

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

January 2023 Monthly Report

Department News: The pictures below are just one of the many motor vehicle crashes (MVC) we responded to.



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:
Deputy Chief Rich Martin

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
January 2023 ...100%

Of the 56 customer survey cards we received in January, 53 had the highest overall rating of 5, and 3 had a rating of 4. Some of the comments we received read; *“The firefighters & EMTs were incredible – thankful for them. Thank you for what you do!! Only complaint we have a station right by our house w/no ambulance so response time was too long & scary. Would love to see an ambulance added to that station.”* Another read: *“Great group of men. Excellent care. They even shoveled part of our walk & driveway so we didn’t need to walk thru the snow.”* Another read; *“Thank you for taking such great care of my baby. I was scared but you all kept us all calm & informed.”*

Call Statistics:

For the month of January, we responded to 536 calls for service. Last year at this time, we responded to 594 calls. This places our year to date calls at 536, which is 58 less calls or -9.8% lower than last year. Average calls per day for the month were 17.2.

Of the 536 calls for service in January, 361 of the calls were for EMS. We had 333 patient contacts and transported 271 patients. This time last year, we had 208 transports.

Fire Calls:

During the month of January, we ran 6 fire calls compared to 6 in January 2022. We had 39 alarm calls, which is 13 less than last year.

Emergency Medical Service Calls:

For the month of January, there were 271 total patients transported. 198 patients were transported to Castle Rock Adventist, which is 73% of all patients transported. 65 patients were transported to Sky Ridge, which is 24% of all patients transported.

Measurable Outcomes:

CRFD Paramedic on scene of all EMS calls 100% of the time
December 2022...100% January 2023...100%

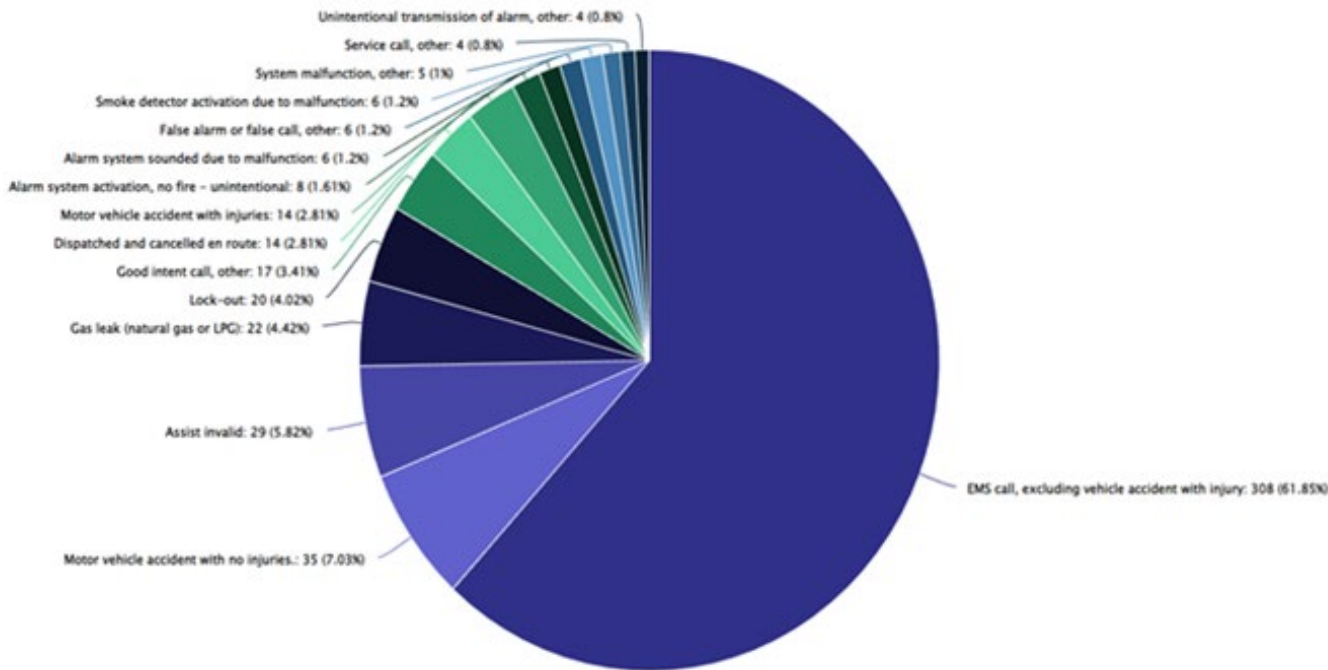
Monthly alerts called by crews and follow-up

