

# Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

## January 2022 Monthly Report

**Department News:** Below are pictures of a residential fire that occurred on January 9<sup>th</sup>. No one was home at the time of the fire. The residents arrived to find the house on fire and one resident received minor injuries while trying to save pets from the home. Several pets perished in the fire. The investigation continues into the cause of the fire.



**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 2022 ...100%**

Of the 34 customer survey cards we received in January, all 34 were of the highest overall rating of 5. Some of the comments we received read; *“The team was so fast and efficient in responding with such compassion. They made me as comfortable as possible & calmed my fears. Give them an A++++! Even came by and checked on me before leaving the hospital! Wish I could remember their names!”* Another read; *“This was our first experience with any emergency services. I was absolutely blown away by the reaction by all involved! I feel extremely lucky to live in a community with such an excellent fire & rescue squad. We appreciate it more than you know!”*

**Call Statistics**

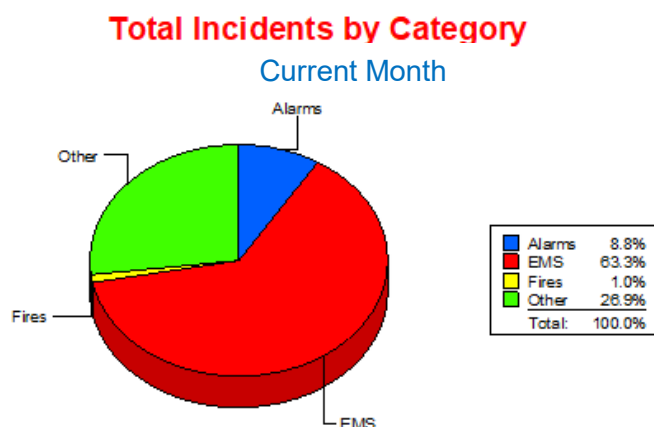
For the month of January, we responded to 594 calls for service. Last year at this time, we responded to 450 calls. This places our year to date calls at 594, which is 144 more calls or 24.3% higher than last year. Average calls per day for the month were 19.2.

Of the 594 calls for service in January, 376 of the calls were for EMS. We had 341 patient contacts and transported 266 patients. This time last year, we had 208 transports.

**Fire Calls**

During the month of January, we ran 6 fire calls compared to 5 in January 2021. We had 52 alarm calls, which is 20 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

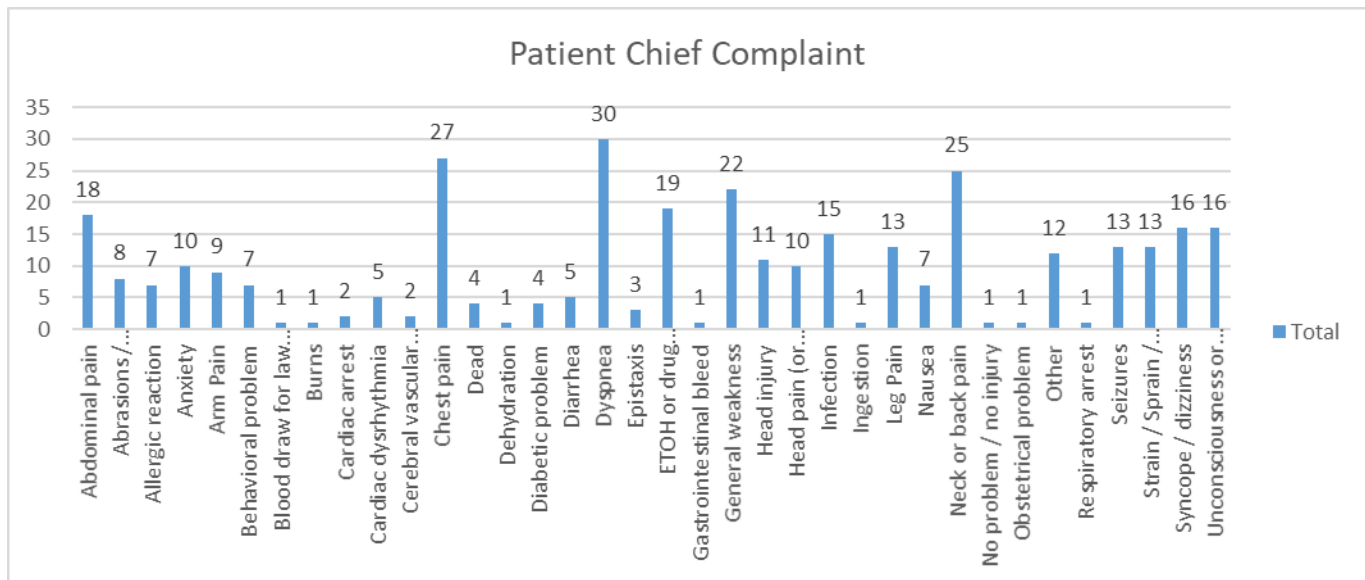
The chart below indicates call proportions for the month of January:



