

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency Since 2012

August 2022 Monthly Report

Department News: Below are pictures of the hi/lo angle rescue. The patient fell off a cliff. The hi angle rescue system was utilized to lower the rescuer, provide care, and haul up the patient in the stokes basket.



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
August 2022 ...100%

Of the 61 customer survey cards we received in August, 58 were of the highest overall rating of 5, and 3 had a rating of 4. Some of the comments we received read; *“The emergency response team was excellent. They arrived at my home quickly, they were very knowledgeable and confident! They not only were considerate of my medical needs but also considerate of my wife. Great job – Thanks.”* Another read; *“I answered this questionnaire because my husband was really out of it with a very high fever. Thank you for saving his life! The quality of care was wonderful! Thank you!”* Another read; *“Thank you so much for your prompt & efficient service! Just wish I knew all your names to thank you in person, but hope you’ll accept our deepest gratitude.”*

Call Statistics

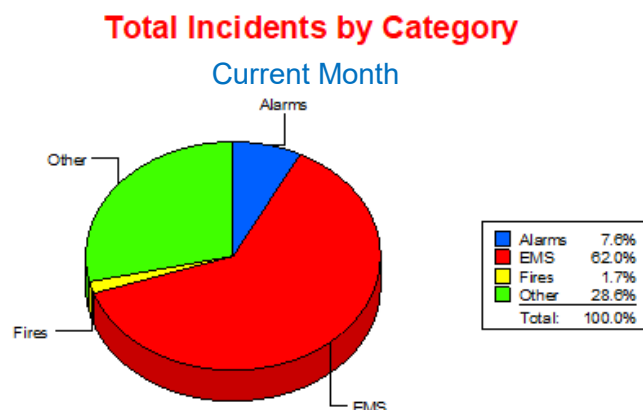
For the month of August, we responded to 625 calls for service. Last year at this time, we responded to 573 calls. This places our year to date calls at 4,759 which is 837 more calls or 17.6% higher than last year. Average calls per day for the month were 19.6.

Of the 625 calls for service in August, 413 of the calls were for EMS. We had 372 patient contacts and transported 300 patients. This time last year, we had 235 transports.

Fire Calls

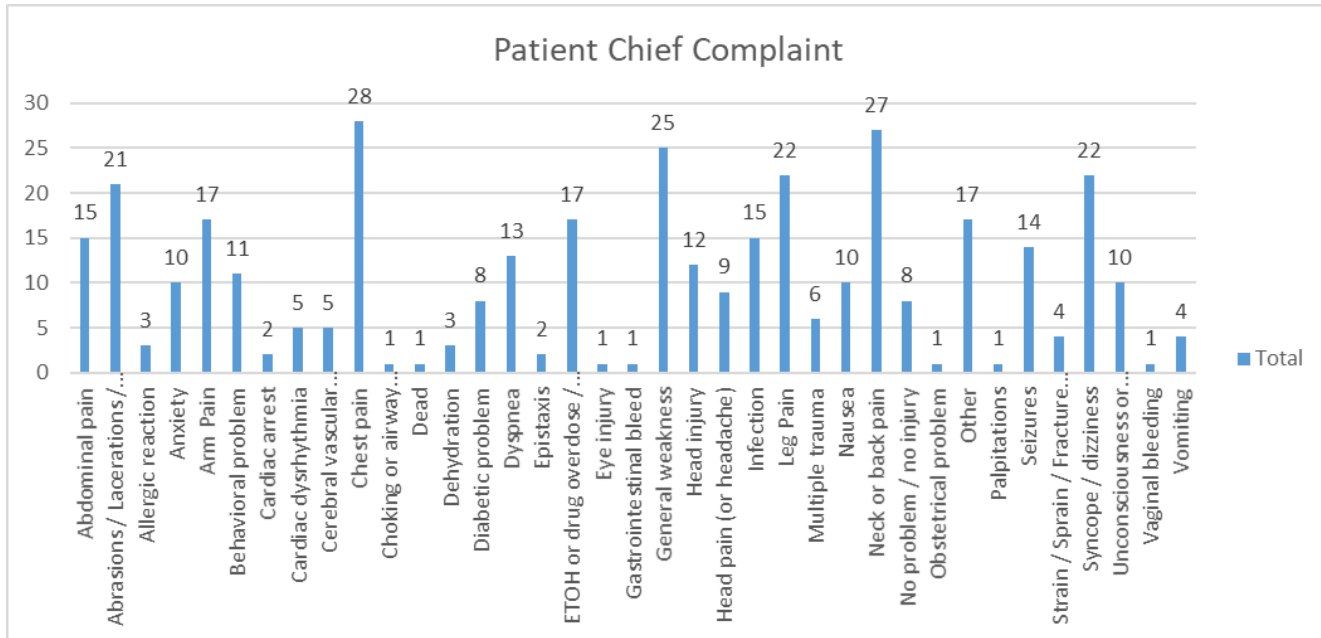
During the month of August, we ran 8 fire calls compared to 4 in August 2021. We had 51 alarm calls, which is 5 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in August were for chest pain with 28 patients. The second most common complaint was for neck or back pain with 27 patients.



