

Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

July 2022 Monthly Report

Department News: During the month of July, our crews and educators were busy interacting with local summer groups and preschools in the Castle Rock community and at CRFD stations. In addition to scheduled public education (pub ed), there were many informal opportunities with community members throughout the month, including presenting CPR Hands Only to CRPD Youth Police Academy participants.



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
July 2022 ...100%

Of the 46 customer survey cards we received in July, 44 were of the highest overall rating of 5, and 2 had a rating of 4. Some of the comments we received read; *“First time dealing with CRFD, very impressed. Accident on Plum Creek Trail s/o Meadows, while I was being transported, your personal walked my bike to the trail head & met my son. Thank you.”* Another read; *“Thank you for taking such good care of me. This was the first time I have ever had 911 called for me. Team eased my fears & treated me with complete respect. Very effective treatment. So very, very grateful! Thanks again.”* Another read; *“Excellent, your communication with both myself and my spouse were clear and concise. Thank you – god bless all of you. There was a health issue – lung infection.”*

Call Statistics

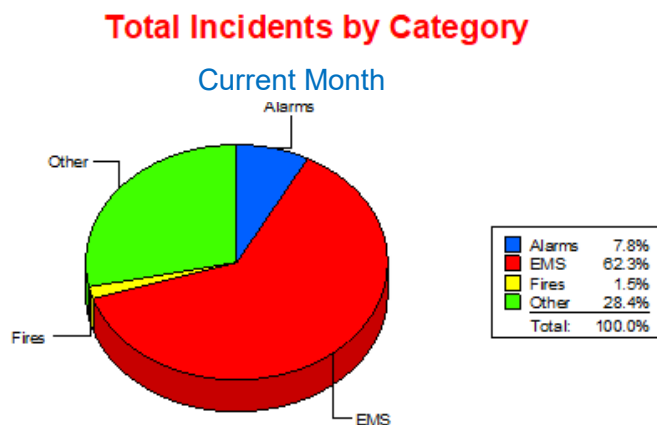
For the month of July, we responded to 682 calls for service. Last year at this time, we responded to 573 calls. This places our year to date calls at 4,133 which is 776 more calls or 18.8% higher than last year. Average calls per day for the month were 19.5.

Of the 682 calls for service in July, 417 of the calls were for EMS. We had 378 patient contacts and transported 296 patients. This time last year, we had 245 transports.

Fire Calls

During the month of July, we ran 15 fire calls compared to 13 in July 2021. We had 28 alarm calls, which is 6 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

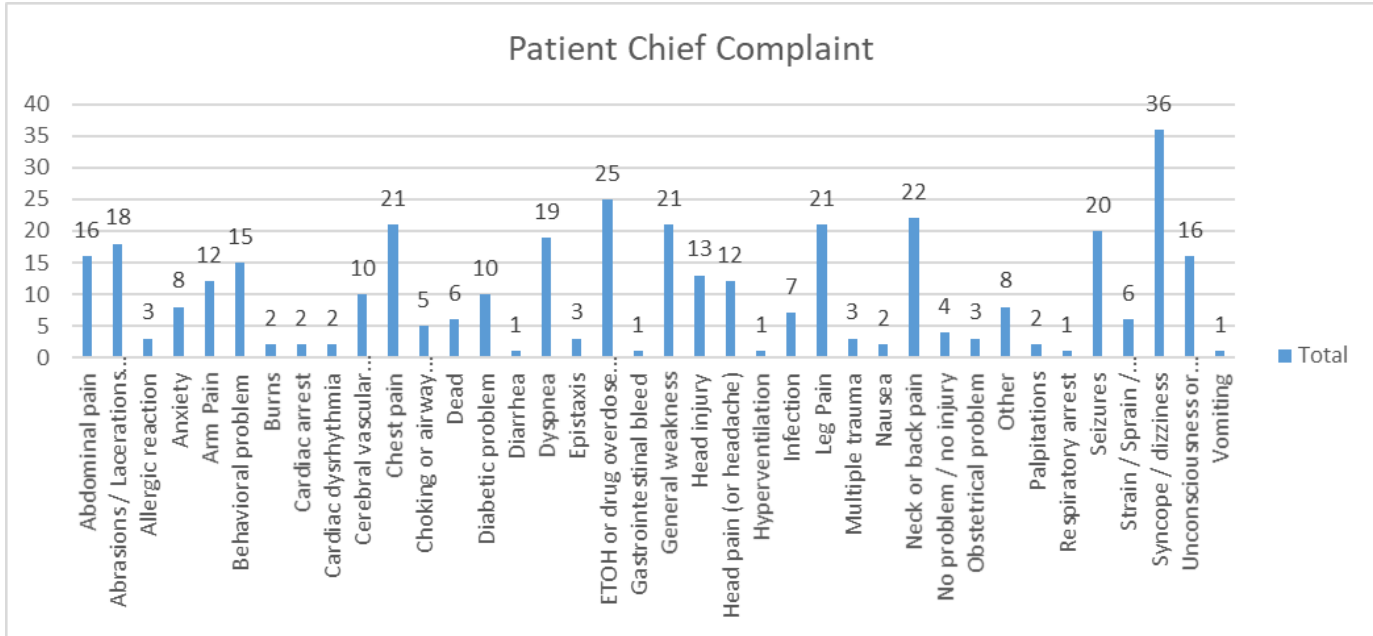
The chart below indicates call proportions for the month of July:



