

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

May 2019 Monthly Report

Department News: Below are pictures of just two of the many tours we do. A Boy Scout troop taking a tour of the fire station asking great questions. The residents from Bonaventure spend time at the fire station learning what we do to serve the community.



Boy Scout troop on a tour



Bonaventure residents on a field trip to the fire station



Operations Division:

Customer Service:

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

Of the 22 customer survey cards rating service in May, 21 were of the highest overall rating of 5. One had a rating of 4. Some of the comments received read; *"Lindsay and the male EMT were awesome. It was a very stressful accident and I was in shock. They were compassionate and excellent at their jobs."* Another read: *"Outstanding service!!! So gentle & slow & careful. Did everything they could to prevent further pain & injury to broken hip. Explained everything they were doing beforehand so I was prepared. All professional & courteous."*

Call Statistics:

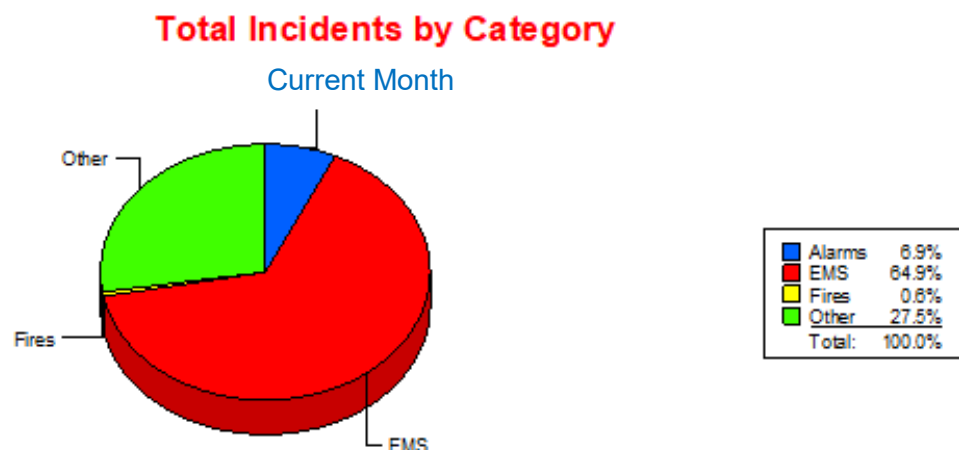
For the month of May, we responded to 461 calls for service. Last year at this time, we responded to 482 calls. This places our year to date calls at 2,308, which is an increase of 35 calls or 2.5% from last year.

Of the 461 calls for service in May, 300 of the calls were for EMS. We had 268 patient contacts and transported 206 patients. This time last year, we had 224 transports.

Fire Calls:

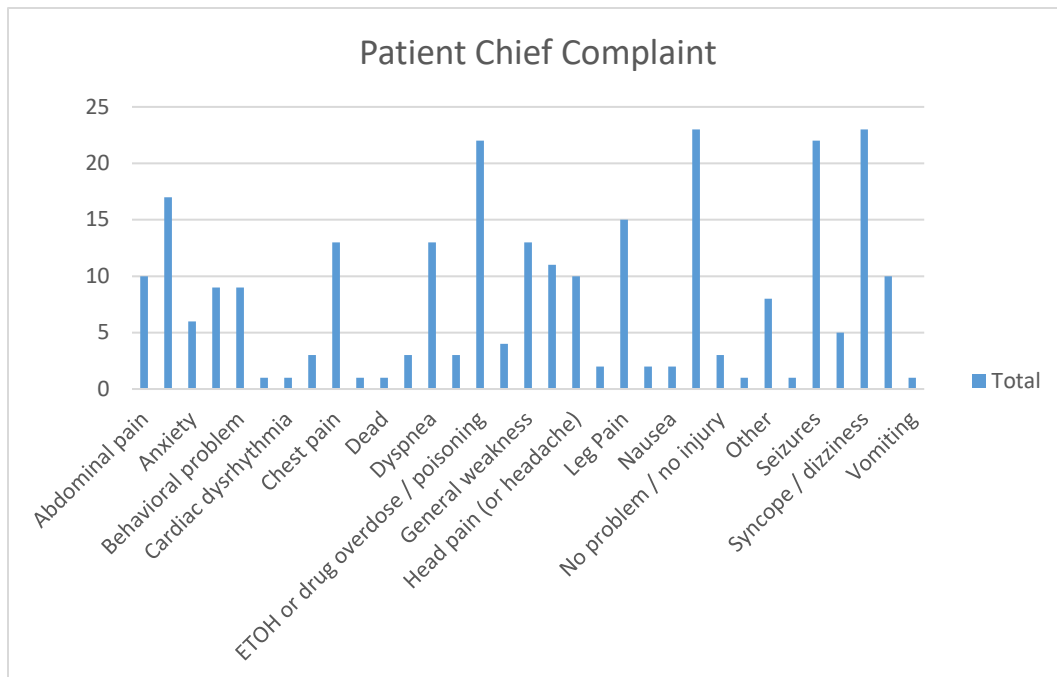
During the month of May, we ran 3 fire calls compared to 5 in May 2018. We had 32 alarm calls, which is 4 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in May were for Nausea and Syncope (dizziness) with 23 patients each. The second most common call type was for Alcohol or drug overdose and Seizures with 22 patients.



