

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

December 2019 Monthly Report

Department News: Below are pictures of a house fire that occurred on December 1st. No civilians or firefighter injuries. Two cats were retrieved and given to the owner. The fire was contained to the garage portion of the dwelling, with moderate heat and smoke damage to the interior of the house.



Operations Division:

Deputy Chief Rich Martin

Customer Service:

Measurable Outcomes - Rating of 4 or better on customer survey cards 100% of the time
December 2019...95%

Of the 39 customer survey cards rating service in December, 37 were of the highest overall rating of 5. One had a rating of 4, and one had a rating of 3. Some of the comments received read; *"I can't say enough about how great everyone was that morning. It was the scariest morning of our lives yet the paramedics and firefighters made us feel calm and informed. I truly thank you guys!!"* Another read; *"Thank you for the kindness showed to me. I didn't think I need to go to the hospital but they talked me into it. It was good because I had a brain bleed. Thanks again."* Another read; *"Your crew took care of my dad a couple of times and were very kind, efficient and inspired his confidence. He felt well taken care of. The ER folks confirmed what a great crew you have. Thank you so much for taking such great care of my dad. He really appreciated you all."*

Call Statistics:

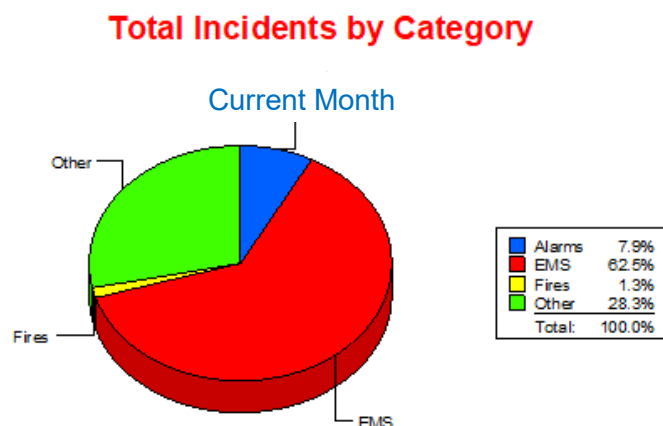
For the month of December, we responded to 487 calls for service. Last year at this time, we responded to 445 calls. This places our year to date calls at 5,876, which is an increase of 306 calls or 5.3% from last year.

Of the 487 calls for service in December, 301 of the calls were for EMS. We had 272 patient contacts and transported 196 patients. This time last year, we had 182 transports.

Fire Calls:

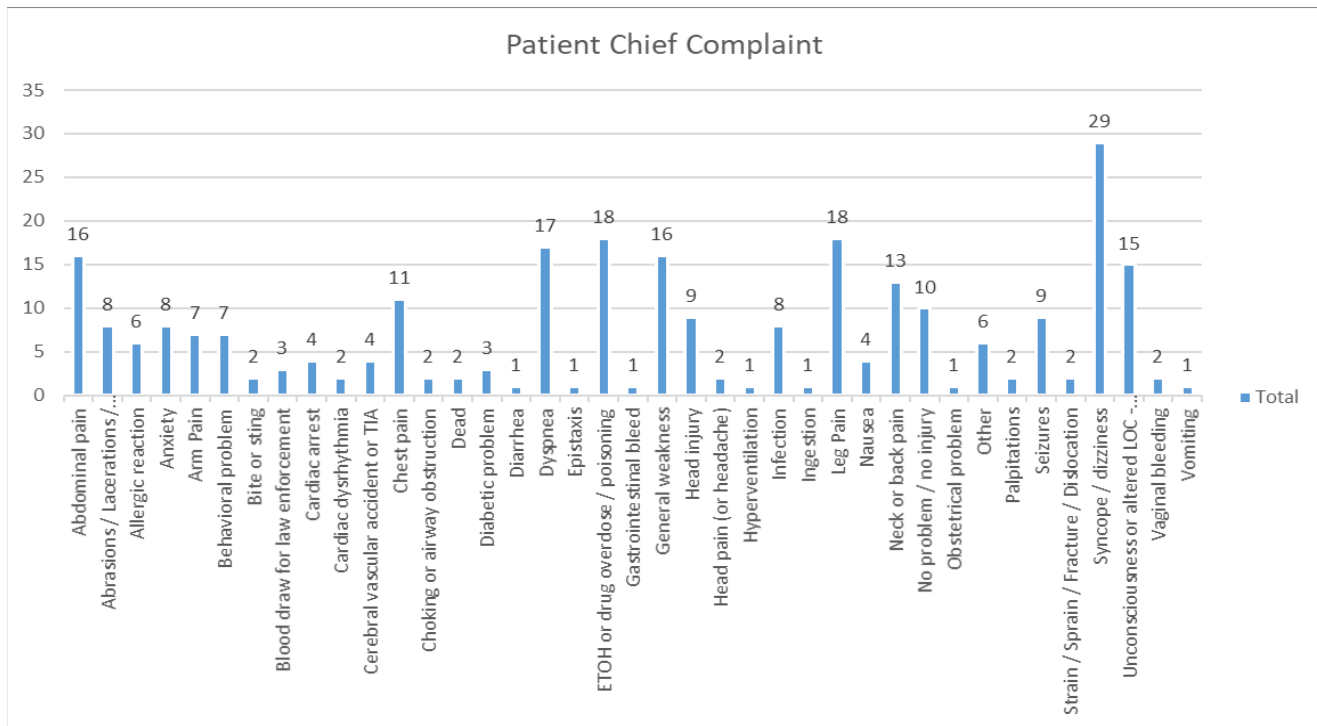
During the month of December, we ran 4 fire calls compared to 6 in December 2018. We had 41 alarm calls, which is 12 less than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

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



Emergency Medical Service Calls

The most common EMS calls in December were for syncope/dizziness with 29 patients. The second most common call type was for alcohol or drug overdose and leg pain with 18 patients each.



Measurable Outcomes:

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

December 2019...100% November 2019...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts 4 Transported to appropriate facility 100%

Trauma Alerts 0 Transported to appropriate facility N/A

Stroke Alerts 3 Transported to appropriate facility 100%

Sepsis Alerts 5 Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

Significant Incidents:

- **C Shift:** On December 14th, Engine 153, Medic 153 and Battalion 151 responded to the Basalt Ridge Loop area for a reported party who fell. Crews found the patient in cardiac arrest due to a gunshot wound to the chest. Crews treated the patient on scene and worked with medical control to determine that life saving measures would not continue and the patient was not transported. Crews worked with CRPD to turn over the scene for investigation.

Deputy Chief Commentary:

We had an overall increase of call volume of approximately five percent over last year. We also set a new record for the number of calls ran in a year, (5,876). The increase in calls is attributed to a 7% increase in EMS calls.

FF Spronk successfully completed paramedic school and received her National Registry certification. Wendy is now going through the department's preceptor program. Congratulations Wendy!

Firefighters Compton and Murphy continue to progress in paramedic school, and are doing well. They have completed the classroom portion of the program, and will be starting hospital clinical rotations and their field internships in the near future. This will amount to about 700 hours of clinical time.

Lt. Nelson completed his duties as an instructor at West Metro's Recruit Academy and received numerous accolades from the staff at West Metro Fire for the work he did while assigned there. We appreciate Cameron's dedication during this academy to ensure the success of all of the recruits in this class.

We continue to work with Legal on the EMS billing agreement.

We are continuing to focus on all of our EMS alerts- (Cardiac, Sepsis, Stroke and Trauma), from initial contact, through transport to the appropriate facility, hospitalization, and ultimately discharge from a health care facility. This is achieving one of our accreditation recommendation goals for our EMS Improvement Plan.

FF's Malone, Morey, Prosch and Hoekstra graduated from the fire academy, completed their department orientation, and are now on line. Congratulations to all four!



