

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

January 2019 Monthly Report

Department News:

Pictures of a motor vehicle accident with a difficult extrication



The department's annual awards banquet held Jan. 26th



Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
January 2019...97.6%

Of the 42 Customer Survey cards rating service in January, 35 were of the highest overall rating of 5. Six were a rating of 4 and 1 had a rating of 3. Some of the comments received read; *"We were so pleased with every avenue of service. They acted as it were their own. Much thanks!"* Another read; *"Our family is beyond grateful for you to help our 3 year old. Our other son is still talking about you coming to help his brother. Your sacrifice means the world to our family. Thank you is not enough."* Another read; *"Thank you for being patient with my mom with Alzheimer's."*

Call Statistics:

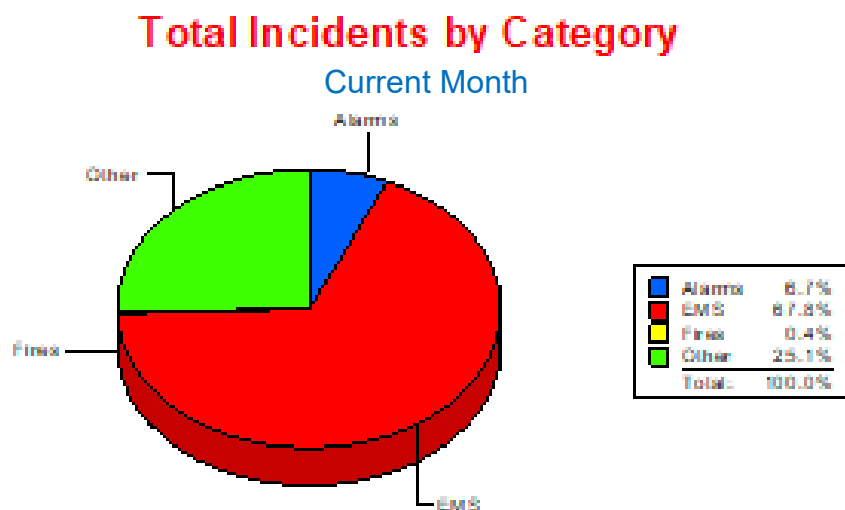
For the month of January, we responded to 509 calls for service. Last year at this time, we responded to 501 calls. This places our year to date calls at 509, which is an increase of 8 calls or 1.6% from last year.

Of the 509 calls for service in January, 345 of the calls were for EMS. We had a total of 311 patient contacts and transported 242 patients. This time last year we had 222 transports.

Fire Calls:

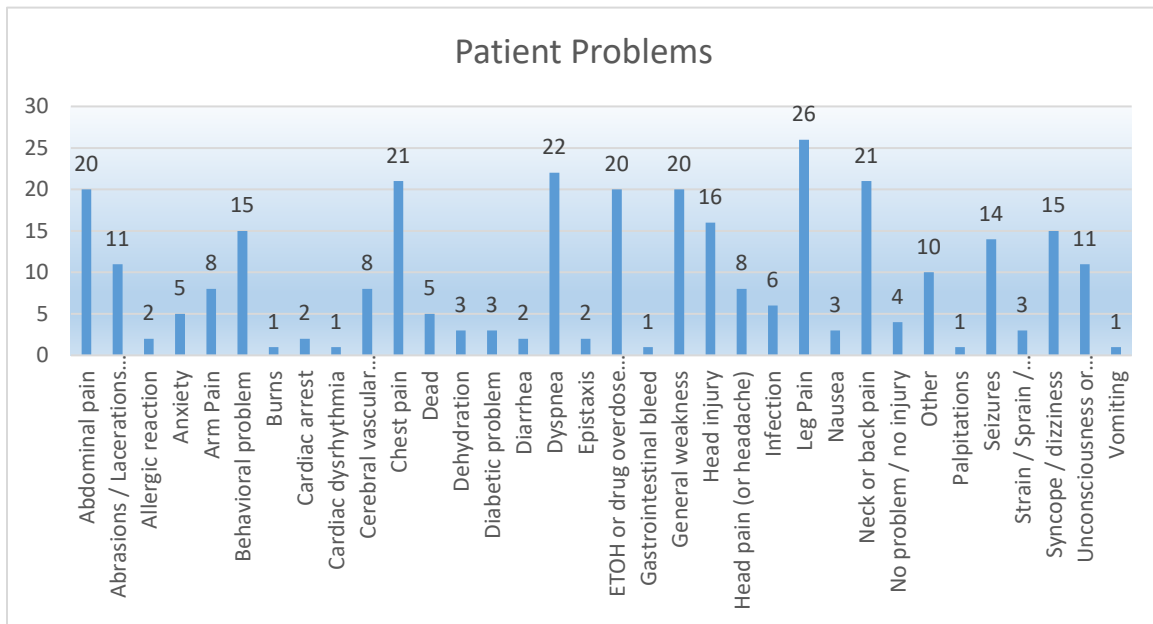
During the month of January, we ran 2 fire calls compared to 3 last year. We had 34 alarm calls, which is 6 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in January were for leg pain with 26 patients each, and the second most common was for dyspnea/shortness of breath with 22 patients.