Measurable Outcomes:

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

May 2019...99.7% April 2019...100%

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

May 2019...99.4% April 2019...99.6%

Deputy Chief Commentary:

We continue to see an increase in call volume over last year. There is nothing specific that we appear to be running more calls on.

The engine in-service celebrations are scheduled for June 22nd at Station 154 and June 23rd for Station 152. Both will begin at 2:00 PM in the afternoon. Official invitations will be sent out to our elected officials and VIPs, uniform of the day will be Class B, and we hope to see you there.

Firefighters Kendall Compton and Mitchel Murphy were accepted into paramedic school at St. Anthony Hospital and will be starting in July. We wish them the best and all of the support they need as they begin this venture. FF Carlie Dickson will return from her call up to active military service in June. We thank her for her service and welcome her back!

We are implementing our new EMS Performance Improvement Process for EMS. In updating this program, we will be able to capture better data and provide more accurate, measurable outcomes. We will be looking deeper into overall care from prehospital through hospitalization, and ultimately discharge from a health care facility. This will also assist us in achieving one of our accreditation

recommendation goals. I will be adapting the way this is reported out on the monthly report beginning in June 2019.

The Peer Support Team was requested by the Douglas County Sheriff's Office for a tragedy involving one of their members. Our peer support team joined with the other public safety entities in Douglas County to form a regional Peer Support and Wellness Team. This proved extremely valuable during this incident.

Administration Division:

Key Admin News:

Since the change to Executime for payroll and time sheets on March 20th, we continue to monitor this process, are addressing issues as they arise, and are answering questions to ensure that everyone understands this new process. We will continue to monitor this closely for any additional issues, and we will communicate with the department as needed.

Chief Cauley, Asst. Town Manager Zagurski, and I continue work on the PSTF North Building. Interviews were held at the end of May with two contractors to select who we believe would serve us best. Once the decision is made, we will need to go to Council (hopefully in June) to seek approval of the contract and needed funding. We still hope to be able to break ground by late summer with a completion date of 1st quarter 2020.

The job description for the additional position, originally referred to as the ops assistant, has been approved by HR and the Town Manager, and it will officially be known as the Division Chief of Logistics. Although I modified our org charts to include this position and a re-alignment of duties, I am now looking at some other realignments, so I hope to have these completed by the end of June. Now that this position is approved, I hope to be able to advertise it and begin the process to fill it in June.

We are still in the 2020 budget process, and we submitted a five-year plan now as opposed to three as we have done in the past. Our focus is on building a replacement budget for large dollar items and seeking additional FTEs 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. Across the Town, there were a significant number of requests (requests exceeded revenues), so we will have to see what is approved for when.

