

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

March 2023 Monthly Report

Department News: CRFD Pipes and Drums participated with the Colorado Emerald Society in several events in March. Also, our recruits at the West Metro Fire Academy received Hazmat training.



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
March 2023 ...95%

Of the 36 customer survey cards we received in March, 32 had the highest overall rating of 5, two had a rating of 4 and 2 had a rating of 2. Some of the comments we received read; "The responders did an excellent job of taking care of my husband. They were caring and very knowledgeable. We were both very glad to see them. They were very reassuring to us both. Thank you to them. Another read; *"Thankful for the quick response and calmness of the staff. Helped calm down the situation and immediately took charge of the scene."* Another read; *"Outstanding!!! Paul O'Brien & crew were magnificent!! Saved my life!!"*

Call Statistics:

For the month of March, we responded to 540 calls for service. Last year at this time, we responded to 567 calls. This places our year to date calls at 1,571, which is 123 less calls or 7.3% lower than last year. Average calls per day for the month were 17.4.

Of the 540 calls for service in March, 370 of the calls were for EMS. We had 314 patient contacts and transported 261 patients. This time last year, we had 272 transports.

Fire Calls:

During the month of March, we ran 14 fire calls compared to 6 in February 2022. We had 42 alarm calls, which is 3 more than last year.

Emergency Medical Service Calls:

For the month of March, there were 261 total patients transported. 171 patients were transported to Castle Rock Adventist, which is 65.5% of all patients transported. 77 patients were transported to Sky Ridge, which is 29.5% of all patients transported. The remaining 13 were transported to facilities outside of Castle Rock.

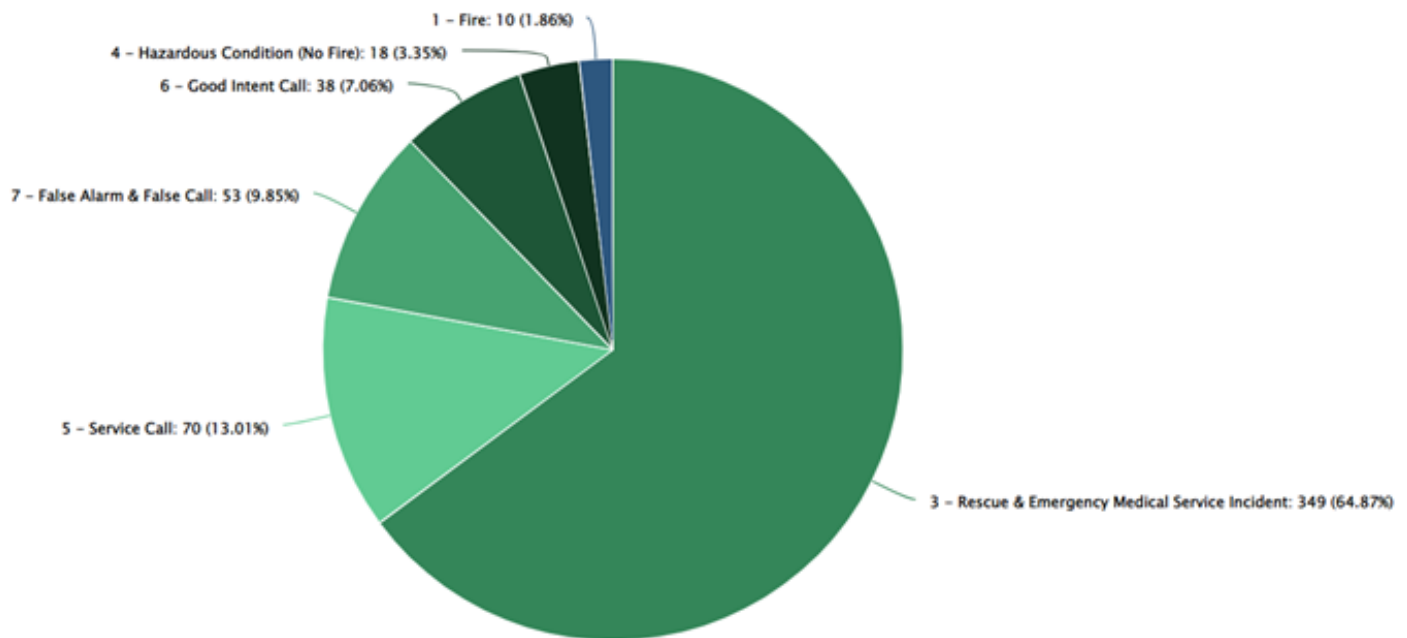
Monthly alerts called by crews and follow-up:

Trauma Alerts	3	Transported to appropriate facility 100%
Stroke Alerts	2	Transported to appropriate facility 100%
STEMI Alerts	2	Transported to appropriate facility 100%
Sepsis Alerts	4	Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Incident Type Categories

Mar 01, 2023 to Mar 31, 2023



Significant Incidents:

- **B Shift:** On March 30th, Division Chief 151, Battalion 151, Brush 153 and Brush 151 deployed to Simla, CO for an approximately 700-acre grass fire.
- On March 31st, Brush 152 and Brush 155 deployed to the Hogback Fire as part of a task force to assist West Metro Fire/Rescue on a large brush fire.

Life Safety Educators:

For the month of March, CRFD made contact with

- 258 citizens through 9 different public education and community events totaling 12.5 hours of education. Of the 258 citizens we made contact with in March, 170 were children (18 years of age or younger) and 88 were adults.

March Public Education Highlights:

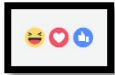
- Car seat proxy time and education
 - 11 CRFD crew members, CRPD officers and a RN completed proxy signoffs and education with FLSE Duncan and FLSE Sanderlin, totaling 8 hours throughout the month.
- CRFD participated in Meadowview Elementary School Read-A-Thon

- 1 community member completed a BLS HeartCode skills check off
- 16 CRPD officers and employees completed Basic Life Support training
- Several scheduled station tours and school visits: Well Spring Stars, Adventure Club Preschool



Car Seat Education Statistics and Measurable Outcomes:

Crews and administrative staff assisted with community education for 22 car seat checks this month. The car seat checks were comprised of 19 rear-facing seats, and 3 forward-facing seats.

CRFD Facebook January 2023	
	3,372 Followers
	651 Likes and Reactions
	2,451 Page Views
	3,372 Post Engagements

PulsePoint Monthly Active Users (MAUs):

During February 2023 (reporting is one month in arrears), 939 users followed CRFD on the PulsePoint app and enabled CPR alerts, with a total of 4,220 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.

Deputy Chief Commentary:

Through the month of March, we have responded to 7.3% fewer calls for service than last year at this time. There appears to be an overall decrease in all calls, and not necessarily any specific call type.

We continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts from initial patient 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. All hospitals have now revised their masking policies. Predominantly, no masks are required. However, if there are special circumstances, our crews have been instructed to follow those hospital guidelines.

We continue to ensure our EMS data is reported to the state on time as per new state statutes. Recently, there was a change in the data that is required to be reported. We have confirmed with the state that they are receiving data correctly.

The ER divert status continues to be monitored. This month, we did see a decrease in diversions. We will continue to monitor this and adapt as needed.

The department was asked to take part in the American Academy of Pediatrics accreditation review by their governing body. Their review was successful, and we received notes of thanks from them. Thanks to Firefighter/Paramedic Schmidt for representing us through this process!

The Metro Chiefs Response Group met again this month to finalize revisions to the response plans for large scale incidents within the metro area. We continue to play a role in this group to ensure we have efficient and timely responses should the need arise. The newly adopted Strike Team/Task Force bridge class was held, and we had several of our officers attend and felt it was valuable. As other classes become available, we will look to send more of our command staff.

The majority of our members successfully completed the annual fitness test by the March 31st deadline. Those that didn't are on modified duty and will need to successfully complete the test prior to returning to full duty.

In March, members were involved in physical fitness for a total of 289.95 hours.



FF/PM Schmidt and FPO Davey reading to children at a school wide literacy event



A station visit with a fun group from Wellspring Community

Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

After completing the background check process, a formal offer of employment was made to Mr. Bart Chambers. Mr. Chambers has extensive experience, to include a law enforcement background, working for CAL Fire, and he previously served as the State Fire Marshal for Nevada. Division Chief/Fire Marshal Chambers started on March 6, and we are very happy to have him as part of our team. Welcome Bart!

