

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

August 2019 Monthly Report

Department News: August proved to be another busy month. Below are pictures of a motor vehicle accident and a train fire.



Operations Division:

Customer Service:

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

Of the 35 customer survey cards rating service in August, 34 were of the highest overall rating of 5, and one had a rating of 4. Some of the comments received read; *"Writing this for him. Everyone very calm & assuring. One Fireman even checked on him in hospital. They took the time to let the dog out of the room where he had put him. Thanks for all you do!"* Another read; *"Your teams were very polite and worked hard to keep me comfortable and answer all my questions. They made sure to reassure me about my kids w/my neighbor & following, as I am a single mom. Thank you tons."* Another read; *"During that very scary vulnerable time the first responders were absolutely amazing!! I have a whole new level of respect for what you do! Thank you! Thank you!"*

Call Statistics:

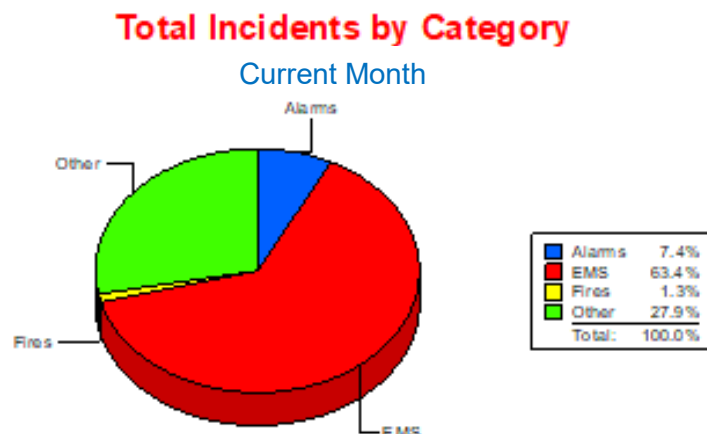
For the month of August, we responded to 527 calls for service. Last year at this time, we responded to 515 calls. This places our year to date calls at 3,839, which is an increase of 89 calls or .98% from last year.

Of the 527 calls for service in August, 322 of the calls were for EMS. We had 301 patient contacts and transported 232 patients. This time last year, we had 223 transports.

Fire Calls:

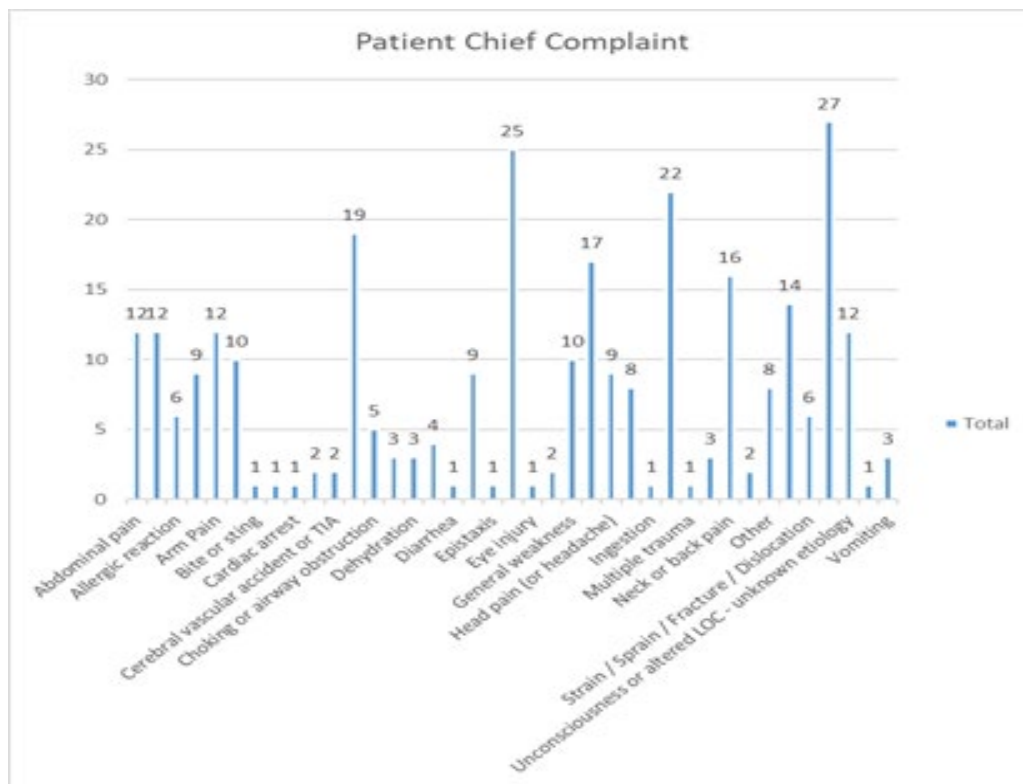
During the month of August, we ran 10 fire calls compared to 7 in August 2018. We had 46 alarm calls, which is one less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in August were for strain/sprain/fracture/dislocation with 27 patients. The second most common call type was for nosebleeds with 25 patients.



