

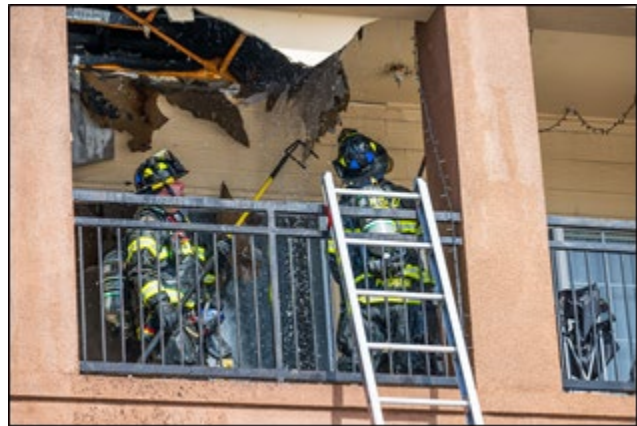
Castle Rock Fire and Rescue Department



An Internationally Accredited Fire Rescue Agency 2017-2022

February 2022 Monthly Report

Department News: Below are pictures of a structure fire that occurred on February 12th that affected 3 different apartments. Thankfully, there were no firefighter or civilian injuries.



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 2022 ...96.1%

Of the 26 customer survey cards we received in February, 25 were of the highest overall rating of 5. One had a rating of 4. Some of the comments we received read; *“Outstanding from every aspect. This was the first time we have needed emergency services, and it is so nice to know we are in such good hands. We can’t thank you enough for your prompt response and medical care.”* Another comment was: *“I was treated with concern & respect. Communication was 100%. Emergency room was ready & waiting for me.”*

Call Statistics

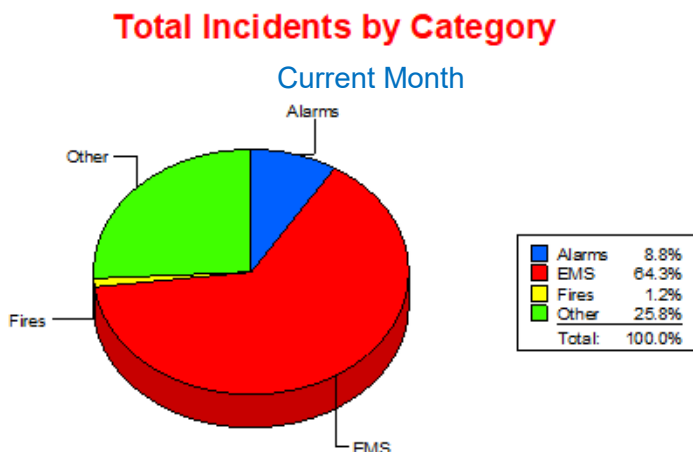
For the month of February, we responded to 531 calls for service. Last year at this time, we responded to 474 calls. This places our year to date calls at 1,126, which is 252 more calls or 17.8% higher than last year. Average calls per day for the month were 19.1.

Of the 531 calls for service in February, 348 of the calls were for EMS. We had 311 patient contacts and transported 252 patients. This time last year, we had 189 transports.

Fire Calls

During the month of February, we ran 7 fire calls compared to 4 in February 2021. We had 47 alarm calls, which is 26 more than last year. Alarm calls are closely related to new commercial construction, where alarms are generated as new systems come on line.

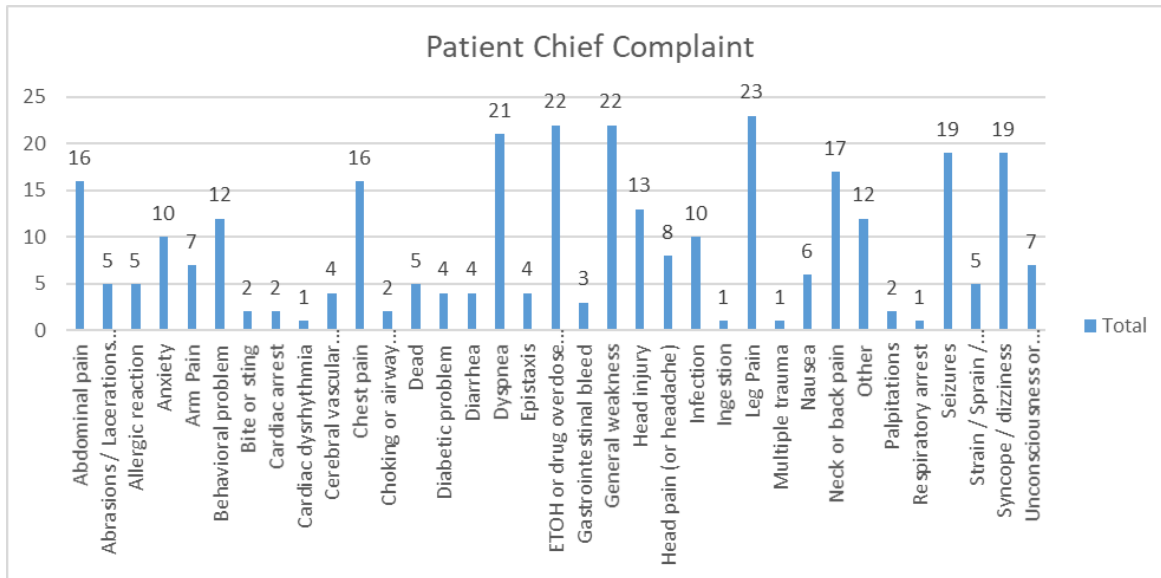
The chart below indicates call proportions for the month of February:



Franktown Fire transported 2 patients and Larkspur Fire transported 1 patient this month from our district, due to our medic units being committed to other calls when these calls came in.

Emergency Medical Service Calls

The most common EMS calls in February were for leg pain with 23 patients. The second most common complaint were for alcohol or drug issue and general weakness with 22 patients each.



Measurable Outcomes

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

January 2022...99.7% February 2022...100%

Monthly alerts called by crews and follow-up

Cardiac Alerts	2	Transported to appropriate facility 100%
Trauma Alerts	0	Transported to appropriate facility N/A
Stroke Alerts	4	Transported to appropriate facility 100%
STEMI Alerts	2	Transported to appropriate facility 100%
Sepsis Alerts	9	Transported to appropriate facility 100%

Correct treatment, destination, and procedures done 100%

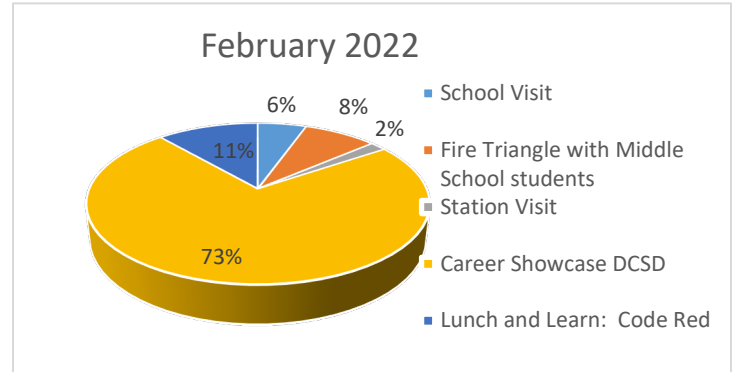
Significant Incidents:

- **A Shift:** On Feb 12th, Division Chief 151, Battalion 151, Quint 155, Engine 154, Medic 154, Quint 151, Medic 151, Engine 152, Engine 153, Engine 39, District 1, Tower 34, Engine 36, Engine 161, Engine 184, Medic 153, Engine 181, Safety 18, Chief 151, Bureau 152, Bureau 153 responded to Allen Street on a structure fire. Three apartments were left uninhabitable. It was a deck fire that moved interior and to the attic. There were no civilian or Firefighter injuries.

Life Safety Educators:

For the month of February, we made contact with 219 citizens through 6 different events totaling 8 hours of education. Last year at this time, we had 9 different events totaling 9.5 hours of education.

Of the 219 citizens we made contact with in February, 118 were children (18 years of age or younger) and 101 were adults. The chart shows public education events, by categories, for the month of February.



Car Seat Education Statistics

Crews and administrative staff assisted with the completion of 12 car seat checks during the month of February. These car seat checks were comprised of 11 rear-facing seats and 1 forward facing seat. 2 requests for virtual car seat inspections were submitted by community members during the month as well.

Measurable Outcomes

Of the car seat education that was provided during the month of February, 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 February read: “It was excellent! So professional, kind, enthusiastic and patient.”; “Very professional”; “Thank you so much for showing me how to install the car seat!”; “Great service!”

PulsePoint Education and Awareness

During January 2022 (reporting is one month in arrears), 610 users following CRFD on the PulsePoint app enabled CPR alerts and there were 3,078 Monthly Active Users (MAUs). 3 CPR Alerts were sent to app users during the month of January for cardiac arrests occurring in a public location in the Town. This was a 300% increase in CPR Alerts that were sent to app users compared to December 2021. When citizens are more aware and engaged with the health of their community, they become better partners with CRFD and can play a critical role in the chain of survival and help improve patient outcomes in our community.