South Metro Fire and Larkspur Fire Department each transported one patient out of our district this month, due to all of our medic units being committed on other calls.

Emergency Medical Service Calls

The most common EMS calls in July were for syncope/dizziness with 36 patients. The second most common complaint was for alcohol or drug overdose with 25 patients.



Measurable Outcomes

CRFD Paramedic on scene of all EMS calls 100% of the time
June 2022...100% July 2022...100%

Monthly alerts called by crews and follow-up

- Trauma Alerts 4 Transported to appropriate facility 100%**
- Stroke Alerts 9 Transported to appropriate facility 100%**
- STEMI Alerts 1 Transported to appropriate facility 100%**
- Sepsis Alerts 6 Transported to appropriate facility 100%**

Correct treatment, destination, and procedures done 100%

Key Operational Issues:

- **A Shift:** On July 22nd, Quint 155, Engine 154, Quint 151, Medic 154, Medic 151, and Battalion 151 reported to Sam Walton Lane on a motor vehicle crash. One party was extricated and refused transport. No medical needed on two others.

On July 17th, Medic 151, Engine 154, and Battalion 151 responded to 5650 Allen Way on a reported stabbing. The patient was transported emergent to CRAHC and later pronounced in the emergency room.

- **B Shift:** On July 28th, Battalion Chief 151, Engine 152 and Medic 151 responded to the Crystal Valley neighborhood, on a cardiac arrest. The patient was transported to the closest appropriate medical facility.
- **C Shift:** On July 26th, Brush 154, Brush 155, Engine 152, Battalion 151, and Chief 151 responded to the northwest of 1929 Liggett Road for a reported smoke investigation. Crews found smoke and fire inside a bunker-style human-made shelter. CR Public Works was brought in and supported the operation with a backhoe to break apart the bunker. Crews extinguished the fire.

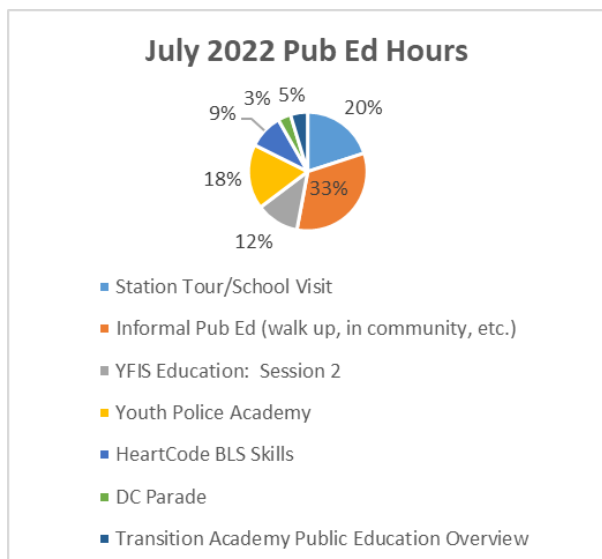
Life Safety Educators:





The Fire and Life Safety Educators scheduled and participated in several public education events. They also instructed our newest lateral recruits during their academy on the expectations during public education events. Once again, this opportunity was very informative and successful. They completed another Hands Only CPR Class in conjunction with the Youth Police Academy. They continue to assist or perform several car seat checks and installations. They also assisted with several informal station visits.