Measurable Outcomes:

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

August 2019...100% July 2019...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts 2 Transported to appropriate facility **100%**

Trauma Alerts 3 Transported to appropriate facility **100%**

Stroke Alerts 4 Transported to appropriate facility **100%**

Sepsis Alerts 5 Transported to appropriate facility **100%**

Correct treatment, destination, and procedures done **100%**

Significant Incidents:

B Shift: On August 6th Engine 153, Medic 153, Battalion 151 and Division Chief 151 responded to a shooting at King Soopers (Founders). Two patients were treated and transported to appropriate medical facilities.

On August 31st Battalion 151, Medic 154 and HazMat (hazardous material) 153 responded to a possible chemical suicide in the Pike National Forest at the request of DCSO and Jackson 105 Fire (automatic aid). Crews confirmed a DOA (dead on arrival) and no HazMat release.

C Shift: On August 29th, Quint 155, Engine 154, Engine 39, Battalion 151 and Division Chief 151 responded to a reported train on fire on the train tracks behind 909 Park Street. Crews arrived to find the lead locomotive on fire in the engine exhaust area. The train crew advised that everyone on the train was able to get out. The fire was extinguished with dry chemical fire extinguishers and the train was turned back over to the BNSF.

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 continues to be the instructor at West Metro's Academy with our four new recruits. Our recruits are doing well at this time, with one being the overall leader of the entire class.

In collaboration with Legal and Finance, we are finishing revisions for the RFP on our ambulance billing. I am anticipating having that returned to us by legal soon, so we can stay on schedule to have this completed and awarded to begin January 1, 2020.

The A Shift crew that responded to a patient in cardiac arrest in July, was recognized by the staff at Sky Ridge Hospital for their outstanding teamwork. Congratulations to this crew!

We are revising and reviewing the newly implemented processes we have made to our EMS Performance Improvement Plan. We are continuing to focus on all of our alerts, (Cardiac, Sepsis, Stroke and Trauma), from initial contact, through hospitalization, and ultimately discharge from a health care facility. This is achieving one of our accreditation recommendation goals.

With the weather beginning to be consistently hot and dry, we are monitoring our fire danger in the Town and Fire District.

We have two members of our team that have deployed to Florida, and then moved to Georgia, in preparation of Hurricane Dorian. As of the last report, our members are doing well.



Administration Division:

Key Admin News:

We are still monitoring issues with Executime, are addressing them as they arise, and are answering questions to ensure that everyone understands this new process. We had a minor issue towards the end of last month, but that was quickly resolved. The number of issues continues to decrease, and our personnel seem to be more comfortable with the system.

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. The first look at the budget was presented to Council in late August. As anticipated, we did not receive approval for any new positions, but we were funded for a number of projects and items. Council will officially adopt the budget in September after 1st and 2nd reading. I will publish a memo in the near future outlining what was approved in our budget requests.

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, the contractor has begun to replace the exterior stucco at Station 154. 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. This should be finished in early September.

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 early September as well.



