

Castle Rock Fire and Rescue Department



Commission on
Fire Accreditation
International

An Internationally Accredited Fire Rescue Agency 2017-2022

July 2019 Monthly Report

Department News: We do public education events all year, but July seems to be a busy month. Below are a few pictures from a fire station tour and education, and a block party.

The jaws of life



great listening

Showing muscles



block party fun



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
July 2019...100%

Of the 37 customer survey cards rating service in July, 35 were of the highest overall rating of 5, and two had a rating of 4. Some of the comments received read; *"Thank you very much for your promptness! You all were so very helpful and kept calm. It's so wonderful to have you get to us so quickly."* Another read; *"My husband does not remember his motorcycle accident on Lake Gulch Rd, but I will always be profoundly grateful for your service, medical care, promptness & transport to hospital. Because of you, he will make a full recovery & I still have my husband."* Another comment was; *"Squad/Engine 153 = Excellence!! Eric was very professional as well as so kind. Thanks so much to the entire crew! They made a very painful experience almost tolerable."*

Call Statistics:

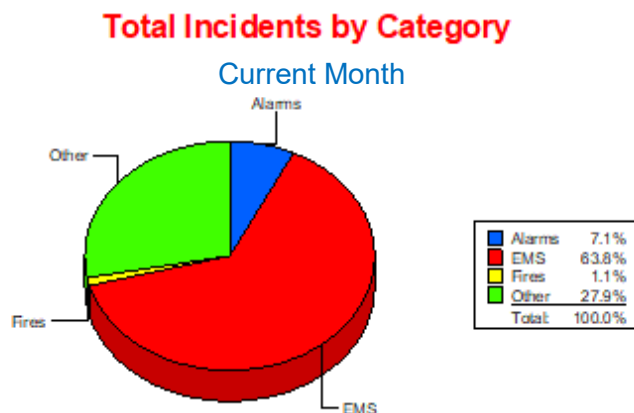
For the month of July, we responded to 532 calls for service. Last year at this time, we responded to 478 calls. This places our year to date calls at 3,311, which is an increase of 77 calls or just under 1% from last year.

Of the 532 calls for service in July, 324 of the calls were for EMS. We had 307 patient contacts and transported 232 patients. This time last year, we had 198 transports.

Fire Calls:

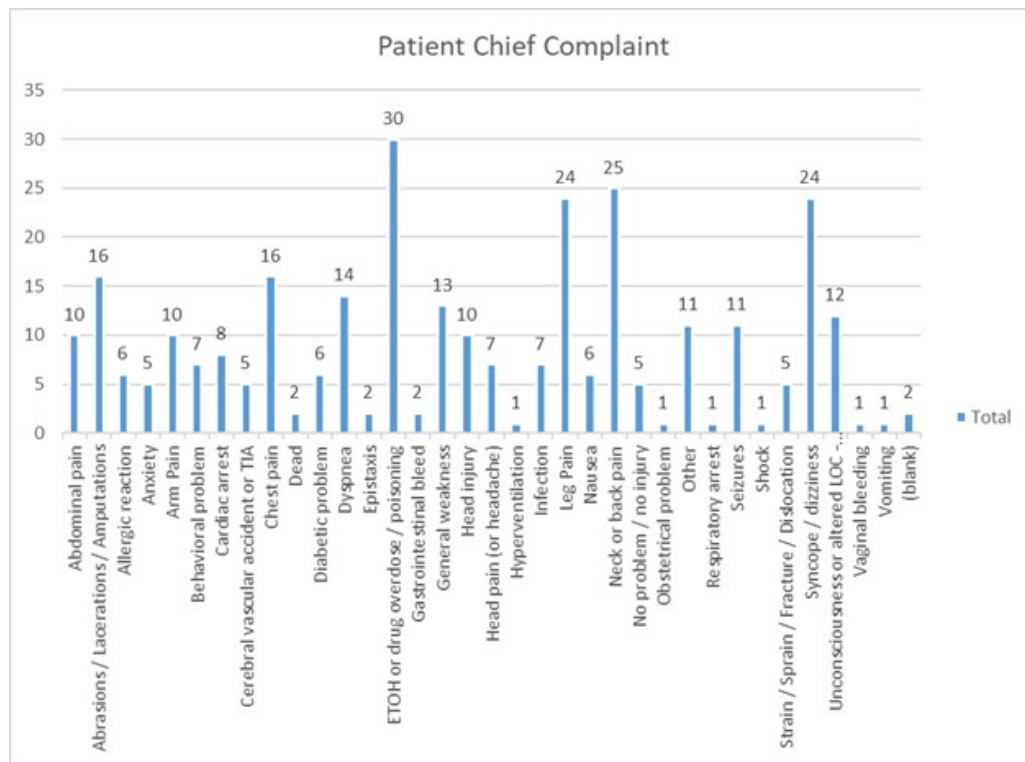
During the month of July, we ran 14 fire calls compared to 17 in July 2018. We had 42 alarm calls, which is two more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in July were for alcohol or drug overdose with 30 patients. The second most common call type was for neck or back pain with 25 patients.



Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 100% of the time

July 2019...100% June 2019...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts 4 Transported to appropriate facility 100%

Trauma Alerts 3 Transported to appropriate facility 66%

Stroke Alerts 6 Transported to appropriate facility 100%

Sepsis Alerts 3 Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 98.4%

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

Significant Incidents:

B Shift: On July 8th, Medic 151 responded to the Devils Head Trail for a party who fell near the top of the trail. The patient was treated and extricated by Medic 151, Douglas County Search

and Rescue, and members from the Jackson 105 FPD. The patient was transported by Medic 151 to the appropriate medical center.

- On July 20th, Quint 151, Medic 151 and Battalion 151 responded with Larkspur fire on a confirmed residential structure fire. Battalion 151 operated as safety for the incident. Quint 151 and Medic 151 performed vertical ventilation, fire suppression, and overhaul.

C Shift: On July 23rd, Quint 151, Medic 151, Squad 154, Battalion 151, Chief 152 and Chief 151 responded to cardiac arrest patient on the bike trails at the MAC. After locating the patient, crews provided treatment and care. The patient regained a pulse on scene. The patient was transported emergent to a nearby medical center.

- On July 23rd, Engine 154, Medic 154 and Battalion 151 responded to cardiac arrest patient at 1855 Low Meadow Boulevard. Crews provided treatment and care. The patient regained a pulse on scene. The patient was transported emergent to a nearby medical center.
- On July 29th, Engine 153, Engine 152, Medic 153, Medic 151, Battalion 151, Mechanic 151 and Chief 51 responded to a motor vehicle crash with multiple injuries and extrication. Crews found one patient trapped in the driver's seat of a van. Crews used extrication tools to extricate the patient. The patient was transported emergent to a nearby medical center emergency room with non-life threatening injuries.
- On July 30th, Engine 154, Brush 155 and Medic 154 responded to an assist to West Douglas Fire for a brush fire in the Madge Gulch area. Crews assisted with fire attack and containment of the fire using hand tools and saws. One firefighter sustained a knee injury and was removed from the fire and treated at a nearby medical center.

Deputy Chief Commentary:

A slight increase in call volume continues to trend upwards over last year.

Firefighters Compton, Murphy, and Spronk continue to progress in paramedic school, and are doing well. Lt. Nelson has been re-assigned to be the instructor at West Metro's Academy with our four new recruits. His position is being filled with acting officers and overtime when needed.

In collaboration with Human Resources, the Executive Staff job descriptions have been reviewed and updated. Human Resources will be placing the revised descriptions on the Depot.

A Shift responded on a cardiac arrest call this month, in which the patient survived and had a complete recovery. The family came by the station to personally express their gratitude to the crew that responded.

We continue to review the newly implemented changes we have made to our 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.