We are looking at dates in the fall to schedule another CWPP information meeting. We will advise once we have that date and location confirmed.

The Public Education Team continues to regularly meet to review and revise the lesson plans and presentations for preschool, and all school age children.

Below is a chart of our educator’s activities for June and Facebook information for May.



	Followers	2,792
	Likes and Reactions	627
	Page Views	923
	Post Engagements	4,075

Deputy Chief Commentary:

Our call volume continues to increase, when compared year over year. Through the month of July, we have responded to 18.8% more calls for service than last year at this time.

Fire restrictions were rescinded this month, however, we will continue to closely monitor these conditions in conjunction with our county partners.

We want to welcome our two newest members; Firefighter Paramedics Eliza Kormen and Paul Shoemaker. We also have initiated a program in conjunction with the military's Skill Bridge Program. This program is designed to have military personnel work outside of their branch of service with other public and private entities. Owen Pepper will be participating in this program with us through the end of October. Thank you for your service Owen. We welcome all of you to our fire department family!

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 continue to comply 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 we will continue to monitor and communicate with our hospitals moving forward and take proactive steps when needed. We did notice a small increase in the frequency of divers this month.

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

We continue to schedule all of our members who have not had a maximum treadmill test since they became employed, through CSU's Health and Fitness Clinic. Those who have received this test during their employment, have the option to participate, however they will be scheduled after our required ones.

In July, members were involved in physical fitness for a total of 386 hours.

Administration Division:

Fire Chief Norris Croom

Key Admin Issues

We remained in Stage 1 Fire Restrictions for almost the entire month. However, we did see some relief, conditions improved, and Stage 1 restrictions were lifted on July 28. We will continue to monitor our conditions, and if needed, we will re-implement restrictions.

Because of the poor conditions, we opted to cancel the Fourth of July fireworks show. I felt the risk was greater than the reward to have this show at this time. We will re-schedule it for later in the year when conditions improve to allow for a safer show.

At the recommendation of Mr. Corliss and town staff, Town Council approved a mid-year change in compensation due to the challenges the town is currently facing with recruitment and retention of employees. Every employee received some level of salary increase, and some will receive additional monthly stipends through the end of the year. Thank you to Town Council and Mr. Corliss for making this happen. It is greatly appreciated!

Fire Chief Commentary:

As part of our overall wildfire mitigation process, Parks and Open Space contracted with a company to bring in 800 goats to the Metzler Homestead. Goats will eat everything, including noxious weeds, poison ivy, and scrub oak, and they will clear the understory up to a height of about seven feet. These goats did a great job at Metzler, and Parks extended the contract to move them into the Woodlands to clear some areas. Both of these areas are in the very high hazard areas in the CWPP, and the goats have certainly helped mitigate a portion of both areas.

We continue to meet 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. 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.

Admin and Logistics continue to work with Castle Rock Water and our Parks and Rec department to change the landscaping at Station 153 to ColoradoScape. There have been a number of issues with the sprinkler system here. With a lot of blue grass that requires a large amount of water, we've had a couple of complaints on the appearance. Therefore, we are moving forward with a design and hiring a contractor to improve the overall appearance, remove a significant amount of grass, and reduce our exterior water use to conform to the ColoradoScape guidelines. We hope to have this completed this year, and then we will look at Station 154 next year for similar efforts.

Members of the department participated in the Inaugural Rumble at the Rock First Responders Pickle Ball Tournament at Parrish Park. The tournament pitted CRFD against Parks and Rec staff along with some avid pickle ball league players, and the winner was determined by total points, not wins and losses. I am happy to report that our team brought home the trophy by a score of 240-102. Congratulations to all of our players!

Finally, Lt. David Russell retired last month after 26 years with the department. Starting as a volunteer, he was eventually hired as the department began to grow with career staff, and promoted up through the ranks to Lieutenant. We wish him well in retirement!



Life Safety Division:

Division Chief Brian Dimock

Division Chief Commentary

During the month of July, the Life Safety Division operated at less than minimum staffing due to vacation, sick leave, and time off coverage. Despite these constraints, the Division continued to meet the expectations of our customers as can be seen in the following summary.

