

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

June 2019 Monthly Report

Department News: On June 22nd and 23rd, we held in-service ceremonies for Engines 152 and 154. Historically, the tradition was when a department received a new engine, the surrounding departments would welcome it by hosing it down, then drying it off and pushing the new engine into quarters. The Mayor, two Council members, a Public Safety Commission member and community members came out to put the new engines in-service.

The wetdown



A lot of help drying it off



Using those muscles to push it in



Our Honor Guard and Pipes and Drums

Vision - To Be The Best - at providing emergency and prevention services
Mission - High Customer Satisfaction - through quality preparation and excellent service
Values - Strength, Honor, Integrity, Excellence, Leadership, Dedication, Service

Operations Division:

Customer Service:

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

Of the 36 customer survey cards rating service in June, 33 were of the highest overall rating of 5, two had a rating of 4, and one was rated 3. Some of the comments received read; *"Thank you to these brave, calm, smart and loving professionals! I will always remember you being there for my son!"* Another read: *"Thank you, thank you so much! Team went above and beyond with their response to us. We are so thankful for their outstanding service! The 911 responder was also outstanding & much appreciated."* Another read; *"Incredibly scary time for me and your team was amazing and helpful in every way possible! Thank you!!!"*

Call Statistics:

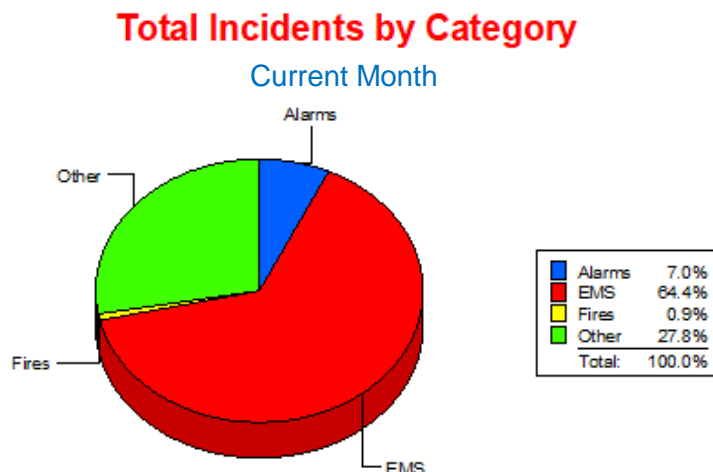
For the month of June, we responded to 469 calls for service. Last year at this time, we responded to 482 calls. This places our year to date calls at 2,778, which is an increase of 23 calls or just over 1% from last year.

Of the 469 calls for service in June, 287 of the calls were for EMS. We had 268 patient contacts and transported 225 patients. This time last year, we had 224 transports.

Fire Calls:

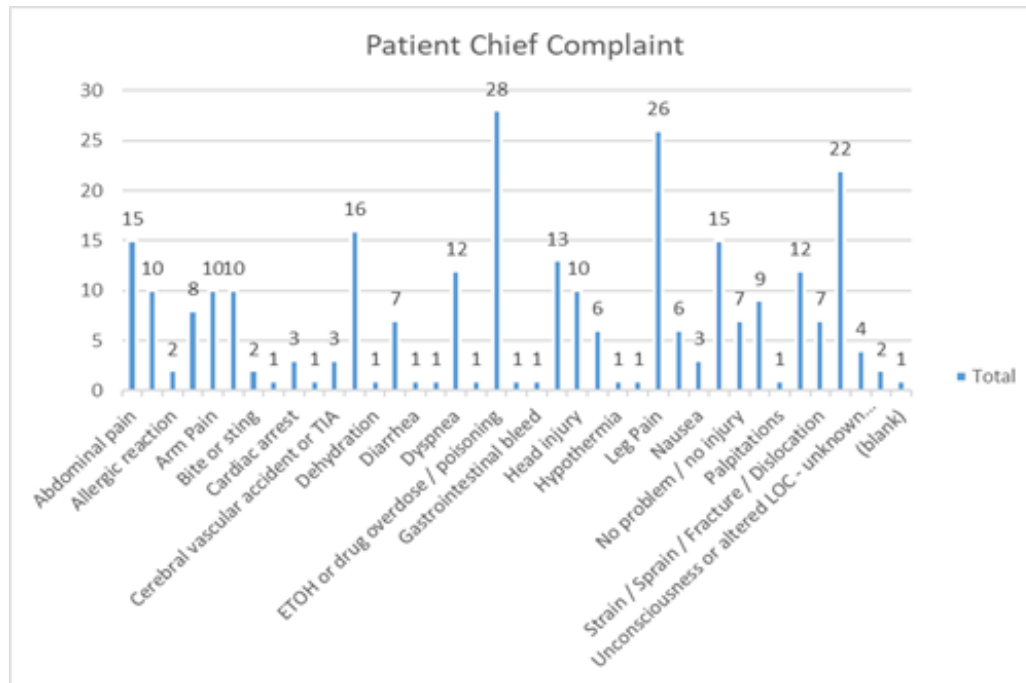
During the month of June, we ran 3 fire calls compared to 5 in June 2018. We had 32 alarm calls, which is 4 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in June were for Alcohol or drug overdose with 28 patients. The second most common call type was for leg pain with 26 patients.