Franktown Fire transported 3 patients and Larkspur Fire transported one patient this month from our district, due to our medic units being on other calls, when these calls came in.

### Emergency Medical Service Calls

The most common EMS calls in January were for Dyspnea (shortness of breath) with 30 patients. The second most common complaint was for chest pain with 27 patients.



### Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time  
**December 2021...100%      January 2022...99.7%**

Monthly alerts called by crews and follow-up

<b>Cardiac Alerts</b>	<b>2</b>	Transported to appropriate facility	<b>100%</b>
<b>Trauma Alerts</b>	<b>0</b>	Transported to appropriate facility	<b>N/A</b>
<b>Stroke Alerts</b>	<b>2</b>	Transported to appropriate facility	<b>100%</b>
<b>Sepsis Alerts</b>	<b>3</b>	Transported to appropriate facility	<b>100%</b>

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

### Significant Incidents:

**A Shift:** On January 2<sup>nd</sup>, Battalion Chief 151, Medic 151, Engine 152, and multiple Larkspur units responded to a residential structure fire in Larkspur. Engine 152 was assigned interior fire attack. The fire was extinguished. No civilian or firefighter injuries.

- On January 30<sup>th</sup>, Tenders 39, 161, 181, 142, Battalion 151, Division Chief 151, Engine 154, Quint 151, Engine 152, Engine 153, Battalion 2, Safety 35, and Bureau 152 responded to a residential structure fire, in the unhydrated area of Yucca Hills. A large fish tank cabinetry was on fire. There were reports of the owners re-entering the structure to save pets. The fire was quickly extinguished by the first arriving units. No civilian or firefighter injures.

**C Shift:** On January 9<sup>th</sup>, Engine 153, Medic 153, Quint 151, Medic 151, Battalion 151, Engine 152, Quint 155, Division Chief 151, Chief 151, Bureau 152, Bureau 151, Air 151, and Engine 154 responded to the Castlewood Ranch subdivision on a reported residential structure fire. Crews found the house on fire on the first floor with a floor collapse into the basement. Crews extinguished the fire and worked to overhaul it with difficulty due to the cold weather and floor collapse. Nobody was home at the time of the fire. The residents arrived to find the house on fire and one resident received a minor injury while trying to save pets from the home.

### **Deputy Chief Commentary:**

Shift bids and new assignments were completed this month due to the promotions and re-assignments that occurred last month. All Operations Division and Admin members successfully completed their CPR biannual training.

Our call volume continues to increase when compared year over year. For the month of January, we are currently responding to just over 19 calls per day, which is five more on average than we did in January 2021.

We continued to see a consistent rise in COVID incidences and positivity rates within the state, county and town through the month. We also saw an increase in the number of our members who contracted the virus. Thankfully, all have recovered without complications. We continue to remain current and are complying with orders and guidance at local, state, regional, and national levels, with issues pertaining to the pandemic as they are updated and revised.