The Douglas and Elbert County Fire Chiefs Groups decided to disband The Douglas/Elbert Strike Team and Task Force for mutual aid responses. All appropriate notifications have been made. The Metro Area Operations Group will look at realigning the teams in the metro area at their meeting in September. This may give us an opportunity to reengage with another team.

Administration Division:

Key Admin News:

We are continuing to monitor issues with Executime, are addressing them as they arise, and are answering questions to ensure that everyone understands this new process. The number of issues continues to decrease, and our personnel seem to be more comfortable with the system.

Fencing has been placed on PSTF North Building site, and construction is expected to begin in early August. We still have a target completion date of 1st quarter 2020, and from this point forward, the site is no longer available for use for training or parking.

The Division Chief of Logistics was filled by Jim Gile, effective July 15th. We have already met and begun transitioning all of my remaining responsibilities in this area over to him. As we continue through this transition, please notify both of us for issues as they relate to Logistics.

As a result of the Logistics DVC promotion and in anticipation of additional positions, we re-aligned and reassigned our radio call signs. These changes were published and slated to become effective August 1st.

Also as a result of the Logistics DVC promotion, this resulted in a Sr. EVT vacancy. This position has been approved to be re-filled, and the posting went out nationally in July. The position closes in August, and we hope to have this position filled in September.

Our four new recruits began on July 29th, and will begin the fire academy on August 5th. Lt. Nelson has been taken off line and detailed to the Academy for the duration. Good luck to all!

Our three members in paramedic school continue to do well. We wish them well as they continue through this process.

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 are still waiting to find out 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. Council will see the budget proposal for the first time in mid-August, so hopefully, we'll know before then what has been approved.

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 selected a contractor to replace the exterior stucco at Station 154. We're planning on changing the exterior appearance by adding a stone wainscot up about three 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. We met with the contractor in late July, and construction is expected to begin in early August. The contractor is keenly aware of our response issues, and they will work with the crews at Station 154 to ensure 24-hour response capability as they re-face the station.

The Douglas County Fair Parade was held on July 27th, with the Honor Guard, Pipes and Drums, the 1929 Antique, and Engine 152 all participating. This was the first time that the Pipes and Drums have performed while marching, and they did a phenomenal job. I believe this is also the first time any Pipes and Drums have performed in a Fair Parade, and I have received a number of positive comments about how well they did.

Lt. Gallegos was interviewed by the Castle Rock News Press about his trip to Europe with the Colorado Emerald Society. The article can be found at <https://castlerocknewspress.net/stories/first-responders-make-impactful-trip-for-d-day,284153>.

We hosted another successful July 4th fireworks show this year at the Santa Fe Quarry. We took some additional precautions this year as a result of some resident concerns, and we experienced no significant events because of the fireworks. Thanks to all who worked this event!

I completed my interviews of the final two FPO candidates for the Life Safety Division last month, both current CRPD employees. Both were offered positions and accepted. Since CRPD has some staffing issues at the moment, Chief Cauley and I negotiated a transition and start date of September 9th for Buzz Sutherland and Kevin Sullivan to join our team. Congratulations to both, and I believe they will be excellent additions in the Bureau.

We are still trying to wrap up the landscaping portion of the Station 152 construction project. Chief Goudy met with the contractor, all plans have been approved, and we hope to have this done by mid-August.

Pipes and drums at the parade



Life Safety Division:

Hours Spent per Activity Code for Date Range

Start Time: 00:00 | End Time: 23:00 | Start Date: 07/01/2019 | End Date: 07/31/2019