Administration Division:

Fire Chief Norris Croom

Key Admin Issues:

As we ended the year, we closely monitored our year-end budget estimates, and as it stands now, we look to have ended the year about 1% under budget. Our OT expenditures accounted for a significant portion of unbudgeted expenditures, but we appear to have been able to absorb these costs without going over budget. I would like to commend all of the Divisions for their ability to control expenses to make up for our OT issues.

Congratulations to Assistant Chief Craig Rollins on his recent designation as a Chief Fire Officer (CFO) and Battalion Chief Eric Morgenthaler on his re-designation as a Chief Fire Officer by the Commission on Professional Credentialing at the Center for Public Safety Excellence. They are two of only 1,391 designated CFOs worldwide. Great job to Craig and Eric!



Congratulations to Lt. Matt Osborn on being recognized for his work on the Town's Communication Team!



Chief Martin and I met with Father Brad to discuss the future of the Department Chaplain program. As of today, Father Brad is our only chaplain, and there is no succession plan. He does have a couple of local pastors interested in assisting with the program, but he wanted clear direction before proceeding. He and Chief Martin will look at developing a new SOG to provide better guidance, and we will continue to work on this going into the new year.

Fire Chief Commentary:

This past month was especially tough with the losses of FF Ken Jones from Summit Fire and Chief Troy Jackson with South Metro. In typical Castle Rock fashion, our members stepped up and assisted with both services, and I heard numerous positive comments about our level of participation in both events. Thank you to all who represented us, and especially the members of the Honor Guard and Pipes and Drums!

As we close out not only 2019 but the decade as a whole, we certainly had our ups and downs. While our downs were significant, I believe that, overall, our ups far outweighed the downs. We added more people to the department, we placed a new station in service, we replaced almost our entire fleet, we continued to not only replace PPE, but also added key components, we enhanced our wellness program, we have our own medical director, we added UAVs to our capabilities, we obtained and maintained accreditation, we improved our ISO rating, and the list goes on and on. During all of this, we continued to work towards achieving our Vision, Mission, and Values, and all of this is due to the excellence, dedication, and service from each of you. So we say goodbye to 2019, and hope for an even more promising new year and decade. Thank you everyone for all that you do!