Trauma Alerts	0	Transported to appropriate facility	N/A
Stroke Alerts	0	Transported to appropriate facility	N/A
STEMI Alerts	0	Transported to appropriate facility	N/A
Sepsis Alerts	4	Transported to appropriate facility	100%

Correct treatment, destination, and procedures done 100%

Incident Types (Top 15) - ALL Incidents

Jan 01, 2023 to Jan 31, 2023



Significant Incidents:

- **A shift:** On January 26th, Battalion Chief 151, Quint 151, Medic 151, Engine 152, Medic 154, Engine 154, Medic 161, Division Chief 151, and Chief 151 responded to a vehicle crash on West Frontage Road. One patient extricated and transported to a local medical facility. One field pronounced on scene.
- On January 13th, Battalion Chief 151, Engine 152, Engine 153, Engine 154, Quint 155, Medic 153, and Medic 181 responded to Founders Parkway, for a motor vehicle crash with extrication. One green patient transport by Medic 181, one patient field pronounced on scene.
- On January 2nd, Battalion Chief 151, Chief 151, Engine 153, Quint 151, Medic 153, Squad 155, and Collapse 155 responded to Howe Street on a vehicle into a building. Three shores placed in the garage due to damage. All involved parties were non-injury.

Life Safety Educators:

In January, we continued to have numerous scheduled events throughout the month, contacted 112 citizens through 8 scheduled public education events, and numerous other contacts through unscheduled events at the stations. This equals 19.5 hours of public education.

A synopsis of events that occurred this month;


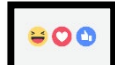


- We taught CPR/First Aid to 9 Castle Rock Water Department employees
- Assisted with BLS renewal for all members on shifts
- Two community members completed a CPR skills check off
- 18 car seat checks
- Station and school visits continued throughout the month
- Participated in the parade for DCHS Wish Week
- We had 25 students from Douglas County School District complete a station tour
- FLSE Sanderlin had the opportunity to attend a pipes and drums conference to increase her knowledge base
- We donated a light bulb from the star in partnership with the water department for a time capsule

Public Education Statistics:

For the month of January, we made contact with 112 citizens through 8 different events, totaling 19.5 hours of education. Of the 112 citizens we made contact with, 34 were children (18 years of age or younger) and 78 were adults.

PulsePoint Monthly Active Users (MAUs):

During December 2022 (reporting is one month in arrears), 953 users following CRFD on the PulsePoint app enabled CPR alerts and 4,306 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month. When citizens are more aware and engaged with the health of their community, they become better partners with CRFD and can help save a life.

CRFD Facebook November 2022	
	3,288 Followers
	2,383 Likes and Reactions
	5,205 Page Views
	2,677 Post Engagements

Deputy Chief Commentary:

Through the month of January, we have responded to 9.8% fewer calls for service than last year at this time.

There were several significant and serious calls we responded to this past month. We continue to ensure that our team members know that the Peer Support Team is available to them at any time.

The Peer Support Team held a departmental “Family Night.” We had a financial planner, Dr. Sara Metz from Code 4 Counseling, and Captain Hood present at this event. The event was well attended.

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these outcomes by utilizing The

Modified Rankin Score. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome. We remain current and are complying with any remaining orders and guidance regarding the pandemic at local, state, regional, and national levels as they are updated and revised. We have noticed an increase in patients with respiratory illnesses.

The ER divert status remained consistently high over this past month, and it continues to be a culmination of serious illnesses and injuries, hospital capacity, and the ancillary service centers, such as short term physical rehab centers also being at capacity.

We continue to ensure our EMS data is reported to the state on time, as per new state statutes. With our new reporting system, this information is automatically being uploaded to the state.

In January, members were involved in physical fitness for a total of 365.5 hours.



An educational visit with Douglas County School's Bridge Program



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

After the Board of County Commissioners New Year's Eve fireworks show, we conducted an After Action Review with the Bureau as well as staff at the Fairgrounds. We all agreed that if we had not had the amount of snow on the ground at the time of the show, we would have potentially had a significant wildland fire issue along Sellars Creek. In addition to this concern, we also discussed fallout issues outside of the safety zone and debris as a result of the shells themselves. The decision was made that we would not conduct any more shows from this location based on these factors.

With this decision, the Town no longer has any viable locations that can accommodate a fireworks show of this size. As the town has continued to grow and develop, we don't have a location that provides the necessary safety zone area that can also accommodate traffic or provide a good viewing location. Therefore, we have canceled the 4th of July show that we were trying to re-schedule, and we do not anticipate having any more 4th of July shows. We will continue to have the Starlighting show as long as conditions allow for a safe display.

With the new budget year, we were approved for four new positions. Coupled with our recent resignations and retirement, this added another three positions that need to be filled. As such, we have been able to hire three new members that will start West Metro's Fire Academy in February, and three new members that will start a lateral academy towards the end of February. This leaves one empty position that we will work on filling later in the year.