We are assisting in mask distribution for our citizens, in conjunction with Governor Polis' request that fire departments assist in this program. We also received at-home tests that were ordered last month for department and town employees.

The ER or total divert in the southern metropolitan area continues to be extremely challenging. We continue to navigate this challenge on a daily basis while ensuring our patients get to the most appropriate facility in a timely manner. There continues to be a very sizeable amount of time that there are no ICU or medical/surgical beds available at the facilities we are transporting to in the southern metro area.

As part of our outcome based studies with accreditation, 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, which scores a

patient's ability to return to the lifestyle they had prior to their serious medical issue. 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.

In January, members were involved in physical fitness for a total of 232.5 hours.

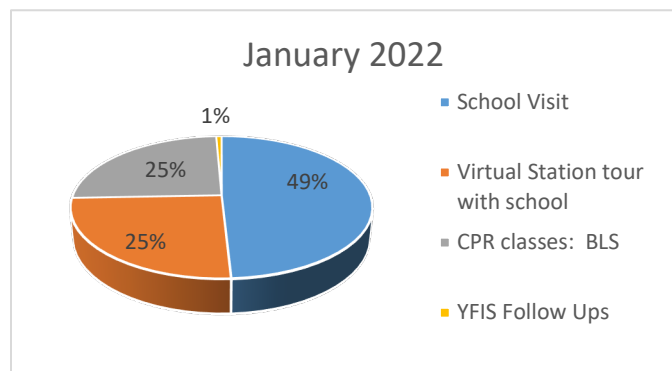
The Fire and Life Safety Educators scheduled several public education events that occurred both in person and virtually. They also assisted or performed several car seats checks and installations. We met and discussed the preliminary plans moving forward regarding education and outreach in conjunction with the approved CWPP. We will be reaching out to HOA's as well as the HOA management companies as a start in this process. The Facebook page was successfully launched this month as well. Many thanks to DVC Bersagel-Briese, Jamie Duncan, Colleen Sanderlin, PIO Taylor Temby, and our Town Community Relations Staff for their collective work in the planning and implementation of this program.

### **Public Education Statistics**

For the month of January, we made contact with 293 citizens through 19 different events totaling 32 hours of education. Last year at this time, we had 7 different events totaling 4 hours of education. This shows a 171.4% increase in events held and a 700% increase in hours of education from this time last year.

Of the 293 citizens we made contact with in January, 193 were children (18 years of age or younger) and 100 were adults. This time last year, we made contact with 273 citizens.

The chart shows public education events, by categories, for the month of January.



### **Car Seat Education Statistics**

Crews and administrative staff assisted with the completion of 19 car seat checks during the month of January, which is 2 more than this time last year.

These car seat checks were comprised of 18 rear-facing seats and 1 forward facing seat.

### **Measurable Outcomes**

Of the car seat education that was provided during the month of January, 100% of respondents "would recommend this service to friends and family", and 100% of respondents indicated they are "better educated in child passenger safety after this experience."

Some Community Member feedback we received in January read: "Did a really good job explaining and walking through everything;" "You guys are phenomenal!" "This was exactly what I needed, thank you!" "Thank you SO much! 😊"