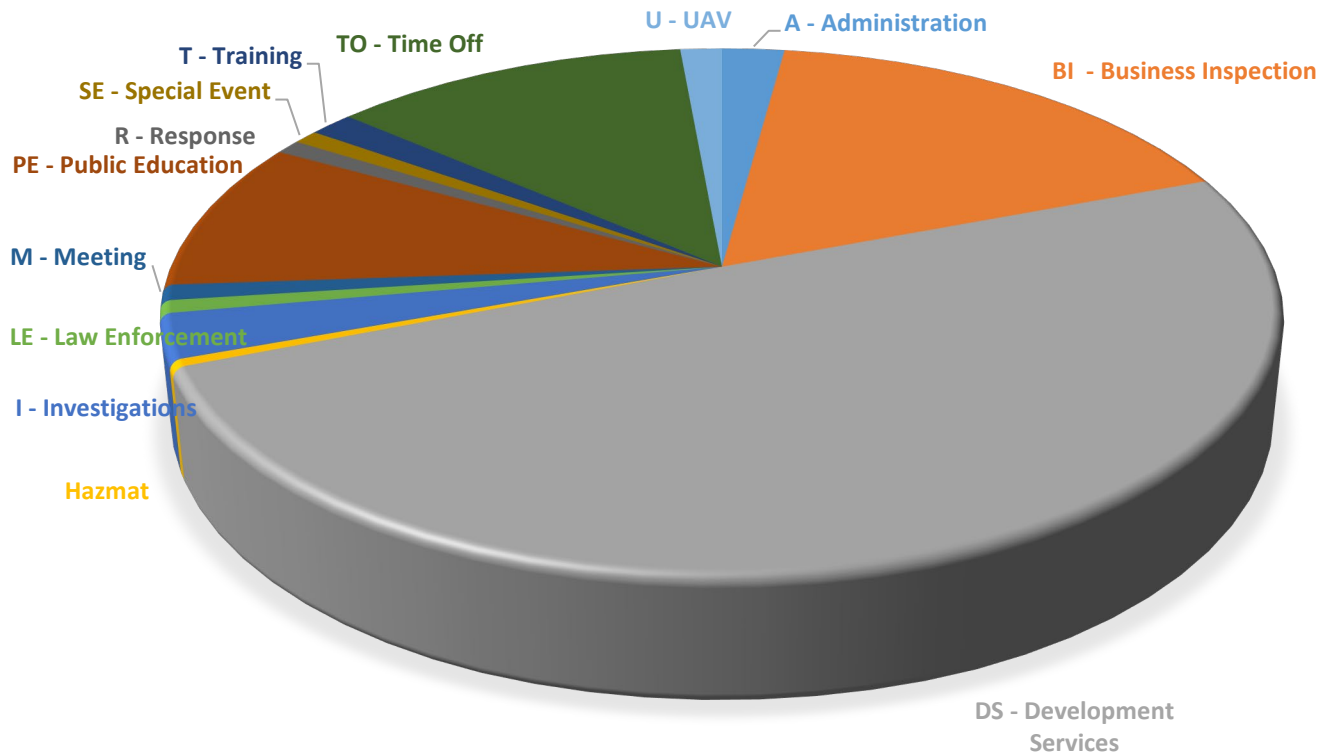


CRFD members at academy graduation

Life Safety Division:

Division Chief Brian Dimock

TIME SPENT



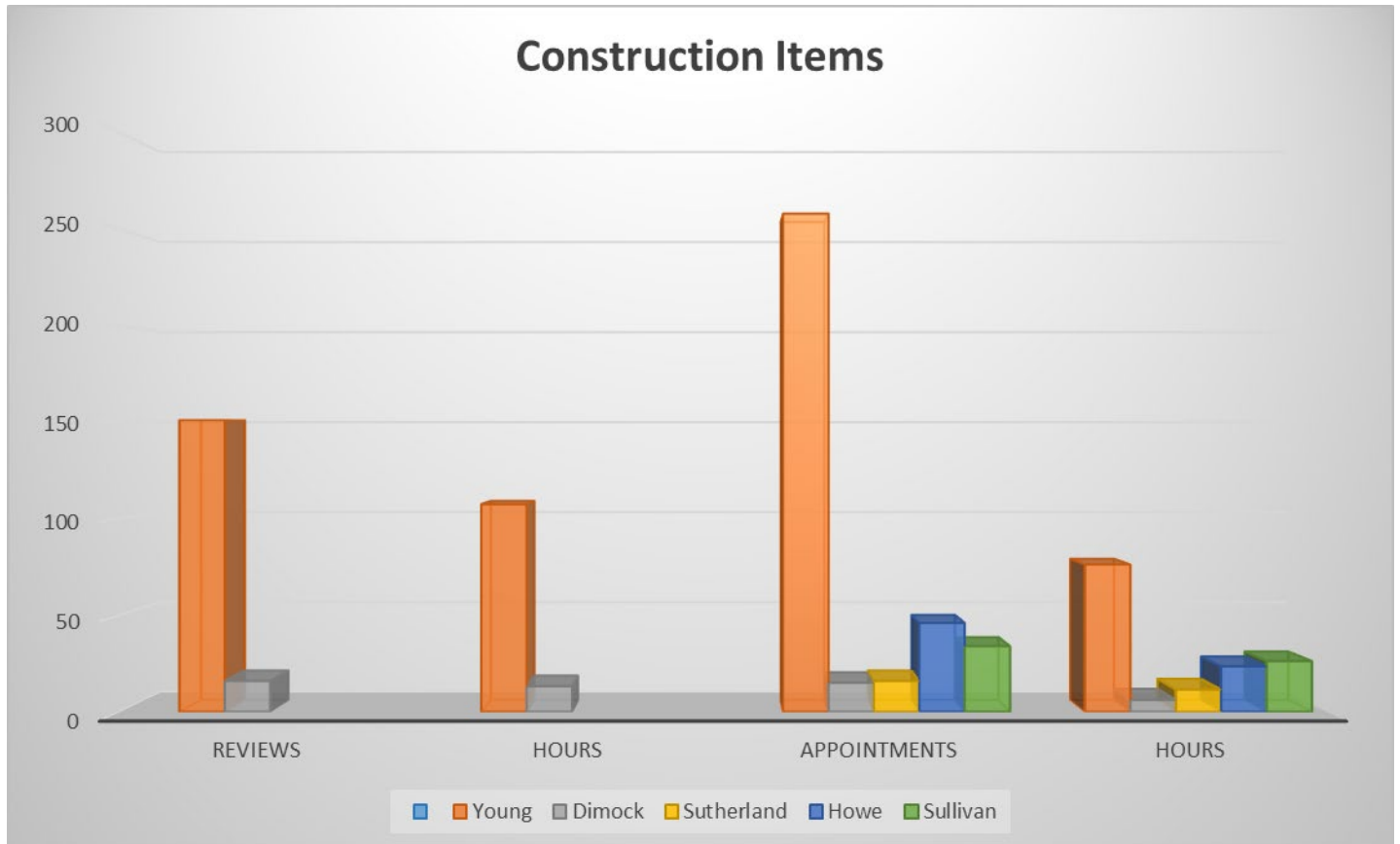
As indicated above, there were a total of approximately 976 calls for service from the Life Safety Division. This is up almost 12% from last month. These are calls for a service that the Life Safety Division provides to either the internal or external customer. This month you will notice that we have combined some of the categories, only for visual purposes. As seen, 50% of our time within the entire Life Safety Division is dedicated to Development Services in one way or another.