Social Media

During the month of February, the CRFD Facebook page reached 22,013 people with topics ranging from: the first CRFD incident post since the Facebook page went live to recipes from CRFD Firefighters. Posts were shared 95 times during the month and post engagements came in at 7,172.

CRFD Facebook February 2022		
	Followers	2,629
	Likes	2,295
	Page Views	993
	Reactions	2,034

Pub Ed Team

This month, the public education team met and reviewed proposals to updates and changes in lesson plan formatting to assist crews with consistent messaging for different age groups.

Deputy Chief Commentary:

Our call volume continues to increase when compared year over year. For the month of February, we are currently 17.8 percent above where we were last year, in call volume.

We have seen a dramatic decrease in COVID incidences and positivity rates within the state, county and town, for the month. The number of our members who have contracted the virus has also decreased dramatically, thankfully. We continue to remain current and are complying with orders and guidance at local, state, regional, and national levels, with issues pertaining to the pandemic as they are updated and revised.

We continue assisting in mask distribution for our citizens in conjunction with Governor Polis' request that fire departments assist in this program. The amount of requests from citizens has also decreased dramatically. The at-home tests were distributed to each department within the town for employee use.

The ER or total divert status in the southern metropolitan area has also shown signs of not being as restrictive. We continue to monitor this on a regular basis. There are still a very limited number of ICU and medical/surgical beds available at the facilities we are transporting to in the southern metro area on a regular basis.

As part of our outcome based studies with accreditation, we continue to focus on Cardiac, Sepsis, Stroke and Trauma alerts, from initial contact, through transport to the appropriate facility, hospitalization, and ultimately, discharge from a health care facility. We continue to work with our medical director to show these outcomes by utilizing The Modified Rankin Score, which scores a patient's ability to return to the lifestyle they had prior to their serious medical issue. We have added some new members to the team and have revised what each member is reviewing so that our reviewers do not become overly focused in one area and remain fluent in all areas of review. We believe this data is the most comprehensive at this time for us to get the best information and continue to look at ways to improve patient care and outcome.

In February, members were involved in physical fitness for a total of 314.6 hours.

A badge ceremony was held on the 28th to recognize those recently promoted or reclassified. Congratulations to Lt. Matt Melton, Lt. Nate Peery, and Engineer Jake Auten!



Administration Division:

Fire Chief Norris Croom

Key Admin Issues

The annual banquet was held on February 19th, and we received lots of positive feedback on the venue and event. I was very happy to see significant representation from Town Council, the Public Safety Commission, and senior Town leadership. Their support is greatly appreciated. Congratulations, again, to all of the recipients of the different awards!

On February 7th, I attended the funeral of Chief (ret.) Harry Schumacher. The Honor Guard and Pipes and Drum participated in the ceremony, and a flag presentation was done at the cemetery for his sons. Once again, the Ceremonial Unit performed superbly, and they represented the Department very well.

Fire Chief Commentary:

We continue to work with the Escavera HOA to finish some additional mitigation work on Town property. We had hoped this would be completed in February, but weather has continued to delay the completion of this project. We also met with Castle Rock Water to discuss mitigation measures at their facilities, and they will include the Colorado State Forest Service fire-resistive plantings list as part of the update to their landscape regulations.

Douglas County held its inaugural Wildfire Partnership meeting at the Events Center. Representatives from the county, local municipalities, the state, HOAs, and other interested individuals participated in a day-long meeting to discuss collaborative efforts among all involved to further address the wildfire risk in the county. It was a worthwhile meeting, a number of goals were established, and we will continue to participate in this effort on behalf of the Town.

Douglas County OEM will be hosting a wildland fire field training exercise (FTX) on October 1st. We have participated in the initial discussions, and have committed to participating in the exercise as well.

One of the recommendations in the CWPP was to develop an evacuation plan for the Town. This process was started last month, and for ease of use, the hazard zones in the CWPP were used as the base map. A DRAFT has been completed, and GIS is working on putting this all together. Once we receive the DRAFT maps, we will meet with CRPD and Public Works to ensure these evac routes are feasible and/or adjust as needed.

We have been working on modifying some response plans as well creating some new ones based on feedback and approval from the United Fire Dispatch Authority and Douglas Regional Communications Center. Effective March 1, response plans have been created or modified for the following call types (with definitions):

FIRE APPLIANCE

Stove, oven, dryer, microwave, bathroom fan, BBQ, etc. that is on fire and not extending to the room, contents, deck or structure. If a structure is involved, go to structure fire response.