## **PulsePoint Education and Awareness**

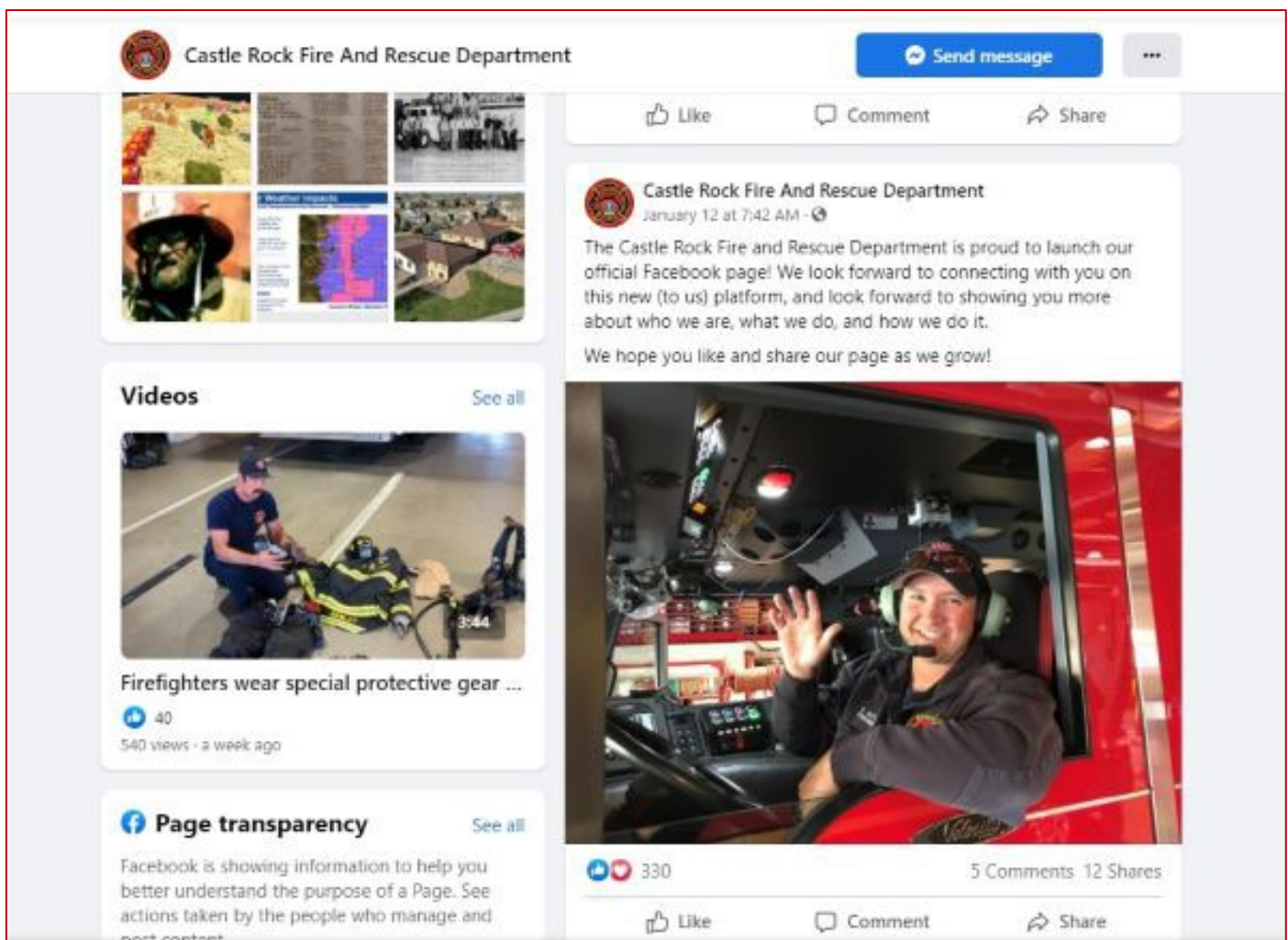
During December 2021 (reporting is one month in arrears), 645 users following CRFD on the PulsePoint app enabled CPR alerts and there were 3,185 Monthly Active Users (MAUs). This was an 18.7% increase from the 543 users and a 13.8% increase in MAUs from November 2021.

## **CRFD Pub Ed Team**

This month, the public education team met for a second time since the restart of the team. The team is currently updating the Public Education binder.

## **Social Media**

CRFD social media officially launched! This was many years in the making, and we could not be more thrilled to have this outlet to connect with the community and beyond. January's highest performing post reached 4,408 people, with 329 likes and 12 shares. Below was our welcome introduction to Facebook post.



