

# Castle Rock Fire and Rescue Department



*An Internationally Accredited Fire Rescue Agency Since 2012*

## February 2023 Monthly Report

**Department News:** A motor vehicle crash, requiring extrication. The patient was transported to a nearby medical facility in fair condition.



**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  
**February 2023 ...100%**

Of the 49 customer survey cards we received in February, 48 had the highest overall rating of 5, and 1 had a rating of 4. Some of the comments we received read; *"The team that responded to my brother's medical emergency arrived within minutes of my call to 911. They attended to him quickly and very professionally. The assessment of his condition and transportation was very quick as well, with special care to his condition. Excellent team - thank you!"* Another read; *"They have taken very good care of me every time they come and transport me. One of the guys even stayed to make sure I was going to be okay. Thank you."*

**Call Statistics:**

For the month of February, we responded to 493 calls for service. Last year at this time, we responded to 536 calls. This places our year to date calls at 1,030, which is 96 less calls or -8.6% lower than last year. Average calls per day for the month were 17.4.

Of the 493 calls for service in February, 323 of the calls were for EMS. We had 312 patient contacts and transported 251 patients. This time last year, we had 252 transports.

**Fire Calls:**

During the month of February, we ran 12 fire calls compared to 6 in February 2022. We had 34 alarm calls, which is 13 less than last year.

**Emergency Medical Service Calls:**

For the month of February, there were 251 total patients transported. 176 patients were transported to Castle Rock Adventist, which is 70% of all patients transported. 60 patients were transported to Sky Ridge, which is 24% of all patients transported.

