

Castle Rock Fire and Rescue Department

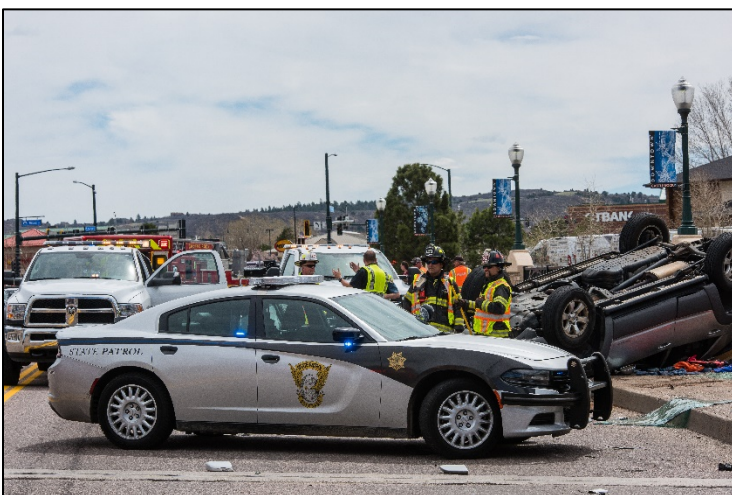
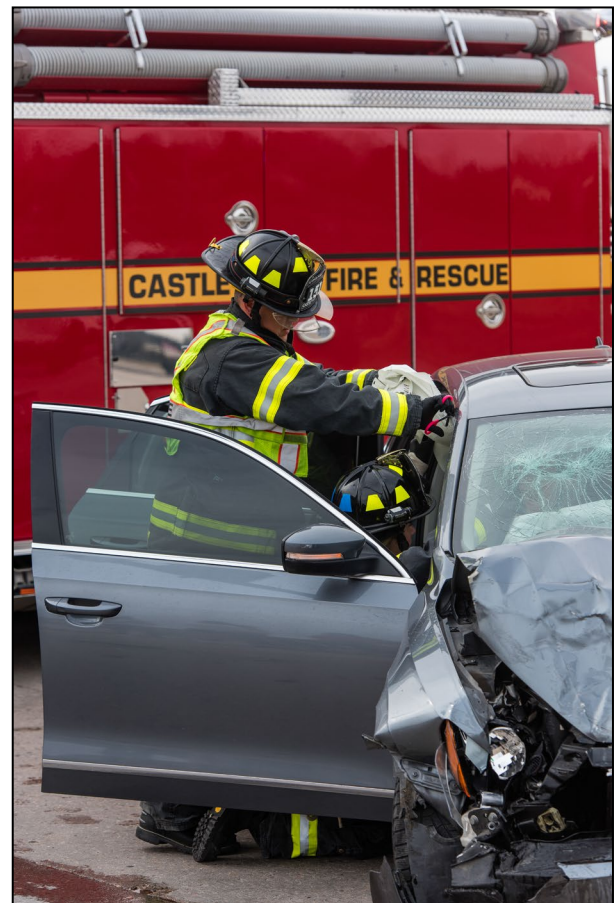


An Internationally Accredited Fire Rescue Agency 2017-2022

April 2019 Monthly Report

Department News: Motor vehicle rollover accident.

Two patients were transported to the hospital. This is where our level of training proves to be very valuable; learning to stabilize a vehicle and use the extrication tools appropriately and efficiently.