Measurable Outcomes

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

July 2022...100% August 2022...100%

Monthly alerts called by crews and follow-up

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

Stroke Alerts 6 Transported to appropriate facility **100%**

STEMI Alerts 1 Transported to appropriate facility **100%**

Sepsis Alerts 12 Transported to appropriate facility **100%**

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

Significant calls:

A Shift: On August 5th, crews responded to the West Frontage Road on a Mass Casualty Incident. It was a two car motor vehicle crash with two patient extrications from one vehicle. Battalion 151, Quint 151, Medic 151, Engine 152, Medic 153, Engine 154, Medic 154, Medic 161, Medic 181, and Division Chief 151 responded. Five patients were transported.

- On August 11th, Battalion 151, Quint 151, Engine 153, Medic 153, Engine 152, Medic 151, Squad 155, Chief 154, BC151C, and Chief 151, responded to the area of Tabor Drive for a HI/LO angle rescue with injuries, from a fall off a cliff. The Hi angle rescue system was utilized

to lower the rescuer, provide care, and haul up the patient in stokes. One patient was transported to a nearby hospital.

- On August 23rd, Battalion 151, Quint 155, Engine 154, and Medic 154 responded to Factory Shops Blvd on an auto vs. motor scooter. One critical patient was transported to a nearby hospital with 3 extra firefighters.

B Shift: On August 28th, Battalion Chief 151, Engine 152 and Medic 151 responded as mutual aid with Larkspur Fire Protection District on a single-family dwelling fire. Heavy fire was found in the attic. The fire was contained and no civilian or firefighter injuries reported.

C Shift: On August 26th, Engine 154, Hazmat 153, Medic 153, Battalion 151, and Bureau 152 responded to 850 New Memphis Court for a reported fuel spill. Crews found a food delivery truck with a ruptured diesel saddle tank leaking into the street and toward waterways. Crews stopped the leaking tank and were able to control the spill. Castle Rock Storm Water and Plum Creek Wastewater both responded and evaluated for water contamination. Castle Rock Public Works was also brought in to assess the spill on the road. No contamination to either waterway was found. The delivery company hired a contractor for cleanup.

Life Safety Educators:

The Fire and Life Safety Educators continue to schedule and participate in public education events. National Night Out was a very successful event this year, with many visitors interacting with our members. Once again, this year's Touch a Truck event was extremely successful. Throughout the duration of the day, we had families lined up for the opportunity to have the kids flow water out of the fire hose with assistance of our members.

Public Education Statistics

For the month of August, we made contact with 7,237 citizens through 13 different events totaling 26.25 hours of education.

Of the 7,237 citizens we made contact with, 4,082 were children (18 years of age or younger) and 3,155 were adults.

August Public Education Happenings

National Night Out with Castle Rock Police Department (8/2), Safer Senior Program (8/11, 8/18 and 8/25), Community CPR class (8/13), Touch a Truck Douglas County (8/20), DC Oakes H.S. Career Q & A (8/25), several scheduled pub eds throughout month, and several walk up station tours throughout August, as well.