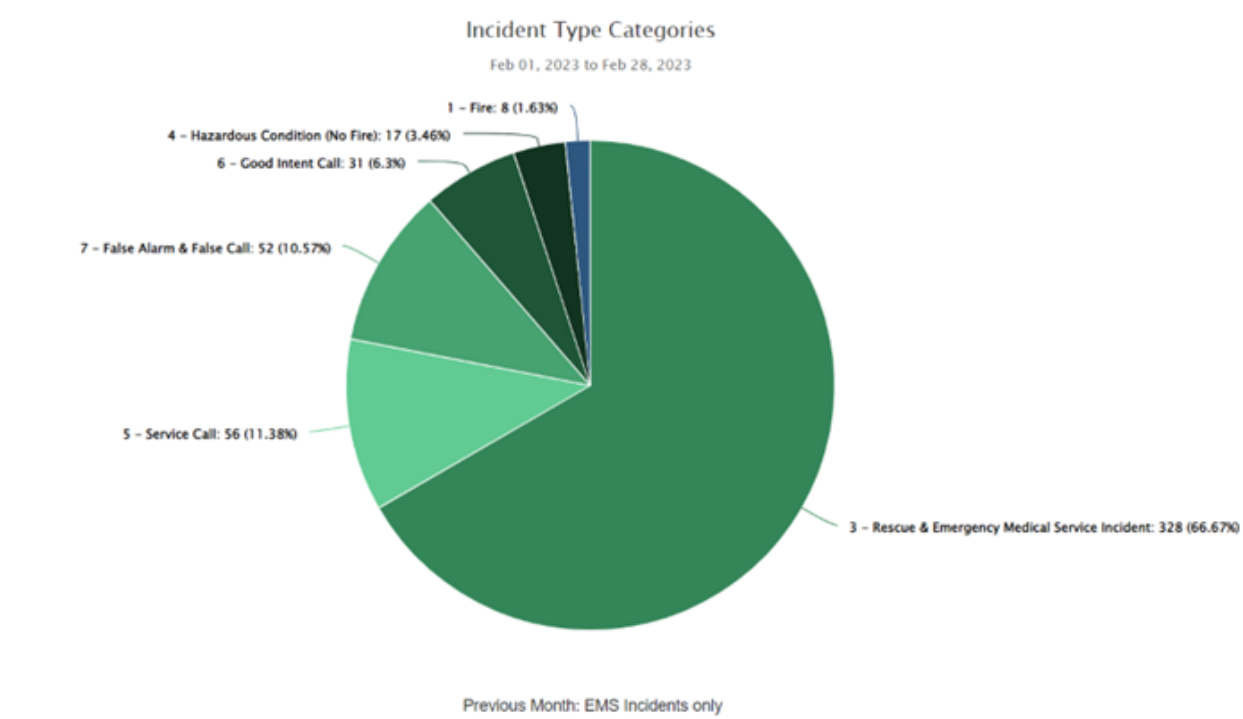
**Measurable Outcomes:**

CRFD Paramedic on scene of all EMS calls 100% of the time  
**January 2023...100%      February 2023...100%**

Monthly alerts called by crews and follow-up

<b>Trauma Alerts</b>	<b>5</b>	Transported to appropriate facility	<b>100%</b>
<b>Stroke Alerts</b>	<b>3</b>	Transported to appropriate facility	<b>100%</b>
<b>STEMI Alerts</b>	<b>1</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 February 18<sup>th</sup>, Battalion Chief 151, Quint 155, Medic 154 responded to 14 Allen Way (Walgreens) on a cardiac arrest. Medic 154 transported a patient who had a return of spontaneous circulation (ROSC) to Castle Rock Adventist.

- On February 18<sup>th</sup>, Battalion Chief 151, Quint 151, Engine 154, Medic 154, Bureau 153 responded to Larkspur Fire to assist with a residential structure fire. Medic 154 treated and transported one burn patient. All other units assisted with defensive fire attack operations. Bureau 153 assisted with the fire investigation.
- On February 24<sup>th</sup>, Division Chief 151, Battalion Chief 151, Quint 155, Engine 154, Engine 39 (South Metro), Medic 154, and Medic 153 responded to a motor vehicle crash. One patient was extricated and transported to the hospital in fair condition.
- On February 25<sup>th</sup>, Battalion Chief 151, Engine 154, Medic 154 responded to a medical assist. Medic 154 transported a critical patient who was exposed to high levels of carbon monoxide to a nearby hospital.

**C Shift:** On February 26<sup>th</sup>, Engine 154, Quint 151, Quint 155, Engine 39, Medic 154, Medic 153, Division Chief 151, and Battalion Chief 151 were dispatched to a reported structure fire. District 1 and Safety 35 from South Metro Fire were added to the call. Bureau 159 and Engine 153 were added as additional units. Crews arrived and found a shed and detached garage on fire with exposure to the main residence. Crews quickly extinguished the fire and



determined that all residents were safe. The cause of the fire is under investigation and the owner of the residence was assisted with after the fire needs.

### **Life Safety Educators:**

In February, we continued to have numerous scheduled events throughout the month, contacted 693 citizens through 10 scheduled public education events, and numerous other contacts through unscheduled events at the stations. This equals 15.25 hours of public education. Of the 693 citizens we made contact with in February, 623 were children (18 years of age or younger) and 70 were adults.

### **February Public Education Highlights**

- Douglas County School District Career Fair at Douglas County High School
- 2 community members completed a BLS HeartCode skills check off
- 8 community members completed a HeartSaver CPR/AED class
- 7 CRPD officers and employees completed Basic Life Support Training
- Apparatus units that assisted with public education events involving CRFD crew members and educators were as follows: Q1 (2 events), M1 (1 event), E2 (1 event), E4 (2 events) and M4 (2 events)


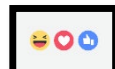




### **Car Seat Education Statistics and Measurable Outcomes**

Crews and administrative staff assisted with community education for 17 car seat checks this month. The car seat checks were comprised of 14 rear-facing seats, 2 forward-facing seats and 1 booster seat. Car seat techs have continued collecting additional data for time and station on car seat check forms.

### **PulsePoint Monthly Active Users (MAUs):**

During January 2023 (reporting is one month in arrears), 967 users following CRFD on the PulsePoint app enabled CPR alerts and 4,231 Monthly Active Users. MAUs represent individuals actively following CRFD on the app during the reported month. When citizens are more aware and engaged with the health of their community, they become better partners with CRFD and can help save a life.