Life Safety Division:

Hours Spent per Activity Code for Date Range

Start Time: 00:00 | End Time: 23:00 | Start Date: 08/01/2019 | End Date: 08/31/2019

ACTIVITY CODE	# OF ITEMS	TIME SPENT	% TOTAL TIME
A - Administration	30	22:25	2.19
A-Other - Admin Other Activities	1	0:30	0.05
A-Website - Admin Website	12	3:35	0.35
BI - Business Inspection	209	170:59	16.70
C - Construction Inspection	96	105:45	10.33
CC - Customer Complaint	5	2:30	0.24
CI - Customer Inquiry	8	4:45	0.46
DE - Daily Entry	15	4:30	0.44
DS - Development Services	198	199:30	19.48
FI - Field Inspection (County)	3	3:00	0.29
H - Hiring	2	2:30	0.24
HMPBI - Hazmat / Primary Inspection	1	1:00	0.10
I - Investigations	17	11:00	1.07
M - Meeting	13	18:00	1.76
MBI - Mandated Business Inspection	3	1:45	0.17
PE - Public Education	305	206:10	20.13
PE-CPR - Pub Ed CPR Class	3	5:45	0.56
PE-CSI - Pub Ed Car Seat Inspection	8	4:25	0.43
PR - Plan Review (County)	4	3:00	0.29
R - Response	3	4:15	0.42
SE - Special Event	18	15:30	1.51
T - Training	12	10:40	1.04
TO - Time Off	16	101:00	9.86
U - UAV	35	90:33	8.84
V - Vehicle Maintenance	11	4:05	0.40
W - Wellness	11	13:15	1.29
YFIP - Youth Fire Intervention Program Activity	19	13:40	1.33
Totals	1058	1024:02	100%

As indicated above there was a total of approximately 1042 calls for service from the Life Safety Division. This is down almost 8% from last month, these still are calls for a service that the Life Safety Division provides to either the internal or external customer. This reduction could be from some of the time off that was taken by some of the staff during this month. These calls are answered by the five full-time and one part-time staff that are assigned to this division

This month, much like others, kept the entire staff on their toes with requests from all directions. Please see all the different sections and some highlights during the month.

Fire Prevention Bureau -

Over 300 hours this month contributed to the development with the Town and district. As seen below the bureau reviewed 101 plans and inspected 120 construction sites for various reasons. Just over 8.5 hours this month were dedicated to meeting with either development staff or contractors on non-specific construction items or items that are not yet being built or permitted.

Some of the notable projects that have been completed and received their certificate of occupancy are:

Mod Mountain Apparel – 215 N Wilcox St., Suite 103 – Tenant Finish

Town of Castle Rock Parks Central Service Building – 1400 Caprice St – New Building

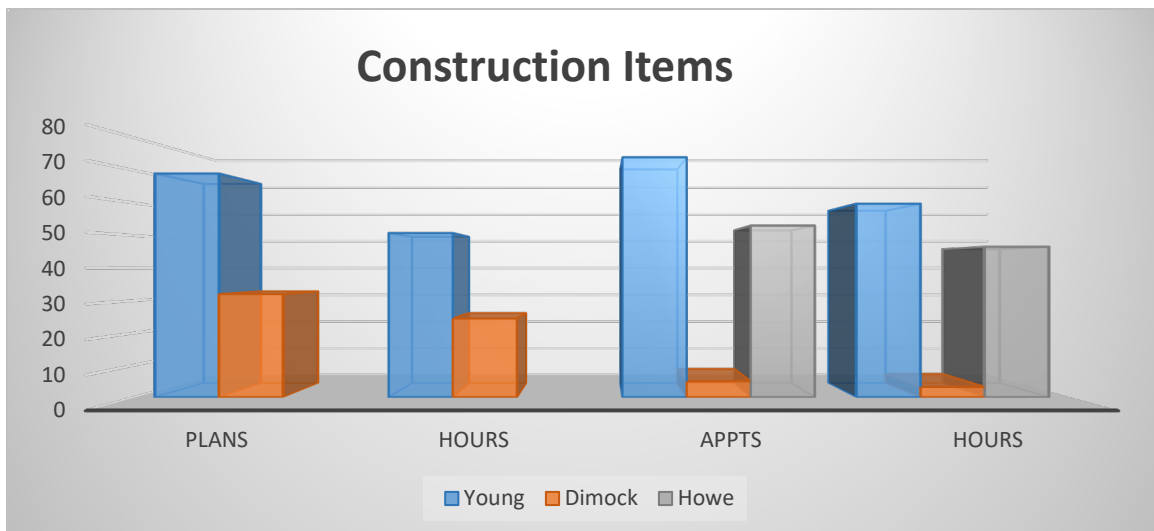
Window Wears – 1416 Park St – Tenant Finish

Spirit Halloween Store – 5650 Allen Way (Old Office Depot) – Tenant Finish

CRAHC Cath Lab remodel – 2350 Meadows Blvd – Tenant Finish

Xfinity Store – 5715 Atrium Way – Tenant Finish

As indicated in the graph below, you can see on the construction side of things, we are kept very busy and remain that way throughout the month with requests from not only contractors, but others as well. This may be from architects who are looking to build a project here, or civil contractors that are doing site work for a new single-family project.