Operations Division:

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
April 2019...98%

Of the 45 customer survey cards rating service in April, 42 were of the highest overall rating of 5. Two had a rating of 4 and one had a rating of 3. Some of the comments received read; *"Thank you for treating my husband with respect. Arrival was so quick and you related his medical needs to staff at Sky Ridge."* Another read; *"In such a painful, scary time, the team was excellent. The care I was provided in home & to the ER could not have been better. Thank you, thank you!!! The best possible care."* Another comment was; *"I was having a heart attack and the team saved my life! So I can't say enough to fully express my gratitude. "Cody" called the ICU to check on me and that meant so much."*

Call Statistics:

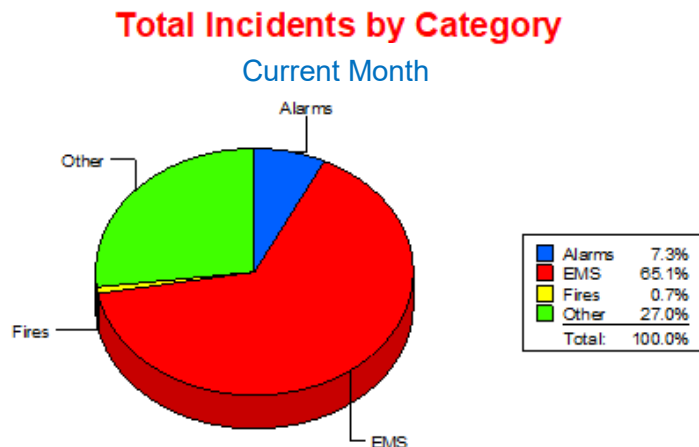
For the month of April, we responded to 430 calls for service. Last year at this time, we responded to 430 calls. This places our year to date calls at 1,846, which is an increase of 42 calls or 2.3% from last year.

Of the 430 calls for service in April, 269 of the calls were for EMS. We had 263 patient contacts and transported 206 patients. This time last year, we had 167 transports.

Fire Calls:

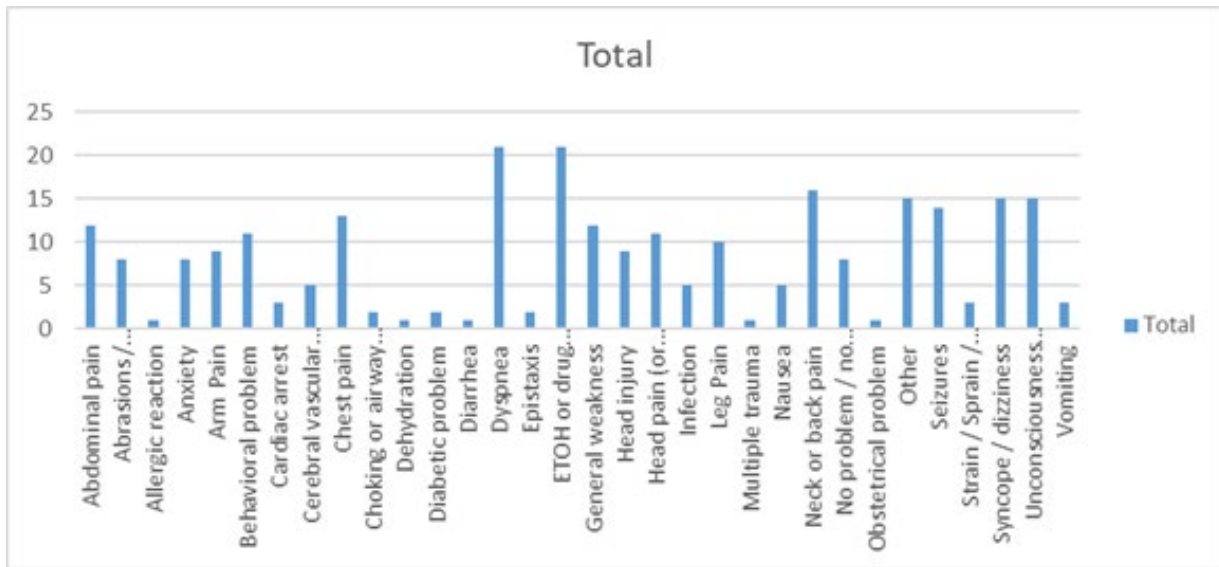
During the month of April, we ran 5 fire calls compared to 15 in April 2018. We had 29 alarm calls, which is 6 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in April were for dyspnea (difficulty breathing) and alcohol or drug issue, with 21 patients each. The second most common call type was for neck or back pain with 16 patients.