CRFD Facebook January 2023	
	3,312 Followers
	1,281 Likes and Reactions
	2,116 Page Views
	1,460 Post Engagements

### **Deputy Chief Commentary:**

Through the month of February, we have responded to 8.6% fewer calls for service than last year at this time. This 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 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. UC Health and Centura have revised their masking policies when entering their facilities. All members have been advised of this, and we will continue to monitor and adapt to these and other changes.

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

The ER divert status continues to be higher over this past month. This can be attributed to several different challenges within the healthcare system.

ACLS and PEPP Refresher classes were completed in conjunction with the Training Division this past month. By completing these classes internally, we see a significant savings to the department in cost. I want to thank those instructors who make this successful every year!

The Metro Chiefs Response Group met this month and continues to revise 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.

In February, members were involved in physical fitness for a total of 322.5 hours.



Garage and shed fire

## **Administration Division:**

### **Fire Chief Norris Croom**

#### **Key Admin Issues:**

After conducting a second Fire Marshal process, a conditional 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. Upon successful completion of the background check process, he will be offered the position with an anticipated start date in early March.

With the new budget year, we were approved for four new positions. We also had three vacancies that needed to be filled as well. We have hired three new members that started West Metro's Fire Academy on February 2nd, and three new members that started our CRFD lateral academy on February 27th. This leaves one empty position that we will work on filling later in the year.

As per the existing court order, we are required to meet with the Castle Rock Fire Protection District Board every three years to determine the District's contribution rate to the Town for fire protection and EMS services. We chose not to meet in 2020 and left the contribution rate in place. However, as our call volume has increased and there is continued growth in the District, we determined there is a need to re-visit this rate. A letter was sent to the Board requesting a meeting to review the current rate, and it also included a recommendation that the District consider charging impact fees on new construction. The Board has requested some additional information, and we will be scheduling a meeting in the near future.

#### **Fire Chief Commentary:**

We are working to finish the town evacuation maps, and GIS has them again for some additional changes. We now believe that we can adopt these in March. 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 met with Parks and Open Space staff about the use of goats again this year for wildland mitigation. This was a very effective way to conduct mitigation and was very popular with the community. If we can get them on contract, the intent is to finish the town-owned property in the Woodlands and Escavera, and then move them to the Memmen Open Space. We'll provide more information once this is confirmed.

On the topic of mitigation, we also met with the Escavera HOA mitigation committee to discuss their priorities for this year. With their limited funding, they wanted to understand where they could make the most difference, and if there were opportunities to partner with the Town if the goats are brought into their subdivision. It was a very good meeting, they have a number of great ideas, and they are very engaged in this process.

The 2024 Budget process began last month with Finance providing us instructions, budget request forms, and timelines. We met as an executive staff to discuss priorities and internal deadlines, and we will provide more information as we get further into this process.

Finally, Thank You to all of our personnel, town staff, Public Safety Commission members, Town Council members, and distinguished guests who attended the Annual Awards Banquet last month. It was great to see the support from our PSC and TC as our members were recognized for their efforts. A couple of special shout outs to Lt. Clay Kallweit on receiving the Timothy J. Tonge Lifesaving Award, BC Eric Morgenthaler and Photographer Tim Tonge on their 25 Year Awards, and Lt. Brett Johnson on his 30 Year Award. Congratulations to all of the award recipients!

## **Life Safety Division:**

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

### **Statistics:**

Bureau Activity	Number	Hours
Admin	2	1.75
Complaint	2	1.5
Customer Inquiries	9	4.5
Plan Reviews	162	68
Response	7	13.25
Meetings	16	8.25
Training	33	72.25

### **Inspections**

Construction	95	60.5
Business Insp	84	55.5
Total Inspections	179	116

### **Plan reviews:**

A total of 162 plan reviews (68 hours) were completed during the month of February.

### **Investigations/Response Assist:**

Response Assist – 7 responses taking 13.25 hours to complete.

### **Training:**

The division as a whole entered 72 hours of training during the month of February.

