

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## February 2019 Monthly Report

### Department News:

Pictures of a house fire we responded to; there were no injuries to civilians or firefighters.



## Customer Service:

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

Of the 36 Customer Survey cards rating service in February, 34 were of the highest overall rating of 5. Two were a rating of 4. Some of the comments received read; *“Castle Rock Fire Dept. has been extremely helpful to our family with disabled parents and their falls! Another read; “Your firemen were very professional, knowledgeable & courteous. They treated me with the upmost kindness. I’m very thankful for their assistance! Thank you!”* Another read; *All of the rescue members were great! They got my list of medicines and checked me out in a very short period of time. My thanks to all of them for taking me to the hospital.”* Another read; *“Your crew was amazing – from 911 operator to first responders. I had knee replacement. Unable to clear snow from driveway. Responders cleared driveway for me so I could go to hospital. Wow!!!”*

## Call Statistics:

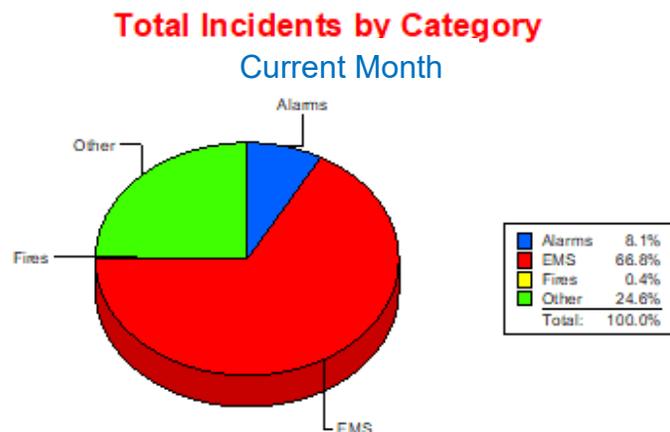
For the month of February, we responded to 437 calls for service. Last year at this time, we responded to 424 calls. This places our year to date calls at 947, which is an increase of 21 calls or 2.3% from last year.

Of the 437 calls for service in February, 288 of the calls were for EMS. We had a total of 267 patient contacts and transported 215 patients. This time last year we had 222 transports.

## Fire Calls:

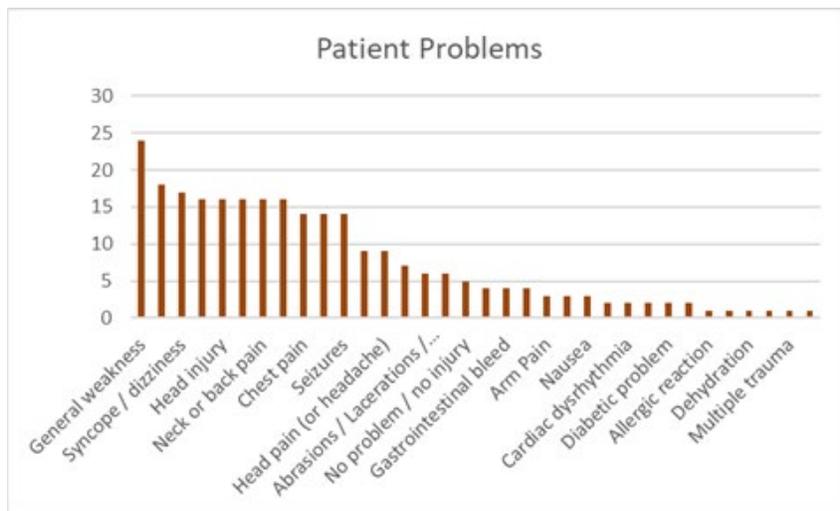
During the month of February, we ran 2 fire calls compared to 6 last year. We had 43 alarm calls, which is 3 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The chart below indicates call proportions for the month of February:



## Emergency Medical Service Calls

The most common EMS calls in February were for general weakness with 24 patients each, and the second most common was for syncope/dizziness with 18 patients.