Also shown in the chart above, the next items that have the most times dedicated to them are business inspections and public education. Some of the more minor items are investigations, administration, training, and responses. However, there is not one item other than emergency calls that is more important than the other. This is a very good depiction of how our time is spent in the Life Safety Division.

Fire Prevention Bureau –

Over 481 hours this month contributed to the development with the Town and district. As seen below, the bureau reviewed 167 plans and inspected 258 construction sites for various reasons. This is a 17% increase in reviews and a 70% increase in construction inspections. This is more than likely the rush to ensure that the project gets in the queue to be reviewed prior to the end of the year. As for construction inspections, this could be from the project drawing closer to the end and the general contractor wanting to get it finished prior to the year's end.

Nine calls for service were recorded just for response to a request from the operations division to assist with a call from the Life Safety Division. This is a decrease over last month and this may be due to the holiday season.



Existing Business Inspections -

A total of 172 inspections were logged for this month for existing business inspections. These consist of all different types of inspections including hazardous materials assessments, correction notices (immediate hazards that require immediate actions), primary, and follow up inspections.

Of these inspections, 20 were correction notices, 64 were follow up inspections, 3 were hazmat inspections, 71 were primary inspections, and 8 were for special event inspections to round out the month of December. These do not include the construction inspections that are mentioned above.

Public Education –

During the month of December, there were approximately 89 hours that were devoted to nothing but public education. This involved just over 123 calls for service regarding public education including the 8 events with only five that the educator was not present. These took approximately 13.25 hours of time at the actual event with countless hours behind the scenes to ensure these were adequately planned and run on schedule. Approximately 369 people were contacted, resulting in about a 39% decrease over the previous month. Currently we have no tracking mechanism to determine the number of participants and the reason or mechanism as to why there is a decrease or increase in participants; it could possibly be due to the holidays and school not in session. It is also unknown how many of these were residents of the Town.

The car seat technicians completed 27 car seat installations this month. Twenty-two of these were rear-facing, indicating that these were mainly infant car seats.

Our largest event this month was the Annual Coloring Contest Presentation for the 3rd through 6th grades. This is a program that was started several years ago that allows students to create a small poster from the national fire prevention message. The students submit these to be reviewed by our staff, and winners are declared from the different schools. A copy of the image is then re-created into a decal and is proudly displayed on the side of the apparatus for the entire year.

Investigations –

During the month of December, we had very little fire activity. We would like to think that this is because of the public education that we are providing.