CRFD Pub Ed Team The pub ed team met on 8/22 and discussed August events, pub ed swag ordering updates, Fire Prevention Week NFPA theme ("Fire won't wait! Plan your escape!"), Coloring Contest, Car Seat tech event (9/10/22) and sought feedback from line members. Next meeting will be 10/24.

Car Seat Education Statistics and Measurable Outcomes

Crews and administrative staff assisted with the completion of 33 car seat checks during the month of August. These car seat checks were comprised of 32 rear-facing seats and 1 forward facing seat.

Of the car seat education that was provided during the month of August, 100% of respondents “would recommend this service to friends and family.” 100% of respondents indicated they are “better educated in child passenger safety after this experience.” Some community member feedback we received in August read: “This has been terrific. I learned many specifics of our car seat, very beneficial.” “Thank you so much for all of your help and for helping me the same day I came to the station.”

Social Media

During the month of July (reporting is one month in arrears), the CRFD Facebook page reached 13,128 people. Posts were shared 43 times during the month and post engagements came in at 4,127.

Deputy Chief Commentary:

Our call volume continues to increase, when compared year over year. Through the month of August, we have responded to 17.6% more calls for service than last year at this time.

We continue to closely monitor wildland fire conditions in conjunction with our County partners.

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 and employees that have tested positive.

The ER divert status remains something that we will continue to monitor and communicate with our hospitals moving forward to take proactive steps when needed. We continue to notice a minimal, yet continual increase in the frequency of diverts this month.

We continue to ensure our EMS data is reported to the state on time, as per new state statutes.

We have scheduled all of our newer members for a maximum treadmill test through CSU’s Health and Fitness Clinic. Those who have received this test during their employment, continue to have the option to participate, however, they will be scheduled after our required members are completed. We also have met with the clinic that will complete our annual physicals this fall for all members. These will start in October.

In August, members were involved in physical fitness for a total of 261.25 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

On August 16th, the department appeared before the Commission on Fire Accreditation International (CFAI) where we received a unanimous approval for re-accreditation. Mayor Gray, Town Manager Corliss, Assistant Town Manager Read, and a number of members attended the hearing. The Commission was very appreciative to see the support of our elected officials and town leadership attend the hearing, and we only had to answer three questions. I would like to thank every member of the department for your efforts towards continuous quality improvement in everything we do as this is very much an entire team effort. Congratulations to all!



Congratulations are also in order for our recent promotions, Lt. Steve Patik and Engineer Aaron Goudy, as well as our newest members, Firefighter/Paramedics Eliza Normen and Paul Shoemaker! All were recognized at our Badge Ceremony on August 5th.

Fire Chief Commentary:

The goats completed the identified mitigation areas in the Woodlands in mid-August. We believe this has been a very successful project, and we anticipate using them for future projects as we continue mitigation efforts on town property.

We finished our meetings with other town departments and the developers for the proposed Dawson Trails subdivision in the southwest part of town. Part of the development agreement includes a site for a future fire station as well as a financial contribution towards the construction of the station and apparatus acquisition. At full buildout, the development will be large enough to require a station as the projected call volume will exceed the capacity of Station 152. Until the metrics are met to build the station, it is expected that a second engine may need to be added to Station 152 to cover the increased call volume. However, there is no scheduled date for when this will occur. The final development agreement was presented to Town Council and approved to move forward.

Logistics has continued to work with Castle Rock Water and our Parks and Rec department to change the landscaping at Station 153 to ColoradoScape. A purchase order has been issued to a design firm to complete the needed design and documents for both stations. We hope to have the design completed this year, potentially complete the landscape changes at Station 153, and then we will look at Station 154 next year to complete their landscaping changes.

We completed all of our meetings with the budget team on the development of the 2023 Budget. As of now, it is recommended that we hire four positions next year, three Firefighter/EMTs and another Safety and Training Officer. These positions are a continuation of the “down payment” for staff needed for Station 156 if we are unable to secure the needed funding to hire these positions outright. In addition to these positions, the majority of our non-capital requests were approved as well, to include stipends for specialty certifications. The budget is scheduled to be informally briefed to Council on September 6th, and then formally presented to Council for first reading on September 20th.