Statistics:

Inspection Type	Number	Hours
Complaint	3	2.5
Construction	192	131.25
Correction Notices	25	13
Primary Insp	89	52
Follow-up Insp	95	48
Pre-Citation	3	2.5
Special or Special Event	23	12.75
HazMat/Primary & Data	31	20.75
Total Inspections	461	282.75

Total occupancies inspected during July was 280 or 11.67% of total occupancies, which is an increase of approximately 32% from this time last year.

Plan reviews:

A total of 142 plan reviews (98.5 hours) were completed during the month of July.

Of these plan reviews, 50 of them were for permits, all of which took less than the allotted 10-day period. With an average of 2 days, the average time to review all plans was just over three-quarters of an hour. This maintained an average of 7 plan reviews a day.

Investigations/Response Assist:

Response Assist – 18 responses taking just over 16.25 hours to complete.

Investigation/Law Enforcement – 19 entries requiring 35 hours of time to complete.

This investigation time included several small brush fires as well as continuing with on-going investigations.

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 31 hours of training during the month of July. This includes training for investigations, fire inspections, plan reviews, and code interpretation.

Youth Fire Setter Intervention:

During the month of July, there were 5.75 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.

UAV's:

Total Flights – 66

Total Flight Feet – 179,517

Total Flight Time – 379 minutes

Administrative:

There was a total of almost 40 hours dedicated to handling customer complaints and inquiries during the month of July. Each and every complaint and inquiry gets addressed by a member of the division.

The division logged a total of 1,031 calls for service for the month. This equated to approximately 137 hours per person of logged hours. Time off was not included into this equation.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

This month featured the start of the lateral academy with new FFs Eliza Normen and Paul Shoemaker. Joining them is Owen Pepper, a member of the Marines that is utilizing the SkillBridge program to explore a career in the civilian fire service. The academy has been working on familiarizing themselves with all things CRFD and was able to spend a day at the West Metro Fire Rescue drill grounds for some ventilation and live fire evolutions. Thank you to all of our members that have helped with the delivery and organization of the lateral academy so far!

At the beginning of the month, crews were able to complete this year's rope rescue training in the Macanta subdivision – focusing on awareness level skills for most companies. Extrication training was also completed for all crews at Littleton U-Pull, with attention given to the skills needed to operate the equipment on any particular apparatus. Our incident command group (ABCs/BCs/DVCs) gathered to discuss and plan for special operations calls and focused on a consistent plan for all shifts. Finally, several crews were able to integrate into this month's CRPD training on response to an active killer event at a school. These cooperative trainings are a great tool to ensure a smooth response and we will be working more with CRPD on these types of evolutions.

Members have been hard at work on their Acting Engineer trainings and have been able to find creative ways to manage these trainings while being limited by water restrictions in town. Thank you to all of the crews for your support of these members as they go through their training. We were also able to get another round of 20s Drills completed, and these have focused on search and rescue skills with the thermal imaging cameras on the MSA airpaks.

CMCB: All of our certifications are approved and have begun populating members' Vector Solutions profiles. We'd like to thank everyone that has been going through the Certified Evaluator testing, and several members have already assisted other agencies with their practical testing needs. We've begun meeting with all of the crews to talk through the CMCB process and answer any questions that we can.

Over at the FTC, we were able to partner up with a local citizen who stained the fence for his Eagle Scout project. Tyler Finney was able to coordinate all of the supplies, organize all of the help, and complete the staining project over the course of two weekends. Thank you, Tyler, for your work on the fence!

I had the opportunity to record a podcast with the Colorado Division of Fire Prevention and Control, highlighting the training program here at the CRFD. The podcast was hosted by Lisa Pine and we discussed training philosophy, some of the success that we have experienced here, being

firefighter/operations focused, and how we've grown a training culture over the last 20+ years. You can find the episode by [clicking here](#).

In July, crews trained for more than 1,959 hours on a wide range of topics to stay operationally prepared including extrication, 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
- Lateral academy
- Global Technology Team
- CMCB
- Building project templates for division

We also:

- Participated in a meeting for the next 11-day tech school in 2023
- Celebrated David Russell's retirement
- Began planning a new training calendar for 2023
- Worked on ImageTrend implementation plan



Forcible entry training



Active killer response training with CRPD

The group that stained the fence at the Fire Training Center. Thank you!