Measurable Outcomes:

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

January 2019...99.7% December 2018...100%

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

January 2019...99.3% December 2018...99.1%

- **B Shift:** On January 3rd two pedestrians were struck by a vehicle, Battalion Chief 151, Quint 151, Medic 151, Medic 154, Engine 152, and Division Chief 151 responded. One patient was transported and one was a field pronouncement (fatality).
- **C Shift** On January 30th, Engine 154, Quint 155, Medic 154, Medic 151, Battalion 151 and Division Chief 151 responded to a motor vehicle crash with extrication. One vehicle was involved, the front seat passenger was self-extricated prior to fire department arrival and refused treatment and/or transport, the driver's legs were trapped under the dash and required extrication with hydraulic tools. The driver was extricated from the vehicle and transported to a nearby hospital non-emergent for further evaluation and care.

Deputy Chief Commentary:

I continue transitioning to the new role and all that is associated with it. We continue to look into all options associated with medical direction.

During this month, the following promotions were completed in the Operations Division. Lieutenant Bersagel-Briese was promoted to Division Chief and reassigned from Operations to Training.

Key Admin News:

Our first badge ceremony of the year was held last month. Nate McConnell received his Engineer badge, Jeff Helle and Matt Osborn received their Lieutenant badges, Jeff Hood received his Captain's badge, Jason Butts received his Battalion Chief badge, and Rich Martin received his Deputy Chief badge. Congratulations again to all!

Deputy Chief Martin and I continue to work with Kraemer and CDOT on the I25 Gap construction project. We have conveyed our concerns about access, emergency response, etc., and they are doing what they can to work with us on these issues. We understand that this is only going to become more difficult as we lose roadway to work with, so different response options are being discussed. We will advise if we decide to move forward with new options.

Chief Cauley, Asst. Town Manager Zagurski, and I met with Town Manager Corliss on the PSTF North Building project to brief him on the building design, total projected cost, and funding sources. Mr. Corliss was satisfied with the briefing and gave direction to proceed. We will now begin work to get this in front of Town Council for approval.

Fire Chief Commentary:

One of our two new engines was delivered to us last month, and staff is now working to complete all installs so that we can put it into service. The second engine is anticipated to be delivered in early February. Once a decision is made about what type of in service ceremony will be held (if any), we'll get that out to the public.

I am still working on developing a master list of issues to publish and begin working on in 2019, and I completed my meetings with other departments and external stakeholders to gather input on the department. My intent is to address these issues at the annual retreat to decide what we want to tackle and in what priority. Overall, I have been very happy with the information that has been received so far from both internal and external stakeholders and partners, and I have not encountered any critical or significant issues, either inside the department or with our external partners, that are cause for concern. Most are just simple improvements to how we operate while others will take a little more planning and work.

Life Safety Division:

Statistical information:

	2019	2018
Plan Reviews	90	93
Construction Inspections	128	108
Public Education Events	7	9
Public Education Contacts	1,577	49
Existing Business Inspections	12	54

January presented some new issues within the Life Safety Division. Even with the fact that we are down two Fire Prevention Officer (FPO) positions, we had another stellar month for construction, public education and existing business inspections.

I would like to personally thank my entire team for their assistance during my absence, in keeping our customers satisfied and meeting the deadlines that they were presented.

Investigations:

The investigation portion of this division can at times keep us very busy. Luckily, during the month of January, there were only a small number of minor events that required a fire investigation.

Construction:

The Fire Prevention Office has been understaffed now for over a year. Despite the efforts of trying to find the right candidate (s) for these positions, it is proving much more difficult than normal.

During the month of January, a total of 90 plan reviews were completed, just under 80 hours to complete just the review process. 129 new construction inspections were completed involving a total of just over 174 hours to complete. The majority of these were completed by the FPO's/Deputy Fire Marshal as I was out for just over ½ of the month following leg surgery.

