

Castle Rock Fire and Rescue Department

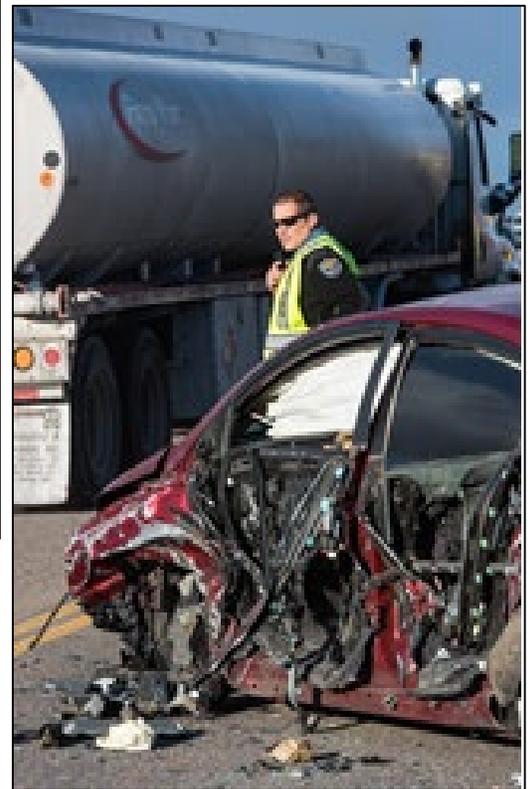


An Internationally Accredited Fire Rescue Agency 2017-2022

December 2018 Monthly Report

Department News:

December was a busy month. Below are pictures of a motor vehicle accident and a structure fire. The fire was contained to one room with no injuries to civilians or firefighters.



Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
December 2018...100%

Of the 27 Customer Survey cards rating service in December, 27 were of the highest overall rating of 5. Some of the comments received read; *“All that was on scene made sure we understood what was happening in a kind & calm manner.”* Another read: *“I was very impressed by the quickness & efficiency. It seemed like they were here in less than 5 minutes. They took the anaphylaxis very seriously. I’m very grateful. Thank you.”* Another read: *“Castle Rock Fire & Rescue personnel are to be commended on their professional service. They are men of integrity and compassion. We are truly blessed to have them in our community.”*

Call Statistics:

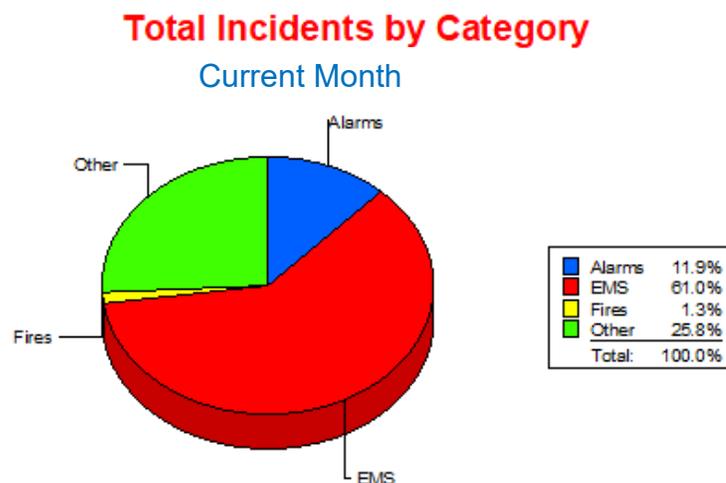
For the month of December, we responded to 446 calls for service. Last year at this time, we responded to 495 calls. This places our year to date calls at 5,575, which is a decrease of 85 calls or -1.5% from last year.

Of the 446 calls for service in December, 272 of the calls were for EMS. We had a total of 248 patient contacts and transported 186 patients. This time last year we had 207 transports.

Fire Calls:

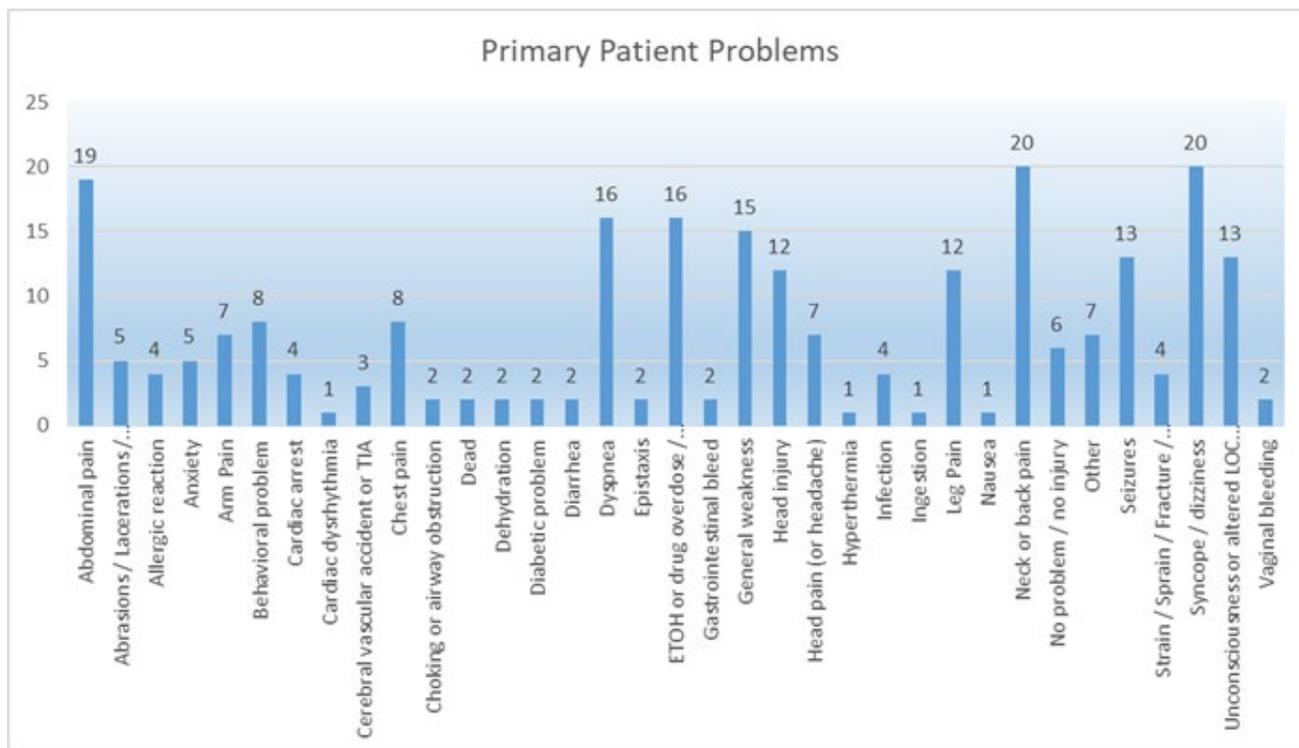
During the month of December, we ran 6 fire calls compared to 7 last year. We had 53 alarm calls, which is 13 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

The chart below indicates call proportions for the month of December 2018:



Emergency Medical Service Calls

The most common EMS calls in December were for neck or back pain and syncope or dizziness with 20 patients each, and the second most common was for abdominal pain with 19 patients.



Measurable Outcomes:

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

December 2018...100% November 2018...99.3%

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

December 2018...99.1% November 2018...99.0%

Key Admin News:

We received the certificate of occupancy for Station 152 last month. The majority of items have been resolved except for the landscape and irrigation, which will be addressed in the spring of 2019 when the growing season starts again.

Due to a retirement, we had a vacant Training Captain position. The position was advertised internally, we had three applications for the position, and the testing process was held in December. Lieutenant/Paramedic Jeff Hood was selected to fill that position and was officially promoted on December 24th. This created a Lieutenant vacancy, which was advertised internally in December also. Engineer/Paramedic Matt Osborn was selected to fill that position, was officially promoted to Lieutenant on December 24th, and has assumed that role. With his promotion, an Engineer position is now open, and that process will open in January. Congratulations Jeff and Matt!

Deputy Chief Martin and I continue to work with Kraemer and CDOT on the I25 Gap construction project. We have conveyed our concerns about access, emergency response, etc., and they are doing what they can to work with us on these issues. We understand that this is only going to become more difficult as we lose roadway to work with, so different response options are being discussed. We will advise if we decide to move forward with new options.

Training Division Chief McCarthy resigned from the Department on December 21st. Due to the holidays, no action was taken with this vacant position. The Executive Staff will look at options to fill this position in early January. In the meantime, Captain Hood has gone from the “frying pan into the fire” as the sole person in the Training Division, but will have support from members of the Command Staff.

Fire and Life Safety Educator Colleen Sanderlin was moved from a .75 FTE to a full-time position in December. This was done after meeting with Mr. Corliss and explaining our concerns and challenges with this position. Congratulations Colleen!

On 12/01/2018 Battalion Chief 151, Engine 153, Medic 153, Quint 151, Engine 154, Medic 154, Quint 155 and Division Chief 151 responded to a residential structure fire in the Founders Village subdivision. Engine 153 and Medic 153 arrived on scene and found a small residential structure with a working fire. Fire attack was made and the fire was extinguished. The fire was in or around the living room of the structure. Investigators responded and investigated. Situation was under control. All units returned to service.

Life Safety Division:

Statistical information:

	2018	2017
Plan Reviews	101	116
Construction Inspections	77	130
Public Education Events	6	11
Public Education Contacts	625	221
Existing Business Inspections	12	56

One of the extenuating circumstances for the month of December is that we had a total of 168 staff hours of paid time off for this month from various employees taking their entitled time off. The total for the life safety division was 728 staff hours.