Our transition of medical direction from Centura to Dr. Dylan Luyten is complete, and I have heard nothing but positive comments about this change. We are still dealing with some challenges with non-department individuals who are unhappy with this change, and we continue to address their concerns as they arise.

Fire Chief Commentary:

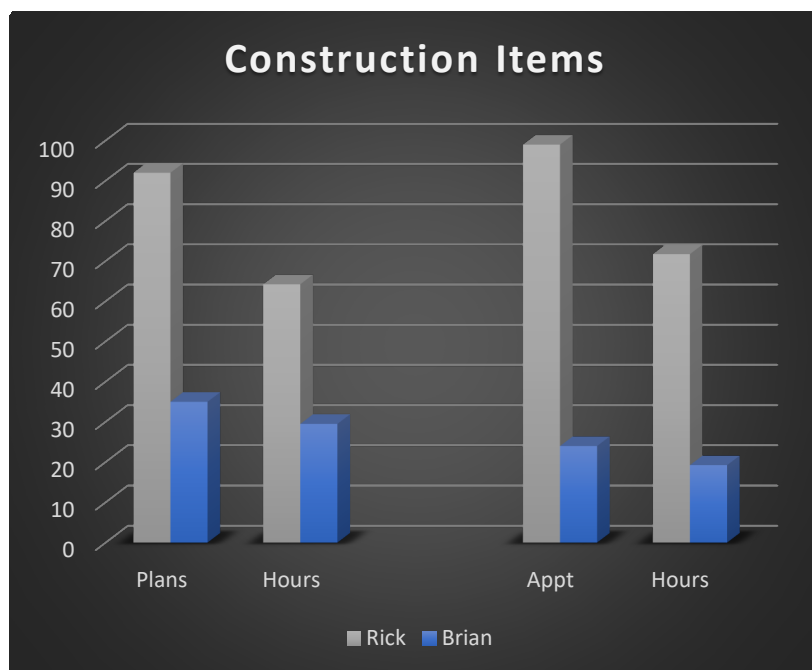
As far as assignment of space at the South Building, we have both large bays, the room on the first floor for storage, the mezzanine on the 2nd floor to the large bays, and the south side offices on the 3rd floor. The police department has the small bay, the mezzanine on the 2nd floor to the small bay, 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.

As part of the 2020 budget process, we submitted a request for new particulate blocking hoods as well as bail out kits for each member. This was done based on a recommendation from the Research and Development Team. During the budget request review, Mr. Corliss directed that since these seemed to be high priority items, we needed to move forward with purchasing these items out of this year's budget. Therefore, I have looked at this year's budget, have adjusted some line items, we have processed the necessary paperwork, and Logistics will be ordering these items in the near future. Once received, we'll get this PPE issued to all members, hopefully within the next couple of months.

The Town's updated Emergency Operations Plan (EOP) was approved by Town Council in May. This plan guides how the Town will respond to large man-made and natural disasters, and closely mirrors the County's EOP. Thanks goes out to Asst. Chief Rollins for making this happen, as the plan had not been updated since 2005.

Life Safety Division:



Construction –When looking at the construction that is taking place within the Town of Castle Rock, the normal person does not even think that the fire department is involved with this. Almost everything that the building division touches with the exception of single family development, the fire department is also reviewing and inspecting, including residential developments.

As mentioned previously, it has been very busy requiring that the Fire Marshal pick up a portion of the duties required of the Fire Prevention Officers to include on-call response to emergency calls, construction inspections, plan reviews, and existing business inspections.

As you can see, there were a total of 127 plan reviews completed during the month of May. While looking at this, it really indicates that this can be compared to the calls for service for the life safety division. We are requested and required to provide a comprehensive review of all plans that are submitted. This shows that the bureau personnel are called for service for a total of almost 99 hours completing these reviews. Every review is different and can take some time to complete, depending on what type of plan is submitted. All of these reviews are completed to determine any life safety

issues and ensure that all codes related to firefighting and life safety are followed. This not only protects the residents and visitors of the Town of Castle Rock, but also increases safety of the firefighters that may have to respond to this project or site during construction and all the way through until the building is demolished.