Because of the good weather and the economic status of the Town, the plan reviews and the construction inspections really did not vary much from where we were last year, however, these were completed with ½ of the staff that we had last year at this time.

Public Education:

Our public educators and crews worked together this month for a total of 4 events greeting and meeting a total of just over 1,188 contacts together. Individually they met another 367 people during 2 other events. Crews performed a total of 1 event on their own, contacting 22 people.

During the month of January the car seat installers of the department completed a total of 19 installations and education to the community.



Inspections:

During this month a total of 53 primary inspections were completed, and some of these may require follow up inspections. There was a total of 105 different businesses or buildings that were touched during the month of January.

A total of just over 172 hours were logged pertaining to inspections of existing businesses. As you can see they require a large percentage of time to ensure that these existing businesses are safe for the employees and public.

Special Programs:

UAV: During the month of January with as busy as it was for new construction and existing business inspections, not a great amount of time was devoted to flights. Although this is very important to maintain our proficiency of flight and keep our skills razor sharp.

We are currently working on a program to assist Development Services with some of the aerial footage and site footage that will assist them in the reports that they are required to present at some of their meetings.

We logged a total of 104 minutes of flight and over 29,602 ft. of flight.

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. All of these require our undivided attention to confirm that they are dealt with appropriately.

Training Division

Division Commentary:

As the new year arrived, so did a new Training Division for the CRFD. In the last two months of 2018, Jim Piper and Chris McCarthy left the organization, and left the Training Division in a position to move forward with great success. We would like to thank them for all of their years of service, and for their dedication to training the members of the department.

Jeff Hood was promoted into the vacant Captain position, and was instrumental in guiding the division through the transitional month. In the middle of the month, Oren Bersagel-Briese was promoted into the vacant Division Chief position and have been working closely with Captain Hood to create a foundation for the division moving forward. This process has included identifying outstanding critical issues and pending organizational needs, creating our new workspace at the newly occupied PSTF South Building, reaching out to the line for feedback, meeting with area Training Chiefs, meeting with other internal stakeholders, and starting the process of developing plans for the division.

In January, crews trained on a wide range of topics to stay operationally prepared including ice rescue, engine and truck driver/operator, annual physical assessments, then the next step in the ultrasound program, rope rescue, victim removal, brush truck operations, CPR refreshers, ladder bailouts, monthly EMS training, a media bootcamp, and numerous company level events.

JANUARY TRAINING HOURS (1752 TOTAL)



Photo of ice rescue training courtesy: Antonio Archuleta and 5280Fire



The newly occupied PSTC South Building

Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins continued emergency management training and awareness sessions for Department Heads. January was a review of the roles and responsibilities of elected officials in emergencies and disasters. Chief Croom delivered the same presentation to Town Council, along with a wallet card providing important phone numbers and guidelines for emergency/disaster response.

While this year's retreat format is changing, there will still be an overview of department performance and compliance sent out prior to the retreat. I also have worked with Chief Croom on the retreat

agenda and format to meet his expectations while ensuring compliance with any accreditation or internal requirements. We expect all presentations to be distributed the week before the retreat. This will give everyone time to review them and bring forward any comments, questions and concerns. The retreat is scheduled for Wednesday, February 13th.

At the request of Douglas County Office of Emergency Management, Chief Rollins responded to the Douglas County Emergency Operations Center (EOC) to support Emergency Support Function 4: Fire Fighting during the blizzard warning on January 21st - 22nd. While fire and EMS activities were limited, there was several stranded motorists and non-injury motor vehicle accident that required coordination between law enforcement, tow companies, and plow trucks from several agencies.

Below are the response timetables for the month of December 2018:

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		12/01/18 - 12/31/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
73.3%	79.1%	73.3%	79.5%	
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	01:49	05:56	08:05	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
121 / 44	129 / 34	121 / 44	132 / 34	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 81 / 59 / 82 / 72	% Compliance Time of Day 43 / 87 / 83 / 78	% Compliance Time of Day 62 / 81 / 67 / 76	% Compliance Time of Day 68 / 83 / 78 / 80	
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.		12/01/18 - 12/31/18
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
68.3%	86%	71.3%	79.2%	
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%	
01:33	01:44	07:43	09:33	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
71 / 33	86 / 14	72 / 29	80 / 21	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day 87 / 65 / 60 / 81	% Compliance Time of Day 42 / 90 / 82 / 100	% Compliance Time of Day 85 / 69 / 69 / 73	% Compliance Time of Day 87 / 79 / 76 / 80	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	