Investigations:

The investigation portion of this division can at times keep us very busy. Luckily, during the month of December, there were only a small number of minor events that required a fire investigation.

Construction:

The Life Safety Division lost a Fire Prevention Officer this month. As seen though, even when we are down a team member, the work does not stop or even really slow down. The area that was hit was the existing business inspections. When the workload maintains a pretty steady pace, the one area that will suffer is the existing business inspections.

During the month of December, a total of 101 plan reviews were completed with 3 of those for Douglas County projects, taking a total of 97 hours to complete. 77 new construction inspections were completed involving a total of just over 127 hours to complete.

Because of the good weather and the economic status of the Town, the plan reviews and construction inspections really did not vary much from where we were last year.

We are still looking to fill the two empty slots that we have in this portion of this division. This seems to be an issue up and down the front range with finding quality employees.

Public Education:

Our public educators and crews worked together this month for a total of 3 events greeting and meeting a total of just over 52 contacts together. Individually, they met another 3 people during 1 other event. Crews performed a total of 2 events on their own, contacting 570 people.

The educators made contact with a candidate regarding our youth firesetter's program who was involved in an event this month. Assessment and education was provided, and hopefully a positive outcome is expected.

Inspections:

November is typically the month that we start looking at all the inspections that we have done for the year and try to ensure that anything that may be still be out there that is not completed is reviewed and attempted to be closed. Some of these do require more attention than others.

During December, a total of 16 primary inspections were completed, and while some of these may require follow up inspections, at least three of them did not. There were a total of 59 follow up inspections completed and eight correction notices issued. Correction notices are notices to the business that they have a specific item that needs to be addressed in a certain timeframe, otherwise they can receive a summons to appear in court.

A total of just over 183 hours were logged pertaining to inspections of existing businesses. As you can see, they require a large percentage of time to ensure that these existing businesses are safe for the employees and public.

During the month of December, the car seat technicians of the department completed a total of 11 installations and education to new, existing, and expecting parents. Look for some changes within the car seat installation program in the near future.

Special Programs:

Unmanned Aerial Vehicle (UAV): With December as busy as it was for new construction and existing business inspections, not a great amount of time was devoted to flights. This is very important to maintain our proficiency of flight and keep our skills razor sharp.

We logged a total of 73 minutes of flight and over 19,500 ft. of flight.

The Life Safety Division has the opportunity to synchronize the protection of both the fire service and the general public in several aspects. Without our partners in the Operations Division, the job that we do would be profoundly more difficult. We are presented with more challenges all the time to decipher and work with. All of these require our undivided attention to confirm that they are dealt with appropriately.

Public Education



Firefighter Paramedic Miller teaching a CPR class



Firefighter Paramedic Fitch teaching a girl scout troop first aid



Training Division

Major Topics Covered

Fire Training

- New firefighter taskbooks
- Acting engineer taskbook activities

EMS Training

- Stridor and croup protocol assessment and treatment
- FAST (ultrasound) on boarding

Department Training Hours

Subject	Current Month	2018 YTD	2017 YTD
EMS-Department Wide	190	2612	1934.75
Fire-Department Wide	1195	17474	9030.3
Department Operations	77	1393	568.5
Total	1462	21479	11533.55



Training on difficult/tight aerial placement



Accreditation and Emergency Management Monthly Status

Assistant Chief Rollins delivered the fourth emergency management overview training session for the Town Manager and Department Heads, completed a draft presentation, and developed a response guideline wallet card for the newly appointed Town Council discussing their roles and responsibilities in the event of a large scale emergency/disaster. Town Council should receive this presentation in mid-January. The draft EOC manual was reviewed by selected emergency management partners and returned late in the month. The next step is to review all questions, comments and suggested changes.

Chief Rollins also traveled to the City of Wilmington, NC as part of a Commission on Fire Accreditation International (CFAI) peer team. This was Wilmington's third accreditation bid. The visit consisted of four very busy days, for both the agency and the peer team, resulting in a unanimous recommendation for accreditation. Congratulations to the Wilmington Fire Department!

Below are the response time tables for the month of November 2018:

Urban

Distribution Matrix			Castle Rock Fire and Rescue Dept.	11/01/18 - 11/30/18
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10	
81.5%	88.9%	71.7%	80%	
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%	
01:21	01:44	05:56	08:27	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
145 / 33	160 / 20	129 / 51	144 / 36	
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail	
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	
93 / 81 / 74 / 88	43 / 92 / 95 / 91	50 / 73 / 71 / 77	56 / 79 / 81 / 88	
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.	11/01/18 - 11/30/18
Department Distribution by Performance Type			All Incident Types	
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10	
67.6%	85.1%	73.7%	77.6%	
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%	
01:30	01:45	07:58	09:33	
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance	
50 / 24	63 / 11	56 / 20	59 / 17	
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 / 35 / 68 / 10	28 / 80 / 94 / 100	71 / 70 / 73 / 83	71 / 70 / 81 / 83	
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	