While plan reviews take a portion of the time, another item is construction site visits. Some of these are scheduled while others are unscheduled spot inspections that will almost always result in correction of some violations. A total of 121 inspections were completed with a total of 91 hours invested. Although the majority of these inspections are recorded, some are just a visit to see how things are progressing. As mentioned previously, these are calls for service with the contractors to ensure that they are following appropriate regulations and providing a safe environment for the workers and public alike.

Public Education – During the month of May, our public education staff had their hands full with the end of the school year activities and several other items. Another notable event was a station visit from the folks from Bonaventure, who wanted to see the inside of Station 154 and to learn more about what they can do to help first responders do their jobs when they come to calls at Bonaventure, such as:

- When to call 9-1-1
- What can I do to help first responders? (Health information, keeping living area clear for people to move through if someone needed to come in and help, etc.)
- How can I decrease my fall risk?

While 43% (146) of the contacts made this month were made by the educator and the firefighters, 38% (135) of the contacts were made by the educator alone. The fire fighters contacted 18% (61) participants in a total of 5 events. This demonstrates that the public educator is very busy with performing public education even while the firefighting crews were not there assisting. A total of 26 hours were devoted to the delivery of public education in the month of May.

The child passenger car seat installation program assisted a total of 19 citizens with car seat installations into vehicles, increasing the knowledge and education of parents and caregivers. We successfully signed off 24 car seat techs within department in 3 hours. Car seat techs had the chance to complete 5 different types of car seat installs and be checked off by a proxy for the recertification process.

Existing Business Inspections – During the month of May, the following inspections were completed:

C. Jenkins – 24 primary inspections, 42 follow-up inspections and 6 correction notices were served. These were completed in a total of just under 35 hours of completing the inspection, not including the time for researching or completing the appropriate paperwork or any ancillary contacts that are required for information.

R. Young – 4 follow ups, 3 correction notices, and a hazmat inspection, completing these in 6 hours.

B. Dimock – conducted 2 primary inspections and a follow up in a total of just over an hour.

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.

These inspections are considered a call for service requiring an inspector to inspect the premises of a legal business within the Town and the fire district, realizing that some of the businesses request these inspections. While these are a requirement of the fire code, the fire code official can determine the frequency of inspections. Currently with the shortage of staff, we are completing as many as inspections as we can get to. As noted, a total of just over 40 hours of actual inspection time was completed, however, the research, data input, data verification, and scheduling follow up inspections takes additional time. These inspections are completed to ensure that the business is operating in a safe manner for both the employees and the public, if allowed. This inspection process provides a much safer environment for the fire fighters if there is an emergency in these businesses.

Investigations – There were a couple of small hazardous material spills this month that required the bureau to submit requests for payment from the spillers for compensation for the equipment that was used. Luckily, there was only some minor fire activity this month that did not require more than a quick look and determination of origin and cause.

Training Division

Division Commentary:

In May, we were able to finish our objective of meeting with each crew. These meetings were great for us, and provided us a lot of great insight and conversation. We were also able to conduct the interviews for new-hire candidates, and after two and a half days of interviews, we were able to make conditional job offers to three candidates. We were very pleased with the quality of candidate, making the jobs of the panel more difficult. Thank you to Lt

Robberson, Eng Patik, FF Rafferty, FF Auten, FF Goudy, FF Winters, and Mark Paul (HR) for all of their work in the interview process.

This month, we were able to host a great live-burn training with Black Hills Energy that saw students join us from surrounding jurisdictions. The class provided opportunity to practice on several different types of gas-fed fires.

We also attended a budget meeting, represented the department at the ADCHMT E-Board meeting, participated in the OPS meeting, did a lecture for the current WMFR academy, began work on the Master Plan re-write, shared the updated Admin Directive 17-03, assisted with C-shift multi-company evolutions, and hosted the May class for Leadership Douglas County.

MAY TRAINING HOURS (2282 TOTAL)



Crews trained on a wide range of topics to stay operationally prepared including vehicle extrication, aerial operations, mayday protocol, driver/operator JPRs, rope rescue, EKG recognition, infection control, leadership skills, water rescue, structure collapse, forcible entry, arrival drills, and many others.