One of our candidates that started West Metro's Fire Academy on February 2 has decided to resign, leaving two in this academy. We will begin the process to fill this position as soon as we can. The three members that started our CRFD lateral academy on February 27 are doing well, they will be completing this academy in mid-April, and then they will be assigned to the line.

As we have seen in previous years, March again showed us that wildland fires can happen at any time of the year. On March 30, we sent several resources to Simla for the 125 Fire, which was a 700+ acre fire just south of town in El Paso County. The Town of Simla received a mandatory evacuation alert due to the fire moving quickly under Red Flag conditions towards the Town. Fortunately, the fire was stopped prior to reaching the town limits.

Then, on March 31, we sent two brush trucks to assist West Metro Fire with the Hogback Fire. Located just west of C470 and south of I70 on Dinosaur Ridge, this fire, also on a Red Flag day, caused some evacuations near Morrison and postponed the opening night performance for the concert season at Red Rocks. Our crews performed very well under challenging conditions at both fires, and coverage was still maintained in Town while these crews were deployed based on our mutual aid agreements.

Fire Chief Commentary:

On March 7, a presentation was made to Town Council on the hazmat risks in town. While Town Council requested specific information on the hazardous materials transported by rail, we provided a complete picture to include fixed facility, highway, and rail based on our Community Risk Assessment. While the probability is low, the risk can be high depending on what hazardous materials are involved in an incident.

We are still working to finish the Town evacuation maps, and GIS has completed the additional requested changes. These are under one final review, and 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 applied for a wildfire mitigation grant from the Colorado State Forest Service. The Incentives for Local Governments (ILG) grant provides funding for wildland mitigation, with a matching requirement, that would allow us to further our mitigation efforts in the Town. We requested \$250k

in grant funds that would be matched at the same from our TABOR timeout line item for wildland mitigation. If successful, these funds could also be used to augment local HOA efforts with mitigation in their respective neighborhoods in addition to the Town's efforts with mitigation. The application deadline is April 5, and we hope to be notified of an award by May.

We also contacted Congressman Ken Buck's office to request consideration for the FY 2024 Congressionally Directed Spending (CDS) Pre-Disaster Mitigation Grant for additional wildland mitigation funding. If successful, we will formally apply through the State for this one-time dedicated source of funding sometime next year. More information to follow as it becomes available.

The 2024 Budget process began in earnest last month with Finance providing us instructions, budget request forms, and timelines. We met as an executive staff to discuss priorities, and our budget requests were submitted on March 27. We will now begin the process of working with Finance and the Budget Team to review our requests and make any formal presentations as needed over the next couple of months.

Deputy Chief Martin and I met with CEO Jeremy Pittman and Chief Medical Officer (CMO) Dr. Devin Bateman of Centura Castle Rock Hospital. These meetings are held on an occasional basis just to check in with each other and provide updates. At this meeting, they wanted to update us on the change in ownership due to the recent split of Centura to Common Spirit and Advent Health. Castle Rock, along with Parker, Littleton, Porter, and Avista hospitals, will now be part of the Advent Health system, which is a large, national healthcare system. They do not foresee any changes that would adversely affect their service, and they look forward to this new ownership as it brings significant potential to actually increase their level of service. The hospital will be renamed to Advent Health Castle Rock.

In closing, if you haven't done so recently, take a quick drive by the old Acme brick plant. Confluence has begun the demolition of the buildings on site, and it is now changing quickly. We sincerely appreciate the opportunity allowing us to train on this site for an extended period of time prior to this demolition and pending re-development. Thanks again to Tony DeSimone and the Confluence Companies!

Life Safety Division:

Division Chief Bart Chambers

Division Chief Commentary

The Life Safety Division has new leadership with Division Chief Chambers being hired as the new Fire Marshal. I have been going through the onboarding with the Chiefs, showing me the Town, introducing me to key personnel and ride a long to meet the crews at the stations from the different shifts. My fire service and law enforcement experience will be an asset to the Life Safety Division, and our community.