Measurable Outcomes:

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

April 2019...100% March 2019...100%

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

April 2019...99.5% March 2019...99.6%

Deputy Chief Commentary:

We continue to see a small increase in call volume over last year. The new Engine 152 went into service on April 25th. With both new engines now in service, we have scheduled the celebrations for June 22nd at Station 154 and June 23rd for Station 152. These will be advertised more as we get closer to the dates.

FF Wendy Spronk was accepted into paramedic school at Arapahoe Community College and will be starting towards the end of July. Congratulations Wendy!

We took part in a regional EMS skills assessment that was coordinated by Air Life, Sky Ridge, Castle Rock and Franktown Fire Departments. In doing this, we are able to confirm the required skills for all of our member's EMS certifications. Over the three days we coordinated this training, there were 162 first responders that participated. We anticipate this becoming an annual part of our training due to the overwhelming success this year.

We are also working with our new medical director to update our EMS Performance Improvement (PI) process. In doing this, we will be able to receive more pertinent information, but also work towards one of our accreditation goals.

Administration Division:

Key Admin News:

We completed the move with Finance to get all members up and running on Executime for payroll and time sheets on March 20th. We have continued to monitor this process now that it is live, are addressing issues as they arise, are answering questions about how pay is listed on the notice of deposit, and we will continue to monitor this closely for any additional issues.

Chief Cauley, Asst. Town Manager Zagurski, and I continue work on the PSTF North Building. The construction drawings are at 90%, and these went out to bid in April. We received 14 submittals for the project, and have narrowed those down to six. We have begun working with these six to get down to one submittal, and once selected, we will go before Council to request the necessary funding. We hope to be able to break ground by late summer with a completion date of 1st quarter 2020.

I've submitted the job description for the additional position, originally referred to as the ops assistant, to HR for review in April, and have received some feedback on the position. There are some additional edits that need to be done and once these are completed, HR will score it to determine what pay grade it should be given. At this time, it appears to be landing in the assistant chief to division chief range, but we won't know for sure until the scoring is complete. I've finished our organizational charts to include this position and a re-alignment of duties. I will publish this new chart once I receive the info back from HR on the position.

The 2020 budget process has begun, and we are working on a five-year plan now as opposed to three like we've done in the past. We have submitted our budget requests for 2020, and our focus is on building a replacement budget for large dollar items and seeking additional FTEs (full time employees) for the next 4-5 years. The FTE request does not include any new FTEs that would come on board as a result of a new station. These requested FTEs are simply to get us up to where we need to be staffing wise across all divisions. It is a big ask, so we'll have to see what happens as we begin the request review process in May.

Our transition of medical direction from Centura to Dr. Dylan Luyten continues go well, and I believe everyone is happy with this change. As you know, Dr. Luyten had previously served as our medical director both at Swedish and St. Anthony's Central. We were able to work out an agreement for him to serve as medical director for both us and Franktown Fire, unaffiliated with any hospital network. We have had some challenges with some non-department individuals who were unhappy with this change, and we continue to address their concerns as they arise.

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 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small bay, and the north side offices on the 3rd floor. Common spaces include all bathrooms, the 3rd floor conference room, the 3rd floor kitchen and copier area, and the 3rd 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 are now in service. In service ceremonies have been scheduled for June 22nd for Engine 154 and June 23rd for Engine 152. More details will follow, as we get closer to these dates.

We updated the CRRF for the State last month, and included all of our new apparatus into the CRRF/WebEOC portal. This now allows any entity in the state to see our apparatus in WebEOC without having to go into ROSS (or not being able to see them at all). This is a first step in trying to develop a statewide mutual aid response program, but it will take probably a year before all entities get their data entered. More on this as it develops.

The Department recognized both the Castle Rock Police Department Communications Center and the Douglas Regional Communications Center with Certificates of Appreciation in recognition of National Public Safety Telecommunicators Week.