Measurable Outcomes:

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

June 2019...100% May 2019...99.7%

Monthly alerts called by crews and follow-up

Cardiac Alerts 1 Transported to appropriate facility 100%

Trauma Alerts 2 Transported to appropriate facility 100%

Stroke Alerts 1 Transported to appropriate facility 100%

Sepsis Alerts 0 Not applicable

Correct treatment, destination, and procedures done 98.8%

This is on a randomly selected 10% of all EMS calls for the month.

Significant Incidents:

C Shift:

- On June 30th, Quint 151, Medic 151, Engine 152, Medic 154, and Battalion 151 responded to a motor vehicle crash with a car on fire. This was a result of a Colorado State Patrol car chase. This occurred in the area of Interstate 25 and Plum Creek Parkway. One vehicle was involved and on fire when crews arrived. Three parties were involved with two requiring transport. The vehicle fire was extinguished. One patient was transported emergent to Sky Ridge Medical Center due to critical injuries. One patient was transported non-emergent to Castle Rock Hospital with non-life-threatening injuries.



- On June 30th, Medic 153 and Battalion 151 assisted Jackson 105 Fire Department near the Devils Head Lookout Tower with 8 parties that were struck by lightning. Two of the patients required transport, four were evaluated and refused transport and two denied injury and refused evaluation. Battalion 151 assisted Jackson 105 Fire with incident command. Medic 153 transported one stable critically injured patient non-emergent to Sky Ridge Medical Center.

Deputy Chief Commentary:

Congratulations to Division Chief Brian Dimock and Division Chief Oren Bersagel-Briese on their graduation from Leadership Douglas County, Class of 2019.

We continue to see a slight increase in call volume over last year. There are no specific trends that we can identify at this time.

University Hospital Highlands Ranch opened up this month. This gives the citizens of Douglas County another option for healthcare. They are a level III trauma center, and also have cardiac and stroke alert capabilities.

Firefighter Spronk has started paramedic school, and is doing well.

FF Carlie Dickson has returned from her call up to active duty and is assigned to C Shift.

Lt. Adam Gallegos was selected to be a part of the pipes and drums team that went to Europe in commemoration of the D-Day 75th Anniversary. Congratulations Lt. Gallegos and thank you for representing us at this somber yet special occasion!

BC Eric Morgenthaler successfully completed the Los Angeles Fire Department Leadership Academy. This was a series of one-week courses over the past three months. We congratulate him on this accomplishment!

We have implemented our new EMS Performance Improvement Process. We are focusing on all of our alerts, (Cardiac, Sepsis, Stroke and Trauma), from initial contact, through hospitalization, and ultimately discharge from a health care facility. This will also assist us in achieving one of our accreditation recommendation goals. See above in this report.

Our Peer Support Team assisted with the State Patrol after another tragic loss they suffered this month. We also sent one of our quints to the service, which was used in the display of the Garrison Flag along with South Metro Fire. Our thoughts and prayers continue to go out to them during this time.

Administration Division:

Key Admin News:

On June 18th, Town Council approved the additional funding needed to build the PSTF North Building. A Notice to Proceed was issued on June 19th, it was expected that the company will have a two week mobilization time, construction should begin in July, and we still have a target completion date of 1st quarter 2020.

The Division Chief of Logistics opening was advertised in June, and interviews are expected to occur in early July. Once this position is filled, I will begin working with the Division Chief to transition all of my remaining responsibilities in this area over to them. Although I modified our org charts to include this position and a re-alignment of duties, I am still looking at some other realignments. I was hoping to have these done by the end of June, but there were some last minute changes, so I hope to have this published in July.