The Fire Prevention Officers and Inspector have been actively conducting inspections, plan reviews and investigations along with assisting other agencies with mission tasking for the need of Unmanned Aerial Vehicles (UAV's) over the last month. Also, we made the recent purchase of Blue Beam to reduce the time spent on plan reviews to assist our customers.

Division Fire/Law Enforcement Training: The FPOs have started annual training for the upcoming fire season. They are preparing for wildland fire investigations and supporting allied agencies in this area to include potential deployment to assist in complex wildland fire investigations. They have also started reviewing legal updates to maintain their POST requirements, fire investigation training, along with ICC CE hours for a total of 77 hours of training for the month.

Inspections: 93 Construction, 68 Business and 2 Mobile Food Vendor inspections

Plan Reviews: 83 Plan reviews

Complaints: 4

CORA Requests: 2

Fire Prevention Customer Inquiries: 3

Liquor License Reviews: 11 liquor license reviews were conducted which committed 3 hours of staff time

Fire / Investigation Responses: 3

Unmanned Aerial Vehicle Flights: 5 for 78,003 feet covered

We are currently working on the following:

- Marking the FPO's and Inspector vehicles
- NFA Plans and Investigation classes
- ImageTrend implementation of LSD Records
- Establishing Task books for Inspector/Plans
- Updating LSD information on the website
- Uniform change to be in line with the Operations
- Working with ATF on the new BATS (Bomb Arson Tracking System) program
- Working on getting our Investigators set for wildland deployments
- Working on POST training for perishable skills, legal updates and reciprocity.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

Academies were in full swing throughout March, and both are benefitting from some great CRFD cadre instruction. At WMFR, our two recruits continue to perform well and have been learning about hazmat, VES, conducting live-fire evolutions, and more. Here at the lateral academy, they've been continuing to learn the CRFD way and were able to attend car seat technician school. The lateral academy also spent a day at Larkspur on their ventilation prop and a day at WMFR in their facilities, and we are thankful for those great relationships.

Department Training: Our annual wildland refresher has been providing us with some great opportunities to improve based on lessons learned from the Marshall Fire. Crews rotated through a scenario in the Macanta neighborhood, while also practicing shelter deployments and stretching progressive packs on their own. We also conducted some training for our ABCs/BCs/DVCs that focused on wildland response and initial management of a rapidly escalating incident. Thank you to Lt. Moore and Lt. Kallweit for doing these trainings.

Special Operations Training: Preparation for the upcoming 11-day school continues, and we are working to have light-duty members at the course to help film/create plan-A videos for the technicians.

EMS Training: FF Zach Winters put together a good virtual training on the new(er) Cyanokits that we are carrying. These kits are a critical component in saving civilian and firefighter lives from a structure fire. In that training, we also reviewed EMS supply ordering and some ImageTrend FYI on the report review process.

CMCB: FF Kevin Travis represented us as part of the review committee on all things hazmat certification. Kevin spent time with other SMEs reviewing the test banks and skill sheets to ensure that the testing process is reflective of our needs. The Live-Fire Instructor and Live-Fire Instructor in Charge certifications were approved by Pro-Board and will soon be available to interested members. We also announced the dates for the FI1 course we'll be hosting: December 12 and 13.

Budget: With the planning for 2024 underway, in addition to the previous request for STOs, we added requests for line-item increases in a couple of places to align with actual expenditures. We also began discussions on more long-term solutions to ensure that the division infrastructure is set up to match the department's needs.

March department-wide training hours: 1,858

We are currently working on the following projects:

- Plan-A videos
- EMS training
- ImageTrend implementation
- CMCB
- STO program
- Hiring process



Wildland drill at Macanta



Wildland drill at Macanta



NFFF Stair Climb Coordinator's Meeting



Members of our lateral academy

Logistics Division:

Division Chief Jim Gile

Division Chief Commentary:

The month of March was largely dedicated to budget process for the upcoming 2024 budget. This included our internal budgeting process for the Logistics Division and the fleet replacement schedule budget for upcoming replacements and additions to the fleet. In addition, much work was done on equipment, gear and supplies in support of the lateral academy. This included sizing and measuring for PPE, uniforms, boots and Class A items, as well as putting together totes with all the assigned gear for each new member and moving around SCBAs and bottles for use during academy. LEST Tad Keegan led this effort. As with all things, supply chain issues continue with PPE and such.