Fire Chief Commentary:

We are working to finish the town evacuation maps, they have been sent to representatives from Public Works and CRPD for an additional review. We have identified a couple of small additions, and we believe that we can adopt these in February. Once adopted, we will present these maps and plan to department members as well as key staff in other Town departments. These will be for internal use only in case of a significant event requiring an evacuation of any area in town.

We celebrated FF/EMT Geoff Polidoro at his retirement event this month. After almost 30 total years with the department, we wished Geoff a fond farewell and good luck in his new adventure in Montana. He will certainly be missed! Remember, Be Like Polly!



Also this month, FF/EMT Casey Venafro received the American Legion Department of Colorado Firefighter of the Year award. Casey was nominated for this state award after receiving a similar award from the local American Legion Post. As a result of the state award, he has now been nominated for the American Legion National award. Congratulations, Casey, and good luck on your new nomination!



Life Safety Division:

During the month of January, the Division continued to meet the expectations of our customers as can be seen in the following summary.

Statistics:

Type	Number
Administration	2
Complaint	0
Construction	106
Business Insp	116
Special or Special Event	10
Other Inspections	9
Total Inspections	241

Plan reviews:

A total of 116 plan reviews (90 hours) were completed during the month of January.

Investigations/Response Assist:

Response Assist – 4 responses taking 2 hours to complete

Training:

The division as a whole entered 98.5 hours of training during the month of January.

Buzz Sutherland has completed NFA Investigation Essential class.

All members are completing Fire Plans Reviewer training.

UAV:

Total Flights – 0

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

January featured our regular opportunity to jump into some icy cold water and practice the skills associated with rescuing a person or animal that would fall through the ice. We'd like to thank ENG Todd Lewis, FF Ryan Hanley, FF Cliff Fitch, and FF Steve Hoekstra for leading this year's training. As we move to every-other-year trainings for this topic, we do have access to the Plum Creek Golf Course pond for crew training if desired. This month also is the host for our annual CPR training, and we'd like to thank each of the shift's CPR instructors for training the crews.

We are continuing to work a lot with our Special Operations leads to plan in-house credentials, task books, classes, and the 11-day. Elements of this will likely be rolled out over the course of this year, and we are hopeful that it will support the needs of the program while working within the needs of the affected crews. Members of the TRT also did a bit of training with the cutting torch by helping us remove some of the closures on the Conexus at the FTC.

STO Program: Lt. Adam Gallegos has been working on the design of the STO position and had several meetings and rides with other agencies to understand how they might use that position. We also met with the BCs to develop some high-level operational expectations while also talking through the position's ability to support shift-level training/certification needs. We look forward to sharing more about the program as details become more finalized. Adam also attended the Fire Department Safety Officer's Association conference and gained some valuable perspectives, knowledge, and networking. Lastly, we'd like to congratulate Lt. Peery on earning the CMCB Incident Safety Officer certification!

2023: We have a lot coming up this year including delivering more Plan-A videos, supporting EMS and Special Operations training, the acting-lieutenant process and class, the lieutenant assessment center, the STO assessment center, CMCB practical testing for our last acting-engineer class, and the recruit and lateral academies. We are also tracking a few other unique training opportunities including active threat training and a potential acquired structure.

At the beginning of January, we were able to deliver three forcible entry door props to Stations 152, 153, and 154. The door for Station 151 is on order and we'll get that in place as soon as it comes in. Hopefully, those have been beneficial. Please let Adam know if you need anything with those props.

Academies: We were able to successfully hire six new members, three of whom will go through the WMFR academy and three of whom will go through the lateral academy. On the last day of the month, our three members going through the WMFR academy started with us for their orientation day. We'd like to welcome Owen Pepper, Gunner Tafoya, and Christopher Thompson; and we wish them well in their academy journey. Also, FF Jake Malone has volunteered to come off-line for a

temporary academy assignment, and we are extremely thankful for his willingness to help out the department in this way.

In January, crews trained for more than 1,789 hours on a wide range of topics to stay operationally prepared including safety, ice rescue, extrication, airway skills, driver/operator, engine and truck company operations, forcible entry, incident command, ground ladders, professional development, physical fitness, CPR, search and rescue, and much more.

We are currently working on the following projects:

- FTC projects
- EMS training
- ImageTrend implementation
- CMCB
- STO program



Ice rescue training at Plum Creek Golf Course Pond



Ice rescue training



Ice rescue training



Band members at the Winter Storm Pipe & Drum Conf.

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Logistics Division: **Division Chief Jim Gile**

Division Chief Commentary:

January brings a new year, new budget and new projects. Some of these are things that have been previously identified, others are new with the new year.