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
A - Administration	46	19:25	1.93
AC - Accreditation	1	1:00	0.10
A-Other - Admin Other Activities	1	0:30	0.05
A-Website - Admin Website	14	4:35	0.46
BI - Business Inspection	225	159:30	15.89
C - Construction Inspection	106	96:40	9.63
CC - Customer Complaint	9	5:30	0.55
CI - Customer Inquiry	6	4:15	0.42
DE - Daily Entry	10	2:15	0.22
DS - Development Services	315	347:25	34.61
FI - Field Inspection (County)	2	1:00	0.10
H - Hiring	1	1:00	0.10
HMBI - Hazmat Business Inspection	2	5:30	0.55
HMD - Hazmat Data Review / Validation	2	2:00	0.20
HMPBI - Hazmat / Primary Inspection	1	2:45	0.27
I - Investigations	9	7:15	0.72
M - Meeting	16	22:20	2.22
MBI - Mandated Business Inspection	2	5:00	0.50
O-Training - Dept, company, or individual training	1	1:00	0.10
PE - Public Education	305	171:25	17.07
PE-CPR - Pub Ed CPR Class	3	2:00	0.20
PE-CSI - Pub Ed Car Seat Inspection	6	2:55	0.29
PR - Plan Review (County)	2	2:15	0.22
R - Response	6	6:30	0.65
SE - Special Event	22	16:45	1.67
T - Training	14	9:55	0.99
TO - Time Off	9	59:00	5.88
U - UAV	5	6:15	0.62
V - Vehicle Maintenance	12	8:00	0.80
W - Wellness	15	15:30	1.54
WUI - Wildland Urban Interface	2	2:00	0.20
YFIP - Youth Fire Intervention Program Activity	15	12:30	1.25
Totals	1185	1003:55	100%

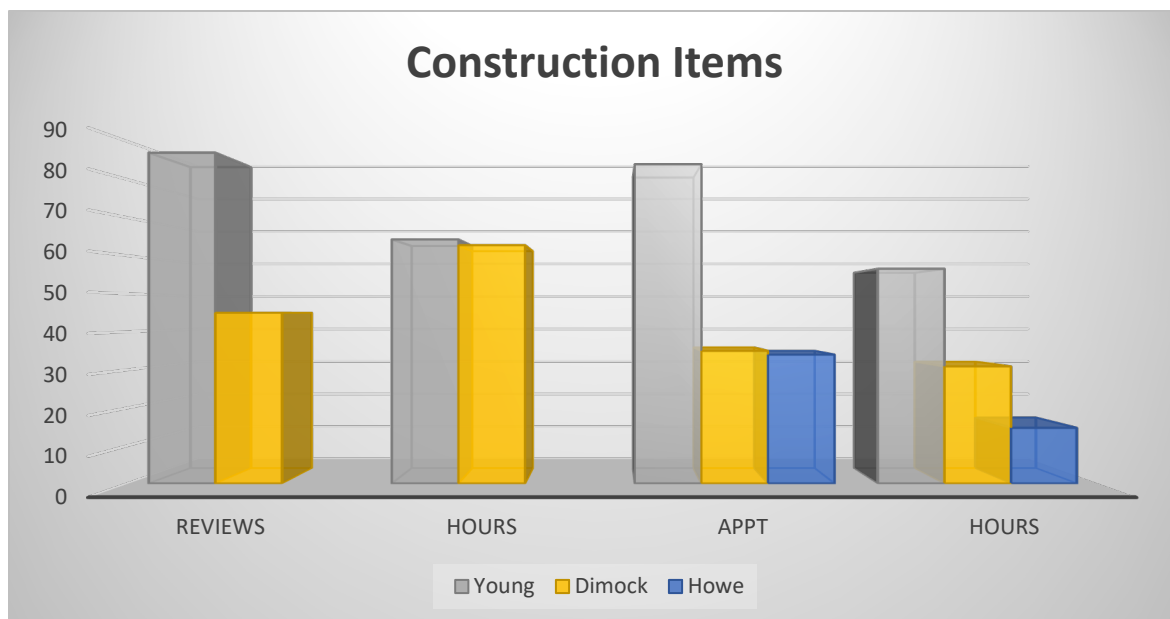
As indicated above, there was a total of approximately 1129 calls for service from the Life Safety Division. While all of these are not aired over the radio, these are still calls for a service that the Life Safety Division provides to either the internal or external customer.

