Building), but the north building will not start construction until we have significant movement on the south building remodel. We are allowing, on a very limited basis, people and/or items to move into the south building, but we do not want to interfere with the remodel process. The plan has been modified as we will not be building out any classroom space, the bays will become our maintenance facility, and the offices upstairs will be used for CRFD and CRPD staff. We will be installing the sprinkler system, which should be done by mid-late November. We are now focusing our efforts on the design of the classroom and storage facility of the north building. The town has hired a project manager for both of these buildings, and we are moving forward with both projects.

Life Safety Division:

Statistical information:

	2018	2017
Plan Reviews	100	114
Construction Inspections	122	162 (FTO Program)
Public Education Events	37	21
Public Education Contacts	10,475	2,126
Existing Business Inspections	40	78

Investigations:

Although this month was slow in investigations, not a bad thing, there were still items that we continued to work on. Many hours were consumed discussing the residential structure fire on Foxtail Drive. As well this month, our Deputy Fire Marshal, Rick Young, was extremely busy with the some court time for the Trooper Donahue trial as well as the preliminary hearings of the Prestwick Hazardous Materials/Explosives case.

Construction:



ToCR Parks Central Service Building

The Fire Prevention Bureau is still doing an outstanding job of being able to keep things moving ahead even with the relentless pace of development at this time.

During the month of September, they not only kept up with the huge load of plan reviews coming in, but managed to carve out time to develop and implement a hiring process for a replacement position in this office. They also incorporated time to have a division retreat to help guide this division to success within the fire department.

As seen above, the numbers are not much different than they were last year at this time. Although the inspection counts were somewhat elevated last year at this time and this was due to the two new FPO's and the field training process for them. There was a total of 417.25 hours of time logged for development services time including plan reviews and construction inspections. The members of the Fire Prevention Office continue to work tirelessly to maintain while we are in the process of getting the newest member on board.

Some notable completions of buildings or tenant finishes are:

- Auburn Brook Building 6 and Pool – Wolfensberger and Auburn Drive
- Del Taco – Promenade new building
- Panorama Ortho – Limelight – tenant finish
- The Pines – Building 5 – Fire Restoration
- 7-Eleven – Promenade – Core/Shell
- Meadows Luxury Apts – All new buildings
- Where Food Comes From – Tenant finish
- Purgatory Cellars – Tenant Finish

Some notable starts of buildings:

- 4985 Factory Shop Blvd, Block 8, Promenade
- Arapahoe Community College Campus
- Miller Crossing Land Mitigation
- ToCR Parks Central Service Building

Public Education:

Our public educators and crews worked together this month for a total of 8 events greeting and meeting a total of 8,242 contacts together. Individually, they met another 1,283 people during 12 other events. Crews performed a total of 17 events on their own, contacting 950 people.

During this month, the large draws were the Healthy Risks Program and the Touch A Truck event, however all of the department events are important because we are getting the life safety message out to the public. This month we also participated in the Your Town Academy.



Touch A Truck Event



Your
Town
Academy

During the month of September, the car seat technicians of the department assisted with the completion of a total of 20 installations and delivering education to parents/caregivers.

Inspections:

September posed some challenges for the existing business inspections based on the amount of time that could be devoted to performing these inspections. There was a total of 61 hours devoted to just the inspections. With all the other legwork that maybe required for the inspection, an approximate of 131.5 hours were spent on other tasks associated with existing business inspections. This includes research and contacting third-party inspection companies to verify what their report is indicating for fire protection systems that they inspect. Most of what is involved is the education of the business owner or building owner to help them understand what we are trying to have them do and why it is important. In all, we have about 1,600 total businesses in our Town.

Special Programs:

AV: This month, the pilots logged a total of 288 minutes of flight with just over 101,721 feet of flight. Some of this time is practicing on their own time, however, the FAA requires that all flight time be logged.



Training Division

Major Topics Covered

Fire Training

- MAYDAY Operations under Offensive Firefighting Conditions
- New Type III Engine In-service Training
- Rope Rescue Training
- Acting Engineer Academy

EMS Training

- Centura Continuing Education: Airway Skills
- Pediatric Education for the Prehospital Provider Recertification

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	222.75	2067.11	2142.11
Fire-Department Wide	2054.75	13990.3	13233.8
Department Operations	0	985.53	1001.53
Total	2277.5	17042.94	16377.44



Rope Rescue Training



Forcing entry during MAYDAY Training

Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins started a couple projects as well as continued on several others. The two new projects are kicking off the community outreach and education effort associated with updating the Department's Strategic Plan and developing a plan to update the Department's and possibly the Town's Continuity of Operations (COOP) Plan. Craig has partnered with the Life Safety Division, Assistant Town Manager, and Community Relations Team to review presentation materials, develop a media plan, and discuss feedback tool options. The first of several Community Open Houses, was scheduled for October 4th at Station 153 from 6:00 – 8:00pm.

Reviewing and updating the Department's COOP plan will be a long-term project, and depending on the status of the Town-wide plan, this may take even longer. In preparation for this project, Craig attended two workshops specific to continuity planning.

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

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		08/01/18 - 08/31/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
71.6%	87.4%	74.6%	83.1%	
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%	
01:30	01:43	05:52	08:13	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
139 / 55	167 / 24	144 / 49	162 / 33	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
77 / 79 / 69 / 59	55 / 87 / 97 / 85	61 / 76 / 73 / 80	72 / 84 / 83 / 85	
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.		08/01/18 - 08/31/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
81.2%	88.4%	76.8%	78.6%	
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%	
01:27	01:39	06:23	08:52	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
56 / 13	61 / 8	53 / 16	55 / 15	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
100 / 89 / 79 / 63	60 / 88 / 91 / 90	60 / 83 / 85 / 45	80 / 89 / 80 / 54	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	