## **Administration Division:**

**Fire Chief Norris Croom**

### **Key Admin Issues**

Our four positions (three FF/Paramedics and one Safety and Training Officer) for 2022 have been filled. Congratulations to Lt. Adam Gallegos on his move to Safety and Training Officer, and welcome to Recruits Eaton, Jones, Matthews, and Petau who will begin the fire academy on February 1<sup>st</sup>! We have four recruits due to the need to fill the position vacated by Lt. Gallegos. We also have one additional position to be filled in the near future due to an upcoming retirement.

The Community Wildfire Protection Plan (CWPP) was adopted by Town Council on January 18<sup>th</sup>. With this adoption, this formalizes our efforts towards wildland issues in the town, and implementation will begin immediately. From public education and community outreach to codes and mitigation, there is a lot of work that needs to be done. We will also be working on some of the additional recommendations such as evacuation planning, fuels management, seeking grant funding, and future budgeting.

Due to the significant increase in COVID numbers, we had to postpone the annual banquet that was scheduled for January. The banquet has been moved to February 19<sup>th</sup>, and all indications are that we should be able to successfully have this event as COVID numbers have been steadily dropping through the end of January.

### **Fire Chief Commentary:**

As part of the startup to the CWPP, we met with the Escavera HOA to discuss opportunities to conduct some mitigation in this neighborhood. The HOA is very engaged, they have completed some mitigation on their HOA property, and are now looking to work with the Town to do the same on Town property. After meeting with the HOA and reviewing their priority areas, we secured a mitigation contractor, and mastication was completed in the affected areas. There is some additional hand work that is needed to complete this mitigation to tie it into Town property. We had hoped this would be completed in January, but weather and scheduling has delayed the completion of this project.

The Douglas County Board of County Commissioners wants to sponsor another fireworks show in December of this year. Based on some lessons learned from last year, we will be implementing some changes, and are moving forward with their request. We'll provide more info as we get it.

After discussing the resource challenges for the Marshall Fire with other Douglas County fire chiefs, the decision was made to make a concerted effort to tie all of our CAD systems (Jeffcom, South Metro, and Douglas Regional Communications) together. While this has been an ongoing project for several years, we decided to make this request a priority to help with resource deployment on significant events (law of fire). The Jeffcom/South Metro connection should occur in February, and the Douglas connection to those two should be soon thereafter. This will allow for coverage of the majority of residents in Douglas and Elbert counties, and it should also improve our day-to-day

operations. Once these connections are tested, implemented, and complete, we then want to explore connecting to Aurora and El Paso counties to further enhance this ability.

Based on some feedback from Operations, we made some minor adjustments to some fire management zones (FMZ) to ensure the correct response was being sent. As development has continued, the FMZ district lines had not been adjusted, and parts of streets were split into different zones. If members encounter odd responses, please route this information up so that it can be evaluated.

As part of my efforts with the International Association of Fire Chiefs, I attended the US Department of Transportation's National Roadway Safety Strategy launch event hosted by Secretary Buttigieg and DOT staff. While there are a number of goals to reduce roadway deaths, the USDOT did specifically address EMS and post-crash care as part of this strategy. The new strategy can be found at [www.transportation.gov/NRSS](http://www.transportation.gov/NRSS).

Finally, after a 12-year hiatus, the department has an official Facebook page again. Due to the efforts of Chief Bersagel-Briese, FLSE Duncan and FLSE Sanderlin, the page went live on January 12<sup>th</sup>, and it appears that it has been fairly popular within the community. This page is intended to augment information that appears on the Town's Facebook page by providing additional information about the department on a variety of topics. You can like our page at [Facebook.com/CRFireCO](https://www.facebook.com/CRFireCO).



## **Life Safety Division:**

**Division Chief Brian Dimock**

### **Fire Marshal Commentary**

I want to first say I hope that everyone had a Happy New Year. With everything that this world has been through for the past 19 months, we certainly hope that the worst of this is over, and we can finally start our journey back to some normalcy.