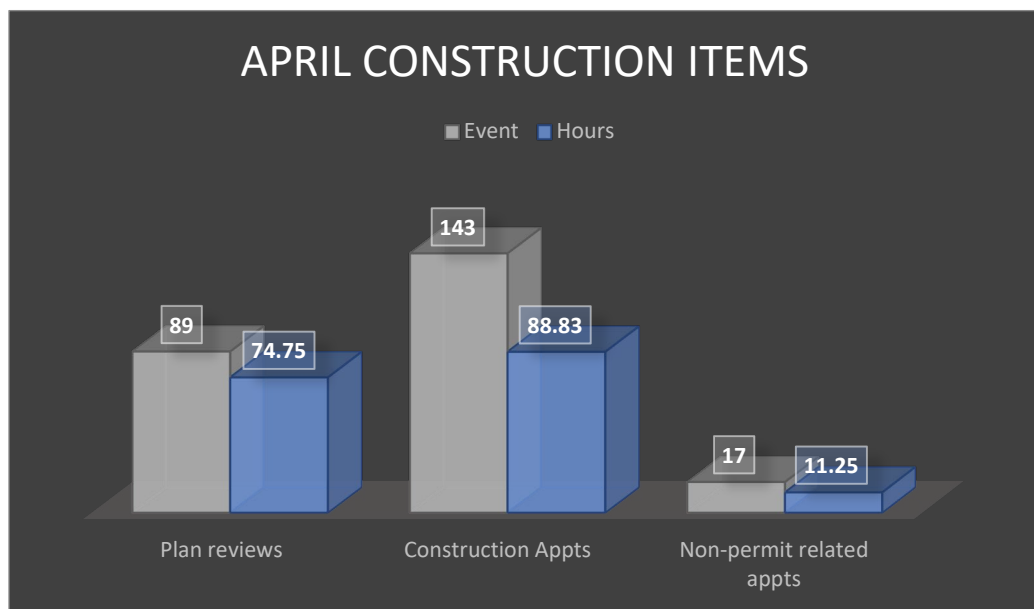
We completed our wildland training burns on the Santa Fe Quarry, and continue to improve the mitigation of this site. We are moving forward with plans to have the 4th of July Fireworks shot from the top of the quarry, and these training burns have helped greatly in reducing the fuel load on this site.

We held our badge ceremony on April 15th with the formal pinnings of Lt. Jill Zelazek-Foulke and Division Chief Oren Bersagel-Briese. Congratulations to both!

Life Safety Division:

Fire Prevention Bureau:

During the month of April, the following construction related items were completed:



A total of 307.75 hours were devoted to construction related items.

Note: This was completed by only two employees, in addition to all other duties that are assigned.

Notable items for the Fire Prevention Bureau this month:

- Several meetings and numerous hours spent on life safety issues at 165 Prairie Hawk Drive
- Fire protection systems final for Ecclesia at 221 Perry St, allowing them to increase their maximum occupant load
- Several issues with the Springs Apartments related to emergency vehicle access during construction
- Emergency installation of a hood fire suppression system in Burger King on Kinner Street
- Numerous blasting inspections for Sunstone Village; and area around Mesa Middle School
- Premier Credit Union in the Promenade has received their final from us
- Warehouses at 2801 N Highway 85 have received finals for some of their buildings
- 331 Players Club Dr has cancelled their permit for work (The Fowl Line)
- Urgent Care at 5700 New Abbey (next door to Fuzzy's Tacos) have received their final from us

Another portion of the fire prevention bureau is hazardous materials inspections and responses. This requires that businesses enter information into the county website stating what chemicals they have and where they are stored. An FPO (Fire Prevention Officer) verifies the chemicals and site plan prior to a site visit in a review of records. Then the FPO must complete an inspection to ensure what the business has stated is accurate. During the month of April, there were 11 of these types of reviews/inspections completed.