Fire Prevention Bureau –

During this month one of our vendors that we have used for UAV needs, put on a FAA Part 107 Remote Pilot training course. This offered us an opportunity for the three new employees to get the much needed training to become a Remote Pilot, to pilot the UAV's appropriately.

After discussing this with Chief Croom, he asked Chief Cauley and the two current officers that will be coming to the fire department in September, were able to attend. All three of them participated and passed and are now Part 107 Remote Pilot certified.

As seen below, the bureau reviewed 132 plans and inspected 153 construction sites for various reasons. This had a total of 229 hours associated with just these two tasks.



Existing Business Inspections -
A total of 149 inspections were logged for this month for existing business inspections. These consist 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, 64 were follow up inspections, 3 were hazmat data reviews, 28 primary inspections, 12 special event inspections, and 22 special inspections. These do not include the construction inspections that are mentioned above.



Public Education –

As 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 July there was just over 176 hours that were devoted to nothing but public education. This involved just over 314 entries regarding public education including the 20 events with only nine not requiring the educator to be present. These took a total of 18.75 hours of time at the actual event with many hours behind the scenes to ensure that these were adequately planned and ran on schedule. A total of 1,029 people

were contacted, and it is unknown how many of these were residents of our district.

The car seat technicians completed a total of 27 car seat checks this month. 21 of these were rear-facing, indicating that these were mainly infant car seats.

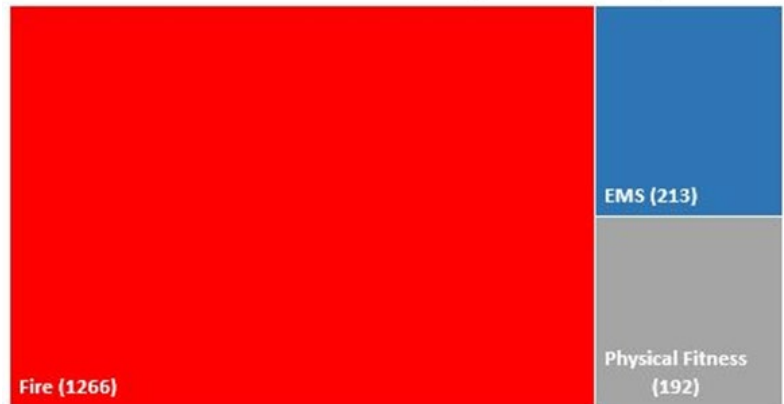
During the month of July, we had several small investigations. A couple small fires that required the investigator to respond to determine cause and origin. We had a fire that involved some youths, this really impacts this division as the investigators complete the investigation and the Youth Firesetter Interventionists are involved in providing education and potentially guiding the family to optional services that can be beneficial to the youth and the family.

Training Division

Division Commentary:

In July, we spent the majority of the month training at acquired structures on Wilcox Street. These are extremely valuable trainings for the department and we appreciate everyone's assistance in making this possible, as well as the help in accomplishing the actual trainings. The crews deserve the bulk of the credit for their great attitudes, hard work, and willingness to learn.

JULY TRAINING HOURS (1671 TOTAL)



This month, we were able to host a few crews for company level training, did some rides with crews at the firehouse, attended the Douglas/Arapahoe County HazMat Team E-Board meeting, and met with the new training chief for South Metro. We are excited to have had four new members start with us during the last week of the month. Steve Hoekstra, Jareth Morey, Jake Malone, and Chris Prosch will start the West Metro Fire Academy on August 2, and we welcome them to the organization.