We are still in the 2020 budget process, and we submitted a five-year plan now as opposed to three like we've done in the past. We should find out in mid-July what was approved, and while our financial forecast remains positive, funds for any new positions across the Town are extremely limited. As the Town continues to grow, all departments have needs for additional personnel, so I expect it will be a significant challenge to be able to fund these requests. Stay tuned...

Fire Chief Commentary:

As a standard reminder about 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.

Working with Facilities, we have budgeted to replace the exterior stucco at Station 154. We met with several contractors on site in June to obtain bids for this project, and we hope to be able to begin in July. We're planning on changing the exterior appearance by adding a stone wainscot up about four feet from the ground using artificial stone, and then replacing the remaining stucco with a colored product to better blend in with the community. The idea is to do something similar to the exterior of Station 152 with a combination of stone and siding. More on this once we get a contract signed.

Life Safety Division:

Hours Spent per Activity Code for Date Range

Start Time: 00:00 | End Time: 23:00 | Start Date: 06/01/2019 | End Date: 06/30/2019

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
A - Administration	49	25:40	3.21
AC - Accreditation	1	0:45	0.09
A-Website - Admin Website	5	1:50	0.23
BI - Business Inspection	203	200:05	25.05
C - Construction Inspection	67	82:45	10.36
CC - Customer Complaint	2	0:30	0.06
CI - Customer Inquiry	9	7:30	0.94
DS - Development Services	209	205:20	25.71
H - Hiring	5	15:45	1.97
HMD - Hazmat Data Review / Validation	9	2:30	0.31
I - INV - I - Investigation Inventory	1	0:15	0.03
I - Investigations	9	11:15	1.41
LE - Law Enforcement	2	0:30	0.06
M - Meeting	12	15:05	1.89
PE - Public Education	251	130:00	16.28
PE-CPR - Pub Ed CPR Class	1	4:05	0.51
PE-CSI - Pub Ed Car Seat Inspection	9	8:10	1.02
PR - Plan Review (County)	1	0:30	0.06
R - Response	10	9:55	1.24
SE - Special Event	12	6:45	0.85
T - Training	12	17:30	2.19
TO - Time Off	4	32:00	4.01
U - UAV	2	1:00	0.13
V - Vehicle Maintenance	12	4:35	0.57
W - Wellness	2	2:00	0.25
YFIP - Youth Fire Intervention Program Activity	14	12:30	1.56
Totals	913	798:45	100%

As you can see, there are a variety of items that we account for during our daily duties. This represents four (4) members up until June 24th, and then adds in our newest member after that.

While we are not tracking every single minute, we try to capture the majority of our day to document the calls for service that are requested or required of the Life Safety Division.

Fire Prevention Bureau:

We conducted our internal hiring panel this month. The panel interviewed a total of eight applicants, all very qualified as they are current Town of Castle Rock employees. It was a very tough decision as to who would be the best fit for the organization. A final decision was made and formal offers were extended. We are waiting acceptance of those offers. The division is extremely excited in anticipation of new members and look forward to the much needed help.

Thankfully the Bureau received help this month with the addition of Nathaniel (Nat) Howe on the 24th. Nat was part of the internal testing process, and came to the Bureau with several years of experience in the construction and inspection field as he started his career with Castle Rock Fire Department in 2000 in the bureau as a combination inspector. Then transferred into Operations, where he was a Firefighter/EMT until this month coming back home to the bureau.

Existing Business Inspections:

A total of 148 inspections were logged for this month for existing business inspections. These consisted of all different types of inspections including hazardous materials assessments, correction notices (immediate hazards that require immediate actions), primary and follow up inspections.

Of these inspections, 19 were correction notices, 56 were follow up inspections, six were hazmat data review, 28 primary inspections, four special event inspections, and 29 special inspections (the majority of these were the fireworks stands preparing for the Fourth of July).



Public Education:

As previously seen in the above graphic, all members of this division are extremely busy fulfilling their obligations in a timely manner. The public educators are not exempt from this busy schedule. During the month of June, there were 17 events with only five not requiring the educator to be present. These took a total of 21.5 hours of time at the actual event with countless hours behind the scenes to ensure that this were adequately planned and on schedule. A total of 1,162 people were contacted.

The car seat technicians completed 35 car seat installations this month, with 28 of being rear-facing, indicating that these were mainly infant car seats. The majority of these were completed during the car seat event at Castle Rock Adventist.