There were a total of 8 special inspections conducted regarding emergency vehicle access for the Springs apartments to ensure that the apparatus has access to the buildings that are being built.

Another area that the fire prevention bureau is responsible for is the UAV program. This requires that all pilots obtain and maintain proficiency in piloting the departments' unmanned aerial vehicles. During the month of April, even with the hectic work schedule and being down three full-time employees, the two licensed pilots were able to log a total of 238 minutes of flight time. This converted to 99,763 flight feet with a total of 15.5 hours of complete mission time.



Whole Foods
at The
Promenade

Existing Business Inspections:

A total of 29 primary inspections were completed this month, along with 45 follow-up inspections and 9 corrections notices. Four other inspections were conducted to visualize specific items such as egress corridor and occupant loads. Another type of inspection done by this team is, Mobile Food Vendors to ensure safe operations while participating in events around the Town.

Public Education:

Public education is a big part of the entire department. The more we educate the public on potential hazards within the home and business the greater chance of causing a reduction in injuries and accidents.

During the month of April, the firefighters completed a total of 8 events contacting approximately 186 citizens, hopefully changing their lives in a positive manner. The firefighters and public educator did an additional 3 events reaching out to another 45 residents.

The public educator was involved in 4 events this month on her own that reached 414 people and provided information on wildland fire preparation, swimming pool safety, fire extinguisher training, and other numerous topics.

The team of registered child passenger seat technicians installed a total of 24 seats this month, including 15 rear-facing and 9 forward-facing seats. This is an essential opportunity to educate parents in how to install these life-saving seats for their children.

Training Division

Division Commentary:

In April, we began the important task of meeting with each of the crews at their stations. These meetings have allowed us to express our direction and intent, lay out projects and timelines, and gain valuable feedback from each of the members.

One of the highlights of the month was an opportunity to host members of the Thornton Fire Department as they reviewed a 'mayday' incident that they experienced in 2018. Their openness about the incident allowed everyone in attendance to take away valuable lessons that can easily be applied in our department and in our jurisdiction. Thank you to Lt Gallegos for making the class happen!



This month, we assisted Lt Richardson with finishing the annual wildland training, participated in the Company Pride Team, submitted several different budget requests relating to training, attended the Master Plan Team meeting, held a face-to-face meeting with the DFPC, completed the fire department's involvement in the Town's annual CIRSA audit, attended the FDIC conference in Indianapolis, worked with Engineer Patik on annual hazmat training, moved to the next step with the new hire process, and continued working on many other projects.

Additionally, Chief Butts completed a rewrite of the Acting Battalion Chief Task Book, which has been reviewed and will be used with the next ABC candidate.

In April, crews trained on a wide range of topics to stay operationally prepared including an EMS skills assessment, protocol reviews, driver/operator training, fire officer JPRs, fire attack scenarios, capnography, ground ladders, mayday procedures, airway management, truck company operations, decon procedures, hazmat software training, vehicle stabilization, and 12-lead skills.

Project Progress Report

We are currently working on the following projects:

- Updating the Training Master Plan
- Meeting with each crew and station (in progress)
- 2020 budget (submitted)
- Updating SOG 1.3.5 (submitted for review)
- New hire process
- PSTF South Building projects
- Department CTC Reboot
- Updating and filling out the training calendar
- Updating the First Year Firefighter Task Book and the after academy orientation class
- Acquired structures
- Hosting a training with Black Hills Energy
- Supporting upcoming department level trainings
- Hosting Art of Reading Smoke class



Students involved in Search and Rescue



Youth Leadership Douglas County students "cutting" up a car

Accreditation and Emergency Management Monthly Status

The updates to the 2016-2019 Strategic Plan and Standards of Cover are scheduled to go before Town Council for adoption on May 21st.

