

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency 2017-2022*

## October 2018 Monthly Report

### Department News:

Congratulations to Chief Norris Croom! Chief Croom had his badge pinning ceremony on Tuesday, October 16<sup>th</sup> at the Town Council Meeting. He was sworn in by Town Clerk Lisa Anderson. His wife Jody, and 2 of his 3 sons, Norris IV, and Brogan, placed his badge and accessories on him. Chief Croom was also joined by many members of his family, friends, and members of the Department for this special occasion.

A reception was then held with everyone to celebrate this occasion. Congratulatory speeches were given by Douglas County Sheriff Tony Spurlock, Colorado State Patrol Colonel Matt Packard, International Association of Fire Chiefs (IAFC) Assistant Executive Director Rob Brown, and his son, Norris IV.

Chief Croom brings with him a wealth of experience in fire and EMS. He is heavily involved at the local, state and national level. His sterling reputation is well known to all in the field.

We are all very happy and proud of Chief Croom and excited as he has begun steering the Department forward and continuing to ensure we follow the Town's Values of Excellence, Dedication, and Service!



Taking the Oath by Lisa Anderson with Mayor Green

Proud family in attendance!



## Customer Service:

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

Of the 34 Customer Survey cards rating service in October, 31 were of the highest overall rating of 5. 3 had a rating of 4. Some of the comments received read; *"The Outstanding care that helped to relieve my anxiety over the situation. From 911 operator to all those who came to the house and hospital. Thank you!!"* Another read; *"Great group of professionals. Their response and actions contributed greatly to me not being disabled or deceased."* Another read; *"They were absolutely amazing with my daughter. From the 911 operator to the EMT's to the Fire Department. Thank you from the bottom of my heart! God bless"*

## Call Statistics:

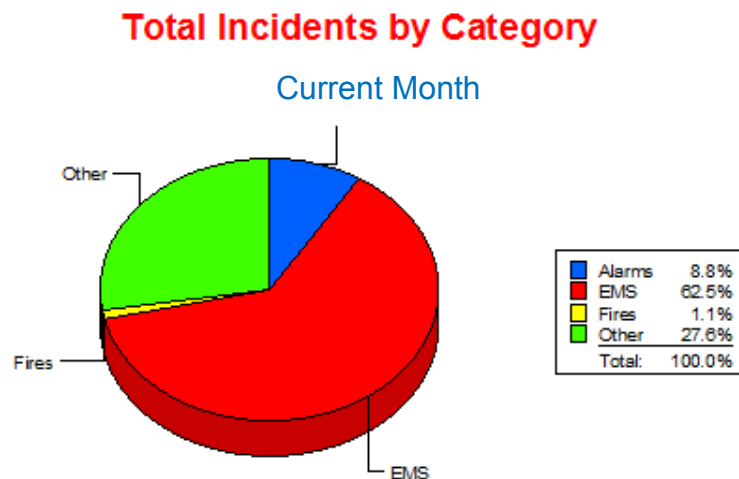
For the month of October, we responded to 456 calls for service. Last year at this time, we responded to 484 calls. This places our year to date calls at 4,649, which is a decrease of 60 calls or -1.3% from last year.

Of the 456 calls for service in October, 285 of the calls were for EMS. We had a total of 266 patient contacts and transported 209 patients. This time last year we had 199 transports.