Logistics has also been working with both Lieutenant Moore and Battalion Chief Butts on taking over the supply inventory for the wildland cache and hazmat cache. This has been a process, and we are slowly transitioning this direction to get all the supplies under the logistics umbrella. In the past, this was managed by the respective leads for those disciplines, and when there was an overlap, it was not clear who was responsible for the items maintained by those disciplines. With these transitions we hope to clean that up. In order to have a full grasp on what is needed and to be kept in stock, we have asked for an inventory from each discipline lead so we can have a place to start.

I attended the CPSE Excellence Conference. The conference had many opportunities to network with other accredited departments. During the conference, many classes were taught on the credentialing process in addition to the CFAI hearings that took place. I found a lot of value in sitting through many of the hearings. This gave me an opportunity to hear the questions the commissioners had for the agency, and in turn to hear some of the struggles. This experience turned out to be extremely valuable as I traveled to Salina, Kansas for their site visit the next week. This was my first site visit as part of my first peer assessor assignment. All I can say is that it was a huge learning experience! While Salina had some struggles, they also do some great things! I look forward to seeing them continue to move through the process.

Other logistics news includes meeting with DVC/Fire Marshal Chambers, giving him a brief tour of Logistics and the departments we coordinate with in the town, as well as a trip to Galls for uniform items. Logistics continues to meet and work with Chief Chambers on questions and support of his new role leading the Life Safety Division.

We have done a punch list walkthrough of Stations 154 and 155 on the door raise project. Facilities, the building inspector, the contractor and myself were involved in this, and several items were identified for repair. We are currently awaiting the final inspection to be completed on the construction work. After work is completed, facilities will be doing some finish trim work on the door

jams and installing the new cord reels at Station 155. We also have the quotes for the existing doors and bollards to be painted to match the new doors. This will be started as soon as we get some favorable weather to allow for such work.

LEST Keegan continues to handle the day to day logistics needs of the department. This includes tools, equipment, uniforms and PPE. He is also the primary approver of the Home Depot / Supply Works station supplies orders and the medical oxygen. Tad continues to manage the ordering of any needed supplies and equipment. He has also been assisting with the transition of equipment and supplies needs and ordering from the hazmat and wildland to the Logistics Division.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He handles all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in March include, Units 116, 281, 121, 189, 106, 080, 082, 155 and 111. During March Ben had a total of 147 hours billed to work orders. Ben also coordinated getting units to Diversified Body for paint damage repair and to Front Range Fire Apparatus for repairs.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for March are 6,794. Year to date is 20,248, and the total since we began the program is 213,325. 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

MDC GPS issue
Station 153/154 Landscaping Planning
Hazmat Team Projects
CPSE Peer Team Assignment

Mobile EVT work at Station 154



Unit 141 EVT work in progress



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Over the past month, we believe we have found solutions for most of the common NFIRS errors. We will see at the end of April if the rule changes work. We have also made good progress on developing a fire risk assessment model using supplemental questions in ImageTrend's Location/Occupancies/Inspections module and the DataMart. We hope to have a solution for testing by the end of April.

We are still holding the rollout of Continuum, pending the update of the EMS domains from NEMSIS 3.4 to 3.5. Colorado was an early adopter of the NEMSIS 3.5 reporting standard, but the majority of the other states have not transitioned yet. However, we are able to share a "playlist" or group of data tables, charts, and gauges that will replace the monthly data summary that Paramedic Spronk has been sending out recently. Each visualization displays for 15 seconds, and there are controls in the upper right corner of the screen to pause, advance, or go back. We are still developing this playlist, so if there is data you would like to see, please see me and we'll look into it.

Link to the draft [ImageTrend monthly data](#)

Emergency Operations Plan (EOP) update: This has been in a holding pattern for several months waiting Douglas County Health Department (DCHD) input and feedback. We have started to receive DCHD's feedback, and need to integrate their comments and plans with ours.