Logistics Division: **Division Chief Jim Gile**

Division Chief Commentary

In July, as always, much work was done in the Logistics Division. Progress continued on various projects we have had in the works. This includes, the Station 155 and 154 door raise project. The Town now has a contractor under contract, and the doors have all been ordered. Both Logistics and Town Facilities are working together with the contractor to have a timeline for the work to begin. As with everything today, supply chain is an issue with doors and construction materials as well. We have also been able to work on other projects that had been identified over the last few years. At Station 154, we had the wooden privacy fence replaced around the back yard and fuel island, and a new front sidewalk was installed. This cleaned up the deteriorating concrete and brought the sidewalk up to ADA code, the repair was identified a few years ago during the Towns ADA self-assessment.

We continue to deploy the new CF-33 Toughbooks. This requires the installation of a new docking device into the unit; because this takes some time to install, we have been doing this as units come in for service. Through the installation, we have found a GPS issue with New World and have been working through this on at least one MDC. In addition, during a scheduled New World upgrade and server migration, we experienced a total failure of Fire Mobile. We worked with TOCR DoIT, Douglas County IT and New World to get this resolved. Unfortunately, we ended up with Fire Mobile being down for the better part of two days. Once the repair was identified, it was immediately deployed with all of the front line units getting the repair before the end of day two. This also uncovered a secondary issue with the data transfer from New World to High Plains; the failure was identified and repaired. It is important to note that this New World outage affected all external dispatch clients of Douglas County, it was not just us, nor was it the new computers that caused this.

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. June and July were busy months for tools and equipment. At the end of June, all hose and ladders were tested as per NFPA standards. In July, repairs were made to ladders that failed and they were retested. We also inventoried all hose and ladders as per the CFAI Peer Team recommendation report. Recommendation 6 states: *It is recommended that CRFD develop a plan to ensure that all types of equipment tested by third party vendors have been tested, including loose equipment stored at facilities (6E.3).* A formal plan has been submitted to Chiefs Croom and Rollins outlining the path forward per this recommendation. With this completed, Assistant Chief Rollins has closed out this recommendation as complete, and we will work towards implementation.



Sr. EVT Jennings continues to handle the repair and maintenance needs of the department fleet. As of July, all of the NFPA and ISO required Annual Pump Tests have been completed for CRFD Units. Ben has been working on multiple projects, such as coordinating needed body repairs on Unit 281. After completing a preventative maintenance service on this, it was sent to Diversified Body for repairs of accident damage, as well as to Stewart and Stevenson for emission system repairs. Ben has also had Unit 082 through the shop for preventative maintenance and scheduled repairs. This unit was sent to our Pierce dealer for a required front suspension inspection, and brakes and rotors replaced all around. Due to the size and scope of job, we elected to have Front Range do this so Ben could continue to work on other projects. In order to keep Ben working on units as needed, I have been performing most of the up-fitting of new units and assisting with repairs as needed.

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for July are 6,875. Year to date is 35,634, and the total since we began the program is 162,298. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.

Division Project Report

- Facilities Projects
- MDC Replacement
- Station 154 / 155 Door Raise Project
- New Bureau 152 Up-fitting
- New STO Up-fitting



New fence and sidewalk at Station 154



New bureau vehicle 152

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

Much of this past month focused on understanding the intent behind each peer team recommendation and developing a plan to address those recommendations. To date, three of the items are complete, with two more expected to be complete before the commission hearing on 8/16. We anticipate two or three more will be complete by the time of our annual compliance report (July 2023).

The department is preparing for the commission (CFAI) hearing on August 16th at the Westin Hotel at DIA. The current schedule has us going before the commission between 0955 and 1055. All off-duty department members are welcome to attend. A live streaming link to follow the hearings will be sent out as soon as it is provided by CFAI. For those members that wish to attend, we request that you dress in Class A uniform.

Additionally, I have been working 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.

June 2022 Summary:

Calls for Service:

	All Incidents				Emergent Incidents			
	Incidents		Apparatus Response		Incidents		Apparatus Response	
	605		1297		399		963	
Urban	384	63%	758	58%	257	64%	538	56%
Rural	159	26%	376	29%	100	25%	272	28%
Interstate	21	3%	90	7%	21	5%	89	9%
Blank	41	7%	73	6%	21	5%	64	7%
Mutual Aid Calls	54	9%	176	14%	47	12%	158	16%
Aid Received	28	5%	107	8%	26	7%	97	10%
Aid Given	26	4%	69	5%	21	5%	61	6%