So far, this month has proven that things are not on any sort of decline in any of the activities that we are involved in. Inspections, construction and existing occupancy, reviews for permits and planning are holding steady.

The only item that I see that may be in a decline is fire activity. This is a very good thing, and we hope that this trend continues forever. Investigation is definitely a perishable skill; however, we will continue to send our folks to training to keep their skills in tiptop shape.

### **Key Life Safety Issues –**

The Life Safety Division works under the premise that we enforce the fire code through education. This provides the ability to allow most business owners and construction sites to make the corrections that they need to do with the understanding as to “why” they need to do this. Most of the time this approach sees very good results. Once in a while, they just don’t want to understand the “why”, and that is when we have to change our tactics slightly.

During the month of January, there were a total of two complaints, consuming roughly two hours of time. Both of the complaints were construction site complaints, which required the job site to be shut down for a short period of time to address the issue prior to re-starting their construction duties.

It is important to note that the major goal and objective of the Life Safety Division is to complete all of the tasks requested; (not all inclusive) plan reviews of development planning, concept plans, buildings, and fire protection systems; and to inspect new construction and sites, existing occupancies for code compliance; and to ensure the safety of the occupants, workers and responders who may need to respond to an emergency at the site. In addition, the Division is involved in response and investigation to assist the Operations Division when requested, and provide a multitude of other services to the Town and its community members.

During the month of January, the Life Safety Division completed 481 calls for service that are described below. It is important to note that this is not a complete listing of all the items completed by the Division.

## **Fire Prevention Bureau – Code Enforcement / Inspection Activity:**

Development and Construction activity continues to move forward at a very rapid rate. The following items were noted for January:

- 135 plan reviews were completed consuming over 125 hours of time from the three reviewers.

Inspections activity, including construction and existing occupancy, continued strong during the month of January:

- 336 inspections were completed utilizing 161 hours. These were completed by the five members of the team.

Special Events activity is always busy. We are seeing more events throughout the town and the amount of mobile food trucks has increased tremendously.

- There were 8 inspections and 2 reviews of the special events using just under 12 hours of staff time, normally during the weekends and after-hours.

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Overall: Maintaining fire and life safety during construction or at existing businesses is a priority within the Castle Rock Fire service area for the Life Safety Division. While this is not the only area that we monitor, this is one of the largest items that we come into contact with. During the month of January:

- A total of 233 occupancies were touched through inspections. This represents just over 9% of the recorded occupancies.
- The Life Safety Division logged just under 1,130 hours of total time during the normal duties of the day.

## **Unmanned Aerial Vehicles (UAV) –**

One of the tools that is used within the Life Safety Division is the UAV. We are constantly finding new uses within the emergency response fields. Although these look like any other UAV, these are the workhorse of this Division. They are very useful for construction site documentation, search and rescue operations, pre-fire inspections, fire operations, and wildland fire fighting. The UAV pilots logged a total of 29,909 feet of flight with a total flight time of 71 minutes. This was completed during the 11 flights that took place.

## **Responses/Investigations –**

January increased our response assists and investigation entries. Although the number of entries were relatively the same, the amount of time spent on these items increased due to numerous other factors, i.e. severity of item or the length of time needed to conduct the investigation.

- 14 response assists were logged to aid the Operations Division with items they had, taking a total of 23 hours to complete.
- 16 investigation responses were logged resulting in a total of 33.5 hours of time.

## **Training Division:**

**Division Chief Oren Bersagel-Briese**



### **Division Chief Commentary**

This new year kicked off with a much busier than normal January, highlighted by several trainings including another acquired structure at the old Jerry Street Storage facility. While we've been tracking this opportunity for months, the permission to get on site came quickly and we were able to manage the division's and the department's schedules to get each shift on-site for two days of training. One of the days included practicing forcible entry, cutting roll-up metal doors (more than 190 of them!), breaching exterior walls, and flat roof commercial ventilation. The other day featured RIT drills in an office space where crews were able to search, locate, and remove a downed firefighter. We were also able to train with units from South Metro Fire, including Stations 12, 18, 34, and 45. This was great training, and we appreciate everyone's willingness to be there!