## Fire Calls:

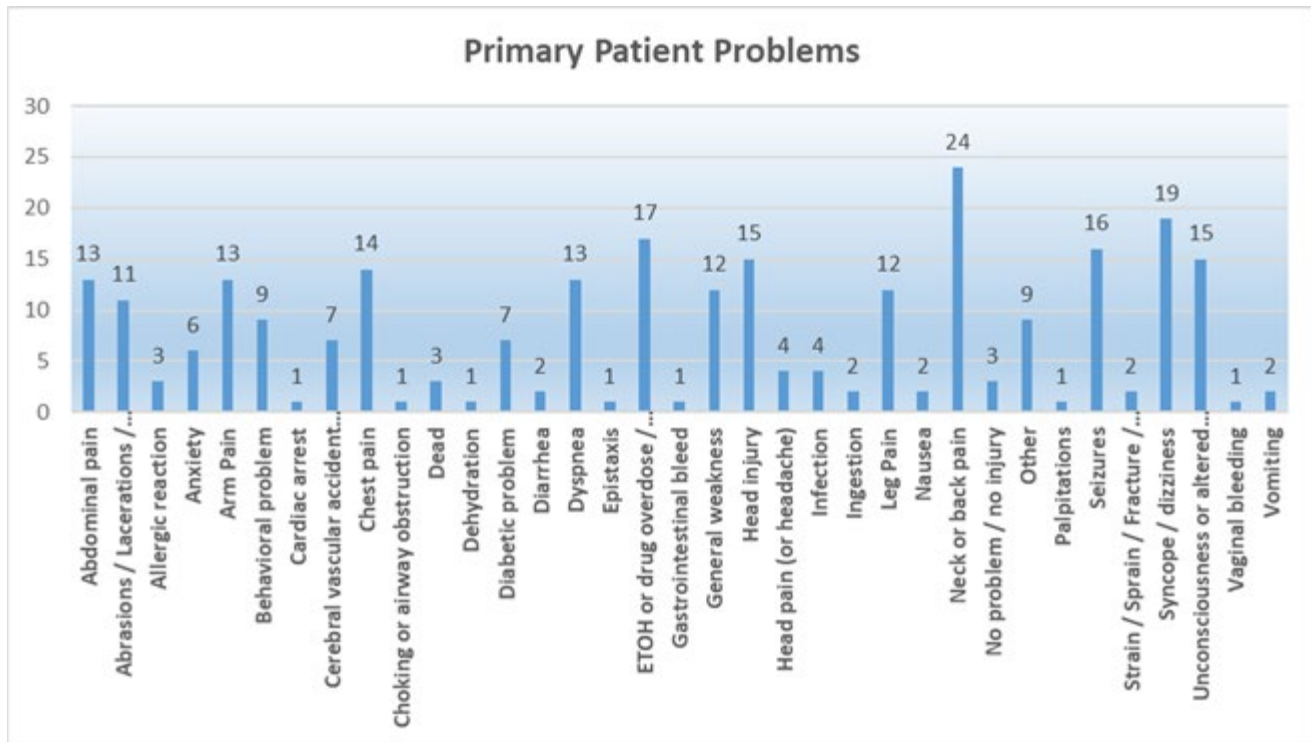
During the month of October, we ran 5 fire calls compared to 3 last year. We had 40 alarm calls, which is 2 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



## Emergency Medical Service Calls

The most common EMS calls in October were for neck or back pain with 24 patients, and the second most common was for syncope or dizziness with 19 patients.



## Measurable Outcomes:

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

**October 2018...100%      September 2018...98.9%**

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

**October 2018...98.4%      September 2018...98.8%**

## Key Operational News:

We are still working on some issues to close out the Station 152 construction project. We had hoped to be done with a permanent certificate of occupancy issued, however, we have run into some issues with our landscaping and irrigation permit. Since the growing season has ended, we will not complete these portions until spring of 2019, and we expect our CO to be issued then.

Our two recruits continue in the fire academy at West Metro, and are doing well. They are scheduled to graduate on November 30<sup>th</sup>. One of the recruits, Carlie Dickson, is a member of the WY Air National Guard, and she has received active duty orders for a six month deployment. She will begin prep work in December, and then deploy in January. So, we should see her return sometime in July 2019.

Battalion Chief Morgenthaler received the American Legion Post 1187 First Responder Award on October 27<sup>th</sup> for his service to the community. Congratulations Eric!



Battalion Chief Martin was officially promoted to Deputy Chief on October 8<sup>th</sup>, and has assumed that role. With his promotion, a Battalion Chief position is now open, and that process will be held on November 14<sup>th</sup>. This will cause a Lieutenant opening, and we hope to be able to have this filled by the end of November. Depending on who is selected for that vacancy, an Engineer position may then be open. If that is the case, then we will move forward and try have that position filled by mid-December.

The CRFD/CRPD Explorer Post Haunted House was very successful this month. When all was said and done, each Post netted about \$8,000 from the total proceeds. This is a significant amount of funding for each Post, and a testament to the hard work put in by the Post members, Advisors, department members, and volunteers. Great job to both Posts!



Hair and makeup then get your scary on



Great volunteers



Looking for a victim

## **Life Safety Division:**

### **Statistical information:**

	<b>2018</b>	<b>2017</b>
Plan Reviews	135	141
Construction Inspections	218	105
Public Education Events	42	34
Public Education Contacts	2,544	1,594
Existing Business Inspections	40	35

### **Investigations:**

The investigation portion of this division can at times keep us very busy; luckily during the month of October, there were only a small handful of minor events that required our attention to fire investigation.

## Construction:



Arapahoe Community College Campus 10-2-18

The Life Safety Division saw an increase in project finals this month requiring that the FPO's complete final inspections ensuring that all items are completed prior to allowing the general public into these businesses.

During the month of October, a total of 135 plan reviews were completed with 2 of them for Douglas County projects, taking a total of 125 hours to complete. 219 new construction inspections were completed involving a total of 167 staff hours to complete.

As seen above, the numbers are not much different than they were last year at this time. The one thing that you will notice is that this month we had an elevated amount of construction inspections due to an increased number of projects coming to completion. There was a total of 447.25 hours of time logged for development services including plan reviews and construction inspections. The members of the fire prevention office continue to work tirelessly to maintain the workload while attempting to keep all of our other duties on track as well.