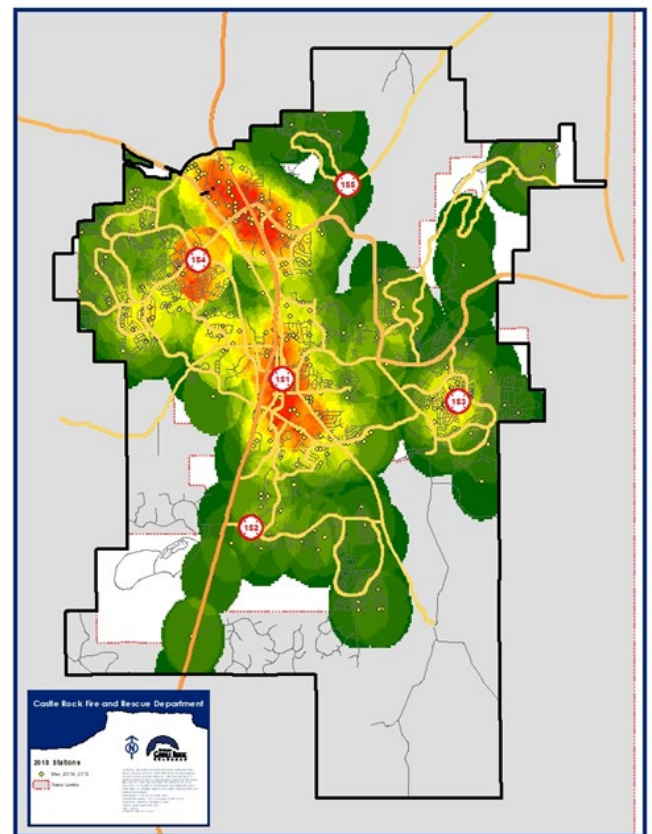
Intterra, DoIT (IT & GIS), and Douglas County IT (IT, GIS & CAD) have begun the data integration and validation process and things are progressing well with no major issues yet. The kick-off should have an initial training in early to mid-May on how to use the tool.

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 risk module to help automate the OVAP process. Deputy Fire Marshal Young, with the assistance of FF/EMT Howe, continue working on data integration and verification.

The Town and County coordinated during the "Bomb Cyclone 2.0" which turned out to be a non-event, on April 10th. The County activated the EOC with support from several emergency support functions (ESF). Once it became clear the storm track shifted and would miss the County, the EOC scaled back, ultimately releasing all staff by 11 PM. The State is exploring a weather declaration for the 1st Bomb Cyclone to offset losses due to the significant snow events and has asked the County and municipalities for an initial damage assessment so they [State] can determine if they are close to meeting the threshold. However, there was no new information regarding this in April.

The Emergency Operations Plan (EOP) is scheduled to go before council on May 21st for Town Council adoption. After that, we will look at how to best continue training and education of Town staff on the document and processes.

The map combines a heat map and distribution map for all calls for service last month. The heatmap indicates call density by shading an area ranging from green (low) to red (highest). The distribution map marks where each call for service was located. Together, they indicate the highest call volume is in the center of the jurisdiction. This month's greatest densities are the Founders retail area, Outlet Mall/Promenade, Downtown core, and the area around Station 154. Other areas of concentration are the areas around Coachline/Foothills Wolfensburger/Redhawk and Station 153.



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

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/19 - 03/31/19
Department Distribution by Performance Type		All Incident Types		
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
76.5%	81.5%	66.9%	77.1%	
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%	
01:35	01:50	06:11	08:32	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
127 / 39	132 / 30	111 / 55	128 / 38	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
92 / 81 / 74 / 68	46 / 87 / 84 / 81	76 / 66 / 65 / 65	84 / 75 / 80 / 71	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		03/01/19 - 03/31/19
Department Distribution by Performance Type		All Incident Types		
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
64.4%	83.6%	79.7%	78.4%	
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%	
02:13	01:44	07:30	10:22	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
47 / 26	61 / 12	59 / 15	58 / 16	
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 / 54 / 81 / 50	33 / 90 / 95 / 79	66 / 81 / 90 / 72	66 / 81 / 90 / 68	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Rural