### Measurable Outcomes:

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

**February 2019...100%      January 2019...100%**

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

**February 2019...99.1%      January 2019...99.3%**

### Significant Incidents:

- **C Shift** On February 5<sup>th</sup>, Quint 151 and Medic 153 responded to a reported medical call with a party experiencing chest pain. After initial assessment and treatment, the patient experienced sudden cardiac arrest (SCA) at which point Battalion 151 was added and Chief 152 added and responded as a closer unit. The patient was successfully treated for SCA and had a return of spontaneous circulation. The patient was transported to and treated in the emergency room, catheterization lab, and then the intensive care unit. The patient was scheduled to return home with his family to a normal lifestyle. This call was recommended as a clinical save commendation per department guidelines.
- On February 24<sup>th</sup>, Engine 153, Quint 151, Medic 151 and Battalion 151 responded to a reported outbuilding fire at 5415 Courtney Ave. The call was upgraded to a residential structure fire and Q155, E152, M154 and Division Chief 151 were added. Units arrived to find a fire on the outside of the house, extending into the attic space. Crews quickly extinguished the exterior fire, and then gained access to control the extension into the attic. The cause of fire was from a chicken coop heating lamp bulb. No civilian or firefighter injuries or death and no animals were injured or died. Total estimated property value \$291,483, estimated damage \$52,500, estimated property saved is \$238,983.

## **Deputy Chief Commentary:**

We are finalizing our selection for EMS Medical Director and anticipate the decision and transition being made by the end of March. Operations has seen a slight increase in the number of calls we have responded to. During the annual retreat, areas were identified that will be addressed in the upcoming year. We are looking forward to having our two new engines for Station 152 and Station 154 placed in service in March. The Operations Division, in conjunction with the Training Division, also oversaw the lieutenant promotional process that was completed. All four candidates successfully completed the process and are eligible for promotion. I am proud to congratulate Jill Zelazek-Foulke on her promotion to lieutenant, which is effective March 1, 2019.



## **Key Admin News:**

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. Also, Kraemer and CDOT have made some changes to both Frontage Roads to include a double stripe/no passing from Tomah to Plum Creek, lowered the speed limit to 45 MPH, and installed rumble strips to get drivers' attention.

We continued to move forward with Finance to get all members up and running on Executime for payroll and time sheets. Training was held for all shifts in February, a number of questions have been asked and answered, and we are now in the test mode for this payroll. Unless something drastic occurs, the go live date for this project is scheduled for March 20<sup>th</sup>.

Chief Cauley, Asst. Town Manager Zagurski, and I continue work on the PSTF North Building. The construction drawings are at 75%, and we hope to put these out to bid in March. Once we receive back the bids, we will then work to get this in front of Town Council for budget approval.

We had a meeting between members of Operations and Life Safety about implementing a hands only CPR program at Castle View High School for all sophomores. The goal is to have all students graduate from high school with training on hands only CPR within four years. This is an excellent opportunity to work with CV, and if it is successful, we would look at including Douglas County High School as well in the future.

The Department retreat was held last month in a modified format. We re-affirmed that our mission, vision, and values were still appropriate, we addressed almost all of the concerns that had been brought forward in my meetings with the shifts and stations, and we decided that we did not need to add any major projects to the current workload. Minutes from the retreat will be published soon. Thanks to all who participated!

A presentation was made to Town Council during a study session on current and future challenges of the Department. This presentation was sent out to all members, and the Council was understanding of our challenges.

## **Fire Chief Commentary:**

As far as assignment of space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2<sup>nd</sup> floor to the large bays, and the south side offices on the 3<sup>rd</sup> floor. The police department has the small bay, the mezzanine on the 2<sup>nd</sup> floor to the small bay, and the north side offices on the 3<sup>rd</sup> floor. Common spaces include all bathrooms, the 3<sup>rd</sup> floor conference room, the 3<sup>rd</sup> floor kitchen and copier area, and the 3<sup>rd</sup> floor reception area. Please respect each department's assigned spaces, and do not use spaces not assigned to our department.