Another area that the construction side takes care of are the Colorado Open Records Act requests. These come from the Office of the Town Clerk and are mandated by the State of Colorado that we have a total of three days from the time we receive them to when they are being read by the end-user. These can be for one building or an entire site. They may inquire about underground storage tanks, aboveground storage tanks, haz-mat spills, fires, last fire inspection, and any overdue fire code violations. Some of these are short and only take about an hour to complete. Some have taken days to research and complete the review. When they take longer to get them done, the customer is required to approve the time, because they are charged for anything over the first hour.

The last day of the month there was a fire line break at MeadowView Elementary School in the Meadows. This seemed like a pretty routine call with the exception that this flooded the crawl space with a reported possible five feet of water. While the fire department is not required to do any of the actual mitigation work, there is a lot of work that does get done behind the scenes.

Existing Business Inspections -

A total of 122 inspections were logged 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, 6 were correction notices, 38 were follow up inspections, 1 was a hazmat data review, 65 primary inspections, 7 special event inspections, and 5 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 August there was just over 215 hours that were devoted to nothing but public education. This involved just over 314 entries regarding public education including the 22 events with only nine not requiring the educator to be present. These took a total of 38 hours of time at the actual event with countless hours behind the scenes to ensure that these were adequately planned. The one thing that is certain is that the word of our public education is getting out and the public loves what we are doing. This include station tours,



splash mobs, other special events that include having not only the firefighters, but the public educators as well to ensure that there is a high level of customer satisfaction. More educational opportunities are being designed and will be out soon. Other programs that have been in place for a while are being scrutinized to ensure that they are meeting the needs of the community through constant performance improvement actions. The car seat technicians completed 30 car seat installations this month. Twenty-four of these were rear-facing, indicating that these were mainly infant car seats.

With school starting again this month, this will allow the educators to present the “Healthy Risk” program to the middle school grade level. Also encouraging the 2019 coloring contest with the elementary aged children.

Investigations -

During the month of August, we had several small investigations. We are seeing that the weather is drying out and the fuels from the growth that occurred during the wet times are starting to dry and increase the potential for fires to start. Please pay attention when using any flames outside of the house to weather conditions before lighting this.

There are currently two fires in active investigation while all other fires have been cleared. These investigations are conducted throughout the month when time permits.

Training Division

Division Commentary

August was an excitingly busy month for training in the CRFD. Our recruits officially kicked off their academy at West Metro and so far are doing extremely well. Throughout the month, they have been working on basic firefighter skills including donning and doffing PPE, SCBA confidence, physical fitness, hose line management, establishing water supply, and performing searches. Lt. Nelson continues to be an integral part of the academy, and is doing a great job leading the recruits.

AUGUST TRAINING HOURS (2459 TOTAL)



August also brought our participation in acquired structure training with South Metro (SMFR). We were able to send up every crew to the building at Orchard Road/I-25, and we participated in a complex drill involving strategy, tactics, and command on a very large building. Additionally, the department co-hosted the first ever South Area Technical Rescue School. This 11-day course saw the CRFD and SMFR tech rescue leads partner to host and teach specialty training including rope rescue, confined space rescue, structure collapse rescue, and trench rescue. Several members need to be recognized for their efforts in the design and implementation of the course including FF/PM Steve Coffin, FF/EMT Caleb McNeill, ENG Chad Wachs, and FF/PM Jason Norris. Four of our own members were able to successfully complete the training as students, and we look forward to this school being a semi-regular opportunity in the future.

Among other things this month, we were able to host crews for company level training, taught at the fire academy, attended the academy family night, participated in the Town Safety Committee meeting, attended the Scott SCBA demo, hosted two prep session for the upcoming ALT process, toured the TIMS driving pad, and hosted two sessions of Fire Instructor 1 practicals.

In August, crews trained on a wide range of topics to stay operationally prepared including patient assessment, SOG review, cardiology, standpipe evolutions, engine company drills, airway management, aerial driver training, forcible entry, ground ladder evolutions, EMS protocol review, PEPP recertification, firefighter survival, physical training, and many others.