We were also able to host four sessions of lecture with Next Level Extrication on dealing with electric vehicle fires. This was a free training for our members, and also included firefighters from at least 17 other agencies from Sterling to Pueblo. In another lecture format, we trialed a four-hour session with Rob Backer on The Art of Reading Smoke with some on-duty crews. The feedback was extremely positive, and we are going to roll out this training to each shift over the next couple of months.

January also featured our annual ice rescue training, and we'd specifically like to thank Engineer Lewis, FF Fitch, FF Hanley, and FF Hoekstra for their time in facilitating the drills at the Plum Creek Golf Course. Our hazmat folks did a class with the Denver office of the FBI's Hazmat Response Unit on collecting and identifying unknown substances; which showed us some areas for improvement, but provided a unique relationship building opportunity.

On the EMS side, a big thanks to FF Flores for putting on an excellent training featuring cardiac arrest scenarios. The drills put crews in realistic response situations while allowing for good conversation about the Hs and Ts. We'd also like to thank everyone that was involved in this year's annual CPR recertification process!

On the very last day of the month, our four newest members started with us for their orientation day. We'd like to welcome Jacob Petau, Daniel Eaton, Josh Matthews, and Pete Jones to the CRFD family; and we wish them well in their academy at WMFR. Also, FF 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 more than 2,380 hours on a wide range of topics to stay operationally prepared including EMS topics, driver/operator, engine and truck company operations, forcible entry,

incident command, ground ladders, professional development, size-up, physical fitness, search and rescue, and much more.

We are currently working on the following projects:

- FTC projects
- WMFR academy
- Global Technology Team
- AENG and ENG processes
- CMCB

We also:

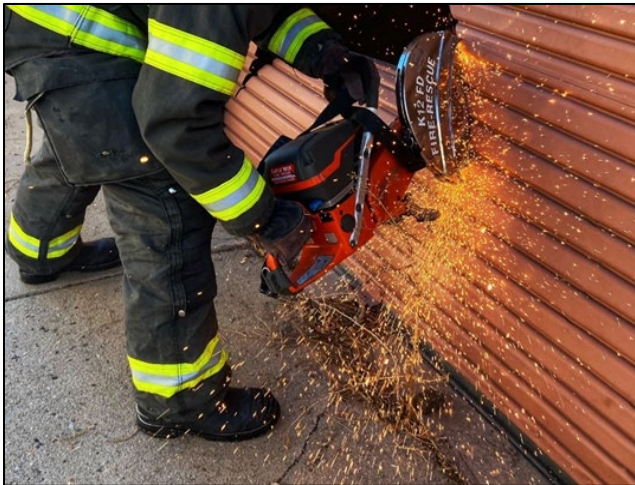
- Worked through certification renewals
- Had some LT process follow up meetings
- Completed a transition academy for Voit and Pelster
- Continued to bring Gallegos and Polidoro into the division's projects



Ice rescue training at Plum Creek Golf Course



Breaching at Jerry Street acquired structure



Roll up doors at Jerry Street acquired structure



RIT training at Jerry Street acquired structure

## **Logistics Division:** **Division Chief Jim Gile**

### **Division Chief Commentary**

New month, new year! January saw the in-service of the new MSA G1 SCBA. The rollout has indeed been a large project for the R&D Team, the Training Division and the Logistics Division. It is interesting to reflect and realize that this process has taken the better part of 2 years. After unpacking and putting air packs together, programming and delivering training packs to every station, programming, numbering and recording all packs and cylinders and finally installing hardware on the apparatus for the new packs to be installed, the new air packs went into service on the apparatus on January 14, 2022. This met the time line that the R&D Team had set out when SCBA's were ordered. It was a lot of work and took an enormous amount of effort and time, yet at the same time was very satisfying to see them mounted into the seat positions on the apparatus. I would like to thank all the members that had direct contribution to this process!