All members are completing Fire Plans Reviewer training.

### **UAV:**

Due to weather, only 1 flight was completed this month.



## **Training Division:**

**Division Chief Oren Bersagel-Briese**

### **Division Chief Commentary**

As February concluded, we began our Lateral Academy with three new members: Daniel Capper, Andrew Koldeway, and Kyle Russell. Their academy will run approximately six weeks, and they should be joining the line in mid-April. We're planning to maximize our instructor cadre to assist Captain Hood in the training while leveraging on-duty crews only when needed. At West Metro, FF Malone and our three recruits have been working hard at the fundamental skills and knowledge at the Firefighter-1 level and are into building construction this week. Early in the month, we completed the second round of the Fire Marshal hiring process and a successful candidate has been given a conditional job offer. He will start on March 6 and should be able to make it to all of the stations by March 15.

We had fun and learned a lot during the 20s Drills this month, which were focused on crew communications using the MSA packs. The drill provided some chances for our members to dial in their communication preferences/styles and allowed for some leadership skills to be exercised. At the FTC, a couple of the lights were repaired, and a new switch was added to the storage room on the first floor, allowing that room to have lighting when the rest of the building is turned off. We also repaired the smoke machine that is used in the house distribution system. Finally, the forcible entry door prop for Station 151 was delivered and assembled by those crews – so all stations now have the prop.

**Special Operations Training:** This month allowed crews to focus on their own station-level operations training, but was also the host for the first Tech Rescue Team technician-level training for the year. TRT members gathered to work on different skills relating to patient packaging. We are continuing to plan for the upcoming 11-day school which will take place during the month of May.

**EMS Training:** We'd like to thank FF Derington for teaching this month's EMS training. His protocol updates and penetrating wound scenario provided some great conversation and learning. This month also featured our first round of February-based ACLS/PEPP combined course opportunities. We are hopeful that the shift to this month and the chance to get them done on the same day was beneficial.

**CMCB:** The board of directors has met twice over the past few months to create the newest version of the strategic plan. This has included conversations about growth, certification opportunities, evaluator needs, integration of technology, and revisiting the mission statement for the organization. We anticipate the plan's completion in the next few months. Additionally, there were many policy/procedure updates – most of which were administrative. There will be some slight changes to the Evaluator 1/2 renewal requirements, and we'll communicate those once they are adopted.

February Department-Wide Training Hours: 1,799



We are currently working on the following projects:

- FTC projects
- EMS training
- ImageTrend implementation
- CMCB
- STO program
- Filmed several Plan-A videos
- Worked with DCSO for a drill at the jail



Recruits at the West Metro Fire Academy



EMS Training



20s Drills



20s Drills

## **Logistics Division:**

**Division Chief Jim Gile**

### **Division Chief Commentary:**

February was full of activity in the Logistics Division. Most of the new Flir K55 thermal imager cameras arrived, although we are still awaiting a few that were backordered. We have started discussions with the Training Division for the deployment of these. The timing of equipment changes and upgrades will need to coincide with the crews training on the use of this new equipment. This purchase was the result of an extensive R&D process and securing funding by means of the general long term planning budget process.



The station bay door replacement at Stations 154 and 155 continues to progress, and all doors are currently in and operational. There will be some continued finish work that will need to be completed; painting of siding and doors, flashing and such. This was a long haul project and we appreciate the crews cooperating as the construction progressed. Once all is operational and complete at these stations, the reserve apparatus and medics will be moved back to their respective stations for storage.

Lieutenant Richardson and I traveled to South Dakota on an exploratory trip to Heiman Fire Equipment. This trip in the first week of February was to perform a site visit on the possibility of Heiman building our Type 6 apparatus spec. After a thorough review of our current specification, we asked Heiman to provide some documentation and drawings, and we are currently awaiting those items from them before making a decision one way or the other. They are confident that they can build our truck in a much shorter time frame than we have been used to. We were also able to tour Heiman's sister company, G3 Fire. They manufacture and build poly tanks for Heiman and other manufacturers. We have asked them to build a couple of poly boxes for the Battalion and STO trucks as a small scale test of their capabilities.