In July, crews trained on a wide range of topics to stay operationally prepared including physical training, initial arrival drills, hoseline management, rapid intervention, aerial operations, EMS protocol review, forcible entry, fire instructor certification, pharmacology review, professional development, infant/child EMS emergencies, 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 Fire Instructor 1 Class



Thank you for the opportunity to train on the buildings at 8, 14 and 20 North Wilcox!



rapid intervention drills



acquired structure arrival drills



practicing forcible exits



forcible entry saw work



vertical ventilation training

Logistics Division

Division Commentary:

The Logistics Division began operations on 7/15/2019. Currently the Division consists of DVC Gile and SST Keegan. As the Division moves forward, goals and priorities need to be identified to better and more efficiently serve the members of Castle Rock Fire & Rescue and in turn the members of the communities we protect. To that end, a transition plan has been created and will be used to guide this effort.

A few of the key points of this plan are:

- Meet with Chief Croom to identify the expectations and goals for this new Division.
 - Complete 7/26/2019
- Meet with SST. Keegan. At this point to see what and where I can be of assistance to his program.
 - Complete 7/15/2019
- Get posting for Sr. EVT position out.
 - Complete 7/23/2019
- Meet with Admin, Operations, Training and Life Safety Bureau to further identify goals and priorities.
 - Included in this will be scheduled meetings with each shift Battalion Chief and Crews. To this end, I will begin reaching out to schedule some time to sit down with each of them.

Projects:

The Logistics Division is currently working on the following projects:

- PSTC North building. (301 Malibu)
- PSTC South building projects. (304 Malibu)
- FPO truck spec. and build.
- New Medic spec.
- Prelim. Work on New Type 6 spec.
- Annual ground ladder testing. (Keegan)
- Sr. EVT hiring process.
- Annual NFPA pump testing. (Units Complete: 155,141, 121, 088, 409)
- Station 154 exterior remodel project. (w/ Chief Goudy)
- Continue daily repairs and maintenance of all department vehicles and apparatus.

Accreditation and Emergency Management:

The first part of July was mostly consumed by finalizing the Commission on Fire Accreditation International (CFAI) Annual Compliance Report (ACR). This included completing the required annual program review. This year we changed the review process, by having all programs submit a brief summary for reviewed by the Executive Staff. This process worked well, completing all program reviews in roughly 90 minutes. Going forward, we will continue with the Executive Review, but work on modifying the format and timing to better support anticipated budget requests/needs and identify any measurable outcomes for each program. Chief Croom and I met with our ACR reviewer on July 31st to review, discuss, and address any questions they had. At the conclusion of the conference call, he advised us that he would be submitting a letter of finding to CFAI that Castle Rock retain its accredited status.

Work also continues on the update to the Strategic and Master Plans. In early August, community relations will be posting an on-line version of the community feedback forms used to collect external stakeholder feedback at station open houses and community education sessions.

Effective Response Force:

The Effective Response Force (ERF) table provides performance information on how long it takes for a suppression apparatus (Engine or Quint) **and** a medic unit to arrive at the scene of a medical emergency. The Department maintains benchmarks based on population density. The higher the population density the shorter the response time (Urban: 1,000 resident or greater per square mile, or Rural: less than 1,000 residents per square mile). The "Overall" is a measure of performance regardless of call location and is intended for reference use only. Each row contains (5) elements;

Incident Count Total: The number of EMS incidents within that population density during the evaluation period.

Incident Count ERF: The number of EMS incidents within that population density during the evaluation period receiving a complete effective response force (ERF).

90th Percentile: Performance 90 percent of the time, 90 times out of 100. The 90th percentile provides a more inclusive measurement of performance than the average. The smaller the dataset, the greater variability in the 90th percentile. For datasets of less than ten (10), a maximum time is reported.

Benchmark: Adopted performance goal.

Compliance: Percent of time the adopted benchmark was met. This measurement is independent of the 90th percentile.

EMS ERF	Incident Count		90th Percentil e	CRFD	
	Total	ERF		Benchmark	% Compliant
Overall	184	164	10:30	08:40	79.9%
Urban	134	122	10:20	08:40	80.3%
Rural	44	40	10:40	10:10	87.5%
NO FMZ	6	2	N/A	N/A	N/A
NOTE: If call volume is less than 10, maximum time or 100th percentile is reported					