As noted above, we had some items that were brought to the attention of the investigators while on shift. This again is another advantage to having them on shift to handle issues immediately without having to wait for the on-call investigator to arrive.

Unmanned Aerial Vehicles (UAV) –



Public Safety Training Center

The team attempts to consistently and constantly train with these tools to ensure that we have safe flights and great information for on duty crews.

This team consists of the Fire Marshal, Deputy Fire Marshal, and the three shift Fire Prevention Officers. We also have a couple of FAA-compliant pilots on the line staff as well.

The line FPO's are given time each day to increase their proficiency in flight, video and photography.

This month, a total of 52,647 feet were flown by the three FPO's; DFM Young had 11,317 flight feet during the month, for a total time for flights resulting in 354 minutes or 5.9 hours.

Training Division:

Division Chief Oren Bersagel-Briese



Division Commentary

December's big feature was the graduation and final on-boarding of our newest firefighters. FFs Hoesktra, Malone, Morey, and Prosch graduated their fire academy in early December, and then completed their car seat and IV certifications. After that, they participated in seven days of a CRFD orientation – how we do what we do – in preparation for them coming to the shifts at the end of the month. Thank you again to Lt. Nelson on his work throughout the academy, and to FF Reed on the design and management of the orientation period. Also, thanks to all of the BCs, individuals, and crews for your help in the orientation classes. The newest firefighters are now on shift and working with their mentors to get through their first year task books.

The Fire Training Center also continued its evolution this month. The conex storage and weather shelter were painted, and the grounds continued to be cleaned and organized. Additionally, we were able to use some of the leftover rock from Station 152 to fill in the south side of the property. To put the work into perspective, the large roll-off dumpster has had to be emptied six times in 2019 – just from the cleanup process. This work and these improvements would not be possible without the extensive work by a number of people, especially Engineer Brad Shefsick.

Among other things this month, we attended the regional hazmat team meeting, participated in EMS and fire trainings, hosted fire training for crews, participated in Leadership Douglas County, attended the recruit graduation ceremony, met with crews, had follow up meetings with SMEs, attended a presentation by Dr. David Griffin, participated in the firefighter orientation classes, and attended the funeral for FF Ken Jones.

In December, crews trained more than 1667 hours on a wide range of topics to stay operationally prepared including hose evolutions, Blue Card, EMS protocols, scene size up, vehicle extrication, truck company operations, and environmental considerations for medical response, firefighter safety, CPR, professional development, physical training, and much more. As a department, we completed 26,478 hours of training, which despite being overall busier, represented an almost 1,000 hour increase over 2018.

As 2019 comes to a close and we are able to reflect on all that has happened this year, we are humbled to have the support that we do, and we look forward to more training and more improvements in 2020!

Project Progress Report

We are currently working on the following projects:

- Updating the department Master Plan
- Fire Training Center grounds improvements
- Updating the department Strategic Plan
- PSTF South Building projects
- SOG reviews
- Supporting upcoming department level trainings
- Accreditation 5K needs
- Hosting Fire Officer 1 class
- Department SimsUShare training



FTC conex storage improvements

Quint 151 and Engine 152 doing extrication drills



new member extrication orientation

FTC weather shelter improvements



Logistics Division:

Division Chief Jim Gile

Division Commentary:

The Logistics Division began operations on 7/15/2019. Currently, the Division consists of Division Chief Gile, Logistics Support Technician Keegan and, Sr. Emergency Vehicle Technician Jennings.

Projects:

The Logistics Division is currently working on the following projects:

- PSTC North building. (301 Malibu) on-going
- PSTC South building projects. (304 Malibu) on-going
- New Medic spec: FF Rafferty and I traveled to Linn, Mo. Osage Ambulance for pre-construction meeting on the new ambulance for 2020. Very productive meeting and revision of specs, along with a tour of the Osage factory. Both of us were very impressed with the quality of build and willingness of the team to accommodate our specs. Update on project and pictures were sent out to the Spec. Team, the Battalion Chiefs, Chief Martin and Chief Croom. Looking for a March / April final inspection and delivery.
- Spec. and order replacement vehicle for Unit 94, to be replaced in 2020. The unit is on order; will work with Avtech on up-fitting package.
- Sr. EVT Ben Jennings is on board and making a difference in the shop. He has already had 4 of our apparatus in the shop for preventative maintenance. He has also been handling write ups and miscellaneous repairs. He currently has brush 152 in the shop for plumbing repairs. His being in the shop has freed up both my time and Logistics Support Technician Keegan's time to focus on other projects. The Logistics Division continues to work as a team.
- The "Authorized Personnel Only" decals made for the stations doors from the bays to quarters have been installed at all stations.
- Worked with Deputy Fire Marshal Young on Hazmat removal from Station 153. Hazmat picked up by Custom Environmental.
- Logistics Support Technician Keegan continues to work on misc. logistics items. Have worked with him on the updated department shirt and hat project, procurement of items needed for new recruits, annual fit testing as per NFPA with our new fit testing machine, getting bids for station mattress replacement and other projects.
- PSTF North OAC meetings (every Monday)
 - North building has now gone vertical. Within in the last couple of weeks, exterior siding has gone up to begin the "close in" process. Work also continues on concrete work, bay entry, and trash enclosure pad.

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

This month, the internal stakeholders finalized the final draft of the 2020 – 2024 Community Driven Strategic Plan. The document is now with the Town Manager, and we are awaiting any feedback, comments, or edits. Pending Mr. Corliss' feedback, we expect to present the final document to Town Council on January 21st. With the completion the Strategic Plan, focus has shifted to the update of the Master Plan. Our current goal is to have the draft completed by the end of January.

Work with Intterra continues, and there are still a few lingering items on the SitStat Monitor & Analysis modules we want cleared up before we do a full roll-out. Mainly, we would like the addition of a shift filter so that members can filter and sort based on their fire station, company and shift. Current expectation is that we will be rolling this out to all members in January. We are looking at providing one training per shift and recording the session(s) as reference material.

Calls for service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	483		1049		310		753	
Urban	307	64%	665	63%	194	63%	454	60%
Rural	111	23%	232	22%	74	24%	160	21%
Interstate	17	4%	65	6%	17	5%	63	8%
NO FMZ	24	5%	11	1%	2	1%	10	1%
Blank	24	5%	76	7%	23	7%	66	9%
Mutual Aid Calls	53	11%	87	8%	44	14%	77	10%
Aid Received	29	6%	35	3%	25	8%	28	4%
Aid Given	24	5%	52	5%	19	6%	49	7%

Distribution Matrix Castle Rock Fire and Rescue Dept. 11/01/19 - 11/30/19			
Department Distribution by Performance Type All Incident Types			
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 04:32	Call to Arrival @ 07:10
78.2%	87%	64.2%	76.7%
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents
0.0%	0.0%	0.0%	0.0%
01:24	01:42	06:16	08:34
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
151 / 42	168 / 25	124 / 69	148 / 45
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day
78 / 82 / 78 / 72	57 / 92 / 91 / 85	73 / 64 / 61 / 64	68 / 78 / 77 / 77
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2

Urban

Rural

Distribution Matrix Castle Rock Fire and Rescue Dept. 11/01/19 - 11/29/19			
Department Distribution by Performance Type All Incident Types			
Call Processing @ 01:00	Turnout @ 01:38	Travel @ 05:32	Call to Arrival @ 08:10
82.2%	88.9%	72.6%	85.1%
Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents	Compared to Dept % All Incidents
0.0%	0.0%	0.0%	0.0%
01:21	01:39	06:59	08:30
for 90% compliance	for 90% compliance	for 90% compliance	for 90% compliance
60 / 13	64 / 8	53 / 20	63 / 11
Pass / Fail	Pass / Fail	Pass / Fail	Pass / Fail
% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day	% Compliance Time of Day
85 / 80 / 75 / 94	42 / 90 / 92 / 100	57 / 75 / 72 / 76	57 / 90 / 89 / 83
AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2	AM1 / AM2 / PM1 / PM2