Lt. Steve Patik



Engineer Aaron Goudy



Firefighter/Paramedic Paul Shoemaker



Firefighter/Paramedic Eliza Normen



Life Safety Division:

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

Statistics:

Inspection Type	Number	Hours
Complaint	4	2.75
Construction	141	171.50
Correction Notices	23	13
Primary Insp	94	52
Follow-up Insp	149	96
Pre-Citation	5	2.5
Special or Special Event	23	12.75
HazMat/Primary & Data	14	10.75
Total Inspections	453	282.75

Total occupancies inspected during August was 275 or 11.41% of total occupancies, which is an increase of approximately 32% from this time last year.

Plan reviews:

A total of 184 plan reviews (145.75 hours) were completed during the month of August. Of these plan reviews, 30 of them were for permits, all of which took less than the allotted 10-day period.

Investigations/Response Assist:

Response Assist – 8 responses taking just over 9.25 hours to complete.

Investigation/Law Enforcement – 21 entries requiring 21.25 hours of time to complete.

Wildland Urban Interface – Education/Mitigation Efforts:

During the month of July, several calls for service were initiated including questions regarding the mitigation work in Metzler Homestead and the Woodlands using the goats, which involved roughly 13 hours of time.

Training:

The division as a whole documented 32 hours of training during the month of August. This includes training for investigations, fire inspections, plan reviews, and code interpretation.

Youth Fire Setter Intervention:

During the month of August, there were 1.75 hours dedicated to juveniles that had previously entered into the YFIS program for evaluation and training. This was the final portion for a group of individuals that needed to complete the program.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

On the last two days of August, we brought our most recent group of Acting Lieutenants back for a couple of days of strategy and tactics focused sets and reps. This is part of our continued evolution of the ALT program, and the two days featured a review of the Blue Card program, several hours with BC Rob Backer (Thornton FD), a trip to the SMFR CTC with BC Andy Powell (SMFR), wildland response considerations, and structure fire response considerations. We are extremely thankful for the outside instructor involvement and we are appreciative of our member's commitment to their development.

August's department-wide training included the annual series of ACLS classes, an online EMS training on sepsis, and awareness level trench rescue training at Station 155. The lateral academy also concluded at the end of the first week of the month and our newest members have begun their shift-based trainings. Congrats to Eliza, Paul, and Owen for completing the academy; and thank you to each of the instructors in each of these trainings for your time and energy!

We have been working with our Driver/Operator SMEs to develop an in-house certification for driving with a trailer. The department identified a gap in our DO training, where we hadn't been providing any official training on how to connect, drive, back, and position a vehicle with a trailer. The certification was built into Vector Solutions and has been issued to all of our Engineers and Acting Engineers to be completed by the end of 2022. These trainings and evolutions feature a small set of JPRs and will be led by each shift's DO SME. If you have been assigned the certification, you can find more information about it on Vector Solutions.

CMCB: At the beginning of the month, we were able to finish meeting with each crew to talk about our move to CMCB. We appreciate the time, hospitality, and the discussions we were able to have; and we share everyone's excitement about joining CMCB! On August 17, we hosted our first CMCB Board of Directors meeting and the board was very complimentary of our facility and willingness to host. Later in the month, we received confirmation that everyone's CMCB certs have been loaded into your profiles – so anticipate seeing the newest 'certification verification' assignment coming soon.

Over at the FTC, we were able to reorganize and clean out our Conex storage. A big part of this was moving just about anything that a crew would need for training to the new room on the first floor of the FTC – hopefully making it easier and more efficient for you to conduct training. Generally, the only reason that you now would need to get into a Conex for training would be for either the dump tank or the extra ground ladders. The FTC grounds were also cleaned up and furniture was placed throughout the building.