FIRE BRUSH SMALL

Grass, brush or weeds on fire NOT threatening any structures and NOT large or fast moving.

FIRE BRUSH LARGE

Grass, brush or weeds on fire NOT threatening any structures, IS larger than a football field and NOT fast moving.

FIRE WILDLAND INTERFACE

Fire that is threatening structures or fast-moving.

FIRE OUTSIDE

Fire in a container, mulch bed, exterior trash receptacle (NOT dumpster), mattress on the road, etc. If a structure is threatened or involved, go to structure fire response.

FIRE VEHICLE ELECTRIC

A fire inside of or involving an electric vehicle (EV). If structure is threatened, use structure fire response.

We also modified the majority of the technical rescue response plans based on feedback from the Special Ops team leads. We will publish the updated response plan list as soon as these go live.

With remote working options now available to town employees, we have been working on an update to the Town weather closure policy and how a "snow" day is implemented. Obviously, this does not impact essential workers, so this should not have a significant impact on the department.

Finally, we held our kickoff meeting of the Station 155 Memorial. A number of options were discussed, and it was decided to bring in an outside expert to assist with the process. Based on a connection Battalion Chief Morgenthaler had, the President and CEO of the National September 11th Memorial and Museum in NYC has agreed to meet with us. Stay tuned...

Life Safety Division:

Division Chief Brian Dimock

Statistics:

Inspection Type	Number	Hours
Complaint	1	3
Construction	126	97.75
Correction Notices	8	6
Primary Insp	62	41.25
Follow-up Insp	48	23.5
Special or Special Event	10	7
HazMat/Primary & Data	7	4.75
Total Inspections	263	183.75

Total occupancies inspected during February – 163 – 6.95% of total occupancies

Plan reviews:

A total of 132 plan reviews (98 hours) were completed during the month of February even with one reviewer being gone on vacation for 80 hours.

Of these plan reviews, 32 were for permits and none took the allotted 10-day review period. The average amount of days to review was 2.4, and the average time to review all plans was roughly 45 minutes.

Investigations/Response Assist:

Response Assist – 10 responses taking a total of 19 hours;

Investigation – 10 entries requiring 23 hours of time to complete.

This investigation time includes the multi-family structure fire that we had this month. Great job to both Erin and Sully on this investigation.

Training:

The division as a whole entered 51 hours of training during the month of February.

UAV's:

Total Flights – 15

Total Flight Feet – 22,267

Total Flight Time – 191 minutes

There was a total of almost 20 hours dedicated to handling customer complaints and inquiries during the month of February.

The division logged a total of 915 calls for service for the month. This equated to approximately 136 hours per person of logged hours.

Training Division:

Division Chief Oren Bersagel-Briese



Division Chief Commentary

The recruit fire academy is in full swing up at West Metro and our newest members are doing really well. Firefighter Jake Malone stepped forward to take a temporary assignment to the academy but had to be pulled back due to a long-term staffing issue. Despite that, Jake has volunteered to stay heavily engaged at the academy and will spend the bulk of his four-day as a member of the cadre. Captain Hood will also fill in to ensure that we are meeting the needs of West Metro and our recruits.

We'd like to thank LTs Mike Moore and Clay Kallweit for teaching the Wildland Command School during the early part of the month. Our newest Acting Lieutenants spent the three days learning about wildland strategy and tactics, deployments, and structure protection. They also spent a lot of time on sand-table sims, and we've received great feedback about their time in the class.

February featured several organizational and planning meetings to keep programs moving forward in 2022. These included meetings with the SimsUShare group, with our lead EMS instructors, with the newly formed CRFD fire instructor cadre, and with the Driver/Operator leads in prep for the upcoming Acting Engineer and Engineer assessment centers. We also had the opportunity to be part of the West Metro Fire Rescue captain's assessment center and had some great take-a-ways from that experience.

In February, crews trained more than 1,650 hours on a wide range of topics to stay operationally prepared including EMS topics, driver/operator, engine and truck company operations, forcible entry, incident command, ground ladders, professional development, size-up, physical fitness, search and rescue, and much more.