As big as the SCBA project has been, other work had to also continue in the Logistics Division. Up fitting of the new Medic, Unit 116 continued, as well as preliminary work on the new Battalion truck. The latter of which was taken to The Artworks on the last day of the month to begin the graphics installing. After that is complete, it will go to Avtech for the lighting and electrical package to be installed.

LEST Keegan continued his work in support of department operations. This month, Mr. Keegan continued to issue new gloves to members. These gloves were a product of the R&D Team as well. In addition to the increased dexterity, they also allow for thorough cleaning that was not possible with our original gloves. In addition, Tad was busy gathering the equipment and PPE for the new members, as well as fit testing and assigning SCBA masks for their academy. LEST Keegan was also instrumental in moving equipment around. In the days leading up to the MSA roll out, we had to move extra cylinders to all the stations, and in the weeks since he has been picking up the old Scott equipment. Mr. Keegan continues to be available to help in moving apparatus around or chasing parts for Ben when needed. LEST Keegan continues to care for the day to day supplies and logistics needs of the department.

Sr. EVT Jennings continues to take care of the needed repairs and maintenance of all of our heavy apparatus, and some of our light apparatus. During the month of January, Ben helped with the SCBA project. We had to change the footing bracket and adjust all the IMMI seat brackets on all the apparatus for the new air packs. During this on the roll out day, Reserve Q159 experienced a failed transmission speed sensor which caused the unit to be taken out of service and stored at Station 152 for the weekend. Ben was able to locate parts and get the sensor replaced for a quick turnaround and put the unit back in service at Station 155. He also held a training session for a crew on the tools available on the apparatus to assist in snow or slick environments at their request. Ben has also been busy in the shop working on the new medic unit and on the new Battalion truck. Sr. EVT

Jennings also continues to work with Lt. Richardson and Boise Mobile Equipment on the two Type VI brush trucks in process.

There have been some changes at the PSTF South that everyone should be aware of; Lieutenant Gallegos has also joined us here at the south building. With the parking struggles we continue to have, please avoid parking apparatus in the driveway of the south building. You will also see the parking lot has been reconfigured and restriped. With Development Services approval, we were able to remove one of the accessible spaces, and in the future, CRPD will be installing some signage designating the three northern most spaces as reserved for PD. Please be respectful of the spaces you park in, and if possible, park in the north building lot leaving the south spaces for the folks assigned to the building.

### **Division Project Report**

Facilities projects  
Cell and MDC replacement  
First Net Cellular project  
Sierra Wireless gateway project  
New staff vehicle orders for 2022  
Station 154 & 155 door raise project

SCBA replacement project  
COVID-19 logistics and supply  
CPSE Self-Assessment Manual  
New BC spec for 2021  
New Type VI spec. for 2021  
New air/light trailer spec for next year

Battalion 151 Graphics



HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for January are 4,504. Year to date is 4,504 and the total since we began the program is 131,167. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system

## **Accreditation and Emergency Management:**

### **Assistant Chief Craig Rollins**

As we start the new year, we also near the deadline to submit our documents for a CFAI Peer Team review. Below is a brief status of the four documents that must be submitted by Friday, February 25<sup>th</sup>:

- 2020 – 2024 Strategic Plan: needs to be updated to reflect CWPP adoption
- 2021 Community Risk Assessment: Final draft under review
- 2022 Standards of Cover: data compilation 95% complete. Update of narrative, summary, and recommendations - *not started*
- 2022 Self-Assessment Model: 91% of documents complete initial review. Collecting all references and exhibits

Once all documents are uploaded and the peer team begins their document review, we will be able to schedule the site visit. If all goes well during the team's document review, I estimate an April or early May site visit.