Arapahoe Community College Campus 10-24-18

Some notable completions of buildings or tenant finishes are:



No Cow Bakery – Fifth Street  
Wild Blue Yonder Brewery – Sixth Street  
Aspen Creek Dental – 4535 Milestone  
4<sup>th</sup> Floor Storage - CRAHC  
2<sup>nd</sup> Floor OR Room – CRAHC  
Fuzzy Tacos - Promenade  
The Library Co Bar and Restaurant - Ambrosia  
Sierra Trading – Promenade  
The Pines Fitness Center – 2220 Castlegate Dr N  
Fagan Meadery – Manatt Court

Some notable starts of buildings:

Planet Fitness – 100 Founders Parkway

Murdoch's – 100 Founders Parkway



### **Public Education:**

Our public educators and crews worked together this month for a total of 17 events greeting and meeting a total of just over 1,000 contacts together. Individually, they met another 1,270 people during 12 other events. Crews performed a total of 13 events on their own, contacting 263 citizens.

October is nationally recognized as “Fire Prevention Month”. Usually this is marked by an increase of just one week out of the month being dedicated to promoting fire prevention. We have realized that this really had an impact on the community and decided that this should be during the entire month. A total of 42 events were scheduled and performed reaching just over 2,500 citizens taking approximately 68 hours of time. There was a multitude of schools that were visited, to teach about what firefighters do.



During the month of October the car seat technicians assisted with a total of 32 installations, and presented education to the new, existing, and expecting parents. A total of 26 of these were rear facing car seats, indicating that these were mainly for infants less than 1 year of age.

### **Inspections:**

With October being Fire Prevention Month, this posed some challenges for the existing business inspections based on the amount of time that could be devoted to performing these inspections. Our inspectors are also required to perform public education duties as well. A total of 99 inspections on existing businesses were completed in some fashion. This could be either a primary, follow up, or other type of inspection. There was a total of 58 hours devoted to just the inspections. With all the other legwork that may be required for the inspections, approximately 103 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 asking them do and why it is important. In all, we have about 1,600 total businesses in our town.

### **Special Programs:**

Unmanned Aerial Vehicle (UAV): This month, the pilots logged a total of 244 minutes of flight with just over 83,000 feet of flight. This is a skill that is very useful and needs to be kept up to be proficient.

The division was contacted by the E-470 Highway Authority regarding the UAV program that is in place to request a meeting to assist them with developing a program similar to ours for use with their department.

Authorization was received to purchase a UAV that will complement the team’s capability and keep technology up-to-date. Look for more to come regarding this new purchase.

## Training Division

### Major Topics Covered

#### Fire Training

- HazMat A, B, and C kit application and use
- Blue Card Three day class for new and acting officers
- Acting Engineer Task bool activities
- Trench Rescue training

#### EMS Training

- Centura Continuing Education: Trauma

### Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	338.75	2405.86	2247.86
Fire-Department Wide	2070	16060.3	14070.05
Department Operations	6.25	991.78	1097.53
Total	2415	19457.94	17415.44



Castle Rock Water participating in Trench Rescue Training



Castle Rock Water's Vac truck greatly facilitates the removal of a victim in a Trench Collapse.

## Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins continued work on the Emergency Operations Plan (EOP) and associated Training and Exercise Plan (TEP). To date, three training sessions have been delivered to the Town Manager and Department Heads. Craig will continue to deliver one training per month for the next several months at the Department Head meeting. Following the seminars, training will move to tabletop exercises and finally functional exercises. Craig is nearing completion of EOC position specific workbooks for EOC Manager, Operations, Finance, Logistics, Planning, and Public Information Officer. 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 October 30<sup>th</sup>, the Department received notification the 2018 Annual Compliance Report (ACR) was approved by Commission on Fire Accreditation International (CFAI). This was the Department's first ACR after the 2017 site assessment and transition to the Fire and Emergency Services Self-Assessment Manual (FESSAM) 9<sup>th</sup> edition. The next ACR is due by July 15<sup>th</sup>, 2019.

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

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		09/01/18 - 09/30/18
Department Distribution by Performance Type		All Incident Types		
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
77%	81.9%	74.2%	83.5%	
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%	
01:34	01:53	05:29	07:40	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
127 / 38	131 / 29	121 / 42	137 / 27	
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 / 76 / 70 / 83	66 / 78 / 92 / 75	61 / 71 / 78 / 75	85 / 74 / 88 / 83	
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.		09/01/18 - 09/30/18
Department Distribution by Performance Type		All Incident Types		
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
78.4%	88.7%	82.2%	90.5%	
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%	
01:28	01:41	06:13	08:08	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
58 / 16	63 / 8	60 / 13	67 / 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 / 71 / 76 / 87	71 / 94 / 89 / 87	100 / 76 / 86 / 75	100 / 85 / 90 / 93	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	