We are currently working on the following projects:

- FTC projects
- WMFR academy
- Global Technology Team
- AENG and ENG assessment centers
- CMCB
- Building project templates for division

We also:

- Had some LT process follow up meetings
- Continued to bring Gallegos and Polidoro into the division's projects
- Attended a NFFF Stair Climb Meeting
- Participated in the Allen Street AAR
- Participated in the Ops Meeting

Logistics Division: **Division Chief Jim Gile**

Division Chief Commentary

February saw some new processes within CRFD. After some time to get it set up, The Home Depot / SupplyWorks ordering process went live on February 1st. This allows station Lieutenants to order paper products and cleaning supplies that are then shipped direct to the station. As always with new things, there is and has been a learning curve and as we continue to learn I'm sure we will need to make adjustments here and there. As has been directed and communicated, there is an approved list of items available on the SupplyWorks website. This process will allow us to begin tracking supplies and cost in order to better budget for these supplies in the future.



CRFD was able to donate our old Scott SCBA equipment to several area agencies. The Logistics Division worked to gather all of that equipment and make it available. The departments we were able to help are: West Metro, Palmer Lake, Franktown, Nederland and Fairmount. We did our best to break up the equipment in order to spread it out to multiple departments so as many as possible could benefit from it. Each department was very appreciative of the donations.

Logistics and Equipment Support Technician (LEST) Keegan continued his work in support of department operations. In February, Mr. Keegan assisted in the delivery of new station recliners. Each fire station received 5-6 recliners to replace old and broke down recliners. This was a large project; the recliners were delivered by freight truck to Station 152 and then distributed to the stations from there. LEST Keegan had to make multiple trips to get these all delivered. We then collected the old recliners and disposed of them. LEST Keegan has also been approving the Home Depot / SupplyWorks orders as they come in. If an order is made over the weekend, it will be approved the next week during regular office hours. In the event Tad is on vacation, I will be the secondary approver. Mr. Keegan continues to be available to help in moving apparatus around or chasing parts for Ben when needed. LEST Keegan continues to care for the day to day supplies and logistics needs of the department.

SR. EVT Jennings continues to take care of the needed repairs and maintenance of all of our heavy apparatus, and some of our light apparatus. During the month of February, Ben performed service and repair work to Unit 141 (E158) as well as Unit 155 (E153). He was also able to complete the mounting and up-fitting on Unit 116. Additionally, SR. EVT Jennings made some mounting adjustments to Unit 110 (M151) to match the requests that were made on Unit 116. The two Osage medic units are now set up identically. Unit 116 which will become Medic 154 is now staged at Station 151 waiting for medical supplies and inspection for county licensing. SR. EVT Jennings also continues to work with Lt. Richardson and Boise Mobile Equipment on the two Type VI brush trucks in process there. The trucks are virtually complete; we know this because we held a virtual walk around on Monday, February 28, to verify the trucks are complete. Lt. Richardson and Ben will travel to

Boise, ID to perform the final inspection on the trucks and drive them home. The brush trucks will then need to go through the equipment mounting and pump testing process before being put into service.

Division Project Report

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

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

HAAS alerting system (the system that alerts drivers of emergency vehicles in the area) totals for February are 3,075. Year to date is 7,577 and the total since we began the program is 134,241. Castle Rock Fire and Rescue was the first agency in Colorado to implement the system.



Scott SCBA equipment donated



AirQuest SMT Air/Light Trailer

Accreditation and Emergency Management:

Assistant Chief Craig Rollins

February saw a lot of progress on the Department's main accreditation documents:

- 2020 – 2024 Strategic Plan: Updated & uploaded for peer review
- 2021 Community Risk Assessment: Finalized & uploaded for peer review
- 2021 Standards of Cover: Updated, finalized & uploaded for peer review
- 2022 Self-Assessment Model: 90% of self-assessment documents completed, references verified, and uploaded for peer review.

The updated Strategic Plan and Standards of Cover will go to Town Council on April 5th for adoption, after which they will be posted to our strategic documents website.

We've had two meetings with the peer team leader; both went well and we are looking at potential site visit dates in mid-late April or mid-late May. We will have a better idea once they have a chance to review all of our documents.

Calls for Service Summary:

All Incidents	Incidents		Apparatus Response		Emergent Incidents	Incidents		Apparatus Response	
	530		1203			355		862	
Urban	368	69%	785	65%	Urban	244	69%	582	68%
Rural	129	24%	291	24%	Rural	84	24%	204	24%
Interstate	9	2%	38	3%	Interstate	9	3%	38	4%
Blank	24	5%	89	7%	Blank	18	5%	38	4%
Mutual Aid Calls	44	8%	171	14%	Mutual Aid Calls	38	11%	138	16%
Aid Received	25	5%	119	10%	Aid Received	23	6%	100	12%
Aid Given	19	4%	52	4%	Aid Given	15	4%	38	4%