In January, we ordered the Thermal Imager Cameras (TIC) made possible by the General Long Term Planning budget that was set up a few years ago for this specific purchase. Within budget, we will now be able to add a TIC to every unit, eliminating the need for the TIC to be a changeover item. At this time, we do not have a specific lead time from the vendor for their arrival. As you are also aware, work continues on the door raise project at Stations 154 and 155. There have been some delays due to the weather, but steady progress is being made. In addition, town facilities personnel will be out to the stations installing energy efficient LED lights in the living quarters areas. This will be a project they will complete as time allows.

I was able to attend the annual FDSOA apparatus symposium in Gilbert, Arizona. As part of the conference, there were multiple classes on electric and hybrid apparatus. There were many departments in attendance who have already ordered these apparatus. At this time, there are three manufacturers in the electric game; Pierce (Volterra), REV Group (Vector), and Rosenbauer (RTX). Very interesting classes and discussions were had. Whether we like it or not, electric apparatus are coming! Additionally, Lieutenant Richardson and I traveled to South Dakota on an exploratory trip to view a brush truck manufacturer. We had a very productive couple of days. We had the opportunity to tour the factory, see their poly tank and accessories manufacturing and discuss our brush specs at length. Before making any decisions we set out some requirements that we would like to see fulfilled. This exploration comes about due to the challenges we have had with our current brush truck manufacturer, including delays and price increases.

LEST Tad Keegan continues to handle the day to day logistics needs of the department. This includes tools, equipment, uniforms and PPE. Tad is also the primary approver of the Home Depot / Supply Works station supplies orders and the medical oxygen. In January, LEST Keegan managed the first time through the annual SCBA flow testing with our MSA air packs. This was a new process for us which had some unknowns. A big thanks to all three shifts for their assistance in rotating the crews through for testing. Now that we have been through it once, we will look at the process to see if there are any ways to make it more efficient. In addition, Tad worked to outfit the new recruits with all the necessary PPE and uniforms for them to begin their academy, as well as with the folks identified for the lateral academy.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and as needed on the light



fleet. Units that Ben has had through the shop in January include, Unit 155, Unit 110, Unit 101, Unit 108, Unit 107, Unit 141 and Unit 223. During January, Ben had a total of 105.21 hours billed to work orders. While performing preventative service and inspections on Unit 155, it was identified that the rear suspension springs were cracked; this in turn caused us to send the truck up to Diversified to have the springs replaced.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for January are 8,074. Year to date is 8,074, and the total since we began the program is 201,152. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

Facilities Projects
R&D Team Projects
Station 154 / 155 Door Raise Project
Station 156 Apparatus
New STO Up-fitting

New STO up-fitting
Station 153/154 Landscaping Planning
Hazmat Team Projects
CPSE Peer Team Assignment
MDC GPS issues

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Much of January was dedicated to getting up to speed on ImageTrend's Report Writer and Continuum modules. These two modules will be the foundation of our data analysis and data-informed continuous improvement efforts going forward. We still import data into the StatsFD application, and will continue to do so in order to maintain a continuous database. As we close-out data from 2022 across two records management systems, we also must verify data queries and formats are consistent across all systems to ensure reliable analysis.

One of the items holding the release of Continuum to all personnel is the transition of its EMS reporting structure from NEMSIS 3.4 to NEMSIS 3.5. Currently, Colorado requires NEMSIS 3.5 reporting but most other states and clients are still required to report based on NEMSIS 3.4, so many of the data fields we report are not yet populated in the Continuum EMS module. Potential transition dates are within February, pending data mapping and testing. Once Continuum goes live, much of our monthly, quarterly, and annual data report can be automated. We may also explore the ability to launch an internal website that is refreshed daily, or more frequently depending on system requirements. A feature new to CRFD is the ability to develop "Monitors" that can send emails when a rule is met. We have the ability to develop these monitors based on almost any data field we collect (i.e. turnout time, incident type, patient care details, etc.). Please contact me if there are any monitors you believe would be beneficial.

Paramedic Spronk sent the December data summary on 1/23/2023. The complete 2022 data summary is forthcoming, along with updates to the 2020 – 2024 Strategic Plan, Master Plan, and Standards of Cover.

December 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	687		1450		484		1097	
Urban	488	71%	964	66%	339	70%	722	66%
Rural	157	23%	347	24%	111	23%	260	24%
Interstate	20	3%	86	6%	18	4%	74	7%
Blank	22	3%	53	4%	16	3%	41	4%
Mutual Aid Calls	47	7%	160	11%	39	8%	126	11%
Aid Received	28	4%	112	8%	24	5%	87	8%
Aid Given	19	3%	48	3%	15	3%	39	4%