In August, crews trained for more than 2,172 hours on a wide range of topics to stay operationally prepared including rope rescue, EMS topics, driver/operator, engine and truck company operations, wildland response, 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
- A new recruitment video
- EMS training
- CMCB
- Building project templates for division
- ImageTrend implementation plan

We also:

- Attended incident Safety Officer Training
- Completed the annual CIRSA safety audit for the town

Lateral academy badge ceremony



Trench training at Station 155



Lateral academy training with Air Life



Logistics Division: Division Chief Jim Gile

Division Chief Commentary

August saw the continuation of many projects in the Logistics Division. We attended monthly Ops/Logistics meeting, hosted the first meeting of the new Apparatus Spec. Team, attended the CFAI accreditation hearing at the Westin DIA, the Executive Staff meeting and our Tri-Weekly DoIT meeting. The new apparatus team had the opportunity to look at a demo engine. This was brought down by a new dealer in the metro area, IKON Fire. They are affiliated with SVI and Sutphen. The engine was looked over by the team and a few members took it for a test drive. While not looking to change, it is always educational to see how various manufacturers are doing things.



Work continued on a couple of large projects. The door raise project is seeing some forward motion. Doors have been ordered, and we are working to refine the plan with the contractor who won the bid. We also were able to secure a design firm for the landscaping project at Station 153 and 154. In addition, work continued on new units. The new Bureau 152 vehicle, a 2022 Chevy Silverado 2500HD, was placed into service and work continued on the New STO truck, and some fine tuning to the Battalion Truck now that it has been in service for a bit.

Work also continues in other areas of the Logistics Division. LEST 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 supply orders. We are continuing to work on storage options for logistics supplies.

Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. In addition to work done on Units 281 and 082, Brush 155 came back from deployment to Texas and underwent a post deployment preventative maintenance before being returned to service.

There have been some additions and changes at the PSTF South that everyone should be aware of, CRPD has moved their Special Operations personnel into the office space on the north side of building. This includes Training, Logistics and Animal Control. 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. Signage has been added at the South Building designating parking spaces. PD has 3 designated spaces, there are assigned spaces and some PSTF general parking spaces. Please be respectful of the spaces you park in, and if possible park in the FTC or North Building lot leaving the south spaces for the folks assigned to the building.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for August are 6,965. Year to date is 42,600, and the total since we began the program is 169,263. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

- Facilities Projects
- New Bureau 152 Up-fitting
- MDC Replacement
- Station 154 / 155 Door Raise Project
- New STO Up-fitting
- R&D Team projects
- Hazmat Team Projects



Units 144 and 281 being worked on in shops

New CFAI Accreditation Decal "Since 2012"



Accreditation and Emergency Management:

Assistant Chief Craig Rollins

First and foremost, I want congratulate everyone on receiving our third international accreditation. This is an entire department effort and would not be possible without the level of professionalism shown to our customer, quality of patient care, accurate incident reporting and data entry, maintaining high levels of knowledge in all aspects of your jobs, taking on additional responsibility, and researching, writing, and reviewing accreditation documents. The department only needed to answer three questions from the commission before receiving another unanimous approval. Thank you again for the work each of you put in on a daily basis.

The fall accreditation cycle is in full-swing, and we have four members (Chief Martin, Chief Gile, Lt Moore, and myself) assigned to peer teams. The role of peer assessor is an import role for the department. We not only actively participate in the accreditation process, but our members are able to expand their knowledge of fire department operations, administration and deployment models. They can then bring back how different departments are addressing similar concerns, innovative solutions, and best practices.

I continue to update the department's Emergency Operations Plan. However, with the transition from Tri-County Health Department (TCHD) to Douglas County Health Department (DCHD), the update will take longer than initially anticipated. I have had meetings with DCHD to begin updates to the Public Health Annex and ESF#8. While not at the same level as COVID-19, I attend regular meetings with local and state public health agencies to monitor activities and trends focused on Monkeypox.

July 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	682		1491		433		1066	
Urban	475	70%	977	66%	289	67%	662	62%
Rural	143	21%	345	23%	102	24%	257	24%
Interstate	18	3%	72	5%	18	4%	70	7%
Blank	0	0%	0	0%	0	0%	0	0%
Mutual Aid Calls	46	7%	97	7%	24	6%	77	7%
Aid Received	54	8%	180	12%		0%	156	15%
Aid Given	26	4%	104	7%	22	5%	87	8%