Both of our new engines have been delivered, and staff is now working to complete all upfits so that we can put them into service. Chief Martin is working with the crews at the assigned stations to determine what type of in service ceremony will be held (if any). Once this decision is made, we'll get that out to the public.

Based on the annual retreat, I am still working on addressing the master list of issues to publish and begin working on in 2019. While there are some larger issues, most are just simple improvements to how we operate while others will take a little more planning and work.

Captain Jim Piper's retirement celebration was held last month, and I believe was enjoyed by all. We wish Jim the best in retirement!

## **Life Safety Division:**

**Construction** – During the month of February, we saw that the construction trades are not showing any significant slowdown in the submission of projects. We have the responsibility of not only reviewing plans for fire code related items, but if the building is required to have a fire protection system, we have to review that separately as well.



During this month, we spent almost 90 hours reviewing roughly 103 plans for everything from emergency access to pre-project applications. The Deputy Fire Marshal provided the majority of the reviews, followed by the FPO.

While we complete reviews, we are also tasked with completing fire inspections for these construction projects as well. A total of 142 inspections were completed on these projects ranging from simple site visits to ensure emergency access or checking on the progress of the job, to final inspections to finish out the project and allow the business to open. This took a total of just over 107 hours of time to complete.

Although these were completed by three individuals, this is not a sustainable pace for these teammates. We are currently still moving forward in the hiring process trying to find two individuals that will be a great fit for the team.

**Public Education** – February brought an event called the Fallen Heroes Fund Presentation, which drew almost 1,000 people to it. Both the line staff and our educator attended.



This presents opportunities to educate the public on some of the hazards that the fire department and law enforcement face during the duties that they are required to perform. This represents 63% of the total public that encountered the fire department for education during the entire month. A total of 1573 contacts this month total with just under 1,300 getting the pleasure of the having both the line staff and educators present. The educators instructed a total of 280 people in six events that did not require the firefighters to attend, however, allowed them to attend their own training to keep them on top of their responsibilities.

February brought 21 families to the fire stations to have their car seats installed and provide education as to the benefits of having a car seat properly installed in their vehicle.

**Existing Business Inspections** – A total of 51 primary (initial) inspections were performed during February. These inspections are completed to identify potential fire code violations for the business owner or property owner to address and bring back into compliance. A total of 54 follow-up inspections were completed to verify that the violations that had been written up were addressed. If these violations are not addressed in a timely manner, a correction notice can be written that gives the business owner or property management a very short window to correct or they could receive a summons to court and receive a fine from the court. Five correction notices were written during the month.

We received some assistance from some teammates that are on light-duty as they went out and started gathering important information from businesses to assist in keeping our information as up-to-date as we can get it with emergency contacts and building information.

**Investigations** – Luckily, there was only some minor fire activity this month, which did not require more than quick look and determination of origin and cause.

## Training Division

### Division Commentary:

February proved to be a very busy month for the Training Division as we continued our efforts of coming up to speed in our new roles. As part of the Transition Plan, we largely spent the month meeting with special operations leads, team leads, and subject matter experts to find out how we can best support them moving forward. These meetings have proved very beneficial to our understanding of the division's role, and we look forward to working with each of them to help deliver an excellent training program.