Project Progress Report

We are currently working on the following projects:

- Updating the department Master Plan
- Fire Training Center grounds improvements
- Acting Lieutenant process
- PSTF South Building projects
- Department CTC reboot
- Hosting live fire evolutions
- Updating the First Year Firefighter Task Book and the after academy orientation class
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting Fire Officer 1 class
- Acting Lieutenant Academy

confined space training



structure collapse training



trench rescue training



rope rescue training



south area technical rescue school participants

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.

An update on a few of the key points of this plan are:

- Get posting for Sr. EVT position out.
 - Posting was opened 7/23 and closed on 8/23/2019. We received 5 applications for the position. Deputy Chief Martin, Lori and I met and considered the applications. We have offered interviews to 2 candidates. Interviews are scheduled for 8/5/2019. A panel has been formed to assist in this.
- 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) on-going
- PSTC South building projects. (304 Malibu) on-going
- FPO truck spec. and build. on-going
- New Medic spec. on-going
- Prelim. Work on New Type 6 spec. on-going
- Annual ground ladder testing. (Keegan) complete
- Sr. EVT hiring process. On-going
- Annual NFPA pump testing. (Units Complete: 155,141, 121, 088, 409) on-going
- Station 154 exterior remodel project. (w/ Chief Goudy) on-going
- Continue daily repairs and maintenance of all department vehicles and apparatus. on-going

Trainings Attended or instructed.

- Training on new SCBA mask fit test machine by factory rep.
- Instructed Colorado Fire Mechanics Pump Class, Annual pump test day in Windsor Co.

Other Projects:

- Assist Florissant Fire Department.
 - Florissant purchased Unit 244 from the Town. In addition, Tad and I were able to donate various equipment from the supplies we are cleaning out of both the FTC and Station 153 basement.
- Assist Tech. Rescue leads with the 11-day Tech class hosted by CRFD at the FTC. Provided equipment needed for the class and clean up.

Accreditation and Emergency Management:

Work with Intterra continues and we are getting closer to delivering training to an initial user group. The SitStat Monitor, a real-time situation awareness tool, is up and running (still with a few issues to work through) providing a good overall status of the Department. CAD notes and incident location are also available on this screen. This tool also tracks primary unit location (engine/medic/quint) availability, and can draw a 4 and/or 7 minute drive time polygon. Other GIS layers can be added either through the ArcGIS Living Atlas or directly by Intterra. We are working to get Town of Castle Rock and CDOT traffic cameras, and the weekly Town of Castle Rock street/lane closures to feed into the SitStat monitor.

Based on our feedback, Intterra has added a number of filters to the Analytics side of the application. Once we go live, this will make real-time data analysis easier (1st due, year to date, unit and station metrics). We are still working on what metrics will show and if we can load default filters. Currently, CAD streams data every 60 seconds and RMS streams data every 60 minutes, so the data is never more than 1 hour old.

Work also continues on the update to the Strategic and Master Plans. In early August, community relations posted an on-line version of the community feedback forms used to collect external stakeholder feedback at station open houses and community education sessions. I will be compiling the community feedback by the end of next week (9/13), so everyone has a chance to review and discuss our community's priority, expectations, concerns and their perceptions of our strengths and weaknesses.

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.

EMS ERF	Incident Count		90th Percentile	CRFD	
	Total	ERF		Benchmark	% Compliant
Overall	213	192	09:30	08:40	76.6%
Urban	145	140	08:00	08:40	82.9%
Rural	56	50	09:50	10:10	92.0%
NO FMZ	5	2	09:30	N/A	N/A
NOTE: If call volume is less than 10, maximum time or 100th percentile is reported					

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	532		1235		342		877	
Urban	334	63%	700	57%	202	59%	465	53%
Rural	129	24%	297	24%	91	27%	214	24%
Interstate	17	3%	61	5%	16	5%	58	7%
NO FMZ	25	5%	48	4%	8	2%	36	4%
Blank	27	5%	129	10%	25	7%	104	12%
Mutual Aid Calls	63	12%	101	8%	52	15%	85	10%
Aid Received	23	4%	32	3%	21	6%	26	3%
Aid Given	40	8%	69	6%	31	9%	59	7%