Project Progress Report:

We are currently working on the following projects:

- Updating the department Master Plan
- 2020 budget (submitted)
- Updating SOG 1.3.5 (submitted for review)
- New hire process
- PSTF South Building projects
- Department CTC reboot
- Updating the First Year Firefighter Task Book and the after academy orientation class
- Acquired structures
- Supporting upcoming department level trainings
- Hosting Art of Reading Smoke class
- Hosting Fire Instructor 1 class



Using stabilization and difficult extrication drills

'Car on top of ruptured gas line' evolution (photo by Tim Tonge)



Accreditation and Emergency Management Monthly Status

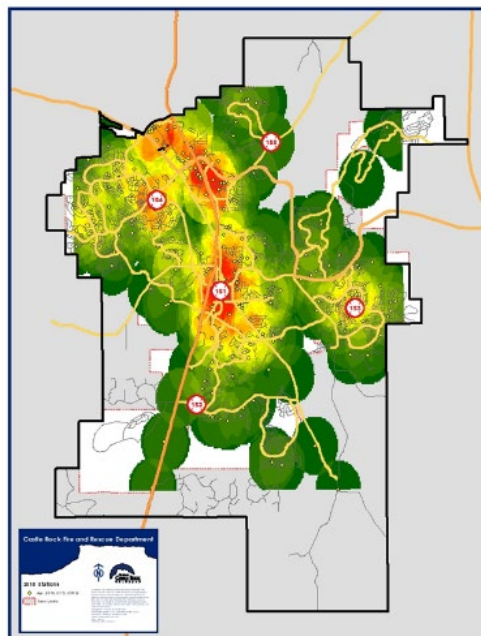
The updates to the 2016-2019 Strategic Plan and Standards of Cover are scheduled to go before Town Council for adoption on June 18th.

Intterra, DoIT (IT & GIS), and Douglas County IT (IT, GIS & CAD) have begun the data integration and validation process and things are progressing well, no major issues yet. A larger data transfer is pending so we may begin the data analysis & validation process to ensure the two data analysis tools yield the same result. Work has begun with Douglas County to have CAD data integrate with the RMS data. Once all the data sources are functioning, Intterra will host a training class for the initial user group.

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 a number of light-duty staff, continues work on data integration and verification.

The Emergency Operations Plan (EOP) was approved by Town Council via resolution 2019-055 on May 21st. The Department will now work on how to best continue the training and education of Town staff on the document and processes. The adoption of the EOP satisfies the CPSE peer team recommendation #5 “It is recommended that the agency update the Town Incident Management Guidelines and Standards to align with the practices of the Douglas County Office of Emergency Management.”

The map below 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 Downtown core, followed by the Founders retail, and Outlet Mall/Promande areas. Other areas of concentration were the areas around Station 154, backside of the Meadows and Station 153.



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

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		04/01/19 - 04/30/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
80.8%	86%	70.1%	82.8%	
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%	
01:17	01:44	05:52	08:01	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
139 / 33	147 / 24	122 / 52	144 / 30	
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 / 74 / 82 / 82	66 / 80 / 92 / 92	66 / 77 / 66 / 70	76 / 83 / 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.		04/03/19 - 04/30/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
80%	82.8%	81.7%	91.7%	
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%	
01:23	01:44	06:09	08:00	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
48 / 12	48 / 10	49 / 11	55 / 5	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
75 / 94 / 62 / 83	75 / 66 / 86 / 100	62 / 94 / 87 / 72	62 / 94 / 93 / 100	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	

Interstate

Distribution Matrix		Castle Rock Fire and Rescue Dept.		04/07/19 - 04/27/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 07:22	Call to Arrival @ 10:00	
69.2%	69.2%	100%	100%	
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%	
02:33	01:53	06:35	08:31	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
9 / 4	9 / 4	13 / 0	13 / 0	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
33 / 33 / 100 / 10	66 / 66 / 83 / 00	100 / 100 / 100 /	100 / 100 / 100 /	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	