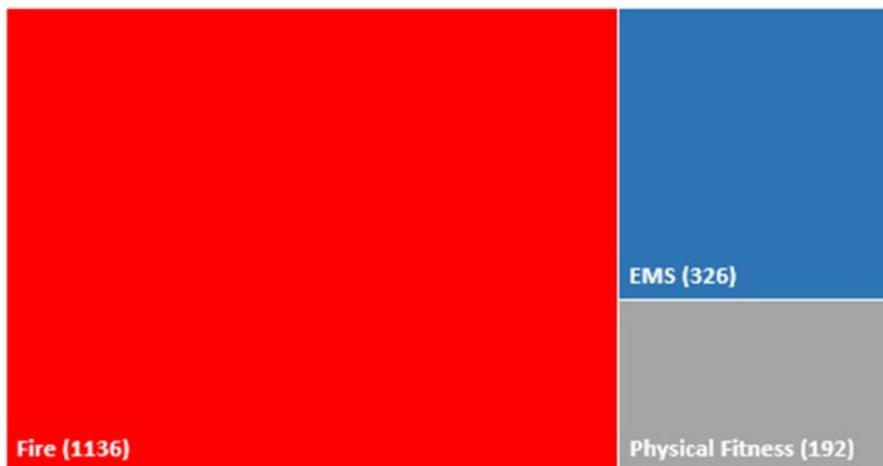
This month, we assisted in the Lieutenant Promotional Process, helping with the design and delivery of several of the scenarios. Additionally, we attended the Department's annual retreat, the Command Staff meeting, attended a Target Solutions training, began sending out professional development emails, and we were proud to support the clearance of several members in new acting positions. In February, crews trained on a wide range of topics to stay operationally prepared including engine company operations, SCBA emergencies, driver/operator evolutions, vehicle extrication, patient assessment, pediatric patient care, protocol review, and numerous company level events.

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### Project Progress Report

There are many projects happening in the division, and we are currently evaluating each of them as we set out on creating priorities.

#### FEBRUARY TRAINING HOURS (1654 TOTAL)





Crews performing driver/operator training at the Fire Training Center



Bailout kit research being conducted

## **Accreditation and Emergency Management Monthly Status**

February consisted of a lot of data review and analysis in preparation for the Department annual retreat held on February 13<sup>th</sup> and preparing for a number of document updates:

- 2016 - 2019 Strategic Plan
- 2018 Standards of Cover Update
- CPSE Annual Compliance Report (ACR)
- Annual Program Review (Fire, EMS, Wildland, Tech Rescue, HAZMAT, Community Risk Reduction)

Given the format change to the annual retreat, we still need to complete a review of all operational programs before June to meet the ACR requirements. This review will likely happen as an executive level review while exploring options that help each program move forward and justify additional resources, equipment and training needs ahead of the Town's budget cycle.

In response to our Peer Team strategic recommendation for performance, indicator 9A.2 "It is recommended that the agency incorporate the fire risk assessment methodology into the plan review process," Chief Croom approved the purchase of Emergency Reporting's (ER) risk module to help automate the OVAP process. Deputy Fire Marshal Young is working with ER on installation and data integration.

We continued the on-boarding process with Intterra Group, a local data analysis company. There are still more meetings that are required, but expect to have contracts signed in early March. Intterra will provide several ways to view live data from CAD, RMS, and possibly Emergency Reporting (ER) and First Due Size-up.

Below are the response timetables for the month of January 2019:

### Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		01/01/19 - 01/31/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
<b>69.9%</b>	<b>82.9%</b>	<b>62.8%</b>	<b>73.9%</b>	
Compared to Dept % All Incidents				
<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>01:47</b>	<b>01:44</b>	<b>06:22</b>	<b>08:36</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>137 / 59</b>	<b>160 / 33</b>	<b>125 / 74</b>	<b>147 / 52</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day <b>72 / 65 / 68 / 76</b>	% Compliance Time of Day <b>44 / 87 / 92 / 77</b>	% Compliance Time of Day <b>55 / 62 / 62 / 66</b>	% Compliance Time of Day <b>50 / 78 / 75 / 76</b>	
AM1 / AM2 / PM1 / PM2				

### Rural

Distribution Matrix		Castle Rock Fire and Rescue Dept.		01/01/19 - 01/31/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
<b>78.8%</b>	<b>83.8%</b>	<b>74.1%</b>	<b>81.5%</b>	
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	
<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>01:17</b>	<b>01:46</b>	<b>06:57</b>	<b>09:05</b>	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
<b>63 / 17</b>	<b>67 / 13</b>	<b>60 / 21</b>	<b>66 / 15</b>	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day <b>100 / 88 / 70 / 70</b>	% Compliance Time of Day <b>28 / 84 / 96 / 82</b>	% Compliance Time of Day <b>85 / 65 / 77 / 76</b>	% Compliance Time of Day <b>85 / 76 / 83 / 82</b>	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	