Other logistics news includes, CRFD hosting a MSA C.A.R.E.S technician class. This class certified 4 members of the department in repairs and maintenance of our MSA air packs and equipment for 6 years. Much thanks to FF's Morey, Petau and Voit for participating in this. I also attained certification through this and was able to secure a free of charge spot in the class due to our hosting. We will continue to explore how we can develop and use this program to minimize out of service time and maximize our ability to keep all breathing air equipment in service.

LEST Tad Keegan continues to handle the day to day logistics needs of the department. This includes tools, equipment, uniforms and PPE. Tad is also the primary approver of the Home Depot / Supply Works station supplies orders and the medical oxygen. In February, LEST Keegan performed makeup fit testing on members who were absent during the department wide fit testing. In addition,



he managed the fit testing and fitting of gear and equipment for the new Fire Marshal, and the new members in the lateral academy. Tad also continues to manage the ordering of any needed supplies and equipment. He is also assisting with the transition of equipment and supplies, needs, and ordering from the Hazmat leads to the Logistics Division.

Sr. EVT Ben Jennings continues to handle the repair and maintenance needs of the department fleet. He continues to handle all repairs and maintenance on the heavy fleet and as needed on the light fleet. Units Ben has had through the shop or touched in February include, Units 155, 223, 116, 108, 137, 121, 110, 136, 109, 126, 185, 189 and 281. During February, Ben had a total of 140 hours billed to work orders. Ben also coordinated units to Diversified Body for paint damage repair and to Front Range Fire for repairs.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for February are 5,379. Year to date is 13,453, and the total since we began the program is 206,531. 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



Unit 121 EVT work in progress



MSA C.A.R.E.S. Class



## **Accreditation and Emergency Management:**

**Assistant Chief Craig Rollins**

February was mostly consumed with ImageTrend. This past month has been spent chasing NFIRS errors within our run reports, working with the Life Safety Division on their implementation, trying to develop a fire risk solution, validating dashboards, building domains, topics, and response categories in the Continuum module, or investigating if and how we can load legacy data into ImageTrend.

Regarding Continuum, my hope of rolling it out late February or early March has been dashed. ImageTrend is still conducting testing on the EMS domains. Our challenge is that the vast majority of their clients still report to NEMSIS 3.4, but Colorado requires reporting to NEMSIS 3.5. There are considerable differences between the two versions of NEMSIS, so our EMS dashboards and reporting functions show several null or blank fields. Hopefully we will have a solution soon and can at least roll out the fire domains soon.

Once everyone is able to access Continuum, much of the monthly and annual reporting can be automated and accessed at any time. This will be a huge step forward because anyone can access the data with very little data lag. So, no more month old reports! We will also be able to build custom “playlists” and publish them internally and externally.

Work also continued on the update of several key documents; Strategic Plan, Master Plan, Standards of Cover, and the Annual Compliance Report. However, due to a few challenges ensuring data quality and reliability, those updates have been slowed. We are close to resolving some of the issues, and might even be able to automate some of the processes between ImageTrend and StatsFD. Because of these challenges, the January data summary will be delayed.

At the end of the month, we sent five people to Orlando for the Center for Public Safety Excellence's (CPSE) 2023 Excellence Conference. In addition to attending conference sessions, several of us attended the Commission on Fire Accreditation International (CFAI) hearings. Attending these hearings provides insight into the focus, concerns, and direction of the commission. Additionally, we were able to support Colorado agencies up for accreditation. Congratulations to Colorado Springs Fire Department on receiving their third accreditation and Windsor-Severance Fire Department who received their second accreditation.

In the emergency management world, we just received some long awaited input from the Douglas County Health Department, so we should be able to move forward with the Emergency Operations Plan (EOP) update that has been in a holding pattern for several months. Once the EOP is complete, we will begin evaluating how to address peer team recommendation #4 and the development/update of the Continuity of Operations Plan (COOP).