Teaching children what a firefighter looks like in full gear



Investigations:

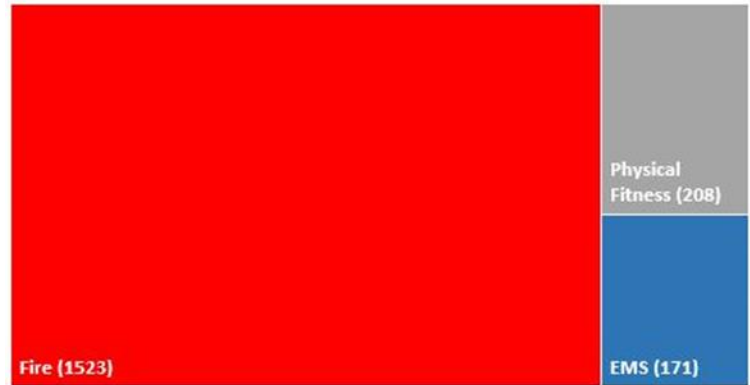
During the month of June, we had several small investigations. A couple of small fires that required the investigator to respond to determine cause and origin. There were also a couple of hazardous materials releases that required a response from the investigators as well. Thankfully this portion of our responsibilities has not been too demanding, however, every response is another call for service for this division, day or night.

Training Division

Division Commentary:

June brought good work progress on a number of projects, including hosting company level drills and doing the planning piece of an acquired structure training. Work continues on the process of bringing the new members on board as well as their academy preparation. We are excited to be working with Lt. Nelson at the academy and providing our recruits a great academy experience.

JUNE TRAINING HOURS (1902 TOTAL)



This month, we were able to host a few crews for company level training, helped facilitate the annual Explorer Academy, worked with Eng Lewis on this year's swiftwater training, facilitated crews attending county level helicopter training, and assisted Engineer Wachs in obtaining property for the department-wide rope rescue drills. We also attended a meeting about hosting future hazmat training, graduated from Leadership Douglas County, participated in DFPC driver simulator training, worked to clear the parking lot in preparation for the new PSTF North Building, and continued work on the Master Plan Team. Captain Hood lead the effort between Town departments and external organizations to obtain all of the necessary permissions and paperwork to do training at the structures immediately to the south of Town Hall.

In June, crews trained on a wide range of topics to stay operationally prepared including physical training, initial arrival drills, hoseline management, rapid intervention, aerial operations, HIPAA refresher, vehicle fires, fire instructor certification, pharmacology review, professional development, infection control updates, wildland refresher training, and many others.

Project Progress Report:

We are currently working on the following projects:

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

practicing hand signals for directing boat operations



mobile driving simulator



practicing rope rescue operations with the aerial device

multi-company initial arrival drills



Accreditation and Emergency Management:

June was a busy month on a couple fronts. The 1st week was spent in California on a Commission on Fire Accreditation International (CFAI) peer team. The team was happy to recommend Culver City Fire Department for an accredited agency status. On June 18th, Town Council unanimously approved the updates to the 2016 – 2019 Strategic Plan and 2018 Standards of Cover. This process is a key step in our annual program review and reporting process required by CFAI. There was a delay in the executive program review, now scheduled for July 9th. This is the last step before CRFD can submit the 2019 annual compliance report (ACR).

Intterra, DoIT (IT & GIS), and Douglas County IT (IT, GIS & CAD) continue the data integration and validation process. A larger data transfer was completed and a couple minor issues were identified and corrected. An agreement with DCSO is pending, and the team is starting the CAD integration for the SitStat monitor. Once all the data sources are functioning, Intterra will host a training class for the initial user group.

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

Urban

Distribution Matrix		Castle Rock Fire and Rescue Dept.		05/01/19 - 05/31/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
75.8%	86.1%	75.5%	84%	
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%	
01:27	01:44	05:33	08:07	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
141 / 45	161 / 26	142 / 46	158 / 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	
87 / 81 / 82 / 61	50 / 83 / 91 / 91	62 / 73 / 80 / 75	68 / 83 / 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.		05/01/19 - 05/30/19
Department Distribution by Performance Type				All Incident Types
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
84.3%	88.4%	81.4%	90%	
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	01:39	06:21	08:10	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
59 / 11	61 / 8	57 / 13	63 / 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	
100 / 83 / 85 / 76	28 / 100 / 92 / 94	57 / 77 / 89 / 82	85 / 88 / 96 / 82	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	